



Property Management Software

Built *for* property managers *by* property managers

User Guide

Version 3.0



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Swifton Digital

Table of Contents

Table of Contents.....	1
Preface	2
RenTrac User Guide	3
Welcome	3
Getting Started	3
General Navigation.....	6
Tenants	8
Tenant Accounts.....	9
Account Exclusions.....	10
Account Statements.....	11
Tenant Notes	12
Contracts	13
Writing Contracts	13
Properties.....	15
Units	16
Property Notes.....	17
Maintenance	17
Income/Expenses	17
Recurring Entries	18
Owners.....	19
Owner Accounts	20
Owner Notes.....	21
Owner Properties.....	21
Reports.....	21
Admin	22
Property Manager Information	22
License	22
Users	22
Advanced Features.....	24
Database Networking	24
Contract Templates.....	26
Auditing Changes.....	28
Notes	29

Preface

RenTrac is created and maintained by Swifton Digital. We can be reached at the following points of contact:

Web Sites

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This guide was written for RenTrac version 3.0.

Some features illustrated in this user guide may not be available to you due to your license level.

RenTrac licenses are issued by units under management. Number of users, number of PCs, number of database connections, number of reports generated, etc. are not factors in the licensing. You can install RenTrac on as many computers as you like on a shared database without additional licensing costs.

Licensing is all managed online, and can be accessed from RenTrac's **Admin** tab.

We recommend you read this user guide while simultaneously working with the software, entering data, and experiencing actual functionality. This approach makes the experience more understandable, more valuable, and more memorable.

RenTrac User Guide

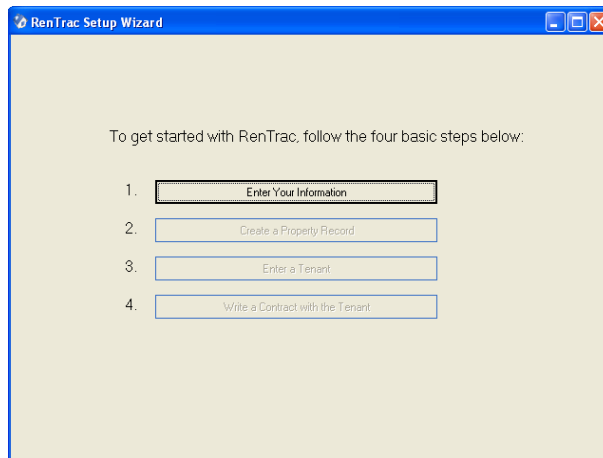
Welcome

Thank you for selecting RenTrac as your property management software. We hope it works well for you.

We strive to continually improve RenTrac and always appreciate your comments and feedback. If you have any questions, comments, suggestions, or feedback, please send it to us. We're all ears. support@swifton.com

Getting Started

RenTrac will walk you through the first major data entry screens. You'll start with a screen that looks like this:



As you complete each step, the subsequent button is enabled.

1. Enter your company information. This data is primarily used in printed reports, such as account statements and contracts.

The screenshot shows the 'Property Manager' window. It has a blue title bar with the text 'Property Manager' and standard window controls. The main area is light beige and contains several text input fields. The fields are labeled: Name, Address, Address 2, City, State, Zip, E-mail, Phone, and Fax. Each field has a corresponding text box. The 'Name' field contains 'Peterson Properties', 'Address' contains '123 Any Street', 'City' contains 'Hometown', 'State' contains 'US', 'Zip' contains '12345', 'E-mail' contains 'manager@petprops.com', 'Phone' contains '122-456-7890', and 'Fax' contains '123-456-7899'. Below these fields is a checkbox labeled 'Automatically Record Late Fees' which is checked. At the bottom of the window are 'OK' and 'Cancel' buttons.

Click OK.

2. Enter your first property. A property is a complex or a building (e.g. “Hampton Apartments”, “Forest Court – Oak”, “Tan Duplex”). A property can contain multiple units. By default one unit is created for each property. You will be able to add more units to a property as needed after the initial setup.

The 'Property' dialog box is divided into four main sections: Address / Phone, Amenities, Unit Information, and Utilities Paid By Tenant. The 'Address / Phone' section contains fields for Description, Address, Address 2, City, State, Zip, and Phone. The 'Amenities' section lists various amenities with checkboxes, including Washer / Dryer, Microwave, Disposal, Storage, Dishwasher, Air Conditioning, Covered Parking, Laundry, Pool, and Spa. The 'Unit Information' section includes fields for Bedrooms, Bathrooms, Parking Spaces, Contract Style, and Maximum Occupancy. The 'Utilities Paid By Tenant' section lists utilities with checkboxes, including Gas, Electricity, Water, Garbage, Sewer, Telephone, Internet, and Cable. The 'OK' and 'Cancel' buttons are at the bottom.

All data entered can be edited later, so don't get overly concerned with getting everything perfect the first time.

In multi-unit properties, some data elements may not be relevant (e.g. phone number). Simply leave these fields blank.

