Building Services & Maintenance

User Manual

Modules and Features

a) Property Management
  i.   Creation of distinct units
  ii. Categorization of units / lots by project, phase and housing type
  iii. Units description
  iv. Console / unit's address
  v.   Assign unit type and area per square feet/square meter
  vi. Assign car park references
  vii. Provides a list of history and current owner for information purposes

b) Generate Units Module
  i.   A facility to generate multiple units
  ii. Generation for unit no's with Floor No   e.g. A–01-0001
  iii. Generation for unit no's with Character Floor No   e.g. A-A-0001
  iv. Generation for unit no's without Floor No   e.g. A-0001
  v.   An option to supplement the unit no and floor no with zero to implement control over length of unit no and floor no
  vi. Usage of unit digit and floor digit to control the length of the unit and floor
  vii. Generation for unit no's as Special Characters
  viii. 4 different formats for Special Characters
  ix. Ability to reproduce console address for all units created

c) Delete Units Module
  i.   A facility for deletion of multiple units
  ii. Filtration of units to be deleted
  iii. Check the validity of deletion on units by list

d) Owner Management
  i.   An archive of current owners and personal details
  ii. Tracking for banker, solicitor and insurance company changes
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  iii. Invoice date and invoice due date by default payment term
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l) Auto Generate Invoice
  i. Bill invoices to multiple time frame and multiple owners preset in recurring scheme
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  ii. Deposit type tracking
  iii. Deposit payment methods details such cheque no and date
  iv. Deposit payment printout

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  iii. Deposit refund printout

p) Vendor's payment
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v.   Interest details for debit documents
vi.   Deposit and refund details
vii. Current balance shown on screen

Functionality

- **Maintain unit detail**
  System keeps units details including history owner, current owner, phase housing type, area width and status of vacant or occupied.

- **Maintain owner detail and owner transfer**
  System keeps owner's detail, contact details, employment status, marital status, financial status and etc

- **Maintain owner regular billing or future billings**
  Maintain the owner's maintenance billing with Auto Generate Invoice module and recurring scheme.
  One may bill the whole years' transactions without any complication to late interest charging.
  One may save time charging for the future since the fixed charges is repetitive work.
  E.g. Maintenance for each unit is partially fixed - RM400 per quarter

- **Easy late interest charges**
  System charge late interest on outstanding invoice very easily

- **Provide project ratio information**
  System to show Project Status Report on units' status and races breakdown for each phase and housing type

- **Eliminate time consumption in preparing certain standard documents or letters.**
  System helps to extract the owner's particulars (e.g. unit no., name, address) for printing in the standard document or letter.
  For example, one can print Invoices for all owners at one time for the quarter, just by selecting the owner range and the invoices' date.

- **Choice of owner preferred mailing address**
  System helps to extract the owner's preferred address either console address or contact address for printing in the standard document or letter.

- **Auto calculating current balance**
  Current balance will be calculated automatically with or without deposit payment and deposit refund.

- **Flexible in assigning payment to invoices or interest debit note**
  Every payment can be apply to multiple invoices or interest debit note and vice versa and supported Payment Detail Report crystallizes the transaction

- **Enable grace period given**
  Interest charged will be rescheduled to the new date assign

- **Avoid unpaid outstanding invoices**
  Outstanding invoices and interest debit note can be listed with Invoice and Interest Debit Note Report just by selecting the ranges of property type and date

- **Easy retrieval of aging documents**
  Necessary actions can be taken with the grand amount shown in the Aging Report.

- **Bad Debt Owner can be recorded and restored**
  Necessary actions can be taken if there is a problem with the owner paying the charges.

- **Owners list can be ordered by unit no, bank or insurance company**
  Necessary information can be retrieve for important management decision

- **Track vendors payment**
  Management can use this simple module to issue payment vouchers and track paid invoices

Uniqueness of SVMB

1) Future billing of invoice may be issued without effect to Monthly Statement Report or Aging Report

2) System generates units for project with ease

3) System allowed customisation of column of aging to be used.

4) Enable interest charged to late payment applied.

5) SVMB helps the user in reducing the manpower and time (for the tedious paperwork) resources needed for the repetitive process.

Building Services & Maintenance

User Manual

(Maintenance)

CONTENTS

Chapter 1: MAINTENANCE

Overview:

This module enables user to create and maintain all the essential information which will be used in property management.

It is advisable to start off by setting up all the necessary prerequisite options in the miscellaneous files before proceed to generate properties and register owners.

1.1 Property

Menu Location : *Maintenance ➔ Property*
Quick Description : This menu option enables you to create, maintain and classify property information as well as generate multiple property units or delete generated unit from the database.

1.1.1 Property

Location : *Maintenance ➔ Property ➔ Property*

Add New Property

1. Select "**Add**" and enter information in respond to the respective column:-

   Unit No.   - Enter the property unit number. (Maximum 12 characters)

   Unit Description - Describe the property unit with details not exceeding 40 characters.

   Phase   - Select the appropriate property phase or project name. (Also refer to Maintenance➔Miscellaneous File➔Phase)

   House Type   - Select the corresponding house type. (Also refer to Maintenance➔Miscellaneous File➔House Type)

   Unit Type   - Select the corresponding unit type. (Also refer to Maintenance➔Miscellaneous File➔Unit Type)

   Area   - Extraction from the system database in accordance to the unit type (Also refer to Maintenance➔Miscellaneous File➔Unit Type)

   Address, Postcode
   State, Country - Full address of the said property.

   Car Park   - Car park slot allocated to the owner in the said property if applicable.

   Remark   - Any other additional remark or information in explaining the said property unit.

2. Click "**Save**" at the end of the process to save the record.

Search for Property

There are two ways to search and locate an existing database.

Method 1 : using navigation buttons

Click any of the navigation buttons to perform the respective searching of record.

First	Show the first listed record in the database.
Previous	Show the previous record before the current data.
Next	Show the following record after the current data.
Last	Show the last and final record in the database.

Method 2 : using **Search** function button

1. Select "**Search**" button and the following dialog box will prompt you to search by *Unit No*, *Phase* or *House Type*.

2. There are two criteria which can be used to perform a search.

   (i) Left Text ~ search database for character(s) begin from the left that matched exactly with the word you have just entered.

   (ii) Containing Text ~ search for any character(s) that contain exactly a character within the text in database and matched with the word you have just entered.

3. Specify the searching criteria using either one or both methods and then click "**Search Now**" button to display all possible results

4. Point to the correct record and click "**OK**" to confirm and display the content; or, direct mouse cursor to the destination record and double-click mouse button to display the content.

Edit Existing Property Profile

1. Using the searching method discussed earlier, locate the desire record to be modified.

2. Click "**Edit**" button.

3. You are allowed to modify all information except the property unit number.

4. Remember to click "**Save**" button to confirm the modification done.

Delete Property Record

1. Using the searching method discussed earlier, locate the desire record to be deleted.

2. Click "**Delete**" button.

3. Select "**Yes**" to execute deletion or "**No**" to cancel removal of record.

Print Property Listing

1. Click "**Print**" button.

2. Select "**Preview**" to view the report on the screen.

3. Select "**Print**" to print out the actual property listing in hard copy format.

Printing options

Print   **:** send the file to printer to make a printout
Preview : view the actual report on screen
File   **:** generate a text file
Customize: open and view the customized report file
Printer   **:** select the name of the printer to be used

Tracking Property History

This screen will list out the ownership history of the selected property, details including previous owner's name, IC number and contact number. The transfer date is the effective date when the said property has changed ownership.

1.1.2 Generate Units

Menu Location : ***Maintenance ➔ Property ➔ Generate Units***
Quick Description : This menu option enables user to create and generate multiple property units that are having the identical information such as phase, house and unit type, capacity area and address.

1. Provide information for the following relevant columns:-

    Phase From   - Click on the arrow-down button at the end of the column and select the relevant phase name from the records maintained in ***Maintenance ➔ Miscellaneous File ➔ Phase***

    Housing Type From - Click on the arrow-down button at the end of the column and select the correspondence house type from the list maintained in ***Maintenance ➔ Miscellaneous File ➔ House Type***

    Unit Type   - Click on the arrow-down button at the end of the column and select the relevant property unit type from the list maintained in ***Maintenance ➔ Miscellaneous File ➔ Unit Type***

    Area   - The property's area capacity measured in square feet/square meter. The area was pre-scribed in ***Maintenance ➔ Miscellaneous File ➔ Unit Type***

    Address, Postcode,
    State & Country   - The property's console address.

2. Determine the method to generate property units by clicking on either one of the radio button inside the box labelled "generate unit by".

