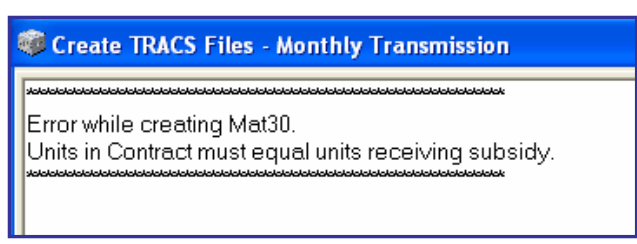


## Notes from the Client Care Department

### Number of Units in Contract Error - Is this causing you problems?

If your CA or HUD say that they never received your voucher file, it is possible that you received an error message during the TRACS file creation and the voucher file was not even created. Please read the messages that appear when creating TRACS files. Correcting the errors can help you avoid delays in file transmission and payment.

When creating your monthly files for the month do you get a message like this?



If you answered yes, there are steps you can take to correct the error so that you can successfully create your voucher file. Close out of the error and return to the Voucher icon in the HUD module.

(continued page 3, see Number of Units)

## Notes from Administration

### Bed Bugs: A Hot but Unwelcome Topic

Whatever the reason for the resurgence of bed bugs, they have captured our attention as an increasing problem for apartment communities.

IPM in this case is not IPM-Software but Integrated Pest Management. This approach requires the co-operation and communication between management, staff, tenants, and contractors. The process of looking at the problem as a building wide issue increases the effectiveness of the control of bed bugs and other pests. Using pest management techniques in one unit has no lasting effect when an infestation can simply move to the next unit

(continued page 2, see Bed Bugs)

### Inside this issue:

- From Client Care: Number of Units in Contract Error - Is this causing you problems?* 1
- From Administration: Bed Bugs: a hot but unwelcome topic* 1
- Come Meet Us: AHMA PSW, May 18, 2011 in Los Angeles* 1
- Invoice Cloud and Corner-Stone: Integration is Now Available* 2
- Holiday Hours: Closed Memorial Day May 30, 2011* 3
- From Sales: 202D Changes Mean Time is Running out for HUDControl* 4
- Coming in May:* 4



**Come Meet Us: AHMA PSW**

**May 18, 2011**


**Los Angeles Marriott Airport Hotel**

**Los Angeles CA**



“Always be a little kinder than necessary.”

*James M. Barrie*





Now available at:

<http://www.ipm-software.net/update.html>



CornerStone v.5.1.0.0



HUDControl v. 9.10



RHControl Pro 2010

*Continued from pg 1 - Bed Bugs: A Hot but Unwelcome Topic*

Education, awareness, reporting of the problem, and prompt reaction from the management are all part of the process of controlling any pests. Property managers and their staff must become bed bug experts but that alone is not the answer. Since you cannot be everywhere and inspect everything, the tenants are the best source for reporting the potential problems.

Having a community-wide action plan and experienced pest management professional are important steps in dealing with bed bug infestations. Being able to count on resident reporting of an early infestation is a major part of controlling the problem before it spreads through the building. Constant vigilance is required by everyone.

There is an abundance of information and resources available covering detection, methods to control bed bugs, evaluation of the method's pros and cons, and recommendations on the best method for the degree of infestation. The following links provide basic information on bed bugs and suggested procedures for detection and control.

<http://www.epa.gov/bedbugs/>

[www.healthyhomestraining.org/ipm/NCHH\\_Bed\\_Bug\\_Control\\_2-12-10.pdf](http://www.healthyhomestraining.org/ipm/NCHH_Bed_Bug_Control_2-12-10.pdf)

<http://portal.hud.gov/portal/page/portal/HUD/webcasts/archives/multifamily>

<http://www.vdacs.virginia.gov/pesticides/bedbugs-gallery.shtml>



Pam Busing

*Pam has been with IPM-Software as Office Manager more than fourteen years.*

*IPM-Software  
would like to  
welcome our new  
business.*

*To all of our current  
clients, thank you  
for your continued  
support.*

*"The greatest barrier  
to success is the  
fear of failure"*

*Sven Goran Eriksson*



## Invoice Cloud and CornerStone

### Online Billing and Payment Integration

Manually creating invoices and entering payments can be time consuming. Reducing printing and postage costs with online billing saves your office money. Convenience and remote payment options can be important to many residents who enjoy the convenience of viewing and paying bills online.

