

# PropertyIQ™

## SMS

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## INTRODUCTION TO SMS

The SMS Function in PropertyIQ allows you to send SMS messages in bulk or individually.

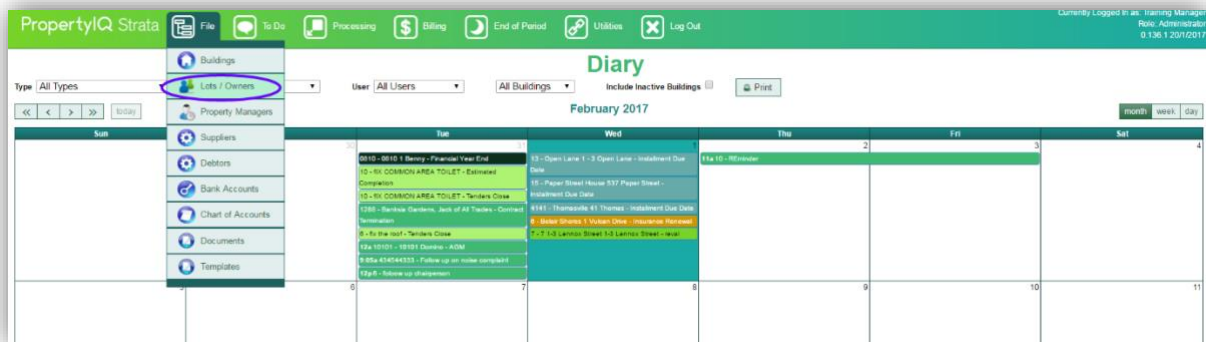


**SMS is an additional cost to your subscription. SMS messages are charged in 160 character lots. E.g. if you type a message that is 180 characters, the message will still send but you will be charged for two messages. An automatic signature <Please do not reply> is included in every message and counts towards the overall character count. As at 1.2.2020, the cost of a single SMS (up to 160 characters) is 6c**

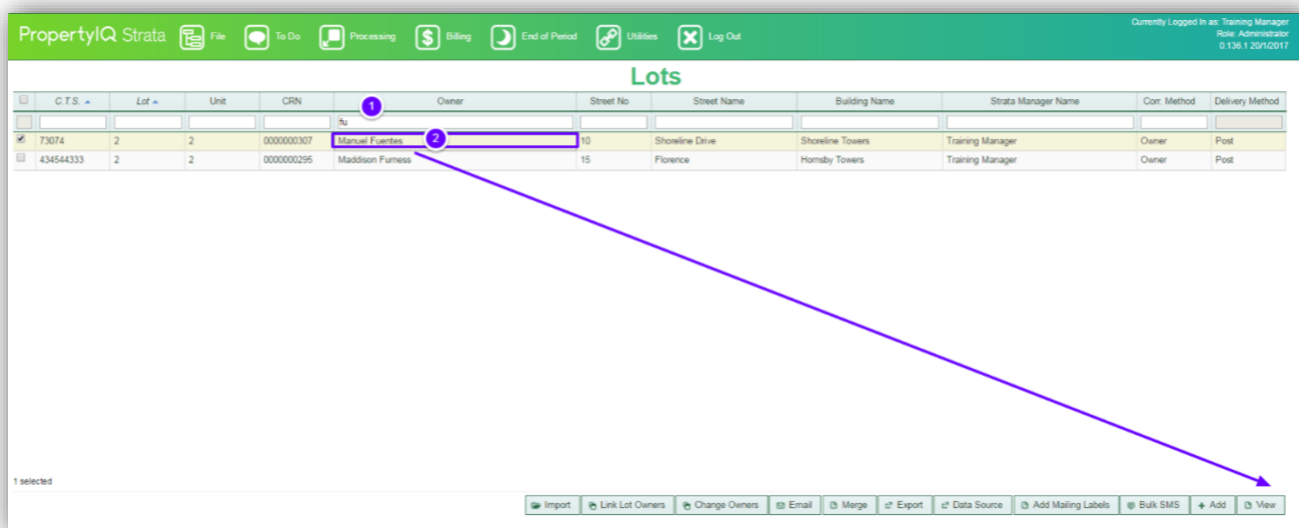
## SENDING AN INDIVIDUAL SMS MESSAGE TO A LOT OWNER



To get started, go to and select Lots/Owners



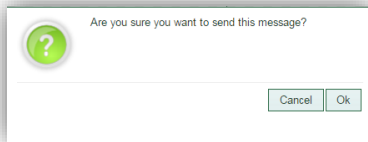
1. Enter some key letters to refine your search
2. You can either double click on the owner you want to send the SMS to or click once and then View. This opens the lot owner card.



