

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	t0009461	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	t0009247	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	t0009906	Basaldua	Current	799.68	0.00	799.68	0.00	0.00	0.00	733.38	66.30
118	t0009907	Estrada	Current	0.00	0.00	0.00	0.00	0.00	0.00	2.78	-2.78
119	t0010467	Torrence	Current	-8.35	0.00	-8.35	0.00	0.00	0.00	0.00	-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 12/22/2015 07:25

Notes

Deposit Date

12/22/2015

Deposit Memo

Save

New

Close

Help

Post

Report

Delete

Receipt

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: Unit: Payer:

Total Amount: Check Number: Payment Method: Non-Person Payer:

Display Type: Batch: Date Received: Post Month: Cash Acct: Print Receipt: ☐

Notes:

Save Fill Reselect Delete Erase Distribution 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 Jump To:

Property: Unit: Payer:
 Total Amount: Check Number: Payment Method: Non-Person Payer:

Display Type: Batch: Date Received: Post Month: Cash Acct: Print Receipt: ☐

Notes:

Save Fill Reselect Delete Erase Distribution Create Charge Help

Charges **Tenant Info**

Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Notes	Charge	Hold For	Hold Until	Auto Apply
	rentdisc	3102-00	08/14/2015	-26.00	-26.00	0.00		August Concession (8/2015)	C-238385			
	rentdisc	3102-00	09/01/2015	-26.00	-26.00	0.00	:RENT PostTran	Rent Discount (09/2015)	C-239645			
	rentdisc	3102-00	10/01/2015	-26.00	-26.00	0.00	:RENT PostTran	Rent Discount (10/2015)	C-244792			
	rentdisc	3102-00	11/01/2015	-26.00	-26.00	0.00	:RENT PostTran	Rent Discount (11/2015)	C-250191			
	rentdisc	3102-00	12/01/2015	-26.00	-26.00	0.00	:RENT PostTran	Rent Discount (12/2015)	C-256747			
	citytax	2309-00	08/14/2015	-0.52	-0.52	0.00		Rent Concession Tax (8/2015)	C-238387			
	citytax	2309-00	09/01/2015	-0.52	-0.52	0.00	:MISC PostTran	:Tax Rent Discount (09/2015)	C-239649			
2.92	bbwst	3223-00	09/01/2015	35.00	2.92	32.08	:MISC PostTran	Billback-Water/Sewer/Trash (09/2015)	C-239651			

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

Property: w35 w35 Display Type: Standard Receipt
 Unit: 138 Batch: Unposted Batch 37351
 Payer: t0009247 Sandra Hardy (Current) Date Received: 12/22/2015
 View Ledger Post Month: 12/2015
 znoemail@xyz.com Cash Acct: 1110-00
 (805) 705-7424 Print Receipt: ☐

Total Amount: 0.00
 Check Number: zero receipt
 Payment Method: Check
 Non-Person Payer:

Save Fill Reselect Delete Erase Distribution Create Charge Help

Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Notes	Charge	Hold For	Hold Until	Auto Apply
-26.00	rentdisc	3102-00	12/01/2015	-26.00	0.00	0.00	:RENT PostTran	Rent Discount (12/2015)	C-256747			<input type="checkbox"/>
26.52	bbwst	3223-00	11/01/2015	35.00	6.48	2.00	:MISC PostTran	Billback-Water/Sewer/Trash (11/2015)	C-250197			<input type="checkbox"/>
	citytax	2309-00	12/01/2015	0.50	0.50	0.00	:MISC PostTran	:Tax Pet Rent (12/2015)	C-256749			<input type="checkbox"/>
	citytax	2309-00	12/01/2015	12.38	12.38	0.00	:MISC PostTran	:Tax Scheduled Gross Rent (12/2015)	C-256750			<input type="checkbox"/>
-0.52	citytax	2309-00	12/01/2015	-0.52	0.00	0.00	:MISC PostTran	:Tax Rent Discount (12/2015)	C-256751			<input type="checkbox"/>
	citytax	2309-00	12/01/2015	0.70	0.70	0.00	:MISC PostTran	:Tax Billback-Water/Sewer/Trash (12/2015)	C-256752			<input type="checkbox"/>
	bbwst	3223-00	12/01/2015	35.00	35.00	0.00	:MISC PostTran	Billback-Water/Sewer/Trash (12/2015)	C-256753			<input type="checkbox"/>
0.00				57.06	55.06	2.00						

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	Current	0.00	0.00	0.00	0.00	0.00	0.00	0.00	14.74	-14.74
138	t0009247	Hardy	Current	55.06	0.00	48.58	6.48	0.00	0.00	0.00	0.00	55.06
139	t0009719	Daniel	Current	0.00	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	0.00	0.32	-0.32
117	t0009906	Basaldua	Current	66.30	0.00	66.30	0.00	0.00	0.00	0.00	0.00	66.30
118	t0009907	Estrada	Current	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.78	-2.78