



STRATA FOLIO[®]
OpEx/CAM Reconciliation Companion

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Overview

Operating Expense reconciliation is known by many names including CAM reconciliation, OpEx reconciliation, NNN reconciliation, and CAM true up. Although the terminology varies across the industry, each term refers to the same essential annual process of comparing a tenant's estimated operating expense payments to the actual costs required to operate and maintain the property throughout the year.

What is CAM

Common Area Maintenance or CAM represents the shared expenses necessary to keep a commercial property functional and well maintained. These operating expenses typically include landscaping, snow removal, repairs, janitorial services, utilities, maintenance, and other costs identified in the lease as reimbursable operating expenses specific to the upkeep of common areas.

Overview

It is important to note that CAM on its own does not include insurance or real estate taxes. In a traditional NNN structure, the three components are:

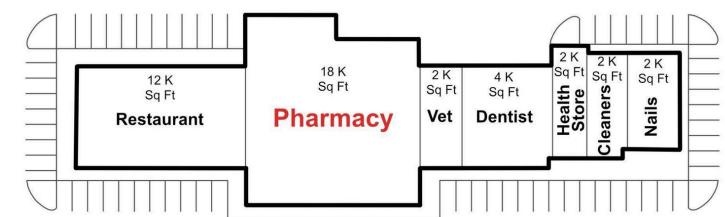
- Taxes
- Insurance
- CAM

Together, these three categories make up the full NNN charges billed to tenants, with CAM representing only one of the three parts.

CAM charges are shared by tenants based on their proportionate or pro-rata share of the property, as defined in their lease.

Expenses Tenants are Responsible For	N Single	NN Double	NNN Triple
Base Rent	✓	✓	✓
Real Estate Taxes	✓	✓	✓
Insurance		✓	✓
Common Areas Maintenance (CAM)			✓

Strip Mall Building



$$\text{Pro-Rata Share} = \left(\frac{\text{Unit (Rentable Sq Ft)}}{\text{Building (Total Rentable Sq Ft)}} \right) \times 100$$

Pro-rata share: the Tenant's share of the expenses of the buildings or asset

CAM Reconciliation

A CAM reconciliation evaluates the actual operating expenses incurred during the year against the budgeted amounts billed to the tenant. If the tenant paid more than their share, they receive a credit. If they paid less, an invoice is issued for the difference. This process ensures accuracy and fairness while maintaining transparency between landlords and tenants.

Typical Lease Reconciliation Window

JANUARY							FEBRUARY							MARCH							APRIL							
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	
1	2	3	4	5	6	7								1	2	3	4				1	2	3					
8	9	10	11	12	13	14	5	6	7	8	9	10	11	4	5	6	7	8	9	10	1	2	3	4	5	6	7	
15	16	17	18	19	20	21	12	13	14	15	16	17	18	11	12	13	14	15	16	17	15	16	17	18	19	20	21	
22	23	24	25	26	27	28	19	20	21	22	23	24	25	18	19	20	21	22	23	24	22	23	24	25	26	27	28	
29	30	31					26	27	28	29				25	26	27	28	29	30	31								
MAY							JUNE							JULY							AUGUST							
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	
							1	2	3	4	5	6	7	1	2	3	4	5	6	7	1	2	3	4	5	6	7	
6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14	5	6	7	8	9	10	11	
13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21	12	13	14	15	16	17	18	
20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28	22	23	24	25	26	27	28	
27	28	29	30	31			24	25	26	27	28	29	30	29	30	31					29	30	31					
SEPTEMBER							OCTOBER							NOVEMBER							DECEMBER							
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	
							1							1	2	3	4	5	6	7	1	2	3	4	5	6	7	
2	3	4	5	6	7	8	7	8	9	10	11	12	13	14	7	8	9	10	11	12	13	2	3	4	5	6	7	8
9	10	11	12	13	14	15	14	15	16	17	18	19	20	14	15	16	17	18	19	20	9	10	11	12	13	14	15	
16	17	18	19	20	21	22	21	22	23	24	25	26	27	21	22	23	24	25	26	27	16	17	18	19	20	21	22	
23	24	25	26	27	28	29	28	29	30	31				28	29	30	31				23	24	25	26	27	28	29	

Lease terms often include important details that affect reconciliation such as base years, caps on annual increases, administrative fees, and distinctions between controllable and non controllable expenses. Because these provisions vary from lease to lease, it is essential to follow the exact language of each agreement to ensure the reconciliation is completed correctly.

