

E8 PMS (Property Management System) Features Summary

1. System Data Management Module

This module allows you to set up the basic system data based on the needs of the property management industry. The module provides users with the ease of data maintenance operations. With the complete basic data setup, users are able to generate various statistical reports, conduct data search and inquiries efficiently. As a result, timely and accurate data for property management needs will be conveniently available.

Functional Features:

- PMS Building Data Management:
 1. User definable property type and many basic data for a property.
 2. A quick and convenient way to create a new building (or estate) database. Maintain a complete set of data for a building (address, date released, total build up area, total useable area, total number of levels, total number of units), person in-charge with details, building pictures etc.
 3. Easily imported and linked with the drawings, designs, building location map and artist's impression of the building.
 4. Ability to maintain basic data for multiple buildings.
- PMS Unit Data Management:
 1. Maintain the complete data for property unit (unit type, current status, buildup area, usable area, common area, level, unit number, owner, tenant and etc), attached unit, related documents and contracts, remarks, pictures etc.
 2. Generates the property unit data within a building with proper unit number structure setup. Thus, users do not have to input unit by unit.
 3. Able to batch define the building structure to default units with common buildups and usable areas.
 4. System default statuses are Vacant, Pre-Booking, Rented, Sold, Renovate, Occupied, Reserved, and Reinstate. The system is able to change the status based on pre-set business rules. Users can also create new statuses based on their operational needs. These statuses are used in management analysis reports.
 5. Allows users to view and update all the documents and contracts related to a selected property unit for example rental contract, reinstatement approval form and etc.
 6. Capability to monitor a property unit rental frequency and also a contract renewal status.
 7. Able to keep track and update the prospects of a property unit and the current tenant.

- Charge Items Data Management:
 1. Users can setup the respective charge items based on their operation needs and charge units for example rental, management and services charges per square feet, various type of deposits, car park fees, electricity per KW and water by liters charges and etc. Users can also group these charges for effective administration and reporting.
 2. Users can also define the billing cycle for each of the charge items for example one-time charges, monthly, yearly or on an ad hoc basis.
- Business Unit/Individual Personal Data Management:
 1. System pre-set the following business unit type Owner, tenant, property agent, occupant, vendor/supplier and etc.
 2. Ability to capture the details of a business unit and the related personal information in a single input screen. Some of these details are address, industry type, contact persons, telephone number, fax, email, bank account numbers, settlement method and etc.
 3. Capability to review and update all the documents and contracts related to a business unit or an individual.
 4. Able to inquire and update the payer for the respective business unit or individual.
- Metering Data Management:
 1. Users definable metering devices, example water, electricity, gas and etc.
 2. Users can assign a code to identify a metering device to maintain its location and the reading.
 3. Able to define a common meter where the usage is shared.
- Membership Management:
 1. Feature to record the details of a member and is integrated to the Business Unit/Individual Personal Data Management.
 2. Able to generate membership card by batch or individually.
 3. Powerful features to capture business center services record for integration to the monthly bill. These services are fax and photo copy, printing services, club food and beverages expenses, usage of conference room, computer rental, projector rental and etc. All these services are user definable.
 4. Ability to compute the charges to member automatically. Member can option to pay by cash or through monthly billing.
- System also captures and manages the details of the external sales representatives as well as its own sales executives. The system is able to monitor all sales activities and inquiries on all relevant contracts and documents information.
- Able to import and export data for integration with external systems. Therefore, the efficiency and productivity of the system and the users will be enhanced.

Inquiry Features

- Able to enquire on the respective data setup based on the combination of these criteria: date range, codes, groups and other related data elements captured to fulfill the operation information needs of all the users.
- User Defined Query provides users with ad hoc information retrieval from all the database maintained.

Report Features

- There are reports setups for every database maintained to cater for the users' operational needs. The system also provides summarized statistic reports to meet the user's management requirements.
- Yields statistical reports for the status of the property units to monitor the rental collection status and rental rate, the occupancy rate, the tenancy renewal rate and etc.
- Provide the statistic profile on tenants by industry type.
- Provision of statistics of the population for a residential estate.

2. Fees Collection Management Module

This module provides the users with the flexibility to define the charge items with the billing cycles required for their property management operation. It eases the tedious fee collection process from bills generation till settlement. The module is also fully integrated to the General Ledger.

