

Receipting - Troubleshooting Guide

CONTENTS

The .txn file shows a deposit in the <i>Informational</i> tab and the .txn file <i>has not</i> been processed	1
The .txn file shows a deposit for a lot owners levies in the <i>Informational</i> tab and the .txn file <i>has</i> been processed	2
You missed processing a .txn file and have since processed another file with a later date	4
A payment shows on the informational tab and your bank reconciliation has a discrepancy.	5
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.....	5
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	7
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	9

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*

The screenshot shows the 'Special Levies' window with the following details:

- Building:** C.T.S.* 888777 Hornsby Towers
- Section:** Section 73(1)(74)(1) - Standard Levy
- Schedule:** Main Contribution Schedule
- Amount to Levy:** Admin: -\$313.75, Cap. Works: -\$125.00, Total: -\$438.75
- Account:** A Levy Income, S Levy Income
- GST:** Inclusive
- Method:** Fixed (selected)
- Options:** Enable Rounding, Attracts Interest
- Dates:** Notice Date: 16/03/2018, Period Starting: 16/03/2018, Date Determined: 16/02/2018, Period Ending: 15/05/2018
- Table:**

Lot	Unit	Owner	UoE	Admin	Sinking	Per Instalment	Instalments	Total Levied
1	201	Franca Swanden	10	\$0.00	\$0.00	\$0.00	x0	\$0.00
2	2	Maddison Furness	10	\$0.00	\$0.00	\$0.00	x0	\$0.00
3	3	Ellery Borenson	10	\$0.00	\$0.00	\$0.00	x0	\$0.00
4	4	Sally Bennett	10	-\$313.75	-\$125.00	-\$438.75	x1	-\$438.75
5	5	Caroline Liu	20	\$0.00	\$0.00	\$0.00	x0	\$0.00
6	6	Ann-Maree Lawlor	20	\$0.00	\$0.00	\$0.00	x0	\$0.00
7	7	Christy Lee	20	\$0.00	\$0.00	\$0.00	x0	\$0.00
8	8	Bailey Brown	20	\$0.00	\$0.00	\$0.00	x0	\$0.00
9	9	Bailey Brown	5	\$0.00	\$0.00	\$0.00	x0	\$0.00
10	10	Bailey Brown	5	\$0.00	\$0.00	\$0.00	x0	\$0.00
12	12	Carolyn Samuels	10	\$0.00	\$0.00	\$0.00	x0	\$0.00
Totals				10	-\$313.75	-\$125.00		-\$438.75

Buttons at the bottom: Print, Don't Deliver (checked), Strike Levies, Close.

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*

PropertyIQ Strata

File To Do Processing Billing End of Period Reporting Utilities Help Log Out

Currently Logged In as: [Name]
Role: Super Administrator
8:58:11 PM 2018

Adjustments

Lot Transfers Credit Transfers Lot Refunds Bank Adjustments Journals Building Transfers Cancel Levies Cancel Cheques Levy Maintenance Supplier Transactions

Lot: 414 Sally Bennett

From Schedule: Main Contribution Schedule

Credit Balance: \$733.33

To Credit From Credit

Transfer Date: 24/09/2018 Transfer Amount: \$0.00 Allocated: \$0.00 Remaining: \$0.00

Ref #	Date	Schedule	Details	Outstanding	Transfer to Levy
362	16/3/2018	Main Contribution Schedule	Standard Levy Main Contribution Schedule	\$438.75	\$0.00
769	16/3/2018	Main Contribution Schedule	Standard Levy	-\$438.75	\$0.00
469	15/5/2018	Main Contribution Schedule	xxx	\$100.00	\$0.00
551	30/11/2018	Main Contribution Schedule	Standard Levy Main Contribution Schedule	\$547.85	\$0.00
552	17/2/2019	Main Contribution Schedule	Standard Levy Main Contribution Schedule	\$547.85	\$0.00
702	1/9/2019	Main Contribution Schedule	Standard Levy Main Contribution Schedule	\$212.45	\$0.00

Standard Levy

	Admin Due	Transfer	Cap. Works Due	Transfer	Total Due	Transfer
Amount	-\$313.75	-\$313.75	-\$125.00	-\$125.00	-\$438.75	-\$438.75
Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Notes	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Discount	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total	-\$313.75	-\$313.75	-\$125.00	-\$125.00	-\$438.75	-\$438.75

