ACCOUNTS RECEIVABLE PROCEDURE

I Procedure Statement

The Accounts Receivable Procedure encompasses all charges, receipts and adjustments that occur on the property monthly. All balances are to be accurate and collections are to be assertively pursued.

II Who Should Read Procedure

Individuals responsible for any reporting outlined in the following procedures, who will be unavailable at the deadline, must delegate for coverage to ensure the deadline is met.

A. President (P)
B. Vice-President (VP)
C. Chief Operating Officer (COO)
D. Chief Finance Officer (CFO)
D. Controller (CNTRL)
F. Accountant (ACCT)
G. Regional Property Managers (RPM)
H. Regional Compliance Managers (RCM)
I. Site Managers (SM)
J. Assistant Site Managers (ASM)
K. Training Specialist (TS)

III Related Documents

A. Creating and Submitting HAP Step-by-Step Instructions
   1. HAP Voucher 202C
   2. TRACS Certification 202C
3. TRACS Voucher 202C

B. Daily Cash Receipts Step-by-Step Instructions
   1. KPM327 – Daily Cash Log with calculation tape
   2. Deposit Tickets
   3. Bank Deposit Receipt
   4. Post Report (software)

C. Creating a Tenant Charge Step-by-Step Instructions
   1. Three-part accounting Tenant Charge Form

D. Affordable Balance Summary Report Step-by-Step Instructions
   2. KPM143 Resident Ledger Adjustment
   3. KPM341 Resident Credit Balance Notice
   4. KPM183 Resident Money Owing Notice
   5. KPM210 - WY and ID Pay or Vacate Notices
   6. KPM211 - UT Pay or Vacate Notices
   7. KPM347 and KPM348 - CO Pay or Vacate Notices

E. Mid-Month Reporting Step-by-Step Instructions
   1. 1. KPM198 Subsidy Ledger Adjustment (mod rehab)

F. End-of-Month Reporting Step-by-Step Instructions
   2. Mid-Month Reporting
IV     The Procedure

A.    HAP Submission

1.   To be completed by the RCM between the first (1st) and the tenth (10th) of the month (see Creating and Submitting HAP Step-by-Step Instructions).
   a.   Process reports due to generate affordable rent and HAP charges.
   b.   Generate the Post Rent and HAP 202C in the software.
   c.   Generate the HAP Voucher 202C.
   d.   Generate the TRACS Certification 202C.
   e.   Generate the TRACS Voucher 202C.

2.   Submit all TRACS files to IMAX.

B.    Daily Cash Receipts (see Daily Cash Receipts Step-by-Step Instructions)

1.   The SM posts all other lease charges on the first (1st) of the month in the software.

2.   Process all receipts in software daily.

3.   Deposit all monies in the bank daily.

4.   Compile daily cash receipts paperwork and submit to RCM on or before each Friday.

C.    Tenant Charges (see Creating a Tenant Charge Step-by-Step Instructions)

1.   As charges occur during the month, SM will process daily in software.

D.    Affordable Balance Summary Reports (see Affordable Balance Summary Report Step-by-Step Instructions)

1.   Late Fees automatically generated by the software on the seventh (7th) of the month.

2.   SM generates and processes all required Pay or Vacate Notices.

3.   **The SM assertively pursues all means available to reduce balances and reconcile or move forward on all action items to bring accounts receivable to 5 percent or below on all properties.**
4. SM creates the Affordable Balance Summary Reports and adjustment notices (KPM143) on the seventh (7th) of the month and submits to the RCM.

E. Mid-Month Reporting (see Mid-Month Reporting Step-by-Step Instructions)

1. The Mid-Month Reconciliations are mandatory for the RCM and SM.

2. The RCM and SM review and reconcile the Resident Balance/Subsidy Balance Summary Report, and the RCM approves the Resident Ledger Adjustment Notices. The RCM generates the subsidy ledger adjustment (KPM 198).

3. When the mid-month reconciliation is completed, the RCM forwards the adjustment notices to ACCT for processing.

4. The TS will generate a balance summary report for each property and compile all reports and calculate percentage (accounts receivable divided by the gross potential) information on a matrix and forward the matrix to the P and VP by the end of the month. The TS will forward the matrix to the COO and RPM by close of business on the fourth Friday of each month.

F. End-of-Month Reporting (see End-of-Month Reporting Step-by-Step Instructions)

1. Any accounts receivable amounts that are in the red (over 5%), the RPM must meet with the RCM to discuss solutions. RPM, RCM and SM jointly will re-create the Balance Summary Report in the software, stating explanation and resolution. (See Affordable End-of-Month reports Step-by-Step procedures.) RPM must email End-of-Month Report to COO and AA prior to the meeting.

2. The COO will review all reports for any outstanding accounts receivable.

3. The COO and RPM will review all resolutions.

4. Follow up of the previous month’s reports and results of collection strategies will occur at the next month’s meeting.

5. During the Bi-Monthly Calendar meeting the P, VP and COO will review all accounts receivables.