

WinTen² Tenant Accounts Receivable User Manual

This user manual is meant to provide guidance on the WinTen² Tenant Accounts Receivable program.

WinTen² Tenant Accounts Receivable is a fully integrated system that allows public housing authorities to manage all of their receivables – both from tenants and from non-tenants – including rent and utility payments, late fees, maintenance charges, and security and pet deposits.

The program supports the creation of recurring and non-recurring transactions (charges, credits, transfers, and refunds); the printing of bills, statements, and receipts; the acceptance of payments; and the depositing of funds.

Tenant Accounts Receivable also supports housing-specific functions, such as maintaining unit, tenant, and lease information; tracking PHAS events; and reporting to HUD. The program provides full support for agency-definable developmental fund accounting and management.

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Setup Overview

All WinTen² programs have a variety of Setup options that control the program environment and govern many aspects of program operation. These options allow your agency to customize the programs to best meet your needs and make your job easier.

You should carefully plan and then implement your Setup options before using the Tenant Accounts Receivable program. In addition, the administrator of your WinTen² programs should review your Setup options at least annually. If you are setting up your Tenant Accounts Receivable program from scratch, use the provided [outline](#) to follow the recommended order of steps that will guide you through an efficient and thorough setup of the program.

Setup Outline

Below is the recommended order of steps for an efficient and thorough setup of your Tenant Accounts Receivable program. Click the links to access the related topics.

1. [Set up bank accounts](#)
2. [Set up payment types](#)
3. [Set up development basic information](#)
4. [Set up offices](#)
5. [Set up cash drawers](#)
6. [Set up transaction types](#)
7. [Set up account types](#)
8. [Map development accounts](#)
9. [Map transaction types](#)
10. [Map income accounts](#)
11. [Set up interest profiles](#)
12. [Set up interest for accounts](#)
13. [Map development information](#)
14. [Set up agency and NSF settings](#)
15. [Set up policies](#)
16. [Set up buildings](#)
17. [Set up unit amenities](#)
18. [Set up unit activity types](#)
19. [Set up unit disability types](#)
20. [Set up registers](#)
21. [Set up late fee profiles](#)
22. [Set up EPFs](#)
23. [Set up security deposit profiles](#)

24. [Set up refund profiles](#)
25. [Set up employees](#)
26. [Set up termination reasons](#)
27. [Set up form letter templates](#)
28. [Set up management codes](#)

Bank Accounts

A receivables bank account is a bank account into which you deposit payments that you receive from customers. Tenant Accounts Receivable contains one record for each of your receivables bank accounts. After you set up your bank accounts, you will include them in the developmental account mapping for your customer account types. For each development that uses a particular account type, you will identify the bank account into which deposits for that account type are made for that development. You will also make deposits into receivables bank accounts.

Setting Up Bank Accounts

1. Click **SETUP** on the **Main Menu screen** and then click **BANK ACCOUNTS** on the **Receivables Setup screen** that appears. The **Maintain Receivables Bank Accounts screen** opens with all available bank accounts displayed in a table.
2. Click  on the toolbar. The **Add Receivables Bank Accounts Wizard** is initiated.
3. Select the appropriate bank account ID from the drop-down list.
 - This field offers your agency-defined list of receivables [bank accounts](#), which you maintain in the Setup area of the program. See "Setting Up Bank Accounts" on page 17
4. Enter a text **description** to identify the bank account.

Note: If the bank account ID you want is not listed in the drop-down list, you have the option to add a new bank account record to your agency-defined list. On the **Maintain Receivables Bank Accounts screen**, click  and select "Maintain Bank Account Info." This accesses the **Select Bank Account screen**. Click , enter the appropriate information on the **Maintain Bank Accounts screen** that appears and then click . The newly added bank account is now available to choose from in the bank account ID drop-down list in the **Add Receivables Bank Accounts Wizard**.

5. Click **START** and then click **FINISH** to save and set up the bank account. The **Maintain Receivables Bank Accounts screen** appears again with the new, "active" bank account displayed in the table.

Hint: If a record is **active**, it is available for you to work with elsewhere in the program. Uncheck this checkbox for records you no longer wish to use.

Payment Types

Payment types allow you to identify the methods of payment (such as cash, check, money order, etc.) that you will accept from customers. Tenant Accounts Receivable contains one record for each payment type you will accept. After you set up your payment types, you will assign a payment type to each payment you receive from a customer.

Setting Up Payment Types

1. Click **SETUP** on the **Main Menu screen** and then click **PAYMENTS** on the **Receivables Setup screen** that appears. The **Maintain Payment Types screen** opens with all available payment types displayed in a table.
2. Click  on the toolbar. The **Add Payment Type Wizard** is initiated.
3. Enter a text **description** to identify the payment type.
4. Check the **include in cash drawer deposit** checkbox if a tenant could use this payment method when making a “physical payment” at a cash drawer or drop box or through the mail. (Cash, check, and money order, for instance, would typically fall into this category.) This payment type then appears as an option when recording payments at a cash drawer. Do not check this box if tenants do not use this payment method when making “physical payments” (e.g., electronic funds transfers).
5. Check **document reference number required** checkbox if you want to require those recording payments to enter this reference number when taking this type of payment. Do *not* check this box if this payment type has no such reference number (e.g., cash), if tenants do not use this payment method when making “physical payments” (e.g., electronic funds transfers); or if you simply do not wish to require this number.
 - o **Document reference number:** refers to a number on the document a tenant uses to make a payment. The most common examples are a check number and a money order number.
6. Check the **can be used as a recurring payment** checkbox if you want to make this payment type available for setting up a recurring payment. *Only electronic funds transfers (also known as EFTs or direct debits) are appropriate for recurring payments.* (See "Setting Up Direct Debit Processing" on page 169)
7. Check the **creates a direct debit (ACH) transaction** checkbox if you want to have this payment type automatically create a direct debit transaction. If checked, all payments with this payment type will be placed in the direct debit file created during processing. (See "Generating Direct Debit Transactions" on page 148)
8. Click **START** and then click **FINISH** to set up the payment type. The **Maintain Payment Types screen** appears again with the new, "active" payment type displayed in the table.

Hint: If a record is **active**, it is available for you to work with elsewhere in the program. Uncheck this checkbox for records you no longer wish to use.

Developments

The Tenant Accounts Receivable program provides full support for agency-definable AMP/project accounting and management. Your first step in the AMP/project accounting process is to create one record for each of your developments. After you set up your development records, complete the setup by assigning developments to units, to customer account types, transaction types, and individual customer accounts. You will assign each unit to a development. In Setup, you will assign each customer account type to one or more developments that use the account type. You will then set up the AMP/project account mapping for the receivables and revenue accounts for each type of transaction within each account type.

Hint: Each account type will likely have multiple developments that use it, and each development will likely use multiple account types. You will also assign each individual customer account to a development, based on the customer and on the developments available for the account type.

Setting Up Developments

To set up a development, you need to add the basic development information and then map the development to specific default accounts, transaction types, and profiles.

Add Basic Development Info

1. Click **SETUP** on the **Main Menu screen** and then click **DEVELOPMENT** on the **Receivables Setup screen** that appears. The **Browse Development screen** opens with all available developments displayed in a table.
2. Click  on the toolbar. The **Add Development Wizard** is initiated.
3. Enter a unique **development code**, type a **description** to identify the development, and check the checkbox if the development is **late fee exempt**.
4. Click **START** and then click **FINISH** to save and set up the new, "active" development. The **Maintain Development screen** appears with the new development information displayed.

Hint: If a record is **active**, it is available for you to work with elsewhere in the program. Uncheck this checkbox for records you no longer wish to use.

Map Development to Accounts

5. If necessary, click  and specify the **default accounts**, **default transaction type**, **default profiles**, **general ledger account**, and **bank account information**.

Note: For some types of developments, you do not need to fill out any additional information; for example, if the development does not deal with leases, you do not need to enter any additional information besides the code and description.

Offices

A receivables office is any office location where you receive payments. Tenant Accounts Receivable contains one record for each of your offices. You must assign each of your agency's cash drawers to an office. Some offices may have multiple cash drawers. The main purpose of receivables offices is to allow you to balance and report on payments received for an office as a whole, as well as for individual cash drawers. You can also set up a receivables office for a bank that accepts payments for your agency. After you have set up your receivables offices, you can assign them to cash drawers and specific employees.

Setting Up Offices

To set up a receivables office, you need to add the basic office information and then map the office to the specific developments which the office will manage.

Enter Basic Info

1. Click **SETUP** on the **Main Menu screen** and then click **OFFICES** on the **Receivables Setup screen** that appears. The **Maintain Receivables Offices screen** opens with all available offices displayed in a table.
2. Click  on the toolbar. The **Add Receivables Office Wizard** is initiated.
3. Enter a **description** to identify the office, such as "Central Office," click **START**, and then click **FINISH** to save and set up the office. The **Maintain Receivables Offices screen** displays again with the new, "inactive" office displayed in the table.

Hint: If a record is **active**, it is available for you to work with elsewhere in the program. Uncheck this checkbox for records you no longer wish to use.

Note: If you want to make the office active, click , check the **Active** checkbox, and then click  to save.

4. Repeat until all your agency's offices have been added.

Map Developments to Offices

5. Highlight the office you want to work with on the **Main tab**, and then select the **Developments tab**.
6. Click . The **Receivables Office Add Development Wizard** is initiated.
7. Check the checkbox(es) of the **developments** you want associated with the selected office.
 - o This is your agency-defined list of [developments](#), which you maintain in the Setup area of the program. See "Setting Up Developments" on page 19
8. Click **START**, and then click **FINISH** to map the development(s) to the office. The **Maintain Receivables Offices screen** appears again.
9. Repeat steps 5-8 until all developments have been mapped to the appropriate offices.

Cash Drawers

A cash drawer is a specific place within an office where you accept payments. Tenant Accounts Receivable contains one record for each of your cash drawers. A cash drawer may be a literal cash drawer at your agency or at a bank, or it may be a computer workstation where you accept payments. Some offices may have only one cash drawer, others may have multiple cash drawers. After you set up your cash drawers, you can use them to accept payments. Each day you use a particular cash drawer, you will open it and balance and close it.

Setting Up Cash Drawers

1. Click **SETUP** on the **Main Menu screen** and then click **CASH DRAWERS** on the **Receivables Setup screen** that appears. The **Maintain Cash Drawers screen** opens with all available cash drawers displayed in a table.
2. Click  on the toolbar. The **Add Cash Drawer Wizard** is initiated.
3. Enter a unique **drawer number** and type a **description** for the cash drawer (for example, "Central Office #1").
4. Enter the **next receipt number** (number of the next receipt to issue from this drawer), and select the appropriate **receivables office** to which the drawer should be associated.
 - o This is your agency-defined list of receivable [offices](#), which you maintain in the Setup area of the program. See "Setting Up Offices" on page 20
5. Select the appropriate **cash on hand account**. This account is pulled from General Ledger and should already be set up. If not, please verify with your accounting department which cash on hand account is needed.
6. Click **START** and then click **FINISH** to save and set up the cash drawer. The **Maintain Cash Drawers screen** appears again with the new, "active" cash drawer displayed in the table.

Hint: If a record is **active**, it is available for you to work with elsewhere in the program. Uncheck this checkbox for records you no longer wish to use.

Transaction Types

A transaction type identifies the purpose of a transaction. Many transactions (both recurring and non-recurring) that you enter for customers require a transaction type. The most common transaction type is "rent." Other examples could include utilities (such as "electricity," "gas," "water," and "cable TV"), agency charges (such as "work order" or "clean-up" fees), or other charges (such as "interest," "late fee," or "NSF fee").

Setting Up Transaction Types

1. Click **SETUP** on the **Main Menu screen** and then click **TRANSACTIONS** on the **Receivables Setup screen** that appears. The **Maintain Transaction Types screen** opens with all available transaction types displayed in a table.
2. Click  on the toolbar. The **Add Transaction Type Wizard** is initiated.
3. Enter a text **description** to identify the transaction type.
4. Click **START** and then click **FINISH** to set up the transaction type. The **Maintain Transaction Types screen** appears again with the new, "active" transaction type displayed in the table.

Hint: *If a record is active, it is available for you to work with elsewhere in the program. Uncheck this checkbox for records you no longer wish to use.*

Account Types

Tenant Accounts Receivable contains one record for each of your agency-defined customer account types. You assign an account type to each customer account. Customer account types are also an important part of the setup for your agency's developmental fund accounting.

Setting up your agency-defined customer account types is a multi-step process:

1. [Plan your customer account types](#).
2. [Create a record for each account type](#). During creation of each type, you can identify an order in which to apply payments, various default formats for printed documents, and whether interest accrues to accounts.
 - [Assign each account type to one or more developments](#) that use that account type and set up the developmental account mapping for the receivables and revenue accounts for each type of transaction within that account type.
 - [Assign each account to one or more transactions](#) included in the account type. You must also assign the order in which to apply payments for past due and current amounts.
 - [Identify the General Ledger income accounts](#) per development for each transaction.
3. [Designate if interest accrues](#) to customer account types.

Planning Customer Account Types

Tenant Accounts Receivable supports four different categories of customer account types: accounts receivable accounts, escrow accounts, revolving charge accounts, and mortgage accounts. Each of your agency-defined customer account types must fall into one of these four categories.

Accounts Receivable (AR) Accounts

Use this category for standard receivables accounts. Accounts of this type require the customer to pay off any outstanding balance at the end of each month.

Escrow Accounts

Use this category for escrow accounts, such as security deposits, FSS escrow accounts, and tenant savings plans. Money added to an account of this type is a liability to your agency and an asset to the customer. You can allow customers to accrue interest on the balances of these accounts. You can set up receivables (amounts currently due) on these accounts, but the account balances are not affected until actual payments are made.

Revolving Charge Accounts

Use this category for revolving charge accounts, such as repayment agreements, retroactive rent agreements, and promissory notes. A customer with a revolving charge account keeps an overall account balance and owes a monthly receivable to the account. (For example, the customer may owe your agency a total of \$1000, but the minimum monthly payment is only \$50.) Your agency can charge interest on the balances of these accounts.

Mortgage Accounts

Use this category for mortgages (e.g., for a mortgage in the Section 8 Homeownership program or for a home purchase financed by your agency). A customer with this type of account has a mortgage (principal) balance, and the amount of principal and interest charged to the account is different each month. You will set up separate escrow accounts for any escrow amounts related to a mortgage, such as taxes or insurance.

Defining Your Customer Account Types

You can subdivide these four categories into multiple agency-defined customer account types. For example, you might have a customer account type for security deposits and a separate account type for pet deposits, both of which would fall under the Escrow category. Each of your customer account types has an account description and is assigned to one of the four categories. Here are some customer account types you might consider:

Account Description	Category
Collection Loss	AR
FSS Escrow	Escrow
Homeownership	Mortgage
Pet Deposit	Escrow
Repayment	Revolving Charge
Security Deposit	Escrow
Tenant Accounts Receivable	AR

For each account type, you can also identify an order in which to apply payments, various default formats for printed documents, and whether interest accrues to accounts of that type. The payment “apply order” lets you rank the default order in which the program applies customer payments to outstanding balances for different account types. For example, if a customer owes on both an AR account and a security deposit account, you may wish to apply a payment to the AR account first. If a customer has outstanding balances in two different accounts with the same rank (e.g., if you ranked two account types the same or if the customer has two accounts of the same type), the program will apply a payment first to the oldest outstanding balance.

Hint: For any individual payment, you can override the default apply order by applying the payment manually to outstanding balances.

If you use the Custom Report Writer program, you can assign to each account type a default printed format for contracts, statements, registers, and adjustment vouchers.

You can also designate whether [interest](#) accrues to customer account types. See "Setting Up Interest for Account(s)" on page 33

After you create your customer account type records, you will assign each customer account type to one or more developments that use the account type. You will then set up the developmental account mapping for the receivables and revenue accounts for each type of transaction within each account type.

Finally, after you fully set up your customer account types, you can use them to create individual accounts for customers.

Within TAR, there are four types of accounts that need to be setup:

1. **Accounts receivable account:** The master account that all customers have. This type of account records charges and payments. Each charge on the account is due in full as of the date of the charge. Periodic payments are allowed, but any charge not paid or credited off is past due as soon as the charge date is passed.
2. **Escrow account:** An escrow account is a security deposit, pet deposit, FSS escrow account, or other account where the value on the account accumulates or increases as payments are made into the account. There are no charges, thus no transactions associated with this type of account. The user may set up a receivable (not a charge), to show how much the tenant should be paying, but receivables are not associated with any GL account number. Thus, escrow accounts do not create a journal transaction. The payment, however, does create a transaction which credits the account and debits the cash drawer. The balance of the escrow account continues to accumulate as a negative balance to show that the HA owes the tenant the amount reflected in the account.
3. **Revolving credit account:** This is a repayment agreement type account. Amounts charged on the primary accounts receivable account are transferred to this account and this transfers the balance due. Then, recurring receivable amounts are defined for the monthly payment amounts that should be paid to reduce the overall balance due. There are no transactions associated with this account as all charge items have already been recorded on the AR account and transferred.
4. **Mortgage account:** This account type is similar to the revolving credit account in setup and actions.

Setting Up Account Types

When setting up an account type, you need to add the basic account information and then map the account to specific developments and transaction types.

1. Click SETUP on the **Main Menu screen** and then click ACCOUNTS on the **Receivables Setup screen** that appears. The **Browse Customer Account Types screen** opens with all available account types displayed in a table.
2. Click  on the toolbar. The **Add Account Type Wizard** is initiated.

3. Enter a **description** to identify the account type and then select the **type of account** (whether this account type is for accounts receivable (AR) accounts, escrow accounts, revolving charge accounts, or mortgage accounts).
4. Click START to continue.
5. If necessary, select a **default register format**, **default statement**, and a **default bill**.

Note: If your agency uses the Custom Report Writer program, you can create one or more custom formats or “forms” for the printed copies of each of these document types. If you have done this, each form you have created will appear in its respective drop-down list. If your agency does not use the Custom Report Writer program, or if you have not created custom forms, only one form will be available to choose from for each field.

6. Enter the **apply order of payment**. This field allows you to rank the default order in which the program applies customer payments to outstanding balances for different account types. For example, if a customer owes on both an AR account and a security deposit account, you may wish to apply a payment to the AR account first.

(More on Apply Order...)

Rank the payment “apply order” for this account type by entering a whole number equal to or greater than one. (An apply order of “1” means “apply first.”) The program applies payments to lower-numbered account types before higher-numbered ones. For example, if you wanted all payments to be applied first to outstanding balances in the “Tenant Accounts Receivable” account type, you would rank that account type “1.” If you wanted payments applied next to outstanding balances in the “Repayment” account type, you would rank it “2,” etc. You have the option of ranking two or more account types the same. It is also possible for a customer to have two or more accounts of the same type. Either case could allow a situation in which a customer has outstanding balances in two different accounts with the same rank. If this happens, the program will apply a payment first to the oldest outstanding balance. For any individual payment, you can override this default order by applying the payment manually to outstanding balances.

7. Click START to continue. Review and confirm the information you have set up and click FINISH to save and create the new account. The **Maintain Customer Account Types screen** appears with the **Main tab** selected and the newly added account type information displayed.
8. Click ; if necessary, select a **default adjustment voucher**, **default void ticket**, and check the checkboxes if the default statement and bill are summary formats. (The remaining fields on this tab should have been filled in within the **Add Account Type Wizard**, but you can fill them in now or edit them as necessary.)
9. Click  to save and set up the account type. You are now ready to [map development accounts](#) that will use the account type.

Mapping Development Accounts

The program will correctly place charges and revenues in the right place if mapped correctly. After you have [set up your customer account types](#), [assign each account to one or more developments](#) that use that account type, [define a receivables posting account and a bank deposit](#)

[account](#) for each development, and [map appropriate cash drawers](#) to the development. Each customer account that matches the account type, the development, and cash drawer will use these records for the posting of receivables and the depositing of payments received.

Hint: Each account type will likely have multiple developments that use it, and each development will likely use multiple account types.

1. On the **Maintain Customer Account Types** screen, highlight the account type you want to work with in the table and select the **Development Account Mapping** tab.

Assign Account to Development(s)

2. Click . The **Add Development Account Mapping Wizard** is initiated.

Note: The account type that is highlighted on the Main tab of the Maintain Customer Account Types screen is the account type to which you are mapping and are working with.

3. Select the **development name** you are mapping for this account type.
 - This is your agency-defined list of [developments](#), which you maintain in the Setup area of the program. See "Setting Up Developments" on page 19

Define Accounts

4. Select the appropriate **posting account number**. The ending balance of the register is this account number in General Ledger. Select the general ledger account to which receivables post for this account type for this development. For most agencies, this is usually an 1122 account (Accounts Receivable) for most developments and account types. You maintain your general ledger accounts in the General Ledger program.
5. Select the appropriate **bank account number**. This is the bank account into which you make deposits for this account type for this development.
 - This field offers your agency-defined list of receivables [bank accounts](#), which you maintain in the Setup area of the program. See "Setting Up Bank Accounts" on page 17

Note: It is extremely important that you verify with your accounting department as to which account numbers need to be selected.

6. If necessary, select the **direct debit cash drawer** to use from the drop-down list. This is the cash drawer in which the development's direct debit withdrawal funds will be deposited.
7. Click START to continue, review and confirm the information you have set up, and then click FINISH to map the development accounts to the account type. The **Development Account Mapping** tab appears again with the newly mapped development displayed in the table.

Map Cash Drawer(s)

8. Select the **Cash Drawers sub-tab** at the bottom of the screen and click .

9. Select a **cash drawer**. When [taking a payment](#) for the development, the cash drawer(s) you select here will be available to work with.
 - This field offers your agency-defined list of [cash drawers](#), which you maintain in the Setup area of the program. See "Setting Up Cash Drawers" on page 22
10. Click  to save and map the cash drawer. Repeat until all appropriate cash drawers have been mapped to the development. You are now ready to [map transaction types](#).

Mapping Transaction Types

After [mapping development accounts](#), assign each account to one or more transactions included in the account type.

1. On the **Maintain Customer Account Types** screen, highlight the account type you want to work with in the table and select the **Transactions Included in Account** tab.
2. Click . The **Add Transaction to Include in Account Wizard** is initiated.

Note: The account type that is highlighted on the Main tab of the Maintain Customer Account Types screen is the account type to which you are mapping and are working with.

3. Select the transaction type you want to map from the **transaction description** drop-down list.
 - This is your agency-defined list of [transaction types](#), which you maintain in the Setup area of the program. See "Setting Up Transaction Types" on page 23
4. Enter the **payment apply order for past due and current amounts** for this transaction within this account type.

(More on Apply Order...)

Rank the payment "apply order" for this account type by entering a whole number equal to or greater than one. (An apply order of "1" means "apply first.") The program applies payments to lower-numbered account types before higher-numbered ones. For example, if you wanted all payments to be applied first to outstanding balances in the "Tenant Accounts Receivable" account type, you would rank that account type "1." If you wanted payments applied next to outstanding balances in the "Repayment" account type, you would rank it "2," etc. You have the option of ranking two or more account types the same. It is also possible for a customer to have two or more accounts of the same type. Either case could allow a situation in which a customer has outstanding balances in two different accounts with the same rank. If this happens, the program will apply a payment first to the oldest outstanding balance. For any individual payment, you can override this default order by applying the payment manually to outstanding balances.

5. Click START to continue, review and confirm the information you have set up, and then click FINISH to map the transaction type to the account type. The **Transactions Included in Account** tab appears again with the newly mapped transaction displayed in the table. You are now ready to [map income accounts](#).

Mapping Income Accounts

After [mapping transaction types](#), you need to identify the general ledger income accounts to which you post payments received from the developments that uses the account type/transaction type combination. Each customer payment that matches a given transaction, development, and account type will post to the income account you identify.

1. On the **Maintain Customer Account Types screen**, highlight the account type you want to work with in the table.

Note: The account type that is highlighted on the Main tab of the Maintain Customer Account Types screen is the account type to which you are mapping and are working with.

2. Select the **Transactions Included in Account tab**. All [mapped transaction types](#) display in a table.
3. Highlight the mapped transaction type you want to work with and click the ACCOUNT MAPPING button at the bottom of the screen. The **Maintain Transaction Ledger Accounts screen** appears with all [mapped developments](#) displayed in a table.

Note: The transaction type that is highlighted on the Transactions Included in Account tab of the Maintain Customer Account Types screen is the transaction type to which you are mapping and are working with.

4. Highlight the development you want to work with and click .
5. Select the general ledger **income account** to which you post payments received for this account type and transaction type. You maintain your general ledger accounts in the General Ledger program.
6. Click  to save to apply your changes and map the income account.
7. Repeat steps 4-6 until all developments are mapped to an income account.
8. Click  to exit and return to the **Transactions Included in Account tab**.
9. Repeat steps 3-8 until all account type/transaction type combinations have income accounts mapped to their associated developments.

Interest

Interest profiles are used to organize all your agency's interest policies, or rules on how interest is applied. With an interest profile, you may group and describe a collection of policies, or just one policy.

[Setting Up Interest Profiles](#)

After setting up interest profiles, you can then identify the general ledger revenue accounts to which you post interest received from developments that use a specific account type/transaction type combination. Each interest charge that matches a given transaction, development, and account type will post to the revenue account you identify.

[Setting Up Interest for Accounts](#)

Setting Up Interest Profiles

When setting up interest profiles, you need to add the basic profile information, and then set up and map the profile to an interest policy (or set of rules), and specific account type(s).

Tips and Hints:

- You cannot have multiple profiles per development, but you can have multiple policies for the same account type and time period per profile. This results in interest only being applied once for each policy in monthly processing.
- In order to delete a profile, all developments must be removed from the profile first. Also, all account types must be removed from a policy in order to delete a policy. Once a profile or policy has been used, they cannot be deleted. (Removing all developments and/or account types, however, will make them "inactive.")

Enter Basic Profile Info

1. Click **SETUP** on the **Main Menu screen** and then click **INTEREST** on the **Receivables Setup screen** that appears. The **Browse Interest Profiles screen** opens with all available interest profiles displayed in a table.
2. Click  on the toolbar. The **Add Interest Profile Wizard** is initiated.
3. Enter a **description** to identify the profile and then check the checkboxes of the **developments** you want to include in the profile.
 - This is your agency-defined list of [developments](#), which you maintain in the Setup area of the program. See "Setting Up Developments" on page 19

Note: You are only able to have one profile per development. If another profile is added that includes a development for which there is already a profile, the first profile will have that development removed.

4. Click **NEXT**, review the profile information, and then click **FINISH** to save and add the new profile. The **Maintain Interest Profile Setup screen** appears with the **Main tab** selected.

Map Interest Policy

5. Select the **Interest Policies tab** and click  on the toolbar. The **Add Interest Policy Wizard** is initiated.

Note: The interest profile that is highlighted on the Main tab of the Maintain Interest Profiles screen is the profile to which you are associating a policy.

Caution! Be careful to not create redundant policies for the same account type and time period.

6. Enter the name for the interest policy in the **description** field and select the **type of calculation** to use from the drop-down list.
7. Select an **effective date**, or the date range of when the policy is in effect, and enter an **interest percentage (APR)**. For example:



Description	Simple Interest Calculated Monthly		
Type of Calculation	Simple Interest - Monthly		
Effective Date	10/01/2007	To	09/30/2008
Interest Percentage (APR)	3 %		

8. Click START, review the policy's information, and then click FINISH to add the new policy. The **Interest Policies tab** of the **Maintain Interest Profile Setup screen** appears again.

Map Account Type(s)

9. Select the **Account Types Included sub-tab** at the bottom of the screen.
10. Click  to add an account to the new interest policy. The **Add Account to Interest Policy Wizard** appears. The interest profile and interest policy you just added is displayed on the first screen of the wizard.

Note: The interest policy that is highlighted on the Interest Policies tab of the Maintain Interest Profiles screen is the policy to which you are mapping an account type.

11. Select the **account type** to be affected by this policy from the drop-down list.
 - o This is your agency-defined list of [account types](#), which you maintain in the Setup area of the program. See "Setting Up Account Types" on page 26
12. Click NEXT, review the account type's information, and then click FINISH to add the new account type. The **Maintain Interest Profile Setup screen** appears again. You are now ready to [set up the interest to specific account type\(s\)](#).

Now that you are finished setting up the needed information to make an interest application to account(s) possible, you are now able to apply the actual interest to those account types. [Applying interest to accounts](#) can be accomplished in the Periodic Processing area of the TAR program. See "Applying Interest to Accounts" on page 147

Setting Up Interest for Account(s)

After [setting up interest profiles](#), you need to identify the general ledger revenue accounts to which you post interest received from developments that use a specific account type/transaction type combination. Each interest charge that matches a given transaction, development, and account type will post to the revenue account you identify.

1. From the **Main Menu screen**, click SETUP and then click ACCOUNTS. The **Browse Customer Account Types screen** appears with all available account types displayed in a table.
2. Highlight the account type you want to work with and click . The **Maintain Customer Account Types screen** opens with the selected account type's information displayed.

Note: The account type that is highlighted on the Main tab of the Maintain Customer Account Types screen is the account type to which you are mapping and are working with.

3. Select the **Development Account Mapping tab** and then click the INTEREST ACCOUNT MAPPING button on the bottom of the screen. The **Maintain Interest Ledger Accounts screen** appears with all [developments mapped to the selected account type](#) displayed in a table.
4. Highlight the development you want to work with and click .
5. At the bottom of the screen, choose the **account number** into which you post interest generated for this account type. You maintain your general ledger accounts in the General Ledger program.
6. Click  to save and set up the interest for the account.
7. Repeat steps 4-6 until all developments have a specified account number.
8. Click  to exit and return to the **Development Account Mapping tab**.
9. Repeat until all account types have revenue accounts mapped to their associated developments.

Now that you are finished setting up the needed information to make an interest application to account(s) possible, you can now apply the actual interest to those account types. [Applying interest to accounts](#) can be accomplished in the Periodic Processing area of the TAR program. (See "Applying Interest to Accounts" on page 147)

Setting Up Agency and NSF Settings

On the Receivables Default Settings screen, you can set the program's [interface color](#), your agency's contact or "[return address](#)" information, your [default receipt](#), and returned check fee ([NSF](#)) settings.

1. Click SETUP on the **Main Menu screen** and then click SETTINGS on the **Receivables Setup screen** that appears. The **Receivables Default Settings screen** opens.

Color Settings

The color you select here changes the interface of the program

2. Click  on the toolbar and the **Color window** appears.
3. Select the box of the color you want.
4. Click OK to save and apply the color change. The color you select here will then display as the screen color of every screen in the program.

Hint: To create your own custom color, click [Define Custom Colors >>](#). Click on the color gradient that appears until your custom color is achieved. Or, you can enter specific hue, saturation, lumination, red, green, and blue variants. Click [Add to Custom Colors](#) to save the custom color for future use.

Note: A color setting, like any other setting, is only applied to the current data area. Many agencies use this feature to color code their data areas so users can tell at a glance what data area they're currently using.

Agency Settings

5. Click  on the toolbar.
6. Enter your organization name, address, and contact information in the available fields.
7. If necessary, select a **default receipt**.

Note: If your agency uses the Custom Report Writer program, you can create one or more custom formats or "forms" for the printed copies of receipts. If you have done this, each form you created appears in the default receipt drop-down list. If your agency does not use the Custom Report Writer program or if you have not created custom forms, only one form is available to choose.

NSF Settings

8. Select the **tenant transaction type** from the drop-down list. This is the description of the NSF transactions you record and identifies the purpose of the transactions.
 - This is your agency-defined list of [transaction types](#), which you maintain in the Setup area of the program. See "Setting Up Transaction Types" on page 23
9. Enter the NSF **amount charged to the tenant** from your PHA.
10. Enter the NSF **amount charged by the bank** to your PHA.

11. Select the **default payment type when recording an NSF**. What you select here becomes the default selection for you in the [Record NSF Wizard](#). See "Recording NSFs" on page 132
12. Click  to save and apply your changes.

Policies

Program policies and procedures are advanced programming options within Tenant Accounts Receivable that can affect many different aspects of the computer program's behavior. They are similar in some respects to default settings, but offer much greater power and flexibility.

Note: Please do not confuse these policies and procedures with your agency's general policies for administering your housing authority or any of your housing programs. Within the context used here, we are referring only to very specific computer programming options within the Setup area of the Tenant Accounts Receivable program.

Unlike other Setup options, program policies and procedures are not designed for use by either the end user or the administrator of the Tenant Accounts Receivable program. Tenmast staff will set up your agency's initial program policies for you when you first install or upgrade to WinTen² Tenant Accounts Receivable. Because they are advanced programming options, you should modify them only at the direction of a Tenmast staff member.

Caution! *It is extremely important that you do not modify any program policies, except in direct consultation with Tenmast staff.*

When directed to do so by Tenmast staff, you will use the Maintain Policies screen to maintain your agency's program policies for Tenant Accounts Receivable.

Setting Policies

There are many policy options in the Tenant Accounts Receivable (TAR) program, and they can be used to customize WinTen² programs to better match an HA's work processes.

1. To access TAR policies, click SETUP on the **Main Menu screen**, and then click POLICIES. The **Browse Policies screen** opens with all available policies displayed in a table.
2. Double-click on the policy you want to work with; or, highlight the policy in the table and click  to open the **Maintain Policies screen**.
3. After choosing the appropriate **value**, click OK to set the policy. The **Browse Policies screen** appears again with the newly set value displayed in the table.

TAR policies can be divided into 10 categories:

- [ACH/Direct Debit](#)
- [NSF](#)
- [Payments](#)
- [Receipts](#)
- [EPF](#)
- [Late Fees](#)
- [Lease](#)
- [Cash Drawers](#)

- [General Ledger](#)
- [Miscellaneous](#)

Policy Summaries

ACH/Direct Debit

ACH Company Description for the 5th Record at Position 54-63

This is a policy that defines where to place the ACH company description in the ACH file. This is usually defined by the client's bank and changes with each client. The value should never change unless by bank orders.

Value: HAP Checks, Payroll, Rent Payment, Section 8

- In the **value** field, select the ACH company description that will be placed in the ACH file.

Is Direct Debit (ACH) Allowed to Be Used for Recurring Payments?

Value: True or False

- If you set this policy to **True**, the program will automatically use direct debit (ACH) for recurring payments.

Direct Debit - Name of the File That Will Be Created

Only necessary if your HA has a specific name for the file.

Value: User-specific

- In the **value** field, enter the name of the file (with extension) that will be created by the direct debit processing.

NSF

NSF Transaction Description for RecTrans and Register Payments

Value: User-specific

- In the **value** field, enter your own unique description that will be used for NSF transactions for RecTrans and Register payments.

NSF Fee Description for RecTrans and Register

Value: User-specific

- In the **value** field, enter your own unique description that will be used for NSF fees for RecTrans and Register payments.

Payments

Payment Type for “Only Accept Cash” Customers

Value: Automatic Withdrawal, Cash, Cashier’s Check, Check, Electronic Funds Transfer, or Money Order

This policy affects the default payment type, for “Only Accept Cash” customers, used during the Take Payment Wizard.

- What you select as the **value** will be the default payment type for customers who are classified as “only accept cash.”
- You can specify a customer as “only accept cash” on the Customer Information tab of the Maintain Customer Information screen.

