Yardi Voyager 6.0
Manual

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Echelon Property Group
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Greenwood Village, CO 80111
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<td>129</td>
</tr>
</tbody>
</table>
Voyager Log In and Log Out

Click on the Internet Explorer desktop icon

You may see the following dialog box. Click on Yes.
Voyager Log In and Log Out

Field Instructions:

User name: Input your user name
Password: Input your password
Database: Verify that this is set to “apartment”

Click on Submit

*If Microsoft offers to “Remember this password” select NO for security purposes.

* If you forget your password, contact the Help Desk.
Voyager Log In and Log Out

From the Dashboard, click on Log Out

*** DO NOT close YARDI using the close window box in the upper right hand corner. Utilization of this method will result in a lock-out of the system. You will not be able to re-enter YARDI until re-set by the Help Desk.
Getting Around

Keyboard

Tab
Pressing Tab will move your cursor forward to the next field on the screen.

Shift + Tab
Hold down the Shift key while touching Tab to move your cursor backward to the previous field on the screen.

Tool Bar

Home: Returns you to the Voyager dashboard from wherever you are

Filter: Displays a filter screen to allow you to select a new item. The filter will depend on where you are in Voyager (for example, if you are in a Resident screen when you click on Filter, the Resident filter will be displayed.)
Getting Around

Tool Bar (Continued)

<table>
<thead>
<tr>
<th>Reports</th>
<th>Takes you to the report links</th>
</tr>
</thead>
</table>

| Log Out | Logs you out of Voyager |

Links

| Daily Activity | Produces a list of daily activities to be performed |
Filter Screens

Click on any link (underlined word) to display a list of input choices called a "pick list", i.e., the pick list for a Resident will display a list of all residents for you to choose from. (Note: refer to Using The Pick List procedure for additional information)

Filter criteria that requires a range will have a start field and an end field for input. If you are looking for only one item, not a range, input the same data in both fields. Leaving a field blank will default that field to "All" data without restriction or limitation. If you input a start date, you must input an end date.

Click on Submit when you have input all filter criteria

Click here to display a pop up calendar. You may select a date by clicking on the day, or use the arrow keys to move to different months or years

Click here for a prior year

Click here to advance the month

Note: Blue fields are required. You must input data into these fields before hitting submit (or save).
Getting Around

**Inputting Dates, Post Months, Numbers, and Amounts**

**Dates**

Dates should be input using 6 digits, without any dashes or slashes

Upon hitting the Tab key, Yardi will auto-format the date

| Date Received | 020502 |

**Post Months**

Post months should be input using 4 digits, without any dashes or slashes

Upon hitting the Tab key, Yardi will auto-format the post month

| 02/2002 |

**Telephone Numbers**

Telephone numbers should be entered without any parentheses, dashes or slashes. You may also include an extension on the end (optional)

Upon hitting the Tab key, Yardi will auto-format the telephone number

| 3034738291121 |

| (303) 473-8291 x121 |

**Amounts**

To input a whole number, you may omit the decimal point and the zeros representing the cents

Upon hitting the Tab key, Yardi will auto-format the cents with a decimal point

| 54 |

| 54.00 |

*Note: You must enter the decimal point if you are inputting amounts other than whole numbers (i.e. $54.25)*
Getting Around

Crystal Reports

Navigate Through Crystal Reports Printed To The Screen

Scrolling on screen using the mouse

- Left mouse clicking directly on the square box and dragging it up or down will quickly scroll through the report.
- Left mouse clicking on the scroll arrows will move you through the report line by line. Holding the left mouse button down will continuously scroll through the report.
- Left mouse clicking above or below the square box on the scroll bar will page up or down through the report.

Navigating using the Print Icon Bar

- Send to Printer
- Refresh Screen
- Go to 1st Page
- Current Page
- Go to Next Page
- Search Text
- Export Report
- Change View Size
- Go to Previous Page
- Go to Last Page
Getting Around

Printing Reports

Note: All reports print to screen first

You may print a report using one of the following methods:

A. Click on the Print Icon on the Crystal Icon bar (if a Crystal report)

B. Right-mouse click on the report, then left click on Print if a Non-Crystal report

To return to the report filter, click on the button on the Internet Tool Bar:
Getting Around

Report Output Options

Reports can be saved and processed in various formats in Voyager. The available options vary for each report, and will be displayed in the Destination dropdown box on the report filter.

Email PDF File/Email XLS File

Reports can be automatically converted into a PDF or XLS (Excel spreadsheet) format and emailed to any valid email address by selecting the Email PDF File or Email XLS File option.

The Advanced Options dialogue box will be displayed when this option is chosen and the user clicks Submit.

Landscape – Checking this box will automatically format the report in a Landscape format.

Prop Per Page – Checking this box will create separate reports from a filter where multiple properties or a property list was selected.

Click OK to return to the report filter.

Click Submit to complete the report request.
Getting Around

The report monitor will display the current report requests in your queue.

<table>
<thead>
<tr>
<th>Def</th>
<th>Well User</th>
<th>Report Name</th>
<th>Status</th>
<th>Destination</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>test</td>
<td>Unit Report</td>
<td>Processed</td>
<td>File - Unit_Report.pdf</td>
<td>Successful</td>
</tr>
<tr>
<td></td>
<td>test</td>
<td>Unit Report</td>
<td>Processed</td>
<td>File - Unit_Report.pdf (Replaced)</td>
<td>Successful</td>
</tr>
<tr>
<td></td>
<td>test</td>
<td>budget Compa</td>
<td>Problem creating PDF file C:\Program Files\Adobe\Acrobat 4.0\</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

A message will be displayed when the report has been processed.
Getting Around

Save to PDF File/Save to XLS File

Reports can be automatically converted into a PDF or XLS (Excel spreadsheet) format and saved by selecting the Save to PDF File or save to XLS File options from the “Destination” drop down list on the report filter.

The report monitor will display the report you have requested in your report queue.

A message will be displayed when the report has been processed. To view the saved report, click on the report link.
Getting Around

Download CSV File

Reports can be saved in a comma separated values file format for future use. Selecting this option will display a “Save As” dialogue box. A destination on the local machine will need to be specified by browsing to a folder.

Click Save to complete the process.
Getting Around

Data Fields

In all filter screens and in all processing screens, a blue tinted field means that the field is required.

*In the Lease Renewal example above, the required fields are “Lease From Date” and “Lease To Date.” You may not complete the lease renewal without completing these fields*

If there are errors on the page when you attempt to submit or save a page, they will be highlighted in pink for you with a description of the problem at the bottom of the page.
The Dashboard is used to monitor daily, monthly, and weekly tasks at a glance, or to navigate to daily reports, functions and transaction activities.

The left section and center section of the dashboard lists tasks sub-grouped into Resident Activity, Unit Availability, and Traffic. A zero next to the task indicates no scheduled action in this area. An underlined number link next to the task indicates that an action needs to be performed or there is information to be reviewed. Clicking the link will display a more detailed view of the task with additional links or data.

The right hand section of the dashboard displays the Active Property, reports, tools, and batch transaction links.
Dashboard Definitions

This document provides a brief explanation of each field or task on the dashboard. More information may be found in the detailed procedures for these various tasks.

Resident Activity Section

The tasks under the Resident Activity section of the dashboard relate to resident lease administration and turn over tasks.

<table>
<thead>
<tr>
<th>Resident Activity</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Move In</td>
<td>2</td>
</tr>
<tr>
<td>Move Out</td>
<td>0</td>
</tr>
<tr>
<td>Deposit Accounting</td>
<td>1</td>
</tr>
<tr>
<td>On Notice</td>
<td>1</td>
</tr>
<tr>
<td>Lease Expirations (120 days)</td>
<td>0</td>
</tr>
<tr>
<td>Pending Make Ready</td>
<td>1</td>
</tr>
<tr>
<td>Pending Work Requests</td>
<td>0</td>
</tr>
<tr>
<td>Alerts / Exceptions</td>
<td>2</td>
</tr>
</tbody>
</table>

- **Move In** – Indicates the number of residents scheduled to move in today.

- **Move Out** – Indicates the number of residents scheduled to move out today.

- **Deposit Accounting** – Indicates the number of residents who have moved out, but the security deposit dispositions have not yet been completed.

- **On Notice** – Indicates the number of residents currently on notice. Cancellation or modification of notice dates can be performed from this link.

- **Lease Expirations (120 Days)** – Allows the property manager to view the leases expiring within the next 120 days. New lease proposals can be performed from this link as can actual renewals, placing a resident on month to month or processing a notice to vacate.

- **Pending Make Ready** - Tracks units that are undergoing turn over maintenance.
Dashboard Definitions

Pending Work Requests - Indicates outstanding work requests more than 7 days old for a resident or unit.

Alerts/Exceptions - Notification of incomplete tasks relating to a resident’s record.

Unit Availability Section

The tasks under the Unit Availability section of the dashboard relate to Unit activity and Unit statuses.

<table>
<thead>
<tr>
<th>Unit Availability</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Units</td>
<td>17</td>
</tr>
<tr>
<td>Available Units</td>
<td>7</td>
</tr>
<tr>
<td>On hold units</td>
<td>0</td>
</tr>
<tr>
<td>On Waitlist</td>
<td>0</td>
</tr>
<tr>
<td>Model/Down/Admin</td>
<td>0</td>
</tr>
</tbody>
</table>

Total Units – Indicates the total number of units for the active property (except those units marked as “excluded”).

Available Units – Indicates the total number of Available units for the active property.

On Hold Units – Indicates the number of units currently being held for prospects.

On Waitlist – Indicates the number of prospects linked to a “waitlist” unit until a unit becomes available.

Model/Down/Admin – Indicates the number of units that are not available for occupancy because they are marked as administrative, down, or model units.
Dashboard Definitions

Traffic Section
The tasks in the traffic section relate to prospect and leasing activity.

<table>
<thead>
<tr>
<th>Traffic</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Prospect Pipeline</td>
<td>2</td>
</tr>
<tr>
<td>Today’s Showings</td>
<td>0</td>
</tr>
<tr>
<td>Pending Applications</td>
<td>0</td>
</tr>
</tbody>
</table>

**Prospect Pipeline** – Links to prospect records added or modified **within the last 7 days**.

**Today’s Showings** - Displays information on Units and Agents scheduled for showings on the current day.

**Pending Applications** – Displays any applications requiring further action.
Dashboard Definitions

Other Dashboard Features

Date Display – The current system date is displayed.

Active Property – The Active Property is selected from the drop down list available to the user. All data on the dashboard correlates to the Active Property. The Active Property will also carry through to report filters, transactions and other data entry screens as a default prompt to the user. This can be over-ridden by selecting a different property from the picklist.

Leasing Specials/Hot Sheet – Unit and Unit Type Specials can be entered in the Leasing Special section and the Hot Sheet details the units that are on special.

Daily Activity – View the daily activity report for the active property

Report Monitor – View reports in process or posted to batches using Conductor.

Add Guest – Enter contacts and create guest card data.

Quick Guest – DO NOT USE.

Calendar - Displays pop up calendar of scheduled events.

Open Batches – Displays current number of open batches or allows user to begin a new transaction batch.
Using the Pick List

Navigating in Pick Lists by Links

Click on any link (underlined word) to display a list of input choices called a "pick list"

For example, by clicking on **Resident**, with your property in the **Property** field, residents in this property will be displayed.

You may select by either double clicking on the desired record, or by single clicking, then clicking on **OK**.

Highlighted statuses are displayed. To find residents with different statuses, click on the status that you want, then click on **Find**. To select multiple statuses, hold the Ctrl key down and click on each status to highlight it, then click on **Find**.
Using the Pick List

To Search By Name:

In the Description field, input part or all of the last name of the resident preceded by a percent sign (%)*. *(See above example)* Select the desired status, and click on **Find** to activate the search.

*Note: A percent sign changes the search mode from “Starts With” to “Contains”.

To select a resident either double click on the desired record, or single click, then click on **OK**.
Change My Password

Menu Selection: Go to Setup
Change My Password

Field Instructions:

Old Password: Input your current password
New Password: Input the new password
Confirm New Password: Input the new password again to confirm it

Click on Submit
Locating a Resident(s) or Applicant(s)

Locate a resident using one of the following methods:

Method 1: The Dashboard – Person Search

You may search by first or last name regardless of resident’s status or by unit number. Note that when you search using the dashboard, both prospects AND residents matching your search criteria will be displayed. To search by name or unit number:

Unit: Input unit number or select from the drop down list
Name: Input Name (either first or last)

Click on [Search]

All prospects and residents matching your criteria are returned on the lower part of the dashboard. The Status is noted so that you can determine which are prospects and which are residents. Click on the correct prospect/resident name link to display the record.
Locating a Resident(s) or Applicant(s)

Method 2: Side Menu

The benefit of using the side menu is that you can exclude prospects and can use other filter criteria such as status to make your search more efficient.

