# PropertyIQ

# Due notices and debtor statements

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## INTRODUCTION TO DUE NOTICES

The Due Notices area is where you manage the generation and sending of levy/fee notices to lot owners and debtor statements to debtors.  This includes both standard and special Levies, arrears, final and legal notices.  You have options to send for all buildings, a folio, single building or by strata manager.  Debtor statements are generated here to send to all non-lot owners that have invoices to pay to a building.

### TEMPLATES FOR SENDING NOTICES

 Before sending any notices, you will need to ensure that standard merge templates have been customised for your company and tested by the Macquarie Transactional banking team to ensure that the barcode and Australia Post charge shows correctly

There are two steps:

#### STEP 1 - CONFIGURE THE STANDARD MERGE TEMPLATES FOR YOUR COMPANY

Configure the standard merge templates for these types, ensuring you have the correct wording and layout for your state.  For full details, see the manual How to add and edit document and email templates

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)

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

## STEP 2 - HAVE A PREVIEW OF YOUR MERGED NOTICES TESTED

A preview notice needs to be tested prior to sending any notices by the Transactional Banking Team at Macquarie.

The steps you will need to follow are:

1. After locking the opening balances for a building create any upcoming levies/fees using either the Special Levies function or the Budget process. For full details - see the manuals Step by step guide to getting a building up and running, Setting budgets and Striking levies and Opening Balances
2. Create a preview of your notices, **but do not Generate** See the section below – Generating Due Notices
3. Send a PDF copy of one of your previewed notices to your Customer Success Manager. They will forward to the transactional banking team for testing.
4. Your customer Success Manager will advise once your templates have been tested.

## GETTING STARTED

To get started, go to  and select *Due Notices*.
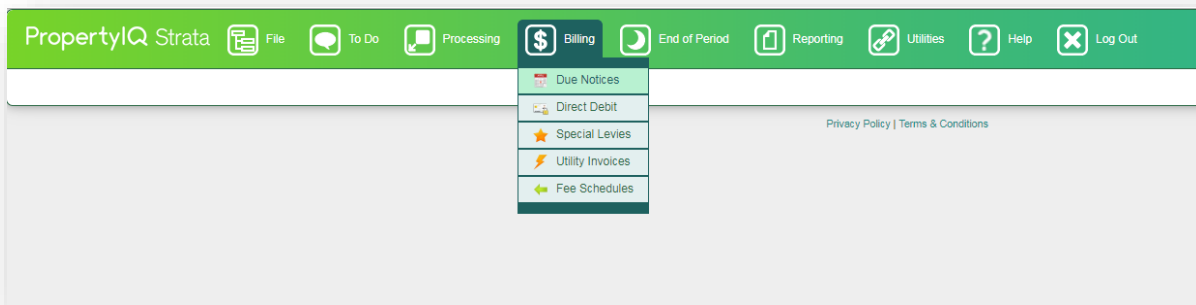
## GENERATING DUE NOTICES

1. The default tab is Lots.  This is where you send notices to lot owners for levies or fees
2. Select generate Due notices
3. Enter the due date range to include due (upcoming) levies/fees with a due date within that range. This uses your selected *Due Notice* template
4. Tick this box if you want to include the lot owner's arrears as a single line item on their due notice.  (not usually selected if you are sending separate arrears, final or legal notices.) Note: You will need to have the merge field {{owner_arrears}} in your template for this information to merge.
5. Tick this box if you want to send official arrears notices.  This uses your selected *Arrears Notice* template
6. Enter the minimum line item amount outstanding for a single levy/fee that you want to include in the arrears notice run.  For example, you may choose not to send these notices if a lot owner owes less than $50 for a single levy/fee
7. Enter the minimum and maximum days in arrears for a single levy/fee that you want to include in the arrears notice run.
8. Tick this box if you want to send final notices.
9. Enter the minimum line item amount outstanding for a single levy/fee that you want to include in the final notice run. For example, you may choose not to send these notices if a lot owner owes less than $50 for a single levy/fee.
10. Enter the minimum and maximum days in arrears for a single levy/fee that you want to include in the final notice run.
11. Tick this box if you want to send legal notices in this run.
12. Enter the minimum amount outstanding for a single levy/fee that you want to include in the legal notices run. For example, you may choose not to send these notices if a lot owner owes less than $50 for a single levy/fee.
13. Enter the minimum and maximum days in arrears for a single levy/fee that you want to include in the legal notice run.
14. Click here if you want to create a strike-back charges for the owners receiving an arrears, final or legal notice. Note: For chargebacks to be generated, you will need to have chargebacks set up on your building card > charges tab > variable charges. For more detail, see the manual [Fixed and variable charges](#)
15. Notices will be sent for buildings by default. If you want to send notices for a single building, click on the search icon to search for the building
16. Notices will be sent for all lots that fit the criteria by default.  If you have selected a single building, click on the search icon to select a single lot in that building.
17. Notices will be sent to all folios by default.  If you use folios and only want to send notices for a particular folio, click *Selected Folio* and then select the folio you want from the dropdown list.
18. If you want to send notices for one buildings managed by one manager only, use the dropdown list to select the manager you want.
19. The default print order is numeric by strata plan number and then by lot number within each building. Click here if you want the notices to print in order of recipient address.
20. Click here if you want to show any discounted amounts on your notices.  Discounts are only applicable if the building has discount rules set up in the building card
21. Click *Search for missing levies* to search for buildings that should have levies due, (based on the stage they are at in their financial year and the number of levy instalments set for that building) but don't.  See the section below "Search for missing levies"
22. *Search* to search for lot owners with levies due/overdue that meet the criteria you entered above.

