iCAM 3.0 Basics

Signing onto Remote Desktop

In order to utilize iCAM 3.0, managers will need to sign into Remote Desktop using the username and password assigned to them from the Home Office which was received to management by RealPage.

To access Remote Desktop locate the Remote Desktop icon on the computer's main desktop and double-click the icon.

1. Once the icon appears, you will see the Remote Desktop Connection with the address computer showing **icam.realpage.com**.
2. Click connect.
3. Input the username and password and click ok or hit enter on the keyboard.

My Remote Desktop username is _____ and the password is _____.

Signing into iCAM 3.0

1. Locate the iCAM icon on the Remote Desktop and double-click the icon.
2. Input the username and password assigned to you and click Log-In or hit enter on the keyboard.

If your username and password was entered correctly, iCAM will load and you will have access to use the software.

My iCAM username is _____ and my password is _____.

The Basics

Once you are logged into iCAM, you will see three columns. The first column is the active property column in which will allow the user to work within the different programs within iCAM. If you manage more than one property, it is in the active property column that you can use the drop down menu to select the property in which you want to work in.

Within the active property column, you will be able to choose which module in which you want to work in. Those programs include:

Occupancy – This module allows users to maintain and keep track of persons inquiring about the property (known as "*Traffic*"); persons who have applied to live at the property (known as "*Applicant*"); and persons who currently live at the property (known as "*Resident*"). In addition, the Occupancy program will allow users to view residents who are receiving outside subsidy from another agency, such as the local housing authority by viewing the "*HAP Certificate*" feature. Lastly, by viewing "*Former Resident,*" the user can view the previous and moved out residents of the property.

Financial – This module allows users to maintain an accurate account of money received on the property. From this program, users will be able to collect application fees, rent and security deposit payments under "*Financial*;" collect HAP money under "*HAP Payments*;" collect income from vending, eviction money redeposit or money from former residents using the "*Non-Resident Income*" tab; and make bank deposits using the "*Banking*" option. Users will not use the G/L Export tab at this time.

Maintenance – Users will not use the Maintenance module at this time.

iCAM 3.0 Basics

Payables – This module allows users to vouch invoices received at the site level in order to process them for payment. Under the "*Purchase Order*" tab, users will be able to issue a Purchase Order for vendors/contractors that are used on the property for unusual occurrences or not on contract. The "*Invoices*" tab allows users to vouch invoices/bills received from vendors and contractors before submitting the invoices/bills to their Regional Property Manager for approval.

Compliance – This module will allow users the ability to process certifications for the applicants/residents.

Miscellaneous – Managers will not use this module at this time.

Completing Manual Backups

If you are unable to back-up the system data using the back-up feature listed under "Today's Action Items" you can perform a back-up manually by doing the below:

1. Toolbar
2. Activities
3. Tools → Backup

It is vital that a manager backup the property's information regularly or as prompted to do so by iCAM. Managers can back-up as often as they wish to do so but management encourages managers to backup any time they are unsure about processing information in iCAM where they feel they may made an error as it will be helpful for management to have the property restored and provide training.

Utilizing the Call Log Feature
Managers can make notes on a person inquiring (Traffic), an applicant or a resident at any time by adding notes to the Call Log for the person. To add notes all the manager has to do is locate the person whom they wish to make a note on and in the Call Log area beside the Unit Information tab, right-click → Add. After putting in their notes the manager needs to ensure they select Save.

THE APPLICATION PROCESS

Entering Traffic

1. Occupancy Module
2. Traffic
3. Bottom of the screen in the white space, right-click → New
   A. *Contact*
      i. Date of Visit (Date the contact was made with the person inquiring)
      ii. Enter at least the First Name and Last name of the person inquiring
      iii. Enter at least a contact number for the person inquiring. If it is a cell phone, list under Home Phone & Cell Phone.
      iv. Click Next to continue
   B. *Details*
      i. Referral (Newspaper ad, Other, Radio ad, Word of Mouth – How did they hear about your property?)
      ii. Referral Source – List how they found you? Limited text here. This tells us where we need to market. For example: LPMC Website.

       iii.   Click Next to continue
- C. *Comments*
  - i.   Add pertinent information only that the person inquiring advises you. For example: Potential applicant only wants an apartment on the 1st floor by the elevator.
  - ii.   Click Finish to save traffic entry.

Converting Traffic Entry to an Applicant

1. Occupancy Module
2. Traffic
3. Find the Traffic entry for the person who inquired about the property, right-click on their name → Application
4. See Applicant information to proceed in inputting information in for an applicant. You will be skipping steps 1 and 2 and begin entry into iCAM with step 3.

