appfolio™
Property Manager

AppFolio
Property Manager
User Guide

January, 2010

Contents

System Requirements

AppFolio is a Software-as-a-Service application and thus requires no specific local computer configuration to run.

To fully utilize AppFolio requires only:

- **An Internet connection**: Ideally using a broadband connection
- **A compatible browser**: AppFolio is optimized for Internet Explorer or Mozilla Firefox
- **A .PDF file reader**: AppFolio uses the PDF format for generating reports for printing. You will need a .PDF reader such as: Adobe Acrobat Reader

Notes

- Set your .PDF reader to "No Scaling" to ensure proper printing alignment.

Log Into AppFolio

Access to AppFolio requires an account be setup for the user.

How to Do It

1. You can connect to AppFolio from anywhere using a Web browser by typing http://yourcompany.appfolio.com into your browser's address bar
2. On the AppFolio log in screen:
   - *Enter* your **Email**
   - *Enter* your **Password**
   - *Click* the **Log In** button

Notes

- Remember to bookmark the AppFolio Web site in your favorites so you can easily access it again

Finding Your Way Around

AppFolio is designed to be as user friendly and intuitive as possible. AppFolio uses the following design elements:

- Tab and sub-tab structure to organize information in the application
- Quick links to common work task in the right-side Task pane
- An advanced search capability using the Search box

Page Tabs Overview

Start Page: When you log in to AppFolio, the Start Page appears. The Start Page has two sub-tabs; Statistics and In Progress. Statistics provides a big picture overview of your property management business. In Progress shows items that are presently in progress like tenant move ins and move outs

Properties: Displays a list of properties sorted alphabetically

People: Displays lists of Tenants, Owners, and Vendors

Vacancies: This tab provides quick and easy access to view and market your vacancies.

Accounting: Perform all accounting tasks including entering bills and tenant receipts

Reports: View a list of all reports, and access letters

Additional Navigation Elements

Task Bar: On the right side of every screen is a list of tasks or reports that relate to the screen you're using.

Powerful Search: Search allows you to type in text and search throughout the whole system. You can easily find people and units in AppFolio using almost any information, including phone numbers, addresses, roommates, and zip codes. This "active" search starts working as soon as you begin typing; more information entered refines the search further.

Repeat Field/ Repeat Form: AppFolio remembers the last transaction you viewed, and can automatically fill the entire form or field in a Bill, Charge, or Receipt. To access this feature, simply click the "Repeat" button at the top of the form. We have even included the ability to use key combinations to repeat Bills - use CTRL + K to repeat the entire bill, or use CTRL + J to repeat the bill field-by-field.

Tags: You can "tag" Owners, Tenants, and Vendors with descriptive text that you can search for. For example, you can identify Tenants with a tag of "Cashier's Check," or a Vendor with a tag of "Plumber." You can then easily search for these tags. If we import your data from another product, your existing Owner/Tenant/Vendor codes will be imported as a tag.

Drill Down: Easily link to related information by clicking the hyperlinks throughout the system

Notes and Attachments: You can add notes and documents to people, units, and transactions. You may return and edit notes or add new ones along the way.*

Workflows: As you move in or move out tenants, AppFolio guides you through each step. If you stop a workflow mid-way, you can pick up where you left off by viewing the In-Progress tab.

Reports: Quickly access all the information you need by selecting the report from the Reports tab. Each report opens in a new window. Drill down to the underlying data by clicking the hyperlink on your report. By clicking the Customize tab, you can refine the information included in the report. Easily email a report by clicking the Email tab.

Hiding Records

For entries in your database that are no longer active but need to be kept for historical purposes, use the Hide function.

Hidden records will not be included in reports, history, or searches.

How to Do It

1. Access the record you want to suppress
2. In the right-side Task pane, *click* the **Hide** option

Notes

- To un-hide a record, use the Search function with the Show Hidden items box checked.
- Hide properties that have been sold, or for which the contract has expired. This way you are able to keep the history for that property without viewing it's information along with your active records.
- Hide GL accounts to remove them from selection lists for transactions. Balances in hidden accounts will still appear on reports.

View, Edit & Add Properties

Properties are the main accounting centers for AppFolio PM.

All properties, even Single Family Residences, have both a property and unit component. Each of the components hold different information. The property component holds information related to management fees, bank account assignments and owner details. The unit component holds information related to unit features (number of bedrooms, baths, rental amount, etc.) and unit marketing information (marketing title, description, and photos).

How to Do It

Find and View a Property

1. Login with a user account that has permissions to perform this function
2. Find the property you wish to view by:
   a. Browsing to find the property record: *Click* the **Properties** tab, then scroll or page though the list of properties to find the desired property, when found, click the name of the property.
   b. Of, use the AppFolio Search to find the property record: Near the top right of the AppFolio screen, in the Search box, *enter* the **name** of the desired property (street name or address), when presented with search results, click the name of the property
3. The property page will load in the detail view, giving a non-edit view of the property record details. To view details about the properties units, click the Units sub-tab at the top of the property details page

Edit a Property

1. Login with a user account that has permissions to perform this function and follow the steps above to find the desire property record to edit
2. On the property details page, at the top right of the page, *click* the **Edit** button
3. The property details page will load in edit view and you may edit details as necessary

Add a Property

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Properties** tab
3. In the right-side Task pane, *click* the **New Property** link
4. The New Property page will load in edit view, enter the information as listed on the page. Required fields are designated with a red asterisk (*)
5. When done entering new property information, *click* the **Save** button near the bottom right of the page
6. The new property will be created and become available in the system

Notes

- Be sure to add units to your new properties

View, Edit & Add Units

Each Property has Units which represent the rentable spaces. This is true for all property types, from Single Family Residences to mixed use or multi-family buildings. Thus all rentable spaces in AppFolio have both a property and a unit component.

Each of the components hold different information. The property component holds information related to management fees, bank account assignments and owner details. The unit component holds information related to unit features (number of bedrooms, baths, rental amount, etc.) and unit marketing information (marketing title, description, and photos).

How to Do It

Find and View a Unit

1. Login with a user account that has permissions to perform this function
2. Find the property you wish to view by:
    a. Browsing to find the property record: *Click* the **Properties** tab, then scroll or page though the list of properties to find the desired property, when found, click the name of the property.
    b. Or, use the AppFolio Search to find the property record: Near the top right of the AppFolio screen, in the Search box, *enter* the **name** of the desired property (street name or address), when presented with search results, click the name of the property
3. The property page will load in the detail view, giving a non-edit view of the property record details.
4. At the top of the property details page, click the Units sub-tab
5. The Units list view page loads, click the name of the unit you wish to view
6. The Unit details page loads and you can view the details of the unit

Edit a Unit

1. Login with a user account that has permissions to perform this function and follow the steps above to find the desire unit record to edit
2. On the unit details page, at the top right of the page, *click* the **Edit** button
3. The unit details page will load in edit view and you may edit details as necessary

Add a Unit

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Properties** tab
3. Browse to, or use the AppFolio Search to, find the desired property to which to add a new unit, click the name of the property and load the property details page
4. In the right-side Task pane, *click* the **New Unit** link
5. The New Unit page will load in edit view, enter the information as listed on the page. Required fields are designated with a red asterisk (*)
6. When done entering new unit information, *click* the **Add Another** button near the bottom right of the page to add another unit, or *click* the **Done** button to complete the process
7. The new unit will be created and made available for rent in the system

Notes

*   Be sure to enter all unit details (# of bedrooms, bathrooms, market rent, etc), and Marketing Details (title, description, photos) for all your new units as this is the information AppFolio will use to help you market these units online when they become vacant

Manage Property Groups

Property groups are a way to organize and relate properties together.

The choice as to what property groups to make is completely up to you. Clients have used groups for property type (condo, SFR, MFR), region of the county, neighborhood of a city, property manager names, participating government program type, investor group names, etc.).

By organizing properties into property groups, you will be able to filter, and sort actions and reports in AppFolio. This will allow you to take actions on certain properties only and to report on only those properties.

How to Do It

View Property Groups

1. Login with a user account that has permissions to perform this function
2. In the top right-side of the menu bar, *click* the **Settings** link
3. On the Settings page, go to the **Property Groups** section
4. *Click* the **Manage Property Groups** link
5. A list of all Property Groups is displayed

Edit a Property Group

1. Login with a user account that has permissions to perform this function
2. Follow the steps above to view available property groups
3. *Click* the **name** of the property group to be edited
4. The Edit Property Group page loads
5. Change the name of the group or modify the selection of associated properties using the check-boxes
6. When done editing the property group, *click* the **Save** button

Add a Property Group

1. In the top right-side of the menu bar, *click* the **Settings** link
2. On the Settings page, go to the **Property Groups** section
3. *Click* the **New Property Group** link
4. On the New Property Group page:
   - **Enter** a **Name** for the group
   - *Select* the **check-box** for each property to be included in the property group
   - *Click* the **Save** button
     The new Property Group will be created and will be available in future data search, filtering and reporting

Manage Property Budget

AppFolio supports the use of budgets at the property level.

How to Do It

View & Edit a Property Budget

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Properties** tab
3. Find the property you wish to manage the budget for by:
    a. Browsing to find the property record: *Click* the **Properties** tab, then scroll or page though the list of properties to find the desired property, when found, click the name of the property.
    b. Or, use the AppFolio Search to find the property record: Near the top right of the AppFolio screen, in the Search box, *enter* the **name** of the desired property (street name or address), when presented with search results, click the name of the property
4. The property page will load in the detail view, giving a non-edit view of the property record details
5. At the top of the property details page, *click* the **Budget** sub-tab
6. The Budget page loads, giving access to the budget feature

View Property Map

AppFolio provides an integrated Google map feature for each property. The enables you to have an overhead view of the property in either map only, satellite only, or hybrid map and satellite view.

How to Do It

To View a Property Map

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Properties** tab
3. Find the property you wish to manage the budget for by:
    a. Browsing to find the property record: *Click* the **Properties** tab, then scroll or page though the list of properties to find the desired property, when found, click the name of the property.
    b. Or, use the AppFolio Search to find the property record: Near the top right of the AppFolio screen, in the Search box, *enter* the **name** of the desired property (street name or address), when presented with search results, click the name of the property
4. The property page will load in the detail view, giving a non-edit view of the property record details
5. At the top of the property details page, *click* the **Map** sub-tab
6. The map page view of the property loads

View & Edit Tenants

The tenant record in AppFolio contains information regarding tenant contact information, screening information, late fee information, lease details, and monthly charges. You may also add notes and attach files to tenant records.

How to Do It

Find and View a Tenant

1. Login with a user account that has permissions to perform this function
2. Find the tenant you wish to view by:
   a. Browsing to find the tenant record: *Click* the **People** tab, then *click* the **Tenants** sub-tab, then scroll or page though the list of tenants to find the desired tenant, when found, click the name of the tenant
   b. Or, use the AppFolio Search to find the tenant record: Near the top right of the AppFolio screen, in the Search box, *enter* the **name** of the desired tenant, when presented with search results, click the name of the tenant
3. The tenant page will load in the detail view, giving a non-edit view of the tenant record details

Edit a Tenant

1. Login with a user account that has permissions to perform this function and follow the steps above to find the desired tenant record to edit
2. On the tenant details page, at the top right of the page, *click* the **Edit** button
3. The tenant details page will load in edit view and you may edit details as necessary
4. When done editing, *click* the **Save** button

Move In Tenants

This workflow steps you through the move in process from recording name and expected move-in date all the way through moving in, posting charges and setting up the lease terms.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the
3. In the right-side Task pane, *click* the **Move In Tenant** link
4. The Move In Tenant process flow page loads and begins the move in process
5. On the Profile page, *enter* the Primary Tenants **Name**, **Phone Numbers**, **Emails** and select the **Move-in Date**, when complete click the Continue buttonNote: You may add additional tenants during this step by clicking the Add Tenant button at the lower left of the Primary Tenants profile information page
6. On the Select Units page, *enter* the **unit** for the tenant to occupy, or *click* the **Browse Units** button to view a list of available units, once selected, *click* the **Continue** button
7. On the Lease Details page, *select* **lease dates and term**, **monthly charges**, **one-time charges**, when complete, *click* the **Continue** buttonNote: you may at anytime in the process click the Save for Later link in the right-side Tasks pane to pause the process, this will move the record to the Start Page In Progress sub-tab where you can pick up the process again right where you left off
8. On the Schedule Move In page, *select* the **Lease Signed Date** and **Scheduled Move-In Date**, when ready, *click* the **Continue** button
9. On the Move In page, finalize any changes to Monthly and One-Time Charges and when ready, *click* the **Done** button

   The tenant will be created in the system

Notes

- You may leave the workflow at any step and come back later by clicking Save for Later: you will find your future tenant under the In Progress tab, and you will be returned to the step in the workflow where you left off. Continue adding information and stepping through the Move In Tenant process.
- Prorated amounts are calculated based on the Lease Start Date.
- Throughout the Move In Tenant flow you may Cancel Move In at anytime: this will completely delete any information you have entered for this tenant.
- To review a tenant who has been added, select Tenants from the People Tab.

Move Out Tenants

With this workflow you can process move outs quickly and accurately. Capture information about a tenant's move out, record forwarding address and new contact information.

How to Do It

1. Login with a user account that has permissions to perform this function
2. Find the tenant you wish to move out by:
    a. Browsing to find the tenant record: *Click* the **People** tab, then *click* the **Tenants** sub-tab, then scroll or page though the list of tenants to find the desired tenant, when found, click the name of the tenant
    b. Or, use the AppFolio Search to find the tenant record: Near the top right of the AppFolio screen, in the Search box, *enter* the **name** of the desired tenant, when presented with search results, click the name of the tenant
3. The tenant page will load in the detail view, giving a non-edit view of the Primary Tenant record details
4. In the right-side Task pane, in the Tasks section, *click* the **Move Out Tenant** link
5. The Move Out tenant process flow page loads on the Record Notice page
6. On the Record Notice page, *enter* the **Notice Date** and **Scheduled Move-Out Date**, *click* the **Continue** button
7. On the Enter Forwarding information page, *enter* **forwarding information** for tenant, *click* the **Continue** buttonNote: you may at anytime in the process click the Save for Later link in the right-side Tasks pane to pause the process, this will move the record to the Start Page In Progress sub-tab where you can pick up the process again right where you left off
8. On the Record Move Out page, *enter* the **Actual Move-Out Date**, then *click* the **Continue** button
9. On the Add Charges page, *enter* any **final changes to move out charges and credits**, review the summary section, and if all looks accurate, *click* the **Continue** button
10. On the transaction warning notification, click Yes to proceed
11. On the Create Disposition page, *click* the **Print Disposition Letter** and **Print Envelope** buttons to provide the disposition letter to the tenant
12. When complete, *click* the **Remove From In Progress** button to finalize the move out process

Notes

- Do not finalize Move Out until the move out event is completely done and all charges have been assigned to the tenant.

Generate Tenant Statement

Tenants may request a statement of outstanding charges. The tenant ledger will track all tenant transactions and the running balance, the Tenant Unpaid Charges report provides a presentation-quality report for internal use or for tenants with current unpaid charges.

