Liquid Palace Reports

Palace offers a lot of different reports.
Below we have created a list of all the reports in Palace and what they show. Most reports in Owners, Properties and Tenants are available for anyone to use, a few require the special reports authority.
Reports that are under the Insights area rely on a person being given access to that area.
If the report is also available under an Owner, Property or Tenant, it will be mentioned in the description in red.

Insights Reports	**Description**
Insights - Fees Earned	All amounts shown are GST exclusive. NONE of the fee reports include Receipt Ledger transactions or Receipt Tenant Other to Ledger currently
Combined Fees	A graphical and numerical summary of Combined Fees (i.e. all the fee types listed under fees earned combined in one total). Can be run as History or Comparison, sorted by Date Range. History can also be sorted by User and/or Group. The History option can only show a year at a time whereas the Comparison option compares the same months in each year so the date range should include 2 or more years.
General Fees	A graphical and numerical summary of General Fees. General Fees are all fees excluding Management and Maintenance Fees e.g. admin fees, inspection fees and owner letting fees. Can be run as History or Comparison, sorted by Date Range. History can also be sorted by User and/or Group. The History option can only show a year at a time whereas the Comparison option compares the same months in each year so the date range should include 2 or more years.
Owner Letting Fees	A graphical and numerical summary of Letting Fees (Called Tenant Fees in some Australian states). Can be run as History or Comparison, sorted by Date Range. History can also be sorted by User and/or Group. The History option can only show a year at a time whereas the Comparison option compares the same months in each year so the date range should include 2 or more years.
Maintenance Fees	A graphical and numerical summary of Maintenance Fees. Can be run as History or Comparison, sorted by Date Range. History can also be sorted by User and/or Group. The History option can only show a year at a time whereas the Comparison option compares the same months in each year so the date range should include 2 or more years.
Management Fees	A graphical and numerical summary of Management Fees. Can be run as History or Comparison, sorted by Date Range. History can also be sorted by User and/or Group. The History option can only show a year at a time whereas the Comparison option compares the same months in each year so the date range should include 2 or more years.
Inspection Fees	A graphical and numerical summary of Inspection Fees. Can be run as History or Comparison, sorted by Date Range. History can also be sorted by User and/or Group. The History option can only show a year at a time whereas the Comparison option compares the same months in each year so the date range should include 2 or more years.
Ledger Fees	A graphical and numerical summary of any ledger you choose from the list. This allows you to pick up your own user created ledgers. Can be run as History or Comparison or Combined, all sorted by Date Range. History can also be sorted by User and/or Group. The History option can only show a year at a time whereas the Comparison option compares the same months in each year so the date range should include 2 or more years. Comparison also has the option to report by ledger but not by

	User or by Group. Combined allows you to choose the date range but shows a pie chart showing the portions of each type of fee that add up to the total.
Insights - Properties	
Properties Rented History	Shows Total Properties Rented per Month in graph and numerical format. Figures are affected by date range chosen. Ensure you choose complete months to report on as the data is based on the **Tenant Start Dates.** Only checks current tenants for start dates – *does not report on any tenancies that have been started AND archived in the period*, but will include any started and vacated (but not yet archived).
Properties Won	Shows details of Properties Won during the dates selected. Figures are affected by date range chosen. Ensure you choose complete months to report on as this report uses the Active dates that show in the History tab of the edit screen on each property. Can be sorted by Management Type, Management Group or Agent. There is also an option to include a graph and the reason the property was won.
Properties Lost	Shows details of Properties Lost during the dates selected. Figures are affected by date range chosen. Ensure you choose complete months to report on as this report uses the Inactive dates that show in the History tab of the edit screen on each property. Can be sorted by Management Type, Management Group or Agent. There is also an option to include a graph and the reason the property was lost.
Properties Net Gain	Shows the net difference between Properties Won and Lost during the dates selected. Figures are affected by date range chosen. Ensure you choose complete months to report on as this report uses the Active/Inactive dates that show in the History tab of the edit screen on each property. The number of properties lost is deducted from the number of properties won to give you a net gain or loss. Can be sorted by Management Type and/or Group. There is also an option to include a graph and the reason the property was won/lost.
Vacant Properties	Shows a list of currently Vacant Properties using the Available date on the property records. Can be sorted by User and Management type.
Number of Properties	Shows Total Number of Properties by month in graph and numerical format. Can be sorted by Management Type and/or User. This report counts the numbers in the system at the time the month is closed-off. The count takes into account Won, Lost, reinstated, archived, and duplicated properties.
Number of Vacant Properties	Shows Total Number of Vacant Properties by month in graph and numerical format. Can be sorted by Management Type and/or User. This report counts the numbers in the system at the time the month is closed-off.
Properties Let	Shows Summary of Properties Let by month in graph and numerical format, can be sorted by Group. Figures are affected by date range chosen. Ensure you choose complete months to report on as the data is based on the Tenant Start Dates. Checks both current and archived tenants for that date range.
Insights - Portfolio	All Portfolio reports use data that is captured in an Insights data file during each month-end close off. This is based on the time and date that YOU close your month end. So if you close month end on the 1st at 3pm, that is the snap shot that is taken. So it may include actions taken on the 1st.