Applicant

1. Occupancy Module
2. Applicant
   - A. *Information*
     - i.   Date/Time Applied – Date and time the completed rental application was received by management.
     - ii.   Allow Reasonable Accommodation? Look at the application to see if the applicant wishes to have a handicap apartment or has any special requests made.
     - iii.   Click Next to continue
   - B. *Household Members*
     - i.   Right-click to Add or Edit information.
       - a. Enter in the First Name, Middle Initial only, and Last Name
       - b. Select the Gender for the household member.
       - c. Select the Martial Status for the household member, if known and disclosed by applicant.
       - d. Enter in the Social Security Number (SSN) for the household member.
       - e. Enter in the Date of Birth for the household member.
       - f. Click Next to continue
     - ii.   Address – Enter in the entire physical address for the applicant (No PO Boxes) and click Finish to save the information
     - iii.   Continue to add household members (*if more are listed on the application*) and click Next to continue.
   - C. *Contact Information*
     - i.   Select "Use Head of Household's Address" and enter in contact information, i.e., phone numbers. If the applicant uses their cell phone as their home phone, please list under Home Phone and Cell Phone.
     - ii.   Click Next to continue
   - D. *Guarantor(s)*
     - i.   Management does not utilize Guarantor(s) so click Next to continue.
   - E. *Funding Sources*
     - i.   In review of the annual income listed on the application, select the appropriate unit type the applicant should qualify for based on the information they provided.
     - ii.   Click Next to continue
   - F. *Income*

      i.   Until management has processed the credit and criminal check and the applicant passes and you are ready to process move-in paperwork, do not enter any information in iCAM at this time.

      ii.   Click Next to continue

   G. *Asset*

      i.   Until management has processed the credit and criminal check and the applicant passes and you are ready to process move-in paperwork, do not enter any information in iCAM at this time.

      ii.   Click Next to continue

   H. *Verifications*

      i.   Until management has processed the credit and criminal check and the applicant passes and you are ready to process move-in paperwork, do not enter any information in iCAM at this time.

      ii.   Click Next to continue

   I. *Pets*

      i.   Enter pet information if know according to policies and procedures.

      ii.   Click Next to continue

   J. *Comments*

      i.   Add pertinent information only that the person inquiring advises you. For example: Potential applicant only wants an apartment on the 1st floor by the elevator.

      ii.   Click Next to continue

   K. *Print Outs*

      i.   Do not print out any documents from iCAM at this time.

      ii.   Click Finish to save applicant entry.

Updating Applicant's Income/Asset/Verification

1. Occupancy
2. Applicant
3. Locate the applicant whom you are working on and either double-click on the name or right-click → Edit to begin editing the information you need to update for the application process.

   A. *Income*

      i.   Select the household member by highlighting the name and right-click → Add → Type of income.

      ii.   For applicants who are employed and are not employed through the government, use Non-Federal Wage as the income and use Worksheet A to enter in the annual income. You will need to have completed the income calculator to enter the annual income.

      iii.   Verification Source – Click on the magnifying glass to select a third-party source or to right-click and Add or Edit a current third-party agency to the listing. Do not delete third-party agencies as it could affect other entries.

      iv.   Date Verified – Will be the date the third-party verified the information.

      v.   Click OK to save entry

      vi.   Select Next or Finish to complete editing the applicant's information.

   B. *Asset*

      i.   Select the household member by highlighting the name and right-click → Add → Type of asset.

      ii.   Enter in information as supplied to you by the third-party or that was concluded after review of paperwork.

      iii.   Verification Source – Click on the magnifying glass to select a third-party source or to right-click and Add or Edit a current third-party agency to the listing. Do not delete third-party agencies as it could affect other entries.

      iv.   Date Verified – Will be the date the third-party verified the information.

   v.   Click OK to save the entry.
   vi.   Select Next or Finish to complete editing the applicant's information.
   C. *Verifications*
   i.   Background Check – Highlight "Background" and right-click to edit. Enter date as the date the criminal check was approved. Click OK to save entry.
   ii.   Credit – Highlight "Credit" and right-click to edit. Enter the date as the date the credit check was approved. Click OK to save entry.
   iii.   Select Next or Finish to complete editing the applicant's information.

Application Checklist

This feature will allow managers the ability to view what is needed to process paperwork needed to complete a move-in for an applicant, pending Compliance final approval.

1. Occupancy
2. Applicant
3. Locate the applicant you would like to check the status on and right-click on their name → Application Check List.

Reservation

Before making a reservation make note of the unit numbers and unit types, i.e., 30%, 50%, 60%, 1 BR, 2 BR, etc.

1. Occupancy
2. Applicant
3. Locate the applicant you would like to make the reservation for and right-click on their name → Process → Reservation.
   A. Reservation Date
   B. Unit # (*use the magnifying glass to locate the unit*)
   C. Proposed Move-In Date
   D. Click OK to save entry.

Move-In Documents

To begin the Tenant Income Certification, managers will need to complete the move-in documents in iCAM.

