User Guide
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YARDI ELEARNING

Yardi eLearning is a step by step tool for associates to use for help or to get a better understanding of basic steps. There are several different training courses. Courses will be assigned based on position. Courses can be added specific to ConAm as well, watch for any future classes or events. You can always relaunch any course that were assigned as a refresher.

LOGGING INTO YARDI

Logging In

https://www.yardiaspla2.com/16778conam/pages/LoginAdvanced.aspx

IMPORTANT: Passwords are case sensitive.

IMPORTANT: We will be using a Training Database, once finished with training you will use the Database LIVE.
YARDI PASSWORDS

Yardi passwords are confidential. Passwords are issued only to those associates who have completed the authorized training class.

Passwords are intended for your use only. It is unacceptable for you to give your password to anyone else, including your regional property manager, area manager, regional operational specialist trainer, community director, a temporary employee, help desk technician etc.

Passwords expire every 60 days, need to be a minimum of 8 characters, which must include 1 uppercase, 1 lowercase, 3 different character and at least 1 numeric (ex: Con@m197)

If you have an employee that quits, gives notice or is terminated, be sure to inform the help desk immediately so their password can be deactivated.

Changing Password

NAVIGATION: (Side Menu) Administration, Change Password

- Enter your old password (if first time changing password enter from letter received in training)
- Enter new password (be sure to write this new password down somewhere confidential)
- Confirm your new password
- Click SUBMIT
DASHBOARD

When an associate initially logs into the system, the Dashboard (Homepage) will be displayed. Dashboards are Role specific and are assigned based on log in credentials. The available functions to this role may be accessed by clicking the Links found under the dashboard. The functions may also be accessed from the Side Menu by clicking the Open Menu command button on the left side of the page, or from the Title menu at the top of the page. The Dashboard is a great starting point, however will not show everything.

Open Menu command button

Title Menu

Active

Links

Tabs

Side Menu

Calendar

September 2016

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

Side Menu

USING THE MENU
Click the orange arrow at the top to expand the side menu. A small black triangle indicates that additional submenus are available. Select a menu item by clicking on it – the menu item will be highlighted when the cursor is placed over it.
Navigation Tips

When navigating through the Yardi screens, the following tips will be helpful:

- The TITLE MENU offers global navigation options, such as return to the Home Page/Dashboard, Log Out and Help
- Use the TAB key to jump from field to field while still on your keyboard
- Use SHIFT-TAB to jump backwards between the fields
- Use ALT and the underlined letter instead of using the mouse
- For moving between fields that are not continuous, use the MOUSE to click into the desired field and proceed from there
- Fields with a blue background are REQUIRED to complete a task
- Underlined fields are called HYPERLINKS. LINKS may open lookup lists or lead to other screens
- FAVORITES is located in the upper right corner is where you can view Favorites. Favorites are user specific – see below how to set up
- The SEARCH Function is a very powerful tool, looking for something specific just start typing and options appear
- HELP is available on the top menu bar
- ALT M = hides or displays side menu
- JUMP-TO = Is available in some screens, makes it easy to type in a unit and go to it without return to Dashboard

Favorites and Hot Keys

If there are specific tasks that are completed several times during the day a FAVORITE or HOTKEY option could make it easier to navigate.

- To set a FAVORITE or HOTKEY, navigate to the task then right click the MOUSE and select the option desired

  ![Favorites and Hot Keys Image]

- If Add to Favorite was selected it will show under the FAVORITE option on upper right hand side of the screen
- HOTKEY are created same way, however a key combination needs to be used, such as CTR-R for Charges (be careful when setting up hotkeys, as Voyager does recognize Windows Hotkeys)
  - To delete or modify a hotkey repeat steps

  ![Favorites and Hot Keys Image]
Dashboard Basics

When an associate initially logs into the system, the Dashboard (Homepage) will be displayed. Commonly used functions are divided into different areas of the dashboard as illustrated below.

Active Property

If accessing more than one property, use the Prop/List to look up and set the Active Property (i.e. the property currently being worked in). The Dashboard information and statistics only apply to the current/active property selected on the dashboard.

Resident Activity

This area stores current counts for pending resident activity:

- Move Ins
- Move Outs
- Deposit Accounting
- On Notice
- Expiring Leases (120 days)
- Scheduled Lease Renewals
- Alerts-attention is needed to perform a task if a number is listed in this category

Maintenance

This section shows different maintenance functions

- Pending Make Ready
- Pending Work Requests
- Completed WO Follow Up
Unit Statistics
This section of the dashboard stores current statistics for the active property:
- Total Units
- Leased Units
- Occupied Units
- Available Units
- Model/Down/Admin Units
- On Hold Units
- Unit Transfers

Traffic
This section stores current traffic activity for the active property:
- Prospect Pipeline (active prospects from the last 30 days)
- Today’s Showings
- On Waitlist
- Pending Applications

Links
Links are provided for quick access to different functions, such as:
- Add Guest – Quick access to add a guest and start the leasing process
- Leasing Specials – Click on the link to set up specials by unit type or specific apartment
- Hot Sheet – Click on the link to view the hot sheet of leasing specials
- New PO – Access to add a new Purchase Order
- Print Letters – Access to select and print letters for specific residents
- Quick Guest – Quick access to add telephone traffic or guest’s that did not lease an apartment
- Daily Activity – View activity daily such as exceptions, month to months, move ins, move outs, delinquencies, etc.
- Monitor Reports – find if a report is processed, in process, not processed or error
- New Service Request – Quick access to enter a new service request

Open Batches
This section of the dashboard provides links for easy access to open or edit charge, receipt or payable batches.

