PropertyIQ

SMS

TABLE OF CONTENTS

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
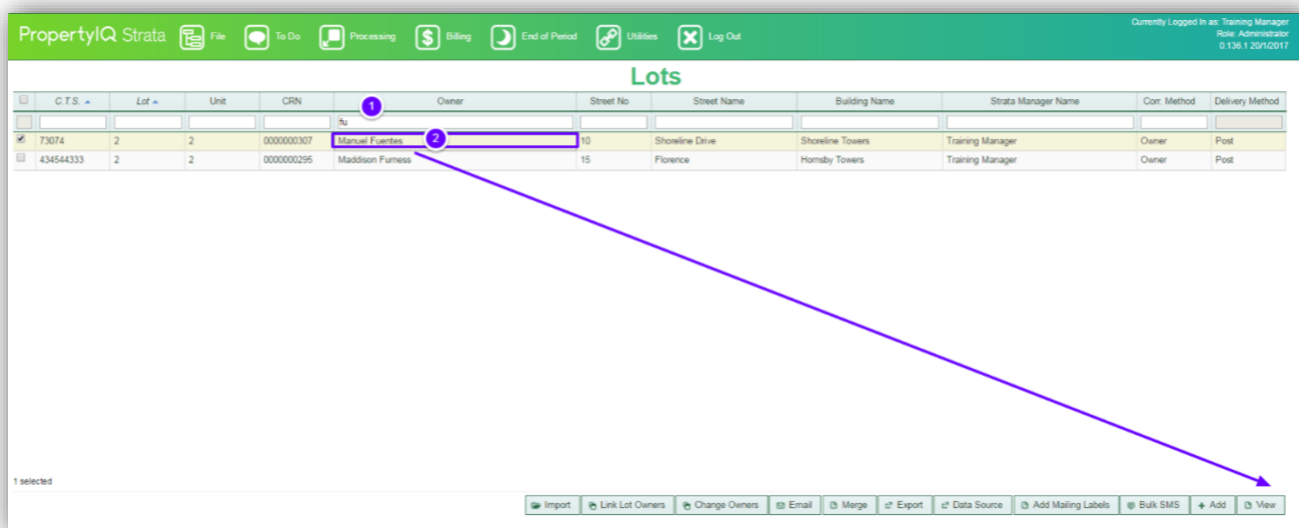
SENDING AN INDIVIDUAL SMS MESSAGE TO A LOT OWNER

To get started, go to and select Lots/Owners
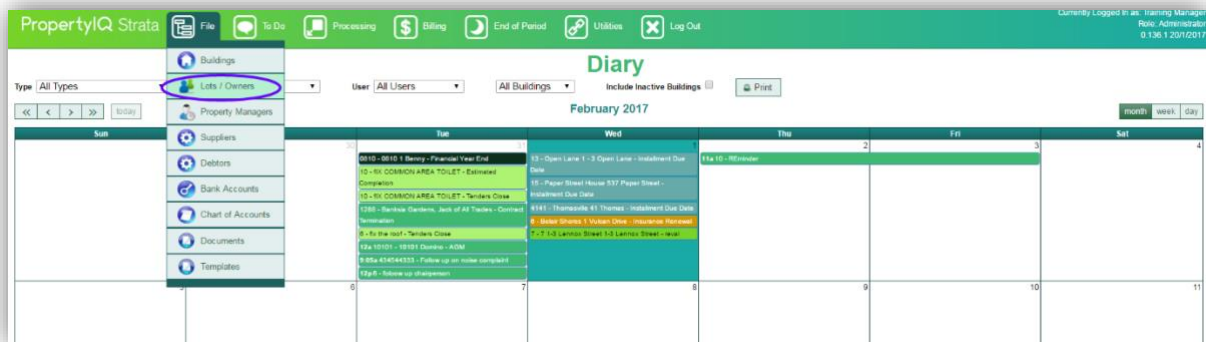
1. Enter some key letters to refine your search
2. You can either double click on the owner you want to send the SMS to or click once and then *View*. This opens the lot owner card.

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*

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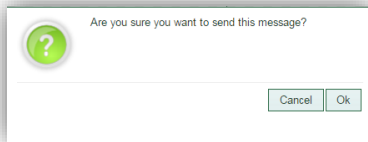
All SMS messages that have been sent to a lot owner will be automatically saved under the SMS tab on the lot owner's card.