Select Review Resident from the Side Menu

Input appropriate filter criteria

Click on Submit
Locating a Resident(s) or Applicant(s)

Results matching your filter criteria are displayed in the navigation window.

To select a particular record, click on it.

To begin a new Resident search, click on Filter.
Add a Prospect

Community Manager Dashboard: Alegria

<table>
<thead>
<tr>
<th>Resident Activity</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Move In</td>
<td>0</td>
</tr>
<tr>
<td>Move Out</td>
<td>1</td>
</tr>
<tr>
<td>Deposit Accounting</td>
<td>6</td>
</tr>
<tr>
<td>On Notice</td>
<td>10</td>
</tr>
<tr>
<td>Expiring Leases (120 days)</td>
<td>127</td>
</tr>
<tr>
<td>Scheduled Lease Renewals</td>
<td>0</td>
</tr>
<tr>
<td>Alerts</td>
<td>5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Unit Statistics</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Units</td>
<td>260</td>
</tr>
<tr>
<td>Leased Units</td>
<td>260</td>
</tr>
<tr>
<td>Occupied Units</td>
<td>260</td>
</tr>
<tr>
<td>Available Units</td>
<td>33</td>
</tr>
<tr>
<td>Model/Down/Admin</td>
<td>3</td>
</tr>
<tr>
<td>On Hold Units</td>
<td>0</td>
</tr>
<tr>
<td>Unit Transfers</td>
<td>0</td>
</tr>
</tbody>
</table>

Monday, April 13, 2009

Click on **Add Guest** to add the new prospect
Add a Prospect

**Prospect Guest Card**

| First Name  | Mary          | Status | Prospect | Property |
|-------------|---------------|--------|----------|
| Last Name   | Guest         |        |          |
| Address     | 2149 S. Jones Court |        |          |
| City State Zip | Neighborhood | TN | 12345 |
| Tel# Office-Home | (222) 333-4444 |         |          |
| Cell # - Fax # |               |        |          |
| E-mail      | mary@zal.com  | Notes  |          |
| Notes       | Likes views! Has cat named George |        |

**Field Instructions:**

- **First Name:** Input the first name
- **Last Name:** Input the last name of the primary contact
- **Address:** Input the address of the primary occupant *if available*
- **Tel# Office-Home:** Input the prospect’s office or home telephone number, *if available*
- **Cell # - Fax #:** Input the cell number and fax number if known
- **E-mail:** *Enter the E-mail address for the resident, if available*
- **Notes:** Input any pet info and specific preferences to print on the Prospect Summary report (*see above example*)
- **Property:** Autofilled for you from the Dashboard. Click on **Property** to select a different property code if applicable
- **Unit Type:** Select a basic unit type for the prospect
- **First Contact:** Select the appropriate way the prospect first contacted you or input the first letter of your selection
- **Agent:** Select your name from the list or input the 1st initial of your first name
- **Source:** Select the marketing source from the dropdown list
- **Result:** Select a Result from the dropdown list for that Contact
- **Date:** Enter the actual date of the contact

You may see this message displayed if the last name of the prospect you input matches another existing prospect. Verify that the prospect was not previously input by reviewing the list of prospects displayed.
Add a Prospect

Prospect Guest Card

Expected Move In: Input the anticipated move in date
Bedrooms: Input the number of bedrooms desired
Desired Rent: Input the amount of rent the prospect would like to pay

Click on any Amenity Preferences that apply

If the prospect has given you a deposit or you have any other information, such as roommate, proceed to “Submit an Application” procedure to record this info.

Click on Home to return to the dashboard

NOTE: Remember to write your initials in the upper right corner of the guest card to indicate that it has been input into Yardi.
Add a Prospect

Adding a New Contact Record for the Showing

Find your Prospect on the Prospect Pipeline or the Person Search

Field Instructions:

Type: Select “Show” from the Select Unit Leasing Step on the unit that was shown. If multiple units were shown, use the Notes section to enter the other units.

Agent: Select Agent that Showed Unit

Date: Defaults to today’s date. Override if appropriate.

Property: Defaults to the property from the contact record

Result: Select a Result from the drop down list

Notes: Input an appropriate comment about the results of the showing or prospect comments (See above example)
Add Follow Up Contact

Click on Contacts and select Add New Contact

Enter Other in the Contact Type and enter a follow up Result from the drop down list.

Enter...
Create a Prospect Contact

1. Locate the appropriate prospect record*

2. Click on **Contacts**

3. Click on **Add New Contact** to add a new contact record

   *Note: Use the Person Search from the dashboard.*
Create a Prospect Contact

Field Instructions:

Type: Select the appropriate contact type
Agent: Defaults to your name
Date: Defaults to today’s date. *Override if appropriate.*
Property: Defaults to the property from the contact record
Unit: Input a specific unit number if this is unit related, i.e., comments about a particular space that was shown.
Notes: Input an appropriate comment. *Remember that the first 15 characters get displayed on the contact summary screen.*

Click on **Save** to complete the contact record

Click on **Home** to return to the dashboard
Submit an Application

Submit an Application Process

Step 1: Add Occupants (Lessee and guarantor info)
Step 2: Select a Unit (for which to apply)
Step 3: Input Lease Term and Proposed Rent
Step 4: Charge an Application Fee

See Locating a Prospect for more information on locating the prospect if needed

Step 1: Add Occupants (Lessee and guarantor info)

Click on Occupants

Click on Add New Occupant to add the first lessee
Submit an Application

**Primary Occupant Example**

**Spouse/Roommate Example**

*Note:* You must add an occupant record for the primary occupant, all adult roommates, children and any guarantors.

**Field Instructions:**

**First Name:** Input the first name  
**Last Name:** Input the last name  
**Address:** Input the address of the guarantor (required) and roommate (if the same address as the primary occupant, just input “same”)  
**Relationship:** Select the appropriate option, i.e., Roommate, Guarantor or Other if a child  
**Lessee:** Check the lessee box on all records except the primary occupant  
**Tel# Office-Home:** Input the prospect’s office or home telephone number, if available  
**Cell # - Fax #:** Input the cell number and fax number if known  
**Notes:** Input any pertinent information (see above examples). If a child, input this comment here.

Click on ![Save](save_button.png)  

Click on **Add New Occupant** to add additional lessees or guarantor(s)
Submit an Application

Step 2: Select a Unit (for which to apply)

Click on **Select Unit** or click on **Next**

Available units are displayed for the bedroom size you selected in Preferences.

1. To change the bedroom size, simply uncheck the “# bedroom(s) only” box and hit **Find**

2. Click **Select** on the appropriate line to assign this prospect to the specific unit for which they are applying. This action will take the unit off the market while you process their application.
Submit an Application

Step 3: Input Lease Term and Proposed Rent

Click on Rental Options or click on Next

Field Instructions:

Expected Move In: Modify the Expected Move In date if applicable. Hit Tab*
Lease From: Modify the Lease From date if you modified the Expected Move In date. Hit Tab*
Term: Modify the number of months in the term if applicable. Hit Tab*
Lease To: Autofilled for you
Rentable Items: Input the quantity of items (if applicable)
Quoted Rent: Input the amount of market rent you have quoted this prospect for the unit not including concessions or rentable items. The accuracy of this is crucial to further steps in YARDI – exclude concessions, pet rent, garage etc…

Click on Lease expiration count to make sure this lease does not exceed the target # of expirations for the lease end month. If it does, then input an alternate lease end date.

Note: The number of lease expirations does NOT include the prospect you are attempting to qualify.

*Remember! It is extremely important that you hit the Tab Key after every field
Submit an Application

Skip **Concessions** for now. We will input them at move in.

There is no need to enter Application information on the Application Data screen since we do not interface with Saferent at this time.

Step 4: Charge an Application Fee (Take the unit off the market)

Click on **Application Charges** or click on **Next**

**Field Instructions:**

**Amount:** Input the amount for each charge code that is applicable for this prospect. *Remember to input concessions as a negative number.*
Submit an Application

**Select:** Verify that the box is checked for any charge where you have input an amount*

Click on Next to post the charges and verify that they were posted to the prospect’s ledger correctly

*Note: You MUST check the box in the Select column if the charge is NOT mandatory or it will not post!!

The prospect status is now applied:

Click on Ledger to view the charges you just posted

Return to the dashboard
Approve an Application

Locate the appropriate prospect to approve as follows:

1. Click on the Pending Applications link
2. Click on the Name link in the Guest column to locate the appropriate prospect

Use this function when the following criteria have been met:

1. Credit Screening returned with a Accept, Low Accept or Conditional Accept
   a. The resident has been informed of and agrees to pay any required additional deposits
2. Criminal Background returned and acceptable
3. Rental Verification returned and acceptable
4. Income verification completed and acceptable
5. Resident has been contacted and has committed to move-in and signed MI information sheet.
Approve an Application

1. Click on **Application Status**

2. Verify that this is the correct unit for approval. You may click on **Assign Unit** to assign this prospect to a different unit if applicable.

3. Click on **Approve** to indicate that this prospect has met the qualifications and passed credit and background screening. Performing this step means that the prospect is now ready for manager final approval.

The following dialog box appears:

![Dialog Box Image]

Click on **OK**
Cancel or Deny an Applicant

**Note:** If the prospect has not submitted an application, you must **Select a Unit** before you continue with this procedure.

**Click on** Application Status

**Click on** Cancel

**Document the reason for cancellation:**

**Date:** Defaults to today’s date *(override if appropriate)*

**Reason:** Select the reason for cancellation from the drop down box

**Click on** Save
Cancel or Deny an Applicant

The following dialog box appears:

Click on **OK**

The prospect status is changed to Canceled.

For Denials use the same procedure only click on the Deny button.
Forfeit an Applicant Deposit

Enter the Deposit disposition screen of the applicant by selecting GO from the deposit accounting link.

The GO link takes you into the Deposit Accounting Screen.
Forfeit an Applicant Deposit

Enter the Full amount of the deposit. Select Print and POST.
Locate the resident record you want to modify.

You may modify any pre-move in conditions as follows:

1. To completely cancel the move in, click on Cancel Move In
   1a. If a cancelled Move-in, create a memo as to reason for cancellation.
   1b. Reconcile Deposit via Security Deposit Disposition if applicable.

2. To adjust the move in dates, click on Adjust Move In Dates

3. To assign this future resident to another unit, click on Assign Unit

4. To change the rent amount, contact the home office.
Click on the Move In link to locate the appropriate resident

Click on the Move In button for the appropriate resident

In this screen, you perform the following tasks:

1. Modify the Move In Date and lease terms, if applicable.
2. Establish monthly charges such as rent.
3. Establish first month resident charges, i.e., security deposit and first month rent.

Input the space number for each rentable item here.
Resident Move In

Field Instructions:

- **Move In Date:** Modify the *Move In Date* if appropriate. Hit Tab.*
- **Lease From Date:** Modify the *Lease From Date* if appropriate. Hit Tab.*
- **Term (# of Months):** Verify the number of months in the lease term. Hit Tab.*
- **Lease To Date:** Autofilled for you. Modify if appropriate.
- **Yes/No:** Click on \(\square\) for any optional charge such as a pet deposit to mark the charge for posting.
- **Lease Amount:** Input the amount to charge monthly for recurring charges where prompted in blue. The first month charge will be auto calculated for you.
- **Move In Amt:** Input the amount for the Additional Security Deposit *(if applicable)* and any other first month charges where prompted in blue. *Note:* Input a negative number for any credits such as concessions where applicable.

Click on **Post**

*Note: It is extremely important that you hit the Tab Key after every field.*
Resident Move In

If you forget to input an amount for a mandatory charge (the box in the Yes/No column will be autoselected), i.e., security deposit, you will see a dialog box like the one shown above reminding you to input the appropriate amount.

After performing this step, you will be back at the dashboard. Locate the resident record one more time to perform the following steps:

1. Verify that first month charges have been created correctly (see Ledger)
2. Modify any recurring concessions if they are not set for every month. Make sure they have an end date that matches the lease to dates (See Lease Charges)
3. Verify that all monthly recurring charges have been setup correctly (See Lease Charges)
Resident Move In

1. See “Create Resident Charge” procedure or “Create Resident Credit” procedure to modify any first month charges that were not posted properly.

2. Click on Lease Charges to modify/add any monthly billing charges (If applicable – see next page to modify lease charges. If not, you are finished!)

