PropertyIQ

Release Notes August 2021

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Portal Version 2.6

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SUMMARY

CHANGES RELATED TO PORTAL

Changes in PropertyIQ Portal

1. **Portal invitation emails** – The email invitations for Lot Owners and Committee Members have been updated.

    - Company name – Emails will now display the relevant Strata Company name using the Global or Folio settings in PIQ under Utilities>Settings>Company Details. Historically, only the Global company details were used.
        - If a building is linked to a Folio with setting 'Use Folio Company Details' enabled, then the Folio Company name will be used in the email invitation.
        - If a building is not linked to a Folio or is linked to a Folio with setting 'Use Folio Company Details' disabled, the Global Company name will be used.
        - If the email invitation is for an account that has multiple properties across more than 1 Folio, the Global Company name will be used in the email invitation.
    - Contact details – Emails will now display the company name, phone number and email in the 'Need Help' section of the email. The same rules as above will apply as to whether the Global or Folio company details will be displayed e.g. dependant on the building's Folio and settings.

    Refer screenshot below.

2. **Portal login screen** – When logging into the Portal, there is now an option to show the password in the password field to help with logging in. The text shown on the login screen has also been updated to include a statement to contact the Strata Manager if they are having trouble logging in.

    Refer screenshot below.

3. **Portal > Levies screen -** Improvements have been made to the details displayed on the Levies page in Portal, including:

    - Date column - In the levies table of a lot, the date column heading has been changed from 'Due date' to 'Date'.
    - Discounted levies –
        - In the levies table of a lot and when viewing a levy transaction, the value displayed against a levy under the *Amount* column will now show the Nett amount of the levy (discounted amount) if today's date is **before** or **on the due date** of the levy. Once the due date has passed, the levy amount shown in Portal will be the gross amount (no discount).
        - The total amount shown in 'Next Levy Due' section at the top of the levies page will also include discounted amounts.
    - Detailed levy view – In the levies table of a lot and when viewing a levy transaction, you can now see more details about a levy using a 'View' button. The detailed view of a levy will display the levy amount, any applicable discount, total amount paid and any accrued interest if it's overdue. Refer to screenshots for more detail.

    Refer screenshots below.

4. **Notifications** – A variety of improvements and fixes for email and in-portal notifications have been made, including:

    - Upcoming Levies - If a levy has been fully paid in advance of the levy due date, the Lot Owner will no longer receive an email notification for that levy.
    - Read status of in-portal notifications - An issue has been fixed where in-portal notifications that had been read were returning to unread after the overnight sync had been run.
    - An issue has been fixed where a Lot Owner with email notification frequency set to weekly was seeing duplicated levy details in the email notification.

- An issue has been fixed where a Committee Member with email notification frequency set to daily was not receiving an email notification for new uploaded documents.
- An issue has been fixed where daily email notifications for upcoming meetings were displaying meetings dated 2 days in the future, instead of the next day only.

5. **Portal administrators > default system administrator role** – You're required to have at least 1 user with the *System Administrator* role assigned in your PIQ Portal. If you have only 1 *System Administrator*, when attempting to deactivate that user or change the role of that user, you'll be prompted to assign the *System Administrator* role to another user before you can proceed.

LOT CATEGORISATION (VIC)

6. **Categorisation of primary & secondary lots (VIC clients)** – A new feature is available that allows the categorisation of lots as either primary or secondary lots. Secondary lots, also referred to as accessory lots, are usually unoccupiable and are lots used for parking, storage, accessways or utility services for example.

   ? This change is in preparation for the VIC legislation changes effective 1 December and will assist VIC clients in classifying an OC as Tier 1-5 based on occupiable lots in the building (where occupiable lots = primary lots).

   ! To enable this feature, please submit a request by emailing **support@propertyiq.com.au**.

   Once this feature is enabled, you will see two changes in PIQ.

   - Lot card - A new label called '*Category*' will appear on the Lot card under the Lot number field and will display two radio buttons called *Primary* and *Secondary*. *Primary* will be selected by default for all lots. First you will need to review all lots in your in PIQ and manually update any lots you consider to be secondary lots.
   - Utilities>Settings>Statistics screen – This screen shows the total of buildings and lots in your PIQ. New subtotal rows for primary and secondary lots will be displayed.

   ***NOTE**: Additional improvements and functionality are planned for a future release.*

   Refer screenshots below.

BULK CREDIT TRANSFERS

7. **New setting to allow bulk credit transfers across schedules –** A new application setting that will allow the *Bulk Credit Transfer* function to transfer the credit balance of one schedule against payable levies on all schedules, ensuring that credits are applied to all levies based on due date (regardless of schedule). This will avoid instances where lots are in arrears on one schedule and in credit on another schedule.

   Changes include:

   - New setting – Available under Utilities>Settings>Application Settings and is called '*Allocate credits across schedules on Bulk Credit Transfers*'. It is disabled by default.
   - Behaviour of setting on Bulk Credit Transfer function
     - The setting alters the behaviour of the *Bulk Credit Transfer* function that is used from the Due/Fee Notice screen and on Processing>Adjustments screen>Bulk Credit Transfer button.
     - When this setting is **enabled**, standard allocation rules for receipting will apply (as set under Utilities>Settings>Application Settings>TXN Processing rules).
     - When this setting is **disabled**, current behaviour will continue to be used. Current behaviour is that credits will firstly be applied to all levies within the same schedule (past and future dated) and ONLY when there's a remaining credit balance and no more levies in that schedule, will it ask if you want to transfer the remaining credit to another schedule.
   - Audit Trail - Changes to this setting will be captured in the global audit trail and the audit trail report.

   ! ***If you wish to use this feature, you'll need to enable this setting manually.***

   Refer screenshot below.

8. **New setting to show optional disclaimer on reports –** A new setting that will allow you to include an optional disclaimer on reports generated in PIQ. The disclaimer text will appear as a statement in report headers for reports that include company details.

   ! ***SCA NSW clients*** - This disclaimer can be used by NSW clients who must comply with Strata Community Association NSW (SCA) Scheme Disclosure requirements under the Professional Standards legislation effective 1 July 2021.