Click OK.

3. Enter a tenant. A tenant might be an existing tenant, a future tenant, or a prospective tenant. For getting started with RenTrac, it is recommended that you enter a current tenant.

The 'Tenant' dialog box is divided into two main sections: Tenant and Permanent / Reference Address. The 'Tenant' section contains fields for First Name, Middle Name, Last Name, ID Number, E-mail, Cell Phone, Work Phone, Other Phone, School, and Employer. The 'Permanent / Reference Address' section contains fields for Address, Address 2, City, State, Zip, and Phone. The 'OK' and 'Cancel' buttons are at the bottom.

Click OK.

4. Write a contract. A tenant is placed into a rental unit by virtue of a contract. The tenant's occupancy in the property is determined by the begin date and the end date of the contract.

Contract

Rental Agreement

Contract Date: 1/ 1/2009

Contract Template: ...

Comments:

Property: Hampton Apts

Unit: Hampton Apts

Room: 1

Begin Date: 1/ 1/2009

End Date: 12/31/2009

Rent Style: Seasonal

Monthly Rent: \$150.00 (F/W) \$300.00 (S/S)

Rent Due Day: 1

Grace Period: 5 days

Late Fee: \$10.00

Daily Late Fee: \$1.00

☒ Electricity ☒ Internet ☒ Water ☒ Gas

☒ Telephone ☐ Garbage ☐ Sewer ☒ Cable

Rental Deposit: \$400.00 Due On: 1/ 1/2009

Additional charge of: \$40.00 per month for: Utilities

OK Cancel

Click OK.

At this point, you have configured your own information, entered one property, entered one tenant, and written a contract with the tenant. Having done this initial setup, RenTrac will show its main window.

RenTrac
Property Management Software

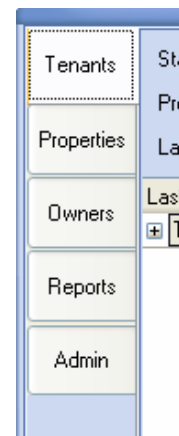
General Navigation

RenTrac's main window is comprised of three sections:

1. Major tabs (on the far left) control what is displayed on the entire screen.

The major tabs are:

- **Tenants** (current, future, past, and prospective tenants, including their basic information, account, notes, and contracts)
- **Properties** (active and inactive properties, units, income/expenses, notes, and maintenance items)
- **Owners** (contact information, account, notes, and properties)
- **Reports** (rent due, vacancy, occupancy, accounts, etc.)
- **Admin** (manager information, users, licensing, etc.)

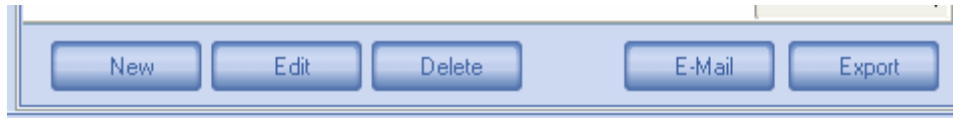


2. Data lists (immediately to the right of the major tabs). Tenants, properties, owners, and reports are presented as data lists.

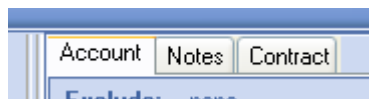
Controls are provided at the top of the data list for searching and filtering. The controls available for filtering vary by data type.

Status:	Current Tenants	▼
Property:	- All Properties -	▼
Last:		First:

Where pertinent, controls are provided at the bottom of the data list for adding, editing, and deleting. Additional controls are provided, as appropriate, for performing actions specific to each data list, such as emailing everyone in the list, exporting the list to a file, etc.

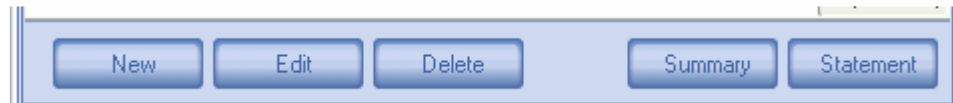


3. Detail information (far right). Tenants, properties, owners, and some reports have a detail section on the right that provides additional information for the item selected in the data list. For example, detail information on tenants includes the account, contracts, and notes; detail information on properties includes units, expenses, and maintenance items; etc.



Detail information is accessed by selecting the appropriate tab at the top of the right side of the screen.

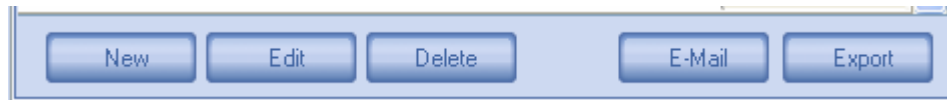
Controls are provided at the bottom of the screen for adding, editing, deleting, and otherwise operating on the detail information.



Tenants

The **Tenants** tab manages all tenants (current, past, and future), including prospective tenants.

To add (or edit) a tenant click the **New** (or **Edit**) button at the bottom of the screen.