With Floor No

1. Select radio button "**With Floor No**".

2. Enter the format type for the separator.

3. Then, determine the format of *Floor Digits* and *Unit Digits*.

4. Next, enter the identity of the unit including its block location, starting and ending floor and unit number.

5. Lastly, confirm by click on the "**Generate**" button to process the creation of multiple units.

Without Floor No

1. Select radio button "**Without Floor No**".

2. Enter the format type for the separator.

3. Determine the format for *Unit Digits*.

4. Then, enter the identity of the unit including its block location, starting and ending unit number.

5. Lastly, confirm by click on the "**Generate**" button to process the creation of multiple units without floor number.

Special Character

There are four types of methods to generate multiple units using special character.

(i) Numeric before character

1. Select radio button "**Special Character**".

2. Select order by "**Numeric before character**".

3. Tick on "With *Separator"* and "Use *Unit Digits" checkbox if applicable*.

4. Next, enter the starting and ending unit number, with numerical digit follow by character.

5. Lastly, confirm by click on the "**Generate**" button to process the creation of multiple units.

(ii) Character before numeric

1. Select radio button "**Special Character**".

2. Select order by "**Character before numeric**".

3. Tick on "With *Separator"* and "Use *Unit Digits" checkbox if applicable*.

4. Next, enter the starting and ending unit number, with capital alphabetical letter follow by numerical digit.

5. Lastly, confirm by click on the "**Generate**" button to process the creation of multiple units.

(iii) Just character

1.   Select radio button "**Special Character**".

2.   Select order by "**Just Character**". The system only accepts upper case character.

3.   Then, enter the first and last character to be applied.

4.   Finally, confirm by click on the "**Generate**" button to process the creation of multiple units.

(iv) Just numeric

1.   Select radio button "**Special Character**".

2.   Select order by "**Just Numeric**".

3.   Tick on "Use **Unit Digits" checkbox if applicable**.

4.   Then, enter the first and last digit to be applied.

5.   Finally, confirm by click on the "**Generate**" button to process the creation of multiple units.

1.1.3   Delete Generated Units

Location : *Maintenance ➔ Property ➔ Delete Generated Units*

1.   Select unwanted records of the phase to be deleted by click on the arrow-down button at the end of each column to choose the relevant record.

2.   Select range of the housing type to be deleted.

3.   Select range of units to be deleted.

4.   Press "**List**" button to display all the selected records.

5.   All units listed in the box will be deleted unless marked "Skipped". Properties which are already occupied will be prohibited of deletion. Click on the "**Delete**" button if you are certain that you want to delete all units.

6.   Click "**Cancel**" button after the deletion process, or, if you do not want to execute the deletion of all units listed.

1.2 Ownership

Menu Location : *Maintenance ➔ Ownership*
Quick Description : This menu option enables you to create record and manage ownership of the property as regards to owner profile, employment details, unit details and property history.

1.2.1 Owner

1.   Search and locate the correct property unit by selecting navigation button or press the Search button.

2. Click "**New Owner**" button.

3. Enter information in respond to the following columns:-

Owned by   - Property ownership either by person, company or developer.

Owner No.   - Auto generated owner number by system.

Ownership Date- Date of entry for property occupancy.

Owner Group   – Grouping of owner if applicable (also refer to
                     Maintenance➔Miscellaneous File➔Owner Group)

Name   - Property owner name.

Old IC   - Old IC number of property owner.

New IC   - New IC number of property owner.

Passport No.   - Property owner's passport number if applicable.

Nationality   – Nationality of the owner (also refer to *Maintenance➔Miscellaneous File➔Country*)

Race   - Chinese, Malay, Indian or Others.

Gender   - Male or Female.

D.O.B   - Date of birth. (dd/mm/yyyy)

Marital Status   - Single, Married, Divorced or Widowed.

Pay Term   - Payment term measure in days.

Accounts no   – Specify the account no. of owner's property in accounting system.

Not Calculate Late Interest – Check this checkbox if the property owner is free from
                     late interest charges

1.2.2 Contact

*Preferred Mail
Address*   - Select a preferable mailing address whether it is the above maintained
                     contact address or the property location address (console address).

Address, Postcode, State, Country   - Contact address of the owner other than the
                     said property address.

(H)Telephone No.   - Home telephone number.

(M)Telephone No.   - Mobile telephone number.

Remark   - Any other additional information about the owner.

1.2.3 Employment

Occupation   - Occupation or job title of the property owner.

Employer   - Employer of the property owner.

(O)Telephone No.- Office contact phone number.

E-mail   – E-mail address of owner's property.

1.2.4 Unit Details

This option is for display of summary details of the property unit. It does not require user input. It is no accessible during input mode

1.2.5 Financier & etc

Financier   – Select the current active financier for the property (also refer to *Maintenance➔Financier*).

Solicitor   – Select the current active solicitor for the property (also refer to *Maintenance➔solicitor*).

Insurance   – Select the current active insurance company for the property (also refer to **Maintenance➔Insurance Company).**

Electrical Bill Ref no. – Specify the reference used for the electrical bill of the property.

Gas Bill Ref no.   - Specify the reference used for the gas bill of the property.

Water Bill Ref no.   - Specify the reference used for the water bill of the property.

1.2.6 Residents Profile

Resident status   – Vacant or occupied.

Date move in   – Specify the date property being occupied.

Resident Details   – Tick this check box if the resident is same with the owner.

1.2.7 Vehicle Particular

1.   Click **"Insert"** button.

2.   Enter information which related to the following columns:-

Parking bay no.   – Specify the parking lot number own/rent by the property.

Vehicle no, car model   – Specify the vehicle basic information.

Access card no, sticker no. – Specify the access card/sticker for the property used at parking entry if applicable.

Valid until   – Specify the period valid for the car park lot ownership.

Car park ownership   – Buy or rent.

3.   Click "**Ok**" button to save entry.

1.2.8 Tenant

Tenant no. – Select the tenant for the property. (also refer to *Maintenance➔Tenant*)

Lease start, lease end – The occupancy period for the specified tenant.

1.2.9 Co-Owner

This option allows you to enter additional owner profile besides the original property owner.

The property must be occupied by a principal owner before you are allowed to create another new co-owner. A vacant unit cannot have any co-owner.

1. At the Owner index tag, click on "**Co-Owner**" button.

2. Select "**Add**" button.

3. Enter information for the co-owner by filling details in the relevant columns.

4. After you have finished fill-up the information for the co-owner, click on "**Save**" button to store the particular.

1.2.10 Sub-Purchaser

This option allows you to maintain sub-purchaser profile and record transfer of lawyer.

The property must be occupied by an original owner before you are allowed to register a sub-purchaser. A vacant unit cannot have any sub-purchaser.

1. At the Owner index tab, click on "**Sub-Purchaser**" button.

2. You will be prompted with the ownership transfer menu. Enter the information in the relevant fields.

3. Next, go to the Contact index tab. Enter information in the relevant fields.

4. Then, proceed to the Employment Details/Misc index tab. Enter data for the relevant fields.

5. Continue to Financier & etc tab. Enter information in the relevant fields.

6. Finally, click on the **Transfer** button and click "**Yes**" to confirm transfer of ownership.

1.3   Vendor

Menu Location : *Maintenance ➔ Vendor*
Quick Description : This menu option enables user to create and maintain records for the suppliers and contractors.

1.3.1 Company address

Vendor Code   - Assign an account code for the supplier or contractor.

Name   - Name of the supplier or contractor.(maximum 40 characters x2)

Address, Phone No, Fax No, email   - Contact details of contractor or supplier

Currency   – Select currency used in the transaction with the vendor (also refer to *Maintenance➔Miscellaneous File➔Currency*)

1.3.2 Contact Person

Contact Person - A designated contact person for the Supplier/contractor.

Phone   - Emergency contact number.

Job Title   - Job title of the personnel.

Department   - Functionality department of the personnel.

1.3.3 Payment

Pay Term   - Payment term measured in days.

Pay Method   - Cheque, Bank or Cash.

Payee   - If payment is by cheque banker, the party to whom the money
                                is paid to or should be paid to; recipient of the fund.

Banker   - If payment is through bank, select banker of the supplier/contractor.
                                (also refer to **Maintenance➜Financier**)

Bank Acc No.   - Supplier/Contractor's bank account to be credited.

Group to acc no.– Specify the alternative group account no used for the vendor if
                                applicable.

1.3.4 Category

1. Click "Insert" button

2. Select the category for the vendor (also refer to **Maintenance➜Miscellaneous
   File➜vendor Category**)

3. Click "Ok" to save entry

1.3.5 Listing

Select the index tag *Listing*, point to either one of the relevant record in the table and
click "**Edit**" button to execute amendment or modification of the respective record.

1.4   Expenses

Menu Location : **Maintenance ➜ Expenses**
Quick Description : This menu option enables you to create and classify different types of
expenses incurred internally in the operations and administration of a property management
company. Most of these expenses are payable to the contractors/suppliers/vendors.

