TenantFile
Rental Property Management Software

User Guide for Version 10

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GETTING STARTED

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WELCOME TO THE TENANT FILE!

Thank you for using the Tenant File – a Property Management Software program that will save you both time and money. We have worked very hard to develop a system that is powerful and flexible enough to handle the most demanding tasks that Property Managers need - yet is easy to set up and use.
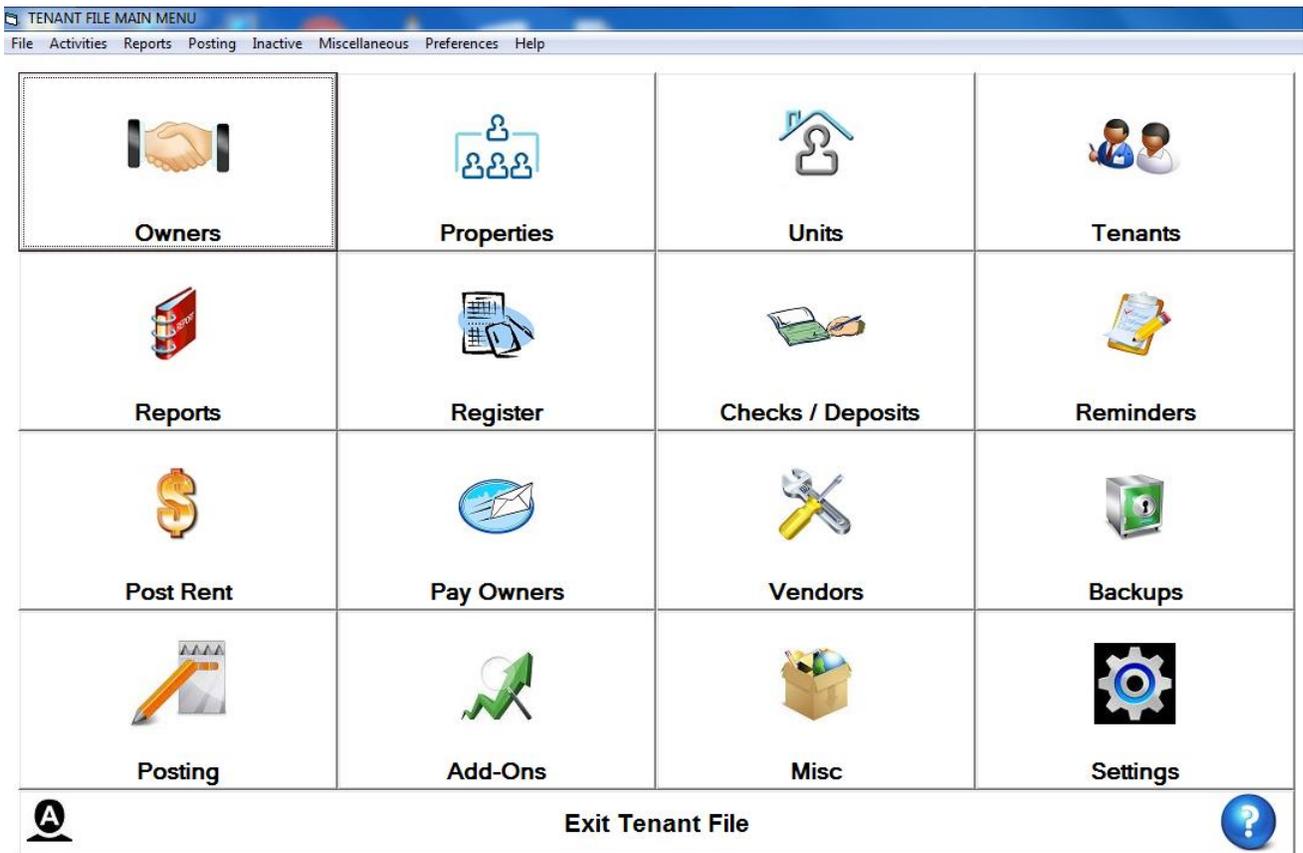
Please take the time to completely read this User's Guide. It will make your installation and setup much faster and easier. In addition, throughout this User's Guide, you will find valuable tips on how to use this program to its fullest.

We do offer phone training sessions for a fee if you would like in-depth training for yourself or your employees. These options are available by visiting our web site at **www.TenantFile.com**. We look forward to being part of your success!

INSTALLATION AND REQUIREMENTS

Requirements: This version of the Tenant File is for the Tenant File Virtual Server. There are no specific requirements since it is hosted on a virtual server for you. You will access the program with a Username and Password supplied by Tenant File upon purchase.

When you sign up for the Tenant File Virtual Server subscription, your program will be set up for you. Included in your email containing your Username and Password will be a PDF document that explains how to upload data from your desktop to the server. This is a one-time process since you'll be using the virtual server version from this point on. **YOU MUST HAVE TENANT FILE 9 in order to sign up for the Tenant File Virtual Server if you wish to upload your files.**

It is OK to keep the Tenant File Version 9 on your desktop for reference or backups, but keep in mind there is no connection to the virtual server.

BASIC CONCEPTS

The Tenant File system is based upon a few basic principles, which you need to be familiar with.

First, the **Owner** is at the top of the hierarchy. You may have any number of Owners in the Unlimited Virtual Server Version, up to 250 Owners in the Tenant file 250 Virtual Server and up to 100 Owners in the Tenant File 100 Virtual Server Version. (In the Tenant File 250 Virtual Server Version, the Owners, Properties, Units, and Tenants can be grouped in any way, as long as the total number of Rental Units does not exceed 250. In the Tenant File 100 Virtual Server Version, the Owners, Properties, Units, and Tenants can be grouped in any way, as long as the total number of Rental Units does not exceed 100).

Next in the hierarchy is the **Property**/Building. Each Owner may have multiple Properties; however, any given Property may have only one primary Owner. There is the option to enter limited information on a secondary Owner.

Lastly, each Property may contain multiple **Units** and **Tenants**. For each Unit, you can have two separate Tenant Names and Social Security Numbers, but the first Tenant is always considered the primary Tenant. Each Unit/Tenant combination may be linked to one Property only.

RELATIONSHIPS

Tenant File Relationships
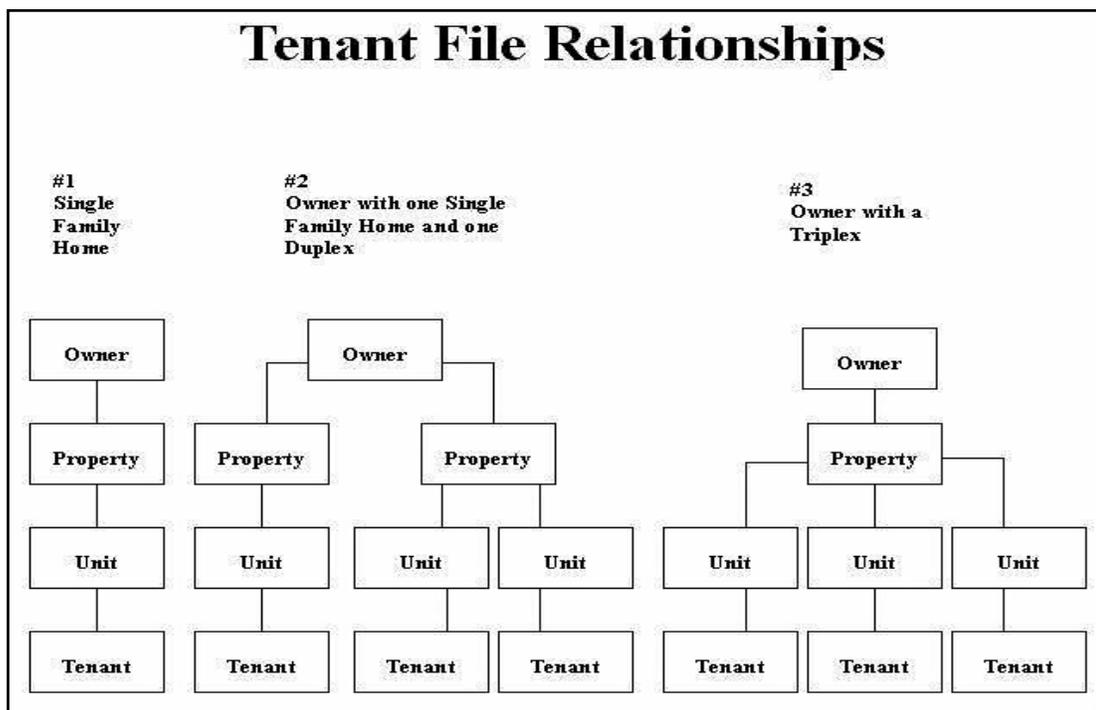
#1 Single Family Home: In this case, the Property Name and the Rental Unit Address are the same. For every Rental Unit there is a corresponding Tenant. All transactions should be posted to the Tenant Ledger and the Unit Ledger.

#2 Owner with Multiple Properties: In this example, the Owner has a Property, which is a single-family home, and another Property, which is a duplex. Daily transactions are posted to the Tenant Ledger and the Unit Ledger (or both). The Duplex may have transactions posted to the Property Ledger if the income or expense relates to the entire complex and belongs to the Property rather than one particular Unit, such as a roof repair to the Duplex. Transactions to and from the Owner, such as Owner Payments may be posted to the Owner Ledger or Property Ledger, depending on whether the Owner wants separate checks per Property (Property Ledger) or one check for all Properties (the Owner Ledger).

#3 Owner with one Property having multiple Units: In this case, like an apartment building, the Owner has a Property, which has multiple Rental Units. Tenant transactions are posted to the Tenant Ledgers, daily transactions such as Unit repairs go to the Unit Ledgers, Common Area Maintenance and Property repairs go to the

Property Ledger, and Owner related transactions can go to either the Owner or Property Ledger as in example #2.

This User's Guide will give you detailed information on how to use the program. The following is a quick note on how to set up your Owner, Property, Unit and Tenants quickly using the 'Easy Setup' procedure found under 'MISC > Easy Setup'. Also included is information on how to set up your Income and Expense Accounts under 'SETTINGS > Add/Edit Accounts'. The program includes basic Property Management Income and Expense Accounts upon installation; however, you are able to add as many new accounts as you deem necessary. It is important to know that once an account has been used, it should not be modified or deleted without viewing and modifying all transactions that were created with that said account.

EASY SETUP (MISC > EASY SETUP)

This screen makes it easy to set up your Owner, Property, Unit and Tenant information quickly. This is the fastest way to get started with the Tenant File, by only entering the minimum information required. After that, you can easily go to each new ledger entry and fill in the detailed information by clicking on Owner, Property, Unit or Tenant from the Main Menu.

Please note: Upon installation, you will see that the program includes one Owner/Property/Unit and Tenant link. You can simply edit that first set starting with your first Owner's name, one of his/her Properties and the Unit/Tenant information for that Property.

What do you want to create? If you are first setting up your Owners, you would want to click on 'New Owner' and enter the information for that Owner. If you already

have your Owner set up and want to add a new Property to that Owner, you would click on 'New Property' and enter the information for that Property. This screen will display the Owner that you would have originally created for that Property. Simply choose what you want to add here. To show all previously set up Owners, Properties, Units and Tenants, click the '(Show all)' selection.

Once you choose what you want to add, you will need to find the Owner or Property. For example, if you are adding a new Property to an existing Owner, you'll see a tree view of all Owners. Just pick the Owner that the new Property is to be set up under.

Once that is chosen, enter the required information on the right side of the screen, and click the button to 'Create new Owner, Property, Unit and Tenant NOW'.

Then go to the Main Menu, and click on one of the Owner, Property, Unit, or Tenant buttons to see your entry and to complete the information. This is an easy way to quickly set up your Tenant File program; however you can also enter new Owners, Property, Units or Tenants directly into the Ledger screens available from the Main Menu.

ACCOUNT CATEGORIES (SETTINGS > ADD/EDIT ACCOUNTS)

The Tenant File comes with standard Property Management Income and Expense accounts already set up. You are able to change them or add your own, but before you do, you should read all of the documentation thoroughly and be familiar with the Tenant File's accounting section. The program includes the basic accounts for Property Management, however, you can add as many Income and Expense Accounts as you need. Detailed information can be found under 'SETTINGS > Add/Edit Accounts'.

ACCOUNT DEFAULTS (SETTINGS > EDIT ACCOUNT DEFAULTS)

Throughout the Tenant File, various Account Categories are used when you automatically post rent, pay Owners, post late fees, and use other features. The

Tenant File has one location where you will need to set which accounts you use for these various automated tasks. Since the Tenant File allows you the flexibility to create and edit Account Categories, just choose the ones you want to use here. This process is very important! <u>It is very important that you have the correct accounts set up for the automated functions of the program to post correctly</u>. If you are just getting started, this section should be viewed and edited before you start to post any transactions. You may not need to change any accounts, however, if you made any changes to the Income and/or Expense listings under 'SETTINGS > Add/Edit Accounts', you would want to view the Account Defaults screen under 'SETTINGS > Edit Account Defaults' and make any necessary changes.

Note: It is very important that you do not delete or edit an account after it has been used in your Ledgers.

MAIN MENU
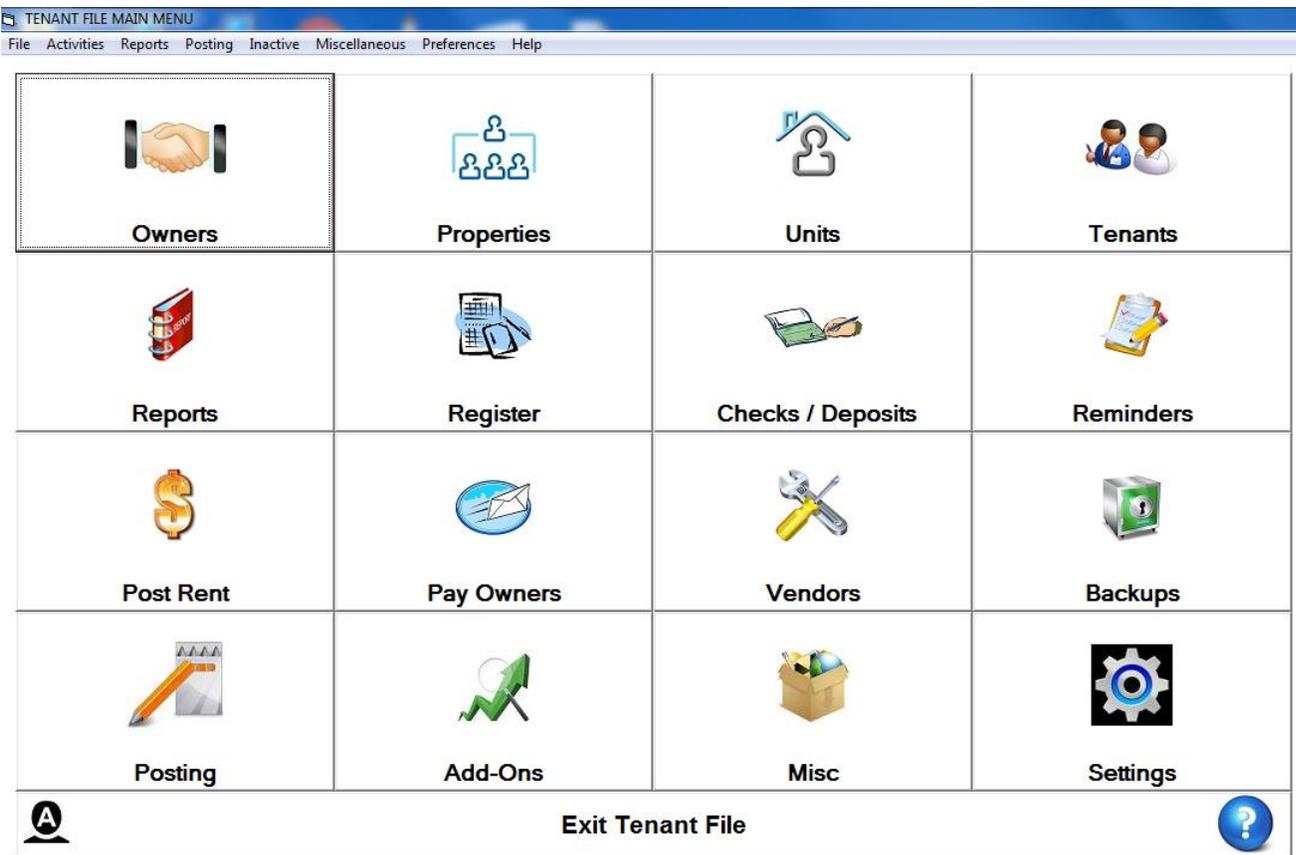
Everything begins from the Main Menu. We have designed this menu so that the most common actions are easily accessible.

ACTIVITY AREA

The Activity Screen, which includes the Ledgers, is accessed by clicking any of the above buttons – Owners, Properties, Units or Tenants. They all open the same screen, but each button determines the sorting and scrolling when moving around in the activities screen.

OWNER/PROPERTY/UNIT/TENANT BUTTONS

The above screen shot shows the 'Tenant Information' (note red check mark at top)

If you chose TENANT from the Main Menu, this is the screen that you will see. This 'Activity Screen' is where most of your information in the Tenant File is kept. By clicking on a tab at the top, you can display information for an Owner, Property, Unit, or Tenant. A checkmark will show for the currently displayed tab. To change any of the information, just click into the desired field, and make your entry. There is no 'Save' button, your changes are automatically saved. To see an alphabetical listing of your Owners, Properties, Units, and Tenants on the side bar, you can click on the 'Tree' button, which toggles on and off.

There are various buttons included with every Owner, Property, Unit, and Tenant Ledger. They are described as follows:

Email: By clicking this button, you can set up email addresses for the current Owner, Property, Unit, or Tenant. You will see a pop up that includes an area for you to enter an 'Email 1' and an 'Email 2'. Once entered, it is saved in your database. You can send email directly from the same screen. You are able to include 2 attachments

when sending an email from this section. Note: There are additional areas in the program that will allow you to send emails to your Owners, Tenants and Vendors.

To Do: This allows you to create an entry for the Reminder System. You will see additional information later in this User's Guide on the REMINDERS, which can be accessed from the Main Menu. A 'To Do' reminder is something that requires an action date. An example of a 'To Do' reminder would be for you to call a tenant on a specific date for a birthday message, holiday reminder, contract renewal, or any other date-related action.

Log Event: An 'Event' is also part of the Reminder System. An 'Event' is saved by date but doesn't require the entry of an action date. Use 'Log Event' to simply log an occurrence you want to remember. An example would be to log when a Tenant gave notice to vacate, when a disturbance or violation was reported at the location, or any comments that you wish to keep a record of for this particular Owner, Property, Unit or Tenant. When entering a 'To Do' or 'Event' through the ledgers, it will be tied to the ledger that you are in at the time. Other 'To Do' or 'Event' reminders can be entered directly through the REMINDERS section from the Main Menu.

Starting Bal: This button allows you to enter a 'Starting Balance' for any Owner Ledger, Property Ledger, Unit Ledger, or Tenant Ledger. Use this feature if you are just setting up the Tenant File and want to bring in a balance from a previous time period. The 'Starting Balance' entry does not create an actual ledger transaction or bank register entry since you will be accounting for that amount in your previous accounting. It is simply a balance to start with so that your ledgers will begin with the correct dollar total. To enter a negative number (a debit), use a minus sign in front of the number (for example, if a tenant owes you $150.00, enter -150 with no dollar sign). It is very important that you enter the correct date of the Starting Balance. Many reports will use this date to include or exclude the Starting Balance amount from the report.

We will now discuss the bottom section of your ledger screens. There is a row of buttons across the screen in each ledger type directly under the information, called the **Activity Buttons**. These buttons access a number of options for working with your information and are described in detail under the 'Activity Button Descriptions' section of this manual.

Below the 'Activity Buttons', you see the **'Note'** section. Each time that you access any Owner, Property, Unit, or Tenant ledger from the Main Menu, the notes for that particular ledger will display. In order to view the transactions previously posted to the ledger or to access the 'transaction grid' for the ledger displayed, click on the **'Ledgers'** button. This is a toggle switch, so the button will always display either 'Notes' or 'Ledgers', allowing you to easily switch from one to the other. The ledgers show all income and expenses posted to each separate ledger in the Tenant File and are the basis for all reporting. The Notes are available for any user entered information, such as information on tenant vehicles, employment history, or additional contacts.

ACTIVITY BUTTON DESCRIPTIONS

| |< | < | > | >| | Ledger | Owner Balance | Tree | Scroll By | Find | Delete | New | Features | Print | Dates | Copy | Exit |

The buttons in the Activity Screen, which are found in each separate ledger, will probably be the most often used buttons in the Tenant File. Here are descriptions of what each button is used for:

NAVIGATION BUTTONS

| |< | < | > | >| |

These buttons allow you to scroll through your information one ledger at a time. These buttons will move you to **the First (|<), Previous (<), Next (>) or Last (>|)** ledger. The way you scroll through the ledgers is determined by how you entered into this area from the Main Menu.

By Owner: If you entered by clicking on the 'Owners' button, you will be presented with your first Owner (in alphabetical order of the 'Last or Company Name' field) and when you click on one of the Navigation Buttons, you will be scrolling alphabetically by the 'Owner 1 Last Name', then by the 'Property or Building Name' and then by each 'Rental Unit or Apartment Name' entered for that particular Property. The default tab will show the Owner Information.

By Property: If you entered by clicking on the 'Properties' button, you will be presented with your first Property (in alphabetical order) and when you click on one of the Navigation Buttons, you will be scrolling alphabetically by the 'Property or Building Name' and then by each 'Rental Unit or Apartment Name' entered for that particular Property. The default tab will show the Property Information.

By Unit: If you entered by clicking on the 'Units' button, you will be presented with your first Unit (in alphabetical order) and when you click on one of the Navigation Buttons you will be scrolling alphabetically by the Rental Unit Address. The default tab will show the Rental Unit Information.

By Tenant: If you entered by clicking on the 'Tenants' button, you will be presented with your first Tenant (in alphabetical order of 'Last or Company Name of Tenant1) and when you click on one of the Navigation Buttons you will be scrolling alphabetically by the Tenant 1 Last Name. The default tab will show the Tenant Information.

LEDGER

Ledger

When you first select Owner, Property, Unit or Tenant from the Main Menu, you will see the Notes for the displayed ledger at the bottom of your screen. Press 'Ledgers' on the Command Bar to see the transaction ledger for the displayed Owner, Property, Unit, or Tenant. The grid will display the Current Ledger Balance along with rows of both Income and Expense postings. All Income and Expense transactions found in your ledgers are used to create your Income/Expense Reports, Cash Flow Reports, Owner, Property, Unit, and Tenant Statements, along with many other reports.

	Date	Account	Remark	Amount	Check/Dep	Pd By	Post To
			Tenant Ledger Current Balance: ($200.00) (Starting Balance: $0.00)				
	2/1/2023	Rent Charged	February	($200.00)			Tenant
	2/5/2023	Rent Received	Rent Payment from Tenant	$200.00	180205	Check	Both (T/U)
	3/1/2023	Rent Charged	March	($200.00)			Tenant
	3/5/2023	Rent Received	Rent Payment from Tenant	$200.00	180305	Cash	Both (T/U)
▶	4/1/2023	Rent Charged	April	($200.00)			Tenant
	4/5/2023	Rent Received	Rent Payment from Tenant	$200.00	180405	Check	Both (T/U)
	5/1/2023	Rent Charged	May	($200.00)			Tenant
*							

To edit a transaction, click on the row you wish to edit and change the information in the field. When you click on the down arrow in the 'Account' field, it will display a listing of all available Income/Expense Accounts for this ledger type (Owner, Property, Unit, or Tenant). **To save any new transaction entered or any modification of a current transaction, you must click on any other row above or below the current row.** There is no save button required.   Note: A 'pencil mark' in the very first column ('record selector') indicates that you are still in the 'Edit' mode for that transaction line. You must complete the information and click on another row to save the entry before the transaction is saved and you can exit the ledger.

To Add a New Transaction

First, keep in mind, that while you can certainly add transactions directly into the ledger as described below, you should not do that if you are using the checks and deposits features in the program. Instead of posting directly into the ledger, you will first create a check or deposit. From that check or deposit, the Tenant File will automatically post the transactions to the ledger for you. Any manual entries made directly into a ledger will not be included in your Bank Register.

Date: Click on the Date field next to the 'record selector' on the blank row at the end of existing transactions. (This row will have an asterisk in the 'record selector' column). To enter the current date, press the space bar in the Date column. Otherwise, start typing the date you want using two digits each for the month and day, and four digits for the year. Do not enter any dashes or slashes - the program will enter these for you.

Account: In this column, you must select an Income or Expense account from the drop-down list of accounts available for the type of ledger you are in. Only the accounts that pertain to the particular ledger that you are in will display. These accounts are pulled from 'Tenant File Accounts' section found under SETTINGS > Add/Edit Accounts from your Main Menu. You cannot type an account name in this section; it must be selected from the list. The Income Accounts are listed first alphabetically, and the Expense Accounts are listed after that. Depending on whether you enter an Income or Expense account, the amount you enter will be either a credit or a debit. You would not enter a minus sign for debits; they are automatically displayed in red and in parenthesis. For example, if you post an expense to a Tenant for $350.25, select the correct Expense Account and the field will display ($350.25) – in red. This entry is required.

Remark: This field is for any remark you wish to enter for this particular transaction. The field allows 60 characters long so you can give a detailed description. However, please note that some reports may truncate or wrap this field to a second line if it is too long for the report. This entry is not required.

Amount: Enter the amount of the transaction in this field. Do not enter any characters other than a number and the decimal place, if required for your entry. The amount will change to an income or expense (positive or negative number) depending on the type of account you choose under your 'Account' selection. Debits will show in red and parenthesis. This entry is required.

Check/Dep: This field is not required. This information is pulled from your check and deposit entries and matches the transaction to those items. When utilizing the CHECKS/DEPOSIT section within the program, each printed check and saved/posted deposit will post transactions to your ledgers and include the given number. It is important to have the check or deposit number in this field so that it can tie the transactions with your checks and deposits within various reports. If you are not utilizing the CHECK/DEPOSIT section of the program and will not be printing checks and reconciling your Bank Account(s), you can enter a check number or a deposit number in this field. No characters are allowed in this field, only numbers. Remember, however, that if you choose to manually enter a number or edit a number created with a check or deposit, the program will not be able to correctly tie that number to the check or deposit for your reports.

Pd By: This field can indicate the method of payment. Options include a blank space (no payment indication), ACH (Direct Deposit), Cash, CC (Credit Card), Check, MO (Money Order), or Other. If you choose to print Deposit Slips, this information will be entered correctly on the form. It is included in various reports.

Post To: This field is for information only and cannot be edited on individual transactions. The 'Post To' information is set under the SETTINGS > Add/Edit Accounts section from the Main Menu for each account. This tells you the 'Post To' status of each transaction. For example, if the 'Post To' status is 'Both (T/U)', it means that this same transaction is automatically posted to both the Tenant Ledger and the Unit Ledger (as in 'Rent Received'). If you feel that the status of an account is not correct, you would need to exit the ledger and view the 'Post To' setting in the 'Tenant File Accounts' screen, under SETTINGS > 'Add/Edit Accounts' from the Main Menu. It cannot be edited while entering a transaction.

When you are finished entering the transaction, click on any other row (above or below) to save your current transaction. Please note: If you start a transaction line,

you must complete the fields prior to the program saving your transaction. If you have made an error and want to discard the transaction line, you must first enter all required fields and 'Save' the row (by clicking on another row). The button on the far left (record selector) will show a 'pencil' icon when you are currently writing a transaction. Once you complete and save the row, the 'pencil' will go away and you can delete the transaction. If the row shows a 'pencil' in the 'record selector', you will not be allowed to exit the ledger until you complete the action.

To Delete a Transaction

To delete an individual transaction, click on the 'record selector' (button to the left of the date) to highlight the entire row you wish to delete. Once the row is highlighted, press the 'DEL' key on your keyboard (**NOT YOUR SCREEN**) to delete the row. This is a non-reversible action. If you attempt to delete a transaction that is tied to a check or deposit, the program will present a warning that the transaction you are attempting to delete is part of a check or deposit. We highly suggest that you do not delete transactions tied to checks and/or deposits because it will affect your ability to balance to your ledgers.

 It is very important that you do not hit the 'Delete' key found on your screen in the row of buttons within the ledger when you are attempting to delete a transaction. Hitting the 'Delete' key on your screen will delete the entire ledger along with all transactions. You will be given a warning and be required to type the word YES (in all caps). If you type YES, all information will be deleted. This action is not reversible.

POSTING TO YOUR LEDGERS:

Owner Ledgers - Your accounting transactions that pertain to the Owner will be posted to the Owner Ledgers. These transactions are typically for items that cover multiple properties. Examples of Owner Ledger postings might be the 'Paid to Owner' expense transactions or the 'Income from Owner' income transactions along with others that you deem necessary. Any account category posted to the Owner Ledger must have a 'Post To' status of 'G' (General account), or 'O' (Owner only account). Transactions posted to the Owner Ledger will be reflected in your Owner Reports.

Property Ledgers - Your accounting transactions that pertain to an entire Property will be posted to the Property Ledgers. A Property usually contains several units (such as a four-plex or apartment building or office complex). Property transactions are typically for common area costs or for a single expense that covers all units within a property. Examples of Property Ledger postings might be a roof repair or lawn care for the entire complex (if this is a multi-unit Property). Any account category posted to the Property Ledger must have a 'Post To' status of 'G' (General account), or 'P' (Property only). Transactions posted to the Property Ledger will be reflected in your Owner and Property Reports. For those users that deal with 'Single-family' units only (each Property includes only one Unit only), you may choose not to post to the Property Ledger, but to the Unit Ledger instead.

Unit Ledgers - Your accounting transactions that pertain to the Unit will be posted to the Unit Ledgers. These transactions are typically repairs and maintenance, appliance purchases, forfeited deposits and unit related bills that pertain to one particular unit. Rental income posted as 'Rent Received' is one of the accounts that when entered is posted to both the Unit and the Tenant. Any account category posted to the Unit Ledger must have a 'Post To' status of 'G' (General account), 'U' (Unit only account), or 'B' (Posted to both Tenant and Unit). Transactions posted to the Unit Ledger will reflect in your Owner, Property and Unit Reports.

Tenant Ledgers - Your accounting transactions that pertain to the Tenant only will be posted to the Tenant Ledgers. These transactions are typically rent charges and receipts, Security Deposit charges and receipts, tenant paid repair credits, and similar items. Rental income posted as 'Rent Received' is one of the accounts that when entered is posted to both the Tenant and the Unit. Any account category posted to the Tenant Ledger must have a 'Post To' status of 'G' (General account), 'T' (Tenant only account), or 'B' (Posted to both Tenant and Unit). Transactions posted to the Tenant Ledger will be reflected only in your Tenant Reports. <u>Tenant Ledger transactions will not be included in your Owner reports and will not affect your owner's accounting</u>.

Note: The 'Post To' column on the transaction line is for information only. You cannot edit this column. The 'Post To' status is determined by your settings in the Add/Edit Account selection under 'SETTINGS' on the Main Menu.

Print from Ledger

Report Type
- ● Statement (may include related Properties, Units, Tenants)
- ○ Ledger (for specific ledger displayed on screen only)
- ○ Print Notes   □ Show Transactions
- ○ Tenant Payment Receipt

- ○ Owner
- ○ Property
- ○ Unit
- ● Tenant

Starting Date
1/1/2023

Ending Date
10/24/2023

Start Printing   **Cancel**

Printing While in the Ledgers: For your convenience, you are able to print directly from within the Owner, Property, Unit, and Tenant Ledgers. You may enter a 'Date Range' and 'Report Type' for any selection. All reports are first displayed on screen - you can press the 'Printer' icon to print to your printer. All of the reports available in this 'Print' section can also be found in the 'REPORTS' section from the Main Menu.

The following is a description of the different '**Report Types'** that can be printed from the ledger:

Statement - The Statement type is a report suitable for mailing. An Owner Statement will include all related Owner, Property and Unit transactions within the given date range for the displayed Owner. A Property Statement will include all related Property and Unit transactions for the displayed Property (Owner Ledger transactions are not included in the Property Reports. Unit and Tenant Statements will be for the displayed Unit or Tenant.

Ledger - The Ledger Transaction Report is a report on the specific ledger shown on screen. This report can be printed for any displayed Owner, Property, Unit, or Tenant. It is simply a recap of the transactions posted to the ledger within the given date range.

Print Notes - Prints a report listing the Notes that were entered on the individual ledger screens. The report can be printed for the current Owner, Property, Unit or Tenant.

Tenant Payment Receipt - Prints a Payment Receipt, which allows you to enter two paragraphs of your own wording. If you check the 'Show Transactions' check box, the Payment Receipt will also print transactions between any two dates. Please note: When editing the default wording in the two paragraphs, you must allow each section to 'word wrap' automatically. Do not use the 'Enter' key.

As noted, all of the reports described above can be run by clicking onto the 'REPORTS' button from the Main Menu in addition to printing from the Ledger.

When you first enter this section, your Notes will display by default. Press this button to see the Ledger for any displayed Owner, Property, Unit, or Tenant. The Ledger shows the entire payment history and is the source of all of the financial information shown on the Tenant File reports.

Notes (toggled from Ledger button)

For each of your Owners, Properties, Units, and Tenants, you can keep detailed notes. The notes are automatically displayed when you enter any of the ledgers from the Main Menu (by clicking on Owner, Property, Unit or Tenant).

```
Tenant Notes
Tenant Information:   Sandra Ramerez                              Janis Ramarez

Social Security #:    203-22-4121                                 455-23-0012
Driver's License:      CA 30922531                                TX 89222342
Credit Rating:        800                                         782

Automobile 1:         2002 Honda Accord, License Plate TRG 3023   2004 Corvette, License Plate ZRU 5504455
Automobile 2:         2005 Ford Bronco, License Plate YRF 40345   n/a

Employer:             Yeargan Technology                          Dillard's Department Store
Job Description:       Programmer                                 Sales Manager
Employer Phone:       (404) 334-2234 extension 45                 (550) 455-3345
```

The sample above shows Tenant Notes. Following you will find suggestions for the note areas.

Owner Notes would normally display notes that are specific to an Owner such as Management Contract information, Mortgage Company information, Insurance Policies, and additional contact information for the particular Owner.

Property Notes would normally display notes that are specific to a Property, such as Common Area notes, Legal Descriptions, and property manager information.

Unit Notes would normally display notes that are specific to a Unit, such as detailed repair dates and information, Utility notes and Lease-Purchase terms.

Tenant Notes would normally display notes specific to the Tenants, such as detailed children and pet information, payment terms, License Plate numbers, job history, and previous addresses.

There are no set rules for what you enter into the notes, and much of the note information suggested above could be interchanged or maintained in the Features section. Notes entered in this section within your Owner, Property, Unit or Tenant Ledgers can be printed either to the screen or to the printer by selecting 'REPORTS' > 'General Reports' > 'Notes' from the Main Menu. The Tenant Notes can also be printed by using the 'Print' button when a Tenant is displayed. The User Defined Report system can also include notes when creating reports.

OWNER BALANCE

Owner
Balance

This button shows a complete financial snapshot of any Owner, which is currently active. You can be in any of the Owner's properties or rentals to access this information. When clicked, you will see a 'pop-up window' displaying the Owner name, the Owner Ledger current balance, the current balances of all Properties owned by the same Owner and the current balance of each rental unit within the displayed Properties. Finally, the overall current balance is shown at the bottom.

Owner: Dr John Porter

Owner Ledger:

$1070.75	Dr John Porter

Property Ledger(s):

($1200.00)	Porter Investment Properties
$1605.20	Porter Willow Street Duplex

Unit Ledger(s):

$1621.00	1275 Cedar Trail Drive
($555.83)	3403 Riverview Court
($544.40)	3307 Willow Street A
$1401.00	3307 Willow Street B

Current Owner Balance: $3,397.72

Exit

TREE

Tree

When clicked, the screen will display a column on the left side of the ledger which will show a tree view of your information on all entered Owners, Properties, Units and Tenants. The plus or minus (+ or -) in front of each name, will allow you to open or close that branch of the tree for further detail. When the 'Tree' is displayed, you can click on a name to select any Owner, Property, Unit or Tenant Ledger.

```
┌─────────────────────────────────────┐
│  Collapse        │    Enlarge        │
├─────────────────────────────────────┤
│ ⊟ Jones, Mary                       ▲│
│    ⊟ 2093 Poplar Avenue             │
│         2093 Poplar Avenue          │
│              Fieldstone, Randall    │
│ ⊟ Kobella, Foster                   │
│    ⊟ Foster Weekly Rentals          │
│         Cabin 1                     │
│              Radcliff, Barbara      │
│         Cabin 2                     │
│              Deeders, James         │
│         Cabin 3                     │
│              Walterson, Jimmy       │
│ ⊟ Porter, Dr John                   │
│    ⊟ Porter Investment Propert   ≡  │
│         1275 Cedar Trail Drive      │
│              Bradley, Gary          │
│         3403 Riverview Court        │
│              Richardson, Randy      │
│    ⊟ Porter Willow Street Duple     │
│         3307 Willow Street A        │
│              Paul, Gregory          │
│         3307 Willow Street B        │
│              Garrett, Sharon        │
│ ⊟ Redford Investments Ltd.          │
│    ⊟ Northcross Shopping Cer        │
│         Handyman Hardware ,         │
│              Flowers To Go          │
│         Handyman Hardware I         │
│              Worley, Paul           │
│         Handyman Hardware           │
│              Sharper Imagery        │
│ ⊟ Synergy Properties LLC            │
│    ⊟ WestWood Apartments            │
│         Apt 101                     │
│              Foster, Jane           │
│         Apt 102                     │
│              Kemper, Kirk          ▼│
├─────────────────────────────────────┤
│ ◄        IIII              ►         │
└─────────────────────────────────────┘
```

By clicking the 'Enlarge' button, the Tenant File will expand the size of the 'Tree' to the full screen width and enlarge the size of the ledger area to the largest size available. Click 'Reduce' to return to the normal size.

The 'Collapse' button will show only Owner Names while the 'Expand' choice will return to the normal 'Tree' which includes all Owners, Properties, Units and Tenants.

 You can have the 'Tree' always show (or not show) by clicking the menu selection found under SETTINGS from the Main Menu > 'Show Selection Tree in Activities upon loading' (lower part of the screen). The 'Tree' button is a toggle switch, so each time it is clicked, the Tree will show or not show.
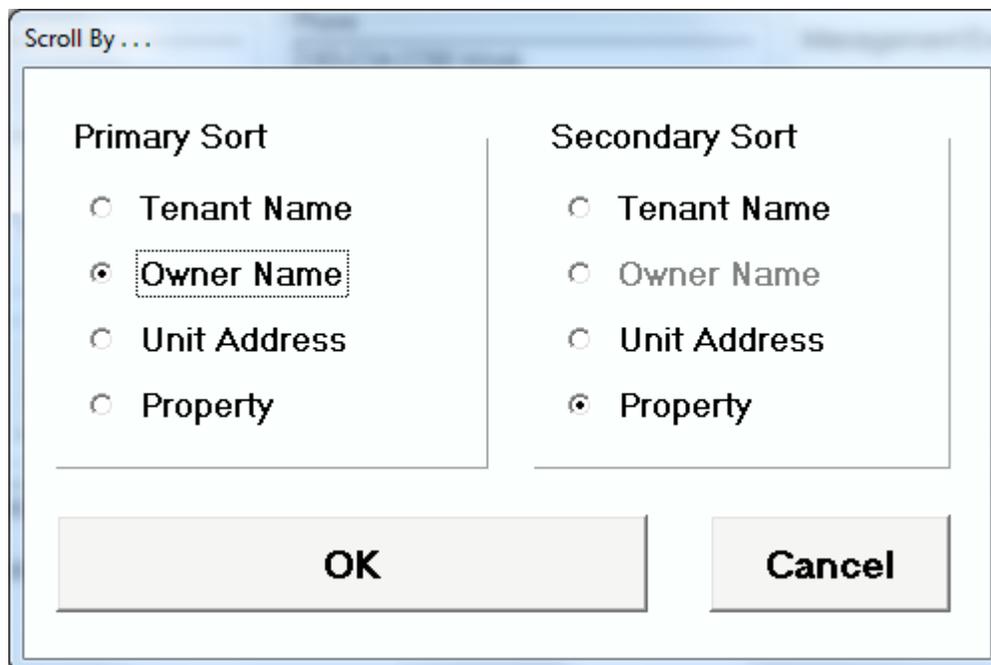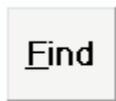
SCROLL BY

Scroll
By

The 'Scroll By' choices allow you to change the scrolling order while you are still in the Activities Screen. As you click on the First, Next, Previous, or Last buttons (|<, <, >, >|), this will be the order of movement.

For example, if you choose 'Owner' as the primary sort and 'Unit Address' as the secondary sort, each time you move to the next rental, the Owner will remain the same until all rentals for that Owner have been displayed. This sort reverts back once you exit the ledgers.
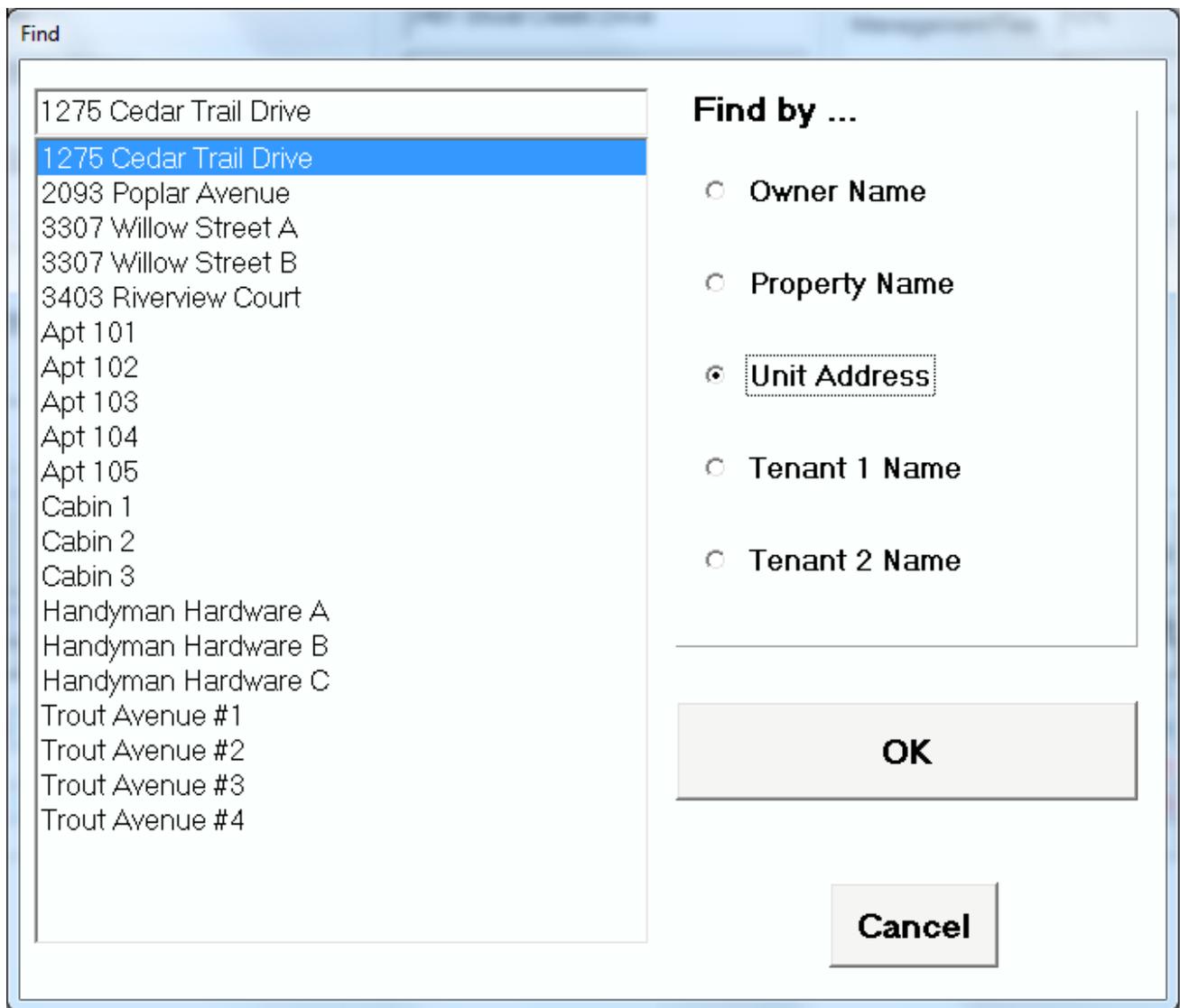
As you move from one Ledger to another, your scrolling sequence is determined by which button you select (Owners, Properties, Units, or Tenants) as you click to enter the 'Activities' area. By using the 'Scroll By' button, you can change the scrolling sequence without having to exit.

Scroll By . . .

Primary Sort
- ○ Tenant Name
- ⊙ Owner Name
- ○ Unit Address
- ○ Property

Secondary Sort
- ○ Tenant Name
- ○ Owner Name
- ○ Unit Address
- ⊙ Property

OK   Cancel

FIND BUTTON

Find

This button allows you to search for any Owner, Property, Unit, or Tenant regardless of which ledger you are currently in.   Once selected, you can choose any option, such as Owner Name, Property Name, Unit Address, Tenant 1 Name or Tenant 2 Name. A listing of all ledgers will display for you to search through depending on your selection. Click the name or address of your choice then click 'OK'. The program will take you directly to the ledger of your choice.

1275 Cedar Trail Drive	**Find by ...**

1275 Cedar Trail Drive
2093 Poplar Avenue
3307 Willow Street A
3307 Willow Street B
3403 Riverview Court
Apt 101
Apt 102
Apt 103
Apt 104
Apt 105
Cabin 1
Cabin 2
Cabin 3
Handyman Hardware A
Handyman Hardware B
Handyman Hardware C
Trout Avenue #1
Trout Avenue #2
Trout Avenue #3
Trout Avenue #4

Find by ...

○ Owner Name

○ Property Name

◉ Unit Address

○ Tenant 1 Name

○ Tenant 2 Name

OK

Cancel

DELETE

Delete

This button should only be clicked when you want to **PERMANENTLY** delete an Owner (along with ALL of the Owner's Properties, Units, and Tenants), a single Property (along will all Units and Tenants that are part of the Property), or a Unit/Tenant combination. The Owner, Property, Unit, or Tenant that you want to delete <u>must</u> be the one showing on the 'Activities' screen. When you have a Unit or Tenant showing, the deletion will <u>always also delete the corresponding Unit or Tenant</u>. Before deleting, you will be given a warning screen showing what you are about to delete,

and you will have to type the word YES (in all caps) to perform the deletion. Remember, this action is **NON- REVERSIBLE**, so make sure to have a good backup of your database prior to deleting any ledgers. We highly suggest that you do not delete any ledgers that include transactions for the current year due to the fact that all accounting and history will be deleted. If you have an Owner, Property or Unit that you no longer manage within a given year, you should keep the ledgers and transactions in your program until the end of the year so that your year-end reports, 1099MISC filing and bank balances will be correct. At the end of the year, once your year-end backups are complete, all reports are completed and you have filed your 1099MISC with the IRS, you would then delete the ledgers that you no longer manage. Our year-end instructions include a procedure to copy the entire folder so that all information can be viewed in a totally separate Tenant File folder.

Important note on deleting Properties and Units: Keep in mind that when you delete a Property or Unit, you are also deleting the ending balance for that Property or Unit which in turn will affect your overall Owner Balance. If you choose to delete any Property or Unit ledgers, it is very important that you make a note of the ending balance in those ledgers and post that amount in the Owner's ledger, to prevent your totals from being out of balance. We suggest that you include a remark with the transaction such as 'Balance from deleted Unit XYZ'.

NEW

New

Use this button to create a new Owner, new Property, or a new Unit and Tenant. If you currently have an Owner showing in the 'Activities' screen, the Tenant File will know you want to add a new Owner, and will automatically also create the first Property, Unit, and Tenant for that Owner. If a Property is showing, it will create a new Property, Unit, and Tenant for the currently displayed Owner. Likewise, if a Unit or Tenant is showing, the Tenant File will create a new Unit and Tenant for the currently active Property. Once it is created, you can switch to the new Owner, Property, Unit or Tenant Ledger and edit the information to be correct. The newly

created names will show as (New Owner), (New Property), (New Unit), and (New Tenant), so be sure to enter the actual information right away.

Note: You can also quickly create new Owners, Properties, Units and Tenants by clicking onto MISC from the Main Menu and then 'Easy Setup'. The 'Easy Setup' section is a good tool to use when you are first setting up the Tenant File for the first time since it will allow you to create the basic information on all of your Owners, Properties, Units and Tenants on one screen.

FEATURES (INTERIOR AND EXTERIOR)

Features

Features Button: This button will open a new window allowing you to enter detailed features on your Rental Units. Options include Interior Features, Exterior Features, Appliances and General Features. From this section, you can store multiple graphic images and documents for each Property and Rental Unit in the system. You can choose one default image for each Property and one default image for each Unit that you want to always display when you access that Property or Unit.

It is very important to complete this information so that you can use the RentalWIZ service, which uploads vacancy information to the Internet.

Features

All features are grouped into one of four major categories called Primary Headings. The default Primary Headings are Interior, Exterior, Appliances, General. You can change these headings to be anything you wish by clicking into SETTINGS > 'Feature Defaults'. Each of these four major Headings can have up to 15 Categories, which you can also change to fit your needs.

For example, one Category under Interior Features could be 'Bathrooms'. This Category can have up to 5 Default Choices (which you enter). These choices could be '1 1/2 Baths', '2 Baths', '2 1/2 Baths', '3 Baths', etc. If you are managing an apartment building and all bathrooms were the same, you might enter something else like 'Carpeted', 'Vinyl',' Marble Vanity', '10 x 8', '10 x 6' or whatever you want the user to select from. <u>You are not required to use a default choice</u>; they are only for convenience. You can use this area for any information that you need to keep track of instead.

As previously stated, the Features section allows you to select and display an image of your choice. This image is linked to each Rental Unit Address (and one per Property) and will display whenever you press 'Features'. You can use any device, such as your phone, digital camera, image capture device, or scanner that creates the standard (BMP, JPG, or GIF) image files. The program will allow you to link multiple files to your Units and will display the image that you set as your 'Default Image'. You are also allowed to link documents to the Property or Unit ledger, such as a saved file of the Lease Contract Agreement. Images can be linked from within the Unit or Property Ledger by clicking into 'Features' > 'Link a New File'. Images can also be linked to a Unit or Property Ledger by clicking onto SETTINGS from the Main Menu, 'File Operations' and then 'Link Image'.

How to Link an Image:

Tenant File Image and File Link

Step 1

Press 'Choose File' to choose a graphic or document file

Documents can only be displayed in MS-Word or PDF format. You may edit the document before linking it to a Unit. Save and exit the document when finished to continue.

Images should be cropped or resized (with editing software) to be about 400x300 (width/height) to show fully in the display box.

Choose File

Step 2: Choose one below

○ Unit Address (you can have any number of images or documents linked to each Rental Unit)

○ Property/Building (you can have one image/graphic linked to each Property/Building)

Step 3: Name this file, then click 'Select Link'

Red Living Room

Select Link

Restore Picture   **Exit**

If you already have digital images from your phone, a camera or scanner on your computer, you are ready to link that image to one of your Rental Units or Properties. Just click on the 'Link a New File' button from within the Unit or Property Ledger or select SETTINGS from the Main Menu, 'File Operations' and then 'Link Image'.

Step 1: Click 'Choose File'. This is where you will browse to the image on your computer and select it for insertion.

Step 2: Choose whether to link the image to a Rental Unit or Property. While a Rental Unit can have any number of images, a Property can have only one image. Once you select a file (JPEG, GIF, etc.) from your computer, you can click to 'Resize Picture'.

Step 3: Create a name for the image. Choose a descriptive name, so that you can remember this image.

Select Link: This choice will give you a list of your Rental Units or Properties to choose from. This step actually links the image by creating a filename for the image that combines the unique ID# and the name you gave the image. You can choose to select one of your images to always show on the Unit or Property Ledger screen. To do so, click into 'Features' > 'More Files' > select a saved image file > select 'Make Default Image'.

Feature Defaults

40

To change the Feature Defaults, click on SETTINGS from the Main Menu and select 'Feature Defaults' or simply click 'Edit Defaults' from within an individual Features screen. All features are divided into 4 major categories (the Primary Headings), 15 Categories for each Primary Heading, and 5 Default Choices for each Category.

The Feature Defaults are 'global', meaning that changing a default will change it throughout the Tenant File, so be careful when changing a default.

Changing a default does not actually change the specific data you entered, only the choices that are presented upon entering Features.

Be sure to press the 'Enter' key after each entry. These defaults will now appear on the Features screen.

PRINT

This button offers a quick way to print out a Statement, the Ledger Transactions, or Notes for the Owner, Property, Unit, or Tenant Ledger that you are currently viewing. In addition, if you are in a Tenant Ledger, you can print a Payment Receipt (with or without transactions). All of the reports used in this option are also available in the 'Reports' section (click the 'REPORTS' button from the Main Menu).

DATES
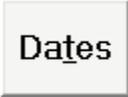
This can be used if you want to limit the displayed ledger transactions to a specific date range. Use this option only if you want to look through the ledgers to find a transaction with a certain date or date range. Since this feature is for viewing only, you will not be able to add, edit, or delete any transactions until you reset the dates and return to the standard ledger screen. The selection will always default to show all dates once you exit this section.