Post Payments with Deposits

Value: True or False

- If you set this policy to **True**, the program will post payments to General Ledger at the time the deposit is made.
- If this policy is set to **False**, the program will not post payments with deposits, and the other side of the payment will post when posting to GL or when closing a month.

Default Payment Type for Payment Wizard

Value: Automatic Withdrawal, Cash, Cashier’s Check, Check, Electronic Funds Transfer, or Money Order

- What you select as the **value** will be the default payment type used in the Take Payment Wizard.

Default the Pre-Payment Flag During the Payment Wizard

Value: True or False

- If you set this policy to **True**, when the amount paid is more than the amount owed, the create pre-payment checkbox in the Take Payment Wizard will default to checked, and a pre-payment will automatically be created.

Note: If your HA always keeps the overpayment, set this policy to True. If your HA always gives the change, set this policy to False.

Manually Apply Payments (Do not have system auto apply)

Value: True or False

- If you set this policy to **True**, you will always have to manually apply all payments.
- If you set this policy to **False**, the system will auto-apply all payments.

Pre-payments and Due Now Balance - Auto Re-apply Without Asking Every Time

Value: True or False

- If you set this policy to **True**, the program will automatically re-apply pre-payments/adjustments that are applied to future transactions to current transactions without asking every time.
- If you set this policy to **False**, the program will always ask first whether or not to re-apply pre-payments/adjustments that are applied to future transactions to current transactions.

Receipts

Preview Receipt Before Printing During Payment Wizard

Value: True or False

- If you set this policy to **False**, a receipt will automatically be printed, *without a preview first*, after finishing the Take Payment Wizard.

Default the Payment Wizard to Print Receipt

Value: True or False

- If you set this policy to **True**, a receipt will automatically be printed, for every payment taken, after finishing the Take Payment Wizard.

Receipts - Show Future Transactions on the Receipt

Value: True or False

- If you set this policy to **True**, the program will show future transactions on receipts.
- If you set this policy to **False**, the program will show the transactions only up to the payment date on receipts.

Include the Receivables Transaction on Receipts/Statements

Your receipts and statements for accounts other than accounts receivable may not balance correctly if the tenant also has receivables transaction(s) attached to their lease. To avoid this, you have the ability to exclude receivables transactions on your receipts and statements with this policy setting.

- If you set this policy to **True**, the program will list the receivables transactions, and the security deposit account receipt/statement will show a correct balance.

- If you set this policy to **False**, the program will not list the receivables transactions, and the receipt/statement will also show a correct balance..

Note: This is for account types other than Accounts Receivable.

EPF

Electronic Payment File - Deposit Cash Drawer Automatically

Value: True or False

- If you set this policy to **True**, the cash drawer will automatically deposit after processing an electronic payment file (EPF).

Late Fees

Late Fees - Apply Late Fees with the Variable Date

Value: True or False

- If you set this policy to **True**, the program will use a date with the first of the following month for the transaction date.
- If you set this policy to **False**, the program will use a date of the day after what is in the policy setting.

Late Fees - Always Apply Late Fee to Previous Month for Which a Late Fee Was Not Applied

Value: True or False

- If you set this policy to **True**, the program will apply a late fee to the prior month if late fees for the account were *not* generated.
- If you set this policy to **False**, the program will *not* apply late fees to a prior month, no matter what.

Lease

Allow New Lease When Tenant is in ORC

Value: True or False

- If the tenant exists in ORC and this policy is set to **False**, a new lease cannot be added from Tenant Account Receivables; it must be added from ORC. (Does not allow new lease.)
- If this policy is set to **True**, a new lease can be added, but ORC will *not* be updated. (Allows new lease.)

Note: This policy should be set to True if your HA has non-subsidized leases.

Allow Lease to Terminate When Tenant is in ORC

Value: True or False

- If the tenant exists in ORC, and this policy is set to **False**, a lease cannot be terminated from TAR; it must be terminated from ORC. (Does not allow a lease terminate.)
- If this policy is set to **True**, it *can* be terminated from TAR, but ORC will *not* be updated. (Allows a lease to terminate.) In vary rare circumstances will this policy be set to True.

Separate TAR Accounts for Every Lease

Value: True or False

- If you set this policy to **False**, the program will NOT create new accounts for a new lease. **Note:** If the development is changed, a new set of accounts will be automatically created.

Cash Drawers

Allow Balance of Cash Drawer if Drawer is Out of Balance

Value: True or False

- If you set this policy to **True**, the program will allow a cash drawer to be balanced if the drawer is out of balance.
- If you set this policy to **False**, the program will not allow a cash drawer to be balanced.

Allow Deposit of Cash Drawer if Deposit is Out of Balance

Value: True or False

- If you set this policy to **True**, the program will allow a cash drawer to be deposited if the deposit is out of balance.
- If you set this policy to **False**, the program will not allow a cash drawer to be deposited.

Deposit Wizard, Default Cash Drawer to Select all Cash Drawers

Value: True or False

- If you set this policy to **True**, all cash drawer sessions will be selected, as the default, on step 2 of the Make Deposit Wizard.
- If you set this policy to **False**, a specific cash drawer session will not be selected on step 2 of the Make Deposit Wizard.

Allow One Person to Access Multiple Cash Drawers

Value: True or False

- If you set this policy to **True**, the program will allow a user to access multiple cash drawers.
- If you set this policy to **False**, the program will allow a user access to only one cash drawer.

Note: All cash drawers must be closed before this policy can be changed.

Allow One Cash Drawer for Multiple People

Value: True or False

- If you set this policy to **True**, the program will allow multiple people to work with one cash drawer.
- If you set this policy to **False**, the program will allow only one cash drawer per person.

Note: All cash drawers must be closed before this policy can be changed.

General Ledger

Auto Accept GL Batches Created from TAR

Value: True or False

- If you set this policy to **True**, the General Ledger program will automatically accept GL batches created in the TAR program.

Post Receivables Transactions to General Ledger

- If you set this policy to **True**, the program will automatically post Receivables transactions to General Ledger.

Note: Since closed months do not post, make sure to close months that you don't want to post FIRST.

Miscellaneous

What Date Should Be Used for the Beginning Balance?

This date is displayed on the Account Details and Account Summary tabs to determine the beginning balance. This is NOT used for reports or statements.

Value: True or False

- If you set this policy to **True**, the date used for a tenant's beginning balance will be the end of the last month.
- If you set this policy to **False**, the date used for a tenant's beginning balance will be the last closing date.

What Date Should Be Used for the Ending Balance?

This date is displayed on the Account Details and Account Summary tabs to determine the ending balance. This is NOT used for reports or statements.

Value: True or False

- If you set this policy to **True**, the date used for a tenant's ending balance will be the end of the current month.
- If you set this policy to **False**, the date used for a tenant's ending balance will be the system date.

View the Total Amount Due on the Customer Browse Screen

Value: True or False

- If you set this policy to **True**, the Browse Customers screen will display "total due now" for each customer.
- If you set this policy to **False**, the Browse Customers screen will *not* display the "total due now," and the searching speed will be greatly increased.

Set the Transaction Detail for the Account Detail Screen

Value: True or False

- If you set this policy to **True**, the Account Detail tab of the Maintain Customer Information screen will display transactions in detail (displays transaction type, beginning balance, charges, payments, transfers, and ending balance).
- If you set this policy to **False**, the Account Detail tab of the Maintain Customer Information screen will display transaction *summaries* only (displays date, transaction type, description, and amount).

Allow User to Modify the URP Refund Check Before They Are Posted

Value: True or False

- If you set this policy to **True**, the program allows the user to edit the URP refunds before they are posted to GL. When set to True, a new step is added to the Generate URP Refunds Wizard that allows you to view customers who are eligible for a refund. On the additional step you are also allowed you to change the amount to be refunded, or exclude them from a refund completely.

Allow Lease Terminate When Tenant is in ORC

This policy allows you to set up whether or not lease terminations should be completed in Tenant Accounts Receivable (TAR), or *only* in Occupancy and Rent Calculation (ORC). If you have ten-

ant records that also exist in ORC, you can set the program to only allow lease terminations in ORC and a lease cannot be terminated from Receivables.

Value: True or False

- If you set this policy to **True**, a lease *can* be terminated in TAR (but ORC will NOT be updated).
- If you set this policy to **False**, a lease *cannot* be terminated in TAR.

Office Security - Use Office Security

This policy is used to limit the viewing of the Browse Tenant Leases screen, as well as limiting the developments available in reports used for developments, processes by developments, and cash drawers (payments).

Value: True or False

- If you set this policy to **True**, the program will use “office security.” This links developments to offices, and then links employees to offices.

Unit Activity Paint Date

Value: User-specific

- From the **value** drop-down list, select the date for when a unit should be painted.

Statements - Only Print the Month Being Billed?

Value: True or False

- If you set this policy to **True**, when printing statements, the program will only print the transactions for the month being billed and not the current month.
- If you set this policy to **False**, the program will print the transactions for both the month being billed and the current month also.

URP - Select a Vendor for the URP Invoices/Checks

Value: User-specific

- From the **value** drop-down list, select the vendor who should be the vendor used for URP invoices/checks. **Note:** If the HA’s URP checks go to the tenant, the **value** should be blank.

Allow Zero Rent

Value: True or False

- If you set this policy to **True**, a recurring charge in the amount of “0” will post to customer accounts whose leases had their rent equal to “0.”

Default Payables Vendor Type for Refund Checks

Value: User-specific

- When a customer is not already a vendor in Accounts Payable and a check request is created, the program will create a vendor for the tenant, and the new vendor record will have an assigned vendor type. From the **value** drop-down list, select the default Accounts Payable vendor type for refund checks.

Set Number of Months That Can Be Open at One Time

If there are a large number of open months in Tenant Accounts Receivable, and if certifications are re-opened in Occupancy and Rent Calculation, there is a high risk that numbers posted to General Ledger can change unexpectedly. Therefore, there is a limit on the number of months the system can be open (the default setting is 3 months open).

Value: User-specific

- From the **value** drop-down list, select the number of months that can remain open in TAR. Tenmast recommends allowing 3 months to stay open, but no more than 6 months.

Description Used for Re-open Certifications (Lease Undo)

Value: User-specific

- From the **value** field, enter the description you'd like to use for a re-opened certification (formerly known as "Lease Undo"). For example, Lease Reversal, Lease Undo, Re-open Lease Adjustment.

Buildings

HUD requires that you assign each of your agency's units not to a building, but to a building "entrance." Building entrances are based on postal addresses.

Note: HUD's "building entrances" do not correspond to physical entrances (doors into a building). They correspond directly to postal addresses.

If a particular building has only one postal address for the entire building, it will have only one HUD building entrance. You will number it entrance "1" and assign all units in the building to that entrance. For most agencies, this will be the case for most of your buildings. If a particular building has more than one postal address, each postal address will be a different HUD building entrance. You will number the entrances sequentially and assign each unit in the building to its respective entrance. As mentioned above, you should use entrance number "1" if a building has only one entrance. If a building has more than one entrance, you have more flexibility in formatting your entrance numbers. Each entrance "number" can contain numbers and/or letters and can be up to three characters long.

You must maintain one building entrance record in Tenant Accounts Receivable for each of your building entrances. After you set up your building entrance records, you then assign each unit to an entrance when [adding your units](#). See "Adding New Units" on page 74

[Setting Up Building Entrances](#)

[Maintaining Building Entrances](#)

Setting Up Building Entrances

There should be at least one building entrance for each distinct address.

1. Click SETUP on the **Main Menu screen** and then click BUILDING on the **Receivables Setup screen** that appears. The **Browse Building Entrance screen** opens with all available building entrances displayed in a table.
2. Click  on the toolbar. The **Add Building and Entrance Wizard** is initiated.
3. Select the **project number** to which the building entrance belongs, and, if applicable, select the **TRACS contract #**.
4. Select the **default development** for the building entrance and enter the **building number**, **HUD building number**, **building name**, **building address**, **BIN**, and the **number of floors**.
5. If necessary, select a **structure type** for the building, such as high rise or townhouse.
6. Click START to continue.
7. Enter the **entrance number**, **street #**, **street name**, **city**, **state**, **zip**, **county**, and any additional **comments**.

Note: The address you enter here is the address used for all units that use this building and entrance record in Tenant Accounts Receivable (TAR), Occupancy and Rent Calculation (ORC), and Work Order!

8. Click NEXT to continue.

9. Review and confirm the building entrance information you have set up and click FINISH. The **Maintain Building Entrance screen** appears again with the new building entrance information displayed. The new building entrance is now available to work with in the TAR, ORC, and Work Order programs. You can also now [assign each unit to an entrance](#) when. (See "Adding New Units" on page 74)

Maintaining Building Entrances

You are also able to [maintain building entrances](#) from the Units area of the program. See "Maintaining Building Entrances" on page 75

Edit Building Entrance

1. Click SETUP on the **Main Menu screen** and then click BUILDING on the **Receivables Setup screen** that appears. The **Browse Building Entrance screen** opens with all available building entrances displayed in a table.
2. Highlight the building entrance record you want to edit and double-click, or click  on the toolbar. The **Maintain Building Entrance screen** opens.

Hint: Select how you want to order the table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first record to match the criteria will be highlighted in the table.

3. Select the **project number** to which the building entrance belongs, and, if applicable, select the **TRACS contract #**.
4. Select the **default development** for the building entrance and enter the **building number, building name, building address, BIN, and the number of floors**.
5. If necessary, select a **structure type** for the building, such as high rise or townhouse.
6. Enter the **entrance number, street #, street name, city, state, zip, county**, and any additional **comments**.

Note: The address you enter here is the address used for all units that use this building and entrance record in *Tenant Accounts Receivable (TAR), Occupancy and Rent Calculation (ORC), and WorkOrder!*

7. Review and confirm the building entrance information you have set up and click  to save and apply your changes.

Delete Building Entrance

1. Click SETUP on the **Main Menu screen** and then click BUILDING on the **Receivables Setup screen** that appears. The **Browse Building Entrance screen** opens with all available building entrances displayed in a table.
2. Highlight the building entrance record you want to delete and click  on the toolbar.
3. Click YES through the confirmation message and delete the record; or click NO to cancel the deletion.

Hint: Select how you want to order the table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first record to match the criteria will be highlighted in the table.

Unit Amenities

Unit amenities are “extra features” of a unit or its immediate neighborhood that make the unit more usable, convenient, comfortable, or enjoyable for the tenant living there.

Amenities go beyond the bare minimum requirements of “decent, safe, and sanitary housing.” They are not covered by the unit’s basic attributes of location, square footage, type, and age. An amenity could be an accessibility feature for the handicapped or disabled (e.g., a wheelchair ramp), some other item or feature in the unit itself (e.g., carpeting or a refrigerator or dishwasher), a nearby facility (e.g., laundry facilities or a community playground), or even a management service (e.g., the owner pays all utilities).

Most agencies keep track of unit amenities for two primary reasons. The first is simply so they can describe a unit more fully to a new tenant or applicant. The second is so they can compare different units, often with different amenities, when making Fair Market Rent calculations.

Note: The Maintain Unit Amenities function is available in both the Tenant Accounts Receivable program and the Rent Reasonableness program. Your agency has only one list of available amenities, but you can access and maintain that list from either program.

Setting Up Unit Amenities

The Tenant Accounts Receivable program already contains a default set of the most common amenities (the first eighteen amenities in the list). Your agency can change or add to this list, if you wish. Your first step toward using amenities is to make any necessary customizations to the default list. After you have finalized your list of amenities in Setup, you can then assign them to individual units.

1. Click **SETUP** on the **Main Menu screen** and then click **UNITY AMENITY** on the **Receivables Setup screen** that appears. The **Maintain Unity Amenity screen** opens with all available unit amenities displayed in a table.
2. Click  on the toolbar and then enter the **amenity description** in the textbox at the bottom of the screen.
3. If necessary, enter the amenity's **relative weight** and check the checkbox if it **requires an exact match**. These fields are used only by the Rent Reasonableness program, which helps housing authorities make Fair Market Rent calculations.
 - **Require exact match:** If you check this checkbox for a particular amenity, a comparison for a proposed unit that has this amenity will only return units that also have the amenity.
4. Click  to save and apply your changes. The new unit amenity now displays in the table.

Unit Activity Types

Unit activity types allow your agency to create “custom” PHAS events. HUD defines ten PHAS events that correspond to ten possible statuses or conditions of a unit. These statuses and conditions relate to whether a unit is occupied and, if not occupied, why it is not occupied. HUD uses these events to calculate the vacancy statistics on your units that, in turn, make up part of your agency’s PHAS score. The ten HUD-defined events are Legal Conditions, Maintenance, Market Conditions, Move-In (Unit Occupied), Move-Out (Unit Vacant), Other Reasons, Ready to Lease, Resident Property in Unit, Unit Deprogramming, and Unit Under Modernization Plan. You cannot edit or add to these events.

Unit activity types, however, allow you to “subdivide” any event into as many different custom activity types as you want. The purpose of activity types is to allow you much greater flexibility in managing and reporting on your units.

Note: Each PHAS event can have many unit activity types. Each unit activity type must correspond to one PHAS event.

After you have set up your activity types, you can assign them to specific activities for individual units.

Setting Up Unit Activity Types

1. Click **SETUP** on the **Main Menu screen** and then click **UNIT ACTIVITY TYPE** on the **Receivables Setup screen** that appears. The **Maintain Unit Activity Type screen** opens with all available unit activity types displayed in a table.
2. Click  on the toolbar and then enter the **activity description** in the textbox at the bottom of the screen.
3. Select the appropriate **event description** from the drop-down list. This field offers HUD’s ten possible PHAS events. Each of your activity types must correspond to one of these events
4. Click  to save and apply your changes. The new unit activity type now displays in the table.

Unit Disability Types

Unit disability types are defined and stored in the Setup area of the program. The four provided disability types correspond to HUD-defined accessibility categories of a unit: Elderly, Handicapped, Hearing Impaired, and Visually Impaired. The purpose of disability types is to allow you much greater flexibility in managing and reporting on your units. The disability types stored here are then assigned to your [unit records](#) using the **accessibility** field on the **Maintain Unit Information screen**. See "Adding New Units" on page 74

For more information on disabilities, please see the [HUD web site](#).

Registers

A register is a type of custom reporting device that is very useful for audit tracking purposes, tracking deposits, or to validate other reports. Registers track the transaction activity for a specific account type and can be printed/reviewed monthly or daily. They can also track deposits and validate other reports.

- [AR Register Example](#)
- [Revolving Account Register Example](#)
- [Escrow Account Register Example](#)

Setting Up Registers

There are 6 common register types that most agencies will need: [tenant accounts receivable \(TAR\) register](#), security deposit register, pet deposit register, collection loss register, [revolving account register](#) (promissory note, retro rent, repayment), and [escrow register](#).

1. On the **Main Menu screen**, click SETUP and then click REGISTERS. The **Browse Registers screen** appears with all registers displayed in a table.
2. Click  on the toolbar. The **Add Register Wizard** is initiated.
3. Select the appropriate **account type** to which the transactions you want to track are associated.
 - This is your agency-defined list of [account types](#), which you maintain in the Setup area of the program. See "Setting Up Account Types" on page 26
4. Enter the **register name**, such as "Monthly Rental Register," and click START to continue.
5. Select either an existing column format from the drop-down list, or choose "New" as the column format and enter the **new column format description** (such as "TAR format" or "A").

Caution! *If you are using an existing column format, please remember that it is a shared format and any changes made to it will affect all registers that use the format.*

6. Click NEXT to continue, review and confirm the information you have set up, and then click FINISH to create the register. The **Browse Registers screen** appears again with the newly created register displayed at the bottom of the registers table.
7. Select the register you just created and click  on the toolbar and select "Edit" from the menu that appears. The **Maintain Register screen** opens.
8. Click  on the toolbar. The **Add Register Transactions screen** displays.

Note: *You add transaction details to a register by adding them as columns. You are limited to 14 columns per register.*

9. Enter the **heading** name for the column and then select the **action**, or transaction type, associated with the column heading from the drop-down list.

- This is your agency-defined list of [transaction types](#), which you maintain in the Setup area of the program. See "Setting Up Transaction Types" on page 23
10. Click OK to save and apply your changes. Or, click ADD ANOTHER to clear the screen for another entry.
 11. Repeat until all necessary transactions/columns have been created.

Hint: To edit details of an existing register, use  on the toolbar of the **Browse Registers** screen. To edit the register name, or to change the register's column format, select "Register" from the menu that appears after clicking the icon; the **Edit Register Wizard** is initiated where you can modify those details. To edit the register's column details, select "Edit;" the **Maintain Register** screen appears where you can select the column you want to modify.

[Example: Accounts Receivable \(AR\) Register](#)

[Example: Revolving Account Register](#)

[Example: Escrow Account Register](#)

AR Register Example

An AR account type register tracks the activity of your AR accounts. Examples of AR accounts are tenant accounts receivable and collection loss.

Register Name example = Monthly Rental Register

Column Format examples = A, Rent

Column Heading = Previous Balance

Action = Beginning Balance

Column Heading = Rent

Action = Charge

Receivable transaction type = Rent

Column Heading = Late Fees

Action = Charge

Receivable transaction type = Late Fee

Excess Utilities (Column Heading = Gas, Electric, Water, Cable, Air Conditioning or Refrigerator)

Action = Charge

Receivable transaction type = Gas, Electric, Water, Cable, Air Conditioning, or Refrigerator

Column Heading = Retro Rent

Action = Charge OR Transfer

Receivable transaction type = Retro Rent

Column Heading = Promissory Note

Action = Charge OR Transfer

Receivable transaction type = Promissory Note

Column Heading = Other Charges

Action = Charge

Receivable transaction type = All Other Unused; OR, any miscellaneous charge transaction type not yet used (recommended to select just one charge type)

Column Heading = NSF (only necessary if HA accepts checks or form of payment that can be NSF'd)

Action = NSF Returned Check/Fee

Column Heading = Payments

Action = Payment

Column Heading = Refunds

Action = Check Request

Column Heading = Transfers

Action = Charge

Account type = All Other Unused (recommended to select just one account type)

Column Heading = Charge Offs

Action = Transfer

Account type = Collection Loss

Column Heading = Ending Balance

Action = Ending Balance

Revolving Account Register Example

A revolving account type register tracks the activity of your revolving account types. Examples of revolving accounts are repayment, retro rent, and promissory note.

Register Name examples = Repayment Register, Retro Rent Register, Promissory Note Register

Column Format examples = B, Repay, Retro, PromNote, etc.

If your HA uses recurring transfers:

Column Heading = Beginning Balance

Action = Beginning Balance

Column Heading = Amount Due

Action = Receivable

Column Heading = Transfers

Action = Transfer

Account type = All Other Unused (recommended to select just one account type)

Column Heading = Ending Balance

Action = Ending Balance

If your HA uses receivables (no recurring transfers):

Column Heading = Beginning Balance

Action = Beginning Balance

Column Heading = Amount Due

Action = Receivable

Column Heading = Charges

Action = Charge

Receivable transaction type = All Other Unused (recommended to select just one transaction type)

Column Heading = Retro Rent

Action = Charge OR Transfer

Receivable transaction type = Retro Rent

Column Heading = Promissory Note

Action = Charge OR Transfer

Receivable transaction type = Promissory Note

Column Heading = NSF (only necessary if HA accepts checks or form of payment that can be NSF'd)

Action = NSF Returned Check/Fee

Column Heading = Payments

Action = Payment

Column Heading = Refunds

Action = Check Request

Column Heading = Transfers

Action = Transfer

Account type = All Other Unused (recommended to select just one account type)

Column Heading = Ending Balance

Action = Ending Balance

Escrow Account Register Example

An escrow account type register tracks the activity of your escrow account types. Examples of escrow accounts are security deposits, pet deposits, and FSS.

Register Name examples = Security Deposit Register, Pet Deposit Register, FSS Register

Column Format examples = C, Security, Pet, FSS, etc.

Column Heading = Beginning Balance

Action = Beginning Balance

Column Heading = Interest

Action = Interest

Column Heading = Payments

Action = Payment

Column Heading = Refunds

Action = Check Request

Column Heading = Transfers

Action = Transfer

Account type = All Other Unused (recommended to select just one account type)

Column Heading = Ending Balance

Action = Ending Balance

Late Fees

On a regular basis, usually daily, you need to generate late fees for overdue payments. Before generating the late fees, however, you need to first set up late fee profiles. Late fee profiles are detailed descriptions of a late fee. After setting up a late fee profile, you are then able to quickly process late fees using the information described in the profile.

Setting Up Late Fee Profiles

When setting up late fee profiles, you need to [add the basic profile information](#), set up and [map the profile to a deposit policy](#) (or set of rules), [specific account type\(s\)](#), and [transaction type\(s\)](#). Typically, each profile will contain 3 rules, or policies: a flat rate fee policy, a daily late fee policy, and a legal proceeding fee policy.

Add Basic Profile Info

1. Click SETUP on the **Main Menu screen** and then click LATE FEES on the **Receivables Setup screen** that appears. The **Browse Late Fee Profiles screen** opens with all available late fee profiles displayed in a table.
2. Click  on the toolbar. The **Add Late Fee Profile Wizard** is initiated.
3. Enter a late fee profile **description** and then check the checkboxes of the **developments** you want to include in the profile. For example, if your agency does not charge late fees for elderly housing developments, you would uncheck all those particular developments.
 - **Developments:** This is your agency-defined list of developments, which you maintain in Setup. (See "Setting Up Developments" on page 19)

Note: You are only able to have one profile per development. If another profile is added that includes a development for which there is already a profile, the first profile will have that development removed.

4. Click NEXT, review the profile information, and then click FINISH to save and add the new profile. The **Maintain Late Fee Profile Setup screen** appears with the **Main tab** selected.

Map Late Fee Policy

5. Select the **Late Fee Policies tab** and click  on the toolbar. The **Add Late Fee Policy Wizard** is initiated.
6. Enter the **monthly description** (when reviewing a customer's account, this is what you will see), such as "late fee," "daily fee," or "legal proceeding fee."
7. Select "late fee" as the **charge type** (transaction type to be generated).
 - This is your agency-defined list of [transaction types](#), which you maintain in the Setup area of the program. See "Setting Up Transaction Types" on page 23

8. Select an **effective date**, or the date range of when the policy is in effect, and enter when an outstanding balance should have a late fee applied.
9. If necessary:
 - Check the checkbox to **allow a Monday grace period for weekend late fees**. If checked, payments dropped off over the weekend and applied to the tenants' accounts on Monday will not be assessed late fees even though the payments are processed "late" on Monday. (This applies to HA's that do NOT use a business day only method of rent collection.)
 - Check the checkbox if you want the late **fee based on business days**. If selected, you must specify holidays to ensure accurate late fee application. Click  on the toolbar to define all holidays in the year that fall on a business day, such as President's Day or New Years Day. (Tip: Holidays must be updated every year!)
 - Check the **daily fee** checkbox if there will be a daily rate. Keep unchecked if it is a one time fee.
 - If an **active lease is required** in order for the late fee to be applied, check the checkbox.
 - Check the **starts legal proceedings** checkbox to create a legal proceedings record for the customer. This record then displays on the Maintain Legal Proceedings screen.
10. Select a **calculation type** (flat rate, percentage, or special calculation), enter the late fee **amount**, and enter a **maximum amount** if necessary (late fee application stops when this amount is reached; mostly used with a daily fee).
11. Click START, review the policy's information, and then click FINISH to add the new policy. The **Late Fee Policies** tab of the **Maintain Late Fee Profile Setup** screen appears again.

Late fee policy examples:

Daily Late Fee

Monthly Description	Daily Late Fee		
Charge Type	Late Fee		
Effective Date	11/01/2008	To	11/01/2009
A Balance as of the	7	day of the month, not paid by the	30
		day of the month, apply the late fee policy	
	<input checked="" type="checkbox"/>	Monday grace period for weekend late fees	
	<input checked="" type="checkbox"/>	Fee is based on Business Days	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>	Daily Fee	<input type="checkbox"/>
		Starts Legal Proceedings	
Calculation Type	Flat Rate	Amount	1.00
Maximum Amount	10.00		

Flat Rate Fee

Monthly Description	Late Fee			
Charge Type	Late Fee			
Effective Date	01/01/2007	To	07/01/2009	
A Balance as of the	1	day of the month, not paid by the	6	day of the month, apply the late fee policy
<input type="checkbox"/>	Monday grace period for weekend late fees			
<input type="checkbox"/>	Fee is based on Business Days		<input checked="" type="checkbox"/> Active Lease Required	
<input type="checkbox"/>	Daily Fee		<input type="checkbox"/> Starts Legal Proceedings	
Calculation Type	Flat Rate	Amount	15.00	
Maximum Amount	0.00			

Legal Proceeding Fee

Monthly Description	Legal Proceedings			
Charge Type	Late Fee			
Effective Date	11/01/2008	To	11/01/2009	
A Balance as of the	7	day of the month, not paid by the	30	day of the month, apply the late fee policy
<input type="checkbox"/>	Monday grace period for weekend late fees			
<input checked="" type="checkbox"/>	Fee is based on Business Days		<input checked="" type="checkbox"/> Active Lease Required	
<input type="checkbox"/>	Daily Fee		<input checked="" type="checkbox"/> Starts Legal Proceedings	
Calculation Type	Flat Rate	Amount	100.00	
Maximum Amount	0.00			

Map Account Type(s)

12. Select the **Account Types Included sub-tab** at the bottom of the screen.
13. Click  to add an account to the new late fee policy. The **Add Account to Late Fee Policy Wizard** appears. The late fee profile and late fee policy you just added is displayed on the first screen of the wizard.
14. Select the **account** type to be affected by this policy from the drop-down list (this will usually be "tenant accounts receivable").
 - This is your agency-defined list of [account types](#), which you maintain in the Setup area of the program. See "Setting Up Account Types" on page 26
15. Click NEXT, review the account type's information, and then click FINISH to map the account type to the late fee profile. The **Account Types Included sub-tab** appears again with the newly mapped account type displayed in a table.

Note: You cannot have multiple profiles per development, but you can have multiple policies for the same account type and time period per profile. This results in late fees only being applied once for each policy in monthly processing.

Hint: In order to delete a profile, all developments must be removed from the profile first. Also, all account types must be removed from a policy in order to delete a policy. Once a profile or policy has been used, they cannot be deleted. (Removing all developments and/or account types, however, will make them "inactive.")

Map Transaction Type(s)

16. Highlight the **account type** you want to work with and click the TRANSACTION TYPES button at the bottom of the screen. The **Maintain Transaction Types for Late Fee Policies** screen opens.
17. Click  on the toolbar and check the checkbox of the **transaction types** you want to map.
 - This is your agency-defined list of [transaction types](#), which you maintain in the Setup area of the program. See "Setting Up Transaction Types" on page 23
18. Click START and then click FINISH to apply your changes and map the transaction type(s) to the late fee profile.

Now that you are finished setting up the needed information to make late fee application to account(s) possible, you can now generate the actual late fees for those account types. [Generating late fees](#) can be accomplished in the Periodic Processing area of the TAR program. See "Generating Late Fees" on page 138

EPFs

Before setting up an electronic payment file (EPF), you will need to work closely with your bank to create a file that contains the following 4 pieces of information. This file must then be given to Tenmast and the information will be available to you during set up of an EPF.

- Sequence number that identifies transaction (used for tracking purposes/stops payment from being applied twice).
- 8 digit account number (sent to bank by Tenmast). This is a unique, identifier number given to each customer.
- Payment date (and format is accepted).
- Payment amount.

Note: Also, if your bank requires an OCR line, please contact Tenmast with the check digit (if required), as well as the guidelines for how to compute the line. A default OCR line is available on the Standard Statement Coupon, and you can change the ORC line in the Custom Report Writer program.

Setting Up EPFs

When setting up EPF profiles, you need to add the basic profile information and then map the profile to a specific bank account, cash drawer, and payment type(s). After setting up an EPF profile, you are then able to quickly [process an EPF](#) using the information described in the profile. See "Processing EPFs" on page 138

Setting up an electronic payment file involves 2 optional steps:

- Optional step 1: Deposit cash drawer automatically? Turn on policy to auto deposit/close the cash drawer. Not required, but if you want to automatically deposit and cash out a cash drawer after processing EPF payments, than this policy must be turned to "True."
- Optional step 2: Turn off second deposit to General Ledger (GL)?

Optional Step One: Deposit Cash Drawer Automatically?

Use the "Electronic Payment File - Deposit Cash Drawer Automatically" policy setting to balance and deposit the cash drawer automatically after processing an EPF.

- From the **Main Menu screen**, click SETUP and then click POLICIES. The **Browse Policies screen** appears.
- Double-click the policy with a code of "REpfDpCD," and the following description: "Electronic Payment File - Deposit Cash Drawer Automatically."
- On the **Maintain Policies screen** that appears, select "True" as the **value** and click OK to apply your changes.

Optional Step Two: Turn Off Second Deposit to GL?

After an EPF is processed, the payments are posted to the General Ledger program. To stop a

second posting of the payments to GL, you must inactivate the **include in cash drawer deposit option**.

- From the **Main Menu screen**, click SETUP and then PAYMENTS. The **Maintain Payment Types screen** appears.
 - Select the payment type of the EPF you are about to set up and click . (The most common payment for EPF processing is "Electronic Funds Transfer.")
 - If necessary, uncheck the **Include in Cash Drawer Deposit** checkbox and click  to save you changes. If left checked, the file/funds will be deposited in GL a second time.
1. From the **Main Menu screen**, click SETUP and then click EPF. The **Maintain Electronic Payment File Setup Options screen** appears.
 2. Click , select "Assign EPF Account Numbers to Customers" from the menu that appears, and click YES through the message. This assigns a unique identifier number to each customer and you should only have to do this step *the first time* you process an EPF.
 3. On the **Maintain Electronic Payment File Setup Options screen**, click  to add a new EPF setup option profile. The **Add Electronic Payment File Setup Option Wizard** appears.
 4. Select the **bank account**, **cash drawer**, and **payment type** (for example cash, check, or money order) from the drop-down lists. This is the General Ledger bank account and the cash drawer into which the payments are placed.
 - This field offers your agency-defined list of receivables [bank accounts](#), which you maintain in the Setup area of the program. See "Setting Up Bank Accounts" on page 17
 - This field offers your agency-defined list of [cash drawers](#), which you maintain in the Setup area of the program. See "Setting Up Cash Drawers" on page 22
 - This is your agency-defined list of [payment types](#), which you maintain in the Setup area of the program. See "Setting Up Payment Types" on page 18
 5. Enter the **default file location** and **default file name**. This is the location on your computer where the file is always saved, and the name it always is saved under so you don't have to enter this information every time the EPF is processed.
 6. Select the **type of file**, comma delimited or fixed field length. A fixed field length file (.txt) is the most commonly used file, and allows you to specify the exact parameters for the file.
 7. Click START to continue to the next step of the wizard.
 8. Check the **file has a header line** and **file has a footer line** checkboxes if the file contains a header line and/or a footer line.

9. Enter the file layout parameters, which includes the **starting position** and the **length of fields** such as the sequence number, account number, payment date, and payment amount.

Note: These parameters should be given to Tenmast prior to setup. If you have done so, those parameters will populate the above fields automatically.

10. Click NEXT to continue.
11. In the available fields, enter the **remittance address** and **billing inquiry address**, and then click NEXT.

