Yardi Validation Reference Guide

Milestone Management
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Introduction to Validations

Validations are exceptions that range from simple data entry errors to policy issues. A number of Validations have been created to programatically identify potential problems.

Validations are designed to assist in maintaining accurate records by monitoring your resident accounting and financial reporting. Keeping everything current in Yardi and working your Validations on a daily basis will ensure clean and accurate records.

To access Validations from the Portal,

- Select My Apps
- Select Yardi Validations

A list of property Validations will be displayed. Validations are refreshed each morning so please check back daily for new issues or to see if issues have been resolved.

Anyone with access to multiple properties will have the ability to view all Validations for one property at a time OR

You may also choose to view a specific Validation for ALL properties.

For Validation descriptions and instructions, select the Yardi Validation Reference Guide link at the top of the page to open a searchable PDF of this manual.
Hyperlinks

The Validation platform provides hyperlinks to access Yardi from the Portal. Hyperlinks can be found in the Tenant ID as well as the Details column. In order for the hyperlink to access Yardi, you must be signed in to Yardi and the Portal at the same time within the same Browser. Hyperlinks are shortcuts to Yardi that help to save you time as you correct and resolve any outstanding issues.

From any Browser,

- Access Validations from the Portal
- Open a new Browser Tab
- In the new Browser Tab, log into Yardi

Yardi and the Portal are now open within the same Browser which allows you to easily toggle between Yardi and Validations with ease.

Each hyperlink you click on will open a new Browser Tab with the applicable page in Yardi that corresponds to that validation.

**Example 1:** The Tenant ID is a hyperlink to the Resident screen. To access the Resident screen from any validation,

1. Click on the tcode found in the Tenant ID column

The Resident screen will be displayed. From the Resident screen, you can troubleshoot and correct Validations.

**Example 2:** The WO # is a hyperlink to the Work Order screen. To access the Work Order screen from any Validation,

1. Click on the WO # found in the Details column

The Work Order screen will be displayed. From this screen, you can review and edit the Work Order.

**TIP:** Hold down the CTRL key on your keyboard when selecting multiple hyperlinks to open multiple Browser Tabs.
Validation Definitions and Corrective Actions

The remainder of this document details each Validation, it’s meaning, and how to correct. For further assistance with Validations, please contact Systems Support.

Any Batch Open More Than Two Days

Any Charge Batch, Receipt Batch or CHECKscan Batch that has been open more than 2 days will appear as a Validation. Open batches are a result of a user entering information into a Charge/Receipt/CHECKscan batch and not posting or deleting it. It is imperative that associates check for open batches on a daily basis. Open batches will affect the general ledger if not posted or deleted in a timely manner.

For Charge and Receipt batches, the Yardi username of the associate who created the batch will appear in the Details column. For CHECKscan batches, only the batch number is provided so the ACD and/or CD will need to research and either delete or post the batch. Typically, each associate is responsible for posting or deleting their un-posted batches. If an associate is unable to delete or post their own batch, the, ACD and/or CD should delete or post it.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any Batch Open More Than Two Days</td>
<td>3521</td>
<td>Bella Apartment Homes</td>
<td></td>
<td></td>
<td>Type: CheckScan No: 362068</td>
</tr>
</tbody>
</table>

Correction

To delete or post an un-posted Receipt or Charge Batch, from the Open Batches section of the Dashboard,

- Select the Receipts or Charges link
- Locate the un-posted batch in the list
- Click on the Batch Number
- Select Delete
  
  OR
  
  - Complete the batch and select Post
  
  - Select Report to print the Posted Batch Report for your records

To delete or post an un-posted CHECKscan Batch, from the Side Menu,

- Select Payments
- Select CHECKscan
- Select CHECKscan Dashboard
- Select Clear
- Enter the Batch Number listed on the Validation
- Click Submit
- Select the Delete Batch icon to delete the batch

  OR

- Click on the Batch Number
- Complete the batch and select Post
- Select Report to print the Posted Batch Report for your records

Once the batch is deleted or posted, this Validation will clear automatically overnight.
Any Invalid Recurring Charge Codes

This **Validation** will reflect any scheduled **Lease Charge** for the current or future month that is not set up in **Yardi** as a recurring **Charge Code**. **Yardi** does not prohibit the use of any **Charge Code** under **Lease Charges**, but only certain **Charge Codes** should be setup as recurring charges (e.g. Rent, Section 8, Pet Rent, Rentable Items, etc).

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any Invalid Recurring Charge Codes</td>
<td>4636</td>
<td>Casa Mirella</td>
<td>3202</td>
<td>t0347826</td>
<td>petfee 06/01/2017 - 15.000000</td>
</tr>
</tbody>
</table>

**Researching Tips:**
- **Resref** — Is this a **Resident Referral** concession for a current or future month?
- **Deposit** — **Security Deposits** should be paid in full prior to move-in. This code should not be setup as a recurring **Lease Charge in Yardi**.
- **Deppet** — Is this a **Pet Deposit** that is being paid in installments? (Remember, policy is that only 2 payments are allowed)
- **Concesr** — Is this a onetime resident concession that is scheduled for a future month?

**Note:** There are several more invalid recurring charges that may appear in this validation. They may not all be incorrect. It is important to review the file, memos, and ledger to ensure billing accuracy.

**Correction**

From the **Validation** screen,
- Click **Tenant ID**

The **Resident** screen will be displayed.
- Click on the **Data** dropdown menu
- Select **Lease Charges**

The **Lease Charge** screen will be displayed.

If the wrong **Charge Code** was setup in **Lease Charges**,
- Enter a **To Date** to end the invalid charge (should be the day prior to the start of the new charge)
- On a blank line, create the new recurring **Lease Charge** with the correct **Charge Code**

If the **Lease Charge** set up is correct, for instance, a one-time non-recurring charge was set up to bill in a current or future month,
- Email **Systems Support** to provide an explanation for the use of the code
- Ensure that the charge has a **To Date** to stop the charge after the applicable billing period

Once the **Lease Charge** is corrected, this **Validation** will clear automatically overnight. If the **Lease Charge** does not require a correction, **Systems Support** will review your explanation and clear the **Validation**.
Broken Lease with No Termination Fee OR Future Rent Billed

This occurs when Deposit Accounting has been completed for a resident who did not fulfill the lease contract or give the required notice and termination fees or future rent were not billed on the Deposit Accounting.

Anyone that breaks a lease should have either a termination fee or future rent billed, if not both. There should be few exceptions. If the resident in question had the applicable termination fee and/or future rent waived, CD/RM approval will need to be documented in Yardi Memos in order for Systems Support to exclude the validation.

In the event that the applicable termination fee and/or future rent is overlooked, Deposit Accounting should be adjusted to reflect the correct charge(s).

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broken Lease with No Termination Fee or Future Rent Billed</td>
<td>4708</td>
<td>Ashley Court</td>
<td>6450H</td>
<td>0275620</td>
<td>Moved Out: 08/31/2017 Lease To: 08/31/2017 No Releasing Fee No Accelerated Rent</td>
</tr>
</tbody>
</table>

Correction

Note: There are multiple ways to correct this validation. Depending on the outcome of the original Deposit Accounting, you will complete one of the following procedures.

Example 1 - Deposit Accounting has been completed reflecting a refund and the refund check has been issued.
- Contact Systems Support

Example 2 - Deposit Accounting has been completed reflecting a refund and the refund check has not been issued.

From the Validation screen,
- Click on the Tenant ID link

The Resident Screen will be displayed. From the top menu,
- Select Functions
- Select Adjust Deposit Accounting

The Adjust Deposit Accounting screen will appear
- Select your name from the Agent list
- Check the Print Statement box
- Check the Include box next to the applicable line item
- Enter or select the correct Charge Code, e.g. termfee or futrent
- Enter a Description for the charge
- Enter amount in the Charge Amount column
- Click Post

The Community Director must submit the revised Move Out Statement, if applicable, to RefundDepAcct@Milestone-Mgt.com. If no refund is due after the revision, follow the proper steps for Resident notification and collection of the revised amount due. Print and retain a copy of the revised Move Out Statement in the file and scan and attach in Yardi.