**Note:** The resident status has been changed to “Current”.

**To Add A Lease Charge:**

<table>
<thead>
<tr>
<th><strong>Charge Code:</strong></th>
<th>Input an appropriate charge code or select from the pick list</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Amount:</strong></td>
<td>Input the monthly amount to be charged</td>
</tr>
<tr>
<td><strong>Dates:</strong></td>
<td>Input the date to start posting this amount in the 1st date field</td>
</tr>
</tbody>
</table>

The 2nd date field is typically blank if the charge is ongoing, otherwise input a date to stop posting this rent amount, *(i.e., on ti rent concession for a fixed period)*.

<table>
<thead>
<tr>
<th><strong>Max/Mo:</strong></th>
<th>Input “1” to make one charge per month only</th>
</tr>
</thead>
</table>
Resident Move In

To Modify a Lease Charge:
Make the appropriate changes for any lease charge. *(You may not delete a lease charge in this screen. Contact the home office to perform this type of modification for you.)*

Click on **Save**
Moving In an Employee – Echelon Property Group

Submit the application and approve it exactly like a regular applicant. Put the word Employee after the last name as shown below:

<table>
<thead>
<tr>
<th>Resident</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
</tr>
<tr>
<td>Last Name Employee</td>
</tr>
<tr>
<td>Address</td>
</tr>
</tbody>
</table>

1. On the Employee move in day, go to the dashboard, click the Move In link. The bottom of the screen displays the move-ins scheduled for today (and any unprocessed move-ins scheduled prior to today).

2. Locate the appropriate resident and click the Move In button. The Move In screen appears.

3. Enter the move in date and enter a Lease to Date of 12/31/2099 for all employee leases.

4. Complete the move-in charges as shown below for rent and employee concession. Add any other charges as applicable.
b The prorated rent is calculated by the system and cannot be changed.

5 Click Post.

The program changes the status of the resident to Current.

After the employee status is changed to Current, please go to the Other Info Tab on the resident record and change their lease type to Employee as shown below:
Late Fee Procedure

Posting Late Fees

When you post late fees, Voyager creates late fee charge records for residents or tenants with eligible unpaid charges. Voyager enters :Late1 in the Reference field of a base late fee charge record, and :Late2 in the Reference field of a daily late fee charge record. If you do not manually change these references, you can repeatedly post late fees during the month without over-charging.

Note: Before running this function, please make sure you have completed the review of your A/R Receivable Report and completed all zero (0) receipts and corrections. Make sure the post date for those zero receipts is the 1st or else it will charge a late fee on that account. In addition, entering receipt dates accurately at time of input is crucial to this function. For example, if you enter a receipt date of the 4th when the resident paid on the 3rd in the night drop, this will cause Voyager to post a late fee to that account. Also, not applying a concession credit to a rent charge prior to running this function will also cause a late fee to post to the account. So please make sure entry and review is done thoroughly prior to the posting to avoid unnecessary errors.

To post late fees

From the side menu, select Charges > Post Late Fee. The Late Fee filter appears.
Late Fee Procedure

Complete the filter:

- **Property**: Type or select the code for a property or property list.
- **Resident**: If you want to charge late fees to specific residents or tenants, type or select the codes for those residents or tenants.

**Late Fee Date**: Type the date to begin charging late fees. If you charge a base late fee, Voyager creates a late fee for each charge that has not been paid as of this date. If you charge daily late fees, Voyager creates a late fee for each day between the date you last posted a late fee and this day.

**Cutoff Date**: Select the last day that you want to use for calculating late fees. Voyager ignores charges that are billed after this date.

**Charge Notes**: Type notes that describe the charge.

**Report Only**: Select the way you want to post monthly charges:

- **Late Fee Date = Current Date**
- **Cut Off Date = The first day of the current month aka the Monthly Billing Date**
**Late Fee Procedure**

**Report Only**  Produces a late fee report without creating transactions and posting them to the G/L. Make this selection to review the charges as a report before posting them to the G/L.

**Create Batch** Creates late fee charges in a charge batch and produces the late fee report. Make this selection to review late fees as standard charges in a charge batch before posting them to the general ledger.

**Post to G/L**  Posts late fees to the G/L and produces the late fee report. Make this selection to post late fees to the G/L without first reviewing the charges and without having to perform a separate posting step.

**Destination**  Select the output format for your report.

3 Click **Submit**. Voyager creates a report and does with it as specified in the **Destination** drop-down list.

4 If you selected **Report Only** from the **Report Only** drop-down list, return to the previous screen to create the batch or post the charges after you have reviewed the report. If you selected **Create Batch**, you must post it or delete it.
3 Day Demand Letter Instructions

1. Print a Delinquency report as of the day 3-Days are sent
   a. Select ALL residents (you will have to filter out any past residents that should not be 3-dayed)
   b. Select the Report Summary by Charge code

Submit and Print the report – it will look like this:
3 Day Demand Letter Instructions

2. From the Left Menu Select
   Reports
   Receivables
   3-Day Demand
   Colorado / Texas

   Detail anything other than a utility charge
3 Day Demand Letter Instructions

a. Input the resident T code from the Delinquency report.

b. The Delinquent is the month of rent that is owed

c. The Demand date is Today

d. County – Your property’s county

e. Attorney Fee – the fee you pass thru to the resident on the filing day.

f. Click Submit

g. Print
Create a Resident Memo

Memos may be attached to residents, vendors, owners, properties, units, etc. In our example, we will create a resident memo.

Create the memo as follows:

1. Locate the Resident you want to attach the memo to
2. Click on the **Memo** link on the right side of the screen

**Note:** If there are any existing memos, the number of memos on the record will be denoted in parentheses.

**Example:** Memo (1)
Create a Resident Memo

Note: If a resident already has at least one memo, a summary of all memos will be displayed in the spreadsheet section at the top of the screen and details from the most current memo will be displayed. Click on to display a blank screen to input a new memo.

Field Instructions:

Date: System defaults to today’s date
  • If you want to document an activity that happened today, don’t change the date. If not change the date to the appropriate date

Status: Select the appropriate status from the pick list

Result: Select the appropriate action that results from this memo

Type: Select the appropriate type from the pick list

Agent: Select your name from the pick list

Notes: Input an appropriate note pertaining to this issue. (Hint: remember who, what, when, where, and how! The first 40 characters will display in the memo table, so you want to make sure that the most important info is in this space)

Click on
Transfer Unit
Entering Basic Transfer Information

From the left hand side menu select **Residential > Transfer Unit**.

The **Transfer Unit** filter appears.

**Property**

**Unit**

**Resident**

**To Property**

**To Unit**

**Notice of Transfer Date**

Select the property where the resident is currently located (optional).
Transfer Unit

Unit  Select the unit where the resident is currently located (optional). Resident Type or select the resident code of the resident who is transferring (required). To Property Type or select the property code to which the resident is transferring (required).

To Unit  Type or select the unit code to which the resident is transferring (required).

Notice of Transfer Date  Type or select the day the resident gives notice to transfer (this field defaults to the current day). The system sets this date as the default move-out and move-in dates for the resident. These dates can be changed later in the process.

Click Submit. The Transfer Unit (Options) screen appears.

Reviewing Resident Information

The top portion of the Transfer Unit (Options) screen summarizes resident and unit data for your reference.

Transfer Unit

<table>
<thead>
<tr>
<th>Code</th>
<th>10025626</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Jose Manollas</td>
</tr>
<tr>
<td>Address</td>
<td>3935 East Greenway Rd., 1101</td>
</tr>
<tr>
<td>City</td>
<td>Phoenix, AZ 85032</td>
</tr>
<tr>
<td>Property</td>
<td>1025</td>
</tr>
<tr>
<td>Unit</td>
<td>1101</td>
</tr>
<tr>
<td>Status</td>
<td>Current</td>
</tr>
<tr>
<td>Rent</td>
<td>799.00</td>
</tr>
<tr>
<td>Phone (H)</td>
<td></td>
</tr>
<tr>
<td>Phone (W)</td>
<td></td>
</tr>
<tr>
<td>Lease From</td>
<td>03/28/2009</td>
</tr>
<tr>
<td>Lease To</td>
<td>12/31/2009</td>
</tr>
<tr>
<td>Move In</td>
<td>03/28/2009</td>
</tr>
<tr>
<td>Move Out</td>
<td></td>
</tr>
</tbody>
</table>

Existing Lease Information

- Intended Move Out Date: 08/09/2009
- Notice of Transfer Date: 07/09/2009
- Transfer Reason: Transfer Within Comm

New Lease Information

- To Property: 1025
- To Unit: 1102
- Lease From Date: 09/08/2009
- Lease Term: 12
- Lease To: 03/31/2010
- New Rent: 710.00
- New Move In Date: 08/09/2009

Transfer Unit Options

- Options
- Roommates
- Rentable Items
- Review & Post

Include Security Deposit Balance in transfer

Transfer Unit

[Buttons: Cancel, Previous, Next, Finish]
Transfer Unit

To provide transfer options, enter the needed information in the bottom portion of the screen, in the Existing Lease Information, New Lease Information, and Custom Data sections. The Transfer Unit section lists the steps of the transfer process.

Review the Existing Lease Information section.

Intended Move Out Date Select the date that the resident will move out of the unit.

Notice of Transfer Date Defaults from the filter.

Transfer Reason Select the reason for the unit transfer from the pull-down list of available options.

Review the New Lease Information section.

Lease From Date Type the date on which the resident’s lease is scheduled to start.

Term Type the number of months in the lease term. The default value is the number of months specified at the time of property setup.

Lease To This field is completed by the system, based on the Lease From date and the Term.

New Rent This field identifies the resident’s new rent amount. Type the new unit rent for the proposed lease.

New Move In Date Enter the date you expect the resident to move into the new unit. This date may be prior to the move-out date of the original resident so that the resident actually occupies both units at the same time.

Review the Custom Data section.

In the table, click the Transfer check box for data you want to transfer. Select Demographics.

Check Include Security Deposit Balance in Transfer if you want to include the security deposit balance as part of the transfer. Make sure you have your Regional
Transfer Unit

approve this prior to the transfer. Checking this option means that you want the resident’s balance to come over as part of the transfer as opposed to issuing a payable to the resident once they move out of the original unit.

Click Next for the Roommates step.

The Transfer Unit - Roommates screen appears.

Reviewing Roommate Information

In the Existing and Proposed Roommates section, review the table of existing roommates and select any that will be part of the transfer. Clear the transfer check box if an existing roommate will not be transferring. If a roommate is not transferred, their name (and other information) is removed from the resident record.

To add a new roommate, click the icon on the upper left of the table. The Add Roommates screen appears.
Complete the Add Roommates screen, providing the roommate’s name, contact information, relationship to the lessee, and whether the roommate is also a lessee. Hit the Save button.

Click Next for the Rentable Items step.

Reviewing Rentable Item Information
Transfer Unit

In the Existing and Proposed Rentable Items section, select the rentable items you want to transfer.

Rentable items that are not transferred are released through the deposit accounting process when the transfer takes place.

In the Add Rentable Items section, select any additional rentable items you want to include in the transfer.

Click Next for the Review & Post step.

Reviewing and Posting the Transfer

Review the Summary Information, Existing Lease Information, New Lease Information, and Other Details sections.

Click Post Transfer.
Transfer Unit

Once you click **Post Transfer**, Voyager performs the following actions:

The original resident record is given a new code.

The original resident record is changed to a status of Notice.

A new resident record is created and is given the original resident code.

The new resident record receives a status of Future.

The history tables are updated so that the occupancy reporting will be accurate.

Depending on items chosen during the transfer unit process:

Custom data is created on the new resident record.

Rentable items lease charges have end dates added to them and are disassociated from the original resident. New lease charges for rentable items are created and associated with the new resident.

The security deposit is transferred to the newly created resident record.

Follow-Up

When the date of the transfer arrives, you must perform:

The standard move-out and deposit accounting (on the original resident record).

The standard move-in (on the newly created resident record).
Lease Renewal

From the Resident Record, Click on the Renew Lease link.

Lease Renewal Window is Displayed
Lease Renewal

Field Instructions:

Lease From Date: Autofills with the first day following the Lease Expiration Date

Term (# of months): Autofills with the default lease term. (override if appropriate)

Lease To Date: Autocalculates based on the Term.

Old Rent: Displays the current resident market rental rate

New Rent: Input the new MARKET resident rental rate

Click on Save to complete

You will see this dialog box upon completion:

Click on OK
Assign/Release Rentable Item

Use this procedure to add a rentable item during the term of the lease or remove a rentable item if a resident decides not to continue to lease it.

