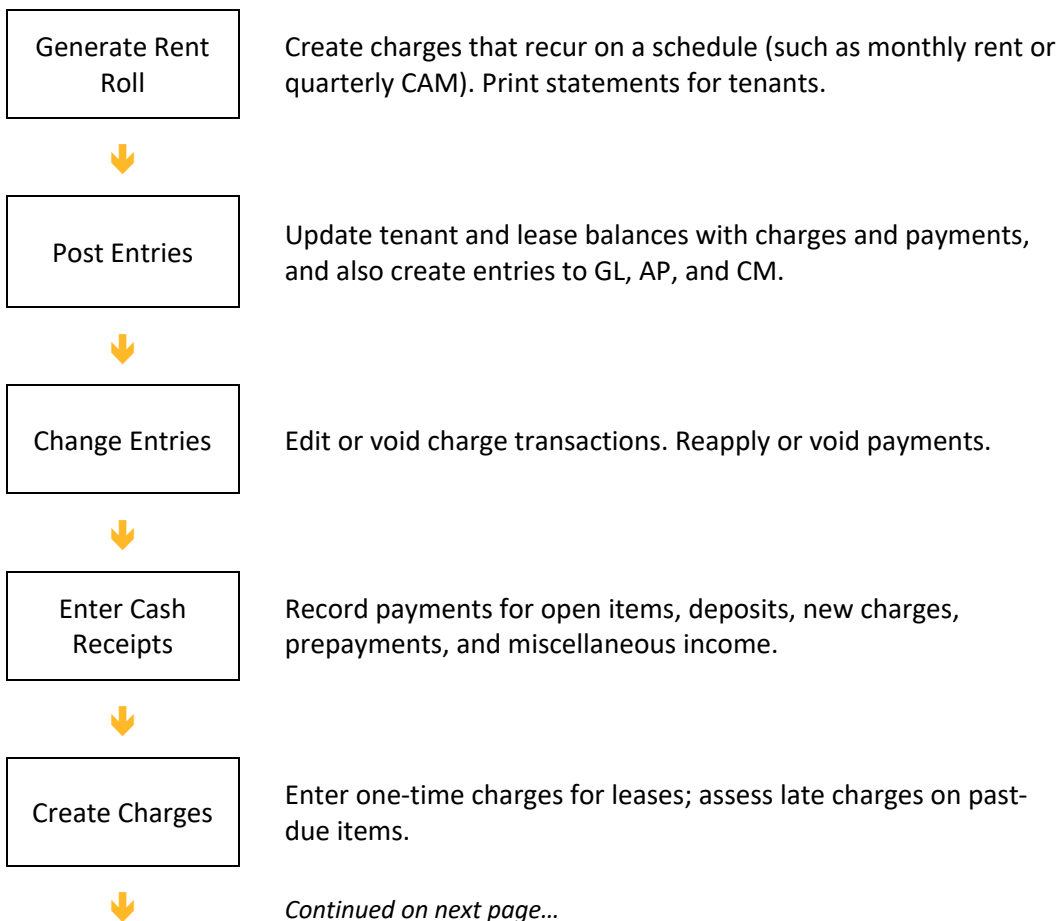


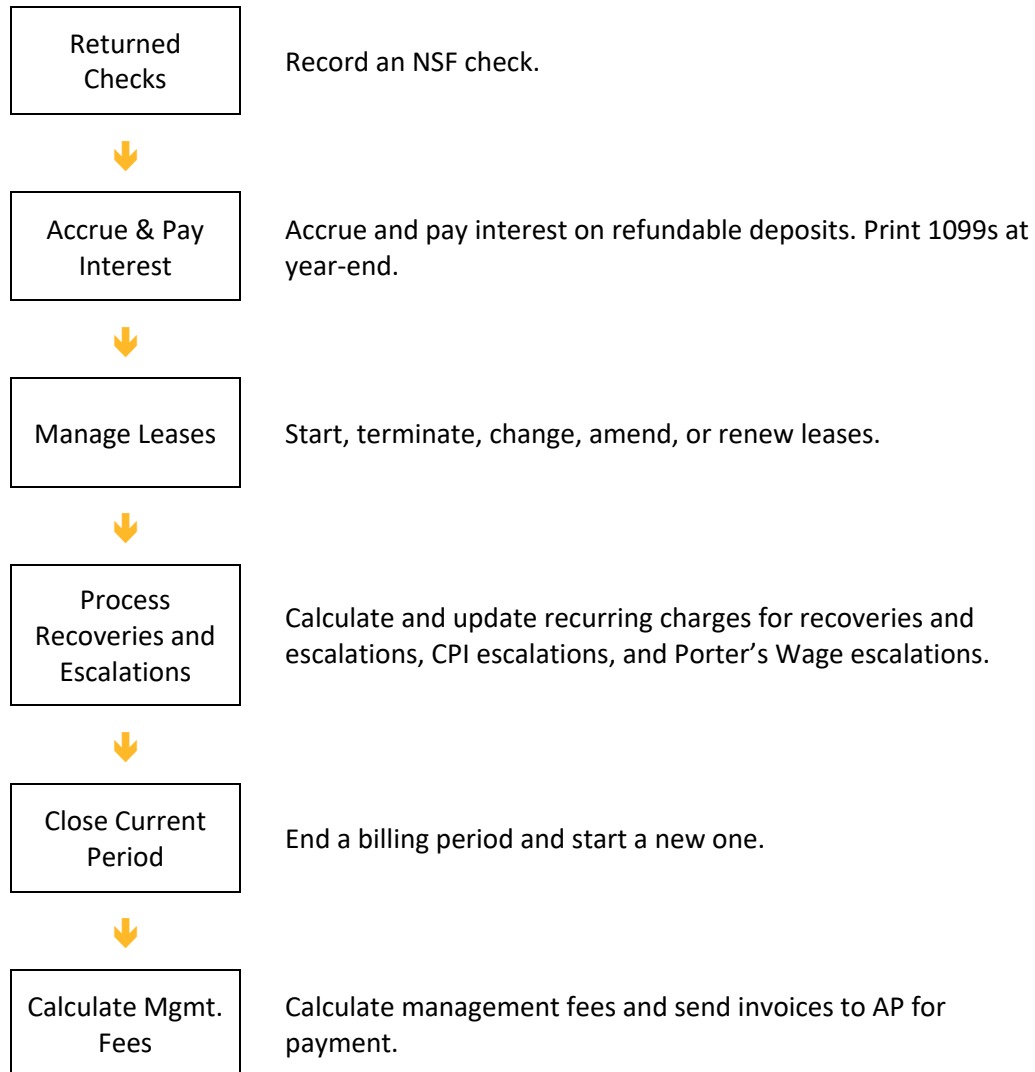
# Property Management

Use this Procedure Template for guidance in performing common Property Management workflow tasks. Include this information in your company's Procedures Manual, as a reference for your employees. If needed, you can customize these documents for your company by saving them to another filename, and then use your Microsoft Word expertise to make changes.

For each task in this workflow overview, there is a Task Diagram and "How To" Steps on the following pages. Depending on the type of instructions you prefer (graphic or text), you can select which parts of this document you want to use in your Procedures Manual.

## Workflow Overview





## Generate Rent Roll

To view a report sample, refer to the Handling Your Reporting Needs document in SmartStart.

1. From the **Tasks** menu, select **Create Charges > Generate Rent Roll**.
2. Select whether you want to perform a Trial Run or actually create entries. Click **[OK]**.



**Note:** We recommend that you perform a trial run first, and make any necessary changes to your lease records, before creating the actual entries.

3. Enter a **Cutoff Date**, **Transaction Date**, and **Accounting Date** for the entries. You must enter these dates, even for a Trial Run. You can click **[Prefill]** to use the dates used in the previous run of Generate Rent Roll.
4. If the **Post Entries** checkbox is available, indicate whether you want to post your entries now or later. The **Post Entries** checkbox is not available if you are performing a trial run.
5. If needed, click **[Ranges]** to limit the properties to be included in the Trial Run or Create Entries session. You can also limit the leases or properties included in processing by entering **[Conditions]**.
6. Make any necessary print selections for the **Generate Rent Roll** journal and click **[Start]** to begin processing.
7. If you performed a Trial Run, review the Generate Rent Roll journal for accuracy. Make any necessary corrections to your lease records. Perform a second Trial Run after making changes. When the Trial Run is accurate, repeat steps 1-6 above, using the Create Entries option.
8. Review the journal produced from the Create Entries option and file it.

## Post Entries

To view a report sample, refer to the Handling Your Reporting Needs document in SmartStart.

1. Back up your data files.
2. From the **Tasks** menu, select **Post Entries**.
3. Click **[Printer setup]** and select a printer or print file name.
4. Click **[Start]** to begin processing.
5. Print and review the Post Entries Report. Use this report to verify that all entries posted successfully.

