Qornerstone Estate

Guide for Qommunity Onboarding
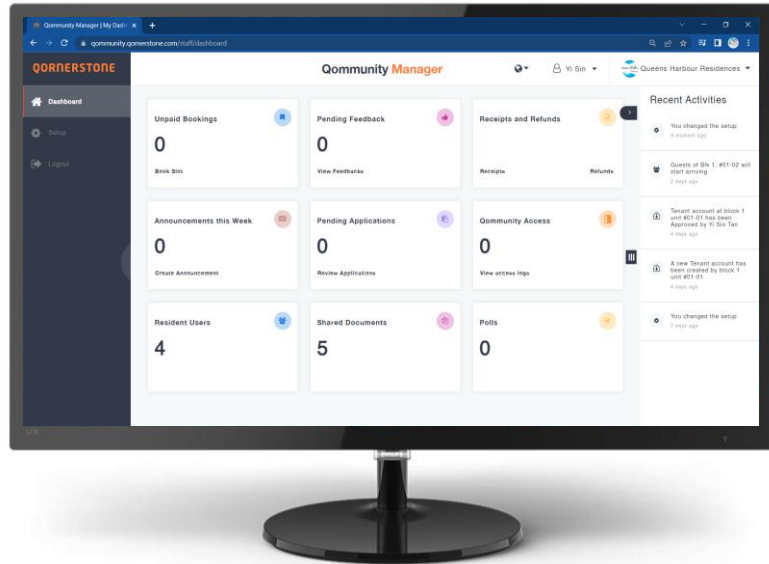
Qommunity Manager Portal
(Web Portal for Staff)
https://qommunity.qornerstone.com/staff

Qommunity Resident App
(Mobile App for Residents)

Steps for Qommunity Onboarding

1. MA creates the Property(s) in Q.Estate
2. MA creates Property's Facility Charge Codes (Property -> Property Charges)
3. MA setup Finance Module - Account Settings (Mandatory for No. 17 Qommunity Offset Transition Account)
4. MA enables Integration from Q.Estate to Qommunity
5. MA fills in Qommunity App Feature Setup Form and sends the file to Qornerstone Support (support@qornerstone.com)
6. Qornerstone adds the Property(s) into MA PIC Qommunity Manager Account, setup the App Features according to Setup Form and informs MA on completion
7. MA login to Qommunity Manager Portal for Setup
   - Setup Estate's information, Facilities, Council Members Listing, Policies & Licenses, Customization settings, User Accounts for Site Staff
8. MA creates Portal User Accounts (i.e. Qommunity Resident App accounts) in Q.Estate
9. MA generate, print & mailout Qommunity App Welcome Letter to All SPs

For Ops PIC to Consider when Planning for Qommunity Rollout:
- The date to launch Qommunity
- Check with Accounts Team on when is the next recurring billing date for the estate
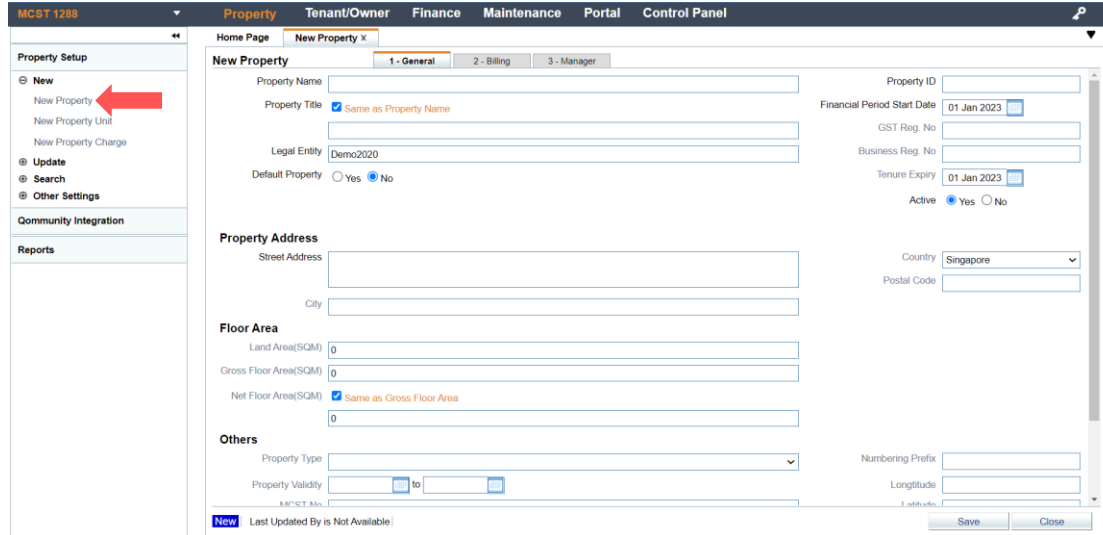
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Step 1.

MA Creates the Property(s) in Q.Estate

1. Create Property in Q.Estate

- To add a Property to Qommunity, the Property record must firstly be created in Q.Estate
- MA can either create the Property via the New Property function or via an import (fill up CSV file)

Step 2.
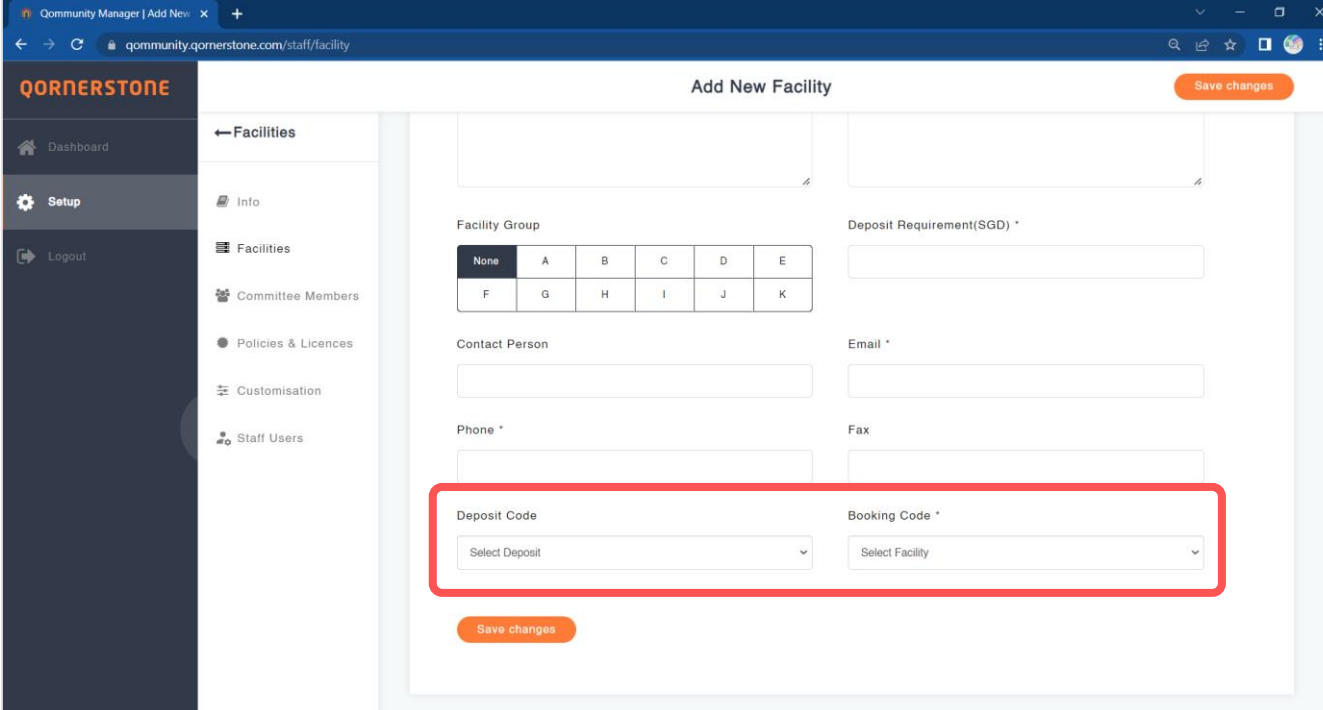
MA Creates Property's Facility Charge Codes

2. Create Property's Facility Charge Codes

- For Facility setup, you will need to select the **Booking & Deposit Codes** (both mandatory) for the Facility
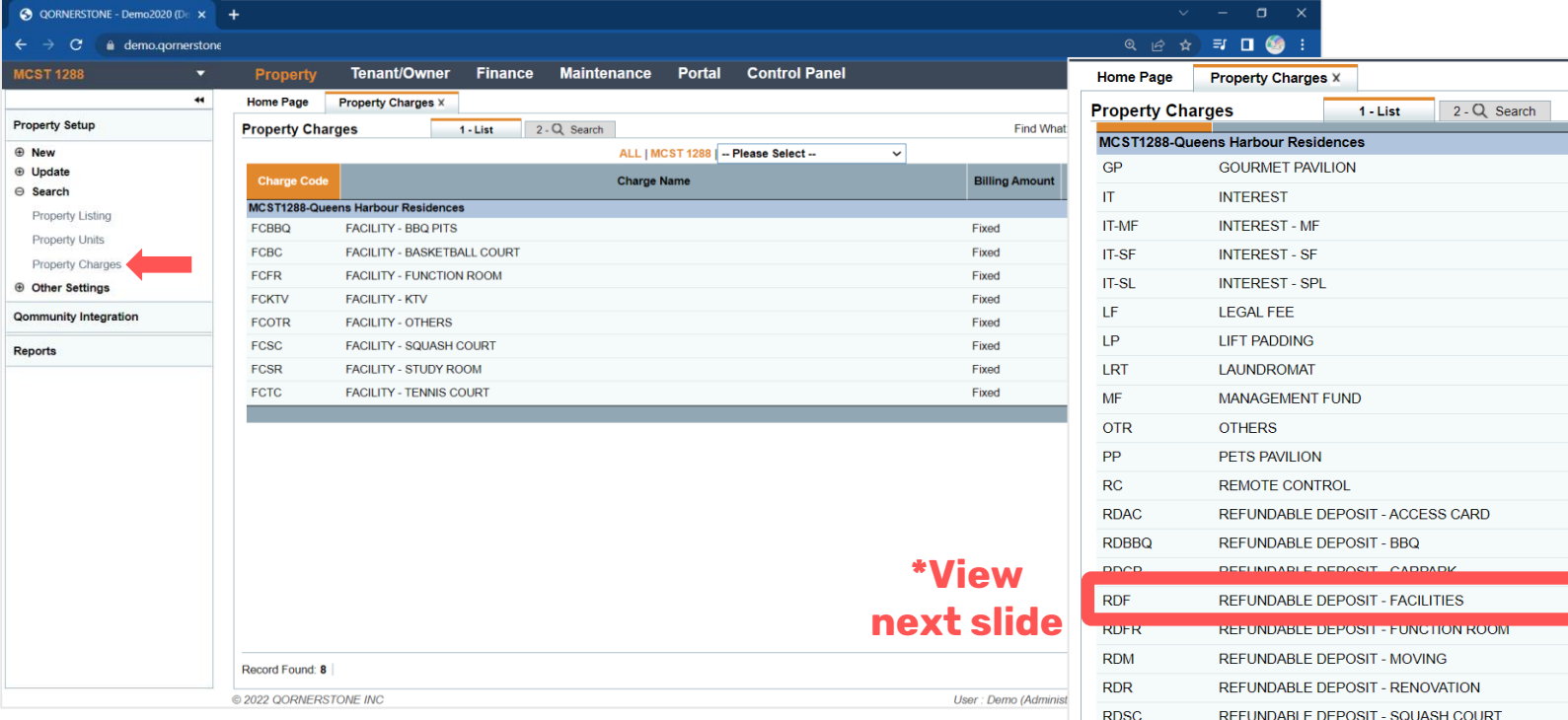- Inform your Accounts team to setup Facility Charge Codes in Q.Estate system **before you proceed with Facility setup in Qommunity Manager**

2. Create Property's Facility Charge Codes

- A sample of Facility Booking Codes & Deposit Code
- Once Accounts had created these codes, you will be able to view them in Qommunity Manager-Facility setup

2. Create Property's Facility Charge Codes

- Create a generic Refundable Deposit charge-code for the refundable deposits of all Facility bookings
- **For Deposit Category, select 'Booking Deposit'**
- Only 1 Deposit charge-code can be tagged to 'Booking Deposit', for facilities setup in Qommunity Manager

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Step 3.

MA Setup Finance Module - Account Settings
(Mandatory for No. 17 Qommunity Offset Transition Account)

3. Finance Module – Setup Account Setting

- This is in relation to the Estate Credit Offset function, and this is a mandatory setup before you can enable the Qommunity Integration (Step 3)

The Estate Credit Offset feature shall make use of the 'Qommunity Offset Transition Account' under Finance > General Ledger > Account Settings > Item No. 17 to manage the offset transaction between the Security Deposit & Booking Fee.

Q.Estate will:

a. Withdraw the required offset amount from the Deposit Account and place it under the Transition Account.

b. The withdrawn amount from the Transition Account will be utilized for the creation of a Tenant Cash Sales record.

These actions will not impact your accounts as the amounts are nett-off against each other.

Regardless of whether the property is using the Estate Credit feature, it is mandatory to complete this setup.

Step 4.

MA Enable Integration from Q.Estate to Qommunity

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4. Enable Integration from Q.Estate to Qommunity

- Go to **Property > Qommunity Integration > Setup > Integration Options**
- Set ***Enable Integration*** to ''Yes'' and click Save
- Proceed to next step
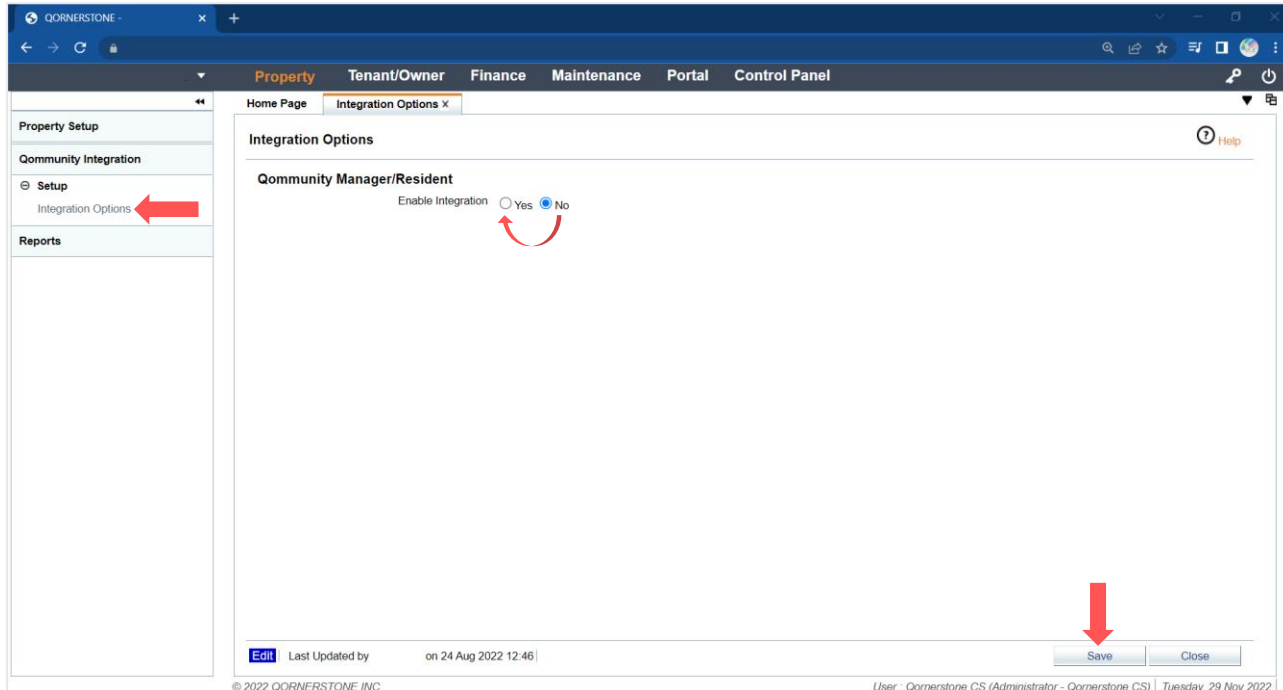
Steps 5 & 6.

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MA Contacts Qornerstone Support on App Features Setup

5. MA Informs Qornerstone Support Team

- MA fills in the Qommunity App Features Setup Form to advise which is/are the App Features to enable/disable for each Property *(File Name: QommunityResident App Features Setup-For Clients)*
- MA sends the Setup Form to Qornerstone Support at support@qornerstone.com and informs to add the Property(s) into MA PIC Qommunity Manager Account

Qommunity Resident App Features
Clients to inform QST Support the App Features to Enable/Disable

To Enable - State "Yes"
To Disable & Hide Feature - State "No"

					7. Location based Information	1. Bills	1. Bills 2. Bookings	2. Bookings	2. Bookings	3. Feedback	5. Invitations	8. Community	6. Forms	11. App Menu-My Users
	Site Manager – Name	Site Manger – Email Address	Site Office Email Address	Site Office Contact Number	Environment	Bills	In-App Digital Payment (for QuickPay Estates only)	Bookings	In-App Estate Credit (for QuickPay Estates only)	Feedback	Invitations	Community	Forms	My Users
MCST No. & Name of Estate	This will be the 1st person to have access to the Property in his/her Qommunity Manager Portal to do the necessary setup & add more staff accounts		Site Office as the Estate's Support channel		Weather Condition around Estate, Nearby Clinics	View outstanding bill	For Residents to make digital payments via Qommunity App *This feature must be enabled to use In-App Estate Credit	Make facility bookings/reservations	For Residents to: - Offset Facility Bookings' Security Deposit & Fee - Offset SOA Outstanding Bill - Top-up Estate Credit for future use - Request a refund for the available Estate Credit balance (to be processed by Finance Team via QE) *In-App Digital Payment must be enabled to use this feature	With Work Order creation in Q.Estate	Send e-Invitations to family & friends	Post-it Notes to interact with your neighbours	Application Forms	To create App Accounts for Occupiers/Tenants *New Tenancy Contracts will be created in QE for Tenants once App Account Creation is approved
MCST XXXX [Name of Estate]					Yes / No	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No
MCST XXXX [Name of Estate]					Yes / No	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No
MCST XXXX [Name of Estate]					Yes / No	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No

With reference to Qommunity App User Guide PDF File

6. Qornerstone Support Team Updates MA

- Qornerstone Support will update MA once the setup is completed and the Property(s) is/are added into MA PIC's Qommunity Manager Account
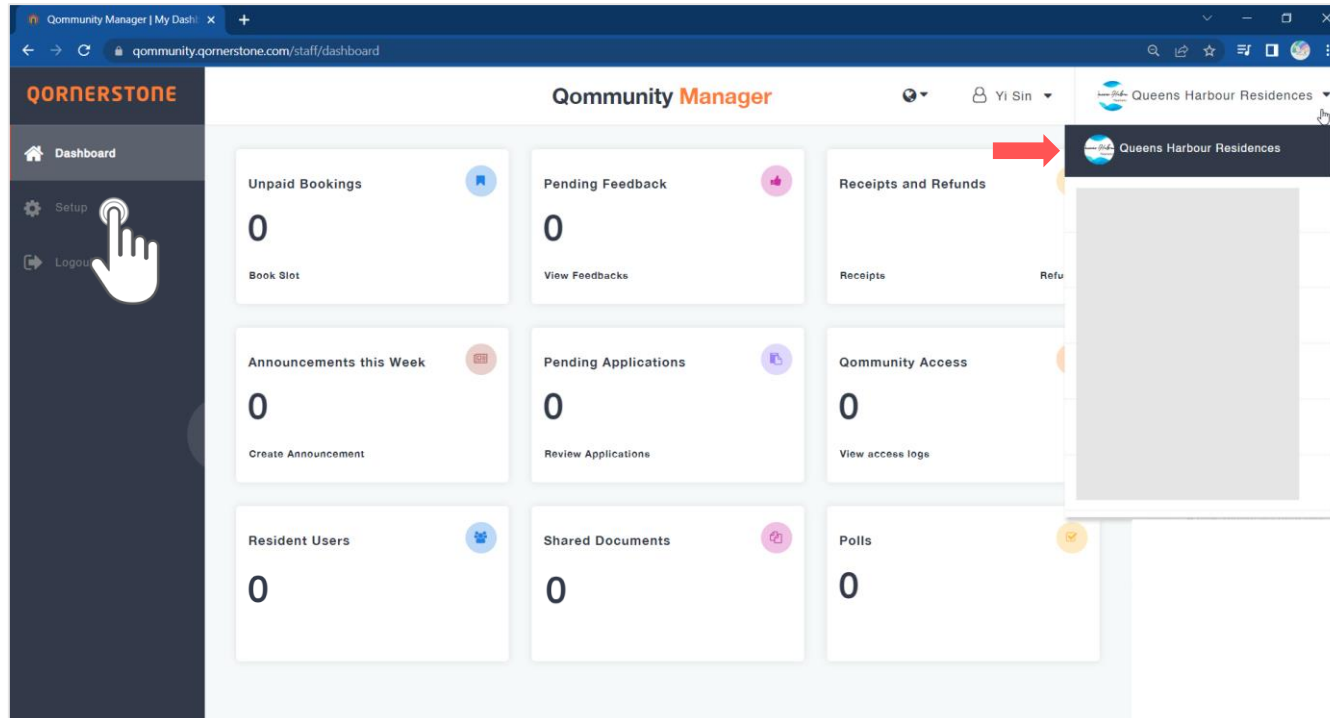
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Step 7.

