



14 STEPS TO
Mastering the Basics

Version 3.02 | Novtel Copyright 2015

PROPERTY
MANAGEMENT

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1 Introduction

Novtel Property Management is a leading, feature rich, flexible and extremely easy to use software solution for everyone who is involved with managing properties on a regular basis. This powerful system is currently being used in the following industries:

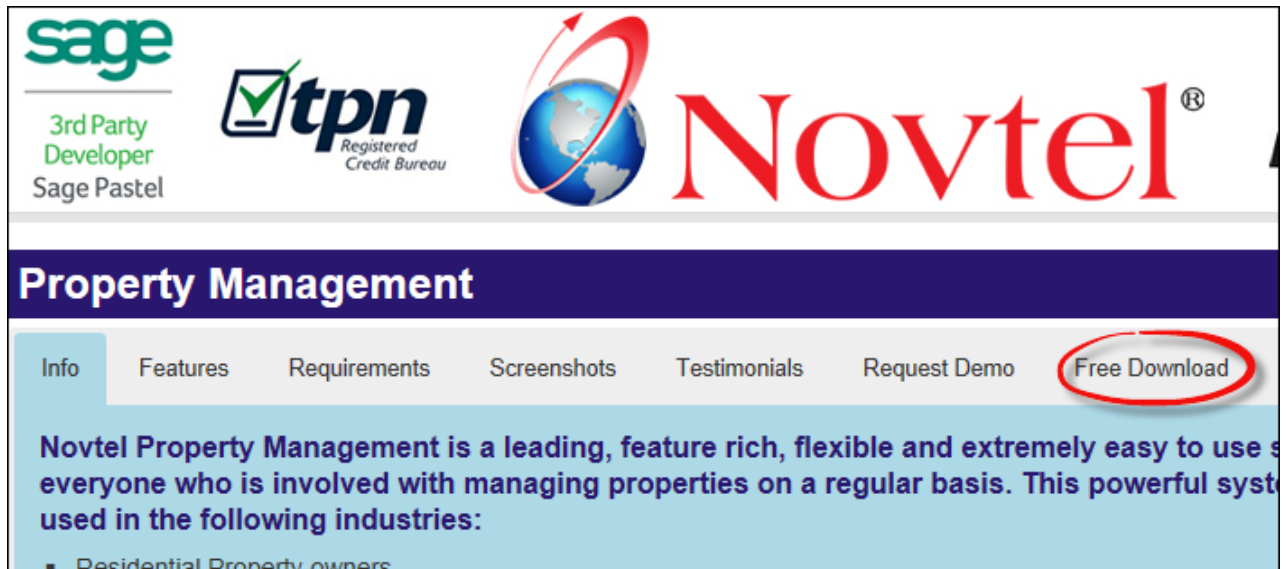
- Residential Property owners
 - Commercial Property owners
 - Industrial Property owners
 - Account Management of Small to medium Municipalities
 - Municipalities with rental properties
 - Social housing companies
 - Rental management Agents
 - Golf Estates with rental property pools
 - Body Corporate managers
 - Body Corporate management agents
 - Fractional ownership management agents
 - Estate agents with rental divisions
 - Self catering Holiday resorts
 - Caravan Parks
- Novtel Property Management systems are able to manage long-term monthly rentals as well as short-term holiday day-to-day rentals
 - The real power of Novtel Property Management is the fact that it seamlessly integrates with Pastel Partner / Xpress
 - Novtel Property Management is equipped with remote and direct link from levy account or rental contract to the Novtel access control system of the facility on-site. Access control at Body Corporate and facilities are managed by the Novtel system, not the security guard

In order to print your documents in PDF format, you need to install Bullzip PDF Printer

- Open your Internet Browser
- Search for "Bullzip PDF Printer", and download the free version

This manual only serves as an introduction to Novtel Property Management. For more information, please register on Novtel's Forum at <http://www.novtel.com/forum/index.php>

2 Downloading and Installing

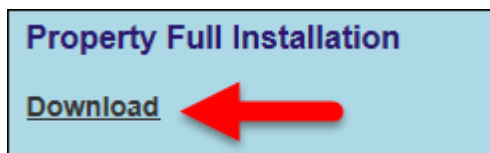


Property Management

Info Features Requirements Screenshots Testimonials Request Demo **Free Download**

Novtel Property Management is a leading, feature rich, flexible and extremely easy to use system for everyone who is involved with managing properties on a regular basis. This powerful system is used in the following industries:

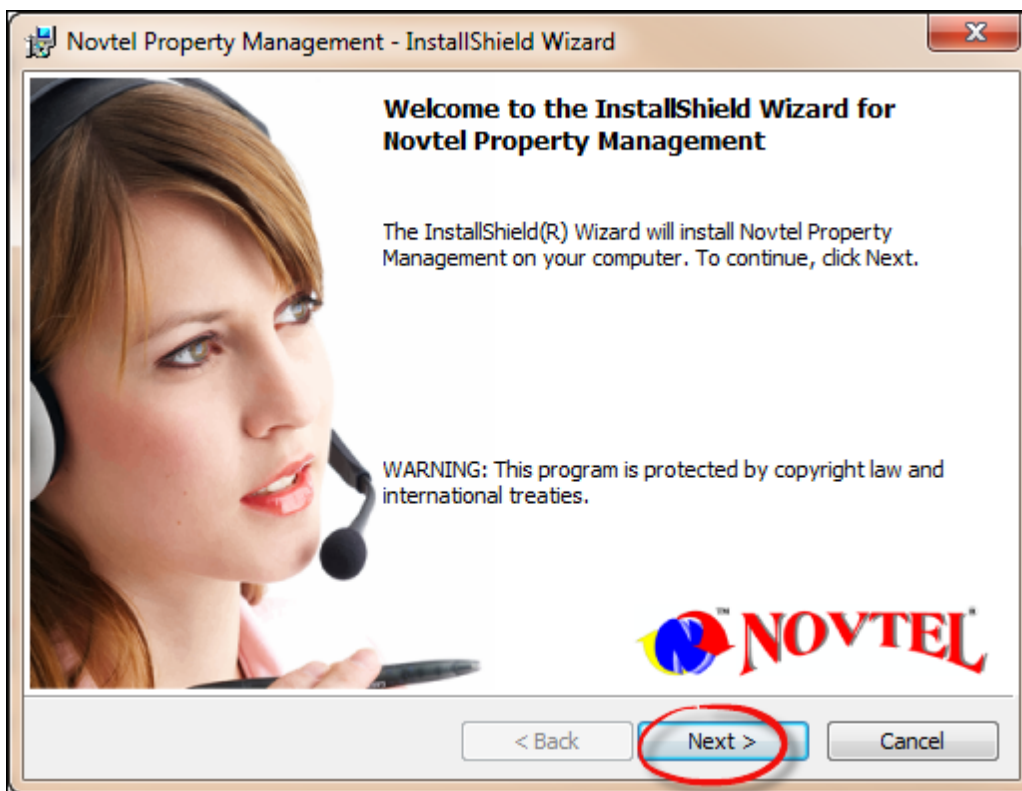
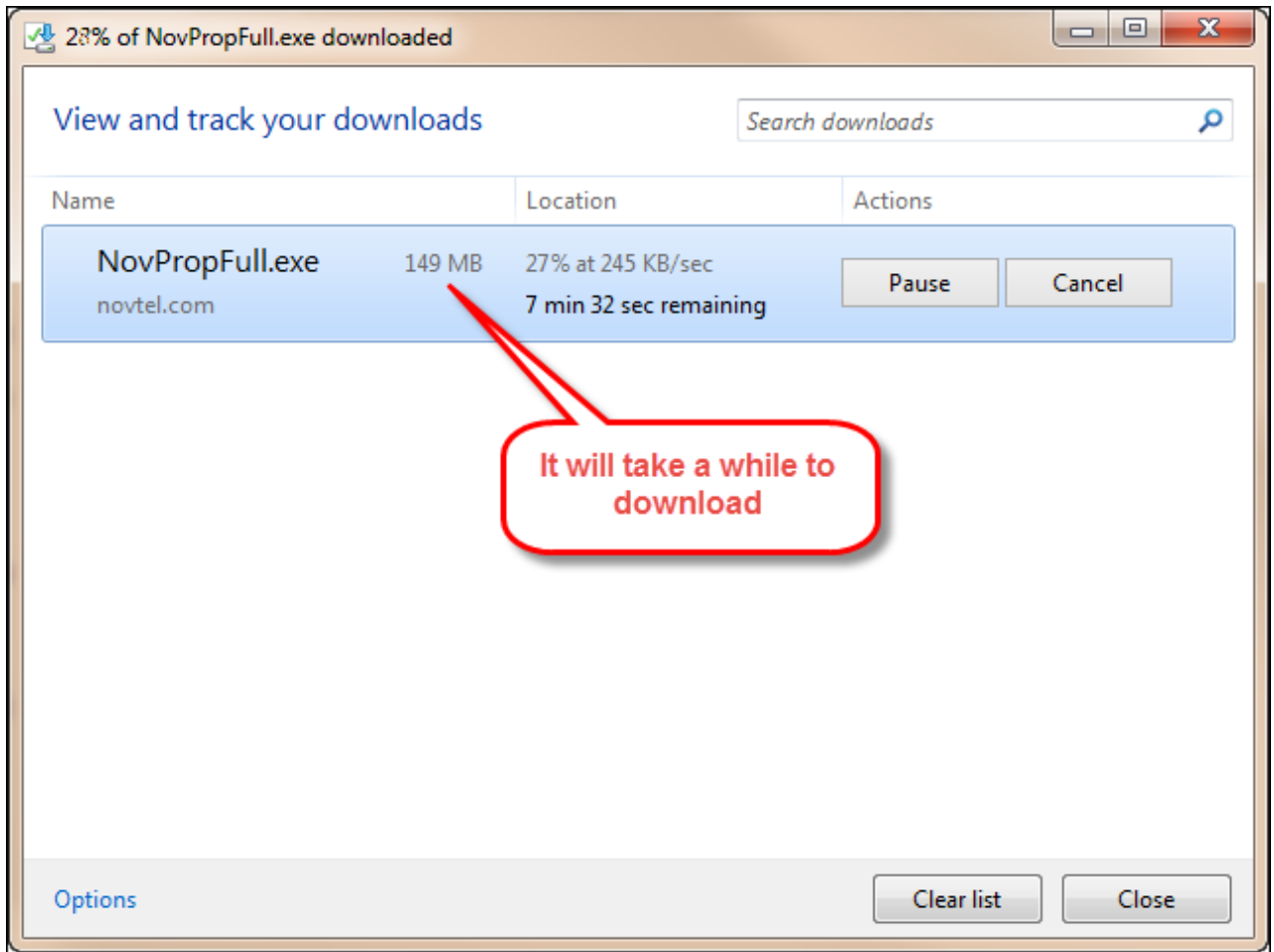
- Residential Property owners



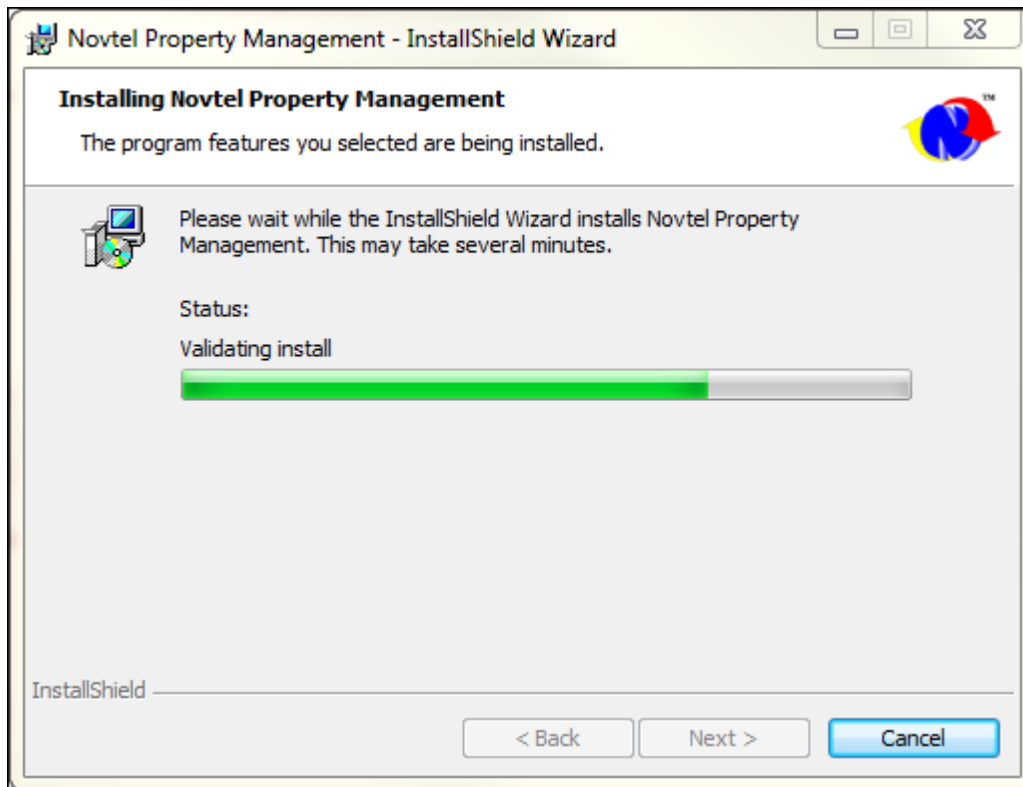
Property Full Installation

Download

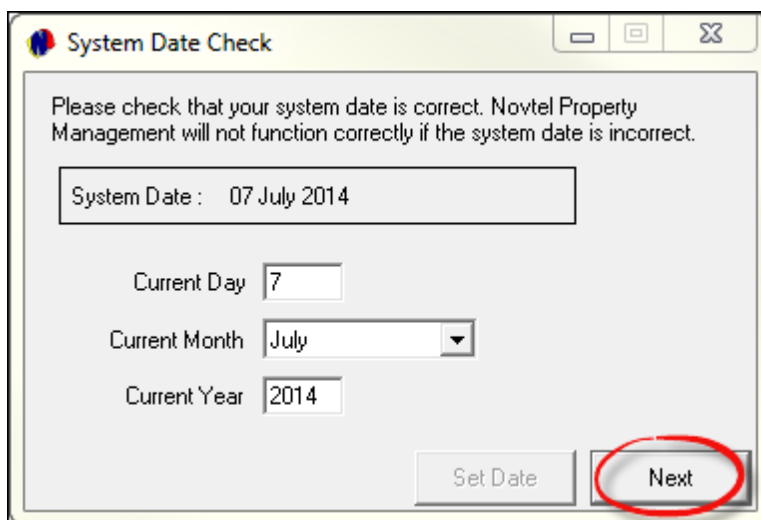
- Click on "Run" when prompted to do so



- Click on "I accept the terms in the license agreement", "Next" and "Next" again. The program will now be installed



- Click "**Finish**" when the installation is completed
- Now click on the "**Property Management**" icon created on the desktop
- Check the date and click "**Next**"



- Enter all details in the "Free Lite Registration Renewal" screen as indicated
- Be sure to enter the correct details, since an activation code will be sent via e-mail in order to activate the software on your computer

Free Lite Registration Renewal

Novtel Property Management Lite

Please complete the following form to register your product:

First Name

Surname

Company

Email

Cellphone

A SMS activation will be sent to this number, awarding you with 3 FREE support credits!

Comments

Limits

Properties	20
Bookings	Unlimited
POS Transactions	2000
Works Orders	Unlimited

Rate Our Product

Help us keep the Lite Version free by making a donation:

Registrations Skipped: 0 (maximum 10)

Free Lite Registration Renewal

**Thank You For Registering
Novtel Property Management**

In order to ensure your email is valid, an activation code has been emailed to:
louise.jvv@novtel.com

If you have trouble locating the email, please check your spam folder or click the button below to send the activation email again:

[Resend email](#)

Once you have received your activation code, enter it into the area below and click Activate.

Activation Code:

Enter the code received via email

Registrations/Activations skipped: 0 (maximum 10)

[Activate Later](#) [Activate](#)

2.1 The Novtel Fictional List (Suppliers/ Tenants)

For demonstration purposes, we have compiled a list of fictitious properties:

Address: 17 Mountain Rd, Constantia, 8888

Ownership: Owned

Rental Type: Residential

Contract Type: Long Term, R4560.00 per month

Erf Number: 123

Address: 40 Seafront Drive, Green Stone Golf Estate, Bellville, 9000

Ownership: Owned

Rental Type: Residential

Contract Type: Long Term, R7000.00 per month

Erf Number: 321

Address: 43 Park Street, Bellville, 9000

Ownership: Owned

Rental Type: Residential

Contract Type: Long Term, R4560.00 per month

Erf Number: 322

Address: 32 Mimosa Avenue, Newlands, 8000

Ownership: Owned

Rental Type: Residential

Contract Type: Long Term, R4500.00 per month

Erf Number: 456

Address: 11 Samson Street, Newlands, 8000

Ownership: Owned

Rental Type: Residential

Contract Type: Long Term, R4560.00 per month

Erf Number: 654

Address: Shop 47, Maritz Building, Voortrekker Road, Cape Town, 7000

Ownership: Owned

Rental Type: Commercial

Contract Type: Long Term, R6000.00 per month

Erf Number: 789

Address: 44 Grey Street, Shop 7, Commercial Park, Constantia, 8888

Ownership: Owner

Rental Type: Commercial

Contract Type: Long Term, R4500.00 per month

Erf Number: 987

Address: Shop 22, Marula Street, Constantia, 8888

Ownership: Owned

Rental Type: Commercial

Contract Type: Long Term, R6000.00 per month

Erf Number: 147

Address: Carr Place, Shop 7, Queen Road, Bellville, 6000

Ownership: Owner

Rental Type: Commercial

Contract Type: Long Term, R6000.00 per month

Erf Number: 741

Address: 55 Sunset Crescent, Unit 3; Unit 4, Industrial Park, Cape Town, 7000

Ownership: Owned

Rental Type: Industrial

Contract Type: Long Term, R7000.00 per month each

Erf Number: 258

Address: Warehouse 4 and 6, Harry Circle, Cape Town, 7000

Ownership: Owned

Rental Type: Industrial

Contract Type: Long Term, R8000.00 per month each

Erf Number: 963

Address: Fairview Street, Building 2, The Hope Industrial Park, Cape Town, 7000

Ownership: Owned

Rental Type: Industrial

Contract Type: Long Term, R6000.00 per month

Erf Number: 159

Address: 608 Beacon Island Holiday Flats, Newlands Drive, Newlands, 8000

Ownership: Owned

Rental Type: Holiday

Contract Type: Short Term, R456.00 per day

Erf Number: 124

Communal Property - Shared Accommodation

7 Watson Street Room 1 - 4

Ownership: Managed

Rental Type: Communal, R1000 per month plus charges

Erf Number: 7896

This is the list of fictitious Suppliers used in the Demo Data:

LANDLORDS

Supplier / Landlord: Mr Vernon Black

Address: 789 Rodeo Drive, Claremont, 8888

Cell no: 077 123 456 789

Email: vblack@hotmail.com

Properties for Rent:

- 17 Mountain Rd Constantia

- Shop 47 Maritz Building

Supplier / Landlord: Mr Ken Marshall

Address: 36 Denver Street, Cape Town, 8888

Cell no: 071 123 456 789

Email: kenmar@telkomsa.net

Properties for Rent:

- 608 Beacon Island Holiday Flats

Supplier / Landlord: Mr James Malan

Address: 24 Scholtz Street, Claremont, 8888

Cell no: 077 123 456 789

Email: jamesmalan@gmail.com

Properties for Rent:

- 55 Sunset Cres, Unit 3, Industrial Park
- 55 Sunset Cres, Unit 4, Industrial Park

Supplier / Landlord: Mr Luke Upton

Address: 14 Peanut Rd, Newlands, 8888

Cell no: 077 123 456 789

Email: lupton@gmail.com

Properties for Rent:

- 40 Seafront Drive, Green Stone Golf Estate

Supplier / Landlord: Mr Douglas Franklin

Address: 25 Hope Street, Cape Town

Cell no: 082 123 456 789

Email: dougfranklin@hotmail.com

Properties for Rent:

- 44 Grey Street, Shop 7 Commercial Park
- Fairview Street, Building 2, The Hope Industrial Complex

Supplier / Landlord: Mr Jake Rademan

Address: 10 Fletcher Street, Newlands, 8888

Cell no: 083 123 456 789

Email: jake@gmail.com

Properties for Rent:

- 43 Park Street, Bellville
- 32 Mimosa Ave, Newlands

Supplier / Landlord: Mr Werner Espin

Address: 4 Mitchell Street, Bellville, 0000

Cell no: 078 123 456 789

Email: werner.e@telkomsa.net

Properties for Rent:

- 7 Watson Street Rooms 1 - 4

Supplier / Landlord: Novtel Property

Address: Unit 30, Diaz Office Park, Diaz Boulevard West, Mossel Bay

Cell no: 0861 66 88 35

Email: info@novtel.com

Properties for Rent:

- Shop 22, Marula Street, Constantia
- Warehouse 4, Harry Circle
- 11 Samson Street, Newlands

Supplier / Landlord: Mr Stan Carr

Address: 25 Fraser Road, Bellville

Cell no: 086 123 456 789

Email: scarr@telkomsa.net

Property for Rent:

- Carr Place, Shop 7, Queen Road

Supplier / Landlord: Mr Robert Lang

Address: 9 Panorama, Newlands, 8888

Cell no: 088 123 456 789

Email: robertlang@gmail.com

Property for Rent:

- Warehouse 6, Harry Circle

SERVICE PROVIDERS

Supplier / Service Provider: Fred's Electrical

Service: Electrical

Address: 25 Fourth Street, Bellville, 2222

Cell no: 083 123 456 789

Email: fred@electrical.co.za

Supplier / Service Provider: Garden Services

Service: Garden

Address: 25 Seventh Street, Bellville, 2222

Cell no: 0812 123 456 789

Email: garden@services.co.za

Supplier / Service Provider: Pete's Plumbing

Service: Plumbing

Address: 14 January Street, Durbanville, 2222

Cell no: 082 123456789

Email: pete@plumbing.co.za

Supplier / Service Provider: Anton's Painters

Service: Painting and Maintenance

Address: 55 Lakeview Street, Panorama, 5555

Cell no: 082 123 456 789

Email: anton@maintenance.co.za

This is the list of fictitious Tenants / Occupant used in the Demo Data:

Tenant: Shawn Andrews

Postal Address: PO Box 000, Constantia, 8888

Cell No: 061 123 456 789

Email: shawna@gmail.com

Rental Property: 17 Mountain Rd, Constantia

Tenant: Bargain Clothing

Contact Person: George Martins

Postal Address: PO Box 000, Cape Town, 8888

Cell No: 061 123 456 789

Email: bargainclothing@capetown.co.za

Rental Property: Shop 47, Maritz Building

Tenant: Erica Erasmus

Postal Address: 5 Salmon Street, Pretoria, 8888

Cell No: 012 123 456 789

Email: janelouw@hotmail.com

Rental Property: Holiday Rental - 608 Beacon Island Holiday Flats

Tenant: Uniforms Manufacturers

Contact Person: Frank Rowlands

Postal Address: PO Box 100, Cape Town, 8000

Cell No: 021 123 456 789

Email: uniforms@manufacturers.co.za

Rental Property: 55 Sunset Crescent, Unit 3, Industrial Park

Tenant: Taylor Engineering

Contact Person: Stuart Taylor

Postal Address: PO Box 000, Cape Town, 8888

Cell No: 021 123 456 789

Email: stuart@tayloreng.co.za

Rental Property: 55 Sunset Crescent, Unit 4, Industrial Park

Tenant: Jeff Viljoen

Postal Address: PO Box 300, Bellville, 8888

Cell No: 081 123 456 789

Email: jeffv@gmail.com

Rental Property: 40 Seafront Drive, Green Stone Golf Estate

Tenant: David Fourie

Postal Address: 14 Laing Street, Plettenberg Bay, 4400

Cell No: 081 123 456 789

Email: davidf@gmail.com

Tenant: Constantia Art And Craft Suppliers

Contact Person: John Wilson

Postal Address: PO Box 000, Constantia, 8888

Cell No: 081 123 456 789

Email: johnwilson@art.co.za

Rental Property: 44 Grey Street, Shop 7

Tenant: Dave Snell

Postal Address: PO Box 500, Bellville, 8888

Cell No: 081 123 456 789

Email: ds@hotmail.com

Rental Property: 43 Park Street, Bellville

Tenant: JJ Du Randt

Postal Address: PO Box 000, Tygervalley, 0000

Cell No: 081 123 456 789

Email: jjdr@gmail.com

Rental Property: 32 Mimosa Ave, Newlands

Tenant: Jane's Pharmacy
Contact Person: Jane Havenga
Postal Address: PO Box 888, Constantia, 8888
Cell No: 021 123 456 789
Email: jane@medicine.co.za
Rental Property: Shop 7, Carr Place, Bellville

Tenant: Steve Button
Postal Address: PO Box 000, Newlands, 1234
Cell No: 073 123 456 789
Email: steveb@gmail.com
Rental Property: 11 Samson Street, Newlands

Tenant: Concrete Creations
Contact Person: Ruben Towers
Postal Address: PO Box 200, Cape Town, 8000
Cell No: 083 123 456 789
Email: concrete@creations.co.za
Rental Property: Warehouse 6, Harry Circle

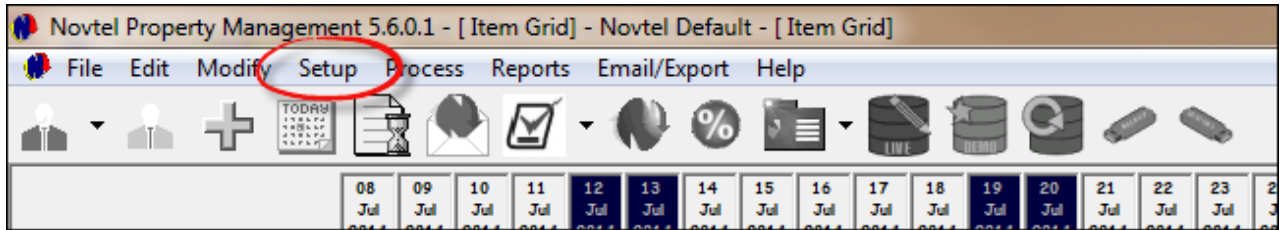
Tenant: Duvet and Pillow Manufacturers
Contact Person: William Fisher
Postal Address: PO Box 700, Cape Town, 8888
Cell No: 081 123 456 789
Email: willem@dpm.co.za
Rental Property: Shop 22, Marula Street, Constantia

Tenants for Communal Property - Shared Accommodation:

Kevin Abbot, PO Box 2222, Bellville, 081 123456789, kevin@gmail.co.za - Room 1 - WATS0001
Danie Ackerman, PO Box 8888, Bellville, 081 123 456 789, acker@gmail.com - Room 2 - WATS0002
Ruan Atkins, PO Box 3333, Bellville, 081 456789 1236, ruanat@gmail.co.za - Room 3 - WATS0003
Ruben Bartlett, PO Box 4444, Bellville, 061 123 456 789, rubart@hotmail.co.za - Room 4 - WATS0004

3 Step 1 - Setup Company

On the top menu, click "**Setup - Company**", and enter the details in the tabs as shown below:



Company details

Enter all the details correctly, since it will be reflected on all correspondence. The company e-mail address refers to the e-mail address where you want Novtel to send all correspondence, and the e-mail address of the computer refers to the address of the specific computer if it's on a network. We will send the monthly authorization codes to each of the computers, unless you decide that it must be sent to a specific email address

Company Setup

POS Images Banking Detail Receipting

Company Details General Financial Preferences

Name : Novtel Property Demo

Tel : 0861 66 88 35

Fax : 0861 66 88 35

Cell :

Company Email : Info@novtel.com

Address : Office Park
Unit Number 30
Diazboulevard West
Mossel Bay
6500

Email Address : admin@novtel.com
(for this computer)

Computer Location : Admin

V5.6.0.5 Accept Cancel

General

- This is where you set your default settings of the Novtel program. If you want to prevent a customer of having more than one account, you may set the refreshment interval to suit your needs. This will prevent two employees adding the same tenant or property to the system at the same time
- The number of rows allow you to change the number of properties you want to see on the main grid, and the number of columns represent the number of days you want to see in advance
- You also need to activate certain features in the system such as:
 - All properties to be managed at once by Novtel
 - Monthly billing
 - Access control system - if applicable
 - Allow for Agent Commission - if applicable
 - You also need to set your overlapping periods and grace periods

Company Setup

POS Images Banking Detail Receipting

Company Details **General** Financial Preferences

This Database Manages: ★ 1. Novtel Default (All In One) ▼

Automatic Refresh Interval ★ Enter 0 to disable automatic refresh ★ 60 Seconds

Number of rows on Grid ★ 18

Number of columns on Grid ★ 40

Activate Monthly Billing Yes No

Activate Access Control Yes No

Activate Recurring Maintenance Yes No

Force Agent Commission Yes No

Fixed Landlord Levy Yes No

Allow reservations to overlap by 1 days

Allow Grace Period of 0 hours

Unique Rate Desc

Accept Cancel

Financial

- Set the percentage VAT on your transactions, as well as your Tax Number if applicable. If you manage short term rentals such as holiday rentals, you can select the "Allow Season" option

Company Setup

POS Images Banking Detail Receiving
Company Details General **Financial** Preferences

Remove Remarks from exported Pastel Documents

VAT / GST / Sales Tax
Use Tax Yes Tax Percentage
 No
Tax Number

Allow Seasons Use detailed open item system

Debit Order / Electronic Payment
 Use Electronic Payment
 Standard Bank
 ABSA
 Nedbank
 First National Bank
Company Code:

Update Supplier Invoices
Next Invoice Number
Invoice Date Method

Update Tenant Invoices
Next Invoice Number
Invoice Date Method

Accept Cancel

- To setup Seasons, click "Setup" on the top menu, and then on "Seasons"

Season Setup

Description	Start Date	End Date
Mid Season	2014/02/01	2014/03/14
High Season	2014/03/15	2014/04/30
Low Season	2014/05/01	2014/08/31
Mid Season	2014/09/01	2014/11/30
High Season	2014/12/01	2015/01/31

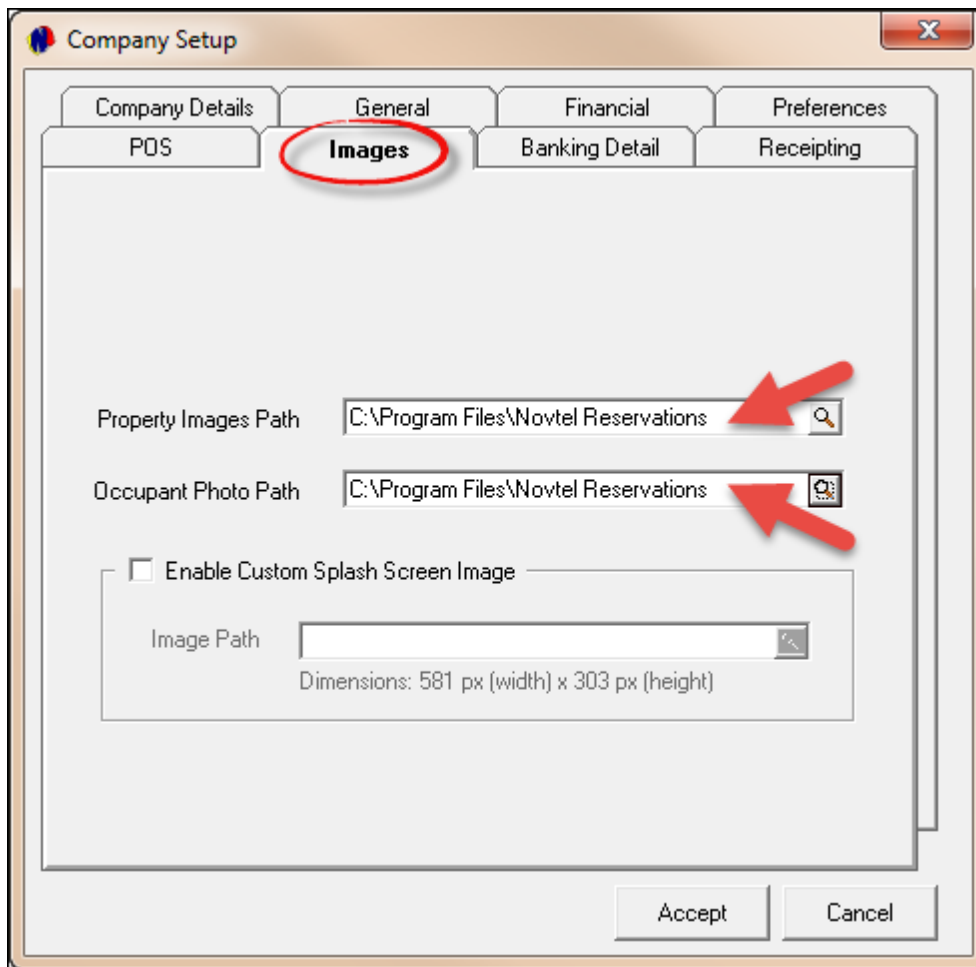
Enter the description for the season here

Description **Start** **End**

1 New Season Edit Season Delete Season **5** Apply Close

Images

- To be able to save images of your properties, you need to set the path where you want the images to be saved. The path will always be C:/Program Files/ Novtel Reservations

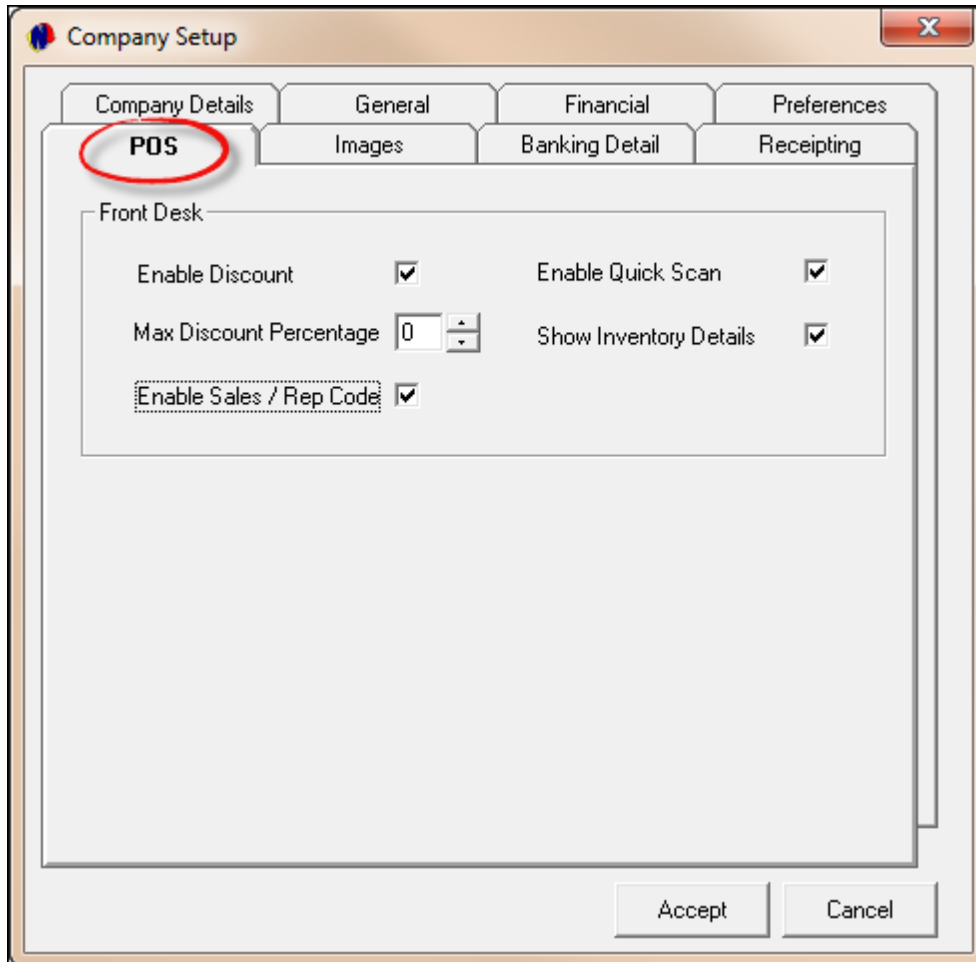


Access Control

- The feature is used if you have a security complex to manage, with an installed security system which includes a boom gate at the entrance. If the tenant has not paid his/her account the system will deny access to the complex. (This is not part of this tutorial, since it is highly specialized hardware and software)

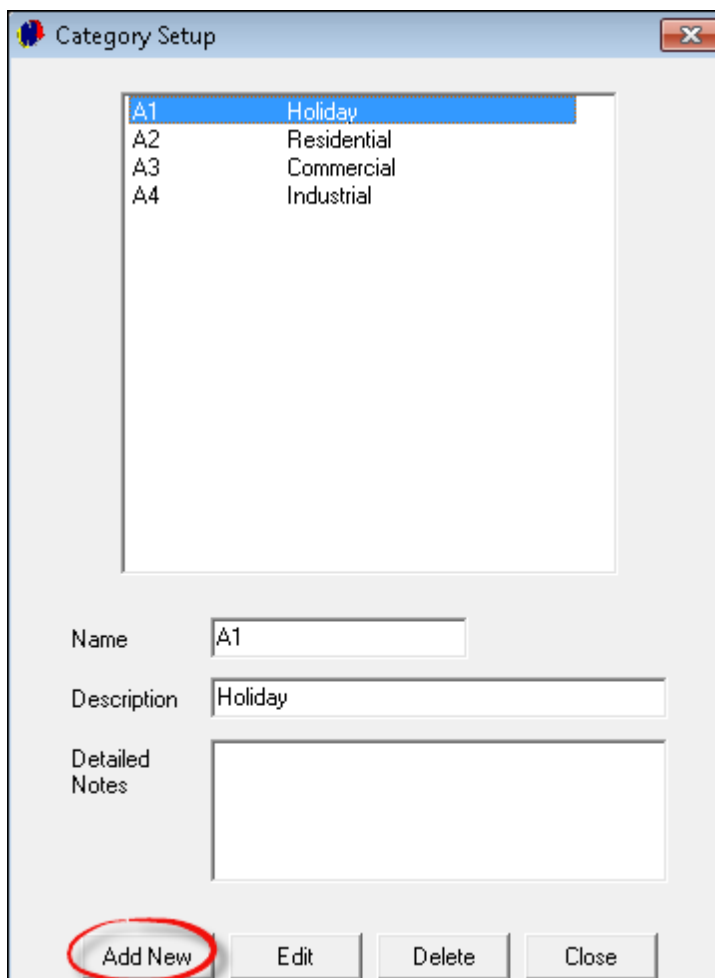
POS

- POS means "**Point of Sale**" and is part of Novtel Property Management Software
- "**Enable Quick Scan**" if you are using a bar code scanner at your reception. Also, if you wish to allow the receptionist to apply discount to charges, tick "**Enable Discount**" and enter the maximum percentage



4 Step 2 - Creating and Editing Categories

- On the top menu, click "Edit", "Categories" and "Add New"
- Before attempting to enter the "Categories" into Novtel, it is important to first plan it properly. You might want to create codes and descriptions that will make sense to you. For example:
 - A1 - Holiday
 - A2 - Residential
 - A3 - Commercial
 - A4 - Industrial



Category Setup

A1	Holiday
A2	Residential
A3	Commercial
A4	Industrial

Name:

Description:

Detailed Notes:

Add Category

Name: A4 Sub-Rental Category

Description: Industrial

Detailed Notes: [Empty text area]

Customer Rental Amount (Incl): 0.00

Supplier Rental Amount (Incl): 0.00

Market-Related Tariff Per m²: 0.00

Subsidized Tariff Per m²: 0.00

Accept Cancel

- In order to edit your categories, click **"Edit"** on the top menu, then **"Categories"**
- Click on the **"Category"** to be changed, and select **"Edit"**
- Make the changes, and click on **"Accept"** to save it

5 Step 3 - Setup Charges

- There are various charges associated with the business of Property Management. These charges can be described as items that are billed - either to the **owner, office or tenant** of the property. Plan the codes and descriptions before creating them in Novtel. Examples include:
 - Damages
 - Water
 - Electricity
 - Cleaning before and after Occupancy
 - Admin
 - Contract Fee
 - DSTV
- On the top menu, click on "**Setup**" and "**Charges**"

The screenshot shows the 'Charge Setup' window. At the top, there is a table with three columns: 'Code', 'Description', and 'Amount'. Below the table, there is a 'Sort By' dropdown menu set to 'Code', a 'Search' text box, and three input fields labeled 'Code', 'Description', and 'Charges'. At the bottom of the window, there are four buttons: 'Add New', 'Edit', 'Delete', and 'Close'. The 'Add New' button is circled in red.

- Click on "**Add New**", and enter the Code and Description for the Rate
- Tick the check-box to "**Create the Item in Pastel**"

Add New Charge

Code: ADM001 (2) Create Item In Pastel (4)

Description: Admin (3) Display On Invoice

Blocked

General Properties Reporting

Rate Incl: 150.00 (6) Charge Excl: 131.58 Allow Tax: (5)

Daily
Weekly
Monthly
4
5

Pastel Inventory Code:

Accept Cancel

- If you don't want the amount of a charge to be displayed on the tenant's account in a separate line, un-tick the **"Display on Invoice"** tick box. The amount will automatically be added to the rental amount
- If the charges are not VAT applicable, remove the tick in the **"Allow Tax"** tick box
- In the **"Properties"** Tab you can select one or more of the options presented to you - according to your needs

Add New Charge

Code: ADM001 Create Item In Pastel

Description: Admin Display On Invoice

Blocked

General **Properties** (7) Reporting

POS Item (8) Shop Item

Payout Item

Third Party Charges

Scale Item

POS Category:

Clear

Pastel Inventory Code:

Accept Cancel

- In the **"Reporting"** Tab, you can select the group to which this **"Charge"** will report in Pastel
- **"Accept"** to save

The screenshot shows the 'Add New Charge' dialog box. The 'Reporting' tab is selected and circled with a red circle and the number 9. The 'Report Group' dropdown menu is open, showing options: Other, Electricity, Water, Effluent, Gas, and Refuse. The 'Other' option is highlighted with a blue bar and a red arrow pointing to it, with a red circle and the number 10 next to it. The 'Accept' button is circled with a red circle and the number 11. Other fields include Code: ADM001, Description: Admin, and checkboxes for 'Create Item In Pastel', 'Display On Invoice', and 'Blocked'.

- Select whether it is a **"Physical Item"** or a **"Service Item"**

The screenshot shows the 'Import Inventory Item' dialog box. The 'Service Item' radio button is selected and circled with a red circle. The 'Accept' button has a red star icon next to it. Other fields include Code: ADM001, Description: Admin, Inventory Group: 001 - Default, and Excl Selling Price: 131.58.

Charge Setup

Code	Description	Amount
ADM001	Admin	150.00
CLE001	Cleaning Before Occupancy	150.00
CLE002	Cleaning After Occupancy	150.00
COM001	Commission	0.00
CON001	Contract Fee	600.00
DAM001	Damage	0.00
DST001	DSTV per Month	600.00
DST002	DSTV per Day	50.00
MUN001	Municipal Charges	500.00

Sort By: Code Search:

Code:

Description:

Charges:

Supplier Categories

Code: 07

Name: Gardening

Code	Description
01	Plumbing
02	Electrical
03	Interior
04	Exterior
05	Landlord
07	Gardening

Buttons: Add, Edit, Delete, Close

Supplier Services

- On the top menu, click "Edit - Supplier Services"
- Select "Add" to enter new "Services"
- Repeat the process until all your "Services" have been created, and click "Close" when you are done

Supplier Services

Code: SER009

Name: Replaced Broken Window

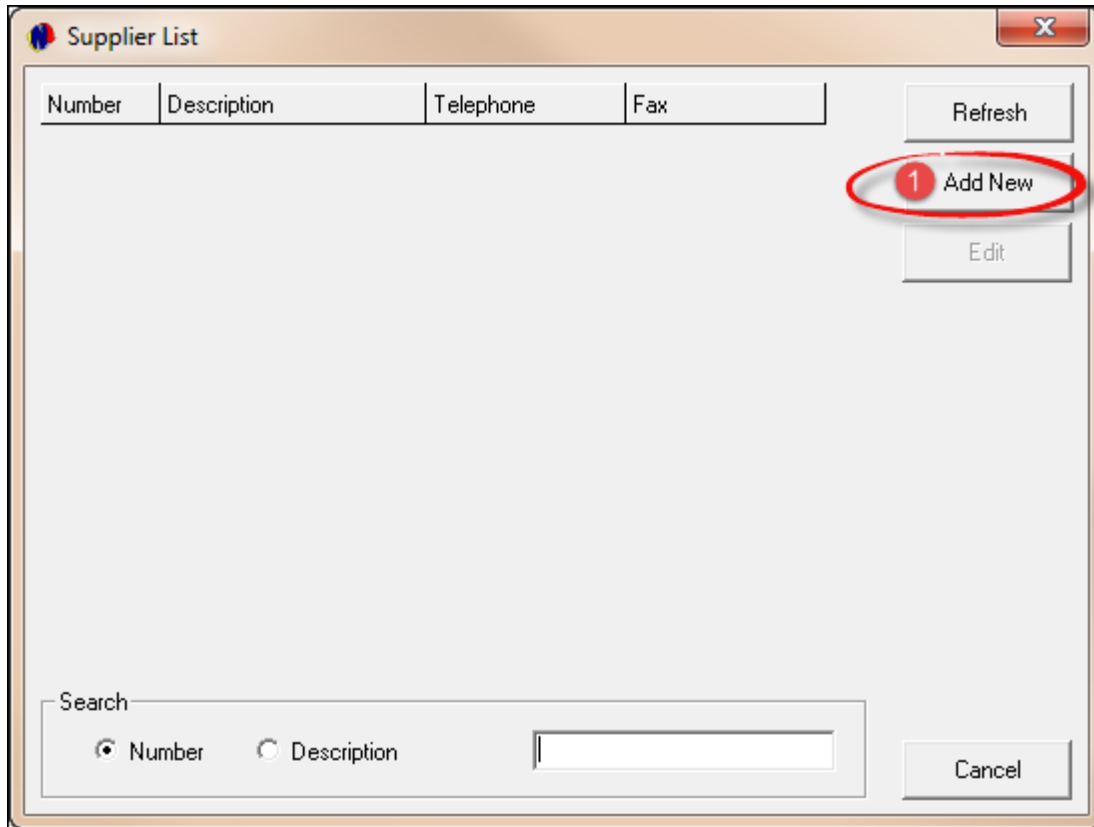
Code	Description
SER001	Fixed Light
SER002	Replaced Geyser
SER003	Replaced Lock
SER004	Fixed Door Hinges
SER005	Fixed Swimming Pool Pump
SER006	Replaced Tap
SER007	Fixed Gate
SER008	Painted Roof

Buttons: Save, Cancel, Close

- In the future, when you need to create more "Categories" and "Services", simply "Add" to the lists

Creating Suppliers / Landlords

- Finally, we can now insert all the "**Suppliers**" into the Novtel Property Management system. We will use the list of fictional "**Landlords/Suppliers**" supplied in the beginning of this user manual
- Click on "**Edit**" and then "**Suppliers**" on the top menu



- In the "**General**" Tab, the information to be entered will consist of the code allocated to the "**Supplier/Landlord**"

- The "Type" will either be "Landlord" or "Service Provider", depending on the type of "Supplier". In this case it is a "Landlord"

The screenshot shows the 'Suppliers' dialog box with the following details:

- Account Code: BLA001
- Description: Black, Vernon
- Type: Landlord / Proprietor (circled in red)
- Supplier Category: 05 - Landlord (with a search icon circled in red)
- Postal Address: 789 Rodeo Drive, Constantia, 8989
- Telephone No: 021 123 456 789
- Fax No: 021 123 456 789
- Mobile Phone: 082 123 456 789
- Email Address: vblack@hotmail.com
- Service: Add To List...