1. Select *Send SMS*
2. All the mobile numbers recorded on that lot owner's card appear on the list. The primary lot owner will appear first. If there is a joint lot owner, the joint owner's mobile will show next with (J/O) beside it. If there is a tenant, the tenant's mobile will show with (T) beside it. Click on the number you want to send to and the green ✓ will appear beside that number. Note: You can only send an SMS to one number using this process. To send bulk SMS see the section on Bulk SMS.
3. Enter your message. Make sure you keep it brief (see note about pricing at the beginning of this manual)
4. The name of the signature you set up for SMS shows here
5. The number of characters in your SMS shows here
6. The estimated total message cost shows here
7. The number of messages shows here. In this case the number of characters is less than 160 so the charge is for 1 message
8. Select *Send Message*

The screenshot shows the 'Send SMS' dialog box in the PropertyIQ software. The dialog box has a table with columns 'Name', 'Mobile', and 'Send to'. The first row contains '2709 2/2 Maria Stellino', '0423 443 345', and a green checkmark. Below the table, there is a text area for the message, a signature field, and fields for 'Length' (134), 'Estimated Message Cost' (\$0.06), and 'Messages' (1). The 'Send Message' button is at the bottom right of the dialog box. The background interface shows the 'Lot/Owner' details for '2709 Moorings on Cavill 63 Cavill Avenue'.

Confirm you wish to proceed



All SMS messages that have been sent to a lot owner will be automatically saved under the SMS tab on the lot owner's card.

**Lot/Owner**

S/Plan\* 2709 Moorings on Cavill 63 Cavill Avenue

Lot\* 1 Unit\* 1 Street No\* 63

Street Name\* Cavill Avenue

Suburb\* SURFERS PARADISE

Accessory Unit

UOE\* 20

Interest Entitlement\* 20

CRN 0000000336

**Owner Info**

Owner Name\* Rocco Silvester

(Ah) Email 310\_email@deadend.plq

(Bh) Salutation Mr

Mobile 0414 332 332 Contact Name

Fax Paid to Last Settled

Committee Member: Y Committee Member Status: Active

Change Owner

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

To	Message	Status	Sent	Created By
0414 332 332	Hi Maria, Please contact me in relation to the repair to the leak behind the wall, Ch...	Error		ams

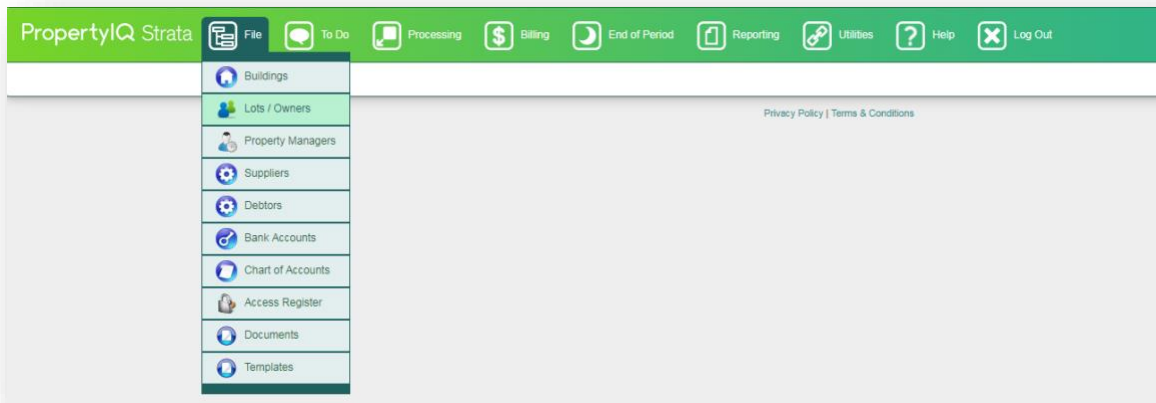
Send SMS

Lot Owner Page Email Info Certificate Last Info Certificate Edit Done

## SENDING A BULK SMS MESSAGE TO LOT OWNERS



To get started, go to and select Lots/Owners.



1. Enter some key letters to refine your search. This example shows how your screen looks if you are sending an SMS to all lot owners in a specific building.
2. Tick here to select all owners on the screen, or tick one by one if you only want to send a message to some of the owners.
3. Select **Bulk SMS**

Plan	Lot	Unit	CRN	Owner	Street No	Street Name	Building Name	Strata Manager Name	Corr. Method	Delivery Method
2709	1	1	0000000336	Rocco Silvester	63	Cavill Avenue	Moorings on Cavill	Anne Fluva	Owner	Email
2709	2	2	0000000337	Maria Stellino	63	Cavill Avenue	Moorings on Cavill	Anne Fluva	Owner	Email
2709	3	3	0000000338	Bottech Pty Ltd	63	Cavill Avenue	Moorings on Cavill	Anne Fluva	Owner	Post
2709	4	4	0000000339	Celia Chan	63	Cavill Avenue	Moorings on Cavill	Anne Fluva	Owner	Post
2709	5	5	0000000374	Costa Gianapolous	63	Cavill Avenue	Moorings on Cavill	Anne Fluva	Owner	Post
2709	6	6	0000000375	Costa Gianapolous	63	Cavill Avenue	Moorings on Cavill	Anne Fluva	Owner	Post
2709	7	7	0000000376	Costa Gianapolous	63	Cavill Avenue	Moorings on Cavill	Anne Fluva	Owner	Post
2709	8	8	0000000377	Costa Gianapolous	63	Cavill Avenue	Moorings on Cavill	Anne Fluva	Owner	Post