Expenses Code   - Assign an abbreviation code for each expense. (max 8 characters)

Description   - Define reason for each expense. (maximum 40 characters)

Expenses type   – Select the expenses type (also refer to
                                Maintenance➜Miscellaneous File➜Expenses Type)

1.5   Charges

Menu Location : **Maintenance ➜ Charges**
Quick Description : This menu option enables user to create and classify many different types of
charges imposed on property owner.

Charge Code   - Assign code for different category of charges (maxi 8 characters).

Charge Description   - Define the charge with details. (maxi 40 characters)

Calculation Method   - *Calculate by area width*, fixed rate, metered rate, car park lot or selling price.

Rate   - Charging amount.

Reporting UOM   – Unit of measurement used for the charges count.

Account no.   – Specify the account no used for the charges

Status   - Active or Inactive.

1.6   Recurring Setting

Menu Location: **Maintenance ➜ Recurring Setting**
Quick Description: This menu option enables user to setup and determine the recurring bills to be imposed on property owner.

1.6.2 Scheme Setting

Location : **Maintenance ➜ Recurring Setting ➜ Scheme Setting**

Recurring Setting

1. At the first page, enter information in the relevant fields:-

    Scheme Code - Assign a scheme number (maximum 6 characters)

    Description - Define the scheme with detail (maximum 40 characters)

    Comment - Any additional comment and remark.

    Bill Recurring Period - Yearly, Monthly, weekly or daily

    Starts date – specify the effective date of the scheme

    Status - Active or Inactive.

2. Then, proceed to the **Detail** tab.

Detail

3. Next, select "**Add Charges**" button.

4. Select the **Charge Code**. Change the default **Rate** and **Unit Quantity** if necessary. Tick on the check box labelled with "Include Tenant Name in Invoice" if the charges are targeted on tenant only. Click "**OK**" to confirm.

5. Finally, remember to click "**Save**" button to store the setting.

1.6.3 Scheme Property

Location : **Maintenance ➜ Recurring Setting ➜ Scheme Property**

1. At **Listing** index tag, select a particular scheme number and click "**Edit**" button to determine property units to be charged for the payment scheme.

2. Click on the radio button of property type, either *By Phase, House Type Scheme* or *By Particular Units Scheme*.

3. Click "**Insert**" button to add new property on scheme.

4. If it is *By Phase, House Type Scheme*, select the relevant *House Type* and click "**Save**" button.

5. If it is *By Particular Units Scheme*, select the relevant *Unit No* and click "**Save**" button.

6. You should be able to view all the property units that were included in the recurring scheme.

7. Remember to click the "**Save**" button at the end of process to confirm for execution.

1.7 Financier

Menu Location: *Maintenance ➔ Financier*
Quick Description: This menu option enables user to create and maintain many different bankers/financial institutions available in the country which provide financing services to property owner.

Financier - An abbreviation code for Banker (maximum 8 characters)

Description - Banker's name (maximum 40 characters)

Branch - Branch of the bank.

Address, Postcode, State, Country - Official full contact address for the Banker.

Phone No., Fax No. - Banker's telephone and facsimile number.

1.8 Insurance Company

Menu Location: *Maintenance ➔ Insurance Company*
Quick Description: This menu option enables user to create and maintain many different insurance companies available in the country which provide insurance coverage for property ownership.

Insurance Code - Abbreviation code for the insurance company. (max 8 characters)

Name - Name of the insurance company.

Address, Postcode, State, Country - Official full contact address for the Insurance company.

Phone No., Fax No. - Insurance company's telephone and facsimile number.

1.9 Bad Debt

Menu Location: *Maintenance ➔ Bad Debt*
Quick Description: This menu option enables user to create and maintain different category of bad debts which will be used in

1. Select "**Add**" button and enter information in the relevant column:-

Transfer No   : System auto generated reference number.

Transfer Date : Default current system date.

Unit No   : Select the effected property unit by clicking arrow-down button to search and locate the relevant unit number.

2. When you have selected a property unit, the system will display all invoices charged under this unit inside the table. All invoices listed will be transferred to bad debt.

3. Continue enter the reason of conversion for the bad debt under **Remark**.

4. **Status** will show as *Active*.

5. Click "**Save**" button to save the record if confirm correct.

Restore Bad Debt

Invoice that was classified as bad debt will not be shown in the payment module. That means that you cannot make payment for the invoice. If you want to make payment for any outstanding bad debt, you must restore the related invoice first.

When a property unit has been converted to bad debt, you will not be able to issue any more invoices under this account.

To restore invoice(s) and property unit number to active status, perform the following:-

1. Search and locate the property unit and owner by clicking the navigator buttons or "**Search**" button. Select the relevant unit number to restore back its status.

2. Click "**Restore**" button if confirmed the record shown on the screen is the one that you want to restore. Check on the invoice(s) listed in the table.

3. Click "**Yes**" button to execute restoration and revert the unit to active status.

At the end of the process, you will notice that the bad debt has changed to *Restored* status. Now, you are able to make payment for this property unit again.

A property unit once converted to bad debt will always be displayed in the bad debt listing report, but the status will show as *Restored*. It will have restored date and by whom it was restored.

1.10   Miscellaneous File

Menu Location: **Maintenance ➔ Miscellaneous File**
Quick Description: This menu option enables user to create and manage most of the prerequisite data which are essential and customized for property management.

1.10.1 Unit Type

Location: **Maintenance ➔ Miscellaneous File ➔ Unit Type**

1. Click "**Add**" and type information in respective column :

Unit Type   - Assign an abbreviation code for each type of property unit. (maximum 8 characters)

Description   - Define and classify different type of property with detail, e.g. capacity of the unit with number of bedroom and bathroom. (maximum 40 characters)

Area   - Property build up area.

Width Type   **-** Square feet or square meters.

2. Remember to click "**Save**" to save the record created.

Phase

Location: *Maintenance ➜ Miscellaneous File ➜ Phase*

Phase Code   - Indicate an identification code for the property phase and area or project name (maximum 8 characters).

Description   - Define with remark for the property phase code. (maxi 40 characters)

Debtors, Charges, Late Charges, – Identify the account no for the property phase
Bad Debt and Deposit Type   accordingly

1.10.3 House Type

Location: *Maintenance ➜ Miscellaneous File ➜ House Type*

House Code - Assign abbreviation code to define the type of houses, e.g. apartment, condominium, semi detached, terrace housing etc. (maximum 8 characters)

Phase Code - Choose the property phase code from list of phases defined earlier.

Description - Describe the characteristic of the house with detail to differentiate from others, e.g. block location at North, South, West or East, standard or corner unit, facing hill side or with sea view etc. (max 40 characters)

Debtors, Charges, Late Charges, – Identify the account no for the property phase
Bad Debt and Deposit Type   accordingly

1.10.4 Currency

Location: *Maintenance ➜ Miscellaneous File ➜ Currency*

Currency Code   - Abbreviation code for the currency. (maximum 3 characters)

Description   - Full wording of the currency code.

Symbol   - Currency symbol.

Rate   - Foreign currency exchange rate in exchange with local currency.

1.10.5 Country

Location: *Maintenance ➜ Miscellaneous File ➜ Country*

Country Code   - Official abbreviation code of a country.

Country Name   - Full wording for the country name. (maximum 40 characters)

Nationality   - Nationality for the said country, e.g. Malaysian, Singaporean etc.

(maximum 24 characters)

1.10.6 State

Location: **Maintenance ➔ Miscellaneous File ➔ State**

State Code   - Abbreviation code for the state. (maximum 3 characters)

State Name   - Full wording for the state name. (maximum 40 characters)

Country Code   - Choose a country from the list defined earlier in 1.10.5 section.

1.10.7 Deposit Type

Location: **Maintenance ➔ Miscellaneous File ➔ Deposit Type**

Deposit   - Assign a code for type of deposit which is receivable from
                              customer. (maximum 8 characters)

Description   - Define in detail the deposit type, e.g. Maintenance Deposit,
                              Sinking Fund etc. (maximum 50 characters)

Amount   - Deposit amount in local currency.

Account no.   - Specify the account no of the charges deposit.

1.10.8 Late Interest Settings

Location: **Maintenance ➔ Late Interest Settings**

1. Click on "**Add**" button to insert new interest rate.

Interest Rate   - Define interest rate to be imposed.

Starts Date   - Interest calculation effective date. (dd/mm/yyyy)

2. Click on "**Save**" button to accept entry.

1.10.9 Stamping

Location: **Maintenance ➔ Miscellaneous File ➔ Stamping**
Description: This option is to create different billing notes templates. The note will
                    appear at the top right corner in the invoice.

Stamping   - Assign an identification code for different note template.
                              (maximum 4 characters)

Notes Title   - Define title for each billing notes. (maximum 40 characters)

Description   - Describe the billing notes with details. (maximum 40 characters)
                              This message will be printed out in the invoice.

