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CHAPTER 2: CHARGES, RECEIPTS AND ACCOUNTS RECEIVABLE

RECEIPTING RENT AND SECURITY DEPOSITS

Place checks and money orders in groups of up to 20. Smaller batches make it easier to find entry errors. Using a calculator tape total the checks and money orders you need to post. When entering a new receipt batch in Yardi, you need to know the total number of items and the total dollar amount before you begin. When you have the number of checks/money orders and total deposit proceed.

On the main menu, create a deposit batch by selecting New Receipt Batch option from the Open Batches heading on the dashboard.

Fill out blue fields and click Submit.
You are ready to enter receipts for this batch. For checks or money orders received from residents, fill in the property, unit and Payer then tab. Then click Enter Detail button.

Enter the amount received; fill in the date received and check or MO number. VERIFY the correct cash account is selected. Payment Method; pick Check or Money order from drop down, Click TAB on left side of computer key board

Use Cash Acct 1120-10 for rent and other charges and Cash Acct 1191-00 for Security and Pet deposits

Yardi automatically distributes the receipt to existing charges. You must verify that the receipt is going to the right charge. If not, click the button and enter the receipt to correct charge or charges.

Continue entering receipts until deposit is complete. Batch total and items entered must match amount entered under Batch Receipt screen.
POSTING RECEIPT BATCH

After all of the checks and Money Orders have been entered for that batch, the system will take you back to
the post screen.

If you exceed one of your declared totals they system will also take you back to this screen.

First make sure that the Total Entered and the Total Declared are the same.

If they are not print the report to quickly find the error. Click on Edit to correct the error. When they do
match, click on the REPORT button.

<table>
<thead>
<tr>
<th>Unposted Receipt Batch</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Declared: 1.00</td>
</tr>
<tr>
<td>Total Entered: 1.00</td>
</tr>
<tr>
<td>Batch #11259</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tran#</th>
<th>Check #</th>
<th>Cash Acct</th>
<th>Property Inc Acct</th>
<th>Unit</th>
<th>Tenant</th>
<th>Name</th>
<th>Status</th>
<th>Amount Remarlr</th>
</tr>
</thead>
<tbody>
<tr>
<td>R-152959</td>
<td>123</td>
<td>1120-10</td>
<td>5120-00</td>
<td>G406</td>
<td>t0005502</td>
<td>Mason, Eric</td>
<td>(Current)</td>
<td>1.00</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1.00</td>
</tr>
<tr>
<td>Total 1145</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1.00</td>
</tr>
</tbody>
</table>

This will give you a recap of the batch you are about to post. Make sure the total is correct again; make
sure the correct cash account is being used.

Cash Acct 1120-10 for Operating and Cash Acct 1191-00 for Security and Pet deposits

Close report.

Click the POST button only if everything is correct.

To View a report formatted for viewing click Here to get a report of the receipt batch you just posted.

Do not print the UNPOSTED RECEIPT BATCH that you used prior to posting.
CHECKscan

CHECKscan is a function that integrates a physical check scanner and Yardi. Not all sites have CHECKscan. These instructions apply to those sites that have CHECKscan:

Installing CHECKscan

Not all sites have CHECKscan. Do not install if you are not using this functionality. If unsure check with Software Support.

If an installer page pops up, and you have have CHECKscan installed, you need to contact Software Support:

![YSI NetClient Installer Page](image)

After you've installed the control, you need to close your browser and login again.

Installation Status:

Control not loaded.

Receipting a Check with CHECKscan

From the left menu, select CHECKscan -> Scan Checks:

A "Launching Checkscan…" window should pop up with a Please Wait message:
After the “Please wait…” message goes away:

Before scanning any checks, the batch must be totaled, and cannot exceed 20 items.
Click on the Batch Header tab. Enter the total dollar amount of the batch and the number of items. Click the Save & Continue button:

Then click the Start Scanning button at the bottom of the screen.
Physically scan the checks/money orders through the scanner.
Images of the checks will appear in the top half of the window as they are scanned, while line items are added to the bottom of the screen showing what information CHECKscan picked up. These lines are color coded (on the far left).
The color codes are Green, Gray, Yellow, and Red.

Gray status means that Yardi has multiple accounts it thinks the check may belong to.
Yellow status means that Yardi probably has the account but it must be verified.
Red status means Yardi doesn’t know how to apply the check (or money order).
Green status means that Yardi thinks it knows who the check belongs to (it should still be verified).

To check or assign any of the items, click on the colored box on the left hand side of its row. All should be verified, even green items.
**Gray Status:**

If the item is gray status you’ll get a popup. If the item is for one of the people already associated through CHECKscan, click “Yes”. If it is a new person or they haven’t been associated through CHECKscan, click “No”.

If you click “Yes”, you will see the EFT Setup details screen showing which Yardi accounts have had receipts posted to them through CHECKscan for checks with the same bank information. In this example it is because the person Unit Transferred (UT’d):

If you don’t know which t-code to credit the payment to, you need to press Ctrl N to open a new Yardi window and use the Resident -> Find Resident function to determine which is the correct one.

In the EFT Setup details click the checkbox next to the correct Payer/t-code and then press the **Continue...** button.

The Payment window will pop up. Verify that it is the right Unit/Resident, correct Document Type, and then press the **Enter Detail** button:
When you press the **Enter Detail** button, the bottom part of the window will reveal which charges Yardi is going to pay with the receipt. You need to review these and ensure that the charges that should be paid are. For example, failing to pay the current month rent in full will result in automated late fees generating.

