

2022

# Accounting Manual

MANAGEMENT ONE LICENSED OPERATING SYSTEMS  
KNOWLEDGE BASED MANUAL

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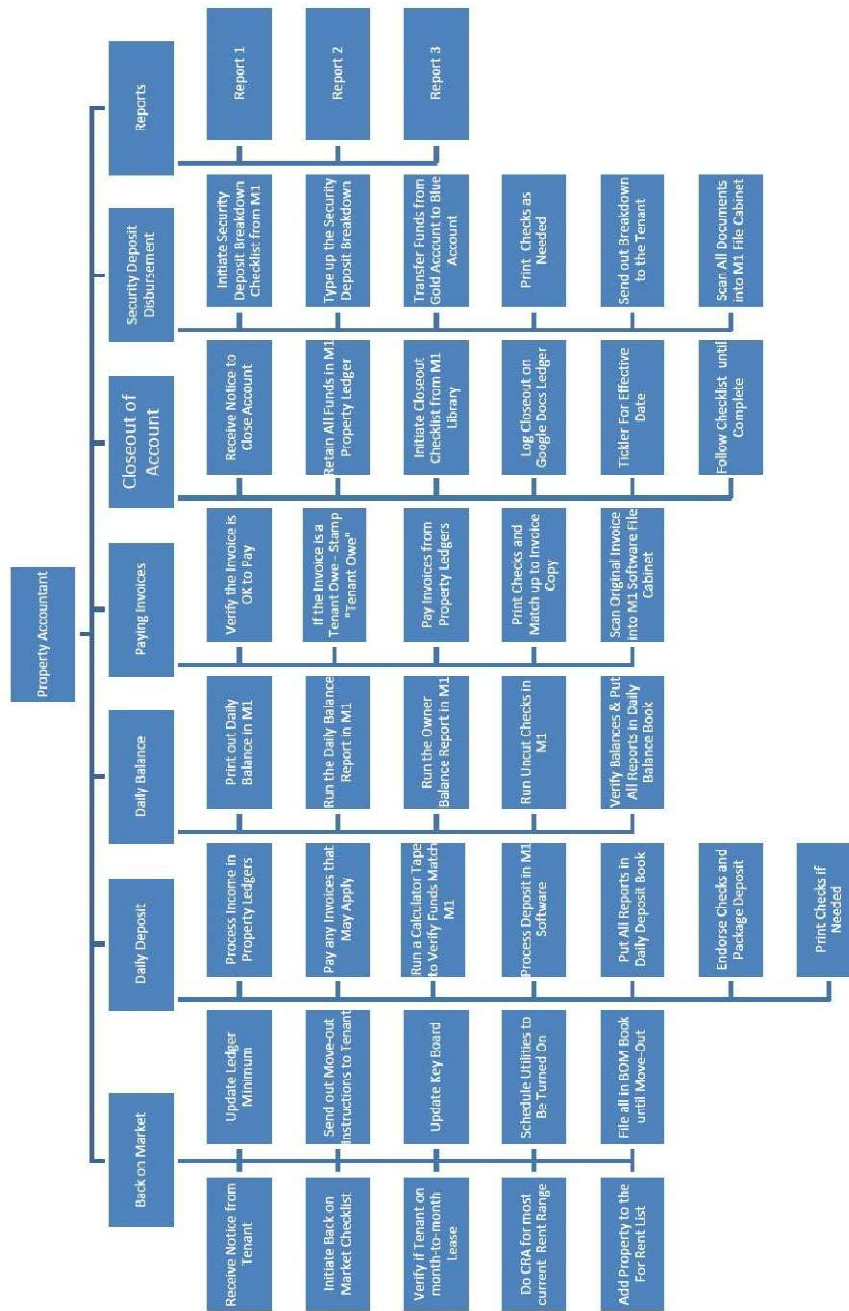
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## Accounting Position Job Flow Visualized

### Accounting Position Job Flow Chart



## **Account Journal / Owner Statement (Report #1A)**

This report is used to generate the monthly Accounting Statement to be sent to the Owner.

This report can be generated for a statement for a specific owner or many statements, all for different owners, in mass.

The recommended file format for this report is as a PDF (.pdf) file, however, you can also generate a Word (.doc) file or an Excel (.xls) file

- As a Word (.doc) file the statement will generate for (1) owner per page
- As an Excel (.xls) file this will place the information in cell formatting for each statement. Can be used for .csv file imports.
- As a PDF (.pdf) file this will appear the same as the Word (.doc) file format, but will not be editable.

**[Click Here to Watch a Video Tutorial on "How to Generate a Report"](#)**

# Report - 1A

The screenshot displays the 'Reports' section of the m1 Solutions software. The left sidebar contains a navigation menu with 'Reports' highlighted. The main content area shows a grid of report options under the heading 'Select A Report Below'. Report (1A) 'Account Journal/Owner Stmt.' is selected. Below the report grid, the 'Report Criteria' section includes fields for 'Date From' and 'Date To' (both set to 11/01/2015), a table for property selection with columns for Last Name, Property Street, City, and Zip, and radio buttons for 'No Paylease', 'Paylease', and 'All'. A 'Load' button is also present. At the bottom, there are options for output format (DOC, XLS, PDF) and a 'Search' button.

From the Tree View:

1. Expand **Reports**
2. Select **Reports**
3. Select Report **(1A) Account Journal/Owner Stmt.**


4. Enter in the **Date Range** to show on the Statement
5. Enter in the **Check Cut Date**
6. Filter the Search by selecting either **No Paylease, Paylease, All, or Multi-Unit Only**; Then click **LOAD**
7. Select from the List that Generates; You can either select one or many (Hold the Ctrl button down while selecting or Hold the Shift key to select groups)
8. Select the **File Format** (either, Word DOC, Excel XLS, or PDF)
9. Then, click **SEARCH** to run the report

Note:

\* For a refined search, you can enter in a specific Owner's **Last Name, Rental Street Name, City, or Zip**

- A separate window will open where you can View, Print or Save the document.

## Report - Account Journal / Owner Statement



**Management One Corona**

Corona, CA 92879  
Phone:                      Fax:

**Account Statement**

Monday, November 9, 2015

---

1

**Subject Property**

Mira Loma, CA 91752

3	4	5	6	7	8	9	10	11	12	13
Date	Unit	Payee/Payer	Description	Ref.	Link	Chk#	Inc.	Exp.	Balance	
1 10/01/2015			monthly lawn service	WO#53256	<a href="http://app">http://app</a>	29446		\$34.50	\$213.50	
2 10/06/2015			rent for property	October			\$1,550.00		\$1,763.50	
3 10/06/2015			Management Fee	October		29532		\$155.00	\$1,608.50	
4 10/06/2015			Sent To Bank			EFT		\$1,358.50	\$250.00	
5 10/06/2015			Paylease Fee	October		29532		\$2.00	\$248.00	
6 10/22/2015			trip charge	WO#53626	<a href="http://app">http://app</a>	29607		\$40.00	\$208.00	

11/9/2015

Current Rental Rate: \$1,550.00    Current Tenant:    Lease Expiration: 6/30/2016    Security Deposit: \$1,800.00

Accounting Representative Email:

Page 1 of 1

### Report Navigation:

1. Account Owner Name & Mailing Address
2. Account Subject Property Address
3. Line Number

4. Date of Ledger Line Item
5. Unit Number
6. Name of Payee or Payer
7. Line Item Transaction Description
8. Reference Description (Work Order #, Inv. #, Month, etc.)
9. Hyperlink to file cabinet documents referenced
10. Check # for issued payment
11. Income Amount
12. Expense Amount
13. Ledger Running Balance

Header & Footer Information:

- a. Company Logo
- b. Office Name and Contact information
- c. Report Name
- d. Date the Report was Run / Printed
- e. Account Lease Information
- f. Page Number of Report



## Account Summary (Report #2)

This report is used to generate an Account Summary for a specified date range, to be sent to the Owner.

This report can be generated for a statement for a specific owner or many statements, all for different owners, in mass.

The recommended file format for this report is as a PDF (.pdf) file, however, you can also generate a Word (.doc) file or an Excel (.xls) file

- As a Word (.doc) file the statement will generate for (1) owner per page
- As an Excel (.xls) file this will place the information in cell formatting for each statement. Can be used for .csv file imports.
- As a PDF (.pdf) file this will appear the same as the Word (.doc) file format, but will not be editable.

## Report - 2


The screenshot displays the 'Reports' section of the m1 Solutions software. On the left is a vertical navigation menu with 'Reports' highlighted. The main area is titled 'Reports' and contains a 'Select A Report Below' section. This section is divided into four columns: Accounting, Leasing, Property, Owner, and Resident. The 'Accounting' column is selected, and the 'Account Summary' report (ID 2) is highlighted. Below the report grid is the 'Report Criteria' section, which includes fields for 'Date From' and 'Date To' (both set to 11/02/2015), a 'Last Name' field, and a 'Load Properties' section with radio buttons for 'No Paylease', 'Paylease', 'All', and 'Multi-Unit Only'. The 'All' option is selected. A 'Load' button is also present. Below the criteria is a 'Select Output Options And Run Report' section with radio buttons for 'DOC', 'XLS', and 'PDF', where 'PDF' is selected. A 'Search' button is at the bottom.

From the Tree View:

1. Expand **Reports**
2. Select **Reports**
3. Select Report **(2) Account Summary**

4. Enter in the **Date Range** to show on the Statement
5. Enter in the **Last Name**
6. Enter in the **Check Cut Date**
7. Filter the Search by selecting either **No Payleave, Payleave, All, or Multi-Unit Only**; Then click **LOAD**
8. Select from the List that Generates; You can either select one or many (Hold the Ctrl button down while selecting or Hold the Shift key to select groups)
9. Select the **File Format** (either, Word DOC, Excel XLS, or PDF)
10. Then, click **SEARCH** to run the report

## Report - Account Summary



**Management One Corona**  
Corona, CA 92679  
Phone:                      Fax:

**Account Summary Statement**

Monday, November 9, 2015

---

**Subject Property**

Mira Loma, CA 91752

10/01/2015 to 11/01/2015

Income Summary	Total
RENT FOR PROPERTY	\$1,550.00
<b>Total</b>	<b>\$1,550.00</b>

---

*Non Included Income*

---

Expense Summary	Total
MANAGEMENT FEE	\$155.00
MONTHLY LAWN SERVICE	\$34.50
PAYLEASE FEE	\$2.00
TRIP CHARGE	\$40.00
<b>Total</b>	<b>\$231.50</b>

---

Non Included Expenses	Total
X SENT TO OWNER	\$1,358.50
<b>Total</b>	<b>\$1,358.50</b>

---

<b>Total Income:</b>	<b>\$1,550.00</b>
<b>Total Expense:</b>	<b>\$231.50</b>
<b>Net Income (loss):</b>	<b>\$1,318.50</b>

*Items prefaced with an X are not included in the income and expense calculations.*

11/9/2015
Accounting Representative Email:
Page 1 of 1

### Report Navigation:

1. Account Owner Name & Mailing Address
2. Account Subject Property Address
3. Date Range for the Account Summary

4. Income Summary
5. Non included Income Items
6. Expense Summary
7. Non included Expense Items
8. Account Summary Breakdown

Header & Footer Information:

- a. Company Logo
- b. Office Name and Contact information
- c. Report Name
- d. Date the Report was Run / Printed
- e. Page Number of Report

# Owner 1099 Statements (Report #14)

This report is used to generate the 1099 owner information and Amounts, for each Property, in mass, for the Date Range selected.

- This report will generate at the bottom of the **Reports** screen

## Report - 14

**Reports**

BACK TRAINING CMD CTR

Select A Report Below

**Report Description: Owner 1099 Statements**

Accounting	Accounting	Accounting	Accounting
<input type="radio"/> (42) 1099 Misc Form - Owner	<input type="radio"/> (7) Daily Balance	<input type="radio"/> (15) Owner Balances	<input type="radio"/> (53) Resident Revenue Detail
<input type="radio"/> (41) 1099 Misc Form - Vendor	<input type="radio"/> (9) Deposit Detail	<input type="radio"/> (30) Owner Retain	<input type="radio"/> (77) Security Deposit Ledger
<input type="radio"/> (32) 205 Pay Lease	<input type="radio"/> (10) Deposit Summary	<input type="radio"/> (16) Rent Post Summary	<input type="radio"/> (17) Security Deposits Held
<input type="radio"/> (1A) Account Journal/Owner Stmt.	<input type="radio"/> (62) Franchise Tax Board Statement	<input type="radio"/> (75) Rent Roll	<input type="radio"/> (52) Trust Account Statement
<input type="radio"/> (2) Account Summary	<input type="radio"/> (76) General Ledger	<input type="radio"/> (47) Rental Analysis	<input type="radio"/> (18) Uncut Checks
<input type="radio"/> (3) Blue Account Overview	<input type="radio"/> (11) Gold Account Overview	<input type="radio"/> (46) Rental Summary	<input type="radio"/> (19A) Vendor 1099 CSV
<input type="radio"/> (4) Check Cumulative	<input type="radio"/> (13) Income Not Posted	<input type="radio"/> (48A) Reprint Owner Checks	<input type="radio"/> (19) Vendor 1099 Statements
<input type="radio"/> (5) Check Trans Detail	<input type="radio"/> (12) Income Transactions	<input type="radio"/> (48B) Reprint Resident Checks	<input type="radio"/> (20) Vendor Checks
<input type="radio"/> (6) Check Vs. Entry	<input type="radio"/> (33) Ledger Code Analysis	<input type="radio"/> (48C) Reprint Vendor Checks	<input type="radio"/> (22) Vendor Total
<input type="radio"/> (23) Code Summary	<input type="radio"/> (18A) Outstanding Checks (CUT)	<input type="radio"/> (48D) Reprint Vendor Consol. Checks	<input type="radio"/> (21) Voided Entries
<input type="radio"/> (43) Code Summary Exception	<input type="radio"/> (14A) Owner 1099 CSV	<input type="radio"/> (51) Resident Expense Detail	
<input type="radio"/> (15v2) Current Day Owner Balan	<input checked="" type="radio"/> (14) Owner 1099 Statements	<input type="radio"/> (50) Resident Expense Summary	

Leasing	Property	Owner	Resident
<input type="radio"/> (57) AIS History	<input type="radio"/> (39) Annual Inspection	<input type="radio"/> (25b) CRM Owner List	<input type="radio"/> (27) Lease Expiration
<input type="radio"/> (70) AIS Records	<input type="radio"/> (79) Close Out	<input type="radio"/> (63) NPO New Accounts, Monthly	<input type="radio"/> (56) Resident Balances
<input type="radio"/> (71) Call Log Entry Summary	<input type="radio"/> (44) Inactive Property Details	<input type="radio"/> (64) NPO New Accounts, Weekly	<input type="radio"/> (60) Resident Eviction Ledger
<input type="radio"/> (31) Prospective Resident List	<input type="radio"/> (40) Monthly Exterior Inspection	<input type="radio"/> (66) NPO New Property Owners Ledger	<input type="radio"/> (80) Resident Ledger
<input type="radio"/> (28) Resident Rented	<input type="radio"/> (72) Monthly Exterior Results	<input type="radio"/> (68) NPO Referral Call Annual	<input type="radio"/> (80A) Resident Ledger - Non-Rent Owed
<input type="radio"/> (69) Signed Leases	<input type="radio"/> (49) Property List	<input type="radio"/> (65) NPO Referral Call Ledger	<input type="radio"/> (26) Resident List
	<input type="radio"/> (78) Rehab Log	<input type="radio"/> (67) NPO Signed Accounts Annual	<input type="radio"/> (58A) Resident Statement (w/balance)
	<input type="radio"/> (61) Service Ledger	<input type="radio"/> (24) Owner Expiration	<input type="radio"/> (59) Scheduled Move Outs
	<input type="radio"/> (73) Violation History	<input type="radio"/> (25) Owner List	<input type="radio"/> (74) Security Deposit Disbursement
		<input type="radio"/> (38) Owner Portal Notification	

**Report Criteria**

Date From: 11/18/2015 Date To: 11/18/2015

Select Output Options And Run Report (And Export Where Applicable)

Search Export

MONEY ONE	MONEY TWO	SSI/EIN	NAME	TRADE NAME	STREET	CITY	ST	ZIP	E-ZIP	VENDOR #
165.02	0.00					Vancouver	WA	98685		160
1425.00	0.00					Torrance	CA	90505		229
232.50	0.00					Las Vegas	NV	89635		2957
1822.00										

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From the Tree View:

### 1. Expand **Reports**

2. Select **Reports**
3. Select Report **(14) Owner 1099 Statements**
4. Select the **Date Range**
5. Then, click **SEARCH** to run the report

\* Note: The Report Information will generate at the bottom of the page.

## How to Add a New Owner

[Click here to Watch Video Tutorial](#)

From the Tree View:

1. Expand **Owner**
2. Select **Add Owner**
3. Enter all of the owner information and Check the boxes that apply
4. Check Mark- **1099** (this box should always be checked for year-end statements)
5. Check Mark- **New Mgmt Agreement** (only if the property is a new account)
6. Check Mark- **Protected** (only if the owner was referred by a real estate agent)
7. Click **SAVE** at the bottom of the Owner Information column

## Owner Detail

The screenshot shows the 'Owner Detail' form in the m1 Solutions application. The form is divided into two main columns: 'Owner Information' and 'Bank Information'. The 'Owner Information' column contains fields for Status (ACTIVE), checkboxes for 1099, VIP, and Protected, and various text input fields for personal and contact information. The 'Bank Information' column contains checkboxes for 'Check to Bank' and 'Paylease', and fields for bank details. A 'Save' button is located at the bottom of the 'Owner Information' column. Numbered callouts (1-7) are placed over the form to indicate the steps for adding a new owner: 1. Owner (in the left sidebar), 2. Add Owner (in the left sidebar), 3. First Name (text field), 4. Status (ACTIVE dropdown), 5. 1099 checkbox, 6. Protected checkbox, and 7. Save button.



## Owner Portal Access Setup

The screenshot displays the 'Owner Detail' form in the m1 Solutions system. The form is divided into several sections: 'Owner Information', 'Bank Information', 'Owner Notes', and 'Owner Portal Access History'. The 'Owner Information' section includes fields for Status (ACTIVE), 1099, VIP, Protected, Referral Notes, First Name, Last Name, Phone1, Phone2, Home Phone, Home Fax, SSN or EIN, Drivers License, Name Control, Email Address1, First Name (Sec.), Last Name, Phone1, Phone2, Email Address2, Street Number, Street Name, City, State, Zipcode, and Country. The 'Bank Information' section includes checkboxes for Check to Bank and Paylease, fields for Institution Name, Contact First Name Last Name, Street Number, Street Name, City, State, Zipcode, Country, Routing Number, Account Number, Phone, Fax, and Notes. The 'Owner Portal Access History' section is currently empty. In the 'Owner Portal Access History' section, there are two highlighted items: 'Portal Letter' (highlighted in yellow) and 'Portal Acct. Pwd' (highlighted in yellow). A red circle with the number '1' is placed over the 'Portal Acct. Pwd' field, and a red circle with the number '2' is placed over the 'Portal Letter' field. A 'Save' button is visible next to the 'Portal Acct. Pwd' field.

To provide the owner with Owner Portal access...

1. The **Portal Account Name** and the **Portal Account Password** will prefill in from the system when the owner account is created from the initial SAVE.
2. Click **Portal Letter** (then their user access instructions and credentials will be provided to the owner)

## Owner Monthly Check Setup

The screenshot shows a 'Bank Information' form with the following fields and callouts:

- 1**: Check to Bank  Pay/lease
- 3**: Institution Name  Contact First Name Last Name
- 2**: Routing Number  Account Number
- 4**: Save button

Other fields include: Street Number, Street Name, City, State, Zipcode, Country (USA), Phone, Fax, and Notes.

## Owner Monthly Check Setup

If the owner is having their monthly checks sent directly to their bank account...

Continue to the Bank Information column on the right side of the Owner Detail.

1. Check the box that applies, either **Check to Bank\*** or **Pay/lease\*\***.
2. Fill in the Owner's Bank **Routing Number** and **Account Number**
3. Fill in the Institutional Bank information; **Name, Address, Phone Number**

4. Then click **SAVE**

Note:

\*Checkmark **Check to Bank**: if the owner is having a hardcopy check mailed directly to their bank

\*\*Checkmark **Paylease**: if the owner is having their checks sent electronically

- If the owner is on **Paylease**, the institution's address and phone number are not required.
- If the owner is on **Check to Bank**, the institution's phone number is not required.

## Address Changes For Owners

There are many ways to access the owner from the M1 Software. The most commonly method used is the following:

1. Command Center
2. Select the **PROPERTY** or **OWNER** and **SEARCH**
3. Click onto the **OWNER DETAIL**, make necessary changes and save

## How to Add/Pay Pending Payables

[Click here to Watch Video Tutorial](#)

From the Tree View:

1. Expand **ACCT Payable**
2. Click on **Ledger**
3. Search for the property (either by **Property Street Name, City,** or **Owner Last Name**)
4. Click **SEARCH**
5. Click on **Ledger** link of the appropriate Property

### Get to the Proper Property Ledger to Add a Pending Payable

The screenshot shows the 'Ledger List' page in the m1 Solutions software. The left sidebar contains a navigation menu with 'ACCT Payable' (1) and 'Ledger' (2) highlighted. The main content area has search fields for 'Property Street Name', 'Property City', 'Property Zip', 'Owner Last Name', and 'Owner Number' (3). Below these are fields for 'Manager', 'Property#', 'Check Number', 'Deposit Key', and 'Status' (4), followed by a 'Search' button. A table below displays property details with columns for 'STATUS', 'PROPERTY ID', and 'ADDRESS'. The first row shows 'A 571' with a 'Ledger:\$250.00' (5) and a 'Expense\_List' link. The second row shows 'A 588' with a 'Ledger:\$248.00' and 'Expense\_List' link. The third row shows 'A 545' with a 'Ledger:\$121.80' and 'Expense\_List' link. The footer contains the copyright notice: 'Copyright © 2016 Precision Business Technology, Inc. All rights reserved.'

## Add Payable from the Ledger

The screenshot shows the 'Property Ledger' interface for property #571. The 'Expense' form is the primary focus, with five numbered callouts: 1. Points to the 'Code' dropdown menu. 2. Points to the 'Image' field with a 'Browse...' button. 3. Points to the 'Pending Payable' checkbox. 4. Points to the 'Post' button. 5. Points to the 'Payable' button in the 'Pending Transactions' section. The interface also includes a navigation menu on the left, a top navigation bar, and a bottom section for 'Ledger Load Range' and 'Statement' options.