Hint: Address information is only needed if your agency must print out statements.

12. Review and confirm the file information and then click FINISH to add the new EPF setup option profile. The **Maintain Electronic Payment File Setup Options screen** appears again with the EPF profile displayed.

Note: You can now click  and enter an optional profile description/name.

Once you are finished setting up your EPF profiles, you can process the EPF file. [Processing EPFs](#) can be accomplished in the Periodic Processing area of the TAR program. See "Processing EPFs" on page 138

Security Deposits

Security deposit profiles are used to organize all your agency's security deposit policies, or rules on how deposits are applied. With a security deposit profile, you may group and describe a collection of policies, or just one policy.

Setting Up Security Deposit Profiles

When setting up security deposit profiles, you need to add the basic profile information, and then set up and associate the profile to a deposit policy (or set of rules).

Tips and Hints:

- You cannot have multiple profiles per development, but you can have multiple policies for the same account type and time period per profile. This results in interest only being applied once for each policy in monthly processing.
 - In order to delete a profile, all developments must be removed from the profile first. Also, all account types must be removed from a policy in order to delete a policy. Once a profile or policy has been used, they cannot be deleted. (Removing all developments and/or account types, however, will make them "inactive.")
1. Click **SETUP** on the **Main Menu screen** and then click **SECURITY DEPOSITS** on the **Receivables Setup screen** that appears. The **Browse Deposit Profiles screen** opens with all available security deposit profiles displayed in a table.
 2. Click  on the toolbar. The **Add Deposit Profile Wizard** is initiated.
 3. Enter a **description** to identify the profile and then check the checkboxes of the **developments** you want to include in the profile.
 - This is your agency-defined list of [developments](#), which you maintain in the Setup area of the program. See "Setting Up Developments" on page 19

Note: You are only able to have one profile per development. If another profile is added that includes a development for which there is already a profile, the first profile will have that development removed.

4. Click **NEXT**, review the profile information, and then click **FINISH** to save and add the new profile. The **Maintain Deposit Profile Setup screen** appears with the **Main tab** selected.
5. Select the **Deposit Policies tab** and click  on the toolbar. The **Add Deposit Policy Wizard** is initiated.
6. Enter the name for the deposit policy in the **description** field and select the **type of calculation** to use from the drop-down list.
7. Check the checkboxes if you want to **allow payment plans**, **allow amount overrides**, or make the **deposit optional**.

8. Enter the **maximum number of payments allowed** that a tenant can make in order to satisfy the deposit, enter the **deposit amount**, and then the **deposit percentage**.
9. If necessary, check the checkbox to either calculate the security deposit by the number of bedrooms, or by the number of pets.
10. Click START, review the policy's information, and then click NEXT and then FINISH to add the new policy. The **Deposit Policies tab** of the **Maintain Deposit Profile Setup screen** appears again.
11. If you are calculating the security deposit by the number of bedrooms, click the MAINTAIN BY BEDROOMS button at the bottom of the screen; or, if you are calculating the deposit by the number of pets, click MAINTAIN BY PETS. Depending on what you choose, either the **Maintain Deposit Policy by Bedrooms screen** or **Maintain Deposit Policy by Pets screen** opens.

Hint: You can also click  on the toolbar and select the appropriate action to access these screens.

12. Click . The deposit profile and deposit policy you just added is displayed at the top of the screen.

Note: *The deposit policy that is highlighted on the Deposit Policies tab of the Maintain Deposit Profiles screen is the policy you are working with.*

13. Enter the **number of bedrooms** and the security **deposit amount** for that number of bedrooms in the textboxes.
14. Click  to save your changes. Click  to exit and return to the **Maintain Deposit Profile Setup screen**.

Refunds

On a regular basis, usually monthly, you need to generate refunds for utility reimbursement payments. Before generating the refunds, however, you need to first set up refund profiles. Refund profiles are detailed descriptions of a refund. After setting up a refund profile, you are then able to quickly generate URP refunds using the information described in the profile.

Setting Up Refund Profiles

When setting up refund profiles, you need to add the basic profile information, set up and map the profile to a deposit policy (or set of rules), specific account type(s), and transaction type(s).

Enter Basic Profile Info

1. Click SETUP on the **Main Menu screen** and then click REFUNDS on the **Receivables Setup screen** that appears. The **Browse Refund Profiles screen** opens with all available refund profiles displayed in a table.
2. Click  on the toolbar. The **Add Refund Profile Wizard** is initiated.
3. Enter a refund profile **description** and then check the checkboxes of the **developments** you want to include in the profile.
 - This is your agency-defined list of [developments](#), which you maintain in the Setup area of the program. See "Setting Up Developments" on page 19

Note: You are only able to have one profile per development. If another profile is added that includes a development for which there is already a profile, the first profile will have that development removed.

4. Click NEXT, review the profile information, and then click FINISH to save and add the new profile. The **Maintain Refund Profile Setup screen** appears with the **Main tab** selected.

Map Refund Policy

5. Select the **Refund Policies tab** and click  on the toolbar. The **Add Refund Policy Wizard** is initiated.
6. Enter the **refund description** (when reviewing a customer's account, this is what you will see), such as "standard refund," and select the **type of calculation** from the drop-down list.
7. Select the date on which the policy should be based, and then select an **effective date**, or the date range of when the policy is in effect.
8. Click START, review the policy's information, and then click FINISH to add the new policy. The **Refund Policies tab** of the **Maintain Refund Profile Setup screen** appears again.

Map Account Type(s)

9. Select the **Account Types Included sub-tab** at the bottom of the screen.

10. Click  to add an account to the new refund policy. The **Add Account to Refund Policy Wizard** appears. The refund profile and refund policy you just added is displayed on the first screen of the wizard.
11. Select the **account** type to be affected by this policy from the drop-down list (this will usually be “utility reimbursements”).
 - This is your agency-defined list of [account types](#), which you maintain in the Setup area of the program. See "Setting Up Account Types" on page 26
12. Click NEXT, review the account type’s information, and then click FINISH to map the account type to the refund profile. The **Account Types Included sub-tab** appears again with the newly mapped account type displayed in a table.

Note: You cannot have multiple profiles per development, but you can have multiple policies for the same account type and time period per profile. This results in refunds only being applied once for each policy in monthly processing.

Hint: In order to delete a profile, all developments must be removed from the profile first. Also, all account types must be removed from a policy in order to delete a policy. Once a profile or policy has been used, they cannot be deleted. (Removing all developments and/or account types, however, will make them “inactive.”)

Map Transaction Type(s)

13. Highlight the **account type** you want to work with and click the TRANSACTION TYPES button at the bottom of the screen. The **Maintain Transaction Types for Refund Policies screen** opens.
14. Click  on the toolbar and check the checkbox of the **transaction types** you want to map.
 - This is your agency-defined list of [transaction types](#), which you maintain in the Setup area of the program. See "Setting Up Transaction Types" on page 23
15. Click START and then click FINISH to apply your changes and map the transaction type(s) to the refund profile.

Now that you are finished setting up the needed information to make a refund application to accounts possible, you can now generate the actual refunds for those account types. [Generating refunds](#) can be accomplished in the Periodic Processing area of the TAR program. See "Generating URP Refunds" on page 146

Employees

You have the option to associate employees to a specific receivables office.

Setting Up Employees

1. Click SETUP on the **Main Menu screen** and then click EMPLOYEES on the **Receivables Setup screen** that appears. The **Maintain Employees by Receivables Office screen** opens with all available employees displayed in a table.
2. Click  on the toolbar and select the **receivables office** to which the employee should be associated.
 - This is your agency-defined list of receivable [offices](#), which you maintain in the Setup area of the program. See "Setting Up Offices" on page 20
3. Select the **employee** you want to associate to the office.
 - This field offers your agency-defined list of WinTen² users, which you maintain in the Master Setup program.
4. Click  to apply your changes and associate the employee to the specific receivables office. The **Maintain Employees by Receivables Office screen** appears with the new information displayed.

Termination Reasons

You may at times need to terminate a tenant lease. Your agency maintains in Setup your custom list of possible reasons for terminating a lease.

Setting Up Termination Reasons

1. Click SETUP on the **Main Menu screen** and then click REASONS on the **Receivables Setup screen** that appears. The **Maintain Termination Reasons screen** opens with all available termination reasons displayed in a table.
2. Click  on the toolbar and then enter the **termination reason** in the textbox at the bottom of the screen.
3. Click  to save and apply your changes. The new termination reason now displays in the table.

Form Letter Templates

Options for creating, processing, and printing form letters are available in many WinTen² programs, and the options are essentially identical in all of these programs.

A form letter's host program is the WinTen² module (program) that manages the data used to run that form letter, such as Applicant List, Occupancy and Rent Calculation (ORC), and Tenant Accounts Receivable (TAR). For example, a form letter that goes to all applicants on a specific waiting list is hosted by WinTen² Applicant List.

A **template** is a data record that contains all of the setup information for one form letter. It is the electronic equivalent of a blank master copy of a form that you photocopy and fill in for each individual recipient.

A **batch** is a set of form letters generated from a specific template and data source. You can save a batch's setup information and run that batch with the current data in its data source. For example, you can save a batch of tenant account status letters and run the batch on a quarterly basis, using current data every time you run it.

Setting Up Form Letter Templates

Setting up a form letter involves 3 main steps:

-  [Enter form letter details.](#)
-  [Specify filter/sort criteria.](#)
-  [Enter form letter template text/layout.](#)

1. From the **Main Menu screen**, click SETUP and then click FORM LETTER TEMPLATES. The **Browse Templates screen** opens with all available form letter templates displayed in a table.
2. Click  on the toolbar. The **Maintain Templates screen** appears with the **General tab** selected.

Enter Form Letter Details

3. In the **form letter template description** textbox, type in the name of your form letter.
4. Select a **data source** from the drop-down list (Receivables Customers or Receivables Tenants).
5. If form letters generated from this template **require responses**, check the checkbox and enter the required response period in the **days** field. When the program generates a form letter from this template, the program records the date on which the letter was generated and allows you to record when your agency received a response.

Hint: Type in the number of days first, and then you can check/uncheck the checkbox for required.

6. If necessary, and if available, select a **letter header** and **letter footer** from the drop-down lists. Headers and footers are standard text blocks that are independent of any one letter. You can attach a header or footer to multiple templates.

7. In the **field names for label data** drop-down lists, select the labels you want to display for the addressee, address, city, state, and zip code. Click  next to a field to browse for the field using a separate search screen.

Specify Filter/Sort Criteria

Filtering is a method of selecting specific items from a data source that match one or more criteria. For example, you can filter a batch of income verification form letters so that only tenants with annual household incomes under \$15,000 will be included in the batch.

8. Select the **Filter/Sort Criteria tab** to filter the chosen data source to either show or eliminate specific data within it.

Note: This tab has two view modes: standard and advanced. If it is in standard mode, the Advanced button allows you to switch to advanced mode, and vice versa. In standard mode, you can only set up one filtering criterion. In advanced mode, you can set as many criteria as you need. You can set up to three sort criteria regardless of the mode the tab is in.

9. Select a **field name** to work with. This selects a single data field from the template's data source and is the field on which the batch is filtered.
10. Choose an **operator**. This is a mathematical expression used for filtering, like "equal to" (=) or "greater than" (>), that performs a comparison between two things. This allows you to specify how you are checking individual database records against the filtering criterion. For example, if you want all records whose filtering data field is greater than a specific value, set the operator to ">" (greater than).
11. Enter a **value**; this is the data field for the value against which you are filtering.

Hint: The "between" operator allows you to set a pair of values between which the filtered field's value must fall. Use a comma to separate these two values. For example, if you want all records with move-in dates between the first and last day of July, enter "7/1/2002, 7/31/2002" as the value.

12. In the **sort criteria** area at the bottom of the screen, select up to three fields to be associated with the data source of your form letter template. If you sort multiple sort criteria, they take effect in order.

Enter Form Letter Template Text/Layout

13. Select the **Template Text tab** and click the ENTER TEXT EDITOR button. The **Form Letter Editor screen** displays. The right side of the screen contains two lists: one of all of the standard signature fields in the form letter signature data files, and one of all data fields in the template's data source (selected in Step 5 of this Quick Start Guide).

Note: You can use this screen just as you would a common word processor program like Microsoft Word or Word Perfect.

14. To insert page numbers, the current date, images, or a page break, click  on the toolbar and select the appropriate option from the menu that appears.
15. On the right side of the screen, select a field you want to add to the form letter. Double-click or click the appropriate Insert Fields button.

Note: Make sure that when you choose to insert a field name, your cursor is located where you want the field to appear.

16. When you are finished typing the form letter, click  on the toolbar to exit the **Form Letter Editor screen**. The **Maintain Templates screen** appears again.
17. Click  on the toolbar to apply your changes and save the form letter template.
18. Click  again. The **Browse Templates screen** displays with the newly created form letter highlighted in the table. The template is now available for use and you can [generate individual form letters](#) for tenants managed in the program. See "Generating Individual Form Letters" on page 95

Management Codes

Management codes used in Tenant Accounts Receivable are a word, letter, number, or combination of these used to mark, represent, or identify anything important to your agency's reporting. The uses and options for management codes are determined entirely by your agency.

Setting Up Management Codes

1. Click **SETUP** on the **Main Menu screen** and then click **MANAGEMENT CODES** on the **Receivables Setup screen** that appears. The **Maintain Management Codes screen** opens with all available management codes displayed in a table.
2. Click  on the toolbar; in the window that appears, enter the short code description that will represent the full text management code.
3. Click **OK** and then enter the full management code **description** in the textbox at the bottom of the screen.
4. Click  to save and apply your changes. The new management code now displays in the table.

Editing Management Codes

-  To edit the full management code description, click .
-  To edit the short code description that represents the full text management code, click .

Units Management Overview

You will maintain one record in Tenant Accounts Receivable for each of your agency's lease-able units – both dwelling and non-dwelling. Each unit record contains a variety of data, most of which is required by HUD for reporting to its Public and Indian Housing Information Center (PIC).

You must assign each unit to a [development](#) and a [building entrance](#). You also have the option of maintaining a list of [amenities](#) per unit. See "Unit Amenities" on page 49

You will assign each tenant lease to a unit. As you move tenants into and out of units, the program automatically tracks vacancy statistics and other PHAS data for you.

[Adding New Units](#)

[Maintaining Building Entrances](#)

Adding New Units

When adding new units, you need to add the [basic unit information](#), [rent information](#), and then expand on the unit description by selecting its specific [amenities](#).

Note: If the unit belongs to a new building entrance, you must add the building entrance BEFORE adding the unit. For more information on how to set up building entrances.

1. On the **Main Menu screen**, click UNITS. The **Browse Unit Information screen** appears with all vacant and occupied units displayed in a table.
2. Click  on the toolbar to access the **Add Unit Wizard**.

Add Basic Unit Info

3. Select the **development** and **building/entrance** to which the unit belongs.
 - This is your agency-defined list of [developments](#), which you maintain in the Setup area of the program. See "Setting Up Developments" on page 19
 - This is your agency-defined list of [building entrances](#), which you maintain in the Setup area of the program. See "Setting Up Building Entrances" on page 46
4. Enter the **unit number**, **HUD unit number** (if applicable), **apt. #**, and **door #**. (All fields on this screen are part of the unit's address). The unit address comes from the building record you maintain in Setup. If the address is incorrect, you must make the change in the building record, not the unit record.
5. Click START to continue.
6. Enter the number of **bedrooms**, **bathrooms**, and total **square footage** of the unit.
7. Select the unit's **accessibility**, **HUD unit type**, and **utility profile** (if using utility allowance calculations).

- The accessibility field offers the HUD-defined [accessibility categories](#) of a unit, which you maintain in the Setup area of the program. See "Unit Disability Types" on page 51
8. If necessary, check the checkboxes if the unit is a non-dwelling unit, merged unit, reserved for elderly only, or reserved for handicap only.

Hint: The only required field on this step of the wizard is the HUD unit type.

9. Click NEXT to continue.

Enter Rent Info

10. Enter the **flat rent** (contract rent) and the **utility allowance** amount (if not using a utility profile).
11. Click NEXT to continue.

Specify Amenities

12. Check the checkboxes of the all appropriate unit amenities and click NEXT.
 - This is your agency-defined list of [unit amenities](#), which you maintain in the Setup area of the program. See "Setting Up Unit Amenities" on page 49

Hint: Click Mark All to check all checkboxes; click Unmark All to uncheck all checkboxes.

13. Review and confirm the unit information you have set up and click FINISH. The new unit information is now available to work with in the TAR, ORC, and Work Order programs.

Maintaining Building Entrances

Usually, you will work with building entrance records in the [Setup](#) area of the program when you are first setting up the Tenant Accounts Receivable program. However, you are also able to [add](#), [edit](#), or [delete](#) building entrances from the [Units](#) area of the program.

Note: There should be at least one building entrance for each distinct address.

Add Building Entrance

1. On the **Main Menu screen**, click UNITS. The **Browse Unit Information screen** appears with all vacant and occupied units displayed in a table.
2. Click  on the toolbar and then select "Maintain Building" from the menu that appears to access the **Browse Building Entrance screen**.
3. Click  on the toolbar to set up a new a building entrance using the **Add Building and Entrance Wizard**.

4. Follow the same steps as [setting up building entrances](#). See "Setting Up Building Entrances" on page 46

Edit Building Entrance

1. On the **Main Menu screen**, click UNITS. The **Browse Unit Information screen** appears with all vacant and occupied units displayed in a table.
2. Click  on the toolbar and then select "Maintain Building" from the menu that appears to access the **Browse Building Entrance screen**.
3. Highlight the building entrance record you want to edit and double-click, or click  on the toolbar. The **Maintain Building Entrance screen** opens.

Hint: Select how you want to order the table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first record to match the criteria will be highlighted in the table.

4. Select the **project number** to which the building entrance belongs, and, if applicable, select the **TRACS contract #**.
5. Select the **default development** for the building entrance and enter the **building number**, **HUD building number**, **building name**, **building address**, **BIN**, and the **number of floors**.
6. If necessary, select a **structure type** for the building, such as high rise or townhouse.
7. Enter the **entrance number**, **street #**, **street name**, **city**, **state**, **zip**, **county**, and any additional **comments**.

Note: The address you enter here is the address used for all units that use this building and entrance record in Tenant Accounts Receivable (TAR), Occupancy and Rent Calculation (ORC), and Work Order!

8. Review and confirm the building entrance information you have set up and click  to save and apply your changes.

Delete Building Entrance

1. On the **Main Menu screen**, click UNITS. The **Browse Unit Information screen** appears with all vacant and occupied units displayed in a table.
2. Click  on the toolbar and then select "Maintain Building" from the menu that appears to access the **Browse Building Entrance screen**. All building entrances are displayed in a table.
3. Highlight the building entrance record you want to delete and click  on the toolbar.
4. Click YES through the confirmation message and delete the record; or click NO to cancel the deletion.

Hint: Select how you want to order the table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first record to match the criteria will be highlighted in the table.

Tenant, Lease, and Customer Management

WinTen² Tenant Accounts Receivable is a fully integrated system that allows public housing authorities to manage all of their receivables – both from [tenants](#) and from [non-tenants/customers](#) – including rent and utility payments, late fees, maintenance charges, and security and pet deposits.

The program supports the creation of customer [accounts](#), recurring and non-recurring transactions ([charges](#), [credits](#), [receivables](#), [transfers](#), and [refunds](#)); the printing of bills, statements, and receipts; the acceptance of [payments](#); the recording of [NSFs](#); and the depositing of funds.

Tenants and Leases

Unsubsidized Tenants

- [Adding Unsubsidized Tenants](#)
- [Setting Up Security Deposits](#)
- [Transferring Unsubsidized Tenants to a New Unit](#)
- [Adding & Editing Notes](#)
- [Generating Individual Form Letters](#)
- [Correcting Lease Start Dates](#)
- [Correcting Rent Amounts](#)
- [Issuing Keys to Tenants](#)
- [Vacancy Notices \(Recording, Extending, Reversing\)](#)
- [Receiving Keys from Tenants](#)
- [Terminating Leases](#)

Subsidized Tenants

- [Adding & Editing Notes](#)
- [Generating Individual Form Letters](#)
- [Correcting Lease Start Dates](#)
- [Correcting Rent Amounts](#)

Receivables Customers

- [Maintaining Receivables Customers](#)
- [Adding Customers](#)
- [Adding Legal Proceedings](#)

Accounts

- [Adding Customer Accounts](#)

Charges

- [Adding Charges](#)
- [Adding Recurring Charges](#)
- [Voiding Transactions](#)

Receivables

- [Adding Receivables](#)
- [Adding Recurring Receivable](#)

Payments

- [Taking Payments](#)
 - [Customizing the Take Payment Wizard](#)
- [Adding Recurring Payments](#)
- [Voiding Payments](#)
- [Re-Applying Payments](#)
- [Moving Payments from One Customer Account to Another](#)

Account Transfers

- [Creating Account Transfers](#)
- [Adding Recurring Transfers](#)
- [Creating Balance Transfers](#)
- [Voiding Account Transfers](#)

Credit Memos/Adjustments

- [Adding Credit Memos/Adjustments](#)
- [Adding Recurring Credit Memos/Adjustments](#)
- [Adding Receivable Credit Memos/Adjustments](#)
- [Voiding Transactions](#)

Refund Requests

- [Creating Refund Requests](#)
- [Voiding Refund Requests](#)

NSFs

- [Recording NSFs](#)
- [Reversing Recorded NSFs](#)

Tenants and Leases

Tenant Accounts Receivable allows you to maintain one record for each of your tenants, as well as one record for each tenant lease.

The distinction between tenants and leases is an important one. A tenant is one person (or one organization or company), so you should maintain only one record per tenant. Only one lease is typically in effect at any one time for a given tenant, but each tenant – over time – can sign multiple leases with your agency. Therefore, you may have multiple lease records per tenant.

The ability to maintain multiple lease records per tenant gives you the benefit of having a history of each tenant's leases. It also allows you to create a record for a new lease that takes effect in the future.

As you “move in” a tenant or transfer a tenant between units, the Tenant Accounts Receivable program automatically creates a record for the new lease. If you do not already have a record for the tenant (if the tenant has never before been housed by your agency), the program also creates a new tenant record.

Note: The Tenant Accounts Receivable program creates separate TAR accounts for every lease. Each time a tenant changes units, they will have a separate tenant accounts receivable (TAR) account for each unit. If a tenant transfers three times, then you will see three different TAR accounts. This is important due to project based accounting, because each site is responsible for their own collections.

Maintaining Tenants & Leases

Throughout the time period in which a tenant (subsidized or [unsubsidized](#)) is housed with your agency, you may need to periodically review and maintain their lease information.

1. From the **Main Menu screen**, click TENANTS. The **Browse Tenant Leases screen** appears with all current leases displayed in a table.
2. Select how you want to order the tenant lease table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant lease to match the criteria is highlighted in the table.
3. Highlight the tenant lease record you want to work with and double-click, or click . The **Tenant Management screen** opens with the **Tenant Information tab** selected.
4. Review the general information you have on file for the tenant on the **Tenant Information tab**.
5. If necessary, you can click  and select a **management code**. This field offers your agency-defined list of [management codes](#), which you maintain in the Setup area of the program. See "Management Codes" on page 73
6. Click  to accomplish the following tasks for your subsidized and/or unsubsidized tenants:

- [Setting Up Security Deposits](#)
 - [Transferring Unsubsidized Tenants to a New Unit](#)
 - [Adding & Editing Notes](#)
 - [Correcting Lease Start Dates](#)
 - [Correcting Rent Amounts](#)
 - [Issuing Keys to Tenants](#)
 - [Vacancy Notices \(Recording, Extending, Reversing\)](#)
 - [Receiving Keys from Tenants](#)
 - [Terminating Leases](#)
7. Click  to accomplish the following tasks for your subsidized and/or unsubsidized tenants:
- [Correcting Lease Start Dates](#)
 - [Correcting Rent Amounts](#)
8. Click  to [add or edit notes](#) attached to the tenant record. See "Adding & Editing Notes" on page 94
9. Click  to [generate a form letter](#) for the tenant. See "Generating Individual Form Letters" on page 95
10. Review the lease information you have on file for the tenant on the **Leases tab**.
11. Review the account, transaction, and payment information you have on file for the tenant on the **Account Summary tab**, **Account Details tab**, **Recurring Transactions tab**, and **Payment History tab**.

Adding Unsubsidized Tenants

***Subsidized** tenants are added into the system using the Applicant List and Occupancy and Rent Calculation programs.*

Tenant Accounts Receivable allows you to maintain one record for each of your tenants, as well as one record for each tenant lease. If you do not already have a record for the tenant of a new lease (if the tenant has never before been housed by your agency), the program also creates a new tenant record automatically.

Following is an example of when you would want to add an unsubsidized tenant.

Example: Adding S8 Tenant into Unsubsidized Unit (Market Rent)

A market rent unit is a unit owned by a public housing agency that does not receive a subsidy. Therefore, it is not considered "public housing" (or a new construction or IRS tax credit unit). If some of your agency's market rent units receive Section 8 assistance, those tenants are located in one data area of ORC and are placed in the Section 8 Tenant and Landlord (S8). However,

you still need to add them to the Tenant Accounts Receivables (TAR) program, as well, in order to collect rent.

To accomplish this, you are able to manually enter the S8 tenants into TAR using Tenant Lease Management, and then attach them to an unsubsidized unit/lease.

1. From the **Main Menu screen**, click TENANTS. The **Browse Tenant Leases screen** appears with all current leases displayed in a table.
2. Click . A message appears asking if you are sure you want to add an unsubsidized tenant. Click YES through the message. The **Add New Lease Wizard** is initiated.

Hint: You are also able to add an unsubsidized tenant from the Tenant Information tab on the Tenant Management screen.

3. Enter the **tenant's first and last name**, and **SSN/EIN** (enter the SSN/EIN as XXX-XX-XXXX).
4. Click START to continue to step 3 of the wizard. If there is an error, like a duplicate SSN, then step 2 will appear and let you know.
5. Enter the **contact phone number**, if available. and then click NEXT to continue to step 4 of the wizard.
6. If the unit is new and has not yet been entered into the system, enter the unit's **mailing address, mailing city, state, and zip** .

OR

If the unit has already been entered into the system, click GET UNIT. The **Browse Unit Information screen** opens with all vacant and occupied units displayed in a table. Select the unit from the table and click SELECT. Step 4 of the **Add New Lease Wizard** appears again with the selected unit information displayed.

- This screen offers your agency-defined list of [units](#), which you maintain in the Units area of the program. See "Adding New Units" on page 74
7. Click NEXT to continue.
 8. Enter the **lease date, rent effective date**, and the **date** the keys were issued to the tenant.

Note: If the move in date is the first of the month, the program does NOT pro-rate the rent - it uses the full month rent.

9. Specify the **current lease rent** amount and check the checkbox to **set up the security deposit now** (if applicable).
 - If you check to set up a new security deposit now, the Security Deposit Wizard is initiated after completion of the Add New Lease Wizard. Enter the security deposit amount and click FINISH to add the amount to the tenant's security deposit account. You can also [set up a security deposit](#) at a later time using the Set Up Security Deposit Wizard on the Tenant Information tab of the Tenant

Management screen. See "Setting Up Direct Deposits" on page 84

- If you do not check to set up the security deposit now, a new security deposit account, with a balance of \$0.00, is automatically created for the tenant and you can manually enter the security deposit information.
10. Click NEXT.
 11. Review and confirm the lease information you have set up and click FINISH to add the unsubsidized tenant and their lease. The **Tenant Management screen** appears with the tenant's information displayed. You can now begin entering additional information for the tenant such as:
 - [Customer Accounts](#)
 - [Charges](#)
 - [Receivables](#)
 - [Payments](#)
 - [Account Transfers](#)
 - [Credit Memos](#)
 - [Refund Requests](#)
 - [NSFs](#)

Setting Up Direct Deposits

You can set up a new security deposit for your unsubsidized tenants at any time after adding the unsubsidized tenant to the program using the Setup Direct Deposit Wizard.

1. From the **Main Menu screen**, click TENANTS. The **Browse Tenant Leases screen** appears with all current leases displayed in a table.
2. Select how you want to order the tenant lease table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant lease to match the criteria is highlighted in the table.
3. Highlight the tenant lease record you want to work with and double-click, or click . The **Tenant Management screen** opens with the **Tenant Information tab** selected.
4. Click  and select "Setup Direct Deposit" from the menu that appears. The **Security Deposit Wizard** is initiated.
5. Enter the security deposit **amount** and specify the effective date (when the deposit becomes effective).
6. If necessary, enter the number of payment **plan periods** allowed for payment of the security deposit.
7. Click START to continue.

8. Review and confirm the security deposit information you have set up and click FINISH to add the amount to the tenant's security deposit account. The **Tenant Information tab** appears again.
 - To view the account information, select the Account Summary or Account Details tab.
 - The amount due now on the security deposit account depends on how many plan periods were entered during setup. For example, if you entered "2" payment plan periods, the amount due now for a \$200.00 security deposit would be \$100.00.

Hint: You can also add a security deposit while [adding an unsubsidized tenant](#) in the Add Tenant Lease Wizard. See "Adding Unsubsidized Tenants" on page 82

Issuing Keys to Tenants

You can only issue keys for unsubsidized tenants in Tenant Accounts Receivable, or, tenants who do NOT exist in Occupancy and Rent Calculation. You are only able to issue keys to tenants who are added and fully maintained in TAR. (The reason for this is lease information is usually updated in ORC.)

1. From the **Main Menu screen**, click TENANTS. The **Browse Tenant Leases screen** appears with all current leases displayed in a table.
2. Select how you want to order the tenant lease table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant lease to match the criteria is highlighted in the table.
3. Highlight the tenant lease record you want to work with and double-click, or click . The **Tenant Management screen** opens with the **Tenant Information tab** selected.
4. Click  and select "Issue Keys to Tenant" from the menu that appears. The **Receive Keys Wizard** is initiated.
5. Specify the **date the keys were issued** to the tenant.
6. Click START to continue.
7. Review and confirm the information and then click FINISH to record the issuing of keys and move in the tenant. The **Tenant Information tab** appears again. The keys issued date you specified in the wizard now displays in the Keys Out Date field on the Leases tab.

Note: Use the [Terminate Lease Wizard](#) to end unsubsidized tenant leases. See "Terminating Leases" on page 92

Transferring Unsubsidized Tenants to a New Unit

You can only transfer unsubsidized tenants in Tenant Accounts Receivable. Transferring moves the tenant to a new unit, updates the lease with the new unit information, and updates any accounts the tenant may have (or add new ones).

1. From the **Main Menu screen**, click TENANTS. The **Browse Tenant Leases screen** appears with all current leases displayed in a table.
2. Select how you want to order the tenant lease table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant lease to match the criteria is highlighted in the table.
3. Highlight the tenant lease record you want to work with and double-click, or click . The **Tenant Management screen** opens with the **Tenant Information tab** selected.
4. Click  and select "Transfer to a new unit" from the menu that appears. The **Unit Transfer Wizard** is initiated. The tenant's current unit information is displayed at the top of the first screen in the wizard.
5. Click ; the **Browse Unit Information screen** appears with all vacant and occupied units displayed in a table.
6. Select "Vacant Unit" from the **view** drop-down list to only view your agency's vacant units.
7. Select how you want to order the vacant unit table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first unit to match the criteria is highlighted in the table.

Hint: To make your search more effective, you can also filter the unit table by development. Just select development in the **filter** drop-down list, select the particular development from the **on** drop-down list that appears, and then click . Only those units belonging to the selected development display in the table.

8. Highlight the unit record into which the unsubsidized tenant should be transferred and click . The **Unit Transfer Wizard** appears again with the new unit information displayed.
9. Specify the **transfer date** and the **new rent** amount.
10. Click START to continue.
11. Review and confirm the information you have set up and click FINISH to transfer the tenant to a new unit. The **Tenant Information tab** appears again.
 - To view the tenant's account information, select the Account Summary or Account Details tab.
 - To view the tenant's lease history, select the Leases tab.

Adding & Editing Notes

You are able to attach notes to a tenant/customer record in the Applicant List, Occupancy and Rent Calculation, and Tenant Accounts Receivables modules that can then be viewed and maintained from all three programs.

1. From the **Main Menu screen**, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers screen** appears with all current leases or active customers displayed in a table.

2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record for which you want to add a customer account and double-click, or click . The **Tenant Management screen** or **Maintain Customer Information screen** opens with the **Tenant Information tab** or **Account Summary tab** selected.
4. If on the **Tenant Management screen**, click  on the toolbar. The **Maintain Notes screen** appears with all notes added for the tenant record displayed in a table.
OR
If on the **Maintain Customer Information screen**, select the **Customer Information tab** and click . The **Maintain Notes screen** appears with all notes added for the tenant record displayed in a table.
5. To add a note, click .
OR
To edit an existing note, select and highlight it in the table and then click .
6. Enter or edit the **date** the note was taken (date to which the note pertains), the **subject** of the note, and the actual **notes** text in the fields at the bottom of the screen.
7. Click  to save and apply your changes.
 - The user responsible for creating or updating the note, as well as the program in which the note was created is stored in the system. You can view this information in the Who and Program columns in the Notes table.

Generating Individual Form Letters

You are able to generate a single form letter for any tenant (or customer who is also a tenant) who is managed in the Tenant Accounts Receivable program.

1. From the **Main Menu screen**, click TENANTS. The **Browse Tenant Leases** appears with all current leases displayed in a table.
2. Select how you want to order the tenant table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant to match the criteria is highlighted in the table.
3. Highlight the tenant record you want to work with and double-click, or click . The **Tenant Management screen** opens with the **Tenant Information tab** selected.
4. Click  on the toolbar. The **Generate Form Letter Wizard** is initiated.
5. Select the **template group** that contains the form letter template you want to use for this letter, then click START.

6. Check the checkbox(es) of the [form letter template](#) you want to use for this letter, then click NEXT to continue. (Since you are generating an individual form letter, the wizard skips Steps 3 through 5.) See "Form Letter Templates" on page 70

Note: A template is a data record that contains all of the setup information for one form letter. It is the electronic equivalent of a blank master copy of a form that you photocopy and fill in for each individual recipient. For more information on creating a new form letter template, please see the [Setting Up Form Letter Templates](#) topic.

7. Choose whether you want to print the letter now, or save it for later printing.
8. Select the signature line for the letter from the **signature description** drop-down list, enter a short **description** for the letter, and then click NEXT.
9. Review the settings you have chosen for the letter. If you need to change anything, click BACK to return to the appropriate step. If everything is correct, click FINISH.
10. If you chose to print the letter now (on Step 6 of the wizard), the program immediately initiates the **Print Form Letter Wizard**. If you chose to print the letter later, the program returns to the **Tenant Management screen**.
11. Step 1 of the **Print Form Letter Wizard** opens with the generated form letter displayed in a table. Click NEXT to continue.
12. Review and confirm the form letter you are about to print and click FINISH. A Print window appears where you can set the appropriate print settings for your particular printer. You have successfully generated an individual form letter!

Hint: If you need to cancel the form letter generation, use the CTRL + ALT + C keyboard shortcut.

Correcting Lease Start Dates

You are able to record changes to lease start dates for both your subsidized and unsubsidized tenants. The new lease start date that you apply in Tenant Accounts Receivable is automatically updated in Occupancy and Rent Calculation.