<table>
<thead>
<tr>
<th>Payment</th>
<th>Charge Code</th>
<th>Account</th>
<th>Charge Date</th>
<th>Actual Charge</th>
<th>Prior Paid</th>
<th>Prior Adjusted</th>
<th>Balance Due</th>
<th>Ref</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4.00 Rent</td>
<td>5130-60</td>
<td>02/01/2012</td>
<td>777.00</td>
<td>772.98</td>
<td></td>
<td>4.00</td>
<td></td>
<td>Rent Revenue - Tenant (02/2012)</td>
</tr>
<tr>
<td></td>
<td>10.00 fee</td>
<td>5500-60</td>
<td>02/01/2012</td>
<td>10.00</td>
<td>0.00</td>
<td></td>
<td>10.00</td>
<td></td>
<td>Pet Fee - Non Refundable (02/20)</td>
</tr>
<tr>
<td>0.00 prepay</td>
<td>02/21/2012</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Tenant Prepay</td>
</tr>
</tbody>
</table>

After everything is verified and corrected as necessary, press the **Save** or **Continue** button (same button in same place but it changes its label).

After you have pressed Save or Continue, the color coded box on the left hand side should be green. Repeat the process for all of the items (even green status items should be verified, particularly to ensure that the correct charges are being paid).

**Yellow Status:**

1. Verify that the Yardi account being paid is the correct one
2. Verify the check amount is correct
3. Verify the Document Type is correct
4. Verify that the charges being paid are the correct one(s)
5. Press **Save**
Red Status:

Items with a red status means Yardi can’t guess which account to apply the item to, or some other critical piece of information is missing.

Cashier’s checks and Money Orders generally show as red, or a new resident will show as red.

Enter any necessary fields, then:

1) Verify that the Yardi account being paid is the correct one – match scanned image with tenant
2) Verify the check amount is correct – must match scanned image
3) Verify the Document Type is correct
4) Verify that the charges being paid are the correct one(s)
5) Press Save

NOTE: Most errors are caused by the scanned image of the check/money order shown not matching the tenant and dollar amount on the receipt. You MUST verify that the scanned image of the check shown matches both the tenant and the dollar amount on the receipt screen.
Green Status:
You should still verify green deposits, particularly that the correct charges are being paid.

Finishing the Receipt Batch
All items should be Yellow or Green, and you should have verified all of the receipts before posting the batch.

When all items are scanned, and verified, and in Yellow or Green state, then you need to check the totals at the bottom right hand of the CHECKscan window, and ensure that the number of Item(s) Entered and Total Entered are correct (this is why you totaled the batch before scanning any checks).

If everything matches up, click the Report button in the lower right.

Verify everything on the report, particularly that the correct cash accounts (operating/security) are being credited.

Close the report after everything is satisfactory and verified.

Press the Post button in the lower right hand corner of the CHECKscan screen.
The system processes, and when complete a popup will state “Receipt batch(s) created successfully” along with the Batch number:

![Receipt batch(s) created successfully](image)

Press OK.

Press the Report button in the lower right again.

Now the report is a Posted Report. Click the PDF button and save or print that PDF for your backup as necessary.

![CHECKscan Posted Report](image)

Generally you will need to send a copy of the PDF to the accountant, and keep a printed copy of the report with the scanned check originals.

**Collect Processor Report**

Sometimes the process of receipting a check or money order through CHECKscan seems to have worked, but fails to be credited to the bank. These show up in the Collect Processor Report. Generally failed receipts need to be taken to the bank and deposited (they are already in Yardi) and an email notification sent to the accountant and RPM/DM to let them know.

From the left menu choose CHECKscan -> Collect Processor Report:
Complete the filter – Property number, bank account, date from and to. Ensure that all Statuses are selected. Press **Display**.

Batches listed in red have an issue. Click on the Batch Count blue link number to drill down to the detail for the batch:

Items within the batch that have an issue are listed in red. These checks need to be taken to the bank and deposited physically – the money is in Yardi but not at the bank – something went wrong and we did not get credited at the bank.

If you have any questions, contact Software Support or your accountant.

If a check or money order fails, take it to the bank and email the accounting mailbox and your RPM/DM.
NONRESIDENT RECEIPTS

From the dashboard, go to New Receipt Batch. You may enter non-resident receipts in a separate batch or a regular receipt batch with rent payments.

Complete the filter information and click

Enter the Payer information in the 2nd Payer box (not Unit or 1st Payer) click
Fill in the check amount, date received and check number. On the bottom of screen enter the **Charge Code** only.
**PROCESSING TENANT NSFS**

When a resident’s check is returned for not sufficient funds, you must mark the payment as NSF in Yardi. This reverses the receipt and un-applies the payment to charges on the resident’s ledger.

- Go to the resident’s ledger and find the payment to mark as NSF.
  - On the **Resident** screen, click the **Ledger-Non-HAP** link under **Reports**.

- On the **Resident Ledger (Non HAP)** pop-up screen, click the link in the **Chg/Rec** column that corresponds to the check that was returned for NSF. (For this example, we will assume it is check # 1002.)