How to Do It

Generate Tenant Ledger Report

1. Login with a user account that has permissions to perform this function
2. Find the tenant you wish to generate a ledger for by:
    a. Browsing to find the primary tenant record: *Click* the **People** tab, then *click* the **Tenants** sub-tab, then scroll or page though the list of tenants to find the desired tenant, when found, click the name of the tenant
    b. Or, use the AppFolio Search to find the tenant record: Near the top right of the AppFolio screen, in the Search box, *enter* the **name** of the desired tenant, when presented with search results, click the name of the tenant
3. The Primary Tenant page will load in the detail view, giving a non-edit view of the Primary Tenant record details
4. In the right-side Task pane, in the Reports section, *click* the **Tenant Ledger** link
5. The Tenant Ledger will open in a new window / tab
6. On the report page, select to email or print the report

Generate Tenant Unpaid Charges Report

1. Login with a user account that has permissions to perform this function
2. Find the tenant you wish to generate an unpaid charges report for by:
    a. Browsing to find the primary tenant record: *Click* the **People** tab, then *click* the **Tenants** sub-tab, then scroll or page though the list of tenants to find the desired tenant, when found, click the name of the tenant
    b. Or, use the AppFolio Search to find the tenant record: Near the top right of the AppFolio screen, in the Search box, *enter* the **name** of the desired tenant, when presented with search results, click the name of the tenant
3. The Primary Tenant page will load in the detail view, giving a non-edit view of the Primary Tenant record details
4. In the right-side Task pane, in the Reports section, *click* the **Tenant Unpaid Charges** link
5. The Tenant Unpaid Charges report will open in a new window / tab
6. On the report page, select to email or print the report

Notes

• You can customize the Unpaid Charges letter to tailor the language for your company by going to the Reports tab, Letters sub-tab and clicking the Edit link to the right of the letter you wish to edit, see also the View & Edit Letters topic for additional information on editing letters.

Add & Remove Additional Tenants

With AppFolio you can record all financially responsible tenants residing in the unit.

AppFolio identifies one tenant as the Primary Tenant for every unit. This is the tenant ultimately responsible for the unit. AppFolio PM stores profile information for every additional tenant in relation to the one Primary Tenant of the unit.

Additional tenants may be added during the move-in flow or at any point during the tenancy.

Additional tenants will be included on tenant letters, checks and statements.

How to Do It

Add Additional Tenant During Move In

Using this method will add an additional tenant while moving in the Primary tenant.

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **People** tab
3. In the right-side Task pane, *click* the **Move In Tenant** link
4. The Move In Tenant process page loads
5. On the Move In Tenant, Profile step page, *enter* **Primary Tenants information** for Name, Phone Numbers, Emails, and select the move in date
6. At the bottom left of the page, *click* the **Add Tenant** button
7. The Additional Tenants data entry page loads, *enter* **Additional Tenants information** for Name, Phone Number, Email, and select the move in date
8. If adding additional tenants, *click* the **Add Tenant** button to add another additional tenant
9. When done entering all additional tenant information, *click* the **Continue** button to complete adding additional tenants and continue the move in process for the primary tenant

Add Additional Tenants After Move In

Using this method adds an additional tenant to a tenant who is already existing in the system.

1. Login with a user account that has permissions to perform this function
2. Find the Primary Tenant you wish to add an Additional Tenant to by:
   a. Browsing to find the primary tenant record: *Click* the **People** tab, then *click* the **Tenants** sub-tab, then scroll or page though the list of tenants to find the desired tenant, when found, click the name of the tenant
   b. Or, use the AppFolio Search to find the Primary Tenant record: Near the top right of the AppFolio screen, in the Search box, *enter* the **name** of the desired tenant, when presented with search results, click the name of the tenant
3. The Primary Tenant page will load in the detail view, giving a non-edit view of the Primary Tenant record details
4. In the lower left of the top tenant information section, click the Add Additional Tenants link
5. The Additional Tenants data entry page loads, *enter* **Additional Tenants information** for Name, Phone Number, Email, and select the move in date
6. If adding additional tenants, *click* the **Add Tenant** button to add another additional tenant
7. When done entering all additional tenant information, *click* the **Done** button to complete adding additional tenants

Move Out an Additional Tenant

1. Login with a user account that has permissions to perform this function
2. Find the Additional Tenant you wish to remove by:
   a. Browsing to find the Primary Tenant record: *Click* the **People** tab, then *click* the **Tenants** sub-tab, then scroll or page though the list of tenants to find the desired tenant, when found, click the name of the tenant

b. Or, use the AppFolio Search to find the Additional Tenant record: Near the top right of the AppFolio screen, in the Search box, *enter* the **name** of the desired tenant, when presented with search results, click the name of the tenant

3. The Primary Tenant page will load in the detail view, giving a non-edit view of the Primary Tenant record details

4. In the Additional Tenants section, *click* the **Edit Additional Tenants** link

5. The Additional Tenants page loads in edit mode

6. Either, *click* the small "**x**" in the upper right of the tab with the tenants name, or *click* the **Remove Tenant** button at the bottom left of the page

7. On the record deletion confirmation box, click Ok

8. The Additional Tenants record is deleted

Remove an Additional Tenant

Please note that this will remove the additional tenants record.

1. Login with a user account that has permissions to perform this function

2. Find the Additional Tenant you wish to remove by:

a. Browsing to find the Primary Tenant record: *Click* the **People** tab, then *click* the **Tenants** sub-tab, then scroll or page though the list of tenants to find the desired tenant, when found, click the name of the tenant

b. Or, use the AppFolio Search to find the Additional Tenant record: Near the top right of the AppFolio screen, in the Search box, *enter* the **name** of the desired tenant, when presented with search results, click the name of the tenant

3. The Primary Tenant page will load in the detail view, giving a non-edit view of the Primary Tenant record details

4. In the Additional Tenants section, *click* the **Edit Additional Tenants** link

5. The Additional Tenants page loads in edit mode

6. *Click* the tab with the additional tenants name to select their record

7. On the additional tenants data page, in the Move In / Move Out section, *enter* a **move out date**

8. *Click* the **Done** button

Notes

- Additional Tenants can be found through the universal search.
- If the Additional Tenant makes a payment, typing the name of the Additional Tenant on the receipt entry screen will find the Primary Tenant for that unit.

Renew Tenant Lease

To renew the tenant lease you simply update the lease information on the Tenant page.

How to Do It

1. Login with a user account that has permissions to perform this function
2. Find the tenant you wish to renew by:
    a. Browsing to find the tenant record: *Click* the **People** tab, then *click* the **Tenants** sub-tab, then scroll or page though the list of tenants to find the desired tenant, when found, click the name of the tenant
    b. Or, use the AppFolio Search to find the tenant record: Near the top right of the AppFolio screen, in the Search box, *enter* the **name** of the desired tenant, when presented with search results, click the name of the tenant
3. The tenant page will load in the detail view, giving a non-edit view of the Tenant record details
4. On the Tenant page, near the upper right of the page, *click* the **Edit** button
5. The Tenant page will load in edit view
6. Scroll down the page to the Lease Information section, and *select* the new **Lease From** and **Lease To** dates
7. When done, *click* the **Save** button

Notes

- Be sure to enter the last renewal date while in the record

Increase Tenant Rent

This workflow steps you through selecting tenants subject to a rent increase, scheduling the increase amount based on market rent, a percentage, or an amount you enter, and generating letters notifying the tenants of the rent increase.

How to Do It

1. Login with a user account that has permissions to perform this function
2. Find the tenant you wish to increase rent for by:
   a. Browsing to find the primary tenant record: *Click* the **People** tab, then *click* the **Tenants** sub-tab, then scroll or page though the list of tenants to find the desired tenant, when found, click the name of the tenant
   b. Or, use the AppFolio Search to find the tenant record: Near the top right of the AppFolio screen, in the Search box, *enter* the **name** of the desired tenant, when presented with search results, click the name of the tenant
3. The tenant page will load in the detail view, giving a non-edit view of the tenant record details
4. In the right-side Task pane, in the Tasks section, *click* the **Increase Rent** link
5. The Set Rent Increase process flow page loads to begin the process of increasing rent, the page loads with the tenant already select
6. On the Set Increase step page, *enter* the **Increase Date** and **New Rent** amount, *click* the **Preview Increases** button
7. On the Confirm & Schedule page, *review* the **changes** then *click* the **Schedule Increases** button
8. On the Notify Residents page, *click* the buttons to **Create Letters** and **Create Envelopes** to print out the notification letter and envelops
9. When complete, *click* the **Done** button

Notes

- You can increase rent by a percentage of existing rent by using the Enter Percentage and Update feature on the Set Increase page
- The "Eligible for Rent Increase" date is a field on the Tenant screen- it is set to one year from the last rent increase. You may want to increase rent more frequently, depending on your lease terms. You can update this date by editing the Tenant screen.
- You may also increase a tenant's rent by adding a new monthly charge to the Monthly Charges section of the Tenant Screen
- You may customize the notification letter in the Letters section, see the View & Edit Letters help topic

Convert Tenant Lease to Month-to-Month

if your company supports the use of month-to-month leases, a tenant with an expired lease may choose to "hold over" or stay in the unit without a lease.

How to Do It

1. Login with a user account that has permissions to perform this function
2. Find the past tenant you wish to adjust by:
   a. Browsing to find the tenant record: *Click* the **People** tab, then *click* the **Tenants** sub-tab, then scroll or page though the list of tenants to find the desired tenant, when found, click the name of the tenant
   b. Or, use the AppFolio Search to find the tenant record: Near the top right of the AppFolio screen, in the Search box, *enter* the **name** of the desired tenant, when presented with search results, click the name of the tenant
3. The tenant page will load in the detail view, giving a non-edit view of the tenant record details
4. At the top right of the page, *click* the **Edit** button
5. The tenant page loads in edit mode
6. Scroll down the page to the Lease Information section
7. *Click* in the **check-box** to select the option for "Month To Month"
8. *Click* the **Save** button

Adjust Move Out Disposition

From time to time changes to the security deposit disposition occur after move- out has been processed; additional charges need to be applied or the disposition needs to be corrected.

How to Do It

1. Login with a user account that has permissions to perform this function
2. Find the past tenant you wish to adjust by:
   a. Browsing to find the tenant record: *Click* the **People** tab, then *click* the **Tenants** sub-tab, then scroll or page though the list of tenants to find the desired tenant, when found, click the name of the tenant
   b. Or, use the AppFolio Search to find the tenant record: Near the top right of the AppFolio screen, in the Search box, *enter* the **name** of the desired tenant, when presented with search results, click the name of the tenant
3. The tenant page will load in the detail view, giving a non-edit view of the tenant record details
4. In the right-side Task pane, *click* the **Move Out Charges** link
5. The Adjust Move Out Charges page for the tenant loads
6. On the Adjust Move Out Charges page, in the New Charges and Credits section, *enter* appropriate **new charges or credits**
7. When done adding adjustments, *click* the **Adjust** button

Notes

- Once a tenant has been moved out, if the refund check has not yet been paid, any additional refunds will be included on the check.
- If the refund check has already been printed, new adjustments or charges will be added to the tenant ledger, and an additional check will need to be written.

Tenant Screening Information

AppFolio provides a section where you may store Tenant Screening information and results in the system.

How to Do It

1. Login with a user account that has permissions to perform this function
2. Find the tenant you wish to enter screening information for by:
   a. Browsing to find the tenant record: *Click* the **People** tab, then *click* the **Tenants** sub-tab, then scroll or page though the list of tenants to find the desired tenant, when found, click the name of the tenant
   b. Or, use the AppFolio Search to find the tenant record: Near the top right of the AppFolio screen, in the Search box, *enter* the **name** of the desired tenant, when presented with search results, click the name of the tenant
3. The tenant page will load in the detail view, giving a non-edit view of the Tenant record details
4. On the Tenant page, near the upper right of the page, *click* the **Edit** button
5. The Tenant page will load in edit view
6. Scroll down the page to the Screening Information section, and *enter* the desired screening details
7. When done, *click* the **Save** button

Review Delinquencies

Integrated tenant accounting helps manage delinquencies efficiently. Review outstanding delinquencies, follow up with tenants, and produce 3-day notices through the system.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Reporting** tab
3. On the Reporting page, *click* the link for the **Delinquency** report
4. The report generates and opens in a new browser tab/window

Notes

- See the Send 3-Day Notice Letters topic for information on how to send the 3-Day Notice letter

View, Edit & Add Owners

With AppFolio owner features, you can track owners, their property holdings, tax and accounting information.

How to Do It

Find and View a Owner

1. Login with a user account that has permissions to perform this function
2. Find the owner you wish to view by:
   a. Browsing to find the owner record: *Click* the **People** tab, then *click* the **Owners** sub-tab, then scroll or page though the list of owners to find the desired owner, when found, click the name of the owner
   b. Or, use the AppFolio Search to find the owner record: Near the top right of the AppFolio screen, in the Search box, *enter* the **name** of the desired owner, when presented with search results, click the name of the owner
3. The owner page will load in the detail view, giving a non-edit view of the owner record details

Edit a Owner

1. Login with a user account that has permissions to perform this function and follow the steps above to find the desired owner record to edit
2. On the owner details page, at the top right of the page, *click* the **Edit** button
3. The owner details page will load in edit view and you may edit details as necessary
4. When done editing, *click* the **Save** button

Add a Owner

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **People** tab
3. In the right-side Task pane, *click* the **New Owner** link
4. The New Owner page will load in edit view, enter the information as listed on the page Required fields are designated with a red asterisk (*)
5. When done entering new owner information, *click* the **Done** button to complete the process
6. The new owner record will be created and made available in the system

Notes

- You can upload a scanned copy of your contract to keep with the Owner record
- Owners must be created in AppFolio before their properties may be entered
- Be sure to customize the reports to include in the owners packet in the Owner Packet section

Pay Owners

Owner payments are calculated as the available cash balance minus the reserve funds minus prepayments for each property. Owner payments should be calculated after all income and expenses are recorded and management fees have been paid. ACH payments to owners are also available.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Payables** sub-tab
4. In the right-side Task pane, *click* the **Pay Owners** link
5. The Pay Owners page loads with search box, use search options to filter list if desired, then *click* the **Search** button
6. AppFolio will search the database for all owners due payment and return results in a list view
7. Review the fees and if ready to post fees for payment, *click* the **Post** button

   Once posted, these fees will be added to the outstanding payables for each respective property and will be available for payment the next time you write checks.

Notes

- If you have questions about the calculated amount of owner payments, review the Account Totals report to view the income totals used by the system
- AppFolio will also do a search to see if you are owned any Management Fees prior to paying owners and will list outstanding fees if any exist (it is recommended to pay management fees prior to paying owners)

Setup Owner ACH Payment

AppFolio supports the use of ACH electronic payments for the payment of owners.

The process of setting up ACH involves working with your owners to get their approval and account information, working with your bank to establish ACH capabilities with them, and setting up ACH functionality in AppFolio.

How to Do It

There are three steps to setting up ACH with AppFolio.

Step 1: Establish ACH with Your Bank

To begin making ACH payments you must first establish an ACH relationship with your financial institution. Please contact your bank representative to begin the process of setting up ACH for your account.

You will need to request / confirm several items with your bank to setup ACH in AppFolio:

Confirm Bank Information:

- Bank Name (name of your financial institution)
- Routing Number (banks routing number)
- Account Number (your account number at the bank)
    Confirm File Format Options:
- Confirm ACH file format as either CSV or NACHA
- Confirm File Header Options: o Immediate Origin Name (typically your business name)
- Immediate Origin Number (your businesses identification number)
- Immediate Destination Name (name of your financial institution)
- Immediate Destination Number (your banks identification number)
    Confirm Batch Header Options:
- Company Identification Number (your businesses identification number)
- Company Name (your company name)

Step 2: Setup ACH in AppFolio

Once you have received the ACH details from your bank you are ready to setup ACH in AppFolio. There are two parts to setting up ACH in AppFolio; Setting up your business, and setting up your owners.