1. From the **Main Menu screen**, click TENANTS. The **Browse Tenant Leases screen** appears with all current leases displayed in a table.
2. Select how you want to order the tenant table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant to match the criteria is highlighted in the table.
3. Highlight the tenant record you want to work with and double-click, or click . The **Tenant Management screen** opens with the **Tenant Information tab** selected.
4. Click  on the toolbar and select "Lease Start Correction" from the menu that appears. The **Lease Start Date Correction screen** opens with the current lease start date displayed.
5. Specify the **new lease start date** and then click OK to save and apply the change. The **Tenant Information tab** appears again with the new lease start date now displayed.

- The new lease start date is also automatically updated in Occupancy and Rent Calculation and can be viewed on the Main tab of the Tenant Detail screen in that program: Main Menu screen > Tenant > Browse Tenants screen > Tenant Detail screen > Main tab > Tenant Detail sub-tab > Lease Start Date field.

Correcting Rent Amounts

You are able to record changes to rent amounts for both your subsidized and unsubsidized tenants. Rent amounts for subsidized tenants are managed in Occupancy and Rent Calculation, however, in some cases, a subsidized tenant's recurring rent amounts may change in ORC and you will need to manually change the amount in Tenant Accounts Receivable to match the recurring amount in ORC.

Note: Changing a subsidized tenant's rent using this method does NOT update ORC with the new rent amount. You should only update rent amounts in Tenant Accounts Receivable AFTER changing the rent amount in ORC.

1. From the **Main Menu screen**, click TENANTS. The **Browse Tenant Leases screen** appears with all current leases displayed in a table.
2. Select how you want to order the tenant table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant to match the criteria is highlighted in the table.
3. Highlight the tenant record you want to work with and double-click, or click . The **Tenant Management screen** opens with the **Tenant Information tab** selected.
4. Click  on the toolbar and select "Correct Recurring Rent Amount to Match ORC" from the menu that appears. The **Rent Amount Correction screen** opens with the current rent amount displayed.
5. Specify the **new rent amount** and then click OK to save and apply the change.

Vacancy Notices (Recording, Extending, Reversing)

For effective reporting and record-keeping uses, you can record vacancy notice details, extend a vacancy notice, and reverse a vacancy notice for both unsubsidized and subsidized tenants, but these tasks are most often used for unsubsidized tenants.

- The [Notice to Vacate](#) Wizard records and fills in the Vacancy Notice Date on the Tenant Information tab.
- The [Extend Vacancy Notice Date](#) Wizard allows you to modify the vacancy notice date.
- [Reversing a vacancy notice](#) clears the vacancy notice date.

Recording a Vacancy Notice

1. From the **Main Menu screen**, click TENANTS. The **Browse Tenant Leases screen** appears with all current leases displayed in a table.
2. Select how you want to order the tenant lease table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant lease to match the criteria is highlighted in the table.
3. Highlight the tenant lease record you want to work with and double-click, or click . The **Tenant Management screen** opens with the **Tenant Information tab** selected.
4. Click  and select "Notice to Vacate" from the menu that appears. The **Notice to Vacate Wizard** is initiated.
5. Specify the **date the notice was reported** and the **projected move-out date** (both default to the current date).
6. Select how the tenant gave notice from the **notification method** drop-down list.
7. Click START to continue.
8. Review and confirm the vacancy notice information and click FINISH. The **Tenant Information tab** appears again with the specified vacancy notice date now displayed.

Extending a Vacancy Notice

1. From the **Main Menu screen**, click TENANTS. The **Browse Tenant Leases screen** appears with all current leases displayed in a table.
2. Select how you want to order the tenant lease table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant lease to match the criteria is highlighted in the table.
3. Highlight the tenant lease record you want to work with and double-click, or click . The **Tenant Management screen** opens with the **Tenant Information tab** selected.
4. Click  and select "Extend Vacancy Notice Date" from the menu that appears. The **Extend Vacancy Notice Wizard** is initiated.
5. Specify the new vacancy notice date and the **projected move-out date** (both default to the current date).
6. Select how the tenant gave notice from the **notification method** drop-down list.
7. Click START to continue.
8. Review and confirm the vacancy notice information and click FINISH. The **Tenant Information tab** appears again with the new vacancy notice date now displayed.

Reversing a Vacancy Notice

1. From the **Main Menu screen**, click TENANTS. The **Browse Tenant Leases screen** appears with all current leases displayed in a table.
2. Select how you want to order the tenant lease table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant lease to match the criteria is highlighted in the table.
3. Highlight the tenant lease record you want to work with and double-click, or click . The **Tenant Management screen** opens with the **Tenant Information tab** selected.
4. Click  and select "Reverse a Vacancy Notice" from the menu that appears.
5. Click YES through the confirmation message. The **Tenant Information tab** appears again with the vacancy notice date now cleared.

Receiving Keys from Tenants

You can only record receiving keys for unsubsidized tenants in Tenant Accounts Receivable. Completing the Receive Keys Wizard moves out an unsubsidized tenant *without* ending their lease.

Note: Use the [Terminate Lease Wizard](#) to end an unsubsidized tenant's lease. See "[Terminating Leases](#)" on page 92

1. From the **Main Menu screen**, click TENANTS. The **Browse Tenant Leases screen** appears with all current leases displayed in a table.
2. Select how you want to order the tenant lease table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant lease to match the criteria is highlighted in the table.
3. Highlight the tenant lease record you want to work with and double-click, or click . The **Tenant Management screen** opens with the **Tenant Information tab** selected.
4. Click  and select "Receive Keys from Tenant" from the menu that appears. The **Receive Keys Wizard** is initiated.
5. Specify the **date the keys were returned** from the tenant.
6. Click START to continue.
7. Review and confirm the information and then click FINISH to record the receiving of keys and move out the tenant. The **Tenant Information tab** appears again. The keys returned date you specified in the wizard now displays in the Move Out Date field.

Note: Use the [Terminate Lease Wizard](#) to end unsubsidized tenant leases. See "[Terminating Leases](#)" on page 92

Terminating Leases

You can only terminate a lease for unsubsidized tenants in Tenant Accounts Receivable. Completing the Terminate Lease Wizard ends the lease *and* moves out the unsubsidized tenant.

Note: You can use the [Receive Keys Wizard](#) to move out an unsubsidized tenant without ending their lease. See "Receiving Keys from Tenants" on page 91

1. From the **Main Menu** screen, click TENANTS. The **Browse Tenant Leases** screen appears with all current leases displayed in a table.
2. Select how you want to order the tenant lease table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant lease to match the criteria is highlighted in the table.
3. Highlight the tenant lease record you want to work with and double-click, or click . The **Tenant Management** screen opens with the **Tenant Information** tab selected.
4. Click  and select "Terminate the Current Lease" from the menu that appears. The **Terminate Lease Wizard** is initiated.

Note: You may receive a message stating that you are prevented from terminating leases. Depending on your agency's [policy](#), you may not be able to terminate leases in Tenant Accounts Receivables. See "Allow Lease Terminate When Tenant is in ORC" on page 43

5. Specify the **date the keys were received** from the tenant and the **lease termination date** (both default to the current date).
6. Select the appropriate **reason for termination**. This field offers "None," and your agency-defined list of [termination reasons](#), which you maintain in the Setup area of the program. See "Termination Reasons" on page 69
7. By default, terminating a lease will stop charging the rent. If necessary, uncheck the **stop charging rent** checkbox if you want to continue charging the tenant their rent amount.
8. If you are stopping rent, specify the **last day of rent** to be charged.
9. Click START to continue.
10. Review and confirm the information you have set up and click FINISH to terminate the unsubsidized tenant's current lease. The **Tenant Information** tab appears again. The lease termination date you specified in the wizard now displays in the Lease End Date field, and the specified termination reason also displays (this field is editable).
 - To view the account information, select the Account Summary or Account Details tab.
 - If chose to stop rent, the tenant's amount due now for rent is \$0.00.

Maintaining Tenants & Leases

Throughout the time period in which a tenant (subsidized or [unsubsidized](#)) is housed with your agency, you may need to periodically review and maintain their lease information.

1. From the **Main Menu screen**, click TENANTS. The **Browse Tenant Leases screen** appears with all current leases displayed in a table.
2. Select how you want to order the tenant lease table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant lease to match the criteria is highlighted in the table.
3. Highlight the tenant lease record you want to work with and double-click, or click . The **Tenant Management screen** opens with the **Tenant Information tab** selected.
4. Review the general information you have on file for the tenant on the **Tenant Information tab**.
5. If necessary, you can click  and select a **management code**. This field offers your agency-defined list of [management codes](#), which you maintain in the Setup area of the program. See "Management Codes" on page 73
6. Click  to accomplish the following tasks for your subsidized and/or unsubsidized tenants:
 - [Setting Up Security Deposits](#)
 - [Transferring Unsubsidized Tenants to a New Unit](#)
 - [Adding & Editing Notes](#)
 - [Correcting Lease Start Dates](#)
 - [Correcting Rent Amounts](#)
 - [Issuing Keys to Tenants](#)
 - [Vacancy Notices \(Recording, Extending, Reversing\)](#)
 - [Receiving Keys from Tenants](#)
 - [Terminating Leases](#)
7. Click  to accomplish the following tasks for your subsidized and/or unsubsidized tenants:
 - [Correcting Lease Start Dates](#)
 - [Correcting Rent Amounts](#)
8. Click  to [add or edit notes](#) attached to the tenant record. See "Adding & Editing Notes" on page 94

9. Click  to [generate a form letter](#) for the tenant. See "Generating Individual Form Letters" on page 95
10. Review the lease information you have on file for the tenant on the **Leases tab**.
11. Review the account, transaction, and payment information you have on file for the tenant on the **Account Summary tab**, **Account Details tab**, **Recurring Transactions tab**, and **Payment History tab**.

Adding & Editing Notes

You are able to attach notes to a tenant/customer record in the Applicant List, Occupancy and Rent Calculation, and Tenant Accounts Receivables modules that can then be viewed and maintained from all three programs.

1. From the **Main Menu screen**, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers screen** appears with all current leases or active customers displayed in a table.
2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record for which you want to add a customer account and double-click, or click . The **Tenant Management screen** or **Maintain Customer Information screen** opens with the **Tenant Information tab** or **Account Summary tab** selected.
4. If on the **Tenant Management screen**, click  on the toolbar. The **Maintain Notes screen** appears with all notes added for the tenant record displayed in a table.

OR

If on the **Maintain Customer Information screen**, select the **Customer Information tab** and click . The **Maintain Notes screen** appears with all notes added for the tenant record displayed in a table.

5. To add a note, click .

OR

To edit an existing note, select and highlight it in the table and then click .

6. Enter or edit the **date** the note was taken (date to which the note pertains), the **subject** of the note, and the actual **notes** text in the fields at the bottom of the screen.
7. Click  to save and apply your changes.
 - o The user responsible for creating or updating the note, as well as the program in which the note was created is stored in the system. You can view this information

in the Who and Program columns in the Notes table.

Generating Individual Form Letters

You are able to generate a single form letter for any tenant (or customer who is also a tenant) who is managed in the Tenant Accounts Receivable program.

1. From the **Main Menu screen**, click TENANTS. The **Browse Tenant Leases** appears with all current leases displayed in a table.
2. Select how you want to order the tenant table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant to match the criteria is highlighted in the table.
3. Highlight the tenant record you want to work with and double-click, or click . The **Tenant Management screen** opens with the **Tenant Information tab** selected.
4. Click  on the toolbar. The **Generate Form Letter Wizard** is initiated.
5. Select the **template group** that contains the form letter template you want to use for this letter, then click START.
6. Check the checkbox(es) of the [form letter template](#) you want to use for this letter, then click NEXT to continue. (Since you are generating an individual form letter, the wizard skips Steps 3 through 5.) See "Form Letter Templates" on page 70

Note: A template is a data record that contains all of the setup information for one form letter. It is the electronic equivalent of a blank master copy of a form that you photocopy and fill in for each individual recipient. For more information on creating a new form letter template, please see the [Setting Up Form Letter Templates](#) topic.

7. Choose whether you want to print the letter now, or save it for later printing.
8. Select the signature line for the letter from the **signature description** drop-down list, enter a short **description** for the letter, and then click NEXT.
9. Review the settings you have chosen for the letter. If you need to change anything, click BACK to return to the appropriate step. If everything is correct, click FINISH.
10. If you chose to print the letter now (on Step 6 of the wizard), the program immediately initiates the **Print Form Letter Wizard**. If you chose to print the letter later, the program returns to the **Tenant Management screen**.
11. Step 1 of the **Print Form Letter Wizard** opens with the generated form letter displayed in a table. Click NEXT to continue.
12. Review and confirm the form letter you are about to print and click FINISH. A Print window appears where you can set the appropriate print settings for your particular printer. You have successfully generated an individual form letter!

Hint: If you need to cancel the form letter generation, use the CTRL + ALT + C keyboard shortcut.

Correcting Lease Start Dates

You are able to record changes to lease start dates for both your subsidized and unsubsidized tenants. The new lease start date that you apply in Tenant Accounts Receivable is automatically updated in Occupancy and Rent Calculation.

1. From the **Main Menu screen**, click TENANTS. The **Browse Tenant Leases screen** appears with all current leases displayed in a table.
2. Select how you want to order the tenant table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant to match the criteria is highlighted in the table.
3. Highlight the tenant record you want to work with and double-click, or click . The **Tenant Management screen** opens with the **Tenant Information tab** selected.
4. Click  on the toolbar and select "Lease Start Correction" from the menu that appears. The **Lease Start Date Correction screen** opens with the current lease start date displayed.
5. Specify the **new lease start date** and then click OK to save and apply the change. The **Tenant Information tab** appears again with the new lease start date now displayed.
 - The new lease start date is also automatically updated in Occupancy and Rent Calculation and can be viewed on the Main tab of the Tenant Detail screen in that program: Main Menu screen > Tenant > Browse Tenants screen > Tenant Detail screen > Main tab > Tenant Detail sub-tab > Lease Start Date field.

Correcting Rent Amounts

You are able to record changes to rent amounts for both your subsidized and unsubsidized tenants. Rent amounts for subsidized tenants are managed in Occupancy and Rent Calculation, however, in some cases, a subsidized tenant's recurring rent amounts may change in ORC and you will need to manually change the amount in Tenant Accounts Receivable to match the recurring amount in ORC.

Note: Changing a subsidized tenant's rent using this method does NOT update ORC with the new rent amount. You should only update rent amounts in Tenant Accounts Receivable AFTER changing the rent amount in ORC.

1. From the **Main Menu screen**, click TENANTS. The **Browse Tenant Leases screen** appears with all current leases displayed in a table.
2. Select how you want to order the tenant table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant to match the criteria is highlighted in the table.
3. Highlight the tenant record you want to work with and double-click, or click . The **Tenant Management screen** opens with the **Tenant Information tab** selected.

4. Click  on the toolbar and select "Correct Recurring Rent Amount to Match ORC" from the menu that appears. The **Rent Amount Correction** screen opens with the current rent amount displayed.
5. Specify the **new rent amount** and then click OK to save and apply the change.

Receivables Customers

A receivables customer is anyone – either a tenant or a non-tenant – who pays money to your agency. Tenant Accounts Receivable contains one “customer record” for each of your receivables customers.

Since all tenants are also receivables customers, the program automatically maintains a customer record for each current tenant. You can also maintain customer records manually for receivables customers who are not tenants. An example of this might be a vendor who operates a laundry room on your premises.

Each customer can have multiple customer accounts. Each customer account contains transactions related to a particular type of charge or payment.

[Adding Customers](#)

[Maintaining Receivables Customers](#)

[Adding Legal Proceedings](#)

Adding Customers

The Tenant Accounts Receivable program automatically maintains one customer record for each of your current tenants. You can also add and [maintain customer records](#) manually for receivables customers who are not tenants.

1. From the **Main Menu screen**, click RECEIVABLES. The **Browse Customers screen** appears with all active customers displayed in a table.
2. On the **Browse Customers screen**, click . The **Add Customer Account Wizard** is initiated.

Hint: You are also able to add a customer from the Customer Information tab on the Maintain Customer Information screen.

3. Enter the customer's **SSN/EIN** (enter the SSN/EIN as XXX-XX-XXXX) and **first and last name**.

Note: If the customer is a business and does not have a first and last name, enter the business name in the Last Name field and check the Custom checkbox.

4. Click START to continue.
5. Enter the customer's **contact information**, such as the contact name, street address, city/state/zip, phone #, fax #, and email.
6. Click NEXT to continue.
7. Check the **statement address** checkbox and enter the customer's **payee information** or, to whom and to where, the customer's statement(s) should be sent.
8. Click NEXT, review and confirm the customer information you have set up and click FINISH to add the new customer. The **Maintain Customer Information screen** appears with the **Account Summary tab** selected. You can now begin entering additional information for the customer such as:

- [Customer Accounts](#)
- [Charges](#)
- [Receivables](#)
- [Payments](#)
- [Account Transfers](#)
- [Credit Memos](#)
- [Refund Requests](#)
- [NSFs](#)

Maintaining Receivables Customers

Throughout the time period in which customers (tenant or non-tenant) pay your agency, you may need to periodically review and maintain their information.

1. From the **Main Menu screen**, click RECEIVABLES. The **Browse Customers screen** appears with all active customers displayed in a table.
2. Select how you want to order the customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first customer to match the criteria is highlighted in the table.
3. Highlight the customer record you want to work with and double-click, or click . The **Maintain Customer Information screen** opens with the **Customer Information tab** selected.
4. Review the general information you have on file for the customer on the **Customer Information tab**.
5. On the **Main Information and Address sub-tab**, click  to editSee "Management Codes" on page 73the customer's main contact information and unit address.
6. If necessary, check the necessary checkboxes at the bottom of the tab:
 - Late fee exempt
 - Only accept cash
 - Allow payment on account
 - Apply URP credits to balance
 - Employee
 - Separate TAR accounts for every lease
 - Exempt from statement generation
 - Exempt from bill generation
7. On the **Statement Address/Additional Information sub-tab**, click  to editSee "Management Codes" on page 73the customer's statement information.

8. On the **Direct Debit Information sub-tab**, click  to edit See "Management Codes" on page 73 the customer's direct debit information.
9. Click  to save and apply any changes.
10. Click  to accomplish the following tasks for your customers:
 - [Adding Legal Proceedings](#)
11. Click  to [add or edit notes](#) attached to the customer record. See "Adding & Editing Notes" on page 94
12. Review the account, transaction, and payment information you have on file for the tenant on the **Account Summary tab**, **Account Details tab**, **Recurring Transactions tab**, and **Payment History tab**.

Adding Legal Proceedings

1. From the **Main Menu screen**, click RECEIVABLES. The **Browse Customers screen** appears with all active customers displayed in a table.
2. Select how you want to order the customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first customer to match the criteria is highlighted in the table.
3. Highlight the customer record you want to work with and double-click, or click . The **Maintain Customer Information screen** opens with the **Customer Information tab** selected.
4. Click  on the toolbar and select "Legal Proceedings." The **Browse Legal Proceedings screen** appears with all legal proceeding records for the customer displayed in a table.
5. Click ; the **Add Legal Proceedings Wizard** is initiated.
6. Enter the **court case number** and the **start date** and **end date** of the legal proceeding.
7. Specify the **ruling date** and select the **final result** of the legal proceeding (None, Evicted, or Repayment Agreement).
8. Click START to continue.
9. Review and confirm the legal proceeding information you set up and then click FINISH to add the legal proceeding to the customer record. The **Maintain Legal Proceedings screen** appears with the new legal proceeding information displayed.
10. If necessary, click  to edit the information or to enter any additional notes about the ruling in the **ruling comment** textbox.
11. Click  to save your changes.

Accounts

An account is a record of all transactions between the Housing Authority and the customer.

After adding tenants or receivables customers, you can begin setting up additional information for the tenant/customer such as adding their customer accounts for rent, security deposits, etc.

Adding Customer Accounts

After adding tenants or receivables customers, you can begin setting up additional information for the tenant/customer such as adding their customer accounts for rent, security deposits, etc.

1. From the **Main Menu screen**, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers screen** appears with all current leases or active customers displayed in a table.
2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record for which you want to add a customer account and double-click, or click . The **Tenant Management screen** or **Maintain Customer Information screen** opens.
4. Select the **Account Summary tab** and click . The **Add Customer Account Wizard** is initiated.
5. Select the **type of account** from the drop-down list.
 - This is your agency-defined list of [account types](#), which you maintain in the Setup area of the program. See "Setting Up Account Types" on page 26
6. If necessary, select the **lease** to which the account is associated.
7. If necessary, select the **development** to which the account belongs.
 - This is your agency-defined list of [developments](#), which you maintain in the Setup area of the program. See "Setting Up Developments" on page 19
8. If necessary, enter the **account number**.
9. Click START to continue.
10. Review and confirm the account information you set up and click FINISH to add the account. The **Account Summary tab** appears again with the new account information displayed in a table.

Charges

A charge is a financial liability a customer owes to the housing authority. A charge WILL post to General Ledger, whereas a receivable will NOT post to the ledger.

A non-recurring charge is a charge that is added infrequently, or only one time, to a tenant or customer account; for example, an NSF fee, promissory note, work order charge, etc.

A recurring charge is a charge that is the same each month, such as a rent, cable, or garbage collection charge.

[Adding Charges](#)

[Adding Recurring Charges](#)

[Voiding Transactions](#)

Note: Click [here](#) to find out how charging rent affects General Ledger. See "Charging a Tenant for Rent" on page 167

Adding Charges

A non-recurring charge is a charge that is added infrequently, or only one time, to a tenant or customer account; for example, an NSF fee, promissory note, work order charge, etc.

You can also [add a schedule of recurring charges](#) to customer accounts. See "Adding Recurring Charges" on page 104

Note: Adding an NSF as a non-recurring charge only adds the charge amount to the tenant/customer account. However, [recording an NSF](#) adds the NSF fee your HA charges to the tenant/customer account, adds the full balance of the payment that was returned for insufficient funds, AND adds the NSF fee the bank charges your HA. See "Recording NSFs" on page 132

1. From the **Main Menu screen**, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers screen** appears with all current leases or active customers displayed in a table.
2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record you want to work with and click  on the toolbar.
4. Select "Add Charge" from the menu that appears. The **Add Charge Wizard** is initiated.

Hint: You can also access the Add Charge Wizard from the Account Summary and Account Details tabs on either the Tenant Management screen (for tenants), or the Account Summary and Account Details tabs on the Maintain Customer Information screen (for customers who are also tenants).

Hint: The non-editable customer name field appears at the top of the screens. Use this to verify that you are entering information for the correct account belonging to the correct tenant/customer.

5. Select the **account** to which you are adding the charge.

- This is your agency-defined list of [account types](#), which you maintain in the Setup area of the program. See "Setting Up Account Types" on page 26
6. Select the **type of charge** (such as "NSF fee").
 - This is your agency-defined list of [transaction types](#), which you maintain in the Setup area of the program. See "Setting Up Transaction Types" on page 23
 7. Enter a **description** for the charge and specify the **date** the charge takes effect.
 8. Enter the **amount** of the charge and, if necessary, check the **print charge adjustment voucher** checkbox to print an adjustment voucher for the charge after completing the wizard.

Hint: The charge adjustment voucher that prints by default for the selected account type is maintained in the Setup area of the program. See "Setting Up Account Types" on page 26

9. Click START to continue.
10. Review and confirm the charge information you have set up and click FINISH to add the charge to the tenant/customer account. The **Browse Tenant Leases** or **Browse Customers screen** appears again. You have successfully added a charge!

Hint: To view the charge information, double-click on the tenant/customer name and select the Account Summary or Account Details tab.

Adding Recurring Charges

A recurring charge is a charge that is the same each month, such as a rent, cable, or garbage collection charge.

Caution! If you use the WinTen² Occupancy and Rent Calculation (ORC) program, do not set up recurring rent charges manually. The program does this for you automatically.

Note: Click [here](#) to find out how charging rent affects General Ledger. See "Charging a Tenant for Rent" on page 167

1. From the **Main Menu screen**, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers screen** appears with all current leases or active customers displayed in a table.
2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record you want to work with and double-click, or click . The **Tenant Management screen** or **Maintain Customer Information screen** opens with the **Tenant Information tab** or **Account Summary tab** selected.
4. Select the **Recurring Transactions tab**. Displayed in a table are all the tenant's/customer's recurring transactions.

5. Click  on the toolbar, and select "Add Recurring Charge" from the menu that appears. The **Add Recurring Charge Wizard** is initiated.

Hint: The non-editable customer name field appears at the top of the screens. Use this to verify that you are entering information for the correct account belonging to the correct tenant/customer.

6. Select the **account** to which you are adding the charge.
 - This is your agency-defined list of [account types](#), which you maintain in the Setup area of the program. See "Setting Up Account Types" on page 26
7. Select the **type of charge** (such as "Rent").
 - This is your agency-defined list of [transaction types](#), which you maintain in the Setup area of the program. See "Setting Up Transaction Types" on page 23
8. Enter a **description** for the charge and enter the **amount** that the tenant/customer is charged each month.
9. If necessary, enter a **maximum amount**. When this amount is reached, the recurring charge will stop.
10. Check the checkbox if the recurring charge is an **annual recurrence** (for example, lawn mowing or snow shoveling).
11. Specify the **start month** and **start year**, or when the recurring charge schedule begins).

Hint: If you set the start date to a future date, the charge will be applied the first time you generate monthly transactions on or after that date.

12. Specify the **end month** and **end year**, or when the recurring charge schedule ends. The charge will stop permanently after it reaches this date. *The default is blank, which means there is no end date.*

Note: The charge will stop permanently after it reaches the maximum amount or the end date, whichever comes first.

Hint: Use the start month and end month fields if the charge is seasonal. The first charge of the season will be applied in the start month. The last charge of the season will be applied in the end month. The set of charges will repeat the following year, provided the charge has not yet reached an end date.

13. Check the checkbox if you want to create the **first month's transaction on exit of the wizard**.
14. Click START to continue, review and confirm the information you have set up, and then click FINISH to add the recurring charge. The **Recurring Transactions** tab appears again with the new charge displayed in the table. You have successfully added a recurring charge!

Voiding Transactions

A transaction is a type of charge or credit memo, and you are able to void any current or future transaction. A void transaction nullifies the original transaction, making the balance return to the balance prior to the original transaction.

You also have the option to print a void ticket, or void receipt, during the void process.

1. From the **Main Menu screen**, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers screen** appears with all current leases or active customers displayed in a table.
2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record you want to work with and double-click, or click . The **Tenant Management screen** or **Maintain Customer Information screen** opens with the **Tenant Information tab** or **Account Summary tab** selected.
4. Select the **Account Details tab**. On this tab you can view all the tenant's/customer's active and inactive accounts and current and future transactions.
5. Select the **customer account** to which the transaction you want to void is associated.
6. Click  on the toolbar, and select "Void Transaction" from the menu that appears. The **Void Transaction Wizard** is initiated. All the tenant's/customer's transactions associated to the selected account display in a table.

Hint: You can also access the Void Transaction Wizard from the Account Summary tabs on either the Tenant Management screen (for tenants), or the Maintain Customer Information screen (for customers who are also tenants).

Hint: The non-editable customer name field appears at the top of the screens. Use this to verify that you are entering information for the correct account belonging to the correct tenant/customer.

7. Select and highlight the **transaction** you want to void.
8. Click START to continue.
9. Specify the **date** that you want the transaction to be voided and enter a **description** for the void, if necessary (a default description is already provided for you).
10. Check the checkbox to **print a void ticket** after completing the wizard.

Hint: The void ticket that prints by default for the selected account type is maintained in the Setup area of the program. See "Setting Up Account Types" on page 26

11. Click NEXT.
12. Review and confirm the void information and click FINISH to save and apply the void. The **Account Details tab** appears again with the voided transaction displayed in the table.

Receivables

A receivable is a transaction that records that a tenant owes you money. The difference between a receivable and a [charge](#) is that a charge WILL post to General Ledger, whereas a receivable will NOT post to General Ledger.

You can enter an individual receivable for any customer account. A receivable is not a new charge. It is simply an amount currently due, out of a greater total amount that a customer already owes in a particular account. Unlike most other transactions, receivables have no effect on the balances of the accounts in which you create them. In other words, a receivable itself never actually “posts” to an account. When the customer makes a payment on a receivable, the payment posts to the account and reduces the balance.

[Adding Receivables](#)

[Adding Recurring Receivables](#)

Adding Receivables

A receivable is an amount currently due, out of a total amount that a customer owes infrequently, or only one time, in a particular account; for example, a security deposit.

You can also [add a schedule of recurring receivables](#) to a customer account. See "Adding Recurring Receivables" on page 108

1. From the **Main Menu screen**, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers screen** appears with all current leases or active customers displayed in a table.
2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record you want to work with and click  on the toolbar.
4. Select “Add Receivable” from the menu that appears. The **Add Receivable Wizard** is initiated.

Hint: You can also access the Add Receivable Wizard from the Account Summary and Account Details tabs on either the Tenant Management screen (for tenants), or the Maintain Customer Information screen (for customers who are also tenants).

Hint: The non-editable customer name field appears at the top of the screens. Use this to verify that you are entering information for the correct account belonging to the correct tenant/customer.

5. Select the **account** to which you are adding the receivable.
 - This is your agency-defined list of [account types](#), which you maintain in the Setup area of the program. See "Setting Up Account Types" on page 26
6. Enter a **description** for the receivable and specify the **date** the receivable takes effect.
7. Enter the **amount** of the receivable and click START to continue.

8. Review and confirm the receivable information you have set up and click FINISH to add the receivable to the tenant/customer account. The **Browse Tenant Leases** or **Browse Customers** screen appears again. You have successfully added a receivable!

Hint: To view the receivable information, double-click on the tenant/customer name and select the Account Summary or Account Details tab.

Adding Recurring Receivables

Recurring receivables are used most often for repayment agreements and for certain types of escrow accounts, such as security and pet deposits, for which a customer makes regular monthly payments until the full amount is paid. For example, a tenant may pay ten dollars per month for five months on a pet deposit of fifty dollars. In this case, you would set up a recurring receivable of ten dollars with a maximum amount of fifty dollars.

Just like other recurring transaction records, a recurring receivable record automatically creates an individual receivable each month that the recurrence is in effect.

Unlike other recurring transactions, however, these individual, monthly receivables have no effect on the balances of the accounts in which they are created. (In other words, a receivable itself never actually “posts” to an account.) When the customer makes a payment on a receivable, the payment posts to the account and reduces the balance.

You can also [add an individual receivable](#) for any customer account. See "Adding Receivables" on page 107

1. From the **Main Menu** screen, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers** screen appears with all current leases or active customers displayed in a table.
2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record you want to work with and double-click, or click . The **Tenant Management** screen or **Maintain Customer Information** screen opens with the **Tenant Information** tab or **Account Summary** tab selected.
4. Select the **Recurring Transactions** tab. Displayed in a table are all the tenant's/customer's recurring transactions.
5. Click  on the toolbar, and select “Add Recurring Receivable” from the menu that appears. The **Add Recurring Receivable Wizard** is initiated.

Hint: The non-editable customer name field appears at the top of the screens. Use this to verify that you are entering information for the correct account belonging to the correct tenant/customer.

6. Select the **account** to which you are adding the receivable.
 - This is your agency-defined list of [account types](#), which you maintain in the Setup area of the program. See "Setting Up Account Types" on page 26

7. Enter a **description** for the receivable and enter the **amount** that the tenant/customer is charged each month.
8. If necessary, enter a **maximum amount**. When this amount is reached, the recurring receivable will stop.
9. Specify the **start month** and **start year**, or when the recurring receivable schedule begins.

Hint: *If you set the start date to a future date, the receivable will be applied the first time you generate monthly transactions on or after that date.*

10. Specify the **end month** and **end year**, or when the recurring receivable schedule ends. The receivable will stop permanently after it reaches this date. *The default is blank, which means there is no end date.*

Note: *The receivable will stop permanently after it reaches the maximum amount or the end date, whichever comes first.*

Hint: *Use the start month and end month fields if the receivable is seasonal. The first receivable of the season will be applied in the start month. The last receivable of the season will be applied in the end month. The set of receivables will repeat the following year, provided the receivable has not yet reached an end date.*

11. Check the checkbox if you want to create the **first month's transaction on exit of the wizard**. If you check this box, the receivable is applied immediately, and it will be applied again the next time you generate monthly transactions.
12. Click START to continue, review and confirm the information you have set up, and then click FINISH to add the recurring receivable. The **Recurring Transactions tab** appears again with the new receivable displayed in the table. You have successfully added a recurring receivable!

Payments

When taking payments in Tenant Accounts Receivable, you can include multiple payment methods within one payment, and then distribute that payment to the tenant's/customer's multiple accounts and transactions. If the tenant/customer also wants to pay more than their total amount currently due in order to pay for future expenses (such as rent or utilities), you are then able to distribute their "prepayment" to specific transactions within a selected account.

[Taking Payments](#)

- [Customizing the Take Payment Wizard](#)

[Adding Recurring Payments](#)

[Voiding Payments](#)

[Re-Applying Payments](#)

[Moving Payments from One Customer Account to Another](#)

Note: Click [here](#) to find out how payments affect General Ledger. See "Payment on Account" on page 167

Taking Payments

The Take Payment Wizard allows you to do several processes within one wizard. You can include multiple payment methods within one payment (for example, a tenant/customer could give you a check, a money order, and cash at the same time — all of which you could include in one payment), and then distribute that payment to the tenant's/customer's multiple accounts and transactions. If the tenant/customer also wants to pay more than their total amount currently due in order to pay for future expenses (such as rent or utilities), you are then able to distribute their "prepayment" to specific transactions within a selected account.

Hint: Your agency can [customize the Take Payments process](#) so that it better fits your needs. See "Customizing the Take Payment Wizard" on page 113

Hint: You can also set up [payment apply order](#) for account types from the Setup area of the program. See "Setting Up Account Types" on page 26

Note: Click [here](#) to find out how payments affect General Ledger. See "Payment on Account" on page 167

1. From the **Main Menu screen**, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers screen** appears with all current leases or active customers displayed in a table.
2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record you want to work with and click  on the toolbar.
4. Select "Take Payment" from the menu that appears. The **Take Payment Wizard** is initiated.

Hint: You can also access the Take Payment Wizard from the Account Summary and Account Details tabs on either the Tenant Management screen (for tenants), or the Maintain Customer Information screen (for customers who are also tenants).

Hint: The non-editable customer name field appears at the top of the screens. Use this to verify that you are entering information for the correct account belonging to the correct tenant/customer.

Enter All Payment Types and Amounts

5. If necessary, select the appropriate **cash drawer** in which to take the payment. Depending on your agency's [policy](#), you may be able to select from multiple cash drawers in which to take a payment.

Note: If the tenant lives in a development that has multiple cash drawers mapped to it, those cash drawers will display in the cash drawer field and the payment will be appropriately distributed.