Example 3 - Deposit Accounting has been completed, there is a balance due and write offs have occurred. If the revision needed will be adding to the balance due, the additional charges need to be made via the Quick Charge Past Resident function. If the revision needed will result in a refund, email Systems Support to complete the adjustment in Yardi. Do not use the Adjust Deposit Accounting function once write offs have occurred.
From the Validation screen,
• Click on the Tenant ID link

The Resident Screen will be displayed. From the top menu,
• Select Quick Charge_Past Resident
• Enter the Amount
• Enter or select the Charge Code
• Enter Charge Notes
• Click Submit
• Repeat these steps until all additional charges have been billed to the ledger

Once all additional charges have been billed, email Systems Support to let them know that the charges have been posted to the resident ledger for the termfee and/or futrent. It will be reviewed by a Systems Support Specialist and cleared from the Validations.

Follow the proper steps for Resident notification and collection of the revised amount due. Scan and attach the updated Move Out Statement in Yardi and print a copy to retain in the file. If applicable, complete a Balance Adjustment form and submit the adjusted information to the collection agency using the Collections Interface in Yardi. For details on these steps please refer to the Deposit Accounting section of the Yardi Policy and Procedures Manual.

Charges and Receipts With A Future Date
This error occurs when the date of a Receipt or Charge was entered as a future date. Inaccurate dates will affect the Resident Ledger, monthly Resident Statements, and financial reporting.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charges And Receipts With A Future Date</td>
<td>5136</td>
<td>Milana Reserve</td>
<td>0512</td>
<td>t0331738</td>
<td>Charge Date Charged: 01/16/2117 Code: insurmp Amount: -4.52 Ctrl: 26892651</td>
</tr>
</tbody>
</table>

Correction
Contact Systems Support for assistance, this cannot be corrected at the site level. You will need to provide the correct date for the charge/receipt.
Charges On Hold

This occurs when the Hold button is selected within a Charge detail window.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charges On Hold</td>
<td>3521</td>
<td>Bella Apartment Homes</td>
<td>0113-101</td>
<td>10201419</td>
<td>Control No: 25888670</td>
</tr>
</tbody>
</table>

Correction

From the Validation screen,

- Click Tenant ID

The Resident Screen will be displayed. From the top menu,

- Select Reports
- Select Ledger

The Resident Ledger will be displayed,

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Amount</th>
<th>Notes</th>
<th>Hold</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/01/2017</td>
<td>Bill Processing Fee</td>
<td>3.50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>06/01/2017</td>
<td>Pest Control Fee</td>
<td>1.50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>06/01/2017</td>
<td>Trash</td>
<td>32.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>06/01/2017</td>
<td>Wastewater</td>
<td>16.48</td>
<td></td>
<td></td>
</tr>
<tr>
<td>06/01/2017</td>
<td>Water</td>
<td>4.85</td>
<td></td>
<td></td>
</tr>
<tr>
<td>06/01/2017</td>
<td>Rent</td>
<td>991.00</td>
<td>1,049.32</td>
<td></td>
</tr>
<tr>
<td>06/04/2017</td>
<td>Late Charges</td>
<td>125.00</td>
<td>1,174.32</td>
<td></td>
</tr>
<tr>
<td>06/16/2017</td>
<td>Check # 206991911830: CHECKscan Payment</td>
<td>800.00</td>
<td>374.32</td>
<td>11455026</td>
</tr>
</tbody>
</table>

- Select the control number of the Charge that is listed on the validation

The Charge Invoice screen will be displayed,

- Click Edit
- Uncheck the Hold option
- Click Save

The Charge is no longer on Hold and the Validation will clear automatically overnight.
Concession Is More Than The Associated Charge
A concession should never be greater than the associated charge so this Validation checks Yardi to ensure none are billed that way. If there are concessions that are greater than charges billed for that month, a Validation will appear. For example: A parking charge of 0.00 and a concession to parking concession of <65.00>.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concession Is More Than The Associated Charge</td>
<td>4702</td>
<td>Andros Isles</td>
<td>10309</td>
<td>10368068</td>
<td>Park Charge: 0 Park Conc: -65</td>
</tr>
</tbody>
</table>

Correction
Example 1.
If the concession charged was simply billed using the wrong Charge Code and the Charge in Yardi is Unpaid
- Use the Reverse Charge function to reverse the incorrect concession charge
- Update Lease Charges to reflect the correct recurring charge
  - OR-
If the Charge is Partially Paid or Fully Paid, using Quick Charge under the Data menu on the Resident Screen
  - Enter a charge to the incorrect concession code that was billed for the exact amount of the credit that was billed
  - Enter a negative charge to the correct concession code for the applicable amount
  - Update Lease Charges to reflect the correct recurring charge

Example 2.
If the concession code is accurate but the amount of the concession is incorrect,
- Enter a charge to the concession code used for the amount that was given in excess

This Validation will clear automatically overnight once corrections are completed in Yardi.

Current Rent Charge Needs Open To Date
Any current Rent, or Section 8 Rent, Lease Charge that does not have an open To Date will appear in this Validation. Active recurring Lease Charges should never be set with a To Date. Entering a To Date will prevent the charge from billing going forward. This has the potential to create a discrepancy with Monthly Posting and Resident Statements. In the event of a renewal, Yardi will systematically end the old charge and begin a new charge. This is the only time a Rent charge should have a To Date.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Rent Charge Needs Open To Date</td>
<td>5127</td>
<td>Landmark at Woodland Trace</td>
<td>130214</td>
<td>19384119</td>
<td>Lease From: 06/08/2016 - Lease To: 07/07/2017</td>
</tr>
</tbody>
</table>

Correction
From the Validation screen,
- Click Tenant ID

The Resident Screen will be displayed. From the top menu,
- Select Data
- Select Lease Charges

The Lease Charge screen will be displayed.
- Remove the invalid To date
- Click Save

Lease Charges will be updated and the Validation will clear automatically overnight.
Deposit Accounting Completed And Paperwork Not Received in AP After 14 Days

This occurs when Deposit Accounting has been completed resulting in a refund Payable, but the refund Payable is over 14 days old and a refund check has not been cut. This typically means the Deposit Accounting Letter and Move Out Statement were not emailed to Accounts Payable (to RefundDepAcct@Milestone-Mgt.com), but sometimes it means the refund/payable was created in error and an adjustment is needed.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deposit Accounting Completed And Paperwork Not Received in AP After 14 Days</td>
<td>3912</td>
<td>Bay Club</td>
<td>1602</td>
<td>0353117</td>
<td>Move Out Date: 06/05/2017 Refund Amount: 380.73</td>
</tr>
</tbody>
</table>

Researching Tips:
Here are some common issues when you have a Validation for an unpaid refund Payable

- The Move-Out Statement was not saved in Adobe Acrobat format (PDF)
- The Move-Out Statement was not emailed from the CD email account
- The Move-Out Statement was not emailed at all
- The Move-Out Statement was not emailed to the correct refund email account (RefundDepAcct@Milestone-Mgt.com)
- Refunds for Cancelled or Denied applicants did not include a Move Out Statement for backup, etc.
- If the refund is an error, contact Systems Support to revise the Deposit Accounting.

Correction
From the Validation screen,
- Click Tenant ID

The Resident Screen will be displayed. From the top menu,
- Select Reports
- Select Move Out Statement

The Move Out Statement will be displayed. Depending on the error made, complete one of the following: save as PDF, send via email from CD email account, email to the correct email address, etc.

Once the Refund Check is cut, this Validation will automatically clear. Systems Support cannot clear this Validation for you, it is only cleared by a Refund Check being cut OR by Adjusting Deposit Accounting which results in a balance due instead of a refund.

