PropertyIQ™

Utility Debtor Invoices

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Utility debtor invoicing allows you to bill lot owners and other third parties (for example tenants) for utilities. You can use this function if you manage buildings that have a main meter and sub meters for each lot, and when it is your role to invoice each lot for their usage. If you use utility debtor invoicing, utility invoices are created for lot owners or others by using an entity in PropertyIQ called a utility invoice debtor that has a separate entity to the lot owner card.

Invoices created using Utility Debtor Invoicing do not show on the lot owners ledger.

Invoices created using Utility Debtor Invoicing are distinct from other levies/fees that the lot is liable to pay and you can choose whether you want utility invoice amounts owing to appear on information certificates or be taken into account when calculating arrears status for meetings.

Feature overview

- Maintain **separate utility debtor ledgers** so that utility charges don't appear on lot owner ledger
- Enable utility debtor invoicing **on a building level**
- Issue detailed utility invoices with **usage graphs**
- Review **utility summary reports** as a record of usage, charges, and rebates
- Manage utility arrears separately to lot arrears using **debtor statements**
- **Include or exclude utility debtor arrears** in information certificates and meeting arrears calculations

NOTE If you want to process utility invoicing without creating a separate utility debtor identity for the lot owner, we recommend you use the function *Utility Levies*. For full details see the manual "Utility Levies".

*IMPORTANT: Once utility debtor invoicing is enabled/turned on for a building, it **cannot** be deactivated/turned off.*

Before you get started with Utility Debtor Invoices, you will need to create some items that affect all the buildings you manage and then configure each building that you want to be able to create Utility Debtor Invoices for.

UTILITY INVOICE LINE ITEMS

The first step is to create line items for all the different charge types you need. For example, you might need to invoice gas at a fixed rate – for example, $0.026 per megajoule (mj); or on a tiered rate, for example $0.026 per mj for the first 100 mg and then 0.024 per mj thereafter. Rebates may also be applied, which reduce the recipient's invoice.

To get started, go to [Utilities] and select *Settings.* Select the Applications Settings tab and scroll to the bottom half of the screen
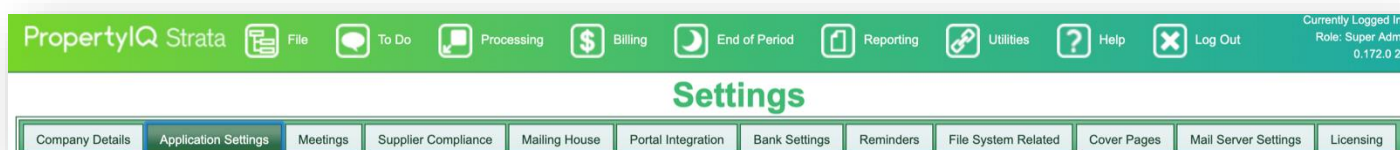

CREATE A NEW SUB METER UTILITY LINE ITEM TYPE

1. Select *Add Type*
2. Enter a name for the line item type
3. Select the item type. The choices are:
      i. Admin Fee
      ii. Rebate
      iii. Sub meter
      iv. Sundry Fee
4. Select the utility type here. The choices are:
      i. Gas
      ii. Electricity
      iii. Water
      iv. Other

5. Select the charge type rate. The choices are:
      i. Charge per unit (if sub meter was selected as the item type, this is the only choice)
      ii. Charge per day
      iii. Fixed fee per invoice (if you select Fixed fee per invoice then the charge type is set to fixed rate and you won't be able to alter it)
6. Select the Charge type. The choices are:
      i. Fixed Rate
      ii. Tiered Rate
7. *Save* when you are ready
8. *Cancel* to exit without saving your changes
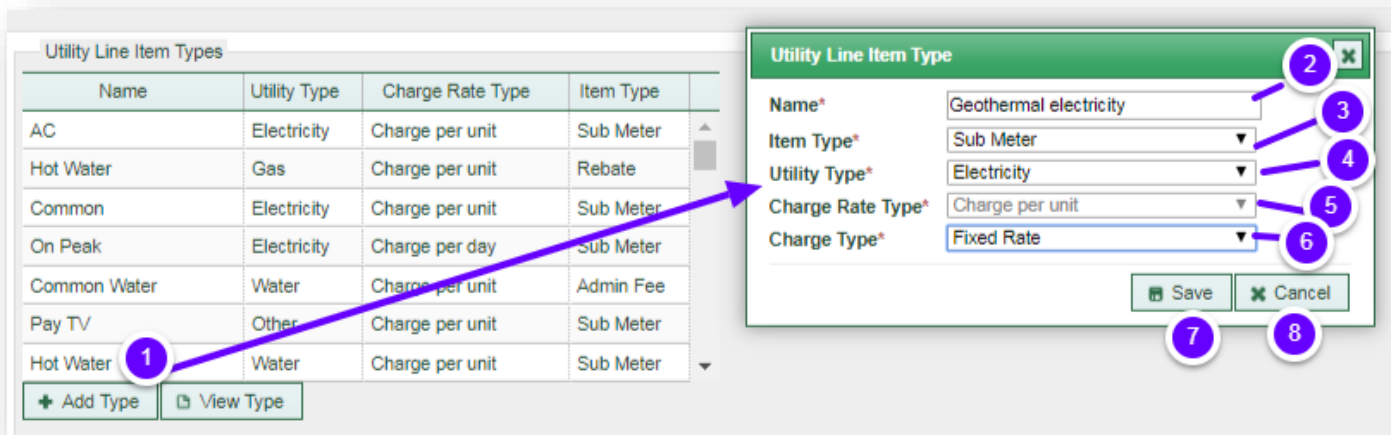
EDIT A SUB METER UTILITY LINE ITEM

1. Highlight the line item you want to edit
2. Select *View Type*
3. Select *Edit*
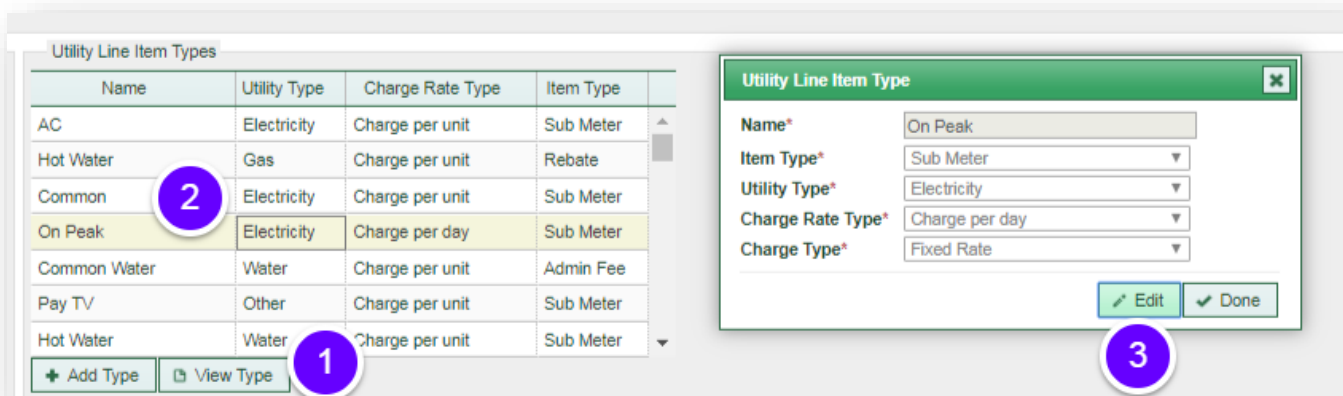
1. Edit the name here
2. You can edit the type here if this line item type is not already in use. If the line item is already in use you won't be able to edit (you can hover your mouse over the question mark to see the explanation) The choices are:
    i. Admin Fee
    ii. Rebate
    iii. Sub meter
    iv. Sundry Fee
3. You can edit the utility type here if this line item type is not already in use. If the line item type is already in use you won't be able to edit (you can hover your mouse over the question mark to see the explanation) The choices are:
    i. Gas
    ii. Electricity
    iii. Water
    iv. Other
4. Edit the charge type rate. The choices are:
    i. Charge per unit
    ii. Charge per day
    iii. Fixed fee per invoice
5. Enter the Chare type. The choices are:
    i. Fixed Rate
    ii. Tiered Rate
6. *Save* when you are ready

FINAL READ STATEMENT

Your debtor invoice templates contain a merge field called {{Final_Read_Statement}} This statement appears on the debtor utility invoice if *Is Final Read* is ticked on the Utility Debtor Invoice screen when generating invoices (see section below – Generating Invoices). The text for the final read statement is entered into the Settings>Application Settings.
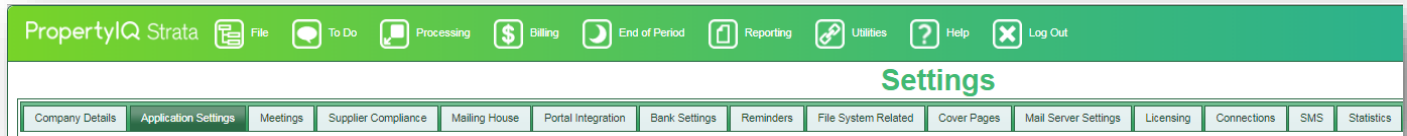
1. Enter the text here
2. *Save* to save your change

DEFAULT CHART OF ACCOUNT CODES FOR UTILITY DEBTOR INVOICES

You should contact an accountant in relation to which chart of accounts codes to use. These are the default chart of account codes that are available for utility invoices.

Account Name	Account Group	BMC Group	Code	Fund	Type
utilities					
Utilities Receivable	Default		AURECV	Admin	Asset
Utilities Receivable	Default		SURECV	Cap. Works	Asset
Utilities Receivable (GST Free)	Default		AURECVF...	Admin	Asset
Utilities Receivable (GST Free)	Default		SURECVF...	Cap. Works	Asset
Utilities Paid in Advance	Default		AUCREDIT	Admin	Liability
Utilities Paid in Advance	Default		SUCREDIT	Cap. Works	Liability
Utilities Paid in Advance (GST Free)	Default		AUCREDI...	Admin	Liability
Utilities Paid in Advance (GST Free)	Default		SUCREDI...	Cap. Works	Liability

VARIABLE CHARGES FOR UTILITY DEBTOR INVOICES

You can create a variable charge that is triggered whenever a Debtor Utility Invoice is created. This creates a charge to the building the utility invoice is for that creates an invoice to the managing agent when you conduct a Fee Schedules run. For full details about Variable charges, see the manual "Fixed and Variable Charges"

PERMISSION REQUIRED TO PROCESS UTILITY DEBTOR INVOICES

Permissions are edited from the Utilities>Security menu. You will need to have *Utility Invoices* permissions in the billing section. Administrators and the default accounts role have this permission by default, but you may need to add it for any other roles in your company that need to be able to process utility debtor invoices.

