

AST NEWSLETTER

In this Issue:

- * **Ledger Detail Report - See line item charge codes and other transaction details.**
- * **Tips & Reminders—Memo Copy & Paste, Portal Flyers for Future Residents and Roommates, Lease Charge Updates**
- * **REHA Focus**
 - * **Job Aid—Charges & Payments**
 - * **Job Aid—What to do if payments and charges don't match**

**Need assistance?
Contact ast@essex.com
or call 844-ESSEX-IT**

Ledger Detail Report

Looking for a little more detail on your resident's transactions? Try the Ledger Detail. This ledger provides additional information that is handy when researching a balance or reconciling a difference. Details include the post date, the posting period, charge code, etc. The Ledger Detail is located on the side menu Reports>Resident>Ledger Detail and in the Reports section of the Review Resident page.

Ledger Detail 1/29/2016
3:52:56PM
Page 1

Trans. Date	Created Date	Post Month	Charge Code	Class	Move In Date	Move Out Date	Status	Charge Amount	Request Amount	Balance
Portal Property (Yardi Support) (xxx)										
Waters (0114945)										
04/29/2012	04/29/2012	04/2012	rent	Adopted person 4115	04/01/2012	11/05/2012	Feat	17.50	17.50	17.50
04/29/2012	04/29/2012	04/2012	rent	Cash (04/2012)				75.00	75.00	92.50
04/29/2012	04/29/2012	04/2012	rent	Rent (04/2012)				1,500.00	1,500.00	1,592.50
04/29/2012	04/29/2012	04/2012	fee	Application Fee				35.00	35.00	1,627.50
04/29/2012	04/29/2012	04/2012	fee	Application Fee - Additional Fee				35.00	35.00	1,662.50
04/29/2012	04/29/2012	04/2012	fee	Security Deposit - Half Unit				1,000.00	1,000.00	2,662.50
04/29/2012	04/29/2012	04/2012	rent	Check #2554				2,045.00	1,500.00	1,167.50
04/29/2012	04/29/2012	04/2012	rent	Check #2554				2,045.00	75.00	1,092.50
04/29/2012	04/29/2012	04/2012	fee	Check #2554				35.00	35.00	1,057.50
04/29/2012	04/29/2012	04/2012	fee	Check #2554				35.00	35.00	1,022.50
04/29/2012	04/29/2012	04/2012	fee	Check #2554				2,045.00	1,000.00	17.50
04/30/2012	04/30/2012	04/2012	reha	REHA prorate				85.00	85.00	84.16
04/30/2012	04/30/2012	04/2012	reha	One Time Mail Service				150.00	150.00	234.16
05/15/2012	05/15/2012	04/2012	reha	Check #ACHWEB Online Payment - EFT				167.50	167.50	84.16
05/15/2012	05/15/2012	04/2012	reha	Payment				167.50	17.50	66.66
05/15/2012	05/15/2012	04/2012	reha	Check #ACHWEB Online Payment - EFT				167.50	167.50	234.16

Resident Memo & Copy/Paste Activity

Some special characters don't paste well into Yardi resident memos. Apostrophes and brackets are known issues. If you're having issues after pasting these or other special characters, try typing them in directly instead.

Portal Flyer for Future Residents

Portal flyers can be printed for residents before they move in. All you need is the TCode, which can be found on the Applicant ledger. Then use the Jump To field to navigate to the Future resident's Review Resident page. The flyer is located in the Reports section of the Review Resident page.



Roommate Portal Flyers

Remember that the Lessee checkbox must be checked in order to print a Rent Café Roommate portal flyer!

Lease Charge Updates

We hope to get this access to you in the very near future. In the meantime, you can make some Lease Charge modifications from the side menu Toolbox>Update Lease Charge Amount. Contact AST@essex.com if you have questions about how this tool works.

