

## ***West USA Yardi (FAQs)/Cheat Sheet 4-13-16***

We have itemized a few quick references for you below in the hopes that this will assist in answering some of the most commonly asked questions.

**Q1:** Where can I go to quickly check my client balances, checks deposited, checks written, and items loaded, but yet to be paid?

**A1:** There is a report under BANKING—>REPORTS—>TRUST ACCOUNT SUMMARY. Please fill out the followings fields: Property (with your property list name), Account (with 1110), Month (current month), Books (Cash). This will pull an easy report that is sorted by property and will show all financials at a quick glance.

**Q2:** Where can I see a detailed list of payables (checks) that are loaded and yet to be written?

**A2:** There is a report under REPORTS—>PAYABLES—>PAYABLE ACCOUNTS Please fill out the followings fields: Property (with your property list name), As Of (current month), By Vendor (No).

This will bring up a list sorted by each property and will also list what bills have been loaded but are not yet paid.

**Q3:** Where can I review all the Payable Templates (Reoccurring Payables) that have been created.

**A3:** There is a report under REPORTS—>PAYABLE—>PAYABLE TEMPLATES. Please fill out the followings fields: Property (with your property list name) and Report Order (By Property).

This will allow you to see a property by property report of everything that is loaded and will be posted/paid monthly from your accounts.

**Q4:** How to I pay my owner?

**A4:** This is covered under Module AP2. If you do not know the owner code you can search for the owner while in the “Create Payable” screen by clicking on the blue word Payee. A new search screen will pop up and list several additional option. make sure you highlight the word “Property Owner”. You can then search for your owner in the white search box below.

**Q5:** Whats the difference in the codes I enter when creating invoices?

**A5:** This is a VERY IMPORTANT detail. If you are confused as to which code to use please contact our office. For a quick reference you should NEVER USE a code that starts with a “3”. All expenses outside of owner draw will start with a for. See below for a few of the most frequently used codes.

**4640:** Taxes & Licenses (Rental Tax Expense)  
**4510:** Landscaping  
**4515:** Pool Service

**4560:** Cleaning  
**4685:** Reimburse Property Manager  
**4520:** Maintenance

**Q6:** How can I pay myself as the property manager?

**A6:** All items that need to be paid to the property manager must run the West USA Realty. The only exception is Reimbursements. Every type of payable to the property manager has a separate vendor code. Please see key below for details. **\*\*Please note if you have a concern as to which code to use please email us at [processing@westusapropertymanagement.com](mailto:processing@westusapropertymanagement.com)**

ADMIN: Used for admin fees

LATE: Late fees collected

AGENTNSF: Used for NSF fee income from tenant

MGMT: Management fees

AGENTSU: Used for setup fees charges to owner

REFER: Referral fees

COMM: Used for commissions

RENEW: Renewal fees

**\*\*IMPORTANT\*\* YOU MUST ALSO PUT IN THE UPPER NOTES SECTION A DESCRIPTION FOR THIS PAYMENT. For example “Admin fee to David Pruitt”. Failure to provide this in the UPPER notes section will result in a delay in processing your checks.**

**Q7:** What is the tenant ledger and why is it important?

**A7:** The tenant ledger shows you what the tenant owes at all times. Based on the charges created monthly versus what you tenant pays, it is the quickest indicate as to whether your tenant is current, paying ahead, etc. You can quickly review their ledger by reviewing the tenant TENANT—> REVIEW TENANT. Once you fill in their address the tenant will populate on the screen. In the top left your select the dropdown that says reports, then click ledger. **\*\*If the total at the bottom shows \$0, then your tenant is current to date. If you ledger shows a -\$50 then your tenant has a credit of \$50 in the account. If the total states \$50, then that would mean the tenant owes a balance of \$50. These charges will matter once the new online payment system comes online.**

**Q8:** I no longer receive a ledger from West USA with my management fee checks. How can I find out what this check is for.

**A8:** You can pull the check detail for this item by going to: Reports—> Register—> Check Register. Please fill out the followings fields: Bank Account (bank1110), check #, mm/yyyy (period check was written), report includes (details).

**Q9:** How can I quickly access items I frequently use in Yardi.

**A9:** Right click on any searchable item, and a dropdown will open that you can select saying “Add to Favorites”. All favorites will appear under the star icon in the top right hand corner of the page.

**Q10:** What are some other helpful reports?

**A10:** Below is a few reports we feel will be used often:

Cash Flow: —> Report—> Financial—> Cash Flow

Income Statement: Report—>Financial—Income Statement

Owner Statement:—>Report—> Owner—> Owner Statement

***Additional Key Reminders:***

Check processing begins once you email [processing@westusapropertymanagement.com](mailto:processing@westusapropertymanagement.com) with your list of property codes or addresses that you would like distributed. Handwritten or circled ledgers will not be accepted. Items received before 5pm will be processed the following day and released after 4 business days. If, at the time of processing funds are not available, nothing will be processed for that property. It is the agents responsibility to verify funds are available prior to making their request. Please see **Q1** above for the easiest way to verify this.

Please do not contact the PM Division asking when checks will be ready. Per the A202, and paragraph above, there is a 4 business day hold on all processing. You can pull a copy of your processing request and calculate the release date from there.

If you want notes to appear on your checks and owner statements, please make sure you fill out the upper notes section while inputting invoices or templates. **\*\*REMINDER, this is REQUIRED for any items being paid to West USA Realty for your behalf. See question Q6 above for additional details.**

You are required to submit a set sheet to the Property Management Division for any new property, tenant, owner, security deposit. You are also required to submit this sheet when rents and fees need to be adjusted.

Make sure you are adding owner and tenant emails into Yardi. You will need these to utilize online tenant payments (Rent Cafe) as well as owner portals.

Make sure that you are attaching a "Deposit Slip" to every check submitted to the property management division. It should be 1 slip per item submitted. **\*\*Inaccurate or incomplete items could result in a delay of processing that item.**

**DO NOT ADJUST THE POST MONTH OR POST DATE EVER.**

**DON'T CREATE ANY SECURITY DEPOSIT CHARGES. THESE WILL ALWAYS BE HANDLED BY ATTACHING ALL DEPOSITS TO SETUP SHEETS.**

**Make sure that you are holding onto you March Cash Flows from the old system. For 2016 we will be issuing 1099's from the old system, as well as the new system. These reports will be important to answer questions for your clients regarding financials during that period in time.**