You will need to ensure the templates needed for utility debtor invoices have been configured to suit your company.

These standard templates are used for utility debtor invoices:

- Utility debtor invoice – Electricity
- Utility debtor invoice – Gas
- Utility debtor invoice – Other Utility
- Utility debtor invoice – Water
- Utility debtor statement

Sample utility debtor invoice – gas. If you have entered a final read statement in Settings>Application Settings and have added the merge field {{Final_Read_Statement}}, your invoice will look something like this.

My Strata Co QLD
ABN: 5727 27 7777
4 Ann Street
BRISBANE QLD 4000
Ph: 07 5454 6290 Fax: 121213
10000000_email@deadend.piq
Principal: Kirsty Llewellyn

Tax Invoice

Date Issued	05/04/2019
Account Number	787
Invoice Reference	51

Costa Gianapolous
PO Box 256
SURFERS PARADISE QLD 4217

GAS NOTICE
RE: Moorings on Cavill C.T.S. 2709

Gas usage and charges: 02/04/2019 - 04/04/2019 (2 Days)

Supply Address: Lot 5, 63 Cavill Avenue, SURFERS PARADISE QLD 4217

Meter No	Details	Previous	Current	Usage (MJ)	Daily Avg (MJ)	Net Amount ($)
523	GAS- SM-CPU-TR; 656 units at 0.35c	13,236.00	13,892.00	656.00	328.00	$2.30
	Gas administration fee; 100c flat fee					$1.00

Usage and supply charges: $3.30 inc GST of $0.09
Arrears/Credit: $31.90
Total amount due: **$35.20**
Due date: 30/04/2019

Please note: This your final reading.

O DEFT
PAYMENT SYSTEMS

*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 1800 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.	**B PAY**	Biller Code: 96503 Ref: 65653454 07878	Account: Costa Gianapolous A/C No: 787 C.T.S.: 2709
Pay by phone from your Credit Card or pre-registered bank account. Call 1300 30 10 90 or int ++612 8232 7395		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: Moorings on Cavill

*442 65653454 07878

Due Date: 30/04/2019
Total Due: $35.20

DEFT Reference Number: 65653454 07878

+065653454 07878 < 000000330<4+

CONFIGURING INDIVIDUAL BUILDINGS FOR UTILITY DEBTOR INVOICES

The next step is to configure any buildings that have main and sub meters in preparation for producing the invoices. **Note that once you have enabled and configured a building for utility debtor invoices this cannot be undone.**

STEP 1 – ENABLE UTILITY SUBMETERS FOR A BUILDING

1. From the building card>Settings tab, select *Utility Invoicing*
2. Select Enable *Utility Submeter/Submeter mode*

You will receive this message – ensure that this building has utility sub-meters installed before proceeding.

Select *Ok* to proceed

STEP 2 – CONFIGURE SUBMETERED LOTS

1. Select *Configure Submetered Lots*
2. Select the lots that have sub meters. If all lots in the building have sub-meters, select all
3. *Select*

The process creates a separate debtor identity for each lot selected. The debtor that is created is the utility recipient for each lot. You will receive a message asking you to confirm. Select *Ok* to proceed.

- the debtor's name will be the utility recipient name
- the debtor's address and contact details will be the same as the utility recipient
- the debtor's delivery settings will be the same as the lot's utility recipient delivery setting
- the debtor's 'debtor code' will be the building CTS/SP/OC number followed by the lot number e.g. 123_1

The debtor that is created is the utility invoice recipient for each lot

You will receive confirmation that the debtors have been created:

The 8 selected lots have had debtors created and have been enabled for utility subledgers.

Ok
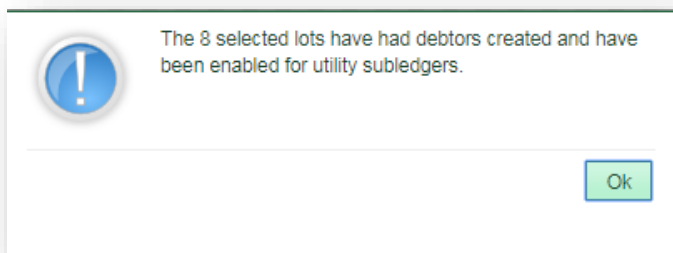
CHANGING THE DETAILS OF THE UTILITY DEBTOR RECIPIENT

If you need to alter any of the details for a utility debtor recipient (for example their address) you should enter the new details in the lot card (not the debtor card) this information will then sync with the debtor card automatically.

WHAT HAPPENS IF YOU CHANGE THE UTILITY RECIPIENT FOR A LOT

If you change the utility recipient for a lot at any point after the initial configuration you will have some choices.

To change the utility recipient for a lot go to the *Delivery* tab of the lot owner card and select *Utility Notices.* The current utility recipient shows in dark green – in this example it is the tenant.

1. Create a new debtor – (recommended) this creates a new debtor with the details of the new utility recipient. The original debtor is not altered.
2. Update existing debtor – the details of the original debtor are overwritten with the details of the new recipient.

(hover your mouse over the question mark for an explanation)

WHAT HAPPENS WHEN YOU PROCESS A CHANGE OF OWNER FOR A LOT THAT IS CONFIGURED FOR UTILITY DEBTOR INVOICES

When you process a change of owner, either using the bulk change of owner function from the lots/owners screen, or the single change of owner function from the individual lot card you will need to make some selections. For full details see the manual "Lots/owners screen"

If the lot owner *is* the current utility recipient, a new utility debtor will be created automatically using the new lot owner's details. The original owner will still remain on PropertyIQ with the original owner's details but will not be the recipient for any future invoices.

If the current utility recipient is *not* the lot owner (for example, the tenant currently pays the utilities) you will see the message below.

If the tenant is staying in the property and continues to be the utility recipient, select *Leave as is*

If the tenant is not staying in the property (or will cease to be the utility recipient for another reason) – select *Change to New Owner*

Note: If you have selected for debtor utility invoices to be included on information certificates for the building then any outstanding debt stays with the property. If you have not selected for utility debtor invoices to be included in information certificates, then the debt belongs to the utility recipient.

1. Select here to include utility arrears when determining whether a lot is financial for meetings
2. Select here to include utility arrears when generating information certificates.

    Note: if you select for utility arrears to be included on information certificates, then any utility debtor invoices stay with the lot if it is sold (they are treated like other levies). If you do not select for them to be included on information certificates, then outstanding debts remain with the debtor. You should consider the implications carefully, as electing not to include utility debts on information certificates will mean that you may potentially have to pursue other utility recipients (usually tenants) for debts outstanding.

If a building is configured for Utility Debtor invoices and you have selected to <u>include</u> utility arrears on info certificates, you will need to amend your information certificate templates as follows:

WESTERN AUSTRALIA

The following existing merge fields are utilised for debtor utility invoicing in your Section 43 Certificate template.

The merge field {{gas_Amt}} shows the total of all unpaid invoices for the utility type *Gas* for any utility debtors linked to the lot <u>and</u> any unpaid levy amounts struck against *Section 43c - submeter charges for Gas* from the special levies screen.

The merge field {{Elec_Amt}} shows the total of all unpaid invoices for the utility type *Electricity* for all utility debtors linked to the lot and any unpaid levy amounts struck against *Section 43c – submeter charges for Electricity* from the special levies screen.

The merge field {{Water_Amt}} shows the total of all unpaid invoices for the utility type *Water* for all utility debtors linked to the lot and any unpaid levy amounts struck against *Section 43c – submeter charges for Water* from the special levies screen.

The merge field {{Sub_Meter_Amt}} shows the total of all amounts outstanding. This is the total of {{Gas_Amt}}, {{Elec_Amt}} and {{Water_Amt}}

If the building has multiple contribution schedules and you are creating an information certificate for a single schedule, then only amounts owing to the selected schedule will show.

If the building is not configured to include utility arrears on information certificates, then the above amounts will not show on the information certificate.

SOUTH AUSTRALIA

You need to add the following merge fields to your Section 41 template

A new merge field is available called {{Utility_Arrears_Amount}}

The new merge field shows the arrears balance or credit balance of all utility debtors linked to the lot. If there is a negative amount (credit) it shows as a minus amount.

If there is an arrears amount owing and an unallocated credit balance, it shows the arrears amount less any credit. For example, if there is $100 arrears and a $50 unallocated credit, it would show $50 owning.

If the building is not configured to include utility arrears on information certificates, then the merge field shows as $0.00.

If the building has multiple contribution schedules and you are creating an information certificate for a single schedule, then only amounts owing to the selected schedule will show. If the debtor has an unallocated credit and you are creating an information certificate for a single schedule, then only the unallocated credit for that schedule will show.

VICTORIA

You need to add the following merge field to your Victorian OC Certificate template.

A new merge field is available called {{Utility_Arrears_Amount}}

This merges any arrears or credit balance of all utility debtors linked to the lot if the building is configured to include utility arrears on information certificates.

If there is an arrears balance only it shows as a positive value. For example, $100.00. If there is a credit balance only, it shows as a negative value. For example, $-100.00. If there is an arrears balance and an unallocated credit balance it will show as the arrears amount less any credit amount. For example, if there is an arrears balance of $100 and a credit balance of $50, the balance will show as $50.00.

If the building has multiple contribution schedules and you are creating an information certificate for a single schedule, then only amounts owing to the selected schedule will show. If the debtor has an unallocated credit and you are creating an information certificate for a single schedule, then only the unallocated credit for that schedule will show.

TASMANIA

The following existing merge fields are utilised for debtor utility invoice information in your Tasmanian Section 83 Information Certificate.

If the building is configured to include utility arrears, any unpaid utility debtor transactions show in the section called Special Contributions.

There are merge fields that show in the section called *Special Contributions.*

{{Pt3Purpose}} The invoice message or line item description. For example, Electricity Charges to 01/07/2019

{{Pt3Amount}} The gross amount of the invoice.

