POSTING ZERO DOLLAR RECEIPTS

Whenever you are showing a positive charge and a negative or prepaid charge for a resident on your delinquency summary report, a zero-dollar receipt needs to be applied in order to balance out the total and ensure accuracy on the financials within Voyager.

Example: Negative/Credit

134	t0009318	Zenko	Current	0.00	0.00	0.00	0.00	0.00	0.00	119.56	-119.56
136	<u>t0009461</u>	Vining	Current	61.82	0.00	61.82	0.00	0.00	0.00	0.00	61.82
137	t0009445	Muetz	Current	0.00	0.00	0.00	0.00	0.00	0.00	14.74	-14.74
138	<u>t0009247</u>	Hardy	Current	55.06	0.00	22.06	22.06	61.06	-50.12	0.00	55.06
139	t0009719	Daniel	Current	0.00	0.00	0.00	0.00	0.00	0.00	0.51	-0.51

Prepaid

116	t0009905	James	Current	0.00	0.00	0.00	0.00	0.00	0.00	0.32	-0.32
117	<u>t0009906</u>	Basaldua	Current	799.68	0.00	799.68	0.00	0.00	0.00	733.38	66.30
118	<u>t0009907</u>	Estrada	Current	0.00	0.00	0.00	0.00	0.00	0.00	2.78	-2.78
119	<u>t0010467</u>	Torrence	Current	-8.35	0.00	-8.35	0.00	0.00	0.00	0.00	-8.35
118 119	<u>t0009907</u> <u>t0010467</u>	Estrada Torrence	Current Current	0.00 -8.35	0.00	0.00 -8.35	0.00 0.00	0.00 0.00	0.00 0.00	2.78 0.00	-2.78 -8.35

- Locate the resident on the Delinquency Summary Report that has a discrepancy (as highlighted above) and notate their unit number or Resident ID (t00... code).
- Enter in a new receipt batch with a total declared amount of \$0 and total items declared of 1. **If you are performing more than one zero-dollar receipt for more than one resident, you will need to increase this number by how many individual receipts you will be entering.

NOTE-The items declared number is equal to how many zero-dollar receipts you are entering in this batch.

• Enter in the deposit date, this should be the day you are entering in the receipt batch. **NOTE**-*Make sure you are entering in the zero-dollar receipt in the current operating month only.*

Click Save

•	Batch Receipt						
	Id	(new)					
	Total Declared	0.00		Entered		0.00	
	Items Declared	1		Entered		0	
	Description	tonya 12/22/2	015 07:	25			
	Notes						
	Deposit Date	12/22/2015					
	Deposit Memo						
		<u>S</u> ave	<u>N</u> e	w	<u>C</u> los	e	<u>H</u> elp
		Post	<u>R</u> ep	ort	<u>D</u> ele	te	
	Receint						

POSTING ZERO DOLLAR RECEIPTS

✤ NEGATIVE/CREDIT CHARGE

Enter in the property code and unit no. for the resident you wish to post the zero-dollar receipt or enter in Resident ID number in the payer box and click down to the pay box.

Receipt		
Property	Display Type	Standard Receir 🗸
Unit	Batch	Unposted Batch 37348
Payer Total Amount 0.00	Date Received Post Month	
Check Number	Cash Acct	
Payment Method Check V	Print Receipt	
Save Fill Reselect Delete Frase Distribut	ion Create Charge	Help
Charges		

- (1) Change the dollar amount to \$0.00 in the Total Amount box
- (2) Check Number, type in "ZDR"
- 3 Click on Erase Distribution

