

Understand Tenant Credit Amounts

Training References



Tenant Credit Amounts

What are these amounts?

Tenant Credit, Inhand, On Account & Part Payment are all terms used for any amounts a tenant has showing on their ledger that is a part payment of rent, and not a full period of rent. Here we will refer to this as a Tenant Credit amount.

Why do these amounts occur?

Tenant Credit amounts occur when a **full period** of rent is **not** received.

If a full period of rent is not received, the **amount paid** will **remain inhand** until the balance of rent is received;

TENANT TRUST LEDGER REPORT

Reported Period(s): From May 2016 to June 2016

1 records selected - All Tenants
For All Managers

Tenant	Account	Date	Ref.	Paid	Op	Acct.	Description	Rent	Amt Due	Due To	Paid From	To	Inhand	Amount excl
CLOONEY	George Clooney						24 Gallimore Avenue, BALMAIN EAST NSW 2041							
17/06/16	00010714	1680.00	CK	101	Rent		Direct Deposit - 17/06/16	420.00	W1 2520.00	17/06/16	07/05/16	03/06/16	0.00	1680.00
18/06/16	00010718	1500.00	CK	101	Rent		Direct Deposit - 18/06/16	420.00	W1 1260.00	24/06/16	04/06/16	24/06/16	240.00	1500.00
Total Rent														3180.00

Identify Tenant Credit Amounts across your Portfolio

You can create a customised report in REST Professional of tenants who have tenant Credit amounts.

To create a Tenant Inhand Amount report:

1. Go to **Other > Export Data**
2. At the Output section, select Export to **New Template**
3. Keep all other default settings
4. At the **Template** section enter a **Name** and **Description** for your new report
5. Click **Select Fields F9**
6. Select the **Tenants Merge Fields** you would like to see on your report, including Name, Tenant Code & Credit fields
7. Click **Save** and go back to the export data screen
8. Click **Start**

If you require assistance please contact Rockend support on 1300 657 700