

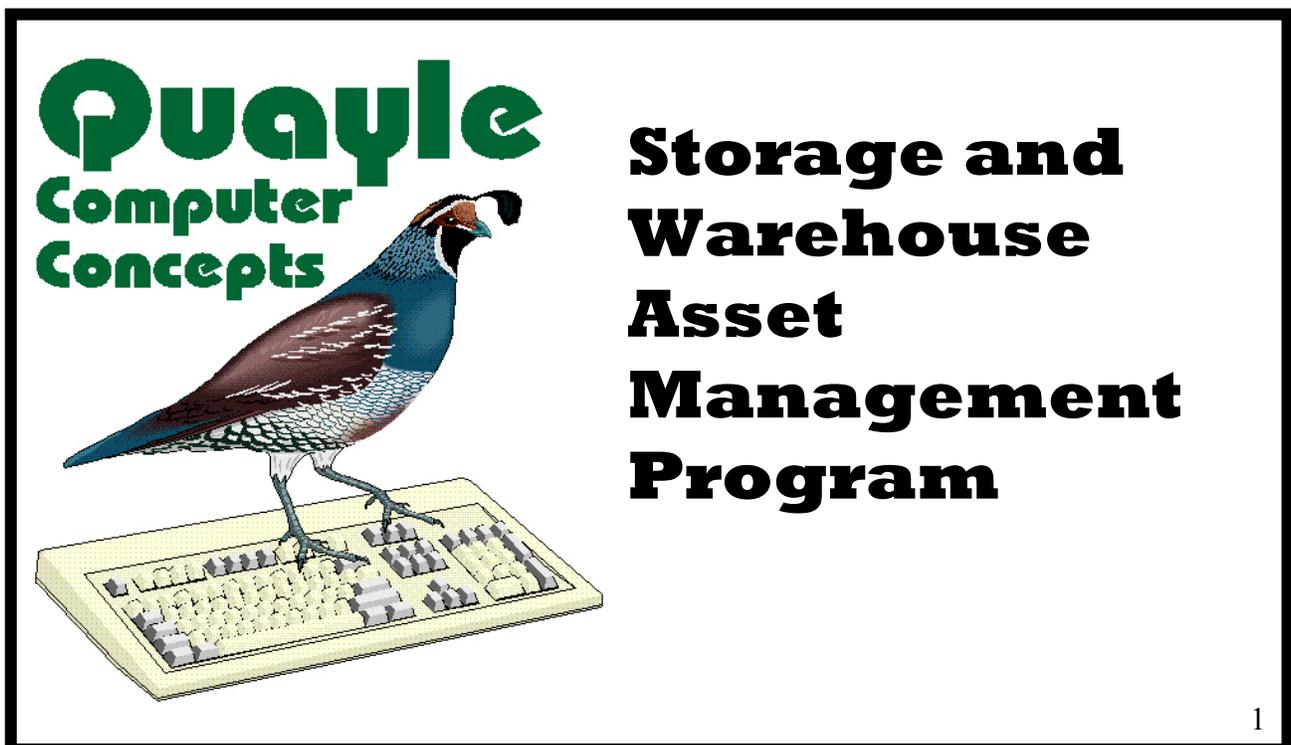
Welcome to SWAMP

This computer software management program is designed to make your facility easier to operate by keeping accurate records of tenants, income, occupancy, late fees, status of units and expenses. Reports are accessible to list tenants, units rented, available units, locked out units, activities and several other important items.

The information in this manual can be used to guide you through a procedure, to answer questions about the program, and to suggest some ways of solving problems. If you cannot find the answer to your question here, then contact:

- For operating the program:
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Eau Claire, WI 54701
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Snail Mail Address: 27682 Paseo Barona
San Juan Capistrano, CA 92675

For the latest information, updates, and notes see our web page at www.quayles.com



Installation of SWAMP

- Have your computer on.
- Close all programs except Windows.
- Insert the SWAMP CD into your CD drive. When the following menu appears, then choose from the options described below.



You will note four menu choices. Placing your cursor on any one of them causes it to change color. To select a choice click the left mouse button.

- **New Installation.** If you are just joining the SWAMP family, you should choose this function. An install shield will open to guide you through installing SWAMP on your hard drive. We recommend following the suggested location in a folder called SWAMP on your C drive. Do not install SWAMP in a Microsoft Access folder.
- **Install Utilities.** This will install the SWAMP documentation, fonts, and utility icons used for repairing and compacting databases.
- **Update Installation.** If you already have SWAMP on your computer in an earlier version, select this option. This will install the new features added to the program since your version.
- **View Readme File.** This is a text file that gives instructions concerning installation of SWAMP and the accessing of certain special fonts used by SWAMP. The file may be read by clicking this option. The file may also be printed.
- **View Manual.** The current "Users Manual" may be viewed and searched on screen by using this option. You must have Acrobat Reader on your computer to access this document. Acrobat Reader is available free as a download from the Internet. A feature using "Bookmarks" allows you to search and find specific sections of the manual

- **If this menu does not appear**, click on Start, select Run and then:
 1. For a New Installation: Run “Setup.exe” from the root (or main) directory on the SWAMP CD.
 2. For an Update: Run “Setup.exe” from the Update directory on the SWAMP CD.

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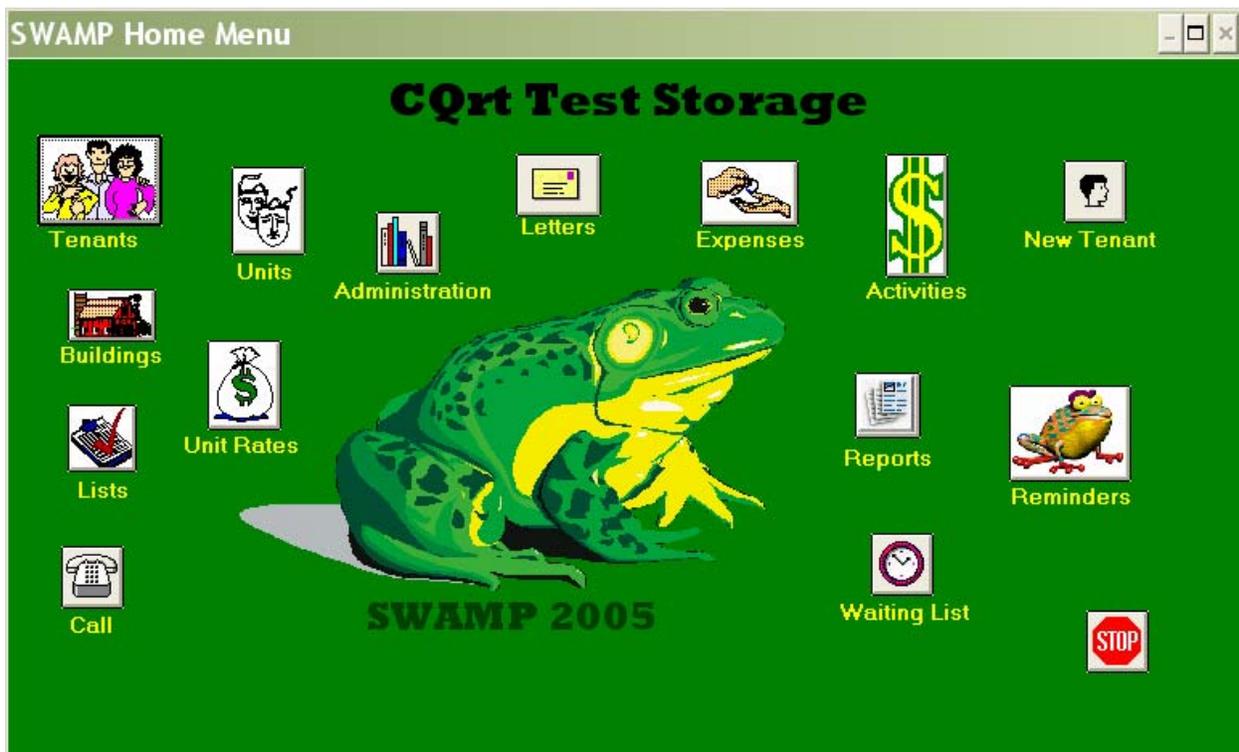
SWAMP Tutorial

Computer System Requirements for running SWAMP 3.0:

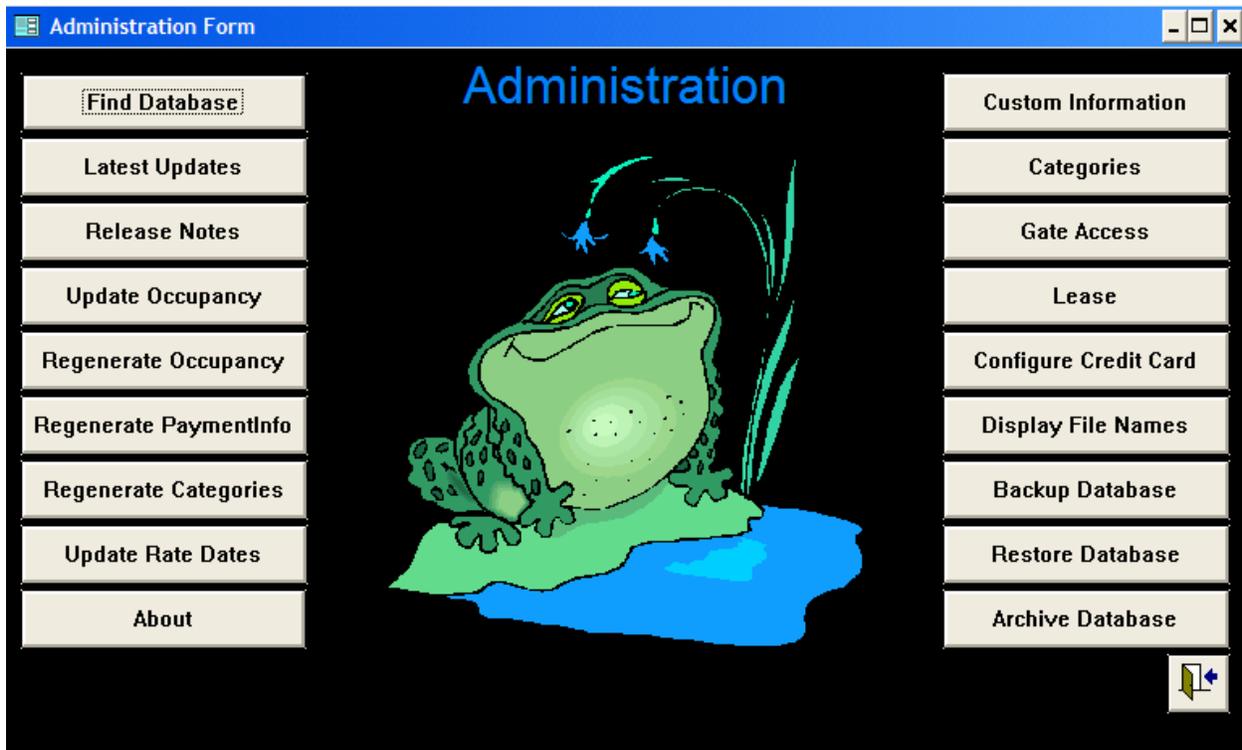
- A Windows operating system – preferably Windows 98 or later
- 12 megabytes of space on your hard drive
- 64 megabytes of Random Access Memory – much better to have more than this
- All forms have been expanded to 4 3/4 " x 8", so users will need to have a minimum screen resolution of 800 x 600 to view the new forms.

This tutorial is designed to give you experience in entering buildings, units, and tenants in the database and then generating rents and recording payments. Follow it step by step. NOTE: In place of our sample information, you may wish to put the actual unit number, price, and name of a current tenant – or overwrite the sample with actual names later.

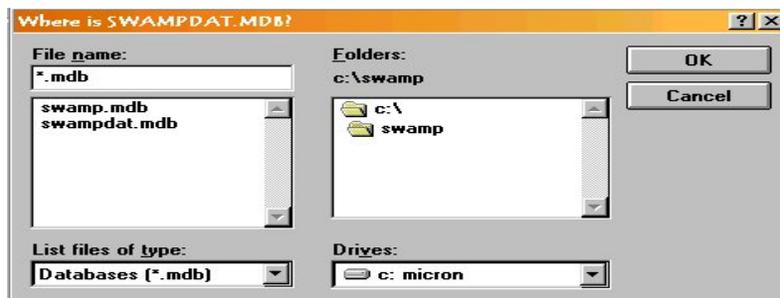
When you open SWAMP, our friendly frog at the **Home Menu** greets you:



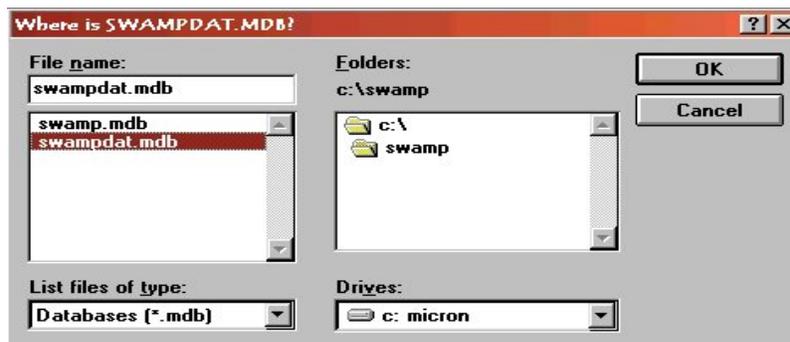
From the **Home Menu**, click the “Administration” icon to open the following form:



On this form, click the button at the top of the left hand group that reads “Find Database.” The form below will open.



With your mouse, select “swampdat.mdb.”



And then click “OK.” The above form will close and return you to the “Administration” form. On the right side of that form, click on the “Custom Information” button to open the following form.

Fill in the following fields on the above form: [The remainder can be dealt with later.]

- **Business:** Enter the name of your facility.
- **Location:** Enter the street address of the facility.
- **Mailing Address:** Enter the address to which you wish mailed payments to be sent.
- **Phone 1:** Enter the primary phone number of your facility or office.
- **Invoice Type:** Select “Half Sheet”
- **Guarantee Time:** Enter the number “12”
- **Lead Days:** Enter the number “18”



Return to the **Home Menu** by clicking on the door icon on this form and then on the “Administration” form.

From the **Home Menu** click on the “Building” icon, this will open the following form:

On the above form, fill in the following:

- **Building:** Enter “One.”
- **Opening Day:** Enter the date: “1 Jan 2005.”

Exit this form by clicking on the door icon, returning to the **Home Menu**.

From the **Home Menu** click on the “Units” icon to open the following form:

Out of Service	Back in Service

Rate Date	Rate
	\$0.00

In the above form enter the following information:

- **Unit Number:** Enter the number “101”
- **Building:** Enter “One”
- **Status:** Select “Active” if not already there.
- **Size:** Enter “10” x “20”
- **Rate:** Enter “\$55.00”
- **Rate Date:** Enter “1 Jan 2005”

Return to the **Home Menu** by clicking on the door icon.

On the **Home Menu** click the “Tenants” icon to open the following form.

The screenshot shows a software window titled "Tenants". At the top, there are radio buttons for "Show: Active", "Inactive", and "All". To the right, there are tabs for "Notes" and "Timestamp", and a label "Tenant ID: Counte". The main form area is divided into several sections:

- Name:** Fields for "First:" and "Last:" with a dropdown arrow.
- Organization:** A text field and a "Use Org:" checkbox.
- Address:** A large text field.
- City:** A text field.
- "Dear":** A text field.
- DOB:** A text field.
- Employer:** A text field.
- Vehicle License State:** A text field.
- License:** A text field.
- Identification:** A text field.
- Other ID:** A text field.
- e-Mail:** A text field.
- Phone 1:** A text field with a phone icon and a dropdown arrow.
- Phone 2:** A text field with a phone icon and a dropdown arrow.
- In Military:** A checkbox.
- Buttons:** A vertical stack of buttons: "Contact", "Payments", "View Status", "Ledger", and "View Notices".

Below the form fields is a table with the following columns: Unit, Period, Rate, Start, End, 1st Rate Date, Locked Out, More Card Blank, Lease, Out, Xfer. The table has a header row and one data row with various icons in the cells.

At the bottom of the window is a toolbar with icons for navigation (hand, arrow, magnifying glass, airplane), "Go to unit:", "Go to Access:", and other utility icons like a plus sign, trash, checkmark, X, printer, and a right-pointing arrow.

On the “Tenants” form above enter the following information:

- **Name:** Enter “Reginald” “K” “Callister”
- **Address:** Enter “873 West Callendash Street”
- **City:** Enter “Mayfield” “WI” “54909”

Place your cursor in the field under “Unit” at the lower part of the “Tenant” form and enter the number “101”. Press the “Tab” key on your keyboard. The result should be something like the following:

Tenants

Show: Active Inactive All

Notes: Timestamp Tenant ID: 192

Tenants

Name: First: Reginald I: K Last: Callister

Organization: Use Org:

Address: 873 West Callendash Street

City: Mayfield WI 54909

"Dear": DOB:

Employer: Vehicle License State

License:

Identification:

Other ID:

e-Mail:

Phone 1: (847) 657-3727 Work

Phone 2: (848) 657-6767 Fax

In Military:

Contact
Payments
View Status
Ledger
View Notices

Unit	Period	Rate	Start	End	1st Rate Date	Locked Out	More Card Blank	Lease	Out	Xfer
101	1	\$55.00	29 Apr 2005		29 Apr 2006			Lease	Out	Xfer
*								Lease	Out	Xfer

Go to unit: Go to Access:

SWAMP will have placed a "1" in the "Period" field, "\$55.00" in the "Rate" field, the current date in the "Start" field and a date which is twelve months later than the current date in the "Rate Date" field. If you were renting this unit to a new tenant, you would leave the "Start" date as it is. If you were entering an existing tenant into the database for the first time, you should change the "Start" date to the **due** date of that tenant's most recent payment.

In either case, next click on the blue-green square under "1st" to get this form:

Rents

Callister, Reginald 101

Add Another Payment Preview Receipt Print Receipt

P	D	M	Unit	a	Type	\$ Billed	\$ Paid	Billed	Due	Paid To	Paid	Num
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	101		Rental	\$55.00	\$55.00	29 Apr 2005	29 Apr 2005	29 May 2005	29 Apr 2005	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	101			\$0.00	\$0.00	29 Apr 2005	29 Apr 2005		29 Apr 2005	
Total:						\$55.00	\$55.00	Paid To:		29 May 2005		

SWAMP will have entered the payment for the first month, including the start date as the “Billed” date and the “Due” date. A date one month from the start date will be entered as the “Paid To” date and the start date will be entered as the date “Paid.” The program will also have placed a check mark at the beginning of the line in the box under “P” which stands for “paid” and under the “M” which stands for “mailed.” You may at this time enter the number of the check or other notation in the field under “Num.” Return to the Tenant form.

Return to the **Home Menu** by clicking on the door icon.

From the **Home Menu** click on the “Activities” icon to open this form:

The screenshot shows a software window titled "Activities" with a standard Windows-style title bar. The window is organized into several sections, each with a category header and a list of buttons:

- Rents / Fees:** Generate Rents/Fees, Select Billings, Print Bills
- Late Fees / Notices:** Customize Late Fees, Late Notices, Select Notices
- Miscellaneous:** Sell Facility, Payment Validation, Regenerate Payment Info
- Credit Cards:** Credit Card Payments, Expiring Credit Cards
- Lockout:** Update Lockout Values, View Lockout Status
- Export:** Select/Export Tenants, Export Balance Info
- Deposits:** Deposit Payments, Bank Deposit List, Undeposited Payments, Deposit Summary - Category, Deposit Summary - Tenant

On the right side of the window, there is an illustration of a green frog wearing sunglasses and relaxing on a beach chair on a small island with a palm tree.

Click the “Generate Rents/Fees” button on the above form to open the following pop-up window.

Note that the date in the field following “Generate rents having due dates up to:” is just 18 days from the present date. If you have used today’s date for the Callister payment, change this date to be 32 days from the current date. Click on the button “Generate Rents Now.” When that action is complete, the following will pop up:



Click on “OK” to close the message box and then close the “Generate Rents/Fees” form by clicking the door icon to return to the “Activities” form.

Click on the “Print Bills” button to open the following pop-up form:

If there is a message in the window under “Enter memo to be included on bills:” then select it with your mouse. Type in its place the following: “To insure proper credit, please return this invoice with your payment and/or write the number of your unit on the check.”

Place half sheet paper in your printer; make sure it is turned on. On the above menu, click the button that reads, “Print Bills.” An invoice will be printed which should contain the information you have entered and which charges Reginald K Callister for one month’s rent due one month from today. The ‘paid to’ date will be two months from today.

On the above “Print Bills” form click the button labeled “Mailed.” Then close the form by clicking on the door icon to return to the “Activities” form.

Exit the “Activities” form in the same way to return to the **Home Menu**.

Click on the “Tenants” icon to return to the tenant form of Reginald Callister. On that tenant form click the button labeled “Payments” to open the following “Payments” form.

P	D	M	Unit	Type	\$ Billed	\$ Paid	Billed	Due	Paid To	Paid	Num	R
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	101	Rental	\$55.00	\$55.00	29 Apr 2005	29 Apr 2005	29 May 2005	29 Apr 2005		<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	101	Rental	\$55.00	\$0.00	29 Apr 2005	29 May 2005	29 Jun 2005			<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			\$0.00	\$0.00						<input type="checkbox"/>

You will note that Mr Callister has been billed for \$55.00 rent on unit 101, which rent is due one month from the current date and which will pay his rent until two months from the current date. SWAMP has placed a check mark in the “M” box to indicate that the invoice was mailed. [You will note that this “Payments” form contains additional items not found on the “Rents” form that opened when the “1st” button was clicked. We will discuss more about them later.]

Click the box under “P” which stands for “paid.” You will see that SWAMP will enter \$55.00 in the “\$ Paid” field and the current date in the “Paid” field.

P	D	M	Unit	Type	\$ Billed	\$ Paid	Billed	Due	Paid To	Paid	Num	R
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	101	Rental	\$55.00	\$55.00	29 Apr 2005	29 Apr 2005	29 May 2005	29 Apr 2005		<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	101	Rental	\$55.00	\$55.00	29 Apr 2005	29 May 2005	29 Jun 2005	29 Apr 2005		<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			\$0.00	\$0.00						<input type="checkbox"/>

You now know how to do it. Go back to the beginning and fill in the other Custom Information, Buildings, Units and Tenants. Happy Computing!

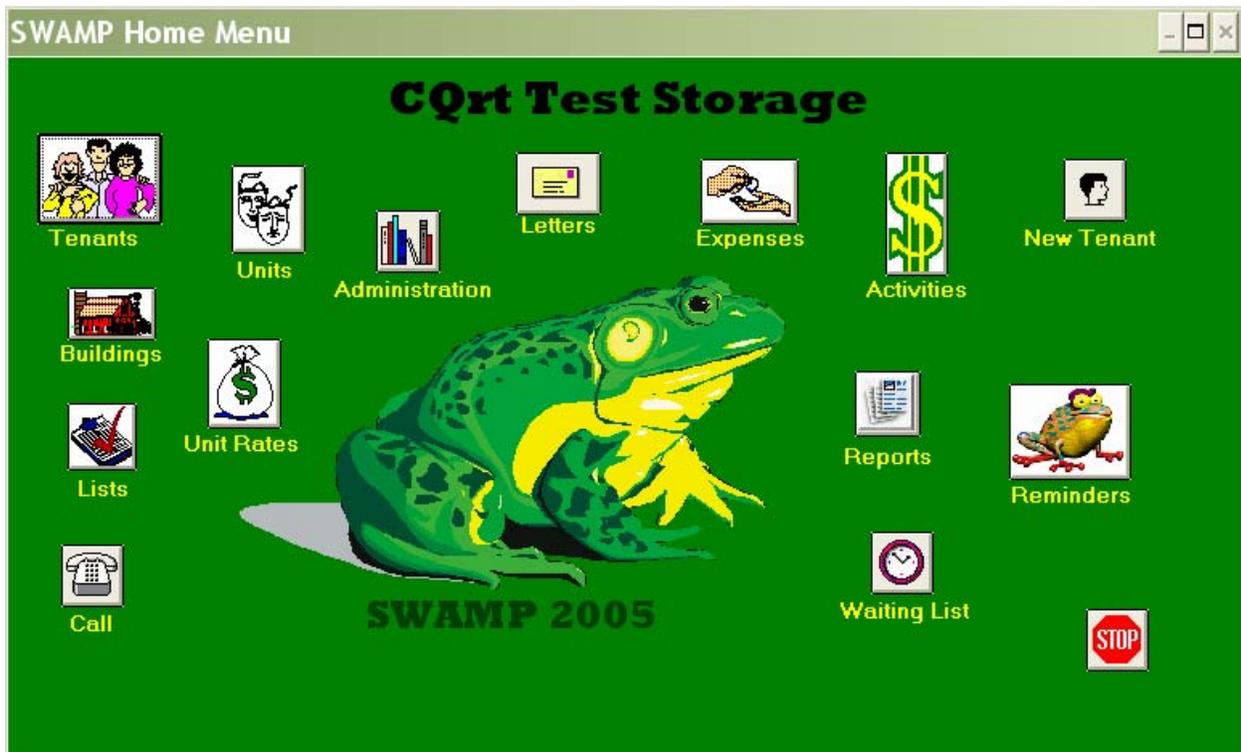
Part One

Getting Started

Start Here

Computer System Requirements for running SWAMP 3.0:

- A Windows operating system – preferably Windows 98 or later
- 12 megabytes of space on your hard drive
- 64 megabytes of Random Access Memory – much better to have more than this
- All forms have been expanded to 4 3/4" x 8", so users will need to have a minimum screen resolution of 800 x 600 to view the new forms.



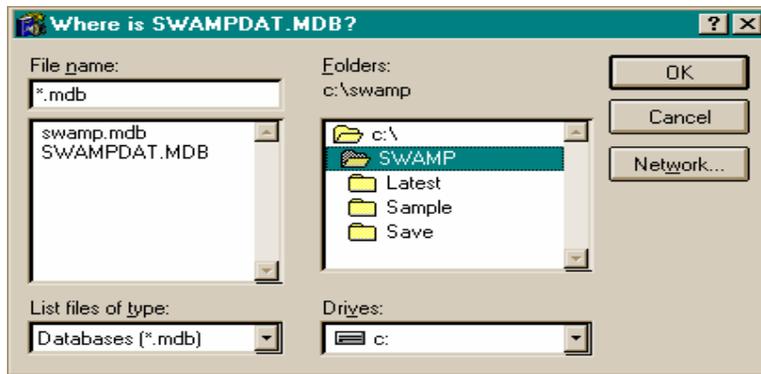
When you first use this program, you must enter information in the following areas in the order listed below; therefore we will discuss each of these here, first, before discussing the other functions on each of the major menu forms.

- Find Database
- Custom Information
- Building
- Units
- Tenants

Step One: Find Database

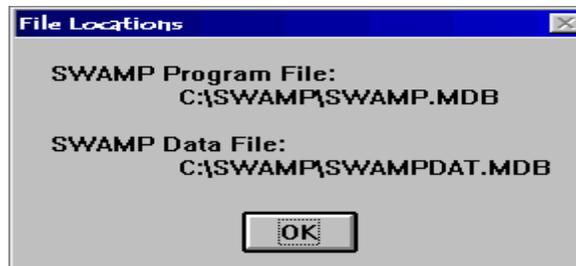
When you first install SWAMP, or when you add an update, it is important that the program files [swamp.mdb] are pointing to the correct database for your specific tenant information [swampdat.mdb]. After installing SWAMP on your computer, SWAMP should open at the "Administration" form. You will then be prompted to find "swampdat.mdb." Click "OK" on

any notice of steps to take to clear the “Administration” form. If the program opens at the “Home Menu” click on the “Administration” icon. Then click the “Find Database” button to open the following form:

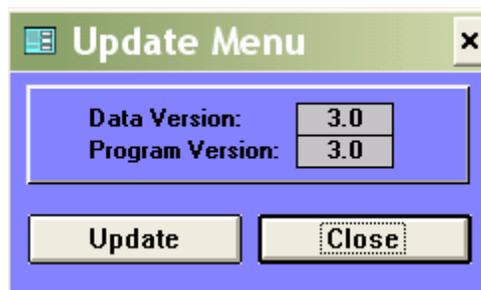


Select "swampdat.mdb" and click "OK."

Later, if you wish to review where your program and data are, click on the “Display File Names” button in the column at the right of the administration form and a popup form will appear, similar to this:



Next, click on the “Latest Updates” button to get this form:



If the Data Version and the Program Version have the same number, then click on Close and go on to Step Two. If they are different, then click on the Update button to apply the new program features to the old database. SWAMP will also regenerate payment info, regenerate categories, and reaffirm your choice of invoice types. You will be asked if you want to regenerate occupancy. After this is completed click on OK and go to Step Two.

Step Two: Custom Information

From the “Administration” form, click the button “Custom Information.” You enter onto this template information concerning your facility and some choices as to how you wish the program to treat your tenants and the records.

SWAMP
File Edit Window Help

Custom Information

Proprietor:

Business:

Location:

Mailing Address:

Phone1:

Phone2:

Invoice Type:

Backup File:

Billing Note:

Word Processor:

Guarantee Time:

Lead Days:

Lockout Grace:

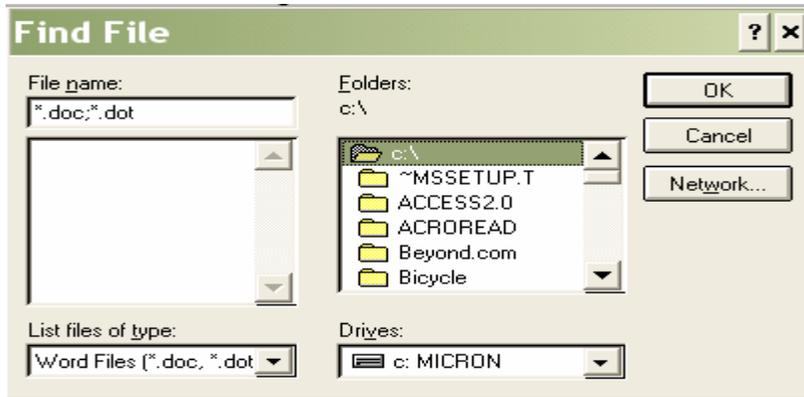
Options

- Hide Pictures
- Yearly Payment Gets One Month Free
- Start All Rentals on the Same Day
Which Day
- Do Not Prorate First Payment
- Rentals are Subject to Sales Tax
Tax Rate
- Don't Prompt to Split Unmatched Payments
- Use Date for Backup File Title

Customize Late Fees **Find Word Processor**

- **Proprietor:** The first line of the custom information form is for the name of the owner of the facility. This is for information purposes only and is not printed on invoices or reports.
- **Business:** The second line is for the title of the facility. This is the name printed on invoices and shown on the Home Menu.
- **Location:** These two lines are for the address of the facility.
- **Mailing Address:** The mailing address is for the address to which rental payments are to be made by mail.
- **Phone 1,2:** There are two spaces for phone numbers and a choice of whether the phone is at home or work or if this number is for fax, car phone, cellular phone, or a beeper.
- **Invoice Type:** Clicking the arrow to the right of this field opens a list from which you may select the type of invoice you wish to use. You may choose any one of the following:
 1. **Half Sheet:** The default size of the invoice printed by SWAMP is 8 1/2 x 11 inches. Select this type if you wish to use half sheets. The information printed on the forms is the same, just different size.

2. **Half Sheet on Company Letterhead:** The storage facility name that was listed on the “Business” line of the custom information is printed at the bottom of the half sheet invoice in the choice above. If you wish instead to print it on your own preprinted letterhead, then select this type.
 3. **Full Sheet:** The same information printed as on the half sheet, but uses standard 8-½ x 11 inch paper. The facility name is printed at the bottom of the sheet.
 4. **Full Sheet Printed on Company Letterhead:** If you prefer that SWAMP not print your facility name at the bottom of the invoice, selecting this feature allows you to use pre-printed letterhead paper with your own style and logo.
 5. **Window Envelopes:** While SWAMP will print envelopes, some managers like to use window envelopes instead and this choice allows that for the full sized sheet only. This prints the address of the tenant so that it shows in the standard office supply window envelope.
 6. **Window Envelope from Post Office:** This envelope has the window in a different location than the standard. Selecting this type prints the address in the proper position for #9 postage-paid envelopes sold by the US Post Office.
 7. **Full Statement:** The default invoice lists the dates covered by the present billing and the date due, but any past due amount is listed simply as “Past Due.” Select this type of invoice if you wish to include the full statement of all charges due from this tenant.
 8. **Postcard:** The US Post Office sells postcards for printing that come four to a sheet. If you select this type, the Preview Bills and Print Bills buttons will print the invoice side of the postcards, and the Preview Envelopes and Print Envelopes buttons will print the address side of the postcards.
- **Backup File:** SWAMP will create a default backup file in the same folder that holds SWAMP. The name and location of that file will appear in this field. You may designate a different location and name of the file if you wish by simply overwriting the file name and the path to the file.
 - **Billing Note:** On the invoice, in a space just below the information of what is due on each unit, SWAMP prints a message from you. You can enter that message in this window, or in the window that pops up at the time of printing the invoices. You can change it at any time, but it is the same message for all invoices printed at one time.
 - **Word Processor:** SWAMP has a built in feature that allows you to format a lease in your word processor and have SWAMP enter tenant information into merge fields. [External lease]. This field is to designate the path to your word processor. Below this field to the right is a button that will help you find the path to your word processor. Click on the “Find Word Processor” button and the following dialogue box will open to aid your search for the proper path to your word processor:



- **Guarantee Time:** SWAMP has a feature that automatically adjusts rates for tenants after rates on the unit are raised. The purpose of this number is to specify the length of time you guarantee the rate at which you rented the unit. The number is the number of months, so that 12 means one year. If you do not guarantee rates, put a "0" in this field.
- **Lead Days:** When you generate rents, a dialog box will pop up with a date in it that will be as many days ahead of the current date as the number you place in this box. That is, if today is 1 May 2005 and you had 15 in this box, the date in the pop up dialog box will be 16 May 2005. What that means is that every tenant who has a rental that will become due by 16 May 2005 will have an invoice generated for that unit and a line on the payment record for this tenant will be created, entering the charge for the coming month.
- **Lockout Grace:** The number in this field represents the number of days late you allow tenants to be before they are locked out – either by a gate interface or manually.
- **Customize Late Fees:** This button opens up a wide range of options for late fees, from which you may choose.

Customize Late Fees

Choose Late Fee Type: Type Two

Type One
 Generate a charge of type [] in the amount of \$0.00 for all rentals that are past due by more than 0 days and that have not had a charge of type [] assessed against them during the last 0 days. Do not generate this charge if one has already been generated in last 0 days. Require second charge type. ? Do It

Type Two
 Generate Late Fee for tenants who have a balance due and are past due by more than 14 days and have not had a late fee assessed against them during the last
 month
 25 days
 Calculate fee using:
 Percent 5%
 % of monthly rate
 Fee \$5.00
 Both ? Do It

Type Three
 Generate a late fee in the amount of \$0.00 for this months rentals that are past due by 0 days and then assess \$0.00 a day up to a total of \$0.00 ? Do It

Type Four
 Generate enabled fee types in the amount specified when rentals are late by the specified number of days.

Use	Fee Type	Amount	Days Late
<input type="checkbox"/>	[]	\$0.00	0
<input type="checkbox"/>	[]	\$0.00	0
<input type="checkbox"/>	[]	\$0.00	0
<input type="checkbox"/>	[]	\$0.00	0

? Do It

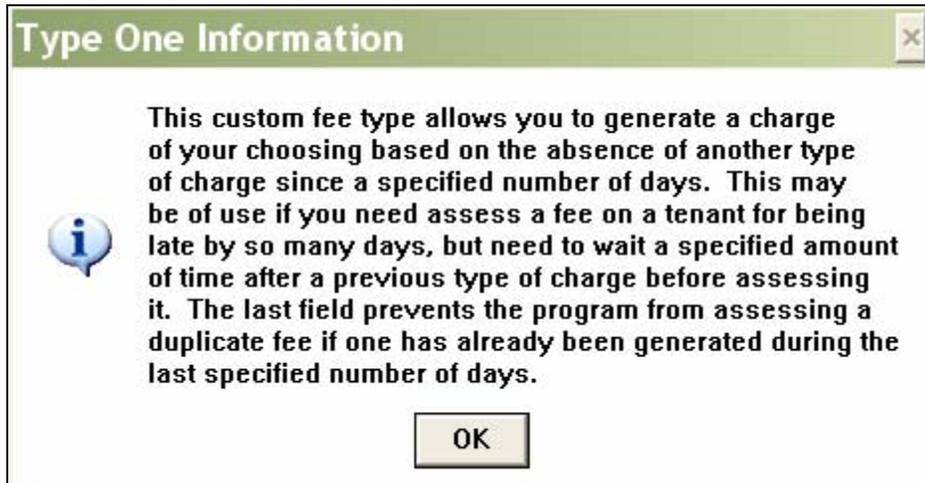
Type Five
 Generate a late fee for this months rentals that are 10 days late. The amount will be determined by which range the rental rate falls in and will be the larger of the Late Fee and the Late %.

Rate >	Rate <=	Late Fee	Late %
\$0.00	\$60.00	\$10.00	0%
\$60.00	\$100.00	\$15.00	0%
\$100.00	\$1,000.00	\$20.00	20%
\$1,000.00		\$20.00	20%

? Do It

- **Choose Late Fee Type:** SWAMP offers five types of late fees. In this field you select which one you wish to use when you generate late fees.

- **Type One:** Clicking the large question mark on each of these types will give an explanation of what it will do, as in this example from Type One:

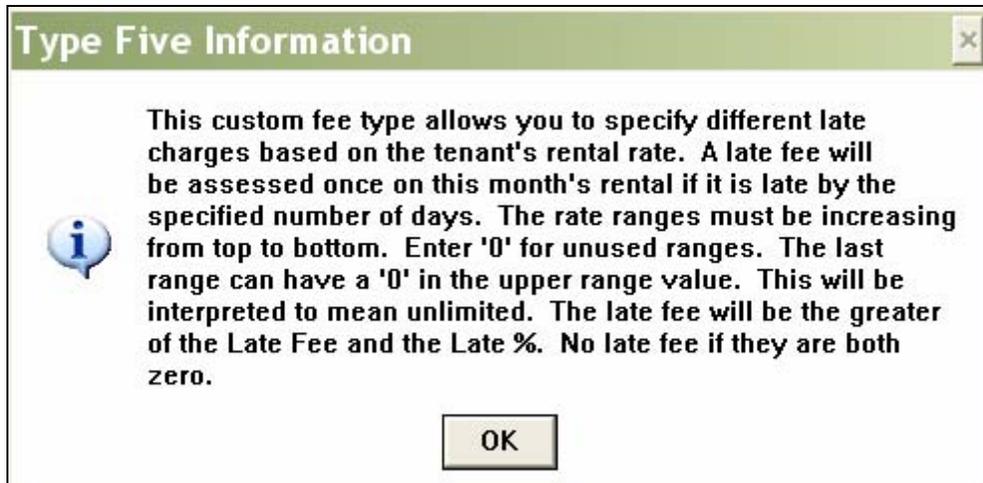


- **Type Two:** This is the way SWAMP has handled late fees from the beginning. It allows you to specify the number of days late that will trigger the late fee. [The ‘Grace Period’] and then allows you to specify a flat fee or a percentage or a combination of both a fee and a percentage. One change has occurred. You may now choose to have the percentage calculated on the amount of the monthly rental – or on the total amount due, as it did previously. Click the button to toggle between the two choices. Also you may choose either a ‘month’ or a specific number of days to avoid a duplicate assessment of this late fee.
- **Type Three:** With this type, you can assess a standard late fee after your grace period, and then assess an additional late fee for each additional day up to a specified maximum amount. NOTE: This will calculate late fees on the current month’s rent only. It will not assess late fees or previous month’s rentals that may still be owing.
- **Type Four:** This feature allows you to assess several different fees at the same time, based on various periods of time late. Click the box to the left of the fields to create or to activate that particular fee. Some of the possibilities are shown in this example:

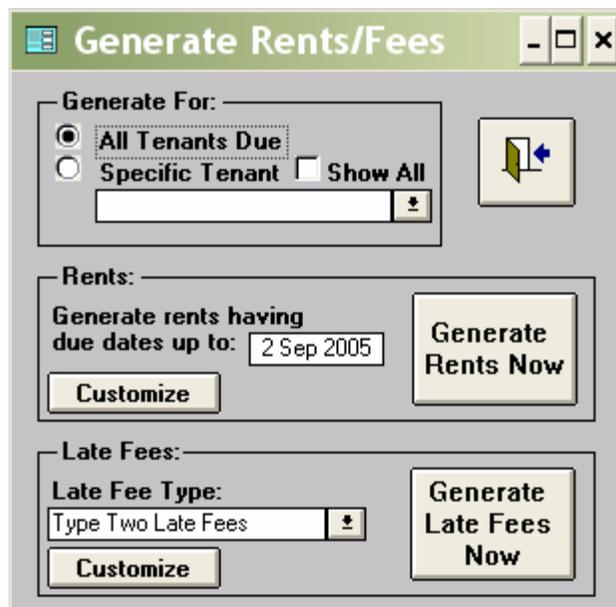
Type Four

Generate enabled fee types in the amount specified when rentals are late by the specified number of days.	Use	Fee Type	Amount	Days Late	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Late Fee	\$10.00	9	<input type="checkbox"/> <input type="button" value="Do It"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Lock Out	\$25.00	20	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Ad Fee	\$60.00	45	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Sale	\$100.00	60	

- **Type Five:** California enacted a law tying late fees to the rental charges of a unit. This feature follows the parameters of that law. It also allows for changing the default range of rental prices of the units. The info from the large question mark:



- **Do It:** You may generate late fees from this form simply by clicking on the ‘Do It’ button, but the usual place to do this is from the Activities form, using the button for “Generate Rents/Fees” which will then open this form:



- Select one of the five types of Late Fees and then click on ‘Generate Late Fees Now.’ You can run more than one type one after the other, if you wish. Note at the top, that you can select to generate rents or late fees for ‘All Tenants Due’ or just for a specific tenant.

OPTIONS:

- **Hide Pictures:** Several of the menus in this program have pictures on them. They serve no operational function in the program, just decoration. If you find them not to your liking, you may click the box before "Hide Pictures" and they will disappear.

