PropertyIQ™

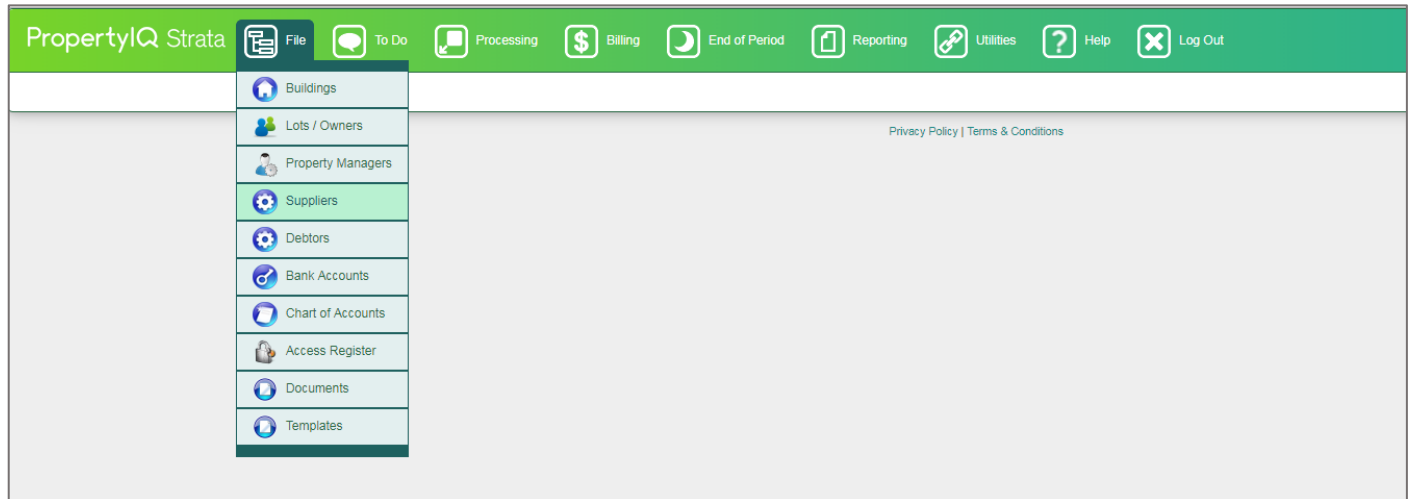# Adding suppliers and the suppliers card

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INTRODUCTION TO SUPPLIER CARD

The supplier card stores all the information for each supplier, including their contact details, payment method, compliance and history.
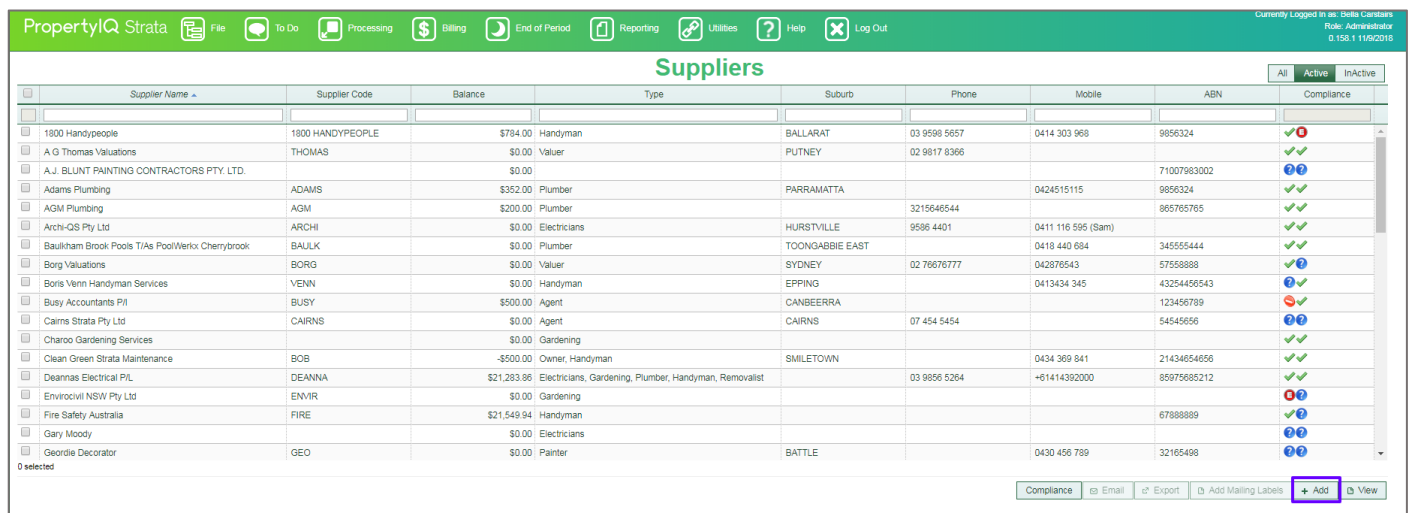
GETTING STARTED