COPY

Copy

Occasionally, you may need to copy some information from one ledger to another. This button allows you to copy your information only, transactions only, or both, from any Owner, Property, Unit, or Tenant to another. The transactions can replace the transactions in the destination ledger, or they can be appended to the existing ones. Be very careful with the option and always make a backup prior to using this feature! Replacing transactions will cause you to be out of balance with your ledgers.

One use of this feature would be if you pre-leased a Rental Unit (for example 123 Elm Street) and wanted to set it up before moving out the existing Tenant. You would first set up a new 'pre-leased' Rental Unit and Tenant (using a unique address, such as 'Pre-lease 123 Elm Street'), and when the original Tenant has vacated and all accounting is completed for that previous Tenant, use the 'Copy' button to transfer the new Tenant information along with any transactions posted. (Be sure to select **'Append to existing transactions'** in this case to avoid overwriting any existing transactions.)

Important Note: If you copy information and/or ledger transactions from one ledger to another, it will overwrite all of the info and data that you are copying to. This may cause you to be out of balance with your ledgers and your Bank Register. This function is non-reversible. We highly suggest that you make a backup of your database file (using the BACKUPS button from the Main Menu) prior to using this feature. It is designed to copy transactions to a separate ledger which may affect your ability to balance your Bank Accounts to your ledgers.

EXIT

Exit

This exits the 'Activities' screen. Be sure to use this button or the red 'X' in the upper right corner of the ledger screen when you are finished working in a particular ledger, especially if you are on a network. This will free up this section for any other users.

REPORTS
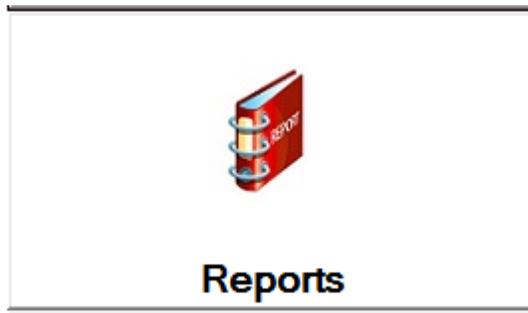
Reports

The REPORTS button available from the Main Menu will take you to a screen showing all available standard Tenant File reports. When in the 'Tenant File Reports' screen, you can also choose to click onto a separate report listing option called 'User Defined Reports'. More information on the 'User Defined Reports' system is available later in this User's Guide.

REPORT SCREEN

Reports in the Tenant File are easy to create and print. When you select the 'Reports' Menu, you will be presented with a listing of available reports. The Menu allows you to select the 'Report Type' that you need to create. The available reports are listed separately by Owner, Property, Unit, Tenant, Vendor, Checks/Deposits, Accounts, General and All Reports. Simply click on the Report Type list first to show the selected groups of reports or click 'All Reports' to see a complete listing of reports.

For each report, you will see several options below the report list. The options for each report can be saved separately. Once you have selected the 'Report Options' you can click on the 'Save Setting' button and your choices will be saved for the next time you run that report.

A brief description of most reports will display below the 'Report Selection' in the 'Report Description' box. Once a report is created and you click 'Print Report', the default is set to 'Print to Screen' so that you can view the report prior to printing.

Options From the Report Screen

Some choices will be grayed out (or disabled), if the option does not apply to a specific report. The available choices are as follows:

Include/Exclude Reports - This allows you to add or remove reports from the Report Selection display box. The Tenant File has maintained all reports for our users throughout the different Tenant File Versions; therefore, there may be some reports that you know (once you have reviewed them) that you will not use. Once you click into this section, you will see a display of all reports within a given 'Report Type' with a checkmark in front of each Report name. You can remove them from the list to limit the displayed choices by removing the checkmark in front of the report that you

do not want displayed in the listing. You can include them again at any time by clicking into the section.

Sort/Filter By - Determines how the report will be sorted and what will be used for the range selections. For example, if you are running a 'Checks/Deposits Printed Report' and you select 'Number' as the 'Sort/Filter By', the Tenant File will sort the report by the check or deposit number within each separate date. Accordingly, if you specify a range to limit your report, you should enter the starting and ending check or deposit number under the 'Include Range' area. The 'Include Range' area works with the Sort/Filter by selection to limit the number of reports returned to a single or range of names, such as a specific Owner name, Unit Address, Tenant Name, Account Category, etc. Not all reports allow for a 'Sort/Filter By'. The selections will be 'grayed out' if no filter or sort is allowed.

Print To - Enables you to print your report to your 'Printer', 'Screen" or to a 'File'. If you leave this setting on 'Screen', you will be able to view your report first and then print the report from the same screen. The Tenant File will use the default printer that you have set up through Windows. If you print to a file, you can save your report as a PDF, an HTML file, Word Document, spreadsheet file, text file, and more.
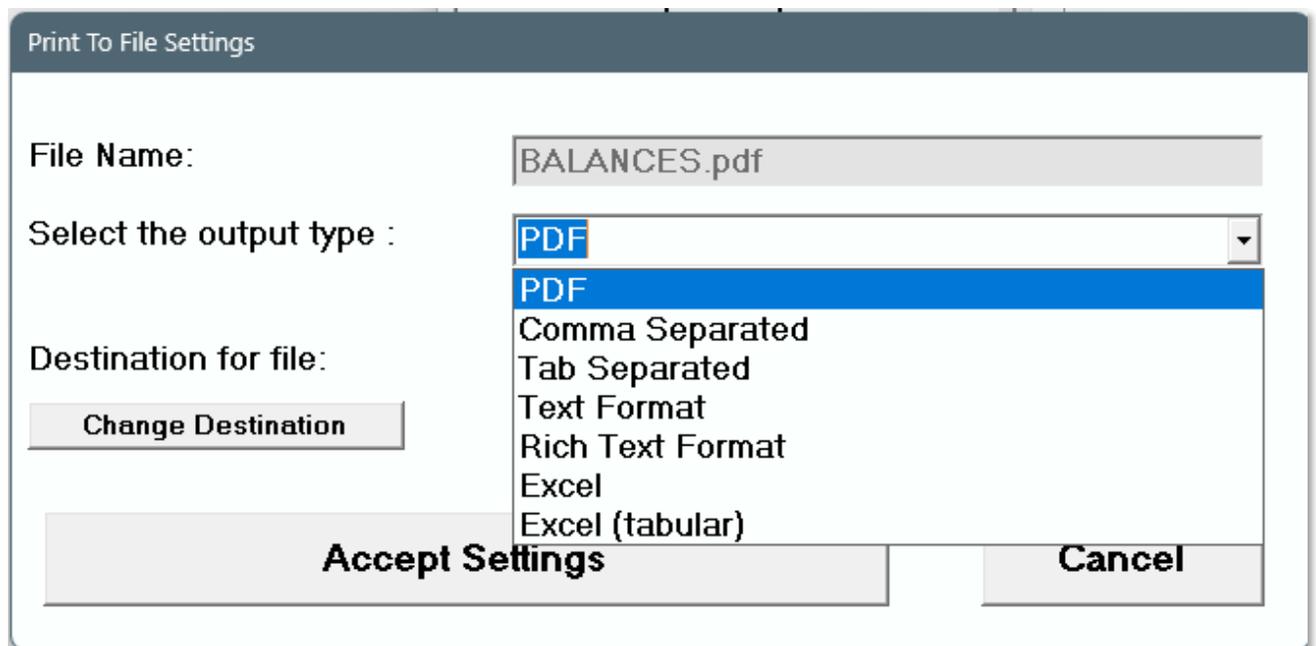
Company Heading – This section allows you to determine if you want your own company name, address, and phone printed on the top of the page. If you choose

'Yes', the Tenant File will use the Company name, which is shown under SETTINGS > 'Company Information'. The Tenant File requires that there be at least one Company Name entered in this section; therefore, at the onset of using the program, you will need to click into SETTINGS from the Main Menu > 'Company Information' and enter the information for your company (not the Owners). You are able to input multiple company names in this section by editing the first Company Name (the program will install with one Company Name) and then clicking 'Add New'. The Main default heading will be chosen if you click 'Yes'; however, you can click to change the selection under the 'Company Heading' drop-down. If you are using a preprinted letterhead, select 'No', and the Tenant File will leave the top portion blank, allowing space for your letterhead.

Include Date - Reports that use dates, such as transaction reports, can use a date range to limit the time period printed on the report. Other reports (such as 'Listing Reports') that do not allow for a date range will show this selection to be disabled.

Include Range - This range is dependent on the type of report and the sort type specified. If your report is sorted by 'Unit' address, for example, then the range you enter should be an address.

Selection List – Depending on the report, this area will present you with a listing of a possible 'Range of information'. For example, if you select the 'Report Type' of 'Owner Reports', this area will display all Owners and allow for you to print '(All Owners)' or select an Owner name from the list.

Save Settings for this Report – If you have selected a report and modified the settings (such as the 'Include Dates' and the 'Include Range' fields), you can choose to 'Save Settings for this Report' and the entered information will be saved. If you modified the settings and clicked to 'Save' a report, when you exit and return, that information will be on the screen for that one report. You should always view the settings within your 'range' when you select a report to make sure the selections are correct since it will save your last set of choices.

Print Report: When you have selected all of your options, press 'Print Report'. If you are printing to 'Screen' you will see the report displayed on your screen, then you can click the 'Printer Icon' on the top of the report page to print the report to your

printer. We suggest that you print to 'Screen' so you can view the information prior to sending multiple pages to your printer.

Email Report: This option allows you to email individual reports for selected reports. The report will be attached to the individual email address you select. Be sure to run a test to be sure you are emailing the correct report to the correct recipients. Only a select choice of Owner and Tenant Reports can be emailed from this section.

OPTIONS ONCE YOU HAVE ENTERED THE REPORT
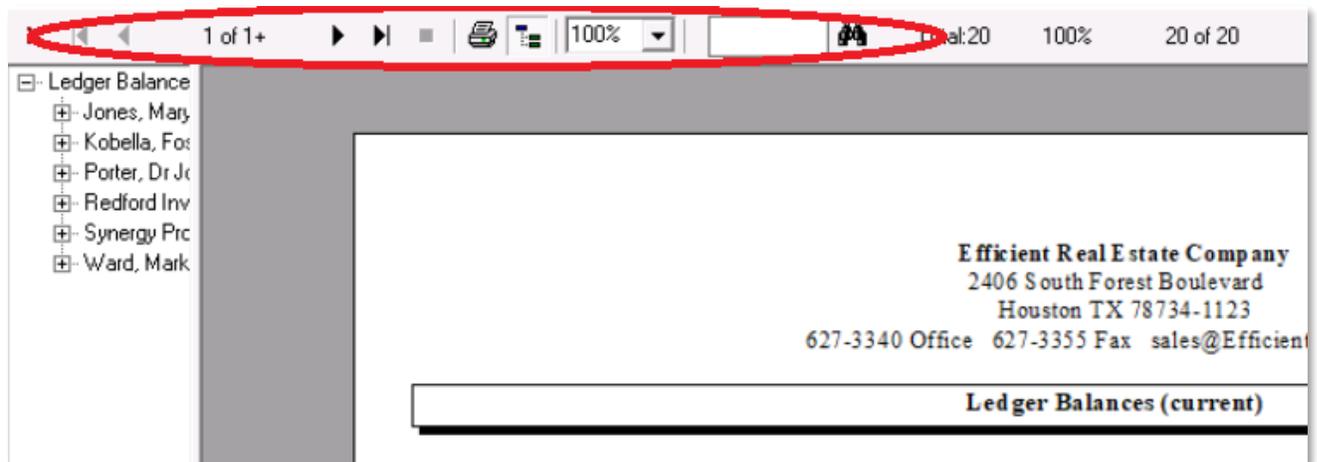
When you have completed your report settings and clicked 'Print Report' to 'Screen', you will see the requested report displayed. There are several buttons across the top above the report, which enable you to change how you view or print your report. From left to right they are:

Close Button: Exits the displayed report and returns to the REPORTS Menu.

Arrow Buttons: The inner arrow buttons move throughout your report one page at a time while the outer arrows (with a vertical line) move you to the first or last page.

Page Count Display: Shows current page number and the total pages in your report, such as page '2 of 10'. If you have not yet accessed the last page of the report, you may see something like '2 of 2+'. Use this display to print the current page number, or a range of pages, after selecting the Printer Icon.

Square Button: Stops the compilation of the requested report. Press the arrows to resume or exit.

Printer icon: Prints the report, first allowing you to select a page range and number of copies.

Toggle Group Tree: Opens or closes window on left side of the screen which allows you to 'drill down' on your report information. Click on the '+' sign to drill down even further, or the '-' sign to close up the tree. Double click on any item to jump to that item in the report.

Magnification Factor: Click on the arrow and select a viewing size for your report.

Binocular icon: Allows you to search for any phrase or word in a document. For example, if you are looking for a particular dollar amount in the entire report, you can enter that amount in this window and it will highlight any match that is found. You will need to type your entry exactly (i.e. $7,600.00) for the entry to be found. Each time you click the binocular icon, the program will look for the next match.

Record Information: Shows the percent (%) of report loaded during loading and the number of records accessed by the report.

User Defined Report

The 'User Defined Report' option which can be accessed by clicking on the selection on the lower left corner of the 'Tenant File Reports' screen, adds a powerful dimension to the presentation of your Tenant File data. You are able to choose from your Owner, Property, Unit, or Tenant Information and create your own listing report. All available fields are shown on screen. You may select a maximum of eight fields to print in your report from any of the displayed information by simply clicking on the fields you wish to see in your report.

User Defined Report

The User Defined Report allows you to create a report using the Owner, Property, Unit, and Tenant information fields in the Tenant File. You may also select an account category to report on in detail or summarized between any two dates. You may enter a total of 8 fields, which will all print in the order selected. The report will be sorted by the first 3 fields.

Owner Information
- ☐ Owner 1 First Name
- ☐ Owner 1 Last Name
- ☐ Owner 1 Tax ID
- ☐ Owner 2 First Name
- ☐ Owner 2 Last Name
- ☐ Owner 2 Tax ID
- ☐ Owner Address 1
- ☐ Owner Address 2
- ☐ Owner City
- ☐ Owner ST
- ☐ Owner Zip
- ☐ Owner Phone 1
- ☐ Owner Phone 2
- ☐ Owner Phone 3
- ☐ Owner Phone 4
- ☐ Management Fee
- ☐ Rental Fee
- ☐ Management Start
- ☐ Management End
- ☐ Ledger Balance
- ☐ Starting Balance
- ☐ Starting Bal Date
- ☐ Minimum Balance
- ☐ Owner Email 1
- ☐ Owner Email 2
- ☐ Owner 1 Percent
- ☐ Owner 2 Percent

Property Information
- ☐ Property Name
- ☐ Property Address 1
- ☐ Property Address 2
- ☐ Property City
- ☐ Property State
- ☐ Property Zip
- ☐ Ledger Balance
- ☐ Starting Balance
- ☐ Starting Bal Date
- ☐ Property Email 1
- ☐ Property Email 2

Unit Information
- ☐ Unit Address
- ☐ Unit ID
- ☐ Unit Type
- ☐ Unit Sq Ft
- ☐ Unit Recurring 1
- ☐ Unit Recurring 2
- ☐ Unit Recurring 3
- ☐ Unit Recurring 4
- ☐ Unit Recurring 5
- ☐ Unit Recurring 6
- ☐ Ledger Balance
- ☐ Starting Balance
- ☐ Starting Bal Date
- ☐ Unit Email 1
- ☐ Unit Email 2

Tenant Information
- ☐ Tenant 1 First Name
- ☐ Tenant 1 Last Name
- ☐ Tenant 1 Tax ID
- ☐ Tenant 2 First Name
- ☐ Tenant 2 Last Name
- ☐ Tenant 2 Tax ID
- ☐ Tenant Address
- ☐ Tenant City
- ☐ Tenant State
- ☐ Tenant Zip
- ☐ Tenant Phone 1
- ☐ Tenant Phone 2
- ☐ Tenant Phone 3
- ☐ Tenant Phone 4
- ☐ Late Fee
- ☐ Payment
- ☐ Deposit 1
- ☐ Deposit 2
- ☐ Due Date
- ☐ Lease Start
- ☐ Lease End
- ☐ Move In Date
- ☐ Move Out Date
- ☐ Ledger Balance
- ☐ Starting Balance
- ☐ Starting Bal Date
- ☐ Tenant Email 1
- ☐ Tenant Email 2

Show Notes Options
- ○ Show Owner Notes
- ○ Show Property Notes
- ○ Show Unit Notes
- ○ Show Tenant Notes
- ⦿ Don't Show Notes

Show Transactions Options
Note: Transaction Options are not saved

Account Category
[_____ ▼]

Transactions
- ○ Detail
- ○ Summary
- ⦿ None

Status
- ○ Owner
- ○ Property
- ○ Unit
- ○ Tenant
- ○ Both (U/T)

Transaction Date Range
1/1/2023 to 10/24/2023

Include Range (1st Choice)
[_____] to [_____]

☐ Supress Duplicates

Report Title:
User Defined Report

| Save a Report | Display a Report | Print Report | ☐ Print to File | Reset | Exit |

There are a few important considerations to know when using the 'User Defined Reports'. Please read the information below carefully.

Sorting: The first three fields that you select will determine how your data is sorted. The first field is your 'Primary' sort, and the next two fields are 'Sub-sorts'. For example, if you want to display your data by Owner, Property, and Unit, you would select the *Owner 1 Last Name* (last name of the primary owner) as field one, *Property Name* as field two, and *Unit Address* as field three. If you want to create a report by Tenant, you could select *Tenant 1 Last Name* as field (or sort) one and *Tenant 1 First Name* as field two. You might not need a third sort in this case. There are all sorts of other interesting things that you can do with sorting the 'User Defined Report'. For example, you might select the *Payment* as your 'Primary Sort' to list all of your Units

in order of the lowest payment to the highest. You could select the '*Lease Start* Date' field as your first sort to list all of your Units in order of the earliest starting lease date to the most recent. Other ideas would be to list items from the lowest to the highest 'Current Balance', 'Square Footage', 'City', or 'Zip Code'. The possibilities are limitless.

Spacing: The 'User Defined Report' was designed to allow the user to select a large amount of information in a compact space, specifically one line on the report per Unit Address. When selecting the fields that you want the report to display (a maximum of 8 fields per line), please note that the first 3 fields (the sort fields) are the largest and the remaining 5 fields are more compact. The smaller fields are best suited to display dates, dollar amounts, zip codes, phone numbers, and numeric items. The larger fields are best suited for longer items, such as names.

Transactions: While the printing of general information is extremely useful, the 'User Defined Report' has gone a step further by providing the ability to pull financial transactions directly from the ledgers. You can combine information with the transactions to extract a wealth of data. For example, you can list all of your Tenant Information (up to 8 fields) and also display the 'Rent Received' for each Tenant along with a date range for the transactions.

These transactions can be displayed in either 'Detailed Format' or 'Summary Format'. The 'Detail' will show you each specific transaction, the date, account category, remarks, check numbers, and the amount. These transactions will be totaled for you. The 'Summary' selection will only print the total of the transactions presented within the entered 'Date Range' selected. The third selection, which is 'NONE', disables the printing of transactions.

Account Category: If you elect to show transactions (by selecting Detail or Summary), you are required to select one specific account category to report on. All of your income and expense categories are listed in a drop-down box. The 'User Defined Report' system is limited to displaying one account. There are multiple 'Standard Reports' to display the actual accounting within your ledgers.

Status: The 'Status' is determined by your Account settings as found under SETTINGS > 'Add/Edit Accounts' from the Main Menu. For example, if you want to create a

report of all tenants showing their 'Rent Charged' transactions, the 'Status' would show as 'T' because it is a 'Tenant Only' transaction.

Include Range (1st Choice): The 'Include Range' will allow you to limit the report to a specific range for the first item that you selected by clicking on a check box. This could be a range of Owner names, Property names, Tenants, or more. Simply enter the first few characters of the '1st Choice' field in the first box within the 'Include Name' section and a few characters of the selected '1st Choice' field in the last box to limit the range. For example, if the first item you chose was the 'Property Name' field, then the range entries must be a range of 'Property Names'. If you clicked on the 'Tenant 1 Last Name' selection, you will need to enter a range of Tenant Last names to limit the report to that range. If you leave the fields blank, it will give you all names. No matter what you select first, the range is determined by that selection only.

Suppress Duplicates: The 'User Defined Report' has the ability to suppress duplicate information from one line to the next. If you check this box the Report will not display a line if it is exactly like the line previously printed. Normally, the report would print a line for each Unit. If you are simply listing all of your Owner Names and Phone Numbers, you would not want to see this information printed once for each Unit, so you could use the 'Suppress Duplicates' option. However, be sure not to use this option when you are printing any numeric or financial data listings, since duplicate lines will be skipped possibly missing some financial data. You cannot use this option at all if you elect to print Transactions with your report for the same reason.

Reset: This button simply erases your current field selections so that you can set up a new report or redesign the report you have already started. If you need to change the field selections once you start to create a report, you will need to hit the 'Reset' button to erase the previous choices.

Save a Report: You are able to enter the selections for your report and save them for future use. Simply enter your choices and then click the 'Save a Report' button. This will pop up a screen asking you for the report name. This will save any options except the transaction options. If you have a report that you need to view periodically, this choice will save those selections (and Report name) so that you can simply click into the 'User Defined Reports' and 'Display a Report' previously saved.

Display a Report: If you have saved reports, this choice will let you choose from a list of saved 'User Defined Reports'. Once you select the report of your choice, all of the settings will show on the screen, and you can then print the report. There is also an option to delete any saved reports. As indicated, 'Saved Reports' do not include transaction options.

CHECKS AND DEPOSITS

Register   **Checks / Deposits**
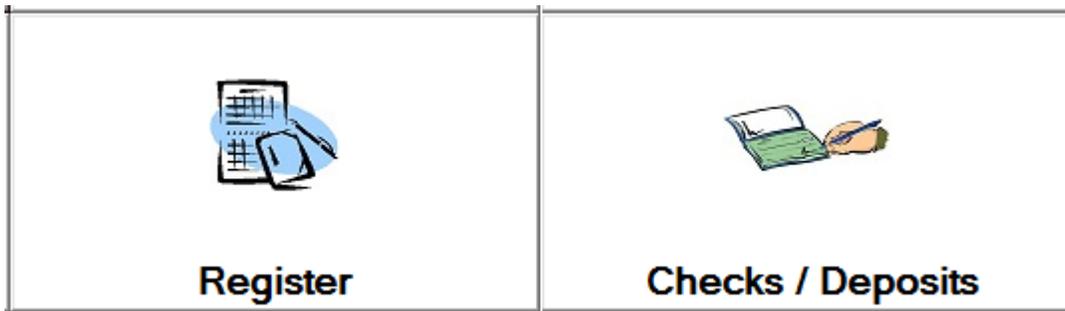
To view any of your ten Bank Account Registers or to create, view or print checks and deposits, you would select one of the above indicated two buttons from the Main Menu.

CHECK REGISTER

To enter your Check Register, click on REGISTER from the Main Menu. Your first bank account set up within your program (your 'default account) will always display. To change the display to a different 'Bank Account', click onto the drop-down selection on the top of the screen and choose the account that you want to display. The Tenant File Check Register can display your check information in all separate accounts a number of informative ways. Under the 'Display' option on the upper right corner of the screen, you can select to display Entered Checks, Printed Checks, Deposits or your entire Register which will include all entered and printed checks and deposits.

Printed checks can be limited to show only 'Pending Checks, 'Cleared Checks', or 'Voided Checks' to help reconcile your checkbook. The 'Status of your checks and deposits will always show 'Pending' until you choose to 'Reconcile' your Tenant File Register with your monthly Bank Statement. If you are not going to utilize the option of reconciling your account, you can choose to change the status of a check or deposit by simply clicking on the 'Status' column and selecting 'Cleared', 'Pending', or 'Voided' from the drop-down list.

Tip: You can use your arrow keys and press just the first letter (c, p, or v) to quickly change the 'Status' of a check or deposit. This is helpful if you attempted to reconcile your account and found an error in your register. If you plan on reconciling your Bank

Statement each month, you should only change the status of your checks and deposits from the 'Reconciliation' screen.

Entered Checks (not yet printed)

Display: ⦿ Entered, ○ Printed, ○ Deposits, ○ Register

Current Status: ⦿ Pending, ○ Cleared, ○ Voided, ○ All

1 - Management Account: First National Bank

[First] [Prev] [Next] [Last] [Add Register Charges and Credits]

[Details] [Delete All] [Reconcile] [Print Screen] [Post a Transfer between Bank Accounts]

Display Debits and Credits from 1/1/2023 to 8/30/2023 [Use default dates]

NOTE: Click column header to sort by that column

Date	Number	Payee	Remark	Invoice	Status	Amount
8/30/2023		Mary Jones	Proceeds Paid to Owner		Pending	($1,625.00)
8/30/2023		Dr John Porter	Proceeds Paid to Owner		Pending	($1,725.00)
8/30/2023		Synergy Properties LLC	Proceeds Paid to Owner		Pending	($1,775.00)
8/30/2023		Mark Ward	Proceeds Paid to Owner		Pending	($577.00)
8/30/2023		Capital Investments	Loan Number: 07-31-20032		Pending	($1,110.75)
8/30/2023		Capital Investments	Loan Number: 07-37-00932		Pending	($680.00)
8/30/2023		Republic Mortgage	Loan Number: 660445 - A - 3304322233		Pending	($350.00)
8/30/2023		Resource Mortgage Co.	Loan Number: 5023474-2 Department 45		Pending	($720.00)
8/30/2023		Resource Mortgage Co.	Loan Number: 5023475-2 Department 46		Pending	($750.00)
8/30/2023		Resource Mortgage Co.	Loan Number: 5023476-2 Department 47		Pending	($1,002.00)
8/30/2023		Resource Mortgage Co.	Loan Number: 5023477-2 Department 48		Pending	($882.00)
8/30/2023		Resource Mortgage Co.	Loan Number: 5023478-2 Department 49		Pending	($1,500.00)
8/30/2023		Resource Mortgage Co.	Loan Number: 5023479-2 Department 50		Pending	($1,575.14)
8/30/2023		Resource Mortgage Co.	Loan Number: 5023480-2 Department 51		Pending	($1,664.00)
8/30/2023		Bob Ridden Insurance	Policy Number: 1002331-A		Pending	($67.50)
8/30/2023		Bob Ridden Insurance	Policy Number: 3402-234A		Pending	($55.00)
8/30/2023		Bob Ridden Insurance	Policy Number: 2003122-A		Pending	($65.00)
8/30/2023		American Insurance Company	Policy Number: 2203-A-22012		Pending	($123.00)
8/30/2023		American Insurance Company	Policy Number: 902-RS-900012-A		Pending	($456.00)
8/30/2023		Greater Western Agency	Policy Number: 33443-2-34444 A		Pending	($300.00)
8/30/2023		General Fidelity Ins.	Policy Number: 45-33445		Pending	($120.00)
8/30/2023		Neighborhood Monitor	monthly ad in Texas City Classified section		Pending	($400.00)
8/30/2023		Consolidated Utility Co.	Light pole photoelectric lamp - Mako Electric Company		Pending	($45.00)

[Move the SELECTED check or deposit to a DIFFERENT bank account]   [Exit]   Total ($18,539.64)

To enter a beginning balance in your Check Register, you will need to enter a debit or credit as the first entry in the register. To do this, click on the button at the top of your screen, labeled 'Add Register Charges or Credits'. You can also use this method to enter bank service charges or credits, such as interest income. Always make sure that you have the correct 'Bank Account' displayed. You may choose to create a 'New' Deposit from the CHECKS/DEPOSIT screen as your 'Opening Deposit'. If you choose to do so, you would create the new deposit in the correct 'Bank Account' using the 'Post To' status of 'NONE' since you will need for the amount to present

itself in the Register and not in your transaction Ledgers. This would be the amount in your Bank Account when you start using the Tenant File program.

To reconcile your individual accounts to your bank statement, you can press 'Reconcile' from this screen. This will allow you to enter your last bank statement balance, add your cleared checks and deposits, and calculate the difference.

The 'Display Debits and Credits from' fields within the register will allow you to limit the display to a specific range of dates. When you change the dates, be sure to re-select the 'Display' and 'Current Status' selections to retrieve the correct data within the new date range. **Always check the date range when entering the Check Register to make sure that you are viewing the correct dates.**

Two other options within the Register are the buttons to transfer funds from one account to another.

```
        ┌──────────────────────────────────┐
        │   Post a Transfer between Bank    │
        │             Accounts             │
        └──────────────────────────────────┘
```

Bank Transfer   ×

This will enable you to post the transfer of money from one bank account to another within the Tenant File bank register. Keep in mind that this utility is simply 'showing' the transfer, and the actual transfer of money will need to be done outside of the Tenant File Program. It will create a check (or withdrawal) from one account and a 'deposit' to another account.

Choose the bank account to transfer the money FROM:

1 - Management Account: First National Bank

Amount to transfer: $1,500.00

Date to use: 10/24/2023

FROM remark to use: Transfer from Security Deposit Account

Note: The payee field will show as '[TRANSFER]'

Choose the bank account to transfer the money TO:

2 - Security Deposits: First National Bank

TO remark to use: Transfer to Security Deposit Account

┌────────────────────────────────────┐   ┌──────────┐
│   Create transfer postings NOW   │   │   Exit   │
└────────────────────────────────────┘   └──────────┘

The first option allows you to post a 'Transfer' from one bank account to the other. This is not actually moving funds but is 'showing' that a transfer has been made. This is helpful if you made an electronic transfer at your bank from one account to another and you need that information to show correctly in your Registers.

From the drop-down, 'Choose the bank account to transfer the money from'. Enter the amount, date and remark. You would then 'Choose the bank account to transfer the money to' from the drop-down. Enter a Remark.

This screen is simply to make it easier to show a transfer that you have made through your own banking outside of the Tenant File program.
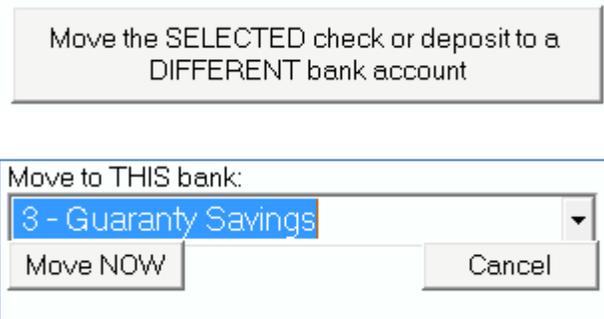
The next option allows you to simply 'move' any register transaction to a different bank account. This makes it easier if you find that you accidentally posted a check or deposit to the wrong Bank Account. While in the correct Bank Register, click to highlight the check or deposit that you want to move from the currently displayed Bank Account to another Bank Account within the Tenant File system. Click the button on the bottom right corner of the screen called 'Move the Selected check or deposit to a different bank account' and select the Bank Account from the drop-down list under the option to 'Move to THIS bank'. Click on the 'Move Now' button to complete the transfer.

RECONCILING TO YOUR STATEMENT

The Tenant File Reconciliation will allow you to balance all of the checks and deposits that have been entered, saved and printed in the Tenant File against your monthly bank statement.

Step 1: Display the Bank Register by clicking on the REGISTER button from the Main Menu.

Step 2: Select the Bank Account that you wish to reconcile from the drop-down list on the top of the Register screen. Your main Property Management Account is the default account that will always show when you click into the Register. Click the drop-down and select a different account if you are not balancing your main account.

Step 3: Prior to reconciling, you will need to click 'Add Register Charges and Credits' to enter in any bank fees (i.e., monthly service fees) as a DEBIT and bank income (i.e. Interest Earned) as a CREDIT that are listed on your current Bank Statement.

Step 4: Click the 'Reconcile' button.

The BEGINNING BALANCE field is the ending balance from your last Bank Statement (i.e., the total of all previously reconciled checks and deposits). When you reconcile the account for the first time within the Tenant File, the BEGINNING BALANCE would be the Opening Deposit that you created in the Bank Account when you first set up the program (i.e., the balance in your actual bank prior to starting the Tenant File). Prior to reconciling, make sure that the Opening Deposit entered shows the 'Status' of 'Cleared' in the Register. If this is not the first time to reconcile and the BEGINNING BALANCE is incorrect when you click 'Reconcile', check to see if a check or deposit was manually edited or deleted after your last Reconciliation.

Note: If the discrepancy in the BEGINNING BALANCE was caused by changes that were manually made to the 'Cleared' checks and deposits since your last Reconciliation, you will need to 'Undo' the last Reconciliation by manually changing the checks and deposits back to 'Pending', make the necessary changes and then run the Reconciliation for the previous month. It is very important that no changes be made to 'Cleared' checks and deposits once an account is reconciled because it will cause issues for the following months.

Step 5: Find the Ending Balance on your Bank Statement and enter it in the ENDING BANK BALANCE field.

Note: You will see a display of all checks and deposits that currently have the 'Status' of 'Pending', including any bank charges and credits that you have just entered. If you manually changed the 'Status' of any checks or deposits directly in the 'Bank Register' from 'Pending' to 'Cleared', they will not display in this section. If you are going to utilize the 'Reconciliation' option, all checks and deposits will remain at the status of 'Pending' until you complete each month's reconciliation.

Step 6: To reconcile, compare the transactions listed in the Reconciliation section to the checks and deposits showing on your Bank Statement (the checks and deposits that have cleared your bank) and place a check mark in front of each cleared item.

Make sure that the transaction that you clear matches exactly (dollar and cents) to the amount listed on the statement.

Note: If you determine that some amounts do not match exactly, you will need to leave the Reconciliation section and correct the transactions. Once corrected, click into RECONCILE and follow the above instructions. Likewise, if you find a transaction on your Bank Statement that is not shown as a check or deposit in the listing in the Reconcile section of the Tenant File, you will need to leave the Reconciliation section and search for the amount to determine if it was posted directly in the ledger in error. Once you find the transaction, you would need to correct the posting by entering the check or deposit. Once you have entered the transaction, click into REGISTER and RECONCILE and follow the above instructions.

Note: Once you have cleared all checks and deposits and have verified that they match all checks and deposits that have cleared your Bank Statement; the total will be calculated and entered in the CLEARED field of your Reconciliation window.

Note: The difference between the Ending Balance plus all Cleared checks and deposits and the Ending Bank Statement Balance will display in the window called DIFFERENCE.

Step 7: If the amount is $0.00 you have reconciled the Tenant File checking account with your Bank Statement. Click 'Exit'. At this point, you can run a Reconciliation Report found in the REPORTS section, under the CHECKS/DEPOSITS report type.

Note: If the amount is not zero, your Tenant File Account is not in balance with your Bank Statement. You will need to determine if there are any checks or deposits that have not been entered into the Tenant File but show up as a Cleared transaction in your Bank Statement. Or you may have a check or deposit that was cleared in error in the Tenant File register but does not show up in your Bank Statement. You would need to exit the Reconciliation section and correct any mistakes.

Note: If you exit the Reconciliation section prior to completing the process (i.e. to correct errors), all checks and deposits that you have marked as cleared will be saved and marked with an asterisk (*) in the 'Status' column within your Register. Any item(s) marked with an asterisk will not show up in your Check/Deposit Reports since they are in a 'temporary' status. If you are going to make corrections and then return to the Reconciliation section, this will not cause any issues. However, if you do not

plan to complete the reconciliation, you would want to click to review the Reconcile screen and remove any checkmarks in those items to return them back to the 'Pending' Status.

CHECKS AND DEPOSITS SCREEN

To create new checks and/or deposits, click into the CHECKS/DEPOSIT button from the Main menu. You can add new checks or deposits or edit previously entered checks in this section. The first time that you enter the CHECKS/DEPOSIT section, you will be presented with a blank check form. Once you have created checks, this section will show any 'Entered Checks' ready to be printed.

'Entered Checks' are checks that have been entered into the system but have not yet been printed or posted to any ledger. Transactions entered in the 'split detail' grid of your checks are only posted to your ledgers when they are printed. You will be able to scroll through the 'Entered Checks' by clicking onto the 'First', 'Previous', 'Next' or 'Last' bars at the bottom of the grid.

You can also view all 'Printed Checks' in your system by changing the display selection in the upper right corner to 'Printed' instead of 'Entered'. Please note: The 'default bank account' (first bank account in your system) will always display when your click

into CHECKS/DEPOSITS from your Main Menu. You will need to select the 'Bank Account' that you need to view and/or create new checks or deposits for <u>prior</u> to entering any information. The drop-down is found on the top of the screen called 'Bank Accounts'.

On each 'Entered Check', 'Printed Check' and 'Deposit' screen, there is a button labeled 'Owner Balance'. By pressing this button, you can see the current Owner Ledger Balance along with his/her Property and Unit Ledger Balances for the Owner of the Property or Unit the check is to be posted to. This will help you determine if funds are available for the check you are about to create.

Please see the 'How To' section at the end of this manual concerning how to setup new checks and deposits, how to create 'Handwritten Checks' (for users who do not wish to print checks), how to print checks, how to void checks, etc.

CREATING CHECKS

To create a new check, click into the CHECKS/DEPOSITS button from the Main Menu. You will see either a blank check (if you have not entered any checks into the system yet or have printed all entered checks) or you will see your first 'Entered Check' previously entered. The Command Buttons on the side of the check will allow you to add a 'New' check, 'Edit' an existing 'Entered' check, 'Delete' a check or 'Void' a check. Always make sure that you have the correct 'Bank Account' selected from the drop-down Menu on the top of the screen.

Select Bank Account - At the top of the check screen, you will need to select the Bank Account for the check you are entering. The Tenant File supports one 'Primary' Bank Account (your Property Management Operating Account) plus nine other accounts, for separate Owner Bank Account processing, Security Deposits or other accounts. When you click on the CHECKS/DEPOSIT button from your Main Menu, the default bank account will always be your 'Primary' Bank Account. If you maintain separate

accounts for your Owner, it is very important that you choose the correct account prior to adding new checks or deposits.

To enter a <u>New Check</u>, press the 'New' button and enter the following information:

Pay to the Order Of – To insert the name and address of the Vendor, Owner, or Tenant that the check is to be written to, simply select one of the three from the 'Payee List Box' on the far-right side of your check. You will be presented with a listing of current Vendors, Owners or Tenants. Click 'Insert Payee' or 'Insert Vendor' once you locate the correct name. If the check that you are creating is for a Vendor that is not yet setup, you can click into 'Vendors' under the 'Payee List Box' and select 'Add Vendor'. This will take you to a separate 'Add Vendor' screen where you can enter the name, address, phone, email, etc. You can enter the basic information (name and address) and then access the Vendor File to complete the information at a later time.

Note: We highly suggest that when you are creating a check that you always make your selection from the 'Payee List' instead of typing it in. This will allow for consistency when looking for a Payee name or when creating your 1099 MISC forms at the end of the year. If entered manually and the same name is spelled two different ways, the program will consider that as two different people. In addition, selecting a Vendor from the list will automatically include the Vendor address (previously entered when you set up the Vendor).

Date - Your current date is displayed, however, you can change this date by clicking onto the 'Date' field and enter the date that you want printed on the check.

Amount - The amount of your check will be automatically entered from the total of the items posted below the check. If you are entering a check that will not be posted to any ledger (Posted to 'None'), once you select 'None' from the 'Post to Ledger' section, you will be allowed to enter an amount in the field.

Invoice - User entered Invoice number.

Remark - User entered remark. This remark is for the entire check. Each split for this check has a remark that will be posted to the transaction ledger.

Post To Ledger – This section on the far-right side of the check screen is very important to understand. When creating checks for expenses, you will indicate on the lower section of the check screen, the 'split detail' of each transaction that needs to be posted to your ledgers so the expenses will show up correctly on your reports. The 'Post To Ledger' section instructs the program to present the correct Expense Accounts for each Ledger type. For owner expenses, you will indicate whether the transaction(s) are to be posted to the Owner Ledger, Property Ledger, or Unit Ledger. Any transaction that applies to a specific rental unit (such as fixing the sink in unit A of a duplex) needs to be posted to the Unit Ledger (including single family homes). Any transaction that applies to a whole 'property' (such as maintaining the pool at an apartment building) should be posted to the 'Property Ledger'. Lastly, any transaction between you (the manager) and the owner of the property should be posted to the Owner Ledger.

Postings to be charged (by check) or credited (by deposit) to the Tenant will go to either the Tenant Ledger (if it only affects the Tenant, such as 'Repairs & Maintenance' that the Tenant is responsible for) or to 'Both (Tenant and Unit Ledgers)' if it affects 'Both' the Tenant AND the Owner (i.e. Unit Ledger). For example, an expense that the Tenant is responsible for is only posted to the Tenant Ledger (such as a 'Rent Charged' transaction), while a rent 'receipt' should credit 'Both' the Tenant Ledger and the Unit Ledger, using 'Both (Tenant/Unit)'.

When you select a type of Ledger from the 'Post to Ledger' section, the program determines which accounts will be assessable in the dropdown under the 'Accounts' column within the transaction grid (lower part of the check). These accounts are set under SETTINGS > 'Add/Edit Accounts' from the Main Menu. If you do not see an account in the dropdown list when creating a check, you would need to exit the check and access your account settings to determine if the account settings need to be modified. Note: If the account you want to edit has been used previously in your ledgers, you would not want to edit the account or 'Post To' of that account because the action would cause errors in the previous transactions. You may need instead to create a new account (must be a unique account name).

Lastly, if you need to create a check or deposit that is not to be posted in any Ledger within the Tenant File program, there is a selection called post to 'None'. This choice

might come in handy if you have already posted one or more transactions directly into a Ledger and need to create a corresponding check or deposit to go into the Register. If you are going to utilize the CHECK/DEPOSIT section of the program, you should always create a check or deposit for the posting rather than posting directly into the Ledger. This 'Post to None' selection should only be used if you are creating and printing a check that does not need to be posted to your ledgers.

Entering the Split Transactions for the Check: On the bottom half of the screen, you will enter the transactions for each check. Every check will have at least one row unless you have selected the 'Post To' status of 'None' and will not post the check to any ledger. If you select the status of 'None', the transaction grid on the lower part of the check will be removed and you would need to enter the total of the check in the 'Check Amount' section on the check itself. Complete each column of the row and move to the next line to add more splits for this check. After making a change or adding a row, you must click on another row (above or below) to save the current row. The program will allow you to enter split transactions on your checks to different ledger types. If you want to switch to post to a different type of ledger (such as an Owner Ledger or Property Ledger), save the current row, then click on the 'Post To Ledger' option box for the appropriate type. <u>You can create multiple postings to multiple ledgers from a single check</u>. Once you have entered all transactions and clicked on a different row, the total 'Check Amount' will be entered for you on the check itself. Complete all information on the check and click on the 'Save' button prior to exiting.

Editing a Check: 'Entered Checks' that were saved and not yet printed can be edited. To 'Edit' a check previously entered, click on 'Entered' once you have accessed your checks from the CHECKS/DEPOSIT button and scroll to locate the check that you need to edit (or locate the check by clicking on the 'Find' button). Once you have located the check you need to edit, click on the 'Edit' button on the side of the check. You can then use your mouse to click into the field that needs to be edited. If you are entering or editing a transaction in the grid, you must click onto a different row to save the change. Once edited, click the 'Save' button prior to exiting.

Deleting a Check: To 'Delete' a check in your 'Entered Check File', click on 'Entered' once you have accessed your checks from the CHECKS/DEPOSIT button and scroll to

locate the check that you need to delete (or locate the check by clicking on the 'Find' button). Click the 'Delete' button. 'Entered Checks' are not posted to the ledgers until they have been printed, therefore when you delete an 'Entered Check' it will not affect any ledger totals.

Printed checks can also be deleted. Since printed checks have transactions posted to the ledger, once you locate the check and click on the 'Delete' button, the program will ask you if you want to search for the matching transactions and delete them. Once you click 'YES' the 'Transaction Finder' screen will appear with a listing of the split transactions tied to the check that you delete. You will need to delete the transactions through this 'Transaction Finder' screen. If you do not delete the related transactions from a check that you are deleting, the transactions remain in the ledger and can cause you to be out of balance if you choose to re-create that check.

The checks in the 'Entered File' are moved to the 'Printed File' once they have been printed. Transactions to your ledgers will not be posted until the 'Entered Checks' are printed and moved to your 'Printed Check File'. 'Entered Checks' can selectively be printed from the CHECKS/DEPOSIT screen by clicking 'Print Checks'. They can also be printed by selecting POSTING from the Main Menu and then 'Print Checks'. The checks not printed will remain in the 'Entered Check File' until printed or deleted. The transactions on 'Entered Checks' do not affect the Ledger balances.

Note: You can enter a check into the 'Entered Check File' to be printed but not posted to any Tenant File Ledgers by selecting 'None' from the 'Post To' Box. This will place the check in the Check Register yet not post it to any of the Tenant File Ledgers when printed.

Handwritten Checks: You can choose to keep track of your Bank Accounts without the requirement of printing checks by entering each individually written check as a 'Handwritten Check'. This will allow you to enter split transactions for your handwritten checks to be posted to your ledgers without printing. 'Handwritten Checks' are entered by selecting 'Printed' from the 'Display' option in the upper right corner of the check screen (after you have selected the correct Bank Account) and clicking 'NEW' to add a new check. A window will pop up for you to enter the check number for your 'Handwritten Check'. Complete the check (including the transactions to be posted) and click the 'Save' button. Since this is considered a

'Printed Check', once you click to save the check, it cannot be modified. A window will pop up asking if you want to post the transactions. You would always click 'Yes' to post unless you are creating this check as a correction and those postings are already in the ledger. If you click 'No' to not post, you will not be given the option to post the transactions at a later time.

To scroll through your checks that have already been printed, select 'Printed' from the 'Display' option at the top of your screen. The checks that will display are checks located in your permanent check file. They have all been printed and the transactions posted to your ledgers. Once printed, you cannot change the check information (other than limited changes in the Register). You can, however, 'Void' or 'Delete' a printed check. You must remember that voiding and/or deleting a printed check will not automatically delete the posted transaction(s). The program will ask you if you want to remove the transaction(s), then it will take you to the 'Transaction Finder' to find and delete the transaction. If you fail to delete the checks during the 'Transaction Finder' steps, you can always go directly into the ledger and delete the transaction manually by clicking on the button to the far left of the line (to highlight the row), then press the 'Delete' key on your KEYBOARD. If you choose to delete a check and do not delete the related transactions, it will cause your bank register totals to be out of balance with your ledger balance totals.

Deposits: You can edit bank deposits provided the deposits were created and saved but not yet posted. To edit a 'saved' deposit, click onto 'Deposits' under the 'Display' option in the upper right corner. Here you can display, add to, or edit any deposits that you have already entered. Once a deposit is saved and posted, it cannot be edited. If you made an error in creating a deposit, you would need to delete the deposit, allow the program to locate and delete any related transactions and then re-create that deposit with the correct transactions.

CREATING DEPOSITS

Deposits are created and accessed from the CHECKS/DEPOSIT button from the Main Menu. Once you click on CHECKS/DEPOSIT, your 'Entered Checks' will first display. You must select 'Deposits' from the 'Display' option at the upper right corner of your screen to access the deposits.

You can add a deposit basically the same way you add a check. It is important that you always make sure that you have the correct 'Bank Account' selected from the drop-down Menu on the top of the screen. Once your deposit is created and saved, you can click onto the 'POST' button to have the program post the transactions to the correct ledgers. It is important to remember that detailed information is saved on each deposit entered; however those transactions will only post to your Owner, Property, Unit or Tenant Ledgers once you click 'POST'.

For example, a typical deposit might be for several rents collected. Once you select the correct Bank Account from the drop-down list on the top of the 'Deposit' screen,

click 'NEW' to enter a new deposit. You can then enter the detailed information of the individual transactions, such as a number of rents to multiple units. You can post transactions from a single deposit to different 'Ledger Types', such as a mixture of postings for an Owner, Property, Unit, or Tenant all in one deposit. To do this, click on the correct ledger type under the 'Post To Ledger' option, and then enter the information in the next available transaction row on the bottom section of the deposit. Depending on the 'Ledger Type' selected, a listing of accessible Income Accounts will display when you click onto the 'Accounts' column in the grid. These 'Income Accounts' are in accordance with your account setup as found under SETTINGS > 'Add/Edit Accounts' from the Main Menu.

After entering all entries for the deposit, click the 'Save' button. Once the deposit is saved, you can choose to post the deposit transactions to the appropriate ledgers at that time or you can keep the deposit open to add new transactions at a later time. It is not *required* that you post the deposits to your ledgers, they will still show up in your Check Register so that you can reconcile your check book, however, <u>transactions will not post to your ledgers or show in your Owner, Property, Unit or Tenant Reports unless you click 'Save' and then 'Post'</u>. **Once you click to 'Post' the transactions from the deposit, the deposit can no longer be edited.**

CHECK SETUP

The Tenant File supports a number of common check formats; however it is required that you use checks that are 'compatible' with the Tenant File. In order to be guaranteed compatible, you should order your checks by clicking into the Tenant File Help icon from your Main Menu ('?' in lower left corner), select 'Order Supplies' and clicking on the link 'Order Supplies Now'. You can also order checks by visiting the Tenant File web site at **www.TenantFile.com > Products > Checks and Supplies.**

There are four different check styles that are compatible with the Tenant File. To change the setup of your checks, click into SETTINGS from the Main Menu and then 'Check Setup'. The selections available are as follows:

Check Type: Choose the type of checks that you have. Most printers use the Full Sheet style (for laser or inkjet printers), but the Tenant File will support continuous feed printers as well.

Voucher Selection: This is the location of the voucher (or check stub) as it relates to the actual check. You can have the check on top with two vouchers below, check in the middle with vouchers above and below, or no voucher at all.

Move Check Down: You can move the entire check down to align your checks, but if you move it past the printable area of the check, it may not feed correctly.

Move Check Right: You can move the entire check to the right, but if you move it too far the check may not print correctly.

If compatible checks are ordered, you will not need to move the check down or to the right. The software is programmed to print correctly on compatible checks without modifying the settings.

PRINTING CHECKS

The transactions associated with a check are not posted to the ledgers until you actually print the checks. When you are ready to print your checks, click into the CHECKS/DEPOSITS button and select the button on the bottom of the screen called 'Print Checks'. Select the correct 'Bank Account' from the drop-down list. You will see the 'Print Check' screen as indicated above. The following explains all of the entries available for printing. You can sort the list different ways by changing the setting in the 'Sort by' box. To select or de-select all checks, click the correct button at the bottom of the screen. If you just want to print individual checks from the list, hold down the 'Control' key (Ctrl) and click on the rows you want to include. The checks that you highlight will be ready to print.

Starting Check Number to use: The Tenant File will remember the last check number

printed, but be sure to look at your checks, and start with the next check number by entering the correct number here. If you click on the button 'Highest Ck# +1', the program will search for your highest printed check number in the system, add one digit and display the number.

Starting Date to use: If you leave this field blank, the check will print using the date that was previously entered on the check. You can choose to enter a different date in this field.

Print Check Number on Check: If checked, this will print the check number in the upper right area of the check. This is allowed so that you can determine that the check number that the Tenant File will record (in the register and on the transaction ledgers) corresponds with the pre-printed check numbers on your check stock.

Skip Print - Post Only: Users that do not print checks yet want the checks entered in the 'Bank Register' will use this function. This selection will do everything normally done when printing a check, except that the checks will not be sent to your printer yet the transactions associated with the check(s) will be posted to your ledgers.

Start Printing: Once you have placed your check stock in your printer and are ready to print your checks, click this button. Once the checks are printed, you will want to view the checks to make sure that they printed correctly. The program will pop up a message to ask if you need to 'Reprint' the checks in case your printer didn't print the checks correctly or you want to modify the check(s). If you answer that you need to reprint (click 'YES'), all of the checks will revert back as if you had not initiated the printing and remain in the 'Entered Check File'. Make the necessary changes and reprint the checks. If you answer 'No' (to not reprint), all selected checks will be transferred to the 'Printed' check file and you will not be able to reprint. Once moved to the 'Printed' check file, the transactions will be posted to the ledgers and the printed checks cannot be modified.

REMINDER SYSTEM
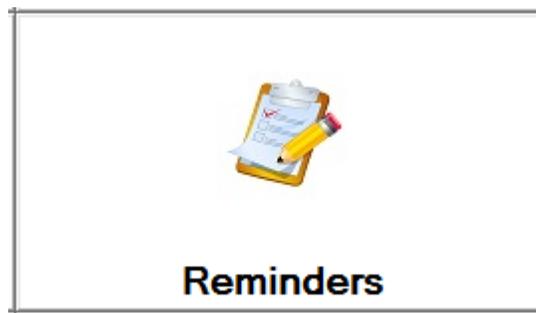
Reminders

The Tenant File has a powerful Reminder System which you can access directly from the Main Menu. This System is an easy way to keep track of your important 'To Do' tasks and to log 'Events' that will take place or have taken place. Each Owner, Property, Unit and Tenant Ledger along with the Vendor File includes a button that will enable you to enter these reminders directly from the ledgers. You can also access REMINDERS from the Main Menu to enter information.

Along with your 'To Do' and 'Events' entered, you have the option to have the Tenant File remind you of any Tenants that are past due on their rent payment, Lease Agreements that are going to expire within a given date range, Owner Payments that need to be sent, or of any Owner Balances that are due to you from the Owner.

These reminders can be set to pop up each time that you enter the Tenant File by clicking onto the 'On/Off' selection within the Reminder System. You can also access your Reminders by clicking onto the REMINDERS button from the Main. You have complete control over what to see, how they are sorted, and how many days ahead to start reminding you.