Receipt	Veceipt Jump To													
Property Unit Payer	w35 138 t0009247	W35 Sandra Ha View Ledgy znoemail@ (805) 705-	rdy (Current) er bxyz.com -7424	Display T Batch Date Rec Post Mon <u>Cash Acc</u>	ype Stand Unpost eived 12/22 th 12/20 t 1110-	ard Receir V ted Batch 37348 /2015	IIII N	otes						
Total Amount	55.06			Print Rec	eipt 🗌									
Payment Method	Check Number (2)													
Non-Person Paye	Payment Method Check Non-Person Payer													
Save	Fill R	eselect Dele	te Erase Distrit	ution Create Ch	arge Hel	n								
Charges	Charges Tenant Info													
Pay	Charge Code	Account	Charge Date	Amount	Outstanding	Prior Paid	Ref	Notes	Charge	Hold For	Hold Until	Apply		
	rentdisc	3102-00	08/14/2015	-26.00	-26.00	0.00		August Concession (8/2015)	<u>C-238385</u>					
	rentdisc	3102-00	09/01/2015	-26.00	-26.00	0.00	:RENT PostTran	Rent Discount (09/2015)	<u>C-239645</u>					
	rentdisc	3102-00	10/01/2015	-26.00	-26.00	0.00	:RENT PostTran	Rent Discount (10/2015)	<u>C-244792</u>					
	rentdisc	3102-00	11/01/2015	-26.00	-26.00	0.00	:RENT PostTran	Rent Discount (11/2015)	<u>C-250191</u>					
	rentdisc	3102-00	12/01/2015	-26.00	-26.00	0.00	:RENT PostTran	Rent Discount (12/2015)	<u>C-256747</u>					
	citytax	2309-00	08/14/2015	-0.52	-0.52	0.00		Rent Concession Tax (8/2015)	<u>C-238387</u>					
	citytax	2309-00	09/01/2015	-0.52	-0.52	0.00	:MISC PostTran	:Tax Rent Discount (09/2015)	<u>C-239649</u>					
2.92	bbwst	3223-00	09/01/2015	35.00	2.92	32.08	:MISC PostTran	Billback- Water/Sewer/Trash (09/2015)	<u>C-239651</u>					