Keep in mind that batches that are open with no activity will be seen by all users, once a batch is associated with a property and resident it will only be seen at that community’s level.

Person Search
Click on the Person Search tab to search for a guest or resident of the active property by name, address, phone number, etc.
RESIDENT MEMO FUNCTIONS

Adding a Memo

NAVIGATION: Click the Memo link from the Data drop down menu from the Resident screen.

TIP: Memos are found throughout the Yardi program and can be used to store notes or information regarding an item in the database, for a Resident, an apartment, or an applicant.

Fill out the Memo Screen as shown above:
- Modify Date/Time as needed
- Select the Memo Type
- Select Status = Memo
- Select your name from the Agent list
- Enter detailed notes
- Click SAVE
- Click NEW to add more memos
- Click CLOSE to exit the memo screen

TIP: The Memo link under Data on the Resident record will be updated with the number of memos in parentheses.

Editing a Memo

NAVIGATION: Click the Memo link from the Data drop down menu from the Resident Record

- Click the Date link on the memo to be edited
- The memo text will appear again in the Notes field of the memo screen. Edit or add text or other information as needed
- Click Save, then click Close to exit the screen
REPORTING

REPORT FILTERS/OUTPUT

Reports are customizable and may vary per role or menu. The following Exercises demonstrate commonly used reports for Resident based reports and how to locate/run the reports.

Report Output Options

NAVIGATION: (Side Menu) Reports

Depending on the type of report, reports may be viewed on Screen, Email Excel, Save to Excel, Email PDF, Save to PDF or Create SQL. These destination options may vary for different reports and show in the Destination field on the report filter.

- Select the desired option from the list and click Submit to proceed.
  - NOTE: Reports being Saved will create and show under Monitor Reports on the Dashboard

![Traffic Detail Report](image)

Report Output Options – Analytics Filter

NAVIGATION: (Top Menu) Analytics>Operational or Financial (select filter option)

Based on report and filter depends on what specific information is required, each report under the Report Type has different required or available fields to complete

![Residential Reports](image)

![Financial Reports](image)
Setting Up Favorites for Easy Report Access

Everyone has different reports they like to view. You can set up your favorites very easy to give quick access to view, print or email

NAVIGATION: Reports or Analytics

- Find report wanted and right click
- Select Add to Favorite
- Once selected will be added to the Favorites icon

Reports by Specific Group

To pull reports by Region, Accountant, ROS, RPM, Client etc.

- Click Property link
- Top middle section shows the different options
  - Select link of how report should be generated
  - Middle section Select Rent Roll under Report
- Click Find and select properties to include
- Click OK
- Enter Remaining criteria for report
- Click Display
Bulk Email Reports

NAVIGATION (Top Menu) Analytics>Operations>Residential Packets

Select Reports
- Select Reports wanting to email, but putting a checkmark in the select box
- By report, select the Summarize By the drop down

Applicable to All Reports
- Select property or groups by clicking the link and selecting specific properties wanted
- Enter specific dates and or period wanting the report pulled by
- Select the drop down for UAD (Unit Availability Details) Show or UAD (Unit Availability Details) Include for more parameters of Reports

Report Parameters
- Select drop down for Consolidate
- Enter email address to whom reports are to be sent
- Select file output (PDF or Excel)
- Click OK to process and email
REPORTS

Resident Activity Report

Use the Resident Activity report to review resident activity at a property. The report shows traffic counts for move-ins, move-outs, notices, transfers, month-to-month conversions, lease renewals, and move-in cancelations during a specific date range.

NAVIGATION: Analytics>Operational>Residential

- Report Type, select Resident Activity from drop down
- Summarize By: Unit Type
- Enter date range for the report (the different reports show different options for Month/Year or Date Range, if grayed out not option for specific report)
- Enter Check Mark in Show Graphs
- Click DISPLAY (some reports show other graphs in displayed to PDF)
Traffic Detail Report

Shows traffic information for calls, walk ins, emails, appointments, shows, canceled guests, etc. based on filter options and dates selected.