{{Pt3DueDAte}} The due date of the invoice.

{{Pt3Determined1}} The date the invoice was created.

The merge field {{Pt3Arrears}} shows the balance of all transactions listed as *Amount Outstanding* at the bottom of the special contributions table.

The merge field {{Pt3Credit}} shows the unallocated credit balance of all utility debtors linked to the lot.

NEW SOUTH WALES

The NSW Section 184 Certificate shows utility debtor amounts under Section 4 "Amounts payable for additional amenities or services.

The merge field {{Pt4Purpose1}} shows the invoice message or the line item details. For example, "Electricity Charges to 1.7.2019"

The merge field {{Pt4Amount1}} shows the gross amount of the invoice

The merge field {{Pt4DueDate1}} shows the date the invoice is due

The merge field {{Pt4Determined1}} shows the date the invoice was created

The merge field {{Pt4Arrears}} should be added in the "Current Arrears" section. This shows the total of all arrears shown in Section 4

The merge field {{Pt4Credit}} shows the credit balance of all utility debtors for that lot

Note: if you create an information certificate for a single schedule, then only debtor amounts owing to that schedule will show on the certificate

ACT

The Section 119 Information Certificate has a new merge field called {{Utility_Arrears_Amount}}. This shows the arrears balance or credit balance of all utility debtors linked to the lot.

If there is an arrears amount it shows as a positive amount. For example, $100.00

If there is a credit balance it shows as a negative amount. For example, -$50.00

If there is an arrears balance and an unallocated credit balance, this shows as the arrears amount less any credit. For example, arrears of $100 les credit of $50 would show the figure $50.00 here

Note: If the building is not configured to include utility arrears on information certificates, this will show as $0.00

QUEENSLAND

The Queensland section 205 Certificate shows utility debtor invoice amounts under section 3 'Other amounts payable to the Body Corporate:

The merge field {{Oth_Description}} shows the invoice message or the line item details. For example, "Electricity Charges to 1.7.2019"

The merge field {{Oth_Label}} shows which fund the amount is owed to (admin or maintenance fund or both)

The merge field {{Oth_Amount}} shows the gross amount of the invoice

The merge field {{Oth Due}} shows the date the invoice is due

The merge field {{Oth_Overdue}} shows the total amount overdue

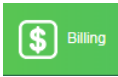The merge field {{Unallocated_Credit}} shows any unallocated credits

The section called "Summary of amounts due but unpaid" shows the utility arrears credit or debit balance

The merge field {{Unpaid_Other}} shows the total of all amounts in the {{Other_Overdue}} fields. If there are unpaid amounts as well as unallocated credits showing in section 3, then this will show the amount owing minus any unallocated credits.

The merge field {{Total_Unpaid}} shows the total amount owning, minus any unallocated credits.

Note: if you create an information certificate for a single schedule, then only debtor amounts owing to that schedule will show on the certificate.
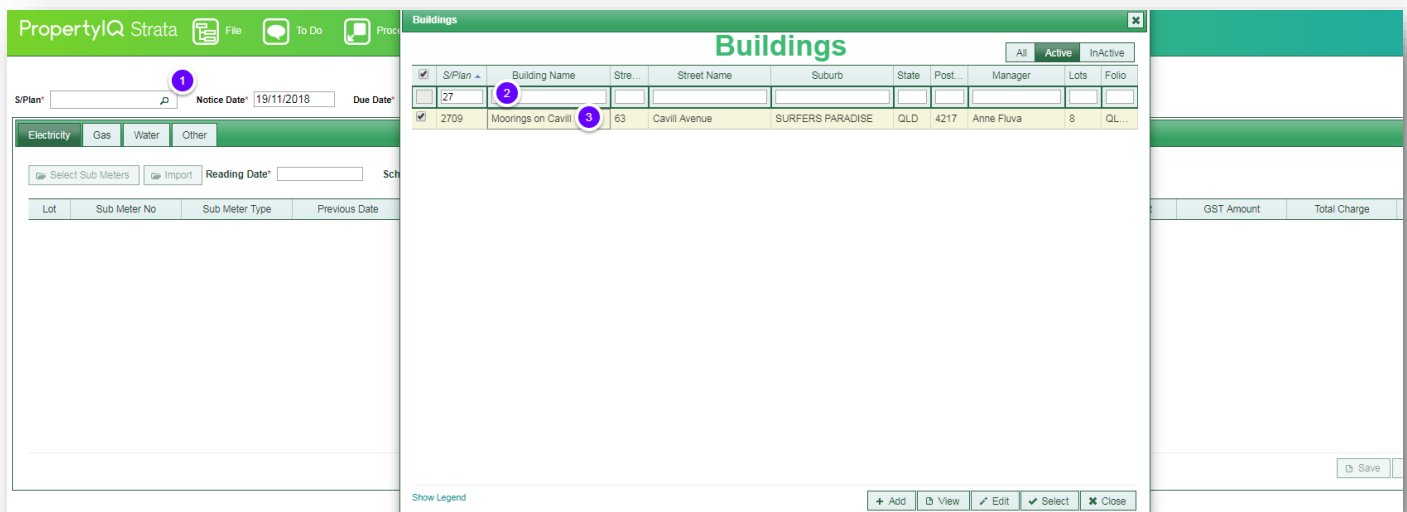
To get started go to [$ Billing] and select *Utility Debtor Invoices*
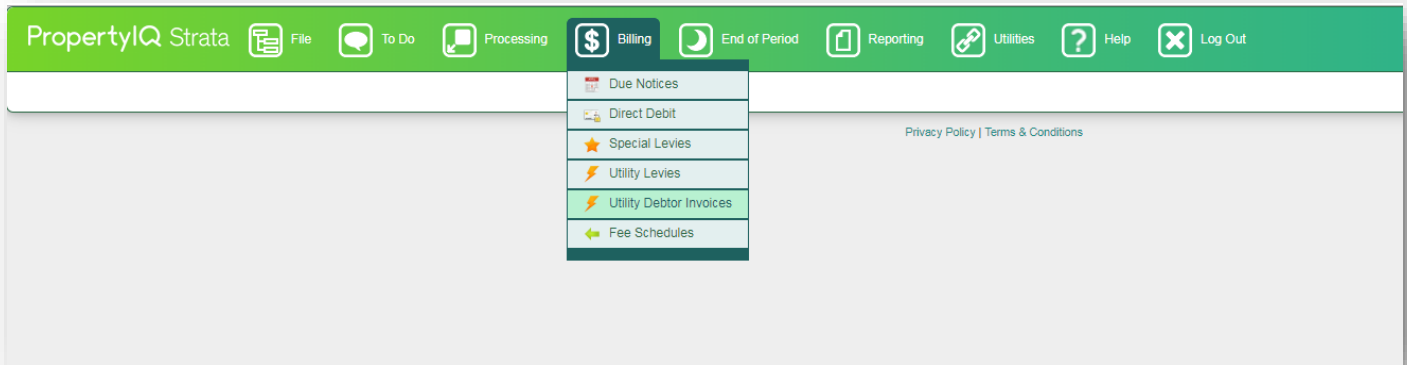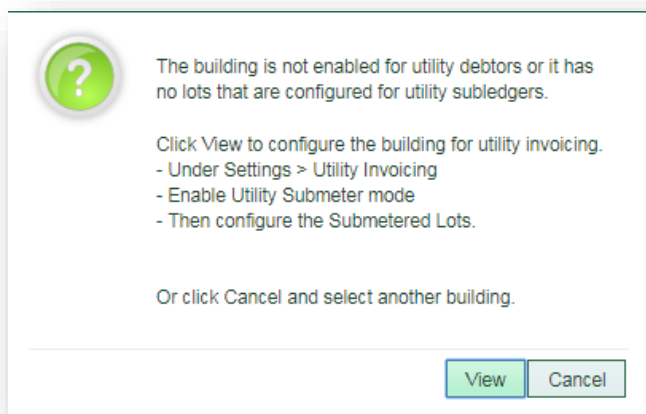

First, select the building

1. Select the search icon
2. Enter some key letters in any of the empty boxes on the top line
3. Select the building you want

If the building is not already configured for debtor utility invoicing, you will see this message:

The building is not enabled for utility debtors or it has no lots that are configured for utility subledgers.

Click View to configure the building for utility invoicing.
- Under Settings > Utility Invoicing
- Enable Utility Submeter mode
- Then configure the Submetered Lots.

Or click Cancel and select another building.

View   Cancel

Select *View* to open the building card and enable debtor utility invoicing – see section above "configuring a building for utility debtor invoices"

If the building is configured for debtor utility invoicing, proceed.

1. The selected building shows here
2. Enter the date you want to appear on the notice by clicking here to open the calendar
3. Enter the date the invoices are due by clicking here to open the calendar
4. You can choose to enter usage values here (if this is not ticked you need to enter the reading values)
5. Select the type of utility
6. Enter the date the reading was taken
7. Select the schedule the utilities are for if the building has multiple schedules
8. Select the sub meters

If the building already has sub meters enabled, the sub meter screen pops up. To use existing sub meters for this bill run:

1. Select Add Sub Meters
2. Select all sub meters here by clicking on the box on the top line
3. Select individual sub meters by clicking the boxes individually
4. You can add more sub meters or edit existing sub meters here
5. *Select* the sub meters you want to invoice

If you haven't already created sub-meters for the building, you need to create them.

1. If the building doesn't have any existing sub-meters, none show here
2. Select *Add/Edit Sub Meters*

1. The type you selected from the main utility debtors screen shows here
2. Select the sub meter type from the dropdown list – these are the sub meter types you created in application settings
3. Select the chart of accounts code you want to allocate the income to when the invoices are paid
4. You can add sub meter types here if you need to – these can be edited later if you need to from application settings
5. The GST status shows here – you can choose a different status from the dropdown list if you need to
6. This screen shows lots that have been selected for submetering via the buildings card > Utility invoicing > Configure Sub metered Lots show here. Enter the sub meter number for each lot

1. The sub-meter type you selected shows here
2. The GST status shows here – use the dropdown list to alter if you need to
3. The chart of account code you selected shows here
4. The sub meter numbers show here
5. If any lots don't have a sub meter, leave this line blank
6. *Save* when you are ready

1. Select individual meters to invoice or select all meters
2. *Select*

Note: If you need to process utility invoices for more than one type of utility. For example, for gas and electricity – you need to process separate utility debtor invoices for each type.

