

# Introduction To PropCo™

## Overview

- What is PropCo™?
- What is it designed to do
- How does it do it?

## Look and Feel

- Launching the application
- Logging in - User Names and passwords
- Domain Information and Reference Numbers
- Navigating around the system
- Icons / Shortcut meanings
- Consider All Records: Property, Tenant, Landlord, Applicant, Agent & Contractors

## Understanding the link between Property, Landlord & tenant

- Property-Landlord File Association
- Property-Tenant File Association

## Q&A

Course Code

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**PRO**

Course

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**Front Office**

Duration

---

**45 mins**

Prerequisites

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**None**

Target Audience

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**New Starters / All Users**



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# Registering Landlords

## Market Appraisals (MA)

- Registering the initial landlord enquiry
- Capturing details of a new property
- Saving without booking an MA
- Booking an MA
- Generating confirmation letter / email / SMS
- Booking an MA for an existing property

## Q&A

Course Code

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**RLL**

Course

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**Front Office**

Duration

---

**30 mins**

Prerequisites

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**PRO**

Target Audience

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**Negotiators**

## Marketing Basics

### Recording Valuation Feedback / Photos

- Property Info
- Property Particulars
- Rental / Sales Figures
- Description
- Restrictions
- Bullet Points
- Features
- Photos

### Producing Sales Brochures

- Generating Window Cards, Letting Lists etc.
- Printing / Exporting / Emailing Brochures

### Property Matching

- Matching available properties against  
A applicants looking for property

### Q&A

Course Code

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**MGB**

Course

---

**Front Office**

Duration

---

**30 mins**

Prerequisites

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**PRO, RLL**

Target Audience

---

**New Starters / All Users**

# Managing Applicants

## Registering Applicants

- Using the Applicant Card to register new applicants
- The Applicant record

## Applicant Matching

- Matching applicants against available properties
- Generating / Emailing sales brochures
- Assign viewing task(s) in diary

## Auditing Applicants

- Applicant Management
- Marketing Activity

## Q&A

Course Code

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**MAP**

Course

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**Front Office**

Duration

---

**60 mins**

Prerequisites

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**PRO, RLL, MGB**

Target Audience

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**Negotiators**

# Task List & Diary

## Task List

- Introduction to PropCo™ Task List?
- What events occur, why and how?
- Advanced warning of events
- Adding tasks to diary
- Linking tasks with a property / person

## Diary

- View Diary - how it is accessed, set up
- How to book task events into the diary
- Viewing appointments from the property record
- Diary Controls

## Q&A

Course Code

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**TLD**

Course

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**Front Office**

Duration

---

**30 mins**

Prerequisites

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**PRO**

Target Audience

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**New Starters / All Users**

# Managing Correspondence

## Document Management

- How to upload scanned documents?
- Linking documents with records
- Removing Documents
- Document Search

## Email & SMS

- Sending & Receiving Emails
- Managing Contacts
- Preferences
- Sending & Receiving SMS
- Recording Emails / SMS in Notes
- SMS Top Up Process

## Notes

- Post-it Notes
- Adding Property Notes
- Note Controls. e.g. Printing, Filtering & Emailing Notes

## Q&A

Course Code

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**MCR**

Course

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**Front Office**

Duration

---

**30 mins**

Prerequisites

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**PRO**

Target Audience

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**New Starters / All Users**

# Mail Merge

## Setting up document templates

- How to set up word templates?
- Modifying templates
- Creating new documents from existing templates
- Inserting Merge Fields

## Merging documents

- Producing and editing documents
- Emailing & Printing
- Letter Audit
- Removing saved letters (requires permissions)

## Q&A

Course Code

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**MMG**

Course

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**Front Office**

Duration

---

**60 mins**

Prerequisites

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**PRO**

Target Audience

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**New Starters / All Users**

# Proposing & Confirming a Tenancy

## Setting up a tenancy

- Pre Tenancy Set-Up Checks:  
e.g. Service Types, Gas Certs, Commission
- Consider Shared Tenancies (Lead/Co-tenants)
- Consider Fees / Clauses
- Consider Inspection Date
- Consider Agreement Details  
e.g. Type, Start/ End Dates, Day rent due
- Observe effect on Property & Tenancy / Tenant Status
- Observe Deposit Claim

## Confirming a tenancy

- What does Confirming Tenancy mean?
- Checking In Tenants / Auto Check In
- Observe effect on Property & Tenancy / Tenant Status
- Significance – Rent Generation / Daily Update

