Yardi Student Housing Suite

Excel with a single connected solution for property marketing, leasing, operations, accounting, payment processing, maintenance and more.
Power Your Business With a Single Connected Solution

- Consolidate operations on one platform to work smarter, drive revenue, manage risk and gain a competitive edge
- Focus on what matters most with a system that provides a portfolio-wide view and a single version of the truth
- Untether your staff with mobile access to complete reporting, approvals and resident services from smartphones and tablets
- Keep your data safe and reduce costs with an award-winning cloud solutions provider
- Leverage the experience and applied knowledge of the industry leader

Yardi Student Housing Suite

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Yardi Student Housing Suite

- **Procure to Pay**: Procurement, Vendor Management, Invoice Processing
- **Marketing & CRM**: ILS, Property Marketing, Prospect & Resident Portals, Social Media, Call Center, SEO, SEM
- **Ancillary**: Resident Screening, Renters Insurance, Utility Billing, Payment Processing
- **ERP**: Property Management, Accounting, Operations, Maintenance Management, Business Intelligence

**SaaS**
Key Benefits

• Accommodates all aspects of student housing management with a fully integrated platform

• Features easy setup of units, rooms and beds utilizing automated workflows modeled on industry-standard best practices

• Supports nonstandard and custom academic leasing periods and payment plans with equal ease

• Includes hundreds of standard reports and custom analytics with drilldown to transaction-level data

• Offers a suite of built-in smart additions for the flexibility to create a full-business solution
Leverage the power of the leading residential property management SaaS platform — built specifically to meet your unique student housing needs.
Yardi Voyager Student Housing

Yardi Voyager Student Housing is a dedicated student housing module that leverages the power and versatility of the Voyager property and financial management platform and the Yardi Student Housing Suite for built-in front and back office tools to support your student housing properties. For example, when you add RENTCafé Student Housing, you get a complete online marketing and leasing solution to help you turn more leads into leases and provide competitive resident services. Voyager Student Housing is compatible with other Voyager solutions, allowing seamless operation of multiple property types from a single platform.

Online Workflows

Add RENTCafé Student Housing and make it easy for students to discover your properties and start the application process. Choosing unit types, selecting roommate criteria, screening and credit checks are built into the applicant workflow. Students or their responsible financial parties can make payments online through the portal, and students can view their ledgers and submit maintenance or service requests online.

Configurable Criteria

The student-centric online application process allows property managers to set configurable matching criteria in RENTCafé Student Housing. Applicants can request specific unit types such as number of rooms desired and a preferred roommate profile.

Leasing Flexibility

Voyager Student Housing accommodates nonstandard leasing periods including semesters and quarters, along with standard, joint and multiple lease arrangements. RENTCafé Student Housing also displays records for students at multiple institutions, providing convenient online tracking for parents and responsible financial parties.
Key Features

- Unit and resident screens that incorporate student housing elements and functionality
- Ability to lease units, rooms and beds at all levels
- Management of responsible party/parent relations
- Mass move-in and move-out functionality
- Can be used internationally

Mobile Leasing and CRM

Add RENTCafé CRM Student Housing for an end-to-end leasing and customer relationship management solution that allows you to conduct prospect and resident services from your tablet or desktop, with instant real-time data from Voyager. Your contact, lead, lease, resident and property data is packaged in an intuitive and mobile format. You receive automated leasing and CRM activities in one integrated, transparent system, offering total visibility into your leasing activities. Leasing managers can easily step prospects through the leasing cycle from initial contact through online lease execution, as well as promptly assist students during move-in, move-out, lease renewal and maintenance requests — without being tied to a desktop.

Integrated Solutions

Adding built-in solutions from the Yardi Student Housing Suite such as RENTCafé Student Housing, RENTCafé CRM Student Housing, RENTCafé Connect, ResidentShield Protection Plan, ScreeningWorks Pro*, Yardi Payment Processing, Yardi Advanced Maintenance, the Yardi Smart Energy Suite and more allows clients to build a full-business solution on a single platform.

*Yardi Resident Screening in Canada
Financial Management

Voyager Student Housing is a complete accounting system designed to meet all applicable GAAP and IFRS requirements. The full-featured general ledger makes financial management processes efficient and responsive to unique organizational policies and procedures.

Accounts Receivable

Voyager provides comprehensive accounts receivable functionality, including resident invoicing, automatic or manual payment receipting, creation of letters and statements and back rent calculation based on different calculation types. Accounts receivable functionality is fully integrated with the general ledger, cash receipting and accounts payable in Voyager for real-time data entry with batch and quick receipts, unlimited recurring charges and late fee management with grace periods.

Accounts Payable

Voyager streamlines the payables process and reduces costs by converting paper invoices into efficient electronic transactions virtually eliminating paper and mailing costs. Automated workflows create additional efficiencies as invoices are routed through the approval process through vendor payment. Voyager can generate both one-time and recurring invoices. The system can produce customizable rent statements and reconciliation letters to residents as well as generate statements in bulk for printing or sending automatically by email.
General Ledger

The powerful general ledger allows you to use a single chart of accounts with configurable accounting segments. The system offers standard cash and accrual books with the ability to create multiple configurable books. Users can drill down to base transactions from high-level reports.