1. Use the calendar to select the notice date here
2. Use the calendar to select the date the invoices are due here
3. Select here to enter usage values. If entering usage values, you don't need to enter the current reading as PropertyIQ will calculate this based on the previous reading plus the usage entered
4. Enter the reading date here
5. If the building has multiple schedules, select the schedule the utility invoices relate to
6. Select the line item for these invoices here. You can create different gas rates for each line item. See "Gas Rates" below for full details.
7. The tiers and amounts for this gas rate show here
8. The lot number shows in this column
9. The sub-meter number shows in this column
10. The sub-meter type shows in this column
11. The previous reading date shows in this column. Note: If this is the first time you are processing invoices for these meters, you need to enter the previous reading. 💡 Enter the date for the top line then move your mouse to the next line – the date you entered in the top line will populate automatically
12. The number of days from the previous reading to the reading date you entered in step 4 shows here.
13. The previous reading shows here. Note: if this is the first time you have processed invoices for these meters, you will need to enter the previous reading here
14. If you are *not* entering usage values, you need to enter the current reading here. If you are entering usage values, this column will populate automatically based on the previous reading plus the usage
15. If you are entering usage values, enter the usage for each sub meter in this column. The current reading column will then populate automatically – previous reading plus usage.
16. Enter any usage credits in this column. This will reduce the usage by the number of units you enter
17. The charge amount shows here. This is calculated on the usage x rate(s) – any usage credits
18. If the owner of this meter is entitled to a rebate, enter the dollar amount of the rebate in this column. This reduces the charge amount by the dollar value you enter
19. If the building is registered for GST, the amount of GST for each meter shows in this column
20. The total charge for each meter shows in this column. This is the amount that will be invoiced to the utility debtor.
21. You can remove individual line items by clicking here.
22. *Save* to save your allocations and come back later
23. *Save and Continue* to proceed to Step 2

GAS RATES

You can create multiple gas rates that can be selected for each sub meter line item type.

1. From the gas line item type, use the search icon to search for a gas rate
2. The view defaults to Active rates, but you can switch your view to *All* or *Inactive*
3. If you have any existing rates, they show here, click on a rate to select it
4. *Add* to create a new rate
5. *Clone* to clone an existing rate you have highlighted
6. *View* to view an existing rate you have highlighted
7. *Select* to select an existing rate you have highlighted

The next step is to add any sundries – admin fees etc

1. Select *Edit Sundries*
2. The utility type is pre-selected
3. Select the type of rebate/fee here from the dropdown list. The available types are determined by the line item types you created in your application settings
4. Select the chart of account code you want to allocate this income to
5. You can add more sundry/rebate/fee line item types here
6. Select the GST status
7. Select the lots you want to include
8. *Save*

Once you have selected any admin/rebate/fee items you can proceed

1. Enter the cents per invoice for each sundry/admin/rebate line item
2. Click on the + or – symbols to expand or collapse individual items
3. The lot each invoice item applies to shows in this column
4. The sub meter number shows here (not applicable for admin/rebate/fee items)
5. The sub meter type shows here
6. The previous reading date shows in this column
7. The number of days in this period shows here
8. The previous reading shows in this column
9. The current reading shows here
10. Usage shows in this column
11. Any usage credits show in this column
12. Charges for each invoice line item show here
13. Any charge credits show here
14. Any GST amounts show in this column
15. Total charge for each invoice line item shows here
16. *Expand all* to expand all lines
17. *Collapse all* to collapse all lines
18. If this is the final read for these meters, select here to include the final read statement in the invoices
19. *Back* to go back to the previous screen
20. *Preview* to preview the invoices. It is recommended that you always preview before processing
21. When you select *Process*, Gas utility invoices will be created. Recipients that receive their invoices by email will be emailed, a PDF will be generated for recipients that receive their invoices by post. If you use Bing mailing house, a job will be sent to Bing for recipients that receive their notices by post.

NOTE

Add fixed and tiered rate items in step 1. Sundries and admin fees are added in step 2

1. Open the calendar by clicking here and entering the notice date (usually today's date)
2. Open the calendar by clicking here and entering the due date
3. Select here to enter usage values. If entering usage values, you don't need to enter the current reading as PropertyIQ will calculate this based on the previous reading plus the usage entered
4. Open the calendar by clicking here and enter the reading date
5. If the building has multiple contributions schedules, select the schedule from the dropdown list
6. The line item types you have created meters for show here. You can click on each to open and view the rates
7. The lot the meter is for shows here
8. The sub meter number shows here
9. The sub meter type for each line item shows here
10. The previous reading date shows here. If this is the first time you have processed invoices for this sub-meter, enter the date of the previous reading.
11. The number of days in this period shows here
12. If this is the first time you have processed invoices for this sub meter, you will need to enter the previous reading details here if you're not entering usage values
13. Enter the current reading here if you're not entering usage values. PropertyIQ will calculate the charge based on the current reading value less the previous reading value
14. If entering usage values, enter them in this column. PropertyIQ calculate the charge based on the usage value and populate the previous reading based on Previous reading plus usage.
15. If any of the meters have a usage credit, enter it here, this will reduce the usage value by the credit amount entered here.
16. The charge PropertyIQ has calculated shows here
17. If any of the meters have a charge credit, enter the amount here. This will reduce the charge amount by the value entered here.
18. If GST is applicable, it shows in this column
19. The total charge to be invoiced shows here
20. You can remove a line item by selecting *Remove*
21. Save if you want to save the details and come back later to process
22. Save and continue to proceed to step 2

ELECTRICITY UTILITY NOTICES – STEP 2

If there are admin or sundry fees to add, select them on this screen.

1. Edit Sundries
2. The Utility Type shows here
3. Choose a line item type you have already created
4. Select the chart of accounts code you want to allocate these sundries/admin/rebate items to
5. You can add more sundries/admin/rebate items
6. Select the GST status for this line item here
7. Select the sub meters you want to include
8. *Save*

NOTE Repeat the process if you need to add more than one line item type

1. Expand or collapse individual line items by clicking on the + or – symbols, or you can *expand all* or *collapse all*
2. The sundries/rebate/admin line item type(s) you selected above show here
3. The lot number shows here
4. Sub meter numbers show here
5. Sub meter types show here
6. Previous reading date shows here (not applicable for sundries/rebates/admin line item types)
7. The number of days included in this invoice period shows here
8. Previous reading amount shows here (not applicable for sundries/rebates/admin line item types)
9. Current reading amount shows here (not applicable for sundries/rebates/admin line item types)
10. Usage shows here (not applicable for sundries/rebates/admin line item types)
11. Any usage credits you entered on the previous screen show here
12. The total charge shows here
13. Any charge credits show here
14. GST shows in this column
15. Total charge shows here
16. If this is the final read for – tick here to include the *final read* statement on the utility invoice
17. *Back* to go back to the previous screen
18. *Preview* to preview the utility invoices
19. When you select *Process*, Electricity utility invoices will be created. Recipients that receive their invoices by email will be emailed, a PDF will be generated for recipients that receive their invoices by post. If you use Bing mailing house, a job will be sent to Bing for recipients that receive their notices by post.

The first step is to select the Sub Meters. If the building does not have sub meters set up for water, you will need to set them up.

1. After selecting the building, select *Water*
2. *Add Sub Meters*
3. Any existing sub meters show here
4. If there are no sub meters showing, select Add/Edit sub meters
5. The utility type is set to water
6. Select the sub meter type. The available types are determined by the line item types you created in your application settings
7. Select a chart of accounts code to allocate these line items to
8. You can add more sub meter types here. For full details, see the section on page 1 of this manual "Utility Line Items"
9. Select the GST status here
10. Enter the sub meter numbers here
11. *Save*
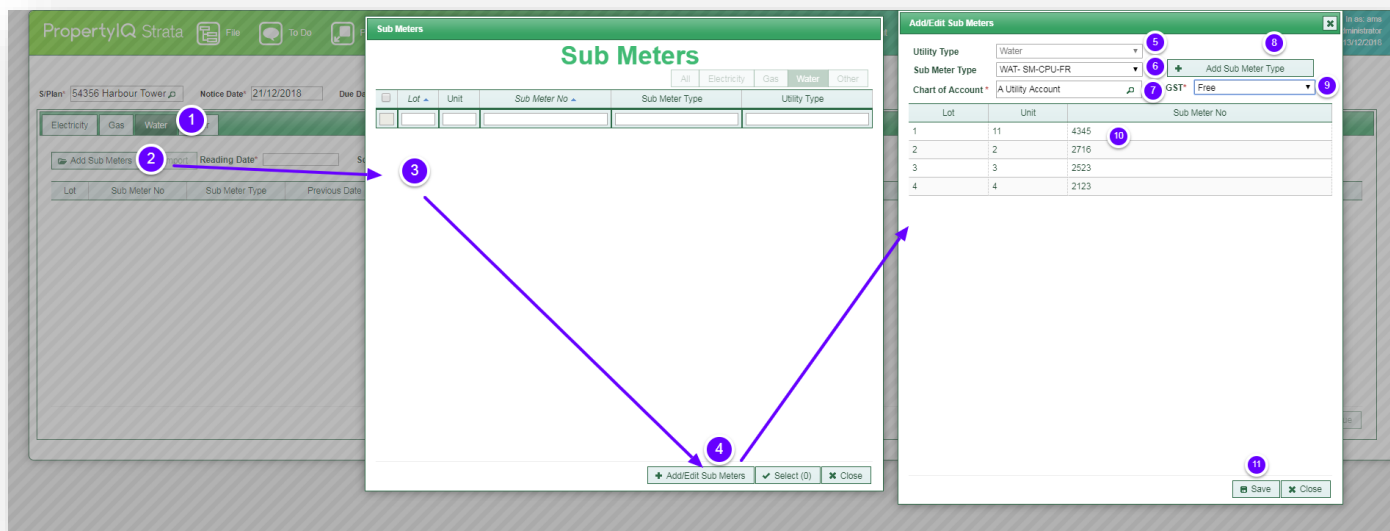
WATER INVOICES STEP 1

1. The building you selected shows here
2. Enter the notice date here
3. Enter the due date for notices here
4. Select here to enter usage values. If entering usage values, you don't need to enter the current reading as PropertyIQ will calculate this based on the previous reading plus the usage entered
5. Select *Water*
6. You can add more sub meters here if you need to
7. Open the calendar by clicking here and enter the reading date
8. If the building has multiple contribution schedules, select the schedule from the dropdown list
9. Enter the cents per unit value here
10. The lot the meter is for shows here
11. The sub meter number shows here
12. The sub meter type for each line item shows here
13. The previous reading date shows here. If this is the first time you have processed invoices for this sub-meter, enter the date of the previous reading.
14. The number of days in this period shows here
15. If this is the first time you have processed invoices for this sub meter, you will need to enter the previous reading details here if you're not entering usage values
16. Enter the current reading here if you're not entering usage values. PropertyIQ will calculate the charge based on the current reading value less the previous reading value
17. If entering usage values, enter them in this column. PropertyIQ calculate the charge based on the usage value and populate the previous reading based on Previous reading plus usage.
18. If any of the meters have a usage credit, enter it here, this will reduce the usage value by the credit amount entered here.
19. The charge PropertyIQ has calculated shows here
20. If any of the meters have a charge credit, enter the amount here. This will reduce the charge amount by the value entered here.
21. If GST is applicable, it shows in this column
22. The total charge to be invoiced shows here
23. You can remove a line item by selecting *Remove*
24. Save if you want to save the details and come back later to process
25. Save and continue to proceed to step 2

If there are admin or sundry fees to add, select them on this screen.

