



Document Scanning for Water Rates and Rates

Overview

This procedure will cover scanning of barcodes for Water Rates or Council Rates or any invoice with a barcode. It will be the same instructions for other documents shortly.

If you go through Maintenance Manager or any outside document scanning solution, there is a separate help file.

Getting Started

Please notify us when you are ready to get this setup.

You must have a dedicated email address (could be more than one but we must be notified of this) at your end that the invoices will be coming from. Log this with support

This will then be set up and we will notify you when complete

You can forward emails from your water suppliers or you can scan and attach to an email. They are then emailed to invoices@getpalace.com. When you attach your invoices, they must be PDF and must be individual, you can attach more than one but it cannot be one pdf with lots of invoices.

Palace will check for invoices every 10 mins, so they will appear within no time.

Finding the Invoices in Palace

At the top of the screen you will see an icon like a document and it will show a number (as below)



This is the number of invoices that are waiting to be processed.

Click on the Icon and the following screen will appear

Invoice Document Workflow

Matched & Approved Unmatched

Process Approval Log Send for Approval Add Fixed Charge (All)

Remove

<input type="checkbox"/>	Date	Supplier	Property	User	Amount	
<input type="checkbox"/>	22/05/2018	Jims Mowing	5 Waipani Road, Te Atatu Peninsula, Auckland	MW	\$55.00	Edit
<input type="checkbox"/>	22/05/2018	Foster Plumbing	48 knight road, browns bay	MW	\$50.00	Edit
<input type="checkbox"/>	14/07/2018	Waitakere City Council	18 Blossom Lane, West Harbour, Auckland	System	\$606.26	Edit

The screen shows all the invoices that are awaiting an action depending on the colour it is highlighted. See below for a description.

The colours mean the following

Yellow: Exception (Waiting for approval from PM) (These will be sitting in the Approval tab on the dashboard)

Green: Approved and ready to Process

White: No approval needed and ready for process

Red: Has an exception on it but not in the approval process

The buttons across the top mean

Process: This will process through to the transaction screen any invoice you have ticked

Approval Log: This is a list of all invoices within the date range that have been approved and by whom.

Send for Approval: If you have any lines in Red, you may want to select them and send them through for approval

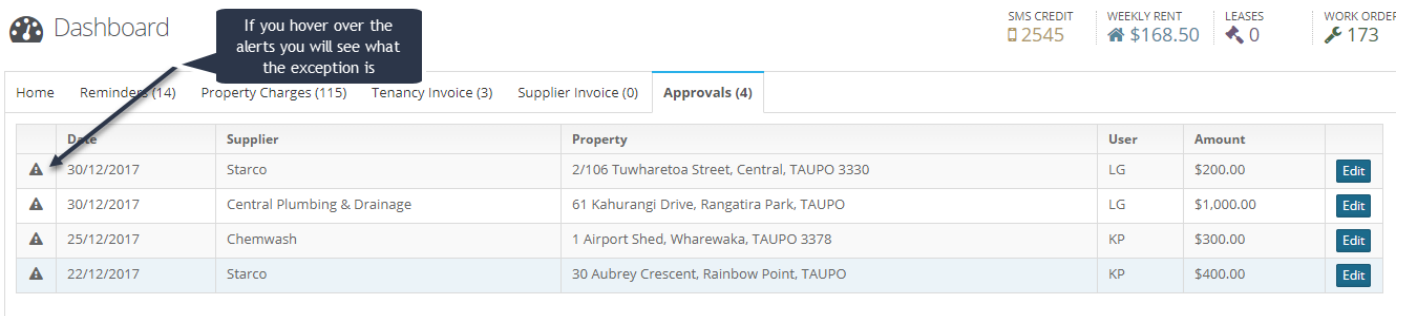
Add fixed charge: This is for water and allows you to put in an amount as the fixed charge for the owner.