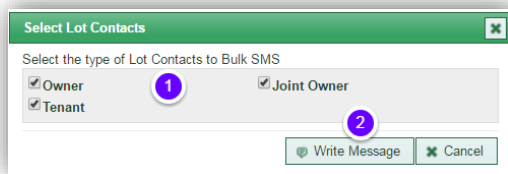
8 selected

Show Legend

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

1. Select the types of contacts you want to send the SMS to

## 2. Select *Write Message*



1. This message shows you the number of contacts with a valid mobile number. Note: The number shown will always be the first number for each lot owner.
2. This message shows you the number of contacts with a missing or invalid mobile number
3. Enter your message here. Make sure you keep it brief (see note about pricing at the beginning of this manual)
4. The number of characters in your SMS shows here
5. The total length of your message shows here. In this example, the message is less than 160 characters so the charge will be for one SMS
6. The estimated cost per recipient shows here
7. The number of messages per recipient shows here
8. The total estimated cost for all messages shows here
9. Select *Send Bulk Message*

Send Bulk SMS

Message will be sent to 7 recipients

Name	Mobile
2709 1/1 Rocco Silvester	0414 332 332
2709 2/2 Maria Stellino	0423 443 345
2709 3/3 Boltech Pty LTd	0411 232 242
2709 5/5 Costa Gianapolous	0415453 456
2709 6/6 Costa Gianapolous	0415453 456

Message cannot be sent to 1 recipients

Name	Mobile	Reason
2709 4/4 Celia Chan		Missing mobile number

Message\*

Hi Owners, reminder that the AGM will be held tomorrow night at 6 pm, My Strata Co offices 420 Gold Coast Highway, Surfers Paradise. Cheers Bella

+ Signature My Strata Co

Length: 158

# Of Messages Per Recipient: 1

Estimated Cost Per Recipient: \$0.06

Total Estimated Cost: \$0.42

Send Bulk Message

Close

Confirm you wish to send the message

?

Are you sure you want to send this message?

Cancel

Ok

!

Bulk SMS Job has been created. View the progress of the job in the sidebar.

Ok

The job will now be created in the job centre on the right side of your screen.

**Lot/Owner**

C.T.S.\* 10 Tempo 13 Mitroian Drive

Lot 1 Unit Street No 13

Street Name\* Mitroian Drive

Suburb\* OCHRE HILLS

Accessory Unit access

UOE\* 0

CRN 0000000004

**Owner Info**

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

Owner Name Dante Waterman

(Ah) 03 9251 8753 Email lousen@propertyiq.com.au

(Bh) Salutation Dante

Mobile 0422 932 954 Contact Name Dante

Fax Paid to 31/01/2017 Last Settled

Committee Member: N Committee Member Status: Resigned

Change Owner

Unlink Owner

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

To	Message	Status	Sent	Created By
0422 932 954	Sending Message to the Owner<Test Strata- Please do not reply>	Sent	31/10/2016 - 1:28 pm	ams

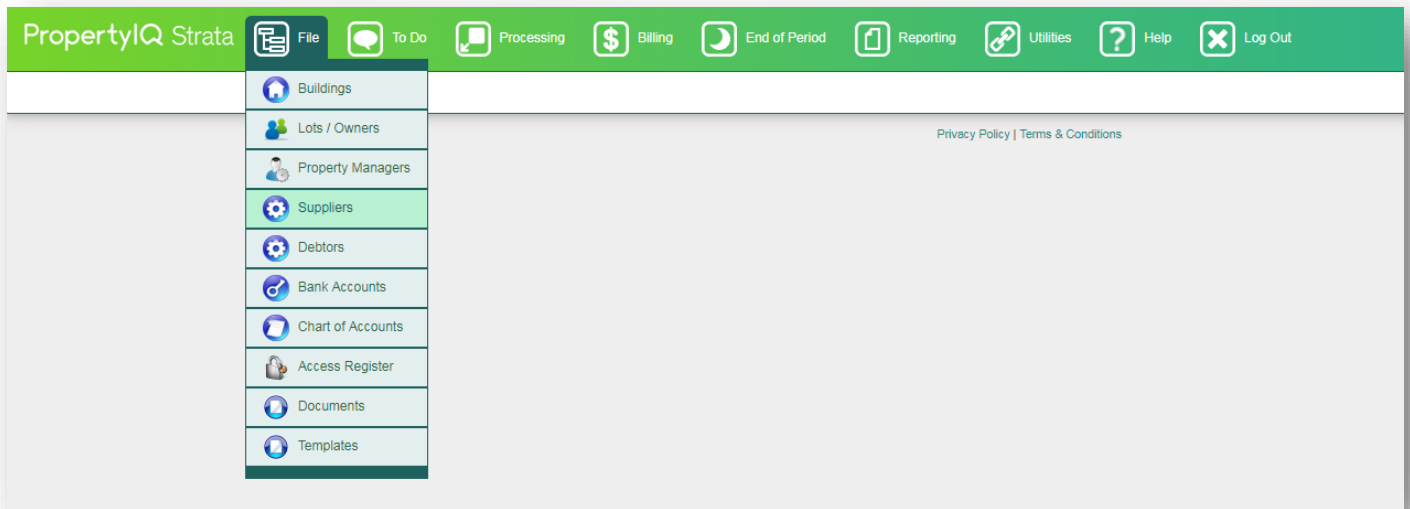
All SMS messages that have been sent to a lot owner will be automatically saved under the SMS tab on each lot owner's card.