REMINDER OPTIONS

Reminders

	Type	Entry Date	Action	Memo	Post To	Post To Description
▶	To Do ▾	3/25/2018	10/31/2018	Renew lease	Tenant	Mitchell, Larry
	To Do	3/29/2018	11/1/2018	Send notice to tenants of office closing for Thanksg	None	
	Event	3/30/2018	11/30/2004	Renew Lease on 11/30/2004	Tenant	Worley , Paul
	To Do	3/26/2018	12/1/2018	Have Smoke Alarms checked today	None	
✳						

Tenant Balances Due (can not edit)

	Current	Last Name	First Name	Address	Pmt	Due	Phone
▶	($16,496.58)	Flowers To Go		Handyman Hardware A	$3,550.00	1	361-597-2222
	($10,664.20)	Sharper Imagery		Handyman Hardware C	$2,500.00	1	361-566-4554
	($6,445.00)	Fieldstone	Randall	2093 Poplar Avenue	$1,600.00	1	504-3345 Work
	($6,165.00)	Bradley	Gary	1275 Cedar Trail Drive	$1,500.00	1	974-2254 home
	($4,600.00)	Kevinson	Shawn	Trout Avenue #4	$1,150.00	1	655-6552

Payments Due to Owners (can not edit)

	Payments Due to	Last Name	First Name	Mgmt	Mgmt	Phone
▶	$2,602.00	Jones	Mary	150.00	12/14/2018	243-234-2298 Work
	$2,241.00	Kobella	Foster	10%		934-332-4452 home
	$2,677.72	Porter	Dr John	12%	3/30/2019	334-3302 home
	$33,587.78	Redford Investments Ltd.		15%	10/14/2019	512-234-3343 H
	$7,647.20	Synergy Properties LLC		12%		923-343-2234 office

Balances Due from Owners (can not edit)

	Balances Due from	Last Name	First Name	Mgmt	Mgmt	Phone
▶	$8,152.56	Ward	Mark	150	7/4/2019	445-482-9978 work

On/Off
- ☑ To Do Reminder
- ☑ Event Reminder
- ☑ Tenant Bal Due
- ☐ Leases Expired
- ☑ Due to Owners
- ☑ Due from Owners

Exit

Sort By
- ○ Entry Date
- ● Action Date
- ○ Memo
- ○ Post To
- ○ Description

Date Range to Show:

Show All Reminders Refresh

or only show Reminders

[100] day(s) prior to ACTION date

Delete Reminders

From Action Date: 10/15/2018

To Action Date: 10/15/2018

- ☐ Delete 'To Do'
- ☐ Delete 'Event'

Delete

On/Off: This section will determine what you see on your screen. If you place a checkmark in front of the any of the selections, each time that you enter the Tenant File program, the information will display.

As indicated, there are 2 types of reminders - the 'To Do' and the 'Event' as explained below:

To Do Reminders - These are items that require a specific action in the future, such as calling a Tenant or Owner, making a payment, making a repair or any other action that you want to remind yourself of. You should enter the date you entered the reminder as the 'Entry Date' and the date of the action to take place as the 'Action Date'. You are free to add, edit, and delete these 'Reminders' from this screen. You can also create the 'To Do' from the information screen of any of your Owner, Property, Unit, or Tenant Ledgers along within your 'Vendor File'. If this 'Reminder' is related to a specific Owner, Property, Unit, Tenant, or Vendor, you select the correct choice for a dropdown list under the 'Post To' headings.

Event Reminders - These are items that you might want to keep a log of when they have occurred or when they are to occur. An example would be an incident with a

Tenant, a meeting with an Owner, or something similar. You can even remind yourself of important dates, such as birthdays, renewals, or personal events. You should enter the date you entered the reminder as the 'Entry Date' and the date of the action to take place as the 'Action Date'. You are free to add, edit, and delete these 'Reminders' from this screen. You can also create the 'Event' from the information screen of any of your Owner, Property, Unit, or Tenant Ledgers along within your 'Vendor File'. If this reminder is related to a specific Owner, Property, Unit, Tenant, or Vendor, you select the correct choice for a dropdown list under the 'Post To' headings.

Next, you can be reminded of other events related to your property management by placing a checkmark in front of the following options. This information is gathered from the Tenant File database and cannot be edited here.

Tenant Bal Due: Upon entering the Reminder System, the program will determine which Tenants, if any, have an outstanding balance due to display.

Leases Expired: When this is selected, you will be shown an additional area at the bottom of the screen where you can set the date range of all expired leases to be shown.

Due to Owners: When selected, this will show any balances due to your Owners. An amount here means that the Owner will have an overall credit in his/her account. It does not take into account the Owner's minimum balance field.

Due from Owners: When selected, this will show any Owners that have balances due to you. This means that the overall Owner balance will be in the red, and additional money is required from the Owner to you.

The above choices can be sorted by 'Entry Date' (the date that you entered the Reminder), 'Action Date' (the date that the action is to take place), 'Memo' (User-entered Memo or Remark), 'Post To' (Ledger type), or 'Description' (Owner, Property, Unit or Tenant Name).

Show Reminders prior to Action date: This will determine how many Reminders you see on the screen. When you enter a Reminder, the 'Action Date' is the date you are reminding yourself that some action is to take place. For example, if you wanted to

call a tenant next week, the 'Action Date' would be set for the date you want to make the call. If the 'Show Reminders prior to Action date' setting is for 3 days, the Tenant File will start showing that particular reminder three days prior to the call date. If you want to see all of your reminders with an 'Action Date' of the current day, set the setting to 0. To see all reminders, click the 'Show All' button. The number in the box will be saved from each session.

Delete Reminders: You will want to remove outdated 'To Do' or 'Event' reminders from time to time. You can click on the 'Record Selector' button for the reminder that you want to delete and press your 'Delete' key (on your keyboard) to remove individual reminders. To delete multiple reminders, you may choose to use this selection. Based on the 'Action Date' range that you enter, this will delete all 'Reminders' between and including the dates you specify. Below the dates, you can mark whether to delete only 'To Do' reminders, 'Event' reminders, or both. (Once you click OK to delete, it cannot be reversed).

The more choices that you select, the less room you will have for each choice, however, a scroll bar will appear at the right of each section for you to view all of the information. If you remove the checkmark from all of the choices, the Reminder System will be turned off and will not show when the Tenant File is loaded. Again, you can click into REMINDERS from the Main Menu at any time to view your Reminders.

POST RENT

Post Rent

From the Main Menu, the POST RENT button will allow you to charge rents to your Tenants OR post rent income from your Tenants.

RENT POSTING OPTIONS
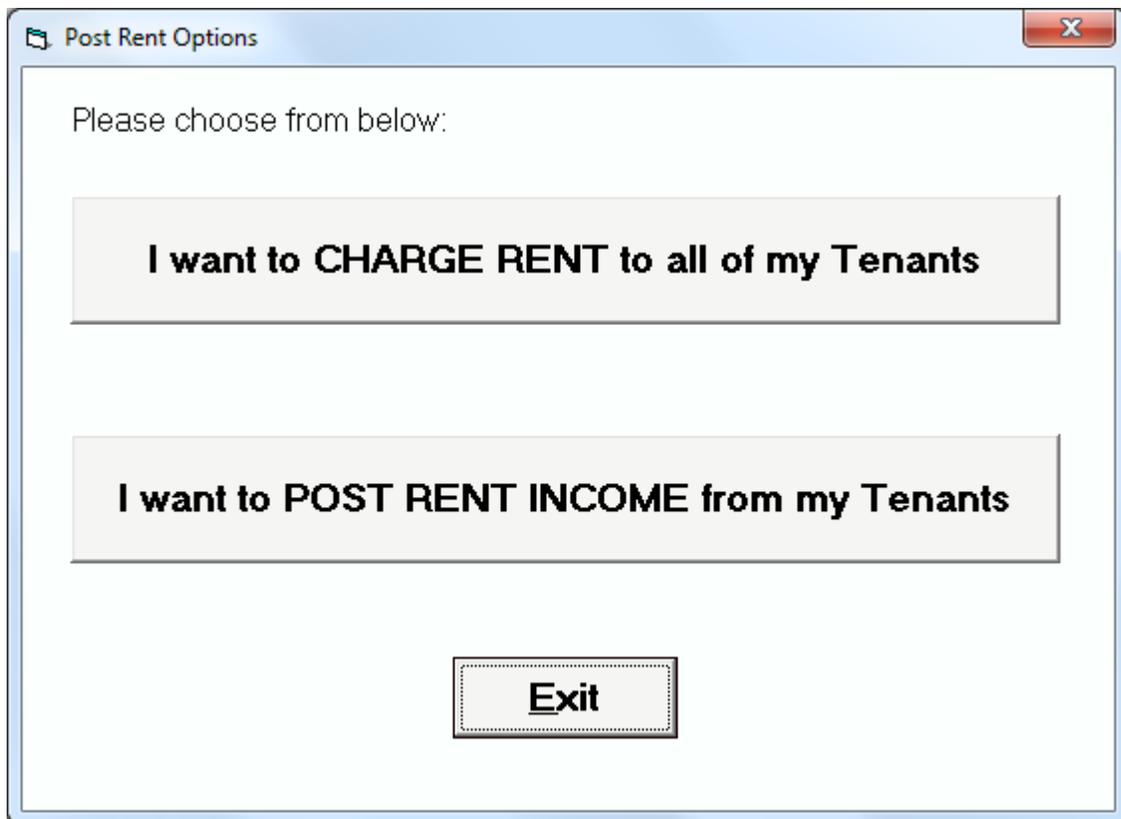
The **POST RENT** feature of the Tenant File is an important section in the software that will allow you to charge rent to your Tenants and/or receive rental income. You can choose to 'Charge' your Tenants with their rent payment due (or set the program to 'Charge rents automatically on each Tenant's Due Date with no User Interaction'). If you click to 'Post Rent Income', on one screen you will be able to credit any number of Tenants with 'Rent Received' and 'Late Fee Received', charge the 'Management Fees' to your Unit Ledgers on each 'Rent Received', create a deposit (for rent income) and create a check (to you for management fees), indicate how the payment was made (i.e. ACH, Cash, Check, Etc.) and enter one additional account to include in your total deposit (such as Taxes Paid or Parking Fees Received, etc.).

The first screen you see when you click the 'Post Rent' button is the choice of whether you want to <u>charge</u> the Tenants with their rent amount, or <u>post rent income</u> that you have received from the Tenant.

Charging Rent

This allows you to automatically charge rent to each of your Tenant Ledgers. You must have the 'Payment' amount and due date already set up for each Tenant. Any VACANT Units or Tenants with no payment or due date entered will be skipped. Please make sure all information below is correct before proceeding:

Which Due Dates do you want to Charge?

Charge rent ONLY to Tenants with this due date: `1`   THROUGH this due date: `1`

Date to Use

Date for all postings: `10/1/2023`   OR   ☐ Post using the same date as the DUE DATE

Account Defaults (these will be used when posting)

Rent Charge Account: Rent Charged

Rent Charge Remark: Rent Charged to Tenant

Change Account Defaults

Charge rent to TENANTS now   **Exit**

☐ Charge rents AUTOMATICALLY on each Tenant's due date with NO USER INTERACTION.

With the Tenant File, you must first charge each Tenant Ledger with 'Rent Charged'. This allows you to keep track of any and all outstanding balances due in each Tenant Ledger until the rent is paid. As the Tenants pay their rent, the outstanding balance will be 'zeroed out', showing no further balance due (unless there are other outstanding tenant charges besides rent). This charge is accomplished in one click. This function <u>must</u> be completed each month in order for the program to process various reports, such as Rent Roll Reports, Payment Invoices and Past Due Notices.

Note: It is very important that you have completed the information in each Tenant Ledger and entered a rental amount in the 'Payment' field and a number (1 – 31) in the 'Due Date' field for each of your active Tenants prior to having the program

charge rent. These fields are utilized in the automatic functions of the program to charge rent, determine past due status and charge late fees. **If you have not completed the 'Rent Payment' field AND the 'Due Date' field in each Tenant Ledger, the program will not process a 'Rent Charged' transaction in that ledger.**

Which Due Dates do you want to Charge? You have the option to charge rents for a single due date (such as all rents due on the 1st) or to a range of due dates (such as all rents due from the 1st through the 15th. You must enter a valid due date (1-31) in each of the fields.

Date to Use: This is the date that will show on the transaction line for the charge. The date will default to the current date. Change this date if you are not charging rent on the date that you want posted in the Tenant Ledger. If you choose '**Post using the same date as the DUE DATE**', then it will use the due date of the current month. For example, if the due date is the 15th, and the current month is January of 2023, then the date posted will be '01/15/2023'.

Account Defaults: Make sure that the Rent Charge Account and Rent Charge Remark are correct. You can change them if needed by clicking into 'Change Account Defaults'. This is a section of the program that you need to review and set up at the onset. Account Defaults can be accessed in this section or by clicking onto SETTINGS from the Main Menu and then 'Edit Account Defaults'.

Charge rent to TENANTS now: This will put a ledger posting in each Tenant Ledger immediately, unless the Tenant shows VACANT or there is no amount in the 'Payment' field and/or no Due Date completed for the Tenant. If you make a mistake, you can find the postings using the 'Transaction Finder' (see MISC > 'Transaction Finder' from the Main Menu) and delete them or go directly to the ledgers.

Important note: **Each time you click this button, the program will post a 'Rent Charged' transaction to your tenants.** If you duplicate this procedure during the month, you will have multiple 'Rent Charged' transactions posted to your Tenant Ledgers.

Charge rents AUTOMATICALLY: This option will have the Tenant File charge the rents <u>automatically</u> without user intervention. If you choose to select this option, the

Tenant File will automatically charge the rent for every Tenant each month for you. Use this feature only if you want the 'Rent Charged' transaction posted automatically on the tenant's due date. If you send Payment Invoices prior to the due date and need to post the transaction before the due date, do not use this feature. This feature is helpful if you have due dates scattered throughout the month. If you use this feature, you cannot use any other method to charge rents or you will post rent charges more than once. The automatic rent charge will post the rents based upon the current computer date and the due date of the tenants. The rents are charged using the 'default account' you have set up for charging rent. If activated, each time you enter the Tenant File, this function will check each Tenant to determine if rent is to be charged for the current day. If not, it looks to see the last time rent was automatically charged. If there are any Tenants with due dates in that time period, those rents will be automatically charged to the Tenant. The date will be logged, so that next time you enter the Tenant File, it will know that rents have already been charged. If you are going to use this feature, start it ONLY at the beginning of the month to avoid double posting of rent. Also, be sure to review your Tenant Ledgers and/or run reports to make sure the rents are posting properly.

Note: If you want to 'selectively' charge rents to your Tenants, you can select POSTING from the Main Menu and then 'Automatic Posting'. This section will allow you to scroll through each Tenant one by one and provide you with the option to change the rent amount on each Tenant. See Automatic Posting for more information.

You can also choose to enter a 'Rent Charged' transaction (or any other transactions) directly in an individual Tenant Ledger. This is helpful if you have a new Tenant in a Rental Unit, and the Ledger was not yet completed prior to using the automated functions of charging rent.

Please Note: When you enter a transaction directly into a ledger, the action does not create a check or deposit. Therefore, if you are utilizing the Bank Account features, you can enter the 'Rent Charged' and the 'Security Deposit Charged' directly in the ledger; however, you would enter the 'Security Deposit Recd' (for example) by creating a deposit in your Bank Account for that amount.

Posting Rent Payments

Rental income can be credited to each Tenant in several ways. Please read this section carefully to choose which method is right for you.

The fastest and most flexible way to post 'Rent Received' is by clicking the POST RENT button from the Main Menu. From this option, you can post 'Rent Received' from all or selected tenants, post 'Late Fees Received', charge the 'Management Fee' for each rent payment received, post a second income posting (such as 'Laundry Fees', 'Trash Pickup Fees', etc.), create a bank deposit, and create a 'Management Fee' check. The 'Post Rent' screens are detailed in the User's Guide and Help file.

Another way to post rent income is to create a bank deposit. The deposit will contain 'splits' which are the individual amounts that you receive from your tenants. These 'splits' are posted to each tenant ledger from the deposit screen. This method does not create 'Management Fee' charges to the Owner, but that can be done at the end of the month if you choose to use this method.

Below are examples of how to credit 'Rent Received' each month:

Situation One: You have a majority of your tenants due on the 1st of the month. You need to create a deposit slip for the total, and you want to post Management Fees and issue a check (to yourself) at the same time that you post rental income. You have an additional income paid by the Tenant (such as 'Parking Fees'), and you want to post 'Late Fees Received' as part of the deposit. Your best option would be to select the **POST RENT** button from the Main Menu. See detailed instructions under 'Post Rent Income Steps' in this manual.

Situation Two: You received a few rental checks and want to create a deposit into your Register from the rent receipts. You want to wait until the end of the month to charge the 'Management Fee Charge' to the Owners so that the check will include all of the Management Fees from the start of the month to the end.

Action: From the Main Menu, click on the CHECKS/DEPOSIT button.

Action: In the 'Display' box (in the upper right corner), select the 'Deposits' option.

Action: Select the correct Bank Account if you do not want to deposit the rental income into the main 'Default' bank account.

Action: Click on the 'New' button.

Action: Under 'Post to Ledger', click 'Both' (Tenant/Unit) to credit both the Tenant Ledger and the Unit Ledger for each posting.

Action: Enter the 'Deposit Number', and change the 'Date', if needed. Even if you don't have numbered deposits, we highly recommend that you enter a deposit number for every deposit that you create in the program. You can choose to use the current date in number format. For example, on March 1, 2023, you would enter '230301' which in the 'yymmdd' (year-month-day) format and a better method for sorting, but you can do it any way you want. Just be consistent and enter a number only with no symbols. This will allow you to run a search for deposits in your reports or in the Deposit screen by entering the deposit number. Do not use duplicate numbers. Each deposit number must be unique.

Action: Post the deposit information in the transaction grid adding each tenant's check information as a new row. 'Rent Received' will be posted to 'BOTH' (Tenant and Unit) ledgers, as per your default selections. If the tenant's check includes payment for other fees (i.e., late fees, parking fees, security fees, etc.), first select the correct 'Post To Ledger' type and then enter the amounts in separate rows. Click down to the next row (or above) to save each posting as you go. You can enter information in the 'Remark' field such as the Tenant's check number or CASH if you need detailed information on the payment.

Action: Click on the 'SAVE' button to save the deposit.

Action: Click on the 'POST' button to post all of the transactions for the current deposit to the ledgers once you are finished with this deposit. Remember, the transactions will not be posted from the deposit until you click the 'POST' button.

Note: If you want to create a deposit, save it but add to this deposit later, do not click the 'POST' button. Until you choose to 'POST' the deposit, you can click 'EDIT' and add new entries to this deposit and 'SAVE'. Once you click the 'POST' button (and post all

transactions to their respective ledgers), the deposit is finalized, and you cannot 'EDIT' or add to the deposit.

Situation Three: You want to see the Tenant's full past payment history and other information while you are posting 'Rent Received'. You don't need to enter a bank deposit (you are not utilizing the CHECK/DEPOSIT section of the program), or you will create a bank deposit manually later by running a report for all 'Rent Received' on a certain date.

You can choose to post directly into each ledger. Just click the TENANTS button from the Main Menu. Locate the tenant you want by clicking 'Find', select a Tenant Name from the list and click 'OK'. Next click the 'Ledger' button to view the Tenant's Transaction Ledger. Enter the transaction directly into the transaction grid on the first available blank line that shows an 'asterisks' (*). **Important Note:** Posting 'Rent Received' directly to any ledger in the Tenant File does not create a deposit. If you are utilizing the Bank Account features of the program, it is best to not post directly to the ledger.

Situation Four: (This option is maintained to retain compatibility with older versions.) You have multiple tenants that all pay rent near the same day of the month. You don't need to look at each Tenant's Ledger to see past payment history and you do not want to make a deposit. You may want to scroll through each Tenant Name and choose whether to post or not.

You can choose to utilize the 'Automatic Posting' feature for this situation. You can quickly credit each tenant by clicking one button and skip any tenant that hasn't paid. Or alternately, you can automatically credit all tenants in seconds and go back and delete any that didn't pay. When crediting rent, the Tenant File will look in each tenant's ledger information and use the amount that is entered in the 'Rent Payment' field. Again, this method remains in the program for our previous version users, however, the POST RENT section of the program is the best method to use.

Action: From the Tenant File Main Menu select POSTING and then 'Automatic Posting'.

Note: Under 'Posting Options', the default choice of 'Post Rent Amount' is selected.

Action: Click on the button 'Select Account to Use'. Click on the row for 'Rent Received' (or whatever similar account name you set up). Click on 'OK' to save your selection.

Action: Under 'Remark to use', type in a remark (such as the name of the month being credited).

Action: Under 'Date to use', enter the date to use for all ledger transactions.

Choice: Under 'Post ONLY to this due date', IF you are only posting to those tenants which have a specific due date entered, enter a day of the month (1 to 31), otherwise leave it blank for all.

Choice: Under 'Scroll by', if you are going to scroll through each Tenant one by one and decide which ones to post, and you wish change the order in which you will be alphabetically scrolling through the list of Tenants, then select a different 'Scroll by' option.

Choice: Under 'Posting Range', you can limit the posting to a range of names. This should not be used normally for crediting rent. If you do use this feature, the name used will be dependent on your selection in the 'Scroll by' options. For example, if you are scrolling by 'Unit Address', then you could enter a range from '1200 Smith Road' to '1590 Smith Road'. Or if you are scrolling by 'Tenant Name' and wish to credit rent to one tenant, you could enter a range from 'Johnson' to 'Johnson'. You MUST type the name exactly in these fields in order for the program to display the correct ledger.

Action: Click on the 'Begin Posting' button.

Action: To post to all of the Tenants without pausing, click the 'Post All' button. Otherwise, view the first screen and choose whether to click the 'POST THIS' button to post the rental income. It will switch to the next Tenant. To skip the current Tenant shown and move to the next one, click the 'SKIP' button. You may make changes to the date or rent amount if you are pausing at each Tenant.

Post Rent Income Steps

The **POST RENT** section of the program is the fastest and most detailed way to post your rental income along with 'Late Fees Received', an additional income received (such as 'Parking Fees', etc.), create a check for all 'Management Fees' to be posted for each individual rent income received and create a deposit for all postings – all on one screen. Select **POST RENT** from the Main Menu and choose **'I want to POST RENT INCOME from my Tenants'**. You have several options to choose from that will affect how your rents are posted to the ledgers. Please read the options before posting.

Step 1: Are you Posting Rent to . . .

If you receive a majority of your rent income at the same time, you may choose to post to **'All Tenants'**. If you choose this selection, you are indicating that ALL of your tenants have paid you and the following screen will display all tenants in the program along with their full rent amount to be posted. (If you indicate to 'Post Management Fees', the program will also charge all 'Management Fees' to each Unit as per the

information entered in each 'Management Fee' field in your Owner Ledgers.) You can choose to enter a zero in the fields for those tenants that did not pay or edit both the rent amounts and the management fees for any tenants that paid a partial rent. If you select this choice, make sure that the total of the rents to post balance to the rent checks that you have received.

In most instances, you will not receive all payments from all of your tenants on the same day. You would then choose **'Selected Tenants'** under Step 1 and the program will not enter amounts in the 'Rent To Post' column or management fees (in the following 'Tenant File Rent Income Posting' screen), so you will need to enter the information for each rental income received in the 'Rent to Post' column. The correct 'Management Fees to Post' will be calculated based on the rent amount that you enter (in accordance with the 'Management Fee' field entered in the separate Owner Ledger screens upon setup). If you enter 'Rents with a Specific Due Date', only those tenants with the due date you enter will appear on the list. The method of '**Selected Tenants**' is the more common method since it gives the user the ability to enter the correct amount received for each tenant and balance to the total of checks in hand.

Step 2: Post Management Fees for all Rents Posted?

This 'Yes' or 'No' question will enable or disable the ability to have the program automatically calculate and enter management fees for you when the rent is posted. You can choose to have the program automatically calculate and charge the fees for each rental income here or you can post the 'Management Fee Charged' transactions at the end of the month utilizing the 'Automatic Posting' section of the program. See 'Automatic Posting' in this manual for detailed information.

Step 3: Check / Deposit Options

In this section, you are to indicate whether you want the program to create a bank deposit for all rents posted and/or a check (to you) for all management fees posted. If you choose to create a bank deposit, you are required to enter a deposit number. We HIGHLY suggest that you enter a deposit number on all deposits created within the program, which will tie the deposit ledger transactions to the deposit in your Register. You might want to use the current date with <u>no</u> slashes, such as '231001' (yymmdd) for 10/01/2023. This will help identify this deposit later. Remember, if you choose to

have the program create a check for all 'Management Fees to Post', the transactions will <u>not</u> appear on the Unit Ledgers until <u>after</u> you print the check.

Step 4: Date to Use

This date will appear on each ledger line, so make sure that you have entered the correct date. It will default to the current date, but you can edit the field to post to a past or future date.

Sort By:

You can indicate the order that the information will be presented to you when the posting screen is shown. It can be sorted by 'Owner Name', 'Property Name', 'Rental Address' or 'Tenant Name'.

Account Defaults:

This will show you the defaults you have currently set up for the accounts that are to be used for posting rental income, late fees, management fees, etc. Be sure to change these if they are not correct. You can change the accounts by clicking the 'Change Account Default's on this screen or by clicking onto SETTINGS (from the Main Menu) and then 'Edit Account Defaults'. Note: You should make sure that your 'Account Defaults' are correct in the program prior to utilizing any of the automated postings section.

Posting Filters:

This section allows you to 'Include only those Tenants that have a balance due' or 'Include only Tenants from this Owner'. This will allow you to limit the listing for easier posting.

Bank Account to Use:

This section allows you to choose one of the ten Bank Accounts available to post the deposit to and/or create a check for the 'Management Fees to post'. It will always default to the first Bank Account (which is the Main Operating Account for most users).

Note: If you have separate Bank Accounts for each Owner, select one of the Owner Names from the drop-down list under the 'Posting Filter' called 'Include only tenants from this Owner' and then select the correct Bank Account for that Owner. If you choose to create a deposit, all amounts that you enter in the 'Rent to Post' column on the 'Tenant File Rent Income Posting' screen will be deposited into the Bank Account you choose in this section.

Post Rent Screen

This is the posting screen that details the amounts to be posted and allows you to edit the amounts first. In this image, the selection of 'All Tenants' was indicated under 'Step 1', which has the program enter the full rent in the 'Rent to Post' column. If you indicate 'Selected Tenants' under 'Step 1', the 'Rent to Post' column will be blank.

Rental Address	Tenant Last	Tenant First	Payment	Due	Tenant Bal	Rent to Post	Mgt Fee	Mgt to Post	Late Rcvd	Rent Remark	Other	Pd By
1275 Cedar Trail Drive	Bradley	Gary	$1,500.00	1	$0.00	$1,500.00	12%	($180.00)		Rent Payment from Tenant		
2093 Poplar Avenue	Fieldstone	Randall	$1,600.00	1	$0.00	$1,600.00	150.00	($150.00)		Rent Payment from Tenant		
3307 Willow Street A	Paul	Gregory	$800.00	1	$0.00	$800.00	12%	($96.00)		Rent Payment from Tenant		
3307 Willow Street B	Garrett	Sharon	$750.00	1	$0.00	$750.00	12%	($90.00)		Rent Payment from Tenant		
3403 Riverview Court	Richardson	Randy	$784.25		$0.00	$784.25	12%	($94.11)		Rent Payment from Tenant		
Apt 101	Foster	Jane	$875.00	1	$0.00	$875.00	12%	($105.00)		Rent Payment from Tenant		
Apt 102	Kemper	Kirk	$895.00	1	$0.00	$895.00	12%	($107.40)		Rent Payment from Tenant		
Apt 103	Gabriel	Shawn	$825.00	1	$0.00	$825.00	12%	($99.00)		Rent Payment from Tenant		
Apt 104	Michell	Larry	$875.00	1	$0.00	$875.00	12%	($105.00)		Rent Payment from Tenant		
Apt 105	Talley	Virginia	$875.00	1	$0.00	$875.00	12%	($105.00)		Rent Payment from Tenant		
Cabin 1	Radcliff	Barbara	$480.00		$0.00	$480.00	10%	($48.00)		Rent Payment from Tenant		
Cabin 2	Deeders	James	$200.00		$0.00	$200.00	10%	($20.00)		Rent Payment from Tenant		
Cabin 3	Walterson	Jimmy	$150.00		$0.00	$150.00	10%	($15.00)		Rent Payment from Tenant		
Handyman Hardware A	Flowers To Go		$3,550.00	1	($671.58)	$3,550.00	15%	($532.50)		Rent Payment from Tenant		
Handyman Hardware B	Worley	Paul	$3,600.00	5	($664.20)	$3,600.00	15%	($540.00)		Rent Payment from Tenant		
Handyman Hardware C	Sharper Imagery		$2,500.00	1	($664.20)	$2,500.00	15%	($375.00)		Rent Payment from Tenant		
Trout Avenue #1	Ramarez	Sandra	$1,400.00		$0.00	$1,400.00	150	($150.00)		Rent Payment from Tenant		
Trout Avenue #2	Warren	Suzanne	$850.00	5	($875.00)	$850.00	150	($150.00)		Rent Payment from Tenant		
Trout Avenue #3	Robertson	Nathan	$1,200.00	10	$0.00	$1,200.00	150	($150.00)		Rent Payment from Tenant		
Trout Avenue #4	Kevinson	Shawn	$1,150.00	1	$0.00	$1,150.00	150	($150.00)		Rent Payment from Tenant		

Total Bank Deposit: 0
Total Check Amount: 0

Account to use for 'Other Receipts'

Remark for 'Other Receipts'

$24,859.25	($3,262.01)	$0.00	$0.00
Rent	Mgt Fees	Late Fees	Other

Begin Posting Now

Back   Print   Exit

You can only edit the white columns, such as the 'Rent to Post', 'Mgmt (Fee) to Post', 'Late (Fee) Rcvd', 'Rent Remark', 'Other' and the 'Pd By" columns. Once you enter each amount from your rental checks (or edit the amount entered by the program) and click to another line to save your entry, the field on the bottom of the screen called 'Rent' should be the total of all of your checks received (this will be the amount of the deposit created, if you choose to create a deposit). If you indicated that you want a Bank Deposit created, that same amount will display in the 'Total Bank Deposit' field. It is very important that you make sure that this total balances to your checks in hand.

The Deposit number that you entered on the previous screen will appear in the 'Check/Dep' column (this is a closed column that can be viewed between the 'Late Rcvd' and 'Rent Remark' columns). You would need to enter the amount of 'Late Fees' if they are included in the tenant's check, along with any 'Other' income that

the tenant may be paying. The 'Other' column is available but limited to posting to one other Tenant File income account, which must be selected from the dropdown box at the bottom of the screen. For example, the tenant might also be paying a 'Parking Fee Charge' so you would select the 'Parking Fee Received' account from the drop-down list and enter a 'Remark' for the posting.

After you make any changes to a row, it is VERY IMPORTANT that you save the entry by clicking on any other row above or below the current row. There is no 'SAVE' button on this screen. Clicking to another row is the only way to save your entries. If you enter a rent amount on a row and then immediately click the 'Begin Posting Now' without clicking onto a different row, the entry on the row (with the 'pencil mark' in the 'record selector' column (button to the left of the date) will not be included in your deposit or in your transaction grid posting.

Once you make sure that the 'Rent' field along with the 'Total Bank Deposit' matches the total amount of the checks on hand, select 'Begin Posting Now' and all (non-zero) entries will be posted from the entries on this screen. Once you click on 'Begin Posting Now', all entries are posted to your ledgers, and you cannot edit the information on the screen.

Note: If you have clicked to post rental income to 'Selected Tenants' only, you can have the Tenant File enter the 'Rent Payment' amount, management fees, and rent remark for you by simply clicking onto the correct tenant and pressing the 'space bar' on your keyboard. You can select another row by using your mouse or by pressing the down arrow on your keyboard. If you choose to post the 'Management Fees', the management fee remark will also be posted in the ledger for you.

Your final option to post rental income into your Tenant File would be to set up your account with one of our partners that handles ACH payments. This would allow your tenants to pay you online. For more information, please see our website under PRODUCTS.

PAY OWNERS

Pay Owners

Click on the PAY OWNERS button from the Main Menu to view funds due to your owners and to create checks to your owners.

PAY OWNERS SCREEN

The PAY OWNERS screen makes it easy to create checks to pay your owners. Throughout the month, you will create postings for 'Rent Received', 'Management Fees', 'Repairs and Maintenance' expenses, and other Owner-related income and expenses and then will need to create checks to your owners for the individual net amounts. This feature will calculate what is due for each Owner and create the checks for the ones you select, based on the postings you have made to the ledgers.

You will have the option under 'Settings' in this section to indicate where you want to post the owner checks; however, we highly recommend that you pay 'per Owner'. That option will add up the totals for all transactions posted to each Owner Ledger, Property Ledger and Unit Ledger and then create a check based on the overall balance due to the owner. Since some rentals may be losing money or have no revenue in a particular period, they will be part of the overall amount that is paid to the owner.   This will prevent you from overpaying your owners if they have some rentals that are not currently rented and are in the negative.

You must be sure that you post all 'Rent Received', 'Management Fees Charged', Repairs and Maintenance', and other owner income or expenses related to the owner prior to creating the Owner checks. That means that you will <u>need to PRINT all checks</u> and/or <u>process all deposits</u> that need to be included in the month's accounting that have not been posted to the ledgers. Remember that if you had the program calculate and create a check for the 'Management Fees' while utilizing the POST RENT

section, those management fees will not be in your Unit Ledgers until you print the check.

You must make sure that you have the correct account selected from the dropdown list under 'Bank Account to Use' before proceeding. If you have separate Bank Accounts for separate owners, in this section you can select a particular Bank Account, choose to 'Zero ALL amounts to pay' under the 'Show Amounts' options, then enter the amount that you want to pay for a specific owner (if you simply want to pay one Owner from the list) or you can zero out the balance for any owner(s) that you do not want a check created for at the time by entering a zero in the 'Amount to Pay' field for those owners you want to exclude.

Show Amounts: The column labeled 'Amount to Pay' is the amount of the check that will be created. By default, the Tenant File will calculate that amount for you, but if

you select 'Zero ALL amounts to pay', the amounts will be set to zero, so you can enter the amounts yourself. Please note: If you choose to zero out the amount that the program is calculating and enter a different amount, your reports may not be correct. If the amount shown is incorrect (in your calculations), you should exit this section and view your ledgers and/or Owner Reports to determine if you have any errors in your postings, make any corrections and then re-enter this section to create checks.

Note: The amount that is calculated will take into consideration the 'Minimum Balance' field, (which is entered in each Owner Ledger Information in the Activities Screen). If you have a minimum balance amount entered in your Owner Ledger, the amount due to the Owner will be reduced by that amount.

Display Options: With this option, you can show a listing of all Owners with their current balance, whether they are due an Owner check or not, or you can display only the Owners with money due.

Settings: The settings are shown below.

The Options allow for great flexibility in paying your Owners. You can choose to pay by Owner, by Property, or by Rental Unit. Each option is explained in detail, so you should be sure to choose the option you use carefully. It will affect the number of checks created for an Owner and the amount that is paid.

FOR POSTING TO THE OWNER LEDGER: If you wish to create one check for the Owner for the net amount due for all of his/her Properties, you would select your '**Pay By Options'** to be '**Owner'**. This will take into consideration all transactions posted to the Owner, Property and Unit ledgers and calculate all income less all expenses. We highly recommend that you pay by Owner if you have multiple property owners. If you have any transactions posted in your Owner Ledgers, you must select this option.

FOR POSTING TO THE PROPERTY LEDGERS: If your Owners request that they receive a separate check for each Property that you are managing for them, you can choose to pay by '**Property'**. If you choose this option, the program will not include any transactions posted to the Owner Ledger. Therefore, if you have transactions in any Owner Ledgers, you should not select this option. Once you click onto '**Property'** on this screen, an explanation will pop up concerning the postings. You can have the program create one check for multiple Property postings by clicking onto the '**Consolidate Options'**. As indicated, you should not use this option if you have postings to your Owner Ledgers because those transactions (in the Owner Ledgers) will be ignored.

FOR POSTING TO THE UNIT LEDGERS: If you wish to post a separate payment into each Unit ledger for each Owner, you can choose to pay by **Unit**. Use this option if you manage only single-family units and your Owners request that they receive a separate check for each rental house. If you choose this option, you cannot have any transactions in the Owner or Property Ledgers for your Owners. Once you click onto '**Unit'** on this screen, an explanation will pop up concerning the postings. You can have the program create one check for multiple Unit postings by clicking onto the '**Consolidate Options'**. As indicated, you should not use this option if you have postings to your Owner Ledgers OR Property Ledgers because the transactions in those ledgers will be ignored.

Important Note Concerning Minimum Balances: You can set a 'Minimum Balance' for each Owner, each Property, or each Unit, in order to retain a minimum operating fund in the ledgers. The 'Minimum Balance' is entered under the 'Activities Section' in the Owner Ledger in the 'Minimum Balance' field.

Once you have the 'Minimum Balance' field entered for each Owner, you will need to choose in the **'PAY OWNERS'** section whether that minimum balance applies to the Owner, the Property, or the Unit. That is chosen under the 'Pay By Options'. For example, if you choose to post the 'Owner Payments' to the 'Owner Ledgers', then the 'Minimum Balance' will be deducted from each owner's overall total (for example, if you enter 100.00 in the field and you choose to pay out to your Owner Ledgers, the program will calculate the amount due to your Owner and subtract $100.00 from the total before creating the check).

If you choose to post a separate 'Owner Payment' to each 'Property Ledger' (your Owners want a separate check for each Property), the 'Minimum Balance' you entered in the 'Minimum Balance' field will be deducted from each check created for each separate 'Property' (i.e. If you enter 100.00 in the Minimum Balance field and you pay out to your Property Ledgers, the program will calculate the amount due for each Property, which would include transactions posted to the Property and Unit(s) only, and subtract $100.00 from the total to each Property before creating the check). This selection will ignore all transactions posted to your Owner Ledger.

If you choose to post a separate 'Owner Payment' to each 'Unit Ledger' (you would ONLY post 'Owner Payments' to Unit if you deal with Single Family residences and your Owners want a separate check for each house), the 'Minimum Balance' you entered in the 'Minimum Balance' field will be deducted from each check created for each separate 'Unit' (i.e. If you enter 100.00 in the 'Minimum Balance' field and you pay out to your 'Unit Ledgers', the program will calculate the amount due for each Unit, which would include Unit transactions only, and subtract $100.00 from the total to each Unit before creating the check). This selection will ignore all transactions posted to your Owner and Property Ledger.

Your selection is very important because, if you are posting Owner Payments to the Property Ledgers, the process will not take into account any transactions posted in the Owner Ledger. Therefore, if you wish to post automatically to each Property Ledger (with separate checks for each Property), then you should not make postings to the Owner Ledger, such as 'Received from Owner'. Those types of postings should go the Property Ledger in this case. If you are posting Owner Payments to the Unit Ledgers, the process will not take into account any transactions posted in the Owner or Property Ledger(s). Therefore, if you wish to post automatically to each 'Unit

Ledger' (with separate checks for each Unit), then you should not make <u>any</u> postings to the Owner Ledger or the Property Ledgers, such as 'Received from Owner'. All postings in this case should go the Unit Ledger only.

Under the '**Allocation Options'**, you can allocate the full check to the 'Primary' Owner, or you can divide the payment based on the percentages of ownership that you set up in the Owner Information screen. If you use this option, <u>all of your Owners</u> must have a percentage allocated, **even if it is 100% to one Owner**. Therefore, you will need to click into each Owner and make sure that you either have 100% under '% Owner' or the correct percentage (i.e. 50% on Owner 1 and 50% on Owner 2). This will allow the program to create two checks and use the percentages you entered previously to determine the amount for Owner 1 and Owner 2. When you create the checks, it will include the address of Owner 1 but only the name of Owner 2 on the check. If you set up Owner 2 in the Vendor file, you can 'edit' the check after it is created (and before it is printed) to use the name from the Vendor list, or you can simply type in the address.

Date for Checks: This is the date that will be shown on the check and in the transactions that are posted.

Show Owner Balance Details: For whatever row that your curser is currently on, you can take a look at exactly how the 'Amount to Pay' number was calculated. It shows a detail of every Owner, Property, and Unit Ledger for the selected Owner. Remember that if you have entered a 'Minimum Balance' in the Owner Information, that amount will be subtracted from the Amount to Pay.

Create Checks to Owners NOW: Click this button to begin creating the owner checks. Once created, they can be found by clicking into CHECKS/DEPOSITS from the Main Menu. Remember that the transactions will not be posted until you choose to print the checks to the owners.

VENDORS AND VENDOR PAYMENTS

By clicking the VENDORS button from the Main Menu, you will be able to add new Vendors, edit Vendors in your system and set up monthly Vendor payments.

VENDOR SETUP

Vendors are your customers, contractors, mortgage companies, utility companies, etc. that you make payments to periodically. All vendor activities can be found by clicking the VENDORS button from the Main Menu. If you make routine payments (monthly, weekly, etc.) that are the same amount (i.e. Mortgage Payments, etc.), you can create payments for those vendors in the Tenant File, which when activated, will create checks for later printing.

Note: You should not use the Vendor Payment feature when paying non-recurring payments, such as repair bills, invoices, etc. You will only want to set up payments for those vendors that have recurring payments for the exact amount, such as mortgage payments, monthly insurance payments, etc. <u>Use the CHECKS/DEPOSIT button from the Main Menu to create checks to your vendors to pay bills and make periodic payments to your vendors</u>.

The Tenant File is programmed to include various Vendor Categories upon installation. If you wish to add additional categories, you can do so by clicking onto SETTINGS from the Main Menu and selecting 'Vendor Categories'. This will present you with a listing of current Vendor categories. You can edit or delete Vendor Categories by clicking onto the Category name and edit, or delete the entire category by hitting your 'Delete' key on your keyboard. To add a new category, click onto the record selector at the bottom of the grid and enter the category name. **Do not edit or delete a category that has been used in your Vendor selections**. For additional information, go to SETTINGS > 'Vendor Categories' in this manual.

You will need to set up all of your current vendors completely by clicking on VENDORS from the Main Menu and then 'Add Vendor'. Complete the information with their name, address and Tax ID or Social Security number. You will be able to utilize the Tenant File 1099 MISC program (available for purchase) <u>only</u> if you have a Tax ID entered for each vendor. In order for the TF1099MISC program to group your vendors together correctly, you should always select the vendor from the 'Payee List' in the CHECKS/DEPOSIT section instead of typing in the vendor name. If you type the vendor name and it is not exactly like the previously set up vendor, the program will not link the totals together.

You should be sure to set up <u>all</u> of your vendors here (regardless of whether you have recurring payments for them) so that when you create a check, the information can be automatically pasted into the payee and address fields. If you are creating a check to a new vendor that is not set up, you will be able to click on the button to 'Add a Vendor' from the CHECKS/DEPOSIT section in the Vendor Payee List , however, you can only enter the basic information and would need to complete the information in this screen.

CREATING VENDOR PAYMENTS

Once your Vendors are set up, you can create recurring payments for various vendors by clicking onto VENDORS from the Main Menu. Note that this section is for RECURRING payments only (such as monthly payments of the same amount), not for creating individual checks to vendors or contractors for invoices. For paying bills, you would go to the CHECKS/DEPOSIT section from the Main Menu.

Once you are in your Vendor List, select the row of the vendor that you wish to set payments for and click on 'Add/Edit Payments' button on the bottom of the screen. From the Payment Grid that pops up, select the first empty row and enter the information as follows:

'Post To' Choice: At the bottom of this screen there is a 'Post To' option box. Indicate the ledger type that want the payment posted (Owner Ledger, Property Ledger, Unit Ledger or Tenant Ledger).

AMOUNT: Amount of the fixed payment that you wish to set up.

POST TO: Depending on your 'Post To' selection at the bottom, this field will drop down a list of Owners, Properties, Units, or Tenants. For example, for a Rental Unit posting, when you click the down arrow, a listing of Unit Addresses will be displayed. Select the correct address for the posting.

ACCOUNT – Depending on the 'Post To' that you selected, this is a listing of the available expense accounts that can be used for posting to the ledger.

REMARK - Enter a remark for the posting.

STATUS - You must indicate Active or Inactive. Only Active Vendor Payments will be posted when you click on POSTING from the Main Menu and then 'Vendor Payments'.

To save, click on another row above or below the current row.

Note: When you are ready to process the Vendor payments you set up, you will need to choose POSTING from the Main Menu and then 'Vendor Payments'. To see a listing of all pre-set Vendor Payments prior to creating checks, click onto VENDORS from the Main Menu and then 'Show All Payments'.

MAKING VENDOR PAYMENTS

To make your Vendor Payments, select POSTING from the Main Menu and then 'Vendor Payments'. This action is not an automated process. You must prompt the program to make your Vendor payments. When you choose this option, you will need to have already set up all payments for the vendors you wish to pay. This option will create all vendor checks and place them in the 'Entered' check file (waiting to be printed). The transactions for your 'Vendor Payments' will not be posted until you choose to print the checks created. It is very important that you have the program create checks for all of your vendors and PRINT the vendor checks prior to paying your Owners each month.

Make Payments ✕

1 - Management Account: First National Bank

Payment Selection

○ All Vendor Payments

◉ Selected Vendor Payments

If you want to pay just a specific group of Vendors (such as all Morgage Companies), choose 'Selected Vendor Payments' then choose the Vendor Type below:

Vendor Type to use:

Mortgage Payments

○ Write individual checks

◉ Write consolidated (split) checks

Note: If you consolidate checks, one check will be written to each Vendor per ledger type, such as one for all 'Unit' postings and one for all 'Property' postings. All checks created will be part of your 'Entered Checks' file and assigned to the Bank Account selected above.

Date to use: 10/25/2023

This date will be used on all payments that are processed when you click the 'Start' button.

Paid by: ACH

Please select type type of payment. If you don't want a specific type then you can leave it blank.

Processing Options:

◉ Create CHECKS in the 'Entered Checks' file, to be printed later. The transactions will not be posted yet.

○ Process the payments immediately. The payments will be in the Register and posted to the ledgers.
Note: The Tenant File will assign a unique number (starting with 999) to the check and transaction(s).

Process Payments NOW   **Exit**

When you are ready to create your Vendor Checks, you must select your Bank Account from the drop-down Menu on the top of the screen. The Default account will always be your first 'Main Operating Account'.

You are given the option to 'Select All Vendor Payments' or a 'Selected Vendor Payments' category. If you click on 'Selected Vendor Payments', move your mouse to 'Vendor Type to Use' and click on the down arrow to list your Vendor Categories. Once your category has been selected, enter the date you wish to print on the checks. Click the box to determine whether you want to 'Write individual checks' or 'Consolidated (splits) checks'. If you do not click to 'Consolidate Checks', the program will create multiple Vendor Checks for posting to individual ledgers.

At this point, you have the option (under 'Processing Options) to have the program 'Create CHECKS in the 'Entered Checks' file to be printed later'. If you choose this option, the checks will be created and placed in the 'Entered Check File' for printing. Transactions will not be posted until the checks are created. If your bank is set up to pay your vendors online, you can choose to 'Process the payments immediately. The payments will be in the Register and posted to the ledgers.' This option does not create a check for printing; however, the vendor payment check will be in your register and posted to your ledgers. Once all of your options are selected, click on 'Process Payments Now' and your vendor payments are completed.

You can view your 'Entered' checks by clicking the CHECKS/DEPOSIT button from the Main Menu. Remember, you MUST print the checks created in order for them to post to the ledgers. You can also view any checks that are in the 'Entered Check File' by selecting the REGISTER button from the Main Menu. The Register Screen will always default to show all Printed checks, so simply choose 'Entered' from the 'Display' box and you can view your previously created checks.

VENDOR CATEGORIES

The Tenant File is programmed to include various general default Vendor Categories upon installation. If you wish to add additional categories you can do so by clicking on SETTINGS from the Main Menu and selecting 'Vendor Categories'. You can add, edit, or delete categories, but you should never delete or edit a vendor category that is already in use.
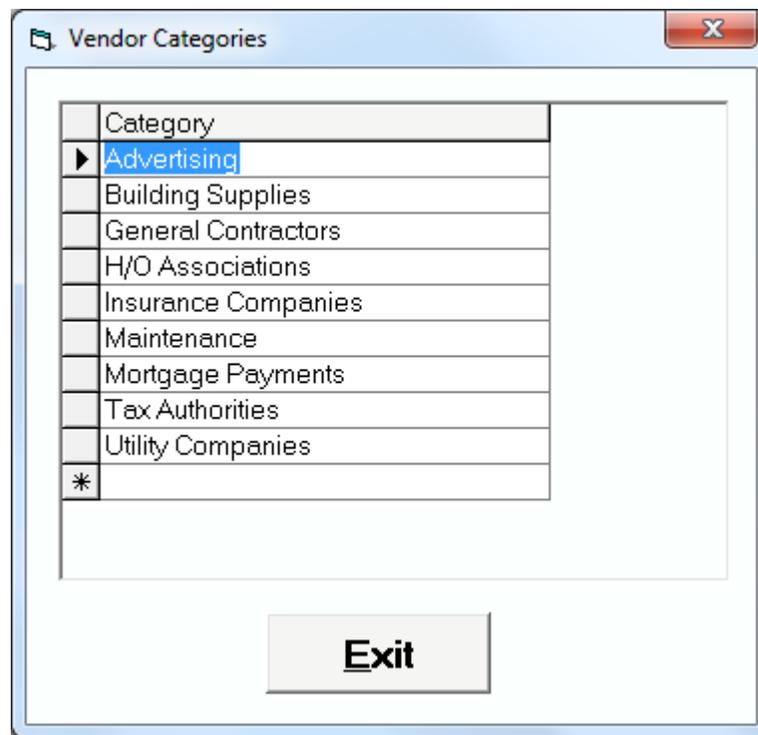
Adding: To add a category, click onto the record selector (with the asterisk) at the bottom of the grid and enter the category name. Then click on another row to save your current row.

Editing: If you have set up a vendor and would like to change the Vendor Category, click onto VENDOR from the Main Menu, select the Vendor name, use the scroll bar on the bottom of the screen to scroll to the last column called 'Vendor Type', type the new Category in the field and click on another row to save your current row.

Deleting: Click on the 'Record Selector' (button left of the entry), then delete the category by hitting your 'Delete' key on your keyboard. Never delete a category that has been used previously.

BACKUPS
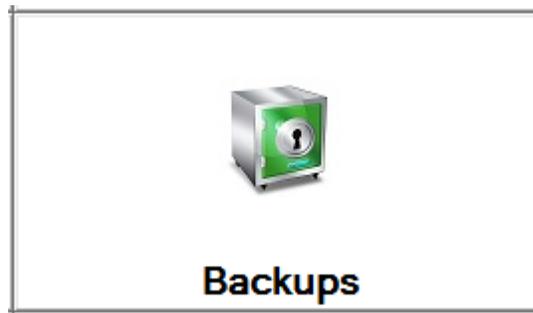
It is easy to create backups of your database and download to your local computer. To start, just click the BACKUPS button from the Main Menu.

BACKING UP AND RESTORING

By default, the Tenant File is set to copy files FROM your Tenant File Virtual Server to the 'Downloads' folder on your local computer. You don't have to do anything but choose the files to copy, and then press 'Start Copy/Restore NOW'. (That is because the default setting under 'Choose Action' is already set to 'Copy File(s) TO').

Be sure to copy BOTH the 'Database Files (mdb)' and the 'Data Files (dat)' by changing the 'Copy What Type of Files' setting in the middle of the screen.

Once the files are downloaded to your 'Downloads' folder, it is up to you to copy them to another folder on your computer, or possibly to a USB, Memory Stick, or other drive for safekeeping. Create a new 'folder' on the backup device and name the folder TFBACKUPS or something similar. Remember that you are backing up only the data and not your program.

NOTE: Your downloads folder might be accessed by a 'down arrow' on your computer's taskbar, or you can get into your 'File Explorer' and click on 'Downloads'. Use the Windows Copy command (or Ctrl-C) to copy the files, then use the Windows Paste command (or Ctrl-V) to paste the files at the destination.

Here is an explanation of the choices you have on the Tenant File Backups screen.

Choose Action - To make a copy of your database files and send them to another location, choose 'Copy file(s) TO'.

If you have already made a previous copy and wish to restore to your current program, choose 'Restore file(s) FROM'. **Be VERY careful 'Restoring' files**, since this will **OVERWRITE** your existing Tenant File information and take your database back to the date and time of that previous backup – meaning you will lose all information, transactions, checks and deposits entered since that date! **The 'Restore' function is NOT REVERSIBLE**. We highly recommend that you hire a Tenant File expert or computer technician to do any type of 'restore'.

Copy What Type - Choose either database files (MDB) or data files (DAT). The three main database files that contain all of your data are:

1. TFDATAFL.MDB (the MAIN database with the majority of all information)
2. TFDATAOF.MDB (your inactive files)
3. FEATURES.MDB (which contains information on each unit, such as interior, exterior, etc.)

If you are utilizing the Work Order Module, you will also want to copy the database file named 'WORKORDR.MDB'.

The files that end with the DAT extension contain information such as report settings, company information, and other important data and should be backed up.

How to RESTORE files

As previously mentioned, restoring files will overwrite your previous data. If you restore the main database (TFDATAFL.MDB) it will effectively overwrite ALL of your data with the file that you restore as of the date and time of that file.

The first thing you will need to do is to UPLOAD the files that you need to your Tenant File Virtual Server. After that, you'll need to restore them into the Tenant File using the 'Backup' feature.

To start, click the 'File Upload' arrow at the very top of your screen (above the Tenant File application).