Setup ACH for your Business

1. Log into AppFolio with a President-level ID
2. *Click* the **Accounting** tab
3. *Click* the **Bank Accounts** sub-tab
4. *Click* on the **Bank Account** to use for ACH, page will reload
5. *Click* the **Account** sub-tab
6. On the Account page, *click* the **Edit** button at the top right of the page
7. The Account page will reload in Edit mode
8. On the Account Page, complete the Bank Information and ACH Information sections
9. For the Bank Information section complete: Your Account Name, The Bank Name, Routing Number, Account Number, Address Information
10. For the ACH Information section complete: File Format Options, Select ACH File Format, If appropriate, check the box for Generate Balanced File, File Header Options, Immediate Origin Name, Immediate Origin Number, Immediate Destination Name, Immediate Destination Number,

Batch Header Options, Company Identification (select Use Default option), Company Name (select Use Default option)

11. Once you have entered all information, *click* the **Save** button

You have now completed setting up ACH for your business. The next step is to setup ACH for your owners.

Setup ACH for your Owners

1. Log into AppFolio with an ID that has President-level rights
2. *Click* the **People** tab
3. *Click* the **Owners** sub-tab
4. In the right-side Tasks pane, *click* the **ACH Setup** link
5. The page will reload to the Owner ACH Setup page
6. On the Owner ACH Setup page: Check the box for Owner Paid by ACH, Enter the Bank Routing Number, Enter the Bank Account Number, Repeat for all owners to be paid by ACH
7. When done entering all owners information, *click* the **Save** button

Step 3: Test and Confirm ACH Setup

Once you have completed ACH setup in AppFolio you will need to create and transmit a test data file, called a $0 Test File, to your bank, please confirm testing details with your bank. AppFolio will automatically generate this file for you, to create a $0 Test File:

1. Navigate to the Owner ACH Setup page as described above
2. At the bottom of the list of owners, *click* the **$0 Test File** button
3. When prompted *select* the appropriate **bank account** and *click* **Submit**
4. AppFolio will generate the file for you
5. When prompted, *select* a location to store your **file** and *click* **Save**
6. Follow your banks directions for submitting your test file
7. Once your bank has confirmed success with your file you will be able to begin paying your owners via ACH

Notes

- Please note that working with your financial institution to setup ACH may take some time; please discuss timeline expectations with your bank

Customize Owner Packets

You may customize owner packets on a per owner basis to provide each owner with the specific reports they wish to receive.

How to Do It

1. Login with a user account that has permissions to perform this function
2. Find the owner who's packet you wish to customize by:
    a. Browsing to find the owner record: *Click* the **People** tab, then *click* the **Owners** sub-tab, then scroll or page though the list of owners to find the desired owner, when found, click the name of the owner
    b. Or, use the AppFolio Search to find the owner record: Near the top right of the AppFolio screen, in the Search box, *enter* the **name** of the desired owner, when presented with search results, click the name of the owner
3. The owner page will load in the detail view, giving a non-edit view of the owner record details
4. On the owner details page, at the top right of the page, *click* the **Edit** button
5. The owner details page will load in edit view
6. Scroll down the page to the Owner Packet section and if desired; *select* the **check boxes** for send via email and include paid work orders
7. In the Include Report section; *click* the **drop-down selection arrow** to expand a list of available reports to add to the owner packet and select a desired report
8. To add additional reports, *click* the **green "plus" sign** (+) to add an additional row, repeat the process of selecting reports to add, repeat as desired to include all needed reports
9. When done adding reports, *click* the **Save** button

    Changes will be recorded and the next time you send owner packets the new packet will reflect the customization changes

Send Owner Packets

AppFolio provides a streamlined process for sending owner packets to make the process as easy and efficient as possible.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Reporting** tab
3. On the Reports page, near the top right of the page, *click* the **Letters** sub-tab
4. The Letters sub-page loads
5. On the Letters sub-page, in the right-side Task Pane, in the Letters section*, click* the **Send Owner Packets** link
6. The Send Owner Packets page loads with the search filter, use the filter to narrow down your search if desired, when ready, *click* the **Search** button
7. The Send Owner Packets page loads with a list of all owners in the search who are eligible to receive the Owner Packet
8. You may use the Preview links on the left side to preview the packets owners will be receiving
9. If you desire to add owner packets to the Owners Portal for their access, be sure to *select* the **check box** for Make *Printed and Emailed owner packets available on the owners portal*
10. When ready to send, *click* the **Print # Packets** or **Email # Packets** buttons (note: the # sign will actually display the number of those types of reports, printed or emailed, that are ready for generation)

Notes

- The method by which owners receive their packets, either by mail or email, is defined in the owner packet customization settings on the owners record page
- The reports included in your Owner Packets is defined on a per owner bases on the owners record page, each individual owner may receive as few or many reports as needed to meet their specific needs
- To see how to customize Owner Packets, please see the topic Customize Owner Packets

Owners Portal

With the Owners Portal, you will have the option to post current and historical Owner Packets and attach any reports to the Owners Portal. Then you can allow your owners to download these reports, on demand, in PDF format. They will have access to the same Owner Packets you provide to them on a monthly basis.

How to Do It

Add Owner Packets to Owners Portal

Owner packets are added to the owners portal as part of the Send Owner Packet function.

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Reporting** tab
3. On the Reports page, near the top right of the page, *click* the **Letters** sub-tab
4. The Letters sub-page loads
5. On the Letters sub-page, in the right-side Task Pane, in the Letters section*, click* the **Send Owner Packets** link
6. The Send Owner Packets page loads with the search filter, use the filter to narrow down your search if desired, when ready, *click* the **Search** button
7. The Send Owner Packets page loads with a list of all owners in the search who are eligible to receive the Owner Packet
8. You may use the Preview links on the left side to preview the packets owners will be receiving
9. If you desire to add owner packets to the Owners Portal for their access, be sure to *select* the **check box** for Make *Printed and Emailed owner packets available on the owners portal*
10. When ready to send, *click* the **Print # Packets** or **Email # Packets** buttons (note: the # sign will actually display the number of those types of reports, printed or emailed, that are ready for generation), this action will add the owner packets to the owner portals

View & Edit Owners Portal

1. Login with a user account that has permissions to perform this function
2. Find the owner who's owner portal you wish to view by:
    a. Browsing to find the owner record: *Click* the **People** tab, then *click* the **Owners** sub-tab, then scroll or page though the list of owners to find the desired owner, when found, click the name of the owner
    b. Or, use the AppFolio Search to find the owner record: Near the top right of the AppFolio screen, in the Search box, *enter* the **name** of the desired owner, when presented with search results, click the name of the owner
3. The owner page will load
4. In the right-side Task pane, *click* the **Manage Owner Portal** link (note: this link only appears if you have previously completed the Send Owner Packet process and selected the check box to include packets on the owners portals, if you have not done that first this link will not appear)
5. The selected owners portal will open in a new browser tab/window giving you a view of the contents of the owners portal and the option to delete owner packets if needed

Provide Owners Access to Owners Portal

1. Provide the Owner with the login page associated with your account (typically in the form of "companyname.appfolio.com")
2. Once on your AppFolio login page, below the login box, the owner *clicks* the **Access Owners Portal** link

3. The Access Owners portal page loads, owners *enter* their **email address** and *click* the **Send Access Email** button

4. An email with a one-time link to the owners personal portal is sent to the owners email in-box

5. The owner can then open the email and *click* the special **one-time-use link** to enter their Owners Portal and gain access to the Owner Packets

   Note: Owners will need an email address on file in AppFolio to receive the access email.

Notes

- Please contact your Client Relationship Manager if you wish to receive resources to help inform your owners of the owner portal

Owner Held Security Deposits

AppFolio supports the use of Owner Held Security Deposits. To enable this feature involves creating a new Owner Held Security Deposit liability account in AppFolio and then receipting the tenant security deposit to that account during tenant move in process. To ensure successful use of this feature, please follow the steps below.

How to Do It

Step 1: Setup Appropriate Accounts

Part A: Create new liability GL Account

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **GL Accounts** sub-tab
4. In the right side Tasks pane, *click* the **New GL Account** link
5. On the New GL Account page:
   - Enter new GL Number (use a 2100 level GL number that is not already in use)
   - Enter Account Name (use Owner Held Security Deposits or similar)
   - Select Account Type as Liability
   - Select a Sub-Account of (if appropriate to do so)
   - Select Offset Account to Operating Cash
   - Do not select to include as Subject to Management Fees or for Include on Cash Flow
6. When done entering information, *click* the **Save** button

Part B: Add new liability GL account as new deposit account option

1. Go to the top menu bar and *click* the **Settings** link
2. In the General Settings section, *click* the **Manage Accounting Settings** link
3. On the Accounting Settings page, in the Key Accounts section, *click* the **green "+" sign icon** to add a new account, then *select* the new **Owner Held Security Deposit GL** account that was just created above
4. When done, *click* the **Save** button
5. Click Ok on the warning notice

   You have now completed the required accounts setup and can now begin to process a tenant move in using Owner Held Security Deposits as outlined below.

Step 2: Use Owner Held Security Deposit Account During Move In

1. To use Owner Held Security Deposits simply select the new Owner Held Security Deposit account as the account to use for One-Time Charges on the Lease Details page of the Move In Tenant flow

View, Edit & Add Vendors

Vendors include any individual or company to whom checks are written. Maintaining accurate vendor records is essential for accounting and risk management. To help ensure the most accurate accounting in AppFolio, it is recommended that all bills be entered into the system as payables to a vendor in the system, this will require that any and all vendors be entered into AppFolio.

How to Do It

Find and View a Vendor

1. Login with a user account that has permissions to perform this function
2. Find the owner you wish to view by:
   a. Browsing to find the owner record: *Click* the **People** tab, then *click* the **Vendors** sub-tab, then scroll or page though the list of vendors to find the desired vendor, when found, click the name of the vendor
   b. Or, use the AppFolio Search to find the vendor record: Near the top right of the AppFolio screen, in the Search box, *enter* the **name** of the desired vendor, when presented with search results, click the name of the vendor
3. The vendor page will load in the detail view, giving a non-edit view of the vendor record details

Edit a Vendor

1. Login with a user account that has permissions to perform this function and follow the steps above to find the desired vendor record to edit
2. On the vendor details page, at the top right of the page, *click* the **Edit** button
3. The vendor details page will load in edit view and you may edit details as necessary
4. When done editing, *click* the **Save** button

Add a Vendor

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **People** tab
3. In the right-side Task pane, *click* the **New Vendor** link
4. The New Vendor page will load in edit view, enter the information as listed on the page Required fields are designated with a red asterisk (*)
5. When done entering new owner information, *click* the **Done** button to complete the process
6. The new vendor record will be created and made available in the system

Notes

• Use the Upload File feature to store a scanned copy of vendor insurance with the vendor record

View Vacancies

The AppFolio Vacancies tab provides a central location to manage your vacancies. From this page you can quickly see the status of all properties related to their vacancy status.

The Vacancies page provides a list view of all units, and on the right side of each units row is the vacancy status table providing a visual display of the units status (red for vacant, green for pending move out, gray for occupied, and blue for pending move in), as well as the ability to post or unpost your vacant units online to Craigslist, your website or the Internet (via www.oodle.com).

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Vacancies** tab
3. The Vacancies page loads and displays a list of all units
- Each unit is one row of the list, with unit details on the left and a vacancy status table on the right side of the row
- The color of header row of the vacancy status table indicates the status of the unit - red for vacant, green for upcoming move out, blue for upcoming move in, and gray for occupied with no pending change in status
- The vacancy status table provides the ability to post vacancies online to Craigslist, yor website, and the Internet (via www.oodle.com)

Notes

- You can filter your vacancy list using the Properties; filter at the top left of the Vacancies page
- You can sort your vacancy list using the Sort by: sort selection drop-down box at the top right of the Vacancies page

Post & Unpost Vacancies

AppFolio helps you market your vacancies online by making it fast and easy to post and unpost your vacancies to Craigslist, your website and the Internet (via www.oodle.com)

How to Do It

Post to Craigslist

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Vacancies** tab
3. On the Vacancies page, filter/sort/browse the vacancies list to find the vacancy you wish to list
4. Once found, in the vacancy status table to the right of the property, *click* the **post** link to the right of row for "Craigslist"
5. On the Post to Craigslist page; select the State, Metro Area, and Region for the listing, *click* the **Next** button
6. On the next page; confirm or enter in details for the listing, *click* the **Continue** button
7. A new Internet browser page/tab will open previewing the listing in Craigslist, please review the listing for accuracy and completeness, if satisfied, *click* the **Continue** button
8. Your listing will be posted to Craigslist

Post to Your Website

- Note: Prior to being able to post from AppFolio to your website you will need to create a listing page on your website and include the code we provide into that page. Including the code will integrate the scrolling list box of your vacancies into your site and it will be automatically updated when you post and unpost your listings to your website.
- Note: To acquire the code to add the vacancy posting capability to your website please see the Vacancy Postings topic.
1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Vacancies** tab
3. On the Vacancies page, filter/sort/browse the vacancies list to find the vacancy you wish to list
4. Once found, in the vacancy status table to the right of the property, *click* the **post** link to the right of row for "Our website"
5. The listing will be added to the vacancy posting box on your website

Post to the Internet (www.oodle.com)

- Note: Posting to the Internet is posting to the website www.oodle.com. Oodle.com is a classified listing site that provides it's classifieds out to other well known sites (Yahoo, MSN, AOPL classifieds) to help you easily and effectively expand your marketing reach.
1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Vacancies** tab
3. On the Vacancies page, filter/sort/browse the vacancies list to find the vacancy you wish to list
4. Once found, in the vacancy status table to the right of the property, *click* the **post** link to the right of row for "Internet"
5. The listing will be added to Oodle.com's inventory of classified listings

Notes

- Remember to upost your listings when they are filled by *clicking* the **unpost** link to the right of the row for each location to which the listing was posted

Print Vacancies List

The Vacancy List feature enables you to print or email a copy of the vacancy list.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Vacancies** tab
3. In the right-side Task pane, *click* the **Create Vacancies List** link
4. On the Create Vacancies List page, select or enter filter and sort preferences, contact information, and unit details to include
5. When satisfied with selections and ready to create the vacancy list, *click* either the **Print** or **Email** buttons

Create New Work Order

Using the work order feature enables you to quickly and easily create, manage and complete work orders. AppFolio supports the creating of two types of work orders; standard works orders and recurring work orders.