## SENDING AN INDIVIDUAL SMS MESSAGE TO A SUPPLIER

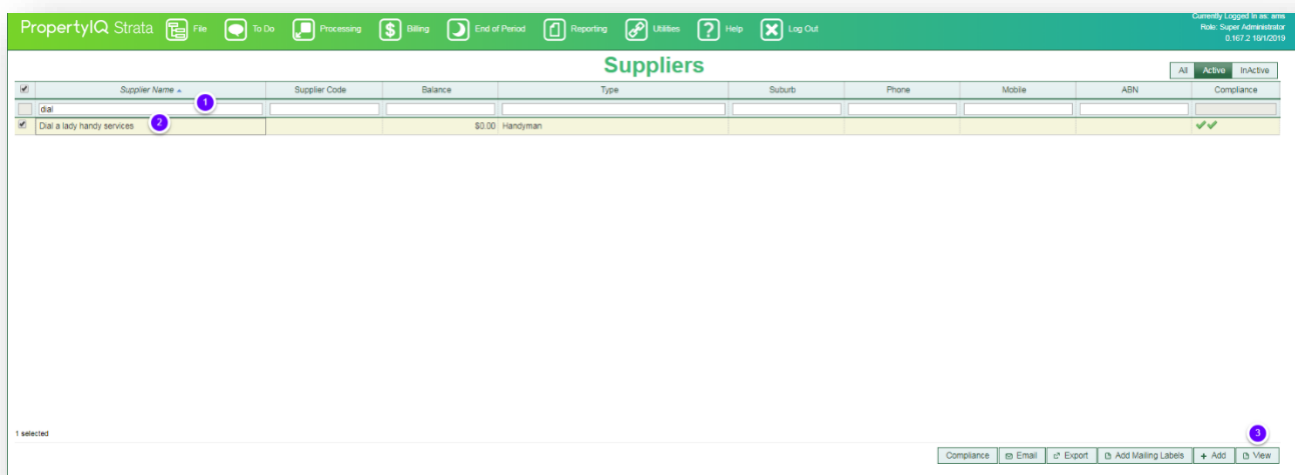


To get started, click on and select Suppliers





1. Enter some key letters to refine your search
2. Select the supplier you want to send an SMS to,
3. View (or double click on the Supplier name)



1. Select the SMS tab on the supplier card
2. The Supplier that is going to receive the SMS will appear here. If they have a valid mobile number, it will show here with a green ✓
3. Enter your message. Make sure you keep it brief (see note about pricing at the beginning of this manual)
4. The name of the signature you set up for SMS shows here
5. The number of characters in your SMS shows here
6. The estimated total message cost shows here

- The number of messages shows here. In this case the number of characters is less than 160 so the charge is for 1 message
- Select *Send Message*

**Supplier**

ABN: 85975685212 ☒ ASIC

Name: Donna Scooby Electrical P/L

Code:

Check Ref Inv. ☐ GST Registered ☒ Active ☒ Sundry Supplier ☒ License No. Balance: \$19,065.86

Contact: 82 Charter Road, Carlton VIC 3053

Contact: Phone 1: 03 9856 5264, Phone 2: , Mobile: +61414392000, Fax: , Accounts Email: 100000000\_email@deadend.piq, Work Orders Email: 100000000\_workOrdersEmail@deadend. ☒ Email remittances ☒ Email Tender Requests

Suburb: , State: , Postcode:

**SMS**

To	Message	Status	Sent	Created By
+61414392000	Sending Message to Quoting Tradespeople<Test Strata- Please do not reply>	Sent	31/10/2016 - 2:16 pm	ams
+61414392000				ams
0414392000				ams

**Send SMS**

Name: Dean Scarce Electrical P/L Mobile: +61414392000 Send to: ☒

Message: Hi Donna, please contact me urgently about the repairs to the garage door opener.

