PropertyIQ™

Fixed and variable charges

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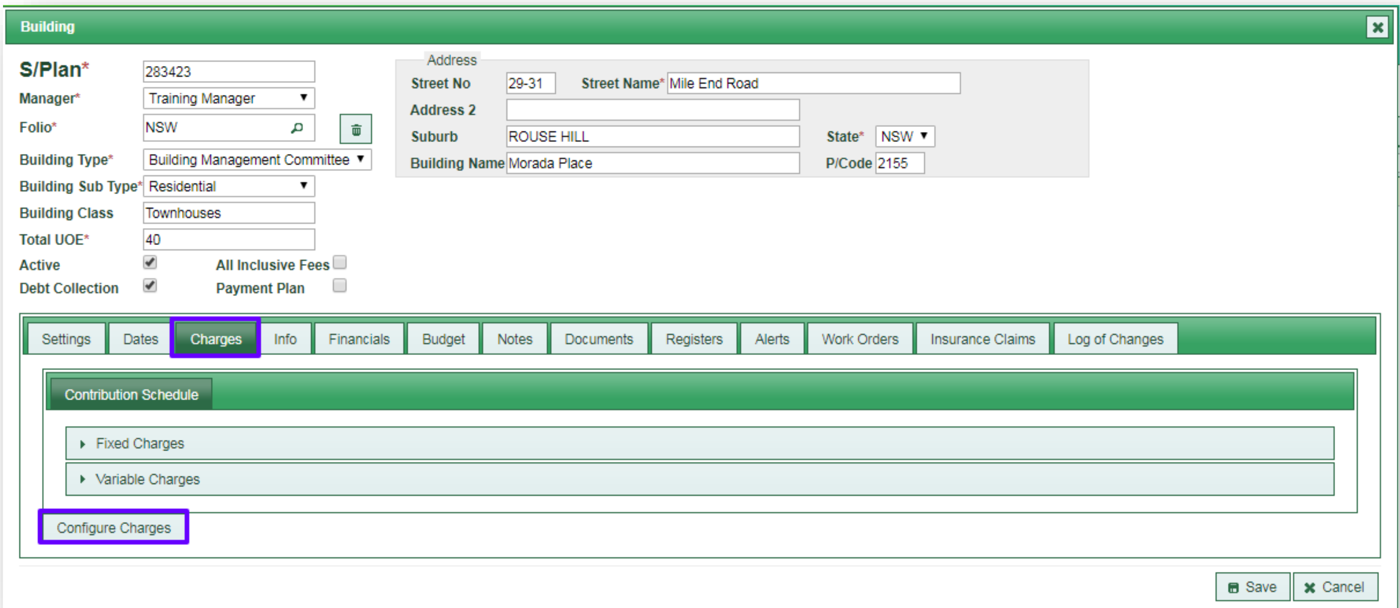
CHARGES TAB

The charges tab on the building card is where you record the fixed management fees and any other fixed or variable charges you are receiving from the building. The charges entered here determine the invoices that are generated when you conduct a Fee Schedules run.

Select *Configure Charges* to get started. NOTE permission to configure charges is a separate permission to building card edit permissions. Please consult your PropertyIQ administrator if you need to request this permission.



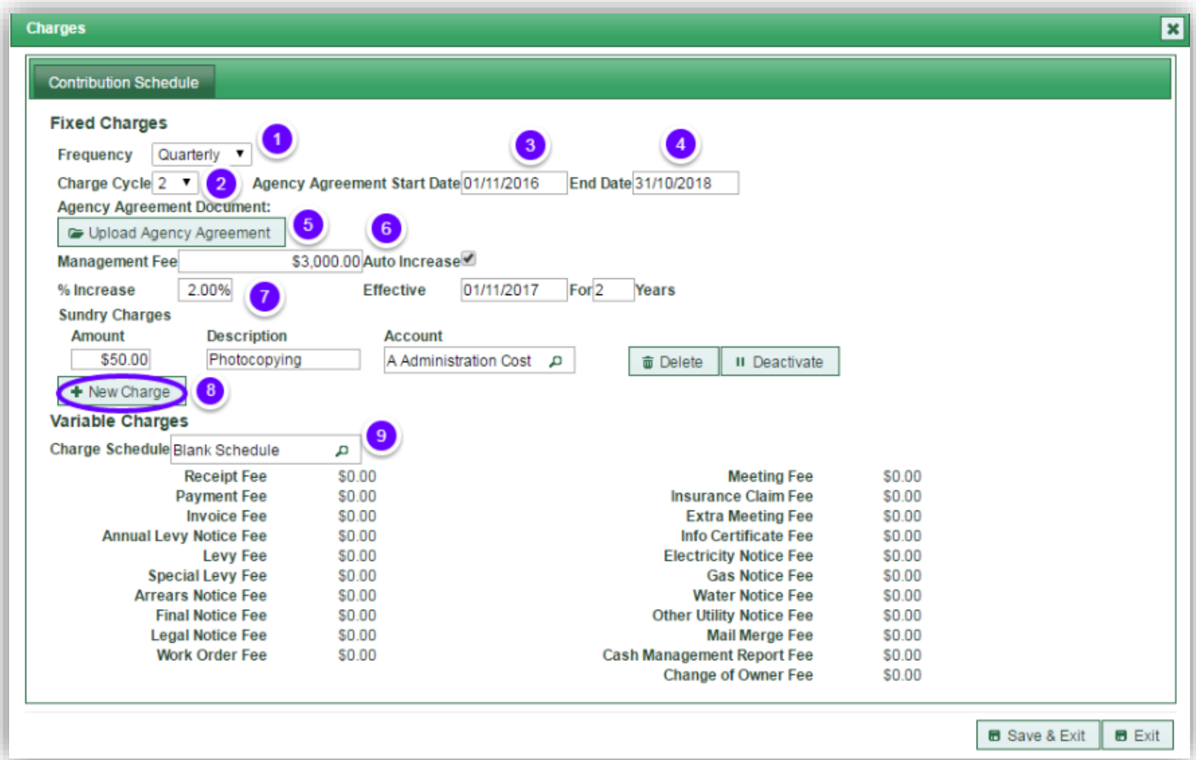
FIXED CHARGES

Fixed charges are the agreed charges that you receive each period.

