



MRI Property Management Service Charges

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Introduction

This guide describes the basic processing and setup to use the service charges module - it is applicable only to the MRI Property Management X (PMX) version of service charges available with the EMEA regional features pack.

This guide refers primarily to the standard EMEA service charges functionality – additional country-based functionality may be available via our French, German and Italian country packs. Please refer to our global professional services team for any additional information.

The **reconciliation process** is the act of billing tenants for operating expenses not covered by rent and may also be known as Recoveries. You recover these expenses by calculating the expense pool or schedule, which is the total of recoverable expenses for a building, and then billing each tenant for the share of the schedules for which they are responsible.

The **on account process** is the act of generating recurring charges for a tenant based on a budget for an upcoming service charge year.

Accessing Service Charges

Commercial Management Processing

Choose the 'Commercial Management' application and you will then see the 'Service Charges' section as below.

The screenshot shows a software interface with a sidebar on the left containing various application icons and names. The 'Commercial Management' icon is highlighted. To the right of the sidebar, there is a main content area divided into sections. One section is titled 'Monthly Activities' and contains several sub-options: 'Create Recurring Charges', 'Print Statements', 'Calculate Late Fees', 'Calculate Management Fees', 'Bill RPI Increases', 'Calculate Security Deposit Interest', 'End of Month Processing', 'Bad Debt Reserves Report', and 'Create Journal Entries'. Another section is titled '== EMEA Service Charges ==' and contains three options: 'Process Service Charges' (which is highlighted with a yellow box), 'Adjust AP S/C Invoices', and '== EMEA Surveyors ==' which includes 'Credit Control', 'Rent Reviews', 'Lease Renewals', 'Stopped Rents', and 'Property Inspections'.

Service Charge Setup

Click the 'Setup' cog on the menu bar and then chose Setup and Maintenance -> Commercial Management -> EMEA Regional Configuration -> Service Charges.

The screenshot shows a software interface with a sidebar on the left containing various administrative and management options. Under the 'Commercial Management' section, there is a 'Service Charges' option which is expanded, showing sub-options like 'Regional Feature...', 'Chart of Accounts', and 'Departments'. A yellow box highlights the 'Regional Features Management Options' section. The main content area has a blue background with a wavy pattern.

Setting Up Service Charges

Setup Service Charge Regional Feature Options

The System Country Options view allows the Service Charges system to be configured to the company requirements. The view is maintained outside of the standard menu system so that it can be secured effectively for administration purposes. Usually, these options would be Setup once and then no longer changed.

Site Id	Default INCCAT For S/C On Account	Allow S/C On INCCAT Change?	Reflect Reversing Period in JE Entry?	Enable German Features?	Enable French Features?	Enable Italian Features?	Enable CEE Features?	Enhanced AP Italian Sectional Numbering?	Enhanced CAR Italian Sectional Numbering?	Italian AP VAT Ringfencing?	
@	SOA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Configure Reports
FR	SOA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Configure Reports
HO	SOA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Configure Reports
IT	SOA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Configure Reports
PL	SOA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Configure Reports
SA	SOA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Configure Reports

Site Id This is the Site Id.

Default On Account Inc. Cat. This is the default income category that is displayed on the header section of the Service Charges Role Page when it is opened. It can be over-ridden on the entry view or left blank here if required.

Allow Billing INCCAT Change? Not used by MRI Web.

Enable Country Pack Functionality If checked, these boxes will display country-specific service charge fields and screens within the current site. These are available in the country packs for Germany, Italy and France.

Configure Reports This displays the following page which allows the user to specify which reports are run by the various options in the Service Charges Role Page.

Report Code System field indicating the option in the Service Charges Role Page that runs this report.

Report Description System field indicating the description of the report as shown in the Service Charges Role Page.

Report ID From MRI This is the actual MRI report name that is run when the relevant option is selected in the Service Charges Role Page. The user can alter the reports run here to allow customisation of the system without having to change the Service Charges Role Page itself.

S/C Management Options - Setup and Maintenance		
Reports - S/C Setup		
Report Code	Report Description	Report ID from MRI
<input type="checkbox"/> 01	Retrieve Expenses	EUR_GETGLAMT
<input type="checkbox"/> 02	View Draft Reconciliation Billing	EUR_BILLREC
<input type="checkbox"/> 03	Raise Charges for Reconciliation Billing	EUR_BILLREC
<input type="checkbox"/> 04	Annual Apportionment Percentages	EUR_SCPERC
<input type="checkbox"/> 05	Detailed S/C Expenditure	EUR_PROPEXP
<input type="checkbox"/> 06	Property Expenditure Certificate	EUR_SCYEPROP
<input type="checkbox"/> 07	Tenant Year End Certificate	EUR_SCYEM2
<input type="checkbox"/> 08	Apportionment by Schedule	EUR_SCSUMM1
<input type="checkbox"/> 09	Apportionment by Property	EUR_SCSUMM2
<input type="checkbox"/> 10	On Account Summary	EUR_SCOASUM
<input type="checkbox"/> 11	Retrieve Budgets	EUR_GETGLAMT
<input type="checkbox"/> 12	Property Budget Summary	EUR_SCBUDSUM
<input type="checkbox"/> 13	Print Draft On Account Report	EUR_SCOAUPD
<input type="checkbox"/> 14	Raise Charges for On Accounts	EUR_SCOAUPD
<input type="checkbox"/> 15	Actual vs Budget (1yr)	EUR_SCBUD1
<input type="checkbox"/> 16	Actual vs Budget (5yrs)	EUR_SCBUD3
<input type="checkbox"/> 17	Property Schedules	EUR_POOL
<input type="checkbox"/> 18	System Schedules	EUR_POOL2
<input type="checkbox"/> 19	Retrieve GL Expenses by Dept	SCV3_GETGL
<input type="checkbox"/> 20	Retrieve Budgets by Dept	SCV3_GETBD

Add **Delete**

Current User Site: None

Use Country Pack:

Save

Cancel

Note: The main options are stored in the EUR_SCOPTION table and the reports are stored in the EUR_SCREPORTS table. Both these tables should contain one record per site.

The reports shown must stay in the current order as they are referenced by the Report Code. The 'Use country pack' feature allows population of default country-specific reports.

Setup GL Accounts

GL accounts need to be configured for the service charges process. Access the additional fields required via the Setup and Maintenance -> Commercial Management -> Service Charges menu option.

The screenshot shows the 'Charts of Accounts EMEA' interface. On the left, there's a sidebar with various management options like General Maintenance, Transaction Classification, and EMEA Regional Configuration. The main area displays a grid titled 'Chart of Accounts Detail' with columns for Account Number, Account Name, Account Type, Available for Service Charge, Service Charge VAT Account, Available for Direct Recharge, Exchange Type, Subject to Withholding, 1099-MISC, and DP Restrictions. The grid lists numerous account entries, such as 'Landscaping - Snow Clear', 'Lift - Maintenance', and 'M & E - Contract'. At the bottom, there are buttons for Add, Delete, Save, and Cancel, along with a page navigation section indicating 'Page 2 of 3'.

Available for Service Charge – this indicates if an account number should be used in the process when retrieving expenses from GL. Only checked items will be included in the expense recovery process.

Service Charge VAT Account – this indicates if an account is to be treated as containing VAT within the service charge calculations. This can affect the calculations based on the VAT opted / non-opted status of tenants and properties.

Setup Departments and Schedules

Service charges uses Department's (also referred to as Schedules) to allocate expenses to specific expense pools. The view displayed allows the user to specify which records can be used as Schedule Id's in the service charge system.

Department	Description	Service Charge Schedule?
@	No Department	<input type="checkbox"/>
01	Schedule 1	<input checked="" type="checkbox"/>
02	Schedule 2	<input checked="" type="checkbox"/>
03	Schedule 3	<input checked="" type="checkbox"/>
04	Schedule 4	<input checked="" type="checkbox"/>
05	Schedule 5	<input checked="" type="checkbox"/>
06	Schedule 6	<input checked="" type="checkbox"/>
07	Schedule 7	<input checked="" type="checkbox"/>
08	Schedule 8	<input checked="" type="checkbox"/>
09	Schedule 9	<input checked="" type="checkbox"/>
10	Schedule10	<input checked="" type="checkbox"/>
11	Schedule11	<input checked="" type="checkbox"/>
12	Schedule12	<input checked="" type="checkbox"/>
13	Schedule13	<input checked="" type="checkbox"/>
14	Schedule14	<input checked="" type="checkbox"/>
15	Schedule15	<input checked="" type="checkbox"/>
16	Schedule16	<input checked="" type="checkbox"/>
17	Schedule17	<input checked="" type="checkbox"/>
18	Schedule18	<input checked="" type="checkbox"/>
19	Schedule19	<input checked="" type="checkbox"/>

Department The ID of the Schedule.

Description The description of the Department or Schedule.

Service Charge Schedule? If checked, then this will be available in service charges as a schedule to allocate expense to.

Attaching Expense Pools

Once you Setup the Department / Schedule Id's, you can create the expense pools for each building. Expense pools store expense amounts from a set of GL accounts, defined by the Department/Schedule Id, for one or more buildings and assign the expenses to a CM income category.

The layering of Department/Schedule Id's and expense pools enables you to be flexible in pooling expenses for service charge calculations. You do not have to recreate a unique GL account each time you create a new expense pool for a new building. Instead, you can use one GL account (such as for lift expenses) to create separate expense pools for each building with specific lift expenses by allocating expense to different Department/Schedule Id's.

PMX provides flexibility to calculate service charges for tenants with unique recovery terms.

Example: You can create two expense pools with the same income category, such as "Common Area Maintenance" for a single building. The first expense pool would retrieve GL expenses associated with indoor maintenance, and the second GL Expenses associated with outdoor maintenance. You can Setup all tenants in the building to use the indoor maintenance expense pool. You can Setup only tenants with outside entrances to use the outdoor maintenance expense pool.

Property Setup

For each building that requires a service charge calculation certain base fields must be Setup. Select the Process Service Charges menu option in CM and then click on the left-hand building Id link. The Service Charge Details tab shows the following items.

The screenshot shows the 'Service Charge Details' tab selected in a navigation bar. The page contains various configuration options for service charges, grouped into sections:

- Service Charge Details**:
 - S/C Processed on this Property?
 - S/C Charge Year End (DD/MM)
 - S/C Charge Start Date (DD/MM)
 - S/C On account method:
 - S/C Apportionment Method:
 - S/C Average Area Calculation
 - S/C Year to Start Daily Apportionment Calculation
 - S/C Schedules held at which level:
 - S/C Include Unleased Units in Calculation
- GL Entity Details**:
 - Linked to GL Entity Id:
 - Entity VAT Registration Number:
 - Treat S/C as VAT Opted
 - Non-opted VAT Group Id:
 - Opted VAT Group Id:

At the bottom left is a button labeled "Copy schedules from template".

Process Service Charge on this Property This field requires a Y or N indicator. If 'Y' is input this property will be flagged as a service charge property and its details will appear in drop down selections within service charge functions. If 'N' is input, then this property will not appear for selection within service charge functionality.

Service Charge Year End This is the day and month that the service charge year ends, i.e. 31/12 for the 31st of December each year.

This date will appear on the worksheet for the property and will verify the dates selected for processing against the year-end. It will not force a property to be finalised to this date but warns the user in their choice of dates conflict with this end date.

Service Charge Start Date This is the day and month that define the beginning of the service charge year as far as the reconciliation process is concerned.

Service Charge On Account Method This is used to indicate which on accounts should be deducted from a service charge year-end.

If '*Backwards*' is entered onto the property, then the system will look backwards for the on accounts to be used.

Example: For a 31st December 2020 year-end it will use the four quarters from the 25th of December 2019

If '*Forwards*' is used, then it will look forward.

Example: For a 31st December 2020 year-end it will use the four quarters from the 25th of March 2021

Note: These last THREE fields are used in combination to achieve the definition of the service charge year as well as the definition of the on account year for the service charge processing.

Service Charge Apportionment Method This is used to indicate which apportionment method to use for this property.

- Annual based on occupancy (type 0) - Tenant % calculated at end of year/term and including all expenses for that s/c year.
- Period based on occupancy (type 1) - Tenant % calculated at end of year/term including expenses occurring during occupancy only.
- Daily based on occupancy (type 2) - Tenant % calculated daily including expenses occurring during occupancy only.

Service Charge Average Area Calculation If 'Yes' then this uses a weighted average area applied to type 0 and 1 apportionment calculations instead of the percentage calculated at the end of occupancy or s/c year.

Service Charge Year to Start Daily Apportionment Represents the s/c year to start using daily apportionment. All s/c year calculations before this date use type 0 by default.

Service Charge Schedules Held at which Level This field indicates whether the service schedules records are held against the lease in the recovery table or against the unit in the unit schedules table.

- Lease – The traditional location for the PMX service charge schedules was against the lease record. Setting this to 'lease' indicates that the schedules are attached to leases and dummy VACANT lease records will be required to calculate apportionment correctly. A maximum of 20 schedules per income category is available with this option.
- Unit – Newer versions of PMX service charges allows for the schedules to be set against the unit, thereby removing the requirement to keep adding the service charge details to new tenants and allowing the system to determine vacancy shortfall more easily. An unlimited number of schedules per income category is available with this option.

Service Charge Include Unleased Units in calculation This setting only has an effect if the service charge schedules are set to be held at 'Unit' level (see above).

- Yes – This indicates that units that have no lease record will be included in the apportionment calculation for service charges based on the area type. This only occurs if the schedule level is set to 'Unit' (see above) as the system can use the unit-level data regardless of leases present.
- No – This indicates that only unit areas with active leases during the selected service charge year will be included in any apportionment calculation. This option will require dummy VACANT leases to be present for correct apportionment calculations.

Service Charge Enable Caps at Schedule Level This setting may not be available depending on how your administrator has configured the system.

- Yes – This indicates that when Unit-Level schedules have been selected, then the caps may be entered against the leases. Caps may be at income category-level or schedule level.
- No – This indicates that when Unit-Level schedules have been selected, then the caps may be entered against that unit at the entire income category level only.

Service Charge Enable Multiple Reconciliations This setting allows multiple reconciliations to be performed within a single service charge year, including billing for each reconciliation. It also enables multiple on account calculations and updates to be made to recurring charge using different budgets.

Linked to GL Entity Id Displays the GL entity that the current property is linked to. For information only.

Entity VAT Registration Number This is the VAT Registration number of the entity displayed for the current property. For information only.

Treat S/C as VAT Opted This indicate whether the property being setup should be treated as VAT opted for service charge calculations. Even when a property is treated as VAT opted, individual leases may be marked as non-VAT opted on the lease service charge setup pages.

Non-opted VAT Group Id This is the VAT group used when creating on account recurring charges or balancing charges for non-opted tenants.

Opted VAT Group Id This is the VAT group used when creating on account recurring charges or balancing charges for opted tenants.

Creating Property Expense Pools

To create a property expense pool, click on the Service Charge Schedule tab and add or edit a schedule in the grid shown.

Property S/C Details

Property ID: A101 Property Name: BUILDING A101 Current Period: 02/16

Address 1: County
Address 2: Postcode
City: Phone No.

Service Charge Details | Property Area | **Service Charge Schedules** | Service Charge Year Summary

S/C Schedules

	Income Category	Schedule	Expense Pool ID	Schedule
<input type="checkbox"/> Edit	SOA	01	01	Area - GLA
<input type="checkbox"/> Edit	SOA	02	02	Area - GLA
<input type="checkbox"/> Edit	SOA	03	03	Fixed %
<input type="checkbox"/> Edit	SOA	04	04	Area - GLA
<input type="checkbox"/> Edit	SOA	05	05	Area - GLA
<input type="checkbox"/> Edit	SOA	06	06	Area - GLA

S/C Schedules

*Income Category: SOA | Calculation Type: Area | Entity ID: A101 | Name: ENTITY A101 | Percent: 100.000000 | Add | Delete

*Schedule: 01 | Area Type: GLA - GLA | Description: Cleaning | Comments: | S/C Estate Expense?: No

(View Actual Amounts) (View Budget Amounts) (View Both)

Expense Year	Beginning GL Date	Ending GL Date	Amount	Total Actual Amount
2018	01/01/2018	31/12/2018	1,000.00	1,000.00
2019	01/01/2019	31/12/2019	0.00	0.00

mri Commercial Management

Save | Cancel

Income Category An alphanumeric field to indicate the income category associated with the recovery expenses. It is common to create an income category specifically for service charge recoveries. If the use of this code is consistent throughout the service charge calculation, then any code can be used.

Department/Schedule Select from the available Department / Schedule Id's.

Expense Pool ID An alphanumeric field to indicate the ID for the expense pool. This can be the same as the schedule ID or something more suited to the property. This ID will be unique to this property for this schedule.

Expense Pool Description A description can be entered next to the pool ID to detail what is included in the schedule. This will appear on the tenant statement and is unique to this property for this schedule.

Comments A comment about the expense pool can be entered here for reference and for use on customised reports.

Service Charge Estate Expense If No, then this is a standard expense pool. If Yes, then this pool should reference only the single Entity ID representing the estate level expenses to be allocated partly to this property during the reconciliation (see the section regarding setting up service charge estates). When an estate expense pool is encountered during reconciliation, then all the tenants across all the estate properties are used to calculate the apportionment percentage for each individual tenant rather than just the tenants within the single property.

Calculation Type There are a choice of calculation types that affect the apportionment.

- Area – based on an area type
- Fixed % - a percentage specified that does not change
- Numeric – based on the total specified for the tenant as a percentage of the total of the tenants in that schedule
- Consumption – based on a utility type
- Fixed Cost – a fixed amount for the year

Area Type If the 'Area' calculation type is selected, then select the area type to be used to calculate the apportionment.

Utility Type If the 'Consumption' calculation type is selected, then select from the utility types defined for the property.

Entity ID An alphanumeric field to indicate the buildings that share this expense pool. Expenses are pooled for all buildings selected and the expense pool is shared among their residents.

Name System-generated from the Entity ID.

Percent Enter the percentage of expense for the specified entity that will be recovered into this expense pool. Normally this would be 100%, but a lower percentage can be used to share entity expenses across multiple different properties and expense pools.

The grid at the base of the page allows the viewing of actual or budget amounts retrieved for the schedule for this property. You may drill down into the totals to see more details.

Setup Units

Click on the 'Setup units' link in the grid displayed on the 'search for a service charge property' page or follow an 'I want to...' link to see the following.

S/C Unit Schedule by Property

I want to...

Property Id	SCOR01	Entity Id	SCOR01	S/C Start Date	01/01 DD/MM	S/C Start Year for Daily Apport.	2012	
Property Name	ScoreHill House			S/C Year End	31/12 DD/MM	S/C Apportionment Process	Daily based on occupancy	
S/C Property	<input checked="" type="checkbox"/>			Income Category	SCB	S/C on account	Backward	S/C Average Area Calculation?
Select Unit Id	Unit Number	Address		Latest Lease ID	Latest Occupant	Income Category	Latest Effective Date	Number of S/C Schedules
01	01	Unit 1 ScoreHill Road		H00152	Bennet's Electricals Ltd	SCB		0
02	02	Unit 2 ScoreHill Road		000301	HMV	SCB		0
03	03	Unit 3 ScoreHill Road		000159	Hobbs Machinery	SCB		0
04	04	Unit 4 ScoreHill Road		000307	LogiTrek Ltd	SCB		0
05	05	Unit 5 ScoreHill Road		000264	Jack and Jill Gifts	SCB		0
EXT1	Entension1	ScoreHill Road		000300	Jack of all trades	SCB		0

Copy/Migrate Schedules from Templates and Leases

Selected Unit *Effective Date Copy from Template

Copy to all Units in Property Copy from Lease

In the header section you can see the property service charge configuration settings as well as the 'I want to...' fast navigation dropdown. A default service charge income category is shown which may be changed to access expense pools for different income categories.

The grid section displays the units for the selected property and has the following functionality.

Select Unit Id - clicking on this column selects that unit to be used in the copying options at the bottom of the screen.

Latest Lease ID – clicking on this column navigates the user to the service charge setup details of the displayed lease.

Number of S/C Schedules – clicking on this column takes the user to the details schedule for the unit record selected. The number shown in this column is the total number of schedules setup for the unit with the most recent effective date.

The 'copy/migrate' section at the bottom of the page allows users to quickly setup their unit-level data for service charges.

Note that the unit-level schedules can be setup whether the property-level setting has been changed from lease-level to unit-level schedules. This allows you to setup the schedules in advance of reconfiguring service charges to use them.

Select Unit Id – click on this column of the grid to select a single unit to copy schedules to.

Effective Date – enter the date that the schedules you will copy are in operation from.

Copy to all Units in Property – If checked will the selected templates of lease schedules to *ALL* the units within the property regardless of whether an individual unit has been selected from the grid. If this is not checked, then only the selected unit is affected. Existing data for the same effective date on the units being processed will be overwritten.

Copy from Template – select a template and use this button to copy the schedules to the selected unit or units.

Copy from Lease – this option will copy the lease level schedule (recovery) records down to the unit level automatically, removing the requirement to rekey them if you are changing from lease-level to unit-level schedules. The most recent unit will be used to retrieve the schedules to copy.

Setup Unit-Level Schedules

Click on the 'number of s/c schedules' link in the grid displayed on the 'unit schedules by property' page to see the following.

The system can be configured to allow schedules to be setup on either the lease or the unit level on a property-by-property basis (see the *Property Setup* section). This section of the manual is used if the level has been set to the 'Unit' record.

Just as you can Setup more than one expense pool for the same building, a unit can participate in more than one expense pool for a building. For example, the tenant for a specific unit may participate in garage, common area maintenance, and waste disposal expense pools. You need to create multiple lines within the unit schedule table to reflect this.

S/C Unit Schedules

Effective Date	Schedule Id	Schedule Description	Schedule Type	Estate?	Fixed Prorata Share	Area Type Id	Fixed Cost	Numeric/ Consumption	Private Cost?	User ID	Last Update
01/01/2018	01	Cleaning	Area - GLA	N	0.000000	GLA	0.00	0.0000	<input type="checkbox"/>	RKEARSLEY	02/06/2020 09:25:40
01/01/2018	02	Marketing	Area - GLA	N	0.000000	GLA	0.00	0.0000	<input type="checkbox"/>	RKEARSLEY	02/06/2020 09:25:40
01/01/2018	03	Utilities	Fixed %	N	10.000000		0.00	0.0000	<input type="checkbox"/>	RKEARSLEY	02/06/2020 09:25:40
01/01/2018	04	Fees	Area - GLA	N	0.000000	GLA	0.00	0.0000	<input type="checkbox"/>	RKEARSLEY	02/06/2020 09:25:40
01/01/2018	05	Works	Area - GLA	N	0.000000	GLA	0.00	0.0000	<input type="checkbox"/>	RKEARSLEY	02/06/2020 09:25:40
01/01/2018	06	Security	Area - GLA	N	0.000000	GLA	0.00	0.0000	<input type="checkbox"/>	RKEARSLEY	02/06/2020 09:25:40

Add Delete Page 1 of 1 Go Save Cancel

This page allows you to maintain the unit-level schedules. Use the add/delete buttons in the top right of the page to maintain the unit caps and the add/delete buttons in the bottom left of the page to maintain the schedules themselves. Header information appears and is maintained in the top left of the page.

A caps section on the top right of this page may be visible if the service charge system has been configured display it.

You may be able use the copying options at the bottom of the screen to speed up the setup of the schedules – copying from predefined templates or from the recovery record details already setup on lease of the selected unit. You must specify an effective date for any unit-level schedules as they can change over time. Checking the 'copy to all units in property'

option allows you to update all the units with the selected copying option – i.e. templates or leases.

Income Category An alphanumeric field to indicate the income category to which the system bills the recovery calculation. This should match the income categories Setup elsewhere in the system in relation to service charges.

VAT Group ID The VAT code to be used for the service charge calculation.

If 'Enable Caps at Schedule Level' is not selected on the property setup for service charges, then the following fields may be available in the header.

Cap Amount Per Area This field works in conjunction with the Cap box on the view. If this box is checked, then the cap total for the year will be calculated on a per square foot amount as opposed to a total amount.

Cap The cap can be input as either a fixed amount or a rate per square area. If a square area amount is to be used, then the option box should be set to 'Y'. The calculation process will choose the capped amount effective during the appropriate part of the service charge year. A cap will remain in effect until a cap with a later date is entered.

First Calc Year The first year to be calculated for the tenant. This ensures the system knows how far back the system should look when calculating the tenant's proportion.

Last Year Billed This is system generated. As each year is run in update mode this field is completed.

Take on Year This field is used with properties where the management is taken on during the specified service charge year.

Take On Amount The figure for accounts charged and received by previous management should be entered here. This figure will then be considered when the balancing charge is raised. If the entity is elected to tax, then the net service charge on account figure should be entered.

Fixed Prorata Share % This is the fixed percentage recovery for each schedule for this tenant. If fixed percentage is to be used, then the area field should not be completed.

Area Type If the service charge is to be calculated by area this is the area type to be used. If both the area and the percentage field are completed the system will use the area type. A message will appear to indicate that this is the case.

Fixed Cost A numeric field to indicate a fixed cost schedule. The amount entered will be charged to the schedule regardless of occupancy during the year or apportionment.

Private Cost Information-only field that indicates whether a cost is individual to the unit or not.

Setup Leases

Click on the 'Setup leases' link in the grid displayed on the 'search for a service charge property' page or follow an 'I want to...' link to see the following page.

Search for a Lease								
		SCOR01				<input checked="" type="radio"/> Current/New Leases	<input type="radio"/> All Leases	Search
Occupant Name		Master Occupant ID	Property ID	Lease ID	Unit ID	Occupancy Status	Rent Start Date	Expiration Date
<input type="checkbox"/>	Bennet's Electricals Ltd	H0000156	SCOR01	H00152	01	Current	01/01/2009	30/06/2015
<input type="checkbox"/>	Business System Solutions Ltd	H0000157	SCOR01	H00153	02	Current	01/04/2011	30/04/2012
<input type="checkbox"/>	HMV	00000295	SCOR01	000301	02	Current	01/01/2019	31/12/2022
<input type="checkbox"/>	Hobbs Machinery	00000163	SCOR01	000159	03	Current	17/03/2015	28/02/2022
<input type="checkbox"/>	Howletts	H0000158	SCOR01	H00154	02	Current	01/05/2012	31/08/2012
<input type="checkbox"/>	Jack and Jill Gifts	00000258	SCOR01	000264	05	Current	01/01/2017	31/12/2020

There is a standard search section at the top of the results grid on this page. Clicking on the 'occupant name' link will take you to the service charge details for the selected lease.

Lease Details - S/C Setup								
Property ID	SCOR01	Property Name	ScoreHill House	Property VAT Opted	Master Occupant ID	H0000156	Watchlist Activities	0
Unit ID	01	Unit GLA *	0.00	Status	Current	New Lease	I want to...	
Lease ID	H00152	Tenant Name	Bennet's Electricals Ltd			Generation Number	1	
Service Charges								
Lease VAT Opted	<input type="checkbox"/>	Type Of Occupier	Tenanted	S/Charge From		S/Charge To		
Billing Information Caps Cap Indexation								
S/C Billing Information								
Income Category	Take On Year	Take On Amount	First Calculated S/C Year	Last Billed S/C Year	Last Billed On Account S/C Year	User ID	Last Update	
<input type="checkbox"/>								

Lease VAT Opted See the VAT Opted section of the manual for details on this functionality.

Type of Occupier When set to Leaseholder, the system will allocate all expenses for the service charge year applicable to this unit to the tenant in occupation at calculation time. All previous tenants are allocated zero. If the unit is vacant at calculation time and the last lease was a type of Leaseholder, then the unit is reflected as vacant for the whole year regardless of previous occupancy. If the type of occupier is undefined or set to Tenanted, then expenses will be allocated to tenants based on their occupancy throughout the year.

