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THE BELLBUOY GROUP'S CUSTOMER PLATFORM TUTORIAL

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Introduction:

Welcome to The Bellbuoy Group's Customer Platform tutorial.

As a valued Bellbuoy client, you will have access to our customer platform, from which you will be able to view and download information relevant to your unit(s) and or, if a Scheme Executive (Trustee / Director) of a scheme governing body, information relevant to the management and administration of the scheme.

This tutorial is aimed at the Owner-user (owner) and the Scheme Executive-user. Although often a Scheme Executive is also an owner, this is not always the case, so we have accounted for both scenarios. Note though, if you are a Scheme Executive and owner, the same activation and access processes apply, and the same email address and password are used.

In this tutorial, we will show you how to register (activate) your account, how to access our platform, where and how to access certain information, how to retrieve invoices and statements and, for Scheme Executives, how to authorise invoices, view reports and review the community report.



Whilst every attempt has been made to cover most scenarios in the development of the platform, many user related variables such as different operating systems, different browsers, different screen resolutions, firewalls, security settings, proxy servers etc., may result in difficulties, if you do encounter issues with any of these steps, please feel free to contact your allocated portfolio manager for assistance, or email us on bellbuoy@bellbuoy.co.za.

We believe that transparency is key to a healthy relationship between owners and scheme executives and between Bellbuoy and its valued clients.

Empowering Scheme Executives, by providing direct access to relevant information, will assist them in making meaningful decisions and to fulfil their fiduciary and statutory roles.

Please enjoy using our system and the many benefits it offers.

Owners and Scheme Executives:

Activating your account:

In this section, we are going to show you how to activate (register) your account on our platform.

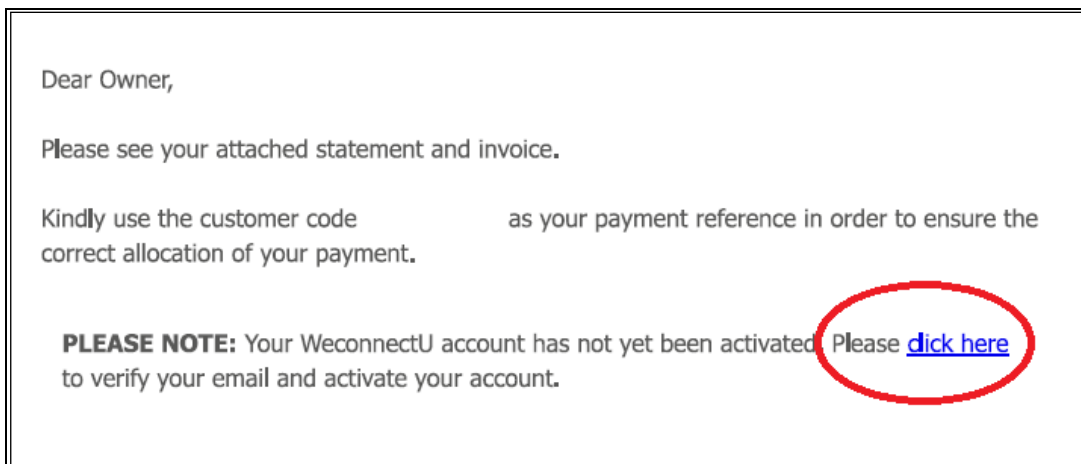
Your account with Bellbuoy is linked to your email address. Your email address is thus your username.

 **The email address you have registered with Bellbuoy is your username.**

Your account has already been created by Bellbuoy, using your email address, however, in order to access our platform, you must activate your account by verifying your email address and entering a password of your choosing (please note that the following rules apply to creating a password for our platform):

