

The *Primary Homeowner Information* screen includes tabs that contain the following additional information:

- **Addresses**—Additional addresses can be added for mailing purposes, and to store additional owner information such as tenants, management company addresses, etc.
- **Correspondence**—Communications to homeowners (notes, letters, etc.) are saved here for review. An alert for a *Next Contact Reminder* may be set under **File/Alerts/Reminders**. Any collection or violation letters issued through the system will be stored under Homeowner Correspondence.
- **Fees**—Fees/assessments related to the homeowner as defined in the association fee setup. This tab may be used to generate billing for an individual homeowner.
- **Information**—Main homeowner information screen as displayed from the initial search results. This is where the property address and owner information are saved.
- **Transactions**—*Transaction History* screen (aka the Homeowner Ledger). Can view or sort in multiple ways depending on the need: assessment grouping, date order, payments-only (to find missing payment). For detailed instructions, link to transaction history details.
- **Resale**—Completed to separate pre- and post-bankruptcy accounts and to change ownership.
- **Work Orders**—Work orders can be submitted for the homeowner from this tab. It is assumed that work location will be at homeowner property being viewed (auto-populates).
- **Miscellaneous**—Miscellaneous information (e.g. insurance, parking pass number, etc.) can be stored here. Contains company-defined, reportable fields unique to a homeowner (e.g. pool pass so lifeguard knows who can access pool, condo parking spaces, etc.).

Homeowner Charges

Entering Manual Charges

Manual charges are considered one-time charges that are posted to an individual homeowner's account. They may include legal fees, pool keys, NSF fees, etc. To post a manual charge, follow these steps:

1. Select *Homeowners/Transaction History*, and search for and select the desired homeowner and association.

Exhibit 35: Transaction History Screen

Transaction History - Robbi Byrdsong-Wright

Refresh Cancel Help Dashboard

Homeowner [Search] The Building Group - Training [Search]

Show All Transacti View Charge Gro Activity Log

Activity From 1/1/2020 Thru 4/30/2020 Today's Balance \$5.00

Choose a homeowner to view transaction history.

2. Once the ledger is displayed, click **New** to open the *Post Transaction* screen.

Exhibit 36: Post Transaction Screen

Post Transaction

Save Cancel

Assessment Member Assessment

Type Charge Apply To Delinquent Fee

Keep Credit ☐ Year (Auto)

Description (optional)

Date 9/24/2020 Batch

Amount Ref No

3. Enter the following information on the *Post Transaction* screen, then click **Save**.
- Assessment**—Select the assessment from the dropdown. Defaults to automatic distribution; user must change to specific assessment. Dropdown list is populated from system assessment screen and will show only assessments linked to the association GL:
- Automatic Distribution
 - Assessment—Homeowner
 - Assessment—Special
 - Gate Card
 - NSF Fees
 - Prepaid
- Type**—Select the **Transaction Type** (Charge). ***NOTE:** Use Payment Adjustment only if notified that the Fed made an adjustment. ***NOTE:** Do not use combination of Assessment = Prepaid and Type = Charge.
- Apply To**—Select the **Assessment Level** to which the charge should be applied. “(All by Level)” is the default for an assessment charge; CINC recommends careful selection of this field:
- If the charge is for a late fee, select *Delinquent Fee*
 - For interest, select *Delinquent Interest*
 - To assess a late fee on the specific assessment, select the appropriate assessment and apply to *Delinquent Fee* (*Late Interest* is handled the same)

This will correctly apply the late fee or late interest income to appropriate income GL

Exhibit 37: Homeowner's GL

Date	Description	Batch	Amount	Paid	Balance
Member Assessment (Delinquent Fee) 2020					\$25.00
9/23/2020	Delinquent Fee	186674	\$25.00		
Member Assessment (Delinquent Interest) 2020					\$21.28
9/23/2020	Delinquent Interest	186675	\$21.28		
Member Assessment 2020					\$992.00
8/1/2020	Member Assessment	155482	\$992.00		
8/20/2020	CK#1227	186584		\$992.00	
9/1/2020	Member Assessment	155482	\$992.00		

Year—Enter the fiscal year that the charge should be applied to. Can leave as “Auto” unless posting an adjustment to a different fiscal year.