When to do CAM Reconciliation

CAM reconciliations should be completed once the books are fully closed for the year. Most leases require that the landlord deliver the reconciliation within a specific window, commonly between 30 and 90 days. Delaying the reconciliation or failing to perform it consistently can create financial discrepancies, cash flow issues, and a growing gap between actual expenses and tenant reimbursements.

In addition, failing to complete the reconciliation within the contractual timeframe may limit your ability to increase charges appropriately for the following year. This can create budgeting challenges for your team and reduce your ability to recover actual operating costs.

Completing the reconciliation on time not only ensures accurate billing, it also sets the foundation for the coming year's operating expense budget. It allows landlords and managers to communicate clearly with tenants, make data driven budgeting decisions, and keep financials aligned with real costs.

1 Review the Operating Expenses/CAM (OpEx) Tab

The first step is to ensure that your OpEx setup matches each lease accurately, because the OpEx tab determines how STRATAFOLIO calculates estimated annual expenses and the tenant's share.

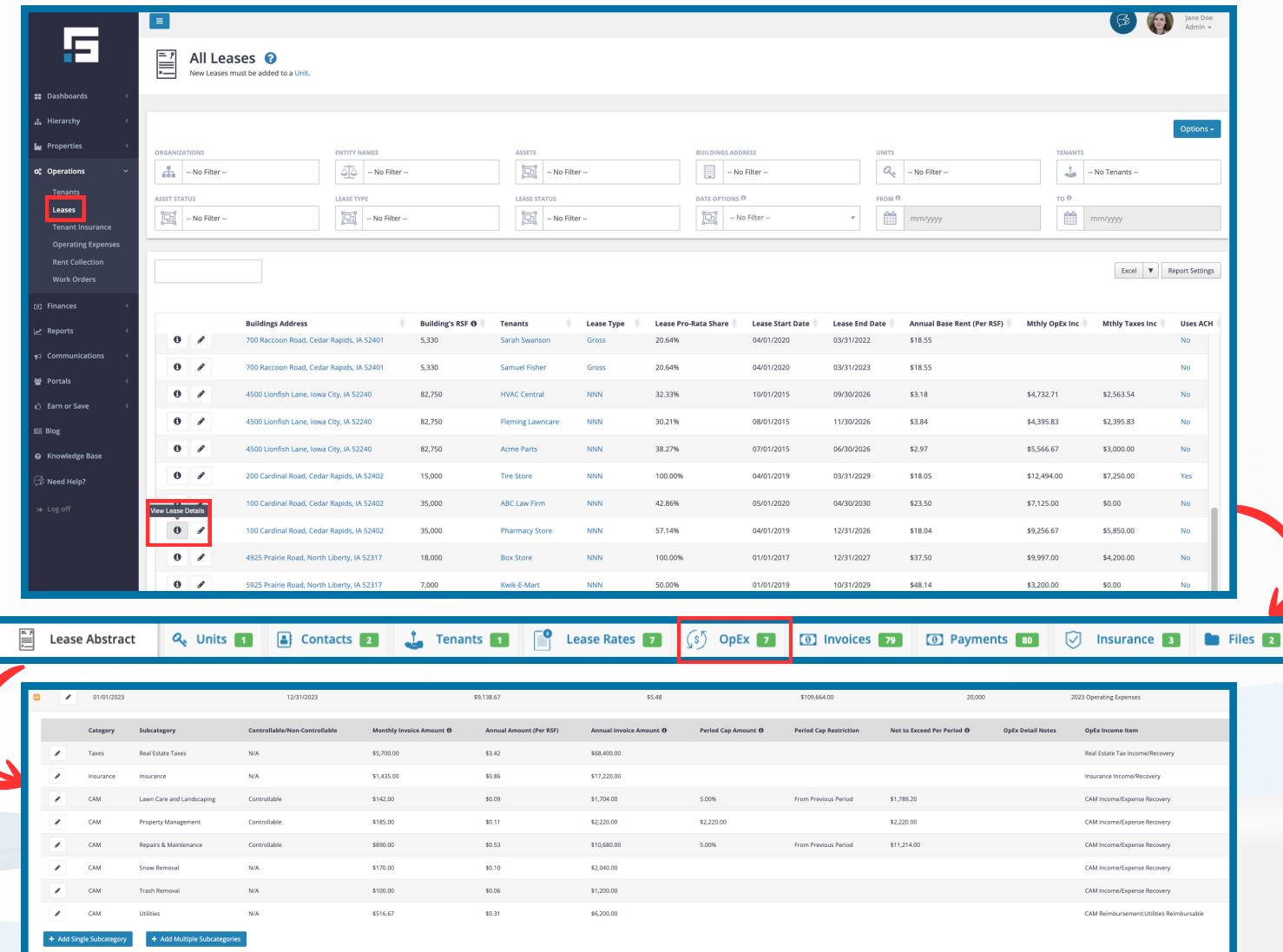
To review:

1. Navigate to Operations → Leases → Lease Abstract → OpEx tab.

2. Review:

- Subcategories included in the tenant's CAM obligations
- Base year or expense stop (if applicable)
- Administrative fees
- Controllable vs. non-controllable categories
- Exclusions or special rules from the lease
- Caps (if applicable)

This tab shows the tenant's estimated annual OpEx and how STRATAFOLIO will calculate their share.



The image displays the STRATAFOLIO software interface. On the left, a sidebar menu is visible with various tabs: Dashboards, Hierarchy, Properties, Operations (selected), Tenants, Leases (selected), Tenant Insurance, Operating Expenses, Rent Collection, Work Orders, Finances, Reports, Communications, Portals, Earn or Save, Blog, Knowledge Base, and Need Help?. The main content area shows a list of 'All Leases' with various filters at the top. A red box highlights the 'Leases' tab in the sidebar and the 'View Lease Details' button in the list. A red arrow points from the 'Leases' tab in the sidebar to the 'Leases' tab in the list. Another red arrow points from the 'View Lease Details' button to the 'Lease Abstract' tab. The 'Lease Abstract' tab is shown below, with a red box highlighting the 'OpEx' tab. The 'OpEx' tab is active, displaying a table of operating expense categories and subcategories with their respective amounts and details. A red box highlights the 'OpEx' tab in the navigation bar, and a red arrow points from the 'OpEx' tab in the navigation bar to the 'OpEx' tab in the table.

2 Review the Expenses from QuickBooks (Actuals)

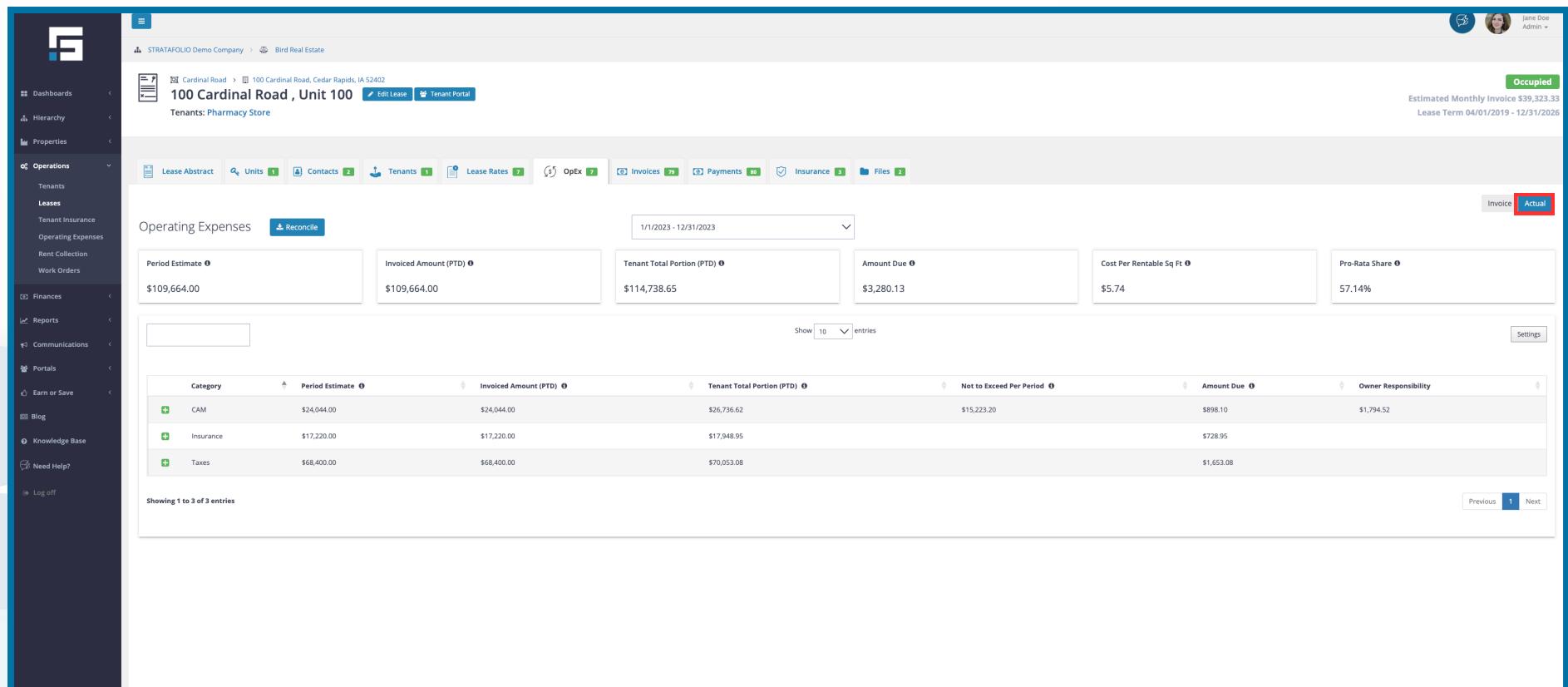
STRATAFOLIO pulls every OpEx-related expense from QuickBooks based on:

- Class
- Account
- Date

To review, open the Expenses by clicking the Actuals button inside the same lease.

- Review every expense line for:
 - Correct class coding
 - Date within reconciliation period
 - Correct OpEx subcategory mapping
 - No duplicates or missing expenses

NOTE: The amounts are shown with the lease's pro-rata share taken into account.



The screenshot shows the STRATAFOLIO software interface for managing lease expenses. The main screen displays the lease details for "100 Cardinal Road, Unit 100" with the tenant "Pharmacy Store". The "Leases" section is selected in the sidebar. The "OpEx" tab is active in the top navigation bar. The main content area is titled "Operating Expenses" and includes a "Reconcile" button. It shows the following data:

Category	Period Estimate	Invoiced Amount (PTD)	Tenant Total Portion (PTD)	Amount Due	Cost Per Rentable Sq Ft	Pro-Rata Share
CAM	\$24,044.00	\$24,044.00	\$26,736.62	\$15,223.20	\$898.10	57.14%
Insurance	\$17,220.00	\$17,220.00	\$17,948.95		\$728.95	
Taxes	\$68,400.00	\$68,400.00	\$70,053.08		\$1,653.08	

Below the table, a message indicates "Showing 1 to 3 of 3 entries". The top right corner of the main content area has a red box around the "Actual" button, which is part of a larger "Invoice" button.

Process

3 Compare Expected vs. Actual Expenses

STRATAFOLIO performs the comparison automatically, but you must make sure:

- All OpEx categories appear under both tabs
- No category is accidentally omitted
- No expenses are incorrectly classified

Category	Subcategory	Controllable/Non-Controllable	Monthly Invoice Amount	Annual Amount (Per RSF)	Annual Invoice Amount	Period Cap Amount	Period Cap Restriction	Not to Exceed Per Period	OpEx Detail Notes	OpEx Income Item
✓ Taxes	Real Estate Taxes	N/A	\$5,700.00	\$3.42	\$68,400.00					Real Estate Tax Income/Recovery
✓ Insurance	Insurance	N/A	\$1,435.00	\$0.86	\$17,220.00					Insurance Income/Recovery
✓ CAM	Lawn Care and Landscaping	Controllable	\$142.00	\$0.09	\$1,704.00	5,00%	From Previous Period	\$1,789.20		CAM Income/Expense Recovery
✓ CAM	Property Management	Controllable	\$185.00	\$0.11	\$2,220.00	\$2,220.00				CAM Income/Expense Recovery
✓ CAM	Repairs & Maintenance	Controllable	\$89.00	\$0.53	\$10,680.00	5,00%	From Previous Period	\$11,214.00		CAM Income/Expense Recovery
✓ CAM	Snow Removal	N/A	\$170.00	\$0.10	\$2,040.00					CAM Income/Expense Recovery
✓ CAM	Trash Removal	N/A	\$100.00	\$0.06	\$1,200.00					CAM Income/Expense Recovery
✓ CAM	Utilities	N/A	\$516.67	\$0.31	\$6,200.00					CAM Reimbursement/Utilities Reimbursable