1.10.10 Invoice Notes

Location: **Maintenance ➔ Miscellaneous File ➔ Invoice Notes**
Description: This option is to create different invoice notes to be printed at the
                    bottom part of each invoice as additional information to the property
                    owner.

Unit No.   - Select the property unit destination.

Unit Description - Brief description about the unit generated by system entered by user during property maintenance.

Note Title   - Assign an identification title for each note.

Starts Date   - Starting date of note generation.

End Date   - Ending date of note generation.

Notes   - Content of the note.

Created Date   - Date when first create the note; it is the default current system date.

Updated Date   - Date assigned by system when edit the note subsequently.

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(Transaction)

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Chapter 2 TRANSACTION

Overview:

This module enables you to perform daily tasks and normal routine in a property management working environment.

2.1 Invoice Billing

Menu Location: **Transaction ➔ Invoice➔Invoice Billing**
Quick Description: This menu option facilitate user to issue invoices manually for any single property unit.

Invoice No.	- Auto generated by system for current invoice to be issued by user. The invoice number (same as *Next Invoice No*) will only appear after user confirmed issuing invoice at the end of the process.
Unit No.	- Click on the arrow down button to select the relevant property unit from the list shown.
Owner Name	- Auto generated property owner name in accordance with unit number selected (as per Ownership Maintenance).
Phase	- Property phase or project name.
Housing Type	- Property type.
Doc **Date**	- Invoice date.
Pay Term	- Number of days for deferred payment (also refer to **Maintenance ➔Ownership**)
Due Date	- Invoice payment due date calculated by system base on payment term.
Remark	- Additional information of the invoice.
Charge Code	- Select charges item code from the list (also refer to **Maintenance ➔ Charges)**
Quantity	- Number of unit to be charged.
Charges Rate	- Payment charged rate.
Invoice Amount	- Calculated invoice payment amount.
Issued Date	- Date of invoice creation assign by system.
Issued By	- Current logon user's ID.

2.2 Auto Generate Billing

Menu Location: **Transaction ➔ Invoice➔Auto Generate Billing**

Quick Description: This menu option facilitate user to preset billing category and generate invoices automatically by choosing any phase, housing type or unit number or any combination of choices.

1. Select the scheme to apply (also refer to **Maintenance ➜ Recurring Setting**)

2. Determine the range of dates to cover for the invoice generation.

3. Decide the property unit to be included.

4. Click on "**Process**" button to execute the auto generation of invoices for the selected scheme on selected unit numbers.

2.3 Payment

Menu Location: **Transaction ➜ Payment**
Quick Description: This menu option enables user to receive payment from the property owner.

1. Select "**Add**" button at the bottom of the screen.

2. Click on the arrow down button at the **Unit No** field to select the relevant property unit.

3. Click "**Insert**" button to enter payment details.

4. If it is cash payment, select pay by cash and input paid amount.

5. If it is cheque payment, select pay by cheque and input details of the cheque.

6. Click "**Save**" button to store the payment details.

7. Finally, click "**Save**" button at the bottom of the screen to confirm the payment transaction.

2.3.1 Knock Off Bill

1. Select "**Knock off bill**" button and there will be another screen appeared. It shows details of the payment received from owner. And, the table shows all outstanding invoice amount and balance.

   Payment Amount   - Total amount received from owner.

   Open Credit   - Payment amount deduct charges
   remain balance amount available
   for allocation.

   Applied Amount - Total amount allocated from open
   credit and distributed to knock off
   outstanding invoice.

2. Point to the invoice and enter the **Amount to apply** for knocking off bill, must be equal or less than the open credit.

3. Click "**Save**" button to execute knock off and then "**Yes**" button to confirm the transaction.

4. Click "**Exit**" to end the process.

2.4 Deposit

Menu Location : **Transaction ➜ Deposit**
Quick Description : This menu option enables user to accept deposit payment as well as process refund for deposit collected.

2.4.1 Deposit Payment

Location : **Transaction ➔ Deposit ➔ Deposit Payment**

1. Select "**Add**" button.

2. Select the relevant **Unit No** by clicking the arrow down button to search from the list shown.

3. Select the **Deposit Type** (also refer to **Maintenance ➔ Miscellaneous File ➔ Deposit Type**).

4. Click "**Insert**" button to enter payment detail.

5. If it is cash deposit, select pay by cash and enter the cash amount.

6. If it is cheque deposit, select pay by cheque and enter details of the cheque.

7. Click "**Save**" button to store the deposit payment.

8. Finally, click "**Save**" button to confirm the transaction.

2.4.2   Deposit Refund

Location : **Transaction ➔ Deposit ➔ Deposit Refund**

1. Select "**Add**" button.

2. Select the relevant **Unit No** by clicking the arrow down button.

3. Select the related **Deposit No** by clicking the arrow down button to search and locate the relevant deposit payment to refund.

4. Key in reason for the refund or any additional information in the **Remark** text box, e.g. details of the cheque.

5. The **Refund Amount** will show the corresponding amount for the selected deposit number. You may amend the amount for the actual figure to be refunded.

6. Click "**Save**" button to execute

7. Click "**Print**" button to print out the deposit refund slip.

2.5 Vendor's Payment

Menu Location : **Transaction ➔ Vendor's Payment**
Quick Description : This menu option facilitate user to make payment to the vendor/contractor.

Pay No.	- Refer to current payment number.
Vendor	- Select the appropriate vendor from the list shown. (also refer to **Maintenance➔Vendor**)
Payment Date	- Date of payment made.
Currency	- Transaction's currency.
Bill Amount	- Invoice amount in transaction's currency.
Paid Amount	- Amount paid in transaction's currency.

      Converted Amount   -Equivalent with *Pay Amount* in default local currency.

      Pay Method   - *Cheque, Cash or other*.

      Cheque Information   - Details of the cheque if payment by cheque.

      Remarks   - Any additional information.

      Created Date   - Current system default date.

      Last *Update Date*   - Latest date if user update vendor's payment.

2.6   Late Interest

Menu Location: ***Transaction ➜ Late Interest➜Charge Late Interest***
Quick Description: This menu option facilitate user to calculate and generate late charges for a specified type of multiple property phase, housing type or unit number for a certain period of time.

1. Enter the interest date to be generated.

2. Select the relevant phase, housing type and/or unit number.

3. Click on the "**Generate**" button.

4. If there is any invoice chargeable for late interest, you will see a message box appears and indicates that searching process has completed. Otherwise, you will get an error message inform user that there is no invoice chargeable for late interest.

5. Click "**OK**" button to acknowledge the message.

6. Notice that there will be another button appeared at the bottom. Click on the "**Review**" button.

7. You will be able to view the invoice summary in the table.

8. Select the relevant record and click the button named "**Show Viable Late Interest Charges**".

9. This is the details of the outstanding invoice. It will show the invoice amount, invoice date, interest date, total number of days interest overdue and late interest amount. Notice that the interest number is an unfamiliar indicator, because the late charge is not confirmed yet.

10. After you are sure that the late charge detail is in order, click on the "**Close**" button twice to revert back to the first screen.

11. Tick the checkbox "**Generate Interest**" and then press "**Generate**" button to confirm for generation of late interest charged.

12. Click "**OK**" to acknowledge the process completed message.

After you have generated the first late interest, the amount will be indicated in the Interest Debit Note.

2.7   Revise Interest date

Menu Location : ***Transaction ➜ Revise Interest Date***
Quick Description : This menu option enables user to revise any particular interest imposed on property owner. User must remember to perform late charges revision before generate interest.

1. Search and locate the relevant unit number to revise its late charges.

2. Point to the particular invoice.

3. Click "**Edit**" button.

4. Enter the *New Interest Date*.

5. Enter the *Reason* for revision of late charges.

6. Click "**Save**" button to revise and store the record.

2.8 Owner's Knock Off

Menu Location : *Transaction ➜ Owner's Knock Off*
Quick Description : This menu option enables user to apply payment received from owner to contra against any outstanding invoices.

1. Click on the arrow down button to search for the relevant unit number.

2. The table will show all payments received from the property owner. It will display receipt number, date and amount received. The balance amount is the received amount available for allocation to knock off outstanding invoice unpaid.

3. Point to the receipt number and click "**Apply**" button.

4. There will be another screen appeared. It shows details of the payment received from owner and the table listing all outstanding invoice amounts and balances.

    Payment Amount   - Total amount received from owner.

    Open Credit   - Payment amount deduct charges remain as balance amount available for allocation.

    Applied Amount- Total amount allocated from open credit and distributed to knock off outstanding invoice.

5. Point to invoice number and enter the *Amount to apply* for knocking off bill, must be equal or less than the open credit and not exceeded the related outstanding balance.

