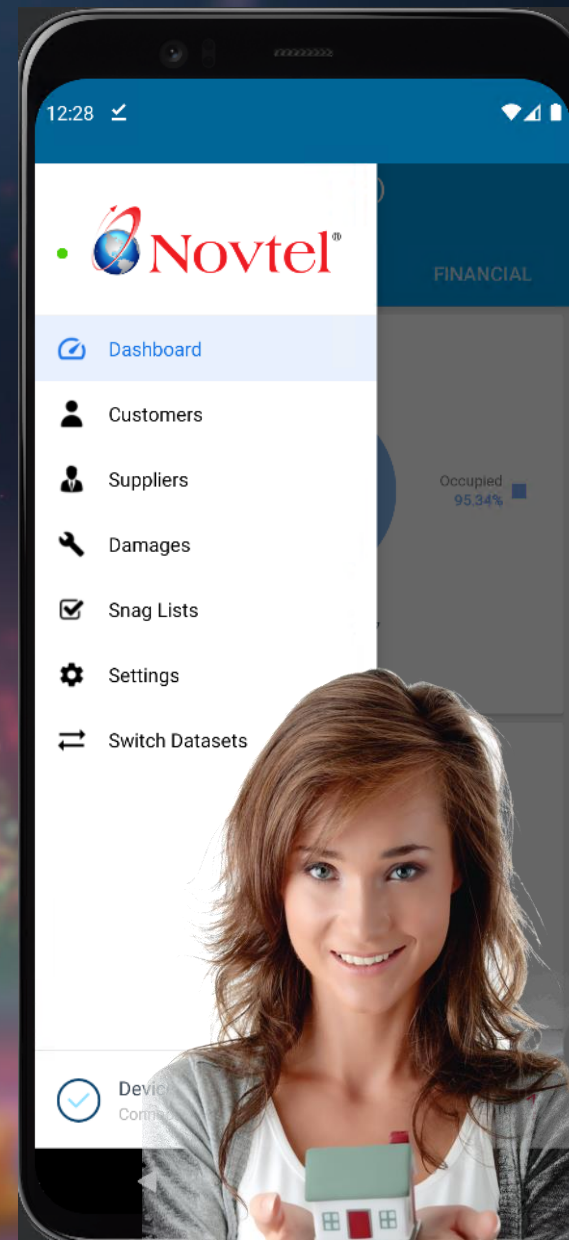




Property Management Mobile Application



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2. Downloading the Property Management App Using a Download Link
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4. Customers and Suppliers
5. The Damages Menu Option
6. The Process of Managing Damages and the Effect on the Mobile App
7. Other Damages Statuses
8. Emailing Work Orders
9. Temporary Work Orders
10. Performing the Snag List Inspection





Property Management Mobile Application



Introduction



Introduction

The Novtel Property Management app takes existing desktop application statistics and features to the cloud, enabling you to view important rental information and perform key tasks whilst out-of-office.

Novtel clients can view and communicate with their Sage Pastel or Sage Evolution customers through the Novtel app.

The entire Novtel dashboard can be accessed from the app in real-time, providing the user with important information regarding unit utilization, expiring rental agreements, rental income, rental cost distribution, and much more.

Take your existing Sage Pastel or Sage Evolution customer and supplier list out of the office and view information from anywhere.

Easily view and navigate to your Sage Pastel or Sage Evolution customer and supplier addresses. Simply tap a customer or supplier postal or delivery address to set a pin in Google maps.

The damages feature allows the user to quickly view all damages captured on all rental properties.

This list can be filtered by repair status to determine how much work is still outstanding and what has already been completed.

The user can also record new rental property damages whilst performing an inspection at a rental premises.

This allows for detailed information to be captured and photos to be taken whilst with the tenant.

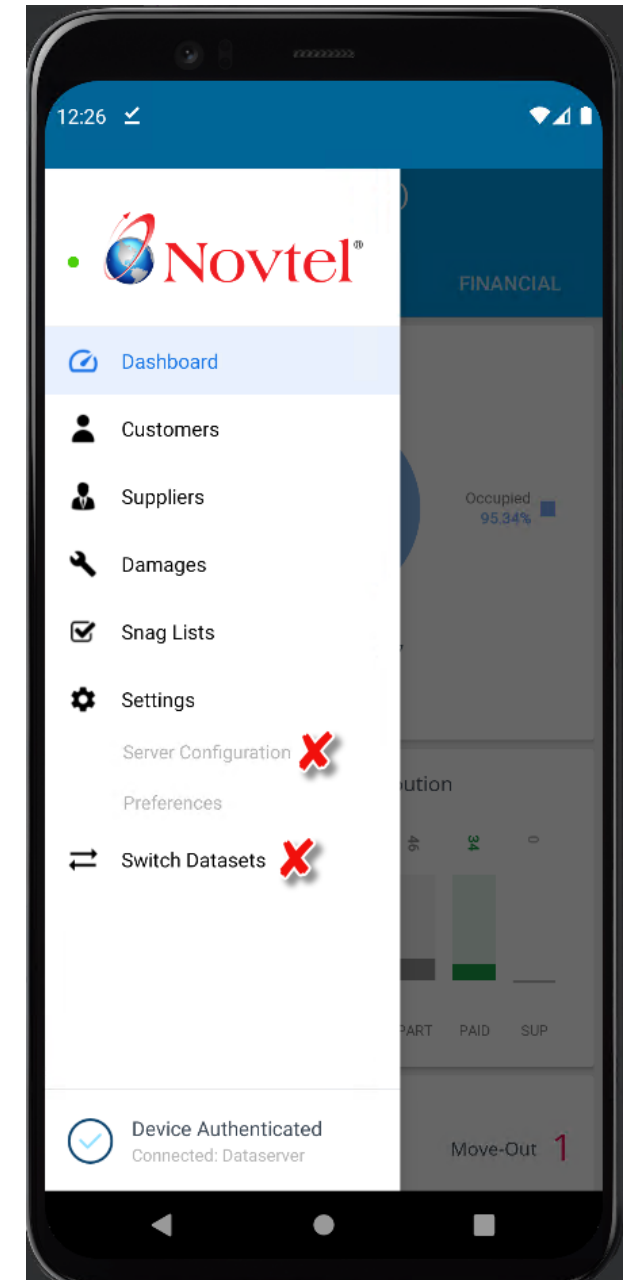
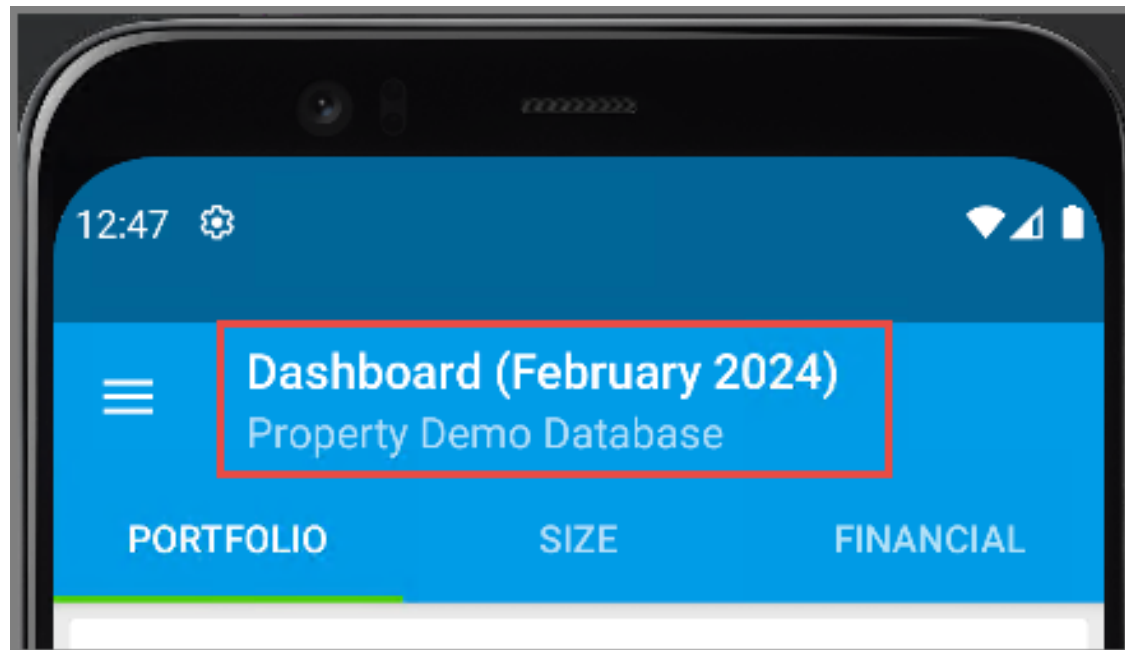
Upon completion, the new damage record and all attached photos are automatically uploaded to the Novtel Property Management desktop application for later examination by the office staff.

The app can display information from, and perform work in, any of the user's existing list of Novtel datasets, making it quick and easy to manage a large list of properties on any dataset.

The demo user can simply download the app and test all features on the demo dataset - **Free of charge!**

All customers, suppliers and properties in the demo database, are fictional.

And in the demo database, the 'Switch Datasets' and 'Server Configuration Settings' options are disabled.

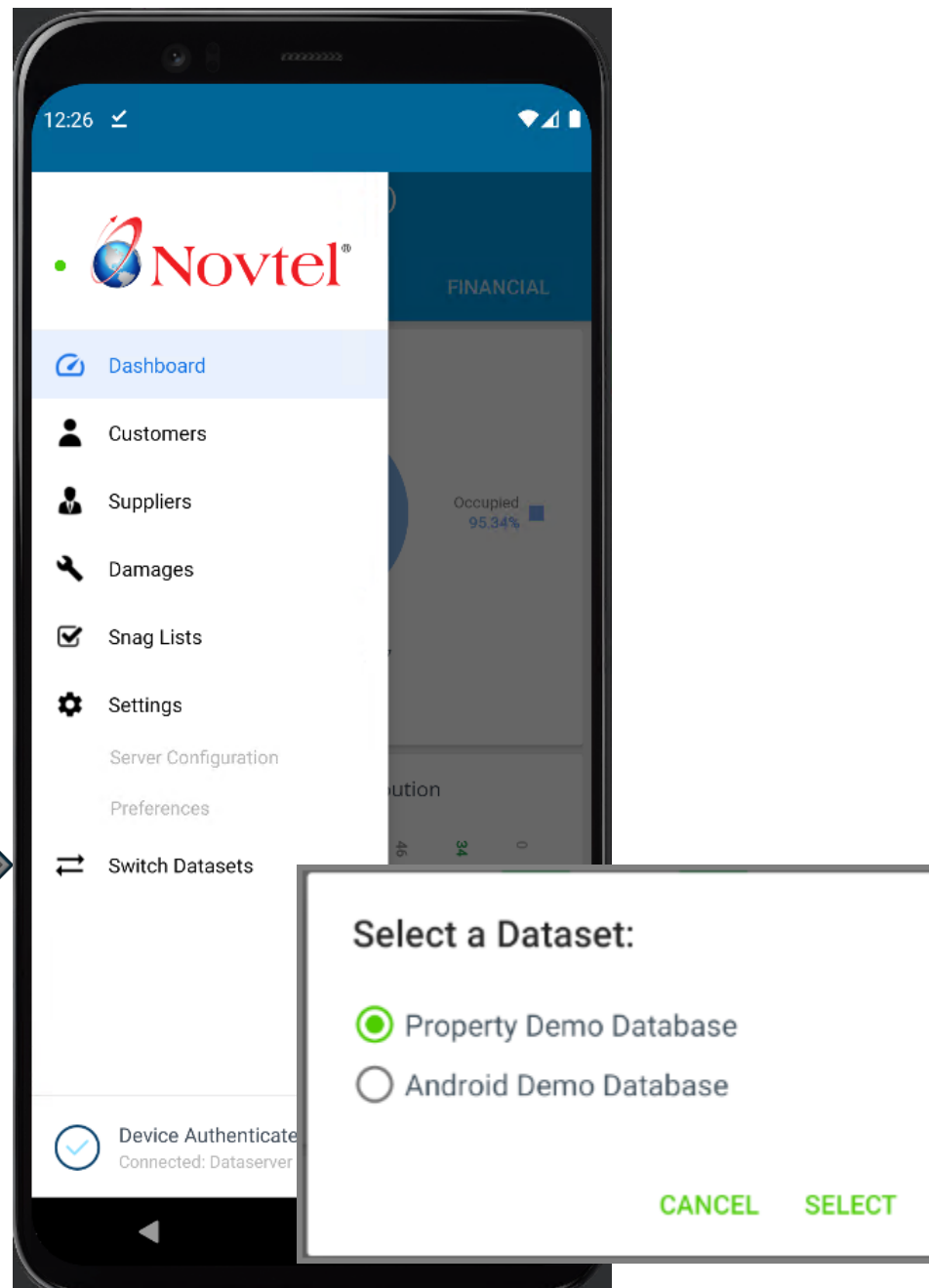
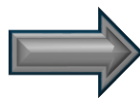




The Registered User

The app can display information from, and perform work in, any of the user's existing list of Novtel datasets, making it quick and easy to manage a large list of properties on any dataset.

The registered User will have access to all databases set up for your company, by simply switching between the datasets.





Property Management Mobile Application



Installing The Property
Management App Using a
Download Link



Installing the Property Management App from Using The Download Link

If a previous version is installed on your Android device, it must first be uninstalled before the latest version can be installed.

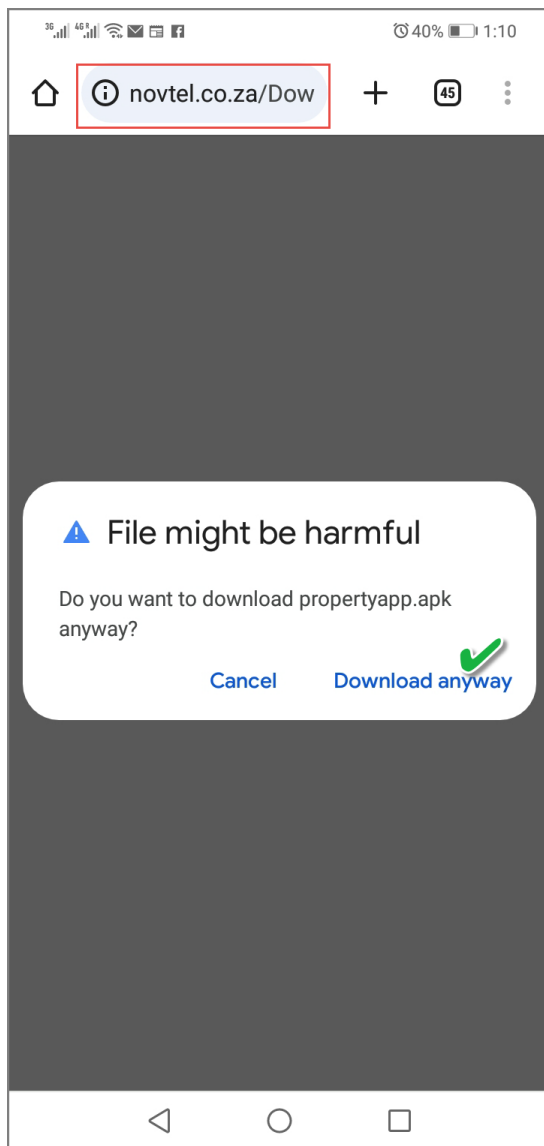
This action will generate a new device ID which Novtel support must be supplied with to Authorize the device before you can continue using the app with your company's data.

This link can be tapped on your device to download the App and the latest features included in it.

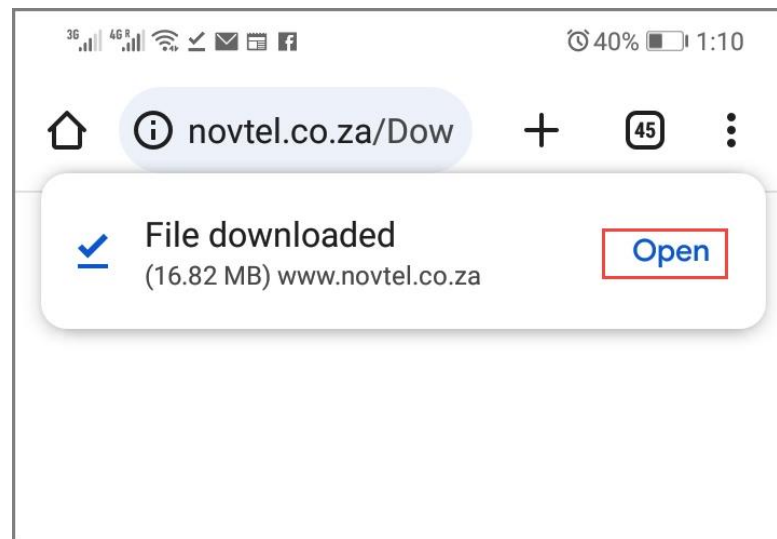
<https://www.novtel.co.za/Downloads/Software/Property/Upgrade/PropertyApp.apk>



Installing the Property Management App from Using The Download Link



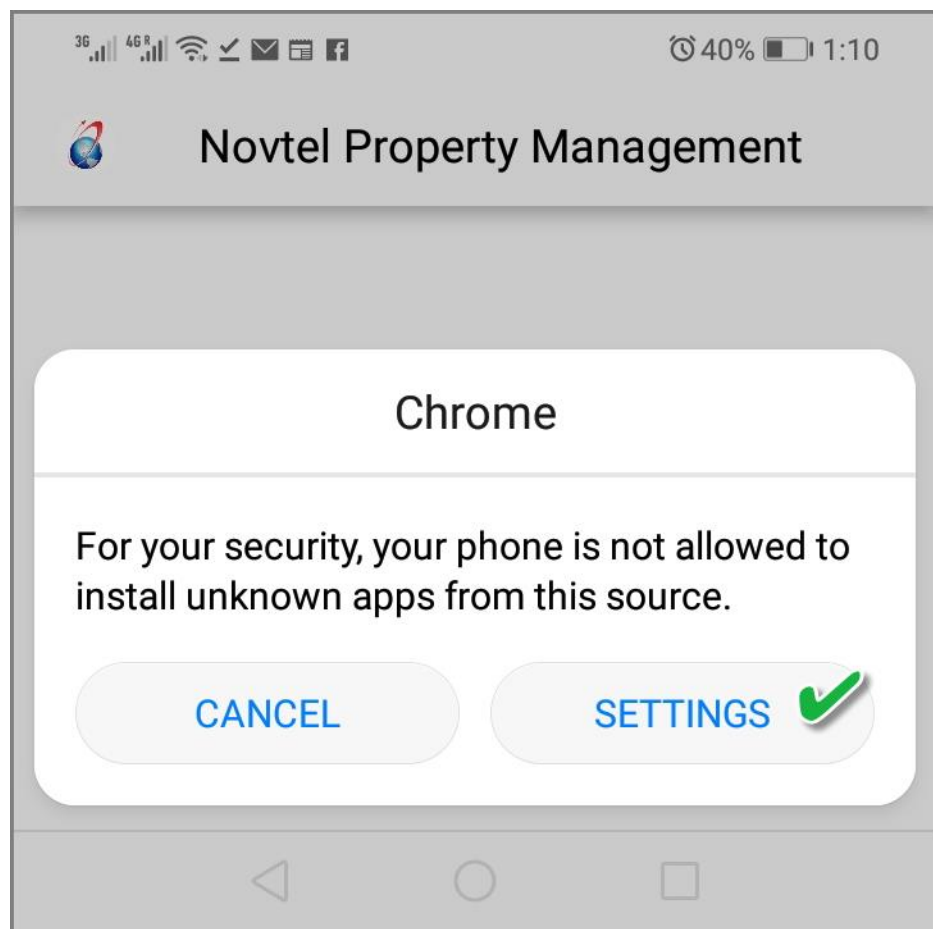
You will receive this warning from your browser that the file might be harmful, but it is safe to download, and the 'Download Anyway' option is tapped.



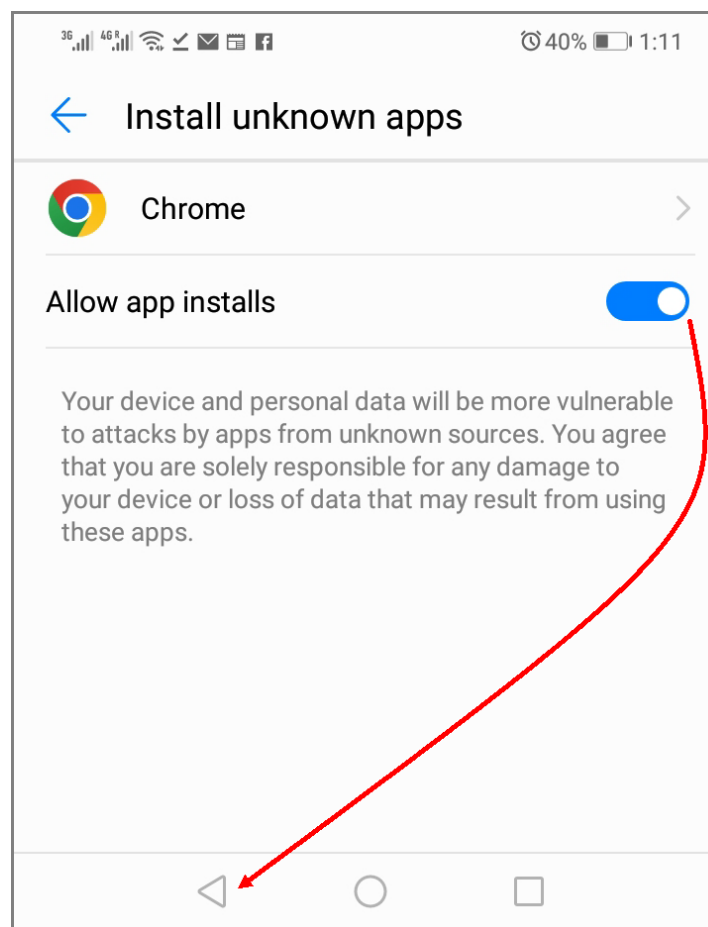
When the download is complete, tap 'Open'.



Installing the Property Management App from Using The Download Link



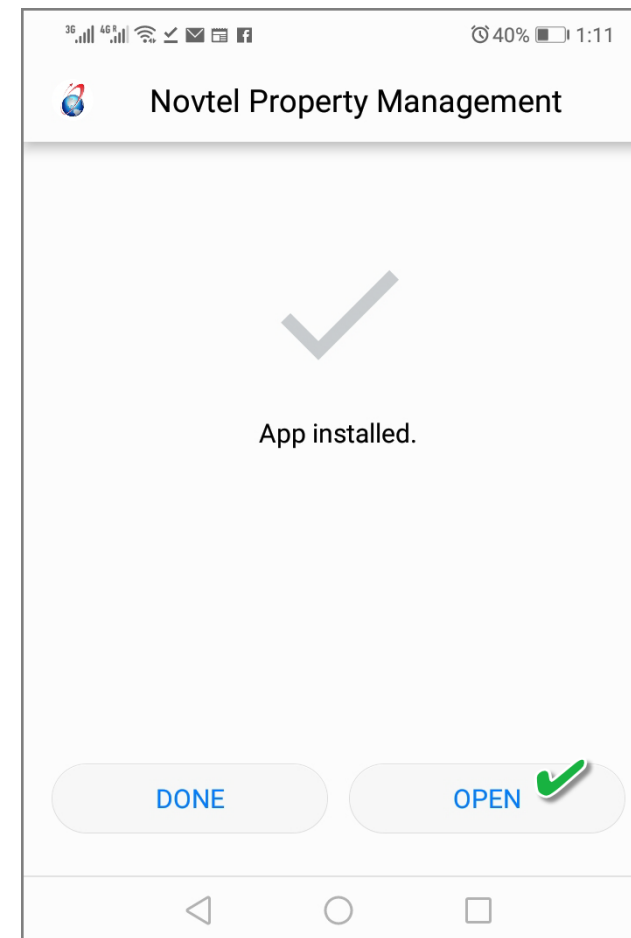
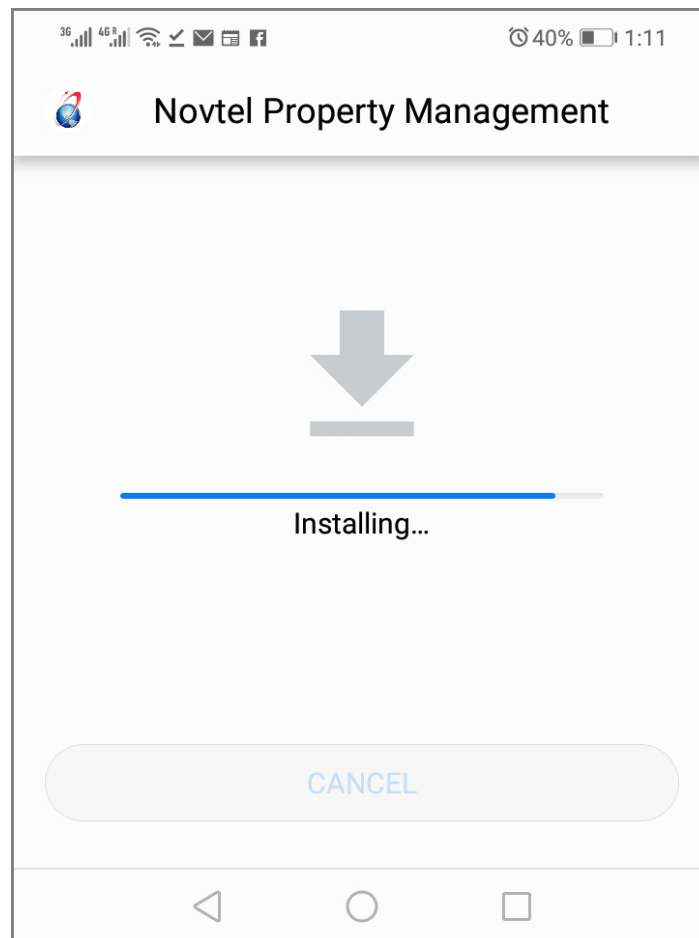
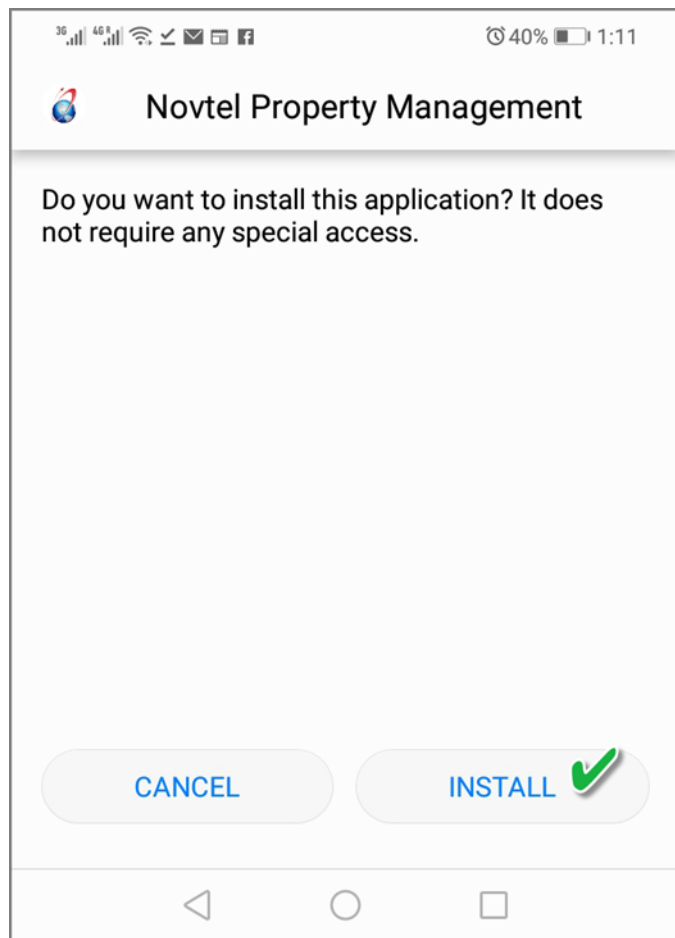
Your device might not have permission to allow the installation of unknown apps from Novtel's website, but by tapping 'Settings', and allowing app install by this means, the Novtel Property Management App can be installed.