1. Use the dropdown list to select how frequently you are drawing your fees (Fees are drawn by processing a Fee Schedules run to create the fees invoices and then a Supplier Payment run to create a payment file that contains the actual fees)
2. If you have multiple payment cycles, select which one you want to attach to this building. For example, if you charge quarterly, each building's fees may become due on a different month, depending on when you signed the management agreement. You might set up three different schedules, No 1 for January, No 2 for February and No 3 for March. When April comes around you will re-use No 1 because the buildings you billed in January are now due for billing again.
3. Enter your management agency agreement start date
4. Enter your management agency agreement end date
5. Select *Upload Agency Agreement* to attach a copy of your management agency agreement
6. Enter the amount of your set fee.

NOTE If you are taking your fees monthly then this is the amount you charge each month, if you are taking your fees quarterly then this is the amount you charge each quarter and so on. This figure should be GST Inclusive.

7. Tick *Auto Increase* and enter any increases specified on your agency agreement
8. Click *+Sundry Charge* to add additional sundry charges. Sundry charges are items that are in addition to your standard management fee, and are charged at the same time as your management fees. The entries should be for the total you want to charge for each item. If you draw your fees each month, you should enter the amount you charge each month, if you draw your fees each quarter you should enter the total you charge each quarter and so on. You can add as many sundry charges as you want. Sundry charges can also be deactivated for that building (or if you have never conducted a fee run for that charge you can use the delete button to delete permanently.)
9. Charge schedules are for the fees that are triggered by a process that you conduct, for example, you can set up a fee that triggers every time you process a supplier invoice. Use the search icon to find an existing, or create new charge schedules. See details below for how to set up charge schedules.



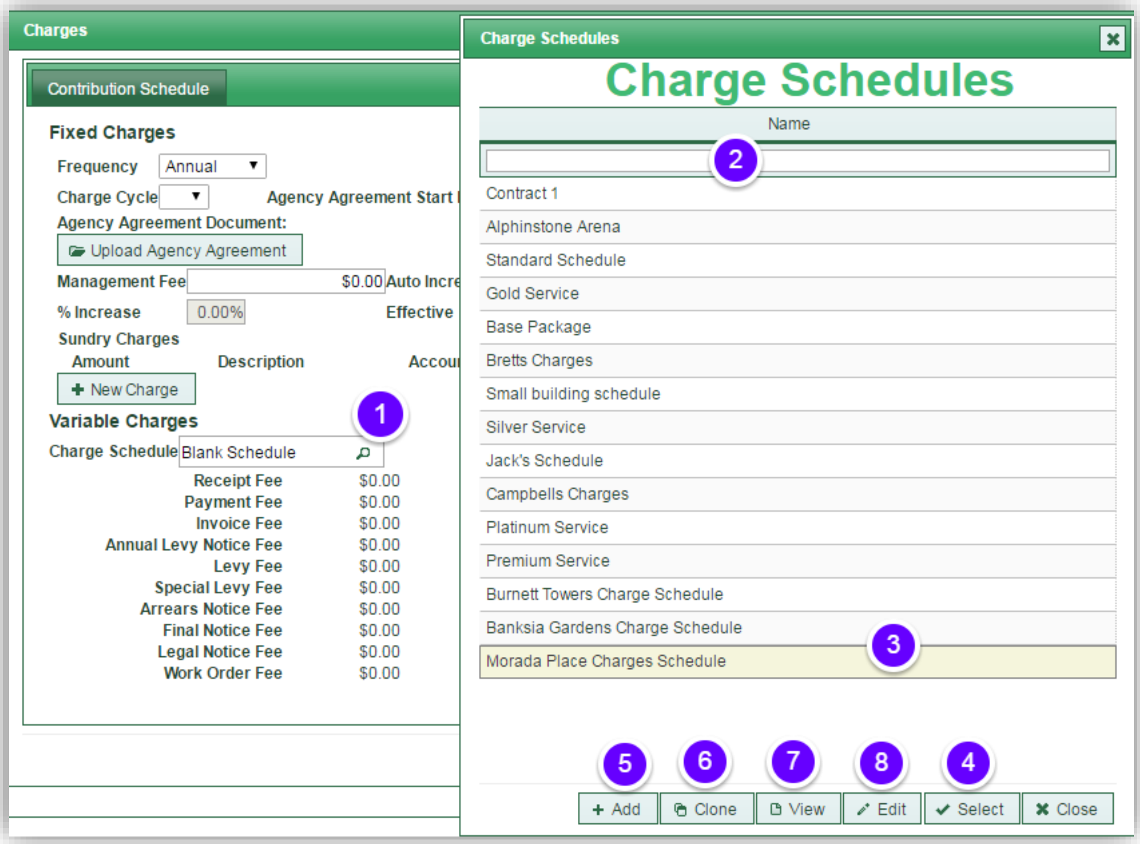
CHARGE SCHEDULES

A charge schedule is a list of all the variable charges you want to charge for a building. You can use the same charge schedule for more than one building or have a charge schedule for each building, and you can clone and edit charge schedules as required.