6. Click "**Save**" button to execute knock off and then "**Yes**" button to confirm the transaction.

7. Repeat step 5 & 6 and continue with the next invoice number until all open credit amount has been applied and allocated to knock off outstanding invoices.

8. Click "**Exit**" to end the process.

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(Enquiry)

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Chapter 3: ENQUIRY

Overview:

This module enables you to inquire summary of different transactions performed and conducted in processing and managing of properties.

3.1   Owner Ledger

Menu Location: *Enquiry ➜ Owner Ledger*
Quick Description: This menu option enables user to check and verify all types of transaction incurred by property owner.

Tick the checkbox of "**Include Deposit And Refund**" if you want to verify the details of the deposit and refund.

There are three categories of information which are available in the owner ledger, documents details, knock off details and interest details.

3.1.1 Documents Details

Enquiry option is available for all types of transaction including invoice, payment, late charge interest, deposit payment and deposit refund.

(i) Deposit Payment

1.   Point and select the particular deposit payment.

2.   Click on "**Documents Details**" button.

(ii) Invoice

1.   Point and select the relevant invoice.

2.   Click on "**Documents Details**" button.

3.   On this screen, you will be able to view the details of the invoice.

4.   Click "**Payment Details**" button. If the invoice had been paid, you will be able to view the details of the payment which was used to knock off against this invoice. Click "**Cancel**" button to exit this screen.

5.   Click "**Payment Details**" button. If the invoice is still outstanding and pending payment, you will be prompted with a message "**No knock off details found!**" Click "**OK**" to acknowledge message and then "**Cancel**" button to exit this menu.

6.   Click "**Cancel**" button to exit this module.

(iii)   Payment

1.   Point and select the relevant payment number.

2.   Click on "**Documents Details**" button.

3.   You will be able to view the details of the payment.

4.   Click "**Cancel**" button to exit.

(iv) Late Charge Interest

1. Point and select the particular late interest charged reference number.

2. Click on "**Documents Details**" button.

3. You will be able to view the details of the interest.

4. On the example given above, total interest charged is RM53.96. Late interest charged for invoice 55 is RM26.30 and it had been paid. Late interest charged for invoice 57 is RM27.66 and it is still outstanding.

5. Click "**Payment Details**" button to view the knock off payment list. This screen will show the payment reference number used to pay for the interest.

6. Click "**Cancel**" button to exit.

(v) Deposit Refund

1. Point and select the particular deposit refund reference number.

2. Click on "**Documents Details**" button.

3. You will be able to view the details of the refund including refund date and amount.

4. Click "Cancel" to exit this menu.

3.1.2 Knock Off Details

Knock off details are applicable for payment only.

1. Point and select a particular payment reference number.

2. Click on "**Knock Off Details**" button.

3. You will be able to view the details of the payment that utilized to off-set against invoice. Take note of the invoice number that had been paid.

4. Click "**Cancel**" button to exit.

3.1.3 Interest Details

Enquiry for interest details is only applicable for invoices that have been charged with late interest.

1. Point and select the relevant invoice.

2. Click on "**Interest Details**" button.

3. You will be able to view the details of the interest charge on this invoice.

4. If there is no interest charged on the particular invoice, you will be prompted with a message "**No interest details found!**"

5. Click "**Cancel**" button to exit.

3.2 Property Listing

Menu Location : *Enquiry ➔ Property Listing*
Quick Description : This menu option enables user to enquire status of selected property whether it is already occupied or still vacant.

1. User may choose to display any particular property by selecting the property phase, housing type and/or unit number. Otherwise, the system will extract and showing all properties available in the database.

2. Next, select the status to be displayed whether it is *Vacant*, *Occupied* or *All* units.

3. Then, click on "**Generate**" button.

4. You will be prompted with the following screen which will list down the relevant property units.

5. Click "**Close**" button to exit this menu.

3.3   Log Enquiry

3.3.1 Billing Log

Menu Location : *Enquiry* ➔ *Log Enquiry* ➔ *Billing Log*
Quick Description : This menu option enables user to display details of invoices auto generated by the system.

1. Specify the range of dates to be covered.

2. User may select to display the records *Order By* *Date*, *Unit No*, *Charges* or *User*.

3. Click "**Filter**" button to process the listing.

4. Click "Cancel" button to exit this menu.

3.3.2 Revise Interest Date

Menu Location : *Enquiry* ➔ *Log Enquiry* ➔ *Revise Interest Date*
Quick Description : This menu option enables user to verify revision of late charges incurred on particular units for stated reason and adjustment of date.

1. Specify the range of dates to be covered.

2. User may select the property phase, housing type and/or unit number to be displayed.

3. Click "**OK**" button to process the waive list.

4. Select "**Preview**" button to view the list or "**Print**" button to print out the list.

3.3.3 Financier Transfer

Menu Location : *Enquiry* ➔ *Log Enquiry* ➔ *Financier Transfer*
Quick Description : This menu option enables user to check on property owner's bank transfer record.

3.3.4 Insurance Company Transfer

Menu Location : *Enquiry* ➔ *Log Enquiry* ➔ *Insurance Company Transfer*
Quick Description : This menu option enables user to check on property owner's insurance company transfer record.

Print

Invoice

Menu Location : **Print ➔ Invoice Printout**
Quick Description : This option enables user to preview the invoice generated by the system and print out for mailing to the property owners.

1. Specify the range of date to be covered for the printing of invoices.

2. User may choose to determine the invoices to be shown or may just skip this step.

3. Select **Owner Type** whether to display *Current Owner*, *History Owners* or *Both*.

4. Select the **Stamping** to be included in the invoices. (also refer to **Maintenance ➔ Miscellaneous File ➔ Stamping**)

5. Click "**OK**" button to proceed to the next option.

6. Select "**Preview**" button if you want to view the list, or "**Print**" button if you want to print out the invoices.

7. Click "**Close**" button and then "**Cancel**" to exit this menu.

3.3.5 Payment Printout

Menu Location: **Print ➔ Payment Printout**
Quick Description: This option enables user to enquire and print payment received from property owners.

1. Specify the range of the dates to be covered.

2. User may also specify the range of payment numbers to be included.

3. Select the **Owner Type** whether to display *Current Owner*, *History Owners* or *Both.*

4. Click "**OK**" button to extract the data.

5. Select "**Preview**" button if user want to view the list, or, "**Print**" button to print out the payment item.

3.3.6 Deposit Payment Printout

Menu Location: **Print ➔ Deposit Payment Printout**
Quick Description: This option enables user to view and print the deposit payment received from property owner. It will show details of the deposit including the pay method, cheque number, total paid and charges.

1. Specify the range of dates to be covered.

2. User may select the deposit numbers to be included.

3. Select the **Owner Type** whether it is *Current Owner*, *History Owners* or *Both*.

4. Click "**OK**" button to extract the data.

5. Select "**Preview**" button if user want to view the list, or, "**Print**" button to print out the deposit item.

3.3.7 Deposit Refund Printout

Menu Location: **Print ➔ Deposit Refund Printout**
Quick Description: This option enables user to view and print deposit refunded to customer.

1. Specify the range of dates to be covered.

2. User may select the refund numbers to be included.

3. Select the **Owner Type** whether it is *Current Owner*, *History Owners* or *Both*.

4. Click "**OK**" button to extract the data.

5. Select "**Preview**" button if user want to view the list, or, "**Print**" button to print out the refund item.

3.3.8   Interest Debit Note Printout

Menu Location: ***Print ➔ Interest Debit Note Printout***
Quick Description: This option enables user to verify and print out interest debit note within a particular period of time.

1. Specify the range of dates to be covered.

2. User may select the invoice numbers to be included.

3. Select the **Owner Type** whether it is *Current Owner*, *History Owners* or *Both*.

4. Select the Bill Note to be included.

5. Click "**OK**" button to extract the data.

6. Select "**Preview**" button if user want to view the list, or, "**Print**" button to print out the refund item.

3.3.9   Monthly Statement

Menu Location: ***Print ➔ Monthly Statement***
Quick Description : This option enables user to make enquiry as well as print out the monthly statements.

Prior to process the monthly statement, user must perform setup at ***Housekeeping ➔ General Setup ➔ Aging*** & Reminder

1. Enter Date of the statement.

2. User may select the property phase, housing type and/or unit number.

3. Click "**OK**" button to process the statements.

4. Select "**Preview**" button to view the statements, or "**Print**" button to print any particular statement.

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(Report)

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Chapter 4: REPORT

Overview:

This module enables user to preview or print out all kinds of reports in the form of summary, analysis and comparison report generated by the system.

4.1   Transaction List

4.1.1 Invoice List

Menu Location: ***Report ➔ Transaction List ➔ Billing Listing➔Invoice List***
Quick Description: This report will show all invoices issued to the property owners within certain period of time.