6. Verify or enter the **payment date** (defaults to today's date) and choose whether or not to print a receipt by checking or unchecking the **print receipt** checkbox.
7. In the payment table in the middle of the screen, click within the first cell immediately below the *Amount* header. If you have not changed the payment date or print receipt field, this cell of the table is active by default.
8. Type in the **amount** of the payment.
9. Press TAB on your keyboard to highlight the next, *Type of Payment* table cell. Select the **type of payment** from the drop-down list that appears.
 - o This is your agency-defined list of [payment types](#), which you maintain in the Setup area of the program. See "Setting Up Payment Types" on page 18
10. Press TAB on your keyboard to highlight the next *Reference Number* table cell.
11. Enter the **reference number**, if any (for example, a check number or money order number).
12. Press ENTER on your keyboard. A new table row appears with your cursor already placed in the first *Amount* cell and ready for another payment entry, if necessary.

Hint: You can include multiple payment methods within one payment; for example, a tenant/customer could give you a check, a money order, and cash at the same time — all of which you could include in one payment. Just enter all the separate amounts, payment types, and reference numbers in the payment table to equal the correct Total Amount Due.

Optional Step 1: Select Accounts to Pay Now

If the tenant/customer is paying *more* than the Total Due Now, you can take a prepayment on selected accounts. In order to make a prepayment, the total payment, as displayed in the Amount Received field, must be greater than the Total Amount Due field.

13. Click ; the **View Account Balances for Payment Distribution screen** opens. On this screen you can view the tenant's/customer's account balances and exclude accounts from receiving any of the payment. By default, the program includes in the distribution of the payment all accounts that have outstanding balances.

14. Uncheck the **include** checkbox for any account you do NOT wish to include for distribution of the payment. If you exclude an account that has a Due Now balance, it will change the Total Amount Due field back on Step 1 of the Take Payment Wizard.

15. Click  to apply your changes and return to Step 1 of the Take Payment Wizard.

Optional Step 2: Specify Transactions to Pay Now

If the tenant/customer is paying *more* than the Total Due Now, they can choose to apply the excess as a prepayment of future expenses in a specific account. The customer may then choose to restrict the prepayment to specific amounts for specific kinds of transactions within the selected account (such as rent expenses or utility expenses within the tenant accounts receivable account).

16. Click . The **View Payment Distribution/Apply Manually screen** opens with a table of the customer's transactions with balances due for all accounts you previously "included" in the payment (in step 14) displayed.

Note: Using this button and screen allows you to override any default [payment apply orders](#) your agency set up by applying a payment manually to transactions with outstanding balances.

17. Click in the **amount to apply** field for any transaction and change the amount of this payment to apply to that transaction.

- If you change any amounts, verify that the total amount to apply equals the total amount the customer wishes to pay.
- If there is an amount (besides \$0.00) already entered, you must zero out the amount first by entering "0" before editing the amount.
- To cancel any changes, click  and select "Reset Default."

18. After all amounts to apply have been entered, click to apply your changes and return to step 1 of the Take Payment Wizard.

19. If necessary, check or uncheck the **create pre-payment** checkbox. *This is checked by default when the Amount Received is greater than the Total Amount Due.*

20. Click START to continue. If you are not creating a prepayment, review and confirm the payment information you have set up, and then click FINISH. You have successfully taken a payment!

OR

If you chose to create a prepayment, you are directed to an additional step in the wizard where you can set up prepayment information.

Optional Step 3: Select Account and Transaction to Prepay

21. Select the **customer account** to be prepaid and press TAB on your keyboard or click within the first cell of the transaction table located immediately below the *Transaction Type* header.

- This field offers a list of all accounts for this customer, which you maintain on the Account Summary tab.
22. Select the first **transaction type** to be prepaid and then press TAB on your keyboard to highlight the next Description table cell in the table.
 23. Enter a **description** to identify the prepaid transaction.
 24. Press TAB again to access the *Amount* table cell and enter the **amount** of this prepaid transaction.
 25. Press ENTER on your keyboard. A new table row will appear with your cursor already placed in the first *Transaction Type* table cell and ready for another prepayment entry.
 26. Repeat steps 22-25 until all prepayments have been entered into the payment table.
 27. Click NEXT to continue, review and confirm the payment information you have set up, and then click FINISH.

Customizing the Take Payment Wizard

There are 4 policies you can use to customize the Take Payment Wizard to your agency's specifications.

1. To access TAR policies, click SETUP on the **Main Menu screen**, and then click POLICIES. The **Browse Policies screen** opens with all available policies displayed in a table.
2. Double-click on the policy descriptions listed below; or, highlight the policy in the table and click  to open the **Maintain Policies screen**.
 - **Default Payment Type to be used during the Payment Wizard:** The payment type you choose in this policy will always automatically display as the payment type (this is usually your more frequently used payment type).
 - **Default the Pre-Payment flag during the Payment Wizard:** Setting this policy to TRUE will automatically check the pre-payment checkbox and create a Pre-Payment when the amount paid is more than what is owed.
 - **Preview Receipt before printing during Payment Wizard:** Setting this policy to FALSE will print a receipt (if the print receipt checkbox is checked) without a preview first.
 - **Default the Payment Wizard to Print Receipt:** Setting this policy to TRUE will automatically check the print receipt checkbox and print a receipt for every payment taken.
3. Click OK to set each policy value and apply the changes to the program.

Adding Recurring Payments

If your agency takes recurring payments by directly debiting customers' bank accounts, you can set up recurring payment records for these payments.

If you do NOT directly debit customers' bank accounts, do NOT set up recurring payments. You must take each payment manually. See "Taking Payments" on page 110

Note: Click [here](#) to find out how payments affect General Ledger. See "Payment on Account" on page 167

1. From the **Main Menu screen**, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers screen** appears with all current leases or active customers displayed in a table.
2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record you want to work with and double-click, or click . The **Tenant Management screen** or **Maintain Customer Information screen** opens with the **Tenant Information tab** or **Account Summary tab** selected.
4. Select the **Recurring Transactions tab**. Displayed in a table are all the tenant's/customer's recurring transactions.
5. Click  on the toolbar, and select "Add Recurring Payment" from the menu that appears. The **Add Recurring Payment Wizard** is initiated.

Hint: The non-editable customer name field appears at the top of the screens. Use this to verify that you are entering information for the correct account belonging to the correct tenant/customer.

6. Select the **account** to which you are adding the payment.
 - This is your agency-defined list of [account types](#), which you maintain in the Setup area of the program. See "Setting Up Account Types" on page 26
7. Select the **type of payment** you are adding. *Only electronic payment types are available to choose from.*
 - This is your agency-defined list of [payment types](#), which you maintain in the Setup area of the program. See "Setting Up Payment Types" on page 18
8. Enter a **description** for the payment and enter the **amount** of the payment *each* time it occurs.
9. Specify the **start month** and **start year** (when the recurring payment schedule begins).

Hint: If you set the start date to a future date, the payment will be applied the first time you generate monthly transactions on or after that date.

10. Specify the **end month** and **end year**, or when the recurring payment schedule ends. The payment will stop permanently after it reaches this date. *The default is blank, which means there is no end date.*

Hint: Use the start month and end month fields if the payment is seasonal. The first payment of the season will be applied in the start month. The last payment of the season will be applied in the end month. The set of payments will repeat the following year, provided the payment has not yet reached an end date.

11. Click START to continue, review and confirm the information you have set up, and then click FINISH to add the recurring payment. The **Recurring Transactions tab** appears again with the new payment displayed in the table. You have successfully added a recurring payment!

Moving Payments from One Customer Account to Another

If you have taken a payment without receipt on the wrong customer account, you do not need to void the payment, you can transfer the payment to the correct customer account.

Caution! *If you took a payment with receipt on the wrong customer, you will not be able to use this feature.*

1. From the **Main Menu screen**, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers screen** appears with all current leases or active customers displayed in a table.
2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record who was given the wrong payment and double-click, or click . The **Tenant Management screen** or **Maintain Customer Information screen** opens with the **Tenant Information tab** or **Account Summary tab** selected.
4. Select the **Payment History tab**. Displayed in a table are all the tenant's/customer's payments.
5. Click  on the toolbar, and select "Move Payment to Correct Customer" from the menu that appears. The **Move Payment to Correct Customer Wizard** is initiated.
6. Click START. Step 1 of the wizard appears with all the customer's payments *without* receipt numbers displayed in a table.
7. Highlight the incorrect payment you want to transfer and click OK.
8. Click NEXT to continue. The **Select Customer screen** opens with all active customers displayed in a table.

Hint: *To search for the customer, select how you want to order the table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria will be highlighted in the table.*

9. Highlight the customer to whom you want to move the payment and click .
10. Click NEXT to continue. The **Take Payment Wizard** is launched with the payment you selected in Step 7 displayed.
11. [Enter all payment types and amounts.](#)
12. If necessary, [select the accounts to pay now.](#)
13. If necessary, [specify transactions to pay now.](#)
14. Lastly, if necessary, [select the account and transaction to prepay.](#)

15. After clicking FINISH through the **Take Payment Wizard**, you are returned to the **Move Payment to Correct Customer Wizard** with a green checkmark next to the Apply Payment to Customer step, verifying that you have completed it.
16. Click NEXT. You have successfully transferred a payment from one customer account to another! The customer account now has a new balance which you can verify on the Account Summary tab.

Re-Applying Payments

Re-applying payments allows you to re-distribute a payment that was previously applied to a tenant's account. For example, if you applied your rent payment to a work order charge and electric bill, then this would allow you to undo how the payment was previously applied and then apply it where you want.

Note: You can only re-apply payments within a single account, so you cannot re-apply a rent payment from the TAR account to the security deposit owed in the SD account.

1. From the **Main Menu screen**, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers screen** appears with all current leases or active customers displayed in a table.
2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record who was given the wrong payment and double-click, or click . The **Tenant Management screen** or **Maintain Customer Information screen** opens with the **Tenant Information tab** or **Account Summary tab** selected.
4. Select the **Payment History tab**. Displayed in a table are all the tenant's/customer's payments.
5. In the payment table, select and highlight the payment you want to reapply to another account, and then click  on the toolbar.
6. Select "Re-Apply Payment" from the menu that appears. The **Re-Apply Payment Wizard** is initiated. Step 1 of the wizard holds a grid that displays the payment date, the account to which the payment was applied, the payment amount, and the employee/user who took the payment.

Note: If more than one record is displayed in the grid, the payment was either split between accounts and/or transactions, or a pre-payment was taken on the account at the same time as the regular payment. If this is the case, you can only choose one portion of the payment you want to re-apply at a time, but you can repeat the wizard until the entire payment is re-applied.

7. Select the payment, or portion of the payment, you want to re-apply and click START. Step 2 of the wizard displays all transactions for the account in a table, and the total amount you are able to re-apply is displayed at the top of the table.
8. Enter the **amount to apply** for the appropriate transaction(s).

Note: All entered amounts to apply must sum to 0. Also, each added amount is checked to make sure that the resulting remaining amount will still be between 0 and the original amount. You cannot use the wizard to end up with more than you started with on a transaction, and you cannot reverse a transaction.

Hint: The original applied payments are entered by default in the transaction table. To avoid getting errors, enter a "0" to zero out those amounts first.

9. Click NEXT to continue.
10. Review and confirm the balance transfer information you have set up and click FINISH. The **Payment History tab** appears again.

Hint: If you double-click on the payment in the table on the **Payment History tab, the **Payment Detail Breakdown screen** appears where you can view how the payment was re-applied (this is a view-only screen).**

Voiding Payments

You are able to void current or future payments.

1. From the **Main Menu screen**, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers screen** appears with all current leases or active customers displayed in a table.
2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record you want to work with and double-click, or click . The **Tenant Management screen** or **Maintain Customer Information screen** opens with the **Tenant Information tab** or **Account Summary tab** selected.
4. Select the **Account Details tab**. On this tab you can view all the tenant's/customer's active and inactive accounts and current and future transactions.
5. Click  on the toolbar, and select "Void Payment" from the menu that appears. The **Void Payment Wizard** is initiated. All the tenant's/customer's payments display in a table.

Hint: You can also access the Void Payment Wizard from the Account Summary tabs on either the Tenant Management screen (for tenants), or the Maintain Customer Information screen (for customers who are also tenants).

Hint: The non-editable customer name field appears at the top of the screens. Use this to verify that you are entering information for the correct account belonging to the correct tenant/customer.

6. Select and highlight the **payment** you want to void.
7. Click START to continue.
8. Specify the **date** that you want the payment to be voided and enter a **description** for the void, if necessary (a default description is already provided for you).
9. Click NEXT.

10. Review and confirm the void information and click FINISH to save and apply the void. The **Account Details tab** appears again with the voided payment displayed in the table.

Account Transfers

An account transfer is a transaction that records a transfer of balances between two accounts.

[Creating Account Transfers](#)

[Adding Recurring Transfers](#)

[Creating Balance Transfers](#)

[Voiding Account Transfers](#)

Note: Click [here](#) to find out how transfers affect General Ledger. See "Transfer from TAR to Repayment Agreement Account" on page 168

Creating Account Transfers

An account transfer moves an amount from one customer account to another account belonging to the same customer.

Note: The system verifies that the month is open before allowing a transfer to occur. If you attempt to complete an account transfer for a date in a closed month, a message appears stating that you cannot perform the transfer with a date in a closed month.

Note: Click [here](#) to find out how transfers affect General Ledger. See "Transfer from TAR to Repayment Agreement Account" on page 168

1. From the **Main Menu screen**, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers screen** appears with all current leases or active customers displayed in a table.
2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record you want to work with and click  on the toolbar.
4. Select "Account Transfer" from the menu that appears. The **Create Account Transfer Wizard** is initiated.

Hint: You can also access the Create Account Transfer Wizard from the Account Summary and Account Details tabs on either the Tenant Management screen (for tenants), or the Maintain Customer Information screen (for customers who are also tenants).

Hint: The non-editable customer name field appears at the top of the screens. Use this to verify that you are entering information for the correct account belonging to the correct tenant/customer.

5. Specify the **date** of the transfer.
6. Select the account you want to **transfer from** in the drop-down list. The balance of the selected account displays below.
7. Enter the **amount to transfer**.
8. Select the account you want to **transfer to** in the drop-down list. The balance of the selected account displays below.

9. Click START to continue. If one or both accounts in the transfer do NOT have individual transactions from which or to which you can distribute the transfer, review and confirm the transfer information you have set up, and then click FINISH. You have successfully created an account transfer!

OR

If one or both accounts in the transfer have individual transactions from which or to which you can distribute the transfer an additional step appears where the specific amounts transferred *from* and/or transferred *to* specific transactions are displayed in a table. The transaction table displays each transaction that currently has an outstanding balance in the “transfer from” account . The Amount to Include column identifies the amount of each transaction's balance that you are transferring to the other account.

10. Review and confirm the transfer transaction details. If necessary, change the amounts to include and/or the amounts to apply for any transactions that appear on this step. To make any other corrections, click BACK to return to Step 1 of the wizard.

Note: By default, the program assigns transfer amounts to transactions according to the payment “apply order.” The payment “apply order” also lets you rank the default order in which the program applies customer payments to outstanding balances for different account types. For example, if a customer owes on both an AR account and a security deposit account, you may wish to apply a payment to the AR account first. If a customer has outstanding balances in two different accounts with the same rank (e.g., if you ranked two account types the same or if the customer has two accounts of the same type), the program applies a payment first to the oldest outstanding balance. You [define apply order for customer account types](#) and for transactions within those account types in the Setup area of the program. See “Setting Up Account Types” on page 26 You can override this default by changing the amounts to include and/or the amounts to apply for any transactions that appear on this step.

11. Click NEXT to continue.
12. Review and confirm the account transfer information and click FINISH to apply your changes. You have successfully created an account transfer!

Hint: If you double-click on a transfer transaction in the table on the **Account Summary** or **Account Details** tab, the **Transfer Breakdown** screen appears where you can view a breakdown of what was included in that transfer (this is a view-only screen).

Adding Recurring Transfers

A recurring transfer is a regular monthly transfer from one account to another account belonging to the same customer. You might set up a recurring transfer, for example, if you make a monthly transfer from an energy assistance account to cover a customer’s current utility expenses.

Note: Click [here](#) to find out how transfers affect General Ledger. See “Transfer from TAR to Repayment Agreement Account” on page 168

1. From the **Main Menu** screen, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers** screen appears with all current leases or active customers displayed in a table.

2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record you want to work with and double-click, or click . The **Tenant Management screen** or **Maintain Customer Information screen** opens with the **Tenant Information tab** or **Account Summary tab** selected.
4. Select the **Recurring Transactions tab**. Displayed in a table are all the tenant's/customer's recurring transactions.
5. Click  on the toolbar, and select "Add Recurring Transfer" from the menu that appears. The **Add Recurring Transfer Wizard** is initiated.

Hint: The non-editable customer name field appears at the top of the screens. Use this to verify that you are entering information for the correct account belonging to the correct tenant/customer.

6. Select the account you want to **transfer from** in the drop-down list.
7. Enter the **amount** of the transfer *each* time it occurs.
8. Select the account you want to **transfer to** in the drop-down list.
9. Enter a **description** for the recurring transfer.
10. Specify the **start month** and **start year**, or when the recurring transfer schedule begins.

Hint: If you set the start date to a future date, the transfer will be applied the first time you generate monthly transactions on or after that date.

11. Specify the **end month** and **end year**, or when the recurring transfer schedule ends. The transfer will stop permanently after it reaches this date. *The default is blank, which means there is no end date.*

Hint: Use the start month and end month fields if the transfer is seasonal. The first transfer of the season will be applied in the start month. The last transfer of the season will be applied in the end month. The set of transfers will repeat the following year, provided the transfer has not yet reached an end date.

12. Check the checkbox if you want to create the **first month's transaction on exit of the wizard**. If you check this box, the transfer is applied immediately, and it will be applied again the next time you generate monthly transactions.
13. Click START to continue, review and confirm the information you have set up, and then click FINISH to add the recurring transfer. The **Recurring Transactions tab** appears again with the new transfer displayed in the table. You have successfully added a recurring transfer!

Creating Balance Transfers

A balance transfer moves a balance from one transaction to different transaction(s).

It also allows you to move amounts owed/applied between individual transactions inside a single account of a tenant. For example, if you need to transfer a portion of December's rent to November's water bill, then this option allows you to do so.

1. From the **Main Menu screen**, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers screen** appears with all current leases or active customers displayed in a table.
2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record who was given the wrong payment and double-click, or click . The **Tenant Management screen** or **Maintain Customer Information screen** opens with the **Tenant Information tab** or **Account Summary tab** selected.
4. Select the **Account Details tab**. Displayed in a table are all the tenant's/customer's account transactions.

Hint: You can click  on the toolbar to see a detailed view of the tenant's transactions. The detailed view reports each transaction's beginning balance, charges, payments, transfers, and ending balance.

5. Click  on the toolbar, and select "Balance Transfer" from the menu that appears. The **Balance Transfer Wizard** is initiated.
6. Select the **account** you want to work with and enter a **description** for the balance transfer.
7. Click START to continue. A table displays all outstanding transactions which the tenant owes your agency from the last 3 months.
8. To view the tenant's/customer's outstanding transactions for a specific timeframe, use the **show dates from** and **to** date fields and then click GO. The charges within the selected timeframe automatically display in the table.
9. Select the **re-apply date**, or the date you want the new balances to transfer.
10. In the Amount to Apply column of the table, edit the amount to apply to each outstanding transaction and to transfer payments between transactions. The total of the column must equal zero when you are finished.

Note: All entered amounts to apply must sum to 0. Also, each added amount is checked to make sure that the resulting remaining amount will still be between 0 and the original amount. You cannot use the wizard to end up with more than you started with on a transaction, and you cannot reverse a transaction.

- **Example:** The tenant has a \$30 credit in rent charges, a \$40 late charge, and a \$20 cable TV charge. If you want to apply the credit so it covers the entire cable TV charge and part of the late charge, enter -30 in the Rent field, 20 in the Cable TV field, and 10 in the Late Charge field. -30, 20, and 10 add to zero, so the tenant's account is still in balance.
11. Click NEXT to continue.
 12. Review and confirm the balance transfer information you have set up and click FINISH. The **Account Details tab** appears again.

Voiding Account Transfers

1. From the **Main Menu screen**, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers screen** appears with all current leases or active customers displayed in a table.
2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record you want to work with and double-click, or click . The **Tenant Management screen** or **Maintain Customer Information screen** opens with the **Tenant Information tab** or **Account Summary tab** selected.
4. Select the **Account Details tab**. On this tab you can view all the tenant's/customer's active and inactive accounts and current and future transactions.
5. Select the **customer account** to which the transfer you want to void is associated.
6. Click  on the toolbar, and select "Void Account Transfer" from the menu that appears. The **Void Account Transfer Wizard** is initiated. All the tenant's/customer's transfers associated to the selected account display in a table.

Hint: You can also access the Void Account Transfer Wizard from the Account Summary tabs on either the Tenant Management screen (for tenants), or the Maintain Customer Information screen (for customers who are also tenants).

Hint: The non-editable customer name field appears at the top of the screens. Use this to verify that you are entering information for the correct account belonging to the correct tenant/customer.

7. Select and highlight the **transfer** you want to void.
8. Click START to continue.
9. Specify the **date** that you want the transfer to be voided and enter a **description** for the void, if necessary (a default description is already provided for you).
10. Click NEXT.
11. Review and confirm the void information and click FINISH to save and apply the void. The **Account Details tab** appears again with the voided transfer displayed in the table.

Credit Memos or Adjustments

A credit memo/adjustment is a transaction that will reduce the amount of charges on a customer's account.

A receivable credit memo is an adjustment to a receivable to decrease the amount of the receivable that the tenant owes. This will NOT affect the ending balance of the account.

[Adding Credit Memos](#)

[Adding Recurring Credit Memos](#)

[Adding Receivable Credit Memos](#)

[Voiding Transactions](#)

Note: Click [here](#) to find out how credit memos affect General Ledger. See "Enter a Credit Memo on Account" on page 167

Adding Credit Memos/Adjustments

You can use credit memos to add a credit adjustment to the balance of your tenant/customer's accounts receivable accounts (AR), revolving charge accounts, or mortgage accounts.

You can also [add recurring credit memos](#) and [add receivable credit memos](#) to escrow accounts. See "Adding Recurring Credit Memos" on page 125; See "Adding Receivable Credit Memos" on page 127

Caution! A credit memo CANNOT be used as a flat adjustment to a tenant's balance. It allows you to add credit adjustments to amounts owed/applied on individual transactions inside a single account of a tenant. For example, if you add a credit memo for the MISC transaction type, then it will only affect another transaction with the type of MISC.

Note: If a customer has actually overpaid and has an overall credit balance, you can enter a [refund request](#) to issue a refund check to the customer. See "Creating Refund Requests" on page 130

1. From the **Main Menu screen**, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers screen** appears with all current leases or active customers displayed in a table.
2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record you want to work with and click  on the toolbar.
4. Select "Add Credit Memo/Adjustment" from the menu that appears. The **Add Credit Memo Wizard** is initiated.

Hint: You can also access the Add Credit Memo Wizard from the Account Summary and Account Details tabs on either the Tenant Management screen (for tenants), or the Account Summary and Account Details tabs on the Maintain Customer Information screen (for customers who are also tenants).

Hint: The non-editable customer name field appears at the top of the screens. Use this to verify that you are entering information for the correct account belonging to the correct tenant/customer.

5. Select the **account** to which you are adding the credit memo. You can add a credit memo to AR accounts, revolving charge accounts, or mortgage accounts only.
 - This is your agency-defined list of [account types](#), which you maintain in the Setup area of the program. See "Setting Up Account Types" on page 26
6. Select the **type of credit**. This is usually the same "type" as the original charge that you are adjusting.
 - This is your agency-defined list of [transaction types](#), which you maintain in the Setup area of the program. See "Setting Up Transaction Types" on page 23
7. Enter a **description** for the credit memo and specify the **date** the credit memo takes effect.
8. Enter the **amount** of the credit memo and, if necessary, check the **print credit memo/adjustment voucher** checkbox to print an adjustment voucher for the charge after completing the wizard.

Hint: The credit memo/adjustment voucher that prints by default for the selected account type is maintained in the Setup area of the program. See "Setting Up Account Types" on page 26

9. Click START to continue.
10. Review and confirm the charge information you have set up and click FINISH to add the charge to the tenant/customer account. The **Browse Tenant Leases** or **Browse Customers screen** appears again. You have successfully added a credit memo/adjustment!

Hint: To view the credit memo information, double-click on the tenant/customer name and select the **Account Summary** or **Account Details** tab.

Adding Recurring Credit Memos

You can add a recurring credit memo to add a recurring credit adjustment to the balance of a customer's accounts receivable accounts (AR), revolving charge accounts, or mortgage accounts.

You can also [add non-recurring credit memos](#), as well as [add receivable credit memos](#) to escrow accounts. See "Adding Credit Memos/Adjustments" on page 124; See "Adding Receivable Credit Memos" on page 127

1. From the **Main Menu screen**, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers screen** appears with all current leases or active customers displayed in a table.
2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.

3. Highlight the tenant/customer record you want to work with and double-click, or click . The **Tenant Management screen** or **Maintain Customer Information screen** opens with the **Tenant Information tab** or **Account Summary tab** selected.
4. Select the **Recurring Transactions tab**. Displayed in a table are all the tenant's/customer's recurring transactions.
5. Click  on the toolbar, and select "Add Recurring Credit Memo" from the menu that appears. The **Add Recurring Credit Memo Wizard** is initiated.

Hint: The non-editable customer name field appears at the top of the screens. Use this to verify that you are entering information for the correct account belonging to the correct tenant/customer.

6. Select the **account** to which you are adding the credit memo/adjustment. You can add a recurring credit memo to AR accounts, revolving charge accounts, or mortgage accounts only.
 - This is your agency-defined list of [account types](#), which you maintain in the Setup area of the program. See "Setting Up Account Types" on page 26
7. Select the **type of credit**. This is usually the same "type" as the original charge that you are adjusting.
 - This is your agency-defined list of [transaction types](#), which you maintain in the Setup area of the program. See "Setting Up Transaction Types" on page 23
8. Enter a **description** for the credit memo and specify the **amount** of the credit memo (enter as a positive amount).
9. If necessary, enter a **maximum amount**. When this amount is reached, the recurring credit memo will stop.
10. Specify the **start month** and **start year**, or when the recurring credit memo schedule begins.

Hint: If you set the start date to a future date, the credit memo will be applied the first time you generate monthly transactions on or after that date.

11. Specify the **end month** and **end year**, or when the recurring credit memo schedule ends. The credit memo will stop permanently after it reaches this date. *The default is blank, which means there is no end date.*

Note: The credit memo will stop permanently after it reaches the maximum amount or the end date, whichever comes first.

Hint: Use the start month and end month fields if the receivable is seasonal. The first credit memo of the season will be applied in the start month. The last credit memo of the season will be applied in the end month. The set of credit memos will repeat the following year, provided the credit memo has not yet reached an end date.

12. Check the checkbox if you want to create the **first month's transaction on exit of the wizard**. If you check this box, the credit memo is applied immediately, and it will be applied again the next time you generate monthly transactions.

13. Click START to continue, review and confirm the information you have set up, and then click FINISH to add the recurring credit memo. The **Recurring Transactions** tab appears again with the new credit memo displayed in the table. You have successfully added a recurring credit memo!

Adding Receivable Credit Memos

A receivable credit memo is an adjustment to a receivable to decrease the amount of the receivable that the tenant owes. This will NOT affect the ending balance of the account.

You can also [add credit memos](#) and [recurring credit memos](#) to AR accounts, revolving charge accounts, and mortgage accounts. See "Adding Credit Memos/Adjustments" on page 124; See "Adding Recurring Credit Memos" on page 125

Note: A receivable is not a new charge. It is simply an amount currently due, out of a greater total amount that a customer already owes in a particular account. Unlike most other transactions, receivables have no effect on the balances of the accounts in which you create them. (In other words, a receivable itself never actually "posts" to an account.)

1. From the **Main Menu** screen, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers** screen appears with all current leases or active customers displayed in a table.
2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record you want to work with and click  on the toolbar.
4. Select "Add Receivable Credit Memo" from the menu that appears. The **Add Receivable Credit Memo Wizard** is initiated.

Hint: You can also access the Add Receivable Credit Memo Wizard from the Account Summary and Account Details tabs on either the Tenant Management screen (for tenants), or the Maintain Customer Information screen (for customers who are also tenants).

Hint: The non-editable customer name field appears at the top of the screens. Use this to verify that you are entering information for the correct account belonging to the correct tenant/customer.

5. Select the **account** to which you are adding the receivable credit memo. You can add a receivable credit memo to escrow accounts only.
 - This is your agency-defined list of [account types](#), which you maintain in the Setup area of the program. See "Setting Up Account Types" on page 26
6. Enter a **description** for the receivable credit memo and specify the **date** the receivable credit memo takes effect.
7. Enter the **amount** of the receivable credit memo and click START to continue.
8. Review and confirm the receivable credit memo information you have set up and click FINISH to add the receivable credit memo to the tenant/customer account. The **Browse Tenant Leases** or **Browse Customers** screen appears again. You have successfully added a receivable credit memo!

Hint: To view the receivable credit memo information, double-click on the tenant/customer name and select the Account Summary or Account Details tab.

Voiding Transactions

A transaction is a type of charge or credit memo, and you are able to void any current or future transaction. A void transaction nullifies the original transaction, making the balance return to the balance prior to the original transaction.

You also have the option to print a void ticket, or void receipt, during the void process.

1. From the **Main Menu screen**, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers screen** appears with all current leases or active customers displayed in a table.
2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record you want to work with and double-click, or click . The **Tenant Management screen** or **Maintain Customer Information screen** opens with the **Tenant Information tab** or **Account Summary tab** selected.
4. Select the **Account Details tab**. On this tab you can view all the tenant's/customer's active and inactive accounts and current and future transactions.
5. Select the **customer account** to which the transaction you want to void is associated.
6. Click  on the toolbar, and select "Void Transaction" from the menu that appears. The **Void Transaction Wizard** is initiated. All the tenant's/customer's transactions associated to the selected account display in a table.

Hint: You can also access the Void Transaction Wizard from the Account Summary tabs on either the Tenant Management screen (for tenants), or the Maintain Customer Information screen (for customers who are also tenants).

Hint: The non-editable customer name field appears at the top of the screens. Use this to verify that you are entering information for the correct account belonging to the correct tenant/customer.

7. Select and highlight the **transaction** you want to void.
8. Click START to continue.
9. Specify the **date** that you want the transaction to be voided and enter a **description** for the void, if necessary (a default description is already provided for you).
10. Check the checkbox to **print a void ticket** after completing the wizard.

Hint: The void ticket that prints by default for the selected account type is maintained in the Setup area of the program. See "Setting Up Account Types" on page 26

11. Click NEXT.
12. Review and confirm the void information and click FINISH to save and apply the void. The **Account Details tab** appears again with the voided transaction displayed in the table.

Refund Requests

A refund request is a transaction that records a refund that is due to the customer from the Housing Authority. If your agency uses the Accounts Payable program, a refund request will create an invoice in the Accounts Payable program. (Refund requests can be created for *all* account types.)

[Creating Refund Requests](#)

[Voiding Refund Requests](#)

Creating Refund Requests

If a customer has overpaid your agency and has an overall credit balance, you can enter a refund request to issue a refund check to the customer. (Refund requests can be created for *all* account types.)

If you use the Accounts Payable program, a refund request created in Tenant Accounts Receivable generates an invoice in that program. Accounts Payable then generates a check to the customer in order to pay the invoice.

1. From the **Main Menu screen**, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers screen** appears with all current leases or active customers displayed in a table.
2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record you want to work with and click  on the toolbar.
4. Select "Refund Request" from the menu that appears. The **Request Refund Wizard** is initiated.

Hint: You can also access the Request Refund Wizard from the Account Summary and Account Details tabs on either the Tenant Management screen (for tenants), or the Maintain Customer Information screen (for customers who are also tenants).

Hint: The non-editable customer name field appears at the top of the screens. Use this to verify that you are entering information for the correct account belonging to the correct tenant/customer.

5. Enter a **description** for the refund, and specify the **date** and **amount** of the refund.

Note: The amount you enter should be the total remaining balance.

6. Click START to continue.
7. Review and confirm the refund information and click FINISH to create the refund.
 - The check request has been created, sent to Accounts Payable, and should result in a zero dollar ending balance in both accounts receivable and security deposit accounts.
 - If you do not intend on refunding the amount requested, you can go into Accounts Payable and delete the invoice; the zero balances will still be reflected on the accounts.

Voiding Refund Requests

If a refund request is attached to an invoice in Accounts Payable, you must manually void that invoice in Accounts Payable AFTER voiding the refund request in Tenant Accounts Receivable.

1. From the **Main Menu screen**, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers screen** appears with all current leases or active customers displayed in a table.
2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record you want to work with and double-click, or click . The **Tenant Management screen** or **Maintain Customer Information screen** opens with the **Tenant Information tab** or **Account Summary tab** selected.
4. Select the **Account Details tab**. On this tab you can view all the tenant's/customer's active and inactive accounts and current and future transactions.
5. Select the **customer account** to which the refund request you want to void is associated.
6. Click  on the toolbar, and select "Void Refund Request" from the menu that appears. The **Void Refund Request Wizard** is initiated. All the tenant's/customer's refund requests associated to the selected account display in a table.

Hint: You can also access the Void Refund Request Wizard from the Account Summary tabs on either the Tenant Management screen (for tenants), or the Maintain Customer Information screen (for customers who are also tenants).

Hint: The non-editable customer name field appears at the top of the screens. Use this to verify that you are entering information for the correct account belonging to the correct tenant/customer.

7. Select and highlight the **refund request** you want to void.
8. Click START to continue.
9. Specify the **date** that you want the refund request to be voided and enter a **description** for the void, if necessary (a default description is already provided for you).
10. Check the checkbox to **print a void ticket** after completing the wizard.

Hint: The void ticket that prints by default for the selected account type is maintained in the Setup area of the program. See "Setting Up Account Types" on page 26

11. Click NEXT.
12. Review and confirm the void information and click FINISH to save and apply the void. The **Account Details tab** appears again with the voided refund request displayed in the table.

Note: If a refund request is attached to an invoice in Accounts Payable, you must manually void that invoice in Accounts Payable AFTER voiding the refund request in Tenant Accounts Receivable.

NSFs

NSFs are insufficient fund fees that can be added to a tenant/costumer account. When recording an NSF, you are able to add the amount charged to tenant by PHA (the fee applied to the tenant's account by the PHA when a check the tenant has given as payment is returned by the bank as NSF), and the amount charged by the bank to the PHA (the fee that the PHA is charged by the bank when a tenant check is returned NSF).

[Recording NSF's](#)

[Reversing Recorded NSF's](#)

Note: Click [here](#) to find out how NSF's affect General Ledger. See "Record an NSF Check" on page 167

Recording NSF's

You can add an insufficient fund fee (NSF) to a tenant/costumer account in two ways: either as a non-recurring charge, or as a recorded NSF. See "Adding Charges" on page 103

[Adding an NSF as a charge](#) only adds the charge amount to the tenant/customer account. However, recording an NSF adds the NSF fee your HA charges to the tenant/customer account, adds the full balance of the payment that was returned for insufficient funds, *and* adds the NSF fee the bank charges your HA.