## Change Entries

To view a report sample, refer to the Handling Your Reporting Needs document in SmartStart.

1. From the **Tasks** menu, select **Change Entries**.
2. Select the appropriate tab for the type of entry you need to change. Tabs include **Tenant Payments**, **Tenant Transactions**, and **Miscellaneous Income Source**.
3. To edit tenant payment information, select the **Tenant Payments** tab.
4. To edit tenant transactions, select the **Tenant Transactions** tab.
5. To edit miscellaneous income payments, select the **Miscellaneous Income Source** tab.
6. Once entries have been changed, select another tab on the **Selection Filter** window or click **[Close]** if you are done.

## Enter Cash Receipts

To view a report sample, refer to the Handling Your Reporting Needs document in SmartStart. These steps are for entering lease-related cash receipts. For information about entering miscellaneous income for a property, refer to Sage Timberline Office Help.

1. From the **Tasks** menu, select **Cash Receipts**.
2. If the system is set up to manually assign batches, a batch selection window opens. Click **[OK]** when finished entering batch information.
3. Enter the bank account information in the **Bank Deposit Selection** window. Click **[OK]** when ready to continue to the **Cash Receipts** grid.
4. If you are extending an existing deposit, a message displays indicating as such, and you are prompted to answer Yes or No to continue. When you extend a deposit, the original Batch ID is used, regardless of the Batch ID assigned or entered in step 2; a deposit cannot be split between batches.
5. To enter multiple bank deposits per Cash Receipts session, click **[Start New Deposit]**.
6. In the grid at the top of the window, enter the general details of the payment. In the **Pay Type** column, you select the tenant, to record a tenant payment. Then select **Misc Income** to record a payment for miscellaneous income.
7. Accept the Amount by pressing **[Enter]** or **[Tab]**, or enter a different payment amount. The payment amount prefills with the tenant balance.
8. Use the tabs in the lower portion of the window to designate how the payment will be applied. The payment can be applied to existing open items, new charges, deposits, prepayments, or as an open credit. The **Amount Remaining** in the lower right corner of the window indicates how much of the payment is left to be applied.

9. You can move back and forth between the tabs in the bottom of the window to apply the payment, and you can change the amounts and other details in these tabs. You can also click on the active payment in the grid at the top of the window, and change general information about the payment.
10. When the payment is fully applied (so that **Amount Remaining** displays as zero), click [**Save Payment**]. Enter additional lease-related payments and/or miscellaneous income.
11. When done entering payments, click [**Totals**] to verify the total of your entries. If you are using Batch Totals, click [**Batch**] to see if your batch is in balance. Correct any errors you find.
12. Click [**Close**] to end the Cash Receipts session. In the **Print Selection** window, if the **Post Entries** box is available, indicate whether you want to post your entries now or later.
13. Specify a print destination for the journal and deposit slips. You can specify a separate print destination for receipts, if you indicated in PM Settings that you print tenant receipts. Click [**Start**] to complete processing.
14. Review the Cash Receipts journal and file it.

## Create Charges

To view a report sample, refer to the Handling Your Reporting Needs document in SmartStart. These steps are for entering miscellaneous charges and adjustments. For information about calculating and creating late charges, refer to Sage Timberline Office Help.

1. From the **Tasks** menu, select **Create Charges > Miscellaneous Entries**.
2. Select the type of entry you need to make.
3. If you are entering a Charge Adjustment, Credit Adjustment, or Bad Debt Write-off, you can click [**Open Items**] to select the open item the entry applies to. This causes certain fields in the entry to be prefilled. Do not use a negative charge to correct an entry. Charge Adjustments and Credit Adjustments allow you to select the open item to apply to, ensuring that the adjustment and the charge are matched up properly.
4. Enter or select the other details of the entry. Press [**Tab**] or [**Enter**] to move to the next column in a row, and at the completion of an entry.
5. When done making entries, click [**Totals**] for verification. If you are using Batch Totals, click [**Batch**] to see if your batch is in balance. Correct any errors you find.
6. Click [**Close**] when done. In the **Print Selection** window, if the **Post Entries** box is available, indicate whether you want to post your entries now or later.
7. Make any necessary print selections and click [**Start**] to complete processing.
8. Review the **Miscellaneous Entries** journal, and file it.

## Returned Checks

To view a report sample, refer to the Handling Your Reporting Needs document in SmartStart.