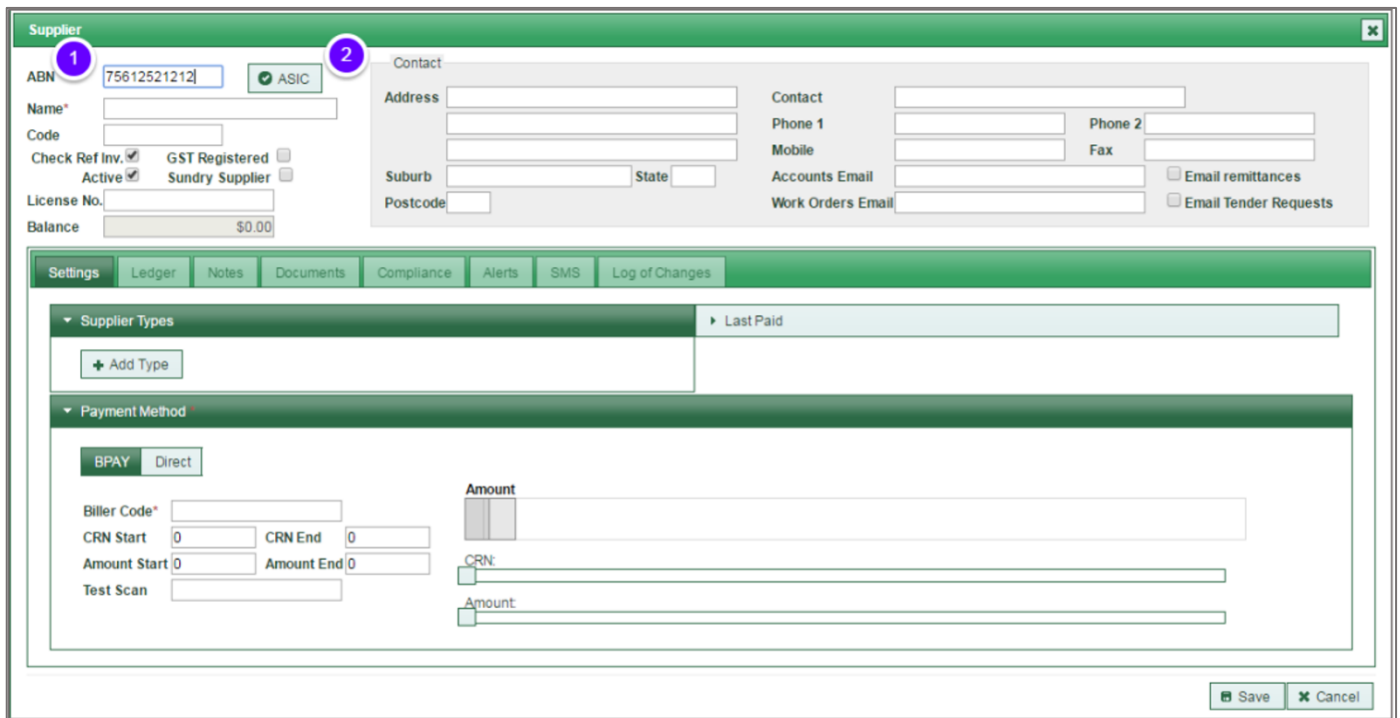To get started go to [File] and select *Suppliers*