Functional Features

- Consolidates all the fees and charges generated from all the modules within the E8 PMS. Centralized processing of the monthly bills through bill calculation, generation, settlement, reports and inquiry.
- Automatic calculation of the charges and fees due based on the user defined charge items, collection plan, billing cycle and formula defined.
- Furnishes bills by batch based on the territory, building, tenant or charge items.
- Able to generate cash receipt for cash payment and update the related modules. It can also support these payment methods: cheque, credit card, bank draft and inter bank transfer.
- Able to support multi-currency transactions.
- Integrated with the General Ledger for all transactions generated.
- Deposit management features allow users to manage and monitor all deposits received from different categories. It also handles settlement of deposits against the related bills, refunds or transfers.
- Able to support pre-payment, manual and auto settlement against the related bills.
- Able to define different tax rates for the respective charge items defined for tax computation and processing.
- Upon termination of contract, there is a stringent reinstatement process and approved workflow control.
- Maintain complete meter readings for ongoing processing.
- Late payment penalty fee computation and processing:
 1. Users can define different late payment penalty rates and computational dates for the respective charge items.
 2. Users are able to compute late payment penalties at any time and generate the required bills.
 3. Able to generate late payment penalty bills based on the setting by the users.

Inquiry Features

- Able to perform inquiry on the collection based on charge items, property units, tenants and date.
- Ability to enquire about charge items not billed.
- Able to inquiry about the billing information based on accounting period, bill number, date and staff.
- Able to enquire about the tenants accounts status based on the building and levels. The information inquiry includes: the status of each property units, daily rental rate, monthly rental rate, tenancy period, management fee, service charges, deposit details, accounts balances, receivables and etc.

Report Features

- Able to print a Statement of Accounts for the tenants.
- Able to generate reminder letters for each tenant based on the grace period (10, 20, 30 days) defined by the users.
- Collection Report in summary or details by accounting period, tenants, property units and charge items.
- Details Deposit Report by deposit type and Deposit Settlement Report.
- Late Payment Penalty Report with outstanding amount and collection status.
- Aging Report to analysis the status of the outstanding amounts due and monthly collection status.

3. Rental Management Module

The module provides users with a good and effective workflow for rental management. It provides a complete contract management and analysis reports. It also fully integrated with the Fees Collection Module for bill generation. It is a complete solution for your rental management and operation needs.

Functional Features

- Effective Business Workflow:
 1. The system menu is organized based on the business workflow:
Prospect registration → Rental terms and conditions negotiation → Rental contract → Tenant check-in → Tenant reinstatement approval → Tenant check-out → Refund of deposit.
 2. There are proper documentations associated to each workflow. These documents can be printed through integration with Microsoft Word.
 3. For those documents requiring approval processes, the system will provide the necessary workflow for the authorization.
- Contracts Management:
 1. Maintain basic contract information, charges, related document etc. which includes: owner, tenant, property unit, payment method, currency, renovation period, free rental period, tenancy period, sales agent, car park and charge items details.
 2. The system provides the users with contract status and template to meet the rental operation needs. Some of these status are “Rental MOU”, “Pre-signed”, “Current”, “Pre-Mature Termination”, “Mature Termination”, “Expired” and etc. These statuses can be updated automatically based on the workflow. Furthermore, these statuses are used for statistical analysis reports.
 3. Able to maintain and update the contract with attachment.
 4. Able prematurely terminate a contract and initial the re-instatement process and checkout approval workflow.
 5. Able to provide contract renewal maintenance and inquiry.
- Commission Management:
 1. System provides the commission application form and approval workflow.
 2. Commission can be computed automatically and integrated with financial systems for ongoing processing.

- Check-Out Approval Management:
 1. System automatically initials the re-instatement and checkout workflow if a contract is terminated regardless of it being premature or expired.
 2. System has a set of pre-defined procedure for re-instatement and checkout procedures. For example: Basic information, outstanding payment due, refund of deposit, approval by the property management and service department, marketing department and financial department. There will detailed processes for each of the approval needed.
 3. User definable re-instatement and checkout workflow; and approval of authorization rights.
 4. Automatic computation of all the charges and refund of deposit for final settlement.
- System Access Rights management:
 1. Able to assign the access rights up to each menu function. The rights include read-only access, updating and deletion rights.
 2. Users can also base on approval process requirements to assign the access rights.
- Historical Tenants Information management:

Able to monitor and maintain history tenants details. It is also able to follow-up on the outstanding payment due from the ex-tenants.
- System Notification Feature:

Able to notify the users on the following upon login to the system:

 - Contract due for expiry
 - Approval for checkout workflow.

Inquiry Features

- Able to inquire on the tenants' accounts statuses based on the building and levels. The information available includes: the status of each property unit, daily rental rate, monthly rental rate, tenancy period, management fee, service charges, deposit details, accounts balances, receivables etc.
- Able to search and enquire about the tenant's details based on the building, level and property unit.
- User defined queries on buildings, property units and tenants allow users to retrieve information maintained.
- Allow users to make inquiry on tenancy history.