   Changes include:

   - New setting – Available under Utilities>Settings>Company Details screen under the Logo field and is called *Report Disclaimer*.
     - The setting is disabled by default.
     - The disclaimer text is limited to 100 characters.
     - The disclaimer can be configured at a Global and Folio level. For a Folio, where the setting *Use Folio Company Details* is enabled, the disclaimer entered against the Folio will be used for any buildings linked to that Folio. Otherwise, the disclaimer entered against Global settings will be used (if enabled). If the *Report Disclaimer* setting is disabled for both Global and Folio, a disclaimer will not be displayed on reports and PIQ will behave as it currently does.
   - Audit trail - Changes to this setting and text field will be captured in the global audit trail and the audit trail report.
   - Disclaimer shown on reports – When the *Report Disclaimer* setting is enabled at the Global and/or Folio level, the disclaimer text will be displayed on the following reports (and related exports):
     - Building financial reports –
       a. Account Ledger Report
       b. Balance Sheet
       c. Cash Book Report
       d. Cash Management Report
       e. Debtor Positions Report
       f. Expenses & Other Income Report
       g. Income Statement Report
       h. Key Statement Report
       i. Lot Positions Report
       j. Management of Funds Report
       k. Owner Ledger Report
       l. Trust Trial Balance Report
     - Activity Report
     - Arrears Report
     - Audit Trail Report
     - Bank Accounts Report
     - Bank Reconciliation (batch, single)
     - BAS & Clearing Journals Report
     - Budget Reports
     - Building Register Reports
     - Diary Report
     - Income & Payment Analysis Report
     - Income Tax Report
     - Insurance Register Report
     - Job Register Report
     - Journal Report
     - Levy Schedule Report
     - Levy Summary Report
     - Missing Levies Report
     - Notes Report
     - Strata Roll Report
     - Tradespeople Report
     - TXN Report
     - Unpresented Cheques Report
     - Utility Invoicing Summary Report

   Refer screenshots below.

   NOTE: *Further improvements will be released in the next product update to display the disclaimer on remaining reports; such as Owner List Report, Owner Transaction Summary Report, Debtor Transactions Report, Supplier Ledger Report, Remittance Advice, Header Sheet Report.*

DEBTOR INVOICES

9. **Debtor invoices –** Improvements have been made so that when editing any details of a pending/unpaid debtor invoice (e.g. line items, amounts, GST, accounts), then:
    - When saving the edited invoice, a new document is created and delivered
        - The new invoice document is always created and saved
        - However, you'll be asked if you want the amended invoice delivered to the debtor. When prompted, you can select *Yes* to deliver it or *No* to save it without delivering.
    - You'll see a new debtor invoice document saved in the documents tab of the relevant Debtor and Building. The previous debtor invoice document will remain in saved documents for historical record purposes. The new and previous invoices will display the following details:
        - Document names: The previous invoice is updated with prefix "REPLACED". The new invoice will be prefixed with "AMENDED".
        - Document details: In the *Details* column of the documents tab, the previous invoice will include the text "Replaced by an amended invoice". The new invoice will include the text "Amended copy of previous invoice". If the total invoice amount is changed, the *Total Amount* displayed in details will also be updated.

    Refer screenshots below.

    ***NOTE**: These changes don't apply to Utility Debtor invoices.*

DIARY

10. **Diary reminders –** Improvements and fixes have been made to diary events and reminders. When viewing an event with a reminder set, next to the reminder you'll see the name of the user that'll receive the reminder.

    For events related to Supplier Compliance (e.g. reminders for expired public liability):
    - An issue has been fixed to ensure the **most recent** user who has updated the expiry date of a Supplier compliance type will receive a system reminder. Historically, the user who initially created the Supplier compliance type continued to receive the reminder even though another user had later updated it. Additionally, if a user updates any other details of the Supplier compliance type (e.g. type, sum insured, comments, status), that user is added as a Subscribed User to the event and will receive a reminder.
    - An issue has been fixed where users manually added to an existing Supplier Compliance event (using the *Subscribed Users* button) were not receiving the reminders. Now, all users displayed in the Subscribed Users list for a Supplier compliance event will receive a reminder.
    - An issue has been fixed where changing the expiry date of a Supplier compliance type caused the future reminder **not** to appear on the new date for the relevant user.

GENERAL

11. **Due/Fee notices for multi-schedule buildings –** Improvements have been made to the way due/fee notices are generated for multi-schedule buildings to cater for when a schedule is not GST registered but there are levies/fees that are still GST Inclusive. This happens when the Schedule's GST setting is disabled but there are future dated levies/fees that haven't been updated to GST Free under *Levy Maintenance* screen.
    Now, when generating due/fee notices that include GST applicable levies/fees due across 2 or more Schedules that aren't registered for GST, a separate tax invoice will still be generated for each Schedule.
12. **Export files > New setting for character limit** – A new setting is available that'll resolve any issues with formatting or overlapping data when exporting CSV files (e.g. building export, lot export), specifically when there is excessive data in one cell e.g. 40,000 characters in a lot note.
    - New setting available under Utilities>Settings>Application Settings screen called '*Apply character limit to exported CSV files (optimal for Excel)*'.
    - The setting is disabled by default.

- When enabled, the setting will limit the data in each cell within CSV files (e.g. building export, lot export) to 32,000 characters. When the limit is exceeded, the data is shortened and text *"…Max Excel character limit exceeded…"* is displayed at the end of the cell.
- Changes to this setting is captured in the Global Audit Trail and the Audit Trail report.

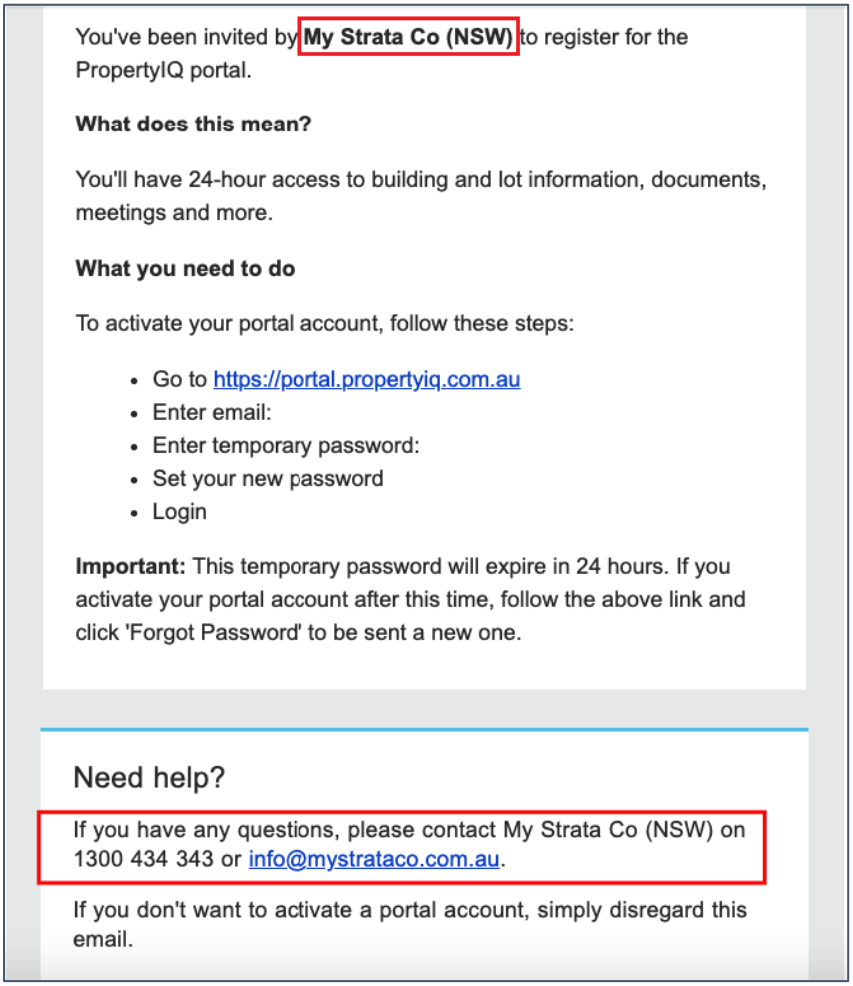
13. **Activity log import** – A change has been made to ensure the Activity log screen and import function allows quantities of 2 decimal points. This has fixed an issue with charges with decimal points causing errors during a Fee Schedules run.
14. **Special Levies screen –** When striking a manual levy under *Billing>Special Levies* screen and viewing the levy types under the *Levy Type* dropdown for WA and NSW buildings, references to the legislative section numbers have been removed to avoid confusion when legislation changes.
15. **Levy Summary report** – An issue has been fixed where inactive buildings were appearing on the Levy Summary report.
16. **BAS reports –** An issue with the BAS report (Summary and Audit Trail sections) has been fixed where GST free transactions were incorrectly appearing under G4 (Input-taxed supplies) instead of G3 (GST-free supplies).
17. **Building bank balances –** An issue has been fixed where editing a supplier invoice and changing the account of a line item that effects the allocated Fund (e.g. Admin to Sinking) would cause a display issue in PIQ for the building's bank balance. The building's bank balance was not updating to reflect the new balances at the Fund level.
18. **Automated Invoice Management (AIM)** – A change has been made to prevent the duplication of imported invoices when a user inadvertently double/triple clicks the 'Download New Invoices' button on *Processing>Supplier Transactions>Invoice Express* screen.