If you **edit** a charge schedule, it will automatically update for all buildings that are using and are linked to that charge schedule.

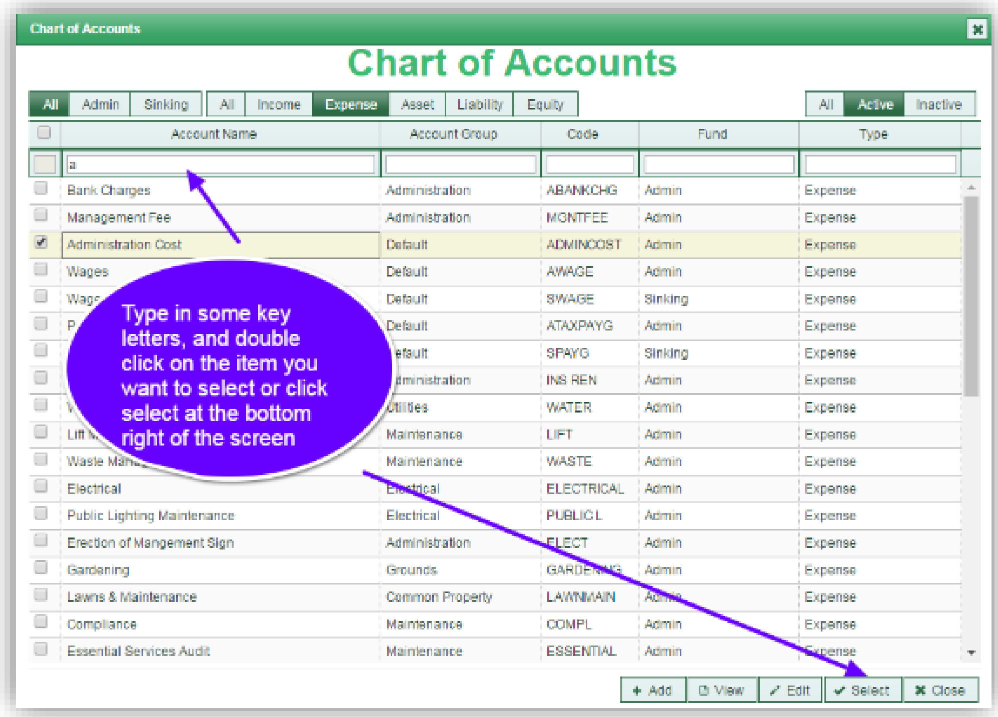
If you create a **new** charge schedule, it will appear in the global Charge Schedules list. You must also select and apply it to the building for it to take effect.

1. Use the search icon to search for an existing charge schedule
2. If you have a lot of charge schedules you can type in some key letters to find the schedule you are looking for
3. If you want to use an existing charge schedule, you can double click on the one you want or highlight and then
4. Click *Select* to apply the highlighted/selected charge schedule to the building
5. To add a charge schedule, click on *+Add*
6. *Clone* to create a copy of an existing schedule
7. *View* to view an existing charge schedule
8. *Edit* to make changes to an existing charge schedule. Note that if you edit a charge schedule, then all buildings that have that charge schedule attached to them will be affected.

