PropertyIQ™

Release Notes

July 2024

This release includes changes to:

- PropertyIQ
- PropertyIQ Portal

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BAS

1. **Delete historical BAS report snapshots –** To streamline your workflow, avoid user errors and ensure accuracy of financials, you can now delete historical BAS report snapshots. As part of the deletion, it'll also delete all associated journals, payments/refunds and reports.

   This change avoids you having to manually delete records if you've run BAS by mistake, run BAS for the wrong period, or need to make corrections and re-run it for the same period.

   - You can delete historical BAS records in the following ways:
     - **Single record - Utilities>BAS>History & Lodgements screen** – You can select a single record from the list and double click on it to view. If the record can be deleted, you'll see a *Delete* button at the bottom of the screen. You'll be asked to confirm to proceed.
     - **Bulk records - Utilities>BAS>History & Lodgements screen** – You can select one or multiple BAS records in the list and click the *Delete* button at the bottom of the screen. You'll be asked to confirm to proceed. If there are any BAS records that can't be deleted for any reason, you'll see these displayed in a list with BAS details and the reason why it can't be deleted.
     - **Re-processing BAS - Utilities>BAS>Generate** – If you're re-processing BAS for the same period and click the *Generate* button on the BAS screen, you'll see a warning to advise that the previous BAS records for the same period will be deleted and replaced with the newest BAS records. If there are any BAS records that can't be deleted for any reason, you'll see these displayed in a list with BAS details and the reason why it can't be deleted.
   - In some cases, a BAS record cannot be deleted. Some examples are:
     - when it's not in 'pending' status e.g. it has been marked as lodged
     - it's in a prior financial year (when lock application setting is enabled – refer below about warnings for prior financial periods)
     - it's in a prior BAS period (when lock application setting is enabled – refer below about warnings for prior financial periods)
     - the associated invoice is already paid
     - the associated deposit is already presented
     - *For a multi-schedule building*, if one of the schedules meets any of these criteria, then none of the schedules in that building will be deleted (you'll need to adjust and delete manually).
   - Warnings when generated BAS will affect prior financial period **-** When generating or deleting BAS reports that will alter a prior financial period (financial year or BAS period), you'll now be warned or prevented from proceeding for that building and/or schedule. You'll be **prevented** from proceeding if either of the settings for 'Lock transactions in prior BAS period' and/or 'Lock financials once final reports are run' are **enabled** under *Utilities>Settings>Application Settings*. If both settings are disabled, then you'll see a warning and can confirm to proceed.

   See below for detailed screenshots and instructions.

2. **Improved screen layout & grouping** – For better usability and ease of finding charges in the list, the layout of the variable charges screen has been improved to group the charges into categories and order them alphabetically within the group. You'll notice the new layout when previewing charges on the *building card>charges tab*, and when viewing or editing within the charge schedule.

   The new variable charge groups are listed below.

   - Notices - Groups variable charges for annual notice, arrears notice, debtor invoice, debtor statement, due notice, electricity notice, final notice, gas notice, legal notice, other utility notice, special notice and water notice.
   - Transactions – Groups variable charges for invoice, payment and receipt.
   - Work Orders – Groups variable charges for quote charge per quote request, quote charge per work order and work order.
   - Meetings – Groups variable charges for annual general meeting and extraordinary/general meeting (previously named 'extra meeting').
   - General – Groups variable charges for cash management report, change of owner, info certificate, insurance claim, mail merge and SMS messages.
   - Outgoing Emails – Groups the *new* variable charges for outgoing email types. *See Item 3 below for more information.*

   See below screenshots.

3. **New variable charges for outgoing emails** - There are seven new charges for outgoing emails. These charges apply to emails sent from within PropertyIQ and are recorded as successfully sent in the global outgoing email log under *Utilities>Emailing>Outgoing* (also within the applicable entity e.g. building card>emails tab).

   The charges are located under the 'Outgoing Emails' group on the variable charge schedule screen. Next to each charge is a help tip that explains what the charge is and how it's triggered. You can assign each charge to a posting account and a category for management reporting. The new charges are defaulted to $0.00.

   Note that these email charges will be processed in addition to any other variable charges that are applicable e.g. work order charge and work order email charge will BOTH be charged if you've entered a charge for each.

   - New variable charges for emails
     - **Correspondence** – Charged when emailing custom merge templates to lots and committee members, emailing documents from the documents tab of a building/lot, forwarding an email of any type.
     - **Financial reports** – Charged when emailing financial reports to committee members and financial report recipients.
     - **Insurance claims** – Charged when emailing insurance claims.
     - **Invoice approvals** – Charged when emailing invoices to committee approvers.
     - **Meetings** – Charged when emailing meeting notices and minutes for all meeting types.
     - **Notices and invoices** – Charged when sending due/fee, special, annual, arrears, final, legal, debtor invoice, debtor statement and utility notices.
     - **Quotes and work orders** – Charged when emailing work orders and quote requests.
   - Inclusion of charges in Fee Schedules run - When one or more outgoing emails have been successfully sent that meet the search criteria and period of the Fee Schedules run, then the

relevant outgoing email charges for active schedules will be included in the fee run, management fee invoices and income payment reports. The details line item on the management fee invoices will display as "*Email Processing - [outgoing email type] [period from date – period to date] – [Schedule name].*"

NOTE: All email charges will be recorded against the main Contribution Schedule even if Split Fees mode is enabled for the building, as there's no way to determine applicable schedule when emailing.

See below screenshots.

BUILDING UNITS & GROUP TITLE ACT [BUGTA] (QLD)

4. **Reporting terminology (QLD)** – When generating reports for QLD buildings of type *Building Units/Group Title*, report headers will use the correct terminology for BUGTA and display either "G.T.P" or "B.U.P" (instead of C.T.S) based on the type selected on the building card.
5. **Information certificate template (QLD)**
    - New Section 40 Certificate template: You'll see a new system template available for QLD called *QLD Section 40 Certificate (BUGT)*. It contains information on the building, insurance, committee and levies as required for disclosure under the BUGT Act. This template will be automatically used when generating an information certificate for a lot in a building of type *Building Units/Group Title*. See below screenshots.
    - Info Cert generation screen: When generating a certificate for a lot in a BUGTA building, the options you can select for certificate type (Section 205 or Section 206) have been removed as these aren't applicable for BUGTA. You won't need to choose the template, as the new Section 40 certificate will be used by default.

INFO CERTIFICATES

6. **Leases & licenses register report attached to certificates** – When generating a certificate for a lot and selecting the Leases & Licenses register report as an attachment, there was an issue where the report would display details of leases/licenses not relevant to the selected lot. This issue has been fixed.
7. **New merge fields for certificate templates (QLD)** – The below merge fields are now available for all information certificate templates in QLD; Section 205 Certificate, Section 206 Certificate and Section 40 Certificate (BUGT). The merge fields are available in the merge field library and can be added to your templates as needed.
    - Building information: Building State, Building Post code, Building's Financial Year End, Building's total interest entitlements.
    - Committee information:
        - Postal address of Chairperson, Secretary and Treasurer (name merge fields are already available for Chairperson, Secretary and Treasurer).
        - Name of Ordinary members (6 fields to allow for up to 6 members).
        - Postal address of Ordinary members (6 fields to allow for up to 6 members).
    - Lot information: Lot's interest entitlements (as per schedule entitlement allocations for the relevant schedule/s), Lot's Paid to date for Admin levies, Lot's Paid to date for Sinking levies.

INSURANCE CLAIMS

8. **New 'withdrawn' status** – A new status of 'withdrawn' is available for insurance claims so you can more accurately record and reflect the statuses of your claims. It's available as a status filter on the *To Do>Insurance Claims* screen, in the status dropdown options on the insurance claim card, and as a filter when generating the insurance register report and export.
9. **Exclude claims of inactive buildings** – Insurance claims linked to inactive buildings will no longer be shown in the list when viewing claims on the *To Do>Insurance Claims* screen. When generating the insurance register report and export, claims linked to inactive buildings will also be excluded.

