

GeeDee for Windows Version 2 Guide To The Changes and Enhancements That Operators Must Be Aware Of

These Notes outline the improvements that have been made to GeeDee for Windows Version 1. Reading them you will find that the changes are more than superficial, and that there are new features that can profoundly influence the way you run your office. We have endeavoured to make them as concise as possible and they are well worth studying thoroughly.

There are also a host of smaller changes that we haven't mentioned. We have endeavoured to keep this document short and sweet so that you really do read it!

Important – Use The Help Button

The Help System is there to assist you. Whenever you go into any new screen, press the **Help Button** and read the provided information. If necessary, use the Find facility in the Help Topics section of Help to find specific information. If your Help System is not working then ring GeeDee support staff for assistance.

What You Must Know

1. **The tenant's rental period and amount is now held against each tenant.** That means that any changes must be made on the main tenant details page. There is still a rent amount and period on the property page, but this value is only used for the vacancy list. So if you are going to rent a property for a different amount to that paid by the current tenant, change it on the property page. When you create a new tenant, the rent will default to that value.
2. *Disbursements can now be attached to a Trust Account number.* In the system setup for each disbursement code, you are able to indicate to which disbursement codes this applies, and which trust account numbers. This means that when a *Tenant Receipt* is entered and processed, the funds received to these codes will **NOT** go to the *Owner of the property*. In the *Tenant Receipt*, these *Disbursement Codes* will be displayed with an asterisk . This can be useful for items like dishonoured cheque charges and management fees.
3. As part of the update, your *Management Fees disbursement code* has been updated so that your management fees from tenants will automatically go to one of your Fees Type trust accounts.
4. Letting Fees from Tenants are now credited direct to the Owner's account and not to your Letting/Leasing Fee account. This means that you must now charge your Owners for the total of the Leasing Fee (including GST, if applicable. After 30 June 2000). The Owner's statement will now show the Tenant's Letting Fee as income and the total Leasing Fee as a disbursement.

Brand New Features

1. The Alerts dialog now allows the user to send *Termination Notices*. It records the date on which the termination was sent, and sets a reminder for 9 days later.
2. When you generate any letter in the system, *a copy is now kept in the GeeDee database*. The text of the letter exactly as it was printed, can be viewed, and another copy can be printed at any time. This means that there is no need to keep copies on file, saving valuable time, space and paper.
3. *Owner Current Statements to be E-Mailed*. On the window you will see 2 new buttons. The first one makes the connection to your e-mail server, and the second one will send an e-mail with the statement in a HTML format file as an attachment. You must ensure that the owners' e-mail address has been entered on the Owner page, and that the e-mail settings have been entered in your system set-up (under the FID etc tab).
4. A *Management (administration) Charge* field has been added to the Tenant Water, Gas and Electricity screens. This amount is included as a separate charge on the bill. When collected, the amount will be Automatically credited to the trust account that has been set up. Management Charges to tenants are charged to an automatically created disbursement, no 99 that is called 'Management Charges'. This is

linked, as in para 2 of section 1 above, to a trust account. This trust account will either be the one called 'Sundry Fees', or if this does not exist, to account 10 (Letting Fees). Residential Tenant Management Fees for water and electricity are automatically invoiced as separate items. When receipted, the funds are credited directly to the fees account (Sundry Fees) and not to the Owner account. Commercial tenants use code 480 for management fees.

