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.

NOTE 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 [Utilities] and select *Settings*.

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

Select the *Mailing House* Tab

*Edit t*o start entering your credentials.

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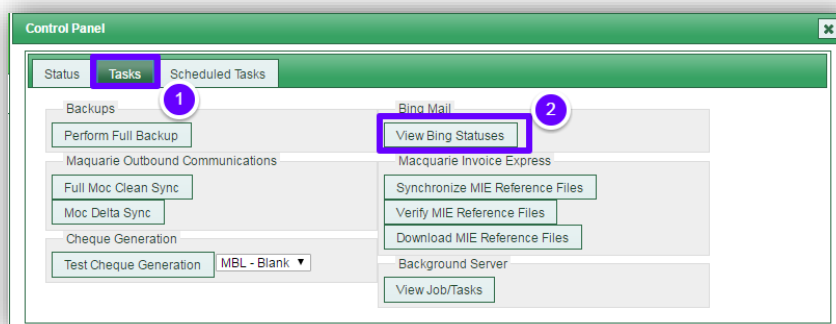
PropertyIQ automatically schedules an overnight task that refreshes your control panel with the latest information, but you can also prompt a refresh at any time.

To access the Control Panel, go to [Utilities] and Select Control Panel
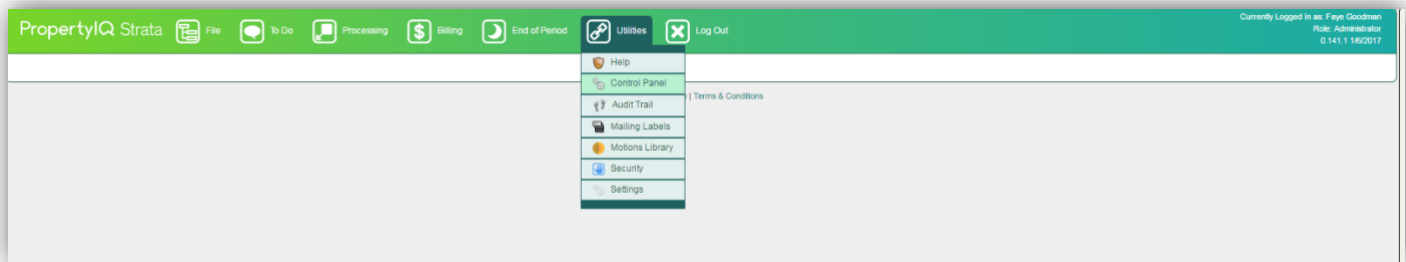
1. Go to the Tasks tab on the Control Panel box
2. Click on *View Bing Statuses*

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.

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.