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."

SECURITY DEPOSIT NOT COLLECTED

What is the Compliance Alert?

In order for an applicant to reserve a unit or join the waitlist, a minimum of the application fee(s) plus $99 must be collected and posted to their ledger.

Why did I receive this Alert?

An approved applicant has not paid the minimum due for reservation. This alert is designed to track payments on the account. Reversals or manual credits will not meet the requirement for payments posted to the ledger.

NOTE: Redbot excludes applications submitted within the last 24 hours to allow time for payments to be posted. Accounts denoted as (COURTESY) or (EMPL) are also excluded.

How do I resolve the Alert today?

From Yardi Dashboard, Common Reports > Future Residents with No Deposit
This report will reflect the current ledger balance. Any payments that are on hand should be posted to the ledger immediately. In the event earnest money was unsuccessful and payment was not collected, the move-in should be canceled, since the unit should not be reserved.

- To cancel an applicant from the Prospect Guest Card:
- Click Cancel
- Date: Current Date
- Agent: Select the agent
- Reason: Select the most applicable reason
- Click Save

Canceling : Elena Dibble

Date	08/25/2021
Agent	Property Website
Reason	Changed Mind

Save

When the applicant returns with the appropriate amount for payment, the opportunity can be reapplied in the Prospect Guest Card to move through the application workflow. All applicants are subject to the current market rent for their unit at the time of reservation.

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

The resident account should be accessed in RentCafe same day as application approval to initiate Earnest Money.
Any physical money received from applicants should be posted same business day.

BLUESTONE
PROPERTIES

REV 8/25/21