When you select *Search*, you will be prompted to transfer owner credits.  If you select *Yes* (recommended), PropertyIQ
Will search to see whether any of your owners have credit amounts on their ledger that haven't yet been allocated to a levy.





1. The date will default to today's date, but you can change if you want. If you have set up rules to offer discounts on early payment or charge interest on late payment – PropertyIQ will use this date to calculate those amounts.
2. You can tick here to select all or tick individual buildings
3. Click *Process* when you are ready
4. Click *Finish* only after you have completed the process.

Click *OK* to confirm you want to proceed

Bulk credit transfer completed successfully.

Ok
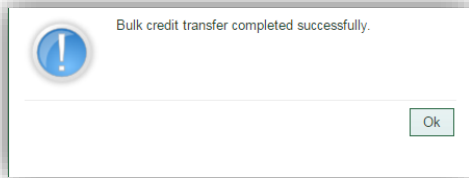
## CREDIT TRANSFER FOR BUILDINGS WITH MULTIPLE SCHEDULES

If any lot owners have credits in one schedule and unpaid levies in another schedule, you will see the following message.  You can choose whether you want the credit to allocate to:

If there is only one schedule with payable levies, it will automatically be selected

If there are payable levies in multiple schedules, you can choose *All Schedules* and credit will be allocated using standard allocation rules

If there are payable levies in multiple schedules, you can choose *All Schedules* to allocate credit using your standard allocation rules, or you can select a specific schedule for credits to be allocated to.

Once the credit transfer process is completed, you will see all levies on the screen that fit the criteria selected above.

1.  The strata plan number shows here
2.  The building name shows here (if applicable)
3.  The lot number shows here
4.  The unit number shows here
5.  The lot owners name shows here
6.  Select *View Lot* to open the lot owner's card
7.  The total amount owing that fits this line item shows here. I.E.  in this screenshot, this lot owner has a debt of $3099.65 that fits the criteria you entered above for receiving a final notice.
8.  Click here to see any notes you have made about legal action on the *Legal Action* accordion in the lot owner card.  For detailed information on setting up these notes, see the manual "Lots Owners"
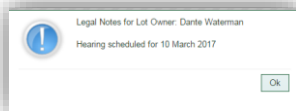


9.  Click here to see any notes you have made about repayment plans on the *Repayment Plans* accordion in the lot owner card. For detailed information on setting up these notes, see the manual "Lots Owners"
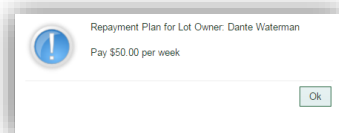


10. The type of notice the lot owner is due to receive, based on the criteria you entered in the top half of the screen, shows here.
11. By default, all lot owners that have levies/fees that fit the criteria you entered in the top half of the screen will be ticked to receive a notice.  If you wish to exclude any owners from this notice run, you can click to exclude them.
12. Invert reverses your previous selection.  I.E. If you previously had two debtors selected on the screen and selected I*nvert,* the two selected will be de-selected and the remaining debtors will be selected.
13. *Select all* selects all the debtors showing on the screen
14. *De-select* all de-selects all the debtors showing on the screen
15. The notice date defaults to today's date and shows here.
16. *Preview* to generate a PDF preview of your notices.  It is recommended that you always preview before generating a notice run.
17. *Generate* when you are ready to send the notices.  This will email all lot owners that are ticked to receive their notices by email and create a PDF for all lot owners that are ticked to receive their notices by post.  If you are using Bing Mailing service, the job will be sent to Bing immediately.  If your owners are using the owner's portal, their notices will now appear on the portal.

