



Payments User Guide

Real Estate Manager

Version 26.1



Document Information

Notices

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This guide is designed to help you to use the Real Estate Manager applications effectively and efficiently. All data shown in graphics are provided as examples only. The example companies and calculations herein are fictitious. No association with any real company or organization is intended or should be inferred.



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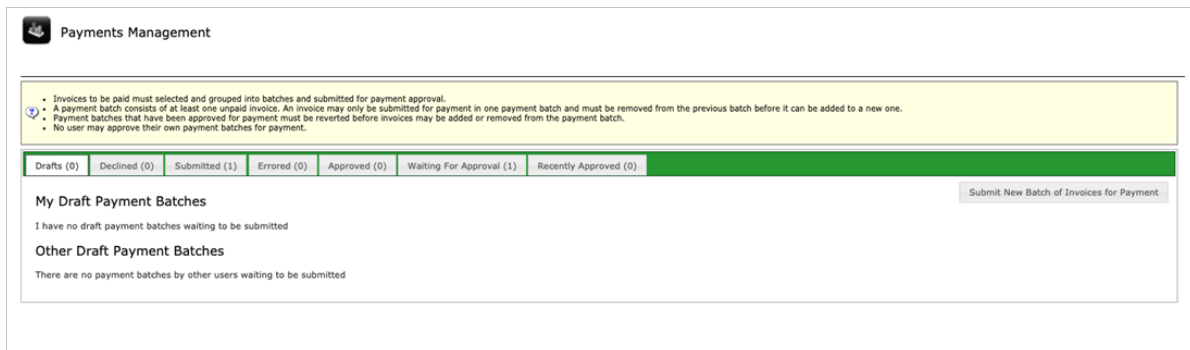


Payments

Invoices are paid in batches (Payment Batches) in Real Estate Manager. Adding an Invoice to a Payment Batch includes options to select Invoices for payment and submitting them for approval or saving the selected Invoices as a Draft Payment Batch for payment at a later date. All Invoices must be approved prior to payment. A Payment Batch can be removed from submission or rolled back to a Draft Batch Payment.

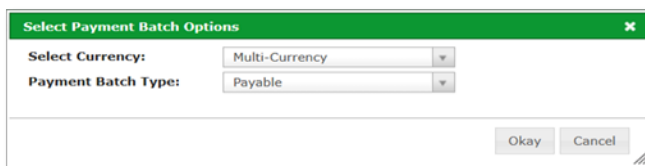
The Manage Payments workspace, shown below, uses a set of tabs to organize the Invoices submitted for payment as follows:

- **Drafts** – Payment Batches that have not been submitted for approval
- **Declined** – Payment Batches that were not approved for payment
- **Submitted** – Payment Batches that have been submitted for approval by yourself
- **Errored** – Payment Batches that have encountered an error in the payment process
- **Approved** – Payment Batches that are approved for payment
- **Waiting for Approval** – Payment Batches that have been submitted by another user and are awaiting approval
- **Recently Approved** – Payment Batches approved



Adding and Submitting a Payment Batch

1. From the Top NavBar, select **Management** and then **Payments**.
2. On the Drafts tab, click **Submit New Batch of Invoices for Payment**.



3. From the **Select Currency** drop-down, choose the monetary currency for the Payments.

4. If you are creating a payment batch with multiple currencies, you should select **Multi-Currency** from the drop-down.
5. Click **Okay**.

6. The Payments Management workspace is used to filter Payable Invoices to identify the ones you want to pay.
7. To search for Payments, in the **Batch Description** field, enter an identifier for the Payments.

8. If **Multi-Currency** is selected in Step 3, then user should specify the Currencies to be included in the batch. By default, all currencies are selected.
9. If a single currency is selected in Step 3, then the Currency field will not be present.
10. From the **Cost Category Group** drop-down, select the Cost Category Group(s) to which Invoices you want to pay are assigned.
11. From the **Cost Categories** drop-down, select the Cost Category or Cost Categories to which Invoices you want to pay are assigned.

