NOVTEL PROPERTY MANAGEMENT SOFTWARE

BEGINNER TO INTERMEDIATE LEVEL

WEB-BASED TRAINING

ONLINE COURSE INFORMATION

TRAINING@NOVTEL.COM

Novtel®

WWW.NOVTEL.COM

HOW YOU CAN BENEFIT FROM A NOVTEL SOFTWARE COURSE

IT'S ONLINE

You can complete a Novtel Software course from anywhere in the world, whether you live in South Africa or abroad; reside in a city centre, rural town or remote area. As long as you have access to a computer and the internet, you will be able to complete the training no matter where you are.

IT'S AVAILABLE ON-DEMAND

You can register and start a course on any day of the year and complete the online learning content at your own pace. Only study during times when it suits you best. Depending on your available schedule, complete a course on a full- or part-time basis, within 6-months or less.

IT'S EASY TO FOLLOW

User-friendly learning modules are accessible from our online student portal and are divided into simple tasks. Follow each task to complete a module, such as reading a short instructional document, performing an activity in your educational software, and taking an interactive self-assessment quiz.

IT'S FULLY SUPPORTED

Whatever your training query, our professional Trainers will assist and guide you via e-mail, telephone or remote access, free of charge, for the duration of your course access period. Friendly support is available in English and Afrikaans during Novtel office hours.

IT OFFERS EMPLOYEES A CERTIFICATE OF COMPETENCE

When issued by us, a Certificate of Competence will confirm the level of competency achieved by an employee in using the Novtel Software product according to Novtel's standards and requirements.

IT ALLOWS FOR A MULTI-REGISTRATION DISCOUNT

If your company wishes to enroll multiple employees simultaneously, you could qualify for a course discount of up to 20% off, prior to purchase*. Upon acceptance of your requested quotation, discount vouchers are issued to each employee and applied during online registration. *Ts & Cs apply.

PROPERTY MANAGEMENT SOFTWARE

Novtel®

DAILY OPERATOR | BEGINNER COURSE

This web-based course is highly recommended and suitable for all employees (entry-level to Management) who operate Novtel Property Management software in their company.

Students will be guided through the various tasks associated with the responsibilities of a typical Daily Operator, of a company in which Novtel Property Management software is already in use.

ACADEMIC PREREQUISITES

- A basic level of computer literacy is advised.
- No knowledge of Sage Pastel or Bookkeeping is required.

THIS COURSE IS SUITABLE FOR:

- New employees (entry-level to Management) who have no prior knowledge of Novtel Property Management software
- Existing employees (entry-level to Management) who have had no formal training in Novtel Property Management software
- Novtel System Administrators, System Supervisors and Novtel Consulting Agents, as a prerequisite for more advanced software training

COURSE INDEX

Module **01** User Login
Module **02** Charges
Module **03** Tenants
Module **04** Suppliers
Module **05** Properties
Module **06** New Contracts (Long-term)
Module **07** Reserved Contracts (Long-term)
Module **08** Current Contracts (Long-term)
Module **09** Ended/Expired Contracts (Long-term)
Module **10** New Bookings (Short-term)
Module **11** Reserved Bookings (Short-term)
Module **12** Current Bookings (Short-term)
Module **13** Ended/Expired Bookings (Short-term)
Module **14** Maintenance
Module **15** Shift Cash-Up

R 7,353 INCL. VAT

Register for this course online via our website at www.novtel.co.za, or request a multi-registration discount quote prior to purchase.

SUMMARY

- **Beginner to Intermediate**
- **6-Months Online Access**
- **Certificate by Novtel**
- **Self-Paced Learning**
- **Dedicated Student Support**

CONTENT

- **15 Learning Modules**
- **Instructional documents**
- **Activities**
- **Self-assessment quizzes**
- **Educational software**

REGISTRATION

Start the course at any time of the year.
Register online at www.novtel.co.za

Need assistance?
E-mail us at training@novtel.com

LEARNING OUTCOMES

MODULE 1 | User Login

Learn how to log in and out of the Novtel Property Management system, using a secure user password created especially for you by a Novtel System Administrator.

MODULE 2 | Charges

Learn about the various charges applicable to Property Management; and how to create, categorise, manage and view these billing items in Novtel.

MODULE 3 | Tenants

Learn about Tenants (i.e. the Customer). Learn how to create, categorise, manage and view Tenant Master Files; and how to add an Occupant to a Tenant's Account, in Novtel.

MODULE 4 | Suppliers

Learn about Landlords and Service Providers (i.e. the Suppliers); and how to create, categorise, manage and view Supplier Master Files, in Novtel.

MODULE 5 | Properties

Learn about the various types of rental Properties (i.e. the Inventory); and how to create, categorise, manage and view Property Master Files, in Novtel.

MODULE 6 | New Contracts (Long-term)

Learn how to create a new rental contract, capture commission and escalations, add fixed charges and rates, capture and cancel a bank guarantee; and how to raise a deposit on the contract, in Novtel.

MODULE 7 | Reserved Contracts (Long-term)

Learn how to manage pending deposits due, capture a deposit payment to confirm the contract reservation; cancel a contract; and generate useful contract reports.

MODULE 8 | Current Contracts (Long-term)

Learn how to prepare for and perform the monthly recurring billing process; how to set up related month-end invoice options; how to process account payments received; and how to generate receipts, in Novtel.

