PropertyIQ

Release Notes December 2020

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PropertyIQ Portal 2.2

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SUMMARY

IMPORTANT CHANGES TO DUE NOTICES & SPECIAL NOTICES

1. **Changes to due/fee and special notices.** Important changes have been made to the way invoices (due/fee and special notices) are issued in PropertyIQ. These changes affect GST registered buildings/schedules in all states.

What you need to know

Important changes have been made to the way invoices (due/fee and special notices) are issued in PropertyIQ to ensure they meet tax invoice requirements in Australia. We've highlighted below what has changed and why.

1) Change #1: GST shown on due/fee and special notices

A change has been made to ensure that GST is only shown for levies that have **not** previously been issued on a due/fee or special notice. Previously, GST would show for levies dated within the levy run date range selected.

For example:

- Levy issued in Notice #1 = will include GST and be included in the GST Totals displayed on the notice
- The same levy issued in Notice #2, #3 and so on = will NOT include GST, and will be excluded from the GST Totals displayed on the notice

Why: A tax invoice for the same levy cannot be issued more than once as this would potentially duplicate the GST claimable by the owner.

2) Change #2: Changes to merge fields of Tax_Invoice, Building_ABN, Details, Nett_Label and Gross_Label

Merge fields have been updated to show correct Tax Invoice/Invoice labels, correct ABN and a distinction between levies that are included in the GST total and levies that are GST Free.

- The merge field Tax_Invoice will merge the text "Invoice" if there is no GST itemised on the notice or will merge the text "Tax Invoice" if there is GST itemised on the notice.
- The merge field Building_ABN will no longer use the ABN entered on the building card but the ABN entered on each schedule. To ensure the ABNs show on your notices, you should update the ABN for all schedules from each building card.

Why: Notices must include the ABN of the entity that is issuing the invoice. The notice should also be correctly labelled e.g. state "Tax Invoice" only if GST is itemised on the notice, otherwise the invoice should show the word "Invoice".

3) Change #3: Multi-schedule buildings to generate a notice per schedule (for schedules reporting 'GST on Self')

- For multi-schedule buildings, separate notices/invoices will now be generated for each schedule that reports 'GST on Self' (and have individual ABNs).

  For example:
  - A building with the main contribution schedule reporting 'GST on Self' and schedules 2 & 3 reporting GST on contribution schedule = 1 notice will be generated and will include all levies across all schedules
  - A building with 2 schedules **both** reporting 'GST on Self' = 2 notices will be generated, 1 notice for the main contribution schedule and 1 notice for schedule 2
- Each notice will have an amount due per schedule, so where applicable, lot owners will need to sum up due amounts on all notices to pay the total amount due on the lot
- Where multiple notices are created, it will still be sent to the lot owner in one PDF file and saved in PIQ against the lot as one PDF document.

Why: A legal tax invoice per ABN must be issued and include a GST total for that ABN only. A combined notice with levies and GST across ABNs is not compliant.

IMPORTANT NOTE: *A schedule should only be reporting 'GST on Self' if it has its own ABN. This is common in VIC for multi-OC buildings, where each schedule will have a different ABN. In all other cases, a schedule without its own ABN should report GST on the Contribution Schedule (the first schedule) which results in a consolidated due notice for the owner and consolidated GST reports for BAS.*

What you need to do

1) Make the below changes to your due/fee notice and special notice templates.

i. Replace the text "Tax Invoice" with the merge field {{**Tax_Invoice**}} at the top right corner of the page

ii. Insert the merge field **Building_ABN** at the top right corner of the page, underneath {{Tax_Invoice}} merge field (if not already present)

iii. Insert the merge field **Nett_Label** at the bottom of the table (if not already present)

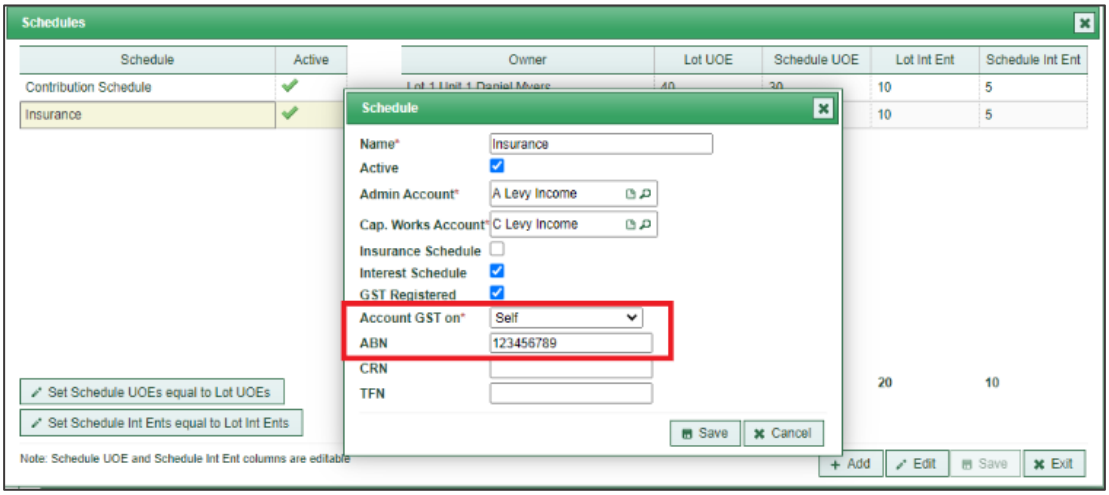
iv. Insert the merge field **Gross_Label** at the bottom of the table (if not already present)

2) Complete a Preview Due/Fee Notice run after these changes are made to check the format and appearance of your notices BEFORE you generate and deliver due/fee notices to owners.

3) For GST registered buildings, check the Schedule settings for ABN & GST Reporting

i. The merge field {{Building_ABN}} within notices will use the ABN entered against each schedule. You can check/enter the ABN against each schedule under building card > schedules button > schedule > **ABN** field

ii. A notice will be created for each schedule that reports GST on Self. You can check/change the GST reporting setting for each schedule under building card > schedules button > schedule > **"Account GST on"** field (options are Self or another schedule).



HINTS & TIPS:

- **ABN is missing on notices**
  - If the ABN is missing on the notice, it means there is no ABN entered for the relevant schedule (under building card > schedules button > schedule > ABN field).
  - You can use building export to identify in bulk any GST registered buildings and building ABNs. The building's ABN can then be copied across to the relevant schedule.
- **Multiple notices are generating when they shouldn't**
  - If a multi-schedule building is generating a separate due notice per schedule and you believe this to be incorrect, check the 'Account GST on' setting on the relevant schedule. If the schedule does not have its own ABN, the schedule should be reporting GST on another schedule (e.g. contribution schedule). This will ensure a consolidated notic**e** for levies across multiple schedules is generated.
    In QLD for example, interest/insurance schedules usually report GST on the main contribution schedule. This will ensure that only 1 consolidated notice is generated for standard and insurance levies.