1. Edit Sundries
2. The type defaults to *Water*
3. Choose a line item type you have already created
4. Select the chart of accounts code you want to allocate these sundries/admin/rebate items to
5. You can add more sundries/admin/rebate items
6. Select the GST status for this line item here
7. Select the sub meters you want to include
8. *Save*

1. The rate you selected shows here
2. Expand or collapse individual line items by clicking on the + or – symbols,
3. You can *expand all* or *collapse all* here
4. The lot number shows here
5. The sub meter number shows here
6. The sub meter type shows here
7. Previous reading date shows here (not applicable for sundries/rebates/admin line item types)
8. The number of days included in this invoice period shows here
9. Previous reading figure shows here (not applicable for sundries/rebates/admin line item types)
10. Current reading figure shows here (not applicable for sundries/rebates/admin line item types)
11. Usage shows here (not applicable for sundries/rebates/admin line item types)
12. Any usage credits you entered on the previous screen show here
13. The charge shows here
14. Any charge credits you entered on the previous screen show here
15. GST shows here if applicable
16. The total charge for each meter shows here
17. Tick *Final Read* if this is the final read for these invoices. This enables the final read clause to show on the utility invoices
18. *Back* to go back to the previous screen
19. *Preview* to preview the utility invoices
20. When you select *Process*, Water utility invoices will be created. Recipients that receive their invoices by email will be emailed, a PDF will be generated for recipients that receive their invoices by post. If you use Bing mailing house, a job will be sent to Bing for recipients that receive their notices by post.

OTHER INVOICES

The first step is to select the Sub Meters.

1. After selecting the building, select other
2. You can select all meters from the top line or select the individual meters you want to bil
3. You can add/edit sub meters here
4. *Select*
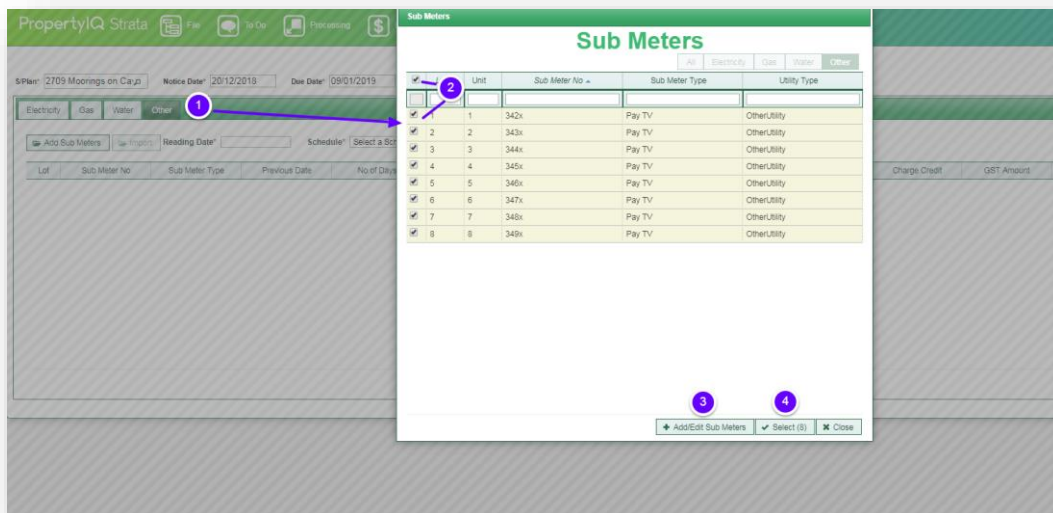
If there are no *other* sub meters for this building, you first need to create them.

1. After selecting the building, select *Other*
2. *Add Sub Meters*
3. Any existing sub meters show here
4. If there are no sub meters showing, select Add/Edit sub meters
5. The utility type is set to *Other*
6. Select the sub meter type. The available types are determined by the line item types you created in your application settings
7. Select a chart of accounts code to allocate these line items to
8. You can add more sub meter types here. For full details, see the section on page 1 of this manual "Utility Line Items"
9. Select the GST status here
10. Enter the meter numbers here
11. *Save*
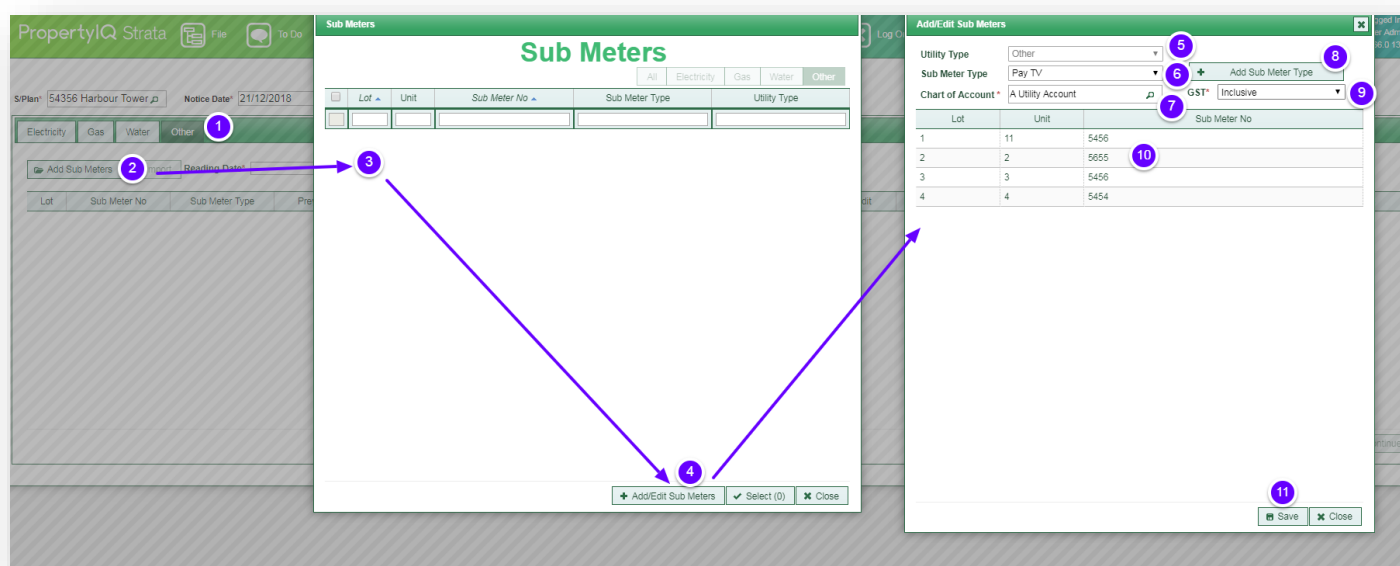
1. Enter the notice date here
2. Enter the due date for notices here
3. Select here to enter usage values. If entering usage values, you don't need to enter the current reading as PropertyIQ will calculate this based on the previous reading plus the usage entered
4. Select *Other*
5. Open the calendar by clicking here and enter the reading date
6. If the building has multiple contribution schedules, select the schedule from the dropdown list
7. Enter the cents per unit value here
8. The lot the meter is for shows here
9. The sub meter number shows here
10. The sub meter type for each line item shows here
11. The previous reading date shows here. If this is the first time you have processed invoices for this sub-meter, enter the date of the previous reading.
12. The number of days in this period shows here
13. If this is the first time you have processed invoices for this sub meter, you will need to enter the previous reading details here if you're not entering usage values
14. Enter the current reading here if you're not entering usage values. PropertyIQ will calculate the charge based on the current reading value less the previous reading value
15. If entering usage values, enter them in this column. PropertyIQ calculate the charge based on the usage value and populate the previous reading based on previous reading plus usage.
16. If any of the meters have a usage credit, enter it here, this will reduce the usage value by the credit amount entered here.
17. The charge PropertyIQ has calculated shows here
18. If any of the meters have a charge credit, enter the amount here. This will reduce the charge amount by the value entered here.
19. If GST is applicable, it shows in this column
20. The total charge to be invoiced shows here
21. You can remove a line item by selecting *Remove*
22. *Save* if you want to save the details and come back later to process
23. *Save and continue* to proceed to step 2

OTHER INVOICES - STEP 2

If there are admin or sundry fees to add, select them on this screen.

1. Edit Sundries
2. The type defaults to *Other*
3. Choose a line item type you have already created
4. Select the chart of accounts code you want to allocate these sundries/admin/rebate items to
5. You can add more sundries/admin/rebate items
6. Select the GST status for this line item here
7. Select the sub meters you want to include
8. *Save*

1. The rate you selected shows here
2. Expand or collapse individual line items by clicking on the + or – symbols, or you can *expand all* or *collapse all* here
3. The lot number shows here
4. The sub meter number shows here
5. The sub meter type shows here
6. Previous reading date shows here (not applicable for sundries/rebates/admin line item types)
7. The number of days included in this invoice period shows here
8. Previous reading figure shows here (not applicable for sundries/rebates/admin line item types)
9. Current reading figure shows here (not applicable for sundries/rebates/admin line item types)
10. Usage shows here (not applicable for sundries/rebates/admin line item types)
11. Any usage credits you entered on the previous screen show here
12. The charge shows here
13. Any charge credits you entered on the previous screen show here
14. GST shows here if applicable
15. The total charge for each meter shows here
16. Tick *Final Read* if this is the final read for these invoices. This enables the final read clause to show on the utility invoices
17. *Back* to go back to the previous screen
18. *Preview* to preview the utility invoices
19. When you select *Process*, Other utility invoices will be created. Recipients that receive their invoices by email will be emailed, a PDF will be generated for recipients that receive their invoices by post. If you use Bing mailing house, a job will be sent to Bing for recipients that receive their notices by post.