[Click here to Watch Video Tutorial](#)

1. Enter in the **Expense** information (**Code, Vendor, WO, Notes & Amount**)
2. Upload an image, if preferred
3. Check **Pending Payable** box
4. Then click **POST**
5. You will see the pending payable item under **Pending Transactions**

## From the Ledger: How to Pay Pending Payables

Property Ledger

Property# 894

Balance:\$0.00 Minimum:\$250.00 Lease Up:\$3355.00 Paylease:No  
Ledger value added PENDING expense record @ 6/25/2015 11:14:13 AM

Expense		Income		Pending Transactions								
Code: 201-Management Fee	Code: --SELECT FROM LIST--	<b>Payable</b>										
Van/Sec.Own: --SELECT FROM LIST--	Proof/Month: June	Post Check Items to Ledger										
Resident: --SELECT FROM LIST--	Resident: --SELECT FROM LIST--	<input type="checkbox"/> <b>Post</b> 2										
Notes: PAYABLE TO PRIMARY OWNER	Gold#: --SELECT FROM LIST--	<input type="checkbox"/> <b>APPLY</b> 1	DATE	CODE	UNIT	VEN/OW/NTEN	REF.	NOTES	AMOUNT	IMAGE		
M1 Inv: --SELECT FROM LIST--	Amount: --SELECT FROM LIST--	<input type="checkbox"/>	06/25/2015	201					\$150.00	Delete		
Non-M1 Inv: Ven. Inv# M1 WOP	Received: 06/25/2015	Total: \$150.00										
Amount: 150	<input type="checkbox"/> Pending Receivable <b>Post</b>	<b>Receivable</b>										
Image: <input type="button" value="Browse..."/> No file selected	<input type="checkbox"/> Pending Payable <b>Post</b>	Update Items Listed Below Post Checked Items to Ledger										
		<input type="button" value="Update"/> <input type="button" value="Post"/>										
		<input type="checkbox"/>	08/27/2013	140		TNT: ????(P)		VIOLATION VIOLATION	FROM VIOLATION MODULE	\$0.00	0.00	Delete
		<input type="checkbox"/>	09/20/2013	140		TNT: ????(P)		VIOLATION VIOLATION	FROM VIOLATION MODULE	\$0.00	0.00	Delete
		<input type="checkbox"/>	10/29/2013	140		TNT: ????(P)		VIOLATION VIOLATION	FROM VIOLATION MODULE	\$0.00	0.00	Delete

Ledger Load Range:  3 Months  6 Months  1 Year  YTD  All

Statement:

Editable Items Listed Below:  No file selected.

Add Invoice To Expense Below:  No file selected.

CHK# ST \$ DATE INCCODE EXPCODE VNDIOW/NTNT GOLDID INVPRF M1INV EXP. INC. BAL. NOTES PAYBCH# DEPR DEPCDATE RECCDATE INCRDVD 506 INVOICE IMAGE ADD INVOICE

Owner Statement Message:

[Click here to Watch Video Tutorial](#)

1. Check the **Apply** box to the left of the item
2. Then click **POST** (the item will show paid against the ledger)

## From the Tree View: How to Pay Pending Payables

**Bulk Payable Posting**

BACK CMD CTR

**Bulk Post Pending Payables Listed In Property Ledgers**

Press LOAD below to list all Pending Payable Items.

Check individual or check all items to be posted to the corresponding ledgers.

Click POST. Those items will be applied to the property ledger.

The system will notify you if some items failed to be posted as a result of insufficient ledger funds.

3 Load Post 5

4 Check All

APPLY DATE	CODE	ADDRESS	VEN/OWN/TEN	REF.	NOTES	BALANCE	AMOUNT	IMAGE
08/23/2015	316	pool/spa repair	Riverside, CA 92506 VEN	Pool Care	5555	Ledger:\$22.80	\$500.00	

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[Click here to Watch Video Tutorial](#)

From the Tree View:

1. Expand **ACCT Payable**
2. Select **Bulk Pending Post**
3. Click **LOAD**
4. Check Mark all **Properties** that you want to pay
5. Then click **POST** and items will be paid against the ledger



## How to Process Pay Batch Checks

[Click here to Watch Video Tutorial](#)

From the Tree View:

1. Expand **ACCT Payable**
2. Select **Pay Batch**
3. Check the **Process** items that will be included in the batch or select the **Check All** box
4. Check Include the 260 transaction fee if you want to include a processing fee
5. Check the **Process Checked** box
6. Then click **PROCESS**

Note:

- Items will be assigned a common “batch key” that will then be referenced in the property ledgers
- Click **EXPORT** to save your output file (this file can also be retrieved from accounting reports per the batch number/date)
- Import the file into **Paylease** to auto-sync it, otherwise you can manually enter the items into **Paylease**.

# Pay Batch Processing

**Manage Batch Transactions**

- Check the items that will be included in the batch.
- Check Include 260 if you want to include an EFT charge in each item of the batch. The amount that will be applied is per the EFT FEE value in setup.
- Check the PROCESS CHECKED box and press PROCESS.
- Items will be assigned a common "batch key" that will then be referenced in the property ledgers.
- Click EXPORT to save or view your output file. This file can also be retrieved from accounting reports per the batch number/date.

Process Checked?  Include 260 Transaction? **Process**

Check All

PROCESS	OWNER	PROPERTY	PROPERTYID	AMOUNT	ENTERED
<input type="checkbox"/>			359	744.03	7/6/2015 12:21:42 PM
<input type="checkbox"/>			3272	1,066.25	7/6/2015 12:21:44 PM
<input type="checkbox"/>			309	1,092.50	7/6/2015 12:21:44 PM
<input type="checkbox"/>			2894	1,370.50	7/6/2015 12:21:41 PM
<input type="checkbox"/>			3024	1,225.50	7/6/2015 12:21:37 PM
<input type="checkbox"/>			3130	1,293.00	7/6/2015 12:21:37 PM
<input type="checkbox"/>			373	923.00	7/6/2015 12:21:42 PM
<input type="checkbox"/>			2989	1,483.00	7/6/2015 12:21:39 PM
<input type="checkbox"/>			3232	1,665.00	7/6/2015 12:21:44 PM

## Printing Checks

[Click here to Watch Video Tutorial](#)

From the Tree View:

1. Expand **ACCT Payable** from the tree view
2. Select **Print Checks**

## Check Management and Processing

The screenshot displays the 'Check Management and Processing' interface. On the left, the 'm1 Solutions' logo is at the top, followed by a navigation menu. 'ACCT Payable' is selected in the tree view, and 'Print Checks' is highlighted with a yellow circle and a '2' in a black circle. The main content area has a title bar with 'BACK', 'TRAINING', and 'CMD CTR' buttons. Below this is a 'Select Check Type' section with radio buttons for 'Vendor Cumulative', 'Vendor', 'Owner', and 'Resident'. The 'Vendor Cumulative' option is selected. The 'Load Payees' section has three input fields: 'Vendor Name (outstanding payees)', 'Last Name (owner or resident)', and 'Expense Code'. The 'Vendor Name' field has a dropdown menu with options '<SELECT FROM LIST>', 'Franchise Tax Board', and 'Management One Red'. A 'Search' button is to the right. The 'Cut Checks' section has a 'Check Number' field with '56406', an 'Update' button, a 'Total Amount Cut' field with '0', a 'Process Checked' checkbox, and a 'Process Checks' button. A 'Check All' checkbox is also present. At the bottom, there is a copyright notice: 'Copyright © 2016 Precision Business Technology, Inc. All rights reserved.'

## Printing Owner Checks

**m1 Solutions™**

Check Management and Processing

BACK TRAINING CMD CTR

Select Check Type

Vendor Cumulative  Vendor  Owner  Resident

Load Payees

Vendor Name (outstanding payees) Last Name (owner or resident) Expense Code

<SELECT FROM LIST> Franchise Tax Board Management One Red

Search

Cut Checks

Check Number Total Amount Cut

58406 Update  Process Checked

Process Checks

Check All

CUT LEDGER DATE	EXP. DESCRIPTION	VEND/OWN/TNT	PROPERTY	INVOICE	EXPENSE
***					

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1. Select the **Owner** button
2. Then Select **SEARCH** (All owner checks will appear)
3. Once checks have been confirmed, check the **Process Checked** Box
4. Click **PROCESS**– a PDF file will appear and allow you to print

Note:

\* The **Check All** box will automatically be check marked

\*\*if you only want a selected owner, you may enter their name prior to searching

\*\*\*or un-select all that have been checked to print and select only the checks you wish to print

## Printing Resident Checks

**m1 Solutions™**

Check Management and Processing

BACK TRAINING CMD CTR

Select Check Type

Vendor Cumulative  Vendor  Owner  Resident

Load Payees

Vendor Name (outstanding payees) Last Name (owner or resident) Expense Code

<SELECT FROM LIST> \*\* Search

Franchise Tax Board

Management One Red

Cut Checks

Check Number Total Amount Cut

567 \* Update  Process Checked Process Checks

Check All

CUT	LEDGER DATE	EXP. DESCRIPTION	VEND/OWN/TNT	PROPERTY	INVOICE	EXPENSE
***						

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1. Select the **Resident** button
2. Then Select **SEARCH** (all resident checks will appear)
3. Once checks have been confirmed, check the **Process Checked** Box
4. Click **PROCESS** – a PDF file will appear and allow you to print

Note:

\* The **Check All** box will automatically be check marked

\*\*if you only want a selected resident, you may enter their name prior to searching

\*\*\*or un-select all that have been checked to print and select only the checks you wish to print

## Printing Vendor Checks

**Check Management and Processing**

BACK TRAINING CMD CTR

Select Check Type

Vendor Cumulative  Vendor  Owner  Resident

Load Payees

Vendor Name (outstanding payees) Last Name (owner or resident) Expense Code

<SELECT FROM LIST> Franchise Tax Board Management One Red

Search

Cut Checks

Check Number Total Amount Cut Process Checked

584 Update 9225.61  Process Checked

Process Checks

Check All

CUT	CHECK DATE	EXP	DESCRIPTION	VEND/OWN/TNT	PROPERTY	INVOICE	EXPENSE
<input checked="" type="checkbox"/>	07/01/2015	214	2 Garage Remotes Purchased for Home				\$88.38
<input checked="" type="checkbox"/>	07/01/2015	201	BATCH POSTED @7/1/2015 11:23:13 AM			July	\$137.50
<input checked="" type="checkbox"/>	07/01/2015	201	BATCH POSTED @7/1/2015 11:23:13 AM			July	\$150.00
<input checked="" type="checkbox"/>	07/01/2015	201	BATCH POSTED @7/1/2015 11:23:13 AM			July	\$135.00
<input checked="" type="checkbox"/>	07/01/2015	201	BATCH POSTED @7/1/2015 11:23:13 AM			July	\$165.00

1. Click on **Vendor Cumulative** for only one check to print for a vendor with multiple items.
2. Select desired **Vendor(s)** from drop down
3. Click **SEARCH** for items to appear below
4. Once items have been confirmed, check the **Process Checked** Box
5. Click **PROCESS** – a PDF file will appear and allow you to print

Note:

- \* (Click on **Vendor** if you prefer individual checks)
- \*\* The **Check All** box will automatically be check marked
- \*\*\* or un-select all that have been checked to print and select only the checks you wish to print

## Bulk Checks to Owners

[Click here to Watch Video Tutorial](#)

From the Tree View:

1. Expand **ACCT Payable** from the tree view
2. Select **Bulk Check Post**
3. Then click **POST**; this will put all checks in the buffer for all funds over the Ledger minimum
4. Continue to **Print Checks** screen or **Pay Batch** screen to print/process all owner checks

## Bulk Check Posting

The screenshot displays the m1 Solutions software interface for Bulk Check Posting. On the left, a vertical navigation menu is shown with 'ACCT Payable' expanded. Within this menu, 'Bulk Check Post' is highlighted with a yellow bar and a circled '2'. Other items in the menu include 'Print Cart' (1), 'Pay Batch' (4), and 'Print Checks'. The main content area is titled 'Bulk Check Posting' and features a breadcrumb trail: 'BACK' > 'TRAINING' > 'CMD CTR'. Below this, a section titled 'Bulk Post Expense Code 205 For All Owners' contains a yellow informational box stating: 'By using this function, checks will automatically be put in the check buffer for all property ledgers that have balances over the property ledger minimum.' A text input field labeled 'Property Ledger Description' contains the text 'BULK OWNER PAYMENT FOR JULY 15'. A 'Post' button is highlighted with a yellow bar and a circled '3'. At the bottom of the main content area, a copyright notice reads: 'Copyright © 2015 Precision Business Technology Inc. All rights reserved.'



## Bulk Expense Posting

[Click here to Watch Video Tutorial](#)

This function is used to bulk pay monthly recurring expenses manually From the Tree View:

1. Expand **ACCT Payable**
2. Select **Bulk Expense Post**
3. Select a **Property** from the list or select ALL to load all recurring expenses for all properties
4. Select a **Vendor** from the list if you want to filter by vendor
5. Press **SEARCH**
6. Mark the appropriate **Check box(s)** for items to be posted to the corresponding ledgers or **Check All**
7. Click **POST**. Those items will be applied to the property ledger

*The system will notify you if some items failed to be posted as a result of insufficient ledger funds*

## Bulk Expense Posting

**Bulk Expense Posting**

BACK TRAINING CMD CTR

**Bulk Post Property Expenses**

- Select a property from the list or select ALL to load all recurring expenses for all properties.
- Select a vendor from the list if you want to filter by vendor.
- Press SEARCH.
- Check the items to be posted to the corresponding ledgers.
- Click POST. Those items will be applied to the property ledger.
- The system will notify you if some items failed to be posted as a result of insufficient ledger funds.

Property: [SELECT FROM LIST] (3) Vendor: [SELECT FROM LIST] (4) Search (5) Post Expense (7)

Posted within 1 Month Not Posted within 1 Month Not Posted within 2 Months Not Posted within 3 Months Not Applicable

Check All (6)

POST? CODE	PROPERTY	OWNER	LEDGER	DESCRIPTION	LAST POST FEE	VENDOR
<input type="checkbox"/>	415	Perris, CA 92571	Ledger:\$219.89	Perm Lawn	05/28/2015 94.00	Lawn Care
<input type="checkbox"/>	415	Moreno Valley, CA 92551	Ledger:\$248.00	Perm Lawn	06/05/2015 46.00	Lawn Care
<input type="checkbox"/>	415	Moreno Valley, CA 92557	Ledger:\$250.00	Perm Lawn	06/05/2015 46.00	Lawn Care
<input type="checkbox"/>	415	Perris, CA 92571	Ledger:\$148.00	Perm Lawn	06/05/2015 69.00	Lawn Care



## Bulk Invoice Posting

[Click here to Watch Video Tutorial](#)

This function is used to pay invoices that have been submitted by vendors through the vendor portal.

### Proof the Invoice

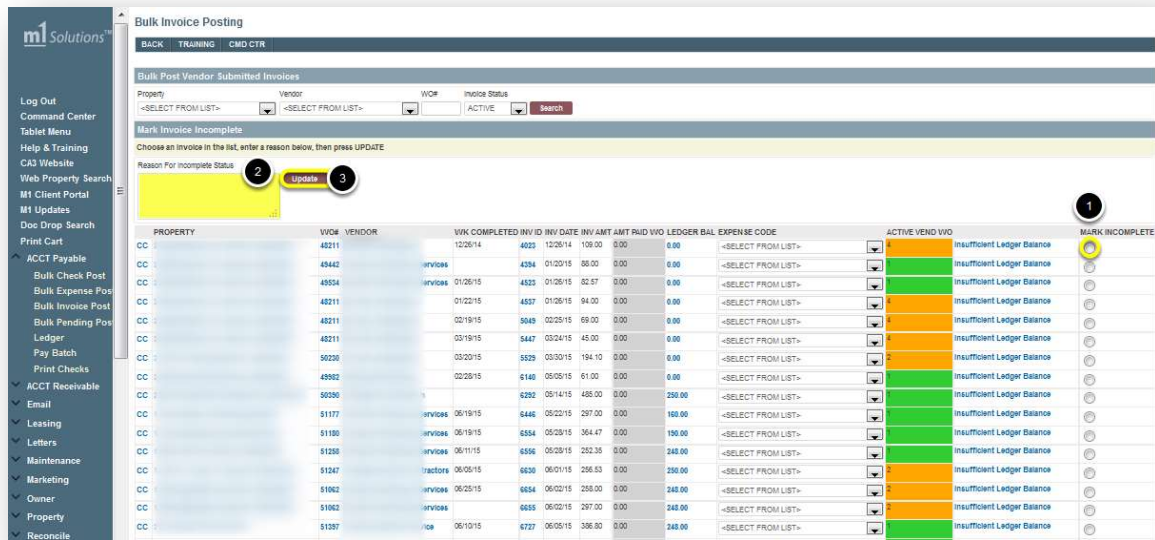
PROPERTY	WVO	VENDOR	WVC COMPLETED	INV ID	INV DATE	WVC AMT	WVC PAID	WVO	LEDGER BAL	EXPENSE CODE	ACTIVE VENDOR	MARK INCOMPLETE
CC	Moreno Valley 92587	48211	12/06/14	4823	12/06/14	109.00	0.00	0.00	0.00	-SELECT FROM LIST>	Insufficient Ledger Balance	
CC	Moreno Valley 92587	48442	Services	4824	01/20/15	82.00	0.00	0.00	0.00	-SELECT FROM LIST>	Insufficient Ledger Balance	
CC	Moreno Valley 92587	49534	Services	4823	01/20/15	82.57	0.00	0.00	0.00	-SELECT FROM LIST>	Insufficient Ledger Balance	
CC	Moreno Valley 92587	48211		4827	01/20/15	94.00	0.00	0.00	0.00	-SELECT FROM LIST>	Insufficient Ledger Balance	
CC	Moreno Valley 92587	48211		5049	02/25/15	69.00	0.00	0.00	0.00	-SELECT FROM LIST>	Insufficient Ledger Balance	
CC	Moreno Valley 92587	48211		5447	03/24/15	45.00	0.00	0.00	0.00	-SELECT FROM LIST>	Insufficient Ledger Balance	
CC	Moreno Valley 92587	50236		5529	03/30/15	194.10	0.00	0.00	0.00	-SELECT FROM LIST>	Insufficient Ledger Balance	
CC	Moreno Valley 92585	49882		6140	05/05/15	61.00	0.00	0.00	0.00	-SELECT FROM LIST>	Insufficient Ledger Balance	
CC	Moreno Valley 92555	50290		6292	05/14/15	485.00	0.00	250.00	250.00	-SELECT FROM LIST>	Insufficient Ledger Balance	
CC	Riverside 92587	51177	Services	6446	05/22/15	297.00	0.00	100.00	100.00	-SELECT FROM LIST>	Insufficient Ledger Balance	
CC	Perris 92571	51180	Services	6554	05/28/15	364.47	0.00	190.00	190.00	-SELECT FROM LIST>	Insufficient Ledger Balance	
CC	Moreno Valley 92555	51258	Services	6556	05/28/15	232.35	0.00	248.00	248.00	-SELECT FROM LIST>	Insufficient Ledger Balance	
CC	Moreno Valley 92585	51347	Tractors	6620	06/01/15	256.53	0.00	250.00	250.00	-SELECT FROM LIST>	Insufficient Ledger Balance	
CC	Moreno Valley 92555	51062	Services	6854	06/25/15	258.00	0.00	248.00	248.00	-SELECT FROM LIST>	Insufficient Ledger Balance	
CC	Moreno Valley 92555	51062	Services	6855	06/25/15	257.00	0.00	248.00	248.00	-SELECT FROM LIST>	Insufficient Ledger Balance	

From the Tree View:

1. Expand **ACCT Payable**
2. Select **Bulk Invoice Post**
3. Select a **Property** or a **Vendor** from the list (or just leave blank to load all outstanding invoices)
4. Select **SEARCH**
5. Proof the Invoice by clicking the **INV ID** link to review the invoice

Note: The invoice selected will pop-up in a different browser screen. (Make sure Pop-ups have been enabled in your Internet Browser on your computer).

## "NOT OK" to Pay



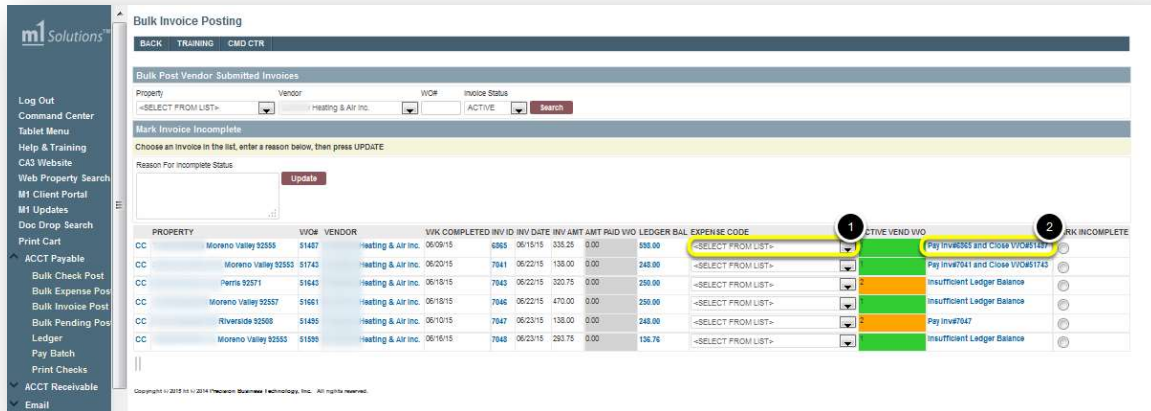
Once you have Proofed the invoices to pay:

If "NOT OK" to pay ...

1. Click the **Mark Incomplete** button
2. Enter a reason in the **Reason for Incomplete Status** box at the top
3. Then click **UPDATE**.

Note: This will send a notification to the vendor telling them why their invoice has been rejected so they may correct it and resubmit for payment

## "OK" to Pay



Once you have Proofed the invoices to pay:

If "OK" to pay, (and THERE ARE sufficient funds to pay the invoice)...

1. Select the **Expense Code**, which applies to the invoice type, from the drop down menu
2. Then select the **Pay** link to the right

Note: The **Active Vend WO** column indicates if there are multiple statements of work pending (this could be additional invoices on the same work order number and/or estimates that may be pending)

### Automated Processes for Bulk Invoice Posting

Once the item has been selected to pay, the following process will be automatically completed:

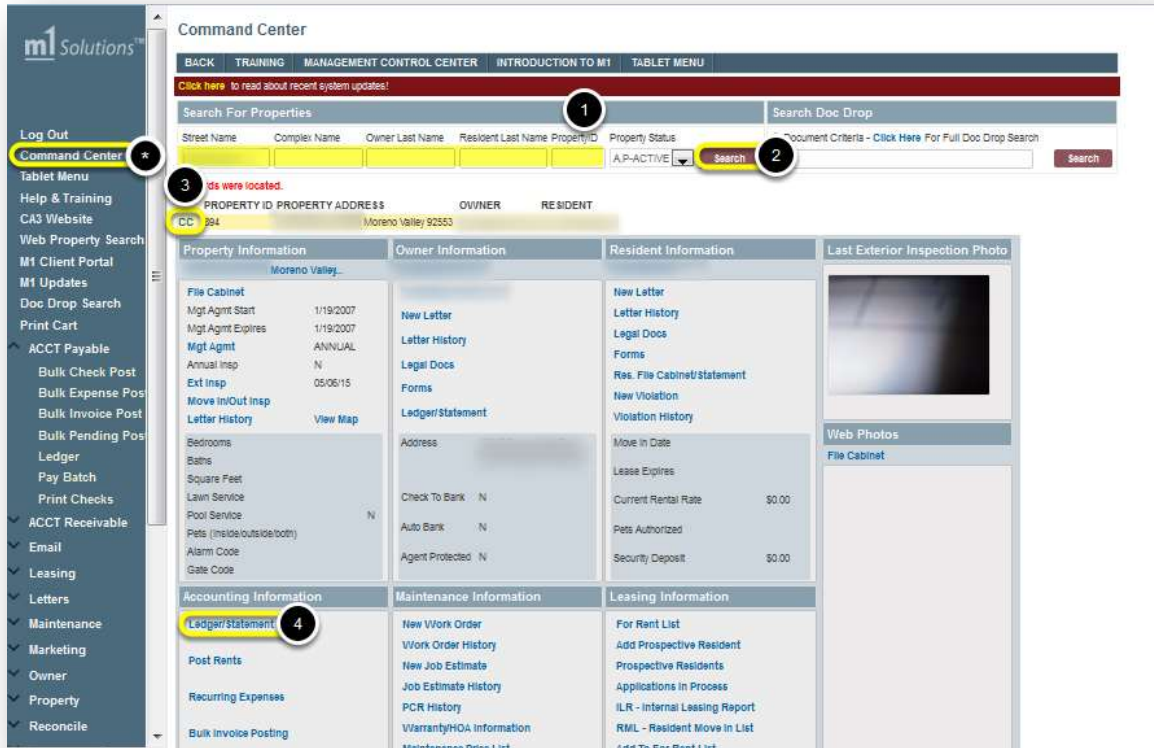
1. The invoice will be linked to the property ledger
2. The invoice will be automatically saved in the property file cabinet under invoices
3. The work order will automatically be closed out (providing no additional statements of work are open/pending)
4. The check will be put in the buffer to cut to the vendor
5. The work order status will automatically change to PAID on the Vendor Portal

# Payable Pending Posting

[Click here to Watch Video Tutorial](#)

This function is used to pay invoices that did not have sufficient funds at time of receipt.

