

Connected Books

Training #2: Beyond Basics

Agenda

1. Reading Rent Roll and Customer History Reports
2. Troubleshooting
3. Reconciliation
4. Maintenance Fee Increases
5. Resident Move-out/Move-in

Use this information to log in:
Email Address: @cb.coop
Password: password!

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Activity 1 : Move In/Out

Aim: To learn how to move residents in and out of a Co-op unit in Connected Books.

Task: Record the following entries: Dolly Gonzalez will move out of Unit 6 on January 31, 2009. John Doe will move into the same unit on February 1, 2009. He will be paying \$300 for his monthly maintenance.

The screenshot shows the 'Move Out Form' interface. At the top left is the UHAB logo (Urban Homesteading Assistance Board). The page title is 'Move Out Form'. There are two circular icons: a question mark for 'Help' and 'MN' for 'Main Menu'. Below these are two dropdown menus: 'Unit Resident' set to 'Apartment 6 - Dolly Gonzales' and 'Moved Out On:' set to '01/31/2009'. A 'Move Out' button is centered below the date field. At the bottom, contact information for UHAB is provided: 120 Wall Street, 20th Floor, New York, NY 10005, phone 212.479.3300, email cbook@connectedbooks.coop, and time 10:01 PM.

The screenshot shows the 'New Resident Move In' form. It has a title bar 'New Resident Move In' and navigation icons for 'Help', 'Search', and 'MN'. The form is divided into sections: 'Unit Information' with a dropdown for 'Unit' set to 'Select a Unit'; 'Tenant Information' with fields for 'First Name', 'Middle Name', 'Last Name', 'Language' (set to 'English'), and 'Residence' (set to 'Other'); and 'Rent Information' with fields for 'Effective From' (05/01/2009), 'Effective To' (05/01/2010), 'Resident Amount' (\$0.08), and 'Other Amount' (\$0.08). Three yellow callout boxes with arrows provide instructions: one points to the 'Unit' dropdown with the text 'Select the unit Dolly Gonzales just moved out of.'; another points to the 'First Name' and 'Last Name' fields with the text 'Enter the name of the resident moving in, using the appropriate boxes for first and last name'; and a third points to the 'Effective From' field with the text 'Enter the rent amount here. Enter the move in date in the “effective from” field and use a date far in the future for the “effective to” field.'

Activity 2: Rent Updates

Aim: To learn how to update a rent amount in Connected Books

Task: Don Wood and George Costanza will receive a rent increase of \$100 on February 1, 2009. Record this increase in Connected Books.

Click "edit/view" next to the unit/resident whose rent is increasing.

Rent							
	Unit	Current Resident	Started	Ended	Resident Amount	Section 8 Amount	Other Amount
	Apartment 1	Karen Smith	01/01/1993	12/31/2092	\$390.25	\$49.75	\$0.00
	Apartment 2	Carmen Diaz	01/01/1993	12/31/2092	\$300.00	\$0.00	\$0.00
	Apartment 3	Ray Jones	01/01/1993	12/31/2092	\$450.00	\$0.00	\$0.00
	Apartment 4	Ramon Perez	01/01/1993	12/31/2092	\$200.00	\$100.00	\$0.00
	Apartment 5	Tawana Brown	01/01/1993	12/31/2092	\$450.00	\$0.00	\$0.00
	Apartment 6	Dolly Gonzales	01/01/1993	12/31/2092	\$300.00	\$0.00	\$0.00
	Apartment 7	Don Wood	01/01/2003	12/31/2010	\$800.00	\$0.00	\$0.00
	Apartment 8	George Costanza	01/01/2003	12/31/2010	\$800.00	\$0.00	\$0.00
	Store	Acme Bike	01/01/2003	12/31/2010	\$1,400.00	\$0.00	\$0.00

