

Owner Help File

This Help File will go through everything to do with an Owner (see the Property and Tenant Help Files for information on them).

Owner List

The Owner list screen does more than just show the list of owners. First click on Owner: (Left hand side menu). You will have the choice of the following:

- Current Owners
- Archived Owners
- Add Owner
- Owner Reports
- Custom Views

Click on Current Owners. This will open the Owner List and you can see the following:

Top of the screen: The number of owners in the list are totalled for you, plus the total of all the owner balances from the balance column.

Balance: The right hand side column is the Owner balances column, it shows the total balance for each owner (for all of their properties). NB: If any money is being held or on keep back, it is included in this total.

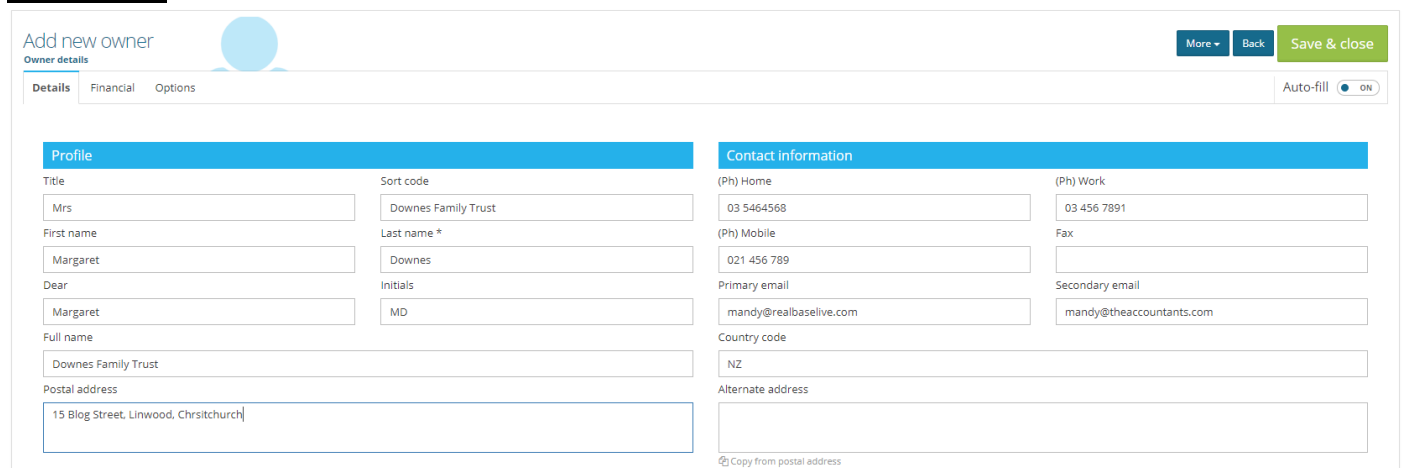
Column Headings: Click on any of the column headings and you can change the sort order of your screen. i.e Click on the sort code heading and the list will sort from z-a instead of a-z.

Entering a new Owner into Palace

First you set up the owner, then the property and then the tenant.

- Click on the Owner (Left hand side menu)
- Click on Add Owner

Details Tab:



- Enter in the Owner's name and contact details –
 - If a company, partnership or Family Trust type that into the Full Name area. (Turn off autofill, top right hand side if entering in a company etc).
 - If more than one surname for the owners you will need to correct the Full Name and Sort Code to read correctly
- **Sort Code:** This should autofill, and is used for the search functions. Normally you would put in the surname but in the case of a Company etc, you would put in the Company Name
- **Alternative Name and Address and Secondary Email:** This is used if the Owner has requested a copy of the statement (only) to be sent to someone else e.g. their accountant
NOTE: If you use this you must turn on "Include Alternative Address" under the statement area on the Financial tab (see below)

Financial Tab

The majority of these fields will auto-populate based on the choices made in the Settings area:

The screenshot shows the 'Financial' tab of the 'Add new owner' form. It contains the following sections and fields:

- Statements:**
 - Statement media: Email
 - Statement type: Details B (Portrait)
 - Next statement number: 1
 - Statement message: (empty text area)
 - Include alternate address: NO
 - Hide bank account number on statements: NO
- System bank:**
 - System bank account: Great Views Trust Account (St George)
- Payment setup:**
 - Payment type: Direct Credit
 - Frequency: Month
- Subscription media:**
 - Subscription media: None

- **Statement Media:** how they would like to receive their monthly Statement e.g. Email (This will show your company default setting - Usually you would not change it)
- **Statement Type:** This will show your company default one - Usually you would not change it however you can change it here for just this one owner if they want a different version to the default one
- **Next Statement Number:** This is an automatic fill field and will count up each statement that is generated for the Owner. *NOTE: The default is statement number 1, and this assumes that a statement will be produced at the end of the current month. You can set it to 0 if no statement will be produced in the current month, so that the first statement next month will be number 1.* Otherwise do not change.
- **Copies:** Normally set as 1 (You do not need to set it to 2 even if you are sending to an alternative address)
- **Statement Message:** You can type a note to the Owner here and it will show on their Monthly statement. You must remember to delete it after the month end otherwise it will keep showing month after month. This is a good place to give an owner a reason if the account has been placed on Hold.
- **System Bank:** This is your company bank account and should not be changed.
- **Payment Setup:** Select the payment type from the drop down box. Your default will be showing
Note: If you select HOLD, this will put all the Owner money on hold, they will not receive any payment at all. If you do choose to put an owner on hold, put a comment in the Statement message area, this will then show on the Owners Statement as well as the Owner Held Report. The exception is owners with Holiday properties - these owners should ALWAYS be set to Hold. (Please see the Holiday procedure help file for more information).
- **Payment Frequency:** Select from drop down box
Note: If you pay the Owner twice a month, choose Half Monthly as the frequency. The frequency setting allows you to filter groups of owners for generating payments - it does not automatically process payments.
- **Subscription Media:** How does the owner want to get normal communication, newsletters etc.

Options Tab:

The screenshot shows the 'Options' tab of the 'Add new owner' form. It contains the following sections and fields:

- Dates:**
 - Start date: 16-01-2018
 - End date: (empty)
- Options:**
 - Property manager: System 0
 - User code: (empty)
 - Internal Code: (empty)
 - Mail merge inclusion: YES
 - Split payment: NO
 - GST exempt: NO
 - Prospect: NO
- Notes:** (empty text area)
- Company information (optional):**
 - Is a business: NO
 - Business type: (empty)
 - GST number: (empty)
 - Company description: (empty)
- Insurance information:**
 - Company: (empty)
 - Excess (\$): \$ 0.00
- Custom fields:**
 - Newsletter: (empty)
 - Sample 6: (empty)
 - Sample 7: (empty)
 - Sample 8: (empty)

- **Start Dates and End Dates:** The date the Owner agreement starts is the Start Date. The Owner End Date is used if the owner is going to give you the management for a set period of time. (See also Owner Reports -

Owner Expiry for a list of these). Alternatively you can leave the end date blank and simply set up a reminder in the owner diary that the management is due to expire

- **Property Manager:** This is the Primary Property Manager for the property. It will default to the person entering in the data, so if this is not you, then click on the drop down box and select the Property Manager.
- **User Code:** This will auto fill and is for internal use but you can over type if you wish
- **Mail Merge Inclusion** - This means that this owner will be included if you do a mass mail-out to your Owners. You can set this to No if you wish.
- **Split Payment:** If your owner has more than one property paying into one bank account, turning this on means each property's payment will show separately on his Bank Statement
- **GST Exempt.** It seems that some overseas owners are exempt from GST BUT PLEASE check with your accountant first before using this. This will stop Palace from charging it to the owner
- **Prospect:** If the owner is not a full management yet, then you can tick Prospect and this will allow you to do a mail-merge out to just the prospects (prospecting database function).
- **Notes:** You can put comments here that will appear on the Hold Report.
- **Company Information:** If the Owner is a Company or owns a commercial building then you may want to store extra information in this area
- **Insurance Information:** Information that may be on your Management Agreement
- **Custom Fields:** These fields are set in the System Set Up area, they are extra fields for your use to collect information that we do not currently have a field for.
- Click Save & Close when finished. - If you set the Owner up as a Direct Credit, it will now automatically prompt you to enter in a bank account.