## Q&A

Course Code

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**PCT**

Course

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**Front Office,  
Property  
Management / Admin  
Duration**

---

**45 mins**

Prerequisites

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**PRO**

Target Audience

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**Negotiators, Legal  
Admin**



# Tenancy Management

## Reviewing / Cancelling a Tenancy

- Reviewing a tenancy
- Financial impact of reviewing a tenancy
- Cancelling a Proposed tenancy

## Renewing a Tenancy

- Tenancy Renewals (Re-lets and Extensions)

## Move Out / Terminations

- Terminations / Move Out Routine
- Checking Out Tenants / Auto Check In
- Effect on Property, Tenant / Tenancy Status

## Q&A

Course Code

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**TMG**

Course

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**Property Management / Admin**

Duration

---

**60 mins**

Prerequisites

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**PRO, PCT**

Target Audience

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**Legal Admin**

# Maintenance Part I

## Contractor / Suppliers

- Setting up Contractors / Suppliers
- Considerations:
  - Contractor Commission
  - Preferred Suppliers/Service Contracts

## Quotes, Work Orders & Invoices

- Quotation Generation and Progressing
- Converting Quotes to Work Orders
- Invoice Received – Converting WO to Invoice

## Adding Fees via Fees / Disbursements

- Landlord / Tenant Fees Disbursements

## Maintenance Controls

- Additional Maintenance Controls:
  - Cancel, Print WO, Show Paid, Add Notes

## Q&A

Course Code

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**PMT**

Course

---

**Property  
Management /  
Admin**

Duration

---

**60 mins**

Prerequisites

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**PRO**

Target Audience

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**Property Managers**

## Maintenance Part II

### Keys

- Creating Key Sets
- Logging Keys In / Out

### Service / White Goods

- Storing Service Contracts

### Inventories

- Creating an inventory on PropCo™
- Importing Inventories

### Meter Readings

- Storing Meter Readings

### Utilities

- Linking Utility Suppliers to property

### User Assignments

- Setting User Assignments
- How reminders work?
- Lead-in Times

### Q&A

Course Code

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**MP2**

Course

---

**Property  
Management /  
Admin**

Duration

---

**60 mins**

Prerequisites

---

**PRO**

Target Audience

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**Property Managers**

# Safety Inspections & Periodic Visits

## Safety Inspections

- Adding a Safety Inspection
- Relevance of the Status / Dates
- Ordering Safety Checks (Raise WO)
- Marking the inspection as 'Completed'
- Storing the Certificate

## Periodic Visits

- Scheduling a Property Visit
- Marking the inspection as 'Completed'
- Lead-in Times
- Disabling Management Inspections for a Property

## Inspections Reporting

- Critical Safety List
- Periodic Visit Inspections List

## Q&A

Course Code

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**INS**

Course

---

**Property  
Management /  
Admin**

Duration

---

**75 mins**

Prerequisites

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**PRO, PMT**

Target Audience

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**Property Managers**

# Basic Accounts Principles

## Points of Reference

- Balance Sheet
- Input & Exit Points
- Payment Receipt Journal

## Influencing Sources

- Nominal Codes: What is a nominal code?
- Importance and effect of settings
- Default Bills
- Payment Methods: Types, Clearance Periods

## Agent Accounts

- What is an Agent Account?
- How to set up a new agent account?

## Accounts Daily Routine: An Overview

1. Checking System Balance
2. Register new tenancies
3. Process Tenancy Renewals
4. Process Tenancy Ends
5. Assign any new Agency Fees
6. Register Contractor Invoices
7. Register tenant receipts
8. Process Landlord Payouts
9. Process Contractor Payments
10. Account Reconciliation
11. Review of Balance Sheet & P/R Journal

## Q&A

Course Code

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**BAP**

Course

---

**Accounts Beginners**

Duration

---

**90 mins**

Prerequisites

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**PRO**

Target Audience

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**Accounts**



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# Understanding Ledgers

## Landlord Ledgers

- Payments Breakdown: By Nominal / Property
- Outstanding Invoices / Demands
- Rent / Deposit / Reserve Ledgers
- Filters / Search

## Tenant Ledgers

- Rent / Invoice Analysis
- Rent / Reserve / Tax Ledgers
- Search

## Accounts Ledger Right-click Menu

- Reverse / Remove
- Cancel/ Credit Note
- Show Related Posting
- Posting Notes
- Edit Posting Properties