Login to Qommunity Manager Portal for Setup
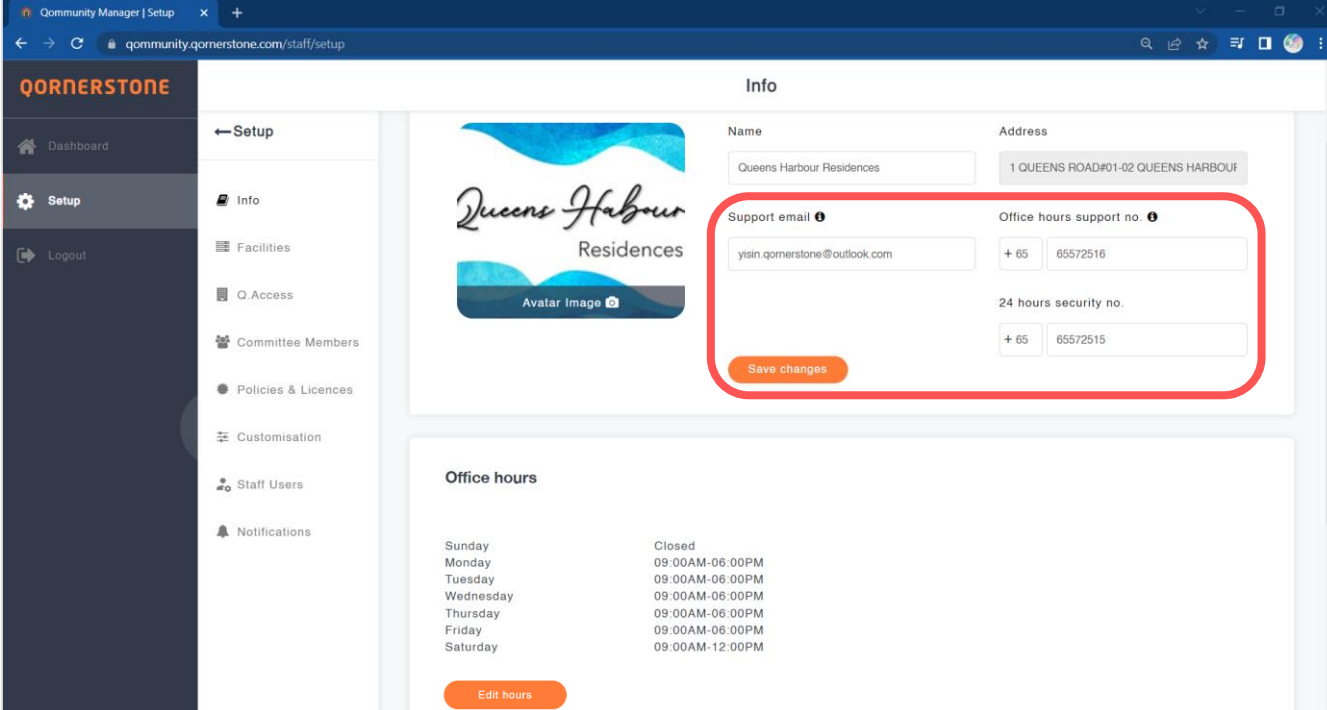
7. Qommunity Manager Portal Setup

- In Qommunity Manager, you will be able to view the integrated Property(s) from the top-right dropdown list.
- Proceed to 'Setup' to create Facilities and complete the necessary setup.

7. Qommunity Manager Portal Setup

A. Estate's Information
- **Name & Address**: Name & Address of the Estate, which is pre-set from Q.Estate. No changes required.
- **Avatar Image (optional)**: You may upload the estate's logo, or photo
- Fill in the **Support Email & Support Contact No.** (view next page for details)

7. Qommunity Manager Portal Setup

A. Estate's Information
- **Support Email** (Condo Management Office email) allows App Users to click on the Email icon and send an email from their preferred Email domain. This email add will appear in Facility Booking emails too
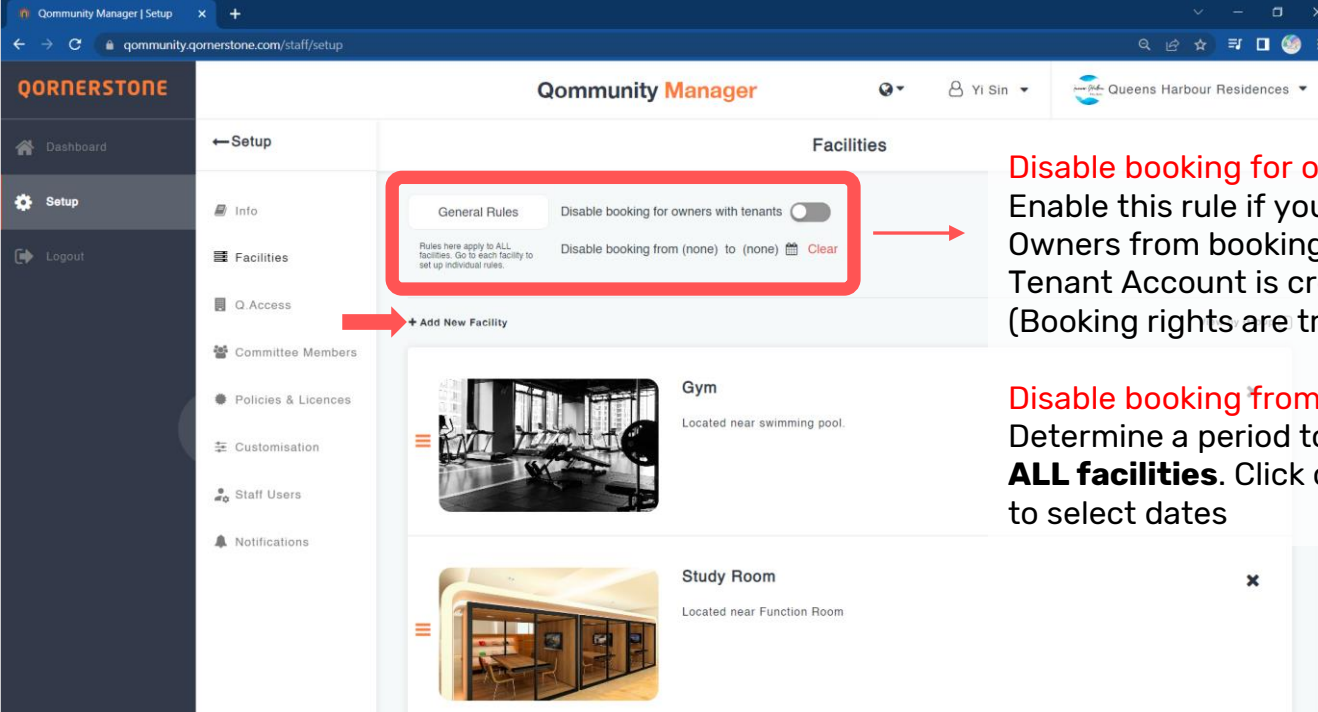- **Office Hours Support No.** (Condo Management Office's contact). This call-option is for App Users to call the Management Office during Opening Hours
- **24 hours Support No.** (E.g., Security Guards). This call-option is available for App User to dial before & after Opening Hours
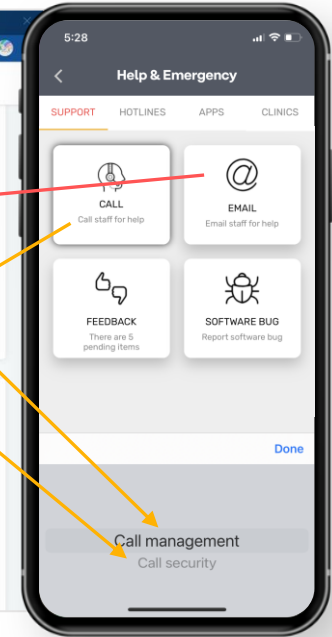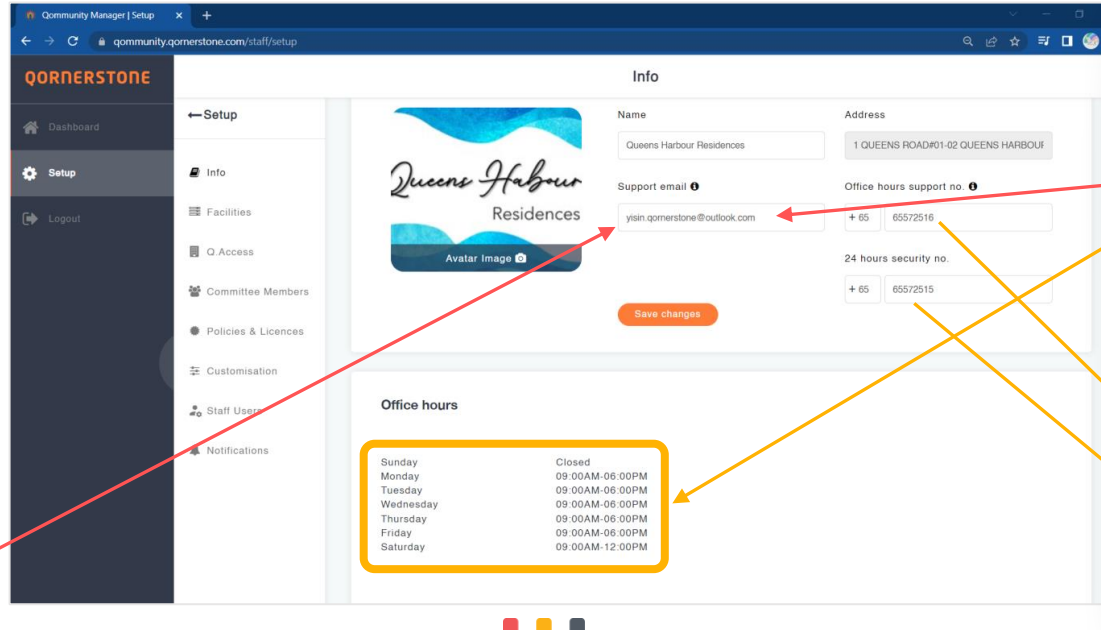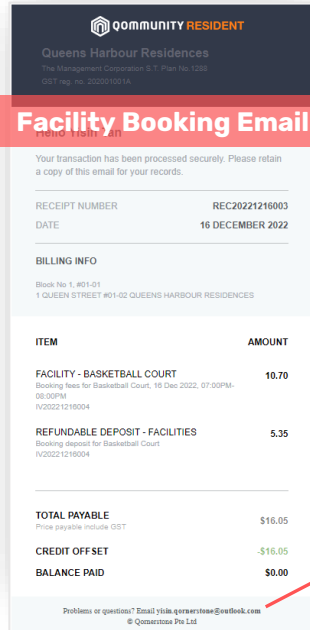
7. Qommunity Manager Portal Setup

B. Estate Facilities
- **General Rules**: Rules that apply to **ALL facilities**
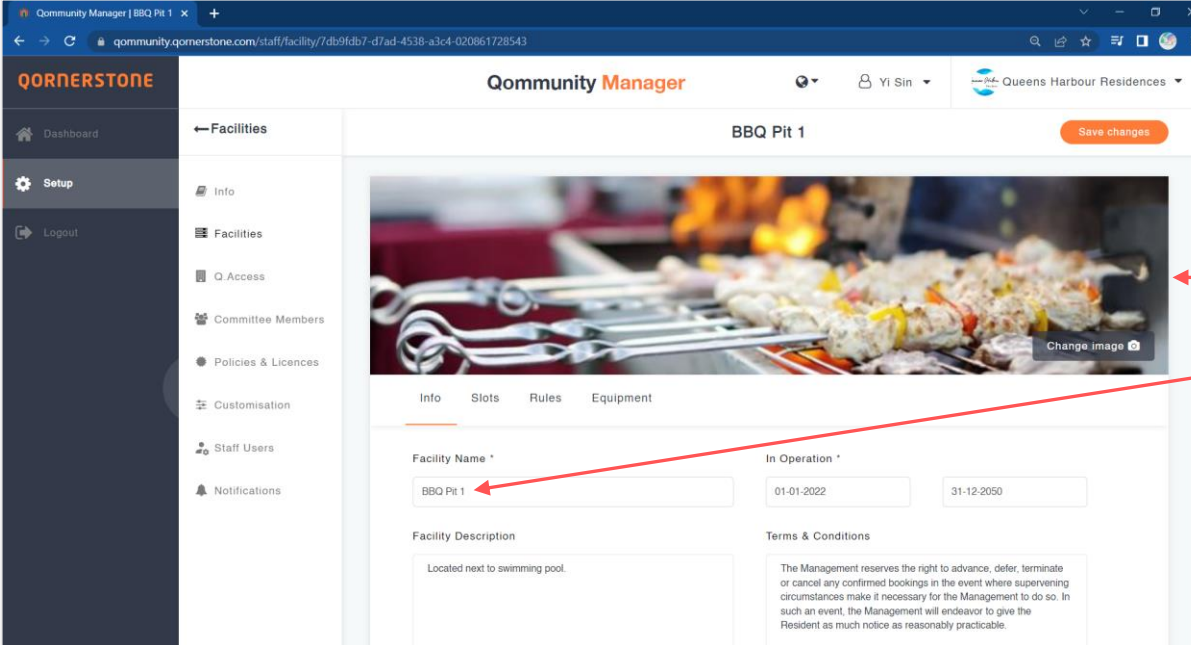- Click on 'Add New Facility' to create estate's facilities

Disable booking for owners with tenants: Enable this rule if you want to disable Owners from booking facilities when a Tenant Account is created for the Unit (Booking rights are transferred to Tenants)

Disable booking from (none) to (none): Determine a period to disable bookings for **ALL facilities**. Click on the Calendar-icon to select dates

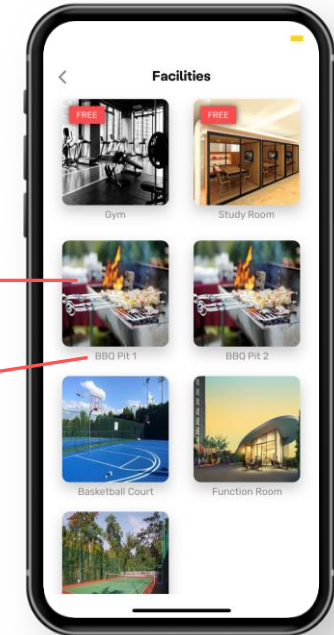# 7. Qommunity Manager Portal Setup

B. Estate Facilities - Info

- (mandatory) The **Facility image** uploaded & **Facility Name** stated will appear in the App
- (mandatory) **In Operation**: the period that the facility is available for booking

7. Qommunity Manager Portal Setup

B. Estate Facilities - Info
- **Facility Description** and **Terms & Conditions** will appear on the App's Facility Booking Screen
- App Users will need to click on ⓘ to view Facility Description & Terms & Conditions
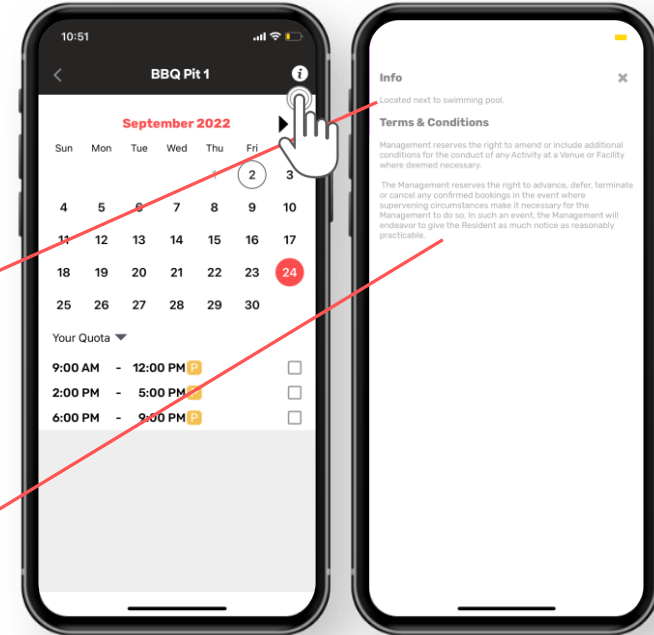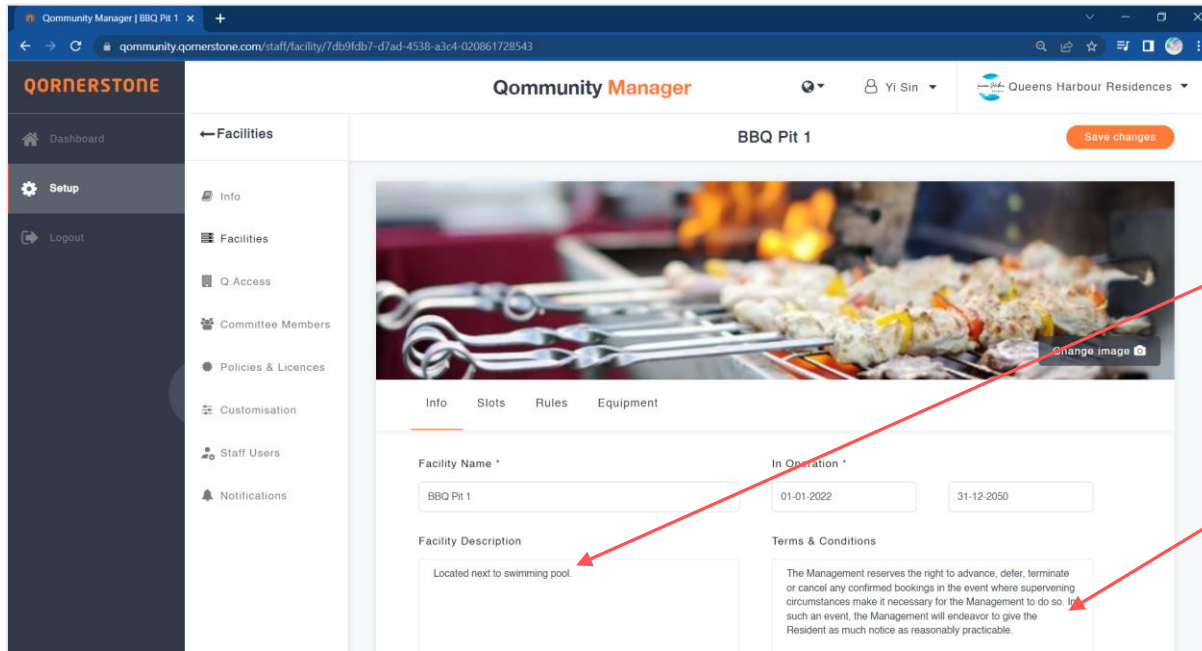
7. Qommunity Manager Portal Setup

B. Estate Facilities - Info
- Fill in the fields that are mandatory
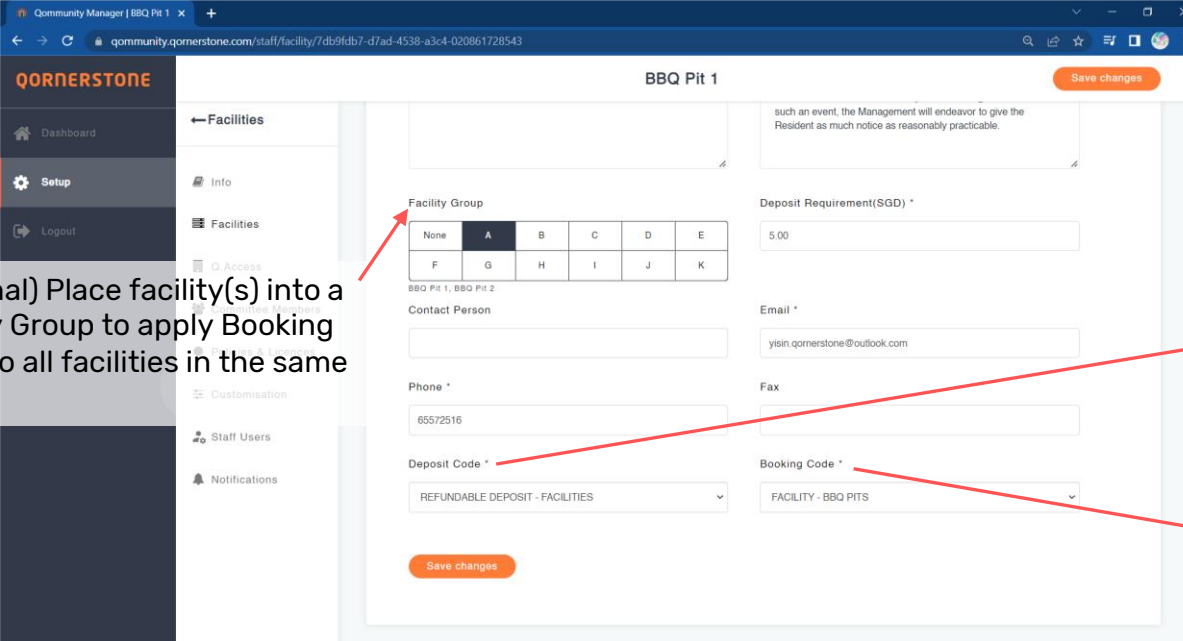- If there is no deposit payment required, state '0' in *Deposit Requirement(SGD)*

(Optional) Place facility(s) into a Facility Group to apply Booking Rules to all facilities in the same Group.

The Property Charge Codes created in Q.Estate will appear in QM for Facility setup selection (Refer to Step 1)

RDF	REFUNDABLE DEPOSIT - FACILITIES
FCBBQ	FACILITY - BBQ PITS
FCBC	FACILITY - BASKETBALL COURT
FCFR	FACILITY - FUNCTION ROOM
FCKTV	FACILITY - KTV
FCOTR	FACILITY - OTHERS
FCSC	FACILITY - SQUASH COURT
FCSR	FACILITY - STUDY ROOM
FCTC	FACILITY - TENNIS COURT

7. Qommunity Manager Portal Setup

B. Estate Facilities - Info

–   These fields are for records purposes only. It will not appear in Qommunity Resident App
*For future enhancements.