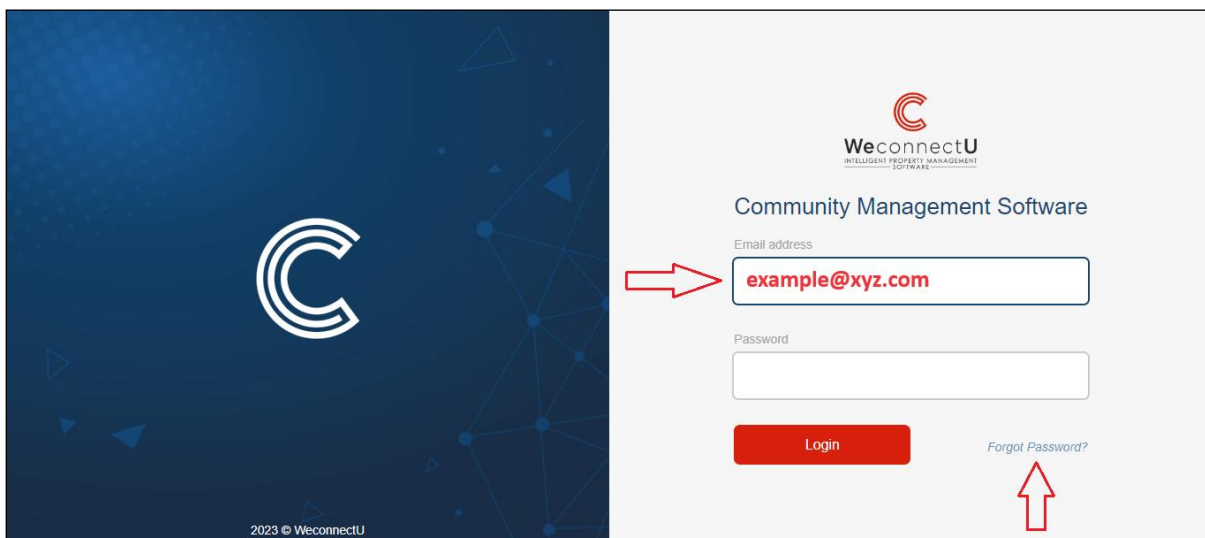
- Minimum 8 Characters
- Must include a combination of
 - Lowercase
 - Uppercase
 - Numbers
 - Special Characters (!@#\$\$%)

Activating your account on our platform is as easy as either clicking the link in the first statement email that Bellbuoy sent from the platform, see below example:



Alternatively, you may access our platform by visiting our website at www.bellbuoy.co.za, clicking on the [client login page](#), and, finally, clicking on the “[Portal Login](#)” image.

Both of the above will take you to the login page, here you may insert your email address and click the **forgot password** link, then follow the prompts to enter a password (taking note of the above rules) and access your account.



Accessing your account:

Once your account is activated, you may access our platform using either of the following methods:


Every levy invoice/statement email that Bellbuoy sends includes a link to access the system, see below example:


Dear Owner,

Please see your attached statement and invoice.

Kindly use the customer code _____ as your payment reference in order to ensure the correct allocation of your payment.

Owners: You can view unit details, detailed invoices and customer statements by logging into your profile. [Click here to login!](#)



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Leaders in Property Management

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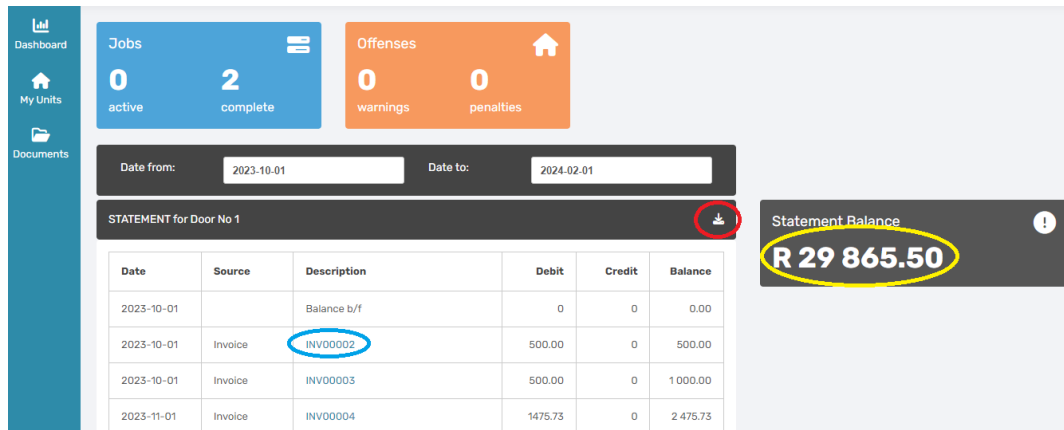
Alternatively, you may access our platform by visiting our website at www.bellbuoy.co.za, clicking on the [client login page](#), and, finally, clicking on the "[Portal Login](#)" image.