## Q&A

Course Code

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**ULS**

Course

---

**Accounts Beginners**

Duration

---

**45 mins**

Prerequisites

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**PRO, BAP**

Target Audience

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**Accounts**

# Processing Tenant Receipts

## Registering Tenant Receipts Manually

- Manual receipts via the Cash Register
- Overpayments / Underpayments
- Observe the effects of receipt on:  
Tenant and Landlord ledgers  
Balance Sheet

## Electronic Receipt Import Process

- Processing tenant receipts electronically using an import file
- Unidentified receipts
- Observe effects on the ledgers

## Q&A

Course Code

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**PRR**

Course

---

**Accounts Beginners**

Duration

---

**60 mins**

Prerequisites

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**PRO, BAP, ULS**

Target Audience

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**Accounts**

# Processing Landlord Payouts

## Landlord Statements

- Pre-requisites:  
e.g. Current Balance, Bank details, Type LL Status, Outstanding Fees
- Fee Run – explain what it does
- Prepare Landlord Statements
- Statement Production:  
Statement batches and the series of events which occur during statement / payment production.
- Observe effects on:  
Balance Sheet  
Observe Payments / Receipts Journal

## Q&A

Course Code

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**PLL**

Course

---

**Accounts Beginners**

Duration

---

**60 mins**

Prerequisites

---

**PRO, BAP, ULS,  
PRR**

Target Audience

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**Accounts**



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# Contractor Payouts

## Processing Contractor Payments

- Pre-requisites:  
e.g. Current Balance, Bank details, Type
- Significance of Fee Run
- Prepare Landlord Statements
- Statement Production
- Part-Paying Contractors

## Q&A

Course Code

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**COP**

Course

---

**Accounts Beginners**

Duration

---

**30 mins**

Prerequisites

---

**PRO, BAP, ULS,  
PRR, PLL**

Target Audience

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**Accounts**

# Accounts Reconciliation

## Bank Reconciliation

- What is Bank Reconciliation?
- Consider unreferenced transactions
- Consider System CASH Balance plus sum of unreconciled items
- Client Account Balance
- Explain ordering of reconciliation
- Use find by Pay reference

## Q&A

Course Code

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**REC**

Course

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**Accounts Beginners**

Duration

---

**30 mins**

Prerequisites

---

**PRO, BAP, ULS,  
PRR, PLL, COP**

Target Audience

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**Accounts**

# Standard & Unallocated Transfers

## Standard Accounts Transfer

- What is an Accounts Transfer?
- What should it and should it not be used for?
- Advanced warning of events
- Inter ledger transfer and inter account transfer
- Relevance of specified property in transfer

## Unallocated Accounts Transfer

- What is an Unallocated or “X999” account for?
- Allocating funds to the “X999” account
- Transferring funds from the Unallocated account to the appropriate account.

## Q&A

Course Code

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**SUT**

Course

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**Accounts Advanced**

Duration

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**45 mins**

Prerequisites

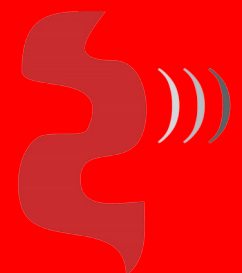
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**PRO, Accounts  
Beginners**

Target Audience

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**Accounts**



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## Accounts Pull Down Menu

### Daily Processes

- Auto Post Rent Reserves
- Auto Top Up Landlord Reserves
- Fee Run
- Daily Update / Post Rent Claims

### Misc Credit / Debit

### Searching Accounts

- Search Accounts facility under Accounts

### Q&A

Course Code

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**APM**

Course

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Accounts Advanced

Duration

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45 mins

Prerequisites

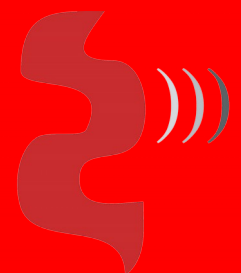
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PRO, Accounts  
Beginners

Target Audience

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Accounts



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# Context Sensitive Functions

## Landlord

- Property Filter
- Reprints: Invoice / Credit Note / Statement
- Omit Items from Next Statement
- Raise Invoice / Credit Note
- Single Landlord Fee Run
- Single Landlord Payout

## Tenant

- Reprints: Invoice / Credit Note / Deposit Statement
- Raise Invoice / Credit Note