The 'General' tab is selected and circled in red. Red arrows point to the Account Code, Description, and Supplier Category fields.

- And in this case, it is a "Service Provider"

The screenshot shows the 'Suppliers' dialog box with the following details:

- Account Code: PET001
- Description: Pete's Plumbing
- Type: Service Provider (circled in red)
- Supplier Category: 01 - Plumbing (with a search icon circled in red)
- Postal Address: PO Box 999, Bellville, 8989
- Telephone No: 021 123 456 789
- Fax No: 021 123 456 789
- Mobile Phone: 082 123 456 789
- Email Address: Pete@plumbing.co.za
- Service: Add To List...

The 'General' tab is selected and circled in red. Red arrows point to the Supplier Category field.

- Note that there are other tabs to be completed, namely:
 - Delivery Addresses
 - User Defined Fields
 - Pastel Interface (Novtel's Free Version Property Management can interface with Pastel, but can only be used on a local PC, and not on a network. To be able to work on a network, you will need the Full Version)
 - Bank Details (In this tab there are fields that requires mandatory completion)

7 Step 5 - Creating and Editing Properties

Creating Properties

- We are now ready to enter the properties from the "Novtel List", and an 8 digit Alphanumeric code will be created for each property
- Click "Edit" on the top menu, and then on "Property" and "Add New"
- In the "General" Tab, enter all available details
- If the property is "Sub-Rented", meaning that an agency is handling the rental, tick the check-box provided
- This is an example a property created as a "House"
- Tick the check-box to "Show the property on the Grid"
- The "Monthly Billed Item" is only used for Properties that are billed from month to month, and not on a contract basis

Add New Property

Code: MOUNT017
 Description: Mountain Road 17

Rental Property
 Levy Property
 Billing Unit Only

General | Details | Financial | FAC Guest | User Defined Fields | Pastel Interface | Commission | TPN Address | FAC Supplier

Branch: Cape Town - South Africa
 Category: R2 - Residential Rental
 Type: House | Floorspace: 0.00 m²
 Maintenance Image (Outside + Inside): [Default] | [Default]
 Area: 03 - Constantia
 ERF Number:
 Inspection Interval: 60 Days
 Communal Type: None (N)

Show On Grid:
 Sub Rented Item:
 Monthly Billed Item:
 Disposed:
 Record Meter:

Accept | Cancel

Areas can be created by clicking "Setup" on the top menu, and then "Areas"

- In the "**Details**" tab, typical information regarding the property will be entered. Remember to link the owner to the property
- When the "**Ownership**" field is set to "**Owned**", it means that your company owns this property, and no commission is applicable - the "**Commission**" tab is faded. But if the "**Ownership**" is set to "**Managed**", and the "**Owner**" has been selected, the "**Commission**" tab is now accessible

Code: MOUN0017
Description: Mountain 17

Rental Property
 Levy Property
 Billing Unit Only

General **Details** Financial FAC Guest User Defined Fields Pastel Interface Commission TPN Address FAC Supplier

Ownership: **Managed** → Owner: BLA001 - Black, Vernon

Bedrooms	4	Bars & Braais	1	Garden	<input checked="" type="radio"/> Yes <input type="radio"/> No
Bathrooms	2.5	Studies	1	Granny Flat	<input type="radio"/> Yes <input checked="" type="radio"/> No
Kitchens	1	Garages	3	Loft	<input type="radio"/> Yes <input checked="" type="radio"/> No
Living Rooms	2	Car Ports	1	Swimming Pool	<input checked="" type="radio"/> Yes <input type="radio"/> No

Detailed Description: _____

Images Accept Cancel

- In the case of an "Industrial" Property, the "Details" Tab will display the following information to be completed:

Select one of the following "Types" of Industrial Businesses:

- Industrial Park
- Light Manufacturing
- Heavy Manufacturing
- Warehousing
- Research and Development

Enter the floorspace of each of the following in the block provided, and tick the check-box next to each applicable space. For example:

- The Office is 100 square meters
- The Toilet - 5
- The Kitchen - 10
- The Storage space - 400
- Other (Not specified) - 500
- The total floorspace will be added up according to what you have entered (1015 square meters)
- Now tick the check-box for the total size m2 (Setup can be done in User Defined Fields - Size m2)

- Enter "Detailed Notes" in the field provided

Edit Property

Code: WARE0004 Rental Property
 Description: Warehouse 4 Harry Circle Levy Property
 Billing Unit Only

General **Details** Financial FAC Guest User Defined Fields Pastel Interface Commission TPN Address FAC Supplier

Ownership: **Industrial Property**

Industrial Park Light Manufacturing **Heavy Manufacturing** Warehousing Research and Development

Office: 100.00	<input checked="" type="checkbox"/>	100 - 200 m2: 0.00	<input type="checkbox"/>	600 - 700 m2: 0.00	<input type="checkbox"/>	Total:	1015.00
Toilet: 5.00	<input checked="" type="checkbox"/>	200 - 300 m2: 0.00	<input type="checkbox"/>	700 - 800 m2: 0.00	<input type="checkbox"/>	Rented:	1015.00
Kitchen: 10.00	<input checked="" type="checkbox"/>	300 - 400 m2: 0.00	<input type="checkbox"/>	800 - 900 m2: 0.00	<input type="checkbox"/>	Non-Chargeable:	0.00
Storage: 400.00	<input checked="" type="checkbox"/>	400 - 500 m2: 0.00	<input type="checkbox"/>	900 - 1000m2: 0.00	<input type="checkbox"/>	*Select the checkbox to set size as Rented	
Other: 500.00	<input checked="" type="checkbox"/>	500 - 600 m2: 0.00	<input type="checkbox"/>	1000- 1100m2: 0.00	<input checked="" type="checkbox"/>		

Detailed Notes:

Images Accept Cancel

In the "Financial" tab:

- The "**Cost Price**" is what the property is worth (For Example: 5 Million Rand)
- Tick the check-box to "**Allow Tax**" (Please note that no tax is applicable on "**Residential**" rentals), and enter the "**Original Rental Amount**". This amount will be the initial Rental before any escalations. At the bottom of the window - in the "**Per Month**" field - you can enter the "**Rental Including Tax**" amount, and the system will automatically enter the "**Rental Excluding Tax**" amount, as well as the "**Tax**"
- The "**Municipality**" is a "**Supplier**", and can be added in "**Edit Suppliers**". It can then be entered in the field by clicking on the magnifying glass and selecting the applicable Municipality. Also enter the property's Municipal Account number

Code: MOUN0017

Description: Mountain 17

Rental Property
 Levy Property
 Billing Unit Only

General | Details | **Financial** | FAC Guest | User Defined Fields | Pastel Interface | Commission | TPN Address | FAC Supplier

Cost Price: 500000.00

Municipality: MUN001 - Municipality Constantia

Allow Tax:

Account Number: 11223344

Original Rental Amount: 4560

Original Date: 2014/07/30

	Per Month	Per Day
Rental Excl Tax	4000.00	0.00
Tax	560.00	0.00
Rental Incl Tax	4560.00	0.00

Images | Accept | Cancel

- The "**FAC Guest**" tab refers to the "**Fixed Additional Costs**" the tenant is billed for. For instance: In addition to the monthly rent, the tenant will pay R300 for water-use. Should there be other costs agreed upon, it could also be setup in the "**Charges**"
- Click on the magnifying glass, select the charge and "**Accept**". Set the "**Link**" and "**Quantity**". Finally, select "**Add**"

Edit Property

Code: MOUNT017
Description: Mountain Road 17

Rental Property
 Levy Property
 Billing Unit Only

General | Details | Financial | **FAC Guest** | User Defined Fields | Pastel Interface | Commission | TPN Address | FAC Supplier

Charge Code	Description	Link	Quantity
006	Water	Quantity	1

Add/Edit Fixed Additional Costs

Code: 005 Description: Electricity Link: Quantity Qty: 1

Buttons: Add, Remove, Images, Accept, Cancel

- In the same way, you can setup the "**FAC Supplier**" tab in order for the Landlord to pay the Municipal Rates and Taxes on the property
- The "**User Defined Fields**" are created by clicking on "**Setup**" in the top menu, and then "**User Defined Fields**", but is not part of this tutorial

- There are different options in the "**Commission**" tab from which you can choose:
 - No Fixed Commission
 - Fixed Commission Amount
 - Fixed Commission Percentage
- As indicated in the diagram below, we have used the "**Fixed Commission Percentage**" option, and set it to 5% for demonstration purposes

The screenshot shows the 'Edit Property' window with the following details:

- Code: MDUN0017
- Description: Mountain Road 17
- Property Type: Rental Property, Levy Property, Billing Unit Only
- Tab: **Commission** (circled in red)
- Options:
 - No Fixed Commission
 - Fixed Commission Amount: 0.00
 - Fixed Commission Percentage: **5 %** (circled in red, with a red arrow pointing to it)
- Buttons: Images, Accept, Cancel

- The "**TPN Address**" refers to the "**Tenant Profile Network**", and the address of the property is entered here

The screenshot shows the 'Edit Property' window with the following details:

- Code: MDUN0017
- Description: Mountain Road 17
- Property Type: Rental Property, Levy Property, Billing Unit Only
- Tab: **TPN Address** (circled in red)
- Fields:
 - Street: 17 Mountain Road
 - City/Town/Suburb: Constantia
 - Province: Western Cape
 - Postal Code: 8989
- Options:
 - Building Address
 - Street Address** (circled in red)
- Buttons: Accept, Cancel

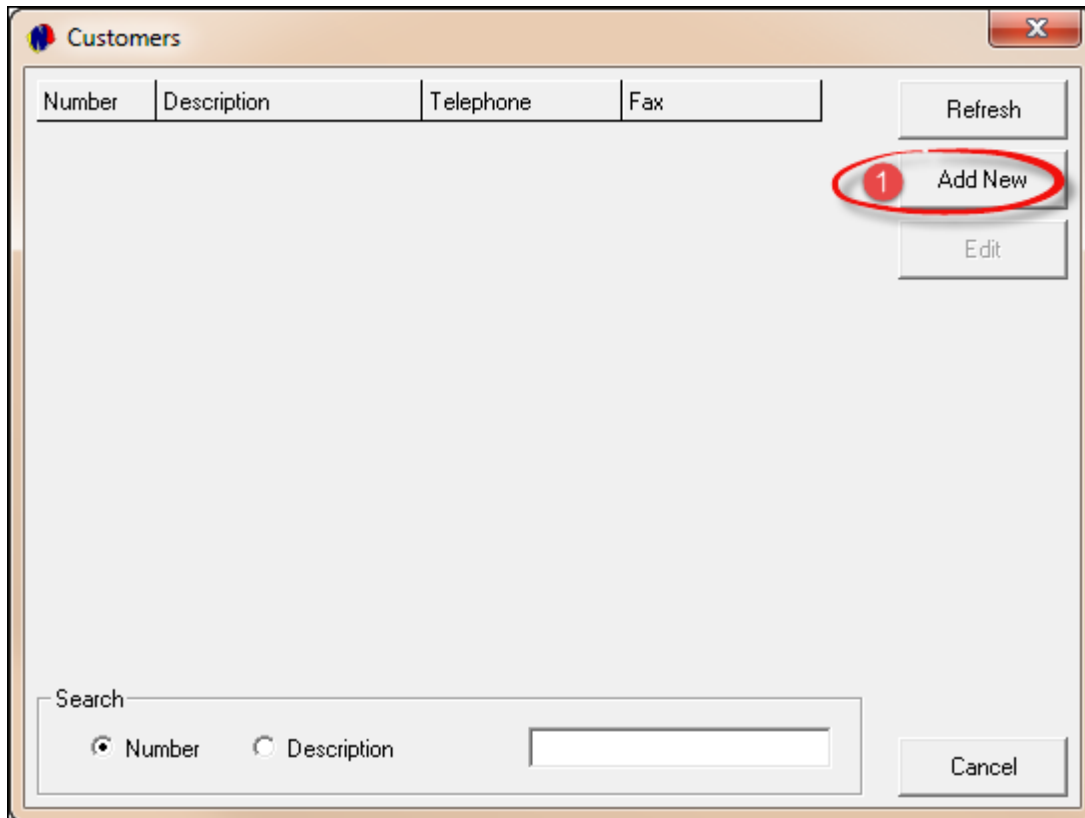
- This is how the empty grid will display when all the properties has been entered

The screenshot shows the 'Novtel Property Management 5.6.0.1 - Novtel Default - [Item Grid]' interface. It features a menu bar (File, Edit, Modify, Setup, Process, Reports, Email/Export, Help) and a toolbar with various icons. Below the toolbar is a calendar header for July 2014 (days 17-31) and August 2014 (days 01-09). The main area is a grid with 15 rows of property codes and a status column. The first row is highlighted with a search icon and the code 'BEAC001'. The grid contains the following data:

Property Code	Status	17 Jul 2014	18 Jul 2014	19 Jul 2014	20 Jul 2014	21 Jul 2014	22 Jul 2014	23 Jul 2014	24 Jul 2014	25 Jul 2014	26 Jul 2014	27 Jul 2014	28 Jul 2014	29 Jul 2014	30 Jul 2014	31 Jul 2014	01 Aug 2014	02 Aug 2014	03 Aug 2014	04 Aug 2014	05 Aug 2014	06 Aug 2014	07 Aug 2014	08 Aug 2014	09 Aug 2014
BEAC001	N																								
BEAC002	N																								
CARRP001	N																								
GREYS001	N																								
HARRY001	N																								
MARIT001	N																								
MIMOS001	N																								
HOUNT017	N																								
PARKS001	N																								
SAMSO001	N																								
SEAFR002	N																								
SEAFR000	N																								
SUNSE001	N																								
SUNSE002	N																								
THEBL001	N																								
THEHO001	N																								

8 Step 6 - Creating Tenants/Occupants

- "Tenants" refer to the people who may or may not be living in the property, or operating from a business property, and who are always liable for the monthly rental payment of the property. "Occupants" are people living in the property, or operating from the business property
- On the top menu, click on "Edit → Tenants → Add New"



- In order to enter future "**Tenants**" with the same alpha code as another "**Tenant**", you can tick the "**Use Tenant AutoNumber**", and only type in the alpha code - Novtel will automatically add the numeric code. This will save you time since you will not have to check if the code already exists. For Example: The code for Mr Andrews as shown below, will be entered as "**AND**" - Novtel will enter the "**002**" automatically, since it recognized that "**AND001**" is already in use
- The "**Monthly Tenant**" check-box represents a tenant that will be billed on a month - to - month basis. When this check-box is not ticked, the tenant can either be:
 - A Short Term Tenant for holiday reservations
 - Or a Long term tenant who will be on a fixed contract for a pre-determined time period
- Enter all relevant personal details, and in this case the "**Tenant**" is the "**Occupant**"
- Select the day of the month when the contract will take effect

Add New Tenant

Account Code: AND002 Use Tenant AutoNumber Corporate Tenant Monthly Tenant Inactive Tenant

Description: Andrews Shawn

Tenant Category: 00 - No category

General | Delivery Addresses | User Defined Fields | Waiting List Details | Banking Details | Occupant

Postal Address: PD Box 999
Tygervalley Mall
Bellville
8000

Telephone No:

Fax No:

Mobile Phone: 089 369 2581

Email Address: shawna@gmail.com

Tax Reference:

Payment Reference:

Contract Month Start Day: 1

Use Tenant As Occupant Space Comma

First Name: Shawn ID Number: 1234567898765

Last Name: Andrews Non South African Citizen

Date of Birth: 1970/07/18

Accept Cancel

- You will also need to complete the following tabs:
 - Delivery Address
 - User Defined Fields - which can be created in the top menu by clicking on "**Setup**" → **User Defined Fields** → **Tenants**". You can create "**Fields**" such as Work address, Work telephone etc
 - Waiting List Details (If the tenant is waiting for another property that is either bigger, smaller or in another area)
 - Banking Details - Note that there are mandatory fields that needs to be completed
 - Occupant - In this case the "**Tenant**" is the "**Occupant**"
- Click on "**Accept**" when you are done
- Now create all the "**Tenants/Occupants**"

9 Step 7 - Opening a Shift

- It is important to know that transactions can only be done when the Supervisor has opened a shift for the User on duty. Novel Property Management incorporates an entire shift opening and cash-up procedure function. What this means, is that the cash-up supervisor will log on using his/her password, and open shifts for each of the other users for each day. The receptionist, for example, may then log on and do transactions throughout the day and at the end of the day, the money she has received must correspond with the transactions done in Novel. The supervisor then double checks that the money count is correct.
- You may even have different supervisors, supervising different sections of your business. Each supervisor then has his/her allocated users reporting to them. You may have an unlimited amount of users reporting to a supervisor
- Once you have created your cash-up supervisor (see "**Company Settings - Users / Passwords**"), you will need to log on as the supervisor and open the shift

➤ How to open a shift:

- Click on "**Supervisor Edit Shift**"

Supervisor Shift Cashup V5.6.0.5

File Reports

View Location: All

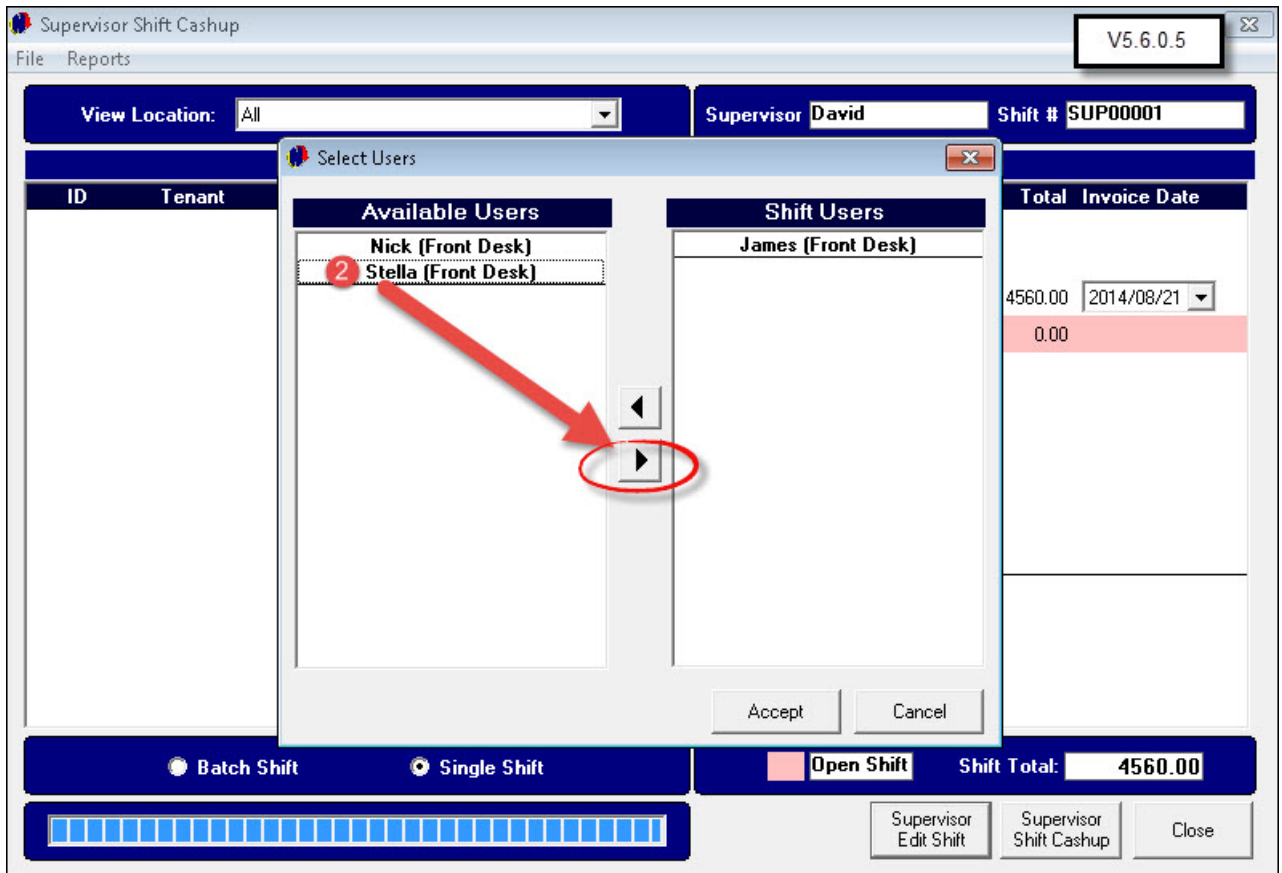
Supervisor David Shift # SUP00001

Transaction					Shift			
ID	Tenant	Table / TA	Type	Total	Shift #	User	Total	Invoice Date
					Front Desk			
SFT00001	James			4560.00		James	4560.00	2014/08/21
SFT00002	James			0.00		James	0.00	