S/Charge From and **S/Charge To** These dates allow the user to override the lease start and end dates usually used to determine service charge occupancy.

Setup Lease-Level Caps

The system can be configured to allow various caps scenarios to be setup on either the lease/schedule level or the unit level on a property-by-property basis (see the Building Setup section). This section of the manual is used if the S/C Enable Caps at Schedule Level has been checked.

Along with lease level schedule caps, the ability to enter the take on and previous service charge billing information will be available on the lease record as well as the ability to set the indexation parameters for all the caps on that lease.

The screenshot shows the 'Lease Details - S/C Setup' page. At the top, there are several input fields: Property ID (SCOR01), Property Name (ScoreHill House), Property VAT Opted, Master Occupant ID (HO000156), Unit ID (01), Unit GLA * (0.00), Status (Current), Generation Code (New Lease), Lease ID (HO0152), Tenant Name (Bennet's Electricals Ltd), and Generation Number (1). Below these, under 'Service Charges', are checkboxes for 'Lease VAT Opted' and 'Type Of Occupier' (set to 'Tenanted'), along with 'S/Charge From' and 'S/Charge To' fields. A navigation bar at the bottom includes tabs for 'Billing Information' (which is selected), 'Caps', and 'Cap Indexation'. Under the 'Billing Information' tab, there is a table titled 'S/C Billing Information' with columns: Income Category, Take On Year, Take On Amount, First Calculated S/C Year, Last Billed S/C Year, Account S/C Year, User ID, and Last Update. The table currently contains one row of data.

The Billing Information tab displays the take on and previous service charge billing information for each income category of expense pools on the lease. Clicking on the 'Add' button will allow new data to be entered and clicking on the Income Category link will allow maintenance of existing data.

The screenshot shows the 'S/C Billing Information' dialog box. It contains the following fields: Property Id (SCOR01), Lease Id (000264), *Income Category (SOA - S/C on Account), Take On Year (2018), First Calculated S/C Year (2009), Last Billed O/A S/C Year (2017), Take On Amount (1,000.00), and Last Billed S/C Year (2017). At the bottom right are 'Save' and 'Cancel' buttons.

S/C Billing Information

Income Category Select from the list of available service charge income categories for the current property.

Take On Year The year that a property was taken over or entered onto the PMX system.

Take On Amount This is the amount already billed in the take on year to the selected tenant off-system – usually before the data was processed in PMX for the first time. This is deducted from the reconciliation amount of the tenant in the take on years processing.

First Calculated Year The first year that a service charge was done for this property.

Last Billed Year The last year a service charge was billed on this property.

Last Billed O/A Year The last year that the on account was billed on this property.

Caps

The tab entitled Caps allows a user to add or maintain caps in the grid displayed. Click the 'Add' button on the grid to add the details of a cap for the selected lease or select the Income Category link to maintain an existing record.

The screenshot shows the 'S/C Cap Details' dialog box. It contains the following fields:

- Property Id: SCOR01
- Lease Id: 000264
- * Income Category: SOA - S/C on Account
- * Schedule Id: 01 - Professional Fees
- * Start Date: 01/01/2018
- * End Date: 31/12/2019
- Account Group Id: N/A - Not Applicable
- Max. Fixed Amount: 1.00
- Min. Fixed Amount: 0.50
- Percentage Of Rent: 0.0000
- Max. Area Type Id: GLA
- Min. Area Type Id: GLA

At the bottom right are 'Save' and 'Cancel' buttons.

Income Category Select from the list of available service charge income categories for the current property.

Schedule Id Select from the list of available schedules for this property and income category combination. If you select 'All Schedules', then some details that apply across all the schedules for the selected income category can be entered. If a specific schedule is selected, then the data applies only to that schedule.

Start Date Start date for cap. Note that only one cap is allowed per service charge year and the cap start date must be less than or equal to the start of the service charge year.

End Date End date for cap. Note that only one cap is allowed per service charge year and the cap end date must be greater than or equal to the end of the service charge year.

Account Group Id Select from previously defined GL account groups. This field only appears when a specific Schedule Id has been chosen and will default to a value of 'Not Applicable'.

- Not Applicable – the caps entered on the page will apply to all expenses within the selected Schedule Id
- Selected Account Group – only the account numbers in the selected account group will have the caps specified on the page applied to them, all other expenses in the schedule will be uncapped.

Max Fixed Amount This amount is the maximum amount that can be recovered from the selected lease in the service charge year for the selected income category and schedule combination.

Max Area Type Id This is an area type field. If selected, then the system determines the area of the unit involved of that type during the selected service charge year and multiplies the amount entered in the field above to give a total cap amount. In effect it becomes a cap per square area.

Min Fixed Amount This amount is the minimum amount that can be recovered from the selected lease in the service charge year for the selected income category and schedule combination.

Min Area Type Id This is an area type field. If selected, then the system determines the area of the unit involved of that type during the selected service charge year and multiplies the amount entered in the field above to give a total cap amount. In effect it becomes a cap per square area.

Percentage Of Rent This amount is the maximum percentage of the annual recurring rent that can be recovered from the selected lease in the service charge year for the selected income category and schedule combination. It works in combination with a selected Income Category Group Id to determine which charges are regarded as rent, annualises the amount and then applies the percentage to that.

Income Category Group Id This works in conjunction with the Percentage of Rent field. The group list displayed in this field is created from available Income Category Groups configured for the Entity of the current Building. These are available in the Setup Menu.

Cap Indexation

The tab entitled Cap Indexation allows a user to add or maintain the indexation methods for the service charge caps in the grid displayed. Click the 'Add' button on the grid to add a new indexation definition for the selected lease and Income Category.

The calculation and update of s/c caps is performed with the S/C Cap Indexation report available on the processing role page.

Cap Indexation											
Income Category	S/C Year	CPI Index Id	Base Year	Base Month	Comparison Month	Rolling Base Year	Offset %	Minimum Increase %	Maximum Increase %	User ID	Last Update
<input type="checkbox"/> SOA	2018	DE	2012	6	6	<input checked="" type="checkbox"/>	6.0000	2.0000	0.0000	RKEARSLEY	26/07/2019 05:10:04
Add Delete											

Income Category Select from the list of available service charge income categories for the current property.

S/C Year Enter the s/c year that the cap indexation will be applicable to.

CPI Index Id Select the indexation Id to be used for the selected income category and year. This is a table that must be setup previously and is used in all system wide indexation calculations.

Base Year The year for the starting value of the index. This is incremented automatically if Rolling Base Year is checked.

Base Month The month number for the starting value of the index.

Comparison Month The month number for the current value of the index that will be compared to the base month number.

Rolling Base Year Check this box if the base year for comparison is a rolling year rather than a fixed one. When the indexation is processed for the applicable s/c year, a new record will be generated for the following year with the base year incremented by one.

Offset % A percentage value to add (positive) or subtract (negative) from the calculated index change percentage.

Minimum Increase % A minimum percentage to change the caps during the indexation process. If the calculated indexation percentage is less than this, then it will be raised to the minimum percentage.

Maximum Increase % A maximum percentage to change the caps during the indexation process. If the calculated indexation percentage is greater than this, then it will be lowered to the maximum percentage.

Setup Lease-Level Schedules

The system can be configured to allow schedules to be setup on either the lease or the unit level on a property-by-property basis (see the Building Setup section). This section of the manual is used if the level has been set to the 'Lease' record.

Just as you can Setup more than one expense pool for the same building, a tenant can participate in more than one expense pool for a building. For example, one tenant may participate in garage, common area maintenance, and waste disposal expense pools. You need to create multiple lines within the lease in which the tenant participates.

The default service charge year for a lease is based on the rent start and expiry dates entered for that lease. To override those dates, you can optionally enter different service charge from and service charge to dates on the lease. Click on the 'occupant name' link in the grid displayed on the 'search for a lease' page to see the following.

Lease Details - S/C Setup

Property ID LOND01	Property Name 45 London Wall (SL Property)	Property VAT Opted	Master Occupant ID HO000038																																													
Unit ID 2	Unit NIA * 600.00	Status Current	Generation Code New Lease																																													
Lease ID HO0038	Tenant Name Barclay's plc	Generation Number 1																																														
Service Charges																																																
Lease VAT Opted <input checked="" type="checkbox"/>		Type Of Occupier Tenanted	S/Charge From 01/07/2007 S/Charge To																																													
Schedules																																																
<table border="1"><thead><tr><th>Income Category</th><th>Schedules 1</th><th>Schedules 11 - 20</th><th>Schedule #1</th><th>Schedule #2</th><th>Schedule #3</th><th>Schedule #4</th><th>Schedule #5</th><th>Schedule #6</th><th>Schedule #7</th><th>Schedule #8</th><th>Schedule #9</th><th>Schedule #10</th></tr></thead><tbody><tr><td><input type="checkbox"/> SCB</td><td>Edit</td><td>Edit</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td><input type="checkbox"/> SOA</td><td>Edit</td><td>Edit</td><td>01</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></tbody></table>												Income Category	Schedules 1	Schedules 11 - 20	Schedule #1	Schedule #2	Schedule #3	Schedule #4	Schedule #5	Schedule #6	Schedule #7	Schedule #8	Schedule #9	Schedule #10	<input type="checkbox"/> SCB	Edit	Edit										<input type="checkbox"/> SOA	Edit	Edit	01								
Income Category	Schedules 1	Schedules 11 - 20	Schedule #1	Schedule #2	Schedule #3	Schedule #4	Schedule #5	Schedule #6	Schedule #7	Schedule #8	Schedule #9	Schedule #10																																				
<input type="checkbox"/> SCB	Edit	Edit																																														
<input type="checkbox"/> SOA	Edit	Edit	01																																													
<input type="button" value="Add"/>		<input type="button" value="Delete"/>		<input type="button" value="Copy S/C Schedules"/>																																												

'Copy S/C Schedules' allows you to copy the schedules from another past or present lease within the same property. Current schedules will be over-written.

Click on the 'edit' link in the grid displayed on the 'schedules' section of the S/C lease setup page to see the following.

The screenshot shows a software interface titled "DE Schedule Details #1". At the top, there are several input fields: "Income Category" (set to "SCB"), "VAT ID" (set to "UKSS"), "First Calc Year" (set to "2007"), and "Last Year Billed" (empty). Below these are buttons for "Add" and "Delete". A checkbox labeled "Cap Amount by Area?" is checked. The main area is a grid table with columns: Cap, Schedule Id, Description, Share %, Area, Tot. Sch. Value, and Unit Value. The first row contains the header for these columns. There are 10 rows of data in the grid, each with a "Year" column and a "Cap Amount" column. The "Year" column has a checkbox. The "Cap Amount" column has a dropdown menu icon. The "Share %" column contains values like "0.000000". The "Area" column is empty. The "Tot. Sch. Value" and "Unit Value" columns contain "0.00". At the bottom of the grid is a "Calculate Percentage" button. At the very bottom are "Save" and "Cancel" buttons.

Cap	Schedule Id	Description	Share %	Area	Tot. Sch. Value	Unit Value
<input checked="" type="checkbox"/>			0.000000		0.00	0.00
<input type="checkbox"/>			0.000000		0.00	0.00
<input type="checkbox"/>			0.000000		0.00	0.00
<input type="checkbox"/>			0.000000		0.00	0.00
<input type="checkbox"/>			0.000000		0.00	0.00
<input type="checkbox"/>			0.000000		0.00	0.00
<input type="checkbox"/>			0.000000		0.00	0.00
<input type="checkbox"/>			0.000000		0.00	0.00
<input type="checkbox"/>			0.000000		0.00	0.00
<input type="checkbox"/>			0.000000		0.00	0.00

Income Category An alphanumeric field to indicate the income category to which the system bills the recovery calculation. This should match the income categories Setup elsewhere in the system in relation to service charges.

General VAT Id The VAT code to be used for the service charge calculation.

Cap Amount Per Area This field works in conjunction with the Cap box on the view. If this box is checked then the cap total for the year will be calculated on a per square foot amount as opposed to a total amount.

Cap The cap can be input as either a fixed amount or a rate per square foot. If a square foot amount is to be used, then the option box should be checked.

The calculation process will choose the capped amount which is either equal to the current year or less than. This means that if the current years cap has not been added then the previous year will be used.

First Calc Year The first year to be calculated for the tenant. This ensures the system knows how far back the system should look when calculating the tenant's proportion.

Last Year Billed This is system generated. As each year is run in update mode this field is completed.

Schedule ID An alphanumeric field to indicate the expense pool used to calculate service charges for the tenant. Only schedules attached to the building record can be chosen for input.

Share % This is the fixed percentage recovery for each schedule for this tenant. If fixed percentage is to be used, then the area field should not be completed.

Area Type If the service charge is to be calculated by area this is the area type to be used. If both the area and the percentage field are completed the system will use the area type. A message will appear to indicate that this is the case.

Management Fee % A numeric field to indicate the percentage to be added to the recoverable expenses in relation to management fee. This is set at individual schedule level to improve flexibility.

Fixed Fee This is the fixed fee to be added as a management charge to the individual tenant's recovery for this schedule.

Take on Year for Charges This field has been added to assist with properties where the management is taken on during a service charge year. It should obviously only be used once. The year that the service charge is due to end should be input in this box.

On Account Demanded The figure for on accounts charged and received by previous management should be entered here. This figure will then be considered when the balancing charge is raised. If the entity is elected to tax, then the net service charge on account figure should be entered.

Copy Schedules Button This button allows the user to select from a list of tenants that are present or have been present in the current property and to copy the schedules of that tenant to this record. Existing schedule data will be over-written by this process.

Creating Schedule Templates

By creating schedule templates in service charge, the user can have the system add most of the schedule details to properties and units automatically rather than having to add them manually.

In the example below, a unique schedule ID has been entered along with a description, income category and VAT/TAX/GST group ID. This information forms the basic details required in the schedule header section of the unit records. Template type can be used to indicate different usage types of templates for informational purposes.

The grid has all the required schedules entered (there is no limit to schedules) along with basic details about the fixed percentage, area type etc. Additionally, comments can be added as well as specifying the S/C Estate ID for estate-level schedules.

Maintain S/C Schedule Templates

S/C Schedule Template ID	Temp	Gerr
DE01		French
FR01		French
IT01		Italian
RICS		RICS
UK01		UK Sc

Maintain S/C Schedule Templates - Setup and Maintenance

Template ID: UK01 Description: UK Schedule Template 1

Template Type: @ Income Category: SOA Last Update: 23/08/2013 05:10:55

VAT Group Id: UKSC User ID: RKEARSLEY

Schedule	Fixed Prorata Share Type Id	Square Metre	S/C Entity Id	Comments	User ID	Last Update
01	0.000000	GLA		% calculation	RKEARSLEY	06/09/2013 05:57:31
02	0.000000	GLA		% calculation	RKEARSLEY	06/09/2013 05:57:31
03	0.000000	GLA		% calculation	RKEARSLEY	06/09/2013 05:57:31
04	0.000000	GLA		% calculation	RKEARSLEY	06/09/2013 05:57:31
05	0.000000	GLA		% calculation	RKEARSLEY	06/09/2013 05:57:31
06	0.000000	GLA		% calculation	RKEARSLEY	06/09/2013 05:57:31
07	0.000000	GLA		% calculation	RKEARSLEY	06/09/2013 05:57:31
08	0.000000	GLA		% calculation	RKEARSLEY	06/09/2013 05:57:31
09	0.000000	GLA		% calculation	RKEARSLEY	06/09/2013 05:57:31
10	0.000000	GLA		% calculation	RKEARSLEY	06/09/2013 05:57:31
11	0.000000	GLA		% calculation	RKEARSLEY	06/09/2013 05:57:31
12	0.000000	GLA		% calculation	RKEARSLEY	06/09/2013 05:57:32
13	0.000000	GLA		% calculation	RKEARSLEY	06/09/2013 05:57:32
14	0.000000	GLA		% calculation	RKEARSLEY	06/09/2013 05:57:32
15	0.000000	GLA		% calculation	RKEARSLEY	06/09/2013 05:57:32
16	0.000000	GLA		% calculation	RKEARSLEY	06/09/2013 05:57:32
17	0.000000	GLA		% calculation	RKEARSLEY	06/09/2013 05:57:32
18	0.000000	GLA		% calculation	RKEARSLEY	06/09/2013 05:57:32
19	0.000000	GLA		% calculation	RKEARSLEY	06/09/2013 05:57:32
20	0.000000	GLA		% calculation	RKEARSLEY	06/09/2013 05:57:32

Add Delete

Save Cancel

Once created and saved, these system-wide schedule templates can be used to speed up the addition of schedules to both new properties and to the leases or units.

On the service charge property setup screen, the user may select a template to use to generate the property expense pool records by using the 'Copy Property Schedules from template' button and list.

Service Charge Details

S/C Processed on this Property?

S/Charge Year End (DD/MM)

S/C Charge Start Date (DD/MM)

S/C On account method

S/C Apportionment Method

S/C Average Area Calculation

S/C Year to Start Daily Apportionment Calculation

S/C Schedules held at which level

S/C Include Unleased Units in Calculation

Copy schedules from template

- French Property Schedule (FR01)
- German Template 1 (DE01)
- Italian Template 1 (IT01)**
- RICS (RICS)
- UK Schedule Template 1 (UK01)

On the unit-level schedules setup screen, the user may select a template to use to generate the units schedule records by using the 'Copy from template' button and list.

S/C Unit Schedule by Property

Property Id	LOND01	Entity Id	LOND01	S/C Start Date	01/01 DD/MM	S/C Start Year for Daily Apport.	2010
Property Name	45 London Wall (SL Property)			S/C Year End	31/12 DD/MM	S/C Apportionment Process	Annual based on occupancy
S/C Property	<input checked="" type="checkbox"/>	Income Category	SCB	S/C on account	Forward	S/C Average Area Calculation? <input type="checkbox"/>	
Select Unit Id	Unit Number Address	Latest Lease ID	Latest Occupant	Income Category	Latest Effective Date	Number of S/C Schedules	
1	1B 45 London Wall	H00155	GE	SCB		0	
2	1A 45 London Wall	H00038	Barclay's plc	SCB		0	

Copy/Migrate Schedules from Templates and Leases

Selected Unit Copy to all Units in Property?

UK Schedule Template 1 (UK01)

- French Property Schedule (FR01)
- German Template 1 (DE01)**
- Italian Template 1 (IT01)
- RICS (RICS)
- UK Schedule Template 1 (UK01)

Creating Service Charge Estates

Service charge allows estates to be setup containing one or more entities. An entity can be assigned to represent expenses shared across the whole estate so that when the reconciliation process occurs, the tenants calculated portion of the expense is based not only on the property they occupy, but also includes the other properties in the estate.

Each estate is assigned a unique S/C Estate ID and a description. The entity record representing the estate-level expenses is then assigned.

Once the header section is complete, then you may enter as many entities that are part of the estate as required in the grid.

S/C Estate Maintenance

S/C Estate ID	Estate Description	Inactive?	User ID	Last Update
<input type="checkbox"/> BEST	B-EST			
<input type="checkbox"/> GHEND	GB High-End Estates LLC			
<input type="checkbox"/> SCEST1	S/C ESTATE #1			
<input type="checkbox"/> TEST	Test Bldg in more than one Est			
<input type="checkbox"/> TRN01	Medway Estate			
<input type="checkbox"/> WEALD	Weald Estate			
<input type="checkbox"/> ZZTEST	Zephyr Testy			

S/C Estate Maintenance - Setup and Maintenance

S/C Estate Maintenance

* S/C Estate ID: <input type="text" value="WEALD"/>	Inactive? <input type="checkbox"/>
Estate Description: Weald Estate	User ID: RKEARSLEY
* Primary Entity Id: <input type="text" value="WEALD01"/>	Weald House
Last Update: 31/08/2013 01:26:17	

Entity Id	GL Entity Name	Inactive?	User ID	Last Update
<input type="checkbox"/> YORK01	York House	<input type="checkbox"/>	RKEARSLEY	31/08/2013 01:26:17
<input type="checkbox"/> YORK02	York Mill	<input type="checkbox"/>	RKEARSLEY	31/08/2013 01:57:57

Add Delete < >

An estate may be flagged as inactive or any entity within it may be flagged as inactive, thereby removing that estate or entity from processing during the reconciliation.

The property pool records for estate-level expenses are flagged as 'S/C Estate Expense' = Y and contain ONLY the entity representing the estate within the list of pool entities in the top right of the screen.

Property S/C Details

Property ID: MERR01 Property Name: Merryfield House Current Period: 09/06 I want to... ▾

Address 1: County: Address 2: City:

Expense Pools

S/C Schedules

Income Category	Schedule	Entity ID	Name	Percent
SOA	09	STAT01	Statesman House (TRAINING)	100.000000

Add Delete

S/C Schedules

Income Category	Schedule
SOA	01
SOA	02
SOA	09
SOA	10

Edit View Actual Amounts View Budget Amounts View Both

Expense Pools

Expense Year	Beginning GL Date	Ending GL Date	Amount	Total Actual Amount
2012	01/01/2012	31/12/2012	1,000.00	1,000.00
2019	01/01/2019	31/12/2019	1,000.00	1,000.00

Add Delete

S/C Estate Expense? Yes Ensure the pool entity entered is only the Estate Entity required.

Setting Up the Expenditure Reporting Layout

The property expenditure and tenant year end certificate reports in the base system are based on UK RICS-type layouts. These come as default in the system, however, the layouts are completely configurable if required.

Note that some key reports for on account and reconciliation processing will display these defined headings when the system is configured to do so.

The screenshot shows the 'RICS S/C Reporting Group Setup' page. On the left is a navigation sidebar with various options like Help, MRIFLIX Videos, Management Options, Accounts Payable, Administrative Options, Budgeting and Forecasting, and Commercial Management. Under Commercial Management, 'RICS Reporting G...' is highlighted. The main area has a title 'RICS S/C Reporting Group Setup' and a table with columns: Group Id, Ledger Code, Description, S/C Cost Class, User Id, and Last Update. The table lists 21 items, each with a checkbox in the first column. At the bottom are 'Add' and 'Delete' buttons, and a 'Save' button on the right.

	Group Id	Ledger Code	Description	S/C Cost Class	User Id	Last Update
<input type="checkbox"/>	SC01MFEE	MR	Management Fees	01	RKEARSLEY	12/07/2012 08:23:
<input type="checkbox"/>	SC02ACCT	MR	Accounting Fees	01	RKEARSLEY	12/07/2012 08:23:
<input type="checkbox"/>	SC03SITE	MR	Site Management Resources	01	RKEARSLEY	12/07/2012 08:23:
<input type="checkbox"/>	SC04H&S	MR	Health, safety, environment	01	RKEARSLEY	31/07/2012 11:19:
<input type="checkbox"/>	SC05ELE	MR	Electricity	02	RKEARSLEY	12/07/2012 08:23:
<input type="checkbox"/>	SC06GAS	MR	Gas	02	RKEARSLEY	12/07/2012 08:23:
<input type="checkbox"/>	SC07FUEL	MR	Fuel Oil (heating)	02	RKEARSLEY	12/07/2012 08:23:
<input type="checkbox"/>	SC08WAT	MR	Water	02	RKEARSLEY	12/07/2012 08:23:
<input type="checkbox"/>	SC09SEC	MR	Security	03	RKEARSLEY	12/07/2012 08:23:
<input type="checkbox"/>	SC10CLEA	MR	Cleaning and environmental	03	RKEARSLEY	31/07/2012 11:23:
<input type="checkbox"/>	SC11MARK	MR	Marketing and promotion	03	RKEARSLEY	12/07/2012 08:23:
<input type="checkbox"/>	SC12MECH	MR	Mechanical and electrical services	04	RKEARSLEY	12/07/2012 08:23:
<input type="checkbox"/>	SC13LIFT	MR	Lifts and escalators	04	RKEARSLEY	12/07/2012 08:23:
<input type="checkbox"/>	SC14SUS	MR	Suspended access equipment	04	RKEARSLEY	12/07/2012 08:23:
<input type="checkbox"/>	SC15FAB	MR	Fabric repair and maintenance	04	RKEARSLEY	12/07/2012 08:23:
<input type="checkbox"/>	SC16INT	MR	Interest	05	RKEARSLEY	12/07/2012 08:23:
<input type="checkbox"/>	SC17INC	MR	Income from commercialisation	05	RKEARSLEY	12/07/2012 08:23:
<input type="checkbox"/>	SC18EINS	MR	Engineering insurance	06	RKEARSLEY	03/09/2012 02:42:
<input type="checkbox"/>	SC19RISK	MR	All risks insurance	06	RKEARSLEY	12/07/2012 08:23:
<input type="checkbox"/>	SC20TERR	MR	Terrorism Insurance	06	RKEARSLEY	12/07/2012 08:23:
<input type="checkbox"/>	SC21MAJ	MR	Major works	07	RKEARSLEY	12/07/2012 08:23:
<input type="checkbox"/>	SC22COST	MR		07	RKEARSLEY	12/07/2012 08:23:

The grid displays account groups and allows the user to allocate groups to specific s/c cost classes. By allocating the Group ID items beginning with 'SC' to the cost classes, the user can determine which sets of GL account expenses get grouped under which class in the output for the reports.

The CODELIST table contains a Code Type of 'SCCOSTCLASS' which is where the codes are derived from. This table is configurable by clients should you wish to change descriptions or codes used.

Code Validation Table

Code Type: SCCOSTCLASS

Code Value	Code Description	Inactive	Sort Order
01	MANAGEMENT	<input type="checkbox"/>	0
02	UTILITIES	<input type="checkbox"/>	0
03	SOFT SERVICES	<input type="checkbox"/>	0
04	HARD SERVICES	<input type="checkbox"/>	0
05	INCOME	<input type="checkbox"/>	0
06	INSURANCE	<input type="checkbox"/>	0
07	EXCEPTIONAL EXPENDITURE	<input type="checkbox"/>	0

Each class is a heading on the report sorted by the numeric code value and then each item within the class is an account group from the grid beginning with 'SC'.

The third and fourth characters should be numeric and indicate the number of the item on the report and sort order within the classes. For example, 'SC05ELE' would be numbered '5'.

Setup Assistant

The service charge setup assistant is there to help you configure all the required elements of the system to perform service charge calculations. It is accessed from the top of the search for a service charge property page.

Search for Service Charge Property									S/C Setup Assistant
Enter Search Criteria in the fields for any of the available columns and click Search.									
Property ID	Property Name	S/C Property?	Last S/C Year Completed	Treated as S/C VAT Opted					
501	PTC BLDG 501	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet	
A101	BUILDING A101	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet	
A102	BUILDING A102	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet	
AAA	Centrum Handlowe Targówek	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases			
AARD01	Aardvark Lane	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet	
ADDU	Additional Unit Test	<input checked="" type="checkbox"/>		<input type="checkbox"/>	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet	
APP02	Application for payment 02	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases			
AVDESF	1Avenue des Terroirs de France	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases			

By default, only properties marked as service charge properties are displayed in the grid, but you can amend that behaviour by changing the S/C Property column default to No. If you click on the S/C Setup Assistant link, a similar search grid will be displayed for properties not marked as service charge properties.

Clicking on a property Id link will display the service charge setup assistant page.

It contains a set of tasks that are required to be completed before a property and the units and tenants can be used to process service charges. The links will navigate you to setup pages where you configure the system as required (see other sections of this manual).

As you complete the various setup tasks, the page will no longer display status messages about missing setup.

- X – required setup is missing
- ? – optional setup may be required

Clicking the 'Close' button will return you to the assistant search page. From there you may return to the standard service charges area by clicking on the 'Return to S/C Processing' button.