- **Yearly Payment Gets One Month Free:** The original user of this program had a policy of giving the twelfth month free to a tenant who paid by the year. If you would like to use this policy, click this box. Then when you enter 12 in the "Period" space on the tenant form, the program will generate a rent that is 11 times the monthly rate.
- **Start All Rentals on the Same Day:** Generally, there are two ways to bill rents -- anniversary billing [starting the day of move-in and billing each month's rent as due on that day] and having all rents due on the same day [usually the first of the month]. The default setting of SWAMP is anniversary billing. This feature allows you to choose a specific day for all rents to come due. When you click the box before the name of this feature, the **Which Day** window becomes active, and you can choose any day of the month between the first and the twenty-eighth.
- **Prorate All Rents when 'Same Day' selected:**
 1. For new rentals, the first rent will be prorated from the day of the rental to the 'Which Day' selected when the "1st" button is clicked on the rental sub form.
 2. For continuing tenants, while generating rents SWAMP will set any and all rentals to the date specified in the "Which Day" field. If, for whatever reason (over payment, split transaction, manual change, etc.), the last "Paid To" date is anything other than the "Which Day" date, the next time rents are generated, a prorated rental will be generated. [Exception: If you have selected "Don't Prorate First Month" and the day of the Paid To date is the same as the day of the start date, then the billing will not be prorated.]
- **Exception to Prorate All Rents when 'Same Day' selected:** Even when 'Same Day' is selected for the majority of tenants, a manager may opt to bill some tenants on an anniversary basis. To accomplish this procedure, click the yellow plus sign on the Unit line of the Tenant form.

Unit	Period	Rate	Start	End	1st Rate Date	Locked Out	More Card	Blank	Lease	Out	Xfer
▶ 101	1	\$55.00	10 May 2005		10 May 2006	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lease	Out	Xfer
*						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Lease	Out	Xfer

That will open this dialog box. Click the box next to 'Don't Prorate.'

- **Do not Prorate First Payment.** For those users that have all payments due on the same day, there is an additional option of "Do Not Prorate First Payment." If "Do Not Prorate First Payment" is checked, then the "rents" form opened by the "1st" button will generate a full billing, and if you click on "Add Another Payment," a prorated amount will be entered for the following month. If you do not use this button the next billing created when "Generate Rents" is done will be a prorated amount. Whenever SWAMP generates a prorated amount it will always be for a period of less than one month regardless of what is entered in the "Period" field.
- **Special Note for users who want to prorate the Second Month.** If it is your desire to invoice just the pro-rated amount for the second month's billing, it will be necessary to set the date of the "Generate rents having due dates up to: dd Mmm yyyy" to a date beyond the "Start Date" of any tenant who moved into a unit during the previous month. The easiest way to guarantee that you don't miss any new tenant is to set that date as the last day of the month for which you are generating rents. That is, if you are generating rents for March – make the date read 31 Mar 2005, rather than 2 Mar 2005, as you normally would do.
- **Rentals are Subject to Sales Tax:** A few governments have decided to tax storage rentals. If that is the case in your state or community, click the box before this statement. Clicking the box will activate a field below this heading in which you are to enter the percentage of that tax. SWAMP will then generate the sales tax as a second line whenever rents are generated. It will also generate the appropriate tax when "Add Another Payment" is used. **Note:** There is a feature on the Tenant form that will allow you to designate individual units that will not be taxed. Click on the plus sign under "More" on the unit rental line.
- **Don't Prompt to Split Unmatched Payments.** When posting a payment, if the paid amount does not equal the billed amount, SWAMP will ask if you want to split the partial payment. If you answer yes, the following will happen:

If the paid amount is **less** than the billed amount, then the amount billed will be adjusted to the amount paid and a new record will be created with the billed amount being equal to the unpaid balance. If there is a Paid To date, then the Paid To date on the first record will be adjusted based on the amount paid; and the Due date on the second record will be the same as the Paid To date on the first record and the Paid To date on the second record will be the same as the original Paid To date.

If the paid amount is **greater** than the billed amount, no changes will be made unless the payment type is Rental. In which case, the billed amount will be changed to match the paid amount and the Paid To date will be adjusted to reflect the extra amount paid. Note that this may affect future due dates.

If you do not wish the program to perform this operation, check the box in front of "Don't Prompt to Split Unmatched Payments." We recommend that you allow SWAMP to perform this action.

- **Use Date for Backup File Title:** When creating a backup file, the title “Backup” is the default title supplied by SWAMP, which then asks if you want to overwrite a previous backup of your data file. Using this feature will allow you to create multiple backup files with each having a different title based on the date of the backup.

This new option, when checked, will use the current date as the file title of the backup file when backing up the SWAMP data. The file title will be in the form of `yyyymmdd.mdb`, for example `20061231.mdb`. The directory [folder] will be determined by the name in the Backup File field on this Custom Information form. If this value is a complete file specification (directory and file title), then the directory portion will be used as the directory [folder] for the new backup file. If this value is a directory name with a `\` at the end, the full directory name will be used; if, however, it is not terminated with a `\`, then the last node will be omitted from the directory used with the new backup file.

Examples:

Backup File:	Result:
• a:\backup\data.mdb	a:\backup\20061231.mdb
• a:\backup\	a:\backup\20061231.mdb
• a:\backup	a:\20061231.mdb

Leave this menu by clicking on the small exit door to return to “Administration” and then leave that to go to the “Home Menu.”

Step Three: Buildings

Information concerning each rental building of your facility must be entered into this template, which is opened by clicking the “Buildings” icon on the “Home Menu”:

The screenshot shows a software window titled "Property" with a sub-header "Buildings". On the right side of the sub-header, it says "Bldg ID: [Count]". The main area contains several input fields: "Building:" (with a dropdown arrow), "Location:", "Initial Cost:", "Gross Sq. Feet:", "Rentable Sq. Feet:", and "Opening Day:". To the right of these fields is a large cyan-colored area labeled "Notes:". At the bottom of the window is a toolbar with icons for navigation (hand, pointing hand), search (magnifying glass), add (+), delete (trash), confirm (checkmark), cancel (X), print (printer), and back (door with plus sign).

- **Building:** Name your building. The name may be alpha letters, numbers or a combination, but a name is needed to allow some reports to be created. We suggest “one”, “two”, “three” etc.
- **Location:** This is for your convenience and is an optional item, not needed by the program.
- **Initial Cost:** An optional entry, for your own information. SWAMP does not use the cost figure.
- **Gross Sq. Feet:** Enter here the number obtained by multiplying the width of your building in feet by the length of the building in feet.
- **Rentable Sq. Feet:** You will note that as you enter the gross square feet and press the tab or enter key that your cursor will skip over this field. That is because you cannot enter a figure while you are at this form. The rentable square feet are calculated for you automatically as you enter each individual unit in the “Units” form.
- **Opening Day:** The program requires that a date be entered in this space in order for the occupancy reports to be created, which are date sensitive. Any date earlier than the rentals you wish to enter is acceptable.
- **Notes:** This window is for your convenience in entering any information about the building that might be useful to you, such as the depreciation method used for tax purposes. Place your mouse pointer in the box for insertion of the cursor, and type whatever information you wish.

Special Note on Templates: You will use several templates in SWAMP to enter information. After you have entered one set of information – such as Building One in the above template –

you then click on the yellow plus sign icon  to get a new blank template to enter the next set of information.

- **Icons:** Along the bottom of this form are several icons that are repeated in various forms throughout SWAMP. They are aids in moving about the data you are entering and in assisting the entry of new data or deleting mistaken data.



This will take you to the first entry in the data controlled by the form [or template] that you are currently using.



This will take you one entry toward the beginning of the data.



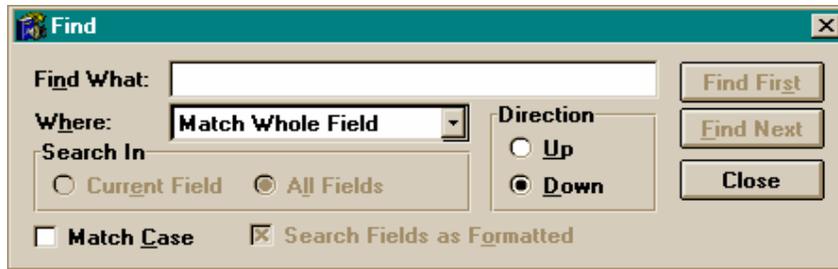
This will take you one entry toward the end of the data.



This will take you to the last entry in the data controlled by the form that you are currently using.



When you click this icon you get a pop-up search form:



You may search for Tenants by name or unit number by entering the sought for information in the field "Find What" and pressing "enter" or clicking on "Find First." If there are multiple tenants with that name, click "Find Next" to go to another one. The program will alert you when it has searched the entire database. You have other options to customize the search, if you wish. NOTE: You may use this feature to search for any information on the form. For example, if you entered a gate code as an identification of a tenant, you can search for that tenant with this feature, searching for the code, rather than by name.



Clicking this icon opens a blank form or template so that a new set of information can be entered. This is how you add new information to the database.



Clicking this icon will delete the information currently displayed in the form. In the case of a tenant, SWAMP will warn you by a pop-up window that deleting this tenant will also delete all payment and rental information associated with this tenant. [Tenants are NOT to be deleted when they move out of a unit, only when you have entered one by mistake. See Part Three: How do I 'move out' a tenant or the discussion of the move-out wizard under the Tenant Form.] You then have the option of continuing or canceling the deletion. It is important to use this feature to delete any tenant, since to do it by the regular delete key may leave payments in your database which have no connection to a tenant and may cause problems in creating reports and in generating rents.



While you are writing in a field and wish to save the entry, clicking on this icon will do that. Moving out of a field by using "tab" or "enter" will also save the information. This is most helpful in the notes field before creating a report from the printer icon. [See below]



If you are entering information in a field and decide that you really didn't want to do that, then clicking this icon will delete what you have written and restore whatever was in the field previously. **Note:** You must do this procedure before the new information is saved and while your cursor is still in the field, since moving the cursor out of the field saves the new entry.



The function of this icon is to prepare and to open a report concerning the data connected with the form you are then viewing. The report lists information from the database that can then be printed. Some printer icons will open a report on the entire database, such as is the case with the one on the Units form, which report will list all the units by building. Other printer icons, such as on the tenant form, open a report dealing with just that tenant.



Throughout SWAMP you will find these little doors with an arrow pointing to them. This is an exit sign. Clicking on the door will close the form you are viewing and return you

to the previous one until you return to the Home Menu. To exit the **Home Menu**, and close the program, click on the "Stop" button.

Step Four: Units

After you have entered the information on each of your buildings in the Building form, enter information on individual units in this template. You open this template by clicking the “Units” icon on the **Home Menu**. Navigate from field to field by pressing the "tab" or "enter" key. *After you enter one unit, click on the plus sign icon for a blank template in which to enter the next unit or use the “Replicate” button as explained below.*

- **Unit Number:** You may choose to use all numerals or alpha letters or a combination. Since the program sorts by looking at the first digit and groups all that begin alike together, regardless of the length of the number, 1 is followed by 10, 11, 12, 13, etc. If you like to have them in sequence, it helps to give all units three digit numbers. Then 100 is followed by 101, 102, 103 etc. If you already have numbered your units, putting zeros in front of them in SWAMP will also result in proper sequence, as in 001, 002, 003, etc. *Whatever you use, make sure you don't have duplicate numbers, even if they are in separate buildings.*
- **Building:** In the previous form you named each of your buildings. In this field enter the name of the building that contains this unit. A building name or number must be entered before the unit can be rented to a tenant.
- **Status:** Each unit must be designated as Active, Out of Service, Facility Use or Defunct. The default status for a new unit will be “Active.” Click on the arrow beside the Status field to select a different category. When the status changes, return to the Unit form for that unit and click on the new status. Whenever the status chosen is other than Active, today's date will be placed in the open field below “Out of Service.” When that unit is returned to service, today's date will be entered in the field under “Back in Service.”
- **Description:** Because this program is used by individuals who manage facilities other than standard self-storage units, SWAMP provides this alternate way to describe such

rentals: for example, “One Bedroom” for apartment managers or “2000 Lbs” for bulk storage facilities.

- **Size:** It is customary in the self-storage industry to describe units by the width and length, such as “5 by 10.” Enter those figures that describe the unit whose number you have entered. This size description may use decimal sizes [such as 8.5] if you purchased 2.11 or a later version of SWAMP. Earlier versions will not allow other than whole numbers.
- **Square Feet:** You will note as you tab out of the “Size” field that your cursor will skip this field and move to the rate field. At the same time SWAMP will calculate and enter the square feet in this field and, at the same time, add that amount to the total "Rentable Square Feet" in the Building form of that building. NOTE: It is important that you do assign each unit to a building, in order for occupancy reports to function correctly and to make the unit available to rent.
- **Rate:** In this field you enter the monthly rental rate for this unit. You will probably want all your similarly sized units to have the same rate. However, you can have as many different rates as you wish. The rate you enter here is the one that will automatically appear on the “Tenant” form when you enter the number of this unit and press the "tab" key.

Note: If you are giving a special rate on a unit to a tenant, it is best to list the normal rate here and overwrite that rate on the Tenant form with the special rate.

- **Rate Date:** This is the date that you set the rate for this unit. You may enter the dates in any form you prefer, but the default way of showing dates in SWAMP is "dd Mmm yyyy.” Later when you change rates, the form will automatically put the old rate and date into the Rate History at the lower right of this form. At the same time it will place today’s date in the ‘Rate Date’ field. This will happen whether the date is changed manually at this form or automatically with the ‘Update Rates’ function, to be discussed later.
- **Features of Heat, Electricity, Tall and Inside:** These are optional descriptions that you might use to describe the unit when applicable. Simply click the box next to any description that applies to this unit.
- **Display:** You have two choices as to how you want this unit to appear on reports and lists. Click the box before “Display Unit Size” if you wish the reports to indicate the size of the units. Click the box before “Display Description” if you wish reports to show the description of the unit, rather than the size. The selected option will appear in the field below the selection boxes.
- **Icons:** The icons on this form operate in the same way as explained in connection with the “Building” form above, except that there is one more icon on this form.
-  **Replicate:** When entering new units in the database, if the next unit has the same size, characteristics and price as the one just entered, clicking on this icon will enter that unit as in this example:

Note that everything is the same as the previous unit except that in the field for unit number is written “NEW UNIT” and that it is highlighted. Simply type in the next unit number to enter the new unit. Repeat the process for as many units as needed. When going to a different size, use the yellow plus sign icon for a blank form.

Step Five: Tenants

This menu is key to the operation of SWAMP. On this form you enter all the information that pertains to a tenant. As rents are generated and payments made, a complete record of the tenant's activity can be maintained, including miscellaneous information that you may wish to record via written notes. Except for name, address and the unit number rented, **all other items concerning the tenant are optional.**

Gate Interface

SWAMP interfaces with the following gate security systems: Demco, DigiGate, DKS [Door King], Global Electronics, PTI, Sentinel and WinSen Remote [RSCM]. If you will interface with one of these, it would be helpful to activate the gate setup before entering tenants, so that as you put individual tenants into the Tenants form, you can provide that tenant’s gate access code or assign one to the tenant. Open SWAMP at the **Home Menu**. Click on Administration and on that menu click the button labeled “Gate Access.”

- NOTE: If you are NOT going to interface with a gate, be certain that the field under “Select Gate Interface:” reads “None” and then proceed to “NOW back to the Tenant Form” about five pages below.
- To set up a gate access, click on the arrow at the right of the field “Select Gate Interface” and from the drop down list, click on the name of your gate. As you select your gate, the “Gate Interface File” and the Gate Interface Program” will automatically be entered in those two fields. In the example below, DKS [DoorKing] has been selected. This gate interface requires another field, the “DKS Account Name” which you find when you install your DKS [DoorKing] software.

- You may accept the default number range of 1001 to 9999 or select another range of numbers for your access codes by writing a low number and a high number in the fields shown above.
- At this point you may assign access codes to all tenants in the database, by clicking the button “Assign Access Codes” – but if you have not entered your tenants as yet, skip this step for now.
- Before generating the gate file, it will be necessary to have a folder labeled on your hard drive that corresponds to that of the gate software. If you have not already done this from your gate software, open “Windows Explorer” and select your hard drive. Click on “File” then select “New” and “Folder.” In the folder box that is created, type the name of the file and press enter. Return to SWAMP and the “Gate Access” form. Click on the button, “Generate Gate File.” When the message appears telling you that the file is created, click on “OK.” The names of the files for the gates we now serve are listed here:

Gate	File Name
Demco	c:\gate\change.dta
DigiGate	c:\digi\link.fil
DKS (DoorKing)	c:\DKW56\gate.csv
Global Electronics	c:\gate\update.dat
PTI	c:\pti\update.dat
Sentinel	c:\gate\update.txt

- When you have your tenants entered, your computer connected to your gate software and your gate codes assigned, then you can use the third button, “Run Gate Interface.” You will want to run this every time you have made a change in your access code files – either by adding, deleting, or changing an access code. In most cases, this update of the file will be done by SWAMP automatically.
- As shown above, SWAMP will now interface with DoorKing (DKS) entry gates. This function does not support Telephone Entry Systems, which would not be practical for self storage facilities. The DoorKing system has a few limitations that the SWAMP user should note. Names in the DoorKing database will only store the first 15 characters of the Tenant name as listed in SWAMP (last name first). Therefore some thought should be given to trying to make the names unique within 15 characters. Duplicate names will produce a warning, not an error. On the other hand, duplicate access codes are not allowed and will result in an error. Therefore, every rental must have a unique code. SWAMP will do that for you, however, if you enter a duplicate code by hand, SWAMP will notify you that it is a duplicate and ask you to confirm that you want to use the duplicate. When using DoorKing, you should always decline to use a duplicate code. This means that a tenant who has multiple units will have multiple codes assigned; they need only use one of the codes, however. The first time you transmit data to the DoorKing system, you must use All Tenants, after that you can use Changes as well as All Tenants. There is a new field called DKS Account Name, this field must contain the Account name that you set up in the DoorKing database. Also, make sure that the directory names for the Gate Interface File and Gate Interface Program match the actual directory where you installed the DoorKing software. Finally, DoorKing will not process a data file that has the same Access code listed in it more than once. This can happen in SWAMP if multiple changes have occurred to the same unit between the times you run the gate interface. For example, a tenant may become delinquent and move out within this period. If this happens, you will need to generate All Tenants and run the gate interface.
- To interface with the Sentinel gate system, the user should have the WinSen Sentinel Interface program, which reads and processes the file produced by SWAMP. This is in the format dictated by the Universal Interface Specification. Note two function buttons on the Gate Setup form above: Clear Table and Import Gate Table. These refer to an internal table maintained by SWAMP. This table reflects what was last loaded into the gate system. If for some reason the gate system and SWAMP get out of synch, you can clear the gate system and then Clear Gate Table in SWAMP. The next time you generate the gate file, SWAMP will know that the gate system is empty and generate changes based on that. Also, in the case of the Sentinel gate systems, it is possible to inquire on the contents of the gate system and load that information back into SWAMP to get them back in synch. That is what the Import Gate Table button does. NOTE: With the WinSen Remote system, SWAMP does not run the interface program. That is handled by the Sentinel Remote system.

- When you run the gate interface, all changed codes are updated and the code for each tenant who is past due is deactivated.
- SWAMP has another feature that allows you more control over the locked out tenants. This feature works with the gate interface but also operates if you do not interface with a gate. The buttons for this feature have also been placed on the “Activities” menu for your convenience.

<p>Lockout:</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px; text-align: center;"> <p>Update Lockout Values</p> </div> <div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>View Lockout Status</p> </div>	<p>Notes:</p> <p>To update the gate system:</p> <ul style="list-style-type: none"> - Update Lockout Status -- [Use this function to ensure that the appropriate rentals are locked out. Use the View Lockout Status to review/unlock locked out rentals.] - Generate Gate File -- [This builds a file with the specified data.] - Run Gate Interface -- [This runs the program provided by the gate company which processes the status information.]
---	--

- The “Lockout grace days” has been moved from this form to the **Custom Information** form. That field allows you to control how soon after a person becomes delinquent that his code will be locked out or disabled. Just set the number of days in that field, then when you click on “Update Lockout Values” SWAMP examines each tenant’s payment status. Those tenants who were locked out but are now current will be ‘unlocked.’ Those tenants who are late by more that the grace days will be ‘locked out’ and this information will be posted to the gate file and on the tenants rental form. A report will list the number of units locked and unlocked.
- **View Lockout Status:** This feature opens a form that lists all persons who are late enough to be locked out of the gate software and who have been marked “Locked Out” on their tenant form.

Locked Out Status		Sort by: <input checked="" type="radio"/> Name <input type="radio"/> Unit # <input type="radio"/> Days Late <input type="radio"/> Lock Date				Close				
Name	Changes	Print	Unit	Code	Paid To	Billed To	Current	Days Late	Lock Date	
Billhoppe, MaryAnn			217	2683	7/12/2005	8/12/2005	\$50.00	35	7/24/2005	X
Dinkle, Mary			810	1134	7/11/2005	8/11/2005	\$114.75	36	7/24/2005	X
Dinkle, Mary			809	5224	7/11/2005	8/11/2005	\$114.75	36	7/24/2005	X
Jones, Jane			624	7943	7/10/2005	9/10/2005	\$113.40	37	7/24/2005	X
Mary's Clothing Store			430	2905	7/12/2005	8/12/2005	\$62.25	35	7/24/2005	X
Spritzer, Amanda			336	4327	7/1/2005	9/1/2005	\$115.85	46	7/24/2005	X
Wattleford, Bahee			401	8320	7/1/2005	9/1/2005	\$126.10	46	7/24/2005	X

- This list of locked out tenants can be sorted by Name, Unit #, Days Late or by the Lock Date. The list may also be printed and edited. If you wish to eliminate a tenant from the list and from “Locked Out” status, just click the “X” button at the end of the line. This will eliminate the tenant from this line and remove the locked out date on the tenant’s form. These features work on the tenant forms whether or not you are using a gate interface.

- **Changes:** Clicking this button on the above form creates a report of those tenants on the Locked Out Status whose status has changed from the last time the Locked Out Status was accessed. In the above example, only one was a change, as shown in this report:

Locked Out Status Changes								Tuesday, August 16, 2005
Tenant	Unit	Code	Paid To	Billed To	Current	Days	Locked Out	
To be unlocked Brownwell, Judith	642		14 May 2005	14 Aug 2005	\$175.00	94		

- **More:** On the “Tenant” form, the “Additional Rental Information” form has been expanded to include gate interface information and other new features. Click on the plus sign under "More" on the rental sub form to open this form:

- **Contract No:** This is an optional feature allowing you to record a number unique to the lease signed for this unit with this tenant.
- **Access Code:** This is the code that allows this tenant to use the gate for entrance to the facility. You may type in a unique code, or have SWAMP assign a code by clicking on the button **Assign Access Code**. When first entering a group of existing tenants who do not yet have access codes, you may wish to wait and assign all tenant codes at once with

the gate access form discussed above. You may *change* a tenant’s code by clicking on this button, also.

- **Update Gate File:** After you have entered an access code on this form, click the button “Update Gate File” to enter the code in the gate file and to activate it.
- **Other Code:** This is available for any additional code you may have – such as the combination for a door.
- **Time Zone:** Your gate software will allow access during specific time periods during the day. Code numbers will be supplied you by the gate company to enter here, designating a specific range of hours or unlimited access.
- **Key Zone:** If you have multiple gates, you can limit which ones this tenant can enter. Again, the gate company will supply you with codes to enter in this space.
- **Tax Exempt:** In some states certain units call for a sales tax depending on what is stored in the unit. Clicking the box by “Tax Exempt” will deactivate the “Sales Tax” option for this specific unit.
- **No Late Fees:** You may wish to exempt certain tenants from late fees. Clicking on this box will preclude late fees from being generated for this unit.
- **No Lockout:** Selection of this option will protect this tenant from being locked out, regardless of status of payments.
- **Don’t Mail:** SWAMP normally creates an invoice for each rental coming due. If you wish not to create or mail invoices to specific tenants, click this box and the rental and taxes generated for this unit will be marked mailed automatically, meaning that the invoice will not print.
- **Don’t Prorate:** Even when ‘Same Day’ is selected for the majority of tenants, a manager may opt to bill some tenants on an anniversary basis. This can be accomplished by clicking the box next to “Don’t prorate” on this form.
- **Credit Card Information:** This feature is to be used if the tenant wishes to have his monthly rental charged to his credit card. On the ‘Additional Rental Information’ click the box before ‘Charge Payments to Credit Card.’ This action will activate the fields below it and fill in Card Member’s name, street and zip code.

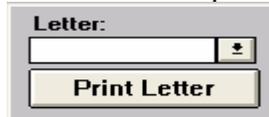
Credit Card Information		<input type="button" value="Verify"/>
<input checked="" type="checkbox"/>	Charge Payments to Credit Card	
	5410XXXXXX0104	
Credit Card Number:	<input type="text" value="XXXXXXXXXX"/>	
Exp. Date (MMYY):	<input type="text" value="1104"/>	<input type="text" value="MC"/>
Card Member:	<input type="text" value="Joe Christopher Aable"/>	
Street:	<input type="text" value="936 West Hoover Ave"/>	
Zip:	<input type="text" value="83475"/>	
Verification Value:	<input type="text" value="241"/>	

Type in the card number in the field indicated. Type all numbers consecutively, leaving no spaces between them. They will show as Xs, as in passwords, so be careful in entering that you are hitting the correct keys. When you tab to the next field the number will show above the field with the first four and the last four digits visible, the others as Xs. At the same time the type of card will be displayed in the second field following the Expiration Date. [MasterCard is the example above.] Enter the expiration date as four

digits – the first two representing the month, the last two the year the card expires. When this information is entered, click the “Verify” button to make certain you have the proper information and that the card is good. NOTE: The field labeled “Verification Value” is seldom needed. When it is, the value is a three-digit number found on the back of the credit card – near or on the strip for the card owner’s signature. NOTE 2: If your computer is equipped with a card reader, swiping the tenant’s credit card will also enter most of this information on the form.

To charge an individual payment to a tenant’s credit card, open the ‘Payments’ form and click the button at the lower left corner which reads, ‘Charge It.’ The form shown above will appear. Proceed as described above.

- SWAMP allows you to compose several letters, into which tenant information will be merged. After these form letters are created, this command enables you to print the selected letter concerning this tenant and this specific unit.



Click the arrow to select which letter you wish to print. Click on ‘Print Letter’ to merge the tenant information into the selected letter. Print via the usual File/Print commands.

NOW back to the Tenant Form:

Note: This form appears within another form labeled “SWAMP.” At the bottom of that surrounding form is a message line. As you place your cursor in any of the fields of the above

“Tenants” form, a message appears which tells you what information should be placed in that field. When you click on one of the icons at the bottom of the “Tenants” form, a message describes what clicking that icon has done.

- **Tenant ID:** Located at the top extreme right. This is a "counter" and is controlled by the database. It is how SWAMP identifies this individual. It is not subject to user input or modification. The remaining fields on the form **are** subject to user input and are discussed below in tab order.
- **Active, Inactive, All:** You have the option of what names you wish to appear in the drop-down list when you click the arrow next to the last name of the tenant.
- **Name:** Enter the full legal name of the tenant as you want it to appear in your records.
- **Organization:** This field is meant for commercial accounts where the tenant is renting for a business, rather than for personal use. Enter the name under which the organization is doing business.
- **Use Org:** Clicking this box will cause SWAMP to list the tenant by the business name rather than the individual on invoices, reports and lists. Be certain that you do not click this box if the “Organization” field is blank. Be certain that you **DO** click this box if you have entered an Organization name and no individual’s name above. SWAMP has built in features that help prevent mistakes here.
- **Address:** This space is for the street address to which invoices are to be mailed. There are two lines in this space. To access the second line, hold down the "Ctrl" key while pressing "Enter."
- **City:** The three fields on this line are for the city, state, and zip code of the tenant.
- **Dear:** This feature lets you use a more familiar name to address the tenant when writing letters, using the mail merge feature of your word processor.
- **DOB:** In this space put the date of birth of the tenant.
- **Employer:** Record the name of the employer of the tenant.
- **License:** In this field you record the number of the tenant's driver license.
- **Vehicle License and State:** Enter the license plate number and the state of registration for the tenant's vehicle.
- **Identification:** A second identification may be entered in this space -- such as a social security number.
- **Other ID:** Is for another form of identification if you wish to use it.
- **E-mail:** Enter the tenant's e-mail address.
- **Phone 1 & 2:** A mask appears when you start to enter a number in these two spaces, which places brackets around the area code and a hyphen between the two sets of digits of the phone numbers. Just type the numbers without spacing between them. The field next to the numbers allows you to identify it as "Home, Work, Fax, Car, Cellular, or Beeper."
- **In Military:** Check the box if the tenant is a member of one of the armed forces.
- **Timestamp:** Tabbing from “In Military” causes the cursor to go to the message box at the top right. If you would like to enter any remarks concerning this tenant, click on the button labeled "Timestamp” or press “enter.” This will enter a date and time in the message space and place your cursor ready for you to type a message.

When you press "Tab" after "Timestamp,” the cursor will move to the first field [“Unit”] of this sub form found at the bottom of the Tenant form:

Unit	Period	Rate	Start	End	1st Rate Date	Locked Out	More Card Blank	Lease	Out	Xfer
	↓	↓					+			
	↓	↓					+			

- Unit:** Enter the number of the unit that the tenant has just rented and press the "Tab" key. The program will enter the number 1 in the "Period" field, the rental amount you have specified for that unit in the "Rate" field, the current date in the "Start" field and a date in the "Rate Date" field based on the guarantee time you have selected on the Custom Information form. **Note:** You will be warned if you enter the number of a unit that is currently rented by another tenant.

You may also select a unit by clicking on the arrow next to the unit field. The list that opens shows available units at the top and indicates the status of all other units below the available units. Click on the number of a unit to select it.

Unit	Period	Rate	Start	End	1
	↓	↓			
629		5 x 5		Available	▲
635		5 x 5		Available	
102		5 x 10		Available	
606		5 x 10		Available	
338		5 x 15		Available	
610		5 x 15		Available	
615		5 x 15		Available	
823		9.5 x 9.5		Available	
623		10 x 10		Available	
430		10 x 15		Available	
510		10 x 15		Available	
642		10 x 15		Available	▼

Unit	Period	Rate	Start	End	1st Rate Date	Locked Out	More Card Blank	Lease	Out	Xfer
430	1	\$45.00	12 May 2005		12 May 2006		+			
*	↓	↓					+			

- Note:** the program will create another blank rental line just below the first one when you enter information in the first line. This allows you to rent as many units as you wish to the same tenant without having to duplicate tenant information. Five units at a time are visible on the tenant's form.
- You may overwrite any of the items on this line. For example, changing the 1 to 12 for an annual renter. You can also set a special rate or a different start day if you wish. Such changes should be done before the next step.

Setting a Special Rate: When a unit is rented, the standard monthly rate for that unit is displayed in the rate field. If you wish this tenant to be charged at a different rate, select the standard rate with your cursor and enter the new rate. Then go to the "Rate Date" field and enter in that field a future date for when the special rate will no longer apply. If it is valid for six months, set the Rate Date for six months from now. When the Rate Date expires, the tenant's rate will revert to the standard rate as set on the Unit form. If you want this rate "forever" for this tenant, then set the rate date out a very long ways – years if you wish.

Special Note: When you enter an **existing group of tenants** into SWAMP, we recommend as the least amount of work and the quickest way to be up and running, that you use as the

“Start Date” the “Due” date of the last payment made by this tenant. Then click on the button under “1st” to enter that payment on his record. *Note that SWAMP treats payments as from noon on the due date to noon on the same day next month, so that rent “Due” 1 Nov 2005 is “Paid To” 1 Dec 2005, not 30 Nov 2005.*

After you enter all of the tenants and units, use the “Generate Rents” function and each tenant will be billed to the current due date. Late fees may be added manually or by using the “Generate Rents/Fees” button in “Activities” *after rents have been generated for the following months and marked “Mailed.”* Late fees will be generated in the manner you select on the ‘Customize Late Fees’ form.

- **End:** When a person vacates a unit, the date of his move-out is entered in the field labeled "End". [See discussion of the move-out wizard below.] For active tenants, this field is left blank unless a specific move out date has been given by the tenant.
- **1st:** When entering a **new** tenant, after you have determined that the unit, period, rate and start date are correct, click on the button just below "1st." This will enter the first payment in the “Rents” record for this tenant. If you are doing anniversary billing, it will be for the full amount for the period you have indicated -- most often one month. If you want all your rents due on the **same day** and have selected that option on the “Custom Information” form, then the rent payment generated will be the prorated amount of the monthly rate from the start date to the designated payment date.

Some managers prefer to charge a full month for the first month, then pro-rate the second month. On the “Custom Information” form, there is an option below the “Same Day” option that says: “Do not Prorate First Payment.” If this has been selected then clicking the “1st” button will place a full payment on the “Rents” form. The subsequent month’s rent will be prorated to bring the “Due” date back to the “Same Day” date.

P	D	M	Unit	Type	\$ Billed	\$ Paid	Billed	Due	Paid To	Paid	Num
▶	✓	☐	230	Rental	\$98.00	\$98.00	9 Aug 2005	9 Aug 2005	9 Sep 2005	9 Aug 2005	
*	✓	☐	230				9 Aug 2005	9 Aug 2005		9 Aug 2005	
Total:					\$98.00	\$98.00		Paid To:	9 Sep 2005		

When that "Rents" form opens, you will note three buttons along the top of the form.

1. **Add Another Payment.** Clicking this button will add another payment to the amount already entered. If you are on anniversary billing or “Same Day” with a prorated first month, then the amount added will be a full payment. If you are on “Same Day” but also chose “Do not Prorate First Payment,” the amount added will be the prorated amount from the “Paid To” date to the “Same Day” date.

After entering rental payments you should enter any other payments that you charge a new tenant, such as lock or security deposit. Click the arrow to the right of the “Type” field to display a list of the types of charges. Several of these “Categories” have been installed in the program, but you may add your own as well. If you have not already done this, go to the section titled “Categories” under the discussion of the Administration Form below to see an explanation of how to add categories.

2. **Preview Receipt.** All payment entries into this form are automatically posted to a receipt form. This button allows the user to view that receipt before printing and to do some limited formatting.
3. **Print Receipt.** Clicking this button will print a receipt for all payments entered at this time.

When you have completed adding additional payments [and printing the receipt, if desired] click the door icon to return to the Tenant Form.

- **More:** Click on the plus sign under "More" to open this next form for additional rental information which applies to this unit rental:

Additional Rental Information

Contract No:

Access Code:

Other Code:

Time Zone:

Key Zone:

Tax Exempt:

No Late Fees:

No Lockout:

Don't Mail:

Don't Prorate:

Letter:

Print Letter

Assign Access Code

Update Gate File

View Late Notices

Credit Card Information **Verify**

Charge Payments to Credit Card

Credit Card Number:

Exp. Date (MMYY):

Card Member:

Street:

Zip:

Verification Value:

- **Contract No:** This is an optional feature allowing you to record a number unique to this contract.
- **Access Code:** This is the code that allows this tenant to use the gate for entrance to the facility. You may type in a unique code, or have SWAMP assign a code by clicking on the button **Assign Access Code**. You may *change* a tenant’s code by clicking on this button, also.
- **Update Gate File:** After you have entered an access code on this form, click the button “Update Gate File” to enter the code in the gate file and activate the number.
- **Other Code:** This is available for any additional code you may have – such as the combination for a door.
- **Time Zone:** If your gate software will allow access during specific time periods during the day, code numbers will be supplied you by the gate company to enter here.
- **Key Zone:** If you have multiple gates, you can limit which ones this tenant can enter. Again, the gate company will supply you with codes to enter in this space.
- **Tax Exempt:** In some states certain units call for a sales tax depending on what is stored in the unit, while others do not. Clicking the box by “Tax Exempt” will deactivate the “Sales Tax” option for this specific unit.
- **No Late Fees:** You may wish to exempt certain tenants from late fees. Clicking on this box will preclude late fees from being generated for this unit.
- **No Lockout:** Selection of this option will protect this tenant from being locked out, regardless of status of payments.
- **Don’t Mail:** SWAMP normally creates an invoice for each rental coming due. If you wish not to mail invoices to specific tenants, click this box and the rental and taxes generated for this unit will be marked mailed automatically, meaning that the invoice will not print.
- **Don’t Prorate:** Even when ‘Same Day’ is selected for the majority of tenants, some managers opt to bill some tenants on an anniversary basis. This can be accomplished by clicking the box next to “Don’t Prorate” on this form.
- **Credit Card Information:** This feature is to be used if the tenant wishes to have his monthly rental charged to his credit card. First click the box in front of “Charge Payments to Credit Card”. This will activate the fields below it and fill in Card Member’s name, street and zip code.

Credit Card Information		Verify
<input checked="" type="checkbox"/>	Charge Payments to Credit Card	
	5410XXXXXX0104	
Credit Card Number:	XXXXXXXXXXXX	
Exp. Date (MMYY):	1104	MC
Card Member:	Joe Christopher Aable	
Street:	936 West Hoover Ave	
Zip:	83475	
Verification Value:	241	

Type in the card number in the field indicated. Type all numbers consecutively, leaving no spaces between them. They will show as Xs, as in passwords, so be careful that you are hitting the correct keys. When you tab to the next field the number will show above

this field with the first four and the last four digits visible, the others as Xs. At the same time the type of card will be displayed in the second field following the Expiration Date. [MasterCard is in the example above.] Enter the expiration date as four digits – the first two representing the month, the last two the year the card expires. When this information is entered, click the “Verify” button to make certain you have the proper information and that the card is good. NOTE: The field labeled “Verification Value” is seldom needed. When it is, the value is a three-digit number found on the back of the credit card – near or on the strip for the card owner’s signature. NOTE 2: If you have a card reader connected to your computer, swiping the tenant’s credit card will enter the information in the above.

- SWAMP allows you to compose several letters, into which tenant information will be merged. After these form letters are created, this command enables you to print the selected letter concerning this tenant and this specific unit.



Click the arrow to select which letter you wish to print. Click on ‘Print Letter’ to merge the tenant information into the selected letter. Print via the usual File/Print commands.

- **Card/Blank:** Some managers like to record the rents of a tenant on a separate printed card in addition to having the information in the computer. Clicking the printer icon under "Card" will create a report that lists the tenant and unit information and prints the payments made by the tenant. Clicking the printer icon under "Blank" will create a form that lists the tenant and unit information and has lines to record payment information for a period of three years. Both of these can be printed in a format of 5 x 8 inches. The margins may have to be adjusted in "page setup" to have your printer do this procedure correctly on a 5 x 8 card. Some printers will allow the selection of 5 x 8 and will set the margins automatically. Starting with version 2.11, the 5 x 8 card size is the default size for this function.

Unit No: 101	Desc: 9.5 x 9.5	Day Due: 10	Rate: \$55.00					
	Area: 90.3 sq. ft.	Period: Monthly	Phone:					
Name: Reginald Callister		Move In Date: 10 May 05						
Address: 873 West Callendash Street		Move Out Date:						
Mayfield, WI 54909		Lock Deposit:						
Record of Payments:								
Month	Billed	Paid	Month	Billed	Paid	Month	Billed	Paid
Jan			Jan			Jan		
Feb			Feb			Feb		
Mar			Mar			Mar		
Apr			Apr			Apr		
May			May			May		
Jun			Jun			Jun		
Jul			Jul			Jul		
Aug			Aug			Aug		
Sep			Sep			Sep		
Oct			Oct			Oct		
Nov			Nov			Nov		
Dec			Dec			Dec		

- **Lease:** The TMSA button has been replaced by a ‘Lease’ button with an expanded function. A manager may now choose from four options to interface with a lease: External, internal, TMSA Exhibit A, or TMSA Blue Moon. See details of lease set-up in the discussion of the buttons on the **Administration** menu. Once you have developed your lease and selected the option there, the process here is just to click this button after all tenant, unit and contact information has been entered. The lease will automatically open. In the case of the external lease, the lease document will open and you will need to click on the merge button to complete it. In the case of the internal lease, the lease will open with the tenant information merged into the lease.
- **Out [Move out wizard]:** This button is to be used for moving a tenant out of a unit. The attempt has been made to meet all contingencies of this function. Let us know if there are aspects of moving out that it does not handle. You will be given a series of facts and asked questions about what you want to do. In reaction to your answers, SWAMP will make various entries in the Payments record of this tenant. The goal is to settle questions of refunds, over or under payments, writing off of bad debt or still trying to collect, date of move-out and ‘Paid To’ so that this tenant does not continue to appear in your billings. Following are some sample screens you might see:

The default date is the current date, but any date may be entered, then click OK. If you interface with a gate, the first action will be to update the gate file. Then you may get one of a variety of notes, such as:

Clicking ‘Yes’ on this message causes the following entries on the ‘Payments’ record:

P	D	M	Unit	Type	\$ Billed	\$ Paid	Billed	Due	Paid To	Paid	Num	R
✓	✓	✓	338	Rental	\$40.00	\$40.00	24 Mar 2005	1 Apr 2005	1 May 2005	22 Apr 2005		
✓	✓	✓	338	Rental	\$11.61	\$0.00	10 May 2005	1 May 2005	10 May 2005	10 May 2005		
✓	✓	✓	338	Bad Debt	\$0.00	\$11.61	10 May 2005	10 May 2005		10 May 2005		
*					\$0.00	\$0.00						

While clicking 'No' would cause this entry:

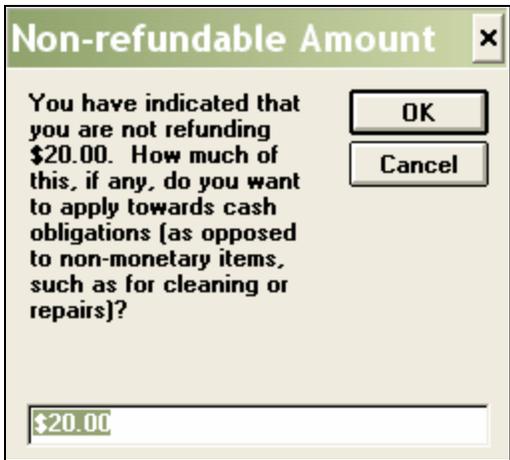
P	D	M	Unit	Type	\$ Billed	\$ Paid	Billed	Due	Paid To	Paid	Num	R
✓	✓	✓	338	Rental	\$40.00	\$40.00	24 Mar 2005	1 Mar 2005	1 Apr 2005	24 Mar 2005		
✓	✓	✓	338	Rental	\$40.00	\$40.00	24 Mar 2005	1 Apr 2005	1 May 2005	22 Apr 2005		
		✓	338	Rental	\$11.61	\$0.00	16 Jun 2005	1 May 2005	10 May 2005			
*					\$0.00	\$0.00						

When a tenant has a refundable deposit, you will get a question such as this:

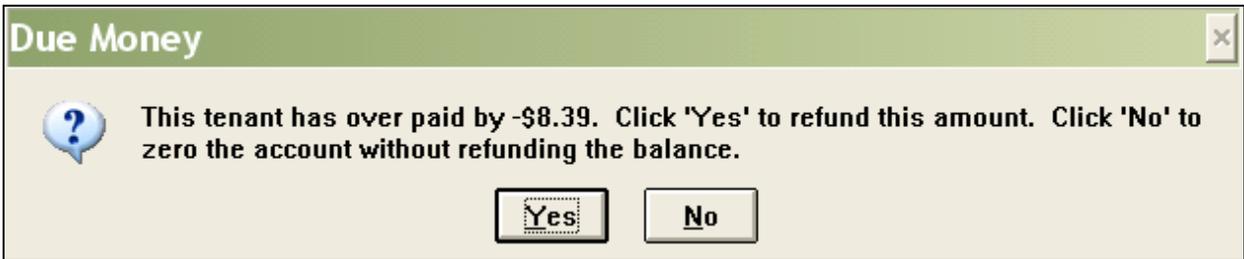
Refundable Payment ✕

The tenant has made a refundable payment in the amount of **\$40.00** for Deposit. How much should be refunded to the tenant at this time?