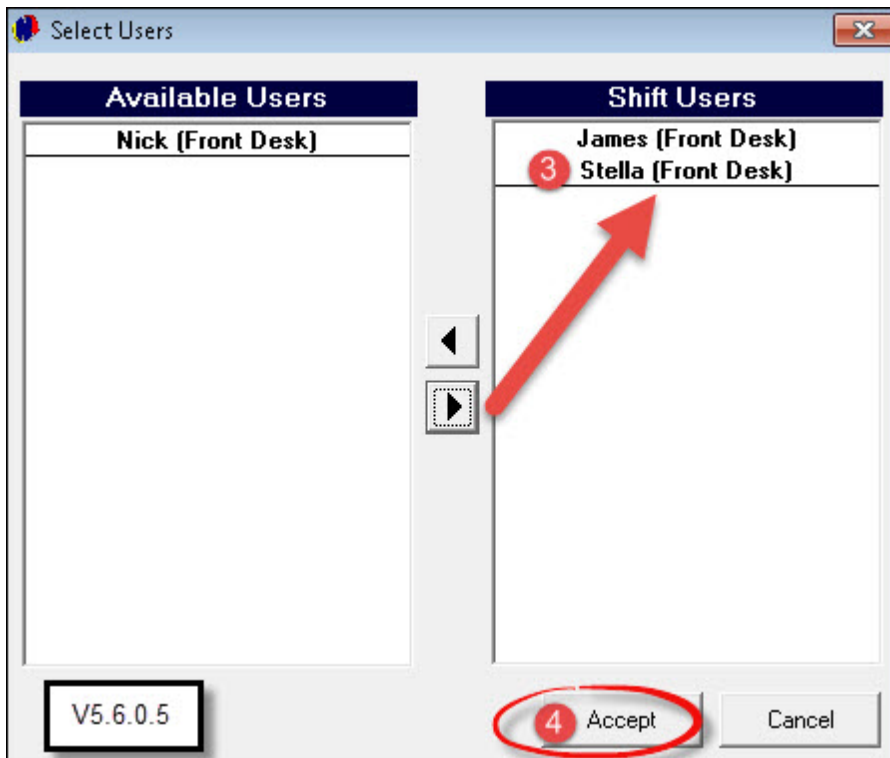
Batch Shift
 Single Shift

Open Shift
 Shift Total: 4560.00

- Select the User whose shift is to be opened and click on the arrow pointing to the right



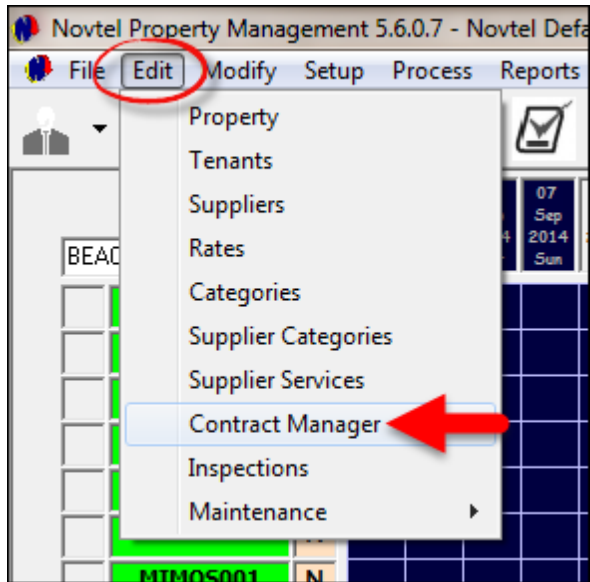
- The User will now be in the right hand block



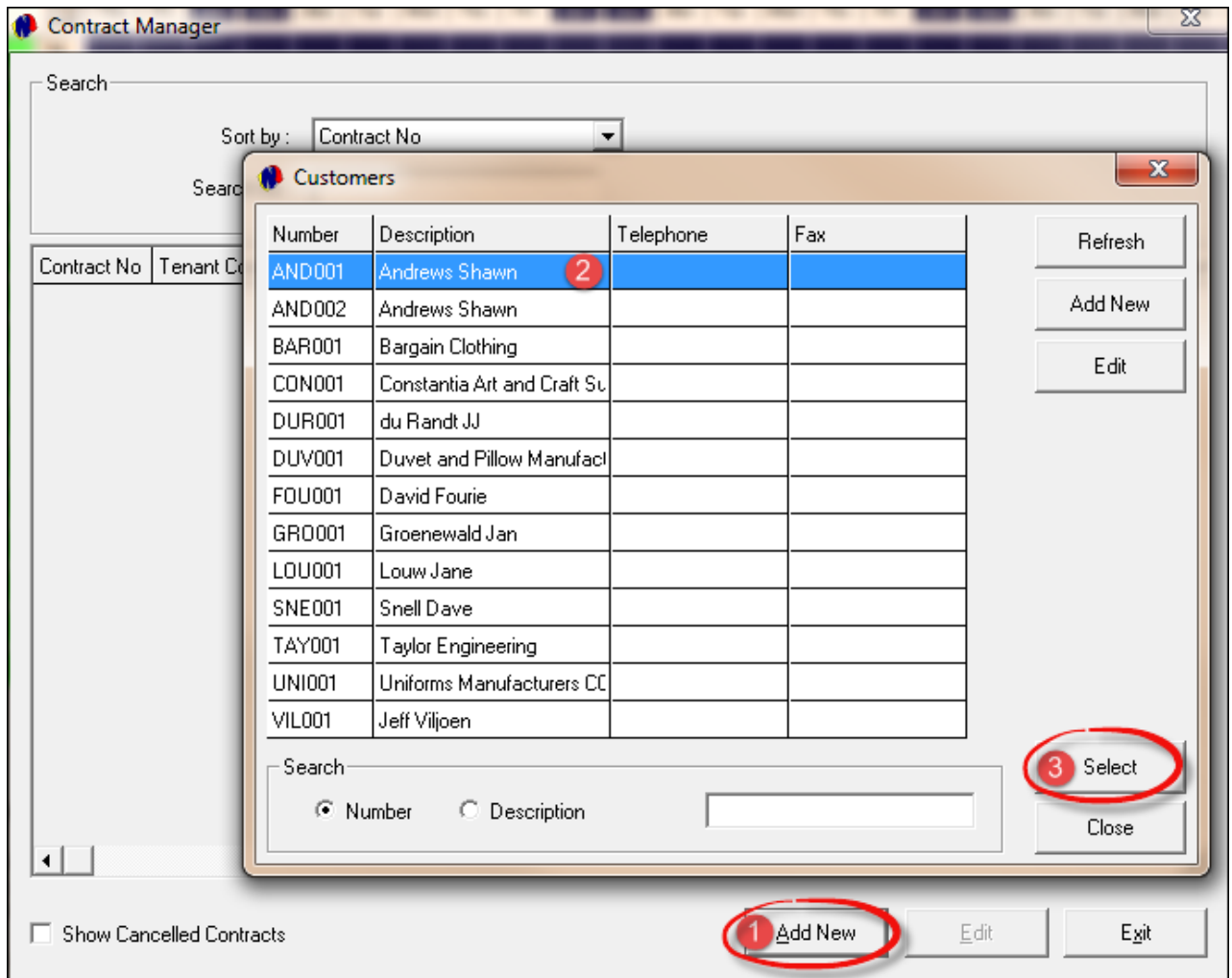
- Click "Accept"; close the window and the User can Log On for his/her shift

10 Step 8 - Creating Contracts and Deposits

A booking to rent a property, is seen as the contract. In order to created the contract, click on "**Edit - Contract Manager**"



- Click "Add New" at the bottom of the screen in order for the "Customers" window to open. Click on the specific "Customer" for whom the contract is to be created, and click on "Select"



- "Contract Manager" will open and the start and end dates can be entered. The system will automatically calculate the total months for the contract
- Enter the "Payment Day" on which payment is due each month and click on "Add Property"

Contract Manager

Contract Number Type

Tenant

Date Start Date End Months

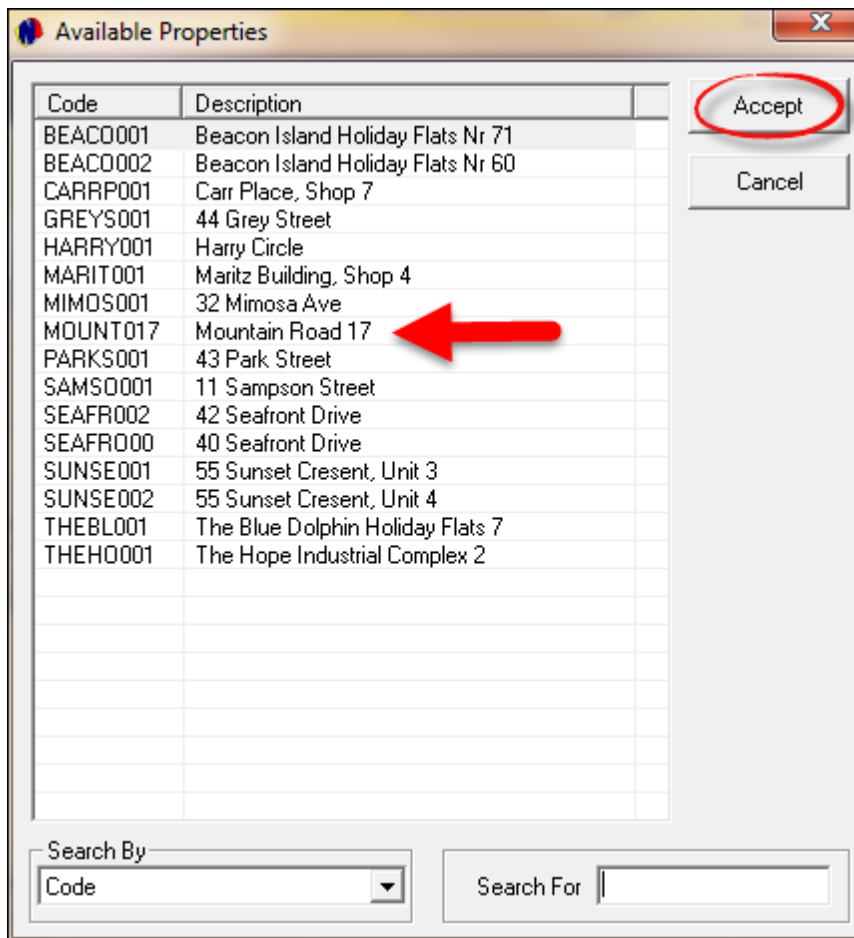
Payment Day

Properties | Sub-Rentals | Fixed Charges | SH Fixed Rates | Deposit | Deposit Interest

Rental Num	Date Start	Date End	Status	Inv Total
------------	------------	----------	--------	-----------

Calculate Commission

- Click on the property and "Accept"



1. Enter the commission percentage, and "Apply Commission" (Only for "Managed" properties where commission is applicable)
2. Now click on "Rent Escalations"
3. Enter the "Escalation Percentage"
4. Enter the month for escalation
5. Should you tick the "Yearly Escalation" tick-box, the escalation month in the next year, will be the same as the contract start month. If the check-box is not selected, the escalation will start immediately
6. Enter the "Initial Rental Amount"
7. Click "Accept"

Contract Manager

Contract Number: 30 Type: Fixed Monthly Cancel Contract

Tenant: AND001 Andrews, Shawn

Date Start: 15 September 2014 Payment Day: 15 Date End: 14 September 2015 12 Months

Properties: MOUN0017 - Mountain 17 Add Property

Rental Num	D	Inv Total
296	2	4500.00
297	2	4500.00
298	2	4500.00
299	2	4500.00
300	2	4500.00
301	2	4500.00
302	2015/04/15	4500.00
303	2015/05/14	4500.00

Escalations dialog box:

Escalation Percentage: 3

Escalation Month: August

Yearly Escalation:

Initial Amount: 4500.00

Apply Escalation To All Contracted Properties:

Buttons: Accept, Cancel

Background buttons: Calculate Commission (1), Apply Commission, View Reservation, Charge Escalations, Rent Escalations (2), Arrears Manager, Checklist, Save, Cancel

Version: V5.8.0.6

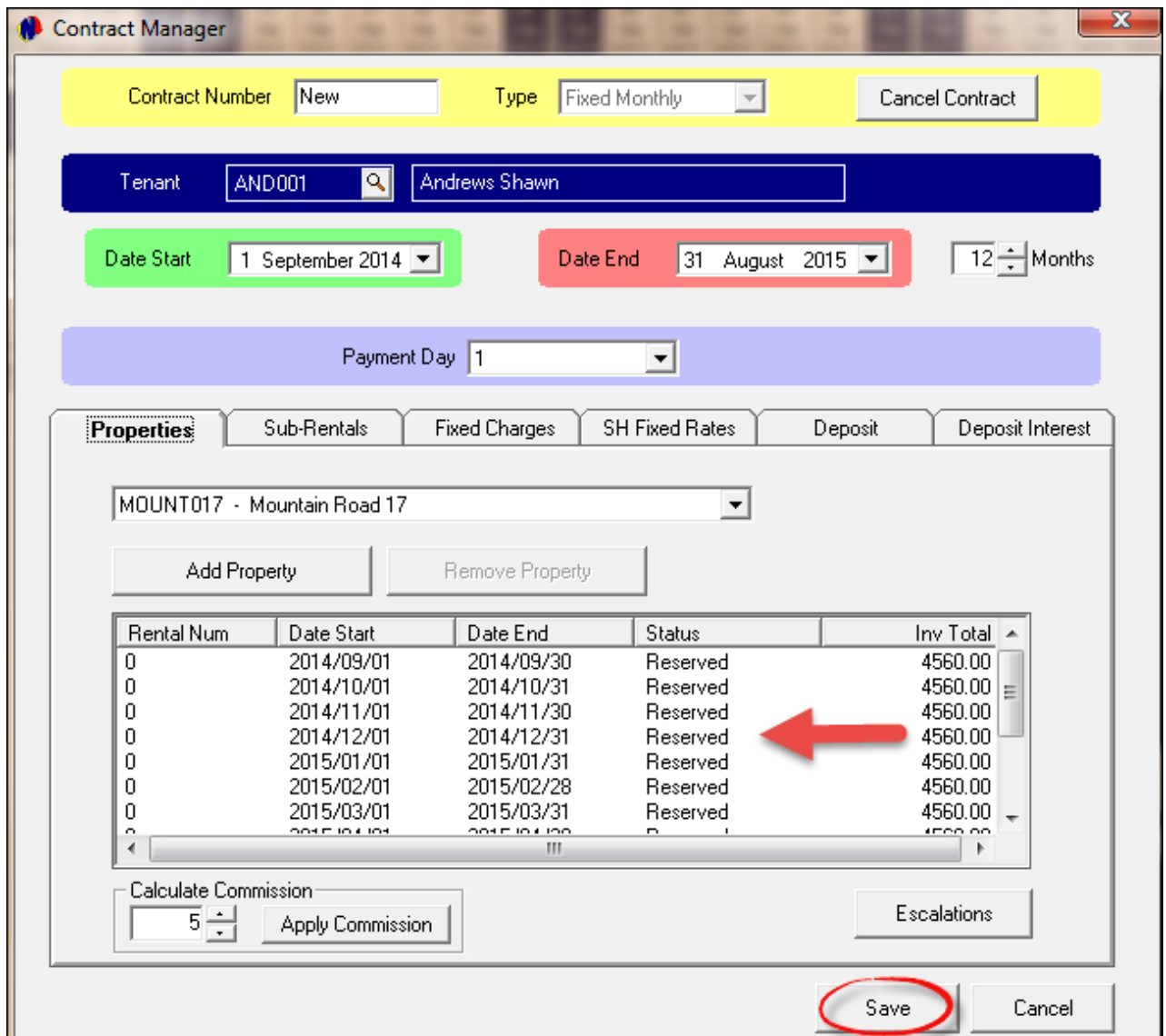
1. Click on the "Deposit" Tab
2. Enter the "Deposit Amount"
3. Click on the check-mark next to the "Deposit Raised" Field

The screenshot shows the 'Contract Manager' application window. At the top, there are fields for 'Contract Number' (set to 'New') and 'Type' (set to 'Fixed Monthly'), along with a 'Cancel Contract' button. Below this is a 'Tenant' section with 'AND001' and 'Andrews Shawn'. The 'Date Start' is '1 September 2014' and 'Date End' is '31 August 2015', with a '12 Months' duration. The 'Payment Day' is set to '1'. A tabbed interface at the bottom shows the 'Deposit' tab selected. Under this tab, there are several options: '1.) Deposit Raised' (checked with a red circle and arrow), '2.) Deposit Paid', '3.) Deposit Applied', and '3.) Deposit Refunded'. The 'Deposit Amount' field is set to '0.00' with a red arrow pointing to it. At the bottom right, there are 'Save' and 'Cancel' buttons.

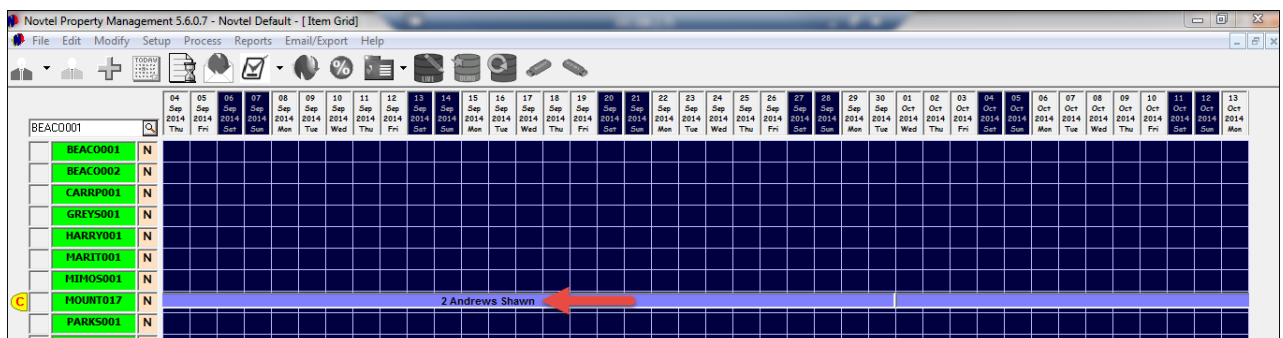
- Enter the due date for the deposit
- Now click on the "**Properties**" tab, and then "**Make Reservations**". The entire year's reservations will be displayed. Click "**Save**" to conclude the contract

The screenshot shows the 'Contract Manager' application window. At the top, there are fields for 'Contract Number' (New), 'Type' (Fixed Monthly), and a 'Cancel Contract' button. Below this is a 'Tenant' section with 'AND001' and 'Andrews Shawn'. The 'Date Start' is '1 September 2014' and 'Date End' is '31 August 2015', with a '12 Months' duration. The 'Payment Day' is set to '1'. A tabbed interface at the bottom has the 'Properties' tab selected and circled with a red '2'. The 'Deposit' tab is active, showing a table with one entry: '1.) Deposit Raised' on '2014/09/04' for an amount of '4560.00'. The 'Deposit Due' date is also '2014/09/04', indicated by a red arrow and a red '1'. Below the table are options for '2.) Deposit Paid', '3.) Deposit Applied', 'OR', and '3.) Deposit Refunded'. 'Save' and 'Cancel' buttons are at the bottom right.

Properties	Sub-Rentals	Fixed Charges	SH Fixed Rates	Deposit	Deposit Interest
1.) Deposit Raised				2014/09/04	
Deposit Amount :	4560.00			Deposit Due :	2014/09/04
2.) Deposit Paid					
3.) Deposit Applied					
OR					
3.) Deposit Refunded					



- The Reservation for the entire year will now display on the Grid with a "C" before the property - which means there is a "Fixed Monthly Contract" for the property



11 Step 9 - Communal Properties - Shared Accommodation

It is important to remember that "Property Management Lite" can manage a maximum of 20 properties, but it is worth mentioning that "Communal Properties - Shared Accommodation" can be managed very effectively with this system. A "Communal Property" is rented out to different people in the same property, but they are paying individually for their own rooms. A good example of this are students at boarding school or in a hostel.

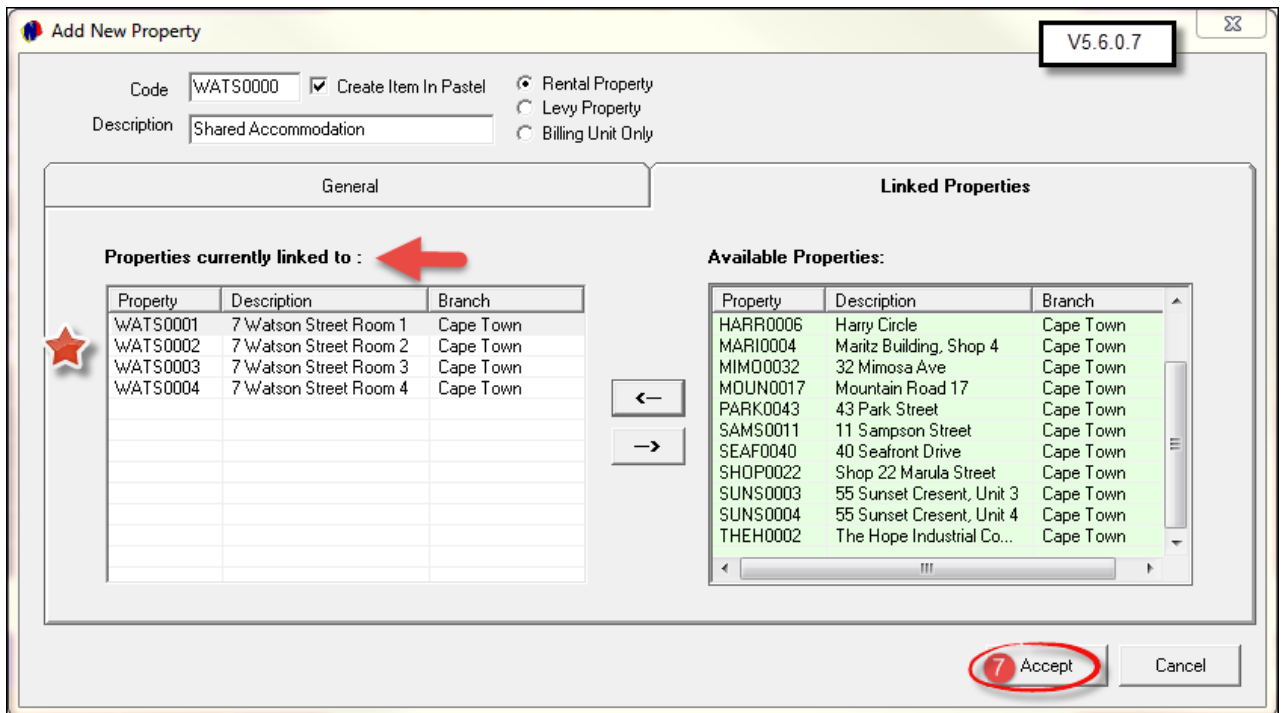
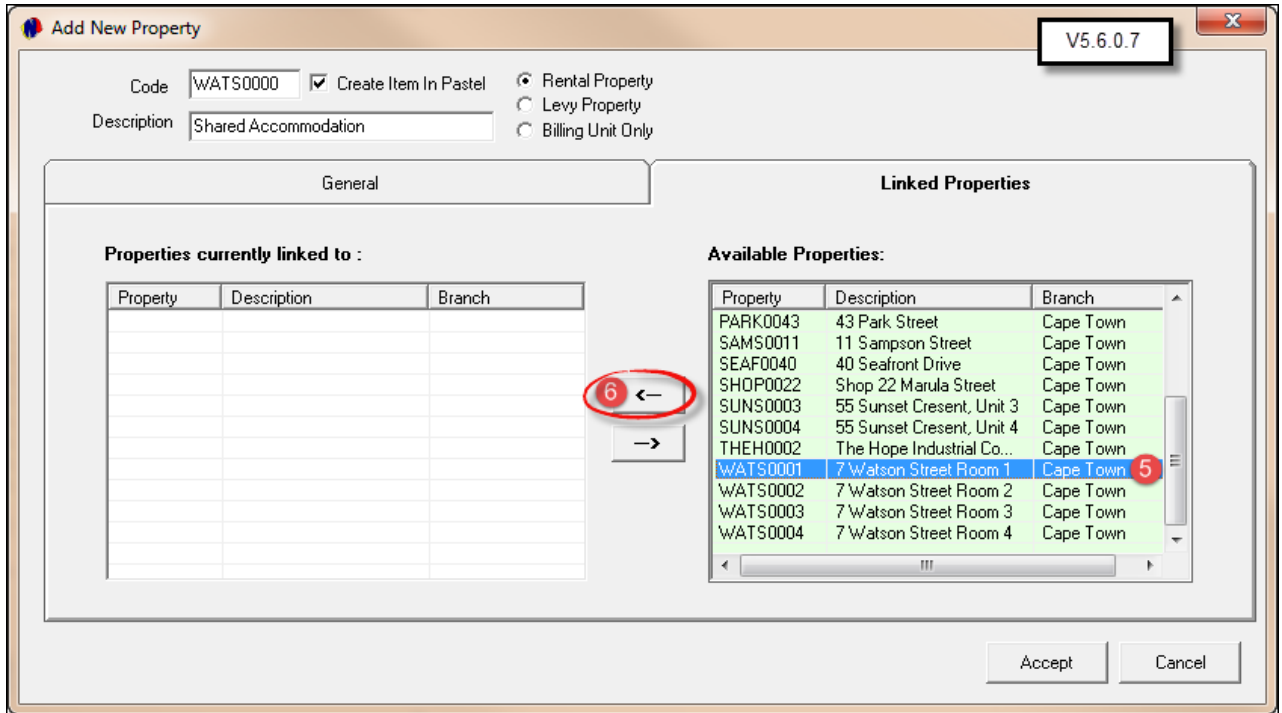
Firstly we need to create the rooms as "Properties", and "Code" it as follows:

- If the address is 7 Watson Street and there are 4 rooms, the codes will range from "WATS0001" to "WATS0004" ("Edit - Property - Add New"). These "Rooms" will have the "Communal Type Status" of "None"
- Create "Tenants" for the rooms ("Edit - Tenants - Add New")

The "Communal Property" is created to link all the "Rooms" together, and is done in this manner:

- Click on "Edit - Property - Add New"
- The "Code" will be "WATS0000", and the Description "Shared Accommodation"
- At the bottom, in the left hand corner are options for "Communal Type". Select "Shared Accommodation (A)" and enter all the details in the "General" Tab, and tick the check-boxes to "Show on Grid", "Sub- Rented Item" and "Monthly Billed Item" (If it is a "Month-To-Month Contract"). Notice how there are now only two tabs in this screen, and that it differs vastly from creating "Normal" properties.
- Proceed to the "Linked Properties" Tab

- Click on the property to be linked to the "Shared Accommodation", and click on the arrow to move the properties one-by-one to the left hand side of the screen, until all relevant properties are linked under this one property, and click "Accept"



- Now go to the Grid, and see how the properties are displayed. Next to the "Normal" Properties, a "N" is displayed, and contracted (rented) properties have a "C" in front of it
- For the "Communal Property (Shared Accommodation)", there is an "A" next to the property, and the color on the grid is yellow (The yellow means that it is still "Unprocessed" for the month). The "CP" in front of the property means "Communal Property"
- The "Rooms" themselves do not have a "Letter" to the right of the property on the Grid, since they are linked to the "Main Property"
- Also remember that "Communal Property (Shared Accommodation)" will ALWAYS be at the bottom of the Grid
- Now proceed to make the bookings for all the "Rooms" as explained in "Step 7"

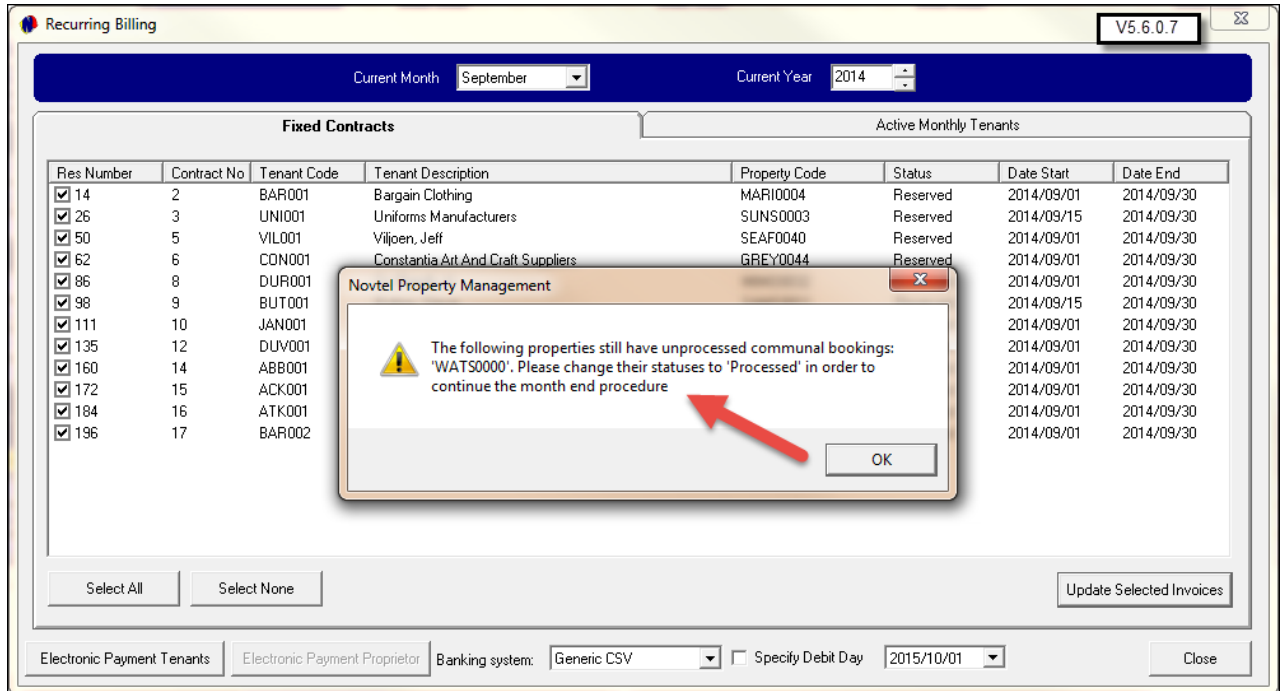
The screenshot shows the Novtel Property Management 5.6.0.7 interface. The main grid displays a calendar view from August 31 to October 09. Properties are listed on the left, with status indicators (C for contracted, N for normal, CP for communal property) and letters (A for unprocessed) next to them. The 'COMMUNAL PROPERTY (SHARED ACCOMMODATION)' row is highlighted in yellow. A red circle highlights the 'CP' and 'A' next to WATS0000. A red arrow points to the yellow bar representing the communal property. The bottom panel shows rental details for Jane's Pharmacy and a list of booking statuses.

- "**Bulk Charges**" such as electricity, water, effluent, refuse etc. can be equally divided between the "**Rooms/ Properties**" in the "**Shared Accommodation**". There are two ways in order to record these charges:
 - Right-click on the booking on the Grid, and select "**View/Record Bulk Charges**"
 - In the top menu, click on "**Process - Bulk Charges Update**"

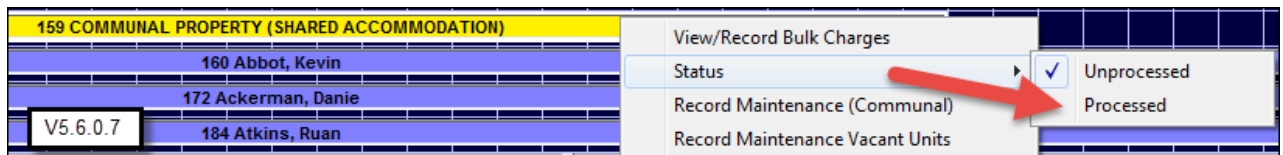
This is not part of this tutorial. Please register on Novtel's Forum at <http://www.novtel.com/forum/index.php> in order to have access to this information

12 Step 10 - Rollover Procedure

- Open both Pastel and Novtel, and check for "**Open Batches**" in Pastel. The "**Bulk Charges**" for Communal Properties "**Shared Accommodation**" must be updated, and the status must be "**Processed**" in order for the "**Recurring Billing**" to be done
- When the status of the "**Communal Property**" has not been "**Processed**", the system will alert you to first rectify it in order to proceed



- Right-click on the "**Communal Property**" on the Grid, and select "**Status - Processed**". The color for the "**Communal Property**" will now turn white



- Click on **"Process - Recurring Billing"**. In the **"Fixed Contracts"** tab, select the month; year; all the invoices to be updated, and click on **"Update Selected Invoices"**

Recurring Billing V5.6.0.7

Current Month: September Current Year: 2014

Fixed Contracts Active Monthly Tenants

Res Number	Contract No	Tenant Code	Tenant Description	Property Code	Status	Date Start	Date End	
<input checked="" type="checkbox"/>	14	2	BAR001	Bargain Clothing	MARI0004	Reserved	2014/09/01	2014/09/30
<input checked="" type="checkbox"/>	26	3	UNI001	Uniforms Manufacturers	SUNS0003	Reserved	2014/09/15	2014/09/30
<input checked="" type="checkbox"/>	50	5	VIL001	Viljoen, Jeff	SEAF0040	Reserved	2014/09/01	2014/09/30
<input checked="" type="checkbox"/>	62	6	CON001	Constania Art And Craft Suppliers	GREY0044	Reserved	2014/09/01	2014/09/30
<input checked="" type="checkbox"/>	86	8	DUR001	Du Randt, JJ	MIMO0032	Reserved	2014/09/01	2014/09/30
<input checked="" type="checkbox"/>	98	9	BUT001	Button, Steve	SAMS0011	Reserved	2014/09/15	2014/09/30
<input checked="" type="checkbox"/>	111	10	JAN001	Jane's Pharmacy	CARR0007	Reserved	2014/09/01	2014/09/30
<input checked="" type="checkbox"/>	135	12	DUV001	Duvel and Pillow Manufacturers	SHOP0022	Reserved	2014/09/01	2014/09/30
<input checked="" type="checkbox"/>	160	14	ABB001	Abbot, Kevin	WATS0001	Reserved	2014/09/01	2014/09/30
<input checked="" type="checkbox"/>	172	15	ACK001	Ackerman, Danie	WATS0002	Reserved	2014/09/01	2014/09/30
<input checked="" type="checkbox"/>	184	16	ATK001	Atkins, Ruan	WATS0003	Reserved	2014/09/01	2014/09/30
<input checked="" type="checkbox"/>	196	17	BAR002	Bartlett, Ruben	WATS0004	Reserved	2014/09/01	2014/09/30

Select All Select None Update Selected Invoices

Electronic Payment Tenants Electronic Payment Proprietor Banking system: Generic CSV Specify Debit Day 2015/10/01 Close

- Select the option to **"Update Customer and Supplier Invoices"**, and click **"Proceed"**

Month End Options V5.6.0.7

Update Customer And Supplier Invoices

Print Detailed Pre-Import List
Prints a more detailed version of the Pre-Import List report.


Print Updated Invoices
Prints a list of all the customer and supplier invoices that were updated after the month end has been completed.

Email Statements
Mail customer/supplier statement directly after the reservation has rolled

Setup Customer Email Setup Supplier Email Proceed >> Cancel

- The "Pre-Import List" will be minimized to your Internet Browser in HTML Format. First check the report for any inconsistencies before you continue

V6.6.0.7

Pre-Import List For September 2014 

PRINTED DATE: 16 SEPTEMBER 2014 TIME: 02:34:34 PM

CUSTOMER INVOICES

RENTAL	CONTRACT	TENANT	PROPERTY CODE	EXCL TOTAL	TAX	INCL TOTAL
14	2	BAR001 - Bargain Clothing	MARI0004	5263.16	736.84	6000.00
26	3	UNTD001 - Uniforms Manufacturers	SUNTS0003	6140.35	859.65	7000.00
50	5	VIL001 - Viljoen, Jeff	SEAF0040	6140.35	859.65	7000.00
62	6	COS001 - Constantia Art And Craft Suppliers	GREY0044	3947.37	552.63	4500.00
86	8	DUR001 - Du Randt, JJ	MINS00032	3947.37	552.63	4500.00
98	9	EUT001 - Euron, Steve	SAMS0011	4000.00	560.00	4560.00
111	10	JAN001 - Jane's Pharmacy	CARE0007	5263.16	736.84	6000.00
135	12	DUN001 - Duvet and Pillow Manufacturers	SHOP0022	7017.54	982.46	8000.00
160	14	ABB001 - Abbot, Kevin	WATS0001	877.19	122.81	1000.00
172	15	ACK001 - Ackerman, Danie	WATS0002	877.19	122.81	1000.00
184	16	ATK001 - Atkins, Ruas	WATS0003	877.19	122.81	1000.00
196	17	BAR002 - Bartlett, Ruben	WATS0004	964.91	135.09	1100.00
TOTALS				46316.79	6344.21	51660.00


NUMBER OF INVOICES TO BE UPDATED - 12

SUPPLIER INVOICES

SUB-RENTAL	CONTRACT	SUPPLIER	PROPERTY CODE	EXCL TOTAL	TAX	INCL TOTAL
14	2	BLA001 - Black, Vernon	MARI0004	5263.16	736.84	6000.00
26	3	MAL001 - James Malan	SUNTS0003	6416.67	898.33	7315.00
50	5	LPT001 - Luke Upton	SEAF0040	6140.35	859.65	7000.00
62	6	FRA001 - Douglas Franklin	GREY0044	3947.37	552.63	4500.00
86	8	RAD001 - Toko Rademan	MINS00032	3947.37	552.63	4500.00

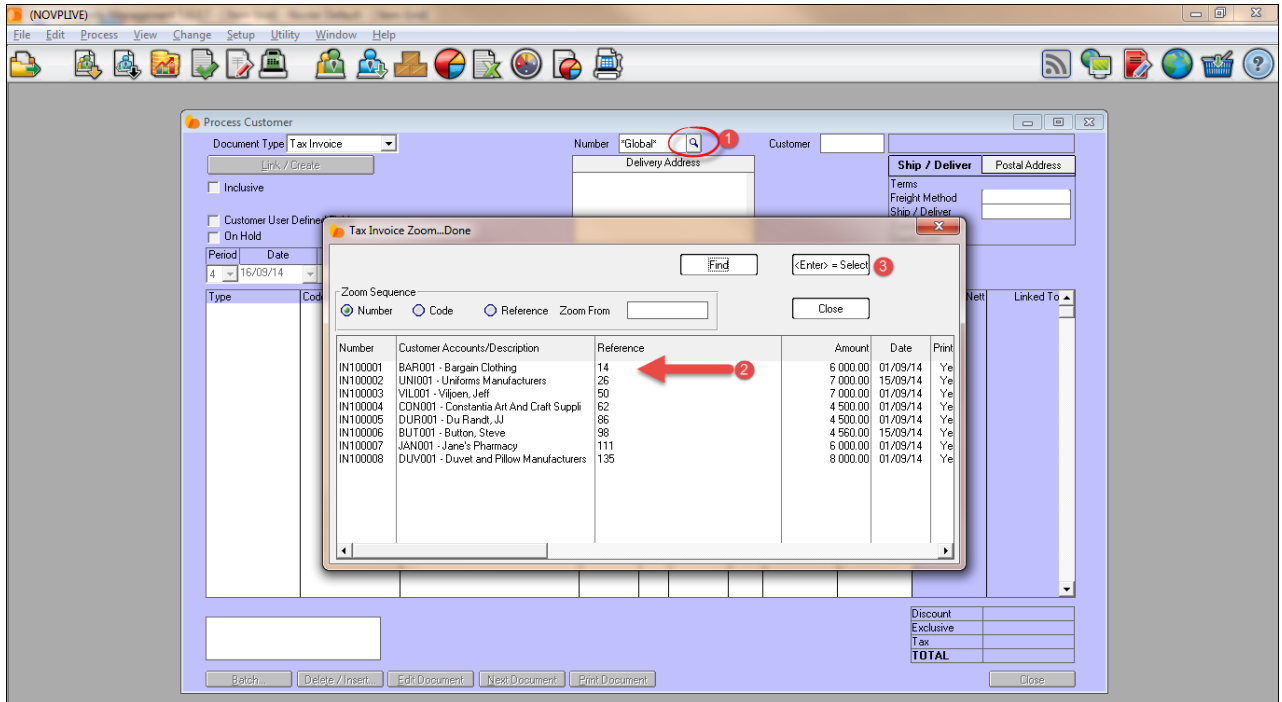
- Click "Yes" in order to continue when you are satisfied that everything is correct
- Now click "View - Open Batches" in Pastel, and select the first "Open Batch" click on "Jump To"

Open Batches X

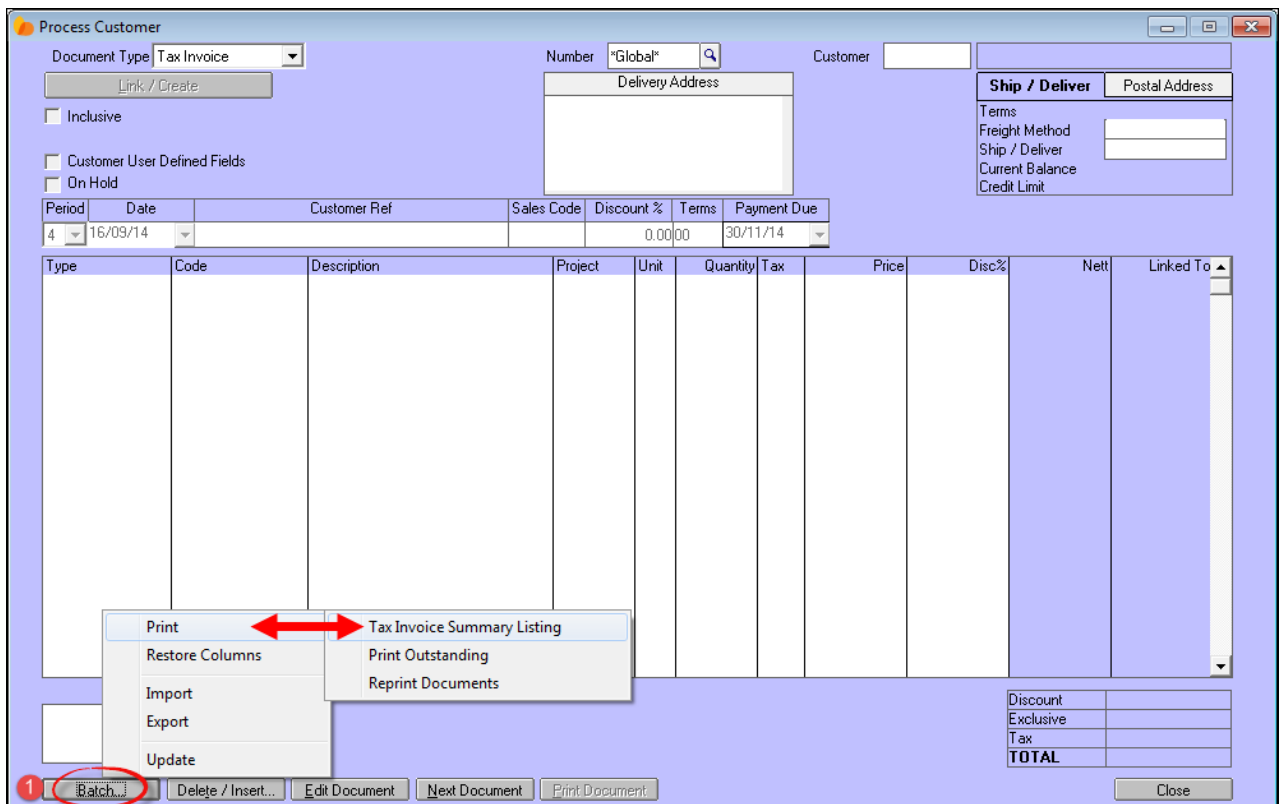
	All Users	User 0			
Tax Invoice		✓	✓		
Supplier Invoice		✓			
Not Used					
Not Used					
Not Used					
Not Used					
Not Used					
Not Used					
Not Used					
Not Used					
Not Used					
Not Used					
Not Used					
Not Used					
Not Used					
Not Used					

Jump To
Print
Close

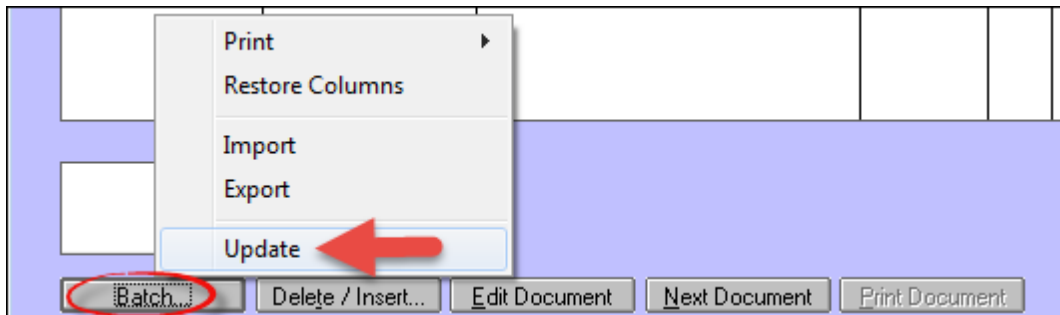
- In order to view the invoices, click on the magnifying glass; then on the invoice to be viewed, and "Enter" to open the specific Invoice



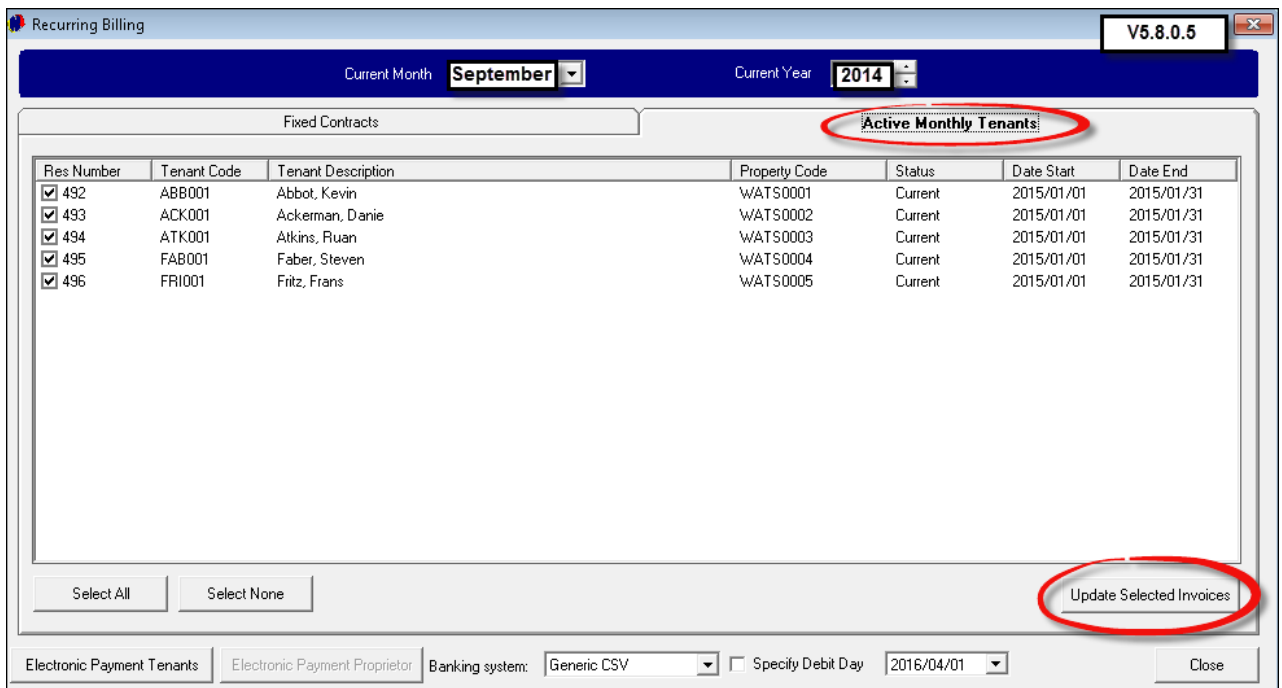
- In order to print a report for audit purposes, click on "Batch - Print - Tax Invoice Summary Listing"