Deposit Accounting Not Completed 3 Days After Move-out

If a former resident appears in this list it is because the allotted time to complete the Deposit Accounting has passed (within 3 days of the Move-Out or Close-out, whichever comes first.) Only in extreme situations where we are waiting on bids for repairs should it take longer. In most cases, the Deposit Accounting should be completed immediately.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deposit Accounting Not Completed 3 Days After Move Out</td>
<td>4717</td>
<td>Arboleda</td>
<td>13206</td>
<td>0369407</td>
<td>Move Out Date: 06/18/2017</td>
</tr>
</tbody>
</table>

Correction
From the Validation screen,
- Click Tenant ID

The Resident Screen will be displayed. From the top menu,
- Select Functions
- Select Deposit Accounting
- Complete the Deposit Accounting as outlined in the Yardi Policy and Procedures Manual

Once Deposit Accounting is completed this Validation will clear automatically overnight.
Duplicate Recurring Charges For Current Or Next Month

This Validation will appear when there is a duplicate or overlapping date in Lease Charges for current or future months. When reviewing or editing Lease Charges, it is important that Lease Charges are not duplicated so that they are billed only once per month.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duplicate Recurring Charges For Current Or Next Month</td>
<td>5123</td>
<td>Landmark at Stafford Landing</td>
<td>02106</td>
<td>10238555</td>
<td>Code: rent Dates: 07/01/2017</td>
</tr>
</tbody>
</table>

Researching Tips

Review the Lease Charge set up for one of the following potential errors. This is not an all-inclusive list.

- Does the resident have duplicate rentable item Lease Charges setup? (There can be more than one rentable item Lease Charge if the resident truly has two rentable items that have been assigned to them)
- Review any duplicate Lease Charges and ensure that one of the entries was not manually setup in error
- Review all Lease Charges to see if there are any overlapping dates that need to be corrected

Correction

To edit the Lease Charge set up,

- Click on the Tenant ID link from the validation screen

The Resident Screen will be displayed. From the top menu,

- Select Data
- Select Lease Charges

The Lease Charge screen will be displayed.

**Example 1:** If the Lease Charge dates are overlapping,

- Enter or correct the To Date (should be the day prior to the start date for invalid charges)

**Example 2:** If the Lease Charges are duplicated,

- Change the To Date on the duplicated Lease Charge to one day prior to the From Date. This will prevent the duplicated Lease Charge from billing.

Once Lease Charges are corrected, these Validations will clear automatically overnight.
Employees Without Correct Lease End Date
All associate leases should end on March 31st of the current calendar year, regardless of their Move-In date. If an employee lease expires on any other date this Validation will appear.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees Without Correct Lease End Date</td>
<td>3523</td>
<td>27TwentySeven Apartment Homes</td>
<td>3147</td>
<td>10231850</td>
<td>Lease End Date: 06/29/2017</td>
</tr>
</tbody>
</table>

Correction
From the Validation screen,
- Click Tenant ID

The Resident Screen will be displayed.
- Review the Lease To date displayed under Lease Info tab

When comparing the Lease To date to the lease contract for accuracy, if the Lease To date is incorrect in Yardi it will need to be adjusted. If the Lease Contract dates are incorrect, please contact your RM for guidance.

To modify the Lease To date, from the top menu,
- Select Function
- Select Adjust Lease End

The Adjust Lease End screen will appear.

- Enter the New Lease To date
- Click Post

Once the adjustment to the Lease To date has been completed this Validation will clear automatically overnight.

Final Utility Charges Not Billed
This occurs when Deposit Accounting has been completed and the Final Utilities were not billed through the move out date. As a result, the Deposit Accounting needs to be adjusted to reflect the correct charge(s). Example: Water, Wastewater, Gas, Trash, Pest, RUBS, etc. This Validation will not include units that do not pay utilities such as non-revenue units.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Final Utility Charges Not Billed</td>
<td>4702</td>
<td>Andros Isles</td>
<td>05302</td>
<td>10369640</td>
<td>Moved Out: 06/03/2017 No Trash Charge</td>
</tr>
</tbody>
</table>

Correction
There are multiple ways to correct this Validation. Depending on the outcome of the original Deposit Accounting you will complete one of the following procedures.

Example 1 - Deposit Accounting has been completed resulting in a refund and the refund check has been issued.
- Contact Systems Support
Example 2 - Deposit Accounting has been completed resulting in a refund and the refund check has not been issued.

From the Validation screen,
- Click Tenant ID

The Resident Screen will be displayed. From the top menu,
- Select Function
- Select Adjust Deposit Accounting

The Adjust Deposit Accounting screen will be displayed.
- Select your name from the Agent list
- Check the Print Statement box
- Check the Include box next to the applicable line item(s)
- Enter or select the correct Charge Code(s)
- Enter a Description for each charge
- Enter amount in the Charge Amount column
- Click Post

Once the charges are billed, the Validation will clear automatically overnight.

The Community Director must submit the revised Move Out Statement and Letter, if applicable, to AP by emailing a PDF of it to RefundDepAcct@Milestone-mgt.com. If no refund is due after the revision, follow the proper steps for Resident notification and collection of the revised amount. Print and retain a copy of the revised Move Out Statement in the file and scan and attach in Yardi.

Example 3 - Deposit Accounting has been completed, there is a balance due and write offs have occurred. In this case, the additional charges need to be made via the Quick Charge_Past Resident function. Do not use the Adjust Deposit Accounting function once write offs have occurred.

From the Validation screen,
- Click on the Tenant ID link

The Resident Screen will be displayed. From the top menu,
- Select Quick Charge_Past Resident
- Enter the Amount
- Enter or select the Charge Code
- Enter Charge Notes
- Click Submit
- Repeat these steps until all additional charges have been billed to the ledger

Once all additional charges have been billed, email Systems Support to let them know that the charges have been posted to the resident ledger. It will be reviewed by a Systems Support Specialist and cleared from the Validations.

Follow the proper steps for Resident notification and collection of the revised amount due. Scan and attach the updated Move Out Statement in Yardi and print a copy to retain in the file. If applicable, complete a Balance Adjustment form and submit the adjusted information to the collection agency using the Collections Interface in Yardi. For details on these steps, please refer to the Deposit Accounting section of the Yardi Policy and Procedures Manual.
GPR Issues

The **GPR Validation** is designed to list common exceptions for **Vacancy**, **Potential Rent**, and **Concessions** that need to be reviewed to ensure accuracy for **Monthly Billing**. The **GPR Issues Validation** lists the specific issue along with details such as what was billed vs. what should have been billed to help determine if the **GPR Issue** needs to be corrected. Please note that not all **GPR Issues** require a correction.

**GPR Issues Validation Details:**

- **Issue** – Each **Validation** will display one of the following: **Vacancy**, **Current Resident with Positive Concession**, **Current Resident with no Potential Rent**
- **Month** – Defaults to the 1st of the month for the current GL period
- **Loss to Lease** – This number reflects the difference between the unit **Market Rent** and **Potential Rent**. This indicates a loss or gain to lease. It is typical to see a loss to lease for each unit on most properties
- **Potential Rent** – This number reflects the total of **Rent**, **Section 8 Rent**, and/or **Rent Discount** from **Lease Charges** for the current GL period
- **Actual Rent** – This number reflects the total of **Rent**, **Section 8 Rent**, and/or **Rent Discount** charges that were billed to the **Resident Ledger** in the current GL period
- **Concession** – This number reflects the total amount of **Concessions**, positive and negative, billed to the **Resident Ledger** in the current GL period

**Vacancy**

**Vacancy** is reflected when there is a difference between the **Potential** and **Actual** amount of **Rent** billed for a unit. Additionally, if the unit was vacant at any time during the month, rent will not be charged for the vacant days. There are several scenarios in which **Vacancy** can occur. In some cases, **Vacancy** is accurate such as in the following examples:

- Units that are on notice will result in **Positive Vacancy** if the notice was entered prior to **Monthly Posting** and the move out is scheduled during the current month. This occurs because the monthly **Rent** is billed as a prorated amount through the move out date
- Units with a **Future** resident who moved-in after the 1st will result in a positive vacancy because the full month’s rent was not billed
- Actual physical vacancy, meaning the unit was truly vacant during the current month

Each **Vacancy** issue should be reviewed for accuracy. If a **Vacancy** issue requires a correction, please see below for tips on how to correct. If a **Vacancy** issue does not require a correction, please email **Systems Support** with a brief explanation of the **Vacancy** issue. **Systems Support** will review and clear all **GPR Issue Validations** emailed to them prior to **Month End Close Out**.

**Current Resident with no Potential Rent**

This is typically reflected for **NONRES** units that do not bill monthly **Rent**. It can also appear if a unit does not have any **Rent** setup in **Lease Charges**. If this appears for an occupied unit, **Lease Charges** should be reviewed and edited to correct the issue.