EMAILING – OUTGOING EMAILS

10. **Outgoing emails now have an associated 'email type'** – Any outgoing emails (emails sent from within PropertyIQ) now have an associated 'email type' that corresponds to the seven applicable outgoing email charge types (*refer to Item 3 for more information*).
    - The email type is used when raising any outgoing email charge in the Fee Schedules run. The email type assigned to each email can be seen in a new 'Outgoing Email Type' column on the Emails tab under the building/lot/supplier/debtor cards and on the global log under *Utilities>Emailing>Outgoing*.
    - You can use this information to cross check emails against variable charge schedules to validate any charges that have been raised.
    - When viewing a list of outgoing emails or viewing a selected outgoing email, and the type is empty, it'll be because of one of the following reasons:
        - The email was successfully sent prior to the release date of this change. Note: the Sent Date and Created Date should both be prior to the release date of this change.
        - The email was attempted to be sent prior to the release date of this change but it was errored and the subsequent resend was successfully sent after the release date of this change. Note: the Sent Date may be after the release date of this change but the Created Date may be prior to the release date of this change.

    NOTE: The following emails are **not** assigned to an email type; Forgotten password, Sending a document from a supplier record and Test email sent under *Utilities>Settings>Mail Server Settings*.

EMAILING – INCOMING EMAILS

These changes are applicable to clients who have the Incoming Email feature enabled.

- Incoming emails is an optional feature that allows you to import emails from an external mailing system into PIQ for record purposes. To enquire further, contact us at support@propertyiq.com.au.
- For more information on the Incoming Emails feature, view our Incoming and Outgoing Emails help page or manual.

11. **Save email attachments to documents** - You can now automatically save email attachments to your documents as part of the *Allocate* process for incoming emails.
    - The allocate function can be run from *Utilities>Emailing>Incoming Emails* screen*>Allocate button*. This is where you can save an email to the documents area of a specific building, lot, supplier or debtor. It's also where you can allocate an email to a specific email type (like the document types you have for documents).

- The email attachments are saved and allocated dependent on the settings you've enabled for each incoming email type under U*tilities>Settings>Application Settings>Incoming Email Types* and whether the 'automatically save' option has been ticked and a document type assigned for that specific Incoming email type.
- The settings for an Incoming email type are used when the allocate function is run. If you change a setting e.g. document type for attachments, you'll need to re-run the *Allocate* function under *Utilities>Emailing> Incoming Emails* screen*>Allocate button* to apply the changes retrospectively for emails that have previously been allocated / saved.

12. **Delete attachments within an email** – You can now delete an email attachment from within a incoming email from the *Utilities>Emailing>Incoming screen*.

    You can open a saved email and under the attachments accordion of the email, click the *View/Allocate* button next to the individual attachment. From this screen, you can click the delete button. The attachment will be deleted from PIQ and the individual email. On the email itself, you'll then see a message "Document does not exist" next to the deleted attachment as a record.

GENERAL

13. **Reporting > Company Title terminology (NSW)** - All report headings for NSW buildings of type Company have been updated to use Company Title terminology in accordance with *Corporations Act 2001*. The references of *Co*, *Company* and *Company Title* (instead of Strata Plan) will be used, dependent on the report header format.
14. **Cash management report > Variable charge** – An issue has been fixed where the variable charge for cash management reports were not being included in the Fee Schedules run. The cash management report variable charge is only triggered when the cash management report is run in isolation (and not with other reports). The document name containing 'cash management report' is used for lookup purposes by the Fee Schedules run.

    NOTE: The variable charge is not currently triggered when the report option for 'split schedules' is used. This will be fixed in a future update.

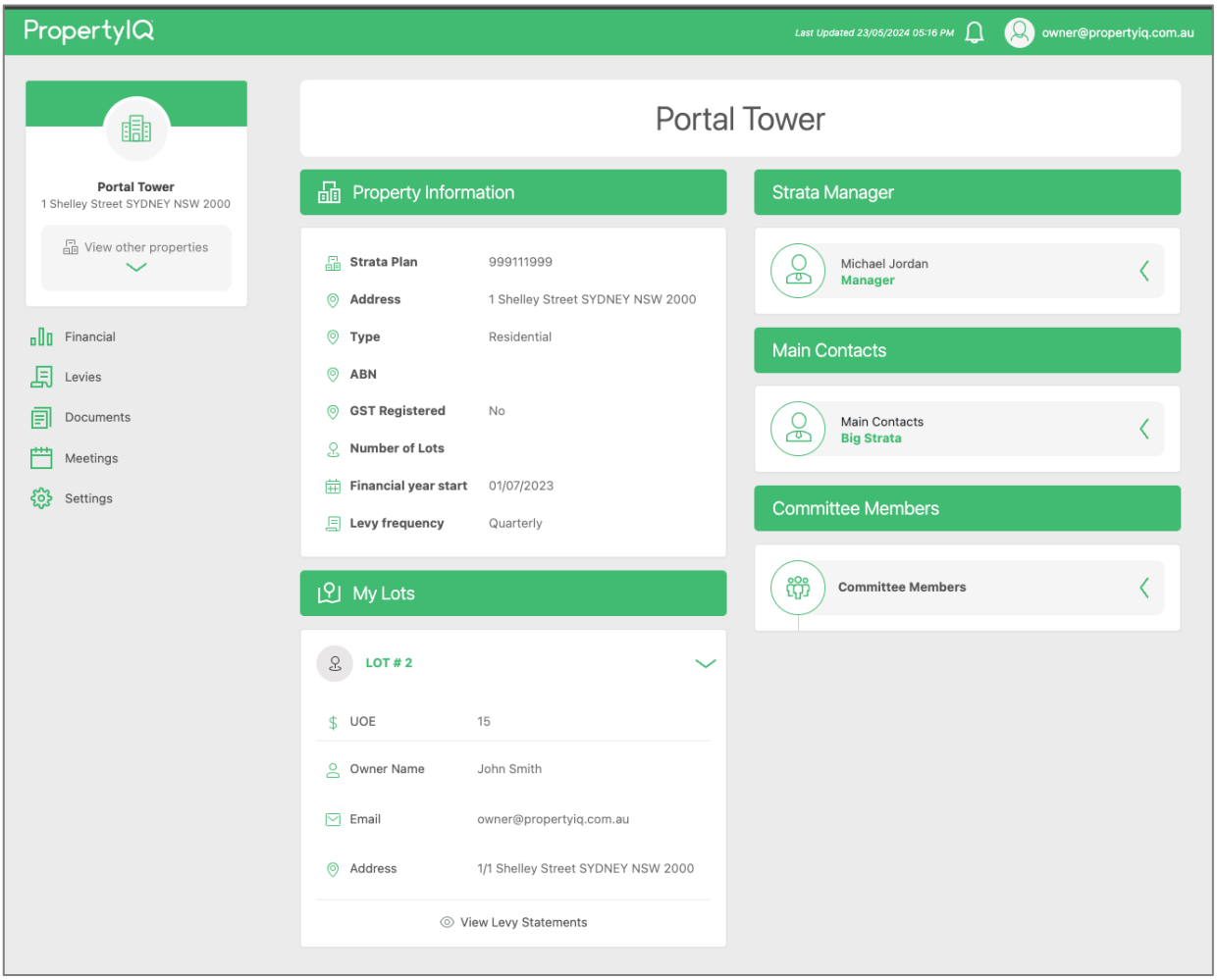
15. **Supplier export** – More detail is now available in the supplier export file generated from *File>Supplier* screen to help better manage and audit your suppliers. For example, you can see in bulk which suppliers don't have 'Check Ref Inv' ticked that'll warn you of duplicate invoices.

    The supplier export file includes new columns for *Check Ref Inv* (Y or N), *Sundry Supplier* (Y or N), *Email Remittances* (Y or N) and *Email Tender Requests* (Y or N).