Clear Apply

1 Process

Bulk Credit Transfer

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*

PropertyIQ Strata File To Do Processing Billing End of Period Reporting Utilities Help Log Out Currently Logged in as: admin Role: Super Administrator 0 108 1 11/9/2018

c.t.s.888777 Hornsby Towers 15 Florence Street

Adjustments

Lot Transfers Credit Transfers Lot Refunds Bank Adjustments Journals Building Transfers Cancel Levies Cancel Cheques Levy Maintenance Supplier Transactions

Lot: "4/4 Sally Bennett" From Schedule: Main Contribution Schedule Credit Balance: \$733.33

To Credit: From Credit

Transfer Date: 24/09/2019 Transfer Amount: \$0.00 Allocated: \$0.00 Remaining: \$0.00

Transfer to Levies

Ref#	Date	Schedule	Details	Outstanding	Transfer to Levy
362	16/3/2018	Main Contribution Schedule	Standard Levy Main Contribution Schedule	\$438.75	\$438.75
769	16/3/2018	Main Contribution Schedule	Standard Levy	-\$438.75	-\$438.75
469	15/5/2018	Main Contribution Schedule	xxx	\$100.00	\$0.00
551	30/11/2018	Main Contribution Schedule	Standard Levy Main Contribution Schedule	\$547.85	\$0.00
552	17/2/2019	Main Contribution Schedule	Standard Levy Main Contribution Schedule	\$547.85	\$0.00
702	1/3/2019	Main Contribution Schedule	Standard Levy Main Contribution Schedule	\$212.45	\$0.00

Standard Levy Main Contribution Schedule

Admin		Cap. Works		Total	
Due	Transfer	Due	Transfer	Due	Transfer
Amount	\$313.75	\$125.00	\$125.00	\$438.75	\$438.75
Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Waiver	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Discount	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total	\$313.75	\$125.00	\$125.00	\$438.75	\$438.75

Bulk Credit Transfer

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 discrepancy 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 discrepancy.
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.

The screenshot shows the PropertyIQ Receipts screen. At the top, there are fields for Filename (PIQ 5.txt), Description (ACCOUNT TRANSACTIONS), Remitter (PACQUARIE BANK), Customer Name (PROPERTYIQ PTY LTD), Customer Number (54270357), Total Debits (8), Total Credits (9), Number of Transactions (17), and Number of Accounts (3). Below these fields, there are tabs for Informational (4), Adjustments (0), Unallocated (1), and Allocated (12). The Unallocated tab is selected, and a table shows a transaction with Tran# 000012, Account 88888888, Tran Type Owner-deposit, and Amount -\$500.00. The amount is circled in red. To the right of the table, there are fields for S/Plan 888777, Building Name 888777 Hornsby Towers 15 Florence, and Description F Swandon. Below these fields, there are fields for Deposited (-\$500.00), Allocated (\$0.00), and Remaining (-\$500.00). There is a search icon (magnifying glass) next to the Lot field, which is circled in red. At the bottom right, there are buttons for Auto Fill, Clear, and Apply.

Tran#	Account	Tran Type	Details	Amount
000012	88888888	Owner-deposit	F Swandon 5	-500.00
	152-222	SP 888777	888777 Hornsby Towers 15 Florence	
			S/Plan 888777	

Admin		Cap. Works		Total	
Due	Allocated	Due	Allocated	Due	Allocated
Amount	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Waived	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Discount	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

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

Receipts		Customer Name		Customer Number	
Filename	PQ 5.txt	PROPERTYIQ PTY LTD		54278357	
Description	ACCOUNT TRANSACTION	Total Debits	8	Number of Transactions	17
Remitter	HACQUARIE BANK	Total Credits	9	Number of Accounts	3

Informational (4)	Adjustments (2)	Unallocated (1)	Allocated (12)
Trans#	Account	Tran Type	Details
000012	8889888888 182-222	Owner-deposit SP 888777	F Swandon 5 888777 Hornsby Towers 15 Florence SPlan 888777
			Amount -\$500.00

SPlan 888777 Building Name 888777 Hornsby Towers 15 Florence
Description: F Swandon 5

