



# TRAINING MANUAL



CORPORATE





## Welcome to ResMan!

If you have any problems or questions, please do not hesitate to contact us!  
We would love to hear from you!



### Email Support

[Support@ResManCloud.com](mailto:Support@ResManCloud.com)



### Phone Support

Mon – Fri 8:00am – 5:30pm CST

1-888-702-0971



### Live Chat Support

Click the green CHAT button on the left side of  
your ResMan screen!

You can either chat (if an agent is available) or  
leave us an email message.



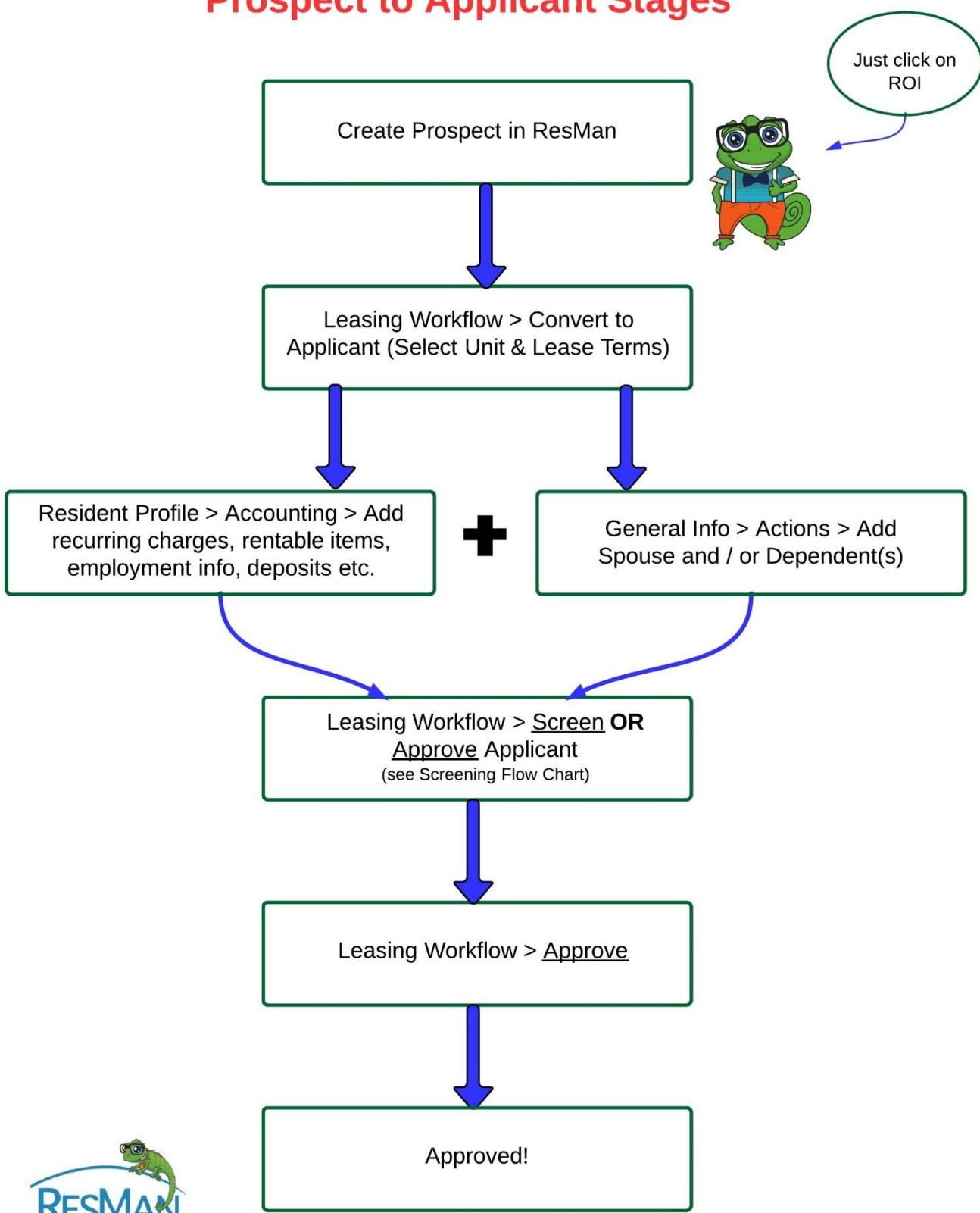
### OnLine Training Video's & Manual

Click on the ? symbol on your boardroom

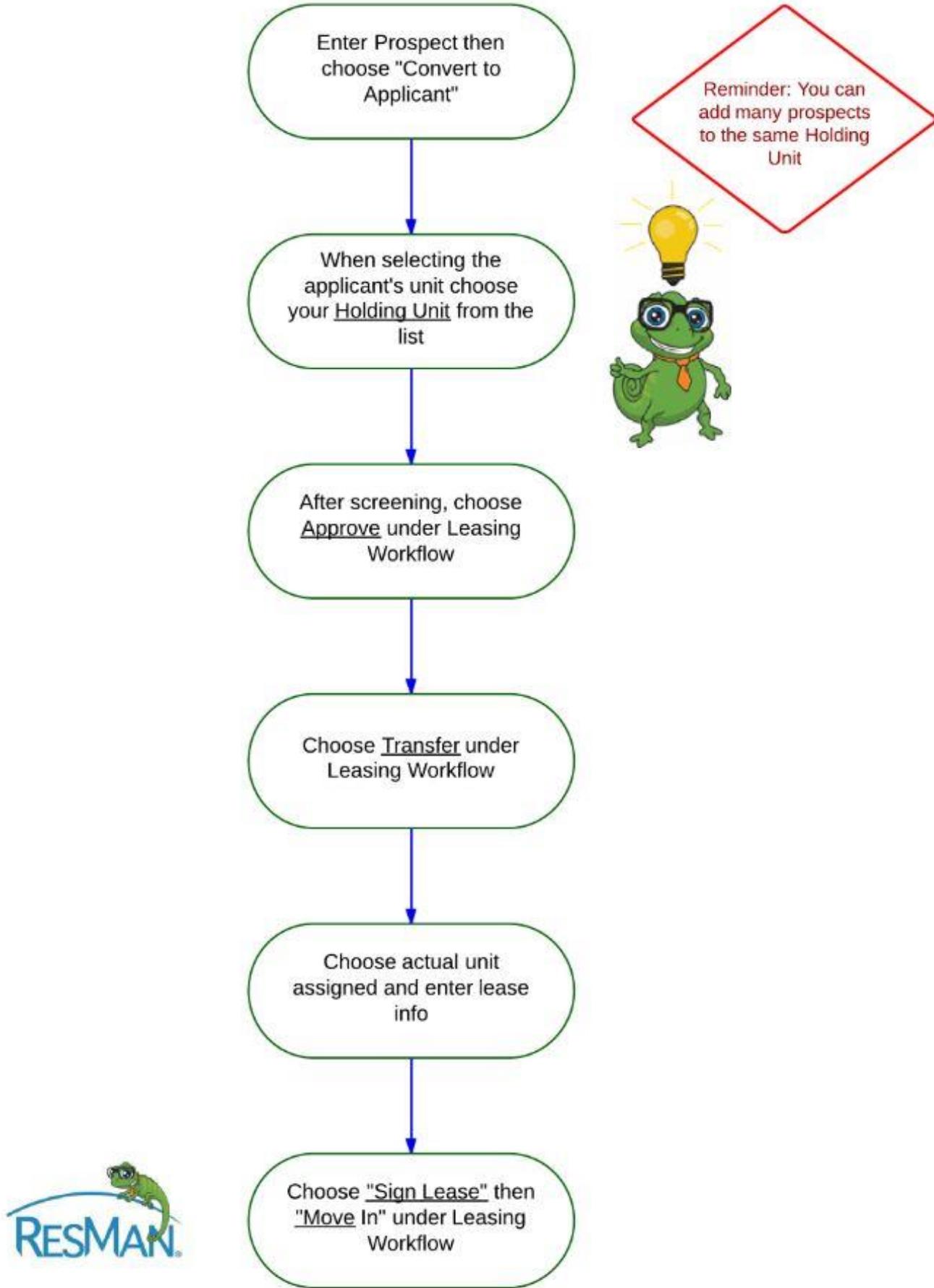
That will take you to our on-line help file which has  
a total list of our videos!  
You can also print out an updated PDF Manual!



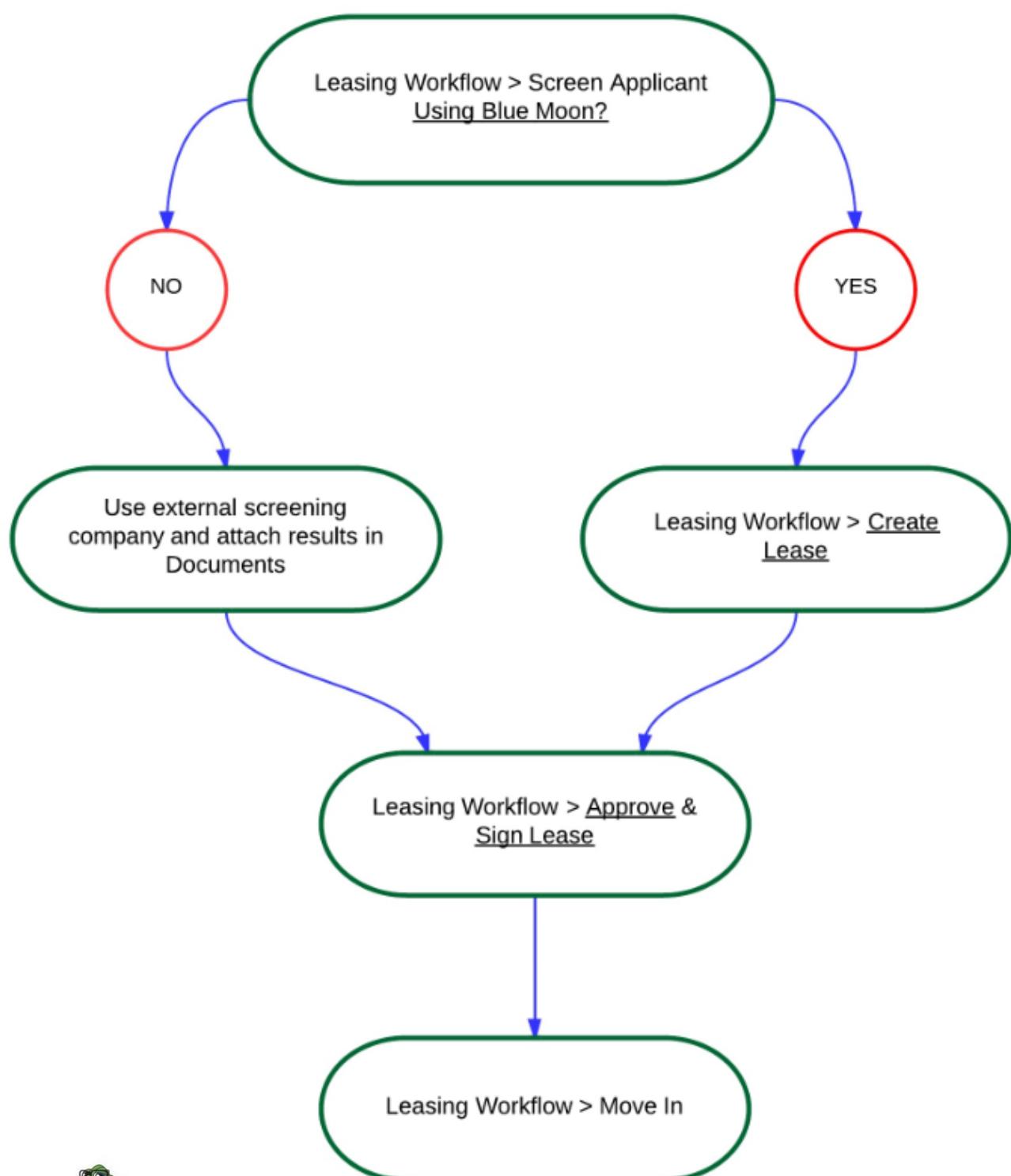
## Prospect to Applicant Stages



# Holding Unit to Resident

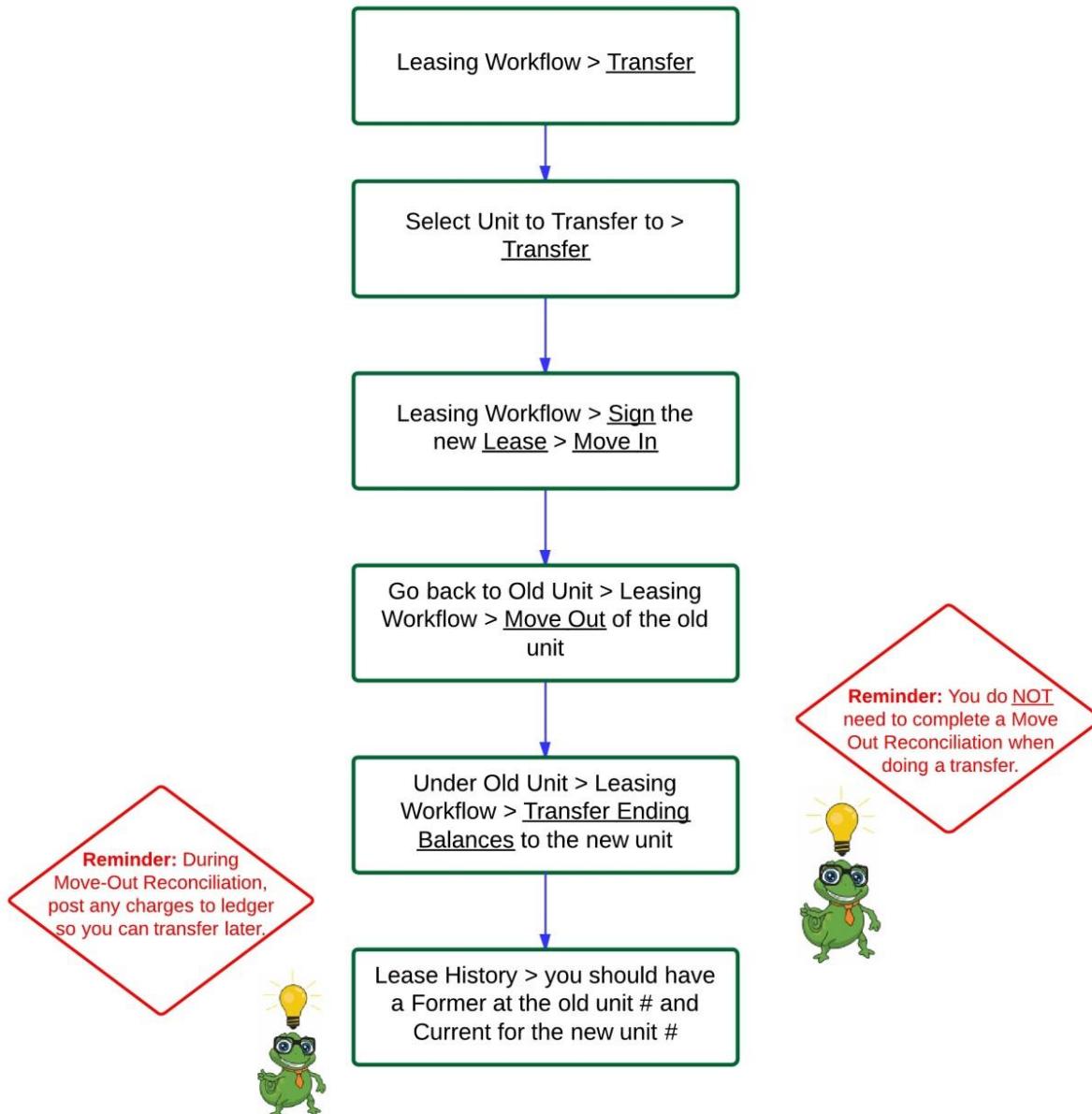


# Screening & Signing Lease

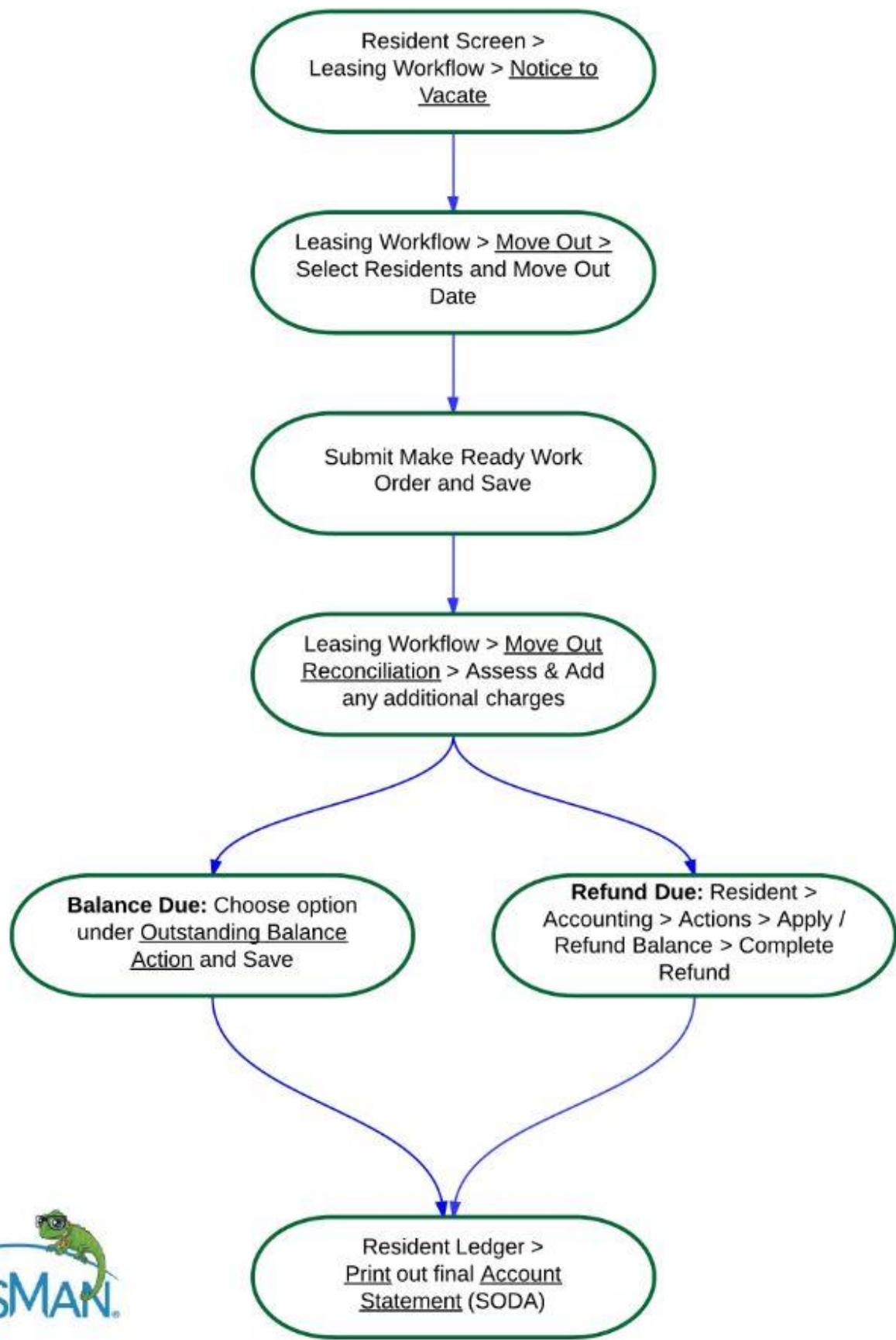


## Transfer Flowchart

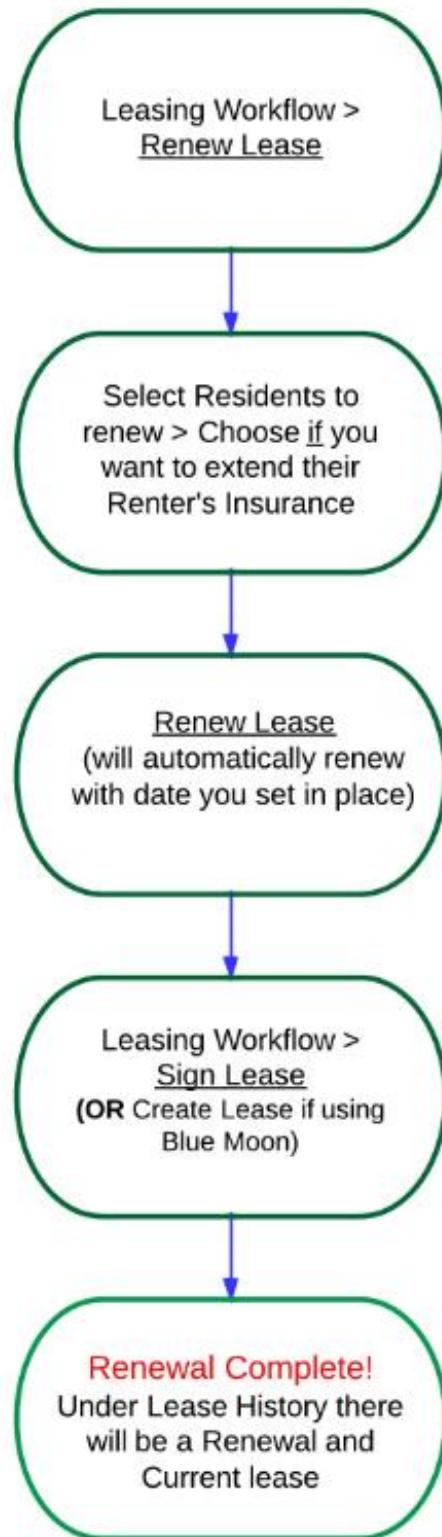
How to Transfer from Unit A to Unit B



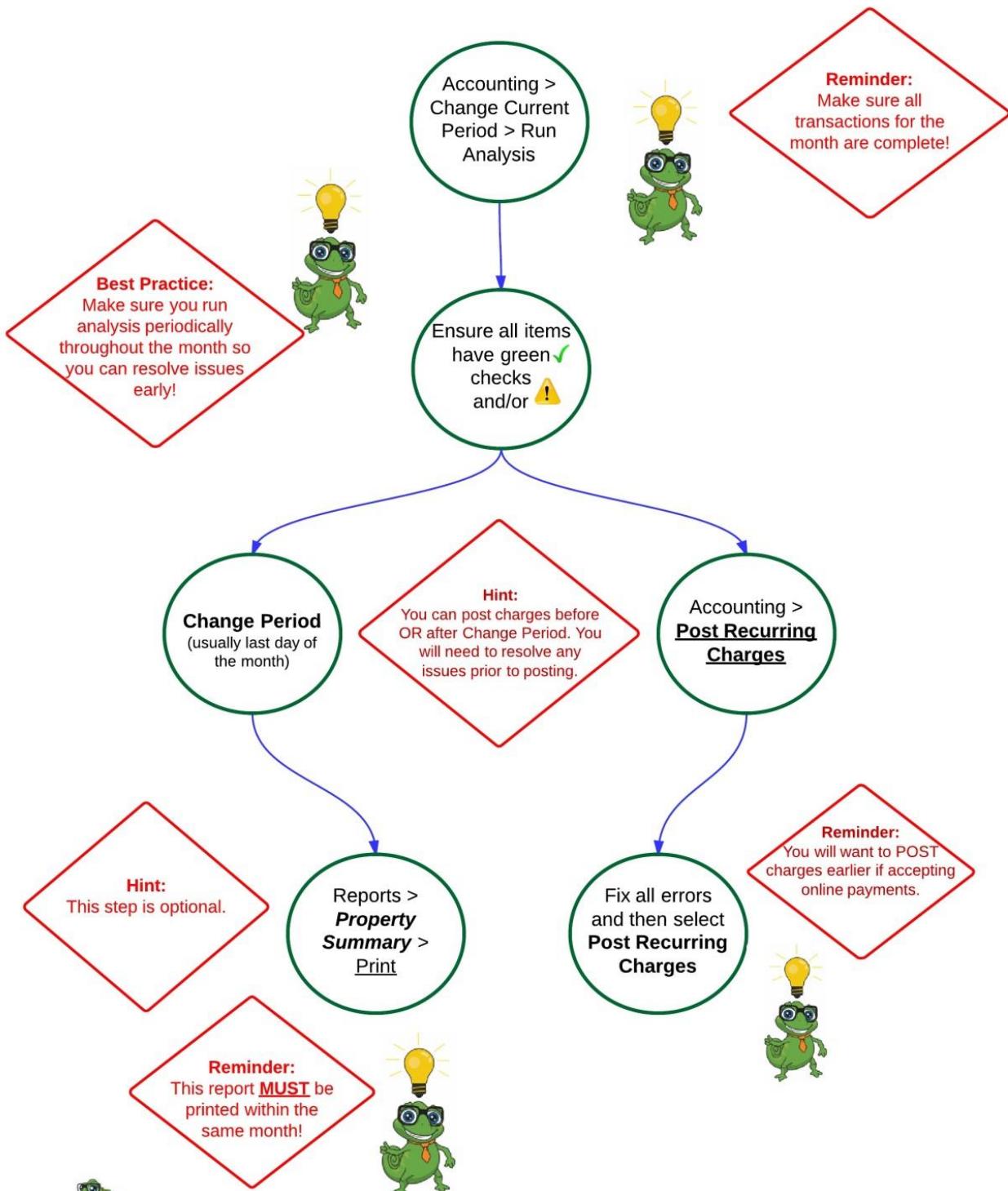
## Move-Out Flowchart



## Renewal of a Resident



## End-of-Month Procedure







## *Table of Content*

### *A - Introduction & Boardroom*

<b>I</b>	<b>Welcome to Resman.....</b>	<b>Page A1</b>
<b>A</b>	<b>Introduction.....</b>	<b>Page A1</b>
<b>B</b>	<b>Quick Search.....</b>	<b>Page A1</b>
<b>C</b>	<b>Quick Links &amp; Help Buttons.....</b>	<b>Page A1</b>
<b>II</b>	<b>Efficiency Ribbon.....</b>	<b>Page A2</b>
<b>III</b>	<b>Boardroom - Introduction.....</b>	<b>Page A4</b>
<b>A</b>	<b>Property Summary.....</b>	<b>Page A5</b>
<b>B</b>	<b>Property Status.....</b>	<b>Page A6</b>
<b>C</b>	<b>Exposure Control.....</b>	<b>Page A7</b>
<b>D</b>	<b>Traffic Scoreboard.....</b>	<b>Page A8</b>
<b>E</b>	<b>Delinquencies &amp; Prepays.....</b>	<b>Page A9</b>
<b>F</b>	<b>Move-Ins and Move-Outs.....</b>	<b>Page A10</b>
<b>G</b>	<b>Maintenance Summary.....</b>	<b>Page A11</b>
<b>H</b>	<b>Bank Account Balances.....</b>	<b>Page A12</b>
<b>I</b>	<b>Accounts Payable Summary.....</b>	<b>Page A13</b>
<b>J</b>	<b>Budget Variance.....</b>	<b>Page A14</b>
	<b>Income and Expenses .....</b>	<b>Page A15</b>
<b>IV</b>	<b>Boardroom Tips.....</b>	<b>Page A15</b>



***Table of Contents***  
***B - Resident Activity***

<b>I</b>	<b><i>Resident Activity</i></b>	<b><i>Page B1</i></b>
A	<i>Prospects</i>	<i>Page B1</i>
B	<i>Prospect Options</i>	<i>Page B2</i>
C	<i>OnLine Availability</i>	<i>Page B3</i>
D	<i>Specials</i>	<i>Page B4</i>
E	<i>Waiting List</i>	<i>Page B5</i>
F	<i>Convert to Applicant</i>	<i>Page B6</i>
G	<i>Pending Applicant Options</i>	<i>Page B7</i>
H	<i>Screen Applicant</i>	<i>Page B8</i>
I	<i>Deny / Cancel / Transfer Applicant</i>	<i>Page B9</i>
J	<i>Approve Applicant</i>	<i>Page B10</i>
K	<i>Sign Lease</i>	<i>Page B11</i>
L	<i>Move In</i>	<i>Page B12</i>
M	<i>Resident Options</i>	<i>Page B13</i>
N	<i>Notice To Vacate</i>	<i>Page B14</i>
O	<i>File Eviction</i>	<i>Page B15</i>
<b>II</b>	<b><i>Transfer</i></b>	<b><i>Page B16</i></b>
A	<i>Start Transfer</i>	<i>Page B17</i>
B	<i>Finish Transfer</i>	<i>Page B18</i>
C	<i>Transfer Ending Balances</i>	<i>Page B19</i>
<b>III</b>	<b><i>Renewal</i></b>	<b><i>Page B20</i></b>
A	<i>Start Renew Lease</i>	<i>Page B21</i>
B	<i>Sign Lease</i>	<i>Page B22</i>
C	<i>Complete Renewing the Lease</i>	<i>Page B23</i>
<b>IV</b>	<b><i>Life Cycle of a Resident</i></b>	<b><i>Page B24</i></b>



***Table of Contents***  
***C - Resident Transactions***

<b>I</b>	<b><i>Resident Transactions.....</i></b>	<b>Page C1</b>
	<b><i>A Charges / Credits.....</i></b>	<b>Page C1</b>
	<b><i>B Payments.....</i></b>	<b>Page C2</b>
	<b><i>C Bulk Transactions.....</i></b>	<b>Page C3</b>
	<b><i>D Accept OnLine Payments.....</i></b>	<b>Page C4</b>
	<b><i>E Deposits paid.....</i></b>	<b>Page C5</b>
	<b><i>F Create Deposit Batch.....</i></b>	<b>Page C6</b>
	<b><i>G Partner Transactions (utility billing).....</i></b>	<b>Page C7</b>
	<b><i>H Edit Transactions.....</i></b>	<b>Page C8</b>
	<b><i>I Reverse Transactions.....</i></b>	<b>Page C9</b>
	<b><i>J Recording NSF.....</i></b>	<b>Page C11</b>
	<b><i>K NSF RePayment.....</i></b>	<b>Page C11</b>
	<b><i>L Certified Funds Only Status.....</i></b>	<b>Page C12</b>
	<b><i>M Late Fee Assessment.....</i></b>	<b>Page C12</b>
	<b><i>N Import Charges.....</i></b>	<b>Page C13</b>
	<b><i>O Charge Distribution.....</i></b>	<b>Page C14</b>
	<b><i>P Refund (of credit balance).....</i></b>	<b>Page C15</b>
	<b><i>Q Refund (of deposit balance).....</i></b>	<b>Page C15</b>
	<b><i>R Payment-Deposit Correction.....</i></b>	<b>Page C16</b>
	<b><i>S Resident Ledger.....</i></b>	<b>Page C17</b>
<b>II</b>	<b><i>Changing The Period.....</i></b>	<b>Page C18</b>
	<b><i>A Changing the Period.....</i></b>	<b>Page C18</b>
	<b><i>B Clearing the Error Messages.....</i></b>	<b>Page C19</b>
<b>III</b>	<b><i>Post Recurring Charges.....</i></b>	<b>Page C20</b>



*Table of Contents*  
**D - Move-Out, Reconciliation, Refunds**

<b>I</b>	<b>Physical Move Out.....</b>	<b>Page D1</b>
<b>II</b>	<b>Move Out Reconciliation.....</b>	<b>Page D2</b>
	<b>A Assess Move-Out charges &amp; apply Deposit(s) .....</b>	<b>Page D2</b>
	<b>B IF: A Refund is due to the resident.....</b>	<b>Page D3</b>
	<b>C IF: The resident has a remaining balance owing.....</b>	<b>Page D3</b>
	<b>D Outstanding Balance Action.....</b>	<b>Page D4</b>
	<b>E Print Move Out Reconciliation.....</b>	<b>Page D4</b>
<b>III</b>	<b>In-House Collection.....</b>	<b>Page D5</b>
<b>IV</b>	<b>In-House Collection: Payment Received.....</b>	<b>Page D7</b>
<b>V</b>	<b>Third Party Collections.....</b>	<b>Page D9</b>
<b>VI</b>	<b>Third Party Collection: Payment Received.....</b>	<b>Page D9</b>



***Table of Contents***  
***E - Maintenance***

<b>I</b>	<b><i>Unit</i></b>	<b><i>Page E1</i></b>
	<b>A Available Unit Report Notes</b>	<b><i>Page E1</i></b>
	<b>B Holding Units</b>	<b><i>Page E1</i></b>
	<b>C Unit Notes</b>	<b><i>Page E2</i></b>
	<b>D Unit Status</b>	<b><i>Page E3</i></b>
<b>II</b>	<b><i>Unit Type</i></b>	<b><i>Page E4</i></b>
<b>III</b>	<b><i>Amenities</i></b>	<b><i>Page E5</i></b>
<b>IV</b>	<b><i>Buildings</i></b>	<b><i>Page E6</i></b>
<b>V</b>	<b><i>Work Orders</i></b>	<b><i>Page E6</i></b>
	<b>A Access Work Orders</b>	<b><i>Page E6</i></b>
	<b>B Enter New Work Order</b>	<b><i>Page E6</i></b>
	<b>C Assign to Common Areas</b>	<b><i>Page E7</i></b>
	<b>D Completing Work Orders</b>	<b><i>Page E7</i></b>
	<b>E Work Order Templates</b>	<b><i>Page E8</i></b>
<b>VI</b>	<b><i>Make Ready Board</i></b>	<b><i>Page E9</i></b>
<b>VII</b>	<b><i>Inventory</i></b>	<b><i>Page E10</i></b>
<b>VIII</b>	<b><i>Non Resident Billing Accounts (WOIT)</i></b>	<b><i>Page E11</i></b>
<b>IX</b>	<b><i>Non-Resident Income</i></b>	<b><i>Page E13</i></b>
<b>X</b>	<b><i>Repairs &amp; Upgrades</i></b>	<b><i>Page E14</i></b>



## *Table of Contents*

### *F - Tools and Reports*

<b>I</b>	<b>Company Communication.....</b>	<b>Page</b>	<b>F1</b>
<b>II</b>	<b>Emails.....</b>	<b>Page</b>	<b>F2</b>
	<b>A Email Templates.....</b>	<b>Page</b>	<b>F3</b>
	<b>B Automated Templates.....</b>	<b>Page</b>	<b>F4</b>
	<b>C Bulk Emails.....</b>	<b>Page</b>	<b>F5</b>
	<b>D Email Signatures.....</b>	<b>Page</b>	<b>F6</b>
<b>III</b>	<b>Form Letters.....</b>	<b>Page</b>	<b>F7</b>
<b>IV</b>	<b>Resident Communication.....</b>	<b>Page</b>	<b>F10</b>
<b>V</b>	<b>DocuSign.....</b>	<b>Page</b>	<b>F11</b>
<b>VI</b>	<b>Shared Documents.....</b>	<b>Page</b>	<b>F11</b>
<b>VII</b>	<b>Minol (Utility Billing).....</b>	<b>Page</b>	<b>F12</b>
<b>VIII</b>	<b>Partner Reports.....</b>	<b>Page</b>	<b>F14</b>
<b>IX</b>	<b>Packages.....</b>	<b>Page</b>	<b>F14</b>
<b>X</b>	<b>ProRation Calculator.....</b>	<b>Page</b>	<b>F15</b>
<b>XI</b>	<b>Change Password.....</b>	<b>Page</b>	<b>F16</b>
<b>XII</b>	<b>Options.....</b>	<b>Page</b>	<b>F16</b>
<b>XIII</b>	<b>Updates.....</b>	<b>Page</b>	<b>F16</b>
<b>XIV</b>	<b>Reports.....</b>	<b>Page</b>	<b>F17</b>
	<b>A Report Batches.....</b>	<b>Page</b>	<b>F17</b>
	<b>B Saved Reports.....</b>	<b>Page</b>	<b>F18</b>



***Table of Contents***  
***G - Community Members Portal & Aptexx***

<b>I</b>	<b>Community Members Portal.....</b>	<b>Page G1</b>
A	<i>Sending residents the link.....</i>	<i>Page G2</i>
B	<i>User Settings &amp; Options.....</i>	<i>Page G4</i>
C	<i>View Upcoming Events (Calendar).....</i>	<i>Page G4</i>
D	<i>Transactions.....</i>	<i>Page G5</i>
E	<i>Pay Rent.....</i>	<i>Page G5</i>
F	<i>Submit a Work Order.....</i>	<i>Page G7</i>
G	<i>Check for Packages.....</i>	<i>Page G7</i>
H	<i>Send Communication.....</i>	<i>Page G7</i>
I	<i>Team .....</i>	<i>Page G8</i>
J	<i>Documents.....</i>	<i>Page G8</i>
<b>II</b>	<b>Receive Pymt from Applicant.....</b>	<b>Page G9</b>
<b>III</b>	<b>Aptexx.....</b>	<b>Page G10</b>
A	<i>Access Aptexx from within ResMan.....</i>	<i>Page G10</i>
B	<i>Admin Options.....</i>	<i>Page G11</i>
C	<i>Process.....</i>	<i>Page G11</i>
D	<i>Reports.....</i>	<i>Page G12</i>
E	<i>People.....</i>	<i>Page G13</i>
F	<i>Messaging.....</i>	<i>Page G13</i>
G	<i>General Notes.....</i>	<i>Page G14</i>
<b>IV</b>	<b>OnLine Application.....</b>	<b>Page G15</b>
A	<i>Features.....</i>	<i>Page G15</i>
B	<i>Options.....</i>	<i>Page G15</i>
C	<i>Process.....</i>	<i>Page G16</i>



*Table of Contents*  
**H - Purchase Orders & Invoices**

<b>I</b>	<b>Payables.....</b>	<b>Page H1</b>
<i>A</i>	<i>New Vendor.....</i>	<i>Page H1</i>
<i>B</i>	<i>Purchase Orders.....</i>	<i>Page H3</i>
<i>C</i>	<i>Approving Purchase Orders.....</i>	<i>Page H4</i>
<i>D</i>	<i>Convert Purchase Order to Invoice.....</i>	<i>Page H5</i>
<i>E</i>	<i>Entering A New Invoice.....</i>	<i>Page H6</i>
<i>F</i>	<i>AP Allocations.....</i>	<i>Page H7</i>
<i>G</i>	<i>Creating Duplicate Invoices.....</i>	<i>Page H7</i>
<i>H</i>	<i>Approving Invoices.....</i>	<i>Page H8</i>
<i>I</i>	<i>Creating Recurring Invoices (Templates).....</i>	<i>Page H9</i>
<i>J</i>	<i>Recurring Invoices: Automatic.....</i>	<i>Page H10</i>
<i>K</i>	<i>Recurring Invoices: As Needed.....</i>	<i>Page H10</i>
<i>L</i>	<i>Creating an Invoice Batch.....</i>	<i>Page H11</i>
<i>M</i>	<i>Print Invoice Batch.....</i>	<i>Page H11</i>
<i>N</i>	<i>Batch Numbering.....</i>	<i>Page H11</i>
<i>O</i>	<i>Reprinting Batch Reports.....</i>	<i>Page H11</i>
<i>P</i>	<i>Attachments.....</i>	<i>Page H12</i>



## *Table of Contents*

### *I - Corporate Transactions - AP*

#### *Accounts Payable*

<i>I Accounts Payable.....</i>	<i>Page 11</i>
<i>A Selecting &amp; Paying Invoices.....</i>	<i>Page 11</i>
<i>B Vendor Payment.....</i>	<i>Page 13</i>
<i>C Vendor Payment Template.....</i>	<i>Page 14</i>
<i>D Management Fees.....</i>	<i>Page 15</i>
<i>E Re-Print Checks.....</i>	<i>Page 16</i>
<i>F Resident Refund Checks.....</i>	<i>Page 17</i>
<i>G Signed Checks.....</i>	<i>Page 18</i>
<i>H Void Check.....</i>	<i>Page 19</i>
<i>G Print 1099's.....</i>	<i>Page 19</i>



## *Table of Contents*

### *I - Corporate Transactions - GL*

#### *General Ledger*

<b>II</b>	<b>General Ledger Account Detail.....</b>	<b>Page I10</b>
A	<i>Viewing GL Detail.....</i>	<i>Page I10</i>
B	<i>Add a new GL account number.....</i>	<i>Page I11</i>
C	<i>New GL &amp; Category.....</i>	<i>Page I12</i>
<b>III</b>	<b>Journal Entries.....</b>	<b>Page I13</b>
A	<i>Posting Journal Entries.....</i>	<i>Page I13</i>
B	<i>Viewing Journal Entries.....</i>	<i>Page I13</i>
C	<i>Recurring Journal Entries (Template) .....</i>	<i>Page I14</i>
D	<i>Journal Entry Imports.....</i>	<i>Page I15</i>
<b>IV</b>	<b>Import Budgets.....</b>	<b>Page I16</b>
<b>V</b>	<b>Bank Accounts.....</b>	<b>Page I17</b>
A	<i>Updating Bank Accounts.....</i>	<i>Page I17</i>
B	<i>Adding Bank Transactions.....</i>	<i>Page I17</i>
C	<i>Bank Transfers.....</i>	<i>Page I19</i>
D	<i>Clearing Bank Transactions.....</i>	<i>Page I19</i>
E	<i>Reconciling Bank Accounts.....</i>	<i>Page I19</i>
F	<i>Reconciling From a Bank File.....</i>	<i>Page I20</i>
G	<i>Effect of Resident Transactions.....</i>	<i>Page I22</i>
<b>VI</b>	<b>Periods.....</b>	<b>Page I23</b>
A	<i>Post GPR Journal Entries.....</i>	<i>Page I23</i>
B	<i>Closing The Period.....</i>	<i>Page I24</i>
C	<i>Reopening A Closed Period.....</i>	<i>Page I24</i>
<b>VII</b>	<b>Year-End Close.....</b>	<b>Page I25</b>
A	<i>Close Income Statement.....</i>	<i>Page I25</i>
B	<i>Distribute Earnings.....</i>	<i>Page I25</i>
C	<i>Close Period.....</i>	<i>Page I25</i>



***Table of Contents***  
***J - Administration & Setup***

<b>I</b>	<b><i>Property Settings.....</i></b>	<b><i>Page J1</i></b>
<b>A</b>	<b><i>Settings.....</i></b>	<b><i>Page J1</i></b>
<b>B</b>	<b><i>Community Members Portal Settings.....</i></b>	<b><i>Page J3</i></b>
<b>C</b>	<b><i>Permanent Portal Documents.....</i></b>	<b><i>Page J4</i></b>
<b>D</b>	<b><i>Applicant Portal Settings.....</i></b>	<b><i>Page J5</i></b>
<b>E</b>	<b><i>Applicant Types.....</i></b>	<b><i>Page J6</i></b>
<b>F</b>	<b><i>Recurring Charges.....</i></b>	<b><i>Page J7</i></b>
<b>G</b>	<b><i>Document Settings.....</i></b>	<b><i>Page J9</i></b>
<b>H</b>	<b><i>Notification Settings.....</i></b>	<b><i>Page J10</i></b>
<b>I</b>	<b><i>Auto Make-Ready Work Orders.....</i></b>	<b><i>Page J11</i></b>
<b>J</b>	<b><i>Action Prerequisites.....</i></b>	<b><i>Page J12</i></b>
<b>K</b>	<b><i>Prospect Sources.....</i></b>	<b><i>Page J13</i></b>
<b>L</b>	<b><i>Lease Expiration Settings.....</i></b>	<b><i>Page J14</i></b>
<b>M</b>	<b><i>Users.....</i></b>	<b><i>Page J15</i></b>
<b>N</b>	<b><i>Documents.....</i></b>	<b><i>Page J15</i></b>
<b>II</b>	<b><i>Transaction Categories.....</i></b>	<b><i>Page J16</i></b>
<b>III</b>	<b><i>Tax Rates &amp; Groups.....</i></b>	<b><i>Page J17</i></b>
<b>IV</b>	<b><i>New Employees And Users.....</i></b>	<b><i>Page J18</i></b>
<b>V</b>	<b><i>Groups.....</i></b>	<b><i>Page J19</i></b>
<b>VI</b>	<b><i>Prospect Sources.....</i></b>	<b><i>Page J19</i></b>
<b>VII</b>	<b><i>Pick Lists.....</i></b>	<b><i>Page J20</i></b>
<b>VIII</b>	<b><i>Settings.....</i></b>	<b><i>Page J21</i></b>



## *Table of Contents*

### *K - Setup: Portals & Online Availability/Application*

<i>I</i>	<i>Community Members (Resident) Portal.....</i>	<i>Page K1</i>
A	<i>Logo.....</i>	<i>Page K1</i>
B	<i>Pick List.....</i>	<i>Page K1</i>
C	<i>Employees.....</i>	<i>Page K2</i>
D	<i>Property.....</i>	<i>Page K3</i>
E	<i>Calendar.....</i>	<i>Page K3</i>
<i>II</i>	<i>OnLine Availability.....</i>	<i>Page K4</i>
A	<i>Lease Terms.....</i>	<i>Page K4</i>
B	<i>Property .....</i>	<i>Page K5</i>
C	<i>Unit Type.....</i>	<i>Page K7</i>
D	<i>Amenities.....</i>	<i>Page K8</i>
E	<i>Units.....</i>	<i>Page K9</i>
F	<i>Specials.....</i>	<i>Page K10</i>
<i>III</i>	<i>OnLine Application.....</i>	<i>Page K12</i>
A	<i>Requirements.....</i>	<i>Page K12</i>
B	<i>Applicant Portal Settings .....</i>	<i>Page K12</i>
C	<i>Applicant Types.....</i>	<i>Page K14</i>

## I. WELCOME TO RESMAN®

### A. Introduction to ResMan®

1. Data is stored in the “Cloud” by Microsoft rather than on a server or hard drive.
2. ResMan® allows users to access their data anywhere, anytime internet is available.