ADDING A NEW SUPPLIER

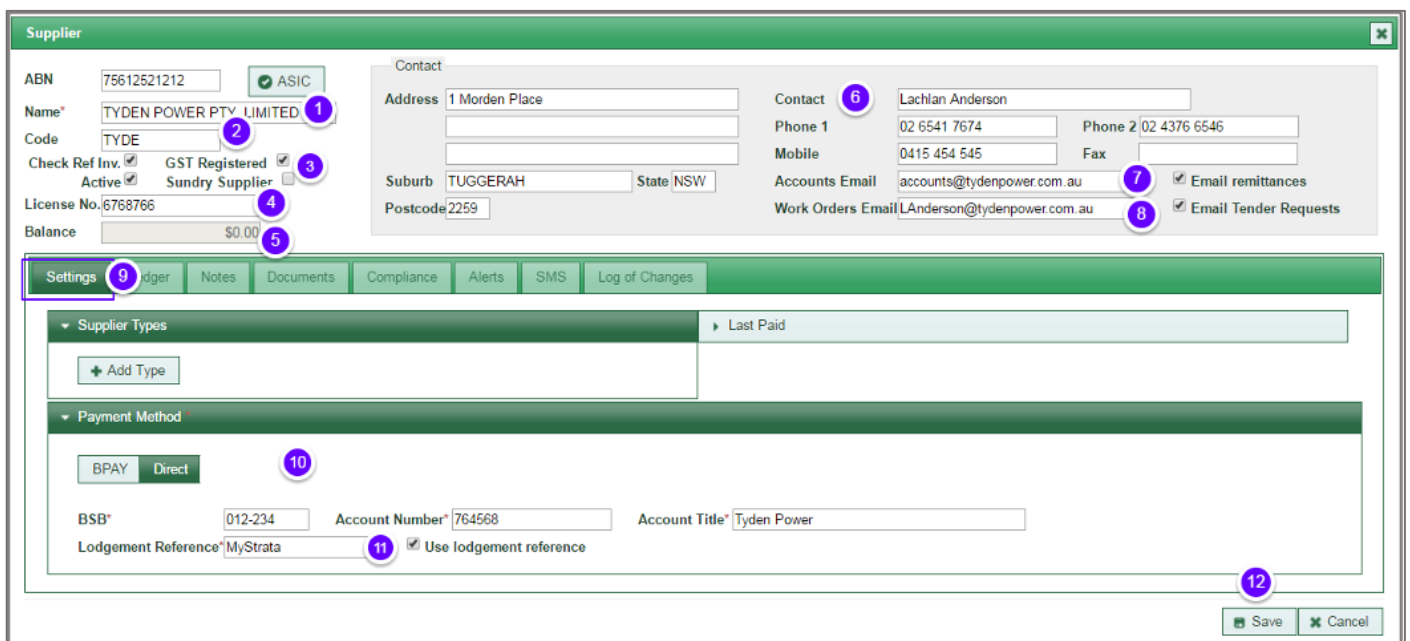To add a new Supplier, click on the +Add button at the bottom right of the Supplier Screen.

1. Type the Supplier's ABN

2. Click on the ASIC Button. This sends a validation query to ASIC ![NOTE] This is a free service but you will need to have an account set up with ASIC, and enter the account details in your Settings. For more details, see the "Settings" manual.


Next, you'll need to enter the remaining details of the supplier.

1. If the ASIC search finds a valid ABN, the name of the company will automatically populate and GST registered is ticked automatically. If no valid ABN is found you will see this pop up on the screen. You can continue to add your supplier if the ABN or ACN is not found to be valid.