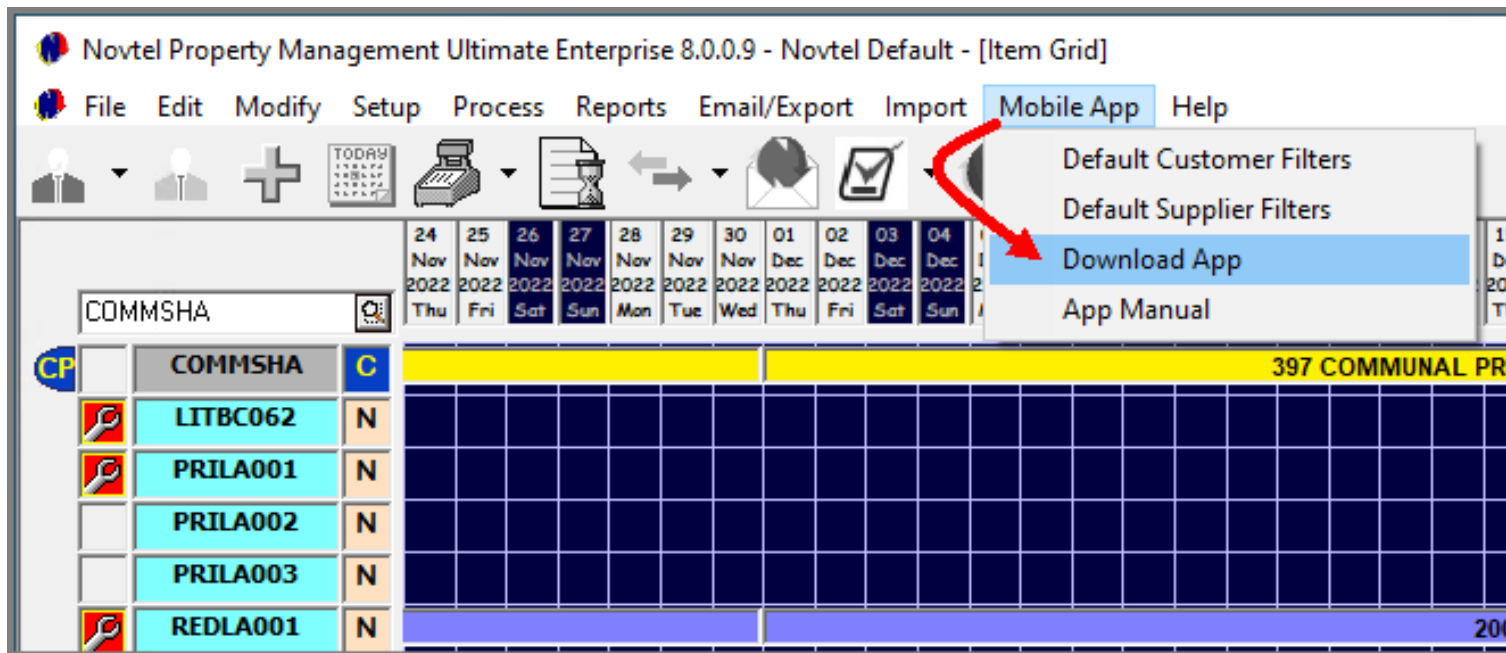
Installing the Property Management App from Using The Download Link

When the installation has been completed, the App can be opened.





The App can also be downloaded from the Desktop Application and can be transferred to Mobile Devices afterwards.





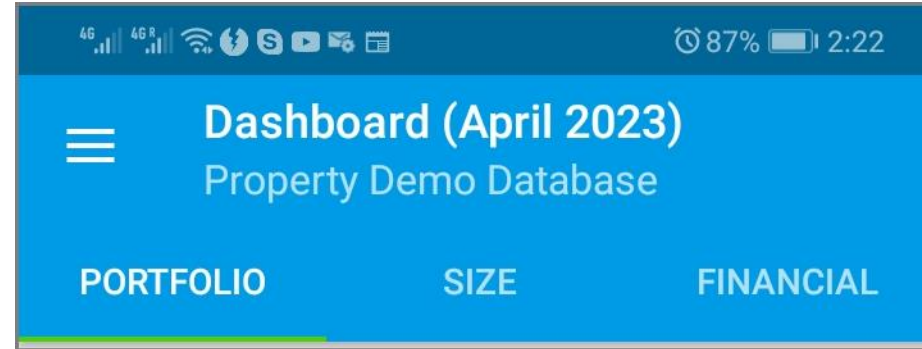
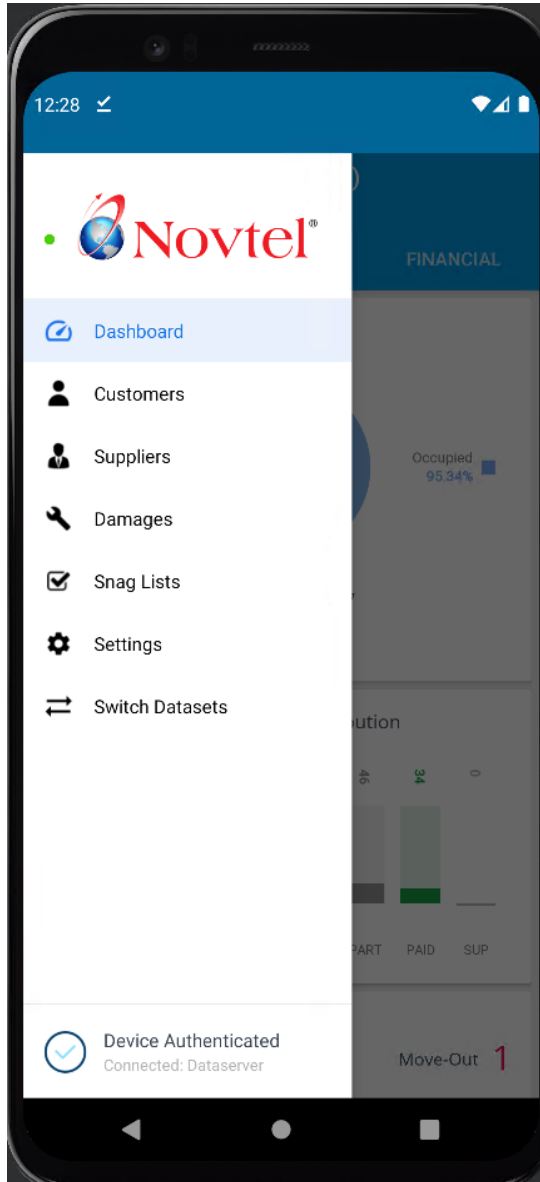
Property Management Mobile Application



The Dashboard



The Dashboard



The Dashboard contains 3 tabs, and can be accessed by either:

- Swiping from left to right and right to left again;
- OR by simply tapping the required tab.



The Dashboard

This is the Grid with bookings linked to contracts for the month of April 2023.

Novtel Property Management Ultimate Enterprise 7.8.0.3 - Novtel Default

File Edit Modify Setup Process Reports Email/Export Import Help

04 Apr 2023 Tue 05 Apr 2023 Wed 06 Apr 2023 Thu 07 Apr 2023 Fri 08 Apr 2023 Sat 09 Apr 2023 Sun 10 Apr 2023 Mon 11 Apr 2023 Tue 12 Apr 2023 Wed 13 Apr 2023 Thu 14 Apr 2023 Fri 15 Apr 2023 Sat 16 Apr 2023 Sun 17 Apr 2023 Mon 18 Apr 2023 Tue 19 Apr 2023 Wed 20 Apr 2023 Thu 21 Apr 2023 Fri 22 Apr 2023 Sat 23 Apr 2023 Sun 24 Apr 2023 Mon 25 Apr 2023 Tue 26 Apr 2023 Wed 27 Apr 2023 Thu 28 Apr 2023 Fri 29 Apr 2023 Sat 30 Apr 2023 Sun 01 May 2023 Mon

COMMSHA

CF COMMSHA C

401 COMMUNAL PROPERTY (SHARED SERVICES)

LITBC062 N 461 Peters, William James

PRILA001 N 497 Peterson, Paul

PRILA002 N 533 Theuns, Herman Johannes

PRILA003 N 605 Van As, Nicholas

REDLA001 N 405 Retief, Christopher

SHABC001 N 449 Yang, JI

SHABC002 N 569 Retief, Christopher

Green, Jane RA No: 162
Status: Current

SKSLA005 N 417 Van As, Nicholas

TRIBC121 N 641 Green, Jane

View Properties
All Properties
Available Properties

New Rental

2023/04/04 2023/05/01

Go To Top Go To Bottom

Rental Number 641
GRE001 Green, Jane

Mobile Phone
Fax
Telephone
Telephone Extra
2nd Email Address
User Defined Field 3
User Defined Field 4
User Defined Field 5

Outstanding Deposits: R 0.00 Unallocated Funds: R 0.00

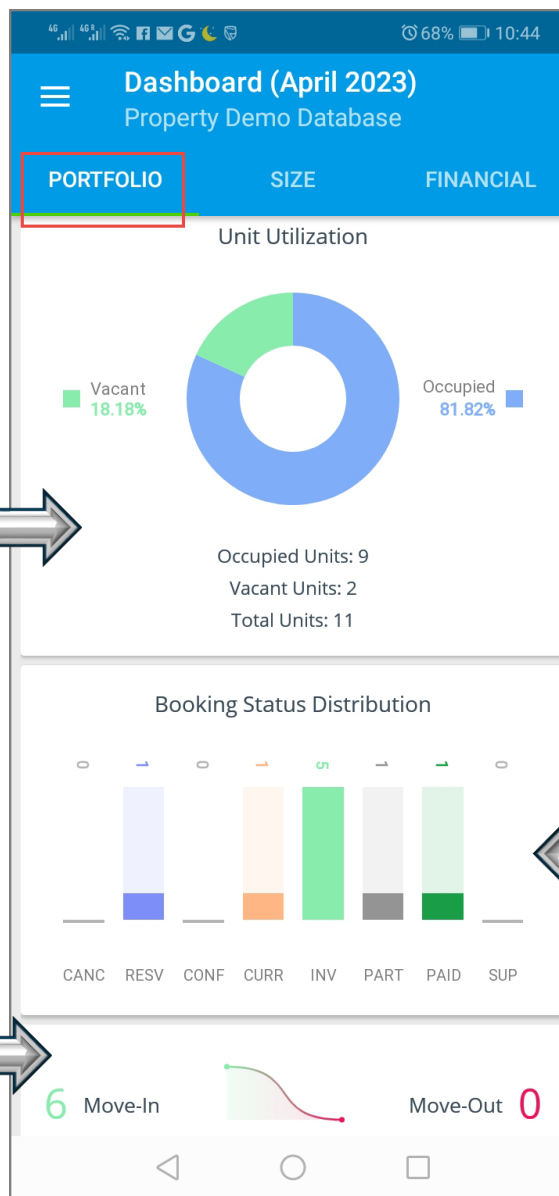
Date	Description	Debit	Credit	Balance
------	-------------	-------	--------	---------

Cancelled
Reserved
Confirmed
Current
Invoiced
Partially Paid
Paid
Supplier Paid
Communal (U)
Communal (P)

The Dashboard - Portfolio Tab

In the Mobile App, the Portfolio tab indicates:

The total number and percentage of units occupied and vacant in the selected database and for the current month.



The number of bookings linked to each reservation status for the current month.

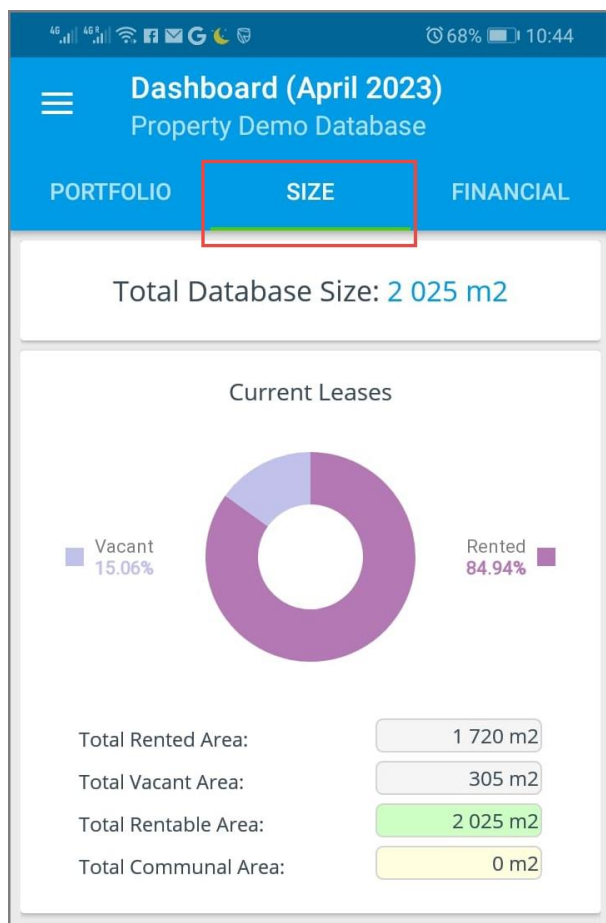


The number of properties where Tenants will be moving into, and out of.



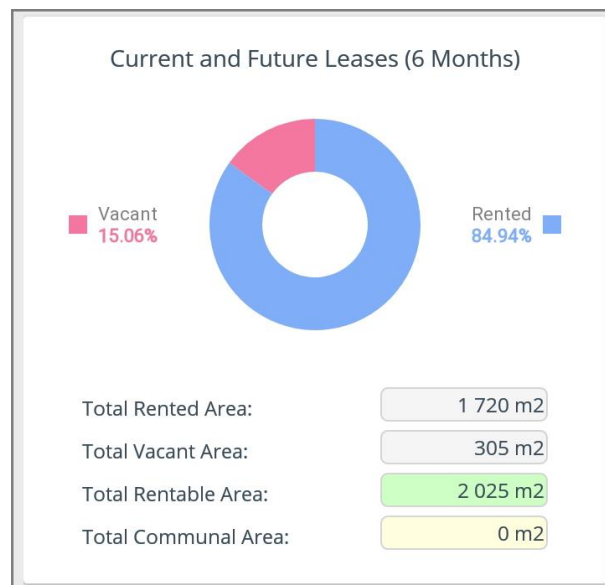


The Dashboard - Size Tab



The total database size is based on the total calculated 'Floor Space' for all properties in the system, as inserted on each property's master file.

The 'Current Leases' section displays the total square meterage rentable, rented and vacant area.



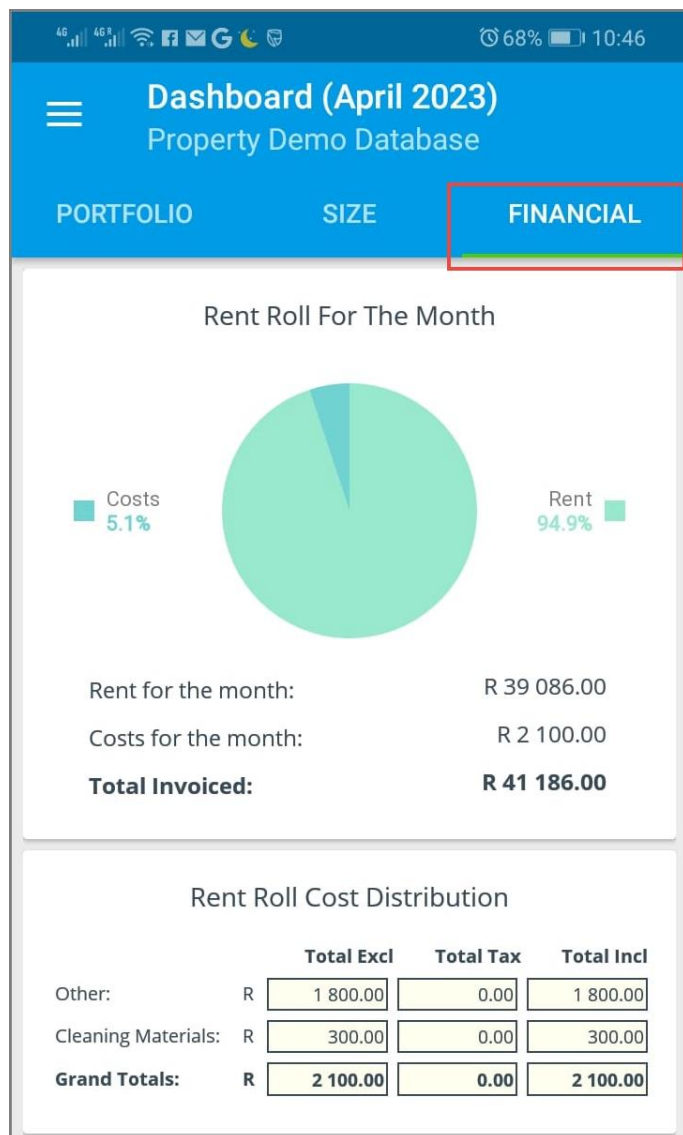
Based on the contracts and reservations made for the next 6 months, the total square meterage rentable; actual rented and vacant areas are indicated.



The number of leases expiring over the next 6 months are indicated here, as well as the square meterage to become available because of the Tenants moving out of the Property.



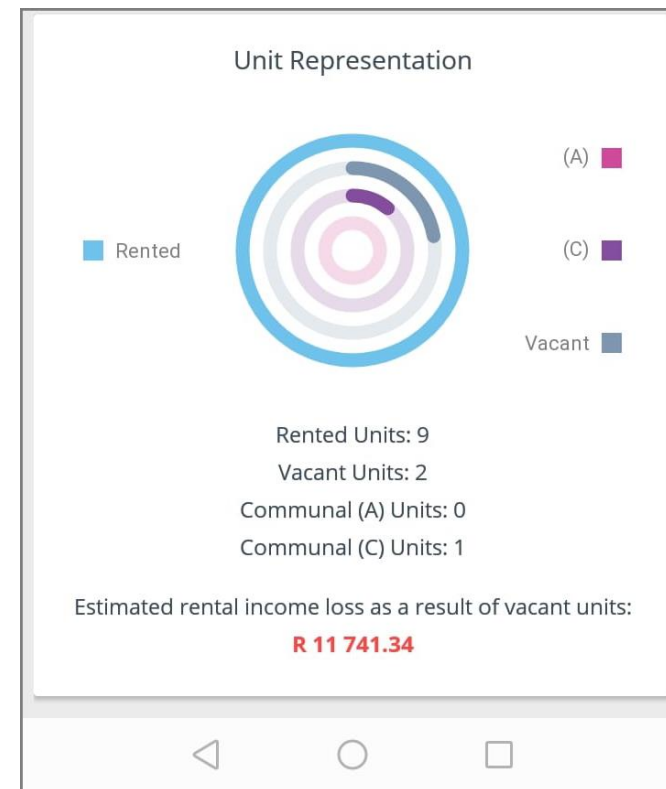
The Dashboard - Financial Tab



The last tab on the Dashboard, displays financial information derived from the database for the current month.

The total amount invoiced for the rent is displayed separately from the additional costs invoiced.

Items additional to the rent will be displayed here. The totals for 'Effluent' and 'Gas' charges are displayed individually, and all other charge totals are grouped in the 'Other' field.





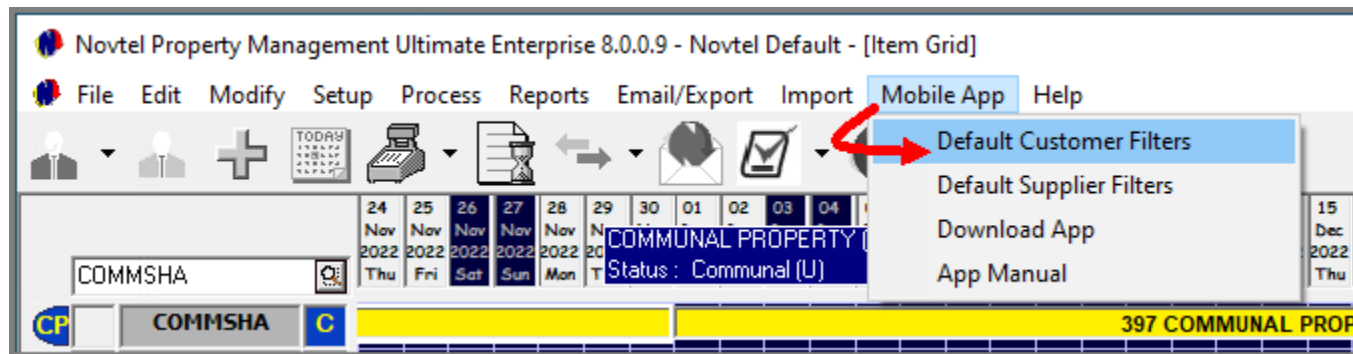
Property Management Mobile Application



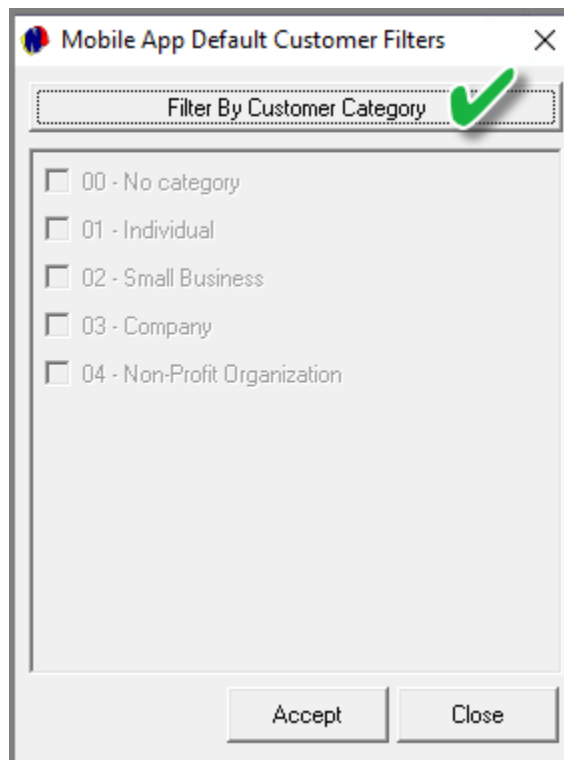
Customers and Suppliers



The Customers Default Filters



To configure whether the customer list on the mobile app should automatically apply a customer category filter for the current dataset, open the 'Default Customer Filters' form from the Mobile App menu on the Desktop Application.



By default, the customer list on the mobile app will not be filtered by customer categories.

To enable this filter, click the 'Filter By Customer Category' button.



The Customers Default Filters



A list of all Pastel Customer categories will be displayed.

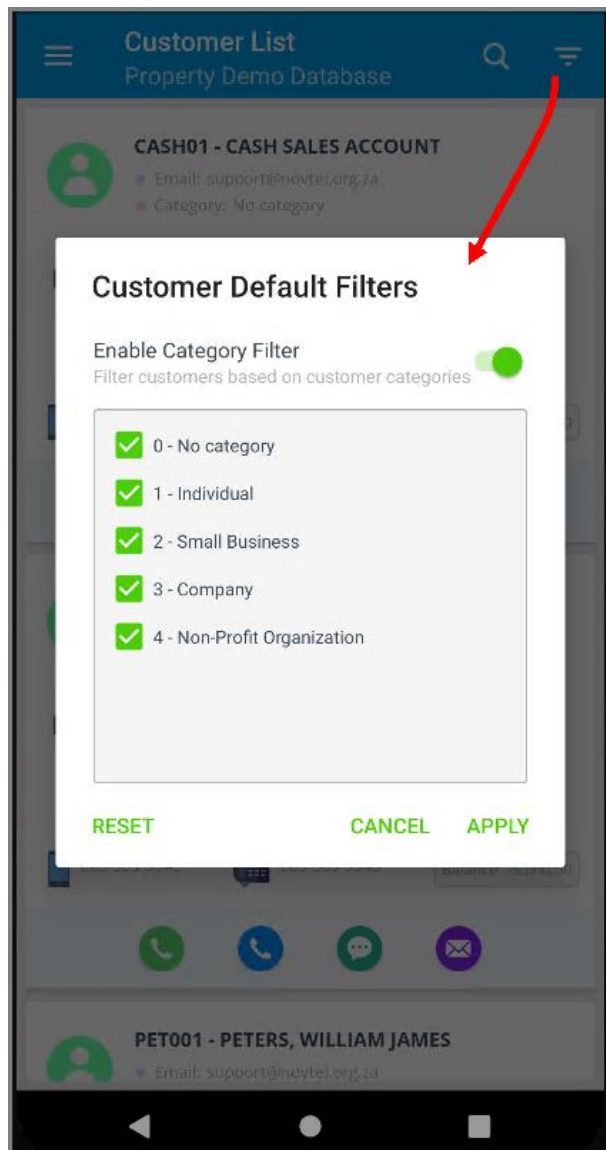
Select the categories to include in the filter and click 'Accept'.

This list of Pastel Customer categories now represents the 'Default Customer Filters' for this dataset and will be applied to all mobile devices.

When a mobile device connects to this dataset, it will first check whether the user has his/her own preferences regarding this filter. If not, the values configured on the server will automatically be downloaded and saved as the user's preference on the mobile device.



The Customers Default Filters



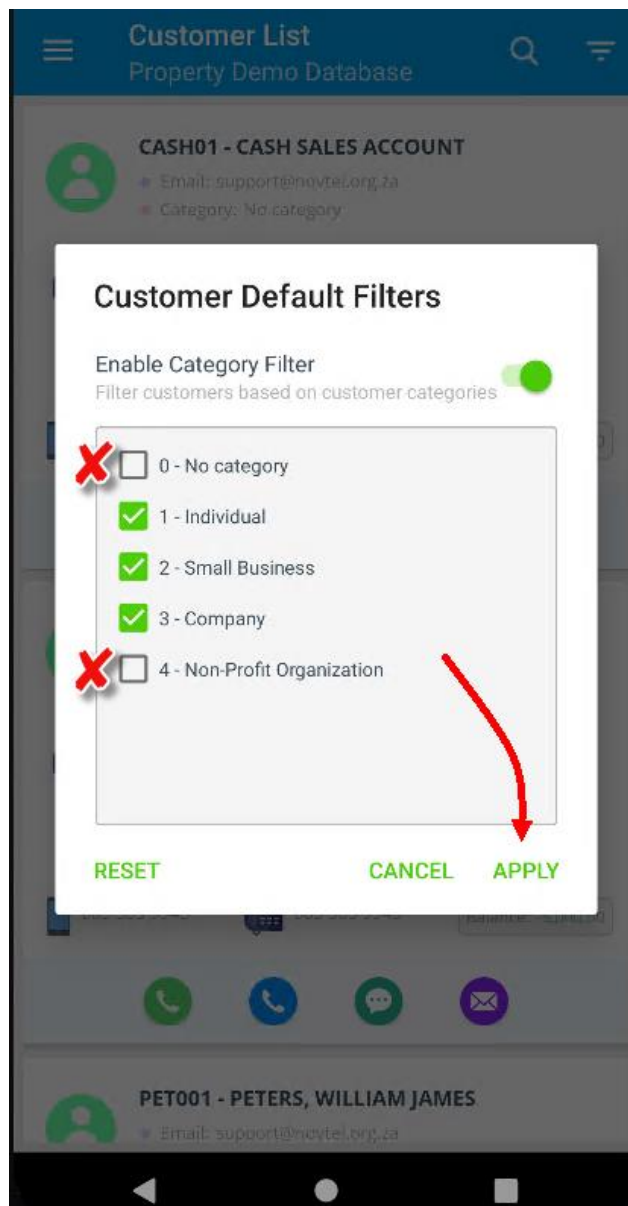
When a mobile device connects to this server, it will detect that the user has not yet configured his own default filters for this dataset and will download the filters as configured on the server.

When opening the customer list, the list will automatically be filtered based on the values selected on the server.

Opening the customer default filters window on the app (by clicking the filter icon in the top-right corner), the filter values of the device will be identical to that of the server.



The Customers Default Filters



If the user wants to use different filter values or turn the filter off for this dataset on their device, they can do so from the default filters window.

The new set of filter values will be stored as the user's filter preference and will only apply to their device.

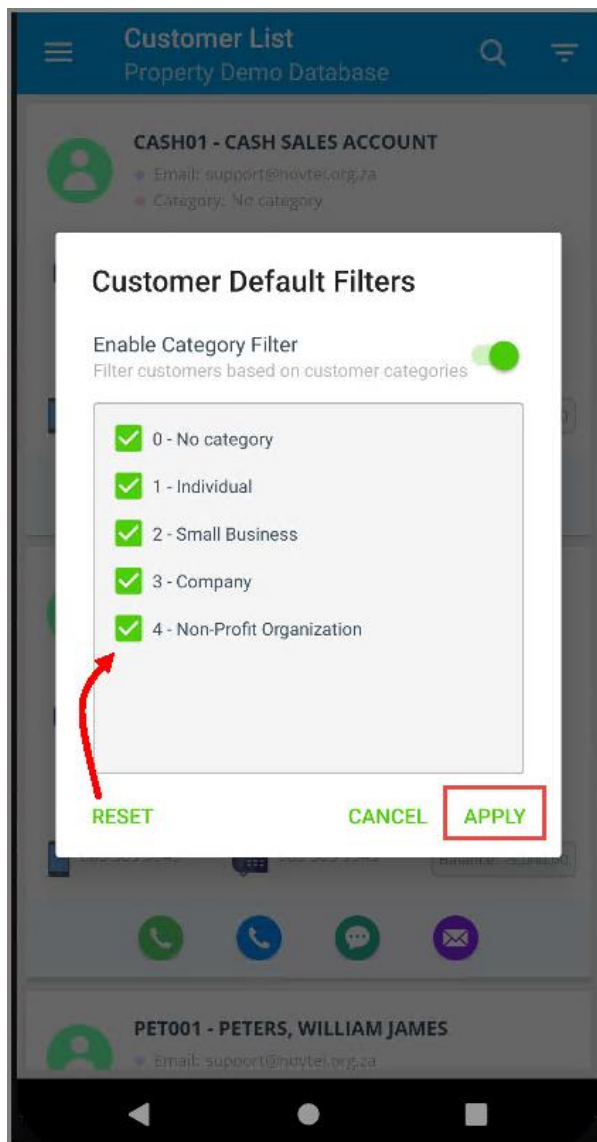
For example:

The user decides that they do not want to see categories 0 and 4 as configured on the server, but only categories 1, 2 and 3. The user can deselect category 0 and 4 on their mobile device and tap 'Apply' to save this list of filters as their filter preference.

The customer list will refresh, and the new filter preference will be applied.



The Customers Default Filters



If the user at a later stage want to revert back to the default filter values configured on the server, he/she can tap on the filter icon in the top-right corner of the customer list, and tap RESET.