Summary	Complete Portfolio Summary report by month, this report is printed out as part of each month end. Can be sorted by User and/or Management Group. Shows fees collected, average management fee, property data, number of tenants and days in arrears, how many properties etc. Ideal report to be used for KPI's.
Details	Portfolio Details report by month. It is a detailed breakdown of the Summary report by User. Also generated at month end
Insights - Miscellaneous	
Agent Commission	Commission that has been earned by Agents either between specific dates OR by month, and either by Agent Commission OR by Agent Group. Agent Commission shows the PORTION of total fees paid in commission to each Agent. The Agent Group Option, however shows the TOTAL Fees earned by that Agent Group.
Average Weekly Rent	Shows Average Weekly Rent by month in graph and numerical format. Can be filtered by Type - History, History (Group by Suburb), History (Group by Bedroom), History (Group by Agent), History (Select Suburb); by Management Group; by User; by Dates. When using History (Select Suburb) the option to select Suburb becomes available. All rent rates (e.g. fortnightly or monthly) are converted to weekly rates for this report. This is still based on the Property Rent
Supplier Business Given	Suppliers report showing value of total business (invoices) that have been entered against a supplier's name. It shows the suppliers name, expense category, dates between which business has been given to the supplier, total value of business given during that time, value given in the last 12 months, and also shows a yearly average. Ideal for negotiating better rates with suppliers. Allows you to see which suppliers you use the most and which you haven't used for a while/at all (can be archived).
Fees Projection	A list showing Owner Name, Property Address, rent rate and frequency, management fee %, weekly commission earned, total projected management fees by FPA (Fee Per Annum) plus annual rent in the date range selected. The actual fees earned in the last year also shows if you select the last year in the date range selection. Can be filtered by management group, User, property status and can also include ledger receipt fees if required.
Occupancy	Shows Occupancy Rates per property. Can be filtered by management type, management group, User and date range. Report can be ordered by Owner Name or Property Address. Can include Inactive properties if required. Report shows Owner Name, Property Address, Property Start Date, Occupancy %, Occupancy days, Total days property has been under management. Last page of report shows Average Occupancy % for the portfolio. Property Start dates are taken into account to calculate total days and occupancy rates depend on the tenant start and end dates.
Rent Arrears History	Shows Rent Arrears in graph format during the date range selected. Can be filtered by Management Type and/or by Agent. The number of days in arears is captured during each month end close off (calculated as the difference between the paid to date and the close of date).
SMS History	Shows total number of SMS Messages Sent in graph format during the date range selected. Can be reported by Agent. (For details of SMS sent go to System – System Reports – SMS log).
Insights - Historic	Reports generated during end of month are stored here. Select appropriate month end and click on report name (blue hyperlink) to open; click on download symbol (right hand side) to download individual reports