7. Qommunity Manager Portal Setup

B. Estate Facilities - Slots

- Start creating timeslots from Monday. Click on 'Add Slot' to add as many timeslots required
- Click on 'Clone Slot' to duplicate the Monday's timeslots setup for other days, if applicable
- State the Fee (excluding GST, if applicable) and the GST amount will be auto-tabulated by the system

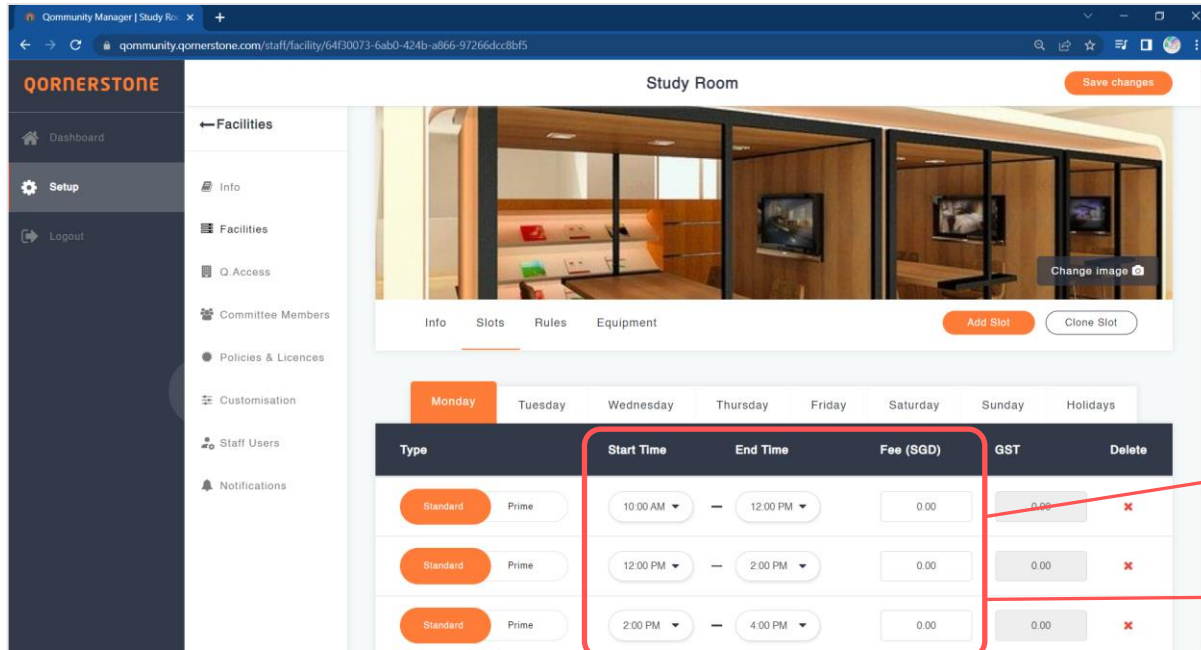Standard => Non-Peak Period
Prime => Peak Period
*Select accordingly

Click on the arrow-icon to change the time
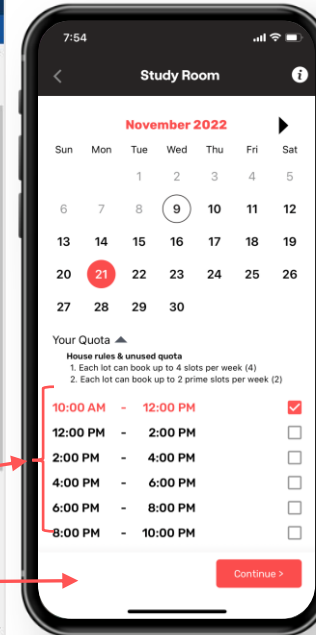
7. Qommunity Manager Portal Setup

B. Estate Facilities - Slots

- The time slots & booking fee set up will be shown on the App's Facility Booking Screen
- **If there is no booking fee, state the Fee as '0'**

How Facility setup is displayed in Qommunity Resident App

7. Qommunity Manager Portal Setup

Example – Facility with Booking Fee & Deposit

- The total amount payable (Booking Fee + Deposit, if any) will be shown at the final Facility Booking Screen, before a Reservation or Payment is made
- Booking Deposit will be deducted from the available Estate Credit (EC) balance, if any. Top-up is needed if EC is insufficient (only for Estates with QuickPay™)

How Facility setup is displayed in Qommunity Resident App

7. Qommunity Manager Portal Setup

B. Estate Facilities - Slots

- **Holidays**: If an estate has special rates for Public Holidays, you may state the details, dates/period and the booking fee
- The Public Holiday rates will override the standard booking fee rates

7. Qommunity Manager Portal Setup

B. Estate Facilities - Slots

- For example, Christmas Day, 25th Dec 2023, falls on a Monday
- Booking Fees for Monday timeslots are $10.00 per timeslot
- With a Holiday Rate set up, the Christmas Day rate of $20.00 applies and overrides the Monday rates

Before 'Holiday' is set-up

After 'Holiday' is set-up
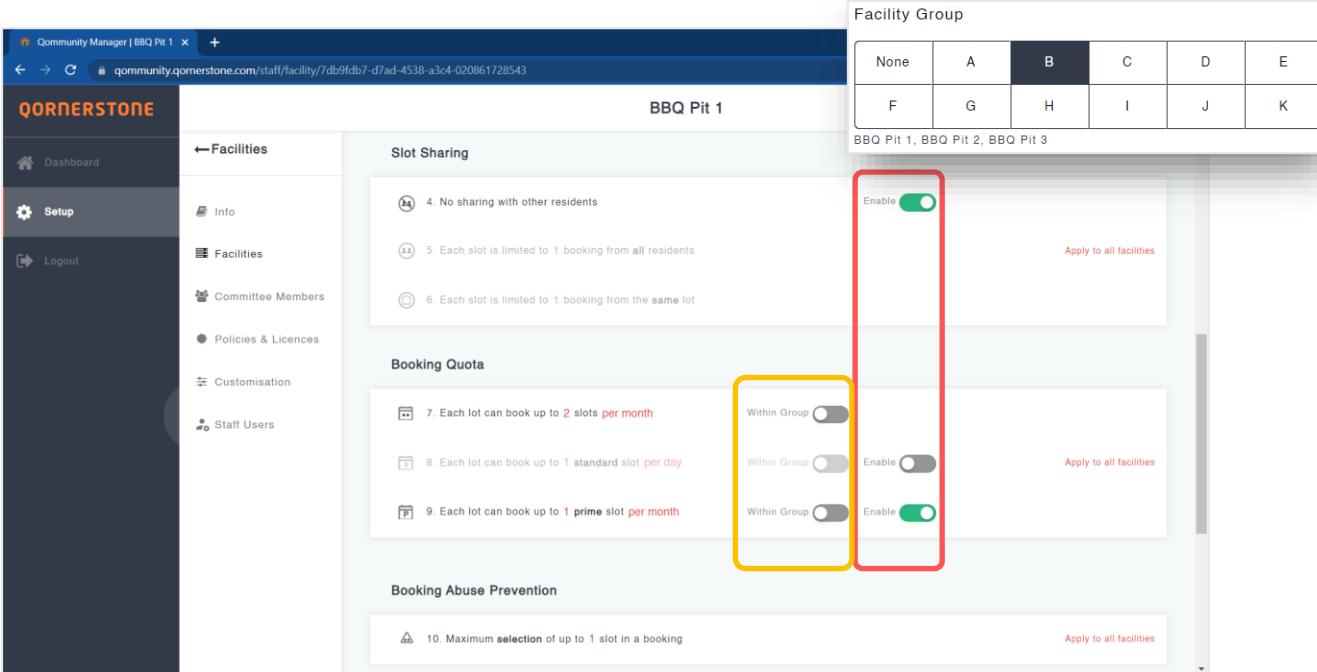
7. Qommunity Manager Portal Setup

B. Estate Facilities - Rules

- To apply specific rules to the facility, click on the '**Enable**' slider to activate the booking rule(s)
- To apply specific rules to the facilities listed in the same Facility Group, click the '**Within Group**' slider to activate the booking rule(s) to <u>all facilities within the group</u>

7. Qommunity Manager Portal Setup

B. Estate Facilities - Rules
- You can change the options that are in red according to the estate's house rules
- The rules setup apply to each Unit

Example:
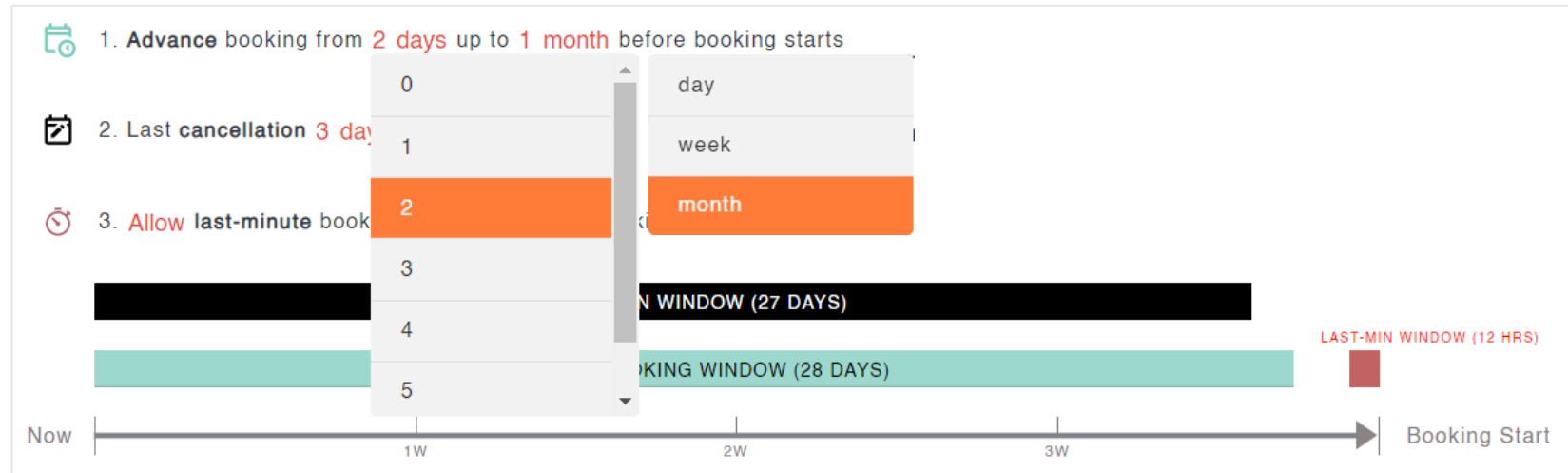
7. Qommunity Manager Portal Setup

B. Estate Facilities – Rules

Basic Rules:
1. Set Booking period – Advance booking from [Latest period] up to [Advance period] before booking starts
2. Set the last day/hour for a Booking Cancellation
3. Prohibit/Allow limited or unlimited last-minute bookings, up to _ day/hours/minutes before and/or after the timeslot started (Refer to next page for further explanations/examples)

Example:

1. **Advance** booking from 2 days up to 1 month before booking starts

2. Last **cancellation** 3 days before booking starts

3. Allow **last-minute** booking 12 hours before booking starts

CANCELLATION WINDOW (27 DAYS)

LAST-MIN WINDOW (12 HRS)

ADVANCE BOOKING WINDOW (28 DAYS)

Now   1W   2W   3W   Booking Start
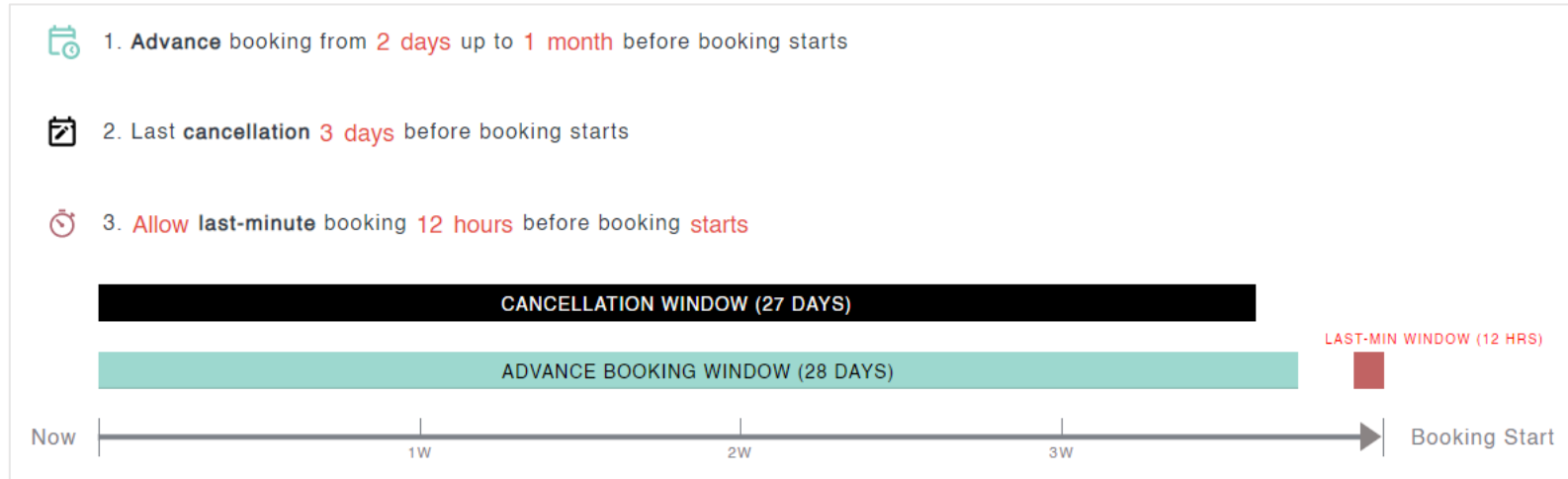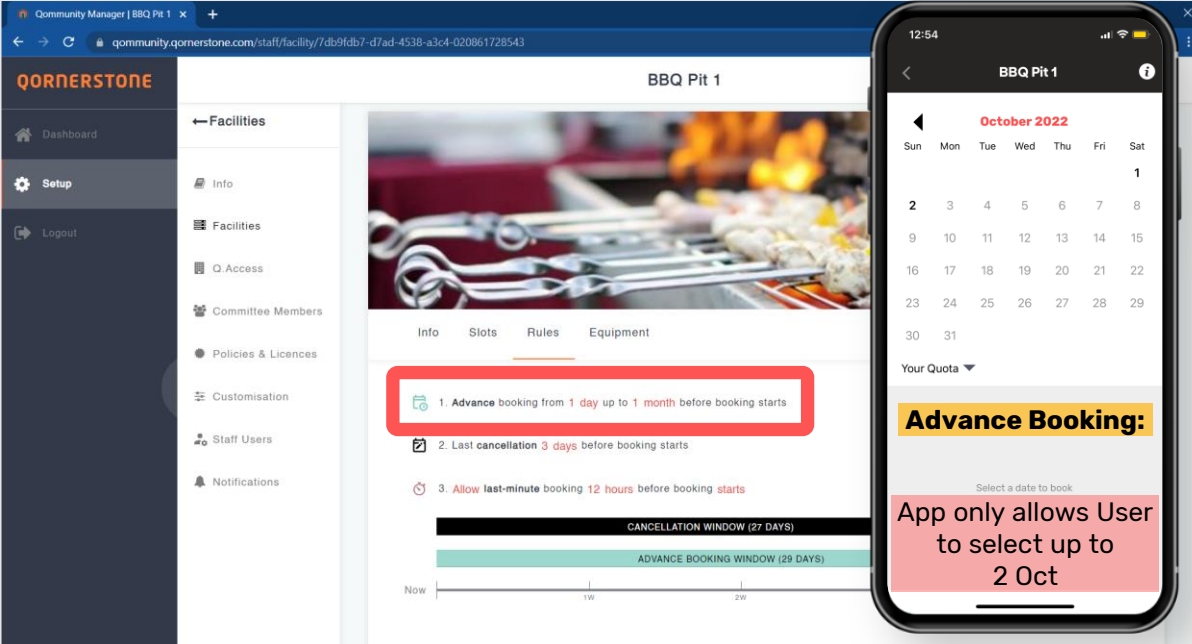
7. Qommunity Manager Portal Setup

Example for Rule 1 – Advance & Latest Day for Booking
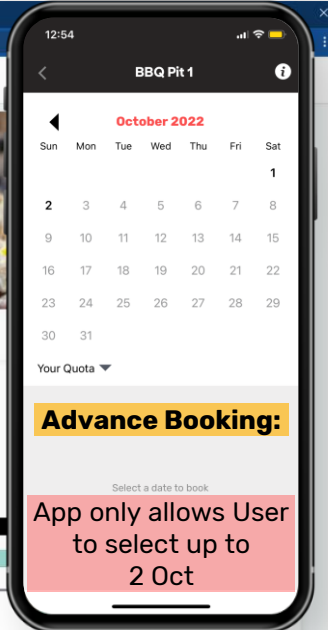
- Set the Advance & Latest day for booking. The Advance & Latest date is calculated from the facility-usage-date, not the date when booking is made.
- E.g., **Today is 2 September 2022**:
  => The earliest date available for booking (an advance booking) is 1 month from 2 Sept, which is **2 Oct**
  => The latest date available for booking is 2 days from 2 Sept, which is **4 Sept**

7. Qommunity Manager Portal Setup

B. Estate Facilities – Rules
Basic Rule No. 3 – Last-minute Booking

⏱ 3. Allow **last-minute** booking 12 hours before booking starts

Set as:	To:
Prohibit	Disable last-minute booking
Allow	Enable last-minute booking & cross-check with Booking Quota Rules
Allow unlimited	Enable last-minute booking & overrides: - Booking Quota Rules - Booking Abuse Prevention Rules

Minimum – 15 minutes
Maximum – 1 day (24 hrs)

*Only applicable if rule is set to 'Allow' or 'Allow unlimited'

Set as:	To:
Starts	Enable last-minute booking before Timeslot starts
Starts and after	Enable last-minute booking before & after Timeslot starts E.g. There is an available timeslot at 3pm. Resident can make a last-minute booking before & anytime after 3pm, depending on the stated duration.

7. Qommunity Manager Portal Setup

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B. Estate Facilities – Rules
Slot Sharing Rules:

4. Do you allow each timeslot to be booked by (or shared with) more than 1 Resident? E.g. Gym

5. Allow max. _ bookings per timeslot
   E.g. For Gym bookings. If only a max. of 10 people are allowed at any 1 timeslot, set this rule to 10 bookings. This means that only a max. of 10 people can book the same timeslot.

6. Allow max. _ bookings from the same Unit per timeslot
   E.g. If estate allows 2 Residents from the same Unit to visit the Gym together during the same timeslot, set this rule to 2 bookings.

When Rule 4 is enabled, Rules 5 & 6 is disabled.

4. No sharing with other residents   Enable ⬤

5. Each slot is limited to 1 booking from **all** residents

6. Each slot is limited to 1 booking from the **same** lot

When Rule 4 is disabled, Rules 5 & 6 are enabled.

4. No sharing with other residents   Enable ○

5. Each slot is limited to 10 bookings from **all** residents

6. Each slot is limited to 2 bookings from the **same** lot

7. Qommunity Manager Portal Setup

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B. Estate Facilities – Rules

Booking Quota Rules:

7. The number of slots each Unit can book per day/week/fortnight/month for this facility
    *Enable 'Within Group' to include all facilities within the Facility Group for this rule restriction

8. Set a Maximum [Number] of Standard slots per day/week/fortnight/month, **if required**

9. Set a Maximum [Number] of Prime slots per day/week/fortnight/month, **if required**

When Rule 8 is disabled, 'Within Group' option is disabled.

When Rule 8 is enabled, 'Within Group' option is enabled.

7. Each lot can book up to 2 slots per month	Within Group ⬤
8. Each lot can book up to 1 standard slot per day	Within Group ⬤ Enable ⬤
9. Each lot can book up to 1 prime slot per month	Within Group ⬤ Enable ⬤

7. Each lot can book up to 2 slots per month	Within Group ⬤
8. Each lot can book up to 1 standard slot per month	Within Group ⬤ Enable ⬤
9. Each lot can book up to 1 prime slot per month	Within Group ⬤ Enable ⬤

7. Qommunity Manager Portal Setup

Examples
Booking Quota Rules:

An estate allow 3 BBQ Pit bookings per month. Among the 3 bookings, depending on the House Rules, it can be a permutation of:

📅 7. Each lot can book up to 3 slots per month	Within Group ⬤	
📅 8. Each lot can book up to 2 **standard** slots per month	Within Group ◯	Enable ◯
📅 9. Each lot can book up to 1 **prime** slot per month	Within Group ◯	Enable ◯

A mixture of Standard & Prime slots, up to 3 bookings per month

📅 7. Each lot can book up to 3 slots per month	Within Group ⬤	
📅 8. Each lot can book up to 2 **standard** slots per month	Within Group ◯	Enable ◯
📅 9. Each lot can book up to 1 **prime** slot per month	Within Group ⬤	Enable ⬤

Max. of:
- 3 Standard slots + 0 Prime slot per month
- 2 Standard slots + 1 Prime slot per month

📅 7. Each lot can book up to 3 slots per month	Within Group ⬤	
📅 8. Each lot can book up to 2 **standard** slots per month	Within Group ⬤	Enable ⬤
📅 9. Each lot can book up to 1 **prime** slot per month	Within Group ⬤	Enable ⬤

Max. of:
- 2 Standard slots + 0 Prime slot per month
- 2 Standard slots + 1 Prime slot per month

*There will be validation checks for the setup.
  Refer to next page for more information

7. Qommunity Manager Portal Setup

Examples
Booking Quota Rules – Validation Checks

Before:

After:

- Due to Rule 7 – '3 slots per month', it will be incorrect to have a setting of Rule 8 – Max. 3 Standard Slots & Rule 9 - Max. 1 Prime Slot, which sums up to 4 slots per month
- There will be validation checks to inform Users that this setting is incorrect.