The **Tenant** screen will appear.

Tenant	Permanent / Reference Address
First Name: <input type="text"/>	Address: <input type="text"/>
Middle Name: <input type="text"/>	Address 2: <input type="text"/>
Last Name: <input type="text"/>	City: <input type="text"/>
ID Number: <input type="text"/>	State: <input type="text"/>
E-mail: <input type="text"/>	Zip: <input type="text"/>
Cell Phone: <input type="text"/>	Phone: <input type="text"/>
Work Phone: <input type="text"/>	
Other Phone: <input type="text"/>	
School: <input type="text"/>	
Employer: <input type="text"/>	

The **Tenant** screen collects basic information on the tenants. None of the data is required, although the first and last name are highly recommended.

Tenant Accounts

Each tenant has their own account. Entries are made in the tenants' accounts in two different ways:

1. Manual entry. Account entries can be added by clicking the **New** button at the bottom of the account tab. Clicking the **New** button opens a panel at the top of the account ledger where the entry can be made.
2. Automated entry. RenTrac automatically enters rent charges every month. The entry date is the day rent is due (as defined in the contract) each month. RenTrac also automatically records any other monthly charges defined in the contract with the same entry date.

Recognize that once an automatic entry is made, it is treated like any other entry. It can be edited and deleted. RenTrac will not attempt to adjust or recreate the entry if it gets edited or deleted.

Account entries (either manually entered or automatically entered) can be edited by double-clicking on the entry or by selecting the entry and clicking the **Edit** button at the bottom of the screen. Editing an entry shows the account entry panel at the top of the account ledger (similar to what happens when the **Add** button is clicked).



Automated entries are recorded:

- **At system startup**
Each time RenTrac starts up it ensures all automated entries are up to date. If any entries need to be made, RenTrac makes the entries with the appropriate entry date.
- **Shortly after midnight**
If RenTrac is left running on your computer overnight, it makes automatic entries at about a minute after midnight.



Tenant Account entries are tied to a contract. This allows RenTrac to route all funds collected from the tenant to the appropriate property and owner. As a result a **tenant must have a contract** before any account entries can be made.

The **Status** field indicates whether an item is being added or edited.

The Close (X) button closes the entry panel.

The **Post** button commits the change(s).

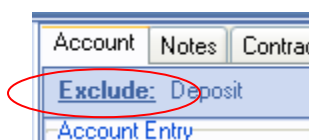
The **Cancel** button cancels the change(s).

For entry types of **Rent Received**, RenTrac will automatically populate the **Amount** based on the month and year for which rent is being paid.

Account Exclusions

RenTrac allows you to exclude entry types from the tenant account. A common use of the exclusion functionality is to exclude the deposit entry(ies) for current tenants. This way the tenant account statement reflects balances due without the deposit credit. As another example, you might limit the account view to include only rent entries. This view would simplify the account to itemize a surplus or shortage caused specifically by rent charges and payments.

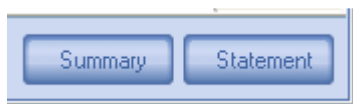
To exclude entry types, click **Exclude**



On the **Account Exclusions** screen, select the entry types to exclude and click **OK**.

Account Statements

Account statements can be generated in two different formats using the buttons at the bottom of the **Account** tab.



Click **Summary** to generate an account summary. The account summary format presents all account entries grouped by category with a sum for each category. Supporting detail is provided in subsequent pages of the report.

Description	Credit	Debit	Net
Beginning Balance			\$0.00
Rent	\$300.00	\$300.00	\$0.00
Utilities	\$80.00	\$80.00	\$0.00
Total	\$380.00	\$380.00	\$0.00

Click **Statement** to generate a standard account statement. The standard format presents all entries, ordered by date, in a ledger-style output.

Date	Type	Credit	Debit	Balance
1/1/2009	Beginning Balance			\$0.00
1/1/2009	Utilities Charged	\$0.00	\$40.00	(\$40.00)
	Automated monthly entry for January, 2009			
1/1/2009	Rent Charged (Jan 2009)	\$0.00	\$150.00	(\$190.00)
	Automated monthly entry for January, 2009			
1/4/2009	Rent Received (Jan 2009)	\$150.00	\$0.00	(\$40.00)
	Chk #246			
1/4/2009	Utilities Received	\$40.00	\$0.00	\$0.00
	Chk #246			
2/1/2009	Utilities Charged	\$0.00	\$40.00	(\$40.00)
	Automated monthly entry for February, 2009			
2/1/2009	Rent Charged (Feb 2009)	\$0.00	\$150.00	(\$190.00)
	Automated monthly entry for February, 2009			
2/2/2009	Rent Received (Feb 2009)	\$150.00	\$0.00	(\$40.00)
	Chk #247			
2/2/2009	Utilities Received	\$40.00	\$0.00	\$0.00
	Chk #247			
				\$0.00



Account Statements are generated based on a specified time frame (e.g. 1/1/2009 – 12/31/2009).