Setting up Owner Bank accounts

Palace is unique in that it handles multiple bank accounts for owners very well. You can set up as many bank accounts against an individual owner as you like. This allows an owner to be entered into Palace only once, even if he has multiple properties with separate (or multiple) bank accounts e.g an owner with 12 properties can have 12 different bank accounts with each account assigned to a separate property. In addition, one property can have payments made to more than one bank account.

NZ Users only: The system bank account (Company Bank Account) controls this area. So whatever bank your company banks with is relevant to the information required here. Each bank requires certain information to order to allow a bank file to upload to the bank. You must follow the required number of characters when entering in a bank account, the system will not allow you to save an incorrect bank number.

Australian users: The BSB number will auto-format to 6 numbers. There are no bank account number restrictions.

Adding A Bank Account

- If you have just entered an Owner, and selected Direct Credit, then Palace will take you to the Bank Account area automatically to enter in the relevant account number(s).
- Alternatively, find the Owner, click on the Drop Down box on the right hand side and Select Bank Account
- Click on Create New

OWNER > Bank Account

Bank Account List				
Bank Name	Bank Branch	Account Name	Account Number	
National	Henderson	Abbott J	030531003634400	Edit
TEST	TEST	test	030531003634401	Edit

Create New Cancel Save changes

Account details

Bank name: Branch name:

Account number:

Account name: Client number:

Other party details

Other party particular: Other party code: Other party reference:

Account Number Guide
Bank (2)/ Branch (4)/ Account (7)/ Suffix (2)

- Palace will give you the number of characters expected in each part of the bank account number based on the bank that has been entered against the Company Bank Account number (NZ Users)
- Enter in the Bank Name (required), Enter in the bank Branch name (if you know it)
- Enter in the Account Number: Straight through no gaps, dashes, hyphens, spaces etc
- Enter in the Account Name (required)
- Client Number: Not generally required (may be needed for BPay)
- The next part is the details that will show on the Owners bank statement. Usually you would just put the name of your company under Other Party Particulars (although the bank statement will show that the payment came from your company anyway so you can leave this blank if you wish)
NOTE: If the owner has multiple properties linked to the one bank account record, and the split payment option has been ticked, Palace will insert the property address in these details.
- Click Save changes
- If the owner has more than one Bank Account, Click on Create New again and enter in the next one. Keep repeating the steps until you have entered all relevant bank accounts
- When finished click on Save Changes

Options available by clicking on the drop down arrow by the Edit button

There are extra functions available for each owner and these are found by highlighting a particular Owner and clicking on the drop down button on the right hand side.

Edit: Allows you to edit and change owner information.

Edit Alert: This allows you to enter information that will pop up when you highlight this owner, handy for anything you need to always know e.g Owner is Deaf.

Add New Property: When you click here a new property screen will come up ready for entering. This is our preferred way of entering a new property. For information on entering a property into Palace, see the Property Help File

Archived Properties: This shows you a list of all archived properties, it will only show the archived properties belonging to that owner.

Bank Accounts: Add, Edit or remove owner bank account details. Detailed instructions are above

Diary: The owner diary is available here, this is the Owner diary but you can view the Property and Tenant diary from here as well. See the Diary help file for more details.

Street Map: A direct link to Google Maps will display a map showing the owner's address.

Email: Send an email directly from Palace, it will bring up the Palace email template and save it in the diary.

SMS: This is the ability to an SMS Text directly to the Owner.

Archive: Once you have finished with an Owner and the Property, you can archive them. You must archive the tenant first, then the property, then the owner. You cannot archive if they have had transactions in the current month, or if an owner or property has a non-zero balance (negative or positive).

Reports: These reports relate directly to this individual Owner. All available reports are listed here. It will take you to a new screen.