### B. “Quick Search”

1. ResMan® allows the user to access information and accounts via a “Quick Search”.
2. Search Options
  - a. Resident Name
  - b. Social Security Number
  - c. Prospects
  - d. Resident Unit #
  - e. Units
  - f. Employee Names
  - g. Payments
  - h. Invoice #
  - i. Vendor Name
  - j. GL Accounts
  - k. Automobile License Plates
  - l. Pets
  - m. Reports

The screenshot shows the ResMan software interface. At the top, there's a navigation bar with tabs for Accounting, Reports, Tools, and Admin. Below the navigation bar, a dropdown menu is open under the 'Property' tab, showing 'Frontline Fairways'. The main content area is titled 'Residents' with a 'Show all' link. It lists several residents with small profile icons and status information:

- WILC-16204 (Current)
- Ch Aceves
- SQAP-1132 (Former)
- Georgeann Acquah
- RRWT-105 (Current)
- Lawrence Acosta
- RRWT-105 (Current)
- Susanne Acosta
- RRWT-105 (Current)
- Thanh Acosta

Below the residents section, there are other sections like Prospects, Invoices, and Vendors, each with their own sub-sections and data.

Figure 1

### C. Quick Links & Help

ResMan offers you a quick way to get to your most commonly used reports & task and to get the help you need.

The screenshot shows the ResMan software interface with a sidebar on the left. The sidebar has a 'Quick Links' section with the following items:

- Prospects
- Assess Late Fees
- Availability
- All Prospects

Below the 'Quick Links' section is a 'Reports' section. At the bottom of the sidebar, there are two buttons: 'quick links' (highlighted with a green box) and 'help'.

Figure 2



Figure 3

## II. Efficiency Ribbon

1. The efficiency ribbon provides the user with icons to quickly open the most often used portals by onsite operations
2. Hover over the icons to see the name of the portal to be accessed.
3. Icons from left to right:
  - a. **Lead Management** – allows users to track leads through the entire prospect and applicant work flow
    - i. View assigned leads and unassigned leads
    - ii. Assign leads to specific employees
    - iii. Hover over the icon for additional options
  - b. **Advisor** – reflects tasks and alerts
  - c. **Calendar** – allows user to set up date related items
    - i. The user can change months (upper left)
    - ii. The user can change the view (upper right)
    - iii. The user can add Repeating items (Example: MONTHLY – BY 1st of MONTH)
    - iv. The user can view someone else's calendar, and/or the Properties calendar (the property calendar will display in the Portal)
    - v. Close this screen with the X (upper right).
    - vi. Tasks CAN display on the Calendar
    - vii. Calendar items will NOT display on the Task List



- d. **Tasks** – reflects tasks
  - i. Click on the TASK icon to open & close the window (or use the minimize button)
  - ii. Close the task either from the task popup OR from the ResMan Advisor screen
  - iii. Color coding for importance is available: Green – Yellow - Red
  - iv. Incomplete tasks will show up on their Calendar. If you need it in BOTH the task list & the Calendar – add it to the tasks & let it populate the Calendar
  - v. The user may create a Task for another employee
  - vi. The user may create a Task Template (recurring tasks)
- e. **Availability** – opens in a new tab and shows available units
- f. **Boardroom** – brings user back to the boardroom from any other module in ResMan®
  - i. Clicking the icon while in the Boardroom will collapse any open modules.
- g. **New Prospect** - allows the user quick access to the prospect screen.
- h. **Work Orders** - allows the user quick access to the work order screen.
- i. **Transactions** - allows the user quick access to the transactions screen. (charges / credits / posting payments)
- j. **New Invoice** – allows the user quick access to the New Invoice screen
- k. **Resident Communication** – displays any messages that have been sent by a resident through the Community Members Portal

### III. THE BOARDROOM - INTRODUCTION

- A.** The BoardRoom provides the user a real time snap shot of the Property or portfolio based on the user's predefined permissions.
- B.** ResMan® allows the user to select an individual Property or a predefined portfolio (Group of properties).
  - 1. The modules available to view are determined by the user's individual permissions.
- C.** The information is presented in a series of modules.
- D.** A preset number of modules automatically expand when the user logs on the first time each day:
- E.** The individual modules open when you click on the blue title ribbon for that module.
  - 1. Customized BoardRoom
    - a. Move the modules from *left/right* or move them *up/down* simply by clicking and dragging the direction arrow symbol in the far right side of each blue title ribbon.



Figure 4

## A. Property Summary

1. The Property Summary **provides statistical information** on the chosen Property or group of Properties.
2. There is no limit to the number of Properties that can be assigned to a portfolio.
  
3. **Occupancy Chart**
  - a. **Projected %** - reflects projected occupancy going forward 90 days; accounting for all units on notice, leased and preleased units with scheduled move-ins or move-outs.
  - b. **Physical %** - reflects physical occupancy as of the current date and 90 days back.
  - c. **Economic %** - reflects rent deductions (like vacancy loss, rent concessions, etc.) from Gross Potential Rent.  
It shows 90 days in the past & 90 days in the future.  
**(Note: these rent deductions are selected in Transaction Categories: Applies to Charge=Rent. You will only have this setting in Credit Transaction Categories)**
4. **Statistical** information on the bottom half of the portal provides more detailed information.
  - a. Toggle between the various Properties in the portfolio (property group) to change the chart on the top half by clicking on the property acronym.
  - b. The Property's acronym that is underlined is the information reflected in the chart.



Figure 5

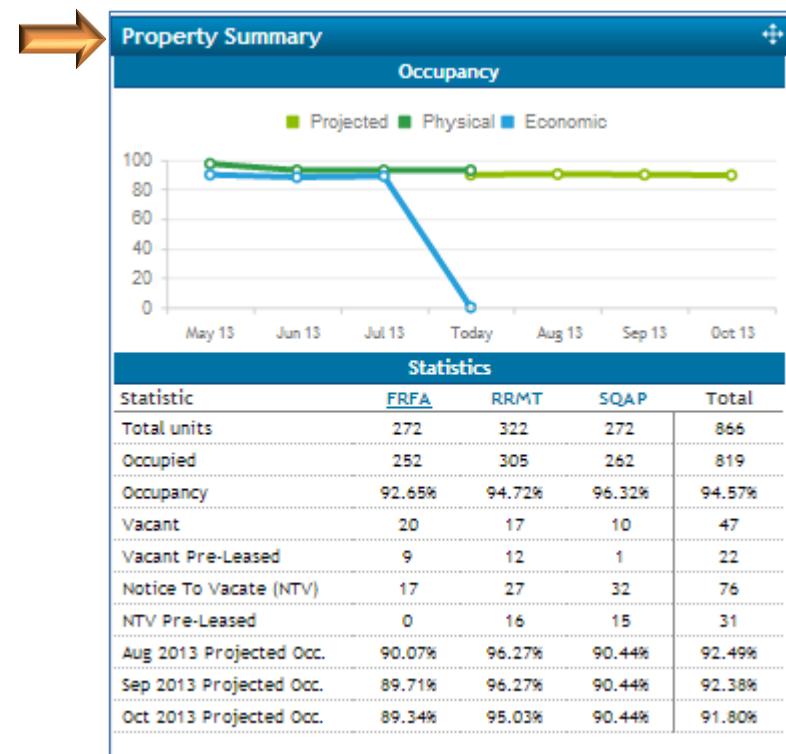


Figure 6

## B. Property Status

Gives an overview of the main monthly functions for the property

- 1. Current Period** – The current accounting period

This is typically changed when doing Change Current Period, but it can also be changed when Reopening Closed Periods (optional).

- 2. Recurring charges posted**

Will display if Post Recurring Charges was performed for the period shown above.

- 3. Late fees charged**

Shows the date of the most recent Post Late Fees

- 4. Unclosed past periods**

Shows the number of periods that have not had Close Period performed

Clicking the link will list the specific open periods.

Property Status		
	PH4UV	PH1UV
Current period	Feb 14	Feb 14
Recurring charges posted	Yes	Yes
Late fees charged	2/20	2/18
Unclosed past periods	2	2

Figure 7

Property Status		
	PH4UV	PH1UV
Current period	Feb 14	Feb 14
Recurring charges posted	Yes	Yes
<b>Unclosed Past Periods</b>		
Period	2/20	2/18
January 2014	>2	2
December 2013		

Figure 8

## C. Exposure Control

Reflects lease expiration information for the Property or portfolio (property group) chosen.

### 1. Expirations

The “Limit” reflects the number of leases allowed to expire by management for the given month as outlined in preferences.

- a. Reflects all signed current leases, pending leases and signed renewals.
- b. “Over Limit” Warning- If the Lease End date entered for a new applicant exceeds the allowed number expirations for that month, a warning will pop up while in the prospect portal and prohibit the user from selecting that Lease End date.
- c. Only users with permission may override the expiration limit.
  - i. Scroll to the right to see future months.

### 2. Renewals

- a. Reflects “Secured Renewal” results for the next 90 days.
  - i. Users may view one or multiple Properties as selected in property field in top right of The BoardRoom.
- b. The % Captured allows the users to see if the Property is meeting the budgeted renewal capture rate.
- c. The ability to view Capture rates that are below budget allow the user time to plan a course of action to offset the inevitable increase in budgeted turn expense.

## The BoardRoom

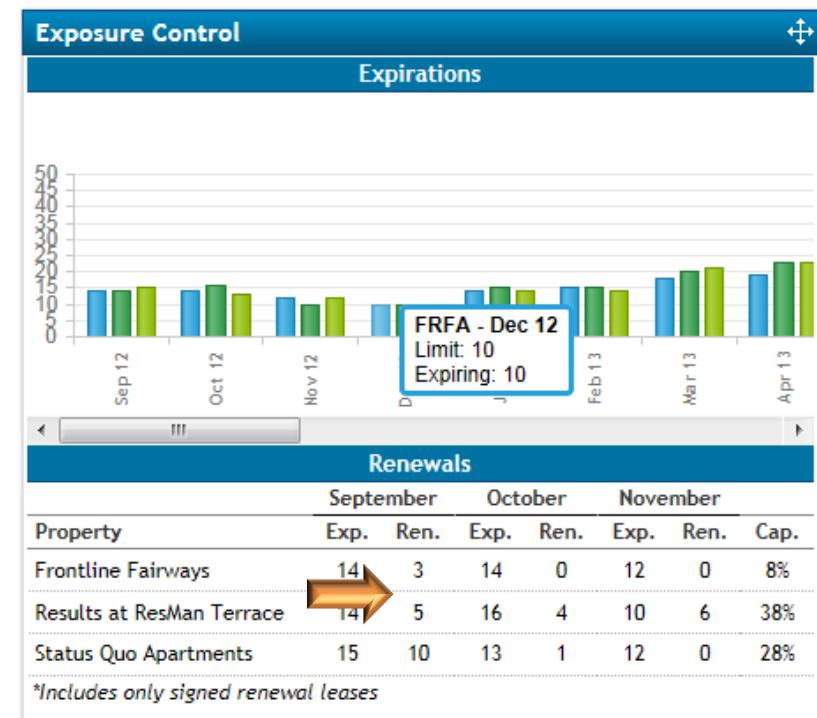


Figure 9

## D. Traffic Scoreboard

Allows the user to identify the current number of units exposed or unleased.

1. Reflects the onsite team's "AVG" closing ratio for the last 12 months.
2. Reflects the number of "Qualified" Prospects needed to cover or lease the exposed or uncovered units.

### **3. Employee Traffic Statistics**

- a. Click the **Property** name to reveal employee statistics.
- b. **AVG Closing Ratio** - reflects the Year to Date (YTD) results.
- c. **Face-to-Face** - reflects the number of prospects who had face-to-face interaction whether a unit was shown or not (MTD).
- d. **Units Shown** - reflects the number of physical units toured by the employee (MTD).
- e. **Leased** - reflects the number of units leased (MTD).
- f. **Contribution** - reflects the individual's contribution to the overall leasing results (MTD).

### **4. Prospect Employee Summary**

*Notice the blue hyperlink to the prospect employee summary report.*

- a. Click on the link to generate the report in a new tab.
- b. The Net Closing Ration is Month To Date (MTD)

Traffic Scoreboard					
Property	Exposure	Closing Ratio	Prospects Needed		
Employee	Year Closing Ratio	Face-to-Face	Units Shown	New Leases	Contribution
Blanch Ortiz	18.52%	0	0	0	0.00%
Jaqueline Guzman	80.00%	0	0	0	0.00%
Marcella Pelayo	42.70%	0	0	0	0.00%
Shawnta Serna	20.75%	0	0	0	0.00%
Tracy Leasing	47.22%	0	0	0	0.00%
<a href="#">Prospect Employee Summary</a>	0	0	0		



Figure 10

## E. Delinquencies and Prepaid

1. The Delinquencies and Prepaid module allows the user to see the status on delinquent and prepaid accounts as of the current date.
2. Click on the resident's name in blue to bring up the contact information.
  - a. Clicking the resident's name in the orange contact pop up will take the user to the resident's portal.
  - b. Clicking email will allow the user to send an email from this screen.
  - c. Clicking on Reason allows you to enter a reason for the delinquency.

**Delinquencies and Prepads**

Property	Prepaid	Delinquent	
Status Quo Apartments	-2,842.76	6,551.69	
Unit	Name	Balance	Reason
<b>Delinquent</b>			
111	Rachelle Clark, Burton...	4.15	Paid
127	Clementina Napier	8.00	
137	Callie Gilbrech, Doug G...	906.82	
138	Salena Dyer	9.86	Move-out
222	Charis Howard	30.00	Small balance sent 9/6.
224	Cyrstal Moseley	59.95	Small balance sent 9/6.
338	Fannie Chaney	21.64	Pest control treatment.
415	Meda Pena		
427	Yuonge Carnes		
428	Wi		
512	Francina Eppelsheimer	119.83	Water bill discrepancy.
613	Wayne Hampton	24.74	Renewal increase. Sm...
616	Bart Waller	30.95	Small balance sent 9/6.
631	Margot Dooley	5.27	Small balance sent 9/6.
717	Magdalene Flippin, Mar...	94.92	Balance of late fees.
		-2,842.76	6,551.69

Figure 11

## F. Move Ins and Outs

1. The Move Ins and Outs module reflects the net occupancy effect for the next 30 days accounting for scheduled move-in and move-out activity for the Property(s).
  
2. Click on the property name to see the full detail.
  - a. Scheduled Move Ins and Move Outs are reflected in sections:
    - i. Current date
    - ii. Next 7 days
    - iii. Next 30 days
  - b. Click the resident's name in blue to go directly to that resident's portal.

The BoardRoom

**Move Ins and Outs**

Property	Move Ins			Move Outs			Net
	Today	7 Days	30 Days	Today	7 Days	30 Days	
Frontline Fairways	5	1	5	1	2	9	-1
Results at ResMa...	2	3	8	1	1	10	1
Status Quo Apart...	4	5	4	0	2	5	6

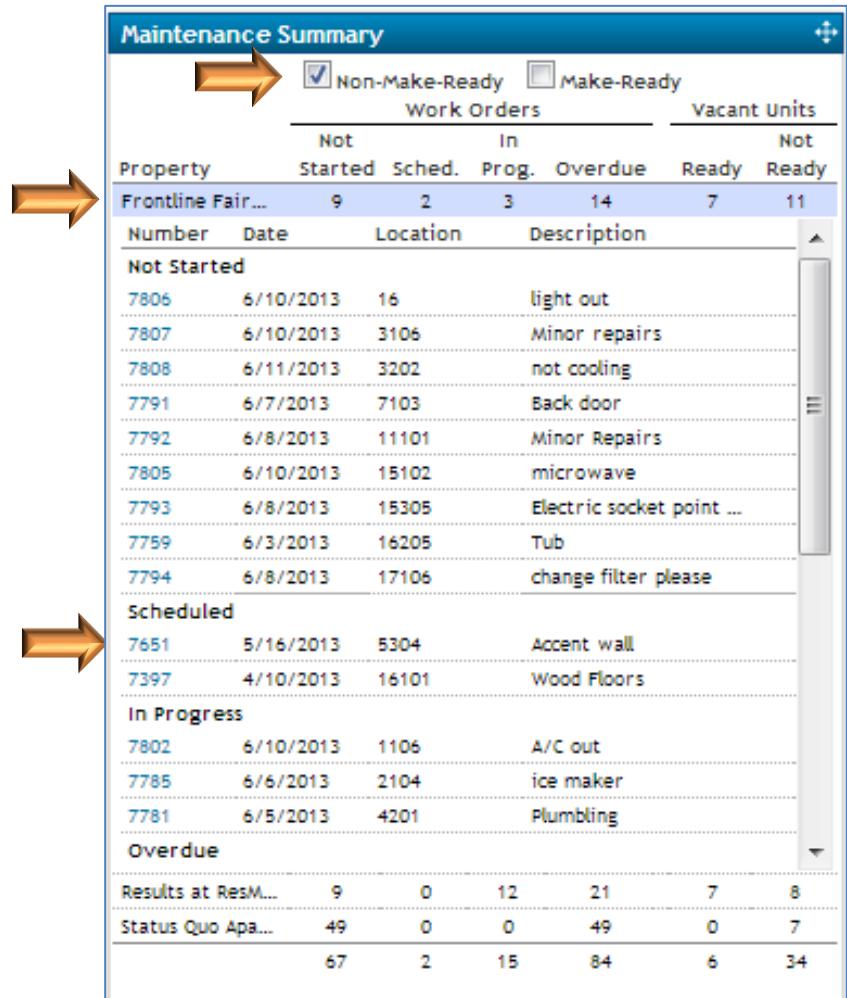
**Move Ins**

Unit	Unit type	Name	Date
1321	B3	Karl Brown	9/14/2012
1225	A1	Cecile Waldrop	9/14/2012
835	A1	Opal Youngblood	9/15/2012
612	B2/AG	Peter Lancaster	9/15/2012
<b>7 Days</b>			
514	A1	Nora Galloway	9/22/2012
517	A2	Burton Fraser	9/24/2012
314	A2	Gabriele O'Grady	9/25/2012
223	A1	Jeannine Gallo	9/25/2012
733	A1	Aron Powers	9/25/2012
<b>30 Days</b>			
734	A2FP	Cherise Lewis	10/5/2012
311	B3	Rolland Griggs	10/6/2012
428	B1	Mervin Mcgee	10/10/2012

Figure 12

## G. Maintenance Summary

1. The Maintenance Summary module reflects a quick summary of open work orders for all units for property(s)
    - a. Select Non-Make-Ready or Make-Ready work orders
    - b. Click on the property name to see the full detail.
    - c. Click on the Work Order # in blue to go to the work order detail.



**Figure 13**

## H. Bank Account Balances

1. The Bank Accounts module reflects the bank accounts balances for each property

- a. Click on account name in blue to go to the General Ledger associated with that account.



Bank Account Balances		
Bank Account (Checking or Savings)	Reconciled	Balance
SBVR Deposit Account (XXXXXX6143)	8/31/2013	6,967.93
SBVR Operating Account (XXXXXX6150)	8/31/2013	88,164.73
SBVR Petty Cash (XXXXXX6168)	8/30/2013	1,992.86

Figure 14

- b. Click Detail in blue to expand the actual bank transaction detail.

ResMan. Residential Management Solutions						
BoardRoom		Personal		Accounts		
GL Accounts		New Journal Entry	New GL Account	New GL and Category	Close Income Statement	Distribute Earnings
<b>GL Account</b>						
1125 - Cash - Security Deposits (Asset) <a href="#">Edit</a>						
Date range	8/21/2012 - 9/21/2012	Property	Results at ResMan Terrace	Accounting basis	<input type="radio"/> Cash <input checked="" type="radio"/> Accrual	Go
Date	Reference	Property	Name	Description	Debit	Credit
8/21/2012	<a href="#">Detail</a>		Summary - 8/21/2012	1 Entry	50.00	84,186.94
8/22/2012	<a href="#">Detail</a>		Summary - 8/22/2012	1 Entry	350.00	84,536.94
8/29/2012	<a href="#">Detail</a>		Summary - 8/29/2012	3 Entries	1,435.00	85,971.94
8/31/2012	<a href="#">Detail</a>		Summary - 8/31/2012	1 Entry	100.00	86,071.94
9/6/2012	<a href="#">Detail</a>		Summary - 9/6/2012	1 Entry	150.00	86,221.94
9/11/2012	<a href="#">Detail</a>		Summary - 9/11/2012	2 Entries	785.00	87,006.94

Figure 15

## I. Accounts Payable Summary

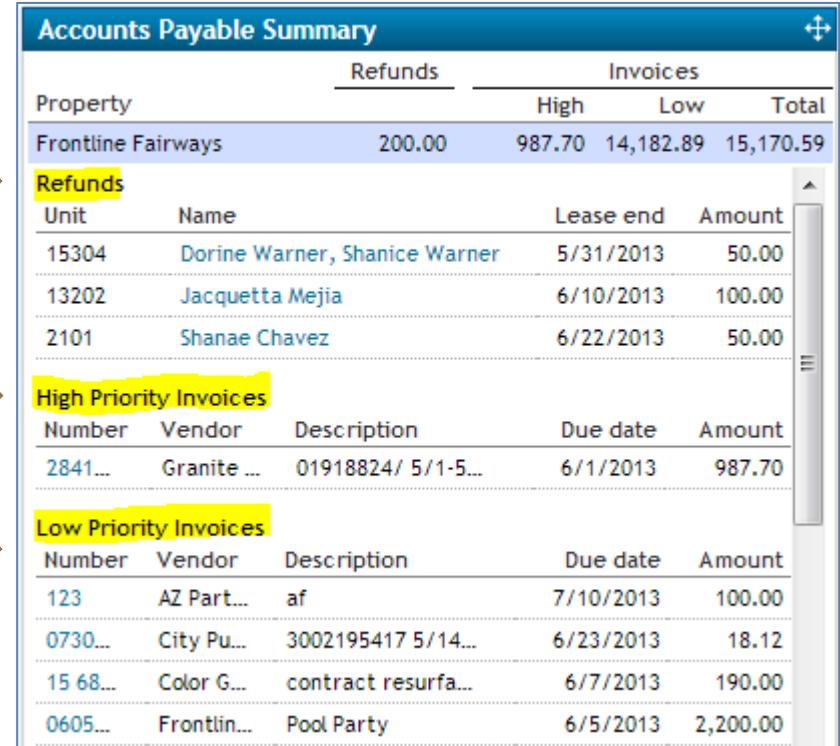
The accounts payable summary reflects the current payables and resident refunds to be processed.

1. **Refunds** - reflects move-outs entered at the site level that needs to be processed by accounting for their refund.

- a. Click the **resident's name** in blue to go to the resident screen

2. **Invoices** - reflects all invoices entered that need to be processed by accounting for payment, broken down by High & Low priority

- a. Click the **Invoice Number** in blue to go to the invoice.



**Accounts Payable Summary**

Property	Refunds		Invoices		
	High	Low	Total		
Frontline Fairways	200.00	987.70	14,182.89	15,170.59	
<b>Refunds</b>					
Unit	Name	Lease end	Amount		
15304	Dorine Warner, Shanice Warner	5/31/2013	50.00		
13202	Jacquetta Mejia	6/10/2013	100.00		
2101	Shanae Chavez	6/22/2013	50.00		
<b>High Priority Invoices</b>					
Number	Vendor	Description	Due date	Amount	
2841...	Granite ...	01918824/ 5/1-5...	6/1/2013	987.70	
<b>Low Priority Invoices</b>					
Number	Vendor	Description	Due date	Amount	
123	AZ Part...	af	7/10/2013	100.00	
0730...	City Pu...	3002195417 5/14...	6/23/2013	18.12	
15 68...	Color G...	contract resurfa...	6/7/2013	190.00	
0605...	Frontlin...	Pool Party	6/5/2013	2,200.00	

Figure 16

## J. Budget Variance

The budget variance Reflects Net Income numbers Month to Date (MTD) and Year to Date (YTD) for the Property(s) selected.

1. Toggle back and forth between the **MTD** and **YTD** by clicking on the column header in blue.
2. Click on the **property** name to see the summary of Income, Operating and Non-Operating Expenses.

Property	Net Income			Year to Date
	Actual	Budget	Variance	
Status Quo Apartments	235,851.37	58,835.00	177,016.37	
Frontline Fairways	201,030.03	36,494.00	164,536.03	
Results at ResMan Te...	317,912.14	84,080.00	233,832.14	
	754,793.54	179,409.00	575,384.54	

Figure 17

3. Click on the **Income Statement** in blue to open the Income Statement Report in a new tab.

Property	Net Income			Year to Date
	Actual	Budget	Variance	
Status Quo Apartments	235,851.37	58,835.00	177,016.37	
Frontline Fairways	201,030.03	36,494.00	164,536.03	
Results at ResMan Te...	317,912.14	84,080.00	233,832.14	
Income	346,205.20	346,192.00	13.20	
Operating Expenses	20,715.20	135,862.00	115,146.80	
Non-Operating Exp...	7,577.86	126,250.00	118,672.14	
<b>Net Income</b>	<b>317,912.14</b>	<b>84,080.00</b>	<b>233,832.14</b>	
	754,793.54	179,409.00	575,384.54	

Income Statement

Figure 18

## K. Income and Expenses

Reflects income and expense trends in a graphical format for the Property or portfolio selected.

1. Hovering over the line will display income & expense for a specific month.
2. Move the Slider-Bar to change the time period.

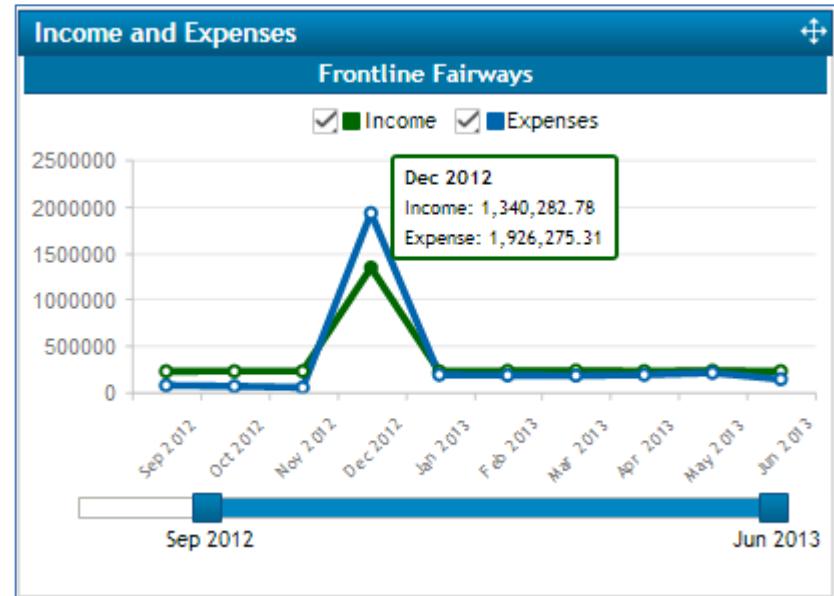


Figure 19

## IV. Boardroom Tips

1. Use the back button just like you would on any other website.
2. Click **BoardRoom Icon** to collapse The Boardroom modules.
3. There are print options within ResMan® as well as print options through your internet search engine tools.
4. “**Quick Search**” is the fastest way to access information in ResMan®.
5. Close the **ResMan® Advisor** by clicking the **X** in the far top right of the screen.
6. Remember that you can customize the boardroom for each user.
7. Control the size of the viewing area by holding down the **CTRL** button and clicking the + or – signs.
8. **CTL-F** allows you to search any ResMan (or web) page.





## I. RESIDENT ACTIVITY

**A. Prospects** - anyone who calls, emails or visits the community regarding opportunities to lease an apartment home.

1. Select the **New Prospect Icon** from the bottom efficiency bar

### 2. Personal Information

- a. ResMan® will capitalize the prospect's name.
- b. Entering the email will provide a way to contact the prospect.
- c. If their Facebook profile is public and you have your company Facebook page open, ResMan® will pull in their profile picture.

### 3. Prospect Information

- a. The **Source** and **Moving From** fields are required.  
Moving From: allows for unique entries to be generated.
- b. Communication Type:
- c. Notes:  
i. Entering detailed notes will help team members in the event you are out on property.

### 4. Communication Log

- a. Enter all contact information

### 5. Appointment

- a. If you setup a future appointment, enter it here.  
It will display on your calendar.

Note that when employer information is entered for a prospect, ResMan® allows the user to pull Employer Reports for prospects as well as Current and Former Residents providing valuable marketing information.

Figure 1

Figure 2

## B. Prospect Options

1. Use the “Quick Search” to access the Prospect screen

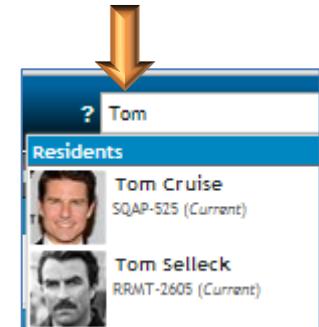


Figure 3

## 2. Leasing Workflow

### a. Send Guest Card

- Sends an **email** to the prospect with a link requesting further information (Leasing preferences, etc.)
- When a submission is received into ResMan, a task will be created for the assigned leasing agent letting them know an update or a submission has been made.
- Note:** You can also put a link on your website to collect Guest Card information. When it arrives in ResMan a Prospect will be created.

Figure 4

**b. Send Online Application:**

- i. Sends an **email** allowing the applicant to apply
- ii. Select **Online Availability** to allow them to choose a unit & apply  
OR  
Select **Application for Unit** and select the unit for them
- iii. Choose which Prospects should receive this email
- iv. **Note:** Nothing will happen unless they apply. Once they apply, pay any required fees, and are automatically screened (optional), they will be converted to a Pending Applicant in ResMan. Sending this application does NOT tie up a unit. Nothing happens until they apply.

The screenshot shows the 'Send Online Application' page. It includes fields for selecting 'Link to' (radio buttons for 'Online Availability' and 'Application for unit'), a checkbox for 'Send each applicant a link to an individual application', and a table for selecting applicants. The table has columns for 'Applicant', 'Applied', 'Type', and 'Send email'. Three prospects are listed: Frank Franklin (Main Applicant, No, Other Applicant), Fran Franklin (Other Applicant, No, Other Applicant), and Little Frankie Franklin (Other Applicant, No, Other Applicant). The 'Send email' checkbox is checked for all three, with email addresses listed: CLaws@ResManCloud.com, Fran@hotmail.com, and an empty field.

Figure 5

**c. Convert to Applicant (Discussed in more detail later)**

- i. This lets the user assign the Prospect to a Unit
- ii. If you attempt to choose a unit that already has a lease, you will receive the error shown on the right:

The screenshot shows the 'Unit Availability' page. It displays a message: 'The following lease(s) are currently associated with unit 2605. If you would like to add the new resident as a roommate on an existing lease, click the Add as Roommate button next to the respective lease.' Below this, it shows 'Current Leases' with residents Syreeta Mathews and Tom Selleck, and a 'Move Out' button. At the bottom right is a large blue 'Add as roommate' button.

Figure 6

**d. Lost Prospect:**

- i. If the prospect does not choose to lease from your property

The screenshot shows the 'Lose Prospect' page. It has a note: 'Enter the information about losing this prospect below by specifying the date lost, reason for being lost, and any notes and then click the Save button.' It includes fields for 'Date' (04/17/2014), 'Reason' (Out of Price Range), and 'Notes' (They did not get an expected raise and can no longer afford it.). At the bottom are 'Save' and 'Back' buttons.

Figure 7

**e. Transfer**

- i. Allows you to transfer this Prospect to a different property
- ii. Any payments made will not transfer.

- 3. General Information**
  - a. **Personal Information**
  - b. **Information & Preferences**
  - c. **Add: Roommate/Spouse or Dependents**
- 4. Accounting**
  - a. **Ledger:** They will only have transactions, if you have done Create Billing Account
  - b. **Create Billing Account:** If you need to accept money or create a charge for this prospect
- 5. Manage**
  - a. **Communication Log:** Location for additional communication with Prospect
  - b. **Appointments:** Enter any future appointments (calendar display only)
  - c. **Pets**
  - d. **Waiting Lists** (Discussed in more detail later): Click on Wait List to place prospect on wait list.
  - e. **Documents:** Expand the document module to attach documents to the prospect's portal. Click **ADD**
  - f. **Employment & Other Income:** Under each Person's tab, click to **ADD EMPLOYMENT** or **ADD OTHER INCOME**
  - g. **Addresses:** Click **ADD** to offer additional addresses. If you select Default Mailing Address, that address will be used in Ledgers & Statements.
- 6. Quick Links**
  - a. **Docusign:**
    - i. This allows you to email documents out of ResMan for each party (your agents and the Prospect) to sign.
    - ii. ResMan will alert you when everyone has signed.
    - iii. DocuSign is included with ResMan. You do not have to sign up.
- 7. Reports**
  - a. **Prospect Profile:** Allows you to print out the Prospect information

## C. OnLine Availability

ResMan allows you to provide a URL link on your website, for prospective residents so that they may select a unit and apply online.

- To view your Availability, click on Accounts > Prospects, **Online Availability** (submenu)

**Preferences**

[Clear all](#)

**Move-in date**  
04/30/2014

**Bedrooms**  
 1 (8 Matches)  
 2 (0 Matches)

**Bathrooms**  
 1 (8)  
 2 (0)  
 3 (0)

**Floor plan (Show)**

**Rent**  
 -

**Square footage**  
 -

**Floor**  
 1 (4)  
 2 (3)  
 3 (1)

**Pets Permitted**  
 Yes (8)  
 No (0)

**Amenities**  
 Accent Walls (1)  
 Digital Thermostat (0)

**Units (8 Matches)**

[Apply Without Unit](#)



**Krista**  
*The Krista is our one bedroom, one bathroom apartment home of 587 sq ft. This gorgeous floor plan has an open concept in the living room & kitchen area.*

Bedrooms	1
Bathrooms	1
Square footage	587
Deposit	100.00
Rent	680.00 - 700.00

**★ Specials Available!**

**Hide Units**

**Apartment 2204 (Krista)**

<b>Summary</b>	<b>Lease term</b>	<b>Available Now</b>
SquareFootage	587	Rent
Bedrooms	1	<input type="radio"/> 12 Month Lease 700.00 ★
Bathrooms	1.00	<input type="radio"/> 14 Month Lease 700.00 ★
Building	2	<input type="radio"/> 16 Month Lease 700.00 ★
Floor	2	<input type="radio"/> 18 Month Lease 690.00
Pets Permitted	Yes	<input type="radio"/> 20 Month <del>695.00</del> 616.50 ★
Deposit	100.00	

**Amenities**  
Accent Walls

**Specials**

**★ \$50.00 off your first month's rent!**  
If you are lucky enough to rent with us in April, we will give you \$50.00 off of your first month's rent!

Figure 8

## D. Specials

Allows you to enter leasing specials for your Property, specific Unit Types, or specific Units.

1. Property > Specials > **New Special** (submenu)

2. Enter the name, and other information –

a. Property

b. Name of the special

c. Apply to (select one):

i. Property

ii. Unit Type

iii. Unit

d. Lease Terms

e. Qualifying Dates (by application date or move in date)

f. Concession Period, Amount, Category, Start Month & Duration

3. Enter marketing information and how the special will appear on your online availability.

4. Select if you want this special to appear on your online availability.

**New Special**

Property\* Frontline Fairways

Name\*

Notes

Apply to\*

Lease Terms\*

Qualifying dates  Application  Move In  
Start 05/22/2014 End

Concession

Period\*

Concession\* 0.00  Amount  Percent  Can be modified

Category\*

Start month\* Start of Lease  Prorate

Duration  Months

Figure 9

## Marketing

Marketing name\*

Description

Advertise on online availability



Figure 10

## E. Waiting List

1. Enter prospect name in “**Quick Search**”
2. Choose **Waiting List** from Navigation Pane on left side
3. Click on Waiting List to expand module
- a. **Click Add**
4. **Type (select one):**

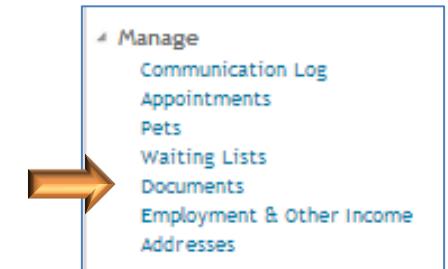


Figure 11

- a. Unit
- b. Unit Type
- c. Rentable Item
- d. Rentable Item Type
5. **Item:**
  - a. Unit - unit #'s
  - b. Unit type - floor plan types
  - c. Rentable Item - List of rentable items
  - d. Rentable Item Type - Lists types of rentable items
  - e. Notes: add notes
  - f. Click **OK**
- g. Alert will let user know a customer is on wait list when the Unit/Rentable Item is placed on NTV. You can follow the link to see the waiting list options.

**Note:** If your Prospect desires multiple unit types, set them up on multiple waiting lists.

Once you assign them to a unit, they will be removed from all waiting lists!

Figure 12

There are people on a waiting list for items that have just become available. Click here to review the waiting lists



Form  
Sign

Figure 13

## F. Convert to Applicant

1. Use the “Quick Search” to access the **Prospect** screen
2. Choose **Convert to Applicant**
3. Select the Prospects who are applying (usually Select All)
4. Select their Household Status
5. Select if they are Main Contact in Unit
6. Select the unit
7. Enter the dates
8. Enter the lease term
  - a. Defined (a pre-setup length of time) (i.e. Summer Session)
  - b. Months (will prefill the Lease End date for you)
9. Select the Applicant Types (created in Property setup)
  - a. Use the red X to remove any unwanted charges (i.e. children)
  - b. Explain the reason you are waiving this fee

10. Click **Save**

Figure 14

**NOTE:** You may need to access the Prospect record AFTER you have completed Convert to Applicant.

- There are TWO separate records: The Prospect and The Applicant
- You can still get back to the Prospect record if you need to change something (i.e. Prospect Source, Leasing Agent, etc.)
- Prospects are found in **Accounts > Prospects**
- Prospects can no longer be found in ResMan’s search box once you have completed Convert to Applicant.