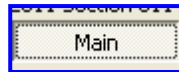
Paying rent and utilities electronically increases payments (more residents are able to pay with credit card), speeds collections (faster identification of bad checks) and produces higher yields on utilities. The property no longer needs to store and secure confidential payment information (credit card or bank account numbers) on site. CornerStone offers the integration at no additional charge and Invoice Cloud provides the internet portal for your billing and payments.

To let us know you're interested, please visit Invoice Cloud at: <http://www.invoicecloud.com/ipmemail/> or contact Mike Payne at (562) 743-0383 or contact Karen Stevenson at [kstevenson@ipm-software.net](mailto:kstevenson@ipm-software.net) or call 800-944-5572, ext. 227.



Continued from pg 1 – Number of Units

Click on the Main tab of the voucher.



Verify the Item 7 General Occupancy Information.

The Units in Contract is not editable information. It is based on the number of units entered during set up in the Property / Properties area. Usually, if this number is incorrect, it is discovered and corrected as soon as you start using the program.

Contract Signed On or After 10/03/84?	
Units in Contract	6
Units Receiving Subsidy	5
Abated Units	0
Vacant Units	0
Units Occupied By Market Rate Tenants	0

The number of Abated Units also fills in from the unit information in Property/ Properties. If you have abated units, the effective dates and termination dates are added to the unit information in the Property module. This field fills based on that information and will only change if the information is updated under Property.

The remaining fields can be edited based on your knowledge of your property. Remember, the Units in Contract **must** equal the total of the other lines.

$$\text{Units Receiving Subsidy} + \text{Abated Units} + \text{Vacant Units} + \text{Units Occupied By Market Rate Tenants} = \text{Units in Contract}$$

Once you edit the information to be correct it should look like this.

Units in Contract	6
Units Receiving Subsidy	5
Abated Units	0
Vacant Units	1
Units Occupied By Market Rate Tenants	0

Hit Save at the top toolbar. Do not rebuild your Voucher. When you return to TRACS / Create TRACS files and create your TRACS files for the Voucher again, the Voucher should create successfully.

You should read the messages that appear during the creation process. If you see “Voucher File YYYY-MM-XXXXXXX.txt written successfully”, you are ready to submit files to your CA or HUD. (These instructions are specifically for CornerStone but similar steps are followed to correct this error in HUDControl.)

For detailed instructions on how to correct the Number of Units error in CornerStone, please refer to the following document: [http://www.ipm-software.net/downloads/help\\_documents/178%20-%20CS%20-%20Number%20of%20Units%20in%20Contract%20Error.pdf](http://www.ipm-software.net/downloads/help_documents/178%20-%20CS%20-%20Number%20of%20Units%20in%20Contract%20Error.pdf)

Heather Harvey

*Heather has been with IPM-Software for five years. Her primary work is in the Client Care Department but she assists in documentation and testing of the programs and processes.*



**IPM-SOFTWARE WILL BE CLOSED  
MONDAY, MAY 30, 2011  
IN OBSERVANCE OF MEMORIAL DAY**



## Notes from the Sales Department

### Time is running out to upgrade your HUDControl - 202D changes set for Fall 2011

#### HUDControl Users It's Time to Switch!



202D specifications have been finalized by HUD and are due for release in the fall. We will not be updating our DOS products to meet the new specifications. You will need to upgrade to stay in compliance.

Don't wait until the last minute. Our conversion and training schedules may be booked if you wait until the deadline for the 202D changes.



Call your Sales department now.

**Contact Your IPM-Software Sales Representative  
at (800) 944-5572**

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### Our Mission Statement

*Our continuing mission and commitment is to profitably offer the most accurate property management and compliance software to the Affordable Multi-Family Housing Industry and to provide our customers the best possible service and support.*

#### Coming in May:

- ◆ From Client Care - Changing Voucher Months
- ◆ From Sales - Client Referrals are a Great Resource
- ◆ Holiday Hours: Closed Memorial Day May 30, 2011

Come Meet Us:

AHMA PSW May 18 at the Los Angeles  
Marriott Airport Hotel, Los Angeles, CA

If you would like more information on any topic in this email or have questions, or comments, please email us at [support@ipm-software.net](mailto:support@ipm-software.net)