# GEEDEE TIPS & TRICKS

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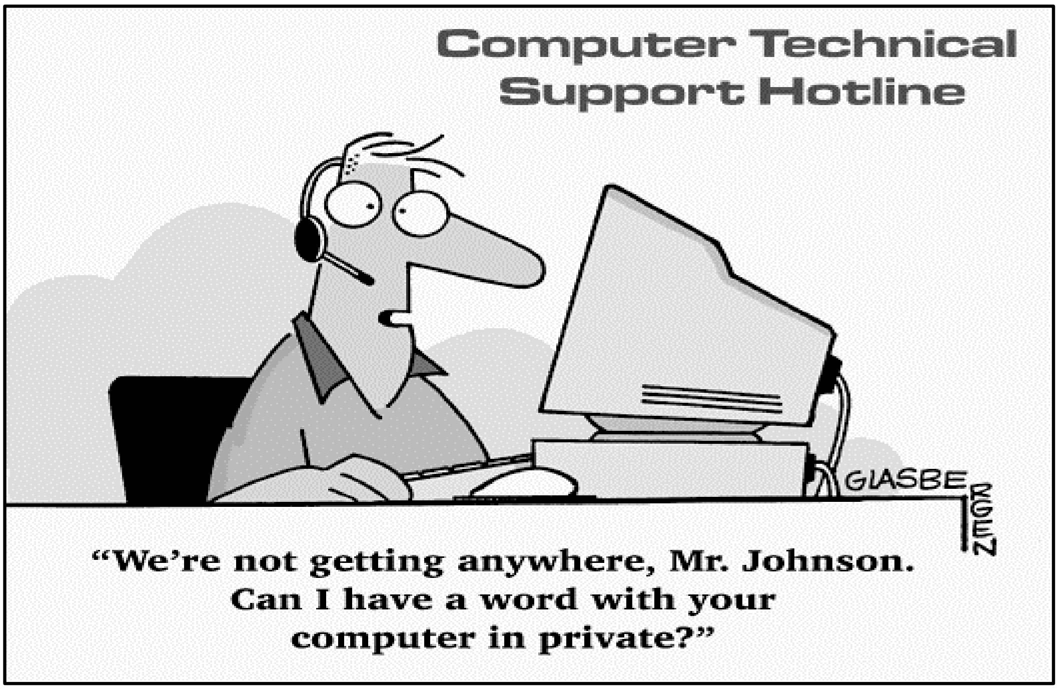
## HELP US TO HELP YOU!

Many of the calls we receive are basic questions regarding everyday operation of the system and can sometimes lead to delays in dealing with more urgent & serious problems.

To assist us in helping clients who have a serious problem, it may be useful for you to load the GeeDee tutorial and leave it minimised at the bottom of your screen where it can be accessed any time you have a general question. The built in help system also contains a wealth of information about the program and the answers to most questions can be found by simply looking up the relevant topic in the index.




## WHAT TO DO WHEN YOU GET STUCK

For Support with GeeDee questions, please first consult the CD Tutor, after that your HELP button and, only then, contact Kerry, Wayne or Graham for support on 9364 6677. This will allow urgent and serious problems to be dealt with promptly. Thank you!

It is recommended that the GeeDee Tutorial be loaded and available on the (bottom of the screen) task bar at all times. The Tutorial can be copied onto the hard disk of any computer (requires 485 megabytes of disk space) that has a Sound Card.

All operators should constantly refer to the HELP system by selecting the Help button or by pressing the F1 function key.

## HELP

If you have not already done so, ensure your "HELP" is ready to use by pressing <F1>, accessing "HELP TOPICS" and "Find". On the first occasion you do this, there is a Wizard process to set up HELP for the first time. If, however, pressing FIND takes you to a 3-part screen where you put in part or all of a word, and options are shown for Display, it is already setup and ready to go.

If the system reports that it can't find the help file, follow the dialogue box instructions and click on **\Program Files\GeeDee\Proman\Help** and your help will then be installed

## USERS MANUAL

While the online help is an excellent source of reference for users, there are some of you that would prefer a written manual. If you prefer to turn pages, the manual is provided on disk and installed onto your system with the program files.

There are two versions of the manual and they can be printed as follows -

a) The complete users manual with an index and a table of contents will print on approximately 170 A4 pages. Using Microsoft word, open and print the document called **"\Program Files\GeeDee\Proman\Help\GeeDeeManual.doc"**.

b) A condensed form of the manual (approximately 50 pages) can be accessed from within the program. Select the Help pulldown menu, and then click on "Manual". A text window will open and it may be printed by clicking on the "Print" button.

## DAILY BACKUP DISKETTES

A number of Users do not back up their data daily (instead doing it "when I remember") and/or do not reconciling GeeDee to their Bank Statement weekly (instead doing it every few weeks or once a month – or longer (the Auditors will have a field day!)

If your data is backed up Daily and your Bank Reconciliation is done weekly, it limits the amount of data that we (that's you and one of us) have to wade through to find the problem and fix it. In a recent case, the daily backup meant that only 1 day's data had to be re-entered by the Property Manager, rather than 2, 3 or ? days.

Your set of backup disks should include **separate** disks for **every** trading day i.e.: Monday – Saturday, as well as a disk for each month January – December. Furthermore each disk should be reformatted occasionally to ensure that it is not corrupted and is in good working order.

### Are Your Backups Working?

*Recent True Stories Of Dos Geedee Clients*

*Three (3) users rang us (in the same day), asking that we help them restore data from the previous day. In all cases, yesterday's backup diskette (back 1 day) contained bad sectors.*

*That means the diskette was corrupted (in part) and therefore the data saved could not be retrieved.*

*In the first case, we went back 2 days – same problem! We went to the backup of 3 days prior – and it restored OK. The relief down the telephone line was audible…*

*In the second case, the "End Of Period" backup had not worked – the diskettes were corrupted as above.*

*In the third case, the Principal had to go back 3 days to find a diskette that worked.*

*What does this mean to you? Please don't say, "It won't happen to us." Had all of the diskettes been corrupted, the first company may well have closed its doors on Property Management. Please bear in mind that - No data = No business.*

Yes, Windows GeeDee does have an option to Test backups after they are done. But in both systems, the preventative answer is to format the Daily Backup diskette just prior to running Daily Backup. That Format will show you if there are any Bad Sectors.

If there are any bad sectors detected, throw the diskette in the rubbish bin. Otherwise, you may find that (in effect) you have not backed up your data at all.

P.S. When you replace your corrupted diskettes, make sure you buy **HD (High Density, 1.44 Megabyte capacity)** diskettes, **NOT DD (720Kilobyte capacity).**

**Note: -** even brand new disks should be formatted before use. We have heard of a number of instances where even new disks, fresh out of the box have had faults, so remember to format your disks before using them to backup.

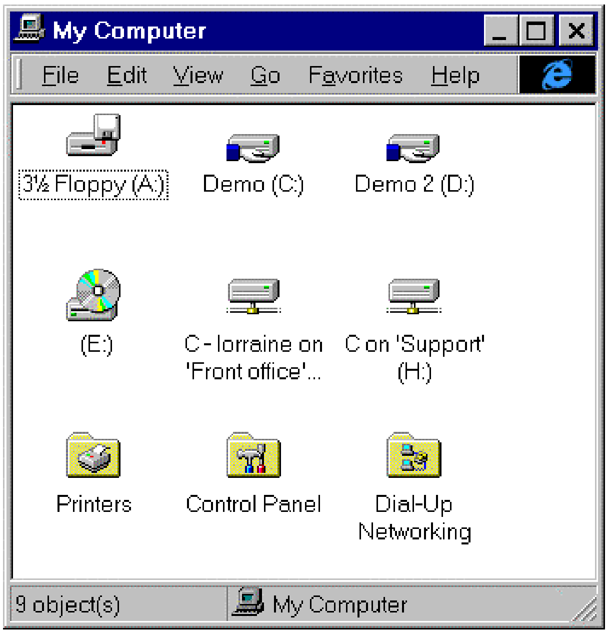
### Other Backup Media

We all know how important the daily backup is, but don't be fooled into thinking that just because your system does a backup to a Zip disk or a tape that you don't need to carry out the daily backup in GeeDee. The GeeDee backup makes a copy of the files necessary to restore if there is a problem and can assist us in diagnosing data errors. A tape or Zip backup generally backs up all data on your system and it can be time consuming, difficult and even quite costly to extract the GeeDee data if it is needed. Also, as the daily backup is on one (sometimes two) floppy disks, they can easily be taken off site overnight for protection. Many offices have their tape backups set to run after hours when the office is unattended. **Just imagine the consequences if there was a fire, or your equipment was stolen along with the backup tape.**

