



Sage UBS BSM Training Material

Year 2018

Sage Product MY

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Document Sign-Off

Role	Name	Signature	Date
Author	Edison Lee		06/03/2018
Reviewer			
Approver			

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Document Change Control

Version	Date	Author	Summary of Changes
1.0	06/03/2018	Edison	Initial creation, Version 1.0

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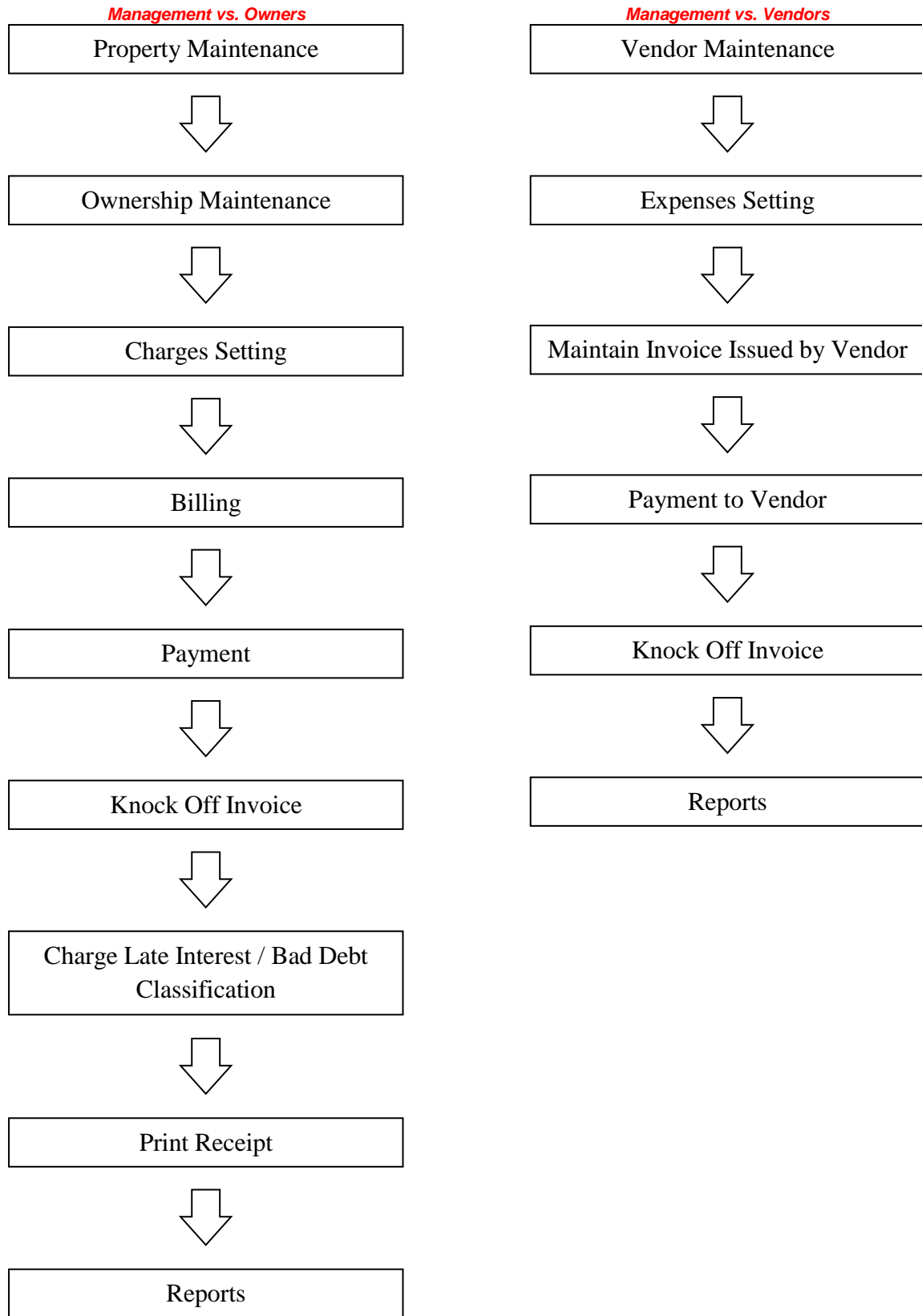
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BSM Operation Flow



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Governing Legislation

Property Management Company is known as **Management Corporation** under the **Strata Titles Act 1985 (Act 318) & Rules and Order**.

According to **Strata Titles Act 1985 (Act 318) & Rules and Order, Section 43, subsections (1)**, the duties of management corporation include the following:

- (a) to manage and properly maintain the common property and keep it in a state of good and serviceable repair;
- (b) to insure and keep insured the subdivided building to the replacement value thereof against fire and such other risks as may be prescribed under this Act;
- (c) to effect such other insurance of the subdivided building as may be required by law;
- (d) to insure against such other risks as the proprietors may by special resolution direct;
- (e) to apply insurance moneys received by it in respect of damage to the subdivided building in rebuilding and reinstating it in so far as it may be lawful to do so, subject to any order made by the court under section 56;
- (f) to pay premiums on any insurance effected by it;
- (g) to comply with any notices or orders given or made by any competent public or statutory authorities requiring the abatement of any nuisance on the common property, or ordering repairs or other work to be done in respect of the common property or any building or other improvements on the lot;
- (h) to comply with any such notices or orders as are referred to in paragraph (g) given or made in respect of any of the parcels, if the proprietor fails to do so within a reasonable time;
- (i) to prepare and maintain, in such form as may be prescribed, a strata roll for the subdivided building; and
- (j) to pay the rent of the lot.

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A. Installation & Initial Maintenance

Example: Nature Shoreline Condominium

Unit Types	
3+1 (3 Standard + 1 Utility),	1800 sq ft – MYR 288,888
2+1 (2 Standard + 1 Utility),	1300 sq ft – MYR 233,333
Block:	
D1	1 st – 5 th Floor – 2+1, 8 units each floor
	6 th – 10 th Floor – 3+1, 4 units each floor

A.1 Install UBS Building Services and Maintenance (BSM)

Download the installer. Click **Building Services and Maintenance** and execute the installation as usual.

A.2 Create Data Directory & Login

Double click the icon (on Desktop), click **[Add]**, key in the **Company Name** and **Database Folder**.

<i>Company Name</i>	HEX PROPERTY MANAGEMENT BHD
<i>Database Folder</i>	BSM1

Click **[OK]**.

Key in User ID & Password as: **UBS**, then click **[Login]**

A.3 Maintain State & Currency

Go to **Maintenance** → **Miscellaneous File** → **State**, click **[Add]**, key in the following details and click **[Save]**, **[Exit]**.

<i>State Code</i>	KL
<i>State Name</i>	KUALA LUMPUR
<i>Country Code</i>	MALAYSIA

Go to **Maintenance** → **Miscellaneous File** → **Currency**, click **[Add]**, key in the following details and click **[Save]**, **[Exit]**.

<i>Currency Code</i>	MYR
<i>Description</i>	RINGGIT MALAYSIA
<i>Symbol</i>	MYR

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<i>Rate</i>	1.0000
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A.4 Maintain Company Details

Go to **Housekeeping** → **General Setup**, key in the following details and click **[OK]**.

Company tab

<i>Company Name</i>	HEX PROPERTY MANAGEMENT BHD
<i>Address</i>	111, JALAN 222, 33333, KUALA LUMPUR
<i>Project Name</i>	NATURE SHORELINE CONDOMINIUM

Default Values tab

<i>Currency</i>	MYR
<i>Country</i>	MALAYSIA
<i>Payment Term</i>	15 Day(s)

Note:

The check box **Apply to all owners when change** – If this is checked, whenever there is a change of payment term, new payment term takes effect on all owners (existing and new). Otherwise, it is only applicable to new owner; existing owners will remain with their last payment term.

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B. Property Maintenance

Before the user generates property units according to number of units and floors, the user has to maintain 3 components below:

- (a) **Phase** – Project's stages e.g. ROSES Condominium Phase 1 & Phase 2
- (b) **House Type** – e.g. condominium, apartment
- (c) **Unit Type** – e.g. 3 standard + 1 utility, 2 standard + 1 utility

B.1 Maintain Property Details (Phase, House Type & Unit Type)

Go to **Maintenance** → **Miscellaneous File** → **Phase**. Click **[Add]**, key in the Phase details, click **[Save]**, **[Exit]**.

<i>Phase Code</i>	NS1
<i>Description</i>	NATURE SHORELINE PHASE 1

Go to **Maintenance** → **Miscellaneous File** → **House Type**. Click **[Add]**, key in the House Type details, click **[Save]**, **[Exit]**.

