

PropertyIQ™

Working with Bing Mailing House

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WORKING WITH BING TECHNOLOGIES MAILING SERVICE

[Bing Technologies](#) offer a mailing service that will print, envelope and post your correspondence and also send your emails. PropertyIQ Strata integrates with Bing Technologies to send your notices and emails without you having to leave the program.



You will need to set up a Bing Technologies account first.

GETTING STARTED

Bing integration needs to be configured in Settings

To get started go to  and select *Settings*.

You'll need to have your Bing account credentials handy.

Select the *Mailing House* Tab

Edit to start entering your credentials.

A screenshot of the PropertyIQ Strata web application. The top navigation bar is green and contains icons for File, To Do, Processing, Billing, End of Period, Utilities, and Log Out. The user is logged in as "Faye Goodman" with the role of "Administrator". The main content area is titled "Settings" and has a sub-tab "Mailing House" selected. The "Mailing House" section contains the following fields: "Use Mailing House" (checked), "Mailing House Type" (dropdown menu), "Account ID" (text field), "Username" (text field), "Password" (text field), "Send Emails Using Bing" (checked), and "Upload Interval" (set to 10 seconds). There is a "Save" button in the bottom right corner of the form area. At the bottom of the page, there is a link for "Privacy Policy | Terms & Conditions".

1. Click to enable Mailing House
2. Choose *Bing Mail* from the dropdown list
3. Type Bing Account ID here
4. Type your Bing username here
5. Type your Bing password here
6. Click here if you also want Bing to send your emails (or you can configure PropertyIQ to do this directly in Mail Server settings)
7. Type your preferred upload interval here. This is the interval between individual document uploads. The recommended interval is 1 second.
8. *Save*

Your integration with Bing is now complete.

BING MAILING SERVICE FUNCTIONS

Once your Bing integration is set up. The following documents will automatically be sent to Bing for processing whenever you select *Generate*

- Levy Reminder Notices
- Arrears Notices
- Final Notices
- Legal Notices
- Utility Notices
- Special Levy Notices
- Custom Merge Letters
- Meeting Agendas
- Meeting Minutes
- Debtor invoices

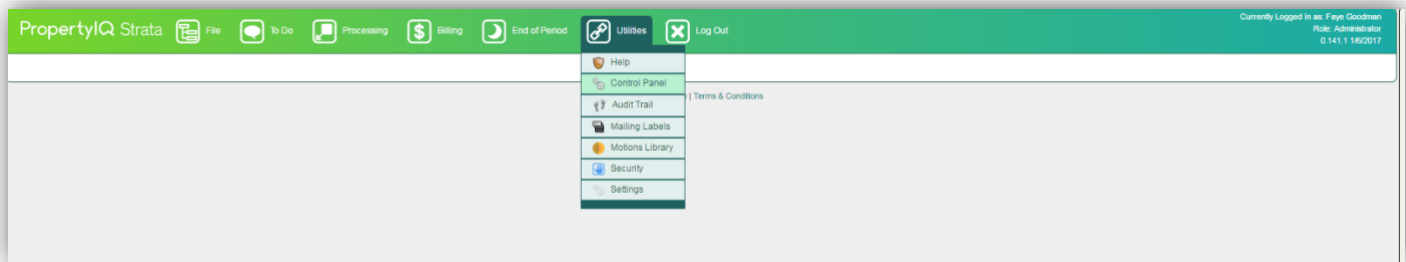
BING CONTROL PANEL IN PROPERTYIQ

The Bing Control Panel in PropertyIQ allows you to track the progress of all the items that have been sent to Bing.

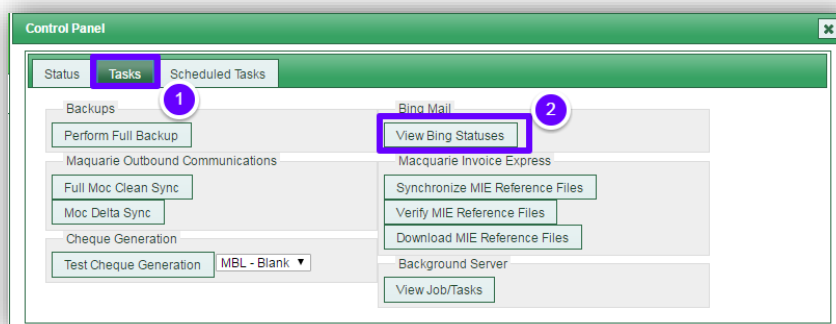
PropertyIQ automatically schedules an overnight task that refreshes your control panel with the latest information, but you can also prompt a refresh at any time.