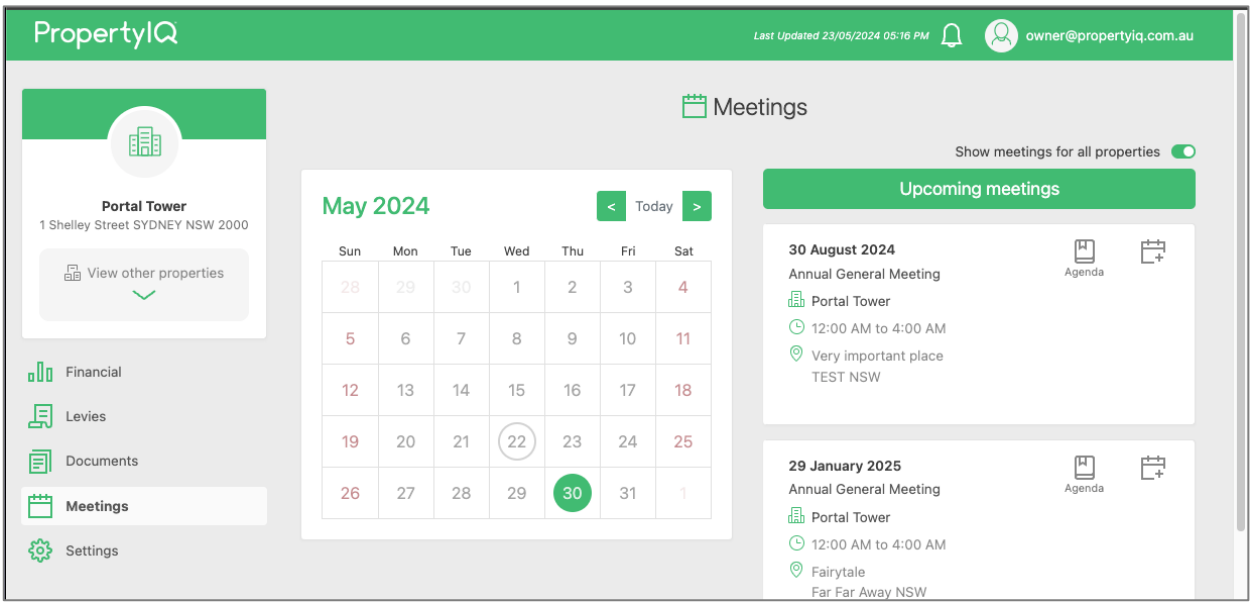
16. **Fee Schedules invoices** – An issue has been fixed where the Folio company details weren't being used on management fee invoice headers when the Fee Schedules run was generated for 'All Folios' (is working correctly when a single Folio is selected). Now, when generating management fee invoices by the Fee Schedules run, Folio company details will be used when the Folio has the setting 'Use folio company details' ticked under *Utilities>Settings>Company Details>Folio*. Where this setting is not ticked, it'll continue to use Global company details.
17. **Template editor** - The template editor has been updated to a newer supported version. You won't see any changes in functionality; however, it's recommended that you preview all documents before distributing to ensure your templates are behaving as expected.
18. **Email fields for lots & committee members** – When adding or editing lots or committee members, it'll now enforce lowercase on the email field. This'll help prevent issues with PIQ Portal account registrations and case sensitivity. This'll not affect any functionality or behaviour within PIQ.

GENERAL

1. **Smoother login and password resets** - We've fixed some technical issues that could have caused problems when logging in or resetting passwords. An issue relates to uppercase characters in the email address used for logging in. If you receive a request for help from an owner or committee member who has uppercase characters in their email address (e.g. JohnSmith@email.com), please contact us at support@propertyiq.com.au for assistance.
2. **More time to activate new account -** New portal users will now have 48 hours (instead of 24 hours) to activate their account using their temporary password. They can follow "Forgot Password" to be sent a new one once 48 hours has passed.
3. **Improved property details** - We've made accessing and reviewing details for a property faster and more efficient. We've also removed some information under *My Lots* section to keep things tidy.



4. **Easier to view meeting information** - We've simplified how owners and committee members view meetings information for multiple properties, making it easier to stay informed and involved.



5. **Enhanced security -** We're committed to keeping your information safe and secure. We've made some improvements to our technology and security infrastructure to maintain the highest level of protection for our portal users.

ITEM 1 - DELETE HISTORICAL BAS REPORT SNAPSHOTS

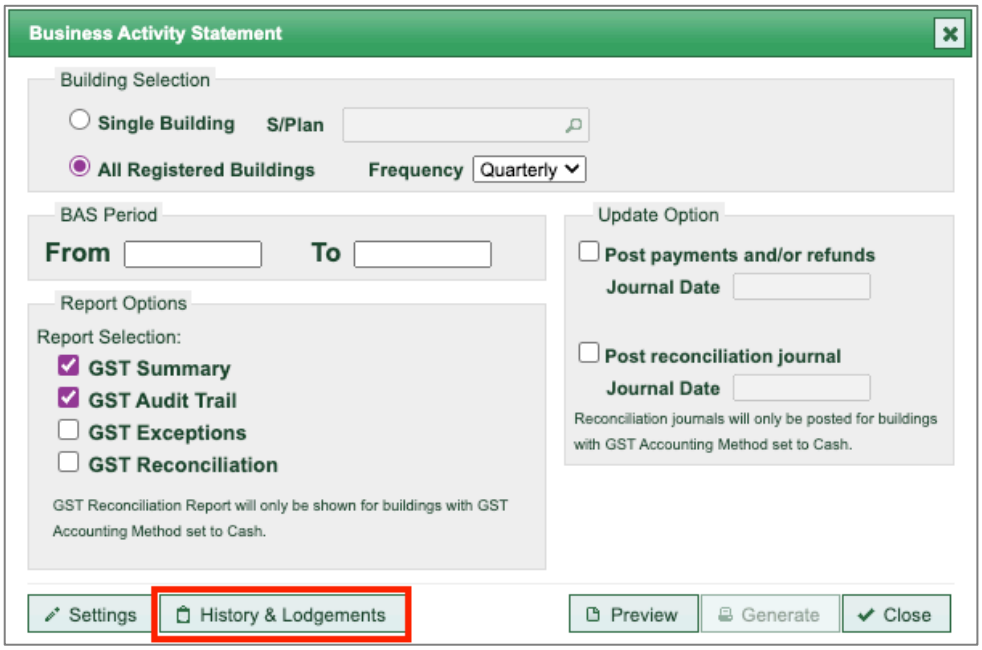
To streamline your workflow, avoid user errors and ensure accuracy of financials, you can now delete historical BAS report snapshots.

As part of the deletion, it'll also delete all associated journals, payments/refunds and reports.

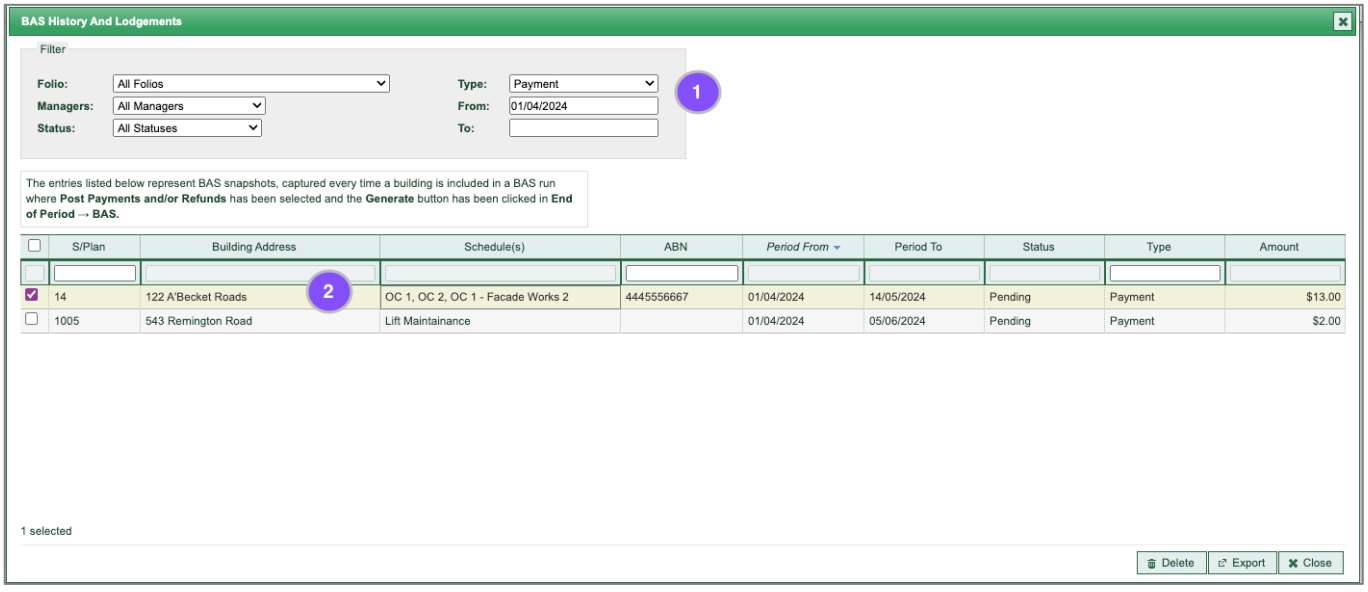
This change avoids you having to manually delete records if you've run BAS by mistake, run BAS for the wrong period, or need to make corrections and re-run it for the same period.