- Distribute expenses from a source property/entity to multiple target properties/entities based on predefined allocation percentages
- Create consolidated journal entries and apply them automatically to multiple individual entities based on percentages or statistical data

Key Features

- Unlimited number of financial entities with varying fiscal years
- Recurring journal entries with formula-based calculations
- Analytic/audit dashboards for reviewing receivable, payable and job cost transactional data
- Simultaneous cash and accrual basis accounting
- Streamlined payables process that converts paper invoices into electronic transactions
- Comprehensive budgeting tools
- Automated bank reconciliation
- Check writing capability with your paper stock

Role-based dashboards display tasks that need to be completed on a daily basis. Dashboard reporting gives a complete record of financial transactions with drill-down capabilities.
Key Benefits

• Fulfills all your online property marketing, leasing and resident service needs from one platform
• Maximizes leads with social media marketing
• Helps you connect with student prospects and guarantors and turn leads into leases
• Expedites the leasing cycle with complete online lease execution and renewals
• Adds efficiency and heightens prospect and resident satisfaction through mobile apps
Marketing & Leasing

Attract student renters with multichannel marketing tools and dynamic, mobile websites and services — and quickly turn applicants into residents. Prospect and guarantor portals provide complete online applications and step-by-step lease execution.
RENTCafé Student Housing

Students expect online expediency in all parts of their lives—including finding their living space. RENTCafé Student Housing helps attract prospective student renters with dynamic marketing websites and social media marketing. Online leasing lets you quickly turn those applicants into residents, while convenient online rent payments and maintenance requests help you retain them.

Property Marketing Sites

Showcase your student housing communities with property marketing sites offering appealing designs and features. Photo displays, mouse-over floor plans, videos and user-generated ratings and reviews are among the ways that RENTCafé Student Housing can help you attract prospects. Responsive design increases your mobile presence and improves the student’s digital experience.

Social Media Marketing

Power your social content posting strategy. Tap into your student residents’ social networks to increase your prospective audience and lower your marketing costs. Built-in tools expand your online presence and incentivize residents to give trusted referrals to friends, family and colleagues.

Flexible Functionality

Rent at the unit, room and/or bed level. Your applicants can apply by unit or by unit type with individual or joint and several leases. With RENTCafé Student Housing, leads and residents are tied to academic terms and you have the flexibility to manage blocks and waitlists to help you with your mass move-ins and move-outs.

Online Leasing

Give your prospects real-time pricing and unit, room and/or bed availability on your property websites and Facebook with step-by-step online lease execution.
Optimized for iOS® and Android™ platforms, our RENTCafé Resident app provides instant access for students on the go.

Voyager Integration

RENTCafé Student Housing is fully integrated with the Yardi Voyager platform, allowing you to easily incorporate other Yardi solutions for resident screening, renters insurance, payment processing, utility billing and more to support the entire prospect and resident lifecycle.

Mobile Resident Services

Increase retention by providing in-demand, expanded services that students expect. Also available as a mobile app, the RENTCafé Student Housing resident portal allows renters to easily, securely and instantly update their profiles, view balances, make online and text payments and submit maintenance requests with photos and voice memos.

Key Features

- Dynamic property marketing websites with responsive design for full mobility
- Supports leasing at the unit, room and bed levels
- Built-in social media marketing and referral programs
- Prospect portals with complete online application and lease execution
- Resident and guarantor portals that enable online and mobile payments, maintenance requests, lease renewals and concierge services
- Complete integration with Voyager and other Yardi solutions
Key Benefits

- Delivers content that appeals to both customers and search engines
- Positions your communities for maximum visibility and more leads
- Increases traffic to your website and listings
- Drives conversions by increasing relevance and engagement
- Builds brand authority and improves prospect sentiment
- Allows for flexibility informed by performance analytics
- Sends leads directly to your leasing staff’s prospect pipeline
Search Engine Marketing

Get more traffic, leads and leases with advanced online marketing services designed to drive renters to your properties.
RENTCafé Reach

Make your properties stand out to potential residents in today’s crowded digital marketplace. The search for rentals begins online, but how renters find vacancies often takes multiple paths. RENTCafé Reach is comprised of five distinct services—search engine optimization (SEO), pay-per-click advertising (PPC), social media posting, reputation management and promoted internet listings—that work together to ensure your communities are positioned to attract more prospects, no matter how renters choose to search.

Search Engine Optimization

Win more clicks in local search results with RENTCafé Reach SEO. Our SEO experts help you build authority and engagement so your properties rise to the top. After completing the initial groundwork to optimize your website – including creating content to improve the prospect experience – we continue to monitor your web presence and provide monthly analytics, adjusting your site as needed.

- Increase relevance and engagement with on- and off-page optimization tailored to your audience
- Build authority by claiming and strategically optimizing local business listings
- Track progress with transparent reports that display results

Pay-Per-Click Advertising

Reach more people to attract them to your communities. RENTCafé Reach PPC advertising focuses on scope, relevance and ROI. Our specialists manage your ad campaigns based on property needs and occupancy trends. Deliver relevant ad content that gets prospects to click through to your websites and take the next step. Then analyze results to continually improve your ROI.

- Increase reach by advertising on leading search engines and social platforms
- Drive targeted, high-quality traffic by delivering the right message to the right person at the right time
- Define your ROI and refine your strategy with analytics to identify top-performing campaigns

Social Media Posting

Transform your social media presence. RENTCafé Reach Social pairs high-quality, hyper-local content with social listening and timely, professional replies crafted by a dedicated account manager. First, we audit your social channels and provide recommendations. Then, we support your brand’s social media goals by creating, posting, monitoring and reporting on content that you approve.

