Reserve Request – RCRS Instructions

- From the home screen click on the "Property List" tab along the top
- Click on the APN of the property you wish to work with (it will be a blue number along the left of the screen)
- Along the top of the screen, click the blue "Property Menu" tab
- Scroll down and click "Reserve Requests"
- For your initial request, if the screen has this message:

  · Your Finanical Reserves have not been set up. Contact NCHFA. , then please contact Randa McCauley at rjmccauley@nchfa.com or 919-981-2691 to get the initial reserve requirements entered so you can submit a request.
- Once initial reserve requirements are set up, to add a new request – click the green "Add Reserve Request" button

  Add Reserve Request
- Enter the amount of the request
- Select the type of request (Replacement or Operating)
- In the comments section, enter details/information regarding the request being submitted
- Click the blue "Save" button (Note: You will not be able to upload documents until you click the save button)

  Save
- Upload required documents (Note: You will not be able to submit until each document type is uploaded)

  Upload
    - Bank Statement & Trail Balance needs to be the most recent versions
    - Invoices. You will only be able to upload ONE file. All invoices and/or other supporting documentation will need to be included in that ONE file
- Click the "Select" button to search your computer for the correct document to upload
- Once selected and upload is complete, click the "ok" button
- Once all documents have been uploaded click the blue "OK" button
- Once you have checked to ensure all information is correct, click the green "Submit" button (Note: If edits are needed, click the "Edit Reserve Request" button)

  Submit   Edit Reserve Request
- Last step, a confirmation, click the blue "Ok" button to finalize the submission
- Click the blue "Ok" button to go back to the main reserve request page where you will be able to see all past/current submissions.
- Once approved, RCRS will show an approval date and an approval amount. (Note: if approval amount differs from requested amount comments will be included)
- Reminder: Please allow 30-days for approvals to be processed. If additional information is needed, request will be sent back to management asking for needed information/clarification.