A Preview of your utility notice run is recommended before processing. This creates PDF previews in your job centre on the right of your screen but does not send any invoices to your lot owners
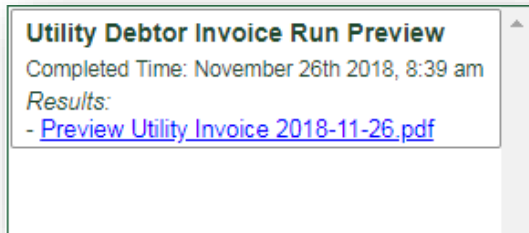
When you select *Process,* Invoices will be finalised. Debtors who receive their utility invoices via email will be emailed. A PDF invoice is created for all debtors that receive theirs by post. If you use Bing Mailing house, the job will be sent to Bing.

The job centre on the right of your screen will look something like this (this account is using Bing Mailing House – if you are not using Bing Mailing house, a PDF version of each invoice will show here. You can click on the PDF to open and print each invoice.
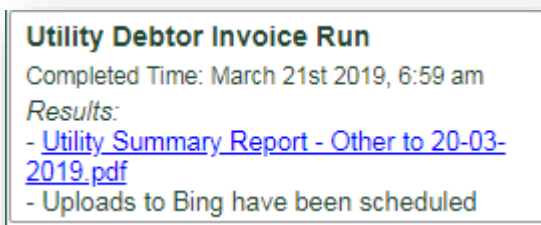
Tax Invoice
99999999

Date Issued	14/07/2020
Account Number	8789
Invoice Reference	23

Tenant Name
Unit 1/10 Hollywood Drive
MURWILLUMBAH NSW 2656

ELECTRICITY NOTICE
RE: The Bachelor Pad S/Plan 1

Electricity usage and charges: 13/07/2020 - 14/07/2020 (1 Days)

Supply Address: Lot 1, 1-8 Hollywood Drive, MURWILLUMBAH NSW 2656

Meter No	Details	Previous	Current	Usage (kWh)	Daily Avg (kWh)	Net Amount ($)
123123	Common; 500c per unit	43,572.00	43,582.00	10.00	10.00	$50.00 + $5.00CR
123456	On Peak; 1 days at 500c per day	30.00	40.00	10.00	10.00	$50.00 + $5.00CR
12346546	Off Peak; 500c per unit	25.00	35.00	10.00	10.00	$50.00 + $5.00CR
	Government Relief Applied; 0c flat fee					$0.00
	Supply Fee; 50c per unit			30.00		$15.00

Usage and supply charges: $151.00 inc GST of $13.73
Arrears/Credit: $178.50
Total amount due: **$329.50**
Due date: **14/07/2020**

Usage History

■ 123123   ■ 123456
■ 12346546

O DEFT
PAYMENT SYSTEMS

*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 1800 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: 352352300 87892	**Account: Tenant Name** **A/C No: 8789** S/Plan: 1
Pay by phone from your Credit Card or *pre-registered bank account. Call 1300 30 1090 or Int ++612 8 232 7395		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

*442 352352300 8 7892

Due Date: 14/07/2020
Total Due: $329.50

DEFT Reference Number: 352352300 87892

+352352300 87892 < 000015100<2+

When you process utility debtor invoices and generate/deliver the utility invoices to recipients, a Utility Summary Report will also be created as a record of what has been billed (including usage, charges and rebates).

The report can be viewed as part of the completed job within your job centre. Screenshot below.

Utility Debtor Invoice Run
Completed Time: March 21st 2019, 6:59 am
Results:
- Utility Summary Report - Other to 20-03-2019.pdf
- Uploads to Bing have been scheduled
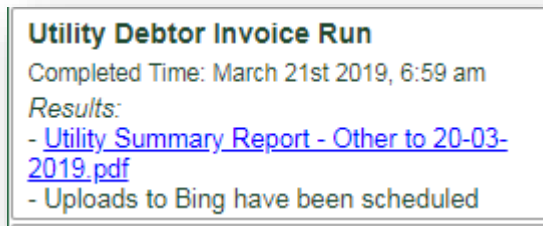
The report is also saved in building documents under Document Type called *Utility Report*, with document name of "Utility Summary Report – [utility type] to [read date].pdf"

Sample Utility Summary Report

Best Strata
Level 15, , 111 Eagle Street BRISBANE VIC 4000   ABN: 32 345 645
Ph: 13 13 21   Email: rohits@propertyiq.com.au
Printed: 21/03/2019 06:12 am   User: ams   Page 1

Utility Summary Report - Other to 20/03/2019 4356
"THE MARINER"
7 MARINERS DRIVE, TOWNSVILLE, QLD

Lot	Account Name	Tariff	Meter No	Previous Date	Previous Read	Reading Date	Current Read	Days	Months	Usage	Charge	Charge Credit	Running Total
1	Bryie Whitton	Pay TV	21	01/01/2019	0	20/03/2019	435	78	2	435.00	$43.50		$43.50
1	Bryie Whitton	Fee per invoice				20/03/2019					$10.00		$53.50
	Bryie Whitton Total										**$53.50**		
2	Shaleni Gounden	Pay TV	22	01/01/2019	0	20/03/2019	454	78	2	454.00	$45.40		$98.90
2	Shaleni Gounden	Fee per invoice				20/03/2019					$10.00		$108.90
	Shaleni Gounden Total										**$55.40**		
3	Colyton Pty Ltd	Pay TV	23	01/01/2019	0	20/03/2019	465	78	2	465.00	$46.50		$155.40
3	Colyton Pty Ltd	Fee per invoice				20/03/2019					$10.00		$165.40
	Colyton Pty Ltd Total										**$56.50**		
4	Colyton Pty Ltd	Pay TV	24	01/01/2019	0	20/03/2019	521	78	2	521.00	$52.10		$217.50
4	Colyton Pty Ltd	Fee per invoice				20/03/2019					$10.00		$227.50
	Colyton Pty Ltd Total										**$62.10**		
	Pay TV Total										**$187.50**		
	Fee per invoice Total										**$40.00**		
	Overall Total										**$227.50**		

SENDING DEBTOR STATEMENTS

You can generate Debtor Statements from the Due Notices Screen.

1. On the Due Notices Screen, 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 a single building
6. If you use folios, you can select a single folio
7. You can select a single debtor
8. You can select a single manager
9. Click *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. Details show in this line
2. 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
3. The statement date defaults to today's date but you can alter if you want to
4. *Preview* creates a PDF preview of your statement
5. *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
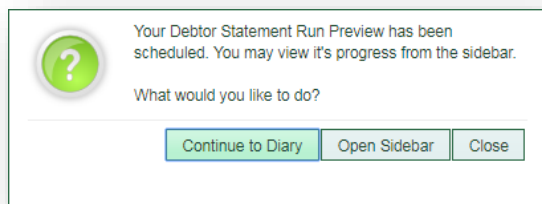
Click on the completed job
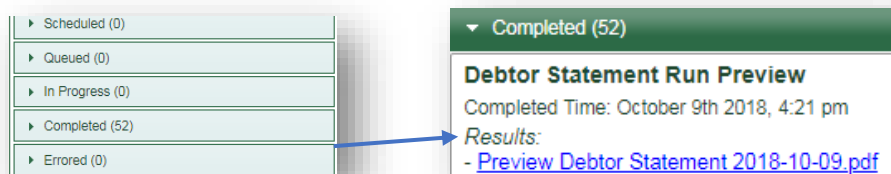
Review your statements and check carefully for errors.

Generate triggers this message. Click *Proceed* when you are ready
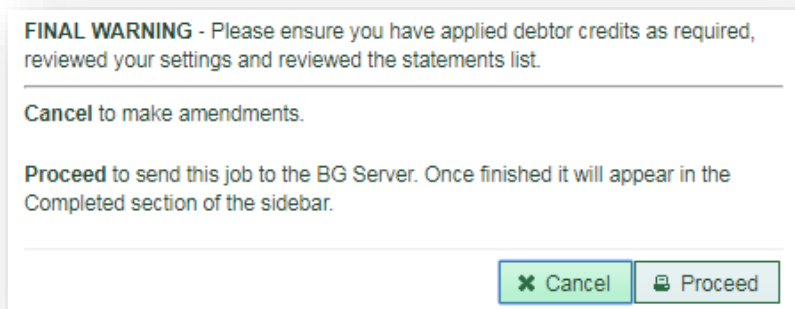
Your debtor statement will look something like this:

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'

O D E F T
MACQUARIE
BANK
P A Y M E N T   S Y S T E M S

*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 10 90 or Int ++61 28 232 7395	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	

*442 35235235 00414

Total Due $2,000.00

DEFT Reference Number: 35235235 00414

+035235235 00414   <   000200000<2+

RECEIPTING DEBTOR INVOICES

When your utility invoice recipients pay their invoices, the funds are receipted in .txn file in the same way that levy/fee payments are receipted. PropertyIQ will identify that there is an invoice owing for that debtor using the unique identifier

Tran#	Account	Tran Type	Details	Amount
000001	57587888 182-222	Debtor-deposit	BPAY Payment DEFT Bpay 0000020700 9999 Rohit's Building 13 Giselle S/Plan 9999	$100.00