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Charge</th>
<th>Payment</th>
<th>Balance</th>
<th>Chg/Rec</th>
</tr>
</thead>
<tbody>
<tr>
<td>6/9/2010</td>
<td>RENT Adj MI, 06/09/2010 to 06/30/2010</td>
<td>20.00</td>
<td>20.00</td>
<td>357477</td>
<td></td>
</tr>
<tr>
<td>6/10/2010</td>
<td>Security Deposit-MI on 6/9/2010</td>
<td>75.00</td>
<td>75.00</td>
<td>294237</td>
<td></td>
</tr>
<tr>
<td>6/16/2010</td>
<td>chk# 9907235856</td>
<td>28.00</td>
<td>70.00</td>
<td>294237</td>
<td></td>
</tr>
<tr>
<td>7/1/2010</td>
<td>RENT Adj MI, 07/01/2010 to 07/31/2010</td>
<td>27.00</td>
<td>97.00</td>
<td>357477</td>
<td></td>
</tr>
<tr>
<td>7/6/2010</td>
<td>chk# 1044</td>
<td>28.00</td>
<td>69.00</td>
<td>302678</td>
<td></td>
</tr>
<tr>
<td>8/1/2010</td>
<td>RENT 8/1/2010 to 8/31/2010</td>
<td>27.00</td>
<td>96.00</td>
<td>357481</td>
<td></td>
</tr>
<tr>
<td>8/9/2010</td>
<td>chk# 1056</td>
<td>27.00</td>
<td>69.00</td>
<td>325093</td>
<td></td>
</tr>
<tr>
<td>8/9/2010</td>
<td>chk# 1057</td>
<td>34.50</td>
<td>34.50</td>
<td>325913</td>
<td></td>
</tr>
<tr>
<td>8/9/2010</td>
<td>chk# 1055</td>
<td>34.50</td>
<td>0.00</td>
<td>325914</td>
<td></td>
</tr>
<tr>
<td>9/1/2010</td>
<td>RENT 9/1/2010 to 9/30/2010</td>
<td>27.00</td>
<td>27.00</td>
<td>386712</td>
<td></td>
</tr>
<tr>
<td>9/14/2010</td>
<td>chk# 14143805354</td>
<td>27.00</td>
<td>27.00</td>
<td>345611</td>
<td></td>
</tr>
<tr>
<td>10/1/2010</td>
<td>RENT 10/1/2010 to 10/31/2010</td>
<td>27.00</td>
<td>27.00</td>
<td>416133</td>
<td></td>
</tr>
<tr>
<td>10/8/2010</td>
<td>chk# 5007</td>
<td>27.00</td>
<td>0.00</td>
<td>357643</td>
<td></td>
</tr>
</tbody>
</table>
- When the Receipt screen pops up, click on the NSF button.

- Complete the NSF Receipt pop-up that appears, by providing all the requested information.

- In the “NSF Date” field, enter today’s date.
- In the “Post Month” field, enter the month/year for the current (accounting) month.
- Enter any comments in the “Notes” field.
- Leave the “Bank Fee” and “Bank Fee Acct” fields 0 and blank, respectively.
- In the “Resident Fee” field, enter the amount of the NSF charge per the email from your property accountant if this is the resident’s second NSF occurrence. (If your property accountant has not told you what these fees are, send him or her an e-mail to get this amount before processing the NSF.)

**NOTE:** After a resident has two checks returned for insufficient funds, Yardi will change the “Payment Method” on the Resident screen to Cash Equiv., indicating you should no longer accept personal
checks from the resident. The only acceptable forms of payment from that point forward are cashier’s checks and money orders.

**NOTE:** If you accidentally accept a personal check from a resident who has exceeded the two NSF incident allowance, contact your Software Support Team member for assistance with processing the check. **Do not** change the “Payment Method” to **Cash** on the receipt batch to receipt the payment.

- In the "Resident Charge Code" field, enter `nsf` (or select the `nsf` charge code from the charge code list by clicking the **Resident Charge Code** link).
- Click the **Save** button to post the NSF.
- Click **OK** when the pop-up appears asking you to confirm the transaction.
- Click **OK** when the pop-up appears indicating the "Receipt has been NSF’d".
- Close the **Receipt** and **Resident Ledger** pop-ups.

If you look at the resident’s ledger now, you will see a “Returned check charge” for the amount you entered on the **NSF Receipt** pop-up and a **negative** payment (NSF receipt) reversing the original receipt.

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Charge</th>
<th>Payment</th>
<th>Balance</th>
<th>Chg/Rec</th>
</tr>
</thead>
<tbody>
<tr>
<td>6/9/2010</td>
<td>RENT Adj MI, 06/09/2010 to 06/30/2010</td>
<td>20.00</td>
<td>20.00</td>
<td></td>
<td>357477</td>
</tr>
<tr>
<td>6/10/2010</td>
<td>Security Deposit-MI on 6/9/2010</td>
<td>78.00</td>
<td>98.00</td>
<td></td>
<td>357476</td>
</tr>
<tr>
<td>6/16/2010</td>
<td>chk# 090725856</td>
<td></td>
<td>28.00</td>
<td>70.00</td>
<td>294237</td>
</tr>
<tr>
<td>7/1/2010</td>
<td>RENT Adj MI, 07/01/2010 to 07/31/2010</td>
<td>27.00</td>
<td>97.00</td>
<td></td>
<td>357429</td>
</tr>
<tr>
<td>7/6/2010</td>
<td>chk# 1044</td>
<td>28.00</td>
<td>69.00</td>
<td></td>
<td>302578</td>
</tr>
<tr>
<td>8/1/2010</td>
<td>RENT 8/1/2010 to 8/31/2010</td>
<td>27.00</td>
<td>96.00</td>
<td></td>
<td>357481</td>
</tr>
<tr>
<td>8/9/2010</td>
<td>chk# 1056</td>
<td>27.00</td>
<td>69.00</td>
<td></td>
<td>326903</td>
</tr>
<tr>
<td>8/9/2010</td>
<td>chk# 1057</td>
<td></td>
<td>34.50</td>
<td>34.50</td>
<td>326913</td>
</tr>
<tr>
<td>8/9/2010</td>
<td>chk# 1055</td>
<td>34.50</td>
<td>0.00</td>
<td></td>
<td>326914</td>
</tr>
<tr>
<td>9/1/2010</td>
<td>RENT 9/1/2010 to 9/30/2010</td>
<td>27.00</td>
<td>27.00</td>
<td></td>
<td>386717</td>
</tr>
<tr>
<td>9/1/2010</td>
<td>chk# 14143606354</td>
<td>27.00</td>
<td>0.00</td>
<td></td>
<td>340611</td>
</tr>
<tr>
<td>10/1/2010</td>
<td>RENT 10/1/2010 to 10/31/2010</td>
<td>27.00</td>
<td>27.00</td>
<td></td>
<td>416135</td>
</tr>
<tr>
<td>10/6/2010</td>
<td>Returned check charge</td>
<td>3.00</td>
<td>30.00</td>
<td></td>
<td>432086</td>
</tr>
<tr>
<td>10/6/2010</td>
<td>chk# 5007 Reversed by ctrl#352644</td>
<td></td>
<td>27.00</td>
<td>3.00</td>
<td>352643</td>
</tr>
<tr>
<td>10/6/2010</td>
<td>chk# 5007 NSF receipt Ctrl# 352643</td>
<td>(27.00)</td>
<td>30.00</td>
<td></td>
<td>352644</td>
</tr>
</tbody>
</table>

**NOTE:** The description reflecting the original receipt of the payment has been changed by the system to note the payment was reversed. The number following “ctrl#” is the reference in the **Chg/Rec** field to the transaction that actually reversed the payment receipt.


