

AST NEWSLETTER

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

CheckScan MICR Issue—Personal Checks Not Recognized

Did you know that saving a personal check as a cashiers check results in all future payment items with the same routing/transit number being saved as cashiers checks? Yep!

For example: Sam Smith's personal check is accidentally saved as a cashiers check. Sam banks at Bank of America, routing number 467XG499. Next time you scan Sam's personal checks, they will automatically be marked as cashiers checks. And so will payment items from all of your other residents who bank at Bank of America, 467XG499! Yikes! In these cases, the MICR typically must be updated for each and every Bank of America payment. Resident/Check associations will also not be saved. You'll have to associate the resident each time a payment is scanned even if you've previously made the association.

Sam Smith
123 Essex St
San Mateo, CA 12345
Date: 7/1/16
Pay To The Order Of: Essex Apt.
\$ 1571.00
one thousand five hundred and seventy one dollars
Bank of America
ACH NY 12500024
For #A101 Sam Smith
⑆ 25000024⑆ 0000467XG499 ⑈ 1234

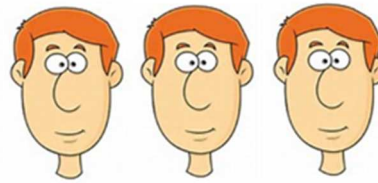
i For Navy Federal check, Check# and Account# may not be a part of Raw MICR but, printed on the document itself. Please Change (if required) in above said values(≠) and set document type as 'Cashiers Check'. For other document types set blank.

Raw MICR
Document Type:
Check#:
Account#: 0000467XG499
Auxiliary:
Transit#: 125000024
OnUs:

If this happens at your property, contact AST. We're happy to help. Fixing this issue sometimes takes a few days so let us know as soon as you notice you're having an issue.

Meet my friends, Jack & Jack & Jack!

Oops! When entering roommates, be sure to click save only one time per roommate. Saving more than once results in duplicate roommates. Contact AST if you need assistance with duplicate roommates at your property.



Hi, we're Jack.

Resident Portal—Payment Research

- Recurring credit card payment didn't go through—It could be that the payment was declined by the credit card company. Contact AST@essex.com or RentCafe@essex.com and we'll take a look.
- Recurring ACH payment didn't go through, roommates have set up auto payments to cover Variable Charges—There is a system error related to multiple roommates paying Variable Charges by auto pay. Yardi, the company, is working on it. In the meantime, the resident can discontinue use of the Variable Charges auto pay feature to avoid the issue. Tip: Variable Charge set up is indicated on the Daily Recurring Payment Report.
- Recurring ACH variable charges partially paid, Yardi reflects multiple charges to same charge code—When multiple charges to the same charge code exist, the Rent Café auto feature only pays one charge line. Yardi, the company, is working on it. In the meantime, the resident can discontinue use of the Variable Charges auto pay feature to avoid the issue. Tip: Variable Charge set up is indicated on the Daily Recurring Payment Report.

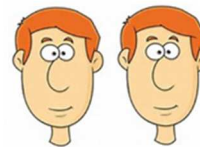
- Handy reports to use for payment research:

- ⇒ Voyager>Reports>Resident>Payment Manager Directory—Reflects what residents are signed up for auto payments, what their setup is and when the payment is scheduled.
- ⇒ Voyager>Reports>Receivables>Daily Recurring Payment Setup—Reflects what recurring payments have been processed for specified days.
- ⇒ Voyager>Reports>Registers>Deposit Registers—Lists posted receipts by deposit and can be filtered to view only ACH or Credit Card deposits.
- ⇒ Voyager>Reports>Resident>Resident Receipts—Lists posted receipts by resident.
- ⇒ Site Manager>Reports>Payment>Payment Activity—Lists portal payment activity with details such as Type (Recurring/One Time), Method (Bank Account/Credit Card), Status (Success/Failed), and description including confirmation number.

I love the convenience of Rent Cafe!



So do we!



- Pending Payments:

- ⇒ Be sure to check the Pending Payments link from the Review Resident screen to be sure the payment has posted. ACH batches are posted hourly from 8AM to 6PM daily. Debit/Credit card batches are posted at 7PM and 2AM daily.
- ⇒ Reports>Registers>Open Batch Register—Lists unposted ACH and credit/debit card transactions by batch. Rent Café batches can be identified by the Description of the batch—they are labeled either ACH or Credit Card.



A Change in the Weather

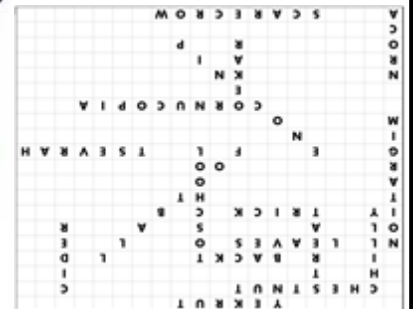
Find these hidden words associated with Autumn

- LEAVES
- TREAT
- TRICK
- HARVEST
- ACORN
- RAKE
- PINECONE
- FOOTBALL
- CORNUCOPIA
- SCARECROW
- MIGRATION
- TURKEY
- CHILLY
- CHESTNUT
- BACKTOSCHOOL



Weather Scramble

- IHTUYIDM** = _____
- OODRTAN** = _____
- NUEHRDT** = _____
- NUESSNHI** = _____
- MORTSSDAN** = _____
- TRDHGUO** = _____



HUMIDITY, TORNAO, THUNDER, SUNSHINE, SANDSTORM, DROUGHT