When you select *Preview*, you will see this message. The preview generates a job in your job centre on the right of your screen.
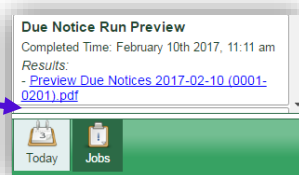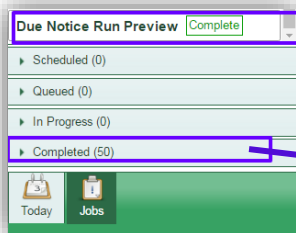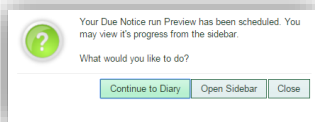




Scroll through your notices and check for errors.

Once you are ready to proceed with the final notice run, click *Generate*.  You will receive a final warning that your notices are about to be generated and sent.  Click *Proceed* when you are ready.



Next, you will see another pop-up message confirming that your due notice run has been scheduled.



Because a large notice run can take a while to complete, you can choose either to *Continue to Diary* (this will take you out of the Due Notices area) or *Open Sidebar* to view the completed job.  Click on the *Completed* accordion to open all the completed jobs.

1. Click on the PDF to open it and print for owners that receive their notices by post. **NOTE** If you are using Bing Mailing House, those notices being posted will be automatically sent to the mail house for sending.
2. Lot owners that receive their notices by email will now have been emailed.
3. If you are using the owner's portal, notices will now show on those owner's portal accounts. For detailed information about the portal see the manual "Owner's Portal".

**Tax Invoice**

Julie
50 Good Street
WESTMEAD NSW 2145
WESTMEAD NSW 2145

Date of Notice 10/02/2017

**ARREARS NOTICE**
Strata Schemes Management Act 1996

**RE: Strata Plan 690, Lot 20, Unit 1111
1-7 Pye, WESTMEAD NSW 2145.**

| Due Date | Ref. | Details | Admin | Sinking | Int/Disc | Due |
|----------|------|---------|-------|---------|----------|-----|
| 16/11/2016 | 14 | | $20.00 | $40.00 | | $60.00 |
| 16/11/2016 | 10 | | $25.00 | $30.00 | | $55.00 |
| 16/11/2016 | 15 | | $25.00 | $30.00 | | $55.00 |
| 16/11/2016 | 19 | | $25.00 | $25.00 | | $50.00 |
| 16/11/2016 | 23 | | $60.00 | $0.00 | | $60.00 |
| 16/11/2016 | 24 | | $40.00 | $0.00 | | $40.00 |
| | | | | | **TOTAL AMOUNT DUE** | **$577.50** |

In Arrears: $577.50

Section 79(2) of the Strata Schemes Management Act 1996 provides for interest on unpaid levies to be charged at 10% pa

## CHECK FOR MISSING LEVIES

The search for missing levies function allows you to look for buildings that *should* have levies due during the period you selected on the screen, but don't. PropertyIQ looks at the financial year dates of each building and the number of instalments entered for each building to calculate whether there *should* be levies due.

NOTE

The missing levies search does not generate levies. You will need to investigate each building on the list to see why there are no levies, and if necessary, generate them either through the budget process or the special levies function.

1. Select *Check for Missing Levies*
2. You will now see a list of all buildings that have been detected as having missing levies. You can scroll to view them or click *Print* to print a PDF Report.





## Missing Levies Report from 01/07/2020 to 31/07/2020

| Building | Period From | Period To | Manager |
|---|---|---|---|
| 75486 Liberty Grove 8 Westbourne Street | 01/07/2020 | 30/09/2020 | Anne Fluva |
| 75486 Liberty Grove 8 Westbourne Street | 01/07/2020 | 30/09/2020 | Anne Fluva |
| 65236 Victory Tower 31 Maritime Place | 15/07/2020 | 14/10/2020 | Anne Fluva |
| 123456 Lowanna Muse 57-61 Lowanna Street | 01/07/2020 | 30/09/2020 | AMS Mick |
| 123456 Lowanna Muse 57-61 Lowanna Street | 01/07/2020 | 30/09/2020 | AMS Mick |
| 40023 Gazebo Terraces 12 Little Street | 01/07/2020 | 30/09/2020 | Kerrie |
| 40023 Gazebo Terraces 12 Little Street | 01/07/2020 | 30/09/2020 | Kerrie |
| 112233 fernlee house 1 fernlee parade | 15/07/2020 | 14/10/2020 | Mark |

## DEBTOR STATEMENTS

Debtor statements are utilised for entities other than lot owners that need to pay money to a building.

