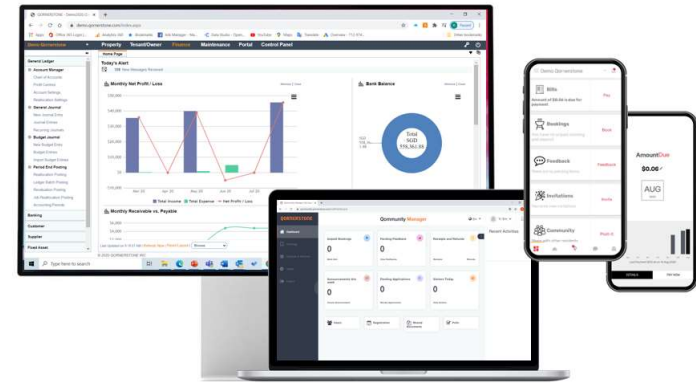




**QORNERSTONE**



Supported by:



Qornerstone Estate Platform

## **Compliance Alert Setup & Reports**

Version 1.2

**SG:D | GET READY!**  
DIGITAL PARTICIPATION PLEDGE



# Agenda

The guide is for setting up a Compliance monitoring process in Cornerstone Estate (QE) Maintenance Module. The Guide will guide user on the setup of the alert for monitoring and the use of reports.

1. Setup of the Compliance Personnel
2. Setup of the Compliance Expiry Reminder Day Setup
3. Mandatory Compliance (optional)
4. Compliance Expiry Due Date
5. Reports

# 1. Setup of the Compliance Personnel

- Go to Maintenance Module- Maintenance Property – Property Master. Select the Intended Property . (screenshot A)
- Select Edit (Screenshot B).

**Note: The setup is mandatory as part of the alert monitoring process**

The screenshot shows the 'Property Master' interface in the QORNERSTONE PTE system. The top navigation bar includes 'Property', 'Tenant/Owner', 'Finance', 'Maintenance', 'Portal', and 'Control Panel'. The main content area is divided into two sections: a list of properties and a detailed view of a selected property.

**Section A: Property List**

SN	Name	Type	Property Address	Active
1	Commercial	1 - Type		Yes
2	Indonesia Partner	2 - Property		Yes
3	Kingston	3 - Property	Eng Hoon View Singapore 739388	Yes
4	The GST	2 - Property	128 Futureway Drive Singapore 330001	Yes
5	Industrial	1 - Type		Yes
6	Mixed Development	1 - Type		Yes
7	Residential	1 - Type		Yes
8	CS QORNERSTONE PTE LTD ( DO NOT TOUCH IT, DEMO ONLY)	2 - Property	140 PAYA LEBAR ROAD #10-11 SINGAPORE 409015	Yes
9	Qornerstone1 Residences	2 - Property	Eng Hoon View Singapore 739388	Yes
10	The Trial	Property	Eng Hoon View Singapore 739388	Yes
11	SCMS	Property	Eng Hoon View Singapore 739388	Yes
12	Teams PM	Property	Eng Hoon View Singapore 739388	Yes
13	Qornerstone5 Residences	2 - Property	Eng Hoon View Singapore 739388	Yes
14	The Qomune	2 - Property	Eng Hoon View Singapore 739388	Yes
15	Pulau Layar Quadrant	2 - Property	Eng Hoon View Singapore 739388	Yes
16	Tenerife Sea	2 - Property	Eng Hoon View Singapore 739388	Yes
17	Colliers	2 - Property	Eng Hoon View Singapore 739388	Yes
18	Absolut	2 - Property	Eng Hoon View Singapore 739388	Yes
19	Indon Partner	2 - Property	Eng Hoon View Singapore 739388	Yes

A green hand icon points to the property entry for 'CS QORNERSTONE PTE LTD ( DO NOT TOUCH IT, DEMO ONLY)' (SN 8). A green circle labeled 'A' is placed over this row.