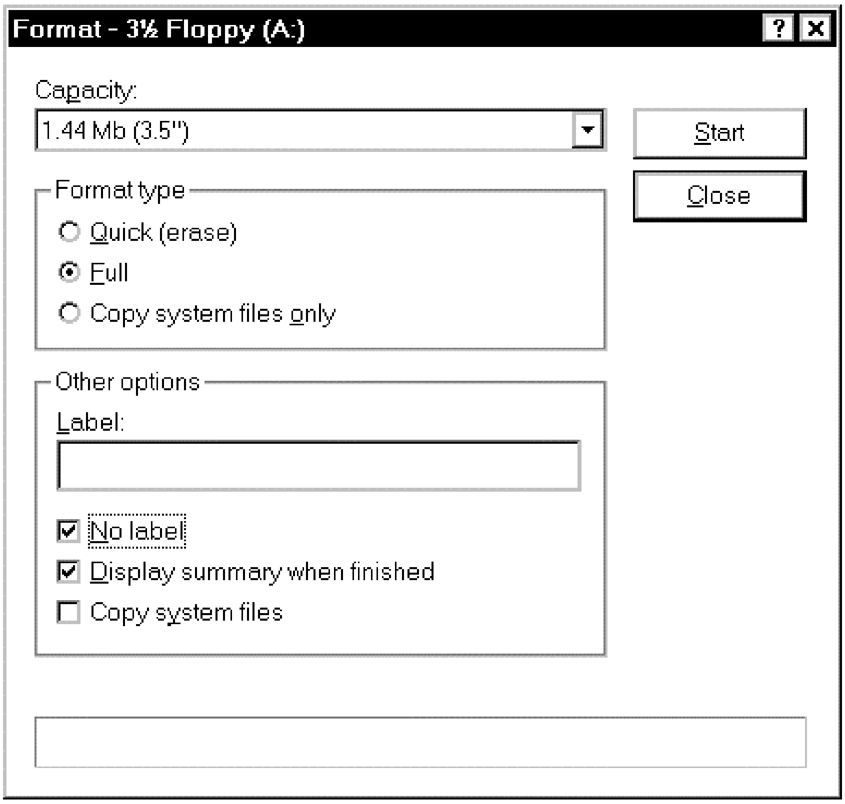
## FORMATTING A DISKETTE

### *Windows*

To format a diskette while in Windows, left double click on the "My Computer" icon. A screen similar to the following will appear.

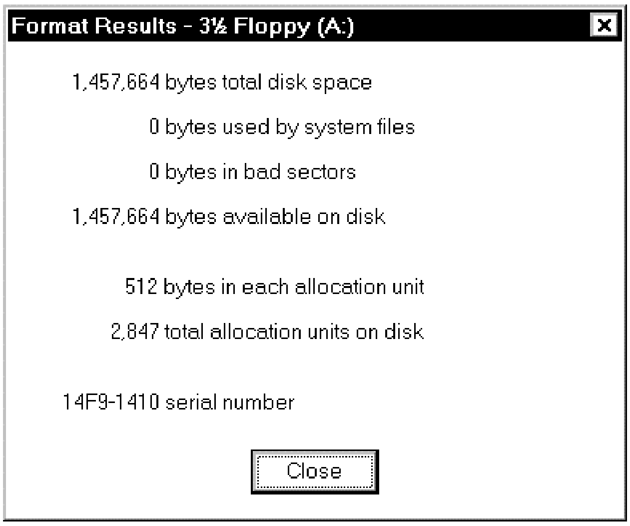



With the diskette to be formatted placed in the drive, single right click on the A drive icon and single left click on Format. The following screen will appear.




Ensure the boxes are marked as above. Then press Start.

At the end of a successful Format, the following screen will appear.




If more than 0 bytes appear in bad sectors, dispose of the diskette – in the nearest rubbish bin!

***Warning:*** *Backing up onto a disk containing bad sectors is asking for trouble, send the disk to the rubbish bin and start again with a new one.*

***Geedee Dos***

To format a diskette from within the GeeDee DOS system, press the <F2> key and type FORMAT A:

OR

To format a disk while in Windows, follow instructions under *Windows* section.

## DAILY BANKING

Please do not close off your banking until have actually, really verified the cash and cheques, both for the number of items AND the dollar value. If the two amounts do not match, and you close the Banking anyway, the resulting mess takes some time to fix.

Some operators have got into the undesirable habit of printing out the daily banking sheets but not closing the banking, either until they return from the bank or at some later time. Please close your banking immediately after you have printed out and verified the sheets. While you're gone, someone else may close the screen to make an inquiry or print another receipt. This means that "Today's" transactions will print out on "Tomorrow's" Banking sheet. Confusion results.

**Important –**

- Do NOT put a $ sign in front of the amount when you are closing your daily banking – the system won't accept it!

- If numbers won't appear on the screen when you want them to, check to see if the NUMLOCK key is on!

- Be sure to close your banking *IMMEDIATELY* after you have printed and verified the sheets. If you don't, in your absence someone else may close the screen to perform some other transaction or make an inquiry. The result will be that "Today's" transactions will also print out on "Tomorrow's" banking sheet.

## WEEKLY BANK RECONCILIATIONS

A noticeable number of Users are not reconciling GeeDee to their Bank Statement weekly instead doing it every few weeks or once a month – or longer (the Auditors will have a field day!)

If your Bank Reconciliation is done weekly, it limits the amount of data that we (that's you and one of us) have to wade through to find the problem and fix it. In a recent case, the daily backup meant that only 1 day's data had to be re-entered by the Property Manager, rather than 2, 3 or ? days.

Please reconcile your Trust Account Bank Statements promptly.

a) There is no reason to have Bank Deposits outstanding longer than one week (one statement cycle).

b) For outstanding cheques, it is desirable that each week when you do the Reconciliation, you telephone or write to perhaps the 3 oldest unpresented cheque Payees, asking them to contact you. Either he/she has the cheque and hasn't banked it yet (ask them to do so as soon as possible)

   OR

   the cheque has been misplaced/ lost in the mail (in which case you Stop Payment with your Bank and Re-issue the cheque). You can prepare a standard letter in EDIT LETTERS for this purpose, if you wish.

If you reconcile your Bank Statements daily (because of Direct Payments), then still Close and Print the Reconciliation Daily. It does make things easier.

Doing these will help us to get you back to normal a whole lot sooner.

### Errors

Many of the calls we receive are from users having problems with their bank reconciliation. Most of these are errors that we can assist with. You should carry out a bank reconciliation as often as you receive a statement. Input the details and close off one page at a time.

Leaving weeks, and in some cases even months between bank reconciliations will not only create more work for you, but if there has been an error it will make it harder to locate.

**Note:** Problems due to operator fault and/or errors that stem from events that occurred some time ago, but have only just been recognised as the bank reconciliation has only just been done, are not covered under the support program.

**Correction Journals**

This item, accessed from the "Bank Reconciliation" screen, is to assist you when an item appears on your bank statement, but is not on the GeeDee reconciliation grid.

Instances where it would be acceptable to use a correction journal would be bank fees incorrectly charged to your Trust Account or a cheque from a previous period that has been dishonoured and therefore cannot be reversed. A Correction Journal can temporarily overcome the problem of a statement that will not balance because there is an item that does not match the database.

From the statement reconciliation form, click the "Correction" button, enter the amount and the reason for the journal, enter the password and press the OK button. Two additional items will appear in the reconciliation screen, one a credit and one a debit. Click and flag the appropriate item.

After this has been completed, either a credit or a debit item will be outstanding on the reconciliation. This is the other half of the correction journal that has been created. On a future statement, an entry must appear which can be reconciled against the outstanding item.

*Remember that a correction journal is a temporary measure and it should be possible to flag the unreconciled half from the next bank statement. DO NOT USE THIS ITEM TO ENTER AN UNEXPLAINED JOURNAL, WHICH JUST HAPPENS TO MAKE THE STATEMENT BALANCE. THERE MUST BE A VALID REASON!*

**<u>ELECTRONIC TRANSFERS – TWO (2) IN 1 DAY? BE CAREFUL!</u>**

If you were to pay out your Creditors electronically on the same day you do End Of Period you would have two files for the banking, one for Creditors and the second for Owner proceeds.

However, GeeDee names all banking files the same e.g. NAB.ABA. If you have two different files wanting to use the same name, the contents of the second will over-write the first – and it will be lost!

There are 3 solutions:

a) Send (transfer) the Creditors file to your Bank **before** you start End of Period processing.
b) Rename the first file to something other than NAB.ABA e.g. CREDITORS.ABA.

**<u>Save both files (with the same name) to separate diskettes (not the C: drive!).</u>**

**<u>ELECTRONIC BANKING – RECREATING TRANSER FILE</u>**

You can re-make the last electronic transfer file (for electronic banking) by going into BANKING / DIRECT PAYMENT. This allows you to **create the last file again**, <u>even if you have finished End Of Period</u>, **with today's date**.

## MESSAGES ON SCREEN

Whilst most operators do the right thing, it has come to our attention that there may be a few that choose to ignore the on screen messages generated by GeeDee.

Put simply **– DON'T !**

If you are presented with a message on your screen, read it and take the appropriate steps as directed. If the program asks about printing reports and you are unsure whether you need them, print them anyway. A number of reports, if not printed at the time cannot be done later.

Finally, if you are unsure about an on screen message you receive don't just ignore it, call our office before proceeding.

## SCREEN WARNING MESSAGES – DON'T IGNORE!

DO NOT ignore warning messages on the screen unless told to do so by a member of the GeeDee Support staff at the time. These messages are put there after the experience of many a lost wanderer who has fallen into a trap. In other words, you might find it hurts less if you "Don't do this".