Search text is not a valid ABN or ACN

Ok
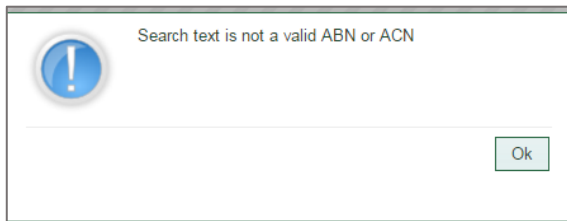
2. Enter a code for the Supplier. This is a handy reference for work orders and other interactions with your suppliers.
3. Select your various settings
    a. The **Check Ref Inv**. box is ticked by default.
        i. This tells PropertyIQ to look for **duplicate invoice reference numbers** when processing payments to assist in preventing you from accidentally paying an invoice twice. If PropertyIQ detects that you have entered the same invoice reference twice you will receive a warning.   The reference you enter must be exact; for example, if you entered 00012345 and then enter another invoice as 12345, PropertyIQ will see this as a different reference number.
        ii. Untick this box if your supplier is a provider that issues the same reference number on multiple invoices (usually an account number or customer reference number), for example quarterly electricity supply.
    b. The supplier is **Active** by default. You can deactivate later by clicking on the Deactivate button on the Supplier card once it has been saved.
    c. **GST Registered** is ticked by default if the ASIC search found a valid ABN. If no valid ABN was found, you can tick it manually if you want to.
    d. Select **Sundry Supplier** if you are not planning on using this supplier regularly, or if this supplier is a lot owner. If you are using an external compliance provider, sundry suppliers will be ignored for the purpose of compliance.
4. Enter the Supplier's Licence Number here
5. This shows the balance of any invoices that have been processed on PropertyIQ but not yet paid out. The balance will be zero for a new supplier.
6. Enter the supplier's contact details here
7. Enter the supplier's accounts department email here. If you want remittance advices to be sent to that email, tick the box
8. Enter the supplier's work orders email here. If you want tender/quote requests to go to this email tick the box
9. The settings tab will be defaulted when you add a supplier
10. Enter supplier payment details before you can save the supplier. Select either BPAY or Direct to record the suppliers preferred payment method. This example shows a Supplier being paid Direct.
    a. You'll see this section if you have the user permission to manage supplier payment details.
    b. If you do not have this permission, you can save the supplier without adding any supplier payment details.
11. If payment method is direct, you can enter a lodgement reference here. The supplier will see this reference when funds appear in their bank account.
12. *Save*

SUPPLIER BEING PAID BY BPAY

OPTION 1 - USING A HAND-HELD SCANNER

1. Click on the BPAY tab
2. Scan a test barcode for that supplier with your hand-held scanner into the test scan box
3. This will populate the numbers into the large box
4. Carefully peruse the invoice and move the sliders to tell PropertyIQ how to read the barcode. (or you can type the positions in the boxes on the left)
   In this example the Biller Code is the first four digits, so the left four digits make the biller code. Digits 5-19 make up the CRN and digits 20-28 make up the amount of the invoice.
5. *Save*

NOTE If you have set up a supplier using the scanner method, do not manually type in the reference number when processing supplier transaction. This will not work as the barcode and reference numbers are different and it will read the wrong part of it.

OPTION 2 - MANUALLY ENTER BPAY DETAILS

If you are not using a scanner you just need to enter the Biller Code. You will enter the CRN and amount when you process the Invoices

1. Enter the supplier's biller code here
2. *Save*

SUPPLIER TYPES

You can assign types to suppliers to group them by the kind of work they do. This is useful when creating work orders and requesting quotes.

1. Open the accordion called *Supplier Types*
2. *+Add* button to add a new type
3. *Edit* button to edit the name of the type
4. *Select* button to select the highlighted type for the supplier

LAST PAID

Last paid shows the date and amount of the last payment made to the supplier. This updates automatically when you have made a payment.   See the manual "Supplier Payments" for full details on making supplier payments.

The ledger tab shows all transactions for the supplier.

1. You can filter by building if you want to search for transactions relating to a single building
2. You can filter by status. The available statuses are:
    a. Pending – Invoice has been entered on PropertyIQ but not yet paid out to Supplier
    b. Paid – Invoice has been paid. You can click on the line item to view invoice details
    c. Payment – A record of the payment being made. You can't view invoice details from here
    d. Applied Credit. An invoice may be manually marked as paid by entering an applied credit.
3. By default, the screen will be filtered from today's date to a month ago, but you can alter if you want to.
4. You can filter by the reference you entered when processing the invoice (usually the supplier's invoice number)
5. You can search by transaction amount Hover your mouse over the question mark to see the explanation *This will match on invoice total amounts and invoice line item amounts*
6. If you have entered an amount to search for, select *Search*
7. Select *Ledger Report* to print a ledger report
8. Select here to show the item creator details
9. Creation details show here if selected
10. The date of the transaction shows in this column – usually the date the transaction was entered onto PropertyIQ
11. The type of transaction shows in this column (invoice or credit note)
12. The reference number that was entered when you created the item shows here (usually the suppliers invoice number)
13. The building details show here
14. The details of the item show here
15. The status of the item shows here (paid, pending or payment)
16. The amount of the transaction shows here
17. If the transaction has been paid or part paid, the amount paid shows here
18. The balance owing (if any) shows here

VIEWING THE ORIGINAL INVOICE DETAILS FROM THE LEDGER SCREEN

To view the original invoice entry for an item, click on the item to highlight it and then double click.