To access the Control Panel, go to  and Select Control Panel



1. Go to the Tasks tab on the Control Panel box
2. Click on *View Bing Statuses*



1. Click on the boxes to open the calendar and enter a date range
2. The upload status relates to documents that are being sent to the Bing portal. The status will default to *Pending* but you can click on any of the tabs to view other statuses.
 - i. Pending means that the document is pending upload to the Bing portal
 - ii. Uploaded means that the document has been uploaded to the Bing portal
 - iii. Upload Failed means that the document failed to upload to the Bing portal



There are a number of reasons why a document might fail to upload to the Bing portal:

- An incorrect Username or password on your Settings
- The Bing portal is currently down
- PropertyIQ couldn't connect to the Bing portal

3. The Delivery status relates to the status of the document once it has reached the Bing Portal
 - i. Unknown – the document may be in transit
 - ii. Received – Bing has received the document but it has not yet been processed
 - iii. Lodged – the document has been lodged with the carrier, i.e. Australia Post has it
 - iv. Cancelled – the sending of the document was cancelled by the user
 - v. Returned – the document was sent by the carrier but was a “return to sender”
4. Documents that show in black are lot Letters and documents – letters, levy notices etc.
5. Documents that show in green are meeting related documents – meeting agendas or minutes.
6. If four attempts to upload a document have failed, you will have the option to retry upload
7. Click on *Refresh* to manually refresh the entire screen
8. Click on *Refresh Delivery Statuses* to manually refresh the delivery statuses only. PropertyIQ automatically refreshes overnight.

The screenshot shows the 'Bing Status' window. It has a green header bar. Below the header, there are filters for 'Created Between' (From: 01/05/2017 To: 04/06/2017), 'Upload Status' (All, Pending, Uploaded, Upload Failed), and 'Delivery Status' (All, Unknown, Received, Lodged, Cancelled, Returned). The main area is a table with columns: Date / Time, C.T.S., Lot No, Upload Status, Retry Cou..., Delivery Status, User, Reference ID, and Actions. The table contains several rows of data. A blue arrow points from the 'Retry Upload' button in the Actions column to the 'Upload Status' column. The 'Refresh' and 'Refresh Delivery Statuses' buttons are at the bottom right.

Date / Time	C.T.S.	Lot No	Upload Status	Retry Cou...	Delivery Status	User	Reference ID	Actions
30/05/2017 - 3:02 pm	115188	005	Successfully Uploaded	0	Cancelled	Karen Thomp...	PIQS-0000002489	
30/05/2017 - 3:02 pm	115188	004	Successfully Uploaded	0	Cancelled	Karen Thomp...	PIQS-0000002490	
30/05/2017 - 3:02 pm	115188	003	Successfully Uploaded	0	Cancelled	Karen Thomp...	PIQS-0000002491	
30/05/2017 - 3:02 pm	115188	002	Successfully Uploaded	0	Cancelled	Karen Thomp...	PIQS-0000002492	
18/05/2017 - 3:34 pm	5555L		Successfully Uploaded	0	Cancelled	ams	PIQS-0000002470	
18/05/2017 - 3:30 pm	5555L		Successfully Uploaded	0	Cancelled	ams	PIQS-0000002467	
18/05/2017 - 1:16 pm	6		Successfully Uploaded	0	Cancelled	ams	PIQS-0000002464	
18/05/2017 - 1:03 pm	6		Successfully Uploaded	0	Cancelled	ams	PIQS-0000002437	Retry Upload
03/05/2017 - 1:03 pm	1008	2	Successfully Uploaded	0	Cancelled	admin	PIQS-0000002436	
02/05/2017 - 3:51 pm	11		Successfully Uploaded	0	Cancelled	ams	PIQS-0000002434	
01/05/2017 - 6:37 pm	5		Successfully Uploaded	0	Cancelled	ams	PIQS-0000002428	
01/05/2017 - 6:19 pm	10		Successfully Uploaded	0	Cancelled	ams	PIQS-0000002421	

BING CUSTOMER PORTAL

You will also be able to login to your Bing Customer Portal to view the status of your mailings. Your log in credentials will be provided to you by Bing.

The screenshot shows the Bing Customer Portal interface. At the top, there's a navigation bar with links: HOME, ACCOUNT, MAILINGS (highlighted), REPORTS, UPLOAD DOCUMENTS, VERIFY ADDRESS, and LOG OUT. Below this is a 'Mailing Search' header. A status message indicates 'RPStrata (RPStrata.upload) logged in. Log Out' and 'PIQ TEST ACCOUNT (TES70508)'. The search filters show 'From: 01/03/2017 00:00' and 'To: 20/06/2017 14:10'. An 'Advanced Search' link is available. Below the filters is a table with columns: Subject/Title, Received, Mailing ID, Department, Letters, and Price. The table contains several rows of mailing data, including 'due-notice-now-mbl', 'special-notice-now-mbl', 'agm-minutes-notice-nt', 'Giles Merge Field Test - Exc Ins - Committee - Mortgage - Nominee ...', 'Base template - Bretts Gen Correspondence - copy - 2017-06-08', and 'annual-general-meeting-notice-qld'.

Subject/Title	Received	Mailing ID	Department	Letters	Price
<input checked="" type="checkbox"/> due-notice-now-mbl	28 Jun 2017 14:00	H88F94	00001	2	\$3.12
<input type="checkbox"/> special-notice-now-mbl	13 Jun 2017 14:00	2Q9636	1288	4	\$3.43
<input type="checkbox"/> agm-minutes-notice-nt	13 Jun 2017 14:00	FF8D78	689	2	\$0.40
<input type="checkbox"/> Giles Merge Field Test - Exc Ins - Committee - Mortgage - Nominee ...	09 Jun 2017 16:00	P0KTF3	421234	2	\$3.02
<input type="checkbox"/> Base template - Bretts Gen Correspondence - copy - 2017-06-08	08 Jun 2017 16:00	MDQ88	689	2	\$0.40
<input type="checkbox"/> annual-general-meeting-notice-qld	08 Jun 2017 15:00	2W3RT	270576	5	\$10.80