**BAD DEBT RECOVERY**

**RECEIPTING MONEY FROM A COLLECTION AGENCY**

- Review the ledger card of the person that you have collected money from. What is the balance? This should be the balance when you are done.
- Second: from the HOME screen you will need to enter the charge of bad debt recovery (bd_recov) to the former resident. Click on **NEW CHARGE BATCH**

On the batch filter enter the amount of the check for the total of charges.

If you have collection agency fees it will be two (2) items, if the resident is paying you and there are NO collection fees then it will be one (1) item.

**With Collection Agency Fees**

The first entry should be a negative amount for what the collection agency charged. *In this example the agency kept $20.*

The second charge is the total amount former resident paid to the collection agency, not the amount of the check. *In this example the former resident paid $100.*
Without Collection Agency Fees

The Charge will be the total of the check that the former resident gave you.

- Create a New Receipt Batch to enter the check. From the HOME screen click on the **NEW RECEIPT BATCH**.

- In the filter the TOTAL OF RECEIPTS will be the total of the check. The number of receipts will be one.

- Post check to all open items.
- Go back to the resident ledger and make sure balance is same as you started with.
RESIDENT LEASE (OR RECURRING) CHARGES

Charges incurred by a resident each month, that are not driven by a 50059, should be set up as Lease Charges:

Pull up the resident, then go to the right-side menu under Data and select Lease Charge

Select the charge from the CODE section
Enter the monthly amount in the AMOUNT section
Enter the start date in the FROM DATE section, this is ALWAYS the first of the month
Enter the end date in the TO DATE section, this is ALWAYS that last day of the month. If there is no end date leave this section blank.
IMPORTANT: End Charges. DO NOT Alter them.
IMPORTANT: DO NOT touch a hold button.

Lease Charges are only for charges that are incurred by the resident each month. For example:
ambulanc (in Louisiana)
assist (Local Housing Authority Assistance)
dep_pet (the $10 monthly pet deposit charge for sites that allow pets)
elec_app (some sites with utilities included charge a fee for extra appliances)
emp_free (for employees who receive a rent-free unit as a part of their compensation)
park (parking fee at certain properties)
rent (for those who do not have a 50059 that controls rent, like market, tax credit only, and 236 renters who receive assist)
storage (for properties that have rentable storage units)
ONE-TIME (NONRECURRING) RESIDENT CHARGES

NOTE: Use this process for both current and past residents.

From the main dashboard on the far right hand side, click on New Charge Batch

On the filter, enter Notes, total of charges and number of charges. Normally this is just one (1) charge.

Fill in the charge screen with all of the information requested. List reason for charge in note section (large box on the right) and click Save

View Report for accuracy, if correct, click Post to finish
UPLOADING AN ATTACHMENT TO YARDI – CHARGES

It may be necessary to upload attachments to a Charge such as documentation of damages, etc. 

- Scan the documents/pictures that need to be uploaded.
- Save the PDF with appropriate naming:
  
  **Naming:** Any attachments uploaded to Yardi must contain the Yardi property number and 6 character date.

  **Example:** You completed the recurring work order for the Monthly Safety Meeting and or Inspection. To close out the work order, you scan the Safety Inspection and Safety Meeting sign in sheet and name as follows: Four digit property number + six digit date + brief description: 1185 012612 Unit 307 Damages.pdf

- Find the posted Charge you wish to upload an attachment to. (Generally: Go to the ledger, click on the Chg/Rec number next to the desired charge, a Charge window will pop up).
- From the applicable Charge screen, click **Attachment** from the right menu:

  ![Attachment Menu](image)

  - An Attachments popup screen appears. Click **Upload**:

  ![Upload Screen](image)

  - A File Attachment Upload screen appears. Click the “Browse...” button:

  ![File Attachment Upload](image)
- A Choose File to Upload window will appear, navigate to the location where the PDF to upload is saved, click on it and press the Open button.

- The File Attachment Upload screen now had a file location in the first line. A second file may be selected if necessary (repeat Browse and Open). Otherwise press **Upload**.

- The screen will display a message stating “Successfully uploaded as 1185 012612 Unit 307 Damages.pdf”

- Press **Close**.

- The Attachments screen has changed to show the attachment(s). Press **Save**. Then press **Close**.

- You may close the Charge screen.
**LATE FEE CHARGES TO DELINQUENT ACCOUNTS**

HUD properties may charge $5 on the 6th and $1 per day not to exceed $30 per month. Certain counties in Tennessee and other states are covered by the tenant landlord act. In these areas the late fee cannot exceed 10% of the tenant rent. Check with your RPM to find out if your property is covered by the Tenant, Landlord Act.

*Management must send Late Rent Notices on the 6th of each month to all residents that have not paid rent in full.* The original is sent to the resident and a copy is kept in the resident file. Managers may elect to keep an additional copy in a delinquent working file.

**FAIR HOUSING NOTE:** Not consistently sending late rent notices and charging late fee to delinquent accounts can cause a Fair Housing issue. Be consistent and follow policies and procedures.

