

# PropertyIQ™

## Debt Collection V2

### TABLE OF CONTENTS

Introduction to Debt Collection V2 .....	0
Enabling Debt Collection V2.....	1
Settings that affect Debt collection .....	2
Application Settings .....	2
Security & User Permissions .....	3
Repayment Plan Statement on templates .....	4
Lot Owner notice templates .....	5
Debtors Notice templates .....	5
Debt collection details on a building card.....	6
Debt collection details on a lot owner card .....	7
Legal action details on the lot owner card .....	8
Repayment Plan details on the lot owner card .....	9
What happens when a change of owner is processed for a lot? .....	9
Debt Collection stage on the lots owners screen .....	10
Sending upcoming and debt collection notices .....	10
Lot notices.....	11
Check for Missing Levies .....	15
Debt collection for Debtors.....	17
Arrears Reports .....	21
Export to CSV .....	24

## INTRODUCTION TO DEBT COLLECTION V2

Debt collection V2 allows you to customise your due notice and debt collection settings, so you can configure and generate due notices, arrears notices, final notices and legal notices based on your own requirements. Debt collection V2 also allows customisation at a building and lot level so you can tailor debt collection to suit the different needs across your portfolio.

Some of the benefits of the new process are:

- You can set up default debt collection settings for Arrears, Final and Legal notices at a global or folio level to ensure consistency and to remove the need to enter criteria every time you process a due notices run.
- Debt collection stages have been introduced, so that a lot can only be in one stage at a given time.

- You now have the option to force notices to be issued sequentially. For example, you can select that a lot owner must have received an arrears notice before they are included in a final or legal notice run. This means that lot owners don't receive multiple notices (and charges) of the same type.
- The arrears report now includes the lot's stage and debt collection notes.
- You can now exclude an individual lot from a debt collection run even if the building the lot belongs to is ticked for debt collection

A lot can only be in one of the following four stages at any time.

1. None / blank – the lot has not been issued an arrears, final or legal notice.
2. Arrears – the lot has been issued an arrears notice
3. Final– the lot has been issued a final notice
4. Legal – the lot has been issued a legal notice

## ENABLING DEBT COLLECTION V2

Email [support@propertyiq.com.au](mailto:support@propertyiq.com.au) and advise you want Debt Collection V2 enabled.

When the support team enable the functionality for you, they can also enable an *Auto Set Debt Collection* as a one off. If this is enabled, PropertyIQ will:

1. Look for all **currently unpaid levies** for each lot and the *highest level* notice type (with legal being the highest and arrears being the lowest) that has been sent for the lot's currently unpaid levies. It will ignore due or special levy that have been sent for *upcoming* notices.
2. Set the stage based on the **highest notice type** (legal, final or arrears) that has been generated for that lot's currently unpaid levies.

Examples:

- A lot has two overdue levies. One levy's last notice type was an arrears notice. The other levy's last notice type was legal. The lot's debt collection state is set to *legal*
- A lot has two levies. One is not yet due, and the last notice sent for that levy was a due notice. The other is overdue and the last notice sent for that levy was a final notice. The lot's debt collection stage is set to *Final*
- The lot card's log of changes will show the details of the change. i.e. the user, time and details
- If a lot was previously sent an arrears, final or legal notice but no longer has any levies in arrears – their debt collection stage is blank

If you don't want *Auto Set Debt Collection Stage* enabled and you usually use all three debt collection stages, we recommend that you include all three stages (arrears, final and legal) when conducting your first debt collection run, as the first run will set the debt collection stage for each lot and this will ensure the debt collection stage is set correctly.

**Please advise whether you want auto set debt collection enabled or not when you email the support team with your request to enable Debt Collection V2**

## SETTINGS THAT AFFECT DEBT COLLECTION

### APPLICATION SETTINGS

To get started, go to *Settings*. You can select global (right across your company) settings or select folio preferences if you use folios in your company.

1. Select Application Settings
2. If you use folios, select the folio you want to set preferences for from the dropdown list. If you want to set preferences that apply right across your company, select *Global*
3. If you want to send arrears notices, tick *Arrears Notices* and select the criteria for generating arrears notices. In this screenshot, lot owners with a debt of \$50 or more that is seven days or more overdue would receive an arrears notice.
4. If you want to send final notices, tick *Final Notices* and select the criteria for sending final notices. In this screenshot, lot owners with a debt of \$50 or more that is 30 days or more overdue would receive a final notice.
5. If you want to send legal notices, tick *Legal Notices* and select the criteria for sending legal notices. In this screenshot, lot owners with a debt of \$50 or more that is 90 days or more overdue will receive a legal notice.
6. If *And received prior notice* is ticked, lot owners will only receive the relevant notice if the prior stage notice has been sent and they meet the criteria for the debt collection stage. For example, in this screenshot, if a lot owner has a debt of \$50 or more that is 30 days or more overdue **and** they have already received an arrears notice, they would qualify to be send a final notice. Note: If you only have one stage selected, then this function will not affect your notice generation.
7. Enter the amount here that will reset the arrears stage of the lot when the lots total arrears balance falls below this value. For example, if the lot's debt collection stage was "Arrears" and the lot owner made a payment that reduced their arrears balance below \$50, then the lots stage would be reset from "Arrears" to blank/none.
8. Enter the wording you want to show on your notices about repayment plan options. If you want this wording to appear on your notices, you also need to ensure the merge field `{{&Payment_Plan_Statement}}` is included on your notice templates. Note: this is the text that will appear on the notices for all buildings that have Payment Plan ticked on their building card unless they have individual payment plan text entered on the building card. See [debt collection details on a building card](#) below

## SECURITY & USER PERMISSIONS

*Edit Debt Collection* permission is needed to be able to edit the debt collection stage, debt collection notes, repayment plan details or legal action details on a lot card. Administrators have this permission by default, but you may need to edit other roles.

Role

Name\*

Test Role

Description

Permissions

Data Access

Data Access Restriction

No Data Access Restriction

File

Buildings

View

Add

Edit

Lots

View

Add

Edit

Edit Debt Collection Settings

Delete

Property Manager

View

Add

Edit

Edit Payment Details

Delete

Suppliers

View

Add

Edit

Debtors

View

Add

Edit

Bank Accounts

View

Add

Edit

## REPAYMENT PLAN STATEMENT ON TEMPLATES

To include the payment plan statement working on your templates, ensure this merge field is included on your standard merge templates for the notice types you want it to appear on.

NSW MBL Due Notice

NSW MBL Due Notice Folio: Global

Source

B I U abc x<sub>2</sub> x<sup>2</sup> Font Size Line Hei... Tracking

{{Agent\_Block\_1}}  
 {{Agent\_Block\_2}}  
 {{Agent\_Block\_3}}  
 {{Agent\_Block\_4}}  
 {{Agent\_Block\_5}}  
 {{Agent\_Block\_6}}

{{Levy\_Recipient\_Name}}  
 {{Owner\_Block\_1}}  
 {{Owner\_Block\_2}}  
 {{Owner\_Block\_3}}  
 {{Owner\_Block\_4}}