Note: You maintain your agency's NSF fee amount, the bank NSF fee amount and other NSF information in the Setup area of the program. See "Setting Up Agency and NSF Settings" on page 34

Note: Click [here](#) to find out how NSF's affect General Ledger. See "Record an NSF Check" on page 167

1. From the **Main Menu screen**, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers screen** appears with all current leases or active customers displayed in a table.
2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record you want to work with and double-click, or click . The **Tenant Management screen** or **Maintain Customer Information screen** opens with the **Tenant Information tab** or **Account Summary tab** selected.
4. Select the **Payment History tab**. Displayed in a table are all the tenant's/customer's payments.
5. Select and highlight the payment that was returned for insufficient funds and for which you want to record as an NSF and then click  on the toolbar.
6. Select "Record NSF Check" from the menu that appears. The **Record NSF Wizard** is initiated.

Hint: The non-editable customer name field appears at the top of the screens. Use this to verify that you are entering information for the correct account belonging to the correct tenant/customer.

7. Verify the **payment date** and the **amount** and then click START.
8. Select the **bank account** to which you are adding the NSF, specify the **NSF transaction date** (when the NSF takes effect), and then enter the **amount charged to the tenant by your PHA**. This is the fee applied to the tenant's account by the PHA when a check the tenant has given as payment is returned by the bank as NSF.
9. Select the **account to which you are charging the NSF** and enter the **amount charged by the bank to your PHA**, if any. This is the fee that the PHA is charged by the bank when a tenant check is returned NSF. Since this amount was charged to your HA, it is posted directly to General Ledger and *not* the tenant/customer account.
10. Specify the **bank fee date** and click NEXT to continue.
11. Review and confirm the NSF information you have set up and click FINISH to record the NSF charge to the tenant/customer account. The **Payment History tab** appears again with the recorded NSF amount displayed in the table.

Reversing Recorded NSFs

1. From the **Main Menu screen**, click TENANTS or RECEIVABLES. The **Browse Tenant Leases** or **Browse Customers screen** appears with all current leases or active customers displayed in a table.
2. Select how you want to order the tenant or customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first tenant/customer to match the criteria is highlighted in the table.
3. Highlight the tenant/customer record you want to work with and double-click, or click . The **Tenant Management screen** or **Maintain Customer Information screen** opens with the **Tenant Information tab** or **Account Summary tab** selected.
4. Select the **Payment History tab**. Displayed in a table are all the tenant's/customer's payments.
5. Select and highlight the recorded NSF payment you want to reverse and then click  on the toolbar.
6. Select "Reverse a Record NSF Check" from the menu that appears. The **Reverse NSF Wizard** is initiated.
7. Click START. The selected payment's details display.
8. Review and confirm the payment information and click OK.
9. Click NEXT to complete the process and reverse the recorded NSF. The **Payment History tab** appears again and the payment's previously recorded NSF amount now cleared to \$0.00.

Periodic Processing Overview

There are many actions that most agencies perform on a regular basis in the Tenant Accounts Receivable program. You will typically accept and process payments on a daily basis. You will also deposit payments and generate late fees on a regular basis, usually daily. Each month you will generate monthly transactions for the upcoming month and print customer statements and/or bills. You will also close receivables months after you finalize their transactions. Tenant Accounts Receivable contains a set of processing wizards to help you perform many of these actions.

Daily Processes

In order to accept and process payments, you will maintain your cash drawers each day. You also deposit payments and generate late fees on a regular basis, usually daily.

You can perform these tasks in the Periodic Processing area of the program, on the Daily tab.

[Opening Cash Drawers](#)

[Balancing Cash Drawers](#)

[Making Deposits](#)

[Processing EPFs](#)

[Generating Late Fees](#)

[Posting to GL](#)

Monthly Processes

You can perform the following monthly tasks in the Periodic Processing area of the program, on the Monthly tab.

You must generate monthly transactions for a given month before you print statements and/or bills for that month.

[Generating Monthly Transactions](#)

[Generating and Exporting Statements](#)

[Generating Bills](#)

[Generating Late Notices](#)

[Generating URP Refunds](#)

[Applying Interest to Accounts](#)

[Generating Direct Debit Transactions](#)

[Processing Direct Debits \(ACH\)](#)

[Closing a Receivables Month](#)

Daily Processes

In order to accept and process payments, you will maintain your cash drawers each day. You also deposit payments and generate late fees on a regular basis, usually daily.

You can perform these tasks in the Periodic Processing area of the program, on the Daily tab.

[Opening Cash Drawers](#)

[Balancing Cash Drawers](#)

[Making Deposits](#)

[Processing EPFs](#)

[Generating Late Fees](#)

[Posting to GL](#)

Opening Cash Drawers

At the beginning of each day you must open each cash drawer that will accept payments, and at the end of the day, you must then [balance](#) and [deposit](#) the cash drawer amounts in order to close each of the drawers.

1. From the **Main Menu screen**, click PERIODIC. The **Periodic Processing screen** appears with the **Daily tab** selected.

Note: You can also access the Open Cash Drawer Wizard when taking your first payment of the work day. If your office hasn't opened a cash drawer yet and you choose the Take Payment option, the Open Cash Drawer Wizard is automatically initiated. (The Take Payment Wizard can be accessed from the Browse Tenants or Browse Customers screen, or the Account Details or Account Summary tabs of the Tenant Management or Maintain Customer Information screens).

2. Click OPEN CASH DRAWER and the **Open Cash Drawer Wizard** is initiated.
3. Click START and select a **cash drawer** to open from the drop-down list.
 - This field offers your agency-defined list of [cash drawers](#), which you maintain in the Setup area of the program. See "Setting Up Cash Drawers" on page 22
4. If necessary, enter the **starting cash** (dollar amount that is in the drawer). This field is used by PHAs who allow tenants to pay cash and use a physical cash drawer.
5. Click OK and then click NEXT to continue.
6. Check the checkbox(es) of the **employees** who should have access to the cash drawer.
 - This is your agency-defined list of receivables [employees](#), which you maintain in the Setup area of the program. See "Employees" on page 68
7. Check the checkbox(es) of the employees who should be allowed to balance/close the cash drawer.

8. Click OK and then click NEXT. You have successfully opened a cash drawer! At the end of the day, you must then [balance](#) and [deposit](#) the cash drawer amounts in order to close each cash drawer. See "Balancing Cash Drawers" on page 136; See "Making Deposits" on page 137

Balancing Cash Drawers

At the beginning of each day you must [open each cash drawer](#) that accepts payments, and at the end of the day, you must then balance and [deposit](#) the cash drawer amounts in order to close each of the drawers.

This process allows you to open and use the cash drawer again the next morning.

Note: Click [here](#) to find out how reconciling a cash drawer and making a deposit affects General Ledger. See "Reconcile the Cash Drawer & Deposit the Money" on page 167

1. From the **Main Menu** screen, click PERIODIC. The **Periodic Processing** screen appears with the **Daily** tab selected.
2. Click BALANCE CASH DRAWER and the **Balance Cash Drawer Wizard** is initiated.
3. **Select a cash drawer** to balance from the drop-down list. The **starting cash** (total amount of cash in this drawer the last time it was opened), and the **payments received** amount display automatically for the selected cash drawer.
4. If necessary:
 - Enter the **amount of petty cash paid out** from the cash drawer for the day. *This field is used by PHAs who allow tenants to pay cash and use a physical cash drawer.*
 - Enter the **amount of petty cash paid into** the cash drawer for the day. *This field is used by PHAs who allow tenants to pay cash and use a physical cash drawer.*
 - Enter the **amount of cash left in the drawer at the time of this balancing**. *Only fill out this field if there was starting cash in the drawer and you want to leave this amount in the cash drawer and do NOT want to deposit this amount.*
5. Enter the **amount to deposit** at this time.

Note: If the drawer had starting cash when it was first opened, and you now want to deposit that amount, remember to add this amount to the deposit total.

6. Review the **drawer (over)/short cash** amount. Depending on your agency's [policy](#), if this amount does NOT equal zero, you are not able to complete balancing the cash drawer. See "Allow Balance of Cash Drawer if Drawer is Out of Balance" on page 41
7. Check the first checkbox if you wish to review/print a Cash Drawer Balance report after clicking START, and/or check the second checkbox to review/print the Cash Drawer Balance report after completing the wizard.
8. Click START to continue. Review and confirm the information you set up and click FINISH to officially balance the cash drawer. In order to take additional payments into each cash drawer, you must now [make a deposits](#) from them. See "Making Deposits" on page 137

Making Deposits

At the beginning of each day you must [open each cash drawer](#) that accepts payments, and at the end of the day, you must then [balance](#) and deposit the cash drawer amounts in order to close each of the drawers. See "Opening Cash Drawers" on page 135; See "Balancing Cash Drawers" on page 136

In order to take additional payments into each cash drawer, you must make deposits from them.

Note: Click [here](#) to find out how reconciling a cash drawer and making a deposit affects General Ledger. See "Reconcile the Cash Drawer & Deposit the Money" on page 167

1. Click MAKE DEPOSITS on the **Daily tab** of the **Periodic Processing screen**. The **Make Deposit Wizard** is initiated.
2. Click START to begin and specify the **processing date** of the deposit (this defaults to today's date).
3. Check the checkbox(es) of the **offices** for which you are making a deposit. This is the list of offices for which the cash drawer is set up to service.
4. Click OK and then click NEXT to continue. The **Select Cash Drawer Session screen** appears with all open cash drawer sessions, for the office(s) you previously selected, displayed in a table.
5. Check the checkbox(es) of the open cash drawer sessions you wish to include in the deposit.
6. If necessary, edit the **actual amount to deposit**. By default, the entire collected amount is included, and you can choose to include less, if necessary. Enter zero for any session you do not wish to include at all. Depending on your agency's [policy](#), if this amount is out of balance, you are not able to complete the deposit of the cash drawer. See "Allow Deposit of Cash Drawer if Deposit is Out of Balance" on page 41
7. Click OK and then click NEXT to continue.
8. Select the **bank account** into which you want to make the deposit.
 - This field offers your agency-defined list of receivables [bank accounts](#), which you maintain in the Setup area of the program. See "Setting Up Bank Accounts" on page 17
9. Click OK and then click NEXT to continue.
10. Check the checkboxes of the **deposit reports** you want to print and click OK. If you selected at least one report, it opens in a report preview screen. If you selected more than one report, each report opens sequentially in its own report preview screen.
11. View, print, and/or save the reports, as needed.
12. Click CLOSE to exit the report preview screens. When you close the preview screen for the last report (or if you selected no reports), a green checkmark appears next to the Print Reports step, verifying that you have completed it.

13. Click NEXT to post payments, make the deposit, and close the cash drawer session(s). You have successfully made a deposit! You can now take additional payments into the cash drawer(s).

Processing EPFs

After [setting up](#) EPF profiles, you can then quickly process an EPF using the setup information described in the profile.

Processing EPFs is, in most cases, a daily process and can be accomplished in the Periodic Processing area of the Tenant Accounts Receivables program.

1. On the **Main Menu screen**, click PERIODIC. The **Periodic Processing screen** opens.
2. Select the Daily tab and click PROCESS ELECTRONIC PAYMENT FILE. The Process Electronic Payment File Wizard is initiated.

Note: Even though the Process EPF option is available on the Daily tab, there are several options of processing EPFs depending on the bank: daily, monthly, and annually.

3. Click START, select the **electronic payment file profile** you want to work with from the drop-down list and click OK. This is your agency-defined list of EPF profiles, which you maintain in Setup. See "Setting Up EPFs" on page 61
4. Click NEXT to continue to the next step of the wizard. A window appears where you can browse for the file in your computer's files.
5. Select the EPF you want to import and click OPEN; the file is validated.
6. Click NEXT to continue. The **Electronic Payment File Exception Listing** appears. If there are errors/exceptions in the file, they display here. If there are no exceptions, click CLOSE to exit the screen.

Note: The file will not process if exceptions are found. Please call your bank if there are exceptions and give them the file location of the error.

7. Click NEXT. The **Electronic Payment File Pre-Posting Listing** opens.
8. Review and confirm the electronic payment file details and click NEXT to process the payments.
9. Click NEXT again to display all the payments and, if necessary, SAVE or PRINT the Posting report for your records. You can now post the processed payments to General Ledger.

Generating Late Fees

After [setting up late fee profiles](#), you are able to quickly process late fees using the information described in the profile. See "Setting Up Interest Profiles" on page 31

On a regular basis, usually daily, you will have to generate late fees for overdue payments.

1. On the **Main Menu screen**, click PERIODIC. The **Periodic Processing screen** opens.
2. Select the **Daily tab** and click GENERATE LATE FEES. The **Generate Late Fees Wizard** is initiated.

Note: This wizard generates late fees for each date before the processing date for which you have not already generated late fees. In other words, if you skipped days between generating late fees, the wizard will go back and generate the late fees (this depends on your late fee Setup options) for any days you skipped, except any skipped dates for which you have already closed the receivables month.

3. Click START, specify the **processing date** (all past due balances as of this date will be generated), and check the checkboxes of the **developments** for which you want to generate late fees. By default, all developments are checked.
 - This is your agency-defined list of [developments](#), which you maintain in the Setup area of the program. See "Setting Up Developments" on page 19

Hint: Click Mark All to check all checkboxes; click Unmark All to uncheck all checkboxes.

4. Click OK and then click NEXT to prepare the late fees for the selected development(s). A green checkmark appears next to the Prepare Late Fees step when it is completed.
5. Click NEXT to continue. The **Late Fees Listing** appears with all late fees to be generated displayed.
6. Review and confirm the late fee information and click  to print the report, if necessary.
7. Click CLOSE to return to the wizard.
8. Click NEXT. You have successfully generated late fees!

Posting to GL

On a daily basis, you need to post to General Ledger the transactions created by the Tenant Accounts Receivable program as a result of maintaining your tenant accounts.

1. On the **Main Menu screen**, click PERIODIC. The **Periodic Processing screen** opens.
2. Select the **Daily tab** and click POST TO GL. The **Post to General Ledger Wizard** is initiated.
3. Click START, specify the **processing date** (all transactions as of this date will be posted), and check the checkboxes of the **developments** for which you want to post transactions. By default, all developments are checked.
 - This is your agency-defined list of [developments](#), which you maintain in the Setup area of the program. See "Setting Up Developments" on page 19
4. Click OK and then click NEXT to prepare the posting for the selected development(s). A green checkmark appears next to the Prepare Posting step when it is completed.
5. Click NEXT to continue. The **Ledger (Unposted) Pre-Posting Report** appears with all transactions to be posted displayed.
6. Review and confirm the posting information and click  to print the report, if necessary.
7. Click CLOSE to return to the wizard.
8. Click NEXT. You have successfully posted to General Ledger!

Monthly Processes

You can perform the following monthly tasks in the Periodic Processing area of the program, on the Monthly tab.

You must generate monthly transactions for a given month before you print statements and/or bills for that month.

[Generating Monthly Transactions](#)

[Generating and Exporting Statements](#)

[Generating Bills](#)

[Generating Late Notices](#)

[Generating URP Refunds](#)

[Applying Interest to Accounts](#)

[Generating Direct Debit Transactions](#)

[Processing Direct Debits \(ACH\)](#)

[Closing a Receivables Month](#)

Generating Monthly Transactions

Each month, you will generate monthly transactions for the upcoming month. You must do this before you can generate the statements and/or bills for that upcoming month. When you generate monthly transactions, you select a "processing date," which sets one date for all the individual transactions you create. The process creates one individual transaction for each recurring transaction record in effect for any customer as of this date. Depending on your agency's policy, you may choose to date the monthly transactions on the 1st day or the 5th day of the month. Other common choices are the 10th or 15th.

If there are a large number of open months in Tenant Accounts Receivable, and if certifications are re-opened in Occupancy and Rent Calculation, there is a high risk that numbers posted to General Ledger can change unexpectedly. Therefore, there is a limit on the number of months the system can be open. You have the choice of 1 - 6 open months (Tenmast recommends allowing 3 months to stay open) and you set your agency's [policy](#) in the Setup area of the program. See "Set Number of Months That Can Be Open at One Time" on page 45

Note: If there are more months open than what is set with the new policy, the system will not allow generating of monthly transactions until some months are closed.

1. On the **Main Menu screen**, click PERIODIC. The **Periodic Processing screen** opens.
2. Select the **Monthly tab** and click GENERATE MONTHLY TRANSACTIONS. The **Generate Monthly Transactions Wizard** is initiated.
3. Click START, specify the **processing date** (one individual transaction for each recurring transaction record in effect for any customer will be generated as of this date), and check the checkboxes of the **developments** for which to generate monthly transactions. By default, all developments are checked.

- This is your agency-defined list of [developments](#), which you maintain in the Setup area of the program. See "Setting Up Developments" on page 19

Hint: Click  Mark All to check all checkboxes; click  Unmark All to uncheck all checkboxes.

4. Click OK to save your choices and close the screen. A green checkmark appears next to the Select Processing Date and Development(s) step, verifying that you have completed it.
5. Click NEXT to prepare the transactions for reporting and processing. A green checkmark appears next to the Prepare Transactions step, verifying that you have completed it.
6. Click NEXT to preview and print register reports for the prior period. The **Select Registers for Generate Monthly Transactions screen** appears with all available registers displayed in a table.
7. If necessary, highlight and click  to print any registers for review and for your records.

Hint: Click  on the toolbar to access the **Browse Registers screen**. From this screen you can set up, edit or delete a [register](#). See "Setting Up Registers" on page 52

8. Click  to return the wizard and then click NEXT. The **Print Monthly Transactions Other Reports screen** opens.
9. Check the checkboxes of each report you wish to print and click OK to print the selected reports. If you selected at least one report, it opens in a report preview screen. If you selected more than one report, each report opens sequentially in its own report preview screen.
10. View, print, and/or save the reports, as needed.
11. Click CLOSE to exit the report preview screens. When you close the preview screen for the last report (or if you selected no reports), a green checkmark appears next to the Print Out Other Reports step, verifying that you have completed it.
12. Click NEXT to preview and print register reports for the current period. The **Select Registers for Generate Monthly Transactions screen** appears with all available registers displayed in a table.
13. If necessary, highlight and click  to print any registers for review and for your records.

Hint: Click  on the toolbar to access the **Browse Registers screen**. From this screen you can set up, edit or delete a [register](#). See "Setting Up Registers" on page 52

14. Click  to return the wizard. A message box appears, informing you that you have successfully completed the wizard.
15. Click OK through the message. You have successfully generated monthly transactions!

Generating and Exporting Statements

A statement contains all transaction activity for a customer for a given period of time (as opposed to a bill, which only contains the current amount due). When an agency generates statements is

based on your agency's specific policy; some agencies generate customer statements every month, while others do so less frequently.

Caution! Before you generate statements for a given month, make sure that you have [generated the monthly transactions](#) for that month first. See "Generating Monthly Transactions" on page 141

Note: Your statements for accounts other than accounts receivable may not balance correctly if the tenant also has receivables transaction(s) attached to their lease. To avoid this, you have the ability to exclude receivables transactions on your statements with a [policy](#) setting. When set to True, the receivables transactions will be listed and the security deposit account statement will show a correct balance. When set to False, the receivables transactions will not be listed and the receipt will also show a correct balance. See "Include the Receivables Transaction on Receipts/Statements" on page 39

1. On the **Main Menu** screen, click PERIODIC. The **Periodic Processing** screen opens.
2. Select the **Monthly** tab and click GENERATE STATEMENTS. The **Generate Statements Wizard** is initiated.
3. Specify the **statement date, due date, beginning balance as of date, and include transactions through date.**

Note: The statement date, due date, and beginning balance as of date must be the first day of the month of the transactions being billed, and the include transactions through date must be the last day of the month of the transactions being billed.

4. Select any **statement format** (while the export does not require a format, the system does require a value entered in that field) and a **statement order** from the drop-down lists.

Hint: If you choose the default "Account Description (Unit Number if tied in)" statement order and then choose multiple accounts on step 2 of the wizard, a statement for each type of account for each tenant will be generated. If you want one statement per tenant and are using multiple accounts, choose a different statement order.

5. If necessary, check any filter checkboxes to refine the statement data you want to generate: **active leases only, exclude zero balances?, exclude credit balances?, is this a summary statement** (one line per transaction type)?
6. Check the **export statements** checkbox and select the housing authority to which you want to export the statements from the **which HA?** drop-down list that appears.
7. Check the checkboxes of the **developments** for which you want to generate statement data. By default, all developments are checked.
 - o This is your agency-defined list of [developments](#), which you maintain in the Setup area of the program. See "Setting Up Developments" on page 19

Hint: Click Mark All to check all checkboxes; click Unmark All to uncheck all checkboxes.

8. Click START to continue.
9. Check the checkboxes of the **account types** you want to include in the statement (all transactions posted under that account type, such as rent, late fees, utilities, and work orders, will be included).

- This is your agency-defined list of [account types](#), which you maintain in the Setup area of the program. See "Setting Up Account Types" on page 26

10. Click NEXT to continue.

11. Review and confirm the statement information you just set up and click FINISH to generate and export the statements. You have successfully generated and exported statements!

Note: It takes several minutes for the Exporting message to appear. The Exporting message and the Generate Statements Wizard closes when the export process is complete. The system saves the export file as "RecStatementHousingAuthorityExport.txt" within the WinTen² folder on your Tenmast drive (this is usually T:\WinTen2).

Generating Bills

A bill shows a customer's current amount due (as opposed to a statement, which shows all transaction activity for a given period of time). Many agencies generate customer bills each month; others use statements instead. Please check your agency's policy.

Caution! Before you generate bills for a given month, verify that you have [generated the monthly transactions](#) for that month first. See "Generating Monthly Transactions" on page 141

1. On the **Main Menu screen**, click PERIODIC. The **Periodic Processing screen** opens.
2. Select the **Monthly tab** and click GENERATE BILLS. The **Generate Bills Wizard** is initiated.
3. Verify or enter the **bill date** (all bills as of this date will be generated) and select the appropriate **bill format** from the drop-down list.
4. If necessary, check the filter checkboxes to refine the bill data you want to generate: **exclude zero balances** or **exclude credit balances**.
5. Select the **statement order** and check the checkbox if this is a **summary bill**.
6. If you are generating a summary bill, specify the **beginning balance as of date** and the **include transactions through date**.

Note: The bill date and beginning balance as of date must be the first day of the month of the transactions being billed, and the include transactions through date must be the last day of the month of the transactions being billed.

7. Check the checkboxes of the **developments** for which you want to generate bills. By default, all developments are checked.
 - This is your agency-defined list of [developments](#), which you maintain in the Setup area of the program. See "Setting Up Developments" on page 19

Hint: Click Mark All to check all checkboxes; click Unmark All to uncheck all checkboxes.

8. Click START to continue.

9. Review and confirm the bill information and check the checkboxes of the customer **account types** for which to generate bills. By default, all account types are checked.
 - This is your agency-defined list of [account types](#), which you maintain in the Setup area of the program. See "Setting Up Account Types" on page 26
10. Click NEXT to continue.
11. Review and confirm all bill information you have set up. If everything is correct, click FINISH. You have successfully generated bills!

Generating Late Notices

A late notice is set up in accordance to your housing authority's policy. It can be run at any time during the month and you can generate a notice for any customer/tenant with a balance on accounts specified by the agency's policy (for example, it can display Total Due Now for all accounts, or it can display Total Due for just rent).

Hint: A late notice needs to be [run as a statement](#) if your agency does not charge late fees. See "Generating and Exporting Statements" on page 142

Caution! Before you generate late notices for a given month, verify that you have [generated the monthly transactions](#) for that month first. See "Generating Monthly Transactions" on page 141

1. On the **Main Menu screen**, click PERIODIC. The **Periodic Processing screen** opens.
2. Select the **Monthly tab** and click GENERATE LATE NOTICES. The **Generate Late Notices Wizard** is initiated.
3. Verify or enter the **late notice date** (all late notices as of this date will be generated) and select the appropriate **late notice format** from the drop-down list.
4. Specify the **beginning balance as of date** and the **include transactions through date**.

Note: The late notice date and beginning balance as of date must be the first day of the month of the transactions being billed, and the include transactions through date must be the last day of the month of the transactions being billed.

5. Check the checkboxes of the **developments** for which you want to generate late notices. By default, all developments are checked.
 - This is your agency-defined list of [developments](#), which you maintain in the Setup area of the program. See "Setting Up Developments" on page 19

Hint: Click Mark All to check all checkboxes; click Unmark All to uncheck all checkboxes.

6. Click START to continue.
7. Review and confirm the bill information and check the checkboxes of the customer **account types** for which to generate late notices. By default, all account types are checked.
 - This is your agency-defined list of [account types](#), which you maintain in the Setup

area of the program. See "Setting Up Account Types" on page 26

8. Click NEXT to continue.
9. Review and confirm all late notice information you have set up. If everything is correct, click FINISH. You have successfully generated late notices!

Generating URP Refunds

After [setting up refund profiles](#), you are able to quickly generate URP refunds using the information described in the profile. See "Setting Up Refund Profiles" on page 66

On a regular basis, usually monthly, you will have to generate URP refunds for some your tenants. During the process, a refund request transaction is added to a tenant's account and an invoice is sent to Accounts Payable for the subsequent check run. Refunds can either be generated for individual tenants (by default), or [generated for the utility company](#). See "Setting Up URPs to Utility Company Accounts" on page 172

Note: URPs can be generated for both Section 8 and Public Housing. Tenant Accounts Receivable handles the PH URPs while S8 URPs are generated in the Section 8 Tenant & Landlord program.

1. On the **Main Menu screen**, click PERIODIC. The **Periodic Processing screen** opens.
2. Select the **Monthly tab** and click GENERATE URP REFUNDS. The **Generate URP Refunds Wizard** is initiated.
3. Click START, specify the **processing date** (all refunds as of this date will be generated), and check the checkboxes of the **developments** you want to work with. By default, all developments are checked.
 - This is your agency-defined list of [developments](#), which you maintain in the Setup area of the program. See "Setting Up Developments" on page 19

Hint: Click Mark All to check all checkboxes; click Unmark All to uncheck all checkboxes.

4. Click OK and then click NEXT to prepare the refunds for the selected development(s). A green checkmark appears next to the Prepare Refunds step when it is completed.
5. Click NEXT to continue. Depending on your agency's [policy](#), the **Edit URP Refunds screen** appears and you can adjust any tenants' refund amounts. See "Allow User to Modify the URP Refund Check Before They Are Posted" on page 43 *If your agency has not elected to allow editing of refund amounts, please continue with step 9.*
 - The screen displays all tenants who are eligible for refunds in alphabetical order, along with the account into which their refunds will be deposited, the amount of their refund, and whether or not to prepare their refund during this processing.
6. Review and confirm the refund amounts. Click within the **refund amount** field for the tenant(s) you want to adjust and edit the amount, as necessary.

7. If you do not want to prepare a refund for a particular tenant, uncheck the appropriate **prepare refund?** checkbox.
8. Click OK and then click NEXT to continue.
9. The **Refunds Listing** appears with all refund to be generated displayed.
10. Review and confirm the refund information and click  to print the report, if necessary.
11. Click CLOSE to return to the wizard

Note: At this point, no changes have been made to the tenants' accounts. If you need to make corrections, use the BACK button to return to the appropriate step or click  to exit out of the wizard completely.

12. Click NEXT. You have successfully generated PH URP refunds!

Applying Interest to Accounts

After setting up [interest profiles](#) and [interest for accounts](#), you can then apply interest to accounts. For example, interest on security deposit accounts. See "Setting Up Interest Profiles" on page 31; See "Setting Up Interest for Account(s)" on page 33

Applying interest to account(s) is, in most cases, a monthly process and can be accomplished in the Periodic Processing area of the Tenant Accounts Receivables (TAR) program.

1. On the **Main Menu screen**, click PERIODIC. The **Periodic Processing screen** opens.
2. Select the **Monthly tab** and click APPLY INTEREST. The **Generate Interest Transactions Wizard** is initiated.

Note: Even though the Apply Interest option is available on the Monthly tab, there are several options of applying interest depending on the account: daily, monthly, and annually.

3. Click START, select the [interest profile](#) that includes the account you want to work with from the drop-down list, and click OK. This is your agency-defined list of interest profiles, which you maintain in Setup. See "Setting Up Interest Profiles" on page 31
4. Click NEXT to continue to the next step of the wizard.
5. Specify the **processing date**. This is the end date for manually calculating interest. The program will begin calculating interest from this date forward.
6. Select the **developments** included in the interest profile that you want to work with by checking the checkbox(es). By default, all developments are checked.

Hint: Click Mark All to check all checkboxes; click Unmark All to uncheck all checkboxes.

7. Click OK and then click NEXT to continue on with the wizard.
8. Select the **account types** included in the interest profile that you to work with by checking the checkbox(es).
9. Click OK and then click NEXT to continue.

10. Specify the **date of the transaction** (the date interest is posted to a tenant's account and the date the GL entry is made) and, if using distributed actual interest calculation, enter the **amount to distribute**.
11. If this is the first time you are applying interest to these account(s), you will need to enter the **date to start calculating interest**.

Caution! *If all developments are not selected the first time you apply interest (on step 2 of the wizard), there is not another opportunity to specify the date to start calculating interest, and interest will be calculated from the date a payment/deposit was received. Please contact Tenmast if you have a specific case where not all developments would be selected the first time.*

12. Click OK and then click NEXT to prepare the transactions. Click NEXT again to display all the prepared interest transactions.
13. Check the checkbox(es) of the **accounts** to which you want to apply the interest and edit the **interest amount**, if necessary.
14. Click OK and then click NEXT to continue to the next step of the wizard. The **Interest Transaction Listing** appears.
15. Review and confirm the interest transactions you have set up and SAVE or PRINT the report for your records.
16. Click CLOSE to exit the report and return to the wizard.
17. Click NEXT to finish the wizard and apply the interest transactions. The interest is now applied to the account(s) in the specified development(s).

Generating Direct Debit Transactions

If you have added single recurring payments for each customer (usually because your agency requires a recurring payment and the direct debit transactions are a variable amount) you must first gather all the customer's direct debit payments/transactions in order to create and [process the direct debit file](#). See "Processing Direct Debits (ACH)" on page 149

Generating direct debit transactions is, in most cases, a monthly process and can be accomplished in the Periodic Processing area of the Tenant Accounts Receivables program.

1. On the **Main Menu screen**, click PERIODIC. The **Periodic Processing screen** opens.
2. Select the **Monthly tab** and click GENERATE DIRECT DEBIT TRANSACTIONS. The **Generate Direct Debit Transactions Wizard** is initiated.
3. Enter the **date of transaction to be used on payment**, the **balance on account of what date** (usually the first of the month), and the **payment description** (such as "December Direct Debit").

Note: *The Type of Payment field automatically displays the description of the direct debit payment type your agency defined in the [Setup](#) area of the program. See "Setting Up Payment Types" on page 18*

4. Click OK and then click NEXT to continue on with the wizard.

5. Select the **developments** that you want to work with by checking the checkbox(es). By default, all developments are checked. Only those customers whose bank information is marked as "Direct Debit" will be included in the gathered file.
 - This is your agency-defined list of [developments](#), which you maintain in the Setup area of the program. See "Setting Up Developments" on page 19

Hint: Click Mark All to check all checkboxes; click Unmark All to uncheck all checkboxes.

6. Click OK and then click NEXT to continue.
7. Select the **account types** that you to work with by checking the checkbox(es). In most instances, you will check "Tenant Accounts Receivable."
 - This is your agency-defined list of [account types](#), which you maintain in the Setup area of the program. See "Setting Up Account Types" on page 26
8. Click OK and then click NEXT; the transactions are prepared and gathered.
9. Click NEXT again. The **Generate Direct Debit (ACH) Payment Listing** appears.
10. Review and confirm the direct debit payment details you have set up and SAVE or PRINT the report for your records. Click CLOSE to exit the report and return to the wizard.
11. Click NEXT to generate the direct debit transactions and post them to the customers' accounts.

Processing Direct Debits (ACH)

After [setting up direct debit processing](#) information, you can then quickly [generate direct debit \(ACH\) transactions](#) and then process a direct debit file. Processing a direct debit file is, in most cases, a monthly process and can be accomplished in the Periodic Processing area of the Tenant Accounts Receivables program.

There are two types of amounts for which you can process a direct debit (ACH): flat amounts (i.e. rent payments), and variable amounts/balances (i.e. amounts due now, ending balances).

Processing Flat Amount Direct Debits

When processing flat amount direct debits, you do not need to gather transactions first, you can directly process the direct debit file.

1. On the **Main Menu screen**, click PERIODIC. The **Periodic Processing screen** opens.
2. Select the **Monthly tab** and click GENERATE DIRECT DEBIT (ACH). The **Generate Direct Debit (ACH) Wizard** is initiated.

Hint: Even though the generate direct debit (ACH) option is available on the Monthly tab, there are several options for generating direct debits depending on the account: daily, monthly, and annually.

3. Click START, select the **bank account** you want to work with from the drop-down list and click OK. Only the bank accounts that have been set up for direct debit are accessible from the drop-down list.

Hint: You can enable direct deposit for a bank account in the Setup area of the program. See "Setting Up Bank Accounts" on page 17

4. Specify the **processing date**. This is the date the direct debit withdrawals will be deposited in the specified bank account (usually the first of the month).
5. Select the **developments** that you want to work with by checking the checkbox(es). By default, all developments are checked.

Hint: Click Mark All to check all checkboxes; click Unmark All to uncheck all checkboxes.

6. Click OK and then click NEXT to continue on with the wizard.
7. Select the **account types** (usually "Tenant Accounts Receivable") that you to work with by checking the checkbox(es).
 - o This is your agency-defined list of [account types](#), which you maintain in the Setup area of the program. See "Setting Up Account Types" on page 26
8. Click OK and then click NEXT to continue.
9. Click NEXT to continue. The direct debit file is prepared.
10. Click NEXT to continue. The **Generate Direct Debit (ACH) Prepare Listing** appears.
11. Review and confirm the direct debit details you have set up and SAVE or PRINT the report for your records. Click CLOSE to exit the report and return to the wizard. *(Please note, there are page breaks inserted after every development.)*
12. Click NEXT to generate the direct debit file.
13. Click NEXT again to post all the generated direct debit transactions. Depending on your policy settings, the transactions will automatically post to General Ledger. See "Post Receivables Transactions to General Ledger" on page 42

Processing Variable Amount Direct Debits

When processing variable amount direct debits, you must first create and gather direct debit transactions and then process the direct debit file. If you have added single recurring payments for each customer (usually because your agency requires a recurring payment and the direct debit transactions are a variable amount) you must first gather all the customer's payments in order to create the file to process.

1. [Generate direct debit transactions](#). See "Generating Direct Debit Transactions" on page 148
2. [Process direct debit file](#). See "Processing Flat Amount Direct Debits" on page 149

Closing a Receivables Month

Tenant Accounts Receivable closes receivables months per development. Closing a receivables month for a development prevents the further entering or editing of any transactions for that month for that development in the Tenant Accounts Receivable program.

Note: Closing receivables months does not close fiscal periods in the General Ledger program. You must use the General Ledger program to close fiscal periods.

Caution! It is very important that you do not close a receivables month until you are certain you have entered all transactions for that month. Closing policies vary among agencies. We recommend you close each receivables month between the first day and the tenth day of the following month. Under normal circumstances, you should never close a receivables month before the end of its last business day.