Owner Reports (Found on the left hand side menu)	
Account Reconciliation	Account Reconciliation Report shows movement in the owners account for the current month. Shows opening and closing balances, plus any income received or invoices and charges paid for each owner. This report also prints at month end (if selected). Is a cash movement report only.
Bank Accounts	List of bank account recorded against each property. Shows Owner & Property Details, Payment Type and Bank Account details
Expiry	Owner Expiry List showing Expiry Date (which is picked up from the Owner Edit Screen) during the date range selected. Can be filtered by User.
Owner Generated Payment Details	Shows Detailed Owner Payments sorted by Payment Type. Select payment frequency to run report on those owners who are paid in that payment run. If all owners are to be paid select All, otherwise select desired frequency. If Strict Audit not on can also choose whether or not to net-off properties.
Owner Generated Payment Summary	Summary Report of Owner Payments by Payment Type and by frequency. Ideal Report to check prior to each payout and at month end as it shows a list of owners with the selected frequency to be paid. Shows payment type – Direct / Cheque and shows each bank account. If a Bank Account does not show it means, either a bank account was not entered or it has not been linked against the property.
Held Schedule	Report showing Owner's that are on Hold. Can be filtered by Management Type, Group, User. Must be checked prior to any payout and at month end. Can also show property information, comments and include or exclude zero balances.
Keep Back Amounts	Report showing Owner's Keep Back Amounts with keep back reason shown. This report is picked up from the setting in the Property. This report must be checked prior to Month End. Can be filtered by Management Type, Group, User.
List	A list of all Owners. Can include owner address and/or owner properties, can be run in either portrait or landscape. Can also be filtered by User.
Owner Transactions	Report showing ALL Owner Transactions during the date period selected. Can be filtered by User, payment frequency (Include only) and reported by property, transaction number or transaction date. Available for each individual owner on the drop-down menu and click on reports then Owner Transactions.
Owner Uncleared Transactions	Shows all transactions recorded which are not yet cleared to be paid out (dependent on your settings, The uncleared funds setting and the Held to Tenant start date setting). Shows the property/transaction description, date of the transaction, amount of the transaction, fees charged, GST on those fees and ref/seq number. Useful to check prior to payout to see if any owner has uncleared funds.
Owner Works Orders	Report showing Works Orders by Owners during the date range selected. Must select which action types (filter) to report on. Can include letterhead and/or comments if required. Available for each individual owner on the drop-down menu and click on reports then Work Orders.
Owner Statements	Used to send owner statements after month end. This is also where you can change the wording that appears next to the payment line on the Owner statements. I.e If the Owner owes money you can change the wording to please pay on receipt of this statement.

Owner Statement Review	Allows you to review owner statements prior to running end of month. It generates all the statements in a PDF run that you can review on the screen. It can be run by each user so they can check their own
Year End Summaries	Generates and sends Year End Summaries for all owners (including managements lost during the period selected). **Warning: Do not click on Generate otherwise you will send to all of your owners now. This process is normally only done once after the end of each financial year.** Available for each individual owner on the drop-down menu and click on reports then Year End Summary.
Other Reports Available on the drop-down menu of an Owner	**Owner Diary Entries**: *Will show all entries in the owner diary by date range. You can untick "print" in any diary entry so that it will not appear in this report* **Owner GST Report:** *Date range is normally last quarter. All rents are assumed to include GST. The report shows how much of the rent was GST. Expenses (Supplier Invoices) are assumed to have GST only if the Supplier has a GST/ABN number. Expenses (Payment expense) are assumed to have GST.* **Owner Properties:** *Will show a list of all the properties belonging to this owner* **Owner Statement:** *This will generate a current statement for the owner showing transactions for this current month/since the last month end.*
Property Reports	
Available (Detailed)	Report showing a list of all properties in Palace with a date available (up to date set). Report can be sorted by Rent Amount or by User and include key number (if checked out), key details, pictures and selected features. If pictures are ticked it will print all pictures and make a very large report. If no photos are ticked it makes a good reporting report.
Available (Grid)	Report showing a list of all properties in Palace with a date available (up to date set), shown in a grid format. Report can be filtered by Rent – Period, Suburb – Period, Rent – Property Type, Suburb – Property Type; management type; User. This report is ideal for office meetings or for Property Managers to check their own listings are correct. Shows Suburb, Rent & Period, Available Date, Address, # Beds, # Baths, Garage details, Agent Name and Description.
Available (Summary)	Report showing a list of all properties in Palace with a date available (up to date set) with a small photo. Report can be filtered by Rent, Date Available or Suburb; advertising class type; suburb; group. Can show key details and key number (if keys are checked out). Different can also be selected if required. Ideal Countertop report for handing out to prospective tenants.
By Building Group	Report showing a list of properties by selected building group. (Any group you may have set up e.g. Chimney)
By Building Type	Report showing a list of properties by building type e.g. House or Flat (picks up from the Property Edit Screen). Also shows property address, rent rate and period and owner details.
By Management Group	Report showing a list by management type e.g. Managed, Casual, Holiday or Commercial. Also shows property address, rent rate and period and owner details.
Combined Management	Report showing a list of properties with Owner details, tenant details, rent paid, rent rate and period details. This is an access-controlled report under User Authority. Can be filtered by management type, property group and/or User. Can be run as a details report or by summary only.
Diary Group	Report showing Diary entries by Group e.g. you may have created a diary group called Rent Reviews and this will allow you to pull a report out on it. Can filter further by User, Grid, Date range, order of results, processed or unprocessed or both. Can choose to include description, owner details, tenant details, previous entry, key details and/or reminders only if required.