POSTING ZERO DOLLAR RECEIPTS

(1) Type in the Pay box all negative charges first

(2) Type in the equal dollar amount in the Pay box for any open charges

roperty	w35	<u>w35</u>		Display T	ype Stand	ard Receip ee						
Init	138			Batch	Unpost	ted Batch 37351		latas				
	t0009247	Sandra H	lardy (Current)	Date Rec	eived 12/22,	/2015		lotes				
ayer		View Led znoemail	ger @xyz.com	Post Mon	th 12/20	15						
		(805) 70	5-7424	Cash Acc	t 1110-	00						
otal Amount	0.00			Print Rec	eipt 🗌							
heck Number	zero receipt											
ayment Metho	d Check	\sim										
lon-Person Pay	er											
Sava	Fill D	asalact Da	Loto Fraeo Dietrik	Create Ch	arga Hal	In						
Save		De	Liase Distric	Create Ci	Tel Tel	ψ.						
		_										
Charges	Tenant Info											
Charges	Tenant Info	-										
Charges	Tenant Info	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Notes	Charge	Hold For	Hold Until	Auto Apply
Charges	Tenant Info	Account	Charge Date 12/01/2015	Charge Amount -26.00	Amount Outstanding 0.00	Prior Paid	Ref :RENT PostTran	Notes Rent Discount (12/2015)	Charge <u>C-256747</u>	Hold For	Hold Until	Auto Apply
Charges Pay -26.00	Tenant Info	Account 3102-00	Charge Date 12/01/2015	Charge Amount -26.00	Amount Outstanding 0.00	Prior Paid 0.00	Ref :RENT PostTran	Notes Rent Discount (12/2015) Billback-	Charge <u>C-256747</u>	Hold For	Hold Until	Auto Apply
Charges Pay -26.00 26.52	Tenant Info	Account 3102-00 3223-00	Charge Date 12/01/2015 11/01/2015	Charge Amount -26.00 35.00	Amount Outstanding 0.00 6.48	Prior Paid 0.00 2.00	Ref :RENT PostTran :MISC PostTran	Notes Rent Discount (12/2015) Billback- Water/Sewer/Trash (11/2015)	Charge C-256747 C-250197	Hold For	Hold Until	Auto Apply
Charges	Tenant Info	Account 3102-00 3223-00 2309-00	Charge Date 12/01/2015 11/01/2015 12/01/2015	Charge Amount -26.00 35.00 0.50	Amount Outstanding 0.00 6.48 0.50	Prior Paid 0.00 2.00 0.00	Ref :RENT PostTran :MISC PostTran :MISC PostTran	Notes Rent Discount (12/2015) Billback: Water/Sewer/Trash (11/2015) :Tax Pet Rent (12/2015)	Charge C-256747 C-250197 C-256749	Hold For	Hold Until	Auto Apply
Charges Pay -26.00 26.52	Tenant Info Charge Code Fentdisc bbwst ditytax citytax	Account 3102-00 3223-00 2309-00 2309-00	Charge Date 12/01/2015 11/01/2015 12/01/2015 12/01/2015 12/01/2015	Charge Amount -26.00 35.00 0.50 12.38	Amount Outstanding 0.00 6.48 0.50 12.38	Prior Paid 0.00 2.00 0.00 0.00	Ref :RENT PostTran :MISC PostTran :MISC PostTran :MISC PostTran	Notes Rent Discount (12/2015) Billback- Water/Sewer/Trash (11/2015) 'Tax Pet Rent (12/2015) 'Tax Scheduled Gross Rent (12/2015)	Charge C-256747 C-250197 C-256749 C-256750	Hold For	Hold Until	Auto Apply
Charges Pay -26.00 26.52 -0.52	Tenant Info Charge Code Fentdisc bbwst ditytax citytax citytax	Account 3102-00 3223-00 2309-00 2309-00 2309-00	Charge Date 12/01/2015 11/01/2015 12/01/2015 12/01/2015 12/01/2015	Charge Amount -26.00 35.00 0.50 12.38 -0.52	Amount Outstanding 0.00 6.48 0.50 12.38 0.00	Prior Paid 0.00 2.00 0.00 0.00 0.00	Ref :RENT PostTran :MISC PostTran :MISC PostTran :MISC PostTran :MISC PostTran	Notes Rent Discount (12/2015) Billback- Water/Sewer/Trash (11/2015) :Tax Pet Rent (12/2015) :Tax scheduled Gross Rent (12/2015) :Tax Rent Discount (12/2015)	Charge C-256742 C-256749 C-256749 C-256750 C-256751	Hold For	Hold Until	Auto Apply