You will see the 'File Upload' icon, so click that.
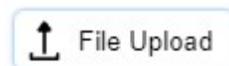
That will take you to the 'File Explorer' screen on your computer, where you can choose which files to upload to the server. ONLY upload files that end with 'MDB'

(database files) or 'DAT' (data files). Once all the files are uploaded (you can upload multiple files at once), you can begin the 'Restore' process to put the files into your Tenant File, OVERWRITING any files with the same name.

To begin the '**Restore**' function, simply select 'Restore File(s) FROM' under **'Choose Action'**, select either 'Database Files (mdb)' or 'Data Files (dat) under **'Copy What Type of Files'**, highlight the files of your choice under **'Choose Files to RESTORE'.** When you are ready to restore your files, select the button **'Start Copy/Restore NOW'**. The selection under 'Choose files to RESTORE' is dependent upon whether you want to restore the 'Database Files' or the 'Data Files'. These two must be done separately.

How often do you want to be reminded to backup? This option will keep a record of your last backup and let you know when it is time to backup your files. We recommend that you use this option to backup <u>at least</u> once a week. We also suggest that you set up separate weekly and monthly folders on your flash drive, external drive, etc. for your backups so that you don't always overwrite your last backup with a new backup. (If your database corrupts, you might accidentally overwrite your last good backup!)

Important note: If you Restore files into your current program, <u>you will overwrite the existing file</u> of the same name. This means that you will lose all information, transactions, checks and deposits within your program and the information will revert back to the date and time of that restored backup. Make sure you want to replace your existing data. Be very careful with the process of 'Copying files to' and 'Restoring files from' because <u>this action is non-reversible.</u>

Caution: If multiple users have access to the program, do not attempt to copy or restore files while other users are in the Tenant File.   It will cause your database to become corrupted. Make sure ALL users have closed the program before continuing.

POSTING

The POSTING button from the Main Menu brings up a number of actions that will post accounting transactions into the Tenant File.

POSTING MENU
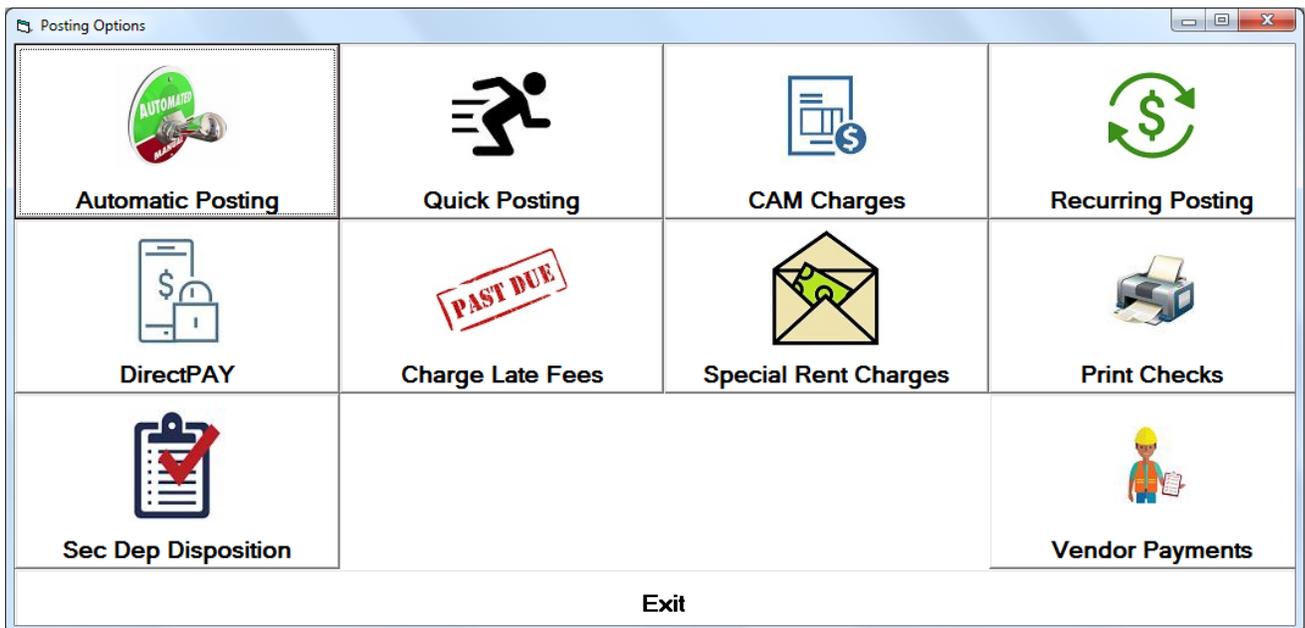
AUTOMATIC POSTING (POSTING > AUTOMATIC POSTING)

Automatic Posting

Posting Options

- ⦿ Post RENT amount
- ○ Post FIXED amount
- ○ Post % of RENT amount
- ○ Post % of CURRENT Balance
- ○ Post MANAGEMENT Fee
- ○ Post RENTAL Fee
- ○ Post LATE Fee
- ○ Parking Fee Charge
- ○ Cleaning Charge
- ○ Security Patrol
- ○ Recurring Field #4
- ○ Recurring Field #5
- ○ Recurring Field #6
- ○ Post Owner Payments

- ☐ Skip Checks under $5.00
- ☐ Issue Checks for postings
- ☐ Consolidate Checks created
- ☐ Post to VACANT Units

Select Account To Use

Remark to use [   ]

Date to use [10/25/2023]

Post ONLY to this due date: [   ]

Scroll By

- ○ Owner Last Name
- ○ Property Name
- ○ Tenant Last Name
- ○ Unit Address

Posting Range

Starting [(first)]

Ending [(last)]

Begin Posting   **Exit**

The 'Automatic Posting' feature within the Tenant File is a very powerful and time saving feature. You are able to post transactions using any account category in the system to any ledger automatically. You are also given the option to issue checks for postings, consolidate the checks created if needed, and post to vacant units. Simply click on the option you wish to activate.

Please Note: The 'Automatic Posting' function will create checks ONLY to the Main Operating Account – the first Bank Account in your system.

You can post the rent amount, a fixed amount, a percentage of the rent amount, a percentage of the current balance, Management Fees, Owner Payments, late fees and more. To remain in compliance with our previous versions, you can post

individual 'Recurring Fields' in this section instead of the 'Recurring Field Posting' section. Though this section will only allow you to post one 'Recurring Fee' field at a time, it will let you create a check for the postings. That check will be created in the Main Operating Account.

Note: As mentioned, some of the operations that can be posted here (such as 'Recurring Field Posting', posting 'Late Fees', 'Owner Payments', etc.) have remained in the program; however, those functions have been greatly improved in recent versions and can be posted elsewhere in the program. Search your User's Guide for info on the specific action you want to post.

In addition to the types of postings available, you will need to indicate various **'Posting Options'** as follows:

Skip Checks under $5.00 - If you are printing checks, this feature will not print checks with an amount below $5.00.

Issue Checks for Postings - This will create a check for the postings that you specify, and place the check in the 'Entered' check file. If you use this option, the actual posting will not be made into the ledger until the check is written, as with all checks. Please Note: The 'Automatic Posting' function will create checks ONLY to the Main Operating Account – the first Bank Account set up in your system.

Consolidate Checks created - If you are paying Owners or making a check to a single payee, then a 'split check' will be created, instead of multiple checks to the same payee. Use this feature if you are posting 'Management Fees' under this section and creating a check for those postings. This would allow the individual postings with one check created showing the 'split transactions' for each 'Management Fee' charged rather than multiple checks for each individual Management Fee posted.

Post to VACANT Units - Normally, Automatic Posting will skip VACANT units, but you can override that default if you want to also include VACANT units for posting.

THE FOLLOWING IS A DESCRIPTION OF INDIVIDUAL TYPES OF POSTINGS AVAILABLE:

Post RENT amount - This option will pull the information entered in the 'Rent Payment' field in your Tenant Ledger and create a 'Rent Charged' transaction to each

tenant. Even though this feature remains for previous versions, the easiest way to charge rent is through the POST RENT button from the Main Menu.

Post FIXED amount - You can post any fixed amount to any ledger as needed.

Post % of RENT amount - This will give you the option to input a percentage amount of the rent to be posted. Enter the percentage amount (example 10%) when prompted.

Post % of CURRENT Balance - This will give you the option to input a percentage amount of the current balance in any ledger. This option will take a percentage of the Current Balance as of the day of posting. You cannot backdate this posting to be a percentage of a previous balance. Enter the percentage amount (example: 10%) when prompted.

Post MANAGEMENT Fee - This option will post a Management Fee to your ledgers according to the 'Management Fee' field entered in your Owner Ledgers. There are other ways to post 'Management Fees' in the Tenant File; so be sure this is the option for you. If you choose this option, you will be able to charge 'Management Fees' to each Unit based on all rental income received within a given date range. This method is often used if the Property Management Company wants to create one check at the end of the month for all 'Management Fees' charged throughout the month (or any date range). If you choose this method, you would run the procedure, create the check and print the check (to allow the transactions to post) prior to running the 'Pay Owners' procedure.

Post Rental Fee - This option will post a Rental Fee according to the 'Rent%' entered in the Owner Ledger. This is normally a percentage of the first month's rent.

Post LATE Fee - This option will post a Late Fee according to the 'Late Fee' setup in your Tenant Ledgers. The 'Late Fee' posting can either be a percentage of rent, a fixed amount, or a percentage plus a fixed amount. If you need to post the Late Fee as a percentage of the Current Balance rather than a percentage of the Payment, you can do so by selecting 'Post% of Current Balance' rather than 'Post Late Fee' but still select your 'Account to Use' as the 'Late Fee' Expense. Again, this feature remains in this section for compliance with previous versions; however, the program can now

automatically charge 'Late Fees' (both for those users that charge one 'Late Fee' per month and those that charge 'Daily Late Fees'). **For globally posting late fees, you should instead use the 'Charge Late Fees' option under POSTING from the Main Menu. To set up automatic late fees, click into the 'Setup/View Fees' in each Tenant Ledger.**

Post Recurring Charges (1 - 6) - This option will allow you to post whatever 'Recurring Fees' have been entered in the 'Recurring (1 - 6)' fields as found under POSTING from the Main Menu and then 'Recurring Posting'. This 'Recurring Charge' may be a fixed amount (enter a number, no dollar signs, such as 35.25), a percentage of the payment field (a number followed by a percent sign, such as 15%), or a percentage of the payment field plus a fixed amount (such as 15% + 35.25). You must enter the same type of recurring charge for each unit. For example, if you are using Recurring Field 1 to enter a 'Parking Fee', then all entries in Recurring Field 1 have to be a 'Parking Fee'.

NOTE: The Tenant File includes a separate screen for posting 'Recurring Fees'. This allows you to set up your recurring field labels and to assign specific charges and accounts for each one. In addition, you can post multiple 'Recurring Fees' at the same time when you post your 'Recurring Charges' from **POSTING > Recurring Field Posting** from the Tenant File Main Menu.

Post Owner Payments - This option under 'Automatic Posting' is retained to remain compatible with older versions of the Tenant File. For the easiest way to pay Owners, use the **PAY OWNERS** button on the Tenant File Main Menu. This option will allow you to have the program enter each Owner Ledger and automatically search transactions in the Owner, Property and Unit Ledgers in order to post the net income due to the Owner. If you are managing single-family residential homes, we would recommend that you post the Owner Payments and Owner Receipts directly to the Unit Ledger. However, if you are working with Owners that have multiple properties and multiple units, you should post Owner Payments and Owner Receipts to the Owner Ledger instead. This will allow the program to search first through the Owner Ledger and then the Property and Unit Ledgers within the Owner chain before determining an amount due to the Owner. If the Owners that you manage request that they receive a separate check for each Property, you can choose to post to the Property Ledger and the program will search through each Property and

corresponding Unit Ledgers to determine the net income. Please note: If you choose to have the Owner Payment posted to the Property Ledger, you cannot enter any Income or Expense postings in the Owner Ledger because the program will by-pass that Ledger.

You do have the option to automatically issue Owner checks at the same time by selecting 'Issue Checks for Postings', which will be posted to the selected Ledgers along with the other checks in your 'Entered File' when they are printed. Postings for Owner Payments where checks are issued will not show up on your transaction ledgers until the 'Entered Checks' are printed and therefore posted. Checks that are to be issued and posted to the Unit or Property Ledgers can be consolidated into one check with split postings by selecting the option 'Consolidate Checks Created'. This will allow you to print one check per Owner with postings being split among his/her multiple Properties or Units. Please Note: The 'Automatic Posting' function will create checks ONLY to the Main Operating Account.

For each 'Posting Option' that you select, you will be required to select the Income or Expense Account by pressing the **'Select Account to Use'** button and highlighting the name of the Income or Expense that you want to use for this posting. You can then enter a **'Remark to Use'** and **'Date to Use'.** The date will always default to the current date. If you are issuing checks for your postings, you may want to change this date.

Post ONLY to this due date - Use this option if you want to make automatic postings only to specific Units or Tenants, using their monthly due date. Enter a number 1 through 31. For example, if you enter a 5, the Tenant File would only make automatic postings to Unit or Tenant Ledgers that have a 'Due Date' of the 5th of the month.

Post FIXED amount

Post to

Owner	Porter
Property	Porter Investment Properties
Unit	1275 Cedar Trail Drive
Tenant	Bradley

Transaction to be posted

Date	10/25/2023	Amount	25	Check	No	
Remark	Air filter replacement					
Account	Repairs & Maint			Post To	Unit	
Payee						

Go Back   **Post This**   **Skip**   **Post ALL**

Exit

Scroll By - Depending on whether you are posting to an Owner, Property, Unit, or Tenant, the Tenant File will scroll by the appropriate name. If the Account Category you select is a 'General' account, you will need to specify which ledger to post to.

Posting Range - You may limit your postings to a specific group, normally using a range of Owner last names, Property names, Unit addresses, or Tenant last names. This 'Automatic Posting' feature is for multiple postings. If you wish to post to only a few ledgers, you may choose instead to post directly to the ledger, use the 'Quick Posting' section, utilize the PAY OWNERS section or use the POST RENT option.

When all options are selected, press your 'Begin Posting' button. At the Posting Menu, you will be given the option to process each posting individually by clicking 'Post This', skip postings by clicking 'Skip This', change an amount, or have the Tenant File post everything automatically according to the information entered by hitting the 'Post All' button.

QUICK POSTING (POSTING > QUICK POSTING)

The Quick Posting Screen as found under POSTING from the Main Menu and then 'Quick Posting' is a method of posting transactions from one screen without creating checks; this feature remains in this section for compliance with previous versions.

The 'Quick Posting' screen allows you to perform repetitive posting jobs (to the ledgers) without creating a check or deposit. Note: If you are utilizing the CHECKS/DEPOSIT feature of the program where you are creating checks and deposits for all transactions, you would not use this section. The 'Quick Posting' option is faster than posting directly to each ledger since you remain at one screen and do not need to move to each ledger before posting. A convenient dropdown box is shown for you to select the destination of each transaction. Also, the 'Quick Posting' screen carries forward the information from one transaction to another, which can be an extreme time-saver in repetitive situations. Remaining on this screen does not allow you to see the other existing postings in each ledger, as you do when posting directly to the ledger. In addition, you cannot create a check or a deposit with this feature. Once you enter the information and click down to the next line, you cannot go back and edit the line. You would need to delete the entire line and re-enter the info. We do not recommend that you use 'Quick Posting' to post rent charges or credits, since using the POST RENT button on the Main Menu screen does that more efficiently.

CAM CHARGES (POSTING > CAM CHARGES)

CAM (Common Area Maintenance) Charges can be set up and posted by clicking into POSTING from the Main Menu and selecting 'CAM Charges'. The CAM Charges are usually expenses such as building maintenance, insurance, or taxes that are divided amount a group of Tenants. The 'CAM Charge' section of the Tenant File is so versatile that you can use it to automatically post virtually any expense to your tenant, even any of the six recurring charges found in the Unit Information area. 'Common Area Maintenance Charges' are for posting to the 'Tenant Only'. The only account categories that are available are accounts that are posted to the Tenant Ledger, so be sure you have at least one CAM account set up under SETTINGS > 'Add/Edit Accounts' selection from the Main Menu. The charges are allocated by Owner; therefore if the Owner has only one Rental Unit, the full charge will be

processed against that one Tenant. However, if another Owner has four Rental Units, the charge will be divided between the four separate 'Tenant Ledgers'.

Select how to allocate the CAM charges: There are several ways to divide the charges. If you choose to use a Recurring Field (1 through 6), the Tenant File will post the amount that you have entered under each Unit Ledger for that Recurring Field. If you entered a percent sign after the amount (such as 10%), the amount posted will be a percentage of the Tenant's payment amount; otherwise, the amount posted will be a flat fee.

Charge to: You have the option to charge the CAM Charge only to the Tenants set up under one or more Owners, the Tenants set up under one or more Properties, or individual Tenants and Rental Units. Just enter a checkmark on the right side of the screen for your choices.

Account Selected Information: When you click the 'Choose Account' button, you will see the accounts that you have set up for CAM posting (again these must be 'Tenant Only' accounts). Click on a specific Account Category (not the checkbox) to view the details for that specific account. Click on the checkbox to create or delete an account. For each account you select, the Tenant File will make a separate charge to the Tenant's Ledger. If you want separate transactions for more detailed reporting, you can create separate accounts for the postings. Otherwise, create one main CAM charge for all.

To set up a new CAM Charge in your system, click onto POSTING from the Main Menu and 'CAM Charges' and then 'Create a New CAM Charge'. You would first create a CAM Charge Name. For example, if you charge a specific Owner's tenants for 'Maintenance, Taxes, and Insurance' once a month, you would enter a CAM Charge name similar to the fee. If the yearly charge for this fee for all 3 combined is $12,000 (i.e. Maintenance, Taxes and Insurance), and you have 6 tenants for this owner, that would indicate that each month a charge for $1,000 (12k / 12 months) would be divided amount those six tenants. Under Step 1 - 'Select how to allocate the CAM Charge', you would choose if you want that Cam Charge divided evenly among the 6 Tenants, base it on each Tenant's total of the total square footage or leased units, etc. Under Step 2 - 'Charge to' you would choose 'All Tenants of one or more Owners' and choose the Owner's name from the list.

On Step 3 you would select the account. You have 2 choices:

 #1 - If you want one transaction to appear in the ledger for each Tenant, you would set up one account for all 3 charges (Maintenance, Taxes, and Insurance) and call it something like 'Monthly CAM Charges'. Then click the 'Choose Accounts' button and set up this charge. Enter the 'CAM Charge Amount' and 'CAM Remark', using the amount $1,000. (The Account is to be set up previously under SETTINGS > 'Add/Edit Accounts'.)

#2 - If you want detailed transactions for more detailed reporting, you would set up 3 accounts, one for 'Maintenance Fees', another for 'Monthly Taxes', and another for 'Insurance Fees'. Then click the 'Choose Accounts' button and choose all three accounts. Enter the 'CAM Charge Amount' and 'CAM Remark', using the total amount for all three of $1,000. You will see that total next to the 'TOTAL amount to be allocated' field. (The Accounts are to be set up previously under SETTINGS > 'Add/Edit Accounts'.)

Your settings are saved, so you only have to set this up once. Each month, you would need to enter this screen and click the 'Post CAM Charges NOW' button. Of course, if you only charge CAM charges once a quarter or once a year, you would divide the total charge differently.

Note: Be sure to do a small test when you first set up your CAM charges, to be sure it is posting the way you want it to.

RECURRING POSTING (POSTING > RECURRING POSTING)

In the Unit Ledger, you will find the six separate Recurring Fields that the user can utilize to automatically post Income or Expense accounts on a regular basis to your Tenant or Unit Ledgers. The labels for these six fields can be customized to show the exact name of the Income or Expense.

First, click into POSTING from the Main Menu and 'Recurring Posting'. Choose one of the six fields to use, type in the name of the fee or the 'label' for that field, and select the correct Income or Expense Account to use for the posting. The Accounts will need to be set prior to creating a 'Recurring Posting' by clicking into SETTINGS from the Main Menu and then 'Add/Edit Accounts'.

Once you have labeled the fields and selected the accounts, go to each Unit and enter the amount for that particular expense under the field that is to be posted to the related Tenant or Unit. If you enter a number (do not enter the dollar sign) a 'flat fee' will be posted. If you enter a number with a 'percentage sign' (such as 10%), the program will know that you want to post a percentage of the 'Rent Payment' field entered in the related Tenant Ledger. You can also enter a percentage plus an additional amount (for example 10% + 10). This would charge 10% of the payment amount plus an additional $10.00.

When you are ready to post the 'Recurring Fees', go to POSTING > 'Recurring Posting' and choose the correct 'Recurring Field(s)' to post. Enter a 'Remark', the 'Date for Postings' and click 'Post all selected Recurring Fields Now'. The program will process the postings for the individual amounts (as entered in the Unit Ledger Information sections) to the corresponding Unit, Tenant or Both (according to the Account pre-selected). In this section, you can post multiple 'Recurring Fees' at the same time with just one click.

For example, if you need to set up a 'Recurring Field' for a cleaning fee to be charged to a select number of your tenants, you would first create the field label called 'Monthly Cleaning Fee' (as indicated in 'Recurring Field' #1).   Select the corresponding account to be your 'General Cleaning' account. Then go to the Unit Information section for every tenant that is to be charged a 'General Cleaning' charge and enter the individual amounts for each rental unit in that field. When you are ready to process the charge, click into POSTING > Recurring Field Posting', select the 'Monthly Cleaning Fee' recurring field and post the charge for 'General Cleaning'. It

will process a charge for every Tenant that has an amount entered under that particular 'Recurring Fee' field.

Note: The 'Recurring Field Posting' was originally processed under POSTING > 'Automatic Posting' in earlier versions, which can still be done in order to retain compatibility, however, we recommend using the screen above instead. This new method allows for multiple fees to be posted at the same time.

Utilizing the 'Recurring Posting' section will not create a check for the charges. This section is a good tool to use if you have charges 'across the board' for expenses to your tenants (other than 'Rent Charged' or 'Late Fees Charged').

DIRECT PAY (POSTING > DIRECTPAY)

The **DirectPAY** option lets your Tenants pay their rent online with transactions being automatically posted to the Tenant File software. Management fees can even be charged automatically for those payments. Your Tenants can use a password to pay their rent online, or you can set them up for recurring payments.

It is easy to get set up and easy to use. For additional information on this Option, please see our website at www.TenantFile.com > PRODUCTS > DirectPAY ACH Payments.

CHARGE LATE FEES (POSTING > CHARGE LATE FEES)

You can charge late fees several ways in the Tenant File depending on your needs. Once you determine the best method for your accounting, please consider each option and choose only one posting method. Older versions of the program posted late fees in the POSTING > 'Automatic Posting' section of the program, which is covered in the 'Automatic Posting' section of the User Guide; however, the new 'Late Fee Posting' method is easier and can be completely automated.

The image shown above was developed to allow users to set up late fees with more options than the 'Automatic Posting' method. This screen is accessed from the Main Menu by clicking into POSTING and selecting 'Charge Late Fees'. This 'Late Fee' screen

is 'Global', meaning that you will be setting up a consistent method for charging all of your Tenant's late fees. For example, if you charge a 10% late fee to all of your tenants after five days, you can set the 'Global' Late Fee and then insert this 'Global' fee in each Tenant Ledger. Once you have completed all of the required information on this screen, if you choose, you can click the button on the lower section (next to the EXIT button) to have this 'global setting' inserted into each Tenant Ledger for you. This would be done after you have set up your Tenants. When you have a tenant move out (or if you manage new tenants), you would be able to click into the individual ledger and set the 'Global Late Fee' under 'SETUP/VIEW FEES'.

If you have various 'Late Charges' and/or 'Daily Fees' (for different Owners for example); you would not be able to use the 'Global' setting. In that case, you will set up each tenant's late fee individual in the Tenant Ledger information by clicking onto 'SETUP/VIEW FEES'. Once you enter your settings one time, they will be remembered to keep you from having to enter them again.

The program will allow you to either set the program to automatically charge the 'Late Fees' by setting that option under SETTINGS > 'Late Fee Settings' or (if you choose) you can initiate the charges each time you want to charge late fees. If you do not want to set the program to charge your late fees automatically, once you are ready to prompt the program to charge the fees, go to POSTING > 'Charge Late Fees', and click on the button 'Post Late Fees Now'. The Tenant File will take you through each Tenant, giving you a chance to skip or post the fee.

Here are the various options that are available to charge the 'Late Fee' to the Tenant's Ledger:

Fixed Charge

Use this option if your late fee is a fixed amount charged once, such as a flat rate charge of $25 if rent is not paid by the 5th of the month. You can also enter a percentage of the 'Rent Payment' field to be charged instead of a flat amount, such as 10% of the Tenant's rent charge. You'll need to enter the fixed amount in the box to the right. Use a % sign after the number if you are entering a percentage; otherwise enter a number only without a dollar sign, such as 25 (flat fee) or 10% (percent). This section allows for whole dollar amounts only (no cents).

Daily Charge

Use this option if you charge late fees daily, such as a $5 charge per day for each day late. Enter the daily charge in the box on the right. You can even charge a percentage daily, such as 1% of the Tenant's rent amount per day. Use a % sign after the number if you are entering a percentage; otherwise enter a number only, without a dollar sign, such as 5 (flat fee) or 1% (percent). See the 'Automated Late Fee' section if you charge a 'Daily Fee' to your Tenants.

Fixed Charge plus Daily Charge

This allows you to have a combination of a fixed charge and daily charges such as a flat fee of $25plus $5 for every day late. You will need to enter an amount in both boxes (no dollar signs).

Charge Late Fees as of this Date

This date will be the date used for the transaction that will be posted to the Tenant's ledger. The **rent due** is calculated by comparing ALL 'Rent Charged' to ALL 'Rent Received'. (You may have edited these account names, but you can use whatever name you wish by selecting it at the bottom of the screen). This means that **rent due** may even be for past months. The late fee is based on this amount, so it is important that you have charged and posted all rent transactions up through the current date.

Charge Late Fees if

You may not want to charge a late fee unless a full month's rent is owed. Here you have the option to charge the late fee if 'any amount' is due, or only if the 'full amount' is due. For example, if some of your tenants make partial payments throughout the month, you have the option to NOT charge a late fee unless they owe the full month's rent.

If Percent, Charge Based on What?

If you are charging a percentage instead of a flat fee, you can select what that percentage is based on: the Tenant's current balance, the Tenant's current rent due, or full rent amount of the Tenant's rent payment (whether or not it has been partially

paid, or not). We do not suggest using the current balance since that amount will change with transactions that are posted to the Tenant Ledger.

If Daily, When do Late Fees Begin?

If you are charging late fees daily, you need to tell the Tenant File when you want the charges to begin. You may choose to begin the daily charges starting the next day after the rent was due or you can choose to give the tenant a few days 'grace' prior to beginning the charges. Whatever number you enter here (1-31), it will be 'added to' the due date. For example, if the Tenant rent is due on the 1st and you want the fees to be charged starting on the 5th, you would enter a 4 here - the due date (1) plus (4) days. If the rent is considered late on the 2nd of the month, you would enter a (1). If the rent is past due if not paid on the due date of the 1st (day the rent is due), enter a (0). The Tenant File will take the Tenant's due date into account, so if you are charging late fees on the 5th, and the Tenant has a due date beyond the 5th, the late fee will not be charged. It is very important that you have entered a 'Rent Payment' amount and a 'Due Date' in each Tenant's Ledger in order for the program to process the Late Fee Charges. If the information is not entered, the Late Fee will not be charged.

Late Fee Limits

Some states have a 'Maximum' late fee charge. Regardless of what fee is set to charge, it will never charge a higher amount to the Tenant than you enter here. You may also want to enter a 'Minimum' fee to avoid a needlessly small amount to be charged, especially if you are charging a percent of the remaining rent due, which could be a small amount.

Once you have entered all of your settings, have checked to make sure that you have a 'Payment Field' and a 'Due Date' field completed for each tenant, click on 'Post Late Fees Now' to post the 'Late Fee' transactions to the Tenant's Ledgers. You can choose to 'Post Late Fees one by one' so that you can view the information on each Tenant that is due a late fee (and be given the chance to post or skip) prior to any posting or to 'Post all fees automatically'.

The Tenant File will allow you to set the program to <u>automatically</u> post 'Late Fee Charge' transactions in each tenant ledger when they are considered past due. This is a good tool to use if you charge daily fees to your tenants. To set the program to automatically charge Late Fees, see the information under SETTINGS > 'Late Fee Settings' in this User Guide.

POSTING SPECIAL RENTS (DAILY, WEEKLY, ETC - POSTING > SPECIAL RENT CHARGES)

This section allows you to post 'Special Rents' such as daily, weekly, biweekly or any time interval. If all of your rents are due monthly (on a particular day each month) you will not use this feature, however, if you have weekly rentals, rentals with scattered due dates, or vacation rentals, you will use this capability. The instructions are on the screen, but here is a brief overview. To use this feature, click onto POSTING from the Main Menu and 'Special Rent Charges'. The columns shown of 'Owner', 'Property', 'Rental Unit Address', 'Tenant', 'Payment' and 'Due' are pulled from your individual ledgers.

Repeat - Enter 7 for weekly rents (charges rent every 7 days), 14 for bi-weekly, etc.

Start Date - This is the date that you want this feature to start charging rent.

End Date - This is the date that you want this feature to end charging rent.

Last Posted - This is the last time rent was posted automatically.

Active - This must be 'Y' if you want to use this feature.

Special Rent Charges

On this screen you can set up special rents, such as daily, weekly or any interval of days. If the rent is to be posted once a month, do not use this screen - just enter the due date under the Tenant information. To use this feature, you must have your 'Rent Charge' set to 'Automatic' under the 'Post Rent' button and for each tenant below, remove the 'due date' in the Tenant Information.

Display Options
○ Add or Edit Special Rents
◉ Display Special Rents Only

Repeat: Number of days until the next rent will be charged again. If weekly, this number will be '7'. Valid entries are 1 (every day) through 365 (once a year). Required.

Start Date: First date when the automatic rent posting will start. The repeat cycle starts from this date the first time. This is required field.

End Date: When the automatic rent posting will stop. You should use the lease ending date here, so rent doesn't continue to be posted after the lease has expired. This is a required field.

Last Posted: Date that the rent was last posted. This will be blank to start, but will have an entry after the first rent is posted. The 'Repeat' entry uses this field to determine when rent should be posted next. You should not change this field unless a posting was missed.

Active: You MUST enter a 'Y' if you want to save this special rent charge. An 'N' will keep the settings, but disable rent posting, and a 'blank' field will delete the posting completely.

Note: This screen is to display the Special Rents that you have set up. To make any changes, click the 'Add or Edit Special Rents'.

Owner	Property	Rental Unit Address	Tenant	Payment	Due	Repeat	Start Date	End Date	Last Posted	Active
Kobella, Foster	Foster Lake Rentals	Cabin 1	Radcliff, Barbara	$480.00	5	7	8/1/2021	8/1/2024		Y
Kobella, Foster	Foster Lake Rentals	Cabin 2	Deeders, James	$200.00	1	7	8/4/2021	10/3/2024		Y
Kobella, Foster	Foster Lake Rentals	Cabin 3	VACANT	$150.00		7	10/25/2023	8/14/2024		Y

Print Screen   Exit

Important Note: In order to use this feature, you **MUST set the Tenant File for automatic charging of rent and delete the 'Due Date' in the Tenant Ledger(s) that you want to set up with 'Special Rent Postings'.** To do so, click into POST RENT from the Main Menu and then select 'I want to CHARGE RENT to all of my Tenants'. Place a checkmark in front of 'Charge rents AUTOMATICALLY on each Tenant's Due Date with NO USER INTERACTION'. That means if you have monthly rents, those will also be charged automatically.

PRINT CHECKS (POSTING > PRINT CHECKS)

The transactions associated with a check are not posted to the ledgers until you actually print the checks. When you are ready to print checks that are in your 'Entered Check File', click into POSTING from the Main Menu and then 'Print Checks'. (You can also choose to print your checks by clicking onto CHECKS/DEPOSITS from the Main Menu and then clicking onto the button on the bottom of the screen called 'Print Checks). Select the correct 'Bank Account' from the drop-down list on the top of the screen. The information presented in the 'Print Check' screen will include all of the entries in the 'Entered Check' file. You can sort the list different ways by changing the setting in the 'Sort by' box. To select or de-select all checks, click the correct button at the bottom of the screen. If you just want to print individual checks from the list, hold down the 'Control' key (Ctrl) and click on the rows you want to include.

Starting Check Number to use: The Tenant File will remember the last check number printed, but be sure to look at your check stock in your printer, and start with the next check number by entering the correct number here.

Starting Date to use: You can choose to leave this field blank, and the program will use the date previously entered when the check was created. You can enter a different date in this field if you choose.

Print Check Number on Check: If checked, this will print the check number in the upper right area of the check.

Skip Print - Post Only: If you have already printed out a check and just want the postings to be transferred to the ledger, and for the check to be moved to the 'Printed Check' file (instead of the 'Entered' file), put a checkmark here. This selection will do everything normally done when printing a check, except that the checks will not be sent to your printer. Users that do not print checks yet want the checks entered in the 'Bank Register' will use this function.

Start Printing: When you are ready to print your checks, click this button. Once the checks are printed, you will want to view the checks to make sure that they printing correctly.

Once your checks have printed, you will see a 'pop-up' screen indicating 'Checks were printed – Do you need to re-print?' in case your printer didn't print the checks correctly or you want to modify the check(s). If you click YES that you need to reprint, all of the checks will revert back as if you had not initiated the print, remain in the 'Entered Check File' and the transactions will not be posted to your ledgers. Make the necessary changes and reprint the checks. If you answer 'No' (to not reprint), all selected checks will be transferred to the 'Printed' check file and you will not be able edit or reprint. Once moved to the 'Printed' check file, the transactions will be posted to the ledgers.

SECURITY DEPOSIT DISPOSITION (POSTING > SEC DEP DISPOSITION)

This section will allow you to post a Security Deposit disposition to your tenants when they have vacated the Rental Unit. To use this feature, click on POSTING from the Main Menu and 'Sec Dep Disposition'. You will see the following screen:

Simply click the dropdown arrow in the 'Select the Tenant that is moving out' field and select the tenant that you need to refund or forfeit the Security Deposit for. Once the correct tenant is selected, the currently entered security deposit will be filled in for you. This information is pulled from your Tenant Ledger information under 'Deposit 1' and 'Deposit 2', therefore if the information does not show to be correct, exit and view the ledger. It is very important that you make sure that all of the information and accounts shown on your screen are correct prior to continuing. The settings on the screen are below:

Transfer Security Deposit into Tenant Ledger: This will show the Security Deposit amount that you are currently holding in Escrow for the tenant. Typically, this is the full amount of the Security Deposit (unless you had previously used part of the Security Deposit amount for tenant expenses). The purpose is to show that money was transferred out of escrow and back into the Tenant's Ledger. Note: If you use part of the tenant's Security Deposit prior to he/she moves out, you would need to edit the 'Deposit 1' or 'Deposit 2' field accordingly.

Subtract any amount that you want to charge the Tenant: If you have 'move out' expenses for this tenant and have not yet posted those expenses into the Tenant Ledger (and don't plan to by creating a vendor check), this will allow you to subtract the amount of any expenses that you want to deduct from the Security Deposit before refunding it. You also have the option to forfeit the remaining Security Deposit and post a refund amount into the Unit Ledger (owners accounting) if you wish.

Refund the remaining Security Deposit to the Tenant Ledger: This is the final amount to be refunded to the tenant. If you want the Tenant File to create a check to the tenant, click the 'Create Tenant check' box and enter the tenant name and any remark that you want to show.

Some managers hold all of the Security Deposit funds in a separate 'Trust' Bank Account, but only write checks from an 'operating account'. You can accommodate that by clicking the option button labeled '**I first transfer from escrow to another account**' under '**How do you handle your security deposits?**' This will display other options on the screen allowing you to show the transfer and then complete the disposition of the Security Deposit.

VENDOR PAYMENTS (POSTING > VENDOR PAYMENTS)

To create 'pre-set' payments to your vendors, select POSTING from the Main Menu and then 'Vendor Payments'. When you choose this option, you will need to have already set up all payments for the Vendors under VENDORS from the Main Menu and then 'Add/Edit Payments'. This option will create all vendor checks and place them in the 'Entered' check file (waiting to be printed). The transactions for your 'Vendor Payments' will not be posted until you choose to print the checks created. It is very important that you create your 'Vendor Payments' and **PRINT** the vendor checks prior to paying your Owners.

When you are ready to create your Vendor Checks, you must select your Bank Account from the drop-down Menu on the top of the screen. The Default account will always be your first 'Main Operating Account'.

You are given the option to 'Select All Vendor Payments' or a 'Selected Vendor Payments' category. If you click on 'Selected Vendor Payments', move your mouse to 'Vendor Type to Use' and click on the down arrow to list your Vendor Categories. Once your category has been selected, enter the date you wish to print on the checks. Click the box to determine whether you want to 'Write individual checks' or 'Consolidated (splits) checks'. If you do not click to 'Consolidate Checks', the program will create multiple Vendor Checks for posting to individual ledgers.

At this point, you have the option (under 'Processing Options) to have the program 'Create CHECKS in the 'Entered Checks' file to be printed later'. If you choose this option, the checks will be created and placed in the 'Entered Check File' for printing. Transactions will not be posted until the checks are created. If your bank is set up to pay your vendors online, you can choose to 'Process the payments immediately. The payments will be in the Register and posted to the ledgers.' This option does not create a check for printing; however, the vendor payment check will be in your register and posted to your ledgers. When of your options are selected, click on 'Process Payments Now' and your vendor payments are completed.

You can view your 'Entered' checks by clicking the CHECKS/DEPOSIT button from the Main Menu. Remember, you MUST print the checks created in order for them to post to the ledgers. You can also view any checks that are in the 'Entered Check File' by selecting the REGISTER button from the Main Menu. The Register Screen will always default to show all Printed checks, so simply choose 'Entered' from the 'Display' box and you can view your previously created checks.

ADD-ONS

From the Main Menu, you'll find the ADD-ONS button. This will open a selection of choices to run. The Virtual Server subscriptions include these 'Add-ons' at no additional cost.

ADD-ONS MENU
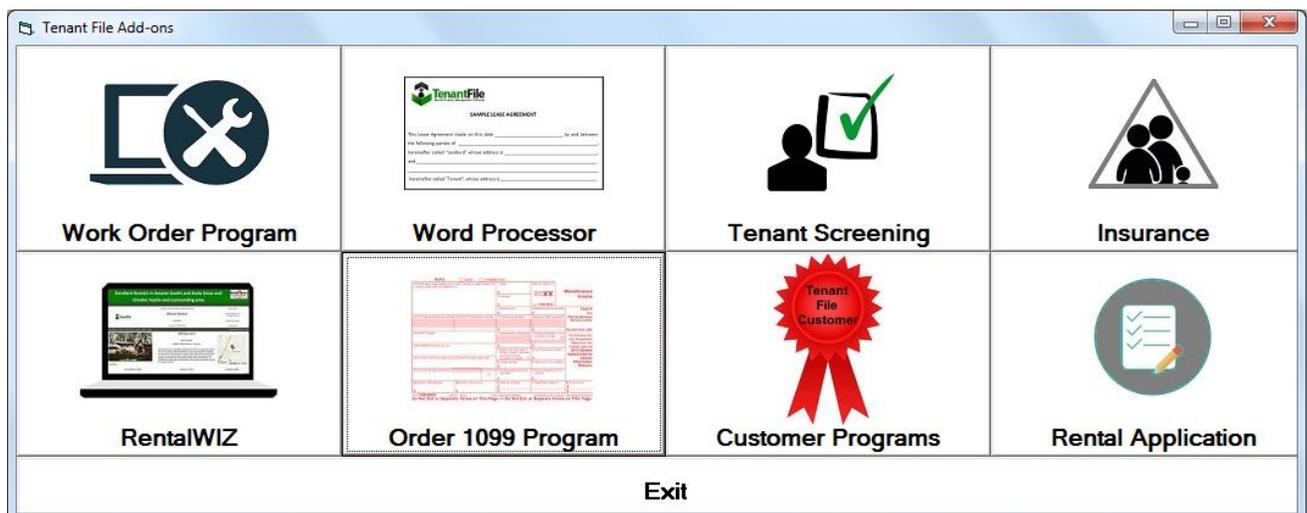
WORK ORDER PROGRAM (ADD-ONS > WORK ORDER PROGRAM)

WORK ORDER MAIN MENU
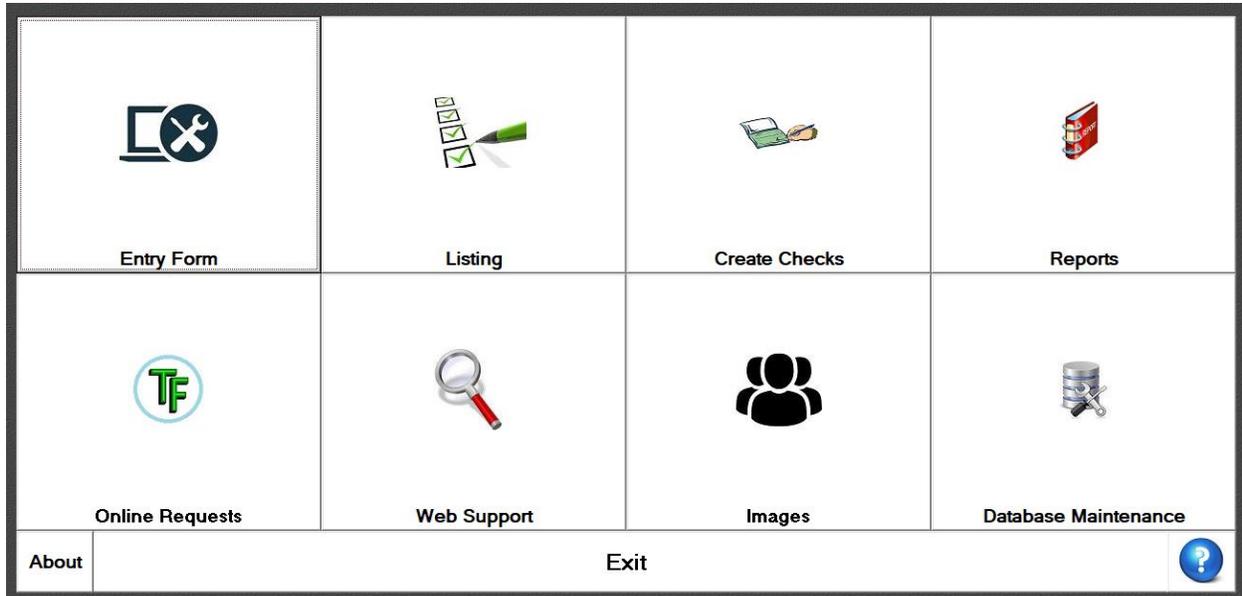
Every action in the Work Order Program comes from a selection on the Main Menu. Optionally, there is also a top menu with drop down choices. If you want to order training or technical support, you can click on the 'Web Support' button. All of the choices are outlined below.

ENTRY FORM

The operation of the Work Order Program is very simple. Just select **Entry Form'** to enter or browse full work order information, select **'Listing'** to see a 'spreadsheet like' listing of all work orders, **'Create Checks'** to issue checks for completed work orders, or **'Reports'** for a variety of report

options. Although the program can maintain a lot of work for each work order, only a few specific fields are actually required, so you can enter as much or little as you wish. The fields are each explained in detail below.

Description of the buttons on the right-hand side of the Entry Screen:

First: Moves you to the first Work Order number.

Previous: Moves you to the previous Work Order number.

Next: Moves you to the next Work Order number.

Last: Moves you to the last Work Order number.

Find: Shows the 'Work Order Listing' screen, from which you can find any Work Order. When you press 'Exit', the Work Order you selected will be displayed.

New: Clears the current Work Order so that you may enter a new work order.

Delete: Deletes the Work Order shown. Use the 'Work Order Listing' to delete multiple Work Orders at the same time.

Copy: Allows you to make a copy of the current Work Order to speed up the entry process if you are entering similar Work Orders.

Add Vendor: While the Work Order program normally uses Vendors that you have already set up in the Tenant File program, this enables you to set up a new Vendor within the Work Order Program.

Print: Prints a Work Order form for the displayed Work Order.

Email: This allows you to send a Work Order email right away to the Vendor. You can send to one or two email addresses.

Images: You can attach any number of images to a Work Order. This button will allow you to see those images. You can add new images by clicking on 'Images' from the Work Order Main Menu.

Exit: Exits back to the Work Order Main Menu.

Description of the fields on the Entry Form:

Work Order Number: You may enter any number here to identify your Work Order, but you may not enter the same number twice. This is a sort field. No characters are allowed.

Reported: The date that the work was called in and reported by a tenant.

Ordered: The date that the work was ordered, and the Work Order submitted.

Completed: The date that the Work Order was returned, and work was completed.

Entry Status: A short description of the method of entry to the rental unit.

Submitted By: The person's name or initials that received (or approved) the order.

Markup: When the Work Order is posted to the ledger, the total charge will be marked up by this amount.

Job Description: A detailed description of the job. A scroll bar will appear if the description does not fit into the space shown on screen.

Materials: You may enter a list of materials used. The Total price will be calculated from the Quantity x Unit Price.

Check #: If you have printed a check for this Work Order, a check number will be shown.

Check Status: (N)one if no check has been issued, (E)ntered if a check has been issued to the Tenant File, but not yet printed, and (P)rinted if the check has been printed.

Sort ID: This field includes 10 characters (letters or numbers) that you may use however you wish. Use this to identify a property, owner name, address, or anything you want. For example, if you want to see your Work Orders grouped by 'Property', you would enter the Property Name in this field.

Location: A drop-down list of all available locations will be shown. This is dependent on the field 'Post To'. If this Work Order is to be posted to an Owner, a list of Owners will appear. If it is a Property, a list of Properties

will appear. If it is a Tenant or Unit (which is the case most often), a list of Unit Addresses and Tenants will appear.

Vendor: Select from the list of Vendors, which have been entered previously in your main Tenant File Program.

Account: Select from the list of Accounts, which are in the main Tenant File Program.

Entry Notes: A 50-character field for more detail that the 'Entry Status' allows.

Assign To: The name of a contact person for the Vendor, which was chosen.

Remark: This is the field that will appear in the transaction ledger 'Remark' field.

Vendor: Lists the contact, phones, and email for the Vendor chosen.

Tenant: Lists the primary and secondary tenant, phones, and email for the Tenant chosen.

Labor: The labor charge for this Work Order.

Tax % (for labor): The tax, if any, for the labor on this Work Order.

Total Labor: The labor charge plus any taxes added.

Materials: The materials charge for this Work Order.

Tax % (for materials): The tax, if any, for the materials on this Work Order.

Total Material: The material charge plus any taxes added.

Total Charges: Total Labor charge plus Total Materials charged.

This area of the Work Order Program provides a large degree of flexibility. You have the ability to view and manipulate your data with ease and quickness. Just select the options you want and press the 'Refresh List' button.

Sort By: First, choose how you want the information in the listing to be sorted. There are quite a few choices, including the 5 character 'Sort ID' which is a field that you can use to custom group your Work Orders. For example, the Sort ID could identify a city (HOU for Houston, AUS for Austin, etc) or an area of the city (NE for Northeast, SW for Southwest, etc).

Work Status: This will determine the current status of all the Work Orders listed. There is an 'All' selection in case you want to see all Work Orders, regardless of the current status.

Enter Starting/Ending Range Below: The starting and ending range can be selected contingent upon the 'sort by' selections. For example, you can pull up a list of all Work Orders for a certain Vendor by selecting Vendor in the 'sort by' field and then enter the Vendor's name in the starting field and the ending field.

Delete All Items Shown: Be very careful using this button, as it will delete all of the 'displayed' Work Orders, and there is no way to get them back other than restoring a backup, which might not include recent Work Orders. However, you should delete all previous year Work Orders when you close out the year, since you'll be able to access them in your 'saved' last year's folder (be sure to follow year end instructions to do that).

Refresh List: You will need to press this button after you make any changes at all, so that you will be able to see the changes desired.

CREATE CHECKS

Once your Work Orders are completed, you can issue checks. You may create single checks (one per Work Order) or cumulative checks (one per vendor). By highlighting one or more items shown in the 'Create Checks' window, you may select which Work Orders to print. You will need to first select the correct Bank Account from the drop-down list prior to selecting the Work Orders to pay.

The Work Orders that you select will create a check (or checks) that are transferred into the 'Entered' check file in the main Tenant File program. When the check is printed from the Tenant File, the amounts (with markup, if any) are posted to your ledgers. Additionally, the check status and check number is logged within each Work Order.

REPORTS

Work Order Reports are critical to keeping up with your repairs and maintenance. You have quite a few options on which Work Orders to include and how your information is sorted. For most reports, you can enter a date range or name range.

Work Order: This is the report that you give to the worker. There are areas for the worker to complete, and these should be entered into the Work Order Program when the job is completed.

Listing: This compact report contains the most information about each Work Order.

Materials: Similar to the Listing Report but includes information on materials used.

Monthly: Sorted initially by date range, this report includes a lot of Work Order detail.

Checks: This is a listing of all checks that you have written through the Tenant File.

Summary: This is the most compact report, focusing on the most important information in the Work Order.

Sort By: The 'Sort by' area within the Reports allows you to create a multitude of reports. For example, you can create a report to show all Work Orders ordered within a certain date range by Vendor name.

Name Range: This is where you can select a range of names or other criteria for your report. It is tied to the 'Sort By' selection, and may include the location, names, or other choices.

Date Range: Select the date range for the Work Orders that you are requesting.

ONLINE REQUESTS

The Work Order Program has the ability for your tenants to submit requests for maintenance (Work Order Requests) online, which sends an email to the property manager and a confirmation email to the tenant. The website to send and retrieve messages is set up through the Tenant File RentalWIZ online application. You will need a RentalWIZ account number in order to use the online Work Order Requests. To set this up, go to [RentalWIZ account signup](#).
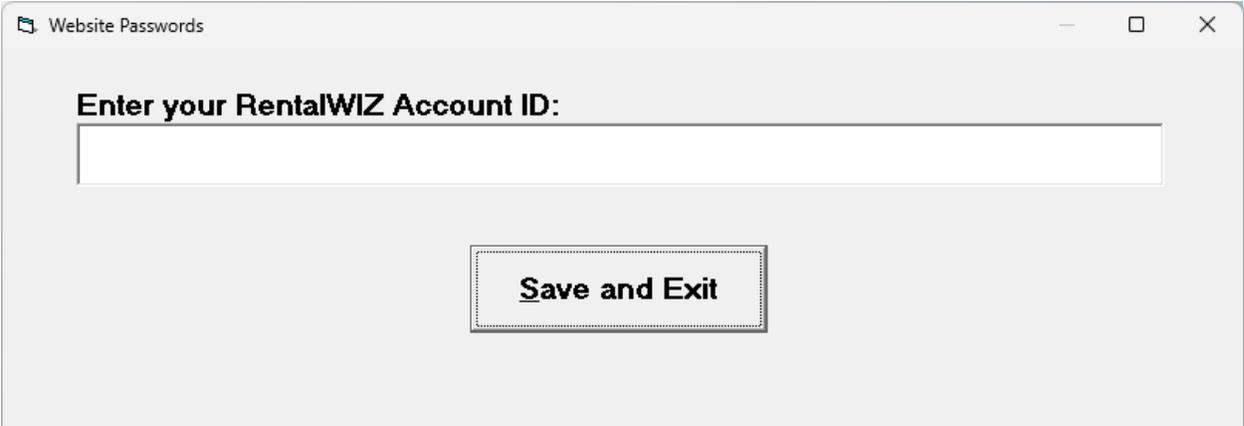
Additionally, the Work Order requests can be pulled into the Work Order Program and viewed. Lastly, it can automatically create a new Work Order for you.

Here is the sequence of events that take place with Online Requests:

1. You give your tenants your unique URL (which we provide you with) so your tenants can submit Work Orders. You'll also need to give them their unique **T#** to match their name and address to the correct Work Order. The 'T#' for each tenant is found under '**Settings > File Operations > Tenant File Links** in the Tenant File.
2. Your tenants submit a Work Order request and attach ~~with~~ up to 3 images.

3. In the Work Order program, you will download all requests to your local computer then delete them from the Internet.
4. Choose which requests you want to move to your program as a new Work Order, and the program will create the Work Order for you.
5. View the new Work Orders and make any necessary changes.