NB: If you want reports for all the owners as a group use the Owner Reports selection under Owners on the main menu.

Owner Diary Entries: A list of all owner diary entries are included this report.

Owner GST Report: shows a list of all transactions, details and the GST amounts with a total of GST at the bottom. You choose the date range for the report.

Owner Property List: A list of all the properties that this Owner has managed by you, shows the address, current rent, tenant name and start of tenancy.

Owner Transactions: A complete record of all transactions, receipts, payments and charges that can be viewed by date range.

Owner Work Orders: Brings up a list of works orders for this Owner. You can choose by date range and view either completed or open work orders.

Owner statement: You can view the current month statement here. In this area you can also view the other statement types to see what they look like. (Changing a type here will not change anything permanently) - See appendix for examples of the statements.

Owner Year End Summary: You would usually run/print this at the end of a financial year, it gives a breakdown of all the receipts and expenses over the year. It is date selected so you can go back to a previous year. To run a "Year End Summary" for all owners - go to the Owner Reports Area.

View Change Log: You can view any changes made to this particular owners records.

Communication with an Owner

You can communicate with your Owner through Palace by email, SMS or letter. These functions are all found in the Diary area.

To access the diary, click on the required Owner, drop down the option list from edit and click on diary. (You can do this in the Property Diary as well, it depends on how the letter was originally set up) See the Diary Help File for more detailed information.


Instructions - Sending an Owner a letter

- Highlight Owner, click on drop down and select Diary
- Click on the + next to Correspondence if you want to print and send a letter OR send it as an email attachment. (You can also send correspondence from the email area, this will put the letter into the body of the email instead of as an attachment)
- Type a description in the description space (this will show in the diary so be specific).
- Group: Select group if relevant (see full diary help file for an explanation on groups)
- Primary User: This is the name that will appear on the bottom of the letter if user fields have been setup in the template.
- Template: Click on the drop down arrow and select the required letter from the list
- Click on +Generate. The merged letter will now appear on the screen.
- You can make changes to the letter here (These will only change in this letter, not on the template)
- To print, click on file and choose the print icon.
- To download and save a copy click on More and select Export to pdf
- Save & Close, this takes you back to the diary and click on back. This letter is now saved in the diary for easy access.

Emailing an Owner

We recommend sending your emails from within Palace because the email is then saved permanently in the Palace diary and the reply comes directly into Palace as well (as long as you have the Domain Name set up)

In the Owners list, Highlight the Owner and click on the drop down box (you can either select Email from the list or go into Diary and click on Email)

Email - Compose Draft 

[More](#) [Discard](#) [Send](#)

Email details

To Cc/Bcc

Greg Ball (Owner)
mandy@realbaselive.com
Richard Bell (Tenancy)
jaymienakesha@live.com

Regards

Attachments Template

[+ Add File](#) Fast Connect Application In and Out [+ Merge](#)

Options

From (System)

Group

Follow up date

Send copy to user NO YES

Show in portal NO YES

Include print YES NO

- If you have set a User signature in the User area, this will immediately show. Changing the Person in the "From" at top right will switch the signature to match the selected agent.
- Fill in the top as required. Owner's email address will not automatically show but if one has been entered in the edit screen it will once you have clicked on the empty to box.
- Type your message in the white area, or you can use a set template from the Template area - Drop down the arrow besides the Templates, choose the letter you want. Click +Merge. The merged template will now show, make changes if necessary then click send.
- Clicking on the more button will give you the option to Save a draft of your email or print a copy

Receiving money from an Owner

Occasionally a large expense occurs and the Owner will forward the money to your bank account to pay for it. To show the transaction correctly in Palace, you need to receipt the money into the Owner.

Instructions -

- Go to Financial and click on the then choose Transactions (Left hand side menu)
- Click on the drop down arrow on the left hand side
- Click on "Receipt Owner"
- Find the Property where the funds are to go or you can use the owner or the user code
- Fill in the details, making sure you write comments on what it is for
- Click Confirm when finished and then click Process

Note: If this money was to pay an invoice, you might want to put the Owner on hold or at least put on keep back to make sure you don't pay this money back out to the Owner again.