DETAILED SCREENSHOTS

ITEM 1 – PORTAL – PORTAL INVITATION EMAILS

The email invitations for Lot Owners and Committee Members have been updated.

1. **Company name** – Emails will now display the relevant Strata Company name using the Global or Folio settings in PIQ under Utilities>Settings>Company Details. Historically, only the Global company details were used.
    - If a building is linked to a Folio with setting 'Use Folio Company Details' enabled, then the Folio Company name will be used in the email invitation.
    - If a building is not linked to a Folio or is linked to a Folio with setting 'Use Folio Company Details' disabled, the Global Company name will be used.
    - If the email invitation is for an account that has multiple properties across more than 1 Folio, the Global Company name will be used in the email invitation.
2. **Contact details** – Emails will now display the company name, phone number and email in the 'Need Help' section of the email. The same rules as above will apply as to whether the Global or Folio company details will be displayed e.g. dependant on the building's Folio and settings.



You've been invited by **My Strata Co (NSW)** to register for the PropertyIQ portal.

What does this mean?

You'll have 24-hour access to building and lot information, documents, meetings and more.

What you need to do

To activate your portal account, follow these steps:

- Go to https://portal.propertyiq.com.au
- Enter email:
- Enter temporary password:
- Set your new password
- Login

Important: This temporary password will expire in 24 hours. If you activate your portal account after this time, follow the above link and click 'Forgot Password' to be sent a new one.

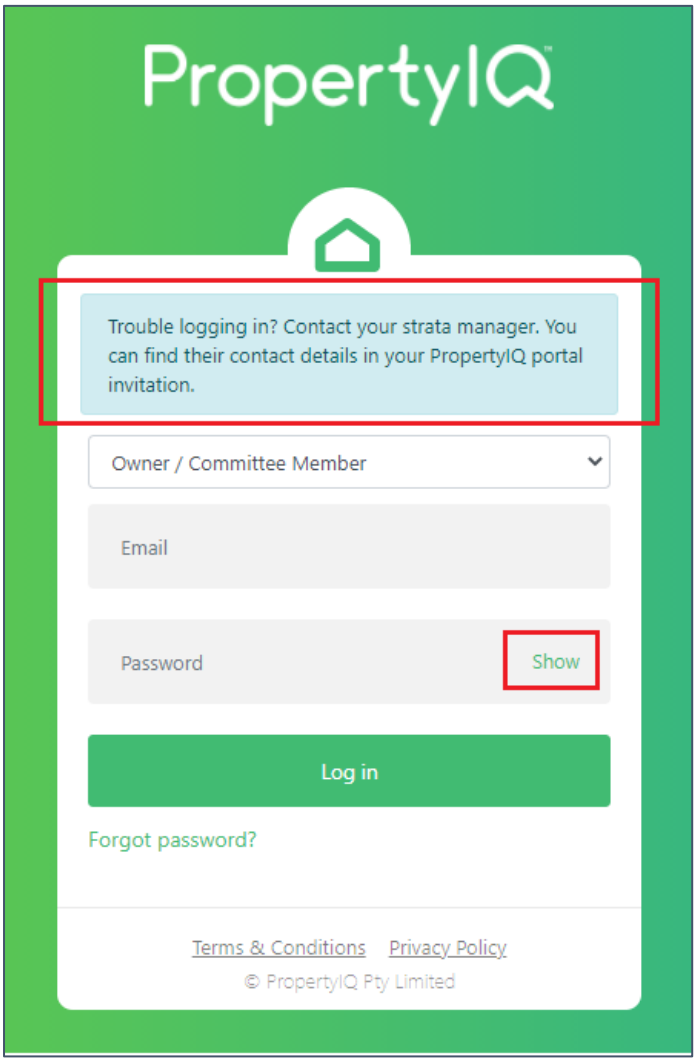
Need help?

If you have any questions, please contact My Strata Co (NSW) on 1300 434 343 or info@mystrataco.com.au.

If you don't want to activate a portal account, simply disregard this email.

ITEM 2 – PORTAL – PORTAL LOGIN SCREEN

1. When logging into the Portal, there is now an option to show the password in the password field to help with logging in.
2. The text shown on the login screen has also been updated to include a statement to contact the Strata Manager if they are having trouble logging in.