REHA Job Aid—How to Adjust Housing Authority Charges

1

Charge REHA – Only adjust if a notification from Housing Authority has been received
(Side Menu) *Charges > Create Detail Batch*

Batch Charge		Charge		Ctrl (New) Unposted Batch 97486	
Batch Description	JRivas 01/13/2016 09:00	Property	071	Status	Unpaid
Batch Notes	HA Adjustment	Unit		Reference	HAP
Total of Charges	45.00	Charge To	0711195	Category	
Number of Charges	1	Charge Code	reha	Notes	HA adjustment for 1/16
<input type="button" value="Submit"/> <input type="button" value="Help"/>		Amount	45		
		Tax	None		
		Account			
		A/R Account			
		Charge Date	01/13/2016		
		Post Month	01/2016		
		Hold	<input checked="" type="checkbox"/>		
		<input type="button" value="Save"/> <input type="button" value="Help"/>			

A: Select the resident, only use REHA charge code, and indicate the amount (can be negative)

B: Always check the Hold box

C: Enter :HAP in Reference field

D: Enter Notes indicating the reason for the adjustment

Save, Report, and Post batch to complete REHA adjustment

Always charge Housing Authority charges to REHA and resident charges to RENT.

**Most of the time adjusting REHA charges also requires an offsetting adjustment to RENT. Make sure that the total charges for this resident matches the lease amount (REHA+RENT).

To adjust recurring lease charges for REHA refer to Section 3 below.

2

Charge RENT – offset the REHA charge by making an adjustment to RENT
Adjustments can be made using a Detail Batch or from the Review Resident screen

A. In the **Functions** panel select **Charge**

B. Enter the **Date** and **Amount** (likely the opposite of the REHA charge)

C. Enter notes indicating the reason for the adjustment

Functions	Create Charge
Lease Renewal Workflow	Tenant
Adjust Lease End	Ford (0711195)
Month to month	Date
Reverse Move In	01/13/2016
Notice	Amount
Move Out Calculator	-45.00
Evict	Charge Code
Assign Unit	rent
Apply Deposit	Notes
Charge	HA adjustment for 1/16
Clear EFT Setup	Category
Prepay Analysis	
Move Out Estimator	<input type="button" value="Submit"/>
Credit Check	

3

To update recurring lease charges, attach HA notification and contact Application Support

Step 1 – Attach the notification document to the Review Resident screen. This document must include:

- Resident name
- REHA new amount
- Start date of change

Data
Lease Charges
Roommates (1)
Attachment (20)

Step 2 – email ast@essex.com to request the update to lease charges. Include:

- Resident tcode & name
- New amounts for REHA & RENT
- Start dates for new charges

REHA Job Aid—How to Process a Housing Authority Payment

1 Open a new Consolidated Receipt Batch

(Side Menu) *Payments > Consolidated Receipt > Add Consolidated Receipt*

Complete the fields in this filter to pull in REHA charges that are currently unpaid.

Create Consolidated Receipt

Property: 353 Vest a

Tenant: []

Charge code: reha Rent: Housing Authority

Prepay Acct: 22155 Prepaid Subsidy Rent

Charge Month: 11/2015 -to- 01/2016

Subsidy Provider: []

Details per page: []

Sort By: Unit

Submit Clear Help

Tenant – select a resident ID# if you only want to view 1 resident’s REHA open charges

Charge code – ALWAYS *reha* (rent: housing authority)

Prepay Acct – ALWAYS 22155. If a payment is in excess of current charges the prepay will be reserved in this account

Charge Month – use a 3 month range to pull in all open REHA charges

2 Enter the payment details using the Housing Authority itemized breakdown

*the itemized breakdown can be found in the electronic notification or paper stub of payment

Consolidated Receipt

Check Amount: 1,071.50 Description: **Reha 01/12/2016 16:08 - Housing** Control #: 22614

Total Details: 1,071.50 Check Number: 13463 Total Entries: 1

Difference: 0.00 Post Date: 01/12/2016 Post Month: 01/2016 Hep Month: 11/2015 01/2016

Prepay Account: 22155 Prepaid Subsidy Rent: []

Save Delete Help Print Create Batch

Find Line# [] Go Details Per Page []

Line #	Property	Unit	Tenant	Name	Charge #	Type	Date	Post Month	Amount	Payment
1	071	0127	0711198	Ford, Felicia	10014048	REHA	01/01/2016	01/2016	1,071.50	1,071.50
Total										1,071.50

To add a prepayment for a resident, select the Tenant code and enter the additional Payment amount as a positive number.