12. Double click the From and To fields to display the Calendar and select the beginning and ending Invoice dates that you want to include in the search.
13. From the **Invoice Group** drop-down, select the Invoice Group(s) to which the Invoices you want to pay are assigned.
14. From the **Vendors** drop-down, select the Vendor(s) you want to pay.
15. Click the **Search Term** field, enter a full or partial search term related to the Invoice you want to pay.
16. Click **Search Invoices**.

Invoice #	Date	Vendor	Group	Description	Assets	Cost Categories	Base Total	Tax Total	Invoice Total	State	Actions
<input type="checkbox"/> MltPrkVII-5-20210901	01/09/2021	Moulton Parkway Villas	Basic Invoice	Orange County Office Invoice	Orange County Office (CA 01)	Base Rent (Rent)	\$4,000.00 USD	\$0.00 USD	\$4,000.00 USD (Monthly)	Unpaid	view edit
<input type="checkbox"/> OrmCntElc&Pwr-6-20210901	01/09/2021	Orange County Electric & Power	Basic Invoice	Electric Bill	Orange County Office (CA 01)	Electric (Utilities)	\$1,275.00 USD	\$0.00 USD	\$1,275.00 USD (Monthly)	Unpaid	view edit
<input type="checkbox"/> RlPrpSlt-1-20210901	01/09/2021	Real Property Solutions	Basic Invoice	Rental Lease Invoice	Texas Headquarters (Acme TX 001)	Base Rent (Rent)	\$5,000.00 USD	\$0.00 USD	\$5,000.00 USD (Monthly)	Unpaid	view edit
<input type="checkbox"/> RlPrpSlt-2-20210901	01/09/2021	Real Property Solutions	Basic Invoice	Rental Lease Invoice	Texas Headquarters (Acme TX 001)	Base Rent (Rent)	\$6,000.00 USD	\$0.00 USD	\$6,000.00 USD (Monthly)	Unpaid	view edit

0/4 invoices selected, \$0.00 USD of \$16,275.00 USD

Page 1/1 (4/4 rows) Go to:

Add Selected Invoices Delete Selected Invoices Cancel

17. To select Invoices for payment, click the check-box next to the Invoices you want to pay.
18. Click **Add Selected Invoices**.
19. You may search for more invoices to add to the batch by selecting new search parameters and clicking **Search**.
20. If you check boxes for Invoices and click **Delete Selected invoices**, those invoices will be removed from the system. This means the invoices is removed from the Asset and any related Contract.

Invoice # : MltPrkVII-5-20210901
 Invoice Type : Basic Invoice
 Group : Basic Invoice
 Purchase Order # :
 Currency : United States Dollar
 Contract : [Orange County Office](#)
 Vendor : [Moulton Parkway Villas](#)
 Date of Invoice : 01/09/2021
 Description : Orange County Office Invoice
 Notes :

Base Rent
 Rentable Area (Gross) - not set -

Description	Asset	Category	Jurisdiction	Tax Rate	Base \$	Tax	Inurred	Actions
Rent	Orange County Office	Base Rent (Rent)	US - California	Orange - No Tax	\$4,000.00 USD	\$0.00 USD	01/09/2021 - 30/09/2021	apportionments fields

Close

21. To view information about an Invoice, click **view** to display the Invoice.
22. Click **apportionments** to view the Apportionments defined for the Invoice costs.
23. Click **fields** to view the Custom Fields defined for the Invoice.

24. Click **Close** to return to the previous workspace.

25. Click **edit** to open a specific Invoice to edit the details.

26. To submit the selected Invoices for payment, click **Submit Invoices for payment**.

27. In the **Notes** field, enter information that describes the payments.

28. Click **Okay**.

Created On	Name	# of Invoices	Payment Total	State	Last Comment	Actions
09/24/2021	Base Rent	1	\$4,000.00 USD	Pending	09/24/2021 10:48 Corinna Rost (crost): Submitted for approval 9/24/21	rollback view
09/02/2021	Backdated Electric Bills-OC	29	\$36,975.00 USD	Pending	09/02/2021 13:14 Corinna Rost (crost): Submitting backdated invoices to catch up.	rollback view

Page 1/1 (2/2 rows) Go to: []

29. The Payment Batch will move to the **Submitted** tab.

Viewing Information in a Submitted Payment

After submitting a Payment Batch for payment, the invoices cannot be edited or deleted. Refer to the [Rolling Back a Submitted Payment Batch](#) section for instructions on recalling the submission of a Payment Batch.