**Tax Invoice**

{{Building\_ABN}}  
 Date of Notice {{Notice\_Date}}

**LEVY NOTICE**

Strata Schemes Management Act 2015

**RE: Strata Plan {{Strata\_Plan}}, Lot {{Owner\_Lot}}, Unit {{Owner\_Unit}}**

**{{Building\_Street}} {{Building\_Street\_Name}}, {{Building\_Suburb}}**

**{{Building\_State}} {{Building\_PCode}}**

Due Date	Ref.	Details	Admin	Sinking	Int/Disc	Paid	Due
{{Due_Date1}}	{{Levy_ID1}}	{{Details1}}	{{Admin_Amt1}}	{{Sinking_Amt1}}	{{Int_Disc_Amt1}}	{{Paid1}}	{{Total_Amt1}}
{{Due_Date2}}	{{Levy_ID2}}	{{Details2}}	{{Admin_Amt2}}	{{Sinking_Amt2}}	{{Int_Disc_Amt2}}	{{Paid2}}	{{Total_Amt2}}
{{Due_Date3}}	{{Levy_ID3}}	{{Details3}}	{{Admin_Amt3}}	{{Sinking_Amt3}}	{{Int_Disc_Amt3}}	{{Paid3}}	{{Total_Amt3}}
{{Due_Date4}}	{{Levy_ID4}}	{{Details4}}	{{Admin_Amt4}}	{{Sinking_Amt4}}	{{Int_Disc_Amt4}}	{{Paid4}}	{{Total_Amt4}}
{{Due_Date5}}	{{Levy_ID5}}	{{Details5}}	{{Admin_Amt5}}	{{Sinking_Amt5}}	{{Int_Disc_Amt5}}	{{Paid5}}	{{Total_Amt5}}
{{Due_Date6}}	{{Levy_ID6}}	{{Details6}}	{{Admin_Amt6}}	{{Sinking_Amt6}}	{{Int_Disc_Amt6}}	{{Paid6}}	{{Total_Amt6}}
<b>{{Nett_Label}}</b>						<b>{{Total_Due_Label}}</b>	
<b>{{Gross_Label}}</b>							
{{Owner_Arrears}} <div>             {{Direct_Debit_Clause}}             <div>               {{&amp;Payment_Plan_Statement}}             </div> </div>							

---

## LOT OWNER NOTICE TEMPLATES

These are the standard merge templates that are utilised for Debt Collection V2 processes. The standard merge templates you need for lot owners are listed below.

If you are sending notices for **strata title buildings**, the merge templates you need are:

- (your State) MBL Due Notice
- (your State) MBL Arrears Notice
- (your State) MBL Final Notice
- (your State) MBL Legal notice.

If you are sending notices for **company title buildings**, the merge templates you need are:

- (your State) MBL Due Notice (Co)
- (your State) MBL Arrears Notice (Co)
- (your State) MBL Final Notice (Co)
- (your State) MBL Legal notice (Co)

If you are sending notices for **community title buildings**, the merge templates you need are:

- (your State) MBL Due Notice (Ca)
- (your State) MBL Arrears Notice (Ca)
- (your State) MBL Final Notice (Ca)
- (your State) MBL Legal notice (Ca)

---

## DEBTORS NOTICE TEMPLATES

Debtor statements for all buildings use the same Standard Merge Template:

- Debtor Statement

## DEBT COLLECTION DETAILS ON A BUILDING CARD

The next step is to enter your debt collection preferences for each building.

1. Tick *Debt Collection* to include this building in all debt collection runs
2. Tick *Payment Plan* to include the payment plan message you entered in your application settings in the {{&Payment\_Plan\_Statement}} merge field on your notices.
3. You can choose to enter a payment plan statement here that is individual to the building. Any text you enter here will show in the {{&Payment\_Plan\_Statement}} merge field on your notices. Note: If you have ticked Payment Plan but do not enter any text here. The payment plan message you entered in your application settings will show in the {{&Payment\_Plan\_Statement}} on your notices.
4. *Save*

**Building**

**O/Corp\*** 888

**Manager\*** Anne Fluva

**Folio\*** Support Team Training

**Building Type\*** Strata

**Building Sub Type\*** Residential

**Building Class**

**Total UOL\*** 220

**Total UOE\***

**Active** ☒ **All Inclusive Fees** ☐

**Debt Collection** ☒ **Payment Plan** ☒

**Address**

**Street No** 15 **Street Name\*** Arkstone Drive

**Address 2**

**Suburb** BALLARAT **State\*** VIC

**Building Name** Cascade Gardens **P/Code** 3125

**Formal Tenancy 29%**

**Payment Plan Statement** Your Owners Corporation has passed a resolution in relation to payment plans. Please contact your Strata Manager, Anne Fluva on 131212 if you are having difficulties paying.

**Settings** Dates Charges Info Financials Budget Notes Documents Registers Alerts Work Orders Insurance Claims Emails Log of Changes

▶ Bank Account	▶ Owner Interest
▶ Tax Settings	▶ Fee Discount
▶ Original Proprietor	▶ Parking
▶ Auditor	▶ Onsite Manager
▶ Utility Invoicing	▶ Caretaker

**Save** **Cancel**

## DEBT COLLECTION DETAILS ON A LOT OWNER CARD

To edit the debt collection settings on the lot owner card, you must have the user permission for 'Edit Debt Collection Settings'. See the section above [Security and User Permissions](#)

1. The debt collection stage for this owner shows here. This will update automatically when you send a debt collection notice. For example, if the last notice sent was a legal notice, the debt collection stage shows as *Legal*.
2. You can choose to exclude an individual lot owner from the debt collection process here, even if the building is ticked to be included in debt collection. Hover your mouse over the question mark to see the explanation "If this is ticked, lot owner will not receive arrears/final/legal notices"
3. You can enter notes here when the lot card is in *Edit* mode
4. A "Y" indicates that the building is included in any debt collection processes, a "N" indicates that the building is not included in any debt collection processes. If the building is not included, then no lots in that building will receive arrears final and legal notices.
5. If you have entered information in the *Settings* tab of the lot owner card>Repayment Plan, a "Y" shows here, if not an "N" shows here
6. If you have entered information in the *Settings* tab of the lot owner card>Legal Action, a "Y" shows here, if not an "N" shows here
7. If you have issued arrears, final or legal notices for this lot, the last issued time and the issuer show here
8. *Save*

The screenshot shows the 'Lot/Owner' card interface. The top section contains 'S/Plan' information (5 Wayne Tower 3 East Avenue) and 'Owner Info' (Edward McManus). The 'Debt Collection' section is highlighted with a green bar and contains a 'Stage' dropdown set to 'Legal', an 'Exclude from Debt Collection?' checkbox, and a 'Notes' field with the text 'Defaulted on Repayment Plan 1.7.2019'. The 'Building Debt Collection' status is 'Y', 'Repayment Plan' is 'N', and 'Legal Action' is 'N'. The 'Issued by' field shows 'Bella on 26/07/2019 - 12:37 pm - Email/Post'. The bottom section has a tabbed interface with 'Contact', 'Info', 'Delivery', 'Settings', 'Ledger', 'Notes', 'Documents', 'Alerts', 'SMS', 'Emails', and 'Log of Changes'. The 'Contact' tab is active, showing fields for 'Owner Address', 'Legal Residence Address', 'Joint Owner', 'Power of Attorney', and 'Tenancy Details'. The 'Save' and 'Cancel' buttons are at the bottom right.

1. Debt Collection Stage: Legal

2. Exclude from Debt Collection ?

3. Notes: Defaulted on Repayment Plan 1.7.2019

4. Building Debt Collection: Y

5. Repayment Plan: N

6. Legal Action: N

7. Issued by: Bella on 26/07/2019 - 12:37 pm - Email/Post

8. Save



## LEGAL ACTION DETAILS ON THE LOT OWNER CARD

Legal action details you enter here are viewable from the *Due Notices* screen when you are sending arrears, final and legal notices and can also be set to affect the receipting behaviour of any payments the lot owner makes.

1. Select the *Settings* tab on the lot owner card
2. Tick here to enable legal action notes to show on the Due Notices screen when processing arrears, final or legal notices for this lot
3. If *Auto Allocate levy Receipts* is ticked, then any fund received from the lot owner will auto allocate as per your company wide auto allocation rules entered in your Settings>Application Settings. If this is not ticked, any funds received by the lot owner will show on the Unallocated tab on the .txn processing screen. For full details about receipting, see the manual "How to Receipt – Processing .txn files"
4. Enter any notes here when the lot card is in Edit mode. Notes you enter here can be viewed from the Due Notices screen when processing arrears, final or arrears notices for this lot
5. *Save*

**Lot/Owner**

S/Plan\* 5 Wayne Tower 3 East Avenue

Lot\* 1 Unit\* 3 Street No\* 14

Street Name\* East Avenue

Suburb\* GLENELG

Accessory Unit\*

UOL\* 75

UOE\* 75

CRN 0000000058

**Owner Info**

**NOTE: This lot owner is linked to 4 other owners**

Owner Name\* Edward McManus

(Ah) Email edward.mcmanus@email.com

(Bh) Salutation

Mobile 0424282672 Contact Name

Fax Paid to 30/09/2015 Last Settled

Committee Member: Y Committee Member Status: Active

**Debt Collection**

Stage Arrears ☐ Exclude from Debt Collection ?