## Load a Pending Payable



To load a Pending Payable:

\* From the Command Center:

1. Enter the **Street Name, Owner Last Name, or Resident Last Name** for the property
2. Then click on **SEARCH**
3. Select **CC link** for property
4. Once Populated, Click on the **Ledger/Statement** link in the Accounting Information Section

## From the Ledger

Property Ledger

BACK PREV ITEM NEXT ITEM TRAINING CMD CTR EXP LIST JOB EST NEW WWORD OWNER (ONE) POST EXP POST INV PPTY DETAIL / STATUS WWORD RESIDENT (A-RESIDENT)

- Property# 894

Balancs:\$0.00 Minimum:\$250.00 Lesse Up:\$355.00 Payleasse:No

Ledger value added PENDING expense record @ 6/25/2015 11:14:13 AM

**Expense**

Code: 201-Management Fee

Ven/Sec.Ovr: 201

Resident: <SELECT FROM LIST>

Notes: PAYABLE TO PRIMARY OWNER

M1 Inv: <SELECT FROM LIST>

Non-M1 Inv: Ven: INV# M1 WO#

Amount: 150

Image: Browse... No file selected

Pending Payable

**Post**

**Pending Transactions**

**Payable**

Post Checked Items to Ledger

**Post**

APPLY	DATE	CODE	UNIT	VEN/IO/WNTEN	REF.	NOTES	AMOUNT	IMAGE	Delete
<input type="checkbox"/>	06/25/2015	201		VEN-M1 Red Testing			\$150.00		
Total:							\$150.00		

**Receivable**

Update Items Listed Below Post Checked Items to Ledger

**Update** **Post**

APPLY	DATE	CODE	UNIT	VEN/IO/WNTEN	INV/PRF	REF.	NOTES	AMOUNT	POST	Delete
<input type="checkbox"/>	08/27/2013	140		TNT: ????(P)	VIOLATION	VIOLATION	FROM VIOLATION MODULE	\$0.00	0.00	
<input type="checkbox"/>	09/20/2013	140		TNT: ????(P)	VIOLATION	VIOLATION	FROM VIOLATION MODULE	\$0.00	0.00	
<input type="checkbox"/>	10/29/2013	140		TNT: ????(P)	VIOLATION	VIOLATION	FROM VIOLATION MODULE	\$0.00	0.00	

Ledger Load Range: 3 Months 6 Months 1 Year YTD All

Statement: **Print Preview** **Send Email** **Update**

Editable Items Listed Below: **Update**

Add Invoice To Expense Below: **Browse...** No file selected. **Add Invoice**

CHK# ST\$ DATE INCCODE EXPCODE VND/IO/WNTNT GOLD/ID INV/PRF M1 INV EXP. INC. BAL. NOTES PAYBCH# DEPR DEPRATE RECD/DATE INCR/CDV 506 INVOICE IMAGE ADD INVOICE

Owner Statement Message:

[Click here to Watch Video Tutorial](#)

From the Ledger:

Under the **Expense** column select the following:

1. **Expense code** from the drop down that applies to the invoice
2. Select the **vendor** to pay from the drop down
3. Enter any **notes** should they be needed
4. If the invoice is for an open work order, enter in the **M1 WO#**
5. Enter in the dollar **amount** of the invoice
6. **Browse** and upload an Image/copy of the invoice (if you wish to have it linked to the ledger item and saved in the file cabinet)
7. Check the **Pending Payable** box
8. then click **POST**

\* Note: This item will then appear in the upper right corner of the screen as a Pending Payable item

## Pay a Pending Payable

The screenshot displays the 'Ledger List' and 'Property Ledger' screens in the m1 Solutions software. The interface includes a sidebar menu on the left with options like 'ACCT Payable' and 'Ledger'. The main area shows search criteria for property information and a list of transactions. Numbered callouts (1-7) highlight key steps: 1. ACCT Payable menu, 2. Ledger menu, 3. Property search fields, 4. Search button, 5. Ledger link in results, 6. Post button in Pending Transactions, 7. Post button in Payable section.

[Click here to Watch Video Tutorial](#)

To pay a Pending Payable item from the ledger:

1. Expand **ACCT Payable**
2. Select **Ledger**
3. Enter the **Street Name, City, or Owner Last Name** for the property
4. Then click **SEARCH**
5. Click on the **Ledger** link

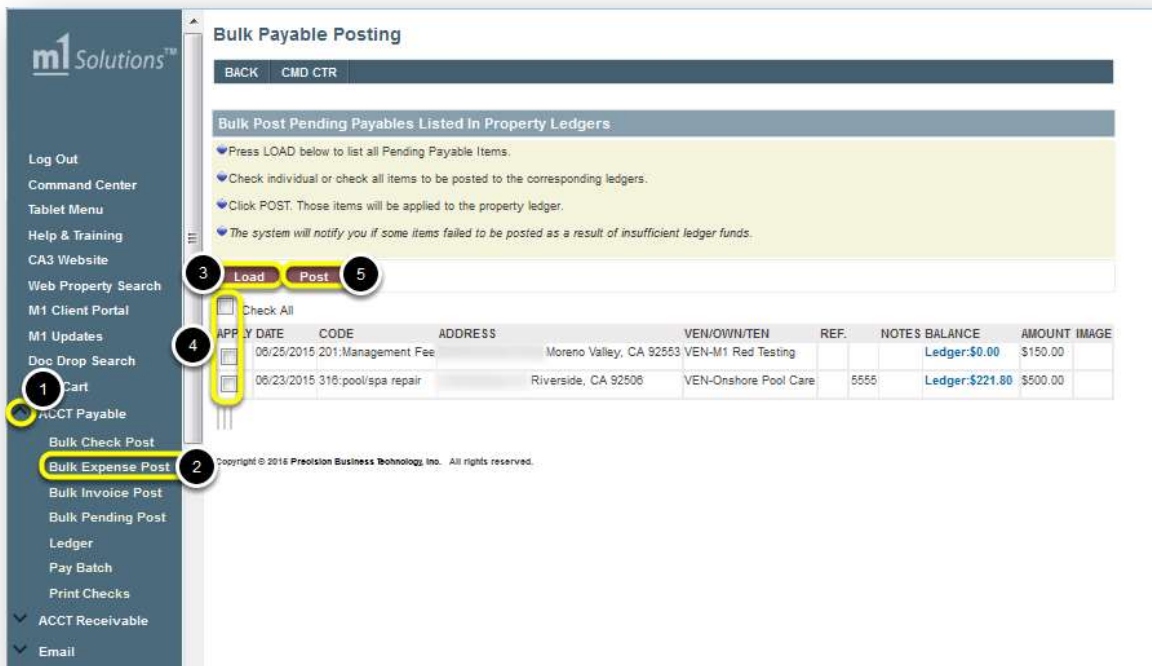


6. In the upper right corner under Pending Payable, click **APPLY**
7. then **POST**

Note: Once the item has been selected to pay, the following process will be automatically completed:

1. The invoice will be linked to the property ledger (if originally uploaded)
2. The invoice will be automatically saved in the property file cabinet under invoices (if originally uploaded)
3. The work order will automatically be closed out (providing no additional statements of work are open/pending)
4. The check will be put in the buffer to cut to the vendor

## Bulk Pending Post



[Click here to Watch Video Tutorial](#)

To pay a Pending Payable from the Bulk Pending Post Screen:

From the Tree View:

1. Select **ACCT Payable**

2. Select **Bulk Pending Post**
  3. Press **LOAD** below to list all Pending Payable Items
  4. **Check** individual or **Check all** items to be posted to the corresponding ledgers
  5. Click **POST** (Those items will be applied to the property ledger)
- The system will notify you if some items failed to be posted as a result of insufficient ledger funds

Note: Once the item has been selected to pay, the following process will be automatically completed:

1. The invoice will be linked to the property ledger (if originally uploaded)
2. The invoice will be automatically saved in the property file cabinet under invoices (if originally uploaded)
3. The work order will automatically be closed out (providing no additional statements of work are open/pending)
4. The Pending Payable will be removed from showing outstanding in the property ledger
5. The check will be put in the buffer to cut to the vendor



## Deposit Receipts

[Click here to Watch Video Tutorial](#)

Note: To complete this Process make sure all items have been entered into the ledgers:

From the Tree View:

1. Expand **ACCT Receivable** from the tree view
2. Select **Deposit Receipts**
3. Check the **Check all** button to mark all items
4. Click **CALCULATE** button and verify the Current Calculated Balance matches tape
5. If all is in balance, click the **Current Calculated Balance** box to confirm
6. Click **PROCESS** button and a PDF file will appear on screen to print out

# Process Deposit Receipts

**Income Deposit Receipts**

BACK TRAINING CMD CTR

**Manage Deposit Transactions**

- ✓ CHECK the items that will be included in the deposit.
- ✓ Click CALCULATE to get the balance of the items checked.
- ✓ If this is the correct balance, check the balance confirmation box and press PROCESS.
- ✓ Items will be assigned a common "deposit key" that will then be referenced in the property ledgers.
- ✓ You will be redirected to a printable report of the deposit items upon processing. Click OPEN if it prompts you.

4 Calculate Process 6

5 ✓ CURRENT CALCULATED BALANCE: 7,598.25 - PROCESS CHECKED?

3 ✓ Check All

PROPERTY	STS DATE	CODE	PAYEE/PAYOR	PROOF	AMT
✓ Detail	A 7/7/2015 9:45:30 AM	101		July	1,475.00
✓ Detail	A 7/7/2015 9:45:30 AM	101		July	1,425.00
✓ Detail	A 7/7/2015 9:45:58 AM	101		July	1,400.00
✓ Detail	A 7/7/2015 9:46:21 AM	121		July	5.00
✓ Detail	A 7/7/2015 9:47:20 AM	101		July	1,800.00
✓ Detail	A 7/7/2015 9:47:41 AM	121		July	95.00
✓ Detail	A 7/7/2015 9:48:35 AM	101		July	1,325.00
✓ Detail	A 7/7/2015 9:48:58 AM	121		July	71.25
					<b>7,598.25</b>

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## Posting PayLease Bulk Rents

[Click here to Watch Video Tutorial](#)

From PayLease:

After logging into your office account

1. Select **Transactions**, either from the **Icon Menu** or the **Top Navigation Bar**
2. Select each **property/tenant** that has the status of **PAID OUT** by clicking on the **Export** box
3. Once all properties have been selected, click on the **EXPORT** button
4. Save the file to your desktop (recommend re-naming it for today's date)

Note:

This process will auto-post the rents into the individual ledgers and will auto-deduct the monthly commission that should be taken from the rent.

In the event, a State Tax Withholding applies or a monthly auto deduction is set up, this process will also auto-deduct the amount set up in the property detail.

# GoZego - Export Payments

**PayLease**  
Your Property Payment Connection

Home | Account | Properties | Residents | Payments | **Transactions** | PayDirect | Applicants | Help

**Schedule Your Free Training Today!**  
Learn about our newest system upgrades & programs to help drive online payments and save you money.  
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**Manage Account**  
Profile  
Sub Accounts  
Receiving Emails  
Marketing Incentive Program  
Secure Drop Box

**Properties**  
Show Properties

**Residents**  
Show Residents

**Payments**  
One-Time Payment  
Auto Pay

**Transactions** **1**  
History  
Batch Deposits

**Pay Direct**  
Payees  
View Transactions

**Need Help?**  
Click here for support.

Trustwave Trusted Commerce Click to Validate | Norton SECURED powered by Symantec ABOUT SSL CERTIFICATES

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**PayLease**  
Your Property Payment Connection

Home | Account | Properties | Residents | Payments | Transactions | PayDirect | Applicants | Help

**Transactions** **1**

Properties: All Properties | Status: All Payments | Resident: | Trans # |

From 06/09/2015 To 07/09/2015

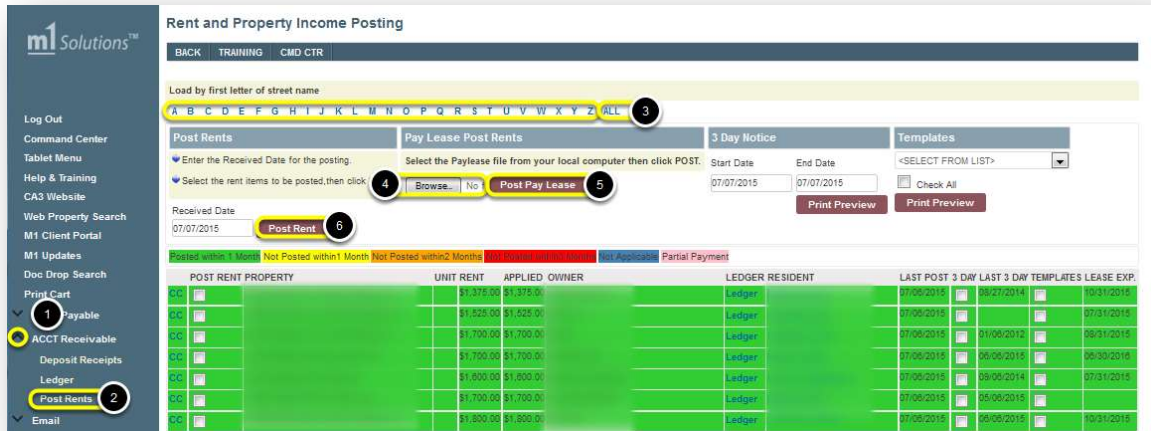
Trans #	Status	Date	Resident	Property	Unit	Bill Type	Amount	Type	AutoPay	Export	Action
<a href="#">07-08-15</a>	Paid Out	Jul 06 15				Lease payment	\$1,095.00	Bank Account	No	<input checked="" type="checkbox"/> Exported	
<a href="#">07-03-15</a>	Paid Out	Jul 02 15				Lease payment	\$1,125.00	Bank Account	No	<input checked="" type="checkbox"/> Exported	
<a href="#">07-02-15</a>	Paid Out	Jul 02 15				Lease payment	\$1,525.00	Bank Account	No	<input type="checkbox"/> exported	
<a href="#">07-06-15</a>	Paid Out	Jul 02 15				Lease payment	\$1,425.00	Bank Account	No	<input type="checkbox"/> exported	

**3**

Exported **2**

**1**

## Post Rent in M1 from GoZego



From the Tree View:

1. Select **ACCT Receivable**
2. Select **Post Rents**
3. Load the properties by **Street Letter** or select **ALL** to load all properties
4. Under the PayLease box, **BROWSE** and **UPLOAD** the file just saved to your desktop (this process is not for prorated or partial rent payments)
5. Then click **POST Pay Lease** (this will checkmark all appropriate properties to post rent to).
6. Then click **POST Rent**

Note:

This process will auto post the rents into the individual ledgers and will auto deduct the monthly commission that should be taken from the rent.

In the event, a State Tax Withholding applies or a monthly auto deduction is set up, this process will also auto deduct the amount set up in the property detail.

## Posting Standard Bulk Rents

From the Tree View:

1. Expand **ACCT Receivable**
2. Select **Post Rents**
3. Load the properties by **Street Letter** or select **ALL**
4. Under the **Post Rent** column, next to the CC link, check mark all the properties that have paid full rent (this process is not for prorated or partial rent payments)
5. Make sure the correct **Received Date** is entered
6. Then click **POST Rent**

Note:

This process will auto post the rents into the individual ledgers and will auto deduct the monthly commission that should be taken from the rent. In the event, a State Tax Withholding applies or a monthly auto deduction is set up, this process will also auto deduct the amount set up in the property detail.

## Posting Full Rent in Bulk

**Rent and Property Income Posting**

BACK TRAINING CMD CTR

Load by first letter of street name  
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z ALL

**Post Rents** Pay Lease Post Rents 3 Day Notice Templates

Enter the Received Date for the posting. Select the Paylease file from your local computer then click POST.

Select the rent items to be posted, then click POST.

Received Date: 07/09/2015

Start Date: 07/09/2015 End Date: 07/09/2015

Check All Print Preview Print Preview

POST RENT	PROPERTY	UNIT RENT	APPLIED OWNER	LEDGER RESIDENT	LAST POST 3 DAY	LAST 3 DAY	TEMPLATE'S LEASE	LEASE EXP.
CC		\$1,245.00	\$1,245.00	Ledger	07/02/2015	03/05/2015		03/31/2016
CC		\$1,800.00	\$1,800.00	Ledger	07/06/2015	06/06/2015		05/31/2016
CC		\$1,475.00		Ledger	06/11/2015	07/07/2015		10/31/2015
CC		\$2,030.00	\$2,030.00	Ledger	07/06/2015	01/06/2015		06/30/2016
CC		\$1,475.00	\$1,475.00	Ledger	07/09/2015	09/09/2013		09/30/2016
CC		\$1,875.00	\$1,875.00	Ledger	07/06/2015			03/20/2016
CC		\$1,750.00	\$1,750.00	Ledger	07/02/2015	06/05/2015		03/31/2016
CC		\$1,800.00	\$750.00	Ledger	07/08/2015			07/31/2015
CC		\$1,695.00		Ledger	06/12/2015	07/07/2015		10/23/2015

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## Daily Deposit Process

Income:

1. Select **ACCT RECEIVABLE** from tree view in M1 Software
2. Enter **PROPERTY** and **SEARCH**
3. Select **PROPERTY LEDGER**
4. Click on the drop down menu in the income box for the code that corresponds to the income
5. If resident funds for any item, select the **RESIDENT NAME**
6. Enter the amount
7. Click **ADD** button

Expenses:

1. Click on the drop down menu in the expense box for the code that corresponds to the expense
2. Select the vendor, resident or click the owner box depending on the expense
3. Enter the amount
4. Click **ADD** button

Note: See the [most commonly used code sheet](#).

Once items are all entered:

1. Run a tape to verify amount received
2. Select **ACCT RECEIVABLE** on the tree
3. Select **DEPOSIT RECEIPTS**
4. Check **ALL** button to mark all items
5. Click **CALCULATE** button and verify the Current Calculated Balance matches tape
6. If all is in balance, click the **BALANCE CONFIRMATION** box
7. Click **PROCESS** button and a PDF file will appear on screen to print out
8. Attach a copy of the tape, the deposit receipt and Daily Deposit sheet & place in your Daily Deposit Book
9. Stamp back of checks and prepare deposit for the bank

## Eviction Filings

1. Confirm resident has been attempted to be contacted to confirm still in possession of the property.
2. If no contact has been made, check the property to confirm if still occupied.
3. Pull copy of the 3Day Notice, the rental agreement, any rental modification that may have changed the rental rate, etc.
4. Prepare a [Proof of Service form](#).
5. Prepare paper work required from attorney.
6. Email all to the Eviction Attorney to file with the court.
7. Call the owner to update.
8. Email and call the owner the [eviction flow chart](#).
9. Update the resident status in M1 software to **EVICTION**.
10. Each week obtain an update as to the status from the Eviction Attorney and update the owner with an update on the eviction flow chart and a phone call.

In the event the resident wants to pay all current:

1. Get owner approval prior to acceptance of funds.
2. Contact the Eviction Attorney to confirm total costs incurred to have resident pay.
3. Collect all funds from the resident.
4. Fax/Email confirmation to the Eviction Attorney to cancel proceedings & that resident has paid in full.
5. Update the resident status to **ACTIVE**.

In the event the resident vacates prior to the completion of the eviction process:

1. Email cancellation to the Eviction Attorney to cancel proceedings & that the resident has vacated.
2. Update the owner.



## Holding Deposits

1. Select **ACCT RECEIVABLE** from tree view in M1 Software.
2. Enter property address and Search.
3. Select property ledger.
4. Income select Rent (code 101).
5. Select the month the new resident is scheduled to move in.
6. Select the **RESIDENT NAME** from the resident drop-down.
7. Enter the amount of the rent.
8. Click **ADD** button.
9. Expense select management commission (code 201).
10. Vendor drop down, select **Company Operating Account**.
11. Enter the amount of the commission (see bar above address to confirm rate).
12. Expense select rent up fee to lease property (code 202).
13. Vendor drop down, select **Company Operating Account**.
14. Enter the amount of the **Lease Up fee** (see bar above address to confirm rate).
15. Go into **Property Detail** and retain all funds until the resident moves in.
16. Follow the **"The Property Kill Checklist"** for other steps outside of the computer.

Note: See the [most commonly used codes sheet](#).

## Holding Deposit Refund

1. Type up breakdown to the prospective resident and deduct any fees applicable. Use [Security Deposit Breakdown](#).
2. If a refund is due to the prospective resident you will need to add the resident name into the M1 Software and log their status as **PENDING**.
3. Select the **PROPERTY LEDGER**.
4. Expense rent refund to resident/deposit refund to resident
5. Select the **RESIDENT NAME** from the drop down.
6. Enter a notation on Notes: Holding Deposit Refund/Property Address.
7. Enter the amount due to the prospective resident.
8. Click **ADD** button.

## Inactivating Accounts

1. Select **PROPERTY** from the tree view in M1 Software.
2. Select **PROPERTY**
3. Enter property and **SEARCH**
4. In Property Detail, change the property status to **INACTIVE**.
5. Select the **OWNER DETAIL**
6. Confirm if the owner has any other properties that are currently being managed, if not then change the owner status to **DISABLED** and **SAVE**.

Note: It is important that this process is followed on the [Close-out Procedure Checklist](#) to avoid being charged a software usage charge for an account that is no longer being serviced. The software usage per property is charged on all property status' with the exception of DELETE due to items being stored. If you wish not to be charged for properties, INACTIVE then it is recommended to export all data on the property then change the status to DELETE (this charge is if the minimum accounts of 200 has already been met)

## Key Processing

1. Pull the [Property Back up For Rent/Key](#) Form Checklist.

This form will guide you to change out key labels on the keyboard as needed

1. Fill out the top section completely with resident name, # of keys, remotes, etc. turned in as well as the forwarding address information and circle Key Form.
2. Attach all keys, remotes labeled with the address, etc. to form and turn in to Accounting Representative to process.
3. Accounting to confirm keys properly labeled and placed on the keyboard in the appropriate section.
4. Follow the Checklist and place in the Back on Market book.

Note: If an owner is turning in keys, remotes, etc. the form will be filed in the property file instead of being placed in the Back on Market book.

## Lawn Service

### Temporary Lawn Service

When a property becomes vacant and does not have permanent lawn service, a work order for temporary lawn service is placed on the property to maintain its appeal until rented.

1. Select **PROPERTY DETAIL** from M1 Software.
2. Verify permanent lawn service isn't existing.
3. Add a new work order.
4. Unselect **RESIDENT SURVEY** button & click **SAVE** button.
5. Check mark the box as a reoccurring work order.
6. Select **LANDSCAPING** from Title drop down.
7. Under Description "**Please start temporary front/rear service**".
8. Select **ADD** button.
9. Choose **VENDOR** from drop down.
10. Enter in the deadline date for the vendor to start.
11. **Email/Print** to vendor .