- Select the method for printing the report, and click "OK". Now you can compare the totals in Pastel and Novtel in order to see if it matches
- Click on "Batch" again, and select "Update"



- You will have the option to "Backup Before Updating". Run the update if you wish, and then click on "Update". Now update the other "Open Batches" as well
- Back in Novtel, click on "Process - Recurring Billing" again, and select "Active Monthly Tenants" for September. Click on "Update Selected Invoices" and click on "Continue Monthly Rental" if the rental is indeed continued for the next month



- The "Pre-Import List" in Novtel for the Communal Properties

V5.6.0.7		Pre-Import List For September 2014 					
CUSTOMER INVOICES							
RENTAL	CONTRACT	TENANT	PROPERTY CODE	EXCL TOTAL	TAX	INCL TOTAL	
160	14	ABB001 - Abbot, Kevin	WATS0001	877.19	122.81	1000.00	
172	15	ACK001 - Ackerman, Danie	WATS0002	877.19	122.81	1000.00	
184	16	ATK001 - Atkins, Ruan	WATS0003	877.19	122.81	1000.00	
196	17	BAR002 - Bartlett, Ruben	WATS0004	877.19	122.81	1000.00	
NUMBER OF INVOICES TO BE UPDATED - 4				TOTALS	3508.77	491.23	4000.00
SUPPLIER INVOICES							
SUB-RENTAL	CONTRACT	SUPPLIER	PROPERTY CODE	EXCL TOTAL	TAX	INCL TOTAL	
148	14	ESP001 - Werner Espin	WATS0001	833.33	116.67	950.00	
160	15	ESP001 - Werner Espin	WATS0002	833.33	116.67	950.00	
172	16	ESP001 - Werner Espin	WATS0003	833.33	116.67	950.00	
184	17	ESP001 - Werner Espin	WATS0004	833.33	116.67	950.00	
NUMBER OF SUPPLIER INVOICES TO BE UPDATED - 4				TOTALS	3333.33	466.67	3800.00
SUMMARY OF MANAGED PROPERTIES							
PROPERTY	TENANT TOTAL	LANDLORD TOTAL	COMMISSION TOTAL				
WATS0001 - 7 Watson Street Room 1	1000.00	950.00	50.00				
WATS0002 - 7 Watson Street Room 2	1000.00	950.00	50.00				
WATS0003 - 7 Watson Street Room 3	1000.00	950.00	50.00				
WATS0004 - 7 Watson Street Room 4	1000.00	950.00	50.00				
TOTALS	4000.00	3800.00	200.00				

- The Pastel Reports that correspond with the Novtel "Pre-import List"

16/09/14 15:59 Page: 1								
Prepared by: Novtel								
Tax Invoice Summary Listing for user User 0								
Reference	Customer	Per	Date	Order No	Printed	On Hold	Tax	Total
IN100009	ABB001 - Abbot, Kevin	4	01/09/14	160	Yes	No	122.81	1 000.00
IN100010	ACK001 - Ackerman, Danie	4	01/09/14	172	Yes	No	122.81	1 000.00
IN100011	ATK001 - Atkins, Ruan	4	01/09/14	184	Yes	No	122.81	1 000.00
IN100012	BAR002 - Bartlett, Ruben	4	01/09/14	196	Yes	No	122.81	1 000.00
Total for 4 Tax Invoice(s) not on hold							491.24	4 000.00
Total for 0 Tax Invoice(s) on hold								
TOTAL							491.24	4 000.00
----- End of Report -----								

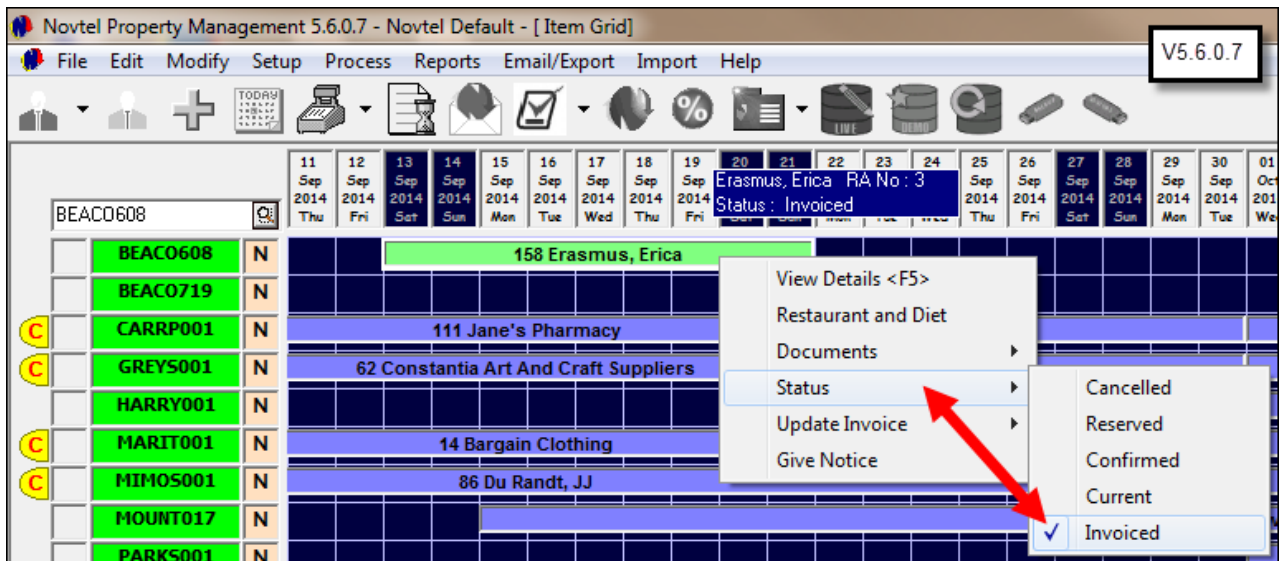
Prepared by: Novtel								
Supplier Invoice Summary Listing for user User 0								
Reference	Supplier	Per	Date	Order No	Printed	On Hold	Tax	Total
PN100008	ESP001 - Werner Espin	4	01/09/14	148	Yes	No	116.67	950.00
PN100009	ESP001 - Werner Espin	4	01/09/14	160	Yes	No	116.67	950.00
PN100010	ESP001 - Werner Espin	4	01/09/14	172	Yes	No	116.67	950.00
PN100011	ESP001 - Werner Espin	4	01/09/14	184	Yes	No	116.67	950.00
Total for 4 Supplier Invoice(s) not on hold							466.68	3 800.00
Total for 0 Supplier Invoice(s) on hold								
TOTAL							466.68	3 800.00
----- End of Report -----								

- When you return to the Grid, you will see that all the long term contracted bookings for the month is now green, meaning that all have been "Invoiced"
- The bookings that are still "Reserved", will be billed in the next "Recurring Billing" since the contract dates are set from the 15th to the 15th, and not the 1st to the 30th as with the other bookings
- Also see that the bookings that have been processed for this month, is now on "Current" status for the next month

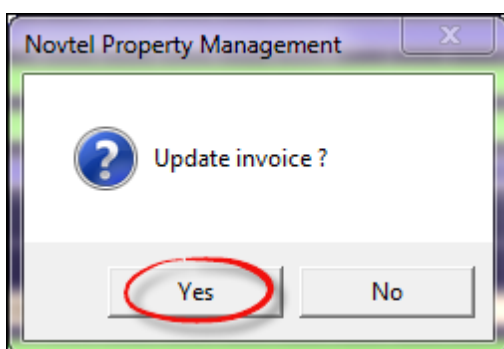
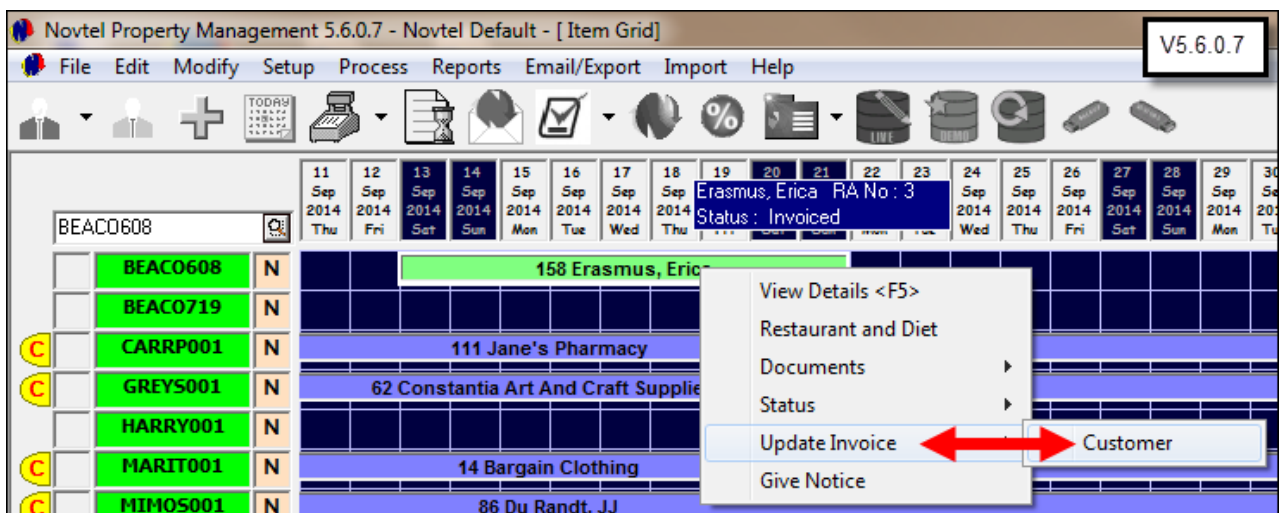
The screenshot displays the Novtel Property Management 5.6.0.7 interface. The main window shows a grid of bookings for properties from September 8th to October 15th, 2014. The grid is color-coded by booking status: green for 'Invoiced', blue for 'Reserved', and yellow for 'Current'. Three red arrows highlight specific booking changes: arrow 1 points to a booking for '111 Jane's Pharmacy' on 08 Sep 2014; arrow 2 points to a booking for '147 Andrews, Shawn' on 15 Sep 2014; and arrow 3 points to a booking for '136 Duvet and P' on 08 Oct 2014. A sidebar on the left shows details for 'Rental Number 111 JAND001 Jane's Pharmacy', including contact information and a 'New Rental' button. A legend on the right lists booking statuses with corresponding checkboxes.

➤ Procedure to update invoices for "Short Term Bookings" in Novtel

- Right click on the booking on the Grid, and set the 'Status' to "Invoiced". See how the color of the booking has changed to green



- Right click on the booking again, and click on "Update Invoice - Customer"



13 Step 11 - Working with Documents

In order to setup your company's documents, you can have a look at the standard Novtel document layout for the following types of documents in "Setup - Documents":

➤ Invoices

- Plain Paper

The screenshot shows the 'Documents Setup' window with the 'Invoices' tab selected. The 'Main Invoice Layout' section has 'Plain Paper' selected. A red arrow points to the 'Include Copy of Invoice' checkbox. A preview of a tax invoice is shown on the right.

Documents Setup

Invoices | Letters | Word Documents | Document Notes | Property Images | Customer Statements | Supplier Reports | Debit Orders | Work Orders

Main Invoice Layout

- Plain Paper
- Logo Layout 1
- Logo Layout 2
- Novtel Forms Designer

Include Copy of Invoice

Copy of Invoice Layout

- Plain Paper
- Logo Layout 1
- Logo Layout 2
- Novtel Forms Designer

Preview:

04 December 2012

PROPERTY REAL ESTATE
P.O. BOX 1138
112 BOUWING AVENUE
BRENCHWOOD
SAUNDON

TEL: 011 121 4847
FAX: 011 121 4847
TAX REG NO: 469728141

TAX INVOICE

✓

© King, Mrs Natalie Ann
P.O. Box 222
CALLO MANOR
2022

BOOKING NUMBER : 1542
DUE IN : 01/08/2012
DATE OUT : 21/08/2012

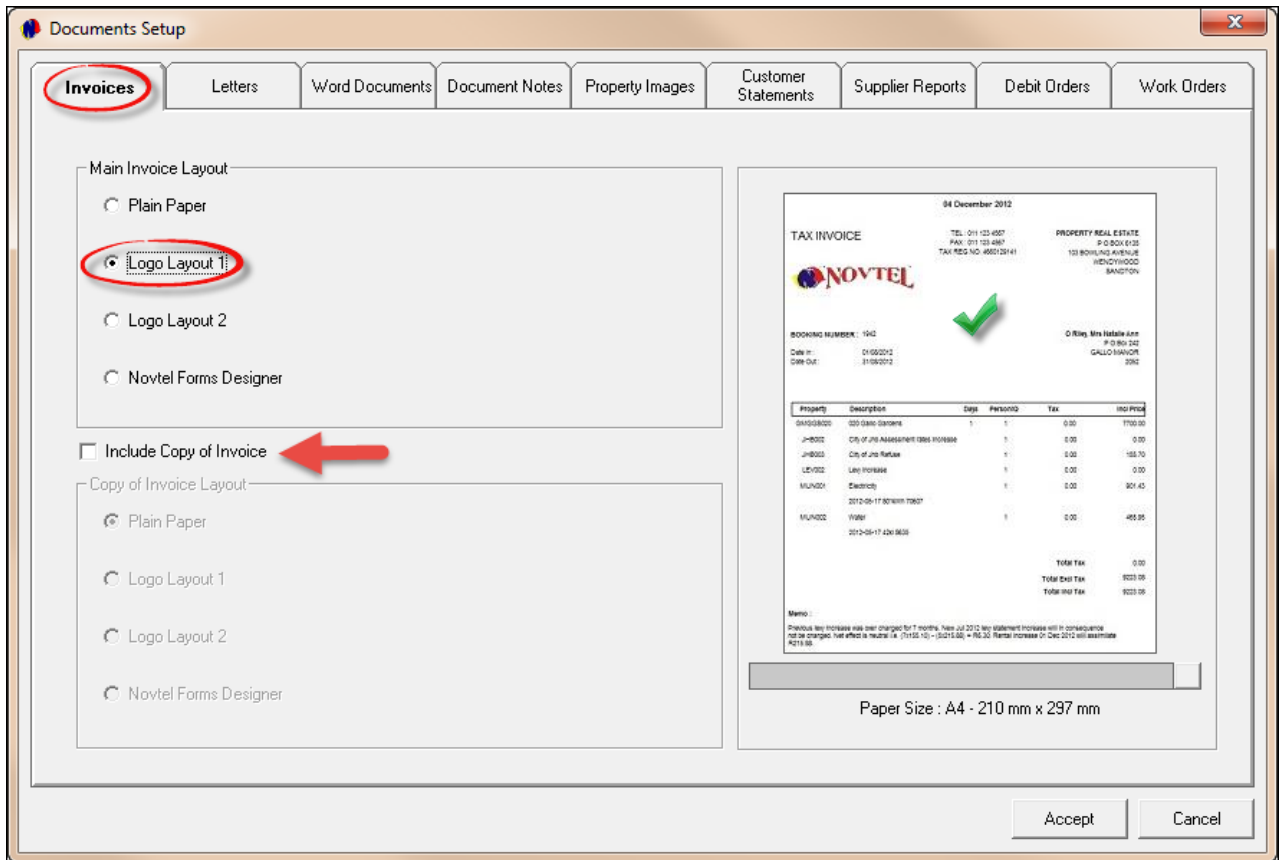
Property	Description	Days	Person(s)	Tax	Inc/Prod
04100202	220 Gas-Services	1	1	0.00	7105.50
JH002	City of JHB Assessment 2006 Increase	1	1	0.00	0.00
JH002	City of JHB Refuse	1	1	0.00	155.70
LC1002	Levy Increase	1	1	0.00	0.00
MUN001	Electricity	1	1	0.00	301.43
	2012-08-17 800000 19027				
MUN002	Water	1	1	0.00	485.95
	2012-08-17 12018635				
				Total Tax	0.00
				Total Exc Tax	8223.00
				Total Inv Tax	8223.00

Memo:
Previous levy increase was over charged for 7 months. Rates up 2012 less statement increase will in consequence not be charged. Net effect is reduce (a. 111155.10) - (2012.88) = R6.22. Rates increase on Dec 2012 will reassess R218.88.

Paper Size : A4 - 210 mm x 297 mm

Accept Cancel

- Logo Layout 1



Documents Setup

Invoices Letters Word Documents Document Notes Property Images Customer Statements Supplier Reports Debit Orders Work Orders

Main Invoice Layout

Plain Paper

Logo Layout 1

Logo Layout 2

Novtel Forms Designer

Include Copy of Invoice

Copy of Invoice Layout

Plain Paper

Logo Layout 1

Logo Layout 2

Novtel Forms Designer

04 December 2012

TAX INVOICE

TEL: 011 123 4567
FAX: 011 123 4567
TAX REG NO: A6512341

PROPERTY REAL ESTATE
P O BOX 6135
123 BOWLING AVENUE
MENDENHOOD
SANDTON

BOOKING NUMBER: 1942

O Rieg, Mrs Isabella Ann

110 881 032
GALLO MANOR
2262

Date In: 01/09/2012
Date Out: 31/08/2012

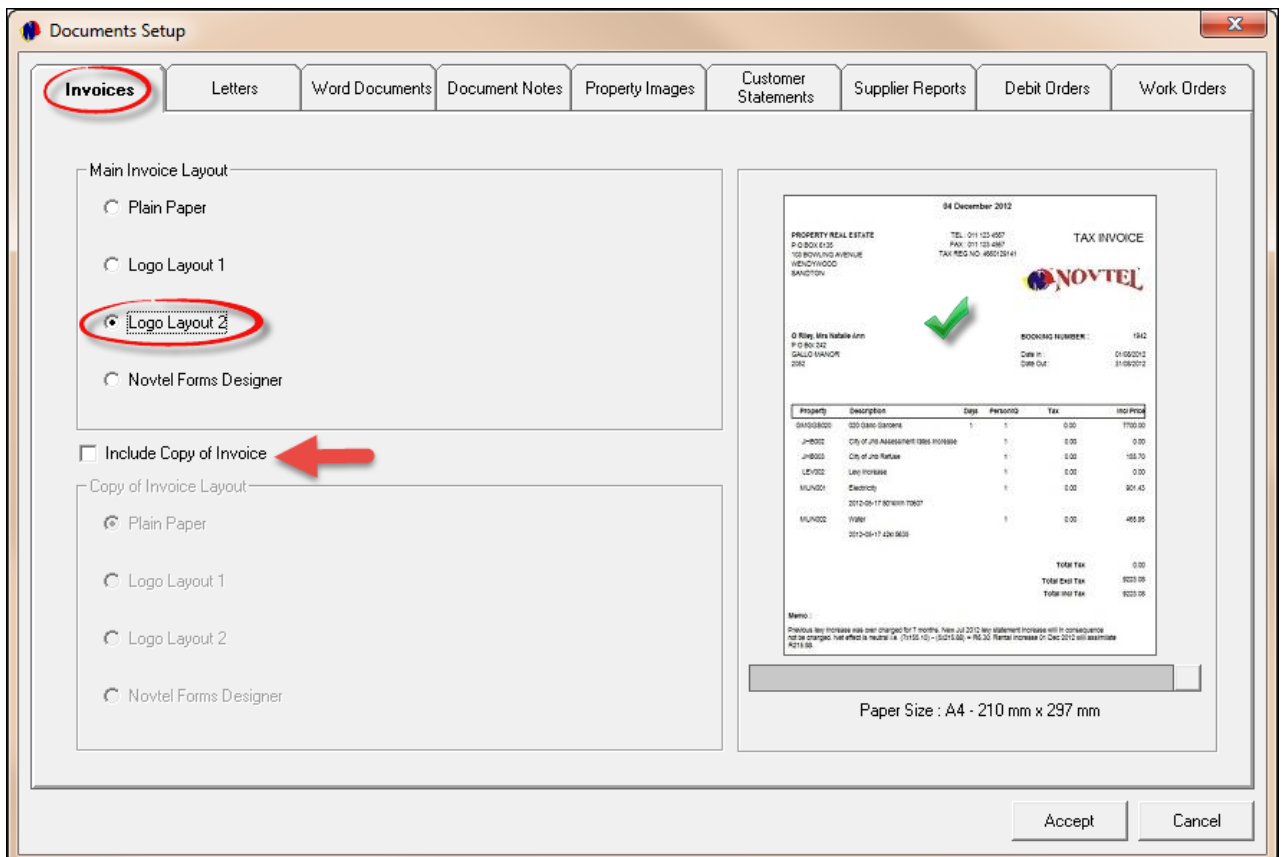
Property	Description	Days	Person(s)	Tax	Net Price
SM010020	020 Game Gardens	1	1	0.00	1700.00
J-8032	City of JHB Assessment (88% increase)	1	1	0.00	0.00
J-8033	City of JHB Refuse	1	1	0.00	155.70
LE1032	Levy Increase	1	1	0.00	0.00
MUN201	Electricity	1	1	0.00	801.45
MUN202	Water	1	1	0.00	485.95
				Total Tax	0.00
				Total Excl Tax	823.35
				Total Incl Tax	823.35

Memo:
Previous levy increase was over charged for 7 months. From Jul 2012 levy statement increase will in consequence not be charged. Net effect is neutral i.e. (7x155.70) - (5x215.00) = R6.30. Rental increase on Dec 2012 will assimilate R211.50.