## G. Pending Applicant options

1. Once a prospect has been converted to an Applicant, the applicant's status changes to Pending Applicant and new menu options appear.
  2. **Leasing Workflow**
    - a. **Screen Applicants** (if you are using one of our screening partners)
    - b. **Create Online Application:** Allows the user to send a link for the applicant to apply online, pay any required fees and be screened. (Requires Aptexx to accept online payments and a screening partner for automatic screenings.)
    - c. Printable online application is automatically saved when application is submitted
    - d. Approve / Deny / Cancel / Transfer
  3. **General Information**
    - a. Add Roommate/Spouse or Add Dependents
  4. **Accounting**
    - a. **Deposits** - reflects the required deposits for the account.  
If you need to change the amount of the required deposit, you can
      - i. **Edit** (Ex: "Look and Lease" reduces the amount)
      - ii. **Add** (Ex: Additional deposit required for approval)
      - iii. **Delete** (Ex: Employee lease)
    - b. **Recurring Charges** - reflects recurring charges such as rent, concessions, view charges, upgrades and loss/gain to lease.
      - i. **Do not set up rentable items under recurring charges**
      - ii. Recurring items setup at the Property level, will appear automatically in the applicant's Recurring Charges
    - c. **Rentable Items** - use this module to set up rentable items such as Carports, Garages/Storages/Reserved Parking/Appliance Rentals.
  5. **Manage** - Allows user to manage the charges and demographics
- Quick Links**

**Note:** A printable application is automatically emailed to the applicant when submitted online.

Figure 15

<b>Applicant</b>	<b>Actions</b> <a href="#">New Transaction</a> <a href="#">Accept Online Payment</a> <a href="#">Disable Online Payments</a> <a href="#">Assess Late Fees</a> <a href="#">Apply / Refund Balance</a> <a href="#">Payment-Deposit Correction</a>
<b>Leasing Workflow</b>	<a href="#">Screen Applicants</a> <a href="#">Create Online Application</a> <a href="#">Approve</a> <a href="#">Deny</a> <a href="#">Cancel</a> <a href="#">Transfer</a> <a href="#">Create Lease</a> <a href="#">Sign Lease</a> <a href="#">Move In</a>
<b>General Information</b>	<a href="#">Personal Information</a> <a href="#">Lease</a> <a href="#">Lease History</a> <b>Actions</b> <a href="#">Add Roommate/Spouse</a> <a href="#">Add Dependent</a>
<b>Accounting</b>	<a href="#">Summary Ledger</a> <a href="#">Ledger</a> <a href="#">Utility Ledger</a> <a href="#">Deposits</a> <a href="#">Recurring Charges</a> <a href="#">Rentable Items</a>
<b>Manage</b>	<a href="#">Applications</a> <a href="#">Screening Results</a> <a href="#">Communication Log</a> <a href="#">Appointments</a> <a href="#">Controlled Access Information</a> <a href="#">Renters Insurance</a> <a href="#">Pets</a> <a href="#">Waiting Lists</a> <a href="#">Work Orders</a> <a href="#">Documents</a> <a href="#">Employment &amp; Other Income</a> <a href="#">Automobiles</a> <a href="#">Addresses</a> <a href="#">Alternate Contacts</a>
<b>Quick Links</b>	<a href="#">DocuSign</a> <a href="#">Form Letter</a> <a href="#">Sign in to Resident Portal</a>

Note: **Deny** is considered a Pending Lease (in case they come back with a guarantor or larger deposit). To get them to drop off reports click **CANCEL**.

## H. Screen Applicant (ResidentCheck, First Advantage etc.)

1. Click **Screen Applicant** from the Action menu

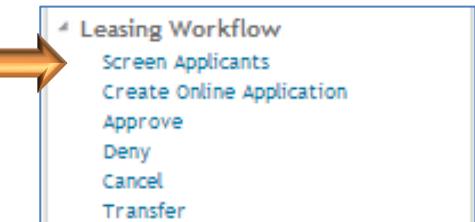


Figure 16

2. Select your Screening company
3. Report Type = **Screening Report**
4. Select the applicant(s) to be screened or check the **Select All** Button
5. Click > **Next**

The screenshot shows the "Applicant Screening" page. It has fields for "Screening company" (set to "ResidentCheck") and "Report Type" (set to "Screening Report"). Below these, there's a section for "Applicants" with two names listed: "Jonathan Consumer" and "Walton Amador". There is a "Select All" button and a "Next" button at the bottom right.

Figure 17

6. Most of this next page will pre-fill
7. Type = **Applicant / Applicant Guarantor / Occupant**
8. Enter spouse if this is a joint application
9. Click > **ADD** to add information on a second person
10. Click > **SUBMIT** to continue with screening

11. Log into your Screening Company

This screenshot shows a "Lease Information" section with details like Unit 15205, Start date 11/1/2012, End date 12/31/2013, Move In 11/1/2012, Rent 905.00, and Deposit 200.00. Below it is an "Applicant" section for "Jonathan Consumer". Fields include Type (Spouse), First name (Jonathan), Middle name (Quincy), Last name (Consumer), Suffix, Gender (Male selected), Birthdate (01/10/1951), Social security number (548-60-3388), Current Rent (500.00), Drivers lic. (17962134), Drivers lic. state (TX), Address (1065 Birch St.), City (Burbank), State (CA), Zip (91502), Employment Income (0.00), and Other income (0.00). At the bottom are "Add" and "Submit" buttons.

Figure 18

With the Property settings, you can save your login credentials with your ResMan screening partner so you do not have to enter them each time you screen.

## I. Deny / Cancel / Transfer Applicant

### 1. Deny

- Locate your applicant
- Click Actions > Deny

If the situation changes, you can click **Undo**.

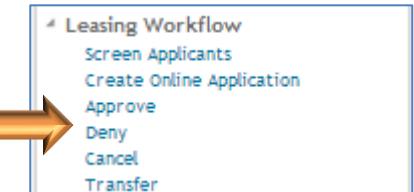


Figure 19

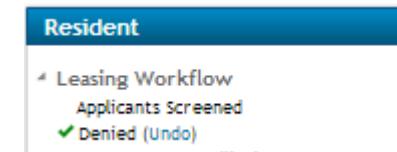


Figure 20

### 2. Cancel

You can also Cancel a pending Applicant if they change their mind about leasing.

If the situation changes, you can click **Undo**.

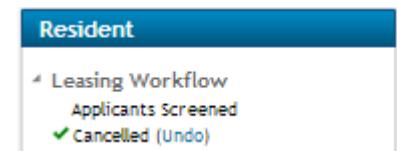


Figure 21

### 3. Transfer

If your applicant changes their mind and wants a different Unit, you can select Transfer.

You can Transfer them multiple times while they are an applicant.

- J. Approve Applicant** - after a prospect has been converted to a pending applicant the applicant must be approved. Only users with permission may change an applicant's status from pending to an approved status.

1. **Approving an Applicant**

- Select the applicants that need approving (or Select All)
- Approval Prerequisites
  - Approved applicant screening result
    - If you have turned on this option in setup, it will appear
    - If the screening was successful, it will be checked. If not, it will be un-checked
    - Users with permission can over-ride the checkbox
    - Any approval items created during setup will appear below
    - Once all items are checked, the APPROVE button will appear
  - Enter Approval Dates & any notes
  - Click > **Approve**
- The applicant is now an Approved Applicant
- Enter information in the applicant screen in accordance with company policies.
  - Personal Information.** (Upload resident picture or access public Facebook profile picture)
  - Each Resident/Occupant will have a tab at the top of the screen.
  - Notice that there is an identifying letter in the tab to the left of the resident's name:
    - (P) Pending Applicant
    - (A) Approved
    - (X) Cancel
    - (NTV) Notice to Vacate
    - (F) Former
    - (PT) Pending Transfer

Figure 22

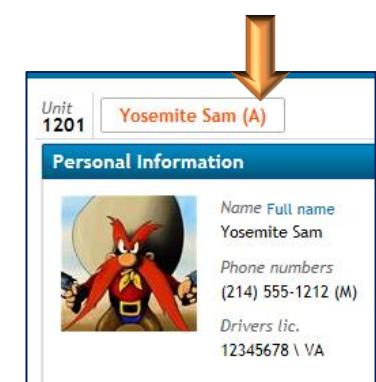


Figure 23

Once an Applicant has been approved, new menu actions appear:

## K. Sign Lease

1. Before an approved applicant can be moved in, the lease must be reflected as signed.
2. All this does, is fill in the Date Lease Signed field.

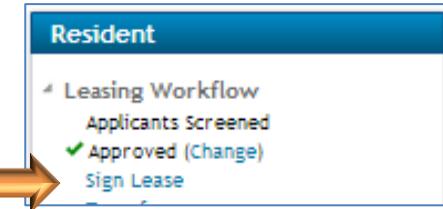


Figure 24

**Note:** If you have an account with Blue Moon, **Create Lease** will appear until you perform Move-In. Clicking that option will take you to the Blue Moon website, where you can print the lease.

Just provide your Blue-Moon Serial number and username to ResMan and we will setup that link for you!



## L. Move In

1. Verify the **Move In Date** is Correct. > **Save**
2. Notice the options under **Actions** changes with the resident. Current Resident Options are now:
  - a. Move Out
  - b. Renew Lease

**NOTE:** Your Move-In Proration looks at the items in your Recurring Charges module. For the Move-In Proration to work, the charges MUST be dated ON or BEFORE the Move-In Date.

If not, you will get a red warning during Move-In that nothing

Description	Amount
Rent	156.00
Carport / Reserved Parking Rental	4.00
Total	160.00

Figure 25

## M. Resident Options

1. This is where the various modules are located that will be needed throughout the life cycle of the resident.
2. **Resident Tabs-**
3. Each resident has their own individual tab to reflect information that pertains to that resident alone.
4. The Lease Contract Information and Unit information is shared between all occupants.
5. **Resident Modules**
  - a. The Blue Modules provide an alternate method of accessing the various resident data.
6. **Resident Portal Navigation Menu**
  - a. **Information** (access through module or left-hand link)
  - b. **Manage** (access through module or left-hand link)
  - c. **Actions**- reflect actions that impact the life of the resident
  - d. **Quick Links**- links that will open a module with the resident's information prefilled

Resident	
<ul style="list-style-type: none"> <li><b>Leasing Workflow</b> <ul style="list-style-type: none"> <li>✓ Applicants Screened</li> <li>✓ Approved</li> <li>✓ Lease Signed</li> <li>✓ Moved In</li> <li><a href="#">Renew Lease</a></li> <li><a href="#">Transfer</a></li> <li><a href="#">Notice To Vacate</a></li> <li><a href="#">File Eviction</a></li> <li><a href="#">Move Out</a></li> </ul> </li> <li><b>General Information</b> <ul style="list-style-type: none"> <li><a href="#">Personal Information</a></li> <li><a href="#">Lease</a></li> <li><a href="#">Lease History</a></li> <li><b>Actions</b> <ul style="list-style-type: none"> <li><a href="#">Add Roommate/Spouse</a></li> <li><a href="#">Add Dependent</a></li> </ul> </li> </ul> </li> <li><b>Accounting</b> <ul style="list-style-type: none"> <li><a href="#">Summary Ledger</a></li> <li><a href="#">Ledger</a></li> <li><a href="#">Utility Ledger</a></li> <li><a href="#">Deposits</a></li> <li><a href="#">Recurring Charges</a></li> <li><a href="#">Rentable Items</a></li> </ul> </li> <li><b>Actions</b> <ul style="list-style-type: none"> <li><a href="#">New Transaction</a></li> <li><a href="#">Accept Online Payment</a></li> <li><a href="#">Disable Online Payments</a></li> <li><a href="#">Assess Late Fees</a></li> <li><a href="#">Apply / Refund Balance</a></li> <li><a href="#">Payment-Deposit Correction</a></li> </ul> </li> <li><b>Manage</b> <ul style="list-style-type: none"> <li><a href="#">Applications</a></li> <li><a href="#">Screening Results</a></li> <li><a href="#">Communication Log</a></li> <li><a href="#">Appointments</a></li> <li><a href="#">Controlled Access Information</a></li> <li><a href="#">Renters Insurance</a></li> <li><a href="#">Pets</a></li> <li><a href="#">Waiting Lists</a></li> <li><a href="#">Work Orders</a></li> <li><a href="#">Documents</a></li> <li><a href="#">Employment &amp; Other Income</a></li> <li><a href="#">Automobiles</a></li> <li><a href="#">Addresses</a></li> <li><a href="#">Alternate Contacts</a></li> </ul> </li> <li><b>Quick Links</b> <ul style="list-style-type: none"> <li><a href="#">DocuSign</a></li> <li><a href="#">Form Letter</a></li> <li><a href="#">Sign in to Resident Portal</a></li> </ul> </li> </ul>	

Figure 26

## N. Notice To Vacate

1. Retrieve the resident to put on notice via the “Quick Search”
2. Within the Leasing Workflow, click **Notice to Vacate**

The screenshot shows the RESMAN software interface. On the left, a sidebar titled "Resident" lists various leasing workflow steps: "Leasing Workflow", "Applicants Screened", "Approved", "Lease Signed", "Moved In", "Renew Lease", "Transfer", "Notice To Vacate", "File Eviction", and "Move Out". An orange arrow points from the second step, "Notice to Vacate", towards the main content area. The main content area displays "Personal Information" for a resident named "Yosemite Sam" in "Unit 1103". The information includes a cartoon character profile picture, the name "Yosemite Sam", phone number "(943) 555-1234 (M)", and driver's license information "1234568 \ TX".

Figure 27

- a. Select the Resident(s) who have given notice
- b. Enter Notice Given Date & Move-Out Date
- c. Enter Reason for Leaving (this is a customizable list)
- d. If you want to setup your Make Ready Work Orders early, Click the box.

The screenshot shows the "Notice To Vacate" form. It starts with a note: "Select the residents who are giving notice to vacate by clicking on their names below, specify the notice to vacate date, move-out date, and reason for leaving, and then click the Save button." A list of residents is shown, with "Yosemite Sam" selected. Below the list are fields for "Notice given date\*" (04/08/2014), "Move-out date\*" (04/08/2014), and "Reason for leaving" (Employment Transfer). There is also a checked checkbox for "Post make-ready work orders". A table titled "Make-Ready Work Orders" lists various categories like Paint, Make Ready Not Complete, Locks and Keys, Clean, Carpet, Move Out Inspection, and Manager Inspection, each with a corresponding description. At the bottom are "Save" and "Back" buttons.

Figure 28

3. In the Lease module, click **Edit** to add a forwarding address (once known)

The screenshot shows the "Vacating Information" section. It includes fields for "Notice given date" (1/14/2014), "Move-out Date" (2/28/2014), "Reason for leaving" (Acquired a Pet), and "Forwarding address". Below these fields is a "Late Fee Settings" link and an "Edit" button.

Figure 29

## O. File Eviction

1. Retrieve the resident to put on notice via the “Quick Search”
2. Within the Leasing Workflow, click **File Eviction**

**Resident**

Unit 1103 | Yosemite Sam

**Personal Information**

Name Full name  
Yosemite Sam

Phone numbers  
(943) 555-1234 (M)

Drivers lic.  
1234568 \ TX

**Leasing Workflow**

- ✓ Applicants Screened
- ✓ Approved
- ✓ Lease Signed
- ✓ Moved In
- Renew Lease
- Transfer
- Notice To Vacate
- File Eviction**
- Move Out

Figure 30

3. Enter the **Date**
4. Select the **Residents**
5. Choose whether to **Disable online payments**
  - a. If using Aptexx to accept online payments
6. Enter any **notes**
7. **Save**
8. If needed, you can click **Undo** to reverse this Eviction

Date 01/14/2014

Residents  
Yosemite Sam

Online Payments  
 Disable online payments

Notes

Figure 31

**Resident**

Unit 1103 | Yosemite Sam (UE)

**Personal Information**

Name Full name  
Yosemite Sam

Phone numbers  
(943) 555-1234 (M)

**Leasing Workflow**

- ✓ Applicants Screened
- ✓ Approved
- ✓ Lease Signed
- ✓ Moved In
- ✓ Eviction Filed (Undo)
- Move Out

Figure 32

## II. Transfer

### A. Start Transfer

1. Applicants
  - a. Click **> Transfer** from Applicant portal.
  
2. Residents
  - a. Select one or more resident to transfer.
  - b. Enter **Notice Given Date** and **Move-Out Date**
  - c. Select the new **Unit**.
  - d. Enter **Start** and **End Lease** dates.
  - e. Recurring charges will display.
    - i. Click **> Add** to create new recurring charges as needed.
  - f. Click **> Transfer**
    - i. ResMan® assigns each resident an individual tab so that their specific information can transfer with them.
    - ii. Demographics will transfer with the residents.
  
  - g. **New** lease/unit is now reflected as **Pending Transfer (PT)**.
  
  - h. **Old** lease/unit is now reflected as a **Notice To Vacate (NTV)**

Figure 33

**NOTE:** To cancel a Pending Transfer (PT), click on the **Cancel** link under the Action Menu

## B. Finish Transfer

1. To complete the process for the **OLD** Lease/Unit:

- a. Move out

Once this step has been completed, the **OLD** lease will be **Former (F)**

**IMPORTANT: Do not complete the transfer until the resident has actually moved!**

**(Until that point it is easy to cancel)**

2. To complete the process for the **NEW** Lease/Unit::

- a. Sign Lease
  - b. Move In

Once these steps are completed, the **NEW** lease will be **Current**

**NOTE:** Deposit Amounts and Outstanding balances **DO NOT** transfer initially, but can be transferred later. (See next section)

Resident history **stays** with the **OLD** Unit/lease

Don't forget to check Recurring Charges for the New unit to make sure they are correct!

## C. Transfer Ending Balances

Before this option is available:

- Sign Lease & Move In** have to be completed for the **New Lease/Unit**
- Move Out** has to be completed for the **Old Lease/Unit**

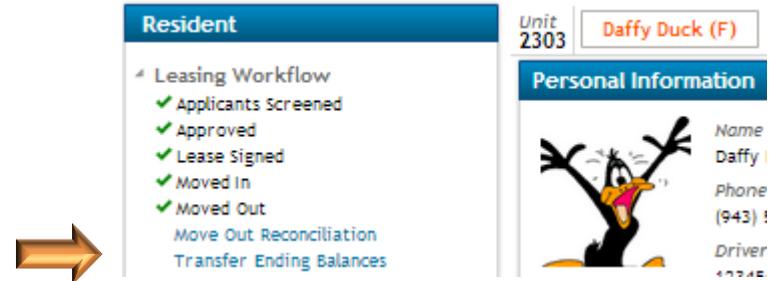


Figure 34

- In the **Old Lease/Unit**: Click **> Transfer (Ending) Balance**
- Enter the **Transfer Date**
- The Deposits and Outstanding Charges will display
  - Check to Transfer Deposits
  - Check to Transfer Outstanding Charges
- Click **> Transfer**

**Note:** The transaction history will remain with the old lease/unit.  
Only outstanding items & deposits can be transferred.

Date	Description	Amount
4/10/2013	Escrow Deposit Paid In	50.00

Date	Description	Amount
11/1/2013	Rent	193.22

Figure 35

### III. Renew Lease

#### A. Start Lease Renewal

1. Select Resident
2. Click > **Renew Lease** in the Action menu
3. Enter Start and End Date
4. Existing recurring charges will display
  - a. Add or Delete as needed
  - b. You can also edit them later in the renewed lease
  - c. Concessions will appear, but with zero's
5. Click > **Extend renters insurance to new lease** if needed
6. Click > **Renew Lease** to save

**New** lease/unit is now reflected as Pending Renewal (PR).

**Old** lease/unit is still reflected as a current lease

Until the Start Date, you can click Cancel to reverse this process.

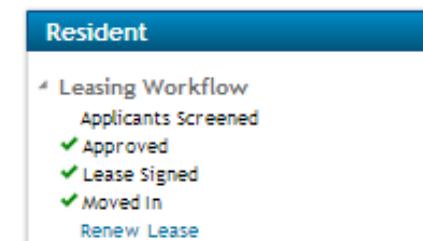


Figure 36

Description	Amount
Rent	905.00
Valet Trash Service	20.00
Concession - Renewal	0.00

Figure 37

## B. Sign Lease

- Click > **SIGN LEASE**.

The following day after the Start Date these changes will occur:

**New** lease/unit is now Current.

**Old** lease/unit is now Renewed (R)



Figure 38

Lease signed date	1/30/2014
Start date	5/19/2016
End date	5/18/2017

Figure 39

## C. Complete Lease Renewal

- The change of status will happen automatically at the end of the Start Date Date **IF** you have done Sign Lease by that date
- If you want to change the status manually or for this status changes to happen immediately: Click > **Begin Lease Contract**.

### Rules for: BEGIN LEASE CONTRACT

Do not use Begin Lease Contract for future renewals.

Just let the system make the changes for you automatically on the morning of the correct date.

Use Begin Lease Contract **IF** the lease starts “today” or before “today”.

**NOTE:** Charges are **NOT** prorated at the time a lease is renewed.

To determine charges, when Post Recurring Charges is performed each month, ResMan looks at the Recurring Charges for all Current leases. So, the charges will be based on whichever lease is current at the time.

## IV. LIFE STATUS' OF A RESIDENT

Resman Task	Resulting Status	ResMan Display
Enter new Prospect	Prospect	Bill Smith
Convert to Applicant	Pending Applicant	Bill Smith (P)
Deny	Denied Applicant	Bill Smith (D)
Cancel	Cancelled Applicant	Bill Smith (X)
Approve	Approved Applicant	Bill Smith (A)
Sign Lease	Approved Applicant	Bill Smith (A)
Move-In	Resident	Bill Smith
Transfer (after move-in)	Pending Transfer	Bill Smith (PT)
Renew Lease	Pending Renewal	Bill Smith (PR)
Enter Notice to Vacate data	Resident (on notice)	Bill Smith (NTV)
Move-Out	Former Resident	Bill Smith (F)
File Eviction	Resident	Bill Smith (FE)
Evicted	Evicted Resident	Bill Smith (E)

## I. RESIDENT TRANSACTIONS

Resident transactions are transactions that may impact the General Ledger (GL) and that are directly related to resident's accounts throughout the resident's life cycle at the community.

### A. Charges

1. Click the **New Transaction** icon
2. Select **Property**
3. Select the **Account-(Unit # or Name)**
4. Select **Type > Charges**
5. Select Transaction **Category**
6. **Description**- The category description displays initially.  
Add any additional descriptive information.
7. Enter **Amount \$**
8. **Notes**-enter any additional information as needed  
(payment arrangement details, bank researching, debt paid in full)
9. **Save or Save and New**
  - a. **Save & New** is used for transactions that user wishes to duplicate certain fees for bulk posting
    - i. Auto Fills Data from Previous Transaction
      - *Type*
      - *Category*
      - *Description*

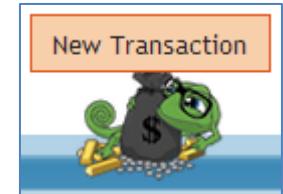
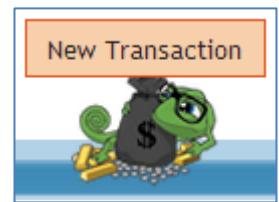


Figure 1

New Transaction	
Begin typing the unit number or name of the account to which you want to post this transaction in the Account text box as be posted. Once complete, click the Save button to post the transaction to the account ledger.	
Property	Frontline Fairways
Account	7101 - Opal Vega Balance: -23.48
Date	08/27/2012
Type	Charge
Category	Valet Trash Service
Description	Valet Trash Service
Amount	0.00
Notes	

Figure 2

**Note:** Credits are created by the same method. Just choose Type = Credit!



## B. Payments

ResMan® allows for multiple users to post transactions at once.

1. Click the **New Transaction** icon
2. Select **Property**
3. Select the account- **Unit # or Name**
4. Enter the **date** of the payment
5. Select **Type = Payment**
6. Select **Payment Method**
  - a. Cash
  - b. Cashier's Check
  - c. Check
  - d. Credit Card
  - e. Money Order

7. Enter **Payment Reference #**

a. "Quick Search" will allow user to search for Check or MO's as long as reference number was entered.

8. **Category-** enter the Category
  - a. NSF Check Paid
  - b. Payment
  - c. Payment on Behalf of Resident

9. **Description-** The category description displays initially. Add any additional descriptive information.

10. Enter **Amount \$**

a. Once the amount is entered it will be distributed to the residents open items. This will display at the bottom of the screen in the Outstanding Charges section.

b. How the funds will be applied to their outstanding items is determined by the plan that was specified at setup. (Ex: Rent – last)

11. **Notes-**enter any additional information as needed (payment arrangement details, bank researching, debt paid in full)

12. **Save or Save and New**

a. Save & New is used for transactions that user wishes to duplicate certain fees for multiple postings.

Figure 3

New Transaction				
Begin typing the unit number or name of the account to which you want to post this transaction to be posted. Once complete, click the Save button to post the transaction to the account.				
Property	Frontline Fairways			
Account	4203 - Lai Anthony, Shante Williams, Pearlie Mathi			
Balance:	68.12			
Date	09/30/2012			
Type	Payment			
<b>Outstanding Charges</b>				
Date	Description	Charge	Open Balance	Amount
9/2/2012	Pest Control Fees 06/27/12-07/28/12	1.00	1.00	1.00
9/2/2012	Water / Sewer 06/27/12-07/28/12	32.17	32.17	32.17
9/2/2012	Utility Administrative Fee 06/27/12-07/28/12	2.00	2.00	2.00
9/2/2012	Trash Service Fee 06/27/12-07/28/12	5.00	5.00	5.00
9/1/2012	Rent	1,125.00	27.95	9.83
			Unallocated:	0.00

Figure 4

## C. Bulk Transactions

1. Click the New Transaction efficiency icon
2. Select **Bulk Transactions** from the submenu
3. Select the **Property**
4. Select the **Date**
5. Select the **Type of Payment**
6. Select the **Category**
7. Select the **Description**
8. Click **ADD** to enter the first item
9. Enter the details of this transaction
10. Keep clicking **ADD** to add more transactions
11. When all transactions are complete , Check the **Create Deposit Batch** box (Upper right)
12. Select the **Bank Account**
13. Either enter a **Batch Description** OR check Use Batch Number
14. Enter the **total amount** of the payments.
15. , click **POST**

**Bulk Transactions**

Select the Property, Date, Transaction Type, and Category to be used for all transactions to be posted. Then add a new row for each transaction to be posted specifying the information as required. Click the Post button to post all the transactions to the account ledgers.

Property*	Frontline Fairways	<input checked="" type="checkbox"/> Create Deposit Batch			
Date*	04/17/2014	Bank account	FRFA Operating Account - XXXX		
Type*	Payment	Description	<input type="checkbox"/> Use batch number		
Category*	Payment	Amount	2,250.00		
Default Description Payment					
<b>Payments</b>					
Account	Reference	Amount	Method	Description	Notes
11102 - Monty Metroka	1234	850.00	Check	Payment	
2202 - Edison Ortiz	4300	500.00	Check	Payment	
4102 - Lolita Alva	560	900.00	Check	Payment	
3 Transactions		2,250.00			
<b>Add</b>		<b>Post</b> <b>Cancel</b>			

Figure 5

## D. Accept Online Payments

This provides a way to accept an online payment from a Prospect, Applicant or Resident.

You can accept payments by:

1. Entering in their credit card information yourself
2. Emailing them a link to enter their own payment information

**NOTE:** To use this feature, you must have an **Aptexx** (OnLine Payment Processing) account

1. From the Prospect, Applicant or Resident page, click **Accept Online Payment**
2. Select the Type
  - a. Application Fee
  - b. Deposit
  - c. Rent
  - d. Application Fee and Deposit

**Note:** These types are setup by Aptexx and exist because Aptexx charges different fees for each type.

Choosing “Application Fee” or “Rent” does NOT determine how the money is applied in ResMan. It will arrive as a standard payment and be applied to any outstanding charges. Choosing “Deposit” will cause the money to be applied as a Security Deposit.



Figure 6

The dialog box has a blue header bar with the title "Accept Online Payment". Below it is a section titled "Select the payment type and transaction category to use for this online payment." There are three input fields: "Type" (dropdown menu showing "Rent"), "Category" (dropdown menu showing "Payment"), and "Amount" (text input field showing "100.00"). At the bottom is a checked checkbox with the text "Email online payment link to Kimberely Abyad - claws@resmancloud.com".

Figure 7

3. Select the payment Category
4. Enter the Amount
5. If you want them to pay through an email link, check the box to: Email online payment link
6. Click OK
7. If you did not select the Email option, you will be redirected to Aptexx to enter their payment information.

## E. Deposits Paid (Escrow, Pet, etc.)

1. Click the **New Transaction** icon
2. Select **Property**
3. Select the account- **Unit # or Name**
4. Enter the **date** of the payment
5. Select **Type = Deposit**
6. Select **Payment Method**
  - a. Cash
  - b. Cashier's Check
  - c. Check
  - d. Credit Card
  - e. Money Order
7. Enter **Payment Reference #**
  - a. "Quick Search" will allow user to search for Check or MO's as long as reference number was entered.
8. **Category-** enter the Category
  - a. The choices in this drop-down list will be any Transaction Category marked as DEPOSIT (Ex: Escrow Deposit, Pet Deposit)
9. **Description-** The category description displays initially. Add any additional descriptive information.
10. Enter **Amount \$**
11. **Notes-**enter any additional information as needed (payment arrangement details, bank researching, debt paid in full)
12. **Save or Save and New**
  - a. Save & New is used for transactions that user wishes to duplicate certain fees for bulk posting.

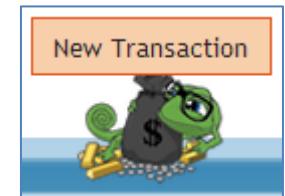


Figure 8

New Transaction	
Begin typing the unit number or name of the account to which you want to post this transaction to be posted. Once complete, click the Save button to post the transaction.	
Property	Frontline Fairways
Account	4203 - Lai Anthony, Shante Williams, Pearlie Mathis
	Balance: 68.12
Date	09/30/2012
Type	Deposit
Payment method	Check
	Reference 4563
Category	Escrow Deposit Paid In
Description	Escrow Deposit Paid In
Amount	250.00
Notes	Deposit required

Figure 9

## F. Create Deposit Batch

1. After entering Payments or Deposits, perform **Create Deposit Batch**.
2. New Transaction Icon > **Create Deposit Batch** (sub-menu).
3. Property Name will be auto filled
4. Select Period-**Current Month**
5. Select **Bank Account**
6. **Description**- You can either name the Batch manually (example: 2/12/14-1) or Check the Use Batch Number.
7. Enter **Amount \$** (the total that is being deposited)
8. A list of open transactions by user will display. Select the transactions to include  
in the batch you are creating
  - a. More than one user can post transactions
  - b. Select only the transactions you want in the batch

Figure 10

9. Click > **Create Deposit Batch**
  - a. ResMan® will ask “Are you sure you want to create batch #0000000”  
Select **YES** or **NO**
  - b. You will not be able to create a batch if total amounts do not match detail amounts
  - c. A Yellow Success Ribbon appears after the batch is created

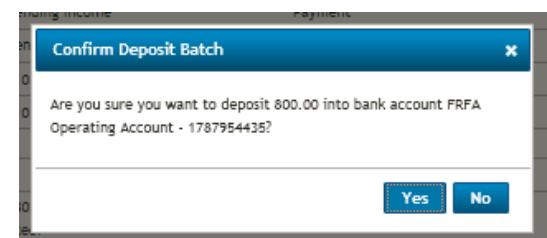


Figure 11

### To Re-Print a batch report:

- Find the transaction list, click on one of the transactions in your batch - it will show you the batch #
- Then run the **Bank Deposit Detail** report (filtering by that batch #)

**NOTE:** Until cash receipts are batched, they are sitting in a temporary GL Account.

## G. Partner Transactions

Each month, our utility partners (Minol, Conservice) will send the charges for your residents. These are the steps to create charges for the individual Residents.

1. Accounting > Receivables > **Partner Transactions**
2. Select the Property
3. Select if you want to view Unposted or Posted files
  - a. Unposted: Still need to be charged to residents
  - b. Posted: Previously charged
4. Click on the file needed
  
5. Enter the Posting Date (this will be the charge date)
6. For each Import Value (type of charge), select a Matching Transaction Category (i.e. electric, water).
7. Click POST

Partner Transactions						
Property:		Pebble	Posted	Unposted	Go	
Received	Source	Description	Type	# Transactions	Total	Posted
8/1/2013	Minol	MINOL_UTIL_CHGS_0001476828	Charge	1403	39,296.83	

Figure 12

Post

There was a problem with the data supplied by the partner for one or more transactions in this batch. Please review the information below to correct these errors. After resolving any issues, review the batch information and select a posting date. To post the transactions to the account ledgers, click the Post button.

Batch Information
Posting date: <input type="text" value="08/02/2013"/> Received date: <input type="text" value="8/1/2013"/> # of transactions: <input type="text" value="1403"/> Source: <input type="text" value="Minol"/> Total: <input type="text" value="39,296.83"/> Description: <input type="text" value="MINOL_UTIL_CHGS_0001476828"/> Type: <input type="text" value="Charge"/>
Transaction Categories Not Found
Various transactions were imported with an invalid category. Please review the imported value below and select the appropriate category for each of the associated transactions.
Import value: <input type="text" value="ElecA"/> Category: <input type="text" value="Electric Reimbursement"/> <input style="background-color: #0070C0; color: white; padding: 5px; width: 100px; height: 30px; border: none;" type="button" value="Post"/>

Figure 13

**NOTE:** This information only applies if you have chosen one of our partners as your utility billing company.

## H. Edit Transactions

ResMan® provides an easy process to edit the transaction.

(Examples: Payment to wrong unit, Amount Error, Description Error)

1. Retrieve the Transaction
  - a. Enter information about the transaction in the **Quick Search** box
    - i. Name
    - ii. Unit Number
    - iii. Check # / Money Order #
  - b. Click > Resident Name to arrive at the Resident Portal
  - c. Open the Ledger section
    - i. Click on the blue bar “**Ledger**”
    - ii. Or Click on the left menu under **Information - Ledger**
  - d. Click the Blue Hyper Link **date** for the problem transaction
  - e. Click > **Edit**
    - i. Under **Notes** enter the reason for the correction
  - f. Click > **OK**
  - g. Once you have clicked Edit a message will appear:  
**Charge (or payment) reversed successfully! Please make the necessary changes now or click Cancel to undo.**
  - h. In the Edit Module, change any necessary fields  
 (i.e. amount, description, category, reference #, etc.)
  - i. Select **OK**

**Ledger**

Date range: 9/1/2012 - 9/30/2012 Go Show extended ledger

Date	Reference	Description	Charges	Credits	Balance
9/30/2012		Late Fee	70.00		222.05
9/7/2012				845.47	152.05
9/6/2012				-41.00	997.52
9/2/2012					956.52
9/1/2012				17.52	
9/1/2012				41.00	939.00
9/1/2012				20.00	980.00
9/1/2012				200.00	960.00
9/1/2012				760.00	760.00
9/1/2012					0.00

**Edit Transaction**

**Transaction Information**

Type	Charge
Description	Late Fee
Amount	70.00

**Reversal Information**

Date	09/30/2012
Notes	Overcharged late fee

Print Edit Reverse

Figure 14

**New Transaction**

Late Fee reversed successfully! Please make the necessary changes now or click Cancel to undo.

Property	Frontline Fairways
Account	7102 - Keisha England
Balance: 152.05	
Date	09/30/2012
Type	Charge
Category	Late Charge Fees
Description	Late Fee
Amount	70.00
Notes	

Figure 15

## I. Reverse Transaction (NSF Checks-Posting Error- CC Re-capture)

For those times when the user has a transaction that needs to be reversed and backed out of the GL, ResMan® has a simple reversal tool.

1. Retrieve the Transaction
  - a. Enter information about the transaction in the **Quick Search** box
    - i. Name
    - ii. Unit Number
    - iii. Check # / Money Order #
  - b. Click > Resident Name to arrive at the Resident Portal
  - c. Open the Ledger section
    - i. Click on the blue bar “**Ledger**”
    - ii. Or Click on the left menu under **Information – Ledger**
  - d. Click the Blue Hyper Link **date** for the problem transaction
  - e. Click > Reverse
  - f. Choose **Reason for Reversal**
    - i. Credit Card Recapture
    - ii. Non-Sufficient Funds
    - iii. Other
    - iv. Posting Error (will be hidden from the Resident)
  - g. Under **Notes** enter the reason for the reversal
  - h. Click > OK
  - i. Assess Late Fees: **Yes or No**

**\*\*Remember: If you reverse a transaction for posting error or other reason the user will need to be aware of the impact on the Deposit Batch.**

Ledger		Date range: 9/1/2012 - 9/30/2012	Go	Show ext
Date	Reference	Description	Charges	Credits
9/30/2012		Late Fee	70.00	
9/7/2012	MO# 9142105...	Payment		845.47
9/6/2012		Reversed Concession - Rent		-41.00
9/2/2012			17.52	
9/1/2012			41.00	
9/1/2012			20.00	
9/1/2012			200.00	

Figure 16

The **NSF Fee** will be charged automatically, if it was setup at the property level.

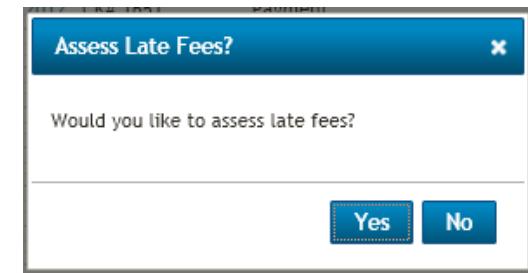


Figure 17

**Payment reversed successfully!**

Figure 18

## Editing vs Reversing Payments

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Use <b>EDIT</b> if you need to change:<ul style="list-style-type: none"><li>○ Account: Unit / Resident</li><li>○ Payment method</li><li>○ Payment reference number</li><li>○ Category</li><li>○ Description</li></ul></li></ul> | <ul style="list-style-type: none"><li>• Use <b>REVERSE</b> if you need to change:<ul style="list-style-type: none"><li>○ Payment Date</li><li>○ Payment Amount</li></ul></li></ul> |
|---|--|

**NOTE:** Editing a Payment does **not** change your batch totals. Reversing a Payment **will** reduce the batch total amount.

## Reversal Reasons (and the results)

### Credit Card Recapture & Non-Sufficient Funds (NSF)

- Resident Ledger: Original and reversal transaction display (NOT hidden).
- Bank Account: Original and reversal transaction display
  
- For NSF's you also have the NSF charge assessed & the NSF count is increased

### Posting Error

- Resident Ledger: Original and reversal transaction are **hidden**.
- Bank Account: The original payment displays with a zero amount. There is no reversal entry.

### Other

- Resident Ledger: Original and reversal transaction display on the ledger (**NOT hidden**).
- Bank Account: The original payment displays with a zero amount. There is no reversal entry.

## J. Non-Sufficient Funds (NSF Check)

1. Reverse the Transaction
2. Reason for Reversal = Non-Sufficient Funds
3. Assess Late Fees: YES or NO
  - a. Verify fields are correct
  - b. ***Concession Charge Backs-***
    - i. ResMan® allows the user to recapture monthly concession amounts used for that month

Unit	Residents	Move-out date	Times Late	Late Balance	Balance	Total Fee	Already Charged	Fee Due	Charge Back Amount
311	Velva Gallo, Beverly O'G...		0	593.12	642.88	185.00	0.00	185.00	104.00

Figure 19

## K. NSF RePayment

1. Enter Unit or Name in “Quick Search”
2. Resident Portal > Quick links > New Transactions
  - a. Select type-payment
  - b. Add **reference number** (i.e. Check #, MO # etc.)
  - c. Select category **NSF Paid**
  - d. **Description**-same as category and/or can add additional notes
  - e. Enter **Amount \$**
  - f. **Notes**-additional information as needed
  - g. Select **save**

Date	Description	Charge	Open Balance	Amount
8/29/2012	Late Fee	170.00	170.00	170.00
8/1/2012	Reserved Parking Rental: 58	5.00	5.00	5.00
8/1/2012	Reserved Parking Rental: 59	5.00	5.00	5.00
8/1/2012	Rent	675.00	675.00	675.00
8/1/2012	Pest Control Fees 05/27/12-06/26/12	1.00	1.00	1.00
8/1/2012	Water / Sewer 05/27/12-06/26/12	10.47	10.47	10.47
8/1/2012	Utility Administrative Fee 05/27/12-06/26/12	2.00	2.00	2.00
8/1/2012	Trash Service Fee 05/27/12-06/26/12	5.00	5.00	5.00
			Unallocated:	0.00

Figure 20

## L. Certified Funds Only Basis

1. Resident will be put on a certified funds only basis when a NSF is posted to their account based on your company settings.
  - a. Certified Funds Only warning
    - i. This alert message will warn you that the resident is only allowed to pay with certified funds.
    - ii. Only users with permission may **override alert**.



Figure 21

2. You can manually change the Certified Funds Only setting
  - a. Resident screen > Summary Ledger
    - i. Click the blue "Set as Certified Funds Only" link

## M. Late Fee Assessment

1. Select > Transaction Efficiency Icon > Assess Late Fees
2. > Accounting Tab > Receivables > Transactions > Assess Late Fees
  - a. Date will default to system date (can be changed if necessary)
  - b. Charge description-defaults to late fee  
(can edit i.e. late rent August 2012)
  - c. Select Assess
  - d. List populates
  - e. Review list for accuracy  
(to remove a resident, click the red x on right hand side of each line)
  - f. Select Post
  - g. Creating a batch is **NOT** Necessary

Unit	Residents	Move-out Date	Times Late	Late Balance	Balance	Already Charged	Fee Due	Total Fee	Charge Back Amount
101	Jacqueline		0	710.00	710.00	0.00	50.00	50.00	0.00
102	Jesus		0	630.00	630.00	0.00	50.00	50.00	0.00
104	Luis		0	430.00	430.00	0.00	50.00	50.00	0.00
105	Vontonio		0	390.00	390.00	0.00	50.00	50.00	0.00

Figure 22

## N. Import Charges (i.e. Charging Bulk Utilities)

1. Select > Transaction Efficiency Icon >Import Charges
2. Select Accounting Tab> Receivables>Transactions> Import Charges
  - a. Choose **file** (previously downloaded from utility provider)
    - i. This file must be saved as a Comma Separated Value (CSV) file
  - b. Select **upload**
  - c. Select **categories** to match unit amount and descriptions
  - d. Review accounts/charges for accuracy
  - e. Select **Post**
    - i. Deposit Batch will be Generated and Closed by ResMan® automatically!

Note: The user can change the Residents shown if they are incorrect (i.e. a former vs a current).

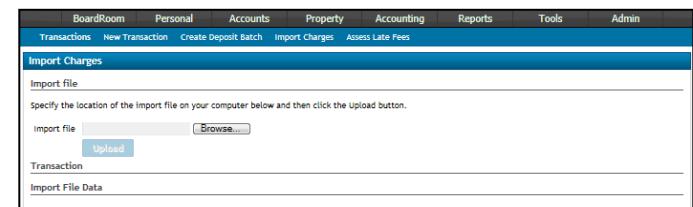


Figure 23

	A	B	C
1	1100	75	
2	1102	75	
3	1103	75	
4	1105	75	
5	1106	75	
6			

Figure 24

Import Type  Only transactions where  equals

All transactions

Unit column

Amount column

Account	Column 1	Column 2
1100	75.00	
1102 - Gussie Godines, Jeanene Gr	1102	75.00
1103 - Erin Clay	1103	75.00
1105 - Antonio Sanchez, Danyelle I	1105	75.00
1106 - Mickey Delgado, Hollie Holc	1106	75.00

**Transaction**

Specify the information below that will be posted for each imported transaction.