You may refund all, some or none of the amount. Enter the amount of the refund in the field at the bottom. *Note:* Do not use the \$ sign, just numerals. I chose to refund 20.00 and got this:



I chose to apply all of this to what the person owed me and SWAMP informed me:



I decided to keep the money and SWAMP made these entries: [Actually, the amount is a negative, so “keeping it” means a negative payment of \$8.39, in other words, a “Bad Debt” as indicated below.]

Payments												
Carnaby, Cornelius		<input type="radio"/> Unpaid <input type="radio"/> Paid <input type="radio"/> Unmatched <input checked="" type="radio"/> All		To print a receipt, check the "R" in the appropriate lines and press the Receipt button				Preview Receipt		Print Receipt		
P	D	M	Unit	Type	\$ Billed	\$ Paid	Billed	Due	Paid To	Paid	Num	R
✓	✓	✓	338	Rental	\$40.00	\$40.00	24 Mar 2005	1 Apr 2005	1 May 2005	22 Apr 2005		
✓	✓	✓	338	Rental	\$11.61	\$0.00	10 May 2005	1 May 2005	10 May 2005	10 May 2005		
✓	✓	✓	338	Bad Debt	\$0.00	(\$8.39)	10 May 2005	10 May 2005		10 May 2005		
✓	✓	✓	338	Apply Deposi	\$0.00	\$20.00	10 May 2005	10 May 2005		10 May 2005		
✓	✓	✓	338	Deposit	(\$20.00)	(\$20.00)	10 May 2005	10 May 2005		10 May 2005		
*					\$0.00	\$0.00						

SWAMP also created a receipt for the \$20.00 of the deposit that I decided to return to the Tenant. The receipt is in negative numbers (\$20.00), indicating a refund.

Receipt of Payment

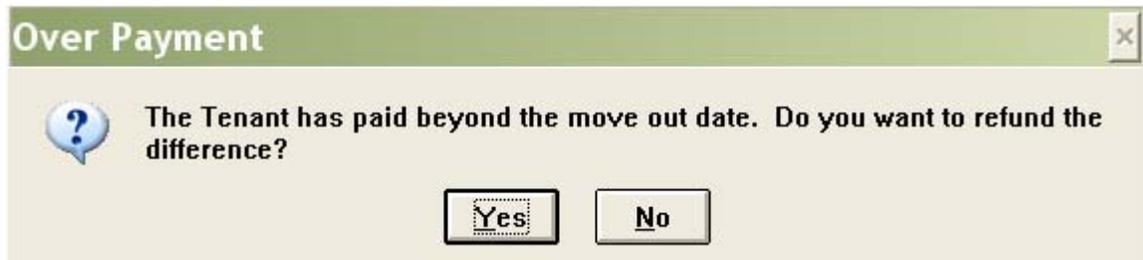
10 May 05

Cornelius Carnaby
9457 West Hwy 76
Greenview, CO 40876

Payments For Unit: 338 **Description:** 5 x 15

<u>Description</u>	<u>From</u>	<u>To</u>	<u>Due</u>	<u>Paid</u>	<u>Date</u>	<u>Num</u>
Deposit	10 May 05		(\$20.00)	(\$20.00)	10 May 05	
Unit Total:			(\$20.00)	(\$20.00)		
Total:			<u>(\$20.00)</u>	<u>(\$20.00)</u>		

When moving out another tenant I got the following notice:



Selecting the Yes button led to this entry in the Tenant's record of payments:

Payments												
Cabott, Sebastian		<input type="radio"/> Unpaid <input type="radio"/> Paid <input type="radio"/> Unmatched <input checked="" type="radio"/> All		To print a receipt, check the "R" in the appropriate lines and press the Receipt button				<input type="button" value="Preview Receipt"/> <input type="button" value="Print Receipt"/>				
P	D	M	Unit	Type	\$ Billed	\$ Paid	Billed	Due	Paid To	Paid	Num	R
✓	✓	✓	503	Late Fee	\$7.00	\$7.00	15 Jun 2005	15 Jun 2005		19 Jun 2005		
✓	✓	✓	503	Rental	\$40.00	\$40.00	15 Jun 2005	1 Jul 2005	1 Aug 2005	19 Jun 2005		
✓	✓	✓	503	Rental	\$40.00	\$40.00	18 Jul 2005	1 Aug 2005	9 Aug 2005	9 Aug 2005		
✓	✓	✓	503	Rental	(\$29.68)	(\$29.68)	9 Aug 2005	1 Sep 2005	9 Aug 2005	9 Aug 2005		
*					\$0.00	\$0.00						

SWAMP also created a receipt similar to the above to remind me to send a check to the tenant for the overpayment of rent.

Selecting the No button on the above would lead to the following entry in the Tenant's record of payments:

P	D	M	Unit	Type	\$ Billed	\$ Paid	Billed	Due	Paid To	Paid	Num	R
✓	✓	✓	503	Rental	\$40.00	\$40.00	3 Jun 2005	1 Jun 2005	1 Jul 2005	15 Jun 2005		
✓	✓	✓	503	Late Fee	\$7.00	\$7.00	15 Jun 2005	15 Jun 2005		19 Jun 2005		
✓	✓	✓	503	Rental	\$40.00	\$40.00	15 Jun 2005	1 Jul 2005	1 Aug 2005	19 Jun 2005		
✓	✓	✓	503	Rental	\$40.00	\$40.00	18 Jul 2005	1 Aug 2005	9 Aug 2005	9 Aug 2005		
*					\$0.00	\$0.00						

In all cases above, the balance owed by the Tenant ends up as 0.00 [Except those where you choose to still try to collect an outstanding balance] and the last 'Paid To' and the 'End' dates are the same. Therefore, the moved out tenant should not appear on invoice lists again.

These entries find their way to the 'Balance' report in the following ways:

Balance Report (Summary)		
<i>12 May 2005</i>		<i>For dates between 1 Apr 2005 and 12 May 2005</i>
Income/Expense	Category Description	Amount
Income		
	Apply Deposit	\$95.00
	Fee for locking unit	\$20.00
	Lock Deposit	(\$35.00)
	Rental Income	\$15,026.07
	Security Deposit	(\$115.00)
	Income	\$14,991.07
Expense		
	Bad Debt	(\$566.12)
	Refund	\$5.48
	Expense	(\$560.64)
	Balance:	\$14,430.43

Here's a description of what the Out button does:

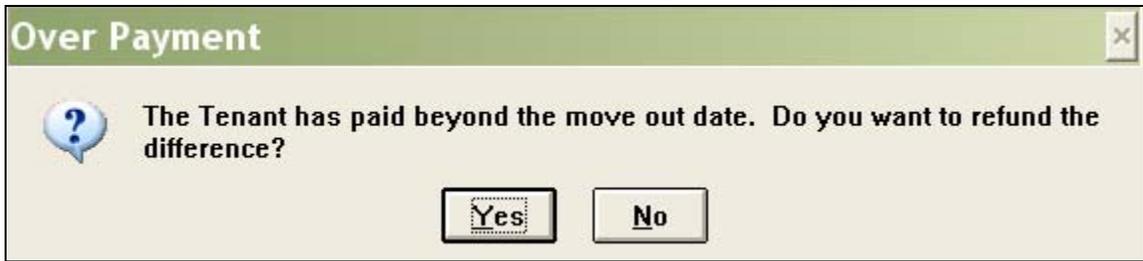
- Checks the Last Billed to Date and Last Paid to Date
- Asks the user for the move out date (it will use an existing move out date, if there is one, as the default value, otherwise it will use today's date)
 - If the user cancels this, the wizard is terminated
- If there was not an existing move out date, and the facility has a gate interface, then the interface file is updated to indicate the tenant has vacated this unit.

- The specified move out date is compared with the last billed to date.
 - If the last billed to date is before the move out date, then rental (and tax, if appropriate) items are generated for the additional days.
 - If the last billed to date is after the move out date, then the tenant will have been over billed.
 - Rental and Tax items that are not paid and whose Paid To date is beyond the move out date are deleted
 - Now that we have potentially deleted some records, we recheck our last billed to date
 - If the last billed to date is now before the move out date, then rental (and tax, if appropriate) items are generated for the additional days.
 - We now compare the last paid to date to the move out date
 - If the last paid to date is after the move out date, then the tenant has overpaid
 - We ask the user the following question: “The Tenant has paid beyond the move out date. Do you want to refund the difference?”
 - If yes, then negative Rental and Tax items are generated with a due date that matches the Last Paid To Date and a paid to date that matches the move out date (this means that for these items, the beginning date is after the ending date – thus the amounts are negative).
 - We set the Paid To dates for all Rental and Tax items which have Paid To dates after the move out date back to the move out date.
- We now look for refundable payments; for each refundable category, items are summed together.
 - If there is a positive balance, the user is asked the following question: "The tenant has made a refundable payment in the amount of \$0.00 for [Category]. How much should be refunded to the tenant at this time?"
 - If the refund amount is greater than zero, then create an item of the same category with a negative value (Receipt is set to true)
 - If not all of the deposit is being refunded, ask what to do with the remainder: "You have indicated that you are not refunding \$0.00. How much of this, if any, do you want to apply towards cash obligations (as opposed to non-monetary items, such as for cleaning or repairs)?"
 - If the user specifies an amount, an item of Apply Deposit is created for that amount. It has a Billed amount of \$0, in order to change the tenant’s balance by the specified amount. Another item of the same type as the refundable category is created with negative values to decrease the deposit balance.
- Finally, check to see if there is a balance.
 - If the tenant owes money ask the following question: "This tenant still owes \$#,##0.00. Click 'Yes' to write this off as uncollectible (bad debt). Click 'No' to continue to try to collect the outstanding amount.”

- If yes, then write it off. All unpaid items will be marked paid, mailed and deposited. The paid amounts are zero. An offsetting Bad Debt item is created to zero the account.
 - If the tenant has overpaid, then ask the following question: "This tenant has overpaid by \$#,##0.00". Click 'Yes' to refund this amount. Click 'No' to zero the account without refunding the balance."
 - If yes, then create an item of type Refund to balance the account (Receipt is true).
 - If no, then write it off as indicated above.
- See if we have any items to print in the Receipt report.
 - If yes, then preview Receipt report, this will most likely show negative amount which reflect payments the facility needs to make to the tenant.
- **Xfer [Transfer Wizard]:** The final button on the rental sub form performs another of the common functions of self storage – moving a tenant from one unit into another [in the computer only, of course. The tenant will have to move the furniture.] Click the Xfer button and the following form opens:

Either type in the new unit number or select it from the drop down window by clicking the arrow to open a list of available units. Click OK.

Enter the proper date and click OK. You may get a notice such as this:



Choosing 'No' causes the following entries to be made on the Payments form:

P	D	M	Unit	Type	\$ Billed	\$ Paid	Billed	Due	Paid To	Paid	Num	R
✓	✓	✓	230	Rental	\$98.00	\$98.00	24 Mar 2005	5 Apr 2005	5 May 2005	22 Apr 2005		
✓	✓	✓	230	Rental	\$98.00	\$98.00	22 Apr 2005	5 May 2005	14 May 2005	12 May 2005		
		✓	642	Rental	\$55.00	\$0.00	14 May 2005	14 May 2005	14 Jun 2005			✓
*					\$0.00	\$0.00						

The Paid To date on the old unit has been changed to the date of the transfer and the new unit has been entered. The tenant has been billed for the first month's rent on the new unit. The following changes have been made to the rental sub form:

Unit	Period	Rate	Start	End	1st Rate Date	Locked Out	More Card Blank	Lease	Out	Xfer
▶ 642	1	\$55.00	14 May 2005		14 May 2006		+	Lease	Out	Xfer
230	1	\$98.00	5 Jun 2002	14 May 2005	5 Jun 2004		+	Lease	Out	Xfer
*							+	Lease	Out	Xfer

Note that SWAMP has forced the vacated unit to the bottom, so that active units are always on the top – and visible. If you chose 'Yes' to the question about refunding the difference, the following things happen: First, a receipt is created to show how much money should be returned to Judith Brownwell.

Receipt of Payment						
<i>20 Jul 05</i>						
Judith Brownwell						
3948 South Johnson Terrace						
South Paducoo, WA 87370						
Payments For Unit: 230			Description: 20 x 20			
<u>Description</u>	<u>From</u>	<u>To</u>	<u>Due</u>	<u>Paid</u>	<u>Date</u>	<u>Num</u>
Rental	5 Jun 05	14 May 05	(\$69.55)	(\$69.55)	20 Jul 05	
Unit Total:			(\$69.55)	(\$69.55)		
Payments For Unit: 642			Description: 10 x 15			
<u>Description</u>	<u>From</u>	<u>To</u>	<u>Due</u>	<u>Paid</u>	<u>Date</u>	<u>Num</u>
Rental	14 May 05	14 Jun 05	\$55.00	\$0.00		
Unit Total:			\$55.00	\$0.00		
Total:			(\$14.55)	(\$69.55)		

This shows that Judith paid \$69.55 more for unit 230 than she should have to the 14 May move date and that if this overpayment were used to pay the rate for the new unit she would have \$14.55 due her. If you decide to refund just the lower amount, then you need to go in to the payments form and mark the billing for unit 642 as paid.

Payments													
Brownwell, Judith			<input type="radio"/> Unpaid <input type="radio"/> Paid <input type="radio"/> Unmatched <input checked="" type="radio"/> All		To print a receipt, check the "R" in the appropriate lines and press the Receipt button				Preview Receipt		Print Receipt		
P	D	M	Unit	Type	\$ Billed	\$ Paid	Billed	Due	Paid To	Paid	Num	R	
✓	✓	✓	230	Rental	\$98.00	\$98.00	24 Mar 2005	5 Apr 2005	5 May 2005	22 Apr 2005			
✓	✓	✓	230	Rental	\$98.00	\$98.00	20 Jul 2005	5 May 2005	14 May 2005	20 Jul 2005			
✓	✓	✓	230	Rental	(\$69.55)	(\$69.55)	20 Jul 2005	5 Jun 2005	14 May 2005	20 Jul 2005			
		✓	642	Rental	\$55.00	\$0.00	20 Jul 2005	14 May 2005	14 Jun 2005				
*					\$0.00	\$0.00							

In the lower center of the Tenants form, there are five action buttons which lead to several other forms and actions associated with those forms. We will discuss each in turn:



- **Contact:** Many state self-storage laws require that the manager allow the tenant to name another person who must be contacted before foreclosure on a unit. Clicking this button opens the contact form: [It is a good idea to list the parents of student renters here.]

The name of the tenant associated with this contact appears at the top of this form. Enter name, address, and phone numbers of the contact in the fields provided. You may then enter in the notes window any comments that you wish to explain relationships or other pertinent information. In the center window you may enter the names of all persons other than the tenant who may have full access to the rented unit.

- **Payments:** Clicking this button opens a report entitled "Payments" which lists the complete billing and payment record of this tenant.

The screenshot shows a software window titled "Payments" for tenant "Cabott, Sebastian". It includes filter buttons for "Unpaid", "Paid", "Unmatched", and "All", and buttons for "Preview Receipt" and "Print Receipt". A table displays payment records with columns: P, D, M, Unit, Type, \$ Billed, \$ Paid, Billed, Due, Paid To, Paid, Num, and R.

P	D	M	Unit	Type	\$ Billed	\$ Paid	Billed	Due	Paid To	Paid	Num	R
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	503	Rental	\$40.00	\$40.00	22 Apr 2005	1 May 2005	1 Jun 2005	12 May 2005		<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	503	Rental	\$40.00	\$40.00	3 Jun 2005	1 Jun 2005	1 Jul 2005	15 Jun 2005		<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	503	Late Fee	\$7.00	\$7.00	15 Jun 2005	15 Jun 2005		19 Jun 2005		<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	503	Rental	\$40.00	\$40.00	15 Jun 2005	1 Jul 2005	1 Aug 2005	19 Jun 2005		<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	503	Rental	\$40.00	\$0.00	18 Jul 2005	1 Aug 2005	1 Sep 2005			<input type="checkbox"/>
*	<input type="checkbox"/>	<input type="checkbox"/>			\$0.00	\$0.00						<input type="checkbox"/>

- You may choose to view the payment information of all units rented by this tenant or select an individual unit to view.
- You have the choice of viewing “Unpaid” “Paid” “Unmatched” or “All.”
- **Unpaid:** You can enter payments on this form. Find the line in the "Unpaid" billings that lists the amount due. At the left side of that line are three small boxes under the letters P, D, and M. These letters stand for Paid, Deposited and Mailed. To record a payment, click the box under P. The program will enter a payment matching the figure under "\$Billed" in the "\$Paid" field and the current date in the "Paid" field. Clicking the P box causes a check mark to appear in the box, will place one in the "M"ailed box if one was not there before and will also automatically place a check mark in the "R"eceipt box.
- **Unmatched:** When you list only “Unpaid” entries for a tenant, the total shown as due may or may not be accurate. This is because any payment made previously which was different from the amount billed is not taken into account. Selecting “Unmatched” will cause those payments where the amount paid is different from the amount billed – either under or over – to appear with the “Unpaid” billings. Then the total shown as “Balance” should be the accurate amount due. The “Unmatched” feature will select any charge with a 0.00 in the “Paid” field, but will not select the charge if the “Paid” field is left blank.
- **Num:** The blank space under this heading is for entry of a check number or a notation – such as “cash.” Credit card payments will be noted here also. You may write any memo here up to 10 characters. This field is available on the 1st Rents form, the Payments form and the Select Billings form (click the Select Billings button on the Activities form.) On this last form, the number of fields exceeds the width of the form. The Num field is included on the Payments for Deposit report and the Bank Deposit List.
- **Receipts:** The “Payments” form may also be used to print a receipt. Click the box at the right end of the line of the payment, under "R". If you click a payment ‘P’aid on this form, the ‘R’ box will automatically be selected.

You then have two choices at the top of this form. You may “Preview Receipt” or “Print Receipt.” One of the purposes of using the preview button is to be able to format the printing – such as doing it in draft mode to save ink. The receipt prints only on a full sheet. This is an example:

Receipt of Payment

20 Jul 05

Aaron Apr ode
938 South Main Street
Anywhere, OH 48858

Payments For Unit: 808 **Description:** 10 x 20

<u>Description</u>	<u>From</u>	<u>To</u>	<u>Due</u>	<u>Paid</u>	<u>Date</u>	<u>Num</u>
Rental	1 Jun 05	1 Jul 05	\$95.00	\$95.00	25 Jun 05	
Late Fee	20 Jun 05		\$10.00	\$10.00	26 Jun 05	
Rental	1 Jul 05	1 Aug 05	\$95.00	\$95.00	5 Jul 05	
Rental	1 Aug 05	1 Sep 05	\$95.00	\$0.00		
Unit Total:			\$295.00	\$200.00		
Total:			\$295.00	\$200.00		

Note that the receipt will print all lines selected, not just those that have been paid.

- **View Status:** Clicking on this button opens a pop-up form which gives numerous details concerning the unit rented by this tenant. Scroll down to see information on more than one unit. Below is an example of the report generated.

Rental Status

Aapode, Aaron

Unit Number: 808
Display: 10 x 20
Unit Status: Active
Inside: No **Heat:** No
Electricity: No **Tall:** No
Move In Date: 11 Nov 2003
Move Out Date:
Standard Unit Rate: \$95.00
Tenant Rate: \$95.00
Rate Date: 11 Nov 2003
Period: 1
Total Billed: \$95.00
Current Amount Due: \$0.00
Last Billing Date: 18 Jul 2005
Last Due Date: 1 Aug 2005
Last Billed To Date: 1 Sep 2005
Last Date Paid: 5 Jul 2005
Last Paid To Date: 1 Aug 2005
Days Ahead: 12

- **Ledger:** A payment and billing report is available by clicking on this button.

Ledger

Aaprode, Aaron All Units After date: Print
 Previous: \$0.00 Specific Unit: 808 Before date: Preview

Date	Num	Unit	Type	Charges	Payments	Balance
18 Jan 2005		808	Rental		\$95.00	(\$95.00)
18 Jan 2005		808	Rental		\$95.00	\$0.00
1 Feb 2005		808	Rental	\$95.00		(\$95.00)
6 Feb 2005		808	Rental		\$95.00	\$0.00
1 Mar 2005		808	Rental	\$95.00		(\$95.00)
24 Mar 2005		808	Rental		\$95.00	\$0.00
1 Apr 2005		808	Rental	\$95.00		(\$95.00)
1 May 2005		808	Rental	\$95.00		(\$190.00)
1 Jun 2005		808	Rental	\$95.00		(\$285.00)
15 Jun 2005		808	Rental		\$95.00	(\$190.00)
15 Jun 2005		808	Rental		\$95.00	(\$95.00)
20 Jun 2005		808	Late Fee	\$10.00		(\$105.00)
25 Jun 2005		808	Rental		\$95.00	(\$10.00)
26 Jun 2005		808	Late Fee		\$10.00	\$0.00
1 Jul 2005		808	Rental	\$95.00		(\$95.00)
5 Jul 2005		808	Rental		\$95.00	\$0.00
1 Aug 2005		808	Rental	\$95.00		(\$95.00)

Count: 51 Total Billed: \$2,084.35 Total Paid: \$1,989.35 Balance: (\$95.00)

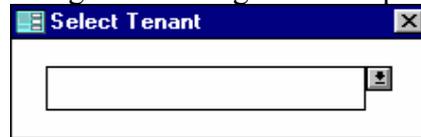
- The report lists the name of the tenant in the field at the top and any previous balance owed by this tenant. You have the option of showing the record of all units rented by this tenant, or of just one specific unit. Further, you may designate a time frame for the report by placing dates in the “After Date” and/or “Before Date.” The entries are listed chronologically and have each billing or payment on a separate line.
- At the bottom of the report, you will find summary figures listing the number of entries or “Count” followed by the total amount billed, the total amount paid and the balance currently due.
- **View Notices:** SWAMP provides a utility which allows you to create various Late Notices. This button allows you to view the Late Notices that have been created for this tenant.

Late Notices

Unit #	Type	Date	Mailed
505	Notice of Sale	13 Mar 2003	<input type="checkbox"/>
			<input type="checkbox"/>

Icons: At the bottom of the tenant form are a series of icons and two windows. The icons operate the same as explained above in connection with the "Building" form. However, there are a few additional icons on this form:

- **Airplane:** This is a search engine. Clicking the icon opens this box:



- You can write the surname of the tenant in this field or click on the arrow to get a drop-down list of the tenants, before starting to type. In either case the program begins to search as you start typing. As soon as the correct tenant appears, click on that name and the tenant form for that tenant will open.
- **Go to unit:** Next to the airplane icon is a field with the heading "Go to unit" above it. The purpose of this function is to find a tenant form by means of the unit number. Type the number of the unit in the window and press the "Enter" key. Or you may click the arrow at the right of the window and click on the number of the unit in the drop-down list that opens. **Note:** This function works only for currently rented units, not vacant ones.
- **Go To Access:** You may also search for a tenant by means of that tenant's gate access code. Either type in the number and press "Enter" or click on the arrow and select the number from the list that opens.
- **Printer Icon:** Clicking on this icon creates a report that includes all the information on the tenant that you have entered on this form, including the information concerning the contact person. Also included on this report is a complete record of billings and payments with summary figures at the bottom that show amount billed, amount paid and current balance.
- **Green Book:** Clicking on this icon creates a report that is a running balance for this tenant's rentals showing billings, payments and balance.

Part Two

Operating

SWAMP

General Operating Suggestions

Across the self-storage industry, two methods of renting and accounting predominate. Seemingly the most popular is to have every tenant's rent due on the same day of the month, which is usually the first day of the month. Managers who choose this method then prorate the rental of the first or the second month. The second method is to have each tenant's rent due on the anniversary of the day the unit was rented. No prorating is required for this method. Our suggestions for each of these:

Rents Due on the Same Day

- On the "Custom Information" form, do the following:
 1. Set the "Grace Period" as the number of days you wish to allow before a tenant will be charged a late fee.
 2. Set the "Lead Days" at 28. [Those who prorate the second month should overwrite this date to read the last day of the month for which you are billing.]
 3. Select "Start all Rentals on the Same Day" and then enter the day you choose. This will most often be the 1st, but can be any day up to the 28th.
 4. The above selection will cause the first month's rent to be prorated when you click on the "1st" button. [On that payment form, there is a "Add Another Payment" button if you want to charge a full month in addition to the prorated month.]
 5. If you prefer to charge a full month at first and then prorate the second month on the next billing, click the box before "Do not Prorate First Payment."
- Towards the end of the third week of the month, generate rents for the following month. Print those invoices you wish to mail.
- Mark them all "Mailed" by clicking the button found on the "Print Bills" form. **Do this even if you don't actually mail the invoices.**
- On the day following the "Grace Period" generate late fees, print and mail invoices of those who have late fees.

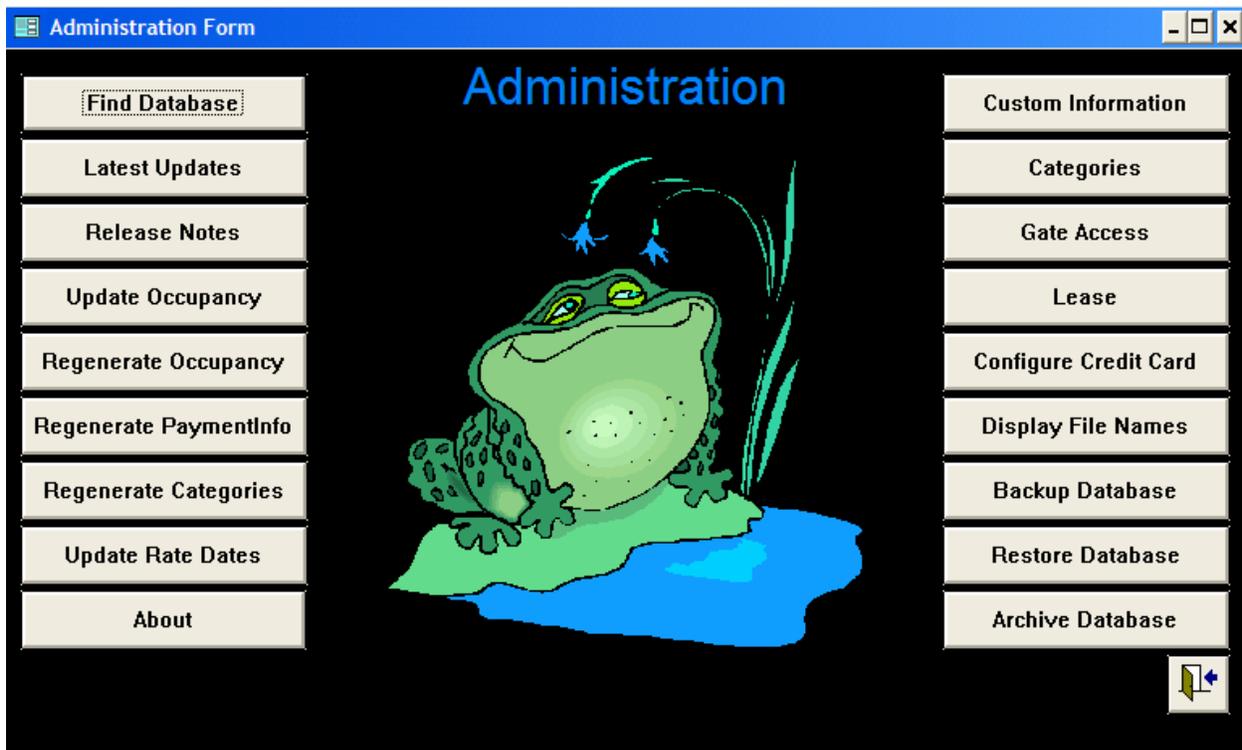
Rents Due on the Anniversary of Rental

- On the "Custom Information" form, do the following:
 1. Set the "Grace Period" as the number of days you wish to allow before a tenant will be charged a late fee.
 2. Set the "Lead Days" at 18.
- Choose a day of the week to generate rents, and on that day **each week** generate rents for 18 days ahead.
- Generate Late Fees just after generating rents.
- Print and mail those invoices you want to send out.
- Mark all generated rents as "Mailed" by clicking the button found on the "Print Bills" form. **Do this even if you don't actually mail the invoices.**

Administration Form

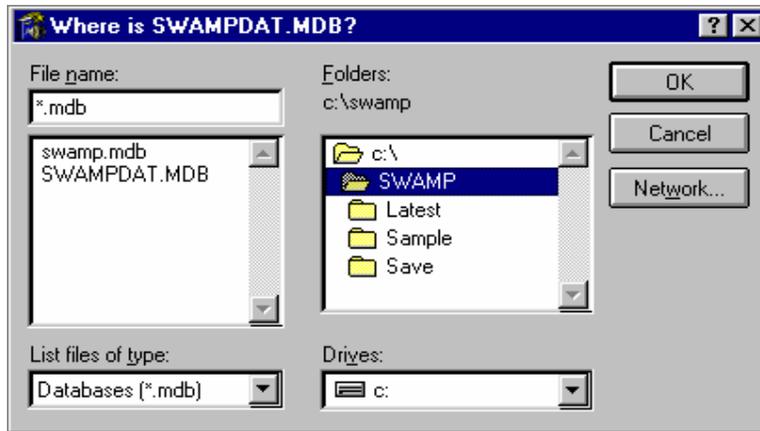
SWAMP opens to the **Home Menu**, so each session of working with the program starts there. However, when the program is first installed, it will open at the **Administration Form**. Even though you may have completed the installation steps and all five of the steps in **Part One: Getting Started**, we are going to discuss in this section of the manual each of the action buttons on the Administration form in the order they appear.

The functions accessed by the buttons on this form are to inform you about the version of SWAMP you are using, to correct occasional errors, to backup and restore data, to provide functions connected to updates of the program and to set parameters of how you wish to use SWAMP. Turn to any one of the items in the list below to read an explanation of the function of that item.



Find Database

When you first install SWAMP, or when you add an update, it is important that the program files [swamp.mdb] are pointing to the correct database for your specific tenant information [swampdat.mdb]. Clicking the "Find Database" button brings up the following form:

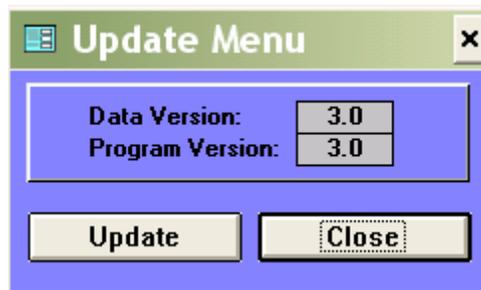


Be certain that the line under 'Folders:' reads: c:\swamp. Then select "swampdat.mdb" from the left window and click "OK."

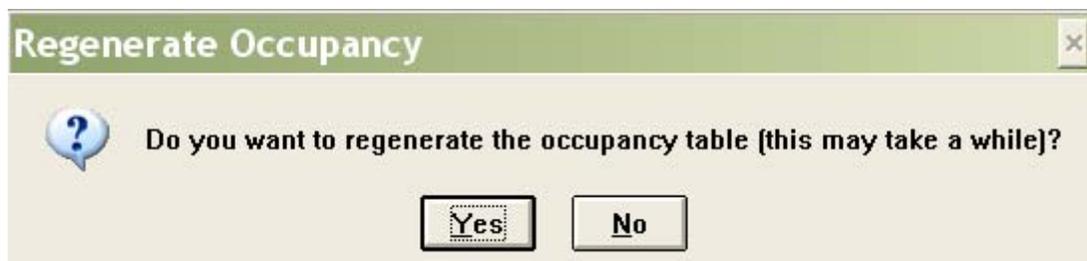
Latest Update

SWAMP continually grows as new features are added, many in response to the requests of our users. To find out which version you are currently using, click on the "Latest Update" button.

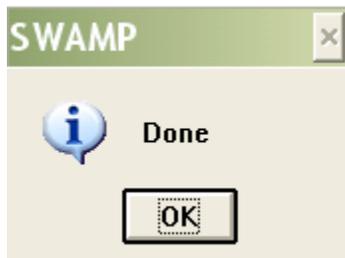
This feature is also used when a new update is installed. As soon as the installation of the new updated program is completed, find "swampdat.mdb" with the "Find Database" button. Then click "Latest Update" to get the Update Menu form which will look like this:



If the numbers of the Data Version and the Program Version are different, click on Update. SWAMP will apply the new features of the Program Version to the Data Version. At the same time SWAMP will automatically regenerate categories, regenerate payment info, reconfirm your choice of an invoice form and will ask if you wish to regenerate occupancy.



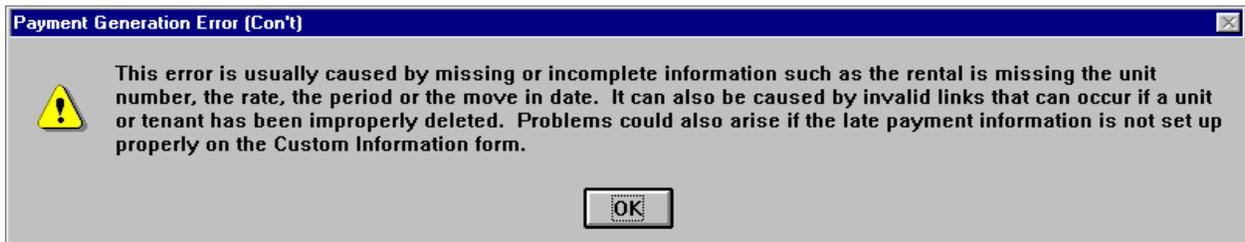
When the Regeneration is completed, it will be followed by the message:



Click on OK. The numbers on the Data Version and the Program Version will both read the same. Close the window.

Release Notes

As new features are added to the program, notes are created to explain what it was that was changed and the reason for that change. For example: In the early versions of the program, it was noted that users were having problems at the time of generating rents with the program failing and shutting down. The cause of this failure was faulty data entered by the user or data fields left blank, but the program didn't tell them that. Now it tells you what is likely missing and how to find out exactly what it is that is incorrect.



Click the button "Release Notes" to read information on other changes that were made and the dates they were created. You may also print the "Release Notes" if you wish by clicking the printer icon at the top of the form. When you click this icon, a form will open which asks you to indicate the "Build" level from which you wish to print. A "Build" consists of a group of features added to SWAMP in the same update.



Enter the number of the build from which you wish to print in the field where you see the “0” above and click on “OK”. The report will open with the latest build notes on top. You may then make any printer settings you wish. Print the report with the File-Print commands.

Update Occupancy

Occupancy reports work on a monthly basis; hence they need the full month's information to operate accurately. At the beginning of each month, click the button "Update Occupancy" to add the previous month's occupancy data, which will then be included in the reports. Better yet, schedule this action via the Reminders function to occur on the first day of each month, then you won't have to remember to do it.

Regenerate Occupancy

In rare instances, the occupancy data may become corrupt. Clicking this button will reconfigure the data from the beginning of your use of SWAMP so that the reports will again work accurately. When a new update is entered to the program, you will be asked if you wish to Regenerate Occupancy.

Regenerate Payment Info

Payment information is updated each time rents are generated. If payments have been entered and you wish to open reports before the next generation of rents, this button should be clicked to insure that the report information is current. For your convenience, this button also appears on the “Activities” and the “Reports” menus. Starting with version 3.0, this function is done automatically in most cases.

In rare instances, the payment information may become corrupt. Clicking this button will reconfigure the data from the beginning of your use of SWAMP so that the reports will again work accurately.

There is also another time to use this feature. If you have generated rents for a tenant and then marked it "Mailed" but wish to print the invoice again, do the following:

- Open the tenant record and click the "Payments" button.
- On the payment record, click the "M" box to remove the check mark from those items you wish to reprint.
- Close the payment record and tenant form and go to "Activities" and click on "Regenerate Payment Info." Failure to regenerate causes the invoice to print a false "past due" amount on the invoice.
- Use "Print Bills" as before to reprint the invoice.

Regenerate Categories

In rare instances, the categories may become corrupt. Clicking this button will reconfigure the data from the beginning of your use of SWAMP so that the categories will again work accurately.

Update Rate Dates [and Changing Rate Dates]

If you are using a later version of SWAMP for the first time, the "Rate Dates" are entered automatically. However, if you are updating an early version of SWAMP, you may need to upgrade the data to include Rate Dates. Also, if you change the period of time that you guarantee rates, you may also wish to use this utility.

Setting the standard guaranteed time

- Open the "Custom Information" form and enter a number in the "Guarantee Time" field.
- This number should correspond to the number of months you guarantee the rental rate to your tenants.

Entering/updating guaranteed rate dates for existing tenants

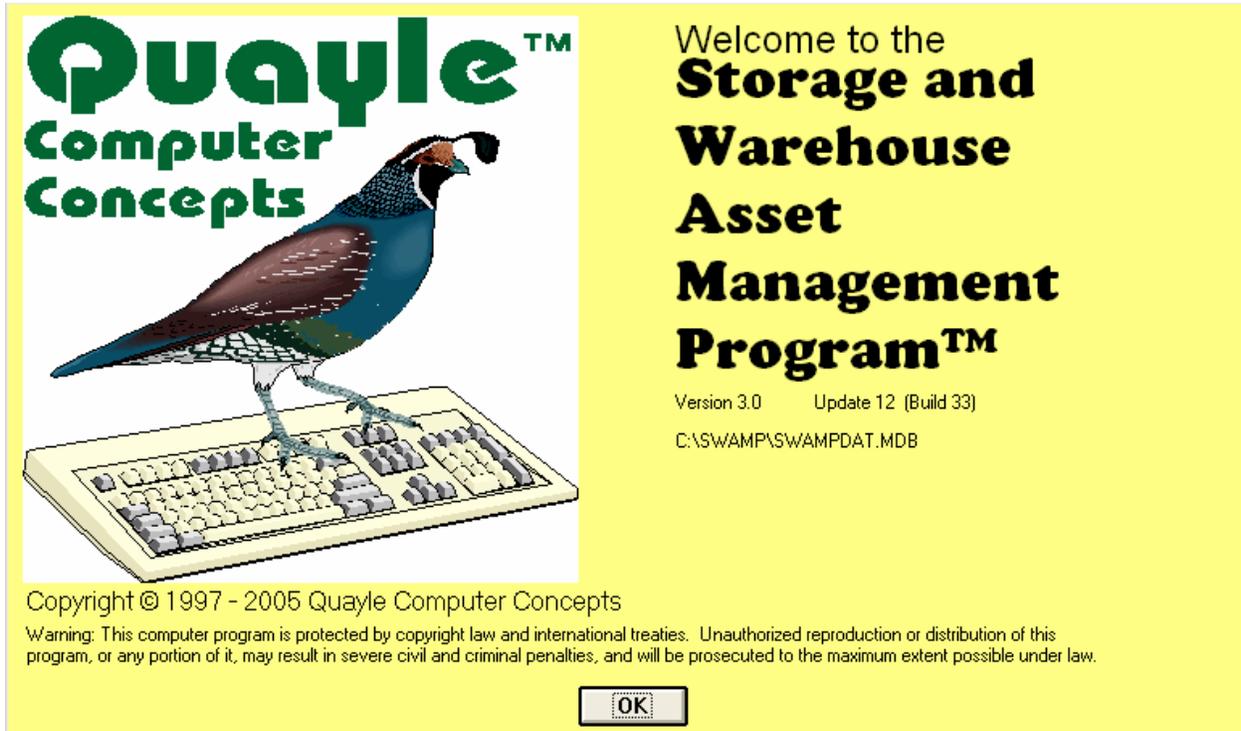
- [If you are installing this program for the first time, you do not need to do this function. The rate dates will be automatically created as the new tenants are entered in the program.]
- Go to the "Administration Form" and click on the button reading "Update Rate Dates." This opens a pop-up window with options for your selection. The first option is "Which To Update" and the choices are to update only blank rate dates or to update all. The second option is "Update To What" and your choices are Move in date + guarantee time or to a specific date. If you choose the latter, there is a field to enter the specific date through which the current rate will be guaranteed.

The screenshot shows a dialog box titled "Update Rate Dates" with a pink background. It has two main sections. The first section, "Which To Update", has two radio button options: "Update Blank Rate Dates Only" (which is selected) and "Update All Rate Dates". The second section, "Update To What", also has two radio button options: "Move In Date + Guaranteed Months" (which is selected) and "Specific Date". The "Specific Date" option has a text input field next to it containing the date "9 Aug 2005". At the bottom of the dialog, there is a large button labeled "Update Now" and a small icon of a hand pointing to a plus sign.

- When you have made your selections, click "Update Now." The program will enter the appropriate dates in the field on the "Tenant Form" which has the heading "Rate Date." This is the date that any new rate will go into effect for this unit for this tenant. [Note: When you update for the first time to an existing database, many of these dates will be in the past.]

About

Clicking this button brings up a logo for SWAMP that indicates the copyright dates and the version of the program that you have installed.



Custom Information

This form is discussed in detail in Part One: Getting Started. Refer to Step Two on about page 19 or 20 of this manual.