Remove: This will remove the Invoice and charge from this area

Approvals and Exceptions

There will be some circumstances where you do not want invoices to process, these could be that the tenant has vacated or the property has been made inactive. These are called Exceptions. Palace has some set Exceptions:

- No tenant against property
- Multiple tenants against one property.
- You can also set a Manual Review – This means that every invoice for that property is going to be forced for approval. (This is set in the Property screen under Options – Top Right hand side)
- If your Owner or Tenant is not to be charged for Water, in the Property Edit screen there is a tick box under the Options Tab, if you tick this, then Palace will look for this tick during the water rates processing and will not charge.



The screenshot shows the 'Approvals' tab in the dashboard. A callout box points to a warning icon (a triangle with an exclamation mark) in the first row of the table, with the text: 'If you hover over the alerts you will see what the exception is'. The table has columns for Date, Supplier, Property, User, Amount, and an Edit button. The rows are highlighted in yellow, indicating they are pending approval.

Date	Supplier	Property	User	Amount	
30/12/2017	Starco	2/106 Tuwharetoa Street, Central, TAUPO 3330	LG	\$200.00	Edit
30/12/2017	Central Plumbing & Drainage	61 Kahurangi Drive, Rangatira Park, TAUPO	LG	\$1,000.00	Edit
25/12/2017	Chemwash	1 Airport Shed, Wharewaka, TAUPO 3378	KP	\$300.00	Edit
22/12/2017	Starco	30 Aubrey Crescent, Rainbow Point, TAUPO	KP	\$400.00	Edit

If an Invoice then comes through that fits one of the exceptions, it is marked by showing as Yellow in the Invoices list and then moved to the Approval Tab (on the home screen) for approval from the Property Manager, once that invoice is approved, it will change from Yellow to Blue in the Invoices list.

Approving the Invoices

This process can be done in the Approval tab of the Dashboard or from the Invoices list in the Scanning icon (as above)

Click on Edit next to the Invoice you want to approve

Invoice Document Edit

⚠ Manual Review

⚠ This invoice is awaiting user approval

Document Flow - Invoice Edit

Related Property (Acacia)

Related Supplier (Wood Waste)

Related Expense

Related User

Amount (including GST)

Invoice Reference

Description (Invoice)

Linked Works Order

On-Charge Tenancy

Invoice Data

Related Tenancy

Pay from 'Bond' Ledger

Amount (including GST)

Description (Tenancy - Invoice)

Attached Invoice	View Invoice
Invoice Supplier	Wood Waste
Invoice Tax Number	GST12345692
Invoice Invoice Date	30/12/2017
Invoice Account Number	100231223432
Invoice Reference Number	INV-281110
Invoice Total Amount (inc. GST)	200
Invoice Property Address	Acacia
Fixed Charge	40
Description	This is for wood waste

This screen will appear.

Check all the information

If you have to make any changes, click on the drop down button next to Approval and click on Save Changes

Once you are happy click on Approve

This will then update the invoice and show a different colour in the list and move from the dashboard

Matching and Processing the Invoices

Click on the document Icon (Top right hand of screen)

Or you can click on Financial – Then document Flow

Invoice Document Workflow

Matched & Approved | Unmatched

Process | Approval Log | Send for Approval

(All) ▾

<input type="checkbox"/>	Date	Supplier	Property	User	Amount	
<input type="checkbox"/>	30/12/2017	Starco	2/106 Tuwharetoa Street, Central, TAUPO 3330	LG	\$200.00	Edit
<input type="checkbox"/>	30/12/2017	Starco	741 Acacia Bay Road , Acacia Bay, TAUPO	System	\$200.00	Edit
<input type="checkbox"/>	30/12/2017	Central Plumbing & Drainage	61 Kahurangi Drive, Rangitira Park, TAUPO	LG	\$1,000.00	Edit
<input type="checkbox"/>	25/10/2017	Chemwash	1 Airport Shed, Wharewaka, TAUPO 3378	KP	\$250.00	Edit
<input type="checkbox"/>	25/12/2017	Chemwash	1 Airport Shed, Wharewaka, TAUPO 3378	KP	\$300.00	Edit
<input type="checkbox"/>	22/12/2017	Starco	30 Aubrey Crescent, Rainbow Point, TAUPO	KP	\$400.00	Edit
<input type="checkbox"/>	29/01/2018	Wellington City Council	79 Hyde Avenue, Richmond Heights, TAUPO 3330	KP	\$606.26	Edit
<input type="checkbox"/>	29/01/2018	Noel Leeming	9 Garden Grove, Brentwood, TAUPO 3330	LG	\$85.55	Edit