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*

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

2. Select *Write Message*
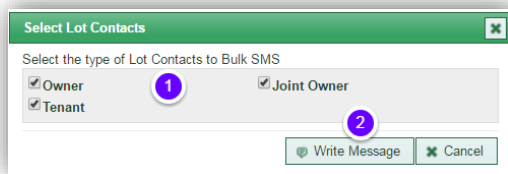
1. This message shows you the number of contacts with a valid mobile number. Note: The number shown will always be the first number for each lot owner.
2. This message shows you the number of contacts with a missing or invalid mobile number
3. Enter your message here. Make sure you keep it brief (see 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 that 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*

Confirm you wish to send the message

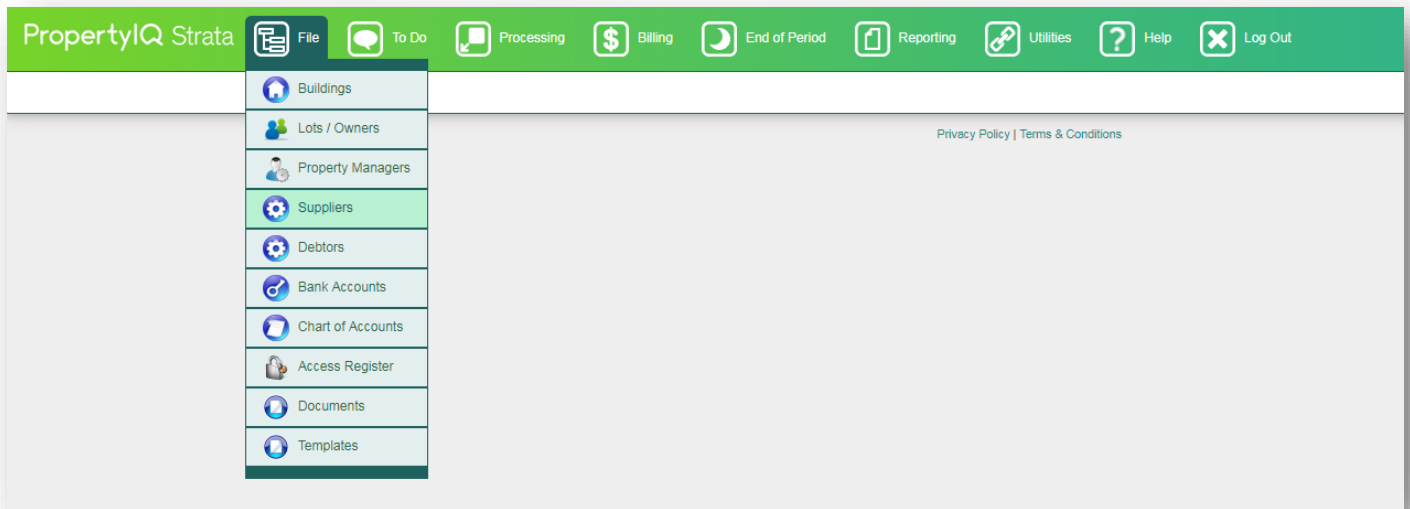The job will now be created in the job centre on the right side of your screen.

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.
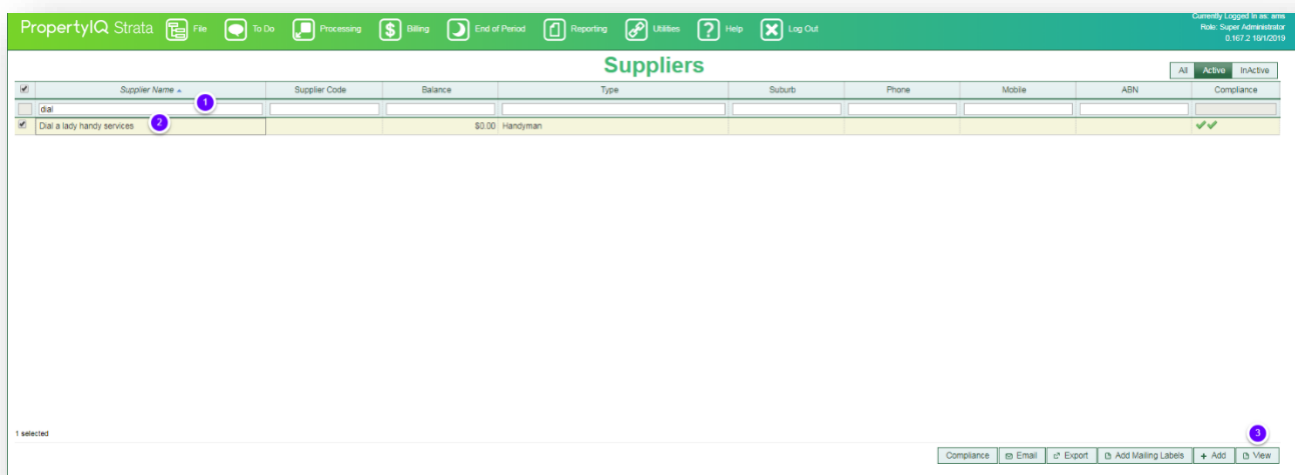
To get started, click on and select Suppliers