7. Qommunity Manager Portal Setup

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B. Estate Facilities – Rules
Booking Abuse Prevention Rules:

The number of time slots to be selected per booking for the same date	10. Maximum **selection** of up to 2 slots in a booking
Can a Unit book consecutive time slots for this facility? E.g. 9am to 10am, 10am to 11am	11. Restrict consecutive bookings Enable ⬤
Does the estate allow a Unit to book another facility for the same date?	12. Cannot book another facility on the same day Within Group ⬤ Enable ⬤
This is for facility reservation. How long can a Unit hold the booking reservation without payment made?	13. Booking reservation **expires** after 3 days without payment Enable ⬤
How many times can a Unit cancel this facility's booking in 1 month?	14. Limit to 1 booking **cancellation** per month
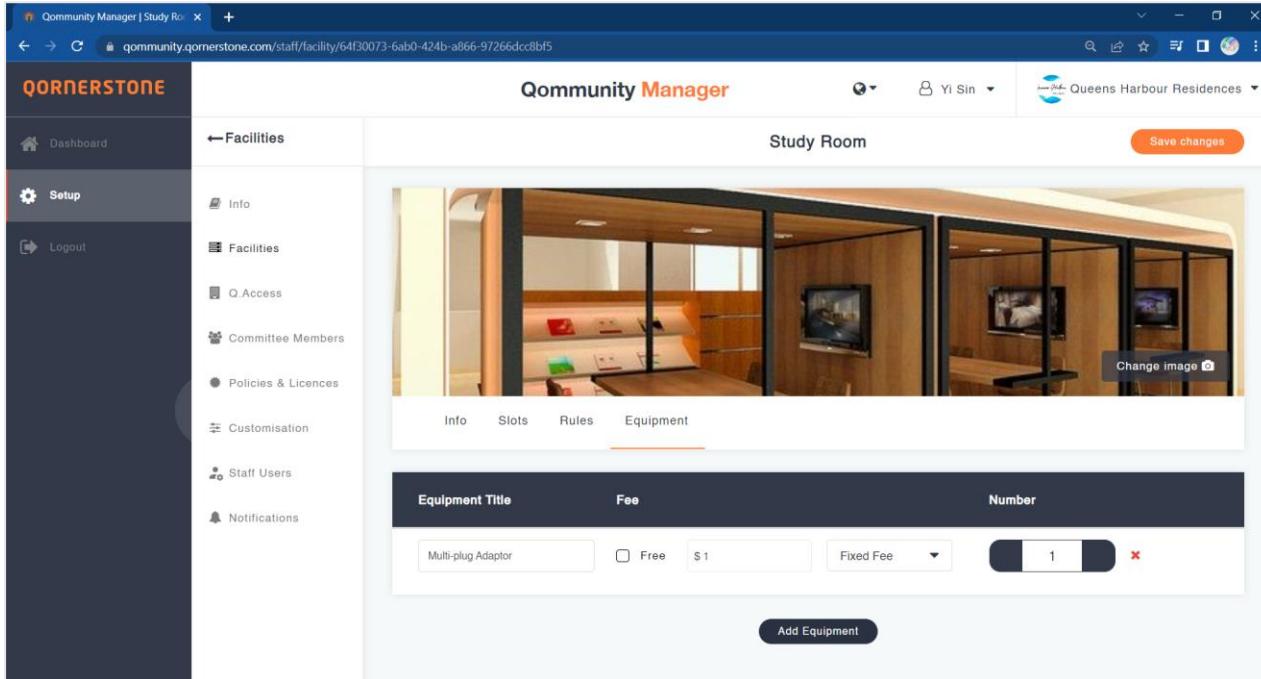
7. Qommunity Manager Portal Setup

B. Estate Facilities – Equipment (Optional)

- Equipment (optional) –> If the facility comes with any equipment(s), like chairs, input the information and state if the equipment is chargeable and the quantity
- These fields are for records purposes only. It will not appear in Qommunity Resident App. *For future enhancements.

7. Qommunity Manager Portal Setup

B. Estate Facilities – View by Group
- **View by Group**: Select this option to sort Facilities by Facility Group
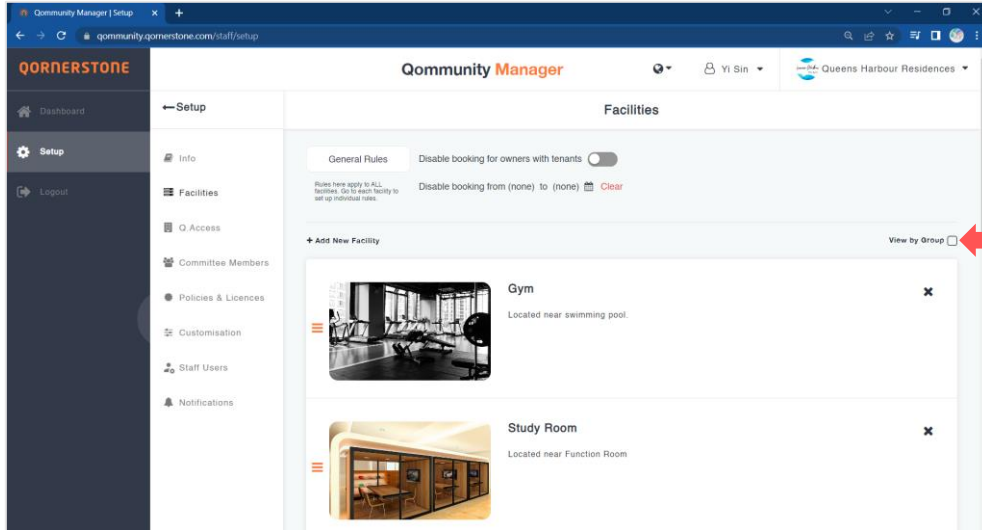
After selecting the 'View by Group' option
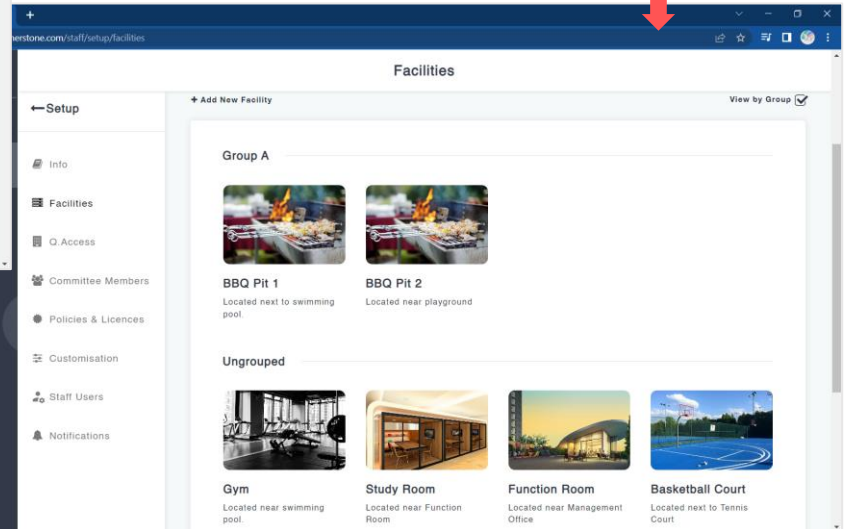
7. Qommunity Manager Portal Setup

B. Estate Facilities

- Once you have saved the Facility setup, it will be listed in the full list of Facilities
- To re-arrange the sequence of facilities, click on the 3-bar icon and drag up/down

*This is to manage the sequencing display of Facilities in the Qommunity Resident App
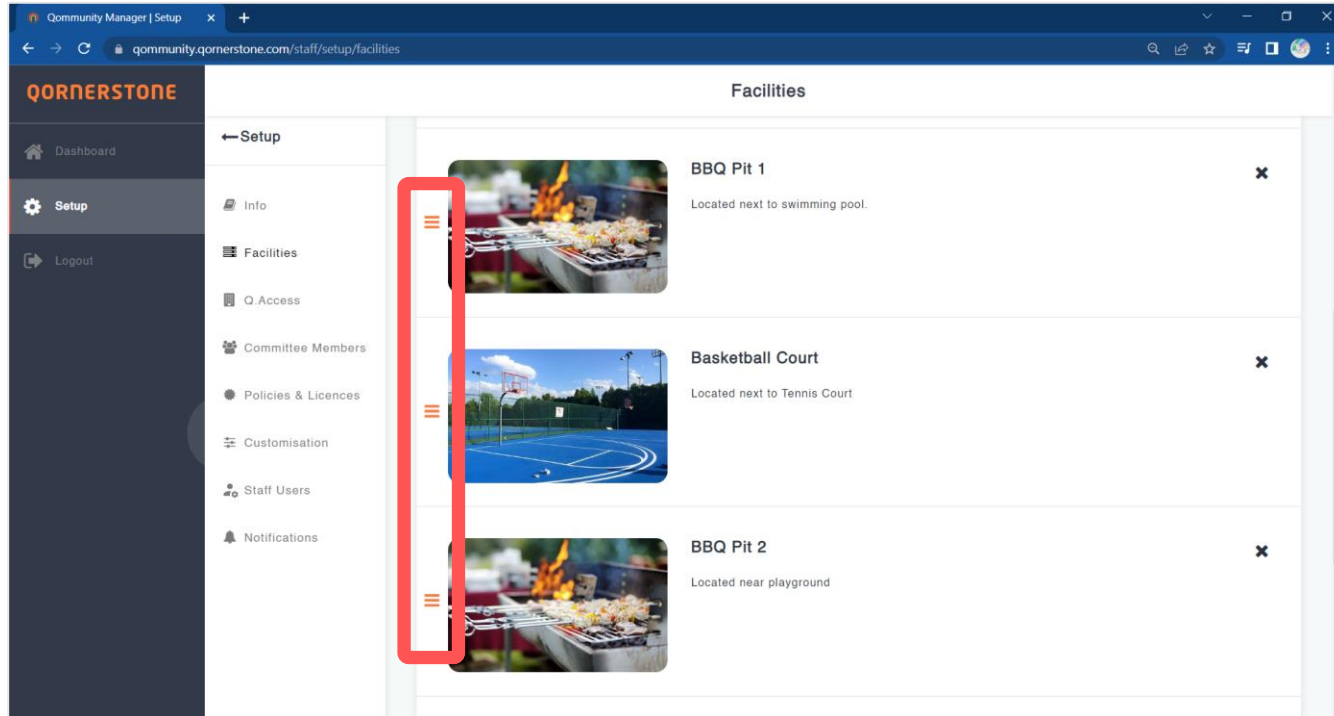
7. Qommunity Manager Portal Setup
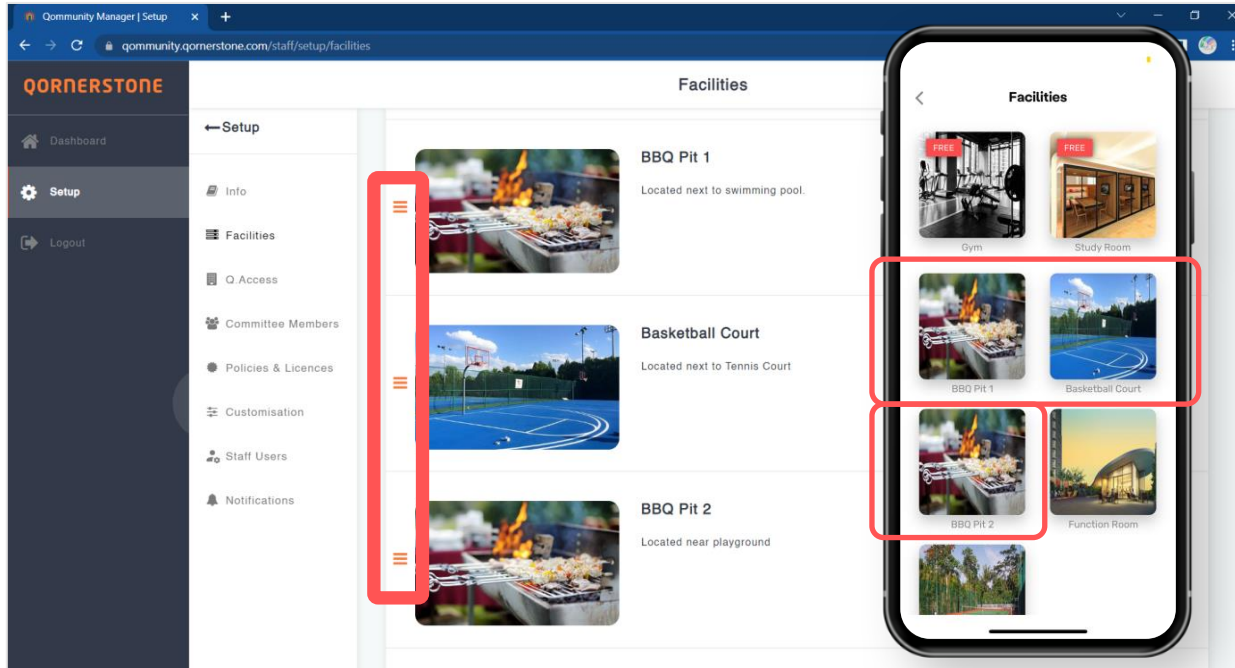
For Example:

BEFORE RE-ARRANGEMENT

The sequence of Facilities are:
- BBQ Pit 1
- Basketball Court
- BBQ Pit 2

*In both
Qommunity Manager &
Qommunity Resident App

7. Qommunity Manager Portal Setup

For Example:
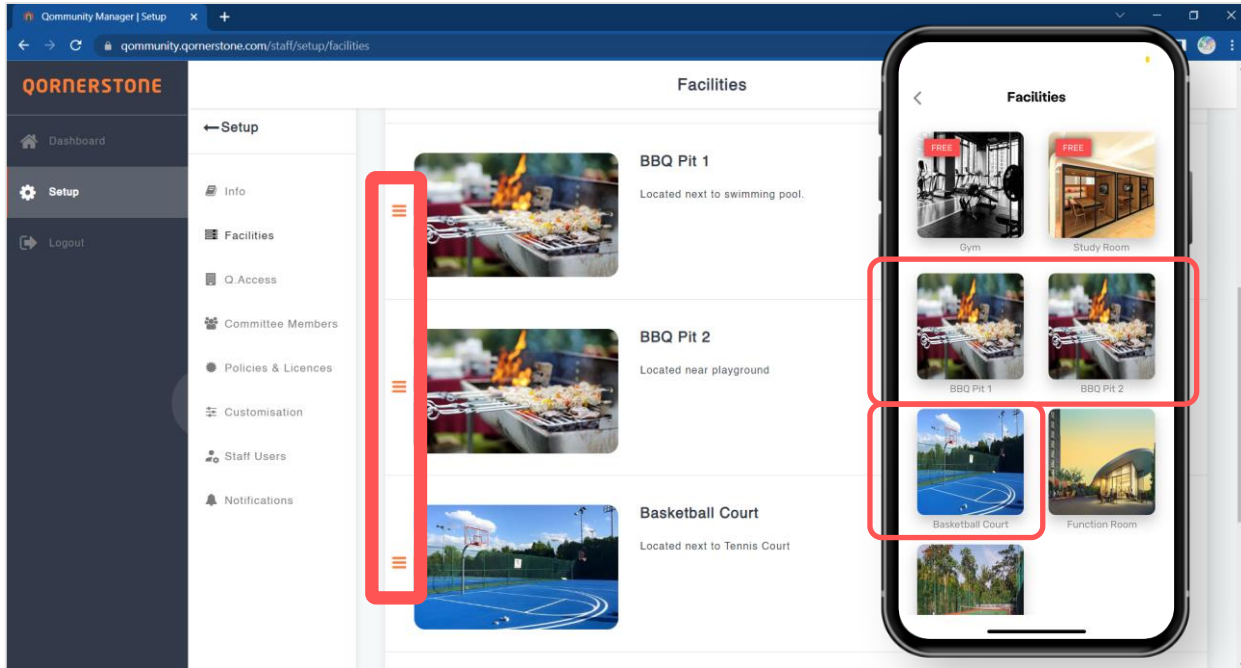
AFTER RE-ARRANGEMENT

The sequence of Facilities are:
- BBQ Pit 1
- BBQ Pit 2
- Basketball Court

*In both Qommunity Manager & Qommunity Resident App

7. Qommunity Manager Portal Setup

C. Q.Access
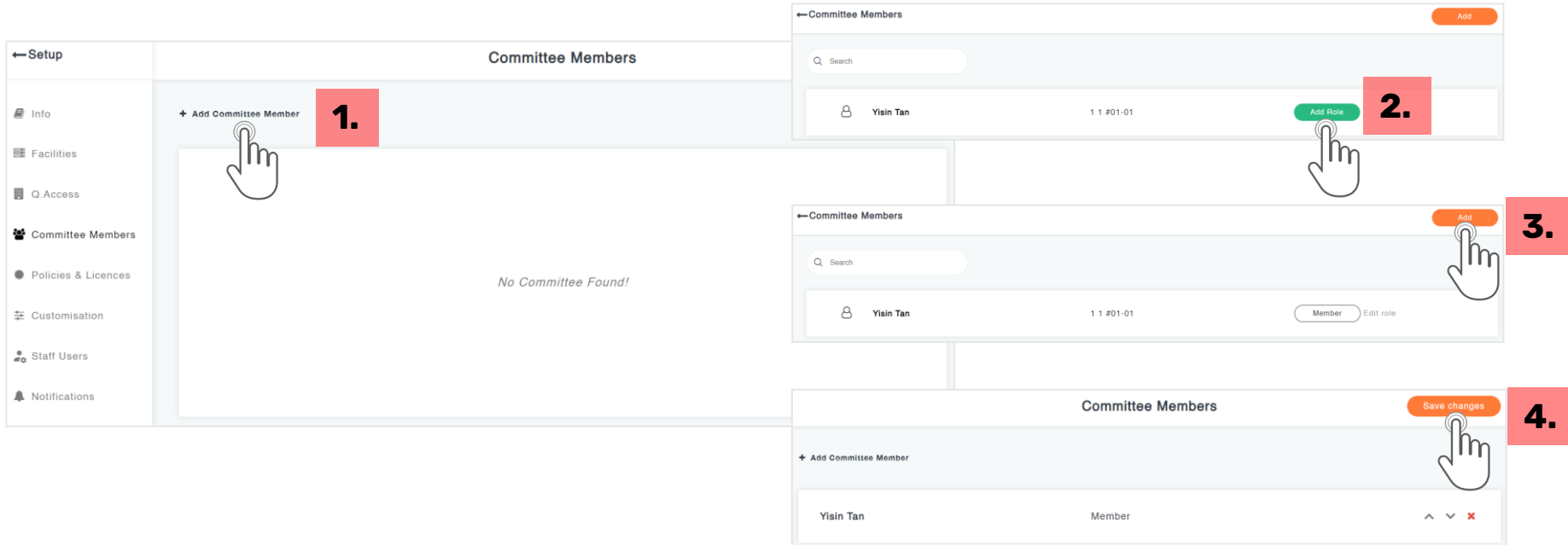
- This is related to Qommunity Resident App Add-ons, i.e., License Plate Recognition (LPR), Door Access and others. Charges apply.
- Skip this setup if it is not application to your estate
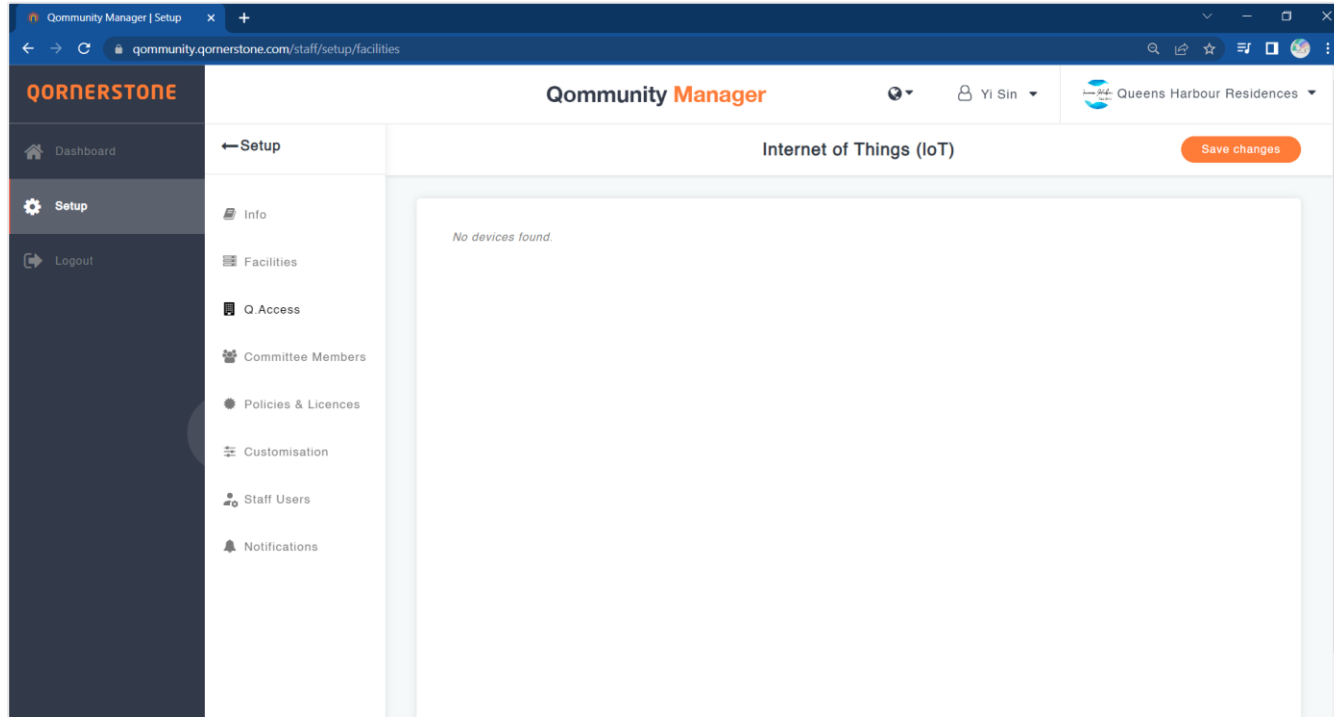
7. Qommunity Manager Portal Setup

