Copyright © 2016 Management One Licensed Operating Systems, LLC. All rights reserved.

Management One Licensed Operating Systems

Accounting/ Customer Service Division Test

2016

**Accounting Customer Service Division Test\_\_\_\_\_\_\_\_\_\_\_**

Name:       (For manager use only) Results: \_\_\_\_\_\_\_\_\_\_

Date:

1. What report is run once the deposit has balanced prior to running checks?

1. What days of the month are bills normally paid?

1. How would you retain an owner’s funds?

1. By what date are rent receipts to be printed?

1. By what date are rent receipts to be stamped and ready for the receptionist?

1. When entering a holding deposit, what items must be deducted from the account?

1. By what day are security deposits to be refunded to each resident?

1. Should a resident have a security deposit dispute, what should they do prior to researching any further?

1. When posting a security deposit to an account, what must be done after entering?

10. When doing deductions from a security deposit, what (4) items are to be deducted and in what order?

 a.

 b.

 c.

 d.

 11. How often must the trust account be reconciled?

 12. What days of the month are owner letters sent on late rents?

 13. What report must be run at the end of each day?

 14. When you sweep is done how often is it done and when are fees due to company?

 a.

b.

 15. When balancing the Security deposit trust, what 2 areas must balance?

 a.

 b.

 16. When turning on/off utilities, what 2 steps should be taken?

 a.

 b.

17. When adding temp lawn service what 2 steps should be taken?

 a.

 b.

18. When adding a new account to the system where should it be inputted to track the monthly inspection?

19. When preparing invoices for payment, what 4 items should be followed?

 a.

 b.

 c.

20. When preparing utilities for payment, what must be checked 1st?

21. What day of the month do you send account journals to owners that did not receive a rent check? What report is run to get this information?

 a.

 b.

22. After what date are you not responsible to pay a vendor if invoices are not received?

23. A new property is put in your box; how long should it take for you to enter it into the system?

24. What 4 steps should be followed with a back on market?

 a.

 b.

 c.

 d.

25. What 4 steps should be followed when doing a close out?

 a.

 b.

c.

 d.

26. What reports are turned in each Friday by noon?

 a.

 b.

c.

Answers

1. Deposit Report

2. Thursday’s

3. Property detail, add amount needing to maintain reserve

4. 20th (Optional)

5. 25th (Optional)

6. Management Fee and rent up fee

7. 12days from when resident turns in keys

8. Put in writing what they dispute

9. Run report #77Security Deposit Ledger and #17 Security Deposit Held to confirm the balance.

10. Repair, Utilities, Resident Owes, Rent

11. Daily as changes are made

12. 6th & 8th

13. Daily Balance

14. Every Tuesday, weekly

15. Check or run Report #77 and Report #17 have to balance

16. Log into utility book and date and person you spoke with

17. Confirm if perm not already on, do work order to vendor

18. Log into property detail

19. Meet with Maintenance Department and audit invoices, confirm if a resident owe, confirm funds are available

20. Confirm if already paid

21. 15th and Owner Journal Statement

22. 60 days or more

23. 24 hrs. business hours

24. Do CRA-high/low, do BOM paperwork, copy PI, & tag on keyboard

25. Retain all funds, cancel utilities, lawn service, and start off market form

26. Security deposit report, close out report, late fee totals.