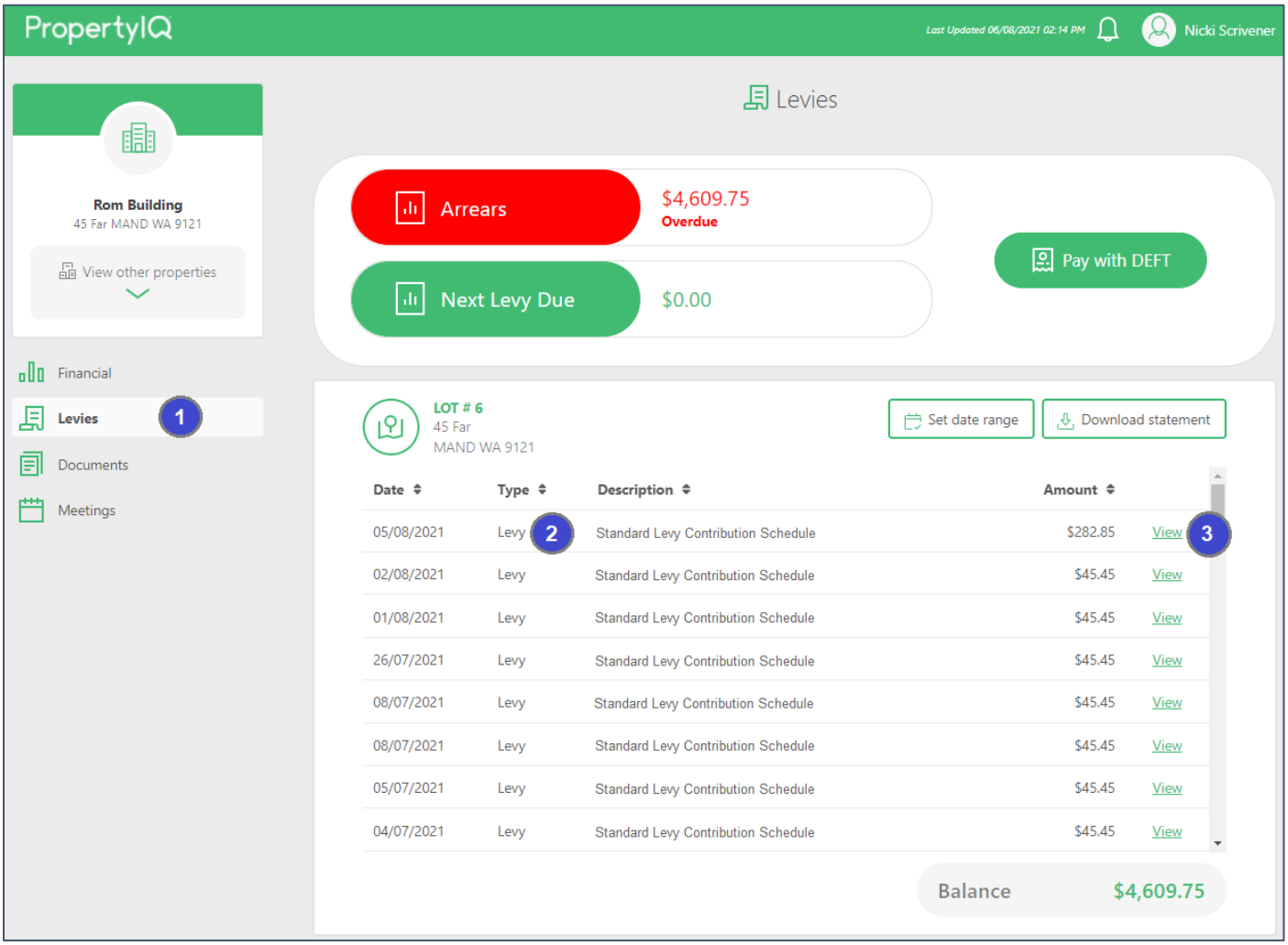


ITEM 3 – PORTAL – LEVIES PAGE

Improvements have been made to the details displayed on the Levies page in Portal, including:

- **Date column** - In the levies table of a lot, the date column heading has been changed from 'Due date' to 'Date'.
- **Discounted levies**
  - In the levies table of a lot and when viewing a levy transaction, the value displayed against a levy under the *Amount* column will now show the Nett amount of the levy (discounted amount) if today's date is **before** or **on the due date** of the levy. Once the due date has passed, the levy amount shown in Portal will be the gross amount (no discount).
  - The total amount shown in 'Next Levy Due' section at the top of the levies page will also include discounted amounts.
- **Detailed levy view** – In the levies table of a lot and when viewing a levy transaction, you can now see more details about a levy using a 'View' button. The detailed view of a levy will display the levy amount, any applicable discount, total amount paid and any accrued interest if it's overdue.

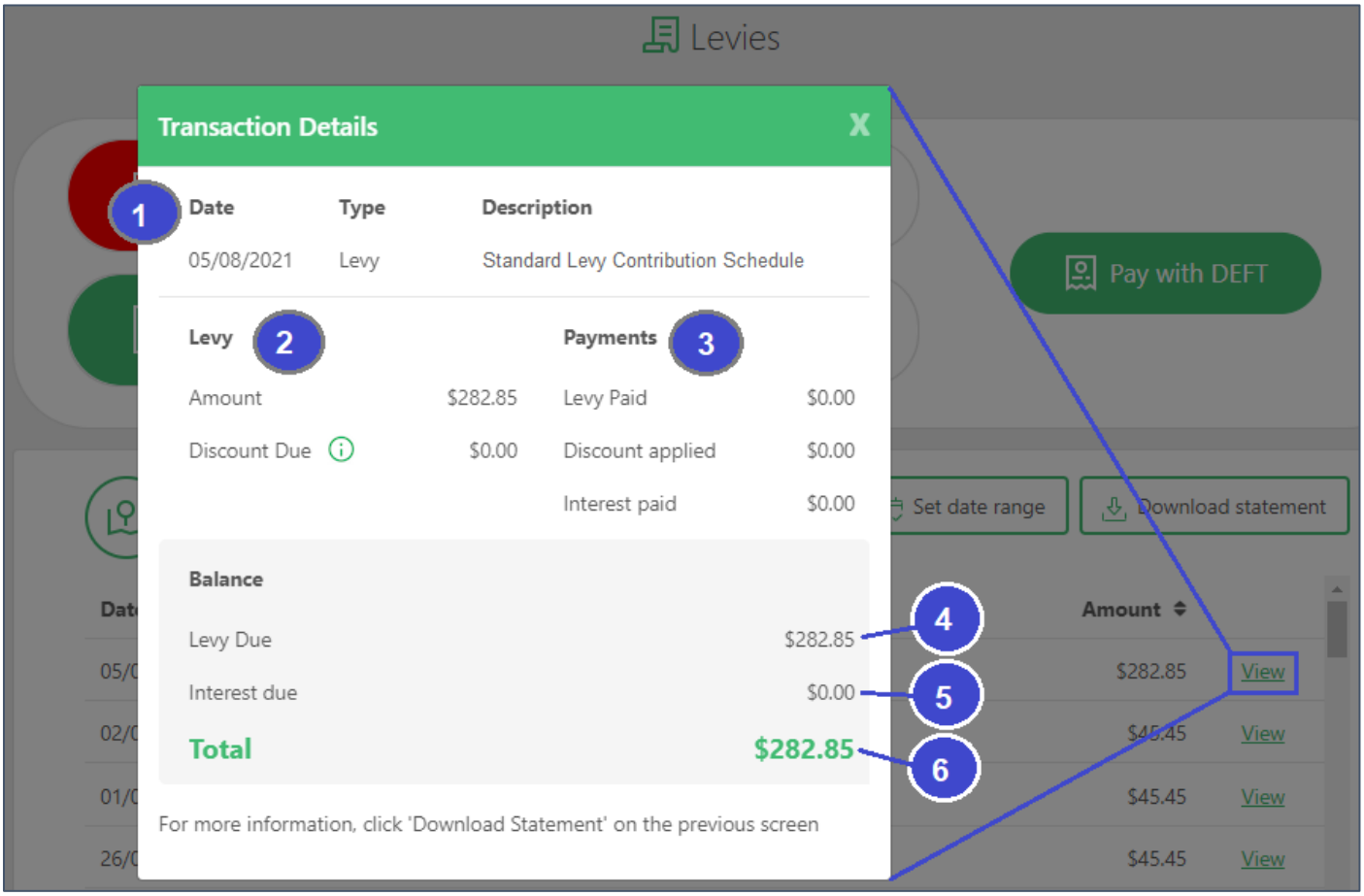
1. Go to the *Levies* page in PIQ portal
2. Find a **levy** transaction (Type = Levy) in the lot levies table
3. Click the *View* link against the transaction



This will open a popup window to display a detailed view of the levy.