From side menu, click on: Residential
Assign Rentable Item

Filter Criteria:

Property:  Defaults to the active property from the dashboard. Override if applicable.

Type: Input the type of rentable item or select from the pick list

Available Only?: Select “Yes” to display only vacant units (i.e., to add a rentable item) Select “No” to display leased rentable items as well (i.e. to remove a rentable item)

Click on Submit to display the rentable items selection screen.
Assign/Release Rentable Item

To Add A Rentable Item:

Locate the appropriate rentable item(s) in the code field, then input the resident data for each rentable item as follows:

**Field Instructions:**

- **Lessee:** Select the appropriate resident from the pick list
- **Lease From:** Input the appropriate lease start date
- **Lease End:** Typically leave blank as this item is leased until they decide to give it up as opposed to commencing with the apartment lease end date.

**Click on** [Post] **at the bottom of the screen when you are finished.**

The following dialog box will appear:

Click on [OK]
Assign/Release Rentable Item

To Remove a Rentable Item:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Market Rent</th>
<th>Lease</th>
<th>Lease From</th>
<th>Lease To</th>
<th>Current Rent</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Parking</td>
<td>$10.00</td>
<td>10000002</td>
<td>06/01/2004</td>
<td></td>
<td>$10.00</td>
</tr>
<tr>
<td>02</td>
<td>Parking</td>
<td>$10.00</td>
<td></td>
<td></td>
<td></td>
<td>$10.00</td>
</tr>
<tr>
<td>03</td>
<td>Parking</td>
<td>$10.00</td>
<td></td>
<td></td>
<td></td>
<td>$10.00</td>
</tr>
<tr>
<td>04</td>
<td>Parking</td>
<td>$10.00</td>
<td></td>
<td></td>
<td></td>
<td>$10.00</td>
</tr>
<tr>
<td>05</td>
<td>Parking</td>
<td>$10.00</td>
<td>100000047</td>
<td>05/01/2004</td>
<td>05/31/2004</td>
<td>$10.00</td>
</tr>
<tr>
<td>06</td>
<td>Parking</td>
<td>$10.00</td>
<td>100000047</td>
<td>05/01/2004</td>
<td></td>
<td>$10.00</td>
</tr>
<tr>
<td>07</td>
<td>Parking</td>
<td>$10.00</td>
<td>100000165</td>
<td>05/01/2004</td>
<td></td>
<td>$10.00</td>
</tr>
<tr>
<td>08</td>
<td>Parking</td>
<td>$10.00</td>
<td>100000169</td>
<td>05/01/2004</td>
<td></td>
<td>$10.00</td>
</tr>
<tr>
<td>09</td>
<td>Parking</td>
<td>$10.00</td>
<td></td>
<td></td>
<td></td>
<td>$10.00</td>
</tr>
<tr>
<td>10</td>
<td>Parking</td>
<td>$10.00</td>
<td>100000057</td>
<td>05/01/2004</td>
<td></td>
<td>$5.00</td>
</tr>
<tr>
<td>100</td>
<td>Parking</td>
<td>$10.00</td>
<td>100000043</td>
<td>05/01/2004</td>
<td></td>
<td>$10.00</td>
</tr>
</tbody>
</table>

Locate the appropriate rentable item(s) in the code field, then input the resident data for each rentable item as follows:

Field Instructions:

**Lease To:** Leave this day blank so that it keeps billing even if they hold over. *You will have to release the rentable item at move out.*

**Click on** [Post] at the bottom of the screen when you are finished.

The following dialog box will appear:

![Warning dialog box]

Click on [OK]
Month to Month

From the Resident Record, Click on the Month to Month link

**Note:** Clicking the Expirations link will display all units with leases expiring within the next 120 days. From this screen, all steps in the lease renewal process can be accessed. Remember that you must have completed the Proposed Rent at Renewal procedure before you can complete this step.
## Month to Month

Month to Month Window is displayed

<table>
<thead>
<tr>
<th>Code</th>
<th>M0012359</th>
<th>Property</th>
<th>6500</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>James Bruce Cavanah</td>
<td>Unit</td>
<td>02-100</td>
</tr>
<tr>
<td>Address</td>
<td>19735 Clubhouse Drive 02-100</td>
<td>Status</td>
<td>Current</td>
</tr>
<tr>
<td>City</td>
<td>Parker, CO 80134</td>
<td>Rent</td>
<td>1,060.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Telephone</td>
<td>(303) 594-61</td>
</tr>
</tbody>
</table>

- **Month-to-Month Date**: 04/01/2010
- **Month to month premium**: 100.00
- **Charge Code**: mtmfee
- **Old rent**: 1,060.00
- **New rent**: 1,060.00
- **Increase Amount**: 0.00
- **Type**: $ increase

1. The proposed rent and the standard month to month fee for your property is displayed.

2. If the rental rate is incorrect, simply change the amount.

3. Click on **Save** to complete the renewal.
Notice to Vacate

From the Resident Record, Click on the Notice link

Note: Clicking the Expirations link will display all units with leases expiring within the next 120 days. From this screen, all steps in the lease renewal process can be accessed. Resident Notices to Vacate can be processed from this screen.

Note: Every resident that moves out must first be put on notice to vacate – including skips and evictions.

Notice Window is Displayed
Notice to Vacate

Field Instructions:

Termination Type: Select the Termination Type from the drop down list
Notice Date: Enter the date on which Notice was given by the Resident
Move Out Date: Enter the expected move out date
Reason for Move Out: Select the Resident’s reason for termination from the drop down list

Click on Save to complete the Notice function.
Change Notice or Pre-Move Out Conditions

Menu Selection: Click on the On Notice link

1. Click on the Adjust Dates link to change the projected move out date

2. Click on Cancel Notice to remove notice and put the resident back into a Current status


**Move Out a Resident**

<table>
<thead>
<tr>
<th>Resident</th>
<th>Property Info</th>
<th>Functions</th>
<th>Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Last Name</td>
<td>Address</td>
<td>City-Std</td>
</tr>
<tr>
<td>Debra</td>
<td>Carmichael</td>
<td>19755 Clubhouse Drive 02-134</td>
<td>Parker</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Remember everyone the moves out must be first put on-notice - including skips and evictions.

**Note:** You may either move the resident out, adjust the move out date, or cancel the move out.

From the Resident Record, Click on the Move Out link

1. Click on the Name link to verify that the forwarding address has been input.

2. Select the Move Out box to vacate the unit. The following dialog box will appear.

3. Click on **OK** to complete the process.
Security Deposit Disposition

From the Dashboard, Click on the Deposit Accounting link

Click on the box in the Go column for the appropriate resident
1. Click on the Code link to perform the following tasks:
   a. Verify that the forwarding address is correct
   b. Verify that the ledger balance is correct
   c. Verify that 30 or 60 days notice was given as appropriate
   d. Click on **Save** if you have made any changes to the resident screen
   e. To return to the deposit accounting screen, click on the **Deposit Accounting** link from the Resident screen
1. Create any move out charges or credits as follows:
   - Input any move out charges in the **Charge** column
   - Input any credits in the **Credit** column
   - Modify the description of the charges and/or credits with specific info

2. Verify that the deposit disposition amount is correct
   - **Amount of Refund** = Refund
   - **Amount Owed** = Forfeiture

3. Click in the **Print Statement** box to print a move out statement

4. Click on **Post**. A refund payable invoice will be automatically created if the resident is getting a refund.

5. If the resident gets a refund, make a copy of the printed statement and submit it per the instructions on the Disposition Checklist to the home office in your next delivery. If the resident owes money, mail a copy of this statement to the resident.
Security Deposit Disposition

Security Deposit Revision Disposition Instructions
For Refunds Only

1. If a past resident needs his amount revised for his security deposit disposition, you can use the Adjust Deposit Accounting link on the functions screen as long as a refund check has not been written. Once a refund check has been cut, revisions for refunds dispositions need to go to the Attention of Debbie DiFiore. Instructions are below.

2. If a resident is getting an additional refund, go into the past resident tenant screen and print the ledger. Determine the refund amount. Complete a Security Deposit Transmittal in Excel with the appropriate adjustments clearly detailed, i.e., “Adjust Rent Amount by $50”, “Remove Final Utility Billing of $36.45”, etc.

3. Select Adjust Deposit Accounting from the resident screen under Functions.

4. Input the Forwarding Address in the address lines on the screen. If no forwarding address is given leave this blank so that it will default to the last known address which is the unit address on the resident record.

5. Enter the charges you are changing with the correct amounts.

6. After entering all applicable charges, verify that the refund amount on the Security Deposit Transmittal matches the refund total at the bottom of the Voyager Move-Out Screen. When you are finished and have successfully tied out, check the Print Statement box on the bottom left hand side of the screen and then push POST. Print three (3) copies of the Move-Out Statement report that appears on screen for a refund. Go back into the resident record select the Ledger report and print two (2) copies of that also.
Security Deposit Disposition

7. Compile the following for the corporate office: Two (2) copies of the Move-Out Statement, one (1) copy of the resident ledger, and one (1) copy of the manual Disposition Checklist. Put in courier bag for the corporate office and mark it to the attention of the property’s Regional Manager. One (1) copy of each of those items needs to be filed in the resident on site file.

8. Enter a Memo in the past resident record in Voyager detailing the reason for the correction.
Security Deposit Disposition

Security Deposit Revision Disposition Instructions
For Refunds After Check has Been Cut Only

1. If a check has been cut out of Voyager for the past resident, the Adjust Deposit Accounting function is no longer available. So complete a Security Deposit Transmittal and mark as a Revision.

2. Go into the past resident tenant screen and print the ledger. Determine the refund amount. Complete the transmittal in Excel with the appropriate adjustments clearly detailed, i.e., “Adjust Rent Amount by $50”, “Remove Final Utility Billing of $36.45”, etc.

3. Enter a Memo in the past resident record in Voyager detailing the reason for the correction.

4. E-mail or send the transmittal to the Yardi Help Desk for handling.
Security Deposit Disposition

Security Deposit Revision Disposition Instructions
For Amount Owed Only

1. If a past resident needs their amount owed revised for his security deposit disposition, you can use the Adjust Deposit Accounting link on the functions screen as long as a refund check has not been written.

2. Select Adjust Deposit Accounting from the resident screen under Functions.

3. Input the Forwarding Address in the address lines on the screen. If no forwarding address is given leave this blank so that it will default to the last known address which is the unit address on the resident record.

4. After entering all applicable charges, verify that the amount owed is correct at the bottom of the Voyager Move-Out Screen. Check the Print Statement box on the bottom left hand side of the screen and then push POST. Print two (2) copies of the Move-Out Statement report that appears on screen for a refund. Go back into the resident record select the Ledger report and print one (1) copy of that also.

5. One (1) copy of each of those items needs to be filed in the resident on site file and One (1) copy of the Move-Out Statement needs to be sent to the past resident.

6. Enter a Memo in the past resident record in Voyager detailing the reason for the correction.

7. If an amount is owed, the balances need to be written off immediately per the following instructions:
   a. Disposition Write Off Summary of Action

8. Reverse all charges using the Reverse Charge function under Charges on the left side menu with the following charge codes; chgcon, morent, saletax and attyfee.

9. Using the Write Off Charge Function under Charges on the left side menu write off charge codes rent and mortadj to the charge code worent.

10. Again using the Write Off Charge Function under Charges on the left side menu write off all other charge codes to wother.
Security Deposit Disposition

Disposition Write Off Summary of Action

1. REVERSE - Charge Back Concessions (chrgcon)
2. REVERSE – Rent Due After Move-out (morent)
3. REVERSE – Attorney & Eviction Fees (attyfee)
4. REVERSE – Sales Tax charges for uncollected income items (salestax)
5. WRITE OFF to worent – Owed Rent and Move-out rent adjustment (rent & mortadj)
6. WRITE OFF to woother - Other charge codes that belong in other income
Security Deposit Disposition

WRITE OFF INSTRUCTIONS- AFTER DISPO

For use after completion of Deposit Accounting

1. Print an Unpaid Charges for the former Resident

Highlight any charges for CHRGCON, MORENT, SALESTAX

2. From the Left Side Menu select:

Charge
Reverse Charge

In the filter, input the appropriate resident T code by using the resident link and searching by PAST residents.

Select CHRGCON as the Charge code
You do not need to select Dates
Post Date is today
Post Month is the current accounting Month
Reverse Charge Code is….. CHRGCON
Reverse Notes: “Write off Conc Charge Back”
Security Deposit Disposition

Charge Code and Reverse Charge code must both read CHRGCON.

Select Submit.

