

Current Versions

Version 6 Production: Release 2012.1 Build 33 - both update and full versions are available. Please install while no one is logged on to the program. We recommend if you are on a version prior to Build 21 that you update. If you are going to beta test V12 you must be on Build 30 or higher.

Version 12 Beta: Release 2012.1 Beta 13 - Contact the Help Desk if you want to test.

Please note that both the V6 and V12 releases have been tested and approved for electronic filing of 1099s. If you file electronically, you must update to the 2012 release because the IRS has changed the reporting format. Install the update, not the full version.

***During the last week of December we will be closed on Mon. Dec. 26 and Fri. Dec. 30.
We will be working with a skeleton crew on Tuesday-Thursday, Dec. 27-29.***

Version 12

Version 12 incorporates: a new user interface while retaining the classic interface as an alternative; a new report writer, which allows reports to be user modified; and a new database that simplifies setting up a new computer. It has been released in Beta for testing, new users and anyone who is comfortable with the reports currently available. The accounting and processing has not changed.

If you would like to beta test Version 12, contact the Help Desk or email support@promas.com for instructions on downloading and installing. Testing Version 12 does not affect the Version 6 database nor the Version 6 transactions.

PROMAS Solutions “In the Cloud”

Starting in January PROMAS will be available in the cloud by subscription, that is by paying a monthly fee. This is commonly called Software as a Service (SaaS). Access to your database will be via Remote Desktop Services. We have entered into a partnership with Veddio, who will be hosting your database. The platform will be Version 12. If you have an interest, please contact Lyn or Mike on the support number.

The **PROMAS Solutions** when the SaaS offering is launched will include 1) having your data local, 2) hosted by a third party or 3) SaaS. In all cases you have a license and own your database and can run it on the platform of your choice.

Statements to a 3rd Party

The owner wants you to send his year-end statement to his accountant. Do you have to do it manually? Not if you use PROMAS Central. Tell the owner to give his account login information to his accountant so he can login and access the annual statement.

An alternative is to have the accountant setup a login account of his own to the owner. More than one person can setup a link to the owners account. All they need is the Company ID (PMID), the Client ID, and Verification Code to set up an account.

Another alternative is if the owner gets email notification of statements that are published that includes a link to the published statement. Just add the accountant’s email address to the owner’s profile.

Invoices

To change the Bill to and Bill Code on an invoice, go to Invoice History edit the invoice, highlight the line item and click the Change Billing Information button. To change the Payee or Amount prior to paying the invoice, highlight the invoice, click the Copy Invoice Button, make the changes and post. Then you can void the incorrect invoice.

Time to order 2011 Tax Forms!

Click on the Links dropdown on the PROMAS taskbar. The very first entry is the 1099 order form. Fill in the form and fax to 800-261-1499. If you have any questions, visit www.promasforms.com or call 877-749-2021.

Payables by Ledger

To see the open invoices by ledger (owner or property) run the ledger report Unpaid Payables, details or summary. Restrict to the appropriate ledger.

New Employee

One way to introduce a new employee to PROMAS is to have them watch the Webinars (www.promas.com, Support tab, Webinars). PROMAS - An Introduction and PROMAS - A Typical Month are particularly good for a basic introduction.

PROMAS Central – linking email

An owner is required to “opt in” in order to get email notification when a new statement or document is uploaded. An owner, prior to setting up an account, can be sent an email with links to turn on the email notification options. To set this in motion, log on to the PROMAS Central control panel, do an owner lookup, edit the owner and click the Send/Resend Account configuration message to this owner icon. The owner will be sent an email that has links to activate statement notification and document notification.

Landlord Inspector

Version 2011 is available on the website. Pricing is \$495 for one license and \$100 for additional licenses in the same office.

Recommended computers: Acer Iconia W500 (\$550), HP Slate 500 (\$800), iPad, Android

Get a demo from www.promas.com

Request an Audit Review

A service performed by our experienced support staff. 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 - \$250

Mgmt Fees - Not on Tenant Payment

This function is in AR, Scheduled Receivables and compiles a list of candidates who have entries in the Management Fees not on a Tenant Payment section of the Management Fee profile assigned to the unit. If a management fee or a leasing fee has already been posted to the ledger using the AR, Prorate Rent function, the fee will be marked Skip. Those done as journal transfers will not be marked skip. You have the option to skip or unskip any entry.

Help Desk

Help Desk hours are 9:00am Eastern until 7:30pm Eastern, Monday through Friday, excluding holidays. During the last week of December we will be closed on Monday Dec. 26 and Friday Dec. 30. We will be working with a skeleton crew on Tuesday-Thursday.

Callbacks are made in the order received except when you have an outside technician on-site. Priority is also given to new users for the first 60 days.

Email support requests are entered for callback if the answer is not a straightforward one or will require repeated back and forths.

Some of you have expressed some frustration that we insist on calling you back rather than put you on hold. Here are some of the reasons for this approach.

- We don't want to tie up your phone line (possibly a cell phone running up minutes) or keep you tied to your phone instead of walking around the office, concentrating on other work you need to do.
- We don't want to tie up one of our incoming lines – or all of our incoming lines – with calls on hold.
- We get a better rate for outgoing calls than incoming calls, so it helps keep your support cost down.
- We can be sure we call back in the order the calls were received.

New Computers

Are you getting a new computer for Christmas? Chances are the Operating System will be Windows 7. That requires some special steps to get PROMAS installed. See our How To document #297. Also see our How To Add a New Computer #229.

If that new computer is going to be part of your network, follow the above instructions and then get our How To Network Setup #303.

Remote Training/Remote Help

\$240 for 3 hours - call for details