**Section B: Property Detail View**

The detailed view for the selected property shows the following information:

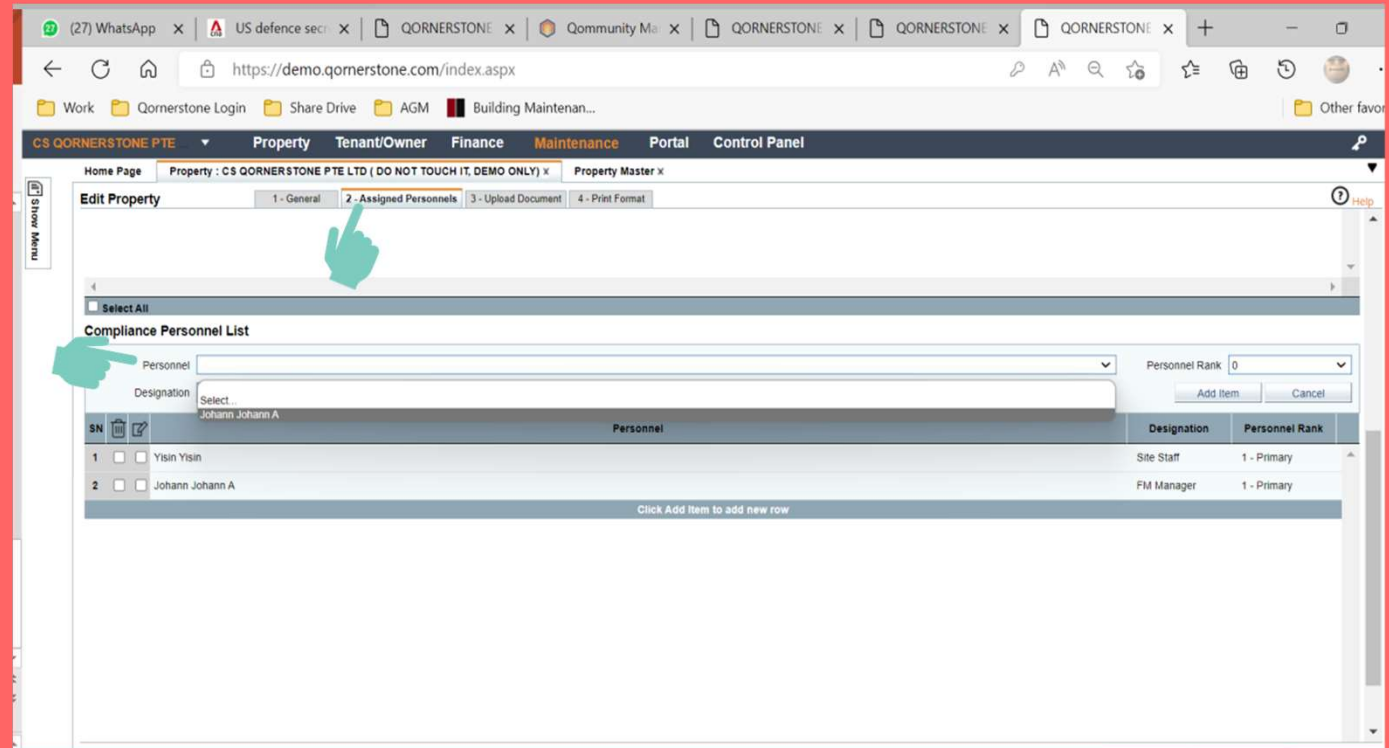
- Property ID:** CSQST
- Name:** CS QORNERSTONE PTE LTD ( DO NOT TOUCH IT, DEMO ONLY)
- Manager ID:** (blank)
- Units:** Total 20, Occupied 0
- SHR:** 96
- NFA:** 0
- GFA:** 0
- Period:** 09/2022
- Property Name:** CS QORNERSTONE PTE LTD ( DO NOT TOUCH IT, DEMO ONLY)
- Property Title:** CS QORNERSTONE PTE LTD ( DO NOT TOUCH IT, DEMO ONLY)
- Parent Level:** Residential
- Display Settings:**
  - Display in Public / Tenant App
  - Display in Personnel App
  - Main Office
  - Display Rating in App
  - Interface to Portal
- Response Time & DownTime Setting:**
  - Passing Rate Name:** (blank)
  - Response Time:** (blank)
  - Downtime:** (blank)
  - Supplier Passing Rate Name:** (blank)
- Discount Setting:**
  - Discount on Cost:** 0(%)
  - Discount on Price:** 0(%)
- Message Escalation List:**