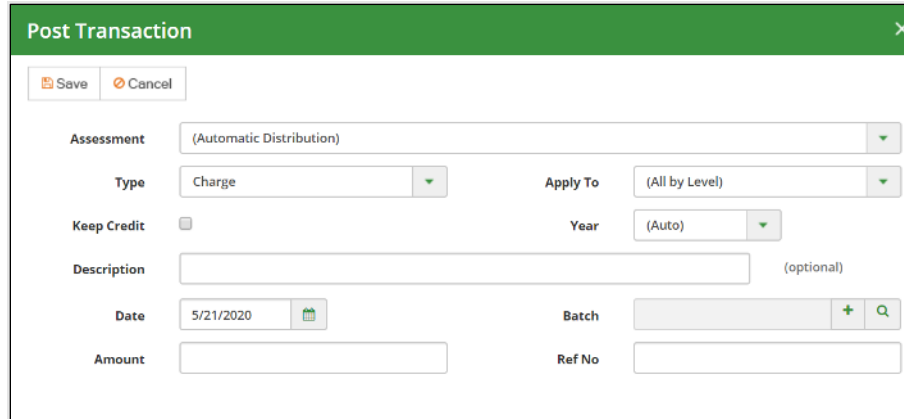
Description—Enter a description for the transaction (optional). CINC recommends using this any time additional information would be useful when viewing the account at a later time:

- Return check numbers and reason
- Fee removal approval, e.g. by Board of Directors

Date—Enter the date to be recorded on homeowner ledger. Ensure date matches bank activity dates if transaction was recorded at bank level.

Batch—Click on the  and click **New** to open and select a new batch. Best practice is to create a new batch each time because batches must be unique in their purpose (charge, payment, etc.).

Amount—Enter the amount of the charge.

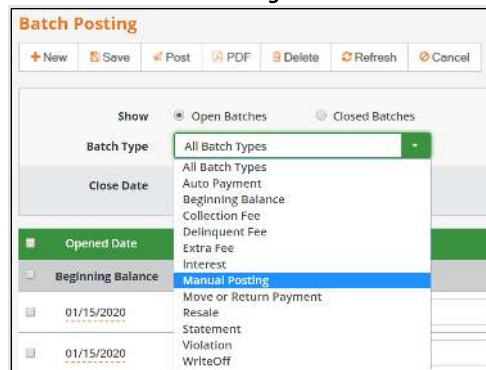
Exhibit 38: Post Transaction Screen


NOTE: If the association operates in an accrual accounting mode, general ledger entries will be made in the accounts receivable and income accounts once the batch is posted.

Posting Manual Charges

Once a manual charge is linked to a homeowner's account, the batch must then be posted. This will create entries on the general ledger. To post a manual charge/batch, complete the following steps:

1. Select **Homeowners/Batch Posting**, then select *Manual Posting* from the **Batch Type** dropdown

Exhibit 39: Batch Posting Screen: Manual Posting


2. Click on the batch number to generate the Batch Audit Report. The report will be located on the left side of the screen under **Recent Reports**. Open and review the report for accuracy before posting. If there is an error in the report:
 - b. Assign batch to a user by checking the box next to the date of the batch.
 - i. Choose a username from **Assigned** dropdown
 - Click **Save**
 - Go to the homeowner's ledger with the incorrect transaction and click on transaction date to make changes or delete the entry

Exhibit 40: Batch Posting Screen

***NOTE:** Bank and GL transactions will be entered for the Close Date that is selected. The Close Date field will default to today's date; however, the date **MUST** be changed to match the transaction date in the batch.

- Once all changes have been made, check the box next to the batch to post and click **Post**. Click **OK** to confirm.

Homeowner Payments

Manual Payments

Cash payments received at the management office must be posted manually to the homeowner's account. This also applies to all payments for CINC-only customers.



When multiple payments need to be added, use data import function (see Data Import section)

To post a manual payment, complete the following steps:

- Select **Homeowners/Transaction History**, then search for and select the desired homeowner and association. Click **New**.

Exhibit 41: Transaction History Screen