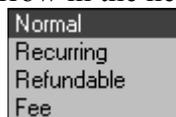
Categories

When you record income or expenses in SWAMP, each is assigned to a category. Several categories are hard coded in SWAMP, meaning that you cannot delete or change them. They are needed for various reports to be created. To view a list of those categories that you can change, click on the button "Categories" to open this form.

Categories							
Category List							
Category	Description	Default \$	Balance Type		Category Kind		Taxable
Boxes	Sale of boxes	\$0.00	Income	↓	Fee	↓	<input checked="" type="checkbox"/>
Deposit	Security Deposit	\$50.00	Income	↓	Refundable	↓	<input type="checkbox"/>
Locked Out	Fee for locking unit	\$10.00	Income	↓	Fee	↓	<input type="checkbox"/>
Sale of Property	Sale of Property	\$0.00	Income	↓	Normal	↓	<input type="checkbox"/>
Advertizing	Advertizing fee to tenant	\$60.00	Income	↓	Fee	↓	<input type="checkbox"/>
Miscellaneous	Miscellaneous	\$0.00	Expense	↓	Normal	↓	<input type="checkbox"/>
Refunds	Refund of lock deposit or rent	\$0.00	Expense	↓	Normal	↓	<input type="checkbox"/>
▶			Expense	↓	Normal	↓	<input type="checkbox"/>

When first opened, there will usually be only the “Miscellaneous” category listed. To add a new category:

- Place your cursor on the line under the last category listed and type the name of the new category. Keep this short as it is used in a small field on forms.
- Tab to the next column and write a description of the category. This can be more complete. It is used on all reports of category entries.
- Default \$: A new feature allows you to indicate those categories that will have a set amount connected to them. In the above Category List, you will see that three of the categories have amounts entered. When these categories are selected on any of the payment or expense forms, that amount will automatically be entered in the \$ Billed field. **NOTE:** The category ‘Rental’ when selected on the payments form after a unit has been selected, will enter the proper rate for that unit and fill in the other fields for a complete billing for the next month’s rent.
- Click on the arrow under “Type” and choose whether this is an “Expense” or an “Income” item by clicking on that designation.
- Click on the down-pointing arrow in the next field to choose the “Kind” of category.



Most categories will be “Normal.” An example of a recurring category would be an insurance premium. Refundable categories might include lock deposit or security deposit. A fee would be payment for a service or items that you have to sell.

- Finally, you may designate any of these categories as taxable items, meaning that they are subject to a sales tax, by clicking the box at the end of the line. For these items, the tax will be generated after the ‘Default \$’ are entered.

Continue to add as many categories as you like, then close this form. All categories will be available the next time you enter a payment or an expense item.

Gate Access

This function is discussed in detail in the first part of this manual. If you are not going to interface with a gate system, be certain that the selection on the Gate Access form is set as “None.” See Step Five in Part One: Getting Started above at about page 32 or 33 of this manual..

Lease

SWAMP now offers all users the option of printing their leases with interface from the Tenant information – not just our friends in Texas. Click on this button to view the options:

None

Select this option if you wish to use your own printed lease and not have SWAMP print individual leases for your tenants as they rent.

Internal Lease

SWAMP allows you to create your own lease within the SWAMP program, which will then merge data from the Tenant form into the lease where you place field names. On the above form, click on the button: Compose Lease.

- You will note that there are five fields in the above form for the purpose of creating the lease.
- **Header 1:** This is for the main title of the lease, perhaps the name of the storage facility.
- **Header 2:** This is for a sub title, perhaps something like “Lease Agreement.”
- **Body:** In the large field labeled **Body**, type the text of your lease. From the list in the box at the right labeled **Field names**, select the item you wish to insert in the body of your contract. Using the “Edit” function at the top of the screen in SWAMP, copy the field name and then paste it in the lease form. In the example above you will see that we have entered the field names for ‘move in date’, ‘first name’, and ‘last name.’ Other field names have been inserted later in the lease form.
- **Footer 1 and Footer 2:** These are for items you wish printed at the end of the lease – perhaps facility address, phone numbers, or e-mail address.
- **Font:** At the right of each of the above fields you will note fields which indicate the font and size of the text in that field. These are for the purpose of selecting the font and size of type that you wish. They may each be different.
- When the lease is complete, you can perform the merge by selecting the tenant and unit in the field, “Select Rental” at the top of the form. Either type in the name of the Tenant or select from the drop down list as in this example:

	Font
Aable, Joe Christopher	813
Aaprode, Aaron	808
Appleby, Viola	226
Appledown, MaryKay	226
Aspenworth, Mary Belle	103
Billhoppe, MaryAnn	217
Brownwell, Judith	642
Burchgraeff, Adrian	618

Then click on the icon showing the green book at the upper right of the Compose Lease form.

- An even easier way to merge the information to the lease is to click on the “Lease” button at the far right of the unit rental line on the tenant’s form. After entering the tenant and unit, click the 1st button to enter the first month’s payment. Enter any other items, such as security deposit, lock sale, etc. Then return to the tenant form and click the check mark icon at the bottom of the tenant form. Then click the “Lease” button and the lease will appear in preview form similar to this:

Quayle's Nest

lease agreement

Quayle's Nest, hereafter referred to as Landlord, hereby leases to:

Reginald Callister Home Phone number: (847) 657-3727
873 West Callendash Street Work Phone number: (848) 657-6767
Mayfield, WI 54909

hereinafter referred to as Tenant, storage space number 101 (10 x 10) located within the Quayle's Nest buildings at 123 Ash Lane, under the following terms and conditions:

Rate: The monthly rental rate of this space is \$55.00, payable in advance.

Term: The term of this lease shall be monthly, commencing on 29 Apr 2005 and ending on notice. The Tenant shall have the option to extend this lease for a further term of up to 12 months upon the same terms and conditions herein set forth. The Landlord shall have the right to increase the rent by not more than 10 percent for each year of further renewals of this lease.

Payments: All payments by Tenant to Landlord shall be made at P. O. Box 27618, Fresno, CA 93729, preferably by mail, or at the office of the Landlord. Payments are to be made on or before the date due. Payments that are late by 9 days shall be assessed a late fee of \$10.

Also notify in case of default: Name: Mary Johnson
Address: 394 West Call Ave Bridgeport CT 08371 Phone: (723) 405-8628

Subject also to the following terms and conditions:

1. The said Tenant further covenants with the said Landlord that at the expiration of this lease, peaceable possession of the said premises shall be given to Landlord in as good condition as they are now, the usual wear, inevitable accidents, and loss by fire excepted; and the said Tenant agrees not to let, underlet, or assign

External Lease

Since formatting is somewhat limited in SWAMP, you may wish to merge tenant information to an external lease which you create in your word processor. You may also do that from SWAMP. First, create a Lease document in "My Documents" on your computer. Then create a Lease Data document either as a word processor file or a spreadsheet. Then enter the paths to these files and to your word processor in the corresponding fields on the Compose Lease form:

External Lease:	
Word Processor: <input type="text"/>	Export Type: <input type="radio"/> Mail Merge <input type="radio"/> Spreadsheet
Lease File: <input type="text"/>	
Merge Data File: <input type="text"/>	
Select Rental: Aable, Joe Christopher <input type="button" value="↓"/>	

Choose “Mail Merge” or “Spreadsheet” depending on which type of Data File you chose and click the “W” icon to go to your lease.

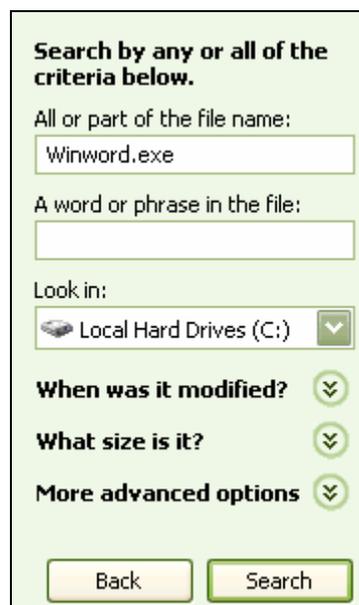
The above directions sound simple – but are not always easy to follow if you are not a sophisticated computer user. Therefore, let me walk you through some of the steps I had to take on my computer, using Microsoft Word 2003:

Path to Word Processor:

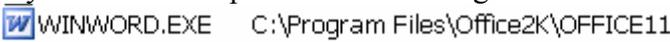
- For the life of me, I couldn’t find it! Finally Gordon gave me the clue to click on “Start” then “Search.”

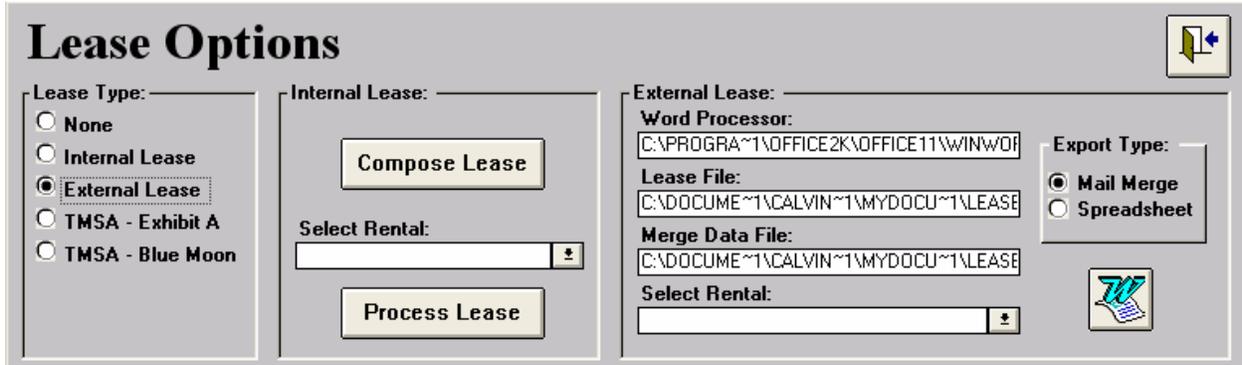


- Click on “All files and folders.”

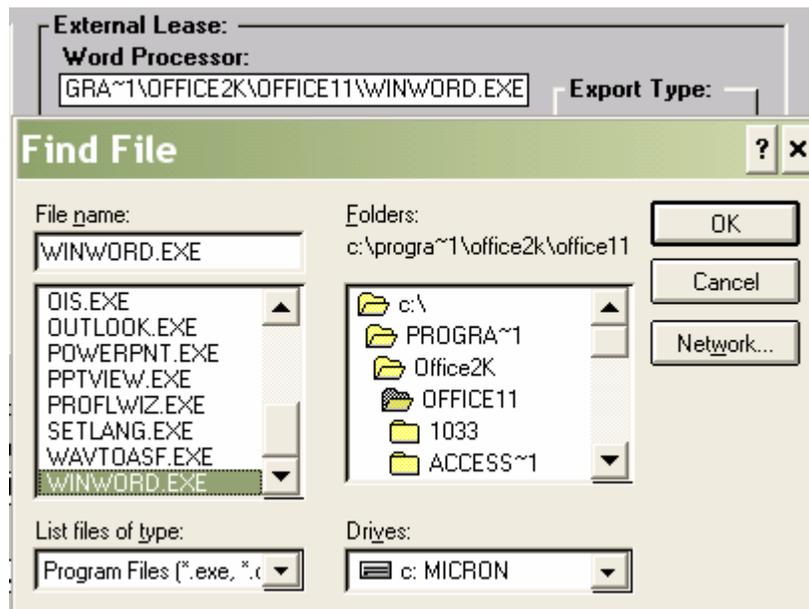


- In the top field of this form, type “Winword.exe” and click on the Search button..

- My search came up with the following:

- You may have to use the same method to find the other two paths. Enter them into the dialogue box so that it looks something like the following:



- If you look carefully at the above, you will note that the lettering of the path is not quite the same as I ‘found’ in my search. That has to do with the length of file names that SWAMP will handle. When defining the file names in SWAMP, the 8.3 file name convention must be used. This means that to reference a file called c:\program files\microsoft office\msword.exe it would be specified as c:\progra~1\micros~1\msword.exe. This can sometimes be confusing when there are multiple folders under program files that begin with the word Microsoft, because then the node may be micros~2 or micros~3, etc. The wording in the form above was entered via use of the “Find File” process shown in the illustration just below.



- As you click through the path, it will be entered in the field on the Compose Lease form. Repeat the process for the other two fields.

- Select a Tenant and then click on the Word Processor button to send the data to your data file.

Creating the external lease:

- Type or import the lease into the word file that you have saved under the title of “Lease” or similar name.
- From the “Tools” menu at the top of the screen choose “Letters and Mailings” then choose “Mail Merge.”
- If the “Mail Merge” tool bar is not at the top of your document, right click on the blank space where tool bars are placed and choose “Mail Merge.”
- With your Lease document open, click on the “Open Data Source” button to link and open the data file. [These buttons are not labeled. To ascertain which button does what, let your mouse arrow hover over the button and its function will appear.]
- Place your cursor at the location in your Lease form where you wish to insert a merge field.
- Click on the “Insert Merge Fields” to open the list of merge fields from the data source.



- Select the field you wish to insert and click on the “Insert” button. Repeat the process for each field you want to import into your lease.

Lease Agreement Quayle's Nest

Quayle's Nest, hereafter referred to as **Landlord**, hereby leases to:

«FirstName» «LastName» Home Phone number: «PhoneNumber»
«Address» Work Phone number: «FaxNumber»
«City» «State» «PostalCode»

hereinafter referred to as **Tenant**, storage space number «UnitNumber» («Size1» x «Size2») located within the Quayle's Nest buildings at 123 Ash Lane, under the following terms and conditions:

Rate: The monthly rental rate of this space is «Rate», payable in advance.

Term: The term of this lease shall be monthly, commencing on «MoveInDate» and ending on notice. The **Tenant** shall have the option to extend this lease for a further term of up to 12 months upon the same terms and conditions herein set forth. The **Landlord** shall have the right to increase the rent by not more than 10 percent for each year of further renewals of this lease.

Payments: All payments by **Tenant** to **Landlord** shall be made at P. O. Box 27618, Fresno, CA 93729, preferably by mail, or at the office of the **Landlord**. Payments are to be made on or before the date due. Payments that are late by 9 days shall be assessed a late fee of \$10.

Printing the External Lease:

- Rent the unit in the normal way, filling the Tenant Form with the information you wish to keep about this tenant.
- Complete the Contact Information on the form provided.
- Complete the unit rental, including clicking the “1st” button and adding any additional charges to the record. Close the rents form.
- Click on the “Lease” button on the unit rental line and the Lease will open.
- On the Merge Tool Bar, click on Merge to New Document if you wish to open it as a preview where you can make changes if you wish before printing. Or you can click on Merge to Printer if you are ready to print the lease.

Lease Agreement Quayle's Nest

Quayle's Nest, hereafter referred to as **Landlord**, hereby leases to:

Reginald Callister Home Phone number: 715-938-4921
 873 West Callendash Street Work Phone number: 715-945-3958
 Mayfield WI 54909

hereinafter referred to as **Tenant**, storage space number 101 (10 x 10) located within the Quayle's Nest buildings at 123 Ash Lane, under the following terms and conditions:

Rate: The monthly rental rate of this space is \$55.00, payable in advance.

Term: The term of this lease shall be monthly, commencing on 29 Apr 2005 and ending on notice. The **Tenant** shall have the option to extend this lease for a further term of up to 12 months upon the same terms and conditions herein set forth. The **Landlord** shall have the right to increase the rent by not more than 10 percent for each year of further renewals of this lease.

Payments: All payments by **Tenant** to **Landlord** shall be made at P. O. Box 27618, Fresno, CA 93729, preferably by mail, or at the office of the **Landlord**. Payments are to be made on or before the date due. Payments that are late by 9 days shall be assessed a late fee of \$10.

TMSA Lease

Since so many of our users are members of the Texas Mini-Storage Association, SWAMP has a feature to integrate with their lease software or with their printed lease forms. These choices are available from the same 'Lease Options' form discussed above.

Lease Options

Lease Type:

None

Internal Lease

External Lease

TMSA - Exhibit A

TMSA - Blue Moon

Internal Lease:

Select Rental:

External Lease:

Word Processor:

Lease File:

Merge Data File:

Select Rental:

Export Type:

Mail Merge

Spreadsheet



TMSA - Exhibit A:

The Exhibit A method will print a single sheet of paper listing the values for each field of the TMSA lease; attach this to a blank lease form. (NOTE: you must be a TMSA member to use their lease.) Use the TMSA Lease Defaults to set up the default values for your facility.

TMSA - Blue Moon:

Blue Moon Program:

Blue Moon Data Directory:

The Blue Moon method uses an external program (from Blue Moon) to print out a formatted TMSA lease with values that are exported from SWAMP to a data file.

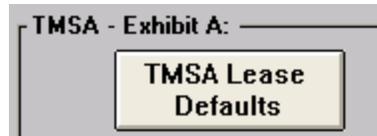
Print Blue Moon Lease:

Select Rental:

If you are not a member of TMSA, you can't use these options. Members of TMSA who wish to use the lease need to choose whether to use the Exhibit A option or the Blue Moon option and indicate that here.

Exhibit A

- If you choose to use the Exhibit A option, you need to buy blank copies of the lease form from TMSA. On the form above, click on this button to open the defaults form.



TMSA Lease Defaults	
Exhibit "A" Text:	
Reference is herein made to attached master form, "Self-Service Storage Rental Agreement" (TMSA Form #1-99) and more particularly the blank portions of the agreement that are to be completed with various pertinent information.	
It is agreed and understood that this Exhibit "A" contains the required information and is set forth in identical identified blanks so that, when taken together with the attached agreement shall constitute the entire agreement of the parties.	
<input type="text" value="\$25.00"/>	Tenant's security deposit
<input type="text" value="14"/>	Minimum lease term: <input type="text" value="1"/> months
<input type="text" value="\$10.00"/>	Initial late charge if rent not received by <input type="text" value="14"/> days after due date
<input type="text" value="\$1.00"/>	Subsequent late charge if rent not received by <input type="text" value="15"/> days after due date (above late charge is <input checked="" type="radio"/> daily or <input type="radio"/> one-time)
<input type="text" value="\$15.00"/>	Returned check charge
<input type="text" value="\$1.00"/>	Charge for returned mail
<input type="text" value="\$5.00"/>	Charge for Lessor's locking of space when Tenant's lock is missing
<input type="text" value="\$1.00"/>	Charge per day if Tenant fails to lock after 7-day notice
<input type="text" value="\$5.00"/>	Charge for removing Tenant's lock
<input type="text" value="\$5.00"/>	Charge for overlocking Tenant's space
<input type="text" value="\$2.00"/>	Charge for sending statutory notice of claim for unpaid sums
<input type="text" value="\$50.00"/>	Charge for newspaper ad of sale
<input type="text" value="\$50.00"/>	Charge for conducting foreclosure sale at public auction for nonpayment
<input type="text" value="\$75.00"/>	Charge for having to judicially evict Tenant
<input type="text" value="\$10.00"/>	Charge per hour for removing or cleaning when Tenant litters or fails to clean, remove items, or vacate

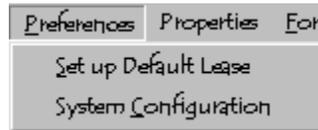
- Fill in the blanks or click the choices as you wish to have them read on the rental agreement with your tenant. This needs to be done only once unless you change your charges or decisions on minimum lease time or payments. Close this form and return to the **Home Menu**. Click on the "Tenants" icon. If you are renting to a new tenant, click on the plus sign icon at the bottom of the form to get a blank form. Enter tenant information as normal.
- After entering all information you wish on the tenant form and contact sub form, return to the tenant form. Place your cursor in the "Unit" field and enter the number of the unit this tenant is renting. Press the "Tab" key. Check the information entered to determine that it is correct, and then click the "1st" button. Complete any other payments to be made and return to the tenant form.
- Click on the + button under "More" and insert whatever additional information applies to this rental and close that form.
- Click on the button "Lease" under the label "Lease" at the far right of the unit rental line. That will open the form "Exhibit 'A'" which will be filled with the information from all your actions above. You may alter any of them at this point or add additional information

in blank spaces that may pertain to this rental only. Such additional entries will print for this tenant, but will not be saved in the permanent default information.

- When you have completed all the information, **click on the report button.**
- Print the report by using the “File” then “Print” commands.
- This one page report is signed by tenant and manager and attached to the TMSA Form #1 as the complete lease agreement.

Blue Moon

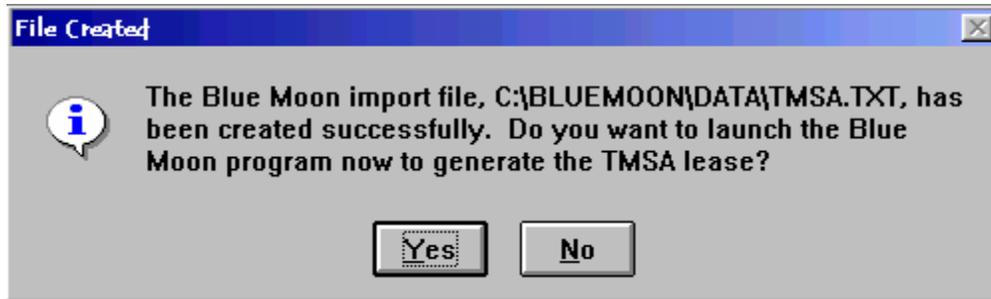
- To use this option, you purchase from TMSA the software package known as TMSA Forms Software. Besides allowing you to print the lease, it also will print over 50 other forms that have been developed by TMSA. Terms of the purchase and use of this software are determined by TMSA. SWAMP has built in an interface capability that allows you to export tenant and rental information to the forms software.
- The first time you open TMSA Forms, you will be given an opportunity to fill in default values similar to the above. At any time later, you can adjust those by clicking on the “Preferences” and then “Set up Default Lease” on a completed lease form.



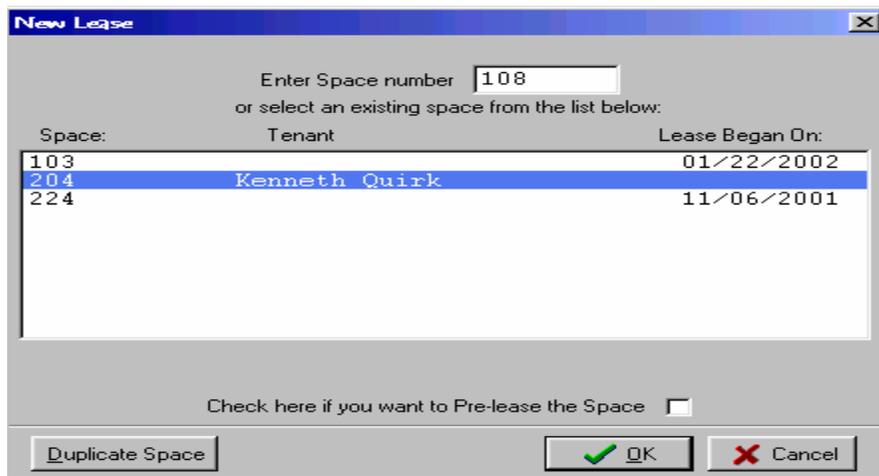
- In those Preferences/System Configuration, we recommend that the option “Import Proration Information – Do not Calculate” be checked. This option will ensure that the amount in SWAMP and the amount in the TMSA Database (Blue Moon) match.
- The Blue Moon software has a form that shows a “Calculation of Initial Payment.” The values in that form are derived as follows:
 - *Current Month’s Rent*: First payment item with category of ‘Rental’
 - *Additional Rent thru*: Last Paid Through Date and the sum of all remaining payment items with category of ‘Rental’
 - *Non-refundable Admin Fee*: The sum of all payment items having categories of kind ‘Fee’
 - *Deposit*: The sum of all payment items having categories of kind ‘Refundable’
 - *Sales Tax*: The sum of all payment items with category of ‘Tax’
 - *Other*: The sum of all other payment items not matching any of those above
 - *Next Rent Payment Amount is*: Rental Rate
 - *Next Rent is Due on*: Last Paid Through date

Be certain that you review all these figures in the TMSA Forms (Blue Moon) before printing the lease.

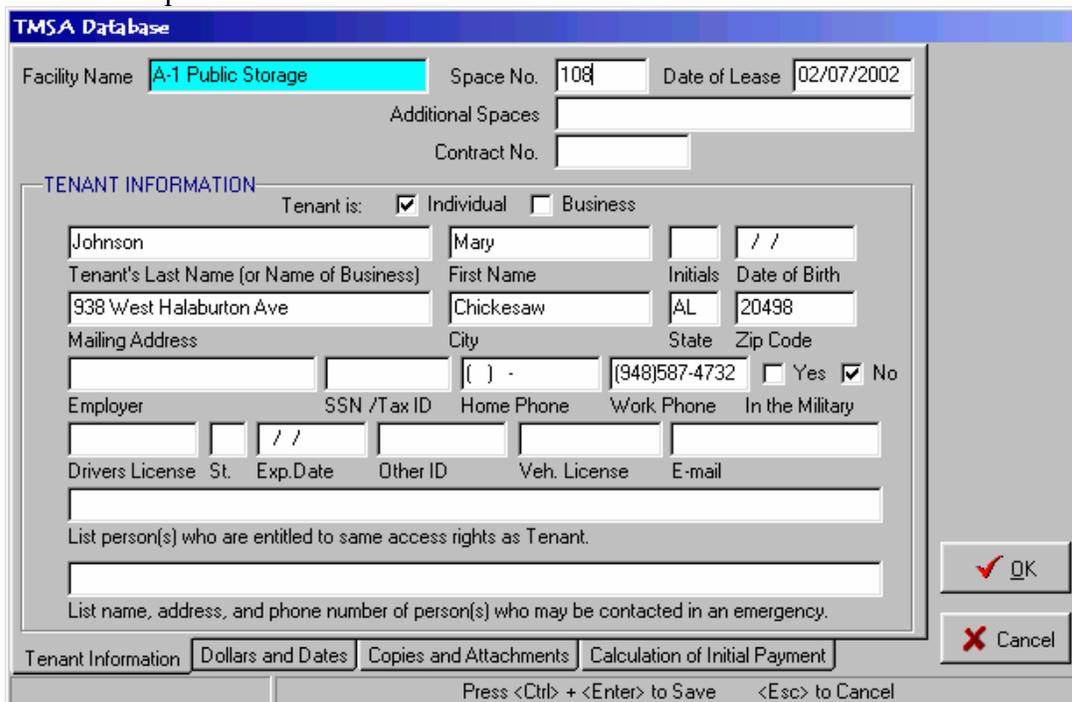
- To rent a new unit, open the Tenant form, click on the yellow plus sign to get a blank form and enter all tenant and unit rental information as usual. Then click on the Lease button at the right end of the unit line. The following will open:



- Click yes to create the lease. You will get this dialogue box first:



- Enter the space number in the top field [if it is not already there] or select one from the list below it, then click the “OK” at the bottom of the above form. The database for this lease will open.



- Add any additional items you wish to this form and click on “OK.”

TMSA Database

Facility Name: **A-1 Public Storage** Space No.: 108 Date of Lease: 02/08/2002

Additional Spaces: _____ Contract No.: _____

TENANT INFORMATION

Tenant is: Individual Business

Johnson Mary / /
 Tenant's Last Name (or Name of Business) First Name Initials Date of Birth

938 West Halaburton Ave Chickesaw AL 20498
 Mailing Address City State Zip Code

[] - [948]587-4732 Yes No
 Employer SSN /Tax ID Home Phone Work Phone In the Military

Drivers License St. Exp.Date Other ID Veh. License E-mail

List person(s) who are entitled to same access rights as Tenant.

List name, address, and phone number of person(s) who may be contacted in an emergency.

Tenant Information Dollars and Dates Copies and Attachments Calculation of Initial Payment

Record 2 of 4

- Note the addition of a series of command buttons at the right of the form. Click on the “Print” button and you will be greeted by the following form..

Print

Lease Forms

Check Forms You Wish to Print	Pages to Print		Number of Copies
	From	To	
<input checked="" type="checkbox"/> Self-Storage Rental Agreement	1	5	1
<input type="checkbox"/> Move Out Notice from Tenant	1	1	1
<input type="checkbox"/> Special Rules for Storing Motor Vehicle	1	1	1
<input type="checkbox"/> Vehicle or Trailer Addendum	1	1	1
<input type="checkbox"/> Boat Addendum	1	1	1
<input type="checkbox"/> Addendum for Code Access Gates	1	1	1
<input type="checkbox"/> Addendum for Card Access Gates	1	1	1
<input type="checkbox"/> Spanish Self-Storage Rental Agreement	1	5	1
Information Sheets			
<input type="checkbox"/> Tenant Information Sheet for Individual	1	1	1
<input type="checkbox"/> Tenant Information Sheet for Business	1	1	1

Collate Copies

Preview Setup Print Help Close

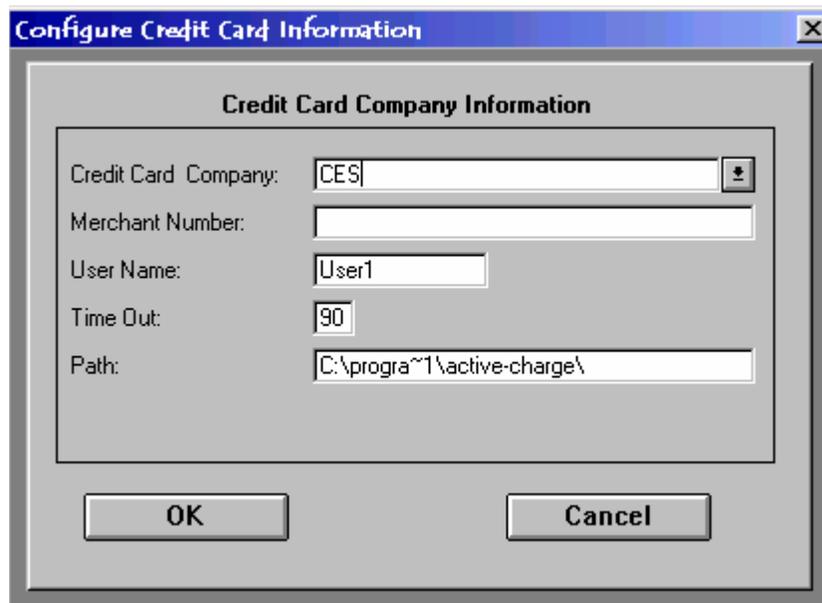
- Select any additional addenda agreements or forms that you wish printed with this lease and then click on the “Print” button.
- There will be a user’s manual accompanying the forms program and there are “help” instructions built into this program that will guide you the rest of the way.

Using Credit Cards with SWAMP

In order to use the credit card features of SWAMP, the user must take certain steps.

Configure SWAMP with PC Charge:

- Contact Quayle Computer Concepts to order your credit card package.
- Install PC Charge and configure it with your merchant account. Quayle Computer Concepts has partnered with Payment Processing, Inc., to provide merchant accounts, software and support. PC Charge will be shipped by them.
- In SWAMP click the button labeled “Configure Credit Card” on the Administration menu to open this form:



- Enter the information in the above fields as supplied by the credit card company with which you contract. Select your credit card company from the pull down list obtained by clicking on the arrow at the right of this field.



- If you are not sure of the Credit Card Company and Merchant Number, you will find them in PC Charge using the Configure Merchant Account wizard. The remaining values should be correct as displayed.

Tenant's Credit Card Information:

- Enter the tenant’s card information in the form below, which is accessed from the tenant form by clicking on the yellow plus sign under “More” on the unit rental line. This feature is to be used if the tenant wishes to have his monthly rental charged to his credit card. First click the box in front of “Charge Payments to Credit Card.” This will activate the fields below it and fill in Card Member’s name, street and zip code. Make certain that information is the same as on the credit card. Overwrite it if it is not correct.

Credit Card Information Verify

Charge Payments to Credit Card

5410XXXXXX0104

Credit Card Number:

Exp. Date (MMYY):

Card Member:

Street:

Zip:

Verification Value:

- Type in the card number in the field indicated. Type all numbers consecutively, leaving no spaces between them. They will appear as Xs, as in passwords, so be careful in entering that you are hitting the correct keys. When you tab to the next field the number will show above the entry field, with the first four and the last four digits visible, the others as Xs. At the same time the type of card will be displayed in the second field following the Expiration Date. [MasterCard in the example above.]
- Enter the expiration date as four digits – the first two representing the month, the last two the year the card expires.
- When this information is entered, click the “Verify” button to make certain you have the proper information and that the card is good.
- NOTE: The field labeled “Verification Value” is seldom needed. When it is, the value is a three-digit number found on the back of the credit card – near or on the strip for the card owner’s signature.
- NOTE 2: If your computer is fitted with a card reader, you may swipe the tenant’s card to read in the above information directly from the card.

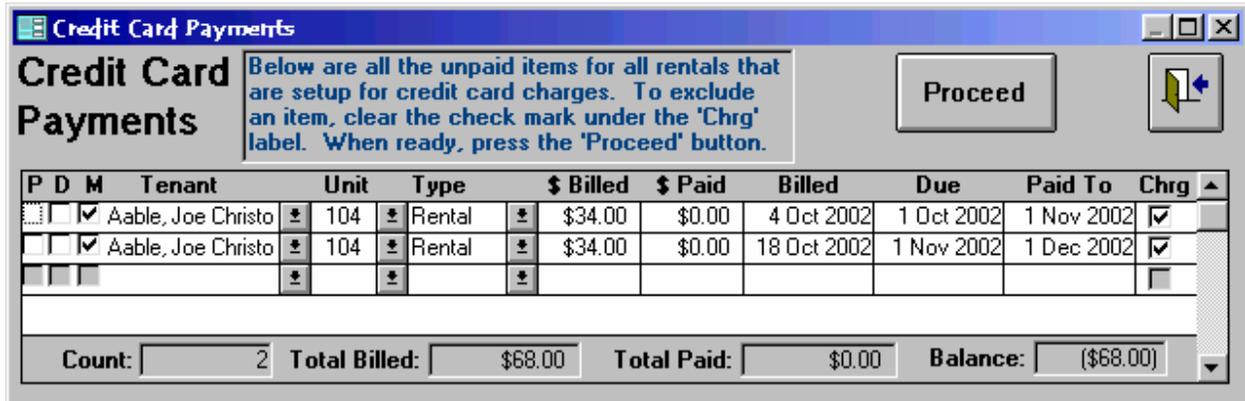
Check for Expiring Credit Cards:

After you have generated rents, click on the button labeled “Expiring Credit Cards” found on the Activities Menu. A report will open, listing any tenants whose cards will expire soon. This report will alert you to get updated information from these tenants or to bill them manually.

Expiring Credit Cards					21-Oct-02
Tenant	Phone	Credit Card #	Exp	Card Member	

Processing a batch of Credit Card Charges:

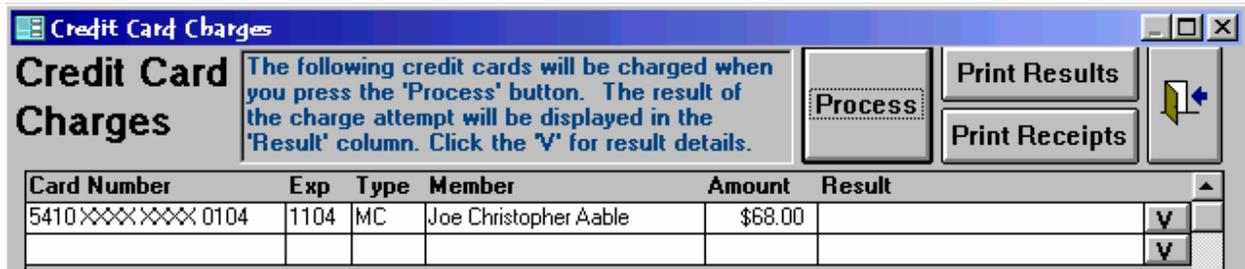
After noting those whose cards are expiring, click on the button labeled “Credit Card Payments” found on the Activities Menu. The form below will open.



P	D	M	Tenant	Unit	Type	\$ Billed	\$ Paid	Billed	Due	Paid To	Chrg
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Aable, Joe Christo	104	Rental	\$34.00	\$0.00	4 Oct 2002	1 Oct 2002	1 Nov 2002	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Aable, Joe Christo	104	Rental	\$34.00	\$0.00	18 Oct 2002	1 Nov 2002	1 Dec 2002	<input checked="" type="checkbox"/>

Count: 2 Total Billed: \$68.00 Total Paid: \$0.00 Balance: (\$68.00)

On this form will be listed all the tenants who have charges generated and who have been designated as paying automatically by credit card. Review the list to be certain that all are correct. You may cancel one by removing the check mark under “Chrg.” If charges are missing or need editing, return to that tenant’s payment record, make the updates and run the above process again. When the list is as you want it, press the button “Proceed” and the following form will open.



Card Number	Exp	Type	Member	Amount	Result
5410XXXXXX0104	1104	MC	Joe Christopher Aable	\$68.00	

On this form, the cards will be listed by order of card number. Click on the “Process” button to have the charges executed. The results will then be shown by a brief description in the fields under the heading “Result.” A full description of the returned transaction can be accessed by clicking on the “V” button at the right of the result. After the process completes, you can print the results and receipts by clicking on those buttons at the top of the form.

The completed transaction will cause the amount charged to be entered in the “\$ Paid” field, today’s date will be entered in the “Paid” field and a check mark will be placed in the “P” “D” and “M” boxes. In addition, a transaction number, preceded by the letters “CC” will be entered in the “Num” field for this payment.

Non-recurring Credit Card Sales

- You may also use SWAMP to take payments for single rentals, sales, or any other income item. To do this, first access the tenant’s form.
- Click on “Payments.” Regularly generated rental charges should already be listed there, if there are any due.

- Manually enter any other item you wish to collect for – such as sale of locks, packing materials, etc.
- At the bottom right corner of the form, click on the “Charge It” button to open this form:

- You will note that the name, amount due, zip code, and street were all entered by SWAMP. Edit these if any are not correct, as listed on the credit card.
- Enter the credit card number in the first line [leave no spaces]. When you tab to the next line the initials of the Card Issuer will be entered automatically.
- Type in the expiration date as four digits, the first two the month, the last two the year.

- When the form reads as you wish it to, click on “OK” to execute the charge. If the amount matches what is charged on the tenant’s payment form, then the program will automatically update the payment record by placing check marks in “P” “D” “M” and entering the amount in “\$ Paid,” today’s date in “Paid” and entering a transaction code number from PC Charge in the “Num” field, preceded by “CC”.
- If the amounts are not equal, a message box will come up and say they don’t match. Then it is up to the user to update the appropriate records.

Display File Names

If you have any question as to where you have your SWAMP program and its database, click on this button. You will get a pop-up form looking like this:



Backup Database

Data is perishable. To protect it against loss, you should periodically back it up to another file. You may choose the location of a backup file by naming the file and path to it on the Custom Information form at the left of the form, just below the center.



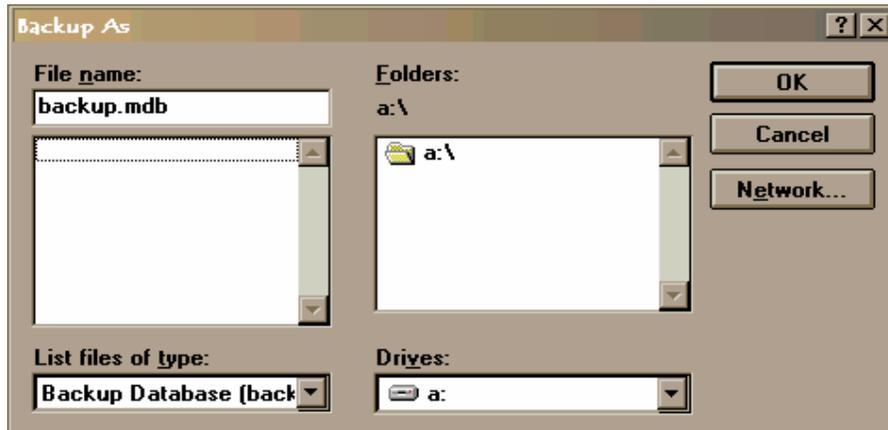
Clicking the “Backup Data” button will enable you to backup your data with little time or effort being expended. First a pop-up form will appear:



If you choose "Yes" your data will be copied to the file you selected on the Custom Information form. If you wish to use this file in place of the current data file, see “Restore Data” discussed below.

If you wish to use another name for the file or back it up to another drive, select "No" above.

The following form will open. Name a file and select a drive and directory [folder] on this form and then click "OK." The data will be backed up at your new location.



To restore and use this backup, proceed as explained below. NOTE: A new feature has been added to warn you if you are trying to backup to the current in-use database, because if you were to do that, data may be lost.

This backup feature has been enhanced in version 3.0. Previously, when backing up the data file, a new database file was created and then each table was individually transferred to the new database. This sometimes would give a false report of a successful backup when in fact part of the backup may have failed. There were also a couple of reports that seemed to indicate that SWAMP was still linked to the newly backed up database even after the backup was complete. A new method is now being used: the current database will be saved as a new database (via the backup data function) using the Microsoft Access compact database command. This seems to be a more direct method of backing up the data and has the added advantage of compacting the database, removing unused areas.

If, for some reason, this method does not work for the user, the old Backup and Restore function can be accessed by double clicking on the Administration title and clicking Yes to the question, "Show Old Buttons?" When backing up with the Reminders feature, the old method is used due to complications.

Use Date for Backup File Title: When creating a backup file, the title "Backup" is the default title supplied by SWAMP, which then asks if you want to overwrite a previous backup of your data file. Using the 'Date for Backup' feature, which is found on the Custom Information form, will allow you to create multiple backup files with each having a different title based on the date of the backup.

This new option, when checked, will use the current date as the file title of the backup file when backing up the SWAMP data. The file title will be in the form of yyymmdd.mdb, for example 20061231.mdb. The directory [folder] will be determined by the name in the Backup File field on the Custom Information form. If this value is a complete file specification (directory and file title), then the directory portion will be used as the directory for the new backup file. If this value is a directory name with a '\' at the end, the full directory name will be used; if, however, it is not terminated with a '\', then the last node will be omitted from the directory used with the

new backup file.

Examples:

Backup File:	Result:
• a:\backup\data.mdb	a:\backup\20061231.mdb
• a:\backup\ data.mdb	a:\backup\20061231.mdb
• a:\backup\ data.mdb	a:\20061231.mdb

Restore Database

This function presents a file finder dialog for the user to locate the database to restore. Once selected and the OK clicked, SWAMP will change the last character in the name of the current database to 1. If that file already exists, it will be changed to 2 and so on up to five files. Then the selected database will be copied to the SWAMP data directory and renamed to the current database name, usually Swampdat.mdb. The same process applies if the backup file is on c:\, a floppy or a zip drive.