We recommend creating a bookmark in your browser for easy future access.

Landing page (dashboard):

Once you have logged in, you will see the following (example) dashboard:



The dashboard includes a summary of your account, and the facility to view and download a statement, as well as any particular invoice.

You will also notice at the top of the screen a blue box called **jobs**, and an orange box called **offences**:

- **Jobs:**
Should a task be assigned to you and or assigned to your particular unit, you will notice a job appear in the blue box, click on active to review this job. Once the job is complete, it will reflect in the complete section, click on complete to review previous jobs.
- **Offences:**
Should an offence be applied to you or applied to your particular unit, you will notice an offence appear in the orange box, click on warnings or penalties (whichever is applicable) to review offences.

On the far left of the screen is your navigation bar, it includes menu items such as dashboard, my units and documents:

- **Dashboard:**
Click here to return to the dashboard from any other screen.
- **My units:**
Click here to review information specific to your unit. This includes shortcuts to the jobs and offences mentioned earlier, but also includes unit info:

My Units

Section	Door No	Customer Code	Levies	Owner/s	Action
1	1	CAR001-D1		Doe, Mr J	View Unit Info

Click on any of the links to be directed to information such as owner details, occupants and additional, finances and communication:

Unit Details

Block	1	Section	1
Unit No.	1	Door No.	1
Customer Code	CAR001-D1	Customer Name	Doe, Mr J

[Owner Details](#) [Occupants & Additional](#) [Finances](#) [Communication](#)


- **Owners details:**
Your details as captured by Bellbuoy.
- **Occupants and additional:**
Should the units be let, and you have provided Bellbuoy with the tenant's details, these will appear here.
- **Finances:**
A shortcut to your statement and invoices.
- **Communication:**
A repository of all communication sent by Bellbuoy to you via the platform.

- **Documents:**


Click here to go to the General documents repository, which includes information that you may view or download, relevant to the scheme in which you are an owner. This, typically, includes rules, plans, general meeting minutes and insurance policies, however, the content contained herein is moderated by the Scheme Executives, so information will vary from scheme to scheme.


Accessing your levy/contribution statement and invoices:

Date from: 2023-10-01 Date to: 2024-02-01

STATEMENT for Door No 1 

Date	Source	Description	Debit	Credit	Balance
2023-10-01		Balance b/f	0	0	0.00
2023-10-01	Invoice	INV00002	500.00	0	500.00
2023-10-01	Invoice	INV00003	500.00	0	1000.00
2023-11-01	Invoice	INV00004	1475.73	0	2 475.73

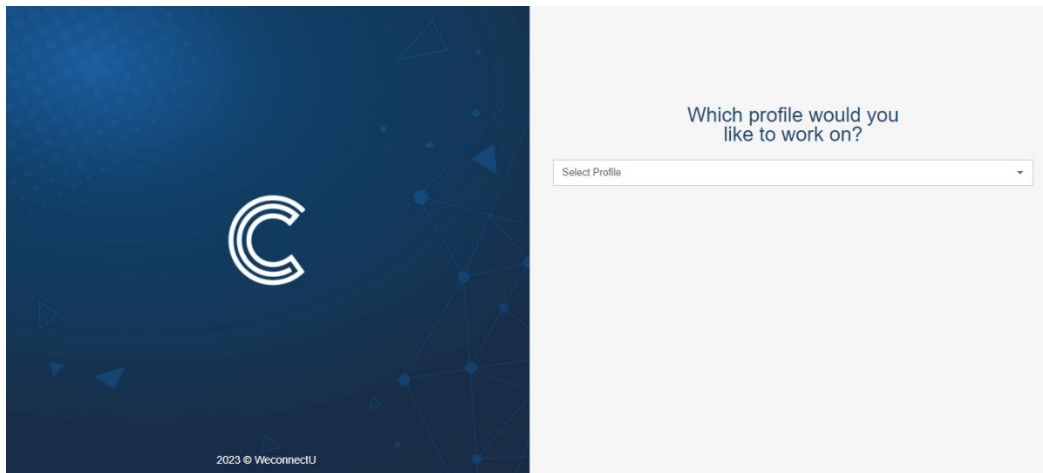
Statement Balance 
R 29 865.50

1. For a statement, simply click the  icon in the statement header, marked in **red circle** above.
2. For an invoice, click the link next to any invoice, marked in **blue circle** above.
3. The **yellow circle** reflects the current closing balance of your account.