5. On the Tenant water screen, there is a new *reading fee* field. This amount is included as a part of the account, but is printed separately on the invoice.
6. A *Remittance Report* has been added to the *Bonds to Administrator* function. Before printing the cheque, a report of all the tenants' bonds selected is generated.
7. A *Remittance Advice* can now be printed for cheques paid in prior periods. In Version 1, the details of the creditor accounts that have been paid were deleted at the end of the month. They are now being kept. It will not be possible to print previous period remittances for Version 1 transactions.
8. A *Statement comment* line has been added to the Owner payment page. This line is included on the current period statement usually printed at the end of the month. After the end of month processing, it will be deleted and the text and comment added to the Owner notes.
9. Fields for *Administration and Refunds* have been added to the *Electricity consumption* screen.
10. There is a new "*Hold Until*" date field on *creditors accounts*. It will hold payment of the account until this date. If it is left blank, then it is payable immediately unless held. This is useful for items like shire rates, as the instalments can be entered so that they will be automatically paid after the prescribed date.
11. The *Owner Summary Statement* now allows the current month to be included. If there are multiple properties it also gives a *summary of all the joint property expenses*.
12. The *Owner Charges* form now has two buttons for *processing the displayed charges*. One button will process just the currently highlighted record, and the other will process all charges displayed on the form.
13. On the Property Reports screen, there is a new *Property Listing by Suburb* report.
14. There is an *acceptance signature* line on the bank reconciliation printout. For auditing purposes, the licensee must sign that they have sighted and approved the document.
15. The *street address* line can now have an embedded comma as for Owner and Tenant Names. Everything after the comma can be placed at the start of the address line when printed. ie: Smith St, 12 becomes 12 Smith Street. In the main desktop, a double click on the coloured panel surrounding the address will automatically transpose and insert a comma.
16. There is a new button to *format diskettes* on the backup and restore screen. As diskettes are used regularly, it is essential that they be reformatted at least once per month so that you can be confident of their integrity. You should also buy a new set every year and then throw away the old ones. They are mechanical devices and do not last forever, so it is a good idea to replace them every year.
17. Funds can now be drawn from the *management fees* trust account to the limit of the amount that is currently due. The balance of the amount that can be paid is displayed on the trust payment form when fees type trust accounts are selected.
18. Owner charges may now be credited to 'Credit' type accounts as well as 'Fee' type accounts.
19. There is a new tabbed sub-page on the Tenant Notebook to be able to view the *Accounts due*. New tenant accounts must be entered through the menu option.
20. The Trust Account and Owner payments screens now allow *electronic payment by direct credit*.
21. Owner, Property and Trusts Account Receipts screens have been changed to *allow receipt of payment by direct transfer*.
22. Most report screens now have a check box which, when ticked, will allow the data from the report to be dumped into a CSV format Data File. Your *spreadsheet* program will be able to read this file so that you can re-format the report to your requirements. The data will be stored in the local C drive in a directory called "C:\GDRReports".

23. On the tenant page, there is now a field to record the *start date of the tenancy*. In many cases this may be the same as the lease start date, but as a lease is renewed the lease start date will change.
24. The letter editing function now allows you to include tabs and bullets in the document to improve the alignment layout of your letters and other documents.
25. There are new Tenant reports relating to the Electronic Transfer of rent payments and also for the invoicing of Tenants.
26. The file structure viewer has been extended to allow a maximum of 2000 owners.
27. During the end of period processing, there is a report that is generated after the processing. This report has been enhanced to give a comprehensive breakdown of fees collected from owners and tenants.

Brand New Screens

1. A *Tenant Rent Journal* item has been added to the Tenant Pull-Down menu. Under normal circumstances you should never need to use this function. It can be useful for instances like when you may have receipted the wrong tenant in a previous month. As the function is fraught with danger if you do not know the intricacies, it can only be used by GeeDee Support Staff. So you will have to phone support for confirmation and advice when the occasion arises.
2. There is now a *Tenant Gas calculation* form. This works in a similar fashion to the electricity calculation system so that invoices can be generated, and tenant accounts maintained.
3. There is now an option on the help menu to allow the user to select the printers from those available on the particular machine. It is hence no longer necessary to rename the printers as in the previous version, although for compatibility, the old system will still work.
4. Many of the more sensitive functions in your system are protected by a *password* so that unauthorised users can't finger poke and do silly things. The password can be changed in System Setup, but many users just never get around to it. So there is now an option on the Help Pull-Down menu so you can now quite easily change the password. It is a really good idea to change it regularly. Needless to say, you must know the old password to be able to enter a new one. If you forget it, phone support and our clever support people will find it again for you.
5. For support purposes, sometimes it is really useful for us to receive a copy of your data to be able to test it on one of our machines. So on the Help Pull-down menu, there is an item which will enable you to e-mail a compressed copy of your database to us. It will send an e-mail to our address with an attached zip file containing all your data.
6. To be able to manage work orders, there is a new Work Order report on the Creditor's Pull-down Menu. This will list the orders in the system by their status. ie Ordered not Invoiced or All. There are also additional detailed reports of all Creditors' history transactions.
7. There is an Income Report Summary program that makes a very comprehensive breakdown of income, broken down by area and on a month by month basis for the previous 12 months. It enables management to be able to assess the performance of the various areas, and spot where the rent roll is performing or not performing.

