
Admin Assistant

System Manual

PM



Purpose Statement:

To improve the lives of real estate investors and residents through property management solutions.

Systems Manual: Inspection/Vendor Coordinator

KRA's – Key Result Areas

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- 1. Vendor re-invoicing – p4
- 2. PM Payroll – p8

Templates:

1. Office Docs

- a. Behavior Values
- b. Office Policy

2. Vendor Re-Invoicing

- a. Market Rate Schedule
- b. M/R Re-invoice
- c. Re-invoice spreadsheet
- d. Trash Service spreadsheet
- dd. Trash Service Re-Invoice Sample.pdf
- e. Exception List

Position Overview – Admin Assistant (AA)

The AA will report to the Vice President of Operations.

System Manual Overview:

The system shall run the business, and the team members shall run the system. Systems are simply road maps or instructions that allow the Grace Management processes to be repeated and easily duplicated.

Property management done on a large scale is an extremely complex business with many moving parts. In order for Grace Property Management to be successful, it must be consistent.

The purpose of the system manual is to provide a consistent and specific way of doing business, and to ensure that each property, resident, owner, and as much as possible, each situation, are treated the same. Also to define HOW Grace Property Management will do property management.

The System Manual will provide each team member with specific KRA's (Key Result Areas) for which they are responsible and a specific measures of success for each KRA, so that each team member always knows whether or not they are succeeding.

Team members should always refer to their specific system manual to determine the answer to a question before bringing the question to the Director of Operations.

Any deviation outside of the system must be recognized as an exception to the system. While exceptions are necessary from time to time, each exception is by nature inefficient, and should therefore be avoided.

Each team member shall constantly work to improve the system. One purpose of the monthly Performance Evaluation meeting with the Director of Operations is to ensure that on-going system improvements are suggested, discussed and implemented.

1 – Vendor Re-Invoicing

Measure of Success: Re-invoice all 3rd party vendor invoices within 48 business hours of receipt.

1. All 3rd party invoices received by the GM office will immediately be forwarded to the AA for re-invoicing.
 - a. All vendors should be instructed to e-mail their invoices to Billing@RentGrace.com. This email address is an alias of the inbox of the AA's (AA@RentGrace.com)
 - b. If an invoice comes to the AA with pictures attached, these pictures need to be forward along to the APC who will provide to the PMs as needed.

2. Per the terms of our management agreements – invoices for the following properties should NOT be re-invoiced with any increase. Instead, the 3rd party invoice should be re-invoiced with NO increase.
 - a. Yorkshire Plaza – 2200 E. 104th Ave, Toronto
 - b. 17906 E. Bethany Dr., Aurora
 - c. Properties OWNED, not Managed by Marc Cunningham & Alan Cunningham
 - d. 2090 E. 104th Ave or any property/suite with this address ← **These shouldn't even be re-invoiced**, just forwarded to Alex
 - e. For other exceptions, see template 2.e

3. When the AA receives a 3rd party vendor invoice, they are to log the invoice information onto the Re-invoice Spreadsheet (template 2c) using the service date as the invoice date.
 - a. If while logging the vendor invoice, you see that it has already been logged, then the invoice in question is most likely a duplicate billing invoice.
 - b. The AA should research as needed to determine if the invoice in question is a duplicate invoice, or if it should be processed as a new invoice. This research is done by communicating directly with the APC (ap@RentGrace.com).
 - c. If it is determined that the invoice in question IS a duplicate invoice, this duplicate invoice should be trashed.

4. Create a re-invoice using the 'M/R Invoice – GM' (template 2b)

- a. If the AA receives an invoice from a vendor for work that was done more than 60 days (about 2 months) prior, DO NOT re-invoice. Immediately review to see if the invoice was already paid by communicating directly with the APC.

5. Enter the information from the original 3rd party vendor invoice onto the 'M/R Re-invoice-GM' invoice (template 2b)

- a. Be detailed in the entry of the information to include ALL information that was provided by the 3rd party vendor relating to what work was completed. (No need to include the work order information unless this helps bring clarity to the invoice.) Read the invoice as if you are the owner reading the invoice. Do you understand what work the vendor did?
- b. Enter the name of the property manager on the re-invoice. (Found via 9entwine)
- c. Enter the full property address on the re-invoice including the city.
- d. If possible, request via the APC, vendors to email invoices in a .doc (Microsoft word) format so that you can copy and paste as much information from the original 3rd party vendor invoice onto the new GM re-invoice; rather than having to re-type everything.
- e. If an invoice does NOT have an invoice number provided by the vendor, then the AA will need to create an invoice number that we will use for tracking. To do this, use the numbers of the property address and the first 3 letters of the vendor's name. For example, if the property address is 123 Main Street and the vendor was XYZ Carpet cleaning – then the re-invoice number would be created as "123XYZ".

6. Calculate the total dollar amount to be re-invoiced.

- a. All 3rd party vendors' invoices should be increased by 10% of the invoice total.
- b. For questions on creating reinvoices, refer to the Market Rate Schedule' (template 2a)
- c. If the AA has questions, as they are re-invoicing they should be directed to the APC.

7. Run the Excel 'spell check' option on the data field where information has been entered to ensure everything is spelled correctly.

8. Once the total dollar amount to be re-invoiced is calculated, draw a medium sized “+” symbol in the upper right-hand corner of the original 3rd party vendor invoice and fill in the following:

- a. In the upper left quadrant enter the name of the person who has generated the re-invoice.
- b. In the upper right quadrant enter the dollar amount of the re-invoice. Ensure this amount matches up with the amount shown on the newly created re-invoice.