1. From the Top NavBar, select **Management**, then select **Payments** to open the Payments workspace.
2. Click the **Submitted** tab to view any Payment Batch that have been submitted for approval.

Created On	Name	# of Invoices	Payment Total	State	Last Comment	Actions
09/24/2021	Base Rent	1	\$4,000.00 USD	Pending	09/24/2021 10:48 Corinna Rost (rost): Submitted for approval 9/24/21	rollback view
09/02/2021	Backdated Electric Bills-OC	29	\$36,975.00 USD	Pending	09/02/2021 13:14 Corinna Rost (rost): Submitting backdated invoices to catch up.	rollback view

3. You may click **View** to view the selected batch.
4. In the pop-up, you may click the **Expand** icon to view the Notes recorded for the invoices in the selected batch.
5. From here you may also click the **Expand** icon for the Audit Log to view the history of the creation and changes to the Payment Batch.

Timestamp	User	Action	Detail	Result
10/01/2022 09:50	Corinna Rost	Submit	Corinna Rost submitted payment batch for payment	Success
10/01/2022 09:50	Corinna Rost	Create	Corinna Rost payment batch creation complete	Success
10/01/2022 09:50	Corinna Rost	Add	Corinna Rost added invoice to payment batch Date: 12/01/2021 Name:ACC Albuquerque Rent RefNo: CyDnLLC-22-20211201, \$5,500.00 USD	Success
10/01/2022 09:50	Corinna Rost	Add	Corinna Rost added invoice to payment batch Date: 11/01/2021 Name:ACC Albuquerque Rent RefNo: CyDnLLC-22-20211101, \$5,500.00 USD	Success

6. Click **Close** to return to the Submitted tab.
7. To view Apportionments for an Invoice in a Payment Batch, click **View** for the Invoice for which you want to view the Apportionments.
8. The View Invoice pop-up opens and you may click **Apportionments** in the Actions column to display the relevant Apportionments.

Division	Subdivision	Accounting Code	Percent
HQ Finance	HQ Finance - AP Cost Center 1	TBDHQAP001	100.00%

9. Click **Close** to return to the View Invoice pop-up.
10. Click **Cancel** to return to the Submitted tab.
11. To view Custom Fields for an Invoice, click **View** for the Invoice for which you want to view the Custom Fields.

- Once in the View Invoice pop-up, click **fields** to display the Custom Fields, if any have been configured for this Invoice Type.
- Click **Close** to return to the View Invoice pop-up and then Cancel to return to the Submitted tab.

Rolling Back a Submitted Payment Batch

After submitting a Payment Batch for approval, it can be recalled or rolled back and removed from submission and resubmitted at a later time.

- From the Top NavBar, select **Management**, then select **Payments** to open the Payments workspace.
- Click the **Submitted** tab.

Created On	Created By	Name	# of Invoices	Payment Total	State	Last Comment	Actions
01/10/2022	Corinna Rost (crost)	ACC2 Batch 2021	12	\$66,000.00 USD	Pending		rollback view
01/10/2022	Corinna Rost (crost)	Batch 2	3	\$257,250.00 USD	Pending		rollback view
01/10/2022	Corinna Rost (crost)	January Batch	1	\$85,750.00 USD	Pending		rollback view

- Submitted, but unapproved Payment Batches display.
- Click **rollback** for the Payment Batch you want to remove from the Submitted tab and save as a Draft Payment Batch.

- The Rollback Payment Batch pop-up opens and you may enter relevant information in the Notes field and then click **Okay**.
- The Payment Batch will be moved to the **Drafts** tab.

Approving a Payment Batch

Before a Payment Batch is actually paid, it must be approved. A user cannot submit and approve the same Payment Batch. Only Payment Batches that a user did not submit will appear on the Waiting for Approval tab.

- From the Top NavBar, select **Management**, then select **Payments** to open the Payments workspace.