The original Invoice entry screen will now show

PRINT LEDGER REPORT

You can select to print a ledger for a single Supplier or can print for all Suppliers from a Supplier Card

1. Select *Ledger Report*
2. The default is to print for *All* Suppliers, click on *Single* to select a single supplier
3. Select here if you only want to print totals
4. If you have selected to print for a single Supplier, use the search icon to find the Supplier you want
5. You can print the ledger for all buildings or for a single building by clicking here
6. If you choose a single building and that building has more than one contribution schedule, you can choose to print transactions for one schedule or consolidated (all schedules for that Building)
7. Select the type of report you want to generate.
8. Enter a date range if you want to narrow the search
9. By default, the screen will show transactions from both the Admin and the sinking/reserve/capital works/maintenance funds, but you can refine to view by fund
10. *Generate Report*. This will create a job in your job centre on the right of your screen

Click on the PDF link to open the report.

The Notes tab allows you to create and store notes about the Supplier. You can also create reminders for each note that appear in your diary if you need to take actions.

1. The name of the note shows in this column
2. The details of the note show in this column
3. The status of the note shows in this column
4. The date and time the note was created show in this column
5. The name of the user that created the note shows here
6. *+Add Note* to add a new note
7. *View Note* to view an existing note
8. *Print* to print all the notes for a supplier

ADD NOTE

1. *+ Add Note* button
2. Enter a name for the note – this is what you will see in your diary reminder
3. Enter the details here.
4. The status defaults to pending but you can alter to complete if you just want to record something that has already taken place
5. If the status is pending, you will be able to create a reminder for the task. Click in the reminder box and the calendar will show. Use the calendar to select the date and if you want to allocate a time, use the sliders. This will create an event in your diary.
6. *Done* when you have the time and date correct
7. *Save*

PRINT NOTES

You can print all the notes for a Supplier

1. Select *Print*. This will create a PDF document that you can print.

DOCUMENTS TAB

The supplier card documents tab holds all documents relating the supplier. You can add documents by uploading through the documents screen. See the manual "Documents" for full details. Documents such as work orders or remittance advices that have been generated by PropertyIQ will appear automatically in this tab.

1. You can search for documents that were created or uploaded during a date range by typing a date range here
2. By default, this screen will show all types of documents, but you can filter by using the dropdown list to show a particular document type
3. Tick the boxes on the left side of the screen to select the documents you want (or click in the top box to select all)
4. *View Doc* to view a document you have selected
5. *Email* to email a document(s) you have selected
6. *Print* to print a PDF of the document(s) you have selected
7. *Download* to download a document(s) you have selected
8. *Delete* to delete a document(s) you have selected

EMAIL DOCUMENT

1. Select the *Email* button
2. Check that you have the correct document here
3. Choose the email options – you can send to the accounts email recorded for the supplier, the work order email recorded for the supplier or both
4. Enter an email address here to manually email individuals
5. You can ignore this section when emailing supplier documents
6. Enter an email address here to manually send an email to any individual
7. Enter an email address here to manually send a BCC to any individual
8. Enter an email subject here
9. Enter the body of your email here
10. Click here to email the document when you are ready to send

You will receive a confirmation that the email has been sent

PRINT DOCUMENT

1. Select the document(s) you want to print
2. *Print*. This will create a PDF document that you can print

COMPLIANCE SETTINGS

- PropertyIQ allows you to either record your Supplier compliance manually or to import and export information from external providers, such as Trades Monitor. For full details on importing and exporting compliance data, see the Manual "Supplier Screen".
- Your default supplier compliance settings can be viewed and changed under *Utilities > Settings > Compliance* tab of PropertyIQ.
- Settings include restricting use of non-compliance suppliers, setting your default compliance types and automated reminders to suppliers.

Access to the Settings area is usually restricted to administrators but roles may be altered in your company.