<i>Phase Code</i>	NATURE SHORELINE PHASE 1
<i>House Code</i>	CONDO
<i>Description</i>	CONDOMINIUM

Go to **Maintenance** → **Miscellaneous File** → **Unit Type**. Click **[Add]**, key in the Unit Type details, click **[Save]**, **[Exit]**.

<i>Unit Type</i>	3+1	2+1
<i>Description</i>	3 STANDARD + 1 UTILITY	2 STANDARD + 1 UTILITY
<i>Area (sqft)</i>	1800	1300
<i>Width Type</i>	Square Feet	Square Feet

B.2 Maintain Financier, Insurance Company & Solicitor

The Financier is the party who provides loan to individual who has insufficient fund during the property acquisition.

The Insurance Company is the organization that seeks to provide protection against financial loss caused by unforeseen events e.g. fire.

Solicitor is the lawyer who is involved in legal documents preparation particularly Sales and Purchase Agreement, Loan Agreement etc in this software concern.

Go to **Maintenance** → **Financier**. Click **[Add]**, key in the Financier's details, click **[Save]**, **[Exit]**.

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<i>Financier</i>	RC
<i>Description</i>	RICHIE BANK BERHAD
<i>Branch</i>	KL BRANCH
<i>State</i>	KUALA LUMPUR
<i>Country</i>	MALAYSIA

Go to **Maintenance** → **Insurance Company**. Click **[Add]**, key in the Insurance Company's details, click **[Save]**, **[Exit]**.

<i>Insurance Code</i>	VS
<i>Name</i>	VERY SECURED BERHAD
<i>State</i>	KUALA LUMPUR
<i>Country</i>	MALAYSIA

Go to **Maintenance** → **Solicitor**. Click **[Add]**, key in the Solicitor's details, click **[Save]**, **[Exit]**.

<i>Solicitor</i>	JAS
<i>Name</i>	JUSTICE ASSOCIATES & SOLICITORS
<i>State</i>	KUALA LUMPUR
<i>Country</i>	MALAYSIA

B.3 Generate Property Units

There are two ways to generate property units:

(a) Manually

Go to **Maintenance** → **Property** → **Property**. Click **[Add]**, key in the following details, click **[Save]**, **[Exit]**.

<i>Unit No.</i>	D1/01/01
<i>Unit Description</i>	SOUTH WING
<i>Phase</i>	NATURE SHORELINE PHASE 1
<i>House Type</i>	CONDOMINIUM
<i>Unit Type</i>	2 STANDARD + 1 UTILITY

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<i>Selling Price (MYR)</i>	233333
<i>Address</i>	NATURE SHORELINE CONDOMINIUM, JALAN NATURE
<i>Post Code</i>	11111
<i>Country</i>	MALAYSIA
<i>State</i>	KUALA LUMPUR
<i>Car Park</i>	1

(b) Auto Generate

Go to **Maintenance**→**Property**→**Generate Units**, and then generate property units for unit type 2+1 by setting the details below. Click **[Generate]**, **[Close]**.

<i>Phase From</i>	NATURE SHORELINE PHASE 1
<i>Housing Type From</i>	CONDOMINIUM
<i>Unit Type</i>	2 STANDARD + 1 UTILITY
<i>Unit Description</i>	SOUTH WING
<i>Address</i>	NATURE SHORELINE CONDOMINIUM, JALAN NATURE
<i>Postcode</i>	11111
<i>Country</i>	MALAYSIA
<i>State</i>	KUALA LUMPUR
<i>Selling Price (MYR)</i>	233333
<i>Generate unit by</i>	With Numeric Floor No

		<i>Separator</i>	<i>Floor Digits</i>		<i>Unit Digits</i>
		/	2		2
<i>Unit No From</i>	D1	/	1	/	1
<i>Unit No To</i>	D1	/	5	/	8

The unit numbers can have various orientations:

- (i) **With Numeric Floor Number** – The numbering will start with the specific numeric for the floor and follows by the unit number which is separated by a separator e.g. D1/08/28. The floor and unit digit have to be specified.

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- (ii) **With Character Floor Number** – The numbering will start with the specific character for the floor and follows by the unit number which is separated by a separator e.g. D1/G/28 (which the floor number is fixed).
- (iii) **Without Floor Number** – The numbering will start with the specific numeric or character follows by the unit number e.g. D1/28. Only the unit digit has to be specified.
- (iv) **Special Character** – Only involve special characters and unit numbers which can be in various orders and orientations:
- **Numeric before character**
Unit digit at initial follows by special character e.g. 16A
 - **Character before numeric**
Special character at initial follows by unit digit e.g. A16
 - **Just Character**
Only involves special characters e.g. AD
 - **Just Numeric**
Only involves unit numbers e.g. 16
- (v) **With Character Unit Number** – The numbering will start with the specific character for unit number which is separate by a separator e.g. D1/08/A.

Go to **Maintenance**→**Property**→**Generate Units**, and then generate property units for unit type 3+1 by setting the details below. Click **[Generate]**, **[Close]**.

<i>Phase From</i>	NATURE SHORELINE PHASE 1
<i>Housing Type From</i>	CONDOMINIUM
<i>Unit Type</i>	3 STANDARD + 1 UTILITY
<i>Unit Description</i>	SOUTH WING
<i>Address</i>	NATURE SHORELINE CONDOMINIUM, JALAN NATURE
<i>Postcode</i>	11111
<i>Country</i>	MALAYSIA
<i>State</i>	KUALA LUMPUR
<i>Selling Price (MYR)</i>	288888
<i>Generate unit by</i>	With Numeric Floor No

		<i>Separator</i>	<i>Floor Digits</i>		<i>Unit Digits</i>
		/	2		2
<i>Unit No From</i>	D1	/	6	/	1
<i>Unit No To</i>	D1	/	10	/	4

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B.4 Reports

- *Enquiry* → *Property Listing*, **[Generate]**
- *Report* → *Property Reports* → *Property Listing*, **[OK]**, **[Preview]**
- *Report* → *Financier Reports* → *Financier List*, **[OK]**, **[Preview]**
- *Report* → *Insurance Company Reports* → *Insurance Company List*, **[OK]**, **[Preview]**
- *Report* → *Solicitor Reports* → *Solicitor List*, **[OK]**, **[Preview]**

B.5 Delete Generated Units

Go to **Maintenance** → **Property** → **Delete Generated Units**, set *Unit No From*: D1/10/10, *Unit No To*: D1/10/01, click **[List]**, **[Delete]**, and **[Yes]** to confirm deletion.

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C. Property Ownership Maintenance

C.1 Add Owner

The owner can be an individual, a company or the developer and their details are to be maintained in ownership module.

Go to **Maintenance** → **Ownership**, click **[New Owner]**, maintain owner details as shown below according to Unit No, and click **[Save]**, **[Exit]**.

Unit No: D1/01/02

Owner tab

<i>Owned by</i>	Person
<i>Ownership Date</i>	03/01/2005
<i>Name</i>	RAYMOND
<i>New IC</i>	111111-11-1111
<i>Passport No.</i>	G123456
<i>Nationality</i>	MALAYSIAN
<i>Race</i>	Chinese
<i>Gender</i>	Male
<i>Marital Status</i>	Married

Contact tab

Preferred Mail address	Console Address
------------------------	-----------------

Financier & etc tab

Financier	RC (RICHIE BANK BERHAD)
Fincr. Ref No	FILE NO: RY01-1111
Solicitor	JAS (JUSTICE ASSOCIATES & SOLICITORS)
Soli. Ref No	FILE NO: RY11-1111
Insurance	VS (VERY SECURED BERHAD)
Insu. Ref No	POLICY NO: 111111 (MASTER)
Water Bill Ref No	JSU111

Residents Profile tab

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Resident Status	Occupied
Date Move In	14/01/2005
Name	MICHELLE
New IC	444444-44-4444
Passport No.	F654321
Race	Chinese
Gender	Female
Marital Status	Single
Relationship	Tenant

Vehicle Particulars tab (click [Insert])

Parking Bay No.	12
Vehicle No.	ABC1234
Valid Until	31/12/2010
Car Park Ownership	Rent

Click [Save], choose Residents Profile tab, and click [Other Occupants], [Add]

Occupant Name	SHIRLY
Gender	Female

Note:

Owner tab

- Owned by – Unit ownership by Person, Company or Developer.
- Owner No. – Auto assigned number by system e.g. First Owner: 01, Second Owner: 02
- Owner Group – Refer to topic M. Owner Group, page 37
- Ownership Date – The date which the property possession takes effect.
- Open Credit Amount – Refer to Payment topic, Knock Off Invoice, page 23
- Co-Owner button – To add in Co-Owner personal details, contact and employment details (refer to page 14).

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Sub Purchaser button – Refer to topic J. Sub Sale, page 32

Contact tab

Preferred Mail Address

- Console Address : Property address
- Contact Address : Alternate address maintained in Contact tab will be used for mailing.