NAVIGATION: Analytics>Operational>Residential

- Select property or group of properties from the property filter
- Enter date parameters
- Select Report Type: Traffic Detail Report
- Group By: select source from drop down
- Click DISPLAY

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<th>Agent Name</th>
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Traffic Detail Report

Data: 01/01/2017 - 01/31/2017

- Group By: select source from drop down
- Click DISPLAY
Conversion Ratios Summary Report

Use the Conversion Ratios report to:
- Evaluate how leasing agents and marketing sources are performing
- Compare popularity among unit types

The report shows the following information during a specific date range:
- Traffic counts for first contacts (broken down by type)
- Traffic counts for unit showings, applications, approvals, denials, and application cancelations
- Conversion ratios

NAVIGATION: Analytics>Operational>Residential

![Residential Reports](image)

- Enter to date for report
- Report Type, select Weekly
- Status from drop down
- To see unit detail, select Unit Type in Group by from the drop down
- Click DISPLAY

![Weekly Status](image)
Unit Availability Details Report

Use the Unit Availability report to compare performance among unit types or across properties. The report shows the following information as of a specific date:

- Unit counts (broken down by status)
- Occupancy, leased percentage and exposure

NAVIGATION: Analytics > Operational > Residential

Report Type, Unit Availability Details from drop down
Group By Unit Type
Enter Date for report
Click DISPLAY
Term Based Pricing Availability

Use the Term-Based Pricing Availability report to view available pricing options for properties set up for revenue management. The report shows pricing options for each combination of leasing weeks and term length.

NAVIGATION: Analytics>Operational>Residential

- Report Type, Term Based Pricing Availability
- Group By: Property
- Enter Date for report
- Click DISPLAY

---

### Residential Reports

#### Term Based Pricing Availability

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- Property: Dakota at Loma Montiatal 100
- Unit Type: 1BD/1BA 700 sq ft
- Term Based Pricing Availability
- Show Graphs
- Show Grids

### Lease Terms

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VOC: 1150
Rent Roll

Use the Rent Roll report to evaluate monthly rent and deposits at your property. This report shows market and resident rent amounts, deposits and resident balances as of a specific date.

**NAVIGATION: Analytics>Operational>Residential**

- Select Rent Roll under Report Type
- Click Display
- Report will print to screen with drill down options
- Click the blue links to drill down into the Resident Record

1. Note: Market Rent on the Rent Roll is pulled from the 12-month lease price for units that were vacant available day report pulled
2. Note: Market Rent is updated on the Rent Roll on a daily basis when LRO feeds in the new pricing.
Rent Roll with Lease Charges Report

Use the Rent Roll with Lease Charges report to evaluate monthly rent and deposit for units. The report shows the following information for each unit as of a specified date.

NAVIGATION: Analytics > Operational > Residential

- Select Rent Roll with Lease Charges under Report Type
- Enter specific date and period
- Click DISPLAY

---

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<th>Unit Type</th>
<th>Unit #</th>
<th>Resident</th>
<th>Name</th>
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<th>Amount</th>
<th>Residential Deposit</th>
<th>Other Deposit</th>
<th>Move In</th>
<th>Move Out</th>
<th>Lease Expiration</th>
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Gross Potential Rent

Gross Potential rent (GPR) is the maximum possible revenue from rent that a property can accrue in any given month. Properties can incur losses to GPR from a variety of sources. Use the GPR report to identify those sources. The report shows the following sources based on a specific date:

- Vacancy costs
- Leasing Specials
- Write Off’s
- Delinquent rent payments
- Prepayments
- Loss from non-revenue (model, down, admin) units

NAVIGATION: Analytics>Operational>Residential

- Select Report Type: Gross Potential Rent
- Summarize By: Property
- Enter To Date
- Enter To Month/Year
- Click DISPLAY

### Residential Reports

#### Gross Potential Rent

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<tr>
<th>Property</th>
<th>Unit</th>
<th>Unit Type</th>
<th>Residence</th>
<th>Name</th>
<th>Market Rent</th>
<th>Low/Guaranteed Rent</th>
<th>Potential Rent</th>
<th>Vacancy</th>
<th>Actual Rent</th>
<th>Commission</th>
<th>Market Off</th>
<th>Rental Income</th>
<th>Receipts</th>
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<td>90.00</td>
<td>7,00</td>
</tr>
</tbody>
</table>

Month end = 3/1/2017
- Verify Market Rent (Unit Rent) this should never be zero or a negative Amount.

- Verify Loss/Gain (Difference between Market and Potential Rent) should never be more than Market Rent or Potential Rent. Could be negative (gain) or positive (loss) number, verify amounts.

- Potential Rent (Maximum amount of rent that can be collect from resident – rent amount per lease) Always a positive number, never zero. If unit is vacant then amount would match Market Rent.

- Vacancy (Difference between Potential and Actual Rent) Most always a positive number, only negative if a mid-month lease renewal was completed-all negatives must be verified, if rent from a prior month should be adjusted to RENTPM not RENT (must verify and fix) All items in this column must be verified even positive amounts. If there is an amount in this column and the home has not been vacant, contact your ROS, question all amounts if not vacant in current month.

- Actual Rent (The rent amount we have charged the resident for the current month) Should be a positive number. If the apartment has been vacant the entire month the amount will be zero. If negative, it must be investigated – something is wrong – needs fixed. Normally, this amount should be the same as Potential Rent, would be different if home has been moved in or moved out during the month (or both) or if there are mid-month lease renewals.