- Increase brand recognition with curated, hyper-local social media content
- Grow engagement with quick responses and continuous channel monitoring
- Expand reach with boosted posts and microblogs
Reputation Management

Take control of your digital reputation. Participate in and guide the online conversation about your brand with RENTCafé Reach Reputation. An experienced account manager will monitor online reviews, proactively handle potential negative reviews, prevent damaging content and increase positive reviews to build your brand profile. Get additional insight into the prospect and resident experience.

- Monitor and respond to brand mentions online in a professional and timely manner
- Increase credibility and trust with prospects through interactions that reflect the core values of your company
- Highlight and promote resident success stories

Promoted Internet Listings

Cast a wider net with premium listing exposure on RENTCafé.com, a powerful ILS offered exclusively to Yardi clients. Connect with renters searching for their next rental on the most efficient online apartment home marketplace. Go from lead to lease, completely online. We invest heavily in SEO and SEM on Google, Bing and other search engines to attract qualified renters and bring them to your listings.

- Reduce data entry hassle with automatic updates from your Yardi Voyager database
- Keep your pipeline full with quality leads that convert to leases at a lower cost
- Track marketing ROI more accurately with complete transparency

Key Features

- Expert SEO services tailored to your business
- PPC advertising based on property needs and occupancy trends
- Social media management with the ability to track, edit and approve posts
- Online reputation management services including timely and professional replies
- Enhanced online listings with complete lead transparency
- Dedicated account managers, including Google AdWords™ Certified Specialists
- Comprehensive reporting to track results
- Seamless integration with RENTCafé Student Housing

Stronger Together

Get found online with tools that are available separately but work well together. Integration with RENTCafé Student Housing means consistency, control and transparency—for a cohesive, single-platform property marketing strategy with accurate reporting.
Key Benefits

• Simplifies the leasing process, allowing agents to complete leasing tasks from any location

• Makes real-time lead tracking reliable for accurate traffic counts and lead sourcing

• Eases the move-in, move-out and lease renewal processes for staff and residents

• Schedules prospect and resident follow-up for customer relationship management throughout the lease lifecycle

• Ensures optimal visibility into your leasing office, eliminating missed opportunities

• Provides performance reporting for advertising and marketing campaigns for increased ROI

• Eliminates manual data entry and duplicate records
CRM

Turn leads into leases, improve resident retention and maximize your marketing ROI with our end-to-end leasing and customer relationship management solution.
RENTCafé CRM Student Housing

Our end-to-end leasing and customer relationship management solution allows you to conduct prospect and resident services from your tablet or desktop, with instant real-time data from Yardi Voyager. Fully integrated with Voyager Student Housing, RENTCafé Student Housing and RENTCafé Connect, RENTCafé CRM Student Housing accesses contact, lead, lease, resident and property data and packages it in an intuitive and mobile format for your leasing consultants. It provides automated leasing and CRM for student housing activities in one integrated, transparent system so you have total visibility into your leasing office. Leasing consultants can easily step prospects through the leasing cycle from initial contact through online lease execution, as well as promptly assist residents during move-in, move-out, lease renewal and maintenance requests—without being tied to a desktop.

Mobile Leasing Management

RENTCafé CRM Student Housing features unlimited customized follow-ups for both prospect and resident activity. Real-time lead notifications, tracking and management reporting helps your leasing consultants identify student prospects—even before they set foot on your property. Additionally, RENTCafé CRM Student Housing powers your customer relationship management throughout the leasing process, continuing after move-in, all the way to renewal. Facilitate easy communication with students and their guarantors using the incorporated Voyager correspondence engine and professional email templates.

Instant Response

Gain total visibility into your leasing office when you channel daily leasing and CRM activities into one integrated, transparent system. Dashboards featuring up-to-the-minute operations details, leasing data and student housing analytics—with drilldown and access to custom reports—ensure your staff provides accurate information to your prospects, applicants and residents. RENTCafé CRM Student Housing also tracks your advertising sources with complete accuracy to reveal how your marketing dollars are performing. As a result, you can capture and track every lead, make your advertising more productive and convert more prospects into residents to optimize rental revenue.
**Key Features**

- Automated notifications ensure every lead is serviced with unlimited, customized follow-ups
- Instant access to real-time unit, room and bed availability and lead transfer to sister properties
- Accurate reporting on marketing spend, employee performance, traffic patterns and more
- Operations and leasing dashboards with analytics from Voyager
- Real-time lead identification, evaluation, tracking and management
- Full integration with Voyager Student Housing, RENT Café Student Housing and RENT Café Connect

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**Smarter Leasing**

Benefit from the workflow efficiency and competitive advantage supplied by an end-to-end tablet leasing tool. All the leasing activities and prospect and resident support you perform at your desk, you can now execute from any location—including applicant screening and renters insurance fulfillment when combined with ScreeningWorks Pro* and ResidentShield Protection Plan.

**Improved Performance**

Analytic reporting on agent performance, property positioning and the effectiveness of your marketing campaigns provides timely information to better manage your leads and contacts, sign more leases and improve your team’s performance. With RENT Café CRM Student Housing analytics, you can turn accurate data into actionable information that increases your ROI.

