



!!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

Resident Info		Deposit Summary		Forwarding Address	
Code	t0215587	Outstanding Charges	0.00	Address	14504 Briar Forest Dr
Name		Available Credit	0.00		#1111
Property	townwest - Towne West Apartments	Amount Of Refund	200.00		
Unit	1424	Amount Owed	0.00	City	Houston
Post Date	04/30/2018	Current Refund	200.00	State-Zip	TX 77077
Post Month	05/2018	Current Owed	0.00	Country	us
Agent	Portal				
Roommat...	Taylor Farthing				
Print Statemen...					
Post	Close				
Help					

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	Ctrl #	
Workflow		Payee		Batch #	
Workflow Status	InProgress	Job		Batch Desc.	
Workflow Step		Invoice #		Inv. Date Range	
Workflow Date Range		PO#			
User					
Display	Post	Clear			

Payable Invoice Functions Jump To

Payee	t0197778	Payment Status	Unpaid	Display Type	payable
Payee Info	Mohammed, Ammar(3438 Imperator Lane Louisville 4381- 204)ammar.mohammed@amecfw.zzz 7203653145	Type	Invoice	Batch	Unposted Batch 66710
PO		Payment Method	Check	Id	Ctrl 353903
Invoice #	:Refund 12/17/20184:33:38	Approved By		Navigation	<< >>
Expense Type	Move-Out	Priority		Workflow	SODA
Total Amount	165.00	Cash Acct	1020-0000	Status	InProcess
Invoice Date	12/01/2018	AP Acct	2020-0000	Current Step	Prop Mgr Review
Post Month	12/2018	Notes	Move out refund	Next Step	
Due Date	12/01/2018			Notes	VP Review
From Date				Created by bgalins (never modified)	Approve
To Date					Reject

Buttons: Save Reverse Delete Help

Tabs: Details Payee Info Workflow Approvers

Buttons: Distribute View POs More Rows Clear Rows Check Budget

Entity	Amount	Account	Notes	Cash Acct
paddock	165.00	2031-0000	Refunding Q-4566331	1020-0000

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.

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.