1. On the **Main Menu screen**, click PERIODIC. The **Periodic Processing screen** opens.
2. Select the **Monthly tab** and click CLOSE MONTH PROCESS. The **Close Month Process Wizard** is initiated.
3. Click START and verify or enter the **month** and **year** of the month you wish to close. *The wizard will close this month and any prior months you have not already closed.*
4. Click OK to save your choices. A green checkmark appears next to the Select Closing Month step, verifying that you have completed it.
5. Click NEXT to continue and check the checkboxes of the **developments** you want to work with. By default, all developments are checked.
 - This is your agency-defined list of [developments](#), which you maintain in the Setup area of the program. See "Setting Up Developments" on page 19

Hint: Click  Mark All to check all checkboxes; click  Unmark All to uncheck all checkboxes.

6. Click OK and then click NEXT. The **Select Registers for Close Month screen** appears with all available registers displayed in a table.
7. If necessary, highlight and click  to print any registers for review and for your records.

Hint: Click  on the toolbar to access the **Browse Registers screen**. From this screen you can set up, edit or delete a [register](#). See "Setting Up Registers" on page 52

8. Click  to return the wizard and then click NEXT to prepare the transactions that will post to the General Ledger as a result of closing this month. A green checkmark appears next to the Prepare Posting step when it is completed.

Note: If there are errors found during preparation of the transactions, error reports appear with descriptions of the errors and instructions on how to remedy them.

9. Click NEXT to continue. The **Pre-Posting report** appears with all transactions to be posted displayed.
10. Review and confirm the posting information and click  to print the report, if necessary.

Note: If the Pre-Posting report is out of balance, a warning message appears and you will not be able to continue the closing process.

11. Click CLOSE to return to the wizard.
12. Click NEXT. The **Select Other Close Month Reports screen** opens.

13. Check the checkboxes of each report you wish to print and click OK to print the selected reports. If you selected at least one report, it opens in a report preview screen. If you selected more than one report, each report opens sequentially in its own report preview screen.
14. View, print, and/or save the reports, as needed.
15. Click CLOSE to exit the report preview screens. When you close the preview screen for the last report (or if you selected no reports), a green checkmark appears next to the Print Out Other Reports step, verifying that you have completed it.
16. Click NEXT. A message box appears, informing you that you have successfully completed the wizard.
17. Click OK through the message. You have successfully closed a receivables month!

Form Letters Overview

The WinTen² Applicant List, Occupancy and Rent Calculation, and Tenant Accounts Receivable programs are all capable of processing and printing form letters.

You are able to generate a batch of form letters for any group of tenants or customers who are managed in the Tenant Accounts Receivable program in the Form Letters area of the program.

[Generating a Form Letter Batch](#)

Note: For information on how to generate an individual form letter for a specific tenant, please see the [Generating Individual Form Letters](#) topic. For information on how to set up a form letter template, please see the [Setting Up Form Letter Templates](#) topic.

Generating a Form Letter Batch

You are able to generate a batch of form letters for any group of tenants or customers who are managed in the Tenant Accounts Receivable program.

Note: For instructions on how to generate a single form letter for a specific tenant, please review the [Generating Individual Form Letters](#) topic .

1. From the **Main Menu** screen, click FORM LETTERS. The **Process Form Letters** screen appears with all form letters created by the logged in user displayed in a table.

Hint: To view all form letters created by all users, select the Show All Form Letters button located at the top, right-hand side of the screen. The user who created the form letter will display in the table.

2. Click  on the toolbar. The **Generate Form Letter Wizard** is initiated.
3. Select the **template group** that contains the form letter template you want to use for this letter, then click START.
4. Check the checkbox(es) of the [form letter template](#) you want to use for this letter, then click NEXT to continue. (Since you are generating an individual form letter, the wizard skips Steps 3 through 5.) See "Form Letter Templates" on page 70

Note: A template is a data record that contains all of the setup information for one form letter. It is the electronic equivalent of a blank master copy of a form that you photocopy and fill in for each individual recipient. For more information on creating a new form letter template, please see the [Setting Up Form Letter Templates](#) topic.

5. Select a **field name** to work with. This selects a single data field from the template's data source and is the field on which the batch is filtered.

Hint: This wizard step has two view modes: standard and advanced. If it is in standard mode, the Advanced button allows you to switch to advanced mode, and vice versa. In standard mode, you can only set up one filtering criterion. In advanced mode, you can set as many criteria as you need. You can set up to three sort criteria regardless of the mode the tab is in.

6. Choose an **operator**. This is a mathematical expression used for filtering, like "equal to" (=) or "greater than" (>), that performs a comparison between two things. This allows you to

specify how you are checking individual database records against the filtering criterion. For example, if you want all records whose filtering data field is greater than a specific value, set the operator to ">" (greater than).

7. Enter a **value**; this is the data field for the value against which you are filtering.

Hint: The "between" operator allows you to set a pair of values between which the filtered field's value must fall. Use a comma to separate these two values. For example, if you want all records with move-in dates between the first and last day of July, enter "7/1/2002, 7/31/2002" as the **value**.

8. Click NEXT to continue.
9. If necessary, select up to three fields to be associated with the data source of your form letter template, and then click NEXT. (If you select multiple sort criteria, they take effect in order.)
10. Choose whether you want to print the letter now, or save it for later printing.
11. Select the signature line for the letter from the **signature description** drop-down list, enter a short **description** for the letter, and then click NEXT.
12. Review the settings you have chosen for the letter. If you need to change anything, click BACK to return to the appropriate step. If everything is correct, click FINISH.
13. If you chose to print the letter now (on Step 6 of the wizard), the program immediately initiates the **Print Form Letter Wizard**. If you chose to print the letter later, the program returns to the **Tenant Management screen**.
14. Step 1 of the **Print Form Letter Wizard** opens with the form letters generated in the batch displayed in a table. Click NEXT to continue.
15. Review and confirm the form letters you are about to print. A "Yes" appears in the Print? column of each form letter to be printed. If you do not want a particular form letter to print, double-click on the Yes for that form letter. A "No" will then appear indicating the form letter will NOT print.
16. Click FINISH. A Print window appears where you can set the appropriate print settings for your particular printer. You have successfully generated a batch of form letters!

Hint: If you need to cancel the form letter generation, use the CTRL + ALT + C keyboard shortcut.

Reports Overview

Tenant Accounts Receivable includes many built-in reports with powerful filters to help track and manage your data. If your agency uses the Custom Report Writer program, you can create custom reports and define who has rights to run them.

You can manage your reports by choosing from many report options and by previewing or printing reports. You can also save reports as various file types.

Access Reports

1. Click REPORT on the **Main Menu screen**; the **Receivable Reports screen** appears with the **Leases tab** selected.
2. Select the tab and then the radio button of the report you want to work with. Filter options for the report display on the right side of the screen and toolbar icons become available. Following are the summaries of the reports found on the tabs of the Receivable Reports screen:

- [Lease Report Summaries](#)
- [Unit Report Summaries](#)
- [Payment & Deposit Report Summaries](#)
- [Receivable Report Summaries](#)
- [Register and Custom Report Summaries](#)

Preview or Print Reports

3. Once you have filtered and sorted the report to your needs, you can click  on the toolbar to preview the report in a separate window. Or, click  to print a hard copy of the report.

Note: On the Print Preview screen, you can click  to save the report to your files, click  to load the report, and use the Zoom icons  to zoom in or out to your preference. If the report has multiple pages, use the arrows  to navigate through the pages.

Lease Report Summaries

These reports are found on the Leases tab of the Receivables Reports screen.

Leases is a listing of all Leases. You have the ability to select active, expired, or all leases, for one or multiple developments. You can select leases that started within a specified date range, and also change the order so it prints by tenant last name, address, effective date of the lease, termination date of the lease (for expired leases), or unit number.

Vacancy Notice List is a listing of all families that have given notice that they are vacating their unit. You have the ability to select for one or multiple developments, and select notices given within a specified date range. You can also change the order so it prints by tenant last name, address, or unit number.

Pending Lease Changes is a listing of all future or pending lease changes. A lease change is where a recertification was completed and the lease amounts will change. You have the ability to select for one or multiple developments, and select notices given within a specified date range. You can also change the order so it prints by tenant last name, address, or unit number.

Lease Termination List is a listing of all leases that will terminate or have terminated within a specified date range. You have the ability to select for one or multiple developments, leases that started within a specified date range, and leases with a certain termination reason. You can also change the order so it prints by tenant last name, address, effective date, termination date, or unit number.

ORC Changes Report is a listing of all recertification records from the Occupancy & Rent Calculation program data. This listing should match the Pending Lease Changes report if the same date is used. You have the ability to select for one or multiple developments, and select changes that are effective within a specified date range. You can change the order so it prints by tenant last name, effective date of the change, tenant SSN, or unit number.

Unit Report Summaries

These reports are found on the Units tab of the Receivables Reports screen.

Master Unit Listing is a listing of all units in the program. You have the ability to select for one or multiple developments, and select for a specified bedroom size or all bedrooms. This report can be ordered by unit number, apartment number, street number, bedrooms, or street name.

Vacant Unit is a listing of all units in the program that are vacant as of a specified date. You may exclude units from this report if they are flagged with specific reasons for being vacant, such as "property left in the unit," "damaged with insurance claim pending," etc. You have the ability to select for one or multiple developments, and select for a specified bedroom size or all bedrooms. This report can be ordered by unit number, apartment number, street number, bedrooms, or street name.

Vacant Unit Status with Offers is a listing of all vacant units in the program that have a pending unit offer as of a specified date. You have the ability to select for one or multiple developments. You can also select for a specified bedroom size or all bedrooms. This report can be ordered by unit number, apartment number, street number, bedrooms, or street name.

Occupied Units is a listing of all units that are "occupied" as of a specified date. You have the ability to select for one or multiple developments, and select for a specified bedroom size or all bedrooms. This report can be ordered by unit number, apartment number, street number, bedrooms, or street name.

Unit Actions Log is a listing of unit actions, which are the transactions listed on a unit from move out to move in used in vacancy unit turnaround tracking. These may be "property left in the unit," "damaged with insurance claim pending," etc. You have the ability to select for one or

multiple developments, and select for a specified bedroom size or all bedrooms. This report can be ordered by unit number, apartment number, street number, bedrooms, or street name. You may also run this report for a selected unit action or all actions.

Unit Summary is a listing of all units in the program. You have the ability to select for one or multiple developments, and select for a specified bedroom size or all bedrooms. This report can be ordered by unit number, apartment number, street number, bedrooms, or street name. This report is the same as the Master Unit Listing except it reports the occupancy status as of a specified date.

Move In Report is a listing of all families that moved in during a specified date range. You have the ability to select for one or multiple developments, and select for a specified bedroom size or all bedrooms. This report can be ordered by unit number, apartment number, street number, bedrooms, or street name.

Move Out Report is a listing of all families that moved out during a specified date range. You have the ability to select for one or multiple developments, and select for a specified bedroom size or all bedrooms. This report can be ordered by unit number, apartment number, street number, bedrooms, or street name.

Reports Used to Generate PHAS

This area includes reports that use the lease issue date or move in date to select which unit transactions are included in the report. All records are included in the report where the move in or lease issue date is within the selected date range.

- **Unit Reportable Elapsed Days (PHAS)** is a listing of all unit turnaround records. These are the transactions for each unit from lease expiration to new lease issued tracking Down Time, Make Ready Time, and Lease Up Time with any reported exclusionary actions. You have the ability to select for one or multiple developments and to specify a date range for this listing.
- **Cumulative Unit Reportable Elapsed Days (PHAS)** is a cumulative summarization of the Unit Reportable Elapsed Days report above. Instead of showing each unit action, it summarizes the time period specified showing just the totals for each month in the report date range and a grand total.

For Management Only

This area includes reports that use the actual transaction date to select which are included in the report. A move in is not required to include a vacant unit on these reports.

- **Unit Vacancy** is a listing of all units that are/were vacant during the specified date range. You have the ability to select for one or multiple developments and to specify a date range for this listing.
- **Cumulative Unit Vacancy** is a cumulative summarization of the Unit Vacancy Vacant Days report above. Instead of showing each unit action, it summarizes the time period specified showing just the totals for each month in the report date range and a grand total.

Payment & Deposit Report Summaries

These reports are found on the Payments/Deposits tab of the Receivables Reports screen.

Payment Listing displays a list of all payments made during a specified date range. These are the payments made, *not* the deposits. This report can be ordered by customer or by date of the payment. It can be reported for one or all receivables offices, and for all payments or those taken into a specified cash drawer. You may select to include the payee address on the report, print in summary only for the selected grouping, and include the payment detail on the report.

Payment Listing by Payment Type lists all payments made during a specified date range, grouped and subtotaled by type of payment. This report can be ordered by customer or by date of the payment. It can be reported for one or all receivables offices, and for all payments or those taken into a specified cash drawer.

Payment Listing by Development lists all payments made during a specified date range, grouped and subtotaled by the development where the tenant lived. You can select one or a combination of multiple developments for this report. This report can be ordered by customer or by date of the payment. It can be reported for one or all receivables offices, and for all payments or those taken into a specified cash drawer. You may select to include the payee address on the report, print in summary only for the selected grouping, and include the payment detail on the report.

Payment Listing Condensed lists all payments made during a specified date range. This report can be ordered by customer or by date of the payment. No other selection or options are available for this report.

Void Payment Listing displays a list of all payments that were taken and subsequently voided.

Year to Date Payment Listing displays a list of all payments made during a specified date range. The default report date range is for a time beginning one year prior to today through today. This date range can be changed which then changes the data reported. This report can be ordered by customer or by date of the payment.

Bank Deposit Listing displays a list of all bank deposits made during a specified date range. These are deposits, not payments on account. This report may be reported for one or all receivables offices, and for all payments or those taken into a specified cash drawer. It can also be reported for all deposits made into all bank accounts or a selected bank account. If multiple bank accounts are selected, the report first groups and subtotalets by bank account, then groups and subtotalets by the sort order selected.

Receipt Listing is a listing of all payments for a specified date range where a receipt was printed. The difference between this report and the Payment Listing report is whether a receipt was printed or not. This report can be ordered by customer or by date of the payment. It can be reported for one or all receivables offices, and for all payments or those taken into a specified cash drawer. You may select to include the payee address on the report, print in summary only for the selected grouping, and include the payment detail on the report.

Receipt Listing by Development is a listing of all payments for a specified date range where a receipt was printed, grouped and subtotalets by the development where the tenant lived. The

difference between this report and the Payment Listing by Development report is whether a receipt was printed or not. This report can be ordered by customer or by date of the payment. It can be reported for one or all receivables offices, and for all payments or those taken into a specified cash drawer. You may select to include the payee address on the report, print in summary only for the selected grouping, and include the payment detail on the report.

Cash Drawer Balancing Report reprints the Cash Drawer Balancing reports of all cash drawers closed out during a specified date range.

Receivable Report Summaries

These reports are found on the Receivable tab of the Receivables Reports screen.

Daily Activity Summary Report is a summary of all transactions within the system for a specified date range. This report can be for a single, all, or any combination of developments (for AMP reporting ability), and for any combination of customer account types. There is an option to include a final page at the end of the report that details and explains the columns on this report and how they relate to each other.

Account Summary Report is a listing of all tenants and their customer accounts showing the balance as of the beginning report date, charges, payments, and transfers during the report date range selected, and the ending balance as of the end of the selected report dates. This report can be for one or more selected developments, and the report may be in the order of the customer name or by customer number. This report has an option to select all or a single customer account type. There is also a checkbox to show the development totals or summary only instead of listing each tenant name and their balances.

Charge Activity Report lists all charges on a tenant account for a specified date range. You have the ability to select for a single or combination of developments, and for a single or combination of charge types. This report may be sorted in the order of the customer name, customer number, or transaction date.

Credit Listing Report is a report of all credits applied on customer accounts during a specified date range. This is usually used to list tenants with credit rent or utility allowance payments due, but can also be used to list any credit transaction applied to customer accounts. You have the ability to select for a single or combination of developments, and for a single or combination of charge types. This report may be sorted in the order of the customer name, customer number, or transaction date.

Transaction Listing is used to list all transactions added to a customer account during a specified date range. You have the ability to select for a single or combination of developments, and may be sorted in the order of the customer name, customer number, or transaction date.

Voided Transaction Listing is used to list all transactions that have been voided from a customer account during a specified date range. You have the ability to select for a single or combination of developments, and for a single or combination of charge types. This report may be in the order of the customer name, customer number, or transaction date.

Recurring Transaction Listing lists all transactions that are defined as recurring or repeating transactions. These are the transactions that automatically apply to a customer account after [generating monthly transactions](#). See "Generating Monthly Transactions" on page 141

Adjustment Listing is a report of all adjustments applied to customer accounts during a specified date range. You have the ability to select for a single or combination of developments, and for a single or combination of charge types. This report may be in the order of the customer name, customer number, or transaction date.

Account Transfers is used to list transfers between customer accounts during a specified date range, such as transferring a security deposit to the accounts receivable account to pay for charges due. You have the ability to select for a single or combination of developments, and may be sorted in the order of the customer name, customer number, or transaction date.

Aged Balance Report is a listing of all tenants and their customer accounts showing the ending balance as of the selected report date, and columns showing how past due the receivable amount is as of that date. This report can be for one or more selected developments, and may be sorted in the order of the customer name or by customer number. This report has an option to select all or a single customer account type. There is also a checkbox to exclude customers with zero or credit balances. You may also select all tenants, tenants with active leases, or tenants with expired leases.

Delinquent Report shows all tenants that are delinquent as of a specified date. This report can be for one or more selected developments, and may be sorted in the order of the customer name or by customer number. This report has an option to select all or a single customer account type. You may also select all tenants, tenants with active leases, or tenants with expired leases. There is also a checkbox to show delinquent for their rent charge only.

Refund Request List displays a list of all tenants where a credit rent or utility allowance refund would be processed based on the policy settings for refunds as of a specific date range. This is usually used to list all tenants with a credit rent charge on their account. This report can be for one or a combination of developments, and it can be printed in order by customer name or customer number.

Tenant Account History shows all transactions for a specified date range for one customer account type. You can choose to run this report in summary only, or in detail showing each customer and their transactions.

Ledger (Unposted) Pre-Posting report lists all GL transactions that have not been posted to the Ledger Journal file as of the specified report date. This report can be for one or more selected developments.

Rent Collection Performance Report is designed to show the amount and percentage of rent collections over a specified period of time. It can be run for one or any combination of developments and for one or multiple customer account types. This can be printed showing the detail of each tenant or by summarizing each development without the tenant names. In detail form, tenants with zero amounts on all columns may be excluded. There is an option to include a final page at the end of the report that details and explains the columns on this report and how they relate to each other.

Cumulative Rent Receivable Summary Report is a summary of the rent charged and collected with percentage collected for one or more developments for a specified date range.

Late Fee Exempt Report is a listing of all customers that are marked as exempt from late fee calculations. There are no options to choose for this report.

Balance Transfer Report is a summary of all balance transfers within the system for a specified date range. This report can be for a single, all, or any combination of developments (for AMP reporting ability), and for any combination of customer account types. For ease in viewing, each individual balance transfers' details are separated out by development, account type and then the actual balance transfer description and amounts. And at the end of the report, there is a summary of all balance transfers separated by balance transfer description, customer/tenant name, account type, and development.

For example:

Development:	
Account Type:	
Customer Account:	
Balance Transfer:	
From Trans	From Transaction Description
Date	

Summary by Balance Transfer

Summary by Customer

Summary by Account Type

Summary by Development

Register and Custom Report Summaries

These reports are found on the Registers and Custom Reports tab of the Receivables Reports screen.

Registers are user definable and can be added and modified, as needed. Each register can be printed for one or any combination of developments. They can be printed for a user selected date range, usually for the current or just past month, but can be for a longer time period. The user has the option of selecting tenants or customers only, or all. If the user selects tenants, registers can be for all tenants, active leases, or expired leases. These reports can be printed in order by last name, unit number, EPF file, account number, or the numeric unit. See "Setting Up Registers" on page 52

Custom Reports: If the user has the necessary security rights, and is included in the Report Group in the Custom Report Writer program for Receivables Reports, then all custom reports designated as Receivable Reports Group reports are listed on the Custom Reports tab. If the

user does NOT have the necessary security rights, the Custom Reports tab is unavailable and does not appear on the screen.

Tenant Accounts Receivable & General Ledger

This topic provides additional information on the basic setup of receivable accounts, why actions taken have different affects on account balances, and how data flows from the Tenant Accounts Receivable program to the General Ledger program. For more information on balancing TAR to GL, please see the [Balancing TAR to GL at a Glance](#) topic.

Within any accounting system, there is what is referred to as the General Ledger. This is a tracking system designed to accumulate financial (monetary) information, group the financial information by type or category of similar transactions, and provide a means of reporting this information in standardized formats. This topic defines the basic series of transactions and processes that normally occur in a housing agency (HA). Hopefully, this will help you understand the basic setup of receivable accounts, why actions taken have different affects on the account balances, and how the data flows from the Tenant Accounts Receivable (TAR) program to the General Ledger (GL) program.

General Ledger

Terms

Journal Batch: Manually selecting the account for each side of the transaction, resulting in a balanced entry.

Allocation Tables: In Setup, these are pre-selected accounts that a transaction can use to allocate the dollar amounts to multiple accounts within the ledger based on a percentage value.

Funds: Within each HA operation, there are several different funds. Each fund is defined by the source of funds available for use and the restrictions placed on the use of these funds. Accounting for the assets, liabilities, cash receipts, and disbursements is completely separate within each fund. It is customary for an HA, in order to simplify the accounting and record keeping functions, to receive and disburse all cash from a single bank account. This necessitates additional accounting to reflect the amount of cash received or disbursed from one fund that actually belongs to another fund. This accounting is managed through Due To/Due From accounts. Examples of funds are:

- Public Housing funds, which are divided into different AMPs, or Asset Managed Projects, and each treated as a separate fund;
- Section 8 Vouchers;
- Modernization Funds;
- Central Office Cost Center;
- Other funds as needed or defined by the funding source.

Tenant Accounts Receivable

Terms

There are two terms that involve a tenant owing money to your agency.

Charge: The record of the income at the time of the charge, usually used when an amount due from the tenant for services rendered is not already on their account; for example, rent, work order charges, utilities.

Receivable: The increase on the tenant's account (or decrease depending on the type of account) when the tenant actually pays on the account; for example, security deposit payments, FSS escrow payments, etc. A receivable is added to an account to show an amount due without actually affecting the account balance.

Actions

There are three types of actions you can take on a tenant account.

Transaction: Type of charge or credit memo.

Transfers: Internal transfers between accounts or transfers to another program (such as Accounts Payable for a refund request).

Receivable: Shows the amount due, but does not change any balances until the amount due is collected or paid.

More on Actions:

Charge a tenant for rent, services, late fees (or basically anything): Creates an entry to increase (credit) an income account and increase (debit) the receivable account associated with the type of charge and the tenant's development.

Tenant makes a payment: Creates an entry to decrease (credit) the amount the tenant owes on the associated receivable account and increase (debit) the amount of money held in the cash drawer (physical drawer, desk, box or where the money is kept until the deposit is made).

Caution! *Charging a tenant and a tenant making a payment require different GL account numbers. Failure to use different account numbers for cash in the bank and for the cash drawer will result in incorrectly dated entries in GL's cash in bank account and, ultimately, no cash flow integrity.*

Deposit is made: Decreases (credits) the cash drawer account and increases (debits) the cash in the bank account.

Tenant check returned by the bank as NSF: Records a series of transactions:

- Decreases (credits) cash in bank.
- Increases (debits) the appropriate accounts receivable account.
- Creates an additional cost for the charge the bank charges the client.
- Increases (debits) the bank charge expense and an additional decrease (credit) of the amount of cash in bank.
- Possibly create a tenant charge for the returned check fee which increases (debits) the appropriate accounts receivable account and increases (credits) an income account.

Credit Memo to remove a previous charge: Creates entries in GL that are the reverse of the original charge function.

Transfer of balances from one account to another: As an account is a detailed listing of transactions that add up to the balance in GL, any transfer of the transactions or balance in the account to another account also requires corresponding transactions in GL to reflect this transfer.

Tenant owes on escrow account: Use a receivable action to show the amount due, but not to change the balance on the escrow account until the payment is actually made.

Request a refund: This action does not, by itself, create any journal transactions in GL. It does, however, transfer the amounts and appropriate GL account numbers to Accounts Payable to generate a check to affect the refund. This check then creates the journal entry that records refund request action.

Public Housing tenant signs up for FSS program: When the tenant qualifies for a transfer of rent paid into the FSS escrow account, there are specific transactions and actions used to record this function. The first three steps are completed at the beginning of each month. The fourth step, which is the payment, is completed when it is received:

- Record the normal [rent charge](#).
- Create a [credit memo](#) to reduce the amount due to the regular TAR account for the amount that will be paid into the FSS escrow account.
- Add a receivable in the FSS [escrow account](#) for the amount of rent payment that is to be transferred to this account.
- [Tenant pays](#).
- Interest earned or charged on an account (escrow accounts increase the balance due to the tenant when interest is added).

Accounts

Within TAR, there are four types of accounts.

1. **Accounts Receivable account:** The master account that all customers have. This type of account records charges and payments. Each charge on the account is due in full as of the date of the charge. Periodic payments are allowed, but any charge not paid or credited off is past due as soon as the charge date is passed.
2. **Escrow account:** An escrow account is a security deposit, pet deposit, FSS escrow account, or other account where the value on the account accumulates or increases as payments are made into the account. There are no charges, thus no transactions associated with this type of account. The user may set up a receivable (not a charge), to show how much the tenant should be paying, but receivables are not associated with any GL account number. Thus, escrow accounts do not create a journal transaction. The payment, however, does create a transaction which credits the account and debits the cash drawer. The balance of the escrow account continues to accumulate as a negative balance to show that the HA owes the tenant the amount reflected in the account.
3. **Revolving credit account:** This is a repayment agreement type account. Amounts charged on the primary accounts receivable account are transferred to this account and this transfers the balance due. Then, recurring receivable amounts are defined for the monthly payment amounts that should be paid to reduce the overall balance due. There are no

transactions associated with this account as all charge items have already been recorded on the AR account and transferred.

4. **Mortgage account:** This account type is similar to the revolving credit account in setup and actions.

Example:

For example, an HA charges a tenant rent in the amount of \$225.00 for the month of June 2008. Below is a description of the series of transactions that occur with this action and how each of these transactions are then recorded in GL as a balanced entry (as a credit and a debit).

1. Consider where the money is coming from. It eventually comes from the tenant, but, why?
 - o You are charging rent, so the money is coming from **rent charges** or **rent income** or **dwelling rental revenue**.
2. Consider where the money is going.
 - o The tenant is not actually paying, you are just charging the tenant for something they *will* pay. Thus, we are increasing the amount of **receivable** from the tenant, or **tenant accounts receivable**.
3. Consider how to properly record charging rent in General Ledger.
 - o On one side of the balanced entry, you **credit** the amount (represented by a negative sign) to the **dwelling rental income** (since this is where the money is coming from). Then, add the amount to the balance already on the account to arrive at the **total to date amount**.
 - o On the other side of the balanced entry, you **debit** the amount (represented by a plus sign) to **tenant accounts receivable** (since this is where the money is going). Again, add the amount to the balance already on the account for a **total to date amount**. The date of the transaction is June 2008, and the reference, or description, of this transaction should describe what is happening; i.e. "tenant name - rent charge."

Payments, deposits, NSF checks, write-offs, transfers to other types of accounts, security deposit payments, refunds, other types of charges, are examples of the transaction types found in TAR. The series of transactions are the same as listed above, just with different descriptions, and each series of transactions that are recorded in GL have to be a balanced entry (credit and debit).

Balancing TAR to GL at a Glance

Below are basic actions within the Tenant Accounts Receivable program and how they affect General Ledger.

Charging a Tenant for Rent

1. Increase (debit) the accounts receivable amount in the appropriate account.
2. Increase (credit) income as outlined in the setup of accounts.

Payment on Account

1. Decrease (credit) accounts receivable.
2. Increase (debit) cash on hand.

Reconcile the Cash Drawer & Deposit the Money

1. Decrease (credit) cash on hand.
2. Increase (debit) cash in bank.

Enter a Credit Memo on Account

This action removes the charge so it is a reversal of the original charge process.

1. Decrease (credit) accounts receivable.
2. Decrease (debit) the income account.

Record an NSF Check

1. Increase (debit) accounts receivable for the amount of the check and any fees added.
2. Decrease (credit) cash in bank for the amount of the check and any fees charged by the bank.
3. Increase (debit) fees charged expense for the amount of the fee the bank charged.
4. Increase (credit) fees income for any amount of fees the HA charges the tenant.

EPF File Import

This action is an automated payment process. That is, a file received from the bank is imported and records a payment on multiple accounts simultaneously. This action creates a series of transactions with the same affect as paying on the account, reconciling the cash drawer, and making a deposit.

Direct Debit

This is a series of actions from a charge through a payment to a deposit, all completed automatically and simultaneously. During the monthly process of generating charges, two sets of transactions are generated. One is a charge and the other is the payment record. The payment

record may or may not be created at this exact point, but is generated either now or while generating an ACH file. These two transactions are processed using the following actions: charging a tenant, payment on the account, reconciling the cash drawer, and making a deposit.

Transfer from TAR to Repayment Agreement Account

Transfers between accounts are a slightly different set of transactions, but are still standardized to a single definition.

1. Decrease (credit) to the TAR account.
2. Increase (debit) to the repayment agreement account.

The GL accounts used are the account's posting accounts identified when [setting up developments](#). Since all transfers between accounts are treated exactly the same, the transaction created is:

1. Decrease (credit) to the originating account.
2. Increase (debit) to the receiving account.

Hint: If you are [charging off a tenant](#), this is a transfer from the initial account, where there is an amount due, to the charge off account. The charge off account, however, has a different type of posting account. It will either be the allowance for doubtful accounts or bad debt expense, depending on how the HA tracks its charge offs.

Related Processes

These processes include more than one area of the program, several processes within one program, and often include specific policy settings.

[Setting Up Office Security](#)

[Setting Up Direct Debit Processing](#)

[Setting Up URPs to Utility Company Accounts](#)

[Charging Off Tenants](#)

[Adding Interest to Account Types](#)

FSS

[Setting Up FSS \(PH\)](#)

[Setting Up FSS \(S8\)](#)

[Taking Payments that Include FSS Escrow](#)

Repayment Agreements

[Setting Up S8 Repayment Agreements](#)

[Creating S8 Repayment Agreements](#)

Setting Up Office Security

Setting up office security involves 5 main steps:

1. [Activate office security policy](#)
2. [Add office\(s\)](#)
3. [Map development\(s\) to office\(s\)](#)
4. [Map cash drawer\(s\) to office\(s\) and accounts](#)
5. [Associate employee\(s\) to office\(s\)](#)

Setting Up Direct Debit Processing

There are two types of amounts for which you can set up a direct debit (ACH) process:

- Flat amounts (i.e. rent payments).
- Variable amounts/balances (i.e. amounts due now, ending balances).

Setting Up Variable Amount Direct Debit Processing

Allow Direct Debit (ACH) for Recurring Payments? (if necessary)

The majority of agencies require recurring payments.

1. From the **Main Menu screen**, click SETUP and then click POLICIES. The **Browse Policies screen** appears with all available policies displayed in a table.
2. Double-click on the policy with a code of "RDDAvail," and the following description: "Is Direct Debit (ACH) allowed to be used for recurring payments?"
3. On the **Maintain Policies screen** that appears, select "True" as the **value** and click OK to apply your changes.

Enter Name of File Created by Direct Debit Processing (if necessary)

The majority of agencies require this step. If you don't enter a file name here, you must enter this information *every* time you process direct debits.

4. On the **Browse Policies screen**, double-click on the policy with a code of "RDDFilNm," and the following description: "Direct Debit - Name of the file that will be created."
5. In the **value** field, enter the name of the file (with extension) to be created by the direct debit processing. This file is located wherever the executable is located and will be stored.

Set Up Payment Type Details

See "Setting Up Payment Types" on page 18

6. From the **Main Menu screen**, click SETUP and then click PAYMENTS. The **Maintain Payment Types screen** appears with all available [payment types](#) displayed in a table.
7. Highlight the appropriate **payment type** and click . Tenmast recommends that you choose the "automatic withdrawal" payment type, especially if you selected to allow recurring payments. All payments with this payment type are placed in the direct debit file created during processing.
8. If your agency requires a recurring payment, and if the direct debit transactions are for a flat amount, check the **can be used as a recurring payment** checkbox.

Note: If your agency requires a recurring payment and the direct debit transactions are for a flat amount, you must manually [add the single, recurring flat amount payment](#). See "Add Recurring Payment" on page 172

9. Select the **create a direct debit (ACH) transaction** checkbox, and then click  to save your changes.

Enter Bank Account Info

See "Setting Up Bank Accounts" on page 17

10. Return to the **Setup screen** and click BANK ACCOUNTS. The **Maintain Receivables Bank Accounts screen** appears with all available *receivables* bank accounts displayed in a table.
11. Click  and select "Maintain Bank Account Info." The **Browse Bank Accounts screen** appears with ALL available bank accounts displayed in a table.

12. Select the **bank account** into which you want to deposit the direct debit withdrawals and click . The **Maintain Bank Account screen** opens.
13. Click  on the toolbar and enter as much information as possible into the available fields. *You must enter a **TIN** (Tax ID Number) in order for the direct debit to process.*

Note: Most fields on this screen are required; the Transmission File Prefix Data is required by 2 different banks.

14. Click  to save your changes.

Specify Developments and Cash Drawers

See "Mapping Development Accounts" on page 27

15. Return to the **Setup screen**, click ACCOUNTS. The **Browse Customer Account Types screen** appears with all available account types displayed in a table.
16. Highlight the **account type** of the direct debit bank account and click  (usually "Tenant Accounts Receivable"). The **Maintain Customer Account Types screen** opens.
17. Select the **Development Account Mapping tab**, highlight the development you want to work with, and then click .
18. Select the **direct debit cash drawer** to use from the drop-down list and click  to save your changes. This is the cash drawer in which the development's direct debit withdrawal funds are deposited.
19. Repeat until all developments for which you are setting up the direct debit processing have a specified cash drawer for the direct debit.

Enter Customer Direct Debit Info

Direct debit information needs to be set up for *each* customer.

20. Return to the **Main Menu screen** and click RECEIVABLES. The **Browse Customers screen** appears with all active customers displayed in a table.
21. Search for a customer who needs direct debit, highlight them in the table and click . The **Maintain Customer Information screen** opens.
22. Select the **Customer Information tab** and then select the **Direct Debit Information sub-tab**.
23. Click  and at the bottom of the screen check the **direct debit** checkbox and enter the following information: **account holder name** (name on the bank account, even if it is not the same as the customer), **bank name**, **account type**, **account number**, and **routing number**.

Note: If the direct debit checkbox is NOT checked, the payment will not be included in the gathered file for direct debit.

24. Click  to save your changes. Repeat steps 20-24 until direct debit information is setup for each customer who needs it. You are now finished setting up direct debit processing for *variable amount* direct debit withdrawals.