- Concession (any concession given during the month, or reversed if charging back a concession at move out or lease break) Normally a negative number unless there was an adjustment make to a Prior Concession. There must be a Concession Form for each concession given and signed by both the PM and RPM.

- Sum of write-offs posted to the ledgers for residents owing rent. Verify Write-Off’s (any rent Wrote Off for the resident) This is only for “PAST” residents where Deposit Accounting has been completed, no current resident should be listed. Write offs are to be done as soon as Deposit Accounting is completed.

- Receipts Current are rent receipts received for current month, Receipts prior or for rent receipts from prior month.

- Amount of delinquent owed or prepaid.
Market Rent Schedule

Use the market Rent Schedule report to analyze rent prices at your property. This report shows averages and totals for market and resident rent as of a specified date.

NAVIGATION: Analytics>Operational>Residential

- Select Report Type: Market Rent Schedule
- Summarize By: Unit Type
- Enter To Date
- Click DISPLAY

### Market Rent Schedule

Monsen HRH Apartments (511)  
As Of - 09/12/2016

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<tr>
<th>Unit Type</th>
<th>Units</th>
<th>Unit Type Rent</th>
<th>Unit Type Rent Sq Ft</th>
<th>Total Unit Rent</th>
<th>Total Unit Rent Sq Ft</th>
<th>Average Unit Rent</th>
<th>Average Unit Rent Sq Ft</th>
<th>Occupied Units</th>
<th>Average Occupied Rent</th>
<th>Average Occupied Rent Sq Ft</th>
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Aged Receivables

Use the Aged Receivables report to view how much money residents owe as of a specified month. The report shows the following information as of a specified date:

- Charges that are overdue by under 30 days, 31-60 days, 61-90 days and over 90 days
- Prepayments

NAVIGATION: Analytics>Operational>Residential

- Select Report Type: Aged Receivables
- Summarize By: Resident
- Enter Month/Year for report
- Click DISPLAY

### Aged Receivables

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<th>Name</th>
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<th>31-60 days</th>
<th>61-90 days</th>
<th>Over 90 days</th>
<th>Prepays</th>
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<td>0254</td>
<td>Linda</td>
<td>Lippin</td>
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<td>6.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
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<tr>
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<td>Glaven</td>
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<tr>
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<td>0263</td>
<td>Dwayne</td>
<td>Miller</td>
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<td>Mary</td>
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<tr>
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<td>0233</td>
<td>Gage</td>
<td>Jingle</td>
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<tr>
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<td>0214</td>
<td>Alex</td>
<td>トップア</td>
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<td>0.00</td>
<td>0.00</td>
<td>4.00</td>
</tr>
</tbody>
</table>
Financial Aged Receivables

Use the Financial Aged Receivables report by Resident Charge Code to see delinquent amounts per the specific code owed.

NAVIGATION: Analytics>Operational>Residential>Residential AR

- Select Report Type: Financial Aged Receivables
- Summarize By: Resident by Charge Code
- Enter Month/Year for report
- Click DISPLAY

<table>
<thead>
<tr>
<th>Property</th>
<th>Unit</th>
<th>Resident</th>
<th>Name</th>
<th>Charge Code</th>
<th>Description</th>
<th>Total Charged</th>
<th>0-30 days</th>
<th>31-60 days</th>
<th>61-90 days</th>
<th>Over 90 days</th>
<th>Prepaid</th>
<th>Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>a07</td>
<td>1001</td>
<td>Chris Hoffman (Current)</td>
<td>Lease Reserve</td>
<td>Lake Fee</td>
<td>50.00</td>
<td>50.00</td>
<td>0.00</td>
<td>0.00</td>
<td>50.00</td>
<td>50.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
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<td>0.00</td>
<td>0.00</td>
<td>14.13</td>
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<td></td>
<td></td>
<td></td>
<td>TAI</td>
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<td>0.00</td>
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<td>65.18</td>
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<td>1002</td>
<td>Helen Hamilton (Current)</td>
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<td>24.17</td>
<td>24.17</td>
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</tr>
<tr>
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<td>1003</td>
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<td>0.00</td>
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<tr>
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<td>Allan Davenport (Current)</td>
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<td>150.40</td>
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<td>0.00</td>
<td>0.00</td>
<td>2.07</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Unpaid Charges

This report shows delinquent amounts based on specific minimum amount entered in the filter by charge code per resident with notes.