**Tips for Researching and Correcting GPR Issues:**

- Mid-Month Renewals entered before the 1st of the month and both the old and new rates were billed as prorated amounts on the ledger. The two pro-rates together may equal more or less than one month’s potential. Typically, no correction is needed
- Mid-Month Renewals entered after the 1st of the month and the old rate was billed at 100%. To correct, the pro-rate of the new rent amount should be billed to the ledger using **Quick Charge**
- No rent was billed. To correct, **Rent** should be billed to the ledger using **Quick Charge**
- Rent adjustments made for a prior month. No further correction is needed but an explanation should be emailed to **Systems Support** to clear the **Validation**
- A move-out date adjustment occurred and as a result the total number of occupied days were not billed. To correct, the additional pro-rated **Rent**, through the new move out date, should be billed to the ledger using **Quick Charge**
Invalid Number Of Occupants in Utility 2 (PayLease ONLY)
Properties that use PayLease to allocate water or gas based on the actual number of occupants in a unit will appear on this Validation if the number of occupants in Utility 2 is left blank. This applies only to properties that use the number of occupants for utility billing.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid Number Of Occupants in Utility 2</td>
<td>3603</td>
<td>Sage Hollow</td>
<td>0316</td>
<td>T037957</td>
<td>Occupants: No Record</td>
</tr>
</tbody>
</table>

From the Validation screen,
- Click Tenant ID

The Resident Screen will be displayed. From the top menu,
- Select Data
- Select Utility Two

The Utilities 2 screen will be displayed.

- Select the correct number of occupants from the # Occupants list
- Click Save

Once the number of occupants are entered in Utility Two, this Validation will automatically clear overnight.

Lease Charges With Tax Setup Incorrectly
This Validation appears when Current and Notice residents have Lease Charges setup that are not marked as Taxable when they should be OR when Lease Charges are marked as Taxable and they should NOT be. Lease Charges should be marked/unmarked as Taxable according to your local and state guidelines.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lease Charges With Tax Setup Incorrectly</td>
<td>3798</td>
<td>The Residences at Stadium Village</td>
<td>1002</td>
<td>T0319888</td>
<td>Should be taxed. Rent 12/13/2016 -- 10/14.0000000</td>
</tr>
</tbody>
</table>

From the Validation screen,
- Click Tenant ID

The Resident Screen will be displayed. From the top menu,
- Select Data
- Select Lease Charges

The Lease Charges screen will be displayed.

- Locate the Lease Charge that does or does not have the Taxable box checked
- Check/Uncheck the Taxable box as needed
- Click Save

Once the Lease Charge is marked at Taxable, this Validation will clear automatically overnight.
Lease Terms Less Than 3 Months

Any new move-in or lease renewal whose lease term is less than 3 months will be listed on this Validation.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lease Terms Less Than 3 Months</td>
<td>4322</td>
<td>Brookwood Club</td>
<td>100116</td>
<td>00206046</td>
<td>30 Days</td>
</tr>
</tbody>
</table>

Researching Tips:
Common reasons for this Validation are:
- Employee units and PSA
- Short term (3 month) lease where the lease dates are less than 60 days
- Data entry errors during the Leasing Workflow

Correction
From the Validation screen,
- Click Tenant ID

The Resident Screen will be displayed.
- Review the Lease From and Lease To dates under the Lease Info tab for accuracy. Dates in Yardi should be compared to dates on the lease contract.

To modify Lease Dates,
- Lease From – Submit an email to Systems Support including the correct date. Systems Support will correct it and email confirmation once it’s completed
- Lease To – Use the Adjust Lease End date function from the Function dropdown menu on the Resident Screen

Once Lease Dates are corrected, this Validation will clear automatically overnight.

Lease Terms Over Property Limit

This Validation occurs for Current and Future residents where the current lease is longer than the property maximum or Milestone default of 18 months. Each property can have a different maximum, please contact Systems Support to ensure the correct term is set up for your community.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lease Terms Over Property Limit</td>
<td>3507</td>
<td>The Ellis</td>
<td>05110</td>
<td>103903628</td>
<td>24 Months</td>
</tr>
</tbody>
</table>

Correction
From the Validation screen,
- Click Tenant ID

The Resident screen will be displayed.
- Review the Lease From and Lease To dates under the Lease Info tab for accuracy. Dates in Yardi should be compared to lease dates on the Lease Contract

To modify Lease Dates,
- Lease From – Submit an email to Systems Support including the correct date. Systems Support will correct it and email confirmation once it’s completed
- Lease To – Use the Adjust Lease End date function from the Function dropdown menu on the Resident Screen

Once Lease Dates are corrected, this Validation will clear automatically overnight.
Lease With No Lease Document Attached

All new leases, renewals, application documents, and supplemental e-signature documents must be scanned and attached in Yardi. This must be completed each week prior to closing the Leasing Week in Yardi. The Validation will reflect any lease that has a Lease From date of seven (7) days or more that is not attached in Yardi. Please note that all e-signed leases are automatically attached so you do not need to manually scan and attach e-signed leases.

Before attaching any documents, be sure they are saved to your computer with the proper naming conventions according to the Yardi Policy and Procedure Manual.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leases With No Lease Document Attachment</td>
<td>4702</td>
<td>Andros Isles</td>
<td>07103</td>
<td>0364597</td>
<td>Lease Begin 05/25/2017</td>
</tr>
</tbody>
</table>

Correction

From the Validation screen,

- Click Tenant ID

The Resident Screen will be displayed. From the top menu,

- Select Data
- Select Attachments

The Attachments screen will be displayed.

- Select Upload
- Select Browse
- Select the applicable file from your computer
- Click Upload

After closing the File Attachment Upload screen, the Attachments screen will reappear, however this time the file selected will be attached.

- Select the correct attachment Type
  - New Leases—New Lease Documents
  - Applications—Application Documents
  - Renewals—Renewal Documents

Once all documents are attached in Yardi, this Validation will clear automatically overnight.

Marked For Deposit Acct While Still Current Or On Notice

This typically occurs when a resident is mistakenly moved out and Deposit Accounting is processed in error.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marked For Deposit Acct While Still Current Or On Notice</td>
<td>3925</td>
<td>The Grand Reserve at Park Isle</td>
<td>0717</td>
<td>t0277057</td>
<td>Status: Current</td>
</tr>
</tbody>
</table>

Correction

While this instance is rare, if one should appear on your Validations, please contact Systems Support for assistance. This cannot be corrected at the site level.
**Missing Property Level Attachments**

This **Validation** will appear when property level attachments are not completed for events such as **Community Awareness, Pool Logs, Safety Meetings, Semi Annual Property Inspections**, etc. Maintaining these documents in **Yardi** allows anyone to access the documents from anywhere at any time they may be needed. For a full list of required **Property Level Attachments**, including their due dates, please refer to the **Yardi Policy and Procedure Manual**.

**Correction**

Before you start in **Yardi**, you will need to scan and save all documents to a folder on your computer.

Once all documents are saved to your computer, from the side menu in **Yardi**,

- Select **Setup**
- Select **Property**
- Select **Find Property**

The **Property** filter screen will be displayed,

- Enter the **Property** number
- Click **Submit**

The **Property** page will be displayed. From the top menu,

- Select **Functions**
- Select **Attachments**

The **Attachments** screen will be displayed.

- Select **Upload**

The **File Attachment Upload** screen will be displayed.

- Select **Browse**
- Find the documents on your computer that you want to attach, select them, then select **Open**

You will be re-directed back to the **File Attachment Upload** screen

- Select **Upload**
- Once the file is uploaded, select **Close**

The **Attachments** screen will refresh automatically and the attachment link will now be displayed.

- Select the applicable attachment **Type**
- Select **Save**
- Select **Close**

Once the documents are uploaded into **Yardi**, this **Validation** will clear automatically overnight.

