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."

PARTIAL PAYMENTS

What is the Compliance Alert?

A resident's payment was accepted that was short of the full balance due.

Why did I receive this Alert?

- Partial payments, payment arrangements, and promise-to-pays are not accepted.
- The resident balance is due in full, including rent, utilities, and other monthly charges.
- Redbot will alert to any "current" status account with a balance over $200 but less than monthly rent.

NOTE: This alert is specifically looking for manually posted payments, posted between 20th – current day, that were an acceptance of a partial payment. This alert will not strike but remain a compliance alert.

How do I resolve the Alert today?

First, never post a partial payment. If somehow a partial payment was submitted while you were not there, immediately contact the resident for the remaining balance. If unable to reach by phone, hand deliver (Custom Letters > Small Balance Demand Letter) to the apartment door. Continue contacting resident until paid in full.

NOTE: Submit a Support Ticket if a partial payment was automatically accepted online so we can investigate the technical glitch.

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

- Payments made through the Resident Portal/WIPS require the full balance to be paid.
- Any ledger adjustments needed should be done by the 19th, for the Resident Portal to accurately reflect the balance due on the 1st.
- If a partial payment is received via a drop box, it should not be posted until paid in full.
- Contact the resident immediately, for the remainder of the balance.
- The date for any manual charges should be dated to reflect the actual due date of the charge.
  - ➢ For example: If a resident is being charged for property damage they caused on 8/17/21 and the charge is due on 9/1/21, the Date entered when the Quick Charge is created should reflect 9/1/21. This will prevent it from becoming due and delinquent prior to that date.

BLUESTONE
PROPERTIES