

**VENDOR INVOICES**

* Email all invoices, weekly, on your assigned day to ap@questami.com-(See Manager’s Worksheet)
* Use Chart of Accounts when coding-if unsure of how to code ask-do not send an invoice in without coding-email your question to ap@questami.com
* Refer to your vendor checklist daily to make sure that you’ve received all monthly recurring invoices on time. (Utilities, landscaping, pest control, alarm monitoring, etc.) Keep list updated with any vendor changes
* List all invoices, by vendor, including petty cash, on a Transmittal Form (make copies of the transmittal and all invoices listed and keep for 12 months)
* Approval stamp completed-***your initials give corporate the approval to pay***
* Only approve invoices that you can verify that the goods/services were received.
* Approve current charges only-research past due amounts against prior invoice submissions
* Include packing slips and all pages of an invoice
* Do not send in an invoice that requires a P.O. without the P.O. attached. Write the unit# on the invoice for capital items purchased for that specific unit; otherwise write “stock” if a unit# has not been assigned, yet.
* Do not send in duplicate invoices or FAS without approval from AP-they will confirm whether the original was ever received

**PURCHASE ORDERS (P.O.)-REQUIREMENTS & PROCEDURES**

* ***Obtain an approved P.O. from your Supervisor before placing the order***
* Any Capital Item-regardless of the cost
* Purchases over $500 (including tax & shipping)
* Must have an assigned unit number to be approved (unless there is prior discussion with your Supervisor to order for stock)
* In the event of an emergency (HVAC, hot water heater, etc.) submit the P.O., but do not wait for the P.O. to come back approved. Call your Supervisor for a verbal approval as they may be traveling or away from their desk
* Do not use an account code that does not have a budget amount.
* Include the budget amount for the month along with the amount spent for the current month that includes the purchase you are requesting
* Complete the description section explaining the reason for the purchase and if the unit is vacant or occupied. If it’s for carpet replacement, state that it includes the pad and pet treatment
* In OneSite, record the purchase by going into Facilities and documenting the new appliance, carpet, etc. in Assets
* When stock items are being assigned to a unit, pull your copy of the invoice and P.O. and write the unit number on the invoice and email to Tanya. (record in OneSite)
* Print the P.O. and keep in a file until the invoice is received (this will avoid any missing invoices)

**UTILITIES**

* Refer to your vendor checklist daily and pull any utility that has not been received in a timely manner from the vendor website (Water, phone, electric, gas)
* Email all utilities to AP (ap@questami.com)the day that they are received
* Approval stamp completed
* Approve current charges only (research past due amounts against your prior records)
* List each utility company separately on the Transmittal Form and put the total for each company beside the company name (you do not have to list each individual bill)

**FAS: REFUNDS DUE**

* Obtain forwarding address (if no forwarding, write on FAS “no forwarding left”)
* Process FAS within 72 hours of move out
* Send all refunds to Supervisor for approval (signature) before sending to AP
* List on your Transmittal Form

**FAS: NO REFUND DUE/BALANCE DUE**

* Send in with your month end reports marked “Accounts Payable”

**CHECK REQUEST-PROCEDURES**

* Fill form out completely and obtain your Supervisor’s signature before submitting for payment
* State in the Description where the check should be mailed
* Attach the back up that corresponds with the amount being requested (quotes, estimates, invoice for 50% down, etc.)
* Once the purchase or service is complete, email AP a copy of the receipts and/or Lien Waiver
* If the request is for purchasing items for a Christmas or Thanksgiving party and there is money left over, the balance will need to be deposited into the bank as a separate deposit (no OneSite entry). Email the bank deposit slip, receipts and copy of the check stub to AP
* Send check requests for the maintenance phone reimbursement by the 15th of the month (January’s phone reimbursement s/b sent in by January 15th). This expense should be sent in along with your weekly invoices and listed on your Transmittal.

**NEW VENDOR-PROCEDURES**

* Prior approval from your Supervisor must be obtained prior to any work or service being performed on the property.
* New vendors may not be related to or a personal acquaintance to any employee assigned to the property
* The New Vendor Request form must be filled out and signed by you and your Supervisor
* Obtain a W9, Worker’s Compensation Waiver and completed Insurance Certificate from the vendor prior to any work being performed-Certificate Holder should be the ownership name of the property, not the property name
* Attach the New Vendor Request form, along with the completed W9 and Insurance Certificate and email to Tanya (tanya@questami.com)

**INSURANCE CERTIFICATES**

* Obtain before any work being performed
* Minimum $1,000,000, per occurrence, for General Liability and Workers’ Compensation
* Certificate Holder should be the ownership name of the property and not the property name
* Address should be the property’s address
* Keep a file with all certificates
* Send out letters to current vendors in advance of the expiration date

**PETTY CASH REIMBURSEMENT-PROCEDURES**

* Purchases are for the property only (no personal items on receipts)
* Submit for reimbursement every week (no matter how small the amount)
* Receipts should be submitted within the month it was purchased (end of month purchases should be sent within the first week of the following month)
* Receipts older than 20 days will not be eligible for reimbursement
* Do not pay any on site vendors out of petty cash (they must invoice the property)
* Receipts should be the originals (no hand-written receipts without prior approval from your Supervisor)
* Do Not use any personal monies/credit cards/debit cards
* Do not use or purchase gift cards out of petty cash
* Petty cash should be kept on site and readily available
* Make sure that your Petty Cash balances each time you submit for reimbursement.
* Submit all receipts and list all items on the Petty Cash Reimbursement Form
* Sign and date
* List on your Transmittal Form

**MILEAGE AND EXPENSE REPORT**

* Fill the form out completely and sign and date
* Mileage is reimbursed at 58.5 per mile
* If the employee travels to another property to work, a separate mileage report should be filled out for that property. (do not combine mileage/expenses from different properties)
* No matter how small the amount, submit all mileage and expenses at the end of the month so the expense can be recorded in the month it was incurred.
* List on your Transmittal Form-Do not send in with Payroll