Yardi is able to automate simple late fee schedules to ensure 1) consistency in assessment and 2) correct calculation. There are circumstances where the late fee should be adjusted, such as when the site has not receipted rent onto Yardi in a timely fashion, or other extenuating circumstances exist.

**WHEN FEES ARE ASSESSED**

Yardi calculates late fees based on the information in the system at the time they are calculated. If the property has a:

- “5” day grace period, fees are calculated early in the morning of the 6th.
- “6” day grace period, fees are calculated early in the morning of the 7th.

**LATE LETTER (LATE NOTICE)**

Late notices are sent to residents that have not paid their rent. Yardi will generate an automated late letter. From the Affordable Property Manager Menu, select Letters -> Late Letter from the left-side menu (note: N.C. Late Letter is for North Carolina properties and Market Late Letter is for the Conventional Properties):

Complete the filter with your property number and today’s date as the “-to-” date. Leave the from Date blank so that you pull all unpaid charges.
ISSUES TO BE AWARE OF WHEN RECEIPTING RENT

Yardi follows explicit rules when determining late fees, and only knows what has already been entered into the system. There are a few potential issues to be aware of when receipting rent:

1) If a receipt is posted today for monies received yesterday (or any prior day), unless the dates are adjusted when processing the receipt Yardi will understand that the monies were received today.
   - See the "Adjusting Dates" section below.

2) If a receipt is made against charges other than the current month rent, then the current month rent is probably still unpaid and will be subject to a late fee. This includes receipting to prepay.
   - In the following example ledger, this person would be subject to a late fee, even though they paid $260, which happens to be the rent amount, on 9/2/2011. Their rent of 9/1/2011 is still unpaid because the 9/2/2011 receipt has been applied to the 8/1/2011 (eldest unpaid) rent. This can be verified by clicking the blue link Chg/Rec number for the 9/2/2011 receipt or for the 9/1/2011 rent charge:
ADJUSTING DATES ON RECEIPTS

The Date Received field on the Receipt screen is what tells Yardi when payment was received. If a site is entering a receipt that should be effective prior to the date on which it was entered, the Date Received must be adjusted to reflect the date on which it was paid.

- There is a date field on the receipt batch called “Deposit Date” which defaults to today but should reflect the date on which your receipt batch was deposited at the bank. There is also a date field on the Receipt screen called “Date Received” (in the upper right of the screen, with a red box around it in the screen shot below). This Date Received should reflect the date on which the resident paid us the money. If a payment was in the drop box, and credit should be given for payment of that amount yesterday, we MUST enter yesterday’s date in the Date Received. The Date Received defaults to today’s date, not to the Deposit Date of the batch:

ADJUSTING FEES

Fees should be adjusted when:

- The assessment date lands on a weekend or holiday. Residents get extra day(s) during these months.
- The resident paid their rent within the grace period, but it was not receipted into Yardi until after late fees were assessed. I.E. if the rent was in the drop box on assessment date, Yardi has already determined a late fee for that resident and their fee may need to be adjusted.
- The site did not adjust the Date Received properly for payments.
- Other situations approved by the RPM.

Adjustments to Late Fees should be made BEFORE receipting the payment from the resident. The receipt must pay all adjusting charges (such as current and past rent and adjustments, late fees and adjustments), and not simply put a lump sum into prepay.

The best way to adjust a late fee is to reverse the system generated late fee charge (see Reversing Charges). Only unpaid charges can be reversed. When the amount of the fee needs to be adjusted or the
existing fee cannot be reversed, it is generally fine to post a negative charge to charge code “late” for the adjustment amount. For additional help please contact your Software Support person.

**Receipting Payment After an Adjustment to Late Fees**

If a late fee charge is already reversed, receipt the rent payment from the resident as usual. Ensure that the receipt pays the current month rent charge in full; otherwise Yardi will continue to assess late fees.

If a negative late fee charge (credit) is posted to reduce the amount of a late fee or reverse a paid fee, be sure to pay the negative charge(s) when doing the rent receipt.

Remember: Receipts must pay all current and past charges before putting anything into prepay. Also ensure you never pay a future charge directly – only via prepay.

**Full Late Fee Example**

This ledger was charged late fees in January because the 01/01/2012 IR lowering TTP from $125 to $25 had not been posted until 02/01/2012.

Corrections to late fees should be made before receipting rent.

Ledger after January Late Fee is corrected:

```
12/31/2011                     | (0.00) | 81766
1/2/2012  RENT 1/1/2012 to 1/31/2012 | 125.00 | 125.00 | 811147
1/6/2012  Late Charges - Tenant Charge | 5.00   | 128.00 | 963334
1/6/2012  Other 203692166447 IR effective 1/1/11, | 25.00 | 103.00 | 564116
1/30/2012  Late Charges - Tenant Charge, 24 days @ $1.00/day | 24.00 | 127.00 | 963334
2/1/2012  RENT 2/1/2012 to 2/29/2012 | 125.00 | 252.00 | 824342
2/1/2012  RENT Adj Jr, 01/01/2012 to 01/31/2012 | (105.00) | 127.00 | 899166
2/1/2012  RENT Adj Jr, 02/01/2012 to 02/28/2012 | (105.00) | 3.00 | 899166
2/1/2012  RENT Adj Jr, 01/01/2012 to 02/02/2012 | 25.00 | 27.00 | 899170
2/1/2012  RENT Adj Jr, 02/01/2012 to 02/29/2012 | 25.00 | 52.00 | 899172
3/1/2012  RENT 3/1/2012 to 3/31/2012 | 25.00 | 77.00 | 899172
```

The site can either reverse the $5 and the $24 charges before receipting the February rent, or post a negative $29 late charge to credit back to the correct amount (zero). To post an adjustment (negative $29), go to the Resident screen -> Functions -> Charge in top right.