Employment tab

To state owner's employment details.

Transfer Date – Date which the ownership transfer is done in this software.

Unit Details tab

To view unit details e.g. Unit Type, Area Width, Car Park No(s) and Console Address.

Parcel No – A temporary plot number assigned to individual property unit which is still under construction for identification purpose.

Financier & etc tab

Electrical Bill Ref No – Electricity account number

Gas Bill Ref No – Gas charge account number

Water Bill Ref No – Water charge account number

Residents Profile tab

To specify resident's details and their relationship with owner and also to add other occupants details.

Vehicle Particulars tab

To record additional parking bay acquired besides the car park allotment stated in the Sales and Purchase Agreement (if any).

Unit No: D1/01/03

Owner tab

<i>Owned by</i>	Person
<i>Ownership Date</i>	03/01/2005
<i>Name</i>	SYLVIA
<i>New IC</i>	222222-22-2222
<i>Passport No.</i>	S12345
<i>Nationality</i>	MALAYSIAN
<i>Race</i>	Chinese

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<i>Gender</i>	Female
<i>Marital Status</i>	Single

Contact tab

<i>Preferred Mail address</i>	Console Address
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Financier & etc tab

<i>Financier</i>	RC (RICHIE BANK BERHAD)
<i>Fincr. Ref No</i>	FILE NO: SL02-2222
<i>Solicitor</i>	JAS (JUSTICE ASSOCIATES & SOLICITORS)
<i>Soli. Ref No</i>	FILE NO: SL22-2222
<i>Insurance</i>	VS (VERY SECURED BERHAD)
<i>Insu. Ref No</i>	POLICY NO: 222222 (MASTER)
<i>Water Bill Ref No</i>	JSU112

Unit No: D1/01/04

Owner tab

<i>Owned by</i>	Company
<i>Ownership Date</i>	03/01/2005
<i>Name</i>	BRILLIANT SDN BHD
<i>ROC</i>	FS-44444
<i>Director</i>	MELVIN LIM
<i>Type of business</i>	FOOD MANUFACTURER

Contact tab

<i>Preferred Mail address</i>	Contact Address
<i>Address</i>	NO.33, JALAN 333
<i>Country</i>	MALAYSIA
<i>State</i>	KUALA LUMPUR

Financier & etc tab

<i>Financier</i>	RC (RICHIE BANK BERHAD)
<i>Fincr. Ref No</i>	FILE NO: BL05-5555
<i>Solicitor</i>	JAS (JUSTICE ASSOCIATES & SOLICITORS)

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<i>Soli. Ref No</i>	FILE NO: BL55-5555
<i>Insurance</i>	VS (VERY SECURED BERHAD)
<i>Insu. Ref No</i>	POLICY NO: 55555 (MASTER)
<i>Water Bill Ref No</i>	JSU113

C.2 Add Co-Owner

Co-Owner is the person who jointly owned the respective property.

Go to **Maintenance**→**Ownership**, at Unit No **D1/01/02**, click **[Co-Owner]**, click **[Add]**, key in the Co-Owner details, click **[Save]**, **[Exit]**, **[Exit]**.

<i>Co-Owner Name</i>	RACHEL
<i>New IC</i>	333333-33-3333
<i>Passport No.</i>	R12345
<i>Nationality</i>	MALAYSIAN
<i>Gender</i>	Female

C.3 Property Status

Enquiry→**Property Listing**, choose **Status: Occupied**, click **[Generate]**.

C.4 Property Reports

- **Report**→**Property Reports**→**Project Status**, **[OK]**, **[Preview]**
- **Report**→**Property Reports**→**Property Listing**, **Status: Occupied**, **[OK]**, **[Preview]**
- **Report**→**Property Reports**→**Property Ownership**, **[OK]**, **[Preview]**
- **Report**→**Owner Reports**→**Owner List**→**Owner Listing**, **[OK]**, **[Preview]** (click Excel to export owners' details to Microsoft Excel)
- **Report**→**Owner Reports**→**Co-owner Listing**, **[OK]**, **[Preview]**
- **Report**→**Resident Reports**→**Resident Vehicles and Parking Bay List**, **Car Park Ownership: Rent, Expired Before: 01/01/2011**, **[OK]**, **[Preview]**

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D. Charges Setting

The property owners are liable to charges that incurred during the maintenance & management of the property.

The charges computations have been done by using various methods:

- (a) **By Area Width** – charges that charged according to the unit's built up area e.g. sinking funds: MYR0.10 per sq ft.
- (b) **By Fixed Rate** – a fixed amount is chargeable to individual unit e.g. pest control, parking and administration fees.
- (c) **By Metered Rate** – charges is charged according to the actual usage which measured by meter e.g. electricity and water consumption. Hence the meter opening balance has to be maintained, the subsequent meter reading will be updated during the invoice issuance.
- (d) **By Car Park Lot** – charges that charged according to the number of car park owned by the unit.
- (e) **By Selling Price** – charges that charged according to the unit's selling price.

D.1 Set Charges by Area Width & Fixed Rate

Go to **Maintenance** → **Charges**, select Charges Code accordingly, click **[Edit]**, maintain the charges rate, and click **[Save]**, **[Exit]**.

<i>Charge Code</i>	ADMIN	PEST	PARK	LAUNDRY
<i>Rate</i>	RM 100.00	RM 50.00	RM 80.00	RM 30.00

Note:

Setting tab

Late Interest Settings – Refer to topic G. Late Interest, page 25

Monthly Statement Settings – Select **“Yes”** to show the particular charges in monthly statement.

Invoice Billing Print Settings

- Header Options : Select **“Yes”** to have the Financier, Solicitor and Insurance information on Invoice.
- Remark Options : If user wish to have remarks on the invoice, select **“Yes”** and set if it is By Date, By Month and By Year.
- Rounding Options : Specify the decimal place for the rounding to be performing upon the charges total amount (if BNM Rounding Mechanism* is not applied).

*BNM Rounding Mechanism – The rounding mechanism introduced by the Malaysian Government in which the total amount of a bill which ends in **1, 2, 6 and 7** cent will be **rounded down** while the total bill which ends in **3, 4, 8 and 9** cent will be **rounded up to the nearest multiple of 5 cent**.

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Go to **Maintenance** → **Charges**, click **[Add]**, maintains Sinking Fund* details, click **[Save]**, **[Exit]**.

Charges tab

<i>Charge Code</i>	SINKFD
<i>Description</i>	SINKING FUND
<i>Calculation Method</i>	By Area Width
<i>Rate (MYR)</i>	0.10
<i>Reporting UOM</i>	SQFT

Setting tab

<i>Remarks Setting</i>	By Date
<i>Generate End Range</i>	<CHECKED>
<i>Duration</i>	6 Month(s) Forwards

**Sinking Fund* – It is a fund built for capital expenditures such as building re-painting after a certain number of years & acquisition of suitable assets and equipment for use in relation to the Common Property.

Administration Fees / Maintenance – are collected to cover the routine maintenance service such as rubbish disposal, landscaping and road maintenance.

D.2 Set Charges by Metered Rate

Go to **Maintenance** → **Charges**, search for *Charges Code WATER*, click **[Edit]**, maintain Water Charges details, and click **[Save]**, **[Exit]**.

Charges tab

<i>Meter Type</i>	Water	
<i>Meter Calculation</i>	Table Rate	
<i>Minimum Charges</i>	5.00	
<i>Intervals</i>	30 Day(s) Backwards	
<i>Tariff Rates Setting</i>	Meter Unit	Rate
	First 1000	0.0022
	> 1000	0.0042
	> 5000	0.0052

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<i>Reporting UOM</i>	M3
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Setting tab

<i>Remarks Setting</i>	By Date
<i>Generate End Range</i>	<CHECKED>
<i>Duration</i>	30 Day(s) Backwards

Note:

Charges tab (for Water Charges)

- Meter Calculation – User has 2 options either by Flat Rate or by Table Rate. If Table Rate is selected, Tariff Rates table appeared has to be set.
- Minimum charges – Minimum amount to be charged to the owners.
- Intervals – A consistent period between last meter reading and the next reading.

Go to **Maintenance** → **Opening Balance** → **Metered Charges**, at Unit No: D1/01/02, click **[Modify]**, key in the details, click **[OK]**, **[Exit]**.

<i>Opening Balance</i>	100
<i>Opening Date</i>	03/01/2005

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D.3 Maintain Recurring Charges

Charges (not calculated By Metered Rate) which recur at its consistent period can be further classified according to Scheme Setting under Recurring Setting. This helps to expedite the invoice generation in which multiple invoices for several types of charges can be generated at one time. The multiple invoice generation can be done according to Phase House Type or a range of Unit Numbers set in Scheme Property according to the earlier Scheme Setting.