Make Sure ONLY the Charge code of CHRGCON appears in this screen. If more than this charge code appears – return to the filter and identify the problem.
Security Deposit Disposition

Select the charge and Post.

Repeat for MORENT and SALESTAX

3. **Highlight the following charge codes on the Unpaid Charges Report:**
   a. RENT
   b. MORTADJ – move out rent adjustment

   These 2 charge codes are to be written off to WORENT.

   ![Table of Unpaid Charges](image)

<table>
<thead>
<tr>
<th>Control Number</th>
<th>Unit Code</th>
<th>Tenant Status</th>
<th>Date Occurred</th>
<th>Period</th>
<th>Charge Type</th>
<th>Account Number</th>
<th>Current Owed</th>
<th>Amount Paid</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>C-47694</td>
<td>0024</td>
<td>part</td>
<td>07/23/2004</td>
<td>06/2004</td>
<td>CHRGCON</td>
<td>4040</td>
<td>$985.00</td>
<td>$0.00</td>
<td>Charge Back Current - 1 month fees</td>
</tr>
<tr>
<td>C-47693</td>
<td>0024</td>
<td>part</td>
<td>07/23/2004</td>
<td>06/2004</td>
<td>TERMRENT</td>
<td>4273</td>
<td>$1,800.00</td>
<td>$0.00</td>
<td>Lease Termination Fee</td>
</tr>
<tr>
<td>C-47696</td>
<td>0024</td>
<td>part</td>
<td>07/23/2004</td>
<td>06/2004</td>
<td>KEYS</td>
<td>4273</td>
<td>$25.00</td>
<td>$0.00</td>
<td>Keys - pool key not returned</td>
</tr>
<tr>
<td>C-47697</td>
<td>0024</td>
<td>part</td>
<td>07/23/2004</td>
<td>06/2004</td>
<td>CLEANING</td>
<td>4281</td>
<td>$100.00</td>
<td>$0.00</td>
<td>Cleaning - 4 hour cleaning</td>
</tr>
<tr>
<td>C-47692</td>
<td>0024</td>
<td>part</td>
<td>07/23/2004</td>
<td>06/2004</td>
<td>CARPETCL</td>
<td>4281</td>
<td>$50.00</td>
<td>$0.00</td>
<td>Carpet Cleaning - heavy clean + stain rem</td>
</tr>
<tr>
<td>C-47693</td>
<td>0024</td>
<td>part</td>
<td>07/23/2004</td>
<td>06/2004</td>
<td>DAMAGE</td>
<td>4275</td>
<td>$75.00</td>
<td>$0.00</td>
<td>Damage - replace bedroom door</td>
</tr>
<tr>
<td>C-47700</td>
<td>0024</td>
<td>part</td>
<td>07/23/2004</td>
<td>06/2004</td>
<td>MORENT</td>
<td>4056</td>
<td>$295.00</td>
<td>$0.00</td>
<td>Rent Due After Move Out - unit 505</td>
</tr>
</tbody>
</table>

   **Total for Parenthood:** $3,897.69

4. From the Left side menu select:

   Charges
   Write Off Charge
   Input Filter Appropriately – selecting WORENT as the Write off charge code.

Submit
Security Deposit Disposition

Enter the Write off Screen

Select only the charge codes appropriate for WORENT – Be Careful!!!
Security Deposit Disposition

5. Select the same resident thru the Write Off Charge Filter Again – select WOOTHER as the write off charge code:

Only rent related charges selected? If Yes, Post.

Submit
Security Deposit Disposition

Print a Resident Unpaid Charges and Verify that No Open Charges exist.

VERIFY that all remaining charges belong in Other Income. Select ALL and POST.
**Security Deposit Disposition**

Print a Resident Ledger and Verify that the balance is $0.

![ Resident Ledger Image ]

Place Resident Ledger and Unpaid Charges in Resident File with other Disposition Paperwork.
Creating Batch Receipts

Batch Receipt Process

Step 1: Create a new batch
Step 2: Input resident receipts
Step 3: Input non-resident receipts
Step 4: Exit an incomplete batch, if needed
Step 5: Complete a batch

From the Dashboard, Click on New Receipts Batch
Creating Batch Receipts

**Step 1:** Create a New Batch

**Field Instructions:**

- **Batch Description:** Auto filled for you
- **Batch Notes:** User defined batch notes
- **Total of Receipts:** Add up all the payments and input the total here
- **Number of Receipts:** Count the number of payments and input the total here (MAX 50 receipts)
- **Deposit Date:** Input the date of deposit – defaults to current date
- **Post Month:** Defaults to current post month
- **Deposit Memo:** Shows in bank reconciliation

Click on **Submit**

**If one check is applied to 4 apartments (like in the event of a corporate apt), that check counts as 4 receipts in the Number of receipts field.**
Creating Batch Receipts

Step 2: Input Resident Receipts

For each resident receipt in batch:

Field Instructions:

Property: The property code is automatically filled from the active property selected on the Dashboard.

Resident: Input the resident code or last name, or select from the pick list by clicking on Resident or Input the unit number in Unit field to identify the current resident. The resident is displayed after you click on Enter Detail.
Creating Batch Receipts

Verify that the total amount of the outstanding charges displayed is correct. If not, you may use the resident link to go to the resident screen for further investigation.

**Amount:** Input the total payment amount

**Date Received:** Defaults to today’s date *(override if appropriate)*

**Check number:** If paying by:
- Check - input the check number
- Cashier’s check – input “cc + cashier’s check number”
- Cash – input “cash”. *Also remember to click the Cash payment box!*
- Money order – input “mo + (money order number)

**Notes:** Input an appropriate description *(i.e., the name of the payer if it isn’t the resident)*

Click on **Save**

**Note:** If there are no non-resident receipts, you may proceed to Page 8 to complete the batch.
Creating Batch Receipts

Step 3: Input Non-Resident Receipts

**Property:** Property code auto filled from active property on dashboard

**Unit:** Leave blank

**Resident:** Leave blank

**Payer:** Input the payer name

**Enter Detail:** Click the **Pick List Button** to open the amount field and reveal the charge code picklist button

**Amount:** Input the total receipt amount

**Date Received:** Defaults to today’s date *(override if appropriate)*

**Check number:** If receiving:
- Check - input the check number
- Money order - input the money order number

**Pay:** Input the total amount received

**ChargeCode:** Input the charge code or select from the pick list

**Notes:** Input an appropriate description, *i.e.*, *what this payment is for*

Click on **Save**

Step 4: Exiting An Incomplete Batch, If Needed
Creating Batch Receipts

To exit a batch before all receipts are entered:

Click on the Batch link in the upper right corner of the receipt screen. If you have not saved the receipt you are currently entering, you will receive this message:

Select Cancel to return to the record and save it, or OK to continue without saving.

Click on **Save** to save the receipts you have already entered. See
Creating Batch Receipts

EDITING RECEIPTS BATCH to resume your data entry.

Click on **Home** to return to Main Menu Screen

<table>
<thead>
<tr>
<th>Batch Receipt</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Batch Description</strong></td>
</tr>
<tr>
<td><strong>Batch Notes</strong></td>
</tr>
<tr>
<td><strong>Deposit Date</strong></td>
</tr>
<tr>
<td><strong>Deposit Post Month</strong></td>
</tr>
<tr>
<td><strong>Deposit Memo</strong></td>
</tr>
<tr>
<td><strong>Total Declared</strong></td>
</tr>
<tr>
<td><strong>Total Entered</strong></td>
</tr>
<tr>
<td><strong>Items Declared</strong></td>
</tr>
<tr>
<td><strong>Items Entered</strong></td>
</tr>
</tbody>
</table>

**Step 5: Completing a Detailed Receipts Batch**

When the number of receipts matches the Items Declared, the batch screen will be displayed.

Click on **Report** to print a pre-posting report to check your work (see next page).

*Note: If you finished entering receipts and don’t automatically come back to this screen, see EDITING BATCH RECEIPTS.*
Creating Batch Receipts

Step 5: Completing a Detailed Receipts Batch (Continued)

1. The report will print to the screen. Right click to print the report.

2. Verify that all of the information has been entered correctly.

3. Close this report to return to the batch header screen.

Note: See EDITING BATCH RECEIPTS procedure if corrections are needed.
Creating Batch Receipts

After you have checked your work and all entry is correct:

Click on [Post] to complete the batch

You will see the following dialog box. Click on [OK]

Click on [Home] to return to the dashboard.

Note: You are not allowed to post a batch unless the declared **Total** and **Items** you entered match the entered **Total** and **Items**.
NSF Checks

Menu Selection: Resident
Review Resident
NSF Checks

Field Instructions:

**Property:** Property code will be pre-filled based on the dashboard active property. If needed, the property may be changed clicking Property and selecting from the pick list.

**Resident:** Input the resident code or click on Resident to select from the pick list.

*or*

**Last Name:** Input the Last Name of the resident.

Click on Submit
NSF Checks

Click on **Ledger** to display the tenant’s ledger

Click on the Chg/Rec link next to the receipt you want to mark as NSF to display the receipt

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Amount</th>
<th>Postage</th>
<th>Pin</th>
</tr>
</thead>
<tbody>
<tr>
<td>4/1/2004</td>
<td>Residential Rent (04/2004)</td>
<td>975.00</td>
<td>3,448.70</td>
<td>24635</td>
</tr>
<tr>
<td>4/1/2004</td>
<td>Sales Tax</td>
<td>19.50</td>
<td>3,468.20</td>
<td>25318</td>
</tr>
<tr>
<td>4/8/2004</td>
<td></td>
<td>2,473.70</td>
<td>994.50</td>
<td>13960</td>
</tr>
<tr>
<td>4/8/2004</td>
<td>chk# 3478 April rent and Sales Tax</td>
<td></td>
<td>994.50</td>
<td>13960</td>
</tr>
</tbody>
</table>
**NSF Checks**

<table>
<thead>
<tr>
<th>Property</th>
<th>Happy Valley Apartments</th>
<th>Unit</th>
<th>120</th>
<th>Resident</th>
<th>Elvis Presley</th>
<th>Status=Current</th>
<th>Amount</th>
<th>Check Amount</th>
<th>Cash Acct</th>
<th>Cash Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>994.50</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pay</th>
<th>Charge Code</th>
<th>Acct</th>
<th>Date</th>
<th>Charge</th>
<th>Prior Paid</th>
<th>Ref</th>
<th>Description</th>
<th>Chg</th>
</tr>
</thead>
<tbody>
<tr>
<td>19.50</td>
<td>sales tax</td>
<td>30700-00</td>
<td>04/03/2004</td>
<td>19.50</td>
<td>0.00</td>
<td>ITax</td>
<td>Sales Tax</td>
<td>25310</td>
</tr>
<tr>
<td>975.00</td>
<td>rent</td>
<td>52100-00</td>
<td>04/03/2004</td>
<td>975.00</td>
<td>0.00</td>
<td>RENT PostTrans</td>
<td>Residential Rent (04/2004)</td>
<td>20655</td>
</tr>
</tbody>
</table>

**Deposit Information**

<table>
<thead>
<tr>
<th>Number</th>
<th>Date</th>
<th>Memo</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>04/03/2004</td>
<td></td>
</tr>
</tbody>
</table>

**Notes**

April rent and Sales Tax

---

Click on the **NSF** button
NSF Checks

Field Instructions:

**NSF Date:** Input the date on the bank advice form
**Post Month:** Input this month in an *mmyy* format
**Resident Fee:** Automatically populated with the default value ($50.00)
**Resident Charge:** Automatically populated with the default charge code (nsffee)

Click on **Save**

Click on **OK**
Zero Receipt

Create a new receipt batch from the dashboard menu:

Since this ‘deposit’ is NOT going to the bank and does NOT contain any checks or money orders, the Total of Receipts will always be 0.00.

Be sure to note that it is a zero receipt batch in the Deposit Memo section. Hit Submit.
Zero Receipt

The Receipt screen will appear.

Make sure the amount is always entered as 0.00.

The Check number should also be listed as 0 or apply credit.

Unapplied needs to be 0.00 before it will let you post.

Make sure you double click on the CREDITS first when you are applying a credit to a charge. If you are applying a prepayment, make sure that you double click on only one PREPAY per receipt. Once the amount is 0 you can post.
Zero Receipt

If the credit is more than what is owed (See above), move the credit to a new prepayment row and create a new prepay. Do not try to put it with the old prepay. The system will not allow it.

