

## **Questions and Answers**

### **Q. IS RENT TRAK A COMPLETE ACCOUNTING PACKAGE?**

A. No. Rent Trak creates and tracks rental contracts and many activities that go along with managing rental properties. Many of the reports generated may be used to produce data for an accountant or accounting program. Rent Trak also creates, writes and tracks expense checks and these reports may also be used for accounting.

### **Q. IS THE CONTRACT LEGAL?**

A. At the time and place it was written the contract was enforceable. BUT, check with your lawyer to see if it applies at this time and at your location.

### **Q. IS THE CONTRACT IMPORTANT?**

A. Yes. The contract stipulates charges and fees which may be assessed and conditions, obligations and restrictions to the lease. In addition, many of the parameters used to calculate charges, fees, etc within the program are determined by the wording of the lease contract.

### **Q. CAN THE CONTRACT BE CHANGED?**

A. Yes. We can modify the wording of the contract any way you want for a nominal fee. BUT it is up to you to verify that your requirements are met and that your wording makes the contract enforceable.

### **Q. CAN I EMAIL A STATEMENT ?**

A. Yes. On the Reports Menu – Pick a Statement to Reprint or Email. Pick to Contract or Unit – make sure there is an email address for the customer – then click EMAIL 1 STATEMENT.

### **Q. CAN I PRINT MAILING LABELS**

A. Not at this time but if it is something that many want it could be included in the next release.

### **Q. CAN I PRINT LETTERS TO SELECT CUSTOMERS**

A. Yes. You can create and modify as many letters as you need from the Maintenance Menu and at any time select and print these letters to print for one or many Customer Contracts.

### **Q. CAN I CONVERT THE DATA FROM MY EXISTING RENTAL PROGRAM TO RENT TRAK.**

A. If you have MS ACCESS 2003 (or later) and IF your current rental program allows you to export the Customer, Company, Rental Units, etc. files and IF you are/have a database specialist familiar with exporting/importing files then it is possible. We have done it but it is not easy; especially if some of the data from you old system are incorrect or corrupt.

### **Q. CAN THE CHECK FORMAT BE CHANGED?**

A. Yes. Most any way you want.... ONCE. After that, it will cost you.