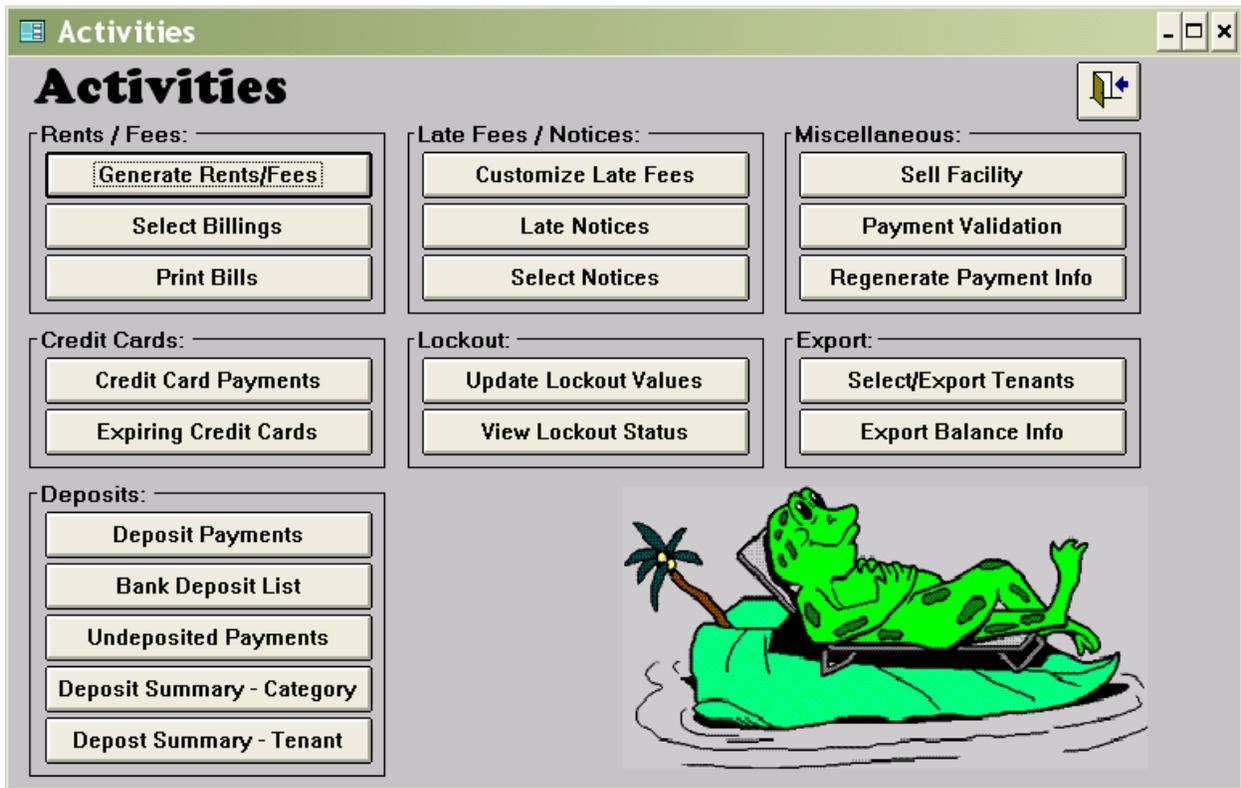
Archive Database

When you click this button, SWAMP will ask you to specify a date before which you wish to have your data to be only in the Archive copy of the database. When you specify a date and click on OK, SWAMP makes a copy of your current database to store. It will then, from your current use database, delete all payments for all rentals prior to the specified archive date (provided that they balance), then it will delete all rentals that have a move out date prior to the archive date and that have no payments linked to them, then finally it will delete all tenants that have no rentals linked to them. Your current working database will be that much smaller. If you need to access the previous data, you may do so via the “Find Database” function.

Return to the **Home Menu**. Click the “**Activities**” icon to access the major functions of the program. At that form you will generate rents, record payments, print invoices, print deposit reports, export tenant information or assess late fees and other special charges. Each of the remaining icons on the **Home Menu** has a specific function that will be discussed in turn.

Activities

The buttons on this menu each have a specific function in the operation of SWAMP. They have been grouped on the form so that similar functions are easier to find. They are discussed below in the order they appear on the Activities Form.

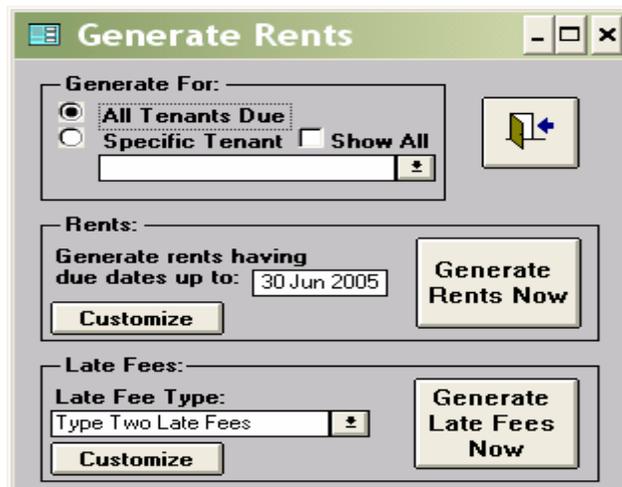


Generate Rents/Fees

Rents:

In order for a tenant's record to show that a rental is due for a period of time, SWAMP must be instructed to create that billing. This discussion assumes that you have followed and completed each of the five steps in **Part One**.

- Click on the button that reads "Generate Rents/Fees." A pop-up window will open with a default date showing in it. That date will be as many days from the current date as the number you put on the custom information form in the field called "Lead Days."



- Either accept this date or change the date to one you want.
- Make certain that the box before “All Tenants Due” is clicked if you are doing a normal generation of rents. However, you can select an individual tenant and just generate rents for that specific person. [A new feature in version 3.0 will enter an individual billing directly. Open the tenant’s form and click the ‘Payments’ button. On the first blank line enter the unit number. In the ‘Type’ field enter or select ‘Rental’ and press the tab key. A complete billing for the next month will be entered.]
- Click on the button reading "Generate Rents Now."
- SWAMP will then generate a line in the payments record of each tenant whose rent will come due since the last time you generated rents and the date in the “Generate rents having due dates up to:” window.
- If you are doing “**Anniversary**” billing, the amount of rent generated will be the monthly rate times the number you have placed in the “Period” field on the tenant’s rental form. If the option to “**Start all Rentals on the Same Day**” is set on the Custom Information form, SWAMP will now attempt to set any and all rentals to the date specified in the “Which Day” field. If "Do Not Prorate First Month" is set, then rentals that have due dates that match the move-in date will not be prorated. Other than that exception, if, for whatever reason (over payment, split transaction, manual change, etc.) the last “Paid To” date is any thing other than the "Same Day" date, a prorated rental will be generated. After you have printed the invoices and envelopes [see below], click the button that says "Mailed." [Note: **Click the “Mailed” button even if you do not mail invoices.**]
- You may also select tenants for whom you do not wish an invoice to be printed. This selection is done on the rental sub form of the tenant form. Click on the yellow plus sign under “More” and this form opens:

Additional Rental Information

Contract No:

Access Code:

Other Code:

Time Zone:

Key Zone:

Tax Exempt:

No Late Fees:

No Lockout:

Don't Mail:

Don't Prorate:

Letter:

Assign Access Code

Update Gate File

View Late Notices

Credit Card Information

Charge Payments to Credit Card

Credit Card Number:

Exp. Date (MMYY):

Card Member:

Street:

Zip:

Verification Value:

Click the box next to “Don’t Mail” for those units you don’t wish to bill. SWAMP will then automatically place a check mark in “Mailed” for the rental and sales tax [if any] lines of this unit, meaning an invoice will not be printed. Late fees are unaffected by this selection.

Late Fees

SWAMP provides five different types of late fees. The most commonly used type is listed in the form below as ‘Type Two.’ We will discuss them in turn from one to five. The Customize Late Fees form is available from the Activities form, the Custom Information form and the Generate Rents/Fees form. There is a field at the top of the Customize Late Fees form and on the Generate Rents/Fees form that indicates which of the 5 methods to use when generating late fees.

Custom Late Fees
- □ ×

Customize Late Fees

Type One

Choose Late Fee Type:
Type Two

?

Generate a charge of type in the amount of for all rentals that are past due by more than days and that have not had a charge of type assessed against them during the last days. Do not generate this charge if one has already been generated in last days.

Require second charge type. ? Do It

Type Two

Generate Late Fee for tenants who have a balance due and are past due by more than days and have not had a late fee assessed against them during the last

month

days

Calculate fee using:

Percent

Fee

Both

? Do It

Type Three

Generate a late fee in the amount of for this months rentals that are past due by days and then assess a day up to a total of

? Do It

Type Four

Generate enabled fee types in the amount specified when rentals are late by the specified number of days.	Use	Fee Type	Amount	Days Late	
	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="\$0.00"/>	<input type="text" value="0"/>	
	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="\$0.00"/>	<input type="text" value="0"/>	
	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="\$0.00"/>	<input type="text" value="0"/>	
	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="\$0.00"/>	<input type="text" value="0"/>	? Do It

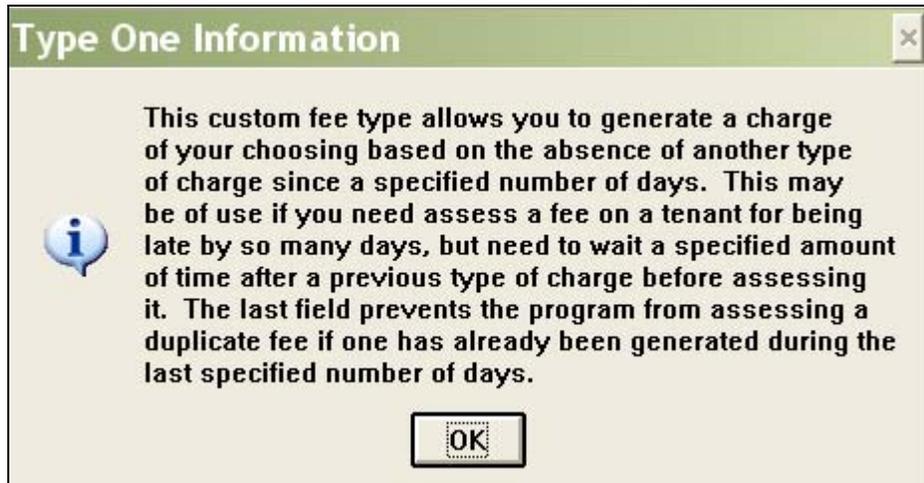
Type Five

Generate a late fee for this months rentals that are days late. The amount will be determined by which range the rental rate falls in and will be the larger of the Late Fee and the Late %.

Rate >	Rate <=	Late Fee	Late %
<input type="text" value="\$0.00"/>	<input type="text" value="\$60.00"/>	<input type="text" value="\$10.00"/>	<input type="text" value="0%"/>
<input type="text" value="\$60.00"/>	<input type="text" value="\$100.00"/>	<input type="text" value="\$15.00"/>	<input type="text" value="0%"/>
<input type="text" value="\$100.00"/>	<input type="text" value="\$1,000.00"/>	<input type="text" value="\$20.00"/>	<input type="text" value="20%"/>
<input type="text" value="\$1,000.00"/>		<input type="text" value="\$20.00"/>	<input type="text" value="20%"/>

? Do It

Type One:



The above explanation of Type One fee is obtained by clicking the large question mark on the Customize Late Fees form. A similar explanation is available for all five types. Below is an example of the use of the type one fee.

The screenshot shows a form titled "Type One" with the following configuration: "Generate a charge of type" [Advertizing] "in the amount of" [\$60.00] "for all rentals that are past due by more than" [60] "days and that have not had a charge of type" [Lockout] "assessed against them during the last" [30] "days. Do not generate this charge if one has already been generated in last" [30] "days." There is a checked checkbox labeled "Require second charge type." To the right of the text are two buttons: a yellow question mark icon and a "Do It" button.

Type Two:

The old Late Payments function is now Type 2 within this new integrated form. It has been enhanced in two ways. One, if you are calculating the fee as a percent, you now have the choice of using the current balance due or the monthly rate as the basis. Click on “% of monthly rate” to change it to “% of total due” and vice versa. Two, SWAMP will prevent a Late Fee from being generated if one has already been generated within a specified amount of time. The user can choose this amount of time to be within the last month or a specified number of days. Facilities that use anniversary billing that would be generating Late Fees on a frequent, say daily, basis, would probably choose the month option. Those that generate late fees infrequently, such as monthly or weekly, would probably choose the days option.

Type Two

Generate Late Fee for tenants who have a balance due and are past due by more than days and have not had a late fee assessed against them during the last

month
 days

Calculate fee using:

Percent

Fee
 Both

Type Three:

This custom fee type allows you to assess a fixed amount after a specified number of days late and then assess a daily fee up to a maximum total for the month. An example:

Type Three

Generate a late fee in the amount of for this months rentals that are past due by days and then assess a day up to a total of

Type Four:

This custom fee type allows you to specify a succession of charges to be assessed at specified times [based on days late]. Only those Fee Types that have been enabled by the check in the "Use" box will be assessed. Days late are based on the last Paid To date. If a fee is assessed, the Billing Date will have today's date. The Due Date will add the Days Late value to the last Paid To date. If a payment is made, the cycle starts over. Note: You must click the "Use" box before you can enter anything in the fields of that row. Also, the fee types must be different; you cannot duplicate a fee type. See example below:

Type Four

Generate enabled fee types in the amount specified when rentals are late by the specified number of days.

Use	Fee Type	Amount	Days Late
<input checked="" type="checkbox"/>	Late Fee	<input type="text" value="\$10.00"/>	<input type="text" value="10"/>
<input checked="" type="checkbox"/>	Locked Out	<input type="text" value="\$10.00"/>	<input type="text" value="25"/>
<input checked="" type="checkbox"/>	Advertizing	<input type="text" value="\$15.00"/>	<input type="text" value="41"/>
<input checked="" type="checkbox"/>	Sale of Property	<input type="text" value="\$65.00"/>	<input type="text" value="46"/>

Type Five:

Some states now require, and some managers prefer, to base their late fees on the rental price of the units. Type Five of the custom late fees allows this rental price option.

Type Five

Generate a late fee for this months rentals that are days late. The amount will be determined by which range the rental rate falls in and will be the larger of the Late Fee and the Late %.

Rate >	Rate <=	Late Fee	Late %
<input type="text" value="\$0.00"/>	<input type="text" value="\$60.00"/>	<input type="text" value="\$10.00"/>	<input type="text" value="0%"/>
<input type="text" value="\$60.00"/>	<input type="text" value="\$100.00"/>	<input type="text" value="\$15.00"/>	<input type="text" value="0%"/>
<input type="text" value="\$100.00"/>	<input type="text" value="\$1,000.00"/>	<input type="text" value="\$20.00"/>	<input type="text" value="20%"/>
<input type="text" value="\$1,000.00"/>		<input type="text" value="\$20.00"/>	<input type="text" value="20%"/>

A late fee will be assessed once on this month's rental if it is late by the specified number of days. The rate ranges must be increasing from top to bottom of the form. Enter '0' for unused ranges. You may use two, three or four ranges. The last range you use should have a '0' in the upper range value. This process is accomplished on the fourth range by having no field for the top range. This '0' will be interpreted to mean unlimited. The late fee will be the greater of the Late Fee or the Late %. No late fees will be generated if both ranges are zero.

These settings will not be affected by updating SWAMP to a later version.

While any of these five custom late fees may be assessed by clicking on the 'Do It' button at the lower right corner of each, the preferred way of assessing late fees is with the **"Generate Rents/Fees"** form.

Generate Rents/Fees

Generate For:

All Tenants Due Specific Tenant Show All

Rents:

Generate rents having due dates up to:

Late Fees:

Late Fee Type:

From the drop down list obtained by clicking on the arrow, 'Type Two Late Fees' has been selected.

Late Fees:

Late Fee Type:

Type One Late Fees

Type Two Late Fees

Type Three Late Fees

Type Four Late Fees

Type Five Late Fees

Those who do Anniversary Billing will probably want to generate late fees each week immediately following the generating of rents. ‘Same Day’ users should assess late fees the day after the grace period has passed. Note again: You may generate fees for all tenants due or for a specific tenant. The **“Show All”** box should be clicked if you want to access the list of all tenants in the database – including those who have moved out.

Select Billings

After rents have been generated, you can view them on the form accessed by clicking on the “Select Billings” button on the Activities form. At the top of that form you will find a series of fields and boxes that determine what billings will show on the form.

The default settings are “Both” under “Mailed”, “UnPaid” under “Paid” and “Due” under “Date.” You may add parameters in the fields at the left, such as selecting a type of billing [i.e. Late Fee] and select a range of dates by entering a date in the “After Date” and/or “Before Date” fields. After setting up the parameters as you want them, click on the “Select Billings” button at the right to activate your selections.

The sorting features of this form allow you to create many types of lists, such as deposits paid, all tenants owing late fees, all tenants who have rents due before a certain date, etc. Clicking on the printer icon will create a report of the sorted lists, which you can then print. See “How do I create lists of deposits and other special payments?” in Part Three of this manual for further details.

Recording Payments

There are two basic ways of entering payments. The first is more convenient for entering a number of payments at one time, such as those received in that day's mail. The second is more appropriate for dealing with an individual tenant, especially if you want to print a receipt.

Method One

- From the **Home Menu**, click on the "Activities" icon. From the "Activities" menu, click on the button reading "Select Billings."
- The "Select Billings" form will open. The default settings at the top are: tenant field blank, "Both" under "Mailed", "Unpaid" under "Paid" and “Due” under “Date.” The form is filled with unpaid payment lines from all tenants in the database, from which the tenant whose payment you wish to enter will be selected.
- You may wish to change the default “Unpaid” to the category “Unmatched.” This will assure that all partial payments are shown and included in the totals at the bottom of the Select Billings form.

Select Billings

Tenant: Mailed: UnMailed: Paid: UnPaid: Date: Billed: Due: Paid To: Paid:

Unit: After Date: Before Date: Select Billings  Clear Selection 

P	D	M	Tenant	Unit	Type	\$ Billed	\$ Paid	Billed	Due	Paid To	Paid	Num
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Aable, Joe Christophe	813	Rental	\$85.00	\$0.00	17 Jun 2005	4 Jul 2005	4 Aug 2005		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Aaprode, Aaron	808	Rental	\$95.00	\$0.00	15 Jun 2005	1 Jul 2005	1 Aug 2005		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Aspenworth, Mary Be	103	Rental	\$45.00	\$0.00	15 Jun 2005	1 Jul 2005	1 Aug 2005		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Callister, Reginald	101	Rental	\$55.00	\$0.00	15 Jun 2005	29 Jun 2005	29 Jul 2005		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cherinzki, Sonny	333	Rental	\$48.00	\$0.00	15 Jun 2005	1 Jul 2005	1 Aug 2005		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Childers Buick	224	Rental	\$55.00	\$0.00	15 Jun 2005	1 Jul 2005	1 Aug 2005		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cleater, Mary	521	Rental	\$55.00	\$0.00	15 Jun 2005	1 Jul 2005	1 Aug 2005		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comeyer, Hary	601	Rental	\$37.00	\$0.00	15 Jun 2005	1 Jul 2005	1 Aug 2005		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Contols Unlimited	415	Rental	\$75.00	\$0.00	15 Jun 2005	1 Jul 2005	1 Aug 2005		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cown, William	616	Rental	\$48.00	\$0.00	15 Jun 2005	1 Jul 2005	1 Aug 2005		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Craine, Billy	608	Rental	\$40.00	\$0.00	15 Jun 2005	1 Jul 2005	1 Aug 2005		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Craine, Jany	627	Rental	\$81.00	\$0.00	15 Jun 2005	1 Jul 2005	1 Oct 2005		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cubbon, Thomas	419	Rental	\$45.00	\$0.00	15 Jun 2005	1 Jul 2005	1 Aug 2005		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	De Mill, Benjamin	530	Rental	\$55.00	\$0.00	15 Jun 2005	1 Jul 2005	1 Aug 2005		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Dinglefoot, Jasper	513	Rental	\$55.00	\$0.00	15 Jun 2005	1 Jul 2005	1 Aug 2005		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Dinglefuss, Alexander	701	Rental	\$460.00	\$0.00	15 Jun 2005	1 Jul 2005	1 Aug 2005		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Doe, John	508	Rental	\$45.00	\$0.00	15 Jun 2005	1 Jul 2005	1 Aug 2005		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Emigh, Phillip	621	Rental	\$48.00	\$0.00	15 Jun 2005	1 Jul 2005	1 Aug 2005		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	England, Joshua	337	Rental	\$37.00	\$0.00	15 Jun 2005	1 Jul 2005	1 Aug 2005		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fordson, Harrison	110	Rental	\$98.00	\$0.00	15 Jun 2005	1 Jul 2005	1 Aug 2005		
Count:			116	Total Billed:		\$11,259.00	Total Paid:		\$0.00	Balance: [(\$11,259.00)]		

- To select a specific tenant, click the arrow to the right of the "Tenant" field. This opens a drop-down window with tenant names. Begin typing the first few letters of the last name of the tenant. The program will immediately begin to search for the name.
- When the name comes into view, click on it. Or, if the name is highlighted as the next choice, you can press the "Enter" key. That tenant's name will appear in the "Tenant" field and all unpaid billings [or "Unmatched, if you choose] will appear in the window with the following column headings: P, D, M, Tenant, Unit, Type, \$Billed, \$Paid, Billed, Due, Paid To, Paid and Num. The meaning and appropriate entries under these headings are as follows:
 - P**: Stands for paid and should be empty.
 - D**: Stands for deposited and should be empty.
 - M**: Stands for mailed and should have a check mark in it.
 - Tenant**: This is the name of the tenant or organization renting this unit. The name should be there.
 - Unit**: The number of the unit rented should be in this field.
 - Type**: The category of the billing should be written in this field, i.e. "Rental."
 - \$Billed**: The amount billed for this category should be listed.
 - \$Paid**: This field should have \$0.00 entered. The amount paid by the tenant will be entered in this field.
 - Billed**: The date in this field is the date that this billing was created by the "Generate Rents/Fees" function.
 - Due**: The date this payment is due should be in this field.
 - Paid To**: In the case of a rental payment, this is the last day of the rental period covered by this payment. For most other categories of billing this space should be blank.

- **Paid:** This field should be blank. When payment is made, the program will enter the current date.
- **Num:** This field will be blank. You may enter check numbers or a memo in this field up to ten characters.
- At the bottom of this form are four windows, labeled "Count," "Total Billed," "Total Paid," and "Balance." The numbers and amounts in those fields at the start are for the entire database. When you have selected a tenant, they reflect only those billings in the window. If the tenant made a partial payment earlier, and you have only "Unpaid" entries in the window, the past due amount will not show here. If you choose "Unmatched" then these partial payments will also show.
- Before entering the payment, check to see that the amount billed is correct and that the payment is for that amount. If that is so, click the box under "P." The program will enter a check mark in that box, an amount in "\$Paid" equal to that billed, and the current date in the field "Paid."
- If you wish, enter the check number or a memo in the field under "Num."

Split Partial Payments

- When posting a payment, if the paid amount does not equal the billed amount, select and overwrite the Paid amount. SWAMP will ask if you want to split the partial payment. If you answer yes, the following will happen:
 - If the paid amount is less than the billed amount, then the amount billed will be adjusted to the amount paid and a new record will be created with the billed amount being equal to the unpaid balance. If there is a Paid To date, then the Paid To date on the first record will be adjusted based on the amount paid; and the Due date on the second record will be the same as the Paid To date on the first record and the Paid To date on the second record will be the same as the original Paid To date.
 - If the paid amount is greater than the billed amount, no changes will be made unless the payment type is Rental. In which case, the billed amount will be changed to match the paid amount and the Paid To date will be adjusted to reflect the extra amount paid. Note that this may affect future due dates.
 - You can disable this feature by checking the "Don't Prompt to Split Unmatched Payments" option on the Custom Information form.
- **What to do if the amount paid is different than that billed and you do not wish to use the "Split Partial Payments" feature:**
 - If the payment is **less than** the amount billed, click as above then select the amount in "\$Paid" and change it to the actual amount. The difference will appear on the next invoice as "Past Due."

Note: If the tenant later comes in and pays the remainder of that partial payment, it can be entered as follows: From the Tenant form, click on "Payments" to open the "Rents" form. On the bottom blank line enter the unit number, and 'rental' in the "Type", and then enter the date in the "Paid To" field that matches the billing for the full rental period. Click "P", which will enter 0.00 in the "\$ Paid" field and the current date in the "Paid" field. Select [highlight] the 0.00 under "\$ Paid" and overwrite that with the actual amount paid. The "Balance" will then be decreased by the size of the partial payment.

- If the payment is **more than** the amount due, but not a full additional payment, click as above, select the "\$Paid" and change to the actual amount. The difference will appear as a credit in the "Past Due" space on the next invoice or be applied to any "Past Due" amount owed by this tenant.
- If the payment is **for more months** than billed, first change the "\$Billed" to the amount of the payment and change the "Paid To" date to the actual date covered by the payment. Then click the box under "P."
- **Alternative To Method One:** If you have only a few units, it may well be easier to deal with them all at once. When you first open the form from the "Select Billings" button, all unpaid billings will be listed. Simply scroll down to the name of the tenant who has made a payment and proceed as above.

Method Two

- From the **Home Menu**, click on the "Tenants" icon.
- At the "Tenants" form click on the arrow to the right of the Tenant name. When that drop-down window opens, start typing the last name of the tenant whose payment you wish to record. When the name appears click on it.
OR you can enter the number of the unit in the "Go to unit" field at the bottom of the "Tenants" form and press "Enter."
- From that tenant's form click on the button reading "Payments."
- The "Payments" window that opens is a little different from the "Select Tenants" window. Here the tenant's name is at the top, the default listing of payments is "All" and there is an additional box at the right end of the billing line under the heading "R."
- Also at the top is a window with instructions on how to print a receipt and a button labeled "Preview Receipt" and another labeled "Print Receipt." At the bottom are the same fields as the previous form except the "Count" window. You may want to change the setting to "Unpaid" or "Unmatched" so that you may accurately keep track of the total amount billed and entered as paid at this time at the bottom of the form.
- You enter payments here exactly as above.
- Note that as you click the box under "P" that a check mark also appears under "R" at the right end of the payment line. You may select other payments for the receipt in addition to the ones just entered by clicking the "R" box. You may then click either "Preview Receipt" or "Print Receipt." The preview option is to allow you to set the printer options [such as draft mode] before printing. Clicking "Print Receipt" will cause it to be printed without any delay. The receipt printed will be in full-page format and include all details of the payment. See example below:

Receipt of Payment

20 Jul 05

Aaron Apr ode
938 South Main Street
Anywhere, OH 48858

Payments For Unit: 808 Description: 10 x 20

<u>Description</u>	<u>From</u>	<u>To</u>	<u>Due</u>	<u>Paid</u>	<u>Date</u>	<u>Num</u>
Rental	1 Jun 05	1 Jul 05	\$95.00	\$95.00	25 Jun 05	
Late Fee	20 Jun 05		\$10.00	\$10.00	26 Jun 05	
Rental	1 Jul 05	1 Aug 05	\$95.00	\$95.00	5 Jul 05	
Rental	1 Aug 05	1 Sep 05	\$95.00	\$0.00		
Unit Total:			\$295.00	\$200.00		
Total:			\$295.00	\$200.00		

Non-recurring Credit Card Sales

If you have opted to offer credit card billing with SWAMP, you may also use SWAMP to take credit card payments for single rentals, sales, or any other income item. See the discussion of how to do this on page 81 of this manual.

Print Bills

Once rents have been generated, SWAMP will print invoices and envelopes or labels for mailing these invoices to your tenants:

- From the activities form, click the button which says "Print Bills" and this form appears:

Print Bills

Enter memo to be included on bills:
PLEASE put your unit number on all checks to help insure proper credit.

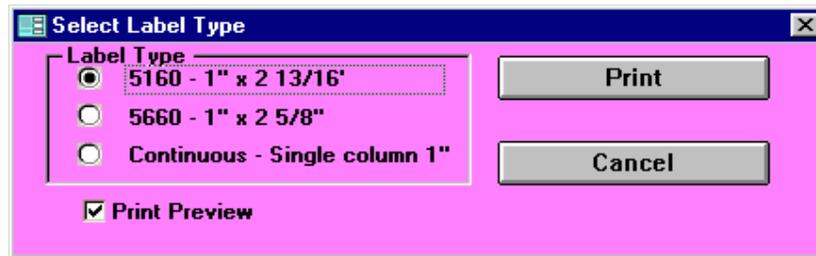
NOTE: Do not close this box until after the bills are printed

Preview Bills	Preview Envelopes	Labels...
Print Bills	Print Envelopes	Mailed

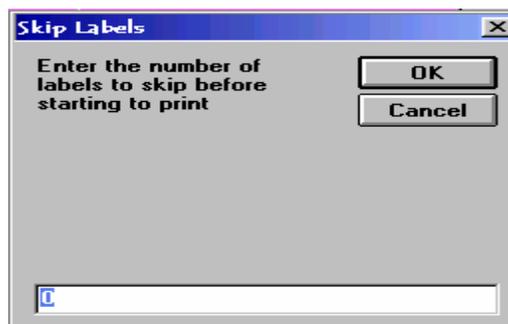
Include Return Address

- In the open window, you may enter a statement that will be printed on each invoice just below the rental information. The same memo will appear on all invoices printed at one time.

- On the “Custom Information” form you have the option of selecting one of eight different types of invoices: Half Sheet, Half Sheet on Company Letterhead, Full Sheet, Full Sheet on Company Letterhead, Window Envelope, Window Envelope from Post Office, Full Statement or Postcard. See discussion of each under “Custom Information” in Part One.
- You have a choice of printing all the invoices by clicking the button "Print Bills" or previewing the invoices before printing. From the preview report you can move from one invoice to another by clicking on the arrows at the bottom of the report. You can also choose to print one or more of them from this view by using the file - print commands and indicating which "page" you wish to print.
- After printing the invoices, you have another choice. You may print envelopes or labels. Clicking the "Envelopes" button will cause your printer to print an envelope for each invoice created. They will be in alphabetical order, as were the invoices. You may also preview envelopes before printing them if you wish.
- You also have the option of having your return address printed on the envelope. Click the box at the bottom of the form to include your return address. The address will be the one you entered on the Custom Information form. You may have to adjust margins in the “Print Setup” feature of your word processor to have the envelopes print correctly, though most printers now let you select the size of envelope whereby the margins are set automatically.
- If you choose to print labels, click on the "Labels" button and then designate which type of label you wish to use on the box that will pop-up.

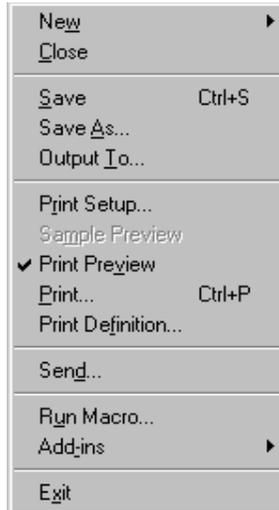


- Note the check box at the lower left that is labeled "Print Preview." When this is checked, clicking on the "Print" button will display a preview of the labels on your screen. But you will first be asked to indicate how many labels to skip before printing. This allows you to use sheets where some labels have already been used.

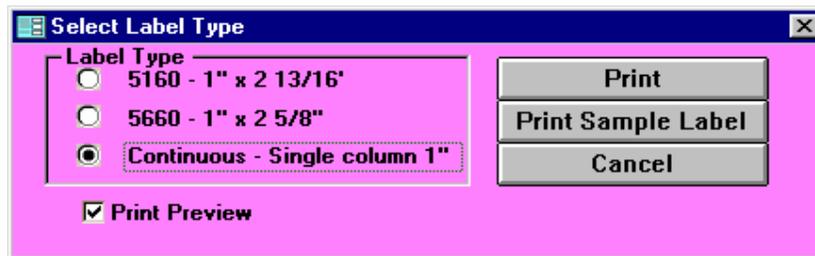


- To print the labels from the preview, click to remove the check mark from the Print Preview box and then click on "Print." This will print all the labels.

- **Or** go to the "File" at the top left of your SWAMP screen, click it and on the drop down window, click on print. In the print dialogue box you may select which “pages” to print.



- If you select "Continuous - Single column 1" another button appears between "Print" and "Cancel" which allows you to print a test [sample] label for the purpose of aligning the labels.



- **Once you have completed printing, click the "Mailed" button.** This prevents these rents from appearing with the next group of invoices generated. It also allows the program to assess late fees from these billings if they are not paid on time.

Using Credit Cards with SWAMP

This feature has been discussed in detail above. See the discussion starting on page 79 of this manual.

Deposit Payments

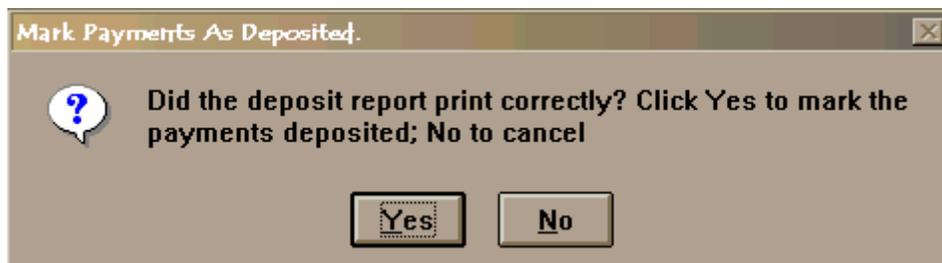
After you have recorded a number of payments, you will want to deposit them and create a record of that in your data. The process is the same whether you deposit daily, weekly, monthly or sporadically.

- From the **Home Menu** click the icon labeled "Activities."
- From the list of activities, click the button labeled "Deposit Payments."
- A pop-up window will appear with the current date suggested as the deposit date. All rents and other charges recorded as paid by that date and which were not on a previous

deposit will be printed as part of this deposit record. Accept this date or enter another date and click "OK". NOTE: A rental paid with a "Start" date later than the deposit date will not be included in the report unless you change the "Paid" date to one included in the range of dates ending on the date selected in the pop-up window. [The 'Rents' form opened by clicking the 1st button sets the 'Paid' date as the 'Start' date, which may be in the future.]



- A report listing all payments since the last deposit will be printed. A dialog box will appear on your screen with the question: "Did the deposit report print correctly?" Two buttons are supplied for your reply. After you have compared the report with your deposit and find them the same, click on the button that says, "Yes."



- SWAMP will place a check mark under the "D" column of each of these payments. They will not appear on later deposit lists.
- If the report does not agree with your deposits, then click on the button reading, "No." Correct the errors, and repeat the deposit process.
- The report that is printed will be the one described next as "Bank Deposit List."

Bank Deposit List

This form simplifies the "Undeposited Payments" form [described next.] by combining a tenant's payments – which may have been for rents, late fees, deposit, etc – into a single amount. It will also include whatever you entered in the "Num" field. This listing is more likely to equate with your bank deposit than the separate listing of payments.

Undeposited Payments

The purpose of this activity is to print a list of payments that have been made and recorded since the last deposit was made. Clicking this button will create a report which lists the date the

payment was made, the name of the tenant, the unit number, the type of payment, the amount paid and, in the case of rental payments, the date the rent was paid to. This report is mostly used as a printed backup of payments and can be used as a daily summary of all payments made since the last deposit.

Deposit Summary – Category

This button creates a report which is an alternative method of listing all undeposited payments in a summary form by category, as in this example:

Deposit Summary by Category: Dates from 4 May 2004 to 22 Feb 2005	
<i>20 Apr 2005</i>	
Category	Paid
Deposit	\$50.00
Late Fee	\$11.35
Lock Deposit	\$10.00
Refunds	\$50.00
Rental	\$839.10
Total for Deposit:	\$960.45

Deposit Summary – Tenant

This button also lists all undeposited payments, but this time lists the amounts subtotaled by Tenant. All of the “Undeposited” lists must be printed before the “Deposit Payments” activity is performed. An example of this list follows:

Deposit Summary by Tenant: Dates from 4 May 2004 to 22 Feb 2005	
<i>20 Apr 2005</i>	
Tenant	Paid
Aable, Joe Christopher	\$190.00
Aapleby, Aaron	\$247.10
Andress, Nils	\$45.00
Austin, Taphenes	\$30.00
Christopher, John	\$105.00
Hillmans daughter, Mable	\$55.00
Jones, Mary	\$95.00
Nestle, Maryjo	\$45.00
Rogers, Quenton	\$42.00
Snickelfritz, Jane	\$11.35
Toady, Newman	\$95.00
Total for Deposit:	\$960.45

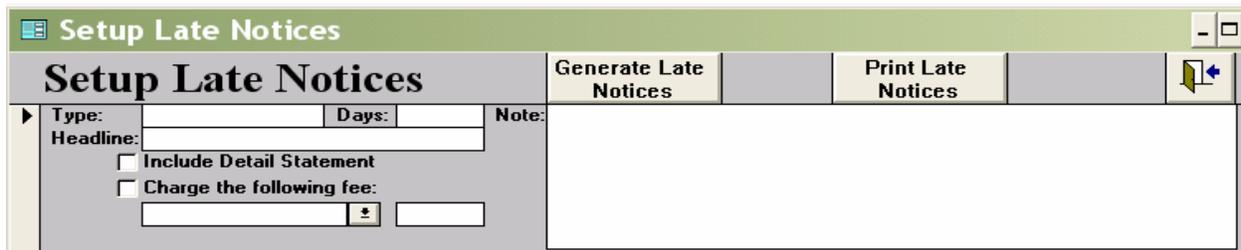
Customize Late Fees

This information has been explained in detail above. Refer to the discussion starting on page 88 of this manual.

Late Notices

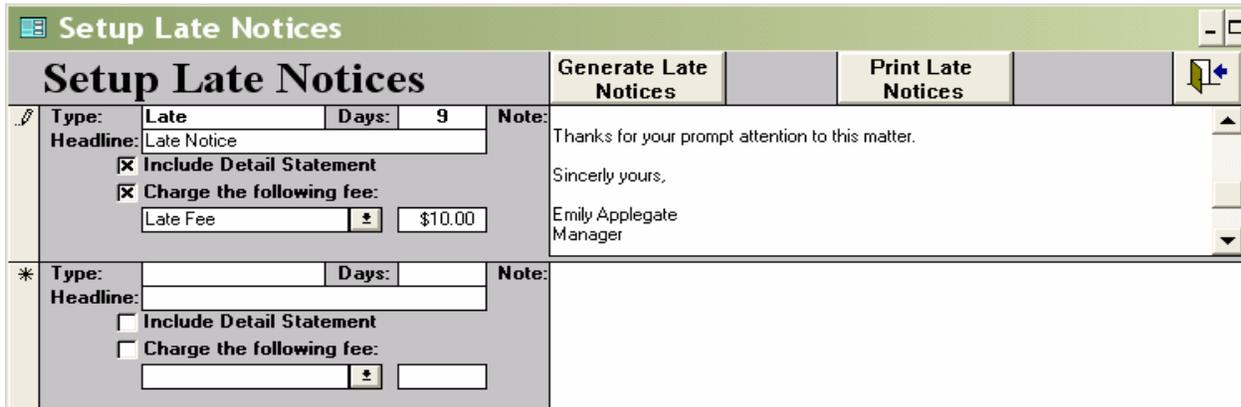
SWAMP provides a template where you can create your own Late Notice which will integrate information of a tenant who is late by the number of days you stipulate. You may also specify a fee connected with that number of days late, which will be assessed to the tenant at the time the late notice is generated.

Any number of late notices can be defined. The definition consists of six parts: 1) a *Type* name to identify the notice type, 2) *Days* indicating how many days late the rental must be to trigger the late notice, 3) a *Headline* which will appear at the top of the late notice, 4) a choice of whether to 'Include Detail Statement.' If you check this box, all monies due from this tenant will be listed by type following the text of the notice. The total amount due will be printed at the top of the notice. 5) a decision if you wish to assess a fee connected with this notice. If so, check the box, select the category and enter the amount of the fee. And 6) the *Text* of the body of the late notice. Clicking on the Late Notices button on the Activities form accesses the feature.



The screenshot shows the 'Setup Late Notices' window. The title bar reads 'Setup Late Notices'. Below the title bar, there are two buttons: 'Generate Late Notices' and 'Print Late Notices'. The main form area is divided into two sections. The top section is for editing a notice type and includes fields for 'Type:', 'Days:', and 'Note:'. Below these are 'Headline:' and two checkboxes: 'Include Detail Statement' and 'Charge the following fee:'. The 'Charge the following fee:' checkbox is checked, and there are dropdown and input fields for the fee category and amount. The bottom section is a new, empty notice type definition with similar fields.

Note that, as soon as you start to create a Late Notice, a second form appears below the first.



The screenshot shows the 'Setup Late Notices' window with a notice type defined. The title bar reads 'Setup Late Notices'. Below the title bar, there are two buttons: 'Generate Late Notices' and 'Print Late Notices'. The main form area is divided into two sections. The top section is for editing a notice type and includes fields for 'Type:' (set to 'Late'), 'Days:' (set to '9'), and 'Note:'. Below these are 'Headline:' (set to 'Late Notice') and two checkboxes: 'Include Detail Statement' and 'Charge the following fee:'. Both checkboxes are checked, and there are dropdown and input fields for the fee category (set to 'Late Fee') and amount (set to '\$10.00'). The bottom section is a new, empty notice type definition with similar fields. The 'Note:' field in the top section contains the text: 'Thanks for your prompt attention to this matter. Sincerely yours, Emily Applegate Manager'.

After defining the various late notice types, use the Generate Notices button to cause SWAMP to evaluate all rentals and generate all appropriate late notices as the specified criteria is met. The number of days late is based on the last paid to date. The user can manually edit, delete or add late notices.

Late Notice

20 Jun 05

Aaron Aaprode

Unit Number: 808

938 South Main Street
Anywhere, OH 48858
(234) 985-8568

Address Correction: _____

Phone Correction: _____

Unit Number: 808

Make Check Payable to: C Qrt Test Storage

Paid To Date: 1 Jun 2005

Mail to: P O Box 1232

Balance Due: \$105.00

Middlefort, WA 38505

Amounts do not reflect payments received after the notice date.