- Standard work orders are used for requests to have an item fixed, most often this is when a tenant contacts the property management company and requests a repair
- Recurring work orders are used to setup a work order in advance that is automatically created either by the passing of time or by a triggering event like a tenant move out

Once completed, a work order and be instantly converted to a bill for payment without any additional effort significantly simplifying work order payment management

How to Do It

Create a New Standard Work Order

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Maintenance** tab
3. In the right-side Task pane, *click* the **New Work Order** link
4. On the New Work Order page:
   - *Select* the appropriate work order **Status** (updating this field throughout the work order process will also automatically update the dates for each step as it progresses)
   - When available, *enter* a vendor **Invoice** number
   - *Select* the check-box's to identify if the work order has been **Approved By Owner** and if the **Tenant(s) Notified**
   - *Enter* a **Description** of the repair needed
   - *Enter* any **Vendor** Instructions
   - *Select* the related **Property** and **Unit** where the work is to be performed
   - The Tenant Information will be automatically entered based upon property and unit selection above
   - *Enter* the **Vendor** name
   - When available, *enter* the **Details** by entering the appropriate GL account to assign the cost of the work order to, a short description, and an amount for the cost of the work order
   - *Enter* any additional **Notes**
   - *Attached* any desired **Files**
   - *Click* the **Save** button
     The work order is created and the page reloads with the newly created work order

Send the Work Order

To provide the work order to the vendor, *click* the **Email** or **Print** button at the top right of thw work order page

Create a New Recurring Work Order

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Maintenance tab**
3. In the right-side Task pane, *click* the **New Recurring Work Order** link
4. On the New Recurring Work Order page:
   - *Enter* the **Start Date**
   - If desired*, enter* an **End Date**
   - *Select* **Repeats** option:
     - Monthly: select this option to have the automatic creation of the work order based upon the passing of the Selected Months - select the months to create the work order
     - On Move In: select this option to have the automatic creation of the work order based upon a tenant moving into the related unit
     - On Move Out: select this option to have the work order automatically created on tenant move out of the related unit
   - *Enter* a **Description** of the repair needed
   - *Enter* any **Vendor** Instructions
   - *Select* the related **Property** and **Unit** where the work is to be performed
   - The Tenant Information will be automatically entered based upon property and unit selection above
   - *Enter* the **Vendor** name
   - When available, *enter* the **Details** by entering the appropriate GL account to assign the cost of the work order to, a short description, and an amount for the cost of the work order
   - *Enter* any additional **Notes**
   - *Attached* any desired **Files**
   - *Click* the **Save** button
     The work order is created and the page reloads with the newly created work order

Send the Work Order

To provide the work order to the vendor, click the Email or Print button at the top right of the work order page

Notes

- Work Orders are primarily property oriented, but are also related to the tenant
- Optionally, generate bills related to the property or the property and unit by entering the Billing Information then selecting Create Bill from the Taskbar. A link to the bill will be available on the work order screen
- Use the Work Order report from the Taskbar to view and track the status of work orders
- Email Work Orders directly to the Vendor doing the work by clicking the Email button: the Work Order will be sent to the Vendor's email address as a .PDF document

View & Edit Work Orders

Work orders are easily viewable and editable in AppFolio

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Maintenance** tab
3. On the Maintenance tab, *select* either the **Work Orders** or **Recurring Work Orders** sub-tab as appropriate
4. In the table displaying all open work orders, *click* the **work order number** or table row for the work order you wish to delete
5. When viewing the specific work order page, at the top right of the work order page, *click* the **Edit** button
6. The work order page will reload in an edit view
7. Make the desired modifications to the work order
8. When complete, *click* the **Save** button at the top right of the page

    The work order changes will be saved

Notes

- Adjustments to work orders will not update bills that have already been created, so make any necessary adjustments to the bill.

Convert Work Order to Bill

A work order may be easily converted to a bill to make it a payable item in the system.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Maintenance tab**
3. On the Maintenance tab, *select* either the **Work Orders** or **Recurring Work Orders** sub-tab as appropriate
4. In the table displaying all open work orders, *click* the **work order number** or table row for the work order you wish to delete
5. When viewing the specific work order page, in the right-side Task pane, *click* the **Create Bill** link
6. On the confirmation dialog box, *click* **Yes**

    The work order will be converted to a bill and will appear as a payable item for that property and appear as an item to be paid for that property when writing checks

Delete Work Order

A work order may be deleted anytime prior to it being converted to a bill.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Maintenance** tab
3. On the Maintenance tab, *select* either the **Work Orders** or **Recurring Work Orders** sub-tab as appropriate
4. In the table displaying all open work orders, *click* the **work order number** or table row for the work order you wish to delete
5. When viewing the specific work order page, in the right-side Task pane, *click* the **Delete Work Order** link
6. On the confirmation dialog box, *click* **Yes**

   The work order will be deleted from the system

View, Edit & Add Bank Accounts

Set up bank accounts in AppFolio PM to mirror your actual bank accounts; this way the system will handle all cash transactions properly and you will be able to easily reconcile bank accounts. Each property may have up to two bank accounts related: one for Operating Cash and one for Escrow Cash.

How to Do It

View a Bank Account

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Bank Accounts** sub-tab
4. On the list view of bank accounts, *click* the **Account Name** of the bank account you wish to view
5. The page will reload displaying the Account Details page in view only mode

Edit a Bank Account

1. Follow the steps as above to find and view the desired bank account to edit
2. Near the top right of the Bank Account details page, *click* the Edit button
3. The Bank Account details page loads in edit mode
4. Make desired changes to the bank account
5. When complete, *click* the **Save** button

Add a Bank Account

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Bank Accounts** sub-tab
4. In the right-side Task pane, *click* the **New Bank Account** link
5. The New Bank Account page will load in edit view, enter the information as listed on the page. Required fields are designated with a red asterisk (*)
6. When done entering new bank account information, *click* the **Save** button near the bottom right of the page

Notes

- Pay close attention to the Property-Bank-Cash account relationship, set up at the Property, which determines the behavior of cash for all transactions.

View, Edit & Add Adjustments

Adjustments enable you to change the balance of the bank account without affecting property balances. This can assist you with achieving balance with your bank reconciliation if necessary.

WARNING: Making bank adjustments impacts your finances and accounting. This should only be done by someone knowledgeable and authorized to perform this function.

How to Do It

View Adjustments

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Bank Accounts** sub-tab
4. On the list view of bank accounts, *click* the **Account Name** of the bank account you wish to view
5. The page will reload displaying the Account Details page in view only mode
6. Near the top right of the page, *click* the **Adjustments** sub-tab
7. The Adjustments list view page loads displaying a list of adjustments for the selected date range
8. Use the From and To date selectors and *click* the **Show** button to display a list of adjustments for a desired time period

Edit an Adjustment

1. Follow the steps as above to find and view the adjustments for the selected bank account
2. In the list view of adjustments, click on the row for the adjustment you wish to edit
3. Near the top right of the Bank Account details page, *click* the **Edit** button
4. Make desired changes to the adjustment
5. When complete, *click* the **Save** button

Add an Adjustment

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Bank Accounts** sub-tab
4. On the list view of bank accounts, *click* the **Account Name** of the bank account you wish to make an adjustment
5. In the right side Tasks pane, *click* the **Make Adjustment** link
6. The Bank Adjustment Details page will load in edit view, enter the information as listed on the page. Required fields are designated with a red asterisk (*)Note: to enter a negative adjustment (subtract monies from the account balance) enter a minus sign "-" before the value you enter in the Amount field
7. When done entering adjustment information, *click* the **Save** button

Set Up Checks

AppFolio provides the ability to completely manage and customize the check stock, format and print options.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Bank Accounts** sub-tab
4. On the list view of bank accounts, *click* the **Account Name** of the bank account you wish to set up checks for
5. The page will reload displaying the Account Details page in view only mode
6. Near the top right of the page, *click* the **Set Up Checks** sub-tab
7. The Set up Checks page loads
8. On the Set up Check page, select or enter:
    - Stock Format
    - Check Format
        - Once you select the format, *click* the **Customize** button to customize the print layout of the check
        - On the Customize Checks page you can upload a scanned image of your check and then click & drag to move elements around as well as delete and add elements to the check
        - When satisfied with check layout, *click* the **Save** button
    - Left Offset
    - Top Offset
    - If using MICR checks, *select* the **Use MICR** check-box
    - *Enter* appropriate information for the MICR **On-Us field**
9. If desired, click the Print Test Check button
10. When satisfied with check printing, *click* the **Save** button

Reconcile

Keep system bank accounts in sync with actual bank accounts by reconciling to your bank statement each month. Quickly record bank charges and interest, and print reconciliation reports.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Bank Accounts** sub-tab
4. In the right-side Task pane, *click* the **Reconcile** link
5. The Bank Reconciliation page loads
6. On the Bank Reconciliation page:
   - *Select* the **Account to Reconcile**
   - *Enter* the **Statement Date** to match the date of the bank statement
   - *Enter* the **Ending Statement Balance** to match the balance on the bank statement
7. Scroll down to the Deposits and other Credits section and *click* the **check-box** for each item that appears on the bank statement
8. Scroll down to the Checks and other Payments section and *click* the **check-box** for each item that appears on the bank statementNote: you may use the QIF Import feature to import an electronic Quicken file of your bank statement into AppFolio, AppFolio will then automatically clear as many credit and payment items as it is able to match with the file
9. In the right-side Task pane, review the Calculator, continue clearing items as appropriate till the Calculator reads Balanced
10. Once balanced, *click* the **Reconcile** button

    AppFolio will make a record of the reconciliation and add it to the Bank Account record

Notes

- Review the Transactions Warnings section to identify items that may be out of date for the selected statement period
- Use the QIF Import feature to upload a Quicken file of your bank statement to have AppFolio automatically select and clear items it is able to match
- Interest charges are distributed across all properties associated with this bank account using a journal entry calculated based on the ratio of each property's share of the ending cash balance of the GL accounts
- To adjust the bank balance outside of the Bank Reconciliation function (so as to adjust the beginning balance), enter a journal entry using the property which represents your management company
- Changing the Last Reconciled balance on the bank screen would result in a discrepancy between the last statement's ending balance and the new statement's beginning balance.
- Journal entries will appear in reconciliation if they are made to a cash account

View, Edit & Add GL Accounts

AppFolio provides complete ability to manage your General Ledger Accounts.

WARNING: Making changes to GL Accounts impacts your finances and accounting. This should only be done by someone knowledgeable and authorized to perform this function.

How to Do It

View a GL Account

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **GL Accounts** sub-tab
4. On the list view of GL Accounts, *click* the **Account Name** of the GL Account you wish to view
5. The page will reload displaying the Account Details page in view only mode

Edit a GL Account

1. Follow the steps as above to find and view the desired GL Account to edit
2. Near the top right of the GL Account details page, *click* the **Edit** button
3. The GL Account details page loads in edit mode
4. Make desired changes to the GL Account
5. When complete, *click* the **Save** button

Add a GL Account

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **GL Accounts** sub-tab
4. In the right-side Task pane, *click* the **New GL Account** link
5. The New GL Account page will load in edit view, enter the information as listed on the page. Required fields are designated with a red asterisk (*)
6. When done entering new GL Account information, *click* the **Save** button near the bottom right of the page

Recalculate Balance

Recalculating balances is only necessary if you change the "Account Type" or "Sub-Account of" fields when editing a GL Account.

WARNING: Making changes to GL Accounts impacts your finances and accounting. This should only be done by someone knowledgeable and authorized to perform this function.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **GL Accounts** sub-tab
4. In the right-side Task pane, *click* the **Recalculate Balances** link
5. On the warning pop-up dialog box, *click* the **Yes** button

    AppFolio will recalculate balances according to the changes you made when editing your GL accounts

View, Edit & Add Journal Entries

Journal Entries are used to transfer amounts from one account to another when no cash transaction is involved. Journal Entries may also be used to represent a cash transaction external to the system, such as a wire transfer.

WARNING: Making Journal Entries impacts your finances and accounting. This should only be done by someone knowledgeable and authorized to perform this function.

How to Do It

View a Journal Entry

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Journal Entries** sub-tab
4. *Click* the **Journal Entry History** sub-tab
5. The Journal Entry History list view page loads displaying a list of journal entries for the selected date range
6. Use the From and To date selectors and *click* the **Show** button to display a list of journal entries for a desired time period
7. In the Journal Entry History list view, click the row for the Journal Entry you wish to view

Edit a Journal Entry

1. Follow the steps as above to find and view the desired Journal Entry to edit
2. Near the top right of the Journal Entry details page, *click* the **Edit** button
3. Make desired changes to the Journal Entry
4. When complete, *click* the **Save** button

Add a Journal Entry

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Journal Entries** sub-tab
4. In the right-side Task pane, *click* the **New Journal Entry** link
5. The New Journal Entry page will load in edit view, enter the information as listed on the page. Required fields are designated with a red asterisk (*)
6. When done entering new Journal Entry information, *click* the **Save** button near the bottom right of the page

Notes

*   Journal entries must always be in balance; that is, the debits must equal the credits.
*   Use Journal Entries to correct balances for transactions that have already been "closed out" such as checks that have been written or receipts that have been deposited
*   Journal Entries made to Cash accounts will show up in Bank Reconcile
*   Use "Remarks" for information regarding an entire transaction. Remarks are displayed on Owner statements and Tenant ledgers. Use "Description" for detail items. Descriptions will appear on the General Ledger and detailed financial reports. Descriptions are prefilled by the income (or expense in the case of invoices) account name and can be edited.

View, Edit & Add Recurring Journal Entries

Journal Entries are used to transfer amounts from one account to another when no cash transaction is involved. Journal Entries may also be used to represent a cash transaction external to the system, such as a wire transfer.

Recurring Journal Entries are journal entries set in advance to recur based upon configured settings.

WARNING: Making Recurring Journal Entries impacts your finances and accounting. This should only be done by someone knowledgeable and authorized to perform this function.

How to Do It

View a Recurring Journal Entry

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Journal Entries** sub-tab
4. *Click* the **Recurring Journal Entries** sub-tab
5. The Recurring Journal Entry History list view page loads displaying a list of journal entries for the selected search criteria
6. Use the search options to define your search and *click* the **Search** button to display a list of recurring journal entries for the selected search criteria
7. In the Recurring Journal Entry History list view, click the row for the Recurring Journal Entry you wish to view

Edit a Recurring Journal Entry

1. Follow the steps as above to find and view the desired Recurring Journal Entry t to edit
2. Near the top right of the Recurring Journal History details page, *click* the **Edit** button
3. Make desired changes to the Recuring Journal Entry
4. When complete, *click* the **Save** button

Add a Recurring Journal Entry

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Journal Entries** sub-tab
4. lick the
5. In the right-side Task pane, *click* the **New Recurring Journal Entry** link
6. The New Recurring Journal Entry page will load in edit view, enter the information as listed on the page. Required fields are designated with a red asterisk (*)
   - Note: When selecting the Repeats Monthly recurrence: select this option to have the automatic creation of the journal entry based upon the passing of the Selected Months - select the months to create the recurrence frequency
7. When done entering new Journal Entry information, *click* the **Save** button near the bottom right of the page

Notes

- Journal entries must always be in balance; that is, the debits must equal the credits.

Manually Post Entries

You may use this feature to manually post open recurring journal entries.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Journal Entries** sub-tab
4. In the right-side Task pane, *click* the **Manually Post Journal Entries** link
5. The View Recurring Journal Entries to Post page loads displaying the search box to search for GPR rents to post
6. *Enter* the selected **search criteria** and *click* the **Search** button
7. The search will run and return a list of recurring journal entries that may be posted
8. *Select* the **items to post** and *click* the **Post** button

Post GPR

With AppFolio you can Post Gross Potential Rent Journal Entries as desired.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Journal Entries** sub-tab
4. In the right-side Task pane, *click* the **Post GPR** link
5. The Post Gross Potential Rent page loads displaying the search box to search for GPR rents to post
6. *Enter* the selected **search criteria** and *click* the **Search** button
7. The search will run and return a list of GPR rents that may be posted
8. *Select* the **items to post** and *click* the **Post** button

View & Edit Bills

You can view and edit bills from the Bills sub-tab in the Accounting Payables section.