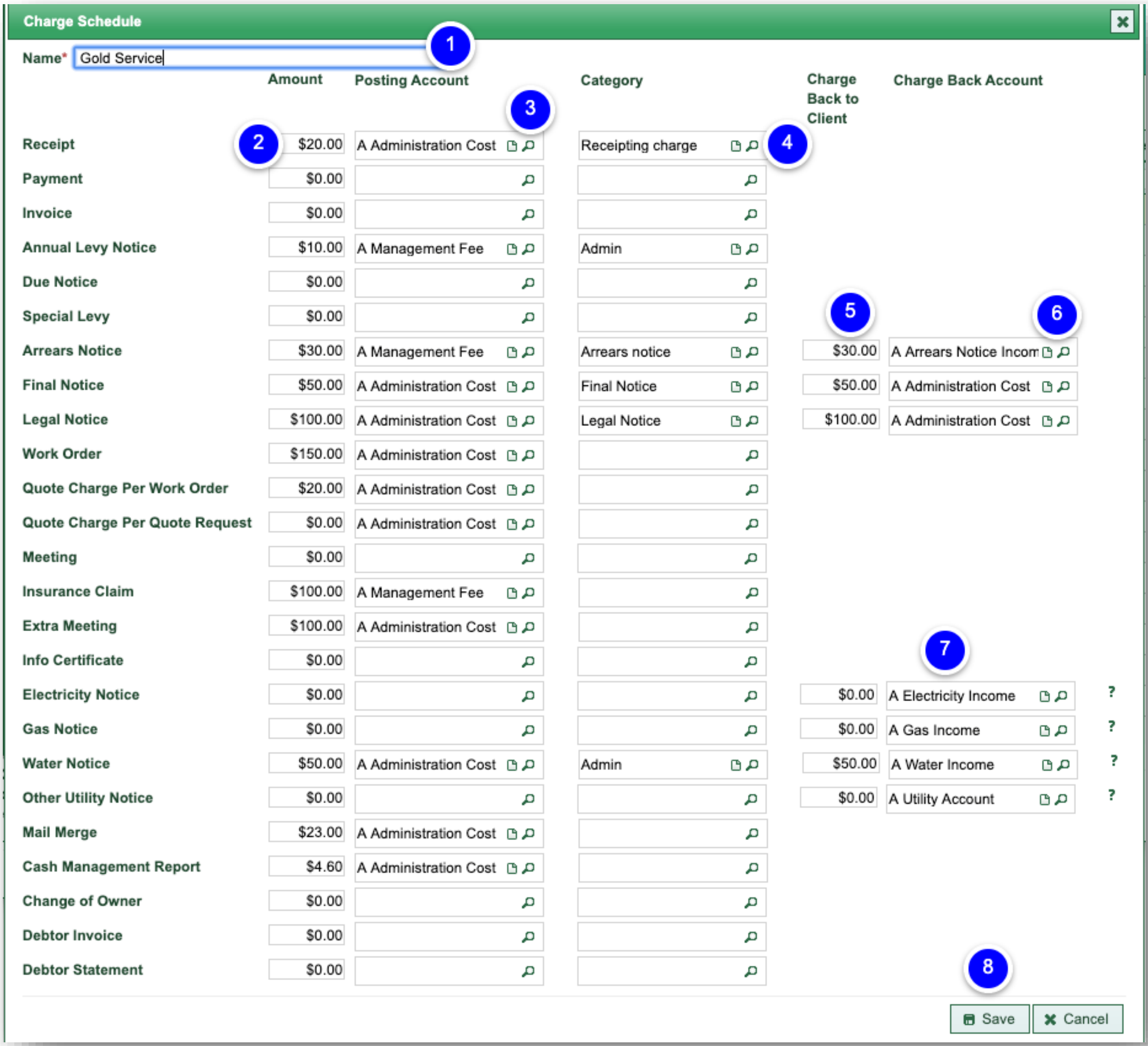


ADDING A NEW CHARGE SCHEDULE

1. Enter a name for your new charge schedule
2. Enter the amount you want to charge the building in this column
3. Use the search icon to find the chart of accounts code to allocate to that charge

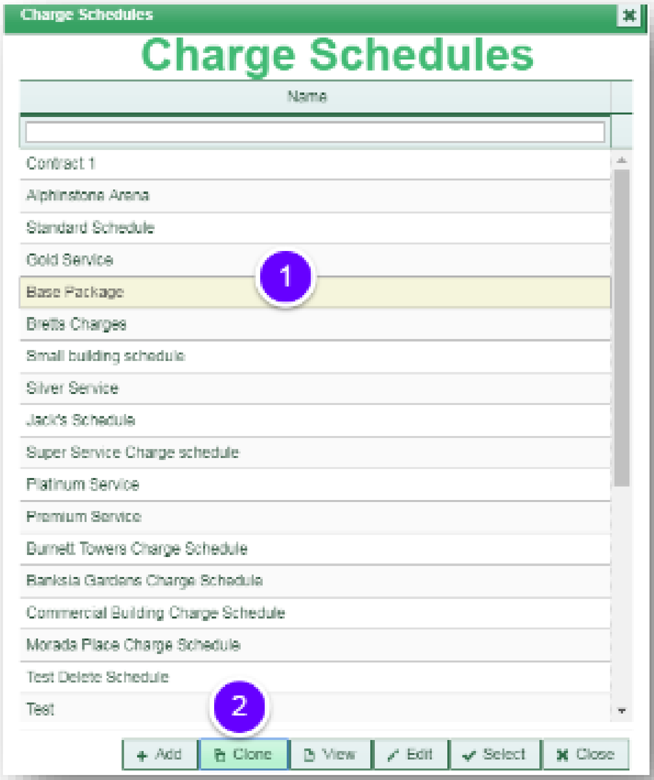


4. Select the category for this charge. See below for instructions about how to create and edit categories
5. Chargeback to client. For some of the charges, you have the option to charge back the recipient – e.g. if you charge the building for sending an arrears notice you would want to collect that money from the owner and then reimburse the building bank account. Enter the amount you want to charge the client for that item here
6. Use the search icon to find the chart of accounts code you want to allocate to this charge
7. The four charges related to Utility Invoicing are applicable if you use the Utility Notices screen to generate utility notices. Hover your mouse over the question marks on the right of the screen to see an explanation of each
8. *Save* when you are ready to save your new charge schedule