- **Reprinting a notice with GST**
  - Where the lot owner has misplaced the original notice, you can reprint or email a notice that has previously been issued by using the saved notice under the relevant Lot card > documents tab. The lot owner can also download a copy from the PIQ portal (if activated).
    NOTE: *This will show the original owner's name if the lot has had a change of owner processed since.*
  - Where the lot has sold and a new notice with GST is required for the new lot owner, you can cancel the relevant levies, re-strike the levies from Special Levies screen, and generate the new notice from Due Notices screen for delivery to the new owner.
    NOTE: *This is an interim solution only until a permanent fix is delivered in early 2021.*

For detailed instructions, template examples and explanations of merge field behaviour, please refer to detailed instructions below.

CHANGES RELATED TO PORTAL

Changes in Portal

2. **Portal > Levies page –** Improvements have been made to the behaviour of the levies page in portal so that lot balances and transactions are correctly displayed in all scenarios. Improvements include:
   - Total Arrears amount displayed at top of levies screen (arrears balance across all lots) – An issue has been fixed where the total arrears amount in portal was not matching the amount in PIQ. This was caused by levies that are paid in advance and attract a discount, and the discount being ignored. The calculation methods used by portal for the total arrears balance have now been adjusted to include discounts.
   - Lot refunds displayed on ledger – An issue has been fixed where a lot refund created, but not yet paid, was being displayed on the lot ledger in portal as $0.00, instead of the amount of the refund. The correct amount of the lot refund will now display in portal.
   - Deleted levies in PIQ - An issue has been fixed where any levies deleted from PIQ will no longer be included in the lot ledger and arrears balances.
3. **Document publishing** – An issue where any new document categories enabled for auto-publish in PIQ (after the client being onboarded to portal) were not showing historical documents in portal. This has now been fixed so that regardless of when the document category is enabled for auto-publish to portal, all historical, current and future documents of that category will appear in portal.
4. **Portal outage message** – When there is a portal outage for maintenance or a product update, portal users will now see a system outage message instead of the portal login screen for the duration of the outage. The message will state: *"Upgrade taking place. We're improving your portal as part of our scheduled maintenance and will be back online soon."* Refer screenshot below.

FINANCIAL REPORTING

5. **Cash management report** – Improvements have been made to the cash management report to reflect paid and unpaid lot owner refunds. The report will now *separately* show total funds received (original amount of funds received from the lot) AND any lot refunds processed. Previously, it was deducting the lot refund amount from the total receipts amount for the lot. This is to ensure accurate balances are shown under all sections of the report.
   - Paid lot owner refunds – This is when a lot owner refund has been processed under Processing > Adjustments > Lot Refunds and has been paid from the Supplier Payments screen.
     - Under the 'Levy Income' section of the report:
       i. a new "Paid Lot Refunds" line item will appear against the relevant lot
       ii. a new totals row "Total Paid Lot Refunds" will also appear if there are paid lot refunds for the building in the reporting period
     - Under the 'Payments' section of the report, the lot refund will appear as a payment line item.
     - Under the 'Financial Summary' section of the report, the lot refund amount will be included in the balance for *Payments for the Period*.
     - Under the 'Bank Account Summary' section of the report, the lot refund amount will be included in the balance for *LESS: Payments for the Period*.
   - Unpaid lot owner refunds – This is when a lot owner refund has been processed under Processing > Adjustments > Lot Refunds, the refund is visible on the Supplier Payments screen and is not yet paid.
     - Under the 'Levy Income' section of the report:
       i. a new "Unpaid Lot Refunds" line item will appear against the relevant lot
       ii. a new totals row "Total Unpaid Lot Refunds" will also appear if there are unpaid lot refunds for the building in the reporting period
     - While the lot refund remains unpaid, it will not appear in the 'Payments' section of the report or be included in the total balance for payments for the period.

   Refer detailed screenshots below.

6. **Fund management report** - Improvements have been made to the fund management report to reflect paid and unpaid lot owner refunds. The report will now *separately* show total funds received (original amount of funds received from the lot) AND any lot refunds processed. Previously, it was deducting the lot refund amount from the total receipts amount for the lot. This is to ensure accurate balances are shown under all sections of the report.
   - Paid lot owner refunds – This is when a lot owner refund has been processed under Processing > Adjustments > Lot Refunds and has been paid from the Supplier Payments screen.
     - Under '2. Contributions Paid' section of the report:
       i. a new "Paid Lot Refunds" line item will appear against the relevant lot
       ii. a new totals row "Total Paid Lot Refunds" will also appear if there are paid lot refunds for the building in the reporting period
     - Under '5. Money Expended' section of the report, the lot refund will appear as a payment line item.
     - Under '8. Money Standing to the Credit' section of the report, the lot refund amount will be included in the balance for *LESS: Payments*.
     - Under '10. Total Money Standing to the Credit' section of the report, the lot refund amount will be included in the balance for *LESS: Payments*.
   - Unpaid lot owner refunds – This is when a lot owner refund has been processed under Processing > Adjustments > Lot Refunds, the refund is visible on the Supplier Payments screen and is not yet paid.
     - Under '2. Contributions Paid' section of the report:

i. a new “Unpaid Lot Refunds” line item will appear against the relevant lot

ii. a new totals row “Total Unpaid Lot Refunds” will also appear if there are unpaid lot refunds for the building in the reporting period

- Under ‘6. Money Due to be Paid’ section of the report, the lot refund will appear as a pending payment.
- While the lot refund remains unpaid, it will not appear in ‘5. Money Expended’ section of the report or be included in the total balance for payments for the period.

Refer detailed screenshots below.

7. **Statement of Key Financial Information (NSW)** – For each chart of account that is of type ‘Expense’, a new *Expense Type* setting has been added that will allow NSW users to classify the expense account as either *Maintenance* or *Admin*. By default, the expense type is set to *Maintenance*. This will be used to classify expenses on the Statement of Key Financial Information report.

! What you need to do

- *For NSW Clients or any client using Statement of Key Financial Information report:*
  You will need to review and update your chart of accounts and set the expense types to either Maintenance or Admin, so that amounts are correctly reflected in the Statement of Key Financial Information report.
- *If you’re not using this report and not a NSW Client:* you do not need to do anything.

See detailed screenshots below.

FEE SCHEDULE INVOICES (MANAGING AGENT)

8. **GST shown on managing agent invoices** – As part of the Fee Schedule run, a managing agent invoice document is generated showing the charges, GST and the total amount charged to each building. There was an issue where the GST status of the building and schedule was being used to determine if GST should be shown on the managing agent invoice document that is auto-generated by PIQ.

   This has been fixed so that only the managing agent’s GST status (as per GST setting on default managing agent supplier card) will be used to determine if GST is shown on the invoice.

   The new behaviour for management agent invoices auto-generated by PIQ:
   - Where the managing agent supplier is GST registered = Managing agent invoices will include GST
   - Where the managing agent supplier is not GST registered = Managing agent invoices will be GST Free

   NOTE: There are no changes to how the managing agent invoices are processed by each building; the GST status of the building, schedule and account code will still be used to determine if the building/schedule claims GST on the transaction.