*Yardi Resident Screening in Canada*
Key Benefits

- Maximizes and controls your spend while promoting prospect and resident satisfaction with a smart digital answering service.
- Offers on-demand live agent support via call, chat and email with experienced property management and leasing professionals.
- Records calls for playback directly from Voyager for quality assurance.
- Promotes your properties’ key selling points, policies and resident procedures.
- Delivers lead-to-lease reporting and smart analytics for unprecedented visibility into the performance of your property marketing strategy.
Call Center

Capture leads, control spend and track results. Designed to be invisible to your prospects and residents — and transparent to you — this flexible solution increases property occupancy and promotes resident satisfaction with all activity recorded directly in Yardi Voyager.
RENTCafé Connect

An extension of your leasing management office, RENTCafé Connect is a full-service solution that increases property occupancy by eliminating missed sales opportunities. Promote resident satisfaction and reduce move-outs by providing timely assistance. Designed to be invisible to prospects and residents — and transparent to you — this flexible solution manages inbound communication with digital answering services available around the clock, plus live agent support through the Customer Connection Center accessible on demand. Get the best of both worlds without breaking your budget. By leveraging information specific to your community from RENTCafé Student Housing and Voyager, RENTCafé Connect acts as an extension of your leasing office 24 hours a day, 365 days a year.

Control Spend

RENTCafé Connect helps you manage expenses and stay within your operating budget. This adaptable program delivers an efficient digital answering service with optional skilled Customer Connection agents available on demand. With the ability to turn this service on or off at your discretion, you can take advantage of live support without exceeding your budget, giving you complete control over your marketing spend.

Maximize Marketing Dollars

Eliminate missed sales opportunities by never missing a lead. RENTCafé’s Customer Connection Center directs your leasing calls, emails and chats to highly skilled agents who will create guest cards and schedule qualified appointments to tour your property. In addition, RENTCafé Connect tracks the marketing source of each call. This capability, combined with smart reporting tools, helps you analyze the impact of your marketing dollars so you can refine and reduce spend to maximize ROI.

Retain Residents

RENTCafé Connect provides superior service tailored to your residents, increasing satisfaction and lease renewals. Because RENTCafé Connect is seamlessly integrated with Voyager, Customer Connection agents enter maintenance requests and credit card payments directly into your property management system in real time. Agents leverage notes and history within Voyager to offer the best customer experience when answering questions and resolving issues. No other call center can offer that.
The Customer Connection Center consists of experienced, trained property management and leasing professionals that provide your prospects and residents with superior service.

Key Features

- Digital answering service for automated inbound message management
- On-demand leasing and resident phone support, available 24/7, 365 days a year
- Specialized email and chat support
- Guest cards, appointments, maintenance requests and payments entered directly into Voyager
- Unique phone numbers for each marketing source and property upon request
- Calls recorded and accessible within Voyager for quality assurance
- Analytic reporting with complete visibility into your marketing spend
- Onsite management staff notified of activity as it occurs via email

Integrates with RENTCafé CRM Student Housing for instant resident, prospect and lead alerts at your fingertips.
Key Benefits

• Reduces loss from collections, evictions and legal action
• Automates consistent decisions and improves compliance with customizable rules
• Increases ease of use with one integrated system and simplified online leasing workflow
• Leverages resident history data in Voyager for better business intelligence
Resident Screening

Make screening a seamless part of your Yardi Voyager leasing workflow and leverage it with your operating data to ensure you consistently select and retain low-risk residents.
ScreeningWorks Pro

ScreeningWorks Pro* is a proven online resident screening system that delivers comprehensive reports so property managers can make smart rental decisions and minimize risk. You get credit reports from the three major bureaus, plus terrorist, drug trafficker, sex offender and Social Security fraud screening, rental payment history records and eviction and landlord/tenant civil court records. Using the most reliable data available, our solution eliminates guesswork and provides automated recommendations tailored for your properties to help you select quality residents. The system is customizable for many multifamily property types including conventional, subsidized and student housing.

Confident Screening

Our solution delivers a reliable screening process to provide your rental staff with clear, consistent direction that supports your business rules. Screening workflow automation provides built-in control and cost savings and enables your staff to work more efficiently. Decision criteria are tailored for each property in your portfolio, so applicants will always be screened uniformly and according to your objectives.

Experian RentBureau Advantage

Gain a competitive advantage by adding Experian® RentBureau® data to your screening program. Experian RentBureau is the largest and most widely used database of rental payment information and currently includes data on more than 18 million residents nationwide. With ScreeningWorks Pro, you can leverage this data to factor applicants’ rental payment history as part of your resident screening decision, which will allow you to accept better quality residents who have a history of paying rent on time.

*Yardi Resident Screening in Canada
Strategic Advantage

The screening and reporting tools included with the system enable property owners and managers to minimize risk and maximize revenue while maintaining compliant, safe and profitable communities. ScreeningWorks Pro provides a strategic advantage with management reports and analytics that shed light on your applicant traffic and performance. Experienced consultants are available to further assist in fine-tuning decision criteria to meet your goals.

Key Features

- Integrated with the entire Voyager leasing cycle, including generation of lease documents
- Screening and operational data are combined for smarter business decisions
- Customizable rules automate consistent rental decisions and improve compliance
- Strategic analytics and executive reports provide insight into portfolio-wide traffic and screening activity
- Integration with Experian RentBureau incorporates rental payment history
- Business profile reports available as an additional service

Automate recommendations based on your criteria and help staff work more efficiently.

Oversee applicant traffic and property performance in a single snapshot with the ScreeningWorks Exec reporting dashboard.