SN	Work Priority	Escalation Interval (min)	Benchmark %
View	Last Updated by Chuan on 29 Sep 2022 11:05		

A green hand icon points to the 'Edit' button at the bottom right of the page. A green circle labeled 'B' is placed over the 'Edit' button.

# 1. Setup of the Compliance Personnel (cont'd)

- Go to tab " **Assigned Personnels**" & scroll down for Compliance Personnel List
- Select the relevant personnel to be alerted for the compliance alert monitoring .
- *User can save once the personnel list is finalised .*



## 2. Setup of the Compliance Expiry Reminder Day Setup

- Go to Control Panel -> Company -> Company Setup -> Lookup Tables,
- Type Compliance in the "Find What" and click search. Click on "Compliance Expiry Reminder Day Setup" (screenshot a).
- Under table (screenshot b), click on new and new pop up panel will appear
- User can select the Property & input the number of days for the alert to be triggered before expiry

**Example : If the expiry is 30<sup>th</sup> October, the user set 30 days. The alert will be triggered on 1<sup>st</sup> October 30 days before the compliance's expiry.**

- User can click " Save" to finish or "Save & New" to create an alert for other estate.

**Screenshot A: Lookup Tables Search Results**

SN	Description
<b>Control Panel</b>	
1	Company Application Settings
<b>General</b>	
2	Company Alert Event
3	Company Approval Setup
<b>Maintenance</b>	
4	Compliance Authority
5	Compliance Document Type
6	Compliance Expiry Reminder Day Setup
7	Dashboard Components

**Screenshot B: Compliance Expiry Reminder Day Setup - Add Value**

SN	Property ID	Number of Days
1	CSQST	1

**Form Fields:**

- Property ID: MCST1033\_Trial
- Number of Days: [Input Field]

**Buttons:** Save, Save & New, Close, New...

### 3. Mandatory Compliance

- Go to Control Panel -> Company -> Company Setup -> Alert Setup
- Type Compliance in the "Find What" and click search. Click on "Mandatory Compliance" (screenshot a).
- Under screenshot , the default settings shown. In the "General" tab.

**Note:**

- **The Mandatory Compliance alert is to remind the personnel and/or the manager the missing compliance(s)**
- **This will occurs if the Compliance Master List has been cloned to the Property Master Compliance List. ( refer to Guide On the Compliance Setup)**
- **The alert setup is optional .**

The screenshot displays the 'Alert Setup' interface in the QORNERSTONE system. The top part shows a list of alert events under the 'Maintenance' category. The 'Mandatory Compliance' event is selected, showing its configuration details in the 'General' tab. The configuration includes fields for 'Alert Event', 'Alert Name', 'Message Subject', 'Message Header', 'Separate Alert', 'Email Format', 'Send Alert', 'Alert Frequency', 'Repeat Alert', and 'Alert Period'. The 'Alert Event' and 'Alert Name' are both set to 'Mandatory Compliance'. The 'Send Alert' is set to 'On Event', 'Alert Frequency' is 'Once', and 'Repeat Alert' is 'None'. The 'Alert Period' is set from 00:00 to 23:30. The 'Active' checkbox is checked. The bottom part of the screenshot shows the 'Save' and 'Close' buttons.

