rockend

Enhanced Tenant Water Invoicing with Rest Professional V14.5 Setup and Use

Overview

REST Professional V14.5 introduces enhancements to the existing Water Invoicing process to create tenant water invoices.

This document will cover the following:

- Prerequisites
- Menu Changes
- Company Water Invoicing Defaults
- Bulk Water Invoicing Update
- Changes to Property Details
- Changes to Tenant Details
- Enhanced Tenant Water Invoicing Screen
- Loading the Water Invoicing Screen
- Creating a Tenant Water Invoice
- Water Usage Charges
- Second Water Charges
- Invoice Details
- Pop-Up Diary Reminders

Prerequisites

- To use Water Invoicing the Rest database must be configured to use Water Invoicing

  (**System Options > Other > Use Water Invoicing**)

- Configuring the Water Invoicing tab in Company Details will assist in streamlining the

process of creating tenant water invoices

Menu Changes

- The option **Use Water Usage Invoicing** on the **Other** tab of System Options has been renamed **Use Water Invoicing**.

- The Water Usage tab in Company Details has been renamed **Water Invoicing** and now allows more water invoicing default settings.

- The menu option known as Water Usage Invoicing accessed from the Transactions menu in Rest has been renamed **Water Invoicing**.

Company Water Invoicing Defaults

The Water Usage tab in Company Details has been renamed **Water Invoicing** and the layout has been improved to include the following new features:

- The ability to save a description and date range for tenant water charges that will automatically populate when tenant water invoices are created. The description and date range for will also display when approving tenant water invoices in **Rest Owner & Tenant Water Invoicing** Workflow in File Smart Archive.

- The ability to save a second water charge with a description and a date range. If configured, the details will automatically populate when tenant water invoices are created. The option to add a second water charge can also be managed at invoice level.

- Improvements to the layout to display more details of the Water Rate Defaults. When setting up Water Rate Defaults, Rest will automatically set the start level of the next rate based on the value entered in the previous rate. The Water Rate Defaults will be available to view when creating a new tenant water invoice.

NOTE: To use the date range for a Water Charge an Invoice Description must be entered. Details for a Second Water Charge can only be entered if the default Water Charge is populated.

Bulk Water Invoicing Update

The Bulk Water Invoicing screen enables a bulk update of all properties and linked active Tenants with the Charge Tenant Water flag. A System Security level of **Statistics/Company Details/Passwords & above** is required to use this feature.

Important: While the Bulk Water Invoicing Update screen is in use all areas of REST Professional will be locked for editing by other users.

- Select Other > Utilities > Global Changes > Bulk Status Update.

- Select the Select Properties button under Bulk Water Invoicing Update to load all active properties for the logged in user.

- Set the filters as required. Filter options include Property Water Efficiency status, Property Manager and Property Class. Select the Refresh button to the update the grid with applied filters. The Select All and Deselect All buttons may be used to set the Charge Water column for all rows.

- Each of the following columns may be sorted by selecting the column header:

  - Manager

  - Property Alpha

  - Property Address

  - Water Efficient

  - Tenant Alpha

  - Tenant Name

- ○ Lease Start Date

- ○ Vacate Date

- ○ Charge Water

The following changes will be applied in Rest when the **OK–F12** button is selected:

- When the property has one active tenant the property and tenant will be updated with the selected **Charge Tenant Water** flag
- When the property has more than one active tenant displayed in grid, the selected property and each selected tenant will be updated with the selected **Charge Tenant Water** flag
- When the property has no active tenants the property will be updated with the **selected Charge Tenant Water** flag

Changes to Property Details

A new option to record whether a property's tenants are liable for water charges is now available in **Property Details > Information > Water Usage**

- The **Other** tab in Property Details has been renamed **Information**. Water Usage information previously displayed on the **Other** tab of Property Details will now display on the renamed **Information** tab.

- When a new tenant is added in Rest, the **Charge Tenant Water** flag will be assigned to the new tenant based on the property's setting. The setting can be managed at property

or tenant level to correspond with existing water usage functionality.

- The **Charge Tenant Water** flag will display on the Property Water Efficiency Report.