**NAVIGATION:** (Side Menu) Reports > Resident > Unpaid Charges

- Enter Min Amount Owed: .01
- Click SUBMIT

### Tenant Unpaid Charges

<table>
<thead>
<tr>
<th>Property Code</th>
<th>Control Number</th>
<th>Unit Code</th>
<th>Tenant Status</th>
<th>Date Owed</th>
<th>Period</th>
<th>Charge Type</th>
<th>Account Number</th>
<th>Current Owed</th>
<th>Amount Paid</th>
<th>Remark</th>
</tr>
</thead>
<tbody>
<tr>
<td>10000002</td>
<td>womer</td>
<td>0209</td>
<td>Current</td>
<td>18/05/2016</td>
<td>09/2016</td>
<td>LAUNDRY</td>
<td>4290103000</td>
<td>$85.08</td>
<td>$8.80</td>
<td></td>
</tr>
<tr>
<td>10000002</td>
<td>womer</td>
<td>0209</td>
<td>Current</td>
<td>18/05/2016</td>
<td>09/2016</td>
<td>LAUNDRY</td>
<td>4290103000</td>
<td>$85.08</td>
<td>$8.80</td>
<td></td>
</tr>
<tr>
<td>10000002</td>
<td>Acton</td>
<td>0211</td>
<td>Current</td>
<td>05/01/2016</td>
<td>09/2016</td>
<td>HOTEL</td>
<td>4270943000</td>
<td>$108.08</td>
<td>$7.80</td>
<td>Lost Remote</td>
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<tr>
<td>10000002</td>
<td>Acton</td>
<td>0211</td>
<td>Current</td>
<td>05/01/2016</td>
<td>09/2016</td>
<td>RENT</td>
<td>4100910000</td>
<td>$1,470.08</td>
<td>$8.80</td>
<td>Rent (9/9/2016)</td>
</tr>
<tr>
<td>10000002</td>
<td>Burek</td>
<td>0101</td>
<td>Current</td>
<td>05/01/2016</td>
<td>09/2016</td>
<td>RENT</td>
<td>4100910000</td>
<td>$2,470.00</td>
<td>$9.00</td>
<td></td>
</tr>
<tr>
<td>10000002</td>
<td>clarke</td>
<td>0008</td>
<td>Past</td>
<td>05/01/2016</td>
<td>09/2016</td>
<td>RENT</td>
<td>4100910000</td>
<td>$482.08</td>
<td>$316.80</td>
<td>Opening Balance RENT</td>
</tr>
<tr>
<td>10000002</td>
<td>clarke</td>
<td>0008</td>
<td>Past</td>
<td>05/01/2016</td>
<td>09/2016</td>
<td>RENT</td>
<td>4100910000</td>
<td>$1,396.58</td>
<td>$8.80</td>
<td>Rent (9/9/2016) 21 days</td>
</tr>
<tr>
<td>10000002</td>
<td>clarke</td>
<td>0008</td>
<td>Past</td>
<td>05/01/2016</td>
<td>09/2016</td>
<td>RENT</td>
<td>4100910000</td>
<td>$8.50</td>
<td>$8.80</td>
<td>Rent (9/9/2016) 0 days</td>
</tr>
<tr>
<td>10000002</td>
<td>womer</td>
<td>0008</td>
<td>Past</td>
<td>05/01/2016</td>
<td>09/2016</td>
<td>RENT</td>
<td>4100910000</td>
<td>$1,144.08</td>
<td>$155.80</td>
<td>Opening Balance RENT</td>
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<tr>
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<td>05/01/2016</td>
<td>09/2016</td>
<td>RENT</td>
<td>4100910000</td>
<td>$8117.32</td>
<td>$8.80</td>
<td>Rent (9/9/2016) 4 days</td>
</tr>
<tr>
<td>10000002</td>
<td>womer</td>
<td>0008</td>
<td>Past</td>
<td>05/01/2016</td>
<td>09/2016</td>
<td>RENT</td>
<td>4100910000</td>
<td>$481.67</td>
<td>$8.80</td>
<td>Rent (9/9/2016) 3 days</td>
</tr>
<tr>
<td>10000002</td>
<td>womer</td>
<td>0008</td>
<td>Past</td>
<td>05/01/2016</td>
<td>09/2016</td>
<td>DAMAGE</td>
<td>4290179000</td>
<td>$243.08</td>
<td>$95.80</td>
<td>Carpet Replacement - prorated</td>
</tr>
</tbody>
</table>

Total For Womer: $1,114.00, $240.00

Total For Acton: $315.80

Total For Burek: $2,470.00, $9.00

Total For Clarke: $1,880.00, $315.00

Total For Womer: $1,855.80, $240.00

**Page 25**
12-Month Occupancy Report

Use the 12-Month Occupancy report to analyze the occupancy at your property. The report shows the following information for each month in a specific year:

- Each property’s occupancy
- The weighted average occupancy
  - Of properties in an attribute grouping (for example, properties in the West Region)
  - Of all properties

NAVIGATION: Analytics > Operational > Residential

- Report Type: 12-Month Occupancy Report
- Summarize By: UnitCount or SqFt
- Enter period report to be pulled for
- Click DISPLAY

### Residential Reports

<table>
<thead>
<tr>
<th>Property Group By</th>
<th>Date Filter</th>
<th>Report Type</th>
<th>Summarize By</th>
<th>Export Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property</td>
<td>01/01/2017 to 02/14/2017</td>
<td>12-Month Occupancy</td>
<td>UnitCount</td>
<td>Excel, PDF</td>
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</table>

