

Importing Bank Statements

This function works if your Internet Banking allows you to Export Transactions – This does depend on the bank, so please check first.

A CSV file is downloaded from the bank each morning. This is then imported into Palace. The receipts are then automatically matched to the tenants. Any that do not match can be matched manually if possible, or you can print out a list of unmatched transactions that need to be entered manually in the Transaction area. This makes receipting very quick and easy. There is no need to set each tenant up with their own code as Palace uses the information on the bank statement to match. Each match creates a Tenant Match Code which is individual to each tenant.

Each tenant needs to be manually matched the first time they show in the list. Palace then stores this information and next time the tenant pays rent, it will match to the tenant automatically.

We do suggest you contact our office to set this up for the first time. We will help you set it up and then show you how to do the first match.

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Importing the Bank Statement

Below are the day to day instructions of Importing the Bank Statement:

- Go online to your Bank and download a CSV file of your statement (Export Transactions), save onto your desktop (Note: Do not open the file).
- In Palace - Click on Transactions
- Click on the drop-down arrow next to the box on the right hand side of the screen (Generate Batch Transactions) - Select "Import Bank Statement" and click on the green arrow which will bring up the Import Bank Statement area, check you have the correct bank account selected at the bottom of the screen.
- Click on "Import" (Bottom of the screen), Browse to the file on your desktop, Highlight the downloaded CSV file and click OK (There should only be one there, we STRONGLY suggest you do not save previous files, they are not needed and you could click on the wrong one).
- A list of Transactions will appear on your screen (No Transactions will match if this is your first time).

- A "Yes" will appear next to all the transactions that have matched.
- You may have some that have not matched. If you know who these belong to, you can match manually - Right click and click on Match Tenant.

Import Bank Statement

Ref. No. Total Transactions: 9 (Unmatched Transactions Only) 
 Matched Transactions: 2

~	Date	Description	Type	Match	Receipt
<input type="checkbox"/>	10/09/2017	Roberts J 12 Parrs From J ROBE...	Rent / Other	Tenant Matched	\$500.00
<input checked="" type="checkbox"/>	10/09/2017	70 Ryan St TFR FROM Carroll	Rent / Other	Yes	\$460.00
<input checked="" type="checkbox"/>	10/09/2017	W Blue Lion St W Blue	Rent / Other	Yes	\$500.00
<input type="checkbox"/>	10/09/2017	Beach Rd Rent TFR FROM O Ju...	N/A	No	\$485.00
<input type="checkbox"/>	10/09/2017	Totara Ave Deposit	N/A	No	\$480.00
<input type="checkbox"/>	10/09/2017	Bond S Day	N/A	No	\$400.00
<input type="checkbox"/>	10/09/2017	S Thompson Merton St S Tho...	N/A	No	\$470.00
<input type="checkbox"/>	10/09/2017	J Young RENT 6 GEORGE ST J Y...	N/A	No	\$400.00
<input type="checkbox"/>	10/09/2017	Rent 22 Palm Rd J PERRY	N/A	No	\$380.00

Matched Details (Selected) (Not Available) Matched Total \$960.00

Account: Custom Format (User) ... Import Match Process Close

Note: Sometimes a previously matched tenant will show as "Tenant Matched" instead of "Yes", this usually means the amount is different, they may have paid less or more than normal. For Example: Palace may have processed a rent increase for them, but they have not increased their rent payments yet. This will be marked as "Tenant Matched", you can right click and select Match Tenant, change the rent amount to the amount that has been paid.

Matching Transactions

- Right click on the Transactions that you wish to Match
- Select "Match Tenant"

Match Tenant

Match **Details**

You can view any outstanding amounts and the Tenant Details Report from here.

Code Juice, Orange

Receipt Details

Rent - Amount \$485.00 Expected Date 10/10/2017
Receipt Period 7

Type	Amount	Ledger	Comments
Receipt (Other)	\$0.00		
Bond	\$0.00	(Select)	
Bond (Other)	\$0.00	(Select)	
Letting Fee (Incl)	\$0.00	(Select)	

Transactions Total: \$485.00 } Amount Matched
Statement Line Total: \$485.00

Tenant Match Code
Statement Line Code Beach Rd Rent TFR FROM O Juice
Tenant (Property) Juice, Orange (Beach Road (15) ,Rothesay Bay, Auckland)

Apply Commission - Receipt (Other)

OK Cancel

This is the details that Palace will match for future transactions on this tenant.

- Select the Tenant from the drop-down box (or you can right click on the Search field and select to "Sort By Property" or "Sort by Tenant Code").
- The screen will display the default amount of rent and frequency that has been set up in the Tenant Edit Screen – Under the Payment Details area (See the Tenant help file).
- Check the information is correct - if the tenant has paid less or more you can change the amount here.
- If the payment has been increased to cover water rates or a maintenance invoice, enter the amount in the appropriate fields (i.e. Receipt (Other) if going to the owner or Receipt (Other) (Ledger) if receipting to a Bond Ledger).
- The Transactions Total and Statement Line Total need to match before you can carry on.
- Once you have finished click OK
- Click Yes to the pop up message (to update the Bank Match Code)

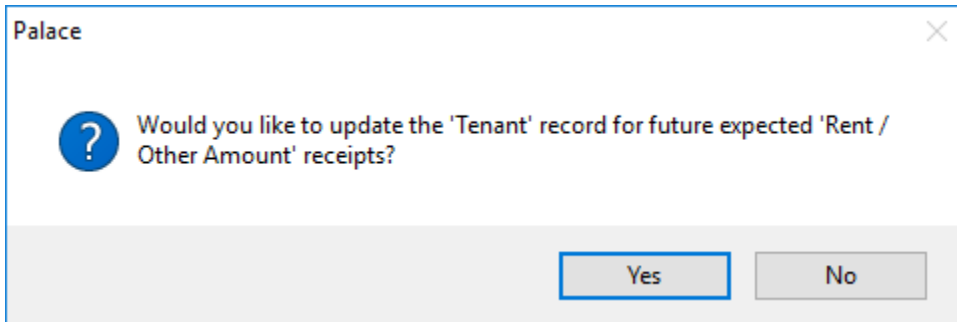
Palace

?