Go to **Maintenance** → **Recurring Setting** → **Scheme Setting**, click **[Add]**, maintain Scheme Code details, and click **[Save]**, **[Exit]**.

Recurring Settings tab

<i>Scheme Code</i>	SC1	SC2
<i>Description</i>	SCHEME 1	SCHEME 2
<i>Bill Recurring Period</i>	1 Month(s)	6 Month(s)
<i>Start Date</i>	01/01/2005	01/01/2005
<i>Status</i>	Active	Active

Detail tab (click *Add Charges*)

<i>Charge Code</i>	Administrative Fees
	Pest Control
	Parking
	SINKING FUND

Note:

Recurring Settings tab

Bill Recurring Period – Charging frequency e.g. 30 day(s), 1 month(s), 1 year(s)

Start Date – The commencement date of the scheme

Detail tab

Add Charges – To add individual charges into the scheme

Edit Charges – To edit individual added charges

Delete Charges – To remove individual added charges

Go to **Maintenance** → **Recurring Setting** → **Scheme Property**, select Scheme Code, click **[Edit]**, select *Property Type*, click **Insert**, and select the Unit No range / House Type, and then click **[Save]**, **[Exit]**.

<i>Scheme Code</i>	SC1
--------------------	-----

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<i>Property Type</i>	By Particular Units Scheme
<i>Unit No</i>	D1/01/02

<i>Scheme Code</i>	SC2
<i>Property Type</i>	By Phase, House Type Scheme
<i>House Type</i>	CONDO

D.4 Charges Listing

- (a) *Maintenance* → *Charges*, **[Print]**, **[Preview]**
- (b) *Maintenance* → *Recurring Setting* → *Scheme Setting*, **[Print]**, **[Preview]**
- (c) *Maintenance* → *Recurring Setting* → *Scheme Property*, **[Print]**, **[Preview]**

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E. Billing

The bills in this context are referring to invoices issued on various charges charged to individual owner. The invoices can be issued individually or in bulk by selecting the Scheme Code that has been set in **Recurring Setting** → **Scheme Setting**.

E.1 Issue Individual Invoices

Go to **Transaction** → **Invoice** → **Invoice Billing**, click **[Add]**, and set the following details as below, click **[Save]**, **[Exit]**

<i>Unit No</i>	D1/01/02
<i>Doc Date</i>	31/03/2018
<i>Charge Code</i>	Water
<i>Current Meter Reading</i>	3000

E.2 Issue Invoice Using Scheme Code

Go to **Transaction** → **Invoice** → **Auto Generate Billing**, set the following details, and click **[Process]**, **[OK]**.

<i>Scheme</i>	SCHEME 1
<i>Invoice Date From</i>	01/04/2018
<i>Apply Scheme Property</i>	<CHECKED>

<i>Scheme</i>	SCHEME 2
<i>Invoice Date</i>	01/04/2018
<i>Apply Scheme Property</i>	<CHECKED>

Note:

Invoice Date From & To – Date range for charges according to invoice document date.

Check Dates button – Click to view invoice doc date to be generate.

Apply Scheme Property – To generate invoice according to the property type setting that has been done in Scheme Property (refer to page 18, Maintain Recurring Charges).

Check Units button – Click to view units to be charged with charges.

Process button – Click to generate invoice(s).

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Check Failure List button – Click when message “0 invoices successfully generated!” appeared, to view the list of invoice(s) generated earlier.

E.3 Generate Meter Invoice

Go to **Transaction**→**Invoice**→**Generate Meter Invoice**, choose the **Charge Code**, **Doc Date** and then click **[Next]**, key in the meter reading for unit owners in **Current Reading** column, click **[Next]**, **[Confirm]**, **[Yes]**, **[OK]**, **[Exit]**

E.4 Delete Invoice(s)

Go to **Transaction**→**Invoice**→**Invoice Billing**, click **[Delete]** on identified invoice, or **Transaction**→**Invoice**→**Delete Auto Generated Invoice in Batch**, key in the invoice document date range or invoice number range, and then click **[List]** to view invoice(s) selected, click **[Delete]**.

E.5 Enquiry

- (a) **Enquiry**→**Owner Ledger**, **[Print]**, **[OK]**, **[Preview]**
- (b) **Enquiry**→**Log Enquiry**→**Billing Log (Auto Generated)**
- (c) **Enquiry**→**Meter Ledger**

E.6 Print Invoice

Print→**Invoice Printout**, **[OK]**, **[Preview]**

Note:

Invoice printing can be done through various scopes that go by Phase, Housing Type, Unit No, Invoice Number, Invoice Date and Charge Code.

Show Outstanding Invoices Only – Only outstanding invoices will be printed.

Consolidate invoice(s) – Check this to merge all the relevant invoice(s) of an individual unit into the same printing page, which a list of invoice number and charges details will be shown.

Include Meter Charges – To include invoice(s) that involves meter reading in the invoice(s) printing.

E.7 Report

- (a) **Report**→**Transaction List**→**Billing Listing**→**Invoice List**, **[OK]**, **[Preview]**
- (b) **Report**→**Transaction List**→**Billing Listing**→**Meter Invoice List**, **[OK]**, **[Preview]**
- (c) **Report**→**Transaction List**→**Billing Listing**→**Billing Listing By Charges**

Report options

1 st Charges	ADMIN
2 nd Charges	PARK
3 rd Charges	PEST

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4 th Charges	SINKFD
5 th Charges	WATER

[OK], [Preview]

E.8 Print Statement

Print → Monthly Statement, [OK], [Preview]

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F. Payment

The payment can be made by owner through various methods e.g. cash, cheque (personal cheque, Bank Draft & Cashier's Order) and other instruments (e.g. postal order, money order & etc).

F.1 Accept Owner's Payment

Go to **Transaction** → **Payment**, click **[Add]**, select **Unit No**, click **[Insert]**, key in details as shown below, and click **[Save]**, **[Save]**, **[Exit]**

<i>Unit No</i>	D1/01/02
<i>Receipt Date</i>	13/04/2018
<i>Pay by</i>	Cash
<i>Paid Amount</i>	370.18

Note:

Insert button – To add payment details.

Modify button – To modify payment details.

Remove button – To remove payment details.

Change Owner button – BSM will always show current owner during payment receipt. If a history owner is making payment, click this to retrieve history owner name and his outstanding record.

Knock off bill button – Quick access to knock off bill.

F.2 Knock Off Invoice

Invoices knock off can be done in two (2) ways:

(a) Manually – Single invoice knock off at one time

Go to **Transaction** → **Owner's Knock Off**, select *Unit No* D1/01/02, click **[Apply]**, select invoice no *INV0000001*, click **[Save]**, **[Yes]**, **[Exit]**, and **[Exit]**

Note:

Open Credit – Total amount available for invoice(s) knock off.

Applied Amount – Total amount that has been knock off from invoice(s).

Amount to apply – Amount to be knocking off from an individual invoice.

(b) Auto Apply – It is the multiple invoices knock off at one time within the open credit limit according to:

Document Date – Documents bearing earlier date of issuance will be knock off first follows by others in the ascending mode.

Invoice No – Knock off is done according to invoice number in ascending mode.

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Invoice Amount – Knock off begin from the smallest invoice amount.

Due Date – Bills that have earlier due dates will be knock off first.

UBS BSM by default will auto apply knock off according to Document Date, if users wish to do it differently, the setting can be done in **Housekeeping**→**General Setup**, select **Common Settings** tab, choose the **Auto Knock Off Order By** according to selection provided.

Go to **Transaction**→**Owner's Knock Off**, select *Unit No D1/01/02*, click **[Apply]**, click **[Auto Apply Order By Document Date]**, **[Exit]**, **[Exit]**

Take note:

Before Knock Off	: Open Credit – 360.00	Applied Amount – 10.18
After Knock Off	: Open Credit – 0.00	Applied Amount – 370.18

F.3 Print Payment Receipt

Print→*Payment Printout*, **[OK]**, **[Preview]**

F.4 Reports

- (a) *Report*→*Transaction List*→*Payment Listing*→*Payment List*, **[OK]**, **[Preview]**
- (b) *Report*→*Transaction List*→*Payment Listing*→*Payment Receipt By Charges*, **[OK]**, **[Preview]**
- (c) *Report*→*Owner Reports*→*Payment Listing*→*Payment Details*, **[OK]**, **[Preview]**

F.5 View Owner Ledger

Enquiry→*Owner Ledger*, select *PAY0000001*, click **[Knock Off Details]**

Note:

Document Details – to be used to view individual documents' details (e.g. invoice, payment & etc).

Knock Off Details – to be used to view knock off details on payments made.

Interest Details – to be used to view details of interest charged on individual invoice.