#### 12 Month Occupancy

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<tr>
<th>Property Group By</th>
<th>Units</th>
<th>Sq Ft</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southern California</td>
<td>157</td>
<td>200,877</td>
<td>89.73</td>
<td>92.82</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Weighted Average</td>
<td>157</td>
<td>200,877</td>
<td>89.73</td>
<td>92.82</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Overall Weighted Average</td>
<td>157</td>
<td>200,877</td>
<td>89.73</td>
<td>92.82</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>
Weekly Status Report

Use the Weekly Status report to view weekly traffic at your property. The report shows the following information in the week ending on the specified date:

- First contacts, showings, applications, approvals, cancelations, denials, and conversion ratios
- Move-ins, move-outs, notices and lease renewals
- Occupancy levels

NAVIGATION: Analytics > Operational > Residential

- Report Type: Weekly Status
- Group by: property or unit type
- Enter Date for report
- Click DISPLAY

Residential Reports

<table>
<thead>
<tr>
<th>Property</th>
<th>Unit Type</th>
<th>Week Ending</th>
<th>04/01/2017</th>
<th>04/14/2017</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>03/15/2017</td>
<td>03/18/2017</td>
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<tr>
<td></td>
<td></td>
<td>Weekly Status</td>
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</table>

Weekly Status

Unit ending 04/15/2017

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<tr>
<th>Unit Type</th>
<th>Total Units</th>
<th>Call</th>
<th>Walk-in</th>
<th>Email</th>
<th>Other</th>
<th>SMS</th>
<th>Show</th>
<th>Applied</th>
<th>Approved</th>
<th>Gross Conversion Ratio %</th>
<th>Cancel</th>
<th>Desam</th>
<th>Re-App</th>
<th>Net Rental</th>
<th>Prior Week OC Units</th>
<th>Prior Week OC % Prior</th>
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</thead>
<tbody>
<tr>
<td>1BR 1 Bed</td>
<td>3</td>
<td>9</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
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<td>50.00</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>2BR 1 Bath</td>
<td>2</td>
<td>7</td>
<td>2</td>
<td>2</td>
<td>0</td>
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<td>0</td>
<td>8</td>
<td>4</td>
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<td>4</td>
<td>145</td>
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</table>
Rentable Items Availability

Use the Rentable Items Availability report to view available rentable items at a property. The report shows items that are available expected to be available within a specified number of days.

NAVIGATION: Analytics > Operational > Residential

- Report Type: Rentable Items Availability
- Summarize By: none
- Enter Date for report
- Click SUBMIT

### Residential Reports

<table>
<thead>
<tr>
<th>Property</th>
<th>Date Range</th>
<th>Report Type</th>
<th>Summarize By</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>09/01/2016 to 09/22/2016</td>
<td>Rentable Items Availability</td>
<td>None</td>
</tr>
</tbody>
</table>

### Rentable Items Availability

As of 09/22/2016
Showing Occupied Units: Yes
Leasing Exp in (days):

<table>
<thead>
<tr>
<th>Type</th>
<th>Code</th>
<th>Description</th>
<th>Market Rent</th>
<th>Lease</th>
<th>Lease Name</th>
<th>Lease From</th>
<th>Lease To</th>
<th>Current Rent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mission Hills Apartments (601) - Occupied</td>
<td>66</td>
<td>Parking Space</td>
<td>58.00</td>
<td>Brian Lopez</td>
<td>09/22/2016</td>
<td></td>
<td>60.00</td>
<td></td>
</tr>
<tr>
<td>PARK 66</td>
<td>Parking Space</td>
<td>58.00</td>
<td>Brian Lopez</td>
<td>09/22/2016</td>
<td>60.00</td>
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</tr>
<tr>
<td>PARK 73</td>
<td>Parking Space</td>
<td>58.00</td>
<td>Kimberly Johnson</td>
<td>09/22/2016</td>
<td>60.00</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>PARK 75</td>
<td>Parking Space</td>
<td>58.00</td>
<td>Janice Jones</td>
<td>09/22/2016</td>
<td>60.00</td>
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</tr>
<tr>
<td>Total</td>
<td>4 Units</td>
<td>200.00</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Mission Hills Apartments (601) - Vacant | 64  | Parking Space | 52.00 | | | | 60.00 |
| PARK 64           | Parking Space | 52.00 | | | | | 60.00 |
| PARK 78           | Parking Space | 52.00 | | | | | 60.00 |
| PARK 79           | Parking Space | 52.00 | | | | | 60.00 |
| Total             | 3 Units | 150.00 | | | | | 100.00 |

| Grand Total       | 7 Units | 350.00 | | | | | 100.00 |
Budget Comparison (with PTD) – Quarterly Winner Circle Report

**NAVIGATION:** Dashboard>Analytics>Financial>Financial

- Select Property
- Select Book:
- Select Account Tree (report format):
- Select Report Type: Budget Comparison (with PTD)
- Select Period: Date range for report
- Check Decimals
- Check Suppress Zero
- Verify Show Acct Code is checked
- Click DISPLAY