After you have entered all receipts and the batch ties and the total declared is 0.00, post the batch as you would a regular receipt batch..
Reapply Receipt

In the event a receipt is erroneously applied to the wrong resident, the reapply receipt function will allow you to correct the error in one step instead of three, as required in previous versions of Voyager. Yardi 6.0 combines the process of reversing the incorrect receipt, re-entering the correction, and merging the deposits into one simple step. Simply click the Reapply button on the Receipt screen and it will give you the message regarding creating a new receipt, you click on Okay and then re-enter the correct information.

Navigate to the receipt you wish to reapply either by:

Going to the Left Side menu>Receivables>Review Receipt

OR

Go to the resident record and View their Ledger and then drill down on the blue receipt control number and then click on the Reapply button located at the bottom of the receipt screen.

A warning message will appear asking you to verify your intent to reverse the receipt. Click OK if you would like to proceed.
Reapply Receipt

A new receipt screen will appear as illustrated below:

To re-enter the receipt:

• **Select the correct Unit # and Resident code** of the resident the receipt should have been. A warning message will appear asking you to verify your intent to reverse the receipt. Click OK if you would like to proceed.

• **Click Enter Detail.**
Reapply Receipt

• Update the Notes field.

• Click Save.

A message will appear stating the receipt has successfully been reentered. The receipt will be removed from the original resident’s ledger, re-entered on the correct resident’s ledger and merged with the original deposit for bank reconciliation purposes. The deposit slip will reflect the original receipt, the program generated reversal (via the reapply function) and the reentered receipt.

Prior month Deposit corrections will need to be sent to the Yardi Help Desk for correction.
Editing Batch Receipts

1. Click on the number link next to Receipt to display the open batch selection list

2. Select your batch from the Batch pick list by clicking the Batch # link

**Note:** After a batch has been posted, you cannot recall it using this procedure. You may only edit batches saved under your current password. Also, you cannot open a batch file that is in use at another workstation.
Editing Batch Receipts

Adding Receipts to an Existing Batch:

Click on **Add**

**Note**: To add new receipts, the total declared by the user must be less than the total entered or you will see the error below displayed. To bypass this message and continue with data entry, the user must increase the dollar amount or quantity in total or items declared.

Editing Receipts in an Existing Batch:
Editing Batch Receipts

Step 1: Locate the receipt you want to edit as follows:

1. Click on [Edit] button.
2. Click on the receipt to modify in the navigation window.

Step 2: Modifying the existing receipt:

You may edit the existing information, and then click on [Save] or click on [Delete] to remove this receipt from the batch.

Note: You may NOT change the resident code or add additional charges to this receipt. You will have to delete the receipt and re-enter a new one to correct these types of errors.
Editing Batch Receipts

Step 3: Finalizing the batch for posting:

If you have added new receipts to the batch that you didn’t declare initially, the Total Declared amount will not match the Total Entered amount, nor will the Items Declared match Items Entered. Input in the correct amount or count.

Click on [Report] and review your data input

Click on [Post] if all entries are correct
Creating Batch Invoices

Batch Payable Process

Step 1: Create a new batch
Step 2: Input Payables
Step 3: Exit an incomplete batch, if needed
Step 4: Complete a batch

From the Dashboard, Click on New Payables Batch
Creating Batch Invoices

Field Instructions:

**Batch Description:** Auto filled for you
**Batch Notes:** Input any notes desired
**Total of Payables:** Add up the dollar total of the invoices and input here
**Number of Payables:** Count the number of invoices and input the total here

Click on **Submit**
Creating Batch Invoices

Field Instructions:

Payee: Input the vendor’s code, or select from the pick list by clicking on Payee

Prompt Payee: Click to display the vendor’s full name and address

Invoice Number: Input vendor the invoice number. If no invoice number, see next page for invoice number conventions

Type: Defaults to Invoice. Change to Credit Memo to record a credit from a vendor.

Total Amount: Input the invoice total (input a positive amount for credit memos too).

Inv Date: Autofilled with today’s date – override with invoice date.

Due Date: Input the due date per the vendor’s terms. If no due date, input 30 days from the invoice date. If “Due Upon Receipt”, input today’s date.

Notes: Input an appropriate description that will appear on the check stub – do not repeat the GL account description.

Property: Autofills from the active property on the dashboard. Override if applicable

Amount: Defaults to the total invoice amount on line one. If the invoice is distributed to several G/L account numbers, input an applicable amount for each line item.

Account: Input an appropriate G/L account or select from the pick list.

Transaction Notes: Input an appropriate description for each G/L account code. See next page for guidelines on what to input here.

Click on  

Save
Creating Batch Invoices

Exiting a Batch Before Completing It

Click on the **Batch** link in the upper right corner of the payable screen to return to the batch header.

Click on **Save** to save the batch and the invoices you have already entered. See **EDITING BATCH INVOICES** to resume your data entry.

Click on **Home** to return to Main Menu Screen.
Completing Batch Invoices

1. When the number of invoices entered matches the *Items Declared* or the amount declared matches or exceeds the amount declared, the system will automatically bring you back to the batch screen.

2. Click on **Report** to print a pre-posting report to check your work *(see next page)*.
Creating Batch Invoices

Completing Batch Invoices

Batch Report

<table>
<thead>
<tr>
<th>Inv Date</th>
<th>Post Date</th>
<th>Due Date</th>
<th>Check #</th>
<th>Check Out Cash Acct</th>
<th>Property</th>
<th>Prop Name</th>
<th>Exp Acct</th>
<th>Account Name</th>
<th>Amount</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/13/2004</td>
<td>09/13/2004</td>
<td>09/13/2004</td>
<td>12410</td>
<td>3110</td>
<td>0625</td>
<td>Temporary Help - Office</td>
<td>50.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>56.00</strong></td>
<td></td>
</tr>
</tbody>
</table>

1. The report will print to the screen. Right click to print the report.

2. Verify that all information has been entered correctly.

3. Close this report to return to the batch header screen.

4. Click Save

5. Click **Home** to return to the Dashboard.

6. Send the completed batch report and all invoices to the home office weekly per the monthly accounting calendar.

7. Start a new batch for any new invoices you receive.

*See EDITING BATCH INVOICES procedure if corrections are necessary.*
1. Click on the number link next to Payables to display the open batch selection list.

2. Select the batch from the list by clicking on the Batch # link.

**Note:** After a batch has been posted, you cannot recall it using this procedure. You will only be able to edit batches saved under your current password. Also, you cannot open a batch that is in use at another workstation.
Editing Batch Invoices

Adding Invoices to an Existing Batch:

Click on **Add**

**Note:** To Add new invoices, the total declared by the user must be less than the total entered or you will see the error below displayed. To bypass this message and continue with data entry, the user must increase the dollar amount or quantity in total or items declared.
Editing Batch Invoices

Editing Invoices in an Existing Batch:

Step 1: Locate the invoice you want to edit as follows:

1. Click on
2. Click on the invoice to modify in the navigation window.

Step 2: Modifying the existing invoice:

You may edit the existing information, and then click on 

or

Click on to remove this invoice from the batch
Editing Batch Invoices

Finalizing the Batch:

If you have added new invoices to the batch that you didn’t declare initially, the **Total Declared** amount will not match the **Total Entered** amount, nor will the **Items Declared** match the **Items Entered**. Input updated totals where applicable.

**Click on Report and review your data input**
Adding Specials

Leasing Specials

Leasing specials are rent incentives that can be offered to a prospect as part of a lease. As a property manager, you can define leasing specials from Voyager’s Regional Manager dashboard or Residential Manager dashboard. You can define incentives for either a unit or a unit type. The leasing specials are on the hot sheet for the property and available for the leasing agent to offer as part of a lease. The leasing specials for a unit type will not be available for a particular unit of that type if a leasing special is defined for that unit. This is useful for further refining the leasing specials you offer. For instance, you could have a leasing special for all your one-bedroom apartments, but then you could have a separate leasing special for one of the apartments that does not have as good a view as the others.

Setting Up Unit Type Specials

On the dashboard, click the Leasing Specials link.
Adding Specials

When the screen opens, the Unit Type Statistics are displayed. Other tabs give you views of Unit Type Specials, Available Units, and Unit Specials.

The Unit Type Statistics are displayed in table format so that you can review rental trends by unit types. The rental trends might give you some ideas about what kind of leasing specials would help rent vacant units and reduce turnover.

In the table, you can sort the rows of a column by clicking on a column heading. For example, to sort the unit types based on which are vacant and unrented, click on the Vacant Unrented column. You can sort upwards or downwards, as indicated by the small triangle that appears in the column heading.

Click the Add Special button (for the appropriate unit type).

The Leasing Specials screen appears.

Complete the screen as follows:

**Property** Displays the property. Change it if necessary.

**Lease Type** Select whether you want the special to apply to New Move In leases or Renewal leases. You can also select both, using CONTROL + Click.
Adding Specials

Unit Type  Displays the unit type. Change it if necessary.

Description Type a brief description of the leasing special. The system displays this description when it lists the available specials to leasing agents and in hot sheets for the property.

Amount Type the leasing special amount (the amount the rent will be reduced).

Unit Type Rent Displays the monthly rent defined for the unit type.

Lease Term In the required field, type the shortest lease term (in months) to which the special can apply. In the optional field, type the longest lease term (in months) to which the special can apply. If the optional field is blank or zero, then there is no maximum. For example, if you type 12 in the required field and leave the optional field blank, the special can apply to a 12-month or longer lease. If you type 10 in the required field and 12 in the optional field, the special can apply to a 10-month, 11-month, or 12-month lease.

Charge Code Select the concession charge code. (Charge codes defined as concession codes on the Receivables Charge Code screen appear here.)

Taxable? Check if you want to include the sales tax.

Start Date Type the start date of the leasing special.

Expiration Date Type the date (mmddyy) the leasing special expires. The lease must be executed on or before this date for the leasing special to be available.

Modifiable Check to make the leasing special amount modifiable from the Move In screen.

Recurrence Select One Time or Recurring. One Time specifies the special can apply as a one-time event to a move-in amount or lease amount for a given month, but Recurring specifies the special can be applied to the lease amount across multiple months. If you select Recurring, the Proration and Recurrences fields appear.

Starting Month Type the first month during the lease when the special applies. For example, if you want the special to apply starting on the second month of the lease, type 2.

Proration Select None or Life of Lease. None specifies that the special is applied on a monthly basis for the months specified by Starting Month and Recurrences. Life of Lease specifies that the amount is distributed proportionally across the lease duration. For example, if the amount is $600 and the lease is 12 months, $50 is applied against the lease amount for each month.

Recurrences Type the number of times a recurring special applies during the lease. For example, if Proration is None, Recurrences is 2, and the Amount is $600, $600 is applied against
Adding Specials

the first month and then $600 is applied against the second month. However, if Proration is Life of Lease, Recurrences is 2, and the Amount is $600, twice the Amount ($1,200) is distributed proportionally across the lease duration.

**Notes** Type any reminders about the purpose of the leasing special.

Click **Save**.

**Using the Unit Type Specials Tab**

The Unit Type Specials tab displays all the specials defined for unit types for a specific property.

For each special, there is an **Edit** button. To edit a unit type special, click the **Edit** button.

To create a new unit type special, click the **New Record** button ( ).

**Using the Available Units Tab**

The **Available Units** tab shows all the available units.
Adding Specials

The Days Vac. column shows how long each has been vacant. Use this tab to determine which units might need leasing specials. The **Add Unit Special** button opens the Specials screen, with that unit already filled in. The **Add Unit Type Special** button allows you to add a special for that Unit Type.

Using the Unit Specials Tab

The **Unit Specials** tab shows all the existing unit specials. There is an **Edit** button for each one.

To create a new unit special, click the **New Record** button ( ).
Increasing Unit Rents

Recording a Unit Rent Increase

From the Left hand side menu, Select Residential > Unit Rent Increase.

The Unit Rent Increase screen appears.

File or Code: fz_Unit_Rent_Increase.txt
Increasing Unit Rents

Complete the following fields:

**Property**  Select a property, properties, or a property list.

**Unit Type**  To record a rent increase for a specific unit type, select the unit type.

**Amount**  Type the rent increase amount, either a flat dollar amount or a percentage of the current unit rent.

**Type**  Select the type of increase: Flat $ Amount or % of Rent.

**Increase for**  Select the type of increase: Unit or Unit/Unit Type.

**Increase Unit history**  Identify whether you want to record the unit rent increase in the Unit History table. This is very important to do so that a clear history of the rental rates is kept in Yardi. Do not use it if you are selecting Report Only.

**Report Only**  Select Yes to display a report for this rent increase without actually increasing the unit rent. Select No to display the report and post the unit rent increase.

Click Submit.