GENERAL

9. **Cash book screen –** Improvements have been made to the cash book screen to improve the user experience.
    - New "Balance as at" field – Under End of Period > Cash Book screen, the bank balances shown for the selected building have been re-positioned on screen and a new *Balance as at* field has been added.
      Note: The *Balances as at field* will always show current day balances and will not change based on the date search. See screenshot below.
    - New opening balance row – Under End of Period > Cash Book screen and when viewing transactions in the grid, a new *Opening Balance* line has been added. This will show the opening balance of the bank account as at the 'From Date' selected in search field. This ensures that the running balance displays correctly from the start of any date period selected. See screenshot below.
    - Running balance amounts – An issue has been fixed where the running balance amounts were not correctly calculating. The running balance column will now also be hidden if any of the payment type filters (Deposits, Payments, Adjustments) are de-selected.

DETAILED SCREENSHOTS

ITEM 1 – CHANGES TO DUE/FEE & SPECIAL NOTICES

Important changes have been made to the way invoices (due/fee and special notices) are issued in PropertyIQ. These changes affect GST registered buildings/schedules in all states.

What you need to know

Important changes have been made to the way invoices (due/fee and special notices) are issued in PropertyIQ to ensure they meet tax invoice requirements in Australia. We've highlighted below what has changed and why.

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   For example:
   - Levy issued in Notice #1 = will include GST and be included in the GST Totals displayed on the notice
   - The same levy issued in Notice #2, #3 and so on = will NOT include GST, and will be excluded from the GST Totals displayed on the notice

   Why: A tax invoice for the same levy cannot be issued more than once as this would potentially duplicate the GST claimable by the owner.

2) **Change #2**: Changes to merge fields of Tax_Invoice, Building_ABN, Details, Nett_Label and Gross_Label

   Merge fields have been updated to show correct Tax Invoice/Invoice labels, correct ABN and a distinction between levies that are included in the GST total and levies that are GST Free.

   - The merge field Tax_Invoice will merge the text "Invoice" if there is no GST itemised on the notice or will merge the text "Tax Invoice" if there is GST itemised on the notice.
   - The merge field Building_ABN will no longer use the ABN entered on the building card but the ABN entered on each schedule. To ensure the ABNs show on your notices you should update the ABN for all schedules from each building card.

   Why: Notices must include the ABN of the entity that is issuing the invoice. The notice should also be correctly labelled e.g. state "Tax Invoice" only if GST is itemised on the notice, otherwise the invoice should show the word "Invoice".

3) **Change #3:** Multi-schedule buildings to generate a notice per schedule (for schedules reporting 'GST on Self')

Changes include:

- For multi-schedule buildings, separate notices/invoices will now be generated for each schedule that reports 'GST on Self' (and have individual ABNs).

  For example:
  - A building with the main contribution schedule reporting 'GST on Self' and schedules 2 & 3 reporting GST on contribution schedule = 1 notice will be generated and will include all levies across all schedules
  - A building with 2 schedules **both** reporting 'GST on Self' = 2 notices will be generated, 1 notice for the main contribution schedule and 1 notice for schedule 2
- Each notice will have an amount due per schedule, so where applicable, lot owners will need to sum up due amounts on all notices to pay the total amount due on the lot
- Where multiple notices are created, it will still be sent to the lot owner in one PDF file and saved in PIQ against the lot as one PDF document.

Why: A legal tax invoice per ABN must be issued and include a GST total for that ABN only. A combined notice with levies and GST across ABNs is not compliant.

IMPORTANT NOTE: *A schedule should only be reporting 'GST on Self' if it has its own ABN. This is common in VIC for multi-OC buildings, where each schedule will have a different ABN. In all other cases, a schedule without its own ABN should report GST on the Contribution Schedule (the first schedule) which results in a consolidated due notice for the owner and consolidated GST reports for BAS.*

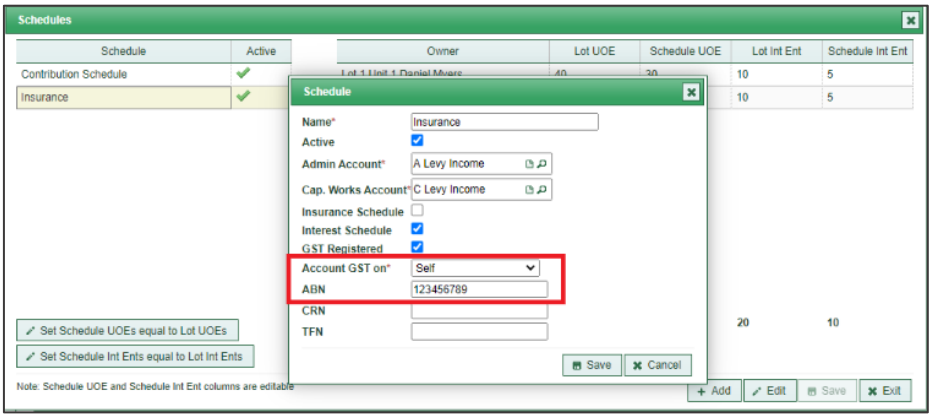
! What you need to do

1) Make the below changes to your due/fee notice and special notice templates.
   v. Replace the text "Tax Invoice" with the merge field {{**Tax_Invoice**}} at the top right corner of the page
   vi. Insert the merge field **Building_ABN** at the top right corner of the page, underneath {{Tax_Invoice}} merge field (if not already present)
   vii. Insert the merge field **Nett_Label** at the bottom of the table (if not already present)
   viii. Insert the merge field **Gross_Label** at the bottom of the table (if not already present)

   Refer to examples below.

2) Complete a Preview Due/Fee Notice run after these changes are made to check the format and appearance of your notices BEFORE you generate and deliver due/fee notices to owners.

3) For GST registered buildings, check the Schedule settings for ABN & GST Reporting
   i. The merge field {{Building_ABN}} within notices will use the ABN entered against each schedule. You can check/enter the ABN against each schedule under building card > schedules button > schedule > **ABN** field
   ii. A notice will be created for each schedule that reports GST on Self. You can check/change the GST reporting setting for each schedule under building card > schedules button > schedule > **"Account GST on"** field (options are Self or another schedule).