MODULE 9 | Ended/Expired Contracts (Long-term)

Learn how to generate helpful lists and reports to keep track of contract expiry and renewals; and how to determine which deposits have not yet been applied or refunded at the end of a contract term. Learn how to process a deposit refund and/or forfeiture; and how to terminate a fixed contract prior to the agreed end date, in Novtel.

MODULE 10 | New Bookings (Short-term)

Learn how to make a short-term reservation and apply rates; how to add an additional charge, such as a refundable key deposit or house-keeping service, to the invoice; and how to raise a booking deposit due, in Novtel.

MODULE 11 | Reserved Bookings (Short-term)

Learn how to move, cancel or reinstate a reservation prior to receiving a deposit; and how to receipt a deposit paid by the Guest, to confirm the reservation in Novtel.

MODULE 12 | Current Bookings (Short-term)

Learn how to prepare a Guest Arrivals Report; how to apply the booking deposit paid and invoice the Guest for the outstanding balance due; and how to process payments and receipts during check-in.

MODULE 13 | Ended/Expired Bookings (Short-term)

Learn how to refund a refundable charge (e.g. key / damages deposit) and conclude a refund pay-out during check-out, in Novtel.

MODULE 14 | Maintenance

Learn how maintenance is recorded in Novtel and billed directly to the liable party at a definite rate; or, how it can first be assessed and quoted for, before a work order is created and the damage is billed.

MODULE 15 | Shift Cash-Up

A Novtel Operator will be required to perform a cash-up at the end of every shift. Learn how to capture a money count of the daily takings; print cash-up reports and shift summaries; and how to close a shift, in Novtel.

HOW IT WORKS

A. REGISTER AND PAY

Each employee will enroll for a course in their individual capacity, online from the Novtel website.

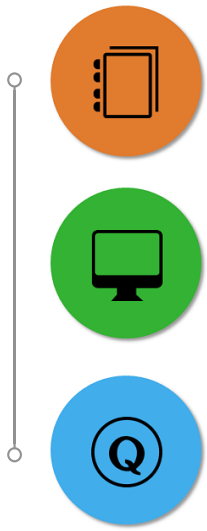
1. To register, a student will visit www.novtel.com and navigate to the **'Courses'** page.
2. Add the chosen course to your shopping cart; and proceed to **'Checkout'**.
3. The student will confirm his personal details and accept Novtel's training terms and conditions.
4. If applicable, enter a Discount Code and click **'Apply/Update'** for the discount to first take effect.
5. Click **'Next'** to select the preferred method of payment.
6. Continue to make a secure online payment, or choose to pay via an EFT/bank transfer within 14 days.
7. Or, select the **'Payment by Sponsor'** option to allow a third party (e.g. Employer or other) to receive a copy of the invoice and settle payment on your behalf.

B. COURSE ACTIVATION

Once payment has been verified, your 6-month online course access period will be activated with immediate effect; and will the course content be accessible straight away.

C. COMPLETE THE COURSE CONTENT

Log in to your newly registered Student Zone account from the Novtel website. From here, view all course instructions, modules and tasks to complete in your own time and at a pace that suits your schedule. Within each online Learning Module, the student will typically be required to:



1 Read an instructional PDF document (Download, print *or* save to view the file offline)

2 Perform a practical learning activity in your Novtel educational software (included), as explained in the document.

3 Take an online self-assessment quiz, as many times as you wish. Pass the quiz to complete the Module.

D. ACHIEVE CERTIFICATION

- Write the final online exam in the comfort of your home or office. Upon successful completion, receive an electronic certificate of competency, issued by Novtel.

GENERAL REQUIREMENTS FOR COURSE ENROLLMENT

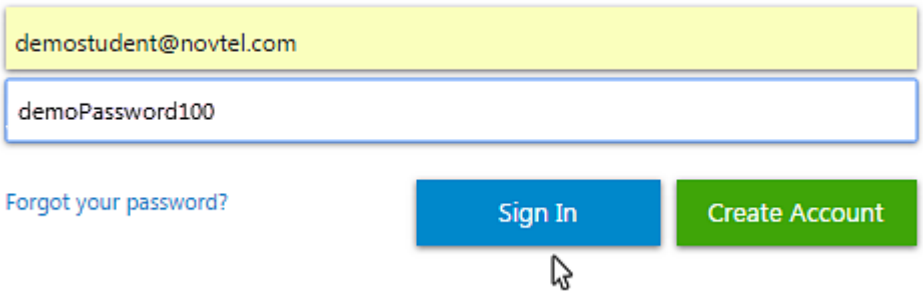
To participate in this Novtel Software online course, a learner will require:

1. Access to a computer/laptop with Windows operating system
2. Access to the internet
3. A current e-mail account
4. A basic level of computer literacy
5. A good command of English

FREE STUDENT DEMONSTRATION LOGIN

View and navigate your way through the first three online learning modules of the Novtel Property Management Beginner course, by logging in to the free 'Demo Student' profile on our website.

- Visit www.novtel.com and select to log in as a **Student** under the '**Login Zones**' menu tab.
- Enter the following Demo Student login details indicated below; and click to '**Sign In**'.
- Click on '**My Courses**' and select to view the Novtel Property Management course option.



CONTACT US

Novtel's Training Consultants are here to assist you. Share your questions and feedback with us, today.

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