Setting Up Flat Amount Direct Debit Processing

Add Recurring Payment

See "Adding Recurring Payments" on page 113

If your agency requires a recurring payment and the direct debit transaction is a *flat amount*, you must add a single recurring payment for each customer.

1. On the **Maintain Customer Information** screen, select the **Recurring Transactions** tab.
2. Select the customer account you want to work with, click , and select "Add Recurring Payment" from the menu that appears. The **Add Recurring Payment Wizard** is initiated.
3. Select the **account** and **type of payment** (automatic withdrawal) from the drop-down lists.
4. Enter a **description** of the recurring payment, such as "rent," and the **amount** of the transaction.
5. Specify the **date** (month and year) the recurring payment will start and end.

Hint: Make sure to set the end date as a month before the end date of recertification. This prevents the recurring payment being applied twice.

6. Check the **create first months transaction on exit of wizard** checkbox. If this checkbox is not checked, you must generate transactions for the month that you are trying to receive the payments.
7. Click START to continue, review and confirm the recurring payment details you have set up, and click FINISH to save your changes and add the recurring payment for the customer. Repeat until you have added a recurring payment for each customer. You are now finished setting up direct debit processing for *flat amount* direct debit withdrawals.

Note: You must edit every customer's recurring payment information each time there is a rent change.

Now that you are finished setting up the needed information, you can now [generate direct debit transactions](#) and [process the direct debit](#) withdrawals. These actions can be accomplished in the Periodic Processing area of the TAR program. See "Generating Direct Debit Transactions" on page 148; See "Processing Direct Debits (ACH)" on page 149

Setting Up URPs to Utility Company Accounts

By default, the Tenant Accounts Receivable program is set up to send URP checks directly to a tenant's account. However, you have the option to send the URP checks directly to a tenant's

utility company account instead in order to help pay their utility bills quickly and easily. With this option, the URP checks/invoices are transferred to the Accounts Payable program after processing and you can print the invoices from that program.

Note: URPs can be generated for both Section 8 and Public Housing. Tenant Accounts Receivable handles the PH URPs while S8 URPs are generated in the Section 8 Tenant & Landlord program.

When setting up URPs to utility company accounts, you need to first set two URP policies and then enter the utility company account numbers for each tenant.

Caution! If you choose to deposit tenants' URP checks directly into their utility company accounts, you are NOT able to set up URP direct deposit for any of your tenants.

Set URP Policies

1. On the **Main Menu screen**, click SETUP and then click POLICIES. The **Browse Policies screen** appears with all policies displayed in a table.
2. Select the policy with a code of "RVndIsOn" and description of "Turn option on for URP - Select a Vendor for the URP Invoice," and then click . The **Maintain Policies screen** opens.
3. Select "True" from the **value** drop-down list and click OK. The **Browse Policies screen** appears again.
4. Select the policy with a code of "RVndURP" and description of "URP - Select a Vendor for the URP Invoices/Checks," and then click .
5. Select the utility company to which you want to send the URPs from the **value** drop-down list and click OK.
 - o This field offers your agency-defined list of vendors, which you maintain in the Purchase Orders or Accounts Payable programs.
6. Click  twice to return to the **Main Menu screen**.

Enter Utility Company Account Numbers

7. Click RECEIVABLES. The **Browse Customers screen** opens with all active customers displayed in a table.
8. Select how you want to order the customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first customer to match the criteria will be highlighted in the table.
9. Click . The **Account Summary tab** of the **Maintain Customer Information screen** appears.
10. Select the **Customer Information tab** and click .

11. Enter the **utility company account number** and then click  to save your changes.
12. Click to  return to the **Browse Customers screen** and search for the next tenant.
13. Repeat steps 8-12 until all tenants who receive URPs have the utility company account number entered. Now, after [generating URP refunds](#), the checks/invoices are transferred to the Accounts Payable program and you can print the invoices and send them to the utility company. See "Generating URP Refunds" on page 146

Charging Off Tenants

You can add tenants (who are also customers) to your collection loss accounts to determine how many clients have not paid your agency. Charging off a tenant involves 4 main steps:

-  [Add collection loss accounts to appropriate customers.](#)
 -  [Transfer security deposit balances to tenants' accounts receivable accounts.](#)
 -  [Transfer tenants' AR account balances to new collection loss accounts.](#)
 -  [Inactivate tenants' security deposit and AR accounts.](#)
1. From the **Main Menu screen**, click RECEIVABLES. The **Browse Customers screen** appears with all active customers displayed in a table.
 2. Select how you want to order the customer table from the **ordered by** drop-down list, enter the search criteria in the **search for** field and click GO. The first customer to match the criteria is highlighted in the table.
 3. Click  on the toolbar. The **Account Summary tab** of the **Maintain Customer Information screen** opens.

Add Collection Loss Accounts to Appropriate Customers

4. Click  on the toolbar. The **Add Customer Account Wizard** is initiated.
5. Select "collection loss" as the **type of account** from the drop-down list.
 - This is your agency-defined list of [account types](#), which you maintain in the Setup area of the program. See "Setting Up Account Types" on page 26
6. If necessary, select the **lease** to which the account is associated.
7. If necessary, select the **development** to which the account belongs.
 - This is your agency-defined list of [developments](#), which you maintain in the Setup area of the program. See "Setting Up Developments" on page 19
8. If necessary, enter the **account number** and click START to continue.
9. Review and confirm the account information you set up and click FINISH to add the account. The **Account Summary tab** appears again.

Transfer Security Deposit Balances to AR Accounts

10. Click  on the toolbar and select “Account Transfer” from the menu that appears. The **Create Account Transfer Wizard** is initiated.
11. Select the customer’s security deposit account in the **transfer from** drop-down list and verify that the **amount** to transfer is correct.
12. Select the customer’s AR account from the **transfer to** drop-down list and click START to continue.
13. Review the transfer account details and click NEXT.
14. Confirm the transfer information you have set up and click FINISH to complete the transfer. The **Account Summary tab** displays again.

Transfer AR Account Balance to Collection Loss Account

15. Click  to access the **Create Account Transfer Wizard** again.
16. Select the customer’s TAR account in the **transfer from** drop-down list and verify that the **amount** to transfer is correct.
17. Select the customer’s collection loss account you previously added from the **transfer to** drop-down list and click START to continue.
18. Review the transfer account details and click NEXT.
19. Confirm the transfer information you have set up and click FINISH to complete the transfer. The **Account Summary tab** displays again.

Inactivate Security Deposit and AR Accounts

It's usually a good idea to inactivate unnecessary, zero balance accounts.

20. Select the customer’s security deposit account, now with a balance of \$0.00, and click  on the toolbar.
21. Click YES and OK through the confirmation messages to delete/inactivate the account.
22. Select the customer's AR account, now with a balance of \$0.00, and click  on the toolbar.
23. Click YES and OK through the confirmation messages to delete/inactivate the account. You have successfully charged off a tenant!
24. Repeat these steps for all tenants whom you want to charge off.

Adding Interest to Account Types

Adding interest to an account type involves several screens and tabs, as well as four wizards, that are available in the [Setup](#) and [Periodic Processing](#) areas of the program.

1. Before setting up interest, you must first specify the revenue accounts to which the interest will be posted.

See "Mapping Development Accounts" on page 27

2. In the Setup area of the program, you then create an interest profile using the Add Interest Profile Wizard. With this wizard, you enter a description for the profile, as well as specify which developments are to be associated with the profile.

See "Enter Basic Profile Info" on page 31

3. After adding an interest profile, you add an interest policy using the Add Interest Policy Wizard. With this wizard, you enter a description for the interest policy, the type of calculation to be used, (such as simple interest-monthly), as well as the date the policy becomes effective, and the interest percentage (APR).

See "Map Interest Policy" on page 32

4. After adding the interest profile and policy, you must then add, or link, an account type to the interest policy you just created using the Add Account to Interest Policy Wizard. With this wizard, you specify the type of account, such as a security deposit, to which you want to apply the interest policy.

See "Map Account Type(s)" on page 32

5. Lastly, after adding the interest profile and policy, and then specifying the account type to which you want to apply the interest, you must then access Periodic Processing to apply the interest using the Generate Interest Transactions Wizard.

See "Applying Interest to Accounts" on page 147

Setting Up FSS (PH)

Even though the common scenario is to have one FSS development, you can set up two different FSS developments - one for PH and one for S8. This prohibits any Section 8 FSS activity from interfering with Public Housing normal operations and separates tenants for reporting purposes.

The first step in setting up FSS processing for your PHA is setting up the FSS escrow information in Tenant Accounts Receivable (TAR) that will be updated from changes completed in Occupancy and Rent Calculation (ORC). Click the links below to access the related topics:

Set Up FSS Bank Account

See "Setting Up Bank Accounts" on page 17

1. Select an appropriate bank account ID from the drop-down list. This is usually a GL asset account that can be set up for Check Reconciliation in TAR.
2. Type "FSS" as the **description**.

Note: HUD does not require a separate S8 and PH FSS bank accounts. But your agency's policy could require this. If this is the case, type "S8 FSS" or "PH FSS" as the descriptions.

Set Up FSS Escrow Payment Type

See "Setting Up Payment Types" on page 18

This is usually a [Section 8 FSS setup](#) task only, but may be required for PH depending on your HA's policy.

3. Type "FSS Escrow" as the **description** and check the **can be used as a recurring payment** checkbox.
4. If you want to force payments to post to Check Reconciliation, check the **include in cash drawer deposit** checkbox.

Set Up FSS Development

See "Setting Up Developments" on page 19

5. Type "FSS" or "PH FSS" as the **description**.
6. Enter an appropriate **recurring payments bank account**. This is the interest bearing escrow account where money goes and only pertains to PH FSS program.

Hint: All other default values must be selected here after/as they are set up. For example, after setting up a default interest profile, you should return and select it here.

Set Up FSS Cash Drawer

See "Setting Up Cash Drawers" on page 22

This is usually a [Section 8 FSS setup](#) task only, but may be required for PH depending on your HA's policy.

7. Type "FSS" as the **description**.
8. Select an appropriate **cash on hand account**. This account is a pass-through account used for recording a deposit's temporary location.

Note: If you are using the FSS cash drawer to record payments, you need to select it as the **direct debit cash drawer after mapping the FSS development to the FSS escrow account**.

Map FSS Development to FSS Escrow Account Type

See "Mapping Development Accounts" on page 27

9. Select the PH FSS development from the **development name** drop-down list.
10. Select your GL account for FSS transactions as the **posting account** number (usually an AP Family Self Sufficiency 2100 account/ liability account), and an FSS savings account in which to place payments as the **bank account** number.
11. It is recommended to leave the **cash drawer** as "None."
12. If you are using the FSS cash drawer to record PH payments, select it as the **direct debit cash drawer**.

Set Up FSS Escrow Credit Transaction Type

See "Setting Up Transaction Types" on page 23

13. Enter "FSS Escrow Credit" as the **description**.

Map FSS Escrow Credit Transaction Type to AR Account

See "Mapping Transaction Types" on page 29

14. Select to include the "FSS Escrow Credit" transaction type for the tenant accounts receivable account type.

Map GL Fund/Account to FSS Escrow Credit Transaction Type and AR Account

See "Mapping Income Accounts" on page 30

15. Select an appropriate **income account #** to which you post payments received for this account type and transaction type; for example, a 3110 income rental account.

Set Up FSS Interest Profile

See "Setting Up Interest Profiles" on page 31

This ensures any accumulated interest is collected on the FSS escrow account.

16. Enter "FSS" as the **description** and check the PH FSS **development** checkbox to include it in the profile.

17. Create an appropriate **interest policy** and then select to **include the FSS escrow account type** in the profile.

Set Up Interest for FSS Escrow Account

See "Setting Up Interest for Account(s)" on page 33

18. Choose the appropriate **account number** into which you post interest generated for this account type.

Set Up FSS Register

See "Setting Up Registers" on page 52

See "Escrow Account Register Example" on page 55

19. Select "FSS escrow" as the **account type** and enter "FSS Register" as the **register name**.

20. Select "New" as the **column format**, and enter "FSS Register Format" as the **new column format** description.

Setting Up FSS (S8)

Even though the common scenario is to have one FSS development, you can set up two different FSS developments - one for PH and one for S8. This prohibits any Section 8 FSS activity from interfering with Public Housing normal operations and separates tenants for reporting purposes.

The first step in setting up FSS processing for your PHA is setting up the FSS escrow information in Tenant Accounts Receivable (TAR) that will be updated from changes completed in Occupancy and Rent Calculation (ORC). Click the links below to access the related topics.

Set Up FSS Bank Account

See "Setting Up Bank Accounts" on page 17

1. Select an appropriate bank account ID from the drop-down list. This is usually a GL asset account that can be set up for Check Reconciliation in TAR.
2. Type "FSS" as the **description**.

Note: HUD does not require a separate S8 and PH FSS bank accounts. But your agency's policy could require this. If this is the case, type "S8 FSS" or "PH FSS" as the descriptions.

Set Up FSS Escrow Payment Type

See "Setting Up Payment Types" on page 18

3. Type "FSS Escrow" as the **description** and check the **can be used as a recurring payment** checkbox.
4. If you want to force payments to post to Check Reconciliation, check the **include in cash drawer deposit** checkbox.

Set Up FSS Interest Transaction Type

See "Setting Up Transaction Types" on page 23

5. Enter "FSS Escrow Interest" as the **description**.

Set Up FSS Cash Drawer

See "Setting Up Cash Drawers" on page 22

6. Type "FSS" as the **description**.
7. Select an appropriate **cash on hand account**. This account is a pass-through account used for recording a deposit's temporary location.

Note: If you are using the FSS cash drawer to record S8 payments, you need to select it as the direct debit cash drawer after mapping the FSS development to the FSS escrow account.

Set Up FSS Development

Even though the common scenario is to have one FSS development, you can set up two different FSS developments - one for PH and one for S8. This prohibits any Section 8 FSS activity from interfering with Public Housing normal operations and separates tenants for reporting purposes.

See "Setting Up Developments" on page 19

8. Type "FSS" or "S8 FSS" as the **code** and **description**.
9. Select the **recurring payments bank account** (this is the interest bearing escrow account money will go into).

Hint: All other default values must be selected here after/as they are set up. For example, after setting up a default interest profile, you should return and select it here.

Map FSS Development to FSS Escrow Account Type

See "Mapping Development Accounts" on page 27

10. Select the FSS or S8 FSS development from the **development name** drop-down list.
11. Select your GL account for FSS transactions as the **posting account** number (usually an AP Family Self Sufficiency 2100 account/ liability account), and an FSS savings account in which to place payments as the **bank account** number.
12. If you are using the FSS cash drawer to record S8 payments, select it as the **direct debit cash drawer**.

Map Cash Drawer(s) to FSS Development

See "Map Cash Drawer(s)" on page 28

13. Select one or more **cash drawers**. When [taking a payment](#) for the FSS development, the cash drawer(s) you select here will be available to work with.

Map FSS Escrow Interest Transaction Type to FSS Escrow Account Type

See "Mapping Transaction Types" on page 29

14. Select the "FSS Escrow Interest" transaction type you previously created as the **transaction description** and enter the **payment apply order** for past due and current amounts.

Map GL Fund/Account to FSS Escrow Account

See "Mapping Income Accounts" on page 30

15. Select the appropriate **income account #** (for example, a 3110 income rental account).

Set Up Interest for FSS Escrow Account

See "Setting Up Interest for Account(s)" on page 33

16. Choose the appropriate **account number** into which you post interest generated for the FSS Escrow account type.

Set Up FSS Interest Profile

See "Setting Up Interest Profiles" on page 31

This ensures any accumulated interest is collected on the FSS escrow account.

17. Enter "FSS" as the **description** and check the FSS or S8 FSS **development** checkbox to include it in the profile.
18. Create an appropriate **interest policy** and then select to **include the FSS escrow account type** in the profile.

Set Up FSS Register

See "Setting Up Registers" on page 52

See "Escrow Account Register Example" on page 55

19. Select "FSS escrow" as the **account type** and enter "FSS Register" as the **register name**.
20. Select "New" as the **column format**, and enter "FSS Register Format" as the **new column format** description.

Taking Payments that Include FSS Escrow

For your agency's FSS participants, FSS escrow payment amounts are included in the rent amount but the combined payment is then automatically divided between two separate accounts: the tenant/customer's tenant accounts receivable (AR) account and FSS escrow account.

1. Enter all payment types and amounts.

See "Taking Payments" on page 110

2. If necessary, transfer amount from AR account to FSS escrow account.

If the tenant/customer's FSS credit amount is greater than their total tenant payment (TTP), you must transfer the amount necessary to pay the FSS escrow account from the remaining balance in the tenant accounts receivable (AR) account. You can do this step in one of two ways:

3. Manually create an account transfer.

See "Creating Account Transfers" on page 119

4. Create recurring account transfer.

See "Adding Recurring Transfers" on page 120

Caution! *Using the recurring transfer method assumes a tenant/customer has paid their rent and the account transfer will occur even if they do not pay the rent.*

Setting Up Section 8 Repayment Agreements

Because the Tenant Accounts Receivable program primarily manages Public Housing information, you must first set up specific Section 8 information before you can add repayment to a Section 8 customer. Setting up a Section 8 repayment agreement involves 7 main steps:

- [Add Section 8 development.](#)
- [Set up office security](#) (optional).
- [Set up repayment transaction type.](#)
- [Set up repayment revolving charge account.](#)
- [Map Section 8 development to appropriate posting and bank accounts.](#)

-  [Map repayment transaction type to repayment account.](#)
-  [Map repayment account to income account.](#)

Add Section 8 Development

See "Setting Up Developments" on page 19

1. From the **Main Menu screen**, click SETUP and then click DEVELOPMENT. The **Browse Development screen** appears with all developments displayed in a table.
2. Click  on the toolbar. The **Add Development Wizard** is initiated.
3. Enter a **development code** (such as "S8V"), and then a **description** (such as "Section 8 HCV Repayment Agreement").
4. Click START and then click FINISH to add the new development. The **Maintain Development screen** appears with the new development information displayed.

Note: All other default values are not necessary at this time.

Set Up Office Security (if necessary)

See "Setting Up Office Security" on page 169

5. If necessary, [set up office security](#). Setting up office security, which involves adding employees to a specific Section 8 office and then assigning both to a separate cash drawer for Section 8 payments, is usually only conducted by larger agencies.

Set Up Repayment Transaction Type

See "Setting Up Transaction Types" on page 23

6. Click  to return to the **Receivables Setup screen** and click TRANSACTIONS. The **Maintain Transaction Types screen** appears.
7. Click  on the toolbar. The **Add Transaction Type Wizard** is initiated.
8. Enter a **description**, such as "Section 8 HCV Repayment," click START, and then click FINISH to add the new transaction type. The **Maintain Transaction Types screen** displays again.

Note: If your agency charges repayment interest, make sure to add a "Section 8 Repayment Interest" transaction type, as well.

Set Up Repayment Revolving Charge Account

See "Setting Up Account Types" on page 26

9. Click  to return to the **Receivables Setup screen** and click ACCOUNTS. The **Browse Customer Account Types screen** appears.
10. Click  on the toolbar. The **Add Account Type Wizard** is initiated.

11. Enter a **description**, such as “Section 8 HCV Repayment,” and select “Revolving Charge Account” as the **type of account**.
12. Click START to continue.
13. Select “Repayment Agreement Register” as the **default register**, “Statement-Standard” as the **default statement**, and a **default bill** (optional). Click NEXT to continue.
14. Review and confirm the information you have set up and click FINISH to save and create the new account. The **Maintain Customer Account Types screen** appears.

Map Development to Posting and Bank Accounts

See "Mapping Development Accounts" on page 27 See "Mapping Income Accounts" on page 30

15. Select the **Development Account Mapping tab** and click . The **Add Development Account Mapping Wizard** is initiated.
16. Select the “Section 8 HCV Repayment Agreement” development you previously created as the **development name**.
17. Select the appropriate **posting account number**. *It is extremely important that you verify with your accounting department as to which account number needs to be selected for posting HAP.*
18. Select the appropriate **bank account number**. *It is extremely important that you verify with your accounting department as to which bank account number needs to be selected for Section 8 payments.*
19. If necessary, select a **cash drawer**.
20. Click START to continue, review and confirm the information you have set up, and then click FINISH to map the development account to the transaction type. The **Development Account Mapping tab** displays again.

Map Repayment Transaction Type to Repayment Account

See "Mapping Transaction Types" on page 29

21. Select the **Transactions Included in Account tab** and click . The **Add Transaction to Include in Account Wizard** is initiated.
22. Select the “Section 8 HCV Repayment Agreement” transaction type you previously created as the **transaction description**, enter the payment apply order for past due and current amounts (if necessary), click START and then click FINISH to save and map the transaction to the account. The **Transactions Included in Account tab displays** again.

Note: If your agency charges repayment interest, and you have added a “Section 8 Repayment Interest” transaction type, make sure to map that transaction type to the account, as well.

Map Repayment Account to Income Account

See "Mapping Income Accounts" on page 30

23. Click ACCOUNT MAPPING. The **Maintain Transaction Ledger Accounts** screen appears.
24. Click  and select the appropriate **income account number**. *It is extremely important that you verify with your accounting department as to which income account number needs to be selected.*
25. Click  to map the income account number to the account. You have successfully set up a Section 8 repayment agreement!

Now that you are finished setting up the needed information to create a Section 8 repayment agreement, you can now add repayment to a Section 8 customer.

Creating S8 Repayment Agreements

Because the Tenant Accounts Receivable program (TAR) primarily manages Public Housing information, you must first [set up specific Section 8 information before you can add repayment](#) to a Section 8 customer in the TAR program. See "Setting Up Section 8 Repayment Agreements" on page 181

After setting up the needed information to create a Section 8 repayment agreement, you can then add repayments to Section 8 customers. Creating a Section 8 repayment agreement involves 4 main steps:

- [Add Section 8 customer](#).
- [Add repayment revolving charge account to customer record](#).
- [Add customer's first charge to the repayment account](#).
- [Add a recurring transaction](#) (set up customer's monthly repayment schedule).

Add Section 8 Customer

See "Adding Customers" on page 98

1. From the **Main Menu screen**, click RECEIVABLES. The **Browse Customers screen** appears with all active customers displayed in a table.
2. On the **Browse Customers screen**, click . The **Add Customer Account Wizard** is initiated.

Hint: You are also able to add a customer from the Customer Information tab on the Maintain Customer Information screen.

3. Enter the customer's **SSN/EIN** (enter the SSN/EIN as XXX-XX-XXXX) and **first and last name**.

Note: If the customer is a business and does not have a first and last name, enter the business name in the Last Name field and check the Custom checkbox.

4. Click START to continue.

5. Enter the customer's **contact information**, such as the contact name, street address, city/state/zip, phone #, fax #, and email.
6. Click NEXT to continue.
7. Check the **statement address** checkbox and enter the customer's **payee information** or, to whom and to where, the customer's statement(s) should be sent.
8. Click NEXT, review and confirm the customer information you have set up and click FINISH to add the new customer. The **Maintain Customer Information screen** appears with the **Account Summary tab** selected.

Add Repayment Revolving Charge Account

See "Adding Customer Accounts" on page 102

9. Click . The **Add a Customer Account Wizard** is initiated.
10. Select "Section 8 HCV Repayment" as the **type of account**, select "None" for the **lease**, select "S8V-Section 8 HCV Repayment Agreement" as the **development**, enter the **account number** (if necessary), and click START.
11. Review and confirm the account information you have set up and click FINISH to add the account. The **Account Summary tab** appears again.

Add Charge (how much they owe right now)

See "Adding Charges" on page 103

12. Click  on the toolbar and select "Add Charge" from the menu that appears. The **Add Charge Wizard** is initiated.

Hint: You can add a charge from both the **Account Summary** and **Account Details** tabs.

13. Select "Section 8 HCV Repayment," as the **account** and **type of charge**.
14. Enter a **description** for the charge (such as "Section 8 HCV Repayment"), specify the **date** of the charge (when the payment will be applied to the account), and enter the full **amount** of the charge. If necessary, you can check the checkbox to print the charge adjustment voucher after completing the wizard.
15. Click START to continue. Review and confirm the information you have set up and click FINISH to save and add the charge. The **Account Summary tab** displays again.

Note: If your agency charges repayment interest, and you have added a "Section 8 Repayment Interest" transaction type, make sure to add a charge for the repayment interest, as well.

Add Recurring Receivable Transaction (Set Up Customer's Monthly Repayment Schedule)

See "Adding Recurring Receivables" on page 108

16. Select the **Recurring Transactions tab**, click , and select “Add Recurring Receivable.” The **Add Recurring Receivable Wizard** is initiated.
17. Select the “Section 8 HCV Repayment” account in the **select account** drop-down list, enter a **description** for the recurring receivable (such as “Monthly Repayment Agreement Amount”), and enter the monthly **amount** that the Section 8 customer/tenant will be charged each month.
18. Enter the **maximum amount** that the customer owes. When this amount is reached, the recurring amount will stop. For example, a customer may pay ten dollars per month for five months on a repayment agreement of fifty dollars. In this case, you would set up a recurring receivable of ten dollars with a maximum amount of fifty dollars.
19. Specify the **start month** and **start year**, or when the recurring receivable repayment schedule begins. It is not necessary to specify an end month or year; the receivable will stop when the maximum amount is reached.
20. Check the checkbox if you want to **create the first month’s transaction on exit of the wizard**.
21. Click START to continue, review and confirm the information you have set up, and then click FINISH to create the customer’s repayment schedule. The **Recurring Transactions tab** displays again. You have successfully created a Section 8 repayment agreement!

Glossary

A

account

A record of all transactions between the Housing Authority and the customer.

account balance

Net of all transactions over the life of the account for a specific date range.

account ending balance

What is owed by a customer on the account as of a specified date range.

accounts receivable accounts

Accounts of this type require the customer to pay off any outstanding balance at the end of each month.

ACH

or direct debit; this is a series of actions from a charge through a payment to a deposit, all completed automatically and simultaneously. During the monthly process of generating charges, two sets of transactions are generated. One is a charge and the other is the payment record. The payment record may or may not be created at this exact point, but is generated either now or while the generating an ACH file.

apply order

The order in which payments are applied to charges and accounts in the program.

B

bank account ID

The account ID to which a receivables bank account is associated.

bill

A record of what is Due Now by a customer on all accounts as of the date of the bill.

C

cash drawer sessions

The time between the opening and closing (balancing) of a cash drawer. A session usually, but not always, corresponds to one day. An “open session” is one that has not yet been fully deposited.

charge

A financial liability a customer owes to the housing authority. A charge WILL post to General Ledger, whereas a receivable will NOT post to General Ledger.

credit memo

A credit adjustment to the balance of a tenant's/customer's accounts receivable accounts (AR), revolving charge accounts, or mortgage accounts.

customer

An entity or individual - either a tenant or a non-tenant – who pays money to your agency and can have any type of account. Tenant Accounts Receivable contains one “customer record” for each of your receivables customers.

D**data source**

The selected data from one or more WinTen² databases from which a template generates individual form letters. Tenmast sets up data sources during program installation.

development

Either a grouping of accounts, or a representation of a physical building.

direct debit

or ACH; this is a series of actions from a charge through a payment to a deposit, all completed automatically and simultaneously. During the monthly process of generating charges, two sets of transactions are generated. One is a charge and the other is the payment record. The payment record may or may not be created at this exact point, but is generated either now or while the generating an ACH file.

E**EPF**

Electronic Payment File; this action is an automated payment process. That is, a file received from the bank is imported and records a payment on multiple accounts simultaneously. This action creates a series of transactions with the same affect as paying on the account, reconciling the cash drawer, and making a deposit.

EPF profiles

Detailed descriptions of an electronic payment file; after setting up an EPF profile, you are then able to quickly process an EPF using the information described in the profile.

escrow accounts

Money added to an account of this type is a liability to your agency and an asset to the customer. You can allow customers to accrue interest on the balances of these accounts. You can set up receivables (amounts currently due) on these accounts, but the account balances are not affected until actual payments are made.

I**interest profile**

Used to organize all your agency's interest policies, or rules on how interest is applied. With an interest profile, you may group and describe a collection of policies, or just one policy.

L**late fee profiles**

A set of rules that are applied to specific development(s), and late fee policies are those rules. Typically, each profile will contain 3 rules, or policies: a flat rate fee policy, a daily late fee policy, and a legal proceeding fee policy.

lease

Contract between a PHA and tenant; only one lease is typically in effect at any one time for a given tenant, but each tenant – over time – can sign multiple leases with your agency.

M**merged unit**

Two units that are combined into a single unit for purpose of increasing the bedroom size of the merged unit or to allow more space in a nondwelling unit.

mortgage accounts

A customer with this type of account has a mortgage (principal) balance, and the amount of principal and interest charged to the account is different each month. You will set up separate escrow accounts for any escrow amounts related to a mortgage, such as taxes or insurance.

N**non-recurring transaction**

Manually entered, individual transactions for any customer account.

P

policy

A “rule” that controls how the program behaves in certain situations. For example, should it print a receipt by default or not.

R

receivable

A transaction that records that a tenant owes you money. The difference between a receivable and a charge is that a charge WILL post to General Ledger, whereas a receivable will NOT post to General Ledger.

receivable credit memo

An adjustment to a receivable to decrease the amount of the receivable that the tenant owes. This will NOT affect the ending balance of the account.

receivables office

Office where the HA will take payments.

recurring charge

Charge that is the same each month, such as a rent, cable, or garbage collection charge.

recurring receivable

Automatically creates an individual receivable each month that the recurrence is in effect. Most often used for repayment agreements and for certain types of escrow accounts, such as security and pet deposits, for which a customer makes regular monthly payments until the full amount is paid. The individual, monthly receivables have no effect on the balances of the accounts in which they are created. (In other words, a receivable itself never actually “posts” to an account.) When the customer makes a payment on a receivable, the payment posts to the account and reduces the balance.

recurring transaction

A transaction that happens on a monthly basis such as rent, pet rent, garage fees, and lawn care fees.

recurring transfer

A regular monthly transfer from one account to another account belonging to the same customer.

refund profiles

A detailed description of a refund consisting of a set of rules that are applied to specific development(s), and refund policies are those rules.

refund request

A transaction that records a refund that is due to the customer from the Housing Authority. If your agency uses the Accounts Payable program, a refund request will create an invoice in the Accounts Payable program.

relative weight

Allows your agency to weight amenities on a scale from 0 to 99 (99 being the highest, for the most important or desirable amenities). The Rent Reasonableness program uses these weights when comparing different units with different amenities.

revolving charge accounts

A customer with a revolving charge account keeps an overall account balance and owes a monthly receivable to the account.

S**security deposit profiles**

Used to organize all your agency's security deposit policies, or rules on how deposits are applied. With a security deposit profile, you may group and describe a collection of policies, or just one policy.

statement

A record of an account(s) activity for a specified date range.

T**tenant**

Any customer, subsidized or unsubsidized, who has an active lease.

termination reason

Agency-defined reason for terminating a tenant lease; stored in Setup area of the Tenant Accounts Receivable program.

transaction

The type of charge or credit memo.

transaction type

Identifies the purpose of a transaction. Many transactions (both recurring and non-recurring) entered for customers require a transaction type. Examples are: “rent,” “electricity,” “work order,” “interest,” “late fee”.

transfer

Internal transfers between accounts or transfers to another program (such as Accounts Payable for a refund request).

turnaround days

The amount of days from a move out on a unit to a move in.

U

unit activity types

Allow you to create, or “subdivide,” any PHAS event into custom activity types for much greater flexibility in managing and reporting on your units.

unit amenities

Extra features of a unit or its immediate neighborhood that make the unit more usable, convenient, comfortable, or enjoyable for the tenant living there.

URP

Acronym for Utility Reimbursement Payment; a refund that is provided to the tenant to assist in paying utility bills.

V

vacancy days

The number of days that a unit has been vacant. If reporting to HUD, the days become fiscal (calendar days). If the vacancy days cross over into a new fiscal year, only those days that occur in the fiscal year that is begin reported will be counted.

void

A void transaction nullifies the original transaction, making the balance return to the balance prior to the original transaction.

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Common Icons

The following icons appear on many screens throughout WinTen² programs:

Name	Purpose	Example
Add icon	Add a record	
Edit icon	Edit a record	
Delete icon	Delete a record	
Save icon	Save changes from edits	
Cancel icon	Cancel changes from edits	
Search icon	Exit a screen and return to a browse screen to search for other records	
Next icon	View the next record	
Previous icon	View the previous record	
Exit icon	Exit a screen and return to a menu screen (closes any open browse screens)	
Notes icon	Open the Notes screen	
Tools icon	Take action on a record (select from a menu of options)	
Wizards icon	Start a wizard (select from a menu of wizards)	
Show/Hide icon	Show or hide a screen's detail information section	
Show Form Letters icon	View a history of printed form letters and reports	
Generate Form Letters icon	Start the Generate Form Letters Wizard	
Change Color icon	Change screen color	
Reports Menu icon	Open the Reports Menu screen	
TenDocs icon	Launch the TenDocs document archive program	
Data Area icon	Select a different data area	

Print/Preview Report Icons/Button

One button and several icons appear on the Preview Report screen:

Name	Purpose	Example
Preview icon	Preview a report or printed document	
Print icon	Print a report or printed document	

Name	Purpose	Example
Close button	Close the Preview	
First Page icon	View the first page of a report	
Last Page icon	View the last page of a report	
Load Report icon	Load (open) a saved report	
Next Page icon	View the next page of a report	
Previous Page icon	View the previous page of a report	
Print Report icon	Print a report	
Save Report icon	Save a report	
Zoom to Fit icon	Zoom a report to fit one entire page in the preview window	
100% Zoom icon	Zoom a report to 100% size in the preview window	
Zoom to Width icon	Zoom a report to fill the preview window horizontally	

TenDocs

When using the Tenant Accounts Receivable program, you may notice this icon on the toolbar of many of the program screens: . This icon launches the TenDocs document archive program.

TenDocs is a Web-based document imaging and archiving program integrated with the WinTen² suite of programs. With this program, you have the ability to scan all your agency's electronic files and documents into a secure archive. When TenDocs is launched, you can scan, print, and/or e-mail all your agency's stored documents, document images, records, reports, etc. that you use in WinTen² or any of your daily work processes.

What TenDocs Does

With TenDocs, you have the ability to:

- Scan documents/image documents and store them in a secure, off-site archive.
- Archive documents/document images from any other software that has printing capabilities, such as Word or Excel.
- View/Print/E-mail/Fax/Scan/Archive image documents.
- Print/E-mail/Fax/Scan/Archive a batch of image documents.

Getting more information on TenDocs

- ☐ If your agency currently has the TenDocs program and you would like more guidance on how to use it, please refer to the TenDocs user manual. The user manual can be opened by clicking  Help on the toolbar of the TenDocs program.
- ☐ If your agency does not currently have the TenDocs program and you are interested in learning more about it, please contact Dan Wright for more information or a free demonstration of the program.
 - e mail: dwright@tenmast.com
 - phone: 1-877-359-5492, extension 241

About Tenmast Software

Company Information

Tenmast is an established leader in providing excellent software and expert support to the public housing industry. We produce software for managing tenant and financial data, tracking maintenance activities, performing unit inspections, and producing standard HUD and agency-specific reports and data reporting files. We have been automating housing authorities across the United States since 1985.

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