Changes to Tenant Details

The section previously known as Residential Water Usage in **Tenant Details > Invoices** has been renamed **Water Usage.**

- The new **Charge Tenant Water** flag saved against the tenant's property will automatically be assigned when creating a new tenant. The option displays in **Tenant Details > Invoices** in the **Water Usage** section. The setting can be managed at property or tenant level to correspond with existing water usage functionality.
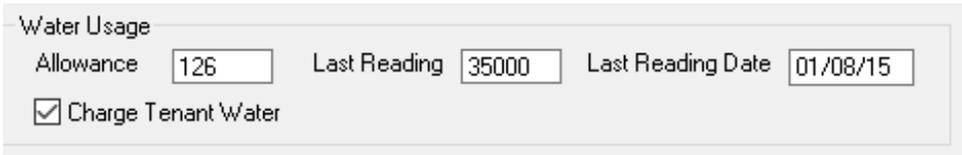
- The **Charge Tenant Water** flag will display when creating a new tenant water invoice

- A new tenant water invoice can now be created directly from **Tenant Details > Invoices**.

Enhanced Tenant Water Invoicing screen

The layout of the existing tenant water invoicing screen has been improved and includes the following new features:

- The ability to raise a second water charge per invoice
- An option to automatically populate the date range for all water invoices based on new settings in **Company Details > Water Invoicing**
- An option to view the Rates Calculation for the invoice being created
- The methods for calculating the **Invoice Total** and **Allowance (Units)** based on the tenant's allowance and Default Water Rates remain unchanged. All other functionality pertaining to options on this screen remain unchanged, although the placement of some

options have changed.

Loading the Water Invoicing screen

When the **Add Water Invoice** button is selected, the new Water Invoicing screen will load. Residential Tenant Water Invoices reloaded from this screen will display the new Water Invoicing screen. Commercial tenant water invoices from **Tenant Details > Invoices** will be reloaded in the Tenant Invoice format.

- The new **Water Invoicing** screen will be pre-filled with the Property Alpha when loaded from the following areas of Rest:

  - Tenant Details > Invoices tab > **Add water invoice** button

  - Transactions > Water Invoicing

  - Transactions > Barcode Creditor Disbursements for Creditors **with Prompt for Water Invoicing** enabled

  - Transactions > Creditor Disbursements for Creditors with **Prompt for Water Invoicing** enabled

  - Transactions > File Smart Creditor Disbursements for Creditors with **Prompt for Water Invoicing** enabled

  - Transactions > File Smart Tenant Invoices for water invoices processed via **Rest Owner & Tenant Water Invoicing** Workflow

Creating a Tenant Water Invoice

Property Alpha

When creating a tenant water invoice directly from the Tenant Details > Invoices tab or from a disbursements

When creating a tenant water invoice from the Transactions > Water Invoicing menu, you will need to specify the property occupied by the tenant you wish to invoice by one of the following methods:

- **Alpha Index**

  With the cursor on the property field, enter the property alpha index.

- **Tenant Search – F7**

  Use Tenant Search to find the correct property by the tenant name. Enter any part of the tenant name and press ENTER. Highlight the required tenant and select the OK button

Round to 5 cents

When **Round to 5 cents** (Australia) or **Round to 10** *cents* (NZ) is selected, REST will calculate the water invoice total to the nearest 5 cents.

GST exempt

- When the GST Exempt checkbox is selected, REST calculates the GST portion of the GST Inclusive Amount entered.

- If the GST Exempt checkbox is not selected, GST is not calculated and the invoice is posted without GST.

- The GST portion of the invoice total can also be added or removed manually by modifying the calculated GST component.

NOTE: Tenant water usage does not attract GST, so this setting is not applicable to Residential Tenants. Commercial Tenants may be subject to GST added to their water charges if stipulated in their Tenancy Agreement.

Print Invoice

If this checkbox is selected the invoice will be printed when selecting OK-F12 to save the invoice. Invoices can also be printed in bulk from **Reports > Tenants > Statement/Invoice Printing** if the Statement Control option of **Send bulk invoice/statement** is activated in **Tenant Details > Invoices.**

Email Invoice

This checkbox will be available when the tenant has an email address saved. If this checkbox is selected the invoice will be emailed when selecting OK-F12 to save the invoice. Invoices can also be emailed in bulk from **Reports > Tenants > Statement/Invoice Printing** if the Statement Control option of **Send bulk invoice/statement** is activated in **Tenant Details > Invoices**.

Print global comment

When this option is selected the text configured in **Company Details > Defaults > Miscellaneous defaults > Edit text files > Tenant Invoice/statement email text** will be printed at the bottom of the invoice

Tax Invoice

When this option is selected, the water invoice printed or emailed will be assigned a **Tax Inv. No.** and display the label Tax Invoice. Select this option for Commercial Tenants only. The Tax Invoice number allocated will display on the water invoice when reloaded.