Signature: My Strata Co Length: 93 Messages: 1 Estimated Message Cost: \$0.06

Send Message Close

Deactivate Save Cancel

All SMS messages that have been sent to a supplier are automatically saved under the SMS tab on each lot owner's card.

**Supplier**

ABN: 19354173582

Name: DARRYL JOHN HAMMOND

Code:

Check Ref Inv. ☒ GST Registered ☒ Active ☒ Sundry Supplier ☐ License No. Balance: \$750.00

Contact: Address: , Suburb: , State: , Postcode:

Contact: Phone 1: , Phone 2: , Mobile: , Fax: , Accounts Email: rebeccap@propertyiq.com.au, Work Orders Email: rebeccap@propertyiq.com.au ☐ Email remittances ☐ Email Tender Requests

**SMS**

To	Message	Status	Sent	Created By
0456877144	Sending message to Supplier<Test Strata- Please do not reply>	Sent	31/10/2016 - 1:51 pm	ams

## SENDING AN INDIVIDUAL SMS MESSAGE TO A COMMITTEE MEMBER

Go to  and select buildings

- Type some key letters to narrow your search
- Highlight the building you are looking for and double click to open the building card *or*

### 3. View

PropertyIQ Strata

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

Buildings

All Active Inactive

	Building Name	Street No	Street Name	Suburb	State	Post Code	Manager	Lots	Folio
<input checked="" type="checkbox"/>	2709 Moorings on Cavill	63	Cavill Avenue	SURFERS PARADISE	QLD	4217	Anne Fluka	8	QLD BRANCH

1 selected  
Show Legend

Export + Add View

1. Go to the *Info* tab
2. Select *Committee*
3. Highlight the committee member you are looking for.



Committee Member

Lot: 5/5 Costa Gianapolous

View Lot

Sync With Lot Owner

Name\* Costa Gianapolous

Salutation Mr

Position Secretary

Appointed\* 02/08/2017

Rep

Resignation

Sub Rep

Financial Reports Recipient

External Approver

Work Order Recipient

Insurance Claim Recipient

Address

Address PO Box 256

Suburb SURFERS PARADISE

State QLD

Post Code 4217

Contact Details

Home 075746 8734

Fax 07564 7688

Work 073948 9845

Mobile

Email\* 114\_email@deadend.piq

Delivery Method

Email

Post

Note

SMS

1

To	Message	Status	Sent	Created By

2

Send SMS

Edit

Done

1. If the Committee member has a valid mobile number, it will be selected automatically and will appear with a green ✓ (If not you will receive an error message and will need to edit the Committee member's card and add a mobile number before you can proceed.)
2. Enter your message. Make sure you keep it brief (see note about pricing at the beginning of this manual)
3. The name of the signature you set up for SMS shows here

4. The number of characters in your SMS shows here
5. The estimated total message cost shows here
6. The number of messages shows here. In this case the number of characters is less than 160 so the charge is for 1 message
7. Select *Send Message*

The 'Send SMS' dialog box contains the following elements:


- 1**: A table with columns 'Name', 'Mobile', and 'Send to'. It lists 'Costa Gianapolous' with mobile number '0415 464 254' and a green checkmark in the 'Send to' column.
- 2**: A text area for the message content: 'Hi Costa, reminder that the painters will be painting your balcony tomorrow. Please ensure the balcony is clear of any furnishings, They will arrive at 7 am. Cheers, Bella'.
- 3**: A label 'Message\*' next to the text area.
- 4**: A label 'Length: 185'.
- 5**: A label 'Estimated Message Cost: \$0.12'.
- 6**: A label 'Messages: 2'.
- 7**: A 'Send Message' button.

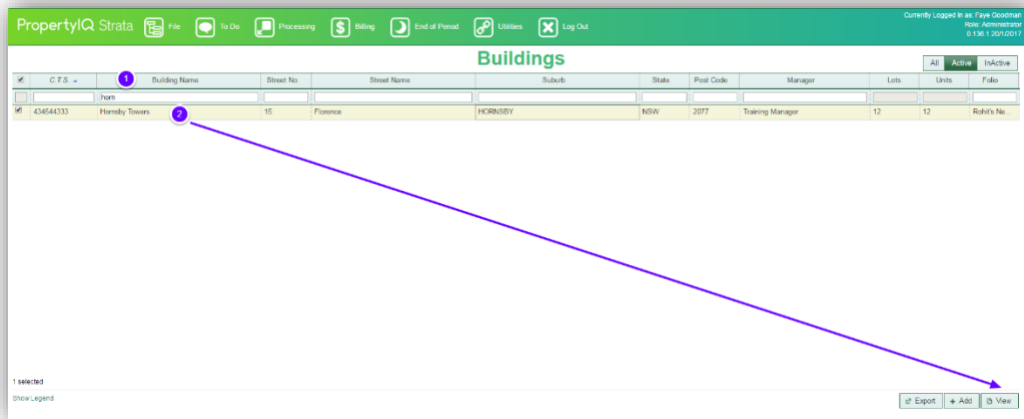
Confirm that you want to send the message

A small confirmation dialog box with a green question mark icon and the text 'Are you sure you want to send this message?'. It has two buttons: 'Cancel' and 'Ok'.