Drafts (0)	Declined (0)	Submitted (3)	Errored (0)	Approved (0)	Waiting For Approval (3)	Recently Approved (0)	
Batches Waiting for Approval							
There are 3 pending payment batches waiting to be approved							
Created On	Created By	Name	# of Invoices	Payment Total	State	Last Comment	Actions
01/10/2022	Corinna Rost (rost)	ACC2 Batch 2021	12	\$66,000.00 USD	Pending		approve decline view
01/10/2022	Corinna Rost (rost)	Batch 2	3	\$257,250.00 USD	Pending		approve decline view
01/10/2022	Corinna Rost (rost)	January Batch	1	\$85,750.00 USD	Pending		approve decline view
Page 1/1 (3/3 rows)							Go to: <input type="text"/>

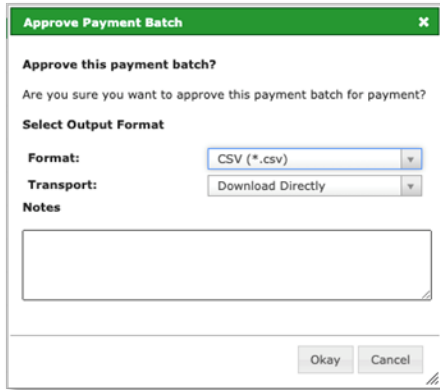
- On the **Waiting for Approval** tab, you may view the Invoices in the Payment Batch prior to approving by clicking **view**.

View Payment Batch										
Batch Description		ACC2 Batch 2021 (Pending)				12 Invoices Submitted, Total Value: \$66,000.00 USD				
Batch Currency		Submitted By Corinna Rost (rost)				United States Dollar				
Submitted Invoices										
Invoice #	Date of Invoice	Vendor	Group	Description	Assets	Cost Categories	Base Total	Tax Total	Invoice Total	Actions
Cy0HLLC-22-20210101	01/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view
Cy0HLLC-22-20210201	02/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view
Cy0HLLC-22-20210301	03/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view
Cy0HLLC-22-20210401	04/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view
Cy0HLLC-22-20210501	05/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view
Cy0HLLC-22-20210601	06/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view
Cy0HLLC-22-20210701	07/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view
Cy0HLLC-22-20210801	08/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view
Cy0HLLC-22-20210901	09/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view
Cy0HLLC-22-20211001	10/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view
Cy0HLLC-22-20211101	11/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view
Cy0HLLC-22-20211201	12/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view

- In the View Payment Batch pop-up, you may further view individual Invoices by clicking **view** again.
- Click **Close** to return to the Waiting for Approval tab.
- To approve a Payment Batch, click **approve**.

Confirm Sighted Invoices and Approve Payment											
Batch Description		ACC2 Batch 2021 (Pending)				12 Invoices Submitted, Total Value: \$66,000.00 USD					
Batch Currency		Submitted By Corinna Rost (rost)				United States Dollar					
Please review the invoices submitted for payment below and confirm that each invoice has been sighted by ticking the appropriate checkboxes. Once all invoices have been confirmed the payment batch may be approved for payment.											
Submitted Invoices											
AS	Invoice #	Date of Invoice	Vendor	Group	Description	Assets	Cost Categories	Base Total	Tax Total	Invoice Total	Actions
<input type="checkbox"/>	Cy0HLLC-22-20210101	01/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view
<input type="checkbox"/>	Cy0HLLC-22-20210201	02/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view
<input type="checkbox"/>	Cy0HLLC-22-20210301	03/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view
<input type="checkbox"/>	Cy0HLLC-22-20210401	04/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view
<input type="checkbox"/>	Cy0HLLC-22-20210501	05/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view
<input type="checkbox"/>	Cy0HLLC-22-20210601	06/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view
<input type="checkbox"/>	Cy0HLLC-22-20210701	07/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view
<input type="checkbox"/>	Cy0HLLC-22-20210801	08/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view
<input type="checkbox"/>	Cy0HLLC-22-20210901	09/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view
<input type="checkbox"/>	Cy0HLLC-22-20211001	10/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view
<input type="checkbox"/>	Cy0HLLC-22-20211101	11/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view
<input type="checkbox"/>	Cy0HLLC-22-20211201	12/01/2021	Cyrus One LLC	Basic Invoice	ACC Albuquerque Rent	• ACC Albuquerque (ACC2)	• Base Rent (Rent)	\$5,500.00 USD	\$0.00 USD	\$5,500.00 USD (Monthly)	view

- You must check the box next to each invoice to confirm the approval.
- Once all relevant boxes are checked, click **Confirm & Approve**.