Property

Date

Category

Description

Figure 25

Figure 26

## O. Charge Distribution

Allows you to enter a charge and distribute it across your residents (by occupancy count and/or by unit square footages.)

1. Accounting > Charge Distribution, New Charge Distribution (Submenu)
2. Enter the Property
3. Enter the desired date of the charge
4. Assign it a name (example: December Utility Billings)
5. Under Charges to Allocate: Enter Vendor, Transaction Category, Amount, Dates and Formula
  - a. You can enter as many charges as desired
6. If desired, enter a Flat Fee Transaction Category & Amount
  - a. This amount will be charged to every unit.
7. Click NEXT
  
8. Once Preview appears, you can use the red X to remove any charges.
9. Click POST

Figure 27

Unit	Residents	utilities-elec...	Water / Sew...	Administrati...
1101	Carlton Guzman, Jacelyn Gon...	29.27	14.42	3.00
1102	Ima Martinez	24.46	9.62	3.00
1103	Cherrie Clay	19.66	4.81	3.00

Figure 28

These two features let you issue a refund for a Deposit or a Credit Balance before Moving them Out  
 Example: An applicant needs a refund...or a resident needs a refund which they are still living there.

## P. Refund (of credit balance)

1. Enter Unit # or Name in “Quick Search”
2. The resident’s portal screen will display
3. Within left side menu Quick Links, Click > **Apply / Refund Balance**
  - a. Enter amount of credit balance to refund in **Payment Refund**
  - b. Resident must have a credit balance
4. Select **save**
5. Now the refunds will be waiting for processing by the accounting department.
6. View Refunds awaiting payment in the BoardRoom > Accounts Payable Summary Module

**Actions**

- New Transaction
- Accept Online Payment
- Disable Online Payments
- Assess Late Fees
- Apply / Refund Balance

Apply / Refund Balance	
If necessary, adjust the amount to be applied to the	
Account	1005 - Stormy Desai
Date	09/30/2012
Deposits	450.00
Balance	-300.00
Deposit applied to balance	0.00
Deposit refund	0.00
Payment refund	300.00

Figure 29

## Q. Refund (of Deposit Balance)

1. Enter Unit # or Name in “Quick Search”
2. The resident’s portal screen will display
3. Within left side menu Quick Links, Click > **Apply / Refund Balance**
  - a. Enter amount of credit balance to refund in **Deposit Refund**
  - b. Resident must have a Deposit balance
4. Select **save**
5. Now the refunds will be waiting for processing by the accounting department.
6. View Refunds awaiting payment in the BoardRoom > Accounts Payable Summary Module

Apply / Refund Balance	
If necessary, adjust the amount to be applied to the res	
Account	1005 - Stormy Desai
Date	09/30/2012
Deposits	450.00
Balance	-300.00
Deposit applied to balance	0.00
Deposit refund	450.00
Payment refund	0.00
Notes	

Figure 30

## Q. Payment-Deposit Correction

When you have entered an escrow deposit as a regular rent payment or a regular rent payment as an escrow deposit, there is an easy way to fix this in ResMan!

1. Call up the Resident in **Quick Search**
2. In the Resident Portal, on the left-hand menu, under Quick Links, select **Payment-Deposit Correction**
3. Enter the **Date** (if it is in the same month as the error, choose the same date.)
4. **Type:**
  - If you entered a Deposit incorrectly choose: Payment to Deposit
  - If you entered a Payment incorrectly choose Deposit to Payment
5. If a Deposit, choose the **category**
6. Enter the **amount** that needs to be recorded as a Deposit
7. Enter any **notes** to explain
8. **Save**

**NOTE:** This transfer affects the Resident Ledger only.

There are **no** changes to the General Ledger or the Bank Account balances.  
It is possible that you might have to correct the General Ledger and/or the Bank Account balances manually

Payment-Deposit Correction	
Account	9303 - Nadia Angier, Pamila Angier
Date*	11/25/2013
Type	<input type="radio"/> Payment to deposit <input checked="" type="radio"/> Deposit to payment
Amount available	250.00
Amount*	100.00
Notes	Accidentally entered \$100.00 as a Deposit (should have been a payment.)

Figure 31

**NOTE:** You can only transfer Payments if they have not been applied to a charge (and are sitting as a Prepaid Balance).

If you have already applied the payment to charges:

1. Reverse the payment (use the original date)
2. Enter a new transaction and record it correctly (using the original date). Then post the batch.

## R. Resident Ledger

The screenshot shows the RESMAN Resident Ledger interface. At the top, it displays a date range from 2/1/2014 to 2/15/2014 with a 'Go' button and a 'Show extended ledger' link. Below this is a table of transactions with columns for Date, Reference, Description, Charges, Credits, and Balance. The transactions listed include Concession - Rent, Reversed Concession - Rent, Payment, Pest Control Fees, Valet Trash Service, Rent, Water / Sewer, Utility Admin, Trash Service, and a balance as of 01/31/2014. A large orange arrow points to the 'Show hidden transactions' checkbox at the bottom left of the table. Another orange arrow points to the 'Reports' dropdown menu at the bottom right, which includes options for Account Statement and Ledger.

Ledger					
Date range: 2/1/2014 - 2/15/2014 Go			Show extended ledger		
Date	Reference	Description	Charges	Credits	Balance
2/4/2014		Concession - Rent		65.00	-80.00
2/4/2014		Reversed Concession - Rent		-65.00	-15.00
2/1/2014	11965	Payment		46.52	-80.00
2/1/2014	11966	Payment		1,512.00	-33.48
2/1/2014		Concession - Rent		65.00	1,478.52
2/1/2014		Pest Control Fees	2.00		1,543.52
2/1/2014		Valet Trash Service	10.00		1,541.52
2/1/2014		Rent	1,555.00		1,531.52
2/1/2014		Water / Sewer 11/21-12/20	35.52		-23.48
2/1/2014		Utility Admin 11/21-12/20	3.00		-59.00
2/1/2014		Trash Service 11/21-12/20	8.00		-62.00
2/1/2014		Balance as of 01/31/2014			-70.00

Show hidden transactions  
 Group rent and loss/gain to lease

Reports ▾ Edit Reverse

Account Statement  
Ledger

Utility Ledger

Figure 32

## II. CHANGING THE PERIOD

Changing The Period allows the property to change the month (and lock the previous month) without closing the financial period.

(Closing the Period is typically done by the corporate office.)

### A. Changing the Period

1. Select >Accounting > Periods > **Change Current Period**
  - a. Choose **Run Analysis** –reflects any unresolved resident activity items, resident transactions or account variances
  - b. Items included in the Analysis are defined by the management company
  - c. Click Exclamation Point to see items needing to be resolved. The yellow exclamation point are Warnings. They do not have to be resolved, but ResMan recommend that you do clear up these messages.
  - d. If you have **Red X's**, you are required to clear the messages.

Pre-Change Month Analysis			
Undeposited payments or deposits			
Former or cancelled residents with non-zero balances			
Unit	Account	Balance	
2104	Nigel Thornberry		73.00
14203	Joe Smithstoneon		100.00
Former or cancelled residents with undisposed deposits			
Unit	Account	Lease End Date	Balance
14203	Joe Smithstoneon	8/31/2014	50.00
Delinquent accounts without a reason			
Prepaid accounts without a reason			
Residents not moved in or out			
Move Ins			
Unit	Residents	Lease start	Move In
2201	Donald Duck	9/13/2013	9/13/2013
3308	Mighty Mouse, Minnie Mouse, Mickey Mo...	9/23/2013	9/23/2013
Move Outs			
Unit	Residents	Lease end	Move Out
16306	Daffy Duck	7/31/2014	9/5/2013
Renewed leases not under contract			
Purchase orders not completed			
Unposted partner transaction batches			

Figure 33

**BEST PRACTICE:** Perform the **Run Analysis** process early in the month so that you can be resolving any issues early! You can run it as many times a needed.

## B. Clearing the error messages

### 1. Undeposited payments or deposits

- a. You have entered cash receipts, but have not batched them
- b. Click the error message, you will be in the Create Deposit Batch screen
- c. Check for unposted transactions

### 2. Former or cancelled residents with non-zero balances

#### Former or cancelled residents with undisposed deposits

- a. Use the Quick Search to retrieve the resident
- b. Within the resident portal, choose **Move Out Reconciliation** (Actions menu)
- c. Change the date at the top to match the Move Out date
- d. Charge any final charges
- e. Apply the deposit to his charges and either refund him or write off his balance

### 3. Delinquent Accounts without a reason

#### Prepaid Accounts without a reason

- a. On the Boardroom, click the **Delinquencies & Prepays** module  
On each line, click in the Reasons space and enter an explanation

### 4. Residents not moved in or out

You have residents who have a move-in or move-out date scheduled in the month

- a. Move them in/out (within the month)  
OR  
Change their move in/out dates to a future month

### 5. Renewed Leases Not under contract

You have expired leases.

- a. Under the resident portal, **Renew Lease**

### III. POST RECURRING CHARGES

The process by which scheduled monthly charges are posted to resident ledgers. Running this process will check to ensure that each resident account has a defined rent charge.

#### A. Post Recurring Charges will not allow you to proceed if there are unresolved issues.

#### B. Running Post Recurring Charges

1. Select >Accounting > Receivables > **Post Recurring Charges**
  - a. Menu Pops Up - Property Is Defaulted
  - b. Date (Defaults to the 1<sup>st</sup> of the month)
  - c. Select **OK**
2. The system will list errors that **MUST be corrected** before you can Post Recurring Charges
  - a. **Leases without a Rent Charge** (Must Resolve)
    - i. Follow the link to that resident's page
    - ii. Go to the Recurring Charges module
    - iii. Make sure that the Rent charge Starts: On or before the date you are Posting Recurring Charges
    - iv. Make sure that the Rent charge Ends: After the end of that month
  - b. **Leases with Multiple Rent Charges** (Must Resolve)
    - i. Follow the link to that resident's page
    - ii. Go to the Recurring Charges module
    - iii. Delete the duplicate Rent charge

- c. **Residents not Moved In or Out** (Must Resolve)
  - i. Follow the link to that resident's page
  - ii. **Option A:** Move that resident In or Out (before the date of Posting Recurring Charges)  
OR
  - iii. **Option B:** Change their intended Move In or Move Out date to After the date of the Post Recurring Charge
3. The system will also list **warnings**. You are not required to change anything for them.
  - a. **Expired Leases without a Month-to-Month Fee** (Optionally Resolve)
    - i. This is a list of leases:
      - whose Lease End Date is in the past
      - and do not have a Month-to-Month Fee in their Recurring Charges schedule.
    - ii. If you have setup a Month-To-Month fee amount in your property settings, you have the option to check the box and click Add Month-To-Month Fee.
    - iii. That fee will be charged (for this month only) to the resident.
  - b. **Expired Leases not at Market Rent** (Optionally Resolve)
    - i. This is a list of leases
      - Whose Lease End Date is in the past
      - And who are paying less than Market Rent
    - ii. If desired, you can go into their Recurring Charges and raise their rent to Market Rent
4. Review the report for accuracy
  - a. Look for Concession amounts that look out of the ordinary
5. Select POST



## I. Physical Move Out

### A. Locate Unit/Resident to be moved out

1. Enter Unit #/Name in “Quick Search”
2. Select > Actions on left side select **Move out**
3. Select **all residents**
4. Verify Move Out Date
  - a. Move out transactions appear and reflect the actual charges to be reflected on the ledger.
  - b. ResMan® will make the General Ledger adjustments automatically.
5. Make Ready Work Orders appear
  - a. Use Red X to delete work orders that are not needed
6. Select Move out
  - a. User will be taken back to Resident Portal
  - b. Resident now shows as former (**F**) once screen is refreshed
7. Forwarding Address
  - a. Edit forwarding address if needed through

**Resident Portal > Information > Lease > Edit (or use Quick Search)**



Figure 1



Figure 2

Description	Amount
Rent	711.00
Month to Month Fee	140.00
Renter's Legal Liability	8.00
Reserved Parking Rental: 86	5.00
Total:	864.00

Category	Description
Paint	Paint
Make Ready Not Complete	Make Ready Not Complete
Locks and Keys	Locks and Keys
Clean	Clean
Carpet	Carpet
Move Out Inspection	Manager Inspection

**NOTE:** The unit status is now NOT READY. After walking the unit, record any notes on the Make Ready Board.

Figure 3

**NOTE:** For Minol users, when you move a resident out in ResMan, it will also move them out within Minol's system and charges them final utility bills.

## II. MOVE OUT RECONCILIATION (Move Out Charges)

*\*Please note that the way a move out is processed will be determined by your company's policies and procedures. Specifically regarding move outs with delinquent balances left on the account at the time of move out.*



### A. Assess Move-Out charges and apply Deposit(s)

1. Enter Unit # / Name in “Quick Search” to retrieve former resident
2. Outstanding balance will display in top right corner
3. Choose **Move Out Reconciliation (MOR)** from Quick Links on left-side menu
4. **Date:** the Move Out date
5. Enter descriptive **Notes**

Unit 12207	Cody Lozano (X)	Kizzy Lozano (F)	Balance <b>263.90</b>
---------------	-----------------	------------------	--------------------------

Figure 4

◀ Actions
  
[Undo Move Out](#)
  
[Move Out Reconciliation](#)

Figure 5

6. Current Outstanding **Charges** will display.

7. Click > **ADD** to create new Move-Out charges (damages, cleaning, etc.)

8. **Current Balance:** What they owed **before** Move-Out Charges

9. **Adjusted Balance:** What they owed **after** you add new Move-Out Charges

**Move Out Reconciliation**

Specify the move out charges that should be posted for this resident and then make any necessary changes to the deposit application or refunds. If the resident owes money after the reconciliation, indicate which collections process will be used to collect their remaining balance.

Account	12207 - Cody Lozano, Kizzy Lozano
Date	<input type="text" value="09/30/2012"/>
Notes	<input type="text"/>

**Outstanding Charges**

Date	Description	Charge	Open Balance	Action
9/1/2012	Valet Trash Service	80.00	80.00	Post to ledger
9/1/2012	Garage Rental	120.00	120.00	Post to ledger
9/1/2012	Water / Sewer	75.00	63.90	Post to ledger

**Move Out Charges**

Category	Description	Amount	Notes
Total		0.00	
Current balance		263.90	
Adjusted balance		263.90	

Figure 6

Note: Deposit will be applied to **Outstanding Charges** first and then to new **Move-Out Charges**.

**B. IF: A refund is due to the resident**

1. **Deposit applied to Balance** and **Deposit Refund** fields may be edited (if security permission is given)
  2. Click > **SAVE**
    - a. Will charge the Move Out charges to the tenant ledger
    - b. Will apply the Deposit to the residents charges
  3. Any Deposit to be refunded will now be waiting for approval and payment.

Deposit Application and Refunds						
Deposits	438.50					
Deposit applied to balance	<input type="text" value="263.90"/>					
Deposit refund	<input type="text" value="174.60"/>					
Payment refund	<input type="text" value="0.00"/>					
Amount to refund	174.60					
Amount to collect	0.00					
 Available Deposits						
Date	Reference	Description	Deposit	Available	Apply to Balance	Refund
5/25/2012		Beginning Deposit Balance	438.50	438.50	<input type="text" value="263.90"/>	<input type="text" value="174.60"/>
				Totals:	263.90	174.60

**Figure 7**

#### **C. IF: The resident has a remaining balance owing**

1. After applying the Deposit to charges, if the resident still owes money, a new section appears on the page: **Outstanding Balance Action.**

Move Out Charges			
Category	Description	Amount	Notes
Cleaning Charges / Fees	Cleaning Charges / Fees	100.00	Extra Cleaning required
Resident Damage Charges	Resident Damage Charges	100.00	Damaged Front Door
	Total	200.00	
	Current balance	263.90	
	Adjusted balance	463.90	
			<a href="#">Add</a>

Deposit Application and Refunds		Outstanding Balance Action
Deposits	438.50	<input type="radio"/> Post to ledger ?
Deposit applied to balance	438.50	<input type="radio"/> Post to ledger and write off balance ?
Deposit refund	0.00	<input checked="" type="radio"/> Post to ledger, write off balance, and create collections account ?
Payment refund	0.00	
Amount to refund	0.00	
Amount to collect	25.40	

**Figure 8**

## D. Outstanding Balance Action

1. **Post to Ledger**
  - a. Posts all Move-Out Charges to the Resident's Ledger to be reflected as delinquent until written or paid off.
  - b. Applies charges to consume the resident's deposit.
2. **Post to Ledger and Write-Off Balance**
  - a. Performs the tasks above PLUS:
  - b. Writes off (or reverses) all outstanding charges
    - i. Write-Off versus Reversal is determined by how each Transaction Category is setup.
3. **Post to Ledger, Write-Off Balance, Create Collections Account**
  - a. Performs all tasks above PLUS:
  - b. All outstanding balances are now moved into an in-house collection account.
    - i. On the Outstanding Collection Accounts report, these residents will be shown in the **Pending** group until a collection agreement is created.

### Outstanding Balance Action

- Post to ledger ?
- Post to ledger and write off balance ?
- Post to ledger, write off balance, and create collections account ?

Figure 9

## E. Print MOR (SODA) Statement

1. **Resident Portal > Ledger > Print Account Statement**

### III. IN HOUSE COLLECTIONS

**ResMan®** allows users to set up in house payment plans for former residents and track the progress of those accounts.  
 (This was Option 3 in the **Outstanding Balance Item** section.)

- A.** Charges assessed during the reconciliation do not reflect on the resident ledger and therefore do not reflect inflated delinquent balances for former residents. Once the payment is collected, the charges post to the resident ledger along with the payment.

**B. Locate Unit/Resident**

1. Enter Unit # / Name in “Quick Search”

2. “Quick Links” > **Collections**

- a. Select > **Set Up Agreement**

- i. Enter the agreed upon monthly amount to be paid on balance
- ii. ResMan® will automatically charge that amount on the first of the month during Recurring Charges
- iii. Balance will be **reflected on Delinquents** report after the next auto bill and remain on the report until the scheduled payment has been received or the account has been changed to “Send to Collections”

- b. Select > **Change Agreement**

- i. Allows for revision of monthly payment amount or to change due

- c. Select > **Send to Collections**

- i. Select this when you need to note the account has been sent to Third party collections
- ii. Scheduled enhancement will allow user to use this action button to send account to third party over the internet as long as user has an agreement with collection company

- d. Select > **Collections Notices Sent**

- i. Enter notes as to when and what kind of collection efforts have been made to date

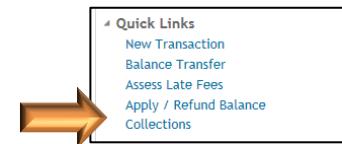


Figure 10

Setup Agreement	
Account	1125 - Odell Speed
Monthly Payment	0.00
Notes	(empty text area)
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	

Figure 11

## Summary Information about the account

**Agreements:** Shows any payment agreement  
Details

**Charges:** Lists all outstanding items & balance

Use Add/Edit/Delete to change the amounts

Use Post Charges to move any amount OUT of  
the Collection Account and BACK into the  
Resident ledger.

Collections						?
Account 1308 - Lynda Garcia	Move-out Date 8/4/2013	Collections Total 580.17	Monthly Payment 150.00	Total unpaid 555.17	Payments remaining 4	
<b>Agreements</b>						
Date	Type	Payment	Employee	Notice	Notes	
10/18/2013	In House	150.00	Betsy Ortiz	No		
<b>Collections Notice Sent</b>				<b>Send To Collections</b>	<b>Change Agreement</b>	

Charges				
Description	Amount	Billed to Date	Paid to Date	Notes
Carpet Replacement	150.00	25.00	25.00	
Carpet Replacement	410.17	0.00	0.00	Carpet Replacement: Black grease protein /red stains and patching required. Carpet could not be saved
Microwave Dirty	5.00	0.00	0.00	Microwave Dirty
Dishwasher Dirty	5.00	0.00	0.00	Dishwasher Dirty
2 Ceiling Fans - Dirty	10.00	0.00	0.00	2 Ceiling Fans - Dirty
	580.17	25.00	25.00	
<b>Post Charges</b>		<b>Post Payment</b>		
				<b>Add</b> <b>Edit</b> <b>Delete</b>

**Payment Schedule:** If they are on a payment plan  
this will list all previously billed amounts.

Payment Schedule				
Month	Billed	Paid	Last Payment	Notes
Billed				
January 2014	25.00	25.00	1/17/2014	<a href="#">Edit</a>
Future				
February 2014	150.00			
March 2014	150.00			
April 2014	150.00			
May 2014	105.17			
<b>Back</b>				

Figure 12

## IV. IN HOUSE COLLECTIONS PAYMENT RECEIVED

*Payments received on an In-house Collection Account MUST BE POSTED in the Collections Module unless you have a collection agreement!*



Figure 13

### A. Locate Unit/Resident that has an agreement in place

1. Enter Unit # / Name in “Quick Search”
2. “Quick Links”> **Collections**



Figure 14

### B. Select > Change Agreement

1. Monthly Payment = The resident’s entire balance
2. Description = “Payment received from \_\_\_ company” or whatever is helpful

### C. Post Charges

1. Date = The date you received the payment
2. Amount = The residents entire balance
3. Select > **OK**



Figure 15

The entire charges are now reflected back in the residents ledger

## D. Select > Post Payments

1. Fill out required fields
2. Enter amount = The amount you received from the collection company
3. Date = the date you received the payment
4. Batch your payment

Property	Status Quo Apartments			
Account	1125 - Odell Speed - (Former) Balance: <b>150.00</b>			
Date	08/29/2012			
Type	Payment			
Payment method	Money Order Reference 3333333333			
Category	Payment			
Description	Payment			
Amount	<b>150.00</b>			
Notes	first payment of payment plan			
<input type="button" value="Save"/> <input type="button" value="Save &amp; New"/> <input type="button" value="Cancel"/>				
Outstanding Charges				
Date	Description	Charge	Open Balance	Amount
8/29/2012	Gate Remote Rmbsmt / Rpmt. Fee	50.00	50.00	50.00
8/29/2012	Keys / Locks Changes	10.00	10.00	10.00
8/29/2012	Bad Debt Recovery / Collections	90.00	90.00	90.00
			Unallocated:	0.00

## E. New Transaction

You will create a CREDIT for the former resident

1. Date = The date you received the funds
2. Type = Credit
3. Transaction Category = Bad Debt Recovery Fee  
Yours may have a different name
4. Amount = The amount that the collection agency retained (their “fee” amount)

This should zero out the former resident's balance as well as the collection account balance.

Figure 16

## V. THIRD PARTY COLLECTIONS

**ResMan®** allows users to send collection information directly to RentDebt, a third party collection agency, for former residents and track the progress of those accounts. (Option 3 must be selected in the **Outstanding Balance Item** section during Move-Out Reconciliation.)

### A. Locate Unit/Resident that you have sent to Collections

1. Enter Unit # / Name in “Quick Search”
2. “Quick Links” > **Collections**



Figure 17

### B. Select > Send to Collections

1. Select RentDebt as the third party collection agency
2. Attach any necessary documents
3. Click Send to send the documents to RentDebt



Figure 18

## VI. THIRD PARTY COLLECTIONS PAYMENT RECEIVED

### A. Locate Unit/Resident that you have sent to Collections

1. Enter Unit # / Name in “Quick Search”
2. “Quick Links” > **Collections**



Figure 19

### B. Select > Post 3rd Party Payment

1. Enter payment information



Figure 20

- a. Category
- b. Description
- c. Payment method
- d. Reference number
- e. Payment Amount – *the amount you received from the agency*
- f. Collection Agency Fee – *the amount the agency is holding for the collection fee*

### Post 3rd Party Payment



Specify the date on which to post the charges and the amount and then click OK.

Account 1106 - Chastity Holden, Khalilah Delgado

Amount remaining 389.02

Date\* 05/27/2014

#### Payment

Category\*

Description\*

Payment method\* Check  Reference\*

Payment amount\* 0.00

#### Collection Agency Fee

Category\*

Description\*

Fee amount 0.00



Figure 21

## I. UNITS

### A. AVAILABLE UNIT REPORT NOTES

1. Use Quick Search to retrieve a Unit
2. Click **EDIT** to add **Available Units Report Note**
3. Click OK to save
4. Those notes will display in the **Available Units report**

**Unit**

Number*	101	Address
Building*	1	City
Floor*	1	State
Unit type*	A1 - One Bedroom, One Bath	Zip
<input type="checkbox"/> Pets Permitted <input checked="" type="checkbox"/> Available for online marketing <input type="checkbox"/> Holding unit <input type="checkbox"/> Excluded from occupancy		
<input type="checkbox"/> Address includes unit number*		
Available units note ?		

Figure 1

### B. HOLDING UNITS

ResMan allows you to create special Holding Units that will allow you to attach multiple prospects.  
 You can enter charges & payments, run a screening, and approve them.  
 You can NOT move someone into a Holding unit.

1. Click to Indicate that this is a Holding Unit
2. Click to indicate if you want this unit excluded from occupancy

**Vacant**

Unit	Unit Type	Rent	B	Building - Floor	Square Feet	Unit Status	Days Vacant
1001	A1	675.00		1 - 1	587	Ready	8
				Note: Carpet being replaced: Will be ready 10/15			
1002	A1	675.00		1 - 1	587	Ready	8
1003	A1	675.00		1 - 1	587	Ready	8

Figure 2

## C. UNIT NOTES

1. Use Quick Search to retrieve a Unit
2. Open the **Notes** Module
3. Click **ADD**
4. Within **Type** select
  - a. Appliance
  - b. Carpet
  - c. Make Ready
  - d. Windows
5. Enter other notes as needed
6. Click **OK** to save.

Date	Unit status	Description	Type
9/25/2012	Ready		Created
9/25/2012	Ready	Make Ready Note	Make Ready

Figure 3

Note

Type	<input type="button" value="Carpet"/>
Unit status	<input type="button" value="Ready"/>
Description	Replaced Carpet 5/12/2012
Notes	

OK      Cancel

Figure 4

## REPORTS > UNITS > UNIT NOTES

7. Under Unit Type: Select the type (carpet, etc)

Printed 10/2/2012 7:37:24 PM		
Date	Type	Notes
1001	1 - 1	A1
10/02/2012	Carpet	New Carpet 9/12/2012
1205	1 - 2	B1
10/02/2012	Carpet	Replaced Carpet 8/24/2012

Figure 5

## D. Unit Status

To change the status of a unit (example: to Model, Admin or Down).

1. Use Quick Search to retrieve a Unit
2. Go to the **Notes** Module
3. Click **ADD**
4. Within **Type** select any option (irrelevant)
5. Under **Unit Status**, change as needed
  - a. Admin
  - b. Down
  - c. Model
  - d. Not Ready
  - e. Ready
6. Enter other notes as needed
7. Click **OK** to save.

The Unit Notes will now display the history of the changes.

**NOTE:** You can also change the Unit Status between READY or NOT READY with this tool!

Note

Type	Appliances
Unit status	Model
Description	Change this unit to a MODEL
Notes	Effective 1/15.

OK Cancel

Figure 6

Notes

Date	Unit status	Description	Type
1/14/2013	Model	Change this unit to a MODEL	Appliances
12/31/2012	Not Ready	Make Ready Notes	Make Ready
12/31/2012	Not Ready	Move Out	Moved Out
7/23/2012	Ready	Move In	Moved In
7/19/2012	Ready	new	Carpet
7/19/2012	Ready	Unit made ready for move in	Made Ready
6/25/2012	Not Ready	Move Out	Moved Out
5/29/2012	Ready	Imported Unit Status	Created

Add

Figure 7

## II. Unit Type

To change Market Rent or Required Deposit



Unit Types								
Property: Frontline Fairways								
Name	Description	Bedrooms	Bathrooms	Market rent	Required deposit	Square footage	Max occupancy	
A1	One Bedroom, One Bath	1	1.0	675.00 - Rent	100.00 - Escrow Deposit Paid In	587	2	
A2	One Bedroom, One Bath	1	1.0	760.00 - Rent	100.00 - Escrow Deposit Paid In	734	2	
B1	Two Bedroom, One Bath	1	2.0	905.00 - Rent	200.00 - Escrow Deposit Paid In	881	4	

Figure 8

### A. Property > Unit Types

1. Click on the link to open the Unit Type
2. Click > Edit
3. You can change:
  - a. Description
  - b. Bedrooms
  - c. Bathrooms
  - d. **Market Rent**
  - e. Required Deposit
  - f. Square Footage
  - g. Max Occupancy



Unit Type			
Name	Description	Bedrooms	Bathrooms
A1	One Bedroom, One Bath	1	1.00
Market rent	Required deposit	Square footage	Max occupancy
675.00 - Rent	100.00 - Escrow Deposit Paid In	587	2
Property	Frontline Fairways		

Edit

Figure 9

Property
Frontline Fairways

Name	A1	
Description	One Bedroom, One Bath	
Bedrooms	1	
Bathrooms	1.0	
Market rent	675.00	Rent
Required deposit	100.00	Escrow Deposit Paid In
Square footage	587	
Max occupancy	2	

OK
Cancel

Figure 10

### III. AMENITIES

Allows the user to add items to a unit (or group of units) that add value (i.e. Pool View, 2<sup>nd</sup> Floor, Fireplace)

#### A. Property > Amenities

1. Select the property
2. Type: Drop down arrow and enter a new type  
Or select an existing type
3. Give it a Name and Description
4. Effective Date – The date this will start affecting units
5. Charge
6. Increase unit market rent – will increase their RENT charge (which will increase Gross Potential Rent)
  - a. Add recurring charge to Lease – will charge them another type of charge each month. Choose the Category to charge them
7. Enter Charge amount
8. Select the units that have this Amenity
9. SAVE

**New Amenity**

Property	<input type="text" value="Frontline Fairways"/>
Type	<input type="text" value="Fireplace"/>
Name	<input type="text" value="Fireplace"/>
Description	<input type="text" value="Fireplace"/>
Effective date	<input type="text" value="02/14/2013"/>
Charge	<input type="radio"/> Increase unit market rent <input checked="" type="radio"/> Add recurring charge to lease
Category	<input type="text" value="Fireplace Charges"/>
Charge amount	<input type="text" value="10.00"/>

**Units**

Search	<input type="text"/>						
<div style="display: flex; justify-content: space-between;"> <span>Not selected <a href="#">(Select All)</a></span> <span>Selected <a href="#">(Remove all)</a></span> </div>							
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">1103</td> <td style="padding: 5px;">1101</td> </tr> <tr> <td style="padding: 5px;">1104</td> <td style="padding: 5px;">1102</td> </tr> <tr> <td style="padding: 5px;">1105</td> <td></td> </tr> </table>		1103	1101	1104	1102	1105	
1103	1101						
1104	1102						
1105							

**Note:** Adding Amenities to a Unit will NOT change any existing leases. They will display for Renewed Leases and New Leases only!

Figure 11

## IV. BUILDINGS

Within a building, you can see Work Orders, Invoices, Inventory items and Repairs & Upgrades that pertain to that building.

## V. WORK ORDERS

ResMan® allows the user to input work orders for a variety of areas and structure in the community

- A. Access Work Orders via the Work Order Efficiency icon or
- Via navigation bar at the top of ResMan®.

1. Property > Work Orders.



Figure 12

### B. Entering New Work Orders

1. Tab through the fields to enter details of work order.
2. **Reporting Information** - information regarding who reported the request and the specific details of the repair.
3. **Assignment Information** - assigns the priority level and assigns the work order to a team member.
4. **Vendor Information** - allows user to assign a vendor to the work order and input estimated costs.
5. **Completion Information** - reflects completion information.

The screenshot shows the ResMan software interface for entering a new work order. The main title is 'Work Order'. The form is divided into several sections:

- Reporting Information:** Fields include Number (dropdown), Property (Status Quo Apartments), Category (dropdown), Received by (Kina Franklin), Reported by (dropdown), Appointment (dropdown), Phone (text input), and Notes (text area).
- Assignment Information:** Fields include Assigned to (dropdown), Status (Not Started), and Priority (Medium).
- Vendor Information:** Fields include Vendor (dropdown) and Estimated cost (0.00).
- Completion Information:** Fields include Started (text input), Completed (text input), Completed by (dropdown), and Notes (text area).

At the bottom right are Save, Save & New, and Cancel buttons. The bottom of the screen features a decorative footer with various icons.

Figure 13

## C. Make Ready Work Orders

When a resident moves out, a series of Make Ready Work Orders are generated based on the set up for the Property.

Make-Ready Work Orders	
Category	Description
Trash Out	Trash Out
Paint	Paint
Make Ready Not Complete	Make Ready Not Complete
Clean	Cleaning
Carpet	Carpet
Floors	Floors
Locks and Keys	Locks and Keys
Move Out Inspection	Manager Inspection

[Move Out](#) [Back](#)

Figure 14

## D. Completing Existing Work Orders

1. **Search Existing Work Orders** - existing work orders can be found in a variety of ways in ResMan®:
  - a. Search for Name, Unit # or Work Order # in “Quick Search”
  - b. BoardRoom, within Maintenance Summary
  - c. Click > **Property** in top navigation bar. > Select Work Orders

Work Orders							
Property:	Date range:	Location:	Status:				
Status Quo Apartments	7/27/2012 - 8/27/2012		Not Started, Scheduled, In Progress	Go			
Number	Property	Date	Location	Description	Reported by	Status	
8559	SQAP	8/6/2012	1337	Manager Inspection	Move Out	Not Started	
8558	SQAP	8/6/2012	1337	Locks and Keys	Move Out	Not Started	
8557	SQAP	8/6/2012	1337	Floors	Move Out	Not Started	
8556	SQAP	8/6/2012	1337	Carpet	Move Out	Not Started	
8555	SQAP	8/6/2012	1337	Cleaning	Move Out	Not Started	

Figure 15

2. Filter Work Order by: Date, Location or Status (as needed)
3. **Complete the Work Order**
  - a. Tab through the various fields and update the information to complete the work order and change the status.
  - b. Select **Save**

**Save & New:** Saves existing work order and starts a new work order with some information prefilled (Property/Unit/Resident).

Completion information	
Started	<input type="text"/>
Completed	<input type="text"/>
Completed by	<input type="text"/>
Notes	<input type="text"/>
<a href="#">Save</a> <a href="#">Save &amp; New</a> <a href="#">Cancel</a>	

Figure 16

**NOTE:** If you fill in the Completed Date, the Status and Completed By will be filled in automatically!

## E. Work Order Templates

ResMan allows you to setup Work Order Templates so that work orders can either generate automatically or be generated as needed.

1. Click > **Templates** on the submenu
2. Click > New to create a new Template
3. Under **Reporting Information**, enter all the needed data
4. Under **Assignment Information**, enter the **Assigned to** and **Priority**
5. On the right, give your template a name
6. Frequency:
  - a. Not Scheduled – you will have to POST to generate a new Work Order
  - b. Daily/Weekly/Bi-Weekly/Monthly/Yearly – when the Automatic Work Orders will generate
    - i. Day to Run: Depending on the time frame selected above, choose which day of the week, month, year for the Work Order to generate.
  - c. Start Date: Enter the first date that an automatic Work Order should generate.
    - i. This date is only important for automatic Work Orders. It does not matter for Not Scheduled.
    - ii. This date works with the Day to Run. If it runs monthly on the 1<sup>st</sup>, make sure your start date is the first.
  - d. End Date: Enter the date that you want these work orders to stop automatically recurring. (This is an optional field)
  - e. Days till Due: Enter the number of days until the Work Order is Due.

Save as a template

Name\* Annual A/C Coil Check

Frequency\* Yearly

Start date\* 01/20/2014 End date

Days til due 0

Figure 17

Save as a template

Name\* Weekly Trash Inspection

Frequency\* Weekly

Day to run Thursday

Start date\* 01/23/2014 End date

Days til due 0

Figure 18

## VI. Make Ready Board (MRB)

ResMan® allows the maintenance team to continue using the tools they have grown a custom to by providing a Make Ready Module.



### A. Access Make Ready Board Module

1. Property > Work Orders > Make Ready Board

### B. Vacant Units

1. Vacated Units automatically display
2. Make Ready Categories that were defined during ResMan® setup will automatically display.
3. Click the marker along the bottom to select the color for the status and check the category.
  - a. Clear=not Started
  - b. Red=Scheduled
  - c. Blue=In Progress
  - d. Green=Completed

### C. Future Units (Optional)

1. If selected during NTV, future Make Ready Work Orders will display.

### D. Move Ins

1. Once an applicant has moved into the unit, they will move to this section and remain there until **Move In Inventory Received** has been checked off.

### E. Notice To Vacate (NTV)

1. Once a unit has been placed on notice the unit will auto fill to this section and once a NTV has been leased the move in date will auto fill for that unit.

### F. Completing the Make Ready

1. When all the categories are checked off the work order status is **automatically changed to complete**
2. Unit will reflect a move in date once the unit is leased

Vacant Units							
Unit	Move In	Paint	Make	Locks	Clean	Carpet	Mgr Insp
13104 (A5)	2/22/2013	Rosann Canales 3/11	Stevie Behunin 2/7	Rosann Canales 2/7	Rosann Canales 2/7	Rosann Canales 2/11	Blanch Leticia Orti 2/11
13203 (B5)	2/23/2013	Rosann Canales 12/21	Blanch Leticia Orti 12/28				
3302 (A2)	2/15/2013	Rosann Canales 3/29	Rosann Canales 2/21	Rosann Canales 2/21	Rosann Canales 2/21	Rosann Canales 2/21	Blanch Leticia Orti 2/21

Future							
Unit	Move Out	Paint	Make ready	Locks	Clean	Carpet	Mgr Insp
10101 (C1)		Dion Canales	Kelly Leticia				
12203 (B1)		Dion Canales		Dion Canales	Dion Canales	Dion Canales	Kelly Leticia

Move Ins				
Check the "Move in inventory received" column when the inventory has been received.				
Unit	Move In	Residents	Move in inventory received	
2303	1/32/2013	Lisabeth Arnold		
3302	1/5/2013	Jarrett Garza, Verlie Garza		

Notice To Vacate				
Unit	Move-out Date	Current residents	Move-in date	Future residents
12302	2/27/2013	Gwendolyn Draeger		
13203	2/28/2013	Alonso Vasquez, Lelah Martin	3/8/2013	Nic Espanza
17105	2/28/2013	Catina McGuire IV	3/8/2013	Isalah Rios

Figure 19

Figure 20

## VII. INVENTORY

Allows the user to keep track of inventory items in storage or installed in a particular unit

### A. Property > Inventory Entry

1. Enter the property
2. Select the Categories (this is a customizable list)
3. Name this Inventory item
4. Assign it to a location (Bldg, Unit, Rentable Item, WOIT)
5. Enter any desired description
6. Enter item details (Make/Model/Serial#/Color/Size)
7. If applicable, enter warranty expiration date
8. Enter any desired information in the Purchasing section
9. SAVE

Figure 21

### B. New Invoice Entry

1. In the distribution line, click the + sign
2. Enter the Category & Name.
3. Click x to close the pop-up box.

Line Items							
Property	Location	GL Account	Description	Unit price	Quantity	Total	Tax
FRFA	11102	6600	New Dishwasher	200.00	1.00	200.00	<input type="checkbox"/> <input type="button" value="+"/>
<input type="button" value="Add"/>							<input type="button" value="Total"/> 200.00
<input type="button" value="Distribute"/>							

Figure 22

Figure 23

## VIII. WOIT: NON-RESIDENT BILLING ACCOUNTS

(WOIT)- Any Work Order, Invoice or Transaction *not* associated with a physical person/resident.

### A. WOIT accounts can include:

1. Work Orders
2. Invoices
3. Transactions

### B. Examples of WOITs include:

1. Misc. Billing accounts for revenue checks
2. Clubhouse
3. Property Damage (i.e. to fence)
4. Vending machines.

### C. Access WOIT: > Accounts > WOIT Account

1. Select an account
2. View the details of that account.
  - a. Ledger amounts, Invoices, Documents associated

### D. How to Create a New WOIT Account

1. Accounts > WOIT Account > NEW WOIT Account
2. Create a Name for the account
3. Add any descriptive notes
4. Decide on posting options
  - a. Allow invoices to be posted to account?
  - b. Allow transactions to be posted to account?
  - c. Allow work orders to be posted to the account?

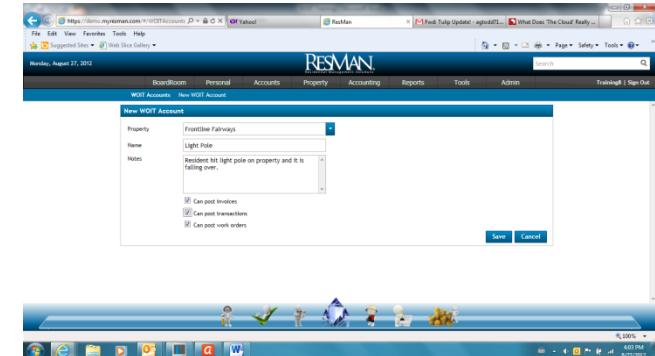


Figure 24

BoardRoom	Personal	Accounts	Property	Accounting	Reports	Tools	Admin															
WOIT Accounts New WOIT Account																						
WOIT Accounts				WOIT Account																		
<ul style="list-style-type: none"> <li>Information</li> <li>WOIT Account</li> <li>Invoices</li> <li>Ledger</li> <li>Documents</li> </ul>		<table border="1"> <tr> <td>Name</td><td>Exterior Common Area</td><td>Property</td><td>Frontline Fairways</td> <td>Invoice</td><td>Yes</td><td>Transaction</td><td>Work C</td> </tr> <tr> <td>Notes</td><td>Fence and Light Polls</td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>	Name	Exterior Common Area	Property	Frontline Fairways	Invoice	Yes	Transaction	Work C	Notes	Fence and Light Polls										
Name	Exterior Common Area	Property	Frontline Fairways	Invoice	Yes	Transaction	Work C															
Notes	Fence and Light Polls																					
<ul style="list-style-type: none"> <li>Quick Links</li> <li>New Invoice</li> <li>New Transaction</li> <li>New Work Order</li> </ul>		<table border="1"> <tr> <td>Invoices</td> </tr> <tr> <td>Ledger</td> </tr> <tr> <td>Documents</td> </tr> </table>	Invoices	Ledger	Documents																	
Invoices																						
Ledger																						
Documents																						

Figure 25

## E. Invoices

1. Expand Invoice Module
  - a. View associated invoices
2. Add Invoice
  - a. Select “Quick Links” > New Invoice > Add

## F. Transactions (i.e. to accept money)

1. Click the New Transaction efficiency Icon

**Note:** You will create 2 transactions:

1. Create a CHARGE for that WOIT account
2. Create a PAYMENT for that WOIT account

Ledger					Show extended ledger			
Date	Reference	Description	Charges	Credits	Balance			
7/30/2012		Balance as of 07/29/2012			0.00			
<input type="checkbox"/> Show hidden transactions								
					<b>Print Account Statement</b>	<b>Print</b>	<b>Edit</b>	<b>Reverse</b>

Figure 26

Unit	GL Account	Description	Unit price	Quantity	Total	Tax
Clubhouse			0.00	1.00	0.00	<input type="checkbox"/>

Figure 27

## IX. NON-RESIDENT INCOME

This area allows you to create accounts for any person who gives you money, but is not a Prospect/Applicant/Resident/Former Resident within ResMan

To setup a new account:

1. Accounts > Non-Residents. From the submenu choose:  
**New Non-Resident**
2. Enter their Name and any relevant information

To record charges or payments:

3. New Transaction
4. Select their name from the Account box
5. Create the Charge or the Payment as normal.

**Note:** WOITS versus Non-Residents

**WOITS** – For issues not related to a specific person

**Non-Residents** – To record charges/payments from people not in ResMan.

Non-Residents with a balance WILL show up on the Aged Receivable Report.