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

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*

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

SENDING AN INDIVIDUAL SMS MESSAGE TO A COMMITTEE MEMBER

Go to [File] and select buildings

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

3. View

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

1. Select *SMS*
2. Send SMS

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

PropertyIQ

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*

Confirm that you want to send the message

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 **File** and select Buildings
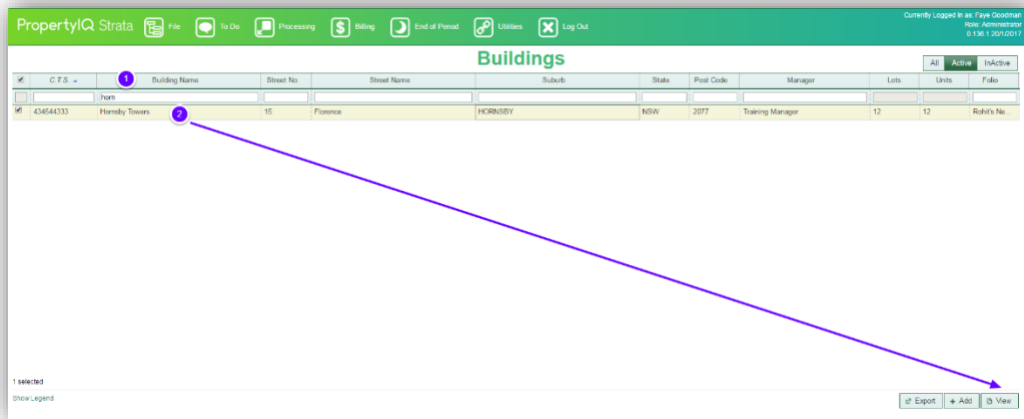
1. Select the *Info* tab on the building card
2. Click on the small arrow next to *Committee*
3. Click in the top box to select all committee members or tick one by one if you only want to send to some committee members.
4. Select *Bulk SMS*
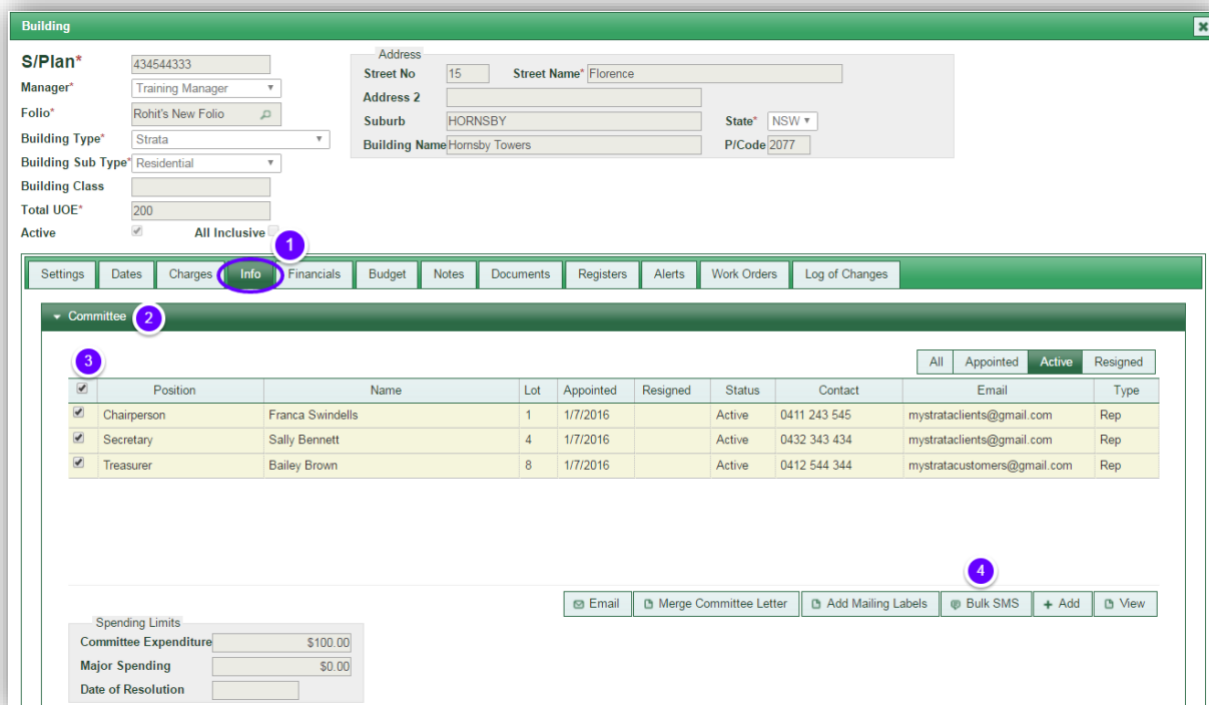
1. The committee members that will receive the message show here
2. Any committee members that don't have a valid phone number show here
3. Enter the message here
4. The name of the signature you set up for SMS shows here

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*

Confirm that you want to send the message

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


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.

