PropertyIQ™

Receipting - Troubleshooting Guide

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Problem:

The .txn file shows a deposit in the *Informational* tab and the .txn file *has not* been processed

Cause:
The funds are for a new management and you haven't yet completed data entry for the building and attached a valid bank account to the building. (or incorrect bank account details have been entered for the building)

Prevention:
Always complete data entry as soon as possible and prior to any funds potentially being received into the bank account.

Fix:
Complete the data entry, ensuring that all details are correct and then re-attempt to process the .txn file

Problem:

The .txn file shows a deposit for a lot owners levies in the Informational tab and the .txn file has been processed

Cause:
The funds are for a new management and you haven't yet completed data entry for the building and attached a valid bank account to the building. (or incorrect bank account details have been entered for the building)
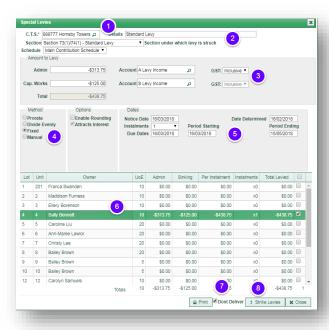
Prevention:
Always complete data entry as soon as possible and prior to any funds potentially being received into the bank account.

Step 1
Create a levy using the Special Levy function that is identical to the original levy except that the amount is a negative of the original levy amount. I.E. The original amount of the levy is $438.75, so you process a levy for $-438.75 – ensuring that the breakup between the admin fund and the sinking/maintenance/reserve/capital works funds is aligned to the original levy.
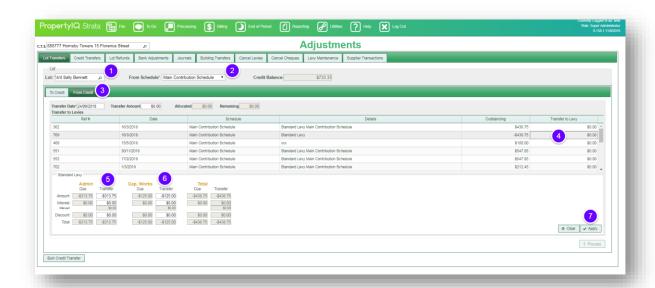
1. Select the building
2. Select the same settings as the original levy
3. Enter the same amounts as the original levy but with a – before each amount
4. Choose the fixed option
5. Enter the same due dates and period as the original levy
6. Select the lot owner
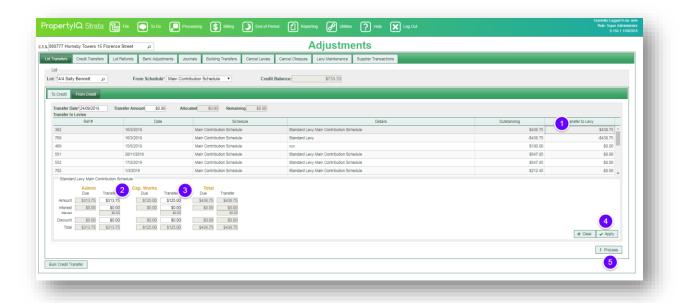7. Ensure that *Don't Deliver* is ticked
8. *Strike Levies*

Step 2

Allocate *From Credit* to offset the negative levy against the positive

1. Select the lot owner using the search icon
2. If the building has multiple contribution schedules, choose the schedule this levy is allocated to
3. Choose *From Credit*
4. Click on the line that shows the negative amount levy you just created
5. Enter the negative amount owing to the admin fund
6. Enter the negative amount owing to the sinking/maintenance/reserve fund
7. Click *Apply*

1. Click on the original (positive amount) levy
2. Enter the positive amount owing to the admin fund
3. Enter the positive amount owing to the sinking/maintenance/reserve/capital works fund
4. Click *Apply*
5. Click *Process*

The original levy is now offset against the negative levy on the owner's ledger

Problem

You missed processing a .txn file and have since processed another file with a later date
Prevention

Always upload .txn files and process in chronological order. Consider utilising the automatic upload function to eliminate the chance of missing a file.

Fix:

Email support@propertyiq.com.au   They will be able to process the file out of order for you. Note: Your bank reconciliation will show a discrepency until you process the next up-to-date .txn file, but will show correctly after that.

Problem

A payment shows on the informational tab and your bank reconciliation has a discrepency.

Cause

A payment has been made directly from Active Banking without a supplier payment being processed on PropertyIQ. This could happen if someone has logged directly into Active Banking and made a payment or if a direct debit has been taken out of the account.