1. Occupancy
2. Applicant
3. Locate the applicant you would like to begin the TIC on and right-click → Process → Move In → Documents
4. In the white area, under Lease, managers will need to right-click → Add → LIHTC Certification
   A. *Certification Type*
      i.   Move-In Date will be the proposed move-in date the applicant will move onto the property.
      ii.   Click Next to continue
   B. *Member Identification*
      i.   Verify Social Security Number (SSN), Date of Birth and Sex for household members.
      ii.   Click Next to continue
   C. *Member Status*
      i.   Edit the Student Status information and the Race/Ethnicity Information

      ii.   Click Next to continue
- D. *Household Summary*
  - i.   Edit Household Type.
  - ii.   Edit Employment Type.
  - iii.   Edit number of unborn children, if applicable.
  - iv.   Edit Full-Time Student Exception, if applicable.
  - v.   Click Next to continue
- E. *Resident Income*
  - i.   Verify all income has been entered and is correct.
  - ii.   Click Next to continue
- F. *Asset Income*
  - i.   Verify all asset income has been entered and is correct.
  - ii.   Click Next to continue
- G. *Income Summary*
  - i.   Review to ensure income and assets income matches the paperwork we have on-file.
  - ii.   Click Next to continue
- H. *Tax Credit Qualification*
  - i.   Select the appropriate income set aside for the unit, i.e., 30%, 50%, 60%, etc.
  - ii.   Click Next to continue
- I. *Print Outs*
  - i.   Select the Preview option (*from the lower left of the iCAM screen*) and print the TIC as this will be the paperwork you will use to send in to Compliance with the other paperwork for approval. You should note that Draft will be listed on all signatures lines and will remain on the signature lines until Compliance has approved your paperwork and the status of the TIC has been changed.
  - ii.   Click Next to continue
- J. *Finalization*
  - i.   Review this area for any errors or warnings that could be caused by data entry, missing information, or even applicant ineligibility, which can include the household being over income, rent overburdened or even full-time student ineligible.
  - ii.   Click Finish to save the TIC information as it has been entered.

HAP** (*If an applicant will be paying full rent, you will not need to process a HAP certificate.*)

To enter in a HAP subsidy onto a TIC managers will need to create the HAP certification in iCAM.

1. Occupancy
2. Applicant
3. Locate the applicant you would like to create the HAP certificate on under Move-In documents and in the white area right-click → Add → HAP.
   - A. In the white box, right-click → Add.
   - B. Using the drop down menu, select the appropriate third-party agency. This will usually be "default."
   - C. HAP ID – Enter in the unit number (hyphen) type of assistance, i.e., 8 for Section 8 assistance, K for key assistance, Q for Quadel assistance, etc. Example: 210 – K. This tells management this is a HAP applicant who will be living in unit 210 and receiving key assistance.
   - D. Subsidy Amount – Enter in the amount the third-party agency will be paying on behalf of the applicant.
   - E. Click OK to save
   - F. Click OK to complete the HAP certification

**Don't forget if you add HAP, you will need to go back under LIHTC Certification to Preview and print out a new TIC to send to Compliance for review. <u>ALWAYS</u> make sure that the HAP Subsidy and the Applicant portion both equal the full contract rent of the unit.

<u>Lease Terms</u>

To edit the lease terms, rent of the unit, add other charges (*if applicable*), escrow required, etc. managers will need to go into the Lease in iCAM.

1. Occupancy
2. Applicant
3. Locate the applicant you would like to review the Lease terms on and highlight the name, right-click → Process → Move In → Documents
4. Double click or right-click and Edit the Lease
   A. *Terms*
      i. Unit Type
      ii. Is Month-to-Month (*only at recertifications is this applicable*)
      iii. Begin Date – Will be the move-in date
      iv. End Date – Will be the date the initial lease will end
      v. Click Next to continue
   B. *Contact Information*
      i. Will be the address the applicant will be moving into.
      ii. Update telephone numbers if able at this time.
      iii. Click Next to continue
   C. *Monthly Charges*
      i. Confirm the rent amount for the unit is correct.
      ii. Right-click and add cable charges, commercial rent, etc. in this area if needed. **DO NOT** enter in HAP charges in this area as it will double bill subsidy charges.
      iii. Click Next to continue
   D. *Concessions*
      i. Only upper management can enter concessions so managers will need to click Next to continue.
   E. *Pets*
      i. Enter pet information if know according to policies and procedures.
      ii. Click Next to continue
   F. *Escrow Required*
      i. Ensure the escrow being shown is the amount of escrow for the unit and being charged.
      ii. Click Next to continue
   G. *Comments*
      i. Add only pertinent comments to this area as it relates to the lease terms.
      ii. Click Next to continue
   H. *Print Outs*
      i. Click Finish to save the document.

<u>Approve/Cancel/Deny Applications</u>

After obtaining an approval from the Compliance Department, managers are to go into iCAM and update the file with the approval date. If the applicant withdraws his/her application, the manager will enter in iCAM as "cancel" or if the file is denied due to eligibility or income requirements/restrictions, the manager will update the application showing "denied."