Notes Made repayment plan on 1.11.2018 but failed to make payments from 1.2.2019

Building Debt Collection: Y Repayment Plan: N Legal Action: Y

Issued by: ams on 25/07/2019 - 8:48 am - Email

Contact Info Delivery **Settings** 1 Notes Documents Alerts SMS Emails Log of Changes

**Legal Action**

2 Legal action ☒ Auto Allocate Levy Receipts ☐ 3

Notes

4 Handed to Debt Collectors inc. on 1.7.2019

Repayment Plan

Direct Debit

Macquarie Direct Debit 5

Save Cancel

## REPAYMENT PLAN DETAILS ON THE LOT OWNER CARD

1. Select the *Settings* tab on the lot owner card
2. If *Do not charge interest to owner* is ticked, no interest will accumulate for this lot owner, regardless of whether the building has interest rules enabled.
3. Tick here to enable Repayment Plan notes to show on the Due Notices screen when processing arrears, legal or final notices for this lot
4. If *Auto Allocate levy Receipts* is ticked, then any fund received from the lot owner will auto allocate as per your company wide auto allocation rules entered in your Settings>Application Settings. If this is not ticked, any funds received by the lot owner will show on the Unallocated tab on the .txn processing screen. For full details about receipting, see the manual "How to Receipt – Processing .txn files"
5. Enter any notes here when the lot card is in Edit mode. Notes you enter here can be viewed from the Due Notices screen when processing arrears, final or arrears notices for this lot
6. If the lot owner defaults on their agreement, you can enter the delinquency date here. This is just for your information and does not affect any functionality
7. *Save*

The screenshot shows the 'Lot/Owner' card in a software application. The 'Settings' tab is selected, indicated by a purple circle with the number 1. The card is divided into several sections: 'S/Plan' (5 Wayne Tower 3 East Avenue), 'Owner Info' (Edward McManus), 'Debt Collection' (Arrears stage), and 'Repayment Plan'. The 'Repayment Plan' section contains several checkboxes and text fields, with purple circles 2 through 7 highlighting specific elements: 2 on 'Do not charge interest to owner', 3 on 'Repayment plan', 4 on 'Auto Allocate Levy Receipts', 5 on the 'Notes' text area (containing 'Paying \$100 each fortnight until arrears are cleared commencing 4.7.2019'), 6 on the 'Delinquency Date' field, and 7 on the 'Save' button at the bottom right.

## WHAT HAPPENS WHEN A CHANGE OF OWNER IS PROCESSED FOR A LOT?

When a change of owner is processed, the debt collection settings you have entered are cleared.

## DEBT COLLECTION STAGE ON THE LOTS OWNERS SCREEN

The debt collection stage of each lot owner shows on the lot owners screen. You can sort the screen by lot owner debt collection stage by clicking on the column heading or enter some key letters in the top line to filter the screen to a single debt collection stage.

Note: You will only see the debt collection stages you have enabled in your Application Settings.

PropertyIQ Strata File To Do Processing Billing End of Period Reporting Utilities Help Log Out

Currently Logged In as: Bella Role: Administrator 0.180.0 17/7/2019

### Lots

All Active InActive

	S/Plan	Lot	Unit	CRN	Owner	Street No	Street Name	Building Name	Strata Manager Name	Conn. Method	Delivery Meth.	Debt Collection Stage
<input type="checkbox"/>	3	2	2	0000000063	Mr A. Dellabosca & Miss L. Blaker		HARVARD STREET	HARVARD PLACE	Anna	Owner	Post	Arrears
<input type="checkbox"/>	3	12	12	0000000144	Actual Person		HARVARD STREET	HARVARD PLACE	Anna	Owner	Post	Arrears
<input type="checkbox"/>	4	1	1	0000000050	Owen and Marianne Kozlowski	1	Lawn Crescent	Penrith Plaza	Anne Fluvia	Owner	Email	Legal
<input type="checkbox"/>	4	12	12	0000000143	Edward McManus	1	Smith	Penrith Plaza	Anne Fluvia	Owner	Post	Legal
<input type="checkbox"/>	5	1	3	0000000058	Edward McManus	14	East Avenue	Wayne Tower	Rohit Sachdeva	Owner	Post	Legal
<input type="checkbox"/>	5	3	3	0000000060	Barry Allen	32	East Avenue	Wayne Tower	Rohit Sachdeva	Owner	Post	Legal
<input type="checkbox"/>	5	4	4	0000000061	Keira Colman	1	East Avenue	Wayne Tower	Rohit Sachdeva	Owner	Email	Legal
<input type="checkbox"/>	5	5	5	0000000059	Bruce Wayne	1	East Avenue	Wayne Tower	Rohit Sachdeva	Owner	Post	Legal
<input type="checkbox"/>	5	6	6	0000000057	Barry Allen	3	East Avenue	Wayne Tower	Rohit Sachdeva	Owner	Post	Legal
<input type="checkbox"/>	5	7	7	0000000068	Bruce Wayne	3	East Avenue	Wayne Tower	Rohit Sachdeva	Owner	Email/Post	Legal
<input type="checkbox"/>	6	3	3	0000000097	Tessa Taylor	1	STREET ROAD	Belair Apartments	Ashley Jones	Owner	Email	Legal
<input type="checkbox"/>	6	12	12	0000000137	Sally Hyde	1	STREET ROAD	Belair Apartments	Ashley Jones	Owner	Email	Legal
<input type="checkbox"/>	6	89	89	0000000150	Sally Hutchinson	1	STREET ROAD	Belair Apartments	Ashley Jones	Owner	Email	Legal
<input type="checkbox"/>	7	1	1	0000000057	Silvia Setana	1-3	Lennox Street	Moonee Towers	Jack Dobinson	Tenant	Post	Legal
<input type="checkbox"/>	8	1	11	0000000049	Kostas K	15	Fifth Avenue	KCs	Ashley Jones	Other	Post	Legal
<input type="checkbox"/>	9	1	1	0000000068	Dante Waterman	235	St Georges Tce	The Terrace	Anna	Owner	Email	Final
<input type="checkbox"/>	9	2	2	0000000069	Dante Waterman	235	St Georges Tce	The Terrace	Anna	Owner	Post	Final
<input type="checkbox"/>	9	3	3	0000000070	Thierry D'Entrecasteaux	235	St Georges Tce	The Terrace	Anna	Owner	Post	Final

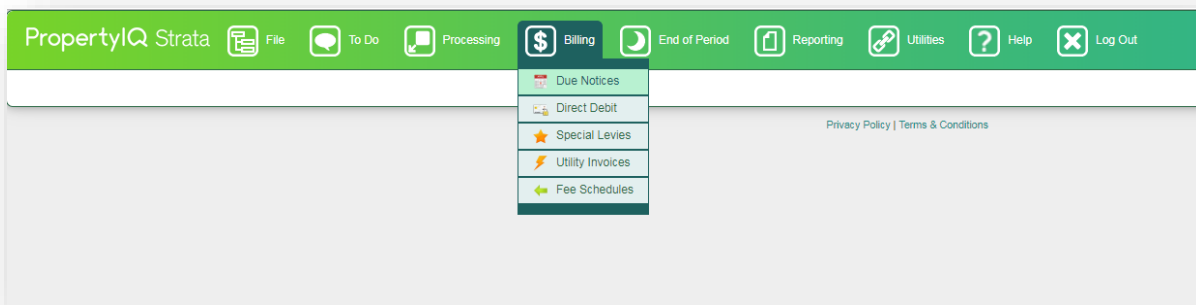
0 selected

Show Legend

Import Link Lot Owners Change Owners Email Merge Export Data Source Add Mailing Labels Bulk SMS Direct Debit Invite Add View

## SENDING UPCOMING AND DEBT COLLECTION NOTICES

To get started, go to Billing and select *Due/Fee Notices*.