Next is the receipt of rent for the resident’s February payment. He paid $25 on 02/04/2012. Note that all current and past charges must be paid before any money is put into prepay. Future charges should never
be paid directly, only via prepay. In this case he owed $23 on his rent so we paid that, and we don’t pay the March (future) rent, but we pay all other charges until all of the money is used up, in this case there is still $2 left over, which then goes into prepay:

Whether the correct charges are paid or not, the ledger will show the receipt and a negative $2 balance (i.e. a prepay). The issue is which charges are paid.

Here’s what the ledger looks like:

We can tell that this has been done correctly by going to Unpaid Charges Non-HAP on the Resident screen:

The above Unpaid Charges Non-HAP ledger shows that the receipt was done correctly – the only payment on future charges is the amount of prepayment shown on the Resident Ledger Non-HAP, and there is not a mix of unpaid charges that includes past or current charges along with future charges being paid. Remember Yardi will apply prepay to future rent before any other types of charges so if something like a late fee is ever going to get paid/cleared it must be done by paying the charge on the receipt screen.
LATE FEE SETUP

Each Resident Screen has a Lease Info tab. Each Lease Info tab has a Late Fee section on the right hand side. **NO ONE** should ever change the information that is in these fields manually. All of the residents at a property should have the same information in these fields and if one or more are thought to be incorrect, you should immediately contact your Software Support person for assistance.

<table>
<thead>
<tr>
<th></th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base Amount</td>
<td>5.00</td>
</tr>
<tr>
<td>Grace Period</td>
<td>5</td>
</tr>
<tr>
<td>2nd %</td>
<td>0.00</td>
</tr>
<tr>
<td>2nd Grace</td>
<td>0</td>
</tr>
<tr>
<td>Max Amount</td>
<td>30.00</td>
</tr>
<tr>
<td>$/day</td>
<td>1.00</td>
</tr>
<tr>
<td>Max # Days</td>
<td>24</td>
</tr>
<tr>
<td>Minimum Due</td>
<td>0.00</td>
</tr>
</tbody>
</table>

NOTE: Remember that the Late Fee setup should **NEVER** be changed except by Software Support.
**PRINTING RECEIPT REGISTERS**

The Receipt Register will allow the sites to bring up all of the deposits that were made in the Yardi system. If the site is unable to find or were unable to print a report at the time of the bank deposit they can still find this information.

On the main screen from the left menu select Report then Receipt Register

Fill in the filter with property and MM/YY. This will bring back a listing of all of the deposits that were made for the time specified in the MM/YY to MM/YY fields.
TENANT (NON-HAP) LEDGERS

From the main dashboard, click **Resident** and **Find Resident**.

Enter Property number, unit number, resident T-code or search by last Name. Click **Submit**.

From the resident screen, scroll down and to the bottom of right side menu under **Reports**
Click on Ledger Non-HAP.

Action will open Crystal Report.

Ledger Non-Hap shows each monthly charge and payments received.
You can view detail by clicking on the blue Chg/Rec link number in the last column.
CHARGE/RECEIPT DETAIL

By reviewing the Charges and Payments, you can determine the balance owed by a resident.

If entries are made in error, contact COE for assistance in correcting resident balance.
REVERSING CHARGES

Look at the resident’s ledger and open the charge in question by clicking on the blue link (see ledger). Verify whether the charge is unpaid by looking at the status of the charge. Only Unpaid charges can be reversed.

To reverse the unpaid charge, go to the left side menu and click on Charges > Reverse Charge, Fill out the filter with the Control number of the charge to be reversed and the current date and post month. Be sure to enter a description of why the charge is being reversed in the Notes field. Click submit.
Verify the charge to be reversed is correct and then select the charge on the right. Click **POST**.
REAPPLYING A PAYMENT

REAPPLYING RECEIPTS TO THE SAME RESIDENT

If you have applied a payment to resident charges incorrectly, you can reapply it to correct your mistake as long as you correct it in the month the mistake was made.

**NOTE:** If you need to reapply a receipt from a prior month, contact your Software Support Team member.

- Find the payment that was incorrectly applied.
  - On the **Resident** screen, click **Ledger-Non-HAP**.
  - On the **Resident Ledger**, click the link in the **Chg/Rec** column that corresponds to payment that was incorrectly applied.
- The **Receipt** screen will appear and show you the charges to which the payment was applied. If this is the correct payment and it has been misapplied, click **Reapply**.

- When the pop-up appears indicating the function will reverse the receipt and require you to enter a new receipt and ask if you are sure you want to reapply the receipt, click **OK**.
- A new **Receipt** screen will appear with no application details.
Click Enter Detail to pull up all the resident’s outstanding unpaid charges, excluding the charges to which the payment was previously applied. If the resident has no other outstanding charges, the only line that will appear is the prepay line.

- Re-enter the amounts you wish to apply to the appropriate charges (the same as you would if you were entering the receipt for the first time, refer to “Resident Receipts”).

Click Save to reapply the payment.

- When the pop-up appears indicating the program is attempting to close the window, click Yes.

Close the Receipt and Resident Ledger pop-up windows to return to the Resident screen.
**REAPPLYING RECEIPTS TO A DIFFERENT RESIDENT**

Reapplying a receipt incorrectly credited to another resident’s ledger is similar to that of reapplying the payment to a different charge for the same resident. The only significant difference is that you will change the “Resident” field before reapplying the payment. Also, you need to know the names of the resident to which the payment was incorrectly applied and the resident to whom the payment should have been applied.

**NOTE:** Receipts can only be reapplied in the current month. If you need to reapply a receipt from a prior month, contact your Software Support Team member.

- Identify the payment that needs to be reapplied.
- Click on the **Reapply** button on the receipt record.

- Change the “Resident” field in the receipt to the t-code of the resident to whom the payment should have been applied (or select the correct resident from the drop-down by clicking on the **Tenant** link).

- Complete the rest of the process as you would if you were reapplying the payment to the same resident.
## MONTH-END REPORTING

Each month Community Managers will receive an e-mail from COE with a NEW spreadsheet attached regarding month end close procedures.

