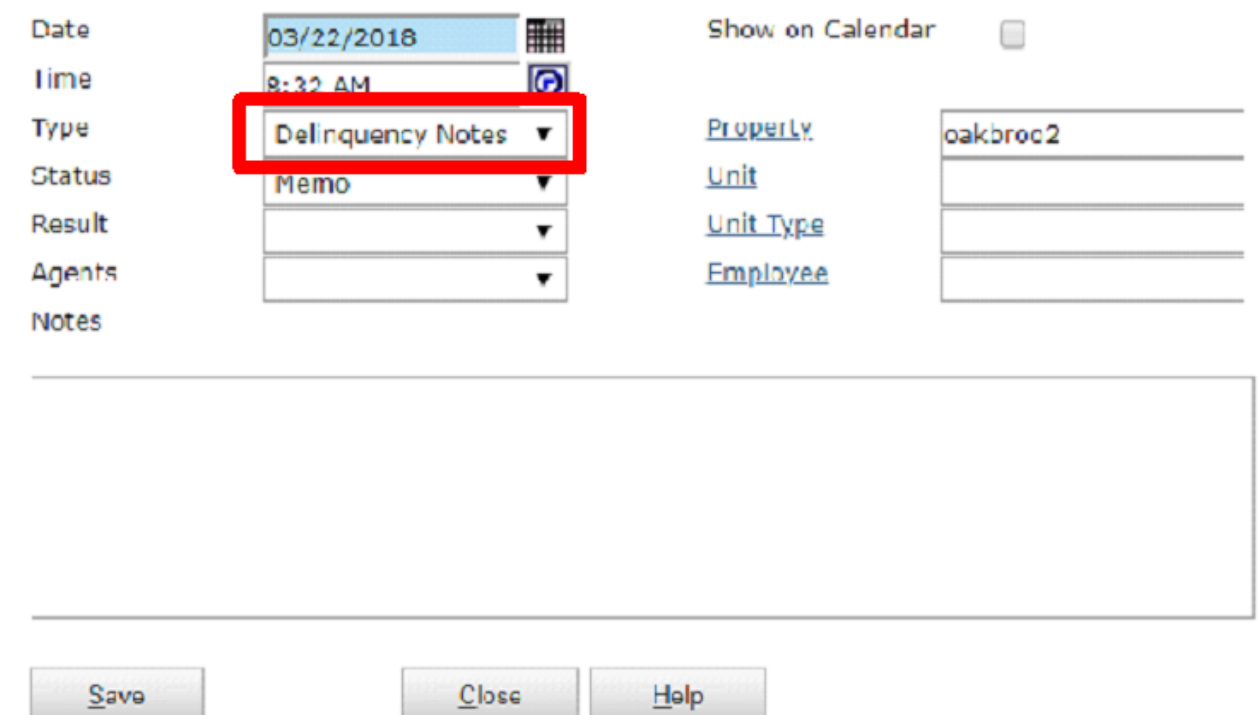# ▼YARDI Aged Receivable with Delinquency Notes

The Aged Receivable report (A/R) reflects all residents with a balance, either charge or credit, on their account and is used for reducing community delinquency, identifying prepays and financial reporting. Did you know that you're able to make delinquency notes directly onto this report for easier review?