## Q&A

Course Code

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**CSF**

Course

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**Accounts Advanced**

Duration

---

**30 mins**

Prerequisites

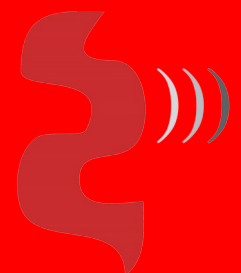
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**PRO, Accounts  
Beginners**

Target Audience

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**Accounts**



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# Deposits Returns & Arrears

## Tenant Deposits

- Deposit Return Statements
  - Creating a New Claim, if required.
  - Pre-requisites for returning deposit
  - Processing the refund
- Reprint Deposit release Statement

## Managing Tenant Arrears

- Review Overdue Accounts:
  - Overdue Tenant Letters
  - Overdue Invoice Analysis

## Q&A

Course Code

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**DRS**

Course

---

Accounts Advanced

Duration

---

45 mins

Prerequisites

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PRO, Accounts  
Beginners

Target Audience

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Accounts



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# TDS Uploads

## Understanding TDS Uploads

- What is a TDS Upload?
- How does TDS upload work?
- What are the dependencies?

## Q&A

Course Code

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**TDS**

Course

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Accounts Advanced

Duration

---

30 mins

Prerequisites

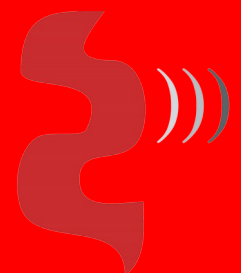
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PRO, Accounts  
Beginners

Target Audience

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Accounts



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# Understanding Overseas Tax

## FICO / CNR Tax

- What is FICO / CNR tax?
- Setting up FICO records
- Illustrate Tax deduction with example
- Consider Shared Ownership
- Tax Adjustments
- Examples

## Q&A

Course Code

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**OTX**

Course

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**Accounts Advanced**

Duration

---

**60 mins**

Prerequisites

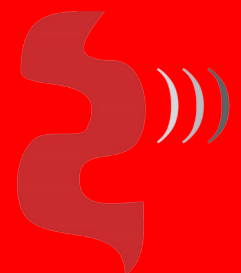
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**PRO, Accounts  
Beginners**

Target Audience

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**Accounts**



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# Period End Routine

## Period End / Month Ends

- What is a Period End or Month End routine?
- Setting up folders for storing reports
- Month End Reports:
  - Agent Draw-down
  - Non-Reconciled Items Report
  - P/R Journal
  - System Balance Reports
  - Quarterly Tax Journal
- Perform Period End Procedure
- Year-End Reports (if required):
  - FICO / CNR Annual Return
  - LL Annual Summary
  - S19 TMA Report

## Q&A

Course Code

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**PER**

Course

---

Accounts Advanced

Duration

---

60 mins

Prerequisites

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PRO, All Accounts  
Modules

Target Audience

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Accounts

# Introduction to Workflows

## Operational

- Using Workflows within PropCo™
- Accessing Workflows
- Starting Workflows
- Workflow Progression
- Trigger-points
- Filters
- Forcing a Workflow Progression / Regression
- Re-assigning Tasks / Workflows
- Accessing Workflows through the Task List

## Q&A

Course Code

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WFS

Course

---

Workflows

Duration

---

60 mins

Prerequisites

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PRO

Target Audience

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All Users

# Advanced Workflows

## Technical

- Setting up a Workflow Template
- Trigger Points
- Tasks
- Logics
- Actions
- Forms
- Workflow Access Matrix

## Q&A

Course Code

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**AWF**

Course

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**Workflows**

Duration

---

**90 mins**

Prerequisites

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**PRO, WFS**

Target Audience

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**Super Users**

# Workflows Practice Workshop #1

## Practice Workshop

*Workshop comprising of hands on exercise on configuring custom Workflows using sample process diagrams*

- Construct a predefined Workflow.
- Design a workflow based on a real life process from your business.

## Q&A

Course Code

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WW1

Course

---

Workflows

Duration

---

90 mins

Prerequisites

---

PRO, WFS, AWF

Target Audience

---

Super Users

# Workflows Practice Workshop #2

## Practice Workshop

*Workshop comprising of hands on exercise on configuring custom Workflows using sample process diagrams*

- Design Workflows based on real life processes from your business.

## Q&A

Course Code

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WW2

Course

---

Workflows

Duration

---

90 mins

Prerequisites

---

PRO, WFS, AWF

Target Audience

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Super Users