SN	Alert Event	Send Alert	Frequency	Type	Desktop	Email	Mobile	Active
1	Compliance Expiry Due	On Event	Once	Alert	Yes	Yes	No	Yes
2	Mandatory Compliance	On Event	Daily	Reminder	No	No	No	Yes
3	Work Completed(Pending Verification) Not Submitted			Alert	No	No	No	No
	Work Order Completed Requestor			Alert	No	No	No	No

### 3. Mandatory Compliance (Cont'd)

User will/might need to do the following steps under tab **1. General**

- a) Alert Name ( optional to rename)
- b) What to send
  - Message Subject
  - Message Header
  - Separate Alert ( single or mass broadcast)
- c) When to Send
  - Send Alert
    - I. After Event ( recommend to set this after the master list is clone and Time ( when the alert will be triggered )
    - II. Alert By Working Day ( check this if the calendar has been set up)
  - Alert Frequency
  - Repeat Alert (user can set the repeat alert within a time frame)
  - Alert Period : On a 24hr basis

CS CORNERSTONE PTE Property Tenant/Owner Finance Maintenance Portal Control Panel

Home Page Alert Setup : Mandatory Compliance x Alert Setup x

Alert Setup 1 - General 2 - Alert Recipients

Alert Event Mandatory Compliance Active  Yes  No

Alert Name Mandatory Compliance

**What to Send**

Message Subject Mandatory Property Compliance license

Message Header \* Please setup the compliance license as per Mandatory Compliance for the estate.

Separate Alert \* No

Email Format Email Template [View](#)

**When to Send**

Send Alert After Event  Alert by Working Day  
14 Days (2 Weeks)

Alert Frequency \* Weekly

Repeat Alert \* Every 0 Minutes

Alert Period \*From 09:30 to 18:00

\* for Email and Mobile Phone alert only

[Edit](#) Last Updated by Chuan on 29 Sep 2022 11:08 [Save](#) [Back](#) [Close](#)

© 2022 CORNERSTONE PTE. User: Chuan (Administrator - Chuan) | Tuesday, 4 Oct 2022