Work Order Import Menu

This menu is for downloading Work Order requests that have been submitted by your tenants. Please be sure that you have already obtained your credentials to use this section. If this is the first time to use this area, you can click the 'Download Work Orders' button to enter your Account Number.

| Download Requests | Show Requests | File Folder | Image Folder |

Exit
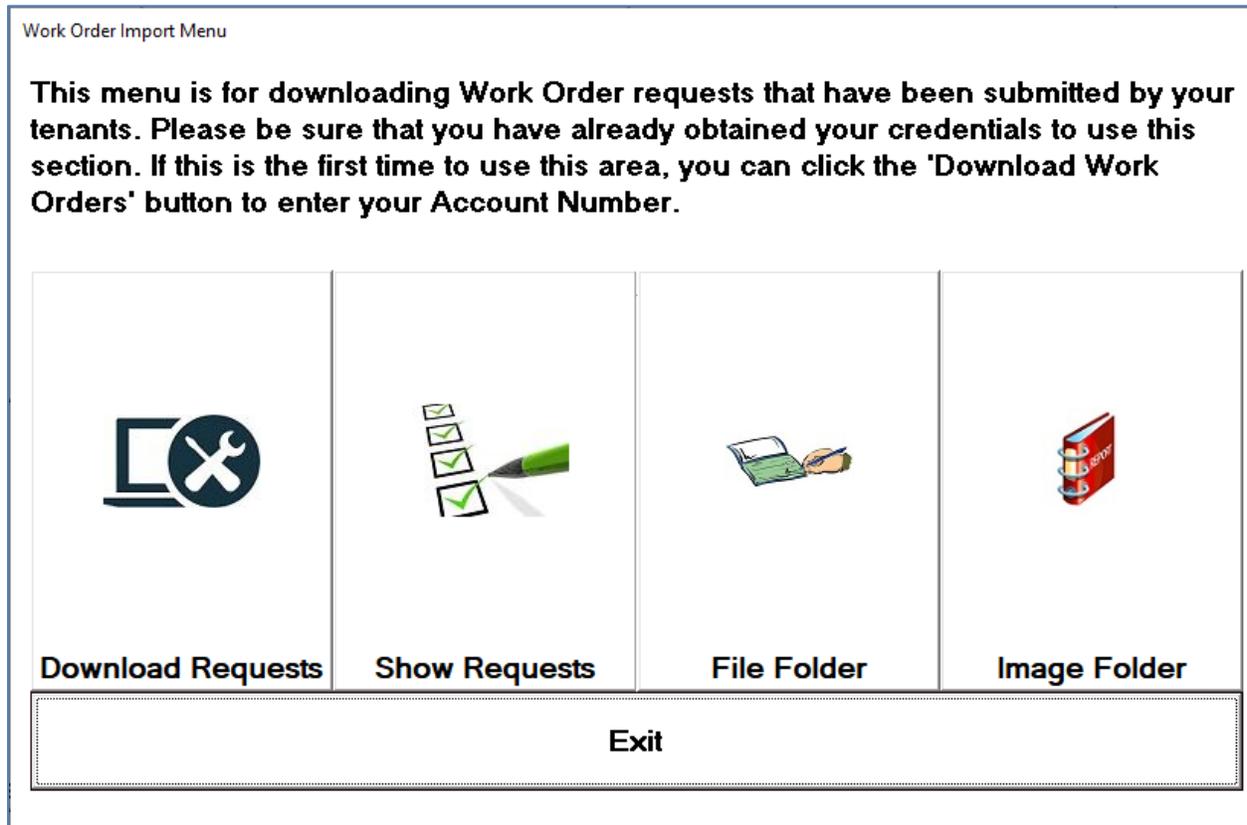
Here is the main screen for online Work Orders. Here you can download requests from the Internet, view and process those requests, and view the files and images that are stored on your computer.

DOWNLOAD REQUESTS
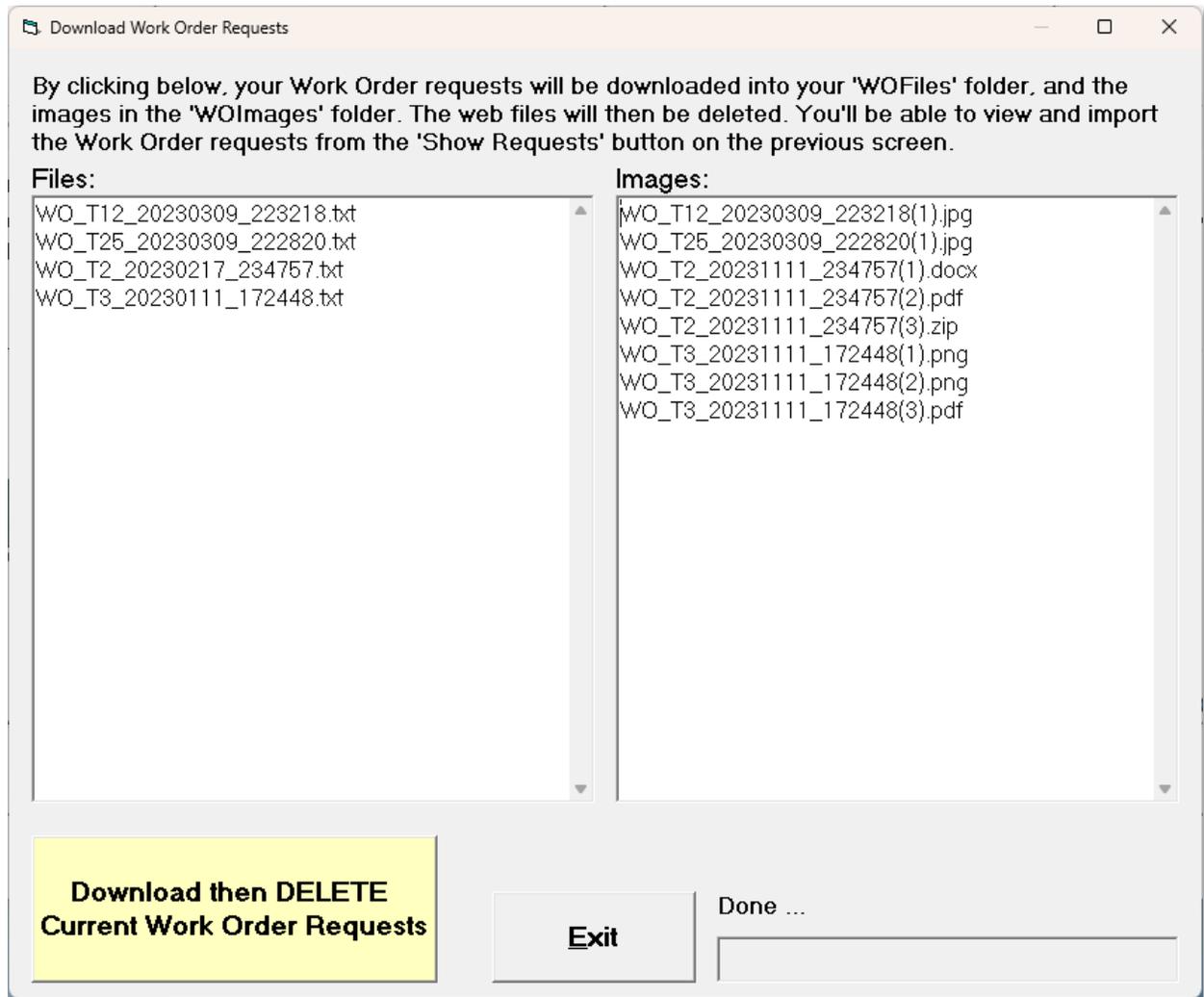
When your tenant submits a Work Order request, it is done online on a web page that Tenant File sets up for you. All requests are stored on this web page, as well as the images that are attached to the email. You can have up to 3 images per request.

This screen pulls the requests from the Internet and downloads them on your local computer. Once that is done, it will delete the online information, since it is now on your computer. If you are not ready to download, just click 'Exit' and nothing will be changed.

Once the images are downloaded to your computer, you can use this screen to see the emails. You can find Work Order requests between any two dates. You can also delete them if desired.

For the requests that you want to put in the Work Order Program, just click on the 'Import Selected Work Order ...' button, and you will be taken to the next screen to provide some more information and continue.

Import To Tenant File — □ ✕

This will import the currently selected line into the Tenant File Work Order Program. You will need to add additional items, such as labor and material costs. Before proceeding, you'll need to select the Vendor to use and the Account to use.

Vendor to use

American Insurance Company
American Utilities Inc.
Associated Ins. Agency
Austin Times News
Baker's Screen Shop
Bankers Associates Inv.
Bob Ridden Insurance
Building Material Supply
Business Computers Inc.
Capital Investments
Cedar Valley H/O Assoc.
Century Mortgage Company
City of Travis Heights
Consolidated Tax Office

Account to use

Advertising
Appliance Repairs
CAM Charges
Carpet Cleaning
Credit Check Fee
Electrical Repairs
General Cleaning
HomeOwner Fee
Insurance Exp.
Landscaping Service
Late Fee Charge
Lawn Maintenance
Legal Expenses
Management Fee

Import NOW   **Exit without importing**

After choosing to import a Work Order to the Tenant File Work Order Program, you will need to choose the Vendor doing the work, and the Tenant File account to use for the Work Order.

When you have made your choices, just click on the 'Import NOW' button to create a new Work Order and to transfer the Work Order Request information into that Work Order.

SHOW FILES
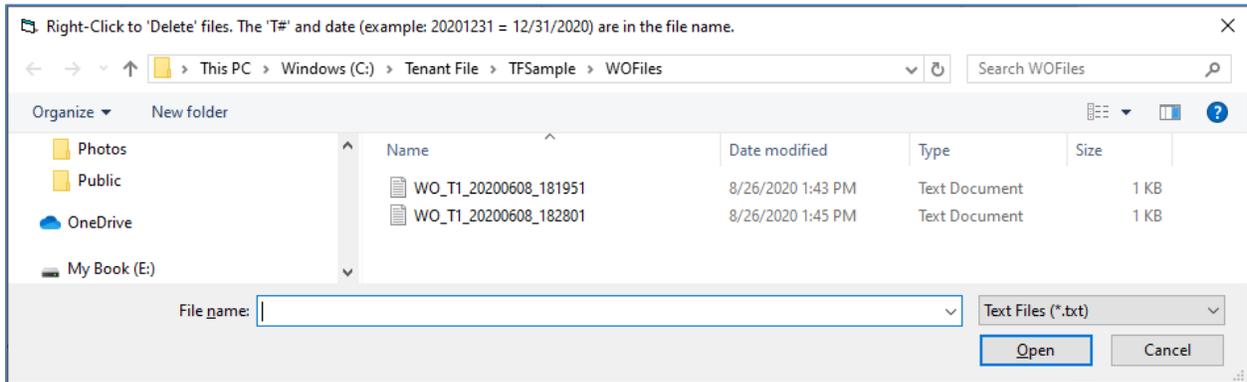
This is just a directory box that shows you the actual email files that are on your computer. From looking at the file name you can see the T# (the tenant and rental unit), plus the date and time the file was created. The folder containing these files (WOFiles) is in your Tenant File folder.

SHOW IMAGES
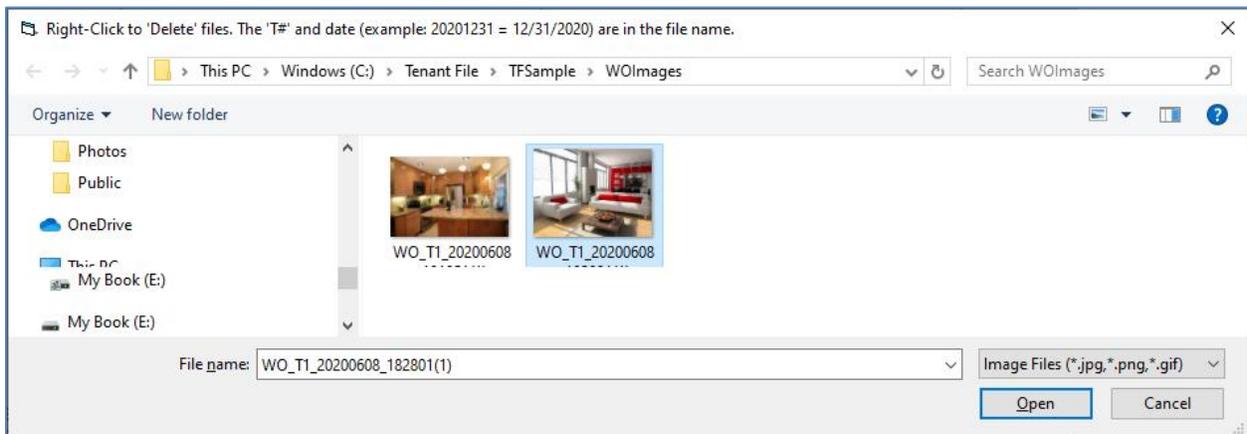
This is a directory box that shows you the actual image files that are on your computer. From looking at the file name you can see the T# (the

tenant and rental unit), plus the date and time the file was created. Allowed image files end with JPG, PNG, and GIF. The folder containing these image files (WOImages) is in your Tenant File folder.

IMAGES

The Work Order Program allows you to link any number of images to any Work Order. From this screen, you can choose the image, then choose the Work Order that you want to link them image to.

Feel free to name the image something that you will recognize, but the Work Order Program will append a number identifying the rental unit to the beginning of the file name.

DATABASE MAINTENANCE
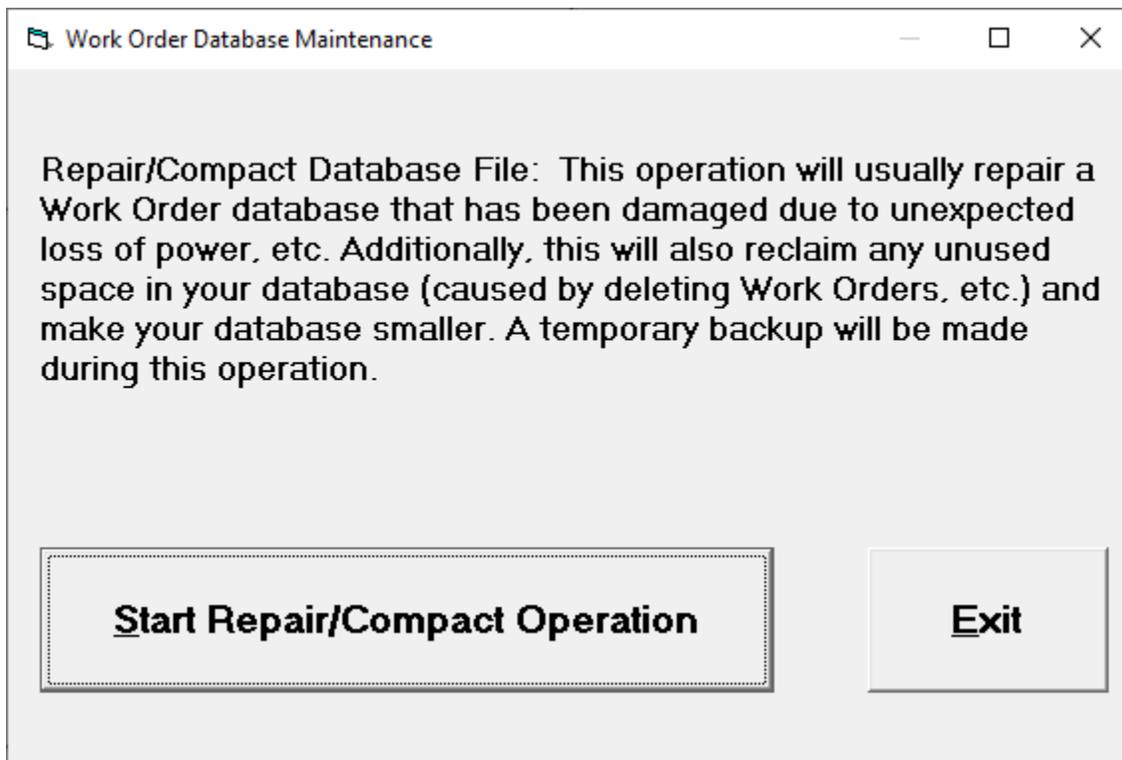
If you think that your database is corrupted, you can run this utility. Generally, this should be done if advised by a Tenant File technician. However, it would be ok to run this every month or two just to keep your database running efficiently. You should make a complete backup of your Tenant File folder before running this utility.

WORK ORDER EXAMPLE

If you choose to not allow your tenants to submit their Work Order requests online, you can enter your Work Orders manually. For example, you are sitting at your desk and the phone rings. It's your tenant at 155 Elm Drive, and the kitchen sink is leaking. Call up the Work Order Program and get the information from the tenant to enter the Work Order.

Step 1: Work Order Entry

Select **'Entry Form'** from the main menu, and then press 'New'. A new Work Order will be created with the next available number in the Work Order number field. (You may enter another number)

The **date Reported** will contain today's date already, and the **Status** or the Work Order will be 'Reported'. The default Work Order is set to post to the Unit Ledger, which is the most common.

You have the key to the rental unit on your keyboard, so enter 'key board' under the **Entry Status.**

Enter your name or initial under **Submitted by**.

You mark up all invoices by 10% as a service charge; so enter 10% in the **Markup** field.

Next, click on the **Location** button and find 155 Elm Street. When that is selected, you will also see the Tenant's name and phone numbers on the Work Order.

Click the **Vendor** button and find your plumber's company name. When that is selected, you will also see the Vendor's phone numbers, including pagers, mobile phones, etc.

Click the **Account** button and select 'Plumbing Repairs'.

Ask the tenant if there is a certain time of the day preferred and enter that information under the **Entry Notes** field.

If you want to log the name of the service person, enter that under **Assign To**.

Type in a short remark to describe the work to be done in the **Remark** field. This will show up with the charge in the Unit Ledger.

If you need a lot of detail about this job, you may enter the information under **Job Description**.

Now your Work Order is complete. Select **Print** to print out this Work Order or you may want to wait until the end of the day and print out the reported Work Orders as a group. Choose the **Email** button if you want to send this Work Order to the Vendor through email.

Step 2: Order the Work

Submit the Work Order form to the vendor. (The vendor will need to complete the job, the Work Order and return the completed Work Order to you.)

Once you have submitted the Work Order, change the **Status** to 'Ordered', and fill in the date that you submitted the order. That way you will be able to get a list of all Work Orders, which are in progress.

Step 3: Enter the Completed Work Order

When returned, you should have all of the materials used and charges. Add this information to the Work Order you have already entered. Then change the Work Order **Status** to 'Completed'. It is now ready to be paid.

Step 4: Issue the Check for the Work Order

From the Main Menu of the Work Order Program, select **'Create Checks'**. You will see a list of all completed Work Orders. Select the Bank Account that you need to create the check for.

Select the one (or group) that you wish to pay, and click on the **Create Checks** button. Checks will be created and sent to the Tenant File with any other checks that are already there.

Nothing will be posted until the checks are printed. At this point, the status of the check will show (E)ntered on the Work Order itself.

Step 5: Print the Checks

Print the Work Order checks the same way you print all checks in the Tenant File. Since you marked up the Work Order the total posted to the unit ledger will be the Work Order charge plus a 10% added service charge. The check will be added to the other printed checks in the Main Tenant File program and the check number will be added to the Work Order you entered. Also, the status of the check on the Work Order will now be (P)rinted.

You have now completed the process from start to finish, have recorded the Work Order, printed and logged the check, charged the Unit Ledger, and updated the completed Work Order.

WORD PROCESSOR PROGRAM (ADD-ONS > WORD PROCESSOR)

C:\TENANT FILE\TF9-SAMPLE\WP-REPORTS\3-DAY NOTICE TO QUIT.RTF

File Edit Format Image Data Fields

Normal | Calibri | 14 | **B** *I* <u>U</u> | 100% |

3-DAY NOTICE TO QUIT

FROM:
OWNER/PROPERTY MANAGER: _____

TO:
TENANT: _____

RE:
RENTAL UNIT: _____

The premises herein referred to above is located in the City of _____, County of _____ State of _____, Zip Code _____.

In accordance with your Lease Agreement signed on the _____ day of _____, 20_____ and the laws in the State of _____ **WITHIN THREE (3) DAYS** after service on you of this notice, you are hereby required to:

_____ Pay the rent of the premises hereinafter described, of which you now hold possession for the total amount of: _____ Dollars ($_____)

Due for the period FROM: _____, 20_____ TO:_____, 20_____

_____ Quit and deliver up the possession of the premises due to non-compliance.

_____ Remedy the violation described as _____ as it is in non-compliance with your Lease Agreement. You shall notify the landlord within the notice period that the violation has been cured or quit and deliver the possession of the premises.

_____ Quit and deliver possession of the premises due to an illegal act committed on the

Section1/1 | Page1/2 | Line1 | Col0 | English (United States) | NUM | 100%

The Word Processor Program is an additional add-on included with your Virtual Server Subscription that includes over 100 sample letters and forms that can be edited, saved, and printed. The Word Processor is accessed by clicking onto ADD-ONS from the Main Menu and 'Word Processor'. You can view additional information about the Tenant File Work Processor Program by accessing our website at www.TenantFile.com > PRODUCTS > WORD PROCESSOR.

Here is a brief description how it works:

The Tenant File Word Processor comes with over 100 pre-designed reports that you can modify and save as templates. You can also import documents or RTF (Rich Text Format) files from other popular word processing programs into the Tenant File Word Processor, or create your own documents.
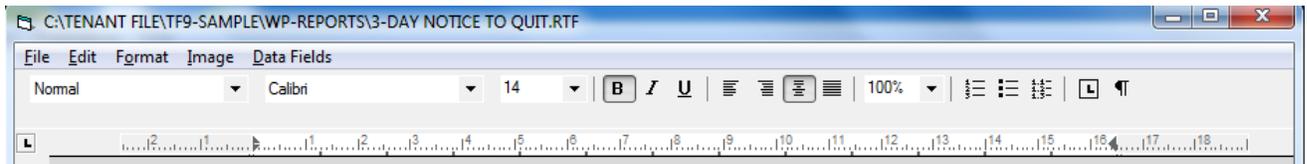
With the Tenant File Word Processor, you can insert select fields from your Tenant File information, such as Owner and Tenant names, Rental Addresses, Tenant balances, select Vendor information and much more. This ability allows you to create customized merge letters that you can automatically send out to your Owners or Tenants. You can also insert graphics, such a photo of a unit available for rent, along with rental information.

Once you have selected a document by clicking onto FILE > OPEN, you can choose to merge your data fields from your Owner Ledgers, your Tenant/Unit Ledgers or your Vendor File.
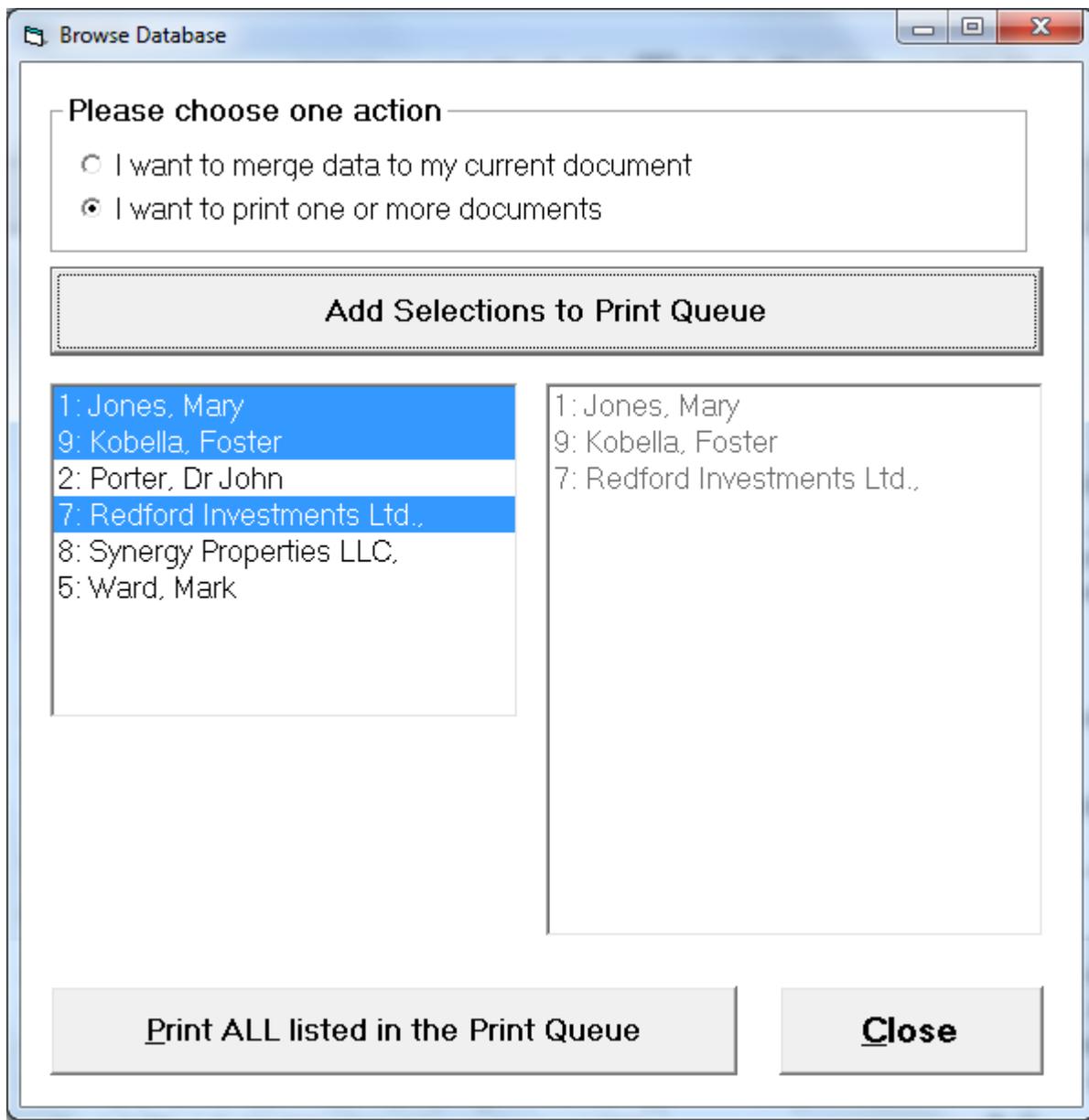
There are over 100 excellent forms included with your Work Processor for the property manager, which can be edited and saved as new templates. These forms can use the Tenant File fields within each document, so they can be quickly sent to your Owners or Tenants.

For more information, please go to: https://www.tenantfile.com/word-processor.html

TENANT SCREENING (ADD-ONS > TENANT SCREENING)

The Tenant File offers affordable Tenant Screening and Credit Check capabilities. You are able to run your credit reports and screening checks right from the Tenant File by clicking onto ADD-ONS and then 'Tenant Screening'. To get further information, please go to: https://www.tenantfile.com/tenant-screening.html
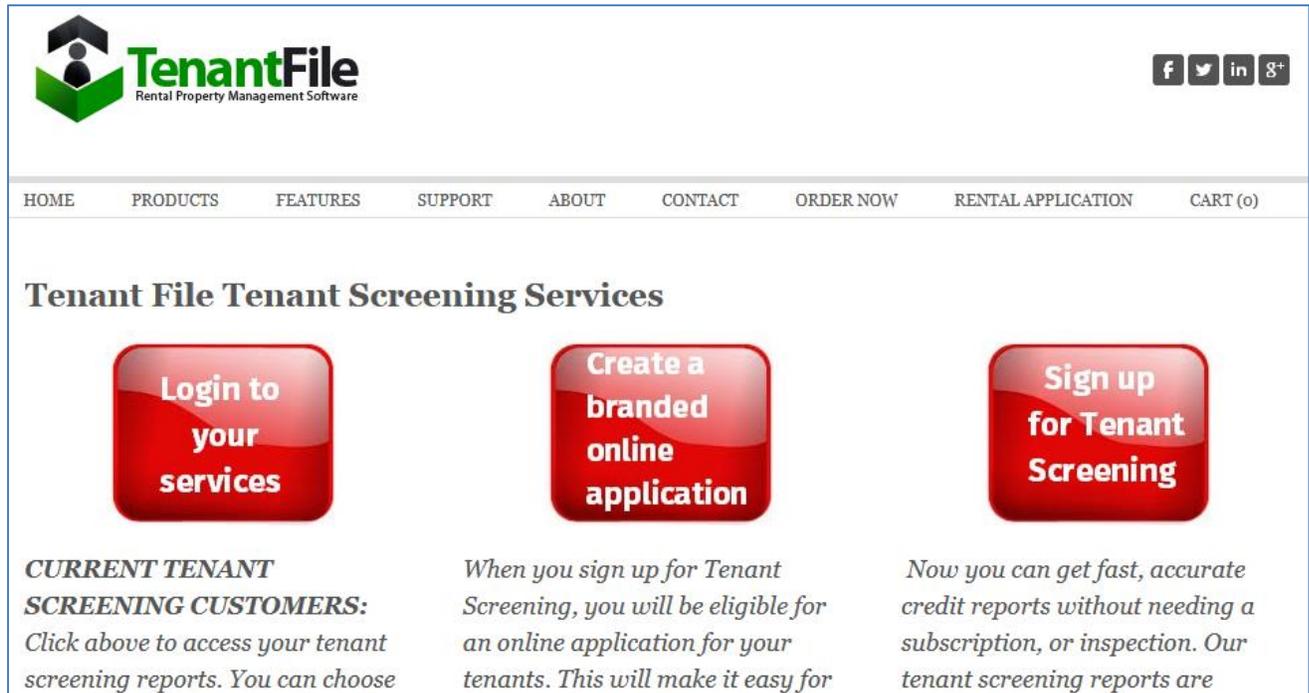
INSURANCE (ADD-ONS > INSURANCE)

You can get great rates through the Tenant File on insurance for your property management business, your rentals, and renter's insurance for you tenants. To set up your company or offer your tenants with great rates or just to view more information, click into ADD-ONS from the Main Menu and then 'Insurance' or go to:

https://www.tenantfile.com/renters-insurance.html

TenantFile
Rental Property Management Software

| HOME | PRODUCTS | FEATURES | SUPPORT | ABOUT | CONTACT | ORDER NOW | RENTAL APPLICATION | CART (0) |

Tenant File Renters Insurance

As a landlord or property manager, you should make sure that your tenants have renter's insurance to protect their possessions and liability exposure. Help them safeguard clothes, furniture, visitors and themselves from unexpected damages and injuries.

Tenant File RentalWIZ

This program will create a new web page for your vacancy listings. You can also upload the information to major listing services on the web by clicking the 'Syndicate Selections to the Web' button. Please review the features for the rentals that you are uploading and make sure your photos are uploaded already.

All Tenants

Owner Last Name	Owner	Property Name	Rental Unit Address or Apartment	Tenant	Tenant Last	Move Out	Lease End	Payment
Jones	Mary	2093 Poplar Avenue	2093 Poplar Avenue	Randall	Fieldstone		12/31/2024	$1,600.00
Kobella	Foster	Foster Lake Rentals	Cabin 1	Barbara	Radcliff		12/31/2024	$480.00
Kobella	Foster	Foster Lake Rentals	Cabin 2	James	Deeders		12/31/2024	$200.00
Kobella	Foster	Foster Lake Rentals	Cabin 3	VACANT				$150.00
Porter	Dr John	Porter Investment Properties	1275 Cedar Trail Drive	Gary	Bradley		12/31/2024	$1,500.00
Porter	Dr John	Porter Investment Properties	3403 Riverview Court	Randy	Richardson		12/31/2024	$784.25
Porter	Dr John	Porter Willow Street Duplex	3307 Willow Street A	Gregory	Paul		12/31/2024	$800.00
Porter	Dr John	Porter Willow Street Duplex	3307 Willow Street B	Sharon	Garrett		12/31/2024	$750.00
Redford Investments Ltd.		Northcross Shopping Center	Handyman Hardware A		Flowers To Go		12/31/2024	$3,550.00
Redford Investments Ltd.		Northcross Shopping Center	Handyman Hardware B	Paul	Worley		12/31/2024	$3,600.00
Redford Investments Ltd.		Northcross Shopping Center	Handyman Hardware C		Sharper Imagery		12/31/2024	$2,500.00
Synergy Properties LLC		WestWood Apartments	Apt 101	Jane	Foster		12/31/2024	$875.00
Synergy Properties LLC		WestWood Apartments	Apt 102	Kirk	Kemper		12/31/2024	$895.00

Interior
Bedrooms: 3
Bathrooms: 2
Living Room: Large
Dining Room: Separate
Den: Pool Table
Study: Office Desk
Kitchen: Island
Flooring: Ivory Carpet
Window Cover: Mini Blinds
Game Room: Computer Games
Type:
Key Deposit:
Walls:
Ceiling:
Doors:

Exterior
Garage: Two car
Fencing: Privacy
Storage: Metal Shed
Yard: Rocky
Orientation: South
Grass: Bermuda
Roof: Composite
Windows: Regular
Parking:
Security:
Trees:
Yard Size:
Construction:
Sidewalks:
Streetlights:

Appliances
Refrigerator: Door Water Dispenser
Oven: Tappan
A/C: Central
Heating: Central
Washer: Westinghouse
Dryer:
Disposal:
Microwave:
Compactor:
Office Equip:
Furniture:
Television:
Stereo System:
Exercise Equip:
Water Heater:

General
Elementary: Oak Hill
Middle Schools: Crockett
High Schools: LBJ High School
Lot: 5
Block: A
Legal: 500 A Cherry Hill A
Insur Company: Prudential
Insur Amount: 50,000
Insur Policy #:
Parking Fee:
Square Feet:
Nearby Malls:
Unused:
Unused:
Unused:

Display
- ○ Vacancies
- ○ Move Out
- ○ Expired
- ● All

Create Listing

Go To Listing Website

Syndicate to the Web

Craigslist HTML

Delete Listing

Edit Features

Exit

Description (from Tenant File 'Features'):
Very nice neighborhood. This beautiful house is located near the Technical Industrial Valley. Surrounding area is hilly with plenty of trees.

Other fields:
Date Available: 10/25/2023 Property Type: Single Family Description: Listings in Austin Texas
Year Built: Status: for rent Title: Check out this FANTASTIC bargin!

The RentalWIZ software makes it easy for you to connect with the Internet to display your currently vacated units. The program is fully integrated with the Tenant File and will allow you to upload vacancies with just a few clicks.

All of your information from the Tenant File Features section is automatically integrated and uploaded to the Internet with just a click. You have your own free web page for your listings that you can advertise through email, flyers, and your website.
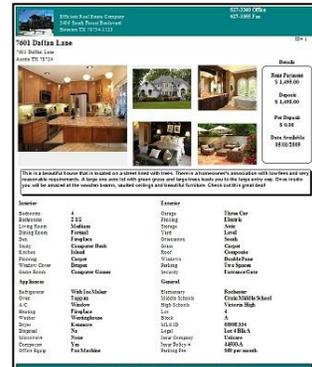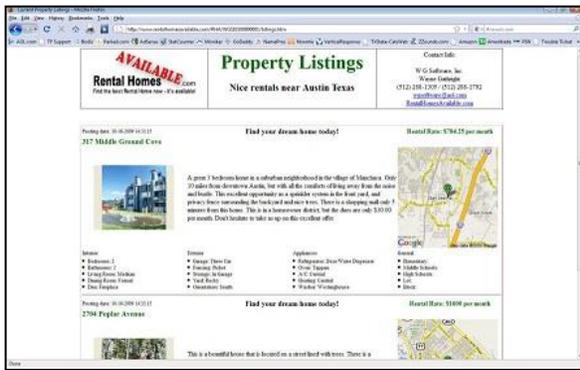
The RentalWIZ service makes it easy to upload your photos and other vacancy information to your free web page, or to syndicate your listings to the major sites for listing vacant rental property.

To utilize this service, you will need to click into FEATURES from within your Tenant File and enter the Interior and Exterior information for each Rental Unit.

You can sign up for RentalWIZ at: https://www.tenantfile.com/rentalwiz-service.html

1099 MISC PROGRAM (ADD-ONS > 1099 MISC PROGRAM)

The Tenant File 1099MISC Program is an optional add-on to the Tenant File with an annual update fee. The 1099 MISC Program prints on the pre-printed IRS forms and reports for Owners, Vendors and Contractors. This information, which is gathered between any two dates from your existing Tenant File database, can also be exported to a CSV (comma separated), SRC (pipe delimited), or TXT (tab delimited) for e-Filing your information through a third party.

The features of the Tenant File 1099 MISC Program are:

1. Uses standard Laser 1099MISC forms readily available from your office supply store or the IRS.
2. Flexible and powerful reports allow printing to screen or printer.
3. You can sort information by Recipient Name or Tax Identification Number. Specify starting and ending name or ID number for printing only one or a group.
4. Uses Tenant File Unit ledgers to find reportable income for individual Owners or multiple Property Owners.
5. Creates 1099MISC Owner and Vendor Listing Reports detailing all of the income posted for the year to any Tenant File income account.
6. Uses information from the Tenant File 'Printed Check' file to consolidate income information for Vendors or Contractors.
7. Shows your current account categories and allows you to select which ones you want to include in the forms or reports.
8. Allows user input of Company Tax Identification Number. Uses company name and address already set up in the Tenant File program.
9. Report on Owner/Vendor Balances over a specified amount only.
10. Creates a 1096 Transmittal form.
11. Export to: CSV (comma separated), SRC (pipe delimited), or TXT (tab delimited).

For additional information on this option and to purchase the Tenant File 1099 MISC Program or the Tenant File 1099MISC Renewal Program, click onto ADD-ONS from the Main Menu and then 'Order 1099 Program or go to:
https://www.tenantfile.com/1099-misc-program.html

CUSTOMER PROGRAMS (ADD-ONS > CUSTOMER PROGRAMS)

When you click onto ADD-ONS and then 'Customer Programs', you will be able to see various topics of interest including the Tenant File Blog, which includes 'Tips and Tricks' for using the program. In addition, you can view recent happenings with the Tenant File including pending updates, special pricing, Articles of interest, events, and other helpful information. To check out the latest, please visit: https://www.tenantfile.com/news.html

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Tenant File Blog

Property Managers – The Next BIG Data Breach Target

As a property manager, you are busy – really busy. That is why you are not usually concerning yourself with hack...

TIPS AND TRICKS – POSTING MANAGEMENT FEES
As a Property Manager, you're main goal is to keep the properties that you manage occupied by reliable tenants, h...

Tips and Tricks – How to Post Rental Income
As a property owner and/or Property Manager, one of the more important 'daily routines' would be posting your r...

Tenant File Tips and Tricks – Keeping Track of your Bank Account
The Tenant File Property Management Software allows users the ability to keep track of up to ten Bank Accounts with...

Real Estate:Property Management Articles from EzineArticles.com

Some of the Things You Should Consider When Choosing a Property Maintenance Company
All types of buildings require maintenance. Whether residential or commercial, it is very important to take care of...

How To Be A Landlord Without The Headache
Being a landlord is indeed a lucrative business, but it also comes with a lot of unwanted duties that can eat up yo...

5 Things to Do Before Renting Out Your House
Avoid headaches when it comes to renting out property by doing the following 5 things to help protect you and make ...

Know How Estate Agents Value Properties For Sale
While selling a property, every seller desires to get the right price. But, how do estate agents value a property? ...

RENTAL APPLICATIONS (ADD-ONS > RENTAL APPLICATION)

With the Tenant File, your prospective tenants can complete and pay for a Rental Applications online. Simply click into ADD-ONS and then 'Rental Application' for information on our partnership with Zip Reports that allows for this cost-effective Tenant Screening and application processing. For more information, please visit: https://www.tenantfile.com/application.html

MISC

Misc

MISCELLANEOUS MENU OPTIONS
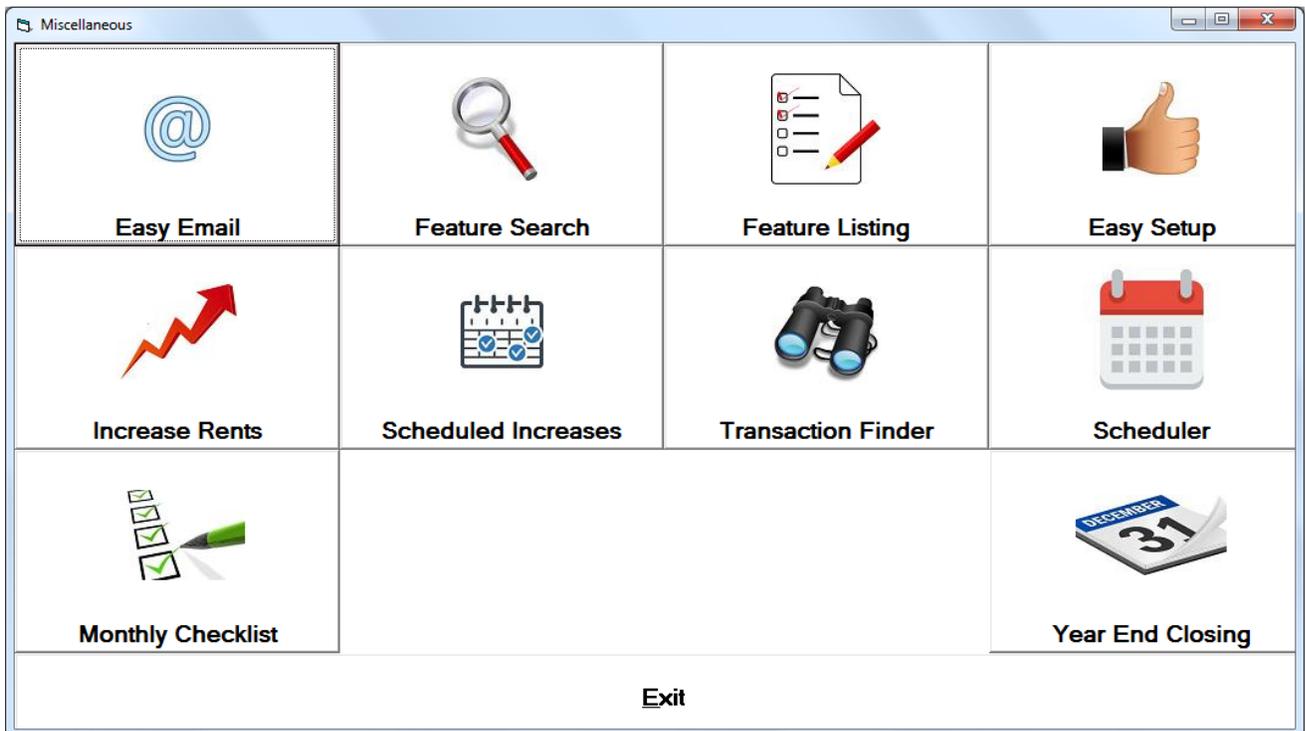
Under MISC from the Main Menu, you will find a selection of important actions that are used in the Tenant File Property Management Software.

EASY EMAIL (MISC > EASY EMAIL)

The Tenant File makes it easy to send an email to your Owners, Tenants or Vendors. To send a group email to all of your Tenants, for example, you would click into MISC from the Main Menu and choose 'Easy Email'. Once you are in the 'Easy Email' screen, click on 'Tenants' under the 'Choose One' option. All of the Tenants with email addresses will be highlighted. The email addresses are pulled from the individual Tenant Ledger information. Next, you simply type your email at the bottom of the window and click 'Send Email to ALL Selected Names Now'.

Since you can input two separate email addresses for your Tenants, Owners and Vendors, you can choose to send the email to the 1st email address, the 2nd email

address, or both addresses. If you choose 'Email 1 Only', then only the customers with an entry in email address 1 will be highlighted.

In order to keep a record of the emails sent, you can choose to click the 'Send BCC to me'. A copy of the email will be sent to your email address that you have entered under SETTINGS > 'Company Information'.

You can also send up to two separate Email attachments through the 'Easy Email' option. Simply click onto the 'Attachment 1' button and search your computer for the document that you would like to attach.

If you choose, you can save the email text for later use. That way, you can store emails such as routine reminders for your Tenants, Owners or Vendors. It is also a good way to keep a record of previous emails you have sent. You can even create a group name of your own. All of the saved emails can be sorted by various ways including the subject, message, recipient, group, and more.

EMAIL LIST (MISCELLANEOUS > EMAIL LIST)

This feature can be found under the 'Miscellaneous' drop-down from the Main Menu (see top of the screen). The 'Email List' can be used to create email name groups, which you can paste into an email you create from your own computer email program. To send emails to an Owner, Tenant, or Vendor or to send multiple emails directly from the program, you may choose to use the 'Easy Email' feature. 'Easy Email' can be found at MISC from the Main Menu.

The 'Email List' feature will allow you to compile a list of email addresses from your Tenant File information. Email Addresses can be entered in various places throughout the program including directly in each Owner, Property, Unit and Tenant Ledger in

addition to the Vendor file. To enter email addresses in the Ledgers, click on the 'Email' button when looking at the Owner, Property, Unit, Tenant or Vendor information. You can also enter addresses in the 'Easy Email' selection.

In addition to the above email address areas, you can enter your addresses in any of the four phone number fields or in the 'Notes' area. The Email List feature will find all of the entries and create a string of email addresses that you can paste into your email within your computer for mass mailings. There is nothing special that you need to do to enter an email address into any of the phone number fields, other than enter a valid email format. This would include the '@' sign, such as **yourname@provider.com**. Properties and Units do not have phone numbers.

When you enter an email address into the 'Notes' area, you must use a specific format so that the Tenant File can distinguish an email address from other information in the notes area. This feature is maintained to keep compatibility with older versions, but you should use the 'Email' button in most cases. The format is as follows: **Email>yourname@provider.com<**

To use the Email List feature, simply start with Step 1 and select where to gather the email information from. You can have multiple selections. Next, go to Step 2 and choose whether you want to get email addresses for Owners, Properties, Units, Tenants, or Vendors.

The Tenant File will then show all of the gathered email addresses in the box. All you have to do is copy the addresses from the box and paste them into your email and 'Send'. To copy, highlight any or all of the names in the box (by holding down your left mouse button and dragging the mouse over the names) and press Ctrl-C. Next, start your email program and paste the names into the 'Send To' area by pressing Ctrl-V. Type your email and send as you normally do.

Important Note: There are two separate email address fields available for each Owner, Property, Unit, Tenant, and Vendor under the information for each. These can be set up by clicking on the 'Email' button. Use the note email feature only for excess email needs.

Feature Search

You can enter up to 5 Features search choices. For each search choice, select the major category, then the sub-category for the search. Next, enter the 'keyword' that you want to match, such as the number of bedrooms or bathrooms. The Tenant File will match the keyword to your actual entries in the Features section.

Select a MAJOR category:

- Interior
- Exterior
- Appliances
- General

Select a SUB Category:

- Bedrooms
- Bathrooms
- Living Room
- Dining Room
- Den
- Study
- Kitchen
- Flooring
- Window Cover
- Game Room

Keyword to match:

Fireplace

Pick a Search Choice . . .

- ○ Set search choice number 1
- ○ Set search choice number 2
- ○ Set search choice number 3
- ○ Set search choice number 4
- ● Set search choice number 5

Please choose one . . .

- ● Search ALL Units
- ○ Search VACANT Units only

Looking For all rental Units with . . .

Search Choice One: Interior – Bedrooms with keyword: 3

Search Choice Two: Interior – Bathrooms with keyword: 2

Search Choice Three: General – Elementary with keyword: DELL

Search Choice Four: Appliances – Furniture with keyword: FURNISHED

Search Choice Five: Interior – Den with keyword: FIREPLACE

Show Results NOW   **Exit**

Within each Rental Unit and Property set up in your Tenant File program, you have the ability to enter the 'Features' of that rental. The 'Features' section will allow you to enter information on the rentals, such as the number of bedrooms and bathrooms along with a description of the living area, kitchen area, flooring, etc. The information is saved within the ledger and can be used for reports, searches and utilizing the RentalWIZ service available with your Tenant File Virtual Server Subscription. Once the information is entered for your rentals, as needed, you can create a report that searches up to five specific features related to your rental unit by clicking into MISC > 'Feature Search'. For example, if you need to search your rentals to find all 3-bedroom houses, with 2 baths, a 2 car garage, microwave, and near a specific school - the Tenant File can find it for you and print the information. To create your search:

Step 1: Pick a Search Choice – You have five separate search choices that you can select. Choose 'Set search choice number 1' and select the information to include.

You can have the program search for 'All Units' or 'Vacant Units Only' by selecting the option.

Step 2: Select a MAJOR category - The Tenant File allows you to have 4 MAJOR feature categories. The default 'Major Categories' are Interior, Exterior, Appliances and General. These can be changed on the onset of setting up your program by clicking on to SETTINGS from the Main Menu and 'Feature Defaults'. Once you have clicked to 'Set search choice number 1', select one of the four major categories for this Search Choice.

Step 3: Select a SUB category – Once you have selected the MAJOR category, a listing of 'SUB Categories' will display, which can include up to 15 items. Select from the 'SUB Category List' for your 'Choice number 1' search.

 Step 4: Select your Keyword to match – When entering information in the Features section for your Property or Unit, you will enter information for each SUB category. For example, if the SUB category is bedrooms, you may have entered 1, 2, 3, 4, 5 as choices, or you may have entered one, two, three, four, or five. Another example would be, for 'Air Conditioning' you may have entered a brand such as 'GE', 'Trane', or 'Westinghouse', or you may have used a generic description such as 'Central Air' or 'Window Units'. In any case, the keyword that you enter here will find and match anything you may have entered. It can be either upper or lower case, it doesn't matter. For example, you would type the number 3 as your 'Keyword' so the report will include all three-bedroom rentals.

Once you have entered the 'Keyword', your first 'Choice 1 Search' is complete. You would then continue the process by clicking on to 'Search Choice number 2' (and so on), to add additional criteria for your search. It is important that you click on 'Search Choice number 2' after completing your first choice; otherwise, you will overwrite your previous selections.

Note: The more consistent you are with your entries, the better the search will work. That is why we suggest that you create 'Feature Defaults' as found under SETTINGS

from the Main Menu, for any Subcategory entries that you may need to search for later.

As you select each choice, you will see the search that you are creating at the bottom of the window. When you have entered all of the 'Choices' that you would like to see on your report, click the button called 'Show Results Now' to view the information. To print the report, click on the 'Printer icon' at the top of the screen.

FEATURE LISTING (MISC > FEATURE LISTING)

The 'Feature Listing' located under MISC from the Main Menu shows you all of the features that you have entered in your rentals on one screen. The features information is to be entered in each Rental Unit by clicking on to 'Features'. In this section, you can edit the information on one or all rental units without having to access each separate ledger. Much of this information will be used to market your vacancies. This info is automatically used by the **RentalWIZ** option for the Tenant File to market your vacancies over the Internet and on your web page. **RentalWIZ** is an Add-On feature available at no charge with your Virtual Server Subscription.

Feature Listing

(enter all or part of an address to seach) | Search | Activate ALL Unit features | Expand Columns

Address	Bedroom	Bathroom	Living	Dining	Den	Study	Kitchen	Flooring	Window	Game	Type	Key
2093 Poplar Avenue	3	2	Large	Separate	Pool Tabl	Office Des	Island	Ivory Carp	Mini Blinds	Computer		
1275 Cedar Trail Drive	3	2	Large	Adjoins Kit	Televisior	Computer	Large	Wood	Blinds			
Trout Avenue #1	3	1 1/2	Medium	Formal								
Trout Avenue #2	2	2	Medium	Informal	Pool Tabl	Office Des	Island	Tile				
Trout Avenue #3	2	2	Medium	Informal	Pool Tabl	Office Des	Island	Wood	Blinds			
Trout Avenue #4	5	3	Large	Formal	Fireplace	Computer	Large	Marble	Drapes	Exercise E		
Handyman Hardware B	3	1 1/2	Medium	Adjoins Kit	Fireplace						Storefront	$50.00
3403 Riverview Court	3	1 1/2	Medium	Adjoins Kit	Fireplace	Computer	Island	Tile	Mini Blinds	Exercise E		
Handyman Hardware A	3	1 1/2	Large	Adjoins Kit	Fireplace	Computer	Medium	Bricks	Blinds	Exercise E	Apartment	$30.00
Handyman Hardware C	4	1 1/2	Fireplace									
Apt 101	3	2	Medium	Formal	Televisior	Computer	Large	Wood	Blinds	Pool Tabl		
Apt 102	3	1 1/2	Medium	Formal	Lounge Ch	Computer	Island	Carpet	Drapes	Pool Tabl		
Cabin 1	4	2 1/2	Large	Adjoins Kit	Fireplace	Computer	Island	Wood	Tinted Wir	Exercise E		
Cabin 2	3	1 1/2	Large	Separate	Lounge Ch	Computer	Pantry	Bricks	Drapes	Pool Tabl		
Cabin 3	3	2 1/2	Fireplace	Adjoins Kit	Fireplace	Bookshel	Island	Wood	Blinds	Weight Lift	House	$30.00

Description for Cabin 3

Owner would like to lease this property for 1 year then sell. Make tenant aware of this option before renting. This is a great fixer-upper, and can be remodeled into a very attractive house.

Note: You can automatically filll in all entries in a column. To do that, click on the 'Header' of the column to highlight the entire column. Then click the button below to make the change. This cannot be reversed.

Major Category
- ● Interior
- ○ Exterior
- ○ Appliances
- ○ General

Update Description | Change ALL entries in selected column NOW | Exit

HOW TO USE THE FEATURE LISTING:

When you enter this screen, you will see all of the rental units that already have features set up. The setup is commonly done for each Rental Unit within your program by displaying a Unit or Tenant and clicking the 'Features' button. (When you enter any feature it is automatically activated).

If you want to automatically activate all rental units so that you can quickly enter their features, click on the 'Activate ALL Unit features' button. This will show all rental

units and activate them so that you can enter their features on one screen. This cannot be undone, so be sure you want to activate all of your rental units before proceeding. If you have entered information in your separate ledgers under the 'Features' section, this action will change the information within the rental units.

BUTTON DESCRIPTIONS:

Search: Enter all or part of a rental unit address in the box to the left that you want to search for and click the 'Search' button. This will take you to the row of the rental unit and the first occurrence of the search term.

Update Description: This is a detailed description of the rental which will be used to help market the vacancy. Be as detailed as possible and be sure to include information that will impress a prospective tenant. Once you have entered the information, click on the 'Update Description' button.

Change ALL entries in the selected column NOW: To change an entire column of data, just enter the data that you want in the entry box on the bottom of the screen and then click on the 'header' of the column where you wish to insert the data. The entire column will highlight. Click on the 'Change ALL entries in the selected column NOW' button to insert the data throughout the column. For example, if all of your Units have wood flooring, type the words 'Wood Flooring' in the box on the bottom of the screen, select the column called 'Flooring' (from our example) and click the 'Change all Entries in the Selected Column Now'. This will automatically insert the description 'Wood Flooring' in each of the Units under the column titled 'Flooring'. This option should be used if you are managing an Apartment Complex that consists of apartments with similar features.