Access ScreeningWorks Exec dashboard and applicant reports on your smartphone.
Key Benefits

• Provides instant online insurance quotes and policy issuance within your Voyager lease workflow to maximize lease compliance

• Features insurance offerings tailored to your portfolio composition and individual property needs

• Allows eligible owners and property managers to earn revenue for assisting with program implementation and ongoing administration

• Supports pre-approval for coverage without additional background or credit checks to make signing up faster and easier

• Includes guaranteed premiums without increases resulting from past claim activity

• Offers personal liability and property coverage at full replacement cost
Renters Insurance

Reduced risk and peace of mind — for you and your residents.
ResidentShield Protection Plan

Renters insurance reduces your property risk from resident-caused loss and offers your residents proven protection. The ResidentShield Protection Plan* will provide your leasing staff with training and marketing materials, along with easy enrollment for your residents. Program progress reports are readily available to your managers to track success. And, the program includes assistance for policyholders with customer service issues, so your staff is “hands off.” When combined with RENTCafé Student Housing, renters can sign up as part of the online leasing workflow. The ResidentShield Protection Plan features two choices — ResidentShield HO4 and ResidentShield Master Policy Program — you decide which program or combination of solutions is best for your specific risk transfer program.

ResidentShield HO4

ResidentShield HO4 offers resident liability and personal contents coverage backed by the most experienced underwriters in the industry, ensuring maximum protection against fire, smoke, lightning, wind, water damage and theft — including personal property and automobiles.

Residents can visit www.ResidentShield.com to learn about renters insurance, obtain an insurance quote and purchase a policy — in under five minutes!* The resident is listed as ‘primary insured’ and all policy details are automatically loaded into your Yardi Voyager system. Robust compliance reporting and policy activity tracking is provided via the Insurance Dashboard within Voyager.

ResidentShield Master Policy Program

The ResidentShield Master Policy Program provides residents an easy, affordable way to fulfill an insurance requirement, with the property manager listed as ‘primary insured’ and the resident as ‘additional insured.’ It protects the property owner against liability claims resulting from resident-caused damages, with optional coverage amounts ranging from $25,000 - $100,000 per occurrence.

Primarily used as a supplement to ResidentShield HO4 as a ‘forced placed’ alternative, resident enrollments are completed within the Insurance Dashboard in Voyager, creating an additional charge on the monthly billing statement. In addition, property managers may be eligible to earn monthly servicing convenience fees in exchange for ongoing program administration.

*Insurance products are sold through Peak Insurance Advisors, LLC, an independent insurance agent and wholly-owned subsidiary of Yardi Systems, Inc. Insurance is provided through several third-party underwriters.
Mitigate Risk

Implementing a required renters insurance program has become standard business practice for portfolio managers across the industry. According to the National Multifamily Housing Council’s Apartment Cost Risk Survey, 84% of apartment companies surveyed require renters insurance coverage. In fact, the National Apartment Association’s master lease now encourages owners to utilize a required program to mitigate risk. And while ResidentShield protects owner assets, it also provides reliable protection to renters, who consider your properties home.

We make it easy to require renters insurance. When you add the ‘Interested Third-Party Policy Management,’ ResidentShield takes the headache out of risk transfer administration, even when your resident chooses another renters insurance provider. Our office tracks all policies that lapse coverage directly in Voyager and sends automated compliance notifications — so your staff can focus on leasing units and managing your communities. With ResidentShield, we are here to make sure you are protected from property loss and your units are covered.
Key Benefits

• Increases resident satisfaction and maximizes your cash flow
• Scans and digitizes paper checks and money orders in bulk
• Offers one-stop convenience and reduces money order issues with walk-in payments
• Provides secure instant access and confirmations via text message
• Streamlines accounts payable with automated vendor payments
• Auto-transfers electronic deposits and payments to and from your bank account
• Eliminates manual errors and time-consuming bank trips
Payment Processing

Save time and maximize cash flow with a payment processing solution that eliminates bank runs, automates rent collection and simplifies vendor payments.
Yardi Payment Processing

Increase resident satisfaction and office efficiency with Yardi Payment Processing. Manage accounts receivable and accounts payable with one system that helps you streamline rent collection, cut operational costs and reduce processing errors. Make collecting rent and other fees easier with user-friendly payment options that eliminate bank runs for your staff. Your residents can conveniently pay rent by check, online, via text or at participating retailers. Your staff can more quickly process incoming payments and outgoing payments to any vendor.

Collect Online Payments
Offer paperless self-service rent payments with a recurring payment option using Yardi Online Payments. Residents can log in at any time, view their account balances and pay rent directly from a bank account (ACH payment) or with a credit or debit card. Online payments are entered directly into Yardi Voyager, with automatic deposits and easy bank reconciliation. ACH payments are sent to your bank via EFT the next day. Credit and debit card payments are processed within 2-4 days.

Collect Text Payments
Give residents 24/7 convenient and secure mobile access to review balances and make payments via SMS text messaging with RENTCafé TextPay. Immediate confirmation is provided to residents making text payments from a bank account or credit or debit card. Rent payments are automatically entered into Voyager, improving operational efficiencies while increasing resident satisfaction by providing an in-demand mobile service.