Prevention

Always process any payments on PropertyIQ via a Supplier Payment run and upload the payment file to Active Banking.
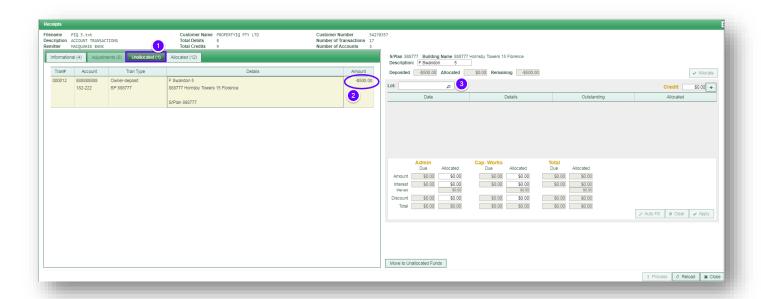
Fix:

Process a Bank Adjustment to decrease the bank balance and allocate it to the appropriate chart of accounts code

Problem

A payment previously made by an owner or debtor has dishonoured and now shows as a payment out of the account in the Unallocated tab
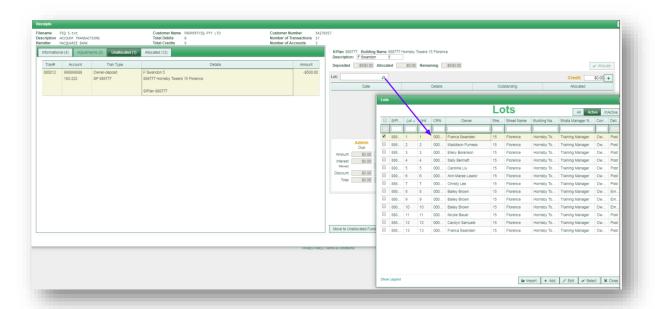
Fix:

1. Go to on the .TXN processing screen and select the *Unallocated* tab
2. The amount of the dishonour shows here.
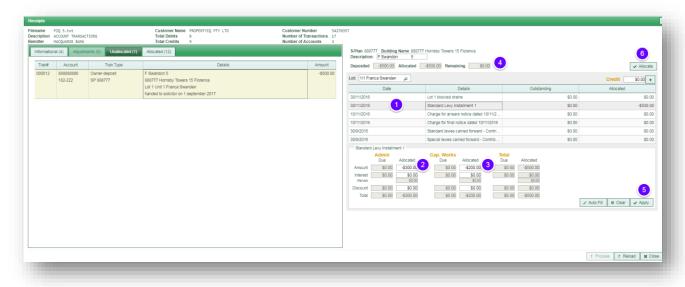3. Click on the search icon to search for the lot the dishonoured payment is for.

PropertyIQ has already identified the bank account and the building this is for, so you will now see all the lot owners for that building.

Select the lot owner the dishonour is for from the list.

1. Click on the levy you want to allocate the negative amount against
2. Type the amount you want to allocate against the admin fund (based on whatever was allocated to the admin fund in the original levy)
3. Enter the amount you want to allocate against the sinking/capital works/reserve/maintenance fund. Continue until all the funds have been allocated. You can allocate against more than one levy if you need to.
4. The remaining unallocated amounts show here and will be zero once all funds have been allocated.
5. Click apply
6. lick *Allocate* when you are ready

The amount will now appear on the allocated tab.

Problem

A single deposit has been received to pay levies/fees for more than one lot in a single building and the amount is showing in the unallocated tab or the adjustments tab in the .txn processor
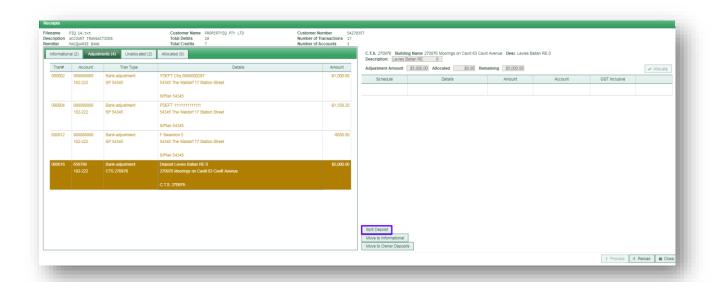
Cause

An owner that owns multiple lots in the building or a property manager that manages muliple lots in the building has made a bulk payment covering multiple lot's levies
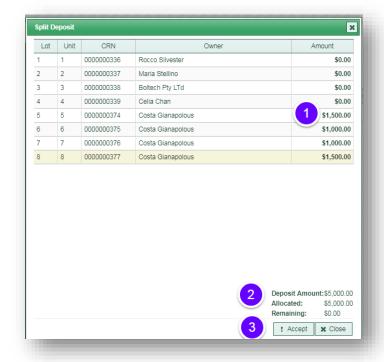
Fix:

Use the split deposits buttion to allocate the funds to each lot.