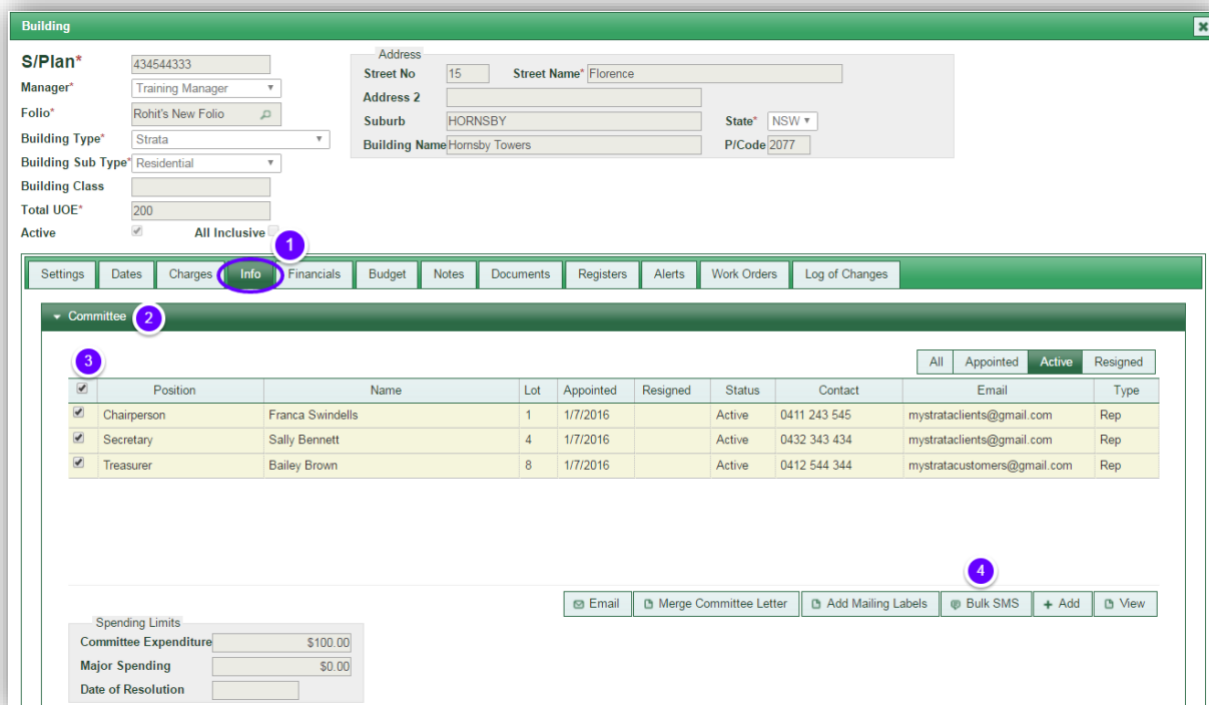
The SMS will be saved on the committee member's card and if the committee member is linked to a lot owner, it will also be saved on the lot owner's card.

## SENDING A BULK SMS MESSAGE TO COMMITTEE MEMBERS

To send an SMS to more than one committee member, go to  and select Buildings



1. Select the *Info* tab on the building card
2. Click on the small arrow next to *Committee*
3. Click in the top box to select all committee members or tick one by one if you only want to send to some committee members.
4. Select *Bulk SMS*



1. The committee members that will receive the message show here
2. Any committee members that don't have a valid phone number show here
3. Enter the message here
4. The name of the signature you set up for SMS shows here

5. The number of characters in your SMS shows here
6. The estimated total message cost shows here
7. The number of messages per recipient shows here. In this case the number of characters is less than 160 so the charge is for 1 message
8. The total estimated cost shows here
9. Select *Send Message*

**Send Bulk SMS**

Message will be sent to 3 recipients

Name	Mobile
Carolyn Samuels	0422 343 434
Alan Swanden	0423 324 343
Bailey Brown	0412 544 344

Message cannot be sent to 1 recipients

Name	Mobile	Reason
Sara Swanden	0423 324 343 Bob	Mobile number not valid

Message\*

+ Signature My Strata Co

Length: 74

Estimated Cost Per Recipient: \$0.06

# Of Messages Per Recipient: 1

Total Estimated Cost: \$0.18

Confirm that you want to send the message

Are you sure you want to send this message?