F.6 Reverse Knock Off

If wrong invoice has been knock off accidentally, it can be reversed by going to **Transaction**→**Reverse Knockoff**, select *Unit No*, click **[Apply]**, select invoice no, click **[Reverse]**, **[Yes]**, **[Exit]**, **[Exit]**

Take note:

Before Reverse	: Open Credit – 0.00	Applied Amount – X.00
After Reverse	: Open Credit – X.00	Applied Amount – 0.00

F.7 Outstanding Charges

- (a) *Report*→*Transaction List*→*Outstanding Listing*→*Outstanding Billing*, **[OK]**, **[Preview]**
- (b) *Report*→*Transaction List*→*Outstanding Listing*→*Outstanding Billing By Charges*, (*Report options*) *1st Charges* : SINKFD, **[OK]**, **[Preview]**

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G. Late Interest

Late interest is the additional amount charged on invoice(s) due and the amount remains unpaid on the date of calculation. The calculation is on daily basis on a fixed percentage that is allowed by legislation (the current Late Charge is at 10 per centum per annum).

G.1 Late Interest Setting

Go to **Housekeeping** → **General Setup**, select **Late Charges Settings** tab, and set *Generate Late Charges*: Yes, and then click **[OK]**

Note:

Generate Late Charges – If this is set to “Yes”, all the outstanding charges are subjected to late interest calculation. If users wish to have exemption on certain types of charges, he may do so by going to **Maintenance** → **Charges**, select related charge code, click **[Edit]**, select **Setting** tab, at **Late interest Settings**, change the **Charges late interest** option from “Yes” to “No”, click **[Save]**, **[Exit]**

Minimum late interest amount to generate – E.g. If MYR 0.50 is set, late interest will be exempted, if the generated late interest amount is less than MYR 0.50.

Go to **Maintenance** → **Late Charge Setting**, click **[Add]**, key in *Start Date*: 01/01/2005, *Interest Rate*: 10.00%, and click **[Save]**, **[Exit]**

Note:

Activate Bank Negara Malaysia Rounding Mechanism – If this option is checked, the BNM Rounding Mechanism (refer page 15 for detail description) will be applied on the generated interest amount.

G.2 Generate Late Interest

Go to **Transaction** → **Late Interest** → **Charge Late Interest**, key in *Generate Date*: 01/05/2018, *Unit No From*: D1/01/02, *Unit No To*: D1/01/04, click **[Generate]**, **[OK]**, click **[Review]**, click **[Show Viable Late Interest Charges]** to review the interest detail charged upon those overdue invoices. To confirm generation of late interest, click **[Close]**, **[Close]**, tick the checkbox **Generate Interest**, and then click **[Generate]**, **[OK]**, **[Cancel]**

Note:

Generate button – To generate late interest on overdue invoice(s).

Review button – To view late interest details.

Show Viable Late Interest Charges – To view list of invoice(s) that incurred late interest.

Generate Interest – To confirm with late interest generation before the user can have the Interest Debit Note printed.

G.3 Delete Late Interest Charged

Generated interest can be deleted to enable re-generation of interest.

Go to **Transaction** → **Late Interest** → **Delete Late Interest**, select interest invoice, and click **[Delete]**, **[Yes]**

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G.4 Print Interest Debit Note

Go to **Print**→**Interest Debit Note Printout**, key in *Date From & To*: 01/05/2018, click **[OK]**, **[Preview]**

G.5 Report

Report→**Transaction List**→**Billing List**→**Late Charges List**, key in *Date From & To*: 01/05/2018, **[OK]**, **[Preview]**

G.6 Payment on Late Interest

Go to **Transaction**→**Payment**, click **[Add]**, and select *Unit No*, key in the receipt date, click **Insert**, key in details as shown below, click **[Save]**, **[Save]**, **[Exit]**

<i>Unit No</i>	D1/01/03
<i>Receipt Date</i>	10/05/2018
<i>Pay by</i>	Cash
<i>Paid Amount</i>	136.48

G.7 Knock Off Interest Debit Note

Go to **Transaction**→**Owner's Knock Off**, select *Unit No* D1/01/03, select the receipt, click **[Apply]**, and select *Invoice No*: INT0000001, click **[Save]**, **[Yes]**, **[Exit]**, **[Exit]**

G.8 Revise Late Interest

The last Late Interest charged date on individual invoice can be amended to an identified later date to give an interest exemption for the identified period.

Go to **Transaction**→**Late Interest**→**Revise Interest Date**, click **[Next]** to select *Unit No* D1/01/03, click **[Edit]**, select INV0000009, key in details as follows, and click **[Save]**, **[Exit]**

<i>New Interest Date</i>	01/06/2018
<i>Reason</i>	The owner is in overseas. Will be back by 25/05/2018.

Revise Late Interest in Batch (Bulk Revision)

Go to **Transaction**→**late Interest**→**Revise Interest Date in Batch**

Note:

Show Fully Paid Invoice Only – Check this if only to revise the interest date on invoice(s) that have been fully paid in which the payment is made after the invoice due date.

Show Overdue Invoice Only – Check this if only to revise the interest date on outstanding and overdue invoices(s)

G.9 Enquiry on Revised Late Interest

Enquiry→**Log Enquiry**→**Revise Interest Date**, **[OK]**, **[Preview]**

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G.10 Waive late Interest in Batch

Generated late interest can be waived by creating a credit note. However, if batch creation of credit note is required to contra a batch of late interest, utilize waive late interest in batch function.

Go to **Transaction** → **Late Interest** → **Waive Late Interest in Batch**, click **[Next]**, tick the late interest **INT0000002**, click **[Confirm]**, **[Yes]**, **[OK]**

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H. Bad Debt Classification

The invoices and debit notes that remain unpaid can be classified as bad debt according to the property management company's operation procedure.

H.1 Classify Bad Debt

Go to **Maintenance** → **Bad Debt**, click **[Add]**, and set as shown below, click **[Save]**, and **[Exit]**

<i>Transfer Date</i>	15/05/2018
<i>Unit No</i>	D1/01/04
<i>Remark</i>	PENDING BANKRUPTCY PROCEEDING

H.2 Report & Bad Debt Owner Ledger

- (a) *Report* → *Bad Debt Listing and Details*, Date From: 01/05/2018, Date To: 30/05/2018, **[OK]**, **[Preview]**
 (b) *Enquiry* → *Bad Debt Owner Ledger*

H.3 Restore Bad Debt

The bad debt status can be reinstated (restored) if the debt is to be recovered. The status reinstatement has to be done before payment acceptance.

Go to **Maintenance** → **Bad Debt**, at *Transfer No 1* module, click **[Restore]**, **[Yes]**, **[Exit]**

Take Note:

Status: Before Restore – Active
 After Restore – Restored

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I. Vendor

The service providers (e.g. Pest Control Company & Security Company) to the housing scheme and suppliers which supply the materials required/services for building maintenance are known as vendors.

The vendors can be divided into many categories according to their job specification. UBS BSM by default has 14 vendors' categories maintained which will be used in vendors' creation. Any new vendor category which is not listed can be added by going to **Maintenance**→**Miscellaneous File**→**Vendor Category**.

I.1 Maintain Vendor Details

Go to **Maintenance**→**Vendor**, click **[Add]**, key in the following details, and click **[Save]**, **[Exit]**

<i>Vendor Code</i>	4000/H01
<i>Name</i>	HENNA ENGINEERING SDN BHD

Company Address tab

<i>Address</i>	NO.88, JALAN 888, KUALA LUMPUR
<i>Currency</i>	RINGGIT MALAYSIA

Contact Person tab

<i>Contact Person</i>	GERALD
<i>Job Title</i>	MARKETING EXEC

Payment tab

<i>Pay Term</i>	30
<i>Pay Method</i>	Cheque
<i>Payee</i>	HENNA ENGINEERING SDN BHD

Category tab (click **[Insert]**)

<i>Category</i>	GENERAL
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I.2 Maintain Expenses

Expenses are monies spent on the services rendered and materials delivered by vendors. Expenses are categorized according to its type e.g. *Expenses Type* – Insurance, *Expenses* – Fire Insurance.

There are 12 expenses types that have been maintained in UBS BSM. New expenses type which is not listed can be maintained by going to: **Maintenance**→**Miscellaneous File**→**Expenses Type**.