### To Cancel Temporary Lawn Service

1. Select **PROPERTY DETAIL** from M1 Software.
2. View work orders.
3. Go into original work order that was issued to start service and add an entry to "**Cancel Service with effective date**".
4. Resend to vendor.

Note: It is in the management agreement that the landscape vendor is guaranteed one month of service whether they service the property one week or 4 weeks. In the event the service goes into the second month please be advised the vendor will bill the first month in full and on the second month of service the vendor will prorate the invoice for the number of weeks serviced which are all calculated on a 4 week basis.

### Permanent Monthly Lawn Service

1. Select **PROPERTY DETAIL** from M1 Software.
2. Add "**Yes**" under amenities if Front or Front/Rear service included.

3. Add a new work order.
4. Check mark the box to show **RECURRING WORK ORDER**.
5. Select **LANDSCAPING** from Tile drop down.
6. Under Description "**Please start permanent front/rear service**".
7. Select **ADD** button.
8. Choose **Vendor** from drop down.
9. **Email/Print** to vendor.
10. Recurring monthly expense **REMOVE**

## Pool Service

1. Select **PROPERTY DETAIL** from M1 Software
2. Enter "Yes" under Amenities if service included.
3. Add a new work order.
4. Select **POOL SERVICE** from Tile drop down.
5. Check the box for **RECURRING WORK ORDER**.
6. Under Description "**Please start monthly pool service**".
7. Select **ADD** button.
8. Choose **VENDOR** from drop down.
9. **Email/Print** to vendor.

## Mail To Bank/GoZego For Owners

Set up Mail to Bank:

1. Select **OWNER** from the tree view in M1 Software.
2. Under the Bank Information column, check the box **MAIL TO BANK**
3. Enter in the bank mailing address information, routing and account numbers then click **SAVE**.

Set up GoZego:

1. Select **OWNER** from the tree view in M1 Software
2. Under the Bank Information column, check the box **GoZego**
3. Enter the Bank Name, routing and account numbers then click **SAVE**.
4. Go to <https://payments.gozego.com/> and login with your account information
5. Click on **PROPERTIES** and add the New Property information and **SAVE**
6. Go back to the **HOME** screen and click on **PAYEES** which is under the Pay Direct icon
7. Enter in the owner information and **SAVE**

Issuing Checks to owners that are set up on GoZego:

1. Once the checks have been put in the check buffer, click on **PAYBATCH** from the tree view in M1 Software.
2. Confirm that you wish to issue transactions/checks to each owner; once confirmed click **PROCESS CHECKED**. An Excel file will come up and ask you if you wish to save it. Once it comes up, Save to a Desktop folder and rename the file so it is easily found (we suggest today's date).
3. Log in to [www.paylease.com](http://www.paylease.com) and click **PAYEES** which is under the Pay Direct icon.
4. Click on the **BROWSE** at the top and locate the file you save on the desktop and then Upload.
5. Once confirmed that all matches, click **CONTINUE** and then click **CONFIRM** (if there is a discrepancy when uploading of files not matching, an error will show at the top of the screen. Normally this occurs when the owner hasn't been set up in Paylease so it is unable to match the Excel file from M1 Software).



Note: Checks that are set up as Mail to Bank will be printed with regular owner check issuing.

## **Most Commonly Used Codes In M1 Ledger Posting**

Click [here](#) to download a Word.docx of the Most Commonly Used Codes

## Market Comps (CRA)

1. Go to **LEASING** on the tree view in the M1 Software
2. Click on **RENTAL ANALYSIS**
3. To create a new CRA, click on **NEW** (to locate an existing, enter in the name or date of the CRA you are looking for; if you are not sure, click **SEARCH** and all will appear)
4. Enter the street name and click **SEARCH**
5. Select the **PROPERTY** from the Comparable Properties drop down and click the **ADD** button under the subject property and all of the information for this property will populate
6. Go back up to the original search area and enter in the search criteria that you wish to get the closest comparable as possible
7. Once the Search has been done, select the **PROPERTIES** one at time from the Comparable Properties drop down and click the **ADD** button under the Comparable 1 and then go back to the Comparable Properties drop down and click the 2nd property and click the **ADD** button under Comparable 2 and so on.

Note: If you wish to change your properties that you've chosen as comparables you may do so by choosing from the Comparable Properties drop down and re-click the **ADD** button under the comparable section and it will change the property out. You have the option to make manual market adjustments, etc. if needed.

## New Properties

### Single Property Ledgers

1. Select **OWNER** on the tree view in M1 Software.
2. Confirm the new owner isn't an existing client.
3. Select **PROSPECTIVE OWNER** on the tree.
4. Click on the view link of the owner you will putting in the system.
5. Click on **ADD PPTY to OPS**
6. Update all information for owner and property.
7. All owners need to have the **1099 box** checked at the top.
8. Select other appropriate boxes at the top that apply.
9. Enter in Owner information.
10. Enter in Bank information if applicable.
11. Click **SAVE** button once completed.

### Multi-Unit Ledgers

1. Select **OWNER** on the tree view in M1 Software.
2. Confirm the new owner isn't an existing client.
3. Select **ADD NEW OWNER** (If multiple owners that need checks sent separately, you will need to enter each owner in the system-up to 3 owners).
4. All owners need to have the **1099 box** checked at the top.
5. Select other appropriate boxes at the top that apply.
6. Enter in Owner information.
7. Enter in Bank information if applicable.
8. Click **SAVE** button once completed.
9. Select **PROPERTY** on the tree view.
10. Select **ADD NEW PROPERTY**
11. Enter in the owner's last name & Search.
12. Once confirmed, select **NEW PROPERTY LINK**
13. Once at Property Detail screen follow through and enter items & **SAVE** at each section
14. Check the box above Parent Property (*only on the main address location and not on each unit entered thereafter*) this is normally the common ground address and after the property address is entered, click **SAVE**
15. From the Parent Property drop down, choose the Owner and if multiple owner's you would select each owner/up to three.

16. Then you will go back to **PROPERTY** from the tree view and **ADD NEW PROPERTY**.
17. Once at Property Detail screen follow through and enter items and include Unit # & **SAVE** at each section **DO NOT** select the **Parent Property** check box.
18. Continue this process from item #11 for as many units that apply.

## How to Add a New Resident

[Click here to Watch Video Tutorial](#)

The system only allows one ACTIVE Resident Detail at a time. In the event there is an Active resident scheduled to vacate and a new one already scheduled to move in; you must change the status of the resident vacating to Pending to allow a new resident to be added. The Property Detail screen will show both residents for access.

You can, however, add a secondary Resident in the current Active Resident Detail.

## Getting to the Resident Detail Screen

The screenshot displays the 'Resident Management' interface. On the left is a navigation tree with 'Resident' and 'Residents' highlighted. The main area contains a search form with fields for Street Name, City, Zip, Last Name, and Status. Below the search form is a table with columns: PROPERTY, STATUS, RESIDENT, EMAIL, RESIDENT OWES EARLIEST ENTRY, and OWED DETAIL. The table contains two rows of data for 'Moreno Valley, CA 92553'. A red banner at the top of the table indicates a warning: 'Greater than or equal to 30 days Greater than or equal to 90 days'. The footer of the page reads 'Copyright © 2016 Precision Business Technology Inc. All rights reserved.'

From the Tree View:

1. Expand **Resident**
2. Select **Residents**
3. Enter the **Street Name** for the property you wish to add a Resident for
4. Then click **SEARCH**

5. Click on the **Property Detail Link** from the generated list

## Add a New Resident in Property Detail

**Property Detail**  
Moreno Valley, CA 92553 - Property# 894

**Detail & Status**

Manager: [SELECT FR] Leasing Rep: [SELECT FR] Property Status: A-ACTIVE Rental Status: 1-RENTED Rental Search:

Available Status: [SELECT FR] Available Date: [SELECT FR] Up For Rent Date: [SELECT FR] Date Rented (ML): [SELECT FR] LMS

Move In Date: [SELECT FR] Contract Start: 01/19/2007 Contract Finish: 01/19/2007 Contract Term: ANNUAL Occupancy: RESIDENT

Map Grid: [SELECT FR] Account Inactive: [SELECT FR] Inspection Actual: [SELECT FR] Annual Inspection: [SELECT FR] MonthExt:

Alarm Code: [SELECT FR] Gate Code: [SELECT FR] Property Type: SFH WO Limit: 0

**Residents**

ID	NAME	PRIMARY	SECONDARY PHONE	CELL	STATUS
8218	Test Resident	Primary			A
4013	7777	Secondary			P
3231		Secondary			P

**Owner Fees**

Eviction Coverage: [SELECT] Note: [TEXT]

Mgmt Flat: [TEXT] Mgmt %: [TEXT] Lease Renewal: [TEXT] Common Area Ledger Minimum Note: [TEXT]

S/R Fee: [TEXT] Lease Up Flat: [TEXT] Lease Up %: [TEXT] State WH Flat: [TEXT] State WH %: [TEXT] Save

**Monthly Auto-Deductions**

VENDOR	EXP.CODE	FLAT	PCTG.	LDGR.DESCR.
[SELECT FR]	[SELECT FR]	[TEXT]	[TEXT]	[TEXT]

**Rent Range**

CURRENT	HIGH	LOW	DESCRIPTION
[TEXT]	[TEXT]	[TEXT]	[TEXT]

**Move-in Costs (Base Cost Calculated Per Rent Range Above)**

DESCRIPTION	COST
[TEXT]	[TEXT]

**Amenities And Utilities**

CODE	VALUE/DESCRIPTION	WEB LISTING
Age of Property	[TEXT]	<input type="checkbox"/>
Square Footage	[TEXT]	<input type="checkbox"/>
# of Stories	[TEXT]	<input type="checkbox"/>
Bedrooms	[TEXT]	<input type="checkbox"/>
Bathrooms	[TEXT]	<input type="checkbox"/>
Fireplace	[TEXT]	<input type="checkbox"/>
Flooring	[TEXT]	<input type="checkbox"/>
Carpet	[TEXT]	<input type="checkbox"/>
Car Garage	[TEXT]	<input type="checkbox"/>
Family Room	[TEXT]	<input type="checkbox"/>

**Notes**

History of Note Entries (read-only)

From the Property Information/Detail Screen:

1. Click **New Resident** under Residents section

## Resident Detail Layout

The screenshot displays the 'Resident Detail' page for Resident#5216 at Moreno Valley, CA 92553 - Property# 894. The interface is divided into several sections:

- Detail and Contact Information:** Includes fields for Status (ACTIVE), VIP, First Name, Last Name, SSN, Phone1, Phone2, Email/Portal Account Name, Password, and a 'Save' button (1).
- Rental Information:** Includes fields for Rental Rate, Security Deposit, Late Flat, Late Day, Late%, Posting Fee, Violation Fee, Move In Date, Lease Expiration, Last Increase Date, Last Increase, Rent Last Posted, Late Notice, Dependents, Pets, Move In Appt., Inspection Appt., Inspection Date, Move Out Date, Deadline Date, Refund Date, Move Reason, and a 'Save' button (3).
- Other Details:** Includes fields for First Name, Last Name, SSN, Cell Phone, Work Phone, Moved In, Moved Out, and an 'Add' button (2).
- Secondary Resident Information:** Includes fields for First Name, Last Name, SSN, Work, Cell, Moved In, Moved Out, and an 'Add' button (5).
- Security Deposit Interest:** Includes fields for Int Rate, Description, June Interest, and an 'Add' button.
- Eviction Information:** Includes fields for Start Date, Comp. Date, Days To Complete, Result, Trial Date, Special Motions, BK Trial, Atty. Fees, and a 'Save' button.
- Property Item Log:** Includes fields for Item Type, Date Logged, and Description, with an 'Add' button.
- File Cabinet:** Includes a 'Browse...' button and an 'Add' button (4).
- Notice History:** Includes a table with columns for NOTICE CREATED, USER, and DESCRIPTION, and an 'Add' button (6).

1. Enter the resident(s) **Detail and Contact Information**, then **SAVE**.
2. If there are more than two residents, continue with additional residents under the **Secondary Resident Information**, then click **ADD**.
3. Enter the **Rental Information** and **SAVE**.

### File Cabinet:

4. This section is to upload your scanned documents related to the resident's application, holding deposit, lease agreement, move in information, modifications, etc,

### Historical Notes:

5. This section is for a specific notation pertaining to this resident and will not be logged on the main Note History.

## **Notice History:**

6. This sections tracks all violations and late notices issued to the resident.



## Notices

### Miscellaneous Procedures

There are times when notices must be posted to comply with legal requirements. These notices include:

**3 DAY LATE-** Posted on the 6th of the month when rent has not been paid. A copy of this notice is also mailed to the resident and owner along with a 3day6 or a 3day8 (template located within M1software under **LETTER TEMPLATES**)

**24 HR NOTICE TO ENTER-** This is posted when resident has not responded to requests to show property when up for rent, when resident has not responded to requests to schedule annual inspections, under other circumstances when property needs to be checked and resident has not responded to requests to make an appointment to have access to the home.

**10 DAY NOTICE TO PERFORM COVENANT OR QUIT-** This is posted and mailed to the resident when they have not complied with the terms of their agreement or have not responded timely to a request to correct a violation posted on the Exterior Inspection Report. HOA violations, exterior maintenance, unauthorized residents, unauthorized pets, etc. are typical reasons to post this notice.

**3 DAY NOTICE TO PERFORM COVENANT OR QUIT -** This notice is posted when the 10 DAY NOTICE has not been complied with or when there is a more pressing nature of the violation of their lease agreement.

**EXTERIOR INSPECTION REPORT-** This notice is posted during the monthly exterior inspections and gives the resident an opportunity to correct a situation in a cooperative manner. This also provides legal documentation of the condition of the property if the resident chronically refuses to maintain it according the conditions of their lease agreement. A memo is sent to the owner when an exterior violation is issued to keep them updated on our activity in managing their property and corrective action we are taking.

All notices are to be filed in your tickler file for the appropriate days for follow up. Once resolved, the notice will be filed in the property file and any final resolutions should be conveyed to the owner.

\*\*\*All notices are located in the **LEGAL DOCUMENTS** file in the M1 Software\*\*\*

### 3 Day Notices for Non-Payment of Rent

1. Select **ACCT RECEIVABLE** from tree view in M1 Software
2. Select **POST RENTS**
3. Select **ALL** at top right for all properties to appear
4. Click the box under **NOTIFY** for each property that hasn't paid rent
5. Once all properties selected, Select the **start date** and the **end date** for the period owed
6. Click the **PRINT** button
7. All will appear on the screen for you to review, edit amounts if prorated amounts due, edit dates if needed, etc.
8. Once all have been confirmed **PRINT**

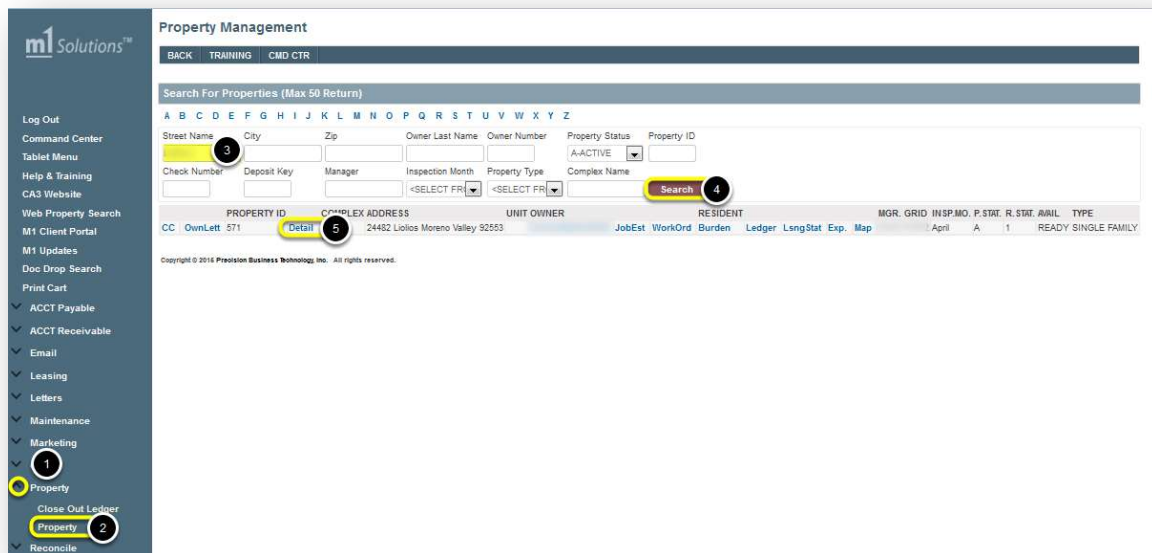
### Notification to Owners for Residents that have not paid rent

1. Select **ACCT RECEIVABLE** from tree view in M1 Software
2. Select **POST RENTS**
3. Select **ALL** at top right for all properties to appear
4. Click the box under **TEMPLATE** for each property that hasn't paid rent
5. Once all properties selected, Select the **3day6 template** and PDF will appear to print all (3day6 memo is the memo for the first day the 3day notice is given to the resident, 3day8 memo is the second memo sent to the owner that the resident still hasn't paid rent)
6. **PRINT** notices and mail to owner.

## Adding A Property For Rent

This section is used to Add a Property to the "For Rent List" once it has been added into the system. Either a Newly Added Property or one coming up for Re-rent.

### How to get to the Property Detail from the Tree View



From the Tree View:

1. Expand **Property**
2. Enter the **Street Name** for the Property Address
3. Then click **SEARCH**
4. Click on the **Detail** Link

## How to get to the Property Detail from the Command Center

The screenshot shows the m1 Solutions Command Center interface. On the left is a navigation tree with 'Command Center' highlighted. The main area has a search bar for properties with fields for Street Name, Unit, Complex Name, Own Last, Res Last, Prop ID, and Property Status. A search button is present. Below the search bar, a message indicates '1 records were located.' A table shows search results with columns for PROP ID, PROP ADDRESS, UNIT, OWNER, and RESIDENT. One result is shown with a 'CC' link. Below the table are several tabs: Property Information, Owner Information, Resident Information, Accounting Information, Maintenance Information, and Leasing Information. The 'Property Information' tab is active, showing details for '24482 Liliuos Moreno Valley'. A 'Property Address' link is highlighted in this tab. On the right side, there are sections for 'Last Exterior Inspection Photo', 'Web Photos', and 'File Cabinet'.

From the Command Center:

1. Click on **Command Center** in Tree View
2. Enter in the **Street Name** for the property address
3. Then click **SEARCH**
4. Select the **CC** link for the property
5. Click on the **Property Address** link under **Property Information**

# Update Property Detail to FOR RENT

**Property Detail**  
Moreno Valley, CA 92553 - Property# 571

**Detail & Status**  
 Manager: [Select] Leasing Rep: [Select] Property Status: A-ACTIVE Rental Status: 1-RENTED  
 Available Status: READY Available Date: 08/11/2012 Up For Rent Date: 08/08/2012  
 Move In Date: 08/10/2012 Contract Start: 04/02/2011 Contract Finish: 04/02/2018 Contract Term: ANNUAL Company: RESIDENT  
 Map Grid: [Select] Account Inactive: [Select] Inspection Actual: [Select] Annual Inspection: [Select] MonthExt: [Select]  
 Alarm Code: [Select] Gate Code: [Select] Property Type: SFH WO Limit: 250

**Address Information**  
 Parent Property: [Select] Complex Name: [Select] Is a Parent Property: [Select]  
 Street Number(only): [Select] Street Name: [Select] Unit: [Select] City: Moreno Valley State: CA  
 Zipcode: 92553 County: Riverside Country: USA Latitude (look up): [Select] Longitude: [Select]

**Owner Information**  
 Primary Owner: [Select] 100 %  
 Secondary Owner: [Select] 0 %  
 Secondary Owner: [Select] 0 %  
 Secondary Owner: [Select] 0 %  
 Secondary Owner: [Select] 0 %  
 Secondary Owner: [Select] 0 %

**Notes**  
 Spell Check: Add View  
 History of Note Entries (read-only)

**Home Warranty Information**  
 Number: [Select] Company Name: [Select] Phone: [Select] Expiration: [Select] Save

**Home Owners Association Information**  
 Number: [Select] Phone: [Select] Fax: [Select] Contact: [Select] Email: [Select] Save

**Various Descriptions**  
 Accounting: [Select] Leasing Disclosures: [Select] Owner Statement Message: [Select]  
 Rehab: [Select] Work Order Special Conditions: [Select] Save

**Web Search Listing Detail**  
 Preview Listing On Web: [Select]  
 Title: Great Home Priced To Rent!!! Description: Perfect 2 bedroom, 1 bathroom, 800+ square foot home. The living room includes a fireplace perfect for... Other Charges: [Select] Save

**Web Photos**  
 Save

**Residents**  
 NEW RESIDENT PRIMARY SECONDARY PHONE CELL SFR/SU  
 4170 [Select] [Select] [Select] [Select] Send Letter A

**Owner Fees**  
 Eviction Coverage: [Select] Note: [Select]  
 Mgmt Flat: [Select] Mgmt %: [Select] Lease Renewal: [Select] Common Area Ledger Minimum: [Select] Note: [Select]  
 S/R Fee: [Select] Lease Up Flat: [Select] Lease Up %: [Select] State WH Flat: [Select] State WH %: [Select] Date Repair: [Select]  
 Save

**Monthly Auto-Deductions**  
 Vendor: [Select] Exp Code: [Select] Flat: [Select] Pctg: [Select] Ledger Description: [Select] Add  
 VENDOR EXP CODE FLAT PCTG. LGDR.DESC.