The job is now created in the job centre on the right of your screen. You can view its progress there.

Bulk SMS Job has been created. View the progress of the job in the sidebar.

The SMS will be saved on the committee member's card and if the committee member is linked to a lot owner, it will also be saved on the lot owner's card.

## SENDING A BULK SMS MESSAGE TO QUOTING SUPPLIERS





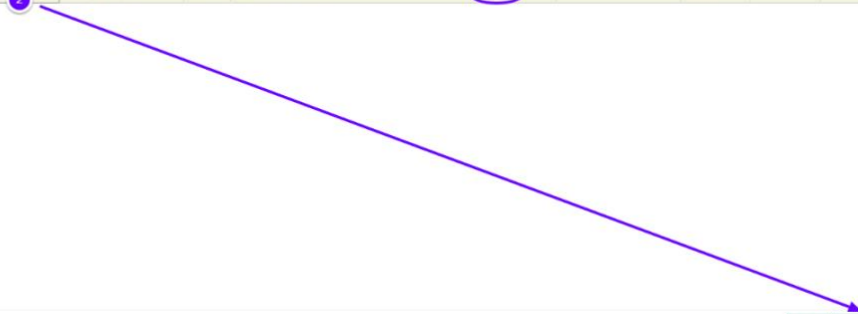
To send a bulk SMS to all quoting tradespeople for a particular Work Order, go to **File** and select **Work Orders**. Note: to send a bulk SMS to quoting tradespeople, the status of the job must be *Quote*

1. Enter some key letters to refine your search
2. Highlight the work order you want. You can either double click on that work order or *View* on the bottom right of your screen

PropertyIQ Strata Currently Logged In as: Faye Goodman  
Role: Administrator  
0136.1.20/1/2017

### Work Orders

CTS	Building Name	Street No	of Name	Manager	Job #	Summary	Status	Supplier	Date Issued	Est Complet	Completed D	Quotes Close
65236	Avast	31	Malware Place	James James	29	maintenance before inspection	Quote	ron a	16/12/2014			
270976	Moorings on Cavill	63	Cavill Avenue	Training Manager	252	Repairs to front fence	Quote		19/1/2017			19/1/2017



[+ Add](#) [View](#) [Job Register](#)

1. Select the *Quotes* tab from the work order card

2. You can either tick all, or individually tick all the quoting suppliers you want to send an SMS to
3. Select **Bulk SMS**

Work Order

C.T.S.

270976 Moorings on Cavill 63 Cavill Ave

Job Number

252

Summary\*

Repairs to front fence

Full Description

Two panels of the front fence have been damaged in storm and need replacing

Schedule\*

Moorings Standard Contribution Schedule

Status\*

Quote

My Estimation

\$1,000.00

Job

Recipients

Quotes

Notes

Documents

Alerts

SMS

Quotes Closed Date

19/01/2017

	Supplier	Compliance	Phone	Mobile	Status	Quote	Delivered
<input checked="" type="checkbox"/>	Jack of All Trades			+61423945443	Pending		20/1/2017
<input checked="" type="checkbox"/>	Boris Venn Handyman Services			0413434 345	Pending		20/1/2017

+

Add Supplier

🔍

View Details

📄

Generate Request

📱

Bulk SMS

Print

Email

Edit

Done

1. The quoting suppliers that will receive the message show here

- Any quoting suppliers that don't have a valid phone number show here
- Enter the message here
- The name of the signature you set up for SMS shows here
- The number of characters in your SMS shows here
- The estimated total message cost shows here
- The number of messages per recipient shows here. In this case the number of characters is less than 160 so the charge is for 1 message
- The total estimated cost shows here
- Select *Send Bulk Message*

Send Bulk SMS

Message will be sent to 1 recipients

Name	Mobile
Deannas Electrical P/L	+61414392000

Message cannot be sent to 3 recipients

Name	Mobile	Reason
Locksmiths Supplies		Missing mobile number
Pest Removal		Missing mobile number
Fire Safety Australia		Missing mobile number

Message\*

Hi please note changed access arrangements. Call Anna Simpson 0434 343 454

+ Signature My Sign Co

Length: 87

# Of Messages Per Recipient: 1

Estimated Cost Per Recipient: \$0.06

Total Estimated Cost: \$0.06

Send Bulk Message

Close

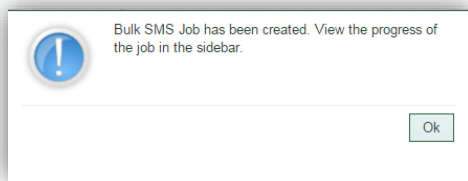
Confirm you want to send the message

Are you sure you want to send this message?