Deposited -\$500.00 Allocated \$0.00 Remaining -\$500.00

Lot: [Dropdown] Credit \$0.00 +

Date Details Outstanding Allocated

Lots

S-Pln	Lot #	Int	CN	Owner	Str.	Street Name	Building N.	Strata Manager N.	Corr.	De
888	1	1	000	Francia Swandon	15	Florence	Hornsby Tls.	Training Manager	Ow.	Pos
888	2	2	000	Maddison Furness	15	Florence	Hornsby Tls.	Training Manager	Ow.	Pos
888	3	3	000	Eleri Bonson	15	Florence	Hornsby Tls.	Training Manager	Ow.	Pos
888	4	4	000	Sally Bennett	15	Florence	Hornsby Tls.	Training Manager	Ow.	Pos
888	5	5	000	Caroline Liu	15	Florence	Hornsby Tls.	Training Manager	Ow.	Pos
888	6	6	000	An-Mare Lawlor	15	Florence	Hornsby Tls.	Training Manager	Ow.	Pos
888	7	7	000	Christy Lee	15	Florence	Hornsby Tls.	Training Manager	Ow.	Pos
888	8	8	000	Baily Brown	15	Florence	Hornsby Tls.	Training Manager	Ow.	En
888	9	9	000	Baily Brown	15	Florence	Hornsby Tls.	Training Manager	Ow.	En
888	10	10	000	Baily Brown	15	Florence	Hornsby Tls.	Training Manager	Ow.	En
888	11	11	000	Nicole Bauer	15	Florence	Hornsby Tls.	Training Manager	Ow.	Pos
888	12	12	000	Carolyn Samuels	15	Florence	Hornsby Tls.	Training Manager	Ow.	Pos
888	13	13	000	Francia Swandon	15	Florence	Hornsby Tls.	Training Manager	Ow.	Pos

Admins Due \$0.00
Interest \$0.00
New \$0.00
Discount \$0.00
Total \$0.00

Move to Unallocated Funds

Privacy Policy Terms & Conditions

Show Legend Import Add Edit Select X

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. Click *Allocate* when you are ready

Receipts					
Filename	P1Q 5.txt	Customer Name	PROPERTYIQ PTY LTD	Customer Number	54278357
Description	ACCOUNT TRANSACTIONS	Total Debits	8	Number of Transactions	17
Remitter	RACQUIRE BANK	Total Credits	9	Number of Accounts	3

Informational (4)		Adjustments (0)		Unallocated (1)		Allocated (12)	
Trans#	Account	Tran Type	Details			Amount	
000012	888888888	Owner-deposit	F Swanden 5			\$-500.00	
	152-222	SP 888777	88777 Hornsby Towers 15 Florence Lot 1 Unit 1 Franca Swanden handed to solicitor on 1 september 2017				

S/Plan 888777 Building Name 888777 Hornsby Towers 15 Florence
Description: F Swanden 5

Deposited \$-500.00 Allocated \$-500.00 Remaining \$0.00

✓ Allocate

Date	Details	Outstanding	Allocated
30/11/2016	Lot 1 blocked drains	\$0.00	\$0.00
30/11/2016	Standard Levy Installment 1	\$0.00	-\$500.00
10/11/2016	Charge for arrears notice dated 10/11/2...	\$0.00	\$0.00
10/11/2016	Charge for final notice dated 10/11/2016	\$0.00	\$0.00
30/9/2016	Standard levies carried forward - Contr...	\$0.00	\$0.00
30/9/2016	Special levies carried forward - Contrib...	\$0.00	\$0.00

Admin		Cap. Works		Total	
Due	Allocated	Due	Allocated	Due	Allocated
Amount	\$0.00	-\$300.00	\$0.00	-\$200.00	\$0.00
Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Discount	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total	\$0.00	-\$300.00	\$0.00	-\$200.00	\$0.00

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 multiple lots in the building has made a bulk payment covering multiple lot's levies

Fix:

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

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

Receipts

Filename: PIQ 14.txt Customer Name: PROPERTYIQ PTY LTD Customer Number: 54270357
Description: ACCOUNT TRANSACTIONS Total Debits: 18 Number of Transactions: 17
Remitter: INACQUATE BANK Total Credits: 7 Number of Accounts: 3

Trans#	Account	Tran Type	Details	Amount
000002	888888888 182-222	Bank-adjustment SP 54345	YDEFT Chq 0000000297 54345 The Waldorf 17 Station Street S/Plan 54345	-\$1,000.00
000004	888888888 182-222	Bank-adjustment SP 54345	PDEFT 1111111111111111 54345 The Waldorf 17 Station Street S/Plan 54345	-\$1,559.20
000012	888888888 182-222	Bank-adjustment SP 54345	F Swandon 5 54345 The Waldorf 17 Station Street S/Plan 54345	-\$500.00
000016	656789 182-222	Bank-adjustment CTS 270976	Deposit Levies Dollars RE 0 270976 Moorings on Cavill 63 Cavill Avenue C.T.S. 270976	\$5,000.00

C.T.S. 270976 Building Name 270976 Moorings on Cavill 63 Cavill Avenue Desc Levies Balan RE 0
Description: Levies Balan RE 0

Adjustment Amount: \$5,000.00 Allocated: \$0.00 Remaining: \$5,000.00

Schedule	Details	Amount	Account	GST Inclusive
----------	---------	--------	---------	---------------

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

The screenshot shows a 'Split Deposit' window with a table of lot allocations. The table has columns for Lot, Unit, CRN, Owner, and Amount. The data is as follows:

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

Below the table, there is a summary section with the following information:

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

At the bottom right, there are two buttons: 'Accept' and '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 multiple 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 account(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.