D. Council Members Listing + Brief Management Overview
1. Click on Add Committee Member to search for the SP who is a Council Member
2. Click on 'Add Role' and input their respective position in the Council
3. Click 'Add' to confirm
4. Click 'Save changes' to save the record

7. Qommunity Manager Portal Setup

QORNERSTONE

D. Council Members Listing + Brief Management Overview

- Once saved, Council Members will see the Management Overview in their Qommunity Resident App
- This app feature is only available to Council Members. Refer to Annex for more details
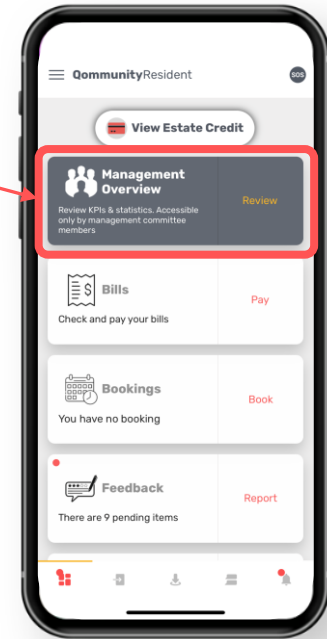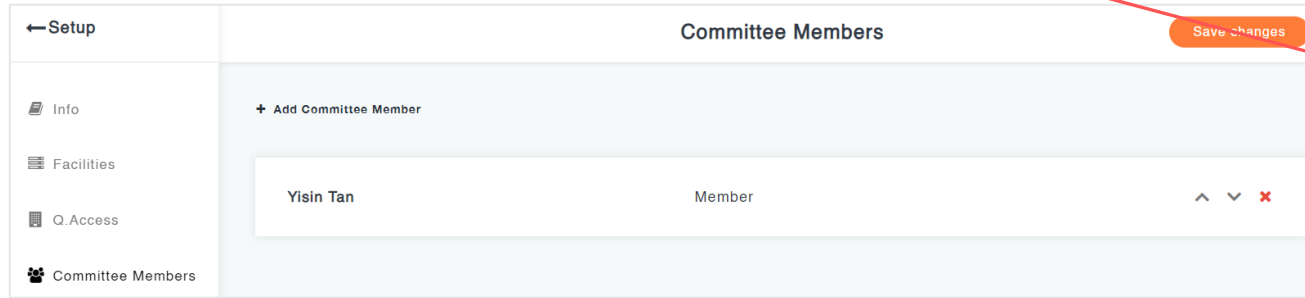
7. Qommunity Manager Portal Setup

QORNERSTONE

E. Policies & Licenses
- Input details of the estate's Insurance Policies & Licenses
- This is for records purposes. There is no system-alerts informing staff/Council Members that the insurance policy/license is expiring
- This information will be shown in the Management Overview
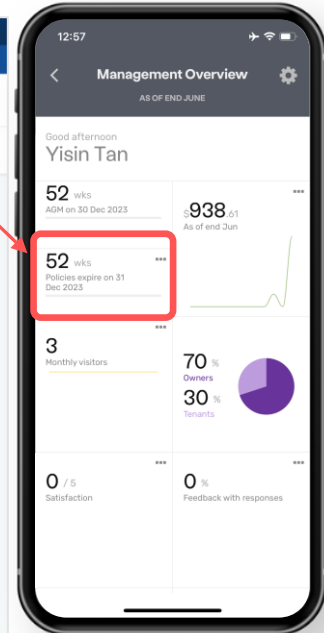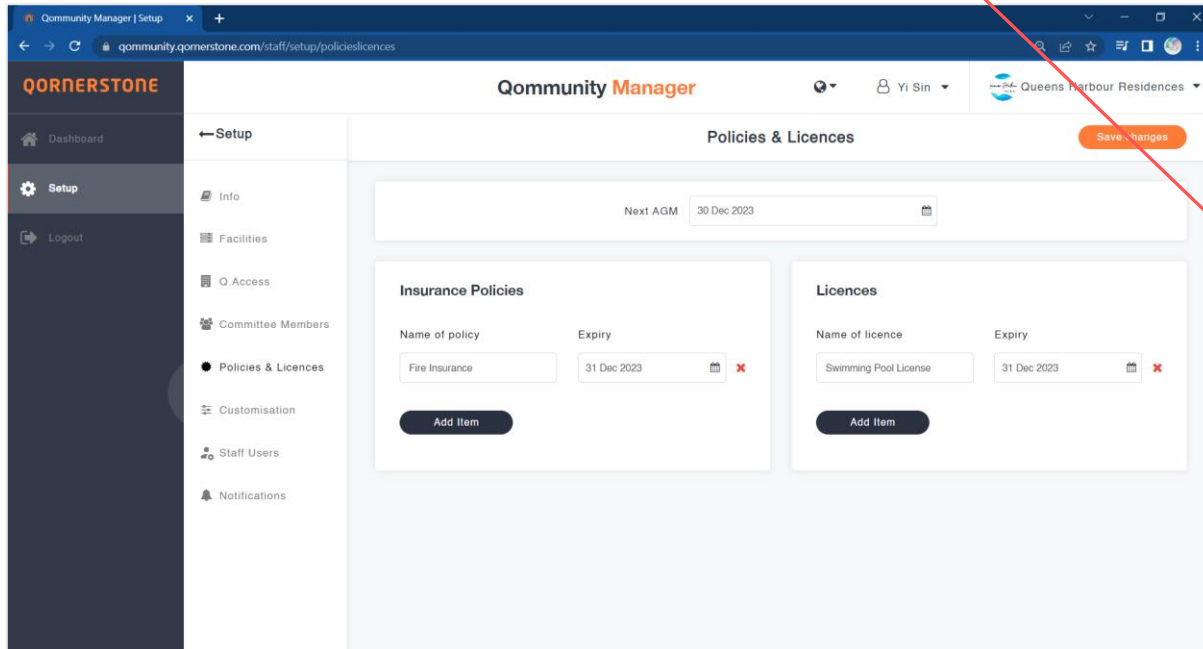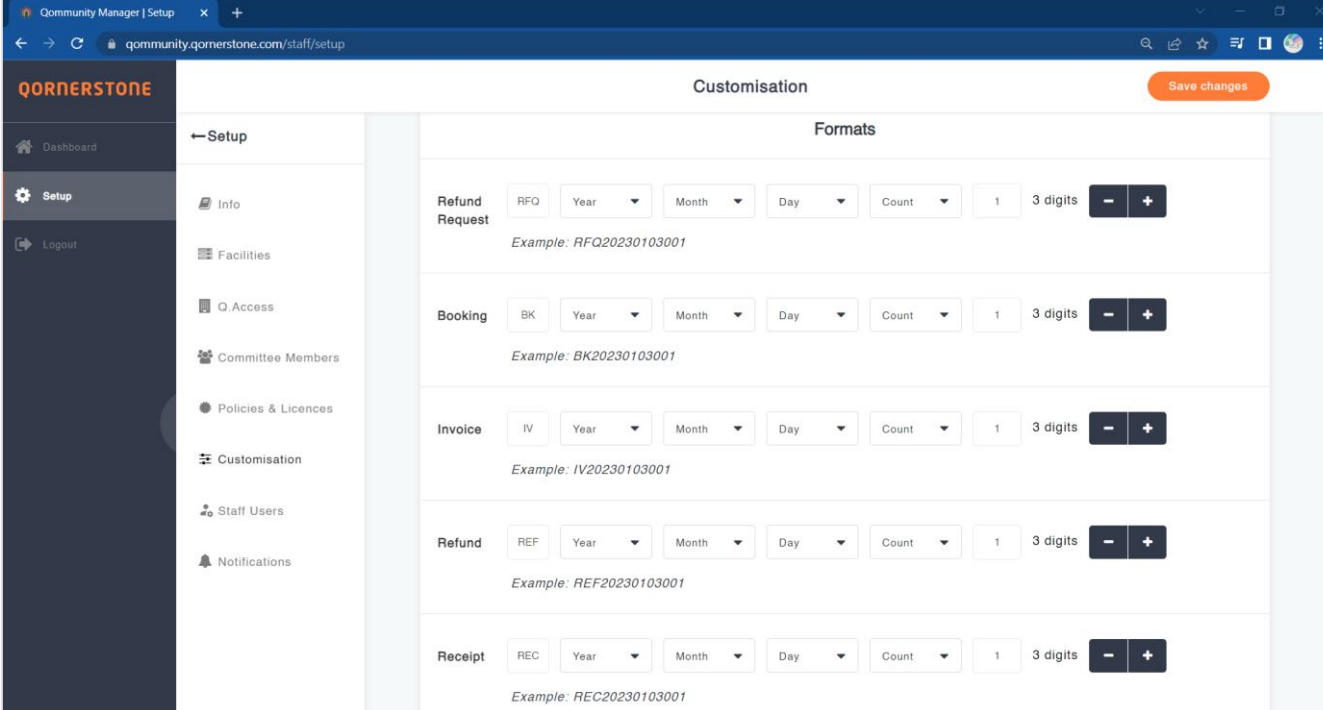
7. Qommunity Manager Portal Setup

F. Customization Setup - Formats
- Determine how the Referencing Formats are to be displayed

7. Qommunity Manager Portal Setup

QORNERSTONE

F. Customization Setup - eForms
- These are the 4 standard eForms in the App (Refer to Annex for more details on the form fields)
- Set the availability of eForms to Everyone / Owners & Occupiers / Tenants-only / Nobody
- Setting eForm to 'Nobody' will hide the form in Qommunity Resident App

7. Qommunity Manager Portal Setup

QORNERSTONE

F. Customization Setup - eForms
- Input the Rules & Regulations and Terms & Conditions of the eForm(s)
- The information stated will appear in the App
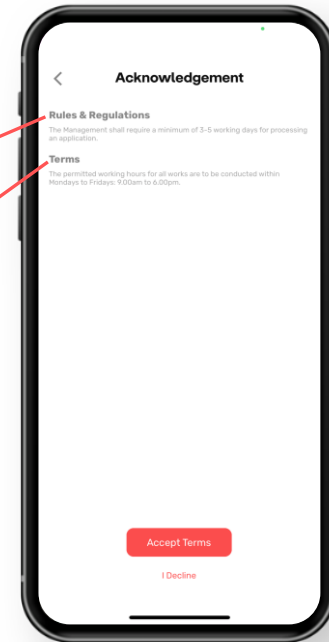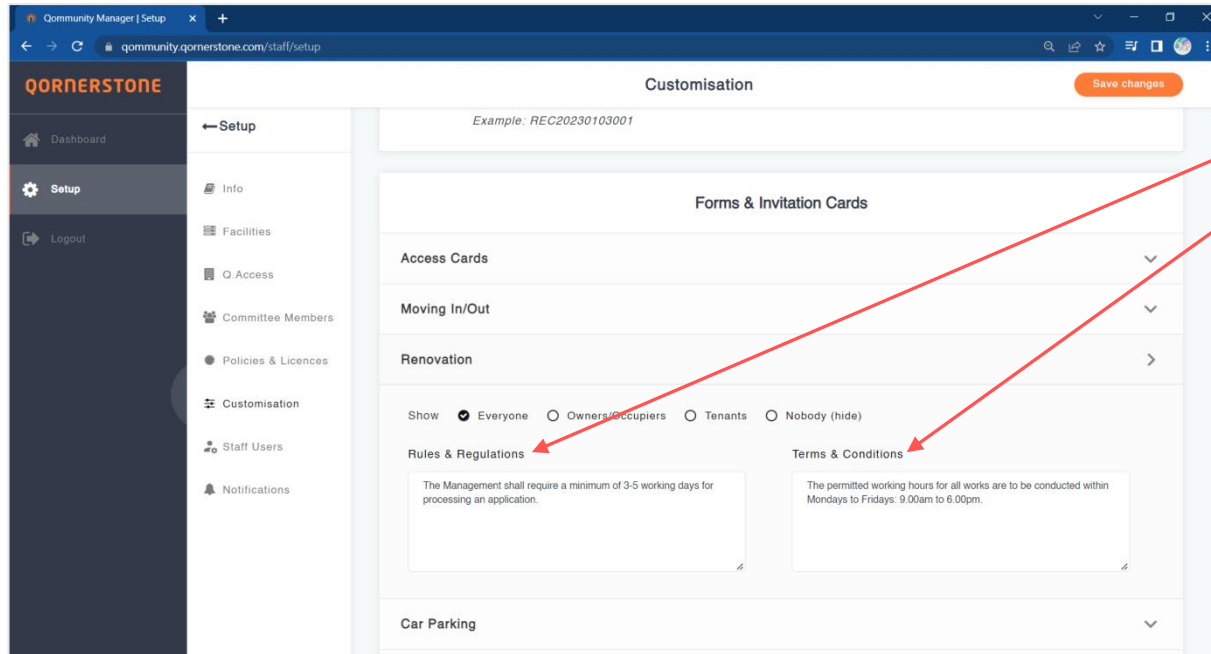
7. Qommunity Manager Portal Setup

F. Customization Setup – Approval Setup for Occupier App Accounts

- Tenant App Accounts created from Qommunity App are subjected to Site Office approval
- By default, Occupier App Accounts does not require an approval from Site Office
- Enable this option if Site Office wants to have the approval process in place for Occupier App Accounts
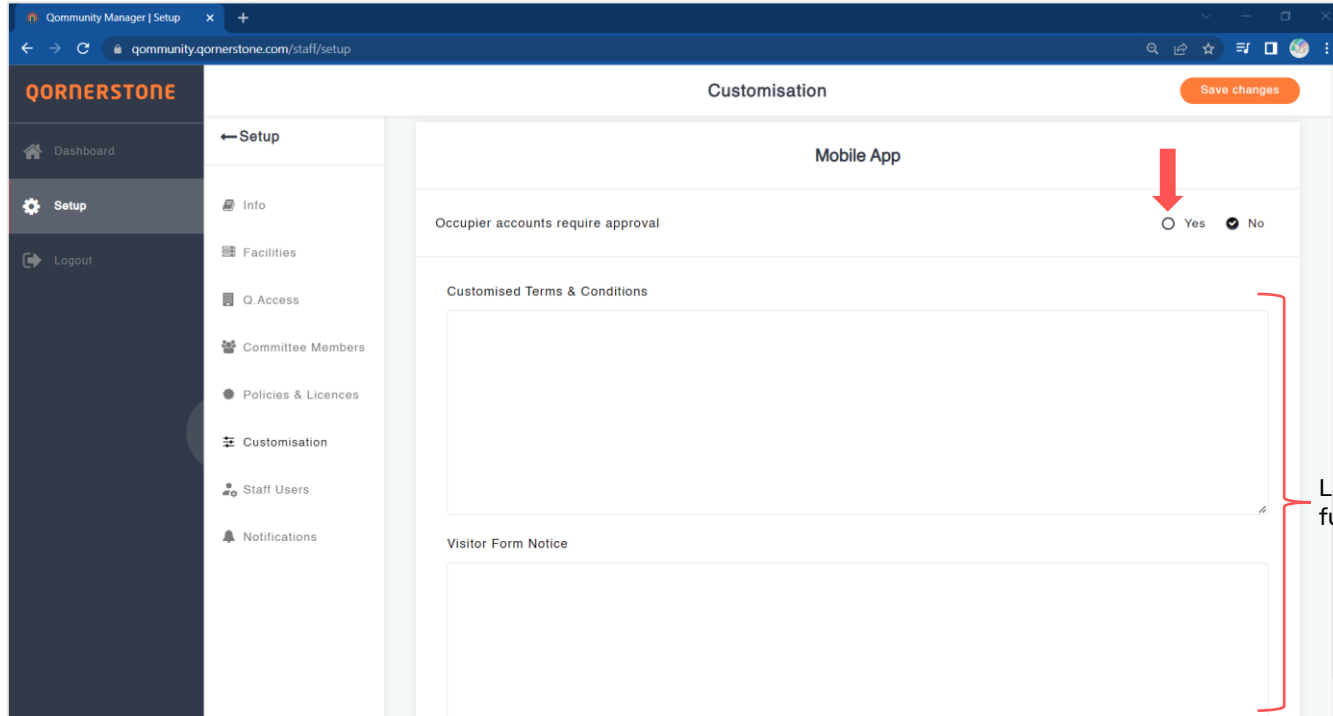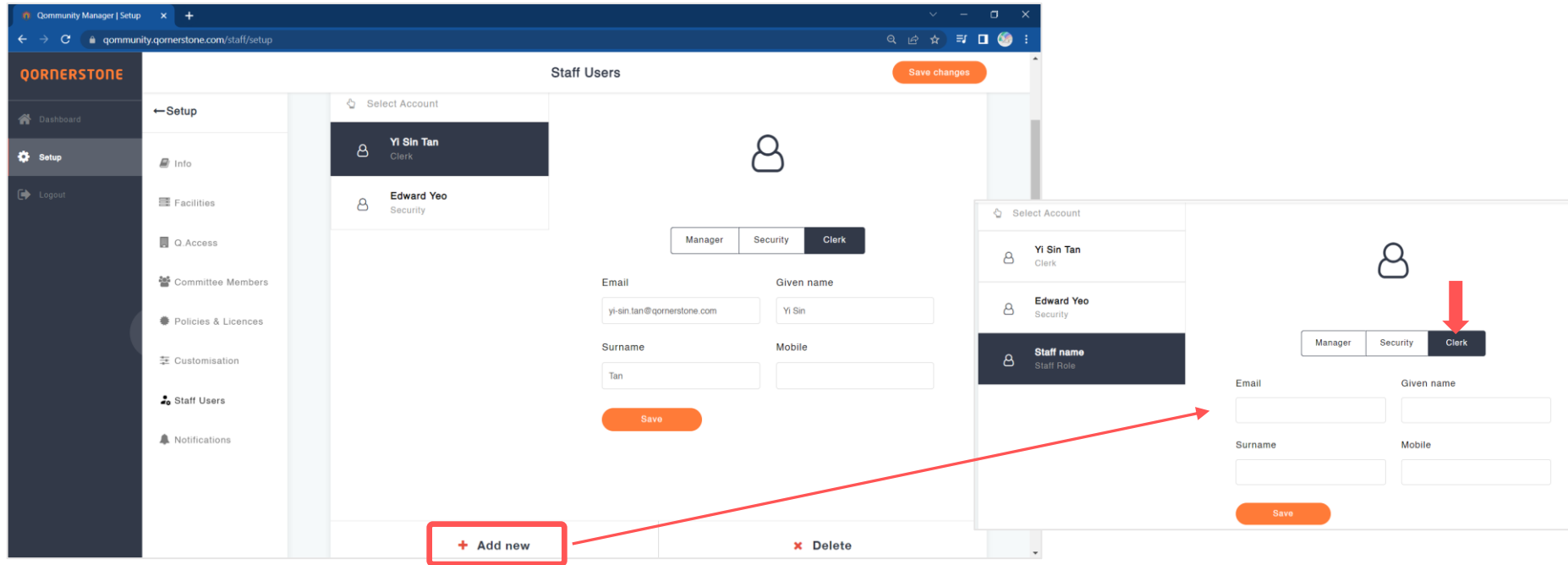
Leave blank. *For future enhancements

7. Qommunity Manager Portal Setup

G. Create User Accounts for Staff

- Scroll down and click on 'Add new'
- Select **Clerk** and input Staff's email address, Given name, Surname, and/or Mobile number. Click 'Save'
- Staff will receive a system-generated email from Qommunity with a password to login to Qommunity Manager. Staff can change their password under 'My Profile'

7. Qommunity Manager Portal Setup

H. Email Notifications

- Determine what is/are the email notification(s) that staff would like to receive
- Email notifications will be sent to all staff's email add that is used to access Qommunity Manager Portal
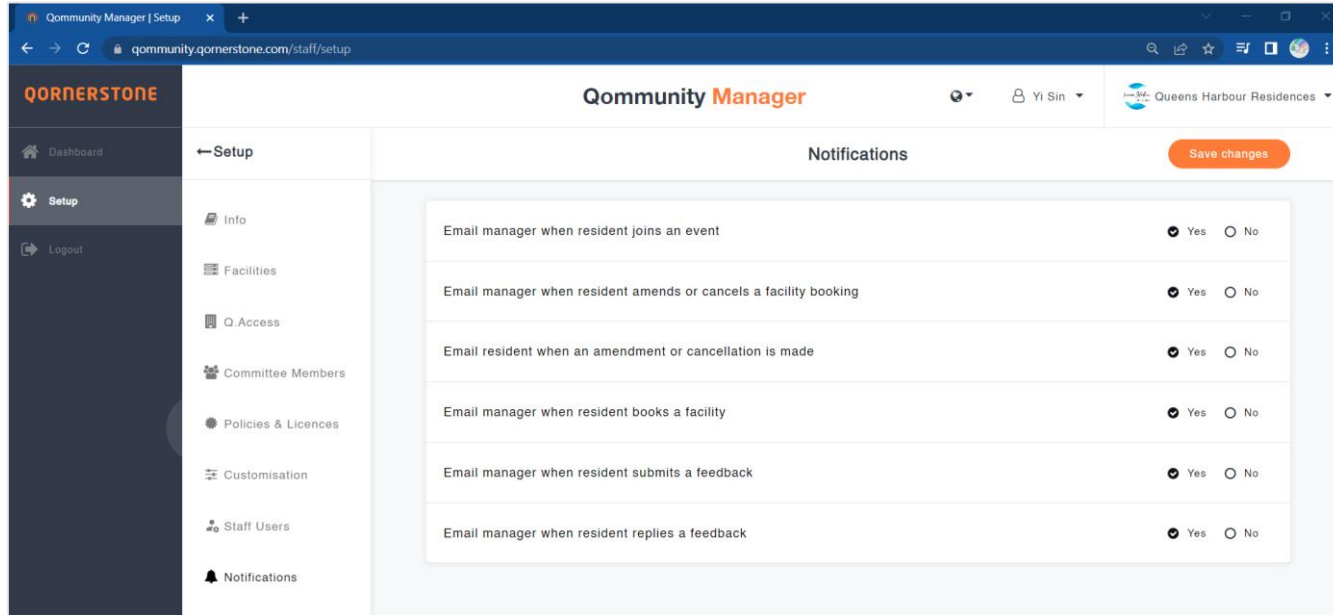
7. Qommunity Manager Portal Setup

