rockend
Rest Professional

REST PROFESSIONAL

Release Notes

Version 18.5.03

Date: 20 May 2020

Rest Professional Version 18.5 Release Notes

Version 18.5.03 General Release

To successfully upgrade to Rest Professional Version 18.5.03, your database must be on v16.0.00 or later.

Owner Consent for the Electronic Service of Notices and Documents

A new option is available on the Owner Details screen to indicate whether an owner has consented the electronic service of notices and documents. The owner's consent status will be observed when the new system option is enabled *(Other > Utilities> System Options > Other > Enforce Electronic Consent status for owner email.*)

- When owners have not consented to receive notices electronically and the system option is enabled, they will be excluded from email communication when sending single or bulk emails, inspection letters from the Inspection Planner and when sending statements.

- A new report has been added and can be filtered to display owners who have consented or declined electronic communications, and owners whose profiles have not been updated with this setting.

- A new System Option has been added on the 'Other' tab labelled Enforce Electronic Consent status for owner email. When the option is enabled, owners who have not consented cannot be emailed.

- A new drop-down has been added to the Owner Details screen in the Contact section: Consented to the electronic service of notices. The options are Not Recorded (default) Yes and No.

- A new filter has been added in Print Letters/Mail Merge and Export Data.

- Changes to owner's consent status will be recorded on the File Changes report.

- A bulk update utility has been added in *Other > Utilities > Global Changes > Bulk Status Update > Electronic Consent Bulk Update*. This screen allows bulk selection of owners, and the allocated status will be saved to the Owner Details screen.

- A prompt has been added to the Owner Details screen to ensure changes to email addresses and mobile numbers are saved before using the quick-launch Email and SMS buttons.

- When using File Smart Archive File Smart Printmail and Workflow Assist, the owner's consent status will be synchronised with File Smart.

Property Reminders

Have been enhanced to now provided unlimited Property Reminders.

Changes have been made to *Other > Utilities > System Options > Reminders Tab*. The previous limitation of five reminders has been replaced with the ability to add unlimited Property Reminders.

- The *Property Details > Reminders tab* has been updated to display and edit the additional reminders configured within System Options.

- Existing reminders will automatically be upgraded to the new layout.

- The Property Reminders report has been updated to report on any property reminders configured.

Westpac Live

Rest Professional now provides the ability to pay creditors in bulk by BPay to those customers with Westpac Live

Bulk BPAY must be activated by a user with the highest security level (Statistics/Company Details/Passwords & Above):

Select *Other > Utilities > Company Details*

Click the *General* Tab.

Select Westpac Live from the Bulk BPay Bank dropdown list.

Westpac Live does not require a BPay User ID.

Rent Renegotiation | Financial Hardship Notation

A new option has been added to allow identification of tenants whose rents have been renegotiated due to Financial Hardship.

A new system option is available to activate and provide a custom name for Financial Hardship.

Go to *Other > Utilities > Other > Incl. Financial Hardship*

- Go to *Other > Utilities > System Options > Other > Descriptions*
  Update the Description if required i.e. COVID-19

- When activated, Financial Hardship will display on the *Tenant Details > Renegotiation tab.*

- When a rent is being renegotiated and the Financial Hardship is selected, a date will be available for nominating the date of the renegotiation.

- The rent renegotiation will appear on the Tenants Ledger and Quick Ledger with the following details:

    Reason: Financial Hardship

- The wording 'Financial Hardship' is the default text when an alternative value has not been added to System Options > Descriptions.

Other Changes

- The following forms have been made available when merging to REI Forms Live South Australia:

    FM6220 – Extension of Residential Property Management Agreement
    FM6250 – Residential Tenancy Agreement – Assignment Form

- In some instances, an error would occur when attempting to view the tenant card via the property card. This issue has been resolved.

- In some instances, an error would occur when attempting to reprint a quote or work order from the Property Maintenance reports menu. This issue has been resolved.

- A change has been made to the *Property Card > Advertising details* tab to ensure all data is saved successfully after making changes.

- An issue with no records being found in some instances when selecting All Managers in *Global Changes > Action Diary* Items has been resolved.

- In some instances, an error would occur when saving and loading a Property Card. This issue has been resolved.