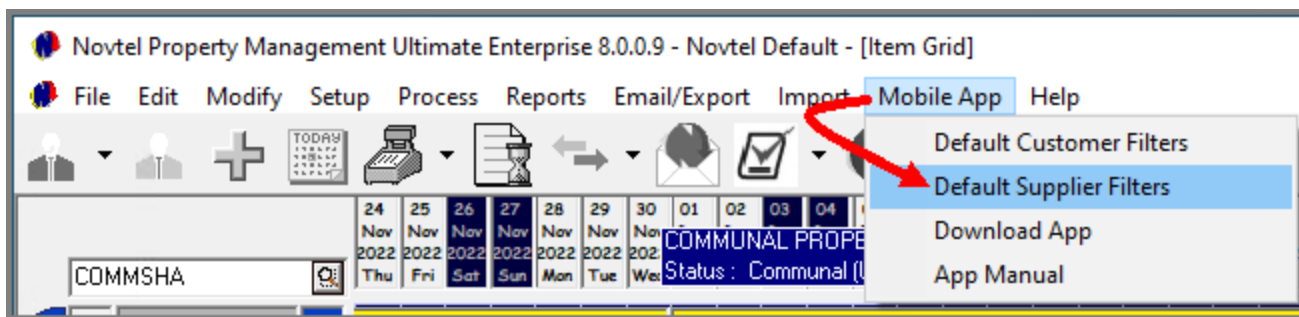
This action will overwrite the user's preference with the filters as configured on the server.

For example:

After clicking RESET on this user's device, the customer list will refresh. If the filters icon is then tapped, the previously de-selected Customer Categories will once again be selected, and will mirror the filters configured on the server.

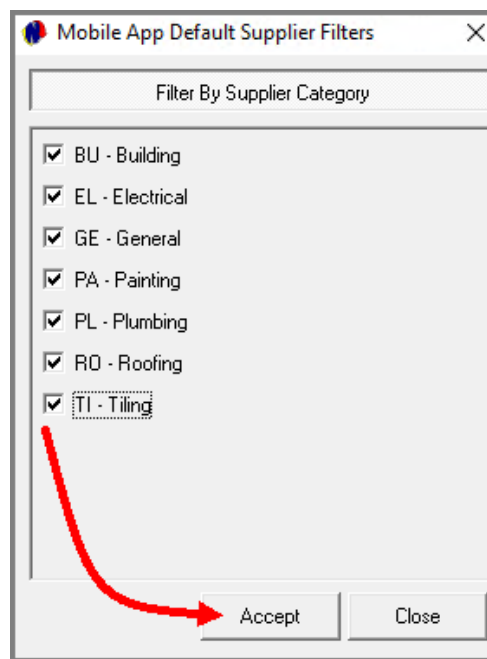
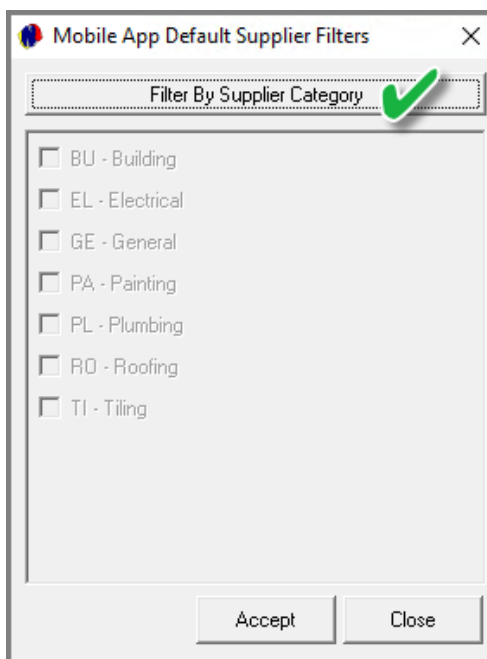


The Supplier Default Filters



To configure whether the Supplier list on the mobile app should automatically apply a Supplier category filter for the current dataset, open the 'Default Supplier Filters' form from the 'Mobile App' Menu on the Desktop Application.

The same process is followed to set these default Supplier Categories for all Mobile Devices linked to the server.



An important difference with supplier categories is that both Novtel Property Management and the app will use the Novtel Supplier Categories and not Pastel Supplier Categories.

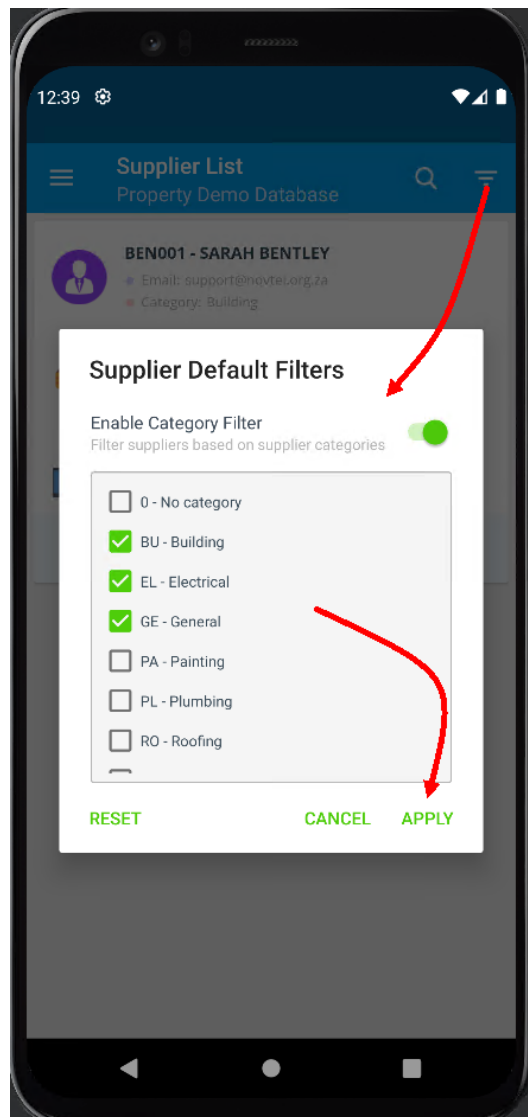
Default Supplier filters will affect the supplier list on the mobile app as well as the 'select supplier' list that is shown when recording maintenance and linking maintenance to a work order.

When a mobile device connects to this dataset, it will first check whether the user has his/her own preferences regarding this filter.

If not, the values configured on the server will automatically be downloaded and saved as the user's preference on the mobile device.



The Supplier Default Filters



Or:

A user can configure the Supplier Categories for their own Mobile Device by unticking the Supplier Categories not applicable to them specifically, and tapping 'Apply'.

When the list refreshes, only the selected Supplier Categories will be used, and display Suppliers linked to those Categories ONLY.



The Customer List

Customers can only be created in the Desktop Application and will then be displayed in the Mobile App too.

Novtel Property Management Ultimate Enterprise 7.8.0.3 - Novtel Default

File Edit Modify Setup Process Reports Email/Export Import Help

COMMMSHA

COMMUNAL PROPERTY (SHARED SERVICES)
Status: Communal (U)

Tenant Setup

Number	Description
LITBC062	
PRILA001	CASH01 Cash Sales Account
PRILA002	CHE001 Xiao Yong, Chen
PRILA003	PET001 Peters, William James
REDLA001	RET001 Retief, Christopher
SHABC001	TAB001 Tabang, Katlego
SHABC002	THE001 Theuns, Herman Johannes
SHAKC003	VAN001 Van As, Nicholas
SKSLA004	YANG01 Yang, Ji
SKSLA005	
TRIBC121	

View Properties
All Properties
Available Properties

Search
Number Description

2023/04/17

Customer List
Property Demo Database

CASH01 - CASH SALES ACCOUNT
Email: support@novtel.org.za
Category: No category

POSTAL ADDRESS
P.O. Box 91023
Kempton Park
Gauteng
1619

DELIVERY ADDRESS
33 Pretoria Road
Kempton Park
Gauteng
1619

083 305 9943 083 305 9943 Balance: 0.00

CHE001 - XIAO YONG, CHEN
Email: support@novtel.org.za
Category: Individual

POSTAL ADDRESS
P.O. Box 84626
Sandton
Gauteng
2191

DELIVERY ADDRESS
195 Willow Ave
Sandton
Gauteng
2191

083 305 9943 083 305 9943 Balance: -5,000.00

PET001 - PETERS, WILLIAM JAMES
Email: support@novtel.org.za
Category: Individual

POSTAL ADDRESS
P.O. Box 23929
Pretoria Central
Pretoria
0002

DELIVERY ADDRESS
142 Minnaar Street
Pretoria Central
Pretoria
0002

083 305 9943 083 305 9943 Balance: 0.00

RET001 - RETIEF, CHRISTOPHER
Email: support@novtel.org.za
Category: Small Business

POSTAL ADDRESS
P.O. Box 102301
Bergvliet
Cape Town
7945

DELIVERY ADDRESS
11 Protea Road
Bergvliet
Cape Town
7945

083 305 9943 083 305 9943 Balance: 0.00

TAB001 - TABANG, KATLEGO
Email: support@novtel.org.za
Category: Company

POSTAL ADDRESS
P.O. Box 6700
Fourways
Sandton
2055

DELIVERY ADDRESS
20 Robin Drive
Fourways
Sandton
2055

083 305 9943 083 305 9943 Balance: 0.00

THE001 - THEUNS, HERMAN JOHANNES
Email: support@novtel.org.za
Category: Small Business

POSTAL ADDRESS
P.O. Box 101
Blackheath
Cape Town
7581

DELIVERY ADDRESS
15 Barnes Street
Blackheath
Cape Town
7581

083 305 9943 083 305 9943 Balance: -700.00

VAN001 - VAN AS, NICHOLAS
Email: support@novtel.org.za
Category: Company

POSTAL ADDRESS
P.O. Box 789
George
6529

DELIVERY ADDRESS
10 Stag Street
George
6529

083 305 9943 083 305 9943 Balance: -500.00

YANG01 - YANG, JI
Email: support@novtel.org.za
Category: No category

POSTAL ADDRESS
P.O. Box 21
Blackheath
Cape Town
7581

DELIVERY ADDRESS
8 Syden Road
Blackheath
Cape Town
7581

083 305 9943 083 305 9943 Balance: -2,000.00

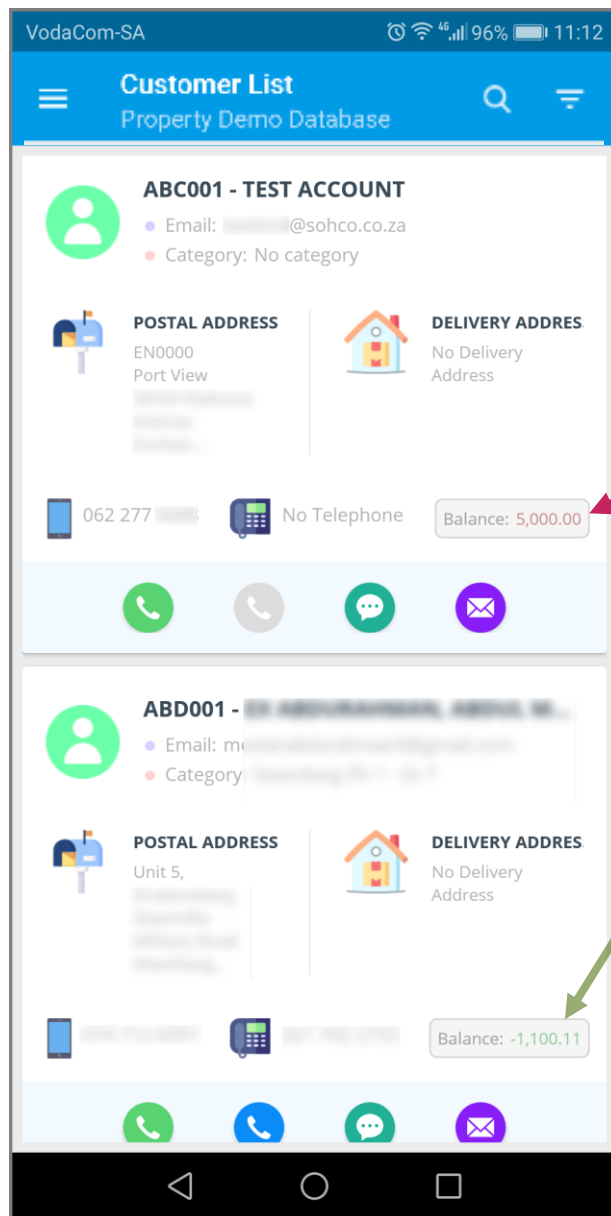
Novtel

Dashboard

Customers



The Customer List



Each Customer's Current Pastel Balance is also visible directly in the App.

- If the customer has a debit balance, the amount will be greater than 0 and will be shown in red. This indicates that the customer owes the company money.
- If the customer has a credit balance, the amount will be less than 0 and will be shown in green. This indicates that the customer has paid more than what is owed to the company.

Please note that the Current Pastel Customer Balance does NOT take open batch transactions into account. All open batches must first be updated in Pastel before their effect on the customer balance will be visible in the app.



The Supplier List

Your Existing Suppliers in the Desktop Application and linked financial system, will also be displayed in the App.



Dashboard

Customers

Suppliers

Novtel Property Management Ultimate Enterprise 7.8.0.3 - Novtel Default

File Edit Modify Setup Process Reports Email/Export Import Help

Supplier Setup

Number	Description
BEN001	Sarah Bentley
GRA001	Wendy Gray
HAR001	Theresa Harrington
LEW001	Jeff Lewis
MAT001	Christa Matthews
PER001	Julie Perry
SAN001	Donald Sanders
WAL001	Melissa Walker

Search:

View Properties: ☒ All Properties ☐ Available Properties

New Rental: Rental Number 401
No tenant selected or tenant does not exist.

Go To Top Go To Bottom

Supplier List
Property Demo Database

Demo users can only contact Novtel support

BEN001 - SARAH BENTLEY
Email: support@novtel.org.za
Category: Construction

POSTAL ADDRESS: PO Box 0428, Elspark, Germiston 1418
DELIVERY ADDRESS: 23 Blouberg Street, Elspark, Germiston 1418

083 305 9943

GRA001 - WENDY GRAY
Email: support@novtel.org.za
Category: Construction

POSTAL ADDRESS: PO Box 7261, Bella Vista, Paarl 7680
DELIVERY ADDRESS: 4 Louis Botha Street, Bella Vista, Paarl 7680

083 305 9943

HAR001 - THERESA HARRINGTON
Email: support@novtel.org.za
Category: Wholesaler

POSTAL ADDRESS: PO Box 9281, Pletternberg Bay 6600
DELIVERY ADDRESS: 32 Maplin Drive, Pletternberg Bay 6600

083 305 9943

LEW001 - JEFF LEWIS
Email: support@novtel.org.za
Category: Service Provider

POSTAL ADDRESS: PO Box 2513, Port Elizabeth 6025
DELIVERY ADDRESS: 20 Moregrove Road, Port Elizabeth 6025

083 305 9943

MAT001 - CHRISTA MATTHEWS
Email: support@novtel.org.za
Category: Service Provider

POSTAL ADDRESS: PO Box 7721, Roodepoort 1724
DELIVERY ADDRESS: 6 Lieman Road, Roodepoort 1724

083 305 9943

PER001 - JULIE PERRY
Email: support@novtel.org.za
Category: Wholesaler

POSTAL ADDRESS: PO Box 27165, Piketberg, Western Cape 7320
DELIVERY ADDRESS: 22 Kenna Road, Piketberg, Western Cape 7320

083 305 9943

SAN001 - DONALD SANDERS
Email: support@novtel.org.za
Category: No category

POSTAL ADDRESS: PO Box 8271, Mayberry Park, Alberton 1481
DELIVERY ADDRESS: 2 Ametis Road, Mayberry Park, Alberton 1481

083 305 9943

WAL001 - MELISSA WALKER
Email: support@novtel.org.za
Category: No category

POSTAL ADDRESS: PO Box 9281, Mayfair West, Johannesburg 2092
DELIVERY ADDRESS: 10 Bellona Road, Mayfair West, Johannesburg 2092

083 305 9943



Creating New Customers and Suppliers

Creating a new Customer or Supplier in the Novtel Desktop Application, it will immediately be available in the Mobile App too, as well as in your Sage Pastel or Evolution Database.

The screenshot displays the Novtel Desktop Application interface for creating a new tenant. The main window is titled 'Novtel Property Management Ultimate Enterprise 7.8.0.3 - Novtel Default'. The 'Add New Tenant' form is open, showing the following details:

- Account Code: PET002
- Description: Peterson, Paul
- Tenant Category: 00 - No category
- Pastel Foreign Currency: 00 - Home Currency
- Postal Address: PO Box 47789, Mossel Bay, 6500
- Telephone No: 083 305 9943
- Mobile Phone: 083 305 9943
- Email Address: support@novtel.com
- Registration No: (empty)
- Use Tenant As Occupant: (checked)
- First Name: (empty)
- Last Name: (empty)
- Date of Birth: 2023/04/17

The form also includes tabs for General, Delivery Addresses, User Defined Fields, Waiting List Details, Banking Details, Occupant, and Vehicle Registration. A green checkmark and 'Accept' button are visible at the bottom right of the form.

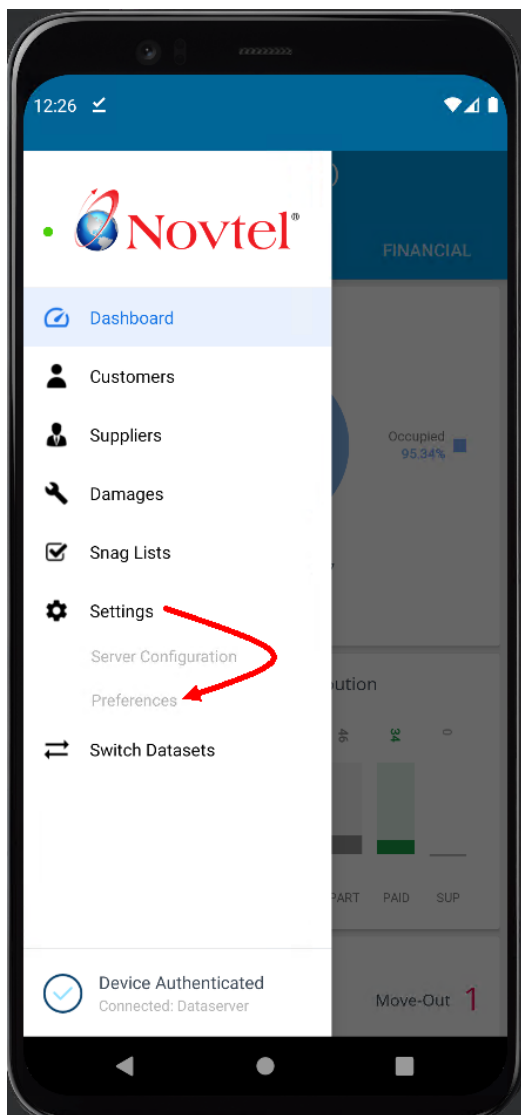
Overlaid on the right is a mobile app interface titled 'Customer List' for the 'Property Demo Database'. It shows a list of customers, with 'PET002 - PETERSON, PAUL' highlighted. The app also displays contact information for this customer, including email (support@novtel.org.za) and phone number (083 305 9943).

At the bottom right, a 'Property Android App (NOVPDEMO)' window is shown, displaying a table of customers. The table has columns for Code, Category, Description, and Balance. The 'PET002' entry is highlighted in green.

Code	Category	Description	Balance
CASH01		Cash Sales Account	0.00
CHE001	Individual	Xiao Yong, Chen	-5 000.00
PET002	Individual	Peterson, Paul	0.00
PET001	Individual	Peters, William James	0.00
RET001	Small Business	Retief, Christopher	0.00
TAB001	Company	Tabang, Katlego	0.00
THE001	Small Business	Theuns, Herman Johar	-700.00
VAN001	Company	Van As, Nicholas	-500.00
YANG01		Yang, Ji	-2 000.00



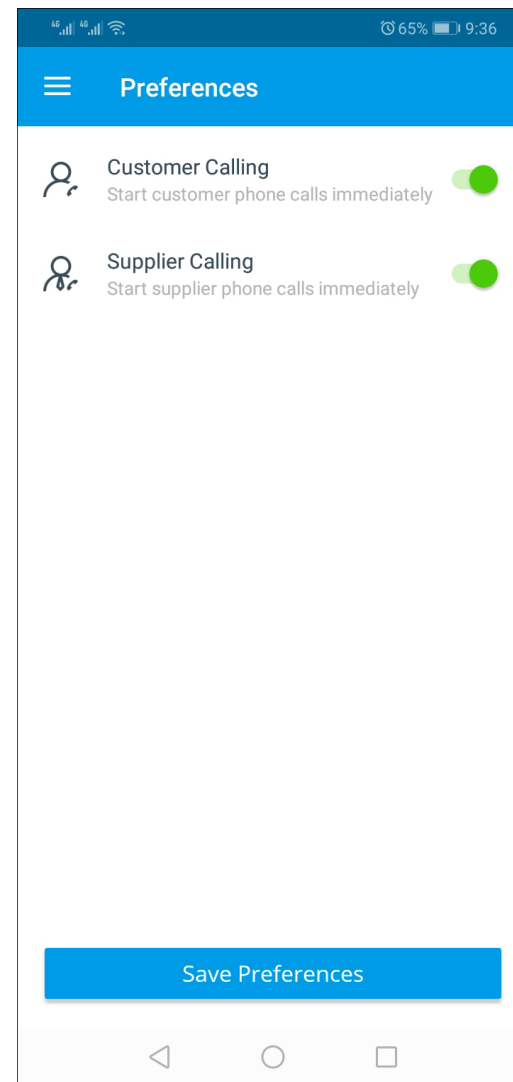
Customer and Supplier Calling Preferences



Under the 'Settings' menu option, both demo and client Users will be able to access the 'Preferences' option.

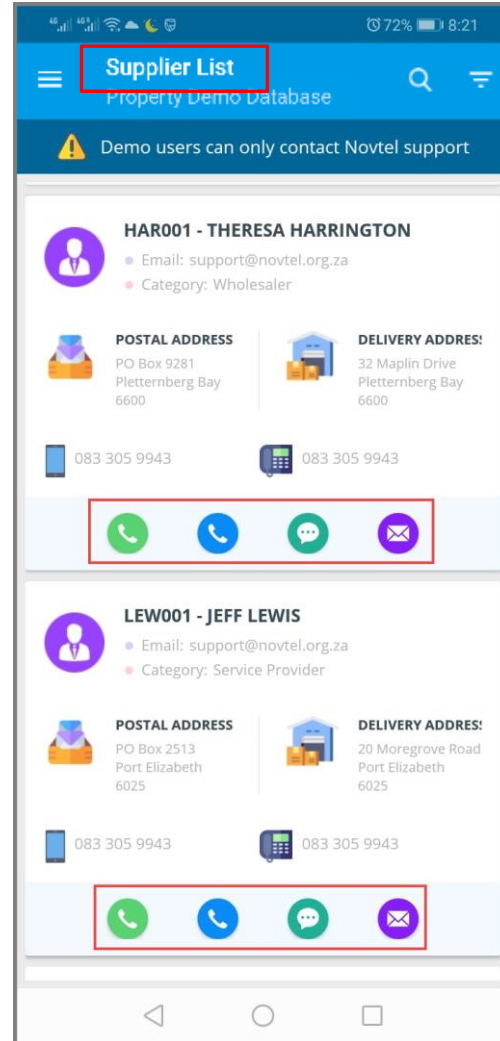
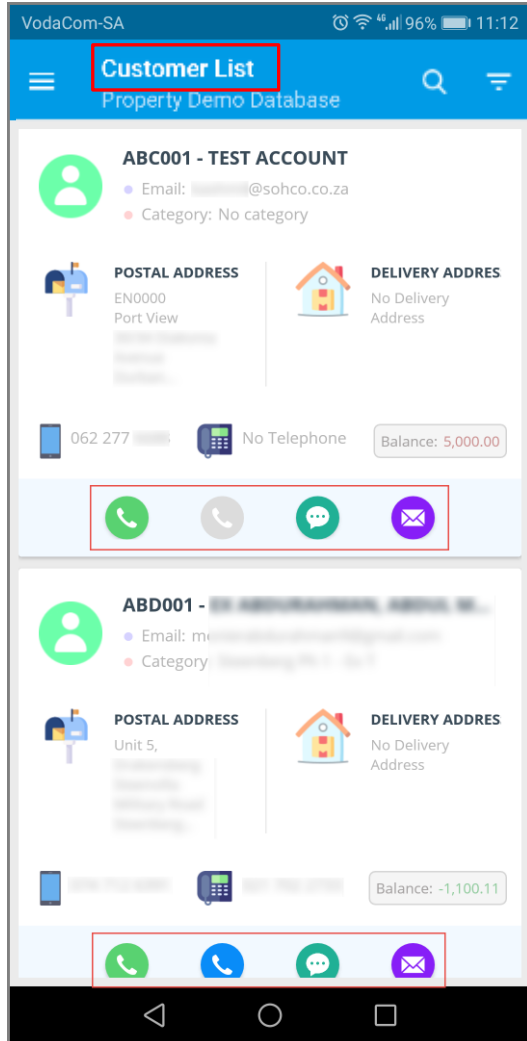
By default, the options are activated to 'Start Customer or Supplier Phone Calls Immediately' when tapping the 'Call' button.

However: Should you wish to deactivate the option and save the preference, the number will be opened in the dialler screen, and from there the User can make the phone call.





Contacting your Customers and Suppliers



From the Mobile App, your Customers and Suppliers can be:

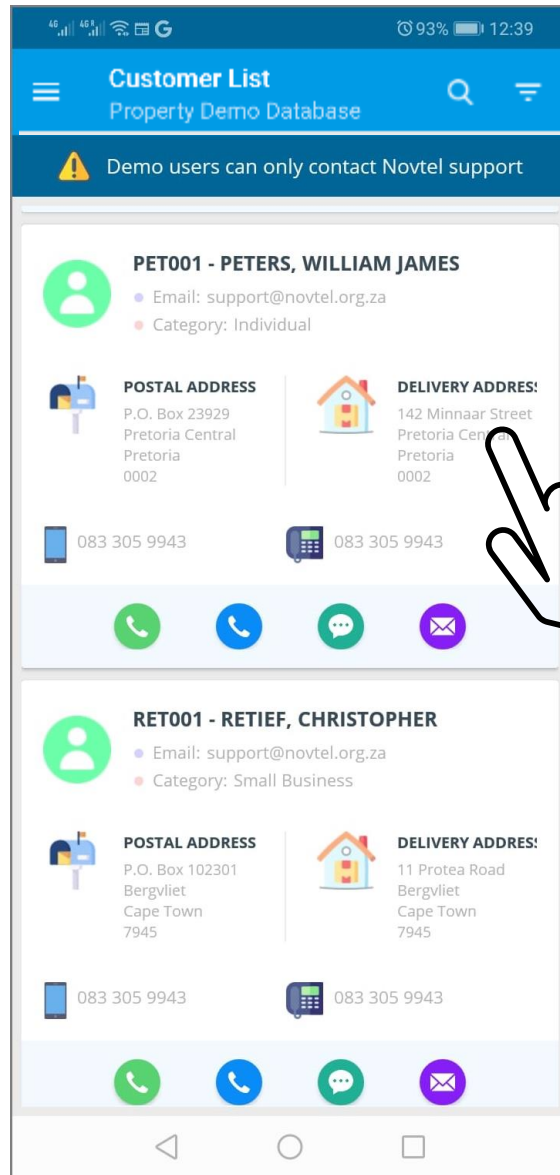
- **Phoned** (Landline or Mobile)
- **Messaged** (SMS or WhatsApp)
- **Emailed** via your Android app

Demo Users can ONLY contact Novtel Support.

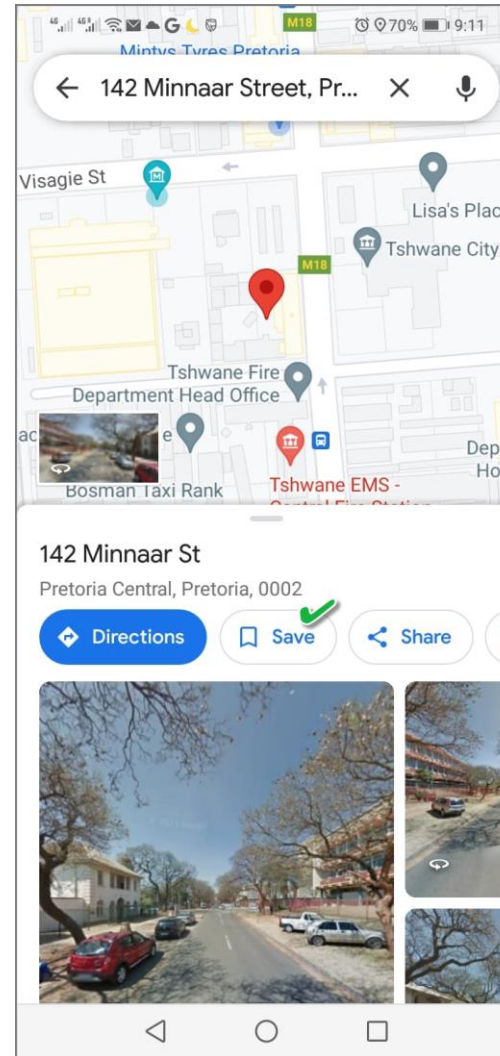
By tapping and holding the email address, cell-phone number, or telephone number, it is copied to the clipboard and can easily be shared via WhatsApp, SMS and Email.