Report Features

- Rental Collection Budget Report is to reflect the expected rental collection for a selected period.
- Rental Collection Analysis Report. To provide timely rental collection status.
- Able to generate monthly sales activity by sales agents and property units. This report also allows users to select the activity report by time period.
- Rental Status Report to reflect the rental status of a building.
- Rental Statistical Analysis Report to full analysis by the status of rental contracts. The report also has the full information of the contract and details of other related documents.
- Rental Contract Renewal Report to monitor the rental contract renewal status.
- Tenants Profile Analysis Report to analysis the tenant profile by industry and by building.
- Car Park Registration Report based on time period and the car park contract details.
- Able to generate tenancy history by tenants, property units and time period.

4. Property Maintenance and Facility Management Module

This module will assist the user to effectively manage the facilities and equipments, works in progress, job sheets and other related routine activities. The module maintains a complete record for all facilities, equipments and contractors to ensure a good maintenance and service operation. This module also integrates with the Fees Collection management Module for bill processing. It is also integrated with the Accounts Payable System and Fixed Management System for a complete solution.

Functional Features

1. Basic Data Management

- Able to setup a hierarchy structure for all assets (facilities and equipments). This will provide a good schematic view of the assets' relationship.
- System provides 40 user definable text fields, 60 user definable numeric fields and 30 date fields for each asset group for users to maintain the detail information for each asset.
- System allows batch input for identical assets or asset with a common grouping.
- Users can use the operation and management requirements as a basis to define the following codes to support the system operations: fault code, location code, assets status, priority level, activity code and etc.
- Maintain complete assets information which include location, status, brand, model, manufacturer, supplier, invoice number, purchase date, commencement date, last maintenance date and status, MTTB, MTTR, 10 user definable date fields, 10 user definable text fields, 10 user definable numeric fields, assets hierarchy structure, operation plan, monitoring items, picture etc.
- Able to be hyper-linked to external electronic documents for example user manual, packing list and warranty certificate. These documents can also be stored in the database provided.
- Maintain a complete record of external contractors for work management and settlement.
- Able to import and export for integration with external systems. Thus, enhance the efficiency and productivity of the system and the users.

2. Service Operation

- Assets Maintenance Management:
 1. System provides an effective and complete work flow from predictive maintenance request (preventive maintenance plan), job approval to job sheet and update the asset maintenance records.
 2. Able to create a preventive maintenance plan based on date or operation meter reading.
 3. Users can use his role (tenants or service technicians) and the locations (common area or private facility) as a basis to use different job sheets required.

4. Able to monitor and follow-up the execution status of a predictive maintenance request or a maintenance plan.
- Monitor the operational status of the assets.
 1. Users can set the frequency of monitoring based on their respective needs.
 2. Users can define the items and meter readings to be monitored to record the operational statuses.
 - The system has a complete workflow to manage the job processes and allows full control of each process. These processes are job request, approval, job sheet, material issues, execution, maintenance record and billing.
 - Able to maintain and monitor the maintenance contracts. The maintenance contract is linked to the related charges for settlement via the financial system. Some basic information of a maintenance contract are: service company name, assets to be maintained, contract number, contract period, content of the contract, contract sum, person in-charge from both parties.
 - The system provides the users with various types of purchase requisition forms to handle the purchases linked to the respective charges for on-going processing and settlement. These forms are parts requisition, miscellaneous requisition, special requisition and other requisitions.
 - The system generates job sheets based on the various job requests, preventive maintenance plans and other job requirements. The job sheet can also be used for external contractor to carry out the services required.
 - The system is able to monitor and follow-up the status of a job sheet through the job status defined by the system.
 - The charges related to the job sheet are automatically integrated to the Fees Collection Management Module and the financial system for on-going processing.
 - Integrated with the Stock Control Module to facilitate the operation of material issue and return, loan of parts and tools.
 - A comprehensive record all events occur on all assets and monitoring.
 - System notification feature: Notify the user on the maintenance plan requiring attention, job requests waiting for approval and meter readings which are due.
 - Able to manage, distribute, connect, disconnect and retrieve the telephone lines and network lines assigned.

Inquiry Features

- Able to make an enquiry about the details information about an asset through the assets group, asset number, asset status and location.
- Able to enquire about the details of a job sheet including historical data through date range, job sheet number, and job sheet status and type.
- Able to enquire and monitor job sheet priority status and details information through job sheet application date and approval status.
- Able to enquire the assets due for preventive maintenance schedule based on a maintenance schedule due date range.
- Able to enquire the various purchase requisition form statuses on approval and completion status.
- Able to enquire on material issues to monitor and review the stock usage situation.