**Missing Rent Amenity**

This **Validation** will appear anytime the **Rent** amenity is removed at the unit level. This occurs when **Rent Only** is set to **Yes** when completing the **Copy Prop to Units** step in **Yardi**. When adding amenities to a unit it is important that **Rent Only** is set to **No**. If this happens, the unit rent will reflect zero or amenity values only.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missing Rent Amenity</td>
<td>4314</td>
<td>Bentley Green</td>
<td>10101</td>
<td>Unit: 10101</td>
<td></td>
</tr>
</tbody>
</table>

**Correction**

While this instance is rare, if one should appear on your **Validations**, please contact **Systems Support** for assistance. This cannot be corrected at the site level.
Move In And Lease From Date Do Not Match On Initial Lease

This Validation is triggered when the Move In and Lease From date do not match on a new move-in. Most often this happens when an applicant changes their dates but both the Move In and Lease From date are not updated together in Yardi. It can also occur when a move in has been backdated.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Move In And Lease From Date Do Not Match On Initial Lease</td>
<td>4717</td>
<td>Arbola</td>
<td>07205</td>
<td>10362926</td>
<td>Move In Date: 06/17/2017 Lease Begin: 06/15/2017</td>
</tr>
</tbody>
</table>

**Correction**

Please contact Systems Support for assistance; this cannot be corrected at the site level. Before emailing Systems Support, ensure the Lease Contract, with the correct dates, is attached in Yardi.

No Recurring Rent Charges For Current Or Next Month

This Validation ensures that there is a Lease Charge setup for Rent and/or Section 8 Rent for each day in the month.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Recurring Rent Charges For Current Or Next Month</td>
<td>5127</td>
<td>Landmark at Woodland Trace</td>
<td>130214</td>
<td>10084119</td>
<td>Not Covered: 07/09/2017/07/10/2017 07/11/2017/07/12/2017 07/13/2017/07/14/2017/07/15/2017/07/17</td>
</tr>
</tbody>
</table>

**Researching Tips**
- If the Lease Charge is ending on the last day of the month, does the To Date actually reflect the last day of the month?
- When entering a Renewal Proposal was an inaccurate To Date entered?
- If a correction to an invalid Lease Charge was completed, it is possible that there is a gap between the old charge To Date and the new charge From Date?
- Ensure that when ending a Lease Charge and starting a new one for the same charge code that the dates are consecutive with no missing or overlapping dates.

**Correction**

From the Validation screen,
- Click Tenant ID

The Resident screen will be displayed. From the top menu,
- Select Data
- Select Lease Charges

The Lease Charge screen will be displayed.
- If the wrong charge To Date was entered, enter the correct To Date
- If the wrong charge From Date was entered, enter the correct From Date

Once this is corrected, this Validation will automatically clear overnight.
Occupied Units Not Billed For Current Calendar Month

Any unit with a current resident who was not billed in the Monthly Posting process will be listed in this Validation.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occupied Units Not Billed For Current Calendar Month</td>
<td>3587</td>
<td>Sorrel Fairview Apartments</td>
<td>01002</td>
<td>9106069</td>
<td>Moveout: 07/03/2017 Movein: 06/08/2016</td>
</tr>
</tbody>
</table>

Reseaching Tip:
- May occur when a NTV resident extends past the scheduled move out date and the move out date was adjusted prior to Monthly Posting
- May occur when a move in that occurred the last few days of the month was not posted into Yardi on the exact move in date. When a move in is backdated to before the 1st, only the prorate will be charged
- May occur when a Scheduled Lease Renewal is canceled and the old lease charges are not re-opened
- May occur when during the move in or renewal process a To Date is entered in error on the resident’s Lease Charge screen

Correction
From the Validation screen,
- Click Tenant ID

The Resident Screen will be displayed. From the top menu,
- Select Data
- Select Lease Charges
- Verify the Lease Charges are setup correctly, if not make adjustments as needed

Once Lease Charges have been reviewed or updated, proceed with the following to correct the Resident Ledger

From the top menu on the Resident Screen,
- Select Function
- Select Quick Charge

The Create Charge screen will be displayed.
- Submit a one-time charge for each current recurring charge set up in Lease Charges

Once this is corrected, this Validation will automatically clear overnight.
On Notice Residents With Skip Termination Type

This Validation will appear when the Termination Type of Skip is selected when a Notice is entered in Yardi. Any resident who has skipped should be put on Notice in Yardi by using the Termination Type of Early Termination and Skip/Abandonment as the Reason for Move Out. Skip should never be used as a Termination Type in Yardi as it will negatively impact charges and various other financial aspects.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Notice Residents With Skip Termination Type</td>
<td>4706</td>
<td>The Retreat at Kedron Village</td>
<td>0211</td>
<td>19088338</td>
<td>Notice Date: 05/25/2017</td>
</tr>
</tbody>
</table>

Correction

The Notice will first need to be canceled before it can be re-entered correctly.

From the Validation screen,
- Click Tenant ID

The Resident Screen will be displayed. From the top menu,
- Select Function
- Select Cancel Notice

The Resident Screen will refresh and the resident will now be in Current status. A message will appear at the top of the page confirming the Notice has been canceled.

To record a Skip correctly, from the top menu on the Resident Screen,
- Select Function
- Select Notice

The Notice screen will be displayed. Complete the following,

- Termination Type – select Early Termination
- Notice Date – enter the date the Skip was discovered
- Move Out Date – enter the date the Skip was discovered
- Reason for Move Out – select Skip/Abandonment
- Click Save

Once the Notice is canceled and re-entered correctly, the Validation will clear automatically overnight.

Note: If the Notice needs to be back dated when re-entering it, only the Community Director will have access to back date it in Yardi.
Past Status Residents With Prepaid Balance

This **Validation** will list any past status resident who has a credit balance on their **Resident Ledger**. This would occur as a result of a payment being applied to an account without a corresponding charge being billed up such as bad debt collections.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Past Status Residents With Prepaid Balance</td>
<td>4717</td>
<td>Arboleda</td>
<td>06307</td>
<td>#5098745</td>
<td>Amount: -93.64</td>
</tr>
</tbody>
</table>

**Researching Tips:**
- When posting bad debt payment, was an offsetting charge created to **debtcoll**?
- Has the past resident overpaid their bad debt and are now due a refund?
- Was a payment accidently posted to the past resident instead of the current or future resident?

**Correction**

From the **Validation** screen,
- Click **Tenant ID**

The **Resident Screen** will be displayed. From the top menu,
- Select **Function**
- Select **Quick Charge_Past Resident**

The **Create Charge** screen will be displayed. Complete the following,
- The charge code is typically going to be **debtcoll**
- Enter amount (should equal the payment amount unless they overpaid, in which case you would only charge up the amount of the balance owed and contact **Systems Support** to create a refund for the difference)
- Enter notes (include balance details i.e. Paid in Full, 70% Settlement Payment, etc.)

If the money is applied to the wrong resident,
- Use the **Re-Apply** receipt function to move the payment to the correct resident account

Once this is corrected, this **Validation** will automatically clear overnight.
Payments Without An Attachment

This Validation occurs when a payment has no attachment on the receipt in Yardi. All payments posted via CHECKScan automatically have attachments linked to the receipt so this is typically specific to manually posted payments.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payments Without An Attachment</td>
<td>4717</td>
<td>Arboleda</td>
<td>0301</td>
<td>10356494</td>
<td>05/02/2017</td>
</tr>
</tbody>
</table>

Researching Tips

➢ Was the payment posted in a CHECKScan batch, a manual batch, or paid online?
➢ Was the payment reapplied from another account?
➢ Was the payment image previously attached to the Resident Screen by mistake instead of to the Receipt screen?
➢ Is this payment a CHECKScan fail that was emailed to the property from Systems Support that required you to pull the payment and complete a manual deposit?

Correction

If the payment was processed in a manual deposit,

• Scan and save the photo-copy of the payment to your computer

If the payment was reapplied from another residents account,

• Pull the attachment from the original payment in Yardi and save it to your computer

From the Validation screen, under the Details column,

• Click on the Ctrl No

The Receipt screen will be displayed. From the top menu,

• Select Functions
• Select Attachment

The Attachments screen will be displayed.

- Select Upload

The File Attachment Upload screen will be displayed.

- Select Browse
- Find the file on your computer that you want to attach, click on it, then select Open

You will be re-directed back to the File Attachment Upload screen

- Select Upload
- Once the file is uploaded, select Close

The Attachments screen will refresh automatically and the attachment link will now be displayed.