A The Check Amount is subtracted from the Total Details.

B Add "Housing" to Description to indicate REHA payment batch

C Enter the itemized amount to apply to each resident's account. **if payment is in excess of charges, apply to prepay.

After entering the detail information for the REHA payment click **Save** then **Create Batch**

*To edit, locate receipt: (Side Menu) *Payments > Consolidated Receipt > Review Consolidated Receipt*

3 Post Consolidated Receipt

- A. Click Batch # at top of Unposted Batch Report
- B. Click Report – review for accuracy and close
- C. Click Post – Print report and save with deposit slips

Unposted Receipt Batch

Batch # 705317

Total Declared: 1071.50

Total Entered: 1071.50

Batch # 705317

Batch Receipt

Batch Description: **Reha 01/12/2016 16:08** Ctr#: 705317

Batch Notes: []

Deposit Date: 01/12/2016

Deposit Post Month: 01/2016

Deposit Memo: []

Total Declared: 1,071.50 Total Entered: 1,071.50

Items Declared: 1 Items Entered: 1

Post Report Print

Add Delete Save

REHA Job Aid—What to do if payments and charges don't match.

If HA payments have been posted without an REHA lease charge here is what you will see...

- The full rent amount charged to "rent" and not broken out between "rent" and "reha"
- A balance due to "rent" each month even if the overall account balance is \$0
- A late fee charged and waived each month (due to outstanding amount due to "rent")
- A "HAP" payment and regular payment visible on the ledger for the same period

10/1/2015	Rent (10/2015)	1,594.00		1,731.19
10/1/2015	chk# 326909 :HAP -		635.00	1,096.19
10/5/2015	chk# 2109		959.00	137.19
10/6/2015	Fees: Late Fees, 10% of \$ 1,594.00	159.40		295.89
10/20/2015	Aum Payment	200.00		495.89
10/20/2015	chk# 7235		200.00	295.89
11/1/2015	Rent (11/2015)	1,594.00		1,002.89
11/1/2015	chk# 329971 :HAP -		635.00	1,247.89
11/5/2015	chk# 2110 Reversed by ctrl#7026660		959.00	288.89
11/6/2015	Fees: Late Fees, 10% of \$ 1,594.00	159.40		447.89

This is a sample ledger showing a potential issue with HA charges & payments

Notice a pattern exists. Full rent charged. 2 payments applied (one HAP) and a late fee assessed. This type of pattern indicates the lease charges need to be updated

1

Correct the lease charges to reflect the HA payment breakdown

In this example there is only one recurring charge to "rent" of 1594.00


Lease Info	Deposit Info	Lease Charges	Other Info								
		<table border="1"> <thead> <tr> <th>Charge Type</th> <th>Amount</th> <th>From Date</th> <th>To Date</th> </tr> </thead> <tbody> <tr> <td>(rent) Rent</td> <td>1,594.00</td> <td>05/23/2015</td> <td></td> </tr> </tbody> </table>	Charge Type	Amount	From Date	To Date	(rent) Rent	1,594.00	05/23/2015		
Charge Type	Amount	From Date	To Date								
(rent) Rent	1,594.00	05/23/2015									

If this resident receives a housing authority subsidy the total rent charge needs to be broken down between "rent" and "reha" per the terms of the agreement with the provider. *This letter must be attached to the Review Resident Screen.

Correct the Lease Charges by emailing:
AST@essex.com

Include the following:

- Resident name, unit, and tcode
- Lease Charge amounts with start dates
- Attach HA letter to Review Resident screen



KING COUNTY HOUSING AUTHORITY
SECTION 8
SUMMARY OF CHARGES

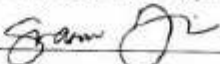
Effective Date: 5/23/16

a. Tenant Rent.....	\$1594.00
b. Housing Assistance Payment.....	\$635.00
c. Contract Rent.....	\$959.00

TENANT: Attached is the Income Calculation/Total Tenant Payment Worksheet. This form shows you the income that was used to calculate your rent and the amount of rental assistance, if any, that the HOUSING AUTHORITY pays monthly on your behalf.