S/C Setup Assistant

Property Id	BAL01	Balfour House	Schedules on lease
Entity Id	BAL01	Balfour House REV REC (WEB)	Caps on lease

Tasks	Status
Setup Property S/C Details	X This Property not set to be included in S/C
	X The S/C details have not been setup
	X No schedules exist for this Property
Setup Unit S/C Details	Unit schedule setup not required Unit take on and previous billing year setup not required Cap setup not required
Setup Lease S/C Details	? No take on or previous year billing information entered ? Lease caps have not been setup No cap indexation setup available
Setup S/C Estates	? No estates contain this Entity
Setup Income Category Groups	? No income category groups exist for this Entity

S/C is not fully setup and cannot be processed

[Close](#)

Using Service Charges

Search for and Select a Service Charge Property

Clicking on the 'Process Service Charges' menu option displays a search page where you can navigate to the service charge role page or the service charge setup for leases.

Search for Service Charge Property									S/C Setup Assistant
Enter Search Criteria in the fields for any of the available columns and click Search.									
Property ID	Property Name	S/C Property?	Last S/C Year Completed	Treated as S/C VAT Opted	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet	
GPS01	GPS 01 Building	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet	
GR001	Grainger Peroperty 001	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet	
IIT01	Milano Plaza	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases			
LOND01	45 London Wall (SL Property)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases			
MACHIN	The Machin Shopping Centre	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases			
MERR01	Merryfield House	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases			
SC01	Service Charge Two	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet	
SC02	SERVICE CHARGE 02	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet	
SC03	SERVICE CHARGE 03	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet	
SCEN01	Service Charge Building 01	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet	
SCEN02	Service Charge Bldg 02	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet	
SCEN03	Burleigh Street Mansions	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet	
SCOR01	ScoreHill House	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet	
SCTEST	S/C year end rec test	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet	
SERCHG	Service Charge Property	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet	
STAN01	St Andrew's Court	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet	
STAT01	Statesman House (TRAINING)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases			
TRN01	Medway House (TRAINING)	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases			
WEAL01	Weald House	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases			
YORK01	Property A	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet	
ZZRK01	Zachery Zone - nieruchomość	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Process S/C	Setup Leases			

There is a standard section at the top of the page that allows you to search for and filter the data displayed in the results grid. Columns indicating the last service charge year recorded as completed on the system and whether the property is treated as VAT opted are displayed in the grid.

The following links are available

Property ID – this link will allow the user to setup the properties service charge features, including the way that the calculations are performed as well as the expenses pools and schedules.

Process S/C – this link allows the user to select a service charge year (or create a new one) to process for the selected property record.

Setup Leases – this link allows the lease service charge information to be setup for the selected property record.

Setup Units – this link allows the unit service charge schedule information to be setup for the selected property record. For this to be used in the calculations for service charges, the property must be configured to hold the schedules on the ‘unit level’.

Access S/C Worksheet – this link allows access to the service charge worksheet which provides an overall view of the service charge setup.

Process Service Charge

Clicking on the ‘Process S/C’ link in the grid displays a page where you can select the S/C year you wish to process by clicking on the ‘S/C Year’ link. You can also add a new S/C year by clicking on the ‘Add New Year’ button.

S/C Years

S/C Year Summary

Property Id: A101 No S/C years have been completed.

S/C Year	Income Category	Status
2019	SOA	In Progress
2018	SOA	In Progress

Cancel Add New Year

The status of the service charge year is also displayed in the above page – once the year has been closed off fully, it will display as ‘Completed’.

Add New Service Charge Year

Clicking on the 'Add New Year' button displays a page where you can input the S/C year details and add it to the system.

The screenshot shows a dialog box titled 'Add S/C Year'. It contains fields for 'Property Id: SCOR01', 'S/C Year' (set to 2019), 'Income Category' (set to SOA), 'Start Date' (01/01/2019), and 'End Date' (31/12/2019). There are 'Cancel' and 'Add' buttons at the bottom.

Property Service Charge Role Page

Having selected a property and service charge year to process, you will see the following page. You default to the 'Tasks' tab.

The screenshot shows the 'Property S/C Role Page' with the following details:

Property ID: A101	BUILDING A101	S/C Date Range: 01/01/2018 - 31/12/2018
Income Category: SOA	S/C on Account	Days in Period: 365
S/C Year: 2018	Site Id: @	Last Updated: 05/06/2020
S/C Year End: 31/12	DD/MM	Expenses: 05/06/2020
Property Elected for VAT		Apportionment: 05/06/2020
Property has multiple schedules		

The page includes tabs for 'Setup' (selected) and 'Tasks'. Under 'Reporting', the 'AP Invoice List By S/C Schedule' link is highlighted. Other reporting links include Tenant S/C Shortfall, On Account Summary, S/C Year Occupancy, and Vacancy and Void Costs.

There is a header section of the page that displays information about the property and service charge year selected to be processed. All activities within the page will use that property and year.

There is also an 'I want to...' dropdown selection that provides fast navigation to other service charge tasks or processes to do with this property.

There is a tabbed section that displays various pages of activities. The default tab is the 'Tasks' and these allow the user to do all of the common service charge processing tasks, such as running reports, retrieving expense details, updating data, closing s/c years and billing.

Setup tab

This tab contains the property service charge details, area information, schedules and a summary of the service charge years and their status.

Property S/C Role Page

I want to...

Property ID A101	BUILDING A101	S/C Date Range 01/01/2018 - 31/12/2018
Income Category SOA	S/C on Account	Days in Period 365
S/C Year 2018	Site Id @	Last Updated 22/06/2020
S/C Year End 31/12	DD/MM Property Elected for VAT Property has multiple schedules	Expenses 22/06/2020 Apportionment 17/06/2020

Setup Tasks

Setup Details Area Schedules S/C Year Summary

Service Charge Details

S/C Processed on this Property? <input checked="" type="checkbox"/>	S/C Enable Caps at Schedule Level <input checked="" type="checkbox"/>
S/Charge Year End (DD/MM) 31/12	S/C Enable Multiple Reconciliations <input checked="" type="checkbox"/>
S/C Charge Start Date (DD/MM) 01/01	GL Entity Details
S/C On account method Backwards	Linked to GL Entity Id A101
S/C Apportionment Method Annual based on occupancy	Entity VAT Registration Number AA0987654
S/C Average Area Calculation <input type="checkbox"/>	Treat S/C as VAT Opted <input checked="" type="checkbox"/>
S/C Year to Start Daily Apportionment Calculation 2018	Non-opted VAT Group Id UKSE - UK Service Charge - Exer
S/C Schedules held at which level Unit	Opted VAT Group Id UKSS - UK S/C Standard
S/C Include Unleased Units in Calculation <input checked="" type="checkbox"/>	

Copy schedules from template

Save **Cancel**

Service Charge Setup Details Tab

Click on the 'setup details' tab to see the following page that contains the service charge setup for the selected property.

The screenshot shows the 'Service Charge Details' section of the setup. It includes fields for S/C Processed on this Property? (checked), S/C Charge Year End (DD/MM) set to 31/12, S/C Charge Start Date (DD/MM) set to 01/01, S/C On account method set to 'Backwards', S/C Apportionment Method set to 'Annual based on occupancy', S/C Average Area Calculation (unchecked), S/C Year to Start Daily Apportionment Calculation set to 2018, S/C Schedules held at which level set to 'Unit', and S/C Include Unleased Units in Calculation (checked). To the right, there are GL Entity Details (Linked to GL Entity Id A101, Entity VAT Registration Number AA0987654, Treat S/C as VAT Opted checked, Non-opted VAT Group Id UKSE - UK Service Charge - Exer, and Opted VAT Group Id UKSS - UK S/C Standard). A callout box highlights the 'Apportionment Method' section, which lists three options: 'Annual based on occupancy (type 0)', 'Period based on occupancy (type 1)', and 'Daily based on occupancy (type 2)'.

Service Charge Area Tab

Click on the 'area' tab to see the following page. Note that the tab may also be named with a unit of measure based on your locale – such as 'metres' or 'feet'.

The screenshot shows the 'Sq Area' section of the setup. It includes a 'Base UOM' dropdown set to 'SQM' and an 'Alternate Unit of Measure' dropdown set to 'SQFT'. A checkbox 'Use Alternate Unit of Measure' is checked. Below is a table with columns: Area Type, *Effective Date, Leasable Area SQM, Leased Area SQM, Economic Area SQM, and Physically Occupied Area SQM. Two rows are present: one for GLA on 08/03/2017 with values 2,000.00, 2,000.00, 2,000.00, and 0.00; and another for GLA on 31/01/2016 with values 2,000.00, 2,000.00, 2,000.00, and 0.00. At the bottom, there are buttons for Add, Delete, and Go, along with a page navigation bar showing 'Page 1 of 1'.

Service Charge Schedules Tab

Click on the 'service charge schedules' tab to see the following page. Use the 'Edit' link to edit or maintain the schedules.

The screenshot shows a software interface for managing service charge schedules. At the top, there are tabs for 'Setup' and 'Tasks'. Below them are sub-tabs: 'Setup Details', 'Area', 'Schedules' (which is underlined, indicating it's the active tab), and 'S/C Year Summary'. The main area is titled 'S/C Schedules' and contains a table with the following data:

		Income Category	Schedule	Expense Pool ID	Schedule Type	Description	Entity Assigned?
<input type="checkbox"/>	Edit	SOA	01	01	Area - GLA	Cleaning	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Edit	SOA	02	02	Area - GLA	Marketing	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Edit	SOA	03	03	Fixed %	Utilities	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Edit	SOA	04	04	Area - GLA	Fees	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Edit	SOA	05	05	Area - GLA	Works	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Edit	SOA	06	06	Area - GLA	Security	<input checked="" type="checkbox"/>

At the bottom left are 'Add' and 'Delete' buttons.

Editing Service Charge Schedules

Click on the 'edit' link in the grid displayed on the 'service charge schedules' tab to see the following page.

The screenshot shows the 'S/C Schedules' edit page. At the top, there are several input fields: 'Income Category' (SOA), 'Calculation Type' (Area), 'Entity ID' (A101), 'Name' (ENTITY A101), and 'Percent' (100.000000). There are also 'Add' and 'Delete' buttons. Below these are fields for 'Schedule' (01), 'Expense Pool ID' (01), 'Description' (Cleaning), 'Comments', and 'S/C Estate Expense?' (No). At the bottom, there are three radio buttons for 'View Actual Amounts', 'View Budget Amounts', and 'View Both'. A summary table at the very bottom shows expense details for two years:

Expense Year	Beginning GL Date	Ending GL Date	Amount	Total Actual Amount
2018	01/01/2018	31/12/2018	1,000.00	1,000.00
2019	01/01/2019	31/12/2019	0.00	0.00

The top left-hand section of the page shows header information. You may add or delete entities to the expense pool by using the 'Add' button on the top right-hand corner of the page. The lower grid is populated by the system and shows the expenses retrieved for service charge years.

Viewing GL Expense Detail

Click on the 'total amount' column link in the grid displayed on the 'service charge schedules' detail page to see the following page. The page shows an account-level breakdown of the expenses included in the s/c schedule.

GL Expense Detail					
Expense Year <input type="text" value="2012"/>					
Property Sqm <input type="text" value="0.00"/>		Contribution Sqm <input type="text" value="0.00"/>		Net Sqm <input type="text" value="0.00"/>	
Type <input type="button" value="Actual"/>					
Account Number	Description	Amount	VAT Amount		
MR518021	AP VAT Service Charge	0.00	0.00		
MR821010	Management Fee	480.00	96.00		
MR822059	Audit Fees	12,000.00	2,400.00		

Service Charge Year Summary Tab

Click on the 'service charge year summary' tab to see the following page. You can change to a different service charge year for the current property by selecting the 'S/C Year' link or add a new S/C year using the 'Add New Year' button.

Setup	Tasks		
Setup Details	Area		
Schedules			
S/C Year Summary			
S/C Year Summary			
No S/C years have been completed.			
S/C Year	Income Category	Status	
2019	SOA	In Progress	
2018	SOA	In Progress	
Add New Year			

Tasks Tab

The tab has several sub-tabs that deliver the following functionality.

Reporting Tab

This page provides some service charge related reporting.

Property S/C Role Page

Property ID A101	BUILDING A101	S/C Date Range 01/01/2018 - 31/12/2018
Income Category SOA	S/C on Account	Days in Period 365
S/C Year 2018	Site Id @	Last Updated 05/06/2020
S/C Year End 31/12	DD/MM	Expenses 05/06/2020
Property Elected for VAT Property has multiple schedules		
Apportionment 05/06/2020		

Setup Tasks

Reporting Processing Adjustments Reconciliation Processing AP Invoices On Account Processing

Reporting

General Reporting

[AP Invoice List By S/C Schedule](#)

Tenant S/C Shortfall
On Account Summary
S/C Year Occupancy
Vacancy and Void Costs

Processing Tab

The page provides indexation functionality and the ability to link to GL journal entry for service charges. There may be additional functionality depending on regional settings.

Setup Tasks

Reporting Processing Adjustments Reconciliation Processing AP Invoices On Account Processing

Processing

Indexation

[S/C Cap Indexation Preview](#)

GL Journals

[Enter Accrual Journals](#)

S/C Cap Indexation Update

Adjustments Tab

Click on the 'adjustments' tab to see the following page.

The screenshot shows a software interface with a blue header bar containing 'Setup' and 'Tasks' tabs. Below the header, there are several navigation links: Reporting, Processing, **Adjustments**, Reconciliation Processing, AP Invoices, and On Account Processing. The main content area is titled 'Adjustments and Management Fees'. It features a table with the following columns: Lease Id, Unit Id, Adjustment 1, Adjustment 2, Management Fee 1, Management Fee 2, User ID, and Last Update. The table contains three rows of data:

Lease Id	Unit Id	Adjustment 1	Adjustment 2	Management Fee 1	Management Fee 2	User ID	Last Update
000239	10101	-50.00	0.00	250.00	0.00	RKEARSLEY	03/06/2020 08:52:37
000240	10102	0.00	0.00	200.00	0.00	RKEARSLEY	03/06/2020 08:53:16
000325	10103	0.00	0.00	150.00	0.00	RKEARSLEY	03/06/2020 08:53:16

This page allows the user to enter leave-level adjustments to the service charge reconciliation. There are two 'adjustment' columns and two 'management fee' columns in which positive or negative amounts can be entered. These amounts affect only the calculations for the specific selected service charge year and will appear on the tenant year end certificates.

Reconciliation Processing

Click on the 'reconciliation processing' tab to see the following page.

The screenshot shows a software interface with a blue header bar containing 'Setup' and 'Tasks' tabs. Below the header, there are several navigation links: Reporting, Processing, Adjustments, **Reconciliation Processing**, AP Invoices, and On Account Processing. The main content area is titled 'Reconciliation Processing'. It features several sections: 'Select Reconciliation' (with a dropdown menu showing '1: Mode: EDIT Date range: 01/01/2018-31/12/2018 User: RKEARSLEY'), 'Calculate Service Charges' (with buttons for 'Get Expenses by Schedule' and 'Calculate and Save Apportionment'), 'General Reporting' (with links to 'AP Invoice Expense Report', 'Tenant S/C Breakdown', and 'Breakdown with Invoices'), 'Calculate Reconciliation' (with buttons for 'Preview Reconciliation', 'Process Reconciliation', and 'Process and Close Year'), 'For Charges Raised' (with fields for 'Date' and 'Period'), and 'Reconciliation Reports' (with checkboxes for 'Reconciliation Billing', 'Certificate of Expenditure Summary', 'Certificate of Expenditure Detail', and 'Property Expenditure').

This page allows users to create reconciliation periods, retrieve expenses and calculate the service charge apportionments. It contains several reports that can be used both as internal information and certificates for tenants.

There is also a button 'view expense details' that navigates to an enquiry grid that allows interrogation of expenses details as well as related documents.

AP Invoices Tab

Click on the 'AP Invoices' tab to see the following page. The grid displays AP invoices that have been allocated to this property for the selected service charge year and reconciliation period.

The screenshot shows a software interface for managing AP invoices. At the top, there are tabs for 'Setup' and 'Tasks'. Below these are sub-tabs: 'Reporting', 'Processing', 'Adjustments', 'Reconciliation Processing', 'AP Invoices' (which is highlighted in blue), and 'On Account Processing'. A search bar below the tabs contains the text 'AP Invoices' and 'Reconciliation No. 1: Mode: EDIT Date range: 01/01/2018-31/12/2018 User: RKEARSLEY'. To the right of the search bar are two filter boxes: 'Schedule Filter' and 'GL Account Filter', both with empty input fields. An 'Apply' button is located next to the GL Account Filter. Below the search bar is a grid table with the following columns: Supplier ID, Invoice Number, Invoice Date, Due Date, Expense Period, Service Charge Date, Service Charge To Date, Total Invoice Amount, Amount Paid, and Documents. Two rows of data are visible: one for 'BIRD' with invoice number 'a101-x55001' and another for 'BRTGAS' with invoice number 'a101-002'. Both rows show 'Adjust' in the 'Invoice Date' column and '0.00' in the 'Amount Paid' column. The 'Documents' column for both rows contains the link 'Documents'.

Supplier ID	Invoice Number		Invoice Date	Due Date	Expense Period	Service Charge Date	Service Charge To Date	Total Invoice Amount	Amount Paid	Documents
BIRD	a101-x55001	Adjust	02/06/2020	02/06/2020	01/18	01/01/2018	31/12/2018	3,600.00	0.00	Documents
BRTGAS	a101-002	Adjust	03/06/2020	03/06/2020	01/18	01/07/2018	31/12/2018	1,200.00	0.00	Documents

Having selected the reconciliation period, additional filters can be applied against the schedules and GL account numbers within the displayed data.

Clicking on the **Supplier ID** column link will display the supplier details and clicking on the 'Invoice Number' link will show the AP invoice details. Note that neither of these links allows you to edit any of the data for the supplier or invoice.

Clicking on the **Invoice Number** column link will display a read-only version of the invoice entry page for the selected AP invoice. A link in the top right allows the user to access the attached documents for the Ap invoice from this page.

Clicking on the **Documents** column link on the grid allows the user to access any attached documents for that invoice record without having to drill into the invoice details.

The **Adjust** column will be displayed for an open service charge year and accesses a page that allows the S/C Date Range or the S/C Department on an invoice to be amended – much the same as the separate utility pages that are available from the service charges submenu in Commercial Management.

Adjusting Service Charge AP invoice Details

Having clicked on the grid Adjust link, the following page will be displayed.

The AP invoice details are selected based on the record you linked from on the grid and the user next selects whether they wish to Adjust S/C Department or Date Range from the dropdown. The old and new values are then entered and pressing the 'Process Changes' button will allow the updates to occur.

Adjust AP Invoice S/C Department or date Range

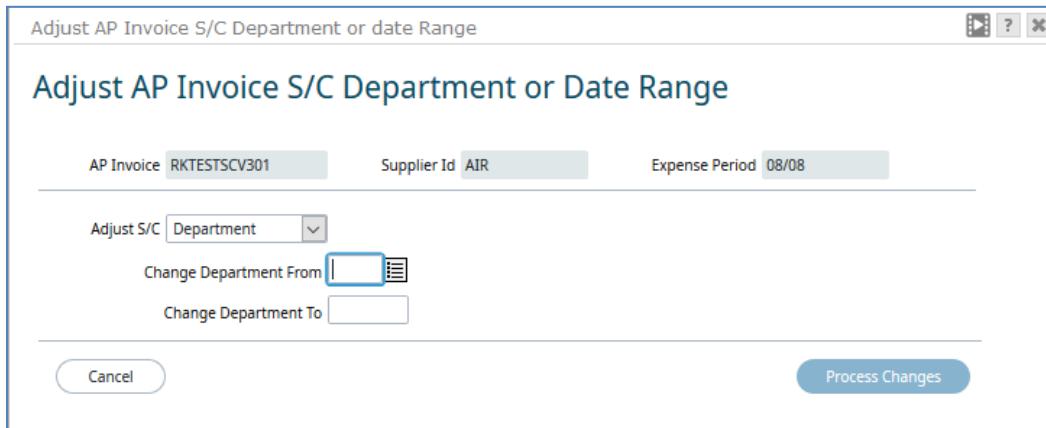
AP Invoice RKTESTSCV301 Supplier Id AIR Expense Period 08/08

Adjust S/C Department

Change Department From

Change Department To

Cancel Process Changes



On Account Processing

Click on the 'on account processing' tab and the following page will be displayed.

Setup Tasks

Reporting Processing Adjustments Reconciliation Processing AP Invoices On Account Processing

On Account Processing

Select On Account Data

Process Whole Property
 By Lease By Master Occupant

Calculate On Accounts

Budget Type S/C
Recurring Charge Effective Date 01/01/2018
Preview On Accounts
Create On Accounts
View On Account History

Budget Maintenance

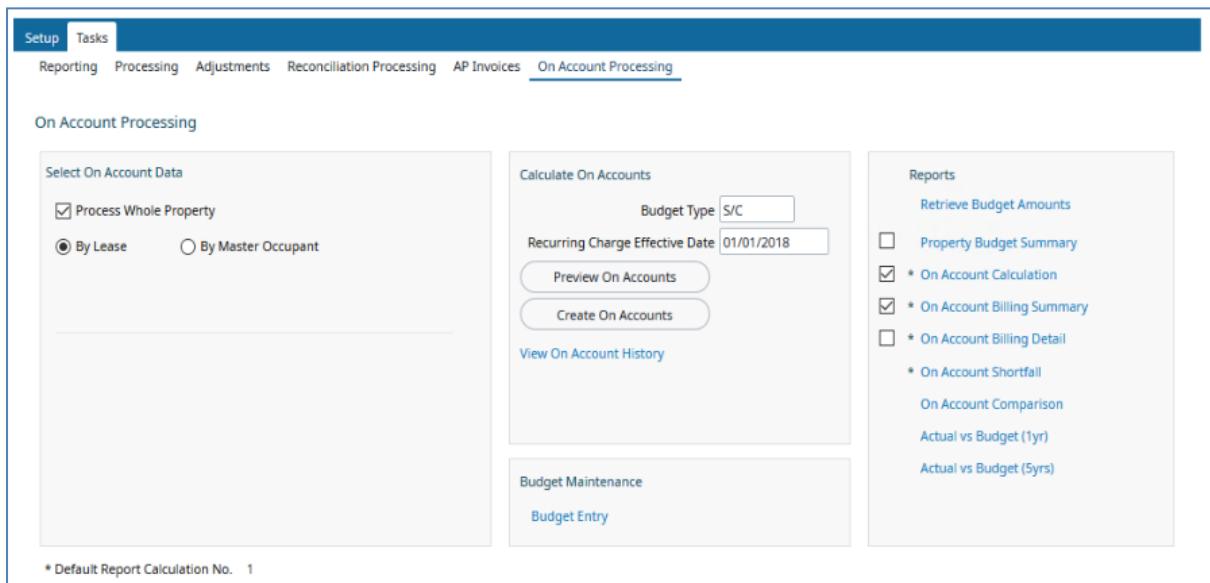
Budget Entry

Reports

Retrieve Budget Amounts

Property Budget Summary
 * On Account Calculation
 * On Account Billing Summary
 * On Account Billing Detail
 * On Account Shortfall
On Account Comparison
Actual vs Budget (1yr)
Actual vs Budget (5yrs)

* Default Report Calculation No. 1



This page allows selection of tenants within the property as well as the budget type and effective date to be used for the on account calculations. There is access to budget entry and several backup reports for the process to be used internally and externally for tenants.

The buttons on the page allow the on account billing process to be run in preview and update modes. In update mode, new recurring charges will be created based on the calculations defined.

Service Charge Worksheet

The service charge worksheet has been designed to allow users to access the leases and schedules for a specified property within a single worksheet-like view. Users can see actual and percentage amounts, vacant units, update various values and enter meter consumption readings.

The worksheet can be accessed from several places in the 'I want to...' dropdown lists or directly from the Process Service Charge search page 'Access S/C Worksheet' link on the right of the grid.

Search for a S/C Property

Enter Search Criteria in the fields for any of the available columns and click Search.

		Yes				
Property ID	Property Name	S/C Property?				
SC01	Service Charge Two	<input checked="" type="checkbox"/>	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet
SC02	SERVICE CHARGE 02	<input checked="" type="checkbox"/>	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet
SC03	SERVICE CHARGE 03	<input checked="" type="checkbox"/>	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet
SCEN01	Service Charge Building 01	<input checked="" type="checkbox"/>	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet
SCEN02	Service Charge Bldg 02	<input checked="" type="checkbox"/>	Process S/C	Setup Leases	Setup Units	Access S/C Worksheet

Upon selecting the link to the worksheet, you may be asked for a s/c year to process – select one by clicking on the link in the year.

S/C Worksheet

I want to...

Property Id	A101	BUILDING A101	Building Dates	Jan 1 2018	Amend Date	01/01/2018	<input checked="" type="radio"/> Show Actual Amounts					
S/C Year	2018	01/01/2018 - 31/12/2018	Column Headings	Schedule Id	Add new Amend Date	<input type="checkbox"/> Show Percentage Amounts						
Income Cat.	SOA		Area	Area	Fixed %	Area	Area	Area				
			GLA	GLA		GLA	GLA	GLA				
Unit Id	Unit Address	Lease Id	Occupant Name	01	02	03	04	05	06			
10101	UNIT 01	000239	Haircut Joe	1,500.0000	1,500.0000	10.0000	1,500.0000	1,500.0000	0.0000	0.0000	0.0000	0.0000
10102	UNIT 02	000240	Before Ye Go	1,000.0000	1,000.0000	20.0000	1,000.0000	1,000.0000	0.0000	0.0000	0.0000	0.0000
10103	UNIT 03	000325	Leave My Lease Ltd	5,000.0000	5,000.0000	50.0000	5,000.0000	5,000.0000	0.0000	0.0000	0.0000	0.0000
10104	UNIT 04		Vacant	500.0000	500.0000	5.0000	500.0000	500.0000	0.0000	0.0000	0.0000	0.0000

Page 1 |< < > >|

Building Dates - Once the page has initially loaded, it will be blank. Select one of the dates displayed in the dropdown to load a data snapshot of the s/c position at that point in time. The date list is generated from any changes happening in the unit area, lease start and expire dates and the unit level schedules.

Column Headings – You can choose to display either the expense pool Id or the schedule Id in the section marked as '7'. Once you have changed the setting, you will need to reselect a date to refresh the data.

Add New Amend Date – Checking this box lets you enter a new date in the 'Amend Date' field. The grid will be loaded with the data as at that point in time. You may then make changes which, once saved, will create new records for that date in the unit schedules affected.

Show Actual/Percentage Amounts – Select 'actual' to show the values in the schedules that are used in the calculations. Select 'percentage' to show the calculated percentages for the s/c apportionment based on the actual amounts. The 'percentage' view is read only as it consists of system-generated numbers. Some values can be manually updated when the 'actual' amounts view is used – depending on the schedule calculation type.

Schedule Calculation Type – This will show the calculation type used for the specific schedule displayed in that column. Users can change the type on the worksheet which will then update the main system tables once saved.

Area – calculation based on a specified area type

Fixed Percentage – calculation based on a specific manually entered percentage

Fixed Cost – a fixed amount

Numeric – manually added values that are totalled for the property and service charge year and then each unit's apportionment is calculated from that total based on their individual amount

Consumption – calculation is based on the total units consumed by each tenant within the service charge year. Meter readings are entered via the 'I want to...' dropdown labelled '8' above.

Area/Consumption Type – This indicates either the area type used for an 'area' calculation or the consumption type used for a 'consumption' calculation. Clicking on the link allows the user to amend the type used, which will be updated to the main system tables once saved.

Expense Pool/Schedule Id – This shows either the expense pool or the schedule Id – dependant on the setting for item '2' above. Clicking on the link will display a page showing a summary of the schedule used for the selected column.

'I want to...' options – Use this dropdown to

- Export the current grid data to excel via an PMX report
- View various setup pages – schedules, area, leases, units
- Navigate to the s/c processing pages
- Navigate to the s/c setup pages
- Setup utility types and meters and add meter readings

Unit Summary – This link displays a summary of the unit information.