How to Do It

View Bills

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Payables** sub-tab
4. *Click* the **Bills** sub-tab
5. The Bills list view page loads displaying a list of recurring bill for the selected search criteria
6. Use the From and To date selectors and *click* the **Show** button to display a list of bills for a desired time period
7. In the Bills list view, *click* the **row** for the bill you wish to view

Edit Bills

1. Follow the steps as above to find and view the desired Bill to edit
2. Near the top right of the Bill details page, *click* the **Edit** button
3. Make desired changes to the bill
4. When complete, *click* the **Save** button

Enter Bill

Enter any transactions from which checks will be generated including bills from vendors, payables to tenants or the management company.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Payables** sub-tab
4. In the right-side Task pane, *click* the **Enter Bill** link
5. The Bill details page will reload displaying the form to enter Bill Details
6. On the Bill Details form enter:
   - *Select* the **Payee** for who the bill is from
   - *Select* the **Bill Date** for date of bill
   - *Enter* any **Reference** for any desired reference information
   - *Select* the **Due Date** for bills due date
   - *Enter* any **Remarks** for any desired remarks
   - *Enter* the **Total Amount** for total amount due for bill
   - *Select* the **Cash Account** for the cash account to use to pay the bill
   - *Select* the **Property** for the bill
   - *Select* the **Unit** for the bill
   - *Select* the **GL Account** for the bill
   - *Enter* a **Description** for the bill
   - *Enter* the **Amount** for the bill
7. When done entering bill details, either *click* the **Add Another** button to enter another bill, or *click* the **Done** button if finished entering bills

Notes

- The General Ledger is not affected by bills until the check is written
- Be sure to look for the vendor before you add a new one- it can be confusing to have duplicate vendor records
- You can use change information on a bill as long as no check has been written: simply find that bill through Bill History and click Edit to make changes. You may also delete the bill from the Taskbar
- Use Pay Owner and Pay Mgmt Fees to have the system calculate these amounts: only enter bills for one-off Owner and Mgmt company payments
- Use "Remarks" for information regarding an entire transaction. Remarks are displayed on Owner statements and Tenant ledgers. Use "Description" for detail items. Descriptions will appear on the General Ledger and detailed financial reports. Descriptions are pre-filled by the income (or expense in the case of invoices) account name and can be edited

New Recurring Bill

To schedule regular monthly payments to vendors, set up Recurring Bills and the system will automatically post the bill on the due day.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Payables** sub-tab
4. In the right-side Task pane, *click* the **New Recurring Bill** link
5. The Recurring Bill details page will reload displaying the form to enter the Recurring Bill Details
6. On the Recurring Bill Details form enter:
    - *Select* if this is to be a **Bill** or Credit
    - *Select* the **Payee** for who the bill is from
    - *Enter* the **Total Amount** of the recurring bill
    - *Select* the **Start Date** to begin creating this recurring bill
    - *Select* an **End Date** if you wish to have the bill automatically stop being created at some future time
    - *Enter* the **Bill Day** for the day of the month you wish the bill to automatically post
    - *Enter* the **Due Day** for the day each month that the bill is due
    - *Enter* any desired **Remarks**
    - *Enter* a **Post Code** if applicable
    - *Select* the **Repeats** option to Monthly to have the automatic creation of the bill be based upon the passing of the Selected Months - select the months to create the bill
    - *Select* the **Property** for the bill
    - *Select* the **Unit** for the bill
    - *Select* the **GL Account** for the bill
    - *Enter* a **Description** for the bill
    - *Enter* the **Amount** for the bill
7. When done entering bill details, either *click* the **Add Another** button to enter another recurring bill, or *click* the **Done** button if finished creating recurring bills

Notes

- Post Codes are defined by you and used to select Recurring Bills for manual posting
- Use Recurring to set up monthly bills that are always the same amount, such as cable bills and mortgage payments
- When your data is converted to AppFolio, all recurring bills will be set to post manually. Make changes here if you wish bills to post automatically
- If you decide to manually post a bill that is set to post automatically, the system will not double-post, instead it will continue automatically posting after the period in which you posted it manually
- Use "Remarks" for information regarding an entire transaction. Remarks are displayed on Owner statements and Tenant ledgers. Use "Description" for detail items. Descriptions will appear on the General Ledger and detailed financial reports. Descriptions are prefilled by the income (or expense in the case of invoices) account name and can be edited

Delete Bill

You can delete an unpaid bill in AppFolio at anytime by accessing the bill details and clicking the Delete Bill link in the Tasks Pane.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Payables** sub-tab
4. *Click* the **Bills** sub-tab
5. The Bills history list view page loads displaying a list of bills for the selected date range
6. Use the From and To date selectors and *click* the **Show** button to display a list of billsfor a desired time period
7. In the Bills history list view, click the **row** for the bill you wish to delete
8. The Bill detail page loads showing a detail view of the bill
9. In the right-side Task pane, *click* the **Delete Bill** link
10. On the Delete Bill confirmation dialog box, *click* **Yes**

     The Bill will be deleted from the system

Notes

- The Delete Bill link will only appear in the right side Tasks pane when viewing the bills details
- The Delete Bill link will only appear in the right side Tasks pane if the bill is unpaid

View & Edit Checks

You can view and edit checks from the Checks sub-tab in the Accounting Payables section.

How to Do It

View Checks

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Payables** sub-tab
4. *Click* the **Checks** sub-tab
5. The Checks list view page loads displaying a list of recurring bill for the selected search criteria
6. Use the From and To date selectors and *click* the **Show** button to display a list of checks for a desired time period
7. In the Checks list view, *click* the **row** for the check you wish to view

Edit Checks

1. Follow the steps as above to find and view the desired Check to edit
2. Near the top right of the Check details page, *click* the **Edit** button
3. Make desired changes to the check
4. When complete, *click* the **Save** button

Write Checks

Write checks for bills that have been entered in the system and are unpaid or partially unpaid. Use MICR checks or pre-printed check stock. Check information will be added to the bill, and the details will now show up in account totals.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Payables** sub-tab
4. In the right-side Tasks pane, *click* the **Write Checks** link
5. The Write Checks process flow begins with a search to find bills to pay
6. On the Write Checks Find Bills flow page, *select* the **Bank Account** to write checks off of, *select* any other **filter criteria**, then *click* the **Search** button
7. The Find Bills search page reloads with a list of properties for which bills are dueNote: AppFolio automatically selects bills for payment based upon criteria "If Funds Available"
8. *Select* the **check-boxes** to select the bills to write checks for, then *click* the **Continue** button
9. The Write Checks flow process moves to the next step of the process for Confirm and Finalize; *review* **checks** to be written, *add* any desired **Check Memo**, then *click* the **Continue** button
10. The Write Checks flow process moves to the final step to Print Checks, when ready, *click* the **Print Checks** button

Notes

- Multiple bills to one vendor will be consolidate depending on preferences per Vendor
- If you have manually written a check you will need to enter a bill and use the write checks function in the system, entering the actual check number which was used
- If you need to re-print a check due to a printer jam, or if you confirmed the payment but did not print the check, find the check in Check History from the Payables section of the Accounting tab, and click the print icon
- Use "Memos" for checks. Check Memos show on the actual check and the check stub

Void Check

Use void checks if a check was written erroneously; if a pre-printed check printed incorrectly; or if the check was reported lost. Voiding checks returns the bill to unpaid status.

Voided checks show in the Check History screen with a strike through the details.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Payables** sub-tab
4. *Click* the **Checks** sub-tab
5. The Checks list view page loads displaying a list of recurring bill for the selected search criteria
6. Use the From and To date selectors and *click* the **Show** button to display a list of checks for a desired time period
7. In the Checks list view, *click* the **row** for the check you wish to view
8. The Check details page loads for the selected check
9. In the right-side Tasks pane, *click* the **Void Payment** link
10. On the Void Check confirmation dialog box, *click* the **Yes** button

Notes

- If you need to make changes to a bill for which a check has been printed but not sent, void the check, adjust the bill, and print a new check

Enter Credit

Enter credits when you receive a credit from a vendor or when you overpaid a previous bill.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Payables** sub-tab
4. In the right-side Task pane, *click* the **Enter Credit** link
5. The Credit details page will reload displaying the form to Credit Details
6. On the Credit Details form enter:
   - *Select* the **Payee** for the credit
   - *Select* the **Credit Date** for credit
   - *Enter* any **Reference** for any desired reference information
   - *Enter* any **Remarks** for any desired remarks
   - *Enter* the **Total Amount** for total amount due for credit
   - *Select* the **Property** for the credit
   - *Select* the **Unit** for the credit
   - *Select* the **GL Account** for the credit
   - *Enter* a **Description** for the credit
   - *Enter* the **Amount** for the credit
7. When done entering credit details, either *click* the **Add Another** button to enter another credit, or *click* the **Done** button if finished entering credits

Notes

- Remember to enter credits, not negative bills
- You can use change information on a credit as long as no check has been written: simply find that credit through Bill History and click Edit to make changes. You may also delete the credit from the Taskbar
- Use "Remarks" for information regarding an entire transaction. Remarks are displayed on Owner statements and Tenant ledgers. Use "Description" for detail items. Descriptions will appear on the General Ledger and detailed financial reports. Descriptions are prefilled by the income (or expense in the case of invoices) account name and can be edited

Manually Post Bills

Manually posting bills enable you to post all recurring bills setup in the system for vendors.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Payables** sub-tab
4. In the right-side Task pane, *click* the **Manually Post Bills** link
5. The Manually Post Recurring Bills page loads displaying the search box to search for recurring bills to post
6. *Enter* the selected **search criteria** and *click* the **Search** button
7. The search will run and return a list of recurring bills that may be posted
8. *Select* the **items to post** and *click* the **Post** button

Owner Draw

Owner Draw is used to enter a fixed amount of payment to an owner (separate from the calculated Pay Owner function). Use this to record mid-month owner draws, reimbursements, or corrections to owner distributions after Pay Owner has been performed.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Payables** sub-tab
4. In the right-side Task pane, *click* the **Owner Draw** link
5. The Owner Draw Details page will load displaying the form to enter an owner draw
6. On the Credit Details form enter:
   - *Select* the **Owner** for the draw
   - *Select* the **Date** for draw
   - Select the **Cash Account** for the draw
   - *Enter* the **Total Amount** for total amount for the draw
   - *Enter* any **Remarks** for the draw
   - *Select* the **Property** for the draw
   - *Select* the **Unit** for the draw
   - *Select* the **GL Account** for the draw
   - *Enter* a **Description** for the draw
   - *Enter* the **Amount** for the draw
7. When done entering draw details, either *click* the **Add Another** button to enter drawl, or *click* the **Done** button if finished

Notes

- If you change the account on an owner payable from Owner Draw, it will be included in general expenses
- Use "Remarks" for information regarding an entire transaction. Remarks are displayed on Owner statements and Tenant ledgers. Use "Description" for detail items. Descriptions will appear on the General Ledger and detailed financial reports. Descriptions are prefilled by the income (or expense in the case of invoices) account name and can be edited

Pay Management Fees

Based on the commission % set up for each property and GL Accounts marked as Subject to Management Fees, the system will calculate management fees and generate payables to your management company. This function should be performed at the end of the month after all funds have been received and bills have been paid. Be sure to pay management fees before paying owners.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Payables** sub-tab
4. In the right-side Task pane, *click* the **Pay Mgt Fees** link
5. The Pay Management Fees page will load displaying the search box to search for properties to pay management fees on, leave blank to search all properties
6. The Pay Management Fees page reloads displaying a list view of all properties for which management fees are due
7. Review fees and when ready to post, *click* the **Post** button
8. The system will automatically post the fees and begin the write check process to write checks to pay these fees

    These fees will be posted to the ledgers for the properties and become a payable that will appear for the property the next time you write checks

    See the Write Checks topic for more information on writing checks

Notes

- If you have questions about the calculated amount of management fees, review the Account Totals report to view the income totals used by the system
- Remember that you may also want to write checks to the management company for Late Fees and NSF charges collected above and beyond the management fees
- You can select a smaller set of management fees to post by using the search filter at the start of the Pay Management Fees process

Pay Owners

Owner payments are calculated as the available cash balance minus the reserve funds minus prepayments for each property. Owner payments should be calculated after all income and expenses are recorded and management fees have been paid. ACH payments to owners are also available.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Payables** sub-tab
4. In the right-side Task pane, *click* the **Pay Owners** link
5. The Pay Owners page will load displaying the search box to search for properties to pay owners on, leave blank to search all properties
6. The Pay Owners page reloads displaying a list view of all properties for which owner payments are due
7. Review payments and when ready to post, *click* the **Post** button
8. The system will automatically post the owner payment and begin the write check process to write checks to pay these fees

    These fees will be posted to the ledgers for the properties and become a payable that will appear for the property the next time you write checks

    See the Write Checks topic for more information on writing checks

Notes

- Owners set to use ACH will have their ACH payment automatically processed as part of the Pay Owners process
- Any payments to ACH owners will generate ACH, whether calculated through Pay Owner or entered individually through Owner Draw
- If you have questions about the calculated amount of owner payments, review the Account Totals report to view the income totals used by the system
- The system will also review the properties for any outstanding Management Fees due and will notify you if any are found to help remind you to pay Management Fees first

View & Edit Recurring Bills

You can view and edit recurring bills from the Recurring sub-tab in the Accounting Payables section.

How to Do It

View Recurring Bills

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Payables** sub-tab
4. *Click* the **Recurring** sub-tab
5. The Recurring Bills list view page loads displaying a list of recurring bill for the selected search criteria
6. Use the filter options to search for desired recurring bills and *click* the **Search** button to display a list of related bills
7. In the Recurring Bills list view, *click* the **row** for the recurring bill you wish to view

Edit Recurring Bills

1. Follow the steps as above to find and view the desired Recurring Bill to edit
2. Near the top right of the Recurring Bills details page, *click* the **Edit** button
3. The Recurring Bill details page loads
4. Near the top right of the page, *click* the **Edit** button
5. Make desired changes to the Recurring Bill
6. When complete, *click* the **Save** button

Notes

- Post Codes are defined by you and used to select Recurring Bills for manual posting
- Use Recurring to set up monthly bills that are always the same amount, such as cable bills and mortgage payments
- When your data is converted to AppFolio, all recurring bills will be set to post manually. Make changes here if you wish bills to post automatically
- If you decide to manually post a bill that is set to post automatically, the system will not double-post, instead it will continue automatically posting after the period in which you posted it manually
- Use "Remarks" for information regarding an entire transaction. Remarks are displayed on Owner statements and Tenant ledgers. Use "Description" for detail items. Descriptions will appear on the General Ledger and detailed financial reports. Descriptions are prefilled by the income (or expense in the case of invoices) account name and can be edited

Tenant Payable

A tenant payable does not effect AR balances on the ledger. Use this feature to manually pay the tenant back for some accrued expense or refund outside of the automatic move out process.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Payables** sub-tab
4. In the right-side Task pane, *click* the **Tenant Payable** link
5. The Tenant Payable details page will reload displaying the form for Tenant Payable
6. On the Tenant Payable form enter:
    *   *Select* the **Payee** for the payable
    *   *Select* the **Bill Date** for payable
    *   *Select* the **GL Account** for the payable
    *   *Select* the **Due Date** for the payable
    *   *Select* the **Cash Account** for the payable
    *   *Enter* the **Total Amount** for total amount due for payable
    *   *Enter* a **Description** for the payable
7. When done entering payable details, either *click* the **Add Another** button to enter another credit, or *click* the **Done** button if finished entering payables

Transfer Funds

The Transfer Funds function enables you to transfer funds from the ledger of one property to the ledger of another.