Cosmetic but Nice

1. You will see that the overall appearance of the program has been improved. There are lots of *graphic images* on the menus to improve its intuitive feel.
2. Date Picker *Calendar pop-ups* have been added to many fields throughout the program. Next to the date fields you will now see an arrow. Click on the arrow to see a little calendar pop up so you can select the date. Also note the use of the keyboard in these fields. Space bar = today's date. Up and Down arrows increment and decrement the day.
3. The Navigator buttons on the main screen have been enhanced to include *bookmarks* and *refresh* dialog buttons. The search record button is no longer separate, but included with the others in this group.

4. There is a U-Beaut *calculator* on the help Pull-Down menu. But the easiest way pull it up it is to press Ctrl and C (together) on your keyboard. It has an excellent paper tape type display, which enables you to see what on earth you did add up or multiply at the end of calculation. At last you can chuck away that old thing that's been cluttering up your desk!

Check List System

1. Whenever you get a new Tenant, Owner etc. there is a host of things that you have to remember to do. So most property managers use checklists so that they all get done. What we have done is to produce a computerised checklist system so that everyone on the network can get involved.
2. There is also a checklist system for all the items on properties that have to be paid. The rates, electricity, land tax and a host of other items.
3. For these tasks, you will see that there are new sub-page tabs on the bottom of the screen called "**Check Lists**" on the Owner, Property, Tenant and Trust account pages.
4. The list of check items say for tenants (both new and vacating) can be entered in the system set-up. We have entered sets that we think are logical. On the screen, for each tenant (or owner) you can tick which ones you think need to be done. When they are done, then there is a second tick box to indicate that is has been done. On the "File" pull down menu, there is a new report that lists those items which have been ticked as needing to be done, but are still outstanding.
5. The properties check list system is a little different. Your Management Authority Agreement form will detail which disbursements need to be paid for the owner. You can also note that some items (rates etc) should be paid quarterly, six monthly or yearly. On the property report screen (property Pull-Down menu), there is now an option to print the property checklist. This report will give you a convenient checklist of what to pay when you are sorting thought all the bills that have arrived in the post.

Vendor Paid Advertising

Vendor paid advertising can be something of an administrative nightmare. So to handle them, there are 5 new program items on the Trust account Pull-Down menu.

1. **Vendor Account Deposit.** This allows you to receipt the funds into the trust account, record the details of the property and create a new trust account ledger. There is a new account type called "Vendor" which will be numbered from 5000 onwards.
2. **Vendor Paid Expenses.** As expenses (advertising etc.) are incurred against an account, they are entered into the system. This will normally be done in 2 stages. The first is when the expense is incurred, when the estimated cost is entered. Later, the actual cost from the invoice is entered against each item.
3. **Pay Vendor Expenses to Business.** The Expenses will be paid out of the business account, and need to be reimbursed from the trust account. Once the invoiced costs have been entered in 2 above, a payment can be generated to reimburse the business.
4. **Vendor Statements.** The vendor needs to be presented with a neat statement of all receipts and expenses. This can be printed at any stage.
5. **Vendor Expense Reports.** Before ordering additional expenses against accounts, it is useful to have a breakdown of what funds are left, and how they have been spent. This report details all vendor accounts, what has been spent and what the balances are.