DEBTOR REPORTING
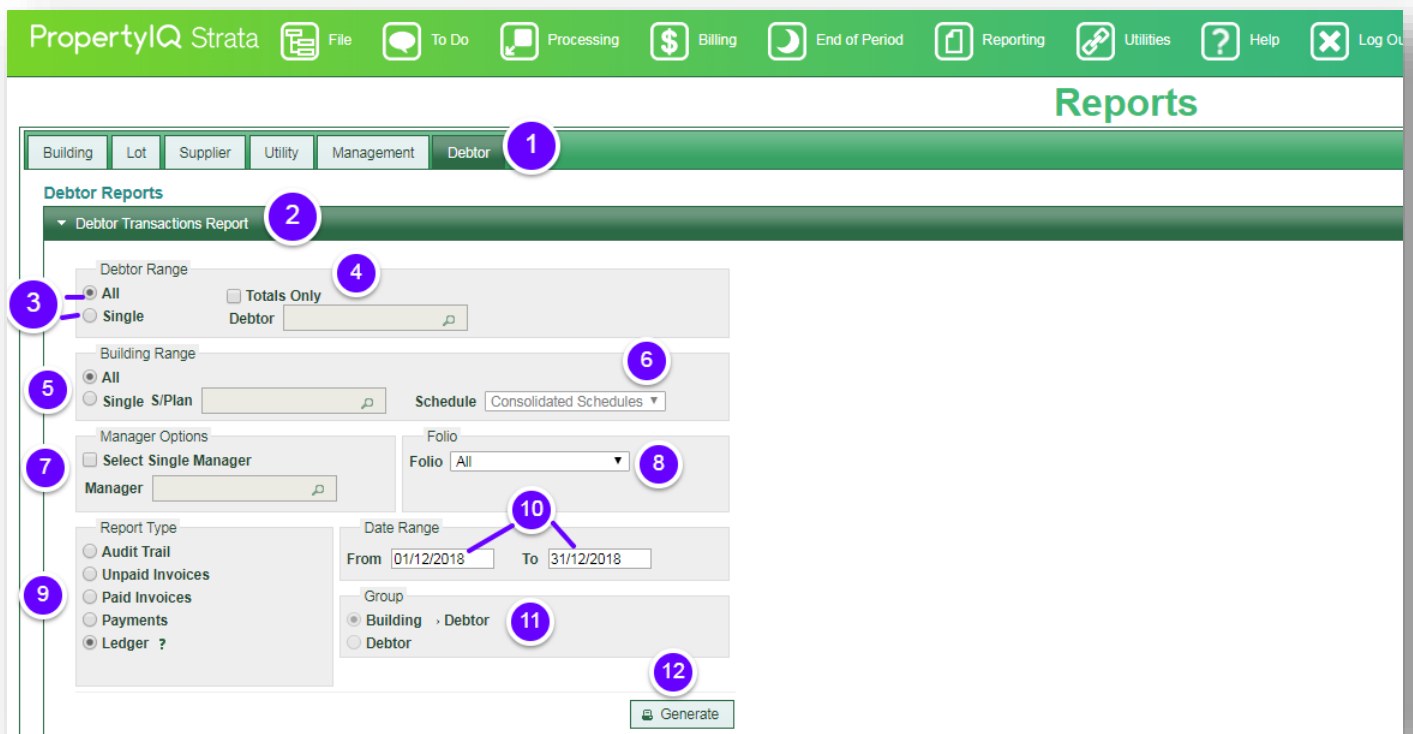
Debtor reports allow you to manage the status of debtor transactions.

Go to [Reporting]

DEBTOR TRANSACTION REPORT

The Reporting menu option – Debtors - allows you to create reports for all or single buildings, all or single debtors. You can also generate this report as a debtor's ledger.

1. From the reporting menu, select *Debtor*
2. Open *Debtor Transaction Report*
3. Select *All* or *Single*. If you choose Single, use the search icon to select the debtor
4. Select whether you want to generate totals only
5. Select *All* buildings or a *single* building. If you chose single, use the search icon to find the building
6. If you chose a single building and the building has multiple contribution schedules, you can choose to print for consolidated or individual schedules
7. By default, the report prints for all managers, but you can select to print for a single manager
8. If you use Folios, you can select to print for a single Folio
9. Choose the report type. To create a debtor ledger, select Ledger as the report type. (you can hover your mouse over the question mark to see this message "Similar to the audit trail but will also include opening balances and closing balances for debtors")
10. Select a date range
11. Choose the report grouping. If you have chosen the report type *Ledger*, the only choice is the format *Building- Debtor*
12. *Generate* sends a job to the job centre on the right of your screen.

The ledger option shows the opening and closing balance for each debtor

Best Strata
Debtor Ledger from 01/12/2018 to 31/12/2018

Date	Reference	Details	S/Plan	Debit	Credit	Balance
Building: 1 The Bachelor Pad						
Active Billboards						
01/12/2018		Opening Balance	1	$980.00		$980.00
		Debtor Closing Balance		**$980.00**	**$0.00**	**$980.00**
Annies Flowers						
01/12/2018		Opening Balance	1	$30.00		$30.00
		Debtor Closing Balance		**$30.00**	**$0.00**	**$30.00**
Big Billboards						
01/12/2018		Opening Balance	1	$2,000.00		$2,000.00
		Debtor Closing Balance		**$2,000.00**	**$0.00**	**$2,000.00**
Citywide Billboards						
01/12/2018		Opening Balance	1	$3,720.00		$3,720.00
		Debtor Closing Balance		**$3,720.00**	**$0.00**	**$3,720.00**
		Building Total		**$6,730.00**	**$0.00**	**$6,730.00**
Building: 4 Penrith Plaza						
Big Billboards						
01/12/2018		Opening Balance	4	$100.00		$100.00
		Debtor Closing Balance		**$100.00**	**$0.00**	**$100.00**
Citywide Billboards						
01/12/2018		Opening Balance	4	$1,000.00		$1,000.00
		Debtor Closing Balance		**$1,000.00**	**$0.00**	**$1,000.00**
		Building Total		**$1,100.00**	**$0.00**	**$1,100.00**
Building: 5 Wayne Tower						
Andersons						
01/12/2018		Opening Balance	5	$1,000.00		$1,000.00
		Debtor Closing Balance		**$1,000.00**	**$0.00**	**$1,000.00**
Jack's Debtor						
01/12/2018		Opening Balance	5	$2,072.00		$2,072.00
		Debtor Closing Balance		**$2,072.00**	**$0.00**	**$2,072.00**
		Building Total		**$3,072.00**	**$0.00**	**$3,072.00**
Building: 9 The Terrace						
Andersons						
01/12/2018		Opening Balance	9	$150.00		$150.00
		Debtor Closing Balance		**$150.00**	**$0.00**	**$150.00**
		Building Total		**$150.00**	**$0.00**	**$150.00**

LOT ARREARS LIST

The Lot arrears list report allows you to print all arrears, debtor utility arrears or lot arrears. If you choose to print all arrears, the report separates utility debtor arrears from levy/fee arrears.

1. From the Reporting menu, select the *Lot* tab
2. If you use folios in your company, you can select the folios you want to print the report for
3. Select the arrears you want to include in the report. The choices are:
   i. All – includes both debtor and levy/fee arrears
   ii. Debtor arrears - only shows debtor utility invoice arrears
   iii. Lot arrears excluding utility debtors – only shows levy/fee arrears
   iv. Lot arrears including utility debtors – shows both levy/fee arrears and utility debtor arrears but separates levy/fee arrears from utility debtor arrears
4. You can print the report for all buildings or select a single building
5. If you choose to print for a single building, use the search icon to find and select the building you want to report on
6. You can print the report for a single manager
7. If you choose to print for a single manager, use the search icon to find and select the manager you want to report on
8. Click on the box to open the calendar and select the arrears up to and including date
9. Click on the box to open the calendar and select the interest up to date
10. Select the Print sequence.
11. Select summary or detailed format
12. Select the minimum days overdue you want to include in the report
13. Select the minimum arrears amount you want to include in the report
14. Select your included preferences
15. *Export to CSV* generates an Excel Spreadsheet
16. *Generate* creates the report in PDF format

Sample lot arrears report

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Lot	Name	Phone	Due Date	Details	Overdue	Interest	Total Due
C.T.S. 2709	**Moorings on Cavill 63 Cavill Avenue, SURFERS PARADISE**				**Manager: Anne Fluva**	**Bank Balance: $30000**	
1	Rocco Silvester		01/10/2016	Standard levy from 01/10/2016 to 30/11/2016	$150.00	$0.00	$150.00
	Legal Action Notes: Handed to J R Pook and Co for legal proceedings on 1.7.2017		01/12/2016	Last Notice Date: 12/06/2018 Type: legal Upcoming Levy from 01/12/2016 to 31/12/2016	$500.00	$0.00	$500.00
			01/01/2017	Last Notice Date: 12/06/2018 Type: legal Standard Levy Moorings Standard Contribution Schedule from 01/01/2017 to 31/03/2017	$527.95	$0.00	$527.95
			31/01/2017	Last Notice Date: 12/06/2018 Type: legal Special Levy for urgent roof repairs (Instalment 1)	$500.00	$0.00	$500.00
			28/02/2017	Last Notice Date: 12/06/2018 Type: legal Special levy for urgent roof repairs (Instalment 1)	$1,666.67	$0.00	$1,666.67
			28/02/2017	Last Notice Date: 12/06/2018 Type: legal Special levy for urgent roof repairs (Instalment 1)	$1,666.67	$0.00	$1,666.67
			31/03/2017	Last Notice Date: 12/06/2018 Type: legal Special levy for urgent roof repairs (Instalment 2)	$1,666.67	$0.00	$1,666.67
			31/03/2017	Last Notice Date: 12/06/2018 Type: legal Special Levy for urgent roof repairs (Instalment 2)	$1,666.67	$0.00	$1,666.67
			31/03/2017	Last Notice Date: 12/06/2018 Type: legal Special Levy for urgent roof repairs (Instalment 2)	$500.00	$0.00	$500.00
			01/04/2017	Last Notice Date: 12/06/2018 Type: legal Standard Levy Moorings Standard Contribution Schedule from 01/04/2017 to 30/06/2017	$527.95	$0.00	$527.95
			01/07/2017	Last Notice Date: 12/06/2018 Type: legal Standard Levy Moorings Standard Contribution Schedule from 01/07/2017 to 30/09/2017	$527.95	$0.00	$527.95
			01/10/2017	Last Notice Date: 12/06/2018 Type: legal Standard Levy Moorings Standard Contribution Schedule from 01/10/2017 to 31/12/2017	$527.95	$0.00	$527.95
			01/10/2018	Last Notice Date: 12/06/2018 Type: legal Quarterly contriution from 01/10/2018 to 31/01/2019	$1,900.00	$0.00	$1,900.00
				Owner Total	**$12,826.43**	**$0.00**	**$12,826.43**
	Rocco Silvester		30/11/2018	Elec- SM-CPU-FR; 33.54c per unit (invoice ref: 5)	$62.79	$0.00	$62.79
			02/12/2018	Elec- SM-CPU-FR; 33.54c per unit (invoice ref: 11)	$152.27	$0.00	$152.27
			02/12/2018	Elec- SM-CPU-FR; 33.54c per unit (invoice ref: 17)	$48.63	$0.00	$48.63
				Debtor Total	**$263.69**	**$0.00**	**$263.69**
				Lot Total	**$12,592.17**	**$0.00**	**$12,592.17**