## LOT NOTICES

1. The *Lots* tab is the default
2. To generate Due (upcoming) Notices, select here, enter the due date range for those notices. If you tick to include arrears levies in upcoming levy notices, any arrears will show on the due notices
3. Tick to select the sending of Arrears, Final, and Legal notices
4. If this box is ticked and the building has a chargeback set up on its variable charges schedule to chargeback a lot owner when one of these notices is sent, the charge will be created upon creation of the notice
5. You can choose to send notices for a single building or a single folio
6. If you choose to send notices for a single building, you can select a single lot
7. You can choose to send notices for a single manager
8. The default order is by strata plan, but you can select here to order by recipient address
9. If the building has enabled discounts, you can select here to show discounts on the levy notices
10. *Check for Missing Levies* to search for buildings that should have levies due, but don't. See [Check for Missing Levies](#) below
11. *Search* to find levies that meet your search criteria
12. Your debt collection settings show here. You can't alter them from this screen, but you can alter them from *Settings>Application Settings*

When you select Search, you will be prompted to transfer credits.

The transfer credits process looks for lot owners or debtors that have a credit showing on their ledger that has not been allocated against a levy/fee or invoice.

1. Today's date defaults, but you can alter the date. The bulk credit transfer process allocates against principal amounts as per the allocation settings you have set for .txn processing in Settings>Application Settings.
2. You can select to transfer credits for all buildings by ticking on the top line or you can select to transfer credits for individual buildings by selecting/deselecting singly.
3. Credits will be transferred for active buildings by default
4. Process to commence the bulk credit transfer
5. Finish to exit the screen once credits have been transferred
6. Close to exit without processing

Bulk Credit Transfer

Select the date as at which to auto allocate funds. The date will be applied to all transfer receipts, and used to calculate interest/discount applicable

Allocate as at date 30/07/2019

Select the buildings to bulk allocate. Click process to automatically allocate credits for all the selected buildings according to the TXN auto-allocation rules.

NOTE: This only allocates against principal amounts and will not allocate against any interest due.

3

All

Active

InActive

1	2	Building Name	Manager	Lots	Units	Folio
<input checked="" type="checkbox"/>	18421	Jacksons Hill	Adrian Bolton	4	4	A Gr...
<input checked="" type="checkbox"/>	10453	The Tempo	Training Manager	9	9	NSW...
<input checked="" type="checkbox"/>	89756895	Pirandello Lodge	Adrian Bolton	3	3	NSW...
<input checked="" type="checkbox"/>	5264895	Club House	Ashley Jones	2	2	NSW...
<input checked="" type="checkbox"/>	75486	Liberty City	Anne Fluva	2	2	TAS ...
<input checked="" type="checkbox"/>	65236	Victory Tower	Anne Fluva	2	2	Supp...
<input checked="" type="checkbox"/>	236598	Myer Bowl	Ashley Jones	4	4	WA B...
<input checked="" type="checkbox"/>	123456	Lowanna Muse	Adrian Bolton	4	4	Supp...
<input checked="" type="checkbox"/>	45646	Hendra Mews	James Jannes	0	0	QLD ...
<input checked="" type="checkbox"/>	40023	Gazebo Terraces	Kerrie	1	1	QLD ...
<input checked="" type="checkbox"/>	112233	Fernlee House	Adrian Bolton	1	1	SA F...
<input checked="" type="checkbox"/>	99	Peppermint Gardens	Bella Carstairs	5	5	
<input checked="" type="checkbox"/>	6123456	Belair Apartments	Ashley Jones	3	3	SA F...
<input checked="" type="checkbox"/>	78569425	AMS	Rebecca	1	1	TEA...
<input checked="" type="checkbox"/>	845356	KCs	Ashley Jones	1	1	NSW...
<input checked="" type="checkbox"/>	123123	Smiths House	Jack Dobinson	1	1	QLD ...

4

5

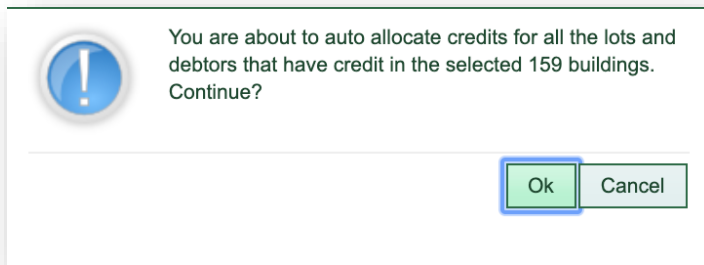
6

! Process

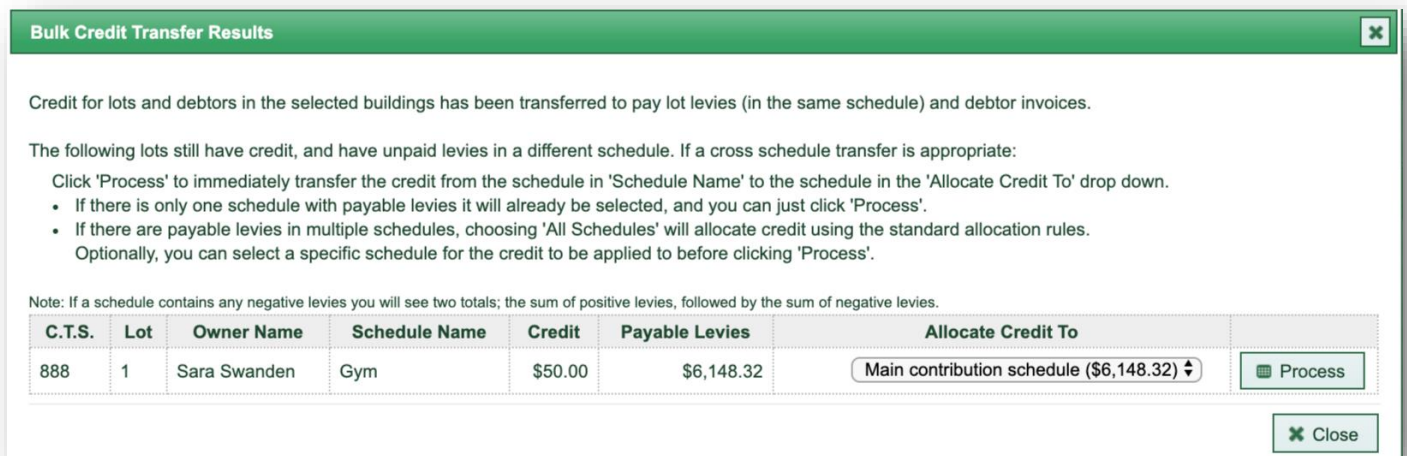
✓ Finish

✗ Close

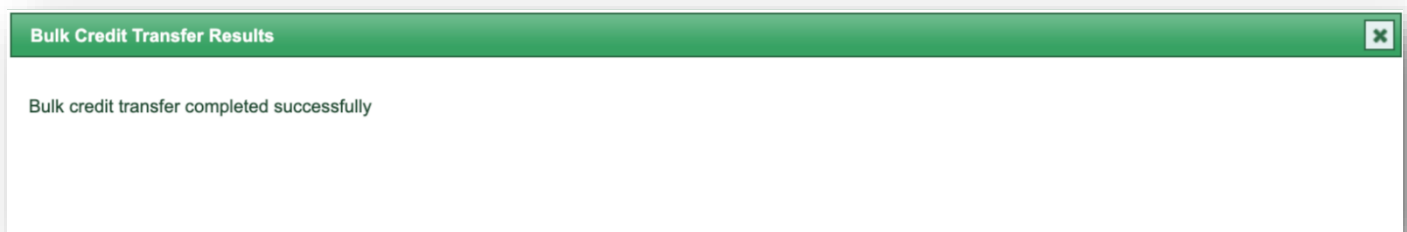
Confirm you want to proceed:



Read the instructions on the screen and confirm your preferences in relation to any credits relating to multi-schedule buildings then select *Process*.



You will receive confirmation that the credit transfer process is complete, and your search results when then be displayed on screen.