The screenshot shows the 'New Non-Resident' form interface. At the top, it says 'Property\*' with a dropdown menu showing 'Frontline Fairways'. Below that is a section for 'Personal Information' with a 'Name (First Middle Last)\*' field containing 'Tommy Tune' and gender options ('Male' is selected). There are also fields for 'Preferred/Display name\*' (set to 'Tommy'), 'Mobile' (dropdown menu), 'Home' (dropdown menu), 'Birthdate' (empty field), and 'Identification' (empty field).

Figure 28

## X. REPAIRS & UPGRADES

This function provides a place to keep track of your repairs/upgrades to a Unit, Building, Rentable Item or a WOIT item!

### A. ENTRY DIRECTLY TO THE ITEM

1. Retrieve the Unit, Building, Rentable Item or WOIT
2. Click on the Repair & Upgrade link (module)
3. Enter the Type of repair (this is a customizable list)
4. Select the Area (this is a customizable list)
5. Enter any desired notes
6. Enter the specifics (Make/Model/Sq Ft/Warranty/Life Expect)
7. Enter any purchasing information
8. SAVE

Figure 29

### B. ENTRY THROUGH WORK ORDERS

1. At the bottom of the Work Order, click the “Add Repair/upgrade record for this Work Order”
2. Enter the details of the Repair & Upgrade as shown above

Add repair/upgrade record for this work order

Figure 30

## I. COMPANY COMMUNICATION

Used to send messages to specific user groups within ResMan

### A. Create the Communication

1. Tools > Company Communication
2. New Communication (Sub-Menu)
3. Add subject and details
4. Enter which properties should receive this message
5. Enter which user groups should receive this message
6. Click Save

Figure 1

### B. To View a Communication

1. On the Efficiency Bar, ResMan Advisor, the number of messages will display as shown below. Just click to see the details.

Figure 2

## II. EMAILS

Used to create email templates that can be sent to various email addresses across ResMan.

### A. Tools > Emails

This screen displays all Emails that have been sent. It includes the # of recipients and the Status of the emails.

Sent Email						
Property	Date range	Status				
	2/3/2014 - 2/12/2014	<input type="checkbox"/> Include automated emails	4 selected	Go		
Shore.	2/12/2014 2:12 AM	Update: Call Box Directories	Theron	Bulk	385	Completed
	2/7/2014 2:07 AM	Valentine's Day Sample Sale	Sue	Bulk	383	Completed
	2/3/2014 11:42 PM	Urgent Notice - Change in Courtesy Patrol ...	Sue	Bulk	398	Completed
	2/3/2014 6:10 PM	Reminder: LA County Water Outage Today	Theron	Bulk	398	Completed

Figure 3

Note: Emails sent to a specific Resident or through Bulk Emails will display in the Residents Communication Log.

## B. Email Templates

### 1. Create the Email Template

- a. Tools > Email Templates
- b. **New Email Template** (Sub-Menu)
- c. Choose the **Property or Property Group**
- d. Choose the **type** that you will send this email to  
**Note:** Changing the types will change the merge field list
- e. Name your Email Template
- f. Put an email **subject line** (you can use merge fields here)
- g. Enter the **body** of the email. It will be a combination of text and Merge Fields.
- h. **Save**

**Email Template**

Property*	Southwest Portfolio
Type*	Applicant/Resident
Name*	Late Notice
Subject*	[=PropertyName=:] Late Notice
<p>Format: Verdana, 2 (10pt)</p> <p><b>Text Editor:</b> [B] [I] [U] [ABC] [Text] [Image] [Link] [HTML] [Font] [Size] [Color] [Bold] [Italic] [Underline] [AlignLeft] [AlignCenter] [AlignRight] [AlignJustify] [List] [Table] [Image]</p>	
<p>Dear [=AllContactNames=],</p> <p>We have not received your rental payment this month. If we have not received your payment by the fourth of the month, a late fee will be assessed. Currently your balance due is: [=Balance=].</p> <p>If you have any questions, please let us know.</p> <p>Best Wishes,</p> <p>The Management Team [=PropertyName=] [=PropertyPhoneNumber=]</p>	
Path: span	

Merge Fields

- AllContactNames
- Balance
- Building
- EmployerNames
- FirstName
- FirstNames
- LastNames
- LastNames
- LateFeesCharged
- LeaseEndDate
- LeaseRequiredDepositsTotal
- LeaseStartDate
- MainContactNames
- ManagementCompanyName

Figure 4

### 2. Use an Email Template

- a. Click on any Applicant/Resident's email address
- b. From the lower left, click **TEMPLATE**
- c. Select the Email Template. Click **SEND**

**Send Email**

To	Myrtis Adams <madams@gmail.com>	Attachments
From	Frontline Fairways <resman@ensware.com>	Add
Subject	Frontline Fairways: Late Notice	
<p>Format: Verdana, 2 (10pt)</p> <p><b>Text Editor:</b> [B] [I] [U] [ABC] [Text] [Image] [Link] [HTML] [Font] [Size] [Color] [Bold] [Italic] [Underline] [AlignLeft] [AlignCenter] [AlignRight] [AlignJustify] [List] [Table] [Image]</p>		
<p>Dear Myrtis Adams, Tomoko Woodus,</p> <p>We have not received your rental payment this month. If we have not received your payment by the fourth of the month, a late fee will be assessed. Currently your balance due is: 1,078.95.</p> <p>If you have any questions, please let us know.</p> <p>Best Wishes,</p> <p>The Management Team Frontline Fairways (210) 674-5050</p>		
Path: span		
<p>Template</p> <p><b>Send</b> <b>Cancel</b></p>		

Figure 5

## C. Automated Emails

These are the system emails used for automatic notification. They can be edited to meet your community's needs.

1. Tools > Email Templates, **Automated Templates** (Submenu)
2. Click the name of the property to open that record.
3. Make any desired changes to the Subject line or the body of the email message.

Automated Templates		
Name	Subject	Last updated
Online Application Submitted	[=PropertyName=] - Online Application Received	9/27/2013
Online Payment - Application Fee	[=PropertyName=] - Application Fee Payment	11/6/2013
Online Payment - Application Fee & Deposit	[=PropertyName=] - Application Fee and Deposit Payment	11/13/2013 - Sue White
Online Payment - Deposit	[=PropertyName=] - Deposit Payment	11/6/2013
Online Payment - Rent	[=PropertyName=] - Rent Payment	11/6/2013
Package Received	[=PropertyName=] - Package Received	9/19/2013
Prospect Guest Card	[=PropertyName=] - Information Request	11/11/2013
Online Application - Roommate Invitation	Invitation from [=ApplicantFirstName=] [=ApplicantLastName=] to apply for an a...	12/23/2013
Work Order - Assigned	[=PropertyName=] - Work Order [=Number=] Assigned	9/12/2013
Work Order - Completed	[=PropertyName=] - Your Work Order Is Complete!	9/20/2013 - Sue White

Figure 6

Email Template

**Name**      Package Received

**Subject\***      [=PropertyName=] - Package Received

File ▾    Edit ▾    Insert ▾    View ▾    Format ▾    Table ▾    Tools ▾

Paragraph ▾    Font Family ▾    Font Sizes ▾
 B I U S
A A A

E E</

## D. Send Bulk Emails

This feature allows you to send an email template to a group of Prospects/Applicants/Residents.

1. Tools > Email Templates, **Send Bulk Email** (Submenu)
2. Select the **Property**
3. Select **Applicant/Resident or Prospect**
4. Select your **Email Template**
5. Select any **parameters** to determine which residents should receive the email.
6. Click **Get Recipients**. The resulting residents will show on the right side.
7. Click to **Add Attachments** to the email (optional)
8. Click **Preview** to see a list of the email that will be sent
9. Click the blue **Preview** link to view or edit any specific email
10. Click **Send** to send out the emails

**Send Email**

In order to send emails using an email template, select the property sure that the property has a valid email address and the email serv

Property*	Frontline Fairways
Type*	Applicant/Resident
Email template*	Late Letter

**Email Recipient Parameters**

Use the parameters below to filter the list of recipients for this em of the proposed recipients.

Lease status	4 selected
Residency status	4 selected
Main contacts only	<input checked="" type="checkbox"/>
Age	<input type="text"/> to <input type="text"/>
Balance	<input type="text"/> to <input type="text"/>
Birthday	<input type="text"/> to <input type="text"/>
Building	Select options
Floor	Select options
Lease start date	<input type="text"/> to <input type="text"/>
Lease end date	<input type="text"/> to <input type="text"/>
Move-in date	<input type="text"/> to <input type="text"/>
Move-out date	<input type="text"/> to <input type="text"/>
Pets	Select options
Reset	<b>Get Recipients</b>

Figure 8

## E. Email Signatures

Each user can enter their own custom signature, which will be used if that user sends out any emails from ResMan.

1. Tools > Options, scroll to the bottom
2. Add your **signature** information, including any images
3. Save

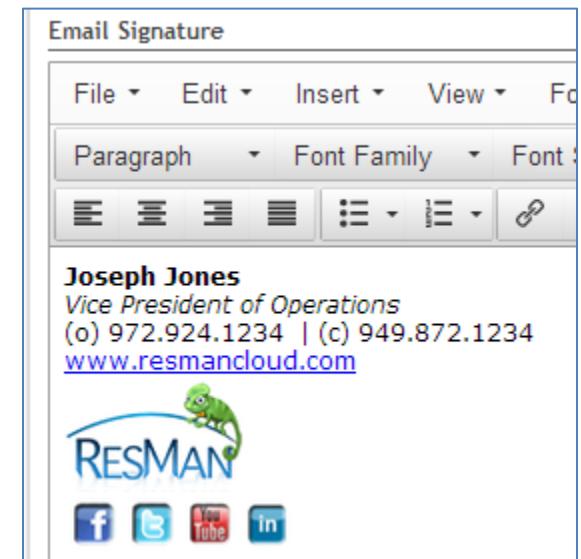


Figure 9

## III. Form Letters

This allows the user to create documents that retrieve data from ResMan plus create custom fields that can be populated at the time the document is created.

### A. Create Custom Fields

1. Tools > Form Letters > **Custom Fields** (Sub-Menu).
2. Click the **Add** button
3. Create a name for the custom field
4. Value:
  - a. If you leave it blank, it will become available when running the report
    - i. Example: If you leave Payment Due Date blank, when you run the report you can enter a specific date that applies only to this batch of form letters
  - b. If you fill in the Value, that will show on every form letter that uses this Custom Field
    - i. Example: Manager Name, you might want that to be fixed information. If your manager changes, you can change the Custom Field Value at that time.

### B. Create a Form Letter

#### Download Merge Field List

1. Open ResMan in Internet Explorer
2. Tools > Form Letters: **Download Merge Field List** (Sub-Menu)

3. Click the arrow and choose **Save As**

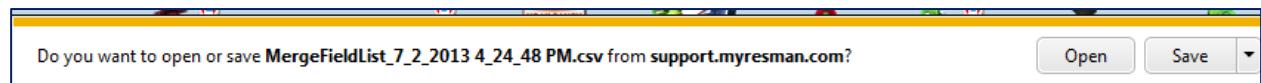


Figure 10

4. It does not matter what you name the file.
5. Leave it as a Microsoft Excel Comma Separated Values File
6. SAVE

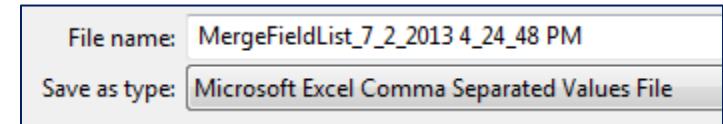


Figure 11

**NOTE:** The reason, we opened ResMan in Internet Explorer...is that Chrome does not let you SAVE AS. If you SAVE the file, the next step will not work.

**Note:** Downloading the merge fields is not required.  
You can type them into the letter manually (but it makes it easier to select them from a list).



Figure 12



Figure 13

## Create the Word Document

7. Open WORD
8. Click the Mailings tab
9. Click on the drop-down arrow next to the **Select Recipients** icon
10. Select Use Existing List
11. Navigate to the location you saved your **MergeFieldList** file from step #6 above.

You will see ResMan's merge fields if you click on the Insert Merge Field icon

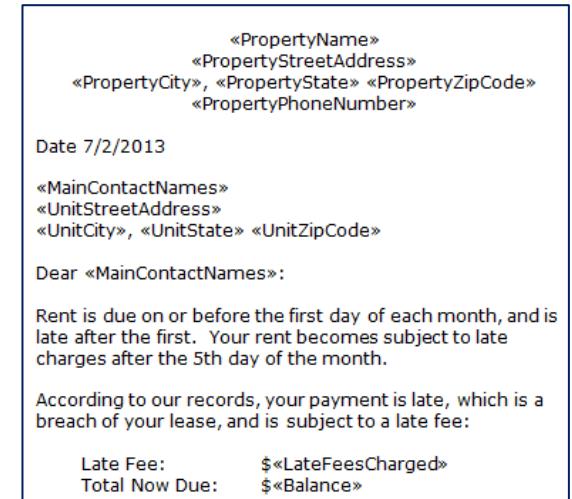


Figure 14

## C. Add Your Form Letter into ResMan

1. Tools > Form Letters
2. New Form Letter (Sub-Menu)
3. Select either All Properties or the specific property that will use this form
4. Assign it a Name
5. Assign it a Category (grouping)  
Note: It will be grouped under this Category in the list
6. Click Choose File and navigate to the Word document that you have created.

**Form Letter**

To add a new form letter, select a property or property group from the dropdown menu. You can also upload a Microsoft Word form letter document located on your computer.

Property	All Properties	<input type="button" value="▼"/>
Name*	<input type="text"/>	
Category*	<input type="text"/>	
File	<input type="button" value="Choose File"/> No file chosen	

Figure 15

## D. To Run a Form Letter

1. Tools > Form Letters
2. Click on the Name of the Form Letter
3. Enter Parameters to select the resident(s)
4. Click **Get Recipients**
  - a. A list of your resident that meet the Parameters will be listed
5. Use the Red X to delete any that you do not want to print
6. Click PRINT

Name	File name
- Court	
We Filed Court Letter	FL - We filed court letter.docx
We Obtained Judgement	FL - We obtained judgement.docx
- Notice	
Notice Received	FL - Notice Received Letter.docx
- Renewals	
Renewal 1	FL - Renewal 1.docx
Renewal 2	FL - Renewal 2 without recharges.docx

Figure 16

If you don't add any **Parameters**...every one of your residents will receive this Form Letter!

## IV. Resident Communication

Within the Resident Portal, there will be an option to send a message to the property. This is where the messages will be held.

1. Tools > Resident Communication
2. Clicking on this link → Resident page
3. Communication Log will have the full details of the Message.

Resident Communication				
Property	Date range	Types		
Frontline Fairways	6/2/2013 - 7/2/2013	5 selected		
Date ▲	Unit	Resident	Type	Subject
+ 7/2/2013	17306	Eula Adams	Noise Disturbanc...	People Upstairs - VERY noisy

Figure 17

Communication Log			
Date	Resident	Description	Communication type
7/2/2013	Eula Adams	People Upstairs - VERY noisy	Noise Disturbance Re...
Contact method		Employee	Unit
Portal		Eula Adams	17306
Notes	They are having parties every night until 2-3 in the morning. The police have been out every night this week.		

Figure 18

## V. DocuSign

Allows you to select who should sign a document (employees, prospects, applicants, residents), send them the link to sign and afterwards everyone receives a fully signed document.

1. Setup
  - a. Make Sure that everyone that will be signing the lease has a correct email address in ResMan
  - b. If there are any Alternate Contacts that need to receive a copy, check their email address
2. Send the Document
  - a. Within the Prospect/Applicant/Resident screen, click Docusign from the bottom of the Manage menu
  - b. Click the blue Manage Documents link (on the right)
    - i. Select the document that needs to be signed
  - c. Within Recipients, make sure that all Signers are checked. Also select the employee(s) that should sign the document.
  - d. Make any adjustments to the email text
  - e. Under Miscellaneous:
    - i. Automatically set Lease Signed Date when the document is signed
      - If this is selected, once the final applicant has signed it will populate the Lease Signed spot in ResMan
    - ii. Push signed document to the Community Members Portal
      - If this is selected, a copy of the signed document will be saved in their portal screen for later retrieval
3. Sign the Document
  - a. Each signer will receive an email with a link.
  - b. They will follow the instructions to "sign" the document
4. Once all signers have finished signing, a copy of the signed document will be saved in the Document module of the applicant screen
5. Also, under Tools > Docusign, you can see the signing status (by hovering over "status") and you can click to view or download the fully signed document.

## VI. Shared Documents

ResMan offers a location to save any documents that are used company wide. These documents are NOT property specific, but are available to any ResMan user!

## VII. MINOL – Utility Billing

Minol offers two levels of service to ResMan Customers:

- Bill Only:** They bill your residents, but you are responsible for collecting the payment from the residents
- Bill & Collect:** They bill your residents, handle collection efforts, and collect the payments.  
At month-end they will pay the property these funds (less their fee)

The items below are AFTER you have received and downloaded your monthly batch of billings from Minol (previously discussed in Partner Transactions)

### 1. Boardroom

- Utilities By Minol – Will show the type of service chosen
- Click to drill down to a summary page that displays contact information, last billing cycle, total amount billed in each category (Water, waste, etc.)

Utilities by Minol			
Property	Current	Overdue	Total % Collected
Sequoia Bluffs Vista Ridge Bill only services provided			
Account manager	Resident relations		
Bill Ansel - (888) 766-1253	(888) 636-0493		
Last bill	Due date	Next bill	
7/11/2013	8/1/2013	8/10/2013	
Last Billing - 7/11/2013 (MAILED)			
Units	Cycle	Description	Amount
244	5/6/2013 - 6/5/2013	SOLID WASTE	2,083.50
244	5/6/2013 - 6/5/2013	WATER & SEWER	3,695.34
			5,778.84

Figure 19

### 2. Tools > Integration Partners > Minol

- Shows contact information
- Under Billing History, it displays details of each batch billed
- If you are using the Bill & Collect feature, the Aged A/R will display the balances for each resident.

Minol Utility Billing						
Property Information		Minol Information		Billing		
Contact	JEANNETTE VILLANUEVA	Account manager	Bill Ansel	Last bill	7/11/2013	
Address	625 E. VISTA RIDGE MALL DR. LEWISVILLE, TX 75067	Phone	(888) 766-1253	Due date	8/1/2013	
Phone	(469) 549-1622	Email	bansel@minolusa.com	Next bill	8/10/2013	
Email	RWHITE@SRM.US					
Billing History		Aged A/R				
Batch Number	Billing Date	Status	Units Billed	Begin Cycle	End Cycle	Description
0001472069	7/11/2013	MAILED	244	5/6/2013	6/5/2013	SOLID WASTE
			244	5/6/2013	6/5/2013	WATER & SEWER
						Batch Total: 5,778.84

Figure 20

### 3. Resident profile page > Utility Ledger

- a. Shows the detailed billing for each month with total billed

Utility Ledger				
Date	Due date	Cycle	Description	Amount
7/11/2013	8/1/2013	5/6/2013 - 6/5/2013	WATER & SEWER	24.51
			SOLID WASTE	8.00
				Batch Total: 32.51
6/13/2013	7/1/2013	4/4/2013 - 5/6/2013	WATER & SEWER	35.82
			SOLID WASTE	8.00
				Batch Total: 43.82

Figure 21

- b. If you click the blue date link, a copy of the resident's bill is shown

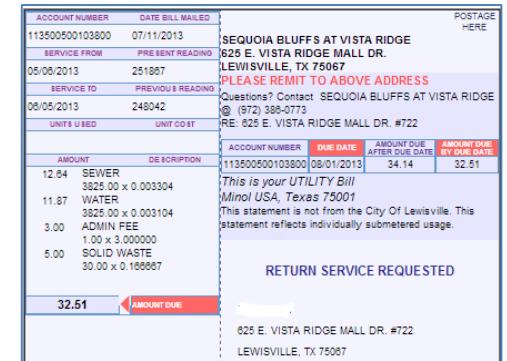


Figure 22

### 4. Resident profile page > Ledger

- a. These charges will also display on the main resident ledger page.
- b. If you are using "Bill & Collect" you will not see any utility billings on the Ledger (since Minol is collecting these payments).

8/1/2013	Water / Sewer 5/6-6/5	24.51	32.51
8/1/2013	Utility Admin 5/6-6/5	3.00	8.00
8/1/2013	Trash Service 5/6-6/5	5.00	5.00

Figure 23

### 5. Move-Outs

- a. During the Move-Out process, the final Minol billings will display.
- b. Since utilities are billed behind, it will show last month's bill + this month's prorated bill.

### 6. Resident Portal

- a. They will see a Utility Ledger tab, that will display their Utility History
- b. They can also click to see their utility bill

## VIII. Partner Reports

If you are setup on Indatus (mass Resident communications, such as emails), this is where you control the timing and amount of data sent.

## IX. Packages

### A. Record receipt of resident packages

1. Navigate to Tools > Packages > New Package (Sub-Menu)
2. Enter Date Received, Property, Unit, Resident Name
3. Add any notes
4. Enter Courier, Sender and # of Packages
5. If desired, enter the tracking number and condition of the package
6. If there is an Alternate Recipient, enter that information
7. Click **Save**

Package Information	
Date Received*	06/07/2013
Property*	Frontline Fairways
Unit*	1107
Recipient*	Raymonde Strong
Notes	
Courier	
Courier	USPS
Sender	Amazon
# Packages*	1
Packages	
Tracking #	Corner Dented

Figure 24

### B. Record the pick-up by the resident

1. Tools > Packages
2. Make sure you are filtering for “Awaiting Pick Up”
3. Locate the package, click on the right-hand link: PICK UP
4. Enter the Date and name of the person picking up the package
5. Click OK

Pick Up Package	
Date Picked Up*	07/02/2013
Received by*	

Figure 25

## X. Proration Calculator

- A.** Navigate to Tools > Proration Calculator
- B.** Enter the Property, Unit number (optional, see notes below), Date and whether the Resident is Moving In or Moving out.
- C.** Their monthly recurring charges will display.  
You can delete any of these items from this screen with the red **x** on the right of each line.

- D.** Click Calculate.

The resulting charges will display below.

**NOTE: You do not need to choose an existing Unit.  
You can leave the Account field blank.**

Then manually add the monthly charges using the ADD button.

When you click CALCULATE, it will show those charges prorated for you!

Property	<input type="text" value="Frontline Fairways"/>	▼
Account	<input type="text" value="1107 - Julianne Strong"/>	
Date	<input type="text" value="07/16/2013"/>	
Resident is	<input type="radio"/> Moving In <input checked="" type="radio"/> Moving Out	
<b>Move Transactions</b>		
Description	Type	Amount
Rent	Charge	905.00
Renters Legal Liability	Charge	8.95
Valet Trash Service	Charge	20.00
Concession - Rent	Credit	85.00
		<b>Calculate</b>
		<b>Add</b>
<b>Prorated Move Transactions</b>		
Description	Type	Amount
Rent	Charge	467.00
Renters Legal Liability	Charge	5.00
Valet Trash Service	Charge	10.00
Concession - Rent	Credit	-44.00
		Total 438.00
<b>Print</b>		

Figure 2

## XI. Change Password

- A. Navigate to Tools > Change Password
- B. Enter your Old Password
- C. Enter your New Password twice
- D. Click Save



Figure 27

## XII. OPTIONS

- A. Select which property (or group) will be the default when you enter ResMan
- B. To change which BoardRoom modules display, navigate to Tools > User Options
- C. The current list will display.
- D. To remove a module from your list, just click on it.
- E. You will now see that item on the **Not Selected** side of the list.
- F. Click Save

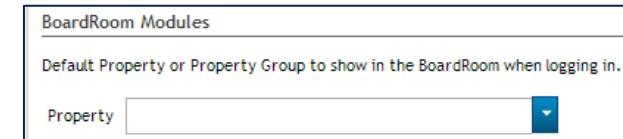


Figure 28

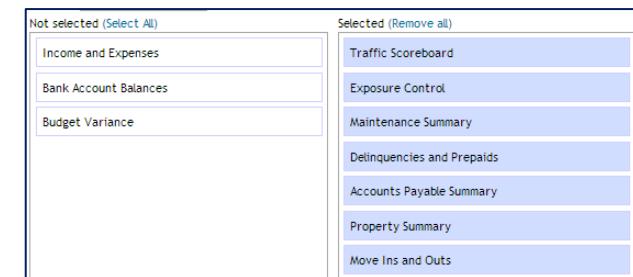


Figure 29

## XIII. UPDATES

This screen displays the specific update enhancements (including a video) for each time period.

## XIV. REPORTS

### A. Report Batch

This allows you to create a group of reports that are all run at one time.

#### 1. Create a new Report Batch

- a. Reports > **Report Batch**
- b. Select **NEW**
- c. Create a **Name** for this batch
  - i. Examples: Month-End Reports, Owner 1 Reports
- d. Click on report names to add them to the batch (the selected reports will be highlighted in blue)
- e. Click **View/Change Report Order**
  - i. Click and drag to have these print in a certain order
  - ii. **Save**
- f. **Done**

#### 2. Run a Report Batch

- a. Reports > **Report Batch**
- b. Drop down the menu to choose the desired Report Batch
- c. **Run**
- d. Answer any report **parameters** (property, dates, etc.)
  - i. Checkbox for Date: Use For All will use those dates for all reports in this batch
- e. **Send to:** Enter the email address for the recipient of these reports
- f. **OK**



These reports can be accessed from the ResMan Advisor link or by opening the email link.

Figure 30

## B. Saved Reports

This allows the user to save reports to retrieve at a later date.

### 1. Create Saved Reports

- a. Save a ResMan report in PDF format on your computer
- b. Reports > **Saved Reports** (sub-menu)
- c. Click **ADD**
- d. **Browse** to your PDF file
- e. Enter a **name** that will identify this report (Example: Rent Roll 4/30/2013)
- f. **UPLOAD**

Note: You can ADD multiple files to Saved Reports.

### 2. Run Saved Reports

- a. Reports > **Saved Reports** (sub-menu)
- b. The reports are saved within a Folder
- c. Click to open that Folder
- d. From the list, click **VIEW** to see a particular report

Saved Reports					
File	Size (MB)	Date attached	Attached by		
Financial Reports					
FRFA Financials Reports 02-11-2014	0.063	2/11/2014	Sue White		
FRFA Balance Sheet Comparison.pdf	0.058	2/11/2014	Sue White		
FRFA Balance Sheet.pdf	0.088	2/11/2014	Sue White		
FRFA Budget Variance.pdf	0.983	2/11/2014	Sue White		
FRFA Financials Reports.pdf	0.081	2/11/2014	Sue White		
FRFA Profit and Loss Comparison.pdf					
<a href="#">New Folder</a> <a href="#">Add</a> <a href="#">Edit</a> <a href="#">Delete</a>					

Figure 31

## I. COMMUNITY MEMBERS PORTAL

### Allows your resident to:

1. View Community Events
2. View their transaction history and make a payment (through Aptexx)
3. Submit a work order & view the status of previously submitted work orders
4. View packages received
5. Send messages to the property
6. View the Team members
7. View any property documents (example: Community Policies)

Setting up an account with **Aptexx** is optional.

You can still use the Resident Portal without **Aptexx**, but you will not be able to accept payments.

### Allows your property to:

8. Access the Resident's Portal (to view what the resident sees)

**NOTE:** The Portal is only available to current residents. It is not available to Prospects or Applicants.

## A. Send your users a link to use the Portal

1. Once your Portal has been setup, provide a link to your residents by either method below.
  - a. Put a link on your website
  - b. Email them the link
2. The resident will follow that link and click REGISTER. They will then enter their email address and unit number and click SEND REGISTRATION EMAIL.

Property Name: Results at ResMan Terrace  
[Change](#)

Username:

Password:

[Forgot Username](#) [Forgot Password](#)

Figure 1

**NOTE:** Their email address & unit MUST match what is entered in ResMan (or they will receive the message “The entered unit is not associated with the selected unit.”)

**Also,** you must have entered a MOBILE Phone number for each resident

3. An email will be sent to them with a link that completes the registration and redirects them to their personalized Resident Portal link where they will setup a user name and password.

**NOTE:** Their user name can be either their email address or just a user name that they choose.

Daffy Duck,

Thank you for signing up for an account with us. This account will give you access to submit online maintenance requests, view your payment history, see upcoming community events, and much more.

To complete your registration, please verify your email address [here](#).

If you having trouble with the link above, you can copy and paste the following url into a new browser window

<https://support.myresman.com/Portal/Access/Register?aid=502&pid=fb09b4fa-aa66-4b51-bfac-154012019916&perid=25fa0126-dcbf-42d5-89bf-62103d7e4826>

Results at ResMan Terrace

Figure 2

## Proactive Management

Daffy Duck ▾  
 Property: Results at ResMan Terrace  
 Unit: 1501

---

Welcome
Online Payments
New Work Order
My Packages
Communication
Team
Documents

[Home](#)

[Transactions](#)

[Work Orders](#)

[Packages](#)

[Communication](#)

[Team](#)

[Documents](#)

Welcome to your community portal! Here you will find many things pertaining to your account with us at Results at ResMan Terrace.

Some things you can do on this site:

- Pay your rent
- View your current ledger
- View any packages that we are holding for you in the office
- Submit a maintenance work order request
- Check the status of a submitted work order request
- View upcoming community events
- Send a Communication to our office
- View our Team members
- View documents

We are here to help you in any way possible. Please let us know if there is anything we can do to make your stay more enjoyable.

(972) 555-1224

Results at ResMan Terrace

**Upcoming Events**

28	Upcoming Events
Feb 01	<b>Rent Due</b> When: All Day Where: Main Office
Feb 04	<b>Community BBQ by the pool!</b> When: All Day Where: Swimming Pool Party for the community! Bring some hot dogs!
Mar 01	<b>Rent Due</b> When: All Day Where: Main Office

**Sequoia Cable Ranch**  
 300

**Sequoia Cable Ranch**  
 San Antonio's second vegan-only restaurant is opening this Friday!

You can check out Senor Veggie this weekend for fresh, market favorites!  
#vegan

**Flavor File: SA's Second Vegan Restaurant Opens Friday**  
[sacurrent.com](#)  
 San Antonio restaurant and bar reviews, foodie chisme, special events, and mega deals. From tortas to tortellini, burgers

Facebook social plugin

Figure 3

## B. User Settings & Options

1. Once the User clicks their name (upper right corner), they can select:
  - a. Change Password
  - b. Notification Settings: They can choose to receive notifications as shown right
  - c. Sign Out
2. If your resident is in the middle of transferring units, they can select either unit (upper right corner) in order to make a payment for that specific unit.

**Notification Settings**

I want to receive notifications when the following events occur:

- A work order is completed
- A package is received at the office
- An online application was submitted

Figure 4

## C. View Upcoming Events (Calendar)

1. Setup these events on the properties calendar
  - a. Click the Calendar Icon
  - b. At the top Click the Calendar (1) link
  - c. Start typing in your Property name
  - d. Once it is on your “list” you will be viewing and working with that properties calendar
  - e. Begin entering items that you would like displayed on your Portal screen.



February 2014						
		Wed	Thu	Fri	Sat	Sun
Calendars (1)		28	29	30	31	1
Results at ResMan Terrace					Rent Due	
Community BBQ by the pool!		3	4	5	6	7
						8

Figure 5

In your Property settings, ResMan allows you to decide which areas of the portal are visible to the residents

## D. Transactions / Pay Rent

1. Click the **Transaction** link on the left
2. From the new screen the resident will have these options:
  - a. Pay Rent (discussed in the next section)
  - b. Transaction History
  - c. Payment History
  - d. Deposit History

Transactions					Online Payments	Transaction History	Payment History	Deposit History	
Transaction History					Pay Rent	Setup Recurring Payment			
Date	Reference	Manage Online Payments			Action				
11/2/2013	0000995906				Payment				
11/2/2013					Late Charge Fees - Utility		1.26		1,133.41
11/1/2013					Concession - Carport / Reserved Parking				15.00
11/1/2013					Concession - Renewal		105.00		1,147.15

Figure 6

## E. Pay rent

1. Click > **Pay Rent**
2. The first time they log in, the resident will be prompted to enter their mobile phone number, if it was not entered previously into ResMan
3. They will have an option to make a one-time payment or setup a recurring payment


Sign up + Make a payment

First Name	Nick
Last Name	Olsen
Mobile Phone #	9498728444
Email Address	nicksolsen@gmail.com
New Password	<input type="password"/>

Make a one-time payment

— or —

Setup a recurring payment

Figure 7

4. They will choose their payment type (Credit Card, Debit Card, Bank Account)
  - a. If they choose Credit Card, they will enter their card information as shown on the right:
  - b. Next they will be shown their full balance
    - i. They cannot make a partial payment
  - c. They will click to confirm the payment amount
  - d. They will see a message that the payment was completed successfully and a Reference Number will be displayed.
  - e. They will be redirected to the Community Members Portal showing a payment receipt, which can be printed.
  - f. That payment will then be displayed on their transaction page as Pending. It will not be charged to their account until it is completed, which typically takes 1-2 business days.

**NOTE:** There is a fee associated with each payment type, and this amount will display in two separate locations. First on the initial page when they are selecting their payment method, and again when they are completing their transaction in the payment overview screen (before they click submit.) Using their debit card or doing a bank transfer will yield the least amount charged to them.

The actual amount of the charges will be determined by the agreement with Aptexx and how much the property decides to “pass on” to the resident.

Select Payment Source

New Credit Card Fee: \$1

New Debit Card Fee: \$1

New Bank Account Fee: \$1

Confirmation

all data is sent securely over a 256-bit encrypted connection

Figure 8

Payment Receipt		
Reference		35763
Date		3/25/2013
Property		Property One
Account		402 - Nick Olsen
Payer		Nick Olsen
Payment Type		MasterCard
Payment	Amount	500.00
	Convenience fee	0.00
	Total	500.00
	<a href="#">Print</a>	

Figure 9

Note: If the Resident is on a “Certified Funds Only” basis in ResMan, they will NOT be allowed to pay with an ECheck (in the portal).

## F. Submit a Work Order (or check the status)

1. Click the **New Work Order** option
2. Click **My Work Orders** to see a listing showing the status of previously submitted work orders
3. Click **New Order** to enter a new one
4. You will be able to enter the details of the problem

Work Orders			
Date range: 3/17/2013 - 4/16/2013		Go	
Number	Date	Description	Status
8786	4/8/2013	Light above the stove is out	Completed
8800	4/9/2013	Light out on my stove	Completed

Figure 10

The resident can attach documents (i.e. PDF picture of damages) to a work order

## G. Check for Packages (received by the property for you)

1. Click **My Packages** to see any packages that have been received for you

Packages					
Date range 12/1/2013 - 1/30/2014				Go	
Date Received	Courier	Sender	Recipient	# Packages	Status
+ 1/27/2014	UPS	Zappo's Shoes	Daffy Duck	1	Awaiting Pickup

Figure 11

## H. Communication

1. Click **Communication** to send a message to the property

Note: This message will display in ResMan on the efficiency icon.  
The property will respond to the communication with an email, not with a response within Resident Portal.

Communications	
New Message	
Resident	Charles (Ed) Hawks
Unit	702
Type	Noise Disturbance Report
Subject	Loud neighbors
Message	please call

Figure 12

## I. Team

1. ResMan allows you to add pictures & descriptions of your employees, so they show in the Team section of the Resident Portal
2. To setup this information, go to Accounts > Employees
3. Click to open the Employee record
4. Click Edit in the Employment Information Section
5. Click to show in portal, add their group and a biography
  - a. The groups are created in Admin > Pick Lists

**Meet the Team**

Front Office   Maintenance

<b>Front Office</b>  <p><b>Beth Williams</b> Leasing Consultant Beth has been with our Proactive team since March 2013. Beth has been a leasing professional enjoys spending time with her family and friends.</p>	 <p><b>Laura Brown</b> Assistant Manager Laura joined the PM team in July 2013. She has been in the Property Management Industry since 2008. She loves adorable Yorkies.</p>
<b>Maintenance</b>  <p><b>Bob Harrisson</b> Assistant Maintenance Tech</p>	

Figure 13

## J. Documents

1. Add documents for all residents under Admin > Properties, Permanent Portal Documents
2. Or add documents for this specific resident. When you print a Form Letter or DocuSign document from the resident's page you have an option to place that document in his Portal.

Documents			
Date	Name		
1/28/2014	Collections.Docx	<a href="#">View</a>	<a href="#">Download</a>
1/28/2014	Community Policies.pdf	<a href="#">View</a>	<a href="#">Download</a>

Figure 14

## II. Receive Payments from Applicants (not yet on the Portal)

1. From the Applicant page, click **Accept Online Payment**
2. Enter the type of payment (Rent, Application Fee or Deposit)
3. Select the Type of item that they will be paying for:
  - a. Application Fee
  - b. Deposit
  - c. Rent
  - d. Application Fee & Deposit

**Note:** These categories are based on Aptexx requirements and methods of charging your fees.

It does not matter which option you select, the money will come into ResMan like any other payment. It will not necessarily be applied to that Type of charge.

4. Select the payment Category (the choices will depend on your setup)
5. Enter the Amount
6. Check the box to send an email to your resident, with a payment link
  - a. Not checking the box, will take you directly to Aptexx to log in

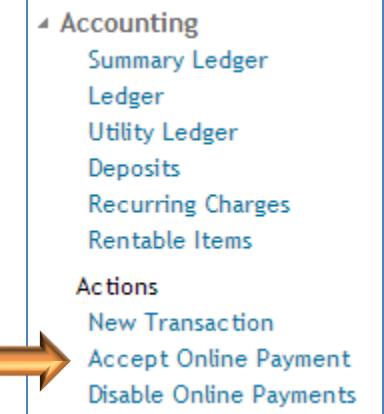


Figure 15

The screenshot shows a dialog box titled "Accept Online Payment". It contains fields for "Type" (set to "Application Fee"), "Category" (set to "Payment"), and "Amount" (set to "175.00"). There is a checked checkbox labeled "Email online payment link to Shenita Addula - saddula@gmail.com". At the bottom right is a blue "OK" button.

Figure 16

### III. Aptexx (on-line payment processing)

#### A. Access Aptexx from within ResMan

1. Accounting > Receivables > **Aptexx**
2. The initial screen will display an overview graph
3. Click any of the four sections: Deposits, Payments, Refunds or Reversals to see a detail of those transactions in Calendar format.
  
4. Use the search option to locate:
  - a. Find Person: Search by name
  - b. Find Deposit: Search by batch
  
  - c. **Note:** For an Aptexx report that ties to your ResMan batch:
    - Print a ResMan **Bank Deposit Register**
    - The Description will show: Aptexx Deposit XXXXX.
    - Enter that number under **Find Deposit** in the Aptexx search box.
    - You can also print the batch report, if desired.
  
  - d. To switch **bank accounts** use the Drop-Down box in the upper right corner.

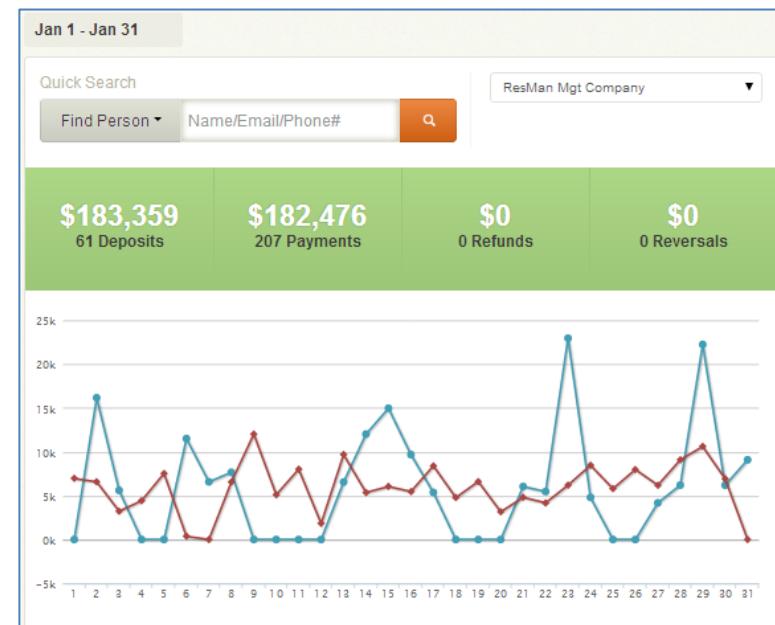


Figure 17

## B. Admin Options

1. Click Admin (Upper right corner)
2. Click Notifications
3. Check to receive the desired payment notifications

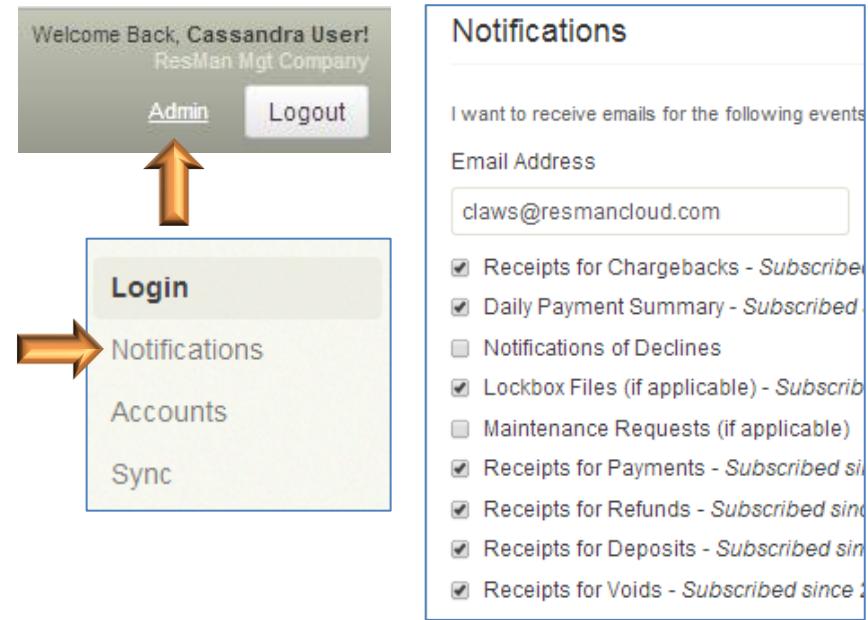


Figure 18

## C. Process

1. Allows you to enter a payment FOR an applicant or resident

**NOTE:** Your property will be charged the fee for this payment, not the applicant or resident!

2. Select Process Payment to complete the payment



Figure 19

## D. Reports

Aptxx provides various ways to see your data.