After clicking on the **Summary** or the **Statement** button, RenTrac presents a popup screen so you can define the date range to include in the statement.

You can also enter an "As-Of Date" on this screen to define the account balance that should be printed on the statement.



Account Balances across all tenants can be viewed on the **Reports** tab. This is particularly useful for determining which tenants owe money and which tenants are owed a deposit refund.

Tenant Notes

RenTrac can keep an unlimited number of notes on each tenant. Tenant notes are accessible on the **Notes** tab of the **Tenants** view.

Notes have three major elements:

1. Date
2. Subject
3. Content

To enter a note, click the **New**

button at the bottom of the **Notes** tab. Similarly, to edit or delete a note, select the note and click the **Edit** or **Delete** button, respectively.

The screenshot shows the 'Notes' tab in the RenTrac software. At the top, there are three tabs: 'Account', 'Notes' (selected), and 'Contract'. Below the tabs is a search bar labeled 'Search:'. Underneath is a table with two columns: 'Date' and 'Subject'. The table contains three entries:

Date	Subject
1/1/2009	Move in
1/15/2009	Garbage day
2/13/2009	Leaky faucet

Each row in the table has a corresponding text area below it containing the note's content. For example, the first note on 1/1/2009 describes a tenant calling to get into the unit.

The screenshot shows the bottom of the 'Notes' tab interface. It contains four buttons: 'New', 'Edit', 'Delete', and 'Export'.

Notes can be exported to a file by clicking the **Export** button. Only the notes in the list will be exported, so if the notes are filtered by the **Search** field, some tenant notes may not be included in the export.

Contracts

Each tenant can have an unlimited number of contracts. However, each tenant may have only one active contract at any one time. Each contract is represented and selectable by the tabs at the bottom of the **Contract** tab. The tabs are labeled with the contract dates (begin and end date).

To create, edit, or delete a contract, click the **New**, **Edit**, or **Delete** button at the bottom of the **Contract** tab. (Additional information on writing contracts is provided in the following section.)

Once a contract is created, it can be printed by clicking the **Export** button. The contract language that gets printed depends on the contract template defined for the contract. If no contract template is defined, RenTrac prints a default contract.

The screenshot shows the 'Contract' tab selected in the RenTrac software. The form is titled 'RENTAL AGREEMENT' and contains several sections: 'General' with 'Contract Date: 1/1/2009'; 'Rental Accommodations' with 'Property: Hampton Apts' and 'Unit: Hampton Apts (1)'; 'Term of Contract' with 'Occupancy Dates: 1/1/2009 - 12/31/2009', 'Monthly Rent: \$150.00 / \$300.00', 'Total Contract Rent: \$2,400.00', and 'Rent is due in advance on the 1 day of the month'; 'Late Fees' with a note about a \$10.00 late fee plus \$1.00 per day; 'Utilities' with checkboxes for Electricity, Internet, Water, Gas, Telephone, Garbage, Sewer, and Cable; 'Rental Deposit' with 'Rental deposit of \$400.00 due on 1/1/2009'; and 'Other Monthly Charges'. At the bottom, there is a date range '1/1/2009 - 12/31/2009' and buttons for 'New', 'Edit', 'Delete', 'Transfer', and 'Export'.

Writing Contracts

Contracts are “written” with a tenant to place a tenant in a rental. The contract, therefore, controls the tenant’s rental assignment and the rental occupancy status, including move in and move out dates.

The concept of controlling occupancy with a contract is extremely powerful and differentiates RenTrac from most other property management applications. Here are some examples of how this concept affects your daily operations:

- Occupancy as of any date (historical, current, and future) can be determined based on the begin dates and the end dates of the contracts.

- There is no action required from the user to “move in” or “move out” a tenant. This happens automatically as the contract begins or expires.
- Historical data on all tenants can be retained indefinitely. There is no need to delete or otherwise modify tenant status records as time goes on. All this information is automatically adjusted with the calendar.

Because the contract is a critical component for RenTrac to function properly, it's important to understand the significance of the contract's entry fields:

- **Contract Date** is merely a date marker. It does not affect any underlying logic.
- **For Sale** is only available when editing (not when adding) a contract. It is simply a flag that causes the contract to appear on the **Contracts For Sale** report.
- **Contract Template** controls the language that will be in the contract when printed. (More information is provided in the advanced section on creating contract templates.)
- **Comments** are for generic notes and do not affect system logic.
- **Property** determines which property the contract is for. This is a required field.
- **Unit** determines which unit (within the selected property) the contract is for. This is a required field.
- **Room** is only visible if the unit is designated for batching singles (as opposed to a family rental). If visible, the room determines which room (or bed) the tenant will be placed in. This is required field for singles rentals.
- **Begin Date** determines when the tenant can move in to the rental. RenTrac will consider the rental occupied as of (and including) the begin date.
- **End Date** defines the last day of the tenant's occupancy in the rental. RenTrac will consider the rental occupied through the end date.
- **Rent Style** determines whether rent will be level throughout the duration of the contract or vary based on the season (Spring / Summer versus Fall / Winter).
- **Monthly Rent** determines how much the tenant will pay each month. If seasonal, two entry fields are provided. Otherwise a single entry field is provided.
- **Rent Due Day** defines the day rent is due. This is the day that RenTrac will record all rent charges in the tenant's account.
- **Grace Period** controls how RenTrac calculates automatic late fees. No late fees will be generated prior to the grace period expiring.
- **Late Fee** controls how much the initial late fee is. Automatically generated late fees apply this amount as a debit to the account when a late rent payment is recorded.
- **Daily Late Fee** controls the additional fees applied for each day the rent payment is late.
- The selected utilities have no impact on system logic.
- **Rental Deposit** has no impact on system logic. When the deposit is received it should be recorded in the tenant's account. This field defines how much is expected, but has no direct correlation to the tenant's account.
- **Additional charges** are applied each month along with the rent charge.

Contract Date	1/ 1/2009	<input type="checkbox"/> For Sale
Contract Template		
Comments		
Property	Hampton Apts	
Unit	Hampton Apts	
Room	1	
Begin Date	1/ 1/2009	
End Date	12/31/2009	
Rent Style	Seasonal	
Monthly Rent	\$150.00 (F/W)	\$300.00 (S/S)
Rent Due Day	1	
Grace Period	5 days	
Late Fee	\$10.00	
Daily Late Fee	\$1.00	
<input checked="" type="checkbox"/> Electricity	<input checked="" type="checkbox"/> Internet	<input checked="" type="checkbox"/> Water
<input checked="" type="checkbox"/> Telephone	<input type="checkbox"/> Garbage	<input type="checkbox"/> Sewer
	<input checked="" type="checkbox"/> Gas	<input checked="" type="checkbox"/> Cable
Rental Deposit	\$400.00	Due On 1/ 1/2009
Additional charge of	\$40.00	per month for Utilities

Properties

A property is a rental that may contain additional units. Examples include an entire complex, a building within a complex, a house, or even a specific unit. Because some controls and data elements are only available at the property level, you may have several units within a building, and each unit should be entered as its own property in RenTrac. This will depend on how you run your rental(s). Here are some general guidelines to help define what should be a property.

- In most cases, a property is a building.
- Each property can have an unlimited number of units. Units can have up to eight individual dwelling locations (e.g. rooms or beds).
- Each property can have a unique owner. Units within a property are all owned by the property owner (units are not individually owned).
- Contracts are written against two or three levels, depending on the unit type (family or singles): Property, Unit, and Room (or bed).
- Income and expense items are recorded at the property level (although the comments may contain specifics about what unit, room, or other location is involved.)
- Maintenance items are recorded at the property level (although the notes may contain specifics about what unit, room, or other location is affected).

To enter (or edit) a property select the **Properties** tab and click the **New** (or **Edit**) button at the bottom of the list of properties.

Address / Phone		Amenities	
Description	<input type="text"/>	Units in this property generally have the following amenities (this can be changed for each unit).	
Address	<input type="text"/>	<input type="checkbox"/> Washer / Dryer	<input type="checkbox"/> Air Conditioning
Address 2	<input type="text"/>	<input type="checkbox"/> Microwave	<input type="checkbox"/> Covered Parking
City	<input type="text"/>	<input type="checkbox"/> Disposal	<input type="checkbox"/> Laundry
State	<input type="text"/>	<input type="checkbox"/> Storage	<input type="checkbox"/> Pool
Zip	<input type="text"/>	<input type="checkbox"/> Dishwasher	<input type="checkbox"/> Spa
Phone	<input type="text"/>		
Owner	<input type="text" value="-Unspecified-"/>		
Unit Information		Utilities Paid By Tenant	
Units in this property generally have the following characteristics (this can be changed for each unit).		Tenants in this property typically pay the following utilities (this can be changed for each unit and for each contract).	
Bedrooms	<input type="text" value="1"/>	<input type="checkbox"/> Gas	<input type="checkbox"/> Sewer
Bathrooms	<input type="text" value="1"/>	<input type="checkbox"/> Electricity	<input type="checkbox"/> Telephone
Parking Spaces	<input type="text" value="0"/>	<input type="checkbox"/> Water	<input type="checkbox"/> Internet
Contract Style	<input type="text" value="Family Contract"/>	<input type="checkbox"/> Garbage	<input type="checkbox"/> Cable

Most the data points on this screen are self explanatory. The fields that are less obvious contain textual descriptions to help clarify their purpose. With the exception of the **Address/Phone** information, everything on this screen is used to make future data entry easier. By filling out the **Unit Information**, **Amenities**, and **Utilities Paid by Tenant** sections, every unit added to this property will default to the information provided here. This eliminates a lot of tedious data entry. Recognize that if any of the units in the property deviates from the standard configuration entered here, you will be able to change it for those units independently.