1. The due date and description of the levy will show here.
2. The *Levy* section will display details of the levy.
    a. Amount = the gross amount of the levy .
    b. Discount Due = any applicable discount (to be deducted from gross amount shown in *Amount* field). Once the due date has passed, this will show as $0.00.
3. The *Payments* section will display details of payments against the levy.
    a. Levy Paid = Total sum of amounts paid against the levy .
    Note: This is Nett amount paid, not including any discounts/waivers granted.
    b. Discount Applied = Any full or partial discounts applied and any amounts that have been waived from the levy.
    c. Interest Paid = Total sum of interest that has been paid against an overdue levy (if applicable).

    The *Balance* section will display the unpaid amount of the levy and any interest that is accruing if it's overdue.
4. Levy Due = Balance of the levy to be paid e.g. Amount less Discount Due, less Levy Paid and less Discount applied.
5. Interest Due = Amount of interest that is accruing on the balance of the levy if it's past the due date (if applicable).
6. Total = Levy due amount + Interest due amount. The total balance of the levy to be paid.



ITEM 6 – CATEGORISATION OF PRIMARY & SECONDARY LOTS

A new feature is available that allows the categorisation of lots as either primary or secondary lots.

Secondary lots, also referred to as accessory lots, are usually unoccupiable and are lots used for parking, storage, accessways or utility services for example.

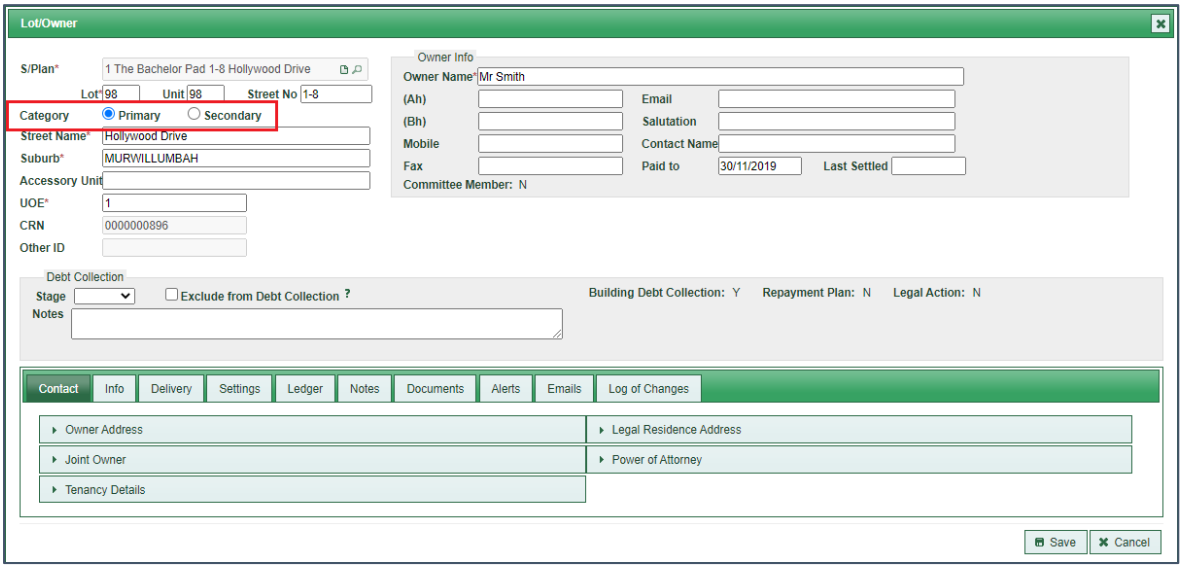
! **To enable this feature, please submit a request by emailing support@propertyiq.com.au.**

Once this feature is enabled, you'll see two changes in PIQ.

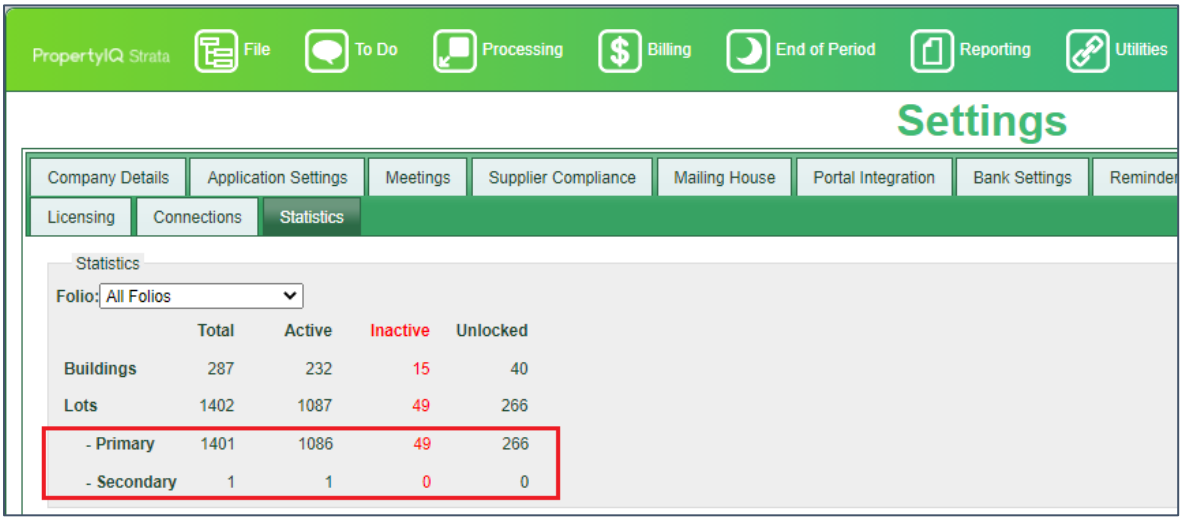
1. Lot card – A new label called '*Category*' will appear on the Lot card under the Lot number field and will display two radio buttons called *Primary* and *Secondary*. *Primary* will be selected by default for all lots. First you will need to review all lots in your in PIQ and manually update any lots you consider to be secondary lots.
2. Utilities>Settings>Statistics screen – This screen shows the total of buildings and lots in your PIQ. New subtotal rows for primary and secondary lots will be displayed.