1. Occupancy
2. Applicant
3. Locate the applicant you want to update the status of the application on and right-click → Process → Application
4. Update the file using the date the file was approved, canceled by the applicant or denied. In the white box under the date notate who approved the file or if the file was canceled or denied, notate those reasons why.
5. Click OK to save

Moving In an Applicant

After the approval has been received from the Home Office or management, the Site Manager after executing a signed lease with an applicant can move the applicant into iCAM making the applicant, a resident. No manager can move in anyone without approval.
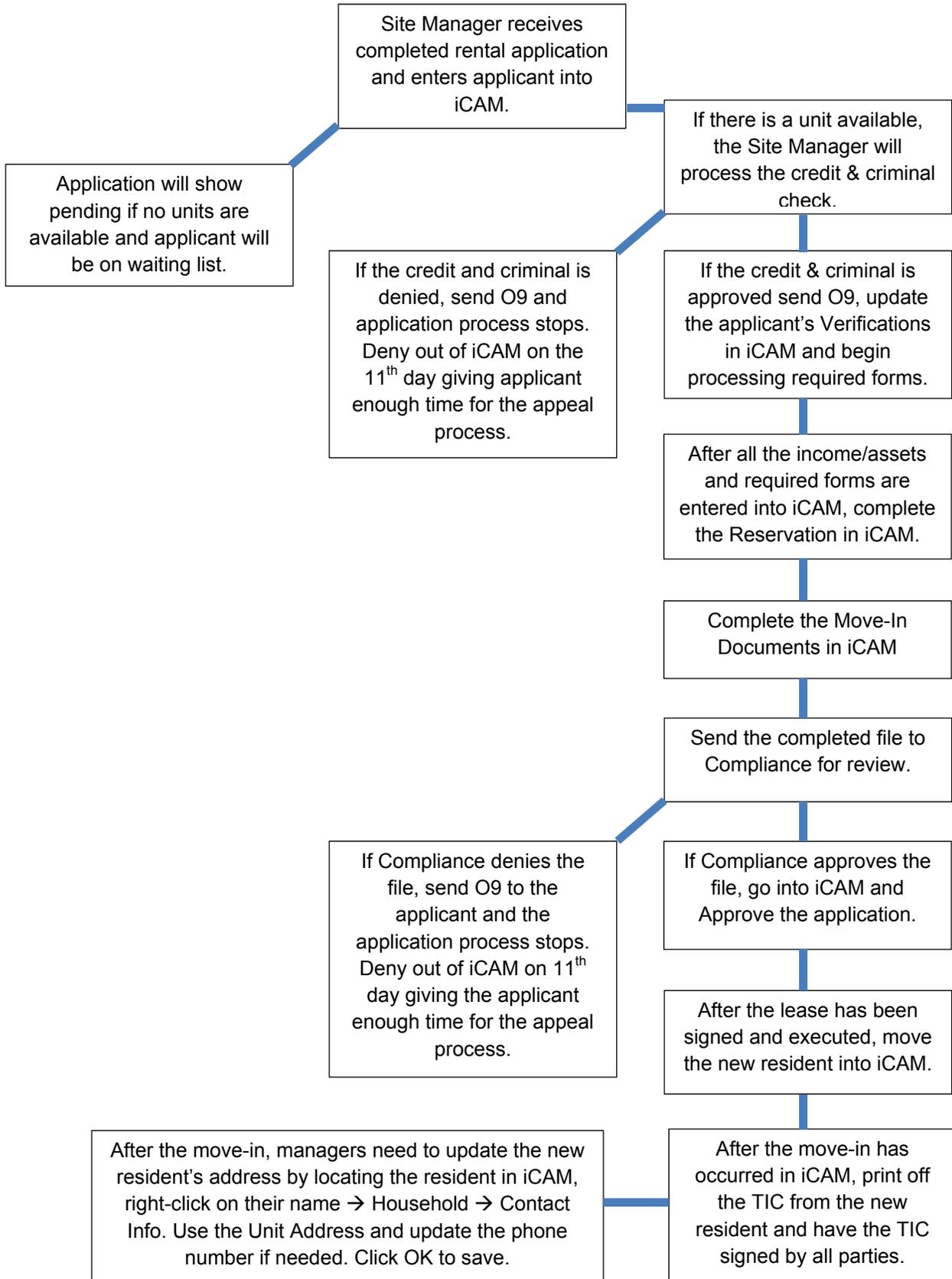
1. Occupancy
2. Applicant
3. Locate the applicant you would like to move-in into the iCAM system and right-click → Process → Move In → Complete Move In
4. Enter in the actual move-in date and click OK
    A. *Overview*
        i.   Enter in the time the lease was signed
        ii.   Click Next to Continue
    B. *Verify HAP* (*if applicable*) *and LIHTC Certifications*
        i.   Click Next to Continue
    C. *Verify Move-In Charges*
        i.   Verify the correct monthly and move-in charges are correct
        ii.   Click Next to continue.
    D. *Verify Move-In Concessions*
        i.   Click Next to continue
    E. *Security Required*
        i.   Verify the correct escrow deposit is being charged and
        ii.   Click Next to continue.
    F. *Print Outs*
        i.   Click Next to continue

After the applicant has been moved into the iCAM system, managers will need to go into Resident to print off the TIC.