Samples of Email Notifications

Facility Booking Email Notification
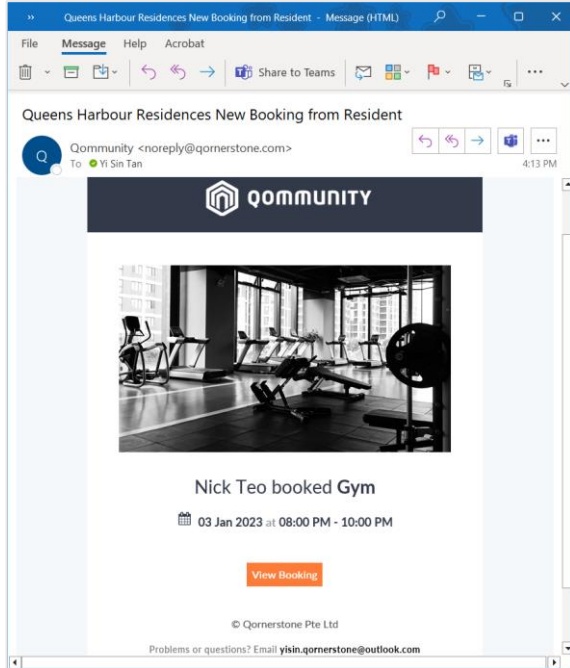
Booking Cancellation Email Notification
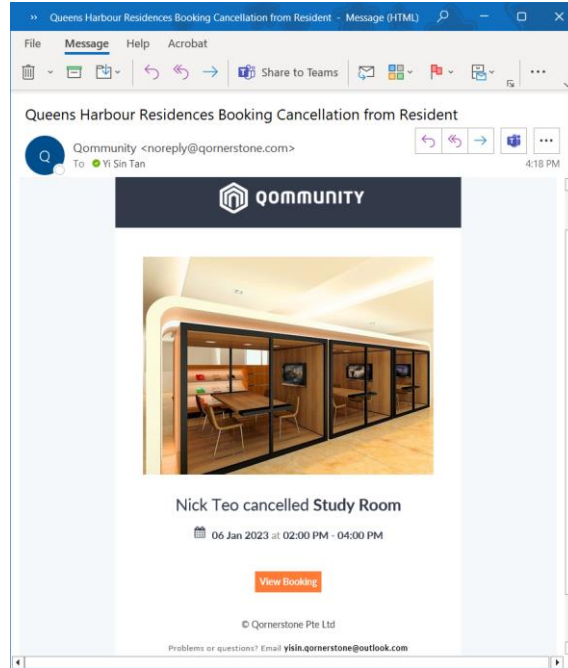
Feedback Submission Email Notification
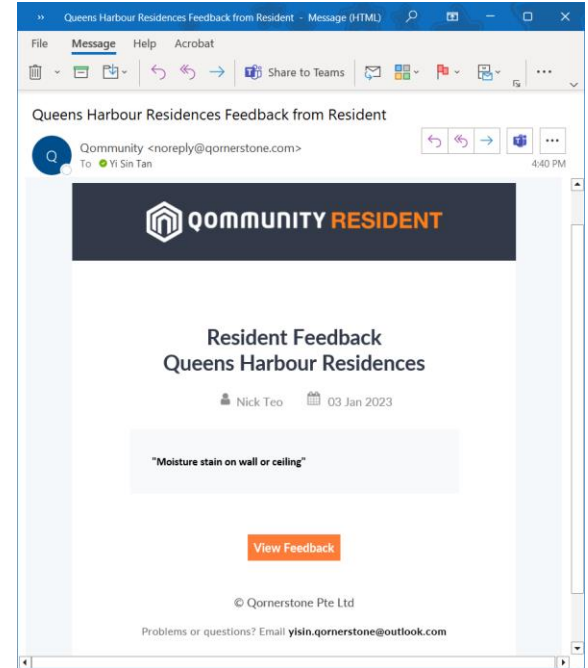
7. Qommunity Manager Portal Setup

I. Share Documents with Owners and/or Tenants

- This is also a workaround solution if Estate prefers to use their own Application Forms
- Upload softcopy files of Application Forms or other documents & share with Owners and/or Tenants
- App Users (Owners and/or Tenants) can view and download the Application Forms and documents
- After App Users filled up the forms, they can either email it to Condo Site Staff or pass a hardcopy to Condo Management Office
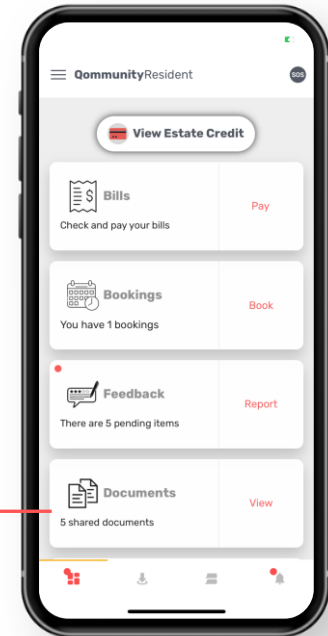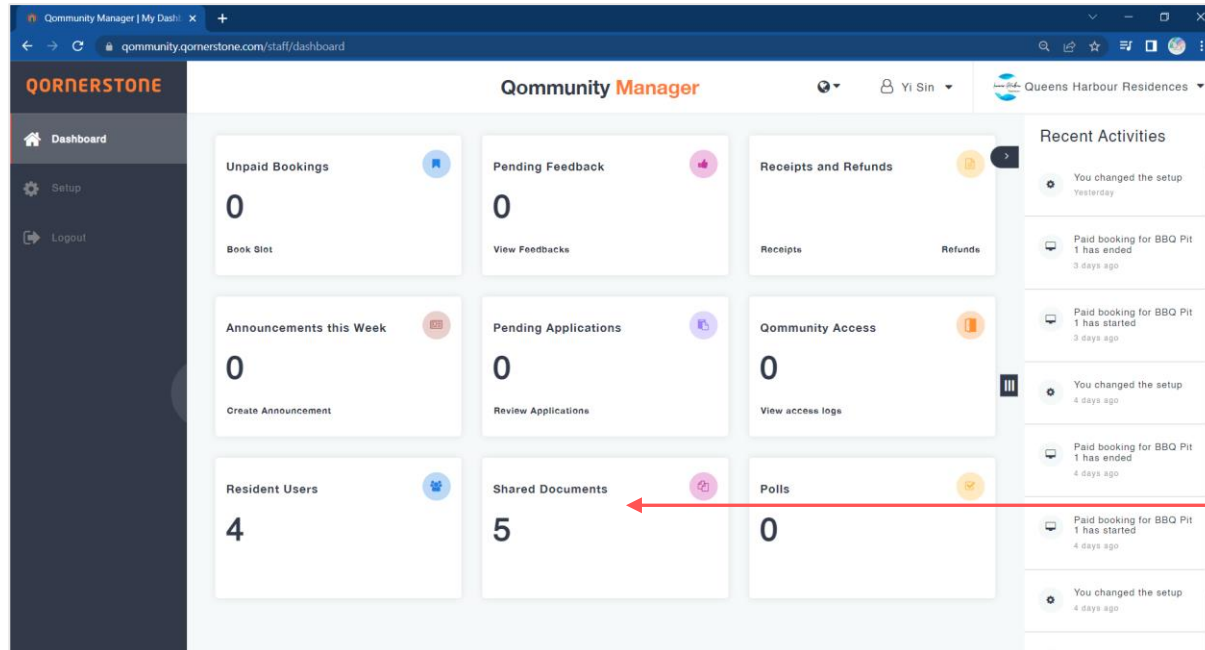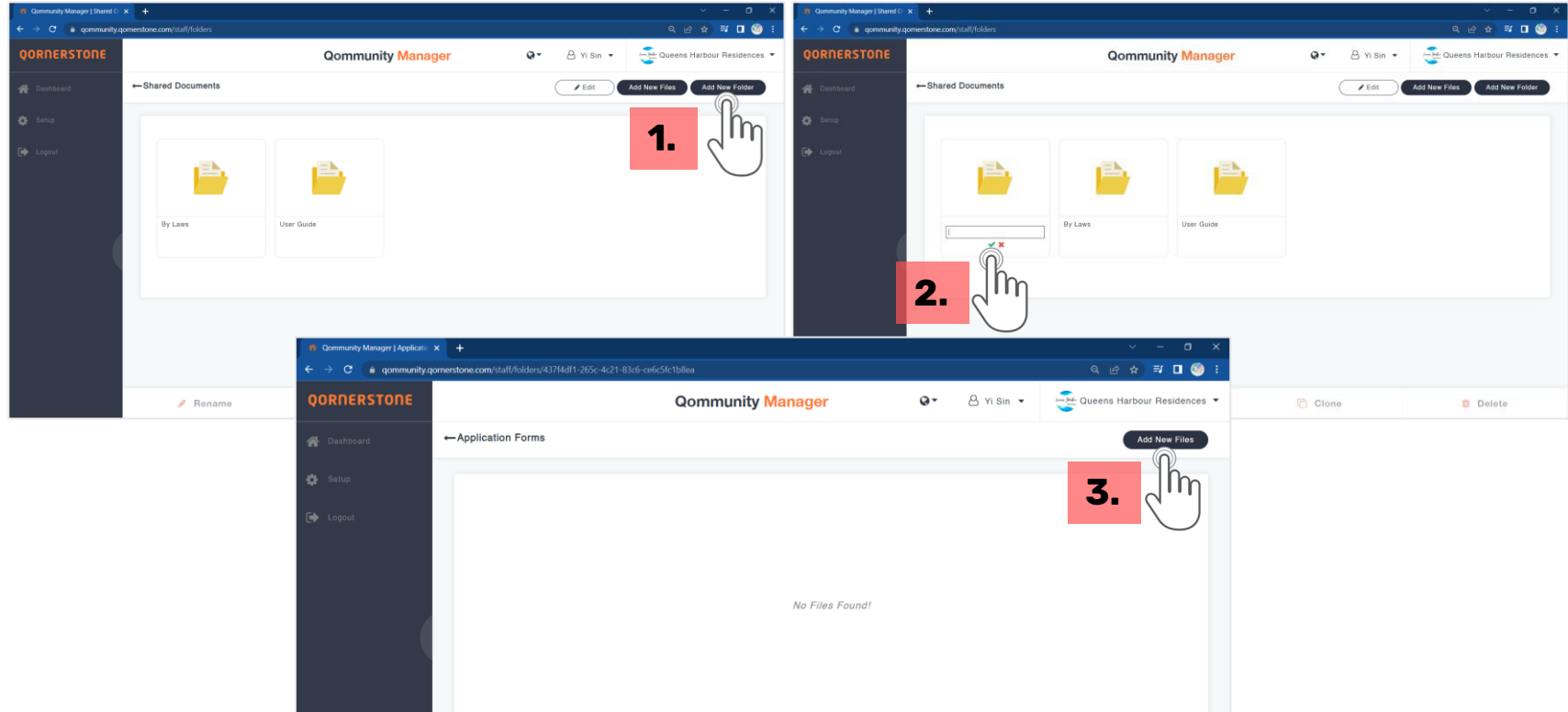
7. Qommunity Manager Portal Setup

I. Share Documents with Owners and/or Tenants

- Add a New Folder, name the folder and upload the files into the folder

7. Qommunity Manager Portal Setup

I. Share Documents with Owners and/or Tenants

- The folder(s) will appear in the App, as per what you have created
- Click into the individual folders & upload documents
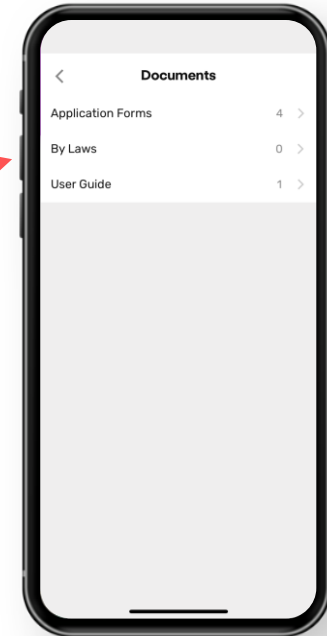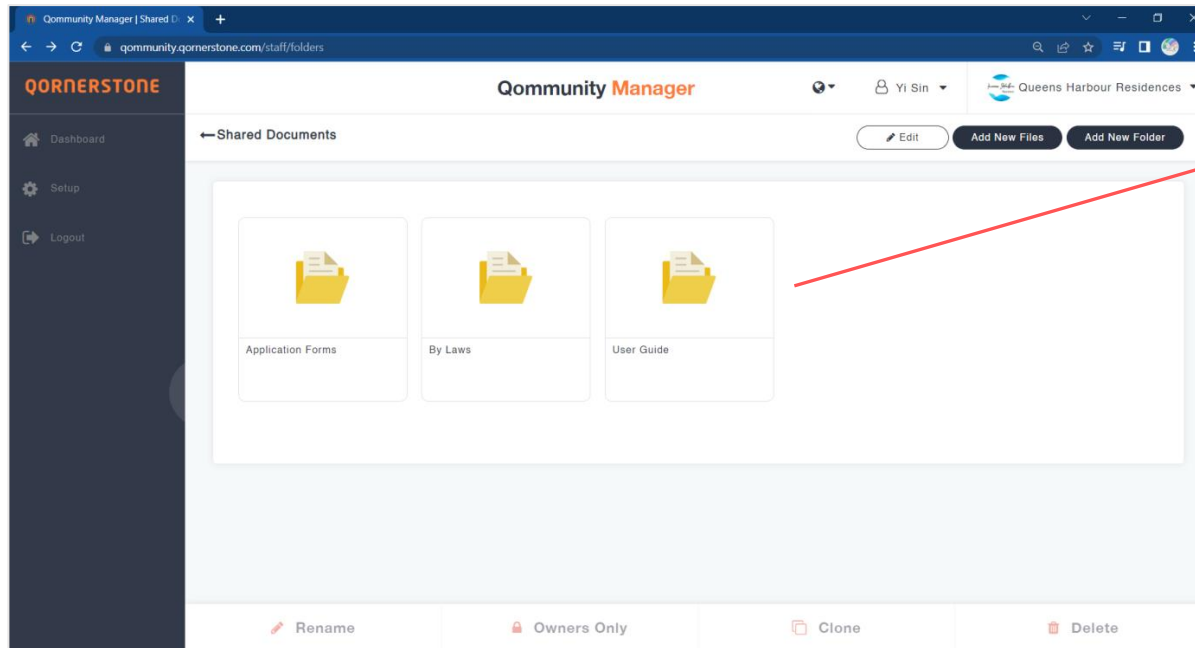
7. Qommunity Manager Portal Setup

I. Share Documents with Owners and/or Tenants
- In each folder, the file(s) will appear in the App, as per what you have uploaded
- Name the files briefly as lengthy file names may be unclear
  (E.g., Change of Mailing Address & Renovation forms)
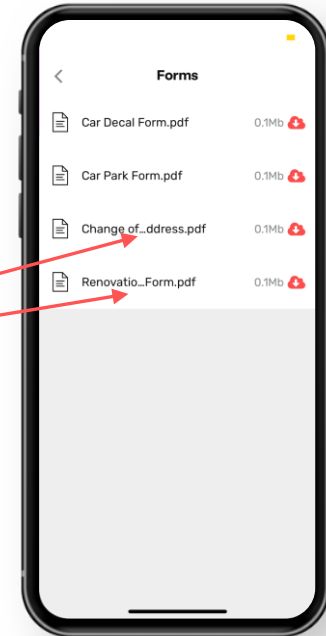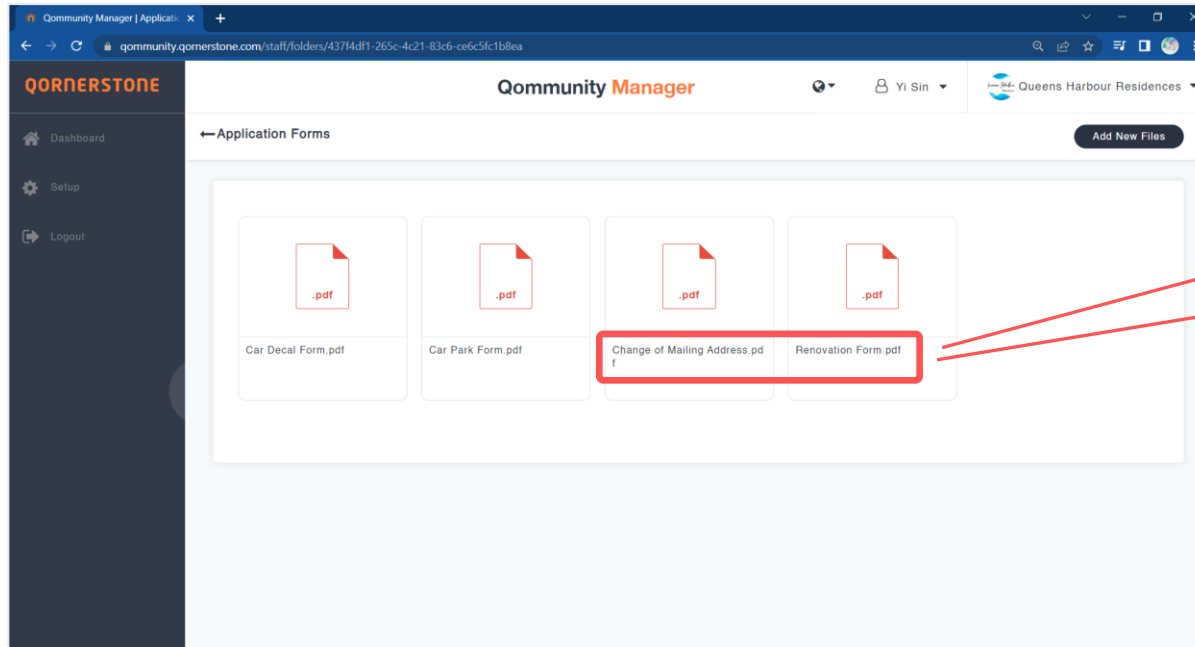
7. Qommunity Manager Portal Setup

I. Share Documents with Owners and/or Tenants

- Click on 'Edit' to edit the folder's setting (Rename / set to be visible by Owners Only / Clone / Delete)
- Setting the folder to Owners-only -> the folder will only be visible to Owners' App accounts
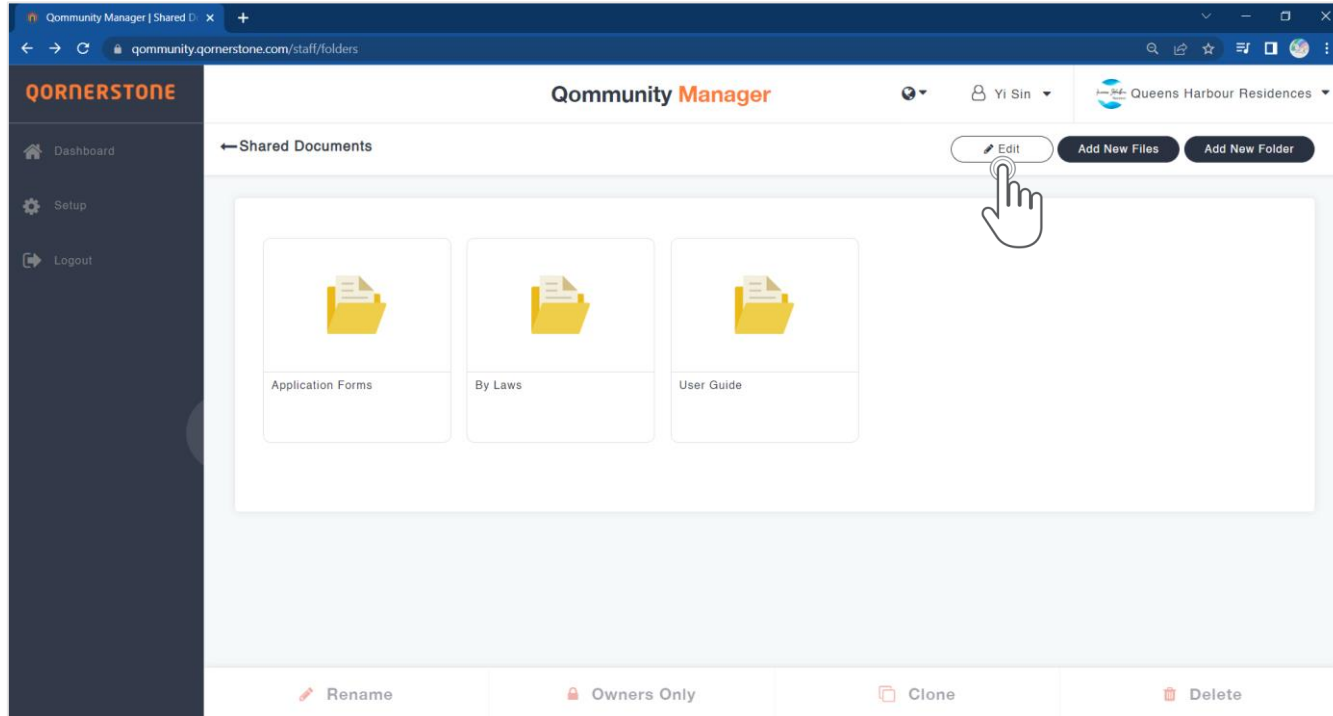
Step 8.