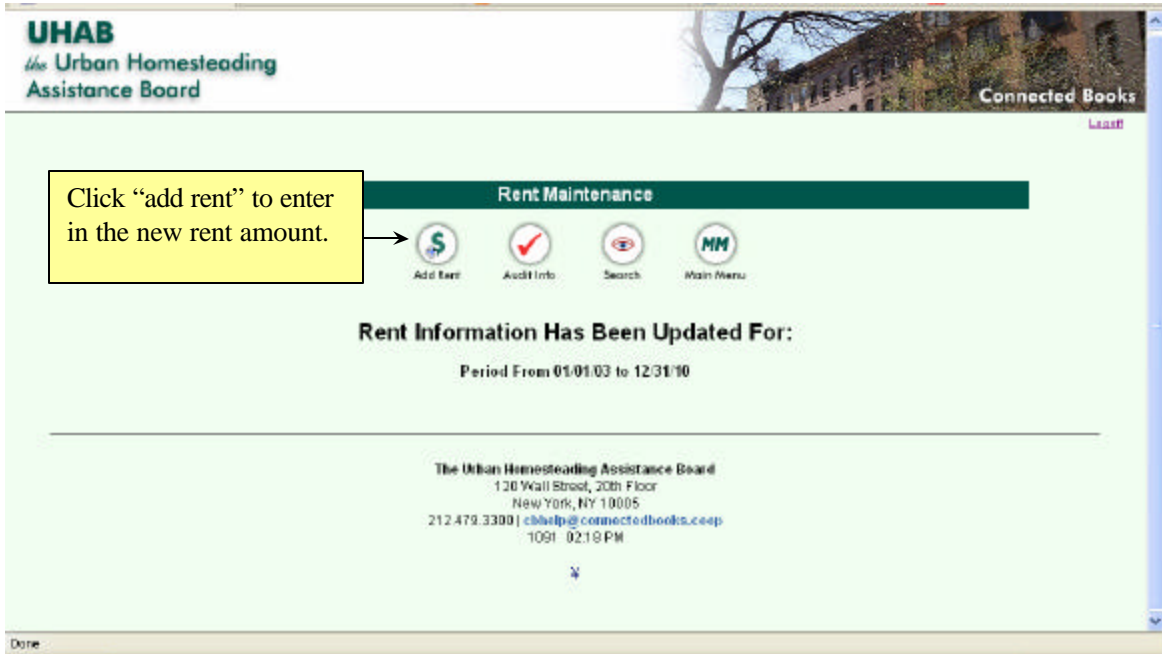
Change only the "effective to" date. This notes the last day that the resident paid the rent that appears on this form.

Change to the day before the rent increase takes effect.

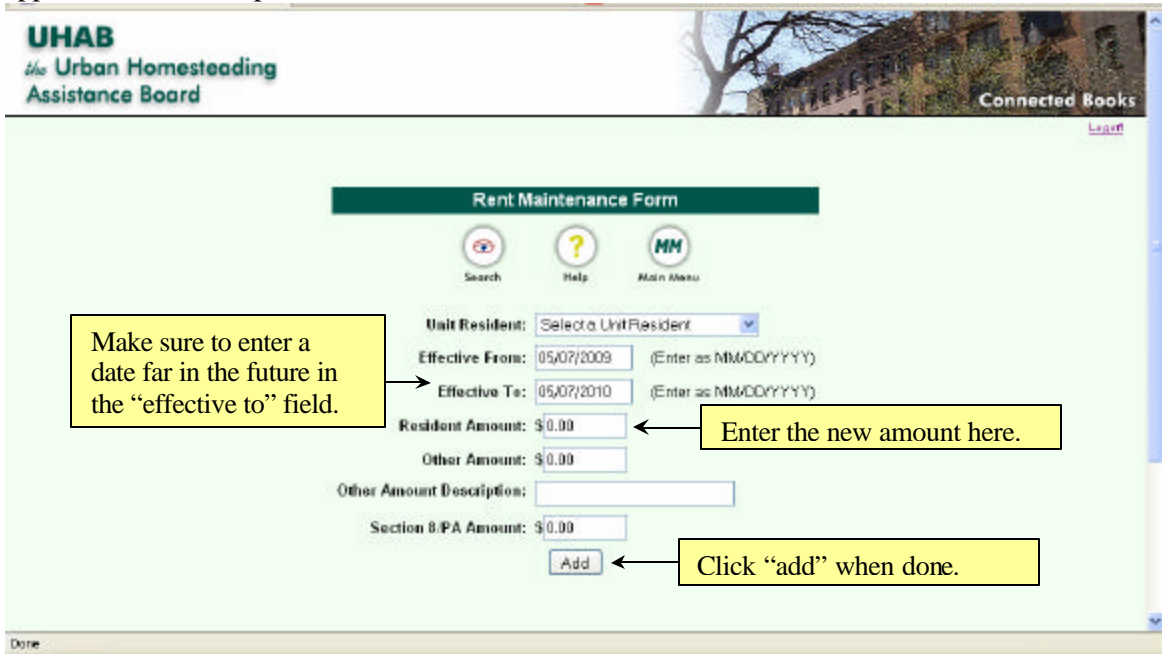
When done, click "update."