Putting a Keep back on the Property.

By using keep back instead of hold, you can opt to keep back a certain amount of money rather than not paying the owner any funds at all. You do this in the Property Edit Screen. Put in the amount and put a detailed reason.

Paying an Owner

Sometimes an Owner may require a payout outside the normal scheduled time. In this case you would need to do a single Owner Payment transaction. For instructions on how to Generate a full Owner payout for all Owners - see the Transaction Help File

Instructions - Single owner Payment

- Go to Financial and click on the then choose Transactions (Left hand side menu)
- Click on left hand side - drop down menu
- Select "Payment - Owner" and click on Generate

- Find the property, or Owner (Has to be against a property)
NOTE: If you wish to pay out an Owner with more than one property, then follow the instructions in the transaction manual about generating a Bulk Owner payment and untick all Owners and their properties except for the ones that you want.
- There will be a balance showing on the screen unless the owner is on Hold or the property has a keep back amount more than the property balance. The default amount is the amount of money the property is currently holding and the amount you can safely pay out to the Owner. You can override it to put in a smaller amount, however if you type in a larger amount you will be overdrawing the Owner and this could potentially overdraw your Trust Account.
- Check all the details are filled in and click Confirm (Top Right hand side), click Process
- If the owner was set up for Direct Credit - Click on "online file"
- Print the Direct Credit Schedule or your records
- Click on Generate and save the file by clicking download, call it Owner.csv
- Remember to upload the file to the bank.

Owner Statement Message

There is an area in the Owner edit screen, where you can type messages to the Owner, these messages get printed on the Owners statement. It is an ideal way to get something important across to your owners. Please note that these messages are printed in addition to any preset Global statement messages you have already set up.

The statement message area is individual to each Owner and is found under the Financial Tab.

The screenshot shows the 'Joe Bloggs Owner details' screen with the 'Financial' tab selected. The 'Statements' section includes fields for 'Statement media' (Email), 'Statement type' (Details B (Portrait) - Split), 'Next statement number' (107), and a 'Statement message' text area. The 'System bank' section shows 'System bank account' (Great Views Trust Account (St George)). The 'Payment setup' section includes 'Payment type *' (Cheque) and 'Frequency' (Half-Month). The 'Subscription media' section shows 'Subscription media' (Print). Navigation buttons 'More', 'Back', and 'Save & close' are at the top right, and an 'Auto-fill' toggle is at the bottom right.

There is also an area where you can put a Global message to your Owners – Same message to everyone, i.e Merry Christmas and a Happy New Year. This can be done in the statements step of the month-end procedure or in the System - Defaults area.

In the month end wizard, there is a place to check which owners have got messages to show on their statements. If you do not have access to the Month End wizard you can run a custom view report.

Note: *These statement messages do not auto delete, they will show every month so remember to remove or update the message.*

Setting up Palace to pay two owners of the same property

Occasionally one property will be owned by two owners and the monthly payment needs to be split between them.

You must enter the Owner in as normal (one main Owner) (Remember to add the email addresses of all the Owners and tick include alternate address under statements)

- Find the owner, click on the dropdown on the right hand side choose Bank Account - enter in all the bank accounts that are needed. Save Changes
- Then go to the Property and click on Edit
- In this screen scroll down till you get to Bank Accounts (bottom left hand side)

Bank accounts

Payee (Edit)

Abbott J

System

Great Views Trust Account (St George)

- Drop down the arrow next to Payee and select Split Account
- Then click on Edit (next to Payee)
- Type the split percentage next to each owners name e.g 50% meaning they get 50% of the total net payout
- Then click on the next one and do the same. NB: They must add to 100%
- When completed click on save changes
- When the property is paid out, the money will be split according to the percentages set here.
- It will show on the Owners Statements

Bank Account List

Bank Name	Account Name	Split %
Westpac	Abbeyfield Roslyn House	50
Westpac	Just testing	20
Westpac	Just testing	30



Cancel

 Save Changes