8. Ensure the correct Format and Transport are selected from the drop-downs and enter any relevant Notes, then click **Okay**.
9. The Payment Batch will be downloaded in the selected format and moved to the **Recently Approved** tab.

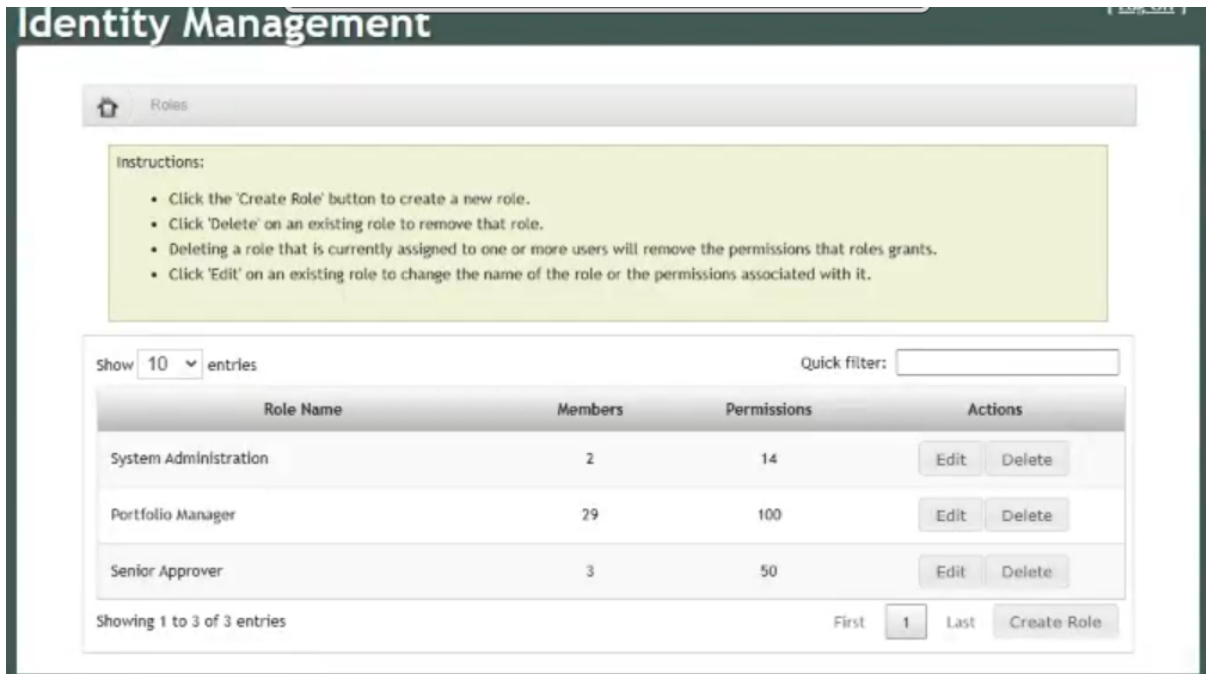
Two level Payment Batch Approval

The Two-Level Payment Batch Approval feature in Real Estate Manager (REM) adds an extra layer of review for high-value payments. When enabled, any payment batch that meets or exceeds a set threshold must be approved by two different users before it can be processed.

This helps commercial real estate teams:

- Strengthen financial controls.
- Prevent unauthorized or accidental approvals.
- Reduce risk for high-value transactions.
- Ensure large payments are reviewed by more than one person.
- The feature is configured by system admins and uses a special user role called Senior Approver for second-level approvals.