DELETE SINGLE BAS RECORD (BAS HISTORY & LODGEMENTS SCREEN)

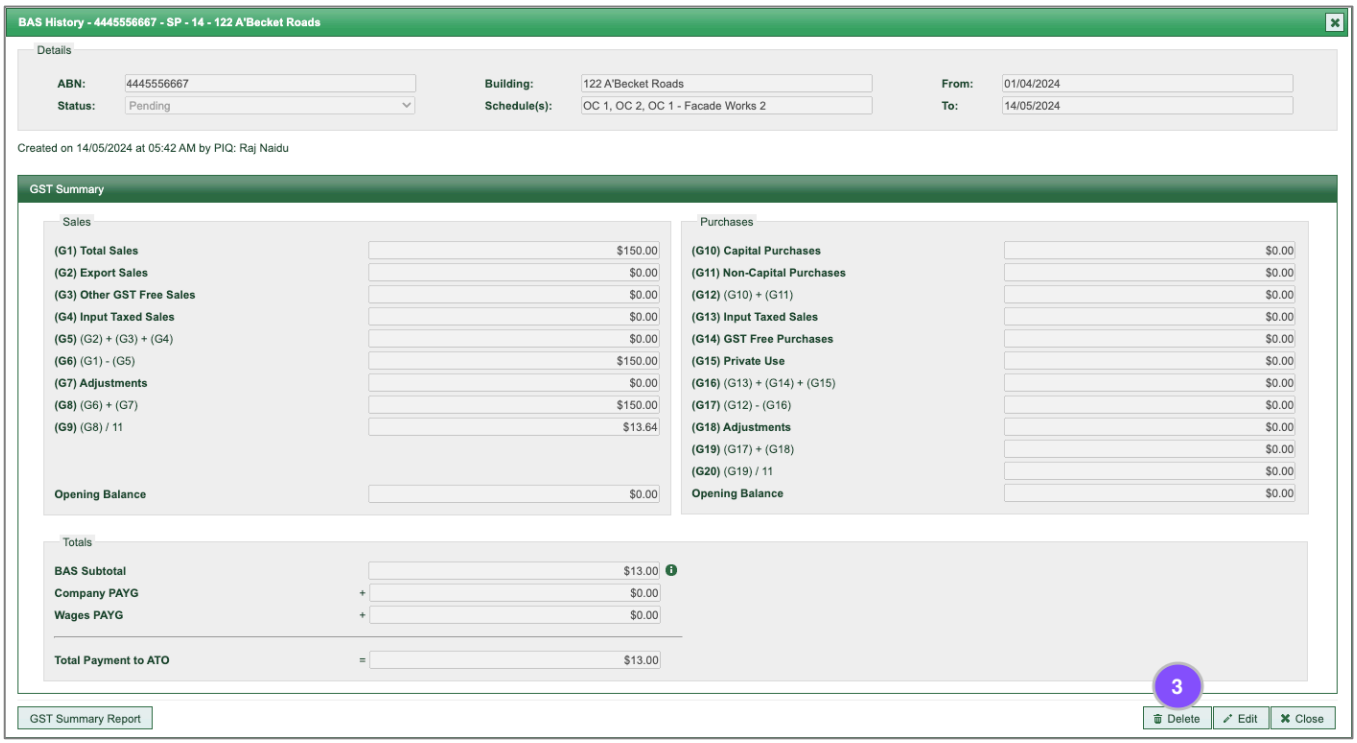
- Go to End of Period > BAS > History and Lodgements



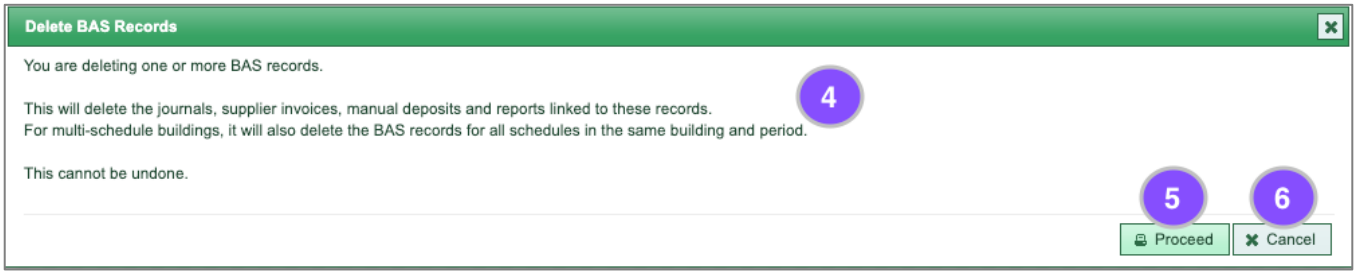
1. Select your filters and date range
2. Find your BAS record in the list. **Double click** on it to open the detailed view.



3. If the BAS record can be deleted, you'll see a *Delete* button at the bottom of the screen. Click the *Delete* button.

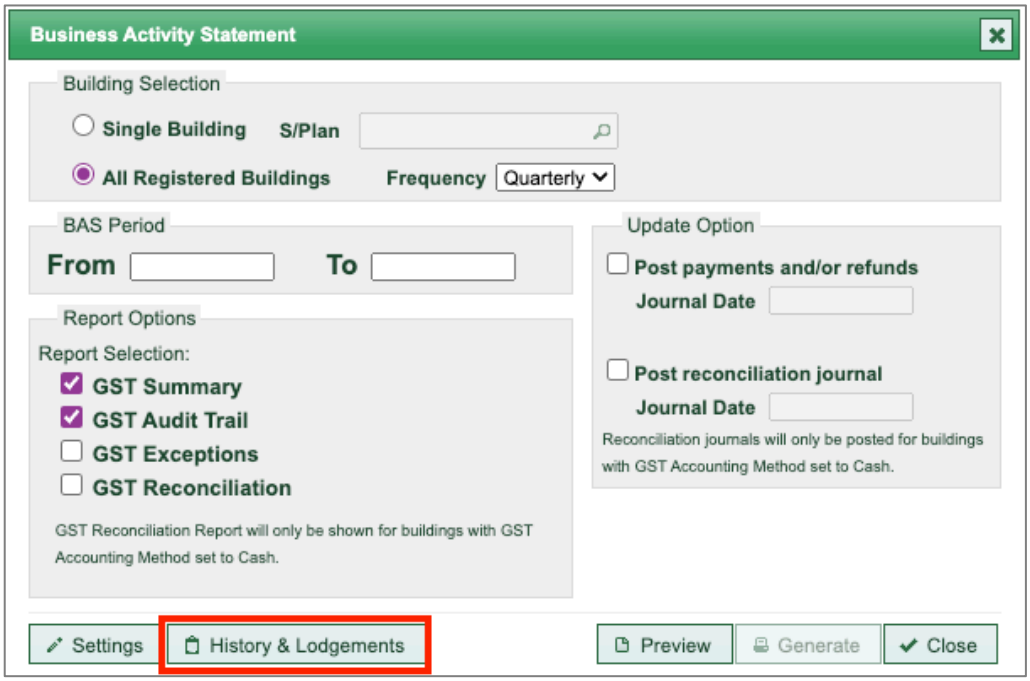


4. A warning message will appear and will explain that associated journals, invoices/deposits and reports will also be deleted.
5. Click *Proceed* button to delete the BAS record.
6. Click *Cancel* button to return to the prior screen.

