

## Current Version

Version 6.9 is the current production release. As always, minor improvements are periodically added to a production release. Even though you may have the mailed update option, we encourage you to download when minor changes are implemented. Check your version by going to Help, About. The most recent version is 6.9.38 Release 2007.06.18.

*Previous bulletins are available at [www.promas.com/support.htm](http://www.promas.com/support.htm)*

## Agent Commissions

If you have the need to calculate commissions to property managers, agents and others based on income to a unit or group of units, use the How To document #289 "Commissions to a Third Party" as your guide.

## Hold Owner Funds

The "Set Aside" procedure outlines several ways to keep owner/property funds from being spent or returned as distributions. One way (Method 2b) is to create a liability account that you move the money into. It has the advantage of not only protecting the funds from being used for other than the intended purpose, but also shows the set aside transaction as an expense on the statement and reflects the spendable amount as the balance (disregarding the accumulated set aside amount).

An alternative that is outlined in that procedure (Method 2a) is to use the Base Reserve, Enforce Base field in the owner/property profile. Setting the Base Reserve and marking the Enforce Base checkbox changes the minimum balance the account can be drawn down to from \$0 to the amount entered. The balance reflected on the statement will be the total being held for the owner, including the accumulated set aside amount.

To make the set aside funds useable, a journal voucher is required. To make the Base Reserve funds available, either reduce the reserve or unmark the Enforce Base checkbox.

## New Computer

Whenever you get a new computer, there are always issues with getting it set up to match what you had on your previous computer.

### Common issues:

Vista machine – if your new computer uses the Vista operating system, use the Links dropdown to print out the Vista Issues How To document.

Printing – a printer that worked on your previous machine may need the current print driver from the manufacturer's website to work properly on your new machine.

Local directory – the local directory in PROMAS, which is used to file the initialization parameters, defaults to a Windows designated location. If the path to that location exceeds 90 characters, an Error 534 occurs. Shortening the path by moving up one or more levels in File, Local Directory will usually solve the problem.

Registry Settings - whenever PROMAS is run for the first time on a machine the registry settings are checked. Proceed by clicking "Change Registry Settings", then click <OK> and then close by clicking the X in the upper right corner.

If after getting a new computer you experience difficulties that require calling the Help Desk, make sure you mention that you have a new machine. Their knowing what changes occurred will make it easier to assist you.

## Rental Analysis

The Unit Report Rental Analysis provides a snapshot of the status of your managed units. It breaks out occupied vs vacant units and breaks down the rent and fees for each management group.

Using the Restrict To and Limit To options you can run the report for any subset you care to track. Commonly used are property manager, property (apartments, strip malls, commercial), profile list (a diverse group), category (like units).

## Bugs

A bug is an error, flaw, mistake in the computer program that prevents it from behaving as intended.

We are often asked if there are any known bugs in PROMAS. Our answer is always no – if there was a bug we would fix it. Any reported behavior that we deem a bug is fixed promptly. Does this mean there are no bugs in PROMAS? There may be some, but until they become known, there isn't much that can be done.

If PROMAS doesn't do something the way you think it should be done, let us know – support@promas.com. It may be something we can change to work more efficiently.

### Request an Audit Review

A service performed by our experienced support staff. This is how it works: You send a backup of your data to us (see the Help on Send Us Your Data). We will audit your records and analyze your setup. You will receive a full report of our findings and recommendations. Pricing is based on one posting table.

**Pricing - \$150**

### Supplies We Provide

- Checks-preprinted and blank (MICR)-How To doc.#301
- Deposit Slips - laser, perforated - How To doc.#301
- Envelopes for statements/checks-How To doc.#301
- End of Year Forms - 1099's, W2, Interest forms, Envelopes - order using How To document #310
- MICR Toner Cartridges - call for details
- Monitors-LCD 19" from training classes-call for availability
- Check reader - call for details

## Ways to Charge an Owner

The most common means of “charging” an owner is to enter and pay an invoice or recurring check or post a single check. Journal Transfers are another common means.

An often overlooked means is using the Recurring Transfer function. It was designed initially to handle tax collections on rent in Arizona, Hawaii and Florida. This feature is also useful whenever you want to charge an owner based on income received or payments made.

Examples:

Eviction Protection/Insurance Premium – based on rent collected the owner can be charged a percentage or a fixed amount.

Commissions Due – based on management fee expenses the manager's/agent's monthly commission can be calculated.

Maintenance Administration Fee – based on selected bills paid, administration fees can be collected.

## Email Addresses

The email address field for the owner, tenant, vendor and manager profiles was increased from 40 characters to 120 characters to accommodate multiple email addresses. Use a comma as the separator.

Owner, tenant and vendor email address fields were added to the text substitution list for letters and mail merging to word processing.

## Invoice Warning

If you want to be alerted that an owner/property has insufficient funds available to pay an invoice that you are entering, then mark the checkbox on Setup, Processing Defaults, tab 3.

### Remote Training/Remote Help

\$240 for 3 hours - call for details

### Training - classes

**Basic:** Phoenix, AZ Sept 24,25

**Advanced:** Phoenix, AZ Sept 26

*Classes need a minimum of 12 attendees.*

**Registration forms:**

***www.promas.com/pdf/training302.pdf or  
In PROMAS, click Links, Training Schedule***