### Resident Activity Detail

**NAVIGATION:** Side Menu>Reports>Resident>Resident Activity Detail

- Select Property
- Select Type: for Winner Circle – Select Lease Renewal and Move In
- Enter Date Range

---

<table>
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MOR REPORTING

Financial Report with Notes

NAVIGATION: Dashboard>Analytics>Financial>Financial with Notes

- Select Property
- Select Book: (See Prelim)
- Select Account Tree: (see prelim statement)
  - very important to select the correct book and account tree for MOR
- Report Type: Budget Comparison
- Period: enter period wanting report for
- Select Grid to have lines
- If you want to see decimals, select box
- Select Suppress Zero
- Click DISPLAY

  - Note the Prelim Report you receive will show in upper left hand corner the above parameters need to pull the Financial with notes report

  - Blue Links have drill down capability, click the link to get more information about the category

To Add Notes:

- Click ADD Header Notes link in the far left under the filter information
  - This is the summary for your financial

To Add Category Notes:

- Click ADD NOTES link under the Notes field (far right side)
- Click NEW to add specific notes to each Account Code
- Once the note has been entered and proofed
- Click SAVE
Note: If the note entered needs updated or deleted, click back on the link and select the View to edit or Delete remove

- Click DISPLAY again to see notes entered or DELETE to remove

Note: Yardi has a time out of 15 minutes, be sure to click display to save your work every few minutes.

Comparison Reports Color Values

The variance colors are based on the percent (40%) not the dollar amount.
Submitting MOR Report - Financial Report with Notes

After the report is completed by the Community Manager and reviewed by the RPM, it needs to be printed to PDF and sent to from the RPM to the Staff Account and Property Management Controller. There is no action needed to approve except to print and email.

NAVIGATION: Dashboard>Analytics>Financial>Financial with Notes

- Select Property
- Select Book: (see prelim)
- Select Account Tree: (see prelim)
- Report Type: (see prelim)
- Period: enter period wanting report for
- Click PDF
- Save to Desktop or desired location
- Email to Staff Accountant and the Property Management Controller (Karen Saunders)

Box Score Summary

NAVIGATION: Dashboard>Analytics>Operational>Residential

- Select Property
- Enter Date
- Select Report Type: Box Score Summary
- Select Summarize By: Property or Unit Type
- Click DISPLAY

Note: If there are any other Yardi reports that your client request as part of the financial package, please save as a PDF and forward to your Staff Accountant and Property Management Controller
ACCOUNTS PAYABLE

WORKFLOW APPROVERS

If you will be away for the office on vacation or just unable to be available to perform the necessary approvals to get PO’s and Invoice’s moving through the workflow, it is important that you assign your approval duties to another associate. Voyager will route all workflows to the person you set as your delegate for the selected time.

It is recommended that you try and approve all your outstanding PO’s and Invoices prior to being out of the office, however this is a great feature that will help the process moving along while you are away.

Out of Office

NAVIGATION: Side Menu>Administration>Out of Office

- Click the NEW link under Schedule
- Click EMPLOYEE link to select employee
  - This is the person that will be out of the office
- Click OK
- Date: Enter the date range you will be out of the office
- Select EMP Code
  - This is who you want to delegate to perform the approval duties while you are out of office
- Click OK
- Enter a Remark – Who is approving for who
- Click SAVE
- Click CLOSE

To confirm Out of Office is set up:
- Select EMPLOYEE link
- Click SUBMIT
This will show what associate will be out, what days are being covered and who is delegated for approvals.
Invoice Approval Workflow

ConAm Invoice approval Workflow (Yardi)

Invoice sent to payable team, payable team will scan invoices into Yardi

- Property Staff will see images and enter invoice information into system. Property staff will monitor Payable Dashboard Daily.
- Workflow will start
  - Invoice Below Budget
    - Auto Approved
    - AP does following Daily: Verify/Correct/Next Batch
  - Invoice Above Budget
    - RPM Approval
    - AP Team will adjust all invoices to be paid

RPM Does not Approve (with Comments)

ConAm CapX Invoice approval Workflow (Yardi)

Invoice sent to payable team, payable team will scan invoices into Yardi

- Property Staff will see images and enter invoice information into system. Property staff will monitor Payable Dashboard Daily.
- Workflow will start
  - Invoice Below Budget
    - Auto Approval
    - AP Management will process checks
  - Invoice Above Budget
    - RPM Approval
    - AP Management will process checks
  - RPM Approval

RPM Does not Approve (with Comments)

Invoices above $100,000 regardless of the budget

Property Services Department Approval
DASHBOARDS

PAYscan Dashboard

NAVIGATION: Dashboards>PAYscan

The PAYscan Dashboard provides a quick snapshot of the record statuses for a property based on the date range entered. The date range default is one month prior to the current date. This can be edited to view a specific date range.

Links in each section will drill down to details on where the PO, Invoice or Payable is in the process.