### 3. Mandatory Compliance (Cont'd)

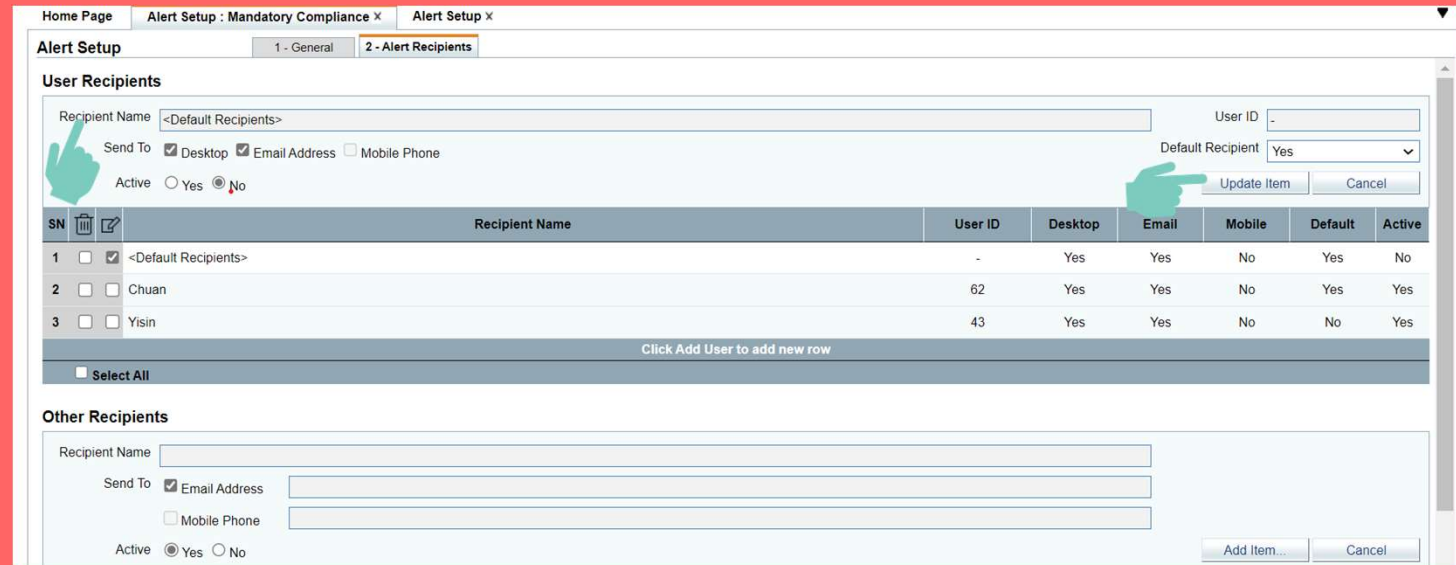
Under Tab 2 – Alert Recipients ,

- User can add in additional recipient for the notification.
- User can add new receipts and select the relevant notification & click on “add user”

#### Note:

- **Setting the default recipients will mean notification to all who has access the QE as such user can set the active to no and click on update item.**

- **This is an optional setup**



Alert Setup

1 - General 2 - Alert Recipients

**User Recipients**

Recipient Name: <Default Recipients> User ID: -

Send To:  Desktop  Email Address  Mobile Phone

Active:  Yes  No

Default Recipient: Yes

Update Item Cancel

SN		Recipient Name	User ID	Desktop	Email	Mobile	Default	Active
1	<input type="checkbox"/>	<Default Recipients>	-	Yes	Yes	No	Yes	No
2	<input type="checkbox"/>	Chuan	62	Yes	Yes	No	Yes	Yes
3	<input type="checkbox"/>	Yisin	43	Yes	Yes	No	No	Yes

Click Add User to add new row

Select All

**Other Recipients**

Recipient Name:

Send To:  Email Address

Mobile Phone

Active:  Yes  No

Add Item... Cancel



# 4. Compliance Expiry Due Date

- Go to Control Panel -> Company -> Company Setup -> Alert Setup
- Type Compliance in the "Find What" and click search. Click on "Compliance Expiry Due" (screenshot a).
- Under screenshot b, the default settings shown in the "General" tab. User will/might need to do the following steps under tab **1. General**.

**The configuration is the same as Mandatory Compliance's setup except for "Send Alert". This field will reference to days set up under Compliance Expiry Reminder Day Setup**

The screenshot displays the 'Alert Setup' interface in the QORNERSTONE system. The top section shows a search results table for 'compliance' with the following data:

SN	Alert Event	Send Alert	Frequency	Type	Desktop	Email	Mobile	Active
1	Compliance Expiry Due	On Event	Once	Alert	Yes	Yes	No	Yes
2	Mandatory Compliance	On Event	Daily	Reminder	No	No	No	Yes
3	Work Completed(Pending Verification) Not Submitted			Alert	No	No	No	No
4	Work Order Completed Requestor			Alert	No	No	No	No

The bottom section shows the configuration form for the 'Compliance Expiry Due' alert. The 'Send Alert' dropdown is set to 'On Event', which is highlighted by a green circle 'B'. Other settings include 'Alert Name: Compliance Expiry Due', 'Message Subject', 'Message Header', 'Separate Alert \*' set to 'No', and 'Alert Period \*From' set to '00:00' to '23:30'.

## 4. Compliance Expiry Due Date (Cont'd)

- Go to tab 2- **"Alert Recipients"**.
- If the notification is to generate email notification, the following settings should be done

- 1) Click on Default Recipients' check box
- 2) Check on the box for email address
- 3) Click on "Update Item" and then Save

The screenshot shows the 'Alert Setup' window with the '2 - Alert Recipients' tab selected. The 'User Recipients' section contains a form with the following fields and options:

- Recipient Name: <Default Recipients>
- User ID: -
- Send To:  Desktop,  Email Address,  Mobile Phone
- Active:  Yes,  No
- Default Recipient: Yes (dropdown)
- Buttons: Update Item, Cancel

Below the form is a table with the following data:

SN	Recipient Name	User ID	Desktop	Email	Mobile	Default	Active
1	<Default Recipients>	-	Yes	No	No	Yes	Yes

The 'Other Recipients' section has a similar form with fields for Recipient Name, Send To (Email Address, Mobile Phone), and Active status, along with Add Item... and Cancel buttons.