Customers and Suppliers



Tap a Customer or Supplier's postal or delivery address to set a pin in Google Maps.



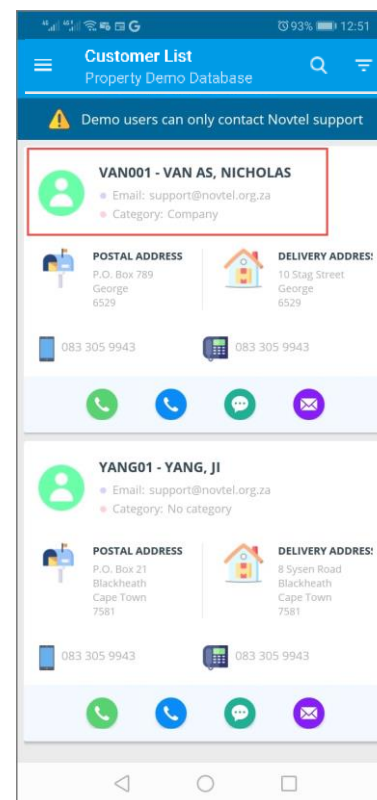
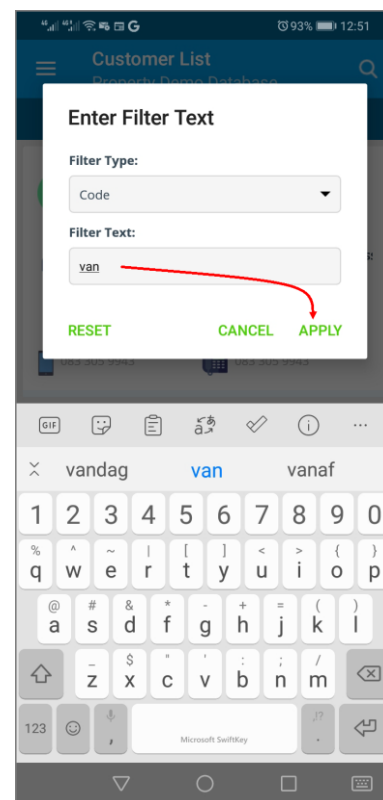
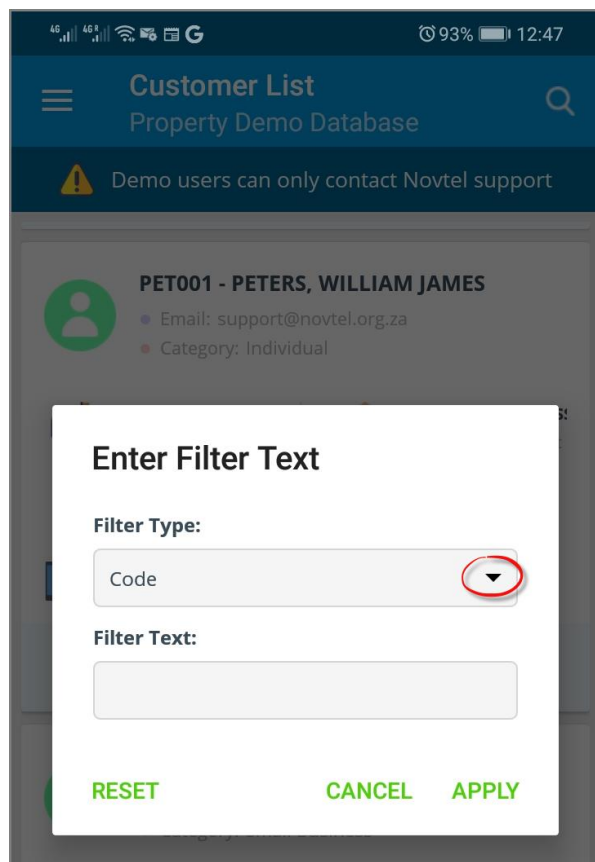


Customer and Supplier Search Options



Tapping the Customer or Supplier 'Search' option, the 'Filter Type' can be selected as either 'Code' or 'Description'.

Entering the entire code or description - or part of it - before clicking 'Apply', the matched Customer or Supplier will be displayed at the top of the list.





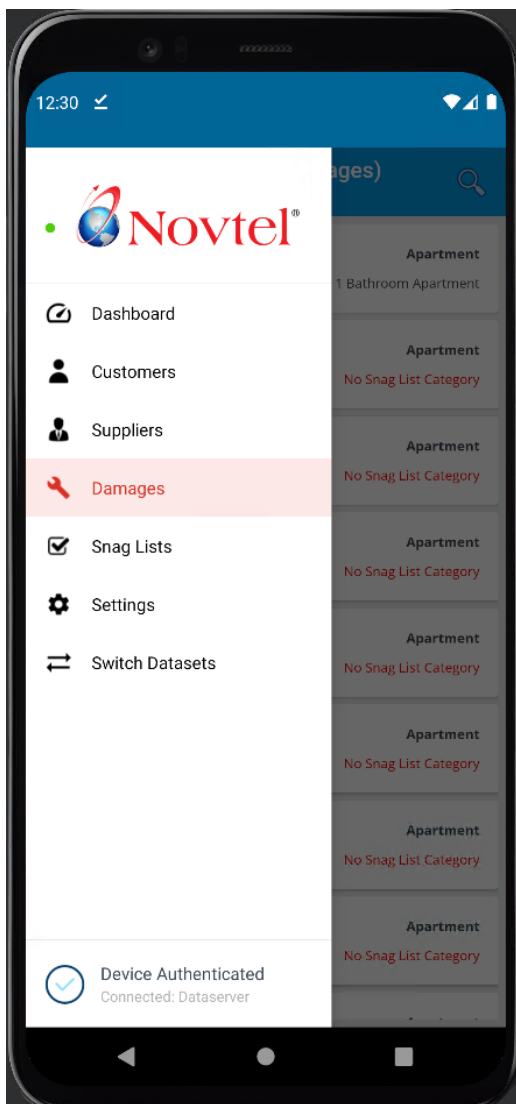
Property Management Mobile Application



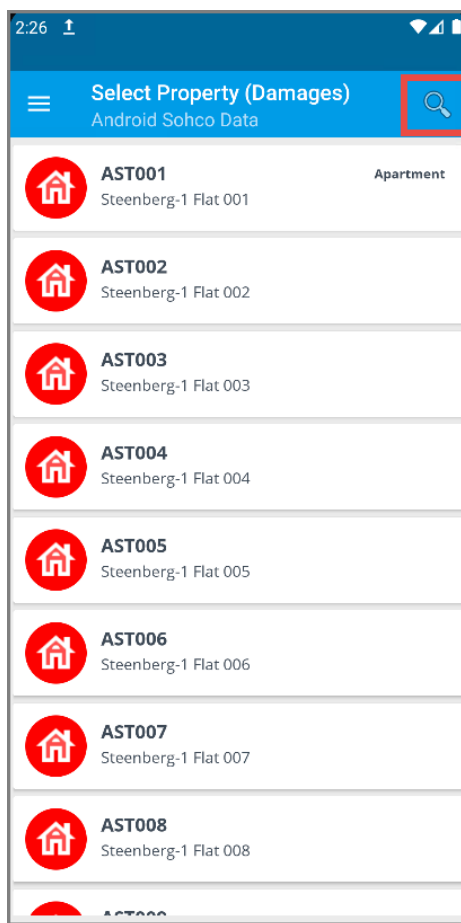
The Damages
Menu Option



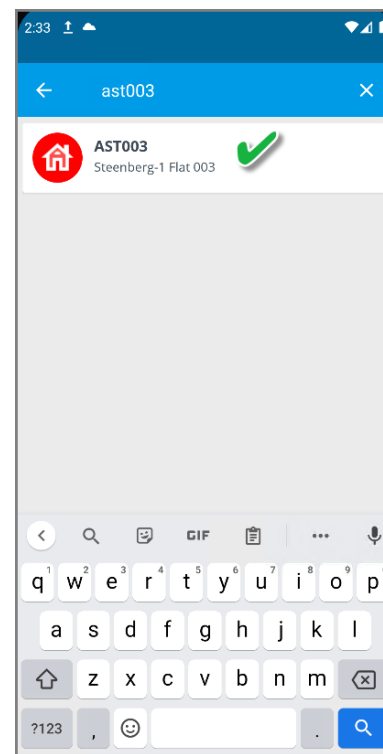
The Damages Menu Option



By tapping the 'Damages' menu option, damages and / or maintenance can be recorded on a specifically selected property.



The required Property can be searched for by tapping on the search option in the top right-hand side of the screen, and entering either the Property code, or part thereof, the Property Description, or the Property Type.



The required property can then be selected by tapping it.



The Damages Menu Option

Select Booking (Damages)
Android Sohco Data

 **AST003**
Steenberg-1 Flat 003

 Booking 102551
Status: **Current**

ABR003
Abrahams, Sha...



Date Start
01 Oct
Sunday 2023

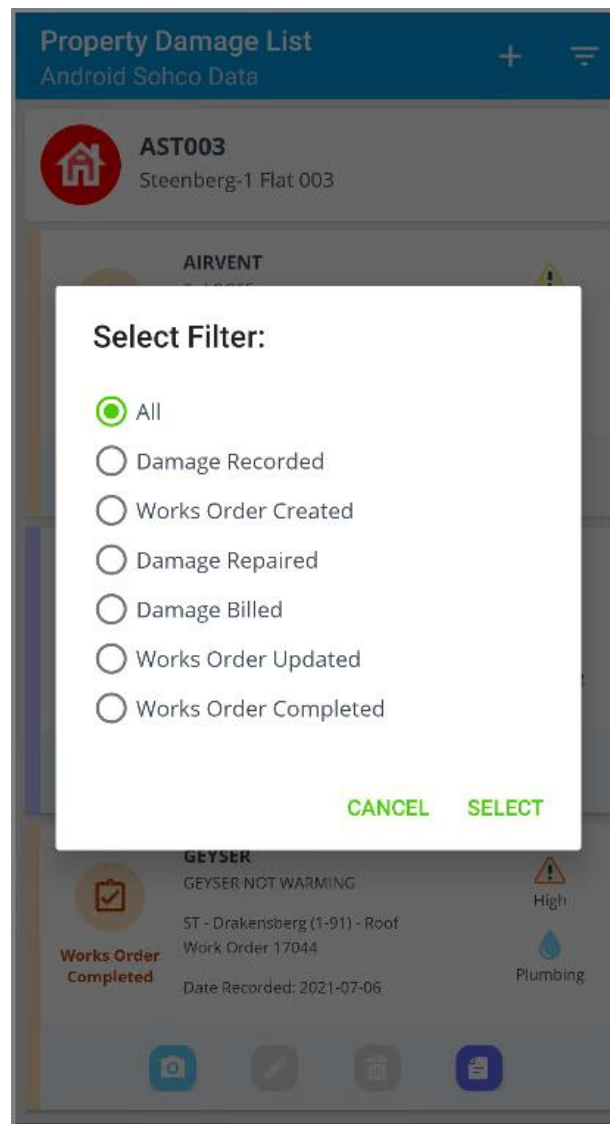
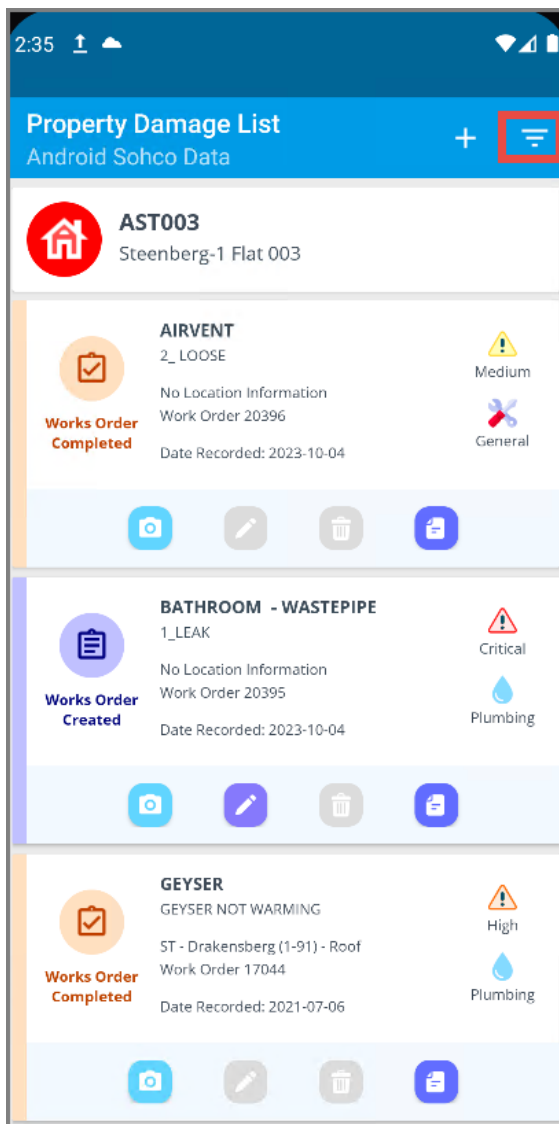
Date End
31 Oct
Tuesday 2023

When recording a new damage by tapping the plus (+) icon on the toolbar of the Damage List, the list of available Current bookings on the selected property shown.

Usually, a property should only have one Current booking available, but should there be more, the list of bookings will be sorted from newest to oldest.



The Damages Menu Option



Existing damages recorded on the property can be filtered to only display Damages linked to the selected status.



Maintenance Statuses

Existing Damages

Each status is displayed in a different colour and means that certain actions were taken.

1 **Recorded Maintenance**

This status indicates that the required maintenance was captured in Novtel (and no other action has been taken).

2 **Works Order Created**

The damage is now tied to a Work Order. However, the Works Order has no Invoice Number (and has therefore not yet been opened and saved).

3 **Repaired Only**

The damage is tied to a Work Order, with an Invoice Number (and has therefore been opened and saved at least once).

4 **Billed Only**

The damage tied to the Work Order with an Invoice Number, has been billed to either the reservation (Tenant), sub-hire (Supplier) or office.
The work order has not yet been updated.

5 **Work Order Updated Only**

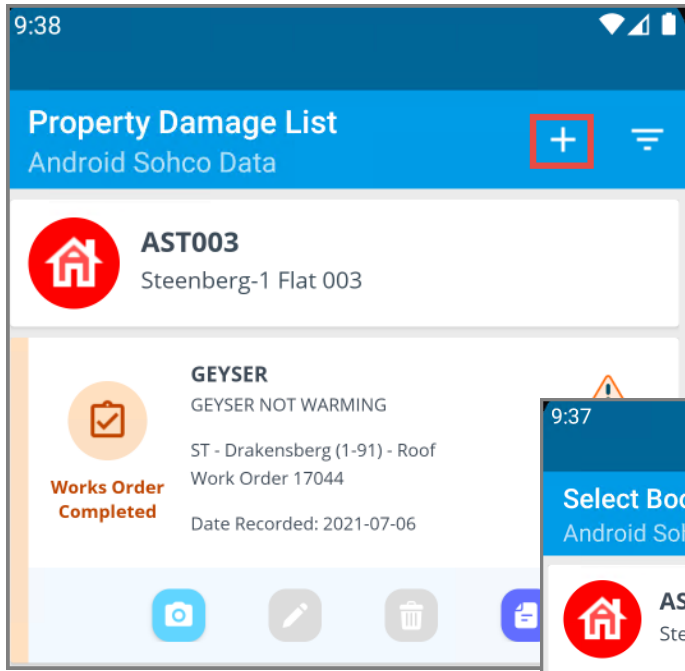
The damage tied to the Work Order with an Invoice Number, has been updated only.
The work order has not yet been billed.

6 **Work Order Updated and Billed**

The damage tied to the Work Order with an invoice Number, has been billed to the either the reservation (Tenant), sub-hire (Supplier) or office; and was updated accordingly.



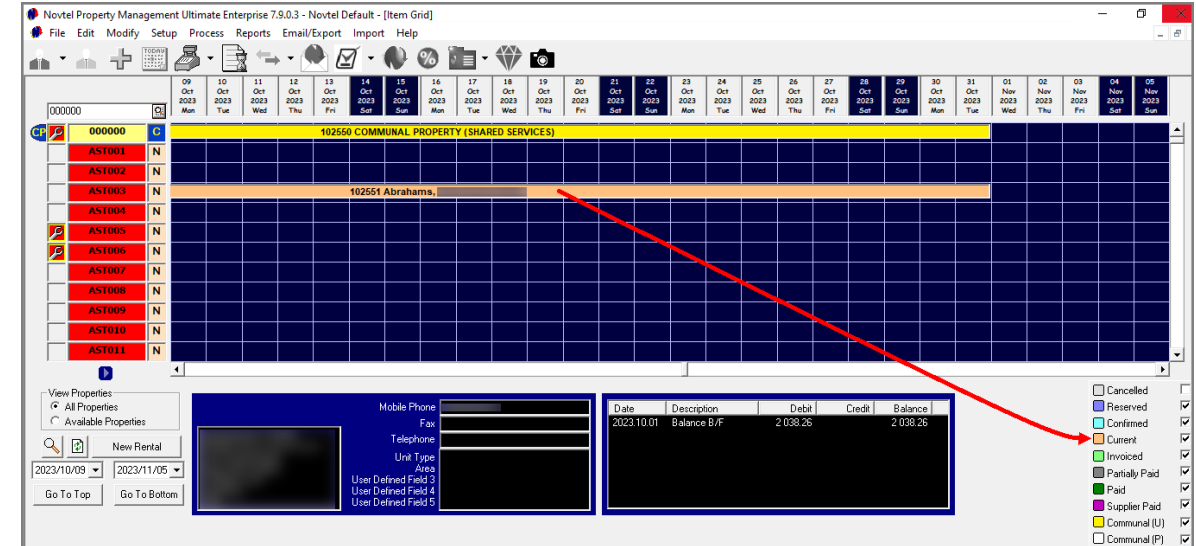
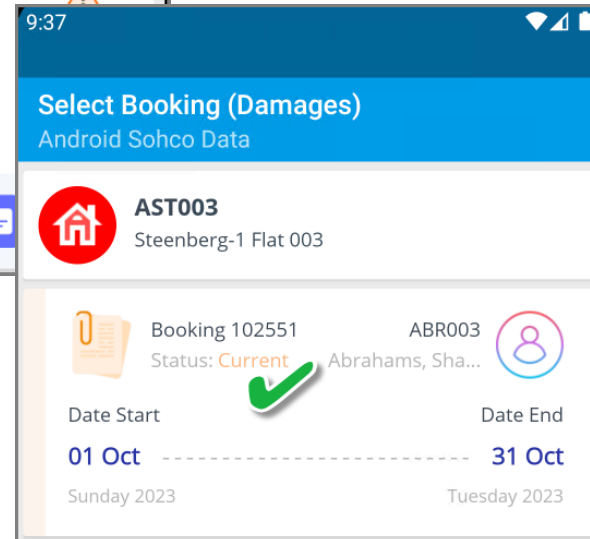
Recording new Damages



To record new damages on a Property, tap the + sign in the top right - hand side of the screen of the selected Property.

Maintenance or damages can only be recorded when a booking is linked to the 'Current' Status.

As this booking is linked to the 'Current' Status, it can now be tapped to open the screen from which the damages can be recorded.





Recording new Damages

In Novtel, the maintenance process can be managed using either the '**Direct Method**' or '**Works Order Method**'.

Direct Method

This method is selected when definite rates are charged for specific damages or maintenance procedures, and no quotations are therefore required.

The damage is billed to the responsible party immediately.

Works Order Method

This method must be selected when damages are first to be assessed; and quotation/s are to be obtained for repairs, prior to creating a works order.

The screenshot shows a mobile application interface for recording a damage. At the top, the status bar displays the time 9:36 and signal/battery icons. Below this is a blue header bar with the text "Record Damage (Booking 102551)" and "Android Sohco Data". The main content area has a white background. On the left, there is a red circular icon containing a white house symbol. To its right, the text "AST003" and "Steenberg-1 Flat 003" is displayed. At the bottom, there is a red rectangular box containing two radio button options: "Direct Method" (with an unselected radio button) and "Works Order Method" (with a selected radio button, indicated by a green dot).



Selecting the Category and Importance Level

9:54

Record Damage (Booking 102551)
Android Sohco Data

 **AST003**
Steenberg-1 Flat 003

☐ Direct Method ☒ Works Order Method

Category Importance

 Electrical  Critical

 Plumbing  Critical

 Structural  Critical

 General  Critical

Applicable Rate: None selected...

One of 4 Categories can now be selected, namely:

- ✓ Electrical
- ✓ Plumbing
- ✓ Structural
- ✓ Or General

Record Damage (Booking 102551)
Android Sohco Data

 **AST003**
Steenberg-1 Flat 003

☐ Direct Method ☒ Works Order Method

Category Importance

 Plumbing  Critical

 High

 Medium

 Low

Maintenance Item: None selected

Maintenance Type: None selected

Applicable Rate: None selected

Next, an 'Importance Level' is to be selected to set a timeframe within which the job must be completed.

It can either be selected as:

- ✓ Critical
- ✓ High
- ✓ Medium
- ✓ Or Low



Selecting the Maintenance Item

Record Damage (Booking 102551)
Android Sohco Data

 **AST003**
Steenberg-1 Flat 003

☐ Direct Method ☒ Works Order Method

Category
Plumbing

Importance
Critical

Maintenance Item: None selected... 

Maintenance Type: None selected... 

Applicable Rate: None selected... 

Location 1: None selected... 

Location 2: None selected... 

Amount: 0.00

Date Recorded: 04 Oct 2023 09:40:42 AM

Description:

Now tap the search icon in the ‘Maintenance Item’ field to open the list of all pre-created items in the system.

Select Item
Android Sohco Data

 BATH RESPRAY

 Bath trap

 BATH TUB

 Bathroom

 Bathroom - Geyser

 Bathroom - Geyser TP Vavle

 Bathroom - wastepipe 

 Bathroom - Additional fittings & piping

 Bathroom - Basin Flexi Pipe replaced

 Bathroom - Basin Horse shoe

 Bathroom - Basin top fix

 Bathroom - Bath

 Bathroom - Bath Trap

Search for and select the applicable item.



Selecting the Maintenance Type

Record Damage (Booking 102551)
Android Sohco Data

 **AST003**
Steenberg-1 Flat 003

☐ Direct Method ☒ Works Order Method

Category

 Plumbing

Importance

 Critical

Maintenance Item:

Bathroom - wastepipe



Maintenance Type:

None selected...



Applicable Rate:

None selected...



Location 1:

None selected...



Location 2:

None selected...



Amount:

0.00

Date Recorded:

04 Oct 2023

09:40:42 AM

Description:

Select Type
Android Sohco Data



 1_ELECTRICAL FITTING

 1_FIRE HOSE SIGNS

 1_FUMIGATION

 1_GEYSER Disconnect

 1_GUARD HOUSE and STORE ROOMS

 1_K_CUPBOARD REPAIR

 1_KITCHEN CUPBOARD REPLACED

 1_KITCHEN LEAK

 1_LEAK 

 1_LEAK DAMAGE Repair of Owner Unit

 1_LEAK from Bathroom

 1_LEAK SEWER PIPE

 1_LOCKS Replaced

The next line's search option is now tapped to search for and select the applicable 'Maintenance Type'.



Selecting the Applicable Rate

The Applicable Rate is a mandatory field and must be selected - after which the charge and amount will be displayed in the main screen.

Record Damage (Booking 102551)
Android Sohco Data

 **AST003**
Steenberg-1 Flat 003

☐ Direct Method ☒ Works Order Method

Category: Plumbing Importance: Critical

Maintenance Item: Bathroom - wastepipe

Maintenance Type: 1_LEAK

Applicable Rate: None selected...

Location 1: None selected...

Location 2: None selected...

Amount: 0.00

Date Recorded: 04 Oct 2023 09:40:42 AM

Description:

Select Rate
Android Sohco Data

 603 - Maint. Steenberg - Grounds	0.00
 606 - Maint. Steenberg - Planned	0.00
 609 - Maint. Steenberg - Refuse	0.00
 612 - Maint. Steenberg - Responsive	0.00
 615 - Maint. Steenberg - Turnovers	0.00
 616 - Maint. Steenberg - Television Conns	0.00
 624 - Maint. Remy Clearing Acc	0.00
 BAN003 - Cash Deposit Fee - CPT	0.00
 INT001 - Interest Charged - CT	0.00
 MAI001 - Maintenance 	2000.00
 SB001 - Admin Fee - Steenberg	0.00
 SB002 - Collection Commission - Steenberg	0.00
 SB003 - Sheriff Fees - Steenberg	0.00

Record Damage (Booking 102551)
Android Sohco Data

 **AST003**
Steenberg-1 Flat 003

☐ Direct Method ☒ Works Order Method

Category: Plumbing Importance: Critical

Maintenance Item: Bathroom - wastepipe

Maintenance Type: 1_LEAK

Applicable Rate: MAI001 Maintenance

Location 1: None selected...

Location 2: None selected...

Amount: 2000.00



Maintenance Locations and Layouts

Record Damage (Booking 102551)
Android Sohco Data

 **AST003**
Steenberg-1 Flat 003

☐ Direct Method ☒ Works Order Method

Category
Plumbing

Importance
Critical

Maintenance Item: Bathroom - wastepipe

Maintenance Type: 1_LEAK

Applicable Rate: MAI001 Maintenance

Location 1: None selected...

Location 2: None selected...

Amount: 2000.00

Date Recorded: 04 Oct 2023 09:40:42 AM

Description:

Maintenance Locations and Layouts are not mandatory fields but can be selected if required.

The Layout options will ONLY be activated here if the feature is activated and set up in the Desktop application.



Selecting the Maintenance Type

Record Damage (Booking 102551)
Android Sohco Data

 **AST003**
Steenberg-1 Flat 003

☐ Direct Method ☒ Works Order Method

Category:  Plumbing Importance:  Critical

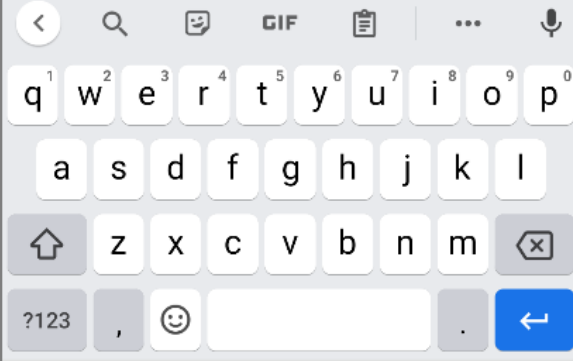
Location 2:

Amount:

Date Recorded:

Description:

Please replace the pipe ASAP as it is damaging the wooden floors in the bathroom.



The current date will always be displayed as the 'Date Recorded', and the exact time the process was started, will be inserted in the field next to the date.

Enter a description in the dedicated field, since the damage cannot be saved if this field is empty.

☒ Automatically create and link to new work order

WO Due Date:

WO Supplier:

 Attach Photos  Submit Damage

If the 'Automatically create and link the Work Order' option is unticked upon submitting the Damage, the Damage will be linked to the 'Damage Recorded' status.

Property Damage List
Android Sohco Data

 **AST003**
Steenberg-1 Flat 003

 **DAMAGE RECORDED**

BALUSTRADE
2_REPAIR
No Location Information
No Work Order
Date Recorded: 2023-10-04

 Medium
 General



Selecting the Maintenance Type

Record Damage (Booking 102551)
Android Sohco Data

 **AST003**
Steenberg-1 Flat 003

☐ Direct Method ☒ Works Order Method

Category
Plumbing

Importance
Critical

Location 2:

None selected...

Amount:

2000.00

Date Recorded:

04 Oct 2023

09:40:42 AM

Description:

Please replace the pipe ASAP as it is damaging the wooden floors in the bathroom.

☒ Automatically create and link to new work order

WO Due Date:

06 Oct 2023

WO Supplier:

A&G001 A&G GEYSERS

 Attach Photos **1**  Submit Damage **2**

To automatically generate a new Work Order, and link the new damage to that work order, ensure that the 'Automatically create and link to new work order' option is selected.

Next, select the correct Work Order Due Date as well as a supplier.

1. Photos of the damage can be attached by clicking the blue button. Either select existing pictures stored on your phone, or use your phone's camera to take picture of the damage and inserting it.
2. Clicking the 'Submit Damage' button, the action must be confirmed to continue.

Confirm Damage

 Are you sure you would like to submit this damage? All attached photos will start uploading immediately.

CANCEL **CONTINUE** 



The damage will be linked to the 'Work Order Created' status, and the new work order number will be shown on the damage item.

This work order is imported into Novtel and can be used as any other work order created in the Novtel Property Management desktop app.

Novelt Property Management Ultimate Enterprise 7.9.0.3 - Novelt Default - (Item Grid)

File Edit Modify Setup Process Reports Email/Export Import Help

000000

04 Oct 2023 Wed 05 Oct 2023 Thu 06 Oct 2023 Fri 07 Oct 2023 Sat 08 Oct 2023 Sun 09 Oct 2023 Mon 10 Oct 2023 Tue 11 Oct 2023 Wed 12 Oct 2023 Thu 13 Oct 2023 Fri 14 Oct 2023 Sat 15 Oct 2023 Sun 16 Oct 2023 Mon 17 Oct 2023 Tue 18 Oct 2023 Wed 19 Oct 2023 Thu 20 Oct 2023 Fri 21 Oct 2023 Sat 22 Oct 2023 Sun 23 Oct 2023 Mon 24 Oct 2023 Tue 25 Oct 2023 Wed 26 Oct 2023 Thu 27 Oct 2023 Fri 28 Oct 2023 Sat

000000

AST001 N AST002 N AST003 N AST004 N AST005 N AST006 N AST007 N AST008 N AST009 N AST010 N AST011 N

102550 COMMUNAL PROPERTY (SHARED SERVICES)

Record Property Maintenance

Maintenance Description

Property : AST003 - Steenberg-1 Flat 003

Tenant : ABR003 - Abrahams.