1. Specify the range of dates to be covered.

2. User may select any particular relevant invoice(s) to be listed or skip this input to list down all invoices.

3. Select **Owner Type** whether it is *Current Owner*, *History Owners* or *Both*.

4. Click "**OK**" button to proceed to the next option.

5. Select "**Preview**" button if you want to view the list, or "**Print**" button if you want to print out the invoices.

Printing options

Print   **:** send the file to printer to make a printout
Preview : view the actual report on screen
File   **:** generate a text file
Customize: open and view the customized report file
Printer   **:** select the name of the printer to be used

6. Click "**Close**" button and then "**Cancel**" to exit this menu.

4.1.2 Payment List

Menu Location: ***Report ➔ Transaction List ➔ Payment Listing➔Payment List***
Quick Description: This report will show payment received from property owners within certain period of time.

1. Specify the range of dates to be covered.

2. User may select the payment reference number to be included.

3. Click on the drop down list to select **Owner Type** to be displayed whether it is *Current Owner*, *History Owners* or *Both*.

4. Click "**OK**" button.

5. Select "**Preview**" button if you want to view the list, or "**Print**" button if you want to print out the payment list.

4.1.3 Deposit Payment List

Menu Location: ***Report ➔ Transaction List ➔ Deposit Listing➔Deposit Payment List***

Quick Description: This report will show deposit payment received from property owner within certain period of time.

1. Specify the range of dates to be covered.

2. User may select relevant deposit payment reference number to be included.

3. Click on the drop down list to select **Owner Type** to be displayed whether it is *Current Owner*, *History Owners* or *Both*.

4. Click "**OK**" button.

5. Select "**Preview**" button if you want to view the list, or "**Print**" button if you want to print out the deposit list.

4.1.4 Deposit Refund List

Menu Location: **Report ➔ Transaction List ➔ Deposit Listing➔Deposit Refund List**
Quick Description: This report will show deposit refund paid back to owner within a particular period of time.

1. Specify the range of dates to be covered.

2. User may select relevant deposit refund reference number to be included.

3. Click on the drop down list to select **Owner Type** to be displayed whether it is *Current Owner*, *History Owners* or *Both*.

4. Click "**OK**" button to process the list.

5. Select "**Preview**" button if you want to view the list, or "**Print**" button if you want to print out the refund list.

4.1.5 Late Charges List

Menu Location : **Report ➔ Transaction List ➔ Billing Listing➔Late Charges List**
Quick Description : This report will show the late charges incurred by property owner within certain period of time.

1. Specify the range of date to be covered in the report.

2. User may choose to select the relevant invoice to be included in the report.

3. Click on the drop down list to select **Owner Type** to be displayed whether it is *Current Owner*, *History Owners* or *Both*.

4. Click "**OK**" button to process the list.

5. Select "**Preview**" button if you want to view the list, or "**Print**" button if you want to print out the interest list.

4.1.6 Outstanding Invoice and Interest

Menu Location : **Report ➔Transaction List➔ Outstanding Listing➔Outstanding Billing**
Quick Description : This report will display all outstanding unpaid invoices and interest debit notes incurred by the relevant property owner within certain period of time. The report will include invoice date, payment due date and outstanding amount.

1. Specify the range of date to be covered in the report.

2. Select the related property phase, housing type and unit number from the respective drop down list. Otherwise, the system will list out all property within the specified period.

3. Select **Owner Type** to be Current or Previous Owner.

4. Click "**OK**" button to generate the report.

5. Select "**Preview**" button to view the list or "**Print**" button to print out the listing report.

4.1.7 Payment List

Menu Location : **Report ➔ Transaction List ➔ Payment Listing➔Payment List**
Quick Description : This report will display payment received from property owner and details of its knock off against any invoice or interest.

1. Specify the range of date to be covered in the payment detail report.

2. Select the related property phase, housing type and unit number from the respective drop down list. Otherwise, the system will list out all properties within the specified period.

3. Select **Owner Type** to be Current or Previous Owner.

4. Click "**OK**" button to generate the report.

5. Select "**Preview**" button to view the list or "**Print**" button to print out the listing report.

4.2 Property Reports

4.2.1 Project Status

Menu Location : **Report ➔ Property Reports ➔ Project Status**
Quick Description : This report classify and categorize project occupation in term of status (vacant or occupied) and ethnic breakdown (Malay, Chinese, Indian or Others) in overall percentage.

1. Click the **Phase** drop down list to select the relevant project phase.

2. Click the **Housing Type** drop down list to select the relevant house type.

3. Click "**OK**" button to process the analysis report.

4. Select "**Preview**" button if you want to view the list, or "**Print**" button if you want to print out the interest list.

4.2.2 Property Listing

Menu Location : **Report ➔ Property Reports ➔ Property Listing**
Quick Description : This report segregates and list properties according to its status whether vacant or occupied.

1. User may choose to select the relevant property phase, house type and/or unit number from the drop down list.

2. Select **Status** Vacant, Occupied or All.

3. Click "**OK**" button to generate the list.

4. Select "**Preview**" button to view the list or "**Print**" button to print out the actual report.

4.2.3 Property Transfer History

Menu Location : ***Report ➔ Property Reports ➔ Property Transfer History***
Quick Description : This report keeping track of property ownership transfer history for a particular property. It shows the owner name, identity card number and ownership date.

1. Select the relevant property phase, housing type and unit number from the related drop down list.

2. Click "**OK**" button to generate the list.

3. Select "**Preview**" button to view the list or "**Print**" button to print out the listing report.

4.2.4 Property Ownership

Menu Location : ***Report ➔ Property Reports ➔ Property Ownership***
Quick Description : This report will show the latest owner's details for the relevant property.

1. Specify the ownership date.

2. Select the relevant property phase, housing type and unit number from the related drop down list.

3. Click "**OK**" button to generate the list.

4. Select "**Preview**" button to view the list or "**Print**" button to print out the listing report.

4.3   Owner Reports

4.3.1   Co-owner Listing

Menu Location : ***Report ➔ Owner Reports➔ Co-owner Listing***
Quick Description : This report will list out co-owner's particular for the relevant property.

2. Select the related property phase, housing type and unit number from the respective drop down list.

3. Click "**OK**" button to generate the list.

4. Select "**Preview**" button to view the list or "**Print**" button to print out the listing report.

4.3.2 Owner Aging

Menu Location : ***Report ➔Owner Reports ➔ Owner Aging***
Quick Description : This report will display outstanding bad debt amount categorized into the preset ageing periods.

User must remember to setup the appropriate ageing period at ***Housekeeping ➔ General Setup ➔ Ageing***

1. Enter the aging report ending date.

2. Select the related property phase, housing type and unit number from the respective drop down list. Otherwise, the system will list out all properties.

3. Click "**OK**" button to generate the report.

4. Select "**Preview**" button to view the list or "**Print**" button to print out the listing report.

4.3.3 Owner List by Financier

Menu Location : ***Report ➔ Owner Reports ➔ Owner List ➔ Owner List by Financier***
Quick Description : This report will segregate and categorize all properties according to the same finance institutions or bank.

1. Select the relevant banker from the drop down list.

2. Click "**OK**" button to generate the report.

3. Select "**Preview**" button to view the list or "**Print**" button to print out the listing report.

4.3.4 Owner List by Insurance

Menu Location : ***Report ➔ Owner Reports ➔ Owner List ➔ Owner List by Insurance***
Quick Description : This report will segregate and categorize all properties according to the same insurance company.

1. Select the relevant insurance company from the drop down list.

2. Click "**OK**" button to generate the report.

3. Select "**Preview**" button to view the list or "**Print**" button to print out the listing report.

4.4 Vendor Reports

4.4.1 Vendor Listing

Menu Location : ***Report ➔ Vendor Reports ➔ Vendor Listing***
Quick Description : This report will list down details of the vendor for filing and future reference.

1. Select the related vendor from the drop down list.

2. Click "**OK**" button to generate the report.

3. Select "**Preview**" button to view the list or "**Print**" button to print out the listing report.

4.4.2 Vendor's Payment List

Menu Location : ***Report ➔ Vendor Reports ➔ Vendor's Payment List***
Quick Description : This report will display details of payment paid to the vendor(s).

1. Specify the range of date to search for the payment made to the vendor.

2. Select the related vendor(s) from the drop down list.

3. Click "**OK**" button to generate the report.

4. Select "**Preview**" button to view the list or "**Print**" button to print out the listing report.

4.5 Bad Debt Listing and Details

Menu Location : ***Report ➔ Bad Debt Listing and Details***
Quick Description : This report will display the details of the invoice(s) which was/were transferred as bad debt.

1. Select the range of date to be included in the listing.

2. Click "**OK**" button to generate the report.

3.   Select "**Preview**" button to view the list or "**Print**" button to print out the listing report.

4.6 Financier Reports

4.6.1 Financier List

Menu Location : ***Report ➔ Financier Reports ➔ Financier List***
Quick Description : This report will list down information of property owner's appointed banker for easy referencing.