After filling out the property information, click **OK**. This will save the property to the database, and if you were adding the property (as opposed to editing it), RenTrac will add one unit to the property automatically.

Units

Each property can contain multiple units. A unit is typically something like an apartment within a building, or one side of a duplex.

To add (or edit) a unit click the **New** (or **Edit**) button at the bottom of the list of units. Most the data fields on the unit screen match the data fields of the property screen. The biggest difference lies in the ability to define multiple rooms (or beds) in each unit. If you select **Batching Singles** as the contract type for the unit, you will be presented with a drop-down to define the **Maximum Occupancy** of the unit. Based on the max occupancy, you will be able to define a room/space for each potential occupant along with the expected rent for each space. Here are some examples of how this functionality might be used:

- A unit has four bedrooms that are rented as private rooms. The maximum occupancy is four, and each room is named as follows:
 - Private 1
 - Private 2
 - Private 3
 - Private 4
- A unit has two bedrooms that are rented as shared rooms (two people in each room). The maximum occupancy is four, and each room/space is named as follows:
 - Shared 1.1
 - Shared 1.2
 - Shared 2.1
 - Shared 2.2
- A unit has three rooms: One private, one shared with two beds, and one shared with three beds. Maximum occupancy is six, and each room/space is named as follows:
 - Private
 - Double 1.1
 - Double 1.2
 - Triple 1.1
 - Triple 1.2
 - Triple 1.3

Click **OK** to save the unit. Once you have saved the unit, you can edit it and click the **Copy** button to create more units identical to that one.

Property Notes

Refer to the Tenant Notes section for a general description of this functionality.



Notes can be searched across all tenants, properties and owners simultaneously on the Reports tab. This makes it easy to find any note you're looking for.

Maintenance

The maintenance section keeps track of the repair and maintenance items that need to be accomplished on the property. Entering (and editing) maintenance items is accomplished with the **New** (and **Edit**) buttons at the bottom of the screen.

Close the entry panel with the X button.

Save the entry with the **Post** button.

The **Resolved** check box is used to determine whether a maintenance item is yet to be completed. Clicking the Resolved check box shows an additional entry field where the date the issue was resolved can be entered.



Maintenance items can be searched across all properties on the Reports tab. This is commonly used to create a master list of all open maintenance items.

Income/Expenses

Each property can have its own income and expense items. The income and expense items recorded on a property typically include things like:

- Coin-op laundry income
- Utilities paid on the property
- Advertising expenses
- Non-contractual rent (e.g. guest fees)
- Repair expenses
- Etc.

The income and expense items recorded on a property are automatically included in the owner's account.

Recurring Entries

Recurring entries are available to users with an Extended RenTrac license. The recurring entry functionality allows you to schedule recurring income (or expense) entries for the property.

Recurring Ledger Entry

Status: Adding New Entry

Entry Day: 1 Amount: \$0.00

Type: Management Fees Charged

Comments:

Post Cancel

For example, if the property is part of an HOA, the recurring entry functionality can be used to assess monthly HOA fees.

To create a recurring entry, select the **Recurring Entries** tab, click the **New** button, and enter the information requested in the **Recurring Ledger Entry** panel. The entry will be recorded on the day specified in the **Entry Day** field.



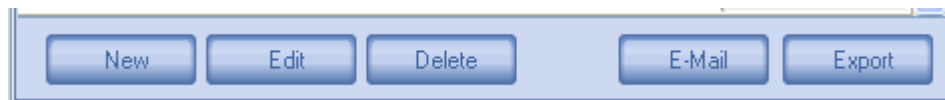
Recurring Entries are recorded in the properties income/expense ledger just like any manually entered income or expense. Once the entry is in the income/expense ledger it can be edited or deleted.

Deleting a recurring entry will not impact any existing income expense items recorded for the property. Rather, deleting the recurring entry will cause the recurring entry to cease for future months.

Owners

The **Owners** section is available to users with the Extended RenTrac license. It allows you to track multiple owners and associate each property with an owner.

To add (or edit) an owner click the **New** (or **Edit**) button at the bottom of the screen.



The **Owner** screen will appear.

Owner	Preferences
First Name: <input type="text"/>	Partial Month Rent: <input type="text" value="Pro Rate"/>
Middle Name: <input type="text"/>	SS Begin Month: <input type="text" value="May"/>
Last Name: <input type="text"/>	FW Begin Month: <input type="text" value="September"/>
Address: <input type="text"/>	Secondary Contact
Address 2: <input type="text"/>	Name: <input type="text"/>
City: <input type="text"/>	Address: <input type="text"/>
State: <input type="text"/>	Phone: <input type="text"/>
Zip: <input type="text"/>	
E-mail: <input type="text"/>	
Phone: <input type="text"/>	

The **Owner** screen collects basic information on the owner, including name and contact data. Additionally, some preference items can be controlled with each owner.