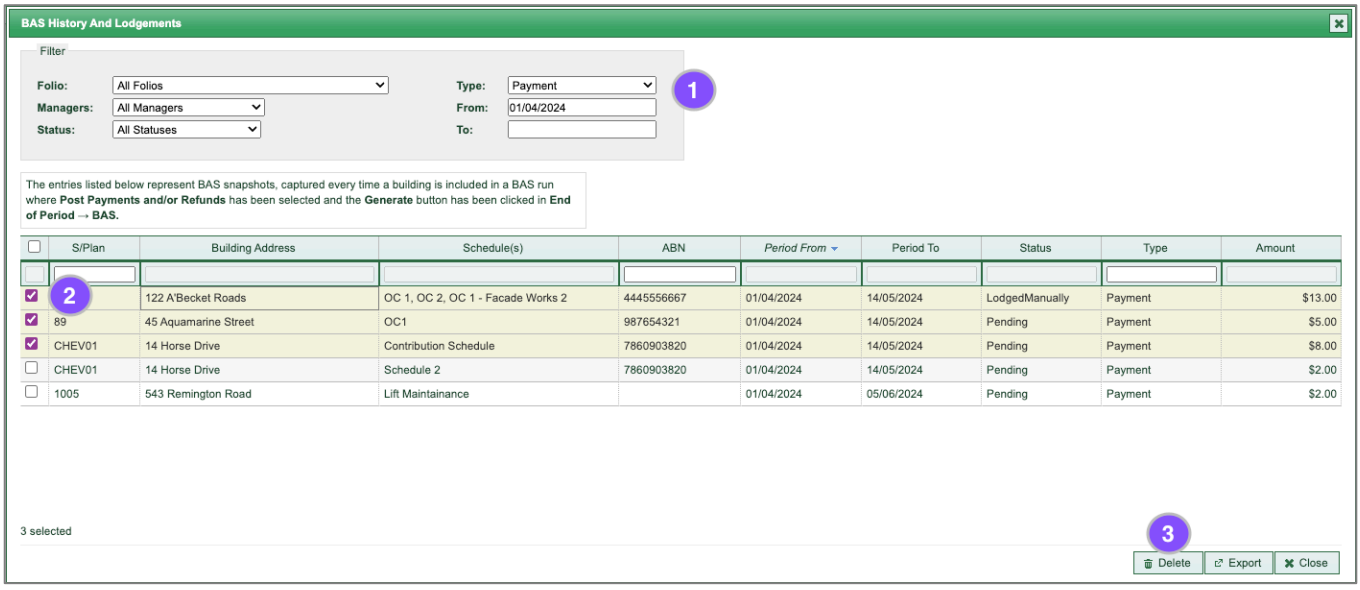


DELETE IN BULK (BAS HISTORY & LODGEMENTS SCREEN)

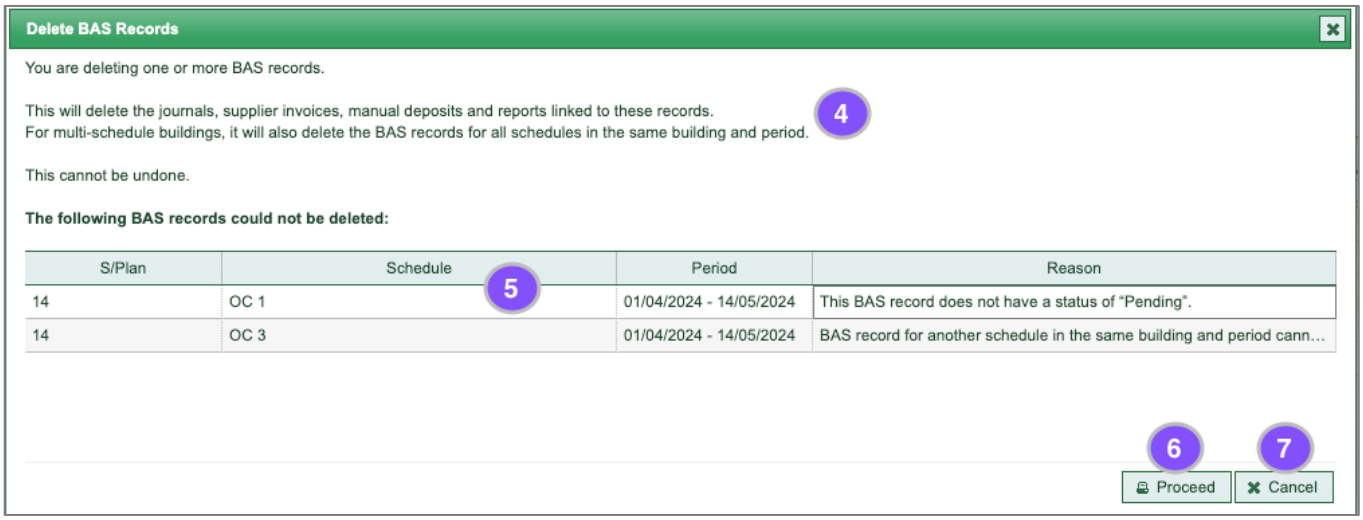
- Go to End of Period > BAS > History and Lodgements



1. Select your filters and date range.
2. Select one or more BAS records in the list.
3. Select the *Delete* button.

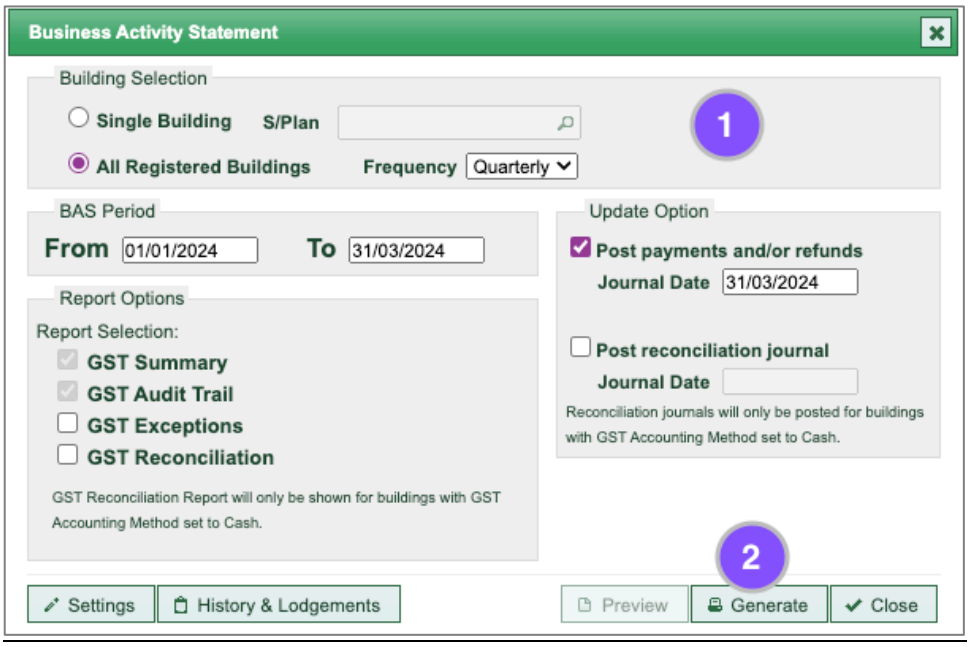


4. A warning message will appear and will explain that associated journals, invoices/deposits and reports will also be deleted.
5. If there are any BAS records that cannot be deleted, they'll be displayed in a list with the reason they can't be deleted.
6. Click *Proceed* button to delete the BAS records that can be deleted.
7. Click *Cancel* button to return to the prior screen.