1. From the **Tasks** menu, select **Returned Checks**. (The title of this command may be different if you changed the description of CM Check in Custom Description.)
2. Select the appropriate tenant. After selecting the tenant, if desired you can sort the checks by the Payment Date, Payment Method, Check Number, or Amount column in the grid.
3. Highlight the payment to be processed as “returned.” Click [**Details**] to review the entries that make up the payment. Click [**Returned Check**] to process the payment reversal.



**Note:** If the payment you select to process as “returned” creates an open credit, and that open credit has already been refunded, the Returned Check – Refunded Credit window opens. A new charge will be created to recover the refunded credit. Indicate the charge type, dates, and a description for this charge.

If the payment you select to process as “returned” includes a deposit payment, and that deposit has already been refunded, the Returned Check – Refunded Deposit window opens. A new charge will be

created to recover the refunded deposit. Indicate the charge type, dates, and a description for this charge

4. Complete the entries in the **Returned Check** window. The Returned Check Fee is optional. Unmark the box **Increase returned check count** for payments that are being reversed due to error. Click **[OK]** when you complete the entries in this window.
5. Repeat steps 2-4 above for additional “returned” checks.
6. Click **[Close]** when done entering returned checks. In the **Print Selection** window, if the **Post Entries** box is available, indicate whether you want to post your entries now or later.
7. Make any necessary print selections for the journal. Click **[Start]** to complete processing.
8. Review the **Returned Check** journal, and file it.

## Accrue and Pay Interest

To view a report sample, refer to the Handling Your Reporting Needs document in SmartStart.

1. From the **Tasks** menu, select **Deposit Interest**. Then select **Accrue Interest OR Pay Interest**, as appropriate.
2. Select whether you want to perform a Trial Run or actually create entries. Click **[OK]**.



**Note:** We recommend that you perform a trial run first, and make any necessary changes to your lease records or to interest rates, before creating the actual entries.

3. Enter an interest Cutoff Date (for Accrue Interest only), Transaction Date, and Accounting Date for the entries. You must enter these dates, even for a Trial Run.



**Note:** If interest has already been accrued on a deposit, it cannot accrue again for the same accrual period.

4. If the **Post Entries** checkbox is available, indicate whether you want to post your entries now or later. The **Post Entries** checkbox is not available if you are performing a trial run.
5. If paying interest, select to pay interest at lease anniversary or at year end, or both. Enter a range of lease anniversary dates if you selected that option.

If needed, click **[Ranges]** to limit the properties to be included in this session. You can also limit the deposit records included in processing by entering **[Conditions]**.

6. Make any necessary print selections for the Accrue Interest or Pay Interest journal and click **[Start]** to begin processing.
7. If you performed a Trial Run, review the journal for accuracy. Make any necessary corrections to your lease and interest rate records. Perform a second Trial Run after making changes. When the Trial Run is accurate, repeat steps 1-6 above, using the **Create Entries** option.

8. Review the journal produced from the **Create Entries** option and file it.

## Manage Leases

To view a report sample, refer to the Handling Your Reporting Needs document in SmartStart. These steps are for setting up a new lease. For information about terminating, changing, amending, or renewing a lease, refer to Sage Timberline Office Help

1. From the **Tasks** menu, select **Manage Leases > Start Lease**.
2. In the **Start Lease** window, click [**New Lease**]. Enter the new Lease ID. Select the Property and Unit. If the tenant has already been set up, select the Tenant, and click [**OK**]. If the tenant has not yet been set up, click [**New Tenant**], and enter the tenant ID, name, and additional tenant information you need to store. Click [**Close**] when done. Click [**OK**].
3. The **Edit Future Lease** window opens. Click each tab and enter the appropriate information. If there are multiple tenants or units associated with this lease, enter them all on the General, Rental info tab. If you don't know all of the lease information now, you can enter it later, before activating the lease.
4. Set up **Charge Controls** for the lease.
5. Set up **Recurring Charges** for the lease.
6. Set up **Deposit controls** for the lease.
7. Set up **Late Charge** controls for the lease.
8. Enter insurance information and lease options on the **Insurance** and **Lease Options** tabs, if appropriate.
9. Click [**Other Charges**] to set up deposit charges and any other one-time charges. Click [**Cash Receipts**] to enter payments received.
10. At this point, the lease is a Future lease. If you are not yet ready to complete the move-in process, click [**Close**]. Click [**Close**] again if you are done entering new lease information.
11. To activate the lease and complete the move-in process, click [**Activate Lease**]. (The Charge Controls, Recurring Charges, and Deposit Controls should already be set up.) Enter the appropriate dates. Mark the Occupied box(es) if appropriate. Click [**OK**].
12. In the **Charge Start Dates** window, make any necessary changes to the First full Charge date, and the Prorate From and Prorate To dates. Click [**Show Charges**] to preview the charges that the activate lease process will create. These include prorations and any full charges that need to be created before the next run of Generate Rent Roll. Click [**Close**] when done.
13. If you want the software to create the charges, mark the **Create charges now** box. If not, make sure the box is unmarked. Click [**OK**] to complete the move-in process and activate the lease. Occupancy