NOTE: Additional improvements and functionality are planned for a future release.

Lot card – new 'Category' label:



Utilities>Settings>Statistics screen – new subtotals for primary and secondary lots:



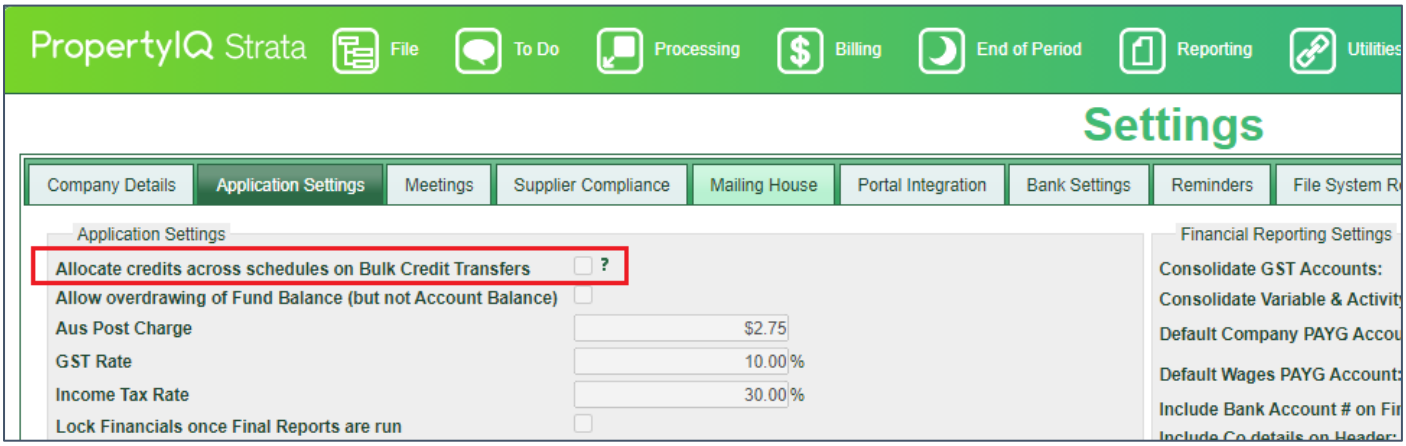
ITEM 7 – NEW SETTING TO ALLOW BULK CREDIT TRANSFERS ACROSS SCHEDULES

A new application setting that will allow the *Bulk Credit Transfer* function to transfer the credit balance of one schedule against payable levies on all schedules, ensuring that credits are applied to all levies based on due date (regardless of schedule). This will avoid instances where lots are in arrears on one schedule and in credit on another schedule.

- New setting is available under Utilities>Settings>Applications settings called '*Allocate credits across schedules on Bulk Credit Transfers*'.
- This setting alters the behaviour of the *Bulk Credit Transfer* function that is used from the Due/Fee Notice screen and on Processing>Adjustments screen>Bulk Credit Transfer button.
- When this setting is enabled, standard allocation rules for receipting will apply (as set under Utilities>Settings>Application Settings>TXN Processing rules).
- When this setting is not enabled, current behaviour will continue. Current behaviour is that credits will firstly be applied to all levies within the same schedule (past and future dated) and ONLY when there is a remaining credit balance and no more levies in that schedule, will it ask if you want to transfer the remaining credit to another schedule.
- Changes to this setting will be captured in the global audit trail and the audit trail report.

! ***This setting is disabled by default. If you wish to use this feature, you'll need to enable this setting manually.***

New application setting:



ITEM 8 - NEW SETTING TO OPTIONALLY SHOW DISCLAIMER ON REPORTS

A new setting is available that allows you to include an optional disclaimer on reports generated in PIQ. The disclaimer text will appear as a statement in report headers for reports that include company details.

! ***SCA NSW clients*** - This disclaimer can be used by NSW clients who must comply with Strata Community Association NSW (SCA) Scheme Disclosure requirements under the Professional Standards legislation effective 1 July 2021.

Changes include:

- **New setting** – Available under Utilities>Settings>Company Details screen under the Logo field and is called *Report Disclaimer*.
  - The setting is disabled by default.
  - The disclaimer text is limited to 100 characters.
  - The disclaimer can be configured at a Global and Folio level. For a Folio, where the setting *Use Folio Company Details* is enabled, the disclaimer entered against the Folio will be used for any buildings linked to that Folio. Otherwise, the disclaimer entered against Global settings will be used (if enabled). If the *Report Disclaimer* setting is disabled for both Global and Folio, a disclaimer will not be displayed on reports and PIQ will behave as it currently does.
- **Audit trail** - Changes to this setting and text field will be captured in the global audit trail and the audit trail report.
- **Disclaimer shown on reports** – When the *Report Disclaimer* setting is enabled at the Global and/or Folio level, the disclaimer text will be displayed on the following reports (and related exports):
  - Building financial reports –
    a. Account Ledger Report
    b. Balance Sheet
    c. Cash Book Report
    d. Cash Management Report
    e. Debtor Positions Report
    f. Expenses & Other Income Report
    g. Income Statement Report
    h. Key Statement Report
    i. Lot Positions Report
    j. Management of Funds Report
    k. Owner Ledger Report
    l. Trust Trial Balance Report
  - Activity Report
  - Arrears Report
  - Audit Trail Report
  - Bank Accounts Report
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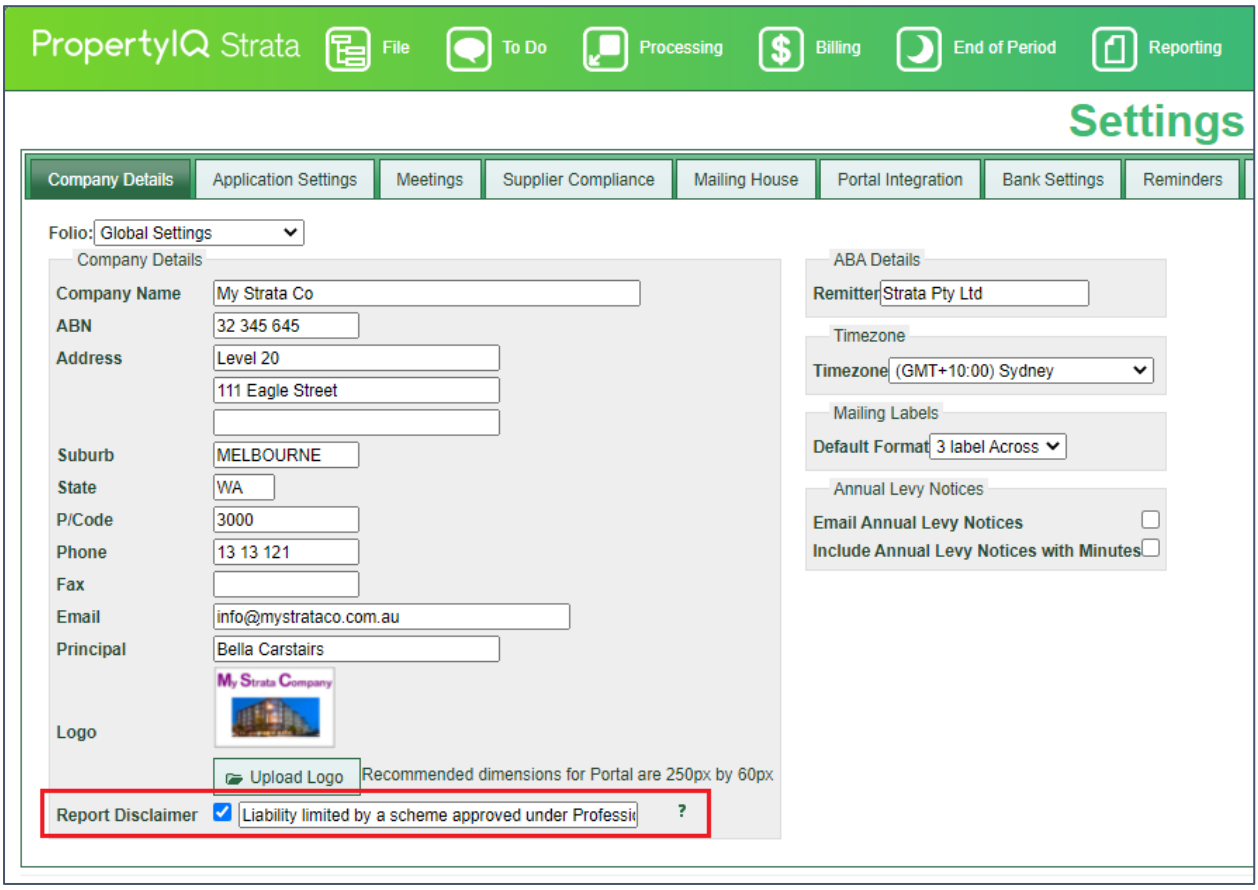
  - Job Register Report
  - Journal Report
  - Levy Schedule Report
  - Levy Summary Report
  - Missing Levies Report
  - Notes Report
  - Strata Roll Report
  - Tradespeople Report
  - TXN Report
  - Unpresented Cheques Report
  - Utility Invoicing Summary Report

