

MULTI-FAMILY IS REQUEST FORM INSTRUCTIONS

Below is a description of the "IS Request Forms" that are used by multi-family for changes to the Yardi or Avid system data/users. Under the title of each form is a list of what requests are made on that form. *Please note that not every possible usage is documented!* If you are in doubt about which form to use, please contact multi-family support or an IS Department programmer for assistance. All of these forms (except the "Market Rent Change") can be found on our employee Intranet website under 'Request Forms'.

DATA ADD/CHG/DELETE REQUEST

- To correct dates that have been entered incorrectly or are locked after the lease week has closed, such as: Lease Date (From/To), Transfer Unit Date, and NTV Date - you MUST include backup supporting the date change request (1st Page of Lease, NTV Form, etc.)
- When the assigned agent name needs to be changed for a new resident, unit transfer, or renewal
- When information you don't have access to (such as reversing receipts) needs to be fixed
- To add or remove amenities from units
- To make changes to unit or unit type information (floors, descriptions, fees, etc.)
- To permanently delete a roommate (if the roommate moved out enter a move-out date - DO NOT DELETE)
- To remove an NSF or late count from a resident

USER/GROUP ACCESS & SECURITY ADD/CHANGE

- To modify Yardi user security (property access) or group rights (menu access)

PROGRAMMING NEW/CHANGE REQUEST

- For any new Yardi report
- To add column(s), field(s), or sort order(s) to an existing Yardi report
- To modify how an existing Yardi report processes information

MARKET RENT CHANGE REQUEST (Run as a program from your menu)

- When changing the base rent for a unit type or the rent amount for an amenity - be sure to enter the Effective Date at the top of the form to if you don't want the change right away, otherwise changes are done within 24 hours of being received by the IS Department

Important Information:

- ✓ Forms should be sent via the Help Desk (helpdesk@ntsdevco.com) with the following exception:
 - Market Rent forms go to your Regional Manager or Greg McDearmon (if no Regional Mgr)
- ✓ All New User or User Name Change requests must come from HR (except for Work Order Employee adds - see above)
- ✓ All forms must be signed by the Property Manager or Regional Manager (if applicable) – someone else may initially sign the form, but it must have one of the above as the "Manager (if required)" approver
- ✓ Backup documentation is required when making most date changes (copy of the lease is a good example)