Totals – This section of the grid show totals for each of the schedules displayed in the columns above. Note that the type of data being totalled depends on the calculation type of the schedule displayed.

Page Navigation – The data displayed in the worksheet shows ten schedules at a time. If there are more than ten schedules, then the user can move through them in groups of ten using these buttons. < and > move to the previous or next set of ten. |< and >| move to the first or last set of ten. The current page number of the set of ten being viewed is displayed by the label 'page'

Save – Saves all the changes made on the worksheet back to the core service charge tables. Exiting the worksheet without using the 'save' button will not update the core tables. Note that meter readings entered and saved in that process are stored permanently, regardless of whether this worksheet save button is used.

Cancel – Cancelling loses all worksheet changes since the last save and returns to the initial page where a new property may be searched for and selected.

Expense Details

The expense details grid can be accessed from a button on the reconciliation processing tab of the service charges role page.

Expense Details											Property Name	Income Category	Service Charge Year			
											SCEN02 - Service Charge Bldg	SCA - S/C on Account	2019			
<i>Drag a column header and drop it here to group by that column</i>																
Schedule Id	Schedule Description	Account Number	Account Name	GL Reference	Supplier Id	AP Invoice No.	Transaction Description	Amount	Related Documents	AP Invoice Date	S/C From Date	S/C To Date	Period	Source	%	Entity Id
01	Internal Costs	822021	Cleaning - General	002722	CLEAN	clean01	cleaning invoice	27,000.00		15/01/2019	01/01/2019	31/12/2019	01/19	AP	100	SCEN02
01	Internal Costs	822024	Cleaning - Window	002722	CLEAN	clean01	cleaning invoice	13,000.00		15/01/2019	01/01/2019	31/12/2019	01/19	AP	100	SCEN02
01	Internal Costs	822041	Electricity	002723	EDFS1	EDFS1	electricity	7,000.00		16/01/2019	01/01/2019	31/12/2019	01/19	AP	100	SCEN02
01	Internal Costs	822043	Heating	002723	EDFS1	EDFS1	heating	6,000.00		16/01/2019	01/01/2019	31/12/2019	01/19	AP	100	SCEN02
01	Internal Costs	822081	Insurance - General Prope	002724	BRD	inv01	Insurance	11,000.00		17/01/2019	01/01/2019	31/12/2019	01/19	AP	100	SCEN02
01	Internal Costs	822084	Security - CCTV	002725	CCTV	CCTV01	CTV insurance	5,000.00		18/01/2019	01/01/2019	31/12/2019	01/19	AP	100	SCEN02
01	Internal Costs	823001	Fire - Alarm	002726	MACIS	RM501	rmgt fees	4,000.00		20/01/2019	01/01/2019	31/12/2019	01/19	AP	100	SCEN02
01	Internal Costs	823011	R & M - Internal	002727	BRIDGE	RM01	internal costs	10,000.00		21/01/2019	01/01/2019	31/12/2019	01/19	AP	100	SCEN02
01	Internal Costs	823041	Lift - Maintenance	002728	LIFTS	lif01	lift invoice	4,100.00		21/01/2019	01/01/2019	31/12/2019	01/19	AP	100	SCEN02
01	Internal Costs	823071	Pest Control	002729	PEST01	pest01	pest invoice	4,100.00		21/01/2019	01/01/2019	31/12/2019	01/19	AP	100	SCEN02
02	External Costs	823012	R & M - External	002730	BRIDGE	RMext01	EM external invt	9,000.00		22/01/2019	01/01/2019	31/12/2019	01/19	AP	100	SCEN02
02	External Costs	823014	R & M - Roads	002731	BRD	RM	RM external	8,000.00		21/01/2019	01/01/2019	31/12/2019	01/19	AP	100	SCEN02
02	External Costs	823030	Landscape	002732	LANDS	land01	landscaping	13,200.00		01/01/2019	01/01/2019	31/12/2019	01/19	AP	100	SCEN02
02	External Costs	823073	Car Park/Camping Costs	002733	CLAMP	clamp01	camping	11,000.00		01/01/2019	01/01/2019	31/12/2019	01/19	AP	100	SCEN02
03	Professional Fees	822083	Personnel & Medical	002734	COMP	fees01	fees invt	5,000.00		01/01/2019	01/01/2019	31/12/2019	01/19	AP	100	SCEN02
03	Professional Fees	822057	Professional Fees	002735	AUDIT	audit	audit fees	10,000.00		01/01/2019	01/01/2019	31/12/2019	01/19	AP	100	SCEN02
03	Professional Fees	822059	Audit Fees	002735	AUDIT	audit	audit fees	4,000.00		01/01/2019	01/01/2019	31/12/2019	01/19	AP	100	SCEN02
Total Records		Total Schedules	4	Total Accounts	19					Total Amount	223,400.00	Total Invoices	18	Total Sources	Total Entities	
Return to SC														1		

The grid displays the detailed expenses retrieved by the reconciliation process. The user can very flexibly filter, sort, group and search the expenses grid.

There are links to pages showing more details for GL Journals, Suppliers and AP Invoices in each of the grid lines. All the linked pages are view-only.

Documents attached to journals and AP invoices may be view from the related document links on the detail pages or directly from the button on the grid itself.

Processing Expenses

AP Invoice Entry

The AP invoice entry process allows the user to specific a service charge date range to which the expense applies. If the expense is for the whole s/c year, enter those dates, if it is for part of the year, then enter the appropriate period. Depending on the property-level apportionment method chosen, this will then be factored into the reconciliation calculations.

Be sure to enter the date range in both the AP invoice header section and against the individual expense items in the detail grid. Entering different date ranges on different detail lines will cause those amounts to be spread differently across the s/c year.

Entering only a start date for the range will allocate all that expense to that single day.

The service charge date ranges entered on the AP invoice will affect the calculations for the tenants based on the

Adjust AP S/C Invoices

This utility allows corrections or changes to be made to schedule codes and service charge effective dates entered during AP invoice entry even after the invoice has been journalised.

- The schedule that an expense has been allocated to guides the expense pool that it becomes part of in the retrieve GL amounts process. Incorrect codes will place expenses in the incorrect pool.
- The date range that an expense has been allocated to can affect how the expenses are apportioned across the tenants of the property.

From the search page, firstly enter a service charge property and income category. This will filter subsequent data.

Next, use additional AP filters to focus in on the required invoice details. Click on the Invoice Number link to start the adjustment process.

Search for a S/C Invoice to Adjust

Service Charge Filters

Property ID	SCOR01	Income Cat.	SOA
-------------	--------	-------------	-----

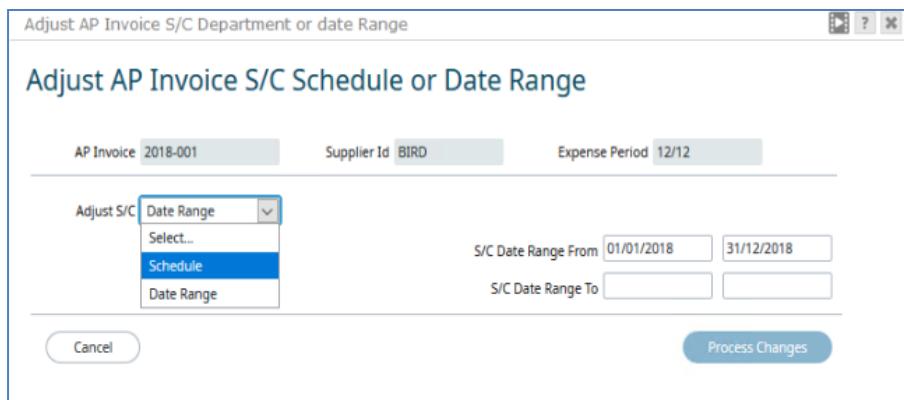
AP Invoice Filters

Vendor ID	BIRD	Invoice Date		Expense Period	
Invoice Number		Due Date		PO Number	

Supplier ID	Invoice Number	Invoice Date	Due Date	Expense Period	S/C From Date	S/C To Date	Invoice Schedule	Invoice Entity	Total Invoice Amount	Amount Paid	
<input type="checkbox"/>	BIRD	2018-001	17/09/2018	17/09/2018	12/12	01/01/2018	31/12/2018	07	SCOR01	6,000.00	0.00
<input type="checkbox"/>	BIRD	45test1	18/07/2013	18/07/2013	07/12	18/07/2013		@	SCOR01	1,200.00	0.00
<input type="checkbox"/>	BIRD	45test2win	18/07/2013	18/07/2013	07/12	01/07/2013	31/07/2013	@	SCOR01	1,200.00	0.00
<input type="checkbox"/>	BIRD	45test3win	18/07/2013	18/07/2013	07/12	01/07/2013	31/07/2013	@	SCOR01	1,200.00	0.00
<input type="checkbox"/>	BIRD	45TEST4WEB	18/07/2013	18/07/2013	07/12	01/07/2013	31/07/2013	@	SCOR01	1,200.00	0.00
<input type="checkbox"/>	BIRD	541-001	05/12/2019	05/12/2019	01/18	05/12/2019		@	SCOR01	1,200.00	0.00
<input type="checkbox"/>	BIRD	ATEST1	15/04/2019	15/04/2019	12/12	01/01/2019	31/03/2019	@	SCOR01	1,200.00	0.00
<input type="checkbox"/>	BIRD	BIRD12-01	15/04/2012	15/04/2012	07/12	01/04/2012	31/03/2013	07	SCOR01	10,547.32	0.00
<input type="checkbox"/>	BIRD	new02	28/03/2019	28/03/2019	12/12	01/01/2019	31/03/2019	@	SCOR01	1,200.00	0.00
<input type="checkbox"/>	BIRD	NEWA1	29/03/2019	29/03/2019	12/12	01/01/2019	31/03/2019	@	SCOR01	1,200.00	0.00
<input type="checkbox"/>	BIRD	NEWA2	29/03/2019	29/03/2019	12/12	01/01/2019	01/01/2020	@	SCOR01	1,200.00	0.00
<input type="checkbox"/>	BIRD	NEWA3	29/03/2019	29/03/2019	12/12	01/01/1900	01/01/1900	@	SCOR01	1,200.00	0.00
<input type="checkbox"/>	BIRD	newb1	29/03/2019	29/03/2019	12/12	01/01/2019	29/03/2019	@	SCOR01	1,200.00	0.00
<input type="checkbox"/>	BIRD	NEWX001	01/04/2019	01/04/2019	12/12	01/01/1900	01/01/1900	@	SCOR01	1,200.00	0.00
<input type="checkbox"/>	BIRD	NEWX002	01/04/2019	01/04/2019	12/12	01/01/1900	01/01/1900	@	SCOR01	1,200.00	0.00
<input type="checkbox"/>	BIRD	NEWX003	01/04/2019	01/04/2019	12/12	01/01/1900	01/01/1900	@	SCOR01	1,200.00	0.00
<input type="checkbox"/>	BIRD	NEWX004	01/04/2019	01/04/2019	12/12	01/01/1900	01/01/1900	@	SCOR01	1,200.00	0.00
<input type="checkbox"/>	BIRD	scorv401	06/01/2017	06/01/2017	07/12			@	SCOR01	1,200.00	0.00
<input type="checkbox"/>	BIRD	test	01/08/2013	01/08/2013	07/12	01/08/2013		@	SCOR01	1,200.00	0.00

The next page lets you select what to adjust of the selected invoice – either the service charge schedule or date range on that invoice.

- Selecting schedule will allow you to choose the invoice schedule to adjust as well as a valid schedule to adjust it to.
- Selecting date range will show the existing date range on the invoice and allow you to specify a new one.



Once you have entered the data, click Process Changes to complete the update.

Re-running the Get Expenses by Schedule reconciliation process will recalculate the schedule and apportionment of the adjusted expenses.

Reconciliation Processing

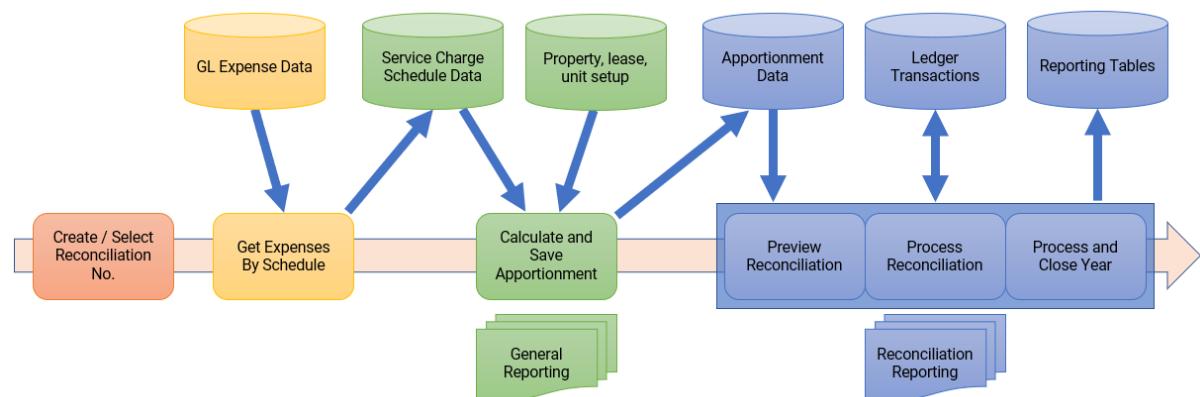
Introduction

The reconciliation processing is performed on the property service charge role page using the tab entitled 'Reconciliation Processing'.

You perform the reconciliation process in these main steps:

- Ensure setup of the information defining schedules and tenant shares
- Create / select a reconciliation number relating to a date range
- Retrieve the expense data from the General Ledger accounts
- Calculate each tenant's share of the expenses
- Process the reconciliation period and save the reporting data
- Print invoices and bill tenants for their share of both the year-end excess

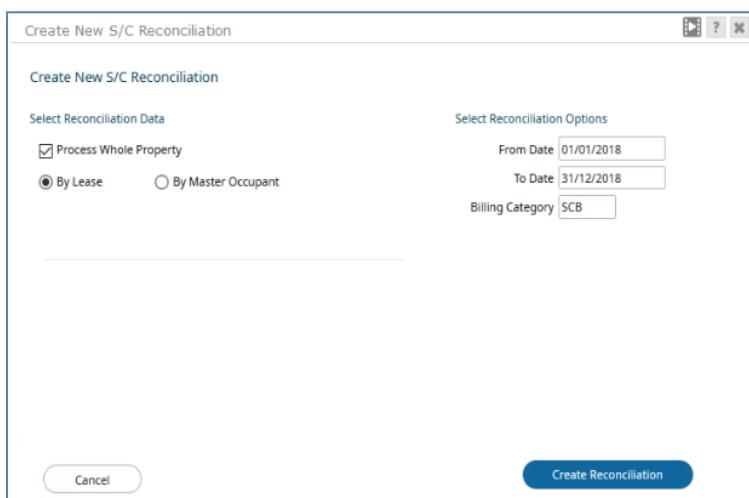
Reconciliation Processing Overview



Creating a New Reconciliation

Use the 'S/C Reconciliation No.' dropdown option 'Create New Reconciliation' on the reconciliation processing tab to create a new reconciliation within the currently selected service charge year.

There can be multiple reconciliations within a single service charge year and each will have a date range associated with it. Expenses incurred within the associated date ranges will be included in the reconciliation.



Select Reconciliation Data – this allows a user to specify the whole property or some leases or master occupants within it. If not processing the whole property, then the user should add each tenant to the grid that is required and use the 'Save Selection' button to store them.

Reconciliation From/To Date – use these to specify the date range to be used for the reconciliation period that you require. Be careful to specify the correct dates.

Billing Category – this is the income category to be used to raise the excess or balancing charge. That charge will be the calculated total for the tenant based on their various schedules, percentages and occupancy plus any adjustments or management fees added minus any take on and previously charged amounts during the current service charge year.

Click the 'Create Reconciliation' button to create a reconciliation number ready to be used in the reconciliation calculation process. Click 'Cancel' to leave the page without creating anything.

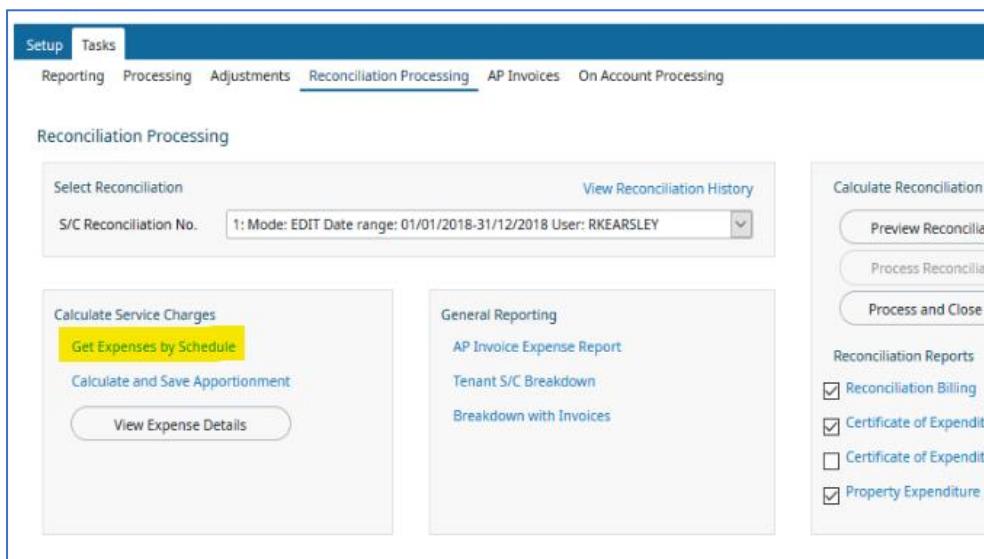
Once back on the main 'Reconciliation Processing' tab page, you may select the reconciliation number that you have created from 'S/C Reconciliation No.' dropdown list.

There is also a 'View Reconciliation History' link that allow you to access all the reconciliation calculations for each tenant within the service charge year.

Retrieving Expenses

Before proceeding to process a reconciliation, ensure that you created a reconciliation number for the appropriate period (see above) and have selected it in the 'S/C Reconciliation No.' dropdown.

The 'Get Expenses by Schedule' process retrieves amounts from general ledger expense accounts and stores the data for the date range specified in the selected reconciliation number in the tables required for the service charge calculation.



A report is produced which should be examined carefully to check that there are no errors in the data being used. The first section of the report details the AP and GL expenses included on an expense pool by expense pool basis as well as a summary by expense pool. This is followed by an exception report that shows where an operator may have miscoded an AP invoice or GL journal.

The 'Get Expenses by Schedule' process may be run multiple times – each time the previous data will be overridden and recalculated.

Calculating Service charges

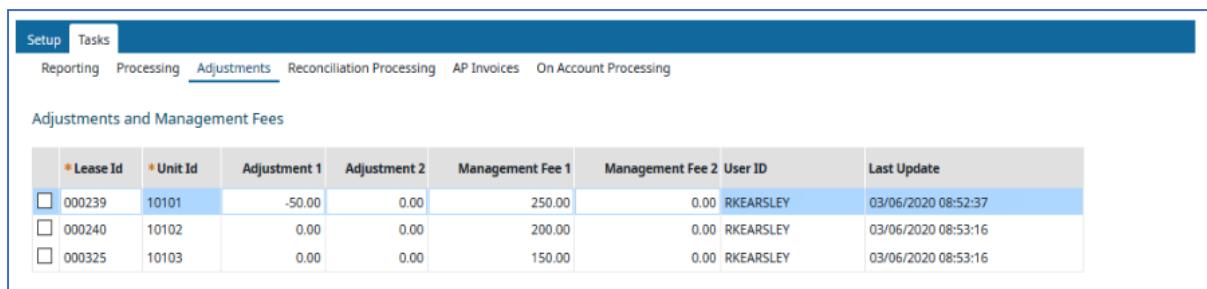
Once the expenses have been retrieved, then run the 'Calculate and Save Apportionment' report from the 'Calculate Service Charges' link on the 'Reconciliation Processing' tab. This takes the expense data from the previous step and apportions that across the tenants based on their schedule setup.

Note, that if the apportionment setup is changed or the expenses are retrieved again then you will have to rerun this step to re-apportion based on the newest values.

Process the selected reconciliation period to generate data to be stored for reports and reprints. Most of the reconciliation reports use the data calculated and saved by this process to generate their output. It should be run whenever the expenses have been retrieved from GL and before any reports or processes are run.

Adjustments and Management Fees

This page can be accessed via the property service charges role page 'Adjustments' tab.

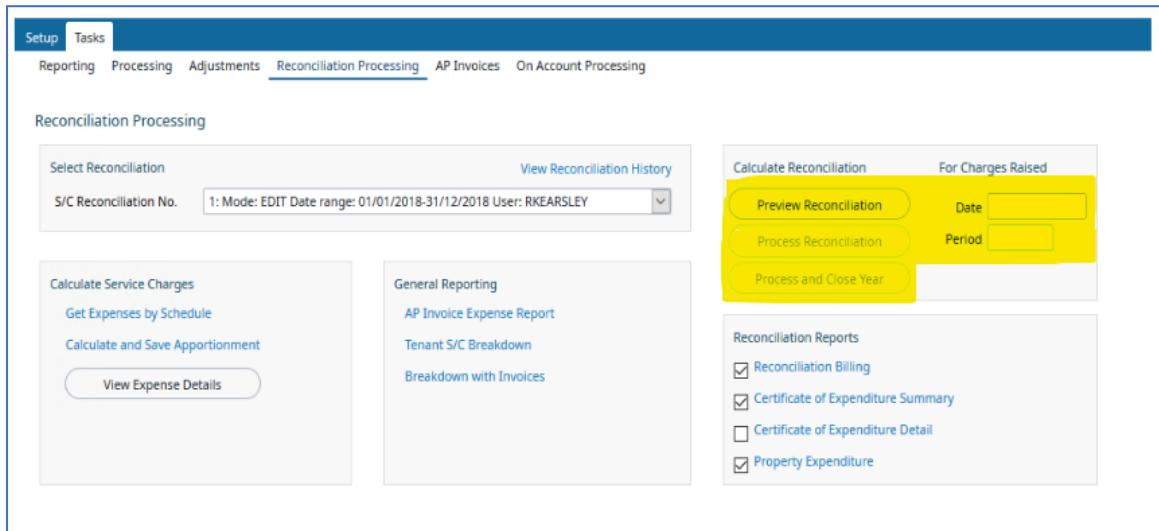


Adjustments and Management Fees							
*Lease Id	*Unit Id	Adjustment 1	Adjustment 2	Management Fee 1	Management Fee 2	User ID	Last Update
<input type="checkbox"/> 000239	10101	-50.00	0.00	250.00	0.00	RKEARSLEY	03/06/2020 08:52:37
<input type="checkbox"/> 000240	10102	0.00	0.00	200.00	0.00	RKEARSLEY	03/06/2020 08:53:16
<input type="checkbox"/> 000325	10103	0.00	0.00	150.00	0.00	RKEARSLEY	03/06/2020 08:53:16

The page allows you to add a record for each lease in the current property for the selected service charge year. Each record can have up two 'adjustment' and two 'management fee' values. These can be positive or negative and are added to the calculated reconciliation total for the year using the 'Calculate Reconciliation' buttons on the 'Reconciliation Processing' tab.

Creating Balancing Charges

Use the buttons under the 'Calculate Reconciliation' section of the 'Reconciliation processing' tab to preview and then create the excess charges.



For Charges Raised

- Date – the date to be used for the reconciliation tenant charges
- Period – the accounting period to post the tenant charges to

Preview Reconciliation – will process the data in edit mode and let you preview the results before committing those charges to the ledger.

Process Reconciliation – will process the data in update mode and commit the charges to the ledger as well as marking the reconciliation period as completed. This button is available only if the end of the reconciliation period selected is not the last day of the service charge year.

Process and Close Year – will process the data in update mode and commit the charges to the ledger as well as marking the service charge year as completed. This button is available only if the end of the reconciliation period selected is the last day of the service charge year.

Once one of the process buttons above have been pressed and the calculations complete, then the following reports are available. Examples of the report outputs are shown elsewhere in this manual.

Reconciliation Billing – A report showing the tenants, schedules, apportionments, caps, take on and charges used for the calculation.

Certificate of Expenditure Summary / Detail – A document that can be sent to a tenant to show the high level or lower level calculation of the reconciliation amounts.

Property Expenditure – Property level summary of the expenses allocated to it for use in service charges.

Those reports that have a checkbox in front of them that is selected will automatically print after any of the buttons are used. The user can also run any of them manually after the buttons have completed the calculation process.

Note that service charges can be configured to run client-specific or renamed reports in place of those mentioned above, in which case the report names and contents may differ from those described here.

View Reconciliation History is a link that provides access to any reconciliations performed for the current service charge year. These pages allow the user to drill down into the reconciliations and data to a tenant level to review the calculations performed in those reconciliations.

If the relevant scheduled events have been configured, then the system can automatically send emails to tenant email addresses with copies of the property expenditure and tenant certificates once the reconciliation process has been run in update mode. These pages also allow emails to be resent to tenants if required.

Creating On Accounts

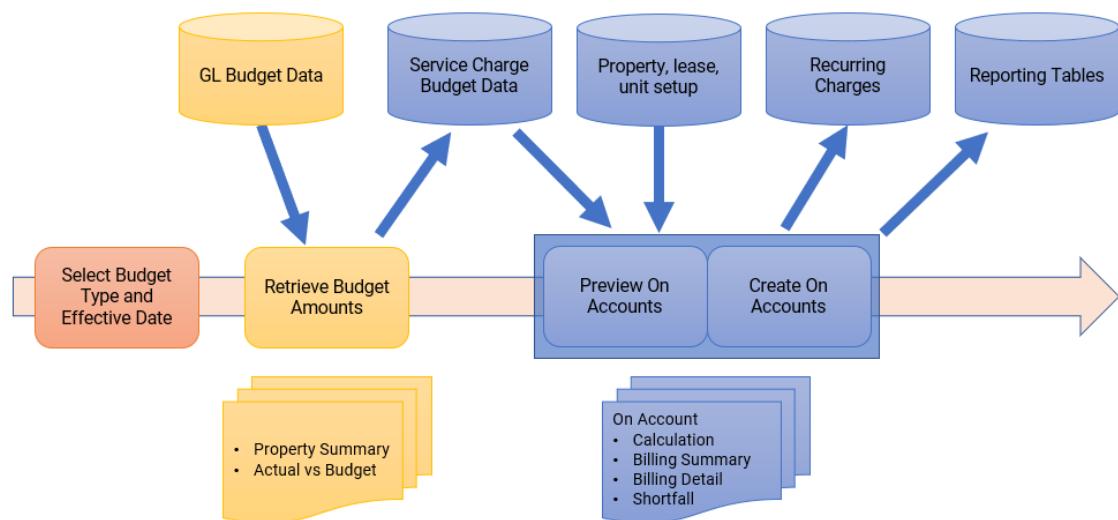
Introduction

The on account processing is performed on the property service charge role page using the tab entitled 'On Account Processing'.

You perform the reconciliation process in these main steps:

- Ensure setup of the information defining schedules and tenant shares
- Ensure a suitable budget has been created
- Select a budget type and recurring charge effective date
- Retrieve budget data for the selected budget type and year
- Process and calculate each tenant's share of the budget and save the reporting data
- Review the data and calculations via reporting
- Generate recurring charges for the on accounts calculated

On Account Processing Overview



Entering Budgets

The ‘Budget Entry’ link on the service charges role page ‘On Account Processing’ tab enables you to generate or maintain budget information used by this process. The details about creating a budget are not covered in this manual, but in summary you can do the following.

- Create a new budget
- Copy an existing budget to create a new budget
- Modify an existing budget

Budget Types

To create budget types in PMX, go to the GL section of the Setup Menu and select Budget Types.