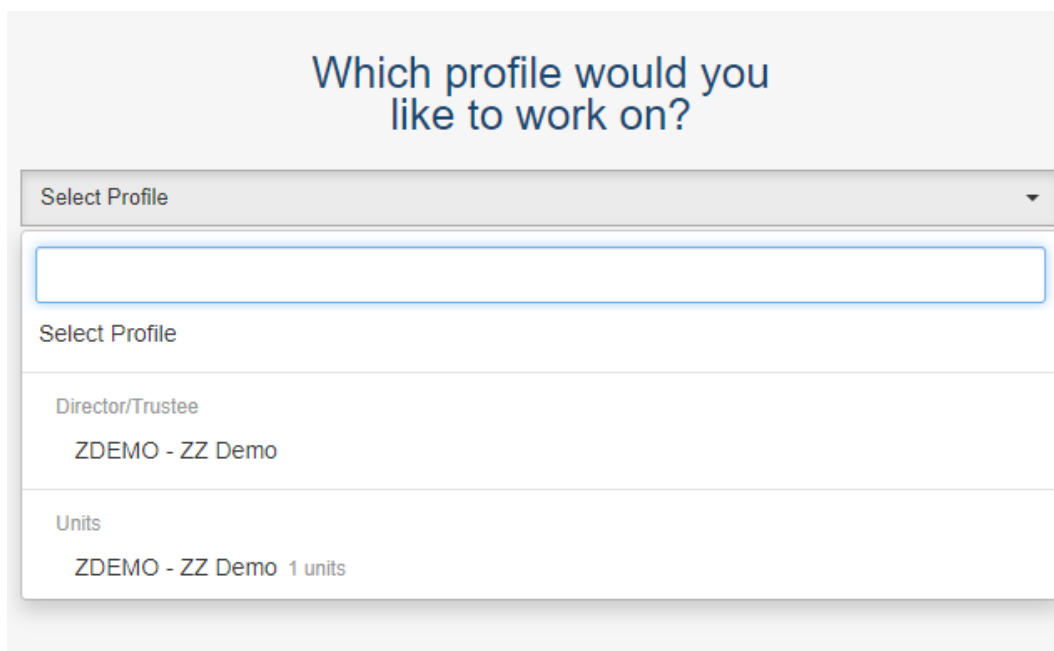
Documents are all viewed in pdf format.

Scheme Executives:

Scheme Executives that are also owners in a scheme will have the same benefits as the owners, as per the above, however, when logging in, we will require you to choose a profile, see below:

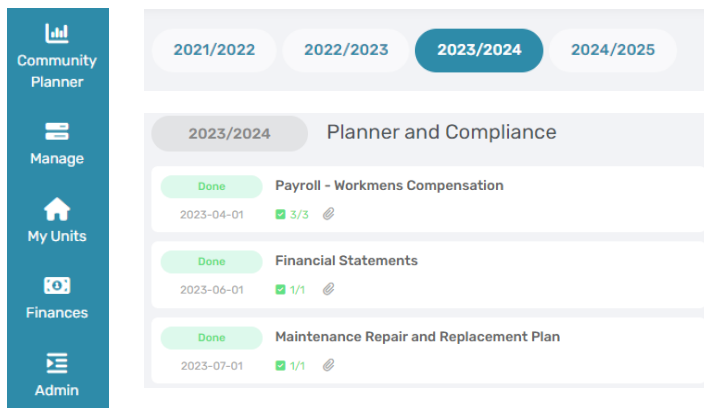


Here, you choose whichever profile is applicable, in the below example log in as a Director/Trustee (Scheme Executive) or owner (Units):

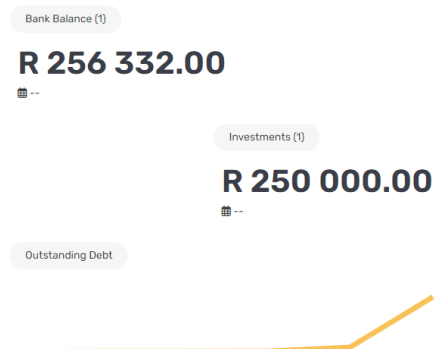


For your Scheme Executive profile, click on the scheme under the Director/Trustee profile.