### NOTE:
Please note tabs across the bottom of form.

The first tab is the EOM Checklist; subsequent tabs provide instructions for completing each report needed for month end.

### NOTE:
COE Emails the Month end check list to the Manager every month. If there are any changes in the instructions they are included in each tab of report.

**Items 1 - 7:** Review Daily Activity Report
Item 8: Affordable Gross Potential

![Affordable Gross Potential Rent Screen](image)

Item 9: Affordable Aging Detail (to select more than one status, hold down shift key and use mouse of down arrow bottom left of key board to select multiple e.g. Current, Past, Future etc.)

![Affordable Aging Detail Screen](image)

Item 10: Security Deposit Activity Report

![Security Deposit Activity Report Screen](image)
Item 11: 50059s with No Owner Signature

Item 12: Deposit Summary

Item 13: Affordable Rent Role
Item 14:  Mismatched Contracts

![Mismatched Contracts Screen](image)

Item 15:  Receipt Register

![Receipt Register Screen](image)

**NOTE:** For Assistance in completing EOM checklist, please contact Software Support.

All items must be completed in the order that they are listed on EOM Checklist.

All green cells must be completed by the Community Manager

Print Completed report, Scan document to PDF format.

E-mail to softwaresupport@lawlerwood.com, Accounting@lawlerwood.com and Regional Property Manager
PRINTING THE GL REPORT

- While in the AP Approval role, select New General Ledger from the dashboard.

- Complete the Financial Analytics screen as pictured using your Property Number and Email address:

  ![Financial Analytics Screen](image)

- Press OK. Please wait after pressing OK once (do not press again) the report can take a significant length of time before your email arrives.
PRINTING THE POST RENT & HAP REPORT

Select the Post Rent & Hap Report 202C from your 59 Reports.

Fill out the filter as shown. HAP month to the far right will automatically fill with the current HAP month. Click DISPLAY.

You can print the report by right clicking and printing. Make sure you change your printer preference to print landscape. You may also export as a PDF or Excel document. Review the document for accuracy in date ranges as well as amounts being billed.
Regular billing for residents will show as below with one line item.

<table>
<thead>
<tr>
<th></th>
<th>02/01/2010</th>
<th>05/01/2010</th>
<th>216</th>
<th>397</th>
<th>06/01/2010 - 06/30/2010</th>
<th>216</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Residents who move out will show multiple line with MO 50059 at the bottom. The lines will show the “taking back” of rent/hap charges with the charging of the prorated amounts.

<table>
<thead>
<tr>
<th>Burks (5000552)</th>
<th>Previously Posted</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>IR 04/01/2010</td>
<td>09/01/2010</td>
<td>299</td>
</tr>
<tr>
<td>IR 04/01/2010</td>
<td>05/01/2010</td>
<td>299</td>
</tr>
<tr>
<td>IR 04/01/2010</td>
<td>05/01/2010</td>
<td>299</td>
</tr>
<tr>
<td>MO 04/05/2010</td>
<td>06/01/2010</td>
<td>299</td>
</tr>
</tbody>
</table>

Move-ins will appear as follows with multiple lines.

<table>
<thead>
<tr>
<th>902</th>
<th>Previously Posted</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>MT 04/02/2010</td>
<td>06/01/2010</td>
<td>266</td>
</tr>
<tr>
<td>MT 04/02/2010</td>
<td>06/01/2010</td>
<td>266</td>
</tr>
<tr>
<td>MT 04/02/2010</td>
<td>06/01/2010</td>
<td>266</td>
</tr>
<tr>
<td>MT 04/02/2010</td>
<td>06/01/2010</td>
<td>266</td>
</tr>
</tbody>
</table>

Late recerts and IRs will show the reversals of the old charges along with the charges at the new rates.

<table>
<thead>
<tr>
<th>10007371</th>
<th>Previously Posted</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>IR 01/01/2010</td>
<td>05/01/2010</td>
<td>663</td>
</tr>
<tr>
<td>AR 05/01/2010</td>
<td>05/01/2010</td>
<td>721</td>
</tr>
<tr>
<td>AR 05/01/2010</td>
<td>05/01/2010</td>
<td>721</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>779</td>
</tr>
</tbody>
</table>
STRAIGHT TAX CREDIT AND SECTION 236 PROGRAM TENANT-BASED ASSISTANCE

DELINQUENCY REPORT FOR HOUSING AUTHORITY PAYMENTS

At least once monthly aged assist receivables need to be reviewed and investigated. It is possible that the breakdown between rent and assist was mischarged, or that the Housing Authority needs to be contacted.

From the left menu, select Reports -> 50059 Receivable Reports -> Receivable Aging Summary

Complete the filter with your Property number, make sure Status is blank, enter A/R Account 1130-20 and Prepay Account 2210-40. Use Trans through the current month, and Submit.

Note that this is only for assist charges. Other accounts are required for HUD charges. For the resident charges use 1130-00 and 2210-00.

On the report:

ANY balances in 31-60, older, or Prepayments need to be investigated.
MOVING CHARGES BETWEEN HAP & RESIDENT LEDGERS

IF there is a CREDIT on the HAP Ledger that needs to be moved to the Tenant Ledger (the tenant has a balance due) do the following:

Open a CHARGE BATCH – Total of Charges is ZERO and the number of charges is 2.

The first charge is to the “assist” charge code for a POSITIVE amount. This will cancel out the credit. **There are two things you MUST ALWAYS do:**

1. Type :Hap in the Reference field and
2. Check the Hold field.

You should **ALWAYS put comments in the Notes** field explaining the transaction.

The second charge should be the exact equal and opposite of the first. This charge is a NEGATIVE amount to the charge code rent. This will wipe out the amount owed.