Creating a New Delinquency Note

- Locate the appropriate Resident Screen. Under the Data menu, click on the Memo link
- Complete the following fields:
    - Date—The current date will default, change if necessary
    - Time—The time will default, change if necessary
    - Type—Select Delinquency Notes from the drop down menu
    - Status—The memo option will default, change if necessary
    - Result—Select the appropriate option
    - Agent—Select the employee who had the conversation with the resident
    - Notes—Enter detailed notes pertaining to the conversation
    - Property—Community code will default
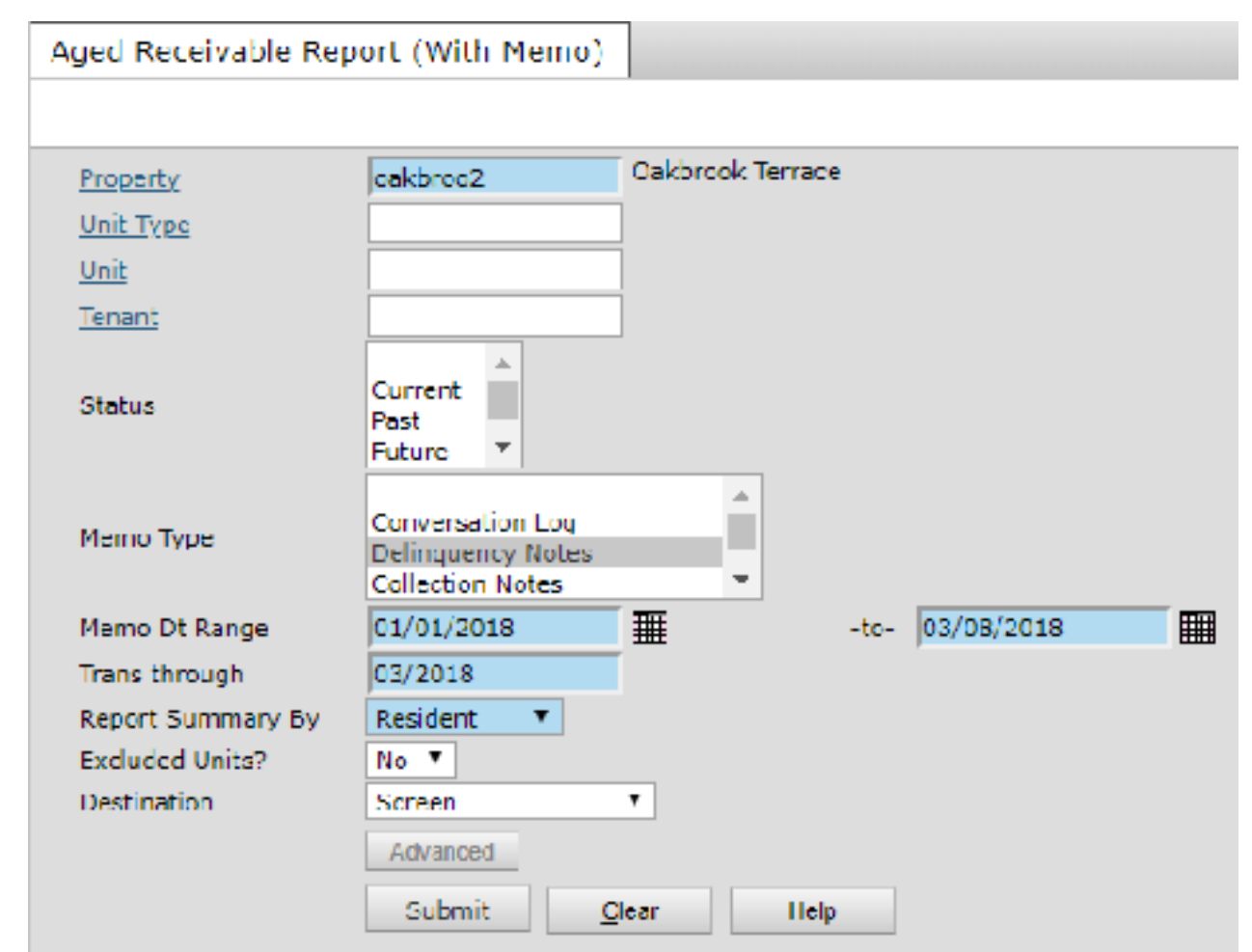   - Unit, Unit Type and Employee fields are all optional

(!) Always be sure to keep all notes factual, concise and professional

- Click Save. After memo is saved it will appear in the table at the top of the screen. Click on the Date link to view the details of a memo.

Date	Type	Status	Notes
01/16/2018	Delinquency Notes	Memo	left voicemail to see if we can figure out a payment plan
11/07/2017	Delinquency Notes	Memo	Left Message about missing PTP
10/24/2017	Delinquency Notes	Memo	Called Allen to get an update on getting his rent caught up. Him and his roommate fell behind do to some unexpected bills. They are going to continue to pay sporadically for the rest of October, but will have the balance including November Rents paid in full by 11/05/17. They are having issues with rent cafe, therefore posted a WIPS card on their door to help with payments.
09/27/2017	Delinquency Notes	Memo	Left voicemail about rent still not being paid
09/15/2017	Info	Memo	Alan called stating he was locked out of the system. He was told that all charges up to day will stay on account. No new late charges will be added. His account will be reset. He was told to log on to the system to pay his balance after a 21 hour reset period.

Accessing the A/R with Delinquency Notes

- From left-hand side menu in Yardi, select Analytics > Operations > Residential AR Analytics with Notes
- Complete the following fields:
    - Property—Community code will default
    - Unit Type—Leave blank
    - Unit—Leave blank
    - Tenant—Leave blank
    - Status—Leave blank or select desired status(es) (to select more than one status, hold CTRL on keyboard)
    - Memo Type—Delinquency Notes
    - Memo Dt Range—Enter date period interested in reviewing
    - Trans through—Enter accounting month
    - Report Summary By—Resident
    - Excluded Units? - No

Pay special attention to dates entered—this can make a difference in what notes are/are not displayed.

(!) TIP—Pull A/R and click tenant code while holding SHIFT on keyboard to access their Resident Screen in a new window to access and add new Memos.

Refer to Chapter 6 - Deposit Accounting in the Yardi User Guide for full deposit accounting process.

Need Help?
Do not hesitate to reach out with any questions regarding Deposit Accounting through the Help Desk.