Budget Type	Description
S/C	Service Charge
SC1	SOA Re-forecast 1
SC2	SOA Re-forecast 2
STD	Std. Budget

Budget Type An alphanumeric field to indicate a unique code that represents a budget type. Each budget to be processed in a single service charge year for on accounts needs to have a different budget type. In the example above there is an ‘S/C’ budget that is used first and then a couple of types that are used for reforecasts during the service charge year.

Description An alphanumeric field to describe the budget type on views and reports.

Retrieving Amounts for Budgets

Enter the Budget Type that contains the budget figures you wish to use for the on account calculations as well as the new on account recurring charge effective date.

Use the 'Retrieve Budget Amounts' link on the 'On Account Processing' tab of the property service charges role page to gather the specified budget information ready for calculation. This process will generate a report showing the data retrieved. It can be run as many times as required and will overwrite the amounts for that budget type and year until you are happy that all the data is correct.

Once data has been retrieved, use the 'Property Budget Summary' link on the 'On Account Processing' tab of the property service charges role page to generate a report showing the property budget summary details.

Calculate On Account Charges

Once data has been retrieved, use the buttons in the 'Calculate On Accounts' section of the 'On Account Processing' tab of the property service charges role page

* Default Report Calculation No. 1

Preview On Accounts – this button calculates the on account amounts due from each tenant based on the retrieved budgets and allows you to review them via reports before creating the new recurring charges.

Create On Accounts – this button calculates the on account amounts due from each tenant based on the retrieved budgets and creates the new recurring charges. You may use the reporting to review and report the calculations. The recurring charges created use the income category specified for the service charge processing for the selected property and year.

The following reports are available to review the calculated data.

On Account Calculation - A report showing the tenants, schedules, apportionments and caps used for the calculation of the on account recurring charges.

On Account Billing Summary / Detail - A document that can be sent to a tenant to show the high level or lower level calculation of the on account amount.

On Account Shortfall – A report showing the shortfall for the calculated on accounts against the total budget.

Those reports that have a checkbox in front of them that is selected will automatically print after any of the buttons are used. The user can also run any of them manually after the buttons have completed the calculation process.

Note that service charges can be configured to run client-specific or renamed reports in place of those mentioned above, in which case the report names and contents may differ from those described here.

View On Account History is a link that allows you to review figures calculated for all the budget types within the selected on account year and to reprint some of the key calculation and backup reports from them. These pages allow the user to drill down into the on account calculations and data to a tenant level to review the calculations performed in them.

If the relevant scheduled events have been configured, then the system can automatically send emails to tenant email addresses with copies of the property budget and tenant on account calculations once the process has been run in update mode. These pages also allow emails to be resent to tenants if required.

VAT Opted

The calculation of service charge reconciliation and on account amounts are affected by the VAT opted status of the property and/or tenant.

Property VAT Opted

The property is specified as VAT opted based on the setting of the 'Treat S/C as VAT Opted' flag on the property service charge setup details.

The screenshot shows the 'Service Charge Details' tab selected in a navigation bar. Under 'Service Charge Details', there are several configuration options:

- S/C Processed on this Property?
- S/Charge Year End (DD/MM)
- S/C Charge Start Date (DD/MM)
- S/C On account method: Backwards
- S/C Apportionment Method: Annual based on occupancy
- S/C Average Area Calculation
- S/C Year to Start Daily Apportionment Calculation
- S/C Schedules held at which level: Unit
- S/C Include Unleased Units in Calculation
- S/C Enable Caps at Schedule Level
- S/C Enable Multiple Reconciliations
- GL Entity Details: Linked to GL Entity Id A101
- Entity VAT Registration Number AA0987654
- Treat S/C as VAT Opted (highlighted with a yellow box)
- Non-opted VAT Group Id: UKSE - UK Service Charge - Exem
- Opted VAT Group Id: UKSS - UK S/C Standard

At the bottom left is a button labeled 'Copy schedules from template'.

If the field is checked, then the property is treated as VAT opted and if not checked it is not treated as VAT opted. The VAT Opted status is printed in the header of many service charge reports and shown on several processing pages. They are all derived from the settings mentioned above.

Tenant VAT Opted

The lease service charge setup page header contains a field 'Lease VAT Opted'.

The screenshot shows the 'Lease Details - S/C Setup' page. In the 'Service Charges' section, the 'Lease VAT Opted' checkbox is checked. Other fields in this section include 'Type Of Occupier: Tenanted'. To the right, there are fields for 'S/Charge From' and 'S/Charge To'. At the bottom of the page, there are tabs for 'Billing Information', 'Caps', and 'Cap Indexation'.

If the box is checked, then the lease is treated as VAT opted as long as the Property has also been marked as VAT opted. If the lease box is not checked or the property is not VAT opted, then the tenant will be treated as non-VAT opted within service charges.

If a tenant is VAT opted, then the GL Accounts flagged as 'S/C VAT' equal to 'Y' will be excluded from the recovered expenses – calculated apportionments for each schedule will be based on a net amount.

If a tenant is not VAT opted, then the GL Accounts flagged as 'S/C VAT' equal to 'Y' will be included in the recovered expenses – calculated apportionments for each schedule will be based on a gross amount.

Running S/C Reports

Running Reports from the Service Charges Role Page

When you print most of the reports from the Service Charge page links you do not have to set any report-specific runtime parameters. Instead, the system derives these settings from the completed header section of the view. They are based on the property and service charge year you have selected to process.

Tasks / Reporting

These general reports not tied to a specific reconciliation period or on account budget type calculation.

The screenshot shows the 'Property S/C Role Page' interface. At the top, there are several input fields: 'Property ID' (A101), 'Income Category' (SOA), 'S/C Year' (2019), 'S/C Year End' (31/12), 'Site Id' (@), 'Last Updated', 'Days in Period' (365), 'Expenses' (08/06/2020), and 'Apportionment'. A dropdown menu 'I want to...' is visible. Below the header, a navigation bar has 'Setup' and 'Tasks' tabs, with 'Tasks' being active. Under 'Tasks', the 'Reporting' tab is selected. The 'General Reporting' section contains links: 'AP Invoice List By S/C Schedule' (which is highlighted with a blue border), 'Tenant S/C Shortfall', 'On Account Summary', 'S/C Year Occupancy', and 'Vacancy and Void Costs'.

Tasks / Processing

The reports on this tab are specific to cap indexation. Other regional reports may also be available if the system has been configured appropriately.

The screenshot shows the 'Property S/C Role Page' interface with the 'Processing' tab selected. The 'Processing' section contains two main groups: 'Indexation' and 'GL Journals'. Under 'Indexation', the 'S/C Cap Indexation Preview' link is highlighted with a blue border. Under 'GL Journals', the 'Enter Accrual Journals' link is visible. The navigation bar at the top shows 'Setup' and 'Tasks' tabs, with 'Tasks' being active. Below the navigation bar, the 'Processing' tab is selected, and under 'Processing', the 'Indexation' tab is selected.

Tasks / Reconciliation Processing

These reports support the reconciliation features within service charges.

The screenshot shows the 'Reconciliation Processing' section of the software interface. At the top, there are tabs for Setup, Tasks, Reporting, Processing, Adjustments, Reconciliation Processing (which is selected), AP Invoices, and On Account Processing. The main area is titled 'Reconciliation Processing' and contains several sections:

- Select Reconciliation:** Includes a dropdown for 'S/C Reconciliation No.' set to '1: Mode: EDIT Date range: 01/01/2018-31/12/2018 User: RKEARSLEY' and a link to 'View Reconciliation History'.
- Calculate Service Charges:** Options include 'Get Expenses by Schedule' and 'Calculate and Save Apportionment', with a 'View Expense Details' button.
- General Reporting:** Options include 'AP Invoice Expense Report', 'Tenant S/C Breakdown', and 'Breakdown with Invoices'.
- Calculate Reconciliation:** Options include 'For Charges Raised', 'Preview Reconciliation', 'Process Reconciliation', and 'Process and Close Year'.
- Reconciliation Reports:** A list of checked boxes: 'Reconciliation Billing', 'Certificate of Expenditure Summary', 'Certificate of Expenditure Detail', and 'Property Expenditure'.

Tasks / On Account Processing

These reports support the on account features within service charges.

The screenshot shows the 'On Account Processing' section of the software interface. At the top, there are tabs for Setup, Tasks, Reporting, Processing, Adjustments, Reconciliation Processing, AP Invoices, and On Account Processing (which is selected). The main area is titled 'On Account Processing' and contains several sections:

- Select On Account Data:** Options include 'Process Whole Property' (checked), 'By Lease' (radio button selected), and 'By Master Occupant'.
- Calculate On Accounts:** Options include 'Budget Type: S/C', 'Recurring Charge Effective Date: 01/01/2018', 'Preview On Accounts' (button), 'Create On Accounts' (button), and 'View On Account History'.
- Budget Maintenance:** Options include 'Budget Entry'.
- Reports:** A list of checked and unchecked boxes:
 - Unchecked: 'Property Budget Summary'
 - Checked: '* On Account Calculation'
 - Checked: '* On Account Billing Summary'
 - Unchecked: '* On Account Billing Detail'
 - Checked: '* On Account Shortfall'
 - Checked: 'On Account Comparison'
 - Checked: 'Actual vs Budget (1yr)'
 - Checked: 'Actual vs Budget (5yrs)'

* Default Report Calculation No. 1

Report Overview

The following service charge reports are available by default within the system.

Report Id	Description
Reporting	
EUR_DISTSC	AP Invoice List by S/C Schedule
EUR_SCSHORT	Tenant S/C Shortfall
EUR_SCOASUM	On Account Summary
EUR_SCOCPP	S/C Year Occupancy
EUR_SCVOID	Vacancy and Void Costs
Processing	
EUR_SCCAPU	S/C Cap Indexation Preview
EUR_SCCAPU	S/C Cap Indexation Update
Reconciliation Processing	
EUR_SCGTGL	Get Expenses by Schedule
EUR_SCTDETO	Calculate and Save Apportionment
EUR_DISTSC2	AP Invoice Expense Report
EUR_SCTDETO	Tenant S/C Breakdown
EUR_SCTDETO	Breakdown with Invoices
EUR_SCBILL	Reconciliation Billing
EUR_SCCERT	Certificate of Expenditure Summary / Detail
EUR_SCCERTP	Property Expenditure
IFR_SCCERTP	French Property Expenditure
IFR_SCCERT	French Certificate of Expenditure Summary / Detail
On Account Processing	
EUR_SCGETBD	Retrieve Budget Amounts
EUR_SCBUDSUM	Property Budget Summary
EUR_SCEST	On Account Calculation
EUR_SCOACRT	On Account Billing Summary / Detail
EUR_SCOASF	On Account Shortfall
EUR_SCOACOMP	On Account Comparison
EUR_SCBUD1	Actual vs Budget (1 yr)
EUR_SCBUD3	Actual vs Budget (5 yrs)
IFR_SCBUDSUM	French Property Budget Summary
IFR_SCOACRT	French On Account Billing Summary / Detail

Note that these reports and their descriptions are configurable and may differ to the list above if changed.

Some tenant-facing reports may be available in additional languages or can be customized to be so. There are additional columns in the GACC Chart of Accounts table to hold additional non-English language descriptions to be used on reports if required.

Service Charge Report Examples

AP Invoice List by Schedule

AP Invoice List By S/C Schedule											Entity: A101 ENTITY A101		
03 - Schedule 3											S/C Period: 01/01/2018 - 31/12/2018		
Account No.	Supplier Name	Post Period	Invoice No.	S/C Date	Invoice Date	Reference	Net	VAT	%	Gross	Paid Date		
822042	British Gas Supplies & GMBH	01/18	a101-002	01/07/2018	03/06/2020	Gas	1,000.00	200.00	20.00	1,200.00			
822041	Bird Insurance Services	01/18	a101-x55001	01/01/2018	02/06/2020	Electricity	3,000.00	600.00	20.00	3,600.00			
Schedule Total:							4,000.00	800.00		4,800.00			

Tenant S/C Shortfall

A101 BUILDING A101							S/C Year 2018 covering period 01/01/2018-31/12/2018, 365 days			
Tenant Service Charge Shortfall							Income Category: SOA Data Calculated on 05/06/2020 10:00			
<i>Amounts for this property quoted in GBP</i>										
Property VAT Opted:	Y	S/C Start Date:	01/01	On Account Method:	Backwards	Average Area Calculation:	N			
S/C Year End:		S/C Year End:	31/12	Apportion Method:	Annual based on occupancy	Daily Apportion Year Start:	2018			
S/C Schedules:		S/C Schedules:	Unit	Include unleased:	Y					
Unit Ref.	Lease Ref.	Tenant Name	Master Occ. Ref.	Lease Start Date	Lease Expiry Date	VAT Opted	Schedule Tenant Amount	Tenant Amount		
10101	000239	Haircut Joe	00000237	01/01/2016	31/12/2026	Y	7,000.00	2,200.00		
10102	000240	Before Ye Go	00000238	01/01/2016	31/12/2026	Y	7,000.00	1,700.00		
10103	000325	Leave My Lease Ltd	00000319	01/01/2017	30/06/2018	N	7,800.00	2,099.28		
10103	000326	Start 'n Go Ltd	00000320	01/10/2018	30/09/2019	N	0.00	0.00		

On Account Summary

A101 BUILDING A101										S/C Year: 2018 (01/01/2018 - 31/12/2018)		
Service Charge On Account Detail										Income Category: SOA VAT Opted: Y		
Unit Id	Lease Id	Tenant Name			VAT Opted	Lease Start	Lease Expiry					
10101	000239	Haircut Joe			Y	01/01/2016	31/12/2026	Charge Range:	24/06/2016	23/06/2017		
	Batch Id	Cat.	From Date	To Date	Src.	Description		On Account	Currency	Invoice		
	00002578	SOA	24/06/2016	28/09/2016	CH	24/06/2016-28/09/2016 In Adv.			20,000.00	GBP	000005	
								Subtotal:			20,000.00	
								Take On:			0.00	
								Lease Total:			20,000.00	
10102	000240	Before Ye Go			Y	01/01/2016	31/12/2026	Charge Range:	24/06/2016	23/06/2017		
	Batch Id	Cat.	From Date	To Date	Src.	Description		On Account	Currency	Invoice		
	00002578	SOA	24/06/2016	28/09/2016	CH	24/06/2016-28/09/2016 In Adv.			15,000.00	GBP	000006	
								Subtotal:			15,000.00	
								Take On:			0.00	
								Lease Total:			15,000.00	
10103	000325	Leave My Lease Ltd			N	01/01/2017	30/06/2018					
	Batch Id	Cat.	From Date	To Date	Src.	Description		On Account	Currency	Invoice		
	00002905	SOA	03/01/2018	03/01/2018	CH	ON ACC			1,000.00	GBP		
								Subtotal:			1,000.00	
								Take On:			0.00	
								Lease Total:			1,000.00	
10103	000326	Start'n Go Ltd			N	01/10/2018	30/09/2019	Charge Range:	24/06/2016	23/06/2017		
	Base currency for this property: GBP - British Pound Sterling					Property Total:			36,000.00	(incl. take on)		

S/C Year Occupancy

A101 BUILDING A101										S/C Year: 2018 01/01/2018 - 31/12/2018		
S/C Year Occupancy												
Unit Ref.	Unit Description	Master Occ Ref.	Lease Ref.	Tenant Name	Lease Start Lease Expiry	S/C From S/C To	S/C Year Start S/C Year End	Area At S/C Y/E	No. Days			
10101 UNIT 01		00000237	000239	Haircut Joe	01/01/2016 31/12/2026		01/01/2018 31/12/2018	1,500.00 GLA	365			
10102 UNIT 02		00000238	000240	Before Ye Go	01/01/2016 31/12/2026		01/01/2018 31/12/2018	1,000.00 GLA	365			
10103 UNIT 03		00000319	000325	Leave My Lease Ltd	01/01/2017 30/06/2018	30/06/2018	01/01/2018 30/06/2018	5,000.00 GLA	181			
	*****	*****	VACANT				01/07/2018 30/09/2018	5,000.00 GLA	92			
		00000320	000326	Start'n Go Ltd	01/10/2018 30/09/2019		01/10/2018 31/12/2018	5,000.00 GLA	92			
10104 UNIT 04	*****	*****	VACANT				01/01/2018 31/12/2018	500.00 GLA	365			

Vacancy and Void Costs

Database: X56EMEA_SCYE X56 EMEA SC H12020		Vacancy and Void Cost					Page: 1	
Report ID: EUR_SCVOID		S/C Year 2018 covering period 01/01/2018-31/12/2018, 365 days					Date: 11/06/2020	
Inc.Cat: SOA		Data Calculated on 09/06/2020 08:47					Time: 08:57	
A101 BUILDING A101 <i>Amounts for this property quoted in GBP</i>								
VAT Opted:	Y	S/C Start Date:	01/01	On Account Method:	Backwards	Average Area Calculation:	N	
S/C Year End:	31/12	Apportion Method:	Annual based on occupancy		Daily Apportion Year Start:	2018		
S/C Schedules:	Unit	Include unleased:	Y					
Unit Ref.	Description	GLA Area	Days Occupied	Days Vacant	% Occupancy	Net Total Lost to Vacancy		
10104	UNIT 04	500.00	0	365	0.00	800.00		
						800.00		

S/C Cap Indexation Preview / Update

A101 BUILDING A101										S/C Year: 2018 Date Range: 01/01/2018 - 31/12/2018		
Service Charge Cap Indexation										Income Category: SOA - Caps: Lease Schedule - Edit Mode		
Unit Id	Unit Description	Lease Id M.Occp. Id	Tenant Name Schedule Id	Lease Start Lease Expiry	Previous Cap(s) Index Id	Base Pd Compare	Prv Iidx New Iidx	Change % Adjust %	Min % Max %	Calc %	New Cap(s)	
10101	UNIT 01	000239 00000237	Haircut Joe									
10102	UNIT 02	000240 00000238	Before Ye Go									
		01	Cleaning	01/01/2016 31/12/2026	100.00 0.00	0	0.00	-100.0000 0.0000	0.0000 0.0000	0.0000 0.0000	100.00 No Indexation	
10103	UNIT 03	000325 00000319	Leave My Lease Ltd									
		01	Cleaning	01/01/2017 30/06/2018	500.00 0.00	0	0.00	-100.0000 0.0000	0.0000 0.0000	0.0000 0.0000	500.00 No Indexation	

Total indexation records printed for A101: 2

Get Expenses by Schedule

A101 BUILDING A101 S/C Get Expenses by Schedule													
Expense Year: 2018 - From 01/01/2018 to 31/12/2018 Apportionment Method: Annual based on occupancy VAT Opted: Yes													
S/C Date Range	Period	Ref.	GL	Src	Entity	Bas	Description	Percent	Amount	AP Inv.No.	Inv. Date	Supplier Details	
Income Category: SOA - S/C on Account Pool / Schedule Id: 01 - Cleaning / 01 - Schedule 1													
822030 Cleaning - Fly Tipping													
01/01/2018	31/12/2018	01/18	000351	RK	A101	A	POOL1	100.0000	GBP	1,000.00	N/A	N/A	N/A
							822030 Total:	100.0000	GBP	1,000.00	VAT:	0.00	
							Cleaning Total:	100.0000	GBP	1,000.00			
Income Category: SOA - S/C on Account Pool / Schedule Id: 02 - Marketing / 02 - Schedule 2													
822071 Marketing - General													
01/01/2018	31/12/2018	01/18	000351	RK	A101	A	POOL2	100.0000	GBP	2,000.00	N/A	N/A	N/A
							822071 Total:	100.0000	GBP	2,000.00	VAT:	0.00	
							Marketing Total:	100.0000	GBP	2,000.00			
Income Category: SOA - S/C on Account Pool / Schedule Id: 03 - Utilities / 03 - Schedule 3													
822041 Electricity													
01/01/2018	31/12/2018	01/18	002754	AP	A101	A	Electricity	100.0000	GBP	3,000.00	a101-x5500102/06/2020	Bird Insurance Services - BIRD	
							822041 Total:	100.0000	GBP	3,000.00	VAT:	600.00	
							Utilities Total:	100.0000	GBP	3,000.00			
822042 Gas													
01/07/2018	31/12/2018	01/18	002755	AP	A101	A	Gas	100.0000	GBP	1,000.00	a101-002	03/06/2020	British Gas Supplies & GMBH - BRTGAS
							822042 Total:	100.0000	GBP	1,000.00	VAT:	200.00	
							Utilities Total:	100.0000	GBP	1,000.00			
* Indicates that the expense crossed s/c years or that this is an estate-level expense. The amount shown is the FULL expense amount which may be prorated during the reconciliation. (?) after EntityID indicates entity added into the expense pool at a fixed percent. (E) after EntityID indicates estate-level entity the property is part of.													
Report Id EUR_SCGTGL	Database X56EMEA_SCYE			Reported by Rob Kearsley			11/06/2020 14:29			Page	1		

Calculate and Save Apportionment

Calculate and Save S/C Apportionment											Reconciliation no. 1 S/C Year 2018 covering period 01/01/2018-31/12/2018, 365 days		
											Data Calculated on 24/11/2020 15:37		
											Income Category: SOA		
Amounts for this property quoted in GBP	Property VAT Opted:	Y	S/C Start Date:	01/01	On Account Method:	Forwards	Average Area Calculation:	N	Daily Apportion Year Start:	2012			
SCOR01 ScoreHill House			S/C Year End:	31/12	Apportion Method:	Annual based on occupancy							
			S/C Schedules:	Unit	Include unleased:	Y							
01 H00152 Bennet's Electricals Ltd	HO000156	01/01/2009	30/06/2015	01/01/2009			N	Total includes VAT		Tenanted			
Schedule	Type	Schedule	From	To	Days	Percentage	Amount	VAT	Total inc.VAT	Tenant Total Cap			
01 Professional Fees	Area - GLA	4,600.00	01/01/2018	31/12/2018	365	16.5468	4,600.00	0.00	4,600.00	761.15			
02 Utilities	Area - GLA	3,000.00	01/01/2018	31/12/2018	365	16.5468	3,000.00	0.00	3,000.00	496.40			
03 Security	Fixed %	7,300.00	01/01/2018	31/12/2018	365	0.0000	6,500.00	800.00	7,300.00	0.00			
04 Cleaning	Numeric	6,500.00	01/01/2018	31/12/2018	365	0.0000	6,500.00	0.00	6,500.00	0.00			
05 Marketing	Fixed Cost		01/01/2018	31/12/2018	365	0.0000	0.00	0.00	0.00	0.00			
06 Maintenance	Area - GLA		01/01/2018	31/12/2018	365	16.5468	0.00	0.00	0.00	0.00			
07 Insurance	Area - GLA	6,000.00	01/01/2018	31/12/2018	365	16.5468	5,000.00	1,000.00	6,000.00	992.81			
08 Major Works	Area - GLA		01/01/2018	31/12/2018	365	16.5468	0.00	0.00	0.00	0.00			
09 Estate Costs	Area - GLA		01/01/2018	31/12/2018	365	8.5502	0.00	0.00	0.00	0.00			
10 Estate Security	Area - GLA		01/01/2018	31/12/2018	365	8.5502	0.00	0.00	0.00	0.00			
11 Landscaping	Area - GLA		01/01/2018	31/12/2018	365	16.5468	0.00	0.00	0.00	0.00			
12 Gardening	Area - GLA	1,200.00	01/01/2018	31/12/2018	365	16.5468	1,200.00	0.00	1,200.00	198.56			
		28,600.00					Lease H00152 Total (GBP):		28,600.00	2,448.92			
02 000265 Make no Bones	00000259	01/01/2014	31/12/2017	01/01/2014			N	Total includes VAT		Tenanted			
Schedule	Type	Schedule	From	To	Days	Percentage	Amount	VAT	Total inc.VAT	Tenant Total Cap			
01 Professional Fees	Area - GLA	4,600.00	01/01/2018	31/12/2018	365	18.7050	4,600.00	0.00	4,600.00	860.43			
02 Utilities	Area - GLA	3,000.00	01/01/2018	31/12/2018	365	18.7050	3,000.00	0.00	3,000.00	561.15			
03 Security	Fixed %	7,300.00	01/01/2018	31/12/2018	365	0.0000	6,500.00	800.00	7,300.00	0.00			
04 Cleaning	Numeric	6,500.00	01/01/2018	31/12/2018	365	0.0000	6,500.00	0.00	6,500.00	0.00			
05 Marketing	Fixed Cost		01/01/2018	31/12/2018	365	0.0000	0.00	0.00	0.00	0.00			
06 Maintenance	Area - GLA		01/01/2018	31/12/2018	365	18.7050	0.00	0.00	0.00	0.00			
07 Insurance	Area - GLA	6,000.00	01/01/2018	31/12/2018	365	18.7050	5,000.00	1,000.00	6,000.00	1,122.30			
08 Major Works	Area - GLA		01/01/2018	31/12/2018	365	18.7050	0.00	0.00	0.00	0.00			
09 Estate Costs	Area - GLA		01/01/2018	31/12/2018	365	9.6654	0.00	0.00	0.00	0.00			
10 Estate Security	Area - GLA		01/01/2018	31/12/2018	365	9.6654	0.00	0.00	0.00	0.00			
11 Landscaping	Area - GLA		01/01/2018	31/12/2018	365	18.7050	0.00	0.00	0.00	0.00			
12 Gardening	Area - GLA	1,200.00	01/01/2018	31/12/2018	365	18.7050	1,200.00	0.00	1,200.00	224.46			
		28,600.00					Lease 000265 Total (GBP):		28,600.00	2,768.34			

ReportId EUR_SCTDETO

Database X57EMEA_DEV

Reported by Rob Kearsley

24/11/2020 15:37

Page 1

AP Invoice Expense Report

S/C AP Invoice Expense Report											S/C Year: 2018 Reconciliation No. 1 Covering Period: 01/01/2018 - 31/12/2018 Days: 365		
03 - Schedule 3											Entity: A101 - ENTITY A101 VAT Opted: Y		
TOTALS FOR 03 - SCHEDULE 3													
							Full Invoice Totals	Net:	4,000.00			Reconciliation Total:	4,000.00
								VAT:	800.00				
								Gross:	4,800.00				

Tenant S/C Breakdown

Reconciliation no. 1 S/C Year 2018 covering period 01/01/2018-31/12/2018, 365 days										
Data Calculated on 11/06/2020 14:33										
Income Category: SOA										
A101 BUILDING A101										
Amounts for this property quoted in GBP	Property VAT Opted:	Y	S/C Start Date:	01/01	On Account Method:	Backwards	Average Area Calculation:	N		
	S/C Year End:		S/C Schedules:	31/12	Apportion Method:	Annual based on occupancy	Daily Apportion Year Start:	2018		
				Unit	Include unleased:	Y				
Unit Ref.	Lease Ref.	Tenant Name	Master Occ. Ref.	Lease Start Date	Lease Expiry Date	Process S/C From	Process S/C To	VAT Opted		
10101 000239		Haircut Joe	00000237	01/01/2016	31/12/2026	01/01/2016	31/12/2026	Y	Total excludes VAT	
Schedule	Type		Schedule	From	To	Days	Percentage	Amount	VAT	Total exc.VAT
01 Cleaning	Area - GLA			1,000.00	01/01/2018	31/12/2018	365	20.0000	1,000.00	1,000.00
02 Marketing	Area - GLA			2,000.00	01/01/2018	31/12/2018	365	20.0000	2,000.00	2,000.00
03 Utilities	Fixed %			4,000.00	01/01/2018	31/12/2018	365	10.0000	4,000.00	4,000.00
04 Fees	Area - GLA				01/01/2018	31/12/2018	365	20.0000	0.00	0.00
05 Works	Area - GLA				01/01/2018	31/12/2018	365	20.0000	0.00	0.00
06 Security	Area - GLA				01/01/2018	31/12/2018	365	20.0000	0.00	0.00
				7,000.00	Lease 000239 Total (GBP):			7,000.00	1,000.00	