Step 1 – highlight the deposit and select *Split Deposit*

Step 2 – Allocate the funds to the correct lot(s)

1. Enter the amount to allocate against each lot
2. The amount allocated shows here
3. When all funds have been allocated, *Accept* to complete the process

Split Deposit				
Lot	Unit	CRN	Owner	Amount
1	1	0000000336	Rocco Silvester	$0.00
2	2	0000000337	Maria Stellino	$0.00
3	3	0000000338	Boltech Pty LTd	$0.00
4	4	0000000339	Celia Chan	$0.00
5	5	0000000374	Costa Gianapolous	$1,500.00
6	6	0000000375	Costa Gianapolous	$1,000.00
7	7	0000000376	Costa Gianapolous	$1,000.00
8	8	0000000377	Costa Gianapolous	$1,500.00

Deposit Amount: $5,000.00
Allocated: $5,000.00
Remaining: $0.00

‼ Accept   ✖ Close

Problem

A single deposit has been received into a single building's bank account but the payment actually relates to levies/fees in more than one building

Cause

An owner that owns more than one lot across multiple buildings or a property manager that manages muliple lots across multiple buildings has made a bulk payment covering multiple lot's levies.
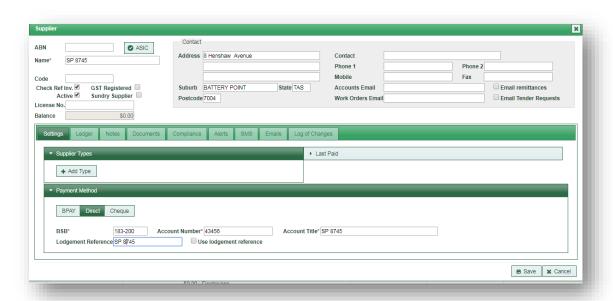
Prevention

Encourage the use of DEFT so that payments are always received to the correct building
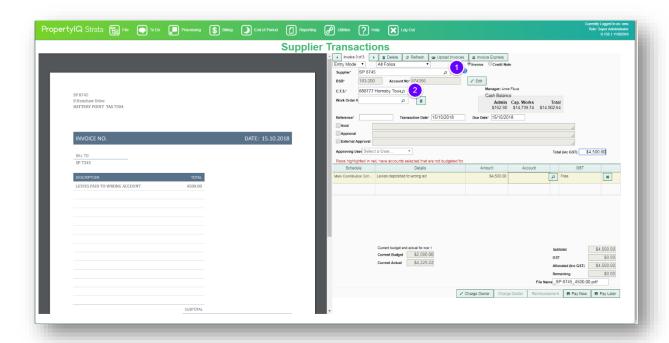
Fix:

The funds need to be transferred to the building bank acount(s)that they relate to. The building(s) that the funds need to be transferred to need to be set up as suppliers on PropertyIQ. Set their payment method as Direct and use the building's bank account. Process an invoice to each of the suppliers you have created and process an ABA file. The fund will then appear on your .txn file in the correct bank account(s) and you can allocate as appropriate.

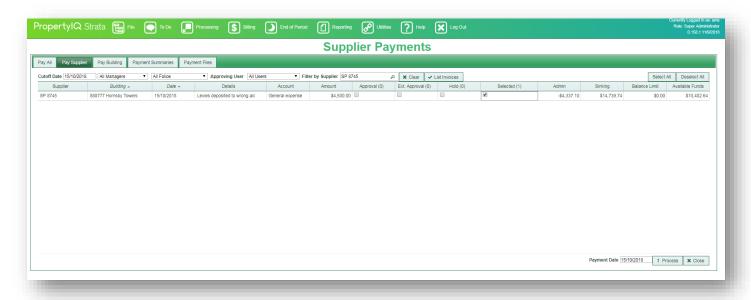Step 1 - Set up the *building to be paid* as a Supplier.

Step 2, create an invoice and process via Supplier Transactions

1. The supplier is the building the funds need to be transferred *to*
2. Select the building the frunds need to be transferred *from* here

Step 3 - Process a supplier payment to pay the invoice(s)

Your next .txn file will show the funds leaving one building and being received in the other. You can then allocate accordingly.