- **Partial Month Rent** defines how RenTrac should treat months in which the tenant only occupies the rental for a portion of the month.
 - The **Pro Rate** option charges rent based on the number of days the rental is occupied. For example, 21 days of occupancy in a month with 30 days would result in 70% rent.
 - The **All or Nothing** option rounds rent up to a full month's charge or down to zero depending on whether the rental is occupied for more or less than half a month. If the occupancy is exactly half the

month (e.g. 15 days out of 30), RenTrac will charge $\frac{1}{2}$ the month's rent.

- **SS Begin Month** controls when the Spring/Summer season begins. This is only relevant for seasonal contracts.
- **FW Begin Month** controls when the Fall/Winter season begins. This is only relevant for seasonal contracts.
- **Secondary Contact** information is used for emergency contact when the owner is not available. These fields are optional.



Rent Charges are automatically recorded in the tenant's account by RenTrac. However, once the charge is recorded you are free to adjust it however you like. So if neither of the partial month rent settings is ideal, pick the best option and manually adjust the rent charge for any partial months.

After entering the owner information click **OK**.



Owners are filtered, by default, to show only the **Active Owners** (owners with a property). This can result in a situation where the owner you just entered doesn't appear in the list of owners. To make the owner appear in the list, either associate the owner with a property or change the filter to show all owners.

Last Name	First Name	Phone	EMail
Abrahms	Adam	123-456-7890	adam.abrahms@email.com

Owner Accounts

Owner accounts are primarily used for reporting income received from tenants residing in the owner's properties and for income/expense items incurred on the owner's properties. These entries appear automatically in the owner's account, but they cannot be edited from the owner account ledger. They must be edited from the respective tenant or property.

Entries can be made in the owner account directly. The entries made in the owner account are for cash (i.e. capital) paid to (or received from) the owner. This allows you to track each owner's account separately and to know whether money is owed to the owner.

Account statements can be generated for the owner in the same way they can be generated for tenants.

For more detail on accounts, please refer to the **Tenant Accounts** section.

Owner Notes

Refer to the Tenant Notes section for a general description of this functionality.



Notes can be searched across all tenants, properties and owners simultaneously on the Reports tab. This makes it easy to find any note you're looking for.

Owner Properties

The **Properties** tab of the **Owners** section lists all the properties owned by that owner. Properties cannot be added or edited from this view. Navigate to the **Properties** tab to add or edit properties.

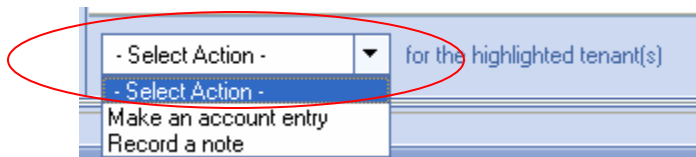
Reports

The Reports tab makes it easy to retrieve meaningful information from RenTrac. The following reports are provided:

- Rent Due
- Vacancy
- Occupancy
- Maintenance
- Contracts For Sale
- Tenant Accounts
- Owner Accounts*
- Notes
- Recurring Entries*

Additionally, some batch functionality is made available on the Reports tab.

- **Batch E-Mail.** To e-mail everyone who owes rent, select the **Rent Due** report and click the **E-Mail** button at the bottom of the screen.
- **Batch Account Entry or Note.** To make an account entry or to record a note on several tenants at once, navigate to the **Occupancy** tab, select all the tenants for whom the new entry should be made, and select the appropriate action from the drop-down list at the bottom of the screen.



* Only for Extended licenses

Admin

The Admin tab allows you to modify your own information, control your RenTrac license, and manage authorized users. It also has buttons to facilitate checking for software updates and for setting up a networked database.

Property Manager Information

Your information is contained in the General section of the Admin tab. The data collected here is fairly basic and self explanatory. The only element that affects RenTrac functionality is the **Automatically record late fees** option. If this option is checked, RenTrac will automatically calculate and enter a late fee in a tenant's account if the rent is received late.

License

Your RenTrac license controls how many units you can enter into the software. The Standard license allows up to two properties and five units. This license is free.

The Extended license has no limit to the number of properties or units. It also opens additional functionality, such as owners, recurring entries, flexible partial month occupancy options, and adjustable seasons.

To modify your license, click the **Edit** button in the **License** section. This will open a screen that communicates directly with the RenTrac server. From that screen you can provide payment information to extend your license. After you have provided your payment information, close the window and your license information will be updated immediately.

Users

The list of users is empty by default. With no users entered, no user name or password is required to open RenTrac. Once a user is created you will have to enter your user name and password every time you start RenTrac.

Managing a list of users is meaningful for two major reasons:

1. Control access to your data.
With a defined set of users, only those who can provide a valid user name and password can access RenTrac.
2. Auditing. If everyone who uses RenTrac must logon with a unique user name, RenTrac can keep a meaningful audit of who makes entries or



CAUTION! If you create a user, be sure to remember the user name and password! If you forget the user name and password, you will not be able to access RenTrac!

changes to the RenTrac data. Auditing can help you track down why an entry was made by identifying the person who made the entry.