Second Water Charge
This option allows a second water charge to be raised for the tenant in addition to water usage charges. To enable this option by default, set up a second water charge in **Company Details > Water Invoicing**.

Water Usage Charges

Previous Reading and Previous Reading Date
The tenant's previous meter reading and previous meter reading date stored in **Tenant Details > Invoicing > Water Usage** display on the invoice

Current Reading
When the current meter reading (units) of the official water invoice is entered, the **Units Used** field is automatically populated based on the Previous Reading

Current Reading Date
When the Current Reading Date of the official water invoice is entered, the Allowance (Units) field will be populated automatically if an Annual Allowance is stored against the tenant in **Tenant Details > Invoicing > Water Usage**

Units Used
If there are no previous reading details to calculate the units used, the amount should be entered manually as per the official water invoice

When Water Charge Rates have been configured in **Company Details > Water Invoicing, the Incl GST** Amount will be automatically populated for the first water charge based on the units used

Allowance Units
If you use Tenant Water Usage Allowances in your state, the Allowance (Units) field will be calculated and populated automatically if an Annual Allowance is stored against the tenant in **Tenant Details > Invoicing > Water Usage**

The default Annual Allowance can be configured in **Company Details > Water Invoicing**

View Rates Calculation
Water Charge Rates configured in **Company Details > Water Invoicing** will display in a grid

layout when the View Rates Calculation button is selected. If the **Units Used** and **Allowance (Units)** fields are populated on the invoice screen, the Water Charge Rates grid will also display the calculations for each rate and the allowance allocated if applicable

Description

The description for Water Usage Charge will default to Water Usage unless another description is configured in **Company Details > Water Invoicing**

Incl GST

The amount due Incl GST is calculated by multiplying the number of units used by the configured Water Charge Rates. If no rates are configured, the amount should be entered manually as per the official water invoice

GST

Rest automatically calculates the GST component for the inclusive amount if the GST exempt checkbox is not selected

The GST portion of the water charge can also be added or removed manually by modifying the calculated GST component

Excl. GST

Rest automatically calculates the Excl GST amount for the water charge component based on the Incl GST amount if the GST exempt checkbox is not selected

NOTE: Tenant water usage does not attract GST, so this setting is not applicable to Residential Tenants. Commercial Tenants may be subject to GST added to their water charges if stipulated in their Tenancy Agreement

Second Water Charges

The option to raise charges for an additional water charge will be made available on the Water Invoicing screen when the **Second Water Charge** checkbox is selected at the top of the screen

Description

The description for the Second Water Charge will display as configured in **Company Details > Water Invoicing**. If a second water charge is not configured, the description field will be blank and allow up to 80 characters to be entered. The Second Water Charge Description will display on the printed/emailed invoice

Incl GST

The amount for the Second Water Charge should be entered manually as per the official water

GST

REST automatically calculates the GST component for the inclusive amount if the GST exempt checkbox is not selected

The GST portion of the Second Water Charge can also be added or removed manually by modifying the calculated GST component

Excl. GST

Rest automatically calculates the Excl GST amount for the water charge component based on the Incl GST amount if the GST exempt checkbox is not selected

NOTE: Tenant water usage does not attract GST, so this setting is not applicable to Residential Tenants. Commercial Tenants may be subject to GST added to their water charges if stipulated in their Tenancy Agreement

Invoice Details

Account code

If a default account code has been configured in **Company Details > Water Invoicing**, the account code and corresponding account description will display automatically. If no account code is configured the account code will need to be entered manually. Pressing ENTER with the cursor on the blank field will display a list of available account numbers.

NOTE: The Account Code is used to prepare Income and Expenditure Summaries. When an income account code (eg. 163 for 'Outgoings recovered - water usage) is used, the invoice payment will display as income on the Income & Expenditure Summary

If an expense account code is used (e.g. 202 for 'water rates') the amount will display as a Net amount (disbursements charged to this account LESS invoices receipted to this account) under expenses on the Income & Expenditure Summary

Date due

If the option **Notice days for invoices** has not been configured in *S*ystem Options > **Transactions > Receipts**, the current REST date is automatically populated which indicates that the invoice is due immediately

If the option **Notice days for invoices** has been configured to a number of days (eg. 7) in **System Options > Transactions > Receipts**