## REMINDERS - HISTORY

If you did not access your (FILE /) Reminders (perhaps you were off sick yesterday), you can still look at uncleared reminders by clicking on the past date on your calendar.

## LABELS (ADHESIVE) "OWNERS and TENANTS"

Within FILE / ALERTS, it is possible to print address (Laser/Inkjet/Photocopier) labels for a mail-out. These labels come out 3 across by 11 down to an A4 page. As it is not possible to vary these figures, you may wish to know that the labels are 70mm x 25mm. In the Unistat brand, they are reorder code 38931, 33 Labels per sheet.

## END OF PERIOD PROCESSING

Month-end processing is not accessed from the GeeDee Desktop. It has a separate program icon.

There is no legal requirement to process Owner payments on the last day of each calendar month. This process can be done on any day of the month (as long as that date is followed consistently each month). Many operators have elected to do their monthly pay out to Owners before 30$^{th}$ of each month which prevents the bottleneck of other In-house End of Period Processing procedures (e.g. Tax, Superannuation, Trust Audit Reports, General Accounts). With this in mind, you may care to consider altering the date that you pay out to your Owners for their benefit. This will also help us to help you by reducing the number of problems referred to us on the last day of each calendar month.

**Before "End Of Period" - Print Owner Ledgers**

Previous users of the DOS system may remember that it was wise to check the Owner Statements on the screen (or similar) the day before running EOP. A condensed form of the Owner Statements can be accessed through

i. TRUST ACCOUNT
ii. LEDGER REPORTS
iii. OWNER LEDGERS.

We recommend that you do this so that any last minute changes can be made before you start EOP (NOT during!).

**Figures – Don't Adjust**

There has been instances where operators changed their Owner payment status half way through the End of Period Processing. This naturally resulted in various errors being produced.

All operators are reminded that once End of Period Processing has commenced, no transactions can be changed or amendments made until End of Period Processing is completed

**Period End Processing**

Before commencing, it is necessary to complete certain functions in the main GeeDee System.

1) Statement Reconciliation up to the latest bank statement. Ideally, this should be up to the day of processing. Do this so that there are no anomalies with the bank that might affect Owner payment amounts, and so that presented cheques don't clutter up your reports.

2) Process all Owner Charges
This is a program item on the Owner pulldown menu.

The charges that have been entered into this system are not immediately processed into transactions that will appear on the Owner Statements. The Process Charges function must be run to transfer the (Agent) charges from "pending" into the body of the Owner Statement (otherwise your "Payment to Business" cheque will be noticeably reduced).

3) Process all Creditor Accounts
Like (Owner) Charges, creditor accounts are not paid immediately. Input all accounts received - otherwise (for example) you may pay out an Owner $400 today, then have to write to her in 2 days time asking for funds to pay an outstanding account now due (e.g. Water Rates). Pay all accounts for which there are funds available (see Creditor pull-down menu).

4) Close the Banking
(You may decide to do this at, say 3:00pm on the day before running End Of Period {EOP}.

We suggest that you do NOT receipt any Rent etc. from this time on until EOP is completed. Any Tenants coming in can be given an INTERIM hand-written receipt, with the promise of a computer receipt in tomorrow's mail.

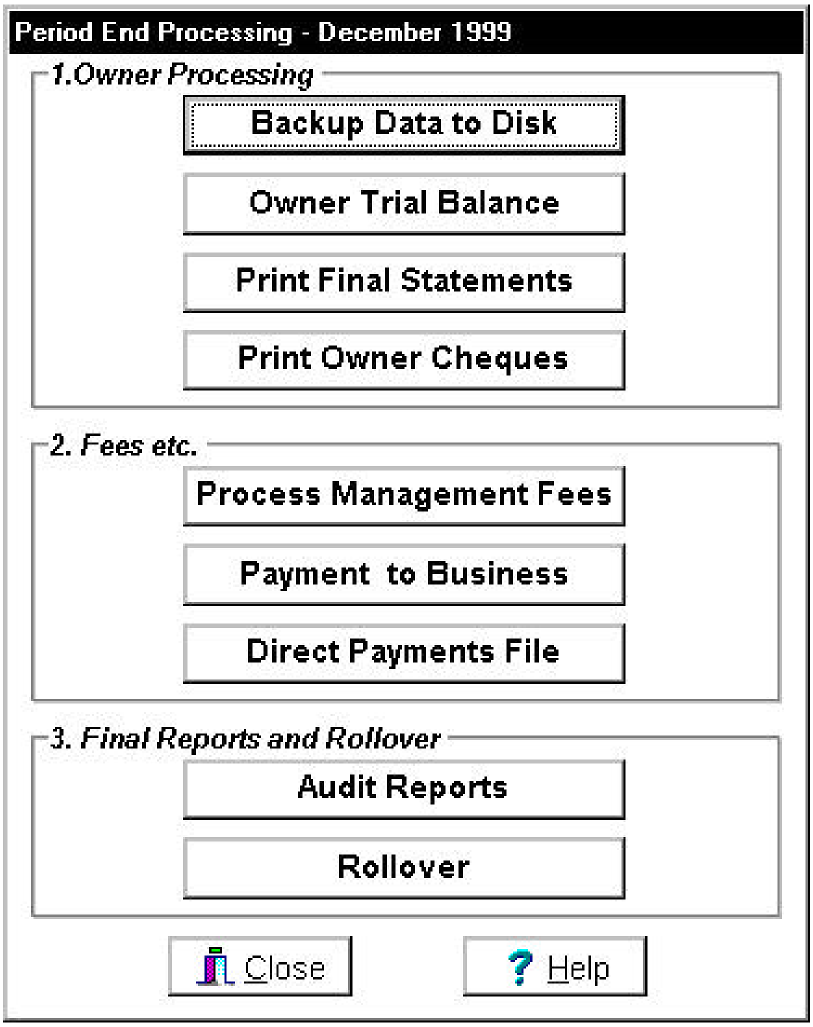
5) <u>Owner Ledger</u>
This report will show all transactions for each Owner. It is a useful way of checking for any possible errors on the statements. This is the opportunity for (each) Property Manager to check all transactions BEFORE the final statements are printed. Look for things left out or duplicated (e.g. Management Fee of $0.00, Leasing Fee, PCR).

6) <u>Print a set of Owner Statements (Office Copy)</u>
It is useful to scan the statements before printing the final (Owner) copy again, so that any errors can be found and fixed.

These are Owner Current Statements. If any changes are made as a result of step 5 above, a new statement must be printed that shows the change.

You may then decide to run (the actual) EOP (program) at 9:00am the next morning. This will then leave you time to envelope the cheques and statements that afternoon.

**YOU MUST NOT MAKE CHANGES PART WAY (once the backup has been done) THROUGH END OF PERIOD - this will produce an error in your reports.**



While End Of Period is in progress, the main program will allow READ ONLY access i.e. you cannot change anything or do any transactions.

The first button, the Backup requires that all other users exit the GeeDee system. Once the Backup has commenced, no other transactions may be entered, and hand receipts MUST be written for any rent etc. received. These must be entered into the system AFTER completion and will be included in the next Period's processing.

After the Backup has been carried out, the label on the button will change to "Restore and Start Again".

If the user wished to start again, proceed as follows: -

a) Restore the data from diskette using the "Restore" button on the backup form.

b) The database is now unlocked. Changes may be made to the data, and new transactions entered.

c) Restart the Period End procedure, making a <u>new</u> backup.

The program screen is set out with three groups of buttons. Each button within each group accesses a separate program item that must be carried out in the order on the screen.

**Owner Processing**

Before commencing, all other users must exit the GeeDee system. NO other users may use the system, and no further receipts etc. or changes to the data are allowed until the whole period-end process is complete. The first step is to take a backup of the data.

a) **Backup Data to Disk.** Backs up the data to the relevant MONTH diskette. Keep it for 12 months.

b) **Owner Trial Balance**. Prints a list of owner balances, fees etc. This is useful to show what charges were processed during EOP.

c) **Print Final Statements**. Prints out a final copy (the ones you mail) of the Owner Statements.

d) **Print Owner Cheques**. Prints out all owners' cheques.

**Fees Etc**

This group processes all of the Management Fees and Postage & Petties, and makes a final payment to the business account for all outstanding fees for the period.

a) **Process Management Fees**. Calculates the management fees and produces a summary report.

b) **Payment to Business**. Makes out a cheque for all Fees (including Advertising) collected during the period.

c) **Direct Payments File**. If using electronic payment to owners, this will make the file for funds transfer. If you want the file saved to a diskette, make sure that in System Setup / Banking, you have NOT ticked for the file to be saved to C: Drive. If that box is ticked, you will find the file (called XXX.ABA [where XXX can be NAB for National Australia Bank, CBA for Commonwealth Bank etc.]) on the root directory.

### Final Reports and Rollover

a) **Audit Reports**. As required for audit purposes under the Act.

b) **Rollover**. Sets up the system ready for the next Period's processing.

### After End Of Period

This is a good time to:

a) Archive all the Owners, Properties, Tenants and Trust Accounts (particularly Sales Deposits) where there are never going to be any more transactions.

b) Receipt (computer) receipts for the hand-written INTERIM receipts issued in the last 24 hours.