DEFAULT COMPLIANCE TYPES

You can set up and manage your default compliance types that are used in the supplier card under *Utilities > Settings.*
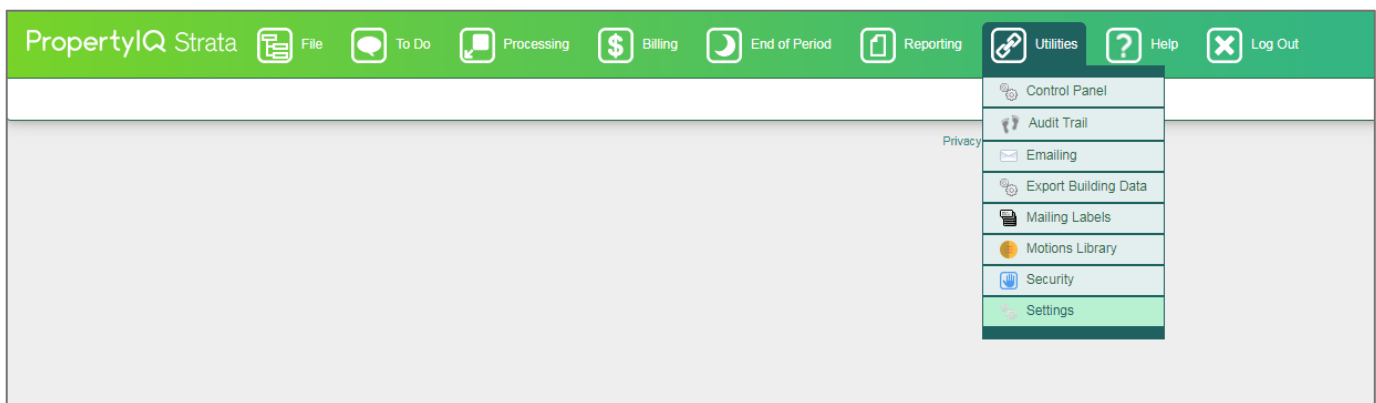
Then select the *Compliance* Tab. You can change your settings in **Edit** mode.

1. If you tick this box, non-compliant suppliers will not be selectable for work orders, quote requests or invoices
2. You can add your own compliance types – the names of existing compliance types appear in this list.
3. *Add Type* to add a new compliance type
4. Enter a name for the new compliance type
5. *Save*
6. Click on the view type button to open the type and edit it

MANUAL COMPLIANCE DATA ENTRY

1. Select *Manual* from the dropdown list
2. "Last updated" date shows here
3. Details of any existing compliance items show here
4. To add a new compliance item, select the type from the dropdown list
5. Enter the amount if applicable (e.g. Insurance cover amount)
6. Enter the compliance expiry date here
7. You can enter comments here (optional)
8. Choose the status of the compliance from the dropdown list.
   a. The choices are: Valid, Query, Owner, Exempt, Verifying, Restricted, Unknown, Valid and Invalid.
9. You can remove a line item by clicking on the cross
10. General notes about the Supplier's compliance can be entered here (optional)
11. *Save*

The status you select for each compliance item determines the symbols that appear in the *Compliance* column on the Supplier Screen. For full details, see the Manual "Supplier Screen"
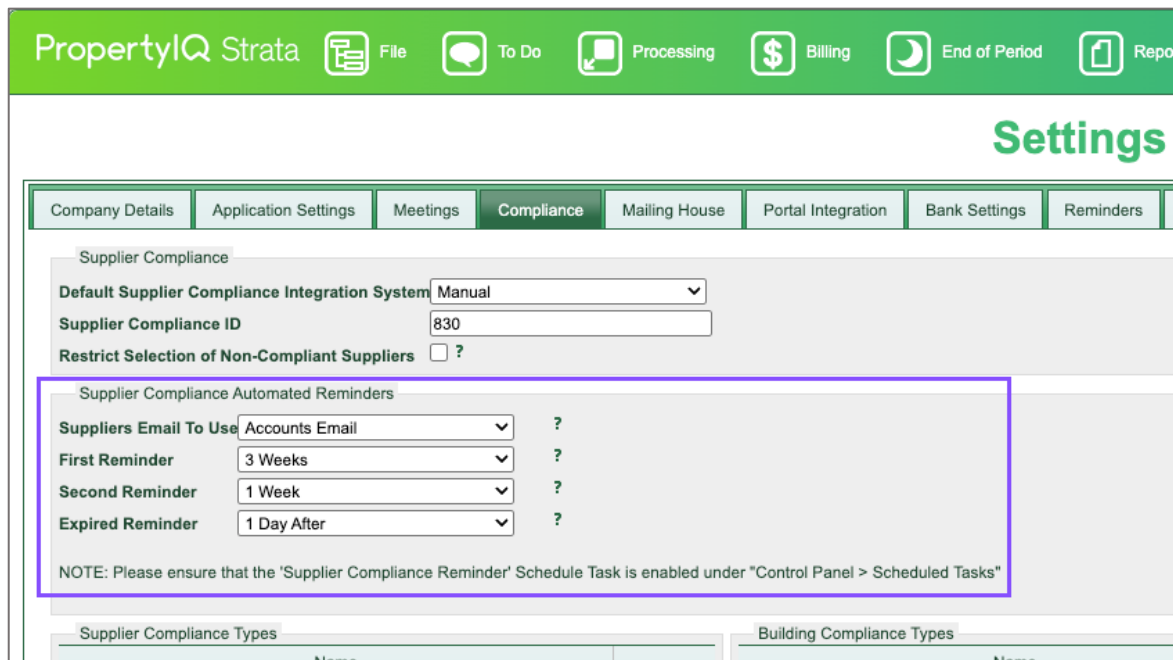
Symbol	Status
⊘	Exempt
✖	Invalid
👤	Owner
⊙	Query
⊘	Restricted
❓	Unknown
✔	Valid
Ⅴ	Verifying