Charges Pay -26.00 26.52 -0.52	Tenant Info Charge Code Fentdisc bbwst ditytax ditytax citytax citytax	Account 3102-00 3223-00 2309-00 2309-00 2309-00 2309-00 2309-00	Charge Date 12/01/2015 11/01/2015 12/01/2015 12/01/2015 12/01/2015 12/01/2015 12/01/2015	Charge Amount -26.00 35.00 0.50 12.38 -0.52 0.70	Amount Outstanding 0.00 6.48 0.50 12.38 0.00	Prior Paid 0.00 2.00 0.00 0.00 0.00	Ref :RENT PostTran :MISC PostTran :MISC PostTran :MISC PostTran :MISC PostTran	Notes Rent Discount (12/2015) Billback: Water/Sewer/Trash (11/2015) :Tax Pet Rent (12/2015) :Tax Scheduled Gross Rent (12/2015) :Tax Rent Discount (12/2015) :Tax Billback: Water/Sewer/Trash	Charge C-256742 C-250197 C-256749 C-256750 C-256751 C-256752	Hold For	Hold Until	Auto Apply
Charges Pay -26.00 26.52 -0.52	Tenant Info	Account 3102-00 2223-00 2309-00 2309-00 2309-00 2309-00	Charge Date 12/01/2015 11/01/2015 12/01/2015 12/01/2015 12/01/2015 12/01/2015	Charge Amount -26.00 35.00 0.50 12.38 -0.52 0.70	Amount Joutstanding 0.00 6.48 0.50 12.38 0.00 0.70	Prior Paid 0.00 2.00 0.00 0.00 0.00 0.00	Ref :RENT PostTran :MISC PostTran :MISC PostTran :MISC PostTran :MISC PostTran	Notes Rent Discount (12/2015) Billback- Water/Sewer/Trash (11/2015) :Tax Pet Rent (12/2015) :Tax Scheduled Gross Rent (12/2015) :Tax Rent Discount (12/2015) :Tax Billback- Water/Sewer/Trash (12/2015)	Charge C-256747 C-256749 C-256749 C-256750 C-256751	Hold For	Hold Until	Auto Apply
Charges Pay -26.00 26.52 -0.52 -0.52	Tenant Info	Account 3102-00 3223-00 2309-00 2309-00 2309-00 2309-00 2309-00 2309-00 2309-00 2309-00 2309-00	Charge Date 12/01/2015 11/01/2015 12/01/2015 12/01/2015 12/01/2015 12/01/2015 12/01/2015	Charge Amount -26.00 35.00 0.50 12.38 -0.52 0.70 35.00	Amount Outstanding 0.00 6.48 0.50 12.38 0.00 0.70 25.00	Prior Paid 0.00 2.00 0.00 0.00 0.00 0.00 0.00 0.0	Ref :RENT PostTran :MISC PostTran :MISC PostTran :MISC PostTran :MISC PostTran	Notes Rent Discount (12/2015) Billback- Water/Sewer/Trash (11/2015) :Tax Pet Rent (12/2015) :Tax Scheduled Gross Rent (12/2015) :Tax Rent Discount (12/2015) :Tax Billback- Water/Sewer/Trash Billback- Water/Sewer/Trash	Charge C-256747 C-250192 C-256749 C-256750 C-256751 C-256752	Hold For	Hold Until	Auto Apply
Charges Pay -26.00 26.52 -0.52	Tenant Info Charge Code rentdisc bbwst citytax citytax citytax bbwst	Account 3102-00 223-00 2309-00 2309-00 2309-00 2309-00 3223-00	Charge Date 12/01/2015 11/01/2015 12/01/2015 12/01/2015 12/01/2015 12/01/2015 12/01/2015	Charge Amount -26.00 35.00 0.50 12.38 -0.52 0.70 35.00	Amount outstanding 0.00 6.48 0.50 12.38 0.00 0.70 0.70	Prior Paid 0.00 2.00 0.00 0.00 0.00 0.00	Ref :RENT PostTran :MISC PostTran :MISC PostTran :MISC PostTran :MISC PostTran	Notes Rent Discount (12/2015) Billback- Witter/Sewer/Trash (11/2015) 'Tax Pet Rent (12/2015) 'Tax Scheduled Gross Rent (12/2015) 'Tax Billback- Water/Sewer/Trash (12/2015) Billback- Water/Sewer/Trash (12/2015)	Charge C:256742 C:250192 C:256750 C:256751 C:256752 C:256753	Hold For	Hold Until	Auto Apply

Click **Save**, then Post the receipt batch.

You will notice on the Delinquency Summary Report there no longer appears a negative charge.

137	t0009445	Muetz Curre	t 0.00	0.00	0.00	0.00	0.00	0.00	14.74	-14.74
138	<u>t0009247</u>	Hardy Curre	t 55.06	0.00	48.58	6.48	0.00	0.00	0.00	55.06
139	<u>t0009719</u>	Daniel Curre	it 0.00	0.00	0.00	0.00	0.00	0.00	0.51	-0.51

✤ PREPAID

The same procedure pertains to unapplied prepay amounts with the exception that your negative charge will be under "prepaid" instead of a different charge code. See example below:

After you Save and Post the batch you will see the update to your Delinquency Summary Report

116	t0009905	James	Current	0.00	0.00	0.00	0.00	0.00	0.00	0.32	-0.32
117	<u>t0009906</u>	Basaldua	Current	66.30	0.00	66.30	0.00	0.00	0.00	0.00	66.30
118	<u>t0009907</u>	Estrada	Current	0.00	0.00	0.00	0.00	0.00	0.00	2.78	-2.78