**Rent Range**  
 Current High Low Description DATE  
 895.00 1,095.00 950.00 08/13/2012 Delete  
 895.00 1,095.00 950.00 07/24/2012 Delete  
 1,020.00 1,095.00 950.00 07/17/2012 Delete  
 1,050.00 1,095.00 950.00 06/28/2012 Delete  
 1,075.00 1,095.00 950.00 06/28/2012 Delete  
 1,095.00 1,095.00 950.00 06/11/2012 Delete  
 950.00 1,125.00 1,025.00 04/02/2009 Delete  
 875.00 1,125.00 1,025.00 925 last 6 months 03/10/2009 Delete  
 895.00 1,125.00 1,025.00 02/17/2009 Delete  
 925.00 1,125.00 1,025.00 02/10/2009 Delete  
 950.00 1,125.00 1,025.00 01/20/2009 Delete  
 975.00 1,125.00 1,025.00 last 6 mths 1025 01/13/2009 Delete  
 995.00 1,125.00 1,025.00 last 6 mths-\$1000 last 6 mths 12/28/2008 Delete  
 1,025.00 1,125.00 1,025.00 12/23/2008 Delete  
 1,075.00 1,125.00 1,025.00 12/16/2008 Delete  
 1,095.00 1,125.00 1,025.00 12/12/2008 Delete

**Move-in Costs (Base Cost Calculated Per Rent Range Above)**  
 Description: [Select] Cost: [Select] Add  
 AMOUNT DESCRIPTION DELETE  
 2,189.00 BASE Delete  
 2,189.00

**Amenities And Utilities**  
 Update  
 CODE VALUE/DESCRIPTION WEB LISTING  
 Age of Property 394 [Select]  
 Square Footage 354 [Select]  
 # of Stories 1 [Select]  
 Bedrooms 2 [Select]  
 Bathrooms 1 [Select]  
 Fireplace Y [Select]  
 Flooring [Select]  
 Carpet [Select]  
 Car Garage 2 [Select]  
 Family Room N [Select]  
 Patio Slab Y [Select]  
 Patio Covered Y [Select]  
 Central Air/Heat Y [Select]  
 Dishwasher Y [Select]  
 Microwave N [Select]  
 Range Y [Select]  
 Garbage Disposal Y [Select]  
 RV/Boat Parking N [Select]  
 Lawn in FB [Select]  
 Pool N [Select]  
 Spa N [Select]  
 View N [Select]  
 HOA [Select]  
 Perm Front Lawn N [Select]  
 Perm Front/Rear Lawn N [Select]  
 Temp Front Lawn Y [Select]  
 Temp Front/Rear Y [Select]  
 Washer/Dryer Hook Up 00 [Select]  
 Wash/Dryer Included N [Select]  
 Alarm N [Select]  
 Electric N [Select]  
 Water N [Select]  
 Gas N [Select]  
 Pets Allowed 0 [Select]  
 Cross Street [Select]  
 Lawn Service N [Select]  
 Lease Term 12 months [Select]

From the Property Detail:

1. Confirm the **Current**, **High** and **Low** rent rates are entered in the **Rent Range** section of the **Property Detail**; Click **ADD** to update

2. Confirm all **Amenities** are filled in and click **UPDATE** if any changes are made
3. Confirm **Occupancy** to be Owner, Tenant, Vacant
4. Update the **Available Date**
5. Change the **Rental Status**, by selecting from the drop down, to **FOR RENT** (when select the status will auto-save)

## Reports

### Daily

#### Daily Balance Log for Blue Account

1. Select **REPORTS** from tree view in M1 Software
2. Select **ACCOUNTING REPORTS**
3. Select **DAILY BALANCE REPORT** from drop down (Report #7)  
[Click Here to View How to Run this Report](#)
4. Click **SEARCH**, print out PDF file
5. Go back to **ACCOUNTING REPORTS** and Select Owner Balances (Report #15) [Click Here to View How to Run this Report](#)
6. Click **SEARCH**, print out last page of PDF file
7. Follow the [Daily Balance Form](#) to confirm all is balanced at end of each day

## Form - Daily Balance Log for General Trust Account (Blue)

**Daily Balance Log for General Trust Account**

Date: \_\_\_\_\_

Daily Balance Ending Balance                      \$ \_\_\_\_\_

Owner Balance total                      less (-) \$ \_\_\_\_\_  
(select property status of ALL)

Uncut Checks                      less (-) \$ \_\_\_\_\_

Sub-Balance                      \$ \_\_\_\_\_

Outstanding Deposits                      add (+)\$ \_\_\_\_\_

Balance – Should be ZERO                      \$ \_\_\_\_\_

**Note:**

1 - If the Sub-balance is not Zero, please check if there are any outstanding deposits to process and add in

2 – If you are still not at a ZERO balance, you may not continue to process any items in the ledgers until all is fully balanced from the prior day

dailyreport

Click [here](#) to download a Word.docx version.

## Daily Balance Log for Deposit for Security Deposit Account (Gold)

1. Select **REPORTS** from tree view in M1 Software



2. Select **ACCOUNTING REPORTS**
3. Select **SECURITY DEPOSIT HELD REPORT** from drop down (Report #17) [Click Here to View How to Run this Report](#)
4. Click **SEARCH**, print out last page of PDF file (Report #77) [Click Here to View How to Run this Report](#)
5. Confirm Owner & Resident total columns match
6. Match up to manual transaction ledger and confirm all balances are the same

## Form - Daily Balance Log for Deposit for Security Deposit Account (Gold)

**Daily Balance Log for Deposit for Security Deposit Account**

Date: \_\_\_\_\_

Amount Posted to Trust Account      \$ \_\_\_\_\_

Amount taken from tape                \$ \_\_\_\_\_

Total Deposit to the bank            \$ \_\_\_\_\_

**Items to confirm:**

- Deposit slip from bank attached
- Copy of Security Deposit Ledger (Report # 77)
- Run Security Deposit Report (Report #17) and confirm each balances and attach both

Dailybalance wordoc.2.19.04

Click [here](#) to download a Word.docx version.

## Weekly

1. Security Deposit Report confirm all security deposit disbursements are out on time [Click Here to View How to Run this Report](#)
2. Close Out report confirm all close outs are out on time [Click Here to View How to Run this Report](#)
3. Late Fee Report (Report #80A) confirm all late fees & resident owes are being tracked, and process is being followed to collect balances owed [Click Here to View How to Run this Report](#)

## Monthly

Month \_\_\_\_\_ Staff Initials \_\_\_\_\_

Office \_\_\_\_\_

\_\_\_\_ Print last commission sweep (all checks owed to company)

\_\_\_\_ Confirm Deposit Receipts shows nothing pending to process

\_\_\_\_ Run Uncut Check report to confirm no pending checks to process (Report #18) [Click Here to View How to Run this Report](#)

1. Confirm all checks have printed
2. If no checks pending, still print screen

\_\_\_\_ Run Owner Balances Report print all pages (Report #15) [Click Here to View How to Run this Report](#)

1. Select property status of ALL
2. Select date range for last day of month

\_\_\_\_ Run General Ledger Report print all pages (Report #76) [Click Here to View How to Run this Report](#)

1. Select date range for today's date of report being ran
2. Very Important that this ending balance matches the owner balance or you may not continue

\_\_\_\_ Run Check Accumulative Report print screen to include all (Report #4) [Click Here to View How to Run this Report](#)

1. Select date range from first of month through last day of month (IE: 1/1/15-1/31/15)

\_\_\_\_\_ Run Voided Entries Report print screen to include all (Report #21) [Click Here to View How to Run this Report](#)

1. Select date range from first of month through last day of month

\_\_\_\_\_ Run Deposit Summary Report print screen to include all (Report #10) [Click Here to View How to Run this Report](#)

1. Select date range from first of month through last day of month

\_\_\_\_\_ Run Rental Analysis (Report #47) [Click Here to View How to Run this Report](#)

1. No date range is selected; just Search & Print

\_\_\_\_\_ Run Ledger Code Analysis print all pages (Report #33) [Click Here to View How to Run this Report](#)

1. Select date range from first of month through last day of month

\_\_\_\_\_ Run Security Deposit Report (Report #17) [Click Here to View How to Run this Report](#)

1. Confirm both totals match before able finalize month end and continue to next month

\_\_\_\_\_ Run Security Deposit Ledger Report (Report #77) [Click Here to View How to Run this Report](#)

1. Select date range from first of month through last day of month

\_\_\_\_\_ Run Paylease report for returned items if applicable print screen

1. Select date range from first of month through last day of month

Attach all reports behind and put into your accounting book to be packaged with all work for the month

## Form - Month End Closeout Checklist

### Month End Closeout

---

Month \_\_\_\_\_

Staff Initials \_\_\_\_\_

Office \_\_\_\_\_

- \_\_\_ Print last commission sweep (all checks owed to company)
- \_\_\_ Confirm Deposit Receipts shows nothing pending to process
- \_\_\_ Run Uncut Check report to confirm no pending checks to process (Report #18)
  - A. Confirm all checks have printed
  - B. If no checks pending, still print screen
- \_\_\_ Run Owner Balances Report – print all pages (Report #15)
  - A. Select property status of ALL
  - B. Select date range for last day of month
- \_\_\_ Run General Ledger Report – print all pages (Report #76)
  - A. Select date range for today's date of report being ran
  - B. Very Important that this ending balance matches the owner balance or you may not continue
- \_\_\_ Run Check Accumulative Report – print screen to include all (Report #4)
  - A. Select date range from first of month through last day of month (IE: 1/1/15 – 1/31/15)
- \_\_\_ Run Voided Entries Report – print screen to include all (Report #21)
  - A. Select date range from first of month through last day of month
- \_\_\_ Run Deposit Summary Report – print screen to include all (Report #10)
  - A. Select date range from first of month through last day of month
- \_\_\_ Run Rental Analysis (Report #47)
  - A. No date range is selected; just Search & Print
- \_\_\_ Run Ledger Code Analysis – print all pages (Report #33)
  - A. Select date range from first of month through last day of month
- \_\_\_ Run Security Deposit Report (Report #17)
  - A. Confirm both totals match before able finalize month end and continue to next month
- \_\_\_ Run Security Deposit Ledger Report (Report #77)
  - A. Select date range from first of month through last day of month
- \_\_\_ Run Paylease report for returned items if applicable – print screen
  - A. Select date range from first of month through last day of month

Attach all reports behind and put into your accounting book to be packaged with all work for the month

Click [here](#) to download a Word.docx version.

## Retains

### To Update a Retain

1. Select **PROPERTY DETAIL** from the Command Center in M1 Software
2. Update the Ledger Minimum and click **SAVE**

### To Run a Retain Report

1. Go to **REPORTS** on the tree view in M1 Software
2. Select **ACCOUNTING REPORTS**
3. Select **OWNER RETAIN** from drop down of reports (Report #30)
4. Choose the property status(s) that you wish to view
5. Click **SEARCH** and the property, the amount in the ledger as well as the ledger minimum will appear on the screen (the item will be highlighted yellow if there is a difference in amounts)
6. If you wish to print out a hardcopy of the report click **EXPORT**

# Security Deposit Breakdowns To Residents

## Security Deposit Checklist

**Security Deposit Checklist**

Property Address: \_\_\_\_\_

- 1. Pull file on property
- 2. Check move in date: \_\_\_\_\_
- 3. Check move out date: \_\_\_\_\_
- 4. Rent Owed \$ \_\_\_\_\_
- 5. Check security deposit on the agreement w/trust book \$ \_\_\_\_\_
- 6. Pull resident owe file for outstanding balances \$ \_\_\_\_\_
- 7. Pull late fee file for outstanding balances \$ \_\_\_\_\_
- 8. Call utility companies to confirm 0 balances
  - Acct# \_\_\_\_\_ Water \$ \_\_\_\_\_
  - Acct# \_\_\_\_\_ Trash \$ \_\_\_\_\_
- 9. Locksmith and/or remotes owed \$ \_\_\_\_\_
- 10. Check if attorney fees owed \$ \_\_\_\_\_
- 11. Breaking lease:
  - Check if lawn service \$ \_\_\_\_\_
  - Advertising owed \$ \_\_\_\_\_
  - Lease Up Fee \$ \_\_\_\_\_
- 12. If in property less than 6 months, charge rent up fee \$ \_\_\_\_\_
- 13. If property in HOA, confirm gate keys, passes, turned in \$ \_\_\_\_\_
- 14. See Rehab estimate for resident charges
- 15. Close out?? If so, retain \$5,000 and deduct late fees due if owed to Company (50% + posting fee)

Click [here](#) to download a Word.docx version.

## Security Deposit Disbursement Detail

The screenshot shows the 'Security Deposit Disbursement Detail' form in the m1 Solutions system. The form includes a sidebar with navigation options, a header with 'BACK' and 'CMD CTR' buttons, and a main content area with several sections. Numbered callouts (1-11) point to specific elements: 1. Resident selection dropdown; 2. Mailing address fields; 3. Reason for moving dropdown; 4. Statement notes text area; 5. Save button; 6. Transfer resident charges dropdown; 7. Transfer button; 8. Update button; 9. Add individual line items table; 10. Save to resident file cabinet checkbox; 11. Print preview button.

**Security Deposit Disbursement Detail**

BACK CMD CTR

11 Print Preview  Email to Resident  Save To Resident File Cabinet 10

Select A Resident

<SELECT FROM LIST> 1

(P)

Details

Mailing Address1 Address2 Address3 2

City State Zip Security Deposit Refund Date

Reason For Moving Statement Notes 4

<SELECT FROM LIST> Save 5

Manage Line Items

Transfer Resident Charges From Job Estimate

<SELECT FROM LIST> Transfer 7

Add Individual Line Items

Title	Description	Resident Cost
<SELECT FR>		

Add 9

8 Update

TITLE	DESCRIPTION	AMOUNT

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1. Select a resident from the **Resident** Drop-down (these are all residents that have a Pending Status); once selected, the **Security Deposit** amount & the **Refund Date** will appear.
2. Enter the resident's **new mailing address**; if a new address has not been provided, enter the existing property address
3. Select the **Reason** for Moving from the Drop-down list



4. Enter in **Notes** if you wish for a notation to appear onto the breakdown
5. Click **SAVE**
6. Under the **Transfer Resident Charges from Job Estimate** section, Select the **Job Estimate** from the drop-down menu
7. Then click **TRANSFER**
8. Review each item that has been transferred to confirm that you wish the charges to remain and/or you may edit any item if need (If any item is edited, click **UPDATE** for the edited items to be saved)
9. **ADD** any **Individual Line Items** that the resident may owe; such as rent, late fees, etc. (Select a title, write a description, give it a cost amount, then click **ADD**)
10. Once completed, checkmark the box at the top **Save to Resident File Cabinet**
11. Then click **PRINT PREVIEW** for a hard copy
12. Once the breakdown has been typed up and completed; print out 2 hardcopies (1 for the resident (s), 1 to mail to the owner)
13. Write out a check transferring the entire security deposit from the Gold Account to the Blue Account
14. Proceed to the property ledger to transfer and finalize funds

The next steps are from the [Most Commonly Used Codes](#) so please use those that apply if a refund is due to the resident or if the entire amount is being forfeited to the owner, skip the 216 code.

### Security Deposit Out

503 Security deposit transfer from gold account

(Hand written check from Gold made to Blue for the total security deposit amount. Select proper resident name, enter Gold check # and amount of full security deposit)

216 Refund to ex-resident: select resident name, amount of refund

(If no funds due, skip this step and continue to 218)

218 Security forfeit to owner (ALWAYS payable to Company Blue)

(Amount retained from security)

108 Received from forfeit deposit (ALWAYS same amount as  
218)

(Pay any utility bills owed by resident, late fee & rent  
commissions if applicable)

### **Security Deposit Full Refund - Reputation Management**

When a resident gets their full security deposit back, have them come into the office, personally, to receive their check and a thank you for their patronage. While they are in the office, ask the resident to write a Yelp review for \$25 Starbucks card as well as another \$25 gift card for a Google Plus Review. However, this must be done in the office and on their cell phone (it tracks the GPS location and impartiality of the resident, this give the review a higher ranking) and this is the best chance for it to stick on sites. Ask the resident to (write a story) About their experience with management one.

1. Request a personal appearance to deliver their security deposit reimbursement
2. Ask for a Yelp Review and Google Plus Review
3. Offer a \$25 Starbucks Gift Card for each review
4. Caveat; Must be done on their Cell phone & at your office location
5. Ask them to write about an experience

## Security Deposit Breakdown Disputes

1. If a resident calls/walks in with a dispute, ask them kindly to put the items in which they dispute in writing (this eliminates confusion on what is actually disputed vs. agreed on)
2. Pull the original security deposit breakdown and verify if all charges were accurately charged to the resident
3. If an adjustment is due; modify the original security deposit breakdown and amend the title to state "**Revised Breakdown**" and make the necessary adjustments and save under a new file name
4. If a refund is due, then once the property ledger is pulled up, choose the Expense code of 216, choose the resident name and enter the amount that is being refunded
5. It is also recommended to print out the security deposit dispute letter in M1 Library responding back the ex-resident on each item they disputed
6. If all charges stand, send resident letter **DISPUTE DENIED**, invite resident to come to office to review video and photos proving that the charges stand.

## Sweep (checks to the Operating Account)

These are accumulative checks that are issued normally weekly for fees, commissions, etc. that are owed to Company Operating Account (business account).

1. Select **PAYABLES** from the tree view in M1 Software
2. Select **VENDOR CUMULATIVE CHECK**
3. Select Company Operating Account from the vendor drop down and click **SEARCH**
4. Select all if you want all funds on one check, otherwise select by ledger code and repeat this process until all funds have been cut
5. On the tree view select **REPORTS**
6. Choose **REPORT #5** (Check Trans Detail)
7. Enter the check number and print the transaction detail to list out all items related to the check number

## Resident Owe Collections

1. Enter the Resident Owe in the property ledger under **PENDING RECEIVABLE** enter the ledger code that applies to the resident owe such as late fees, repairs, utilities, etc. Check mark box as a **PENDING RECEIVABLE**.
2. Depending on the type of resident owe, send the appropriate letter from the M1 Library which requests the resident to make arrangements to pay within 7-10 days
3. If the resident does not respond to the letter sent after 14 days, do a follow up call and/or email to the resident to try to make arrangements with them

Note: If the resident does not respond within 30-days, depending on the severity and amount owed, will determine if you continue with sending a 2nd and/or final letter; and keep on the resident owe log. Or if you decide to take further measures in deducting it from the following month's rent (which then causes their rent to be short and a 3day is then served for the balance of rent)

We recommend that should a resident owe amount reach \$200.00 or more, and if the resident doesn't respond within 30 days; the resident owe amount is deducted from rent the following month and a 3-day is served for the balance of rent.

## 5% Supervisory Fee

1. Click on **MAINTENANCE** on the M1 Tree
2. Click on **JOB ESTIMATES**
3. Enter Dates from the previous month.
4. Print out the report.
5. Verify the work done and recommended items.
6. Figure out the amount to be taken from the account.
  1. Total Job Estimate
  2. Total amount for recommended items.
  3. Total estimate less recommended items.
  4. Multiply 5% to the total. This will give you the 5% supervisory fee.
  5. Add the total of Supervisory fee as a line item to the job estimate.

## Rent Increase

### To Owners

1. Run **REPORT#27** Lease Expiration report. Enter the 1st day of the month to the last day of the month.
2. Run RA report through M1 Software
3. Log on to Rent Range to get 2nd report for the rental increase
4. Figure out the increase for 1 year lease and month to month lease.
5. Give to Manager to approve the amounts.
6. In command center bring up the property for the increase. Under the letter to owner bring up the letter under accounting division and under letter select **RENT INCREASE TO OWNER.**
7. Fill out the rental increase to the letter with deadline.
8. Email letter to the owner.
9. Print 2 copies of the letter (Mail 1 letter to owner and keep 1 letter with your file)

### To Residents

1. Under resident go to legal docs.
2. Pull up the letter **RENTAL INCREASE TO RESIDENT.**
3. Enter Address
4. Enter Current rent amount
5. Enter the amounts for option A and B.
6. Enter deadline for the resident to get modification back to the office.

## Utilities

To turn on utilities:

1. Call the appropriate utility companies and log the property address, scheduled turn-on date, and person you spoke with in property detail notes. Make sure the utilities are in the owner's name "care of" the Management company. Southern California Edison and EMWD allow you to turn on the utilities online.

To turn off utilities:

1. Call the appropriate utility companies and log the property address, scheduled turn-off date, and person you spoke with in property detail notes

Paying utility bills:

1. When the invoices are received in the mail, verify there is no balance forward showing that may already have been paid in the interim
2. Verify the dates of service to verify the accuracy of the invoice and proceed in paying through the property ledger



# How to Create a New Work Order

[Click here to Watch Video Tutorial](#)

From the Command Center:

1. Select **Command Center** from the Tree
2. Enter in the **Street Name** for the Property
3. Then Click **SEARCH**
4. Select the **CC** link for the correct property (multiple properties may show up if they share the same street name)
5. Click on the **New Work Order** link under **Maintenance Information**

## New Work Order from Command Center

The screenshot displays the m1 Solutions Command Center interface. On the left is a navigation tree with 'Command Center' highlighted. The main content area shows a search for properties with the following results:

CC	PROP ID	PROP ADDRESS	UNIT	OWNER	RESIDENT
CC 1746	27270	Ocean Dunes Moreno Valley 92555		Rita Yeshi	(A) Joshua Rodriguez
CC 894	23848	Ocean Plaza Moreno Valley 92553		Management One	(A) Test Resident

Below the search results, the 'Maintenance Information' section is expanded, and the 'New Work Order' link is highlighted with a yellow box and a circled '5'.

# Creating and Issuing a New Work Order

**Work Order Details**

BACK TRAINING CMD CTR FILE CAB JOB EST LEDGER (\$0.00) NEW WORK ORDER OWNER (ONE) PCR PPTY DETAIL / STATUS RESIDENT (A-RESIDENT) WORK ORDER VENDOR

WOW52173 - 23846 Ocean Plaza Moreno Valley, CA 92553 - Property# 894

**Property And Instructions**

Search by street name, then choose property below

A Moreno Valley, CA 92553 **1**

Recurring Workorder  Send Survey To Resident (if active)  Rehab  Show Vendor

Best Time to Call Resident

**Save** **2**

**Line Items**

Title: <SELECT FROM LIST> **4** Cost: \$

Description: **5**

**Add Item** **6**

**Vendor Information**

<SELECT FROM LIST> **8**

Vendor Phone Vendor Fax Vendor Email

**Other Information**

Status: ACTIVE **7** User: Conrad

Warranty: Warranty Number: Warranty Period: Warranty Exp: Warranty Name

Amount Paid: 0.00 Issued: 07/14/2015 **9** Closed/Cancelled: **Save**

**Print And Email**

Print With Notes  Email to Vendor **11**

Auto Email Resident  Auto Email Vendor **10** **Print Preview** **Email Resident Notice**

**Notes**

**Add Note**

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**Email Message**

BACK TRAINING CMD CTR

To (single address only):

To (single address only):

CC (single address only):

**Email Copy to Me**

Subject: Management One Moreno Valley Work Order Detail for #52173

Body:

View the workorder PDF: http://[redacted]

Resident Name: Test Resident

Resident Phone:

Property: 23846 Ocean Plaza Moreno Valley 92553

Management One Moreno Valley

**Send Email** **12**

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[Click here to Watch Video Tutorial](#)

1. Confirm the proper **Property** address appears
2. Then click **SAVE**

3. Verify if there are any **Special Conditions** to be aware of before issuing the work order
4. Select a **Title** for the needed maintenance item from the Scroll Down List
5. Type in a brief **Description** of the repair needed (if you have a price, enter in the box to the right);
6. Then click **ADD ITEM**
7. Confirm if there is a **Home Warranty** before selecting a vendor; if so assign the Work Order to the Home Warranty Company from the Drop-down **Vendor List** (Warrantee information should be recorded in the Property Detail and will auto-populate in the **Other Information** section of the Work Order)
8. Select **Vendor** from Drop-down list
9. Enter a **Deadline** for the vendor to complete the job by
10. Then click **SAVE**
11. To email the Work Order to a vendor, checkmark **Email to Vendor** before selecting **PRINT PREVIEW** (this will not open a PDF pop-up for a hard copy print out).
12. Continue to the next screen and click **SEND EMAIL**, to send the work order.

Note: If you have multiple items needed to be repaired; Repeat Steps 4-6 for each item to add them separately so appear as different line items.

## Closeout Of Accounts

Advise client of contractual obligations if contract is not up for renewal and if client wishes to proceed with the closeout, follow the procedures below:

1. Immediately retain \$5000 on Ledger Minimum to freeze all funds in M1 Software
2. Change **PROPERTY STATUS**
3. Pull Management Agreement and make a copy if not already scanned in M1 file cabinet
4. Log on Close Out Ledger
5. Take copy of Agreement and letter of cancellation and attach to the completed [Property Off Market](#) form and give to management for approval
6. Start proceeding with [Close Out Procedure Checklist](#)
7. Complete items 1-9 as appropriate
8. Be certain to use tickler file for follow up on items necessary
9. Although the rest of the Close Out Procedure can be "tickled" for the effective date, you can begin process sooner if able
10. Once effective, compute items on Property Off Market form (worksheet)
11. Continue to follow the Close Out Procedure Checklist until fully completed
12. Send request for Yelp and Google Plus Review

## Account Close Out Procedure

Click [here](#) to download a Word.docx version.