Would you like to update the 'Bank Match Code' of the 'Selected Tenant' to current 'Statement Line'?

Yes No

- A pop up box will ask you if you would like to update the Tenant record for future expected Rent/Other Amount receipts. Select the relevant answer e.g. If they have just paid less this one time, then you would want to click NO to saving this setting permanently, so it will revert back to the normal payment next time.



- The Transaction will now say "Yes" in the Match column
- Continue down the list to match any others that need matching
- If you have some that you cannot match, click on the printer icon at the top of screen and print out a list of Unmatched Transactions.
- Once complete, click on Process

Don't forget to manually enter in any receipts that you do not match i.e. Cash Banking.

All cash deposits will show on this import as well, these are left unmatched (as these would have been entered manually), present the banking as normal when doing your reconciliation.

Note: You can also match a transaction to an Owner, but these details will not be saved on the Owner record.

When you match a tenant, it creates a Bank Match Code that is recorded in the Tenant Edit screen.

Clearing Tenant Bank Match Codes

Sometimes a tenant will move from one of your managed properties to another one of your managed properties. You will need to remove the old bank match code otherwise it will keep matching to the wrong property.

- Go to the Tenant Details screen (Right click on the tenant, click Edit)
- Click on "Clear Match Code", then click Yes to the pop to Clear Bank Match Code

Head Tenant					
Title	<input type="text"/>	(Ph) Home	<input type="text"/>	Code	1463
First Name	Orange	(Ph) Work	<input type="text"/>	Payment Type	Direct
Surname	Juice	(Ph) Mobile	<input type="text"/>	Payment	Custom
Full Name	Orange Juice	Fax	<input type="text"/>	Extended	Bank Acc
Dear	Orange	Email	<input type="text"/>	Bond / Letting Fee (Inc. GST)	
Bank Match Code	Beach Rd Rent TFF	Clear Match Code		Let. Fee Required	\$460.00

- This will clear the code and you are now free to re-match the code in the Import Bank Statement area.

Customising the Bank Statement for the Import Function

WARNING: If you are already using Import Bank Statement, DO NOT DO this customising as you will wipe all your matches and will have to start again!

Please also Note: The customising of this function is specific to the person logged in, so you need to take note of the settings and set it up against each person who will be doing the Import Bank Statement.

- Download your bank file how you normally would, save it on to your desktop (Must be CSV)
- Click on Transactions - click on the down arrow on the right-hand side under "Generate Batch Transactions" and select Import Bank Statement.
- Click on the Green Arrow
- At the bottom of the screen under Account, click on the down arrow next to "Internet Format" and select "Custom Format (User)".
- Click on the three dots beside this (...)
- A new screen will appear

Custom Format (User)

Import Bank Statement (Custom)

Format Name: Custom Format (User)

File Location: C:\Users\Kelly\Desktop\DbStmts20150609093741 (Test1).csv

File Format: Character Separated

Line Break Characters: CRLF (CR = Carriage Return / LF = Line Feed)

Field Break Characters: , (Use commas to separate column values. (e.g. 1,3,4))

Reference Columns: 5,6,7,8

Ignore Headers (No.): 3

Ignore Footers (No.): 1

Date Column: 3

Amount Column: 4

Preview

	3	4	5	6	7	8
T...	10/09/2017	\$500.00	Roberts	J	12 Parrs	Frc
T...	10/09/2017	\$460.00	70 Ryan St			TFE
T...	10/09/2017	\$500.00	W Blue	Lion St		W E
T...	10/09/2017	\$485.00	Beach Rd		Rent	TFE
T...	10/09/2017	\$480.00	Totara Ave			Dep
T...	10/09/2017	\$400.00	Bond			S I
T...	10/09/2017	\$470.00	S Thompson		Merton St	S I
T...	10/09/2017	\$400.00	J Young	RENT	6 GEORGE ST	J Y
T...	10/09/2017	\$380.00	Rent	22 Palm Rd		J F

Save Cancel

- Find your downloaded file by clicking on the three dots beside "File Location".
- **Line Break Characters:** Enter in CRLF (if any problems contact the Support Team).
- Click on Preview (Your screen will now fill with bank account details).
- **Field Break Characters:** Looking at your data, if each entry is separated by a comma, then enter in a comma into this field.
- Click on Preview
- Your data now appears in columns
- **Ignore Headers (No.):** You will see a few rows full of information not needed, count the rows and put that number in this field e.g. 3, then click Preview.
- **Ignore Footers (No.):** Scroll to the bottom of the page and you will probably see an unused row. If you do, put the number 1 in this field (Some banks may have more), then click Preview.
- **Date Column:** Find the column that is holding the dates and put that number in the field e.g. 3 (Click Preview and the column will turn blue).
- **Amount Column:** Find the column that is holding the amounts and put that number in the field e.g. 4 (Click Preview and the column will turn pink).

- **Reference Columns:** This is to record the columns that show the information that you are going to want to match e.g. 5,6,7,8.
- Enter the numbers in the field separated by columns (Click Preview and the columns will turn green).
- Click on Save