Outside

Inside

View Properties

All Properties

Available Properties

New Rental

2023/10/04 2023/10/31

Go To Top Go To Bottom

Rental Number 102551

ABR003 Abrahams, Shengorisa

Unit 3, Drakensberg

Steenrivier

Military Road

Steenberg

Mobile Phone 0842255053

Fax 0842255053

Telephone 0842257348

Unit Type

Area

User Defined Field 3

User Defined Field 4

User Defined Field 5

Date Description

2023/10/01 Balance B/F

Recorded Maintenance

Works Order Created Repaired Only Billed Only WO Updated Only WO Updated and Billed

No	Date	Tenant	Reservation	Maintenance Item	Maintenance Type	Category	Importance
20	2023/10/04	Abrahams.	11629	Bathroom - wastepipe	1_LEAK	Plumbing	Critical
19	2021/07/06	Abrahams.	84894	Geyser	Geyser not warming	Plumbing	High
18	2019/08/26	Abrahams.	69320	Drainage system	To be checked	Plumbing	Critical
17	2019/01/31	Abrahams.	64341	No water	To be checked	Plumbing	Critical
15	2018/08/28	Abrahams.	60799	Stoop light	to be replaced	Electrical	Critical
14	2014/06/04	Abrahams.	24814	Broken door	Broken	Structural	Critical
13	2013/03/05	Abrahams.	15119	Back Door	Broken	Structural	Critical
12	2013/01/03	Abrahams.	13946	Back Door	Broken	Structural	High
11	2012/07/26	Abrahams.	11514	Back Door	Broken	General	High
10	2012/07/25	Abrahams.	11514	Front Door	Stucks	General	High
9	2012/07/18	Abrahams.	11067	Door Lock	Faulty	General	High
8	2012/07/12	Abrahams.	11067	Door Lock	Faulty	General	High

View Options

All

Recorded

Works Order

Repaired Only

Billed Only

WO Updated Only

WO Updated and Billed

Snag List & Maintenance

Work Order Document

Edit Damage Delete Damage Bill Damage Change Billable Booking Send Maintenance Notifications Send Works Order Notifications Send Quote Request Notifications Close



Property Management Mobile Application



Managing Damages from
the Mobile App



Editing Damages

Damages can be edited from within the app.

To edit a damage, find the damage on the Damage List and click the purple pencil icon.

Please note that damages can only be edited while they are linked to the following statuses:

- ✓ Damage Recorded;
- ✓ Work Order Created;
- ✓ And Damage Repaired.

Once a damage is billed, or the work order to which the damage is linked, is updated, the edit damage button will be disabled.

When tapping the edit damage button, the damage information will be reloaded and a screen like the Record Damage screen will be displayed, with the following exceptions:

- When editing a damage, the billing method (direct or work order) cannot be changed, and these controls will be hidden at the top of the damage information.
- If the damage is of the 'Damage Recorded' status, the 'Automatically create and link to new work order' section will be visible and can be used to convert the damage into a work order. If the damage is of any other status, this section will be hidden.
- To save the changes made to the damage, click the Submit changes button.



Creating a New Work Order

Property Damage List
Android Sohco Data

AST003
Steenberg-1 Flat 003

AIRVENT
2_ LOOSE
No Location Information
No Work Order
Date Recorded: 2023-10-04
Medium
General

BATHROOM - WASTEPIPE
1_LEAK
No Location Information
Work Order 20395
Date Recorded: 2023-10-04
Critical
Plumbing

GEYSER
GEYSER NOT WARMING
ST - Drakensberg (1-91) - Roof
Work Order 17044
Date Recorded: 2021-07-06
High
Plumbing

New Work Orders can be created from within the app by tapping the blue work order button on a damage that is linked to the 'Damage Recorded' status.

- When the work order button is clicked on a damage that is only recorded (in other words, not yet part of a work order), the 'New Work Order' screen will be displayed.

Create Work Order
Android Sohco Data

AST003
Steenberg-1 Flat 003

New Work Order

Supplier
Select supplier

Date Completed
04 October 2023

Invoice Number
Enter invoice number

Time Completed
11:58:47 AM

Invoice Date
04 October 2023

Project
Select project

Service Quality
Appalling - 0%

Damage Part	Damage Type	Cost Excl	Tax	Cost Incl
Airvent	2_ Loose	0.00	0.00	0.00
Fasten airvent				

Add Damage Line

Excl Total: R 0.00
Tax Total: R 0.00
Incl Total: R 0.00

Notes to Supplier
Enter supplier notes

- This screen is like the Edit Work Order form of the Novtel Property Management desktop app.
- In the header section, select the supplier and complete the work order fields as required.
- The selected recorded damage will automatically be added as a work order line to the new work order.



Creating a New Work Order

Create Work Order
Android Sohco Data

 **AST003**
Steenberg-1 Flat 003

New Work Order

Supplier

Select supplier

Date Completed

✓ 04 October 2023

Invoice Number

✎ Enter invoice number

Time Completed

🕒 11:58:47 AM

Invoice Date

📅 04 October 2023

Project

🔍 Select project

Service Quality

Appalling - 0% ▾

Damage Part	Damage Type	Cost Excl	Tax	Cost Incl
1 Airvent	2_ Loose	100.00	0.00	100

1

2

3

-

4

5

6

=

7

8

9

⌫

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0

.

✓

Create Work Order
Android Sohco Data

 **AST003**
Steenberg-1 Flat 003

New Work Order

Supplier

Select supplier

Date Completed

✓ 04 October 2023

Invoice Number

✎ Enter invoice number

Time Completed

🕒 11:58:47 AM

Invoice Date

📅 04 October 2023

Project

🔍 Select project

Service Quality

Appalling - 0% ▾

Damage Part	Damage Type	Cost Excl	Tax	Cost Incl
1 Airvent	2_ Loose	100.00	0.00	100

Fasten airvent

✖

+ Add Damage Line

Excl Total:

R 100.00

Tax Total:

R 0.00

Incl Total:

R 100.00

Notes to Supplier

Enter supplier notes

For each work order line, the cost amount must be entered.



Creating a New Work Order

Create Work Order

Android Sohco Data

**AST003**
Steenberg-1 Flat 003

Select supplier

04 October 2023

Invoice Number

Enter invoice number

Time Completed

11:58:47 AM

Invoice Date

04 October 2023

Project

Select project

Service Quality

Appalling - 0%

Damage Part	Damage Type	Cost Excl	Tax	Cost Incl
 Airvent	 2_Loose	100.00	0.00	100.00
Fasten airvent and replace rusty screws				

screws

screw's

screwed

q w e r t y u i o p

a s d f g h j k l

↑ z x c v b n m ↵

?123 , 😊 . ✓

Ensure the damage description is correct.

If the damage description must be changed, the value can be edited in the second line of every damage item.



Creating a New Work Order

Create Work Order
Android Sohco Data

 **AST003**
Steenberg-1 Flat 003

Supplier
 Select supplier

Date Completed
 04 October 2023

Invoice Number
 Enter invoice number

Time Completed
 11:58:47 AM

Invoice Date
 04 October 2023

Project
 Select project

Service Quality
Appalling - 0% 

Damage Part	Damage Type	Cost Excl	Tax	Cost Incl
 Airvent	 2_ Loose	100.00	0.00	100.00
 Fasten airvent and replace rusty screws 				

 **Add Damage Line**

Excl Total: R 100.00
Tax Total: R 0.00
Incl Total: R 100.00

Notes to Supplier
Enter supplier notes

 Email Work Order  Save Work Order

To add a new damage line, tap the 'Add Damage Line' text.

A list of all 'Recorded Damages' available on the selected property will be shown.

You can also search for the damage required by clicking the search icon in the toolbar, and typing in the damage part, type or location information.

Select Recorded Damage
Android Sohco Data 

 **AST003**
Steenberg-1 Flat 003

 **200w LED Floodlight - 2_REPLACE**  

To add a damage as a work order line, tap on the damage item to select it, or press the back button to cancel.

If a damage item was selected, it will now be shown as a work order line on the work order.

 **AST003**
Steenberg-1 Flat 003

Work Order 20396

Supplier
 A&G001

Date Completed
 04 October 2023

Invoice Number
 Enter invoice number

Time Completed
 12:13:32 PM

Invoice Date
 04 October 2023

Project
 Select project

Service Quality
Appalling - 0% 

Damage Part	Damage Type	Cost Excl	Tax	Cost Incl
 Airvent	 2_ Loose	100.00	0.00	100.00
 Fasten airvent and replace rusty screws 				
 200w LED F...	 2_REPLACE	0.00	0.00	0.00
 Replace ASAP 				

 **Add Damage Line**

Excl Total: R 100.00
Tax Total: R 0.00
Incl Total: R 100.00

Notes to Supplier



Creating a New Work Order

**AST003**
Steenberg-1 Flat 003

Invoice Number

Time Completed

Invoice Date

Project

Service Quality

Damage Part	Damage Type	Cost Excl	Tax	Cost Incl
 Airvent	 2_Loose	100.00	0.00	100.00
Fasten airvent and replace rusty screws				
 200w LED Floodlight	 2_REPLACE	200.00	0.00	200.00
Replace ASAP				

 Add Damage Line

Excl Total: R 300.00
Tax Total: R 0.00
Incl Total: R 300.00

Notes to Supplier

 Email Work Order

 Save Work Order

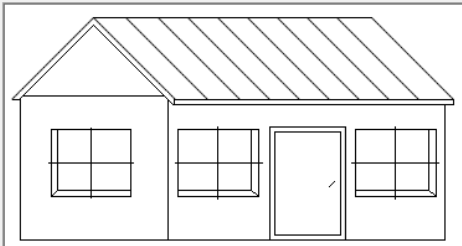
To submit the work order to Novtel Property Management, click the 'Save Work Order' button.

The work order will be created in the Novtel Property Management desktop application, and all damages linked to the work order will change to the correct damage status on the damage list.

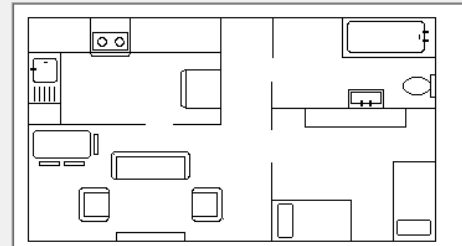
Record Property Maintenance

Maintenance Description
Property : AST003 - Steenberg-1 Flat 003
Tenant : ABR003 - Abrahams,

Outside



Inside



Recorded Maintenance

Works Order Created

Repaired Only

Billed Only

WO Updated Only

WO Updated and Billed

No	Date	Tenant	Reservation	Maintenance Item	Maintenance Type	Category	Importance
22	2023/10/04	Abrahams,	102551	200w LED Floodlight	2_REPLACE	Electrical	High
21	2023/10/04	Abrahams,	102551	Airvent	2_Loose	General	Medium
20	2023/10/04	Abrahams,	102551	Bathroom - wastepipe	1_LEAK	Plumbing	Critical
19	2021/07/06	Abrahams,	84894	Geyser	Geyser not working	Plumbing	High
18	2019/08/26	Abrahams,	69320	Drainage system	To be checked	Plumbing	Critical
17	2019/01/31	Abrahams,	64341	No water	To be checked	Plumbing	Critical
15	2018/08/28	Abrahams,	60799	Stoep light	to be replaced	Electrical	Critical
14	2014/06/04	Abrahams,	24614	Broken door	Broken	Structural	Critical
13	2013/03/05	Abrahams,	15119	Back Door	Broken	Structural	Critical
12	2013/01/03	Abrahams,	13946	Back Door	Broken	Structural	High
11	2012/07/26	Abrahams,	11514	Back Door	Broken	General	High
10	2012/07/26	Abrahams,	11514	Front Door	Stuck	General	High

View Options

All

Recorded

Works Order

Repaired Only

Billed Only

WO Updated Only

WO Updated and Billed

Snag List & Maintenance

Work Order Document

Edit Damage

Delete Damage

Bill Damage

Change Billable Booking

Send Maintenance Notifications

Send Works Order Notifications

Send Quote Request Notifications

Close

Property Damage List
Android Sohco Data

**AST003**
Steenberg-1 Flat 003

200W LED FLOODLIGHT

2_REPLACE

No Location Information

Work Order 20396

Date Recorded: 2023-10-04

High

Electrical

AIRVENT

2_LOOSE

No Location Information

Work Order 20396

Date Recorded: 2023-10-04

Medium

General

BATHROOM - WASTEPIPE

1_LEAK

No Location Information

Work Order 20395

Date Recorded: 2023-10-04

Critical

Plumbing



Deleting a Work Order Item Line

Edit Work Order
Android Sohco Data

 **AST003**
Steenberg-1 Flat 003

Work Order 20396

Supplier
A&G001

Date Completed
04 October 2023

Invoice Number
Enter invoice number

Time Completed
12:24:31 PM

Invoice Date
04 October 2023

Project
Select project

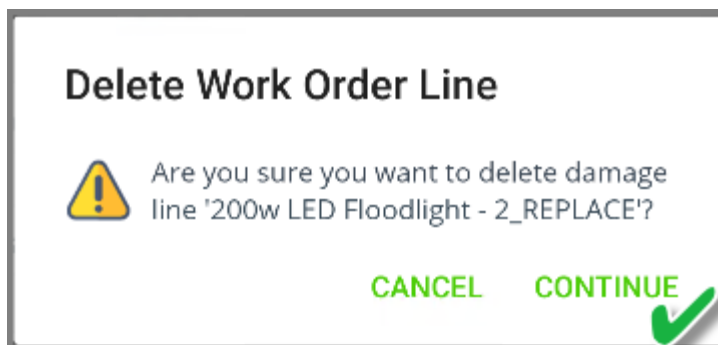
Service Quality
Appalling - 0%

Damage Part	Damage Type	Cost Excl	Tax	Cost Incl
1 Airvent	2_Loose	100.00	0.00	100.00
Fasten airvent and replace rusty screws				
1 200w LED F...	2_REPLACE	200.00	0.00	200.00
Replace ASAP				
+ Add Damage Line		Excl Total:	R 300.00	
		Tax Total:	R 0.00	
		Incl Total:	R 300.00	

Notes to Supplier
Enter supplier notes

To remove a damage line, tap the red 'x' button.

Once the action is confirmed, the line will be removed from the work order.



Edit Work Order
Android Sohco Data

 **AST003**
Steenberg-1 Flat 003

Work Order 20396

Supplier
A&G001

Date Completed
04 October 2023

Invoice Number
Enter invoice number

Time Completed
12:24:31 PM

Invoice Date
04 October 2023

Project
Select project

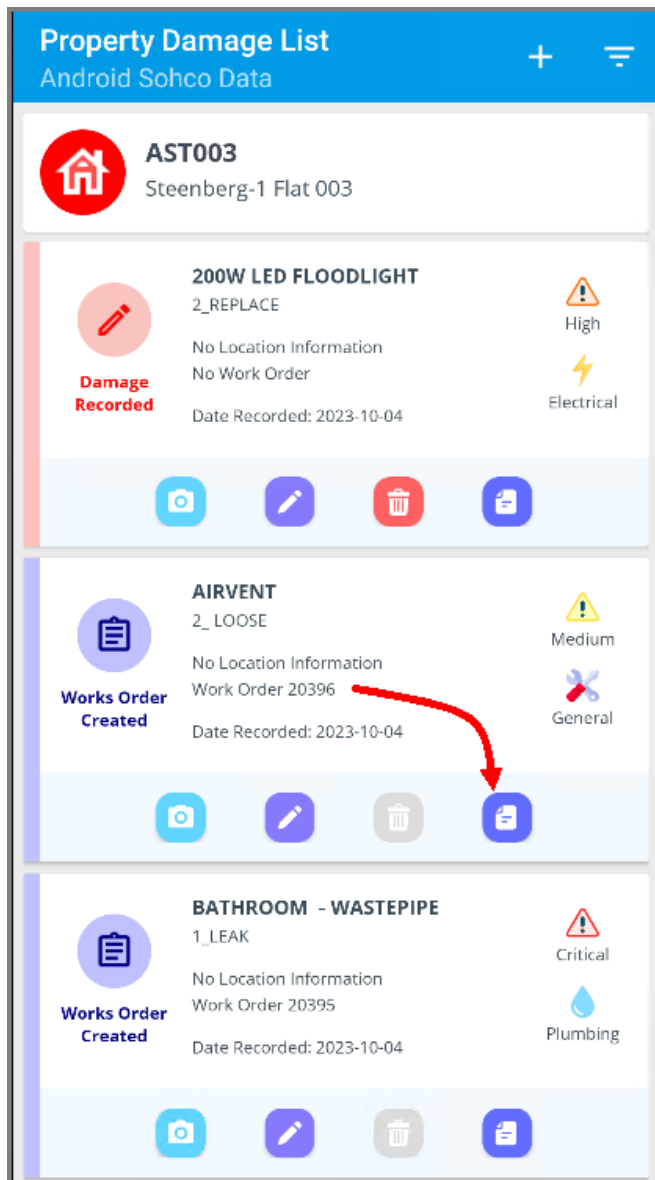
Service Quality
Appalling - 0%

Damage Part	Damage Type	Cost Excl	Tax	Cost Incl
1 Airvent	2_Loose	100.00	0.00	100.00
Fasten airvent and replace rusty screws				
+ Add Damage Line		Excl Total:	R 100.00	
		Tax Total:	R 0.00	
		Incl Total:	R 100.00	

Notes to Supplier
Enter supplier notes



Editing an Existing Work Order



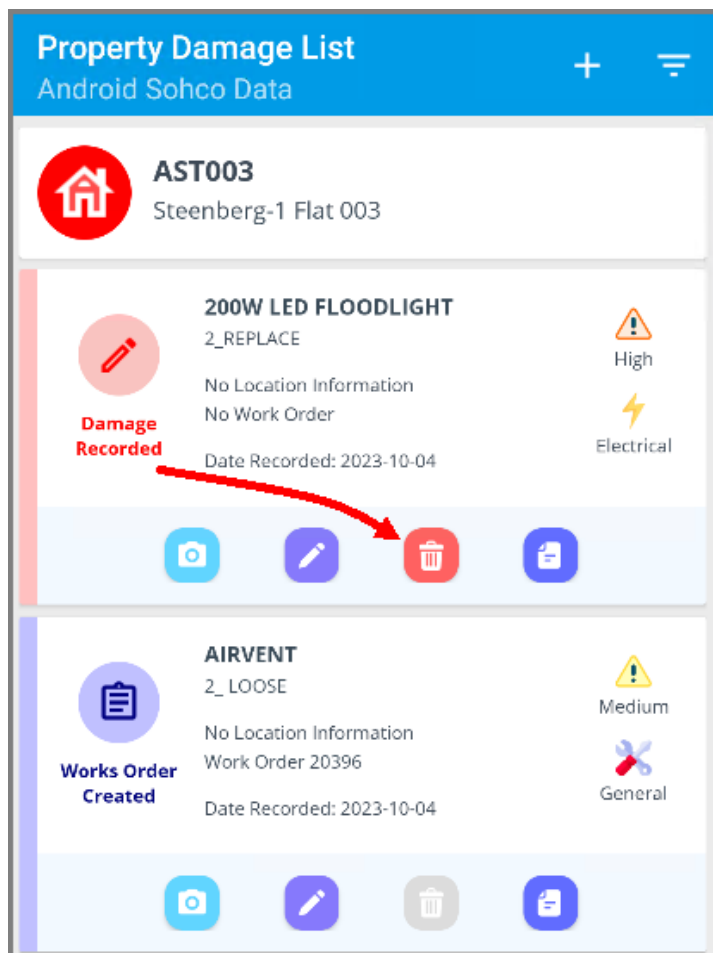
To edit an existing work order, tap the work order button on any damage item with a valid work order number.

The selected work order will be loaded, and the Work Order screen will be displayed with all work order information populated.

Edit any header or line information required and click the Save Work Order button to submit the changes back to Novtel Property Management.



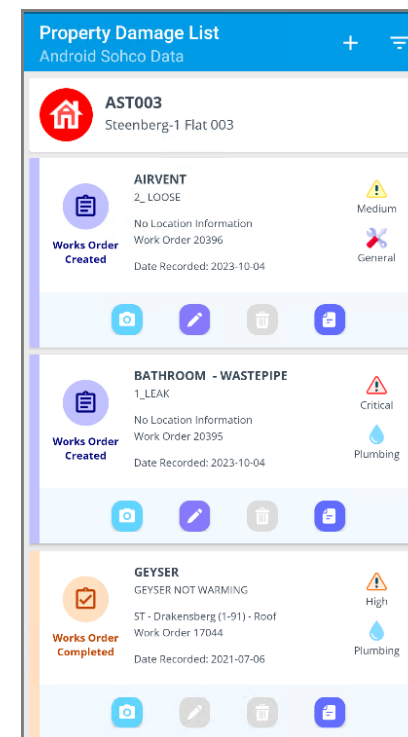
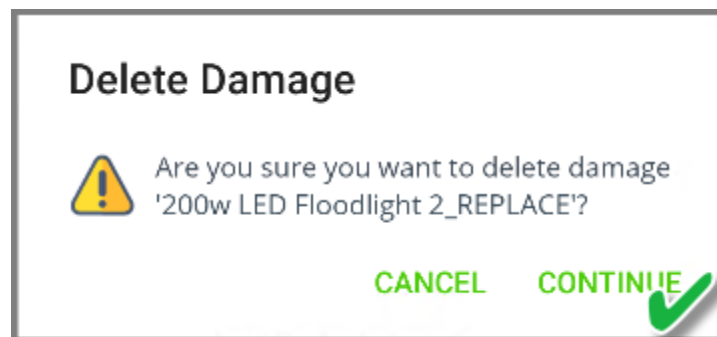
Deleting a Work Order



Damages can be deleted from within the app by clicking the red trash can icon on the damage item card.

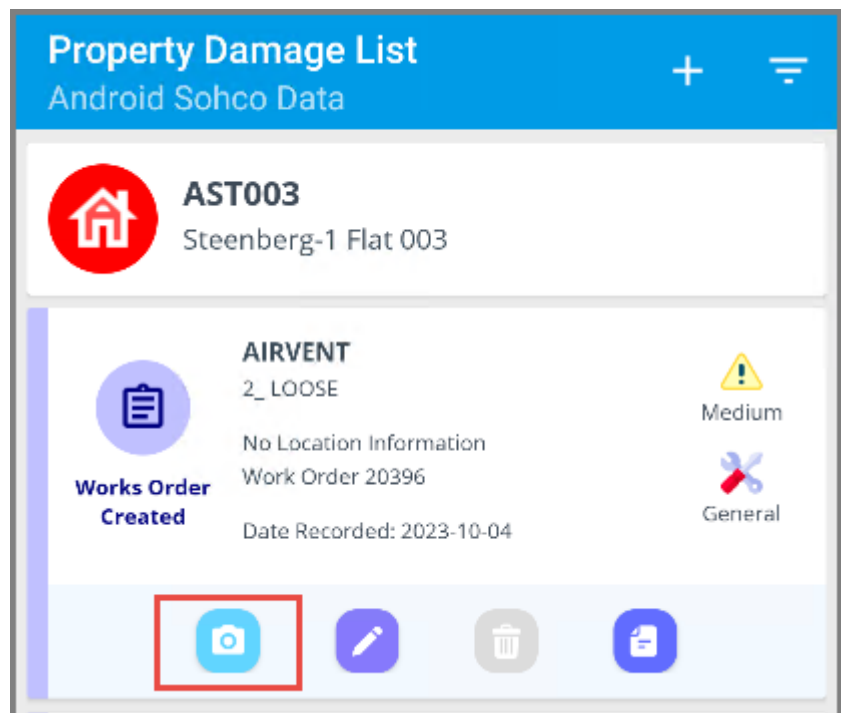
Only damages linked to the 'Damage Recorded' status can be deleted. For all other statuses, the delete damage button will be disabled.

When the delete damage icon is tapped, a confirmation message will be displayed. If the user continues, the damage will be deleted immediately from Novtel Property Management, and this action is irreversible.



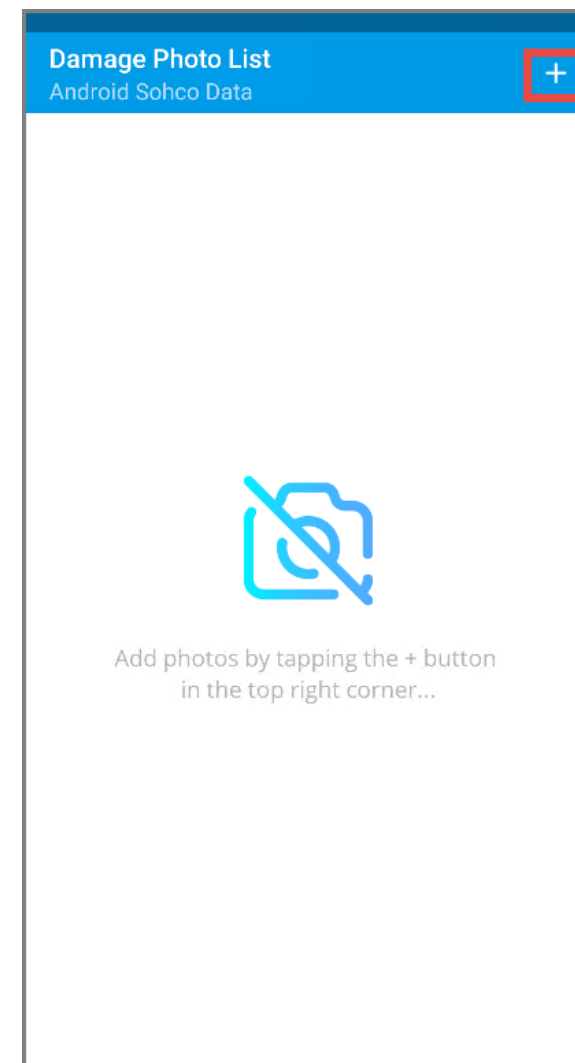


Uploading and Viewing Photos



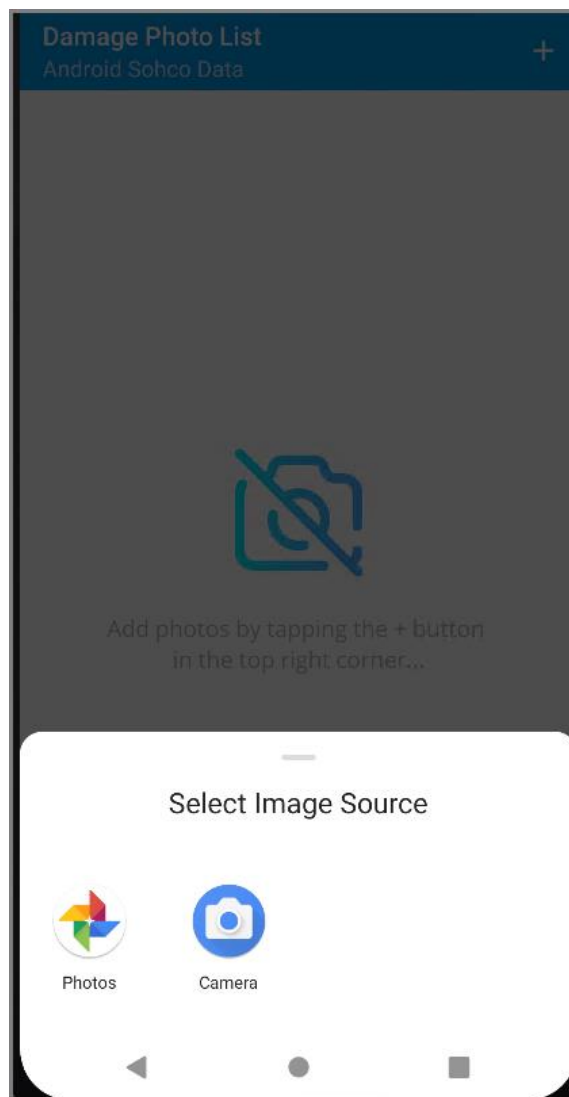
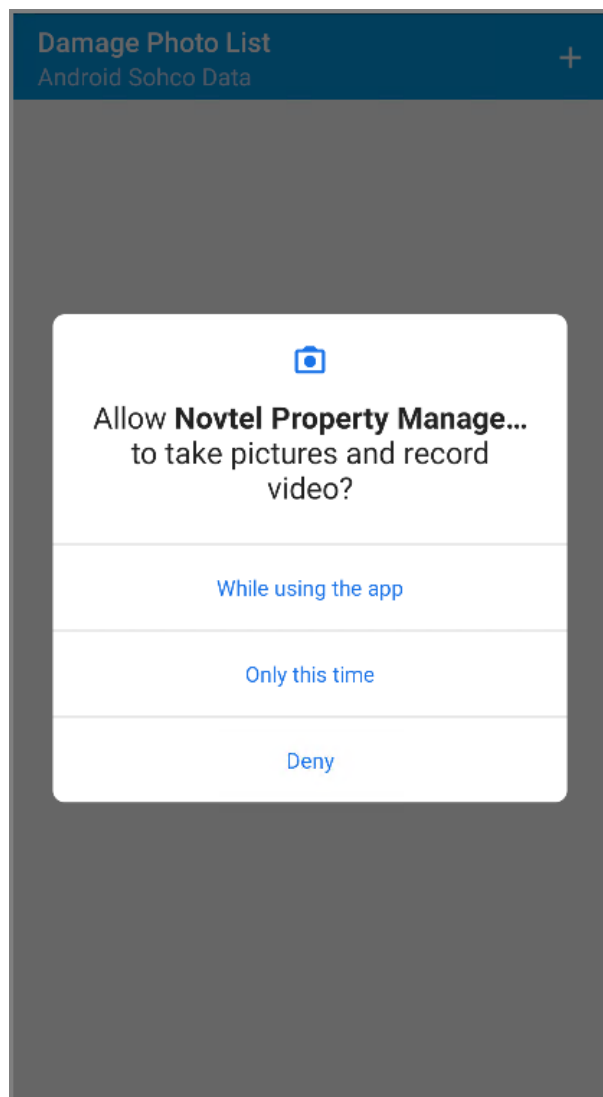
Pictures of damages can be viewed and uploaded during the process of recording damages.