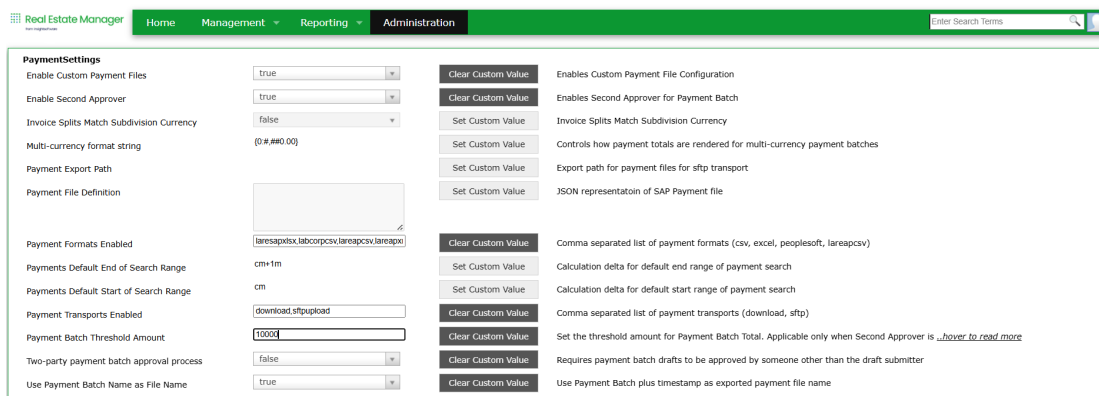
Finance admins can configure a second reviewer for payment batches that exceed a set threshold. The user role **Senior Approver** is added to the system. Users assigned this role can approve second-level payment batches when the two-level approval workflow is configured and enabled.



How It Works

1. Enable the Feature

- Go to **Administration** → **System Configuration Editor** → **Payment Settings** and toggle **Second-Level Approval** ON.
- Set your **Threshold Amount** (e.g., \$10,000).



2. Create a Payment Batch

Select the invoices and create a payment batch as mentioned in [Adding and Submitting a Payment Batch](#) section.

3. Approval Workflow

- If the batch is **below the threshold**, only one approval is needed.
- If the batch is **equal to or above the threshold**:
 - a. The first reviewer approves the batch in **Waiting for Approval** tab and adds notes.
 - b. The system shows a message: “This payment requires a second approver.”
 - c. The batch status changes to **Pending Second Approval**.
 - d. The second reviewer (must be a different user) reviews and approves or rejects with optional notes.

Decline Payment Batch ✕

Decline this payment batch?

Are you sure you want to decline this payment batch?

Notes

Incorrect invoice

Important Notes

- The preparer, first reviewer, and second reviewer must be different users.
- No user can approve their own submission.
- Only users with the Senior Approver role can approve high-value batches.
- All actions are logged for audit purposes.

Why It Matters

This feature helps prevent unauthorized or accidental approval of large payments by enforcing segregation of duties and adding an extra layer of oversight.

Best Practices

- Set a clear and realistic threshold amount based on your organization's risk policy.
- Assign the **Senior Approver** role only to experienced users with financial oversight responsibilities.
- Use the **Audit Log** to track who created, submitted, and approved each batch.
- Add clear notes during each approval step to document the reason for approval or rejection.
- Regularly review and update user roles to maintain proper segregation of duties.

Troubleshooting and FAQ

Two level Payment Batch Approval

The following are some of the common troubleshooting FAQs for two-level payment batch approval:

Q1. Why can't I approve a payment batch I submitted?

Users are not allowed to approve their own submissions.

What to do

Another user must review and approve the batch.

Q2. Why is the batch still pending after the first approval?

The batch likely meets the threshold for two-level approval.

What to do

A second user with the Senior Approver role must complete the second approval.

Q3. Who can approve high-value batches?

Only users with the Senior Approver role can approve batches that require second-level approval.

What to do

Check with your system admin to confirm who has this role.

Q4. Can the same person be the preparer, first reviewer, and second reviewer?

No. Each role must be performed by a different user.

What to do

Ensure the batch is routed to a different user for each step.

Q5. How do I know if a batch needs second-level approval?

After the first approval, the system will show a message, "This payment requires a second approver."

What to do

Wait for a second reviewer to complete the approval.

Version Summary

Version	Changes/Updates	Date
21R4	Guide created. Payments broken out from larger guide.	01/10/2022
23R3	Removed all reference to REM.	08/08/2023
24R2.3	Added Multi-Currency information to Adding a Payment Batch.	08/15/2024