Enter Name	Enter re-invoice dollar amount
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9. On the original 3rd party vendor invoice also indicate the PM's name and indicate the math that was used to calculate the re-invoice total.

Alexis
 $3 \times 80.00 = 240.00$
 $32.83 + 20.00 = 52.83 \times 10\% = 58.11$
total 298.11

10. Once the new GM re-invoice has been created, save and rename the file with the property address along with vendor's name. Example: 123 Main Street XYZ Vendor. Keep this in Excel format.

- a. Review the newly created re-invoice for accuracy as compared to the original 3rd party vendor invoice.
- b. Double check the following for accuracy:
 1. Property address
 2. Date of service
 3. Name of vendor
 4. Job description
 5. Total re-invoiced amount due
 6. Invoice #
 7. PM'S Name
- c. Please note that it might be helpful to save the excel re-invoice on your desktop or in your own private OneDrive folder. Saving these will help you should an error be found that needs to be corrected. No need to save these for longer than a month.

11. Email the new GM re-invoice in excel format **and** the original 3rd party vendor invoice to the APC for review.

- a. If there are errors (per the above) the APC will request corrections to be made via email.
- b. Original 3rd party invoice file name should read, Property Address and/or Invoice #.
Example: 123 Main Street Invoice # 98765

12. Trash Invoices come to the GM office for commercial properties and select residential properties. These invoices should be re-invoiced at market rates per the market rates scheduled (template 2d)

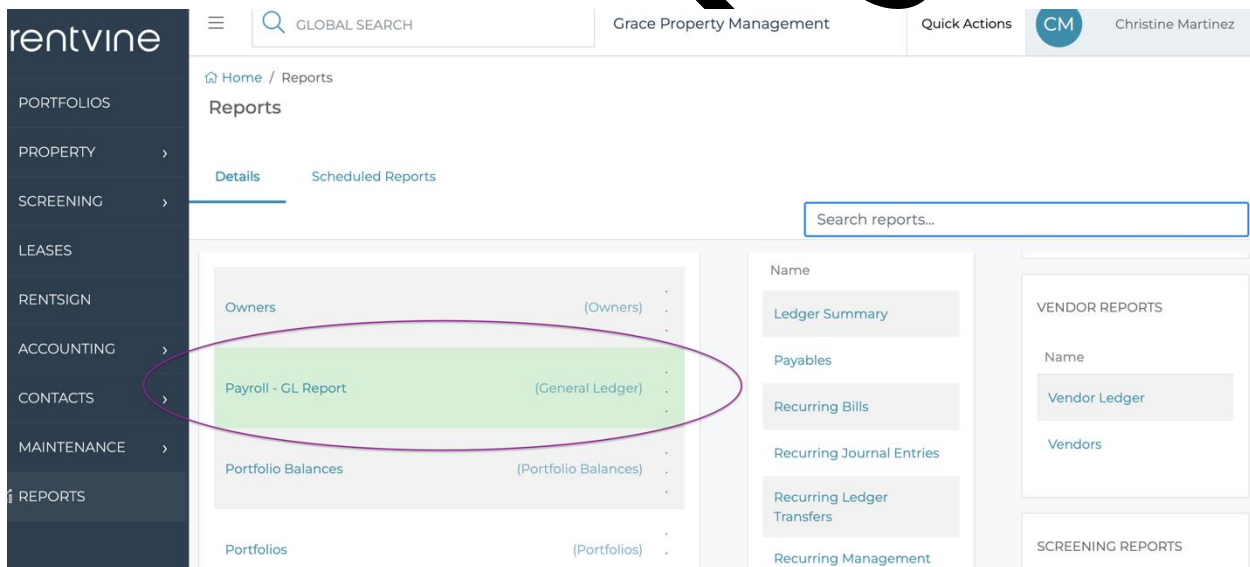
- a. Waste Management and Republic Service send their monthly invoices by mail or e-mail in one group e-mail format on the first of each month.
- b. To re-invoice, use the trash service re-invoice (template 2d) to set the amounts and actual invoices which are saved as different tabs on that template.

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2 - Payroll

Measure of Success: Have accurate PM commission numbers to the VPO by the 15th day of each month

1. This process cannot be done until after Rentvine's accounting cycle has been closed out for the current month (which should be completed no later than the 10th day of each month). The VPO will email the 'Close Schedule' to all team members monthly. The 'Close Schedule' will outline the 'Dates in Close' (i.e. July 11-August 9).
2. The PM payroll reports must be completed and delivered to the VPO no later than the 15th of each month so that the VPO can process the payment. Per the terms of the Property Managers' Independent Contractor Agreements with Grace Management, payment to the PMs must be no later than the 20th of each month.
3. Start with the Saved Report labeled Payroll – GL Report in Rentvine



Customize your report and adjust the following filters as needed:

- Date Range: Selected Between; enter close period date range
- Account: Select In; 4460 Late Fee, 6080 Lease Fee, 6081 Lease Renewal Fee, 6147 Repairs – Other, 6270 – Management fees
- Property Group: **Only for the Commercial Property Manager (Alexis)**, Select Equals, Commercial Properties. The GL report will need to be ran twice for the commercial property manager. Once with the property group selected as commercial and the other with the property group selected as residential. The Xcel sheet for the commercial property manager should have two tabs, one for commercial and one for residential. All other property managers, this field can be left blank.
- Property Manager: Select Equals, PM name you are working on