At the bottom of the window, there is a status bar with 'New' and 'Last Updated By is Not Available', and 'Save' and 'Close' buttons.

# 5. Reports

- Go to Maintenance – Reports
  - There are 3 reports
- 1) Compliance Reports
  - 2) Regulatory Reports
  - 3) Regulatory Schedule Reports

The screenshot shows the 'CORNERSTONE' software interface. The top navigation bar includes 'Property', 'Tenant/Owner', 'Finance', 'Maintenance', 'Portal', and 'Control Panel'. The left sidebar menu lists various categories: Maintenance Work, Maintenance Property, Regulatory Compliance, Maintenance Inventory, Maintenance Supplier, Maintenance Finance, Maintenance KPI, and Reports. Under 'Reports', there are sub-items: Work Order Reports, Work Statistic Reports, Work Schedule Reports, Inventory Reports, Maintenance Property Reports, Purchasing Reports, Supplier Reports, and Compliance Reports. The main dashboard area features a 'Today's Alert' section with 629 new messages, 16 outstanding approval requests, and 3,277 O/S work orders. Below this are two charts: 'Work Order Multiline Chart' and 'Work Order By Category (Oct 2022) [2]'. The multiline chart shows peaks for 'Air-Con', 'EV Preventive Maintenance', and 'Horticulture'. The bar chart shows a single bar for 'Refuse Disposal Issue'.