HINTS & TIPS:

- **ABN is missing on notices**
  - If the ABN is missing on the notice, it means there is no ABN entered for the relevant schedule (under building card > schedules button > schedule > ABN field).
  - You can use building export to identify in bulk any GST registered buildings and building ABNs. The building's ABN can then be copied across to the relevant schedule.
- **Multiple notices are generating when they shouldn't**
  - If a multi-schedule building is generating a separate due notice per schedule and you believe this to be incorrect, check the 'Account GST on' setting on the relevant schedule. If the schedule does not have its own ABN, the schedule should be reporting GST on another schedule (e.g. contribution schedule). This will ensure a consolidated notic**e** for levies across multiple schedules is generated.
    In QLD for example, interest/insurance schedules usually report GST on the main contribution schedule. This will ensure that only 1 consolidated notice is generated for standard and insurance levies.
- **Reprinting a notice with GST**
  - Where the lot owner has misplaced the original notice, you can reprint or email a notice that has previously been issued by using the saved notice under the relevant Lot card > documents tab. The lot owner can also download a copy from the PIQ portal (if activated).
    NOTE: *This will show the original owner's name if the lot has had a change of owner processed since.*
  - Where the lot has sold and a new notice with GST is required for the new lot owner, you can cancel the relevant levies, re-strike the levies from Special Levies screen, and generate the new notice from Due Notices screen for delivery to the new owner.
    NOTE: *This is an interim solution only until a permanent fix is delivered in early 2021.*

MERGE FIELD BEHAVIOUR

The below outlines the new behaviour of merge fields in the due/fee notice and special notice templates.

New merge field behaviour:

- **Tax_Invoice**
  a. It will merge “Tax Invoice” if the notice includes levies with GST
  b. It will merge “Invoice” if the notice does not include levies with GST

- **Building_ABN**
  a. ***IMPORTANT****: It will no longer use the ABN entered on the building card but the ABN entered on each schedule.*
  b. It will merge the ABN of the relevant schedule, based on the schedule’s GST setting (reporting GST on self or another schedule).
  c. If there is only 1 schedule, or all schedules are reporting GST on the contribution schedule (first schedule), then it will use the ABN of the contribution schedule (first schedule).
  For example, a notice for Schedule2 that reports GST on Self will show the ABN of Schedule2. A notice for Schedule3 that reports GST on Schedule1 will show the ABN of Schedule1.

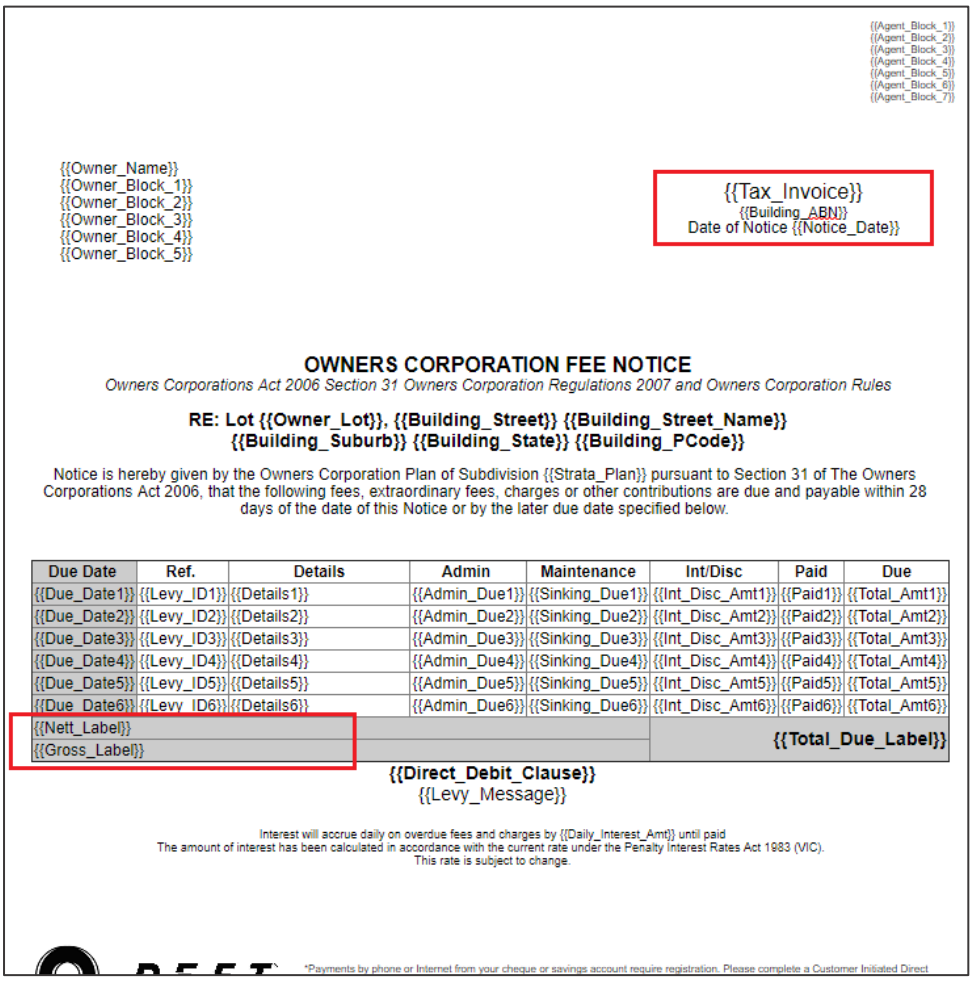
- **Details**
  a. Special characters will now be appended to the end of the levy descriptions to indicate which levies contain GST and which levies have already been issued on a previous invoice, specifically:
    i. The "^" character will appended to levies that have GST portions that haven't been sent on previous notices (taxable supplies)
    ii. The "**~**" character will be appended to levies that are GST Free and have already been included on previous notices (non-taxable supplies)

- **Nett_Label**
  a. Where the notice includes levies that have a **discount** applicable:
    i. It will merge text that states “^ Current period levies in this Tax Invoice total $X. GST included is $Y if paid by due date.” (where X is the net amount of current period levies including any discount and where Y is the GST amount of X)
  b. It will be blank if there are no levies that have discount applicable
  c. It will be blank on arrears, final or legal notices

- **Gross_Label**
  a. Where the notice **includes** levies with GST:
    i. It will merge text that states “^ Current period levies in this Tax Invoice total $X. GST included is $Y if paid by due date.” (Where X is the gross amount of current period levies excluding any discount and where Y is the GST amount of X)
  b. Where the notice does **not include** levies with GST:
    i. It will merge text that states “No GST has been charged.”
  c. Where the notice includes **both** levies with GST AND levies with no GST (a combination):
    i. It will merge text that states “^ Current period levies in this Tax Invoice total $X. GST included is $Y if paid by due date. ~ Indicates prior period levies already invoiced or GST free items.”
  d. It will be blank on arrears, final and legal notices

TEMPLATE EXAMPLES (CORRECT LAYOUT AND MERGE FIELDS)

Due/fee notice



{{Agent_Block_1}}
{{Agent_Block_2}}
{{Agent_Block_3}}
{{Agent_Block_4}}
{{Agent_Block_5}}
{{Agent_Block_6}}
{{Agent_Block_7}}

{{Owner_Name}}
{{Owner_Block_1}}
{{Owner_Block_2}}
{{Owner_Block_3}}
{{Owner_Block_4}}
{{Owner_Block_5}}

{{Tax_Invoice}}
{{Building_ABN}}
Date of Notice {{Notice_Date}}

OWNERS CORPORATION FEE NOTICE

Owners Corporations Act 2006 Section 31 Owners Corporation Regulations 2007 and Owners Corporation Rules

RE: Lot {{Owner_Lot}}, {{Building_Street}} {{Building_Street_Name}}
{{Building_Suburb}} {{Building_State}} {{Building_PCode}}

Notice is hereby given by the Owners Corporation Plan of Subdivision {{Strata_Plan}} pursuant to Section 31 of The Owners Corporations Act 2006, that the following fees, extraordinary fees, charges or other contributions are due and payable within 28 days of the date of this Notice or by the later due date specified below.

