

From Client Care at IPM-Software, Inc.
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To _____

Fax Back Answers to Frequently Asked Questions

From our initial contact, we believe your situation can be resolved with a few standard directions. As there is sometimes a delay speaking with a Client Care Associate, we hope this document will provide the directions you need to resolve your problem. Please consider these directions as our first attempt to answer your need for assistance. Once you have followed the steps listed here we trust your problem will be resolved.

Subject: CornerStone Reports with Drill Down Capabilities

CornerStone reports that have drill down capability show additional information when tenant names or categories are clicked on while the report is displayed on the screen. To access the reports listed below, click on the Reports icon of CornerStone. Select the appropriate module and then click on the selected report. Click preview and then use the options to restrict the report for you needs. This list includes:

- ❖ **WL09 Compliant Waiting List**, in the Waiting List Reports, is a new Waiting List report that shows basic information such as names, date added, and if the contact moved in. It also allows you to click on the contact name to see the comments section of the Waiting List information. The comments section gives the date the note was added as well as the comment type and specific notes made at that time.

<i>Waiting List - Compliant</i>								<i>NICK ATM</i>							
----- Applicant -----			<i>Unit Transfer 1 Bd LR</i>												
Score	Contact	Comments	UNIT Size	Income Level	Needs Access	Removal Date	Move-In Date	Preferences							
1000000	Burton, Eugene	11/14/2008 10:55:00 AM	1	VLI			11/14/2008	Income Targeting							
<table border="1"> <thead> <tr> <th>Comment Type</th> <th>Date</th> <th>Comments</th> </tr> </thead> <tbody> <tr> <td>Applicant Offer Resp</td> <td>8/12/2009</td> <td>Offer made - 1 BD SENDS. Section 8 - DH12M00006? Unit: 333-0102 - 3/12/09</td> </tr> </tbody> </table>			Comment Type	Date	Comments	Applicant Offer Resp	8/12/2009	Offer made - 1 BD SENDS. Section 8 - DH12M00006? Unit: 333-0102 - 3/12/09							
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- ❖ **RT73 Gross Reconcile Potential Report**, in the Rent – Resident Reports, gives the basic unit, tenant name, rent, subsidy, and vacancy loss information. When you left click one time on the tenant name or vacant unit, it expands to give greater detail including utility reimbursement if available.

<i>Gross Potential Reconcile Report</i>													<i>PRACTICE PLAZA</i>	
													For Period Ending 2/28/2006	
Unit #	Tenant	Gross Contract Rent	Excess Rent	Rent Adjust	Ext.Lib. Rent	Total Rent	Monthly Standard Subsidy	This Month's Subsidy	Subsidy Adjust	Total Subsidy	Vacancy Loss	Loss to Lease		
101	** Vacancy Loss **	305.00	0.00	0.00	0.00	0.00	163.00	142.00	0.00	0.00	305.00	0.00		
102	GONE, HELEN	305.00	0.00	0.00	0.00	163.00	142.00	142.00	0.00	142.00	0.00	0.00		
	<i>Date</i>	<i>Effective Date</i>	<i>Description</i>	<i>Rent</i>	<i>+ Excess Rent</i>	<i>+ Rent Adjust</i>	<i>+ Ext. Lib. Rent</i>	<i>= Total Rent</i>	<i>Subsidy</i>	<i>Subsidy Adjust</i>	<i>UR Adjust</i>	<i>URD Adjust</i>	<i>URD / Offset</i>	<i>Vacancy Loss To</i>
	2/1/2006	2/1/2006	Monthly Charge	163.00	0.00	0.00	0.00	163.00	142.00	0.00	0.00	0.00	0.00	-305.00
103	UPSUMGRUBB, RUSSELL	305.00	0.00	0.00	0.00	119.00	186.00	186.00	0.00	186.00	0.00	0.00		
104	** Vacancy Loss **	305.00	0.00	0.00	0.00	0.00	186.00	186.00	0.00	0.00	305.00	0.00		

- ❖ **RT87 Gross Potential Summary**, in the Rent – Resident Reports, shows the categories and totals for tenant charges, government charges, vacancy loss/gain, and reconcile items but it can also expand each category to show the detail for each category. A single left mouse click on the category expands the fields to show a detailed breakdown of the items included in the summarized totals.

Government Charges

Sub - FL12R000952 7,510.00

Unit #	Amount	Tenant Name / Description
102	142.00	GONE, HELEN
103	186.00	UPSUMGRUBB, RUSSELL
106	137.00	WILLCO, ROGER
107	154.00	RINGER, BELLE
108	195.00	GEBRA, AL

NOTE: If the solution above solves the issue you are encountering, please e-mail the Client Care Dept. at support@ipm-software.net. If there is another issue please call 1-800-944-5572 or check out our Web site at www.IPM-Software.net for other Frequently Asked Questions