Breakdown with Invoices

Reconciliation no. 1 S/C Year 2018 covering period 01/01/2018-31/12/2018, 365 days										
Data Calculated on 11/06/2020 14:33										
Income Category: SOA										
A101 BUILDING A101										
Amounts for this property quoted in GBP	Property VAT Opted:	Y	S/C Start Date:	01/01	On Account Method:	Backwards	Average Area Calculation:	N		
	S/C Year End:		S/C Schedules:	31/12	Apportion Method:	Annual based on occupancy	Daily Apportion Year Start:	2018		
				Unit	Include unleased:	Y				
Unit Ref.	Lease Ref.	Tenant Name	Master Occ. Ref.	Lease Start Date	Lease Expiry Date	Process S/C From	Process S/C To	VAT Opted		
10101 000239		Haircut Joe	00000237	01/01/2016	31/12/2026	01/01/2016	31/12/2026	Y	Total excludes VAT	
Schedule	Type		Schedule	From	To	Days	Percentage	Amount	VAT	Total exc.VAT
01 Cleaning	Area - GLA			1,000.00	01/01/2018	31/12/2018	365	20.0000	1,000.00	1,000.00
				01/01/2018	31/12/2018	000351		1,000.00	0.00	
									1,000.00	200.00
02 Marketing	Area - GLA			2,000.00	01/01/2018	31/12/2018	365	20.0000	2,000.00	2,000.00
				01/01/2018	31/12/2018	000351		2,000.00	0.00	
									2,000.00	400.00
03 Utilities	Fixed %			4,000.00	01/01/2018	31/12/2018	365	10.0000	4,000.00	4,000.00
a101-x55001	BIRD	Bird Insurance Services		01/01/2018	31/12/2018	002754		3,000.00	600.00	
a101-002	BRTGAS	British Gas Supplies & GMBH		01/07/2018	31/12/2018	002755		1,000.00	200.00	
									4,000.00	400.00
04 Fees	Area - GLA			01/01/2018	31/12/2018	365	20.0000	0.00	0.00	0.00
05 Works	Area - GLA			01/01/2018	31/12/2018	365	20.0000	0.00	0.00	0.00
06 Security	Area - GLA			01/01/2018	31/12/2018	365	20.0000	0.00	0.00	0.00
				7,000.00	Lease 000239 Total (GBP):			7,000.00	1,000.00	

Reconciliation Billing

Service Charge Reconciliation Calculation										S/C Year: 2018 Income Category: SOA Process Mode: Edit		
										Reconciliation No: 1 Date Range: 01/01/2018 - 31/12/2018		
										Alternate Billing: SCB Final: N Whole Property: Y		
Property VAT Opted:												
Unit Id	Lease Id	Tenant Name		Capped Total	Tenant	Management		Already	Excess /	VAT on Excess/	Total to Charge/	
					Fees	Adjustments	Take On	Charged	(Surplus)	(Surplus)	(Credit)	
10101	000239	Haircut Joe	VAT Opted	1,000.00	250.00	-50.00	0.00	20.000.00	-18,800.00	-3,760.00	-22,560.00	
Schedule	Description	Apportionment Method		Total	% Share	Cap Applied	Tenant Total					
01	Cleaning	AREA		1,000.00	20.0000	200.00						
02	Marketing	AREA		2,000.00	20.0000	400.00						
03	Utilities	FIXEDPERC		4,000.00	10.0000	400.00						
04	Fees	AREA		0.00	20.0000	0.00						
05	Works	AREA		0.00	20.0000	0.00						
06	Security	AREA		0.00	20.0000	0.00						
						Schedule Total	1,000.00					
10102	000240	Before Ye Go	VAT Opted	1,166.67	200.00	0.00	150.00	15,000.00	-13,783.33	-2,756.67	-16,540.00	
Schedule	Description	Apportionment Method		Total	% Share	Cap Applied	Tenant Total					
01	Cleaning	AREA		1,000.00	13.3333	100.00						
02	Marketing	AREA		2,000.00	13.3333	266.67						
03	Utilities	FIXEDPERC		4,000.00	20.0000	800.00						
04	Fees	AREA		0.00	13.3300	0.00						
05	Works	AREA		0.00	13.3300	0.00						
06	Security	AREA		0.00	13.3300	0.00						
						Schedule Total	1,166.67					
10103	000325	Leave My Lease Ltd	Not VAT Opted	2,099.28	150.00	0.00	0.00	0.00	2,249.28	0.00	2,249.28	
Schedule	Description	Apportionment Method		Total	% Share	Cap Applied	Tenant Total					
01	Cleaning	AREA		1,000.00	66.6667	Max	247.95					
02	Marketing	AREA		2,000.00	66.6667		661.19					
03	Utilities	FIXEDPERC		4,800.00	50.0000		1,190.14					
04	Fees	AREA		0.00	66.6700		0.00					
05	Works	AREA		0.00	66.6700		0.00					
06	Security	AREA		0.00	66.6700		0.00					
						Schedule Total	2,099.28					

Certificate of Expenditure Summary

<p>Alex de Buck 01959 566300</p> <p>PREVIEW ONLY</p> <p>SERVICE CHARGES TENANT CERTIFICATE</p> <p>S/C Year: 2018 Reconciliation No: 1</p> <p>Company / Property ENTITY A101</p> <p>BUILDING A101</p>	<p>MRI Software Ltd Weald House 88 Main Road TN14 6ER Sundridge England</p> <p>Period Date 01/01/2018 - 31/12/2018 11/06/2020</p> <p>Tenant 000239 Mst.Occ. 00000237 Address UNIT 01 Unit(s): 10101</p> <p>Occupant: Haircut Joe Joseph Jackson</p>																																																																																
<p>COST APPORTIONMENT SCHEDULE</p> <p>VAT opted - totals exclude VAT</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Schedule</th> <th style="width: 30%;">Description</th> <th style="width: 10%;">Allocation Basis</th> <th style="width: 10%;">Total Property Expenditure</th> <th style="width: 10%;">Tenant Share Percentage</th> <th style="width: 10%;">Tenant Total Uncapped</th> <th style="width: 10%;">Cap Applied</th> <th style="width: 10%;">Tenant Share Amount</th> </tr> </thead> <tbody> <tr> <td>01</td> <td>Cleaning</td> <td>Area</td> <td>1,000.00</td> <td>20.0000</td> <td>200.00</td> <td></td> <td>200.00</td> </tr> <tr> <td>02</td> <td>Marketing</td> <td>Area</td> <td>2,000.00</td> <td>20.0000</td> <td>400.00</td> <td></td> <td>400.00</td> </tr> <tr> <td>03</td> <td>Utilities</td> <td>Fixed %</td> <td>4,000.00</td> <td>10.0000</td> <td>400.00</td> <td></td> <td>400.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td style="text-align: right;">Total</td> <td style="text-align: right;">1,000.00</td> <td></td> </tr> <tr> <td colspan="6">Dates</td> <td colspan="2"></td> </tr> <tr> <td colspan="6">Lease full term: This s/c full year: 01/01/2018 - 31/12/2018 Days in s/c full year: 365</td> <td colspan="2">Management Fee Adjustments 250.00 -50.00</td> </tr> <tr> <td colspan="6">This reconciliation: 01/01/2018 - 31/12/2018 Days in reconciliation: 365 This is not the final reconciliation</td> <td colspan="2">Take On Already Charged 0.00 20,000.00</td> </tr> <tr> <td colspan="6"></td> <td colspan="2">Subtotal -18,800.00 VAT -3,760.00 Total Credit -22,560.00</td> </tr> <tr> <td colspan="8" style="text-align: center;">PREVIEW ONLY</td> </tr> </tbody> </table>		Schedule	Description	Allocation Basis	Total Property Expenditure	Tenant Share Percentage	Tenant Total Uncapped	Cap Applied	Tenant Share Amount	01	Cleaning	Area	1,000.00	20.0000	200.00		200.00	02	Marketing	Area	2,000.00	20.0000	400.00		400.00	03	Utilities	Fixed %	4,000.00	10.0000	400.00		400.00						Total	1,000.00		Dates								Lease full term: This s/c full year: 01/01/2018 - 31/12/2018 Days in s/c full year: 365						Management Fee Adjustments 250.00 -50.00		This reconciliation: 01/01/2018 - 31/12/2018 Days in reconciliation: 365 This is not the final reconciliation						Take On Already Charged 0.00 20,000.00								Subtotal -18,800.00 VAT -3,760.00 Total Credit -22,560.00		PREVIEW ONLY							
Schedule	Description	Allocation Basis	Total Property Expenditure	Tenant Share Percentage	Tenant Total Uncapped	Cap Applied	Tenant Share Amount																																																																										
01	Cleaning	Area	1,000.00	20.0000	200.00		200.00																																																																										
02	Marketing	Area	2,000.00	20.0000	400.00		400.00																																																																										
03	Utilities	Fixed %	4,000.00	10.0000	400.00		400.00																																																																										
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Certificate of Expenditure Detail

Alex de Buck 01959 566300	MRI Software Ltd Weald House 88 Main Road TN14 6ER Sundridge England						
PREVIEW ONLY							
SERVICE CHARGES TENANT CERTIFICATE							
S/C Year: 2018 Reconciliation No: 1							
Period Date	01/01/2018 - 31/12/2018 11/06/2020						
Company / Property ENTITY A101	Tenant Mst.Occ. Address 000239 00000237 UNIT 01 Unit(s): 10101						
BUILDING A101	Occupant: Haircut joe Joseph Jackson						
COST APPORTIONMENT SCHEDULE							
Schedule	Description	Allocation Basis	Total Property Expenditure	Tenant Share Percentage	Tenant Total Uncapped	Cap Applied	Tenant Share Amount
01	Cleaning	Area	1,000.00	20.0000	200.00		200.00
	SOFT SERVICES: Cleaning and environmental:	Cleaning - Fly Tipping - 822030					
		01/01/2018	1,000.00	20.0000	200.00		
02	Marketing	Area	2,000.00	20.0000	400.00		400.00
	SOFT SERVICES: Marketing and promotion:	Marketing - General - 822071					
		01/01/2018	2,000.00	20.0000	400.00		
03	Utilities	Fixed %	4,000.00	10.0000	400.00		400.00
	UTILITIES: Electricity:	Electricity - 822041					
		01/01/2018	3,000.00	10.0000	300.00		
	UTILITIES: Gas:	Gas - 822042					
		01/01/2018	1,000.00	10.0000	100.00		
						Total	1,000.00
Dates							
Lease full term:		Management Fee	250.00				
This s/c full year: 01/01/2018 - 31/12/2018		Adjustments	-50.00				
Days in s/c full year: 365							
This reconciliation: 01/01/2018 - 31/12/2018		Take On	0.00				
Days in reconciliation: 365		Already Charged	20,000.00				
This is not the final reconciliation							
		Subtotal	-18,800.00				
		VAT	-3,760.00				
	PREVIEW ONLY	Total Credit	-22,560.00				

Property Expenditure

On behalf of Service Charge Client

PREVIEW ONLY SERVICE CHARGES PROPERTY EXPENDITURE

Service Charge Bldg 02,
For the Period from 01/01/2019 to 31/12/2019
S/C Year: 2019 Reconciliation No: 1

Property SCEN02 Is VAT opted

Schedule	Description	Property Id SCEN02	Expenditure Total GBP
01 Internal Costs			
	SOFT SERVICES: Cleaning and environmental - 822021	27,000.00	27,000.00
	SOFT SERVICES: Cleaning and environmental - 822024	13,000.00	13,000.00
	UTILITIES: Electricity - 822041	7,000.00	7,000.00
	UTILITIES: Fuel Oil (heating) - 822043	6,000.00	6,000.00
	INSURANCE: All risks insurance - 822081	11,000.00	11,000.00
	SOFT SERVICES: Security - 822094	5,000.00	5,000.00
	MANAGEMENT: Health, safety, environment - 823001	4,000.00	4,000.00
	HARD SERVICES: Fabric repair and maintenance - 823011	10,000.00	10,000.00
	HARD SERVICES: Lifts and escalators - 823041	4,100.00	4,100.00
	Pest Control - 823071	4,100.00	4,100.00
		91,200.00	91,200.00
02 External Costs			
	HARD SERVICES: Fabric repair and maintenance - 823012	9,000.00	9,000.00
	HARD SERVICES: Fabric repair and maintenance - 823014	8,000.00	8,000.00
	Landscaping - 823030	13,200.00	13,200.00
	Car Park/Clamping Costs - 823073	11,000.00	11,000.00
		41,200.00	41,200.00
03 Professional Fees			
	MANAGEMENT: Site Management Resources - 822053	5,000.00	5,000.00
	MANAGEMENT: Accounting Fees - 822057	10,000.00	10,000.00
	MANAGEMENT: Accounting Fees - 822059	4,000.00	4,000.00
	SOFT SERVICES: Marketing and promotion - 822071	5,991.77	5,991.77
		24,991.77	24,991.77
A Sinking Fund			
	EXCEPTIONAL EXPENDITURE: Forward funding - 823080	60,000.00	60,000.00
		60,000.00	60,000.00
GRAND TOTAL GBP		217,391.77	217,391.77

I hereby certify that, according to the information available to me, the attached statement of the service charge expenditure records the true cost to the landlord of providing the services to the Property for the period 01/01/2019 to 31/12/2019, in accordance with the terms of the lease.

Signed: Date:

For and on behalf of:

As Agents for:

Retrieve Budget Amounts

BUILDING A101		Expense Year: 2019 - From 01/01/2019 to 31/12/2019		
S/C Retrieve GL Budget Amounts		Budget Type: SC1 Period Range: 01/19 - 12/19		
		Run Mode: Update		
Account No.		Description	Ccy.	Budget Amount
Income Category:	SOA	S/C on Account		
Schedule Id:	01	Cleaning		
822026		Cleaning - Supplies	GBP	14,400.00
			Cleaning Budget Total: GBP	14,400.00
Income Category:	SOA	S/C on Account		
Schedule Id:	02	Marketing		
822072		Marketing - Press/Radio	GBP	900.00
			Marketing Budget Total: GBP	900.00
Income Category:	SOA	S/C on Account		
Schedule Id:	03	Utilities		
822042	Gas		GBP	26,400.00
823081	VAT FOR S/C BUDGET		GBP	5,280.00
			Utilities Budget Total: GBP	31,680.00
Income Category:	SOA	S/C on Account		
Schedule Id:	04	Fees		
Income Category:	SOA	S/C on Account		
Schedule Id:	05	Works		
Income Category:	SOA	S/C on Account		
Schedule Id:	06	Security		
Budget Schedule Summary				
Schedule	Description	Ccy.	Budget Total	
01	Cleaning		14,400.00	
02	Marketing		900.00	
03	Utilities		31,680.00	
04	Fees		0.00	
05	Works		0.00	
06	Security		0.00	
Total budget for all schedules:			46,980.00	

Property Budget Summary

Service Charge Property Budget Summary

BUILDING A101,,
Budget Service Charge Year: 2019
Budget Period: 01/01/2019 to 31/12/2019
On behalf of CLIENT A

Date: 11/06/2020
Property Ref.: A101 - Property is VAT Elected

	Budget Net GBP	Budget VAT GBP
Cleaning (01)		
SOFT SERVICES: Cleaning and environmental: Cleaning - Supplies - 822026	14,400.00	
Budget Schedule Total:	14,400.00	0.00
Marketing (02)		
SOFT SERVICES: Marketing and promotion: Marketing - Press/Radio - 822072	900.00	
Budget Schedule Total:	900.00	0.00
Utilities (03)		
UTILITIES: Gas: Gas - 822042	26,400.00	
EXCEPTIONAL EXPENDITURE: Forward funding: VAT FOR S/C BUDGET - 823081		5,280.00
Budget Schedule Total:	26,400.00	5,280.00
Property Budget Total:	41,700.00	5,280.00

On Account Calculation

A101 BUILDING A101				S/C Year: 2019 Income Category: SOA Process Mode: Edit Calculation No: 2						
Service Charge On Account Calculation				Whole Property: Y Recurring Charge Effective Date: 25/03/2019						
Property VAT Opted: Y				Budget Type: SC1 Budget Total: GBP 46,980.00						
Unit										
Id	Lease Id	Tenant Name	VAT Opted	Budget	Schedule Total	Percent	Tenant Total	Tenant Total	Recurring Charge	Recurring Charge
10101	000239	Haircut Joe	VAT Opted	46,980.00	5,700.00		5,700.00	5,700.00	1,425.00	English Quarter Days
Schedule	Description		Apportionment Method	Total	% Share	Cap Applied	Tenant Total			
01	Cleaning	AREA		14,400.00	20.0000		2,880.00			
02	Marketing	AREA		900.00	20.0000		180.00			
03	Utilities	FIXEDPERC		26,400.00	10.0000		2,640.00			
04	Fees	AREA			20.0000					
05	Works	AREA			20.0000					
06	Security	AREA			20.0000					
						Schedule Total		5,700.00		
10102	000240	Before Ye Go	VAT Opted	46,980.00	7,320.00		5,500.00	5,500.00	1,375.00	English Quarter Days
Schedule	Description		Apportionment Method	Total	% Share	Cap Applied	Tenant Total			
01	Cleaning	AREA		14,400.00	13.3333	Max	100.00			
02	Marketing	AREA		900.00	13.3333		120.00			
03	Utilities	FIXEDPERC		26,400.00	20.0000		5,280.00			
04	Fees	AREA			13.3333					
05	Works	AREA			13.3333					
06	Security	AREA			13.3333					
						Schedule Total		5,500.00		
10103	000326	Start 'n Go Ltd	Not VAT Opted	46,980.00	26,040.00		26,040.00	26,040.00	6,510.00	English Quarter Days
Schedule	Description		Apportionment Method	Total	% Share	Cap Applied	Tenant Total			
01	Cleaning	AREA		14,400.00	66.6667		9,600.00			
02	Marketing	AREA		900.00	66.6667		600.00			
03	Utilities	FIXEDPERC		31,680.00	50.0000		15,840.00			
04	Fees	AREA			66.6667					
05	Works	AREA			66.6667					
06	Security	AREA			66.6667					
						Schedule Total		26,040.00		
				39,060.00	83.00		37,240.00	37,240.00		

On Account Billing Summary

Alex de Buck 01959 566300	MRI Software Ltd Weald House 88 Main Road TN14 6ER Sundridge England						
PREVIEW ONLY SERVICE CHARGES ON ACCOUNT							
S/C Year: 2019 Calculation No: 2							
Period	25/03/2019 - 31/12/2019						
Date	11/06/2020						
Company / Property ENTITY A101	Tenant 000239 Mst.Occ. 00000237 Address UNIT 01 Unit(s): 10101						
BUILDING A101	Occupant: Joseph Jackson						
VAT Opted	BUDGET APPORTIONMENT SCHEDULE						
Schedule	Description	Allocation Basis	Total Property Budget	Tenant Share Percentage	Tenant Total Uncapped	Cap Applied	Tenant Share Amount
01	Cleaning	Area	14,400.00	20.0000	2,880.00		2,880.00
02	Marketing	Area	900.00	20.0000	180.00		180.00
03	Utilities	Fixed %	26,400.00	10.0000	2,640.00		2,640.00
04	Fees	Area		20.0000			
05	Works	Area		20.0000			
06	Security	Area		20.0000			
						Total	5,700.00
Dates This s/c full year: 01/01/2019 - 31/12/2019 Days in s/c full year: 365							
PREVIEW ONLY							
New On Account Recurring Amount: 1,425.00 New On Account Effective Date: 25/03/2019 New On Account Frequency: English Quarter Days							

On Account Billing Detail

Alex de Buck 01959 566300	MRI Software Ltd Weald House 88 Main Road TN14 6ER Sundridge England						
PREVIEW ONLY							
SERVICE CHARGES ON ACCOUNT							
S/C Year: 2019 Calculation No: 2							
	Period 25/03/2019 - 31/12/2019						
	Date 11/06/2020						
Company / Property ENTITY A101	Tenant 000239 Mst.Occ. 00000237 Address UNIT 01						
BUILDING A101	Unit(s): 10101						
	Occupant: Joseph Jackson						
VAT Opted							
BUDGET APPORTIONMENT SCHEDULE							
Schedule	Description	Allocation Basis	Total Property Budget	Tenant Share Percentage	Tenant Total Uncapped	Cap Applied	Tenant Share Amount
01	Cleaning	Area	14,400.00	20.0000	2,880.00		2,880.00
	SOFT SERVICES: Cleaning and environmental:	Cleaning - Supplies - 822026					
		01/01/2019	14,400.00	20.0000	2,880.00		
02	Marketing	Area	900.00	20.0000	180.00		180.00
	SOFT SERVICES: Marketing and promotion:	Marketing - Press/Radio - 822072					
		01/01/2019	900.00	20.0000	180.00		
03	Utilities	Fixed %	26,400.00	10.0000	2,640.00		2,640.00
	UTILITIES: Gas: Gas - 822042						
		01/01/2019	26,400.00	10.0000	2,640.00		
04	Fees	Area		20.0000			
05	Works	Area		20.0000			
06	Security	Area		20.0000			
						Total	5,700.00
Dates							
This s/c full year: 01/01/2019 - 31/12/2019							
Days in s/c full year: 365							
PREVIEW ONLY	New On Account Recurring Amount: 1,425.00 New On Account Effective Date: 25/03/2019 New On Account Frequency: English Quarter Days						

On Account Shortfall

S/C On Account Shortfall										
A101 BUILDING A101										
Amounts for this property quoted in GBP			VAT Opted:	Y	S/C Start Date:	01/01	On Account Method:	Backwards	Average Area Calculation:	N
			S/C Year End:		31/12		Apportion Method:	Annual based on occupancy	Daily Apportion Year Start:	2018
			S/C Schedules:	Unit			Include unleased:	Y		
01	Cleaning	Apportion Type: AREA								
10101	001	2,880.00	365	2,880.00			2,880.00	0.00	2,880.00	
10102	002	1,920.00	365	1,920.00	Max	100.00	100.00	1,820.00	1,920.00	
10103	003	9,600.00	365	9,600.00			9,600.00	0.00	9,600.00	
10104	004	0.00	0	0.00			0.00	0.00	0.00	
			14,400.00		14,400.00			12,580.00	1,820.00	14,400.00
02	Marketing	Apportion Type: AREA								
10101	001	180.00	365	180.00			180.00	0.00	180.00	
10102	002	120.00	365	120.00			120.00	0.00	120.00	
10103	003	600.00	365	600.00			600.00	0.00	600.00	
10104	004	0.00	0	0.00			0.00	0.00	0.00	
			900.00		900.00			900.00	0.00	900.00
03	Utilities	Apportion Type: FIXEDPERC								
10101	001	2,640.00	365	2,640.00			2,640.00	0.00	2,640.00	
10102	002	5,280.00	365	5,280.00			5,280.00	0.00	5,280.00	
10103	003	15,840.00	365	15,840.00			15,840.00	0.00	15,840.00	
10104	004	0.00	0	0.00			0.00	0.00	0.00	
			23,760.00		23,760.00			23,760.00	0.00	23,760.00

On Account Comparison

Service Charge On Account Comparison										
A101 BUILDING A101										
S/C Year: 2019 Income Category: SOA Process Mode: Edit Calculation No: 2										
Whole Property: Y Recurring Charge Effective Date: 25/03/2019										
Budget Type: SC1 - SOA Re-forecast 1										
Property VAT Opted: Y										
Unit			On Account	Cap	Current	Current	New	New	Annual Variance	Annual Variance
Id	Lease Id	Tenant Name	Charge Frequency	Applied	Recurring Amount	Annual Amount	Recurring Amount	Annual Amount	Amount	Percentage
10101	000239	Haircut Joe	English Quarter Days	N	1,230.00	4,920.00	1,425.00	5,700.00	780.00	15.85
10102	000240	Before Ye Go	English Quarter Days	Y	1,245.00	4,980.00	1,375.00	5,500.00	520.00	10.44
10103	000326	Start'n Go Ltd	English Quarter Days	N	5,700.00	22,800.00	6,510.00	26,040.00	3,240.00	14.21
						32,700.00		37,240.00	4,540.00	13.88

Actual vs Budget (1yr)

EUR_SCBUD1 - S/C Actual YTD Exp. vs Budget (Curr/Prev Year)

S/C Actual YTD Exp. vs Budget (Curr/Prev Year)

Style Save Style Save Style As Remove Style

All Include List Exclude List Range Set up recipients Advanced filtering

Select by GL Entity ID GL Entity Name
a101 ENTITY A101

Format Export a copy on Run Report PDF Excel with page layout Excel with table layout

Add Clear Run and Close Run and New Schedule Close

Period (Current, (L)ast Closed or MMYY Mode Detail Basis Accrual
Financial Format Summary Cash Client Preference Created By Roll Up Inter Company

Budget Type Run By SC Date (Will display all actual costs to date) Group By Department Selection

Group By Consolidation Name Advanced Options

Crossstab Table

Database: X56EMEA_SCYE **Actual YTD Expenditure vs Budget (Current and Previous Year)** Page: 1
SERVICE CHARGE Date: 11/06/2020
X56 EMEA SC H12020 Time: 09:58

Accrual

Report includes an open period. Entries are not final.

GL Account Details	YTD Actual	Variance	Annual	Annual
	Expenditure Jan 2019	YTD Budget Jan 2019	against budget	Expenditure 2018
SERVICE CHARGE COSTS				
822023 Cleaning - Common Areas	0.00	0.00	0.00	0.00
822026 Cleaning - Supplies	0.00	1,000.00	1,000.00	100.00%
822030 Cleaning - Fly Tipping	0.00	0.00	0.00	0.00%
822041 Electricity	0.00	0.00	0.00	0.00%
822042 Gas	0.00	2,000.00	2,000.00	100.00%
822071 Marketing - General	0.00	0.00	0.00	0.00%
822072 Marketing - Press/Radio	0.00	50.00	50.00	100.00%
822081 Insurance - General Prope	0.00	0.00	0.00	0.00%
822091 Security - Services	0.00	0.00	0.00	0.00%
822094 Security - CCTV	0.00	0.00	0.00	0.00%
823052 M & E - Repairs	0.00	0.00	0.00	0.00%
823075 New Works - Redecoration	0.00	0.00	0.00	0.00%
	0.00	3,050.00	3,050.00	100.00%
			7,000.00	0.00
	0.00	3,050.00	3,050.00	100.00%
			7,000.00	0.00
	<hr/>	<hr/>	<hr/>	<hr/>

Actual vs Budget (1yr)

EUR_SCBUD3 - S/C Actual YTD Exp. vs Budget (5 Years)

S/C Actual YTD Exp. vs Budget (5 Years)

Style Last Run Options Save Style Save Style As Remove Style

Select by All Include List Exclude List Range
GL Entity ID GL Entity Name

Set up recipients
Advanced filtering
Format
 Export a copy on Run Report
 PDF
 Excel with page layout
 Excel with table layout

Add Clear Run and Close Run and New Schedule Close

Period (MM/YY) Group By Basis
Enter Period Accrual
Consolidation Name
Financial Format Cash
Mode Department Selection
Budget Type Detail Advanced Options
 Summary

Database: X56EMEA_SOYE **Actual YTD Expenditure vs Budget (5 Years)** Page: 1
SERVICE CHARGE Date: 11/06/2020
X56 EMEA SC H12020 Time: 10:00

Accrual

Report includes an open period. Entries are not final.