There are 14 Expenses maintained in UBS BSM, user can add in more expenses in accordance to their needs. To add an expenses go to: **Maintenance**→**Expenses**, click **[Add]**, key in details below, and click **[Save]**, **[Exit]**

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<i>Expenses Code</i>	LM
<i>Description</i>	LIFT MAINTENANCE
<i>Expenses Type</i>	REPAIR

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1.3 Maintain Invoice Issued by Vendor

Go to **Transaction** → **Vendor's Invoice**, click **[Add]**, and set the following details, click **[Save]**, **[Exit]**

<i>Vendor</i>	HENNA ENGINEERING SDN BHD
<i>Invoice Date</i>	20/05/2018

Click **[Insert]**, maintain invoice details, **[Save]**

<i>Expenses</i>	LIFT MAINTENANCE	Lighting Repairs
<i>Bill Amt</i>	800.00	200.00

1.4 Payment to Vendor

Go to **Transaction** → **Vendor's Payment**, click **[Add]**, and set the following details, **[Save]**, **[Exit]**

<i>Vendor</i>	HENNA ENGINEERING SDN BHD
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Click **[Insert]**, maintain payment details, **[Save]**

<i>Payment Mode</i>	Cheque	Cash
<i>Paid Amt (MYR)</i>	500.00	500.00
<i>Cheque No</i>	123456	
<i>Cheque Date</i>	23/05/2018	
<i>Cheque Information /Remarks</i>	ABC KL Branch	

1.5 Knock Off Vendor's Invoice

Transaction → **Vendor's Knock Off**, select *Vendor: 4000/H01* (HENNA ENGINEERING SDN BHD), selects the receipt, click **[Apply]**, select *Invoice No: PB0000001*, click **[Save]**, **[Yes]**, **[Exit]**, **[Exit]**

To reverse vendor's knock off, go to **Transaction** → **Reverse Vendors' Knock Off**, select *Supplier*, identified the *Receipt No*, and then click **[Apply]**, select *Invoice*, click **[Reverse]**, **[Yes]**, **[Exit]**, **[Exit]**

1.6 Reports

- Report** → **Vendor Reports** → **Vendor Listing**, **[OK]**, **[Preview]**
- Report** → **Vendor Reports** → **Vendor's Invoice List**, **[OK]**, **[Preview]**
- Report** → **Vendor Reports** → **Vendor's Payment List**, **[OK]**, **[Preview]**
- Report** → **Vendor Reports** → **Vendor's Payment Details**, **[OK]**, **[Preview]**

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J. Sub Sale

In the event of sub sale which involves ownership transfer, the new owner details will be maintained in the Sub Purchaser module.

J.1 Add Financier, Insurance Company & Solicitor

Go to **Maintenance** → **Financier**, and click **[Add]**, **[Save]**, **[Exit]**

<i>Financier</i>	SA
<i>Description</i>	SA BANK BERHAD
<i>Branch</i>	KL BRANCH
<i>State</i>	KUALA LUMPUR
<i>Country</i>	MALAYSIA

Go to **Maintenance** → **Insurance Company**, and click **[Add]**, **[Save]**, **[Exit]**

<i>Insurance Code</i>	VV
<i>Name</i>	VIVA BERHAD
<i>State</i>	KUALA LUMPUR
<i>Country</i>	MALAYSIA

Go to **Maintenance** → **Solicitor**, and click **Add**, **Save**, **Exit**

<i>Solicitor</i>	KK
<i>Solicitor Name</i>	KK ASSOCIATES & SOLICITORS
<i>State</i>	KUALA LUMPUR
<i>Country</i>	MALAYSIA

J.2 Maintain Sub Purchaser's Details

Go to **Maintenance** → **Ownership**, select *Unit No.* D1/01/02, click **[Sub Purchaser]**, key in the following details, click **[Transfer]**, **[Yes]**, **[Exit]**

Owner tab

<i>Owned by</i>	Person
<i>Ownership Date</i>	05/05/2005
<i>Name</i>	FISH LIM

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<i>New IC</i>	888888-88-8888
<i>Race</i>	Chinese
<i>Gender</i>	Female
<i>Marital Status</i>	Single

Contact tab

<i>Preferred Mail address</i>	Console Address
-------------------------------	-----------------

Financier & etc tab

<i>Financier</i>	SA (SA BANK BERHAD)
<i>Fincr. Ref No</i>	FILE NO:FL08-8888
<i>Solicitor</i>	KK (KK ASSOCIATES & SOLICITORS)
<i>Soli. Ref No</i>	FILE NO:FL88-8888
<i>Insurance</i>	VV (VIVA BERHAD)
<i>Insu. Ref No</i>	POLICY NO:888
<i>Water Bill Ref No</i>	JSU888

Note:

Owner No. has been changed from 01 to 02 after the ownership transfer

J.3 Enquiry & Reports

(a) *Enquiry* → *History Owner Ledger*

(b) *Report* → *Property Reports* → *Property Transfer History*, [OK], [Preview]

K. Transfer of Financier, Insurance Company & Solicitor

K.1 Transfer Financier, Insurance Company & Solicitor for Unit D1/01/02

Go to **Maintenance** → **Ownership**, click [Edit], select **Financier & etc** tab, set changes as below, [Save], [Exit]

<i>Financier</i>	RC (RICHIE BANK BERHAD)
<i>Remarks</i>	REFINANCING
<i>Fincr. Ref No</i>	FILE NO:99999
<i>Solicitor</i>	JAS (JUSTICE ASSOCIATES & SOLICITORS)
<i>Remarks</i>	REFINANCING

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<i>Soli. Ref No</i>	FILE NO:99-9999
<i>Insurance</i>	VS (VERY SECURED BERHAD)
<i>Reasons</i>	INSURANCE DUE
<i>Insu. Ref No</i>	POLICY NO:99

K.2 Enquiry & Reports

- (a) *Enquiry* → *Log Enquiry* → *Financier Transfer*
- (b) *Enquiry* → *Log Enquiry* → *Insurance Company Transfer*
- (c) *Enquiry* → *Log Enquiry* → *Solicitor Transfer*
- (d) *Report* → *Financier Reports* → *Financier Transfer*, select Summary, **[OK]**, **[Preview]**
- (e) *Report* → *Insurance Company Reports* → *Insurance Transfer*, **[OK]**, **[Preview]**
- (f) *Report* → *Solicitor Reports* → *Solicitor Transfer List*, **[OK]**, **[Preview]**

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L. Ageing & Reminder

L.1 Ageing & Reminder Letter Setting

Go to **Housekeeping** → **General Setup**, select **Ageing & Reminder** tab, set as below, click **[OK]**, **[Cancel]**

Reminder

<i>First Reminder</i>	0 Day(s)
<i>Second Reminder</i>	7 Day(s)
<i>Third Reminder</i>	14 Day(s)

L.2 Ageing Report

Report → **Owner Reports** → **Owner Aging**, Date: 30/05/2018, **[OK]**, **[Preview]**

Note:

Overdue Invoices only – Check this to exclude invoice(s) that is not due on the aging date. E.g. Invoice 1001 dated 10/12/2018, Payment Term: 14 days, Invoice Due Date: 24/12/2018, Ageing Report Date is 15/12/2018. Upon checking *Overdue Invoices only*, Invoice 1001 amount won't appear in the Ageing Report.

L.3 Reminder Forecast

Report → **Analysis Report** → **Reminder Forecast**, **[OK]**, **[Preview]**

L.4 Generate & Print Reminder Letter

Generate Reminder Letter

Go to **Transaction** → **Generate Reminder Letter**, Remind Date: 01/05/2018, click **[List]**, **[OK]**, **[OK]**

Note:

Generated reminder letter date can be overridden with a new date by selecting *Overwrite Reminded Document(s)* option.

Print Reminder Letter

Go to **Print** → **Reminder Letters Printout**, Remind Date From: 01/05/2018, click **[OK]**, **[Preview]**

Note:

Break Down By Charges – Check this to display detail outstanding charges in the reminder letter.

Report Type

Normal Printout with Developer – Reminder for unit owned by person, company and developer will be printed.

Normal Printout without Developer – Reminder for unit owned by person and company will be printed.

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Consolidate Printout for Developer Units – Reminder letter for unit owned by developer will be consolidated and printed.

Consolidate Printout by Owner Group – Reminder letter for all units with same owner group will be consolidated and printed.

L.5 Summary Report

Report → *Analysis Report* → *Summary Report*, select *Report Type*, **[OK]**, **[Preview]**

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M. Owner Group

Owner group has been created to cater for the late interest charging. For example, owners can be segregated into two groups which one group is liable to late interest on their outstanding invoice(s) while another group is exempted. It is also useful in report printing filtration.

M.1 Add Owner Group

Go to **Maintenance** → **Miscellaneous File** → **Owner Group**, click **[Add]**, **[Save]**, **[Exit]**

<i>Group Code</i>	A
<i>Description</i>	GROUP A

M.2 Assign Owner Group to Owner

Go to **Maintenance** → **Ownership**, for *Unit No D1/01/02*, click **[Edit]**, at *Owner Group* field select GROUP A, click **[Save]**, **[Exit]**

M.3 Charge Late Interest and Report Printing

Select the related Owner Group created during late interest charging and also report printing.