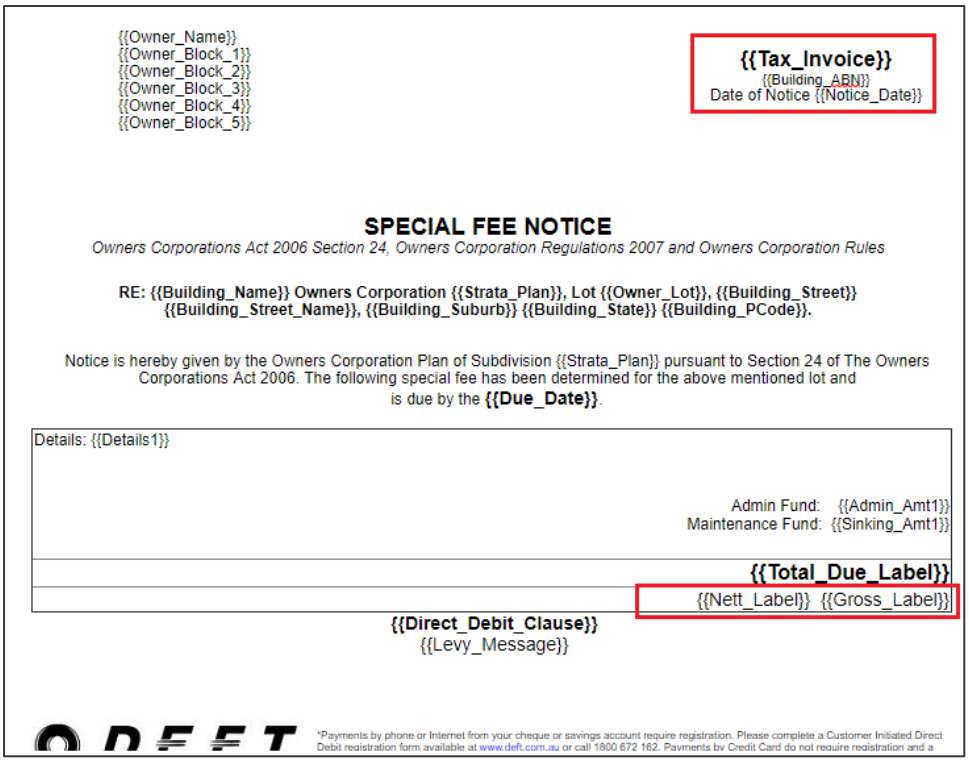
Due Date	Ref.	Details	Admin	Maintenance	Int/Disc	Paid	Due
{{Due_Date1}}	{{Levy_ID1}}	{{Details1}}	{{Admin_Due1}}	{{Sinking_Due1}}	{{Int_Disc_Amt1}}	{{Paid1}}	{{Total_Amt1}}
{{Due_Date2}}	{{Levy_ID2}}	{{Details2}}	{{Admin_Due2}}	{{Sinking_Due2}}	{{Int_Disc_Amt2}}	{{Paid2}}	{{Total_Amt2}}
{{Due_Date3}}	{{Levy_ID3}}	{{Details3}}	{{Admin_Due3}}	{{Sinking_Due3}}	{{Int_Disc_Amt3}}	{{Paid3}}	{{Total_Amt3}}
{{Due_Date4}}	{{Levy_ID4}}	{{Details4}}	{{Admin_Due4}}	{{Sinking_Due4}}	{{Int_Disc_Amt4}}	{{Paid4}}	{{Total_Amt4}}
{{Due_Date5}}	{{Levy_ID5}}	{{Details5}}	{{Admin_Due5}}	{{Sinking_Due5}}	{{Int_Disc_Amt5}}	{{Paid5}}	{{Total_Amt5}}
{{Due_Date6}}	{{Levy_ID6}}	{{Details6}}	{{Admin_Due6}}	{{Sinking_Due6}}	{{Int_Disc_Amt6}}	{{Paid6}}	{{Total_Amt6}}
{{Nett_Label}}							
{{Gross_Label}}							**{{Total_Due_Label}}**

{{Direct_Debit_Clause}}
{{Levy_Message}}

Interest will accrue daily on overdue fees and charges by {{Daily_Interest_Amt}} until paid
The amount of interest has been calculated in accordance with the current rate under the Penalty Interest Rates Act 1983 (VIC).
This rate is subject to change.

*Payments by phone or Internet from your cheque or savings account require registration. Please complete a Customer Initiated Direct

Special levy/fee



{{Owner_Name}}
{{Owner_Block_1}}
{{Owner_Block_2}}
{{Owner_Block_3}}
{{Owner_Block_4}}
{{Owner_Block_5}}

{{Tax_Invoice}}
{{Building_ABN}}
Date of Notice {{Notice_Date}}

SPECIAL FEE NOTICE

Owners Corporations Act 2006 Section 24, Owners Corporation Regulations 2007 and Owners Corporation Rules

RE: {{Building_Name}} Owners Corporation {{Strata_Plan}}, Lot {{Owner_Lot}}, {{Building_Street}}
{{Building_Street_Name}}, {{Building_Suburb}} {{Building_State}} {{Building_PCode}}.

Notice is hereby given by the Owners Corporation Plan of Subdivision {{Strata_Plan}} pursuant to Section 24 of The Owners Corporations Act 2006. The following special fee has been determined for the above mentioned lot and is due by the **{{Due_Date}}**.