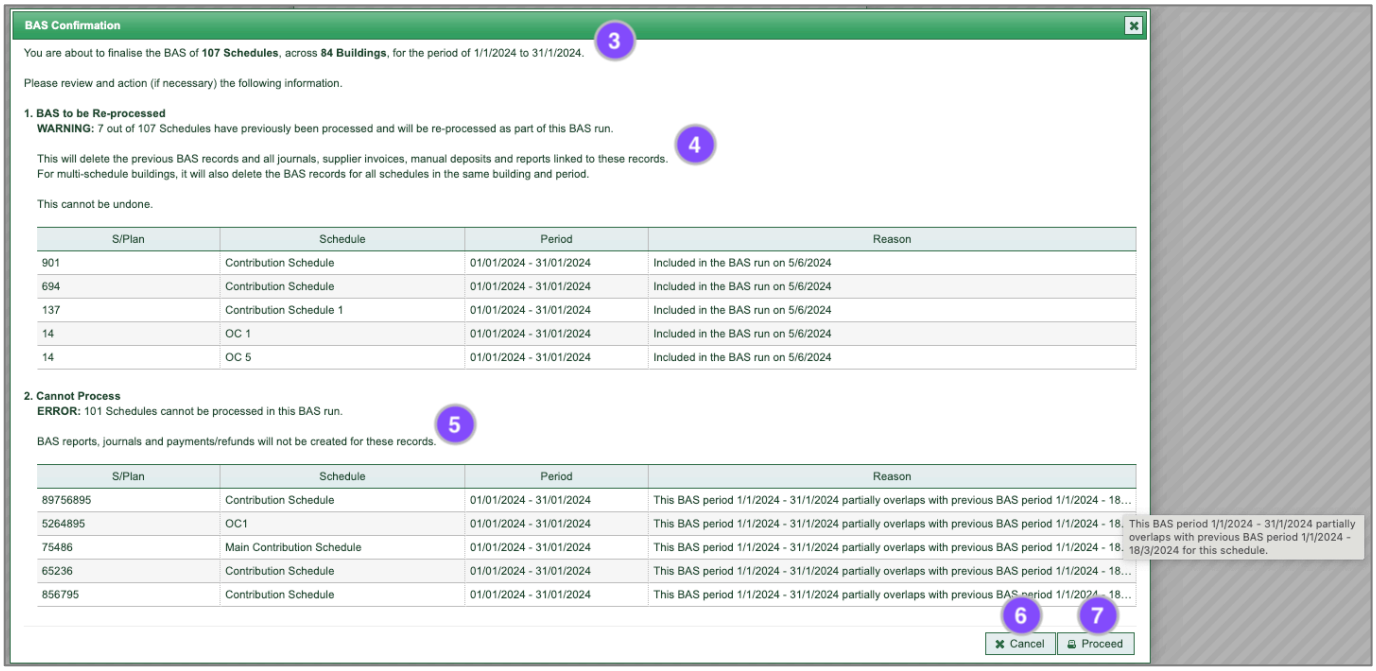


DELETE DURING RE-PROCESS (AS PART OF BAS GENERATION)

1. Go to End of Period > BAS > History and Lodgements.
   Select your filters and date range. Select your reports. Tick 'Post payments and/or refunds' and enter your journal date.
2. Click the *Generate* button.



3. You'll see a confirmation message to say you're about to process BAS for the selected buildings/schedules for the specified period.
4. <u>BAS to be Re-processed</u> - If there are BAS records being re-processed, they'll show here.
    i. These are BAS you've previously generated for the same period and building/schedule and **can be re-processed** without any issue.
    ii. When being re-processed, the previous BAS records and associated journals, payments/refunds and reports will be automatically deleted, with the new BAS record and associated journals, payments/refunds and reports replacing them.
5. <u>Cannot Process</u> - If there are any BAS records that cannot be deleted, they'll be displayed here with the reason they **can't be deleted**. These will not be processed, and you'll need to adjust and delete manually.
6. Click *Cancel* button to return to the prior screen.
7. Click *Proceed* button to continue and generate the BAS records.



REASONS BAS RECORDS CAN'T BE DELETED

In some cases, a BAS record cannot be deleted.

Some examples are:

- when it's not in 'pending' status e.g. it has been marked as lodged
- it's in a prior financial year (when lock application setting is enabled – refer below about warnings for prior financial periods)
- it's in a prior BAS period (when lock application setting is enabled – refer below about warnings for prior financial periods)
- the associated invoice is already paid
- the associated deposit is already presented
- *For a multi-schedule building*, if one of the schedules meets any of these criteria, then none of the schedules in that building will be deleted (you'll need to adjust and delete manually).

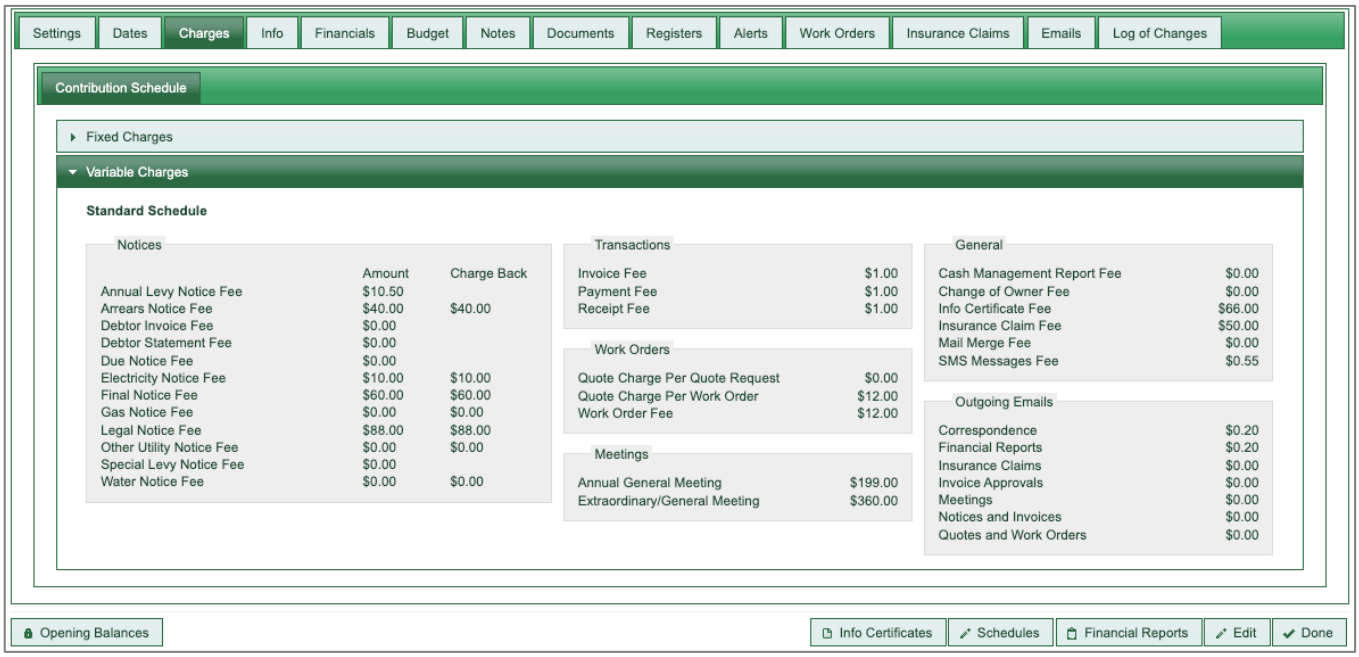
ITEM 2 – VARIABLE CHARGE SCHEDULES – NEW SCREEN LAYOUT

For better usability and ease of finding charges in the list, the layout of the variable charges screen has been improved to group the charges into categories and order them alphabetically within the group.