All properties involved in the transfer need to have the same owner(s) and be on the same bank accounts.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Payables** sub-tab
4. In the right-side Task pane, *click* the **Transfer Funds** link
5. The Transfer Funds details page will reload displaying the form for funds transfer
6. On the left side, *enter* a **property** involved in the transfer in the search box
7. Once selected, the property will load and the right side of the page will load with a list of available properties, use the drop-down selector to *select* the **other property** involved in the transfer
8. *Click* on the **blue arrow** to change the direction the funds will flow so that it points from the origination property to the destination property
9. *Enter* the **Transfer Amount** in the Transfer Amount field
10. *Select* a **Transfer Date** for the date of the transfer
11. When ready, *click* the **Go** button

The funds will be transferred as defined by the transfer settings and will become available in the receiving property ledger

View, Print & Edit Receipts

AppFolio makes it easy for you to view your past Tenant Receipts and, if necessary, edit certain aspects of the receipt in order to show your data accurately.

How to Do It

View Receipts

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Receivables** sub-tab
4. *Click* the **Receipts** sub-tab
5. The Receipts list view page loads displaying a list of receipts for the selected time frame
6. Use the From and To date selectors and *click* the **Show** button to display a list of receipts for a desired time period
7. In the Receipts list view, *click* the **row** for the receipt you wish to view

Print Receipts

1. Follow the steps as above to find and view the desired Receipt to print
2. Near the top right of the Receipt details page, *click* the **Print** button

Edit Receipts

1. Follow the steps as above to find and view the desired Receipt to edit
2. Near the top right of the Receipt details page, *click* the **Edit** button
3. Make desired changes to the receipt
4. When complete, *click* the **Save** button

Notes

- If you want to reverse the receipt and change the status of a tenant payable to unpaid, you must use the "Reverse Receipt" task in the Task List
- If you want to reverse the receipt and change the status of a tenant payable to unpaid, you must use the "Reverse Receipt" task in the Task List
- Once a receipt has been reversed, you can edit the G/L Account and the fields locked on a paid receipt

Enter Tenant Receipt

Record payments as they come in for real time income information and delinquency updates.

AppFolio makes it easy for you to collect tenant payments from within the application and either apply these tenant payments to outstanding charges or receive them as a prepayment. In AppFolio, tenant payments are called "Tenant Receipts".

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, first *click* the **Accounting** tab; then, *click* the **Receivables** sub-tab; and, lastly*, click* the **Receipts** sub-tab
3. On the Tasks menu, on the right hand side of the screen, *click* **Tenant Receipt**
4. The tenant receipt details page will appear, with the following fields available for you to complete:
    *   Tenant (Begin typing the tenant name in this field to search for the tenant.)
    *   Amount Received (If there are outstanding charges for this tenant, this field will auto-populate with the dollar amount required to pay all the tenant charges in full. For example, if the tenant has outstanding charges totaling $1500, when you create a new tenant receipt, this field will auto-populate $1500. You can change this amount, if applicable, by typing in the amount received in this field.)
    *   Property (This field will auto-populate with the property to which the tenant is attached via their lease, unless the tenant is associated with multiple properties. If there are multiple properties, you can choose the property from the appropriate list.)
    *   Receipt Date (This field defaults to the current date. You can type in a different date, if applicable.)
    *   Balance (This is a read only field that populates the total current balance of the Tenant's Account.)
    *   Check Number (if applicable)
    *   Cash Account (This field will default to the "Automatic" setting, which means the funds will be deposited into the Cash Account you have set as the default cash account on the building. You can choose a different Cash Account here, if applicable.)
    *   Remarks (if applicable)
5. If there are outstanding charges associated with this tenant, they will appear at the bottom of the tenant receipts window, with the following fields available for you to view and/or edit:
    *   Account (the G/L Account description for the charge)
    *   Date (the due date of the charge)
    *   Description (the charge description, which may have been created when the charge was created; you can edit the description prior to paying the charge.)
    *   Balance (the outstanding balance of the charge.)
    *   Amount to Pay (this field defaults to the amount sufficient to pay the charge in full. If you are partially paying the charge, you can edit this field here)
    *   Make Prepayment check box (If there are no charges to pay, or you are recording a payment that exceeds the charges, you can create a prepayment on the tenant's account by clicking this box. The prepayment will automatically be applied to the next automatic rent charge when it posts)
6. When you are finished entering your Tenant Receipts, *click* "**Done**". This will return you to the Receipt Details page, which will show you the summary of the Tenant ReceiptClick "Add Another" to save this Tenant Receipt and begin entering a new Tenant Receipt

    > Click "Repeat Receipt" if you want to create a new Tenant Receipt from this screen. Note, however, that this will cancel the Other Receipt you are currently creating
    >
    > Click "Print" to print the Tenant Receipt, or "Edit" to edit the Tenant Receipt.

Notes

- If you change the amount received from the tenant at the top of the Tenant Receipt, note that will automatically change the amount applied to charges at the bottom of the tenant receipt window

- Type any part of the tenant's name or address in the Tenant field and let the active search find the right tenant

- You can control the order that payments are applied to charges within the Settings>Accounting Settings Menu, if you have a user account with sufficient privileges to perform this function

- Use "Remarks" for information regarding an entire transaction. Remarks are displayed on Owner statements and Tenant ledgers. Use "Description" for detail items. Descriptions will appear on the General Ledger and detailed financial reports. Descriptions are prefilled by the income (or expense in the case of invoices) account name and can be edited

- Once you enter the receipt, run the Tenant Ledger report to see the entirety of any tenants charges and payments

- Make sure the date on the receipt corresponds to the date of the payment, even if you are entering the payment after the date you received it. This way, reports will show that the tenant paid on time.

- To reverse the Tenant Receipt, use the "Reverse Receipt" task in the Task List

- Once the Tenant Receipt has been deposited in the bank, you cannot edit the G/L or Bank Account on the Receipt

- For Cash Payments or Cashier's Checks, leave Check Number blank or type Cash/ Cash Equivalent

- Once the receipt has been reversed, you can edit the G/L Account and the other fields that are typically locked on a deposited receipt

Owner Receipt

Owner Receipts, or Owner Contributions, can be easily recorded in AppFolio when Owners give you funds for reserves, repairs, or outstanding bills on Properties.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, first *click* the **Accounting** tab; then, *click* the **Receivables** sub-tab; and, lastly, *click* the **Receipts** sub-tab
3. On the Tasks menu, on the right hand side of the screen, *click* **Owner Receipt**
4. The owner receipt details page will appear, with the following fields available for you to complete:
   - Owner (Type in this field to search for the Owner.)
   - Amount Received
   - Property (If the Owner is only attached to a single property, that property will default here. If they are attached to multiple properties, choose the property from the dropdown list that appears here.)
   - Receipt Date
   - GL Account (This field will default to the G/L Account set as the Key Account for Owner Contributions in your Accounting Setup. You can choose a different G/L Account here, however.)
   - Payer
   - Check Number (if applicable)
   - Cash Account (This field will default to the "Automatic" setting, which means the funds will be deposited into the Cash Account you have set as the default cash account on the building. You can choose a different Cash Account here, however.)
   - Remarks (if applicable)
5. If you want to add additional Owner funds to this receipt, click "Add Another"; if you want to cancel this transaction, click "Cancel"
6. When you are finished with this Owner Receipt, *click* "**Done**". This will return you to the Receipt Details page, which will show you the summary of the Owner Receipt
7. *Click* **Print** to print the Owner Receipt, or Edit to edit the Owner Receipt.

Notes

- To reverse the Owner Receipt, use the "Reverse Receipt" task in the Task List
- Once the Owner Receipt has been deposited in the bank, you cannot edit the G/L or Bank Account on the Receipt
- Once the receipt has been reversed, you can edit the G/L Account and the other fields that are typically locked on a deposited receipt

Other Receipt

The Other Receipt allows entry of payments from non-Tenants, including Owners, or third parties.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, first *click* the **Accounting** tab; then, *click* the **Receivables** sub-tab; and, lastly, *click* the **Receipts** sub-tab
3. On the Tasks menu, on the right hand side of the screen*, click* **Other Receipt**
4. The other receipt details page will appear, with the following fields available for you to complete:
   - Received From (Type the payee in this field.)
   - Amount Received
   - Property (Begin typing into this field in order to locate the property.)
   - Unit (Choose from the drop-down list of available units.)
   - Receipt Date
   - GL Account (Choose from the drop-down list of available G/L codes. If you don't see the applicable G/L code here, you will need to create a new one if you have sufficient permissions to do so.)
   - Receipt Date (This field will default to the current date; if applicable, change the date as needed.)
   - Cash Account (This field will default to the "Automatic" setting, which means the funds will be deposited into the Cash Account you have set as the default cash account on the building. You can choose a different Cash Account here, however.)
   - Check Number (if applicable)
   - Remarks (if applicable)
5. If you want to add additional funds to this receipt, click "Add Another"; if you want to cancel this transaction, click "Cancel"
6. When you are finished with this Other Receipt, *click* "**Done**". This will return you to the Receipt Details page, which will show you the summary of the Other ReceiptClick "Repeat Receipt" if you want to create a new Other Receipt from this screen. Note, however, that this will cancel the Other Receipt you are currently creating

   Click Print to print the Other Receipt, or Edit to edit the Other Receipt.

Notes

- Use "Remarks" for information regarding an entire transaction. Remarks are displayed on Owner statements and Tenant ledgers. Use "Description" for detail items. Descriptions will appear on the General Ledger and detailed financial reports. Descriptions are prefilled by the income (or expense in the case of invoices) account name and can be edited
- When choosing a G/L Account for the Other Receipt, keep in mind that receipts (such as Laundry Income or Application Fees) are typically associated with G/L Income Accounts
- To reverse the Other Receipt, use the "Reverse Receipt" task in the Task List
- Once the Other Receipt has been deposited in the bank, you cannot edit the G/L or Bank Account on the Receipt
- Once the receipt has been reversed, you can edit the G/L Account and the other fields that are typically locked on a deposited receipt

Reverse Receipt

If you need to remove a tenant payment, you can do that using AppFolio's Reverse Receipt Function.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, first *click* the **Accounting** tab; then, *click* the **Receivables** sub-tab; and, lastly, *click* the **Receipts** sub-tab
3. *Enter* the **date ranges** of the receipt you will be reversing in the "From" and "To" fields; then, click the Show button to reveal the receipt in the table below
4. The receipt or receipts will appear in the list below. *Click* the **receipt** to view it
5. Under the Tasks list, on the right hand side of the screen, *click* the "**Reverse Receipt**" task
6. The Reverse Receipt screen will appear with the "Original Receipt Date" field grayed out. Note that you cannot edit the original receipt date
7. The "Reversal Date" field will appear populated with the current date. If applicable, edit this date
8. To complete the reversal of the receipt, *click* the **Reverse** button on the bottom right hand side of the screen. Click Cancel to cancel the reversalOnce you click Reverse, you will return to the list of receipts for the current month. The reversed receipt will appear in the list with a line through the date, the tenant name, and the amount
- If you click the reversed receipt to navigate to its detail screen, you will see the following new information on the receipt summary page:
    - Remarks will show that the receipt was reversed and the date of the reversal
    - Below the paid charge on the receipt, there will be an additional line item with the Reversal receipt in the description field, as well as a reversal of the previous balance, leaving the total received at $0.

Notes

- Once you reverse a receipt, the charge the receipt was initially applied to will now appear as an unpaid charge within Accounting>Receivables>Charges
- Once a receipt has been reversed, you cannot undo this transaction. You can, however, create a new receipt from the tenant to pay the charges
- Can edit the G/L Account and the fields locked on a paid receipt

View & Edit Charges

AppFolio allows you to easily view and edit Tenant Charges. You can edit charges regardless of whether or not they have been paid.

How to Do It

View Charges

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Receivables** sub-tab
4. *Click* the **Charges** sub-tab
5. The Charges list view page loads displaying a list of charges for the selected time frame
6. Use the From and To date selectors and *click* the **Show** button to display a list of charges for a desired time period
7. In the Charges list view, *click* the **row** for the charge you wish to view

Edit Charges

1. Follow the steps as above to find and view the desired Charge to edit
2. Near the top right of the Charge details page, *click* the **Edit** button
3. Make desired changes to the charge
4. When complete, *click* the **Save** button

Notes

- You can also drill down from the Tenant Ledger and other reports to find the charge to adjust
- A charge may be adjusted down to zero, but you may not turn a charge into a credit. Instead, zero out the charge and enter a new credit
- If the charge was entered erroneously, simply change the charge amount to zero
- Tenant credits appear in the charges area, because credits, like charges, need to have a receipt entered against them in order to link the receipt with the charg
- Credits are either "used" or "unused". An "unused" credit is like an "unpaid" charge, while a "used" credit is like a "paid charge"
- Once a charge has been paid or a credit has been used, you can no longer edit some of the fields on that charge or credit. See below for more information
- For paid charges or used credits, you cannot edit the charge amount below the amount already paid. You can increase the charge amount, however, which will result in partially paid charge

Enter Charge

For one-time or occasional charges that are not set up as Monthly Charges, it is easy to enter a Single Charge. These charges are handled in the same way as charges posted through Monthly Posting on the ledgers and reports.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Receivables** sub-tab
4. In the right-side Task pane, *click* the **Enter Charge** link
5. The Charge details page will reload displaying the form for the Charge
6. On the Charge Details form enter:
   - *Select* the **Tenant** for the charge
   - *Select* the **Date** for charge
   - *Enter* the **Unit** (the system will automatically select the unit based upon the Tenant selected
   - *Enter* the **Total Amount** for total amount due for charge
   - *Select* the **Unit** for the charge
   - *Enter* a **Description** for the charge
7. When done entering charge details, either *click* the **Add Another** button to enter another charge, or *click* the **Done** button if finished entering charge

Notes

- Use the Attachments feature to attach a scanned invoice or other document related to this charge
- The General Ledger is not affected by bills until the check is written

Charge Late Fees

Appfolio's late fee posting ensures that late fees are charged accurately throughout the month according to your lease agreements. Charge late fees globally or by properties or property groups. Charge Late Fees may be run multiple times, and will capture late information for the whole month.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Receipts** sub-tab
4. In the right-side Task pane, *click* the **Charge Late Fees** link
5. The Charge Late Fees view page loads displaying a search box to define the list of properties to perform this function on, use the search options as desired and *click* the **Search** button (to search all properties leave search fields blank)
6. The Charge Late Fees page reloads displaying a list of tenants with potential late fees outstanding
7. Select the check-box next to the name(s) of the tenants you wish to apply these late charges to, when ready to apply charges *click* the **Charge** button

    The late fees will be posted to the tenants record and will appear as a receivable due by them the next time you go to receipt in payment from that tenant

Notes

• If you calculate late fees manually, do not use the Charge Late Fees function. Manually entered late fee charges will not be recognized by the late fee calculation
• Base and Daily Late Fees are assessed in the current month only
• If reversing a receipt results in the tenant moving to late status, the late fee posting will post late charges on the now unpaid balance
• If there are any outstanding credits (to any account) which, if applied, would bring the tenant's balance down to zero, no late charges will be calculated

Application Fee

You can use the Application Fee feature in AppFolio to charge application fees.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Receivables** sub-tab
4. In the right-side Task pane, *click* the **Application Fee** link
5. The Application Fee Receipt details page will reload displaying the form for the Application Fee
6. On the Application Fee form enter:
   - *Enter* the **Name** for the person applying
   - *Enter* the **Amount Received** for fee
   - *Select* the **Property**
   - Select the **Unit**
   - Select the GL Account (system will automatically attempt to default to the correct GL account if one exists)
   - *Select* the **Receipt Date** for the fee
   - *Select* the **Cash Account** for the fee
   - *Enter* a **Check Number** for the check used for fee payment
   - *Enter* any desired **Remarks**
   -
7. When done entering fee details, either *click* the **Add Another** button to enter another application fee, or *click* the **Done** button if finished entering charge

Notes

- Entering application fees does not require for there to be a tenant record

View, Print & Edit Bank Deposits

AppFolio allows you to easily view, print and edit any Bank Deposits you have created.