- Select Check Payment received. as the attachment Type
- Select Save
- Select Close

Once the payment image is attached to the receipt in Yardi, the Validation will clear automatically overnight.
Previous Month’s GPR Does Not Match Current Market Rent

Compares the current market rent total for the property to the previous month’s GPR amount on the General Ledger and identifies any property that has gone up or down more than 1%. The validation is designed to look for situations where this was done in error and drastic changes occurred. Review any changes to market rent creating a fluctuation of more than 1%.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous Month’s GPR Does Not Match Current Market Rent</td>
<td>5206</td>
<td>Landmark at Lake Village North</td>
<td></td>
<td></td>
<td>Pct: 2.86%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Market Rent: 693,570.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>GPR 5/2017: 674,250.00</td>
</tr>
</tbody>
</table>

Researching Tips

- Was the base market rent for a unit type changed?
- Was there a change in the amenity pricing?
- Were amenities added or removed from individual units or at a property level?
- Was there a change in a Unit’s Type (a non-upgrade unit changed to an upgrade unit)?

Correction

If Market Rent was increased in error then reset market rent for the incorrect unit type

- Process Update Market and Street Rents
  - OR -
If the Market Rent increase is accurate

- E-Mail Systems Support with an explanation that the new GPR total is accurate and the Validation will be cleared
Property Lease Week Is Over 8 Days Old

If a property does not close their Leasing Week then this Validation will appear. Weekly Close should be completed at the end of day each Wednesday. Closing the Leasing Week in a timely manner ensures historical and statistical data is accurate.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property Lease Week Is Over 8 Days Old</td>
<td>4621</td>
<td>Flagstone at Indian Trail</td>
<td></td>
<td></td>
<td>Lease Week: 06/08/2017</td>
</tr>
</tbody>
</table>

**Correction**

The ACD or CD will need to process the Close Leasing Week function in Yardi to move the leasing week forward.

From the side menu,
- Select End Period
- Select Close Leasing Week

The Close Leasing Week screen will be displayed.

- Enter or select Property number
- Click Submit

The current Leasing Week start date will be displayed. To move the date forward,

Note: Please check to make sure the Leasing Week reflects the correct date here before moving forward. You can accidently close the Leasing Week too many times.

- Click Post

A message will appear asking, “Are you sure you want to close the leasing week for the property?”

- Click Post again

The updated Leasing Week start date will be displayed in red.

Once the Leasing Week is closed, this Validation will clear automatically overnight.
Recurring Charges With Incorrect Sign

This occurs when recurring Lease Charges are set up with an incorrect sign (-/+). For instance, Lease Charges for Concessions, Employee Discounts, PSA Discounts, and Rent Discounts should always be set up as a negative charge. In the event that a positive charge is entered in Lease Charges for one of these charge codes in error, this Validation will appear.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recurring Charges With Incorrect Sign</td>
<td>4636</td>
<td>Casa Mirella</td>
<td>1101</td>
<td>10105473</td>
<td>resref 07/01/2017 - 07/31/2017 $50,000,000.00</td>
</tr>
</tbody>
</table>

Correction
From the validation screen,
- Click Tenant ID

The Resident Tenant ID screen will be displayed. From the top menu
- Select Data
- Select Lease Charges

The Lease Charge screen will be displayed.
- Enter a negative sign (-) in front of the Amount of the Lease Charge
- Click Save

Note: If the recurring charge dates have already billed, review the ledger for accuracy and adjust accordingly.

Renewal Checklist Has Not Been Completed

The Renewal Checklist is used to notify the corporate office when you have completed certain steps in the renewal process. Renewals are worked twice each month for a period of lease expirations in the future based on local laws and leases which stipulate how much notice we are required to provide. When this Validation occurs, it doesn’t mean renewals have not been completed in Yardi; it is simply a reminder to complete the checklist as well.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Renewal Checklist Has Not Been Completed</td>
<td>4708</td>
<td>Ashley Court</td>
<td></td>
<td></td>
<td>Period: 06/10/2017 - 06/15/2017 Approved Rates MTM Not Done Approved Proposals MTM Not Done MTM Letters Not Delivered</td>
</tr>
</tbody>
</table>

Correction
From the My Apps dropdown menu on the Milestone Portal,
- Select Renewal Letter Checklist

The Renewal Checklist will be displayed. As you complete each of the 3 tasks related to processing renewal batches,
- Check the boxes for Approved Rates, Approved Proposals in Yardi, and Produced and Delivered Letters
- Click Save

Once the Checklist is completed, the Validation will automatically clear overnight.
Renewed Resident With MTM Charges

This Validation will appear for any newly renewed resident that has a current MTM Lease Charge setup in Yardi.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Renewed Residents With MTM Charges</td>
<td>3587</td>
<td>Sorrel Fairview Apartments</td>
<td>02008</td>
<td>19106118</td>
<td>Lease: 05/23/2016-07/31/2017 MTM Charge: 200.000000</td>
</tr>
</tbody>
</table>

Correction

From the Validation screen,

- Click Tenant ID

The Resident Screen will be displayed. From the top menu,

- Select Data
- Select Lease Charges

The Lease Charge screen will be displayed. If a lease renewal was entered and the MTM charge was not ended,

- Enter a To Date one day prior to the new Lease From date on the invalid MTM charge
- Click Save

If a short-term lease premium is coded to MTM instead of Rent,

Step 1. End the incorrect MTM charge code

- Enter a To Date for the incorrect Rent charge
- Enter a To Date for the incorrect MTM charge

Step 2. On a blank line set up the new charges

- Code – Enter or select the Rent charge code
- Amount – Enter the amount of the rent plus the short-term lease fee
- From Date – Enter a date for the new charge to begin. This should be one calendar day after the old charge ended
- To Date – Leave blank
- Click Save

Once Lease Charges are corrected, this Validation will automatically clear overnight.
Rent Discount Charge Is Less Than 32 Days

Rent Discount is to be used for recurring discounts which aren’t common to most properties, but may occur in unique situations. Any recurring Lease Charge to the RentDisc charge code that is less than 32 days will reflect on this Validation.
The Rent Discount charge code is used for recurring monthly discounts that are given in addition to leasing at below Market Rent. The RentDisc charge code should be recurring throughout the lease term. The Concess charge code should be used for onetime occurrences.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent Discount Charge Is Less Than 32 Days</td>
<td>3525</td>
<td>Ellicott House</td>
<td>0932</td>
<td>02383372</td>
<td>From: 08/01/2017 To: 07/31/2017</td>
</tr>
</tbody>
</table>

Reseaching Tips:
- Review the Lease Contract and Concession Addendum to see if the resident was given a reduced rate and an additional monthly recurring discount OR a one-time concession.

Correction
From the Validation screen,
- Click Tenant ID

The Resident Screen will be displayed. From the top menu,
- Select Data
- Select Lease Charges

The Lease screen will be displayed.
- Locate the applicable Lease Charge and change the To Date to the day before it began
- Create the correct Lease Charge using the concess charge code for a onetime concession
  Note: Make sure the onetime concession is entered to cover the entire month. Example: 11/1/2017 thru 11/30/2017
- Click Save

Once Lease Charges are correct, this Validation will clear automatically overnight.

Res. Balance Over $100, No Rental Payment Memo in Last 30 Days

Residents with a balance or credit greater than $100, who do not have a Rental Payment memo entered in the past 30 days, will appear on this Validation. In order to track delinquent rent collection efforts, the site is required to enter a Rental Payment memo detailing all attempts to collect money.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Res. Balance Over $100, No Rental Payment Memo in Last 30 Days</td>
<td>3523</td>
<td>27TwentySeven Apartment Homes</td>
<td>2110</td>
<td>0249041</td>
<td>Tenant Balance: 200</td>
</tr>
</tbody>
</table>

Correction
From the Validation screen,
- Click Tenant ID

The Resident Screen will be displayed. From the top menu,
- Select Data
- Select Memo

The Memo Information screen will be displayed.
- Select New
- Select Rental Payments under memo Type
- Enter notes about collection efforts, or document any prepaid rent
- Click Save

Once Memos are entered, this Validation will clear automatically overnight.
Resident Bal Over $100 Not Sent To Collections

Per the Collections Policy, any resident with a balance $100.00 or higher must be sent to collections if in-house collection efforts are not successful 30 days after move-out. This Validation occurs when 30 days are up and the past resident balance over $100.00 has not been marked for collections. Before sending an account to collections, review and prepare the resident file as outlined in the Collections Integration section of the Yardi Policy and Procedure Manual.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
</table>

Correction

From the Validation screen,

- Click Tenant ID

The Resident Screen will be displayed. From the top menu,

- Select Data
- Select Collections Integration

The Collections History screen will be displayed.