**If the housing authority pays more than expected, and the Hap Ledger has a credit because it has not been charged enough and the tenant has been charged too much, you would do exactly the same thing as above.**
1. Enter a **POSITIVE** charge to **assist**, being sure to put the **Hap** in the Reference field and check the Hold box.

2. Enter a **NEGATIVE** charge to **rent**, being sure to put comments in the Notes field.

If the housing authority pays less than expected and you need to reduce the assist charge and increase the tenant’s rent charge, then you would do the opposite of the above.

3. Enter a **NEGATIVE** charge to **assist**, being sure to put the **Hap** in the Reference field and checking the Hold box.

4. Enter a **POSITIVE** charge to **rent**, being sure to put comments in the Notes field.

**NOTE:** Remember, there should always be two transactions of equal and opposite amounts. Note, you are always working with CHARGES and never with payments/cash since these have already been posted.
CREATING NEGATIVE CHARGES FOR TENANT-BASED ASSISTANCE

(Tax credit or TC 236 manual posting)

Before Creating Negative Charge, go to the Accountant Menu and print the Aged Receivables Report for the prepay account 2210-40.

Verify everyone on the receipt already has an overpayment on their HAP Ledger.

To create Negative charge for Tenant Based Assistance from Prepay so that negative charge will show on Consolidated Receipt in order to apply Negative payments.

5. Create POSITIVE Charge for amount of prepay

6. Drill down on CHARGE Control #

7. Check APPLY PREPAYS, and then un-check the HOLD field

8. Create NEGATIVE Charge for amount of prepay
ADJUSTING LEASE CHARGES

For Voucher Holders, the rent and assist are billed through Lease Charges. Whenever the Local Housing Authority sends us a Rent Change Notice, we go into the Lease Charges on the Resident Screen and end existing rent and assist charges and add the new rent and assist breakdown. The end date is the last day of the month prior to the change. The from date on the new charges is the effective date of the rent change.

However, sometimes we do not receive the Rent Change Notice, or we receive it after it has already taken effect. In this case we need to do the Adjust Leases Charges function:

From the left side menu, select Charges -> Adjust Lease Charge:

Enter the Property, Tenant, Effective Date (in the past), and New Charge Amount

This process must be done twice, once for rent and once for assist, and with this function it does not matter the order or which is increasing/decreasing.

Note that this function can only be used for retroactive changes – for changes that occur in the future just change the Lease Charges on the Resident screen:
To detail how Adjust Lease Charge works, here is a full example:

Resident has a previous set of lease charges (here $665 assist, and no rent):

So the ledgers reflect what has been billed in the past, there are no charges on the Non-HAP ledger:

And all of the charges have been on the HAP Ledger:
The Adjust Lease Charge function (left menu -> Charges -> Adjust Lease Charge):

Complete the blue fields (remember process must be done twice, once for assist and once for rent):

Yardi shows what will be posted:

Review, and if correct press Post. Yardi will pop up a message that it has been done:

Return and do again for the other charge type (if done for assist, now do rent, or vice versa):
Yardi shows what will be posted:

Press **Post**, Yardi indicates it has been posted:

Yardi has ended our old lease charge, added new lease charges for the correct amount, and added an adjusting lease charge:
Now the Non-HAP ledger has the adjusting charges on it:

And the HAP Ledger also has adjusting charges added to it:
CREATING A CONSOLIDATED RECEIPT
(For Housing Authority Payments, Tenant-Based Subsidy/Vouchers Only)
From your Left Side Menu – Tax Credit Functions -> Consolidated Receipt -> Add Consolidated Receipt w/Suspense Charges

Enter the following in the filter:
- Property Code: Property being paid
- Tenant: Leave Blank to see all Residents, or enter the resident t-code
- Charge Code: assist (always use this code)
- Subsidy Suspense Charge Code: sub_susp (this never changes)
- Subsidy Provider.: Leave Blank
- Hap Month: The current month in MM/YYYY format
- Details per Page: Leave this field blank to see all items outstanding
- Sort by: Select whether you want to see the items displayed by Unit number or by Resident ID # (Unit number is best)

Click Submit.

This brings up the Consolidated Receipt screen.
Enter the following in the filter:

- **Check Amount**: The amount of the check
- **Check Number**: The name of your local housing authority and check number (ex: KCDC 123456789)
- **Post Date**: The date on which you received the check
- **Post Month**: Current Accounting Month (the current month in MM/YYYY format)

Click **Save**.

Now is the fun part – reconciling the Receipt.

Yardi prefills the expected payment/amount due on every tenant listed. **You must review each tenant’s payment and change it to the ACTUAL amount paid.** You CANNOT change the payment amount to more than what is owed. If an overpayment is received, go to the bottom of the detail and add a line with the t-code and the overpayment amount. This will create a prepaid amount on the HAP Ledger which can be applied at a later date. This also applies to residents not listed as receiving assistance.

Each resident line must be compared to the check detail to ensure that the correct amounts are receipted for the correct people. Any differences MUST be reconciled and corrections made to the ledgers if what was posted to Yardi is incorrect. It may be helpful to **Print** the Consolidated Receipt details from Yardi to compare with the check advice.

If you must pause and do something else, or need to exit the program, click **Save** to save your work and return to it later by selecting Consolidated Receipt -> Review Receipt. Click the dropdown menu to select the batch needing review.

For posting corrections to Yardi, also see **Moving Charges between HAP & Resident Ledgers**.

Once the Check Amount and Total Details are **EXACTLY** the same (Difference = 0.00), click **Save** again. Then click **Create Batch**.

This brings up the Unposted Receipt Batch screen. Click the link: Return to: BATCH # XXXXX at the top.

This takes you to the normal Batch Receipt screen. The Deposit Date may need to be corrected – the Deposit Date on this screen should be the date on which the consolidated check was deposited to the bank. Click **Save**. Then click **Report**. Review the report and then press **Post**.

Keep copies of all deposit slips in a binder with the Housing Authority’s Voucher you posted for easy reference.