How to Do It

View Bank Deposits

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. *Click* the **Receivables** sub-tab
4. *Click* the **Bank Deposits** sub-tab
5. The Bank Deposits list view page loads displaying a list of deposits for the selected time frame
6. Use the From and To date selectors and *click* the **Show** button to display a list of deposits for a desired time period
7. In the Bank Deposits list view, *click* the **row** for the deposit you wish to view

   A view of the deposit is displayed listing all items in the deposit, to view a specific item, click its row

Print Bank Deposits

1. Follow the steps as above to find and view the desired Bank Deposit to print
2. Near the top right of the Bank Deposit details page, *click* the **Print** button

Edit Bank Deposits

1. Follow the steps as above to find and view the desired Charge to edit
2. Near the top right of the Bank Deposit details page, *click* the **Edit** button
3. The Deposit details page loads
4. Near the top right of the page, *click* the **Edit** button
5. Make desired changes to the charge
6. When complete, *click* the **Save** button

Notes

- Bank Deposits cannot be reversed. If you accidentally deposit funds in the wrong bank account, you can create a Journal Entry within Accounting>Journal Entries to show the transfer of funds to the correct bank account

New Bank Deposit

Once you enter receipts into AppFolio, you can then create bank deposits to mirror the real world process of taking payments and depositing them in the bank.

Group your receipts together daily or weekly for deposit to the bank: the system will print a detailed deposit slip for you and deposits will be included in Bank Reconcile.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Accounting** tab
3. On the Tasks menu, on the right hand side of the screen, *click* **New Bank Deposit**
4. A box will appear onscreen, prompting you to choose a bank account for which to search for available receipts to deposit. *Click* in the **drop-down** list to change the bank account, and then *click* **Search**If there are no available receipts to deposit for the selected bank account, you will see the following message: "You have no undeposited receipts for the selected bank account. Receipts that are available for deposit will appear here after they are entered on the Enter Receipt page." Click the Search Again link above this status message to search for additional undeposited receipts for a different bank account
5. If there are available receipts to deposit, you'll see the name of the bank account at the top of the page, with the receipts in a list at the bottom, each of which will be checked by default to be placed within this new bank deposit. The following fields are available for you to view and/or edit:
   - Deposit Date (this field will default to the current date, although you can change this date if applicable.)
   - Bank Deposit Number (this field will automatically increment to the next number in the sequence from the previous bank deposit for that bank account, which you can also change.)
   - Description

     Prior to completing the bank deposit, note that you can change which payments are included in the deposit either by checking or unchecking any of the payments that appear in the list, or by clicking either All or None just above the payment list
6. *Click* "**Make Deposit**" to create the bank deposit, or "Cancel" to cancel the transaction
7. If there is a discrepancy between the date of the Bank Deposit and any of the receipts included in the deposit, you will see the following warning message: "____ of the receipts selected for this bank deposit have dates that differ from the deposit date. This can cause issues when performing a bank reconciliation. Would you like to continue anyway?" *Click* "**OK**" to proceed, or "Cancel" to make changes to the bank depositCompleting the Bank Deposit will bring you to the Deposit Details page, where you can review the contents of the Bank Deposit

   Click "Print" to print the Bank Deposit, or "Edit" to edit the Bank Deposit.

Notes

- Even if you don't need a printed statement for the bank, be sure to deposit receipts so they will show up in Bank Reconcile
- Once a receipt has been deposited, that receipt will then appear as part of the Bank Account balance in AppFolio as part of the Bank Reconciliation process. Run the Bank Account Activity Report to view the Bank Account balance relative to new Bank Deposits
- If you do choose to include a receipt in a bank deposit that has a different date than the bank deposit, keep in mind that this will have an effect on the bank reconciliation process. Run the Deposit Register Report to view a list of bank deposits, the included receipts, as well as the dates of the deposits and the receipts in order to account for discrepancies
- Once a receipt has been deposited, you can then process the receipt as an NSF if applicable.
- You cannot reverse a Bank Deposit once it has been completed. If you accidentally deposit funds in the wrong Bank Account, you can remedy this discrepancy with a Journal Entry.

Process NSF

When a bank returns a check for insufficient funds, the system helps process NSFs, marking the previously paid charges as unpaid and assigning bank fees and penalty charges (if you choose).

If a tenant check is returned for Non-Sufficient Funds (NSF) by the bank, you can represent that transaction in AppFolio. You must first show the receipt as deposited in AppFolio before you can process the NSF.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, first *click* the **Accounting** tab; then, *click* the **Receivables** sub-tab; and, lastly, *click* the **Receipts** sub-tab
3. *Enter* the **date ranges** of the receipt for which you will be recording NSF in the "From" and "To" fields; then, click the Show button to reveal the receipt in the table below
4. The receipt or receipts will appear in the list below. *Click* the **receipt** to view itWhen viewing the receipt details page, note the Deposit Number field. If the payment has not yet been deposited, this field will show "Not Deposited", and you won't be able to NSF the payment
5. Under the Tasks list, on the right hand side of the screen, *click* the "**Process NSF**" task
6. The Process NSF screen will appear with the following fields available for you to complete:
    * NSF Date – Enter the Date of the NSF here
    * Bank Fee and Bank Fee Account – Use these fields to record the bank fee and assign it to the appropriate G/L Account as either an expense or liability to the Owner
    * Tenant Charge and Tenant Charge Account – Use these fields to record an NSF charge to the tenant and assign it to the appropriate G/L Account as income to the Owner
7. To complete the NSF, *click* the **Process** button on the bottom right hand side of the screen. Click Cancel to cancel the NSFOnce you click Process, you will return to the receipt details page, and, at the top of the page, you will see a confirmation message regarding the processed NSF

   You will see the following new information on the receipt summary page: • Remarks will show that the check was reversed by the NSF. • Below the paid charge on the receipt, there will be an additional line item with the NSF Reversal receipt in the description field, as well as a reversal of the previous balance, leaving the total received at $0.

Notes

* The Rent Roll report has a column to indicate the number of times a tenant has had an NSF check
* If your Management Company keeps the Tenant NSF charge as income, be sure you set an applicable Management Fee Rule on the Property against the G/L Account for which you create Tenant NSF charges.

Reports Overview

AppFolio provides a comprehensive set of industry standard reports. Reports are grouped into primary categories by report type. Reports may be printed or emailed out of AppFolio. Reports may also be customized and saved so the next time the report is generated it returns results in the custom format.

Reports also come in two types, standard and enhanced. The reports contain the same data, but the enhanced report type enables easier customization of the report.

Report types and descriptions:

Tenant Reports
- **Delinquency**: list of tenants who are delinquent at time of report
- **Security Deposit Funds Detail**: detail list of tenant deposits on record
- **Tenant Directory**: directory list of all tenants
- **Tenant Ledger**: tenant specific ledger for a selected tenant
- **Tenant Tickler**: list of tenants with contact information and most recent event
- **Tenant Unpaid Charges**: all unpaid charges for a selected tenant
- **Tenant Unpaid Charges Summary**: summary of all tenants with unpaid charges

Property & Unit Reports
- **Budget Comparison**: budget vs actual comparison for selected property
- **Budget Detail**: annualized report of rent income for selected property
- **Gross Potential Rent**: GPR analysis report for all properties
- **Lease Expiration Detail by Month**: upcoming lease expirations for selected time period
- **Lease Expiration Summary by Month**: annualized list view of all lease expirations by month
- **Property Directory**: directory list of all properties
- **Property Group Directory**: directory list of all properties by property group
- **Property Performance**: all incomes for all properties for selected time period
- **Rent Roll**: comprehensive history of all rent income for all units
- **Unit Directory**: directory of all units
- **Unit Inspection**: list of all units that have inspection dates on file
- **Unit Vacancy Detail**: list of vacant units

Owner & Vendor Reports
- **Owner Directory**: directory list of all owners
- **Owner Statement**: owner statement for selected owner
- **Vendor Directory**: directory list of all vendors
- **Vendor Ledger**: ledger for selected vendor
- **Work Order**: list of all open work orders by property

Accounting Reports

- **Account Totals**: ending balance by property for selected time period
- **Balance Shee**t: property management company balance sheet
- **Bank Account Activity**: all account activity for selected bank account and time period
- **Bank Account Association**: list of all properties and bank associations
- **Cash Flow**: detail list of cash flow by selected owner, properties and properties
- **Cash Flow - 12 Month**: annualized view of cash flow for selected owner, properties and time period
- **Chart of Accounts**: complete Chart of Accounts list
- **Expense Distribution**: list of expenses by GL account for selected time period
- **General Ledger**: complete ledger by GL account for selected properties, accounts and time period
- **Income Statement**: summary of all income and expenses
- **Trial Balance**: present ending balance for all GL accounts
- **Trust Account Balance**: summary of ending escrow balance for all properties
- **Trust Account Detail**: detail view of trust account balance by property and tenant

Transaction Reports

- **Aged Payables Summary**: summary of all outstanding aged payables and age
- Aged Receivables Summary: summary of all outstanding aged receivables and age
- **Bill Detail**: list of all bills by GL account for selected properties and time period
- Charge Detail: list of all charges by GL account for selected properties and time period
- **Check Register**:summary list of all checks written for selected time period
- **Check Register Detail**: detail list of all checks written for selected time period
- **Deposit Register**: summary list of all deposits made for selected time period
- **Expense Register**: summary list of all expenses by property for selected time period
- **Income Register**: summary list of all incomes by property for selected time period
- **Journal Entry Register**: list of all journal entries by bank account for selected time period

Generate Reports

You can quickly and easily generate and view any AppFolio report to which your login credentials provide you access.

Reports also come in two types, standard and enhanced. The reports contain the same data, but the enhanced report type enables easier customization of the report.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Reporting** tab
3. On the Reporting page, *click* the link for the **report** you wish to generate
4. The report generates and opens in a new browser tab/window

Notes

- AppFolio reports automatically open in a new browser tab/window, please ensure your browser is set to allow this functioning

Print & Email Reports

You may print or email reports out of AppFolio at anytime.

How to Do It

Print & Email a Standard Report

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Reporting** tab
3. On the Reporting page, *click* the link for the **report** you wish to generate
4. The report generates and opens in a new browser tab/window
- To Print Report: near the top right of the report, *click* the **Print** button
- To Email Report: near the top right of the report, *click* the **Email** tab, on the Email Report page, enter or select report mailing options and *click the* **Send Email** button, the report will be emailed out by AppFolio and appear to the recipient as coming from the email address you use to log into your account

Print & Email a Enhanced Report

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Reporting** tab
3. On the Reporting page, *click* the link for the **report** you wish to generate
4. The report generates and opens in a new browser tab/window
- To Print Report: near the top right of the report, *click* the **Print** button
- To Email Report: near the top right of the report, *click* the **Email** button, on the Email pop-up dialog box, enter or select report mailing options and *click the* **Send** button, the report will be emailed out by AppFolio and appear to the recipient as coming from the email address you use to log into your account

Notes

- AppFolio manages all emailing functions for you, so their is no need to setup an email server or email service connection
- When emailing, you may select to send the report as a .PDF or .CSV format.
    - .PDF will make it a non-editable attachment to the email
    - .CSV will make it a editable attachment to the email

Customize Reports

AppFolio provides extensive ability to customize reports so they present data in a format you choose.

There are different methods for customizing reports based upon the report type; standard or enhanced.

- Standard reports are identified by the series of tabs across the top right of the report that read: Results, Customize, Save, Email.

- Enhanced reports are identified by either the designation "(enhanced)" next to the report title on the Reports page, or by the lack of the tabs like the Standard report type and in their place a series of buttons that read: Refresh, Filters, Export, Print, Email, Save.

How to Do It

Customize a Standard Report

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Reporting** tab
3. On the Reporting page, *click* the link for the **report** you wish to generate
4. The report generates and opens in a new browser tab/window
5. On the report page, *click* the **Customize** tab
6. The report customization page loads
7. *Customize* the report by using the provided **Report Options** (filters) and **Column Customization** options (determines report columns and order) you wish
8. *Click* the **Run Report** button
9. The report will regenerate and present data according to customizations made
10. To save the custom report for easy use next time, *click* the **Save** tab and *select* to **Save as Default** or to **Save As New Report**

Customize a Enhanced Report

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Reporting** tab
3. On the Reporting page, *click* the link for the **report** you wish to generate
4. the report generates and opens in a new browser tab/window
5. Customize the report by:
- Using the Filters button at the top of the page to add a filter to the report
- Click and drag column headers to rearrange column order
- Click the small spreadsheet icon in the far right of the report headers row to display a list of all available columns and click to select or deselect columns desired to display in the report
- Click the Show in Groups option at the bottom of the column list to group report results by a selected field
- The report automatically updates as customizations are made

Notes

- Options for report customization will vary depending on the report and the data fields available for that report

Export Reports

You may at anytime download a local copy of your data from AppFolio.

Your data is always owned wholly and solely by you, the data export feature is the means for you to download and keep local copies of your data should you desire.

AppFolio exports reports in .CSV (Comma Separated Values) format. A format readable by Excel and most all spreadsheet and text reader applications. This also enables you to use advanced spreadsheet tools, like pivot tables and charts, to conduct detailed analysis of your data.

How to Do It

Export a Standard Report

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Reporting** tab
3. On the Reporting page, *click* the link for the **report** you wish to generate
4. The report generates and opens in a new browser tab/window
5. On the report page, near the top right of the report, *click* the **CSV** button
6. When presented with the download dialog box, select your desired options and *click* **Ok**
7. The report will download or open according to your download option selections

Export a Enhanced Report

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Reporting** tab
3. On the Reporting page, *click* the link for the **report** you wish to generate
4. The report generates and opens in a new browser tab/window
5. On the report page, near the top right of the report, *click* the **Export** button
6. When presented with the download dialog box, select your desired options and *click* **Ok**
7. The report will download or open according to your download option selections

Notes

•   Choices for how your browser manages downloads are locally configured in your browser, please see your browsers help if you desire to make changes in how your browser manages downloads

Create a Labels Report

You may customize existing directory reports in AppFolio for use as a labels report. This will enable you to generate and export a list of contact addresses that can be used with the mail merge function in Microsoft Word and Excel to print labels.