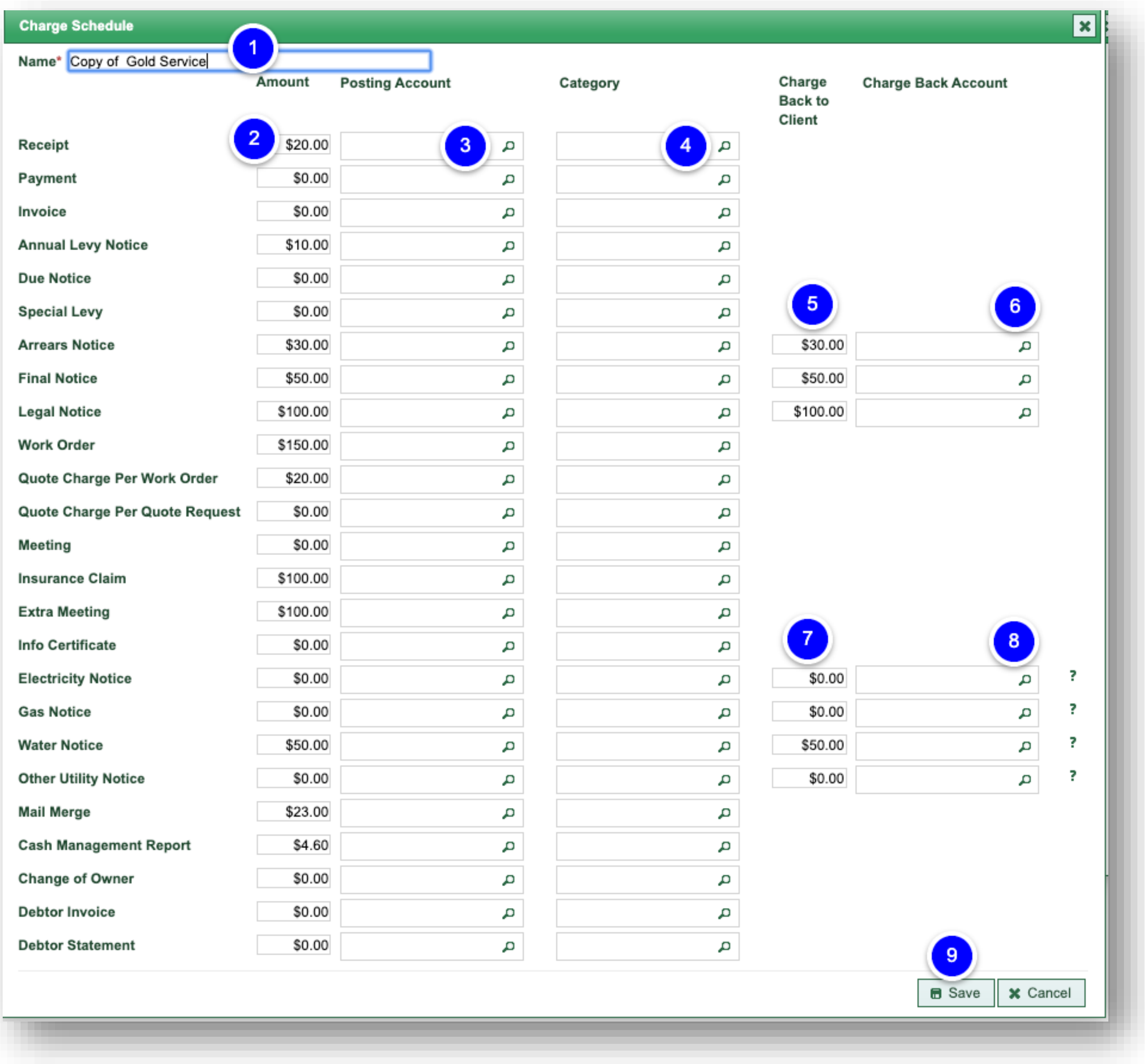

Charge Schedule
Name* Gold Service
1
Amount
Posting Account
Category
Charge Back to Client
Charge Back Account
2
3
4
Receipt $20.00 A Administration Cost Receipting charge
Payment $0.00
Invoice $0.00
Annual Levy Notice $10.00 A Management Fee Admin
Due Notice $0.00
5
6
Special Levy $0.00
Arrears Notice $30.00 A Management Fee Arrears notice $30.00 A Arrears Notice Incom
Final Notice $50.00 A Administration Cost Final Notice $50.00 A Administration Cost
Legal Notice $100.00 A Administration Cost Legal Notice $100.00 A Administration Cost
Work Order $150.00 A Administration Cost
Quote Charge Per Work Order $20.00 A Administration Cost
Quote Charge Per Quote Request $0.00 A Administration Cost
Meeting $0.00
Insurance Claim $100.00 A Management Fee
Extra Meeting $100.00 A Administration Cost
7
Info Certificate $0.00
Electricity Notice $0.00 $0.00 A Electricity Income ?
Gas Notice $0.00 $0.00 A Gas Income ?
Water Notice $50.00 A Administration Cost Admin $50.00 A Water Income ?
Other Utility Notice $0.00 $0.00 A Utility Account ?
Mail Merge $23.00 A Administration Cost
Cash Management Report $4.60 A Administration Cost
Change of Owner $0.00
Debtor Invoice $0.00
Debtor Statement $0.00
8
Save
Cancel

CLONING A CHARGE SCHEDULE

1. Select the charge schedule you want to clone to highlight it
2. Select *Clone*



1. When you clone a charge schedule it will automatically show the name "Copy of ……" Type the name for your new charge schedule here
2. Edit the amount you want to charge for each item
3. Use the search icon to select and add the chart of accounts code you want to allocate each charge to
4. Use the search icon to select and add a charge category
5. If charging back to the client, enter the amount you want to charge the client here
6. If charging back to the client , use the search icon to select the chart of accounts code you want to allocate to each charge to
7. If you use utility levies and want to charge back the client, select the amount you want to charge the client here
8. If charging back to the client, use the search icon to select the chart of accounts code you want to allocate each charge to



Charge Schedule

Name* Copy of Gold Service

	Amount	Posting Account	Category	Charge Back to Client	Charge Back Account
Receipt	$20.00				
Payment	$0.00				
Invoice	$0.00				
Annual Levy Notice	$10.00				
Due Notice	$0.00				
Special Levy	$0.00				
Arrears Notice	$30.00			$30.00	
Final Notice	$50.00			$50.00	
Legal Notice	$100.00			$100.00	
Work Order	$150.00				
Quote Charge Per Work Order	$20.00				
Quote Charge Per Quote Request	$0.00				
Meeting	$0.00				
Insurance Claim	$100.00				
Extra Meeting	$100.00				
Info Certificate	$0.00				
Electricity Notice	$0.00			$0.00	
Gas Notice	$0.00			$0.00	
Water Notice	$50.00			$50.00	
Other Utility Notice	$0.00			$0.00	
Mail Merge	$23.00				
Cash Management Report	$4.60				
Change of Owner	$0.00				
Debtor Invoice	$0.00				
Debtor Statement	$0.00				