- Click New

The Edit Collections screen will be displayed.

- Select Ready from the Collections Status dropdown menu
- Enter any applicable Notes
- Click Save
- Click Close

The Collections History screen will automatically be refreshed and the Collection Status of Ready will now appear.

- Click on the blue #/# link under the Attachments column

The Collections Attachments screen will be displayed.

- Select the check box under the Attach column for the files that should be submitted to the Collection Agency
- Click Save

Note: If the file is not ready to be sent to collections, refer to additional steps outlined in the Collections Integration section of the Yardi Policy and Procedure Manual. Contact Systems Support to notify them as to why the file is not being sent.

Once the Collection Record is properly marked, this Validation will automatically clear overnight.
Resident Referral Charge With No Referral Memo

A Resident Referral Memo needs to be entered for all referral concessions given. This Validation appears when a Resident Referral has been credited to the ledger but no Resident Referral Memo has been entered.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop #</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident Referral Charge With No Referral Memo</td>
<td>3526</td>
<td>Champions Centre</td>
<td>105</td>
<td>19080851</td>
<td>Date: 06/16/2017 Amt: 50.00</td>
</tr>
</tbody>
</table>

Correction

From the Validation screen,
- Click Tenant ID

The Resident Screen will be displayed. From the top menu,
- Select Data
- Select Memo

The Memo Information screen will be displayed.

Example 1 - A memo may have been entered, however the Date of the memo is likely set to the wrong date.
- Change the date of the existing memo to be the date the concession was posted to the ledger
- Click Save

Example 2 - If a Resident Referral Memo was not entered,
- Date – Enter the date the referral was or will be posted to the ledger
- Type – Select Resident Referral
- Status – Select Memo
- Notes – Enter the following information; Referred Resident, Apartment Number, Referral Concession Amount, Month the resident will receive the concession
- Click Save

Once the memo is corrected or entered, this Validation will automatically clear overnight.
Residents Sent To Collections Without An Attachment

This validation occurs when attachments are skipped when a file was being marked for collections (see Resident Bal Over $100 Not Sent To Collections above). You cannot add attachments to a Sent status collections file, so you must Cancel the original submission before resubmitting with attachments.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents Sent To Collections Without An Attachment</td>
<td>4632</td>
<td>Eagle Ridge</td>
<td>03-202</td>
<td>19104878</td>
<td>Move Out: 04/19/2017</td>
</tr>
</tbody>
</table>

Correction

From the Validation screen,
- Click Tenant ID

The Resident Screen will be displayed. From the top menu,
- Select Data
- Select Collections Integration

The Collections History screen will be displayed. To Cancel the original collections submission,
- Click the Edit button next to the applicable collections record

The Edit Collections screen will be displayed.
- Select Canceled from the Collections Status dropdown menu
- Enter Notes as to why the file is being canceled
- Click Save

The Collections History screen will automatically be refreshed and the record will now have a Collection Status of Canceled.

To resubmit the file to collections with attachments,
- Refer to the steps outlined above under the Resident Bal Over $100 Not Sent To Collections validation in this manual

Once the file has been Sent to the collection agency with Attachments, this Validation will clear automatically overnight.

Resident With Invalid Future Dates

This Validation checks specific date fields to see if they have a future date entered. If a future date is found, this Validation will appear. The target date fields checked are Move In, Lease From, Notice, Lease Sign, and Utility One.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents With Invalid Future Dates</td>
<td>5151</td>
<td>Grand Terraces</td>
<td>090208</td>
<td>10239236</td>
<td>Future Lease From Date: 07/29/2017</td>
</tr>
</tbody>
</table>

Reseaching Tips:
- Was the Notice of Transfer Date entered as a future date when setting up a unit transfer? In this case, this resident will appear twice in the validation:
  - Future Notice Date
  - Future
  - Lease Sign Date
- Was the Execute Lease date changed to a future date in the Leasing Steps?
  - This should be the date the ACD/CD approved the applicant for move-in and the approved status is changed to future
- Was the Lease From date at move-in entered with an incorrect date causing a future date to be populated in the Utility One?
  - In this case, the resident would appear in multiple utility validations:
    - Future Water Permission Date
    - Future Trash Permission Date
    - Future Gas Permission Date
    - Future Pest Permission Date
    - Future Service Fee Permission Date, etc.

Correction

Contact Systems Support for assistance. The Move In, Lease From, Notice, Lease Sign, and Utility One dates cannot be corrected at the site level.
Residents With Invalid Future Recurring Lease Charges

This Validation will reflect any scheduled recurring Lease Charge set up for a future date. This often happens in January/February when the prior year is mistakenly entered instead of the current year.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents With Invalid Future Recurring Lease Charges</td>
<td>3919</td>
<td>The Legends at Champions Gate</td>
<td>05210</td>
<td>48078261</td>
<td>petent 01/01/2018 -- 10.000000</td>
</tr>
</tbody>
</table>

Reseaching Tips:
- **Resref** - Is this a Resident Referral concession for a current or future month?
- **Deposit** – Security Deposits should be paid in full prior to move-in. This code should never appear in Lease Charges.
- **Deppet** - Is this a Pet Deposit that is being paid in installments? Policy is only 2 payments are allowed.
- **Concesr** – Is this a one-time resident concession that is scheduled for a future month?

*Note: There are several other recurring charges that may appear in this validation. They may not all be incorrect. It is important to review the file, memos, and ledger to ensure billing accuracy.*

**Correction**
From the Validation screen,
- Click Tenant ID

The Resident Screen will be displayed. From the top menu,
- Select Data
- Select Lease Charges

The Lease Charge screen will be displayed.

**Example 1:** If the wrong charge code was selected when setting up the Lease Charge,
- Enter a To Date to end the invalid Lease Charge (To Date should be the day prior to the start of the new charge)
- On a blank line, create the new recurring Lease Charge, using the correct charge code

**Example 2:** If the Lease Charge is correct and a non-recurring charge was set up to bill in a current or future month,
- Email Systems Support to provide an explanation for the use of the code
- Ensure that the recurring charge has a To Date to stop the charge after the applicable billing period

If the Lease Charge is corrected, this Validation will clear automatically overnight. If this is a valid Lease Charge, Systems Support will review your explanation and clear the Validation.

Resident With Invalid Past Dates

This Validation checks for any dates prior to 1980. The target date fields are Call and Completion for Work Orders, as well as dates for Move In, Lease From, Notice, Lease Sign, and Guest Contacts.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents With Invalid Past Dates</td>
<td>5226</td>
<td>The Myrtles at Olde Towne II</td>
<td>N-6A</td>
<td>19102320</td>
<td>WO # : 1982718, Past Complete Date: 01/01/1899</td>
</tr>
</tbody>
</table>

**Correction**
While this instance is rare, if one should appear as a Validation, please contact Systems Support for assistance. This cannot be corrected at the site level.
Residents with Invalid Scheduled Renewal

This Validation appears for any Scheduled, Approved, or Proposed renewals with an effective date more than 120 days from the date created. Renewals should not be signed that far in advance, so this generally results from an invalid date being entered.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents With Invalid Scheduled Renewal</td>
<td>5161</td>
<td>Grand Terraces</td>
<td>070207</td>
<td>19088699</td>
<td>Occurred: 02/28/2017 Lease From: 07/24/2017 - Lease To: 07/23/2018 Status: Scheduled</td>
</tr>
</tbody>
</table>

Correction

From the Dashboard, under Resident Activity,

• Click on the link next to Scheduled Lease Renewals

A list of Scheduled Lease Renewals will be displayed.

• Select Cancel for the invalid scheduled renewal
• A confirmation message will appear, click OK
• OR-
• Select Edit for the invalid scheduled renewal

The Lease Proposal screen will be displayed.

• Adjust the dates under the Lease Proposal section accordingly
• Click Save

Once the Renewal has been canceled or corrected, the Validation will clear automatically overnight.