## END OF FINANCIAL YEAR - ANNUAL STATEMENTS

In GeeDee for Windows there is no special procedure required to print financial year statements for your owners. You can in fact print an owner history statement at any time during the year and for any chosen period.

From the "Owner" drop down menu, you have the option of printing either a detailed "History" statement or a simplified "Summary" statement.

Note: In order to include June in your annual statements, you must complete "End of Period Processing" for June before you print them.

## CHANGE OF OWNERSHIP OF RENTAL PROPERTY

In the situation where you manage a property both before and after it settles: you may find that the details stored in the Property Maintenance and Inquiry (DOS) and Property – Details (Windows) for the outgoing owner are not correct for the incoming owner. You will need to remember to check the details and change them, if necessary.

## DELETING BANK DETAILS FOR AN OWNER

*(When an owner wishes to receive a cheque instead of having the funds deposited into a bank account)*

Within the (Owner) Payment screen you can delete the Account Number, then click on the "blank space" at the top of the Banks List.

## <u>CHANGING AN OWNER/PROPERTY FROM "RESIDENTIAL" TO COMMERCIAL"</u>

*(If you wish to convert an owner from a "Residential Owner" to a "Commercial owner")*

Because of the different formats (e.g. BOMA codes) between the two, it is not possible to run the "Property (pull-down menu)/Change of Ownership" process. To do this you must:

a) Create a New Owner (Commercial or Residential, as required) AND a New Property AND a New Tenant.
b) Transfer funds from the "Old Owner" to the "New Owner" by cheque.
c) Print out the old ["History"] transactions (Owner, Property, Tenant] & attach them to the new file.

## <u>OWNER STATEMENTS – MID MONTH</u>

Several Agents, who have Owners requiring mid-month cheques and statements, have contacted us, saying that they cannot convince the Owner that he has not been charged twice for Management Fees and Sundries in the same month.

If you produce an Owner statement mid-month, it may help to explain to the Owner that this is a statement for the <u>month-to-date</u>. For example, "this is the October statement up to today, the 10th". Therefore, the charges that appear part way through the month are still showing (not charged again) on the statement at the end of the month.

The End Of Period Statement is the month-to-date statement at the end of the period. The difference is that, immediately thereafter, the month (or period) is closed off and a new month begins.

## <u>NEW OWNER FOR EXISTING PROPERTY (DOS) Or PROPERTY CHANGE OF OWNERSHIP (WIN)</u> <u>& you don't have a Management Authority from the new Owner</u>

Imagine that you lose the management of a property to another agent. Therefore you need to perform one of the functions shown above. Even though the new Owner (let's call her Ms 'X') is not your client, you should still create the new Owner (Ms 'X', or "The Owner c/- Roy Black R/E") so that the program can carry out the change accurately with all transactions shown.

The funds journalised into Ms 'X''s account will be paid out promptly by cheque.

**<u>At the next End Of Period, you can delete (DOS) or archive (WIN) this Owner.</u>**

## <u>PAYING FUNDS TO AN OWNER'S CREDIT CARD</u>

Several users have asked us to modify the (Owner, Payment) Bank Account field to allow for Credit Card numbers (16 characters) e.g. Visa, MasterCard.

The current ABA (Australian Banker's Association) standard format is the 6 character – 9 character format and we cannot change GeeDee, particularly where it may affect Electronic banking.

However, the Banks are in the process of re-writing their software. When they have done so, we will modify GeeDee to match any new standards they implement.

In the interim, we suggest you put the Visa Account Number in the Payee field. This will appear on the cheque when you print it out.

## THE DIFFERENCE BETWEEN CHANGE OF OWNERSHIP AND SPLIT OR COMBINE OWNERS

Both of these items appear in the Property pull-down menu.

### Change of Owner

This applies when a property is sold (Offer and Acceptance, Settlement etc). That is:

- there are two different owners; and
- the change of ownership occurs as at a particular date.

### Split or Combine Owners

a) This should be used if an Owner owns multiple properties (say 4) and either:

One-To-Many (Split) - has all properties appearing on one statement but now wants some (or all) on individual statements.

The initial position is represented as below: -

```
            O
            |
______________________
|        |        |        |
P1       P2       P3       P4
|        |        |        |
T        T        T        T
```

P1 = $1^{st}$ Property
P2 = $2^{nd}$ Property
P3 = $3^{rd}$ Property
P4 = $4^{th}$ Property

i.e. 1 owner (entered in GeeDee, therefore 1 statement) for many properties.

The “new” (additional) Owners have to be created first, before the split can be done. If you make the new owner Residential by mistake, then archive the record and start again.

OR

b) Many-To-One (Combine) - has some (or all) properties on individual statements but now wants them all appearing on one statement . The initial position is represented as below: -

```
O1       O2       O3       O4
|        |        |        |

P        P        P        P
|        |        |        |
T        T        T        T
```

O1 has the same details as O2, O3 and O4, but the details appear in GeeDee 4 times instead of only once.

Both options a) and b) have no date attached. All transactions on GeeDee (up to 36 months) will be split or combined.

**<u>** In the case of Commercial properties, the funds will be split in the Owner's Account</u>**

## <u>OWNER CHARGES</u>

In order to process charges correctly, it is important that each dissection category is in fact linked to a trust account. To check this, go to "charges" from the "Owner" drop down menu. One by one, select each "dissection category" on the left and make sure that each is linked to a "trust account" on the right. This will avoid the possibility of any errors occurring when you process your charges.

Errors that may appear on your report if each category is not linked up, will include messages similar to "Error in posting to database – Transaction not posted".

### Owner Charges Charged Twice

It can sometimes happen that you may accidentally charge an owner twice for the same item, (eg: 2 x inspections) and fees have been processed, the simple way to credit the money to the owner and reverse amount is to process a "negative charge" (in other words a credit).

Simply return to the "Owner" drop down menu and select "charges", select the appropriate dissection category and trust account, and then append a new charge for that owner. When entering the amount, place a minus (-) before the figures. This will create a credit to cancel out the error and will appear on the owner statement after you next process your charges.

### Owner Charges Not Appearing

A number of users have called to say that they have not received their fees at end of period payout. Remember that Owner charges are not immediately converted into transactions that will appear on the statements. The charges are stored in the database, until the **"Process Charges"** function is run. If there are funds, then it will convert the charge into a transaction and the charge will disappear from the list. The charges for which there are no funds will remain on the list until the owner balances permit the charge to be converted.

**Note:** There are 2 options here, one will process and produce a report, the other will report only, to convert charges to transactions, you must choose process and report.

## <u>NEW BANK</u>

Each owner record is connected to a bank. As installed, there is a database of commonly used Australian Banks, with their abbreviated initials. It can happen that it is necessary to create a new bank, which is not included in the database.

From the banking drop down menu, select "New Bank", this program item displays the list of existing banks in a grid.

To create a New Bank, click the append button and enter the bank's Initials (three uppercase characters) and full name.

## OWNER FUNDS ELECTRONIC TRANSFER

Owner funds can only be transferred electronically as part of Period End. Should one of your owners require a payment at any other time, it will be necessary to draw a cheque and pay this into the appropriate account for the owner.

## TENANT RECEIPTS

***Tab Key***

You must TAB through the screen step by step, particularly in Tenant Receipts. Do not jump ahead with the Mouse. Going back to a previous field with the Mouse can cause 'confusion' in the system and, in the case of Tenant Receipts, cause problems with the Daily Banking.

## RENT REFUND

If ever you have Tenants who pay beyond their vacate date, you will need to refund them the extra rent.

Step 1

- What To Do – calculate the amount of rent to be refunded.
  E.g. If the Tenants paid rent until 08/06/98 and the vacate date was 02/06/98 then we want to refund 6 days rent.

- How To Do It – If the rent was \$300 per fortnight, then the refund is $\frac{\text{6 days x \$300}}{\text{14 days}}$ = \$128.57

Step 2

- What To Do – Using the CREDITOR pull-down menu, produce a Property Disbursement for RENT –
  REFUND of \$128.57

- How To Do It –If necessary, first go in to System Setup, Codes section, and create (insert) the RENT –
  REFUND Disbursement category.

Step 3

- What To Do – Refund the Management Fee on the extra rent –
  If your Management Fee rate is 8.5%
  Then 8.5% x \$128.57 = \$10.93.

- How To Do It – Use the Owner pull-down menu to access Charges: Dissection = Management Fee –
  Input a negative expense; that is -\$10.93

## TENANT MESSAGES

Whilst the receipt message available on the tenant screen is generally used as a pop-up reminder to the operator of arrears, tenant queries etc.; it can also be used to print a message on the tenant receipt. This is achieved by inserting an exclamation mark (!) at **ANY** point in the message – don't put in an exclamation mark if the message is for your eyes only, or you may find yourself in an embarrassing situation. **BE CAREFUL!!**

Both systems have a field for general messages to be printed on Tenant Receipts.