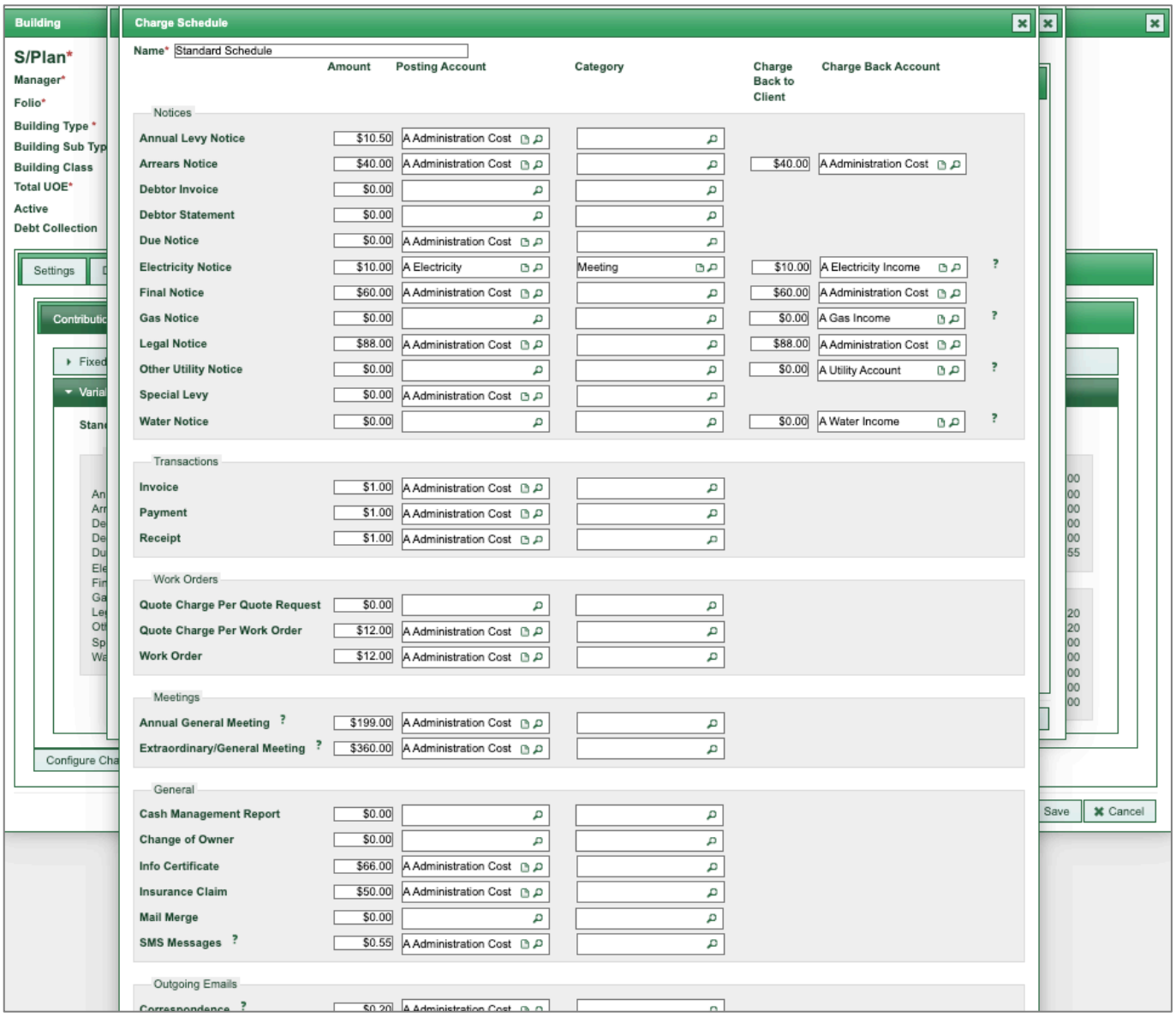
The new variable charge groups are:

1. **Notices** - Groups variable charges for annual notice, arrears notice, debtor invoice, debtor statement, due notice, electricity notice, final notice, gas notice, legal notice, other utility notice, special notice and water notice.
2. **Transactions** – Groups variable charges for invoice, payment and receipt.
3. **Work Orders** – Groups variable charges for quote charge per quote request, quote charge per work order and work order.
4. **Meetings** – Groups variable charges for annual general meeting and extraordinary/general meeting (previously named 'extra meeting').
5. **General** – Groups variable charges for cash management report, change of owner, info certificate, insurance claim, mail merge and SMS messages.
6. **Outgoing Emails** – Groups variable charges for the outgoing email types.

Preview variable charges under Building card>Charges tab>Variable charges accordion:



View & edit variable charges under Building card>Charges tab>Edit>Configure Charges>view/edit a charge schedule:



ITEM 3 – VARIABLE CHARGE SCHEDULES – NEW CHARGES FOR OUTGOING EMAILS

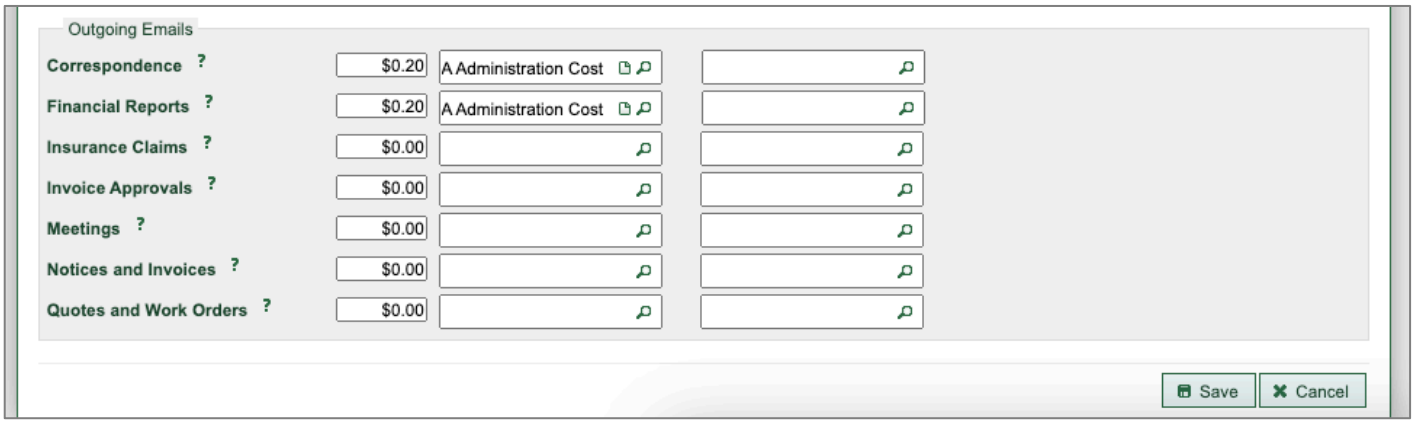
There are seven new charges for outgoing emails. These charges apply to emails sent from within PropertyIQ and are recorded as successfully sent in the global outgoing email log under *Utilities>Emailing>Outgoing* (also within the applicable entity e.g. building card>emails tab).

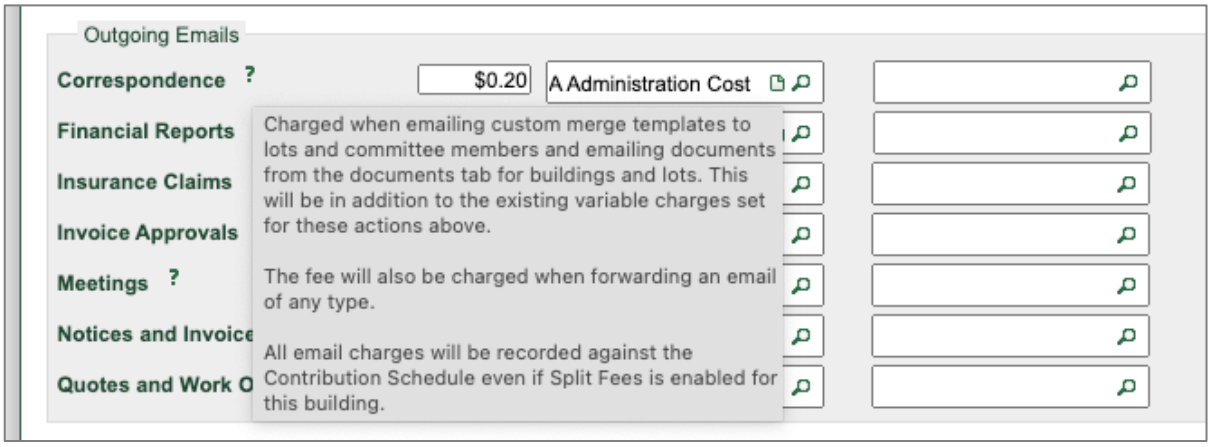
- The email charges are located under the 'Outgoing Emails' group on the variable charge schedule screen. Next to each charge is a help tip that explains what the charge is and how it's triggered.
- You can assign each charge to a posting account and a category for management reporting.
- The email charge is defaulted to $0.00.
- The email charges are be processed in addition to any other variable charges that are applicable e.g. work order charge and work order email charge will BOTH be charged if you've entered a charge for each.
- The email charges are recorded against the main Contribution Schedule even if Split Fees mode is enabled for the building, as there's no way to determine applicable schedule when emailing.