Features	Report showing properties with certain features. These are set up in the Options tab under Property Edit screen. Can choose to include owner details and/or tenant details if required.
Fees	Report shows property fees by management type and/or group and/or User. Shows percentage charged for Maintenance and Management fees. Ideal report to check periodically to make sure all owners are being charged correct fees.
Inspections	Report shows Inspections due within date range. Includes next inspection date, property address and tenant details. You can filter by Grid and/or User; processed or unprocessed and whether to show by grid, street name or date on the report.
Inspections Completed	Report shows Inspections that have been completed in a certain date range. The best way to use this report is to make the "to" date out by 3 months, this will then pick up all inspections due and will show the last time they were completed, charged and emailed out.
Let Fee (not fully paid)	Report shows Owners that have not fully paid their Letting Fee, amount required and amount already paid. Can filter by User and sort by property or owner. Also shows start date, vacate date, rent rate and period. This report will show Tenancy Fees in Australia.
List	Report shows list of Property managements. Can be filtered by User and/or property group. Can include active and/or inactive properties or both. Can also show Property Notes if required. Shows rent rate and period as well as owner details.
List By Features	Report shows Property List by Feature i.e. pick a Feature and it will show a list of all properties with that feature. Shows the property address, owner name, and contact phone numbers as well as tenancy name and contact phone number.
New	Report shows New Properties added to Palace with a start date within the date range chosen. Can select whether to see only the new properties that have been Let or not Let Yet or both. You can just have a report or you can have a Graph as well.
Rent Changes	Report shows all rent changes that have happened on all the properties in your portfolio (rent changes history). Can also be filtered by User and/or management type. Available for each individual property on the drop-down menu and click on reports then Rent Change
Transactions	Report shows all Properties and all their transactions within the date range chosen. Available for each individual property on the drop-down menu and click on reports then Transactions
Work Orders	Report shows all the work orders in your system generated within the date range chosen. You must choose the action types you want to report on e.g. action on vacating, work in progress. Can be filtered by Property Manager, group and/or by supplier. Can add comments (from the WO) and sort by date created if required. This allows you to keep an eye on any outstanding work orders and follow up if necessary. Available for each individual property on the drop-down menu and click on Work Orders
Smoke Alarm Expiry	Reports on all smoke alarms expiring within the date range chosen. Can filter by User and/or Property Group
Advanced Key Tracker	Report shows either current key number allocations or historical key allocations. Can sort by either Key Code or Property Address. Key Number, status, category and property address are shown.
Other Reports available on a Right Click of a Property	**Property Brochure:** *A print out A4 page showing photos of the property and the advertising blurb (from the brochure area). Be careful with this one as it can be a few pages if you pick too many photos to include* **Property Diary Entries:** *A report that will show all the diary entries marked "Include Print" from the Property Diary* **Property Expense:** *All the invoices and charges that have been entered against this property for a selected date range. A great report if looking for a specific invoice.*