1. Occupancy
2. Resident
3. Locate the resident's name, highlight it in blue and right-click → Household → Documents
4. Under the LIHTC Certifications tab at the top, locate and highlight the TIC that you need to print off as it will show the move-in date, Initial file and the status of the file will state, "Final and Signed."
5. Right-click on the TIC → Preview LIHTC Form.
6. Print and have the TIC signed by the new resident and by the manager. This form should be signed the same day the move-in occurs and placed in the resident file.

iCAM 3.0 Basics

Application Processing

Site Manager receives completed rental application and enters applicant into iCAM.

Application will show pending if no units are available and applicant will be on waiting list.

If there is a unit available, the Site Manager will process the credit & criminal check.

If the credit and criminal is denied, send O9 and application process stops. Deny out of iCAM on the 11th day giving applicant enough time for the appeal process.

If the credit & criminal is approved send O9, update the applicant's Verifications in iCAM and begin processing required forms.

After all the income/assets and required forms are entered into iCAM, complete the Reservation in iCAM.

Complete the Move-In Documents in iCAM

Send the completed file to Compliance for review.

If Compliance denies the file, send O9 to the applicant and the application process stops. Deny out of iCAM on 11th day giving the applicant enough time for the appeal process.

If Compliance approves the file, go into iCAM and Approve the application.

After the lease has been signed and executed, move the new resident into iCAM.

After the move-in, managers need to update the new resident's address by locating the resident in iCAM, right-click on their name → Household → Contact Info. Use the Unit Address and update the phone number if needed. Click OK to save.

After the move-in has occurred in iCAM, print off the TIC from the new resident and have the TIC signed by all parties.

THE RECERTIFICATION PROCESS

Creating an Annual Certification

1. Occupancy
2. Resident
3. Locate the resident in iCAM highlighting their name and right-click → Household → Documents
4. Select the LIHTC Certifications tab and in the white, right-click → New
5. Select the Effective Date of the annual certification
6. For Certification Action, choose Annual and click OK to continue.
7. Begin the recertification process in iCAM at this time.
    A. *Certification Type*
        i. Confirm the effective date of the TIC
        ii. Click Next to continue
    B. *Household Members*
        i. Confirm the household members and right-click and add any additional members for the certification, if needed.
        ii. Click Next to continue
    C. *Member Identification*
        i. Confirm the Social Security Numbers (SSN), Date of Birth and Gender for the household member(s)
        ii. Click Next to continue
    D. *Member Statuses*
        i. Edit the Student Status information and the Race/Ethnicity Information
        ii. Click Next to continue
    E. *Household Summary*
        i. Edit Household Type.
        ii. Edit Employment Type.
        iii. Edit number of unborn children, if applicable.
        iv. Edit Full-Time Student Exception, if applicable.
        v. Click Next to continue
    F. *Resident Income*
        i. Verify all income has been entered and is correct.
        ii. Click Next to continue
    G. *Asset Income*
        i. Verify all asset income has been entered and is correct.
        ii. Click Next to continue
    H. *Income Summary*
        i. Review to ensure income and assets income matches the paperwork we have on-file.
        ii. Click Next to continue
    I. *Tax Credit Qualification*
        i. Select the appropriate income set aside for the unit, i.e., 30%, 50%, 60%, etc.
        ii. Click Next to continue
    J. *Print Outs*
        i. Select the Preview option (*from the lower left of the iCAM screen*) and print the TIC as this will be the paperwork you will use to send in to Compliance with the other paperwork for approval. You should note that Draft will be listed on all signatures lines and will remain on the signature lines until Compliance has approved your paperwork and the status of the TIC has been changed.
        ii. Click Next to continue
    K. *Finalization*

      i.   Review this area for any errors or warnings that could be caused by data entry, missing information, or even applicant ineligibility, which can include the household being over income, rent overburdened or even full-time student ineligible.

      ii.   Click Finish to save the TIC information as it has been entered.

      iii.   Until Compliance has approved the recertification paperwork under the LIHTC Finalization – Certification Status and using the drop down menu you will need to select Draft.

      iv.   Click OK to save the information in iCAM.