1. Under Calendar view you can click Deposits, Transactions, Scheduled Pay, Lockbox Files, Check Batches and Invoices.
2. Looking at the Calendar view, you can click on any of the dates to see the transactions.

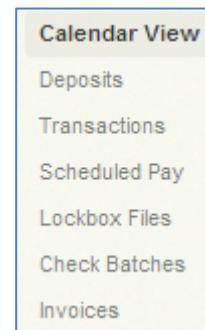


Figure 20

January 2014								ResMan Mgt Company
	Deposits	Payments	Refunds	Reversals				
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Weekly Total	
			1 0 deposits \$0	2 6 deposits \$16,174.64	3 2 deposits \$5,602.11	4 0 deposits \$0	8 deposits <b>\$21,776.75</b>	
5 0 deposits \$0	6 4 deposits \$11,503.44	7 2 deposits \$6,583.21	8 4 deposits \$7,665.27	9 0 deposits \$0	10 0 deposits \$0	11 0 deposits \$0	10 deposits <b>\$25,751.92</b>	

Figure 21

## E. People

This section provides a list of users with details. You can also search by using the search box at the top.

The screenshot shows the 'Person Search' interface. At the top, there is a search bar with 'Find Person' and 'Name/Email/Phone#/Unit' fields, a magnifying glass icon, and a dropdown menu set to 'ResMan Mgt Company'. Below the search bar, it says 'Found 3,010 People'. A table follows, with columns for Name, Email, Phone, Location, and Unit #. Two rows are visible: one for 'BA' and one for 'JA', both associated with 'dan@aptexx.com', '(801) 822-9877', 'ResMan Property 1', and 'Prospect'.

Figure 22

## F. Messaging

Aptexx provides the ability to send Email Messages or Text Messages or Emergency Messages

The screenshot shows the 'Messaging' interface. It features three main buttons: 'New Email Message' (green), 'New Text Message' (blue), and 'Emergency Message' (orange). Below these are sections for 'Recent Messages' and 'View All'. The 'Recent Messages' table has columns for Type, Medium, Content, Created On, and #. Three entries are listed: 'Deposit Receipt' via Email with content 'Card Deposit Receipt - Ref #20618 - ResMan Property 2' and creation date '31 Jan 2014 05:30:04 MST' (ID 7); 'Deposit Receipt' via Email with content 'Card Deposit Receipt - Ref #20617 - ResMan Property 1' and creation date '31 Jan 2014 05:30:04 MST' (ID 9); and 'Deposit Receipt' via Email with content 'Card Deposit Receipt - Ref #20607 - ResMan Property 2' and creation date '30 Jan 2014 05:30:04 MST' (ID 7).

Figure 23

## G. General Notes about payment received through Aptexx

1. Aptexx encrypts all Credit Card information, only displaying the last 4 digits.
2. Fees associated with Bank transactions (also called EFT or eChecks) are significantly less than paying with a credit card.
3. A debit card fee is different than a credit card fee, and is charged a flat rate (lower than credit card fees).
4. Fees are Management Company specific.
5. Managers can receive updates on all resident payments.
  - a. The properties specify which type of email communications they wish to receive for payments.
6. All data entered and processed is in real time.
7. The residents have the ability to schedule auto-draft payments from their checking account.
8. The resident has the ability to cancel any scheduled payment (for up to one day).
9. Payments are batched and fully synced with the ResMan accounting software.
  - a. It will be batched on the same date as it is deposited into your bank.
10. Your On-Site user will receive a report from Aptexx daily with all approved payments.
11. You have the ability to disable online payments through the community portal:
  - a. Resident Profile > Quick Links > **Enable/Disable online payments**.
12. Ability to access resident portal as the resident (so you can see what they see): Resident profile > Quick links > **Sign into portal**

### NSF FEES AND CHARGE-BACKS

13. If a resident makes a payment that does not clear (or if the Resident disputes a charge) it will be removed from the ResMan Resident ledger and the ResMan bank account and Aptexx will notify the management team of the occurrence and any fees.
14. Within the Aptexx site, these are listed under the reversal tab (located under transactions).
15. Residents are able to dispute charges up to 180 days.
16. Aptexx will research all dispute findings with the credit card companies after receiving supporting lease documents from management.

## IV. OnLine Application

### A. Features

1. Allows the applicant to submit an on-line application with automated screening (through one of our partners).
2. Allows the applicant to make an on-line payment (i.e. App Fee & Deposit) through Aptexx during this process.

#### SPECIAL NOTES:

1. For this to work, the property must have an account with Aptexx and an account with one of our screening partners  
Example: ResidentCheck, First Advantage

### B. Options

1. If the property website contains a marketing section that displays unit floor plans, ResMan can link to the website.
  - a. Unit Availability information would be fed to the website (real time) so that a prospect could apply for a specific unit.
2. If the property does not have that feature on their website, OnLine Application is still available from a link within ResMan
  - a. Once the prospect selects a unit from the OnLine Application and clicks Submit, they will be redirected to the OnLine Application screens.
3. In the setup process, you will be able to create various Applicant Types. For each type you will indicate if they can invite a roommate to apply, which data pages you want to offer them, which charges and deposits are required and if the screening should be run automatically.

## C. Process

1. Create a Prospect, then convert them to an Applicant
2. Under Leasing Workflow, click **Create Online Application**
3. All applicants marked Head of Household will appear
  - a. Select which person(s) should receive the email
4. Enter the subject line for your email
  - a. This will default from your property setup
5. The content of the email including the link will also default from property setup
6. Click SEND

**Applicant**

- Leasing Workflow
- Screen Applicants
- Create Online Application**

**Send Online Application**

On this page you can send the applicant(s) an email with a link to the online application page where they can complete their application. For each applicant, select the "Send email" box for each applicant who would like to receive an email.

Applicant	Type	Send email
Mickey Mouse	Main Applicant	<input checked="" type="checkbox"/> Mickey@Hotmail.com
Minnie Mouse	Spouse	<input type="checkbox"/> Minnie@Hotmail.com

Subject: Here is your OnLine Application for Unit 1311 - Royal Palms Residences

**Message**

Use the "Insert Link" button to specify the location of the online application link.

[LINK]Click HERE to Apply![/LINK]

Path: p

**Insert Link**

**Send**

Figure 24

7. They will receive this email:

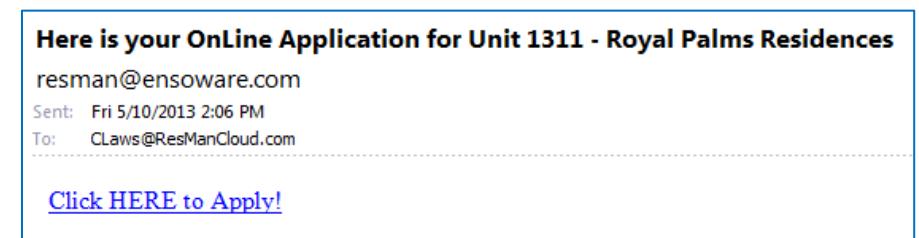


Figure 25

8. Once they click on that link, they will be taken to the application screen:

- a. They will fill out each tab of information
- b. Review their information
- c. Submit their application

**Apply**

Applicant Information	Addresses	Applicant Employment	Spouse Information	Spouse Employment	Other Occupants	Pets	Vehicles	Miscellaneous	Terms and Conditions	Review
<b>Applicant Information</b>										
First name	Mickey			Birthdate	05/04/1980					
Middle name				SSN	111-22-3333					
Last name	Mouse			U.S. Citizen						
Sex	<input checked="" type="radio"/> Male	<input type="radio"/> Female	Drivers License							
Phone	(214) 555-1212			Number	123456789					
Email	Mickey@Hotmail.com			State	CA					

**Next**

Figure 26

9. On the Miscellaneous tab, questions will be asked about referral information

**Apply**

Applicant Information	Addresses	Applicant Employment	Spouse Information	Spouse Employment	Other Occupants	Pets	Vehicles	Miscellaneous	Terms and Conditions	Review
<b>Miscellaneous</b>										
<b>Emergency Contact</b>					<b>Referral</b>					
Name					How did you hear about us?		Drive By			
Relationship					Referring agency					
Phone					Referring agent					
Email					Referring friend or person					
<b>Other</b>					Other comments					
<input type="checkbox"/> One or more applicants smoke										

**Prev** **Next**

Figure 27

10. The Terms and Conditions setup earlier will display & must be agreed before continuing.

**Apply**

Applicant Information	Addresses	Applicant Employment	Spouse Information	Spouse Employment	Other Occupants	Pets	Vehicles	Miscellaneous	Terms and Conditions	Review
-----------------------	-----------	----------------------	--------------------	-------------------	-----------------	------	----------	---------------	----------------------	--------

**Terms and Conditions**

Text regarding terms and conditions would be entered here.

I agree to the Terms and Conditions. **You must agree to the terms and conditions.**

**Prev** **Next**

Figure 28

11. Once they click review, all of their previously entered information will display.

At the bottom will show fees & deposits due.

**Fee and Deposit**

The following application fee and deposit are due at the time of application. Clicking "Next" will take you to the payment screen.

Fee	150.00
Deposit	300.00
	450.00

**Prev** **Next**

Figure 29

These amounts are setup in Applicant Types. They may be set as required here or merely optional during this process.

Clicking NEXT will take them to the APTEXX payment screen where they can enter their payment details and submit.

## I. PAYABLES

### A. New Vendor

1. Accounts > Vendors > **New Vendor** (sub-menu)
2. Enter the company address & contact information
3. **Customer #** (optional) – can print on checks
4. **Summary Vendor** – Used for 1-time checks
5. **Payment Information** – indicate whether to use the address entered above or to enter a new address for payments
6. **High Priority Vendor** – indicate whether you want the invoices for this vendor to appear (on the boardroom and when paying invoices) in a “High Priority” section.

Figure 1

7. **Print on checks as** – Allows you to have payment issued under a different name (example: they are in bankruptcy and you have to make payments on their behalf to a bank)
8. **One Check Per Invoice** – Helpful for companies that have trouble applying your checks correctly when you send a check with multiple invoices on it.
9. **Automatic Due Date** – Checking this box opens the next question allowing you to specify how many days from the Invoice date to make the Due Date. (Note: The Due Date may be overwritten when entering invoices. This is the default).

10. **Vendor Receives a 1099** – indicate if they need the form and which type of form.

11. **Default GL Account** – Will offer this number to you when entering invoices, but it can be overwritten.

12. Indicate if this vendor is required to provide **insurance**

13. If yes, enter the **Expiration Date** (Note: The Vendor expiration report uses this date to determine which vendors need to provide their information)

14. **Properties** – Indicate which of your properties may use this vendor.

You can also indicate if you want a certain Tax Group to default for this vendor (may be overwritten when entering invoice)  
You can enter beginning vendor balances at this point also.

15. Click **SAVE**

<b>Form 1099 Information</b>			
<input type="checkbox"/> Vendor receives a Form 1099	Recipients ID number <input type="text"/>		
<input type="radio"/> 1099-MISC Nonemployee compensation	Recipients name <input type="text"/>		
<input type="radio"/> 1099-MISC Rents			
<input type="radio"/> 1099-INT Interest			
<input type="radio"/> 1099-DIV Dividend			
<input type="checkbox"/> Gross proceeds paid to an attorney			
<input type="checkbox"/> Second TIN notice			
<b>Miscellaneous Information</b>			
Default GL Account <input type="text"/>			
<input type="checkbox"/> Needs insurance			
Expiration date <input type="text"/>			
<b>Properties</b>			
Property	Tax group	Beginning balance year	Beginning balance
<input type="checkbox"/> Select All			
<input type="checkbox"/> Frontline Fairways			
<input type="checkbox"/> Results at ResMan Terrace			
<input type="checkbox"/> Status Quo Apartments			
<input type="checkbox"/> Wilcox Terrace			

**Actions**  
[Set as Inactive](#)  
[Merge](#)

Figure 2

## B. Purchase Orders (PO)

1. Accounting > Payables > Purchase Orders
  - a. User will see Outstanding Purchase Orders
2. Select > New Purchase Order
3. Enter Vendor Name
4. PO number
  - i. Check box to automatically generate PO number
  - ii. To enter your own PO number, uncheck the box
5. Verify **Date**- defaults to property date
6. Enter **description** in line with your companies policies & procedures
7. Enter Line items
  - i. Enter Unit # / bldg / rentable item / WOIT
  - ii. User may enter more than 1 line item (click > ADD)
  - iii. Enter GL Account
  - iv. Enter Description
  - v. Enter Unit Price \$
  - vi. Choose the Tax Group
  - vii. Enter shipping cost in field if applicable
  - viii. Enter Discounts in field if applicable
8. Check PO amount against Budget via Budget Reference Click > Refresh
9. Save

The screenshot shows the ResMan software interface for Purchase Orders. At the top, there's a navigation bar with links like BoardRoom, Personal, Accounts, Property, Accounting, Reports, Tools, Admin, and Trainings. Below the navigation bar, the main title is "Purchase Orders". Underneath, there's a search bar with "Property: Frontline Fairways" and a date range "7/30/2012 - 8/30/2012". A large orange arrow points down from the top of the page to this screenshot.

Number	Date	Vendor	Description	Total	Status
1001	8/29/2012	Impact Floors	Contract Carpet Replacement	897.00	Approved
1000	8/28/2012	BlanketTop Center	Golf Cart Oil	10.00	Completed

Figure 3

The screenshot shows the "New Purchase Order" screen. It includes fields for Property (Frontline Fairways), Vendor (Impact Floors), Number (Auto), Date (08/30/2012), Status (Pending Approval), and a Description field. Below these, there's a table for "Line Items" with one entry: Unit 1105, GL Account 7534, Description Rplc carpet and Pad, Unit price 768.43, Quantity 1.00, Tax Grp 0.00, and Total 768.43. An "Add" button is available to add more items. At the bottom, there's a budget summary for GL Account 7534, showing Actual 7119.97, Budget 5136.00, Variance -1983.97, and After -2,752.40. A notes field contains "Carpet had pet damage". Orange arrows point from the "New Purchase Order" section of Figure 3 to this screen.

Unit	GL Account	Description	Unit price	Quantity	Tax Grp	Tax	Total
1105	7534	Rplc carpet and Pad	768.43	1.00	0.00	0.00	768.43

Budget		August 2012		Year to Date	
GL Account	Actual	Budget	Variance	After	
7534	7119.97	5136.00	-1983.97	-2,752.40	

Figure 4

ResMan will allow the user to generate a report by GL so that the user can see what expenses were incurred in that unit. (Ex: Pull GL for Carpet Replaced to see all units that had carpet replaced)

**Before a PO can be converted to an Invoice, it must be approved.**

## C. Approve the Purchase Order

Before a Purchase Order can be converted to an Invoice, it must be approved.

1. Within ResMan settings, PO approval settings are determined:
  - a. Always (every PO must be manually approved)
  - b. Never (all PO's are automatically approved)
  - c. Conditional (they may need approving if they exceed a \$ amount or a % of the budget)
  
2. If you need to manually approve an invoice you have two options:
  - a. After entering the PO, click the Approve button
  - b. Under the list of purchase orders
    - i. Change the Status filter to: Pending Approval
    - ii. Click > Go (now only unapproved PO's will appear)
    - iii. Check any desired PO's
    - iv. Click > Approve All

Purchase Order

Property: Frontline Fairways

Vendor: Ace Plumbing Solutions

New Vendor

Number: 1001

Date: 01/16/2013

Status: Pending Approval

Description: Plumbing Supplies

**Line Items**

Location	GL Account	Description	Unit price	Quantity	Tax Grp	Tax	Total
	6675	Plumbing Supplies	350.00	1.00		0.00	350.00

**Budget**

GL Account	Actual	Budget	Variance	After
6675	0.00	0.00	0.00	-350.00

**Notes**

**Buttons:** Approve, Deny, Void, Duplicate, Print, Save, Save & New, Cancel

Figure 5

Purchase Orders

Property: Frontline Fairways

Date range: 12/16/2012 - 1/16/2013

Status: Pending Approval

**Buttons:** Print All, Approve All

Number	Date	Vendor	Description	Total	Status
1003	1/16/2013	Blue Haven Pool	Pool Supplies	250.00	Pending Approval
1002	1/16/2013	Alpine Construction Co	Roofing repairs	400.00	Pending Approval
1001	1/16/2013	Ace Plumbing Solutions	Plumbing Supplies	350.00	Pending Approval

Figure 6

## D. Convert Purchase Order to Invoice

1. Accounting > Payables > Invoices > New Invoice
2. Select > Vendor
3. A red message will let you know approved PO's exist.
4. Select > Add to pull up all approved purchase orders for that vendor
5. Select the PO desired by checking the toggle box
6. Click > OK
7. Add the invoice number and correct dates
8. Enter Tax Information
9. Apply shipping & handling charges with the Distribute Button
  - a. These fees will be split among the distribution lines by %.
10. Check Invoice amount against Budget via Budget Reference

Click > Refresh

### 11. Save

**NOTE:** You can also open the Purchase Order and click **Convert to Invoice!**



Figure 9

Date	Number	Description	Amount
2/10/2014	1006	Roofing supplies	123.45
2/12/2014	1005	More roof supplies	789.00

Figure 7

Date	Number	Description	Amount
2/10/2014	1006	Roofing supplies	123.45
2/12/2014	1005	More roof supplies	789.00

Figure 8

**NOTE:** You can add multiple PO's to an invoice!

**NOTE:** Purchase Orders do not impact the General Ledger, however you can run a Budget Variance report that will show Purchase Orders (if desired).

## E. Entering a New Invoice

### 1. Accounting > Payables > Invoices

- Click > New Invoice
- Enter: Vendor Name
- Enter: Invoice #
- Verify Invoice Dates
  - Invoice Date** –date of invoice or work was done
  - Due Date** –date invoice is due
  - Received Date** - date invoice received onsite or at corporate
  - Accounting Date** - The date used when posting the journal entries for the invoice

Figure 10

- Enter: Total
  - Amount must match the total value from "Line Items".
  - Bill or Credit** allows you to easily track both invoice bills and credits.
  - Enter : Descriptions
  - Enter Line Items- Property, Location (optional), GL, Desc, Unit \$, No
  - Click "Add" to input an additional line item
  - Click "Distribute" to split shipping costs amount the distribution lines by %.

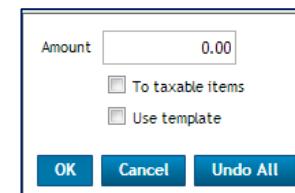


Figure 11

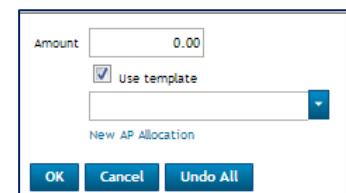


Figure 12

- Check Invoice amount against Budget via Budget Reference

Click > Refresh

Budget		February 2014		Year to Date
GL Account	Actual	Budget	Variance	After
6800 - Grounds	0.00	0.00	0.00	-234.56
6810 - Landsca...	0.00	2752.00	2752.00	1,752.00

Figure 13

- Selectable links above the Budget display will toggle visibility of your budget variance for the current month or year-to-date, pertaining to each respective GL category assigned in the invoice.
- Enter: Notes
- Save or Save & New.

## F. AP Allocations

ResMan lets you create automated distributions between various properties or various GL Account numbers.

Total*	1,000.00	<input checked="" type="radio"/> Bill	<input type="radio"/> Credit
Status	Pending Approval		
Description*	Roofing supplies, More roof supp		
Line Items			
Property	Location	GL Account	
<b>Add</b>	<b>Distribute</b>		

Figure 14

1. Under the Line Items, click **Distribute**.
2. Enter the **amount** of the invoice to split out
3. Check **Use Template**
4. Select the Template from the drop down box
5. Click OK
6. Adjust the distributed amounts, if needed.

Amount

To taxable items

Use template

**OK** **Cancel** **Undo All**

Amount

Use template

50/50 Split

New AP Allocation

**OK** **Cancel** **Undo All**

Figure 15

## G. Creating Duplicate Invoices

1. Retrieve a previously entered invoice (paid or unpaid) by either the **Search Box** or **Accounting > Payables > Invoices**
2. Click **> Duplicate**
3. A new invoice will be started with most of the information prefilled:
  - a. Property, Vendor, Amount, Description, GL Line items
  - b. Edit as desired and Click **> Save or Save and New**

Invoice		
Property	Frontline Fairways	
Vendor	Apartments Now	
Invoice number	30194	
Invoice date	9/4/2012	Received date
Due date	10/1/2012	Accounting date
Total	554.50	<input checked="" type="radio"/> Bill <input type="radio"/> Credit
Status	Approved	
Description	Locator Fee	
Line Items		
Unit	GL Account	Description
4203	6330	Referral for Antho
<a href="#">Unapprove</a> <a href="#">Void</a> <b>Duplicate</b> <a href="#">Print</a>		

Figure 16

## H. Approving Invoices

1. Once an invoice is approved, it will be available for payment.
2. Accounting > Payables > Invoice
3. Change the Status box to **Pending Approval** (only). Click **GO**
4. Check the box next to all of the invoices to select them
5. Click **Approve All** from the options located underneath the Line Items pane.

All invoices can also be approved by selecting **Approve All** Invoices Box when Creating Invoice Batch

OR

6. Click Process Pending Invoices
7. As each invoice appears select:
  - a. Approve (will save any changes you made)
  - b. Next (will NOT save any changes you made)

Invoices							
Property		Vendor		Date range	Batch ?	Status	Go
#	Number	Invoice date	Act. date	Property	Vendor	Description	Total Status
	68500	2/24/2014	2/24/2014	FRFA	ABC Apartment Locating	Monthly Locating ...	750.00 Pending Approval
	111	2/14/2014	2/14/2014	FRFA	1 Source Apartment Loca...	111	10.00 Pending Approval
	7800	2/10/2014	2/10/2014	FRFA	ABC Apartment Locating	Monthly Locating ...	750.00 Pending Approval
	Jan 2014	2/9/2014	2/9/2014	FRFA	1 Source Apartment Loca...	January service	100.00 Pending Approval
	ABC-DEF	2/5/2014	2/5/2014	FRFA	Accu-Rite Roofing	Roofing supplies	123.45 Pending Approval

[Print All](#) [Approve All](#) [Process Pending Invoices](#)



Figure 17

[Approve](#) [Next](#) [Void](#) [Duplicate](#) [Print](#) [Email](#)

## I. Creating Recurring Invoices (Templates)

Allows the user to set up Templates that can either be generated automatically or retrieved as needed.

1. Accounting > Payables > Invoices > Template (on the sub-menu)

2. Click NEW

3. Enter the Vendor

4. Enter the Invoice Total

5. Enter an Invoice description

6. Enter distribution lines

7. Add note (optional)

8. Name the Template

9. Choose a Frequency

- a. Not Scheduled: will have to generate manually, as needed
- b. Weekly/Bi-Weekly/Monthly: choose the day that it should recur.

10. Choose a start date

11. Choose an ending date (optional)

12. SAVE

Property	Unit	GL Account	Description	Unit price	Quantity	Total	Tax
FRFA		6575	Monthly Security Service	200.00	1.00	200.00	<input type="checkbox"/>
FRFA		6850	Monthly Security Service	50.00	1.00	50.00	<input type="checkbox"/>

Notes:  
Security expense split

Save as a template  
Name: Mthly Security Svc (ADT)  
Frequency: Monthly  
Day to run: 1  
Start date: 03/01/2013  
End date: \_\_\_\_\_

Save | Save & New | Cancel

Figure 18

You can setup invoices to recur:

- On Specific dates (automatically generated)
- Or available to be generated as needed

## J. Recurring Invoices (Templates): Automatically Generated

1. On the date that the invoice is scheduled to occur, a task will display for the designated user.
2. They will need to go into the invoice and edit it as needed (Invoice Number, dates, etc.)

## K. Recurring Invoices (Templates): As Needed

1. Accounting > Payables > Invoices > Template (on the sub-menu)
2. Click **POST**
3. Enter an Invoice Number
4. Change the dates if needed (today's date will default)
5. Click **SAVE**

The screenshot shows a software interface titled 'Invoice Templates'. At the top, there are dropdown menus for 'Property' (set to 'Frontline Fairways') and 'Vendor'. Below these are checkboxes for 'Show expired templates' and a 'Go' button. The main area is a table with the following columns: Name, Vendor, Description, Total, Frequency, Day to run, Start date, and End date. One row is visible in the table, representing a template for 'Mthly Security Svc (ADT)' with 'ADT Security Services...' as the vendor, a monthly frequency, and starting on 3/1/2013. At the bottom right of the table are 'Copy' and 'Post' buttons.

Invoice Templates							
Property		Vendor					
Frontline Fairways				<input type="checkbox"/> Show expired templates <a href="#">Go</a>			
Name	Vendor	Description	Total	Frequency	Day to run	Start date	End date
Mthly Security Svc (ADT)	ADT Security Services...	Monthly Security...	250.00	Monthly	1	3/1/2013	
							<a href="#">Copy</a> <a href="#">Post</a>

Figure 19



Sunday, August 26, 2012

**RESMAN**  
RESIDENTIAL MANAGEMENT SYSTEM

BoardRoom Personal Accounts Property Accounting Reports Tools Admin Training | Sign Out

## L. Create an Invoice Batch

1. Enter Invoice Number or Vendor Name in “Quick Search”
2. Accounting > Payables > Invoices > **Create Invoice Batch**
  - a. Property will default
  - b. Select Period (current month-Month, Year)
  - c. Enter Description-Invoices Month, Year
  - d. Select invoices by user to close (multiple users can put in invoices)
  - e. Select box to approve all invoices in this batch
 

Approve all invoices in this batch
  - i. Once an invoice is approved, it will be available for payment.
  - f. Select Create Invoice Batch
    - i. Popup menu- Do you want to batch the selected invoices **YES / NO**
  - g. Yellow ribbon appears- **Invoice batch 201403002 created successfully!** [Print Invoice Summary](#)
  - h. You can print the invoice summary report by clicking on **Print Invoice Summary** highlighted in blue

Figure 20

Approve all invoices in this batch

Figure 21

## M. Print Invoice Batch

1. Accounting > Payables > Invoices > **Create Invoice Batch**
  - a. Locate right hand side of page a field labeled Batch:
    - i. Enter the batch number and select Go
    - ii. All of the invoices will appear that are in that batch
    - iii. Check the top box that selects all the invoices
    - iv. Select Print all at the bottom of the page

Invoices						
Property:		Date range:		Batch:		Go
Number	Invoice date	Act. date	Batch	Vendor	Description	Total Status
CG-1234456	8/30/2012	8/30/2012		Impact Floors	Carpet Replacement	971.02 Pending Approval
1234	8/29/2012	8/29/2012	201208014	Ace Fire Equipment Company	Inspections	10.00 Pending Approval
1234	8/27/2012	8/27/2012	BlanketTop Center		Oil	10.00 Paid
15304-0812A	8/23/2012	8/23/2012	201208013	City Public Service		3002195526 Approved

Figure 22

## N. Batch Numbering

1. Batches are numbered YYYYMM **(201403xxx)**
2. So you can search by this month's batches in the Invoice Filter Box if you know the Year and Month

## O. Reprint a Batch Report

1. Reports > Invoice > Invoice Summary

## P. Attachments

Used to scan a copy of the invoice and attach it to the invoice

1. Call up the invoice by either:
  - a. Searching for the invoice number
  - b. Accounting > Payables > Invoices
  - i. Change the date range & status filters until you locate the invoice
2. Once you are in the invoice, scroll to the bottom of the screen and click **DOCUMENT**. Click **ADD**.
3. Click **CHOOSE FILE**
4. Browse out to your scanned document

5. Click **UPLOAD**

Vendor	Description	Total	Status
1Great Landscaper	Landscaping expe...	600.00	Paid
Criterion Brock	Planking	150.00	Paid
Criterion Brock	Caulking	50.00	Paid



Figure 23

Invoices that have attachments will display in the invoices list as shown above.

## I. ACCOUNTS PAYABLE

### A. Selecting & Paying Invoices

1. Accounting > Payables > Invoices > **Pay Invoices**
2. Select > **Property or Property Group**
3. Select > **Vendor** (ALL VENDORS is available)
4. Enter the **Due on or Before** Date (optional)
5. Group Invoices (this controls how they display below)
6. Pay by:
  - a. **Property:** Will give you a list of property bank accounts
  - b. **Intercompany:** If you have Intercompany setup, you will see a list of possible bank accounts
  - c. **Bank Account:** If you choose a property group, this will show any shared bank accounts.
7. Choose **BANK ACCOUNT** to use to pay invoices  
The bank balance will display below
8. Enter the **Payment Method**  
Check, Cash, Cashier's Check, Debit Card, EFT, Money Order
9. Enter a memo that will print on all checks (optional)

The screenshot shows the 'Pay Invoices' interface. At the top, it displays the Bank Account as 'FRFA AmEx - 12598965' with a Balance of '1,500.00'. Below this is the 'Pay Invoices' section with fields for 'Property\*', 'Vendor\*', 'Due on or before', 'Group invoices by', and various payment options like 'Pay By', 'Bank account', 'Date', 'Payment method', and 'Reference'. The 'Invoices' section lists three invoices with columns for Number, Property, Vendor, Act. date, Due date, Description, Total, Unpaid, and Payment amount. The total for all invoices is shown as '0.00'. At the bottom right are 'Pay Invoices' and 'Cancel' buttons.

Number	Property	Vendor	Act. date	Due date	Description	Total	Unpaid	Payment amount
12345	FRFA	1 Source Apartment L...	2/10/2014	2/10/2014	Stuff	300.00	300.00	0.00
101	FRFA	A Plus People	2/14/2014	2/14/2014	Locator Service	40.00	40.00	0.00
1002	FRFA	Above Point Technolo...	2/14/2014	2/14/2014	February Services	400.00	400.00	0.00
							Total	0.00

Figure 1

**If you are paying with a check:**

- a. ResMan® will default to next available check number.  
(may be changed)
- b. The **Pay Invoices and Print** button appears – Click to print checks to PDF

**If you are paying with other types of payment:**

- a. Click the “Pay Invoices” button at the bottom of the page.
- b. Although nothing will print, these payment will be recorded in the bank account

NOTE: The bank balance will display at the top of the screen. If you select a different bank account, the display will change.

As you select invoices to pay, the affect will show above.

NOTE: Unpaid invoices can be viewed:

- The BoardRoom module **“Accounts Payable Summary”**
- Unpaid Invoice report.

**If you select a Property Group (Portfolio)**

- **Pay by: Property:** Default bank accounts must be setup. Used for MICR check printing. Will print each properties checks, one right after the other.
- **Pay by: Intercompany:** If you have Intercompany setup, you will see a list of possible bank accounts. This will create a Payable (Due From) and a Receivable (Due To) on the appropriate properties general ledger.
- **Pay by: Bank Account:** If you have shared bank accounts, this option will print 1 check per vendor.

## B. New Vendor Payment – Allows you to write a quick check, record other payments (including debit & credit cards).

1. Navigate to **Accounting > Cash > Bank Accounts**
2. Click **> New Vendor Payment**
3. Specify the **property** and **bank account**
4. Specify the **Payment Method**
  - a. If you specify Check, you can choose whether you want to update the Next Check Number
  - b. If you choose a credit card bank account, you will not see the Payment Method choice.
5. Specify whether the vendor is:
  - a. A standard vendor
  - b. A Summary Vendor (Miscellaneous Vendor). If you choose this option, you can type the specific vendor name and address. (If you do not want to use this feature, do not setup any Summary vendors)
6. Enter the check number, date, amount, memo
  - a. If you choose Cash, Cashier's Check, Debit Card, EFT, or Money Order, you can enter any text or number in the Check number field (even if it has been used before).
7. Enter the GL Distribution
8. Printing a Quick Check: Click **Save & Print**
9. Recording a Manual pymt: Click **Save**

The screenshot shows the 'Vendor Payment' window with the following details:

- Property:** Frontline Fairways
- Account:** FRFA Operating Account - XXXXXX7890
- Balance:** 1,781,935.39
- Payment method:** Check
- Vendor:** Otis Spunkmeyer
- Date:** 05/06/2013
- Check number:** 4852
- Amount:** 40.00
- Pay to:** Otis Spunkmeyer
- Address:** Sequoia Cable Ranch Mgmtco, LLC  
Sequoia Real Estate Management  
12221 Merit Dr. Suite 560  
Dallas, Texas 75251
- Memo:** Forty Dollars & Zero Cents
- Journal Entries:**

GL Account	Amount
6157 - Office Supplies & Expenses	40.00
Total	40.00

Buttons at the bottom include: Add, Save & Print, Save & New, Save, and Cancel.

Figure 2

New Vendor Payment is used when you need to print a quick check or record a manual check/payment (this includes debit & credit card) that you have previously paid.

It can be used for any vendor payment that does NOT have an invoice.

## C. Vendor Payment Template

### 1. To Create a Template

- Accounting > Bank Accounts,
- Vendor Payment Template** (Submenu)
- Click **NEW**
- Enter the information for this payment, including how often it should recur
  - Not Scheduled:** It will never automatically recur. The user will need to POST the template to make a new Vendor Payment
  - Other Recurrences:** Will post automatically on the correct date. The Assigned user will receive a task that this item has recurred. They will need to open the template to make the task complete.

The screenshot shows the 'Vendor Payment' dialog box. In the top-left, there are dropdowns for 'Property' (Frontline Fairways), 'Account' (FRFA Operating Account - XXXXX7890), 'Payment method' (EFT), and 'Vendor' (Well Fargo Mortgage). To the right, there are fields for 'Save as a template' (checked), 'Name' (Monthly Mortgage Payment), 'Frequency' (Monthly), 'Day to run' (1), 'Start date' (02/01/2014), 'End date' (empty), 'Assigned to' (Sue White), and a 'Type' radio button for 'Payment'. Below this, a preview section shows the payment details: Frontline Fairways, address, payee (Well Fargo Mortgage), amount (\$7,500.00), date (02/01/2014), reference (#432-432-432), and memo (Loan #123456-098765 Mortgage Payment). At the bottom, there's a 'Journal Entries' section with a table showing GL Account (7010 - Interest Payment, 7001 - Interest, Insurance & Taxes) and Amount (6,000.00, 1,500.00, Total 7,500.00). Buttons for 'Add', 'Save', and 'Cancel' are at the bottom right.

Figure 3

### 2. To Post a Template Manually

- Accounting > Bank Accounts.
- Vendor Payment Template** (Submenu)
- Click the blue **POST** link on the right

The screenshot shows the 'Vendor Payment Templates' list view. It displays a single row for a template named 'Monthly Mortga...', assigned to 'Well Fargo Mort...', with a description 'Loan #12345...', total amount '\$7,500.00', frequency 'Monthly', day '1', start date '2/1/2014', and end date '2/1/2014'. There are buttons for 'Post', 'Copy', and 'New' at the bottom.

Figure 4

## D. Management Fees

1. Accounting > Management Fees
2. **Post Management Fees** (SubMenu)
3. Select **Date**, Select **Property**
4. **Post As** (Resulting Transaction) - Invoice or Vendor Payment
5. **Billing:** Select the time frame to retrieve data
6. Enter either Invoice or Vendor Payment Fields

7. Click **CALCULATE**

8. Click **POST**

**Posting Management Fees**

Post management fees by filling out the information below. Click "Calculate" to preview the fees that will be posted. Click "Post" to post the management fees.

Date*	02/15/2014
Property*	Frontline Fairways
Post as	<input checked="" type="radio"/> Invoice <input type="radio"/> Vendor Payment
Billing	<input checked="" type="radio"/> Period <input type="radio"/> Date range
	January 2014 02/01/2014 to 02/28/2014
Due	03/15/2014
Invoice number	123-ABC
Description	January Management Fee
<input type="checkbox"/> Automatically approve the invoice	
<b>Calculate</b> <b>Post</b>	

**Fees**

Property	Invoice number	Description	Fee
+ Frontline Fairways	123-ABC	January Management Fee	4,684.80

Figure 5

## E. Re-Print Checks – Allows you to re-print checks that were previously printed

1. Accounting > Cash > Bank Accounts
2. Click on the desired bank account (use the blue link)
3. Go to the Check Ledger tab
4. Check the box next to any checks that you want to Re-Print
5. Click > Queue for Printing button

The screenshot shows the RESMAN software interface with the 'Queued Checks' tab selected. A table displays a single queued check:

	Date	Check number	Pay to	Amount	Memo
<input checked="" type="checkbox"/>	1/18/2013	5163	Sequoia Real Estate Mgmt.	15.00	

Below the table is an 'Important Printing Note' which reads: "Make sure to always select 'Actual Size' under 'Size Options' in the printing dialog". To the right is a 'Page Sizing & Handling' section with three buttons: 'Size', 'Poster', and 'Multiple'. Underneath are radio buttons for 'Fit' and 'Size Options'. On the far right, there is a 'Printing Options' section with a 'Beginning check number' input field containing '5163', and checkboxes for 'Print as Non-Negotiable' and 'Reassign check numbers'. A large red arrow points from the 'Beginning check number' field to the 'Print' button at the bottom right.

6. Go to the Queued Checks tab
7. Check the box next the checks to be Re-Printed
8. Change the **Beginning Check Number** to the actual check number
9. Leave the two checkboxes unchecked
10. Click > Print

Your check(s) will be printed to PDF.  
They can be saved & Printed, or just printed

Figure 6

## F. Resident Refund Checks –allows you to issue resident refunds initiated by the on-site team

1. Navigate to Accounting > Cash > Bank Accounts > Refunds  
OR  
Boardroom > Accounts Payable Summary > Refunds
2. Select the resident(s)  
OR  
Click Other, and enter the name that should be on the check. (Example Housing Authority)
3. Check the boxes next to the deposits you wish to include in the refund check
4. Choose the **bank account**
  - a. The bank balance will display below
5. Enter the **Date**
6. Enter the Payment Method = **Check**
  - a. The next check number will prefill (but may be changed)
7. The Address should be filled in with the forward address
  - a. If not, simply click the **Edit** button to update the address
8. Click **Complete and Print**
  - a. The PDF file will be created

**Complete Refund**

To complete this refund, select the person(s) to which the refund will be issued, which deposits or payments you would like to refund and supply the needed information for the refund payment. When you are ready to issue the refund click the Complete button.

Payee  Residents  Other

Residents

Willard Cirilo  
Lovetta Garza

Select All

	Date	Type	Description	Amount
<input type="checkbox"/>	1/23/2014	Deposit Refund	Deposit Refund: Escrow Deposit Paid In	50.00
<input type="checkbox"/>	1/23/2014	Payment Refund	Payment Refund	78.82
<input type="checkbox"/>	1/23/2014	Deposit Refund	Deposit Refund: Other Deposit Paid In	1,800.00

Total: 0.00

**Payment Information**

Bank account\* FRFA Operating Account - XXXXX7890  
Balance: 63,799.00

Date\* 02/21/2014

Payment method\* Check Check number 5936

Memo APT 203 Refund of Deposit and Credit Balance

Address 101 Main  
Dallas, TX 75552

Edit

Complete and Print Complete Cancel

Figure 7

## G. Check Signatures

1. Create a Signature File
  - a. This must be an image (JPG) file
  - b. Crop the image so there is a slight “white space” around the image
  - c. Use a dark signature on a light background
  - d. The size of the file does not matter
  
2. Upload the file
  - a. Admin > Users > Locate the user who will be printing Checks
  - b. Click on the **Signature Module** → Change
  - c. Upload the Image file (the file will display on the right)
  
3. Give the user rights
  - a. Admin > Groups
  - b. Select the Group that the check writer is in
  - c. Give them rights to Bank Accounts → **Print Signed Checks**
  
4. As you print checks, check the box and select your name
  - a. You can print signed checks in 3 locations:
    - i. Pay Invoices
    - ii. Refunds
    - iii. New Vendor Payment



Figure 8

Bank Accounts	
Permission	Allow
View	<input checked="" type="checkbox"/>
Edit	<input type="checkbox"/>

Print Checks	
	Allow
Reconcile	<input type="checkbox"/>
Print Signed Checks	<input checked="" type="checkbox"/>

Figure 9

<input checked="" type="checkbox"/> Add Signatures	
Signature 1	Cassandra User <input type="button" value="▼"/>
Signature 2	<input type="button" value="▼"/>

Figure 10

NOTE: If the signature is not positioned correctly, you can move it up/down or right/left in Admin > Settings > Check Printing Profiles > Signature 1

## H. Void Checks

1. Navigate to Accounting > Cash > **Bank Accounts**
2. Click the link to enter the desired **Bank Account** record
3. From either the Ledger tab or the Check Ledger tab, locate the check.
4. Click the blue **Check number** link.
  - a. A picture of the check displays
5. Click the **VOID** button at the bottom
6. Enter the void **date** & void **description** (required)
7. Click **OK**

**NOTE:** The Invoice(s) are now back to being approved invoices, waiting to be paid. The user will either need to re-issue checks for those invoices OR void those invoices if they do not plan to pay them.