Details: {{Details1}}

Admin Fund: {{Admin_Amt1}}
Maintenance Fund: {{Sinking_Amt1}}

{{Total_Due_Label}}
{{Nett_Label}} {{Gross_Label}}

{{Direct_Debit_Clause}}
{{Levy_Message}}

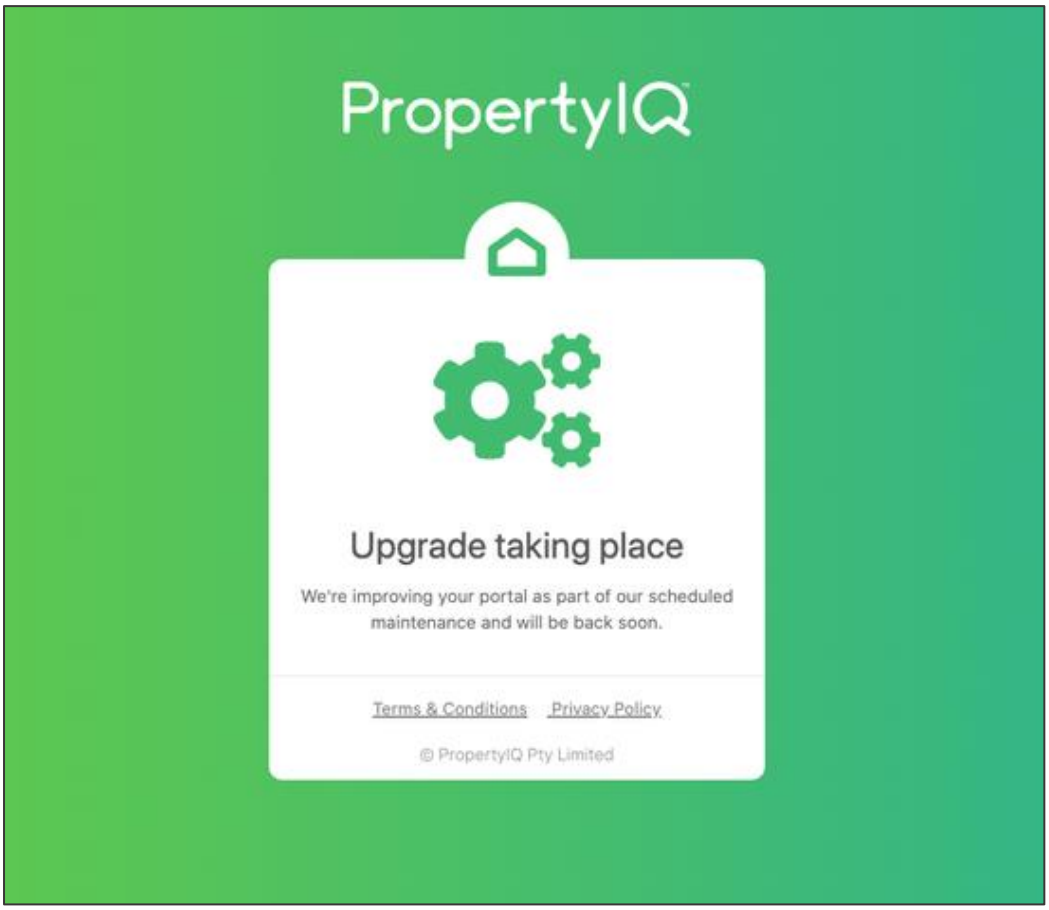
*Payments by phone or Internet from your cheque or savings account require registration. Please complete a Customer Initiated Direct Debit registration form available at www.deft.com.au or call 1800 672 162. Payments by Credit Card do not require registration and a

ITEM 4 – PORTAL OUTAGE MESSAGE

When there is a portal outage for maintenance or a product update, portal users will now see a system outage message instead of the portal login screen for the duration of the outage.

The message will state:

"Upgrade taking place. We're improving your portal as part of our scheduled maintenance and will be back online soon."



ITEM 5 – CASH MANAGEMENT REPORT

Improvements have been made to the cash management report to reflect paid and unpaid lot owner refunds.

The report will now *separately* show total funds received (original amount of funds received from the lot) AND any lot refunds processed. Previously, it was deducting the lot refund amount from the total receipts amount for the lot. This is to ensure accurate balances are shown under all sections of the report.

Paid lot owner refunds

This is when a lot owner refund has been processed under Processing > Adjustments > Lot Refunds and has been paid from the Supplier Payments screen.

- Under the 'Levy Income' section of the report:
  - a new "Paid Lot Refunds" line item will appear against the relevant lot
  - a new totals row "Total Paid Lot Refunds" will also appear if there are paid lot refunds for the building in the reporting period
- Under the 'Payments' section of the report, the lot refund will appear as a payment line item.
- Under the 'Financial Summary' section of the report, the lot refund amount will be included in the balance for *Payments for the Period*.
- Under the 'Bank Account Summary' section of the report, the lot refund amount will be included in the balance for *LESS: Payments for the Period*.

Unpaid lot owner refunds

This is when a lot owner refund has been processed under Processing > Adjustments > Lot Refunds, the refund is visible on the Supplier Payments screen and is not yet paid.

- Under the 'Levy Income' section of the report:
  - a new "Unpaid Lot Refunds" line item will appear against the relevant lot
  - a new totals row "Total Unpaid Lot Refunds" will also appear if there are unpaid lot refunds for the building in the reporting period
- While the lot refund remains unpaid, it will not appear in the 'Payments' section of the report or be included in the total balance for payments for the period.

Example Cash Management Report:

Legend	Description
	Paid lot owner refund • Shown against the lot as a *paid refund* under 'Levy Income', • Shown as a payment under 'Payments' • Included in calculations for total payments in the period under 'Financial Summary' • Included in the calculations for total payments under 'Bank Account Summary'
	Unpaid lot owner refund • Shown against the lot as an *unpaid refund* under 'Levy Income', • It is not included as a payment or in payment balances, as it is not yet paid.

Cash Management Report - S/Plan 7079
"THE EVERYTHING BUILDING"
42 UNIVERSE STREET, LIFETOWN, NSW 2442

For the period 01/05/2020 to 05/05/2020

Levy Income - Consolidated

Lot	Owner Name	Bal Bfwd 01/05/2020	Levies Due this period	Special Levy	Paid this period	Discount Amounts	Closing Balance	Interest Due
1	Arthur Dent	$0.00	$0.00	$110.00	$150.00	$0.00	$0.00	$0.00
	Paid Lot Refunds				*$40.00CR*			
2	Trillian Astra	$0.00	$0.00	$120.00	$150.00	$0.00	$0.00	$0.00
	Unpaid Lot Refunds				*$30.00CR*			
Owner Totals - Consolidated		**$0.00**	**$0.00**	**$230.00**	**$300.00**	**$0.00**	**$0.00**	**$0.00**
Total Paid Lot Refunds					***$40.00CR***			
Total Unpaid Lot Refunds					***$30.00CR***			

Administrative Fund - Payments - Consolidated

Paid In Advance

Date	Reference	Payee	Details	Amount
05/05/2020	1	Arthur Dent - Lot Refund	Lot Refund - Overpaid	$40.00
			Total Paid In Advance	**$40.00**
			Total for Administrative Fund - Payments	**$40.00**

Financial Summary - Consolidated

	------- THIS PERIOD -------		
	Administrative	**Capital Works**	**Total**
Receipts			
Levy Income	$210.00	$90.00	$300.00
Receipts for the Period	**$210.00**	**$90.00**	**$300.00**
Payments			
Paid In Advance	$40.00	$0.00	$40.00
Payments for the Period	**$40.00**	**$0.00**	**$40.00**
Net Cash movement for the Period	**$170.00**	**$90.00**	**$260.00**

Bank Account Summary - Consolidated Funds

Account Name: The Everything Building Account A/C No: 103542687
Bank: Macquarie Bank Branch:

	Administrative	Capital Works	Total
Opening Balance as at 01/05/2020	$10,000.00	$50,000.00	$60,000.00
ADD: Receipts for the period	$210.00	$90.00	$300.00
LESS: Payments for the period	$40.00	$0.00	$40.00
Closing Balance as at 05/05/2020	$10,170.00	$50,090.00	$60,260.00

ITEM 6 – FUND MANAGEMENT REPORT

Improvements have been made to the fund management report to reflect paid and unpaid lot owner refunds.