	Property Flyer: *This flyer is quite often used as a window card. It shows a picture of the property, selected features plus the advertising blurb (from the flyer area). It also shows the total move in cost for leasing the property. Can be used to give to prospective tenants at the viewing.*
Tenant Reports	
Aged Analysis	Report shows aged tenant debt. You have a choice of seeing unpaid rent with a column for the total other amounts owing (called Debits) or you can just see any outstanding Tenant Invoices. It will show the amount in the period outstanding i.e you want to look at anything owing over 14 days from the date of the Tenancy Invoice. Users can set their own ageing periods for the other amounts option.
Bank Accounts	Report shows all Tenant's Bank Account Numbers and Account Name
Bond (Not Fully Paid)	Report shows all Tenant's that have not fully paid their bond, shows bond required and bond paid. To remove a tenant form the list, adjust the Bond required figure on the tenant record and if necessary. Use the Bond transferred field
Bond (Other) Details	This reports shows all money that has been receipted into a Holding ledger. There are two columns so you can see if it was receipted in using a Receipt Bond Other transaction or a Receipt Tenancy Invoice Transaction.
Bonds Held	Report shows Tenant's Bonds that are currently held. i.e Receipted in and not yet paid to the Bond Centre
Commercial Invoices	To print Commercial Invoices - This is a Invoice process that prints Invoices to Commercial tenants monthly. Please talk to Support before starting to use this facility as it does not provide for emailing and alternative method's of invoicing are available.
Diary Group	Report showing tenant diary entries by Diary Group. i.e you may have set up a group called Rent Reviews. You can now print a report of all the tenants with diary entries under Rent Review for a certain date range.
Fixed Tenancy Ending	Report shows Fixed Term Tenants Lease Expiry Dates by date range. Always a good idea to run the report 3 months ahead to fit within the requirements of tenancy legislation.
List	Report shows a list of all Tenants with their contact details and their rent amount. You can sort it so it shows the highest rent paid first. The portrait format allows you to select Rent or Phone to appear on the report, the landscape format will show both.
Movement	Report shows Tenants starting or ending their tenancies between dates that have been selected. Ideal to check against your list of incoming and outgoing inspections. Also shows if they have paid up to move in and if any money is owing to them to move out.
Next Rent Due	Report shows the Tenant name, Rent and Period, then the next rent period that is due and any rent part payments (Credit)
Other Amounts (Tracked)	Report shows all Charge Tenant Debits that have been set to tracked and are not yet fully paid. It shows the full amount of the invoice then the amount that is left to pay. You can select an expense type i.e only the water rates invoices. You can filter by overdue invoices only or by invoices coming up to be paid in a certain amount of days.
Other Amounts Owing	Report shows all Tenancy Invoices and receipts transactions for all tenants. This report is also available for each individual tenant on a right click of the tenant under Reports
Overdue Rent	Report shows rent owing by paid to date. Can be filtered by Agent. Options to see current and/or vacated tenants. The landscape version also includes diary entries that have the diary group "Rent Overdue"
Part Payment	Report shows a list of tenants that have any part payments (Rent) Shows the start date and the paid date. The part payment and the total arrears amount.