GL Account Details	YTD Actual	YTD	YTD Actual	YTD	YTD Actual	YTD	YTD Actual	YTD	YTD Actual	YTD	YTD Actual	YTD
	Expenditure	Budget	Expenditure	Budget	Expenditure	Budget	Expenditure	Budget	Expenditure	Budget	Expenditure	Budget
	Jan 2019	Jan 2019	Var. %	Jan 2018	Jan 2018	Var. %	Jan 2017	Jan 2017	Var. %	Jan 2016	Jan 2016	Var. %
SERVICE CHARGE COSTS												
822023 Cleaning - Common Areas	0.00	0.00	0.00%	0.00	0.00	0.00%	10,000.00	0.00	0.00%	10,000.00	0.00	0.00%
822028 Cleaning - Supplies	0.00	1,000.00	-100.00%	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00	0.00	0.00%
822030 Cleaning - Fly Tipping	0.00	0.00	0.00%	1,000.00	0.00	0.00%	0.00	0.00	0.00%	0.00	0.00	0.00%
822041 Electricity	0.00	0.00	0.00%	3,000.00	0.00	0.00%	14,400.00	0.00	0.00%	14,400.00	0.00	0.00%
822042 Gas	0.00	2,000.00	100.00%	1,000.00	0.00	0.00%	0.00	0.00	0.00%	0.00	0.00	0.00%
822071 Marketing - General	0.00	0.00	0.00%	2,000.00	0.00	0.00%	0.00	0.00	0.00%	0.00	0.00	0.00%
822072 Marketing - Press/Radio	0.00	50.00	100.00%	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00	0.00	0.00%
822081 Insurance - General Propo	1,500.00	0.00	0.00%	0.00	0.00	0.00%	3,500.00	0.00	0.00%	3,500.00	0.00	0.00%
822091 Security - Services	0.00	0.00	0.00%	0.00	0.00	0.00%	5,000.00	0.00	0.00%	5,000.00	0.00	0.00%
822094 Security - CCTV	0.00	0.00	0.00%	0.00	0.00	0.00%	2,000.00	0.00	0.00%	2,000.00	0.00	0.00%
823052 M & E - Repairs	0.00	0.00	0.00%	0.00	0.00	0.00%	10,800.00	0.00	0.00%	10,800.00	0.00	0.00%
823075 New Works - Redecoration	0.00	0.00	0.00%	0.00	0.00	0.00%	4,000.00	0.00	0.00%	4,000.00	0.00	0.00%
	1,500.00	3,050.00	-48.85%	7,000.00	0.00	0.00%	49,700.00	0.00	0.00%	49,700.00	0.00	0.00%
	1,500.00	3,050.00	-48.85%	7,000.00	0.00	0.00%	49,700.00	0.00	0.00%	49,700.00	0.00	0.00%

Tenants with Capped Service Charges

EUR_SCCAPS

This report must be run from the main system Report menu.

It will list out any tenants in the selected property along with their service charge cap details.

Tenants with Capped Service Charges							S/C Year: 2018 Date Range: 01/01/2018 - 31/12/2018	Income Category: SOA		
Property Id	Property Description		Lease Id	Tenant Name	Cap Start	Cap End	Schedule Description	Minimum Cap	Maximum Cap	Percent Of Rent
Unit Id	Unit Description									
03	Unit 3 ScoreHill Road	000159	Hobbs Machinery		01/01/2018	31/12/2019	02 Utilities		300.00	
05	Unit 5 ScoreHill Road	000264	Jack and Jill Gifts		01/01/2018	31/12/2019	Total of all Schedules			10.0000
					01/01/2018	31/12/2019	01 Professional Fees	0.50	GLA	1.00 GLA
					01/01/2018	31/12/2019	02 Utilities		150.00	
					01/01/2018	31/12/2019	03 Security			5.0000
					01/01/2018	31/12/2019	04 Cleaning		500.00	
					01/01/2018	31/12/2019	12 Gardening	100.00	200.00	

Appendix 1

Migrating from Lease-Level to Unit-Level Schedules

Copying functions have been added to key data maintenance screens and pages to allow the user to easily migrate data for schedules that have historically been Setup against the lease automatically to the equivalent unit-level schedules.

To use unit-level schedules, the system needs to be configured to do so. This can be set on a property-by-property basis within the property service charges setup screen/page. The default will be for the system to use the historical 'Lease' level method, but the user can select 'Unit' to override this.

Property S/C Details

Property ID	SCOR01	Property Name	ScoreHill House	I want to...	
Address 1	ScoreHill Road	County		Current Period	07/12
Address 2		Postcode	W1		
City	London	Phone No.			

Service Charge Details | Property Area | Service Charge Schedules | Service Charge Year Summary

Service Charge Details

S/C Processed on this Property? S/C Enable Caps at Schedule Level
S/Charge Year End (DD/MM) 31/12 S/C Charge Start Date (DD/MM) 01/01
S/C On account method Forwards S/C Apportionment Method Period based on occupancy
S/C Average Area Calculation
S/C Year to Start Daily Apportionment Calculation 2012
S/C Schedules held at which level Unit
S/C Include Unleased Units in Calculation Unit
Lease
Copy schedules from template Save Cancel

Once the level has been set on the property then you can use the unit-level schedule maintenance screens/pages to

- Copy existing data from lease recovery records to the equivalent unit-level schedules
- Use templates to create unit-level schedules
- Manually create unit-level schedules

Select the property ID where you wish to maintain the unit-level schedules and then use the copying functions at the bottom of the screen to update the data.

The screenshot shows the 'S/C Unit Schedule by Property' page. At the top, there are several input fields: 'Property Id' (A101), 'Entity Id' (A101), 'S/C Start Date' (01/01 DD/MM), 'S/C Start Year for Daily Apport.' (2018), 'Property Name' (BUILDING A101), 'S/C Year End' (31/12 DD/MM), 'S/C Apportionment Process' (Annual based on occupancy), 'S/C Property' (checked), 'Income Category' (SOA), 'S/C on account' (Backward), and 'S/C Average Area Calculation?' (unchecked). Below these is a table listing four units (10101-10104) with their addresses, latest lease IDs, latest occupants, income categories, latest effective dates, and number of S/C schedules. The table data is as follows:

Select Unit Id	Unit Number	Address	Latest Lease ID	Latest Occupant	Income Category	Latest Effective Date	Number of S/C Schedules
10101	001	UNIT 01	000261	See You Sometime Ltd	SOA	01/01/2018	6
10102	002	UNIT 02	000240	Before Ye Go	SOA	01/01/2018	6
10103	003	UNIT 03	000326	Start 'n Go Ltd	SOA	01/01/2018	6
10104	004	UNIT 04			SOA	01/01/2018	6

At the bottom of the page, there is a section titled 'Copy/Migrate Schedules from Templates and Leases'. It includes fields for 'Selected Unit' (10102), 'Effective Date' (01/01/2020), 'Copy from Template' (UK Schedule Template 1 (UK01)), and two checkboxes: 'Copy to all Units in Property?' and 'Copy from Lease'.

You have the following options

Copy from Template – allows you to select a predefined s/c schedule template and create schedules mirroring the template on the unit or units desired.

Copy from Lease – allows you to migrate the existing lease-level recovery table schedule data to the equivalent unit-level schedules. The system will copy the data from the current lease to the unit schedule.

When copying data, you can specify the following options

Effective date – unit-level schedules can change over time and so they have effective start dates attached to each record. This data must be filled in to provide the start date for the schedules being copied/migrated.

Copy to all Units in property – if checked, this will copy the selected template to all the units in the current property rather than just the one highlighted. If using the 'copy from lease' option, then the system will copy the lease-level recovery schedule data for the current lease to each unit within the property.

Both above options will overwrite any existing data on the unit-level schedules for the same unit and effective date, so take care to copy/migrate the correct data.

Appendix 2

Trouble-Shooting Tips

General Setup

Ensure that the following items are Setup correctly before processing service charges

- GL accounts flagged as available to service charge and as VAT if appropriate
- Property-level service charge settings, opted status and schedules
- Unit-level (or lease level) schedules
- Unit square area records for the area types being used within service charges
- Lease-level details such as opted status, service charge override dates, take on and caps

Retrieving GL Expenses

- If GL accounts are being excluded from the retrieve expenses process, ensure that they have been flagged correctly as accounts used by service charge.

Calculate and Save Apportionment

- If VAT figures are not included in the schedule totals, check that the GL account involved has been both flagged as a service charge account and as a service charge VAT account.
- If apportionment percentages are not being calculated for an area based schedule, ensure that the units in the property have been setup with square area amounts.

Appendix 3

Configuring Email Notifications

The PMX service charges system can be configured to deliver automated email notifications.

Setup Email Addresses

Notifications and documents will only be emailed automatically to tenants that have email addresses setup. There are two email fields on the tenant – one is for general emails, the other is for billing emails. The emailing notifications in service charges will email to a billing email first and then a standard email if there is no billing email.

Access Scheduled Events

The following scheduled events are available to enable automatic emailing notification when processes have been run in update mode.

Scheduled Events Selection		
Scheduled Events		
Event Name	Next Occurrence	# of Events Scheduled
CRL Property Farter Tax Assessment Due		0
Direct Debit Notification Email		0
EFT Payment Transmission to ProfitStars		0
EFT Payment Transmission to RentPayment		0
Email S/C Expenditure Certificates	08/07/2020 02:45	1
Email S/C On Account Documents	07/07/2020 04:44	1
Guest Card Marketing Campaign		0
Integration Gateway Package Update Service	07/07/2020 23:00	3
Investment Accounting Journal Change Processing		0
Investment Accounting Scheduled Consolidations		0
MM Equipment Warranty Expiration		0

- **Email S/C Expenditure Certificates** will be activated once a reconciliation process has been run in update mode.
- **Email S/C On Account Documents** will be activated once an on account calculation has been run in update mode.

Creating a Scheduled Event

Click on the 'Number of Events Scheduled' link in the above page to access the scheduled events associated with one of the actions. You can edit existing scheduled events with the event name link or add new ones with the 'Add' button.

EUR_SCCERT - S/C Expenditure Certificates

Scheduled Event Options

Event Description: Email S/C Certificates 2019

Status: Active

Execute Event by: Leases

Select by: Leases

Allow Subscribers:

Property Id	Lease Id	Occupant Name	Subscribers

Add Clear

Save Schedule Cancel

Report Configuration Site Id: @ - No Site

Report 1: EUR_SCCERT - Certificate of Expenditure

Report 2: EUR_SCCERTP - Property Expenditure

S/C Year: 2019

Email Sender: rob.kearsley@mrisoftware.com

Income Category: SOA

Reply To: rob.kearsley@mrisoftware.com

Email Body:

Dear sir/madam,
Please find attached service charge expenditure certificates.
Regards,
Rob Kearsley

Attachment Type: Portable Document Format (*.pdf)

The runtime page displayed lets you define the scheduling of the event and the runtime parameters to be used for the scheduled event.

Schedule This button enables the scheduling to be set as required. This indicates how often the event runs. The event will look at the reconciliation and on account processes run in update mode to see if the emailing details have stamped on those records. If the records have not been stamped, they are treated as new records and the event will process them. At the end they will be stamped to prevent the process emailing them at the next scheduled run.

Report Configuration Site Id The site to be used to determine the reports attached to the email in this event. This reads the report configuration detailed earlier in this manual to determine which reports to run. This allows clients to create tailored reports for their requirements. The two reports to be run based on the selection are shown to the right of the field.

S/C Year Specify the year to generate the events for. This allows the user to control the sending of notifications for specific years.

Income Category The category used for the service charge process.

Email Sender The email address displayed as the sender when the tenant receives it.

Reply To The email address used as the reply when the tenant receives it.

Attachment Type Hard-coded as PDF.

Email Body The text to appear in the main body of the email received by the tenant. This can include multiple lines of text with carriage returns in them.

Reviewing and Resending Emails

Using the **View Reconciliation History** and **View On Account History** links on the relevant pages, the user can drill down into the details of the processes.

On the first page shown, there is a date column indicating that emails were sent for this property on that date.

S/C Processing History								
S/C Reconciliation History for Property: SCEN01 Income Category: SOA S/C Year: 2019 covering 01/01/2019 - 31/12/2019								
No.	From Date	To Date	Run Mode	Whole Property	Final Reconciliation	Billing Category	Property Expenditure Email Date	Comments
1	01/01/2019	31/12/2019	Update	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	SCB	30/06/2020	Processed record details

On the subsequent page, the tenant details are shown along with the emailing information on the right of the grid.

S/C Process Details											
S/C Reconciliation Details for Property: SCEN01 Income Category: SOA S/C Year: 2019 Reconciliation No: 1 covering 01/01/2019 - 31/12/2019											
Lease Id	Master Occupant Id	Unit Id	Name	Tenant Net Total	Management Fee	Adjustments	Take On	Net Already Charged	Net Balancing Charge	Documents Emailed	Email Address
000308	00000302	001	TENANT A	30,762.06	0.00	0.00	0.00	30,762.06	0.00	<input checked="" type="checkbox"/>	Resend rob.kearsley@mrisoftware.com
000309	00000303	002	TENANT B	32,030.85	0.00	0.00	0.00	32,030.85	0.00	<input checked="" type="checkbox"/>	Resend rob.kearsley@mrisoftware.com
000310	00000304	003	TENANT C	43,739.75	0.00	0.00	0.00	43,739.75	0.00	<input checked="" type="checkbox"/>	Resend rob.kearsley@mrisoftware.com
000311	00000305	004	TENANT D	49,228.55	0.00	0.00	0.00	49,228.55	0.00	<input checked="" type="checkbox"/>	Resend rob.kearsley@mrisoftware.com
000312	00000306	005	TENANT E	45,894.70	0.00	0.00	0.00	45,894.70	0.00	<input checked="" type="checkbox"/>	Resend rob.kearsley@mrisoftware.com
000313	00000307	006	TENANT F	43,724.14	0.00	0.00	0.00	43,724.14	0.00	<input checked="" type="checkbox"/>	Resend rob.kearsley@mrisoftware.com

Document Emailed Checkbox indicating whether the emailing has been processed and sent to this tenant.

Email Address This displays the email address being used to send the documents to the tenant. If there is a billing email address it will be shown, if not then the standard email address will be shown. If no email is displayed, then these have not been setup and no emails will be sent to that tenant.

Resend This link allows the user to clear the emailing flag for that tenant for the selected process. Once reset, then the next time the scheduled event is run, then tenant will be resent the email containing the relevant documents.

Appendix 4

Legacy Service Charge Reports

These reports have been available in previous releases of service charges and in most cases have been updated, restyled or replaced. They are present in the database should clients wish to utilise them; however, they may not produce correct data based on updated functionality.

- Apportionment Percentages
- Detailed Service Charge Expenditure
- AP Net/VAT Service Charge Expenditure
- Property Expenditure Certificate*
- Tenant Year End Certificate**
- Tenant S/C Shortfall
- Apportionment by Schedule
- Apportionment by Property
- On Account Summary
- S/C Year Occupancy
- Vacancy and Void Costs
- Tenants with Capped Service Charges
- Reconciliation Draft (German)*
- Reconciliation Update (German)*
- Management Fees (German)*
- Retrieve Expenses
- Calculate and Save Apportionment
- Draft Reconciliation Billing
- Raise Charges for Reconciliation Billing
- Retrieve Budgets
- Property Budget Summary
- Draft On Account Report
- Raise Charges for On Accounts

* May be available in local language versions for English, French, German and Italian

** Tenant Year End Certificate is available in several versions

Year End Certificate Previous versions

- EUR_SCYE – RICS category version in English
- EUR_SCYEM2 – Basic format version in English, runs by master occupant
- IDE_SCYEM2 – Basic format version in German, runs by master occupant
- IFR_SCYEM2 – Basic format version in French, runs by master occupant

Year End Certificate Original Versions

- IDE_SCYE – Basic format version in German – only compatible with lease level schedules
- IFR_SCYE – Basic format version in French – only compatible with lease level schedules
- IIT_SCYE – Basic format version in Italian – only compatible with lease level schedules
- EUR_SCYEM – Basic format version in English, runs by master occupant
- IDE_SCYEM – Basic format version in German, runs by master occupant
- IFR_SCYEM – Basic format version in French, runs by master occupant

Apportionment Percentages
EUR_SCPERC

The Service Charge Lease Apportionment Percentages report displays all tenant's proportions to all schedules for the total property.

Page: 1		Service Charge Lease Apportionment Percentages														
Date: 17/05/2004		Client: Maple Pension Fund (MAP)														
Time: 10:31 AM		Property: Attworth House, , B2 4NX (ATT001)														
User Id: SYSADM		Property is VAT elected														
		Income Category: SOA Exclude Leases Vacating Before: 01/01/2002														
Lease ID	Unit ID	Tenant Name / Demise Des	Lease Start Expiry Date	Sch. 1	Sch. 2	Sch. 3	Sch. 4	Sch. 5	Sch. 6	Sch. 7	Sch. 8	Sch. 9	Sch. 10	Sch. 11	Sch. 12	Sch. 13
001061	01	W Jones and Sons Limited 01 - Ground Floor - test	01/01/2002 31/12/2026	25.00	30.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
001062	02	Crossland Consultants Limited 02 - First Floor	01/06/2001 31/05/2026	30.00	30.00	66.67	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
001063	03	Harman Audio 03 - Second Floor	22/11/2001 21/11/2026	40.00	40.00	33.33	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
001074	04	Colorado XX 04 - Third Floor	01/01/1995 31/12/2025	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
001076	05	Eastlight Services 05 - 4th Floor	01/01/1990 30/09/2003	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
001085	06	TEST	01/01/2090 31/12/2090	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Recovery Percentage Total:				95.00	100.00	100.00										
Residual Percentage Total:				5.00	0.00	0.00										

Detailed S/C Expenditure
EUR_PROPEXP

The expenditure report lists all expenditure for the selected Entity, within the date range entered. The report will display details of each invoice posted to the account numbers linked to the selected expenditure group.

Database: SCDEV		Property Expenditure Report SERVICE CHARGE DEVELOPMENT Maple Pension Fund Attworth House, , B2 4HX (Ref: ATT001)				Page: 1 Date: 17/05/2004 Time: 10:18 AM			
Ledger Code: SA Service Charge Y/E: 31/12		Period: 01/01/2002 - 31/12/2002							
Source Module	Invoice/Journal Number/Src	Invoice/Entry Date	Supplier ID & Name Description	Net Amount	VAT Amount	Total Amount	Cheque Amount	Cheque Date	Cheque Number
Expense Pool Id: GAS Supply of Gas to Property									
Schedule Id: GAS GAS Supply									
<u>Gas (Account No: 8090-004)</u>									
JRNL	000017	RK 05/09/2002	Journal GAS SUPPLY	10,000.00	0.00	10,000.00	0.00		
			Total for account no. 8090-004:	10,000.00	0.00	10,000.00	0.00		
			Total for expense pool GAS:	10,000.00	0.00	10,000.00			0.00
Expense Pool Id: PROMO Promotions									
Schedule Id: COMBINED COMBINED POOL									
<u>Office Equipment (Account No: 5000-002)</u>									
AP	5767474	AP 26/07/2002	000010 - Howlett A4 Plain Paper (Xerox)	30.00	0.00	30.00	0.00		
AP	3495343	AP 26/07/2002	000010 - Howlett A4 Plain Paper (Xerox)	30.00	5.25	35.25	0.00		
AP	3432723	AP 26/07/2002	000010 - Howlett A4 Plain Paper (Xerox)	60.00	0.00	60.00	0.00		
AP	457635	AP 27/07/2002	000010 - Howlett A4 Plain Paper (Xerox)	15.00	2.63	17.63	0.00		
			Total for account no. 5000-002:	135.00	7.88	142.88	0.00		

Property Expenditure Certificate
EUR_SCYEPROP

This report shows the actual expenditure for a specified property by schedule and account number within schedule. These are the amounts retrieved by the GETGLAMT process that are used to calculate the apportionment to tenants.

Service Charge Property Expenditure Summary			
For the Period from 01/01/2012 to 31/12/2012			
ScoreHill House, London, W1			
Service Charge for Year Ending: 2012			
Cost Category	Property ID	Expenditure	Total GBP
MANAGEMENT	SCOR01		
1 Management Fees	480.00	480.00	
2 Accounting Fees	12,000.00	12,000.00	
3 Site Management Resources			
4 Health, safety, environment			
	Subtotal GBP	12,480.00	12,480.00
UTILITIES			
5 Electricity			
6 Gas	3,000.00	3,000.00	
7 Fuel Oil (heating)			
8 Water			
	Subtotal GBP	3,000.00	3,000.00
SOFT SERVICES			
9 Security	1,000.00	1,000.00	
10 Cleaning and environmental	2,350.67	2,350.67	
11 Marketing and promotion			
	Subtotal GBP	3,350.67	3,350.67
HARD SERVICES			
12 Mechanical and electrical services			
13 Lifts and escalators	12,356.98	12,356.98	
14 Suspended access equipment			
15 Fabric repair and maintenance			
	Subtotal GBP	12,356.98	12,356.98
INCOME			
16 Interest			
	Subtotal GBP		
INSURANCE			
18 Engineering insurance			
19 All risks insurance	8,789.43	8,789.43	
	Subtotal GBP	8,789.43	8,789.43
EXCEPTIONAL EXPENDITURE			
21 Major works			
22 Forward funding			
	Subtotal GBP		
	GRAND TOTAL GBP	39,977.08	39,977.08
<p>I hereby certify that, according to the information available to me, the attached statement of the service charge expenditure records the true cost to the landlord of providing the services to the Property for the period 01/01/2012 to 31/12/2012, in accordance with the terms of the lease.</p>			
Signed:	Date:		
For and on behalf of:			
As Agents for:			

Tenant Year End Certificate
EUR_SCYE

This report prints a page per tenant and shows their breakdown of the total amounts for each schedule. It will also show any on account amounts charged and prorate amounts where a tenant has moved in/out during the service charge year. The report will use the saved data produced by the '**Calculate and Save Apportionment**' report - EUR_SCTDETO.

Service Charge Certificate of Expenditure				
For the Period from 01/01/2012 to 31/12/2012				
ScoreHill House, London, W1				
Service Charge for Year Ending: 2012				
Robert Kearsley Bennet's Electricals Ltd		Reference:	Prop.Id-Lease Id	
			SCOR01-H00152	
For the Period: 01/01/2012 to 31/12/2012				
Demise Address	Unit 1, Scorehill Road, London, W1			
Cost Category	Property ID	Expenditure	Tenant	
	SCOR01	Total GBP	Total GBP	
MANAGEMENT				
1 Management Fees				
2 Accounting Fees				
3 Site Management Resources				
4 Health, safety, environment				
	Subtotal GBP			
UTILITIES				
5 Electricity				
6 Gas	3,000.00	3,000.00	900.00	
7 Fuel Oil (heating)				
8 Water				
	Subtotal GBP	3,000.00	3,000.00	900.00
SOFT SERVICES				
9 Security	1,000.00	1,000.00	300.00	
10 Cleaning and environmental	2,350.67	2,350.67	470.13	
11 Marketing and promotion				
	Subtotal GBP	3,350.67	3,350.67	770.13
HARD SERVICES				
12 Mechanical and electrical services				
13 Lifts and escalators	10,331.38	10,331.38	3,099.41	
14 Suspended access equipment				
15 Fabric repair and maintenance				
	Subtotal GBP	10,331.38	10,331.38	3,099.41
INCOME				
16 Interest				
	Subtotal GBP			
INSURANCE				
18 Engineering insurance				
19 All risks insurance	6,622.23	6,622.23	1,241.67	
	Subtotal GBP	6,622.23	6,622.23	1,241.67
EXCEPTIONAL EXPENDITURE				
21 Major works				
22 Forward funding				
	Subtotal GBP			
	GRAND TOTAL GBP	23,304.28	23,304.28	6,011.21
Total on account demanded: 0.00				
Total due: 6,011.21				
This property is VAT Opted				

There are German, Italian and French variations of this report in the relevant country packs.

Tenant Year End Certificate Consolidated
EUR_SCYEM

This report prints a page per master occupant and shows their breakdown of the total amounts for each schedule. It will also show any on account amounts charged and prorate amounts where a tenant has moved in/out during the service charge year. The report will use the saved data produced by the '**Calculate and Save Apportionment**' report - EUR_SCTDETO.

SERVICE CHARGES TENANT CERTIFICATE					
		Period	1/1/2009 - 12/31/2009		
		Date	3/25/2014		
Company / Property		Tenant	Mst.Occ.	Address	
Statesman House (TRAINING)		HO0116	HO000122	33 Statesman Road	
		Unit(s):		0001, 0006	
Statesman House (TRAINING)		Occupant:	Moorside Security Ltd		
33 Statesman Road			33 Statesman House		
W1 A 7ER London			W17 London		
			GB		
COST APPORTIONMENT SCHEDULE					
Schedule Number	Description	Total Property Expenditure	Allocation Basis	Tenant Share Amount	
01	Cleaning Costs	3,645.56	m2	361.56	
02	Lift Costs	1,600.00	m2	158.68	
03	Security Costs	15,000.00	m2	1,487.67	
04	Pest Control	5,049.74	m2	467.27	
05	Utility Costs	26,872.78	m2	2,486.62	
			Management Fee	675.00	
Dates			Total Balance	5,636.80	
S/c Dates: 01/01/2009 - 30/06/2009			On Account Paid	-5,684.58	
S/c Dates in Year: 1/1/2009 - 6/30/2009:			Adjustments	350.00	
No. of Days in Year: 181					
			Subtotal	302.22	
			VAT	52.89	
			Total to Pay	355.11	

Apportionment By Schedule
EUR_SCSUMM

This report displays the apportionment of the service charge amounts by schedule. A page break occurs between each schedule and all tenants participating in the schedules are displayed.

Page:	1	Service Charge Apportionment By Schedule																			
Date:	17/05/2004	Service Charge Period Covered: 01/01/2002 - 31/12/2002																			
Time:	10:34 AM	Attworth House, , B2 4NX (ATT001)																			
Userid:	SYSADM	Client: Maple Pension Fund (MAP)																			
Rpt Id:	EUR_SCSUMM1	Surveyor: Michael Jones (JONES)																			
Property is VAT Elected																					
Schedule: Schedule 1 abcdefghijklmnopqrs (SCHED)																					
Lease ID	Tenant Name	Unit ID	Demise	S/C Start Date	S/C End Date	Tenant % of Schedule	Total S/C Expenditure	Ocsp. Days	Apportioned Amount	Man.Fee Total	YTD S/C Recovery										
001061	W Jones and Sons Limited	01	01 - Ground Floor - test	01/01/2002	31/12/2002	25.00	15,250.00	365	15,250.00	0.00	15,250.00										
001062	Crossland Consultants	02	02 - First Floor	01/01/2002	31/12/2002	30.00	18,300.00	365	18,300.00	0.00	18,300.00										
001063	Harman Audio	03	03 - Second Floor	01/01/2002	31/12/2002	40.00	24,400.00	365	24,400.00	0.00	24,400.00										
Schedule Totals:						95.00	57,950.00		57,950.00	0.00	57,950.00										

There is a German variation called IDE_SCSUMM1.

Apportionment By Property
EUR_SCSUMM2

This report shows the apportionment of the service charge by Property and does not display individual schedule totals.

Service Charge Apportionment Property Summary <small>Service Charge Period Covered: 01/01/2002 - 31/12/2002</small> <small>Attwood House, 82 ANX (ATT001)</small> <small>Client: Maple Finska Fund (MAP)</small> <small>Surveyor: Michael Jones (JOHNE01)</small> <small>Property is VAT Elected</small>													
Lease ID	Tenant Name	Unit ID	Demise	SC Start Date	SC End Date	Total S/C Expenditure	OoP. Days	Allocated Amount	Max Fee Total	YTD S/C Recovery	Capped Amount	Total S/C Recovery On Account	Total due from & to Tenant
001061	W Jones and Sons Limited	01	01 - Ground Floor - test	31/01/2002	31/12/2002	22,300.00	365	22,300.00	0.00	22,300.00	0.00	22,300.00	20,095.89
001062	Crossland Consultants Limited	02	02 - First Floor	31/01/2002	31/12/2002	29,683.55	365	29,683.55	0.00	29,683.55	0.00	29,683.55	22,000.00
001063	Hatman Attdo	03	03 - Second Floor	31/01/2002	31/12/2002	35,966.45	365	35,966.45	0.00	35,966.45	0.00	35,966.45	19,000.00
001074	Colorado XX	04	04 - Third Floor	31/01/2002	31/12/2002	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00
001076	Bartlight Services	05	05 - 4th Floor	31/01/2002	31/12/2002	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00
001075	Howlett Ltd	06	Head Lease for Fire Escape	31/01/2002	31/12/2002	0.00	0	0.00	0.00	0.00	0.00	0.00	0.00
						87,950.00		87,950.00	0.00	87,950.00	0.00	87,950.00	61,095.89
													25,854.11

There is a German variation called IDE_SCSUMM2.