Scheme Executive dashboard:

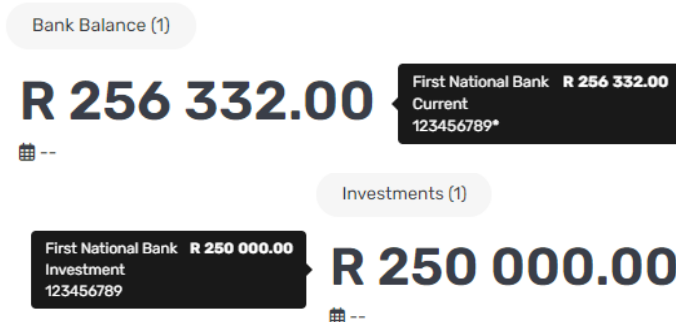


1. On the far left is the navigation menu.
2. To the immediate right is financial year selector.
3. Below the financial year selector are the Planner and Compliance cards.
4. To the right of the dashboard are the bank account balances and a line graph indicating bank account balance movement.

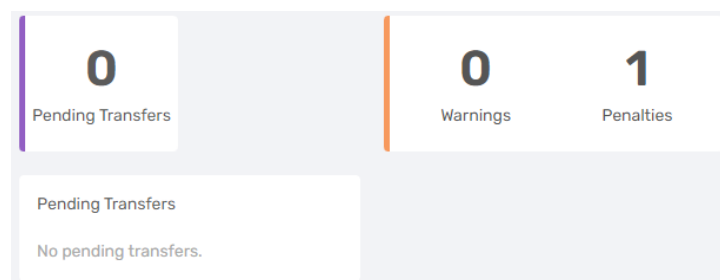


Navigation:

1. **Navigation menu:**
From here you can navigate to various reports and information.
2. **Financial year selector:**
Here you select the financial year you wish to review (the default is the current financial year).
3. **Planner and Compliance:**
Managing a community scheme has numerous statutory requirements that must be met in terms of legislation and or the rules of the scheme. So as to ensure that these compliance items are tracked, we have included a planner and compliance module, to determine what needs to be done, when, by whom and then track progress. This planner and compliance module also appears in the community report (which will be explained in more detail in a further chapter).
4. **Bank accounts:**
The bank account balances are broken down into 2 categories, current accounts (Bank Balance) and investment accounts (Investments) Should the scheme have several accounts in each category, the number of accounts will reflect in the brackets next to the heading and hovering over the balance will populate a dialogue box with the breakdown of each account:



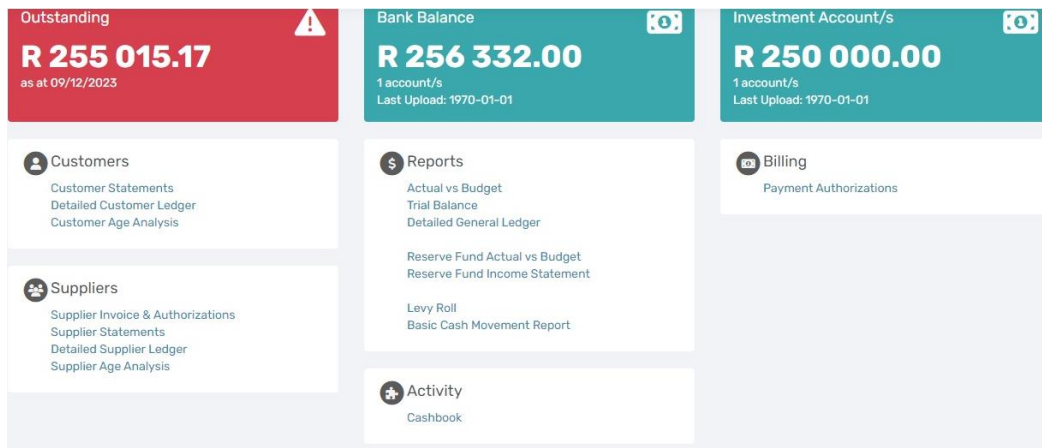
Beneath the bank balances is further useful, summarised information:



- **Pending transfers:**
Should a property be in the process of transfer from one owner to another, you will be notified of same here.
- **Warnings and penalties:**
Should the Scheme Executives have issued any warnings and or fines or penalties to owners, these can be viewed here.