Paper Size : A4 - 210 mm x 297 mm

Accept Cancel

- Logo Layout 2



Documents Setup

Invoices Letters Word Documents Document Notes Property Images Customer Statements Supplier Reports Debit Orders Work Orders

Main Invoice Layout

Plain Paper

Logo Layout 1

Logo Layout 2

Novtel Forms Designer

Include Copy of Invoice

Copy of Invoice Layout

Plain Paper

Logo Layout 1

Logo Layout 2

Novtel Forms Designer

04 December 2012

PROPERTY REAL ESTATE
P O BOX 6135
123 BOWLING AVENUE
MENDENHOOD
SANDTON

TEL: 011 123 4567
FAX: 011 123 4567
TAX REG NO: A6512341

TAX INVOICE

BOOKING NUMBER: 1942

O Rieg, Mrs Isabella Ann

110 881 032
GALLO MANOR
2262

Date In: 01/09/2012
Date Out: 31/08/2012

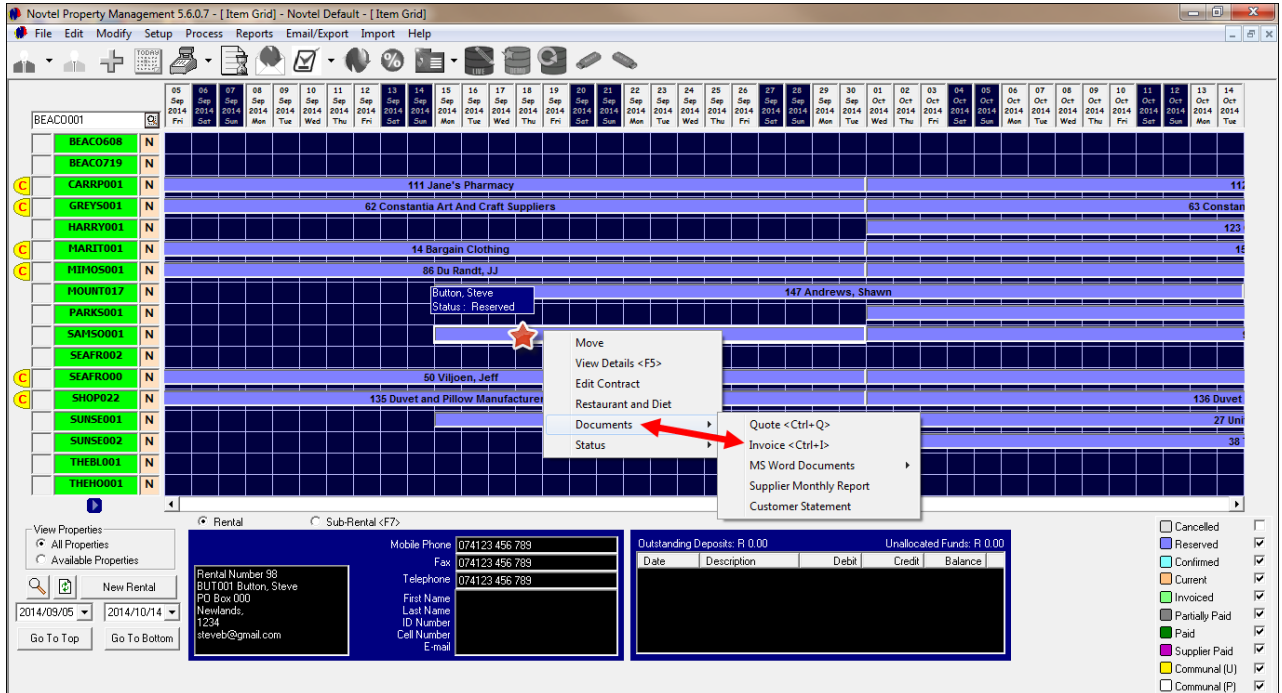
Property	Description	Days	Person(s)	Tax	Net Price
SM010020	020 Game Gardens	1	1	0.00	1700.00
J-8032	City of JHB Assessment (88% increase)	1	1	0.00	0.00
J-8033	City of JHB Refuse	1	1	0.00	155.70
LE1032	Levy Increase	1	1	0.00	0.00
MUN201	Electricity	1	1	0.00	801.45
MUN202	Water	1	1	0.00	485.95
				Total Tax	0.00
				Total Excl Tax	823.35
				Total Incl Tax	823.35

Memo:
Previous levy increase was over charged for 7 months. From Jul 2012 levy statement increase will in consequence not be charged. Net effect is neutral i.e. (7x155.70) - (5x215.00) = R6.30. Rental increase on Dec 2012 will assimilate R211.50.

Paper Size : A4 - 210 mm x 297 mm

Accept Cancel

- **Novtel Forms Designer** (You can design your own documents with Novtel Forms Designer, but it is not part of this tutorial)
- Click **"Accept"** to save your preferences
- Select the **"Layout"** you prefer and also tick the check-box to **"Include the Copy of the Invoice"** - should the need for it arise. Select the **"Layout"** for the **"Copy"** - it does not have to be the same as the **"Main Invoice Layout"**
- When you right click on the booking on the grid (For Example: We want to see the invoice for Mr Button), move the mouse over **"Documents"** to display the different type of documents next to it, and click on **"Invoice"**



		05 September 2014																																							
TAX INVOICE		TEL : 0861 86 88 35		NOVTEL PROPERTY UNIT 30 DIAZ OFFICE PARK DIAZ BOULEVARD WEST MOSEL BAY																																					
		FAX : 0861 86 88 35																																							
		TAX REG NO. 1234																																							
BOOKING NUMBER: 98				Button, Steve																																					
Date In:	2014/09/15			PO Box 000																																					
Date Out:	2014/09/30			Newlands, 1234																																					
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Property</th> <th style="text-align: left;">Description</th> <th style="text-align: center;">Days</th> <th style="text-align: center;">Person\Q</th> <th style="text-align: right;">Tax</th> <th style="text-align: right;">Incl Price</th> </tr> </thead> <tbody> <tr> <td>SAMSO001</td> <td>11 Sampson Street</td> <td style="text-align: center;">1</td> <td style="text-align: center;">1</td> <td style="text-align: right;">560.00</td> <td style="text-align: right;">4560.00</td> </tr> <tr> <td colspan="4"></td> <td style="text-align: right;">Total Tax</td> <td style="text-align: right;">560.00</td> </tr> <tr> <td colspan="4"></td> <td style="text-align: right;">Total Excl Tax</td> <td style="text-align: right;">4000.00</td> </tr> <tr> <td colspan="4"></td> <td style="text-align: right;">Total Incl Tax</td> <td style="text-align: right;">4560.00</td> </tr> <tr> <td colspan="4"></td> <td style="text-align: right;">TOTAL DUE:</td> <td style="text-align: right;">4560.00</td> </tr> </tbody> </table>						Property	Description	Days	Person\Q	Tax	Incl Price	SAMSO001	11 Sampson Street	1	1	560.00	4560.00					Total Tax	560.00					Total Excl Tax	4000.00					Total Incl Tax	4560.00					TOTAL DUE:	4560.00
Property	Description	Days	Person\Q	Tax	Incl Price																																				
SAMSO001	11 Sampson Street	1	1	560.00	4560.00																																				
				Total Tax	560.00																																				
				Total Excl Tax	4000.00																																				
				Total Incl Tax	4560.00																																				
				TOTAL DUE:	4560.00																																				

➤ Letters

- In the "Letters" Tab, you can tick the check-box to "Use your own Letterhead". Enter the "Headers" for "General Rental Form" and "Confirmation of Rental" to be displayed on the Letters
- Type the message to be displayed on "Confirmation of Rental Letter"

➤ Word Documents

- Microsoft Word Documents fully integrates with Novtel. (To learn more on the subject, please register on Novtel's Forum in order to have access to the information)

➤ Document Notes

In this tab, standard document notes can be setup to display on the following documents:

- Custom Invoice
- Provisional Invoice
- Customer Invoice
- Landlord Statement

➤ Property Images

- When using a digital camera, images for the inside and outside of the property can be uploaded into Novtel

➤ Customer Statements

- As with "Invoices", there are 3 standard layouts to choose from for your "Customer Statements", and a message can be setup in order to display on "Statements"

➤ **Supplier Reports**

- Select the layout for "**Supplier Reports**"

➤ **Debit Orders**

- Novtel offers a full "**Debit Order**" System

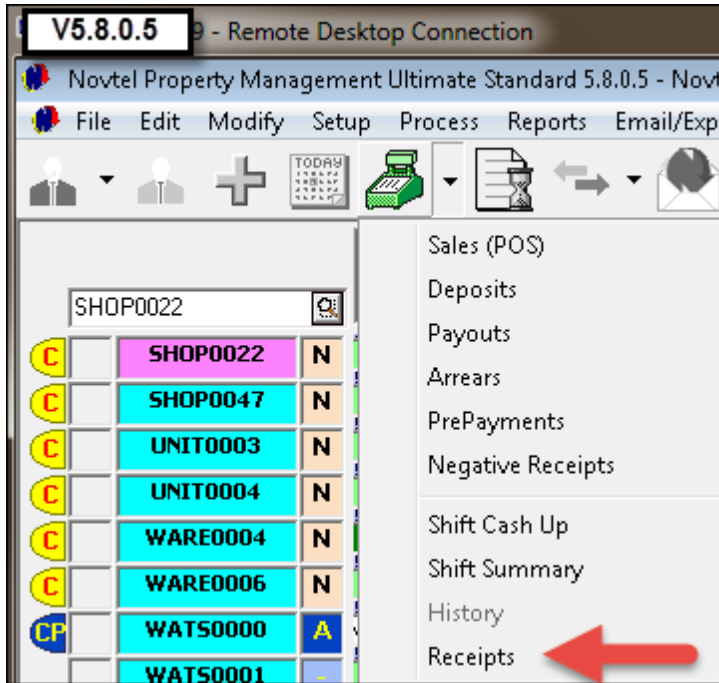
➤ **Work Orders**

- Select one of four Standard layouts for "**Work Orders**". (More information on "**Work Orders**" discussed in Step 12 - Maintenance)

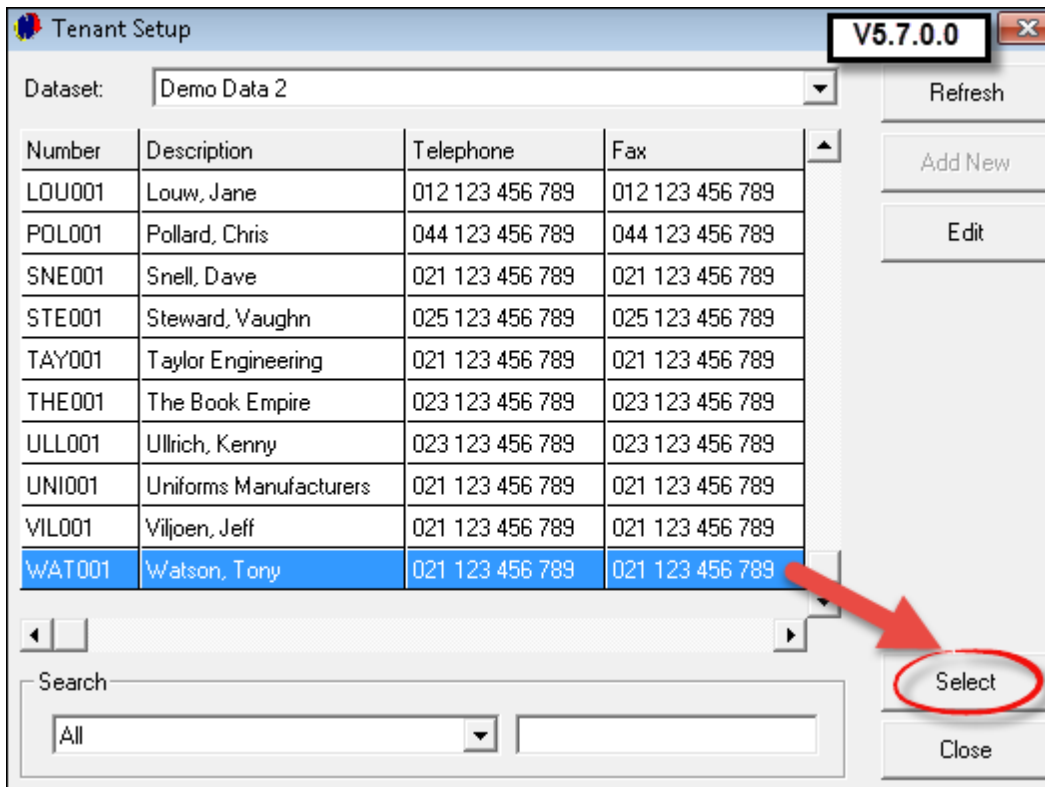
14 Step 12 - How to Receive Payments

➤ How to Receive a Deposit:

- Click on the arrow next to the POS Icon, and select "Receipts"



- Select the "Tenant" from whom the deposit is being received



➤ The system will indicate all outstanding balances for "Account Payments" as well as "Deposit Payments"

Tenant:

Balance In Pastel: 0.00

Receipt Total:

Unallocated Amount:

Account Payments
Outstanding Total
0.00

- Deposit Payments
Outstanding Total
5000.00

Description	Outstanding Amount	Allocated Amount
Contract 41 - Sealfront Drive 42 (2015/01/01 to 2015/12/31)	5000.00	0.00

Payment Date:

Payment Type:

Reference:

Dataset: Demo Data 2

Novtel: C:\Users\Louise\NovtelData\Property\NovtelPLive.mdb

Pastel: C:\Users\Louise\NovtelData\Property\NOVPLIVE

Trust: C:\Users\Louise\NovtelData\Property\NOVPLIVE

Outstanding Total: 5000.00

Allocated Total: 0.00

Unallocated Total: 0.00

V5.7.0.0

1. Enter the "**Receipt Total**" at the top of the screen
2. The amount will automatically be allocated to the "**Outstanding Deposit**" amount in the "**Deposit Payments**" field
3. Select the "**Payment Type**":
 - Cash
 - Credit Card
 - Cheque
 - Bank Transfer (Enter the Reference)
4. Click "**Accept**"

Tenant Receipts

Tenant: WAT001 Watson, Tony
Balance In Pastel: 0.00
Receipt Total: 5000.00
Unallocated Amount: 0.00

Account Payments		Outstanding Total
		0.00

- Deposit Payments		Outstanding Total
Description	Outstanding Amount	Allocated Amount
Contract 41 - Seafront Drive 42 (2015/01/01 to 2015/12/31)	0.00	5000.00

Payment Date: 2015/01/19
Payment Type: Direct Transfer
Reference: T. Watson

Dataset: Demo Data 2
Novtel: C:\Users\Louise\NovtelData\Property\NovtelPLive.mdb
Pastel: C:\Users\Louise\NovtelData\Property\NOVPLIVE
Trust: C:\Users\Louise\NovtelData\Property\NOVPLIVE

Outstanding Total	0.00
Allocated Total	5000.00
Unallocated Total	0.00

V5.7.0.0

Accept Cancel

There are now no outstanding amounts for Mr Watson

The screenshot shows the 'Tenant Receipts' window for tenant 'Watson, Tony'. The 'Balance In Pastel' is 0.00. The 'Unallocated Amount' is also 0.00. There are two sections: 'Account Payments' (green bar) and 'Deposit Payments' (blue bar), both showing an 'Outstanding Total' of 0.00 with red arrows pointing to the right. Below these is a table with columns 'Description', 'Outstanding Amount', and 'Allocated Amount', which is currently empty. At the bottom, there are fields for 'Payment Date' (2015/01/19), 'Payment Type' (Cash), and 'Reference'. A version box 'V5.7.0.0' is in the bottom left, and 'Accept' and 'Cancel' buttons are in the bottom right.

Description	Outstanding Amount	Allocated Amount

Payment Date	2015/01/19	Dataset	Demo Data 2	Outstanding Total	0.00
Payment Type	Cash	Novtel:	C:\Users\Louise\NovtelData\Property\NovtelPLive.mdb	Allocated Total	0.00
Reference :		Pastel:	C:\Users\Louise\NovtelData\Property\NOVPLIVE	Unallocated Total	0.00
		Trust:	C:\Users\Louise\NovtelData\Property\NOVPLIVE		

Account Payments are done in the exact same manner

15 Step 13 - Maintenance

Any maintenance to be done on properties can be recorded directly on the Grid. It is important to remember that maintenance can ONLY be recorded when a property's status is on "Current"

➤ Right click on the property and select "Record Maintenance"

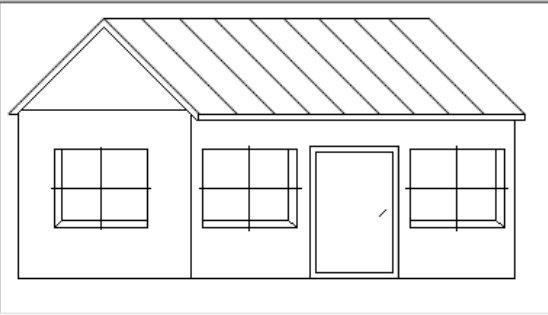
The screenshot shows the Novtel Property Management 5.6.0.7 interface. The main window displays a grid of properties with columns for dates from 08 Sep 2014 to 25 Sep 2014. The properties listed include BEACO608, BEACO719, CARRP001, GREYS001, HARRY001, MARIT001, MIMOS001, MOUNT017, PARKS001, SAMS001, SEAFR002, SEAFR000, SHOP022, SUNSE001, SUNSE002, and THEBL001. A context menu is open over the 'MOUNT017' property, showing options: View Details <F5>, Edit Contract, Restaurant and Diet, Documents, Status, Record Maintenance, and Print Snag List. A red star icon is next to the property name, and a red arrow points to the 'Record Maintenance' option in the menu.

- On the diagram of the house, click on the part of the house where maintenance is needed (Roof / Bathroom / Kitchen, etc)

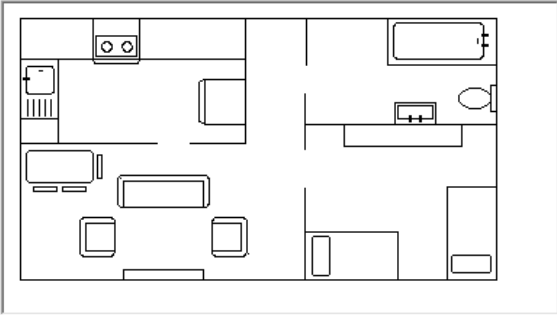
Record Property Maintenance

Maintenance Description
Property : SAMS0001 - 11 Sampson Street
Tenant : BUT001 - Button, Steve

Outside



Inside



Recorded Maintenance **Works Order Created** **Repaired Maintenance** **Repaired and Billed**

No	Date	Tenant	Reservation	Maintenance Item	Maintenance Type	Category	Importance	Locatio
----	------	--------	-------------	------------------	------------------	----------	------------	---------

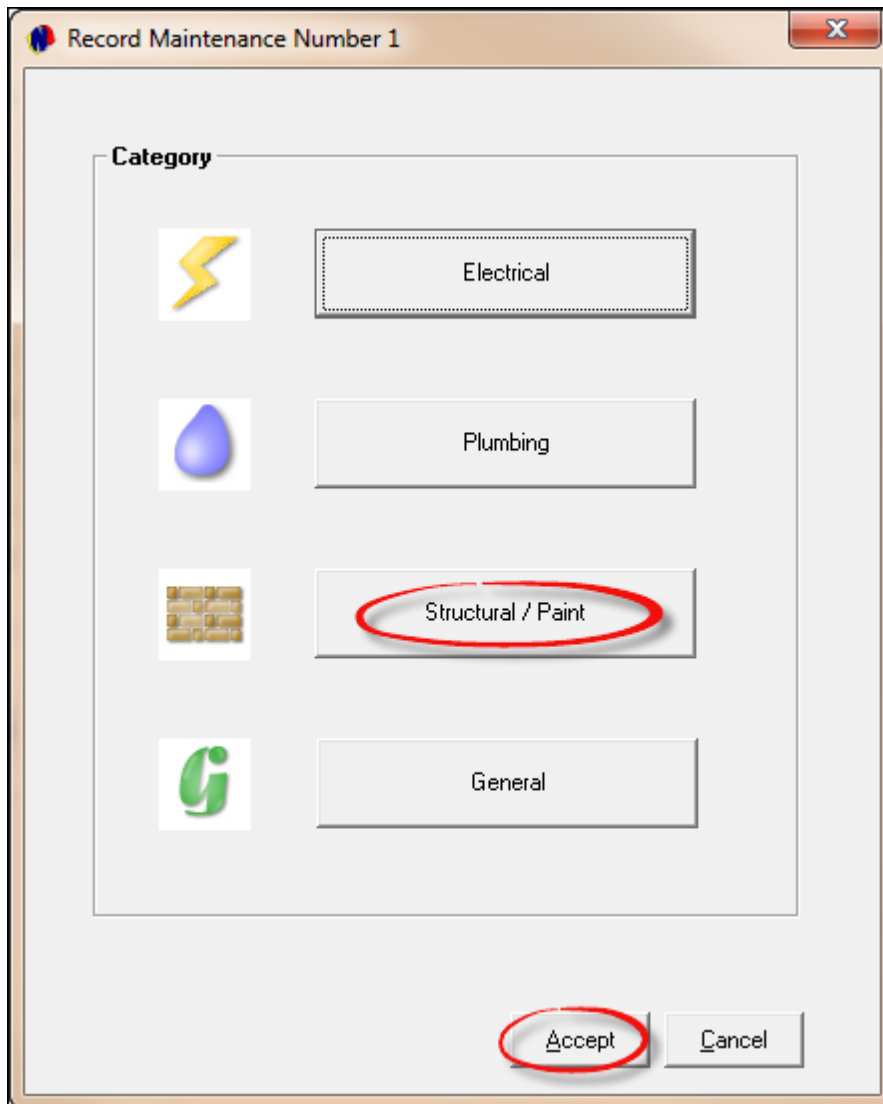
View Options

- All
- Recorded
- Works Order
- Repaired
- Repaired and Billed

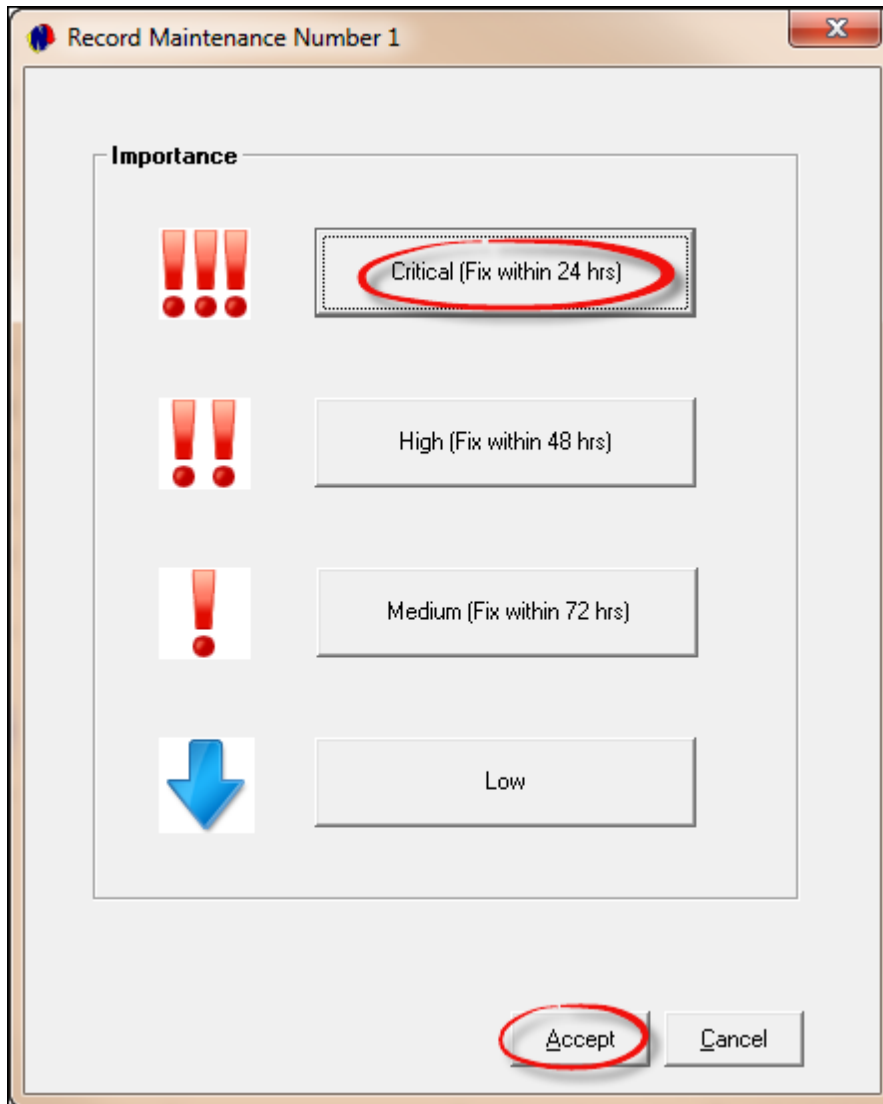
Snag List & Maintenance
Work Order Document