On Account Summary
EUR_SCOASUM

This report details the on account charges that have been raised for each tenant during the service charge year. The figures shown on this report should equal the totals for the on account charges displayed on the 'Tenant Year End Certificate' report.

The report includes the 'Take On' figure entered on the Lease Schedule view (also known as the Recovery view) and any charges on the service charge income category specified during the service charge year.

Service Charge On Account Detail SERVICE CHARGE DEVELOPMENT Income Category: SOA S/C Year: 2002 (01/01/2002 - 31/12/2002)					Page: 1
Rpt Id:	EUR_SCOASUM				Date: 17/05/2004
Unit Id	Lease Id	Tenant Name	Lease Start Date	Lease Expiry Date	Time: 10:39 AM
ATT001 Attworth House					
01	001061	W Jones and Sons Limited	01/01/2002	31/12/2026	(Charge Range: 25/12/2001-24/12/2002)
	<u>Batch Id</u>	<u>From Date</u>	<u>To Date</u>	<u>Src.</u>	<u>Description</u>
	00000180	01/01/2002	01/02/2002CH		AUTOCHRG @T24/03/2002 @R
	00000186	25/03/2002	25/03/2002CH		AUTOCHRG @T23/06/2002
	00000207	01/07/2002	01/07/2002CH		Service Charge Adjustment
					Subtotal:
					20,095.89
					Take On:
					0.00
					Lease Total:
					20,095.89
02	001062	Crossland Consultants Limited	01/06/2001	31/05/2026	(Charge Range: 25/12/2001-24/12/2002)
	<u>Batch Id</u>	<u>From Date</u>	<u>To Date</u>	<u>Src.</u>	<u>Description</u>
	00000180	25/12/2001	25/12/2001CH		AUTOCHRG @T24/03/2002
	00000186	25/03/2002	25/03/2002CH		AUTOCHRG @T23/06/2002
	00000207	01/07/2002	01/07/2002CH		Service Charge Adjustment
					Subtotal:
					22,000.00
					Take On:
					0.00
					Lease Total:
					22,000.00
03	001063	Harman Audio	22/11/2001	21/11/2026	(Charge Range: 25/12/2001-24/12/2002)
	<u>Batch Id</u>	<u>From Date</u>	<u>To Date</u>	<u>Src.</u>	<u>Description</u>
	00000180	25/12/2001	25/12/2001CH		AUTOCHRG @T24/03/2002
	00000186	25/03/2002	25/03/2002CH		AUTOCHRG @T23/06/2002
	00000207	01/07/2002	01/07/2002CH		Service Charge Adjustment
					Subtotal:
					19,000.00
					Take On:
					0.00
					Lease Total:
					19,000.00

AP Net/VAT S/C Expenditure
EUR_DISTSC

This report details the AP transactions that have been included in the expense pool totals used for the service charges for the selected property, income category and year.

Database: V4RESTRICT AP Service Charge Net / VAT Expense V4 Restricted Database Schedule 1 Entity: AARD01 S/C Period: 01/01/2008 - 31/12/2008							Page: 1 Date: 02/09/2008 Time: 05:37 PM				
Account No.	Supplier Name	Period	Invoice No.	S/C Date	Inv.Date	Reference	Net	VAT	%	Gross	Paid Date
822021	Top Aircon Supplies Plc	08/08	333	29/07/2008	29/07/2008	AR 1	2,000.00	392.00	19.60	2,392.00	
822021	Eye Spy Ltd	08/08	RMK1	01/08/2008	01/08/2008	RMK1	3,000.00	588.00	19.60	3,588.00	01/08/2008
822024	Eye Spy Ltd	08/08	RMK1	01/08/2008	01/08/2008	RMK2	5,000.00	980.00	19.60	5,980.00	01/08/2008
823054	Eye Spy Ltd	08/08	RMK1	01/08/2008	01/08/2008	RMK3	2,000.00	392.00	19.60	2,392.00	01/08/2008
822021	Eye Spy Ltd	08/08	RMK1	01/08/2008	01/08/2008	RMK1	-3,000.00	588.00	19.60	-2,412.00	01/08/2008
822024	Eye Spy Ltd	08/08	RMK1	01/08/2008	01/08/2008	RMK2	-5,000.00	980.00	19.60	-4,020.00	01/08/2008
823054	Eye Spy Ltd	08/08	RMK1	01/08/2008	01/08/2008	RMK3	-2,000.00	392.00	19.60	-1,608.00	01/08/2008
Schedule Total:							2,000.00	4,312.00		6,312.00	

Reconciliation (Draft/Update) IDE_SCOASUM (German)

This report shows the CM charges raised to date for each tenant. When run in 'Update' mode some additional parameters are required (see below) and reversing charges are raised for the outstanding amounts.

Rpt Id:	IDE_SCOSUM	Service Charge On Account Reconciliation				Page:	1			
		V4 Restricted Database				Date:	02/09/2008			
MODE: EDIT		Income Category: SOA				Time:	05:39 PM			
		S/C Year: 2008 (01/01/2008 - 31/12/2008)								
Unit Id	Lease Id	Tenant Name	Lease Start Date	Lease Expiry Date						
AARD01	Aardvark Lane									
01	SA0083	Gap	01/01/2007	31/12/2010	(Charge Range: 01/01/2008-31/12/2008)					
	<u>Batch Id</u>	<u>From Date</u>	<u>To Date</u>	<u>Src.</u>	<u>Inc Cat.</u>	<u>Description</u>	<u>On Account</u>	<u>Curr</u>	<u>Paid Amount</u>	<u>Credit</u>
	SA000483	01/01/2008	31/01/2008	CH	SOA	01/01/2008-31/01/2008 In Adv.	333.33	GBP	0.00	-333.33
						Subtotal:	333.33			
						Take On:	50.00			
						Lease Total:	383.33		0.00	-333.33
02	SA0086	Boots	12/04/2008	31/12/2014	(Charge Range: 01/01/2008-31/12/2008)					
03	SA0085	WH Smiths	01/01/2007	11/11/2008	(Charge Range: 01/01/2008-31/12/2008)					
04	000087	Toys R Us	01/01/2008	31/12/2010	(Charge Range: 01/01/2008-31/12/2008)					
	<u>Batch Id</u>	<u>From Date</u>	<u>To Date</u>	<u>Src.</u>	<u>Inc Cat.</u>	<u>Description</u>	<u>On Account</u>	<u>Curr</u>	<u>Paid Amount</u>	<u>Credit</u>
	SA000483	01/01/2008	31/01/2008	CH	SOA	01/01/2008-31/01/2008 In Adv.	555.55	GBP	0.00	-555.55
						Subtotal:	555.55			
						Take On:	0.00			
						Lease Total:	555.55		0.00	-555.55
05	SA0094	Top Man	01/01/2008	31/12/2012	(Charge Range: 01/01/2008-31/12/2008)					
06	SA0097	Boots The Chemist	01/02/2008	31/12/2020	(Charge Range: 01/01/2008-31/12/2008)					
07	SA0098	Layton Enterprises	01/01/2008	31/12/2009	(Charge Range: 01/01/2008-31/12/2008)					
Currency for this property: GBP - British Pounds				Property Total:	938.88		0.00	-888.88		

Management Fees
IDE_SCMANFEE
(German)

This report calculates the management fees in the system based on the details Setup in the lease table.

The report output is shown below.

Rpt Id: IDE_SCMANFEE			Management Fee Report					Page:	1			
			V4 Restricted Database					Date:	02/09/2008			
			Income Category: SOA					Time:	05:46 PM			
S/C Year: 2008 (01/01/2008 - 31/12/2008)												
Tenant Id	Master Occp Id	Tenant Name	Lease Start Date		Lease Expiry Date							
AARD01	Aardvark Lane											
SA0083	SA000083 Gap		01/01/2007	31/12/2010	(Charge Range: 01/01/2008-31/12/2008)							
	<u>Income Category</u>		%	Fixed Amt.	Amount	Curr.	Total Fee					
	SOA	S/C auf Konto	0	0.00	0.00	GBP	0.00					
			Total Fee:		0.00		0.00					
SA0086	SA000086 Boots		12/04/2008	31/12/2014	(Charge Range: 01/01/2008-31/12/2008)							
SA0085	SA000085 WH Smiths		01/01/2007	11/11/2008	(Charge Range: 01/01/2008-31/12/2008)							
000087	00000087 Toys R Us		01/01/2008	31/12/2010	(Charge Range: 01/01/2008-31/12/2008)							
	<u>Income Category</u>		%	Fixed Amt.	Amount	Curr.	Total Fee					
	SOA	S/C auf Konto	0	0.00	0.00	GBP	0.00					
			Total Fee:		0.00		0.00					
SA0094	SA000094 Top Man		01/01/2008	31/12/2012	(Charge Range: 01/01/2008-31/12/2008)							
SA0097	SA000100 Boots The Chemist		01/02/2008	31/12/2020	(Charge Range: 01/01/2008-31/12/2008)							
SA0098	SA000101 Layton Enterprises		01/01/2008	31/12/2009	(Charge Range: 01/01/2008-31/12/2008)							
Base currency for this property: GBP - British Pound Sterling				Property Total:		0.00	0.00					

Tenant S/C Shortfall
EUR_SCSHORT

This report shows a lease-level breakdown of tenant expense calculations for the s/c year and will use the saved data produced by the '**Calculate and Save Apportionment**' report - **EUR_SCTDETO**.

The report output is shown below.

Database: V4RESTRICT EMEA V4 DEVELOPMENT		Tenant S/C Shortfall					Page: 1	
Report ID: EUR_SCSHORT		S/C Year 2012 covering period 01/01/2012-31/12/2012, 366 days					Date: 28/02/2013	
							Time: 08:18 AM	
SCOR01 ScoreHill House <i>Amounts for this property quoted in GBP</i>		VAT Opted:	Y	S/C Start Date:	01/01	On Account Method:	Forwards	Average Area Calculation: N
				S/C Year End:	31/12	Apportion Method:	Daily based on occupancy	Daily Apportion Year Start: 2012
Unit Ref.	Lease Ref.	Tenant Name	Master Occ.Ref.	Start Date	End Date	S/C Net?	Schedule Tenant Amount	Tenant Amount
01	H00152	Bennet's Electricals Ltd	H0000156	01/01/2009	30/06/2013	Y	23,304.28	6,011.21
02	H00153	Business System Solutions Ltd	H0000157	01/04/2011	31/03/2012	Y	6,222.59	2,202.30
02	H00154	VACANT	H0000158	01/04/2012	31/12/2014	Y	17,010.91	3,654.69
Property SCOR01 Totals (GBP)							Tenant Total: 11,868.20	
							Shortfall: 11,436.08	
							Total Expense: 23,304.28	

S/C Year Occupancy
EUR_SCOCPP

This report will display the units for a specified property and service charge year and their occupancy details throughout the year based on the service charge dates recorded for the lease. Unoccupied periods within the year selected will show as VACANT.

It will display the rent start and expiry dates from the lease, the service charge from and to dates (if any) for the lease and also the relevant dates pertaining to the service charge year being processed.

The report also indicates if any of the service charge from/to dates overlap. If there are overlaps, the user should correct the data before running the service charge reconciliation process.

Database: V4RESTRICT EMEA V4 DEVELOPMENT *D\ EUR_SCOCPP S/C Year Occupancy S/C Year: 2013 1/1/2013 - 12/31/2013							Page: 1		
Unit Ref.	Unit Description	Master Occ.Ref.	Lease Ref.	Tenant Name	Lease Start Lease Expiry	S/C From S/C To	S/C Year Start S/C Year End	No. Days	Date: 9/10/2013
AAA Triple A Estate									
001	Unit1, German SC Building	00000116	000110	SC tenant 1	1/1/2008 12/31/2014		1/1/2013 12/31/2013	365	Time: 03:54 AM
002	Unit 2, German SC Building	00000117	000111	SC tenant 2	5/21/2008 2/28/2013	5/21/2008 3/9/2013	1/1/2013 3/9/2013	68	
		00000160	000156	WHSmith and Sons	3/1/2013 9/1/2015	3/10/2013	3/10/2013 12/31/2013	297	
003	Unit 3, German SC Building	*****	*****	VACANT			1/1/2013 12/31/2013	365	
004	Unit 4, German SC Building	*****	*****	VACANT			1/1/2013 12/31/2013	365	
005	Unit 5, German SC Building	*****	*****	VACANT			1/1/2013 12/31/2013	365	
006	German SC Building	*****	*****	VACANT			1/1/2013 12/31/2013	365	
007	German SC Building	*****	*****	VACANT			1/1/2013 12/31/2013	365	

Vacancy and Void Cost
EUR_SCVOID

This report shows a unit-level breakdown of vacancy and void costs for the s/c year and will use the saved data produced by the '**Calculate and Save Apportionment**' report - **EUR_SCTDETO**.

The report output is shown below.

Database: V4RESTRICT V4 EMEA RESTRICTED Report ID: EUR_SCVOID		Vacancy and Void Cost S/C Year 2012 covering period 1/1/2012-12/31/2012, 366 days Data Calculated on 5/21/2014 6:16:20 AM					Page: 1 Date: 6/20/2014 Time: 09:15 AM																																															
SCOR01 ScoreHill House <i>Amounts for this property quoted in GBP</i>																																																						
VAT Opted: Y S/C Start Date: 01/01 On Account Method: Forwards S/C Year End: 31/12 Apportion Method: Daily based on occupancy S/C Schedules: Unit Include unleased: Y Average Area Calculation: N Daily Apportion Year Start: 2012																																																						
<table border="1"> <thead> <tr> <th>Unit Ref.</th> <th>Description</th> <th>GLA Area</th> <th>Days Occupied</th> <th>Days Vacant</th> <th>% Occupancy</th> <th>Net Total Lost to Vacancy</th> </tr> </thead> <tbody> <tr> <td>02</td> <td>Unit 2 ScoreHill Road</td> <td>2,500.00</td> <td>214</td> <td>152</td> <td>71.03</td> <td>3,605.55</td> </tr> <tr> <td>03</td> <td>Unit 3 ScoreHill Road</td> <td>3,500.00</td> <td>0</td> <td>366</td> <td>0.00</td> <td>16,151.69</td> </tr> <tr> <td>04</td> <td>Unit 4 ScoreHill Road</td> <td>1,500.00</td> <td>0</td> <td>366</td> <td>0.00</td> <td>6,707.84</td> </tr> <tr> <td>05</td> <td>Unit 5 ScoreHill Road</td> <td>500.00</td> <td>0</td> <td>366</td> <td>0.00</td> <td>4,235.91</td> </tr> <tr> <td colspan="6"></td><td>30,700.99</td><td colspan="3"></td></tr> </tbody> </table>										Unit Ref.	Description	GLA Area	Days Occupied	Days Vacant	% Occupancy	Net Total Lost to Vacancy	02	Unit 2 ScoreHill Road	2,500.00	214	152	71.03	3,605.55	03	Unit 3 ScoreHill Road	3,500.00	0	366	0.00	16,151.69	04	Unit 4 ScoreHill Road	1,500.00	0	366	0.00	6,707.84	05	Unit 5 ScoreHill Road	500.00	0	366	0.00	4,235.91							30,700.99			
Unit Ref.	Description	GLA Area	Days Occupied	Days Vacant	% Occupancy	Net Total Lost to Vacancy																																																
02	Unit 2 ScoreHill Road	2,500.00	214	152	71.03	3,605.55																																																
03	Unit 3 ScoreHill Road	3,500.00	0	366	0.00	16,151.69																																																
04	Unit 4 ScoreHill Road	1,500.00	0	366	0.00	6,707.84																																																
05	Unit 5 ScoreHill Road	500.00	0	366	0.00	4,235.91																																																
						30,700.99																																																

Retrieve Expenses SCV3_GETGL

This report retrieves the expense data from the GL module and places it into the service charges tables so that the processing may occur.

This report is described in some detail elsewhere in this manual.

S/C Get GL Expenses by Department											
S/C Date Range	Period	GL Ref.	Src	Entity Id	Basis	Description	Percent	Amount	AP Inv.No.	Inv. Date	Supplier Details
Income Category: SOA	S/C on Account										
Expense Pool Id: 01	Professional Fees										
Dept/Schedule Id: 01	Schedule 1										
141030 Other Income - Property											
01/01/2018 31/03/2018 01/18 000325 RK SCOR01	A	ACCOUNTING					100.0000 GBP	1,000.00	N/A	N/A	
							141030 Total:	GBP	1,000.00	VAT: 0.00	
							Professional Fees Total:	GBP	1,000.00		
Income Category: SOA	S/C on Account										
Expense Pool Id: 02	Utilities										
Dept/Schedule Id: 02	Schedule 2										
822042 Gas											
01/01/2018 31/03/2018 01/18 000326 RK SCOR01	A	GAS					100.0000 GBP	3,000.00	N/A	N/A	
							822042 Total:	GBP	3,000.00	VAT: 0.00	
							Utilities Total:	GBP	3,000.00		
Income Category: SOA	S/C on Account										
Expense Pool Id: 03	Security										
Dept/Schedule Id: 03	Schedule 3										
822091 Security - Services											
01/01/2018 31/03/2018 01/18 000326 RK SCOR01	A	SECURITY					100.0000 GBP	2,500.00	N/A	N/A	
							822091 Total:	GBP	2,500.00	VAT: 0.00	
* Indicates that the expense crossed s/c years or that this is an estate-level expense. The amount shown is the FULL expense amount which may be prorated during the reconciliation. (P) after EntityId indicates entity added into the expense pool at a fixed percent. (E) after EntityId indicates estate-level entity the property is part of.											
Report Id SCV3_GETGL	Database XSEMEA_DV2	Reported by rob kearsley	01/08/2019 15:41	Page 1							

Draft Reconciliation Billing
 EUR_BILLREC (ACTUALS)
 EDIT MODE

This report calculates the amount to charge each tenant as a balancing charge at the end of the service charge year.

This option in the Service Charges Role Page runs the process in EDIT MODE to allow the user to check before running it and raising the CM Charges.

Database: SCDEV Year: 2002 Preliminary		Service Charge Billing Report SERVICE CHARGE DEVELOPMENT Attworth House			Page: 1 Date: 17/05/2004 Time: 10:53 AM
Lease Id Tenant Name	Unit Id	Sqft	Expense Formula Prorata Formula Final Formula	Service Charge	Billing Calculation
Income Category: SOA - Service Charge on Acc					
ATT001-001061 W Jones and Sons Limited	01	MAFINAL	S/Charge Due On Account Billed Calculated Due User Adjustments Reconciliation Billed VAT Total Amt Billed	22,300.00 20,095.89 2,204.11 0.00 2,204.11 385.72 2,589.83	
ATT001-001062 Crossland Consultants Limited	02	UKFINAL	S/Charge Due On Account Billed Calculated Due User Adjustments Reconciliation Billed VAT Total Amt Billed	29,683.55 22,000.00 7,683.55 0.00 7,683.55 1,344.62 9,028.17	
ATT001-001063 Harman Audio	03	UKFINAL	S/Charge Due On Account Billed Calculated Due User Adjustments Reconciliation Billed VAT Total Amt Billed	35,966.45 19,000.00 16,966.45 0.00 16,966.45 2,969.13 19,935.58	

Raise Charges for Reconciliation Billing
EUR_BILLREC (ACTUALS)
 UPDATE MODE

This report calculates the amount to charge each tenant as a balancing charge at the end of the service charge year.

This option in the Service Charges Role Page runs the process in UPDATE MODE thereby raising the CM Charges.

Unlike most reports in the Service Charges Role Page, this one does require the user to enter some run-time information before it calculates and raises the charges. These fields are described elsewhere in this manual.

Lease Id Tenant Name	Unit Id	Sqft	Expense Formula Prorata Formula Final Formula	Service Charge	Billing Calculation
Income Category: SOA - Service Charge on Acc					
ATT001-001061 W Jones and Sons Limited	01		MAFINAL	S/Charge Due On Account Billed Calculated Due User Adjustments Reconciliation Billed VAT Total Amt Billed	22,300.00 20,095.89 2,204.11 0.00 2,204.11 385.72 2,589.83
ATT001-001062 Crossland Consultants Limited	02		UKFINAL	S/Charge Due On Account Billed Calculated Due User Adjustments Reconciliation Billed VAT Total Amt Billed	29,683.55 22,000.00 7,683.55 0.00 7,683.55 1,344.62 9,028.17
ATT001-001063 Harman Audio	03		UKFINAL	S/Charge Due On Account Billed Calculated Due User Adjustments Reconciliation Billed VAT Total Amt Billed	35,966.45 19,000.00 16,966.45 0.00 16,966.45 2,969.13 19,935.58

Retrieve Budgets
SCV3_GETBD
UPDATE MODE

This report retrieves the GL budget information entered for the specified property and service charge budget year. These amounts are then stored in the service charges tables and used for on account calculation.

Database:	V4RESTRICT	Get GL Budget Amounts by Department	Page:	1
Update		EMEA_V4 DEVELOPMENT *DO NOT DELETE*	Date:	6/6/2013
Property:	AAA	Triple A Estate	Time:	09:18 AM
		Expense Year: 2008 - From 1/1/2008 to 12/31/2008		
		Budget Type: S/C Period Range: 01/08 - 12/08		
Account No.	Description	Ccy.	Budget Amount	
Income Category:	SOA	S/C on Account		
Expense Pool Id:	01	Professional Fees		
Dept/Schedule Id:	01	Schedule 1		
822021	Cleaning - General	GBP	10,000.00	
		Professional Fees Budget Total:	GBP	10,000.00
Income Category:	SOA	S/C on Account		
Expense Pool Id:	02	Utilities		
Dept/Schedule Id:	02	Schedule 2		
Income Category:	SOA	S/C on Account		
Expense Pool Id:	03	Security		
Dept/Schedule Id:	03	Schedule 3		
Income Category:	SOA	S/C on Account		
Expense Pool Id:	04	Cleaning		
Dept/Schedule Id:	04	Schedule 4		
Income Category:	SOA	S/C on Account		
Expense Pool Id:	05	Marketing		
Dept/Schedule Id:	05	Schedule 5		
<u>Budget Schedule Summary</u>				
Dept Id	Pool Id	Description	Ccy.	Budget Total
01	01	Professional Fees		10,000.00
02	02	Utilities		0.00
03	03	Security		0.00
04	04	Cleaning		0.00
05	05	Marketing		0.00
		Total budget for all schedules:		10,000.00

Property Budget Summary
EUR_SCBUDSUM

This report shows a summary of the budget figures for the property by schedule and GL account number within each schedule.

Service Charge Property Budget Summary

Attworth House, , B2 4NX

Budget Service Charge Year: 2002

Budget Period: 01/01/2002 to 31/12/2002

On behalf of Maple Pension Fund

Date: 17/05/2004

Property Ref.: ATT001 - Property is VAT Elected

Schedule 1 abcdefghijklmnopqrs (SCHED1)

Budget Expenditure Type	Total Budget
Communications	15,688.00
Budget Schedule Total:	15,688.00

Schedule 2 (SCHED2)

Budget Expenditure Type	Total Budget
Alarms	1,200.00
Equipment	600.00
Cleaning	4,000.00
Budget Schedule Total:	5,800.00

Schedule 3 (SCHED3)

Budget Expenditure Type	Total Budget
Equipment	300.00
Budget Schedule Total:	300.00

Property Budget Total:	21,788.00
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Draft On Account Report
EUR_SCBUDSUM
EDIT MODE

This report prints a page per tenant and shows the apportionment and calculation of the budgets for the on account charges.

Once the total is calculated, the amount is divided into the appropriate instalments as currently Setup in the lease recurring charges table.

As the report runs in EDIT, no recurring charges are created.

Service Charge Property On Account Calculation (Edit)											
Attworth House, Based on Service Charge Budget for Year: 2002											
Budget Period: 01/01/2002 to 31/12/2002											
On behalf of Maple Pension Fund											
W Jones and Sons Limited Reed Enterprises Unit 1 45 New Street Birmingham B2 4NX				Reference: ATT001-001061							
Covering Period: 01/01/2002 to 31/12/2002											
Demise: 01 - Ground Floor - test											
Expense Category and Description		Budget Amount	Percentage %	Subtotal	Man. Fee %	Man. Fee	Amount				
SCHED1	Schedule 1 abcdefghijklmnopqrs	15,688.00	25.000000	3,922.00	0.00	0.00	3,922.00				
SCHED2	Schedule 2	5,800.00	30.000000	1,740.00	0.00	0.00	1,740.00				
New Annual On Account Charge:							5,662.00				
To be Recovered in Installments as per Lease (English Quarter Days - in advance):							1,416.00				

Raise Charges for On Accounts
EUR_SCBUDSUM
UPDATE MODE

This report prints a page per tenant and shows the apportionment and calculation of the budgets for the on account charges.

Once the total is calculated, the amount is divided into the appropriate instalments as currently Setup in the lease recurring charges table.

As the report runs in UPDATE, recurring charges are created.

Note that if this legacy report is used, then no recurring charges are updated on leases that contain service charge caps – these should be entered manually. A message will appear on a lease matching these criteria. More recent versions of the report (for example EUR_SCEST) will update recurring charges on leases with caps correctly.

Attworth House, Based on Service Charge Budget for Year: 2002 Budget Period: 01/01/2002 to 31/12/2002 On behalf of Maple Pension Fund																																									
W Jones and Sons Limited Reed Enterprises Unit 1 45 New Street Birmingham B2 4NX						Reference: ATT001-001061																																			
Demise: 01 - Ground Floor - test						Covering Period: 01/01/2002 to 31/12/2002																																			
<table><thead><tr><th>Expense Category and Description</th><th>Budget Amount</th><th>Percentage %</th><th>Subtotal</th><th>Man. Fee %</th><th>Man. Fee</th><th>Amount</th></tr></thead><tbody><tr><td>SCHED1 Schedule 1 abcdefghijklmnopqrs</td><td>15,688.00</td><td>25.000000</td><td>3,922.00</td><td>0.00</td><td>0.00</td><td>3,922.00</td></tr><tr><td>SCHED2 Schedule 2</td><td>5,800.00</td><td>30.000000</td><td>1,740.00</td><td>0.00</td><td>0.00</td><td>1,740.00</td></tr><tr><td colspan="6">New Annual On Account Charge:</td><td>5,662.00</td></tr><tr><td colspan="6">To be Recovered in Installments as per Lease (English Quarter Days - in advance):</td><td>1,416.00</td></tr></tbody></table>							Expense Category and Description	Budget Amount	Percentage %	Subtotal	Man. Fee %	Man. Fee	Amount	SCHED1 Schedule 1 abcdefghijklmnopqrs	15,688.00	25.000000	3,922.00	0.00	0.00	3,922.00	SCHED2 Schedule 2	5,800.00	30.000000	1,740.00	0.00	0.00	1,740.00	New Annual On Account Charge:						5,662.00	To be Recovered in Installments as per Lease (English Quarter Days - in advance):						1,416.00
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SCHED2 Schedule 2	5,800.00	30.000000	1,740.00	0.00	0.00	1,740.00																																			
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