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N. Deposit

N.1 Add Deposit Type

Go to **Maintenance** → **Miscellaneous File** → **Deposit Type**, click **[Add]**, **[Save]**, **[Exit]**

<i>Deposit</i>	ADMIN	PARK
<i>Description</i>	ADMINISTRATIVE FEES	PARKING
<i>Amount</i>	500.00	50.00

N.2 Deposit Payment

Go to **Transaction** → **Deposit** → **Deposit Payment**, click **[Add]**

<i>Unit No</i>	D1/01/02	D1/01/02
<i>Deposit Type</i>	ADMINISTRATIVE FEES	PARKING

Click **[Insert]**, **[Save]**, **[Save]**, **[Exit]**

<i>Pay by</i>	Cash	Cash
<i>Total Amount</i>	500.00	50.00

N.3 Deposit Payment Printout

Print → **Deposit Payment Printout**, **[OK]**, **[Preview]**

N.4 Deposit Refund

Go to **Transaction** → **Deposit** → **Deposit Refund**, click **[Add]**

<i>Unit No</i>	D1/01/02
<i>Deposit No</i>	DP0000002

Click **[Insert]**, **[Save]**, **[Save]**, **[Exit]**

<i>Refund by</i>	Cash
<i>Refund Amount</i>	50.00

N.5 Deposit Refund Printout

Print → **Deposit Refund Printout**, **[OK]**, **[Preview]**

N.6 Enquiry & Reports

- Enquiry** → **Owner Ledger**, tick **Include Deposit And Refund**
- Report** → **Transaction List** → **Deposit Listing** → **Deposit Payment List**, **[OK]**, **[Preview]**
- Report** → **Transaction List** → **Deposit Listing** → **Deposit Refund List**, **[OK]**, **[Preview]**

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(d) *Report* → *Transaction List* → *Deposit Listing* → *Deposit Balance By Deposit Type*, [OK], [Preview]

Report options

<i>1st Charges</i>	ADMIN
<i>2nd Charges</i>	PARK

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O. Debit Note

Debit Note can be issued if there is a short-charged in the previous invoice.

O.1 Issue Debit Note

Go to **Transaction** → **Debit Note**, click **[Add]**, **[Save]**, **[Exit]**

<i>Unit No</i>	D1/01/03
<i>Doc Date</i>	05/04/2018
<i>Charge Code</i>	Administrative Fees
<i>Charges Rate</i>	20.00
<i>Remark</i>	Being amount short-charged for INV0000006 dated 01/04/2018

O.2 Print Debit Note

Go to **Print** → **Debit Note Printout**, *Date From & To*: 05/04/2018, click **[OK]**, **[Preview]**

O.3 Enquiry & Report

(a) **Enquiry** → **Owner Ledger**

(b) **Report** → **Transaction List** → **Debit Note Listing** → **Debit Note List**, *Date From & To*: 05/04/2018, **[OK]**, **[Preview]**

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P. Credit Note

If the house owner is over-charged in the earlier invoice, the amount can be rectified and reduced by issuing a Credit Note.

ATTENTION: Credit Note cannot be use for discount due to its behavior on reducing income (charged invoices).

P.1 Issue Credit Note

Go to **Transaction** → **Credit Note** → **Credit Note**, click **[Add]**, **[Save]**, **[Exit]**

<i>Unit No</i>	D1/01/03
<i>Doc Date</i>	10/04/2018
<i>Credit Note Amt</i>	10.00
<i>Remark</i>	Rebate RM10.00

Click **[Insert]**, **[Save]**, **[Save]**, **[Exit]**

<i>Document No</i>	INV0000008
<i>Credit Note Amt</i>	10.00

P.2 Auto Generate Credit Note

Go to **Transaction** → **Credit Note** → **Auto Generate Credit Note**, enter the **credit note date** and select the related unit, then click **[Process]**, **[OK]**, **[Close]**

The amount of Credit Note auto generated will be added into Open Credit amount, hence user has to perform knock off by specifying the precise invoice number during knock off process.

Note:

Created credit note must be contra with an invoice, or else it will not be posted into UBS Accounting System.

P.3 Print Credit Note

Go to **Print** → **Credit Note Printout**

P.4 Enquiry & Report

(a) **Enquiry** → **Owner Ledger**

(b) **Report** → **Transaction List** → **Credit Note Listing** → **Credit Note List**

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Q. Posting

Q.1 Preparation in UBS Accounting System

(i) Create New Directory

<i>Company Name</i>	HEX PROPERTY MANAGEMENT BHD
<i>Directory</i>	BSM1

(ii) Create Creditor & Debtor Account

<i>Creditor No</i>	4000/A01
<i>Name</i>	CREDITORS (GADING SHORELINE)

<i>Debtor No</i>	3000/A01
<i>Name</i>	DEBTORS (GADING SHORELINE)

(iii) Create Other Accounts

<i>Account Number</i>	<i>A/C Description</i>	<i>Account Type</i>
5000/A01	CHARGES	L
5000/C01	LATE CHARGES	L
4100/A01	DEPOSIT RECEIVED	G
9000/C01	BAD DEBT	M
9000/A01	EXPENSES	M
9000/B01	OUTSTATION CHARGES	M
3100/A01	CASH	F
3200/A01	CHEQUE	F
3300/A01	OTHERS	F
3400/A01	CREDIT CARD	F
8090/000	GAIN/LOSS ON ROUNDING	L

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Note:

- L – Incomes
- G – Current Liabilities
- M – Expenses
- F – Current Assets

Q.2 UBS Building Services & Maintenance**(i) Set Financial Period & Linking****Set Financial Period**

Go to **Housekeeping** → **General Setup**, select **Financial period** tab, set as below:

Last year accounting year

<i>Closing Date</i>	31/12/2008
---------------------	------------

This year accounting year

<i>No of periods</i>	12
----------------------	----

Linking

Select **Common Settings** tab, click [**Get directory**] to locate the Accounting Directory (e.g. c:\ubsacc90\bsm1), click [**OK**], [**Cancel**]

(ii) Set Account Numbers

Go to **Housekeeping** → **General Setup**, select **Account** tab

Default Account No

<i>Debtors</i>	3000/A01
<i>Charges</i>	5000/A01
<i>Late Charges</i>	5000/C01
<i>Deposit Received</i>	4100/A01
<i>Bad Debt</i>	9000/C01
<i>Creditors</i>	4000/A01
<i>Expenses</i>	9000/A01
<i>Outstation Charges</i>	9000/B01
<i>Gain/Loss (Rounding)</i>	8090/000

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Payment mode

<i>Cash</i>	3100/A01
<i>Cheque</i>	3200/A01
<i>Others</i>	3300/A01
<i>Credit Card</i>	3400/A01

(iii) Posting

Go to **Housekeeping** → **Post to DAccount**

<i>Period</i>	5
<i>Date From</i>	01/05/2018
<i>To</i>	31/05/2018

Click [**Next**], [**Next**], [**Preview**], [**Preview**], [**Export**], [**Yes**], [**OK**], [**Exit**]**Note:**

- Preview button – To preview and print accounting double entry transaction.
- Append to existing file – To add-on new accounting transactions without overriding the previous posted transactions.

(iv) Perform import function at UBS Accounting System.

Q.3 Update Post Status

Posted transaction can be un-post to enable amendment/correction.

Go to **Housekeeping** → **Update Post Status**

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R. Tenant

This feature enable the user to keep the record of tenant and can be used for billing purpose for charges which is to be borne by the tenant (the invoice will be forwarded to the tenant).

R.1 Add Tenant

Go to **Maintenance** → **Tenant**, click **[Add]**, key in the tenant details, click **[Save]**, **[Exit]**.

<i>Tenant No.</i>	TENT0001
<i>Tenant Name</i>	AH BENG
<i>Status</i>	ACTIVE
<i>Phone No.1</i>	012-3456789

R.2 Assign Tenant to a Unit

Go to **Maintenance** → **Ownership**, at Unit No. **D1/01/02**, click **[Edit]**, select **Tenant** tab, choose TENT0001, key in *Lease Start*: 01/05/2018, and then click **[Save]**.

R.3 To include tenant's name in the invoice

Issue Invoice – Manually

Go to **Transaction** → **Invoice** → **Invoice Billing**, click **[Add]**, select Unit No. **D1/01/02**, check the checkbox **Include Tenant**, tenant's name will appear in the said invoice. Set the following details, click **[Save]**, **[Exit]**

<i>Doc Date</i>	01/05/2018
<i>Charge Code</i>	LAUNDRY

Issue Invoice – Auto Generate

Go to **Maintenance** → **Recurring Setting** → **Scheme Setting**, select **Listing** tab, choose **SC1** and then click **[Edit]**. Select **Detail** tab, click **[Add Charges]**, choose **Laundry**, check the checkbox **Include Tenant Name in Invoice**, click **[OK]**, **[Save]**.