1. The Strata Plan or OC number each notice relates to shows here
2. If the building each notice is attached has a name, it shows in this column
3. The lot number each notice relates to shows here
4. The unit number each notice relates to shows here
5. The owner each notice relates to shows here
6. *View Lot* opens the lot owner card for viewing
7. The total amount the lot owner owes for all overdue levies (as shown on their ledger) shows here
8. If the lot owner has legal notes entered on their lot card Settings tab, you can click here to view the details of the legal notes
9. If the lot owner has repayment plan notes entered on their lot card Settings tab, you can click here to view the details of the repayment plan notes.
10. The notice type shows here
11. Notices that are included have a tick in this column
12. *Invert* reverses your current selection. I.E. If you have two notices on the screen and select Invert, those two notices are deselected, and the remaining invoices are selected
13. *Select All* selects all notices on the screen
14. *Deselect All* deselects all notices on the screen
15. The notice date defaults to today's date but you can alter it if you need to
16. *Preview* to generate a preview of all notices. This creates a job in your job centre on the right of your screen. It is recommended that you preview and check notices before generating.
17. *Generate* to generate the notices. This creates a job in your job centre on the right of your screen and will email all the lot owners that have elected to receive notices by email. It will create a PDF for all lot owners that receive their notices by post. (if you use Bing mailing house, it will send a job to Bing for the lot owners that receive their notices by post.)

PropertyIQ Strata File To Do Processing Billing End of Period Reporting Utilities Help Log Out Currently Logged In as: Bella Role: Administrator 0.180.0.177/2019

## Due Notices / Statements

☒ Generate Due Notices From Date: 01/09/2019 To Date: 30/09/2019 ☒ Include arrears levies in due notices  
☒ Generate Arrears Notices  
☒ Generate Final Notices  
☒ Generate Legal Notices  
☒ Strike chargeback levies for arrears/final/legal notices  
☐ Single Building  ☐ Single Lot   
☐ Selected Folio  ☐ Selected Manager  All Managers  
☐ Order Due Notices By Recipient Address ☐ Include Discount Amounts  
 Check For Missing Levies  Search

**Debt Collection Settings**  

Global	QLD BRANCH
Arrears Notices	Min. Amount Overdue: \$1.00 Min. Days Overdue: 7
Final Notices	\$100.00 30
Legal Notices	\$200.00 90

☒ Has received prior Notice

S/Plan	Building Name	Lot	Unit	Owner	Amount	Legal Notes	Repayment Plan	Notice Type	Include
2	Scott's Mansion 1 Park Lane, KENSINGTON	1	1	Barry Morgan	\$74,918.54	<input type="button" value="View Legal Notes"/>	<input type="button" value="View Repayment Plan"/>	Legal	<input checked="" type="checkbox"/>
3	HARVARD PLACE HARVARD STREET, ADELAIDE	1	1	Ym Kardashian	\$24,254.39	<input type="button" value="View Legal Notes"/>	<input type="button" value="View Repayment Plan"/>	Final	<input checked="" type="checkbox"/>
3	HARVARD PLACE HARVARD STREET, ADELAIDE	2	2	Mr A. Dellabosca & Miss L. Blaker	\$20,500.26	<input type="button" value="View Legal Notes"/>	<input type="button" value="View Repayment Plan"/>	Final	<input checked="" type="checkbox"/>
3	HARVARD PLACE HARVARD STREET, ADELAIDE	12	12	Actual Person	\$24,049.54	<input type="button" value="View Legal Notes"/>	<input type="button" value="View Repayment Plan"/>	Final	<input checked="" type="checkbox"/>
13	Open Lane 1 - 3 Open Lane, BRISBANE	2	2	Walter Sobchak	\$0.00	<input type="button" value="View Legal Notes"/>	<input type="button" value="View Repayment Plan"/>	Due	<input checked="" type="checkbox"/>
13	Open Lane 1 - 3 Open Lane, BRISBANE	3-3	3-3	James Anderson	\$131.43	<input type="button" value="View Legal Notes"/>	<input type="button" value="View Repayment Plan"/>	Arrears	<input checked="" type="checkbox"/>
20	Malvern Grove 44 Malvern Parade, THE POST OFFICE	1	1	The Real Owner	\$475.70	<input type="button" value="View Legal Notes"/>	<input type="button" value="View Repayment Plan"/>	Final	<input checked="" type="checkbox"/>
22	CTS22 1 Street, SUBURB	1	1	Mr Owner	\$3,000.48	<input type="button" value="View Legal Notes"/>	<input type="button" value="View Repayment Plan"/>	Final	<input checked="" type="checkbox"/>

Notice Date: 29/07/2019

## CHECK FOR MISSING LEVIES

The check for missing levies function on the Billing>*Due Notice* screen looks at buildings that should have levies due for the selected period but don't. This will give you an indication that you may have missed the budget process or the creation of special levies for a building. You should then make further investigations to find the reason for the missing levies.

1. Go to the Billing Menu and
2. Select Due/Fee Notices
3. Select the *Lots* tab – this is the default tab
4. *Check for Missing Levies*

PropertyIQ Strata

File To Do Processing Billing End of Period Reporting Utilities Help Log Out

Currently Logged in as: Bella  
Role: Administrator  
© 100 D 177/2019

### Due Notices / Statements

**3** Lots Debtors

☒ Generate Due Notices From Date: 01/09/2019 To Date: 30/09/2019 ☒ Include arrears levies in due notices

☐ Generate Arrears Notices

☐ Generate Final Notices

☐ Generate Legal Notices

☐ Strike chargeback levies for arrears/final/legal notices

☐ Single Building

☐ Single Lot

☐ Selected Folio

☐ Selected Manager: All Managers

☐ Order Due Notices By Recipient Address

☐ Include Discount Amounts

**4**

Debt Collection Settings

	Min. Amount Overdue	Min. Days Overdue
Arrears Notices	\$1.00	1
Final Notices	\$100.00	2
Legal Notices	\$200.00	3

☐ Has received prior Notice

Invert Select All Deselect All

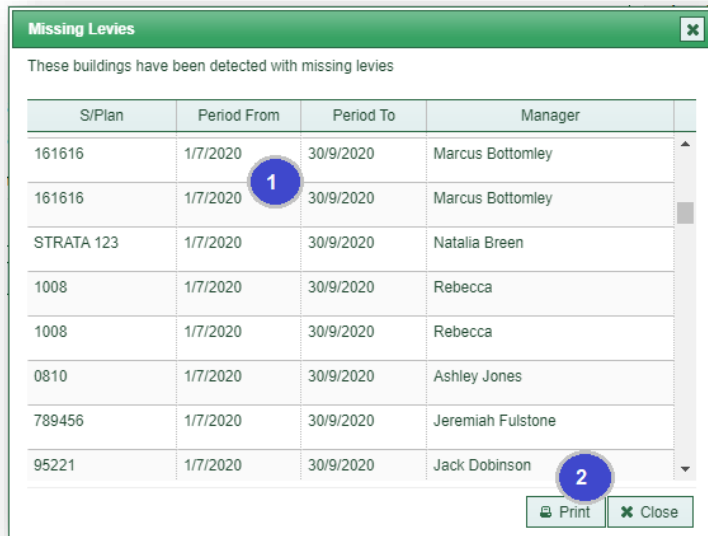
S/Plan	Building Name	Lot	Unit	Owner	Amount	Legal Notes	Repayment Plan	Notice Type	Include
--------	---------------	-----	------	-------	--------	-------------	----------------	-------------	---------

Notice Date: 26/07/2019



Buildings that *should* have levies due during the selected period but don't have any due in this period show on this list. For example the criteria entered was for levies due between 1.9.2019-30.9.2019. Based on each building's start of financial year and its levy frequency, the identified buildings should have a levy due in this period but don't. Note: you will need to investigate each building individually to determine why they don't have levies due.

1. The buildings that have been detected as having missing levies show here
2. Print to create a PDF in a new tab showing the buildings that have missing levies.