Sales Management and Accounting

Once a property sale has been made, there are a host of tasks to be carried out, letters to send, and funds to be accounted for. Previous versions allowed you to receipt the deposit, hold the money in the trust account, and then pay it out when required. This has been considerably extended to be able to record details of sales, generate letters, reminders and checklists.

This means that you will build up a database of all your property sales.

1. The deposit of funds is receipted using the "Property Sale Deposit" option on the Trust Pull-Down menu.
2. On the Trust account Page of the main screen, when you select a "Sale" type account that has been created, a number of new Tabs for sub pages are displayed.
3. The Reminders sub-page allows you to attach reminders for whatever items that you may require.
4. The Sale Details sub-page allows the input of additional information about the vendor, purchaser, settlement agent, conjunctional agent, fees, due dates etc.
5. The Letters sub-page allows you to generate and store the details of various letters that you will need to generate during the processing of the sale.
6. The Checklist page allows you to check which items are required to be carried out and then mark them when they have been done. The Checklist report on the File Pull-Down menu will generate a list of all items outstanding.
7. The Property Sales Reports on the Trust Account Pull-Down menu will print out various useful reports for you to use.

Note that in no way is this intended to work as a Sales Listing system.

Direct Debit Rent Collection

1. You may find that the banks are reluctant to admit it, but the cheapest and most reliable way of collecting rents from your tenants is by a Direct Debit Request. You need the tenants BSB and Account number, and their signed authorisation to carry out these transactions whereby funds can be drawn directly from the tenant's bank account so that you can regularly and reliably get your rent on time. It also saves the tenants a lot of hassle having to remember to pay their rent.
2. It all works in a similar manner to the direct credit system for owner and creditor payments. The system produces a file on disk, and your on-line banking software uses this file to process the transfers.
3. Once the tenant's Bank Account details have been entered onto the Main Tenant Page, select the new option on the Tenant Pull-Down menu. The screen shows a list of all the direct debit tenants who are due for payment. Select those that you wish to process and the banking file will be produced for them.

Automated Bank Reconciliation and Tenant Receipting

1. Many users are now using the on-line banking systems provided by banks. There are also systems for tenants to be able to pay their rents by B-Pay or Rent Cards. Your bank statement then comes down the phone line so that you can now reconcile on a daily basis. Part of your on-line banking system software will allow you to transfer the data on a statement onto a disk file.
2. We have devised a system to automatically process this statement file so that the majority of your bank reconciliation and receipting is done automatically. The unfortunate part about it is that the banks have not managed to get together to standardise the format. This means that we have to write a special bit of code to be able to read each bank's file format. If your bank is not yet on the list of those that we have covered to date, we are willing to make the necessary additions. This will take work, cooperation and some delay.

Holiday Rentals System

1. There is a totally new module for the collection of Short Term (Residential - Non Commercial) Holiday Rentals. It is contained in a separate program that must be installed on your desktop, although all the data is integrated with the rest of the program. For example, when holiday rentals are collected, they will show up on the owner's statements, and all transactions are included in the banking etc.
2. Most users will not need to use this module. In accordance with GeeDee's policy there is no charge for the extra module, but there will be an additional charge for support. You will need to study and be conversant with the system before we allow you to use it.
3. If you are not using it, there is nothing you need to know. If you have a few of these properties, it may not be worth your while as the additional support cost and the overhead of getting conversant with it may not be justified. This is a fairly major sized module so if you are interested in it, we have separate documentation.

Tutorial

A completely revised Tutorial that can be used as either an audio commentary version, or alternatively, for those without a sound card, as a displayed text version, will be forwarded to each user shortly. Meanwhile, a partly completed text version is included on the upgrade CD. Additionally, continue to use the Version 1 Tutorial in conjunction with these notes. **Important – Don't Forget To Use The Help Button.**