Apparently you have forgotten to mail in this month's payment for your storage unit.

Please pay the amount now due by return mail. This will avoid my having to lock you out of the unit and starting the long process of preparing to sell your goods.

Thanks for your prompt attention to this matter.

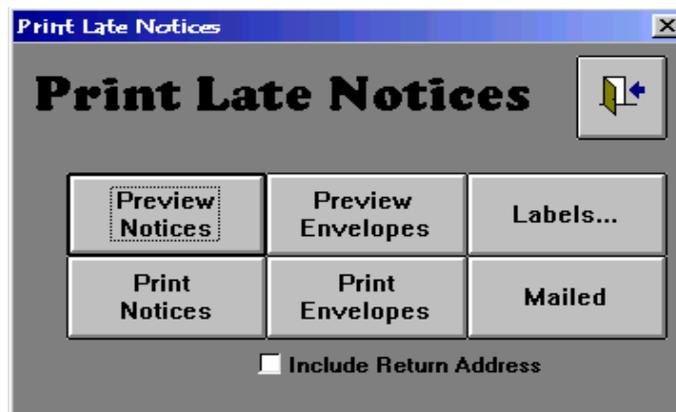
Sincerely yours,

Emily Applegate
Manager

Statement Details:

Category	Billed	Date Due	Paid To	\$ Billed	\$ Paid	Balance	DatePaid	Num
Rental	3 Jun 05	1 Jun 05	1 Jul 05	\$95.00	\$0.00	\$95.00		
Late Fee	20 Jun 05	20 Jun 05		\$10.00	\$0.00	\$105.00		

To print the late notices, click on the button "Print Late Notices" to open this form:



This dialog box works the same way as Print Bills. You may print all notices at once or preview them and print selected ones. Mark them mailed after the printing.

All late notices for a specific rental can be viewed by going to the Tenant form and clicking on the '+' button on the rental line under the word More.

On the above form, click on the View Late Notices button to view all late notices created for an individual unit.

Unit #	Type	Date	Mailed
808	Late	20 Jun 2005	x
*			

If you wish to reprint a late notice, remove the x under Mailed for that notice. Then open the Print Late Notices form and you may print the notice again.

NOTE: You may also view late notices for a tenant from the tenant form. Click the button located in the lower center of the form, which is labeled “View Notices.”

Select Notices

The “Select Notices” function allows the user to select and sort late notices that have been created (using the “Late Notices” function) for tenants who are late in paying rents. The “Select Notices” form allows the user to select the notices based on the tenant’s name, the unit number, the type of notice created, or by date. If you do not specify a tenant or dates, SWAMP selects all tenant late notices – limited only by the selection under “Mailed.” The list created may then be sorted by tenant name, by unit number, by date or by how many days late triggers the creation of

the notice. Late Notices may be deleted using this form by highlighting the record selector (the gray box on the far left of each line) of the target Late Notices and then pressing the delete button on the keyboard.

Select Notices

Tenant: Unit: Type:
 After Date: Before Date:

Mailed
 UnMailed
 Mailed
 Both

Sort
 By Name
 By Unit
 By Date
 By Late

Select Notices
 Clear Selection

M	Tenant	Unit	Date	Type	Headline	Late
<input type="checkbox"/>	Witherspoon, Jane	628	10 Sep 2003	Late Notice	Late Notice	2
<input type="checkbox"/>	Worthman, Mandella	331	10 Sep 2003	Late Notice	Late Notice	2
<input type="checkbox"/>	Zelda's Minatures	709	10 Sep 2003	Late Notice	Late Notice	2
<input type="checkbox"/>	Zero, Mildred	605	10 Sep 2003	Late Notice	Late Notice	2
<input type="checkbox"/>	Aable, Joe Christophe	104	13 Feb 2003	Locked Out Notice	Locked Out Notice	30
<input type="checkbox"/>	Andersson, Anna	647	13 Feb 2003	Locked Out Notice	Locked Out Notice	30
<input type="checkbox"/>	Whipple, Hester	495	31 Jul 2003	Locked Out Notice	Locked Out Notice	30
<input type="checkbox"/>	Winget, Cyrus	413	31 Jul 2003	Locked Out Notice	Locked Out Notice	30
<input type="checkbox"/>	Witherspoon, Jane	628	31 Jul 2003	Locked Out Notice	Locked Out Notice	30
<input type="checkbox"/>	Zero, Mildred	605	31 Jul 2003	Locked Out Notice	Locked Out Notice	30
<input type="checkbox"/>	Andersson, Anna	647	13 Feb 2003	Notice of Sale	Notice of Sale	60
<input type="checkbox"/>	Andress, Nils	505	13 Feb 2003	Notice of Sale	Notice of Sale	60
<input type="checkbox"/>	Appleby, Viola	226	13 Feb 2003	Notice of Sale	Notice of Sale	60
*						

Count:

Clicking the printer icon in the upper right of the above form will create a report listing these late notices, which may then be printed, as in this sample [Obviously from a different list than above]:

Selected Notices **Selections:**

11 Aug 2005

Tenant:
 Unit:
 Type:
 After Date:
 Before Date:
 Mailed: Unmailed
 Sorted By: Name

M	Tenant	Unit	Date	Type	Headline	Late
<input type="checkbox"/>	Aable, Joe Christopher	813	25 Jul 05	Late	Late Notice	9

Lockout

On the rental sub form of the Tenant form, there is a check box and a date field under the heading "Locked Out." Clicking the box places today's date in the field. SWAMP has a feature on the Activities Menu which allows more control and monitoring of these units.



Update Lockout Values

You start first by entering on the Custom Information form the “Lockout Grace” days, meaning how many days late a tenant must be before you lock gate access and/or the tenant’s unit. Clicking the “Update Lockout Values” will cause SWAMP to examine the payment status of all tenants. The program will enter today’s date in the “Locked Out” field for any rental that is late more than the grace days. It will also ‘unlock’ any unit that was locked out but that is now current in payments. At the end of the action, a report will tell you how many units were locked out or unlocked.

View Lockout Status

Clicking on this button will open a report listing all tenants who are currently locked out, as in this example:

Locked Out Status										
Locked Out Status			Sort by: <input checked="" type="radio"/> Name <input type="radio"/> Unit # <input type="radio"/> Days Late <input type="radio"/> Lock Date				Close			
Name	Changes	Print	Unit	Code	Paid To	Billed To	Current	Days Late	Lock Date	
Jones, Jane			624	7943	7/10/2005	8/10/2005	\$65.40	11	7/18/2005	X
Spritzer, Amanda			336	4327	7/1/2005	9/1/2005	\$53.85	20	7/10/2005	X
Wattleford, Bahee			401	8320	7/1/2005	9/1/2005	\$59.10	20	7/10/2005	X

You may sort this list by Name, Unit #, Days Late or Lock Date. The list may be printed. You may also ‘unlock’ a tenant by clicking on the ‘X’ at the end of the line.

Changes: Clicking on this button will produce a report of those lockout values that have changed since the last time ‘Update Lockout Values’ was run, as in this example:

Locked Out Status Changes								Sunday, July 24, 2005
Tenant	Unit	Code	Paid To	Billed To	Current	Days	Locked Out	
To be locked out								
Billhoppe, MaryAnn	217	2683	12 Jul 2005	12 Aug 2005	\$50.00	12	24 Jul 2005	
Spritzer, Amanda	336	4327	1 Jul 2005	1 Sep 2005	\$53.85	23	24 Jul 2005	
Wattleford, Bahee	401	8320	1 Jul 2005	1 Sep 2005	\$59.10	23	24 Jul 2005	
Mary's Clothing Store	430	2905	12 Jul 2005	12 Aug 2005	\$62.25	12	24 Jul 2005	
Jones, Jane	624	7943	10 Jul 2005	10 Sep 2005	\$65.40	14	24 Jul 2005	
Brownwell, Judith	642		14 May 2005	14 Aug 2005	\$175.00	71	24 Jul 2005	
Dinkle, Mary	809	5224	11 Jul 2005	11 Aug 2005	\$114.75	13	24 Jul 2005	
Dinkle, Mary	810	1134	11 Jul 2005	11 Aug 2005	\$114.75	13	24 Jul 2005	

Sell Facility

When you sell your facility there is always the problem of separating the rents paid ahead and those that are in arrears as to what is owed to the new owner and what is owed to the seller. This function in SWAMP does the work for you.

Sell Facility

Sell Facility

Date of Sale:

Include Refundable Amounts:

Ignore Move Outs:

Calculate Payment Splits

This function is useful when selling your facility. It will determine, based on amounts collected and owed, how much is due the seller and how much is due the buyer as of the specified date of sale.

Points to consider:

- Make sure rents have been generated
- Record all payments received
- Generate applicable late fees
- Check balance due report

Options:

Include Refundable Amounts = will include all amounts that are posted with categories that are of type 'Refundable'

Ignore Move Outs = balances for tenants who have moved out will not be included

Preview
Print

Transfer Summary Report

Transfer Detail Report

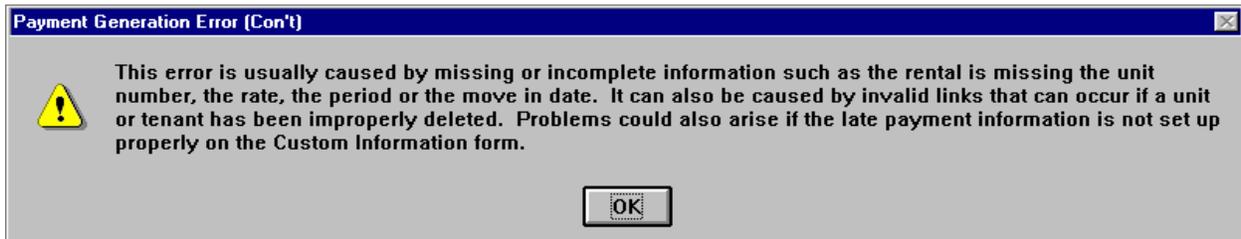
Note the instructions in the box at the right on the above form. Insert the date of the sale, choose the options and then click on “Calculate Payment Splits” and a report will be generated. A pop-up form will tell you when the report is done. Click on the preview button to see a summary report, which will look something like this:

Transfer of Facility Summary		
		<i>21-Jul-05</i>
Description	Due Buyer	Due Seller
Amount Due at Sale Date	\$0.00	\$808.13
Lock Deposit	\$960.00	\$0.00
Payment Beyond Sale Date	\$3,787.06	\$0.00
	\$4,747.06	\$808.13
	Total Difference:	(\$3,938.93)

There is also a detail report available that will show each individual rental on which the above summary figures are based. The program calculates rents paid that cover dates beyond the sale date, including prorating of annual payments.

Payment Validation

When running the Generate Rents function, SWAMP occasionally will give an error message. The cause of this problem is usually faulty data entered by the user or data fields left blank. SWAMP will then tell you what is likely missing and how to find out what it is that is incorrect. When the generation of rents fails, the program will usually indicate "Invalid Use of Null" and the following error messages appear.



When you follow this advice and run the "Payment Validation" form, you will get a report that looks like this:

The above report has found four problems that need to be corrected:

- ◇ Susanne Larson has a rate of \$0.00. This may be correct, but needs to be checked.
- ◇ The tenant Joe Christopher Able has no rate listed.
- ◇ The tenant Mildred Zenon is missing a rental period from the unit rented by her.

The above problems need to be corrected by going to the tenant form for those individuals and supplying the missing information. There is also a rental ID 285 that is missing tenants. This needs to be deleted. Select it and click on the button which reads "Delete These."

There are seven other possible problems listed at the bottom half of the Payment Validation form. Five of them concern payments and the other two concern rentals – each of which may be missing some information or relationship. If you have items showing in one of these fields, you may correct the problem on the payment validation form. Buttons have been added to automatically perform the most likely action for each validation [except one]. Five of these will delete the incomplete information. In the case of the "Payments Missing Units" it will attempt to fix them by searching for another unit that may be assigned to this rental and update the incorrect payments accordingly. If this last action fails, the payments will need to be deleted. Place your cursor on the triangle at the left of the information. It will turn into an arrow pointing right. Click the left mouse button to select that row. Press the "Delete" key on your keyboard to remove these items. You will get a message that you have deleted one record. Confirm this by clicking "OK."

In the case of "Payments Missing Dates," go to the unit listed and supply the correct missing dates.

After running this form, correct all items indicated. Run "Generate Rents" again. It should now operate without problems.

Regenerate Payment Info

For several of the reports to be created correctly and to have up to date information, it is usually necessary to regenerate the payment information. Starting with Version 3.0, this function is done automatically after payment information is entered. However, for those needed times – such as reprinting an invoice which had been marked mailed – the function button remains on the Administration and Activities menus.

Select/Export Tenants

SWAMP will export all tenant information to another file for use with your own word processor or spreadsheet. The most common function of this feature is as a database for mail merge.

Follow these steps:

- In the directory [or folder] where you keep your word processor documents, create a file and give it a name, such as "Export.doc."
- Open SWAMP and from the **Home Menu** click the icon labeled "Activities."
- From the list in that form, click on the button which reads "Select/Export Tenants," which will open this form:

- Select the tenants whose information you want to export by the criteria on this form. Then click on the "Export" button and this form will appear:

- The above shows the Mail merge function selected, which automatically selects "Include Field Names." [You can select other types as well or choose to send this information to a spreadsheet.] Click the "Export" button and this form opens:

- Using the file name that you created in your word processor documents in the field "File name," describe the path to that file under the "Folders" window." When that is done, click the "OK" button. The tenant information will be exported to that file and SWAMP will return to the form for Selected Tenant Export. Click close. Open your word

processor and create your mail merge letter as you normally would, use the export file as the data to merge into your letter.

- You may also export tenant information from the "Mail Merge" function. See the description of this process in the discussion of "**Letters**" from the **Home Menu**.
- Starting with version 3.0, SWAMP allows you to create your mail merge letters right in SWAMP. You can then create them with the merged information by printing them from the tenant form, by clicking on the yellow cross under More, selecting the type of letter and printing it.

Export Balance Info

SWAMP will create a report of income and expenses, resulting in a balance of the operations of your facility. If you would like to manipulate this information in another program on your computer, you may export that income and expense information to a file of your choice.

- From the **Home Menu**, click the "Activities" icon.
- From the list of buttons on the activities form, click "Export Balance" and this form will appear.

Balance Report Form

Balance Export

Export Type:

- Comma
- Tab
- Fixed
- Mail
- Spreadsheet

Spreadsheet Type:

- Lotus (WKS)
- Lotus (WK1)
- Lotus (WK3)
- Excel (v. 2-4)
- Excel (v. 5+)

Date Range:

Start Date: 1 Jan 2005

End Date: 21 Jul 2005

Action:

Export

Cancel

Include Field Names

- Select the type of file you wish and then click on "Export" which will open this form:

Save As

File name: *.txt

Folders: c:\swamp\sample

List files of type: Text Files (*.txt)

Drives: c:

OK

Cancel

Network...

- On this form, select the file to which you wish to export the information and click "OK."
[See the Balance Report below for an even easier way to export it.]

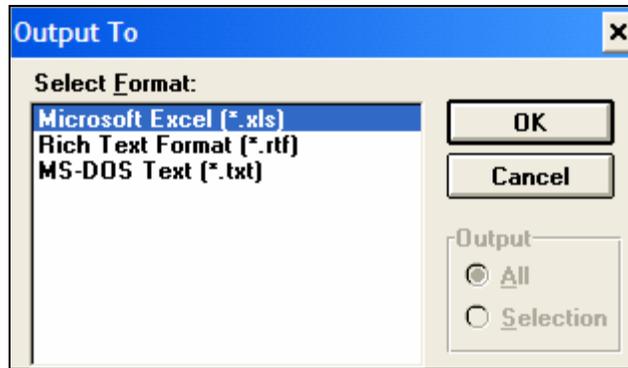
Reports

Once you have entered your building, units, and tenant information into SWAMP, you can call up a variety of reports. Some are available immediately. Others, like "Occupancy" depend on an accumulation of data. Those provided by SWAMP at this menu are pictured below in two different ways. The list at the left includes all those reports that can be opened directly without further input from the user. At the top of the list appear the words "Select a report." Selected in the illustration below is 'Available Units.'

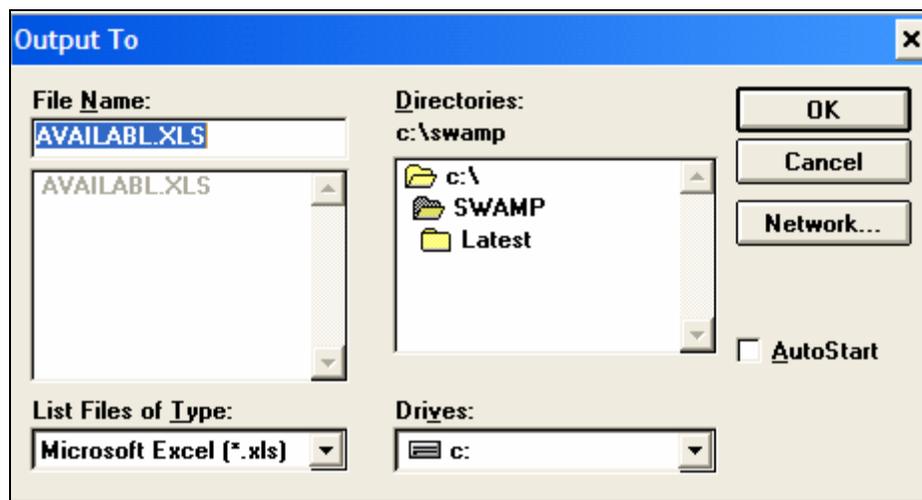


Below this list are four action buttons:

- **Preview:** Clicking on this button will open the report for your viewing. Those that are date reliant, such as the deposit reports, will use the current date as default.
- **Print:** Clicking this button will send the report to the printer.
- **Export:** Clicking this button brings up this dialog form:

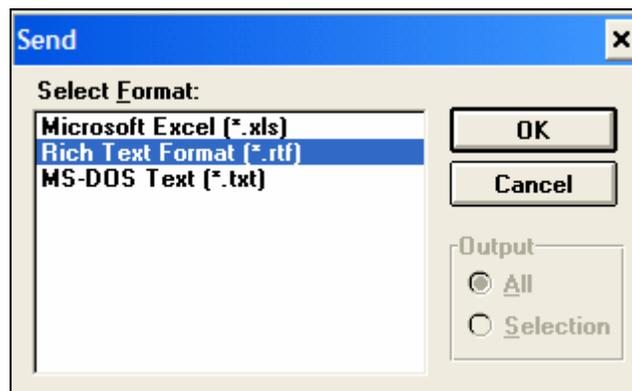


There are three choices as to the format you want the report to be in. Choose one and click on the OK button and this form appears:

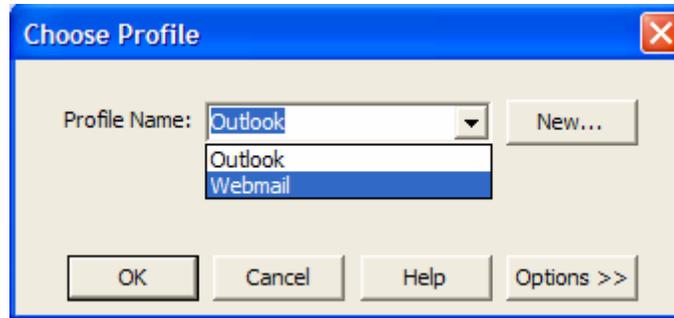


Choose the path to the file where you want the information and click on OK.

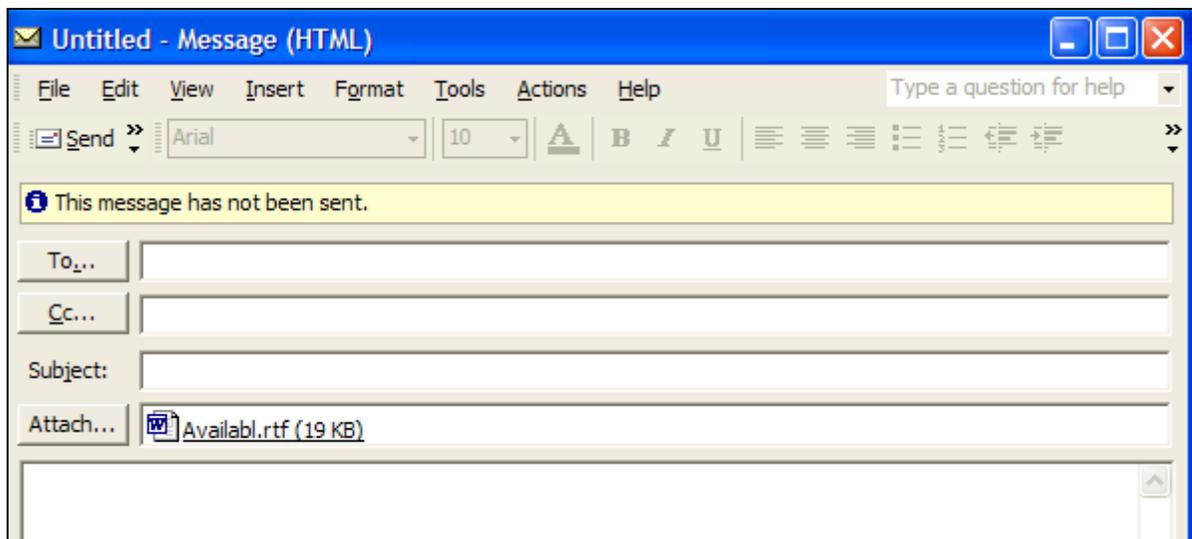
- **E-Mail:** Clicking on this button opens a dialog form which looks like this:



Choose the form that you wish the report to be in. NOTE: Some of these reports do not work well in the spreadsheet format. Click OK and you will get the following form:



The two default choices here are ‘Outlook’ or ‘Webmail.’ If you have another email service, you can click on ‘New’ and enter the name of your e-Mail program or ‘Profile.’ Then click on ‘OK’ and an email opens ready for you to enter the address. The report appears as an attachment to the E-Mail message.



Caveat: The export and e-mail aspects of the Reports function may not work for you. Several of these reports will look strange in a spreadsheet, with some items just listing odd names [such as Field 20]. The e-mail function will only work if your computer is configured to support a Microsoft compatible e-mail function.

There is a second list of reports at the right of the Reports Menu consisting of a button for each report. These reports call for input from the user or otherwise do not lend themselves to a direct access as those in the first list. Late Tenants appears on both lists because, while the report can be opened directly and lends itself to the actions associated with that list, the button opens a form which has some distinct uses not available with the report.

Refer to the headings of any one of the forms below to see an explanation and instructions of how to create the report. The reports are discussed in the following pages in the order pictured above – the list first, then the buttons.

Access Codes

For those facilities using the gate interface, each tenant has an access code. This report will list all units rented, the access code for the tenant in that unit, the status of that tenant [current or delinquent] and the name of the tenant. The report will also generate for those facilities not using the gate interface, but the "Access Code" will be blank.

Active Tenants

This report lists all tenants who are currently renting units in your facility. The tenants are listed alphabetically by surname or organization. The information supplied for each of them is the unit number, the telephone number, the date of move-in and, if appropriate, the date they were locked out.

All Tenants

This report lists all tenants who are in the database. The tenants are listed alphabetically by surname or organization. The information supplied for each of them is the unit number, the telephone number, the date of move-in and, if appropriate, the date of move-out.

Available Units

When a tenant vacates a unit, the move out date will be placed in the "End" field by the move out wizard. Clicking the "Available Units" button on the **Reports** form will create a report listing each vacant unit in the facility, including those that will be coming vacant in the future, if you have entered an "End" date in that field on the tenant's form. The information on the report includes the date the unit will be open ["now" for current vacancies], the size of the unit by its dimensions, the characteristics of the unit [heat, tall, inside, electricity], the rate, and the unit number. The report will also indicate the "prorated" amount due on that unit if it were rented on the current date and the rent will be due on the first of the month. The report is listed chronologically for future opening units, and by size for those currently open, starting with the smallest. The report gives totals available in each size and a grand total. The Available Units report lists only Active Units. Defunct, Facility Use and Out of Service units are not included in this report.

Balance Due

Clicking on this button creates a report that is identical to the "Current Rentals" report except that it lists only those tenants who owe money to the facility or who have a credit balance. All such tenants are listed in alphabetical order. If a tenant has more than one unit, that tenant is listed once for each unit rented. Some tenants who have moved out will also be listed if there is a credit balance due them or if they still owe the facility money.

Note: Previously, the balance due for a rental was calculated by determining the difference between the amount paid and the amount billed on items that had been marked mailed. If an item was not marked mailed, it was not considered due and therefore was not included in the balance due. SWAMP now tracks three different balances: Balance Due, Current Balance Due and Mailed Balance Due. Balance Due accounts for everything that has been generated regardless of any other factors such as mailed or due (it sometimes has a heading of 'Billed' on reports). Current Balance Due excludes anything that has a due date in the future (it sometimes has a heading of "Current" on reports). Mailed Balance Due uses only those items that have

been marked mailed (this is the same as the previous definition of Balance Due and is still used as the Past Balance on billing statements).

The information provided in this report is

- The full name of the tenant
- The unit number
- Date of move in [and move out for those gone, but having a balance]
- Date that this tenant has been billed to
- Date that this tenant has paid to
- Billed
- Current

Bank Deposit List

This form simplifies the “Undeposited Payments” form [described next] by combining a tenant’s payments – which may have been for rents, late fees, deposit, etc. – into a single amount. It will also include whatever you entered in the “Num” field. This listing is more likely to equate with your bank deposit than the separate listing of payments.

Blank Tenant Card

As explained in the discussion of the "Tenants" form, SWAMP provides a way to print a 5" x 8" card on which to maintain a written record of the rental payments of a tenant for a particular unit. From the tenant form, you can print a card that prints the tenant's payments on it or one that provides blank spaces to record the payments. Both of those cards print tenant name, address, move in date, phone, unit number and size, period of rental and the lock deposit amount. The "Blank Tenant Card" has spaces for all of the same information, but no tenant or unit information is printed on the card. This is what it looks like:

Unit No: _____	Size: ____ x ____	Day Due: _____	Rate: _____					
	Area: ____ sq. ft.	Period: _____	Phone: _____					
Name: _____		Move In Date: _____						
Address: _____		Move Out Date: _____						
		Lock Deposit: _____						
Record of Payments:								
Month	Billed	Paid	Month	Billed	Paid	Month	Billed	Paid
Jan			Jan			Jan		
Feb			Feb			Feb		
Mar			Mar			Mar		
Apr			Apr			Apr		
May			May			May		
Jun			Jun			Jun		
Jul			Jul			Jul		
Aug			Aug			Aug		
Sep			Sep			Sep		
Oct			Oct			Oct		
Nov			Nov			Nov		
Dec			Dec			Dec		

Buildings

The buildings report lists all buildings that you have placed in the database. The information supplied for each of them is the building number or name, location, opening day, initial cost, gross square feet and the total area [meaning the rentable square feet].

Category List

This report lists categories that are in the database. The categories are listed alphabetically in two groups. The first group is the income categories. The second group is the expense categories. The information provided is the name of the category, the description, whether it is income or expense, the kind of category [normal, recurring, refundable or fee] and whether or not it is a taxable item, meaning subject to sales tax.

Current Occupancy

This report gives the user a quick way to know how many of the facility's units are occupied and how much of the square feet is occupied, as well as the percentage of the totals possible. The report looks like this:

Current Occupancy			
10-Aug-05			
	Current	Total	Percent
Units:	148	186	79.6%
Area:	27780.5	42255.5	65.7%

Current Rentals

This report has more information than the "Current Tenants" report. All tenants currently renting a unit are listed in alphabetical order. If a tenant has more than one unit, that tenant is listed once for each unit rented. Some tenants who have moved out will also be listed if there is a credit balance due them or if they still owe the facility money.

Note: Previously, the balance due for a rental was calculated by determining the difference between the amount paid and the amount billed on items that had been marked mailed. If an item was not marked mailed, it was not considered due and therefore was not included in the balance due. SWAMP now tracks three different balances: Balance Due, Current Balance Due and Mailed Balance Due. Balance Due accounts for everything that has been generated regardless of any other factors such as mailed or due (it sometimes has a heading of 'Billed' on reports). Current Balance Due excludes anything that has a due date in the future (it sometimes has a heading of "Current" on reports). Mailed Balance Due uses only those items that have been marked mailed (this is the same as the previous definition of Balance Due and is still used as the Past Balance on billing statements).

The information provided on this report is

- The full name of the tenant

- The unit number

- Date of move in [and move out for those gone, but having balance]

- Date that this tenant has been billed to

- Date that this tenant has paid to

Billed
Current

Current Tenants

The “Current Tenants” report lists all tenants who are presently renting units in your facility in two columns. The tenants are listed in the order of the unit numbers, making it easier to locate them physically on the Building. The full name of the tenant, the unit number and the rate being paid by that tenant are reported, making it a useful list to have at the front desk for the manager.

Deposit Summary – Category

This report is an alternative method of listing all undeposited payments in a summary form by category, as in this example:

Deposit Summary by Category: Dates from 4 May 2004 to 22 Feb 2005	
<i>20 Apr 2005</i>	
Category	Paid
Deposit	\$50.00
Late Fee	\$11.35
Lock Deposit	\$10.00
Refunds	\$50.00
Rental	\$839.10
Total for Deposit:	\$960.45

Deposit Summary – Tenant

This report also lists all undeposited payments, but this time lists the amounts subtotaled by Tenant. All of the “Undeposited” lists must be printed before the “Deposit Payments” activity is performed. An example of this list follows:

Deposit Summary by Tenant: Dates from 4 May 2004 to 22 Feb 2005	
<i>20 Apr 2005</i>	
Tenant	Paid
Aable, Joe Christopher	\$190.00
Aableby, Aaron	\$247.10
Andress, Nils	\$45.00
Austin, Taphenes	\$30.00
Christopher, John	\$105.00
Hillmans daughter, Mable	\$55.00
Jones, Mary	\$95.00
Nestle, Maryjo	\$45.00
Rogers, Quenton	\$42.00
Snickelfritz, Jane	\$11.35
Toady, Newman	\$95.00
Total for Deposit:	\$960.45

Expiring Credit Cards

This report will list any tenants whose credit cards will expire soon. This information will alert you to get updated information from these tenants or to bill them manually.

Expiring Credit Cards				
				<i>21-Oct-02</i>
Tenant	Phone	Credit Card #	Exp	Card Member

Late Tenants

The "Late" report lists all tenants who owe money to the facility but who have not paid by the due date. The report lists them by the number of days late, with the longest at the top. Other information included in the report:

- The name of the tenant printed Last Name, First Name.
- Phone number
- Unit number
- Rate
- Balance
- Current
- Paid to date
- Locked out date
- Move out date

Lockout Status

This report lists all tenants who are currently locked out, as in this example:

Locked Out Status										
Locked Out Status			Sort by: <input checked="" type="radio"/> Name <input type="radio"/> Unit # <input type="radio"/> Days Late <input type="radio"/> Lock Date				Close			
Name	Changes	Print	Unit	Code	Paid To	Billed To	Current	Days Late	Lock Date	
Jones, Jane			624	7943	7/10/2005	8/10/2005	\$65.40	11	7/18/2005	X
Spritzer, Amanda			336	4327	7/1/2005	9/1/2005	\$53.85	20	7/10/2005	X
Wattleford, Bahee			401	8320	7/1/2005	9/1/2005	\$59.10	20	7/10/2005	X

You may sort this list by Name, Unit #, Days Late or Lock Date. The list may be printed. You may also ‘unlock’ a tenant by clicking on the ‘X’ at the end of the line. These features work on the tenant forms whether or not you are using a gate interface.

Payment Checklist

The Payment Checklist is more graphical than the Payments This Year report, but gives much the same information. Tenants are listed by name in alphabetical order along with their unit number. To the right of that are twelve columns for the months of the year, in which there appears an X for each month where the rent for that tenant and unit has been paid. The payment information is for this year only. There are two columns to the right of the months labeled “Deposit” and “Key Date.” These are for your use. No information from SWAMP will appear in them.

Payments This Year

This report presents a list of which units are paid this year by month. The information presented is unit #, size, tenant name, move in date, rate, and paid to date. Then to the right of this information there are twelve columns – one for each month. The paid to date in the sixth column is repeated under the month that it is paid to. Example: the paid to date of 9/27/02 is repeated under the Sep column as 9/27. Tenants are listed in the order of their unit numbers and the information is for the current year only.

Proration Table

SWAMP will automatically assess prorated payments for those facilities that want all rents due on the same day. However, for those who rent units away from the computer, it is convenient to have a printed table that lists the prorated amounts for various amounts and months. The table can be printed from this report and then carried to the units. It is an 8-page report.

Release Notes

As new features are added to the program, notes are created to explain what it was that was changed and the reason for that change. The report opens with the latest changes on top. You can print the full report from here, or print selected portions by going to the Administration form and clicking on the Release Notes button there.

Special Rates

Often a manager gives a special rate to a tenant. This report lists every rental that shows a different rate than the normal rate entered on the “Units” form. The information included is the tenant’s name, the unit number and size, the standard rate, the special rate, the period, the date

the tenant moved in, the rate date and last paid to date. A total number is also furnished at the bottom of the report.

Setting a Special Rate: When a unit is rented, the standard monthly rate for that unit is displayed in the rate field. If you wish this tenant to be charged at a different rate, select the standard rate with your cursor and enter the new rate. Then go to the “Rate Date” field and enter in that field a future date for when the special rate will no longer apply. If it is valid for six months, set the Rate Date for six months from now. When the Rate Date arrives, the tenant’s rate will revert to the standard rate as set on the Unit form. If you want this rate “forever” for this tenant, then set the rate date out a very long ways – years if you wish.

Undeposited Payments

This report is a list of payments that have been made and recorded since the last deposit was made. It lists the date the payment was made, the name of the tenant, the unit number, the type of payment, the amount paid and, in the case of rental payments, the date the rent was paid to. This report is mostly used as a printed backup of payments and can be used as a daily summary of all payments made since the last deposit.

Unit Status

This report lists every unit in your facility under the following headings: Unit #, Display, Tenant, Rent, the date Paid To, the amount Billed, the Current amount due and the Status. If the unit is empty, then only the unit number, the display that you have chosen and a status will appear. The status information will be one of the following.

- Available: a unit that is empty and ready to rent.
- Out of Service: a unit that is unavailable for some reason, such as needing repair.
- Facility Use: a unit that is used by management, not available for renting.
- Defunct: a unit no longer in use, such as a small unit later remodeled with others into a larger unit.
- Occupied: a rented unit where the tenant is current in paying rents.
- Delinquent: a rented unit where the tenant owes past due rental payments.
- Locked: a rented unit where the tenant has been locked out of the unit.

Units by Building

This report lists each building on your Building and each unit in that building. The information presented is the number or name of the building, the unit numbers, the description of the unit, the square feet, the rate and any special feature marked [as in heat, electricity, tall or inside.]

Waiting List

This report lists those people who have indicated that they want a unit when one comes available, or sometime in the future. The report looks like this:

Waiting List				
Date	Name	Phone	Size	Notes
21 Jul 2005	Janus Ramsay	856-8294	10 x 20	Is selling home, needs to store excess furniture to show house.
Total Waiting = 1				

Following are those reports which are accessed via the buttons on the right hand side of the Reports Menu – in the order they appear on the Menu. Each of these reports require some input from the user in order to produce the desired information – hence the buttons rather than being on the list at the left of the Reports Menu.

Income Reports

It is essential to know what income is being generated by your facility. This feature allows you to create reports of income in various formats. Clicking on the "Income Reports" button opens this pop-up window:

From this dialog box you can specify the structure of the report you wish to receive. First select a "Report Option." YTD means year to date, and the "Average" is a monthly average. Next select the period of time for which you want the income reported by putting in a start date and an end date. The default dates appearing in those fields are 1 Jan of the current year as the start date and the current day as the end date.

An additional feature of this report is the "By Unit" report. This creates a report that lists each unit in the facility with the amount of income generated by that unit during the period of time selected by the user. An additional column gives a running total of income from all the units.

Note that this dialog form has the same buttons for action as are below the list of reports. To create the report, click on the page and magnifying glass icon. To print a report, click on the printer icon. The green book will bring up an export form and the letter button will create a dialog leading to an email of this report.

An enhanced income report is available under the selection "Statement" at the bottom of the list above. The report generated by this selection looks like this:

Income Statement			
For period from 1 Jan 2002 to 27 Dec 2002			
27-Dec-02			
Type	Category	Amount	Running Total
Due in period			
	Late Fee	\$246.74	
	Lock Deposit	\$945.00	
	Lock Purchase	\$704.00	
	Rental Income	\$65,859.00	
		\$67,754.74	\$67,754.74
Paid in arrears			
	Rental Income	\$360.00	
		\$360.00	\$68,114.74
Paid in advance			
	Rental Income	\$50.00	
		\$50.00	\$68,164.74
Unpaid			
	Late Fee	(\$22.00)	
	Rental Income	(\$2,001.00)	
		(\$2,023.00)	\$66,141.74

Balance Reports

This report combines the income information with the expense information to give a current balance for your operation.

Clicking on the "Balance Reports" button opens this dialog box:

Select Balance Report

Balance Reports

Subtotal By:

Month

Quarter

Year

None

Date Range:

Start Date: 1 Jan 2005

End Date: 11 Aug 2005

Action:

Include Details

You first select whether or not you want subtotals, then specify the date range you want to cover. The default dates are the beginning of the current year to the current date, but you may select any period of time covered by the data you have entered. The standard report will list the income first, grouped by the description of the category in which it was received -- such as rentals, late fees, lock deposit, etc. Below that information will be the expenses, also grouped by the description of the categories. At the bottom of the report will be printed the balance between the two.

You may choose another option in the dialog box above. If you click the box before "Include Details," each and every entry of income and expense will be shown in the report, which can lead to a very long report indeed.

The four action icons discussed above are also on this form.

Occupancy Reports

Occupancy rates are a vital measure of a storage facility's success. Clicking on the button labeled "Occupancy Reports" opens this dialog box:

Occupancy reports depend on an accumulation of data and no report will print without a minimum of one month of data. At the end of each month, go to this form or the "Administration" form and click on the button reading "Update Occupancy." This procedure puts the previous month's information into the database for use in these reports. Better yet, with the Reminders feature, schedule this action to be done on the first day of each month.

The reports generally list the information under the following headings:

Monthly Occupancy (Summary)						
Between 1 Jan 2005 and 18 Aug 2005						
Month	Total Days	Rental Days	% Days	Total Area	Rental Area	% Area

The dates will change as you select various date ranges. The "% Days" means how many units were rented, and "%Area" means how many square feet were rented.

First select the type of report you wish to see:

Current will tell you the rate of occupancy as of the current date.

On Date will show the occupancy rates for whatever day you put in the start date on this form.

Monthly will show the occupancy as a monthly average for each month in the period of time that you indicate by the start date and the end date. The default dates in these two fields are 1 Jan of the current year in the start date and the current date in the end date.

Quarterly will produce a report that averages the three months in each quarter during the time specified.

Yearly will show the average occupancy for every full year in the date range as well as the year to date if the last year is not a full year.

YTD will show the average occupancy rate of the current year from 1 Jan to the present date.

Total will produce a report that will show the total days in the period selected between the start date and the end date and average the occupancy for that entire period of time.

- Then select the specific date or the date range you wish to have covered in the report.
- Click the page and magnifying glass [Preview] icon to produce the report.

Monthly Occupancy (Summary)						
Between 1 Jan 2005 and 21 Jul 2005						
Month	Total Days	Rental Days	% Days	Total Area	Rental Area	% Area
Jan 2005	5766	4960	86.0%	42255.5	32925	77.9%
Feb 2005	5208	4480	86.0%	42255.5	32925	77.9%
Mar 2005	5766	4960	86.0%	42255.5	32925	77.9%
Apr 2005	5580	4816	86.3%	42255.5	33315.25	78.8%
May 2005	5766	4851	84.1%	42255.5	33515.25	79.3%
Jun 2005	5580	4496	80.6%	42255.5	30565.25	72.3%

The by now familiar four action buttons are found in this dialog box as well as two additional action buttons that we have previously described on the Administration Menu form.

Update Occupancy:

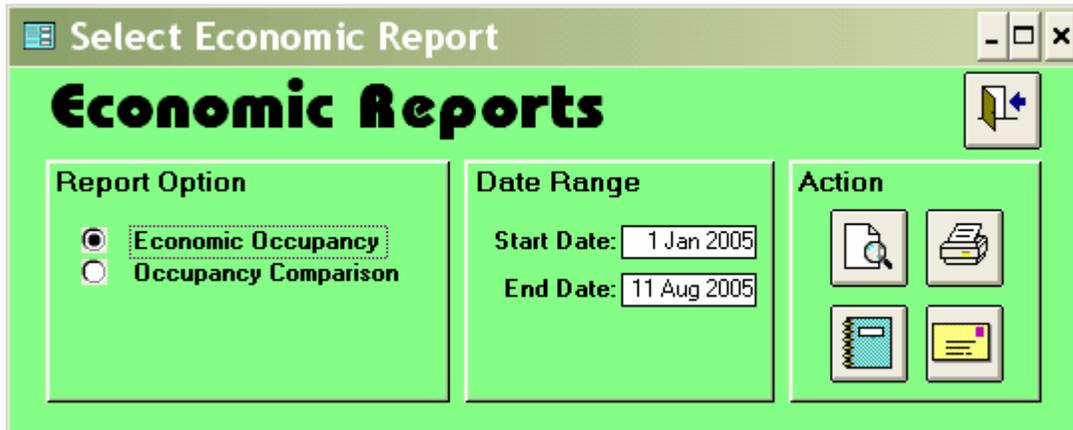
In order for the table to generate an occupancy report, the cumulative occupancy information must be entered each month. The button to accomplish this has been added to this form for convenience from its normal place on the Administration Form. It is a good idea to schedule this function for the first day of each month via the Reminders feature; to be sure it is not forgotten

Regenerate Occupancy:

Also moved here for your convenience, this button will regenerate the occupancy tables from the earliest rentals in each building. This is most often used in the rare instance that the occupancy tables have been corrupted.

Economic Reports

Are you receiving all the rent money you should be from your units? Clicking on the button labeled "Economic Reports" opens this dialog form:



The screenshot shows a dialog box titled "Select Economic Report". The main heading is "Economic Reports". There are three main sections:

- Report Option:** Two radio buttons are present. The first is labeled "Economic Occupancy" and is selected. The second is labeled "Occupancy Comparison".
- Date Range:** Two text input fields. The "Start Date" field contains "1 Jan 2005" and the "End Date" field contains "11 Aug 2005".
- Action:** Four icons are arranged in a 2x2 grid: a magnifying glass (search), a printer (print), a calendar (calendar), and an envelope (email).