Rent Maintenance Form	
Info	Delete
Search	Help
Main Menu	
Resident:	Apartment 7 - Don Wood
Effective From:	01/01/2003 (Enter as MM/DD/YYYY)
Effective To:	12/31/2010 (Enter as MM/DD/YYYY)
Resident Amount:	\$800.00
Other Amount:	\$0.00
Other Amount Description:	
Section 8 PA Amount:	\$0.00
	Update

The Urban Homesteading Assistance Board
120 Wall Street, 20th Floor
New York, NY 10005
212.479.3300 | cbhelp@connectedbooks.cesp
1001 02:01 PM



Enter in the information for the new rent in the appropriate fields—which unit it applies to what time period it covers and the amount.



When you're done, click search. The list of rent entries should look something like this:

The screenshot shows a web browser window displaying a 'Rent' table. The table has the following columns: Unit, Current Resident, Started, Ended, Resident Amount, Section 8 Amount, and Other Amount. The data is as follows:

Unit	Current Resident	Started	Ended	Resident Amount	Section 8 Amount	Other Amount
Apartment 1	Karen Smith	01/01/1993	12/31/2092	\$350.25	\$49.75	\$0.00
Apartment 2	Carmen Diaz	01/01/1993	12/31/2092	\$300.00	\$0.00	\$0.00
Apartment 3	Ray Jones	01/01/1992	12/31/2092	\$450.00	\$0.00	\$0.00
Apartment 4	Ramon Perez	01/01/1993	12/31/2092	\$200.00	\$100.00	\$0.00
Apartment 5	Tawana Brown	01/01/1993	12/31/2092	\$450.00	\$0.00	\$0.00
Apartment 6	John Doe	02/01/2000	05/07/2100	\$300.00	\$0.00	\$0.00
	Dolly Gonzalez	01/01/1993	01/31/2000			
Apartment 7	Don Wood	02/01/2000	05/07/2092			
	Don Wood	01/01/2003	01/31/2009			
Apartment 8	George Constanza	02/01/2000	05/07/2010	\$800.00	\$0.00	\$0.00
	George Constanza	01/01/2003	01/31/2009	\$800.00	\$0.00	\$0.00
Store	Arme Bike	01/01/2003	12/31/2010	\$1,400.00	\$0.00	\$0.00

There are now two rent entries for each of the renters, one for the old rent amount and one for the new.

The end date for the older rent entry and the beginning date for the new one are consecutive days.

Activity 3: Reconciliation

Aim: To understand how and why we reconcile the checking account

Task: Based on the sample statement and your knowledge of reconciliation, answer the following questions.

- 1) What is reconciliation?

- 2) What documents do you need to complete reconciliation for a given month?

- 3) Why is it important to reconcile?

- 4) Look at the dates on the sample statement. Which is the “statement date” and what is the relationship between these dates and the beginning and ending balances?

- 5) Enter the statement date, ending balance and any service charges and then click continue. Now, look at the difference box at the top right part of the screen. How is this number calculated? When you check off items on the list of transactions, how does this affect the difference box?

Summary: Reconciliation

What Is Reconciliation?

Reconciliation= checking your own records of financial transactions against those of the bank to make sure that they match up

What Documents Are Required?

- a) To reconcile a given month, you will need the paper records and the bank statement for that month.
- b) Paper records include check stubs and deposit slips.
- c) Connected Books allows you to enter the information from the check stubs and deposits slips so that it is all in one place and you do not need the actual paper copies in front of you when you reconcile.

Why Reconcile?

- a) Reconciliation allows you to find and investigate any errors in your own records or those of the bank
- b) It also allows you to keep track of outstanding checks

Question 4

- a) The statement date is the ending (later) date
- b) The earlier date is the date on which the account held the beginning balance
- c) The later date (statement date) is the on which the account held the ending balance.

Question 5

- a) Amount in difference box = beginning balance – ending balance
- b) Every time you check off a deposit, the difference box increases by the amount of the deposit
- c) Every time you check off a check or debit, the difference decreases by the amount of the check or debit
- d) In order to complete a reconciliation, the difference box must read zero. This means that the change in account balance corresponding to the items you checked off equal to that on the bank statement. It indicates that the books and the bank statement match up.