Save Cancel

CHARGE CATEGORIES

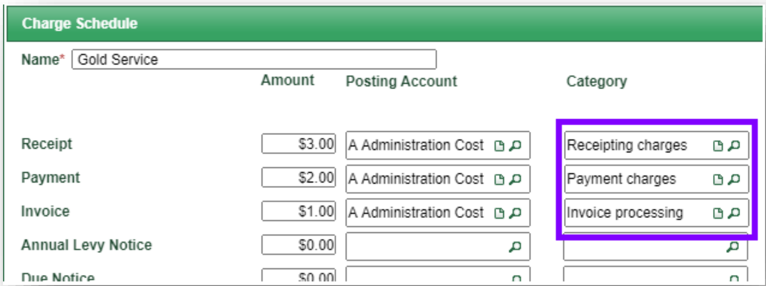
Charge categories are used for **internal** Management reporting and allow you to categorise income streams without affecting the posting accounts, management agent invoices and financial reports that are seen by lot owners and/or committee members.

Charge categories can be applied to Variable, Sundry and Activity log charges in PropertyIQ.

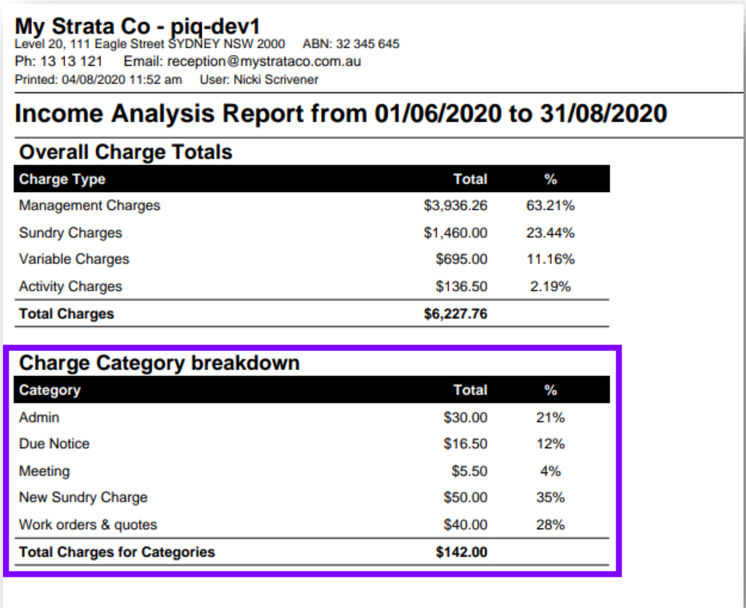
Example

You have 3 different variable charges that are all charged to the same posting account of 'Administration Cost' so that all your charges appear in one chart of account on financial reports.

However, you may want to internally monitor the amount of income you are receiving from each of these 3 different areas. You can do this by assigning a different charge category to each variable charge. Refer screenshot below.



You will then see a charge category breakdown in your Management reports (generated under Reporting > Management > Income / Payment Analysis), which will show the total amount of charges for each category for the specified period. Refer screenshot below.



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Printed: 04/08/2020 11:52 am User: Nicki Scrivener

Income Analysis Report from 01/06/2020 to 31/08/2020

Overall Charge Totals

Charge Type	Total	%
Management Charges	$3,936.26	63.21%
Sundry Charges	$1,460.00	23.44%
Variable Charges	$695.00	11.16%
Activity Charges	$136.50	2.19%
Total Charges	**$6,227.76**	

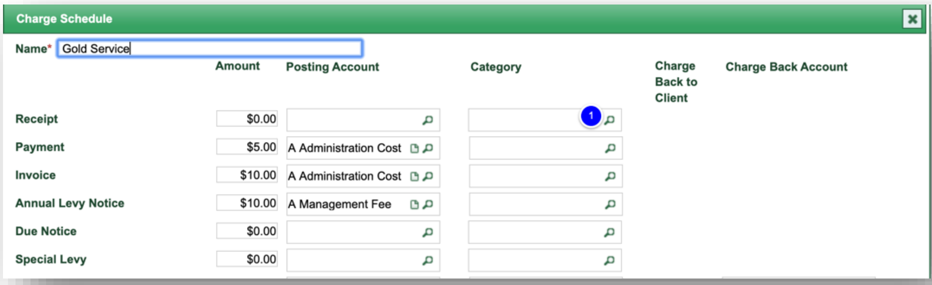
Charge Category breakdown

Category	Total	%
Admin	$30.00	21%
Due Notice	$16.50	12%
Meeting	$5.50	4%
New Sundry Charge	$50.00	35%
Work orders & quotes	$40.00	28%
Total Charges for Categories	**$142.00**	

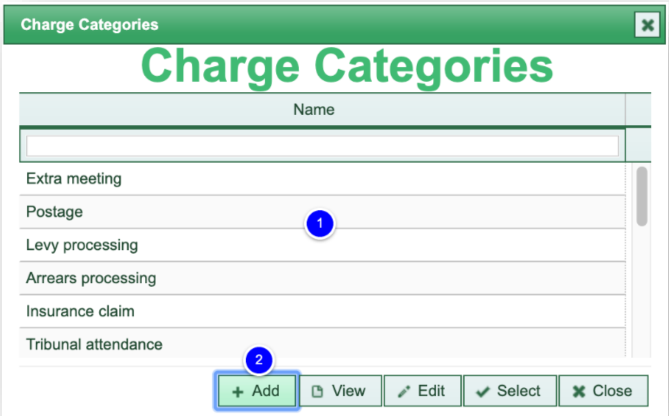
You can create charge categories from two areas in PropertyIQ – either from charge schedules or from charges in the activity log.