If in green, this one is matched and approved and ready to process. If you want to check click on Edit and the following screen will appear, where you can check the information.

✓ Invoice has been approved by user

Document Flow - Invoice Edit

Related Property (Stuart Street)

741 Acacia Bay Road , Acacia Bay ▾

Related Supplier (Wood Waste)

Starco ▾

Related Expense

General Maintenance ▾

Related User

System (System) ▾

Amount (including GST)

\$ 200.00

Invoice Reference

INV-281110 📄

Description (Invoice)

Description: This is for wood waste

Linked Works Order

(None) ▾

Work down the list and action anything that needs action. (Descriptions of colours at top of page)

Then click into the tab that says **Unmatched**. This will show you a list of any invoices where Palace has not recognised the Property or the supplier.

Processing the Invoices...continued

Click on Edit click and the screen below will pop up.

Click on the download icon next to View Invoice so you can see the details and then fill in the screen

- Find the Property
- Find the Supplier
- Select an Expense
- Add a cost
- Description
- Fill in the bottom part if charging a tenant.

Invoice Document Edit

Document Flow - Invoice Edit

Related Property ()
--- Select Property ---

Related Supplier (609b205a-417e-4303-bc25-01378d9ab899)
--- Select Supplier ---

Related Expense
--- Select Expense ---

Related User
--- Select User ---

Amount (including GST)
\$ 0.00

Invoice Reference

Description (Invoice)

Linked Works Order
(None)

On-Charge Tenancy


Related Tenancy
(None)

Pay from 'Bond' Ledger
(None)

Amount (including GST)
\$ 0.00

Description (Tenancy - Invoice)

Invoice Data

Attached Invoice [View Invoice](#) 

Invoice Supplier 609b205a-417e-4303-bc25-01378d9ab899

Invoice Invoice Date 30/01/2018

Invoice Account Number 51ce2d82-9d69-4cff-ad75-dae25256443c

Approve Cancel

Note: Once you match this information once, it will auto match the next time an invoice comes in from that creditor for that Property.

- Double check the information and the price, save
- Once you have all the entries ready, select the ones you want to process
- Click on Process

- A pop up screen will appear

Process Invoice Document

Attach original tenancy invoice YES

Include 'breakdown' on tenancy invoice YES

Include due date on tenancy invoice YES

Process
Cancel

- This is mainly for water rates but read carefully and make the selections
- Once you have finished the processing, it will take you to the Transaction area as normal, then process as normal. This will move the money of the property and onto the Creditor waiting for payment. See the Transaction file for more information on Supplier Payment.

↔ Transaction Entry

Print
Online File
History
Process

Transaction entry list
Transaction entry detail

Generate Single Transactions

Charge - Admin Fee + Generate

Generate Batch Transactions

Payment - Owner (Generated) + Generate

Unprocessed Transactions

	Date	Ref No	Details	Receipt	Payment	Accum. (\$)
<input checked="" type="checkbox"/>	27-10-2018		Invoice Supplier - 48 knight road, browns bay - Foster Plumbing	50.00	0.00	50.00

- The actual Invoice copy has been attached as a PDF and you can see it on a right click or in the Property Diary under the Invoices Tab.
- Paying the Creditor/Supplier is the same process as normal, for instructions go to the Maintenance Help File.