Summary: Rent Roll and Customer History Reports

Rent Roll Report

- a) Rent/Maintenance-amount that each resident owes monthly to live in the building
- b) Paid YTD-total amount that each resident has paid from January 1 to the end of the current month
- c) Beginning Arrears—past due amount that the resident owes as of the first day of the month (does not include Rent/Maintenance for that month)
- d) Resident Charges—any non-recurring charge in addition to the Rent/Maintenance (ex: late fee, bounced check fee, lost or damaged co-op property)
- e) Other Fee-any—recurring fee in addition to the Rent/Maintenance (examples: washing machine fee, payment plans for loans/arrears)
- f) Total Due—all the money owed by the resident by the end of the month
- g) Paid This Period—total amount that the building has received from the resident during the month covered by the rent roll
- h) Ending Arrears—total amount the resident owes past due at the end of the month
- i) (Rent/Maintenance) + (Beginning Arrears) + (Resident Charges) + (Other Fee) = Total Due**
- j) (Total Due) - (Paid This Period) = Ending Arrears**

Customer History Report

- a) Customer history report is useful for tracking arrears over time, shows all factors that affect arrears (rent/ maintenance, resident charges, other fees, payments) over time.
- b) Also useful as a billing statement to issue to residents
- c) Has been used in court to claim arrears
- d) Customer History Report does not have Paid YTD and shows information for a single resident over multiple months.

Uses of Rent Roll/Customer History Report

- a) Reports can be used to understand buildings income, explain it to the board
- b) Totals at the Bottom of the Rent Roll Report show how much money your building should received, how much is actually receiving and the difference—that is, how much the building is owed.
- c) If rent roll looks inaccurate, can point to errors in bookkeeping
- d) If there are inaccuracies in the beginning arrears column of the rent roll, can be traced in the customer history report.

Activity 5: Understanding how the Rent Roll and Customer History Reports relate to the Set Up and Banking sections

Aim: To understand where the numbers on the Rent Roll and Customer History Report come from and how to fix inaccuracies.

Task: Based on the last activity and your knowledge of Connected Books, answer the following questions

1. Where do you enter in the data that corresponds to the numbers in each of the following columns on the Rent Roll/Customer History Report?
 - a. Rent/Maintenance
 - b. Resident Charges
 - c. Other Fee
 - d. Paid This Period
2. Where do the beginning arrears for a given month come from?
3. You notice that the ending arrears for one of your residents seem to be incorrect on the current rent roll. What do you look at first to figure out what is going on?
4. You notice that the beginning arrears for one of your residents seem to be incorrect. What sections of the program can you look at to investigate and fix this apparent inaccuracy?

Summary: Understanding how the Rent Roll and Customer History Reports Relate to the Set Up and Banking sections

How “Set Up” and “Banking” Sections Affect the Reports

Banking Menu items:

- a) Bills/Checks feed directly into the Cash Disbursement Report and the “Expenses” section of the Income and Expense Statement
- b) Deposits feed directly into the “paid this period” column on the Rent Roll and Customer History Reports and the “Income section of the Income and Expense Statement
- c) Resident Charges feeds directly into the column of the same name on the Rent Roll and Customer History Reports

Set Up menu items:

- a) The “All Units,” “All Residents” and “All Unit Residents” sections affect the way each of the units and residents are labeled on the Rent Roll and Customer History Reports. These sections can affect the workings of the program on a very basic level so you should usually consult CB technical support before modifying these sections
- b) “All Rent” section determines the “Rent/Maintenance” column on the Rent Roll and Customer History Reports.
- c) The “Current Unit/Resident/Rent” section is a compiles the other sections mentioned above into one. It saves time when setting up the building but is usually not used after that.

Beginning Arrears

- a) Beginning arrears for a given month are carried over from the ending arrears of the last month.
- b) The Customer History Report will show you a history of these arrears.
- c) In order for the program to calculate the arrears and carry them over from month to month, you must complete the month end close and redo it anytime you modify any section that affects the rent roll.

Troubleshooting Ending Arrears

If the ending arrears are off you can look at the other columns to figure out where that number is coming from. Remember these formulas:

Ending Arrears = (Total Due) - (Paid This Period)

Total Due = (Rent/Maintenance) + (Beginning Arrears) + (Resident Charges) + (Other Fee)

Troubleshooting Beginning Arrears

- a) If the beginning arrears are off the first place to look is the Customer History Report as this will give you a history of the arrears
- b) If any of the numbers on the Customer History Report are off you should go to the corresponding section of the to view/edit them
 - a. **If the Rent/Maintenance column looks wrong, go to “all rent”**
 - b. **If the Resident Charges column look wrong, go to “resident charges”**
 - c. **If the Other Fee column looks wrong, go to “all rent”**
 - d. **If the Paid This Period column looks wrong, go to the deposits section. If you need to edit deposits from already reconciled months, call a CB rep to get assistance.**