## 5. Reports (cont'd)

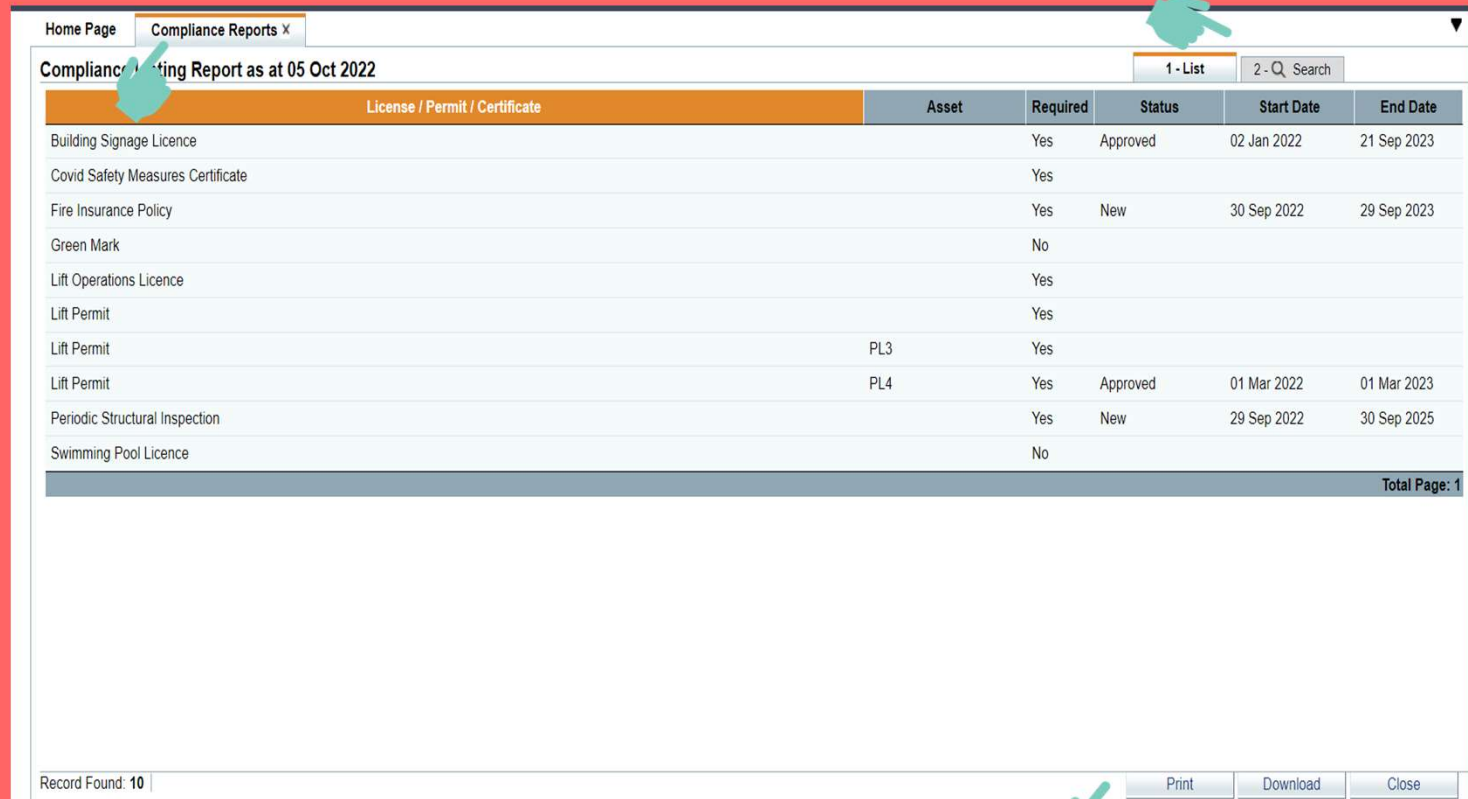
### Compliance Reports

- This report show the status of the compliance listing for the MCST itself. Details

- a) Description
- b) Asset
- c) Required: Mandatory ( Yes/No)
- d) Status
- e) Start Date
- f) End Date

- User can use the “**search**” tab to refine the report.

- User can “**download**” this report via Excel format or “**print**” this in PDF format



Home Page | Compliance Reports x

Compliance Reporting Report as at 05 Oct 2022

1 - List | 2 - Q Search

License / Permit / Certificate	Asset	Required	Status	Start Date	End Date
Building Signage Licence		Yes	Approved	02 Jan 2022	21 Sep 2023
Covid Safety Measures Certificate		Yes			
Fire Insurance Policy		Yes	New	30 Sep 2022	29 Sep 2023
Green Mark		No			
Lift Operations Licence		Yes			
Lift Permit		Yes			
Lift Permit	PL3	Yes			
Lift Permit	PL4	Yes	Approved	01 Mar 2022	01 Mar 2023
Periodic Structural Inspection		Yes	New	29 Sep 2022	30 Sep 2025
Swimming Pool Licence		No			

Record Found: 10 | Total Page: 1

Print | Download | Close

## 5. Reports (cont'd)

### Regulatory Compliance Reports

- This report show the detailed compliance listing for the MCST itself. It provides details such as
  - a) Extension date and details
  - b) Issuer of the license/permit
  - c) Remarks
- At the bottom left corner page, the report provides the legend and summary of the compliance's status
- User can **"download"** this report via Excel format or **"print"** this in PDF format

Property	Compliance No.	License / Permit / Certificate Name	License / Permit / Certificate No.	Start Date	End Date	Extended Until	Extension Reason	Issued By	Asset Code	Application Date	Applicant Name	Status
CSDEMO	CSDEMFC/22010001	Building Signage Licence	Building	02 Jan 2022	28 Feb 2022	21 Sep 2023	TESTING	Building and Construction Authority		28 Jan 2022	MANAGER	Approved
CSDEMO	CSDEMFC/22030001	Lift Permit	1234567	01 Mar 2022	01 Mar 2023			BCA Authority	PL4	02 Mar 2022	XLONG	Approved
CSDEMO	CSDEMFC/22090001	Swimming Pool Licence	AF00543AXXX	21 Sep 2022	20 Sep 2023			National Environment Agency		21 Sep 2022	TESTER	Rejected
CSDEMO	CSDEMFC/22090002	Periodic Structural Inspection	TEST	29 Sep 2022	30 Sep 2025			Building and Construction Authority		29 Sep 2022	TEST	New
CSDEMO	CSDEMFC/22090003	Fire Insurance Policy		30 Sep 2022	29 Sep 2023			Infocomm Media Development Authority		01 Sep 2022	TEST	New