Here are a few suggestions from some of our Clients:

| | |
|---|---|
| Defaults: | Please Tender Correct Money<br>Received With Thanks |
| Public Holidays: | This Office will be closed on Saturday 25th April – ANZAC DAY |
| Particular Months: | |
| January: | Please ensure your lawns are fertilised and watered during January |
| March : | Please ensure that the gutters are clear before the first rains |
| September: | Please ensure your lawns are fertilised and watered during September |
| November: | Please ensure reticulation working and ready for Summer |
| December: | Christmas Greetings to all Tenants |

## BONDS – DISBURSEMENT

Several users have, perhaps because their staff are untrained or inexperienced, disbursed a Tenant Bond by doing a Trust Account Payment from T/A 4 (in DOS; T/A 7 in Windows) even though a message comes up on the screen saying not to. This will cause an Integrity Error to be generated that requires fixing. Instead, please use the Tenant Bond menu item provided.

## HOMESWEST BONDS TRANSFERRED DIRECT TO YOUR BOND TRUST A/C

As you may be aware, HOMESWEST has started paying their Tenant Bond Assistance amounts direct into Bond Trust Accounts, rather than sending cheques to Agents. This has implications for the smooth running of your Bond Trust Account, and we recommend the following.

If you retain your Tenant Bonds in a Bond Trust Account, and if Homeswest pays part of the Bond (say $320), then when a Tenant pays his/her part of the Bond (say $20), rather than waiting for the balance as you have done in the past produce the FAX to transfer the $20 to your Bond Trust Account as soon as possible, but certainly before the HOMESWEST amount is deposited into your account (usually 2 weeks).

Then, when you receive the Bank Statement that shows the HOMESWEST amount ($320) deposited –

a) produce a Tenant receipt for the $320 (use the Direct Payment option); and

b) generate the normal FAX, so that the "deposit" already in the bank is recorded in GeeDee, **<u>but do not send the FAX to the bank</u>**.

If you don't transfer the Tenant's portion promptly, and the HOMESWEST amount reaches your Bond Trust Account first, you will need to reverse the receipt for the Tenant portion ($20) so you can do the above. However, this will often be impossible as that receipt will have also included the first 2 weeks Rent and the Letting Fee; you will not be able to reverse the receipt because there are insufficient Owner funds.

If you are stuck in this situation:

- journal the $20 Bond to a temporary ledger (Trust Account);
- carry out a) and b) above;
- journal the $20 back; and
- do a FAX in the normal way.

## <u>RECEIPTING A BOND FROM THE BOND ADMINISTRATOR</u>

Several users have rung with problems caused by incorrectly handling a Tenant Bond cheque from the Bond Administrator. They took the "RETAS approach" and immediately issued a tenant receipt for rent, water, gardening etc., then paid out the creditors from owner funds.

This is incorrect – it will cause the following problems: -

- there will be no transaction on the tenant record that any bond was ever returned (inadequate audit trail for the auditor);
- the Bond tab at the bottom of the tenant record will contain inaccurate information;
- the owner's statement will unnecessarily show funds coming in and out, causing the owner to be confused when she/he receives the monthly statement; and
- the poor <u>Owner</u> will lose money every time you pay a Property Disbursement cheque charge ($1.50, if you use that charge) on the <u>Tenant's</u> behalf.

***The correct procedure is:***

a) Process a Tenant receipt for Bond received – it is, after all, still the Tenant's money (bond) that you have just received back from the Bond Administrator.
b) In the BOND pull-down menu, go to Bond Refund cheque. From here, you can issue cheques to as many third parties (contractors, e.g. cleaning) as required.
c) Still under the BOND pull-down menu, go to Distribute Bond. This will journal (= transfer internally within the Trust Account) to the owner the appropriate funds.

**<u>For more information, please consult HELP (= use the <F1> key and/or the Tutorial).</u>**

## <u>WATER CONSUMPTION</u>

When entering water consumption details where the Tenant has not paid the previously calculated amount, you must first click the CLEAR button.

After entering the new details, you may also wish to generate a Tenant Statement that reflects the total amount owed.

***What Is The Correct Rate?***

There seems to be some confusion about whether GeeDee is calculating the correct charge when it comes to tenant water consumption accounts. The short answer is yes. As you would be aware, the Water Corporation recently scrapped its' new billing system and reverted back to the sliding scale (pro-rata) method of calculating accounts. Therefore, the scale shown as "Perth From 1/7/98" is indeed the correct one to use when passing charges onto tenants.

The scale should be set as follows –

| | | | |
|---|---|---|---|
| 165kl – 0.365 | Next 185kl – 0.589 | Next 300kl – 0.772 | Next 200kl – 0.843 |
| Next 400kl – 0.896 | Next 800kl – 0.998 | Next 9999 – 1.233 | |

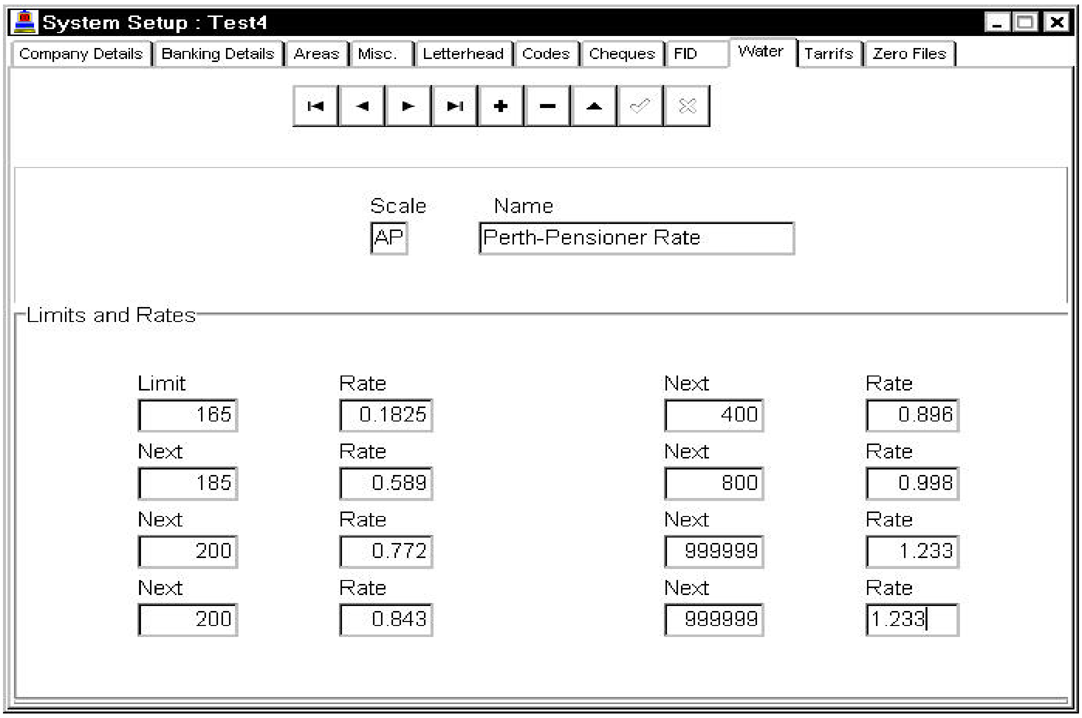
*Whist we understand these rates are correct, we remind you that it is your responsibility to check the account and confirm the charges with the Water Corporation if necessary.*

***Pensioner Discount***

You may also be aware by now that the Water Corporation is prepared to invoice Tenants (rather than Owners) for water consumption if arrangements are made for the Water Corporation to read the meter. (If you are not aware of the details and how that can affect the Owner, it is your responsibility to contact the Water Corporation direct. In some cases, the Water Corporation allows a Pensioner Concession on water consumption (NOT Water Rates). At the present time, the concession is 50% off the first 150kl only.

If you need to reproduce a Water Corporation account at the discounted (Concession) rate, we suggest you set up a new (water consumption) rate table. Using the present Perth metropolitan rates table (in GeeDee called 'A'), you might call the new table 'AP' (A-rate Pensioner Concession).

That table should have the following (new) values.



We remind you that the above is an example only and that it is your responsibility to be aware of and use the consumption rates current for your area. If uncertain, please contact your local Water Supplier.

***Water Consumption Accounts At 2 Rates – Windows Users***

If you receive a Water Consumption Account involving the old and the new rate, you need to generate two separate accounts. GeeDee will allow you to generate only 1 account per day. So, if you have had difficulty issuing a Water Account where part is prior to 30/06/98 and the balance is from 01/07/98 onwards, we suggest you issue the old rate first, then the other on the next working day.

However, the whisper from some property managers is that they are billing only one account at the new rate due to the difference being a matter of only a few cents.

## ELECTRICITY, WATER, GAS PRE-PAYMENTS

Some agents accept pre-payments for water, electricity etc. from their tenants. Other Agents, because they do not carry change, accept the excess funds paid as pre-payment.
At present, these credits do not automatically appear as a deduction on the next account, and this has been added to our enhancements list for the future.

In the meantime we recommend that, if you accept pre-payments for utilities and services, then you:

a) immediately after receipting the tenants funds for (say $20.00) electricity, also input a Tenant account (for that tenant) of negative that amount (-$20.00) i.e. a negative charge (in much the same way as you reverse an incorrect Owner charge by inputting a negative charge);
b) input a reminder for that tenant to issue a **Tenant Statement** whenever you issue a water/electricity **account**; or
c) before you mail out any tenant account, always preview the Tenant Statement on every tenant. This will show if there are any outstanding credits.