rates are recalculated, vacancy loss is adjusted (if appropriate), charges are created (if appropriate) and the lease becomes a “current” lease.

14. When done processing new leases, click [**Close**]. In the **Print Selection** window, if the **Post Entries** box is available, indicate whether you want to post your entries now or later.
15. Make any necessary print selections and click [**Start**].
16. Review the **Start Lease** journal and file it.

## Process Recoveries & Escalations

To view a report sample, refer to the Handling Your Reporting Needs document in SmartStart. For information about pulling expenses from General Ledger, and Reviewing and adjusting General Ledger expenses, refer to Sage Timberline Office Help. For information about CPI escalations, refer to Sage Timberline Office Help.

1. After you have completed the Pull Amounts from GL process, and made any necessary adjustments select **Recoveries and Escalations**, then **Reconcile and Escalate**. Reconcile and Escalate is the second step used to process recoveries, and is only available if you determined in PM Settings that recoveries are processed in two steps.
2. Select whether you want to perform a trial run or actually create entries. Click [**OK**].



**Note:** We recommend that you perform a trial run first, and make any necessary changes, before creating the actual entries.

3. Select the property.
4. To further limit your selection, you can select a lease, a charge type, or a recovery period end date.
5. Highlight the leases to process. You can click [**Prefill**] to select the leases from the previous run, or [**Prefill from GL**] to select the leases used in the Pull Expenses from GL process.
6. Enter a **Transaction Date**, **Accounting Date**, and **Charge Date** for the entries. You must enter these dates, even for a trial run. Also, enter the **Projected Occupancy percent**, if applicable. **Projected Occupancy percent** is available if the Property Recovery Controls has at least one available budget type marked. You can click [**Prefill**] to use the information from the previous run.
7. If the **Post Entries** box is available, indicate whether you want to post your entries now or later. The **Post Entries** box is not available if you are performing a trial run.
8. Make any necessary print selections and click [**Start**] to begin processing.
9. If you performed a Trial Run, make any necessary corrections and perform a second Trial Run. When the Trial Run is accurate, repeat steps 1-8 above, using the **Create Entries** option.
10. Review the journal produced from the **Create Entries** option and file it.

## Close Current Period

To view a report sample, refer to the Handling Your Reporting Needs document in SmartStart.

1. Back up your data files.
2. From the **Tasks** menu, select **Close Current Period**.
3. In the **Print Selection** window, click [**Ranges**] and select the properties to process. Click [**OK**].
4. Make any necessary print selections for the **Close Period Report** and click [**Start**].
5. Review the **Close Current Period** report, and file it.

## Calculate Management Fees

To view a report sample, refer to the Handling Your Reporting Needs document in SmartStart.

1. From the **Tasks** menu, select **Management Fees**, then select **Calc Management Fees (Scheduled)**.
2. Select whether you want to perform a trial run or actually create entries. Click [**OK**].



**Note:** We recommend that you perform a trial run first, and make any necessary changes, before creating the actual entries.

3. Highlight the properties to process. You can click [**Prefill**] to select the properties from the previous run. This is useful if you previously performed a Trial run and are now ready to create the entries.
4. To further limit the items available for selections, select a **Property, Manager**, and/or enter a **Next date**.
5. Enter a **Transaction date** and **Accounting date** for the entries. You must enter these dates, even for a trial run.
6. If the **Post Entries** box is available, indicate whether you want to post your entries now or later. The **Post Entries** box is not available if you are performing a trial run.
7. Make any necessary print selections and click [**Start**] to begin processing.
8. If you performed a Trial Run, make any necessary corrections and perform a second Trial Run. When the Trial Run is accurate, repeat steps 1-7 above, using the **Create Entries** option.
9. Review the journal produced from the **Create Entries** option, and file it.