The Unit Rent Increase screen appears, displaying those units affected by the rent increase.
Work Orders

Entering a Work Order - Office

From the Dashboard, Select the New Service Request link.

This screen provides the filter to locate the appropriate unit number and resident.
Work Orders

Enter your property number
Locate the Unit Number by using the Unit link
Select the unit and click OK

Select the Code link to locate the appropriate resident Code.
Work Orders

Select FIND to pull the resident record.
Work Orders

Select the appropriate resident by checking the box adjacent and selecting Next…

If someone other than the resident called in the service request, enter that information above and click Select.

Information about all previous Service Requests will be listed here. Verify that the Service request has not already been entered in the system.

Click New WO
**Work Orders**

Select the Priority of the Work order based on needs. For example, a Water Leak would be Emergency; a clogged toilet would be High…
Work Orders

Select the appropriate category for the Work Order.

If you are unsure of the Category, leave it blank…

Enter a very brief description of the problem; you will enter more detail later. This will show the Mtce Supervisor the main concern of the work order for scheduling purposes.
Work Orders

Check the Permission to Enter box as appropriate – if no PTE, do not check.

Enter the full description of the problem. There is a significant amount of space.

Enter any information related to entry into the apartment. For Example, Pets, Call First, Time requests, etc…
After saving, this screen appears.

Print 2 copies of the WO and place it in the Supervisors In Box.
Work Orders

Remember, to check the status off all service requests related to an apartment, enter the New Service Request link off the dashboard, locate the resident, and view the history.
Work Orders

The work order appears here…by clicking the link you can view the status to see if the Supervisor has scheduled the work.
To Complete a Work Order

Click on Pending Service Requests link and find the work order that has been completed. Select the Complete button and enter. A pop up screen will appear (see below).

Enter the completion date and time, then enter the maintenance notes from the work order copy you received from Maintenance. Hit Save.
Work Orders

Follow Up

After you have made the follow up phone call, click on the Completed WO Followup Link from the dashboard.

Find the applicable work order and click on the Followup Call Complete button and hit enter. The work order is removed from the Followup link.
Yardi Reporting Guide

Reports – Property

Generating Expiring Leases by Month Reports – This report will give you the number of leases expiring by month for your property. Just enter the current month date in the selection criteria.

Reports – Property - Residential
Generating Boxscore Reports – The Box Score Summary report is an effective way to view general traffic information for a given property by combining reporting on unit availability, resident activity, and traffic. Each of these can be reported on individually and in more detail with other traffic or availability reports, however the Box Score Summary report provides a summary of the information in a single report. The availability section indicates which units are available. The resident activity section summarizes resident events. The traffic section summarizes the traffic activity of prospects and applicants.

Generating 12 Month Occupancy Reports - The 12 month occupancy report is useful in analyzing property portfolio occupancy over one calendar year. Typically this report is run annually at year end and used to help plan and forecast future occupancy. The report breaks down occupancy in a calendar year by month so the leasing offices can identify peaks in their vacancy or occupancy. This report also calculates a weighted average and overall weighted average.

Generating Market Rent Schedule Reports - This report shows the current market rents, by unit type, for the selected property or properties. It also shows the total unit type rent and average resident rents by unit type. It does not include units that are marked as Excluded. It includes the number of units of each unit type, each unit type rent, and the unit type square footage. It consolidates the data for each unit type for all the properties selected for the following categories: the total rent for each unit type, the total unit rent for all units with that unit type, the average unit rent, the number of occupied units, and the average of the actual resident rent charges. It gives the grand total of the above categories for all unit types included in the report.

Generating Expiring Leases by Unit Type Reports
This report gives you a 12 month view of the leases that are expiring starting from the month you enter on the filter. It reports the number of expiring leases for each unit type for each selected property, including any month-to-month leases. It reports a subtotal for each property and a grand total for all properties.

Generating Weekly Status Reports
This report is designed to provide traffic information for a one week period determined by the week ending date you select. In addition, it shows occupancy information for the prior week.

Generating Property Information/Contacts Reports
This report contains property information including address, Regional Manager, Manager, Accountant, Account Payables Contact, owner, etc.
Yardi Reporting Guide

**Generating Property Status Reports**
This report is designed to provide traffic information for a one week period determined by the week ending date you select. In addition, it shows occupancy information for the prior week.

**Generating Unit Statistics Reports**
This report shows detailed information by property pertaining to Occupancy, Occupied square footage, total market rents, total resident rent, loss / gain to lease, unit ready status, and non revenue units. Additionally, the summary section is a recap of Vacant status, Make Ready status, and month to date activity for items such as move ins, move outs, lease renewals, and notices to vacate.
Yardi Reporting Guide

Reports - Unit

Generating Unit Directory Reports
This report gives you a listing of all units for that property with addresses and unit notes.

Generating Rent Roll with Lease Charges Reports
The Rent Roll report includes totals for your unit square feet, market rent, actual rent and deposits. It breaks out these totals for the occupied and vacant units. It calculates the percent occupied and the percent vacant. It will also give you the current lease charges for the resident.

Generating Unit Memos Reports
This report gives you a breakdown of all memos entered in the resident record. It is a computer generated conversation record for that resident if used properly.

Generating Unit Availability Detail Reports
This report gives details about the units broken out by unit type and what days they will be available. If you include occupied units, it reports the move in and move out dates and the status of the residents.

Generating GPR Datamart – by Unit Reports
Reset Datamart Reports
The Gross Potential Rent report includes; the property code, unit code, unit type, resident code, resident name, market rent, loss/gain to lease, potential rent, vacancy, actual rent, concessions, write off, rental income, current receipts, prior receipts, delinquency, and prepay. It includes a non-revenue unit section which reports the market rent and potential rent for Admin, Down, and Model units. Datamart means it is a special report that actually processes all the information for the property when you first run it for the month.
Yardi Reporting Guide
So if you run it on the 10th of the month, it stores a copy of that information in a special table until the next time you run it. Therefore it takes less memory and space to store it since it is such a large report. Unfortunately, if you make a change to a unit for a date prior to the 10th, i.e., move out a unit for the 3rd that somehow didn’t get done on the 3rd, it won’t recognize it unless you Reset the Datamart Report which is located directly below it and that will make it generate an updated report with the information for the whole month and not just since the 10th when it was last run.

Generating Unit Availability with Marketing Notes Reports
This report gives details about the units broken out by unit type and what days they will be available. It also includes any notes listed in the units themselves, color of carpet, great view, new appliances, etc. If you include occupied units, it reports the move in and move out dates and the status of the residents.

Generating Unit Availability with Amenities Reports
This report gives details about the units broken out by unit type and what days they will be available. It also includes any amenities listed in the units themselves, Mountain View, vaulted ceilings, top floor, etc.

Generating Unit Availability Detail - Old Reports
This report gives details about the units broken out by unit type and what days they will be available in 8 ½ x 11 format.

Generating Rentable Items Reports
This report shows the availability of Rentable Items for the property. Rentable items include appliances, furniture, electronics, storage, parking, cable, garage, carport, certain amenities, and other unit facilities.

Generating Last Lease Reports
This report shows the terms of the current and previous lease and the net income difference/percentage between them.
Yardi Reporting Guide

Residential Analytics Reports

Generating Residential Analytics Reports

**Rent Roll Report Type**
The rent roll report provides different information depending on your choice of how you want the report summarized. When displayed on the screen, click an amount in the *Balance* column to drill down to a *Resident Ledger* report for the related resident. Click a resident code to drill down to the related *Resident* record. When you summarize by *Property* the report includes; the property code, state code, number of units, property name, market rent, resident rent, deposit, average market rent, average resident rent, average deposit, and balance. When you summarize by *Unit Type* the report includes; the property code, unit type code, number of units of each type, unit type name, market rent, resident rent, deposit, average market rent, average resident rent, average deposit, and balance. When you summarize by *Unit* the report includes; the unit code, unit type, unit square feet, tenant code, tenant name, market rent, actual rent, resident deposit, other deposit, move-in date, lease expiration date, move out date, and balance.

**Gross Potential Rent Report Type**
The gross potential rent report provides different information depending on your choice of how you want the report summarized. When you summarize by *Property* the report includes; the property code and name, unit count, occupied units, non-revenue units, market rent, loss/gain to lease, potential rent, vacancy, actual rent, concessions, write off, rental income, current receipts, prior receipts, delinquency, prepay, and loss from non-revenue units. When you summarize by *Unit* the report includes; the property code, unit code, unit type, resident code, resident name, market rent, loss/gain to lease, vacancy, actual rent, concessions, write off, rental income, current receipts, prior receipts, delinquency, and prepay. It includes a non-revenue unit section which reports the market rent and potential rent for *Admin, Down, and Model* units. When displayed on the screen, click a link in the *Resident Name* column to drill down to the related *Resident* record. Click an amount in the *Potential Rent* column to drill down to the related to the *Lease*
Yardi Reporting Guide

charges in the **Lease Charge** record. Click an amount in the **Actual Rent** column to drill down to the related charges in the **Residential Ledger** report.

**Market Rent Schedule Report Type**
The market rent schedule report provides different information depending on your choice of how you want the report summarized. When displayed on the screen, click a link in the **Occupied Units** column to drill down to a **Unit Directory** report for the related units.
When you summarize by **Property** the report includes: the property code and name, unit count, average unit type rent, average unit type square feet, total unit type rent, total unit rent, average unit rent, occupied units, and average resident rent. When you summarize by **Unit Type** the report includes; the unit type code and name, number of units of each unit type, unit type rent, unit type square feet, total rent for each unit type, total unit rent,

**Unit Availability Report Type**
When displayed on the screen, click a link in any unit status column to drill down to a **Unit Directory** report for the related units. When you summarize by **Property** the report includes; the property code and name. For each property it reports the average square feet, average rent, number of units, number of occupied no notice units, number of occupied vacant rented units, number of notice rented units, number of notice unrented units, number of available units, the number of model, down, and admin units, percent occupied, percent occupied with non-revenue, percent leased, and percent trend. When you summarize by **Unit Type** the report includes the same columns; however, the values are reported for each unit type.

**Resident Activity Report Type**
When you summarize by **Property** the report includes; the property code and name. For each property it reports the number of units, move ins, move outs, number of notice, skip, and early terminations, number rented, number of on site transfers, number of occupied month-to-month units, number of renewals, number of cancelled move ins, number of evictions, and the number of cancelled evictions. When displayed on the screen click the links in any column that reports unit numbers to drill down to a **Resident Activity Detail** report for the related properties and units. When you summarize by **Unit Type** the report includes the same columns; however, the values are reported for each unit type. When displayed on the screen click the links in any column that reports unit numbers to drill down to a **Resident Activity Detail** report for the related properties and units.

**Conversion Ratios Report Type**
The conversion ratios report allows you to summarize traffic information and conversion ratios by **Agent, Property, Source, or Unit Type**. When displayed on the screen, you can drill down to a **Traffic Detail** report for the source type by clicking a link in the traffic source columns (**Call, Walk-in, E-mail, Other, Unqualified First Contact, Show, or Unqualified Shows**). Drill down to a **Resident Activity Detail** report by clicking a link in the appropriate column (**Applied, Approved, Denied, Cancels, or Re-Apply**).
Yardi Reporting Guide

Lease Expiration Report Type
The lease expiration report allows you to report lease expirations for the twelve month period you select. It includes any month-to-month leases during the period. You can summarize the expirations by property or by unit type. When displayed on the screen, you can drill down to a Resident Activity Detail report by clicking a link in the appropriate column.

Aged Receivables Report Type
The aged receivables report allows you to report aging receivables as of the period you select. You can summarize the expirations by property, charge code, or resident. When summarized by resident, you can drill down to a related Resident record by clicking a link in the Resident column. Drill down to a Resident Ledger report by clicking an amount in the Balance column.
Yardi Reporting Guide

Resident Reports

**Generating Resident Directory Reports**
This report shows the unit code, resident code, resident name, rent, deposit, status, lease from and lease to dates, move in and move out dates, and telephone numbers.

**Generating Demographics Reports**
This report shows the demographics for the resident on the property.
Yardi Reporting Guide

Generating Revised Move-Out Statements
This is a system generated Security Deposit Transmittal for all past residents. Once the write offs for that past resident are done, this report will no longer be accurate. It may also encounter errors if there is a prepaid amount on the resident ledger so make sure you double check it before mailing to the corporate office or resident.

Generating Resident E-Mail Addresses Reports
This report gives you a listing of all residents and their e-mail addresses.

Generating Baron Website Users Reports
This report gives you a listing of all residents using the Baron Resident Website and their e-mail addresses (logons) and passwords.