1.   User may choose to list certain banker or all bankers list.

2.   Click "**OK**" button to generate the listing.

3.   Select "**Preview**" button to view the list or "**Print**" button to print out the listing report.

4.6.2 Financier Transfer

Menu Location : ***Report ➔ Financier Reports ➔ Financier Transfer***
Quick Description : This report shows banker transfer history involved in the property ownership.

1.   Specify the range of date to check for banker transfer's information.

2.   Select the related property phase, housing type and unit number from the respective drop down list. Otherwise, the system will list out all properties within the specified period.

3.   Select ***Owner Type*** to be **Current** or **Previous Owner**.

4.   Click "**OK**" button to generate the report.

5.   Select "**Preview**" button to view the list or "**Print**" button to print out the listing report.

4.7 Insurance Company Reports

4.7.1 Insurance Company List

Menu Location : ***Report ➔ Insurance Company Reports ➔ Insurance Company List***
Quick Description : This report shows the choice of insurance company assigned by property owner.

1.   User may choose to list certain insurance company or all insurance companies.

2.   Click "**OK**" button to generate the listing.

3.   Select "**Preview**" button to view the list or "**Print**" button to print out the listing report.

4.7.2 Insurance Transfer

Menu Location : ***Report ➔ Insurance Company Reports ➔ Insurance Transfer***
Quick Description : This report will display

1.   Specify the range of date to check for insurance transfer's information.

2. Select the related property phase, housing type and unit number from the respective drop down list. Otherwise, the system will list out all properties within the specified period.

3. Select **Owner Type** to be **Current** or **Previous Owner**.

4. Click "**OK**" button to generate the report.

5. Select "**Preview**" button to view the list or "**Print**" button to print out the listing report.

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(Housekeeping)

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Chapter 5 HOUSEKEEPING

Overview :

This module enables you to maintain general setting and features of the system according to individual company's requirement, changing of language and font, access right and password maintenance, indexing and upgrading of database, backup and recovering data files.

5.1   General Setup

Menu Location : ***Housekeeping ➔ General Setup***
Quick Description : This option enables user to maintain the general setting of the system and set parameters that suit the company's requirements.

Company Profile

The company name that you have entered here will be printed in all report as headers at the top left corner.

☑ *Apply Multi-Company*

If you tick this box, the system allows you to create multiple companies to maintain different sets of property management system database.

Common Settings

Smart Lock Type   - Select Smart Lock Sharing type of whether it is for Single User, Network or Demo Set.

Sub-dir for vendor & chart of A/C – Specify the directory used by the UBS ACC

Project code   **-** Specify the project code used for all the transaction

Debtor account group & Vendor account group – Specify the account grouping use.
by vendor & debtor

Auto knock off order by – Specify the default order used to knock off in the knock off activity. Either by document date, document no, document amount & due date.

Monthly statement order by – Specify the default order use in printing the monthly statement either by document date, document no, document amount & due date.

Running No.

This is to classify different payment with an appropriate title and preset the initial starting payment number.

You may define the payment title and starting number to suit your own preference or company's requirements.

Ageing

User may setup the number of ageing period according to their preference in order to list out the correspondence outstanding amount for the property owner.

The related reports are **Ageing Report** under ***Report ➔ Owner Reports ➔ Owner Ageing*** and **Monthly Statement** under ***Print ➔ Monthly Statement***.

Colour

Define the colour for different amount history owner and current owner thought the BSM application

Account

Define default account used for all the transaction in the BSM system

Late charge setting

Generate late charges – select **"Yes"** to apply late charge function & **"No"** to disable late charge.

Minimum late interest amount to generate –Determine the minimum amount to consider as late interest. If interest charged on a bill is less than the figure, it will not be reflected out in the system..

Example :

Assume interest rate is 5%, overdue period is 120 days and the minimum amount to generate interest is RM25

1.   Invoice bill = RM200.00

$$\text{Late interest} = 200 \times 5\% \times \frac{120}{365} = 3.29$$

2.   Invoice bill = RM1800.00

$$\text{Late interest} = 1800 \times 5\% \times \frac{120}{365} = 29.59$$

Therefore, only invoice bill 2 will be appeared as late interest charged on the account under owner ledger.

Financial period

Last year accounting year   **–** dd/mm/yyyy.

Period   – Specify the period total for current accounting year

Date from ~ to   – System assigned date base on entry in period and last year accounting year

Default Values

Administrative folder   – Select the directory contain the user manager and policy manager setting.

Currency   - Select the currency used in the system. (also refer to **_Maintenance➔Miscellaneous File➔Currency_**)

Country   - Define the default country (also refer to **_Maintenance➔Miscellaneous File➔Country_**)

Payment Term   - Define the default payment term allowed for customer.

5.2   Administrative Tools

This category of menus allow user to manage and maintain user's security setting, control database and preset user preference in term of language choice and font type.

5.2.1 User Manager

Location : ***Housekeeping ➔ Administrative Tools ➔ User Manager***
Quick Description : This option enables you to create user login id as well as assign user authorization level.

Add New User

1.   Select "**Add**" button and key in :-

User ID   - assign login identification code for
                        each user (maximum 8 characters).

Name   - User name (maximum 30 characters).

User Group   - assign user's authorization level.
                        (also refer to Housekeeping➔Administrative Tools➔Group Policy)

2.   Click " **Save**" if confirmed correct, otherwise "**Cancel**"

☑ *System Administrator*

System administrator has the authority to access into all modules.

☑ *Suspend*

Click on the Suspend checkbox to terminate the user access right for any inactive user.

Edit User Profile

Select "**Edit**" button to modify user profile such as user name, re-assign user group, authorizing administrator function or even suspending any user id.

Remember to click "**Save**" to confirm any modification done.

Delete User

Select "**Delete**" button to remove any user id from the system.
Click "**Yes**" to confirm a deletion, otherwise "**No**" to cancel.

5.2.2 Group Policy

Location : ***Housekeeping ➔ Administrative Tools ➔ Group Policy***
Quick Description : This option enables you to define the user group's accessibility in the system.

Add and Edit New Group

1.   Select "**Add**" button and key in the group id and name.

2.   Next, click on "**Save**" button to confirm.

3. Then, click on the "**Edit**" button. You will notice that the two buttons of "**Item List**" and "**Delete Detail**" have been enabled.

4. Click "**Item List**" button and select the form name from the list to assign the authority right for the group to access to the form.

5. Click "**OK**" and the form name selected will be display in the table items.

6. There are 5 types of access control to the form you are accessing.

    i. Access – enable/disable the user to access to the
            form

    ii. Create – enable/disable the user to add a new
            record

    iii. Edit – enable/disable the user to edit the
            existing record

    iv. Delete – enable/disable the user to delete the
            record

    v. Print – enable/disable the user to print the
            report/listing

7. Always remember to click "**Save**" button every time you have finished setup.

Delete Record

To delete any particular form item, you must be in the **Edit** mode.

1. At the main module screen, click "**Edit**" button.

2. Move the mouse cursor to point to the unwanted item record and click on "**Delete Detail**" button.

3. Click "**Yes**" if you are sure and wanted to delete the item record.

4. Always remember to click "**Save**" button to confirm update to the user group profile.

To delete a user group,

1. At the main module screen, select the user group to be deleted, click "**Delete**" button at the bottom of the screen.

2. Click "**Yes**" to confirm deletion of the whole user group.

5.2.3 Database Viewer

 Location : *Housekeeping ➔ Administrative Tools ➔ Database Viewer*
Quick Description : This option enables you to access and edit the data files without system control. User in not advisable to edit the data files from here unless user is familiar to the system logic and database structure. Otherwise, it will cause system error.

To view the record, select the table name from the list and click on "**View**" button.

To edit the record, select the table name from the list and click on "**Edit**" button.

5.2.4   Database Clearance

Location : ***Housekeeping ➔ Administrative Tools ➔ Database Clearance***
Quick Description : This option enables you to purge all the data files in the system. After purging, the data files will not be able to recover back.

You may choose to *delete transaction records only* or *delete all records in the database*.

Pick your choice and click "**Next**", follow by "**Finish**" and then "**Yes**" to confirm the execution of database clearance.

5.2.5   Language Editor

Location : ***Housekeeping ➔ Administrative Tools ➔ Language Editor***
Quick Description : This option enables you to maintain multi-languages library.

5.2.6   Font Editor

Location : ***Housekeeping ➔ Administrative Tools ➔ Font Editor***
Quick Description : This option enables you to reset or change the system default font style and size for labels and text boxes.

1. Click on the button with a capital alphabet A.

2. Choose the desired font type and size. The font layout format will be display in the sample text box.

3. Click "**OK**" to confirm and exit from the setup screen.

5.3   Reindex Database

Menu Location : ***Housekeeping ➔ Reindex Database***
Quick Description : This option enables you to re-index all the database files in the system.