Activate ALL Unit Features: Normally a rental unit is activated when you go into the Activities screen and click on the 'Features' button to add features for that rental unit. The purpose is to save computer space and keep empty features from cluttering your reports. However, it you want to go ahead and activate all the rental units in your system at once, click on the 'Activate ALL Unit Features' button. That will enable you to work with all units at once, not just the ones that are already set up.

Major Category: This choice will enable you to select the category that you are working with. Since there are 4 major categories, choose one of those selections.

Enlarge/Reduce Columns: The screen column widths are initially sized to fit on your screen. Sometimes you may not be able to see all of the data in the columns. Just click on this button to expand the columns, but you may need to use the scroll bar to see all of the columns available.

The information that you enter in this 'Features' section can be automatically uploaded (for all vacant Units) to your own personal website with the **RentalWIZ** service. We therefore suggest that you complete the information in detail so that when you sign up for the service, all prevalent information will be available for the upload. See our website at https://www.tenantfile.com/rentalwiz-service.html for more information.

INCREASE RENTS (MISC > INCREASE RENTS)

You have two methods available to increase rents in accordance to your Lease Agreements. You can automatically increase your rents for your Tenants within the Tenant File by clicking into MISC from the Main Menu or you can schedule the rent increases (see next section under MISC > 'Scheduled Increases') for a future date. In this section, you simply choose which rents to increase and how much the increase will be. You can select a fixed amount or a percent (%) increase. This section will allow you to increase ALL rents, Rents for a specific Owner, a specify Property, a specific Unit or a specify Tenant.

Note: If you need to increase one or more of the rental amounts for your tenants, you can choose to simply edit the 'Rent Payment' field in each Tenant Information area.

SCHEDULED INCREASES (MISC > SCHEDULED INCREASES)

To schedule rent increases for your Tenants for <u>future dates</u>, click into MISC from the Main Menu and select 'Scheduled Rent Increases'. These increases are processed automatically in accordance with the entered date, but you will be notified with a pop-up screen when the increases take effect.

To enter a 'Scheduled Rent Increase' for a particular Tenant, click into MISC > 'Scheduled Rent Increases' and select the Tenant Name from the drop-down list. Enter the amount of the new rent amount or enter the dollar amount that you will need to increase the 'Rent Payment' to. To enter a percentage of the current 'Rent Payment', enter the whole amount of the percentage in the correct field (for example 10 for 10% of the current rent amount) and then click the box below the line called 'Increase by percentage'. Do not enter a 'percent sign' in the field. Enter the date that you want the increase to be scheduled for (future date). Click the 'Create a New Increase' button. You can enter as many increases for your tenants for future dates as you need. You can even create multiple increases for the same rental unit.

If you need to update a previously entered 'Scheduled Rent Increase', click the drop-down list to locate and select the Tenant, edit the amount and/or date and then click 'Update this Increase'. To delete a previously 'Scheduled Rent Increase', select the Tenant from the drop-down list and click the 'Delete this Increase' button. This action of deleting the increase is not reversible.

Remember: The increases will take place on the date that you enter in the 'Date' field (once you access your Tenant File program on or after the date). The program will pop up a 'Notice of Increase' information screen, which can be printed. If you need to modify a previously 'Scheduled Increase' showing on the list, you will need to access the Tenant Ledger and make the changes. You cannot edit the list once it displays on the scheduled date.

Note: Keep in mind that the rent increases are posted before the automatic daily late charges. So, if you have daily late fees based on a percentage of the current balance (which we do not recommend), you will need to check the postings when the increases are processed to be sure they are correct.

TRANSACTION FINDER (MISC > TRANSACTION FINDER)

The 'Transaction Finder' which is located by clicking into MISC from the Main Menu and then 'Transaction Finder', is a great tool to use when you need to search for specific postings in your ledgers or to delete postings that you made in error. You can search for a transaction by several criteria, such as the date of the posting, the account category used, all or part of the remark, the check number, the amount, or the type of ledger it was posted to. There are specific instructions on screen as to how to enter the criteria that you are searching for. Be very careful when deleting transactions on this screen, and be sure you have a backup first. Once you choose to delete a listing of transactions, the action is not reversible. If you need to delete a large number of transactions made in error, we highly suggest that you first make a backup of your database file by clicking into the BACKUPS button from the Main Menu and then 'Backups'.

Note: When searching by 'Account', you MUST type in the exact name of the account (case sensitive). For example, if you are searching for all transactions posted using the Expense Account called 'Mortgage Pmt', you would click into the 'Search Text' field and type the words Mortgage Pmt, then click onto 'Account' under the heading 'Select the Item below to start search'. This will bring up all transactions posted to that particular account. If you misspell the name or enter an extra space in the name (for example), the program will not locate the transactions – it must be exact.

Once the listing is shown on the screen, you can choose to 'Select All' transactions (they will be highlighted) and then 'Delete all Selected Transactions'. If you want to delete a select number of transactions, you can individually select the rows by pressing the 'Ctrl Key' on your keyboard while clicking into the 'SELECTOR' row. Once the transactions are highlighted that you want to delete, hit the 'Delete' key on your keyboard. Be very careful when deleting transactions because this procedure is non-reversible.

If you need to delete transactions that are related to printed checks or posted deposits, you should ALWAYS delete those transactions by clicking onto CHECKS/DEPOSIT from the Main Menu rather than deleting from this menu so that your ledgers and register will remain in balance.

Transaction Finder ✕

Step1: Enter your SEARCH TEXT:

Rent Received

Step 2: Type of transaction

○ Income

○ Expense

◉ Both

Print Screen

Step 3: Select item below to search:

○ Date — Date field: Enter a valid date (mm/dd/yyyy). To enter a range, separate by the word 'to' (mm/dd/yyyy to mm/dd/yyyy).

◉ Account — Account field: You may need to enter at least 7 characters of the Account Name.

○ Remark — Remark field:, you can enter any part of the Remark.

○ Check/Deposit Number

○ Amount

○ Posted To (Owner, Tenant, etc) — Under the 'Posted To' field, you can enter just the first letter, such as 'O' for Owner, or 'T' for Tenant, or 'B' for Both (Tenant and Unit).

To select a row, click the RECORD SELECTOR (left of row) to highlight the row. Select multiple items by pressing the Ctrl key while clicking the SELECTOR.

	Date	Account	Remark	Check/Dep	Amount	Post To	Post To Description
	10/25/2023	Rent Received	Rent Payment from Tenant		$800.00	Both (T/U)	3307 Willow Street A / Paul, Gregory
	10/25/2023	Rent Received	Rent Payment from Tenant		$750.00	Both (T/U)	3307 Willow Street B / Garrett, Sharon
	10/25/2023	Rent Received	Rent Payment from Tenant		$784.25	Both (T/U)	3403 Riverview Court / Richardson, Randy
	10/25/2023	Rent Received	Rent Payment from Tenant		$875.00	Both (T/U)	Apt 101 / Foster, Jane
	10/25/2023	Rent Received	Rent Payment from Tenant		$895.00	Both (T/U)	Apt 102 / Kemper, Kirk
	10/25/2023	Rent Received	Rent Payment from Tenant		$825.00	Both (T/U)	Apt 103 / Gabriel, Shawn
	10/25/2023	Rent Received	Rent Payment from Tenant		$875.00	Both (T/U)	Apt 104 / Michell, John
	10/25/2023	Rent Received	Rent Payment from Tenant		$875.00	Both (T/U)	Apt 105 / Talley, Virginia
	10/25/2023	Rent Received	Rent Payment from Tenant		$480.00	Both (T/U)	Cabin 1 / Radcliff, Barbara
	10/25/2023	Rent Received	Rent Payment from Tenant		$200.00	Both (T/U)	Cabin 2 / Deeders, James
	10/25/2023	Rent Received	Rent Payment from Tenant		$3,550.00	Both (T/U)	Handyman Hardware A / Flowers To Go,
	10/25/2023	Rent Received	Rent Payment from Tenant		$3,600.00	Both (T/U)	Handyman Hardware B / Worley, Paul
	10/25/2023	Rent Received	Rent Payment from Tenant		$2,500.00	Both (T/U)	Handyman Hardware C / Sharper Imagery,
	10/25/2023	Rent Received	Rent Payment from Tenant		$1,400.00	Both (T/U)	Trout Avenue #1 / Ramarez, Sandra
	10/25/2023	Rent Received	Rent Payment from Tenant		$850.00	Both (T/U)	Trout Avenue #2 / Mitchell, Larry
	10/25/2023	Rent Received	Rent Payment from Tenant		$1,200.00	Both (T/U)	Trout Avenue #3 / Robertson, Nathan
	10/25/2023	Rent Received	Rent Payment from Tenant		$1,150.00	Both (T/U)	Trout Avenue #4 / Kevinson, Shawn

Select All   **DELETE all selected transactions**   **Exit**

SCHEDULER (MISC > SCHEDULER)

The Tenant File Scheduler, found under MISC > 'Scheduler', allows you to quickly enter and display important dates, such as repair dates, open houses, or booking dates for a reservation system. The information entered in the 'Scheduler' will be included in your Reminders as a 'To Do' as seen by clicking REMINDERS from the Main Menu.

HOW TO ADD A NEW ENTRY IN THE SCHEDULER

Once you click into 'Scheduler', choose the Rental Unit Address from the drop-down list that you want to schedule a date or a range of dates for.

Choose one or more days on the calendar. You can choose a range of dates by holding down your left mouse button and dragging through the dates on the calendar.

When the correct dates are highlighted, click the 'Insert Date Range' button. This will enter the dates in the information on the left side of the window.

Enter a 'Memo' to describe the scheduled event. Add additional information in the 'Extra Fields' section (not required) and then click the 'Create a NEW Entry' button to save the entry. Those dates will be 'highlighted' on the calendar for future viewing when you click into 'Scheduler' and select the correct renal unit.

HOW TO VIEW OR EDIT AN ENTRY IN THE SCHEDULER

To view or edit a previously recorded entry, click into MISC > 'Scheduler' from the Main Menu and choose the Rental Unit Address that you want to view.

Scroll to the correct month and click on to one of the highlighted dates on the calendar or any date within a date range to view the Entry. If there are overlapping dates in the schedules, you can click on the date to see the first Entry and click again to view the second Entry, etc. For example, if you have an Entry scheduled for October 17th thru October 19th, click on any day within that range to view the information. If you have a second Entry for the same Unit that is within the same date range, click a second time to see the second Entry.

Make any necessary changes to the screen to the Memo, Dates and/or Extra Fields as needed. If you need to edit any of the dates, click into the 'Entry', 'Action', 'Starting' or 'Ending' Date fields and type in the correct date (do not insert the date from the calendar).

Click on the button to 'Update the Entry Displayed'.

HOW TO DELETE AN ENTRY IN THE SCHEDULER

Once you click into MISC > 'Scheduler', choose the Rental Unit Address that you want to view a previously recorded Entry.

Scroll to the correct month on the calendar and click on to the highlighted date(s) to display the Entry that you want to delete. If there are overlapping dates in the schedules, you can click on the date to see the first Entry and click again to view the second Entry, etc. For example, if you have an Entry scheduled for October 17th thru October 19th, click on the 17th (or any day in the range) to view the information. If you have a second entry for the same Unit that is the same date range, click a second time to see the second Entry.

Once you have the correct entry on your screen, click on the button to 'Delete the Entry Displayed'.

BELOW IS A DETAILED DESCRIPTION OF THE FIELDS:

Rental Unit Address: The rental unit that you would select from the drop-down list to create, edit or delete a 'Reminder' entry for.

Entry Date: The date you entered this schedule. Since each schedule is part of the 'Reminder System', you can view by the 'Entry Date' once you click into REMINDERS from the Main Menu.

Action Date: The date that you enter when the 'action' is to take place. In the 'Reminder System', you will be able to set when this will start showing up, such as 30, 40, or 60 days prior to the 'Action Date'. For example, if you need to notify a tenant of his/her requirement to sign a new lease on the 1st day of February, 2024, you would have the entry of 02/01/2024 in this field.

Memo: This is a free-form field for anything you wish to enter.

Starting Date: This entry indicates the first day of the scheduled date range. Dates within this range will show up in bold text.

Ending Date: This entry indicates the last day of the scheduled date range. Dates within this range will show up in bold text.

Extra Fields: These are five fields that you can use to enter any information concerning this 'Schedule'. We suggest that you consistently use each of the fields for the same item if you are using the 'Scheduler' for booking dates. For example, field

one could be the customer name, field two could be the contact phone, field three could be the email address, etc.

Create a NEW Entry: Use this button to save a new 'Scheduler' entry.

Update the Entry Displayed: Once you have located the correct 'Scheduler' date and made changes to the entries, use this button to save your changes.

Delete the Entry Displayed: Once you have located the correct 'Scheduler' date, you can click this button to delete all information for the selected 'Schedule'.

Important: Information entered in this Scheduler section will display in your Reminder System and will be included in your Reminder Reports (see Reports > General Reports > Reminders). To view the scheduled dates, select REMINDERS from the Main Menu, click on to activate the 'To Do Reminder' list, select your 'Sort By' of either 'Entry Date' or 'Action Date', enter the number of days 'Prior to Action Date' or select to 'Show All Reminders'.

You can choose to delete 'Scheduled' entries in the 'Reminder System' by locating the correct entry, highlighting the row (by clicking onto the 'record selector' column in front of the row) and hitting your DELETE key on your keyboard. Please be careful when choosing and deleting a row because the action is non-reversible.

MONTHLY CHECKLIST (MISC > MONTHLY CHECKLIST)

Monthly Checklist

While there are many ways to use the Tenant File, here is a suggested checklist to help you handle your monthly routine. You can search your Tenant File User's Guide to find detailed information on each item. The suggested search topic is provided for you to the right of each action.

Search for this topic (Help > Users Guide > Ctrl-F):

☐ **Update your information:**
1. Make sure you have made any vacant units 'VACANT'. — VACANT
2. Make sure you have updated all Tenant rents in the 'Rent Payment' field. — Activity Screen
3. Update all recurring Vendor Payments. — Vendor Payments

☐ **Charge rent to Tenants:**
1. Post a 'Rent Charged' transaction to each of your Tenants. — Charge Rent
   Click on the 'Post Rent' button, or set up automatic charging.

☐ **Post rent received from Tenants:**
1. Post 'Rent Received' from your Tenants. — Post rent income
   Click 'Post Rent', create a bank deposit, update DirectPay, or post manually. — Posting Rent Payments / DIRECT PAY

☐ **Post management fees:**
1. Post 'Management Fees' to the Unit Ledgers. — How to Charge Management Fees
   Use 'Post Rent' feature or Posting:Automatic Posting:Post Management Fee. — AUTOMATIC POSTING

☐ **Pay monthly bills:**
1. Create checks automatically for your fixed (recurring) monthly bills. — Vendor Payments
   This can be done through Vendors:Make Vendor Payments.

☐ **Charge Tenant late fees**
1. Post Tenant 'Late Fees' to the Tenant Ledgers. — LATE FEE POSTING
   This can be done through Posting > Charge Late Fees (globally) or — Late Fees
   Preferences > Late Fee Settings (individually).

☐ **Pay regular bills:**
1. Pay your repairs/maintenance and other non-monthly bills. — Checks and Deposits
   Do this by writing and printing checks through Checks/Deposits button.

☐ **Run Owner reports:**
1. Run the monthly Owner reports, like the Statement or Income/Expense Report. — Report Screen
   Do this from the Reports button.

☐ **Pay your Owners**
1. Pay Owners any money due. — Pay Owners
   Use the Pay Owners button.

[**Clear All Boxes**]   [**Exit**]

The Tenant File includes a monthly checklist that you can use to remind yourself of various actions that you need to take throughout the month in utilizing the program. This option is found under MISC from the Main Menu and then 'Monthly Checklist'.

As you complete each task during the month, you can put a checkmark in the box in front of the completed action and then click to 'EXIT'. The Tenant File will keep track of your progress. You can choose to access this 'Monthly Checklist' throughout the month and 'check off' each action. At the end of the month, you can choose to click to 'Clear All Boxes'. Each suggested action has information on the location of the task in the program along with a 'Help Topic'. To find the 'Help Topic', go to Help (or click the '?' on the bottom right corner of the Main Menu) > 'User Guide'. Use Ctrl-F (or Edit > Find) to find the topic keyword listed within the PDF document.

EASY SETUP (MISC > EASY SETUP)

Upon your initial installation of the Tenant File or when you acquire additional Owners, Properties and Units to manage, access 'Easy Setup' from the MISC option on the Main Menu for a quick and easy way to set up the basic information. Once you enter the minimum information required within the 'Easy Setup' screen, you can go to each Ledger created and fill in the detailed information by clicking on Owner, Property, Unit or Tenant from the Main Menu.

What do you want to create? Simply choose what you are adding here. To create a new Owner, select the 'New OWNER' option and enter the required information to the right of the box. Click the button to 'Create new Owner, Property, Unit and Tenant NOW'. To see a view of all previously set up Owners, Properties, Units and Tenants, click the '(Show all)' selection.

You can complete the information on the new Owner's first Property along with the first Unit and Tenant all on the same screen and then click to 'Create new Owner, Property, Unit and Tenant NOW'.

To set up Properties for your 'New Owner' or previously entered Owners, click the selection under 'What do you want to Create?' called 'New PROPERTY/BUILDING for existing Owner'. Once you choose 'New PROPERTY', you will see all Owners displayed in the box below. Select the correct Owner that you are adding the Property to from the tree view of all Owners and enter the required information on the right side of the screen for that Property. Click the button to 'Create new Owner, Property, Unit and Tenant NOW'.

To set up Units for your 'New PROPERTY/BUILDING NAME' or within previously entered Properties, click the selection under 'What do you want to Create?' called 'New UNIT/TENANT for existing Property/Building'. Once you choose 'New UNIT', you will see the tree view of all Owners and Properties. Select the correct 'Property' that you are adding the Unit to and enter the required information on the right side of the screen for that Unit. If you have available the information on the Tenant that will be in the rental unit, you can enter the 'Tenant First Name', 'Tenant Last Name or Company', 'Rent Payment' and 'Due Date'. Click the button to 'Create new Owner, Property, Unit and Tenant NOW'.

The 'Easy Setup' option is helpful if you manage a Property that is an Apartment complex that includes multiple apartments. Once you have entered the first 'Rental Unit Address' field, you can choose to use the copy features within Windows to highlight the address and then clicking on Ctrl-C (or Control-C) to copy the address. Complete the Unit information, click to add a second Unit to the same Property and press Ctrl-C (or Control-C) to paste the Rental Unit address into the second Unit.

Once you have completed adding new Owners, Properties, Units and Tenants, you would need to go to the Main Menu and click on one of the Owner, Property, Unit, or Tenant buttons to see your entry and to complete the detailed information. This is an easy way to set up your Owners, Properties, Units and Tenants; however, you can also enter new Owners, Property, Units or Tenants directly into the Ledger screens available from the Main Menu.

Tenant File Year End Closing Instructions for Virtual Server Users

Do you need to close out the year? If you have over 100 rental units you should close the year, especially if you have not done so in the past. Closing the year will make your database smaller and it will run more efficiently. Since the Tenant File Virtual Server (TFVS) is located on a server, you should download any files that you want to keep before closing. Some users that don't manage a large number of properties like to keep a couple of years in the Tenant File which is normally ok.

NOTE: **IF YOU WOULD LIKE FOR A TENANT FILE EXPERT TO CLOSE OUT THE YEAR FOR YOU** AND MAKE BACKUPS, YOU CAN BOOK A 30-MINUTE REMOTE SESSION. THAT WAY YOU CAN BE SURE IT IS DONE CORRECTLY WITH THE PROPER BACKUPS, AND ACCESS TO YOUR PREVIOUS DATA. BOOK EARLY BECAUSE THERE ARE LIMITED SLOTS. TO BOOK, **CLICK HERE**.

Before anything, BACKUP! There is nothing more important to closing out the year than making sure you have a good backup of your information. <u>Once you have entered all of the information you need for the previous year</u>, download full backups before closing out anything! Since the TFVS is on a server, you will need to download the files needed to your local computer drive. If you have a working copy of the Tenant File on your desktop, you can put the files there for easy access. You will need to download and save all database files (*.mdb) and all data files (*.dat). Note: If you choose to copy your database files to your desktop program, this action will replace all data in that program. Make sure that you want to overwrite the database files and data files in that installation.

It's a good idea to keep a copy of your files on removable media (such as memory stick, flash drive, DVD, etc.) so that you can store a copy of your Tenant File information 'off premises'.

How to download and copy your current files to a new folder for a 'Previous Year' backup:

1. Log in to your TFVS using the Username and Password provided.
2. Go to 'Backups' in the Tenant File.
3. Select all of the database files (*.MDB) on the left.
4. Click the 'Start Copy/Restore NOW' button. This action will automatically save the files selected to your download folder.
5. Under 'Copy What Type of Files', change it to Data Files (dat).
6. Select all of the data files (*.DAT) on the left.
7. Click the 'Start Copy/Restore NOW' button. This action will automatically save the files selected to your download folder.
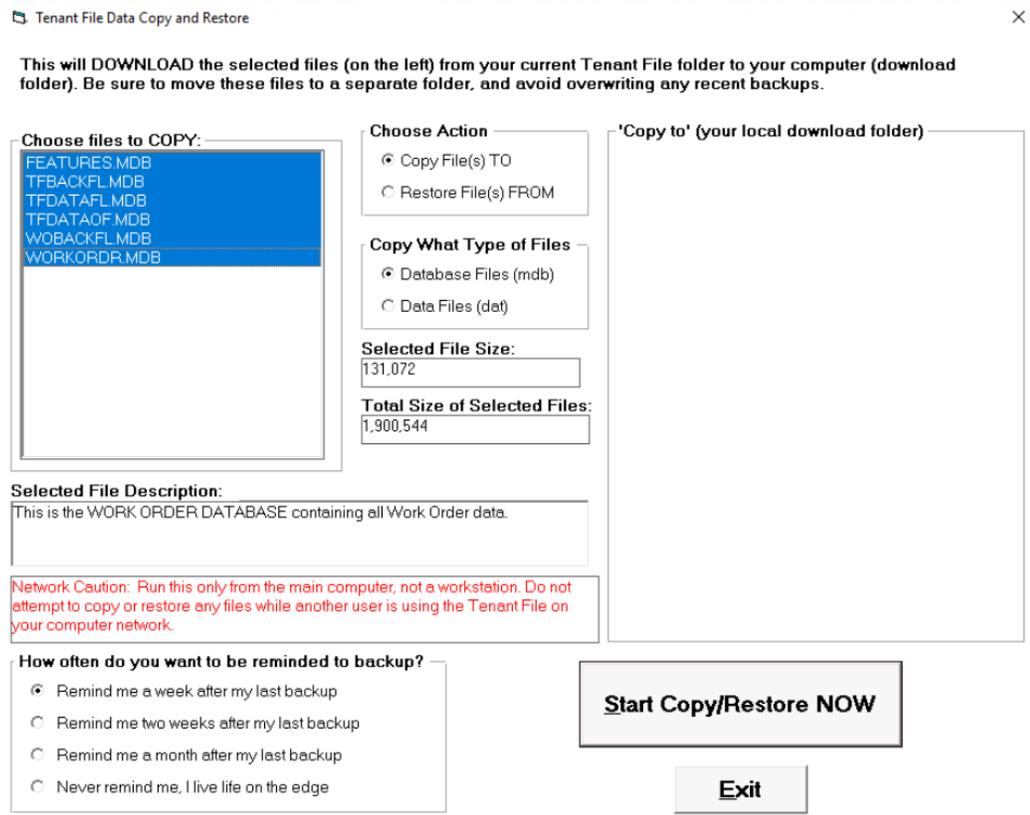
Note: At this point, you have saved your Tenant File files to your computer's DOWNLOAD folder. From there, you can copy all of the files to a removable medium. If you have a Tenant File Version 9 folder from previous years, you can COPY that folder and rename it to identify the backup files, such as 'TF2023' or 'TF2021 – TF2023'. What you name it is up to you. Then, copy ALL of the DOWNLOAD files into that folder, overwriting the old data. If you want to save all previous year's files, you would need to create a new folder with a new name.

If you would like a Tenant File technician to restore the files for you, and answer any questions you may have, you can order a 30-minute remote session. We can connect to your computer and take care of everything. Please visit this link to order.

After everything is completed above, you can get back into your TFVS and close out the year (or multiple years).

Closing out the Year (or multiple years)

At the end of the year, once all reports are run, complete backups are made and IRS reporting is complete, you can complete the 'Year End Closing' procedure for your Tenant Files. **This 'Year End Closing' procedure is designed to purge all transactions within the given date range, therefore you must make backups and print reports for the year prior to performing any 'Year End Closing' procedures**.

The 'Year End Closing' procedure, found under MISC > 'Year End Closing', will clear all of the transactions in each ledger within the given date range. If you choose, the ending balance that is in each ledger (prior to close-out) will be carried forward into the 'Starting Balance' field for the 'new year' into each separate ledger. The Tenant File is not tied to a calendar year, so you can close out your files at any time by entering your own specific 'Starting' and 'Ending' close out dates. **Remember, this action is permanent, so you should make several backups before closing.**

Year End Closing   ×

This year end closing will DELETE all transactions between the Starting and Ending Dates you specify. The balance of these transactions will be carried forward to each 'Starting Balance' if you choose.

Be sure you have made good backups BEFORE using this procedure and have run your Year End Reports. This procedure closes out the LEDGERS only, not your Check Register. See the User's Guide and Tenant File Website (Help > Web Support) for specific year end closing instructions.

Starting Close Out Date	1/1/2023
Ending Close Out Date	12/31/2023
New Starting Bal. Date	1/1/2024

Carry forward options . . .

☑ Carry forward Owner totals
☑ Carry forward Property totals
☑ Carry forward Unit totals
☑ Carry forward Tenant totals

Begin Close Out NOW   **Exit**

The data entered in the 'Starting and Ending Close-out Dates' will determine the date range that will be used to close out. All transactions within this date range will be totaled, and then completely purged. If you place a checkmark in the 'Carry forward' options box for the separate ledger types, the range total will be placed into the corresponding 'Starting Balance' for the new year in those ledgers.

If prior to running your backups, you have completed all payments to your Owners and all Owner/Property/Unit ending balances for the year are zero, you may choose to not carry forward any totals into the New Year. However, if you owe your Owners or the Owners owe you at the end of the year, you may choose to carry forward those amounts. If a Tenant has a balance, you would definitely want to carry forward the Tenant Ledger balances.

If you have already entered postings in January of the new year and have not yet completed the 'Year End Closing' procedure, you can set the Starting and Ending Close-out Dates as the first and last days of the previous year. Your January entries will not be affected. Keep in mind, however, that all totals carried forward will be added to any existing entries in the Starting Balance field.

You would want to make sure that you do not have transactions remaining in your ledgers from previous years. For example, if you are closing out all transactions in 2023, you need to make sure that you do not have transactions in your program prior to 2023. Those transactions should have been purged in the previous year's 'Close-out'. You can choose to print a 'Trust Report' found in your programs under REPORTS from the **Main Menu > General Reports > Trust Report**. Use the date starting with 01/01/0100 (enter as 01010100) and ending 12/31/9999 (enter as 12319999) to see all transactions possible in the Tenant File ledgers. This report will indicate if you have any transactions prior to the current year or after the end of the current year.

The New Starting Date Bal. Date is your new date of the Starting Balances.

Here are some other guidelines for closing out the year:

Once you have completed the 'Year End Closing' procedure, it is time to delete any unused 'Account Categories' or edit said categories. If you have ANY transactions using these accounts in your ledger don't make any changes to your accounts. Editing or deleting an Income or Expense

account that is currently being used in your program will greatly affect your data.

The 'Year End Closing' procedure purges your transactions between the two given dates but does not affect your Bank Register. We don't recommend deleting these, since any changes could affect your bank balances.

Reports you need to run…

The most helpful reports that relate directly to Year End Closing are the Ledger Balances, Listings, Owner Statements (detailed), Income/Expense Reports, Profit and Loss Reports and the Account Reports.

Deleting Unused Owner, Properties, Units, and Tenants…

Once you have completed your backups, reporting and 'Year End Closing', you would want to delete any Owners, Properties or Units that you no longer own or manage. Any Tenants that have vacated the units that you manage should have been transferred to the 'Inactive Database' prior to year-end. You would not want to delete your Owners, Properties and Units until **after** you close out. If you delete ledgers prior to close-out, your 'Starting Balances' will be incorrect. It is important that you also run all of the appropriate information reports, financial reports, and statements that you need for the Owners along with completing your 1099MISC forms prior to deleting any ledgers.

Important note on deleting Properties and Units:

Keep in mind that when you delete a Property or Unit, you are also deleting the ending balance for that Property or Unit. If you choose to delete any Property or Unit ledgers, it is very important that you make a note of the ending balance in those ledgers and post that amount in the Owner's ledger, to prevent your totals from being out of balance. We suggest that you include a remark with the transaction such as 'Balance

from deleted Unit XYZ'.

Database Maintenance…

Any time you make a lot of changes in your Tenant File database, as in the 'Year End Closing', you should compact the database to 'reclaim' lost space and speed up the program. Refer to 'Database Maintenance' in your Help file or manual. Click into SETTINGS from the Main Menu, 'File Operations' and 'Database Maintenance' to run the COMPACT FILES and then the REPAIR FILES procedure for both the Active and Inactive Files. Also, you should click the button to CHECK FOR LINK PROBLEMS. This will check for link problems that may have occurred while deleting ledgers. It will also check for invalid transaction dates.

If you have any questions not covered in the Year End Closing guidelines, you can purchase phone support from our website (https://tenantfile.com under 'Support'). After ordering, call to set up an appointment. We are busy at this time of the year answering questions, so please be patient. Thank you for your continued support of the Tenant File.

SETTINGS
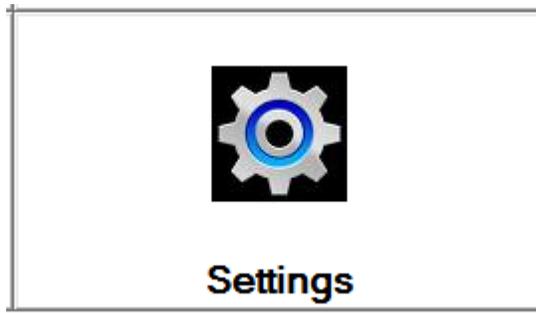
Settings

Under the Main Menu, the SETTINGS button allows users to enter settings for their Income/Expense Accounts, Bank Accounts, Company, etc. along with actions to properly maintain the Tenant File along with preferences.

SETTINGS MENU
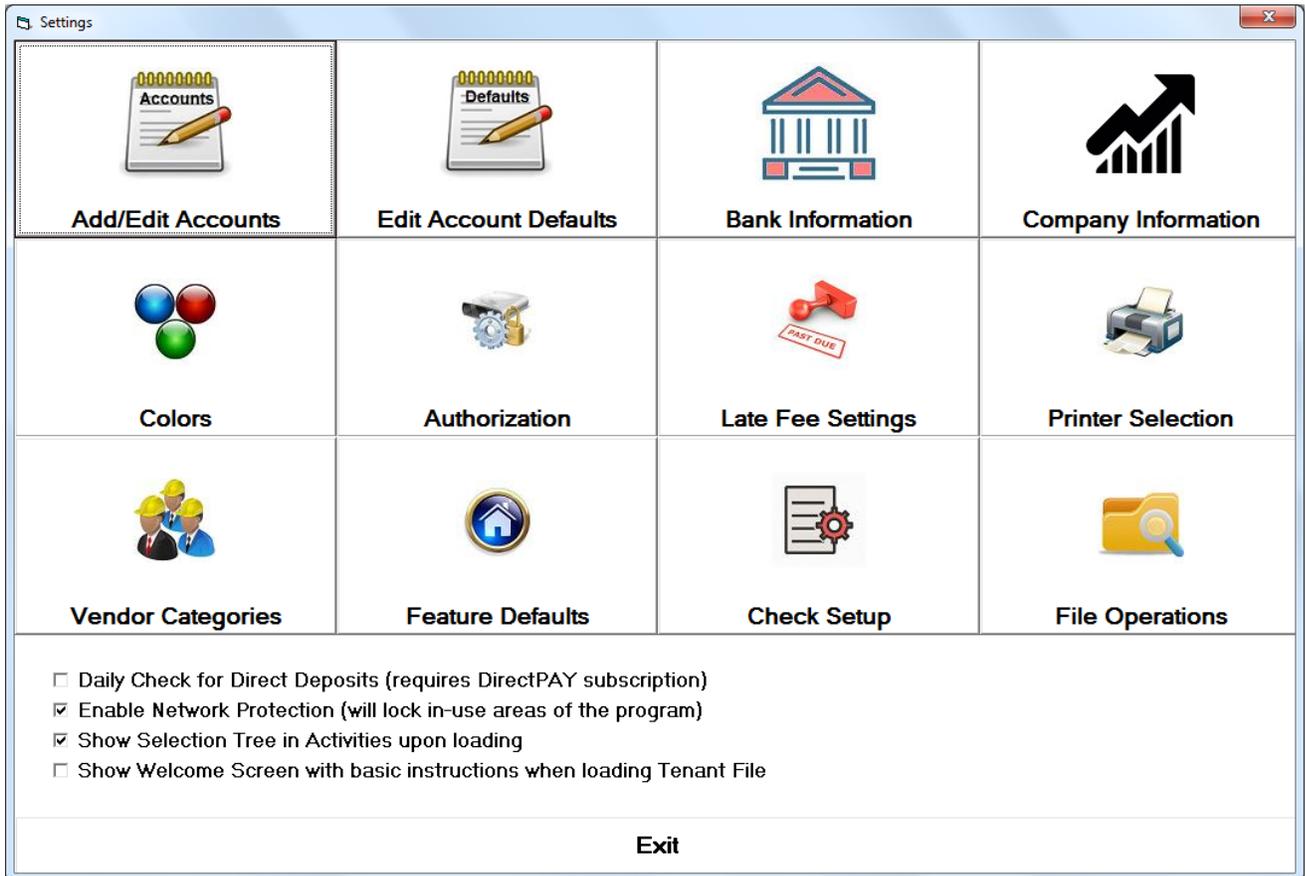
ACCOUNT CATEGORIES (SETTINGS > ADD/EDIT ACCOUNTS)

The Tenant File comes with standard property management accounts already set up. You are able to change them or add your own, but before you do, you should read all of the documentation thoroughly and be familiar with the Tenant File's accounting section. For the most part, they should already be sufficient to use as they are.

 To add a new account, go to SETTINGS from the Main Menu, choose 'Add/Edit Accounts', click on the last blank line (with the asterisk) and enter the account information. Click down to the next line to save your entry. If you are changing an Income or an Expense account, you may need to click on either 'Show Income' or 'Show Expenses' at the bottom to view your accounts.

Tenant File Accounts

Account Categories are used throughout the Tenant File for ledger transactions. DO NOT delete or edit an account if you have already posted to it, unless you are simply 'rewording' the Account Name and not changing it's purpose. There is no limit to the number of Account Categories that you can set up.

○ Show Income Accounts
○ Show Expense Accounts

Be sure to click on a different row (above or below) to save your current row

Account Name	Account Description	Post To	Type
CAM Charge Rcvd	Payment for CAM Charges	Both (T/U)	Income
Forfeited Dep	Forfeited Dep	Unit	Income
HomeOwner Fee Rcvd	HomeOwner Fee Rcvd	Both (T/U)	Income
Insur. Pmt Rcvd	Insur. Pmt Rcvd	General	Income
Late Fee Rcvd	Late Fee Rcvd	Tenant	Income
Legal Fee Rcvd	Legal Fee Rcvd	Both (T/U)	Income
Mgmt Fee Credit	Mgmt Fee Credit	General	Income
Misc Income	Misc Income	Both (T/U)	Income
Misc Owner Income	Misc Owner Income	General	Income
Misc Tenant Income	Misc Tenant Income	Tenant	Income
Mtge Pmt Rcvd	Mtge Pmt Rcvd	General	Income
Net Proceeds	Net Proceeds	General	Income
NSF Check Fee Rcvd	NSF Check Fee Rcvd	Tenant	Income
NSF Rent Rcvd		Both (T/U)	Income
Parking Fee Rcvd	Parking Fee Rcvd	Both (T/U)	Income
Received from Owner	Received from Owner	General	Income
Rent Received	Rent Received	Both (T/U)	Income
Repair Credit	Repair Credit	Tenant	Income
Sec Dep from Escrow	Sec Deposit from Escrow	Tenant	Income
Security Dep Rcvd	Security Deposit Rcvd	Tenant	Income
*			

Exit

For each account you will have an Account Name (15 characters, which will show up in all transaction reports), a lengthy Account Description, 'Post To' information (see Account Status below) and an Account Type which will be either Income or Expense.

You can edit an Account previously set up by clicking onto the Income or Expense Account that you wish to change and make your changes. Be sure to click on another row to save your changes after editing. These changes will be reflected on your transaction ledgers for previous postings. Therefore, if you change the complete description of the code (for instance, changing a Utilities code to a Repair Code) you will be changing all previous postings of a Utilities charge to post as a Repair charge. So, if you have used an account previously in the ledgers, you should not change the account. **You should never delete an Income or Expense Account you have used previously in postings.** This will cause errors in your ledgers, your Check and Deposit detail and reports.

Note: If you edit the 'Post To' Status, the change will not be reflected in previously posted transactions - only 'Account Name' changes are reflected. Therefore, if you make changes, you will need to manually edit the posted transactions in your ledgers.

The Tenant File allows you to set up Income and Expense Account codes to post to your ledgers. The Status of each Account determines whether the Account item is to be posted to an Owner Ledger, a Property Ledger, a Unit Ledger, a Tenant Ledger or to Both (Tenant and Unit). The 'Status' Setting within each separate account determines whether the account will be available within the ledger for posting transactions along with 'Split Detail' postings within your check and deposit entries.

Status 'G' (General) - Transactions using this status may be posted to any type of Ledger. You can use this for transactions that might be posted to more than one type of ledger. For an example, a 'Repair Charge' might be posted to the Unit or might be posted to the Tenant (if the Tenant is responsible for the charge). If you create a transaction which uses an account with the status 'G', the transaction will be posted using whatever type of Ledger you are in at the time of posting.

Status 'O' (Owner) - Transactions using this status may only be posted to an Owner Ledger. Use this only if you want to force the user to use this accounting code only in Owner Ledgers. The Owner Ledger is typically used only for transactions 'to' and

'from' the Owner, such as 'Paid to Owner' checks or 'Funds from Owners' (money the owner sends to you).

Status 'P' (Property) - Transactions using this status may only be posted to a Property Ledger. Use this status to force the user to <u>only</u> use this account for Property related transactions, and not transactions that are for individual units. For example, a pool maintenance charge would be for the Property, not a single Unit.

Status 'U' (Unit) - Transactions using this status may only be posted to a Unit Ledger. Use this status to force the user to use this account <u>only</u> for Unit related transactions. The Unit Ledger is where the Owner related transactions for a specific rental unit go, such as the rental income, management fees, and repairs to a specific rental unit.

Status 'T' (Tenant) – Transactions using this status may only be posted to a Tenant Ledger. User this status to force the user to use this account <u>only</u> for Tenant related transactions. Tenant Ledger transactions with a status of 'T' are for the Tenant's account only and do not affect the Owner's accounting. For example, the 'Rent Charged' is posted to the Tenant ONLY. In addition, in most instances, the 'Security Deposit Charged' and the 'Security Deposit Received' will be posted to the Tenant only.

Status 'B' (Both) - This is a special type of account status which allows you to make one posting to either the Tenant or the Unit Ledger, and the Tenant File will make a posting to <u>BOTH</u> the Tenant Ledger and the Unit Ledger. This is typically used for 'Rent Received' or 'Payment Received' account codes only.

Deleting Accounts: Accounts should not be deleted (or the 'Post To' settings changed) once they have been used in your program. This will result in transactions and checks left without a valid account and cause errors in your ledgers, checks, deposits and reports. Edit the account name instead (if you are only changing the spelling). If you must delete an account, add the new account first, find all references to the old account, edit or delete the transactions or checks that use the old account (you can use the 'Transaction Finder'), and then delete the old account. To delete an account, go to SETTINGS from the Main Menu, choose 'Add/Edit Accounts', click on the record selector of the desired row, then press the 'Delete' key on your keyboard.

If you delete an account and do not follow the prior instructions, those transactions will NOT be included in your reports. This process is non-reversible.

ACCOUNT DEFAULTS (SETTINGS > EDIT ACCOUNT DEFAULTS)

Throughout the Tenant File, various Account Categories are used when you automatically post rent, pay Owners, post late fees, and use other features. The Tenant File has one location where you will need to set which accounts you use for these various tasks. Since the Tenant File allows you the flexibility to create and edit Account Categories, you are to choose the categories that you want to use by clicking into SETTINGS > 'Edit Account Defaults'. It is very important that you have the correct accounts set up for the automated functions of the program to post correctly. Do not skip this setup!

In addition to selecting the correct 'Default Accounts', in this section you have the option to type a standardized remark to use in most postings throughout the Tenant File. For example, when you charge rent, you could use a remark such as 'Rent Proceeds for January' or 'January Rent Paid by Tenant', or just 'Rent Proceeds'. If you want the program to insert the current month, simply type the word MONTH (all caps) anywhere in the remark field and the Tenant File will substitute the current month in the remark field when you are posting the related account. For the first two examples above, you would type 'Rent Proceeds for MONTH' and 'MONTH Rent Paid by Tenant'.

Be sure that if you make any changes to your account categories under SETTINGS > 'Add/Edit Accounts', that you return to the Account Defaults screen and re-select any accounts that are affected. (Again, you should never change an Account Category if you have used it in previous postings).

Here is a summary of the Account Defaults:

Rent Income Received: This is the account that you will use to post rent income from your tenant. This is typically used through the POST RENT button to post rent income, by creating a bank deposit, or by posting manually into the Tenant Ledger. It is posted to 'Both' the Tenant and Unit Ledger, so that it credits the tenant with rent paid, and the owner with rent income.

Rent Charged: This is the account that you will use when posting rent charges to your tenant. This is typically done using the POST RENT button to charge rent, by setting the program to automatically charge rent, or by posting manually into the Tenant Ledger. You can only post 'Rent Charged' to the Tenant Ledger.

Management Fee Received: Most likely you will not use this default, but it could be used if you needed to credit a management fee back to an owner.

Management Fee Charged: This is the account that you will use when posting Management Fee charges to the owner. This is typically the next line after 'Rent Received', and can be automatically posted in the POST RENT selection. This transaction is only posted to the Unit Ledger, which is the owner accounting for a specific rental unit.

Late Fee Received: This is the account that you will use when crediting the Tenant Ledger for late fees that the tenant paid. Before this is posted, you should have the 'Late Fee Charge' already posted. The program default upon installation has the 'Late Fee Received' set to post to the 'Tenant only'. That is due to the fact that we have found that most Management Companies will retain that income and not pass it on to the Owners. If your Management Agreement states that the Owners are to receive the late fee income (or you are the Owner of all Properties), the 'Late Fee Received' account (under SETTINGS > 'Add/Edit Account') must be changed to post to 'Both (Tenant and Unit)' so that the late fee income credits both the Tenant Ledger (tenant accounting) and the Unit Ledger (owner accounting). If the Management Company retains the late fee income, the 'Late Fee Received' account should be left on the default to post to the Tenant Ledger only.

Late Fee Charged: This is the account that you will use when posting 'Late Fees Charged' to the tenant. The Tenant File has various ways to post the late fees automatically, or you may decide that it is easier to post the charge directly into the ledger manually. See the separate chapter on Late Fee Posting to find out what options are available.

Owner Proceeds Received: This is the account that you will use when posting money that the owner has sent to you, typically to cover expenses for the rental property. Normally, this type of transaction is posted to the Owner Ledger if it is a payment that covers all of the owner's rental property. However, if the Owner sends a payment for a particular Property or Unit, it can be set to post to a specific Property or rental unit. The default is set to post to the Owner Ledger.

Proceeds Paid to Owner: This is the account to use when you (as Property Manager) pay the owner for the net income on the owner's rental properties. This is also typically posted to the Owner Ledger, as it would normally be one payment for all of that owner's rental property.

Security Deposit Received: This is the account that you will use when posting security deposit funds that you receive from the tenant. This is posted after the 'Security Deposit Charge' is posted. The account is set to post to the Tenant Ledger to show that you have received the money and is a credit to the ledger. Note: In some cases, managers transfer the security deposit money to the owner to hold in escrow, and in that case this account would need to post to 'Both' the Tenant Ledger and the Unit Ledger so the funds will be available to transfer to the owner. However, if you hold the 'Security Deposit Received' in a separate Trust Account and do not pass the funds on to the owners, you would leave the default as 'Tenant Only'.

Security Deposit Charged: When setting up your Tenant Ledgers, you will need to charge your tenants for any Security Deposits that they are required to pay. Once paid, you will post the income as a 'Security Deposit Received' transaction. Those two postings will 'zero out', but is necessary to have a trail of the transaction, plus you will be able to run reports to show the total security deposits on hand. This account is also posted to the Tenant Ledger since it is an expense that only applies to the tenant.

Security Deposit Refund to Tenant: This is the account that you will use to show a refund of the Security Deposit to the tenant once they have decided to vacate the unit, either full or partial. Many times, this is a check that you are writing to pay the tenant for a refund of the Security Deposit that you were holding in escrow. This is an expense to the Tenant Ledger. See additional information in this manual under POSTING > 'Sec Dep Disposition' for refunding the tenant's Security Deposit held.

Security Deposit Expenses: This is the account that you will use if you are deducting expenses from the tenant's Security Deposit at the time of disposition of the deposit. If you have previously posted individual expenses directly to the Tenant Ledger (such as carpet cleaning, repairs) then you may not use this account. However, if you want to use one account for all expenses, use this account. This account can be automatically used when you are completing the 'Security Disposition' procedure.

Deposit Forfeited to Owner: This is the account that you will use to show the part of the Security Deposit that is forfeited to the owner. This is an income (or credit) to the owner's accounting and is posted into the individual Unit Ledger of the owner. This account can be automatically used when you are completing the 'Security Disposition' procedure.

Transfer from Escrow to Operating: In some cases, your state law may not allow the Security Deposit money (held in escrow for the tenant) to be mixed with the Property Management Company's 'Operating Bank Account'. So, when the Security Deposit is refunded to the tenant, it may need to be first transferred to the 'Operating Account' and then a check can be written from the operating account. This account can be automatically used when you are completing the 'Security Disposition' procedure.

Transfer from Escrow to Tenant: This account is used to show the transfer of funds from the Security Deposit account (whether an 'Escrow Account' or 'Operating Account') back into the Tenant Ledger. This will create an income in the tenant's accounting, which will then allow you to refund the amount (either full or partial) to the tenant and/or post any expenses against the ledger. This account can be automatically used when you are completing the 'Security Disposition' procedure.

BANK INFORMATION (SETTINGS > BANK INFORMATION)

The Tenant File maintains up to ten bank accounts within each installation. These ten bank accounts include your 'Primary Bank Account' (or 'Operating Account'), which is always considered your 'Default' account and nine other Bank Accounts. Your 'Primary Bank Account' should be used for all primary Property Management activities. The other accounts can be used for bank activities that must be kept separate from your management account, such as holding your tenant's deposits and other escrow type transactions. If you manage for separate Owners and maintain their individual checking accounts, you will be able to name the separate accounts and use them in postings throughout the program. Remember that each posting section will always default to the 'Primary Bank Account' and you will be required to select a different account from the drop-down selections (within each posting section) to change the account.

1 - First Bank Account

Bank Name	First National Bank
Account #	243-2232-A-560
Type	Management Account
Contact	Richard Baxter
Address 1	502 Fortview Road
Address 2	Suite 230
City ST Zip	Houston TX 78732
Phone	(412) 334-5523
Email	fnb@texas.net
Web Address	http://www.fnb.com

Previous   Next   Save This   Exit

The Bank Setup is found under SETTINGS > BANK INFORMATION. Complete each field on the screen, then click 'Save This' to save the information. Click on the 'Next' button to add an additional Bank Account. Repeat the process as needed.

COMPANY INFORMATION (SETTINGS > COMPANY INFORMATION)

The Tenant File requires that there be at least one Company Name entered in this section; therefore, at the onset of using the program, you will need to click into SETTINGS from the Main Menu > 'Company Information' and enter the information for your Property Management Company (not the Owners). You are able to input

multiple company names in this section by editing the first Company Name (the program will install with one Company Name) and then clicking 'Add New'.

If you plan on utilizing the Email functions available within the program, such as 'Easy Email' or emailing reports to your Owners, Tenants or Vendors, it is required that you enter your email address in the 'FROM Email Address' within this section. Documents and reports will not be sent if this field is not completed.

The Main default heading information that you enter will appear on each report provided that you click 'Yes' under the 'Heading' selection within the Report Menu. While in the reports, you can click to change the selection under the 'Company Heading' drop-down to choose a secondary 'Company' that you would set up in this section. If you are using a preprinted letterhead, select 'No', and the Tenant File will leave the top portion blank, allowing space for your letterhead.

Regardless of whether you include this information on your reports, it is required that you enter the correct information. Upon installation, the program will include a 'Sample' Company Name. You will need to edit that information to show the correct name, address, phone, and email for your Property Management Company.

COLOR SETTINGS (SETTINGS > COLORS)

The Tenant File offers choices for the background color of the program. You can use any listed color or choose the system color for your own computer's default system color. Simply choose a color and a background to see the change. If you want to change the 'Window color', click on 'Choose Window Color' to see a selection. Click the color of your choice and then click 'OK'.

Tenant File Colors

This is how normal black text will look with the color you have selected

This is how bold black text will look with the color you have selected

Most entry fields will be white

Choose Window Color

Main Menu Background

○ Green Stone
○ Beige Rough
○ Stucco
○ Green Marble
○ Teal Cloth
○ Dark Blue
○ Dark Grey
○ Black Specs
○ Blue Gradient
○ Deep Blue Gradient
○ Gray Gradient
○ Orange Gradient
○ Green Gradient
○ Teal Gradient
○ Solid White
○ Same Color

Exit

LATE FEE SETTINGS (SETTINGS > LATE FEE SETTINGS)

The Tenant File allows users to set the program to automatically charge Late Fees. To use this feature, you will need to first create a 'global' fee and insert that fee into each Tenant's Ledger (POSTING > 'Charge Late Fees'). Once your 'Late Fees' are set (either by inserting the 'Global Fee' or by entering each separate Late Fee Setup under 'SETUP/VIEW FEES' within each Tenant Ledger), you would set the program to 'Choose the Day of Month to Check for Late Rents' under SETTINGS > 'Late Fee Settings'.

You have the option on this screen to indicate when you want the Tenant File to check for late rentals and when to charge Late Fees. You can set the program to 'Check every day for late fees when the program opens' or you can set four separate

days within each month to check for potential fees to be charged. If you charge a Late Fee (for instance) once a month (and not daily), you can set the program to 'Check every day' and the program will charge the fees on the correct day in accordance to how you have the Late Fee setup under POSTING > 'Charge Late Fees' or you can set the exact day of the month. If you have 'Daily Fees', this option will check every day that you access the program.

To see the late fees currently owed, click on the 'Check or Charge Late Fees Now' button. If you manually made changes in the ledgers concerning late fees, this screen will show you if any new calculations are set to post.

If you have one consistent late fee for all of your tenants, you may prefer to charge late fees through the Posting > Charge Late Fees screen, since that method is quick and easy, and allows you to view each late fee individually before posting to the ledger. However, this method is the only way to have the program calculate and charge the late fees automatically. Every other method in the program will prompt you to determine if you want to post each fee.

IMPORTANT NOTE: If you charge a daily fee based on the current tenant balance (which we DO NOT RECOMMEND), we highly suggest that you print the 'Late Fee Posting' screen (as shown below) before you actually make the postings. This will give you the current balance 'prior' to the posting, which is what the fee is based on. If you charge a daily fee based on the 'Current Rent Amount Due' we suggest that you print the 'Late Rent / Late Fees Due Report' found under REPORTS > TENANT REPORTS to be sure everything is posted correctly. This report will detail the current rent amounts due along with the late fees due.

The screen shot below is the pop-up screen that will indicate what the program is set to charge your individual Tenants for the Late Fees owed. This information is in accordance with your 'Late Fee Settings' you will set up in your program (and when the program is to check for fees). You are able to exit without posting, make changes, or post everything shown by clicking on the 'Exit' button.

Post Late Fee Charges

The items listed below are the current late fees due. On the far right (white) column, you will see the new amount that will be posted. You can change the daily total amount if you wish. To exclude an amount, change the amount to zero. The 'Posted' column shows the late fee charge that is CURRENTLY in the ledger for this month, if there is one. This transaction will be 'updated' to the 'New Fee' amount. The date will be changed to the date shown below, which should normally be today's date, since the late fee is based upon today's date.

Date to use for postings: 9/20/2018   Checking rents through: 9/30/2018   Last time late fees were checked or posted: 1/1/2018

Rental Unit	Tenant Name	Payment	Due	Balance	Grace	Initial Fee	Daily Fee	Prev Posted	New Daily	New Initial	Increase
1275 Cedar Trail Drive	Gary Bradley	$1,500.00	1	$6,045.00	5	$50.00	$5.00	$.00	$70.00	$50.00	$120.00
Handyman Hardware A	Flowers To Go	$3,550.00	1	$14,916.58	3	10% Rent Due	$10.00	$.00	$160.00	$1,420.00	$1,580.00
Apt 101	Jane Foster	$875.00	1	$3,545.00	5	$50.00	$10.00	$.00	$140.00	$50.00	$190.00

☐ Don't automatically check for late fees any more today

Total Late Fees to Be Charged: $1,890.00

Remark for INITIAL late fee posting:
Initial Late Fee Charge

Post Late Fees NOW

Remark for DAILY late fee posting:
Daily Late Charge

Print Screen   **Exit**

Keep in mind that there are two different types of late fee charges, even though they both use the same account category, typically 'Late Fee Charged'. There two types are:

Initial Fee: This is the fee that is initially charged either as a fixed amount or a percentage of rent or the balance due. Once posted, it will not be posted again until the next month. If you manually delete the 'Late Fee Charge' transaction from the ledger, the next day that you get into the program, it will attempt to charge the initial fee. If you have one amount that you charge your tenants when they are late (whether it is a percentage or a set amount), this is where you will set it up.