Proceed to generate invoices (**Transaction** → **Invoice** → **Auto Generate Billing**), tenant's name will appear in invoice on related charges.

Note:

The tenant's name only will appear in the individual invoice printing on selected charges but not when they are consolidated.

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R.4 Accept payment from tenant

Go to **Transaction**→**Payment**, click **Add**, select Unit No **D1/02/02**, check the checkbox **Tenant**, insert payment details and click **[Save]**. Click **Knock off bill** button, only invoice(s) for the tenant will appear in the list, invoice(s) for owner is excluded, select the invoice to be knock off accordingly.

To print the receipt, go to **Print**→**Payment Printout**, **[OK]**, **[Preview]**. The tenant's name will be displayed.

R.5 Additional Payment Setting

Go to **Housekeeping**→**General Setup**, select **Payment Setting** tab, tick the check box according to the situation below.

- a) Allow owner payment to knock off tenant bills – Both owner's and tenant's bills will be shown in knock off module for payment made by owner.
- b) Allow tenant payment to knock off owner bills – Both tenant's and owner's bills will be shown in knock off module for payment made by tenant.
- c) Having both options checked at the same time to cater both situations.

R.6 To issue Debit Note/Credit Note on Tenant's Invoice

Debit Note

Go to **Transaction**→**Debit Note**, check the checkbox **Include Tenant**.

Credit Note

Go to **Transaction**→**Credit Note**→**Credit Note**, check the checkbox **Tenant**, click **[Insert]**, select related document (tenant's billing will be listed for selection).

R.7 Reports

- (a) **Report**→**Tenant Reports**→**Tenant List**, **[OK]**, **[Preview]**.
- (b) **Report**→**Tenant Reports**→**Property Tenancy**, **[OK]**, **[Preview]**.

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S. Facility Booking

This feature enables the user to keep track of scheme facilities and its booking record (for those that required booking).

S.1 Maintain Facility

Go to **Maintenance** → **Facility**, click **[Add]**, key in the facility details, and click **[Save]**, **[Exit]**.

<i>Facility Code</i>	BA001
<i>Description</i>	Badminton Court 1
<i>Required Booking</i>	“Yes”
<i>Service Tracking</i>	“No”

S.2 Facility Booking

Go to **Activities** → **Facility Booking**, click **[Add]**, select required facility, choose on specific month and date, select type of booking: **Internal** for dwellers or **External** for non dwellers, click **[Save]** once details maintained.

<i>Facility</i>	Badminton Court 1
<Calendar>	21 th May 2018
<i>Book By</i>	External
<i>Name</i>	Ah Lian
<i>Time From & To</i>	19:00 – 21:00

S.3 Facility Booking – Recurrence Option

Go to **Activities** → **Facility Booking**, click **[Recurrence]**

The recurrence period can be Daily, Weekly, Monthly and Yearly according to the **Range of recurrent** set: start date and end date or number of occurrences.

S.4 Report

(a) **Report** → **Facility List**, **[OK]**, **[Preview]**.

(b) **Report** → **Activities Reports** → **Facility Booking List**, **[OK]**, **[Preview]**.

S.5 Booking Record Clearance

To clear the booking record, go to **Housekeeping** → **Administrative Tools** → **Booking Records Clearance**, **[OK]**, **[Yes]**, **[OK]**

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T. Facility Service

If the existing facility in the property scheme is subjected to routine service, the service details can be maintained into the system for tracking purpose.

T.1 Maintain Facility

Go to **Maintenance** → **Facility**, click **[Add]**, key in the facility details, and click **[Save]**, **[Exit]**.

<i>Facility Code</i>	SW001
<i>Description</i>	Swimming Pool
<i>Required Booking</i>	"No"
<i>Service Tracking</i>	"Yes"
<i>Service Vendor</i>	HENNA ENGINEERING SDN BHD
<i>Service Period</i>	15 Day (s)

T.2 Add Service Record

Go to **Activities** → **Facility Service Record**, click **[Add]**, key in the service details, click **[save]** (the Last Service Date and Next Service Date in Facility module will be updated automatically)

<i>Service Date</i>	01/05/2018
<i>Service Vendor</i>	HENNA ENGINEERING SDN BHD
<i>Service By</i>	Ah Hua
<i>Reference No.</i>	SER123456
<i>Service Charge</i>	80.00
<i>Remark</i>	Scheduled water disinfection.

T.3 Reports

- Report* → *Facility List*, **[OK]**, **[Preview]**.
- Report* → *Activities Reports* → *Facility Service List*, **[OK]**, **[Preview]**.
- Report* → *Activities Reports* → *Facility Service Reminder*, **[OK]**, **[Preview]**.

T.4 Quick Check on Service Reminder

At software main page, **News** column, click **Facilities Service Reminder**, all the facility which the next service date fall on the month (according to system current month) will be displayed.

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U. Service (Complaint Logbook)

U.1 Add Service Category

Go to **Maintenance** → **Miscellaneous File** → **Service Category**, click **[Add]**, key in the category code and description, and then click **[Save]**, **[Exit]**.

<i>Category Code</i>	L0001	P0001
<i>Description</i>	LIGHTING	PLUMBING

U.2 Add Service Request

Go to **Activities** → **Service Request**, click **[Add]**, key in the following details, and click **[OK]**, **[Exit]**

<i>Category</i>	PLUMBING
<i>Assigned By</i>	Unit Owner
<i>Unit No.</i>	D1/01/02
<i>Name</i>	FISH LIM
<i>Contact No.</i>	019-8765432
<i>Short Description</i>	Water Pipe Leakage
<i>Full Description</i>	Water pipe leakage at 8 th floor.
<i>Priority</i>	High
<i>Assigned To</i>	Vendor
<i>Start Date</i>	10/05/2018
<i>Due Date</i>	15/05/2018
<i>Status</i>	New
<i>Result/Solution</i>	Informed vendor to carry out repair work.

Note:

Assigned By – Party who lodged the service request.

Assigned To – Service requested is to be delegated to either internal party (another person in-charge of Property Management Company), external party (outsider/independent party) or identified vendor.

Private – Upon checking, the request can be viewed only by the creator and person assigned.

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U.3 Report

Report → *Activities Reports* → *Service Request List*, [OK], [Preview].

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V. User Define Letter

V.1 Create Letter Template

Go to Maintenance → User Define → Letter Format, click **[Add]**, key in the detail as illustrated below, click **[Save]**.

[OWNNAME] [NEWIC] [UNITNO] [ADD1] [ADD2] [COUNNAME]	}	Drag and drop the fields from the selection list on the left hand corner
Date: 08/05/2018		
Dear Sir,		
RE: WATER TANK CLEANING JOB		
With reference to the above matter, the cleaning job will start from 28/05/2018 to 30/05/2018. The water supply to the related units will be disrupted when the workers are performing the cleaning job and will be installed as soon as the job is done.		
Your patience and understanding is highly appreciated.		
Yours sincerely, ABC Property Manager		

Letter Code : WCJ

Letter Description : Water Tank Cleaning Notice

Based On : Owner

V.2 Print Letter

Go to **Print** → **User Define Letter**, select **Letter Code**: WCJ, click **[Save]** or **[Print]** or **[Preview]**

Note:

- Save – The letter (in rich text format – RTF) are saved in the directory specified.
- Print – Print the letter directly from selected printer.
- Preview – Preview the layout of the letter before printing.

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W. Data Purging

This feature enables the user to remove specific transaction or old transaction record from the system in order to reduce database size.

W.1 Data Purging

Go to **Housekeeping** → **Administrative Tools** → **Data Purging**, select the transaction type to be purge, specify the cut-off date for data purging, and then click **[Next]**, specify the location for history files exportation, click **[Next]**, **[Confirm]**, **[Yes]**

Note:

Append to existing file – Check this if the data that is going to be purged is to be added into the previous history files (from earlier purging). Otherwise, the earlier history files will be overwritten.

W.2 Data Purging Setting

Go to **Housekeeping** → **General Setup**, select **Default Values** tab.

Check **“Purge posted data only”** if user wish to only purge data that has been posted into UBS Accounting System.

W.3 Reports

- *Print* → *Purge Log*
- *Report* → *Historical Transaction List* → *Billing Listing* → *Historical Invoice List*
- *Report* → *Historical Transaction List* → *Payment Listing* → *Historical Payment List*
- *Report* → *Historical Transaction List* → *Debit Note Listing* → *Historical Debit Note List*
- *Report* → *Historical Transaction List* → *Credit Note Listing* → *Historical Credit Note List*
- *Report* → *Historical Transaction List* → *Deposit Listing* → *Historical Deposit Payment List*
- *Report* → *Historical Transaction List* → *Vendor’s Transaction* → *Vendor’s Historical Invoice List*

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