Before performing reindex database function, you have to ensure that there is no other user logon in the system through network environment.

5.4   Upgrade Database

Menu Location : ***Housekeeping ➔ Upgrade Database***
Quick Description : This option enables you to upgrade the database into a latest version.

Before upgrading database, please ensure that there is no other user logon in the system through network environment.

5.5   Backup and Restore

5.5.1 Backup

Menu Location : ***Housekeeping ➔ Backup and Restore ➔ Backup***
Quick Description : This option enables user to backup all the data files.

1. Click on the button at the right end of the column field "***Backup to***".

2. Locate and select the desired disk drive or destination directory that you want to save your backup files.

3. Click on "**Backup**" button follow by "**Yes**" button to start the backup process.

4. At the end of the process, click "**OK**" to acknowledge the backup completed message.

5. Click "**Close**" button to exit this menu.

5.5.2 Restore

Menu Location : ***Housekeeping ➔ Backup and Restore ➔ Restore***
Quick Description : This option enables user to restore all the data files from the backup source in case of data corruption or file damage.

1. Click on the button at the right end of the column field "**Restore from**".

2. Select the disk drive or source directory of your backup files.

3. Click "**Restore**" if you are sure want to restore.

4. Click on "**Yes**" button to start the restore process.

5. At the end of the process, click "**OK**" to acknowledge the restore completed message.

6. Click "**Close**" button to exit this menu.

5.5.3 Backup (Administrative Data)

Menu Location : ***Housekeeping ➔ Backup and Restore ➔ Backup (Administrative Data)***
Quick Description : This option enables user to backup data files which only linked to administrative functions such as group policy, user access right and recent access history trail.

1. Click on the button at the right end of the column field "***Backup to***".

2. Locate and select the desired disk drive or destination directory that you want to save your administrative data backup files.

3. Click on "**Backup**" button to start the backup process.

4. click "**OK**" to start the backup process.

5. At the end of the process, click "**OK**" to acknowledge the backup completed message.

6. Click "**Close**" button to exit this menu.

5.5.4 Restore (Administrative Data)

Menu Location : ***Housekeeping ➔ Backup and Restore ➔ Restore (Administrative Data)***
Quick Description : This option enables user to restore the administrative data files from the backup source.

1. Click on the button at the right end of the column field "**Restore from**".

2. Select the disk drive or source directory of your backup files.

3. Click "**Restore**" if you are sure want to restore.

4. Click on "**Yes**" button to start the restore process.

5. At the end of the process, click "**OK**" to acknowledge the restore completed message.

6. Click "**Close**" button to exit this menu.

5.6   Change Password

Menu Location : ***Housekeeping ➔ Change Password***
Quick Description : This option enables user to change password.

1. Enter User ID and existing password.

2. Key in a new password with a maximum of 8 characters

3. Click "**OK**" button and there will be another screen pop-out.

4. Re-enter the same new password keyed in just now to confirm for execution.

5. Click "**OK**" button to confirm change of password.

5.7   Direct Access

Menu Location : ***Housekeeping ➔ Direct Access***
Quick Description : This option enables you to setup preferable menu items and implement them into direct access.

Tick in the checkbox for the menu items that you want them to be added into direct access.

1. You are only allowed to select 7 titles for the direct access.

2. Click "**OK**" button to confirm and exit the screen.

3. Logoff from the system and login again to observe the setup effect after system refresh.

5.8   Select Printer

Menu Location : ***Housekeeping ➔ Select Printer***
Quick Description : This option enables you to select the printer

Click on the arrow down button to select the printer that you are using.

1. Click on "**OK**" button to confirm the correct printer to be printed from.

2. If it is not shown in the printer name list, you might need to setup and add a printer from the network. Click on the "**Network**" to locate the new printer.

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(Others)

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Chapter 6 OTHERS

Overview :

This chapter explains matters related to other features available in the system.

6.1 News

This section provides connection to 3 summary listings for user reference and view. The listings include **New Owner**, **Recent Bad Debt Owners,** O**utstanding Documents and facilities service reminder**.

6.1.1 New Owners

Click on the ***New Owners*** hyperlink and the system will list out newly registered owners for all available properties in current month.

Click on the **Back** or **Next** button to search backward or forward for more summary listing of the new owners.

6.1.2 Recent Bad Debt Owners

Click on the ***Recent Bad Debt Owners*** hyperlink and the system will list out newly registered bad debt owners during the current month.

Click on **Back** or **Next** button to search backward or forward for any other bad debt account.

6.1.3 Outstanding Documents

This section will list down the latest outstanding invoices and interest incurred within one month period.

Click on the ***Outstanding Documents*** hyperlink to list out the summary. Click on the **Back** or **Next** button to view through the list.

6.1.4 Facilities service reminder

This section will list down the facilities to be service within the current month.

Click on Facilities Service Reminder hyperlink to list out the summary. Click on the **Back** or **Next** button to view through the list.

6.2   Reports

This section provides direct access to 5 important reports for the ease of retrieval and printing by user. The reports selected are **Property Ownership**, **Outstanding Billing, Owner Aging**, **Payment Details** and **Vendors' Payment**.

6.2.1 Property Ownership

1.   Click the ***Property Ownership*** hyperlink

2.   Fill in the range of date to be included in the report.

3. User may choose the relevant **Phase**, **Housing Type** and **Unit Number** from the respective drop down list.

4. Click "**OK**" button to generate the report.

5. Select "**Preview**" to view the listing report or "**Print**" button to print out the actual report.

6.2.2 Outstanding Billing

1. Click on the ***Outstanding billing*** hyperlink

2. Fill in the range of date to be included in the report.

3. User may choose the relevant **Phase**, **Housing Type** and **Unit Number** from the respective drop down list.

4. Select **Current Owner** or **Previous Owner**.

5. Click "**OK**" button to generate the report.

6. Select "**Preview**" to view the listing report or "**Print**" button to print out the actual report.

6.2.3 Owner Aging

1. Click on the Owner ***Aging*** hyperlink.

2. Specify the ageing date.

3. User may choose the relevant **Phase**, **Housing Type** and **Unit Number** from the respective drop down list.

4. Click "**OK**" button to generate the report.

5. Select "**Preview**" to view the listing report or "**Print**" button to print out the actual report.

6.2.4 Payment Details

1. Click on the ***Payment Details*** hyperlink

2. Fill in the range of date to be included in the payment report.

3. User may choose the relevant **Phase**, **Housing Type** and **Unit Number** from the respective drop down list.

4. Select **Current Owner** or **Previous Owner**.

5. Click "**OK**" button to generate the report.

6. Select "**Preview**" to view the listing report or "**Print**" button to print out the actual report.

6.2.5 Vendors' Payment

1. Click on the ***Vendors' Payment*** hyperlink

2. Specify the range of date to be included in the report.

3. User may choose to select the relevant vendor's list to be printed or leave it blank to show all vendors' payment list.

4. Click "**OK**" button to generate the report.

5. Select "**Preview**" to view the listing report or "**Print**" button to print out the actual report.

6.3 Recent

This section will show the latest 5 menu options that user had accessed recently. It enables user to access the menu again simply by point and click on the relevant hyperlink.

6.4   Direct Access

The system allows user to self-defined 7 most required menu options and place them at the front-page of the application.

User may setup and change the preferable and most frequent used menu options (also refer to ***Housekeeping ➔ Direct Access)***

Point the mouse cursor to the particular direct access option and click on the hyperlink mark to execute the respective menu.

6.5   Exit

There are two possible situations when users want to leave the system, whether they are to logoff the system temporarily or close and then quit the application.

6.5.1 User Log Off

This option enables user to log out from the system temporarily but not totally out from the application. Normally, user may wants to login again as another user ID or change to access another company database.

If you click "**Yes**" button, you will be log off and ask to login again.
If you click "**No**" button, you will remain in the system and not log off yet.

6.5.2 Exit Application

This option allows user to exit and quit the Service Maintenance and Billing System.

Click "**No**" button if you still want to remain in the application.

Click "**Yes**" button if you are sure want to exit.

If you have select and tick the checkbox **Apply Multi-Company** under ***Housekeeping ➔ General Setup***, you will be brought to the next screen.

Click "**Exit**" button to quit the system completely.

Otherwise, you may choose to login under another company's profile. Point to the particular company name and click "**Select**" button to login again.

6.6 Add New Company

If you are supposed to manage different set of company's profile, you have to apply and enable multi-company option at **Housekeeping ➔ General Setup➔ Company**

When you try to login into the system again, you will be prompted with a menu titled *Multi-Company*, just like the previous section.

1. Click "**Add**" button

2. Enter the company name and create the database and administrative folder respectively.

3. Click "**OK**" button to confirm addition of new company.