## STAMP DUTY ON RENEWED LEASES

A question was raised regarding Stamp Duty for leases that are being renewed. The problem being that the 'Date of Execution' on the Stamp Duty Assessment showed the original lease start date. They were concerned that they may be charged penalty interest for late lodgement.

We recommend that you do the following: -

1. In Tenant 'Notes', type in when the lease has been extended (ie. today's date) and also show the date that the original lease started
2. In the Tenant 'Details' screen, change the 'Lease Start' date to the start of this new lease, as shown on the new Residential Tenancy Agreement, as well as changing the 'Lease Expiry' date as you normally do.

# STRATA

## Properties

The system is designed so that it can manage strata units as well as residential properties. When dealing with stratas, the Body Corporate becomes the owner and the owners of the individual units are entered as the tenants. The system is then run in a very similar fashion to residential, with the strata levies collected as rent for the properties.

**To set up a block of stratas, proceed as follows: -**

a) Create a New Owner record with the name of the Strata Company as the name of the owner. E.g. ‘Murray Mews, The Owners of’. The owner type must be set to ‘Strata’.

b) Create a New Property record connected to the owner record for each unit in the strata. The levy amount and period is entered as rent.

c) Create one additional master property named something like ‘Murray Mews – Master’. Set the management fee against this property. All other properties are set at zero management fees.

d) Create a tenant record connected to each property, with the name of the owner as the name of the tenant. In some cases, the address may be that of the managing rental agents for the property.

If a unit is also being managed as a rental property as well, then this is handled as a separate entity to collect the rent.

Levies are receipted using the tenant rent receipt. Owner levy statements are generated as Tenant Statements. Interest on overdue amounts will be automatically charged. The Owner Summary and History Statements are designed as Financial Statements.

To be able to differentiate between rental and strata properties, it can be useful to prefix the name with a full stop. Eg. ‘.1/Murray Mews’. In this way, there is less room for confusion if properties are being handled as rentals as well as stratas. In this case, there can be two property records with the same address.

NOTE: The penalty interest rate for late payment of strata levies is 15% by default. Should you wish to change or delete this, go into GeeDee System Setup and across to the “Misc.” tab. The % rate can then be edited in the bottom left hand corner.

## Tenants

### *Lease Date*

Often, the Lease Start date is not entered for Owners within a Strata that you manage. While you might wish to input the real date you started managing the Strata, we suggest instead that you input 01/01/1998 to satisfy the receipt requirement.

As you enter New Tenants, the program will not allow you to exit the screen until you put a date in this field. If you are not sure of the date, put in an approximate or tentative date: this date can be edited and changed later.

***Levies***

To efficiently produce Tenant Statements for Strata Owners (Members of the Strata Company), we suggest you have each Strata Owner screen showing **– Type:** Strata and **Area**: Strata (go into System Setup, Areas to initiate this) so that you can go to the Tenant pull-down menu, into Statements, and use "All Tenants in Area".

and

**DID YOU KNOW…**

The Tenant Statement function automatically charges interest on late strata levies.

**Accounts**

Imagine you manage all units in a Strata (owned by the 1 owner) and need to charge an amount that involves no individual figures per unit (e.g. lawn mowing of $580 at a complex of 28 properties). Rather than charge 1/28$^{th}$ of the cost 28 times, you can input a 29$^{th}$ property (under the same owner) called "MASTER 16 Smith Street", and input the $580 against that property.

This saves lots of repetitive account entering.

For more detail, see HELP.

## CREDITORS

This program allows the user to enter and store the details of creditors' charges even if there are insufficient funds in the owner's account. The amounts are not immediately withdrawn from the owners' accounts. The Creditor Payment program can be run periodically. It will make payment when sufficient funds are available.

Payments to creditors may be by cheque or electronic transfer of funds.

Creditors are parties to whom payments are made for property expenses.
They can be: -

- Service People (plumbers, electricians etc.)
- Local Authorities, Shires etc.
- Insurance Companies.
- Government Departments & Authorities (land tax, water etc.)

Owners are not treated as creditors in the system.

There are 3 steps to using the Creditors:-

a) Input the Creditor's Name & Address [e.g. Jim's Mowing Yourtown] (= Maintain Creditors).
b) Input the Creditor's Account(s) [daily as you receive them] (= Creditors' Outstanding Accounts).
c) Pay the Creditor's Accounts (Weekly, Fortnightly, but at least Monthly before Owner Payout).

These steps are detailed below.

**Maintain Creditors**

This item shows a grid of Creditor details. The buttons below give the options to: -

<u>Delete</u> Click on the Delete button to delete the currently indicated record. Creditors that still have account data in the system cannot be deleted.

<u>Edit</u> Any of the details in the grid may be modified.

<u>Insert</u> The Append button allows a new creditor to be added. After all the fields have been filled, the record will be inserted in correct alphabetic order in the grid.

<u>Search</u> A lookup search dialog of creditors is displayed.

Each row contains the details of a single creditor. The column headings are: -
Name The creditors name BSB & Account No

If the creditor is to be paid by transfer, then these numbers must be entered and be CORRECT.

Pay By Transfer – True – if this creditor is to be is paid by direct transfer of funds instead of a cheque.

If there are no BSB or account numbers, then this option cannot be set.

Address & Postcode – The postal address of the creditor.
Fax and Phone Nos – The fax and phone numbers of the creditor.
Contact – A contact person at the company.

**Creditors' Outstanding Accounts**

This item allows the entry, deletion and modification of outstanding creditors' accounts. Creditor details can be maintained using the Creditor Maintenance item. New creditors can be created using the button on the form.

This same program is available from both the Creditors' pulldown menu and the Commercial menu (if commercial is being used).

When account items are entered from the Creditors' menu, then the funds will be drawn from the Owners' accounts. The disbursement codes used will be the set of residential disbursement codes.

When entered from the Commercial menu, the funds will be drawn from the Variable outgoing account associated with the property. To set or view which trust account this is, look on the commercial tag of the Property and Owner pages on the desktop.

Usage: -

a) Identify the creditor using the Search and Navigator buttons.

b) On the multi-block-editing grid, the creditor's accounts may be modified, appended, or deleted.

The Append button adds a new account record to the creditor's accounts. After the bank account has been added, fill in: -

a) The invoice or reference number can be taken from the creditor's invoice or statement. Sometimes there may not be such a number, and it can be useful to make one up. For example, use 11/97 for the November invoice.

b) The date is the date on the invoice.

c) Identify the property. Use the pulldown combo box to identify the address. Note that this has an incremental search function that enables the user to find the property by typing in the first part of the address.

d) Identify the disbursement code. This also has a pulldown menu.

e) Enter any additional textual details, which will be printed on the Owner Statement.

f) If there are any Unpaid Work Orders for the property, for this creditor, they will appear in the pulldown list.

g) The Priority is set to 5 by default. Funds for payment are obtained from the owner's account. If there are no funds, then it will be held for payment. If it is required that an invoice have priority for payment over other owner accounts, then set it at a lower number.

h) Enter the amount. If a work order has been selected, then the estimate price will appear by default. If this invoice amount differs significantly, then it may be necessary to query the difference.

The Delete button will delete the currently indicated account item.

The Pay button will pay the current Creditor for items where there are sufficient owner (or V/O) funds. Normally payments are made in a batch using the Pay Creditors item, but this can be useful when a single creditor needs to be paid.

If the Work Order number has been selected, then it's status will be changed to 'Paid'.

Cheques can be printed, renumbered, or reissued using the Cheque Toolbox.

If the creditor is set up for payment by electronic funds transfer, then the payment details will be transferred to the Direct Payment File. The Creditor may be advised of the transfer by printing a remittance advice. The payment can also be reversed.

**Pay Creditors Accounts**

This item allows the user to report and pay Creditors accounts that have been entered into the system. The method of payment may be by cheque or direct transfer file.

Accounts cannot be paid where there are insufficient funds in the owner's account. These accounts are left unpaid until there are sufficient funds.

This item attempts to pay all creditors. If the user wishes to pay an individual creditor, use the Creditor Accounts item.

Usage: -

a) Select the option to pay the creditors as well as print a report first.

b) Press the OK button or press Enter.

c) A report listing all outstanding accounts and which can be paid will first be printed.

d) If requested, cheques (or direct transfers) will be produced to match the amounts in the report.

Notes: -

If enabled, direct transfers will pay the nominated creditors. Entries will be made to the file instead of cheques.

Cheques can be printed, renumbered, or reissued using the Cheque Toolbox.

If a Creditor has been set up for payment by electronic funds transfer, a cheque will not be printed. Instead the payment details will be transferred to the Direct Payments File.

## <u>REMITTANCE ADVICE LOCATION</u>

Several Clients have contacted saying that they could not find where to print the Remittance Advice, as referred to on a Creditor's cheque stub.

Rather than telephoning or Faxing us… PLEASE –USE THE HELP KEY! <F1>.

Clicking on *<F1>*, *Help Topics* and *Find*, then typing in *Remit* will show you the various places where Remittance is mentioned. (Answer: It's located in the Banking / Cheque Toolbox).

**Note: A Remittance Advice can only be printed for cheques issued in the current month.**

## WORK ORDERS

Work Orders are documents that authorise and document the work to be done on a property.