Generating Sierra Utility Billing Reports
This report gives you a listing of all residents with their addresses, the number of occupants and whether they are exempt or non-exempt for Sierra Utility Billing.

Generating Lease Expirations Reports
The Lease Expirations report includes for each section; the unit, unit type, resident status, market rent, unit square feet, security deposit on hand, resident code, resident name, actual rent, lease from and to dates, move out dates, and telephone numbers. It is divided into sections for; Expiring Leases, M-to-M (month-to-month), Notice With Rented, Proposed, and Scheduled Renewals. You can limit it to report one section.

Generating Lease Type Exposure Reports
This report gives you the option to determine how many military, Housing Assistance and employee leases are on your property and their names and unit numbers.

Generating Resident Memos Reports
This report allows you to pull any electronic memos that are available for the resident by subject matter, including delinquency notes, payment arrangements, complaints, meetings, phone calls, or other relevant communications or decisions. This can be used as an electronic Conversation Record.

Generating Resident Charges Reports
This report shows all charges for a resident for a certain time period or charge code.

Generating Resident Receipts Reports
This report shows all receipts for a resident for a certain time period or charge code.

Generating Resident Prepay Reports
This report shows all the current prepayments without the delinquencies for the time period you select.
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Generating Resident Unpaid Charges Reports
This report shows all unpaid charges for a resident for a certain time period or charge code.

Generating Security Deposit Activity Reports
The Security Deposit Activity report includes prior deposits, prior receipts, current deposits billed, current receipts, deposits on hand, prepaid deposits, and forfeited deposits.

Generating Resident Activity Detail Reports
This report includes the following detail information for each activity: tenant code, tenant name, unit code, unit type, market rent, resident rent, square feet, lease from and lease to dates, renew date, move in and move out dates, notice date, and any comments about the activity. The activities include: submit application, application canceled, lease expiration, lease renewal, move in, move out, transfers, and so on. The last page gives a summary of each type of resident activity.

Generating Lease Charge Burn Off Reports
This report outlines when certain lease charges, i.e., recurring concessions, will end so that you can forecast future income.

Generating Reason for Move Out Reports
This report groups move outs by the reason someone is moving out so that you can determine why your residents are turning over.
Yardi Reporting Guide

Reports – Resident Letters - New

Generating Balance Due Letters
This produces letters for all past due amounts reminding them of their small balances.

Generating Baron Website Letters
This letter introduces the current resident to the Baron Resident Website.
Yardi Reporting Guide

Reports - Receivable

Generating Delinquency Reports
This report provides a review of aging receivables for the residents in your portfolio. You can review the information by resident, charge code, or property. When you report by charge code, the last page shows a summary by charge code.

Generating Deposit Summary Reports
This report allows you to review the deposits made to the selected bank.

Generating Deposit Slip Reports
This report allows you to review the itemized receipts for the deposit made to the selected bank.

Generating Monthly Charge Pre-Posting Reports
This report outlines the charges for the next accounting period and compares them to the charges for this period so that you can determine if everyone is being billed correctly.

Generating 3-Day Demand Letters
This report generates the 3 day demand letters for rent for Colorado so that they don’t need to be done manually. Late fees must be billed first so that they appear correctly on this notice.
Yardi Reporting Guide

Reports - Traffic

Generating Traffic Detail Reports
This report provides a review of the prospects and applicants who have viewed your rental units. You can group the details by Agent, Unit Type, Source, or None. The details include unit type, unit code, applicant/prospect code and name, event date, source, status, notes, and results/reason. The last page reports a summary of events by unit type.

Generating Conversion Ratios Reports
This report provides a review of traffic activity and the closing ratio of your agents within a specified date range. You have the choice of calculating the closing ratio by first contact or by showings.

Generating Lost Prospect & Follow Up Reports
This report outlines the reasons that prospects are not leasing and the follow up that is being done by the onsite personnel for those prospects.
Yardi Reporting Guide

Reports - Payable

Generating Aging Detail Reports
This report provides a review of amounts owed to vendors. It is divided into aged periods of 0-30 days, 31-60 days, 61-90 days, and over 90 days. The details include the transaction number, property code, date, account number, and invoice number. When the report is displayed on the screen, click the link in the Tran # column to display the related transaction record.

Generating Expense Distribution Reports
This report provides a review of expenses for the selected properties within the date range you select. The details include the account code and name, vendor code and name, transaction control number, property code, invoice number, invoice date, period when the transaction occurred, the expense amount, the unpaid amount, the check number, check date, and any remarks. When printed to the screen, click links in the Control column to display the related transaction record.
Yardi Reporting Guide

Reports - Vendor

Generating Vendor Ledger Reports
This report lists the invoices for each vendor for a certain time frame so that you can research statements and to see if something has been submitted for payment. This only shows invoices in a posted batch.
Financial Analytics Reports Overview
This section discusses financial analytics reports. From the same filter, you can generate several reports that allow you to analyze job cost information quickly and repeatedly with different selection criteria. Generate a detail report or a summary report. Display the report on screen, send it to Excel, or create a PDF copy of the report. Add grid lines and include category codes. On some reports you can add pie charts and bar graphs to provide visual aids to help analyze the data.

Income Statement Report Type
The Income Statement reports income, expense, and net income month to date and year to date totals and the percentage of each. When displayed on the screen, double-click the value in a column to display an Account Summary report for that specific G/L account. From the Account Summary report, double-click an amount to display an Account Detail report. From the Account Detail report, double-click a control number link to display the related Charge record.

Cash Flow Report Type
Cash flow reports income, expense, net income, adjustments to income, and cash flow month to date and year to date totals and the percentage of each. When displayed on the screen, double-click the value in a column to display an Account Summary report for that
Yardi Reporting Guide

Specific G/L account. From the Account Summary report, double-click an amount to display an Account Detail report. From the Account Detail report, double-click a control number link to display the related transaction record (Charge, Journal Entry, or Payable Invoice).

Balance Sheet Report Type
Balance Sheets report liability and capital accounts. They show the balance for the current period, beginning balance, and the net change. When displayed on the screen, double-click the value in the Balance Current Period column to display a General Ledger report for that specific G/L account. From the General Ledger screen, click a link in the Control column to display the related Check, Payable Invoice, Receipt, or Journal Entry screen.

Budget Comparison Report Type
The Budget Comparison report compares the actual and budgeted amounts of income and expenses for the period-to-date and year-to-date. It includes the variance and % variance. It also reports the annual budget. When displayed on the screen, double-click the value in a column to display an Account Summary report for that specific G/L account. From the Account Summary report, double-click an amount to display an Account Detail report. From the Account Detail report, double-click a control number link to display the related transaction record (Charge, Payable Invoice, or Journal Entry).

Budget Comparison with Cash Flow Report Type
Budget Comparison report compares the actual and budgeted amounts of income and expenses for the period-to-date and year-to-date. It includes the variance and % variance. It also reports the annual budget and adjustments to income. When displayed on the screen, double-click the value in a column to display an Account Summary report for that specific G/L account. From the Account Summary report, double-click an amount to display an Account Detail report. From the Account Detail report, double-click a control number link to display the related transaction record (Charge, Payable Invoice, or Journal Entry).

Budget Comparison with Last Year Report Type
Budget Comparison with Last Year report compares the actual and budgeted amounts of income and expenses for the period-to-date and last year for the same period. It compares the year-to-date for the current period and last years year-to-date. It includes the variance and % variance. It also reports the annual budget. When displayed on the screen, double-click the value in a column to display an Account Summary report for that specific G/L account. From the Account Summary report, double-click an amount to display an Account Detail report. From the Account Detail report, double-click a control number link to display the related transaction record (Charge, Payable Invoice, or Journal Entry).
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**Trial Balance Report Type**
The trial balance report shows the debit and credit transaction totals for your balance sheet accounts during the period you specify. When displayed on the screen, double-click the value in the Debit or Credit column to display a General Ledger report for that specific G/L account. From the General Ledger screen, click a link in the Control column to display the related Check, Payable Invoice, Receipt, or Journal Entry screen.

**12 Month Statement Report Type**
The 12 Month Statement can be run as an income statement or cash flow statement. It reports the income and expenses for the 12 month period you specify. When displayed on the screen, double-click the value in a column to display an Account Summary report for that specific G/L account. From the Account Summary report, double-click an amount to display an Account Detail report. From the Account Detail report, double-click a control number link to display the related transaction record (Charge, Journal Entry, or Payable Invoice).

**12 Month Budget Report Type**
The 12 Month Budget report can be run as an income statement or cash flow statement. It reports the budgeted income and expenses for the 12 month period you specify.

**12 Month Actual to Budget Report Type**
The 12 Month Actual to Budget report can be run as an income statement or cash flow statement. It compares the actual income and expenses to the budgeted income and expenses for the 12 month period you specify. It includes the total actual plus budget, the original budget, the variance, and the percent of variance. When displayed on the screen, double-click the value in a column to display an Account Summary report for that specific G/L account. From the Account Summary report, double-click an amount to display an Account Detail report. From the Account Detail report, double-click a control number link to display the related transaction record (Charge, Journal Entry, or Payable Invoice).
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Financial Reports

Generating Budget Comparison Reports
The Budget Comparison report compares the actual and budgeted amounts of income and expenses for the period-to-date and year-to-date. It includes the variance and % variance. It also reports the annual budget.

Generating General Ledger Reports
This report provides a review of the G/L activity of your properties for the range of accounts you specify during the period you select. It is not an analytic report; however, it is a helpful financial report. You can review the activity detail, or you can choose to summarize the activity by daily totals, checks, deposits, invoices, or batch.
Yardi Reporting Guide

Reports - Registers

Generating Charge Register Reports
This report details each charge done for a selected period of time and/or by charge code/account.

Generating Receipt Register Reports
This report shows each receipt by deposit for a selected period of time.

Generating NSF Register Reports
This report shows the receipts that were NSF for a selected period of time.

Generating Open Batch Register Reports
This report shows all open batches for the properties including, payable, journal entry, receipts and charges.
Administration

Rebuild G/L

If your General Ledger reports show out-of-balance accounts, you may need to rebuild the general ledger.

To rebuild the general ledger

1. From the left side menu, select Administration > Rebuild G/L.

The Rebuild G/L screen appears.
Administration

2 Complete the following fields, as needed:

| Property Type or select the code of the property or property list for which you want to rebuild the G/L |
| From Month Type the month and year from which you want to begin rebuilding details or totals. The defaults is the current operating month and year. |
| Rebuild Select the G/L items that you want to rebuild. Options are: **GlDetail, Total, or both. Always select BOTH as shown above.** |

3 Click Submit. A message appears when the process is completed.

This can be performed as often as needed. It is simply a refresh type button for Voyager ledgers.

Recalculating Resident Deposits

Sometimes your resident security deposit will reflect an additional amount that is not really there. We call these Phantom Deposits. It is a glitch in Yardi and it is a known issue that they are researching. You can find them by matching the Resident Ledger charges for Security Deposits to the amounts shown on the security deposit screen. In the event they do not match, you can recalculate the resident deposits.

To recalculate resident deposits

1 From the left hand side menu, select Administration > Rebuild Resident Deposits *(See menu on Page 1)*. The **Recalculate Resident Deposits** screen appears.
Administration

Rebuild Tenant Deposits

<table>
<thead>
<tr>
<th>Property</th>
<th>2000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tenant</td>
<td>t0020389 Norriss, Alison (2000, 101B, Current)</td>
</tr>
<tr>
<td>Deposit Type</td>
<td>Deposit, Key, Pet</td>
</tr>
</tbody>
</table>

Submit  Clear  Help

2 Complete the following fields, as needed:

**Property** Type or select the code of the property for which you want to recalculate a resident deposit.

**Residents** Select the resident you want to recalculate.

**Deposit Type** Select one or more types of deposits for recalculation. The ‘Phantom Deposits’ are generally located in the Pet Deposit area, but select both Deposit and Pet to complete this function.

3 Click **OK**. A message appears when the process is completed. If this does not achieve the desired results, contact the Yardi Help Desk for assistance.

Rebuild Occupancy

Just as in any internet based application, Voyager needs to be refreshed, or Rebuilt to update the system. In Occupancy it may happen due to a move out date that was done for July in August accounting period, i.e., move out was July 31\textsuperscript{st}, but move out done in Voyager on August 3\textsuperscript{rd}, etc. So you need to Rebuild the Occupancy.

To rebuild occupancy for all needed properties:

On the Left Hand side menu, select **Administration > Rebuild Occupancy** (see Administration menu on page 1.). The Rebuild Occupancy filter appears.
In the Property field, select the property.

Click Submit. Voyager rebuilds occupancy for that property.