**Account Closeout Procedure**

---

Owner  Property

Date Notice Received  Effective Date

**ACCT:**

1. Confirm \$5,000 retained in account
2. Change property status to PENDING (if closeout effective for a future date) and change to CLOSEOUT (if closeout effective immediately)
3. Log on Closeout ledger in the M1 Software
4. Do off Market Form and give to manager to sign off (attach copy of closeout letter, management agreement)
5. Send 1<sup>st</sup> letter to Owner re: 60 days to finalize
6. Send Security Deposit Release to Owner if occupied now in letters
7. Send Security Deposit Release to Resident if occupied now in letters

**ACCT: HAVE ALL ITEMS CANCELLED OR TRANSFERRED TO OWNER**

1. Cancel lawn service. (Cancel perm service now per effective date)
2. Cancel pool service. (Cancel service now per effective date)
3. Cancel utilities. (Transfer for owner to pay direct if already on/if not on yet, do not put on)

**AT THIS POINT TICKLER ALL INFO FOR CLOSE OUT PER EFFECTIVE DATE.**

1. Confirm property status changed to CLOSEOUT
2. Run account journal
3. Pull all releases and invoices
4. Check to see if any funds are owed as a result being loaned by management to be

## Close Out - Reputation Management

During a closeout, get a review story from the owner to write a review for \$25 Starbucks card for yelp and another \$25 for google plus. Have them write a story of their experience with Management One.

1. Ask for a Yelp Review and Google Plus Review
2. Offer a \$25 Starbucks Gift Card for each review
3. Ask them to write about an experience

## 1099 Procedures

### Confirm Social Security Numbers for Owners

Conduct a search and confirm all SSN's are entered for all owners

From the Tree View:

1. Expand **OWNER**
2. Select **OWNERS** from the drop down menu
3. Select **ALL**
4. Then select **SEARCH**
5. Scan the page and Confirm all SSN's are entered and a **YES** is showing in the 1099 column for all owners.

### Confirm Tax ID Numbers for Vendors

Conduct a search and confirm all TIN's are entered for all vendors

From the Tree View:

1. Expand **VENDOR**
2. Select **VENDORS** from the drop down menu
3. Select **ALL**
4. Then select **SEARCH**
5. Scan the page and Confirm all TIN's are entered and a **YES** is showing in the 1099 column for all owners.

### Reports to Generate for Accountant

From Tree View:

1. Expand **REPORTS**
2. Select **REPORTS**
3. Run **OWNER 1099 STATEMENTS** for year 1/1 12/31 (14)
  1. export report
  2. delete column with second owner/contact
  3. delete column with property i.d. #
  4. then **SAVE** as an excel file
4. Run **VENDOR 1099 STATEMENT** for year 1/1 12/31 (19)

1. export report
2. delete lines with home warranty and utility companies
3. then **SAVE** as an excel file
5. Send both reports to accountant to mail out 1099s.

### **Generate Inactive List**

From the Tree View:

1. Expand **REPORTS**
2. Select **REPORTS** from the drop-down list
3. Run **INACTIVE LIST** 1/1 – 12/31 (44)
4. **PRINT** inactive list.

### **Generate Account Statement/Summary**

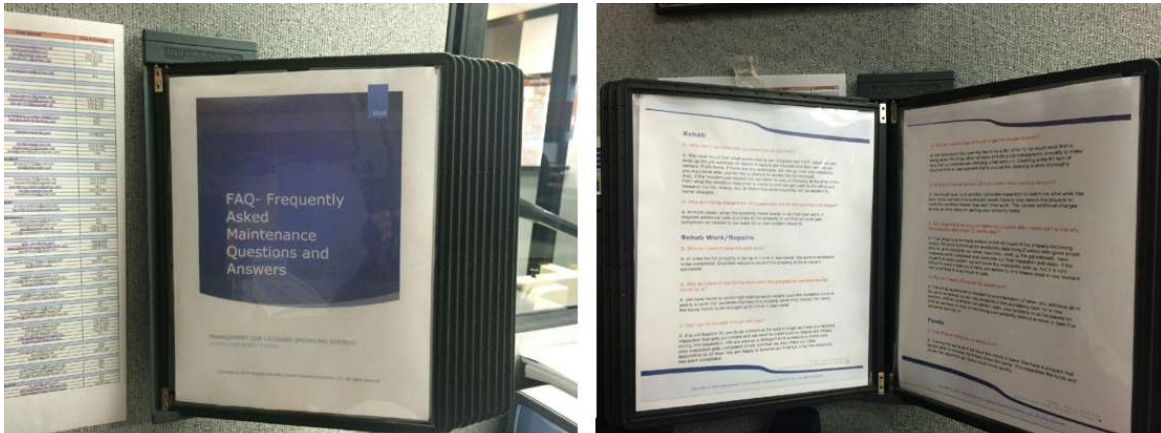
From the Tree View:

1. Expand **REPORTS**
2. Select **REPORTS** from the drop-down list
3. Run **ACCOUNT STATEMENT** (1A)
  1. Highlight all active & inactive properties from calendar year on to the previous inactive list and pending close out properties. (All other properties need to be un-highlighted.)
4. Run **ACCOUNT SUMMARY** (2)
  1. Highlight all active & inactive properties from calendar year on to the previous inactive list and pending close out properties. (All other properties need to be un-highlighted.)
5. Package account statement/summary statements and mail out by January 30th

## FAQ- Frequently Asked Accounting Questions and Answers

[Click Here to Download MS Word .docx file](#)

### Quick Reference Flip Chart



It is recommended that the following Frequently Asked Questions are printed and displayed in a Hanging Flip Chart in the Station or Cubical of the Leasing Consultant Division for Quick Reference.

This way the information is not hidden on the computer somewhere and it gives any new person the advantage they need for quick responses as well as providing superior customer service as they appear very knowledgeable from the very first day.

[Click Here to acquire your own "Wall Reference Organizer"](#)



## Accounting Stadium Speech for New Owners

Click [here](#) to download a Word.docx version.

### Accounting Stadium Speech for New Owners - Word

#### Accounting Stadium Speech for New Owners

Hello Mr./Ms. (Owner)

My name is <Acct/Customer Service at Mgt. One> I want to welcome you to Management One!

The reason for my call today is to welcome you to Management One, introduce myself, and inform you of the services I will be providing you.

- A little about Management One:
  - o We have processed over 400 million rents in the last 30 years.
  - o We are audited every 30 days to be in compliance with state agencies
  - o We take a unique strategy on raising rents while still being competitive within the rental market. In 2015 we were able to secure an additional \$185,000 dollars for our property owners in rent increases.
- I work on the accounting aspect of your account; therefore, I will be processing your rent, any payables, and sending funds over to you.
- You will have access to an online portal where you can view your account statement, invoices, annual inspections, photos of your property and newsletters 24/7. With this tool you won't have to wait for the office to be open if you have any questions about your account over the weekend. You can access the information at any time via smartphone, tablet, or computer.
- When can we get together for a few minutes (5-10) so I can show you how things work? I will also email and mail you a letter of the process to view your online

## Reputation Management

### Close Out Process

During a closeout, get a review story from the owner to write a review for \$25 Starbucks card for yelp and another \$25 for google plus. Have them write a story of their experience with Management One.

1. Ask for a Yelp Review and Google Plus Review
2. Offer a \$25 Starbucks Gift Card for each review
3. Ask them to write about an experience

### Security Deposit Full Refund

When a resident gets their full security deposit back, have them come into the office, personally, to receive their check and a thank you for their patronage. While they are in the office, ask the resident to write a Yelp review for \$25 Starbucks card as well as another \$25 gift card for a Google Plus Review. However, this must be done in the office and on their cell phone (it tracks the GPS location and impartiality of the resident, this give the review a higher ranking) and this is the best chance for it to stick on sites. Ask the resident to (write a story) About their experience with management one.

1. Request a personal appearance to deliver their security deposit reimbursement
2. Ask for a Yelp Review and Google Plus Review
3. Offer a \$25 Starbucks Gift Card for each review
4. Caveat; Must be done on their Cell phone & at your office location
5. Ask them to write about an experience

## Keyboard System

The keyboard is a color coded board which is labeled with the property address on each tag along with 3 hooks for sets of keys and relevant tags. The Color coded sections denotes the current level of occupancy/vacancy and correlates directly with 3 reports;

1. (ILR) Internal Leasing Report
2. (RML) Resident Move-in Ledger
3. (COL) Close-Out Ledger

## Keyboard Color Code



The keyboard is organized and segregated by 5 Colors which correlates directly with 3 reports; (ILR) Internal Leasing Report, (RML) Resident Move-in Ledger & the (COL) Close-Out Ledger; as well as denotes the current level of occupancy.

**Orange-** Owner occupied

**Blue-** Vacant

**Green-** Tenant occupied

**White-** Rented/Move-in

Yellow - Closeout

## Color Categories Explained

### Orange Label- **Owner occupied**

Owner is still occupying property so you cannot check out keys to this property to anyone and the property must be personally shown (3 sets of keys on the board at this time) (the property address & the scheduled move out date to be noted on the tag)

### Blue Label - **Vacant**

Property is vacant (please note the Property Inspector must walk the property before it's deemed vacant; an owner or a resident turning in keys is not considered vacant and details of this will be covered in training as to why) (2 sets of keys and a red tag on the board at this time) The property inspector will change the keys to a Blue Tag once the first walk through has been completed.

### Green Label - **Tenant occupied**

Current Resident is still occupying the property so you cannot check out keys to this property to anyone (there would only be 1 set of keys on the board at this time) (The property address & scheduled move out date to be noted on the tag)

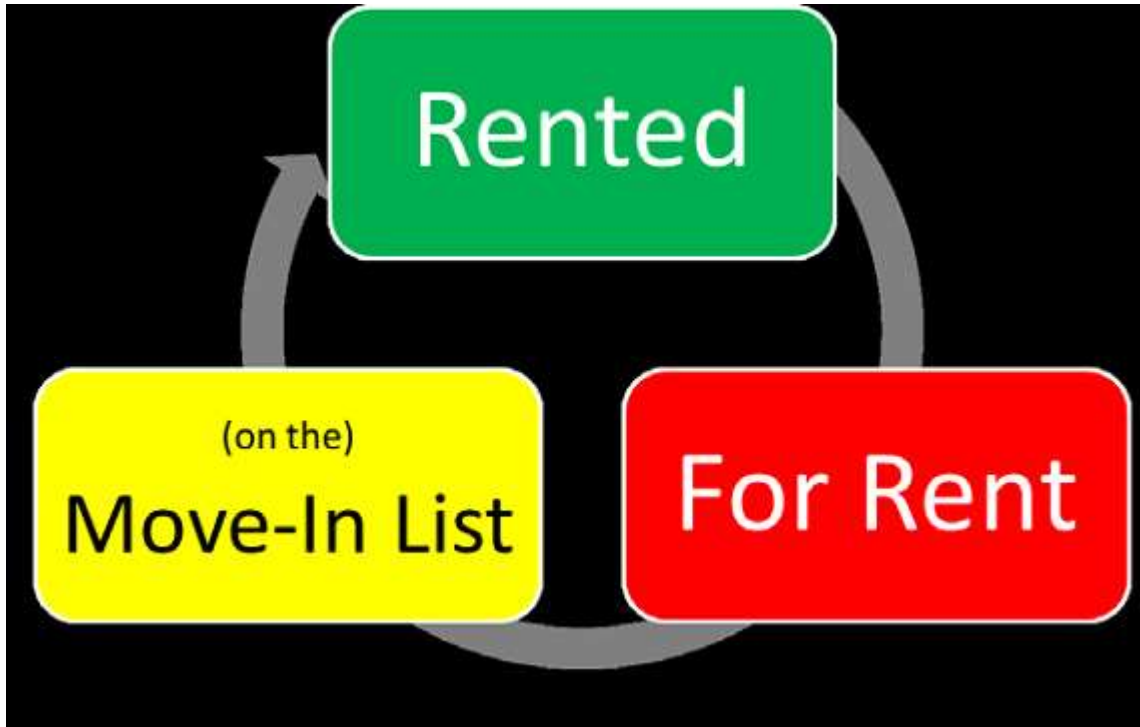
### White Label - **Rented / Move-in**

Property is rented and waiting for the new resident to move in (1 set of keys if the property is still occupied; 2 sets of keys and a red tag if the property is vacant) (the property address & the scheduled move in date to be noted on the tag)

### Yellow Label - **Closeout**

These tags are for all properties that are being closed out after a resident moves out. (the property address & scheduled move out date to be noted on the tag)

## Key Board Statuses & Rental Categories



There are only 4 statuses a property will be in, within our inventory.

1. For Rent
2. Move-in
3. Rented
4. Closeout

There are only 4 categories that properties will come from, "for rent", and will either have an (NPO) New Prospective Owner sheet or a (BOM) Back on Market sheet.

(N) New Accounts-NPO

(R) Re-rent-BOM

(E) Evictions-BOM

(B) Breaking of Lease-BOM

### Additional Tags

White Tag with Writing ("Keys to be made") New Account

If Owner Occupied - An Owner is to turn in 3 sets of keys when the sign as a new account, however if the owner only has one set to turn in, the keys will be placed on the board with two tags that state "Keys to be Made" until the Property Inspector has been able to make copies.

#### White Tag with Writing (R - OCC) Resident Occupied

If Resident Occupied - When a property is a "Back-on-Market" or a "Closeout", then the one set of keys, kept on file in the office, will be placed on the board with two tags that state "Keys to be Made" until the Resident vacates and turns in the two sets they have.

#### White Tag with Writing ("Staff Member's Name") Keys are Checked Out

If a Staff member has checked keys out for a Showing or to Personally Show, they would replace the key set with a key tag that has their name on the board so that anyone can see who is responsible for the keys that are checked out.

#### White Tag with Writing ("Owner") Keys are Checked Out

If the property is Vacant, and the Owner has decided to manage the Rehab himself, he would then checkout a key from the office or may have his contractor check a key out. For each set of keys checked out, they would be replaced with a tag stating "Owner" so you know the owner has them. A checkout key form would also have been signed by the owner or their contractor.

#### 3 sets of keys with White Address Tags (V - VAC) Vacant

The Occupant has vacated and all keys are on the board


#### **Red Tag- Lockbox on property**

One set of keys is taken from the board placed in a lockbox secured at the property on the front door. The Keys on the board are replaced with a Red Key Tag (this is only on vacant properties, once the First Walk Through (FWT) has been performed by the Property Inspector)



## M1 Rehab Algorithm "For Rent" Inventory Tool

### M1 Rehab Algorithm "For Rent" Inventory Tool



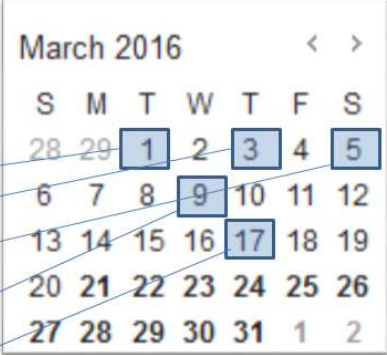
**LMS** (Leasing Maintenance Status)

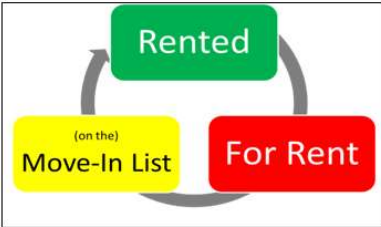
**Availability Date**


(Status codes correspond to each number of days remaining)

- **OCC** (Occupied) - 17 calendar days to move-in
- **FWT** (First Walk Thru) - 15 calendar days to move-in
- **WF** (Waiting for Funds) - 12 calendar days to move-in
- **WBDO** (Work Being Done by Own) - 12 calendar days to move-in
- **WBD** (Work Being Done by Mgt One) - 8 calendar days to move-in
- **COM** - (Ready - Can Move in Anytime) - 0 days until move-in

**For Total Transparency to all Staff**







This Algorithm is used to determine the date a property can be Available for a Resident to take possession.

To work this Algorithm, one must count down or count backwards, meaning on day one (i.e., the property is Vacant and the Property Inspector can perform his initial [FWT] First Walk Through) the schedule affords 17 days until the property is available for move-in.


As the schedule progresses each status acts as a milestone with a certain number of days afforded for that phase in the process. It will be very apparent if there is an issue in meeting the deadline to make this property available by the calculated date, if the property status does not correlate with the calculated days in the process. For example, if today's date is the 11th, and the property is committed to a New Resident to be ready on the 17th, then the status needs to be (WBD) Work Being Done in order to be on schedule. If the Status is still (WF) Waiting Funds from the owner, then the number of days


available for the contractors to complete the work and the time needed for the Property Inspector to perform his Final Walk Through is now greatly restricted and chances are the Resident Move-in Date will have to be pushed out, which can cause a number of issues on all parties including expenses and scheduling.

-All Properties must correlate their position on the key board with their Occupancy Status and reflect their availability dependent on their (LMS) Leasing Maintenance Status as indicated in the (ILR) Internal Leasing Report and (RML) Resident Move In Ledger.

## M1 Rehab Algorithm "For Rent" utilizing the Internal Leasing Report (ILR)

### M1 Rehab Algorithm "For Rent" Integrate with M1Software





**Management One Moreno Valley**  
23846 Sunnymead Blvd. #10  
Moreno Valley, CA 92553  
Phone: 951-924-4315 Fax: 951-924-7241

**Internal Leasing Report**  
April 25<sup>th</sup> 2016

ADDRESS	City Code	Sq Feet	Stories	Beds	Baths	Fireplaces	Central Air	Patio Covered	Patio Slab	Lawn In	Lawn Service	# Car Garage	Pool	Spa	Pets	Misc Occupancy	Available	Occupied By	Days On Market	Calls	Percent Shows	Percent Shows	Current Rent	High Rent	Low Rent	Appl Running	Appl Drawn	Appl Drawn	Appl Drawn	ILR Code	ILR Code								
5697 Abernathy Dr.	RV	2200	2	4	2.5	Y	Y	Y	Y	FB	N	2	N	N	?	?	READY	V	71	18	4	0	1875	1995	1875	0	0	0	0	0	0	WBD	N	E FAIR ISLE/ABERT					
25751 Cayenne Ct	MV	1200	2	4	2	Y	Y	Y	Y	FB	N	2	N	N	0	0	MHOLD-CO	V	23	0	0	0	1345	1345	1345	0	0	0	0	0	0	0	WBD	N	COTTONWOOD				
19617 Crestmont Pl	RV	3500	3	5	3	Y	Y	N	Y	FB	N	2	Y	Y	7	7	11/28/2012	O	13	4	0	0	2395	2395	2200	0	0	0	0	0	0	OCC	N	TRAUTWEIN					
24116 Finley	MV	1550	1	4	2	Y	Y	Y	Y	FB	N	2	N	N	0	0	12/29/2012	T	23	4	2	0	1225	1275	1175	0	0	0	0	0	0	0	OCC	R	BRODIE/EAHEAC				
24281 Finley Dr.	MV	1524	1	4	2	Y	Y	N	Y	F	N	2	N	N	0	0	11/16/2012	V	69	17	2	0	1200	1375	1175	0	0	0	0	0	0	0	0	WBD	R	HEACOCK/CACT			
1088 Floney Dr	PE	1188	2	3	2	N	Y	N	Y	FB	N	2	N	N	0	0	11/23/2012	V	27	2	1	0	1250	1295	1175	0	0	0	0	0	0	0	0	FWT	N	PERRIS/NOEVO			
2777A Glassstone	MV	3200	2	5	4	Y	Y	Y	Y	FB	Y	3	N	N	0	0	12/12/2012	T	1	0	0	0	1995	1995	1795	0	0	0	0	0	0	0	0	OCC	R	MORENO/BEACHOFF			
1035 Glona	HY*	1800	1	4	2	Y	Y	N	N	FB	N	2	N	N	?	?	READY	V	129	45	13	0	1100	1395	1100	1	1	1	1	1	1	1	COM	N	NGLEATON/SANDER				
25443 Hawkwood Trail	MV	1848	1	3	2	Y	Y	Y	Y	F	N	2	N	N	0	0	12/29/2012	T	8	0	0	0	1450	1450	1350	0	0	0	0	0	0	0	0	OCC	R	PERRIS/JR/NWC			
2222 Jornada	PE	1819	2	4	2.5	Y	Y	N	N	FB	N	2	N	N	0	0	READY	V	31	3	1	0	1375	1395	1295	0	0	0	0	0	0	0	0	COM	E	REDLANDS/SORAL			
14911 Justin Pl.	MV	1168	1	3	2	Y	Y	N	Y	F	N	2	N	N	0	0	11/16/2012	V	38	14	4	0	1175	1195	1095	2	2	2	2	2	2	2	2	WBD	E	INDIAN/CACTUS			
16701 Kellenburg Ln	MV	1963	2	5	3	Y	Y	Y	Y	FB	N	2	N	N	0	0	HOLD-RS	V	2	0	0	0	1425	1525	1425	0	1	1	1	1	1	1	1	FWT	R	PERRIS/KRAMEF			
15200 Legendary Dr	MV	3089	2	5	3	Y	Y	N	Y	FB	N	3	N	N	?	?	12/12/2012	T	17	8	1	0	1895	1895	1795	1	1	1	1	1	1	1	1	OCC	R	MORENO/BEAC			
24473 Lario	MV	1600	2	3	2	Y	Y	Y	Y	FB	N	2	N	N	0	0	12/30	T	49	34	5	8	1100	1200	1100	0	1	1	1	1	1	1	1	OCC	B	INDIAN/KYOT			
12930 Montecito Dr.	MV	1000	1	3	2	Y	Y	N	Y	F	N	2	N	N	0	0	11/23/2012	V	31	16	4	0	1175	1225	1025	1	0	0	0	0	0	0	0	AT	FWT	R	Eucalyptus/LEA		
23778 New England Dr	MV	1497	1	3	2	Y	Y	N	Y	N	2	N	N	N	0	0	MHOLD-CO	V	31	3	0	0	1325	1325	1325	0	0	0	0	0	0	0	0	0	FWT	N	KIRAHAM/ALLEE		
13048 Ninebark	MV	1341	2	3	2	Y	Y	N	Y	FB	N	2	N	N	0	0	MHOLD-CO	V	8	0	0	0	1125	1125											N	EUCALYPTUS			
23209 Normgrove	PE	1420	1	3	2	Y	Y	N	Y	FB	N	2	N	N	0	0	12/17/2012	T	3	0	0	0	1195	1195													IDER/SEATON		
1491 Remembrance Dr	PE	1749	2	4	2.5	Y	Y	Y	Y	FB	N	2	N	N	0	0	READY	V	44	16	2	0	1200	1300													REDLANDS/RJUE		
18540 Saint George Way	MV	1600	1	4	2	Y	Y	Y	Y	FB	N	2	N	N	0	0	11/28/2012	O	18	3	0	0	1295	1375													OCC	N	PERRIS/KRAMEF
2544 Spectacular Bld	PE	1371	1	3	2	Y	Y	Y	Y	F	N	2	N	N	?	?	READY	V	1	0	0	0																	
22073 Spring Crest Rd	MV	1300	1	2	2	Y	Y	Y	Y	FB	N	2	N	N	0	0	HOLD-PAY	T	24	0	0	0																	
22801 Springdale Dr	MV	1800	2	3	2.5	Y	Y	Y	Y	B	N	2	Y	Y	0	0	READY	V	48	17	4	0																	
23607 Suncrest Ave.	MV	1400	1	3	2	Y	Y	N	Y	FB	N	3	N	N	0	0	HOLD-CO	V	10	0	0	0																	

Rented


(on the)  
Move-In List


For Rent



## M1 Rehab Algorithm "For Rent" utilizing the Resident Move In Ledger (RML)

### M1 Rehab Algorithm "For Rent" Integrate with M1Software



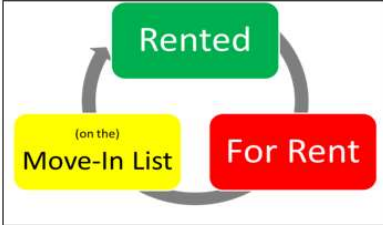


**Management One Moreno Valley**  
23846 Sunnymead Blvd. #10  
Moreno Valley, CA 92553  
Phone:951-924-4315 Fax:951-924-7241

**Resident Move In Ledger**  
April 25<sup>th</sup> 2016

---

Address	Rented	LMS	Proj. MID	Leasing REP	Occupancy	Mapgrid
21370 Shakespeare Ct. Moreno Valley 92557	10/25/2012	COM	11/12/2012	Marco	VACANT	716H1
25193 Billie Dr. Moreno Valley 92553	10/17/2012	WBDO	11/12/2012	Cindy	VACANT	717G7
15147 Calle Renfro Moreno Valley 92551	10/23/2012	COM	11/15/2012	Marco	VACANT	747H1
12213 Orchid Ln #C Moreno Valley 92557	11/1/2012	COM	11/20/2012	Marco	VACANT	717F2



### Key Board Protocol

-All Properties must correlate their position on the board with their Occupancy Status and reflect their availability dependent on their (LMS) Leasing Maintenance Status as indicated in the (ILR) Internal Leasing Report and (RML) Resident Move In Ledger.