- Select Property ID
  - Invoices and Payables will populate based on date range
  - Delete out the dates to view all invoices that are in administration

- PO Administration (Site, AP, RPM) – Currently Not Using PO’s
  - View No Workflow Attached, Workflow in Progress, Approved, Open, Rejected or Received

- Invoice Administration (Site, AP, RPM)
  - Ready for Entry/Keyed, No Workflow Attached, Workflow in Progress, Approved Not Posted, Approve Posted or Rejected

- Payable Administration (AP)
  - Unposted Batches
  - Pending Payments
  - Approved and Unpaid/Partially Paid

The Add PO, Add Invoice, Add Payable Links are not used at the Site or RPM Level
PAYscan Workflow

Using the PAYscan Workflow Dashboard you can review, approve or reject purchase orders and invoice registers in your workflow.

NAVIGATION: Top Menu>Dashboards>Payscan Workflow

In the Filter enter:
Note: the more information entered in the filter the smaller the results

- Object Type: Select what you want to approve or reject
  - Invoice Register or Purchase Order (we are not using PO’s)
  - You can select other object types to
- Select Workflow Status:InProgress, Cancel or Reject
- Property – Leave blank to see all properties or limit by property you want to approve
- Click DISPLAY

- Next Steps: Approval, Reject or Return to Data Entry (you can select Next Steps here or go into the details of the PO or Invoice Register to approve-see below for detailed instructions regarding viewing details)

- Approval Notes: enter notes as to why Rejected or Return to Data Entry
  - If PO and approved will be available for site to pull into Invoice Register
  - If Invoice and approved will go to next step to AP Processor for Approval/Processing
To review the details of a PO record:

- If the record type is Invoice Register, in the Invoice Register column, click the link of the record you want to review. Once clicked, the Invoice Register screen will appear.
- If the record is type is Purchase Order, in the PO column, click the link of the record you want to review. The Purchase Order number screen appears.

- Once you click the PO # Link the PO will open with details.
- Select the Next Steps and enter any notes for the Approval, Reject or Return to Data Entry.
- Click SAVE.
  - To move to details of next Invoice Register or PO click the Navigation button (double arrows) below the Notes field after saving.
To review the details of an Invoice Register:

- Click the Invoice Register Image Link (IR Link), the applicable screen will open, with the details.

- Click the IMAGES tab to see Invoice Image.
- Click the VALIDATE Button if applicable.
  - PAYscan validates the invoice information entered (verifying amounts entered).
- Chose the Workflow Next Step.
- Click SAVE.
- Click the Navigation button (double arrows) to move to next Invoice Image.
  - Once you cannot longer click the navigation button (double arrows), you are at the last Invoice Register. Go back to the Workflow Dashboard and redisplay to view any left items.
Invoice Register Images

The first time you log into PAYScan and want to see the invoice image, you will have a tab with in the Invoice Register, you can see the invoice by clicking the tab or we can pull it into the body of the Invoice Register.

NAVIGATION: Top Menu>Dashboards>Payscan Workflow

- Under Workflows:
  - Click the IR Link to open Invoice Register
  - Click the Images Tab

- Once the Image is open
  - Click the Maximize Icon to pull the image into the middle of the Invoice details
ACCOUNTS PAYABLE REPORTS

Vendor Payment Information

🔹 NAVIGATION: Invoice Register Dashboard

- Enter Property Number
- Enter Payee Information
- Uncheck Open Batches Box in top right corner of screen
- Click SUBMIT
- Select Property
- Click on the CTRL # for the Invoice Number you are researching

![Invoice Register Dashboard](image)

After you have clicked on the Invoice Ctrl number, the system will take you to the Invoice Register screen for this invoice

- From the Functions Menu
- Select Payable

![Invoice Register](image)
You should now be in the Payable Invoice Screen. In the Detail tab you will see the check number

- **Under the Details Tab**
  - **Click on the Check Number to see status of check (I.E. cashed or not Cashed)**

If cleared through bank reconciliation (cashed) will have a date in the Clear Date field

If not cleared through bank reconciliation (not cashed) Clear Date field will be blank
Aging Payable

This report shows Invoices in the system with invoice numbers, current amount owed and aging by 30, 60, 90, over 90 and Future Invoices by notes entered.

NAVIGATION: Analytics > Operational > Aged Payable

- Report Type: Aging
- Select Property
- Period: Enter current (or prior)
- As of Date: current date or date you want aging from
  - Complete filter based on criteria wanted, remember the less items the more information
Expense Distribution

This report shows expenses based on filter, sorted by GL Account, vendor with invoice number, period, amount per invoice, amount paid or unpaid with check number (if check has been issued) with unit number (if applicable) and notes.

NAVIGATION: Analytics>Operational>Aged Payable

- Report Type: Expense Distribution
- Select Property
- Enter Period To and From
Payment Register

This report shows payments based on filter sorted by GL Account, vendor with invoice number, period, amount per invoice, amount paid and check number, unit number (if applicable) and notes.

NAVIGATION: Analytics>Operational>Aged Payable

- Report Type: Payment Register
- Select Property
- Enter Period To and From
- Bank: Select bank from link (can select more than one bank account if needed)

Notes