All other provisions of the Lease and Housing Assistance Payments Contract not modified by this Notice shall remain in effect.

The tenant has the right to ask for an explanation of the basis of the determination of the Tenant Rent by contacting the Section 8 Office at 700 Andover Park W., Tukwila, WA 98188 within 90 days of the date of this letter. The Tenant has the right to request an informal hearing on the determination of the rental computation by contacting the Manager of the Section 8 Office within ten (10) days of the date the above explanation is given.

By: JX
Signature:  Date: April 01, 2015

Charge Type	Amount	From Date	To Date
(reha) Rent: Housing Authority	635.00	05/23/2015	
(rent) Rent	959.00	05/23/2015	

2

Create adjusting charges to correct for previous billing errors

You will make 3 ledger adjustments for each period (month) where billing was inaccurate. Use the *Effective Date* from the letter and verify all charges from that point forward are accurate.

CHARGE 1: Reverse total amount billed to "rent"

CHARGE 2: Bill correct amount to "rent"

CHARGE 3: Bill correct amount to "reha"

8/1/2015	Rent (08/2015)	1,587.00		1,296.49
8/1/2015	Reverse incorrect rent amount 08/2015	(1,587.00)		(296.51)
8/1/2015	Charge the correct amount of REHA portion 08/2015	635.00		344.49
8/1/2015	Correct Rent amount portion for 09/2015	959.00		1,303.49
8/1/2015	chk# 320747 :HAP -		635.00	668.49
8/5/2015	chk# 2104		669.00	(0.51)
8/5/2015	Fees: Late Fees, 10% of \$1587.00	158.70		158.19
8/10/2015	Resident not late. Can't apply reha to rent.	(158.70)		(0.51)
9/1/2015	Rent (09/2015)	1,587.00		1,306.49
9/1/2015	Incorrect rent portion for 09/2015	(1,587.00)		(0.51)
9/1/2015	Correct REHA portion for 09/2015	635.00		634.49
9/1/2015	Correct Rent amount portion for 09/2015	959.00		1,303.49

*Continue making adjustments for each period. *Back-date the charges so they appear in the ledger on the correct date. Note: All adjustments will be posted in the current period.*

If you need help creating housing authority charges, refer to the [Job Aid: REHA Charges & Payments](#)

3

Reallocate prepayments and credits

Prepayments – if a "reha" payment was made prior to a charge existing it is likely there is a prepayment to account 22155 (housing-subsidy prepayment). *Only Application Support can reallocate HA prepayments.* Send an email request to ast@essex.com.

Credits – if you are lowering the total charge amount to "reha" a credit will need to be reallocated.

Create Consolidated Receipt

Account: 066
 Tenant: 0121508
 Charge code: 997a Rent: Housing Authority
 Prepay Act: 22155 Prepaid Subsidy Rent
 Charge Month: 01/1999 -to- 12/2015
 Subsidy Provider:
 Details per page:
 Sort By: Unit

Create a Zero Dollar Consolidated Receipt

(Side Menu) Receipts > Consolidated Receipt

1. Be sure the total amount for the batch equals \$0
2. Select only one resident per batch
3. Match the amount sign (+ or -) with the Payment amount

Consolidated Receipt

Check Amount: 0.00 Description: Housing - 03/08/2016 15:56 Control #: 22493
 Total Details: 0.00 Check Number: Reallocate Total Entries: 3
 Difference: 0.00 Post Date: 12/01/2015 Post Month: 12/2015 Hap Month: 07/1999 12/2015
 Prepay Account: 22155 Prepaid Subsidy Rent

Save Delete Help Print Create Batch

Find Line# Go Details Per Page 0

Pay All Clear All

Line #	Property	Unit	Tenant	Name	Charge#	Type	Date	Post Month	Amount	Payment
1	066	E303	00228754	Garcia, Crystal	0136385	HAP	03/24/2015	03/2015	-0.10	-0.10
2	066	E303	00228754	Garcia, Crystal	0120406	HAP	08/01/2015	12/2015	-188.00	-188.00
3	066	E303	00228754	Garcia, Crystal	0202451	HAP	09/01/2015	09/2015	781.40	106.30
Total									673.32	0.00