	Date	Check number	Pay to	Amount
<input type="checkbox"/>	4/17/2013	4839	Workforce Interactive	223.86
<input type="checkbox"/>	4/17/2013	4840	Waste Management	1,805.52

Figure 11

## I. Print 1099's

1. Accounts > Vendors > **Tax Forms** (Sub-Menu)
2. Enter the Payer information
3. Select the Year, Form Type and Copy A/B/C
4. Print the **Form 1099 Verification Report** to check for missing info.
5. Choose to print either the Form 1096 or 1099's

Figure 12

## II. GENERAL LEDGER ACCOUNT DETAIL

The General Ledger Accounts portal provides a place to view an interactive general ledger that allows you to see all journal entries that make up a given general ledger balance.



### A. Viewing General Ledger Detail

1. Enter GL Account number or name into “Quick Search”
2. Alternatively, you can view your Chart of Accounts by navigating to **Accounting > General Ledger > GL Accounts**
3. Select the desired GL Account from the search results or the Chart of Accounts to be taken to the interactive ledger for that account
4. Select viewing preference “**Cash or Accrual**”
5. Click **> Go button** to load the ledger
6. Click **> Detail** to drill down into a given date’s journal entries
7. Click **> Reference** to drill down to a given transaction



Figure 13



Figure 14

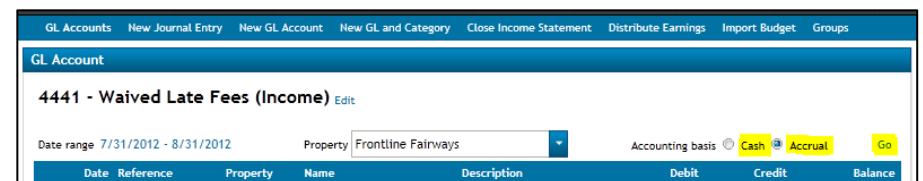


Figure 15

## B. Adding a General Ledger account

1. Accounting > General Ledger > GL Accounts > New GL Account

2. Click **ADD**

- Enter **GL Number**
- Enter **Name**
- Select the **Type** from the drop-down box

New GL Account					
GL Accounts					
Number	Name	Type	Description	Sub-account of	Sum.
6906	Cable Television	Expense	Cable Television	6900 - Utilities	<input type="button" value="▼"/> <input type="checkbox"/>
<input type="button" value="Add"/> <input type="button" value="Add Blank"/> <input type="button" value="Save"/>					

Figure 16

- Description:** Optional (may help users to use this account correctly)
- Select the **Sub-Account** from the drop-down box
  - Will put this account “within” an existing section of the accounts (Example Cable TV is within Utilities)
- Choose whether to make this a **Summary Account**
  - Typically you make Section headings summary accounts
  - When you choose to run a report by Summary (rather than by Detail), it will roll up the accounts into these sections

## C. Add GL & Category

This is used when you need to create both a new GL Account number and its associated Transaction Category

1. Accounting > General Ledger > GL Accounts > **New GL Account**
2. Click **ADD**
  - a. Enter **GL Number**
  - b. Enter **Name**
  - c. Select the **Type** from the drop-down box
  - d. **Description:** Optional (may help users to use this account correctly)
  - e. Select the **Sub-Account** from the drop-down box
    - i. Will put this account “within” an existing section of the accounts (Example Cable TV is within Utilities)
  - f. Choose whether to make this a **Summary Account**
    - i. Typically you make Section headings summary accounts
    - ii. When you choose to run a report by Summary (rather than by Detail), it will roll up the accounts into these sections
3. Within the Transaction Category Section
  - a. Enter the **Name**
  - b. Enter a short **Abbreviation**
  - c. Enter a **Description**
  - d. Choose the **Type** (Charge, Credit, Deposit, Payment)
    - i. Typically it will be a Charge or Credit
    - e. If it is a Credit, choose the **Auto credit category** to apply credits towards
    - f. If this is considered Gross Potential Rent, check Rent Charge
    - g. If you will charge late fees on this item, check Late Fee Assessable
  - h. If this is a credit...and your resident will lose this credit if they become late, check Reverse Due to Late Rent
  - i. If you want this charge written off to a Bad Debt account during Move Out Reconciliation, check Write Off at Move Out
    - i. If you do not check this box, the charge will be reversed against the same charge type

New GL and Category	
<b>GL Account</b>	
Number	6906
Name	Cable Television
Type	Expense
Description	Cable Television
Sub-account of	6900 - Utilities

Figure 17

Transaction Category	
Name	Cable TV
Abbreviation	CABTV
Description	Cable TV
Type	Charge
Auto credit category	
<input type="checkbox"/> Rent charge	
<input checked="" type="checkbox"/> Late fee assessable	
<input type="checkbox"/> Reverse due to late rent	
<input type="checkbox"/> Write off at move out reconciliation	

Figure 18

### III. Journal Entries

The Journal Entries portal provides a place to view and post all the manually posted journal entries for each property

#### A. Posting Journal Entries

1. Accounting > General Ledger > Journal Entries > **NEW Journal Entry**
2. Choose the property, date, and accounting basis for the given entries
3. Add a single row for each entry. Enter the GL Account number or part of its name to pull it up
4. Click > **Save** button
5. Hover the mouse to right of Journal Entry to reveal the Red X which will allow the user to delete.

GL Account	Description	Debit	Credit
6810 - Landscape - Maintenance	Accrue Jan Landscape Expense	1,400.00	
2125 - Accrued Expenses	Accrue Jan Landscape Expense	1,400.00	
		Total	1,400.00
			1,400.00

**Buttons:** Save, Save & Print, Save & New

Figure 19

#### B. Viewing Posted Journal Entries

1. Once you have posted a journal entry batch, it will show up on the main Journal Entries portal page
2. Simply clicking on a batch row will take you to the posted set of journal entries for viewing or editing

Date	Description	Accounting basis	Amount
1/7/2014	Transfer from Operating to Petty Cash	Both	2,000.00
1/8/2014	Reclass Cable TV	Both	123.00
1/10/2014	Reimbursement	Both	946.80
1/10/2014	Bi-weekly Payroll	Both	4,050.00
1/31/2014	Accrue Jan Landscape Expense	Both	1,400.00
1/31/2014	Accruing January Trash	Both	1,400.00

Figure 20

**NOTE:** Journal entries posted to a GL Account tied to a bank account, will automatically create a bank reconciliation record for that journal entry

## C. Recurring Journal Entries (Template)

Offers a place to create recurring Journal Entries that are generated automatically or on an “as needed” basis.

1. Accounting > General Ledger > Journal Entries > **Template** (from the sub-menu)
2. Click **NEW**
3. Name the template
4. Assign a frequency
  - a. Not Scheduled: JE must be manually generated
  - b. Weekly, Bi-Weekly, Monthly: Must enter the day that it will automatically recur.
5. Enter the Start Date
6. Enter the journal entry. Click **SAVE**

GL Account	Description	Debit	Credit
1120 - Cash - Operating Account	Monthly Mortgage Payment	75,000.00	
7010 - Interest Payment	Monthly Mortgage Payment	50,000.00	
1240 - Insurance - Escrow	Monthly Mortgage Payment	15,000.00	
1270 - Property Tax Escrow	Monthly Mortgage Payment	10,000.00	
<b>Add</b>		Total 75,000.00	75,000.00

Figure 21

## D. Recurring JE Template – As Needed

1. Accounting > General Ledger > Journal Entries > **Template** (from the sub-menu) Click **POST**
2. Today's date will show, change if needed
3. Click **SAVE**

Name	Amount	Accounting basis	Frequency	Day to run	Start date	End date
Mortgage Payment	75,000.00	Accrual	Monthly	15	2/15/2013	

Figure 22

## E. Recurring JE Template - Automatic

The entry will appear on the date specified.

**NOTE:** When a JE has recurred, the user will receive a Task informing them. To close the task, just open that Journal Entry!

## IV. Journal Entry Import

Offers the ability to import journal entries in two different formats

1. Accounting > Journal Entries > Import (from the sub-menu)
2. Select the file format (ADP Payroll or General)
3. Click Choose File and select your CSV file
4. If **General**: Click Import

	A	B	C	D	E	F	G
1	Property	Date	Account	Memo	Debit	Credit	Accounting Basis
2	FRFA	9/20/2013	1120	Bank Charge - Sept		15.50	Cash
3	FRFA	9/20/2013	6112	Bank Charge - Sept	15.50		Cash
4	FRFA	9/20/2013	6810	Accrue Sept. Landscaping		750.00	Accrual
5	FRFA	9/20/2013	2125	Accrue Sept. Landscaping	750.00		Accrual
6							
7	<b>GENERAL PAYROLL EXAMPLE</b>						

Figure 23

5. If **ADP Payroll**: Click Import
  - a. The file comes from ADP with account names in column B. In the original excel file, you might want to change those to something more descriptive (like Payroll 10/31) since this is going to be the Journal Entry description.
6. Select the Property
7. Select the Date
8. Select the Accounting Basis

**NOTE:** ADP does not provide these fields in their file, so you will need to select them when importing the information.

	A	B	C	D
1	Account #	Account Name	Debit	Credit
2	1120	Cash - Operating		1,230.00
3	6400	Payroll - Admin	600.00	
4	6450	Payroll - Commission	400.00	
5	6455	Payroll - Bonuses	230.00	
6				
7	<b>ADP PAYROLL EXAMPLE</b>			

Figure 24

9. Click Import

## V. IMPORT BUDGET

How to import/export budget files to/from a CSV file.

### A. Export last year's budget

1. Accounting > General Ledger > GL Account > Import Budget (submenu)
2. Select the Property
3. Year: Select last year
- 4. Click > Export**
5. The file will open (in Excel) as a CSV (Comma Separated Value) file
6. You can use this file to create your new year's budget file.

Figure 25

A	B	C	D	E	F	G	H	I
1	4100 Gross Potential Rent	230,760.00	230,760.00	230,760.00	230,760.00	234,221.00	234,221.00	234,221.00
2	4120 (Loss) / Gain to Old Lease	-4,060.00	-4,054.00	-4,048.00	-4,039.00	-7,173.00	-6,806.00	-6,439.00
3	4210 Bad Debt / Write-Off Uncollectable Rent	-800	-800	-800	-800	-800	-800	-800
4	4220 Vacancy Loss	-5,939.00	-7,635.00	-8,484.00	-10,181.00	-9,756.00	-10,605.00	-10,605.00
5	4225 Vacancy Loss - Down Units	0	0	0	0	0	0	0
6	4230 Vacancy Loss - Admin. Units	0	0	0	0	0	0	0
7	4240 Vacancy Loss - Model Units	-1,810.00	-1,810.00	-1,810.00	-1,810.00	-1,810.00	-1,810.00	-1,810.00
8	4250 Rent Concessions	-10,662.00	-10,997.00	-11,006.00	-10,740.00	-10,862.00	-10,710.00	-10,382.00

Figure 26

### B. Import new year's budget

1. Accounting > General Ledger > GL Account > Import Budget (submenu)
2. Select the Property
3. Year: Select the budget year
4. Select the accounting method
5. Browse to your CSV file
6. Click > Import

Note: The CSV file must look like the example above:  
NO titles/totals/formatting (like underlines).

## VI. BANK ACCOUNTS

### A. Updating bank accounts

1. Navigate to Accounting > Cash > Bank Accounts
2. Click on the row corresponding to the bank account you need to update
3. Click the 'Edit' link to the right of the bank account number
4. Update any of the needed information

Bank Account	
FRFA Operating Account - 1787954435 <a href="#">Edit</a>	

Figure 27

### B. Adding Bank Transactions - To add a bank transaction such as a bank fee or monthly interest

1. Navigate to Accounting > Cash > Bank Accounts
2. Click > New Transaction
3. Specify the necessary information including the bank account for the transaction
4. Click Save

Bank Transaction																																									
<table border="1"> <thead> <tr> <th colspan="2">Bank Transaction Detail</th> <th colspan="2">Journal Entries</th> </tr> </thead> <tbody> <tr> <td>Property</td> <td>Frontline Fairways</td> <td>GL Account</td> <td>Amount</td> </tr> <tr> <td>Account</td> <td>FRFA Operating Account - 1234567890</td> <td>6112 - Bank Charges &amp; Fees</td> <td>30.00</td> </tr> <tr> <td colspan="2">Balance: 1,200,863.30</td> <td>0.00</td> <td></td> </tr> <tr> <td>Date</td> <td>01/18/2013</td> <td>Total</td> <td>30.00</td> </tr> <tr> <td>Type</td> <td>Withdrawl</td> <td><a href="#">Add</a></td> <td></td> </tr> <tr> <td>Category</td> <td>Electronic Withdrawl</td> <td></td> <td></td> </tr> <tr> <td>Description</td> <td>Bank Charge</td> <td></td> <td></td> </tr> <tr> <td>Amount</td> <td>30.00</td> <td></td> <td></td> </tr> <tr> <td colspan="2"><a href="#">Delete</a></td> <td><a href="#">Save</a></td> <td><a href="#">Save &amp; New</a></td> </tr> </tbody> </table>		Bank Transaction Detail		Journal Entries		Property	Frontline Fairways	GL Account	Amount	Account	FRFA Operating Account - 1234567890	6112 - Bank Charges & Fees	30.00	Balance: 1,200,863.30		0.00		Date	01/18/2013	Total	30.00	Type	Withdrawl	<a href="#">Add</a>		Category	Electronic Withdrawl			Description	Bank Charge			Amount	30.00			<a href="#">Delete</a>		<a href="#">Save</a>	<a href="#">Save &amp; New</a>
Bank Transaction Detail		Journal Entries																																							
Property	Frontline Fairways	GL Account	Amount																																						
Account	FRFA Operating Account - 1234567890	6112 - Bank Charges & Fees	30.00																																						
Balance: 1,200,863.30		0.00																																							
Date	01/18/2013	Total	30.00																																						
Type	Withdrawl	<a href="#">Add</a>																																							
Category	Electronic Withdrawl																																								
Description	Bank Charge																																								
Amount	30.00																																								
<a href="#">Delete</a>		<a href="#">Save</a>	<a href="#">Save &amp; New</a>																																						

Figure 28

### C. Bank Transfers – Allows you to transfer funds between bank accounts at a given property

1. Navigate to **Accounting > Cash > Bank Accounts**
2. Click **> Transfer**
3. Specify the necessary information for the transaction
4. Click **Save**

The screenshot shows the 'Bank Transfer' dialog box. It has fields for Property (Frontline Fairways), Date (01/18/2013), Reference (TR 1/18 - 1), Description (Transfer from Deposit --> Operating), and Amount (1,000.00). On the right, it shows the 'From' account (FRFA Deposit Account - 1234567890) with a balance of 79,582.35 and the 'To' account (FRFA Operating Account - 1234567890) with a balance of 1,200,863.30. At the bottom are 'Save' and 'Cancel' buttons.

Figure 29

### D. Clearing Bank Transactions - Clearing bank transactions can be performed

at any time during the month or at the time of reconciliation

1. Navigate to **Accounting > Cash > Bank Accounts**
  - a. Click on the row corresponding to the bank account for which you want to clear transactions
  - b. On the ledger that appears, check the box under the '**Cleared**' column to clear a bank transaction
  - c. Click **> Save**

The reason for Clearing Bank Transactions is so another user can not edit them.

Ledger	Check Ledger	Queued Checks		
Date	Type	Reference	Cleared	Description
12/31/2013	VND	5916	<input type="checkbox"/>	Contact W...
1/2/2014	CHK	5917	<input type="checkbox"/>	Apartment...
1/2/2014	CHK	5918	<input type="checkbox"/>	Balloonde...

Figure 30

## E. Reconciling Bank Accounts

1. Navigate to Accounting > Cash > Bank Accounts > Reconcile
  - a. Select the ***bank account*** you would like to reconcile
  - b. Specify the ***statement date***
  - c. Specify the ***ending balance*** for the reconciliation
  - d. Click > **OK**
  - e. Bank transactions that have not yet been reconciled will appear
  - f. Check under the 'R' column of the ledger to "Clear" an item
  - g. Click > **Save** button to save your changes
  - h. Click > **Continue** button to process reconciliation at a later date
  - i. Click > **Complete** button to complete the reconciliation

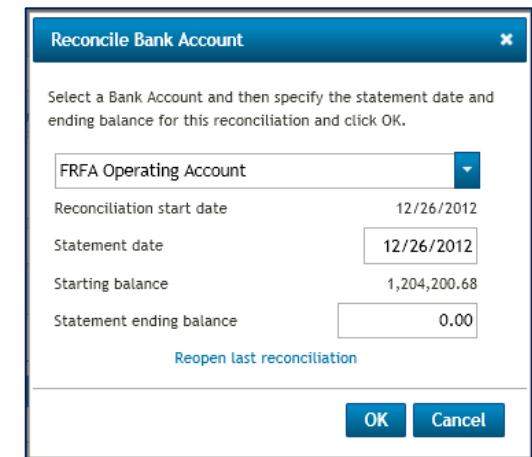


Figure 31

**NOTE:** Because the Bank Reconciliation can only be printed at the time of reconciliation, when you finish a reconciliation a PDF copy will automatically be attach it to your Bank Account record.

**NOTE:** The "Show Future Transactions" option will allow you to reconcile transactions dated in the future months.

## F. Reconciling Transactions from a Bank File (example is with Wells Fargo)

ResMan allows you to upload a file from your bank and it will attempt to auto-reconcile all the transactions for you so you don't have to do it manually one by one. Here are instructions on how to do this using a file from Wells Fargo. If you are using a different bank account, you should still have similar functionality although it might not be in the same place as described below.

### 1. Download the file from your bank

- a. Login to wellsfargo.com
- b. Select an account from the link of accounts on the page
- c. At the top of the Transactions list on the right, click Download Activity (small blue link)
  - i. Select the QuickBooks (Web Connect) option.  
If you do not see that option, choose a format of qfx or ofx.
- d. Specify the date range of your reconciliation on the Download Your Account Activity page
- e. Click the Download button and save the file to your computer

### 2. Import and use the file in your ResMan Bank Reconciliation

- a. Go to the reconciliation screen in ResMan for the correct bank account
- b. In the top right corner click the Upload button next to the Bank file label
- c. Select the file you previously downloaded. Click the **Upload** button
- d. Wait for a few seconds while the matching takes place.



Figure 32

- e. After the page loads you will be presented with a Matched screen that shows the ResMan transaction on the left and the matching transaction from the bank file on the right.

From ResMan				From bank file			
Date	Reference	Description	Amount	Date	Reference	Description	Amount
5/28/2013	6497	TNT Painting	-75.00	6/5/2013	6497	CHECK	-75.00
5/28/2013	6483	Community Control	-374.04	6/5/2013	6483	CHECK	-374.04
6/6/2013	201306028	Small Balances	221.99	6/5/2013		DEPOSIT	221.99
5/30/2013	6500	Time Warner Cable	-161.76	6/6/2013	6500	CHECK	-161.76
5/28/2013	6495	rentbits.com, Inc.	-199.00	6/6/2013	6495	CHECK	-199.00

Figure 33

- f. Verify that the proposed matches are correct and if any are not, uncheck the box for that row.
- g. Once satisfied with the matches, click the **Accept Matched Transactions** button at the bottom of the list.

This will take you back to the main reconciliation page with the Reconciliation box checked for each matched transaction at which point you can then click the **Save** button to save the matches.

- h. You can then click the **Unmatched** radio button at the top of the page to see the transactions in the bank file that could not be matched to any ResMan transaction.

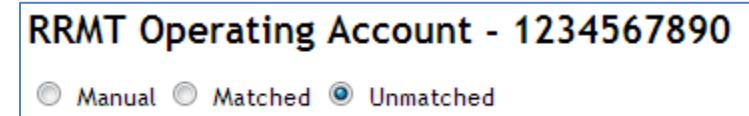


Figure 34

- i. The list on the right has all the other bank transactions from which you can click the **Add** link which will take you to a new tab to enter a bank adjustment.
- j. After you add any adjustments or other transactions you can click the **Rematch** button at the top to rematch the new transactions to the bank file again.

## G. Effect of Resident Transactions on the Bank Account

RESIDENT TRANSACTION	AFFECT ON THE BANK ACCOUNT BATCH
After batching payments, you <b>EDIT</b> a transaction but do <b>not</b> change the amount (Example: You put the payment to a different resident)	No effect on the bank account batch. (If you print the Bank Deposit Detail report you will see a section on that report that says Batch Alterations which will include the \$20 original payment and the -\$20 backing out from the original resident. In the main batch will be the new edited transaction.)
After batching payments, you <b>EDIT</b> a transaction but <b>do</b> change the amount (Example: You change the amount of the payment)	The batch amount will be changed.
After batching payments, you <b>REVERSE</b> a transaction: Reason for Reversal = <b>Credit Card Recapture</b>	The original batch will not be modified at all and a new bank transaction (subtraction) will be entered for the reversed transaction.
After batching payments, you <b>REVERSE</b> a transaction: Reason for Reversal = <b>Non-Sufficient Funds</b>	The original batch will not be modified at all and a new bank transaction (subtraction) will be entered for the reversed transaction.
After batching payments, you <b>REVERSE</b> a transaction: Reason for Reversal = <b>Other</b>	The original batch will be changed.
After batching payments, you <b>REVERSE</b> a transaction: Reason for Reversal = <b>Posting Error</b>	The original batch will be changed.

## VII. Periods

**A. Post GPR Journal Entries** – Once all resident transactions have been entered for the month, posting GPR will calculate all the reductions made to rent charges and post them to their correct GL Accounts.

This task is typically done right before Closing the Period.

**IMPORTANT:** This entry is only necessary for **Cash Basis** accounting. If you run this task, it makes no changes to Accrual Basis accounting.

1. Accounting > General Ledger > Journal Entries > Post GPR Journal Entries (SubMenu)

Note: If you Post GPR and then make a change to a resident's ledger in that period, you run the risk of incorrect income statement entries. Post GPR when you are sure you are not going to make any more changes to resident's ledgers for that month.

Here is an example of what your income statement may look like before and after running this task:

Your Gross Potential Rent account will be credited.

Each deduction account will be debited.

Your resulting Total Net Rental Income will not change.



Figure 35

	Gross Potential Rent	BEFORE	AFTER
4100 Gross Potential Rent	321,798.09	389,975.00	
4120 (Loss) / Gain to Old Lease	35.00	-1,621.00	
<b>Total Gross Potential Rent</b>	<b>321,833.09</b>	<b>388,354.00</b>	
<b>Deductions</b>			
4210 Bad Debt / Write-Off	0.00	-11.82	
4220 Vacancy Loss	0.00	-9,760.00	
4230 Vacancy Loss - Admin. Units	0.00	-3,475.00	
4250 Rent Concessions	0.00	-21,036.95	
4255 Rent Concessions - Renewals	0.00	-27,217.40	
4260 Rent Discount	0.00	-580.00	
4285 Courtesy Patrol Attendant	0.00	-1,679.00	
4287 Night Attendant Credit	0.00	-800.00	
4295 Miscellaneous Credit	0.00	-1,960.74	
<b>Total Deductions</b>	<b>0.00</b>	<b>-66,520.91</b>	
<b>Total Net Rental Income</b>	<b>321,833.09</b>	<b>321,833.09</b>	

Figure 36

**B. Closing the Period** - Once all transactions and adjustments have been posted for the month, it must be closed. Once the month is closed, nothing can be changed or edited from that month unless the month is reopened.

1. Select > **Account Tab > Periods > Close Current Period**
2. Select the **property** and the **period** you would like to close
3. Click > **Run Analysis** button.
  - a. ResMan® will analyze the data and ensure everything is in order to close the month.
  - b. After the analysis has completed, resolve any outstanding issues.
  - c. Click on any of the links to display the offending accounts.
  - d. Click the new window icon to open the list of offending accounts in a new window.
  - e. After all items have been resolved, click the **Close Month** button

Close Period

Select the property and the period that you would like to close and then click the Run Analysis button. After the analysis has completed, resolve any outstanding issues and then click the Close Period button.

Property\*

Current period

Close\*

Pre-Close Month Analysis

- [Undeposited payments or deposits](#)
- [Former or cancelled residents with non-zero balances](#)
- [Former or cancelled residents with undisposed deposits](#)
- [Delinquent accounts without a reason](#)
- [Prepaid accounts without a reason](#)
- [Residents not moved in or out](#)
- [Renewed leases not under contract](#)
- [Purchase orders not completed](#)

**Run Analysis** **Close Period**

Figure 37

**C. Reopening a Closed Period** - If you close the month and then realize that you need to go back and make a correction on a transaction, you will need to reopen the month.

1. **Accounting > Periods > Reopen Closed Period**
2. Select the **property** and the **period** that you would like to *reopen*
3. Click > **Reopen Month** button.

Reopen Closed Period

Select the property and the period that you would like to reopen and then click the Reopen Period button.

Property

Period

Set this as the current period

**Reopen Period**

Figure 38

## VIII. YEAR-END CLOSE

### A. Close Year

This step will close out income statement accounts into your Retained Earnings Account (or to transfer the balance into multiple partner/owner accounts with different percentages for each.)

1. Accounting > Journal Entries, Close Year (SubMenu)
2. Enter your Property
3. Enter the Fiscal Year being closed
4. Your Retained Earnings account will be displayed
5. Enter the Destination Account and percentage
  - a. Your Retained Earnings account at 100%  
OR
  - b. Enter each partner/owner GL account and their percentage (must add up to 100%)

**Close Year**

This tool can be used to transfer the balances from the profit and loss accounts to your retained earnings account. Select the year to close and a the destination account(s) for these entries. If transferring to multiple destination accounts, specify what percentage should be transferred to each account. The Close Year process may be performed multiple times and will have to be performed again if an entry is entered that affects either an income or expense account in a year that has already been closed.

Property*	Wilcox Terrace	Accounting Periods						
Posting date	01/01/2014	Name      Closed						
Fiscal year*	2013*      Last posted 12/27/2013 (Lindsay Ma...)	January 2013      ✓      July 2013      ✓						
Destination accounts	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Account</th> <th style="width: 15%;">Percentage</th> </tr> </thead> <tbody> <tr> <td>3800</td> <td>100.00</td> </tr> <tr> <td style="text-align: right;">Total</td> <td>100.00</td> </tr> </tbody> </table>	Account	Percentage	3800	100.00	Total	100.00	February 2013      ✓      August 2013      ✓ March 2013      ✓      September 2013      ✓ April 2013      ✓      October 2013      ✓ May 2013      ✓      November 2013      ✓ June 2013      ✓      December 2013      ✘
Account	Percentage							
3800	100.00							
Total	100.00							
<input style="margin-right: 10px;" type="button" value="Add"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/>		All accounting periods are not closed. While a period is open, it is possible to enter information into that period. If any entries are made that affect an income or expense account, the Close Year process will need to be run again.						

Figure 39

### B. Close Period

If not done before Close Year, don't forget to Close Period for December to "lock" that period.

**Note:** It is recommended (but not required) that all months have been closed before performing Close Year.

**NOTE:** To make an entry into a Closed Period/Year:

1. Re-Open the Period
2. Make the journal entry
3. Close the Period
4. Close Year



## I. PROPERTY SETTINGS

1. Admin > Properties. Select your Property

### A. Settings

1. Click > **Edit** to change settings
2. Enter your **Management company** & Default **Manager Name**
  - a. Manager is a field that can be used in Form Letters & Emails
3. Enter a **Default AP Account**
  - a. This is used if you print checks for a Property Group
4. Enter your **Late & NSF Fee defaults**
5. Enter your **Month-to-Month fee** amount (Other Fees)
  - a. During Post Recurring Charges, you can charge this amount for any expired leases.
6. Enter your **Proration Defaults**
  - a. If you use Charge Distributions, you can prorate the last one during Move Out

Name	Abbr.	Phone	Email	Accounting period
Frontline Fairways	FRFA	(210) 674-5050	info@frontline.com	January 2014
Proactive Management	PM		info@pm.com	January 2014
Random House Property	RNDM	(972) 602-1116	info@rndm.com	January 2014

When the on-site performs Change Current Period, the “Accounting Period” above is updated.

Figure 1

Management		
Management company	Proactive Management	
Manager	Betsy Ortiz	
Bank Accounts		
Default AP Account	FRFA Operating Account - 1234567890	
Late Fee Settings		
Default late fee schedule	Texas	
NSF Fees		
NSF fee	30.00	
NSF certified funds only limit	1	
NSF certified funds only months	6	
Other Fees		
Month-to-Month Fee	125.00	
Proration		
Proration type	Rent proration type	Round to the nearest dollar
Equal	Market Adjusted	Yes
Prorate last charge distribution during move out		
Yes		

Figure 2

7. Select if you want to track **Gain/Loss to Lease**
  - a. If Market Rent = \$1,000 and you charge \$900 in Rent, ResMan will make the following entries each month:

Market Rent	1,000
Less: Loss to Lease	- 100

8. If you select **Automatically Total Deposit batches**, the user will not need to manually add up their checks. The system will add them up for you and enter the total.
9. If you select **Automatically Approve Applicants with “Approved” screening result**, once a screening is returned into ResMan as Approved, then ResMan will change the applicant into an Approved applicant.

**10. Enter default phone number type and ID number type**

11. Enter your **Move Out Reconciliation** defaults
  - a. ResMan recommends the last setting so that you can take advantage of our Collections feature.
12. Enter your **Purchase Order approval** settings
13. If all **invoices must be batched prior to approval**, check this box.
14. Select your **Email Server Settings**
  - a. Most user use ResMan's email service to send emails out of ResMan.
15. Click > **SAVE**

<b>Loss/Gain to Lease</b>		
<i>Track loss/gain to lease</i> <input checked="" type="checkbox"/> Yes		
<b>Transactions</b>		
<i>Automatically total deposit batches</i> <input checked="" type="checkbox"/> Yes		
<b>Applicants and Residents</b>		
<i>Auto-approve applicants</i> <input type="checkbox"/> No	<i>Default phone number type</i>	<i>Default ID number type</i> <input type="checkbox"/> SSN
<b>Move Out Reconciliation</b>		
<i>Outstanding balance action</i> Post to ledger, write off balance, and create collections account		
<b>Purchase Orders</b>		
<i>Approval required</i> <input type="checkbox"/> Never		
<b>Invoices</b>		
<i>Require invoices to be batched before they can be approved</i> <input type="checkbox"/> No		
<b>Email Server Settings</b>		
<i>Email provider</i> ResMan		

Figure 3

## B. Marketing Information (Used by Internet Listing Services, or ILS's)

1. Enter **Short & Long Description**
2. Enter **Driving Directions**
3. Enter **Lease Length**
4. Enter any **Amenities** for your property
5. Enter **Images** for your property
6. Enter your **office hours**

This information will be used to populate the websites of ILS's. Examples of ILS companies might be: ForRent or Rent.com.

ResMan is in the process of developing integrations with various ILS companies.

Marketing Information		
This information is used to send to third-party companies for marketing purposes.		
Short Description	We are a lovely community set deep in the woods.	
Long Description	Come take a long walk through our lovely hills. You will find us the most beautiful property in this area with the friendliest people!	
Driving Directions	Just go north on I-35 and you will see us!	
Lease Length	We welcome leases for 12, 18 or 24 months!	
Amenities		
Name	ILS Mapping	
Gorgeous Fitness Center	Fitness Center	
Night Patrol by police	Night Patrol	
<b>Add</b>		
Images		
To add a marketing image for this property, click the add button below. To change the order of an uploaded item, drag and drop it to the new position.		
		
<b>Office Hours</b>		
Day	Start	End
Sunday	Add	
Monday	Add	9:00
Tuesday	Add	9:00
		6:00

Figure 4

## C. Community Members Portal Settings

1. Click > **Edit** to change settings
2. If you choose CSS to edit your portal look, we can assist you with your **CSS Url**
3. Select which options your resident will see in the portal
4. Add a **Welcome Message** that will initially display when your residents log into the portal
5. Add your property **Facebook** page website address so it will display on your portal
6. For **Work Orders** submitted through the portal, select:
  - a. The **default user** they will be assigned to.  
Some companies setup an UNASSIGNED user
  - b. The **default category** for the work order  
Some companies setup a generic category  
(like “OnLine Work Order Submitted”)
  - c. The **default amount of days** until the work order is due.
  - d. The **Work Order message** (it displays above the field where they describe the problem.)
7. Click > **SAVE**

**Community Members Portal Settings**

**Resident Portal**

Portal CSS Url: [https://resman.blob.core.windows.net/srem/SCR\\_Portal.css](https://resman.blob.core.windows.net/srem/SCR_Portal.css)

Pages	Transactions
	Work Orders
	Packages
	Communication
	Team
	Documents

**Welcome Message**

Welcome! As a community member of Sequoia Cable Ranch, you have total access in this exclusive virtual channel to services for your convenience, account information, important community calendar dates, events, and more!

Here are just a few things you can do here:

- Pay your rent
- View your account ledger
- Check for packages
- Submit a service request
- View the status of your service requests
- See upcoming community events

Please don't hesitate to contact us with any questions! As always, we appreciate you as a valued resident and special part of our community here at Sequoia Cable Ranch.

**Facebook**

Facebook Page Url: <http://www.facebook.com/sequoiacableranch>

**Work Orders**

Assigned to	Default category	Days until due
Florencia Canales	Online Work Order	1

Work Order Message

If this is an emergency please call 972-555-4321.

**Edit**

Figure 5

## D. Permanent Portal Documents

ResMan provides a location for documents that should be displayed anytime a resident logs into the portal.

Permanent Portal Documents				
File	Size (MB)	Date attached	Attached by	
 COMMUNITY POLICIES.docx	0.013	1/7/2014	Sue White	<input checked="" type="checkbox"/> <input type="checkbox"/>
<a href="#">New Folder</a>		<a href="#">Add</a>	<a href="#">Edit</a>	<a href="#">Delete</a>

Figure 6

## E. Application Portal Settings

These settings are used by our OnLine Availability / Application and Guest Card functions

1. Click > **Edit** to change settings
2. **Assigned Leasing Agent** is sent a task when this information is deposited into ResMan by an Applicant or Guest (Prospect)
3. **Maximum Move In Date** is used to determine the farthest date that an applicant can Move In. For instance, if you enter 30 days they can apply up to 30 days after the unit is available.
4. **Guest Card Submitted Message** is provided to the prospect after they send their information back to us.
5. **OnLine Availability Welcome Message** is the initial message that your applicant will see on the OnLine Availability screen.
6. **Application Email: Subject & Message:** If an applicant has already been entered in ResMan and they need to complete an online application, an email can be sent to them containing a link to the online application process. This is the default subject and message for that email.
7. **Instructions for Verification Documents** are where you would enter the text that instructs them which documents they must upload. (Example: Employment documents, copy of their driver's license, etc.)
8. **Terms & Conditions** is where you will enter the specific information they need to know about your application & leasing processes. It may include a Fair Housing statement, pet policies, required fees & deposits and so forth.
9. **Application Submitted Message** is provided to the applicant after they submit their information.
10. **OnLine Application Submitted JavaScript** allows you to collect information for tracking (Google analytics). It sends data about who completed an application.

Applicant Portal Settings	
<u>General</u>	
<i>Assigned leasing agent</i>	<i>Maximum move in date</i>
Sue White	30 Days
<u>Guest Card Submitted Message</u>	
Thank you for submitting your information and preferences. We will contact you to discuss the options available for you at our community. If you have submitted over the weekend, we will contact you the following Monday. Should you have any questions you may call or email us at any time.	
<u>Online Availability Welcome Message</u>	
<u>Application Email</u>	
<i>Default email subject</i>	<i>Default Email Message</i>
<u>Instructions for Verification Documents</u>	
<u>Terms and Conditions</u>	
<u>Application Submitted Message</u>	

Figure 7

## F. Application Type

This is used by the OnLine Application process. ResMan allows you to create types (Example: International, Student) with different requirements for each type. The applicant will select their type when they begin the application process.

1. Click > **Edit** to change settings or Click > **Add** for a new Type
2. Assign this Type a **Name** (Student, International, etc.)
3. Check if this is your **Default Applicant Type**
4. Select the **Default ID Type**
  - a. Typically this will be Social Security number
  - b. If you have another type of number that you collect, let the ResMan team know and we can set that option up for you.
5. Check, if you want a **screening to take place automatically**
  - a. If the applicant does not pay the required fees/deposits, they will not be screened, even if this box is checked.
  - b. This is used if there is an Applicant type that should never be screened (example: International)
6. Check, if you want the applicant to be able to **invite a roommate** by email.
  - a. The roommate will receive an email with a link to apply for the same unit.
7. **Form:** Put a checkbox for any information that you want to collect.
  - a. They will not be required to fill it out, but it will be available.

**Applicant Information**

Specify the name and the default identification type to be used for the application. Note that the name will be descriptive enough for them to understand.

**Name\***   Set as the default applicant type

**Default ID number type**

Automatically screen the applicant after their application is submitted  
 Allow applicant to invite roommates by email

**Forms**

Place a checkmark next to each section of the application that should be filled out for this applicant type.

Applicant Information  
 Student Information  
 Applicant Employment  
 Spouse Information  
 Spouse Employment  
 Other Occupants  
 Pets  
 Vehicles  
 Miscellaneous  
 Terms and Conditions  
 Review

Figure 8

## 8. Application Fees

- a. Check if you **require immediate online payment**
  - i. If you do not check this box, they will have the option to pay. If they do not pay at this step, you can collect the money when the applicant comes into the office.
  - ii. If you check this box, and they do not pay (they leave the website), automatic screening will NOT be run and they will be transferred into ResMan as a Cancelled Applicant.
- b. Click > Add to add any required fees
  - i. You will select whether this charge is Per Applicant or Per Unit

## 9. Deposits

- a. Check if you **require immediate online payment**
  - i. Same notes as for Application fees
- b. **Require Unit Type Deposit** will charge the deposit amount that is set up in Unit Types.
- c. Click > Add to add any other deposits
  - i. You can uncheck Unit Type Deposit and charge a different deposit here, if needed. Or this could be an additional deposit.

**Application Fees**

Specify the application fees required for this applicant type. If these fees should be paid at the time of the application' box.

Require immediate online payment

Category	Description	Amount	Charge
Application Fee	Application Fee	25.00	<input checked="" type="radio"/> Per applicant <input type="radio"/> Per unit
Administrative Fee	Administrative Fee	100.00	<input checked="" type="radio"/> Per applicant <input type="radio"/> Per unit

**Add**

**Deposits**

Specify the security deposits required for this applicant type. If these deposits should be paid at the time of the application' box. In addition to specifying whether or not the default unit type security deposit is required, additional options are available.

Require immediate online payment

Require Unit Type deposit

Category	Description	Amount	Charge
Other Deposit Paid	Add'l Deposit	50.00	<input checked="" type="radio"/> Per applicant <input type="radio"/> Per unit

**Add**

Figure 9

## G. Recurring Charges

Allows you to setup charges that apply to all residents.

These charges will be dropped into the Recurring Charge table when the lease is first created (Convert to Applicant).

1. Admin > **Property**
2. Select the Property
3. Click **Recurring Charges**
4. Click **ADD**
5. Enter the **Category, Description and Amount**

Recurring Charges		
Category	Description	Amount
Cable TV Revenue	Cable TV Revenue	10.00

**Add** **Edit** **Delete**

Figure 10

## H. Document Settings (DocuSign)

This is a default email subject and additional message for any DocuSign documents. You can edit this information when sending any specific DocuSign document.

1. Click > EDIT to change these settings

**DocuSign** allows you to collect electronic signatures from both the prospect/applicant/resident(s), any alternate contacts (if desired) as well as from your company representative.

Any type of document may be used. DocuSign will “remember” any documents that have been previously used.

These documents will be stored in the Applicant/Resident’s documents once they are signed by all required parties.

The document can also be retrieved (signed or unsigned) from the DocuSign website.

**Edit Document Settings**

**Default Signature Request Email**

Enter the default email subject and message that will be used when sending documents out for signature.

Subject	Mighty Fine Apts - Lease Agreement for electronic signature
Message	If you have any questions, please call us at 214-555-1212. Best Wishes, Susie Manager, Mighty Fine Properties

Figure 11

From: DocuSign Demo System <dse\_demo@docusign.net>  
 To: Billy Adams  
 Cc:  
 Subject: Mighty Fine Apts - Lease Agreement for electronic signature

Please review and sign your document **DocuSign**

**From:** ResMan ([info@resmancloud.com](mailto:info@resmancloud.com))  
 Ensware

Hello Billy Adams,

ResMan has sent you a new DocuSign document to view and sign. Please click on the 'View Documents' link below to begin signing.

If you have any questions, please call us at 214-555-1212. Best Wishes, Susie Manager, Mighty Fine Properties

**View Documents**

Alternately, you can access these documents by visiting [docusign.com](https://docusign.com), clicking the 'Access Document' link, and using this security code:

8A44F78C7884442EA2BFC215917A29B81

Figure 12

## I. Notification Settings

Allows you to indicate various notification choices that will result in Tasks or Emails when an action is performed.

1. Click > Edit to change the settings
2. Purchase Order needs approval
  - a. Then select the user group(s) who should be notified
3. Invoice needs approval
  - a. Then select the user group(s) who should be notified
4. A Work Order is completed. Checking this box will send an email to the user who was assigned the Work Order.
  - a. That user must also go into Tool > Options. At the bottom of the screen they need to indicate if they want to receive these emails.
5. A Package is received at the office. Checking this box will send an email to a resident once you log a package in for them
6. An OnLine Application was submitted. Checking this box will send a Task to the assigned user once it is dropped into ResMan

### Notification Settings

For notifications with checkboxes, check the box if you would like that notification will be notified.

<b>Accounts Payable</b> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> A purchase order needs approval      <span style="border: 1px solid #0070C0; padding: 2px 10px;">Select options</span></li> <li><input checked="" type="checkbox"/> An invoice needs approval      <span style="border: 1px solid #0070C0; padding: 2px 10px;">Select options</span></li> </ul>
<b>Applicants</b> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> An online application was submitted</li> </ul>
<b>Residents</b> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> A work order is completed</li> <li><input checked="" type="checkbox"/> A package is received at the office</li> </ul>

Figure 13

## J. Auto Make Ready Work Orders

ResMan can automatically create Make-Ready Work Orders after each resident moves out.