Create Portal User Accounts

(Portal User Accounts = Qommunity Resident App Accounts)

8. Portal User Accounts Creation
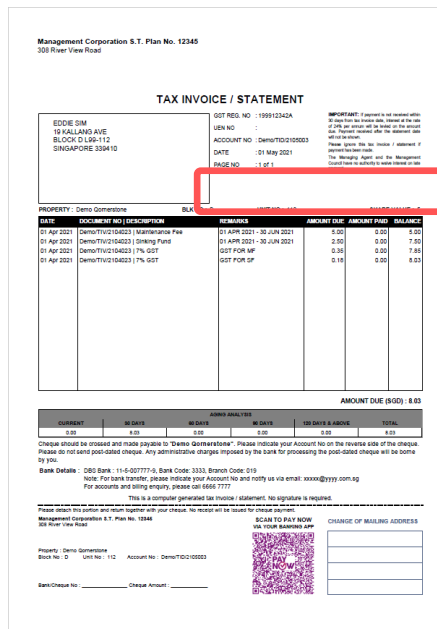
A. When Should You Generate Portal User Accounts?

- Firstly, discuss with your Accounts Team regarding the period when they will generate Recurring Billing & mailout Statement of Accounts (SOA) to SPs
- After Portal User Accounts are generated, the App Activation QR Code will appear on the SP's SOA
- Hence, it is suggested to follow this sequence:

1. **Accounts Team** generate Recurring Billing, do an Offline Download & print Invoice/SOA
2. **Ops Team** generate Portal User Accounts
3. **Ops Team** generate & print Qommunity App Welcome Letter

In this way, the Qommunity App Activation QR Code will only appear on the Welcome Letter.

Before

After

8. Portal User Accounts Creation

A. When Should You Generate Portal User Accounts?

Scenario 1 – If the next Recurring Billing date is at least 1.5 months away
- Launch Qommunity App at least 1 month before the next Recurring Billing date
- Mailout App Welcome Letter at least 1 week before Launch Date

1 week   1 week   1 month

Complete Setup in Qommunity Manager   **Welcome Letter Mailout Date**   **Qommunity Launch Date**   For SPs to activate their App Accounts   **Recurring Billing Date**

Scenario 2 – If SOA was mailed out recently and next Recurring Billing is 2-3 months away
- This would mean that there was no App Activation QR code on the SOA mailed out
- You may proceed to generate Portal User Accounts
- Follow the steps in Scenario 1
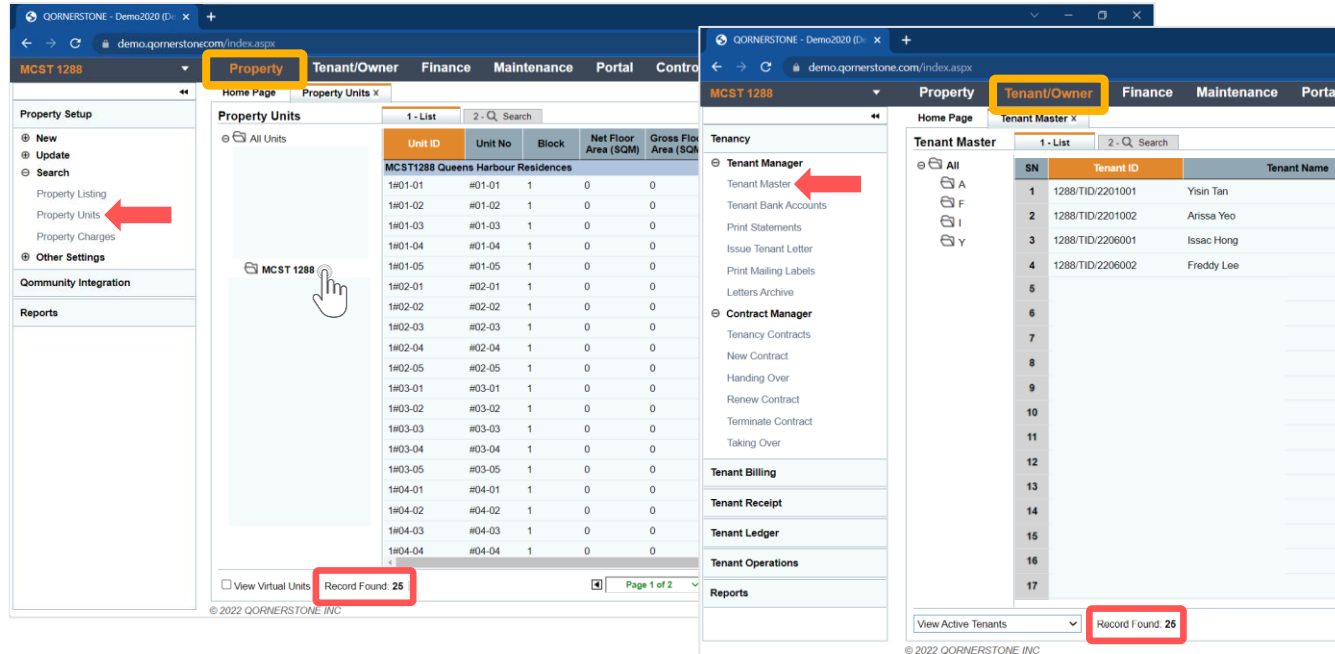
Scenario 3 – Launch Qommunity App and Mailout both SOA & App Welcome Letter together
- Firstly, let Accounts generate Recurring Billing & Print out SOA (without Activation QR Code)
- Proceed to generate Portal User Accounts & print App Welcome Letter (with Activation QR Code)

8. Portal User Accounts Creation

B. Check if the Records of Property Units & Tenant Master Tally

- Toggle to the correct Property (on top-left)
- Go to Property -> Property Units -> Click on the Property that you want to check
- Go to Tenant/Owner -> Tenant Master
- **Proceed to next step if Records tally**

8. Portal User Accounts Creation

C. Create Portal User Accounts (Qommunity Resident App Accounts) for SPs

- Go to Portal -> Portal Office -> Resident Manager -> Portal Users Generator
- 'All Active Tenants' is selected by system-default. Click on 'Submit' at the bottom to let the system generate the Qommunity Resident App Accounts for **all SPs**
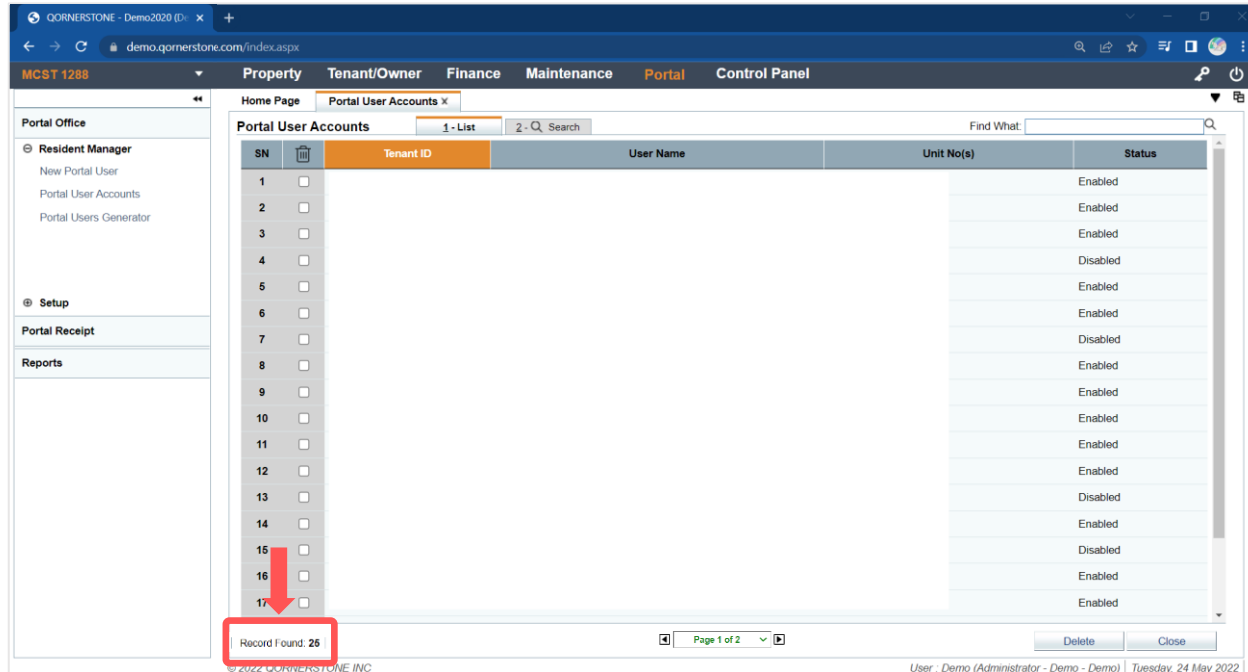
8. Portal User Accounts Creation

D. View Portal User Accounts (Qommunity Resident App Accounts) Listing

- Go to Portal -> Portal Office -> Resident Manager -> Portal User Accounts
- Portal User Accounts generated will be listed here. The number stated for 'Record Found' should tally with the total number of units & SPs in the estate

8. Portal User Accounts Creation

E. Check Qommunity Manager – Resident User Listing

- From Qommunity Manager Dashboard, check that the number of Resident Users tallies with the number of Portal User Accounts created
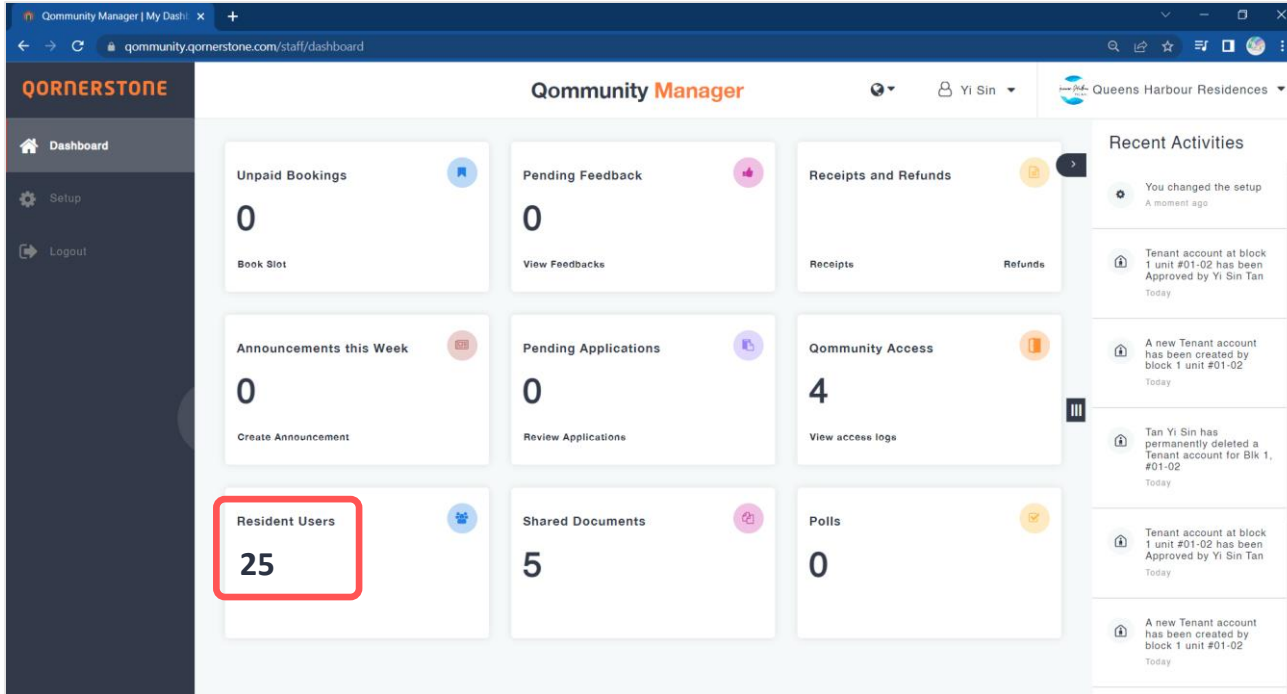
8. Portal User Accounts Creation

E. Check Qommunity Manager – Resident User Listing

- Randomly select a block and click on the unit. The SP's name will appear.
- When Portal User Accounts are generated, the strata roll data will flow over to Qommunity Manager
- 'Not Activated' is shown as the SP has not activated their App Account yet
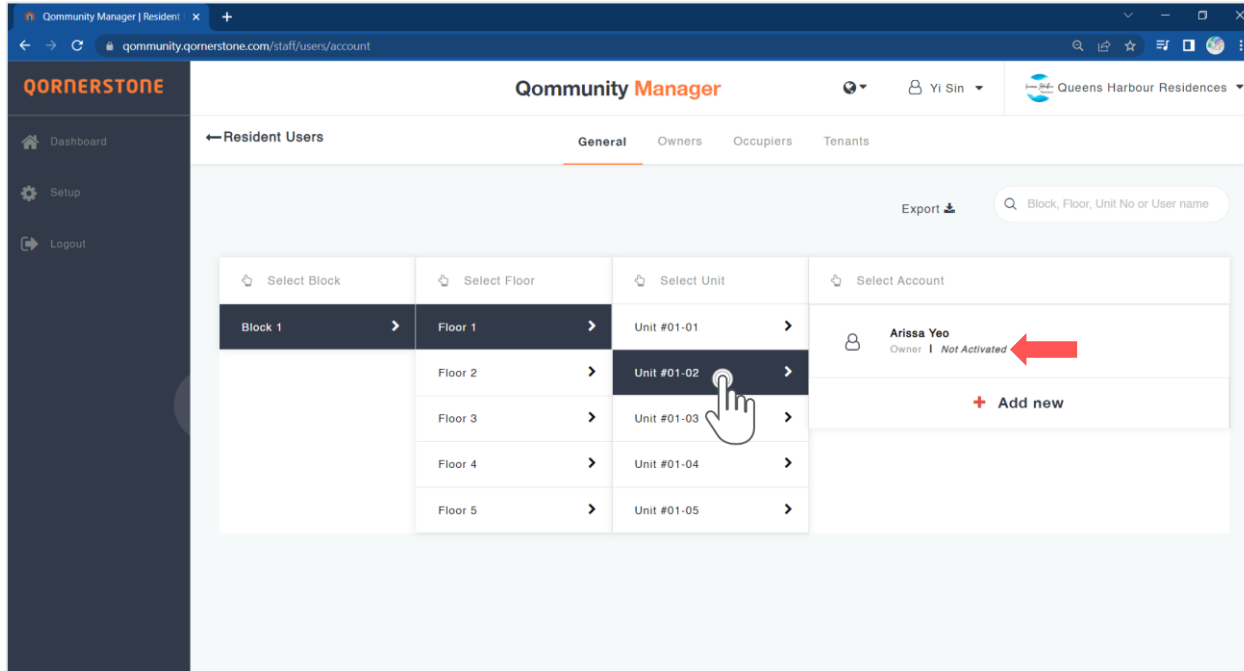
Step 9.
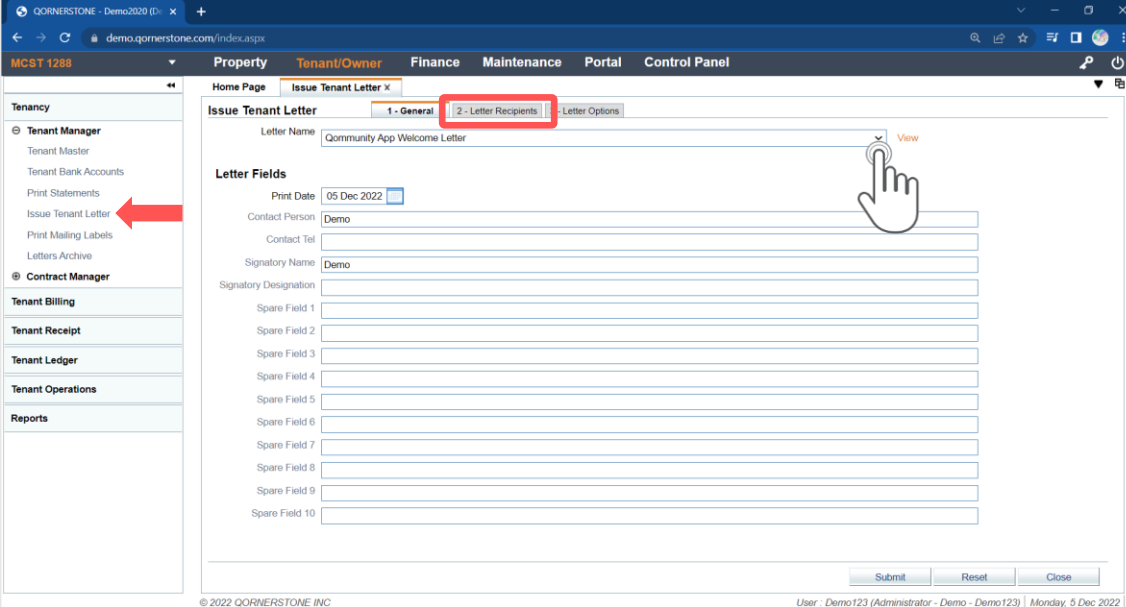
Generate, Print & Mailout Qommunity App Welcome Letter to All SPs

9. Generate & Print App Welcome Letter for All SPs

A. Generate App Welcome Letter from Q.Estate

- Go to Tenant/Owner -> Tenancy -> Tenant Manager -> Issue Tenant Letter
- When Portal User Accounts are generated, a unique QR code is also generated and displayed on the Qommunity Resident App Welcome Letter
- From the Letter Name dropdown list, select *Qommunity App Welcome Letter*
- Proceed to tab 2 – Letter Recipients

9. Generate & Print App Welcome Letter for All SPs

A. Generate App Welcome Letter from Q.Estate

- **All Active Tenants** is selected by system-default. As this is the onboarding stage, you will need to generate the App Welcome Letter for **all SPs**
- If the estate has more than 100units, it is suggested to generate the letters in batches of 100s. Use the 'Range by Tenant ID' function to select the batch
- Proceed to tab 3 – Letter Options (if the estate has less than 100 units) to generate Welcome Letter for **all SPs**

9. Generate & Print App Welcome Letter for All SPs

Example: If Estate has more than 100 units
- Click on the Tenant ID header to filter the data in sequential order
- Select the 1st SP record as the range 'From' and select the 100th SP record as the range 'To'

9. Generate & Print App Welcome Letter for All SPs

Example: If Estate has more than 100 units
- You have now selected the range of 1st to 100th SP
- System will generate 100 Qommunity Resident App Welcome Letters
- Proceed to tab 3 – Letter Options

9. Generate & Print App Welcome Letter for All SPs

A. Generate App Welcome Letter from Q.Estate

- Print Letter & Archive Letter options are selected by default
- Archive Letter option lets you keep a record in the system that you have generated this set of letters for the SPs
- The records will be listed under the Letters Archive module, and shown in SP's records under Tenant Master

9. Generate & Print App Welcome Letter for All SPs

A. Generate App Welcome Letter from Q.Estate
- Make your selections accordingly (tick or untick the checkboxes)
- Click on Submit to generate the App Welcome Letters
- The letters will be generated in a PDF file. Download the file for your own records, if required
- If the estate has more than 100 units, repeat the steps for the 101st to 200th SP, until you have generated the App Welcome Letters for **all SPs**

9. Generate & Print App Welcome Letter for All SPs

B. Print App Welcome Letter + 1-Page Guide on App Account Activation
- Print & mail out the Qommunity Resident App Welcome Letter to all SPs
- It is suggested to also print a 1-page App Account Activation guide at the back of the Welcome Letter (as the 2nd page of the letter is blank)
- The 1-page App Account Activation guide has a step-by-step visual to guide the SPs on how to activate their App Accounts

Front

Back

Annex

References

Management Dashboard Overview

QORNERSTONE

For Estate's Council Members Only

QommunityResident App

Management Dashboard Overview

QORNERSTONE

To change the Month

Determined by the next AGM Date, as input in Qommunity Manager

Determined by Policies information, as input in Qommunity Manager

No. of Visitors, determined by the no. of RSVPs gathered via Qommunity App's e-Invitation

Determined by the star-rating given by Residents after a Feedback is closed.

The bank balance amount, which will be reflected as of month-end

Determined by the No. of Owners/Occupiers & Tenant Qommunity App Accounts

Determined by the responses made by Site Staff via Qommunity Manager

Phone screen content

5:54

< Management Overview ⚙

AS OF END JUNE

Good afternoon
Yisin Tan

52 wks
AGM on 18 Jul 2023

$129 45
As of end Jun

76 wks
Policies expire on 31 Dec 2023

4
Monthly visitors

83 %
Owners
17 %
Tenants

5 / 5
Satisfaction

85 %
Feedback with responses

QommunityResident App

Management Dashboard Overview

QORNERSTONE

Management Overview

AS OF END JUNE

4
Monthly visitors

83 %
Owners

17 %
Tenants

5 / 5
Satisfaction

85 %
Feedback with responses

1 %
Facilities Utilisation

30 days
Avg response time

Most popular providers

Determined by the duration of the responses made by Site Staff via Qommunity Manager and/or eFAMS App

Determined by the No. of Facility Bookings in the month

Only applicable if Concierge is enabled – List of Service Providers

Standard eForms

QORNERSTONE

There are 4 Standard eForms in Qommunity:

1. Renovation to Premise
2. Access Cards
3. Moving In/Out
4. Car Parking

eForm 1. Renovation to Premises

Terms & Conditions
*Content for Rules & Regulations, Terms & Conditions are input by User from Qommunity Manager Portal

A. Particulars of Owner & Upload Supporting Documents

eForm 1. Renovation to Premises

B. Particulars of Contractor

Cancel   **Fill In Form**

Renovation to Premises

① ② ③ ④

Particulars of Contractor

⊗ Contractor 1

Company *	Company Registration No. *
ABC Pte Ltd	20191919Z

Address *
1 King Road
Address Line 2
101010

Person-in-charge *
Ricky   Lim

Mobile No. *	Office No.
93356789	

+ Add Contractor

‹ Back   Next ›

2

C. Schedule of Renovation Work & Submit Form

Cancel   **Fill In Form**

Renovation to Premises

① ② ③ ④

Description / Schedule of Renovation Work

Scheduled Commencement Date *	Scheduled Completion Date *
1 Dec 2022	9 Dec 2022

‹   **December 2022** ›   ‹   ›

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Reset   Done

Cancel   **Fill In Form**

Renovation to Premises

① ② ③ ④

Security Deposit

Please contact Management office for security deposit payment.