To create new categories from charge schedules, select a charge schedule to edit.

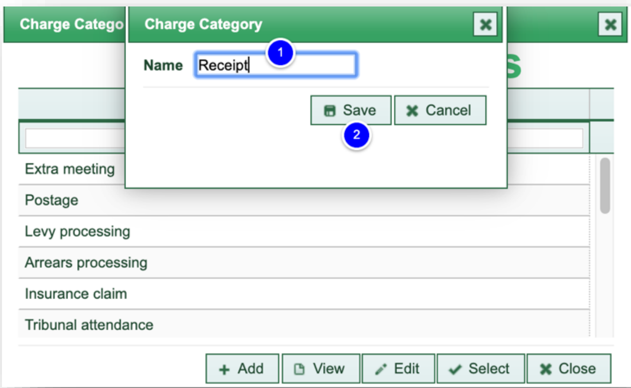
1. click on the search icon in the category column of the charge schedule



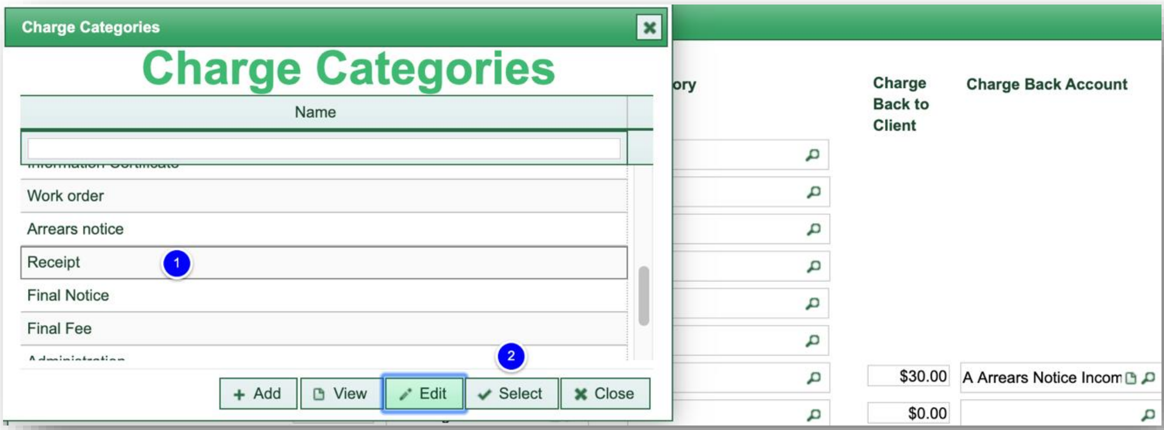
1. Any existing charge categories show here
2. Select *Add* to add a new charge category



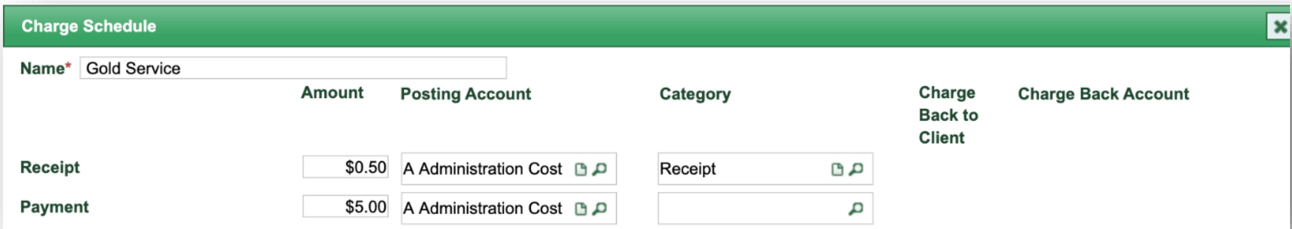
1. Type a name for your new charge category
2. *Save*



1. Your new category now shows on your category list
2. *Select* to choose this category for the selected variable charge