Finance:

Under the finance menu, you can access various financial reports, as well as authorise invoices:




The financial reports are all live links, so clicking on them will take you to the relevant parts of the general ledger.

To authorise invoices (payments), either click the Supplier Invoice and Authorisations link, or the Payment authorisations link.

Actual vs budget reports, for both the administrative budget and the maintenance budget (if applicable) are also available here.

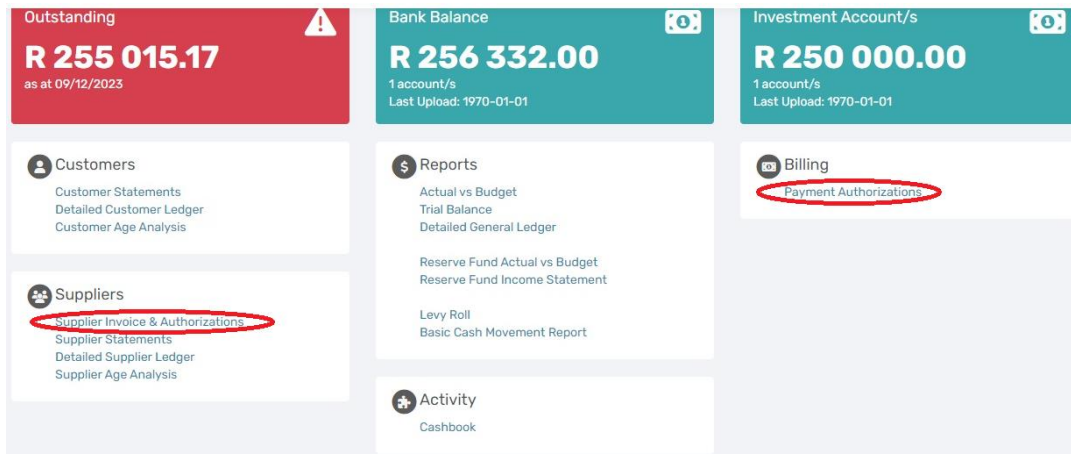
Authorising invoices for payment:

Bellbuoy checks invoices before capturing them, we enter all the relevant information, such as the supplier, the ledger to which the expense is posted, the date of the invoice and the amount to paid, we then upload the invoice for the Scheme Executives to view and authorise.


 **Bellbuoy emails the Scheme Executives whenever new invoices are loaded. Upon receipt of this email, Scheme Executives need only click the link included in the email, which will, automatically, navigate them to the authorisations screen.**

Scheme Executives are required to authorise invoices before they are paid by Bellbuoy.

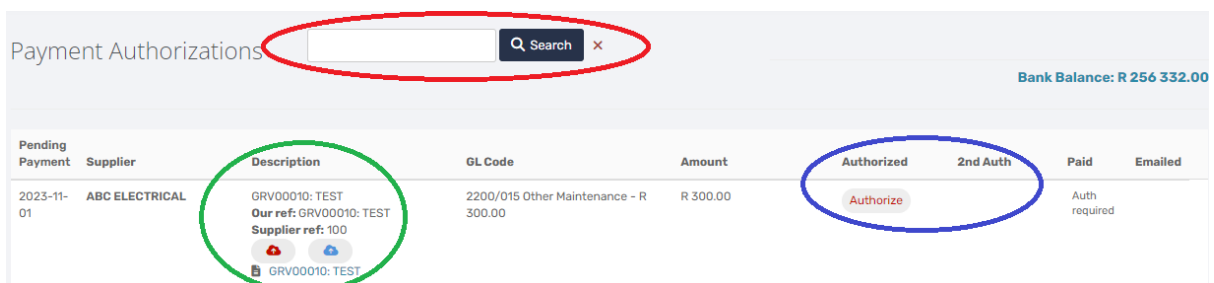
To do this, Scheme Executives log into the platform and navigate to the Finances menu. Here you will find the Supplier Invoice and Authorisations and the Payment Authorisations links, either of which may be clicked to view all open invoices.