It can also be uploaded or viewed after recording the damages and creating a Work order by tapping the blue camera button and tapping the + sign in the top right-hand side of the screen.



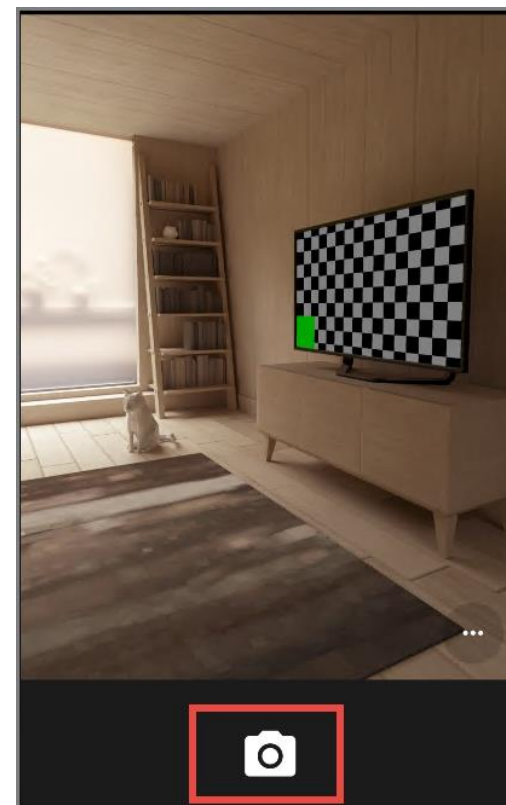


Uploading and Viewing Photos



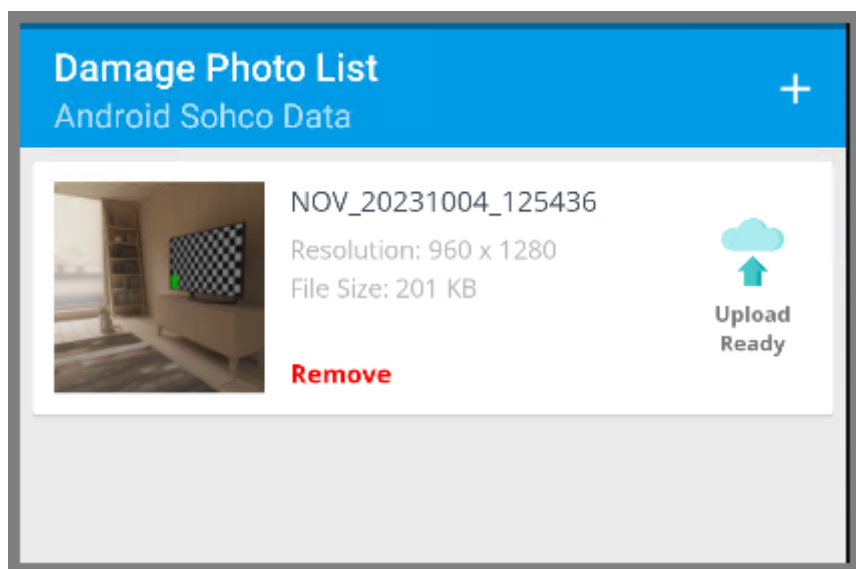
Permission must be granted to the Novtel Property App to be allowed to take pictures before the functionality can be used.

Existing pictures can now be selected, or the camera can be used to take pictures and upload it afterwards.





Uploading and Viewing Photos

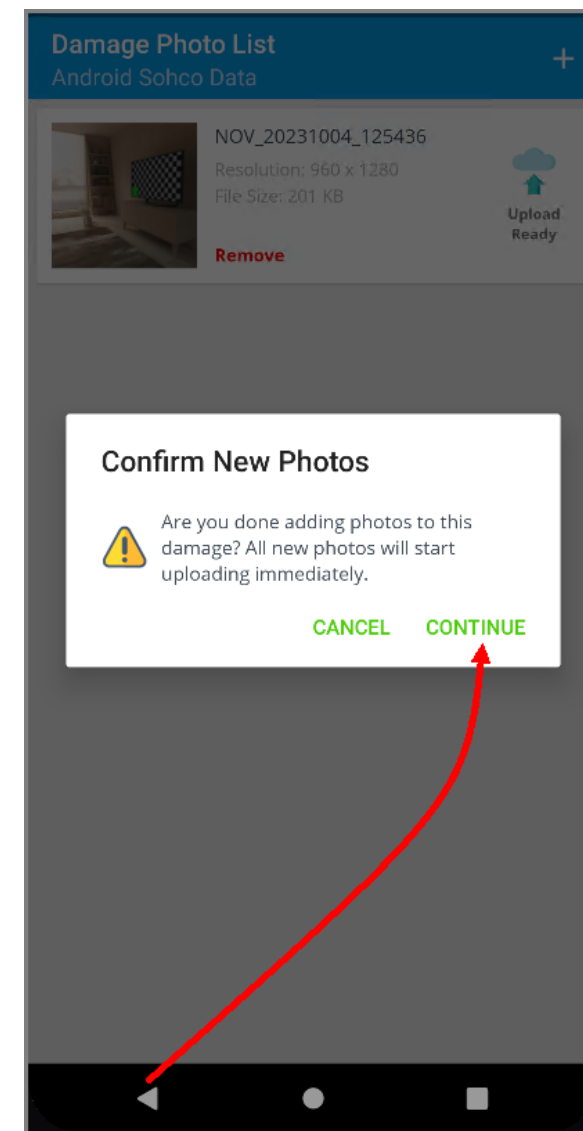


The picture will now be displayed here, and Novtel will indicate that the upload is ready.



More pictures can be taken, and by tapping the 'back' button, Novtel will ask if you are done adding photos to this damage.

By clicking 'Continue', the photos will start uploading immediately.





Uploading and Viewing Photos

Novtel Property Management Ultimate Enterprise 7.9.0.3 - Novtel Default - [Item Grid]

File Edit Modify Setup Process Reports Email/Export Import Help

000000

04 Oct 2023 Wed 05 Oct 2023 Thu 06 Oct 2023 Fri 07 Oct 2023 Sat 08 Oct 2023 Sun 09 Oct 2023 Mon 10 Oct 2023 Tue 11 Oct 2023 Wed 12 Oct 2023 Thu 13 Oct 2023 Fri 14 Oct 2023 Sat 15 Oct 2023 Sun 16 Oct 2023 Mon 17 Oct 2023 Tue 18 Oct 2023 Wed 19 Oct 2023 Thu 20 Oct 2023 Fri 21 Oct 2023 Sat 22 Oct 2023 Sun 23 Oct 2023 Mon

000000

AST001 N

AST002 N

AST003 N

AST004 N

AST005 N

AST006 N

AST007 N

AST008 N

AST009 N

AST010 N

AST011 N

102550 COMMUNAL PROPERTY (SHARED SERVICES)

102551 Abrahams, Shamsoenisa Mrs

View Properties

All Properties

Available Properties

New Rental

2023/10/04 2023/10/31

Go To Top Go To Bottom

Rental Number 102550

No tenant selected or tenant does not exist.

Mobile Phone

Fax

Telephone

Unit Type

User Defined Field 3

User Defined Field 4

User Defined Field 5

Novtel Photo Viewer

Process

Selected Damage

Total Photos:

Select Item

Code	Description
000000	Communal (Shared Services)
AST001	Steenberg-1 Flat 001
AST002	Steenberg-1 Flat 002
AST003	Steenberg-1 Flat 003
AST004	Steenberg-1 Flat 004
AST005	Steenberg-1 Flat 005
AST006	Steenberg-1 Flat 006
AST007	Steenberg-1 Flat 007
AST008	Steenberg-1 Flat 008
AST009	Steenberg-1 Flat 009
AST010	Steenberg-1 Flat 010
AST011	Steenberg-1 Flat 011
AST012	Steenberg-1 Flat 012
AST013	Steenberg-1 Flat 013
AST014	Steenberg-1 Flat 014
AST015	Steenberg-1 Flat 015
AST016	Steenberg-1 Flat 016
AST017	Steenberg-1 Flat 017

Search

Code / Description

Accept Cancel

From the Desktop Application, the pictures uploaded per property can be viewed.

Novtel Photo Viewer

Process

Selected Damage

Total Photos:

Select Damage

Item: AST003 Steenberg-1 Flat 003

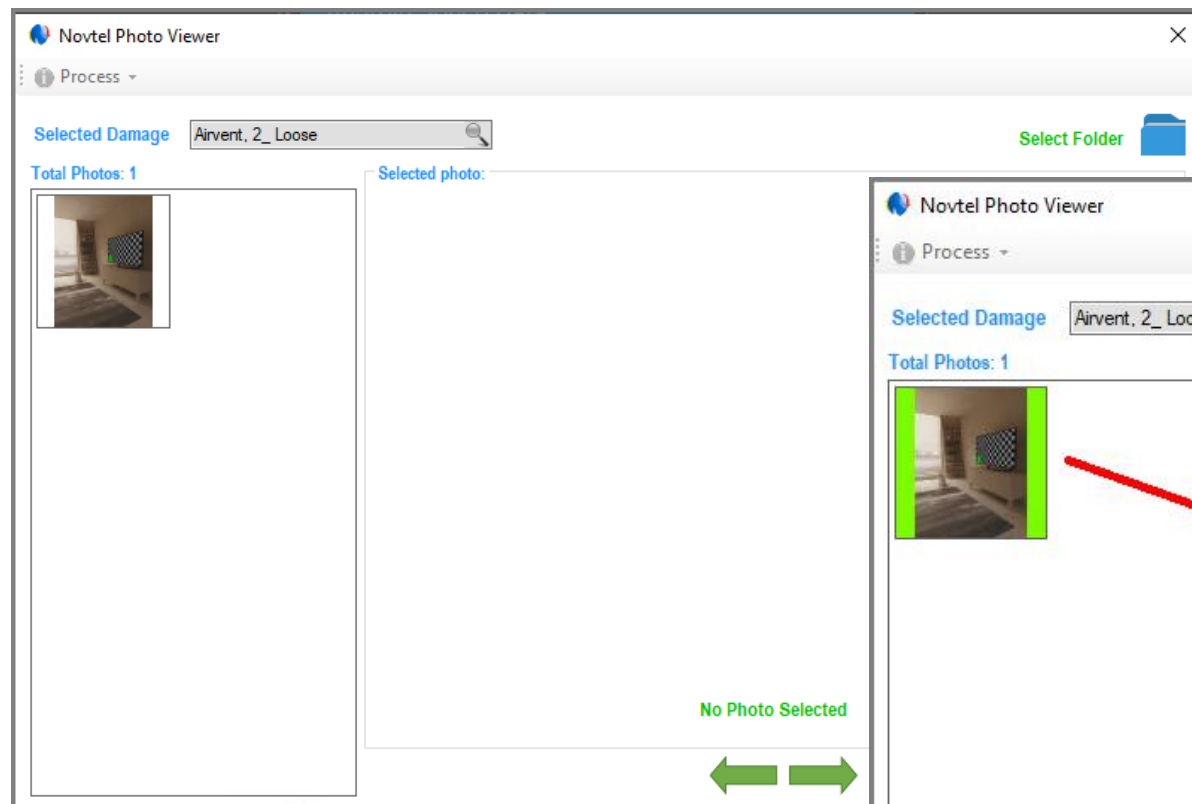
Damages

Damage ID	Damaged Part	Damage Type
3	Bedroom door hinge	Stucks
4	Front Door	Stucks
6	Bathroom - Toilet seat	Broken
7	Water supply pipe	Airlock
8	Kitchen - Sink & Wast...	Leaking
9	Door Lock	Faulty
10	Front Door	Stucks
11	Back Door	Broken
12	Back Door	Broken
13	Back Door	Broken
14	Broken door	Broken
15	Stoep light	to be replaced
17	No water	To be checked
18	Drainage system	To be checked
19	Geyser	Geyser not warning
21	Airvent	2_Loose
20	Bathroom - wastepipe	1_LEAK

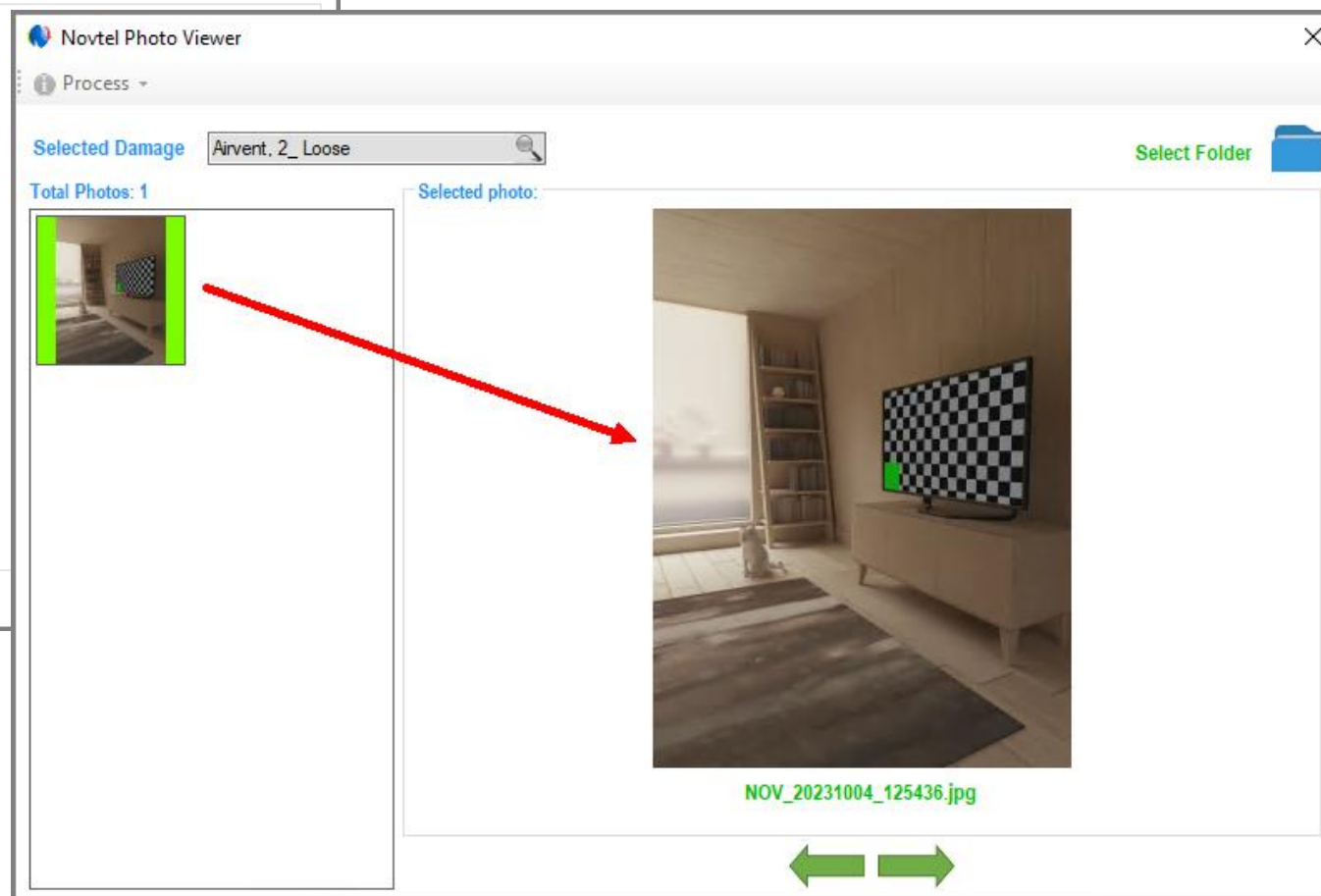
Accept Cancel



Uploading and Viewing Photos



The photo, or photos linked to the selected damages can now be viewed. By clicking on a photo, it is enlarged.





Property Management Mobile Application



Other Damages Statuses



The Damage Repaired Status

Edit Work Order
Android Sohco Data

 **AST003**
Steenberg-1 Flat 003

Work Order 20396

Supplier
A&G001

Date Completed
04 October 2023

Invoice Number
INV5689

Time Completed
01:34:27 PM

Invoice Date
04 October 2023

Project
Select project

Service Quality
Outstanding - 100%

Damage Part	Damage Type	Cost Excl	Tax	Cost Incl
Airvent	2_ Loose	100.00	0.00	100.00
Fasten airvent and replace rusty screws				

Excl Total: R 100.00
Tax Total: R 0.00
Incl Total: R 100.00

Notes to Supplier
Enter supplier notes

Editing a Work Order and inserting the Invoice Number; Capturing the Time Completed setting; Selecting the Service Quality and saving the Work Order, the status is changed to 'Damages Repaired'.

This is the last action which can be taken on the Mobile application to change the status from here.

Property Damage List
Android Sohco Data

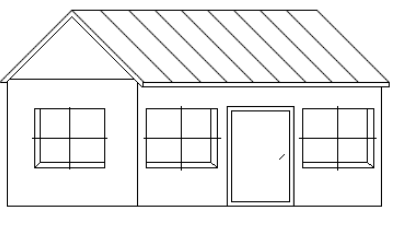
 **AST003**
Steenberg-1 Flat 003

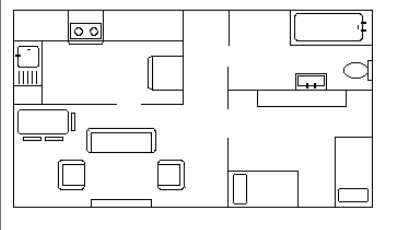
 **AIRVENT**
2_ LOOSE
No Location Information
Work Order 20396
Date Recorded: 2023-10-04

 Medium
 General

Record Property Maintenance

Maintenance Description
Property : AST003 - Steenberg-1 Flat 003
Tenant : ABR003 - Abrahams,

Outside


Inside


Recorded Maintenance **Works Order Created** **Repaired Only** **Billed Only** **WO Updated Only** **WO Updated and Billed**

No	Date	Tenant	Reservation	Maintenance Item	Maintenance Type	Category	Importance
21	2023/10/04	Abrahams	102551	Airvent	2_ Loose	General	Medium
20	2023/10/04	Abrahams	102551	Bathroom - wastepipe	1_LEAK	Plumbing	Critical
19	2021/07/06	Abrahams	84894	Geyser	Geyser not warming	Plumbing	High
18	2019/08/26	Abrahams	69320	Drainage system	To be checked	Plumbing	Critical
17	2019/01/31	Abrahams	64341	No water	To be checked	Plumbing	Critical
15	2018/08/28	Abrahams	60799	Stoop light	to be replaced	Electrical	Critical
14	2014/06/04	Abrahams	24614	Broken door	Broken	Structural	Critical
13	2013/03/05	Abrahams	15119	Back Door	Broken	Structural	Critical
12	2013/01/03	Abrahams	13946	Back Door	Broken	Structural	High
11	2012/07/26	Abrahams	11514	Back Door	Broken	General	High
10	2012/07/25	Abrahams	11514	Front Door	Stucks	General	High
9	2012/07/19	Abrahams	11067	Door Lock	Faulty	General	High

View Options
☒ All
☐ Recorded
☐ Works Order
☐ Repaired Only
☐ Billed Only
☐ WO Updated Only
☐ WO Updated and Billed
Snag List & Maintenance
Work Order Document

Edit Damage **Delete Damage** **Bill Damage** **Change Billable Booking** **Send Maintenance Notifications** **Send Works Order Notifications** **Send Quote Request Notifications** **Close**



The Damage Billed; Updated; and Billed and Updated Statuses

Record Property Maintenance

Maintenance Description
Property: AST003 - Steenberg-1 Flat 003
Tenant: ABR003 - Abrahams,

Outside

Inside

Recorded Maintenance Works Order Created Repaired Only Billed Only W/O Updated Only W/O Updated and Billed

No	Date	Tenant	Reservation	Maintenance Item	Maintenance Type	Category	Importance	Loc
21	2023/10/04	Abrahams,	10251	Airvent	2_ Loose	General	Medium	Non

View Options
☐ All
☐ Recorded
☐ Works Order
☐ Repaired Only
☒ Billed Only
☐ W/O Updated Only
☐ W/O Updated and Billed

Snag List & Maintenance
Work Order Document
Site Request
ations
Close

Property Damage List
Android Sohco Data

AST003
Steenberg-1 Flat 003

AIRVENT
2_ LOOSE

No Location Information
Work Order 20396
Date Recorded: 2023-10-04

Damage Billed

Medium
General

Record Property Maintenance

Maintenance Description
Property: AST003 - Steenberg-1 Flat 003
Tenant: ABR003 - Abrahams,

Outside

Inside

Recorded Maintenance Works Order Created Repaired Only Billed Only W/O Updated Only W/O Updated and Billed

No	Date	Tenant	Reservation	Maintenance Item	Maintenance Type	Category	Importance	Loc
21	2023/10/04	Abrahams,	10251	Airvent	2_ Loose	General	Medium	Non
19	2021/07/06	Abrahams,	84994	Geyser	Geyser not working	Plumbing	High	Non
18	2019/08/26	Abrahams,	69320	Drainage system	To be checked	Plumbing	Critical	Non
17	2019/01/31	Abrahams,	64341	No water	To be checked	Plumbing	Critical	Non
15	2018/08/28	Abrahams,	60799	Stoop light	To be replaced	Electrical	Critical	Non
14	2014/06/04	Abrahams,	24614	Broken door	Broken	Structural	Critical	Non
13	2013/03/05	A						
12	2013/01/03	A						
11	2012/07/26	A						
10	2012/07/25	A						
9	2012/07/18	A						
8	2012/07/17	A						

View Options
☐ All
☐ Recorded
☐ Works Order
☐ Repaired Only
☒ Billed Only
☐ W/O Updated Only
☐ W/O Updated and Billed

Snag List & Maintenance
Work Order Document
Site Request
ations
Close

Property Damage List
Android Sohco Data

AST003
Steenberg-1 Flat 003

AIRVENT
2_ LOOSE

No Location Information
Work Order 20396
Date Recorded: 2023-10-04

Works Order Completed

Medium
General

The billing and updating processes can ONLY be performed from the Desktop Application, but the statuses will be reflected in the Mobile App.



Managing Damages from the Mobile App

Edit Work Order
Android Sohco Data

 **AST003**
Steenberg-1 Flat 003

Work Order 20396 (Updated)

Supplier

A&G001

Date Completed

04 October 2023

Invoice Number

INV5689

Time Completed

12:00:00 AM

Invoice Date

04 October 2023

Project

Select project

Service Quality

Appalling - 0%

Damage Part	Damage Type	Cost Excl	Tax	Cost Incl
 Airvent	 2_ Loose	100.00	0.00	100.00
 				
 Add Damage Line		Excl Total:	R 100.00	
		Tax Total:	R 0.00	
		Incl Total:	R 100.00	

Notes to Supplier

Enter supplier notes

When clicking the work order button on a damage which is linked to the 'Work Order Updated' or 'Work Order Completed' status, the work order can only be viewed, and all controls will be locked.



Property Management Mobile Application



Emailing Work Orders



Emailing Work Orders

Currently, Work Order Email requests will not be processed automatically. The client must access the Process -> App Work Order Emails form and click the 'Send Unprocessed Emails' button to initiate the process that will send the actual emails to the suppliers. All 'Logged' status emails, will be processed immediately after this button is clicked.

In a future release, a small application will be released that can be installed on any workstation that will automate this process. This application will scan for new Work Order Email Requests at regular intervals (every 5 seconds), and immediately process all Logged email requests. This will eliminate the need for the client to check the Process -> App Work Order Emails form and click the Send Unprocessed Emails button manually.

The client can decide if they want to use the system in a manual or automatic manner, each with its own advantages:

Manual Process

If the client prefers the manual process, the application that automates the process must not be installed at the client, as it is not needed.

The benefit of this approach is that the client has full control over the emails being sent by Novtel Property Management and can review all email requests before allowing them to be sent to the supplier's email address.

Automatic Process

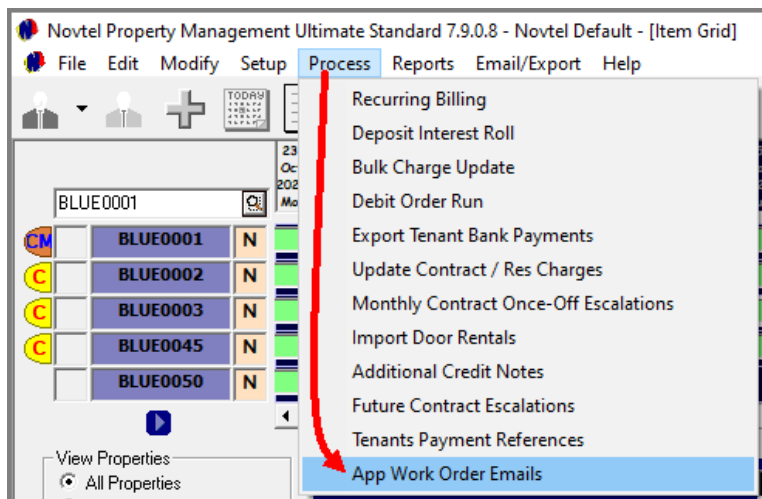
If the client prefers the fully automated system, the automation application must be installed on any workstation at the client, and configured to start when Windows starts.

The benefit of this approach is that there is no need to check the list of requests from time to time or press any buttons to send out the emails.

However: The disadvantage is that emails will be sent immediately, and the client will not be able to 'review' any emails before they are sent to the supplier's email address.



Emailing Work Orders – Setup Process



SMTP Server Settings Configuration

- Before attempting to use the 'Send Work Order' email function of the mobile app, the SMTP Server settings must first be configured in the Novtel Property Management desktop application.
- To configure the SMTP Server to use with Work Order Email request, click the Email Settings button on the Process -> App Work Order Emails form.

On the SMTP Settings tab, enter the following information:

1. SMTP Server:

The name of the SMTP mail server will be entered here.

Example: mail.novtel.com

2. Username:

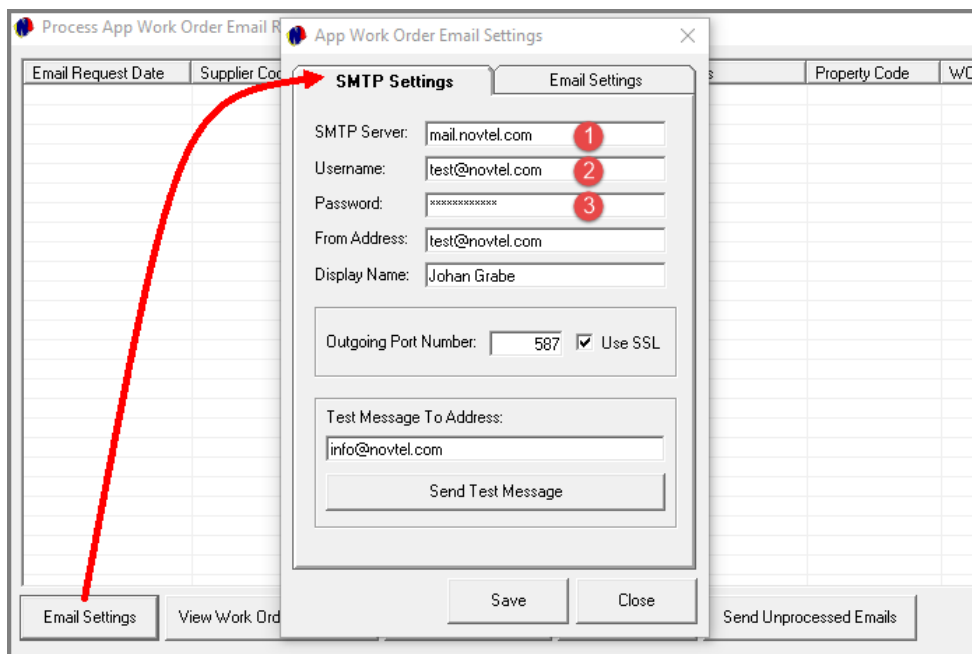
The username of the email account on the SMTP mail server is captured next.

Usually this will be the same as the email address from which you want to send the emails, but if the server is configured differently, the username might differ from the actual email address.

Example: test@novtel.com

3. Password:

In this field, enter the password for the SMTP server account.





Emailing Work Orders – Setup Process

App Work Order Email Settings

SMTP Settings | Email Settings

SMTP Server: mail.novtel.com

Username: test@novtel.com

Password: xxxxxxxxxxxx

From Address: test@novtel.com **4**

Display Name: Johan Grabe **5**

Outgoing Port Number: **6** 587 ☒ Use SSL **7**

Test Message To Address: info@novtel.com **8**

9 Send Test Message

Save Close

4. From Address:

Enter the email address from which you would like to send the Work Order emails.