Edit Damage Delete Damage Change Billable Booking Send Maintenance Notifications Send Works Order Notifications Close

- We will record maintenance on the roof, therefore the category for maintenance will be "**Structural**". Click "**Accept**"



- Click on the Importance Level for the maintenance, and click "**Accept**"



- Select the "**Method of Billing**"
 - Direct Method (Select if the work will be done by "Internal" personnel, and no quotes are needed)
 - Works Order Method (Awaiting 5 quotes by "External" Service Providers for the repairs)
- Select the "**Maintenance Item**" by clicking on the magnifying glass and double click on the item to select it (In this case for the demo - the roof). Creating the Maintenance Items are done in "**Edit - Maintenance Item**"
- Enter the "**Maintenance Type**". (In this case for the demo - "**Repaired**"). Creating the Maintenance Type is done in "**Edit - Maintenance Type**"
- Select the "**Applicable Rate**". (In this case MAI001 - Maintenance)
- Enter the "**Location**" by clicking on the magnifying glass and double click on the "**Location**" to select it (Setup done in "**Edit - Maintenance - Location**")
 - "Location 1" can refer to - in the case of a block of flats - First Floor, Number 7
 - "Location 2" could be Air-con: Serial number 222555888

- Select the "**Amount**" for the maintenance (This will be the amount quoted by the contractor doing the maintenance, when the quote is accepted). In the "**Detailed Description**" field, enter what needs to be done (For Example: Loose Tiles must be fixed; broken tiles replaced, and the area must be sealed to prevent a leak when it rains)

Record Maintenance Number 1

Reservation Number 98
Tenant Button, Steve
Property Code SAMS0001
Property Description 11 Sampson Street

Method of Billing
 Direct Method **1** Works Order Method

Maintenance Item* Roof **2** 🔍
Maintenance Type* Repair **3** 🔍
Applicable Rate* MAI001 Maintenance 0.00 **4** 🔍
Location 1: Residential Home **5** 🔍
Location 2: 🔍
Amount 0.00
Date Recorded 8 September 2014 09:48:20 AM
Detailed Description* Roof Tiles are loose. Repair and seal in order to fix the leak. **6**
To Be Billed

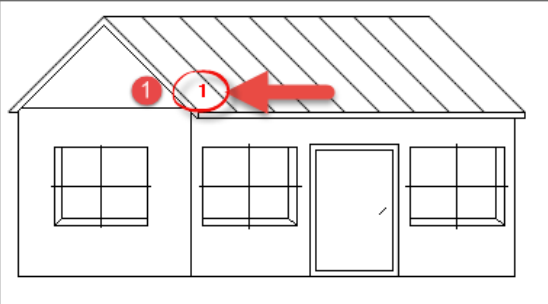
7 Accept Cancel

- "To be Billed" will be inaccessible if you have chosen "Work Order Method"
- Click "Accept". On the Roof you can see a number - that number represents the maintenance in numeric form done on the property
- The color for "Maintenance Details" are the same as the "Recorded Maintenance" Tab
- Now select "Work Order Document"

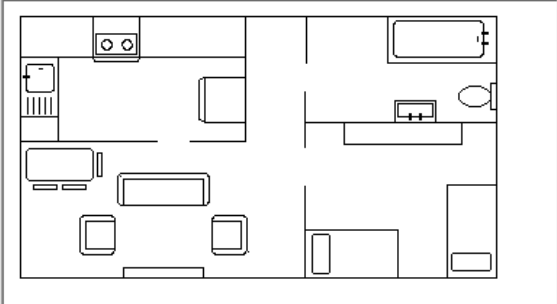
Record Property Maintenance

Maintenance Description
 Property : SAMS0001 - 11 Sampson Street
 Tenant : BUT001 - Button, Steve

Outside



Inside



2 Recorded Maintenance Works Order Created Repaired Maintenance Repaired and Billed

No	Date	Tenant	Reservation	Maintenance Item	Maintenance Type	Category	Importance	Locatio
3	1 2014/09/08	Button, Steve	98	Roof	Repair	Structural	Critical	Resider

View Options
 All
 Recorded
 Works Order
 Repaired
 Repaired and Billed


Snag List & Maintenance
 4 Work Order Document

Edit Damage Delete Damage Change Billable Booking Send Maintenance Notifications Send Works Order Notifications Close


- Click on the magnifying glass to select the **"Supplier Code"** (The contractor that will do the maintenance). The **"Due Date"** will automatically be inserted, since we have selected the **"Importance"** tab to **"Fix within 24 hours"**
- Enter the **"Quoted amount for repairs"**, and click on **"Record Work Order"**

Record Maintenance Work Order

Property Code : SAMS0001
Description : 11 Sampson Street

Supplier Code  Jake's Home Repairs

One by one Multiple Due Date:

No	Maintenance Part	Type of Maintenance	WO Type	Category	Importance	Loc
1	Roof	Repair	Maintenance	Structural	Critical	Res
						

Quoted Amount For Repairs*

Works Orders Details:

All WO (0) Active WO (0) Historic WO (0)

Date	WO Num	Supplier	Cost Total	WO Type	Supplier Inv No.	PN Num	Ren

Total Costs on all Work Orders:

- See how the "Work Order" has been processed and is now "Active". Click "Close" to exit this window.

Record Maintenance Work Order

Property Code : SAMS001
Description : 11 Sampson Street

Supplier Code

One by one Multiple Due Date: 2014/09/09

No	Maintenance Part	Type of Maintenance	WO Type	Category	Importance	Loc

Quoted Amount For Repairs*

Works Orders Details:

All WO (1) **1 Active WO (1)** Historic WO (0)

Date	WO Num	Supplier	Cost Total	WO Type	Supplier Inv No.	PN Num	Ren
2014/09/08	1	JAK001	6000.00	Maintenance	←		

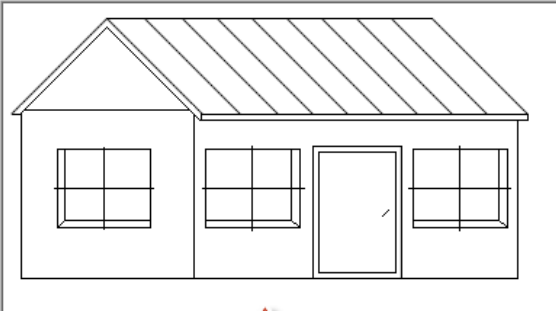
Total Costs on all Work Orders:

- Notice how the color of the maintenance has changed to the color of the "Works Order Created" Tab. Click on "Send Work Order Notifications" to alert the "Building Manager" of the "Work Order"
- When all maintenance to be done are created, click on "Close"

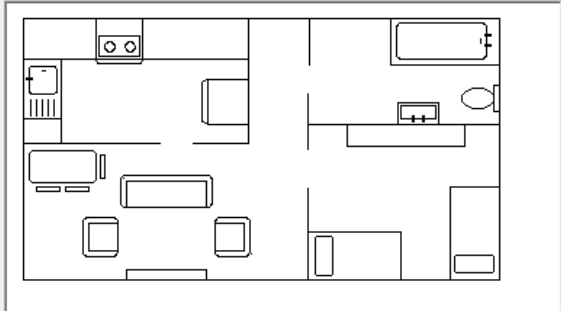
Record Property Maintenance

Maintenance Description
 Property : SAMS0001 - 11 Sampson Street
 Tenant : BUT001 - Button, Steve

Outside



Inside



Recorded Maintenance Works Order Created Repaired Maintenance Repaired and Billed

No	Date	Tenant	Reservation	Maintenance Item	Maintenance Type	Category	Importance	Locatio
1	2014/09/08	Button, Steve	98	Roof	Repair	Structural	Critical	Resider

View Options
 All
 Recorded
 Works Order
 Repaired
 Repaired and Billed

Snag List & Maintenance
 Work Order Document

Edit Damage Delete Damage Change Billable Booking Send Maintenance Notifications Send Works Order Notifications Close

16 Step 14 - Reports

There are 81 "**Reports**" in total in Novtel Property Management. Please have a look in the main menu under "**Reports**" for the full spectrum of options. Due to the vast variety of reports, we will only show you a few:

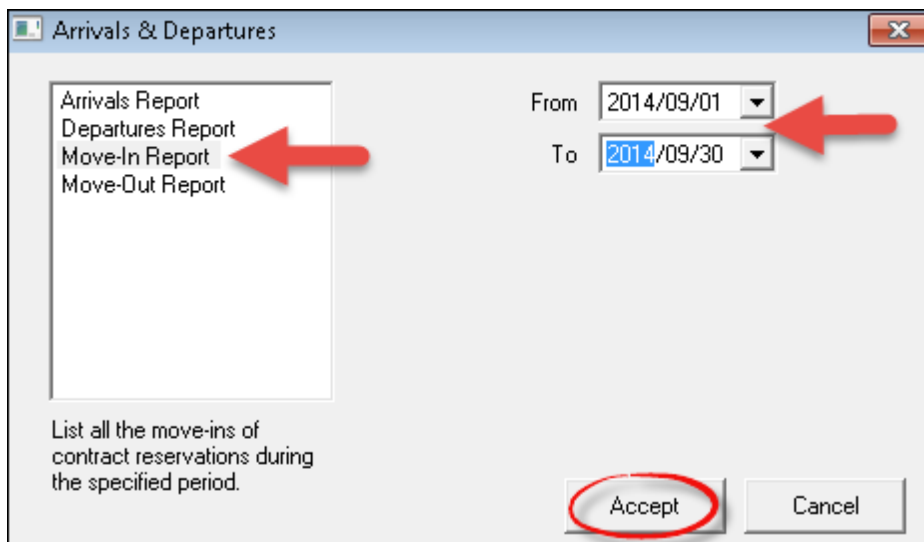
➤ Arrivals and Departures

There are different options to choose from in this main screen:

- Arrivals Report
- Departures Report
- Move-In Report
- Move Out Report

We will use the "**Move-In Report**" option to demonstrate how all four of them basically works:

- Select the dates for the report to be viewed - in this case we have selected the month of September
- Click "**Accept**" to display the report in a HTML Format
- If you need to print the report, click on "**File - Print**"



MOVE-OUT DATE	DURATION	CONTRACT NUM	TENANT	PROPERTY NUMBER
01 September 2014	10	12	Erasmus, Erica	BLUED007
21 September 2014	21	13	Heyts, Jim	BLUED009
15 September 2014	16	24	David, Chariselle	SEAF042
30 September 2014	16	25	David, Chariselle	SEAF042
14 March 2015	181	26	David, Chariselle	SEAF042
14 September 2015	365	29	Du Randt, JJ	MIMO052
14 September 2015	365	29	Andrew, Shawn	MOUN017
14 September 2015	365	30	Andrew, Shawn	MOUN017
19 September 2014	30 September 2014	12	Fourie, David	SEAF042

➤ Utilization Report

This report will show percentage wise, how well the properties are utilized for the date range selected

- In the "Properties" field, select "All Properties"
- Click "Accept"
- To print the report, click on "File - Print"

Utilization Report

From 2014/09/01 to 2014/09/30
 08:00:00 AM 08:00:00 AM

Properties
 All Properties
 Selected

Categories
 All Categories
 Selected

Code	Description
<input checked="" type="checkbox"/> BEAC...	Beacon Island Holiday Flats Nr 608
<input checked="" type="checkbox"/> BEAC...	Beacon Island Holiday Flats Nr 719
<input checked="" type="checkbox"/> CARR...	Carr Place, Shop 7
<input checked="" type="checkbox"/> GREY...	44 Grey Street
<input checked="" type="checkbox"/> HAR...	Harry Circle
<input checked="" type="checkbox"/> MARI...	Maritz Building, Shop 4
<input checked="" type="checkbox"/> MIMO...	32 Mimosa Ave
<input checked="" type="checkbox"/> MOU...	Mountain Road 17

Accept Cancel

Utilization Report

From 2014/09/01 To 2014/09/30 (29 Days)

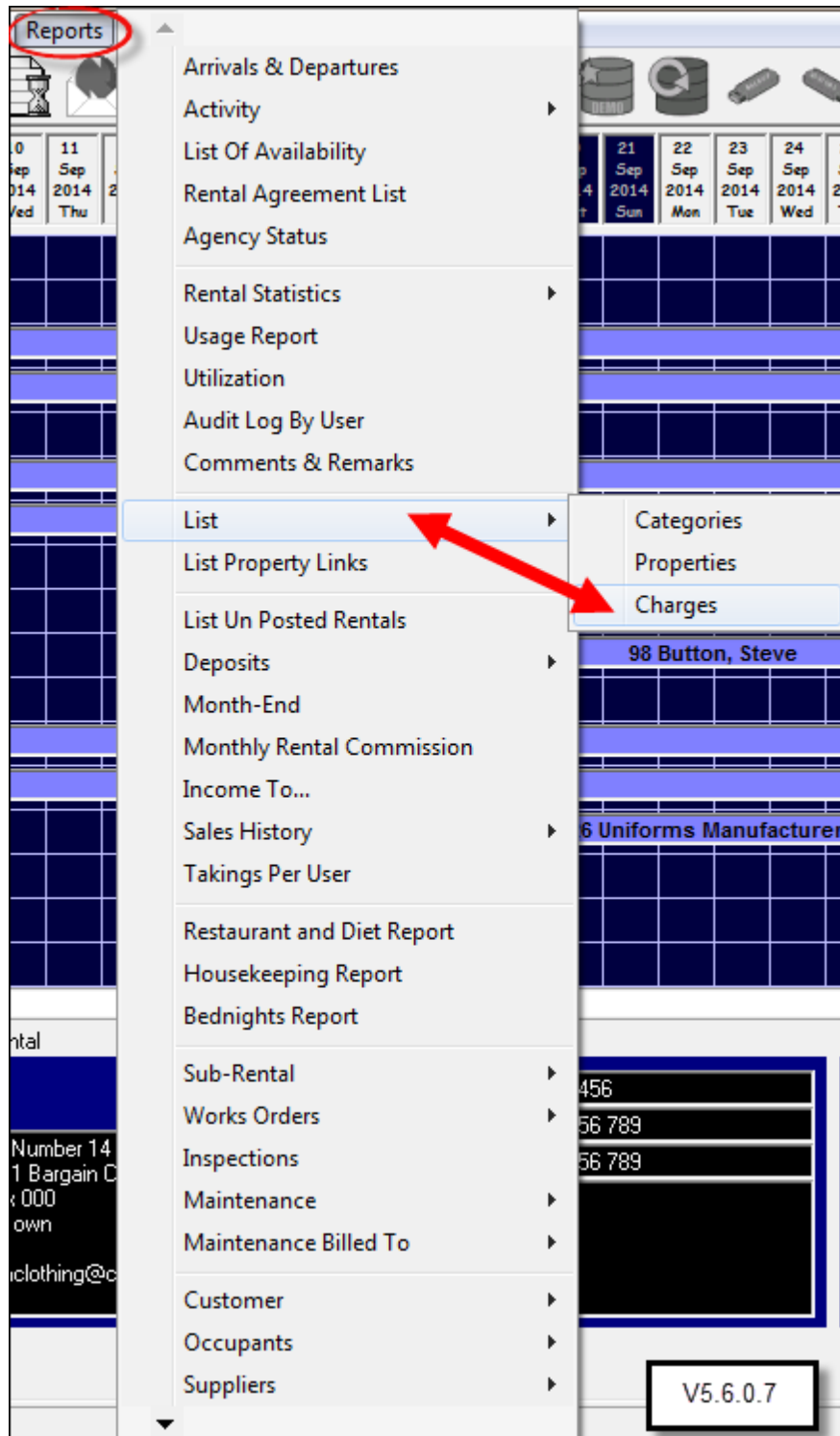
PRINTED DATE: 05 SEPTEMBER 2014 TIME: 02:39:47 PM

NOVTEL PROPERTY

PROPERTY CODE	PROPERTY DESCRIPTION	DURATION	UTILIZATION PERCENTAGE
BEAC008	Beacon Island Holiday Flats Nr 608	0	0.00 %
BEAC019	Beacon Island Holiday Flats Nr 719	0	0.00 %
CARRP001	Carr Place, Shop 7	29	100.00 %
GREYS001	44 Grey Street	29	100.00 %
HARRY001	Harry Circle	0	0.00 %
MARIT001	Maritz Building, Shop 4	29	100.00 %
MIMOS001	32 Mimosa Ave	29	100.00 %
MOUNT017	Mountain Road 17	15	51.72 %
PARKS001	43 Park Street	0	0.00 %
SAMSO001	11 Sampson Street	15	51.72 %
SEAFR002	42 Seafront Drive	0	0.00 %
SEAFRO00	40 Seafront Drive	29	100.00 %
SHOP022	Shop 22 Marula Street	29	100.00 %
SUNSE001	55 Sunset Crescent, Unit 3	15	51.72 %
SUNSE002	55 Sunset Crescent, Unit 4	0	0.00 %
THEBL001	The Blue Dolphin Holiday Flats 7	0	0.00 %
THEHO001	The Hope Industrial Complex 2	0	0.00 %

➤ List Charges

- In order to list the company's charges on one report, click on "**Reports - List - Charges**"
- Either select "**All Charges**" to display every charge created, or "**Selected Charges**". When you choose the latter option, select the specific charges to be viewed, by ticking the check-boxes next to it, and click "**Accept**"



List Charges

Display On Report

All Charges

Selected Charges

Show User Defined Fields

Code	Description
<input type="checkbox"/> ADM001	Admin
<input type="checkbox"/> CLE001	Cleaning Before Occupancy
<input type="checkbox"/> CLE002	Cleaning After Occupancy
<input type="checkbox"/> COM001	Commission
<input type="checkbox"/> CON001	Contract Fee
<input type="checkbox"/> DAM001	Damage
<input type="checkbox"/> DST001	DSTV per Month

Accept **Cancel**

List Charges

PRINTED DATE: 08 September 2014 TIME: 08:16:42 AM

NOVEL PROPERTY

CODE	DESCRIPTION	RATE	ALLOW TAX
ADM001	Admin	150.00	YES
CLE001	Cleaning Before Occupancy	150.00	YES
CLE002	Cleaning After Occupancy	150.00	YES
COM001	Commission	0.00	YES
CON001	Contract Fee	600.00	YES
DAM001	Damage	0.00	YES
DST001	DSTV per Month	600.00	YES
DST002	DSTV per Day	50.00	YES
LOW001	Low Season	400.00	YES
MID001	Mid Season	600.00	YES
MUN001	Municipal Charges	500.00	YES
TEST01	test season	200.00	YES

NUMBER OF CHARGES : 12

➤ Supplier List

To print a complete list of all the "Suppliers", click on "Reports - Suppliers - List All"

LIST ALL SUPPLIERS					
Date and Time Report printed : 2014/09/08 08:26:59 AM					
Novtel Property					
Number	Description	Tel	Cell	Fax	Email
ANT001	Anton's Painters				
BLA001	Black, Vernon	077 123 456 789	077 123 456 789	077 123 456 789	vblack@hotmail.com
CAR001	Stan Carr	086 123 456 789	086 123 456 789	086 123 456 789	scarr@telkomsa.net
ESP001	Werner Espin	078 123 456 789	078 123 456 789	078 123 456 789	werner.e@telkomsa.net
FRA001	Douglas Franklin	082 123 456 789	082 123 456 789	082 123 456 789	dougfranklin@hotmail.com
FRE001	Fred's Electrical	083 123 456 789	083 123 456 789	083 123 456 789	fred@electrical.co.za
GAR001	Garden Services	0812 123 456 789	0812 123 456 789	0812 123 456 789	garden@services.co.za
JAK001	Jake's Home Repairs	083 123 456 789	083 123 456 789	083 123 456 789	jake@repairs.co.za
LAN001	Robert Lang	088 123 456 789	088 123 456 789	088 123 456 789	robertlang@gmail.com
MAL001	James Malan	077 123 456 789	077 123 456 789	077 123 456 789	jamesmalan@gmail.com
MAR001	Ken Marshall	071 123 456 789	071 123 456 789	071 123 456 789	kenmar@telkomsa.net
NOV001	Novtel Property	0861 66 88 35	0861 66 88 35	0861 66 88 35	info@novtel.com
PET001	Pete's Plumbing	082 123456789	082 123456789	082 123456789	pete@plumbing.co.za
RAD001	Jake Rademan	083 123 456 789	083 123 456 789	083 123 456 789	jake@gmail.com
UPT001	Luke Upton	077 123 456 789	077 123 456 789	077 123 456 789	lupton@gmail.com

➤ Contract Income to Report

In order to print an "Income Projection" Report, click on "Reports - Income To..."

- Select the dates for the Report, and then the "Sort Order" (Either "Rental Number" or "Status")
- Now, click either "Select All" or "Select Specified" (This refers to the statuses of the bookings to be viewed - tick the check-box next to the status to be viewed if you chose "Select Specified")
- Click "Accept" to display the report in HTML Format

INCOME PROJECTION					
Date and Time Report printed : 2014/09/08 08:48:11 AM					
Report for the period 1 September 2014 to 30 September 2014					
Novtel Property					
Res	Tenant	Arrival Date	Departure Date	Status	Total
2	AND001 - Andrews, Shawn	01/09/2014	30/09/2014	Cancelled	R 4 560.00
14	BAR001 - Bargain Clothing	01/09/2014	30/09/2014	Reserved	R 6 000.00
26	UNI001 - Uniforms Manufacturers	15/09/2014	30/09/2014	Reserved	R 7 000.00
50	VIL001 - Viljoen, Jeff	01/09/2014	30/09/2014	Reserved	R 7 000.00
62	CON001 - Constantia Art And Craft Suppliers	01/09/2014	30/09/2014	Reserved	R 4 500.00
86	DUR001 - Du Randt, JJ	01/09/2014	30/09/2014	Reserved	R 4 500.00
98	BUT001 - Button, Steve	15/09/2014	30/09/2014	Reserved	R 4 560.00
111	JAN001 - Jane's Pharmacy	01/09/2014	30/09/2014	Reserved	R 6 000.00
135	DUV001 - Duvet and Pillow Manufacturers	01/09/2014	30/09/2014	Reserved	R 8 000.00
					R 52 120.00

This concludes the manual for Novtel Property Management Free Version. For more information, please register on Novtel's Forum at <http://www.novtel.com/forum/index.php>



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Our Sage Pastel integrating software include products for:

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- Point of Sale: Restaurant*
- Gate / Facility Access Control*

* Can also be used as stand-alone applications

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