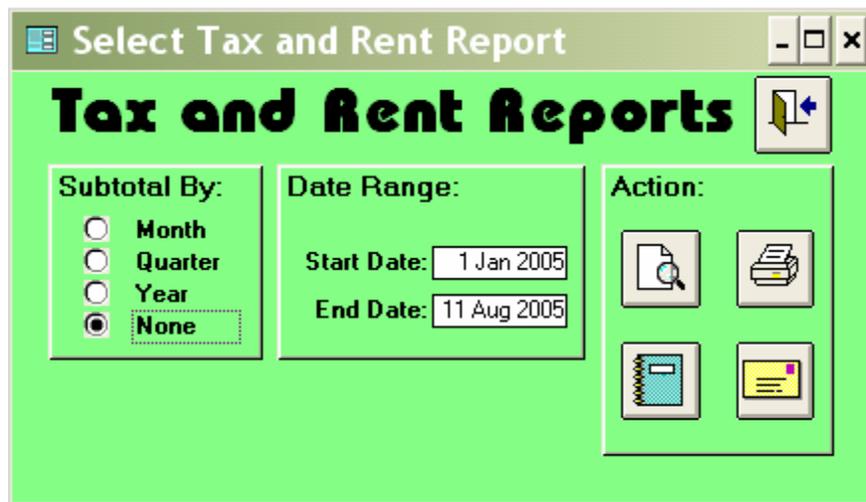
There are two reports available. The first is "Economic Occupancy." This report uses the amount of rents you would collect if all units were rented at their full rate. The report lists this as the "Potential Rents" for each month of the time specified. This information is compared to the "Actual Rents" you received for the same period and then gives the percentage of what you received as compared to the potential.

The second report is called "Occupancy Comparison." It compares the percentage of space occupied each month in the facility to the percentage of economic occupancy [actual rents] and then lists the difference between the two.

One drawback to the report is that it counts multiple rent payments [annual, quarterly, semi-annual] as income in the month received instead of the months for which it pays. The four action buttons have also been added to this dialog box.

Tax and Rent Reports

This report is specifically for those facilities that must collect sales tax on their rental units. To access this report, click the button to open this dialog box:



Specify whether or not you wish the report to contain subtotals, set the date range and click on the icon with the page and magnifying glass [Preview]. The report will list the date paid, the amount of taxable rents and the amount of tax collected. These will be subtotaled as you direct and will also have a grand total. Note: This report will open only if you have indicated on your custom information form that you are subject to tax and have actually collected some taxes.

With the other icons, this report may be printed, exported, or e-mailed; if your computer supports these actions.

Late Tenants

Clicking this button does not open a dialog box. Instead it opens a form. This “Late Tenants” form lists all tenants who owe money to the facility but who have not paid by the due date. The form lists them by the number of days late, with the longest at the top. Other information included on the form:

- The name of the tenant printed Last Name, First Name.
- Phone number
- Unit number
- Rate
- Balance due
- Current amount due
- Paid to date
- Locked out date
- Move out date

The Late Tenants form can be printed as shown, or you can create a report by clicking on the printer icon at the top of the Late Tenants form. That report can then be printed, using the “File” then “Print” commands.

While the Late Tenants form is open, you may double click on a tenant’s name to go to that tenant’s form, where you can record notes while calling the tenant. After recording the results of that conversation in the “Notes” window, click on the exit door to return to the Late Tenants form. The addition of the tenant’s phone number to this list is to facilitate calling these tenants from a location other than where the computer is located, using a printed copy of this form.

If you wish to export or email the report of late tenants, you may do that from the list at the left of the Reports Menu.

Event Summary

At the recommendation of a user in Florida, Gordon has added an excellent report. The form that opens when you click the button looks like this:

Event Summary

Start Date: **End Date:**

Moved In

Name	Unit	Rate	Period	Move In Date	Move Out Date
Rodgers, Jeremy	805	\$95.00	1	5/1/2005	
Aavarm, James	618	\$48.00	1	5/7/2005	5/28/2005
Jones, Jane	624	\$48.00	1	5/10/2005	
Callister, Reginald	101	\$55.00	1	5/10/2005	

Moved Out

Name	Unit	Rate	Period	Move In Date	Move Out Date
Barter, Harry	624	\$48.00	1	6/1/2002	5/4/2005
Applewhite, Mandy	217	\$40.00	1	6/9/2002	5/4/2005
Aspenworth, Mary Belle	102	\$40.00	1	6/13/2002	5/4/2005
Allsop, Madeline	510	\$45.00	1	4/22/2005	5/4/2005

Locked Out

Name	Unit	Rate	Period	Move In Date	Lock Out Date
Wattleford, Bahee	401	\$42.00	1	7/22/2002	10-Jul-05
Spritzer, Amanda	336	\$37.00	1	8/28/2002	10-Jul-05
Jones, Jane	624	\$48.00	1	5/10/2005	18-Jul-05

Payments

Name	Unit	Type	\$ Billed	\$ Paid	Due	Paid To	Paid	Num
Rodgers, Jeremy	805	Rental	\$95.00	\$95.00	5/1/2005	6/1/2005	5/1/2005	
Andress, Nils	430	Rental	\$45.00	\$45.00	5/1/2005	5/11/2005	5/1/2005	
Rodgers, Jeremy	805	Lock Dej	\$10.00	\$10.00	5/1/2005		5/1/2005	
Andress, Nils	430	Rental	\$45.00	\$45.00	6/1/2005	5/11/2005	5/2/2005	





As you can see, the form lists four types of events: moved in, moved out, locked out and payments. Select a 'Start Date' and an 'End Date' to establish the date range for the report. Clicking the report icon creates a report that you can then print. **This information would be an excellent daily, weekly, or monthly report of activity to send to an off-site owner.** Because of its multiple fields, it does not lend itself to exporting or e-mailing.

Rentals by Month

This is a very different report from most in this program. It is not very meaningful at first, because it depends on an accumulation of information over the months. The report created by clicking "Rentals by Month" creates a vertical bar graph with two bars for each month. The one bar represents the number of units that were newly rented that month. The other bar represents the number of units that were vacated during that month. The real value is confirmation of when the peak move-in dates are in your facility and when you are likely to have more empty units.

The report is cumulative, including all data from the beginning of the database, not just the current year.

Payment Validation

When running the Generate Rents function, SWAMP occasionally will give an error message. The cause of this problem is usually faulty data entered by the user or data fields left blank. SWAMP will then tell you what is likely missing and how to find out what it is that is incorrect. When the generation of rents fails, the program will usually indicate "Invalid Use of Null" and the following error messages appear.



While generating payments the following error occurred: 'Invalid use of Null'.



This error is usually caused by missing or incomplete information such as the rental is missing the unit number, the rate, the period or the move in date. It can also be caused by invalid links that can occur if a unit or tenant has been improperly deleted. Problems could also arise if the late payment information is not set up properly on the Customize Late Fees form.



To help determine what is causing your specific problem, please go to the Payment Validation form found on the Reports form.



When you follow this advice and run the "Payment Validation" form, you will get a report that looks like this:

Payment Validation

Missing Rates:	Name	Rate
▶	Larson, Susanne	\$0.00
	Aable, Joe Christopher	

Missing Unit:	Name	UnitID

Missing Start Date:	Name	Move In Date

Missing Period:	Name	Period
▶	Zero, Mildred	

Payments Missing Dates:	Name	Unit	Type	Billed	Due	Paid To

Payment Info Missing Tenants:	RentalID	UnitID	Move In Date	Move Out Date	Rate
▶	285				

Payments Missing Rentals:	PaymentID	RentalID	TenantID	UnitID	Name	Unit #

Payments Missing Tenants:	PaymentID	RentalID	TenantID	UnitID	Rate	DateDue

Payments Missing Units:	RentalID	TenantID	UnitID	Name	Type	Rate	Due

Rentals Missing Tenants:	RentalID	TenantID	UnitID	Rate	MoveInDate	MoveOutDate
▶	285					

Rentals Missing Units:	RentalID	NameLast	UnitID	Rate	MoveInDate	MoveOutDate
▶	285					

Buttons on the right side of the form:

- Delete These
- Delete These
- Delete These
- Attempt to Fix
- Delete These
- Delete These

The above report has found four problems that need to be corrected:

- ◊ Susanne Larson has a rate of \$0.00. This may be correct, but needs to be checked.
- ◊ The tenant Joe Christopher Able has no rate listed.
- ◊ The tenant Mildred Zero is missing a rental period from the unit rented by her.

The above problems need to be corrected by going to the tenant form for those individuals and supplying the missing information. There is also a rental ID 285 that is missing tenants. This needs to be deleted. Select it and click on the button which reads, "Delete These."

There are seven other possible problems listed at the bottom half of the Payment Validation form. Five of them concern payments and the other two concern rentals – each of which may be missing some information or relationship. If you have items showing in one of these fields, you may correct the problem on the payment validation form. Buttons have been added to automatically perform the most likely action for each validation [except one]. Five of these will delete the incomplete information. In the case of the "Payments Missing Units" it will attempt to fix them by searching for another unit that may be assigned to this rental and update the incorrect payments accordingly. If this last action fails, the payments will need to be deleted. Place your cursor on the triangle at the left of the information. It will turn into an arrow pointing right. Click the left mouse button to select that row. Press the "Delete" key on your keyboard to remove these items. You will get a message that you have deleted one record. Confirm this by clicking "OK."

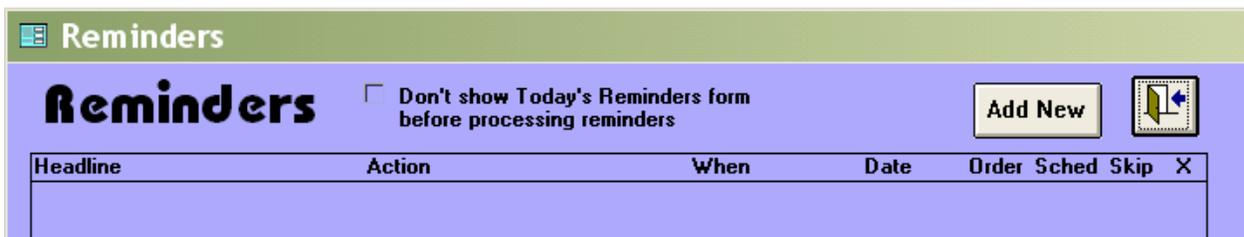
In the case of "Payments Missing Dates," go to the unit listed and supply the correct missing dates.

After running this form, correct all items indicated. Run "Generate Rents" again. It should now operate without problems.

Reminders

A powerful new tool allows you to schedule various functions for SWAMP to do automatically either on startup or shutdown. These functions can be scheduled daily, weekly, monthly, annually or on a specific date.

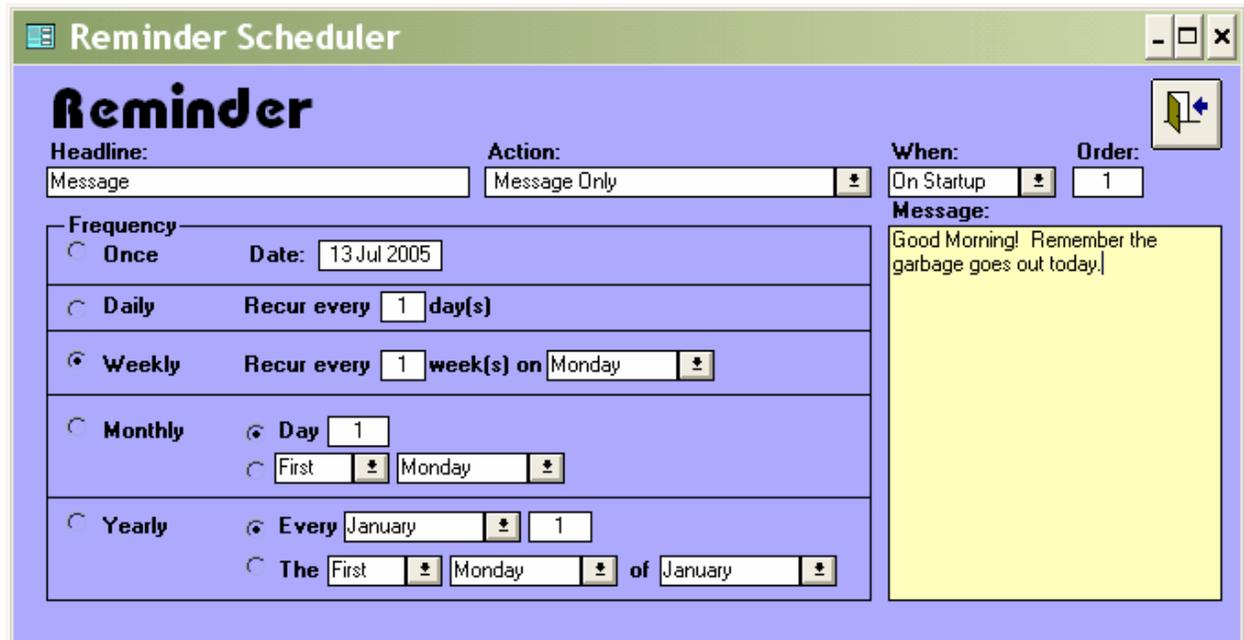
Click on the **Reminders** icon on the **Home Menu** to open this form:



The screenshot shows the "Reminders" form. At the top left is a "Reminders" icon and the title "Reminders". To the right of the title is a checkbox labeled "Don't show Today's Reminders form before processing reminders". Further right is an "Add New" button and a refresh icon. Below this is a table with the following headers: "Headline", "Action", "When", "Date", "Order", "Sched", "Skip", and "X". The table body is currently empty.

In order to schedule an action, click on the button which reads, "Add New."

Reminder Scheduler:



The screenshot shows the "Reminder Scheduler" form. At the top left is a "Reminder Scheduler" icon and the title "Reminder Scheduler". To the right of the title are window control buttons (-, □, X). Below the title is a "Reminder" icon and a refresh icon. The form contains several fields: "Headline:" with a text box containing "Message"; "Action:" with a dropdown menu showing "Message Only"; "When:" with a dropdown menu showing "On Startup"; and "Order:" with a text box containing "1". Below these fields is a "Frequency" section with radio buttons for "Once", "Daily", "Weekly", "Monthly", and "Yearly". The "Weekly" option is selected. The "Date:" field contains "13 Jul 2005". The "Recur every" field contains "1" and "day(s)". The "on" field contains "Monday". The "Message:" field is a large yellow text area containing the text "Good Morning! Remember the garbage goes out today.".

In the above schedule, I have chosen the Headline as "Message" and the Action as "Message Only." The message is typed in the yellow window at the right. I have chosen to have this

message appear “On Startup” and be the first action. On the schedule, weekly on Monday has been selected. When SWAMP opens on Monday morning, this will be what you see:

Today’s Reminders:



Click on “Process” and this is what this message will look like:



When “Today’s Reminders” opens, you have more than one choice. Pressing “Process” sets in motion all scheduled actions. You may choose not to have any of them done at this time by clicking the button labeled “Cancel.” They will then go away and the **Home Menu** will come into view. You may selectively skip any single action scheduled by clicking the button labeled “Skip,” which is located on the same line as the scheduled action. That line will go away and the action will be automatically rescheduled to the next time you have chosen for that action to be performed. You may also delete a scheduled action by clicking on the “X” at the end of the line.

Don’t show: You may choose to not have the list of scheduled actions shown before the actions are performed. On the Reminders form click the box at the top before “Don’t show Today’s Reminders form before processing reminders.” Alternatively, when the Today’s Reminders form opens, you may click on the box before the statement, “Don’t show this form again.”

Clicking on OK will close the message above and the reminder will reset to the next Monday, when it will appear again on startup. To see all the possible actions which may be scheduled, click the arrow next to the “Action” field to get this list:

Reminders Don't show Today's Reminders form before processing reminders Add New

Reminder Scheduler

Reminder

Headline:

Action: **Message Only**

When: Order:

Message:

Frequency

Once Date:

Daily Recur every day(s)

Weekly Recur every week

Monthly Day

Yearly Every The

Action List:

- Message Only
- Backup Data
- Deposit Payments
- Generate and Run Gate Interface
- Generate Late Fees (default)
- Generate Late Fees - Type 1
- Generate Late Fees - Type 2
- Generate Late Fees - Type 3
- Generate Late Fees - Type 4
- Generate Late Fees - Type 5
- Generate Late Notices
- Generate Rents
- Print Bills
- Print Late Notices
- Regenerate Occupancy
- Regenerate Payment Info
- Update Lockout Values
- Update Occupancy

Any one – or all – of the actions listed above may be scheduled to occur either on startup or on shutdown. You can choose a specific date, daily, weekly, monthly or yearly as the frequency of the action. When the action is performed, then the schedule is automatically set to the next recurrence scheduled. Following is an example of a possible selection:

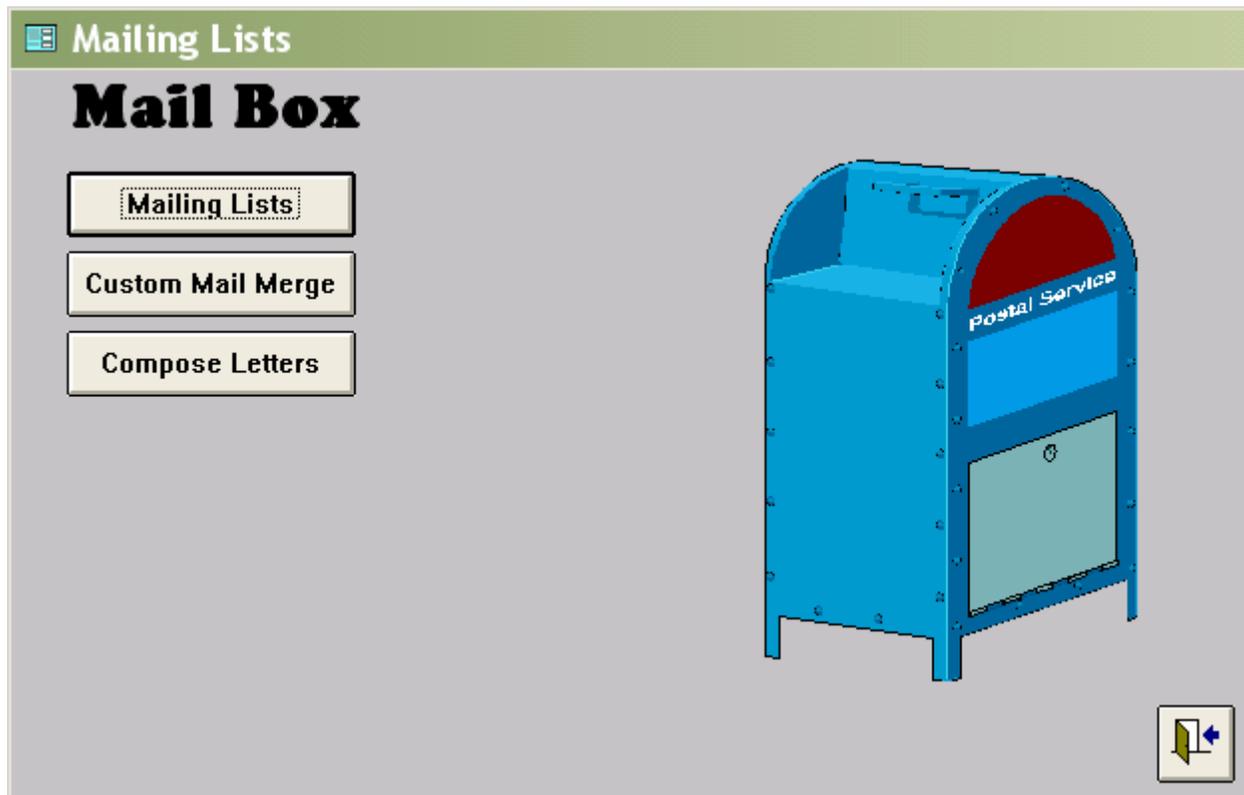
Reminders Don't show Today's Reminders form before processing reminders Add New

Headline	Action	When	Date	Order	Sched	Skip	X
Deposit Payments	Deposit Payments	On Shutdown	25 Jun 2005	1	Sched	Skip	X
Backup	Backup Data	On Shutdown	29 Jun 2005	3	Sched	Skip	X
Message on Open	Message Only	On Startup	5 Jul 2005	1	Sched	Skip	X
Regenerate	Regenerate Payment Info	On Startup	5 Jul 2005	2	Sched	Skip	X
Generate Rents	Generate Rents	On Startup	8 Jul 2005	3	Sched	Skip	X
Late Fees	Generate Late Fees - Type 2	On Startup	8 Jul 2005	4	Sched	Skip	X
Print Bills	Print Bills	On Startup	8 Jul 2005	5	Sched	Skip	X
Late Notices	Generate Late Notices	On Startup	8 Jul 2005	6	Sched	Skip	X
Lockout Update	Update Lockout Values	On Startup	8 Jul 2005	7	Sched	Skip	X
Print Late Notices	Print Late Notices	On Startup	8 Jul 2005	8	Sched	Skip	X
Update Occupancy	Update Occupancy	On Startup	1 Aug 2005	9	Sched	Skip	X

Letters

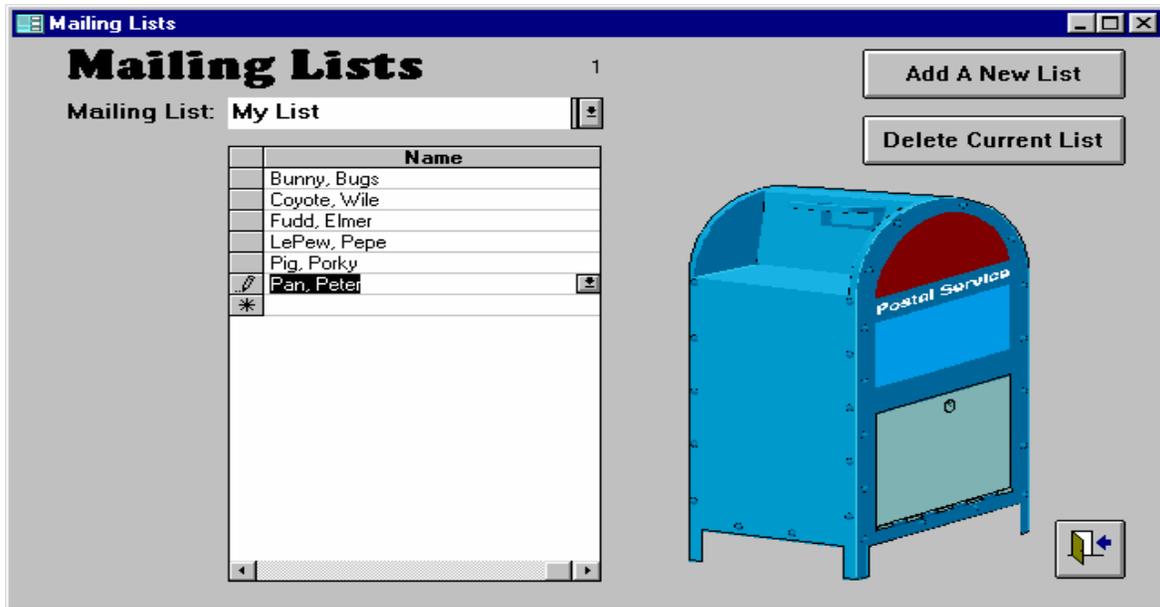
Communication with tenants can be a great aid in the administration of your rental facility. This feature of SWAMP offers a number of tools to make communication easier. You may print regular invoices and envelopes for them by the "Print Bills" feature of the program on the

Activities Menu. You can facilitate sending form letters and similar mailings by using the tools available here. Clicking the icon labeled "Letters" on the **Home Menu** opens this box:



Mailing Lists

Clicking the button "Mailing Lists" opens this form:



The top field contains the name of the list. Click the arrow to the right of it for all the saved lists. At the right of the above are two action buttons:



Click the top button to create a new list. Name the list in the blank field, and then select tenants. To select tenants for the list click the arrow to the right and a drop down window opens with a list of all tenants. Click on a name to select it for your list. Repeat the process until all desired names are selected.

The other button allows you to delete a previously saved list. First select the list by typing the name in the field or clicking on it. Then click the button "Delete Current List."

Mail Merge

Click on "Custom Mail Merge" to open this form:

The first action to be taken on this form is to select from the window at the left the tenant or tenants with whom you wish to communicate. At the bottom of the tenant list window are two buttons that allow you to clear all names or to set all names.

Just to the right and a little above those buttons are three select boxes which control which names are listed in the window. The default setting is for the current tenants, but you may select instead the past tenants or all tenants. Individual tenants are selected by clicking on their names as they appear in the window. You may select as many as you wish at a time, with no need to hold the "Ctrl" or "Shift" key down as you do so. Navigate through the list by means of the scroll bar at the right side of the window.

After you have selected the tenants, there are a number of things you can do. These will be discussed, starting at the top and going to the bottom of the right side of the above form.

Save Selection as a list

After you have named the list in this field, then clicking the button to the right of that window will cause the tenants you have clicked in the "Select Tenants" window to be saved as a named mailing list. Suggested here is the title of "Heated Units" for these tenants. This procedure is an alternative method of creating lists to that described in "Mailing Lists" above.

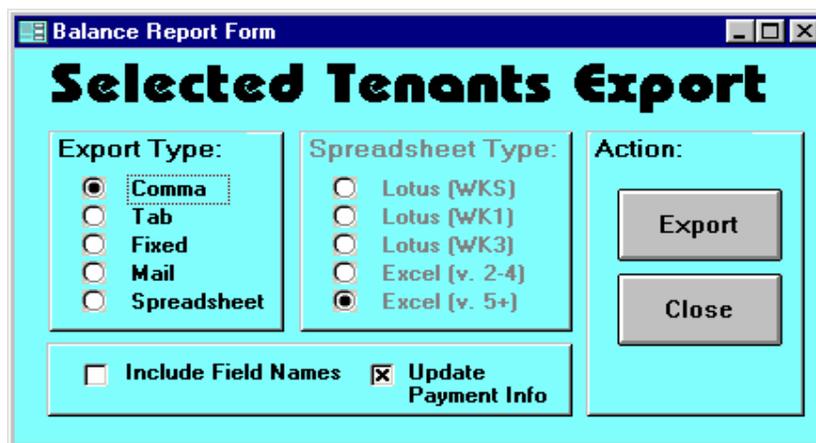


A previously saved list can be selected in the next window. Click the down pointing arrow and a drop down window opens with the names of all named lists. Click on your selection and the name appears in the field [as "Credit Card" above], the drop down window closes and the names in the list are displayed [selected] in the window at the left. This list may then be edited, exported, or printed. Also envelopes or labels can be printed for this list of tenants.

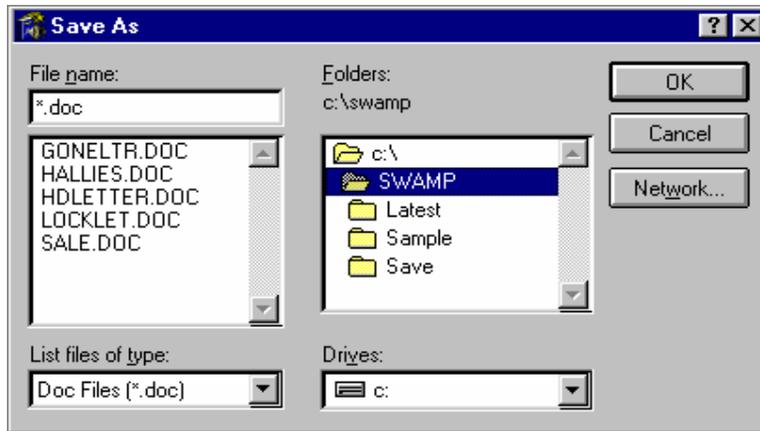
Output Data to a File



You can export all information about a tenant to a word processor file by clicking on the above button. This feature works whether the names have been selected by clicking on them individually or by selecting a previously saved list of names. A window will open to allow you to select the type of file you wish to create.



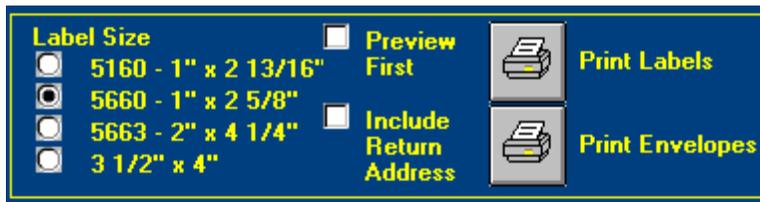
The most common use of this feature will be the mail merge, which automatically includes field names. However, you may wish to export the information in another form or to a spreadsheet. When you have made your selection, click on "Export" and the following opens:



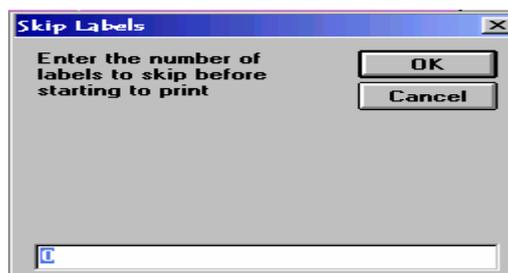
On this form you specify where you want the information you are exporting to go, and then click "OK." SWAMP will export the information to the file you named and return you to the previous form. Close it.

Print Labels or Envelopes

SWAMP will also print labels or envelopes for all selected tenants. To accomplish this process, use this next window on the Mail Merge form.



You have four sizes of labels from which to choose or you can print any size envelope. To start the action of printing, click on the button with the printer icon before "Print Labels" or "Print Envelopes." You can also look at the addresses before printing them by selecting the box by "Preview First." After you have examined the addresses, then close that window, clear the "Preview First" box and click on the appropriate printer icon to print the labels or envelopes. When you first use this feature, you may have to adjust margins so that envelopes will print correctly on your printer. Open addresses in the "preview" mode first, then go to "Print Setup." You may also have your return address printed on the envelopes by clicking the "Include Return Address" box before printing. NOTE: When you click the "Print Labels" button, a pop-up form will open, providing a space to indicate how many labels to skip. This allows you to use sheets on which some labels have already been used.



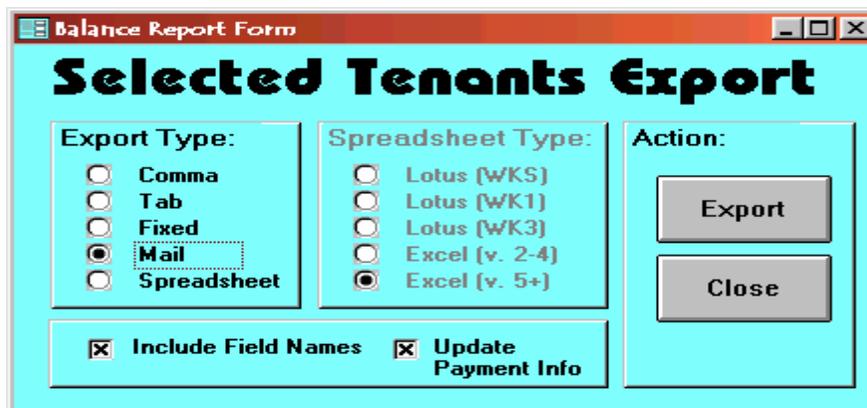
Move-in and move-out

SWAMP allows you to search for those tenants who have moved in or moved out since a specified date. The default date is yesterday.

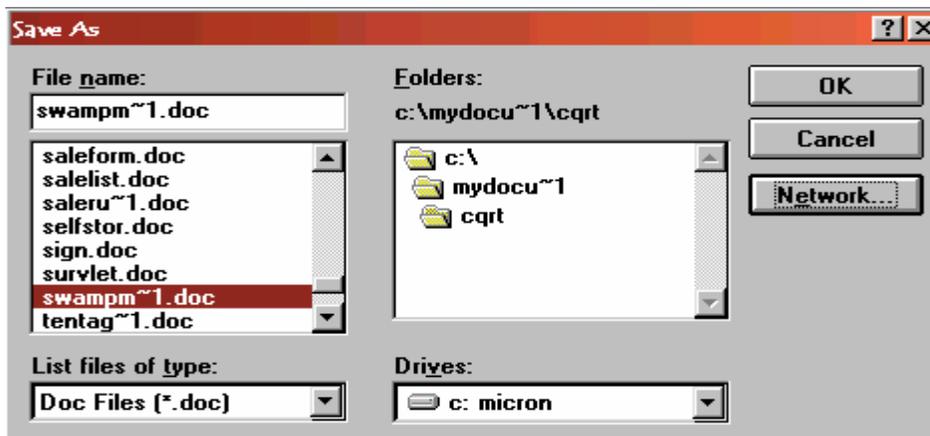


Set the date from which you wish to select tenants who have moved out or tenants who have moved in. Click the hand icon next to statement “Select Tenants that Moved after Date.” Selected tenants will be highlighted on the list in the window – and the category of that list will change to “All” for the moved out selections.

If you wish to use this information for a form letter, first name a file in your documents that you can use with your word processor. Then click on the icon next to “Output Moved Data to a File.” You will first get this form:



Choose “Mail” as the export type and then click on Export. When the next form appears, select the file in your documents that you created, then click “OK.” Create your form letter and use this file as your data source.



Print a List

The final segment of the "Mail Merge" form is used to print a list of tenants that you have selected from the window at the left. Select it either by clicking on the tenant's name or selecting a previously saved list, then click the scroll icon to print the list.



Compose Letters

Back to the **Mail Box** menu, click the button labeled "Compose Letters" to open this form.

A screenshot of a software window titled "SWAMP" with a menu bar (File, Edit, Window, Help). The main window is titled "Compose Letters" and contains several sections: "Header 1:" with the text "Compose Letter" and a "Letter:" dropdown set to "Late" and a "Select Rental:" dropdown set to "Aaprode, Aaron"; "Header 2:" with the text "Ouayle's Nest"; "Body:" containing merge fields like ~<Today>, ~<FirstName>, ~<LastName>, ~<Address>, ~<City Line>, and a paragraph of text starting with "Dear ~<FirstName>,"; "Footer 1:" and "Footer 2:" which are currently blank. On the right side, there are font settings for Header 1, Header 2, Body, Footer 1, and Footer 2, each with a font name, size, and bold/italic/underline options. A "Field names" list is also visible, containing various merge field names like ~<FirstName>, ~<LastName>, etc.

As you can see above, this form contains five basic windows in which you can enter text. You need also give each letter a name, so that it can later be selected. That goes in the first field at the top of this form under "Letter."

- The first box is "Header." In this box, enter the heading you wish to your letter – such as the facility name. If you are going to print the letter on pre-printed letterhead you may wish to leave this field and the next blank.
- The second box is for a sub heading, such as for the type of letter: Late Letter or Lock-out Letter.
- The third box is for the body of the letter. In this box you will want to enter the merge fields for the information from the tenant to be entered. At the right of the form, in the middle green box are the available merge fields. You get them into the letter by clicking on the merge field name, going to "Edit" at the top of the window and selecting "Copy." Then put

your cursor in the letter where you want the merge field, click on “Edit” and choose “Paste.” Repeat the process for each field.

- The fourth and fifth boxes are for anything that you would like to print at the bottom of the letter – such as address, email address, web site, phone number, etc.
- The reason that these are divided up into five boxes is to allow for different fonts and size of print in each. At the right of the five text windows are boxes which allow you to specify the font style and size for each. They can all be different.
- Once you have composed your form letter, you may merge tenant information to it by selecting a rental in the box at the top of this form labeled “Select Rental” and then clicking the green book.

Quayle's Nest <i>Oops I forgot</i>
21 Jun 2005
Aaron Aprode 938 South Main Street Anywhere, OH 48858
Dear Aaron,
Apprently you neglected to pay the rent on your storage unit 808 which was due on 1 Jun 2005. Since you are more than 9 days late, you have been assessed a late fee.
Please pay the amount now due by return mail to avoid any further late charges.
Your prompt attention to this matter would be much appreciated.
Sincerely yours,
Emily Postlewaite. Manager
Total due: \$105.00

An even easier way to print these letters is found on the Tenant’s Form. Click on the yellow plus sign under More to open this form:

Select the type of letter in the field indicated by the term, “Letter” and then click on “Print Letter” button.

Expenses

SWAMP provides a form in which you may record all expenses associated with the operation of your facility. The form is arranged much like a check register:

Date	#	Description	Category	Building	Amount
9 Jul 2001	2099	B F I - Garbage	Maintenance	* All	\$112.16
10 Jul 2001	2100	Daily Press	Advertisizing	* All	\$22.61
12 Jul 2001	2101	First Bank	Loan	* All	\$2,275.00
14 Jul 2001	2102	Sears - Paint	Maintenance	* One	\$50.36
15 Jul 2001	2103	U-Locks	Supplies	* All	\$153.45
17 Jul 2001	2104	Edison Electric	Utilities	* All	\$45.15

The headings for this form are:

- **Date** of the payment
- **#**, Meaning the number of the check
- **Description**, which can be the person or firm to which the payment was made or the purpose of the payment or both
- **Category**, this is the expense category to which you have assigned this payment -- useful for tax purposes
- **Building**. Payments can be assigned to a specific building, or to the whole facility or to the office.

- **Amount** of the payment

After expense information has been recorded, you may wish to select certain types of payments or payments to a specific vendor. The "Select Expenses" button, when clicked, opens this form:

Date	#	Description	Category	Property	Amount
9 Jul 01	2099	B F I - Garbage	Maintenance	All	\$112.16
14 Jul 01	2102	Sears - Paint	Maintenance	One	\$50.36
Total:					\$162.52

This form allows you to select expenses on the basis of dates, amounts, descriptions, categories, or buildings. In the example above, the program has selected payments made for Maintenance. The information contained in this form is utilized in the report "Balance Reports" to give an accurate picture of the income and expenses of the facility.

Unit Rates

Click on this icon to open a table that lists all the units in your facility grouped by size and characteristics [heat, tall, inside, or electricity.] The table shows the number of units having identical size and characteristics and lists the rate for those units.

A button at the top reads "Update Rates" and is used when you wish to change the current rates assigned to these units.

When you click on the button titled "Update Rates," three columns of fields will open at the right with the headings: "New Rate," "Effective Date" and "Update Tenants." The new rate and update tenants fields are blank [or has \$0.00]. The current date is printed in the effective date fields.

Update Unit Rates

Update Unit Rates

Description	Sq. Feet	Heat	Tall	Inside	Elect.	Count	Rate	New Rate	Effective Date	Update Tenants
5 x 10	50	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7	\$40.00	\$0.00	21 Jul 2005	<input type="checkbox"/>
5 x 10	50	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	9	\$37.00	\$0.00	21 Jul 2005	<input type="checkbox"/>
5 x 15	75	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	12	\$40.00	\$0.00	21 Jul 2005	<input type="checkbox"/>
9.5 x 9.5	90.25	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2	\$95.00	\$0.00	21 Jul 2005	<input type="checkbox"/>
10 x 10	100	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	15	\$48.00	\$0.00	21 Jul 2005	<input type="checkbox"/>
10 x 10	100	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11	\$42.00	\$0.00	21 Jul 2005	<input type="checkbox"/>
10 x 15	150	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	23	\$55.00	\$0.00	21 Jul 2005	<input type="checkbox"/>
10 x 15	150	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	14	\$45.00	\$0.00	21 Jul 2005	<input type="checkbox"/>
10 x 20	200	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	53	\$95.00	\$0.00	21 Jul 2005	<input type="checkbox"/>
10 x 25	250	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6	\$65.00	\$0.00	21 Jul 2005	<input type="checkbox"/>
efficiency	300	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	\$325.00	\$0.00	21 Jul 2005	<input type="checkbox"/>
10 x 30	300	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8	\$75.00	\$0.00	21 Jul 2005	<input type="checkbox"/>
20 x 20	400	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6	\$98.00	\$0.00	21 Jul 2005	<input type="checkbox"/>
efficiency	400	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	\$320.00	\$0.00	21 Jul 2005	<input type="checkbox"/>
efficiency	600	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	\$320.00	\$0.00	21 Jul 2005	<input type="checkbox"/>
one bedroom	1000	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	\$460.00	\$0.00	21 Jul 2005	<input type="checkbox"/>

Update Now



- Enter the new rates for all units you wish to change. You may use even dollar amounts or use cents in addition to dollars.
- Accept or change the effective date [This date is just for your information, and will be entered on the units form, so the current date is most appropriate].
- The "Update Tenants" click boxes can be clicked if you want the new rate to overwrite any rate now on the tenant forms. Normally, you would **not** click these, as then all special rates and guaranteed rates would be overwritten.
- Click on "Update Now" at the bottom of this form. SWAMP will enter the new rates in each of the units on the "Units" form and on the "Rate" field on the "Tenant Form" for all current tenants where you have clicked the "Update Tenants" click box. When the function is completed, a report of the number of rates changed will appear.
- The next time the "Generate Rents" function is used, the program will look at the "Rate Date" for that unit on the tenant form. If the date has passed, it compares the rate on the unit form with that on the tenant form; and if they are not the same, the new rate is inserted and a billing is generated at the new rate. At the same time, a new "Rate Date" is entered according to the guaranteed time found on the custom information form. If the rate date already on the tenant's form is still in the future, the old rate continues to be used.
- NOTE: If you give a tenant a special rate, it is imperative that you also extend the "Rate Date" for the period that you wish that special rate to stay in effect. Otherwise the "Generate Rents" function will change it to the new rate when that rate date is passed.

Lists

The “Lists” icon on the **Home Menu** opens a form that allows you to print or view lists of various parts of the database. It also provides a method of editing by allowing you to go from this form to the forms from which the data is created. Each title will be discussed below in the order shown on this menu:



All Tenants

Clicking the printer icon next to this field creates a report listing all tenants who are in the database. The tenants are listed alphabetically by surname or organization. The information supplied for each of them is the unit number, the telephone number, the date of move-in and, if appropriate, the date of move-out.

Clicking on the down pointing arrow to the right of the field will create a drop down window with the same information, though the dates are in a different form.

If you place your cursor in the empty field and double click, SWAMP will open the "Tenants" form, from which the information in these lists is obtained.

Active Tenants

Clicking the printer icon next to the “Active Tenants” field creates a report listing all tenants who are currently renting units in your facility. The tenants are listed alphabetically by surname or organization. The information supplied for each of them is the unit number, the telephone number, the date of move-in and, if appropriate, the date they were locked out.