The screenshot shows the STRATAFOLIO software interface for managing operating expenses. The main header includes navigation links for Lease Abstract, Units, Contacts, Tenants, Lease Rates, OpEx, Invoices, Payments, Insurance, and Files. The current tab is OpEx. The main content area is titled 'Operating Expenses' and includes a 'Reconcile' button. It displays summary data for CAM, Insurance, and Taxes, including Period Estimate, Invoiced Amount (PTD), Tenant Total Portion (PTD), Amount Due, Cost per Rentable Sq Ft, and Pro-Rata Share. Below this, a detailed table provides a breakdown of these categories into subcategories like Real Estate Taxes, Insurance, and various CAM components, with monthly and annual data across 12 months.

Process

4 Review Class, Account, and Category Mapping (Critical in Setup)

Mapping ensures that QuickBooks accounts feed into the correct OpEx subcategories.

To verify mapping:

- Go to Organization → Click on the relevant organization → Integrations → “i” icon next to the integration → Accounts
- The OpEx Subcategory column can be filtered to see what is being mapped in the account to which subcategory in the Operating Expenses.
- Confirm the subcategory and class mapping
- Correct any account that is:
 - Mapped incorrectly
 - Missing a subcategory
 - Posting expenses outside the CAM period

Confirmed	Account Number	Account Name	Current Balance	STRATAFOLIO Account Name	Op-Exp Category	Op-Exp Subcategory
Confirmed	54000	Property Taxes	\$240,612.97	Real Estate Taxes	Taxes	Real Estate Taxes
Confirmed	52000	Insurance Expense	\$42,483.36	Insurance	Insurance	Liability Insurance
Confirmed	51100	Reimbursable:Utilities Trash/Water/Sewer	\$5,012.87	Utilities	CAM	CAM
Confirmed	50900	Reimbursable:Utilities Electric	\$8,725.82	Utilities	CAM	CAM
	50800	Reimbursable:Gas	\$12,396.39	Utilities	CAM	CAM

- If mapping is incorrect:
 - Select the correct OpEx subcategory.
 - Re-run the reconciliation to update the results.

Process

5 Validate the Reconciliation Inputs

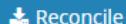
Before generating the actual reconciliation report, validate:

- The OpEx tab accurately reflects lease terms
- All expected subcategories are included
- All QuickBooks expenses appear in the Actuals tab
- Actual expenses fall within the reconciliation period
- No missing, duplicated, or misdated entries in QuickBooks
- Special administrative fees (if applicable) are included
- Controllable vs. non-controllable categories are correct
- All mapping corrections have been applied
- Confirm QuickBooks AR matches the amount invoiced and collected

This is the final quality check before running the reconciliation.

6 Run the CAM Reconciliation Report

After all prior steps are validated:

1. Navigate back to the OpEx tab inside the lease. Click the Actual button to the right.
2. Select reconciliation period
3. Click Reconcile. 

You will see:

- Tenant's estimated contribution
- Actual costs from QuickBooks
- Variance amount
- Amount owed by or owed to the tenant

Process

7 Update Mapping, Subcategories, or Lease Rules if Needed

If the reconciliation reveals unexpected results:

- Revisit mapping
- Update lease expense rules
- Add missing subcategories
- Correct any QuickBooks account issues
- Re-run the report

Do not finalize the reconciliation until the results match your expectations.

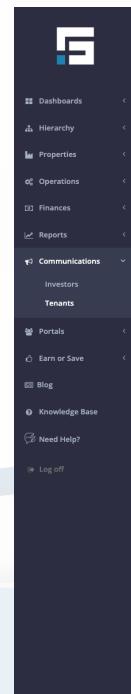


A sample reconciliation letter template is available on the STRATAFOLIO website in the main menu under Resources

8 Finalize Results and Issue Tenant Adjustments

Once the reconciliation results are confirmed:

1. For underpayments → Create an invoice
2. For overpayments → Create a credit memo.
3. Upload supporting documentation when you send an email to the Tenant through the Communications link from the left-hand navigation menu.
4. Provide a reconciliation letter to the tenant.
5. Save all reconciliation documents in the Files tab and the Tenant Portal.