Example: test@novtel.com

5. Display Name:

Enter the display name for the email address that will be displayed on the recipient's side.

Example: Johan Grabe

6. Outgoing Port Number:

Enter the outgoing mail port number to use with the SMTP Server. If SSL is used, the default outgoing port number is usually 465.

However, port 465 might not work with external mail applications, but port 587 will.

As port 587 works with most mail servers when SSL is used, the system will default to this port number.

7. Use SSL:

Select or deselect this option depending on the required setting for your mail server.

8. Test Message To Address:

If you would like to send a test message to confirm your SMTP Server settings (recommended), enter an email address into this field and click the Send Test Message button. This email address cannot be the same as the 'From Address' entered previously. If all settings are correct, you should receive a test email shortly.



Emailing Work Orders – Setup Process

App Work Order Email Settings

SMTP Settings | **Email Settings**

Subject:
1 Work Order Email

Message:
2 Please find the work order document attached.

Work Order Layout: Standard Layout 3
Standard Layout
Detailed Layout 1
Detailed Layout 2
Detailed Layout 3
Logo Layout 1

Save Close

On the Email Settings tab, the following information can be changed to control how the Work Order email will be constructed:

1. Subject:

Enter the subject to be used for all Work Order emails.

2. Message:

The body text to use for all Work Order emails is entered here.

3. Work Order Layout:

The Work Order document layout to use when generating the PDF work order document, which will be attached to the work order email. By default, the same layout will be selected as configured on the Setup -> Documents -> Work Order form, but should you wish to use a different Work Order layout for App Work Order emails, it can be selected here.

4 CC Building Managers

Save Close

4. CC Building Managers:

If you would like to automatically CC all building managers in App Work Order emails, select this option. For every App Work Order Email that is sent by the system, all active building managers will be included in the email, which allows the building managers to be aware of all Work Order emails sent by the system.

Once the SMTP server information has been entered and tested, and the Email settings are correct, click Save to continue. Work Order Email Requests can now be captured from the mobile app and be processed in the desktop app.



Emailing Work Orders

When editing a Work Order, it can be sent to the Supplier by clicking the 'Email Work Order' button.

Novtel will now ask if you wish to send this work order to the supplier. Clicking 'Continue', Novtel indicates that the email request has been submitted successfully.

Property Damage List
Android Demo Database

AST003
Steenberg-1 Flat 003

BATHROOM - GEYSER
2_REPLACE
No Location Information
Work Order 20397
Date Recorded: 2023-10-23
Critical
Plumbing

BALUSTRADE
2_REPAIR
No Location Information
No Work Order
Date Recorded: 2023-10-04
Medium
General

AIRVENT
2_LOOSE
No Location Information
Work Order 20396
Date Recorded: 2023-10-04
Medium
General

Edit Work Order
Android Demo Database

AST003
Steenberg-1 Flat 003

Supplier
A&G001

Date Completed
23 October 2023

Invoice Number
Enter invoice number

Time Completed
09:04:01 AM

Invoice Date
23 October 2023

Project
Select project

Service Quality
Appalling - 0%

Damage Part	Damage Type	Cost Excl	Tax	Cost Incl
1 Bathroom ...	2_REPLACE	2,000.00	0.00	2,000.00
Replace Geyser ASAP.				

Excl Total: R 2,000.00
Tax Total: R 0.00
Incl Total: R 2,000.00

Notes to Supplier
Please replace ASAP and also reduce temperature on hot water outlet.

Email Work Order **Save Work Order**

Edit Work Order
Android Demo Database

AST003
Steenberg-1 Flat 003

Supplier
A&G001

Date Completed
23 October 2023

Invoice Number
Enter invoice number

Time Completed
09:04:01 AM

Invoice Date
23 October 2023

Project
Select project

Service Quality
Appalling - 0%

Damage Part	Damage Type	Cost Excl	Tax	Cost Incl
1 Bathroom ...	2_REPLACE	2,000.00	0.00	2,000.00
Replace Geyser ASAP.				

Excl Total: R 2,000.00
Tax Total: R 0.00
Incl Total: R 2,000.00

Notes to Supplier
Please replace ASAP and also reduce temperature on hot water outlet.

Email Work Order **Save Work Order**

Edit Work Order
Android Demo Database

AST003
Steenberg-1 Flat 003

Supplier
A&G001

Date Completed
23 October 2023

Invoice Number
Enter invoice number

Time Completed
09:04:01 AM

Invoice Date
23 October 2023

Project
Select project

Service Quality
Appalling - 0%

Damage Part	Damage Type	Cost Excl	Tax	Cost Incl
1 Bathroom ...	2_REPLACE	2,000.00	0.00	2,000.00
Replace Geyser ASAP.				

Excl Total: R 2,000.00
Tax Total: R 0.00
Incl Total: R 2,000.00

Notes to Supplier
Please replace ASAP and also reduce temperature on hot water outlet.

Email Work Order **Save Work Order**

Email Work Order

Are you sure you would like to send this work order to the supplier?

CANCEL **CONTINUE**

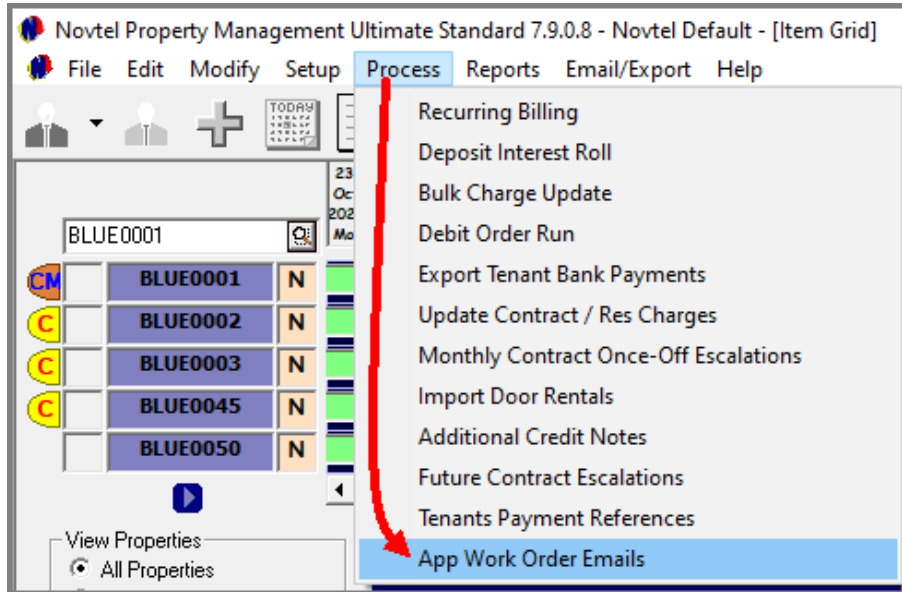
Work Order Email Result

Work order email request submitted successfully. Please remember to save this work order to ensure that the information in Novtel Property Management is up to date.

OK



Emailing Work Orders



Please note that no emails will be sent directly from the mobile device.

The Work Order Email Requests received from mobile devices can be viewed in the Novtel Property Management desktop app on the 'Process -> App Work Order Emails' form.

Work Order Email Requests can have one of three statuses, namely:

- **Logged:**
The Email Request was received successfully from the mobile app but has not yet been processed.
- **Sent:**
The Email Request was processed successfully and was sent to the supplier without errors.
- **Failed:**
The Email Request was processed but an error occurred.



1. Currently, the 'Email Status' for our email request submitted from the mobile app, is displayed as 'Logged', as the email has not yet been sent.
2. To view the information submitted as a Work Order Document, select the Work Order Email Request and click the 'View Work Order Document' button.

Page 76

[illegible]

Should an email request fail, the client must first fix whatever the error specifies. Next, the failed Email Request should be selected, and the Reset Email Status button should be clicked to change the email request status back to Logged. Next, click the Send Unprocessed Emails button again to try and send the email.

- In this example, the email was sent successfully.



Emailing Work Orders

Work Order Email

Test <test@novtel.com>
To: test@novtel.com
Cc: louise@novtel.com

EmailTempA&G001_095315.pdf
50 KB

Please find the work order document attached.

Mon 2023/10/23 09:53

Menu Home EmailTempAG001_0953... x + Create

Find text or tools

WORKS ORDER
Date and Time Report printed : 2023/10/23 09:53:14

Works Order Num:	WO20397	Company Name:	
Date:	2023/10/23	Company Telephone:	
Invoice Number:	None	Company Fax:	
PN Number:		Company Cell:	
Source:	Maintenance	Company Address:	
Property Code:	AST003		Steenvilla
Property Description:	Steenberg-1 Flat 003		Military Road
Registration Num:			Steenberg
Due Date:	2023/10/25		7945
Supplier Name:	A&G GEYSERS	Tenant Name:	
Supplier Telephone:	0318117595	Tenant Telephone:	
Supplier Fax:		Tenant Fax:	CPT0206
Supplier Cell:		Tenant Cell:	
Supplier Address:		Tenant Address:	

Replace Geyser ASAP.

8.25 x 11.68 in

The Supplier will receive the email with the Work Order attached.

If the option was selected to cc all Building Managers, each building manager will also receive this email.



Emailing Work Orders

Emailing New Work Orders

- When creating a new Work Order in the mobile app, the process is the same as with the Temporary Work Order.

However, instead of leaving the Work Order screen after tapping the Send Work Order Email button, tap the Save Work Order button to create the actual work order in Novtel Property Management.

- The email request will then be received and be sent to the supplier, and the actual work order will also be created in Novtel Property Management to be used with the maintenance system.



Emailing Work Orders

Emailing Existing Work Orders

- To send an existing work order to the supplier, tap the Work Order button to open the Work Order in the mobile app, and tap the Send Work Order button to submit the email request.
- Temporary changes can also be made to the existing work order, and the email request can be submitted with the changes intact. Press the back button to leave the work order screen without submitting the changes to the work order itself.
- If changes should be made to the work order itself, change any information required, tap the Send Work Order email button to submit the email request, then tap the Save Work Order button instead of leaving the work order screen to submit the changes to the actual work order.



Emailing Work Orders

Emailing Updated Work Orders

- Updated Work Orders can still be emailed but cannot be changed.
- Open the work order in the mobile app and tap the Email Work Order button to submit the email request.
- Press the back button to leave the work order screen.



Property Management Mobile Application



Temporary Work Orders



Temporary Work Orders

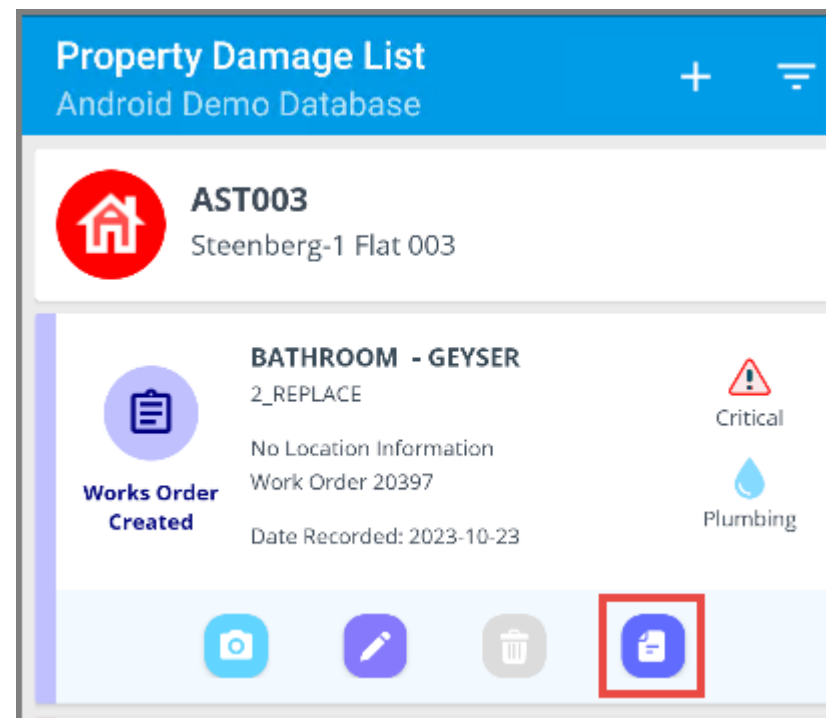
A Temporary Work Order is a work order created in the mobile app; which is sent to the supplier as a Work Order Email, but the work order itself is NOT saved to Novtel Property Management and will NOT be available in the mobile app or the Novtel Property Management maintenance system after the email request has been submitted.

The purpose of Temporary Work Orders is to quickly put a work order document together to send to the supplier - perhaps for quoting purposes - but not to use this work order with the Novtel Property Management system in the future.

To create a Temporary Work Order, tap the Work Order button on a damage item on the Damage List screen that has a status of 'Damage Recorded'. This will create a New Work Order document as before.

Complete the required work order fields as normal. Note that with Temporary Work Orders, validation will not be performed on the Work Order Line cost amounts.

It is possible to keep the cost amounts to zero when sending Temporary Work Orders, but not when attempting to save an actual Work Order to Novtel Property Management.





Temporary Work Orders

Edit Work Order
Android Demo Database

AST003
Steenberg-1 Flat 003

Supplier: A&G001 Date Completed: 23 October 2023

Invoice Number: Enter invoice number Time Completed: 10:32:00 AM

Exit Work Order

Are you sure you want to leave without saving this work order? Please note that all changes made will be lost.

CANCEL **CONTINUE**

• Replace light fitting. It causes the electricity to trip. ✖

+ Add Damage Line

Excl Total: R 250.00
Tax Total: R 0.00
Incl Total: R 250.00

Notes to Supplier
Test Note

Email Work Order **Save Work Order**

The email request can be sent first.

As this is a temporary work order, we do NOT want to save this work order to Novtel Property Management.



Tap the back button on your phone, and then continue to go back to the damage list.

Property Damage List
Android Demo Database

AST003
Steenberg-1 Flat 003

B LIGHT SWITCH
1_ELECTRICAL FITTING
No Location Information
Work Order 20398
Date Recorded: 2023-10-23
Critical
Electrical

Works Order Created

Camera, Edit, Delete, Print icons

BATHROOM - GEYSER
2_REPLACE
No Location Information
Work Order 20397
Date Recorded: 2023-10-23
Critical
Plumbing

Works Order Created

Camera, Edit, Delete, Print icons

BALUSTRADE
2_REPAIR
No Location Information
No Work Order
Date Recorded: 2023-10-04
Medium
General

Damage Recorded

Camera, Edit, Delete, Print icons

The damage list will be unchanged and no new work orders will be created.



Exiting Work Orders

VodaCom-SA 100% 10:06

Create Work Order

Sohco

EE108 Apartment
Port View EE108

Invoice Number: Enter invoice number Time Completed: 10:05:55 AM

Invoice Date: Project:

Exit Work Order

Are you sure you want to leave without saving this work order? Please note that all information captured will be lost.

CANCEL CONTINUE

+ Add Damage Line Excl Total: R 0.00 Tax Total: R 0.00 Incl Total: R 0.00

Notes to Supplier: Enter supplier notes

Email Work Order Save Work Order

When attempting to leave the Work Order screen (by pressing the phone's back button), the user will now be warned about potential data loss and given an option if they really would like to leave the Work Order screen. The message displayed will change depending on the status of the work order:

New work orders:

Should the user continue, all information entered (and so the entire work order) will be lost:



On existing work orders that are editable (not updated), this message will be displayed.

Should the user continue, any changes made to the work order will be lost:

Edit Work Order

Android Demo Database

AST003 Steenberg-1 Flat 003

Supplier: A&G001 Date Completed: 23 October 2023

Invoice Number: Enter invoice number Time Completed: 11:08:04 AM

Exit Work Order

Are you sure you want to leave without saving this work order? Please note that all changes made will be lost.

CANCEL CONTINUE

Test

+ Add Damage Line Excl Total: R 250.00 Tax Total: R 0.00 Incl Total: R 250.00

Notes to Supplier: Test Note

Email Work Order Save Work Order



Property Management Mobile Application



Performing The Snag List
Inspection



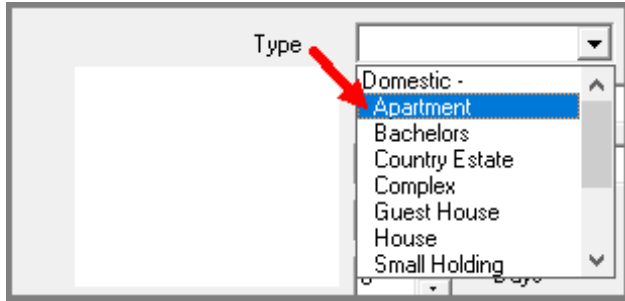
Performing the Snag List Inspection

Novtel offers the option to create custom snag list layouts according to the various property types in the system, and from the Desktop Application.

The relevant snag list layout per property can then be set individually, or by means of filtering, and simultaneously allocating a snag list layout to all Properties linked to the selected Property Type.

This system also support digital snag list inspections that can be recorded through the mobile app.

Performing the Snag List Inspection



In Novtel, Properties are to be linked to a specific Property Type.

To further define the Property Types, it can be broken down into Snag List Categories.

For example:

Apartment Type

- 1 Bedroom 1 Bathroom Apartment
- 2 Bedroom 1 Bathroom Apartment
- 3 Bedroom 2 Bathroom Apartment

House Type

- Single Storey 3 Bedroom, 2 Bathroom House
- Single Storey 4 Bedroom, 2 Bathroom House
- Single Storey 4 Bedroom, 2.5 Bathroom House
- Double Storey 4 Bedroom, 2.5 Bathroom House

Per Snag List Property Category, a layout must be created, and the applicable Snag List category must be linked per property.

Performing the Snag List Inspection

Inspection Statuses

On the Mobile App, the 'Inspection' statuses will be as follow:

Created: The Inspection was only created, but it has not yet been saved or any other action taken.



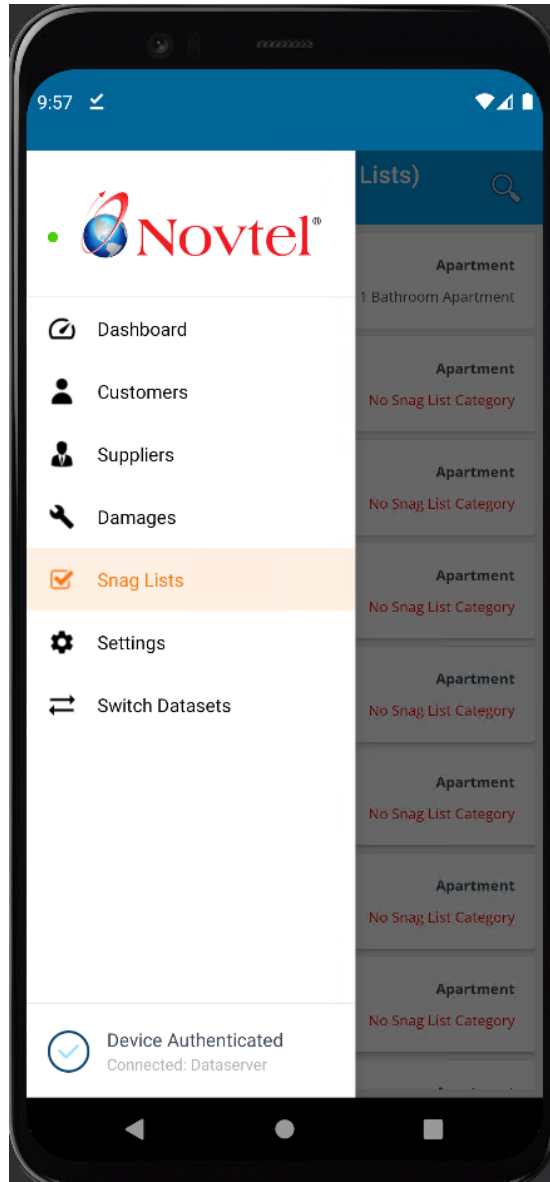
In Progress: The status changes to 'In Progress' the moment an action was taken on any line item during the inspection process.



Completed: By tapping the 'Complete Inspection' button, the inspection's status changes to 'Completed', and no further changes can be made.



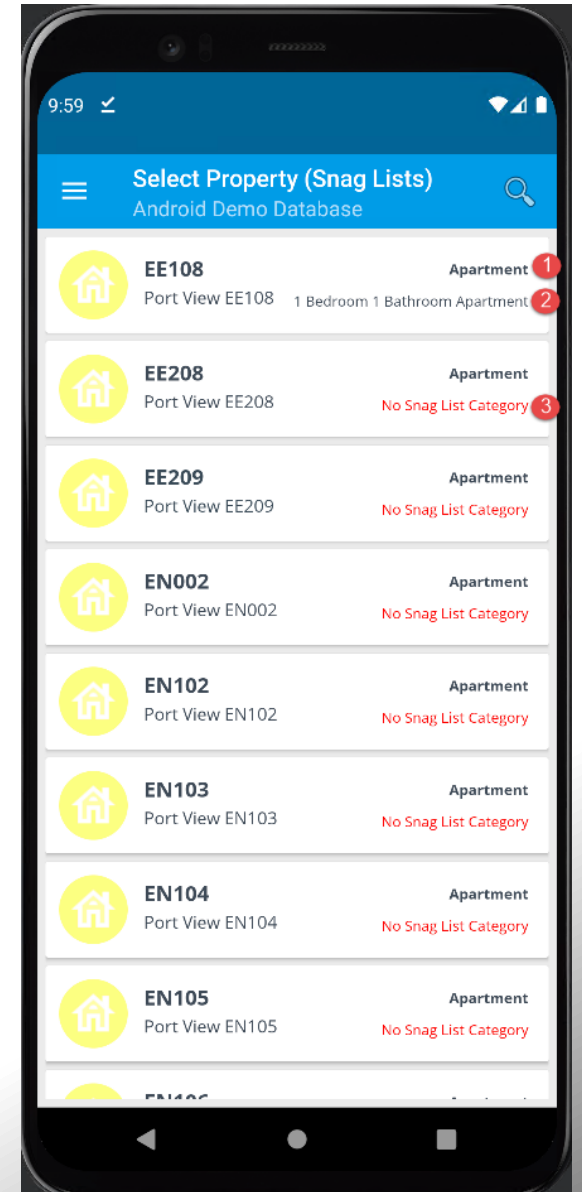
Performing the Snag List Inspection



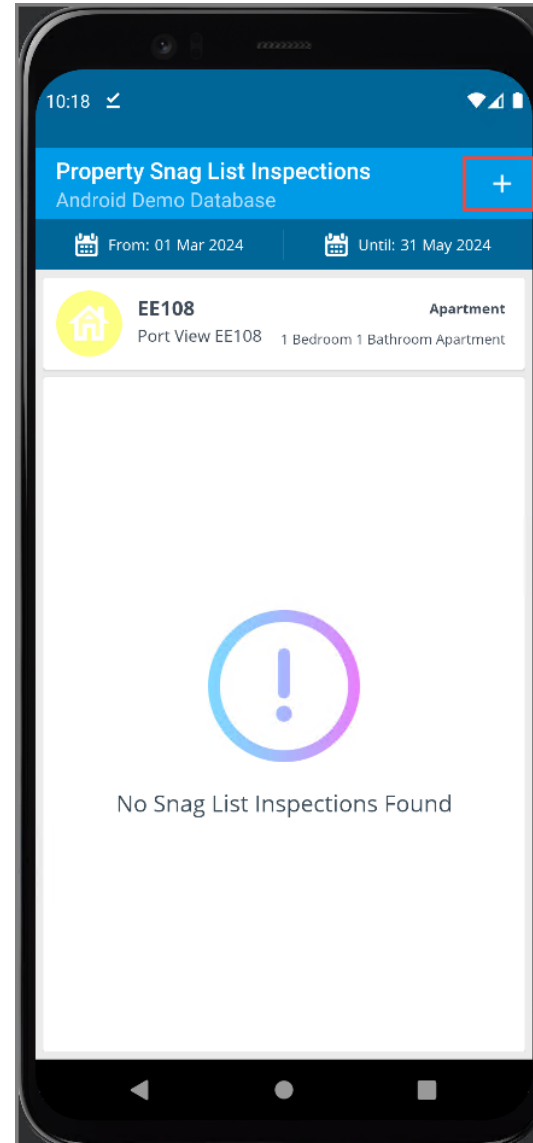
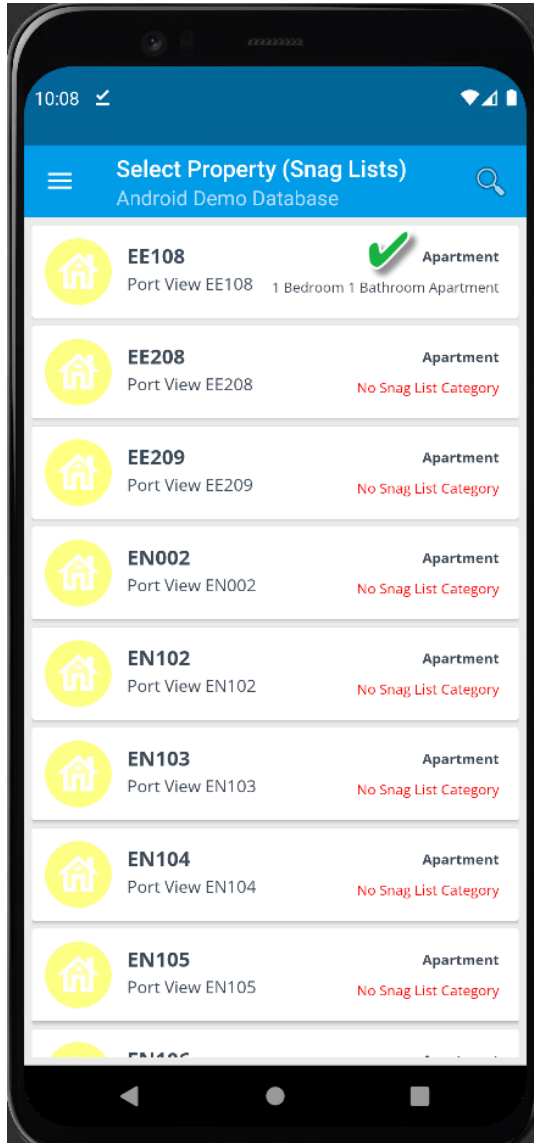
From the mobile app's menu, the 'Snag Lists' option is selected.

1. The 'Property Type' – as linked to the property - is displayed next to the Property Code.
2. The Snag List Category linked to the Property, is displayed here.
3. If no Snag List Category is linked to a Property, Novtel will indicate this wording in red.

Please note that if no Snag List Category is present, the Snag List for inspection cannot be produced for this property, and the property MUST first be linked to the applicable Category before the Snag List Inspection can commence.



Performing the Snag List Inspection

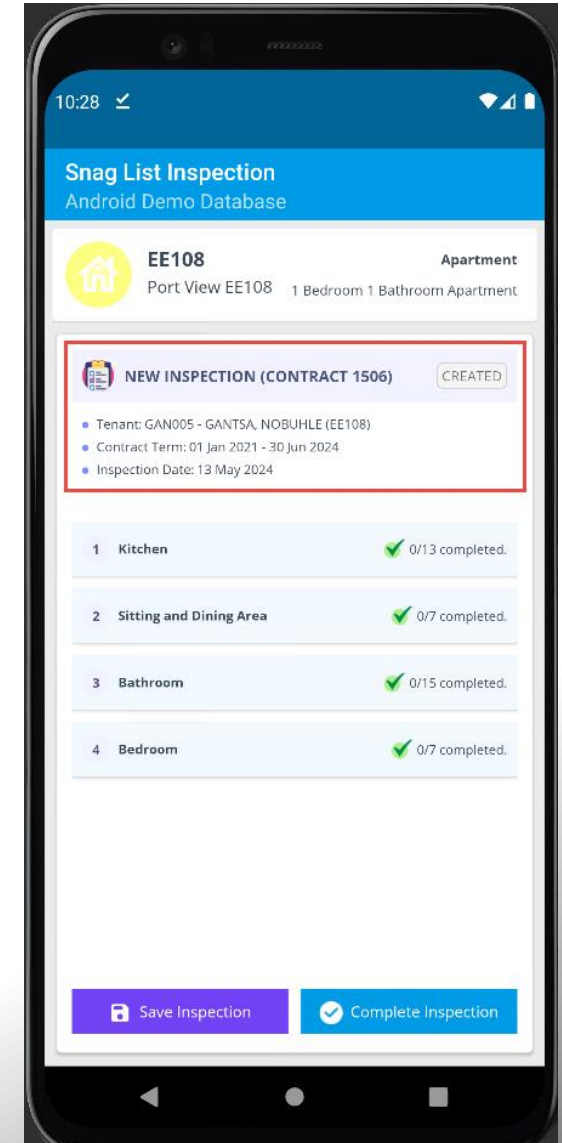


To perform the Snag List Inspection on a specific property, tap the property, and then select the '+' icon .

Novtel will now create the inspection as per the Snag List layout currently linked to the property.

In other words: a copy is created of the snag list layout and will be applicable to this inspection.

Should any changes be made to the Snag List Layout in the desktop application while the inspection is in progress, it will not affect the snag list inspection in the mobile app.