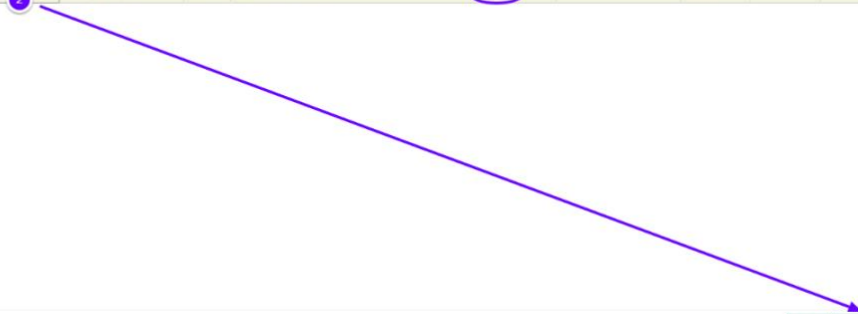## SENDING A BULK SMS MESSAGE TO QUOTING SUPPLIERS

To send a bulk SMS to all quoting tradespeople for a particular Work Order, go to 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

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*

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

2. Any quoting suppliers 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 Bulk Message*

Confirm you want to send the message

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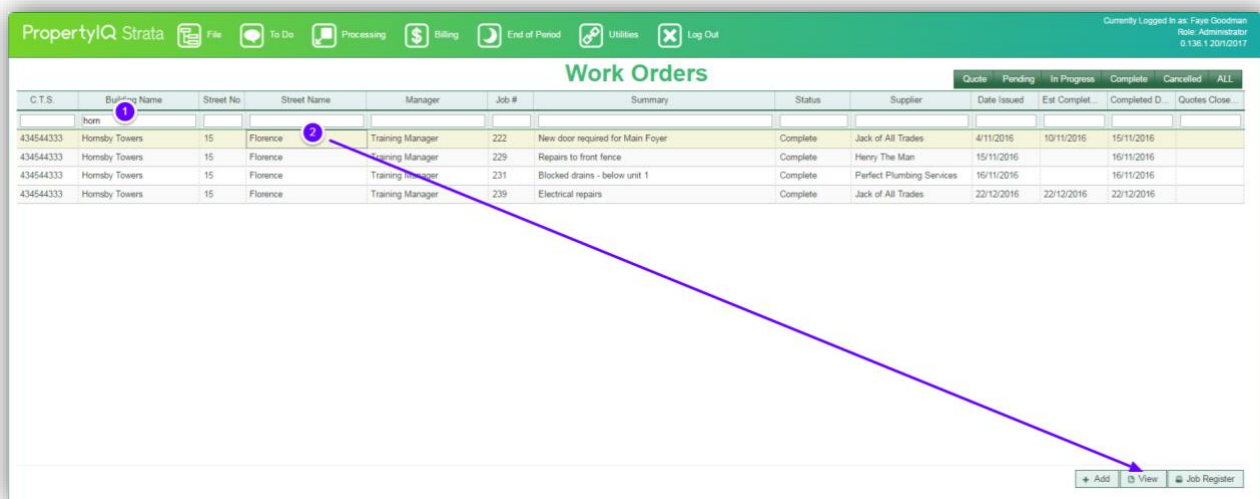
1. Select the SMS tab
2. Select *Send SMS*

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*

ERROR MESSAGES

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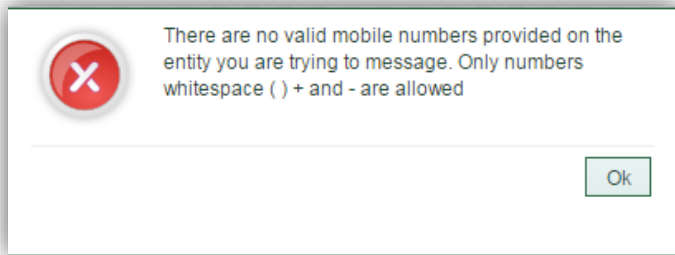
This message can indicate that there is no number in the mobile field or that the number recorded for your recipient has extra characters that aren't allowed. If you see this message, you will need to go back to the lot owner, committee member or supplier card to correct the error.