Checklist

Quick Reference for Completing a CAM Reconciliation in STRATAFOLIO

Use this checklist to ensure every required step, document, and verification is completed before issuing a final reconciliation to a tenant.

Before You Begin

- Confirm the books are closed for the year
- Verify QuickBooks is syncing with STRATAFOLIO
- Verify all expenses are coded correctly by class and account
- Confirm no missing, duplicated, or incorrectly dated expenses are posted in QuickBooks

STRATAFOLIO Setup Checks

- Navigate to Operations → Leases → Lease Abstract → OpEx tab
- Ensure all expected CAM subcategories have been added to the lease
- Verify controllable vs non controllable (if applicable)
- Verify base year rules, caps, administrative fees, and exclusions match the lease

Validate Results

- Compare actual expenses from QuickBooks to STRATAFOLIO totals if needed
- Validate pro-rata share matches the lease
- Verify base year is applied correctly if needed
- Verify CAM caps are applied, if needed
- Add administrative/management fees, if needed

- Investigate discrepancies such as:
 - Missing or miscategorized expenses
 - Incorrect class or asset allocation
 - Transactions posted outside the OpEx period
- Confirm QuickBooks AR matches the amount invoiced and collected

After the Reconciliation

- Create an invoice if the tenant underpaid
- Create a credit memo if the tenant overpaid
- Use the reconciliation letter template (recommended)
- Provide a detailed breakdown of actual vs estimated expenses if requested only
- Pull supporting invoices from QuickBooks or internal files if requested or required
- Email or mail the reconciliation package and upload documents to the Tenant Portal
- Note any updated monthly OpEx amounts for the new year
- Clone the OpEx setup into the new year and resolve any cloning errors
- Adjust category amounts for the new budget year
- Save and confirm updates back in the lease's OpEx tab

Best Practices

Guidelines for Accurate and Efficient CAM Reconciliation in STRATAFOLIO

Following best practices ensures your reconciliations are accurate, transparent, and completed on time. These recommendations help prevent tenant disputes. They protect cash flow. And they create a smoother workflow year after year.

- **Maintain Complete and Organized Records Year-Round**

- Track all CAM related expenses consistently throughout the year
- Keep supporting documents organized (invoices, contracts, receipts)
- Ensure your Chart of Accounts is structured to separate reimbursable and non reimbursable expenses
- Post expenses to the correct class to avoid reconciliation discrepancies

- **Reconcile as Early as Possible**

- Complete CAM reconciliations shortly after closing the books
- Most leases require delivery within 30 to 90 days. Always follow the lease terms
- Waiting too long creates tenant frustration and cash flow risk

- **Verify Accuracy in QuickBooks Before Running Reports**

- Ensure QuickBooks is fully reconciled before pulling the reports in STRATAFOLIO
- Confirm all expenses for the year are posted to the correct period
- Review “outlier” transactions. Large or unexpected charges may need categorization adjustments
- Ensure expenses fall within the OpEx period. STRATAFOLIO runs on a cash basis

Best Practices (*continued*)

- **Understand and Apply Lease Terms Carefully**
 - Review base year, caps, exclusions, administrative/management fees, and controllable limits
 - Apply CAM caps correctly
 - Ensure any special tenant specific rules are accurately reflected in the OpEx setup
- **Communicate Early and Transparently with Tenants**
 - Give tenants a heads up when reconciliation is being prepared
 - Provide clear explanations for increases or unusual adjustments
 - Include supporting invoices when appropriate
 - Upload reconciliation materials to the Tenant Portal so tenants always have access
- **Use STRATAFOLIO to Its Full Potential**
 - Use the OpEx tab to track subcategories and expenses throughout the year
 - Sync QuickBooks regularly to keep data fresh and accurate
 - Use the CAM Reconciliation Report instead of manual spreadsheets
 - Clone OpEx annually to ensure the new year starts with correct amounts
 - Maintain consistent processes across leases for easier audit trails
- **Use Reconciliation Results to Improve Future Budgeting**
 - Adjust future OpEx budgets based on historical trends
 - Identify recurring increases and plan ahead
 - Update subcategories annually after cloning OpEx as needed
 - Incorporate caps, known increases, and upcoming contract renewals