-Every property on the key board must have 3 key tags

-New Accounts must have 3 sets of keys- if only 1 set is given, then there should be two tags which state "keys to be made" until they are made and hung on the keyboard.

-Back on Market (BOM) Properties will have 1 set of keys (from the office filing cabinet) and the other 2 hooks will have key tags which note "Resident Occupied".

*-Occupied status address labels will state the potential move-out / vacancy date.*

-When a resident turns in all keys, the address tag and keys are not moved from "Green" to "Blue" until the Property inspector has walked the property and changes the (LMS) Leasing Maintenance Status on the (ILR) Internal Leasing Report, from "OCC" to "FWT". The same goes for Owner occupied property; From "Orange" to "Blue".

-When a property changes to (FWT) First Walk Thru status, one set of keys are taken off the key board and placed into a lock box which is left on the door knob of the rental property. This key hook is then marked with a "Red" key tag to note that a set of keys are in a lock box at the property.

-If the owner or his vendor needs a set of keys, one will be taken off the board and replaced with a key tag that states "Owner" to note the owner has a key.

*-All keys must be signed out before released.*

-If a key is taken off the board or checked out to a prospect by a staff member, the set of keys must be replaced with a key tag with notes the staff member's "Name" whom removed the keys.

*-Only keys for "Vacant" status properties can be checked out to prospective residents. All prospects must have been pre-screened prior and must provide a photo ID, give a deposit for the keys and sign the (AIS) Applicant Interview Sheet which states they are not taking possession of the home.*

-Any property on the board may change status to "White" once a Holding Agreement is signed with a new prospective resident and the property is considered Rented and waiting for Move-in. The vacancy date is then replaced with the projected Move-in date on the address label.

## One Touch System

The One Touch System has been designed to provide order to one's day and reduce any feeling of being overwhelmed.

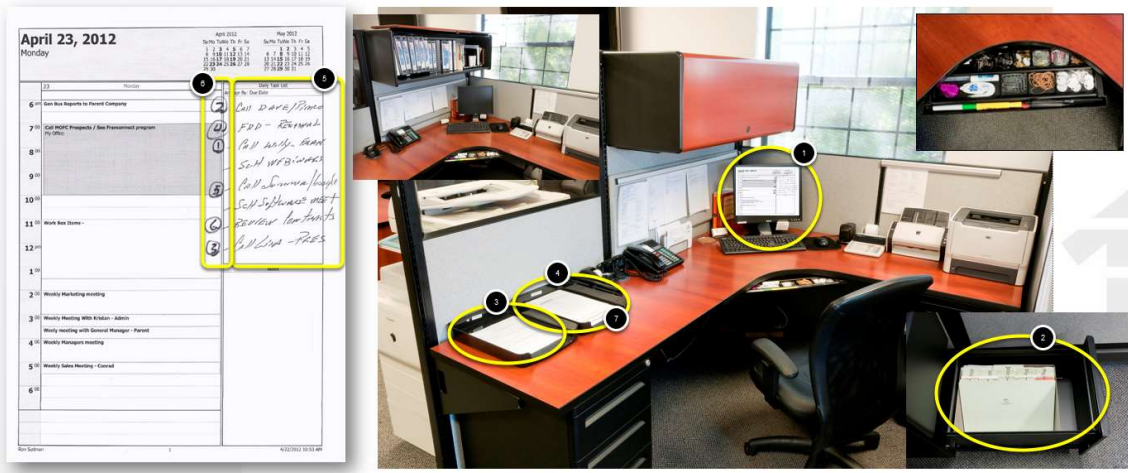
It's in the name...only Touch the Paper/file once, work it as far as you can take it, then move on to the next item.

The goal is to process through as much of the Stack of files in your Work Box as possible, eventually having an empty Work Box.

However, if at the end of the day there are a few items left, leave them in your Work Box. They will just take a higher priority for completion the following day.

The following day you will start over, beginning with the Steps of the One Touch System.

## One Touch System Outlined



## One Touch System

1. Run out **Outlook Calendar**
2. Pull items out of **Tickler File**
3. Take items out of **In Box**
4. Take items out of **Work Box**
5. **Write Out** all Priority items combined from Tickler, Work Box & Inbox
6. **Prioritize** your outlook 1-6
7. Place all Combined Items in **Work Box for the day**. \*(Any new Items will be placed in the Inbox and will wait to be addressed the following day)

Then, start with first item and go as far as you can go then either:

- A) File it
- B) Throw it away
- C) Set up in tickler if you're waiting for a call back
- D) or Tickler it for a future date

Spending 15-20 min a day organizing your work for the day and week will keep you from feeling you don't have enough time to get your work done and you won't be overwhelmed.

### **Contributing Factors that Lead to feeling Overwhelmed**

1. Doing things 3 times instead of once (Don't cut corners and Do it right the first time )
2. Not following the system and doing things out of order and having to back track
3. Getting complaints due to not following systems
4. Team members not being consider of other team players when they are out for the day and not calling in on time and being in the daily meeting. When this is not done pressure increases and complaints increase again taking up more time, thus making you feeling overwhelmed.
5. Not asking for managements help when you need it before you are drowning to guidance and assistance but not to do the actual work. (Use your life lines)

## **Training Tutorials**

### **Accounting Job Description**

#### **Duties**

- Send monthly account statements to owners
- Follow monthly calendar
- Make address changes into system for owners, vendors, etc.
- Back on Markets - add to For Rent List, retain owner funds, notify owner, send move out info to residents, etc
- Cut checks to owners, residents, vendors, etc.

- Collection of resident owes/late fees - weekly tracking, sending notices, 3 days, calling for payment plan, etc.
- Closeout of account - statements/releases to owners, residents, finalize all funds & inactivate account
- Daily deposit
- Eviction Updates to owners weekly
- Half sheets to owners on late rents
- Key board - update board on back on markets & when property rents
- Property kills - once rented, kill from rental list, update keyboard, confirm advertising is cancelled
- Lawn service - adding/canceling temporary and permanent service by issuing work order
- Market comps - CRA for back on markets
- New properties - enter into the system, add to rental list, call new owner to welcome
- New leases/re-rents - enter new resident information into the system & send owner copy of lease
- Owner bank information - keep M1 and Paylease updated
- Pay bills weekly to vendors
- Retains on accounts - update retains on funds needing to be held for repairs, etc.
- Security deposits - breakdowns to residents, transfer of funds, disputes, collection letters when balances owed
- Sweep - paying Management One weekly on commission owed
- Utilities - turning on/off during vacancy
- Welcome calls to new owners
- Rent increase letters to owners - assist in making sure all are out on time
- Rent increase letters to residents- confirm all updated into computer once in
- Run rent receipts monthly
- Stamp rent receipts - prorates due for move in/outs, resident owes, evictions
- Prep 3-day notices for late rents
- Take accounting/customer calls from residents, owners, etc.
- Rental verification on existing residents
- Assist with taking rents
- Assist with answering phones

## Reports

A. Daily Balance - daily

B. Security Deposit Balance when a deposit is made.

- C. Late fee totals - weekly
- D. Closeout report - weekly
- E. Security Deposit report - weekly
- F. Eviction Update report - weekly
- G. Complaint Ledger- weekly
- H. Marketing Report- weekly
- I. Weekly Report- weekly
- J. Open work orders report- weekly
- K. Temp lawn photos needs to emailed to manager- weekly
- L. Accounting weekly report checklist-weekly
- M. 5% Supervisory Fee (Completed in the 3rd week of the Month)

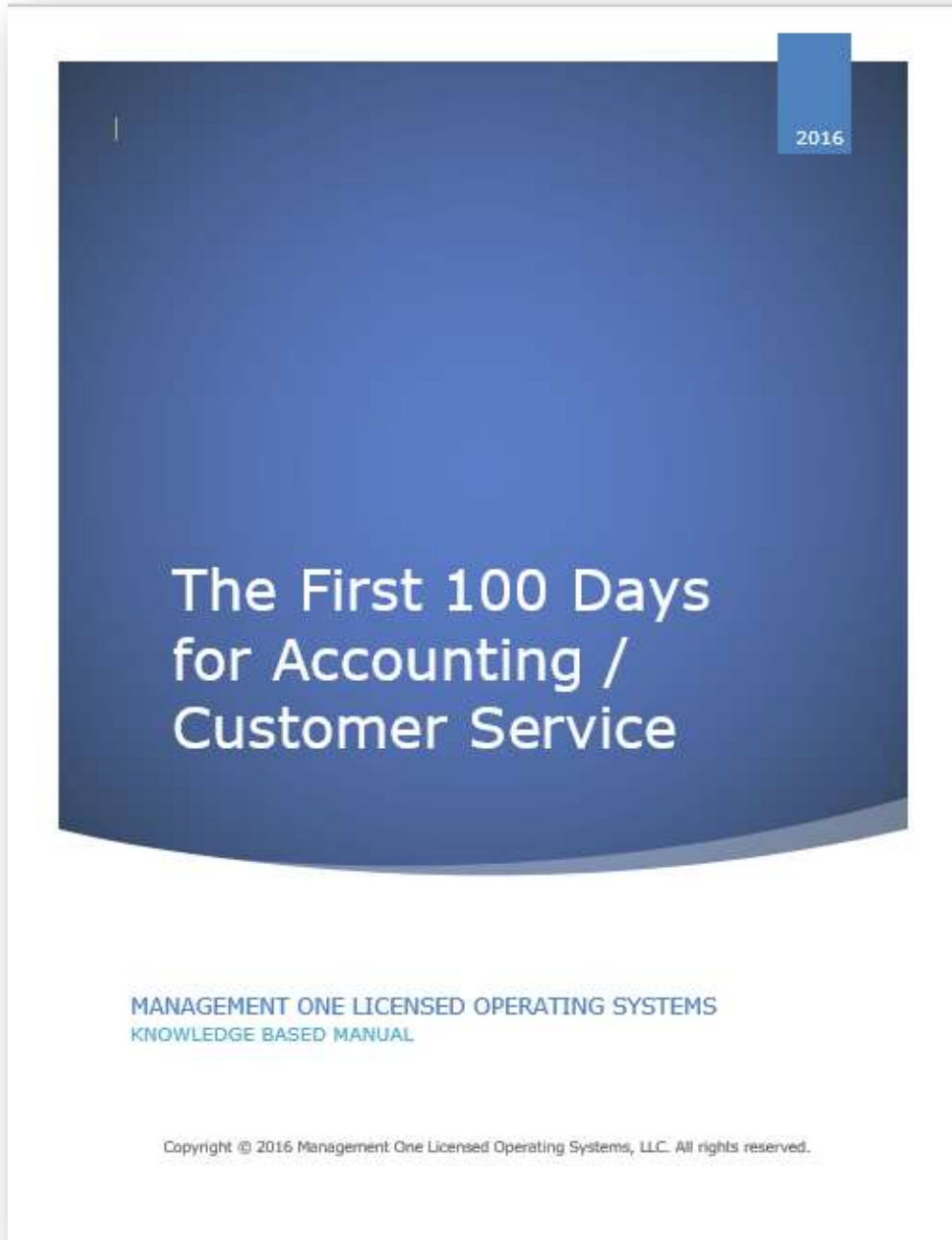
## Training Checklist

1. Video Training
2. Computer Training
3. Answering phones, transfer calls
4. Taking Rents
5. Account Journals
6. Accounting Calendar
7. Advertising
8. Back on Markets
9. Bulk posting of rents
10. Checks
11. Close outs
12. Collection of tenant owes
13. Daily Deposit
14. Evictions
15. Half Sheets to owners
16. Holding Deposits
17. Keyboard
18. Keys turned in
19. Property Kill
20. Starting Lawn Service
21. Entering New Properties/New Leases/Re-Rents
22. Notices
23. Pay Bills
24. Rents
25. Reports, how to do them and when they are sent
26. Retains
27. Security Deposits
28. Sweep
29. Utilities
30. Work Orders
31. 5% Supervisory Fee
32. Rental Increase to Owner and Resident

# The First 100 Days for Accounting / Customer Service

[Click Here to Download as a Checklist](#)

## Training Checklist





## Testing

This position should be tested and expected to know the procedures in all areas of rehab/maintenance and the steps involved in the various inspections you perform. While training, it is important that you take notes and ask questions as necessary.

Areas of testing will include but are not limited to proper procedures for:

- Using your daily calendar
- Using your tickler file
- Proper flow of work station
- Computer operation
- Posting notices
- Inspection Procedures
- Walk thru Procedures
- Required Paperwork
- Forms
- Reports
- Terminology
- Repair Procedures
- Time Frames for Completion

## Monthly Auto Deductions

[Click here to Watch Video Tutorial](#)

From the Tree View:

1. Select **Command Center**
2. Enter information to find Property (**Street Name, Owner Last Name, or Resident Last Name**)
3. Click **SEARCH**
4. Click on **Property Detail** link
5. Under **Monthly Auto-Deductions** choose the **Vendor, Expense Code, Amount** and a **Ledger Description** if you wish for it to appear
6. Then click **ADD**

Note:

These items will be automatically deducted when the Bulk Post Rent screen is used in processing rents.

# Set up of Monthly Auto Deductions

The screenshot displays the m1 Solutions Command Center interface. The top navigation bar includes 'BACK', 'TRAINING', 'MANAGEMENT CONTROL CENTER', 'INTRODUCTION TO M1', and 'TABLET MENU'. A search bar for properties is visible, with a search button circled in red. The main content area is divided into several sections: 'Property Information', 'Owner Information', 'Resident Information', and 'Last Exterior Inspection Photo'. The 'Property Information' section shows details for 'Niverside' with various metrics like 'Bedrooms: 4', 'Baths: 3', and 'Square Feet: 3500'. The 'Owner Information' section includes fields for 'New Letter', 'Letter History', and 'Legal Docs'. The 'Resident Information' section lists 'Phone1', 'Move In Date', and 'Lease Expires'. The 'Last Exterior Inspection Photo' section displays a grid of photos. Below these sections is the 'Property Detail' section, which includes a 'Detail & Status' form with fields for 'Manager', 'Leasing Rep', 'Property Status', and 'Rental Status'. The 'Monthly Auto-Deductions' section is highlighted with a red circle and contains a table with columns for 'Vendor', 'Exp Code', 'Flat', 'Pctg', and 'Ledger Description'. The table lists various deduction entries with their respective amounts and dates. The bottom of the page shows a 'History of Note Entries' section.

## Printing Late Notices

[Click here to Watch Video Tutorial](#)

From the Tree View:

1. Expand **ACCT Receivable**
2. Select **Post Rents**
3. Load the properties by **Street Letter** or select **ALL**
4. Under the **3 Day Notice** Column, Check the box, for each resident whom has not paid rent
5. Select the **Start Date** and **End Date** from the **3 Day Notice** Section at the top (This normally will be the 1st and last day of the given month)
6. Select **PRINT PREVIEW** for all selected notices to appear on the screen
7. Then PRINT from your Printer menu

Note:

This process will auto log the late notice date and log the notice type into the resident detail screen

## Generating 3 Day Notices

**Rent and Property Income Posting**

BACK TRAINING CMD CTR

Load by first letter of street name

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z ALL 3

Post Rents Pay Lease Post Rents 3 Day Notice 5 Templates

Enter the Received Date for the posting. Select the Paylease file from your local computer then click POST.

Select the rent items to be posted, then click POST.

Start Date End Date

07/09/2015 07/09/2015 6

Print Preview Print Preview

Received Date

07/09/2015 Post Rent

Posted within 1 Month Not Posted within 1 Month Not Posted within 2 Months Not Applicable Partial Payment

POST RENT PROPERTY	UNIT RENT	APPLIED OWNER	LEDGER RESIDENT	LAST POST	3 DAY	LAST 3 DAY TEMPLATES	LEASE EXP.
CC	\$1,245.00	\$1,245.00	Ledger	07/02/2015	<input type="checkbox"/>	03/06/2015	03/31/2016
CC	\$1,900.00	\$1,800.00	Ledger	07/06/2015	<input type="checkbox"/>	03/06/2015	03/31/2016
CC	\$1,475.00		Ledger	06/11/2015	<input type="checkbox"/>	07/07/2015	10/31/2015
CC	\$2,030.00	\$2,030.00	Ledger	07/09/2015	<input type="checkbox"/>	11/05/2015	06/30/2016
CC	\$1,475.00	\$1,475.00	Ledger	07/09/2015	<input type="checkbox"/>	03/06/2015	06/30/2016
CC	\$1,875.00	\$1,875.00	Ledger	07/09/2015	<input type="checkbox"/>	03/06/2015	03/31/2016
CC	\$1,750.00	\$1,750.00	Ledger	07/02/2015	<input type="checkbox"/>	03/06/2015	03/31/2016
CC	\$1,500.00	\$750.00	Ledger	07/09/2015	<input type="checkbox"/>	07/09/2015	07/31/2015
CC	\$1,695.00		Ledger	06/12/2015	<input type="checkbox"/>	07/07/2015	10/23/2015

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# Reconciling Blue / General Trust Account

[Click here to Watch Video Tutorial](#)

## General Trust Reconciling (Blue)

**General Trust Reconciling (Blue)**

BACK TRAINING CMD CTR ACCOUNTING FORMS LEDGERS

Clear Bank Statement Items

Closing Date 5/31/2015 3

Update 7

LEDGER	DATE	TRANSDATE	CHECK P/B/BATCH	DESCRIPTION	AMOUNT	CLEAR
Ledger	04/20/2015	04/20/2015	2 726		(\$1,460.50)	<input checked="" type="checkbox"/>
Ledger	05/04/2015	05/04/2015	2 731		(\$1,633.43)	<input checked="" type="checkbox"/>
Ledger	05/04/2015	05/04/2015	2 731		(\$1,663.00)	<input checked="" type="checkbox"/>
Ledger	05/04/2015	05/04/2015	2 731		(\$1,258.00)	<input checked="" type="checkbox"/>
Ledger	05/04/2015	05/04/2015	2 731		(\$948.00)	<input checked="" type="checkbox"/>
Ledger	05/04/2015	05/04/2015	2 731		(\$973.00)	<input checked="" type="checkbox"/>
Ledger	05/04/2015	05/04/2015	2 731		(\$1,448.00)	<input checked="" type="checkbox"/>
Ledger	05/04/2015	05/04/2015	2 731		(\$904.34)	<input checked="" type="checkbox"/>
Ledger	05/04/2015	05/04/2015	2 731		(\$1,073.00)	<input checked="" type="checkbox"/>
Ledger	05/04/2015	05/04/2015	2 731		(\$686.57)	<input checked="" type="checkbox"/>
Ledger	05/04/2015	05/04/2015	2 731		(\$898.00)	<input checked="" type="checkbox"/>
Ledger	05/04/2015	05/04/2015	2 731		(\$833.50)	<input checked="" type="checkbox"/>
Ledger	05/04/2015	05/04/2015	2 731		(\$1,596.50)	<input checked="" type="checkbox"/>
Ledger	05/04/2015	05/04/2015	2 731		(\$1,563.00)	<input checked="" type="checkbox"/>
Ledger	05/04/2015	05/04/2015	2 731		(\$25.00)	<input checked="" type="checkbox"/>
Ledger	05/04/2015	05/04/2015	2 731		(\$893.00)	<input checked="" type="checkbox"/>
Ledger	05/04/2015	05/04/2015	2 731		(\$783.00)	<input checked="" type="checkbox"/>
Ledger	05/04/2015	05/04/2015	2 731		(\$1,843.00)	<input checked="" type="checkbox"/>
Ledger	05/04/2015	05/04/2015	2 731		(\$1,048.00)	<input checked="" type="checkbox"/>
Ledger	05/04/2015	05/04/2015	2 731		(\$1,658.75)	<input checked="" type="checkbox"/>
Ledger	05/04/2015	05/04/2015	2 731		(\$1,138.02)	<input checked="" type="checkbox"/>
Ledger	05/04/2015	05/04/2015	2 731		(\$1,325.50)	<input checked="" type="checkbox"/>
Ledger	05/04/2015	05/04/2015	2 731		(\$1,953.00)	<input checked="" type="checkbox"/>

Balance Information

Beginning Balance 230,035.48

Deposits 529,772.74

Checks Cleared -544,501.12

Cleared Balance 215,307.10

Miscellaneous Items 0.00

Statement Balance 219,277.10 4

Difference -3,970.00 5

Uncleared Checks -91,042.83

Awaiting Deposit 0.00

Finish Process 10

Miscellaneous Items

Amount

Description

Date

Add

AMOUNT DATE DESCRIPTION ADDED BY

From the Tree View:

1. Expand **Reconcile**
2. Select **Gen Trust (blue)**
3. Enter the Month-end **Closing Date**
4. Enter the **Statement Balance** under Balance Information
5. Then click **SAVE**
6. Check off all items that have **Cleared** your bank statement.
7. Then click **UPDATE** (if you need to leave the screen and continue later, make sure to click **UPDATE** before exiting to confirm all of your work has been saved)
8. Confirm if you have any other bank adjustments to enter for Miscellaneous fees, etc. (If you have items to enter, enter under **Miscellaneous Items**, individually to track)

9. Verify your **Difference** is ZERO (if not zero you are not in balance and will need to continue to look for the difference)
10. Click the **Finish** box and then **PROCESS**
11. Continue to **Accounting Reports** (expand **Reports** on Tree, then click on **Reports**) to run out Reconcile Report

## To Run the Reconcile Report

The screenshot displays the 'Reports' section of the m1 Solutions software. On the left is a navigation tree with 'Reports' expanded and highlighted. The main area shows a grid of report options under the heading 'Select A Report Below'. The report '(3) Blue Account Overview' is selected and highlighted with a yellow circle and a '3' callout. Below the grid, the 'Report Description: Blue Account Overview' is shown, followed by a 'Report Criteria' section where the 'Blue Reconcile Date' is set to '<SELECT FR>' with a '4' callout. At the bottom, there are radio buttons for output options: DOC, XLS, and PDF (selected), with a 'To PDF Print Cart' checkbox. A 'Search' button with a '5' callout is located at the bottom left of the main content area.

