

## Overview

This document explains how to integrate with RentTrack to receive tenant payments.

## Quick Links to Topics

### Set Up – One Time Only

- [A. Get a token from RentTrack.com and add it to the Landlord 12 Dashboard.](#)
- [B. How to automatically send balances to from Landlord 12 to RentTrack.](#)
- [C. Verify that the bank account is properly identified in the Landlord 12 Account Code profile.](#)

### Integration Related Tasks

- [D. How to manually send balances to RentTrack \(if balances are not automatically sent\).](#)
- [E. How to load receipts from RentTrack.](#)

## A. Get a Token from RentTrack.com and add it to the Landlord 12 Dashboard.

1. Run the Landlord 12 application and log in.
2. Open the Dashboard.
3. Click the Settings button on the RentTrack tile.
4. Click the Token Generation button on the RentTrack settings page.
5. A browser window will open. Sign in to RentTrack.
6. Click Generate New Token.
7. Highlight the token (it will be long) and right click and select Copy.



8. Go back to the Landlord 12 application RentTrack settings page.
9. Right click and select Paste under the User Token. See the next page for an image.
10. Click Save.

The screenshot shows the 'RentTrack Settings' window. At the top, there is a 'RentTrack' tab. Below it, there are several input fields and checkboxes:

- User Token:** A text input field.
- Alternate Server:** A text input field.
- Alternate Security Protocol:** A checkbox.
- Options:** A group of five checkboxes:
  - Send Balances After Posting Deposit Slip
  - Automatically Send Balances After Posting Scheduled Receive
  - Send Balances Automatically in the Background
  - Disable Co-Tenant Balance Copied From Responsible Tenant
  - Exclude Disputed Charges from Reported Balance

At the bottom right, there are three buttons: 'Account Home', 'Token Generation', and 'Integration Guide'. A colorful hexagonal logo is positioned to the left of these buttons.

If you are on a Windows 7 computer, mark the checkbox “Alternate Security Protocol”.

## B. How to automatically send balances to from Landlord 12 to RentTrack.

While in RentTrack Settings, there are three options for balances to be sent automatically.

1. *Send Balances After Posting Deposit Slip.* By marking this option, each time a deposit slip is posted (GL > Deposit Receipts), the balances will be sent.
2. *Automatically Send Balances After Posting Scheduled Receivables.* By marking this option, when Rent or Late Fees are posted under AR > Scheduled Receivables, the balances will be sent.
3. *Send Balances Automatically in the Background:* By marking this option, this means the balances will be sent in the background and no indication will appear on your screen that balances are being sent.

### NOTES:

Balances for co-tenants are sent to RentTrack. The balance used is the balance for the Responsible Tenant if the checkbox “Post to Responsible Tenant” is marked in the tenant profile. To disable this function, mark the checkbox in the RentTrack Settings, as shown above, “Disable Co-Tenant Balance Copied from Responsible Tenant”.

*Exclude Disputed Charges from Reported Balance.* Marking this checkbox will keep charges marked “Disputed” in AR, Tenant History from being sent to RentTrack.

Also see the information about Unit Address from the [RentTrack Onboarding Process](#) document as you add new units.

**C. Verify that the bank account is properly identified in the Landlord 12 Account Code profile.**

1. Go to Setup > Account Codes.  
*If you aren't sure what your bank is called, go to GL > Bank Account History and use the flash light next to bank to see the names.*
2. Find and double click on your Checking Account. This is the bank you use to collect rent money.
3. Go to Tab 2 Checking Account Setup.
4. Under Account Code, fill in your bank account number.

Your sync with RentTrack will not work properly if the bank account number is not filled in.

Bank Account Checking [Account]

ID: CHECKING Bank Account Checking Ledger Code: 1010  Active

Account Information:

Check Style: Laser Three Part (Center)

Next Check Number: 1744

Signature Memo:

Account Number: 00037029011

Routing Number:

Processor ID:

Federal Reserve ID:

Bank ABA ID:

Fees and Balance:

Service Charge:

Returned Item Fee:

NSF Fee: \$50.00

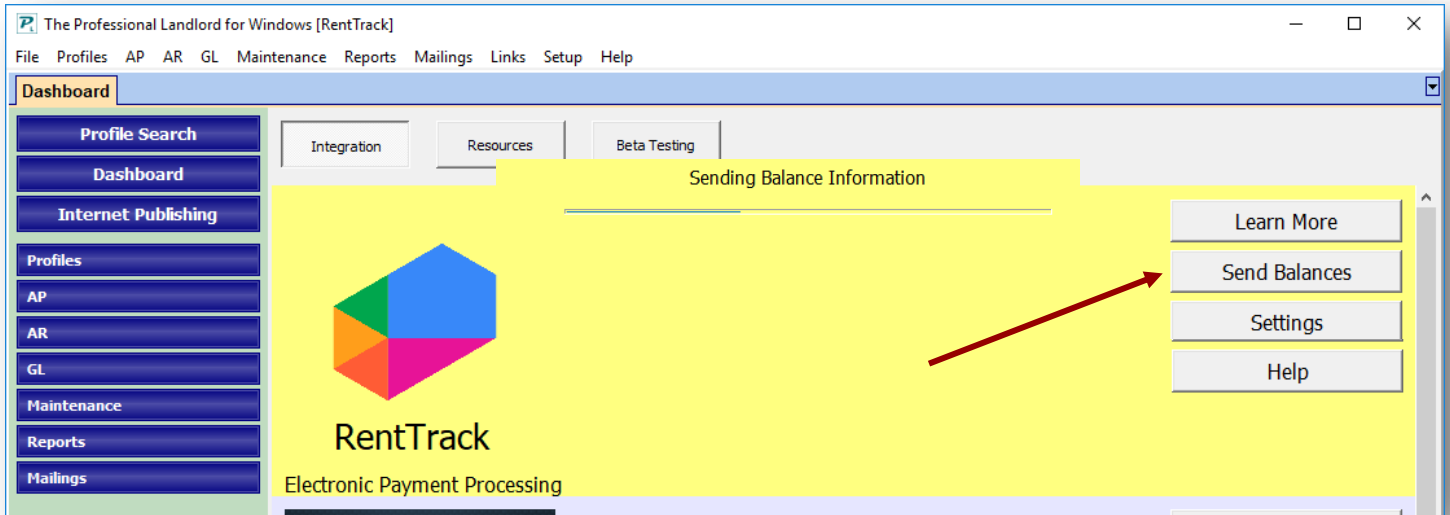
Minimum Balance: \$0.00

1. Account Options 2. Checking Account Setup 3. MICR Check Setup

Dock Help New Previous Next Save Close

## D. How to Manually Send Balances to RentTrack.

1. Open the Dashboard.
2. Click Send Balances in the RentTrack tile.



The screenshot shows the web application interface for RentTrack. The top navigation bar includes "DASHBOARD", "PROPERTIES", "RESIDENTS", "ACCOUNTING", and "USERS". The user is logged in as "Hi, Shane!" with options for "English" and "Log Out". A red notification banner states "YOU HAVE INCOMPLETE TASKS: 1 Verify your email address. Resend Verification Email". Below this is a table of residents with columns for Status, Resident, Email, Phone, Property, Amount, Last Payment, and Balance. The table contains 7 rows of data.

| Status  | Resident       | Email                  | Phone | Property                | Amount    | Last Payment | Balance |  |
|---------|----------------|------------------------|-------|-------------------------|-----------|--------------|---------|--|
| ACTIVE  | Philip Rivers  | privers@fake.com       |       | 2234 Chapala St #8      | \$750.00  | -            | 0.00    |  |
| ACTIVE  | Melvin Gordon  | superbowl@bound.com    |       | 2234 Chapala St #2      | \$1425.00 | -            | 0.00    |  |
| INVITE  | Edward Guro    | heather@promas.com     |       | 6904 Paese NW Pl        | \$950.00  | -            | 950.00  |  |
| INVITE  | Marshawn Lynch | raidersstink@truth.com |       | 2232 Chapala St         | \$4125.00 | -            | 4125.00 |  |
| WAITING | Robert Spatz   |                        |       | 10604 Rio del Sol NW Ct | \$0.00    | -            | 0.00    |  |
| WAITING | Johnny Rm      |                        |       | 10604 Rio del Sol NW Ct | \$0.00    | -            | 0.00    |  |
| WAITING | Jerry          |                        |       | 9312 Sundero NW Pl      | \$980.00  | -            | 980.00  |  |

## E. How to Load Receipts from RentTrack.

1. Go to AR > Batch Tenant Receipts.
2. Click Load Receipts from RentTrack.

The screenshot shows a software interface titled "board". On the left, there is a form with fields for "Posting Date" (8/22/2018), "Unit", "Tenant", "Bank", "Payment", and "Memo". A "Quick Posting Mode" checkbox is also present. On the right, there are two summary boxes: "Total Entries" with the value "1" and "Total Amount" with the value "\$950.00". Below these are two buttons: "Load Receipts from RentTrack" (highlighted with a red box and labeled "2") and "Add Payment to Batch". At the bottom, there is a table header with columns "Date", "Payment Description", and "Amount".

The screenshot shows a dialog box titled "Load Receipts from RentTrack Server". It has two tabs: "Unprocessed Batches" (selected) and "History". Below the tabs, there is a dropdown menu labeled "Unprocessed Receipt Batch" with the text "No Batches Found" and a downward arrow (labeled "4"). Below the dropdown are three buttons: "Mark Processed", "Load Receipts" (labeled "5"), and "Check Server for More Batches" (labeled "3"). At the bottom right, there are two buttons: "Account Home" and "Integration Guide". At the very bottom, there is a "Cancel" button.

There are two tabs at top, Unprocessed Batches and History

3. Click Check Server for More Batches to check RentTrack for new receipt batches.
4. Use the drop down menu to select a batch under Unprocessed Receipt Batch.
5. Click Load Receipts.
6. Click OK on the message that appears about the number of receipts in the batch.
7. Follow normal batch receipt processing and verify the screen of receipts and click Post.

To review already processed receipts, click the History tab.

The screenshot shows a software dialog box titled "Load Receipts from RentTrack Server". It features two tabs: "Unprocessed Batches" and "History". The "History" tab is selected. Below the tabs, there is a dropdown menu labeled "Processed Receipt Batch" which currently displays "No Batches Found". Underneath the dropdown are three buttons: "Mark Unprocessed", "Load Receipts", and "Show Last Error". A "Cancel" button is located at the bottom right of the dialog box.

This screen gives you the ability to re-process receipts if needed by either marking a batch as unprocessed or by loading the receipts. From this screen you can also see the last error message you received. Note that if you load receipts that have already been processed for review purposes only that you should not attempt to repost them.

The system will import records from RentTrack if the system is unable to identify the payer. The receipts will show the RentTrack transaction id that is in the memo to assist in matching the payment to the correct payer. In addition, there is an option to process an unidentified payer as a ledger receipt to simplify the process of processing owner receipts that have been received through RentTrack until the integration can be expanded to natively handle owner payments