The screenshot shows the Bellbuoy dashboard with three main panels: Outstanding (R 255 015.17), Bank Balance (R 256 332.00), and Investment Account/s (R 250 000.00). Below these are navigation menus for Customers, Suppliers, Reports, Billing, and Activity. The 'Suppliers' menu has 'Supplier Invoice & Authorizations' circled in red. The 'Billing' menu has 'Payment Authorizations' circled in red.

 **Every invoice must be authorised by 2 Scheme Executives, unless specific mandates have been arranged with Bellbuoy.**

The payment authorisations page includes a search option (red circle), as well as a description of the invoice (green circle) and an authorise button (blue circle), for the Scheme Executive to authorise the invoice.



The screenshot shows the 'Payment Authorizations' page with a search bar circled in red. Below is a table of pending payments. The first row is circled in green, and the 'Authorize' button is circled in blue.


Pending Payment	Supplier	Description	GL Code	Amount	Authorized	2nd Auth	Paid	Emailed
2023-11-01	ABC ELECTRICAL	GRV00010: TEST Our ref: GRV00010: TEST Supplier ref: 100   GRV00010: TEST	2200/015 Other Maintenance - R 300.00	R 300.00				Auth required

Invoices may be viewed and or downloaded using the link at the foot of the description.

Once satisfied with the invoice, click the Authorise button.

When the 2nd Scheme Executive logs in, he/she will see that another Scheme Executive has already completed the 1st authorisation and may follow the same procedure as above.

Once the invoice is authorised by 2 Scheme Executives, it will be prepared for payment by Bellbuoy.

 **If a Scheme Executive is not satisfied with an invoice, no authorisation button must be clicked, and the Scheme Executive may download the invoice, and email same to the allocated portfolio manager at Bellbuoy, copy same to fellow Scheme Executives, and cite his or her concerns.**

Community Report:

The community report is similar to a management accounts report, as it includes the balance sheet, cashbook and age analyses, however, it includes additional useful information for Scheme Executives.

Bellbuoy issues a link to the community report on a monthly basis once the report is ready and has been checked and necessary adjustments, if any, have been made. Accessing this report is as simple as clicking on the link.

🔔 Scheme Executives have access to many reports, at any time, once logged in. Viewing reports prior to the community report being issued by Bellbuoy may result in discrepancies, as necessary adjustments may be picked up during the checking stage and effected after the Scheme Executive has viewed the report.

When viewing the report online (recommended), as opposed to a static pdf document (which may be downloaded from the General Documents repository), a handy shortcut menu is displayed on the far right of the report. Here, you can easily click on the particular report you wish to view.

SHORTCUT MENU
Planner
Finance
Actual vs Budget
Balance Sheet
Reserve Fund vs Budget
Outstanding Debtors
Outstanding Creditors
Utility recoveries
Cashbook
Transfers
Warnings & Penalties
Payment Authorizations
Levy Roll Report

A typical community report will include the following:

Planner:

Shows all completed, planned and late compliance items.

Finance:

Shows colour-coded combined balances in both current and investment accounts, as well as a summary of debtors and creditors. It also summarises the number of reminder letters that have been issued, the number of payment arrangements that have been entered into and the number of accounts that have been handed over for collection. It also includes a basic cash movement summary and graph.

Actual vs Budget:

A particularly useful report to track income and expenditure against budgeted parameters for the administrative fund. Positive variations are marked in green, whereas negative variations are marked in red. Items marked in blue are links to ledgers, in case further information is required.

Balance Sheet:

Shows the balance sheet of the scheme.

Reserve Fund vs Budget:

A particularly useful report to track income and expenditure against budgeted parameters for the reserve fund. Positive variations are marked in green, whereas negative variations are marked in red. Items marked in blue are links to ledgers, in case further information is required.

Outstanding Debtors:

Details of the debtors of the scheme.

Outstanding Creditors:

Details of the creditors of the scheme.

Utilities Recoveries (if applicable):

Reflects the recoveries for water, sanitation and or electricity.

Cashbook:

Reflects all transactions in the current account.

Transfers:

Shows any current transfers (sales of properties with the scheme).

Warnings and Penalties:

Shows if any warnings and or penalties have been applied.

Payment Authorisations:

Shows all the invoices that have been authorised, by whom and on which date.

Levy Roll Report:

The levy roll of the scheme.



The business report is customizable. Scheme Executives may discuss the reports they require, and do not require, with the allocated portfolio manager.