The report will now *separately* show total funds received (original amount of funds received from the lot) AND any lot refunds processed. Previously, it was deducting the lot refund amount from the total receipts amount for the lot. This is to ensure accurate balances are shown under all sections of the report.

Paid lot owner refunds

This is when a lot owner refund has been processed under Processing > Adjustments > Lot Refunds and has been paid from the Supplier Payments screen.

- Under '2. Contributions Paid' section of the report:
  - a new "Paid Lot Refunds" line item will appear against the relevant lot
  - a new totals row "Total Paid Lot Refunds" will also appear if there are paid lot refunds for the building in the reporting period
- Under '5. Money Expended' section of the report, the lot refund will appear as a payment line item.
- Under '8. Money Standing to the Credit' section of the report, the lot refund amount will be included in the balance for *LESS: Payments*.
- Under '10. Total Money Standing to the Credit' section of the report, the lot refund amount will be included in the balance for *LESS: Payments*.

Unpaid lot owner refunds

This is when a lot owner refund has been processed under Processing > Adjustments > Lot Refunds, the refund is visible on the Supplier Payments screen and is not yet paid.

- Under '2. Contributions Paid' section of the report:
  - a new "Unpaid Lot Refunds" line item will appear against the relevant lot
  - a new totals row "Total Unpaid Lot Refunds" will also appear if there are unpaid lot refunds for the building in the reporting period
- Under '6. Money Due to be Paid' section of the report, the lot refund will appear as a pending payment.
- While the lot refund remains unpaid, it will not appear in '5. Money Expended' section of the report or be included in any balances for payments in the period.

Example Fund Management Report:

Legend	Description
	Paid lot owner refund • Shown against the lot as a *paid refund* under Section 2 • Shown as a payment under Section 5 • Included in calculations for total payments in the period under Sections 8 and 10
	Unpaid lot owner refund • Shown against the lot as an *unpaid refund* under Section 2 • Shown as a pending payment under Section 6 • It is not included as a payment or in payment balances, as it is not yet paid.

2. Contributions PAID to each fund for the period -

Lot#	Owner	--- STANDARD LEVIES ---			--- SPECIAL LEVIES ---		
		Admin	Cap. Works	TOTAL	Admin	Cap. Works	TOTAL
1	Arthur Dent	40.00	0.00	40.00	60.00	50.00	110.00
	Paid Lot Refunds	*-40.00*		*-40.00*			
2	Trillian Astra	30.00	0.00	30.00	80.00	40.00	120.00
	Unpaid Lot Refunds	*-30.00*		*-30.00*			
	TOTALS	**70.00**	**0.00**	**70.00**	**140.00**	**90.00**	**230.00**
	Total Paid Lot Refunds	-40.00		-40.00			
	Total Unpaid Lot Refunds	-30.00		-30.00			
	Total Discount Included						0.00

5. Money EXPENDED from each fund for the period -

Date	Particulars	Admin	GST	Cap. Works	GST	TOTAL
Paid In Advance						
05/05/20	Lot Refund - Overpaid	36.36	3.64	0.00	0.00	40.00
	Arthur Dent - Lot Refund					
	Account Total	**36.36**	**3.64**	**0.00**	**0.00**	**40.00**
	Total Expenditure	36.36	3.64	0.00	0.00	40.00

6. Money DUE TO BE PAID as at the date of the report -

Date	Supplier	Admin	GST	Cap. Works	GST	TOTAL
04/05/20	Trillian Astra - Lot Refund	27.27	2.73	0.00	0.00	30.00
Details:	*Lot Refund - Overpaid*					
	Total Due	**27.27**	**2.73**	**0.00**	**0.00**	**30.00**

8. Money STANDING TO THE CREDIT of each fund -

Account Name: The Everything Building Account

Bank: Macquarie Bank

BSB / Acc No: 182-222 103542687

	Admin	Capital Works	TOTAL
Opening Balance at 01/05/2020	$10,000.00	$50,000.00	$60,000.00
ADD: Receipts	$210.00	$90.00	$300.00
LESS: Payments	$40.00	$0.00	$40.00
Closing Balance at 05/05/2020	$10,170.00	$50,090.00	$60,260.00

9. Invested STANDING TO THE CREDIT of each fund -

	Admin	Capital Works	TOTAL
Opening Balance at 01/05/2020	$0.00	$0.00	$0.00
ADD: Receipts	$0.00	$0.00	$0.00
LESS: Payments	$0.00	$0.00	$0.00
Closing Balance at 05/05/2020	$0.00	$0.00	$0.00

10. Total Money STANDING TO THE CREDIT of each fund -

	Admin	Capital Works	TOTAL
Opening Balance at 01/05/2020	$10,000.00	$50,000.00	$60,000.00
ADD: Receipts	$210.00	$90.00	$300.00
LESS: Payments	$40.00	$0.00	$40.00
Closing Balance at 05/05/2020	$10,170.00	$50,090.00	$60,260.00

ITEM 7 – STATEMENT OF KEY FINANCIAL INFORMATION (NSW)

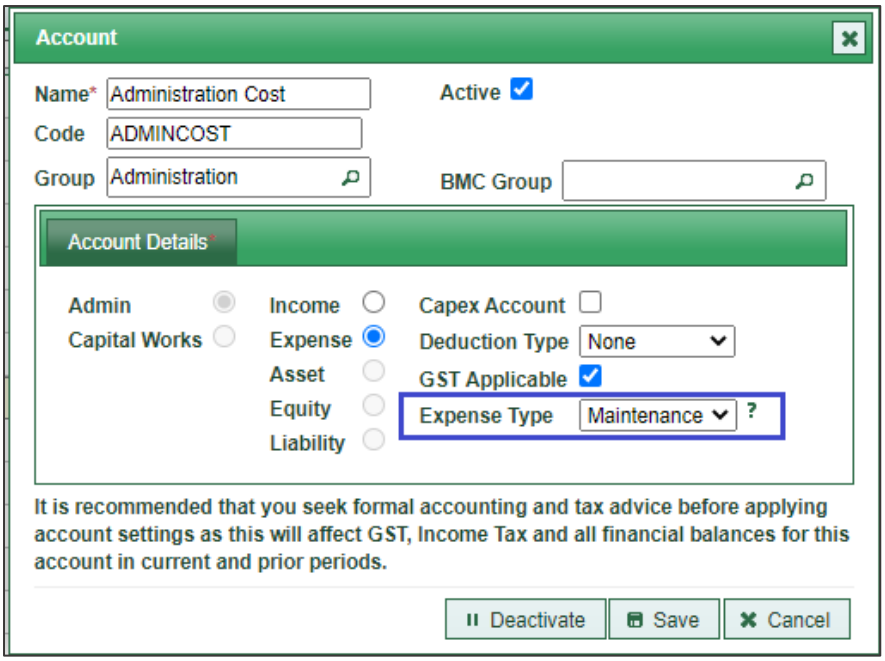
For each chart of account that is of type 'Expense', a new *Expense Type* setting has been added that will allow NSW users to classify the expense account as either *Maintenance* or *Admin*. By default, the expense type is set to *Maintenance*.