Daily Fee: This amount will change depending on the number of days that the rent is late. It can be setup as a fixed amount or a percentage. The Tenant File has a unique way of handling this charge. For example, if you were to set the program to charge a daily fee of $5 per day starting 5 days after the 'Due Date', the $5.00 charge will process on the first day that it is set to post (for example on the 10th of the month). If the Tenant still owes rent the next time it checks (the next day or after the weekend for example), it will re-calculate the daily amount and post the new late fee owed. However, it doesn't post 'another' late fee charge (which would result in multiple confusing postings). It simply updates the existing daily charge and changes the date to the current date. If your Tenants are setup for 'Daily Fees', this will happen each day that you enter into the program. Please note: This setup will start over at the beginning of each month.

You can set up both an 'Initial Fee' and a 'Daily Fee'. For example, if your Tenants are due on the 1st of the month and you charge your Tenants $25 on the 5th plus a 'Daily Fee' of $5 afterwards, the program will automatically charge a $25 'Late Fee Charge' on the 5th and then will prompt you to charge the $5 each day until the Tenant pays.

If the 'Daily Fee' is based on a percentage of the 'Current Rent Amount Due', it will post a percentage against ALL rent payment amounts past due, not just the current month.

NOTE: We strongly recommend that you do not set the program to charge the daily late fees based on a percentage of the current balance, because the current balance changes with every posting, even the posting of late fees and credits. This can result in excessive daily charges or confusing amounts being posted. In addition, if you charge the daily percentage based on the current balance and the Tenant pays you a partial 'Rent' which will cause the current balance to be less, the automatic calculation of a reduced amount will not be posted since the new daily amount will be less than what is already posted. If you delete the previously posted 'Late Fee Charged' transaction when you post a partial payment, the next day that you enter the program, it will calculate that percentage based on the reduced current balance which may not be correct. If you need to modify the daily late fee percentage (whether to delete it or change the amount) you need to also delete any daily late fee posted in the ledger first so that it can re-calculate the fee. Again, it is best not to post a daily late fee based on the balance due.

Also, be aware that once you credit a tenant's ledger with 'Rent Received' (even if you received the payment late), the automatic late fee posting will not go back and post prior late fees because the Tenant will be current. It cannot post 'Daily Late Fees' based on previous balances, only the current day's balance.

This 'Post Late Fee Charges' screen displays the Rental Unit Address and the Tenant Name, however, if you want to see the Owner and Property Name, you can open up those columns by 'dragging' the columns open. The other columns are explained below:

Payment: This is the tenant's monthly rent amount as entered in the 'Rent Payment' field within each Tenant's Ledger.

Due: This is the tenant's due date as entered in the 'Due Date' field within each Tenant's Ledger.

Balance Due: This is the Tenant Ledger current balance.

Grace: This is the grace period which you set up for the tenant on the tenant screen.

Initial Fee: This is the amount of the Initial Fee which you set up on the tenant screen.

Daily Fee: This is the amount of the per-day fee, either a fixed amount or a percentage.

Prev Posted: This is the amount of late fees (initial and daily) previously posted to the Tenant Ledger this month.

New Daily: This is the new amount that will be posted into the ledger for daily fees.

New Initial: This is the new amount that will be posted into the ledger for the initial fee.

Increase: This is the difference between what is already posted for late fees this month and the new late fees that will be posted when you click the 'Post Late Fees NOW' button.

As indicated, this 'Post Late Fee Charges' screen will automatically show when late fees are due, however, you can display it manually by clicking into SETTINGS from the Main Menu, 'Late Fee Settings' and then 'Check or Charge Late Fees Now'. If you do not want to charge the fees at that point, simply click to 'Exit' the screen.

As indicated, you can have the program check for 'Late Fees' due every day or up to four separate times per month. Simply enter the day of the month that you want the program to check. If you charge one 'Initial Late Fee' each month and no 'Daily Fees', you would not need for the program to check every day. Of course, if there are no late fees due, the screen will not pop up when you enter the program.

If the information shown on the 'Post Late Fees Charges' is correct, you can choose to 'Print Screen' and/or 'Post Late Fees NOW'.

PRINTER SELECTION (SETTINGS > PRINTER SELECTION)

Note: Since the Virtual Server does not use your local printer, this screen is not to be used, and is ignored by the program. Instead, it will create a PDF of any file or report and you can choose a specific local printer when your print the PDF.
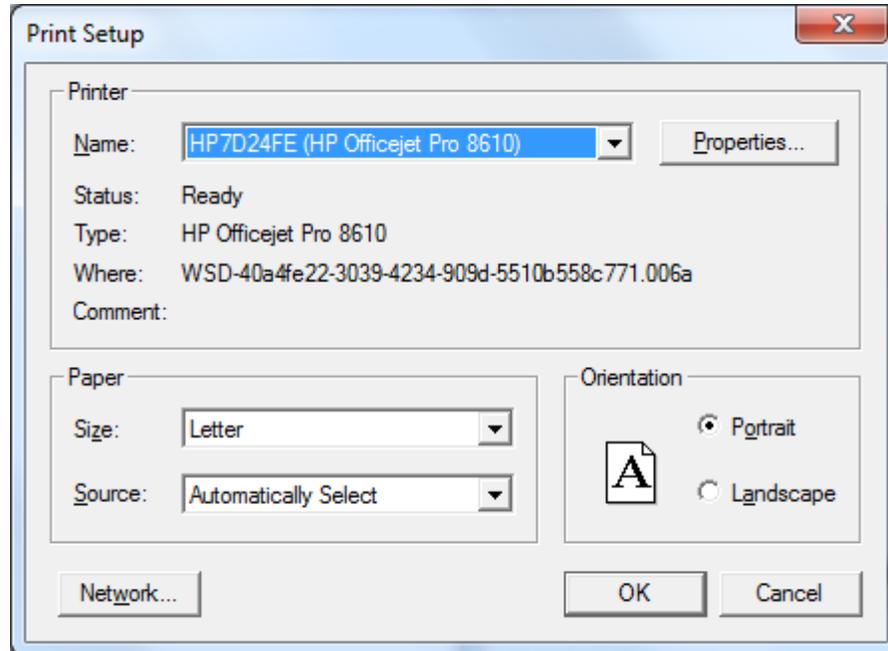
VENDOR CATEGORIES (SETTINGS > VENDOR CATEGORIES)

The Tenant File is programmed to include various Vendor Categories upon installation. If you wish to add additional categories you can do so by clicking onto SETTINGS from the Main Menu and selecting 'Vendor Categories'. This will present you with a listing of current Vendor categories.
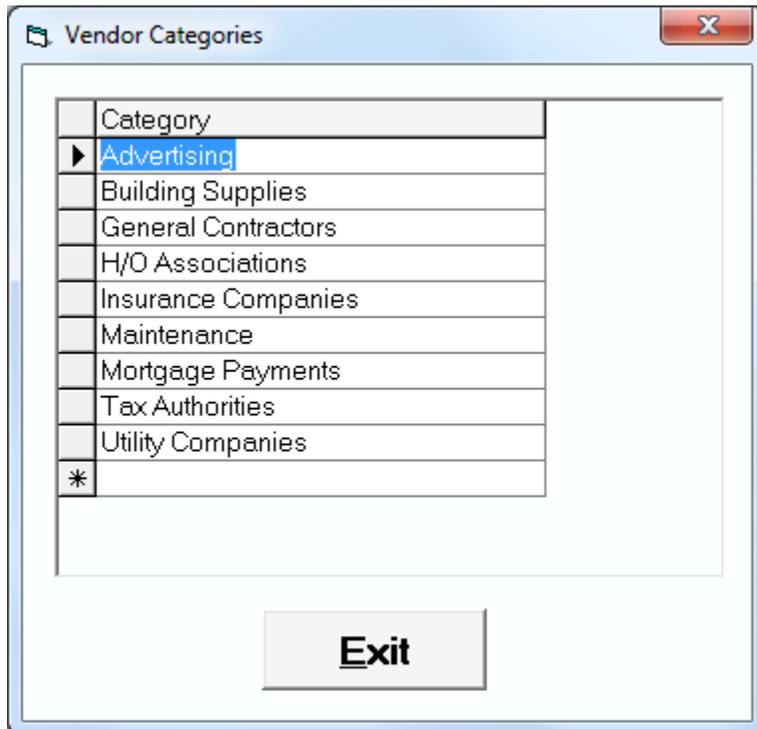
You can edit or delete Vendor Categories previously set up at this screen by clicking onto the Category name and edit, or delete the entire category by hitting your 'Delete' key on your keyboard. To add a new category, click onto the record selector at the bottom of the grid and enter the category name. Do not edit or delete a category that has been previously used in your Vendor selections. For additional information on setting up your Vendors, see the information under VENDORS in this manual.

FEATURE DEFAULTS (SETTINGS > FEATURE DEFAULTS)

To view or 'Edit Feature Defaults' within the Tenant File, select 'Feature Defaults' from SETTINGS within the Main Menu or from within an individual Features screen. All features are divided into 4 major categories (the Primary Headings). Within each 'Primary Heading, you have the ability to setup 15 separate Categories in addition to 5 Default Choices for each Category.

The Feature Defaults are 'global', meaning that changing a default will change it throughout the Tenant File, so be careful when changing a default. Please note that changing a default does not actually change the specific data you entered, only the 'default' choices that are presented upon entering Features.

Be sure to press the 'Enter' key after each entry. These defaults will now appear on the Features screen. To see additional information on setting up the 'Features' for your Rental Units and Properties, see the section called FEATURES (INTERIOR AND EXTERIOR) in this manual.

The Tenant File supports a number of common check formats; however it is required that you use checks that are 'compatible' with the Tenant File. In order to be guaranteed compatible, you should order your checks by clicking into the Tenant File Help icon from your Main Menu ('?' in lower left corner), select 'Order Supplies' and clicking on the link 'Order Supplies Now'. You can also order checks by visiting the Tenant File web site at **www.TenantFile.com > Products > Checks and Supplies.**

There are four different check styles that are compatible with the Tenant File. To change the setup of your checks, click into SETTINGS from the Main Menu and then 'Check Setup'. The selections available are as follows:

Check Type: Choose the type of checks that you have. Most printers use the Full Sheet style (for laser or inkjet printers), but the Tenant File will support continuous feed printers as well.

Voucher Selection: This is the location of the voucher (or check stub) as it relates to the actual check. You can have the check on top with two vouchers below, check in the middle with vouchers above and below, or no voucher at all.

Move Check Down: You can move the entire check down to align your checks, but if you move it past the printable area of the check, it may not feed correctly.

Move Check Right: You can move the entire check to the right, but if you move it too far the check may not print correctly.

If compatible checks are ordered, you will not need to modify or move the check down or to the right. The software is programmed to print correctly on compatible checks without modifying the settings.

FILE OPERATIONS
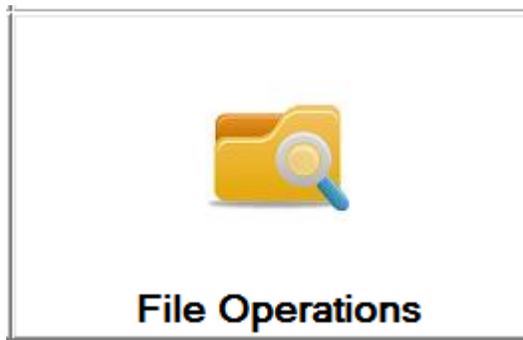
File Operations

The Tenant File includes a section found under SETTINGS > 'File Operations' from the Main Menu that will allow you to maintain your database and perform other file operations. In this section, you will be able to complete a 'Database Maintenance', view and change the 'Tenant File Links' that you have set up in the program, 'Link' an image within the 'Features' of your Ledgers, create a check export file, set up an 'Administrator' for your program and view important information on your registration.

FILE OPERATIONS MENU
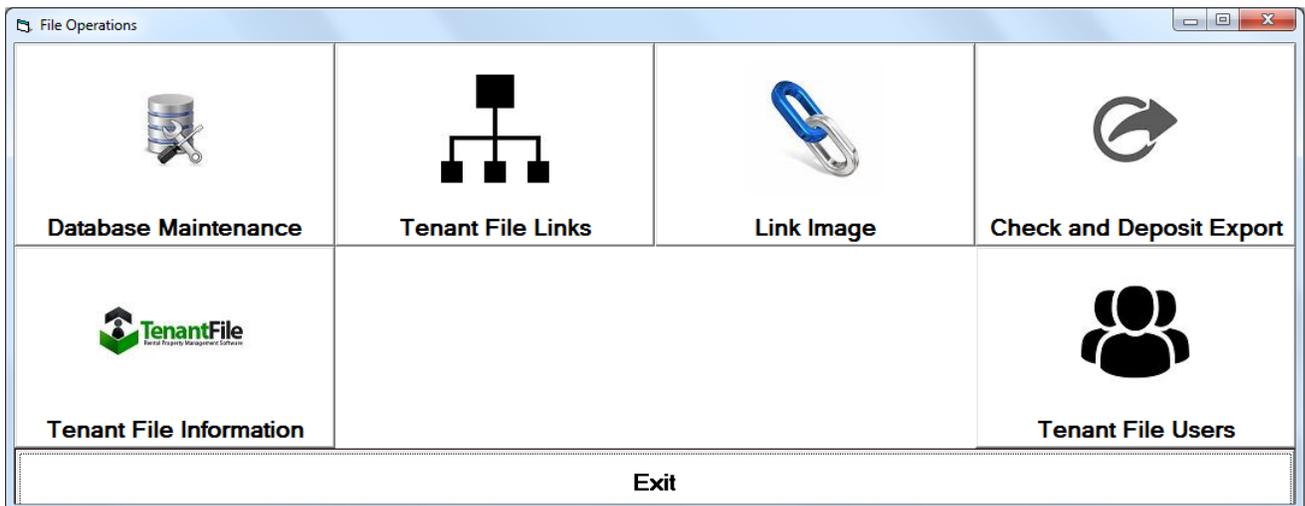
Database Maintenance (Settings > File Operations > Database Maintenance)

To keep your database running smoothly, occasionally you will need to run the 'File Maintenance' procedure. The two types of File Operations to run are to 'Compact' and 'Repair'. This procedure can be found by clicking into SETTINGS > FILE OPERATIONS and 'Database Maintenance'.

Important Note: Database Maintenance procedures should <u>**never**</u> be performed while other Tenant File users have logged in to the Virtual Server. **<u>This will cause corruption in your database</u>.** Make sure all users exit before proceeding with any Database Maintenance operations. Also, as indicated on the screen, you should have a recent backup of your database files <u>prior to running this procedure</u>.
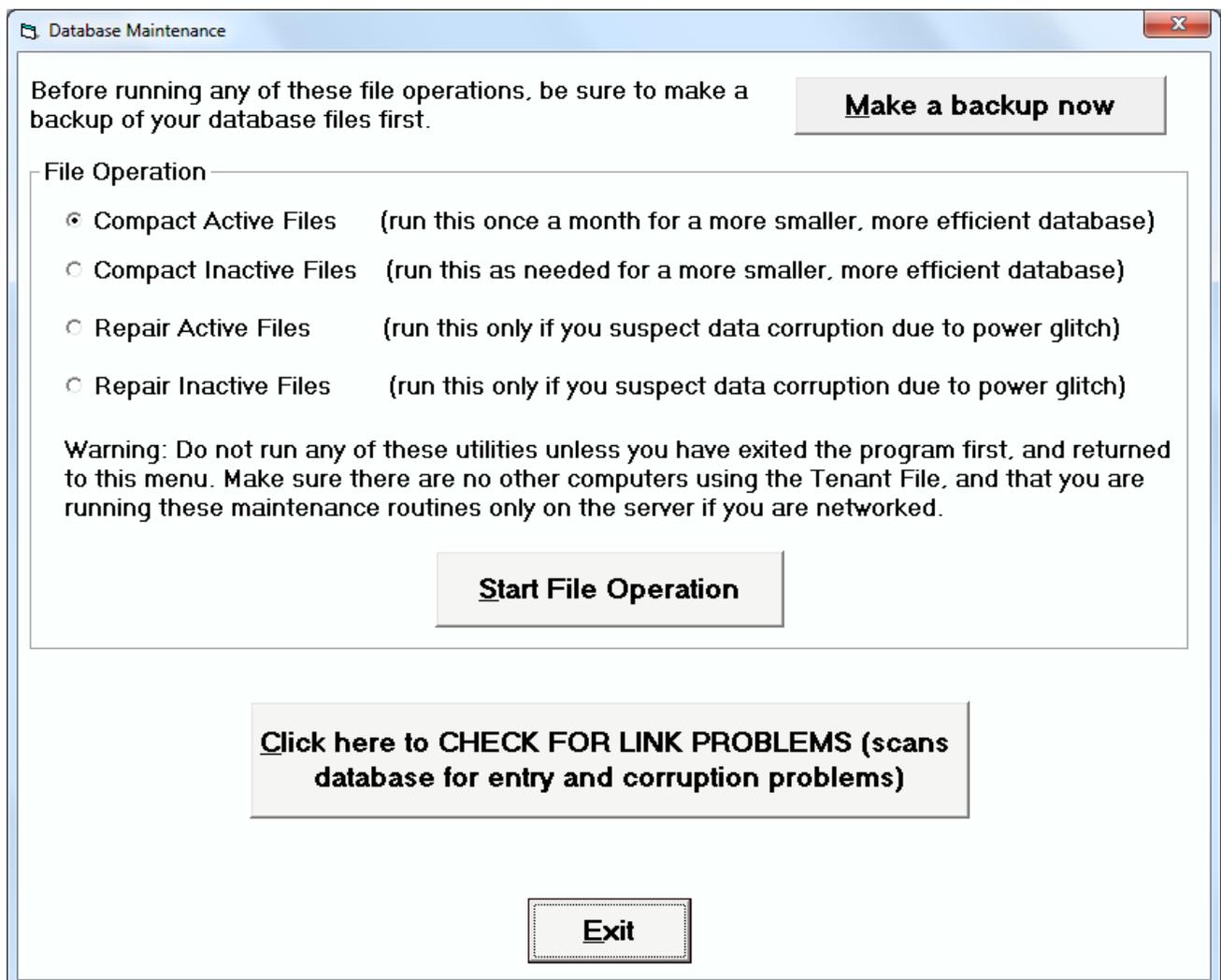
Compact Active/Inactive Files: When you prompt the program to 'Compact' your database, the Tenant File will look for any 'holes' or extra disk space wasted, which is caused by normal adding and deleting of your data. The result will be a smaller, more efficient data file. A backup of your old data file is saved in your Tenant File directory. For ACTIVE files, the name of the backup file is 'TFBACKFL.MDB'. For INACTIVE files, the name of the backup file is 'TFBACKOF.MDB'. Be sure you have plenty of hard disk space on your computer before running this procedure.

Repair Active/Inactive Files: It may be necessary to 'Repair Active Files' and/or 'Repair Inactive Files' if your database files become damaged due to a sudden loss of power, power surge and other similar occurrences. The repair procedure will attempt to re-link any Owners, Properties, Units, and Tenants that have been damaged, as well as scanning for data errors in other parts of the Tenant File. While the repair procedure can usually fix small problems, it cannot always repair data files that have been deleted or badly damaged. For this reason, we strongly urge that you make periodic backups in case your database becomes too corrupted for the program to repair it.

Check for Link Problems

Use this selection if you are having any problems with incorrect data. The procedure will go through your entire database and look for bad links, invalid date entries, incorrect links, orphaned items, and will give you a chance to delete any bad data. Run this selection repeatedly until no problems are reported.

Before running any of these procedures that work with your data files, make a backup first. It is also a good idea to print the 'Trust Report' found under Reports > General Reports to include invalid dates. To do so, click into the Report selection and enter the 'Starting Date' of 01/01/0100 (enter as 01010100) and the 'Ending Date' of 12/31/9999 (enter as 12319999).

If the Database Maintenance procedures do not repair your database, you would need to contact our Tech Support team to have them inspect your database on the Virtual Server. To order a 'Database Inspection and Repair', click on the 'HELP' ('?') icon on the bottom right corner of the Main Menu and select 'Order Support'.

Tenant File Links (Settings > File Operations > Tenant File Links)

The 'Tenant File Links' section, found under SETTINGS > FILE OPERATIONS > 'Tenant File Links', enables you to move a Property and all of the Property's associated Units/Tenants from one Owner to another or certain Units/Tenants from one Property to another within the same Owner or even to different Owners. This feature can be beneficial if you accidentally added a group of Unit/Tenants to the wrong Property or if you accidentally added a Property to the wrong Owner at the onset of the program. Please note: This procedure is non-reversible so you should have a current backup of your data prior to running this procedure.

The three boxes on the top of the screen show your current links. To view all current links within your Tenant File, click on the bottom below the 'Owner Name' column labeled 'Show ALL current links'.

Click to highlight on one particular 'Owner Name' and you will see a listing of Properties populate in the 'Properties' column that are linked to the Owner. Click on a particular Property Name within the 'Properties' column and you will see a listing of Units and Tenants populate in the 'Units and Tenants' column that are linked to that particular Property.

Note: Before making any changes, be sure to make a backup of your database file. This procedure is non-reversible.

To move a Property from one Owner to another Owner:

1. Highlight the **Owner** that you want to <u>move the Property to</u>.

2. Click on the button directly below the 'Properties' column labeled 'Select Property for Link to Owner'. This will display <u>all</u> Properties (regardless of what Owner they are linked to) that you have entered into the Tenant File.

3. Choose the **Property** name in the 'Properties' column that you wish to link <u>to the highlighted Owner</u>.

4. You will see the information that you have selected in the 'Owner Name' field and 'Property' field show in the middle of the screen to the right of 'Change Current Link to'. Verify that the information is correct and then click on the 'Change Current Link to' button.

5. The Property along with ALL of its associated Units/Tenants are now linked to the new Owner.

To move a Unit/Tenant from one Property to another Property:

1. Highlight the **Owner** and **Property** that you want to <u>move a Unit/Tenant to</u>.

2. Click on the button directly below the 'Units and Tenants' column labeled 'Select Unit/Tenant for Link to Property'. This will display <u>all</u> Units/Tenants entered into the Tenant File (regardless of which Property they are currently linked to).

3. Select the **Unit/Tenant** in the 'Units and Tenants' column that you wish to link <u>to the highlighted Property</u>.

3. You will see the information that you have selected in the 'Owner Name' field, the 'Property' field and the 'Unit and Tenant' field show in the middle of the screen to the right of 'Change Current Link to'. Verify that the information is correct and then click on the 'Change Current Link to' button.

4. The Unit/Tenant is now linked to the new Property.

Important Considerations:

The Tenant File will not allow you to create an 'orphaned' Owner and/or Property. This means that if you attempt to move a Property to a different Owner and the move will leave the Owner without any linked Properties, you will be prompted to delete the Owner that is about to be 'orphaned'. Also, if you attempt to move a Unit to a different Property and the move will leave the Property without any linked Units, you will be prompted to delete the 'orphaned' Property. Before you attempt to re-link any Owners or Properties, <u>be sure that there are no transactions</u> in the ledgers that will be deleted because all transactions within those ledgers will be deleted along with the 'orphaned' Owner or Property. Again, this procedure of re-linking and possibly deleting is non-reversible.

When you choose to re-link a Property to a different Owner or re-link a Unit/Tenant to a different Property, all transactions currently posted to those ledgers will move to the new 'Link'.

You should not use this procedure if you have a Property (for example) that you have managed that is being sold to a different Owner within your Property Management Software. As indicated, this procedure moves the Ledger information along with all transactions. You would not want to transfer over any payment history from those Tenants to the new Owner. All history starts new from this point. Basically by not actually 'transferring' the ledgers on 'sold' Properties, you are halting all transactions for the sold property under the old Owner and setting up new Units/Tenants under the new Owner. That is the only way to 'preserve' the accounting under the old Owner, since that Owner is responsible for the income up to the point of the selling of the property and you are responsible for reporting the correct income for each Owner at the end of the year. The new Owner will have to account for tenant income (and expenses) from the point of the sale.

The 'Link Image' screen as found under SETTINGS > FILE OPERATIONS > 'Link Images' allows you to connect your images to your Property and/or Rental Unit Ledgers in the Tenant File. You can link images to your Property and/or Rental Unit using this screen, however, to access all of the images and property features, you will need to go to the

Ledger and click on 'Features'. The Tenant File will also allow you to link images to your Rental Units or Properties while in the 'Features' section within your ledgers. If you already have digital images from a phone, camera or scanner on your computer, you are ready to link that image to one of your Rental Units or Properties.

Step 1: Click 'Choose File' to browse to the image on your computer and select it for insertion.

Step 2: Once you have selected the image, choose whether to link the image to a Rental Unit or Property. While a Rental Unit can have any number of images, a Property can have only one image. If the image needs to be re-sized, click on to 'Resize Picture'.

Step 3: Create a name for the image. Choose a descriptive name, so that you can remember this image.

Select Link: You are now ready to link the image to the Rental Unit or Property. By clicking on the 'Select Link' button, you will be presented with a list of your Rental Units or Properties to choose from. This step actually links the image by creating a filename for the image that combines the unique ID# and the name you gave the image.

The Tenant File will allow you to link multiple images to your ledgers, however, you would want to choose one of those images as your 'Default Image' to show when you click in to the Rental Unit and Property Ledger. You can either select the default image once you have linked the image to the Ledger or click into 'Features' and select the image to 'Make Default Image'.

The Tenant File allows you the option to export your printed checks and saved deposits into other programs that use the *Quicken (QIF) or QuickBooks (IIF) import format.

Once you are in the 'Check and Deposit Export' screen, you will need to enter a date range for the checks and deposits that you want to export by completing the 'Starting Ck/Dep Date' and an Ending Ck/Dep Date' fields to include all printed checks and deposits within that date range.

Keep in mind that the exported checks and deposits do not transfer directly to your other software program. The Tenant File will create a text file that contains your information within the given date range named TFCHECKS.QIF or TFCHECKS.IIF and save that file within your current Tenant File directory. To retrieve the file into your other software application, you would need to enter your application, select the 'Import' function, and specify the location of the file to import.

Most programs will prompt you to enter an account category if no such category exists in the receiving application, or possibly set one up for you. The account names need to the same in both applications. If the receiving application cannot accept an account category as long as the Tenant File allows (20 Characters), then you might need to shorten the length of the account category in the Tenant File to accommodate the receiving application, under 'Limit Account to 15 Characters'.

Also, your Rental Address can be entered as part of the check 'Memo', or as a 'Class', if you have your QuickBooks (or Quicken) set up to use classes. Your Income and Expense accounts must be set up in QuickBooks or Quicken exactly the same as in the Tenant File. The export feature will create the Account Names for you, but it will not designate them as an Income or Expense (only as a "Bank" Account). After you have imported into QuickBooks or Quicken, you will need to edit the Chart of Accounts within QuickBooks or Quicken on each new account to show whether it is an Income or Expense account.

* Quicken and QuickBooks are registered trademarks for Intuit Corporation.

Tenant File Information (Settings > File Operations > Tenant File Information)

This screen found under SETTINGS > FILE OPERATIONS and 'Tenant File Information' will display information regarding your Tenant File and your computer. This is especially helpful for Tenant File Technical Support Specialists to have when you talk to them about any issue.

Tenant File Users (Settings > File Operations > Tenant File Users)

The Tenant File allows you to limit the users that have access to the program. This feature is off by default, but can be activated by the administrator for your company by clicking into SETTINGS > FILE OPERATIONS > 'Tenant File Users'.
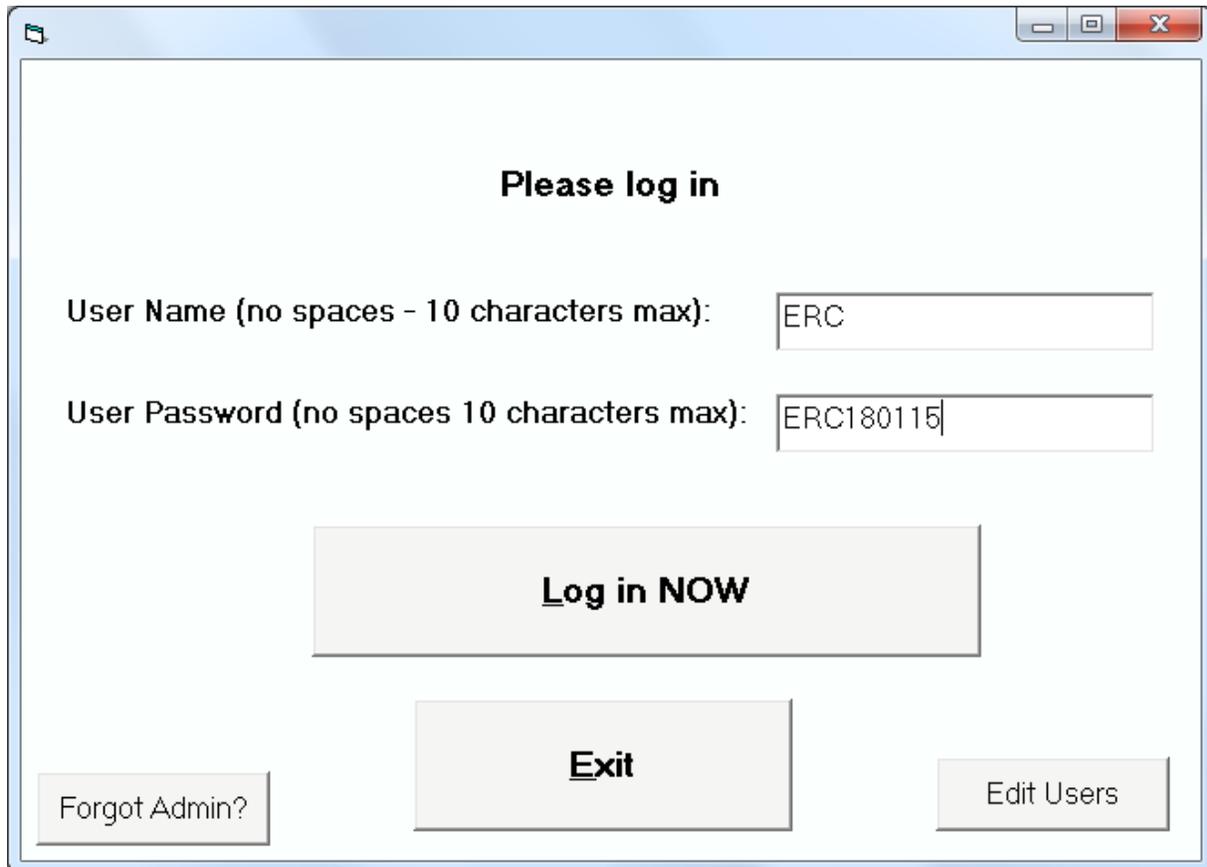
Once an administrator account is set up, the administrator can set up individual login accounts with user names and passwords for other users to access the program. This procedure does not set up 'access levels', this system is only provided for the Administrator to allow user access to the Tenant File program or not.

Once any passwords are set up, any user trying to open the Tenant File will be prompted for a password. The only way to allow full access for everyone again is to remove all user names and passwords.

When you click SETTINGS > FILE OPERATIONS > 'Tenant File Users', if there are no passwords, you will get a message prompting you to set up an 'Administrator'. The

first time to set up an administrator will require you to use a combination of letters and the final authorization that you received from the Tenant File initially.

Instructions are on the screen, and can be viewed when you click the 'Forgot Admin?' button.

After entering the initial 'admin' credentials, click on the 'Edit Users' button to change the admin credentials to your own preference, or to add new users to the system.

If you need to update the currently selected user, simply click the 'Save or Update User Info Shown'. You can also add a new user or delete the user shown.

NOTE: This system is not meant to prevent computer experts or programmers from accessing the program, but is sufficient for most applications. If you need additional

protection, you should only allow access through your network protection or folder passwords. Those additional protections can be set up by an experienced IT person, not by the Tenant File staff.

Important Note: The Tenant File does not maintain your credentials so **BE SURE** that you maintain your User Name and Password in a safe place. If you do not have your Final Authorization saved or the Administrative User Name that you set up, we can provide them only to the registered business owner in a remote 'Support Session' by viewing your database. This session can be ordered by clicking on the 'Help' icon on the lower right corner of the Main Menu or by going to the Support page of the Tenant File website.

Within the SETTINGS screen from the Main Menu, you have four separate options that you can choose to use.

1. Daily Check for Direct Deposits – This option is used if you sign your company with RevoPAY which will allow your Tenants to pay you online. Additional information can be found on our website at www.TenantFile.com > PRODUCTS > DirectPAY ACH Payments.

2. Enable Network Protection – This option will lock areas of the program if you have set the Tenant File on an in-office network. Additional information on Networking can be found in this manual under 'Networking the Tenant File'.

3. Show Selection Tree in Activities upon Loading – This option will set the 'Activities Tree' to show on the right side of the screen each time that you click into the OWNER, PROPERTY, UNIT OR TENANT selections from the Main Menu.

4. Show Welcome Screen when Loading the Tenant File – This option will set the Welcome Screen to pop up each time that you load the Tenant File.

NETWORKING

NETWORKING THE TENANT FILE

The Tenant File uses a Microsoft Access type database or (MDB) file. The recommendation is no more than 4 users at the same time. Even if there are multiple users logged into the program, they cannot be in the same 'area' at the same time. That means in anyone is in any ledger, the Tenant File will not allow another person into the ledgers. However, the other user can be in a non-ledger activity, such as running reports.

The Tenant File Virtual Server will allow logins from any computer or laptop, from any location. However, the number of users is still limited as stated above.

Enable Network Protection: This setting under 'Preferences' from the Main Menu will add extra protection by locking all but the current user out of specific areas of the program, which are in use. You can use this protection to prevent data conflicts if you have multiple users working in the program at the same time. We recommend that you leave this protection enabled.

The Help Icon will take you to the Help Menu shown below:
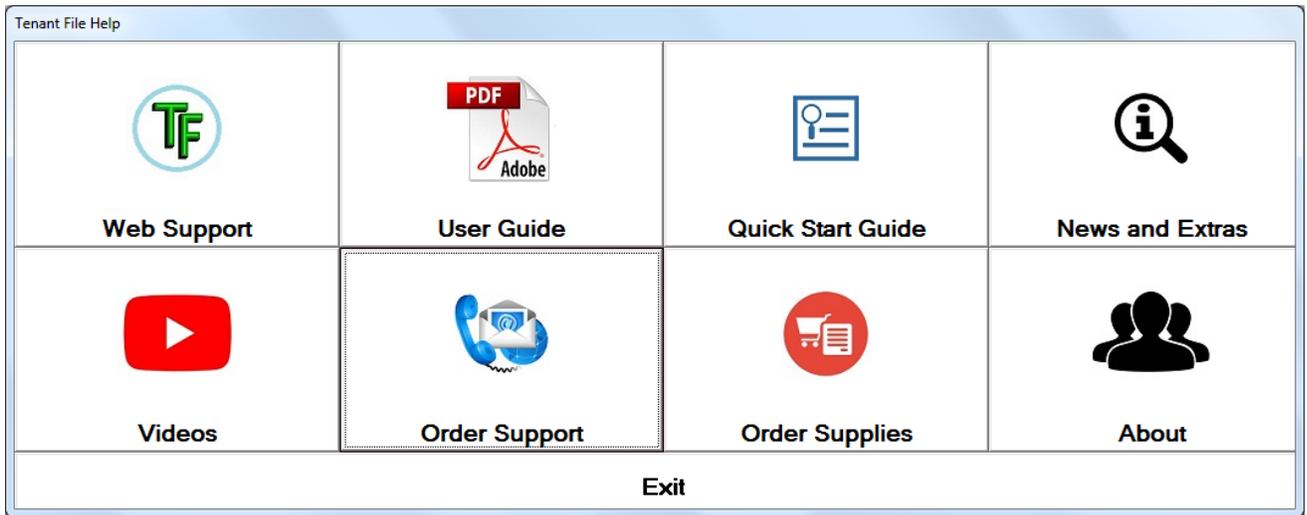
WEB SUPPORT (HELP > WEB SUPPORT)

The Tenant File provides excellent customer support in a number of ways. This button will take you to the Tenant File Support Page on the website, or you can go to it directly by going to https://www.tenantfile.com/Support.html.

From the support page, you can do a number of things. If you select the button labeled 'Click Here to Contact Tenant File Customer Service' button, it will take you to the 'Ticket System' where you can create a support ticket. Our expert technical support staff will reply to your question, and you will receive an email response. In the email, you will see a link to your ticket number, so that you can respond back to the support technician.

Also on the support page, you can order phone support or personal training for the Tenant File. Pricing is listed at the website.

Lastly, from the Tenant File Support page, you will see the latest information on topics such as 'Year End Closing' and more. The latest PDF user guide is also available for a download on the support page.

USER GUIDE (HELP > USER GUIDE)
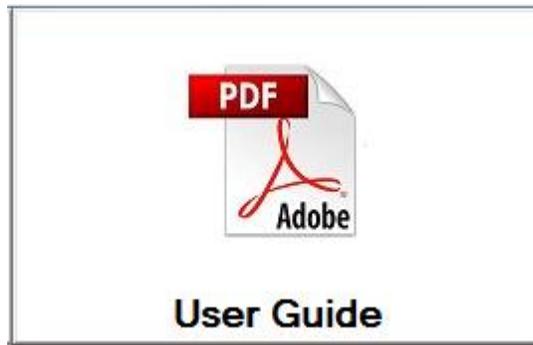
This complete Tenant File User Guide is included in the installation. It is in a PDF file format, so if you choose, you can print the entire Guide or simply print topics as needed. You are able to search for specific topics by using the linkable table of contents, the index at the end of the User Guide or by clicking to 'FIND' topics that you need to review. To search, click on Edit > Find, or use the Ctrl-F shortcut.

QUICK START GUIDE (HELP > QUICK START GUIDE)
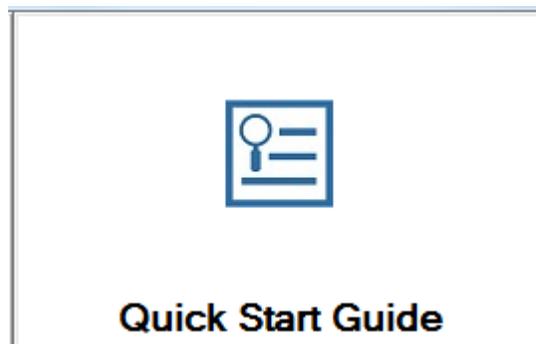
The Quick Start Guide can be accessed by clicking on the HELP icon > Quick Start Guide or by clicking Miscellaneous > Quick Start Guide. You can choose to have this show (or not show) each time the program starts by clicking into SETTINGS and entering a check mark at the bottom of the screen next to 'Show Welcome Screen with basic instructions when loading Tenant File'.

NEWS AND EXTRAS (HELP > NEWS AND EXTRAS)

We want to keep you informed! Visit our News page at https://www.tenantfile.com/news.html and you will find the latest news about updates, new releases, changes, industry news, our blog and much more!

VIDEOS (HELP > VIDEOS)

There are multiple videos for past versions that provide helpful insights on the Tenant File. To access the videos, please visit https://www.tenantfile.com/tenant-file-videos.html.

Additionally, you can find specific online help topics at the URL: https://www.tenantfile.com/how-to-guides.html.

ORDER SUPPORT (HELP > ORDER SUPPORT)

Order Support

This button will take you directly to our website at www.TenantFile.com > SUPPORT, which is how you can order phone support. Additionally you can order other services such as 'Database Inspection and Repair' and 'Training'. In most cases, we are able to repair a database that has been affected by a power surge, network conflict, or other problem. We do suggest that you be consistent in backing up your database files and your data files to prevent issues if you have a 'computer crash' or power surge.

ORDER SUPPLIES (HELP > ORDER SUPPLIES)
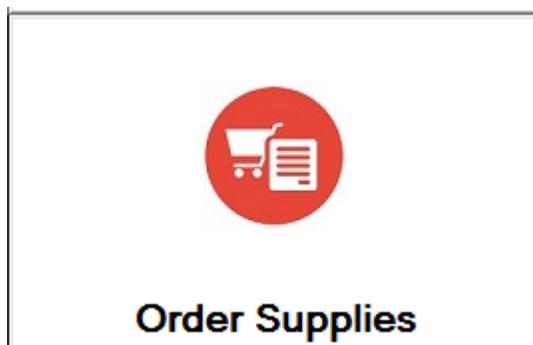
Order Supplies

The Tenant File provides the option to order supplies that you use, such as checks, deposit slips, ink stamps, and more at a much better pricing than available through other outlets. To order check supplies, click into the 'Order Supplies' option in your HELP Menu to view the styles and pricing currently available. Check supplies ordered through the Tenant File are processed, printed and shipped by some of the major Check Printing Companies in the States.

ABOUT (HELP > ABOUT)

About

The 'About' button will show you the current version of the Tenant File that you are using. If you need to locate detailed information concerning your registered version of the Tenant File and your system, go to 'Settings > File Operations > Tenant File Information'.

INACTIVE FILE (INACTIVE FILE ICON)

<- The Inactive File icons are shown here ->

To access the Inactive File within your Tenant File installation, you can click on the icon in the lower left corner of the Main Menu as indicated above. The icon with the 'I' will take you into the Inactive File in order to see the tenants that have already been made inactive. By clicking the icon with the 'A', it will bring you back to the Active File.

WHAT IS THE INACTIVE FILE?

The Inactive File is a separate database in your Tenant File folder. When you make a tenant VACANT, the old tenant information is transferred to the Inactive File and the tenant fields and Tenant Ledger are cleared on your screen. Once that is complete, you can enter the information for your new tenant(s) in the empty fields. Read on for detailed information.

Vacancies

The Inactive Files contain information on Tenants that have moved out of an active rental unit that you have made VACANT. Accounting transactions are maintained within both the Tenant and the Unit Ledgers. When a Tenant Ledger is made VACANT, all information on that tenant is maintained in a separate database file called 'TFDATAOF.MDB'. This is an important tool that will provide you with a quick reference on past Tenants and their payment history. Here are some important considerations for using the Inactive File:

HOW TO 'MOVE' AN ACTIVE TENANT TO THE INACTIVE FILE...

Display the correct Tenant on the screen and click on the LEDGER button to view the transactions. Edit the Tenant's first name to VACANT (in all caps). Once you finish typing, you should see a message box informing you that the current Tenant will be transferred to the Inactive File. Make sure that all expenses against the Tenant have been processed, Security Deposits have been refunded and you are ready to move the tenant to the Inactive database prior to running this procedure. We highly suggest that you make a backup of your database prior to making a Tenant inactive. Once you select 'YES' on the pop-up screen, the changes are non-reversible. You cannot bring a Tenant and his/her Ledger back into the Active database from the Inactive database once you have completed this process.

WHAT HAPPENS WHEN YOU TRANSFER A TENANT TO THE INACTIVE DATABASE?

1. **The current Tenant information is cleared** (and shows as VACANT) so that you may enter information on the new Tenant scheduled to move into the related Unit. The current payment amount is retained along with all Unit information. When a new Tenant moves in, you will edit and add the new Tenant information to this Tenant screen. Do not click 'NEW' to add the next Tenant that is leasing this Unit; simply edit the information on the VACANT Ledger.

2. **All current Tenant accounting transactions are moved to the Inactive Files**. All transactions with the account status 'B', (Tenant and Unit posting) are converted to the account status 'U' (Unit posting only) and will remain in the related Unit Ledger.

Transactions in the Unit for rent income (for example) that were originally set to post to (B)oth Tenant and Unit will remain in the Unit Ledger but will automatically change to the 'Post To' status of 'U' so that the owner's accounting will remain in the active database for year-end reporting. All transactions in the Tenant Ledger are moved to the Inactive database with the Tenant information.

3. **All current Owner, Property, Tenant, and Unit INFORMATION is transferred to the Inactive File.** If the current Owner or Property already exists in the Inactive File, only the Unit and Tenant information is transferred and linked to the Owner or Property already set up in the Inactive File. This is simply a 'snapshot' of the current information.

4. **Only the Tenant and Unit TRANSACTIONS are transferred** to the Inactive File. You will continue to use the Active File for all transactions pertaining to the current Owner, Property, and Unit. Do not use the Inactive File for anything other than reference. You may need to enter Tenant transactions to the ledgers in the Inactive File (for instance, to keep track of back rent owed) but <u>all Owner, Property and Unit reports, year-end activities, and transactions must be entered in the Active Files only</u>. If you need to post rental income received from a Tenant that has been moved to the Inactive database, you will need to enter the transactions manually in the correct Inactive ledger and then credit the Owner by posting the rent to the related Unit Ledger in the Active database. In that case, you will need to set up a new Account Category called 'Back Rent Received' (or something similar) and set it to post to the 'Unit Ledger only'.

5. **Tenant Notes are retained in the Active File and also transferred to the Inactive Files.** You may have notes on the rental that do not pertain to the Tenant you are moving out, so the notes are not automatically deleted. If the notes that you entered pertain to that Tenant only and you wish to delete the notes, highlight the data in the Note section in the Active database and then hit your 'Delete' button on your keyboard.

6. **Activities are limited in the Inactive File**. You can add or edit Unit or Tenant information in the Inactive File, add or edit transactions (see notes below), and print selected Tenant reports, but most other activities, such as Features, Account editing, Owner Reports and other unrelated activities are disabled.

Note: Information transferred to the Inactive File is for history purposes. It is not suggested that you delete or edit transactions or notes that are in the Inactive File. If you need to post rental income (i.e. 'Back Rent Received) to an Inactive database, see the information stated in Item 4 in this section.

IMPORTANT: The transfer to the Inactive File is one way - you <u>CAN NOT transfer back</u> from the Inactive File to the Active File. We suggest that you process all transactions, including repairs, Security Deposit Disposition and forfeiting deposits prior to making the Tenant 'Vacant'. If you have a Tenant that is ready to move into the related Unit, we suggest that he/she be set up as a 'Pre-lease'. See information in this manual under the 'COPY' section.

If you need additional assistance on setting up the program or if you have new employees that need training, Sessions are available over the phone for a fee. To order, click into the HELP icon on the Main Menu and select 'Order Support'. You can also order Tenant File Support by visiting the Tenant File website **www.TenantFile.com**, and clicking onto our 'Support' page, where you will find ordering and other information on Tenant File training.

How to contact us… To access this User's Guide and/or submit a question for your free 'Web Support', click on the 'Help' icon on the lower right corner of the screen from the Tenant File Main Menu. The 'Web Support' selection will take you to our website where you can find answers to the most common questions, contact us through our Support Ticket System, or download the latest User's Guide. You can obtain answers to your questions by submitting a Support Ticket by clicking into the HELP icon and selecting 'Web Support'.

Our 'Support Ticket System' will prove to be a valuable tool in assisting you with questions. It includes an 'Answer Database' that includes 'step-by-step' instructions on all areas of the program. By clicking on the HELP icon from the Main Menu and then WEB SUPPORT, you can submit any number of questions and you will be provided a response via email. Simply select the button 'Click Here to Contact Tenant File Customer Service', enter the information requested, type in the 'Access Code' provided onscreen, give a detailed description of your question and/or issue and click to 'Submit'. Please note that we can only answer questions that pertain to the Tenant File program, not Windows related questions. If you would like to speak to a Support Tech, you can purchase Telephone Support or Training. Please note: If you would like for a Support Tech to link in to your computer to view your data or to train you using your data, you would need to order the 30 Minute session and follow the instructions on the Support screen at 'How to connect remotely'.

 We try to make the Tenant File so easy that you won't have questions, but the support and training is there if you need it. Visit our web site **www.TenantFile.com** and click 'Support' for more information and phone support and training options.

We have detailed in this manual all the information on setting up and running the Tenant File program. The following "How To" section gives you quick step-by-step instructions on how to do most things in the Tenant File. Just click on the desired topic and follow the instructions.

SETTING UP

HOW TO SET UP SINGLE VS. MULTIPLE FAMILY

The Tenant File can handle either single or multi-family situations. Keep in mind that the Owner is 'at the top of the chain' and will have Property and Tenant/Unit combinations.

In the case of a multi-family unit (such as a four-plex), you will have an Owner, a Property Name (which will be the name or address of the four-plex), and four separate Tenants/Units created under the Existing One Property.

In the case of a single-family home, you will have an Owner, a Property Name (which is the same as the Rental Unit Address), and one Tenant/Unit. If an Owner has multiple single-family homes, you will set up the Owner Information first. It is important to set up each Owner that you manage <u>only one time</u> in your system so that your reports will be correct. Once the Owner is set up, create separate Properties with one Tenant/Unit link for each Property. (See **Basic Concepts** in this manual for more information).

HOW TO SET UP A NEW OWNER

When you first start using the Tenant File, the fastest way to enter the basic information on each Owner, Property, Unit and Tenant is to use the 'Easy Setup' selection. You can find this option on the Main Menu under MISC > 'Easy Setup'. This method allows you to enter the absolute minimum required information to get your program started. This 'Easy Setup' process will create your separate Ledgers. You will then need to access each Ledger to fill in the details for your Owners, Properties, Units, and Tenants.

Note: You can also set up Owners, Properties, Units and Tenants from within the separate Ledgers accessed from the Activities Screen if you want to add the complete

information all at once. If that is what you prefer, skip down to the section called 'Setting Up in the Activities Screen'.

SETTING UP USING THE EASY SETUP METHOD

To add a New Owner:

Action: Click the CREATE a 'New Owner' option (the default).

Action: Type in the Owner's First Name, then the Last Name or Company Name.

Action: Enter the 'Property/Building Name' in the 'Property Information' box for the first Property of this Owner.

Note: If the Property has multiple units (like a four-plex), the Property Name should identify the whole property, (as in 123 Elm Street Four-plex). If it is a single-family home, the Property Name will be the same as the Rental Unit Address.

Action: Enter in the first Rental Unit Address for the above Property.

Note: If the Rental Unit is an Apartment or Suite, include the Unit Number as part of the Rental Unit Address, as in '123 Elm Street - Suite A' or 'Apt 1101'. The Rental Unit Address must be unique in each ledger. If you enter the exact same information in the 'Rental Unit Address' field in multiple ledgers, it will cause issues with your reports.

Quick Tip: If you have multiple Rental Units to set up for an Apartment complex, you can type in the Rental Unit Address, highlight the line and use the 'Control C' (Ctrl- C) function to copy the information. Complete the Rental Unit Address line by entering the Unit Number. When you are ready to add the second Unit to the same Property, you can use the 'Control V' (Ctrl-V) function to paste the information. Complete the second Rental Unit Address line by entering the Unit Number and continue on.

Action: Enter in the Tenant info.

Action: Click on 'Create new Owner, Property, Unit and Tenant NOW'.

To Add a New Property/Building to an Existing Owner:

Action: Click on the 'New Property/Building for Existing Owner' option.

Note: This will bring up a listing of all Owners previously set up.

Action: Click the Owner that you want to add a new Property to.

Action: Type in the Property Name.

Action: Type in the Rental Unit Address.

Action: Type in the Tenant Information.

Action: Click on 'Create new Property, Unit and Tenant NOW'.

To Add a New Unit and Tenant to an Existing Property and Owner:

Action: Click on the 'New Unit/Tenant for Existing Property/Building' option.

Note: This will bring up a listing of all Owners along with their linked Properties.

Action: Select the Property that you want to add a Unit and Tenant to (for multi-unit Properties only).

Action: Type in the Rental Unit Address.

Action: Type in the Tenant Information.

Action: Click on 'Create new Unit and Tenant NOW'.

SETTING UP OWNERS, PROPERTIES, UNITS AND TENANTS USING THE ACTIVITIES SCREEN

The following steps are to set up a new Owner from within the Activities area.

Action: From the Tenant File Main Menu, click on the OWNERS selection.

Action: Click on the 'New' button, and click on 'Yes' to the 'Owner Add' message.

Action: Enter the information for the Owner in each field and click to another field to save your entry.

Note: It is required that you enter information in the 'Last or Company Name' field for Owner 1, since the program sorts by that field. If this is a company, put the full company name in this field.

Action: Click to into another field or Exit to save the Owner Information.

Note: When the new Owner is created, the Tenant File will automatically create a new Property named '{New Property}', a new Unit named '{New Unit}', and a new Tenant named '{New Tenant}', for the Owner created. Simply click into the Property Ledger and overwrite '{New Property}' with the correct 'Property or Building Name', click into the Unit Ledger and edit '{New Unit}' with the correct Rental Unit Address information and click into '{New Tenant}' to edit the information in the Tenant Ledger and enter all of the information on the tenant that is renting this particular Unit.

Note: You have now set up one Owner with one Property and one Unit and Tenant.

HOW TO SET UP A NEW PROPERTY UNDER AN EXISTING OWNER

Action: From the Tenant File Main Menu, click OWNERS.

Locate the Owner of the Property that you wish to set up.

Action: You can click on the 'Find' button to locate the Owner from the drop-down list of your Owners or select it from the 'Tree'. Click 'OK' to exit the 'Find' box.

Note: The Owner you selected will be displayed on your screen.

Action: Click the PROPERTY tab at the top of the Activities window to place a check mark next to 'Property' and make the Property Ledger active.

Action: Click on the 'New' button, and click on 'Yes' to the 'Property Add' message.