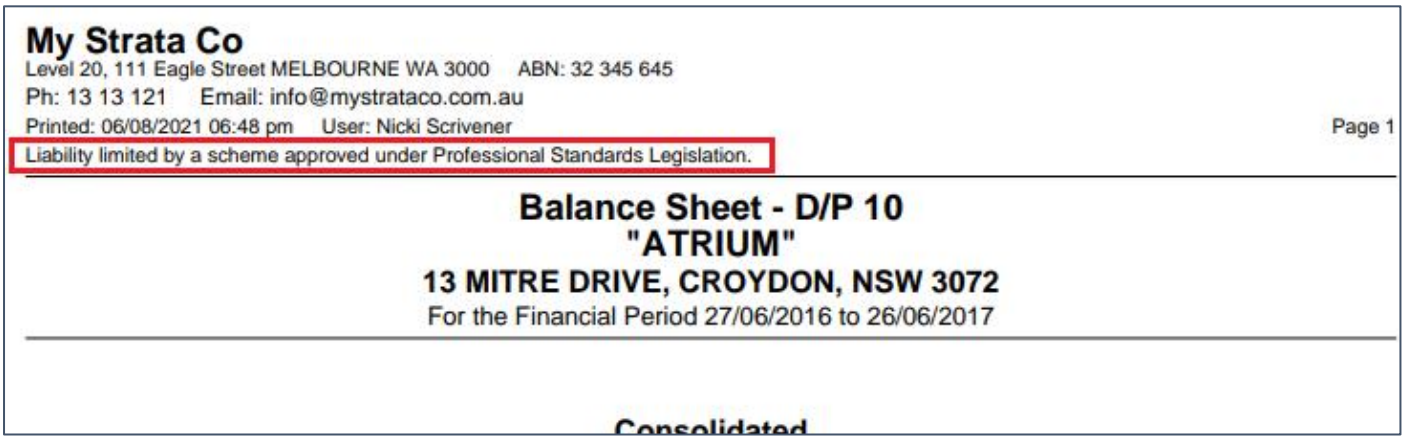
NOTE: *Further improvements will be released in the next product update and will include:*

- *Minor formatting fixes where the disclaimer has had an effect on some report layouts; and,*
- *Displaying the disclaimer on remaining reports; such as Owner List Report, Owner Transaction Summary Report, Debtor Transactions Report, Supplier Ledger Report, Remittance Advice, Header Sheet Report.*

Utilities>Settings>Company Details screen - New setting:



Example of a report with disclaimer:



ITEM 9 – DEBTOR INVOICES

Improvements have been made so that when editing any details of a pending/unpaid debtor invoice (e.g. line items, amounts, GST, accounts) then:

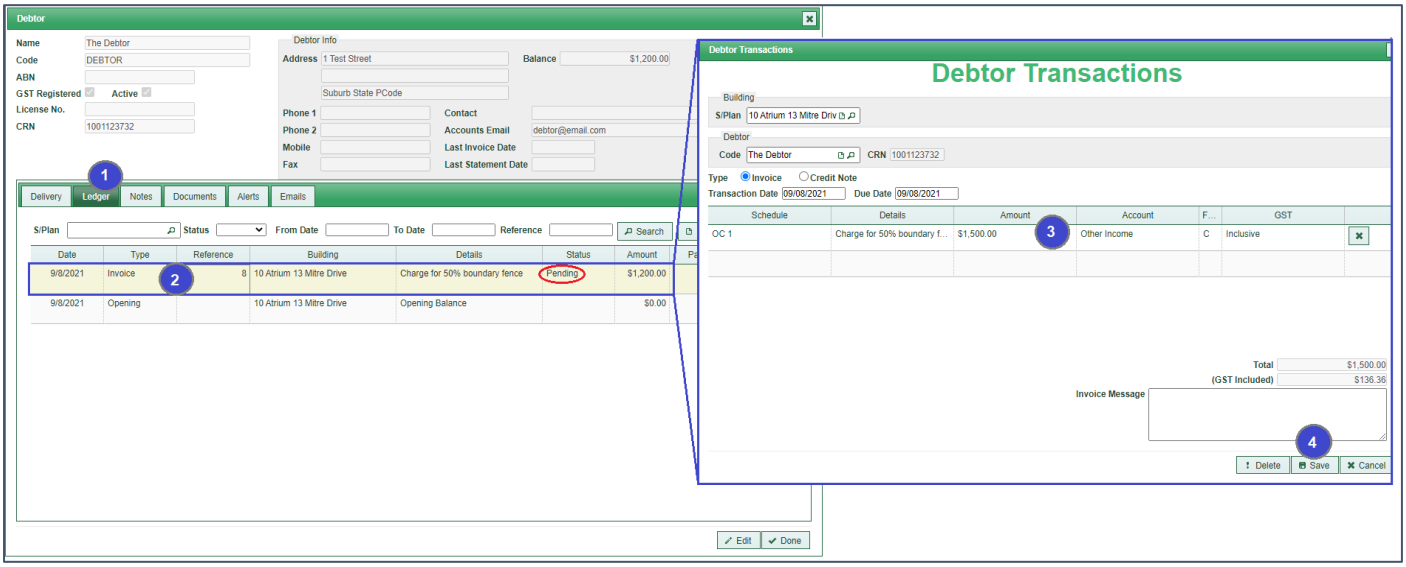
- **When saving the edited invoice, a new document is created and delivered**
  - The new invoice document is always created and saved
  - However, you'll be asked if you want the amended invoice delivered to the debtor. When prompted, you can select *Yes* to deliver it or *No* to save it without delivering.