Missing Levies

These buildings have been detected with missing levies

S/Plan	Period From	Period To	Manager
161616	1/7/2020	30/9/2020	Marcus Bottomley
161616	1/7/2020	30/9/2020	Marcus Bottomley
STRATA 123	1/7/2020	30/9/2020	Natalia Breen
1008	1/7/2020	30/9/2020	Rebecca
1008	1/7/2020	30/9/2020	Rebecca
0810	1/7/2020	30/9/2020	Ashley Jones
789456	1/7/2020	30/9/2020	Jeremiah Fulstone
95221	1/7/2020	30/9/2020	Jack Dobinson

Print Close

## DEBT COLLECTION FOR DEBTORS

1. Go to the Billing menu and select *Due Notices*
2. Select the *Debtors* tab
3. Enter a minimum balance. In this example, only debtors who have an invoice with an outstanding balance of at least \$50 will receive a statement.
4. Enter a cut-off date. In this example, only debtors that have an outstanding transaction due prior to the cut off date will be included. Hover your mouse over the question mark to view the working “This will select any debtor who has an outstanding transaction that is due prior to this cut-off date.”
5. If this is ticked, debtors with a credit balance will receive a statement showing their credit balance
6. The default is to send debtor statements for debtor transactions for all buildings, but you can select to send debtor statements for debtor transactions for a single building. Use the search icon to search for a single building.
7. The default is to send debtor statements for debtor transactions for all folios, but if you use folios, you can select to send debtor statements for debtor transactions for a single folio. Select the folio from the dropdown list.
8. The default is to send debtor statements for all debtors, but you can select to send debtor statements for a single debtor. Use the search icon to search for a single debtor
9. The default is to send debtor statements for all managers, but you can send debtor statements for a single manager. Select the manager from the dropdown list.
10. Search to find debtor transactions that fit your search criteria

PropertyIQ Strata | File | To Do | Processing | Billing | End of Period | Reporting | Utilities | Help | Log Out | Currently Logged in as: Debt Role: Administrator 0180.0 17/07/2019

### Due Notices / Statements

**Generate Statements**

Min Balance: \$50.00 | Cutoff Date: 30/06/2019 ?

☐ Include debtors in credit

**Additional Filters**

☐ Single Building | ☐ Single Debtor

☐ Folio | ☐ Manager

S/Plan	Building Name	Debtor Name	Amount	Credit	Date of Last Statement	Include
--------	---------------	-------------	--------	--------	------------------------	---------

Statement Date: 29/07/2019 |

When you select *Search*, you will be prompted to transfer credits.

Do you need to transfer credits before processing this Debtor Statement Run?

The transfer credits process looks for lot owners or debtors that have a credit showing on their ledger that has not been allocated against a levy/fee or invoice.

1. You can select to transfer credits for all buildings by ticking on the top line or you can select to transfer credits for individual buildings by selecting/deselecting singly.
2. Today's date defaults, but you can alter the date. The bulk credit transfer process allocates against principal amounts as per the allocation settings you have set for .txn processing in Settings>Application Settings.
3. Credits will be transferred for active buildings by default
4. Process to commence the bulk credit transfer
5. Finish to exit the screen once credits have been transferred
6. Close to exit without processing

**Bulk Credit Transfer**

Select the date as at which to auto allocate funds. The date will be applied to all transfer receipts, and used to calculate interest/discount applicable

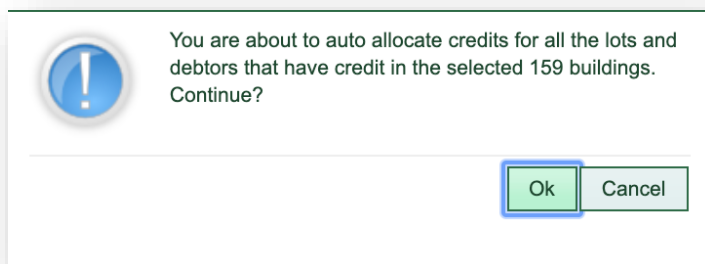
**Allocate as at date**

Select the buildings to bulk allocate. Click process to automatically allocate credits for all the selected buildings according to the TXN auto-allocation rules.

NOTE: This only allocates against principal amounts and will not allocate against any interest due.

							All	Active	InActive
<input checked="" type="checkbox"/>	No.	Building Name	Manager	Lots	Units	Folio			
<input checked="" type="checkbox"/>	18421	Jacksons Hill	Adrian Bolton	4	4	A Gr...			
<input checked="" type="checkbox"/>	10453	The Tempo	Training Manager	9	9	NSW...			
<input checked="" type="checkbox"/>	89756895	Pirandello Lodge	Adrian Bolton	3	3	NSW...			
<input checked="" type="checkbox"/>	5264895	Club House	Ashley Jones	2	2	NSW...			
<input checked="" type="checkbox"/>	75486	Liberty City	Anne Fluva	2	2	TAS ...			
<input checked="" type="checkbox"/>	65236	Victory Tower	Anne Fluva	2	2	Supp...			
<input checked="" type="checkbox"/>	236598	Myer Bowl	Ashley Jones	4	4	WA B...			
<input checked="" type="checkbox"/>	123456	Lowanna Muse	Adrian Bolton	4	4	Supp...			
<input checked="" type="checkbox"/>	45646	Hendra Mews	James Jannes	0	0	QLD ...			
<input checked="" type="checkbox"/>	40023	Gazebo Terraces	Kerrie	1	1	QLD ...			
<input checked="" type="checkbox"/>	112233	Fernlee House	Adrian Bolton	1	1	SA F...			
<input checked="" type="checkbox"/>	99	Peppermint Gardens	Bella Carstairs	5	5				
<input checked="" type="checkbox"/>	6123456	Belair Apartments	Ashley Jones	3	3	SA F...			
<input checked="" type="checkbox"/>	78569425	AMS	Rebecca	1	1	TEA...			
<input checked="" type="checkbox"/>	845356	KCs	Ashley Jones	1	1	NSW...			
<input checked="" type="checkbox"/>	123123	Smiths House	Jack Dobinson	1	1	QLD ...			

Confirm you want to proceed:



Read the instructions on the screen and confirm your preferences in relation to any credits relating to multi-schedule buildings then select *Process*.

**Bulk Credit Transfer Results**

Credit for lots and debtors in the selected buildings has been transferred to pay lot levies (in the same schedule) and debtor invoices.

The following lots still have credit, and have unpaid levies in a different schedule. If a cross schedule transfer is appropriate:

Click 'Process' to immediately transfer the credit from the schedule in 'Schedule Name' to the schedule in the 'Allocate Credit To' drop down.

- If there is only one schedule with payable levies it will already be selected, and you can just click 'Process'.
- If there are payable levies in multiple schedules, choosing 'All Schedules' will allocate credit using the standard allocation rules.

Optionally, you can select a specific schedule for the credit to be applied to before clicking 'Process'.

Note: If a schedule contains any negative levies you will see two totals; the sum of positive levies, followed by the sum of negative levies.

C.T.S.	Lot	Owner Name	Schedule Name	Credit	Payable Levies	Allocate Credit To	
888	1	Sara Swanden	Gym	\$50.00	\$6,148.32	Main contribution schedule (\$6,148.32) ▾	Process

Close

You will receive confirmation that the credit transfer process is complete

**Bulk Credit Transfer Results**

Bulk credit transfer completed successfully

1. The strata plan or OC the transaction relates to shows here
2. If the building has a name, it shows in this column
3. The debtor name shows here
4. You can click on these buttons to open and view the debtor card.
5. The amount the debtor owes that fits your criteria shows in this column
6. If the debtor has any credit amounts they show in this column
7. If the debtor has received a previous statement, the date of their last statement shows here
8. By default, all debtors that meet your search criteria are included
9. The *Invert* button reverses your current selection. I.E. If you have two statements selected on the screen and select Invert, those two statements are deselected, and the remaining invoices are selected.
10. The *Select All* button selects all statements
11. The *Deselect All* button deselects all statements
12. The statement date defaults to today's date but you can alter if you need to
13. *Preview* to generate a preview of all statements. This creates a job in your job centre on the right screen. It is recommended that you preview and check statements before generating.
14. *Generate* to generate the statements. This creates a job in your job centre on the right of your screen and will email all the debtors that have elected to receive statements by email. It will create a PDF for all debtors that receive their statements by post. (if you use Bing Mailing house it will send a job to Bing for debtors that receive their statements by post)