Refund Due	Report shows a list of all tenants that are due a refund due to overpaid rent or other. It has a couple of columns so you can see if the money is being held in the Overpaid rent ledger or against the Owner depending on your system settings
Rent/Other Charges Due	Report shows a total of rent and other charges due for any tenant during a certain date range.
Rent in Advance	Report shows a list of tenants that have paid rent in advance. This is a good report to check periodically to see if there are any large amounts of rent in advance as this could mean the start date or the rent rates are incorrect.
Rent Reviews	Report shows a list of tenants due for a rent review. This is pick up from the Planned Rent Change Field in the Tenant Edit Screen.
Total Amounts Owing	Report shows a list of all the tenants owing money, covers all areas, Rent, Bond, Letting Fee, other amounts (Normally from Tenant Invoices outstanding) and gives a total.
Transaction Ledger	Report shows tenants transactions for all tenants. This report is also available for each individual tenant on a right click of the tenant under Reports
Other Tenant Reports on a Right Click of the Tenant	**Tenancy Details:** *Shows all the latest information on this tenancy, paid to dates, amounts paid and owing. Each transaction recorded and the rent period it covered plus any other receipts.At the bottom of the reports you can see rent changes and correspondence. Ideal report for tribunal.* **Tenant Diary Report:** *A report that shows all the diary entries marked "Include Print" from the Tenant Diary* **Tenant Statement:** This reports assumes that charges were raised for rents due, and is only useful for a small number of Palace clients **Tenant Summary of Rent:** *This is the report that is used by the NZ Residential Tenancy Tribunal and can be found on the Dept of Housing and Building website. (www.dbh.govt.nz) It shows what should have been paid and the period it should have covered, then it shows what actually happened. So you can clearly see when they paid, what they paid and the running arrears total. Note that the dates are periods that rent was required, and are NOT " paid to" dates.*
Supplier Reports	
Account Reconciliation	Report shows opening and closing balance of suppliers for the current month
Bank Accounts	Report shows supplier bank account details
Invoices (Unpaid)	Report shows unpaid supplier invoices, can be sorted by supplier or owner. It shows the amount of the invoice, the current balance of the owner and what priority the invoice has been set at. This report is also available for each individual property and supplier on a right click of the property or supplier under Reports
List	Report shows a list of all suppliers and their contact details (Portrait only shows phone numbers, Landscape shows all)
Transaction Ledger	Report shows supplier transaction details of all the suppliers. This report is also available for each individual supplier on a right click of the Supplier under Reports
Works Orders	To print supplier works orders. You can filter by the action i.e Authority Granted. To see what work orders you still have out in the field. This is for all Suppliers, you cannot sort by a supplier. If you want only one supplier, you can do it on a right click of a supplier or through the Property Report - Scheduled Maintenance.

Other Supplier Reports on a Right Click of a Supplier	**Supplier Diary Entries:** *A report that will show all the diary entries marked from the Supplier Diary*
Audit Reports	
Banking	Report shows Audit Banking Trail and a summary of receipt types (ie. Cheque, Cash, Eftpos, Credit Card) This is used for your daily banking sheet.
Bonds Held	Report shows bonds held in trust account - Same as the Bond Held report under Tenant Reports
Cashbook	Report is a bit like the Banking report but shows all receipt transactions for a certain range including Direct banking transactions
Combined	Reports shows a summary of all transactions, receipts, payments, invoices (Combined Audit Trail) by date range or Transaction number
Net Rent By Property	Report breaks down by property and shows each rent received for that property by the month selected.
Trans. (Invoices)	Report shows Audit Transaction Trail of Invoices and Charges created in the Transaction number range selected. Can also be filtered by date. To run this report for a current or previous month, get the transaction numbers from the bottom of the Trust Reconciliation Report from Insights for the month required and use that range as this will be the whole month as recorded in the month end.
Trans. (Payments)	Report shows Audit Transaction Trail of Payments created in the Transaction number range selected. Can also be filtered by date. To run this report for a current or previous month, get the transaction numbers from the bottom of the Trust Reconciliation Report from Insights for the month required and use that range as this will be the whole month as recorded in the month end.
Trans. (Receipts)	Report shows Audit Transaction Trail of Receipts created in the Transaction number range selected. Can also be filtered by date. To run this report for a current or previous month, get the transaction numbers from the bottom of the Trust Reconciliation Report from Insights for the month required and use that range as this will be the whole month as recorded in the month end.
Uncleared transactions	Same as the Owner Uncleared transaction report.
Ledger Reports	
Trust Summary	Report shows a breakdown of all money currently held in the Trust Account. It just breaks it down into the Ledger Headings, and gives you an Opening and Closing balance
Trust Details	Report shows a breakdown of all money currently held in the Trust Account by ledger, but this report breaks it down underneath the ledger headings into more detail, showing the amount that is currently being held in each ledger, including Supplier and Owner ledgers. This report should be looked at after each month end so you can see how much money you are currently holding in your trust account.
Ledger Fee Summary	Report shows the amount of income separated per ledger for the company, if you tick split by Primary Agent, it shows you the total income brought in for each Property Manager on their portfolio. Great report to see how much each portfolio is worth

Ledger Fee Detail	Report show the amount of income brought in by each property over the selected date range, which is a more detailed report of the report above as it breaks it down by each property in a persons portfolio and shows let fee and others fees. Plus it allows you to show Primary Agent 1, 2, Letting Agent and BDM