The screenshot shows the 'Supplier' form in PropertyIQ. The form is divided into several sections:

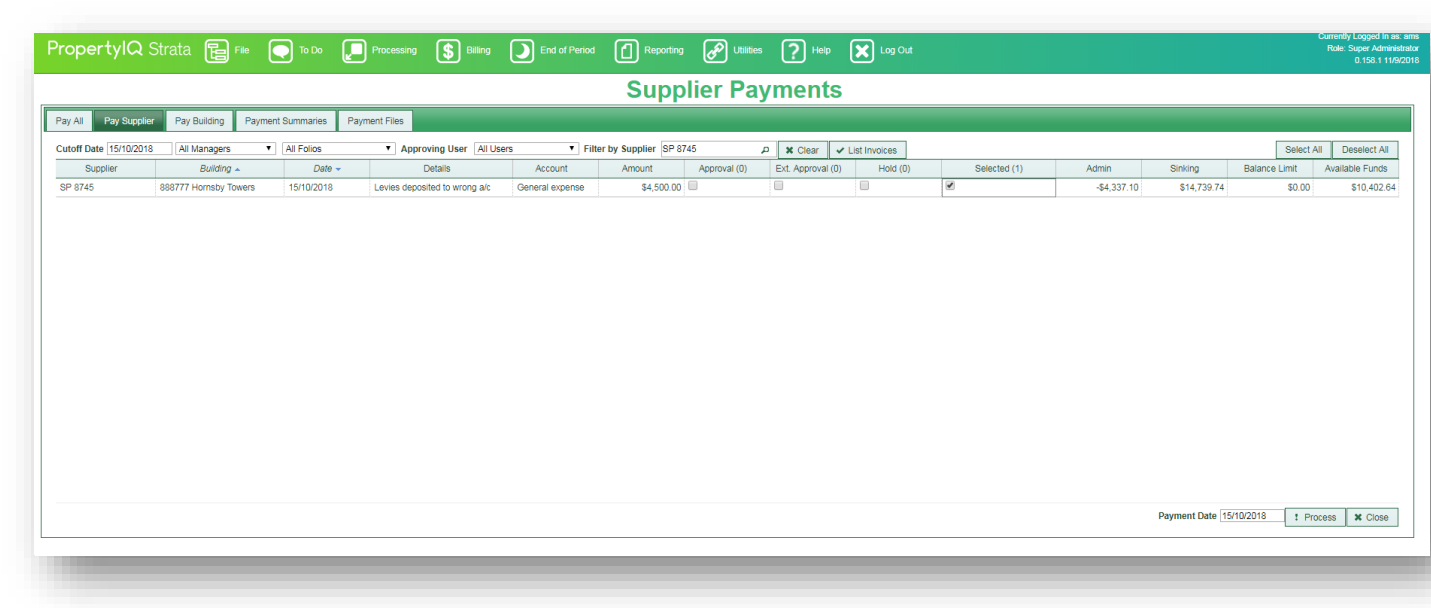
- Supplier Information:** Includes fields for ABN, Name (SP 8745), Code, and Balance (\$0.00). There are checkboxes for 'Check Ref Inv.', 'GST Registered', 'Active', and 'Sundry Supplier'.
- Contact Information:** Includes fields for Address (8 Henshaw Avenue), Suburb (BATTERY POINT), State (TAS), Postcode (7004), and Contact details (Phone 1, Phone 2, Mobile, Fax).
- Payment Method:** Includes a dropdown for 'Supplier Types' (Last Paid) and a section for 'Payment Method' with buttons for 'BPAY', 'Direct', and 'Cheque'. The 'Direct' method is selected.
- Bank Details:** Includes fields for BSB* (183-200), Account Number* (43456), and Account Title* (SP 8745). There is also a field for 'Lodgement Reference' (SP 8745) and a checkbox for 'Use lodgement reference'.

At the bottom right, there are 'Save' and 'Cancel' buttons.

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

PropertyIQ
Receipting Troubleshooting Guide
14.10.2018

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.