- **You'll see a new debtor invoice document saved in the documents tab of the relevant Debtor and Building. The previous debtor invoice document will remain in saved documents for historical record purposes.**

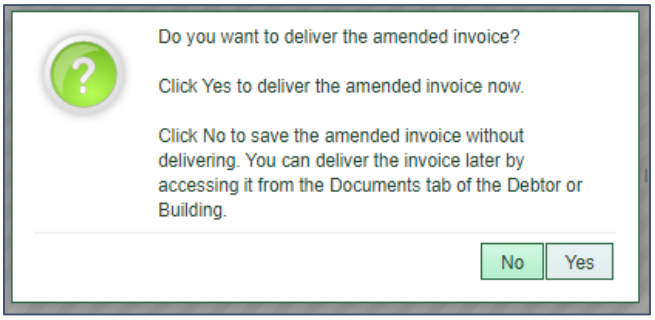
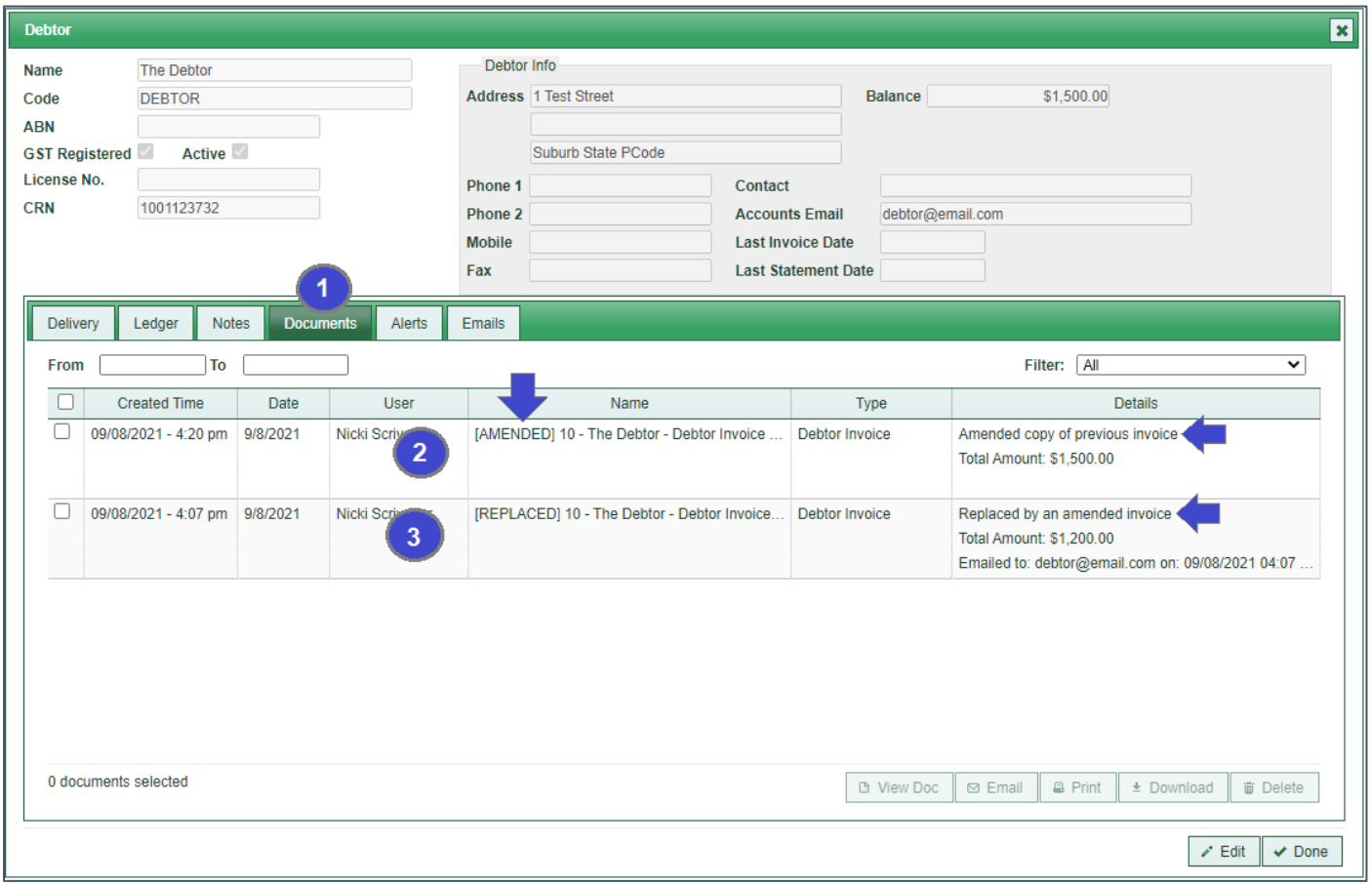
  The new and previous invoices will display the following details:
  - Document names: The previous invoice is updated with prefix "REPLACED". The new invoice will be prefixed with "AMENDED".
  - Document details: In the *Details* column of the documents tab, the previous invoice will include the text "Replaced by an amended invoice". The new invoice will include the text "Amended copy of previous invoice". If the total invoice amount is changed, the *Total Amount* displayed in details will also be updated.

Go to File > Debtors and view a Debtor.

1. Click on *Ledger* tab.
2. In the ledger, locate the relevant invoice that needs to be amended.
   NOTE: The invoice must have a status of 'Pending' to be amended.
3. Edit one or more details on the invoice. In the below example, the amount has been changed from $1200 to $1500.
4. Click *Save* button.



You will then be prompted about delivering the amended invoice. Click Yes to deliver it or *No* to save it without delivering.



1. Go to the Documents tab of the debtor.
2. The new amended invoice will be saved with document name prefixed with *AMENDED*.
3. The previous invoice will be saved with the document name prefixed with *REPLACED*.