1. Select the *Debtors* tab
2. Enter a minimum balance here – if the debtor owes less that this figure, they will not receive a statement
3. Select a cut-off date for your statements. This will include any debtors with an amount owing that is due *prior* to this date
4. Choose whether you want to include any debtors that have a credit balance
5. You can select to send statements to debtors that owe money to a single building
6. If you use folios, you can select to send notices to debtors that owe money for a single folio
7. You can select a single debtor
8. You can select to send statements for a debtors that owe funds only to buildings managed by a single manager
9. *Search* to look for debtors that meet the criteria you have entered



You will be prompted to transfer credits before processing this Debtor Statement run. It is recommended that you transfer to ensure that all debtors have any payments allocated against any outstanding invoices.

1. You can select all buildings here
2. *Process*
3. *Finish* when you have finished transferring credits



1. The Strata Plan or OC the debt belongs to shows here
2. The building name (if applicable) and address details show here
3. The debtor's name shows here
4. You can open the debtor's card by clicking here
5. The outstanding amount for each debtor that fits your criteria shows here.  I.E the amount that is due prior to the cut-off date you entered above.
6. If any of the debtors have an unallocated credit balance, the amount shows here
7. If you have previously sent statement(s) to this debtor, the date of the last statement shows here
8. If you use Debtor Utility Invoicing, the lot the invoice relates to shows here
9. By default, all debtors that fit the criteria you entered will be included, but you can untick any debtors you don't want to include
10. Invert reverses your previous selection.  I.E. If you previously had two debtors selected on the screen and selected I*nvert,* the two selected will be de-selected and the remaining debtors will be selected.
11. *Select all* selects all the debtors showing on the screen
12. *De-select* all de-selects all the debtors showing on the screen
13. The statement date defaults to today's date but you can alter if you want to
14. *Preview* creates a PDF preview of your statement
15. *Generate* creates the statements.  Debtors that have nominated email as their method of delivery will be emailed.  A PDF statement will be generated for Debtors that have nominated post as their method of delivery

*Preview* generates this message



Click on the completed job



Review your statements and check carefully for errors

*Generate* triggers this message.  Click *Proceed* when you are ready

**FINAL WARNING** - Please ensure you have applied debtor credits as required, reviewed your settings and reviewed the statements list.

**Cancel** to make amendments.

**Proceed** to send this job to the BG Server. Once finished it will appear in the Completed section of the sidebar.

✖ Cancel    🖴 Proceed

Your debtor statement will look something like this:

My Strata Co QLD
ABN : 5727277777
4 Ann Street
BRISBANE QLD 4000
Ph: 07 5454 6290 Fax: 1212 13
100000000_email@deederd.plq
Principal Kristy Llewellyn

**Statement**
99999999

Big Billboards
45 Milson Road
BRISBANE QLD 4000

| Date of Notice | 09/10/2018 |
|---|---|
| A/c No | 35235235 00414 |

**RE: The Bachelor Pad C.T.S 1**
**1-8 Hollywood Drive, MURWILLUMBAH  NSW 2656**

According to our records the following amounts remain outstanding.

| Due Date | Invoice Reference | Details | Amount | Paid | Total |
|---|---|---|---|---|---|
| 21/05/2018 | 9 | Hello | $2,000.00 | $0.00 | $2,000.00 |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  | **TOTAL OUTSTANDING** | **$2,000.00** |

Please make your payment into the Body Corporate account using the payment methods listed below
Please make cheques payable to 'Body Corporate for The Bachelor Pad CTS '1'

**D E F T**
PAYMENT SYSTEMS
MACQUARIE BANK

*Payments by phone or Internet from your cheque or savings account require registration.
Please complete a Customer Initiated Direct Debit registration form available at www.deft.com.au or call 18 00 672 162.
Payments by Credit Card do not require registration and a surcharge may apply.

| Pay over the Internet from your Credit Card or pre-registered bank account at www.deft.com.au. | iB PAY | **Biller Code: 96503** **Ref: 35235235 00414** | **Account: Big Billboards** **A/c No: 35235235 00414** **CTS: 1** |
|---|---|---|---|
| Pay by phone from your Credit Card or *pre-registered bank account, Call 1300 30 1090 or Int ++6128 232 7385 |  | Contact your financial institution to make a BPAY payment from your cheque or savings account |  |
| Pay by mailing this payment slip with your Cheque to: DEFT Payment Systems GPO Box 141, Brisbane QLD 4001 | POST billpay | Pay in person at any Australia Post Office, using Cash, Cheque or EFTPOS | All Cheques must be made payable to: The Bachelor Pad CTS 01 |

**Total Due $2,000.00**

DEFT Reference Number: 35235235 00414

+035235235  00414       <              000200000<2+