Cancel

Ok

A job is now created in the job centre on the right of your screen



The message is automatically saved in the SMS tab of the work order and also on the supplier card of each quoting tradesperson you sent the message to.

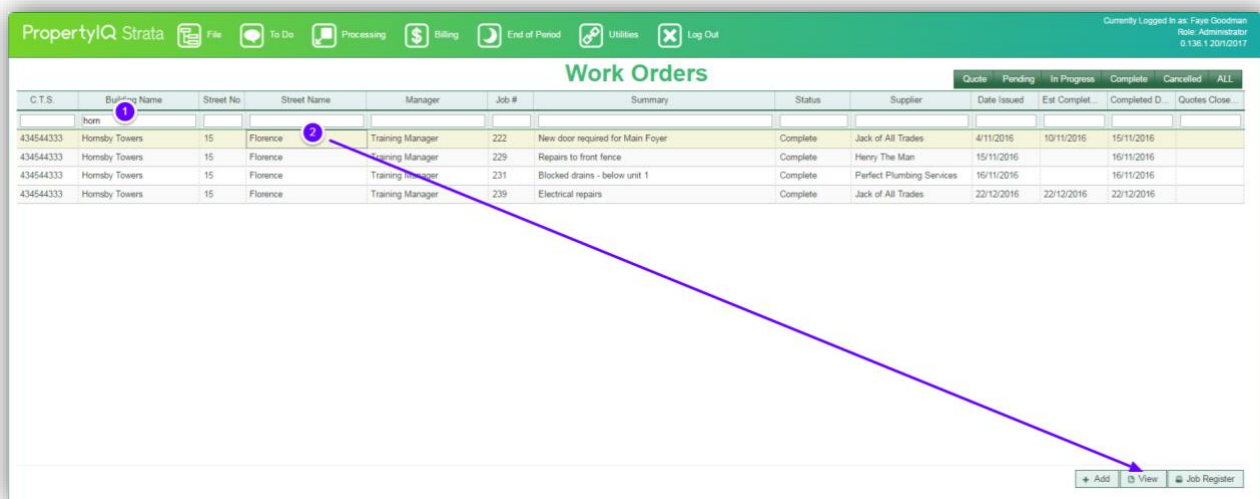
To	Message	Status	Sent	Created By
+61414392000	Sending Message to Quoting Tradespeople<Test Strata- Please do not r...	Sent	31/10/2016 - 2:16 pm	ams

## SENDING AN INDIVIDUAL SMS TO A SUPPLIER FROM A WORK ORDER



To send an SMS to an individual supplier from a work order, go to **File** and select *Work Orders*.

1. Type some key letters to refine your search
2. Highlight the work order you want. View to open the work order. (or double click on the highlighted work order)



1. Select the SMS tab
2. Select *Send SMS*

**Work Order**

C.T.S. 434544333 Hornsby Towers 15 Florenc...

Job Number 222

Summary\* New door required for Main Foyer

Full Description The front main entry door was damaged by vandals, will need to be replaced.

Schedule\* Contribution Schedule

Status\* Complete My Estimation \$2,000.00

Job Recipients Quotes Notes Documents Alerts **SMS** 1

To	Message	Status	Sent	Created By

2 Send SMS

Print Email Edit Done

1. The Supplier shows here
2. Enter your message. Make sure you keep it brief (see note about pricing at the beginning of this manual)
3. The name of the signature you set up for SMS shows here
4. The number of characters in your SMS shows here
5. The number of messages shows here. In this case the number of characters is less than 160 so the charge is for 1 message
6. The estimated message cost shows here
7. Select *Send Message*

**Send SMS**

Name	Mobile	Send to
Deannas Electrical P/L (Supplier)	+61414392000 1	✓

Message\* Hi Deanna please note change of paint colour to artic white , regards Regina 2

+ Signature My Santa Co 3

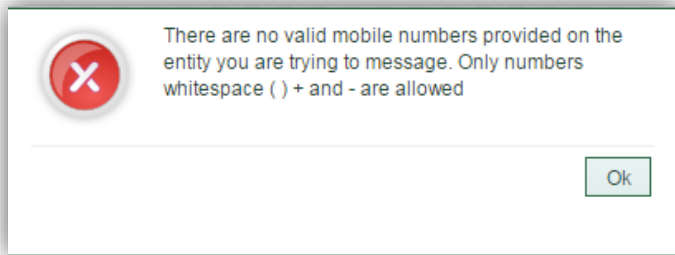
Length: 89 4 Messages: 1 5

Estimated Message Cost: \$0.06 6

7 Send Message Close

## ERROR MESSAGES

If you don't have valid mobile numbers for an individual, you will see this message:



This message can indicate that there is no number in the mobile field or that the number recorded for your recipient has extra characters that aren't allowed. If you see this message, you will need to go back to the lot owner, committee member or supplier card to correct the error.