- Any email charges are automatically included in the Fee Schedules run. When one or more outgoing emails have been successfully sent that meet the search criteria and period of the Fee Schedules run, then the relevant outgoing email charges for active schedules will be included in the fee run, management fee invoices and income payment reports. The details line item on the management fee invoices will display as "*Email Processing - [outgoing email type] [period from date – period to date] – [Schedule name].*"

CHARGE TYPES

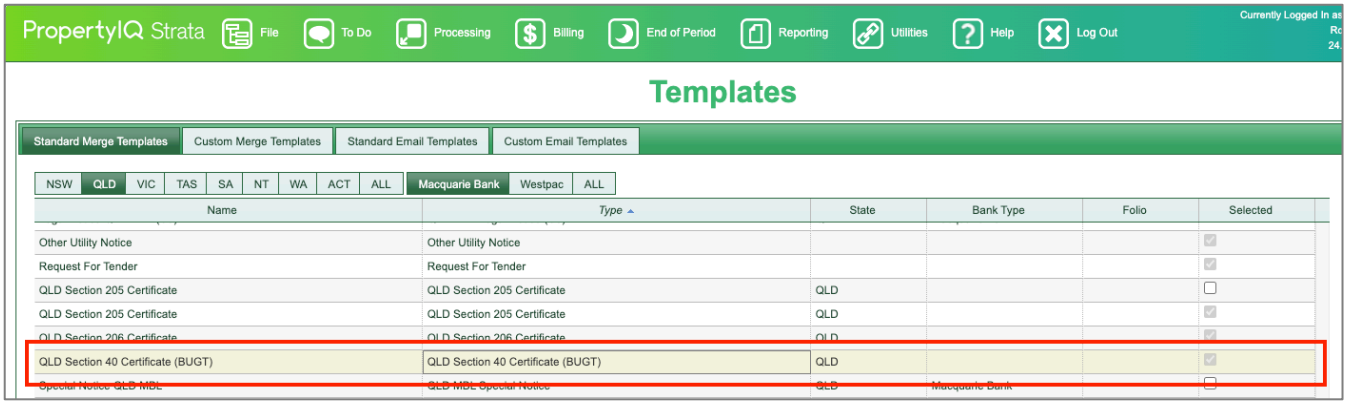
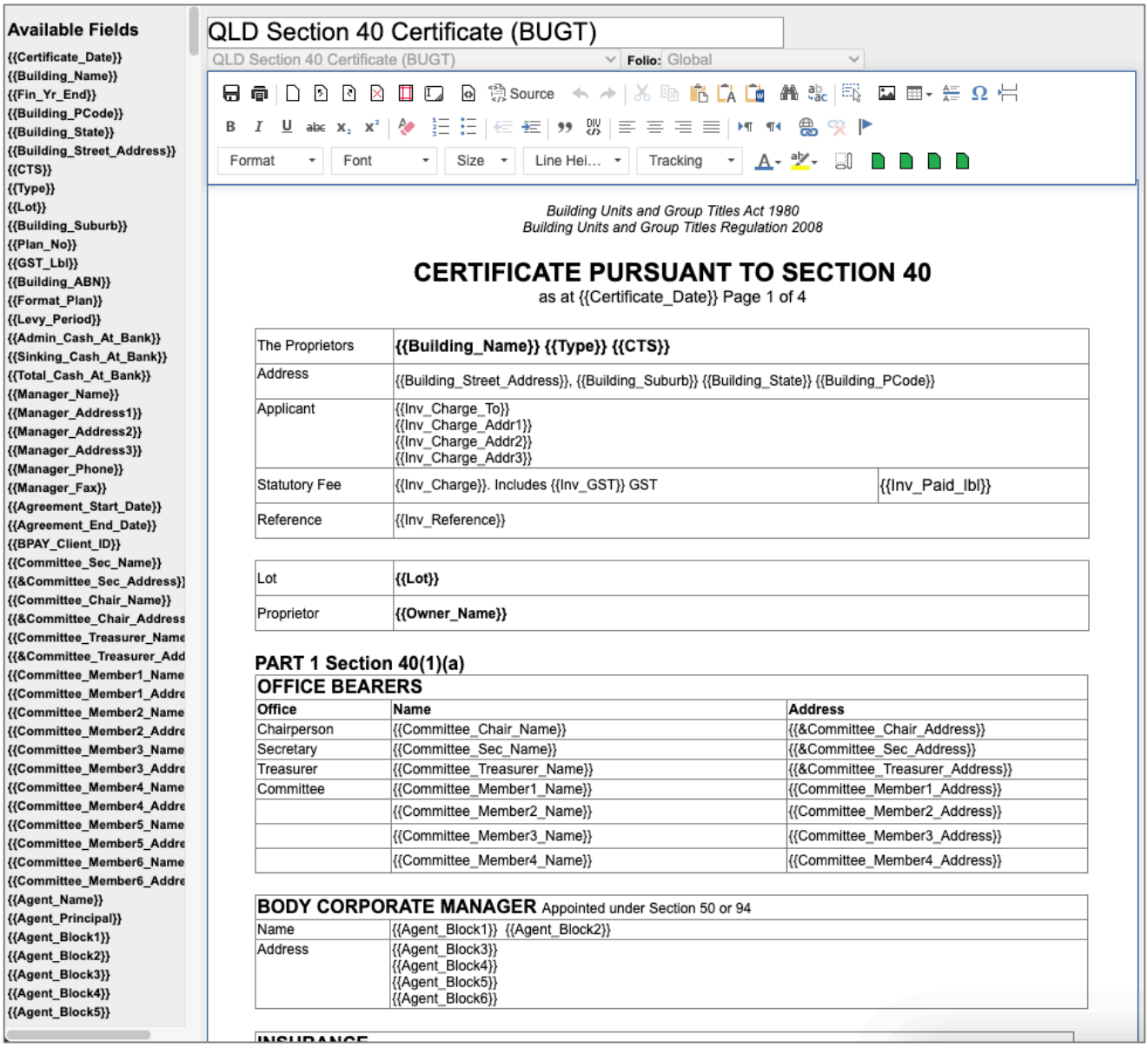
- **Correspondence** – Charged when emailing custom merge templates to lots and committee members, emailing documents from the documents tab of a building/lot, forwarding an email of any type.
- **Financial reports** – Charged when emailing financial reports to committee members and financial report recipients.
- **Insurance claims** – Charged when emailing insurance claims.
- **Invoice approvals** – Charged when emailing invoices to committee approvers.
- **Meetings** – Charged when emailing meeting notices and minutes for all meeting types.
- **Notices and invoices** – Charged when sending due/fee, special, annual, arrears, final, legal, debtor invoice, debtor statement and utility notices.
- **Quotes and work orders** – Charged when emailing work orders and quote requests.





ITEM 5 – BUGTA (QLD) – NEW SECTION 40 CERTIFICATE TEMPLATE

You'll see a new system template available for QLD called *QLD Section 40 Certificate (BUGT)*.

It contains information on the building, insurance, committee and levies as required for disclosure under the BUGT Act.

This template will be automatically used when generating an information certificate for a lot in a building of type *Building Units/Group Title*.