BUILDING CARD FINANCIAL REPORTS

Debtor income show in the *Other Receipts* section of the Cash Management Report

Cash Management Report - S/Plan 888777
"HORNSBY TOWERS"
15 FLORENCE, HORNSBY, NSW 2077
For the period 26/10/2017 to 26/11/2018

Other Receipts - Consolidated (Continued)

Levy Income

Date	Reference	Received From	Details	Amount
24/10/2018	216	Big Billboards	TRF: rent	$3,000.00CR
24/10/2018	219	Big Billboards	TRF: rent	$3,000.00
24/10/2018	217	Big Billboards	TRF: rent	$500.00
24/10/2018	221	Big Billboards	TRF: rent	$3,000.00CR
26/10/2017	147	Big Billboards	Receipt for invoice 5	$3,000.00
26/10/2017	212	Big Billboards	Receipt for invoice 5	$500.00CR
			Total Levy Income	**$0.00**

Rent Income

Debtor income shows against the chart of accounts code it was allocated to in the Expenses and Other Income Report

Expenses & Other Income - S/Plan 888777
"HORNSBY TOWERS"
15 FLORENCE, HORNSBY, NSW 2077
For the Financial Period 26/10/2017 to 26/11/2018
(Opening Balances as at 26/10/2017)

Rent Income

Date	Ref.	Details	Amount	Balance
07/11/2017	2	Debtor Invoice - Annual fee Big Billboards	$454.55	$454.55
16/04/2018	3	Debtor Invoice - Billboard rent Big Billboards	$454.55	$909.10
10/10/2018	6	Debtor Invoice - credit Big Billboards	$-2,000.00	$-1,090.90
		Total for Rent Income	**$-1,090.90**	

Swipe Card Income

Date	Ref.	Details	Amount	Balance
27/03/2018	348	Lot# 4 Special Levy - Swipe Card Access item	$68.18	$68.18
08/11/2018	7	Debtor Invoice - Key Deposit Bailey Brown	$50.00	$118.18
09/11/2018	8	Debtor Invoice - Key Deposit F Swanden	$50.00	$168.18
		Total for Swipe Card Income	**$168.18**	

Unallocated Funds

Date	Ref.	Details	Amount	Balance
26/10/2017	125	Other Receipt - Unallocated deposit: DEFT Bpay 0000000301	$559.25	$559.25
26/10/2017	126	Other Receipt - Unallocated deposit: DEFT Bpay 0000250000	$559.25	$1,118.50
26/10/2017	124	Other Receipt - Unallocated deposit: DEFT Bpay 0000000294	$250.00	$1,368.50
26/10/2017	120	Other Receipt - Unallocated deposit: DEFT Bpay 0000000294	$250.00	$1,618.50
26/10/2017	100	Other Receipt - Transfer to lot 1	$454.55	$2,073.05
26/10/2017	98	Other Receipt - Transfer to lot 1	$-227.27	$1,845.78
		Total for Unallocated Funds	**$1,845.78**	
		Total for Administrative Fund - Other Income		**$55,487.97**

DEBTOR ADJUSTMENTS

You can make adjustments for debtors from the Processing>Adjustments menu.
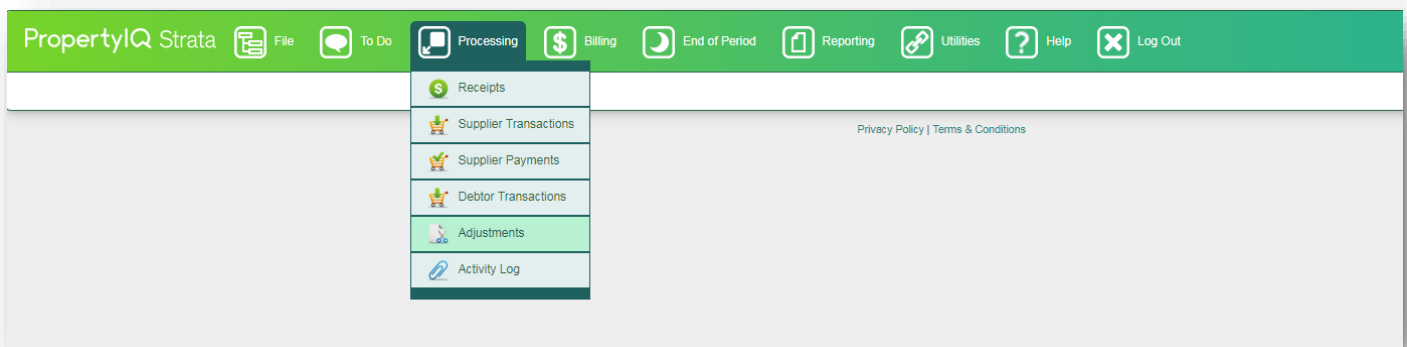
Adjustments must always be made for a single building at a time, so you first need to select the building the debtor transaction relates to.

CREDIT TRANSFERS

Credit transfers allow you to move credit amounts from one lot to another, from one debtor to another, or between lot owners and debtors within a building. Owner credit transfers are often used for an owner that owns more than one lot in a building but could be used if you have receipted to the wrong lot in error and need to correct it. Transfers between owners and debtors are often utilised where the lot owner also has a debtor identity.

First select the building you want to work with. See the steps in the "Getting Started" section above.

1. Select whether the credit transfer is coming from a lot owner or a debtor
2. Use the search icon to start searching for the lot owner or debtor you want to transfer credit from. Note: the lot owner or debtor must have a credit balance before you can transfer to another lot.
3. Click on the lot owner or debtor you want and then double click to select. In this example, the transfer is *coming from* a lot owner. Note: only lots belonging to the selected building or debtors with invoices for the selected building show on the screen.
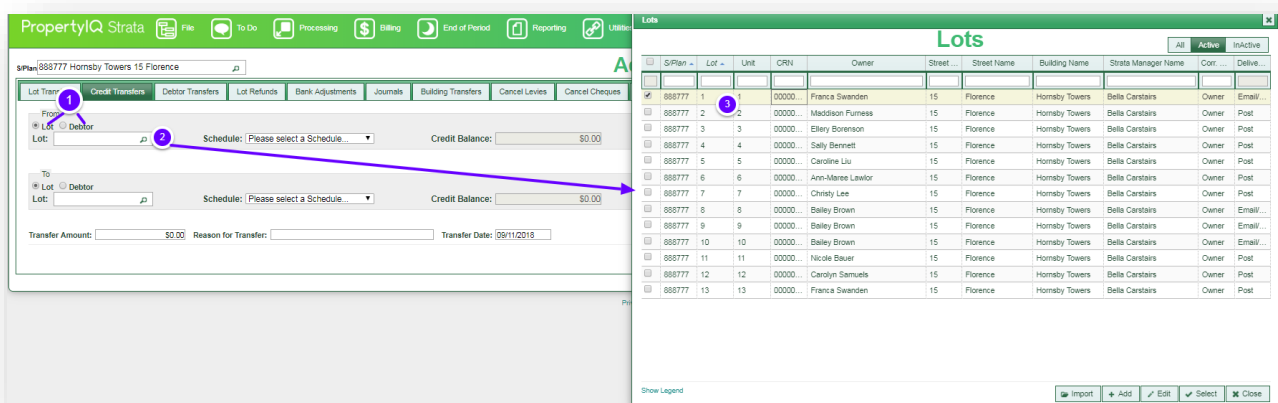
1. Select whether the credit transfer is *going to* a lot owner or a debbtor
2. Select the debtor or lot owner the credit is *going to*. In this example the credit is *going to* a debtor

1. The lot owner/debtor you are transferring credit *to* shows here
2. If you are transferring from a lot owner and the building has multiple contribution schedules, select the schedule the transfer is going from here
3. The existing credit balance of the lot owner the credit is being transferred from shows here
4. The lot owner or debtor the credit is being transferred *to* shows here
5. Any existing credit balance belonging to the owner or debbtor the transfer is going *to* shows here
6. Enter the amount you want to transfer
7. Enter a reason for the transfer. This will show on each lot owner's/debtor's ledger.
8. The transfer date defaults to today's date but you can alter if you want
9. *Process* when you are ready

You will receive a prompt to confirm you want to proceed

FINAL WARNING - Are you sure you wish to Process this Credit Transfer?

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 |

Yes to continue.

DEBTOR TRANSFERS

The Debtor Transfers tab allows you to transfer debtor credits – you can "unpay" a debtor invoice and create an unallocated credit for the debtor and then allocate that credit to another debtor invoice.

1. Adjustments are always made for a single building at a time - select the building the debtor's transaction relates to
2. Select the *Debtor Transfers* tab
3. Use the search icon to find the debtor you want to make transfers for
4. *To Credit* is the default tab

1. Use the search icon
2. Type some key letters to refine your search
3. Click to highlight the debtor you want and then double click or Select at the bottom of the page

DEBTOR TO CREDIT

1. By default, todays date is shown, but you can alter if you want to
2. Select the line item you want to make "unpaid"
3. You need to "unpay" the whole amount of the line item you have highlighted shows here– the amount shows here
4. The receipt for the line item shows here
5. *Process* to make the line item wholly unpaid

DEBTOR FROM CREDIT

The *From Credit* Process allows you to allocate any credit balance a debtor has against any transactions that the debtor owes.

1. Select *From Credit*
2. Select the debtor you want to allocate the *From Credit* to
3. The debtor's current credit balance shows here. You can allocate up to the amount a debtor has on hand as a credit balance. This debtor has a credit balance of $500 but we only want to allocate $400 in this process
4. The default is today's date, but you can alter if you need to
5. Enter the amount you want to transfer here. This debtor has a credit balance of $500 but in this example we are only allocating $400.
6. As you allocate against each line item the allocated balance and the remaining balance updates
7. Enter the amount you want to transfer to each line item. In this example, $200 is being allocated against two different line items. You do not need to allocate the total amount owing for a line item.
8. When the total transfer amount has been allocated against line item(s) the Process button is no longer greyed out and you can complete the *From Credit* process