Users can be disabled. This is often preferred over deleting a user altogether. However, use extra caution to avoid disabling all users. If all users are disabled no one will be able to login to RenTrac.

Advanced Features

RenTrac offers some features and configuration options that are not applicable to all users. These features require some computer skills and understanding beyond basic RenTrac operations.

Database Networking

The RenTrac database can be shared across multiple PCs. This requires that the database reside in a location where all the PCs can access it. The shared location might be a PC in the office (on a LAN, either wireless or wired) or a server in a data hosting facility, accessible over the Internet.

Swifton Digital can help with this process, including a recommendation about how the database should be shared and configured for your environment. For large-scale, multi-user, multi-office implementations, a database server (MySQL) may be appropriate. For smaller, single-office implementations, the distributed file-based database (Microsoft Access) is likely more appropriate.

To configure the database connection, edit the `RenTrac.ini` file, located in the same directory as the RenTrac executable file. By default the file is located in the following directory:

`C:\Program Files\Swifton Digital\RenTrac3`

RenTrac contains a button on the Admin tab that opens this file for you.



The `RenTrac.ini` file contains descriptions, instructions, and examples along with the configuration parameters. The most common change to this file is the location of the RenTrac database. This parameter can be changed by modifying the `URI` field of the `DB_Local` section. For example:

Change this:

`#URI=C:\Program Files\Swifton Digital\RenTrac3\Data`

To this:

`URI=\\SharedComputer\RenTracData`

Removing the # sign makes the configuration parameter active. (The # sign acts as comment, negating the property in the file and allowing RenTrac to use its default setting).

The path entered assumes the `RenTrac.mdb` database file has been placed in the `RenTracData` folder on a computer named `SharedComputer`.

Contract Templates

When a contract is exported, RenTrac places the data you enter in the software into a pre-configured contract template. The template contains the contract language and terms by which you and your tenants are bound.

Several contract templates are provided with RenTrac. The supplied contract templates are freely available for use.

If you have a particular contract template you would like to use, you can create a custom contract template for RenTrac to populate. This section explains how to create (or edit) a contract template.

Contract templates are .rtf (Rich Text File) files. They are best edited and viewed in Microsoft Word, but can, in some cases (depending on the complexity of the rich text file and the program that was originally used to generate it), be edited in other rich text editors (such as Microsoft Wordpad and other freely available programs). The contract templates that are supplied with RenTrac are created in Microsoft Word.

To edit an existing contract template, simply open the .rtf file in Microsoft Word. The file content is displayed exactly as it will appear when the contract is generated from RenTrac except that the data variables in the template appear as raw tags. The tags look something like this:

`[$VARIABLE$]`

RenTrac uses these tags to know where to put the data you enter into the software. The tags are important, and their syntax must be exact. The following are some things to consider regarding the tags:

- Tags are case sensitive. In other words `[$FIRSTNAME$]` and `[$FirstName$]` are NOT the same. If tags are entered with incorrect case, RenTrac will not populate the template correctly.
- Tags are character aware. Additional characters that often appear inconsequential to us, or that may not even appear on the screen, will break a tag. For example, where `[$FIRSTNAME$]` will work, `[$FIRST_NAME$]` or `[$FIRST NAME$]` will not.

The recommended approach for creating (or editing) a contract template is to copy an existing template file, give it an appropriate name, and then edit the file as desired. This approach preserves the original file so you can easily revert back to it if you encounter problems.

Contract templates are located in the `\Templates\Contracts` folder of the installation directory. By default they can be found in this directory:

`C:\Program Files\Swifton Digital\RenTrac3\Templates\Contracts`

The most common technical difficulty encountered when editing or creating templates is inadvertently injecting rtf formatting tags into the RenTrac tags. When this happens, despite every effort to inspect and confirm that the tag is correct, the tag won't get replaced with the actual data when you generate the contract. There are two ways to solve this problem:

1. Delete the tag and re-add it. This will remove the rtf formatting characters along with the original tag, and manually typing in the new tag should keep it clean.
2. Edit the file in a pure text editor (e.g. Notepad) where you can see all rtf formatting tags. This is marginally difficult since the file is rather cryptic in its raw form. If you can locate the tag in the text editor, you'll likely find that it is wrapped in rtf tags. For example, in Microsoft Word you might see a tag that looks like this:

`[$FIRSTNAME$]`

but when you locate the tag in a text editor it looks like this:

`[$\fs16\insrsid11367147}FIRSTNAME {\fs16\insrsid11367147}$]`

Manually deleting the extra characters from the tag will resolve the problem.

Auditing Changes

RenTrac audits all data changes. If a user is logged in, it records the name of the user who made the data change.

To view an audit history on a data item, select the item and press the F11 key. This will bring up a window listing all the actions taken on the data record, when the change was made, and who made the change. The details of exactly what was changed are not provided.

Notes