PropertyIQ Strata File To Do Processing Billing End of Period Reporting Utilities Help Log Out Currently Logged in as: Della Role: Administrator 9/10/2019 17:07/2019

### Due Notices / Statements

**Generate Statements**  
 Min Balance: \$50.00 Cutoff Date: 30/06/2019 ?  
☐ Include debtors in credit

**Additional Filters**  
☐ Single Building ☐ Single Debtor  
☐ Folio ☐ Manager

S/Plan	Building Name	Debtor Name	Amount	Credit	Date of Last Statement	Include
1	The Bachelor Pad 1-8 Hollywood Drive, MURWILLUMBAH	Citywide Billboards	\$3,720.00	\$0.00	24/10/2018	<input checked="" type="checkbox"/>
1	The Bachelor Pad 1-8 Hollywood Drive, MURWILLUMBAH	George Costanza	\$50.00	\$0.00	15/7/2019	<input checked="" type="checkbox"/>
1	The Bachelor Pad 1-8 Hollywood Drive, MURWILLUMBAH	Mr Smith	\$100.00	\$0.00		<input checked="" type="checkbox"/>
13 ROHITS BLDG	High Building 13 Giselle, SCHOFIELDS	Owner 2	\$580.95	\$0.00		<input checked="" type="checkbox"/>
13 ROHITS BLDG	High Building 13 Giselle, SCHOFIELDS	Vaanya	\$141.95	\$0.00		<input checked="" type="checkbox"/>
13 ROHITS BLDG	High Building 13 Giselle, SCHOFIELDS	Vaanya	\$361.35	\$0.00		<input checked="" type="checkbox"/>
3	HARVARD PLACE HARVARD STREET, ADELAIDE	Actual Person	\$33,323.80	\$0.00		<input checked="" type="checkbox"/>
3	HARVARD PLACE HARVARD STREET, ADELAIDE	Kim Kardashian	\$1,850.93	\$0.00	11/7/2019	<input checked="" type="checkbox"/>

Statement Date: 29/07/2019

## ARREARS REPORTS

1. From the Reports menu, select Lots and Arrears List
2. If you use folios in your company, you can choose which folio you want to generate an arrears list for
3. Select the arrears type. The choices are:
  - i. Lot Arrears
  - ii. Debtor Arrears
4. Select the collection stage. The choices are:
  - i. All
  - ii. Arrears
  - iii. Final
  - iv. Legal
5. You can choose to print for all buildings or for a single building. If you choose *Single Building*, use the search icon to find the building you want to print arrears for
6. If you are printing more than a single building, tick here to generate a new page for each building
7. You can choose to print for all managers or for a single manager. If you choose *Single Manager*, use the search icon to find the manager you want to print arrears for
8. Choose the dates you want to calculate up to for Arrears and Interest. The dates default to today's date
9. Select the print sequence. The choices are:
  - i. Strata Plan
  - ii. Building name
10. Choose the report format – whether detailed or summary
11. Select a minimum number of days overdue. For example, if you entered 7 here, only lots or debtors that have amounts at least 7 days overdue will appear on your report
12. Enter a minimum individual arrears amount. For example, if you entered 50 here, only lots or debtors that owe an individual levy/invoice of at least \$50 will appear on your report
13. Choose the inclusions here – note you can choose to exclude owners from the report that have *exclude from debt collection* ticked on their lot card
14. *Export to CSV* to create the report in excel spreadsheet format
15. *Generate* to create the report in PDF format

The screenshot shows the 'Reports' section of the PropertyIQ Strata software. The 'Lot Reports' tab is selected, and the 'Arrears List' sub-tab is active. The interface includes various filters and options for generating an arrears report, with numbered callouts (1-15) indicating the steps described in the instructions:

- 1: Arrears List tab
- 2: Folio dropdown menu
- 3: Arrears Type dropdown menu
- 4: Collection Stage dropdown menu
- 5: Single Building checkbox
- 6: New Page Per Building checkbox
- 7: Single Manager checkbox
- 8: Arrears Up To And Including date field
- 9: Print Sequence dropdown menu
- 10: Report Format radio buttons (Detailed/Summary)
- 11: Days Overdue input field
- 12: Minimum Arrears input field
- 13: Inclusion checkboxes (Include Email Addresses, Include Phone Numbers, Include Last Notice Details, Split Arrears Into Fund Type, Group Arrears By Schedule, Exclude Lots Excluded From Debt Collection)
- 14: Export to CSV button
- 15: Generate button

## PDF REPORT

If you choose Generate, the arrears report is created as a PDF in a new tab.

The *Summary* report looks something like this:

<b>My Strata Co</b> <b>Summary Arrears List as at 31/07/2019. Interest Calculated as at 31/07/2019</b> <b>S/Plan 1 - The Bachelor Pad, Manager: Anna</b>							
Printed: 31/07/2019 05:32 pm		User: Nicki Scrivener		Page 1			
Lot	Name	Total	Current	30 Days	60 Days	90 Days	120+
<b>S/Plan 1 The Bachelor Pad 1-8 Hollywood Drive, MURWILLUMBAH</b>		<b>Manager: Anna</b>		<b>Bank Balance: \$27000.89</b>			
1	Brena Mulligan	\$-694.07	\$0.00	\$0.80	\$140.00	\$70.00	\$-904.87 <b>Legal</b>
	Interest	\$48.05	\$0.00	\$0.01	\$0.00	\$2.17	\$45.87
	Owner Total	\$-646.02	\$0.00	\$0.81	\$140.00	\$72.17	\$-859.00
2	Ming Hwang & Hsu Huang Ming Hwang & Hsu Huang	\$27,101.64	\$2.00	\$0.80	\$20,000.00	\$0.00	\$7,098.84 <b>Legal</b>
	Interest	\$1,344.95	\$0.00	\$0.01	\$328.76	\$0.00	\$1,016.18
	Owner Total	\$28,446.59	\$2.00	\$0.81	\$20,328.76	\$0.00	\$8,115.02
3	Brena Mulligan	\$60,138.68	\$0.00	\$521.45	\$0.00	\$0.00	\$59,617.23 <b>Legal</b>
	Interest	\$1,120.21	\$0.00	\$4.29	\$0.00	\$0.00	\$1,115.92
	Owner Total	\$61,258.89	\$0.00	\$525.74	\$0.00	\$0.00	\$60,733.15
4	Penny Gardiner	\$50,729.80	\$0.50	\$0.80	\$0.00	\$0.00	\$50,728.50 <b>Legal</b>
	Interest	\$1,016.19	\$0.00	\$0.01	\$0.00	\$0.00	\$1,016.18
	Owner Total	\$51,745.99	\$0.50	\$0.81	\$0.00	\$0.00	\$51,744.68
5	Edward McManus	\$2,474.67	\$0.50	\$88.25	\$0.00	\$0.00	\$2,385.92 <b>Legal 25/07/2019</b>
	Interest	\$47.98	\$0.00	\$0.73	\$0.00	\$0.00	\$47.25
	Owner Total	\$2,522.65	\$0.50	\$88.98	\$0.00	\$0.00	\$2,433.17
7	Brena Mulligan	\$1,176.31	\$0.50	\$16.05	\$0.00	\$0.00	\$1,159.76 <b>Legal 25/07/2019</b>
	Interest	\$47.53	\$0.00	\$0.13	\$0.00	\$0.00	\$47.40
	Owner Total	\$1,223.84	\$0.50	\$16.18	\$0.00	\$0.00	\$1,207.16
8	Kanav Gounden	\$937.61	\$0.50	\$16.05	\$0.00	\$0.00	\$921.06 <b>Legal 25/07/2019</b>
10	Edward McManus	\$820.92	\$0.50	\$48.15	\$0.00	\$0.00	\$772.27 <b>Legal 25/07/2019</b>
	Interest	\$46.37	\$0.00	\$0.40	\$0.00	\$0.00	\$45.97
	Owner Total	\$867.29	\$0.50	\$48.55	\$0.00	\$0.00	\$818.24
11	Jasmine Houlahan	\$723.11	\$0.50	\$16.05	\$0.00	\$0.00	\$706.56 <b>Legal 25/07/2019</b>
	Interest	\$10.54	\$0.00	\$0.13	\$0.00	\$0.00	\$10.41
	Owner Total	\$733.65	\$0.50	\$16.18	\$0.00	\$0.00	\$716.97
12	Jasmine Houlahan	\$564.41	\$0.50	\$16.05	\$0.00	\$0.00	\$547.86 <b>Legal 25/07/2019</b>
	Interest	\$1.35	\$0.00	\$0.13	\$0.00	\$0.00	\$1.22
	Owner Total	\$565.76	\$0.50	\$16.18	\$0.00	\$0.00	\$549.08
13	Penny Gardiner	\$629.02	\$0.50	\$48.15	\$0.00	\$0.00	\$580.37 <b>Legal</b>
	Interest	\$23.69	\$0.00	\$0.40	\$0.00	\$0.00	\$23.29
	Owner Total	\$652.71	\$0.50	\$48.55	\$0.00	\$0.00	\$603.66

The *Detailed* report looks something like this. It includes additional information about each lot.