How to Do It

Generate and Customize a Directory Report and Save As a Label Report

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Reporting** tab
3. *Click* the **Reports** sub-tab
4. *Click* the **directory report name** for the type of labels you wish to have: Tenant Directory for tenant labels, Owner Directory for owner labels, Vendor Directory for vendor labels
5. The report opens in a new browser tab/window
6. Customize the report to display only address information and to have each address component in a different field. Customize the report fields by clicking the small "spreadsheet" icon (   )in the far right of the report column header row, and selecting or deselecting report fields as below:
    - Tenant Directory Customization:
        a. First, deselect all fields except Tenant
        b. Then, select fields for: Property Street, Property City, Property State, Property Zip
    - Owner Directory Customization:
        a. First, deselect all fields except Name
        b. Then, select fields for: Street, City, State, Zip
    - Vendor Directory Customization:
        a. First, deselect all fields except Company Name
        b. Then, select fields for: Street, City, State, Zip
7. Once complete with customizing the report, *click* the **Save** button in the upper right
8. When prompted for a report name, enter an appropriate report name (i.e. Tenant Labels Report, Owner Labels Report, Vendor Labels Report), then *click* the **Save** button

    The report customizations will be saved and the newly saved report will appear in the Saved Reports section at the bottom of the Reports page

Export the new Labels Report

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Reporting** tab
3. *Click* the **Reports** sub-tab
4. Scroll to the bottom of the page, and *click* the **report name** for the labels report you wish to export (Tenant Labels, Owner Labels, Vendor Labels
5. The report opens in a new browser tab/window
6. Near the top right of the page, *click* the **Export** button
7. Select to save your file , give it a name, then *click* the **Ok** button to download the exported report (please make note of where you are saving the file to so you can find it in the next step)

    The exported report downloads to your selected location with your entered report name (recommend saving the report with the label name and date, for example: OwnerLabels_120109)

Run the Mail Merge Feature in Microsoft Word

1. To complete the process of printing the labels, please run the Microsoft Mail Merge function in Microsoft Word. During this process you will import into the labels creation the list you generated and exported out of AppFolio

2. For more information on the Microsoft Mail Merge process please see the following Microsoft information web sites:

- Word Mail Merge: A Walk Through the Process
- Video Overview of Mail Merge with Word 2003
- Video Overview of Mail Merge with Word 2007

Generate 1099 Forms & Reports

AppFolio has made the process of generating 1099 reports quick and easy.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Reporting** tab
3. In the right-side Task Pane, *click* the **1099s** link
4. The Generate 1099s Forms and Reports page loads
5. If desired, use the filter options to narrow down the list of 1099s to generate, then *click* the **Search** button
6. The search will bring back results of all 1099s available
7. Export or print the report by *clicking* either the **Download Fire File** or **Print 1099s** buttons

Notes

- Before processing 1099s, please ensure these fields are complete on the Company Settings page:
    - Company Phone Number
    - Taxpayer Name
    - Taxpayer ID
    - Transmitter Control Code (required only if filing FIRE file)
    - Contact Name (required only if filing FIRE file)
- Please verify that owner and vendor records have a valid Taxpayer ID
- Validate 1099 information for owners and vendors by running the corresponding reports before generating your 1099 file

Letters Overview

The AppFolio Letters feature provides a means for you to create and manage all standard letter communications to Tenants, Owners and Vendors.

AppFolio comes with several letter templates pre-created to help speed the process of using templates. These pre-created templates may be edited to suit your specific communication preferences.

Pre-created letters include:

- **Tenant Letters**: 3 Day Notice, Deposit Disposition Amount Due, Deposit Disposition Refund, Rent Increase, Tenant Unpaid Charges
- **Owner Letters**: Cancellation of Management, Management Contract Renewal
- **Vendor Letters**: Insurance Requirements

    In addition, you may create as many new letter templates as desired. When creating letter templates you will have full text format control options as well as the ability to enter mail merge data fields to enable customization of letter variables (name, address, etc.) automatically for each letter recipient.

View & Edit Letters

AppFolio provides the means to view and edit all letters in the system.

You will have full control over text formatting options (bold, italics, text alignment, font type, font size, etc.), as well as the ability to add custom mail merge fields to the letter

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Reporting** tab
3. On the Reports page, near the top right of the page, *click* the **Letters** sub-tab
4. The Letters sub-page loads
5. On the Letters sub-page, to the far right of the table row for the desired letter, *click* the **Edit** link
6. The selected letter will load in the Edit view page
7. Modify any letters variables as desired using formatting options and/or Insert Field options (to add mail merge fields)
8. *Click* the **Preview** button in the lower left to preview a copy of the letter
9. When complete, *click* the **Save** button (or Save & Close button to save changes and close the window)

Notes

- Mail merge fields enable the inclusion of variable fields in your letters, like recipient name, address, or various account related fields like rent owed, etc. These fields are visually highlighted in yellow in the letter.

Create Custom Letters

Send standard letters with personalized information or create new custom letters for Tenants, Vendors and Owners.

The Letters feature uses a simple tool to create and customize letter content. Data merge functionality is provided to include optional fields to merge AppFolio data with your own letters. Filters allow you to print letters and envelopes for recipients depending on criteria you specify.

How to Do It

1. *Click* the **Reporting** tab
2. On the Reports tab page, *click* the **Letters** sub-tab
3. In the right-side Task pane, *click* the **link** for the type on new letter to be created: Tenant, Owner, or Vendor
4. On the New letter page:
   - *Enter* a **Name** for the letter
   - *Enter* a **Description** of the letter
   - *Select* any desired available **Attached Report**
   - *Enter* letter **text** and **Insert Fields**
   - *Format* **letter** as desired
   - When complete, *click* **Save & Close**
   - The letter will be saved and will be available in the appropriate section of the Letters sub-tab

Notes

- Attach reports to a tenant letter to share the ledger or unpaid charges with the recipients. This way you can provide a cover letter along with tenant reports.
- Saving changes to an existing letter will overwrite the original letter.
- Save time creating a new letter by starting with an existing one. Edit the existing report, copy the content, then paste the contents into your new report and make changes.

Print & Email Letters

It is quick and easy to print or send letters out of AppFolio.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Reporting** tab
3. On the Reports page, near the top right of the page, *click* the **Letters** sub-tab
4. The Letters sub-page loads
5. On the Letters sub-page, *click* the **letter name** for the letter you wish to print or email
6. Depending on the letter type; you will receive choices to filter the distribution list, or to begin a process flow to generate the letter, in either case follow the steps to generate the letter
7. The system will use your criteria to generate a list of recipients for the letter
8. When the recipient list displays, *click* either the **Letters** or **Email** button to print or email the letter

Notes

- Not all letters are available for printing and emailing as they are system generated letters, you may edit these letters, but printing and sending of the letters is managed by the system and you will be presented to option to print or email as appropriate when you are conducting a related process (i.e. when moving a tenant out you will be giving the option of printing the system generated deposit disposition letters)

Send 3 Day Notice Letters

AppFolio makes the process of sending 3 Day Notices fast and easy.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Reporting** tab
3. On the Reports page, near the top right of the page, *click* the **Letters** sub-tab
4. The Letters sub-page loads
5. On the Letters sub-page, in the right-side Task Pane, in the Letters section*, click* the **3-Day Notices** link
6. The 3-Day Notices page loads with the search filter, use the filter to narrow down your search if desired, when ready, *click* the **Search** button
7. The 3-Day Notice page loads with a list of all people in the search who are eligible to receive the 3-Day Notice
8. Use the check boxes on the left of the page to select desired recipients and their means of receiving the notice (email or letter)
9. When ready to send, *click* either the **Letter** or **Email** button

Notes

- When sending letters, AppFolio will print one full list of all letters selected for printing, once printed simply collate and mail the letters
- When emailing letters, AppFolio will send each recipient their individual notice

Send Owner Packets

AppFolio provides a streamlined process for sending owner packets to make the process as easy and efficient as possible.

How to Do It

1. Login with a user account that has permissions to perform this function
2. In AppFolio, *click* the **Reporting** tab
3. On the Reports page, near the top right of the page, *click* the **Letters** sub-tab
4. The Letters sub-page loads
5. On the Letters sub-page, in the right-side Task Pane, in the Letters section*, click* the **Send Owner Packets** link
6. The Send Owner Packets page loads with the search filter, use the filter to narrow down your search if desired, when ready, *click* the **Search** button
7. The Send Owner Packets page loads with a list of all owners in the search who are eligible to receive the Owner Packet
8. You may use the Preview links on the left side to preview the packets owners will be receiving
9. If you desire to add owner packets to the Owners Portal for their access, be sure to *select* the **check box** for Make *Printed and Emailed owner packets available on the owners portal*
10. When ready to send, *click* the **Print # Packets** or **Email # Packets** buttons (note: the # sign will actually display the number of those types of reports, printed or emailed, that are ready for generation)

Notes

- The method by which owners receive their packets, either by mail or email, is defined in the owner packet customization settings on the owners record page
- The reports included in your Owner Packets is defined on a per owner bases on the owners record page, each individual owner may receive as few or many reports as needed to meet their specific needs
- To see how to customize Owner Packets, please see the topic Customize Owner Packets

General Settings

The General Settings provides ability to modify your account information for your company, your accounting and yourself.

How to Do It

Manage Company Settings

1. In the top right-side of the menu bar, *click* the **Settings** link
2. On the Settings page, go to the **General Settings** section
3. *Click* the **Manage Company Settings** link
4. On the Company Settings page:
   - Enter Company Information
   - Enter Address for Letter and Envelopes
   - Enter Time Zone
   - Enter Federal Tax Information
   - Enter cover letter for Email Owner Packets
5. *Click* the **Save** button at the top of the page

   The changes you entered will be saved in the system.

Manage Accounting Settings

1. In the top right-side of the menu bar, *click* the **Settings** link
2. On the Settings page, go to the **General Settings** section
3. *Click* the **Manage Accounting Settings** link
4. On the Accounting Settings page:
   - Enter Key Accounts information
   - Enter GPR Accounts information
   - Enter Receipts handling information
   - Enter Check Writing information
   - Enter Reports information
5. *Click* the **Save** button at the top of the page

   The changes you entered will be saved in the system.

Manage My Settings

1. In the top right-side of the menu bar, *click* the **Settings** link
2. On the Settings page, go to the **General Settings** section
3. *Click* the **Manage My Settings** link
4. On the My Settings page:
   - Enter / Edit Login Email
   - Enter / Edit Vacancy Posting Contact Settings
   - If desired, Change Password
5. *Click* the **Save** button at the top of the page

   The changes you entered will be saved in the system.

Notes

- Key Accounts must be set up correctly in order for your transactions and financial reports to be correct. Review these settings immediately after conversion/ set up in AppFolio PM.

Users

Each member of the Property Management company requiring access AppFolio will need to be setup as a user in the system.

How to Do It

Create a New User

1. In the top right-side of the menu bar, *click* the **Settings** link
2. On the Settings page, go to the **Users** section
3. *Click* the**New User** link
4. On the Add user page:
   - *Enter* their **Email**
   - *Select* the desired user **Role**
5. *Click* the **Save** button at the top of the page

   The system will send an email to the new user with a link to create a password and login to AppFolio

Edit a User

1. In the top right-side of the menu bar, *click* the **Settings** link
2. On the Settings page, go to the **Users** section
3. *Click* the**Manage Users** link
4. On the Users page click the email link for the user you wish to edit.
5. On the My Settings page for the user edit their information as appropriate
6. *Click* the **Save** button at the top of the page

   The system will send an email to the new user with a link to create a password and login to AppFolio

Delete a User

1. In the top right-side of the menu bar, *click* the **Settings** link
2. On the Settings page, go to the **Users** section
3. *Click* the**Manage Users** link
4. On the Users page, to the far right of the row for the user you wish to delete, *click* the **round red "minus" symbol**
5. On the confirmation dialog box, *click* **Yes**

   The system will remove the user and they will no longer have access to AppFolio

Notes

- About User Roles:
  - AppFolio supports the use of user roles to help define what a user is able to see and do in AppFolio
  - There are eight user roles; from President with complete access down to View Only with view only access
  - Please read the role descriptions on the Add User page for full descriptions of each role
- There is no limit to the number of users who may be added to the system, please invite all users necessary
- There is no additional charge for adding users

Property Groups

Property Groups are used in AppFolio to help you filter your searches when performing functions (like writing checks, charging late fees, paying owners, etc.) and for categorizing results in your reports.

Using Property Groups is a very powerful way to help you narrow down search results and perform functions on specific segments of your properties, as well as for being able to categorize results in reports to compare and contrast parts of the business.

The naming and assignment of Property Groups is completely arbitrary and you can use whatever grouping model makes sense for your business. Common types of groupings include:

- By property type: Condo, Single Family Properties, Multi Family Properties
- By property location: Region, State, City, Neighborhood, etc.
- By property manager: for business with multiple property managers

How to Do It

Create a New Property Group

1. In the top right-side of the menu bar, *click* the **Settings** link
2. On the Settings page, go to the **Property Groups** section
3. *Click* the **New Property Group** link
4. On the New Property Group page:
    - **Enter** a **Name** for the group
    - *Select* the **check-box** for each property to be included in the property group
    - *Click* the **Save** button

The new Property Group will be created and will be available in future data search, filtering and reporting

Vacancy Postings

AppFolio provides the web page code needed to place on your web site so you may post vacancies directly out of AppFolio and onto your web site.

This requires taking the provided code and having your website administrator add it into the page you wish to have the vacancies appear.

How to Do It

To Get the Code to Add Vacancy Postings to Your Website

1. In the top right-side of the menu bar, *click* the **Settings** link
2. On the Settings page, go to the **Vacancy Postings** section
3. *Click* the**Manage Vacancy Posting Settings** link
4. On the Vacancy Posting page:
   - *Select* the desired **Vacancy Posting Order** settings
   - *Click* the **Save** button
   - Copy the provided javascript code and provide it to your web site administrator

      Once the code has been added to your web site, any changes you make to a vacancy by posting or unposting the listing to your web site will appear on the page

Notes

- AppFolio provides full web site design and hosting services that are completely integrated with your AppFollio property management system rquiring only a one-time setup cost. If you are interested in learning more please contact your Client Relationship Manager or email services@appfolio.com

Thank You

Hello,

We at AppFolio just wanted to say Thank You for being our client.

Headquartered in Santa Barbara, California, AppFolio, Inc. was founded by a team of technology leaders with proven backgrounds in creating revolutionary software that businesses love to use. AppFolio creates complete, easy-to-use, software-as-a-service business solutions for multiple vertical markets.

For us building AppFolio is about doing two things we enjoy:

1. Creating exceptional software that rises above any other comparable product in its security, availability, speed and ease of use
2. Creating a client experience that surpasses all expectations by its integrity, responsiveness, thoughtfulness and dedication to your success

It is our hope that the combination of these two passions for us leads to an experience for you that is transformational in its impact. One where your experience as a user of our products and partner in our dealings is one that leads to you having more time, fewer hassles, and overall greater happiness.

We hope that this comes through for you in everything we do.

If you have any thoughts, feedback, questions or suggestions please contact us at:

- General Questions: info@appfolio.com
- Sales Questions: sales@appfolio.com
- Client Services Questions: services@appfolio.com
- Support Questions: support@appfolio.com

We wish you all the best success with AppFolio and your business!

Thank you,

Everyone at AppFolio