



## !!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

Resident Info		Lease Dates		Deposit Summary		Forwarding Address	
Code	t0215587	Lease From	03/24/2017	Outstanding Charges	0.00	Address	14504 Briar Forest Dr
Name	[REDACTED]	Lease To	04/30/2018	Available Credit	0.00		#1111
Property	townwest - Towne West Apartments	Move In	03/24/2017	<b>Amount Of Refund</b>	<b>200.00</b>		
Unit	1424	Move Out	04/30/2018	Amount Owed	0.00	City	Houston
Post Date	04/30/2018	Status	Past	Current Refund	200.00	State-Zip	TX 77077
Post Month	05/2018	Expense Type	Operating	Current Owed	0.00	Country	us
Agent	Portal	Company					
Roommat...	Taylor Earthing	Funding Entity					
Print Statemen...		Payable Display Type					

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

Workflow Manager Dashboard			
Object Type	Payable	Property	northriv
Workflow		Payee	
Workflow Status	InProgress	Job	
Workflow Step		Invoice #	
Workflow Date Range		PO#	
User			
Display	Post	Clear	

- 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.

**Payable Invoice** Functions Jump To

<b>Payee</b>	t0197778	<b>Payment Status</b>	Unpaid	<b>Display Type</b>	payable
<b>Payee Info</b>		<b>Type</b>	Invoice	<b>Batch</b>	Unposted Batch 66710
<b>PO</b>		<b>Payment Method</b>	Check	<b>Id</b>	Ctrl 353903
<b>Invoice #</b>	:Refund 12/17/20184:33:38	<b>Approved By</b>		<b>Navigation</b>	<< >>
<b>Expense Type</b>	Move-Out	<b>Priority</b>		<b>Workflow</b>	SODA
<b>Total Amount</b>	165.00	<b>Cash Acct</b>	1020-0000	<b>Status</b>	InProcess
<b>Invoice Date</b>	12/01/2018	<b>AP Acct</b>	2020-0000	<b>Current Step</b>	Prop Mgr Review
<b>Post Month</b>	12/2018	<b>Notes</b>	Move out refund	<b>Next Step</b>	
<b>Due Date</b>	12/01/2018			<b>Notes</b>	VP Review
<b>From Date</b>				<b>Created by</b>	bgalins (never modified)
<b>To Date</b>					Approve
					Reject

Save Reverse Delete Help

- 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.

**Payable Invoice** Functions

<b>Payee</b>	t0270183	<b>Attachment</b>	
<b>Payee Info</b>	Chang, Yen(12104 Thornwood Dr Bakersfield 0816) yenchvng@gmail.com 6613023095	<b>Utility Invoice</b>	
<b>PO</b>		<b>Third-party Invoice Image</b>	
<b>Invoice #</b>	:Refund 1/4/20194:26:04 Pl	<b>Audit History</b>	
<b>Expense Type</b>	Move-Out	<b>Cash Acct</b>	1020-0000
<b>Total Amount</b>	1,193.60	<b>AP Acct</b>	2020-0000

### 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.