AUTOMATED COMPLIANCE REMINDER EMAILS

PropertyIQ can send automated compliance reminder emails to suppliers when:

1. The supplier is approaching the expiry date of a compliance item listed in their supplier card (coming up to expiry)
2. The supplier has passed the expiry date of a compliance item listed in their supplier card (expired).

To set up automated compliance reminder emails to suppliers, go to *Utilities > Settings > Compliance.*

NOTE   For the reminders to be sent, you'll need to **enable** 'Supplier compliance reminder emails' scheduled task under *Utilities > Control Panel > Scheduled Tasks*. For more details, see the Manual "Control Panel" or below 'Compliance status check'.

COMPLIANCE STATUS CHECK FOR 'MANUAL COMPLIANCE'

PropertyIQ has an optional scheduled background task called '*Supplier Compliance Status Update*' that will check and update the compliance statuses each night for Suppliers that have their Compliance Integration System setting set to 'manual' (or set to 'system default' with the Default Supplier Compliance Integration System = Manual in Compliance Settings).

The scheduled task will check all Suppliers and the expiry dates of their compliance types, and where the expiry date is in the past it will update the supplier's compliance status accordingly e.g. from Valid to Invalid.

The 'Supplier Compliance Status Update' scheduled task **must be enabled by clients** so that it runs automatically overnight. Once it's enabled, you don't have to do anything further. For more information on scheduled tasks, see the manual "Control Panel."

To enable the 'Supplier Compliance Status Update' scheduled task, go to Utilities > Control Panel > Scheduled Tasks tab

1. Double click on the scheduled task called 'Supplier Compliance Status Update' to view
2. Select Edit
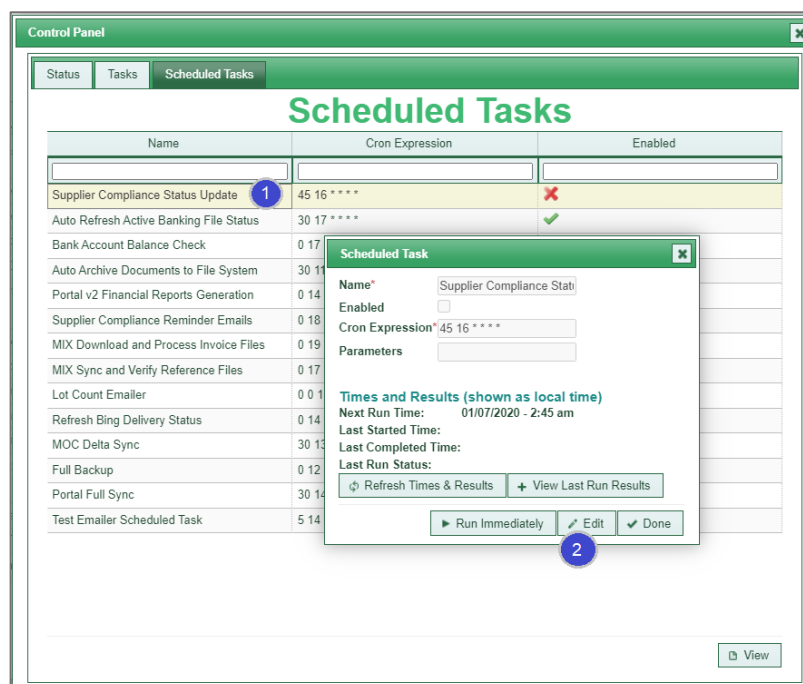
3. Tick the checkbox to enable the schedule task
4. Select Save
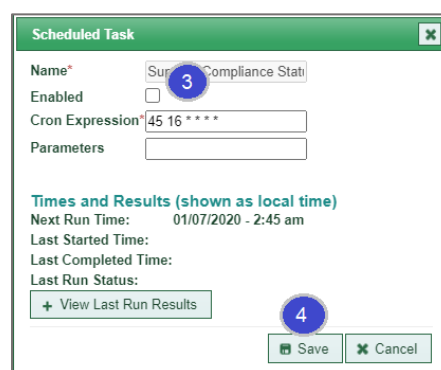
Close and exit the screen. The schedule task will then be enabled and run automatically from the following day.