Performing the Snag List Inspection

If we now look at the Snag List Layout created and linked to this property, there are 4 main areas, namely:

- Kitchen (13 sub-items)
- Sitting and Dining Room (7 sub-items)
- Bathroom (15 sub-items)
- And Bedroom (7 sub-items)

The main areas are displayed here in the mobile app.



SNAG LIST TO BE COMPLETED ON OCCUPATION OR MOVING OUT OF A UNIT

Tenant Name: GAN005 - GANTSA, NOBUHLE (EE108)
Unit Number: EE108 - Port View EE108
Date of occupation: 01 January 2021

1.	KITCHEN	YES	NO	REMARKS
1.1	Wall Plugs Working	☐	☐	
1.2	Light Fitting Working	☐	☐	
1.3	Light Switch Working	☐	☐	
1.4	Kitchen Counters in good condition	☐	☐	
1.5	Wall tiles whole and in good condition	☐	☐	
1.6	Floor Tiles in good condition	☐	☐	
1.7	Ceilings and Cornices in good condition	☐	☐	
1.8	Skirtings whole and in good condition	☐	☐	
1.9	Sink all good	☐	☐	
1.10	Hot water tap working	☐	☐	
1.11	Cold water tap working	☐	☐	
1.12	Window cracked or broken	☐	☐	
1.13	Cupboards all in good condition	☐	☐	

2.	SITTING AND DINING AREA	YES	NO	REMARKS
2.1	Wall Plugs Working	☐	☐	
2.2	Light Fitting Working	☐	☐	
2.3	Light Switch Working	☐	☐	
2.4	Ceilings and Cornices in good condition	☐	☐	
2.5	Skirtings whole and in good condition	☐	☐	
2.6	Window cracked or broken	☐	☐	
2.7	Cupboards all in good condition	☐	☐	

3.	BATHROOM	YES	NO	REMARKS
3.1	Wall Plugs Working	☐	☐	
3.2	Light Fitting Working	☐	☐	
3.3	Light Switch Working	☐	☐	
3.4	Wall tiles whole and in good condition	☐	☐	
3.5	Floor Tiles in good condition	☐	☐	
3.6	Ceilings and Cornices in good condition	☐	☐	
3.7	Skirtings whole and in good condition	☐	☐	
3.8	Hot water tap working	☐	☐	
3.9	Cold water tap working	☐	☐	
3.10	Window cracked or broken	☐	☐	
3.11	Cupboards all in good condition	☐	☐	

3.12	Toilet in good condition	☐	☐	
3.13	Basin in good condition	☐	☐	
3.14	Bath in good condition	☐	☐	
3.15	Shower in good condition	☐	☐	

4.	BEDROOM	YES	NO	REMARKS
4.1	Wall Plugs Working	☐	☐	
4.2	Light Fitting Working	☐	☐	
4.3	Light Switch Working	☐	☐	
4.4	Ceilings and Cornices in good condition	☐	☐	
4.5	Skirtings whole and in good condition	☐	☐	
4.6	Window cracked or broken	☐	☐	
4.7	Cupboards all in good condition	☐	☐	

READINGS - ARRIVAL

ELECTRICAL METER READING: _____

WATER METER READING: _____

READINGS - DEPARTURE

ELECTRICAL METER READING: _____

WATER METER READING: _____

TENANT LIAISON OFFICER

SIGNATURE

DATE

TENANT NAME

SIGNATURE

DATE

Snag List Inspection Android Demo Database



EE108

Apartment

Port View EE108 1 Bedroom 1 Bathroom Apartment



NEW INSPECTION (CONTRACT 1506)

CREATED

- Tenant: GAN005 - GANTSA, NOBUHLE (EE108)
- Contract Term: 01 Jan 2021 - 30 Jun 2024
- Inspection Date: 13 May 2024

1	Kitchen	✓ 0/13 completed.
2	Sitting and Dining Area	✓ 0/7 completed.
3	Bathroom	✓ 0/15 completed.
4	Bedroom	✓ 0/7 completed.

Performing the Snag List Inspection

Snag List Inspection

Android Demo Database

**EE108**

Apartment

Port View EE108 1 Bedroom 1 Bathroom Apartment

**NEW INSPECTION (CONTRACT 1506)**

CREATED

- Tenant: GAN005 - GANTSA, NOBUHLE (EE108)
- Contract Term: 01 Jan 2021 - 30 Jun 2024
- Inspection Date: 13 May 2024

1 Kitchen  0/13 completed.

2 Sitting and Dining Area  0/7 completed.

3 Bathroom  0/15 completed.

4 Bedroom  0/7 completed.

While the inspection is linked to the light purple background colour, we will be able to perform the inspection; make changes to it; add remarks; record damages and create work orders.

By tapping on the 'Kitchen' area, the items linked to this area are displayed.

And by ticking the first checkbox option as either 'Yes' or 'No', the status changes to 'In Progress'.

It is not mandatory to perform an action on every line item, but Novtel will indicate how many of the set number of line items have been completed as you continue.

Inspection Area: Kitchen

Android Demo Database

**EE108**

Apartment

Port View EE108 1 Bedroom 1 Bathroom Apartment

**NEW INSPECTION (CONTRACT 1506)**

IN PROGRESS

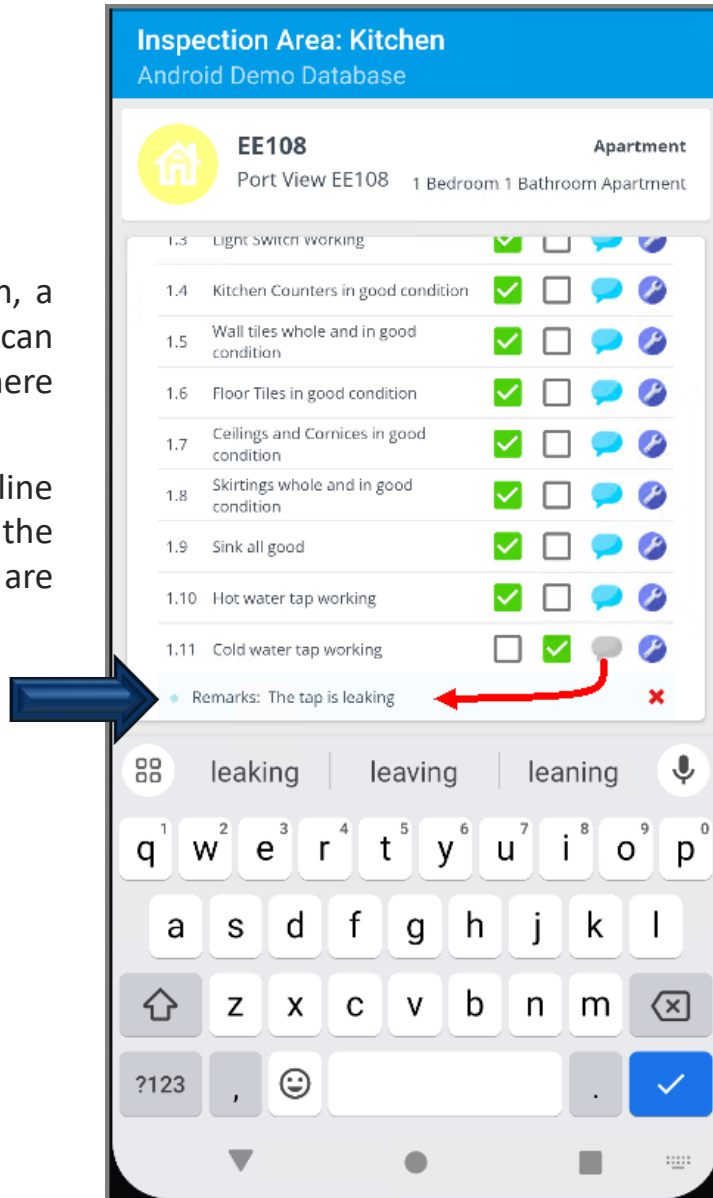
1 Kitchen  1/13 completed.

Line	Inspection item	Yes	No	Actions
1.1	Wall Plugs Working	☒	☐	 
1.2	Light Fitting Working	☐	☐	 
1.3	Light Switch Working	☐	☐	 
1.4	Kitchen Counters in good condition	☐	☐	 
1.5	Wall tiles whole and in good condition	☐	☐	 
1.6	Floor Tiles in good condition	☐	☐	 
1.7	Ceilings and Cornices in good condition	☐	☐	 
1.8	Skirtings whole and in good condition	☐	☐	 
1.9	Sink all good	☐	☐	 
1.10	Hot water tap working	☐	☐	 
1.11	Cold water tap working	☐	☐	 
1.12	Window cracked or broken	☐	☐	 
1.13	Cupboards all in good condition	☐	☐	 

Performing the Snag List Inspection

In the 'Actions' column, a remark per line item can be added where applicable.

Only 1 remark per line item is allowed, but the number of characters are unlimited.



Inspection Area: Kitchen
Android Demo Database

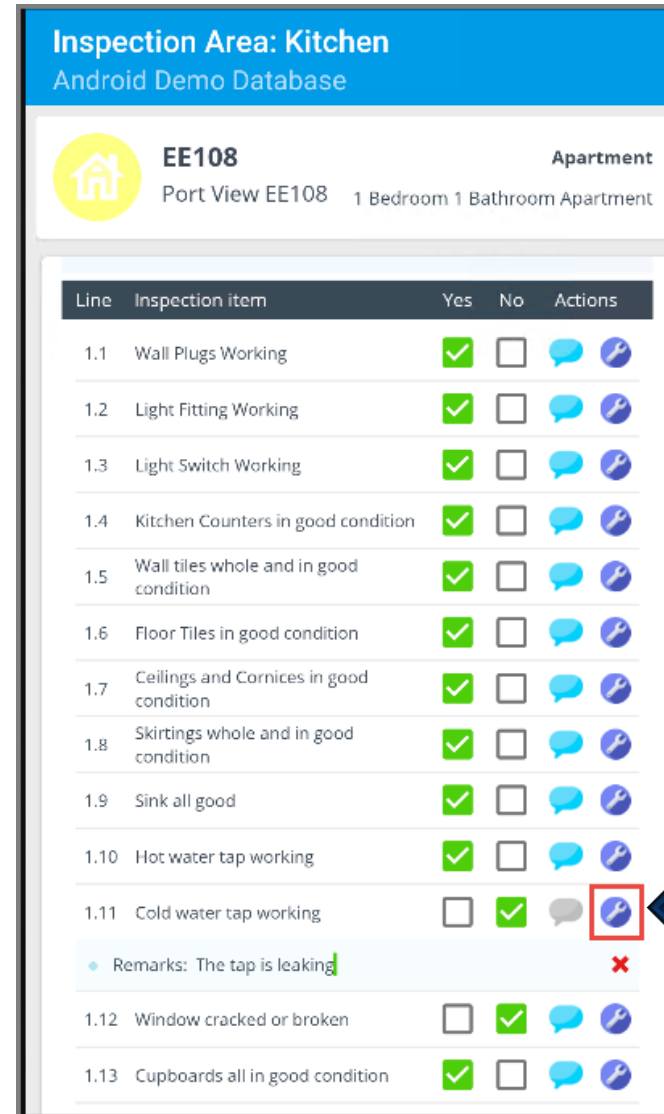
EE108 Apartment
Port View EE108 1 Bedroom 1 Bathroom Apartment

Line	Inspection item	Yes	No	Actions
1.3	Light Switch working	☒	☐	 
1.4	Kitchen Counters in good condition	☒	☐	 
1.5	Wall tiles whole and in good condition	☒	☐	 
1.6	Floor Tiles in good condition	☒	☐	 
1.7	Ceilings and Cornices in good condition	☒	☐	 
1.8	Skirtings whole and in good condition	☒	☐	 
1.9	Sink all good	☒	☐	 
1.10	Hot water tap working	☒	☐	 
1.11	Cold water tap working	☐	☒	 

Remarks: The tap is leaking

leaking leaving leaning

q w e r t y u i o p
a s d f g h j k l
z x c v b n m
?123 , .



Inspection Area: Kitchen
Android Demo Database

EE108 Apartment
Port View EE108 1 Bedroom 1 Bathroom Apartment

Line	Inspection item	Yes	No	Actions
1.1	Wall Plugs Working	☒	☐	 
1.2	Light Fitting Working	☒	☐	 
1.3	Light Switch Working	☒	☐	 
1.4	Kitchen Counters in good condition	☒	☐	 
1.5	Wall tiles whole and in good condition	☒	☐	 
1.6	Floor Tiles in good condition	☒	☐	 
1.7	Ceilings and Cornices in good condition	☒	☐	 
1.8	Skirtings whole and in good condition	☒	☐	 
1.9	Sink all good	☒	☐	 
1.10	Hot water tap working	☒	☐	 
1.11	Cold water tap working	☐	☒	 
1.12	Window cracked or broken	☐	☒	 
1.13	Cupboards all in good condition	☒	☐	 

Remarks: The tap is leaking

A work order can also be created directly from here for the applicable line item, by clicking on the 'Maintenance' button.

Please note that a single workorder must be created for a specified damage.

For example: The damage to the tap ONLY will be linked to the workorder, and not other damages found in the kitchen as well.

Therefore: 1 Item = 1 work order.

Performing the Snag List Inspection

If a Work Order were created, it will be displayed below the line item for which it was created.

When done with the inspection of the first area, tap the 'Save Area Information' button.

Inspection Area: Kitchen

Android Demo Database

 EE108

Apartment

Port View EE108 1 Bedroom 1 Bathroom Apartment

1.1	Wall Plugs Working	☒	☐		
1.2	Light Fitting Working	☒	☐		
1.3	Light Switch Working	☒	☐		
1.4	Kitchen Counters in good condition	☒	☐		
1.5	Wall tiles whole and in good condition	☒	☐		
1.6	Floor Tiles in good condition	☒	☐		
1.7	Ceilings and Cornices in good condition	☒	☐		
1.8	Skirtings whole and in good condition	☒	☐		
1.9	Sink all good	☒	☐		
1.10	Hot water tap working	☒	☐		
1.11	Cold water tap working	☐	☒		
Remarks: The tap is leaking 					
Damage: Kitchen - Tap Head Replaced - COLD - ... WO Created					
1.12	Window cracked or broken	☐	☒		
1.13	Cupboards all in good condition	☒	☐		

Save Area Information



Snag List Inspection

Android Demo Database

 EE108

Apartment

Port View EE108 1 Bedroom 1 Bathroom Apartment

 NEW INSPECTION (CONTRACT 1506)

IN PROGRESS

- Tenant: GAN005 - GANTSA, NOBUHLE (EE108)
- Contract Term: 01 Jan 2021 - 30 Jun 2024
- Inspection Date: 13 May 2024

1 Kitchen  13/13 completed.

2 Sitting and Dining Area   0/7 completed.

3 Bathroom  0/15 completed.

4 Bedroom  0/7 completed.

Save Inspection

Complete Inspection

As the 'Kitchen' area was inspected and ALL line items were checked as either 'Yes' or 'No', the number in front of this area changed to green – indicating that the area was completed.

The next area can now be selected.

Performing the Snag List Inspection

Snag List Inspection

Android Demo Database

**EE108**

Apartment

Port View EE108 1 Bedroom 1 Bathroom Apartment

**NEW INSPECTION (CONTRACT 1506)**

IN PROGRESS

- Tenant: GAN005 - GANTSA, NOBUHLE (EE108)
- Contract Term: 01 Jan 2021 - 30 Jun 2024
- Inspection Date: 13 May 2024

1

Kitchen

 13/13 completed.

2

Sitting and Dining Area

 7/7 completed.

3

Bathroom

 4/15 completed.

4

Bedroom

 4/7 completed.

 Save Inspection

 Complete Inspection

The inspection can be saved at any time during the process.

In doing so, a dedicated 'Inspection ID' is allocated to this Property Snag List Inspection.

The Inspection can be accessed again by tapping on it.

Property Snag List Inspections

Android Demo Database

 From: 01 Mar 2024

 Until: 31 May 2024

**EE108**

Apartment

Port View EE108 1 Bedroom 1 Bathroom Apartment

**INSPECTION 1 (CONTRACT 1506)**

IN PROGRESS

- Tenant: GAN005 - GANTSA, NOBUHLE (EE108)
- Contract Term: 01 Jan 2021 - 30 Jun 2024
- Inspection Date: 13 May 2024

 28 / 42 items completed.

 DELETE INSPECTION

Performing the Snag List Inspection

Snag List Inspection

Android Demo Database



EE108
Port View EE108 1 Bedroom 1 Bathroom Apartment

Apartment



INSPECTION 1 (CONTRACT 1506)

IN PROGRESS

- Tenant: GAN005 - GANTSA, NOBUHLE (EE108)
- Contract Term: 01 Jan 2021 - 30 Jun 2024
- Inspection Date: 13 May 2024

1 Kitchen

✓ 13/13 completed.

2 Sitting and Dining Area

✓ 7/7 completed.

3 Bathroom

✓ 4/15 completed.

4 Bedroom

✓ 4/7 completed.

Save Inspection

✓ Complete Inspection

While linked to the 'In Progress' status, the User will be able to still make changes to the Snag List Inspection.

When the User has finished the inspection, the 'Complete Inspection' button is tapped.

Novtel will now communicate that if you continue, the inspection will be finalized, and no changes can be made afterwards.

Complete Inspection



Are you sure you would like to complete this inspection now? Please note that once completed, you will not be able to edit this inspection.

CANCEL

CONTINUE

Performing the Snag List Inspection

Property Snag List Inspections
Android Demo Database

From: 01 Mar 2024

Until: 31 May 2024

**EE108**
Port View EE108 1 Bedroom 1 Bathroom Apartment

Apartment

**INSPECTION 1 (CONTRACT 1506)**
COMPLETED

- Tenant: GAN005 - GANTSA, NOBUHLE (EE108)
- Contract Term: 01 Jan 2021 - 30 Jun 2024
- Inspection Date: 13 May 2024

 28 / 42 items completed.

The status of the inspection has now changed to 'Completed'.

Accessing the 'Completed' Snag List Inspection, you will be allowed to view the settings per Area, but no changes will be allowed.

Inspection Area: Kitchen
Android Demo Database

**EE108**
Port View EE108 1 Bedroom 1 Bathroom Apartment

Apartment

**INSPECTION 1 (CONTRACT 1506)**
COMPLETED

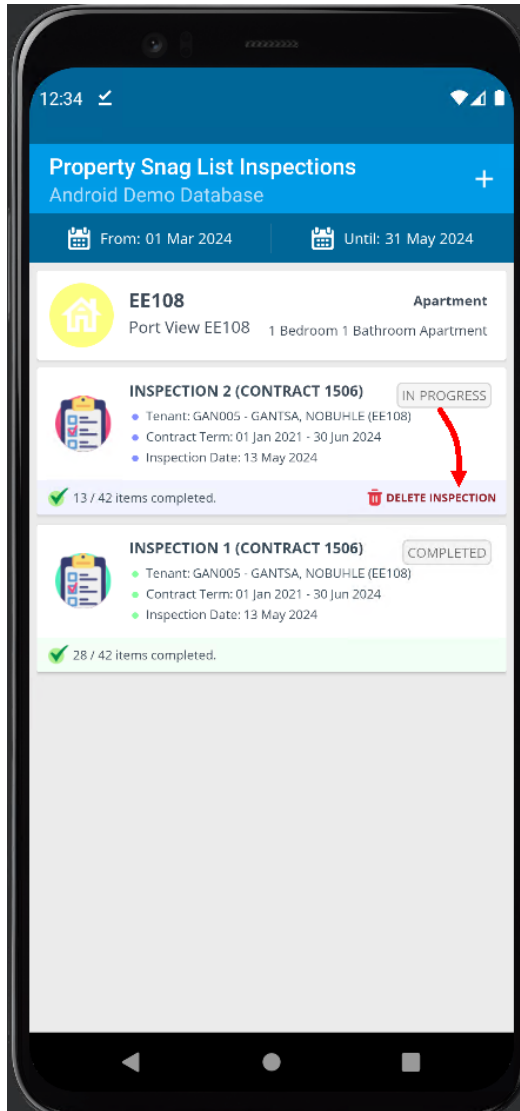
1 Kitchen  13/13 completed.

Line	Inspection item	Yes	No	Actions
1.1	Wall Plugs Working	☒	☐	 
1.2	Light Fitting Working	☒	☐	 
1.3	Light Switch Working	☒	☐	 
1.4	Kitchen Counters in good condition	☒	☐	 
1.5	Wall tiles whole and in good condition	☒	☐	 
1.6	Floor Tiles in good condition	☒	☐	 
1.7	Ceilings and Cornices in good condition	☒	☐	 
1.8	Skirtings whole and in good condition	☒	☐	 
1.9	Sink all good	☒	☐	 
1.10	Hot water tap working	☒	☐	 
1.11	Cold water tap working	☐	☒	 

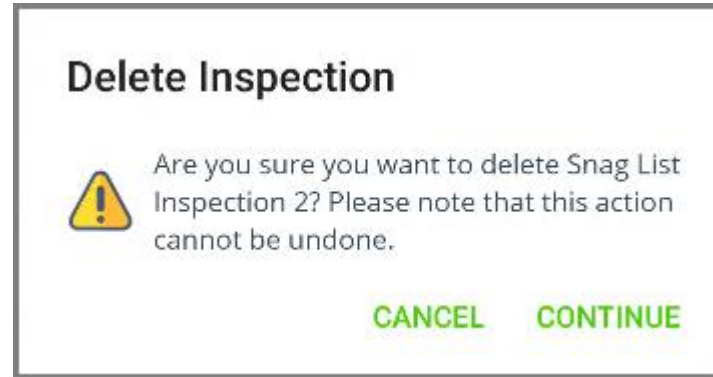
Remarks: The tap is leaking

Damage: Kitchen - Tap Head Replaced - COLD - ... **WO Created**

Performing the Snag List Inspection



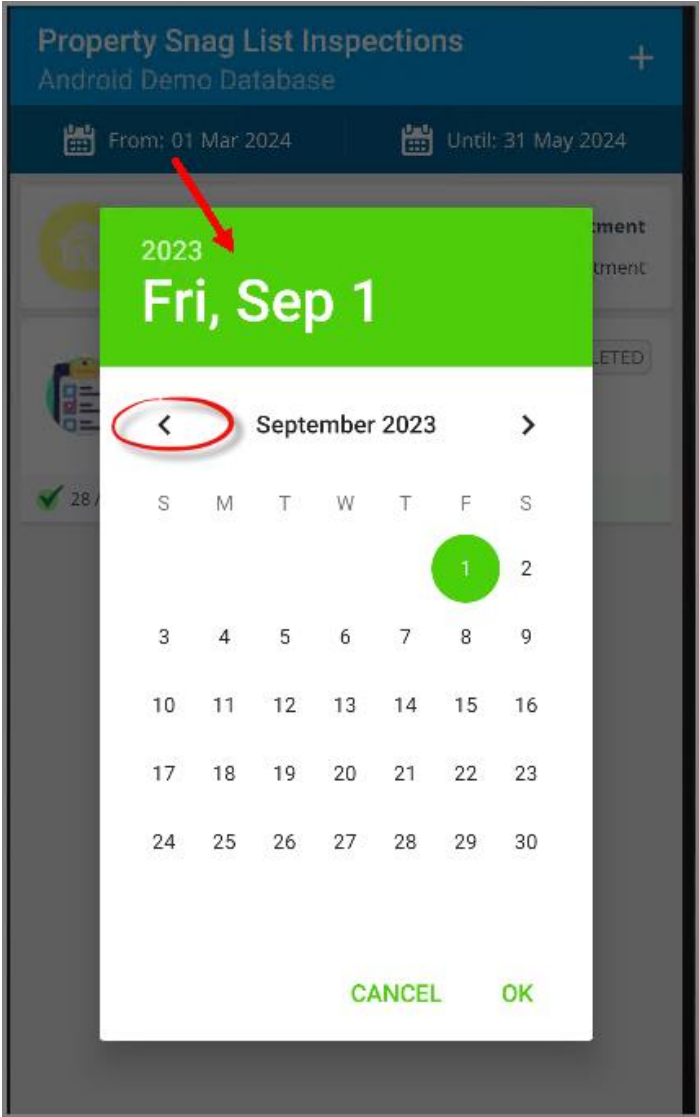
A Snag List inspection can be deleted if not yet completed.
Simply tap the 'Delete Inspection' option and tap 'Continue'.



The Inspection has now been removed.

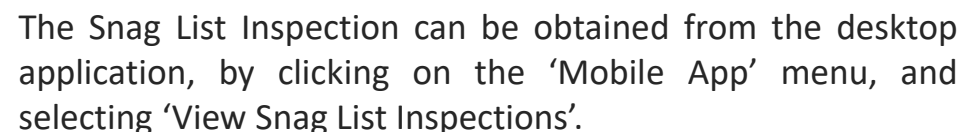


The Snag List Inspection List Per Property



By default, Novtel will list the Snag List Inspections per property for the last 3 months only.

However: By tapping on the 'From' date, inspections dating back further, can be viewed and will be listed here.



The required property can now be searched for and selected.



[illegible]

Clicking on the 'Load Snag List Inspections' button, all Snag List Inspections for this Property is loaded and can now be viewed by clicking on the 'View Inspection' button.



The Snag List Inspection List Per Property

INSPECTION 1 (CONTRACT 1506)				
Tenant Name: GAN005 - GANTSA, NOBUHLE (EE108)				
Unit Number: EE108 - Port View EE108				
Date of occupation: 01 January 2021				
1.	KITCHEN	YES	NO	REMARKS
1.1	Wall Plugs Working	☒	☐	
1.2	Light Fitting Working	☒	☐	
1.3	Light Switch Working	☒	☐	
1.4	Kitchen Counters in good condition	☒	☐	
1.5	Wall tiles whole and in good condition	☒	☐	
1.6	Floor Tiles in good condition	☒	☐	
1.7	Ceilings and Cornices in good condition	☒	☐	
1.8	Skirtings whole and in good condition	☒	☐	
1.9	Sink all good	☒	☐	
1.10	Hot water tap working	☒	☐	
1.11	Cold water tap working	☐	☒	The tap is leaking
1.12	Window cracked or broken	☐	☒	
1.13	Cupboards all in good condition	☒	☐	
2.	SITTING AND DINING AREA	YES	NO	REMARKS
2.1	Wall Plugs Working	☒	☐	
2.2	Light Fitting Working	☒	☐	
2.3	Light Switch Working	☒	☐	
2.4	Ceilings and Cornices in good condition	☒	☐	
2.5	Skirtings whole and in good condition	☒	☐	
2.6	Window cracked or broken	☐	☒	
2.7	Cupboards all in good condition	☒	☐	
3.	BATHROOM	YES	NO	REMARKS
3.1	Wall Plugs Working	☒	☐	
3.2	Light Fitting Working	☐	☒	
3.3	Light Switch Working	☐	☐	
3.4	Wall tiles whole and in good condition	☐	☐	
3.5	Floor Tiles in good condition	☐	☐	
3.6	Ceilings and Cornices in good condition	☐	☐	
3.7	Skirtings whole and in good condition	☐	☐	
3.8	Hot water tap working	☐	☐	
3.9	Cold water tap working	☐	☐	
3.10	Window cracked or broken	☐	☐	
3.11	Cupboards all in good condition	☐	☐	

The Snag List Inspection document is now displayed, indicating all checked options in the various areas, as well as captured remarks.

At present, the damages recorded, and work orders created during the Snag List inspection, are not displayed here.

3.12	Toilet in good condition	☒	☐	
3.13	Basin in good condition	☒	☐	
3.14	Bath in good condition	☐	☐	
3.15	Shower in good condition	☐	☐	
4.	BEDROOM	YES	NO	REMARKS
4.1	Wall Plugs Working	☐	☒	
4.2	Light Fitting Working	☒	☐	
4.3	Light Switch Working	☒	☐	
4.4	Ceilings and Cornices in good condition	☐	☐	
4.5	Skirtings whole and in good condition	☐	☐	
4.6	Window cracked or broken	☒	☐	
4.7	Cupboards all in good condition	☐	☐	
READINGS - ARRIVAL				
READINGS - DEPARTURE				
ELECTRICAL METER READING: _____		ELECTRICAL METER READING: _____		
WATER METER READING: _____		WATER METER READING: _____		
TENANT LIAISON OFFICER _____		SIGNATURE _____		DATE _____
TENANT NAME _____		SIGNATURE _____		DATE _____



NOVTEL FORUM LOGIN LINK

<https://novtel.org.za/novtelforum/>

The screenshot shows a web browser window with the address bar displaying `novtel.org.za/novtelforum/index.php`. The page header includes a "Welcome to Novtel Forum." message and a "Log in" button. A red arrow points from this button to a modal window titled "Log in". The modal contains the following fields and options:

- Username:**
- Password:**
- Time to stay logged in:**
- LOG IN** button
- Forgot your password?** link

The background of the forum page shows the Novtel logo, a date/time stamp (May 25, 2023, 06:18:11 AM), a "Home" button, and a list of forum topics including "Novtel Hospitality Management" and "Novtel Property Management".

For registered Novtel Clients, a Forum Login is created from where they can access all available manuals and latest product versions and release notes.



Property
Management



Equipment Hire



Relations
Management



Self-Storage



Vehicle Hire



The Invoice Module
and Job Tracker Utility

(For the Glass Cutting Industry)



Contract
Management



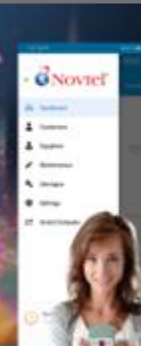
Bank Manager



Access Control



Property Management
Mobile Application



Relations Management
Mobile App



The Invoicing App



The Online
Application
Website



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