Report Features

- Assets Operational Record sorted by date range reviews and monitors the asset performance and operational status.
- Assets Maintenance Record shown by date range shows all preventive and predictive maintenance records.
- Assets Maintenance Follow-up Report monitors all current job sheet statuses.
- Staff Jobs Assignment Form monitors the daily activities and job arrangements of a service staff.
- Maintenance Analysis record reflects the maintenance details and completion statuses.
- Maintenance Plan by assets, sorted by maintenance due date, by maintenance staff. The report is also used to monitor the completion and the status of the maintenance plan.
- Fire Equipments Faults Statistical Report and Fire Equipments Inspection report allows you to monitor the operational readiness of the fire fighting equipments and fire detectors.
- Asset Faults Statistical Report analyses the cause of a fault and the remedial action.
- Maintenance Expresses Report summarizes the details for users to analyze the maintenance cost for each asset for the necessary follow-up action and decision.
- Maintenance Budget Report.
- Buying Decision Report for an asset. This report will analyze the new purchase cost against the maintenance of an asset for the decision whether or not to continue with the maintenance.
- MTBF and MTTR Report by Asset Group to analyze the assets operation efficiency.
- Maintenance Contract Report sorted by asset group and by contractors.

5. Property Operation Management Module

This module is to improve the user efficiency and productivity in the daily routine operation works with respect to renovation works, vehicle movement, security, fire protection, cleaning, miscellaneous works and etc. The system provides and maintains various documents for the operational needs. Furthermore, it is integrated with the Fees Collection Management Module and financial modules for on-going processing.

Functional Features

- Strict renovation workflow management, which includes renovation work approval and inspection.
- Car Park Management:
 1. Basic Data Setup: maintain the complete car park information, car park lots and parking tariffs plan.
 2. Car park Contract Management: users are able to maintain the car park contracts integrated with the Fees Collection Management Module for billing purpose.
 3. Vehicle Entry Record Management: to record non car park contract vehicles usages of the car park and car fees collection. The parking fee collected will be integrated into the financial system. It is also able to interface with external car parking system for the financial data.
 4. System will control and manage the car park access card for car park contract owner.
 5. Maintain record for the car park attendances shift routine.
- Fire Protection Management:
 1. Maintain and manage a complete record of all fire fighting equipments.
 2. Maintain detail record of fire zones, fire assembly areas and fire representatives from each of the property units.
 3. Maintain the duty roster record for the fire protection officer.
 4. Provide complete and full details on all the fire inspection records.
- Security and Cleaning Management:
 1. Provide a complete record on the respective cleaning zone for inspections and follow-up actions.
 2. Maintain an inspection schedule for the respective zones.
 3. Provide complete and full details on all the security and cleaning inspection records.
- Property Service Management:
 1. Maintain and manage all services provided by the Property Management Office.
 2. Process and approve the service requests by the tenants and residents.
 3. Record all service charges provided and integrate it into the Fees Collection Management Module for billing process.

- Property Services Job Sheet Management:
 1. Maintain and manage a complete record of all job sheets by the Property Management office.
 2. All charges generated from the job sheets will be integrated to the Fees Collection Management Module for billing process.

Inquiry Features

- Able to enquire the respective renovation status via tenants/residents and property units.
- Able to enquire the detailed records and maintenance status of the fire fighting equipments by the equipment group defined by the users.
- Able to enquire the security guard roster record via the individual security guard.
- Able to enquire the cleanliness inspection records via the cleaning zones defined by the users.
- Able to enquire and follow-up the service request approval status and progress.
- Able to enquire the details of a job sheet including historical data through date range, job sheet number, and job sheet status and type.

Report Features

- Renovation Status Report by tenants/residents and property units.
- Fire Fighting Equipment Report by equipment grouping to the equipment details information and maintenance status.
- Security Guard Roster sorted by date range and security guards.
- Cleanliness Report by zones.
- Detailed Service Request Record.
- Job Sheet Listing including historical data through date range, job sheet number, and job sheet status and type.

6. Property Self-Service Module

This module allows the tenants/residents to communicate with Property Management Office through Internet connection. It allows you to maintain part of your information, enquire your accounts and payments records, submit maintenance service request, checking the approval status of your services request, complaints and feedbacks, tenant/resident's forum and etc. This is a browser application.

Functional Features

- Strict security access control for all users.
- Each tenant/resident can only access their own record.
- Tenants/residents can update parts of the record authorized by the Property Management office.
- Tenants/residents can enquire their accounts and payment records.
- Tenants/residents can submit their maintenance requests or complaints. The Property Management office will respond and process their requests or complaints. The tenants/residents can get the outcomes, reply and feedback from the same channel.
- Tenants/residents can accept or apply the services offered by the Property Management Office.
- Tenants/residents can make suggestions and feedback to the Property Management Office. They can also get the reply from the Property Management Office from the same channel.
- Provide a forum for the tenants/residents to facilitate better communication and exchange of ideas.