1. Click > **Add or Edit** to change settings
2. Resort by click & dragging to the desired location
3. Click > **SAVE**

Auto Make Ready Work Orders			
Abbr.	Category	Description	Assigned to
Paint	Paint	Paint	Florencia Canales
Make	Make Ready Not Complete	Make Ready Not Complete	Florencia Canales
Locks	Locks and Keys	Locks and Keys	Florencia Canales
Clean	Clean	Clean	Florencia Canales
Carpet	Carpet	Carpet	Florencia Canales
Mgr Insp	Move Out Inspection	Manager Inspection	Betsy Ortiz

Figure 14

**Days to Complete**  
indicates how many days from the move out date to set the due date for the work order.

Auto Make Ready Work Orders	
Category*	Paint
Abbreviation*	Paint
Description*	Paint
Assigned to*	Florencia Canales
Priority*	High
Days To Complete*	5

Figure 15

## K. Action Prerequisites

ResMan allows you to setup steps that must be completed before an action can be performed (Approve Applicant, Move-In)

1. Select the **Action** that you want to control

### 2. Approve Applicant

- a. **Approved applicant screening result.** If this is checked the user will not be able to approve the applicant in ResMan (without override security permissions) unless the screening is returned as Approved.
- i. The screening must be performed from within ResMan (not through the screening company's website).

Action Prerequisites	
Action Prerequisites are items that must be completed before a certain action can be performed. You can select an item from the drop down menu on the left and then define the prerequisites for that action on the right. Predefined prerequisites are items that can be automatically checked for completion by the system.	
Action	Approve Applicant
<b>Predefined Prerequisites</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Approved applicant screening result</li> <li><input type="checkbox"/> Has renter's insurance</li> </ul>	
<b>Custom Prerequisites</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Employment verification</li> <li><input type="checkbox"/> Check References</li> </ul>	
<input type="button" value="Add"/>	

Figure 16

- b. **Has Renters Insurance.** If this is checked, this information must be entered or the user will not be able to Approve
- c. **Custom Prerequisites.** ResMan allows you to create a custom list of items that must be completed. During the Approve applicant process, the user will have to check each of these boxes indicating that they have completed them.

### 3. Move In

- a. **No Deposit Variance.** If this is checked the applicant must have paid the required deposit or they will not be able to approve.
- b. **Custom Prerequisites.** A custom list of items that must be completed. During the Approve applicant process, the user will have to check each of these boxes indicating that they have completed them.

Action Prerequisites	
Action	Move In
<b>Predefined Prerequisites</b> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> No deposit variance</li> </ul>	
<b>Custom Prerequisites</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Employment Documents provided</li> </ul>	
<input type="button" value="Add"/>	

Figure 17

## L. Prospect Sources

ResMan allows you to take Prospect Sources from your global list and add pricing for a specific property.

1. Click > **Add or Edit** to change settings
2. Enter Cost Per Year & Expiration Date
3. Click > **SAVE**

This pricing information is used on the Prospect Source Summary report.

Prospect Sources		
Prospect Source	Cost per year	Expiration date
Apartment Finder Magazine	400.00	8/31/2014
Apartment Guide - Plano	3,000.00	
Apartment Guide Frisco	0.00	

Figure 18

**Prospect Sources**

Prospect Source*	Apartment Finder Magazine
Cost per year*	<input type="text" value="400.00"/>
Expiration date	<input type="text" value="08/31/2014"/>

Figure 19

## M. Lease Expiration Limits

1. Click > **Edit** to change settings
2. Enter the **Month** and the **Limit**
  - a. Notes are entered on the Boardroom, Exposure Control module by clicking on the blue bars



Lease Expiration Settings		
Month	Limit	Notes
January 2014	18	
February 2014	18	
March 2014	18	
April 2014	22	
May 2014	25	Per Ginger: Can go up to 20
June 2014	28	
July 2014	28	
August 2014	22	

Figure 20

## Blackout Dates

ResMan allows your company to restrict when leases can expire

3. Select the **days of the week** that a lease cannot expire
4. Select the days of the month that a lease cannot expire.
5. Select any specific **holiday** plus the number of days before and after that holiday that a lease cannot expire.
6. Click > **SAVE**

The figure shows the 'Blackout Dates' configuration screen. It includes sections for 'Days of the week', 'Days of the month', and 'Holidays'.

**Days of the week:** Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday

**Days of the month:**

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

**Holidays:** New Year's Day

**Days Before:** 2

**Days After:** 1

Figure 21

**Note:** A user with Security Permissions can override the Lease Expiration Limits and Blackout Dates.

## N. Users

Displays a link to all of the users that have been connected with this property.

1. Click into a user to edit their settings
2. Click **Add Access** or **Remove Access** to add or remove them from this property.

Users				
Name	Username	Group	Last login	Disabled
Adams, Amy	Training20	Accounting	8/20/2012	No
Beasley, Mirella	mbeasley	Accounting	11/5/2013	Yes
Behunin, Rudy	rbehunin	Accounting	11/3/2013	Yes
White, Sue	manager	Accounting	1/16/2014	No
Wilson, Christa	cwilson			Yes

[Add Access](#) [Remove Access](#)

Figure 22

## O. Documents

This is a location to store any property-specific documents

1. Click to Add, Edit or Delete a file
2. Using Folders is optional, but may help organize your file types.

Documents				
File	Size (MB)	Date attached	Attached by	
Property images				+
A1 - Floorplan.JPG	0.032	1/6/2014	Sue White	Edit Delete
A2 - Floorplan.JPG	0.042	1/16/2014	Sue White	Edit Delete

[New Folder](#) [Add](#) [Edit](#) [Delete](#)

Figure 23

## II. Transaction Categories

**A. Adding a New Transaction Category** – Creates a new charge, credit, deposit, or payment category to which transactions can be posted

1. Admin > Transaction Categories > **New Transaction Category**
2. Note that **Name** and **Abbreviation** must be unique across all categories
3. **Description** is optional
4. **Type**: Charge, Credit, Payment or Deposit
5. **GL Account**: Enter the GL Account used for these transactions
6. **Auto credit category** – Credit category to be used when adding automatic credits
  - a. Only available when setting up a Charge
7. **Applies to charge** – Used for the Economic Occupancy (Boardroom: Property Summary)
  - a. Only available when setting up a Credit
  - b. Anything that is used in your Economic Occupancy calculation (Concessions, Vacancy, Discounts, etc.) should be setup to Apply to Charge: Rent
8. **Rent charge** – Indicates that the category is considered Rent
9. **Late fee assessable** – Indicates that the category should be included when calculating late fees
10. **Late fee revocable** - Indicates that concessions tied to the credit category should be reversed (revoked) when a resident is late.
11. **Write off on move out reconciliation** –
  - i. If this option is checked, the charge will be Written Off to a bad debt collection account (The collection account is selected in Admin > Transactions > Bad Debt Write Off)
  - ii. If this option is not checked, that charge will be reversed

Figure 24

**B. Adding a New GL Account and Transaction Category** – If you need to add a new GL Account

and a Transaction Category for that account

1. Click > **New GL and Category** link
2. Follow the steps for adding a new transaction category.

Figure 25

## III. Tax Rates & Groups

### A. Tax Rate

1. Navigate to Admin > Taxes
2. Click > New Tax Rate
3. Enter the Name & Description
4. Enter the GL Account
5. Enter the Tax Rate
6. Click > Save

New Tax Rate	
Name	Dallas
Description	City of Dallas
GL Account	1255 - Sales Tax
Tax rate	6.25

Figure 26

### B. Tax Group

1. Navigate to Admin > Taxes
2. Click > New Tax Group
3. Enter the Name & Description
4. Within the Tax Rates section, select each tax rate to be part of this group.  
The total tax will display above.
5. Click > Save

New Tax Group			
Name	Dallas		
Description	City & County Taxes		
Total tax	7.50 %		
Tax rates Search <input type="text"/> Not selected (Select All) <input type="checkbox"/> FL - 8.25 % Selected (Remove all) <table border="1"> <tr><td>Dallas County - 1.25 %</td></tr> <tr><td>Dallas - 6.25 %</td></tr> </table>		Dallas County - 1.25 %	Dallas - 6.25 %
Dallas County - 1.25 %			
Dallas - 6.25 %			

Figure 27

## IV. New Employees and Users

### A. Adding a New Employee

If you want a person to show up on the various employee drop down lists (for example when adding a new prospect or assigning a work order), you will add a new employee and create their user name at that time

1. **Accounts > Employees > New Employee**
2. Fill out the necessary information to create the new employee record
3. If the employee will have access to the application, give them a username and assign them to a User permission group.
4. Select the properties to which they should have access
5. Once saved, an email will be sent to the employee asking them to confirm their email address and give them their temporary sign in information.

**Note:** Adding an employee to a property in the Employee screen will cause them to appear on drop-down menu's throughout ResMan!

### B. Adding a New User

If you **do not** want a person to show up in the Employee drop down lists, but still have access to the application, you will add a new user.  
(Example: Investor/Owner with Limited Rights)

1. **Admin > Users >New User**
2. Fill out the necessary information to create the new employee record
3. Select the properties to which they should have access (if any)
4. Once saved, an email will be sent to the employee asking them to confirm their email address and give them their temporary sign in information

**Note:** Disabling a user will prevent them from logging into ResMan.

**Note:** You can convert a User to an Employee whenever desired!

## V. Groups

Groups provide you with the ability to restrict access within the application

### A. Adding a New Group

1. Admin > Groups > New Group
2. Enter a name and description for the group you are creating
3. Check the box next to each of the actions you want the user to be able to perform
4. At the bottom of the page, select which users should be assigned to the given group
5. Click > Save

Group			
Specify a name and description for this group, the actions the user is permitted to perform, and the users assigned to this group.			
Name	Assistant Manager		
Description			
Permissions			
Specify the actions that each member of this group should be permitted to perform by checking the box next to each action.			
Admin		Journal Entries	
Permission	Allow	Permission	Allow
User and Group Management	<input type="checkbox"/>	View	<input type="checkbox"/>
Transaction Categories	<input type="checkbox"/>	Add	<input type="checkbox"/>
Pick Lists	<input type="checkbox"/>	Edit	<input type="checkbox"/>
Report Designer	<input type="checkbox"/>	Post to Past Periods	<input type="checkbox"/>
Prospect Sources	<input type="checkbox"/>	Post to Future Periods	<input type="checkbox"/>

Figure 28

### B. Copy a New Group from an Existing Group – This can be used if you want to create a new group that has similar permissions to an existing group

1. Admin > Groups
2. Select the group you would like copy
3. At the bottom of the page, click the **Copy** button
4. You will be taken to a new page with all of the permissions copied. Now follow the instructions for adding a new group.

### C. Permissions – ResMan allows you to setup up the GL accounts available to each Security Group

1. Admin > Groups, Permissions (Submenu)
2. Select the major categories that they can post towards.
3. Move any restricted GL accounts to the right-hand column

NOTE: These permissions will apply to any location where you enter a GL Account number (Purchase Orders, Invoices, New Transaction, New Vendor Payment, Journal Entries, etc.)

Allowed Types			
Check the box next to each GL Account Type that this group should have permission to post.			
Assets	Liabilities	Equity	Income
<input checked="" type="checkbox"/> Bank	<input checked="" type="checkbox"/> Accounts Payable	<input checked="" type="checkbox"/> Equity	<input checked="" type="checkbox"/> Income
<input checked="" type="checkbox"/> Accounts Receivable	<input checked="" type="checkbox"/> Other Current Liability	<input checked="" type="checkbox"/> Long Term Liability	<input checked="" type="checkbox"/> Other Income
<input checked="" type="checkbox"/> Other Current Asset			
<input checked="" type="checkbox"/> Fixed Asset			
<input checked="" type="checkbox"/> Other Asset			
Restricted GL Accounts			
By default this group will have the ability to post to all GL Accounts listed on the left. To restrict posting to a specific corresponding account from the list on the left.			
GL Accounts		Restricted GL Accounts	
1100 - Undeposited Funds		6200 - Legal & Professional	
1110 - Cash - Petty Cash		6300 - Marketing & Leasing	

Figure 29

## VI. Prospect Sources

The Prospect Sources portal allows you to manage the marketing sources that you use so you can track which sources are the most profitable

### A. Adding a New Prospect Source

1. Admin > Prospect Sources > New Prospect Source
2. Enter a name, abbreviation, and description for the Prospect Source
3. Specify which properties utilize the new source
4. Click > Save button

## VII. Pick Lists

Pick lists are lists that appear in various drop down menus throughout the application.

To alter a list, simply select a list from the table on the left and make the desired changes to the items that appear on the right.

When finished, click the Save button.

Pick lists are lists that appear in certain drop down menus throughout the application. Select a list from the table on the left and make the desired changes to the items that appear on the right. When finished, click the Save button.

Lists	Items
Access Item Type	Could not afford it.
Area	Family size too big.
Household Status	Lost to Comp in area
Inventory Retire Reason	Pacific Living Apartments
Inventory Type	
Language	
Lost Prospect Reason	
Other Income Type	
Pet	
Portal Message Types	
Reason for Leaving	
Relationship	
Repair and Upgrade	
Repair and Upgrade Retired Reason	
Resident Portal Employee Group	
Unit Note Type	
Work Order Category	

**Add Item**

Figure 30

## VIII. Settings

The Settings page allows you to change default settings on an account wide basis that will affect all properties.

1. **General** – Company Name, Time Zone, Email Address, Portal CSS URL
  - a. Portal CSS URL: Will be used to customize the colors & fonts for a Management company portal (not property specific)
2. **Accounting** –
  - a. Default Accounting Basis
    - i. ResMan will always maintain both Cash & Accrual numbers. This is the default when you run reports.
  - b. Payment Allocation Order (Drag & Drop them to the correct level)
    - i. This is how payments will be applied. Many companies have Rent charges last
    - ii. Security rights may be given that will allow the user to manually change how payments are applied.
3. **AP Allocation** – Create or edit allocations between properties or GL accounts by percentages
  - a. When you are creating an invoice, you select a distribution and the invoice will automatically be distributed out to either those properties or to those GL accounts by the percentages you set up.
4. **Charge Distributions** – Used to take 1 dollar amount (example: Utility bill) and split it across your residents based on either Occupancy count and/or Square Footage.
  - a. A common formula is 50% Occupancy Count and 50% Square Footage



5. **Check Printing Profiles** – Create or edit check printing profiles to meet the needs for specific properties or check stock
  - a. If you have both Preprinted Check Stock as well as MICR blank checks, you might have two profiles. Most companies just have 1
  - b. You will indicate which sections of the check to print. For MICR, you will select all of the checkboxes.
  - c. Within Adjustments, you will also be able to take any field and move it right/left or up/down to exactly work for your check stock.
  - d. At the bottom you can Print Test Check. The information on that check will be sample data.
  - e. If you have attached a signature file to a user, and set it up at the Bank Account, you can print the test check with a signature.
6. **Close/Change Period** – Define the various items that must pass before a month can be changed or closed.  
ResMan is checking the status of each of these categories at Month-End
  - a. **Close Period** – Done by your accountants after finishing all JE's & bank reconciliation
  - b. **Change Period** – Done by onsite personnel to move into a new month (also called Change Current Period)
  - c. If you check these boxes, any issues discovered must be corrected (red x) before you go forward.  
If these boxes are Unchecked, the issues will still display (with a yellow triangle), but they are just warnings.
  - d. **Undeposited payments or deposits**
    - i. Checked by default
    - ii. These are any payments that have been entered, but have not been batched
  - e. **Former or cancelled resident with non-zero balances & Undisposed deposits (2<sup>nd</sup> & 3<sup>rd</sup> lines)**
    - i. This means you have a resident that moved out in the month, but they either have a balance or a deposit.  
The Move Out Reconciliation has not been done yet.
    - ii. To fix this message, do a Move Out Reconciliation, and date it last month
    - iii. Many users leave this unchecked for Change Period because they won't have had time to do their MO Reconciliations for the people that moved out at the end of the month.

**f. Delinquent & Prepaid accounts without a reason (4<sup>th</sup> & 5<sup>th</sup> lines)**

- i. If you check these boxes, your user will need to go to the Boardroom, Delinquencies and Prepays module. They will click next to each Delinquent and/or each Prepaid balance and enter a reason
- ii. The usual reason for requiring a reason for Prepaid balances, is to make your user check that the balance is legitimate and not user error.

**g. Renewed leases not under contract**

- i. The user has started the Renew Lease process and indicated the new lease will begin during the prior month.
- ii. To correct this you have two choices:
  - If the new lease WAS executed, click **Sign Lease** (if not completed), then click **Begin Lease Contract** to force the lease to renew immediately.
  - If the lease was NOT executed, change the Lease Start Date to a future date.

**h. Purchase orders not completed**

- i. There has been a Purchase Order with the old month's date (or older) entered. It has not been converted into an Invoice.
- ii. Many companies do not check this option because the user might not have received the invoice yet.

**i. Unposted partner transaction batches**

- i. The partner (Example: Minol utilities) has dropped date into ResMan for the prior period, but the user has not Batched these transactions.



7. **Default Folders** – ResMan allows you to create Folders within the Document module of various locations.
  - a. Example: In the Applicants and Residents area, you might create a folder for Move Out Pictures.
8. **Deposit Interest** – If your state requires that you return interest on Deposits Held, you specify the formula here.
  - a. Indicate which Deposit types that you calculate Interest on
  - b. Add the time periods and the Interest percentage
  - c. Indicate the properties that should have interest calculated
  - d. The interest is calculated as simple interest and is calculated during Move Out Reconciliation only.
9. **Forms** – Currently this is only used for Minnesota CRP, but will eventually be used for other government forms
  - a. Indicate which property you need to setup
  - b. Select the Transaction Categories that will be used for the various calculations
10. **GL Accounts** - Specify the default general ledger accounts
  - a. Delinquent Rent is used on Cash Basis accounting only, when running the Post GPR Journal Entries
11. **Intercompany Settings** – Used to pay invoices for one company out of another companies bank account.
  - a. Any company that will be paying bills for another company, will need to be setup here with the due to and due from accounts for each company.
  - b. Some companies setup Due To/From accounts which could have either a debit or a credit balance.

**12. Late Fee Schedules** – Allows the user to create multiple late fee schedules for various residents within a property

- a. **Rent due day:** Should be set the first (unless your rent is truly due a different day)
- b. **Maximum Late Fee:** The highest amount that should ever be calculated
- c. **Threshold:** Until a residents balance is higher than this number, he will not be charged any late fees
- d. **Set as Default Schedule for all selected properties:** Will copy this schedule over into the Property settings for the properties selected below. This is a one-time copy.
- e. **Set as Assigned schedule for all current leases of selected properties:** Will copy this schedule over into each lease for the selected properties. This is a one-time copy.
- f. **Set as archived:** Hides and inactivates this schedule. You can view these by checking the “Include archived schedules” above.
- g. Select the **properties** for this schedule
- h. Enter the calculation under **schedule details**
  - i. **Day:** The day of the month that this fee will be assessed (Note: See the information for “This Day Only”)
  - ii. **Type:**
    - Flat Fee:  
Then value will be the amount of that Flat Fee
    - Percentage:  
Value will be the percentage of:
      - ⇒ Monthly Scheduled amount
      - ⇒ Billed open (the amount currently unpaid)

*OR* of a Dollar amount (if you enter a Dollar amount, that will be used as the MINIMUM amount)

**13. Lease Terms** – Allows you to set specific lease terms that can be used in OnLine Availability or when converting a prospect into an applicant.

- a. Typically a lease term is a number of months (12, 24, etc.), however it can be a specific time period. (Example: Student housing might set one up called Fall 2014 (8/1/14 – 12/31/14).

**14. Management Fees** – Allows you to setup your calculations for Management fees

- a. Indicate a name for this Management Fee
- b. Click the properties that will use this fee
- c. Indicate how the calculation should work (you can have multiple calculation rules)
- d. Minimum Thresholds – The amount of your lowest Mgmt fee
- e. Maximum Threshold – The amount of your highest possible Mgmt Fee

**15. Payables** – Chose the default for the Invoice distribution description field

- a. Two descriptions exist in an invoice: The Invoice description and the Distribution description (shown in a general ledger)
- b. **Nothing:** The distribution description will be blank
- c. **Description:** The Invoice description will copy down into the distribution description (most common setting)
- d. **GL Account Name:** The GL name will fill into the distribution description (and display in the general ledger).

**16. Periods** - Specify the ending dates of each period

- a. Click the ADD button to quickly add future periods

**17. Prospects** – Default prospect source.

- a. Only used with CRMs (Example: Level One) if they transfer guest card information without indicating a Prospect.

**18. Reports** – The user can choose options to print or not print items on financial reports.

**19. Required Fields** – Select any fields that you want to make required.

**20. Residents –**

- a. Final Account Statement: Require Approval of final account statements: If checked before a deposit refund can be issued, it must be approved.
- b. Occupancy: Indicate which status should NOT count towards occupancy. This is used in Charge Distributions and with Utility partner's occupancy counts.

**21. Security –** Enter the number of minutes before ResMan logs a user out. This is a global setting for all users.

**22. Transactions** - Specify the default transaction categories for various actions

**23. Unit Statuses –** Match Transaction Categories with Admin, Down, Model, Not Ready and Ready Unit Status's to determine how these unit status' should impact your GL when they are vacant.

## I. COMMUNITY MEMBERS PORTAL (Resident Portal) SETUP

### A. Logo & CSS

1. Provide ResMan with the **logo** image that you would like displayed on the portal for each property.
2. ResMan can provide you with a **CSS** (Cascading Style Sheet), for you to make edits to the look of the portal login screen.

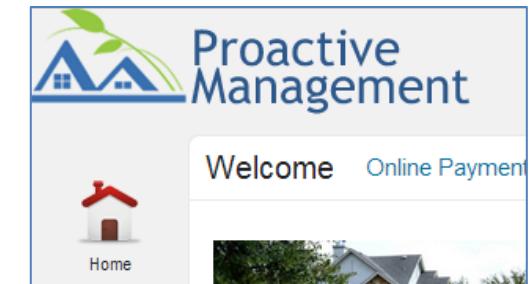


Figure 1

### B. Pick List

1. Admin > Pick Lists, **Portal Message Types**
  - a. When a resident sends you a message, create a list of possible message types
  - b. Examples: Noise Disturbance, Other
2. Admin > Pick List, **Resident Portal Employee Group**
  - a. Create groups of employees for the Team page
  - b. Example: Front Office & Maintenance
3. Admin > Pick List, **Work Order Category**
  - a. Create 1 default category for Work Orders submitted online
  - b. Example: OnLine Work Order

## C. Employees

1. Accounts > **Employees** (or Admin > **Users**)
2. Click into the employee's record
3. Add a **Picture** of the employee
4. Under Employee Information, go to the **Resident Portal Section**
5. Select if you want that employee to **display** on the portal
6. Select his **Group**
7. Enter a **biography** for the portal

### Meet the Team

#### Front Office



**Beth Williams**

*Leasing Consultant*

Beth has been with our Proactive team since March 2011. She enjoys spending time with her friends and family.



**Laura Brown**

*Assistant Manager*

Laura joined the PM team in July 2013. She has been in the industry for 10 years. Customer service and hard work are Laura's best friends.

Front Office   Maintenance

Figure 2

## D. Property

1. Admin > Properties. Select the **property**.
2. Click **Community Member Portal Settings**
3. Click **EDIT**
4. The Portal CSS URL will be filled in for you.
5. Select which portions of the portal you want to be visible to the resident.
6. Create a **Welcome Message**
  - a. You can add images for a property picture or company logo
  - b. If the image is on a website, you can copy/paste it in.
7. Enter your **Facebook** page
8. **Work Orders**
  - a. Enter the 1 default ResMan user who will receive all online work orders
  - b. Enter the 1 default category
  - c. Enter the number of days until the Work Order is due
  - d. Enter a Work Order Message
    - i. Example: \*\* If this is an emergency, please call 972-555-1234!

We only check work orders submitted during Monday-Saturday  
9:00-6:00. If you submit a work order on the weekend, we won't see it until Monday!
9. Click Save

## E. Calendar

1. Click the Calendar Efficiency Icon at the bottom of the screen
2. Click the date box
3. Enter the details of this event
4. Under Calendars:
  - a. Start typing the name of your property. Select it. This puts the item on the Property Calendar
  - b. Remove your name (so that event is not on your Calendar)



Welcome to your community portal! Here you will find many things pertaining to your account with us at Results at ResMan Terrace.

Some things you can do on this site:

- Pay your rent
- View your current ledger
- View any packages that we are holding for you in the office
- Submit a maintenance work order request
- Check the status of a submitted work order request
- View upcoming community events
- Send a Communication to our office
- View our Team members
- View documents

We are here to help you in any way possible. Please let us know if there is anything we enjoyable.

(972) 555-1224

Results at ResMan Terrace

Figure 3

Upcoming Events
<span style="font-size: 2em; color: #ccc;">28</span> Feb 01 Rent Due When: All Day Where: Main Office
Feb 04 Community BBQ by the pool! When: All Day Where: Swimming Pool Party for the community! Bring some hot dogs!
Mar 01 Rent Due When: All Day Where: Main Office

Figure 4

## II. ONLINE AVAILABILITY SETUP

### A. Lease Terms

Setup any Lease Terms that you would like shown on the OnLine Availability screen.

1. Admin > Settings, **Lease Terms**
2. Click **ADD** to add a new Lease term
3. Enter the name (Example: 18 Months)
4. Type: Usually duration (in months), but can be a specific time period (Example: Fall 2014)
5. Months: the number of months (Example: 18)
6. Select the Properties that this will apply toward.
7. Click **OK**

**Preferences**

Move-in date: 02/08/2014

**Bedrooms**  
 1 (14 Matches)  
 2 (4 Matches)

**Bathrooms**  
 1 (14)  
 2 (4)

**Floor plan (Show)**

Rent: 625 - 1075

Square footage: 525 - 900

Floor:  
 1 (10)  
 2 (5)  
 3 (3)

Pets Permitted:  
 Yes (0)  
 No (18)

Amenities:  
 W/D (8)

**Units (18 Matches)**

**2 Bedroom 2 Bath - B**  
*Our Two Bedroom B Floor plan has two full baths and is 900 SF. It is our largest two bedroom floor plan!*

Bedrooms	Bathrooms	Square footage	Deposit	Rent
2	2	900	400.00	1,075.00

**303**

Building: A  
Floor: 3  
Pets Permitted: No  
Lease term: 12 Months  
Rent: 1,075.00

**2 Bedroom 2 Bathroom - A**  
*Our Two Bedroom A Floor plan has two full baths and is 850 SF. It is our most economical two bedroom available!*

Bedrooms
2

## B. Property

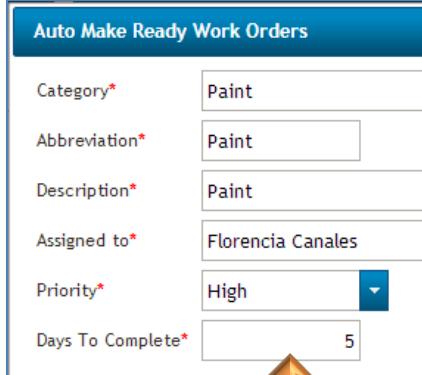
The date that a unit will be show available is based on:

The **intended Move Out date + the MAXIMUM Days to Complete** for the Auto Make Ready Work Orders

Here is where we will verify the Days to Complete for these work orders.

### 1. Auto Make Ready Work Orders – Days to Complete

- a. Admin > **Properties**. Select the property.
- b. Click the **Auto Make-Ready Work Orders**
- c. Click each item on the list, click Edit
- d. Check the DAYS TO COMPLETE
- e. Verify the one item with the maximum Days to Complete is correct.



Auto Make Ready Work Orders	
Category*	Paint
Abbreviation*	Paint
Description*	Paint
Assigned to*	Florencia Canales
Priority*	High
Days To Complete*	5

Figure 6

## 2. Applicant Portal Settings

- a. Select the leasing agent who will receive the notifications and who will be assigned to the new leases.
- b. Indicate the maximum days after the unit is available that an applicant could apply.
- c. Skip the Guest Card Submitted Message
- d. Enter the **Availability message**
- e. Skip Default Email Message.
- f. Skip Verification Documents
- g. Skip Terms and Conditions

**Applicant Portal Settings**

<b>General</b>	
Assigned leasing agent	Sue White
Maximum move in date after availability	30 Days

Figure 7

**Online Availability Welcome Message**

This message will be displayed when the applicant first visits the online availability tool.

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Paragraph ▾ Font Family ▾ Font Sizes ▾ **B** *I* U ~~S~~ A A ▾

Welcome to our Online Unit Availability site! Please see below for available apartments homes, pricing, and floor plans. Choose your next home, choose the lease term and click on "Apply" to submit your application, pay your application fee and deposit online and reserve your apartment!

If you have any questions, please contact us at [Leasing@SuperFineApts.com](mailto:Leasing@SuperFineApts.com).

Figure 8

## C. Unit Types

1. Property > Unit Type. Select a **Unit Type**
2. Click Edit within the **Unit Type** module
  - a. Verify all the fields are correct
3. Click to Edit any **Lease Terms**
  - a. You can raise or lower the rents for certain terms by Amount or Percentage
4. Click the **Marketing** Module.
5. Click **Edit**
6. Name: Assign a **name** to this unit (Example: The Rosewood)
7. Description: Enter a **description** that will make the applicant want this unit type.
8. Upload Images and video's

To upload a video:

- Copy your video to [YouTube.com](#). - Click the **Share** tab - Click the **Imbed** link
- **Copy** that information. - **Paste** it into the video

Unit Type	
Property	Frontline Fairways
Name*	A1
Description*	One Bedroom, One Bath
Bedrooms*	1
Bathrooms*	1.0
Market rent*	695.00
Required deposit*	100.00
Square footage*	587
Max occupancy*	2
Escrow Deposit Paid	

Figure 9

Marketing	
<b>General</b>	
Enter the marketing name and description for this unit type that will be displayed on the website.	
Name	A1 - Rose
Description	This lovely 1 bedroom is our most popular floorplan! You will enjoy the spacious layout and abundant amenities!
<b>Images</b>	
To add a marketing image or video for this unit type, click the corresponding image or video to the desired location.	
<b>Floor plan</b>	
Floorplan.JPG	Living Room.jpg
	Walk Through
APARTMENT TOUR	

Figure 10

## D. Amenities

This will allow you to add amenities that make your units sound more appealing. You can choose to create an amenity that will increase their charges or that are free.

1. Property > **Amenities**
2. Click **New Amenity**
3. Select the **Property**
4. **Type:** Create a new type or use an existing one (Example: View, Flooring)
5. **Name:** Assign a name to this Amenity
6. **Effective Date:** The date you want this to start.
7. **Charge:** If there will be a charge for this Amenity...select whether it will increase rent or be a separate charge
8. **Charge Amount:** Can be zero
9. Select the **units** to include

The screenshot shows two windows side-by-side. The top window is titled 'New Amenity' and contains fields for Property (Frontline Fairways), Type (View), Name (Pool View), Description, Effective date (02/02/2014), Charge (radio buttons for 'Increase unit market rent' and 'Add recurring charge to lease'), and Charge amount (0.00). The bottom window is titled 'Units' and shows a list of units: HU, T06, T15, 101, 302, and T01. A search bar and a 'Selected (Remove all)' button are also visible.

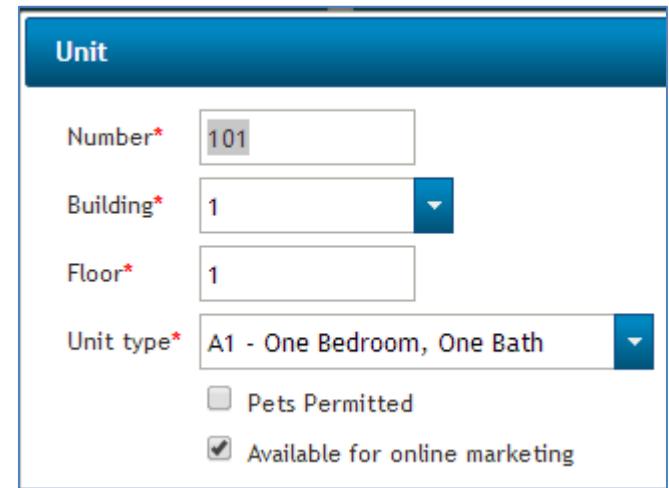
Figure 11

**IMPORTANT NOTE:** If you create an Amenity with a Charge, all NEW leases (for those units) will be assessed this charge.

## E. Units

1. Property > **Units**
2. Select a Unit
3. Check if **Pets Permitted** should be available
4. Check if this Unit is Available for **OnLine Marketing**

**NOTE:** Some companies do not want applicants to see how many units are actually available, so they uncheck this box for some units.



The screenshot shows a software interface titled "Unit" with a dark blue header. Below the header are four input fields with validation asterisks: "Number\*" containing "101", "Building\*" containing "1" with a dropdown arrow, "Floor\*" containing "1", and "Unit type\*" containing "A1 - One Bedroom, One Bath" with a dropdown arrow. Below these fields are two checkboxes: one unchecked labeled "Pets Permitted" and one checked labeled "Available for online marketing".

Figure 12

## F. Specials

ResMan allows you to setup specials that can be visible on the Online Availability screens

1. Go to Property > **Specials**
2. To add a new Special, you have various options:
  - a. On the Submenu, click **New Special** or
  - b. Open the Vacant and On Notice Unit module. Put a check beside one or more units, at the bottom click **Add Special**
3. Add the **Property** for this special.
4. Add a **Name** (this name will not show on the OnLine Availability screen. It will only display within ResMan)
5. Add a **Description** (this name will not show on the OnLine Availability screen. It will only display within ResMan)
6. Decide whether they need to **Apply (Application)** or to **Move In** during certain dates to qualify for this special
7. Enter the **dates** that the prospect needs to Apply or Move In to qualify
8. Apply to: Select whether this Special is for all of this Property, Certain Unit Types, or certain Units
9. Select the Lease terms required to receive the special.

Figure 13

Figure 14

## Concession:

10. Select how many periods (months) this concession will exist.
11. Select whether it is a Dollar Amount or a Percentage of Rent.
12. Select if (once this concession is a credit in the Recurring Charge Log) if users can edit the amount
13. Choose a Transaction Category for the credit.
14. Select when the concession will begin (Start of Lease, or on another month)
15. Select whether the initial concession should be prorated
16. If Period was “Fixed Number of Months”, select the number of months.

Concession

Period*	One Time			
Concession*	100.00	<input type="radio"/> Amount	<input checked="" type="radio"/> Percent	<input checked="" type="checkbox"/> Can be modified
Category*	Concession - Rent			
Start month*	Start of Lease	<input checked="" type="checkbox"/> Prorate		
Duration	1	Months		

Figure 15

## Marketing:

17. Enter a name that will display on the OnLine Availability screen
18. Enter a description that will display on the OnLine Availability screen
19. If Period is not “One Time”, select how the concessions should display.
20. Click Save

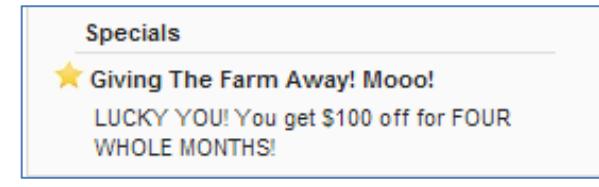


Figure 16

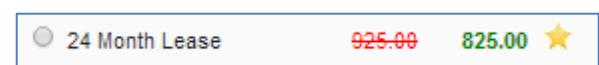


Figure 17

## III. ONLINE APPLICATION SETUP

### A. Requirements

1. **Aptexx:** In order to accept OnLine payment, you must have an account with Aptexx
2. **Screening Partner:** In order to have a screening run automatically at the end of the application, you will need an account with one of our screening partners (Example: ResidentCheck, First Advantage).

### B. Property > Applicant Portal Settings

1. Admin > **Properties**.
2. Select your property
3. Click on **Applicant Portal Settings**
4. Click **EDIT** to change the settings
  
5. **Assigned Leasing Agent**
  - a. Enter the person who will be the Leasing Agent on the Applications that are returned back into ResMan

Applicant Portal Settings	
<b>General</b>	
Assigned leasing agent	Sue White
Maximum move in date after availability	30 Days

Figure 18

6. **Verification Documents**
  - a. Enter any text regarding required documents

Instructions for Verification Documents	
<p>The following will be displayed as the instructions for the "Verification Documents" sections of the application. Specify which types of documents are required to be uploaded with the application.</p> <p>Please upload the following documentations:</p> <ol style="list-style-type: none"> <li>1. A valid government issued ID that proves valid residency in the US (US Passport, Green Card, Permanent Resident Card)</li> <li>2. Pay stubs or documentation showing pay history (bank statements, student loans, etc)</li> </ol>	

Figure 19

## 7. Terms and Conditions

- a. Enter all of the information that should appear in the Terms and Conditions tab

**Terms and Conditions**

The following should contain the terms and conditions that must be accepted by an applicant before completing the application.

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Paragraph ▾ Font Family ▾ Font Sizes ▾ **B** *I* U ~~S~~ [A](#) [A](#)

To guarantee compliance with the Federal Fair Housing Acts, a separate application and a \$35.00 non-refundable processing fee is required for each person over the age of 18 who will reside at the property. All persons will be treated fairly and equally without regard to race, color, religion, sex, familial status, handicap, or national origin in compliance with Fair Housing Act.

Figure 20

## 8. Application Submitted Message

- a. This is the message that will display after they submit their application

**Application Submitted Message**

This message will be displayed to the applicant after they have completed the online application process.

File ▾ Edit ▾ Insert ▾ View ▾ Format ▾ Table ▾ Tools ▾

Paragraph ▾ Font Family ▾ Font Sizes ▾ **B** *I* U ~~S~~ [A](#) [A](#)

Thank you for submitting your application for your new apartment home! We are excited to have you join our community. Please contact us at [Leasing@SuperFineApts.com](mailto:Leasing@SuperFineApts.com) to follow up on the status of your application. We will be in touch with you once we get final approval. At that point, your lease will be emailed to for e-Signature. We look forward to working with you!

Figure 21

## 9. Default Email Message

- Subject: This will be the default when you send your applicant the link to apply
- When you click INSERT LINK, the following will appear  
[LINK] **Link Text** [/LINK]

Whatever wording is between the two “link” brackets will display as the link that they will click on.

You may want to change the text to something like:

**Click HERE to Apply!** (shown in the example)

**Default Email Message**

If an applicant has already been entered in ResMan and they need to complete an online application, an email application process for the unit to which the applicant is associated. Below you may define the default text of

Subject Your Online Application Link for SuperFine Apartments

Use the "Insert Link" button to specify the location of the online application link.

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[Paragraph Font Family Font Sizes]

[B I U S A A]

[LINK] **Click HERE to Apply for your new home!** [/LINK]

Figure 22

## C. Property > Applicant Types

ResMan allows you to have different types of applications (Example: Students, International applicants) and to customize the settings for each type. When the applicant starts the process, they will select the appropriate Applicant Type for themselves.

Applicant Types			
Name	Default ID number type	Default	Screen applicants
Individual		Yes	Yes

**Add** **Edit** **Delete**

Figure 23

- Admin > **Properties**.
- Select your property
- Click on **Applicant Types**
- One default type is provided: **Individual**
- Click **ADD** to add a new type or **EDIT/DELETE** an existing type

6. Assign a **Name** to this Applicant Type
7. **Default ID number type**
  - a. Other or Social Security Number
8. Choose whether you want **automatic screening**
9. Choose whether to allow them to **invite a roommate** by email

**Applicant Information**

Specify the name and the default identification type to be used for the application. Note that the name must be descriptive enough for them to understand.

Name*	<input type="text" value="Individual"/>	<input checked="" type="checkbox"/> Set as the default applicant type
Default ID number type	<input type="button" value="▼"/>	
<input checked="" type="checkbox"/> Automatically screen the applicant after their application is submitted		
<input checked="" type="checkbox"/> Allow applicant to invite roommates by email		

Figure 24

10. Place a **checkbox** beside each section of the application that you would like available

**NOTE:** Making the section available, does NOT make that section required.

**Forms**

Place a checkmark next to each section you would like available.

<input checked="" type="checkbox"/> Applicant Information
<input type="checkbox"/> Student Information
<input checked="" type="checkbox"/> Applicant Employment
<input checked="" type="checkbox"/> Spouse Information
<input checked="" type="checkbox"/> Spouse Employment
<input checked="" type="checkbox"/> Other Occupants
<input checked="" type="checkbox"/> Pets
<input checked="" type="checkbox"/> Vehicles
<input checked="" type="checkbox"/> Miscellaneous
<input checked="" type="checkbox"/> Terms and Conditions
<input checked="" type="checkbox"/> Review

Figure 25

**11. Application Fees - Select if you require immediate online payment**

- a. If you check this box, and your applicant does not pay the fees at the time of application:
  - i. No automatic screening will occur
  - ii. The application will be returned back into ResMan as a Cancelled Application

**Note:** The User can UNDO the cancellation manually if desired.

- b. ADD any desired fees for this Application Type
- c. Select whether the fee is to be charged once Per Applicant or once Per Unit

**NOTE:** If these fees are Not Required, they will still display and the applicant can still pay online if desired.

- d. **Deposits – Select if you require immediate online payment**
- e. Select if you want them to be charged the **Unit Required Deposit** that is setup in the Unit Type Screen.
- f. Enter any **additional deposits** that you might want to charge.

**NOTE:** You can uncheck the Unit Required Deposit and and a different deposit in the bottom section OR you can Require the Unit Type Deposit and add Additional Deposits below.

**Application Fees**

Specify the application fees required for this applicant type. If these fees should be paid at the time of the payment' box.

Require immediate online payment

Category	Description	Amount	Charge
Application Fee	Application Fee	25.00	<input checked="" type="radio"/> Per applicant <input type="radio"/> Per unit
Administrative Fee	Administrative Fee	100.00	<input type="radio"/> Per applicant <input checked="" type="radio"/> Per unit

**Add**

Figure 26

**Deposits**

Specify the security deposits required for this applicant type. If these deposits should be paid at the time of the payment' box. In addition to specifying whether or not the default unit type security deposit is required, a

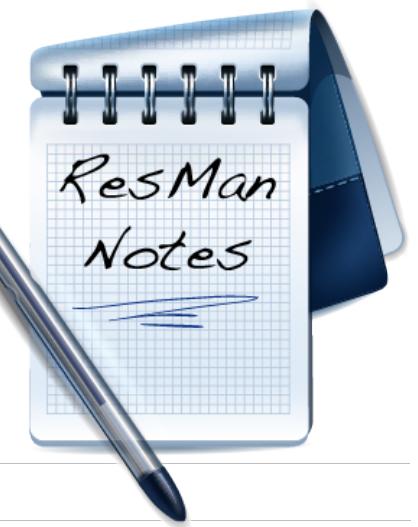
Require immediate online payment

Require Unit Type deposit

Category	Description	Amount	Charge
Other Deposit Paid In	Extra Student Deposit	50.00	<input checked="" type="radio"/> Per applicant <input type="radio"/> Per unit

**Add**

Figure 27



Noteworthy