Action: Enter the information for the 'Property or Building Name', clicking on the different fields to enter in all information for this property. Remember, if this Property is a single-family home, the 'Property or Building Name' will be the same as the Rental Unit Address. If this property has multiple units, the 'Property or Building Name' will identify the whole group of Units.

Note: It is required that every Property that you create includes a 'unique' Property name in the 'Property or Building Name' field, since the program sorts by that field. Enter only the name of the Property in the 'Property or Building Name' field and not the address.

Action: Click to into another field or Exit to save the Property Information.

Note: When you create a new Property, the Tenant File will automatically create a new Unit named '{New Unit}', and a new Tenant named '{New Tenant}', for the new Property you just created. Now you simply click to the Unit Ledger and edit the Rental Unit Address information, then click in to edit the information in the Tenant Ledger to indicate the Tenant that is renting this particular Unit.

HOW TO SET UP A NEW TENANT/UNIT UNDER AN EXISTING PROPERTY

Action: From the Tenant File Main Menu, click the PROPERTIES button.

Locate the Property that you want to set up a new Unit for.

Action: Click on the 'Find' button TO locate the Property from the drop-down list of your Properties or select the correct Property from the 'Tree'. Click 'OK' to exit the 'Find' box.

Note: The Property you selected will be displayed on the screen. The Owner's name will show on the Activities tab.

Action: Click the 'Unit' tab near the top of the Activities window to make a Unit active. A checkmark will show next to the 'Unit' tab on the top of the screen.

Action: Click on the 'New' button, and click on 'Yes' to the 'Unit Add' message.

Action: Enter the Unit information, clicking on the different fields to enter in the correct information for this Unit.

Note: You must put something in the 'Rental Unit' field (Unit Address), since the program sorts by that field. You must include the suite number or Unit Number as part of the 'Rental Unit' field, as in '123 Elm St #2'. **Each Unit created in the Tenant File has to be unique**. Multiple Rental Unit Addresses that are exactly the same will cause problems in the reporting section. Enter only the Street Address or address name in the 'Rental Unit Address or Apartment Number' field (along with the Apartment Number if needed) and not the City, State and Zip Code.

Action: Click anywhere or Exit to save the Unit Information you entered.

Note: When you create a new Unit, the Tenant File will automatically create a new Tenant named '(New Tenant)', for the new Unit you just created. Now you simply edit the Tenant information since it already exists.

Action: Click on the 'Tenant' tab, and enter in the information on the Tenant.

Note: You have now set up one Unit and Tenant for the Property and Owner you selected.

LEDGERS

HOW TO POST A LEDGER TRANSACTION

You can post transactions to your ledgers by entering the ledger and posting a transaction directly to the transaction grid. This method is not suggested if you plan to utilize the checking account functions of the program. Transactions to the ledgers are posted by printing checks, posting deposits, by utilizing the Quick Posting feature, Automatic Posting feature, or Late Fee Charge feature. The following is the procedure to enter a transaction directly to an individual ledger. Remember: Posting transactions directly into the ledger will not create a check or deposit.

Find the desired ledger.

Action: From the Tenant File Main Menu, click on the desired Owner, Property, Unit or Tenant button.

Note: Your selection determines the order in which you will be scrolling through your information. For example, if you select 'Owner', you will be scrolling first by 'Owner Last Name', or if you select 'Tenant', you will be scrolling first by 'Tenant Last Name'. It doesn't matter what you select, you can still access any type of ledger once you are inside.

Action: Locate the exact Ledger you want to make a posting to by clicking onto the 'First', 'Previous', 'Next' or 'Last' button on the button bar, the Tree, or click on 'Find'.

Note: 'Find' will display a listing of Owner, Property, Unit or Tenant names for you to choose from. Just select your choice, and click 'OK'.

Action: Click on the 'Ledger' button on your button bar to replace the 'Notes' area with your transaction grid.

Post the transaction

Action: Click onto the 'Date' field on the last line (with asterisk (*) shown on the far left side) of your transaction grid. If you wish to use today's date, press your space bar. Otherwise, you can type in the date of the posting. (Do not type in a '/' between

the month, date or year. Type the full date such as '02152019' for February 15, 2019 - the program will supply the slashes.)

Action: Click onto the 'Account' field, then on the down arrow button to pull down a listing of the Income or Expense Account Categories previously set up under SETTINGS > 'Add/Edit Accounts'. You can also just start typing to find a match. Only the Income and Expense accounts that are set to 'Post To' this type of ledger will display. If you do not see the account that you want to use, exit the ledger and view the 'Add/Edit Accounts' section under SETTINGS.

Note: Account Categories are entered through SETTINGS, then 'Add/Edit Accounts' from the Tenant File Main Menu.

Action: Once you have the Account Category Listing displayed, you can begin typing your Account Category, and the first match will be highlighted on your pull down listing. Click onto the exact Income or Expense Code to bring it into the 'Account' field.

Action: Click on the 'Remark' field and enter a remark for this particular transaction, if desired. The 'Remark' that you enter will display on most reports printed.

Action: Click on the 'Amount' field and enter in the amount of your transaction. Do not enter a dollar sign or any other characters, including a minus (-) sign for negative numbers.

Note: The program will display the number in red and in parenthesis (for an expense) if the Account Category you selected is an expense category.

Action: If you wish, you can click on the 'Check/Dep' field to enter a Check number or Deposit number for this transaction. Do not enter a character such (as a '#') in this box - only numbers. This column is normally completed through the CHECKS/DEPOSITS function. Entering information in this field is not suggested because it will interfere in some of the reports.

Action: The 'Pd By' column is available for you to indicate whether the transaction was paid by ACH, Cash, Credit Card, Check, Money Order or Other. Select from the drop-down menu. It is best to enter the Tenant's check number in the Remark Field.

Note: The 'Post To' field will automatically be entered according to the Income or Expense Account Code designation previously entered through the SETTINGS selection off of the 'Main Menu' - 'Add/Edit Accounts'. This field cannot be edited in the ledger screen.

Action: To save your transaction, click onto the next available transaction row (or any other row within the grid). There is no required SAVE button to save your transactions.

Note: If you begin a transaction, it must be completed by clicking to another row prior to leaving the ledger.

HOW TO DELETE LEDGER TRANSACTIONS

Transactions can be individually removed from your transaction grid in any of your Ledgers. It is strongly suggested that you do not delete transactions that are tied to previously printed checks and/or deposits because that action will cause your ledger to be out of balance with your Check Register.

Find the desired ledger

Action: From the Tenant File Main Menu, click on the desired OWNER, PROPERTY, UNIT or TENANT button.

Note: Your selection determines the order in which you will be scrolling through your information. For example, if you select OWNER, you will be scrolling first by 'Owner Last Name', or if you select TENANT, you will be scrolling first by 'Tenant Last Name'. It doesn't matter what you select, you can still access any type of ledger once you are inside.

Action: Locate the exact Ledger you want to delete a posting from by clicking onto the 'First', 'Previous', 'Next' or 'Last' button on the button bar, the Tree, or click on 'Find'.

Note: 'Find' will display a listing of Owner, Property, Unit or Tenant names for you to choose from. Just select your choice, and click 'OK'.

Action: Click on the 'Ledger' button on your button bar to replace the 'Notes' folders with your ledger transaction grid.

Delete the transaction

Action: Click onto your 'Record Selector' for the transaction you wish to delete.

Note: The 'Record Selector' is the first column on the far left-hand side of your transaction grid. Once you have clicked onto the 'Record Selector' the entire transaction will be highlighted.

Action: Press your **'Delete'** key **on your keyboard** to delete the transaction. This action is non-reversible. We do not suggest that you delete transactions that are tied to checks or deposits. Those transactions should be deleted along with the check or deposit. The program will allow you to delete, however, it will cause problems with your reports. The function of deleting transactions in your ledgers is non-reversible.

Note: Do not click on the **'DELETE'** button on the on-screen button bar. **This 'DELETE' button on your button bar will PERMANENTLY DELETE the Owner, Property, Unit, or Tenant displayed on your screen (a window will first display with a Warning to this effect). If you click 'YES' to delete the entire Ledger, the action is not reversible.**

HOW TO SAVE LEDGER TRANSACTIONS

When you begin to edit a ledger transaction, you will see the icon of a 'pencil' on the far left side of the current row. Once you have entered the information for a transaction, **the only way to save the transaction is to click on another row**, either above or below the current row that you are editing. This will make the 'pencil' icon disappear, saving the transaction. The program will not allow you to exit this screen until you have completed the transaction and you no longer see the 'pencil'. If you start a transaction and decide to discard the line, you MUST complete the required fields and click down to save the transaction line. Once the 'pencil mark' is removed, you can click onto the field to delete the transaction.

POSTING RENT

HOW TO CHARGE RENT TO THE TENANTS

Rent is normally charged at the beginning of each month. This can be done in seconds by using the POST RENT feature of the Tenant File. When charging rent, the Tenant File will look in each Tenant's information and use the dollar amount that is entered in the 'Payment' field. If there is not an amount in the payment field, if the amount is zero, if there is no 'Due Date' field entered or if the tenant's first name is 'VACANT', then that tenant will be skipped when charging rent.

Preferred method: The POST RENT button from the Main Menu will charge all rents automatically to each Tenant's Ledger. This is the fastest and the recommended way to charge rent to your tenants. Through the 'Charge Rents to Tenants' window, you can set the Tenant File to charge rent automatically 'without user interaction' whenever you enter the program on the Tenant's 'Due Date'. This, of course, means that you would never have to charge the rent to the Tenant. The program will process the charge for you. The 'Charge Rent' features are covered in the 'POST RENT' section in this guide.

Special Rent Charging: This option, found under POSTING > 'Special Rent Charges', allows you to post 'Special Rents' such as daily, weekly, biweekly or any time interval. If all of your rents are due monthly, you don't need this feature, however, if you have weekly rentals, rentals with scattered due dates, or vacation rentals, you will use this capability. Here are the steps involved in the 'Special Rent Charges' screen:

Action: Click on the 'Display Options' in the upper right corner of the screen and select 'Add or Edit Special Rents'.

Action: Enter the 'Repeat' number of days; for example, enter 7 for weekly rents (charges rent every 7 days), 14 for b-weekly (charges rent every 14 days), etc.

Action: Enter the 'Start Date' and the 'End Date' for charging this rent.

Note: Do not enter anything for the 'Last Posted' date – this is entered automatically after rent is posted.

Action: Type a 'Y' under the 'Active' column to activate this charge.

Important: To use the 'Special Charges' option, it is **REQUIRED** that you set your program to charge rents automatically without 'User Interaction'. Click into the POST RENT button, choose 'I want to CHARGE RENT to all of my Tenants' and place a check mark in the box in the lower left corner to charge rents automatically. This affects ALL tenants. If this box is not selected, the 'Special Charges' will not post.

Alternate rent charging method: If you want to charge rent to your Tenants by scrolling one by one through each Tenant Ledger instead of using the automated features, you can use the 'Automatic Posting' feature found under POSTINGS from the Tenant File Main Menu.

How to Charge rent using the 'Automatic Posting' feature:

Action: From the Tenant File Main Menu select POSTINGS, then 'Automatic Posting'.

Note: Under 'Posting Options', the correct choice 'Post Rent Amount' will already be selected.

Action: Select the 'Account to Use' button on the upper right side of the screen and then click on 'Show Expenses' at the bottom of the screen. Next, click on the row for 'Rent Charged' (or whatever similar account name you set up at the onset of the program). Click 'OK' to save your selection.

Action: Under 'Remark to use', type in a remark, usually the name of the month being charged.

Action: Under 'Date to use', enter the date to use for all ledger transactions that will be created.

Choice: Under 'Post ONLY to this due date', IF you are only posting to those tenants which have a specific due date entered, enter a day of the month (1 to 31), otherwise leave it blank for all.

Choice: Under 'Scroll by', if you are going to scroll through each Tenant one by one and decide which ones to post, and you wish to change the order in which you will be

alphabetically scrolling through the list of Tenants, then select a different 'Scroll by' option. Normally, this will not matter, since the most common way to charge rent is to have the Tenant File charge rent automatically without pausing at each Tenant.

Choice: Under 'Posting Range', you can limit the posting to a range of names. This should not be used normally for charging rent. If you do use this feature, the name used will be dependent on your selection in the 'Scroll by' options. For example, if you are scrolling by 'Unit Address', then you could enter a range from '1200 Smith Road' to '1590 Smith Road'. Or if you are scrolling by 'Owner Name' and wish to charge rent to one Owner only, you could enter a range from 'Johnson' to 'Johnson'.

Action: Click on the 'Begin Posting' button.

Action: To post to all of the Tenants without pausing, click the 'Post All' button. To post only the one item shown and move to the next one, click the 'Post This' button. If you want to skip the item shown and move to the next one, click the 'Skip' button. You may make changes to the date or rent amount if you are pausing at each Tenant.

Other options: You can also charge rent (or post any other account code) by using the 'Quick Posting' method found under POSTING, or by displaying the Tenant Ledger and entering the charge directly. See 'Quick Posting' in this Tenant File manual for instructions.

HOW TO CREDIT RENT RECEIVED TO THE TENANTS (AND OWNERS)

Posting rent income from your Tenants will do two things at the same time: First, it will credit the Tenant with the rent payment, which will offset the 'Rent Charge' that you should have already posted in the Tenant's Ledger. Secondly, it will credit the Unit Ledger with the 'Rent Received' transaction, which will show as income for the Owner, since the Unit Ledger is part of the Owner's accounting.

Rent can be credited to the Tenant in several ways within the Tenant File and the method that you choose to use is dependent on your particular situation. These methods are described in detail in the sections **POST RENT** and the **'Post Rent Screens'**.

TENANTS

HOW TO MAKE A TENANT/UNIT VACANT (INACTIVE)

When a Tenant moves out, you should transfer that Tenant's information to the 'Inactive File'. The 'Inactive Files' contain information, notes, and transactions on Tenants that have moved out of an active rental unit. This will provide you with a quick reference on past Tenants and their payment history. Here are some important considerations for using the Inactive File:

The transfer to the Inactive File is one-way. **You cannot move a Tenant back into the Active File once you have moved it.**

A snapshot of the current Owner, Property, and Unit Information is also moved to the 'Inactive File' for reference, but only the 'Active Files' will contain the current information. Do not maintain any information in the 'Inactive Files' other than possibly writing tenant notes or posting back due rent and other transactions to the Tenant Ledger.

When you make a Tenant 'VACANT', only the Tenant's Ledger is cleared. The information on the Unit and all other transactions that pertain to the Unit remain in the 'Active File'. Any transactions that were posted to (B)oth the Tenant and Unit Ledgers will be remarked as (U)nit transactions only.

There are limited Tenant reports that can be printed from the 'Inactive File'. All other reports can only be created and printed from within the 'Active File'.

How to move an active Tenant to the Inactive File

Display the Tenant on your screen, click onto the 'LEDGER' button to display the transactions, delete existing information in the 'First Name' field, and type the word 'VACANT' (no apostrophes) in the Tenant's first name field. Be sure to use all caps. As soon as you finish typing, you will see a message box informing you that the current Tenant will be transferred to the Inactive File. If this is the Tenant you wish to move to the Inactive File, click 'Yes'. The displayed Tenant Information will show VACANT, and is ready for you to enter the next Tenant name and Information. We

suggest that you make a backup of your database files prior to moving Tenants to the 'Inactive Files'. This action to transfer the tenant to the 'Inactive' Database is non-reversible. Once you have made a Tenant 'VACANT', you cannot bring that Tenant back into your system (other than manually re-creating the files).Make sure that you have processed all 'Security Deposit' transfers, charged the tenant for all 'move-out fees', etc. prior to making this transfer.

Note: To access the separate 'Inactive' database, click on the icon ('A') on the bottom left corner of the Main Menu. To return to the 'Active' database, click on the icon again (it will have changed to an 'I').

OWNERS

HOW TO CHARGE MANAGEMENT FEES

The Tenant File has the capability to automatically post the management fees into each Unit Ledger. In order to utilize this feature, it is required that you have already entered a 'Management Fee' amount into the Owner Information 'Management Fee' field. The 'Management Fee' field can be a percentage (as in 15%), a fixed amount (as in 25.00), or both (as in 15% + 5.00). Be sure to add the percent sign if you are charging a percentage of the rent amount. Otherwise, it will only charge the dollar amount.

There are two basic ways you can post management fees. It is best to determine which method is best for your needs and continue with the same method so that the fees are not charged multiple times in the same month. The most efficient way (through the POST RENT button) is to post the fees automatically each time you post rent income. In this method, each time you enter a 'Rent Received' amount in the 'Tenant File Rent Income Posting' screen, whether it is a full rent or partial rent, there will be a 'Management Fee Charge' right after the 'Rent Received' posting in your Unit Ledger. The other way (through the 'Automatic Posting' section found under POSTING) is to have the program calculate and charge the 'Management Fees' to all Units that received a rental income throughout the month, prior to paying your Owners. In both methods, you have the ability to create a check for the fees.

To charge Management Fees as you post 'Rent Received':

This is done by using the POST RENT option from the Main Menu. In Step 2 of the section called "I want to post rent income FROM my Tenants", you would indicate 'Yes, calculate Management Fees automatically' on each rent that is posted. You can even issue a check to yourself for all 'Management Fees Charged'. You need to make sure that you have selected the correct 'Bank Account' for your 'Management Fees' check. For additional information, see the section called POST RENT in this manual.

How to post Management Fees through Automatic Posting at the end of the month:

You can still use the POST RENT button as indicated in the method above, but you would select 'No, do not post any Management Fees' in the 'Post Management Fees for all Rents posted?' selection under Step 2. The procedure would then allow you to post the 'Rent Received' transaction without charging the management fees. The fees would be charged at the end of the month by using the POSTING > 'Automatic Posting' method.

If you choose to post 'Rent Received' directly into the ledger (without creating a Deposit) or by posting your rents by creating a bank deposit, the program will not automatically charge the 'Management Fees'. You would use the 'Automatic Posting' feature at the end of the month (or any time needed) to charge the 'Management Fees'.

Note: This procedure would be done *after* you have received and posted all of your rents for the month but *before* you have paid your Owners. Please Note: The 'Automatic Posting' function will create checks ONLY to the Main Operating Account.

Action: From the Tenant File Main Menu select POSTING, then 'Automatic Posting'.

Choice: If you wish to create a check to the Management Company for the total of all management fees posted, select the 'Issue Checks for posting' box. The program will create separate checks for each management fee posted unless you also select the 'Consolidate Checks created' box. If you do create a check, the management fees will not be posted until the check is printed, otherwise the transactions will be posted immediately.

Action: Under 'Posting Options', click on 'Post MANAGEMENT Fee'.

Choice: Under 'Scroll by', if you are going to scroll through each Unit one by one and decide which ones to post, and you wish to change the order in which you will be alphabetically scrolling through the list of Unit Addresses, then select a different 'Scroll by' option.

Choice: Under 'Posting Range', you can limit the posting to a range of names. This should not be used normally for posting management fees. If you do use this feature,

the name used will be dependent on your selection in the 'Scroll by' options. For example, if you are scrolling by 'Unit Address', then you could enter a range from '1200 Smith Road' to '1590 Smith Road'. Or if you are scrolling by 'Owner Name' and wish to charge management fees to one Owner only, you could enter a range from 'Johnson' to 'Johnson'.

Action: Click on the 'Begin Posting' button.

Note: You will see a screen for your choices regarding posting Management Fees. You can post the fees based on rent collected between any two dates, or you can post the management fees based on the full rent for each tenants, regardless of whether rent has been collected or not. Choose 'Choice One' or 'Choice Two' and begin posting. This will take you to the posting screen.

Action: To post to all of the Units without pausing, click the 'Post All' button. If you want to post 'Management Fees' to the one item shown, click the 'Post this' button and the program will move to the next Unit. If you want to skip the item shown, click the 'Skip' button and the program will move to the next Unit. You can make changes to the date or management fee amount if you are pausing at each Unit.

If you choose not to create a check for the management fees posted at this time, you can create a check later through the CHECKS/DEPOSIT section under the Tenant File Main Menu. If you posted the fees in the 'Automatic Posting' section, you would select 'None' under the 'Post To' selection when creating a check. To get a listing of all 'Management Fees Charged' posted to the ledgers for any date range, run the 'Account Listing' report found under REPORTS from the Main Menu and then 'Account Reports'. Enter the 'Include Dates' for the date range, the 'Include Range' (i.e. 'Management Fee Charged') and click 'Print Report'.

Note: If you do not have the program create the check when posting the fees and choose to create a check posted to 'None' at the end of the month as indicated above, there will be no 'split detail' attached to the check for the separate 'Management Fees Charged' transactions.

HOW TO MAKE OWNER PAYMENTS

Checks to pay Owners can be created automatically through the Tenant File. You can create one check per Owner or issue a check for each separate Property or Rental Unit. You may also set a 'Minimum Balance' for each Owner, Property, or Unit in order to retain a minimum operating fund in the ledgers. The 'Minimum Balance' is entered by accessing the Owner Information (click OWNERS), and then edit the 'Minimum Balance' field. You will choose later whether that 'Minimum Balance' applies to the Owner, the Property or the Unit.

Note: The 'Minimum Balance' field does not actually credit the Owner in the ledger - it will reduce the amount of the check created when you pay the Owner. When the Owner sends a check to cover operational funds, you will need to post an income transaction account such as 'Owner Payment' to the ledger.

How to Pay Owners:

Action: Click on the PAY OWNERS button from the Main Menu and select the correct 'Bank Account to Use'.

Note: The amounts that you owe to the Owners will be displayed in the 'Amount to Pay' column.

Note: If you don't want to pay an Owner, change the amount to a zero, or if you want to pay a different amount, change the amount under the 'Amount to Pay' column to the amount you want to pay.

Note: Check the 'Settings' box, to make sure it is correct. By default, it will pay the full amount to the primary Owner, and post the transaction to the Owner Ledger. Press the 'Change Settings' button if you wish to change the setup.

Note: Check the 'Date for Checks' setting. This is the date of the check and the date that will be posted to the transaction ledger.

Note: Check the Account and Remark below the date to be sure you are using the correct Account Category and the correct Remark.

Action: Click on the 'Create Checks to Owners NOW' button. Your checks can be found by clicking the CHECKS/DEPOSIT button from the Main Menu, or by clicking the REGISTER button and viewing your 'Entered Checks'.

Paying the Owners through Automatic Posting

In previous versions of the Tenant File, the 'Automatic Posting' selection was used to pay Owners. Here are the steps for paying the Owners through 'Automatic Posting':

Action: From the Tenant File Main Menu select POSTING, then 'Automatic Posting'.

Note: If you wish to create a check to the Owners for the 'Paid to Owner' amounts posted, select the 'Issue Checks for posting' box. The program will create separate checks for each 'Paid to Owner' transaction fee posted unless you also select the 'Consolidate Checks created' box. If you do create a check, the 'Paid to Owner' transactions will not be posted until the check is printed, otherwise the transactions

will be posted immediately. The 'Automatic Posting' function will create checks <u>ONLY to the Main Operating Account</u>.

Action: Under 'Posting Options', click on 'Post Owner Payments'.

Action: Click on the button 'Select Account to Use', then click on 'Show Expenses' at the bottom of the screen. Next, click on the row for 'Paid to Owner' (or whatever similar account name you set up). Click on 'OK' to save your selection.

Action: The Account Category 'Paid to Owner' comes with a 'default' status of (G)eneral, so that it can be posted to any ledger. You will be prompted to select a specific ledger type where the 'Paid to Owner' is to be posted. The 'Minimum Balance' (if entered) will be determined by the choice you make here. For example, if you are posting the Owner Payments to the Owner Ledgers, then the 'Minimum Balance' will be applied for each OWNER. If you are posting the Owner Payments to each Property Ledger, the amount you entered in the 'Minimum Balance' field will be applied to each separate Property. If you are posting the Owner Payments to each Unit Ledger, the amount you entered in the 'Minimum Balance' field will be applied to each separate Unit Ledger.

Note: If you are posting to the Owner Ledgers, all credits and debits for all Unit, Property, and Owner Ledgers under each Owner are totaled, and a single amount is posted into each Owner Ledger where an overall credit is found. If you have entered an amount in the 'Owner Minimum Balance' field, then that amount will be retained for each Owner Ledger.

Note: If you are posting Owner payments to the Property Ledgers and if, for example the Property was a four-plex, and the combined net income for all four units was $2,000, a single posting of $2,000 would be made into the Property Ledger. Each individual unit would still show a running debit or credit in their Unit Ledger; however, the overall credit of $2,000 would be offset by a $2,000 debit (Owner payment) in this Property Ledger. Any funds in the Property Ledger will also be included in the overall total. If you have entered an amount in the 'Owner Minimum Balance' field, then that amount will be retained for each Property Ledger.

Important: If you are posting to the Property Ledgers, the process will not take into account any transactions posted in the Owner Ledger. Therefore, if you wish to post automatically to each Property Ledger (with separate checks for each Property), then you should not make postings to the Owner Ledger, such as 'Received from Owner'. Those types of postings should go the Property Ledger in this case.

Note: If you are posting Owner payments to each individual Unit Ledgers (for example if you manage for Single Family Units only), the 'Owner Payment' transaction is treated like any other Unit Expense (such as repairs) and will zero out any credits existing in each Unit account. If you have entered an amount in the 'Owner Minimum Balance' field, then that amount will be retained for each Unit Ledger.

Important: If you are posting to the Unit Ledgers, the process will not take into account any transactions posted in the Owner or Property Ledgers. Therefore, if you wish to post automatically to each Unit Ledger (with separate checks for each Unit), then you should not make postings to the Owner or Property Ledger, such as 'Received from Owner'. Those types of postings should go the Unit Ledger in this case.

Action: Under 'Remark to use', type in a remark.

Action: Under 'Date to use', enter the date to use for each ledger transaction that will be created.

Note: After choosing the specific ledger type where the 'Paid to Owner' is to be posted, the 'Scroll By' will default to that ledger type.

Action: Click on the 'Begin Posting' button.

Note: Do not skip any Units/Tenants, since the Owner Payments may be based on that Unit's balance.

CHECKS AND DEPOSITS

HOW TO CREATE A NEW CHECK

The Tenant File maintains two main types of 'check files'. The 'Entered' check file contains the checks that are waiting to be printed, and the 'Printed' check file are the checks already printed. Checks can be created directly from the CHECKS/DEPOSIT button, automatically through the POSTING menu > 'Vendor Payments', or the PAY OWNERS button. Checks can even be issued from the 'Automatic Posting' menu. It is very important to remember that transactions are not posted until the check has actually been printed. When you print checks, the transaction is posted and the 'Entered' check is moved to the 'Printed' Check File.

To Enter a Check Directly

To pay bills or invoices to your Vendors, Owners or to reimburse your Tenants, you may choose to create a check directly into the CHECKS/DEPOSIT button.

Action: From the Tenant File Main Menu, click on CHECKS/DEPOSIT.

Note: You will see the screen 'Entered Checks (not yet printed)' with the first 'Entered' check showing. Checks in the 'Entered' check file are waiting to be printed.

Action: Select the correct 'Bank Account' from the drop-down selection at the top of the screen. This will always default to your Main Operating Account. Click on the 'New' button, and then enter the check information on screen.

Note: The 'Payee' can be selected from the 'Payee List Box'. Click on your choice and pick the payee from the Vendor, Owner, or Tenant List. The full name and address will be brought into the check. It is highly suggested that you choose from the list. If you do not have a particular Vendor setup that you need to pay, you can create the Vendor from the Vendor List Selection box by clicking to 'ADD VENDOR' and completing the information (such as name, address, phone numbers, Social Security or Tax ID number, etc). If you choose to type in the Vendor Name and the spelling (or spacing) is not exact, the program will not link the check in the 'Checks By Payee' Report or within the TF1099MISC program required at the end of the year.

Action: Enter your check Remark and Invoice number in the appropriate fields.

Action: Click on the 'Post To Ledger' option box to determine which Ledger you want this transaction to post to.

Action: Complete the first row of the transaction grid by entering the split check detail. (You cannot enter information in the grayed out columns). Click down to the next line to save the transaction.

Action: Add additional rows on the grid to add to this check (if needed). You can click on the 'Post To Ledger' and select a different type of Ledger for each 'split' if needed.

Action: Once your check is complete, click on to the 'Save' button to save your check.

HOW TO CREATE A NEW DEPOSIT

If you are using the 'Check Register' and the 'Reconciliation' features of the Tenant File, you will want to enter deposits for all income posted in the program. Deposits can be entered through the CHECKS/DEPOSIT section and will post income directly to the individual ledgers. Deposits can also be created from the POST RENT section when entering rental income.

Entering a new deposit:

Action: From the Tenant File Main Menu click the CHECKS/DEPOSIT button.

Note: This will bring you into the 'Entered Checks (not yet printed)' screen.

Action: Click on 'Deposits' from the 'Display' option box in the upper right corner to show your deposit screen.

Action: Select the correct 'Bank Account' from the drop-down list. The Main Operating Account will always be the default account but you can change it here. Click on 'New' to enter a new deposit.

Action: Complete the deposit information on the top of the screen and click on the 'Post To Ledger' option box to post this deposit to one of the Ledgers. For example, if you are entering rent income, you would select 'Both' (Tenant/Unit).

Action: Enter the split deposit details for each transaction of this deposit in the transaction grid on the bottom section of the screen. (You cannot enter information in the grayed out columns). Click down to the next row to save your transaction. You can enter multiple splits to each individual Deposit. You can click on the 'Post To Ledger' and select a different type of Ledger for each 'split' if needed.

Action: Once you have completed entering the 'split' transactions for this deposit, the total amount will be entered for you on the top of the screen. Click the button titled 'SAVE' to save the deposit.

Choice: To post the transactions of this deposit to the ledgers, you MUST click on 'Post'. If you do not click 'Post' at this time, the deposit will be added to the Register but will not be posted. This will allow you to add more postings to this deposit at a later time. Remember, the transactions will not be posted to the ledger until you click 'Post'. Once posted, the deposit will show a 'Y' in the 'Posted to Ledger' field. Once posted, you cannot edit the deposit.

<u>Viewing your deposits:</u>

You can view your deposits in your Register by clicking on the REGISTER button on the Main Menu. Your Check Register will default to display your 'Printed' checks that are 'Pending'. Click on to 'Deposits' from the 'Display' Box and then click on 'All' from the 'Current Status' Box to view all of your Deposits. By changing your selection, you can also view deposits that have been 'Cleared', 'Voided', or deposits 'Pending'.

HOW TO ENTER A HANDWRITTEN CHECK

If your company does not print checks but needs to keep track of handwritten checks in your 'Check Register', you can enter a check directly into the 'Printed Check' file as a 'Handwritten Check'. This way, you can enter your checkbook entries in the program and have the 'split' transaction posted to your ledgers without printing the

checks. You can also post a transaction directly into the ledger manually, but that action will not affect your 'Check Register'.

Action: Click on the CHECKS/DEPOSIT button from the Main Menu.

Action: Under 'Display' in the upper right corner, choose 'Printed Checks'.

Action: Select the correct 'Bank Account' to use from the drop-down list. Click 'New'.

Note: You will be asked if you want to enter a 'Handwritten Check'. Click 'Yes' and enter the handwritten Check Number.

Action: Enter the check the same way you normally enter a check. After the check is entered, click to post the check to the ledger(s). If you need to create a 'Handwritten Check' with no 'split transactions', you can select the 'Post To Ledger' of 'None'.

HOW TO PRINT CHECKS

Action: From the Tenant File Main Menu, select POSTING and then 'Print Checks'. You can also access your checks that are ready for printing by clicking into CHECKS/DEPOSIT from the Main Menu and then clicking on the 'Print Checks' button at the bottom of the screen. Select the correct 'Bank Account' from the drop-down menu of your bank accounts.

Note: You are given the option to select all 'Entered Checks' or you can select individual checks for printing. Do this by holding down your 'Control' key while clicking on the Record Selector for the check you wish to print. (The Record Selector is the first column on the left hand side of each displayed check.)

Choice: If you have created checks to be posted to your ledgers but do not want to print them, select the 'Skip Print - Post only' Box. This will automatically post the selected checks to the individual ledgers without printing and will transfer the check to your 'Printed Check' File. This option is available if you have online Bank Pay and do not want to print on check stock.

Choice: You can choose to not print the check number on the check by de-selecting the box labeled 'Print Check Number on Check'.

Choice: You can change how the checks are sorted by changing the 'Sort By' option to Date, Payee, Amount, or Entry Order.

Action: Enter your Starting Check Number. The checks will be incremented automatically.

Action: Enter the date only if you want a different date than the date entered on each check.

Action: Once you have highlighted all checks that you want to print, click on the 'Start Printing' button.

Note: After the checks have been printed, you will have the choice to re-print in case you had a printer error. If you choose 'Yes' to re-print, the checks will revert as if you had never initiated the printing process. If your checks printed correctly and you choose 'No' (to not reprint), all transactions from the check(s) will be posted to the individual ledgers and the check will be transferred to the 'Printed Check' File. Once you have selected 'No' (to not reprint) you cannot edit the checks. Printed checks cannot be edited.

Viewing your Printed Checks...

You can view your checks in your Register by selecting REGISTER from the Main Menu, select the correct 'Bank Account' from the drop-down list and change the 'Display' in the upper right corner to 'Printed'. All checks remain at the 'Status' of 'Pending' until you complete a 'Reconciliation' and specifically 'Clear' them. You can also change the Register display to view checks that are 'Pending', 'Cleared', 'Voided', or 'All' checks and deposits.

Additionally, you can change the Display Box to 'Entered' to view any checks that have been entered but not yet printed or posted, to show 'Deposits' only, or to show the 'Check Register', which has both checks and deposits.

Note: Click on the column header in the register to sort by that column.

HOW TO HANDLE NSF TENANT CHECKS

Your first step would be to check under SETTINGS > 'Add/Edit Accounts' to make sure that you have the necessary Income and Expense Accounts set up. The Tenant File allows an unlimited number of Income and Expense account names to be added. For insufficient funds received on rentals you may choose to add the following account names (if they are not currently in your list). The following names can be modified.

<u>**EXPENSE ACCOUNTS:**</u>

RENT CHARGEBACK (Post To: Both) When you receive notice that a tenant rent check was insufficient to clear the bank (NSF), you will need to charge the **TENANT and UNIT (Both)** for this Expense. This would then allow the Tenant ledger to show an amount due, plus show that the Unit Ledger has an expense against it (to reverse the rental income already posted in the Unit ledger). You should post this expense as a 'Handwritten Check' posted to 'BOTH' (Tenant/Unit).

NSF FEE CHARGE (Post To: Tenant) If the bank has processed an 'NSF Fee' against your account due to the returned check, you may want to charge the Tenant for those fees. This is a '**TENANT ONLY'** Expense. This should also be posted as a 'Handwritten Check' and posted to 'Tenant'.

<u>**INCOME ACCOUNTS**</u>

NSF RENT RECEIVED (Post To: Both) Once the tenant pays you for the returned check, you would post this income as a status **'B' for BOTH**. When reporting income at the end of the year for the rent received by the Owner, you would not include this category, since the original 'Rent Received' posting is already included in the accounting. You would create a deposit for this amount using the Post To selection 'Both (Tenant/Unit)'. Be sure to post the deposit.

NSF FEE PAID (Post To: Tenant) Once the tenants pays the 'NSF Fee', it should be credited only to the Tenant. Since the charge was (most likely) against your Management Company's Operating Account, the Management Company normally retains that fee. You can create a deposit for this amount, using the 'Post To' selection 'Tenant Only'.

Here is an example of what your ledgers might show:

Tenant Ledger	Amount	Post To
Rent Charged	($1,000.00)	Tenant
Rent Received	$1,000.00	Both (T/U)
Rent Chargeback	($1,000.00)	Both (T/U)
NSF Fee Charge	($30.00)	Tenant
NSF Rent Received	$1,000.00	Both (T/U)
NSF Fee Paid	$30.00	Tenant

The Tenant's current balance is now zero.

Unit Ledger	Amount	Post To
Rent Received	$1,000.00	Both (T/U)
Rent Chargeback	($1,000.00)	Both (T/U)
NSF Rent Received	$1,000.00	Both (T/U)

The Unit current balance now shows the rent income again.

VENDORS

HOW TO MAKE MONTHLY (OR RECURRING) VENDOR PAYMENTS

To make monthly payments through the Tenant File, you must first set up the Vendor you are making the payments to, and then set up the payment information.

This feature is designed for <u>fixed payment amounts</u>, such as mortgage payments. If you need to pay bills, invoices or write checks to Vendors for amounts which are not fixed, you should create a check to the Vendor by clicking on the CHECKS/DEPOSIT button. When writing a check in the CHECKS/DEPOSIT section, you will be able to select the payee name and address from the Vendor Information you enter in the Vendor File.

Use the following guidelines for setting up Vendors and Vendor Payments:

<u>To Set Up a New Vendor:</u>

Action: From the Tenant File Main Menu, click onto the VENDORS button.

Note: You will see a listing of all previously entered Vendors. (When you first install the program, the listing will be blank.)

Action: Click the button on the bottom right corner of the screen titled 'Add Vendor'. Complete the information with their name, address, phone, Tax ID or Social Security number, etc.

Note: In order for the TF1099MISC program to group your vendors together correctly, you should always select the vendor from the 'Payee List' in the CHECKS/DEPOSIT section instead of typing in the vendor name. If you type the vendor name and it is not exactly like the previously set up vendor, the program will not link the totals together. If the Vendor name is not yet set up when you click into CHECKS/DEPOST to create the check, you can set up the company by selecting 'Vendors' from the Payee List and then 'Add Vendor'.

Note: If you are using the optional 1099 MISC Program (available for purchase), be sure to enter the Tax ID for any Vendors you wish to include on your 1099 MISC forms. **Forms and Reports <u>will not print out for Vendors (or Owners) that do not have an entry in the Tax ID field</u>.**

<u>To Add Payments for the Vendor:</u>

Action: Click into VENDORS from the Main Menu, highlight the Vendor that you need to set up a 'Payment' for and click on the button 'Add/Edit Payments'.

Action: At the bottom of the window in the 'Post To' box, select which ledger you are creating payments for. This is the ledger where your transactions will be posted. The choices are 'Owner Ledger', 'Property Ledger', 'Unit Ledger', or 'Tenant Ledger'. The 'default' choice is the 'Unit Ledger'.

Action: In the 'Vendor Payments' box, enter the information. First, enter the 'Payment' amount for the first entry. Next, click in the 'Post To' field, click on the down arrow, and click on the correct selection for this entry. (This list is determined by your selection in the 'Post To' box at the bottom of your screen). If you are posting to the Unit Ledger, you will select an address, if you are posting to the Owner Ledger, you will select an Owner Name, for the Property Ledger, select a Property Name, and for the Tenant Ledger, a tenant name. Next select the 'Account' from the drop-down list. (This account listing will include all accounts with the status (G)eneral, and accounts with the status determined by your 'Post To' selection at the bottom of the screen). Next, type a remark (optional), which will appear in the transaction when this entry is posted. Finally, under 'Status' if this payment is not yet active, enter 'I' (for Inactive), otherwise leave the status 'A' (for Active).

Action: Click on the row below or above your current row to save this entry.

Action: Add other payments to this Vendor by repeating the above procedure on new rows.

<u>To Make the Vendor Payments:</u>

When you click into POSTING from the Main Menu and select 'Vendor Payments', you will have the option to create all Vendor Payments that are in your program or you can choose a select Vendor Type to create checks for. Once created, the checks will be in your 'Entered' Check File ready to be printed. Transactions will not be posted to your ledgers until you print the checks. Remember that going through the process of 'Making Vendor Payments' <u>will not post transactions to the ledgers until the check is printed</u>.

Action: From the Tenant File Main Menu select POSTING, then 'Vendor Payments'.

Note: To view any payments already set up, select VENDORS from the Main Menu and then 'Show All Payments'.

Action: Under 'Payment Selection', choose a single category, such as 'Mortgage Payments' or all active Vendor Payments in all Vendor Categories.

Note: If you choose 'Selected Vendor Payments, then the 'Payment Category to Use' will become active, so that you can choose a specific category to create checks from, otherwise this selection will not be available.

Action: If you choose 'Selected Vendor Payments', click on the down arrow under 'Payment Category to Use' and click on the specific Vendor Category to create checks for.

Action: Enter the 'Date to Use' for the checks about to be created.

Action: Select whether you want to write individual checks, one check per transaction, or to consolidate all of the transactions into a single check for each Vendor.

Note: This process will create the checks and place them in the 'Entered' Check File. The transactions will not be posted to the appropriate ledgers until the checks are printed. When you are ready to print, click into POSTING from the Main Menu and then 'Print Checks' or CHECKS/DEPOSIT from the Main Menu and then click to 'Print Checks'. You will need to choose the 'Bank Account' to use for the Vendor Payment checks.

INTERIOR AND EXTERIOR FEATURES AND PHOTOS

HOW TO LINK AN IMAGE TO YOUR UNIT OR PROPERTY

This feature is located under SETTINGS from the Main Menu, 'File Operations' and then 'Link Image'. You can also link an image directly into any Unit or Property by clicking 'Features' button while in the ledger. By linking an image, you do not affect the original image in any way. A copy is created of the image; it is re-named and stored in the Tenant File 'Graphics' subfolder within your Tenant File folder.

Action: Once you are in the 'Tenant File Image and File Link' screen, click on the button 'Choose File' under Step 1.

Action: Type in or browse to the location of your graphic (BMP, JPG, or GIF) file. Once selected, you will see the image.

Note: You can click the 'Resize Picture' button to show the full image, but the quality may be reduced - this is for viewing only and does not actually affect the image file.

Action: Under 'Step 2', choose whether you are adding an image for a Rental Unit or a Property. Each Unit can have multiple images while each Property can only have one.

Action: Under 'Step 3', type a descriptive name for the image. Do not add an extension or any characters not allowed in a file name.

Action: Click the 'Select Link' button to choose the Rental Unit (or Property) that you want to link this image to.

Note: Remember that only one 'Property' image is allowed. If there is already a 'Property' image, this process will overwrite the existing image.

Note: You will see a message telling you what the new image name will be. You don't need to remember this name if you used a descriptive name for the image.

Action: Click 'Yes' to link this image. To set this image as the **default image** to always show on the ledger, click on 'Make Default Image' when viewing the correct image in Features.

HOW TO POST THE RECURRING FIELDS

You can set up one of the six 'Recurring Fields' to automatically post any income or expense account on a regular basis. The 'Recurring Fields' are found under each Unit Ledger information screen.

First, go to POSTING from the Tenant File Main Menu and then 'Recurring Posting' and set up the field labels for the charges that you want to process.

Then go to each Unit and enter the amount you want posted under that field. If you enter a number (don't enter a dollar sign), a 'flat fee' will be posted. If you enter a number with a percent sign (%) after it, the amount posted will be a percentage of the rent amount which is entered in the Tenant's 'Rent Payment' field.

Whenever you want to charge recurring fields, go to POSTING from the Main Menu and then 'Recurring Posting' and choose the correct item under Recurring Field Labels. See the chapter in this User's Guide for detail on how to set up and post the 'Recurring Fields'.

HOW TO USE THE TENANT FILE OVER A NETWORK

The Tenant File uses a Microsoft Access type database or (MDB) file. On the Tenant File Virtual Server, you can log in from any computer or laptop from any location. However, the Microsoft Access database only allows up to 4 users at the same time, and they MUST be in different areas of the program. The program will alert a user if they don't have access to a certain area.

For example, you cannot have more than one person accessing or posting to the Owner, Property, Unit and Tenant Information and/or Ledgers at the same time. However, you can have more than one person using different areas of the program at the same time, but to avoid conflicts you should be aware of the other users. It is very important that you have all other users close the Tenant File on their workstations before performing any 'File Maintenance' functions.

HOW TO CLOSE THE YEAR

It is not required that you close out the year; however, if you have a large number of rentals that you manage, we strongly suggest that you do. The 'Year End Closing' will erase your existing transactions and optionally carry forward balances into the New Year. The 'Year End Closing' can be done between any two dates, supporting any fiscal period. It can even be performed after you have already entered transactions for the New Year, provided that your 'Ending Close-Out Date' is the last day of the previous period.

It is very important that you have a **backup of your entire folder** along with a backup of your database files and data files prior to beginning the 'Year End Closing' procedure.

The 'Year End Closing' does not affect your checks or register, just the ledger transactions. We also suggest that you delete your cleared checks from the previous year, and carry that balance forward into the New Year. For detailed instructions on how to close out the year, refer to 'Year End Closing' in the User's guide or on our website under SUPPORT for detailed instructions.

Year-to-date reports and 1099 information must be printed prior to closing the year. **Be sure to make several backups before closing the year.**

Note: Remember that once you have completed the Year End closing, you cannot reverse the action. This is the reason that we state that you should make a backup of your entire folder prior to running the procedure.

If you feel that you need assistance with the process at the beginning of the new year, Phone Support can be order at our website at www.TenantFile.com > SUPPORT. Once ordered and scheduled, a Support Tech can link into your computer to assist you with the process.

SECURITY DEPOSITS

There are many ways that property managers post Security Deposits. The Tenant File is flexible enough to do it using various methods. Many states require that the Tenant's Security Deposits be accounted for separately, requiring a separate bank account to hold those deposits.

The Tenant File allows for up to 10 bank accounts. One main Property Management Account, called the Primary Account along with nine other bank accounts. The other bank accounts are normally used for Security Deposits, Trust Accounts, Escrow Accounts, or you may just need a separate account for a specific Owner or Property.

When a Tenant moves in, you will need to process an expense to the Tenant Ledger for the 'Security Deposit Charge', similar to charging a Tenant Ledger with their Rent. When the Security Deposit is paid, you will credit the Tenant Ledger (using 'Deposit Received'), which will zero out the original expense. The two transactions are a 'wash'; however, processing the transactions will allow for a history trail and allow for Security Deposit reports.

When the tenant moves out of the rental, you will determine what amounts are to be retained for expenses and what amounts are to be refunded to the tenant. We have included two methods to handle the disposition of Security Deposits. Your state requirements may require a different method. If you don't have the Account Categories shown below, you will need to set them up under SETTINGS > 'Add/Edit Accounts' in the Tenant File. Use your own wording for the Account Name that you set up. (These names are longer for descriptive purposes).

Method 1: This has the least accounting trail but can be used if you write your checks by hand or another program and have accounting elsewhere. It is also a method that can be used if you move your tenants to 'Inactive' prior to completing the 'Disposition of the Security Deposit'.

When the Tenant moves in, you charge the Tenant Ledger, and then credit the Tenant Ledger when the Security Deposit is paid. (You would create a Deposit for the 'Security Dep Received' either to your Property Management account or to your Trust Account.) When the Tenant moves out, you write a check to the Tenant for the

Security Deposit held, less any amount forfeited. If you have moved the tenant to the 'Inactive' database, the check is not posted in the Tenant File. You can use the Tenant Information NOTE section (in the Inactive database if you have transferred the Tenant) to retain the details regarding the disposition of the deposit. If any of the deposit is to be forfeited to the Owner, you would post that amount to the Unit Ledger (in the Active database) under 'Deposit Forfeited'. This would be an Income Category, which would credit the Owner for the forfeited amount.

When Tenant Moves IN	Amount	Post To
Security Dep Charged	($500.00)	Tenant
Security Dep Received	$500.00	Tenant

Method 2: This has a better accounting trail

When the Tenant moves in, you charge the Tenant Ledger and post a 'Security Dep Charged' transaction, and then when the deposit is paid, you credit the Tenant Ledger with the 'Security Dep Received' transaction. (You would create a Deposit for the 'Security Dep Received' either to your Property Management account or to your Trust Account.) This is a "wash" but allows an accounting trail. When the Tenant moves out, you post a 'Security Dep FROM Escrow' (Income Account) to bring the funds back into the Tenant ledger. (If you use a separate account for your Security Deposits, you would write the check out of the 'Trust Account' and make a deposit into your 'Property Management Account'.) At this point, you would pay out any expenses incurred by the Tenant (checks created to Vendors, etc.), and then write a check (Security Dep Refunded) to the Tenant for the remaining funds. If any of the deposit is to be forfeited to the Owner, you would post that Expense to the Tenant ledger (Tenant Deposit Forfeited) and then post that same amount to the Unit Ledger under 'Deposit Forfeited'. This would be an Income Category, which would credit the Owner for the forfeited amount.

This takes into account that you are keeping your security deposits separate from your property management operating account.

Example one: This shows a partial deposit refund – See 'Security Deposit Disposition' in the next chapter to have the Tenant File process the transfers and create checks for you.

When Tenant Moves IN	Amount	Post To
Security Dep Charged	($500.00)	Tenant
Security Dep Received	$500.00	Tenant

When Tenant Moves OUT	Amount	Post To
Security Dep FROM Escrow	$500.00	Tenant
Security Dep Refunded (check)	($400.00)	Tenant
Tenant Deposit Forfeited	($100.00)	Tenant

Post to Unit Ledger	Amount	Post To
Deposit Forfeited to Owner	$100.00	Unit

Example two: This shows a full deposit forfeited.

Note: See 'Security Deposit Disposition' in the next chapter to have the Tenant File process the transfers and create checks for you.

When the Tenant moves in, you charge the Tenant Ledger (Security Dep Charged), and when the deposit is paid, you credit the Tenant Ledger (Security Dep Received). This is a "wash" but allows an accounting trail. When the Tenant moves out, you post a 'Security Dep FROM Escrow' (Income Account) to bring the funds back into the Tenant ledger. (If you use a separate account for your Security Deposits, you would write the check out of the 'Trust Account' and make a deposit into your 'Property Management Account'.)   If the entire deposit is to be forfeited to the Owner (the Tenant does not receive any funds back), you would post that Expense to the Tenant (Tenant Deposit Forfeited) and then post that same amount to the Unit Ledger under 'Deposit Forfeited'. This would be an Income Category, which would credit the Owner for the forfeited amount.

When Tenant Moves IN	Amount	Post To
Security Dep Charged	($500.00)	Tenant
Security Dep Received	$500.00	Tenant

When Tenant Moves OUT	Amount	Post To
Security Dep FROM Escrow	$500.00	Tenant
Tenant Deposit Forfeited	($500.00)	Tenant

Post to Unit Ledger	Amount	Post To
Deposit Forfeited to Owner	$500.00	Unit

There are other ways to post the Security Deposits. You are free to set up as many Account Categories as you wish and use your own method. Since states have different regulations regarding handling security deposits, we cannot give advice on the method you should use.

You will need to decide how you want to set up the accounting for the above transactions.

Note: If you keep the Deposit funds in a separate check account, you would write a check from that 'Trust Account' (when the Tenant moves out) and deposit the funds into your 'Property Management' account. At this point, all checks to Vendors and to the Tenant are paid out of the 'Property Management Account'. If your accounting system is set to pay expenses from the 'Trust Account', you will still need to post the transactions in the Tenant ledger as indicated above to show where the funds were paid to.

The most efficient way to handle your Security Deposits when a tenant is scheduled to move out of the rental is to utilize the 'Security Deposit Disposition' screen found under POSTING and then 'Sec Dep Disposition'. You will see the following screen:

Security Deposit Disposition

Select the Tenant that is moving out: Deposit Remaining: $0.00

Randall Fieldstone - 2093 Poplar Avenue/2093 Poplar Avenue

How do you handle your security deposits?
- ● I don't make an account-to-account transfer
- ○ I first transfer from escrow to another account

Transfer Security Deposit into Tenant Ledger

Deposit Amount:
$1,400.00

Default Account: Sec Dep from Escrow   [Change]

Default Remark: Transfer from Escrow Account to Tenant Ledger

Subtract amount to charge Tenant (skip if expenses are posted)

Amount:
$0.00   ☐ Click here to forfeit this amount to the Owner (in the Unit Ledger)

Default Account: Security Dep Expense   [Change]

Default Remark: Security Deposit Expense to Tenant

Refund the remaining Security Deposit to Tenant Ledger

Amount: ☐ Create Tenant check
$1,400.00

Default Account: Security Dep Refund   [Change]

Default Remark: Security Deposit Refunded to Tenant

Date for all postings: 10/26/2023

Note: If you need to write checks to pay for expenses regarding this tenant's account, you need to do that first. That should be done before proceding.

[Post Security Deposit Disposition NOW]   **[Exit]**

Note: In order to utilize this procedure, you will need to have entered the correct Security Deposit amount in each Tenant Ledger under the field labeled 'Deposit 1' and 'Deposit 2'.

Simply 'Select the Tenant that is moving out' from the dropdown list on the top of the screen and the currently entered security deposit will be filled in for you. It is very important that you make sure that all of the information and accounts shown on your screen are correct. This information is pulled from your Tenant Ledgers, therefore if the information does not show to be correct, exit and view the ledger. The settings on the screen are below:

Transfer Security Deposit into Tenant Ledger: This will show the amount that you are currently holding for the tenant that will credit the Tenant Ledger. Typically, this is the full amount of the security deposit. The purpose is to show that money was transferred out of escrow and back into the Tenant's Ledger.

Subtract any amount that you want to charge the Tenant: If you have already posted any expenses into the Tenant Ledger, this will allow you to subtract the amount of any expenses that you want to deduct from the security deposit before refunding it. Note: There is an additional option to post a refund into the Unit Ledger (owners accounting) if you wish.

Refund the remaining Security Deposit to the Tenant Ledger: This is the final amount to be refunded to the tenant. If you want the Tenant File to create a check to the tenant, just click the 'Create Tenant check' box and enter any remark that you want to show.

Some managers keep all of the Security Deposit money in one bank account, but only write checks from the 'Operating Account'. You can accommodate that by clicking the option labeled '**I first transfer from escrow to another account**' under '**How do you handle your security deposits?**' This will display other options on the screen allowing you to show the transfer, then to create the disposition of the Security Deposit.

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