This item allows the user to enter the details of work to be carried out on a property. A document may then be printed out and sent to the contractor. The contractor must exist as a Creditor record in the system. The order is connected to a property providing a history of the work done.

***To Enter a New Work Order –***

Click on the New Order button.

(a) A property search dialog will appear. Identify the property.
(b) A creditor search dialog will appear.
(c) Identify the creditor.
(d) Enter the Price.
(e) The Price may be an Estimate, Quote, or Maximum. Select the appropriate radio button.
(f) Normally the status of the order will start off as entered. Once printed, it will be changed automatically to Ordered. Change the status of the order using the radio button if required.
(g) Enter the textual description of the work that must be carried out. Click on the Post button.

***To Modify an Existing Order –***

(a) Find the order using the Search or Navigator buttons.
(b) Change the details in whichever field is required. The creditor or property may not be changed.

***To Print an Order -***

If necessary, find the order using the Search or Navigator buttons.

Click the Print Order button.

Confirm that the order has been printed, and the status will be changed from ‘Entered’ to ‘Ordered’.

***To Cancel an Order –***

(a) Find the order using the Search or Navigator buttons.
(b) Click on the Cancelled radio button.

**Note:-** The Purchase Orders for a property may be viewed using the Work Order tab in the property inquiry and maintenance screen. Once a purchase order has been paid, using the creditor’s accounts system, then the status will automatically be changed to ‘Paid’.

## VACANCY LIST – PRINTING

Properties that have no tenant attached to them, or those that have a vacate date set on the current tenant will appear on this list if selected prior to printing.

If the “Print Street Address” checkbox at the bottom of the form is left unchecked, the suburb but not the street address is printed on the report. If you choose this option, a large “TO LET” sign is printed across the top so that the report can be used for window advertising.

The description of the property that appears on the report is taken from the main page of the property maintenance screen. If there is a vacating date which has not passed, then an available date (the day after the vacate date) will be printed. Otherwise no vacate date is printed.

Remember that if the rent per week will be changing, then you must have the “Until” and “Then” fields completed on the Property screen.

## RENT INCREASE / RENT UNTIL DATES

This procedure is done using the Property screen.

There seems to be some confusion over the procedure required when a new tenant will be paying a higher rent, than the current (or vacating) tenant of a property, or if a rent increase has been implemented for the current tenant.

The date applicable and the amount of the new rent are entered on the property details screen. The date field refers to the last day that the old rate applies, the new rate applies from the day after.

Be careful that you do not enter an “until” date without entering an amount. Both fields should either be completed, or both left blank. If a date has been entered and the amount is left as $0.00, then GeeDee will think that the tenant pays zero rent from that date.

**Question:** I have an old tenancy at $125 per week ending 18/12/98. The new Tenant starts the next day at an increased rent ($130.00 per week). I want to input the rent increase in the Property Details screen. Which date should I use, 18$^{th}$ or 19$^{th}$?”
**Answer:** Use 18$^{th}$. This field refers to the last day at which the old rent applies. If you use the 19$^{th}$, both the Old Tenant and the New Tenant will have incorrect rent amounts which need adjusting and fiddling with. None of us need the hassle of that.

## CHEQUE TOOLBOX

This item has a number of functions regarding cheques. It can: -
a) Print a cheque.
b) Reverse a cheque.
c) Reissue a cheque.
d) Increment (increase) the number of an issued cheque.
e) Decrement (decrease) the number of an issued cheque.
f) Issue a Remittance advice.
g) Change the next cheque number register used to number cheques.

The grid displays a list of cheques that have been issued in the current month. Before any operation, use the mouse pointer to highlight the particular cheque.

The Print button will print the currently indicated cheque. It can be used for cheques that were not printed at the time of the transaction. If the printer messed up a cheque, first renumber the cheque(s) using the Increment and Decrement. Then print it again.

The Increment and Decrements buttons change the number of the cheque.

The Reverse button creates reverse transactions and cancels the cheque in the Bank Reconciliation.

*DO NOT REVERSE JUST BECAUSE IT DID NOT PRINT.* Any cheque, which has already been reconciled, cannot be reversed. Only cheques issued in the current period can be reversed.

After reversal, the cheque transaction will also appear together with a reverse transaction. The transaction will not appear on Owner Statements.

The Reissue button cancels the original cheque in the system, replaces, and prints another cheque with a new cheque number. This can be useful for cheques that have been lost. The original cheque is cancelled in the Bank Reconciliation and the operator must place a stop payment for it at the bank. Cheques that have been reconciled cannot be reissued.

*DO NOT REISSUE A CHEQUE JUST BECAUSE IT DID NOT PRINT, USE PRINT.*

The Remittance button allows you to print a remittance advice for a particular cheque. The Next Cheque Number register can be changed. This is the number of the next cheque to be issued. It does not effect the details of any cheque in the grid. It can be useful to use the attached spinner (up & down arrow) to increment or decrement the number.

## CHEQUES – HANDWRITTEN Vs PRE-PRINTED

If you are using hand written cheques, PLEASE BE CAREFUL!

1. Make sure that you write out the cheque form as “IMMEDIATELY”, once you have posted the transaction in GeeDee.

2. If you are doing a creditors run or doing an owner payout, once finished go to the banking drop down menu and print a cheques issued list. This will assist you in matching the transactions in GeeDee with the handwritten cheque forms.

3. Remember that if you make an error in GeeDee and reverse the cheque straight away, the cheque form MUST NOT BE USED. Cancel the cheque in your chequebook and use the next available form, as this will be the number showing in GeeDee.

We recommend that you obtain continuous cheque forms, which will remove the chance of any discrepancy between GeeDee and what appears on the hand written cheque. Pre-printed cheques not only help to stop problems before they occur but they save time too.

## <u>AUDIT REPORTS</u>

Regardless of when in the month you run your Owner "End of Period"; it is still a requirement of the Board that you print out the (calendar) Month-End Audit Reports.

The first time GeeDee is started in the new calendar month, you will be prompted to print the reports. (If for some obscure reason, you say "No", it is still possible to print the reports, **but of course you must do this before any transactions are entered for the new month.)**

## <u>AUDIT REPORTS - YEAR END</u>

**Don't forget that your auditor requires Audit Reports to be printed at the close of business each calendar year and that <u>YOU MUST NOT PROCESS ANY TRANSACTIONS IN THE NEW YEAR UNTIL THIS IS DONE</u>.**

On the first working day of the new calendar year, the system will automatically remind you that you are required to print these reports before entering any data for the New Year.

The following reports MUST be printed –

a) Trust Account Trial Balance.
b) Owner Trial Balance.
c) Trust Account Ledgers for ALL accounts.
d) The Cashbook report.
e) The Bank Reconciliation Statement.

You must also make a **BACKUP** of your system onto a diskette which should be retained separately in case of any further enquiries from your auditor.

## <u>SALUTATIONS FIELD – INCORRECT ENTRIES</u>

We have noticed some users are putting "foreign material" in the Salutation fields on the Owner and Tenant screens. Please do NOT insert the word "Dear" or a comma (,) in this field – the program will automatically provide these when it comes to printing the letters. Just input the first name(s) [Paul and Linda] OR title and name [Mr Smith] as appropriate.

## <u>FEES</u>

### Administration

The new Residential Tenancy Agreement of 12/97 described the fee (usually of $2.50) which can be charged by the Agent to a Tenant when issuing an account. Several Clients have asked us how they can best implement this Administration Fee

As an Administration Fee may also be charged to Owners for other purposes, we suggest you do the following:

### *Trust Account*

Set up a new Trust Account as a FEES account (e.g. T/A 30) if you want the proceeds paid monthly to the Business (General Account) OR as a CREDIT account (e.g. T/A 115) if you want to hold the funds until the Water Corporation invoice arrives.

### *Owner*

a) An Owner charge can be input, Dissection Code Administration Fee with the corresponding Trust Account being a fees T/A under 100.
b) At the End Of Period, the Business receives all the Administration Fees with the Payment to Business.

### *Tenant*

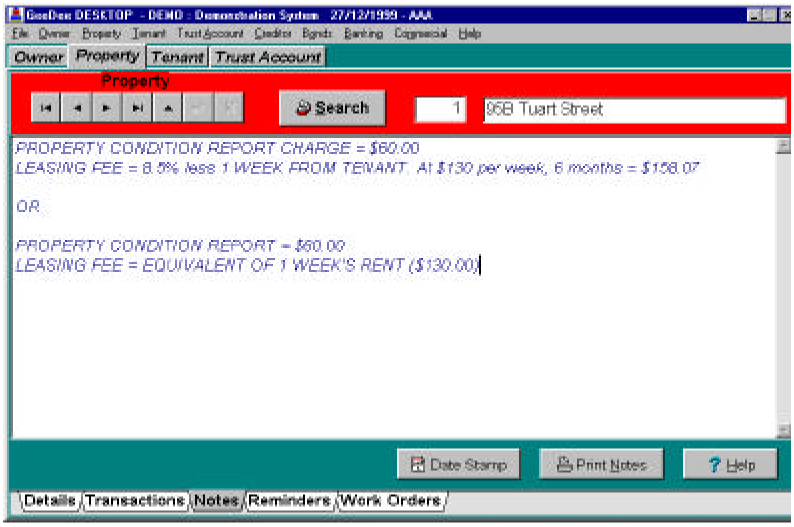
a) The Tenant water account is issued in the normal way.
b) A Tenant Account for the Administration Fee (or Special Water Meter Reading) is also generated.
c) Generate a Tenant statement that shows the combined (or total) amount due.
d) When the Tenant forwards payment, receipt $0.00 in the first $ field (Rent), the water $ amount in the second field (Disbursements) and the ($2.50) Administration fee in the 3rd field (Trust Accounts).
e) At the End Of Period, the Business receives all the Administration Fees with the Payment to Business.