Color	Legend
Red	Expired
Orange	License / permit / cert is expiring in 3 months
Green	License / permit / cert is expiring in 6 months

Record Found: 5

Print Download Close

# 5. Reports (cont'd)

## Regulatory Compliance Reports

- User can use the "search" tab to refine and/or to include other MCST in the report. (screenshot a)
- Under the "search" function, user can either chose a single MCST or a group MCSTs (group by property type or team level).
- In screenshot B, user choose a team whereby all the MCSTs under this group will be extracted.

**^ Please be advised that the user's ability to search is determined by the property access rights defined in the user account's settings.**

**Regulatory Compliance Report As At 05 Oct 2022**

View Report As At: 05 Oct 2022

Search Criteria:  Match ALL Criteria  Match ANY Criteria

Property: Residential / CSDEMO

Compliance No: [ ]

License / Permit / Certificate Name: [ ]

License / Permit / Certificate No: [ ]

Start Date: between [ ] and [ ]

End Date: between [ ] and [ ]

Extended Until: between [ ] and [ ]

Extension Reason: [ ]

Issued By: [ ]

**Select Property**

Name	Parent Level Name
Commercial/Retail	Team B
Demo Leasing	Commercial/Retail
M0006	Commercial/Retail
Property Sixteen 35	Commercial/Retail
Residential	Team B
CSDEMO	Residential
Demo Cornerstone	Residential
Bedok Residences	Residential
Queens Harbour Residences	Residential
Community Gardens	Residential
Cornerstone Residential	Residential
Norwich Heights	Residential
Residential - Area 51	Team B
Amazon	Residential - Area 51

**Regulatory Compliance Report As At 05 Oct 2022**

Property	MCST ID	MCST Name	MCST Type	Start Date	End Date	Notes	Responsible Party
CSDEMO	CSDEM/FC/22090002	Periodic Structural Inspection	TEST	29 Sep 2022	30 Sep 2025		Building and Construction /
CSDEMO	CSDEM/FC/22090003	Fire Insurance Policy		30 Sep 2022	29 Sep 2023		Infocomm Media Developpr
Demo Cornerstone	Demo/FC/21040002	Fire Insurance Policy	AIA/732726771-ODG	01 Jan 2021	31 Dec 2021		AIA
Demo Cornerstone	Demo/FC/21050001	EMA License		01 May 2021	01 May 2022		BCA Authority
Demo Cornerstone	Demo/FC/21100001	Permit-to-Operate (LRI)	LF-1234567/O	01 Jun 2021	31 Dec 2021	05 Feb 2022 test	Building and Construction /
Demo Cornerstone	Demo/FC/21100002	EMA License (Chiller)	XXXXXXXXXX	01 Nov 2021	31 Oct 2022	30 Nov 2022 Sample of extension	SCDF Fire Defence

Record Found: 9 | [Print] [Download] [Close]

# 5. Reports (cont'd)

## Regulatory Compliance Schedule

- This report show the status of the report on a 18<sup>th</sup> months basis.
- Similarly to the Regulatory Compliance Report, user can use the "search" tab to refine and/or to include other MCST in the report.

CS DEMO 123 | Property | Tenant/Owner | Finance | Maintenance | Portal | Control Panel

Home Page | Regulatory Compliance Schedule x

Regulatory Compliance Schedule Last 6 Months + As At 05 Oct 2022 + 11 Months | 1 - List | 2 - Q Search

License / Permit / Certificate Name	Asset Code	Property	Expiry Date												
			Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	F		
EMA License		Demo Cornerstone		1											
EMA License (Chiller)	Chiller 3	Demo Cornerstone											30		
Lift Permit	PL4	CSDEMO													

Color	Legend
Red	Expired
Orange	License / permit / cert is expiring in 3 months
Green	License / permit / cert is expiring in 6 months

Record Found: 3 | Print | Download | Close