BLUEPRINT



!!FIX YOUR COMPLIANCE ALERT RIGHT NOW!!

Repeated Compliance Alerts are not a good thing. There are only three possible excuses:

"I don't know how to do it - please train me more."

DEPOSIT ACCOUNTING WORKFLOW APPROVAL PAST DUE

What is the Compliance Alert?

Deposit Accounting has been completed and indicates a refund is due to a past resident or denied/canceled applicant but has not been processed.

Why did I receive this Alert?

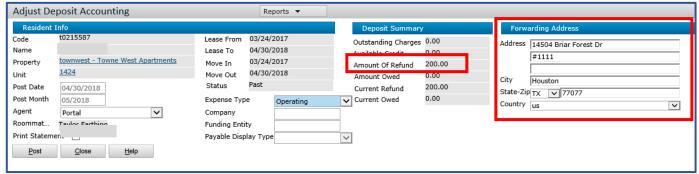
A past resident or canceled/denied applicant has a refund that needs the payable approved.

NOTE: Redbot will trigger 30 days after move out if the refund has not been approved

How do I resolve the Alert today?

Step 1: Ensure the amount to be refunded and forwarding address is accurate.

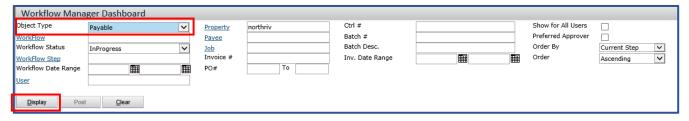
From Resident Screen: Function > Adjust Deposit Accounting



When Deposit Accounting is posted, a Payable Invoice is created that needs approved in order for AP to process the payment.

Step 2: Approve the Payable

- Payscan Property Mgr role: Workflow Manager Dashboard
 - Object Type: Payable
 - Display

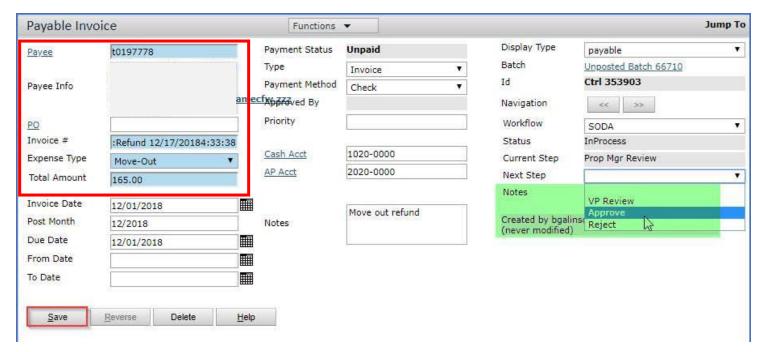




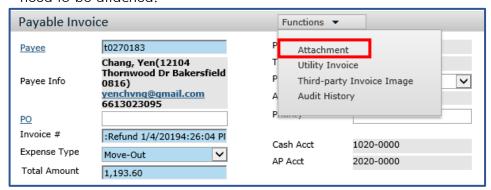
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- Under Next Step:
 - Select Approve
 - Click Save

NOTE: Before Approving ensure all information is accurate. This will result in the payable automatically being processed by AP without any other communication.



- Refunds that exceed \$500 will need the Next Step to go to VP Review
- In the event a refund must go to VP Review, either the ledger or move out statement will need to be attached.



How do I make sure I never get this Alert again?

- Collect forwarding addresses from residents at the time the notice is taken to avoid unnecessary delays in processing a refund.
- Review and approve Payables from the Workflow Manager Dashboard at least once a week.