Collect Check Payments
Eliminate trips to the bank, lost checks and manual keying errors while reducing NSF risk with Yardi CHECKscan. Scan bulk batches of personal, corporate, bill pay and cashier’s checks as well as money orders to greatly reduce processing time. Instantly create receipt batches in Voyager for all items and permanently store the image files — so you don’t need to make copies. Payments are transferred electronically to your financial institution the next day, optimizing your cash flow.
Collect Walk-in Payments*

Let residents pay rent in cash at over 20,000 participating retail locations. Our walk-in payment system (WIPS) provides the ease of a one-stop experience and reduces money order issues for your staff. This service can be easily added to your existing Yardi cash management system. Electronic payment confirmations are automatically available in Voyager the next day. Funds are made available within three business days.

Pay Vendors and Owners*

Automate check writing and electronic vendor or owner payments with outgoing accounts payable. ACH payments are administered and distributed automatically, then instantly recorded in Voyager — speeding up processes, reducing manual errors and cutting down on paper waste. For vendors and owners that don’t accept electronic payments, we process, print and mail checks for you with all activity documented in Voyager, saving your team significant time and increasing productivity.

Key Features

- Electronic deposits for rapid availability of funds
- 24/7 resident access to make online and text payments
- Credit and debit card and ACH resident payments with recurring ACH option
- Walk-in payment service for cash payments at participating retail locations
- Voyager auto-matches charges and applies payment priority rules
- Permanent check image storage for scanned payments
- Electronic vendor and owner payment processing and transfers
- Full-service check writing and distribution by our check writing service organization
- All transactions instantly recorded in Voyager

*Not currently available in Canada

*Not currently available in Canada
Key Benefits

• Offers convergent utility billing that can increase collections by 20%

• Includes meter reads with consumption alerts to identify errors and costly leaks that need repair

• Features paperless utility invoice processing that saves you time and money

• Includes dedicated regulatory staff and service teams to provide support
Energy

The only solution for utility billing, energy management and submeter data administration that is built into Yardi Voyager and backed by 24/7 live customer service.
Yardi Smart Energy Suite

The Yardi Smart Energy Suite includes multiple products designed to help you create the energy program that fits your needs. Yardi Utility Billing and Yardi Utility Expense Management are built into Yardi Voyager to automate utility billing and optimize energy management, backed by service teams and a dedicated regulatory staff. Consumption data and costs are consolidated in your Voyager database, including the ability to capture and report in real-time for some devices. Convergent bills are auto-generated and sent to residents via email or mail. Smart analytics enable control of utility payables by monitoring consumption, identifying leaks, notifying responsible parties, detecting invoice errors and recovering overage charges.

Centralize Billing

Yardi Utility Billing transmits and analyzes submeter data and costs are automatically allocated to residents. Along with accurate allocations, our solution provides direct resident billing and online payment options that increase your operational efficiency, while maximizing cash flow.

Improve Collections

Yardi Utility Billing creates monthly statements that combine resident utility charges with rent due. Studies show that collection of utility costs increases by approximately 20% with convergent billing. And when a resident moves out, final utility bills are automatically tied into your deposit accounting workflow to ensure collection of any outstanding charges. Vacant unit cost recovery provides timely utility transfers when a resident moves in.

Gain Control

Yardi Utility Expense Management includes electronic invoice processing, rate and tariff auditing, vacant unit analysis, utility consumption and cost analytics and (optionally) bill pay. Utility invoices can be efficiently processed electronically with an online approval workflow, ensuring timely EFT payments and reducing or eliminating late fees. All utility cost and consumption data is made available for analysis and benchmarking.

Manage Submetering

Submetering individual units for master-metered utilities allows you to charge residents for their exact consumption, which decreases costs and increases conservation. We guarantee a professional installation and ongoing system maintenance by our in-house network of experienced technicians.
Maximize Insight

Yardi E2 Insight is a web-based, interactive, user-friendly tool that provides energy and utility dashboards to track cost, consumption and emissions and intelligently compares your properties to ensure everything from entire portfolios to individual meters are managed efficiently and to budget. Together with Yardi Utility Expense Management, the process of understanding your utility costs and consumption becomes simple.

Expand Sustainability

Our Certified Energy Managers®, engineers and MBAs have broad experience in rates, policy and analysis as well as hands-on knowledge of mechanical utility systems. We can identify conservation opportunities that meet your business initiatives and measure results with property benchmarking following industry-approved protocols, including ENERGY STAR® scores, reporting and certifications.

Key Features

- Convergent billing tied into your Voyager move-out workflow
- Automated meter readings, submeter data analysis and billing allocation
- Cost and consumption analysis, with monthly reconciliation
- Analytics using automated meter reads that identify leaks and variances
- Dedicated regulatory staff and service teams
- 24/7 live call center support for residents, with call details (and recordings by request) logged in Voyager for quality control
- Electronic invoice processing with vacant unit cost recovery, rate and tariff analysis, ENERGY STAR benchmark reporting and optional bill pay
- Submeter installation and full service maintenance options to preserve the efficiency of your system
- Dynamic dashboards and analytics with Yardi E2 Insight for a cohesive tool
Key Benefits

• Saves money by consolidating procurement spend into one platform
• Enables better decision-making with real-time Voyager data
• Provides powerful analytics to support continuous process improvement
• Increases efficiency and productivity with online and mobile workflows
• Eliminates interfacing with third-party systems
• Saves time and drastically reduces scanning, keying, printing and other manual tasks
• Gives vendors real-time transparency into their business with you
• Identifies potential at-risk vendors and develops strategies for managing them
Procure to Pay

Go paperless and reduce manual tasks with an end-to-end procure to pay solution. Gain real-time visibility into budgets and cash, increase efficiency with online catalogs and manage vendors more effectively.
Yardi Procure to Pay

Gain efficiency and productivity across the procure to pay process while attaining real-time transparency into your budgets and cash flow. The end-to-end Yardi Procure to Pay platform includes electronic invoice processing, online and mobile approvals for purchase orders and invoices, flexible purchasing catalogs and powerful vendor management tools.

