Rental Services, Inc.

Rental Services Inc. is a full-service landlord credit check and employment screening company with access to the most current and complete background screening and tenant credit check information available.... saving time and money with every rental application.

Because RSI has a unique business, they needed a unique solution... and Latitute 40 answered the call. Latitude 40's software solution helps RSI manage the administration side of their business including customer management, history check request handling, billing, payments and more.

Customized services

The RSI application provides full access to add, change or delete customers, services, and eviction history as well as a sophisticated customer lookup process that allows the user to quickly find any one of the thousands of apartment complexes, individual renters or employers that use their services.

Since many customers typically request the same services for each applicant, RSI can specify these standard services by customer. That way, a customer can call in an application's information and just ask for their standard services. Of course, the customer can also request additional services where the situation may require.

Extensive eviction history

The RSI application receives electronic eviction information from multiple court systems. The solution developed by Latitude 40 allows RSI personnel to import this information into the RSI application at the click of a button. The sophisticated query process enables RSI personnel to quickly search for matches to a customer's applicant. Should a match be found, then a wide variety of eviction information such as evicting landlord name and contact information is provided to the customer so the customer can contact the evicting landlord if needed.

Criminal history checks

RSI also has extensive access to a wide range of local, state and federal court records. Various levels of service are available to customers seeking this information. The customer pays only for the level of service desired.

Solution Highlights

- Comprehensive customer management application
- Invoicing and payment processing
- Complete invoicing and payment processing modules
- Integration between multiple court systems and RSI for eviction history

Invoicing and payment processing

The invoicing feature allows RSI to invoice a customer for the services requested. Typically, invoices are printed at the end of the month, but customers can specify a different day of the month to receive their invoice if desired. In addition, should a client lose an invoice or need a duplicate invoice, the application allows RSI personnel to print invoices for any month from the last three years. When the customer pays an invoice, the payment, plus any adjustments needed, can be entered into the RSI application. An Accounts Receivable report provides a list of customer payments and aged outstanding balances.

External website integration

The RSI application allows full access to the service requests entered by customers via the web. With a few clicks, RSI personnel can download all web requests from the external website, verify that all transactions were received and make any changes needed. Once the transactions have been reviewed for accuracy, they are automatically and directly transferred to the RSI application so there is no error-prone information re-entry.

Reporting

In addition to printing Invoices and Accounts Receivable, Latitude 40 has developed a variety of reports to aid customers. These include Customer Account Summary, Customer Activity Detail and Evictions by Property. Each report provides custom selection criteria and sort options so RSI personnel can print only the information needed.