

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 2007.07.20.

Previous bulletins are available at www.promas.com/support.htm

Check Reader

The MICR check reader attaches to a PS2 type connector keyboard. Many of the newer machines do not have a PS2 connector interface so the keyboard attaches via a USB connector. To use or continue to use a reader on a USB port machine requires a PS2-female to a USB-A port adapter. An adapter we tested that works is available from Radio Shack --it is model 26-723 and costs \$14.95. You must use a PS2 keyboard and the MICR check reader along with the PS2 port adapter.

Bank Reconciliation

Banks send statements out within two weeks of the monthly closing. Doing the reconciliation should be a priority when the statement is received. Banks make errors. Bookkeepers make errors. Reconciling in PROMAS can catch most of those errors. Fee based managers in most states are required to reconcile monthly. If you are not a fee based manager, knowing that your accounting records are correct can only be assured if you have completed the bank statement reconciliation.

Rebuilding on a Workstation

To rebuild on a local machine rather than the server, copy the database to the local machine and then setup a new database in System Security using a path of C:\RPRO-MAS\DATA. This will use the same login sequence but the database accessed will be on the local C drive rather than the server.

See our How To document #352 Rebuilding Database on a Workstation for details.

Multiple Cities / Same Zip Code

When you have the same zip codes for 2 or more cities, do the following: Open the zip code table using the icon. Scroll to the bottom of the list and tab to open an empty line item. Type in the zip code, city, state and save. From now on, entering that zip code will take you to the zip code table to select the one for that profile.

Help Desk Hint

The Help Desk says: If something happens differently than normal, record what happened so the same end result is achieved had it happened normally. For example, an owner has a cash contribution for emergency repairs electronically transferred from his bank account to your trust account. Normally he would send you a check (entered as a ledger receipt – bank deposit). No reason you can't do the same and reflect in the memo how the funds were received. You could also do a Journal Voucher or an Adjust Bank Account to get the same result.

Work Orders

We have added an <Insert Time and User Initials> button similar to the one on the active notes screen that will fill that information into the Problem Description field of the work order.

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.

Temporary Use of Security Deposit

To use the tenant security deposit to cover expenses and then reinstate it when funds are available, do the following:

Give to Owner

- Go to <<AR, Release Deposit>> and release the amount needed.
- Go to <<AR, Adjust Open Credits>>. Decrease the tenant's balance using an account code of SD Held by Owner (or whatever code you choose).

Reinstate

- Go to <<AR, Adjust Open Credits>>. Increase the tenant's balance using the same code used to give the money to the owner above.
- Go to <<AR, Charge Tenant>> to post a charge for Security Deposit. The open credits should be used to pay off the charge.

NOTE: If the tenant has other unpaid charges, you will need to go to <<AR, Tenant Receipt>> and use the open credits to pay off the security deposit charge.

Multiple Email Addresses

The email fields can accommodate up to 120 characters to allow entering multiple email addresses. Supported separators are comma, semicolon, comma space, semicolon space. HomeRentals.net will accept all separators. Your email program may not.

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 20" from training classes-call for availability
- Check reader - call for details

Void

When you void something in PROMAS, it does not go away. It may disappear from the General Ledger if it is voided with a void date of the posting date, but it can still be viewed in Receipt History or Check History by filtering on voided transactions.

When you NSF a receipt, the reversing transactions are posted on the NSF date. So if you received a management fee on 8/2 and paid yourself on 8/2, and then you NSF the receipt on 8/7, the money still shows in the management group ledger on 8/2. The transaction taking it out of the management group shows on 8/7.

All transactions show on the income details report. The report dated 8/2 shows the management fee income. The report covering 8/7 shows the management fee being returned.

Notes

There are two classes of notes – *Active* and *Recurring*. *Active* notes are those that display on the Notes screen and appear on Tickler reports. *Recurring* notes are those with schedules that are waiting to be turned into *Active* notes.

The first person logging on to PROMAS each day triggers the system to review the *Recurring* notes to see if any should be turned into *Active* notes. The rule is that any *Recurring* note scheduled through the end of next month will be turned into an *Active* note. So if a *Recurring* note is entered today with a monthly Schedule and a Next Scheduled date of the 20th of next month, it will become an *Active* note tomorrow morning. All *Recurring* notes scheduled for September will become *Active* notes on August 1.

Speedbutton

A Charge Tenant speedbutton has been added to the Release Deposit screen so that prior to a partial release being posted, the tenant can be charged for the reimbursement of the released deposit.

Remote Training/Remote Help

\$240 for 3 hours - call for details

Training - classes

Basic: Phoenix, AZ Sept 24,25 (pending)

Advanced: Phoenix, AZ Sept 26 (pending)

Classes need a minimum of 12 attendees.

Registration forms:

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