Paperless Invoice Processing

Yardi PAYscan is a paperless, mobile-enabled invoice workflow platform that provides a 360-degree view of transactions from check to payable to invoice to purchase order, work order, job or contract. In addition, all budget and cash data is available in real-time. Use powerful analytics to drive continuous improvement across your procure to pay process.

Full-Service Invoice Processing

Reduce costs and increase efficiency even further with Yardi PAYscan Full Service, which lets vendors submit invoices to a secure, centralized location from which Yardi scans and enters the data for you. Yardi opens a dedicated PO Box and email address for your organization's vendors to send their invoices. The invoices show in Voyager as invoice registers, ready for you to review, approve and process as payables.

Payments

- Yardi Bill Pay offers outsourced check printing and ACH payments
- Yardi Bill Pay credit card payments (both physical and virtual) create a frictionless payment process
- Complete the automation of the Procure to Pay cycle

Vendor Management

- VENDORCafé provides a web/mobile platform to help manage vendors more effectively
- VENDORCafé provides vendors real-time invoice and payment transparency
- VendorShield reduces risk and helps automate vendor screening and onboarding

Invoice Processing

- Yardi PAYscan offers web/mobile invoice processing
- Vendors submit invoices to Yardi for scanning and data entry
- Yardi Utility Expense Management drastically reduces time spent on utility invoices

Procurement

- Yardi Marketplace offers a web/mobile purchasing platform with powerful reporting
- Your suppliers and pricing reside in one procurement platform (Yardi catalogs also available)
- Deep integration allows electronic invoices to flow directly into PAYscan
Online Procurement

Yardi Marketplace is an online and mobile MRO shopping platform. Manage suppliers and leverage contracted pricing in one platform with off-the-shelf supplier relationships and catalogs, or create your own online catalogs. Yardi Marketplace works seamlessly with PAYscan to process invoices electronically. Get insightful reporting that gives you full control of your organization’s procurement activity.

Vendor Management

Empower your vendors to manage their business with you through the VENDORCafé online and mobile portal. Vendors can submit invoices and view invoice status, payment details, purchase orders and work orders in real time. Invoices submitted electronically through VENDORCafé import immediately into PAYscan. VendorShield simplifies management of Form W-9s, certificates of insurance, service contracts and other documents.

Simplified Bill Payments

Automate check writing and electronic vendor or owner payments with outgoing accounts payable. ACH payments are administered and distributed automatically, then instantly recorded in Voyager — speeding up processes, reducing manual errors and cutting down on paper waste. For vendors and owners that don’t accept electronic payments, we process, print and mail checks for you with all activity documented in Voyager, saving your team significant time and increasing productivity.

Key Features

- Centralized and powerful procurement platform
- Full audit trail capabilities to enforce compliance
- Open invoice monitoring and real-time view of cash
- SKU-level reporting to identify potential savings
- Electronic invoicing with Yardi Marketplace and VENDORCafé
- Full-service invoice importing and data entry to eliminate self-scanning
- Invoice matching to POs, contracts, WOs and jobs
- Simple management of W-9, COI, service contracts and other documents
- Integrated mobile app for online invoice approvals and review
Key Benefits

• Ensures fewer equipment breakdowns with preventative maintenance scheduling
• Enables fast response to maintenance requests with mobile access
• Facilitates oversight of maintenance personnel with location tracker
• Features graphical display of key performance indicators
• Includes maintenance, inspection and fixed assets modules
Maintenance Management

Schedule, track and manage all preventative, routine and emergency maintenance from your desktop or mobile device—and gain modules for managing inspections and fixed assets at no extra cost.
Yardi Advanced Maintenance

Yardi Advanced Maintenance is your solution for complete scheduling, tracking and management of asset maintenance from your desktop or mobile device. The solution supports all types of real estate market segments including, but not limited to, multifamily, subsidized, senior, military, condominium, HOA, retail, office and industrial properties. You can schedule preventative, routine and emergency maintenance tasks. A location tracking feature allows you to match technicians with tasks, ensuring rapid response to emergency requests.

Maintenance Manager Mobile

Yardi Advanced Maintenance includes the Yardi Maintenance Manager Mobile app which helps you save time, boost efficiency and increase tenant and resident satisfaction by taking your maintenance workflow mobile. Maintenance managers can easily track technicians, assign work orders and manage their maintenance tasks from an Android™ Tablet or iPad®.

Facilities Management

Stay informed about your properties’ maintenance operations via intuitive, customizable dashboards. A guided workflow simplifies and expedites the work order creation process. Key performance indicators help you assess work order response and completion, employee activity, and material usage. Also, the solution integrates with VENDORCafé to allow you to request and manage vendor proposals from your tablet.
Key Features

- Full planning and scheduling of maintenance tasks
- Complete history of work orders
- Fewer equipment breakdowns with preventative maintenance scheduling
- Complete history of all fixed assets
- Fast response to maintenance requests with mobile access
- Oversight of maintenance personnel with location tracker
- Graphical display of key performance indicators

With Advanced Maintenance, you receive additional products for managing assets at no extra cost, including:

Yardi Maintenance
Perform and track daily maintenance for your properties with unparalleled ease and efficiency.