Editing the Pending Certification

To Edit information until the TIC is complete and approved by Compliance, managers can simply do so by going into the TIC by:

1. Occupancy
2. Resident
3. Locate the resident in iCAM highlighting their name and right-click → Household → Documents
4. Select the LIHTC Certifications tab and locate the pending certification in which you need to edit.
5. On the selected certification, right-click → Edit
6. Preview the TIC to ensure the corrections were made. Managers can reprint out the pending draft at this time if needed in order to send it to Compliance for review. Click Next to continue.
7. Finalization – Review for any errors and if there are no errors click Finish.
8. Until the certification has been approved leave the certification status as Draft and click OK to save.

Approving a Pending Certification

After the recertification has been approved by Compliance managers need to update iCAM showing the certification has been approved and is pending signatures from the manager and the household recertifying. To do this managers will:

1. Occupancy
2. Resident
3. Locate the resident in iCAM highlighting their name and right-click → Household → Documents
4. Select the LIHTC Certifications tab and locate the pending certification for the household.
5. On the selected certification, right-click → Edit
6. Immediately go to the Finish option and under the LIHTC Finalization – Certification Status and using the drop down menu you will need to select Pending Signatures.
7. Click OK to save the information in iCAM.

Finalizing a Pending Certification

Once the TIC, the L7 and the L10 have all been signed by the manager and household member(s), managers need to finalize the TIC in iCAM by:

1. Occupancy
2. Resident
3. Locate the resident in iCAM highlighting their name and right-click → Household → Documents
4. Select the LIHTC Certifications tab and locate the pending certification for the household.
5. On the selected certification, right-click → Final and Sign
6. Confirm the TIC's effective date and click Yes to save.

7. Under the LIHTC Finalization – Certification Status and using the drop down menu you will need to select Final and Signed.
8. Click OK to save the information in iCAM.

Note: Until the effective date of the recertification the TIC will remain to show as Pending under LIHTC Certifications however once the date of the certifications goes into effect it will automatically show under History.

Late Recertifications

Please note for late recertifications iCAM will not give you the option of saving files in iCAM as pending until Compliance has approved the file as iCAM will automatically save the file being entered as Final and Signed leaving the manager to have to correct files as needed. It is vital that managers stay on top of their recertifications and follow company policies and procedures for residents who fail to begin the recertification process when notified to do so by management.

CURRENT RESIDENTS INFO

Updating a HAP Change

Should the manager receive a HAP change from a third-party source the manager will need to go into iCAM and create the HAP change.

1. Occupancy
2. Resident
3. Locate the household's name and right-click → Household → Documents
4. Locate the HAP tab and in the white, right-click → New
5. Enter in the effective date the HAP change will go into effect and click OK.
6. Enter in the Resident/Tenant portion in the Rent Amount
7. In the white area right-click and Add
   A. Using the drop down menu, select the appropriate third-party agency. This will usually be "default."
   B. HAP ID – Enter in the unit number (hyphen) type of assistance, i.e., 8 for Section 8 assistance, K for key assistance, Q for Quadel assistance, etc. Example: 210 – K. This tells management this is a HAP applicant who will be living in unit 210 and receiving key assistance.
   C. Subsidy Amount – Enter in the amount the third-party agency will be paying on behalf of the applicant.
   D. Click OK to save
   E. Click OK to complete the HAP certification
   F. Click Close to finalize the HAP change.

Note: ALWAYS make sure the HAP subsidy and the Resident/Tenant portion equal the full contract rent of the unit.

Performing a Move-Out

The same day the manager takes possession of a unit he/she is to move the resident out of iCAM.

1. Occupancy
2. Resident

3. Locate the household's name and right-click → Process → Move-Out
4. Enter in the move-out date and click OK to continue.
5. Confirm the move-out and select Yes to continue.
   A. *Move-Out Info*
      i. The responsible date will always be the same as the move-out date.
      ii. Using the drop-down menu select the best reason for move-out. **If eviction was completed on the household or even started on the household at the time the household moved out, notate the reason as being Eviction; if the lease was terminated, select None.
      iii. Click Next to continue
   B. *Forwarding Info*
      i. Update the forwarding information with the address provided by the former resident. **If the former resident did not provide you with a new address the forwarding address wil be the unit's address as it is their responsibility to have their mail forwarded to their new address with the Post Office.
      ii. Click Next to continue
   C. *Comments*
      i. Add only pertinent comments to this area as it relates to the former resident.
      ii. Click Next to continue
   D. *LIHTC Certification(s)*
      i. iCAM will notify you which of their certification will be deactivated once the former resident is moved out of the iCAM system. This will be their move-in certification if they never renewed or it will be their most recent recertification that was completed.
      ii. Click Next to continue
   E. *Print Outs*
      i. Management does not print out any forms from iCAM at this point.
      ii. Click Next to continue
   F. *Unit Status*
      i. Choose Vacant as the status of the unit.
      ii. Click Finish to save and complete the move-out in iCAM.

Financial

In this area management will managers will process paperwork affecting the financials of the property such as rent/security deposit collection, charges, HAP payments, etc.