The defaulted date can be changed manually to become due at a future date

Management Fee

If a fee is saved in **Property Details > Financial Fees > Tenant invoice comm %** the fee will

display by default when a new water invoice is created. The fee can be modified or entered manually

NOTE: Management fees may not be charged on amounts paid to the Agent

Pay to Owner/ Agent
When this option is set to *Owner* the funds will be credited to the Owner's account when the invoice is paid. When set to **Agent** the agency will be credited and the funds will be credited to the internal account Tenant Invoice Payments (AATENINV)

Withhold from Owner
This option will be available when the tenant's option to **Withhold** is checked for the rent or outgoings column on the Rental tab of Tenant Details. When selected on the water invoice, the funds will be credited to Outgoings instead of the Owner when the invoice is paid

Disable Debit
This option will be available when the tenant's option to **Debit Invoices** is checked on the Bank tab of Tenant Details. When selected on the water invoice, the funds will not be debited when Tenant Direct Debits are processed

Excl GST
The total amount of the water invoice excluding GST will be automatically populated from the values in Water Usage Charge and the Second Water Charge

GST
The total amount of GST for this water invoice will be automatically populated if GST was calculated on the Water Usage Charge and the Second Water Charge

Invoice Total GST
The total amount of the water invoice including GST will be automatically populated from the values in Water Usage Charge and the Second Water Charge

NOTE: Recording Invoice Details in Tenant Ledger

If the system option **Add Invoice Comment to ledger** (System Options > Other Tab) is enabled, Rest will records the details of the invoice on the Tenant Ledger for the following actions:

- Adding a new invoice

- Deleting an invoice

- Changing the credit for Advanced Commercial Tax Invoices

- Changing the date due, description, amount or the GST

Pop-up Diary Reminders

When a Tenant Invoice or Tenant Water Invoice is created or reloaded, the **Diary – Actions Required** screen will pop up to allow outstanding diary items to be viewed before the invoice is created
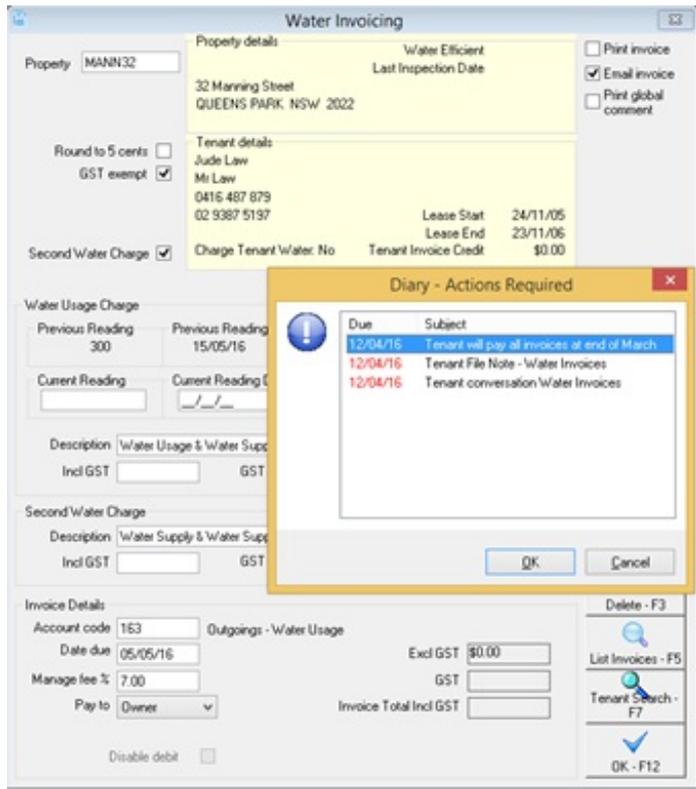
Pop-up Diary Reminders will load when creating invoices from the following areas of Rest:

- Tenant Details > Invoices tab > **Add water invoice** button

- Tenant Details > Invoices tab > **Add invoice** button

- Transactions > Water Invoicing

- Transactions > Invoice Entry

- Transactions > Barcode Creditor Disbursements for Creditors with **Prompt for Tenant Invoicing** enabled

- Transactions > Creditor Disbursements for Creditors with **Prompt for Tenant Invoicing** enabled

- Transactions > File Smart Creditor Disbursements for Creditors with **Prompt for Tenant**

Invoicing enabled

NOTE: Pop-up Diary Reminders will not load when viewing the Water Invoicing screen in File Smart Tenant Invoices.

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