Yardi Fixed Assets
Record and monitor fixed assets from purchase order issuance through purchase, use and final disposition.

Yardi Inspection
Schedule, perform and manage all types of inspections including annual, regulatory, due diligence and more.
Key Benefits

• Speeds up employee onboarding with courses that blend Yardi software training and custom policies and procedures

• Reduces training administrative costs with efficient automated workflows and data import/export

• Consolidates training program administrative tasks to a single platform

• Automates recertification processes, due dates, notifications and compliance reporting

• Improves employee performance by encouraging staff to explore new skills in safe, Yardi practice areas

• Builds a robust culture of learning with achievements, peer discussions and assignment feedback tools

• Achieves better accountability and knowledge retention over traditional training

• Boosts employee confidence with relevant and effective training resources that improve job efficiency
Online Learning

Create a personalized learning experience that maximizes knowledge retention and job satisfaction.
Yardi eLearning

Get more value from your training budget. Yardi eLearning eclipses traditional staff training programs with on-demand digital content designed to improve job performance, reduce staff turnover and eliminate outdated teaching methods.

Get simplified access

Provide your employees with a role-specific learning plan that includes self-paced courses, instructor-led events and tests. Set delays on the learning steps to automatically unlock new content as the previous content is completed, or use timed delays to trickle content out over time. Learners can self-enroll in training from their custom course and event catalogs that present appropriate content based on job role or group assignment.

Automate user management

Save time and avoid input errors with automated data transfers. Yardi eLearning supports data transfer to and from third-party learning management, talent management and HR systems. Administrators can set up automated, regularly-scheduled data transfers that streamline employee onboarding, reduce training administrative costs and ensure accurate reporting by consolidating students’ comprehensive training activities.

Customize your catalog

Choose from a comprehensive catalog of over 750 courses covering compliance, safety, professional development and more. Each course is fully customizable to individual company needs. Approximately 80% of the courses cover Yardi products and services. These Yardi-specific courses fit the learning needs of beginners to advanced learners.

Increase staff compliance

Keep staff informed about the latest federal legislation and prepared to comply with changing regulations. Yardi eLearning maintains courses that not only explain the laws, but provide relevant examples to help your team members understand areas of risk they must be aware of based on their role in the organization. Current offerings include Federal Fair Housing education (general and maintenance technician-specific) and harassment training (employee and supervisor versions). Flexible Bilingual Spanish versions allow your team members to select their own language preference while you issue and monitor completion on a single course.

Craft learning plans based on role

Build comprehensive training programs, targeted by job role, that deliver learning challenges to your employees steadily over time. Yardi eLearning Learning Plans are a quick, strategic way to assign users the exact learning materials necessary for their job, next promotion or to gain additional knowledge or skills. Plans can incorporate courses, online events and other learning opportunities scheduled to drop strategically as employees progress.

Make live events more effective

Gain centralized management tools for classroom, webinar and in-person events. Trainers can schedule single or recurring events, interface with integrated Citrix®, Cisco® and Adobe® web conference tools, and import free Yardi webinars.

Role-specific course suggestions make it simple for learners to sign up for appropriate classes.
Integration helps trainers eliminate costly data entry errors, organize their calendar of events, manage attendance and report on student attendance. Yardi eLearning makes it easy to distribute training materials and set up pre- and post-event surveys to measure effectiveness of live webinar events.

Organize employee resources

Make it easy for Yardi eLearning users to find exactly what they need to make training more successful and their everyday work more efficient. Yardi eLearning administrators can use resource containers to curate relevant content from many different sources and deliver it to specific groups of users who need it most.

Sign documents digitally

eSign is a time-saving and paperless feature built into your Yardi eLearning university that allows you to upload your organization’s PDFs and build a digital library of documents that can be signed electronically to acknowledge policy statements or certify completion of goals and tasks. With eSign, users can insert custom signature files, select from included templates or create one from scratch on a tablet. eSign also has text fields which enable users to insert comments into the form. Eliminate the need to download, print, sign, scan, upload or email forms. Get it all done online quickly and with a convenient, digital audit trail.

Collect employee input

Create custom surveys and assess response data without leaving Yardi eLearning. Gain faster access to survey responses and analyze data easier by avoiding import/export from third-party survey software. Collect company-wide feedback by sending surveys via platform email or in a resource container. Gain learner input by including surveys in your courses and event descriptions to measure the effectiveness of the learning materials, gauge attendee learning goals and experience, and follow live events to evaluate instructor performance and classroom feedback.

Use SCORM courses in Yardi eLearning

Yardi eLearning supports SCORM courses created in other authoring platforms, or those purchased from third-party vendors. Upload your external SCORM courses as a page with a course and issue it as a step in learning plans. Customize the SCORM-based course using Yardi eLearning tools to add custom pages before and after the SCORM page to embellish the off-the-shelf content with your custom instructions, policies, tests, eSign documents and assignments before and after the SCORM course.
Excel in your industry with a turnkey solution built for student housing
At Yardi our mission is to provide our clients with superior products and outstanding customer service, while we take care of our employees and the communities where we work and live. With that commitment, Yardi leads the industry in providing full business software solutions for real estate investment management, property management, financial accounting, asset management and ancillary services. Organizations like yours have been using our proven and mature software with confidence for decades.