## Property Condition Report & Leasing Fee Charges

One of our Clients has pointed out that there is a field in GeeDee to record every charge from the Management Authority – except for the two shown above.

- Leasing Fees have, prior to deregulation, been calculated either as: - a percentage (usually 8.5%) of the expected rent less one week from the Tenant OR - an amount equal to 1 week's rent. With deregulation now in place, the amount may be calculated by some other method.
- Property Condition Report charges usually vary according to the size of the property.

We suggest that the first line of the Property Notes be used as shown (from the WIN system) below.



## LETTERS

### Routine Inspection Letters

If you would like to change the standard format of your Routine Inspection report (produced by going to the Property pull-down menu, Inspection Report), use Note Pad (or Word Pad) to change the file called ROUTINE.RTF located on your server under \PROGRAM FILES\GEEDEE\PROMAN\. However, be careful to save the file as ROUTINE.RTF when you've finished, not as a .DOC else the new version will not work.

The same procedure can be used to modify PCR.RTF for your Property Condition Reports.

However, there can be only one standard document (format).

### Breach Notice - Editing

For accuracy, we suggest that you check Breach Notice text through FILE / EDIT LETTERS, to ensure that the field after TO: shows %TENANT NAME%, not %TENANT SALUTATION%.

## NEW TRUST ACCOUNT TYPE - Sales Deposit – Windows Users

All Users have been sent Version 1.2 of GeeDee that includes the ability to handle Interest Bearing Accounts (Trust Account Payment type "Sales Deposit" – to be named "IBA Deposit" in the next update). The procedure for use is as follows:

a) Assume that a deposit of $30,000 is received.
b) You open a Sales Ledger (in the 10,000 range) as usual, e.g. T/A 10046, and receipt the deposit.
c) Issue a Trust Account payment from T/A 15, with the cheque made payable to the bank.
d) T/A 10,046 will still show a credit of $30,000.
e) T/A 15 will show $30,000 as a Debit Account; and the Bank balance (T/A 1) will be reduced by $30,000.
f) When the Deposit is returned from the Interest bearing Account: Produce a Trust Account receipt: - $30,000 to T/A 15 (say $15.00) interest to the relevant Sales ledger (e.g. T/A 10,046).
g) Disburse the $30,000 as required (Deposit Less Commission etc) from the relevant Sales ledger.
h) Issue a cheque for the interest to the purchaser.

## VENDOR PAID ADVERTISING

If you are going to hold funds for advertising (where the money has been received from the vendor), we recommend that you open a new "CREDIT" trust account ledger (100 range) for each amount received. This will keep the pre-paid monies completely separate from the sale deposit (received from the purchaser) which will be in a 10,000-range trust account ledger.

## INTEGRITY CHECK - HINT

The check calculates a number of totals and then compares them. If you modified one of the totals by adding a new figure (transaction) half way through, you will generate an Integrity Error message (and report) when there really isn't an error. This wastes everybody's time, so please communicate with others in your office if you need to run an Integrity Check during the day.

## INTEGRITY CHECKS

As you know, the integrity check automatically runs when the first user logs on each day. The data in the system is contained in many separate files and under normal operation, the integrity of the data in the GeeDee database should not be affected and pass the check.

When a transaction is posted, several files in the database are updated. Power cuts, network errors and other seemingly insignificant things can cause an interruption in this process and sometimes produce an inconsistent set of data and therefore an integrity error.

The daily integrity check is an important feature of the program and all staff in your office should be aware of this. Whoever is first to start up the system each day should allow the check to run. **Do not say "NO" when the system asks if you wish to run the integrity check as a problem may go unnoticed for some time making it much more difficult to resolve.**

**Important: -** You should print the report and fax it through to our office the day GeeDee first picks up the problem. Do not under any circumstances ignore an integrity error, or put off faxing it through because you are "too busy". Delays in correcting integrity errors make the problem harder to locate, and in some cases more difficult to correct.

Particularly with GeeDee Windows, and especially if you are part of a large office (Multi-user with more than 250 properties), no other user should be operating GeeDee while the integrity check runs as this may produce a false error.

**Please Note:** All recommendations for operating GeeDee are made for a reason. Should you neglect to follow our recommendations and develop a problem, it may not be covered by your quarterly maintenance fee and a charge may be made for the work involved to correct the problem.

## MOUSE – USING THE RIGHT BUTTON

Did you know that you can quickly access some of the most commonly used features in GeeDee by clicking the right mouse button anywhere on the GeeDee Desktop. This feature allows you to move from one area of the program to another without needing to go to the drop down menus.

Another area that the right mouse button is used is "EDIT LETTERS". Many users have called to say that they would like to be able to change the font and add other effects to text in the system letters. YOU CAN simply right click anywhere in the "edit Letter" screen and the menu shown at the right will appear and allow you to change the way the text appears.


**PRINT SCREEN (SCREEN DUMP)**

One of our Users rang to say that she could not do a Print Screen on Windows like she used to do in DOS. She wanted to send us a screen to explain the GeeDee query she had.

It <u>is</u> possible to print screens.  This is how to do it: -

- Open (bring up) the screen you wish to print.
- Press Print Screen key to capture the total screen to the clipboard
- (or press the <ALT> key and the Print Screen key at the same time to capture only the currently displayed Window to the clipboard).

(The clipboard is a Windows function which holds the latest CUT or COPY item on your EDIT file i.e. for your Word Processor, Paint etc. The contents can be pasted into your currently opened document).

Nothing will appear to happen, but wait!

- Open your Word Processor, and on the blank screen press <CTRL> and <V> keys at the same time. After a delay of a few seconds, the GeeDee or Windows screen that you had open will appear in your document.
- You can save and print this document like any other Word Processor document.

**RECEIPT PRINTER PRODUCING AN ODD RESULT**

If you use a dot matrix (type) printer for your receipts, then, in System Setup, Letterhead tab, ensure that the 'Windows Printer' box at the top is NOT ticked.

**DISPLAY SETTINGS**

Please note that the GeeDee Tutorial will not run on Display Settings 16 colours; this setting gives poor text clarity because it does not allow 800 x 600 pixels.  The Tutorial runs on 256 colours or 16 bit (High Colour). Press the HELP button within the Tutor for a demonstration of how to re-set your Display to 800 x 600 pixels with Large Fonts.

**DATE FORMAT**

Several Users have told us about some of their reports showing dates in December 1899. Whether you have encountered this or not, please check all computers on your office for the following (taken from the Technical and Installation Notes on the CD):

### *Single User*

In the **Regional Settings** of the **Control Panel**, set the **regional settings** to **English (Australian)** and the short date format to **dd/MM/yyyy**. Make sure that the date and time settings are correct.

### *Network*

For all machines on the network, in the Regional Settings of the Control Panel, set the regional settings to **English (Australian)**. Set the short date format to **dd/MM/yyyy**.

The December 1899 problem will occur if one or more machines have the Short date format as only yy instead of **yyyy.**

## SHUTTING DOWN YOUR SYSTEM

We cannot stress enough just how important it is to be sure that you shut down your computer correctly. Whether you are a single machine user or operating a large network, closing all programs and powering down your system the right way is vital. Be sure that all programs are closed (not just minimized to the bottom of the screen) and wait until you see the "It is now safe to shutdown your computer" message. Many programs, including GeeDee generate special "lock" files whilst in use and if your system is not shut down correctly, they may get left behind and result in you not being able to access the program next time you start up.

## GEEDEE & DATAHOUSE – CONFLICTS BETWEEN

You may experience problems if you are using both GeeDee for Windows and the Datahouse program. GeeDee must be installed on the server and mapped as drive G: through the workstations. If you are installing Datahouse we recommend that you install it on one of the workstations in your network. Both programs use the "Borland Database Engine" and there may be a conflict where two different versions are present.

Recently one of our clients was required to completely un-install and then re-install GeeDee as Datahouse had been installed on all machines in the network. If in doubt or if you have any queries, please contact either our office or Datahouse.

## VET ANTI-VIRUS SOFTWARE - WARNING

**Please be aware that VET has been known to disrupt a number of programs, including GeeDee where it can cause all kinds of problems with your data.**

We are presently using the **Norton Anti-Virus (NAV)** software by Symantec with no problems.

## TELEPHONE NUMBERS – EIGHT DIGITS – DID YOU KNOW?

The eight-digit telephone numbering for WA means that you do not need to enter 08 before the number when you dial. So, if you are concerned about the column width of the telephone number fields in some of your reports, you can make the numbers appear less congested by removing the 08.