

When the same tenant rents multiple units in SiteLink they will be linked together by default (and when invoicing they receive one invoice for all their units). These units should show together in a "Batch" version of the Payments screen. When a unit does not show up on the Payments screen with other units the tenant has rented it means it was moved in under a "new" tenant record (with a same or similar name). The "split" unit must be manually linked to the other unit(s).

Users can link units to the same tenant by following the steps below:

1. Click Company
2. Click Utilities
3. Press CTRL + SHIFT + T(all 3 keys at the same time). This reveals the "Move Ledger to Another Tenant" button
4. Click Move Ledger to Another Tenant
5. Select the unit on the left
6. Select the correct tenant on the right. (Note: If the tenant names are the same use the Gate Code column to choose the correct name)
7. Click Transfer and verify the information in the prompt is correct before clicking "OK"
8. Click Close to exit the Transfer Lease screen
9. Verify linking the units together was successful by confirming that the units show together on the Payments screen