Clicking on the down pointing arrow to the right of the field will create a drop down window with the same information [minus the "locked out" date], though the dates are in a different form.

If you place your cursor in the empty field and double click, SWAMP will open the "Tenants" form, from which the information in these lists is obtained

Building

Clicking the printer icon next to the "Building" field creates a report listing all buildings that you have placed in the database. The information supplied for each of them is the building number or name, location, opening day, initial cost, gross square feet and the total area [meaning the rentable square feet].

Clicking on the down pointing arrow to the right of the field will create a drop down window with the building name, location, date opened and initial cost.

If you place your cursor in the empty field and double click, SWAMP will open the "Building" form from which this information is obtained.

Units

Clicking the printer icon next to the "Units" field creates a report listing all units in the database by building. The report lists the units alphabetically or numerically by the first number or letter. That is, 1 will be followed by 10, 11, 12 and 19 will be followed by 2, 21, 22 etc. It is suggested that you use three digit numbers so that 101 is followed by 102, 103, etc OR that you place zeroes in front of your numbers, as in 001, 002, 003, etc..

The information supplied for each of them is the unit number, the dimensions or description, square feet, rate and any special characteristics -- like tall, inside, heat or electricity.

Clicking on the down pointing arrow to the right of the field will create a drop down window with the same information, except that all units are listed in order, without consideration of which building they are in.

If you place your cursor in the empty field and double click, SWAMP will open the "Units" form, from which the information in these lists is obtained.

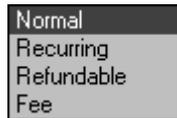
Categories

Clicking the printer icon next to the "Categories" field creates a report listing all categories that are in the database. The categories are listed alphabetically in two groups. The first group is the income categories. The second group is the expense categories. The information provided is the name of the category, the description, whether it is income or expense, the kind of category [normal, recurring, refundable or fee] and whether or not it is a taxable item. Clicking on the down pointing arrow to the right of the field will create a drop down window with a single alphabetical listing of all categories in the database. The same information is presented.

To add a category, place your cursor in the empty field and double click. SWAMP will open the category form, listing only those categories that can be changed. When you first use this feature, there will be only a miscellaneous category listed.

Categories								
Category List								
Category	Description	Default \$	Balance Type	Category Kind	Taxable			
Ad Fee	Fee for advertizing for sale	\$60.00	Income	Fee				<input type="checkbox"/>
Lock Out	Fee for locking unit	\$10.00	Income	Fee				<input type="checkbox"/>
Sale	Fee for conducting sale	\$75.00	Income	Fee				<input type="checkbox"/>
Miscellaneous	Miscellaneous	\$0.00	Expense	Normal				<input type="checkbox"/>
Boxes	Sale of boxes and packing supplies	\$0.00	Income	Normal				<input type="checkbox"/>
			Expense	Normal				<input type="checkbox"/>

- Place your cursor on the line under Miscellaneous and type the name of the category.
- Tab to the next column and write a description of the category.
- If this is a fee which can have a 'Default \$' amount, enter that amount here. Otherwise type in 0.00.
- Click on the arrow under "Balance Type" and choose whether this is an "Expense" or an "Income" item by clicking on that designation.
- Click on the down-pointing arrow in the next field to choose the "Kind" of category.



Most categories will be "Normal." An example of a recurring category would be an insurance premium. Refundable categories might include lock deposit or security deposit. A fee would be payment for a service or items that you have to sell.

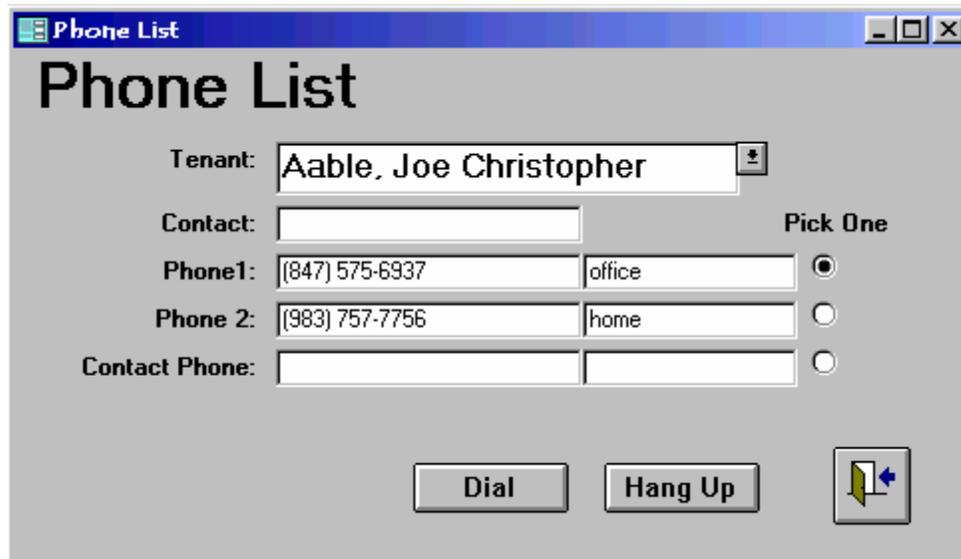
- Finally, you may designate any of these categories as taxable items [meaning that they are subject to sales tax] by clicking the box at the end of the line.

Continue to add as many categories as you like, then close this form. All categories will be available the next time you enter a payment or an expense item.

Call

For those whose computer is connected to their phone line, this feature will assist in placing a call to any tenant in your database. Follow these steps:

- Click the icon labeled "Call." This form will open.



- Select the tenant you wish to call by clicking on the arrow at the right of the tenant field. A drop down window will open with all tenant names displayed. Scroll down the list or begin to type the surname of the tenant. When the name appears, click on it.
- Select which phone number you wish to call.
- Click on the "Dial" button. The number will be dialed and this form will appear:



- Follow the directions to lift the receiver and click OK to complete your call.

Waiting List

Clicking on this icon opens a form in which you can enter the names of potential tenants who have inquired about units that they may wish to rent in the future.

When first opened, there is one line on this form. As you enter a name in that line, a second line is created.

Waiting List				
Date	Name	Phone	Size	Notes
21 Jul 2005	Janus Ramsay	856-8294	10 x 20	Is selling home, needs to store excess furniture to show house.
*				

This list may also be printed. A Print Preview choice is available so that you might set printing parameters. Clicking the printer icon will print the list.

New Tenant

This feature is a shortcut for use only in entering a new tenant and renting a unit. Click the icon to access the following form:

☰ Tenants
- □ ×

Tenants

Show: Active Inactive All

Notes: Timestamp Tenant ID: Counte

Name: First: Last:

Organization: Use Org:

Address:

City:

"Dear": DOB:

Employer: In Military

License: Vehicle License State

Identification:

Other ID:

e-Mail:

Phone 1:

Phone 2:

Contact

Payments

View Status

Ledger

Unit	Period	Rate	Start	End	1st Rate Date	Locked Out	More Card Blank	Lease
▶	±	±					+	Lease

Enter all tenant and unit information as described in detail above in Getting Started: Step Five.

Part Three

Frequently

Asked

Questions

How Do I . . . ?

As new features are added or as users ask specific questions, we have developed a series of “How do I . . .” answers to post on our web page. If you have suggestions to add to this feature, please let us know by letter or message on our e-mail: info@quayles.com.

How Do I Add Categories?

Refer to the discussion under *Administration / Categories* on page 65 of this manual.

How Do I Assess Late Fees?

Refer to the discussion under *Late Fees* on page 88 of this manual.

How Do I Enter payments?

Refer to *Recording Payments under Activities / Select Billings* on page 92 of this manual.

How Do I Print a Receipt?

If you wish to print a receipt, click the box under "R" at the right of each payment you wish to print on the receipt – which may also include billed but unpaid amounts, as in this example: [Clicking the ‘P’ will now automatically enter a check mark in ‘R.’]

The screenshot shows a software window titled "Payments" for tenant "Cabott, Sebastian". It includes filter buttons for "Unpaid", "Paid", "Unmatched", and "All", and "Preview Receipt" and "Print Receipt" buttons. A table of payment entries is displayed below.

P	D	M	Unit	Type	\$ Billed	\$ Paid	Billed	Due	Paid To	Paid	Num	R
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	503	Rental	\$40.00	\$40.00	22 Apr 2005	1 May 2005	1 Jun 2005	12 May 2005		<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	503	Rental	\$40.00	\$40.00	3 Jun 2005	1 Jun 2005	1 Jul 2005	15 Jun 2005		<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	503	Late Fee	\$7.00	\$7.00	15 Jun 2005	15 Jun 2005		19 Jun 2005		<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	503	Rental	\$40.00	\$40.00	15 Jun 2005	1 Jul 2005	1 Aug 2005	19 Jun 2005		<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	503	Rental	\$40.00	\$0.00	18 Jul 2005	1 Aug 2005	1 Sep 2005			<input type="checkbox"/>
*	<input type="checkbox"/>	<input type="checkbox"/>			\$0.00	\$0.00						<input type="checkbox"/>

You may click the "Preview Receipt" button at the top of the form and then use the “File-Page Setup” commands to set parameters as you wish them. After doing that, or without doing that, click on “Print Receipt”. The receipt printed is available only in an 8-1/2 by 11 inch format because of the expanded information it provides. The receipt prints the tenant’s name and address at the top and the storage facility’s name and address at the bottom of the page. The items shown are a description [category] of the payment [or billing]; from and to dates for rentals; the amount due; the amount paid; the date paid and your notation under “Num.” The receipt then lists the unit total and the grand total of the receipt.

Receipt of Payment

20 Jul 05

Aaron Apr ode
938 South Main Street
Anywhere, OH 48858

Payments For Unit: 808 Description: 10 x 20

<u>Description</u>	<u>From</u>	<u>To</u>	<u>Due</u>	<u>Paid</u>	<u>Date</u>	<u>Num</u>
Rental	1 Jun 05	1 Jul 05	\$95.00	\$95.00	25 Jun 05	
Late Fee	20 Jun 05		\$10.00	\$10.00	26 Jun 05	
Rental	1 Jul 05	1 Aug 05	\$95.00	\$95.00	5 Jul 05	
Rental	1 Aug 05	1 Sep 05	\$95.00	\$0.00		
Unit Total:			\$295.00	\$200.00		
Total:			\$295.00	\$200.00		

How Do I Prorate Rents?

SWAMP allows you to have all rents due on the same day of the month and automatically prorate the first or second payment to that common due date.

- Open the "Custom Information" form.
- Click the box in front of the statement "Start All Rentals on the Same Day."
- When that is done, the "Which Day" window becomes active. In that field choose the day that you wish your rents to be due. You may choose any day between 1 and 28.
- When a rental occurs, enter the tenant information as usual on the tenant form. When the "1st" button is clicked, the "Rents" form opens and the first payment will be entered as a prorated amount from the "Start" date to the "same day" date selected on the "Custom Information" form.
- At the top of that "Rents" form is a button on which is written "Add Another Payment." Click this button if you wish to enter another full payment in addition to the prorated first payment.
- NOTE: The prorated first payment will always be a partial month, even if the "Period" is for more than a month. The "Add Another Payment" will follow whatever number has been entered in the "Period" field, times the monthly rate for that unit.
- Now if "Same Day" is set on the Custom Information form, Generate Rents will attempt to set any and all rentals to the date specified in the Which Day field. If "Do Not Prorate First Month" is set, then rentals that have a due date that matches the move in date will not be prorated. Other than that exception, if, for whatever reason (over payment, split transaction, manual change, etc.) the last "Paid To" date is other than the "Same Day" date, the next time you generate rents a prorated rental will be generated. If the period is greater than 1, then the prorated period will be greater than 1. The algorithm works like this: it generates the standard amount for the standard period. If the day of the "Paid To" date doesn't match the "Which Day" value, then the day portion of the "Paid To" date is changed to the "Which Day" value. For example, if the "Which Day" is "15" and the

“Paid To” date is 3 Nov 2003, it will be changed to 15 Nov 2003. The standard amount is then multiplied by the proration factor.

- The Custom Information form has been redesigned to add a new option "Do Not Prorate First Month." When “Start all Rentals on the Same Day” is selected, rents will always be prorated from the due date to that selected day. However, you may exempt the first month from this prorating by selecting “Do not Prorate First Month.”
- If "Do Not Prorate First Month" is checked then the “rents” form opened by the “1st” button will generate a full billing when opened and if you click on "Add Another Payment", a prorated amount will be entered for the following month. If not added, then the “Generate Rents” function will prorate the next month. If ‘Same Day’ is selected and the first month is not exempted, then it will prorate the first month. Whenever generating a prorated amount it will always be for a period of less than one month regardless of what the user enters for a “Period.” When clicking on "Add Another Payment" if the Due Date is in the past, then the Billed date and Paid date will match the Due date. If it's in the future then the Billed Date and Paid Date will have today's date

How Do I Reprint an Invoice?

There are times that you want to print and mail an invoice again, even when you have already generated rents for a unit and marked them mailed. If you open the "Payments" for that tenant and unmark the M for mailed box, you can print the invoice again.

Previously you needed to also use the button to “Regenerate Payment Info” to avoid a false past due billing. The new functionality of SWAMP concerning that table makes this no longer necessary.

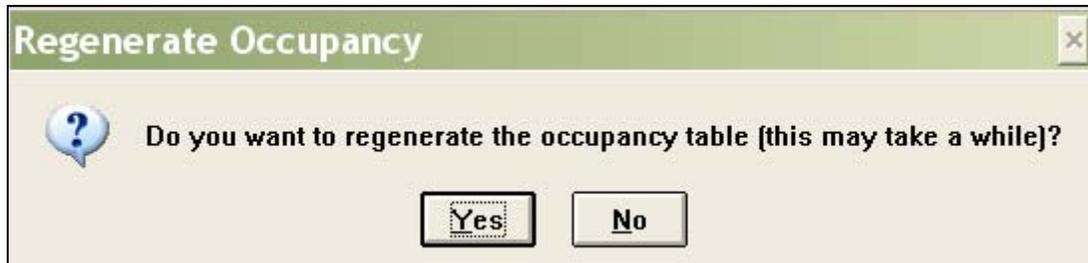
After removing the check mark from the M for mailed box, print the invoice as usual.

How Do I Update SWAMP?

- From time to time, SWAMP is updated with new features. You may write to Calvin or Gordon to receive this update. There is a charge to cover costs of printing and mailing the update.
- As soon as the installation of the new updated program is completed, find "swampdat.mdb" with the “Find Database” button. Then click "Latest Update" to get the Update Menu form which will look like this:



- If the numbers of the Data Version and the Program Version are different, click on Update. SWAMP will apply the new features of the Program Version to the Data Version. At the same time SWAMP will automatically verify your choice of invoice form, regenerate categories, regenerate payment info and will ask if you wish to regenerate occupancy.



- When the Regeneration is completed, it will be followed by the message:



- Click on OK. The numbers on the Data Version and the Program Version will both read the same. Close the window.

How Do I Use the TMSA Rental Agreement?

Refer to the discussion of this topic at the Administration / TMSA Lease on page 74 of this manual.

How Do I Change Rates?

Refer to the discussion of this topic at Unit Rates found on page 141 of this manual.

How Can I Print Details of Past Due Amounts?

When you generate rents, the invoice that is created lists all past due rentals and fees as one lump sum called “Past Due.” To create and print a detailed list of these charges, do the following:

- Go to the tenant form for this rental.
- Click on the button for “Payments.”
- Each rental or fee charge to this tenant is listed on a separate line. At the far right of each line is a box under the heading “R.”
- Click that box for each line of the past due charges you wish to include on the receipt – which may also include billed but unpaid amounts, as in this example:

Payments

Cabott, Sebastian

Unpaid Paid

All Unit

Unmatched All

To print a receipt, check the "R" in the appropriate lines and press the Receipt button

Preview Receipt **Print Receipt**

P	D	M	Unit	Type	\$ Billed	\$ Paid	Billed	Due	Paid To	Paid	Num	R
✓	✓	✓	503	Rental	\$40.00	\$40.00	22 Apr 2005	1 May 2005	1 Jun 2005	12 May 2005		
✓	✓	✓	503	Rental	\$40.00	\$40.00	3 Jun 2005	1 Jun 2005	1 Jul 2005	15 Jun 2005		
✓	✓	✓	503	Late Fee	\$7.00	\$7.00	15 Jun 2005	15 Jun 2005		19 Jun 2005		
✓	✓	✓	503	Rental	\$40.00	\$40.00	15 Jun 2005	1 Jul 2005	1 Aug 2005	19 Jun 2005		
		✓	503	Rental	\$40.00	\$0.00	18 Jul 2005	1 Aug 2005	1 Sep 2005			
*					\$0.00	\$0.00						

You may click the "Preview Receipt" button at the top of the form and then use the "File-Page Setup" commands to set parameters as you wish them. After doing that, or without doing that, click on "Print Receipt". The receipt printed is available only in an 8-1/2 by 11 inch format. It prints the tenant's name and address at the top and the storage facility's name and address at the bottom of the page. The items shown are a description [category] of the payment [or billing], from and to dates for rentals, the amount due, the amount paid, the date paid, and your notation under "Num." The receipt then lists the unit total and the grand total of the receipt.

Receipt of Payment

20 Jul 05

Aaron Apr ode
938 South Main Street
Anywhere, OH 48858

Payments For Unit: 808 **Description:** 10 x 20

<u>Description</u>	<u>From</u>	<u>To</u>	<u>Due</u>	<u>Paid</u>	<u>Date</u>	<u>Num</u>
Rental	1 Jun 05	1 Jul 05	\$95.00	\$95.00	25 Jun 05	
Late Fee	20 Jun 05		\$10.00	\$10.00	26 Jun 05	
Rental	1 Jul 05	1 Aug 05	\$95.00	\$95.00	5 Jul 05	
Rental	1 Aug 05	1 Sep 05	\$95.00	\$0.00		
Unit Total:			\$295.00	\$200.00		
Total:			\$295.00	\$200.00		

Another more complete and specific way to print tenant information is to go to that tenant's form, click on the printer icon at the lower right and print the report that is generated. This report lists all the tenant information, and all details of rents generated and payments made.

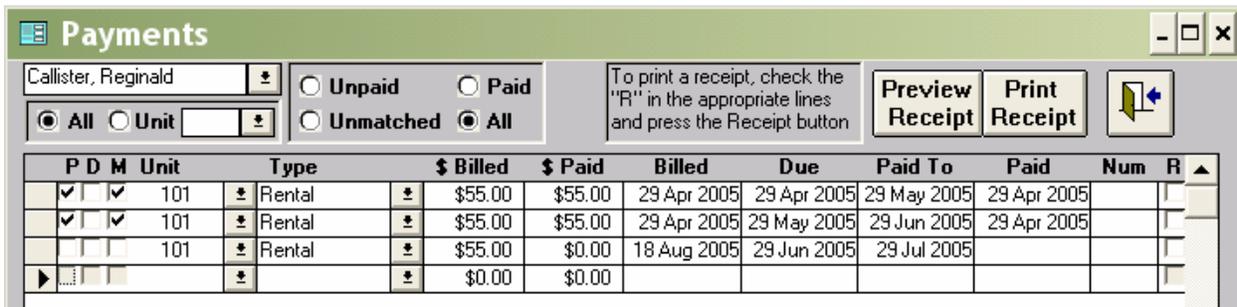
How Can I delete a payment line or a rental line?

Every once in a while it becomes necessary to eliminate a line in the payment record of a tenant. This may be because of a rental or other charge made incorrectly, a late fee that you wish to cancel, or a rental due generated for a tenant who moves out prior to that date.

Also, you may delete a unit rental line *if there has not yet been payments entered* connected to this unit.

SWAMP makes it easy to cancel such entries. Follow these steps.

- Open the ‘Tenant’ form for this individual.
- Click on the ‘Payments’ button.
- Find the line you wish to delete. Use the scroll bar at the right if the line is not in the screen area when the ‘Payments’ form first opens.
- Click on the square at the far left of the line you wish to delete. That square will change color and a triangle will appear in the square. You may select multiple lines by dragging with the mouse on the left squares, or, while holding down the shift key, click the first and the last lines desired.



- Press the ‘Delete’ key on the keyboard. The line will disappear and the following message will be displayed:



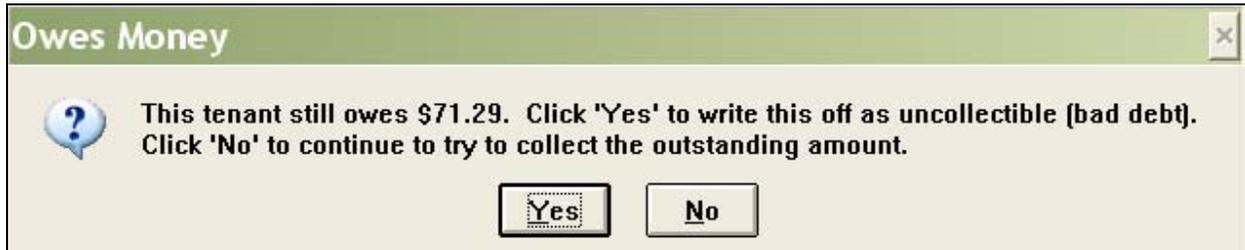
- Confirm the deletion by clicking on the ‘OK’ button.
- If you try to delete a **unit rental** that *does* have payments connected to it, you will get this message:



- If you still wish to delete this unit, go to the “Payments” form, delete each payment to this unit, then delete the unit.

How Do I Write off a Bad Debt?

- Open the Tenant’s form.
- On the line of the unit that has a balance owing, click on the button “Out.”
- Select the date of the move out of the tenant from this unit.
- SWAMP will indicate that this tenant still owes money.



- Click on ‘Yes’ and SWAMP will take care of the rest of it.

P	D	M	Unit	Type	\$ Billed	\$ Paid	Billed	Due	Paid To	Paid	Num	R
✓	✓	✓	808	Rental	\$95.00	\$95.00	3 Jun 2005	1 Jun 2005	1 Jul 2005	25 Jun 2005		
✓	✓	✓	808	Late Fee	\$10.00	\$0.00	20 Jun 2005	20 Jun 2005		21 Jul 2005		
✓	✓	✓	808	Rental	\$61.29	\$0.00	21 Jul 2005	1 Jul 2005	21 Jul 2005	21 Jul 2005		
✓	✓	✓	808	Bad Debt	\$0.00	\$71.29	21 Jul 2005	21 Jul 2005		21 Jul 2005		
*					\$0.00	\$0.00						

How Do I format numbers and dates on mail-merge letters?

If you are using Microsoft Word as your word processor, when you export tenant information for use in a mail-merge document, such as an intent to sell letter [or lien letter], you will note that dollar amounts are formatted with two extra zeros at the end – as in 159.5800 – most annoying. Also dates are merged in the format 1/13/01 instead of my preferred 13 Jan 2001. If you would like to correct these, follow these steps.

These steps are taken after you have created the form letter, attached to it the data that you have exported and inserted the merge fields into the letter.

- Open the merge letter. The merge field for the dollars should look like this: «BalanceDue». “Toggle” the merge fields by pressing the “Alt” key and “F9” at the same time. The merge fields will then look like this: {MERGEFIELD BalanceDue}
- Change the merge field by typing in the switches so that it then looks like this: {MERGEFIELD BalanceDue \# \$#,##0.00}
- A field with a date in it may look like this: «MoveOutDate». It will have been “Toggled” when you did the above to look like: {MERGEFIELD MoveOutDate}.

- Change the date merge field by typing in the switches so that it then looks like this: {MERGEFIELD MoveOutDate \@ "d MMM yyyy"}.
- Toggle again [Alt + F9] to return to the original look. Dollars will now print with only two digits after the decimal and dates will appear as 13 Nov 2002.

How Do I “Move out” a Tenant?

Refer to the discussion of this topic under **Part One: Getting Started, Step Five / Tenants / Out** on page 45 of this manual.

How Do I avoid those tiny rents generated for past tenants?

The next time rents are generated after a tenant moves out; SWAMP will create a prorated rental if the move out date is after the last paid to date. In some cases, these amounts are sufficiently small that the facility may choose not to collect them. In these cases the manager may eliminate the small charge in one of these two ways:

- When a tenant moves out, be certain that the “moved out date” and the “paid to date” are the same and that the balance on the payments record reads \$0.00. Then, no rents will be generated.
- Or, if the small rents are generated, change the amount billed to \$0.00, and then mark that billing as “P” “D” and “M”. They will not be generated again.

Using the “Out” [move out wizard] when a tenant leaves will avoid these charges.

How Do I maintain “Special Rates” given to some tenants?

When you rent a unit to a tenant, SWAMP enters in the “Rate” field the amount that you have specified as the rate for that unit on the “Units” form. At the same time a date is entered in the “Rate Date” field that is as many months ahead of today’s date as the number that is entered in the “Guarantee Time” on the “Custom Information” form.

You can change the “Rate” to give a special rate to this tenant for this unit. SWAMP will respect and bill this special rate until the date that appears in the “Rate Date.” When that date is reached, however, SWAMP will change the rate to the standard rate.

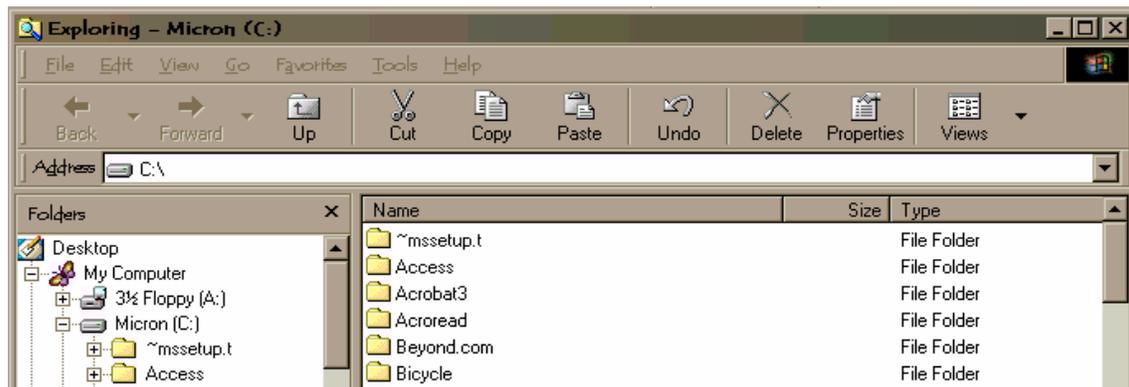
To give and maintain a special rate then, do the following:

- Enter the unit number as normal.
- Highlight the “Rate” and type in the special rate.
- Check the date in “Rate Date” and change it, if necessary, to read as far in the future that you wish to guarantee this special rate to this tenant.

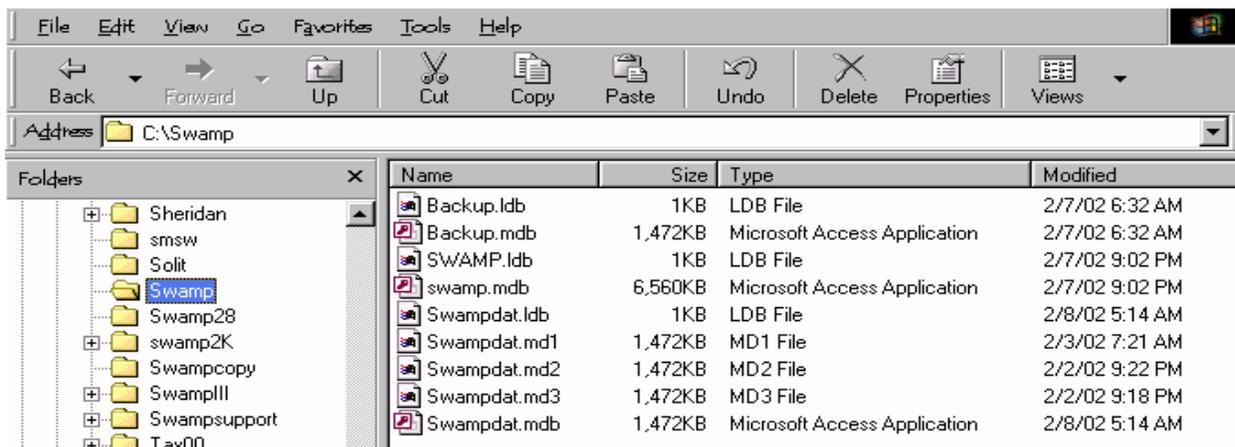
How Do I “Copy” a file?

Microsoft Windows contains a valuable tool with which you need to be familiar. It is called “Windows Explorer.” It is a tool that allows you to see files and the relationships between files and “folders”. With this tool you can copy files, change the name of files, move files from one folder to another folder. With “Explorer” you can look inside your hard drive, your floppy drive or your CD drive. You can also move or copy files from one drive to another.

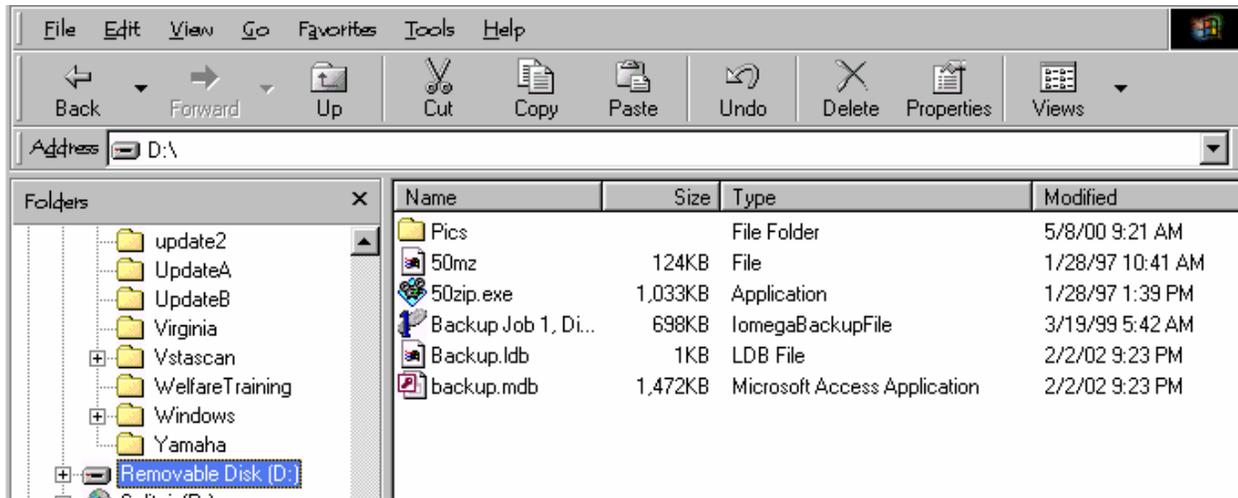
You access “Windows Explorer” by first clicking on the start button at the lower left hand of your computer screen with the right mouse button. This will open a short list that includes “Explore.” Clicking on that word will open this form.



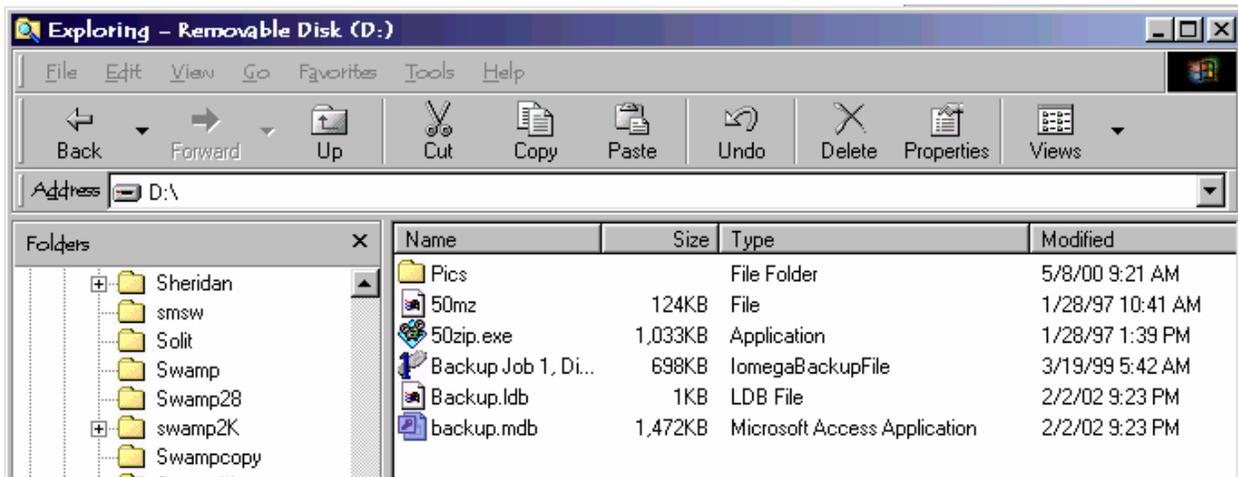
In the field labeled “Address” you will see the drive or area that is being shown in the window at the right. Normally the default will be the hard drive of your computer: C:\ You can change that by selecting from the drop down menu obtained by clicking the arrow at the right of the “Address” field or by clicking on the folder in the left hand window that you wish to look at, as in the view below, where the folder titled SWAMP has been selected. You will note also that the columns in the right hand window have been adjusted so the file names, size, type and the date that file was last modified are all visible. Place your cursor on the line separating the columns [where it will change into a cross with arrow points on the horizontal arm of the cross.] Hold down the left clicker of the mouse and drag that line to the new position.



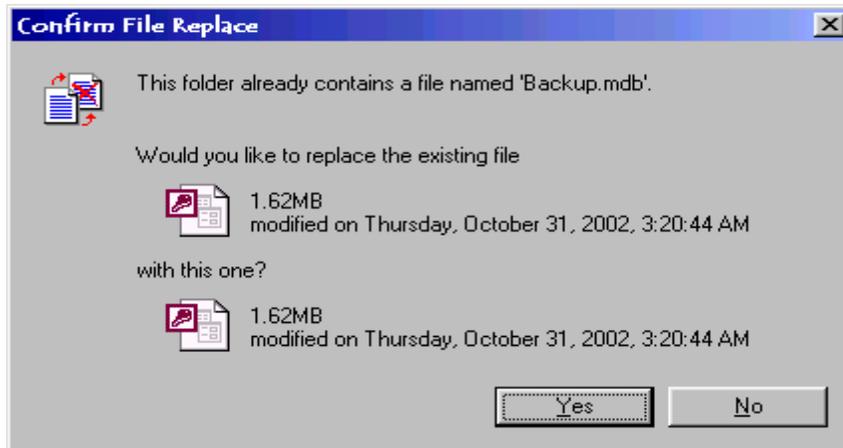
The most common use of Windows Explorer is to transfer a file from one drive or folder to another. In this example we are going to show how to copy the file “Backup.mdb” from the D:\ drive to SWAMP on the C drive. First open the D:\ in Windows Explorer.



Select the file “backup.mdb” in the window at the right. Scroll up the list in the left window until SWAMP is in view.



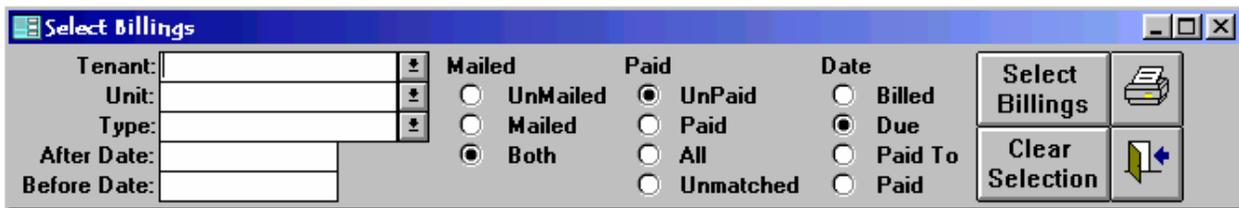
Put your mouse pointer on “backup.mdb” in the right window. Press down the right mouse button. In the popup form that opens, select “Copy” and click on it with the left mouse button. Then move your cursor to “Swamp” in the left hand column above. Click the right mouse button and from that form, click the left mouse button on “Paste.” That will put the file into the folder, “Swamp.” If there is already a file there with the same name, you will get a popup form such as the following:



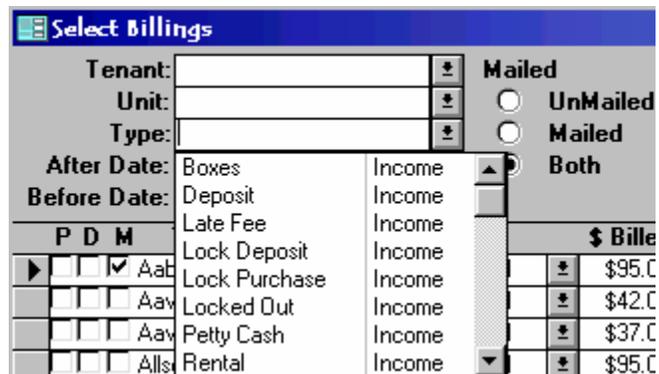
Click on yes to overwrite the existing file.

How Do I create lists of deposits and other special payments?

Use the feature from the “Activities” menu called “Select Billings”



- The above readings are the default settings of this feature, and are most often used to enter a group of payments. However, the sorting features of this table can be helpful in many ways.
- For the purpose stated above, click on the arrow next to the field “Type” to get a drop down window of the various types of income and expenses.



- Then select the category you wish to show, such as “Deposit” or “Lock Deposit.” Change the selection under “Paid” in the heading to “Paid” or “All” and then click on the

button at the far right that is labeled “Select Billings.” A list will be created of those tenants who have made that type of payment, as in the example below:

You may print this list as it appears, or create a report of the list by clicking on the printer icon at the top right of the form. The report will look like this:

Selected Billing

26 Feb 2004

Selections:

Tenant:

Unit:

Type:

After Date:

Before Date:

Mailed: Both

Paid: Paid

Which Date: Due

P	D	M	Tenant	Unit	Type	\$ Billed	\$ Paid	Billed	Due	Paid To	Paid
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Allsop, Madeline	510	Lock Deposit	\$15.00	\$15.00	20 May 02	20 May 02		20 May 02
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Allsop, Madeline	804	Lock Deposit	\$10.00	\$10.00	11 Oct 03	11 Oct 03		11 Oct 03
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Appledown, MaryKay	345	Lock Deposit	\$10.00	\$10.00	14 May 02	14 May 02		14 May 02
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Bellweather, Albert	618	Lock Deposit	\$10.00	\$10.00	24 Jun 02	24 Jun 02		24 Jun 02
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Billhoppe, MaryAnn	629	Lock Deposit	\$10.00	\$10.00	24 Jul 02	24 Jul 02		24 Jul 02
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Bono, Cecil	642	Lock Deposit	\$10.00	\$10.00	8 Jul 02	8 Jul 02		8 Jul 02
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Candlemass, Pricilla	631	Lock Deposit	\$10.00	\$10.00	10 Jan 03	10 Jan 03		10 Jan 03
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Compact Soil Testing, Inc	602	Lock Deposit	\$10.00	\$10.00	1 Aug 02	1 Aug 02		1 Aug 02
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Craine, Billy	608	Lock Deposit	\$10.00	\$10.00	4 Oct 02	4 Oct 02		4 Oct 02
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Craine, Jany	627	Lock Deposit	\$25.00	\$25.00	1 Oct 02	1 Oct 02		1 Oct 02

Addenda: Useful Tips

SWAMP Secrets Revealed

<p>Esc Key</p>	<p>Every once in awhile you can get stuck in a pull-down list in SWAMP that won't let you out. You get the message that "Your selection must match a selection in the list." Sometimes you get an invalid hidden character in there and there seems to be no way out. Press the "Esc" key on your keyboard and that will restore the field to its previous value.</p>
<p>Double Click</p>	<p>Double clicking on various fields will do some interesting things:</p> <ul style="list-style-type: none"> • The category field on the 'Expenses' form will open the Categories list where you can add or edit categories. • Each of the fields on the 'Lists' menu will open the data form that created the list: tenant form, Building form, units' form, and categories. • From the 'Late Tenants' report, double click on the name of the tenant to go to that tenant's form, make a call, and record the info on the notes area. Then close the tenant's form to return to the report. • The 'Start Date' field on the rental sub form will bring up a calendar on which you may select the date.
<p>Export Reports</p>	<p>SWAMP has features [described above] to export Tenant information and Balance information to databases or word documents. Most Reports may quickly be exported as well. Follow these simple steps:</p> <ul style="list-style-type: none"> • Open the report. • Click on "File" and then on "Send." • A form will open giving you a choice of "Microsoft Excel [* .xls]," "Rich Text Format [* .rtf,] or "MS-DOS Text [* .txt]" • Choose one and click on "OK." • An E-mail will open with the Report on it as an attachment icon. • You may open the attachment by double clicking, save it to your documents or email the report to another office. <p>NOTE: Some reports, such as my favorite "Event Summary," will not work because of numerous sub forms. Also, "Rentals by Month" and "Payment Validation" will not export satisfactorily.</p> <p>NOTE 2: Since I wrote the above, Gordon has added action buttons to most of the reports which allow you to Preview, Print, Export or E-mail most reports. See the Reports Menu from the Home Menu of SWAMP.</p>
<p>Email Swampdat</p>	<p>Sometimes, we need to see your data to find a problem. You can email that to us by following these steps:</p> <ul style="list-style-type: none"> • Open windows explorer and highlight SWAMP. • Put your cursor on Swampdat.mdb [or data under another name that you are using] and click with the right mouse button. • In the pop-up form that opens, select "Send to" and then "Mail Recipient." • In the email form that then opens, put the address of

	“info@quayles.com” and click on “Send.”
Data Entry Keys	<p>In the fields on any form in SWAMP, you can use the following keys to automatically enter data:</p> <ul style="list-style-type: none"> • Ctrl + ; will insert the current date • Ctrl + : will insert the current time • Ctrl + ‘ will insert the value from the same field in the previous record. This is great for entering City, State, and Zip codes.
Rental Category	<p>Before version 3.0, when a tenant paid a rental not already generated in the tenant’s Payments form, you had two choices: either generate rents for this tenant, or enter the billing by hand, filling in each appropriate field. Now you can do it with a couple of clicks.</p> <ul style="list-style-type: none"> • Open the tenant’s form, click on Payments. • On the first blank line, enter the unit number and, in the ‘Type’ field, select ‘Rental.’ • SWAMP will check the ‘Paid To’ status of this tenant and the ‘Rate’ for this unit and enter all the appropriate data on this line. • Then click the ‘P’ box to enter the payment.

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