1. Expand **Reports** from the tree view
2. Select **Reports**

3. Under **Accounting** Reports, select report #3- **Blue Account Overview**
4. Select the period ending from the Blue Reconcile Date drop down in the **Report Criteria** section
5. Then click **SEARCH**



# Reconciling Gold /Security Deposit Trust Account

[Click here to Watch Video Tutorial](#)

## Security Deposit Trust Reconciling (Gold)

**m1 Solutions™**

**Security Deposit Reconciling (Gold Trust)**

BACK TRAINING CMD CTR LEDGERS

Closing Date: 5/31/2015 **3** **New** **4**

Balance Information:

- Beginning Balance: 805,764.00
- Cleared Income(505): 0.00
- Cleared Expense (503): 0.00
- Misc Amount & Description: 0.00
- Ending Balance: 805,764.00
- Statement Balance: 0.00 **5** **Update**
- Difference: 805,764.00 **9**
- Uncleared Income (505): 12,655.00
- Uncleared Expense (503): 16,874.00

Miscellaneous Items:

Amount:  **8**

Description:

Date:

**Add**

AMOUNT DATE DESCRIPTION ADDED BY

**Finish** **Process** **10**

**Update Below** **7**

DATE	CODE	PROPERTY	EXPENSE(503)	INCOME(506)	CHECK#	STS	RECONCILE DATE
GOLD LEDGER BALANCE: \$605,764.00							
05/06/2015	508			\$1,590.00	55897	<input type="checkbox"/>	\$807,354.00
05/07/2015	503		\$1,700.00		3599	<input type="checkbox"/>	\$805,654.00
05/07/2015	503	Gen Trust(Blue)	\$2,260.00		3800	<input type="checkbox"/>	\$803,394.00
05/07/2015	503	Sec Dep Trust(Gold) <b>2</b>	\$1,820.00		3801	<input type="checkbox"/>	\$801,774.00
05/07/2015	503		\$1,560.00		3802	<input type="checkbox"/>	\$800,214.00
05/08/2015	506			\$2,830.00	58010	<input type="checkbox"/>	\$802,844.00
05/13/2015	506			\$1,890.00	58022	<input type="checkbox"/>	\$804,734.00
05/22/2015	503		\$1,880.00		3803	<input type="checkbox"/>	\$802,874.00
05/26/2015	506			\$2,160.00	58077	<input type="checkbox"/>	\$805,034.00
05/26/2015	506			\$2,035.00	58077	<input type="checkbox"/>	\$807,069.00
05/28/2015	506			\$250.00	58078	<input type="checkbox"/>	\$807,319.00
05/28/2015	506			\$2,100.00	58078	<input type="checkbox"/>	\$809,419.00
05/28/2015	503		\$2,800.00		3804	<input type="checkbox"/>	\$806,619.00
05/28/2015	503		\$1,914.00		3805	<input type="checkbox"/>	\$804,705.00
05/28/2015	503		\$1,500.00		3806	<input type="checkbox"/>	\$803,205.00
05/28/2015	503		\$1,660.00		3807	<input type="checkbox"/>	\$801,545.00
<b>TOTAL:</b>			<b>\$16,874.00</b>	<b>\$12,655.00</b>			

**11** Reports

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From the Tree View:



1. Expand **Reconcile**
2. Select **Sec Dep Trust (Gold)**
3. Enter the Month-end **Closing Date**
4. Then click **NEW**, (then the list to reconcile will appear)
5. Enter the **Statement Balance** under Balance Information, then click **UPDATE**
6. Check off all items that have **Cleared** your bank statement in the **STS** column.
7. Once you have completed checking off items click **UPDATE BELOW** (if you need to leave the screen and continue later, make sure to click **UPDATE** before exiting to confirm all of your work has been saved)
8. Confirm if you have any other bank adjustments to enter for Miscellaneous fees, etc. (If you have items to enter, enter under **Miscellaneous Items**, individually to track)
9. Verify your **Difference** is ZERO (if not zero you are not in balance and will need to continue to look for the difference)
10. Click the **Finish** box and then **PROCESS**
11. Continue to **Accounting Reports** (expand **Reports** on Tree, then click on **Reports**) to run out Reconcile Report

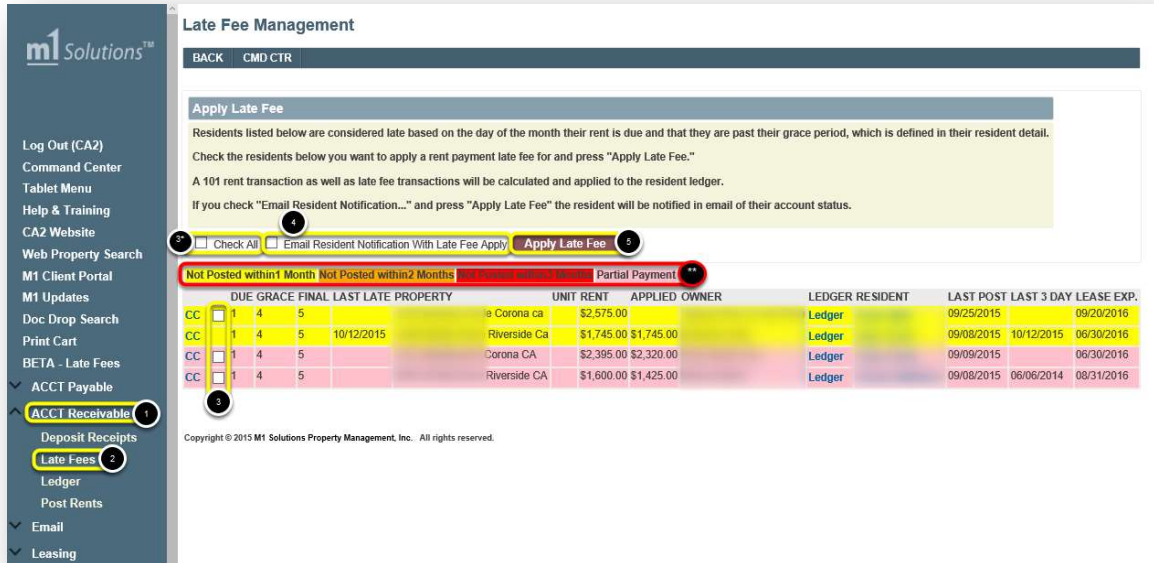
## To Run Reconcile Report

The screenshot shows the m1 Solutions web interface. On the left is a navigation menu with 'Reports' selected and circled in yellow (1). Below it, 'Reports' is also circled in yellow (2). The main content area is titled 'Reports' and has a 'BACK' and 'CMD CTR' button. Below that is a 'Select A Report Below' section with a grid of report categories and individual reports. Under the 'Accounting' category, report (11) 'Gold Account Overview' is selected and circled in yellow (3). Below the report grid is a 'Report Description: Gold Account Overview' section. In the 'Report Criteria' section, the 'Gold Reconcile Date' dropdown menu is open, showing 'SELECT PER' and is circled in yellow (4). Below that is a 'Select Output Options And Run Report (And Export Where Applicable)' section with radio buttons for 'DOC', 'XLS', and 'PDF' (selected), and a checkbox for 'To PDF Print Cart'. At the bottom left of the main content area is a 'Search' button circled in yellow (5).

1. Expand **Reports** from the tree view
2. Select **Reports**
3. Under **Accounting** Reports, select report #11– **Gold Account Overview**
4. Select the period ending from the Gold Reconcile Date drop down in the **Report Criteria** section
5. Then click **SEARCH**

# Late Fees

## Late Fee Processing



In the Tree View:

1. Expand **ACCT Receivable**
2. Select **Late Fees** from the Drop-down list
3. Checkmark the resident(s) to apply a Late Fee to, \*or simply checkmark **Check All**
4. To email a notice to the resident, Checkmark **Email to Resident Notification With Late Fee Apply**
5. Then, click **APPLY LATE FEE**

Note:

\*\*You will notice that each of the Residents are color coded as denoted by the status legend

1. Yellow indicates that Rent has not posted in a Month
2. Orange indicates that Rent has not posted in 2 Months
3. Red indicates that Rent has not posted in 3 months
4. With Pink showing that a Partial Payment was received

## How to Set Up Late Fees

**Resident Management**

BACK TRAINING CMD CTR

Search For Residents

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Street Name City Zip Last Name Status

Balance Entries From Balance Entries To

With Balance Only VIP

Search

Greater than or equal to 30 days Greater than or equal to 60 days

PROPERTY STATUS RESIDENT EMAIL RESIDENT OWES EARLIEST ENTRY OWED DETAIL

CC Corona,ca 92882 A Ledger Add Notes Stmt.w/History New Letter Letter History Delete

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**Resident Detail**

BACK PREV ITEM NEXT ITEM TRAINING CMD CTR JOB EST LEDGER MAINT STATUS NEW WORD OWNER (NGUYEN) PPTY DETAIL / STATUS RESIDENT LETTER WORD

Resident#5881 - Corona,ca 92882 - Property# 3717

Select And Apply An Applicant

Apply

**Detail And Contact Information**

Status ACTIVE VIP

First Name Last Name SSN

Phone1 Phone2

Email/Portal Account Name Password

First Name (Sec.) Last Name SSN

Phone1 Phone2

Sec. Email/Portal Account Name Password

Save

**Rental Information**

Rental Rate Security Deposit Rent Due Day Grace Period

2575 3590 1 4

Base Late Fee Flat Base Late Fee% Daily Late Fee

0.00 5 5.00

Posting Fee Violation Fee

50.00 50.00

Move In Date Lease Expiration Last Increase Date Last Increase

9/21/2015 09/20/2016

Rent Last Posted Late Notice Dependents Pets

09/25/2015 4 2

Move In Appt. Inspection Appt. Inspection Date Move Out Date

Deadline Date Refund Date Move Reason

<SELECT FRM

M2M Lease

Save

**Secondary Resident Information**

First Name Last Name SSN Cell Phone

Work Phone Moved In Moved Out Email

Add

From the Tree View:

1. Expand **Resident**
2. Select **Residents** from the Drop-down list
3. Search for the Resident by Entering in the **Street Name** or the **Last Name** of the Resident
4. Then click **SEARCH**

5. Select the **Resident Detail Link** from the list that generates
6. Enter, Change or Update **Rental Rate, Rent Due Date, Grace Period** (based on the signed lease or any amendments made to the lease).
7. The **Base Late Fee**, is the initial amount charged for being late (either a **flat fee** or it can be a **percentage** calculated off the Rent amount), while the **Daily Late Fee** is the amount charged on a daily bases accruing until the rent is paid (this is above and beyond the Base Late Fee).
8. Then, click **SAVE**

## Resident Security Deposit Disbursement

[Click here to Watch Video Tutorial](#)

From the Tree View:

1. Expand **Resident**
2. Select **Security Disbursement**
3. Click **NEW** button to start a new breakdown

### New Security Deposit Disbursement

The screenshot displays the m1 Solutions™ interface for Security Deposit Disbursement. On the left, a navigation tree view shows the following items: Log Out, Command Center, Tablet Menu, Help & Training, CA3 Website, Web Property Search, M1 Client Portal, M1 Updates, Doc Drop Search, Print Cart, ACCT Payable, ACCT Receivable, Email, Leasing, Letters, Maintenance, Marketing, Owner, Property, Reconcile, **1** ts, **2** Resident, Residents, Security Disburseme..., and Setup. The main content area is titled "Security Deposit Disbursement" and includes a breadcrumb trail: BACK | TRAINING | CMD CTR. Below this is a search section titled "Search For Disbursements" with the following fields: Resident Last Name, Property Street, Resident Status (set to PENDING), From, and To. A Search button and a highlighted New button (with a '3' callout) are located to the right of the search fields. A copyright notice at the bottom reads: Copyright © 2016 Precision Business Technology, Inc. All rights reserved.

## Security Deposit Disbursement Detail

The screenshot shows the 'Security Deposit Disbursement Detail' form in the m1 Solutions system. The form is divided into several sections: 'Select A Resident', 'Details', 'Manage Line Items', and 'Add Individual Line Items'. Numbered callouts (1-11) point to specific elements: 1. Resident selection dropdown; 2. Mailing Address1 field; 3. Reason For Moving dropdown; 4. Statement Notes text area; 5. Save button; 6. Transfer Resident Charges dropdown; 7. Transfer button; 8. Update button; 9. Add button in the line items table; 10. Save To Resident File Cabinet checkbox; 11. Print Preview button. A sidebar on the left contains navigation options like 'Log Out', 'Command Center', and 'Resident'.

1. Select a resident from the **Resident** Drop-down (these are all residents that have a Pending Status); once selected, the **Security Deposit** amount & the **Refund Date** will appear.
2. Enter the resident's **new mailing address**; if a new address has not been provided, enter the existing property address
3. Select the **Reason** for Moving from the Drop-down list

4. Enter in **Notes** if you wish for a notation to appear onto the breakdown
5. Click **SAVE**
6. Under the **Transfer Resident Charges from Job Estimate** section, Select the **Job Estimate** from the drop-down menu
7. Then click **TRANSFER**
8. Review each item that has been transferred to confirm that you wish the charges to remain and/or you may edit any item if need (If any item is edited, click **UPDATE** for the edited items to be saved)
9. **ADD** any **Individual Line Items** that the resident may owe; such as rent, late fees, etc. (Select a title, write a description, give it a cost amount, then click **ADD**)
10. Once completed, checkmark the box at the top **Save to Resident File Cabinet**
11. Then click **PRINT PREVIEW** for a hard copy



## Training Process Videos

### Accounting Division Work Station

This is an overview of how the Work Station is Setup for the Accounting Division using the Management One Licensed Operating System.

#### Video - Accounting Division Work Station



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## How to Post PayLease Bulk Rents

How to Post Bulk Rents from PayLease in the M1 Solutions Software

[Click Here to View a Step-by-Step Tutorial Article](#)

## How to Post PayLease Bulk Rents - Video



[Click Here to Watch the Video in a Browser](#)

## How to Print Late Notices

How to Print 3-Day Late Notices in the M1 Solutions Software

[Click Here to View a Step-by-Step Tutorial Article](#)

## How to Print Late Notices - Video



[Click Here to Watch the Video in a Browser](#)

## How to Post Standard Bulk Rents

This is used in order to post multiple rents (Bulk) into their individual property ledgers at one time, rather than having to Post each individually. The system will auto-post the rents into the individual ledgers and will auto-deduct the monthly commission that should be taken from the rent... Also, in the event that a State Tax Withholding applies or a monthly auto deduction is set up, this process will also auto-deduct the amount set up in the property detail.

[Click Here to View a Step-by-Step Tutorial Article](#)

## How to Post Standard Bulk Rents - Video



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## How to Process Deposit Receipts

How to Process Deposit Receipts in the M1 Solutions Software

[Click Here to View a Step-by-Step Tutorial Article](#)

### How to Process Deposit Receipts - Video



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## How to Process Pay Batch Checks

How to Process Pay Batch Checks in the M1 Solutions Software

This function is used to Process Checks through ACH

[Click Here to View a Step-by-Step Tutorial Article](#)

### How to Process Pay Batch Checks - Video



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## How to Setup Monthly Auto Deductions

How to Setup Monthly Auto Deductions in the M1 Solutions Software

[Click Here to View a Step-by-Step Tutorial Article](#)

### How to Set up Monthly Auto Deductions - Video



[Click Here to Watch the Video in a Browser](#)

## How to Process Bulk Expense Posting

How to Process Bulk Expense Posting in the M1 Solutions Software  
This is for monthly reoccurring expenses for items that you wish to manually enter against the Ledger versus Auto-payment, once the rent is paid.

[Click Here to View a Step-by-Step Tutorial Article](#)

## How to Process Bulk Expense Posting - Video



[Click Here to Watch the Video in a Browser](#)



## How to Print Checks

How to Print Checks in the M1 Solutions Software

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### How to Print Checks - Video



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## How to Process Invoice Posting in Bulk

How to Process Vendor submitted Invoices buy Bulk Posting in the M1 Solutions Software

[Click Here to View a Step-by-Step Tutorial Article](#)

## How to Process Invoice Posting in Bulk - Video



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## How to Process Bulk Checks to Owners

How to Process Bulk Checks to Owners in the M1 Solutions Software

[Click Here to View a Step-by-Step Tutorial Article](#)

### How to Process Bulk Checks to Owners - Video



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## How to Add and Pay Pending Payables

How to Add and Pay Pending Payables in the M1 Solutions Software

[Click Here to View a Step-by-Step Tutorial Article](#)

### How to Add and Pay Pending Payables - Video



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## How to Pay Pending Payables

How to Pay Pending Payables in the M1 Solutions Software

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### How to Pay Pending Payables - Video



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## How to Search the Ledger

### How to Search the Ledger - Video



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## Selecting the Ledger from the Command Center

### Selecting the Ledger from the Command Center - Video



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## Accounting Division Month End Process

[Click Here to View Tutorial Video on How to Run a Report](#)

### Monthly

Click [here](#) to download a Word.docx version.

Month \_\_\_\_\_ Staff Initials \_\_\_\_\_

Office \_\_\_\_\_

\_\_\_\_\_ Print last commission sweep (all checks owed to company)

\_\_\_\_\_ Confirm Deposit Receipts shows nothing pending to process

\_\_\_\_\_ Run Uncut Check report to confirm no pending checks to process (Report #18) [Click Here to View How to Run this Report](#)

1. Confirm all checks have printed
2. If no checks pending, still print screen

\_\_\_\_\_ Run Owner Balances Report print all pages (Report #15) [Click Here to View How to Run this Report](#)

3. Select property status of ALL
4. Select date range for last day of month

\_\_\_\_\_ Run General Ledger Report print all pages (Report #76) [Click Here to View How to Run this Report](#)

5. Select date range for today's date of report being ran
6. Very Important that this ending balance matches the owner balance or you may not continue

\_\_\_\_\_ Run Check Accumulative Report print screen to include all (Report #4) [Click Here to View How to Run this Report](#)

7. Select date range from first of month through last day of month (IE: 1/1/15-1/31/15)

\_\_\_\_\_ Run Voided Entries Report print screen to include all (Report #21) [Click Here to View How to Run this Report](#)

8. Select date range from first of month through last day of month



\_\_\_\_ Run Deposit Summary Report print screen to include all (Report #10) [Click Here to View How to Run this Report](#)

9. Select date range from first of month through last day of month

\_\_\_\_ Run Rental Analysis (Report #47) [Click Here to View How to Run this Report](#)

10. No date range is selected; just Search & Print

\_\_\_\_ Run Ledger Code Analysis print all pages (Report #33) [Click Here to View How to Run this Report](#)

11. Select date range from first of month through last day of month

\_\_\_\_ Run Security Deposit Report (Report #17) [Click Here to View How to Run this Report](#)

12. Confirm both totals match before able finalize month end and continue to next month

\_\_\_\_ Run Security Deposit Ledger Report (Report #77) [Click Here to View How to Run this Report](#)

13. Select date range from first of month through last day of month

\_\_\_\_ Run Paylease report for returned items if applicable print screen

14. Select date range from first of month through last day of month

Attach all reports behind and put into your accounting book to be packaged with all work for the month

## Form - Month End Closeout Checklist

### Month End Closeout

---

Month \_\_\_\_\_

Staff Initials \_\_\_\_\_

Office \_\_\_\_\_

- \_\_\_ Print last commission sweep (all checks owed to company)
- \_\_\_ Confirm Deposit Receipts shows nothing pending to process
- \_\_\_ Run Uncut Check report to confirm no pending checks to process (Report #18)
  - A. Confirm all checks have printed
  - B. If no checks pending, still print screen
- \_\_\_ Run Owner Balances Report – print all pages (Report #15)
  - A. Select property status of ALL
  - B. Select date range for last day of month
- \_\_\_ Run General Ledger Report – print all pages (Report #76)
  - A. Select date range for today's date of report being ran
  - B. Very Important that this ending balance matches the owner balance or you may not continue
- \_\_\_ Run Check Accumulative Report – print screen to include all (Report #4)
  - A. Select date range from first of month through last day of month (IE: 1/1/15 – 1/31/15)
- \_\_\_ Run Voided Entries Report – print screen to include all (Report #21)
  - A. Select date range from first of month through last day of month
- \_\_\_ Run Deposit Summary Report – print screen to include all (Report #10)
  - A. Select date range from first of month through last day of month
- \_\_\_ Run Rental Analysis (Report #47)
  - A. No date range is selected; just Search & Print
- \_\_\_ Run Ledger Code Analysis – print all pages (Report #33)
  - A. Select date range from first of month through last day of month
- \_\_\_ Run Security Deposit Report (Report #17)
  - A. Confirm both totals match before able finalize month end and continue to next month
- \_\_\_ Run Security Deposit Ledger Report (Report #77)
  - A. Select date range from first of month through last day of month
- \_\_\_ Run Paylease report for returned items if applicable – print screen
  - A. Select date range from first of month through last day of month

Attach all reports behind and put into your accounting book to be packaged with all work for the month

## Daily Deposit Process Overview

### A. Select a Property Ledger



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1. Locate the property in which the funds received are to be applied
2. Click on the ledger for the property

### B. Apply Pending Receivables



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If the funds received are for any pending receivable, apply the funds as needed

1. Enter the income with the income code that describes the funds received and select the resident name if the item is paid by the

resident so they get proper credit. Many rental income codes related to residents will force you to select the resident, however other codes will not.

### C. Adding Pending Receivables



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Should there be any outstanding funds owed by the resident, enter the item(s) as pending receivable so it alerts all parties of what is still owed.

1. Do a separate income code entry for each type of income that is paid. If someone pays a lump sum but it is to cover multiple items, it is recommended to break the items out so that the ledger clearly shows what makes up the deposit, and to avoid future questions.
2. Once all credits have been applied, move onto the expenses.

### D. Pay Fees



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1. Confirm all fees owed to the company have been taken. Take each item out separately if multiple fees are owed. Again, this helps clarify to the client what is being deducted to prevent concerns of overcharges.

**E. Pay Invoices / Bills**



1. Confirm all pending payables have been paid if applicable

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2. Confirm all expenses have been posted

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3. Confirm all outstanding invoices/bills/etc. have been paid

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## F. Update Ledger Minimum



Now let's verify if the ledger minimum is accurate. If the ledger minimum is at the standard minimum it is recommended to verify if there are any outstanding work orders that approval has been given for an amount that exceeds the standard ledger minimum amount. If there is nothing outstanding that this would affect, proceed back to the ledger amount.

1. If there are outstanding items, proceed to the owner fees section in the property detail screen and update the ledger minimum to retain the standard amount plus the amount to cover the forthcoming invoice(s)
2. In the event the ledger minimum was increased prior, verify that all work orders have been resolved/paid and no other funds are needed and decrease the ledger minimum back to the standard retain.

## G. Enter a Disbursement Check to the Owner



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1. Proceed back to the ledger and enter a disbursement check to the owner less the ledger minimum (if applicable)
2. Continue this process for all funds received for other properties

#### **H. Deposit Receipt**



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1. Once all funds have been processed into the ledgers, continue to the Deposit Receipt screen under Account Receivables.
2. Verify that all entries made match the funds that you have in hand and that no data entry errors have been made.
3. Once you have verified that all funds match the entries, process the deposit receipt. The deposit receipt should always match the deposit that is taken to the bank to ensure a seamless reconciling process the following month.
4. After the deposit receipt has been processed, continue to print checks if applicable.

## I. Process Funds



1. Proceed and print hard copy checks as needed

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2. Then Proceed to Paybatch checks as needed

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## How to Perform a Resident Security Deposit Disbursement

How to Perform a Resident Security Deposit Disbursement in the M1 Solutions Software

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## How to Perform a Resident Security Deposit Disbursement - Video



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## How to Generate a Report

How to Generate a Report in the M1 Solutions Software and export the File information

### Video - Generating Reports



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## Introduction to the Property Ledger

This is the Property Ledger that Accounts for the entry of all Income and Expenses for the Property throughout the management of this Account. It encompasses the Owner, Resident, Vendors & Management Company and links all relative files for invoices, work orders & issued checks.

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## Video - Navigating the Property Ledger



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