- Last settled date
- Legal action notes
- Repayment plan notes
- Debt collection notes
- Debt collection stage

<b>My Strata Co</b> <b>Arrears List as at 31/07/2019. Interest Calculated as at 31/07/2019</b> <b>S/Plan 1 - The Bachelor Pad, Manager: Anna</b>						
Printed: 31/07/2019 05:33 pm			User: Nicki Scrivener		Page 1	
Lot	Name	Due Date	Details	Overdue	Interest	Total Due
<b>S/Plan 1      The Bachelor Pad 1-8 Hollywood Drive, MURWILLUMBAH      Manager: Anna      Bank Balance: \$27000.89</b>						
1	Brena Mulligan Email: email@email.com Ah: 111111111 Bh: 22222222 Mobile: 33333333 Last Settled: 01/05/2019 Legal Action Notes: This is a legal action note. Repayment Notes: This is a repayment plan note. Debt Collection Notes: This is a debt collection note. <b>Stage: Legal</b>	21/07/2017	swipe card <i>Last Notice Date: 11/07/2019      Type: reminder</i>	\$112.00	\$0.00	\$112.00
		01/07/2018	Standard Levy Contribution Schedule from 01/07/2018 to 30/09/2018 <i>Last Notice Date: 11/07/2019      Type: reminder</i>	\$224.25	\$24.27	\$248.52
		01/07/2018	Electricity levy <i>Last Notice Date: 11/07/2019      Type: reminder</i>	\$100.00	\$0.00	\$100.00
		27/08/2018	Adjustment to standard levies from 27/08/2018 to 27/08/2018 <i>Last Notice Date: 11/07/2019      Type: reminder</i>	\$-1,655.37	\$0.00	\$-1,655.37
		01/10/2018	Standard Levy Contribution Schedule from 01/10/2018 to 31/12/2018 <i>Last Notice Date: 11/07/2019      Type: reminder</i>	\$224.25	\$18.62	\$242.87
		01/04/2019	Standard Levy Contribution Schedule from 01/04/2019 to 30/06/2019 <i>Last Notice Date: 11/07/2019      Type: reminder</i>	\$90.00	\$2.98	\$92.98
		05/04/2019	Levy from 05/04/2019 to 05/05/2019 <i>Last Notice Date: 11/07/2019      Type: reminder</i>	\$20.00	\$0.64	\$20.64
		10/04/2019	Levy from 10/04/2019 to 09/07/2019 <i>Last Notice Date: 11/07/2019      Type: reminder</i>	\$50.00	\$1.53	\$51.53
		10/05/2019	Electricity for period 03/06/18 - 04/06/19 <i>Last Notice Date: 11/07/2019      Type: reminder</i>	\$20.00	\$0.00	\$20.00
		28/05/2019	Oncharge legal costs <i>Last Notice Date: 11/07/2019      Type: reminder</i>	\$20.00	\$0.00	\$20.00
		28/05/2019	Oncharge legal costs <i>Last Notice Date: 11/07/2019      Type: reminder</i>	\$100.00	\$0.00	\$100.00
		01/07/2019	Standard Levy Contribution Schedule from 01/07/2019 to 30/09/2019 <i>Last Notice Date: 25/07/2019      Type: reminder</i>	\$0.80	\$0.01	\$0.81
<b>Owner Total</b>				<b>\$-694.07</b>	<b>\$48.05</b>	<b>\$-646.02</b>
2	Ming Hwang & Hsu Huang Ming Hwang & Hsu Huang Email: 83_email@deadend.piq Ah: 11111111 Bh: 22222222 Mobile: 0414392000 Last Settled: 01/07/2018 Legal Action Notes: Referred to Legal 01/07/2019 Repayment Notes: Paying \$200 per month until arrears are paid <b>Stage: Legal</b>	01/03/2016	Standard Levy Contribution Schedule from 01/03/2016 to 31/05/2016 <i>Last Notice Date: 25/07/2019      Type: final</i>	\$3,125.00	\$0.00	\$3,125.00
		01/06/2016	Standard Levy Contribution Schedule from 01/06/2016 to 31/08/2016 <i>Last Notice Date: 25/07/2019      Type: final</i>	\$3,125.00	\$988.87	\$4,113.87
		28/06/2016	sdfgsdfsf <i>Last Notice Date: 25/07/2019      Type: final</i>	\$0.65	\$0.00	\$0.65
		28/09/2016	Special Levy <i>Last Notice Date: 25/07/2019      Type: final</i>	\$181.82	\$0.00	\$181.82
		01/10/2016	testing <i>Last Notice Date: 25/07/2019      Type: final</i>	\$100.00	\$0.00	\$100.00
		10/11/2016	Charge for arrears notice dated 10/11/2016 <i>Last Notice Date: 25/07/2019      Type: final</i>	\$44.00	\$0.00	\$44.00
		13/04/2017	Roof <i>Last Notice Date: 25/07/2019      Type: final</i>	\$6.08	\$0.00	\$6.08
		01/06/2017	Roof <i>Last Notice Date: 25/07/2019      Type: final</i>	\$6.08	\$0.00	\$6.08



## EXPORT TO CSV

If you choose to export to CSV, PropertyIQ will generate an Excel spreadsheet in .csv format. This will appear in your downloads.

The screenshot displays the PropertyIQ Strata web application interface. The top navigation bar is green and contains the following icons and labels: File, To Do, Processing, Billing, End of Period, Reporting, Utilities, Help, and Log Out. Below this, a green header bar reads 'Reports'. Underneath, a sub-header bar contains tabs for 'Building', 'Lot', 'Supplier', 'Management', and 'Debtor'. The 'Lot' tab is selected, and the 'Arrears List' report is active. The report configuration area includes a 'Filter' section with dropdowns for 'Folio' (All), 'Arrears Type' (All), and 'Collection Stage' (All). There are checkboxes for 'Single Building' and 'Single Manager', both of which are unchecked. A 'New Page Per Building' checkbox is checked. Below these are date pickers for 'Arrears Up To And Including' and 'Calculate Interest Up To And Including', both set to 06/08/2019. A 'Sort' section has a 'Print Sequence' dropdown set to 'S/Plan'. The 'Report Format' section has radio buttons for 'Detailed' (selected) and 'Summary'. Below these are input fields for 'Days Overdue' (0) and 'Minimum Arrears' (\$0.00). To the right of these fields are several checkboxes: 'Include Email Addresses' (unchecked), 'Include Phone Numbers' (checked), 'Include Last Notice Details' (checked), 'Split Arrears Into Fund Type' (unchecked), 'Group Arrears By Schedule' (unchecked), and 'Exclude Lots Excluded From Debt Collection' (unchecked). At the bottom of the configuration area are two buttons: 'Export to CSV' and 'Generate'. Below the configuration area, there are three expandable sections: 'Owner Ledger / Transaction Summary', 'Owner List', and 'Tenant List'. At the bottom of the page, there is a link for 'Privacy Policy | Terms & Conditions'. In the bottom left corner, a file explorer window shows a file named 'Arrears Export 201....csv'.