PropertyIQ Strata allows you to set alerts in a number of areas that can either warn you or stop you from continuing with a task once the alert is triggered. You can create an alert about anything you want.

1. Any existing alerts will show here on the screen. You can either click and then double click on the alert *or*
2. Click on the alert to highlight and click *View* at the bottom of the screen
3. *Edit* to edit an existing alert that is highlighted on the screen
4. *Delete* to delete an existing alert that is highlighted on the screen
5. *+Add* to add a new Alert
6. Enter the details of the alert here
7. The alert will be active by default, but you can deactivate later if you want.
8. If you tick the box "Don't allow operator to continue after alert is shown", it will prevent you from completing the task once the alert is triggered. In this example we wouldn't want the operator to continue with a supplier payment until the bank account issue is resolved so the box is ticked.
9. Select the context you want to trigger the Alert. You can only have one active alert for each context for each supplier. IE. This supplier already has an active alert triggered by selecting them for a work order or by opening their supplier card, so you can't add another alert in those contexts.
10. Select the icon you want to use for this alert.   It's a good idea to keep these icons uniform across your program
11. *Test Alert* if you want to see how the Alert will look
12. *Save*

SMS is an additional service you can add to your subscription. For more information, see the manual "SMS"

EMAILS TAB

The Emails Tab shows all outgoing emails that have been sent to the supplier and all incoming emails that have been allocated to the supplier.

NOTE Incoming email is not activated by default. For full details, see the manual "Incoming and Outgoing Emails". If you would like to activate incoming emails, contact support@propertyiq.com.au

VIEWING OUTGOING EMAILS FOR A SUPPLIER FROM THE EMAILS TAB

1. The outgoing tab is the default, but you can click on the incoming tab to view incoming emails
2. The default view is for the past month, but you can click on the boxes to open the calendar and select a date range
3. The default view is Sent emails, but you can toggle between tabs to view emails with all statuses or error to view emails with error status
4. Type some key letters in any of the empty boxes on the top line to refine your search
5. Click on an item to highlight it on the screen and then double click to select it *or*
6. Click the View button on the bottom of the screen

VIEWING INCOMING EMAILS FOR A SUPPLIER FROM THE EMAILS TAB

1. The default view is *Outgoing* emails, but you can click on the incoming tab to view incoming emails.
2. The default view is for the past month, but you can click on the boxes to enable the calendar and enter a different date range
3. If you have more than one incoming mailbox, you can click on the dropdown and select the emails from individual mailboxes
4. The default read status is *All*, but you can choose unread to view emails with unread status
5. Type some key letters in the message or subject box to search for emails with those words in their message or subject
6. *Search/Refresh* to view any new emails that have been allocated to the building that fit the criteria you have entered.
7. Click on an email to highlight it on the screen and then double click to open the email
8. Hover your mouse over the question mark to see information about auto allocation. (See full instructions above "How to use Auto Allocation to allocate incoming emails")
9. Select *Run Auto Allocate* to auto allocate the email(s) selected on the screen. (See full instructions above "How to use Auto Allocation to allocate incoming emails")
10. Select *Allocate* to manually allocate the email(s) select on the screen. (See full instructions above "How to manually allocate emails").
11. *View* to open an email that has been highlighted on screen

The log of Changes Tab records all changes that have been made to the supplier card

Click + view full details

NOTE ABOUT MANAGING AGENT SUPPLIER

You can use PropertyIQ to raise and process payments for your management fees and additional charges via a supplier payment run. To allow for this function, there is a default system supplier in PropertyIQ called **Managing Agent**.

You should alter this to the name of your company, add your business details and bank account details before you use PropertyIQ to make payments for any of your fees.