Collecting Rent

1. Financial
2. Collection
3. Ensure the View By Status has resident selected.
4. In the right box locate the household and right-click → Payment → Receipt → General Operating
5. Date of payment – The date the manager accepts the payment from the resident, not the date of the check or money order.
6. Amount – Amount listed on the check or money order. Managers are not permitted to accept partial payments without approval from upper management.
7. Type of Payment – Managers will use the drop down menu to select how the payment was received.
8. Check # - Managers will need to enter the check or money order exactly how it appears on the payment. Managers are not permitted at any time to accept cash in the site office.
9. Choose to either print the receipt or unselect the box to not print off the receipt. Think Green!

10. Click OK to save the payment in iCAM.

Note: If ever you get a pop-up box advising you that you are accepting payment for more than or less than what iCAM has billed do not hit yes until you ensure the information was entered correctly into iCAM. Again, managers are not to accept payments less than what is owed as it is considered to be a partial payment. If collecting an application fee, change the View By Status to Applicant and receive payment as outlined above.

Collecting Security Deposits

1. Financial
2. Collection
3. Ensure the View By Status has resident selected.
4. In the right box locate the household and right-click → Payment → Receipt → Security Deposit
5. Date of payment – The date the manager accepts the payment from the resident, not the date of the check or money order.
6. Amount – Amount listed on the check or money order. Managers are not permitted to accept partial payments of security deposits without approval from upper management.
7. Type of Payment – Managers will use the drop down menu to select how the payment was received.
8. Check # - Managers will need to enter the check or money order exactly how it appears on the payment. Managers are not permitted at any time to accept cash in the site office.
9. Choose to either print the receipt or unselect the box to not print off the receipt. Think Green!
10. Click OK to save the payment in iCAM.

Note: Managers are to collect security deposits from the residents as stipulated by the lease addendum for Security Deposits. Managers can charge two security deposit late fees to a resident before issuing a non-compliance to the household and demand the remaining security deposit to be paid in full within the cure period of the property.

Entering Miscellaneous Charges

As managers encounter times that they have to issue charges, i.e., late fees (*only when iCAM does not bill the late fee*); damages and cleaning charges, warrant fees, etc. the manager will need to enter in the manual charge into iCAM.

1. Financial
2. Collection
3. Ensure the View By Status has the resident selected.
4. In the right box locate the household and right-click → Charge.
5. Enter the date of the charge.
6. Enter the amount of the charge to the resident.
7. Using the drop down menu choose the best description of the charge to the resident.
8. Do not print off the charge notice as management will give out a notice to the resident using our own form.
9. Click OK to save the charge in iCAM.

Things to Remember:
• When charging for eviction costs, charge to the account "Warrant Fees."
• Application fees are to be charged to "Application Fee" not Credit Check Fee or Criminal Check Fee.

- If charging a former resident, change the View By Status to Applicant and process charges accordingly as outlined above.

Entering HAP Payments

1. Financial
2. HAP Payments
3. In the white area to the right, right-click → New.
4. Enter the date of payment.
5. Enter the amount received for HAP.
6. Locate the unit number or resident the HAP payment is to be applied to.
7. Continue enter in payments received until bottom total turns from **red** to **black**.
8. Click OK.
9. Confirm that the HAP payment is to be applied and select Yes to apply the payment in iCAM.
10. Print off the deposit paperwork.

Entering Non-Resident Income

Non-resident income can NEVER be entered in with other receipts, i.e., other payments being deposited into the General Operating Account. To ensure this is not done, check Financial and Banking first. If you do not see any other receipts pending to be reconciled you can enter in the non-resident income.

1. Financial
2. Non-Resident Income
3. In the white area to the right, right-click → Add → General Operating. At this time we do not have any non-resident income that will ever be deposited into the security deposit account.
4. Income Date – Enter the income date.
5. Income Amount – Enter the amount collected.
6. Ledger Code - Using the drop down menu select the correct account from the GL Posting Account.
7. Payment Type - Select the appropriate type of payment received.
8. Do not print off a receipt for this data entry so ensure the Print Receipt box has been unselected.
9. Click OK to save the payment in iCAM.

Making Bank Deposits

1. Financial
2. Banking
3. In the white area to the right, right-click → select the appropriate account that the deposit will be made, i.e. General Operating or Security Deposit.
4. Deposits – Confirm the number of receipts match the deposit slip that will be taken to the bank. If correct, click Next to continue.
5. Deposit Summary – Confirm the date of deposit is correct, make notes (*if applicable*) and click OK to continue.
6. Confirm the deposit information and click on Yes to save the deposit information in iCAM.
7. Print out the paperwork that displays and keep with the copies you made of the checks/money orders and deposit slip(s).

Note: The notes area is a great area to notate information pertaining to the deposit being made such as if it was a deposit of laundry/vending money; eviction re-deposit; and deposit of payments received from a former resident (*also include their old unit number*), etc.