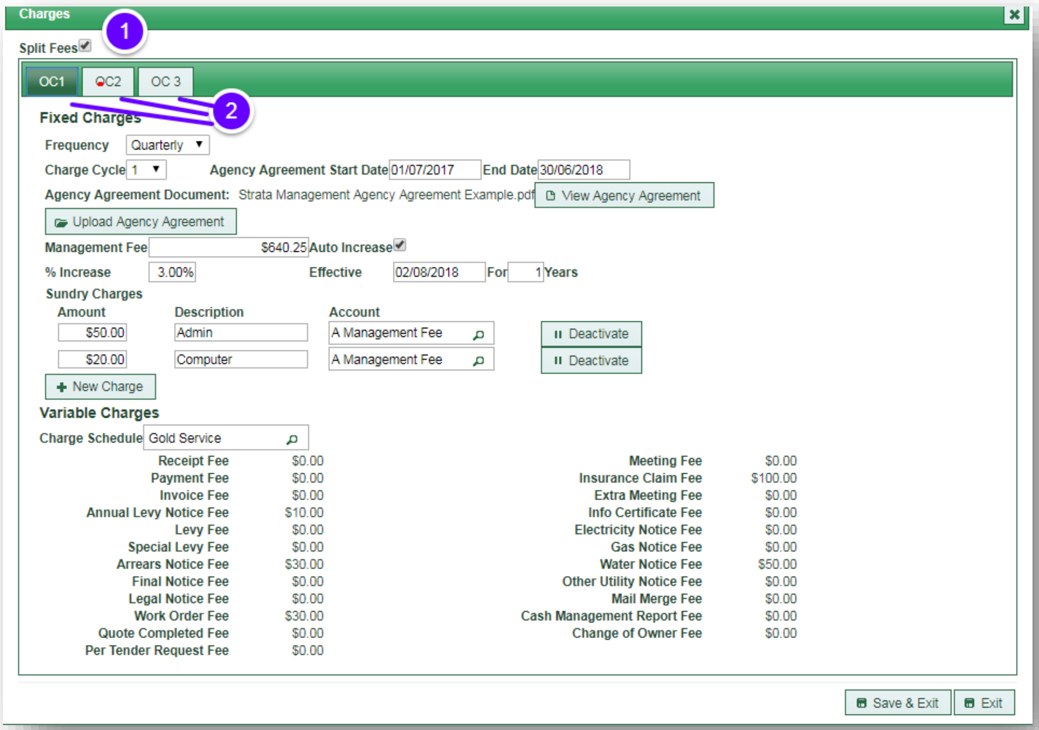
Your category now shows in the charge schedule



SPLIT CHARGES FOR BUILDINGS WITH MULTIPLE CONTRIBUTION SCHEDULES

If the building has multiple contribution schedules you can split the fees between schedules.

1. Tick *Split Fees*
2. Click on the tab for each schedule to enter the charges applying to each contribution schedule. You can then create or select a charge schedule for each contribution schedule.



WHAT TRIGGERS EACH VARIABLE CHARGE?

Charge Type	**Trigger**	**Included in Fee Schedules run when *below date* falls within fee schedule invoice period**
Receipt	Receipt processed via .txn file**.**	Receipt date
Payment	Payment processed via Supplier payments.	Invoice payment date
Invoice	Invoice processed via Supplier transactions and *Pay Now* or *Pay Later* selected.	Invoice transaction date
Annual levy notice	Annual levy notice created by acceptance of budget	Notice created date
Levy notice	Levy or fee notice for due (upcoming) levies or fees generated by the Due Notices process	Notice created date
Special levy	Special levy notice for due (upcoming) special levies generated by the Due Notices process	Notice created date
Arrears	Arrears notice generated by the Due Notices process *Note: you can also set a chargeback option on the variable charges schedule that will create a charge to the lot owner at the same time (provided "Strike chargeback levies for arrears/final/legal notices is ticked on the Due Notices screen*	Notice created date
Final	Final notice generated by the Due Notices process *Note: you can also set a chargeback option on the variable charges schedule that will create a charge to the lot owner at the same time (provided "Strike chargeback levies for arrears/final/legal notices is ticked on the Due Notices screen*	Notice created date
Legal	Legal notice generated by the Due Notices screen. *Note: you can also set a chargeback option on the variable charges schedule that will create a charge to the lot owner at the same time (provided "Strike chargeback levies for arrears/final/legal notices is ticked on the Due Notices screen)*	Notice created date
Work order	Each time a work order document is generated. ! *To check what charges will be applied, go to Work Order > Documents tab and review documents saved as document type 'work order'. For example, 5 work order documents = 5 work order charges.*	Work Order **document** created date
Quote charge per work order	When at least one quote request document is generated against a work order, charged once only. ! *PIQ will look at documents of type 'quote request' and will only ever charge ONCE per work order that has any quote requests attached to it. As soon as a work order has this charge applied it will not charge again, even if new quote requests are issued in the future using the same work order.* ! *To check what charges will be applied, go to Work Order > Documents tab and review documents saved as document type 'quote request'. For example, 5 quote request documents = 1 quote request charge.*	Quote request **document** created date
Quote charge per quote request	Each time a quote request document is generated. ! *To check what charges will be applied, go to Work Order > Documents tab and review documents saved as document type 'quote request'. For example, 5 quote request documents = 5 quote request charges.*	Quote request **document** created date

Meeting	AGM created (but charged using the date of the meeting)	Meeting date
Insurance Claim	Insurance claim created (but charged using submitted date)	Insurance claim submitted date
Extra meeting	Extraordinary General Meeting or General meeting (but not due until the date of the meeting)	Meeting date
Info certificate	When you select the Publish icon on the information certificate	Certificate created date
Electricity Notice	When an electricity notice invoice is created using the Utility levies screen	Notice created date
Gas Notice	When a gas notice invoice is created using the Utility Levies screen	Notice created date
Water Notice	When a water notice invoice is created using the Utility Levies screen	Notice created date
Other Utility Notice	When an *Other* notice invoice is created using the Utility Levies screen	Notice created date
Mail Merge	When a lot mail merge is completed	Document created date
Cash management report	Each cash management report that is sent a committee/council member using the Reporting>bulk deliver function	Report created date
Change of owner	When a change of owner is completed for any lot in the building	Date change of owner is processed/completed
Debtor invoice	When a debtor invoice is entered and saved	Invoice created date
Debtor statement	When a debtor statement is generated from the Due Notices screen	Statement created date