This will then be used to classify expenses on the Statement of Key Financial Information report.

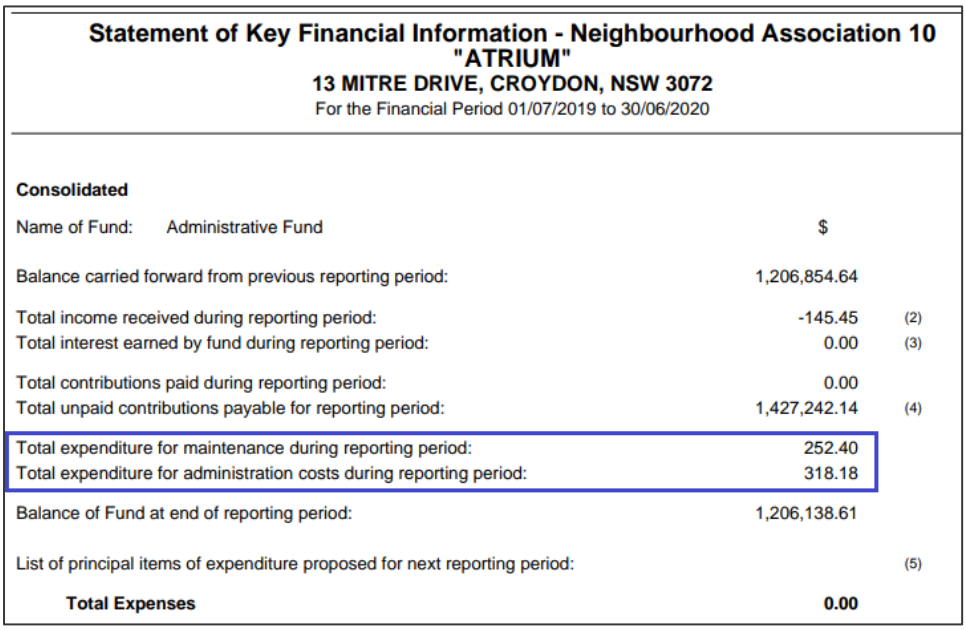
What you need to do

- *For NSW Clients or any client using Statement of Key Financial Information report:*
  You will need to review and update your chart of accounts and set the expense types to either Maintenance or Admin, so that amounts are correctly reflected in the Statement of Key Financial Information report.
- *If you're not using this report and not a NSW Client:* you do not need to do anything.

Chart of Account settings > Classification of expense type:



Statement of Key Financial Information > Classification of expenses using expense type setting:



Statement of Key Financial Information - Neighbourhood Association 10 "ATRIUM"
13 MITRE DRIVE, CROYDON, NSW 3072
For the Financial Period 01/07/2019 to 30/06/2020

Consolidated

Name of Fund: Administrative Fund	$	
Balance carried forward from previous reporting period:	1,206,854.64	
Total income received during reporting period:	-145.45	(2)
Total interest earned by fund during reporting period:	0.00	(3)
Total contributions paid during reporting period:	0.00	
Total unpaid contributions payable for reporting period:	1,427,242.14	(4)
Total expenditure for maintenance during reporting period:	252.40	
Total expenditure for administration costs during reporting period:	318.18	
Balance of Fund at end of reporting period:	1,206,138.61	
List of principal items of expenditure proposed for next reporting period:		(5)
Total Expenses	**0.00**	

ITEM 9 – CASH BOOK SCREEN

Improvements have been made to the cash book screen to improve the user experience.

New "Balance as at" field

Under End of Period > Cash Book screen, the bank balances shown for the selected building have been re-positioned on screen and a new *Balance as at* field has been added.

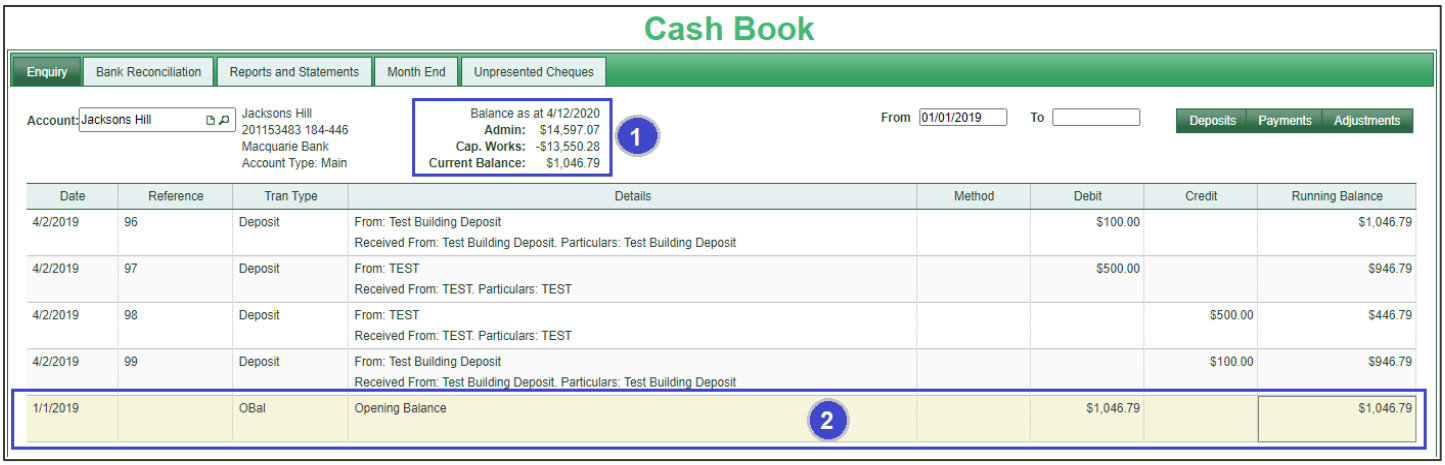
Note: The *Balances as at field* will always show current day balances and will not change based on the date search.

New opening balance row

Under End of Period > Cash Book screen and when viewing transactions in the grid, a new *Opening Balance* line has been added. This will show the opening balance of the bank account as at the 'From Date' selected in search field. This ensures that the running balance displays correctly from the start of any date period selected.

Running balance amounts

An issue has been fixed where the running balance amounts were not correctly calculating. The running balance column will now also be hidden if any of the payment type filters (Deposits, Payments, Adjustments) are de-selected.

Cash Book Screen:

1. New *Balance as at* field added, and bank balances re-positioned
2. New *Opening Balance* row added