Accounts Payables

Importing New Vendors

In order to establish a new vendor in the iCAM system, Accounts Payable will be required to obtain from the site a completed W-9 and if the business is not a LLC, will need a photocopy of the person's driver's license or government issued ID along with a copy of their Social Security Card and the Independent Contractor Agreement. If the business has a tax ID number Accounts Payable will need a copy of the W-9 along with the business certificate and liability insurance information. Once the Site Manager has obtained the required information, he/she will scan it to their Accounts Payable person and request a new vendor number. After their Accounts Payable clerk has entered in the new vendor into OneSite the Site Manager will need to Import the vendor in iCAM by doing the following:

1. Toolbar
2. Activities
3. Miscellaneous
4. Vendors
5. In the list of current vendors, right-click → Import
6. Select OK to save the revised Vendor listing.

Or a manager can also do the following:

1. Miscellaneous module
2. Vendor
3. In the list of current vendors, right-click → Import
4. Select OK to save the revised Vendor listing.

Entering a Purchase Order

1. Payables
2. Purchase Orders
3. In the white area to the right, right-click and select New → Purchase Order.
4. Enter the date issued (*this is the date you requested the item or work to be completed*).
5. Vendor ID – Click on the magnifying glass to select a vendor. If you do not see the vendor listed, you will need to contact your Accounts Payable person at the Home Office for them to enter the new vendor into iCAM. Please be sure that you have a completed W-9 from the business which whom you used or will use. You will then need to ensure you Import the new vendor in the iCAM system in order to include the new vendor in your list of vendors. After selecting the vendor, hit OK to continue. The vendor's information should be filled in at this point and if the information is correct, click Next.
6. Details – Click on the blue box and choose Expense. All items will be listed as an Expense, not an Item.
7. Click on the ID Column and search for the appropriate account code for the purchase that you will be making. Multiple purchases for the <u>same</u> account code can be grouped together, i.e., repair supplies, ground supplies, office supplies, etc. (*Do not group different account codes with one another. For example, do not put ground supplies in with repair supplies as you will need to add another line.*)
8. Click on the unit cost column and put in the amount of the item. Make sure to add in any freight costs with any expense.
9. Click on the tax column and put in the tax amount for that item.

10. When you have finished putting in all the account codes you need for the purchase, click OK. You will need to Approve and Print the Purchase Order in order to submit it with your invoice that you received from your vendor.

Things to remember:
- To import new vendors you will go to the toolbar and select "Activities" then go to Miscellaneous, select "Vendors" and under Vendor Management, right-click → Import. This needs to be completed only after Accounts Payables advised that the new vendor has been placed into OneSite by the Home Office.
- You should always have a Purchase Order **BEFORE** making any purchase. Purchase orders can be guestimates.
- Purchases over $150 should have approval from your Regional Property Manager.
- You do not have to approve and print the Purchase Order until you receive your item(s).

Vouching Invoices

1. Payables
2. Invoice.
3. Right-click in the white space → Create → Invoice.
4. Vendor ID – Click on the magnifying glass to select a vendor. If you do not see the vendor listed, you will need to contact your Accounts Payable person at the Home Office for them to enter the new vendor into iCAM. Please be sure that you have a completed W-9 from the business which whom you used or will use. You will then need to ensure you Import the new vendor in the iCAM system in order to include the new vendor in your list of vendors. After selecting the vendor, hit OK. The vendor's information should be filled in at this point.
5. Enter the date of the invoice.
6. Enter the invoice number. **If the vendor does not have an invoice number, utilize the date in MMDDYYYY format.
7. Enter the exact total of the invoice.
8. Enter the due date (*net 30-days from the date of the invoice.*)
9. Click Next to continue.
10. Under Account use the magnifying glass to select the correct GL account code from the list.
11. Enter the amount to be charged to the GL account code.
12. Add any pertinent details to the account description. DO NOT change the account description but only add to it. See below for how to notate information.
13. Click Finish to save the invoice in iCAM.
14. Highlight the invoice you would like to print and right-click → Print Invoice → Invoices → O45 AP Voucher.

Things to remember:
- Use the Notes field under the due date to notate any purchases made that are reserve eligible. Your Regional Property Manager will advise you if purchases are reserve eligible as you would be required to have approval of these purchases as they are normally over $150.
- To import new vendors you will go to the toolbar and select "Activities" then go to Miscellaneous, select "Vendors" and under Vendor Management, right-click and choose to Import. This needs to be completed only after Accounts Payables advised that the new vendor has been placed into OneSite by the Home Office.
- On the Vendor Information screen in the notes field, type in information vital for the processing of the invoice only. These items could include important items to notate such as hurricane damage repair; Reserve Request; etc.

- On the Details screen, do not delete the Description, but add to it. Leave the description that is in iCAM as it is and just add to it giving important information such as a description to what was purchased or what unit number work was completed in, i.e., Electrical Contract - #215 Stove.