!!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."

SECURITY DEPOSIT NOT REFUNDED

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.

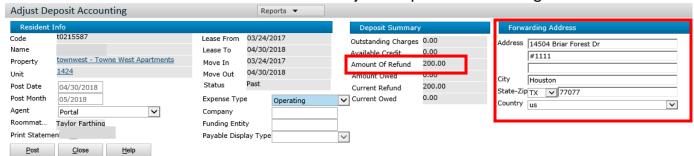
Why did I receive this Alert?

A past resident or canceled/denied applicant has a refund that needs the payable approved. (NOTE: Redbot will trigger 30 days after deposit accounting 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

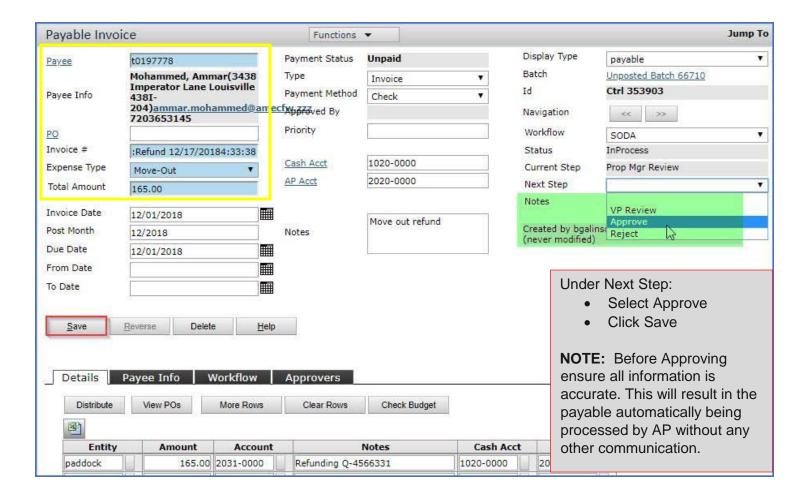


When Deposit Accounting is posted, a Payable Invoice is created that needs approved in order for AP to process the payment.

Step 2: Approve the Payable

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

Object Type	Payable	~	Property	northriv	Ctrl #		Show for All Users		
WorkFlow			Payee		Batch #		Preferred Approver		
Workflow Status	InProgress	~	<u>Job</u>		Batch Desc.		Order By	Current Step	~
WorkFlow Step			Invoice #		Inv. Date Range		Order	Ascending	~
Workflow Date Range	III		PO#	То					
User									



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.