Residents With Negative Security Deposits

This occurs when there is a credit and/or payment that has not been properly applied toward the Security Deposit charge.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents With Negative Security Deposit</td>
<td>4702</td>
<td>Andras Isles</td>
<td>06102</td>
<td>19085030</td>
<td>Security Deposit Amt: -30.00 Status: Past</td>
</tr>
</tbody>
</table>

Researching Tips:

➢ Has a credit to the security deposit charge been applied to the application fee instead of the original deposit charge?
➢ The application fee was not waived or paid for a canceled or denied applicant before the Deposit Accounting was completed

Correction

If one should appear on the Validation, contact Systems Support for assistance. This often cannot be corrected at the site level.

Scheduled Move Ins And Moved Outs That Haven’t Been Completed

Any scheduled Move-In or Move-Out that has not been processed and has a date in the past will appear on this Validation.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scheduled Move Ins And Move Outs That Haven't</td>
<td>3521</td>
<td>Bella Apartment</td>
<td>0521-304</td>
<td>19301487</td>
<td>Move Out Date: 06/21/2017</td>
</tr>
</tbody>
</table>

Correction

From the Validation screen,

• Click Tenant ID

The Resident Screen will be displayed. From the top menu,

• Select Function
• Select Move In, Move Out or Adjust Move In Dates
• Complete the function selected

Once this has been corrected in Yardi, the Validation will clear automatically overnight.
Street Rent Nonexistent – Unit

This Validation appears when a Unit does not have a value for Street Rent. This most often occurs when the Street Rent field is blanked out when updating Market and Street Rents.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Rent Nonexistent - Unit</td>
<td>4706</td>
<td>The Retreat at Kedron Village</td>
<td>0211</td>
<td></td>
<td>Unit: 0211</td>
</tr>
</tbody>
</table>

**Correction**

**Step 1:** From the side menu in Yardi,
- Select Unit Pricing
- Select Update Proposed Amenities
- Enter the Property Number and today’s date, then click Submit

**Step 2:** From the side menu in Yardi,
- Select Unit Pricing
- Select Update Unit Rent
- Enter the Property Number, enter today’s Date, Report Only? – select No; Update Deposit? – select No; click Submit

Once these steps have been completed, the Validation will clear automatically overnight.

Street Rent Nonexistent – Unit Type

This Validation appears when a Unit Type does not have a value for Street Rent. This most often occurs when the Street Rent field is blanked out when updating Market and Street Rents.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Rent Nonexistent - Unit Type</td>
<td>4358</td>
<td>Preston Greens</td>
<td></td>
<td></td>
<td>Unit Type: 4358B1U</td>
</tr>
</tbody>
</table>

**Step 1:** From the side menu in Yardi,
- Select Unit Pricing
- Select Update Proposed Amenities
- Enter the Property Number and today’s date, then click Submit

**Step 2:** From the side menu in Yardi,
- Select Unit Pricing
- Select Update Unit Rent
- Enter the Property Number, enter today’s Date, Report Only? – select No; Update Deposit? – select No; click Submit

Once these steps have been completed, the Validation will clear automatically overnight.
Total Rent Recurring Charges Over 120% of Market Rent

This **Validation** appears when a current or future resident’s sum of scheduled **Lease Charges** for the current month or a future month is more than 150% of the units’ market rent.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Rent Recurring Charges Over 150% Of Market Rent</td>
<td>4435</td>
<td>Hidden Lake</td>
<td>1805</td>
<td>0351367</td>
<td>Unit Type: 4435a-2x Rent: 1456.00</td>
</tr>
</tbody>
</table>

**Researching Tip**
- Is there more than one **Lease Charge** for rent set up to bill the same month?
- Was a typo made when entering the **Quoted Rent or Rent** for a new move-in?
- Is the rent being billed a **MTM** rate set by **Revenue Management**?

**Correction**

From the **Validation** screen,
- Click **Tenant ID**

The **Resident Screen** will be displayed. From the top menu,
- Select **Data**
- Select **Lease Charges**

The **Lease Charge** screen will be displayed.

**Example 1:** If there is more than one **Lease Charge** for rent set up,
- Enter a **To Date** on the invalid rent **Lease Charge**
- Click **Save**

**Example 2:** If the rent amount entered is incorrect,
- Enter a **To Date** for the incorrect rent **Lease Charge**
- On a blank line set up a new rent **Lease Charge** for the correct amount
- Click **Save**

Once **Lease Charges** are corrected, this **Validation** will automatically clear overnight.

Unit Rent Calculated Incorrectly – Summary

This **Validation** occurs when either **Market** or **Street Rent** is updated and **Update Proposed Amenities** and/or **Update Unit Rent** steps are not completed. The last two steps must be completed to recalculate the unit level **Market** and **Street Rent**.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit Rent Calculated Incorrectly - Summary</td>
<td>5182</td>
<td>Landmark at Barton Creek</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Correction**

**Step 1:** From the side menu in **Yardi**,
- Select **Unit Pricing**
- Select **Update Proposed Amenities**
- Enter the **Property Number** and today’s date, then click **Submit**

**Step 2:** From the side menu in **Yardi**,
- Select **Unit Pricing**
- Select **Update Unit Rent**
- Enter the **Property Number**, enter today’s **Date, Report Only?** – select **No**; **Update Deposit?** – select **No**; click **Submit**

Once these steps have been completed, the **Validation** will clear automatically overnight.
Unit Rent Over Property Limit

This Validation will appear anytime the Unit rent (either market or street) is more than the property maximum.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit Rent Over Property Limit</td>
<td>3926</td>
<td>The Grand Reserve at Park Isle</td>
<td>0318</td>
<td>Unit: 0318 Market Rent: 2030.00</td>
<td></td>
</tr>
</tbody>
</table>

Correction

Please contact Systems Support for assistance; this cannot be corrected at the site level.

Utility Lease Charges Are Missing

The majority of properties bill utilities through a 3rd party service provider. However, there are a few properties who have utilities set up in lease charges. This Validation appears when utility lease charges are not set up in Yardi accordingly.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utility Lease Charges Are Missing</td>
<td>3798</td>
<td>The Residences at Stadium Village</td>
<td>1002</td>
<td>0219698</td>
<td>No Water Charge</td>
</tr>
</tbody>
</table>

Correction

From the Validation screen,
- Click Tenant ID

The Resident Screen will be displayed. From the top menu,
- Select Function
- Select Lease Charges

The Lease Charge screen will be displayed.
- Enter a new Lease Charge to the applicable utility charge code (i.e. water, trash, pest, etc.)
- Click Save
- Using Quick Charge from the Function menu on the Resident Screen, charge up the monthly amount of the utility

Once the Utility Lease Charge is entered, this Validation will clear automatically overnight.

Utility Permissions That Differ From Property Standard

Upon move-in and/or renewal a resident’s utility permissions are automatically updated to match the current property utility billing schedule. These charges include Water, Trash, Electric, Gas, Pest, Service Fee, etc.

If the property bills for a utility and the resident’s current Lease Begin Date is after the properties begin date for a specific utility they will appear on this Validation.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
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<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
</table>

Researching Tips

From the Validation screen,
- Click Tenant ID

The Resident Screen will be displayed. From the top menu,
- Select Data
- Select Utility One
- Compare Utility One to the Utility Addendum in the lease file

Note: Systems Support may exclude units that should not be billed only with RVP approval

Correction

Any discrepancies must be reported to Systems Support for assistance. This cannot be corrected at the site level.
**Work Orders Older Than 15 Days**

This is designed to track any pending *Service Requests* that have been outstanding and have had no activity for a period of 15+ days. Anytime a *Service Request* is not completed within 24 hours the site is required to enter a *Reason Incomplete*.

<table>
<thead>
<tr>
<th>Validation</th>
<th>Prop No</th>
<th>Property Name</th>
<th>Unit</th>
<th>Tenant ID</th>
<th>Details</th>
</tr>
</thead>
</table>
| Work Orders Older Than 15 Days | 4702 | Andros Isles | 01301 | 10302734 | WO #: 2010829  
Call Date: 06/03/2017 |

**Correction**

From the *Validation* screen,
- Click on the *WO#* link

The *Work Order* screen will be displayed.
- Enter the reason incomplete in *Technician Notes*
- Click *Save*
  -OR-
- Close out the work order if completed

Once the *Work Order* is closed, this *Validation* will clear automatically overnight.