☐ I acknowledge.
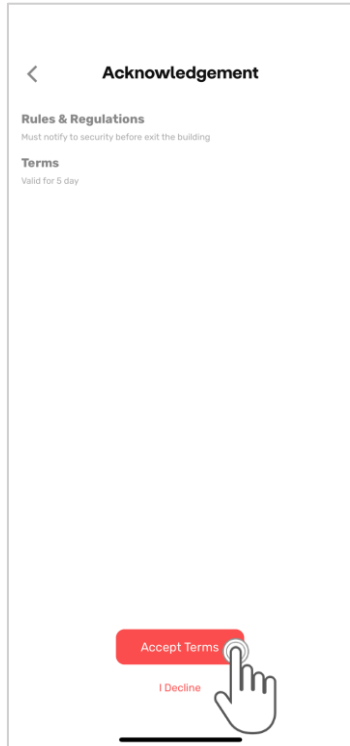
‹ Back   Submit

eForm 2. Access Cards

Terms & Conditions
*Content for Rules & Regulations, Terms & Conditions are input by User from Qommunity Manager Portal

A. Particulars of Owner/Resident

B. Type of Application & Submit Form.
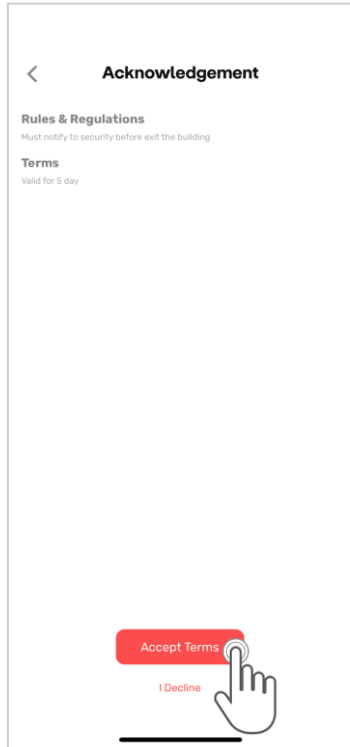
eForm 3. Moving In/Out

Terms & Conditions
*Content for Rules & Regulations, Terms & Conditions are input by User from Qommunity Manager Portal

A. Particulars of Owner/Resident

B. Particulars of Mover(s)
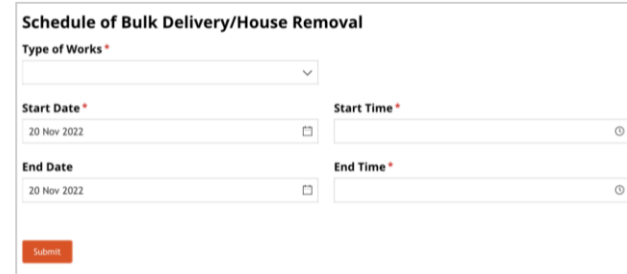
Click here to return

C. Schedule of Bulk Delivery/House Removal and Submit Form

eForm 4. Car Parking

Terms & Conditions
*Content for Rules & Regulations, Terms & Conditions are input by User from Qommunity Manager Portal

Acknowledgement

Rules & Regulations
Owners have priority at covered lots.
Please inform your visitors that they can only park at the visitors' level or risk the wheel clamp.
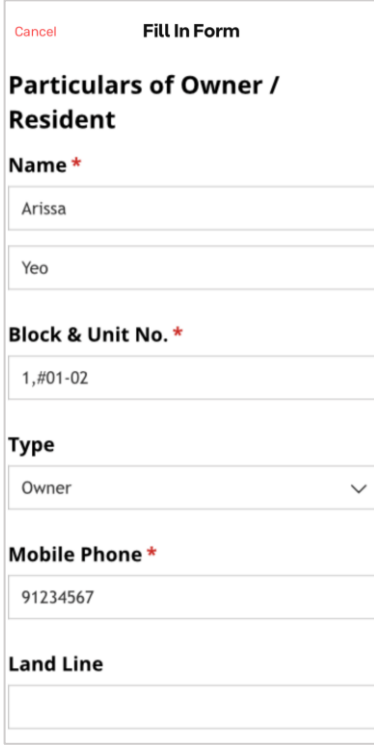
Terms & Conditions
Must have valid season parking disc. or visitors slip form.

Accept Terms

I Decline

A. Particulars of Owner/Resident

Cancel   **Fill In Form**

Particulars of Owner / Resident

Name *

Arissa

Yeo

Block & Unit No. *

1,#01-02

Type
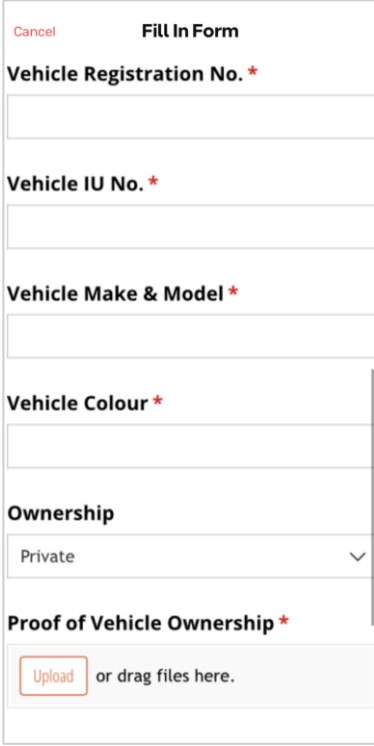
Owner

Mobile Phone *

91234567

Land Line

B. Vehicle Details

Cancel   **Fill In Form**

Vehicle Registration No. *

Vehicle IU No. *

Vehicle Make & Model *
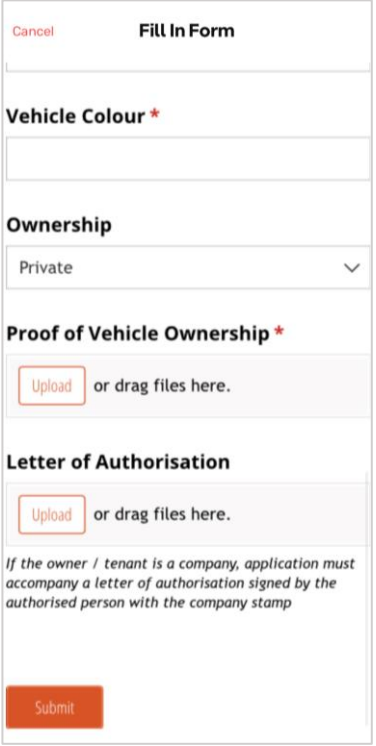
Vehicle Colour *

Ownership

Private

Proof of Vehicle Ownership *

Upload   or drag files here.

Cancel   **Fill In Form**

Vehicle Colour *

Ownership

Private

Proof of Vehicle Ownership *

Upload   or drag files here.

Letter of Authorisation

Upload   or drag files here.

If the owner / tenant is a company, application must accompany a letter of authorisation signed by the authorised person with the company stamp

Submit

Rules 1, 2 & 3

Basic Rules

QommunityResident App

QORNERSTONE

Example of Booking Restriction – Rule 1 Advance & Latest Booking

📅 1. **Advance** booking from 2 days up to 1 month before booking starts

Advance Booking:

Select a date to book

App only allows User to select up to 9 Dec

Latest Booking:

No time slots available

App does not show any timeslots for 10 Nov

App shows timeslots for 11 Nov

Example: Today is 9 November 2022.

- The earliest date available for booking (an advance booking) is 1 month from 9 Nov, which is **9 Dec**

- The latest date available for booking is 2 days from 9 Nov, which is **11 Nov**

QORNERSTONE
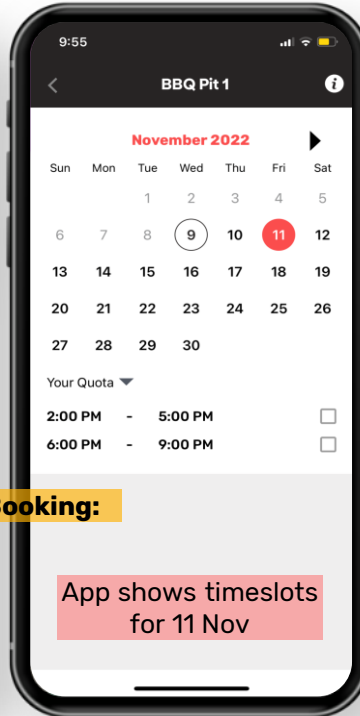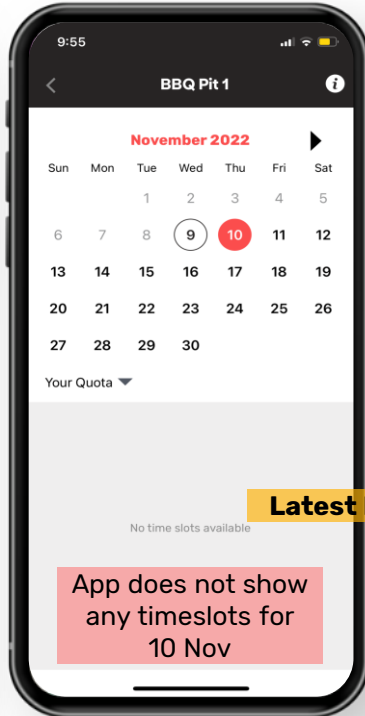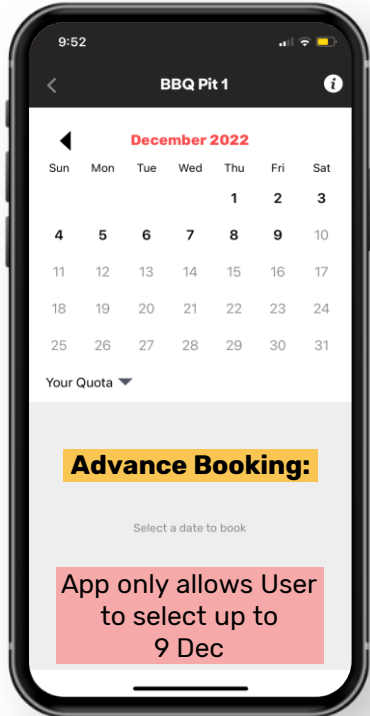
Rule 2

Last Cancellation before a Booking Starts

QommunityResident App

QORNERSTONE

Example of Booking Error Message – Rule 2 Booking Cancellation

2. Last **cancellation** 3 days before booking starts

Example:

Today is 25 Nov. Resident has a booking 1 day later, on 26 Nov.

When Resident tries to cancel the booking today, Qommunity Resident App will prompt a message to inform Resident that the cut-off date for cancellation has passed.

This is due to the setup in Qommunity Manager -> Rule 2 – Last cancellation 3 days before booking starts.

Rule 3

Last Minute Booking Rules

QommunityResident App

QORNERSTONE

Example of Booking Restriction – Rule 3a Prohibit Last Minute Bookings

⏱ 3. Prohibit **last-minute** booking
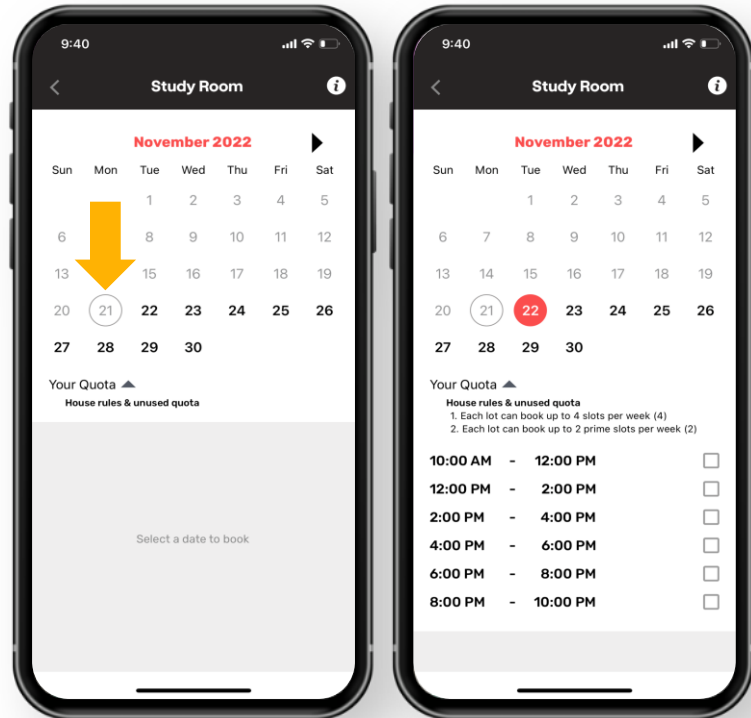
Example – Today is 21 November.

Rule 3 is setup as *Prohibit last-minute booking*. This means that Residents cannot make a last-minute booking on the same day (i.e., 21 Nov).

Residents can make a booking for 22 Nov, which is 1 day after today (21 Nov), and this is according to Rule 1 - Latest Period for Advance booking = 1 day

📅 1. **Advance** booking from 1 day up to 1 week before booking starts

QommunityResident App

QORNERSTONE

Example of Booking Restriction & Error Message – Rule 3b Allow Last Minute Booking Before Booking Start

⏱ 3. Allow **last-minute** booking 12 hours before booking starts
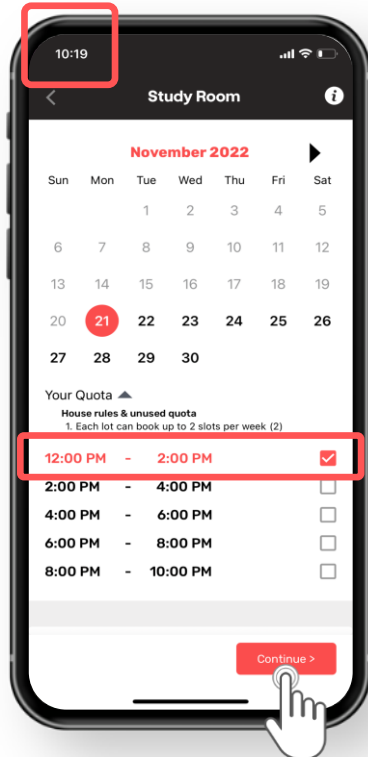
Allow => cross-check with Booking Quota Rules

Example – Today is 21 November.

Timeslots will show for 21 Nov (due to Rule 3) for Residents to make a last-minute bookings (bookings on the same day).

For '12 hours before booking starts', App will only show the available timeslots in the next 12 hours at the time of viewing (i.e. 10.19am), **before a booking starts.**

This means that even though a 10am slot is still available, **this timeslot will not appear for Resident to select as at the time of viewing, it is passed 10am.**

View next page for explanation on Booking Quota checks.

QommunityResident App

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Example of Booking Restriction & Error Message – Rule 3b Allow Last Minute Booking Before Booking Start

⏱ 3. Allow **last-minute** booking 12 hours before booking starts

Allow => cross-check with Booking Quota Rules

Example – Today is 21 November. Booking Quota => 2 Slots per Week.

Resident has 2 Study Room Bookings for the <u>week of 21 Nov</u>; on 26 & 27 Nov. As such, Resident cannot make a last-minute booking on 21 Nov due to the following reasons:

1. Resident has maxed the Booking Quota of 2 Slots per Week
2. Setting last-minute booking rule to 'Allow' cross-checks with Booking Quota
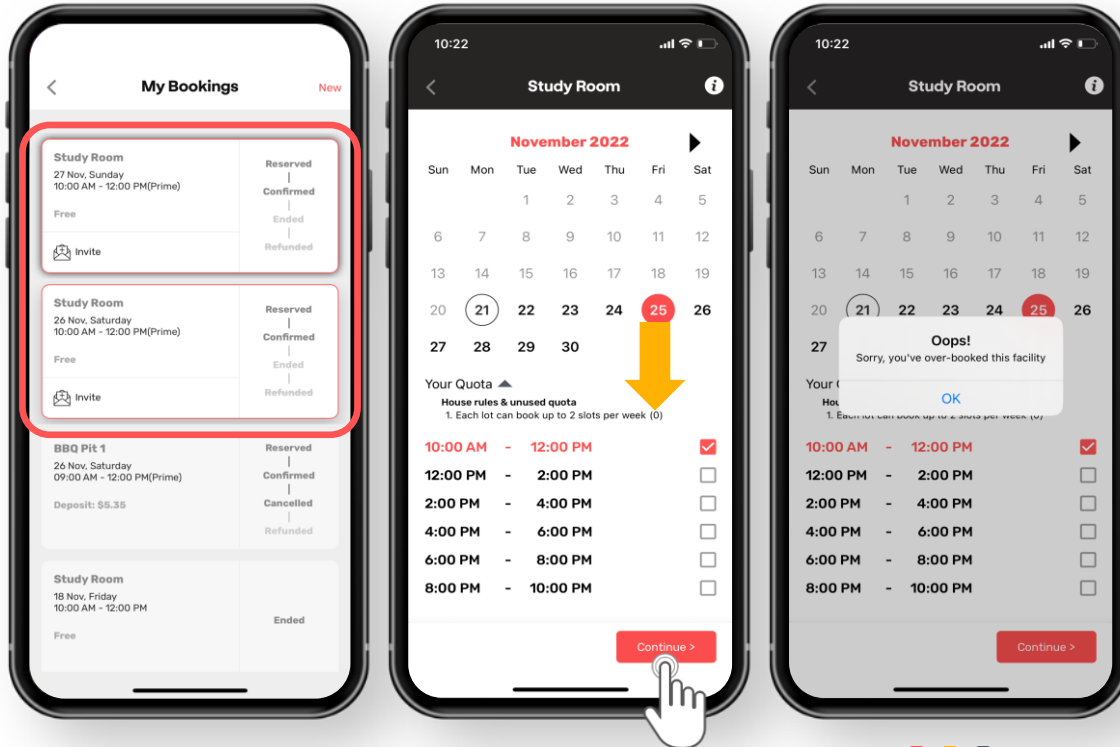
QommunityResident App

Example of Booking Restriction – Rule 3c Allow Last Minute Booking Before & After Booking Start

3. Allow **last-minute** booking **12** **hours** before booking starts and after
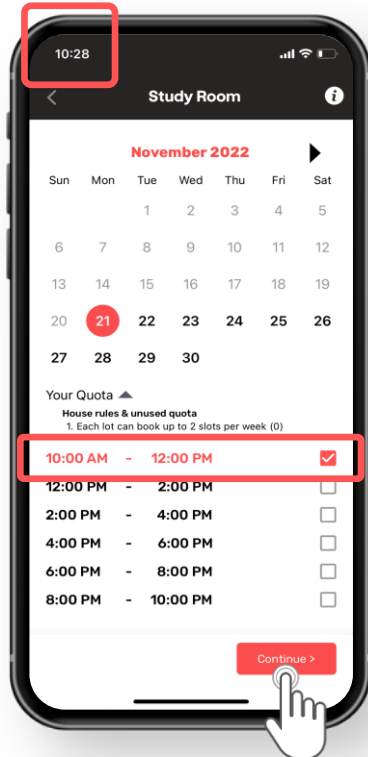
Allow => cross-check with Booking Quota Rules

Example – Today is 21 November.
Booking Quota => 2 Slots per Week.

Timeslots will show up for 21 Nov (due to Rule 3) for Residents to make a last-minute bookings (bookings on the same day).

For '12 hours before booking starts', App will show the available timeslots in the next 12 hours at the time of viewing (i.e. 10.28am), **before & after a booking timeslot starts.**

This means that even though it is passed 10am, and a 10am slot is available at the time of viewing, Resident can still book the 10am slot (if Resident still has Booking Quota to utilize).

QommunityResident App

A Summary.
The Difference Before **Booking Starts** VS **Before Booking Starts & After**

QORNERSTONE

before booking starts and after

The time of viewing is passed 10am.

Resident can book the 10am slot
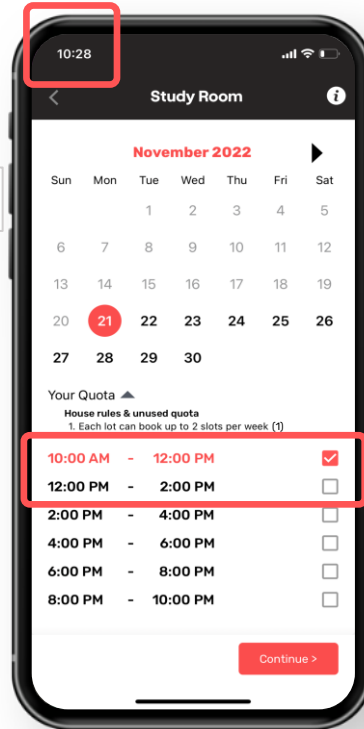
before booking starts

The time of viewing is passed 10am.

Resident cannot view & book the 10am slot

QommunityResident App

QORNERSTONE
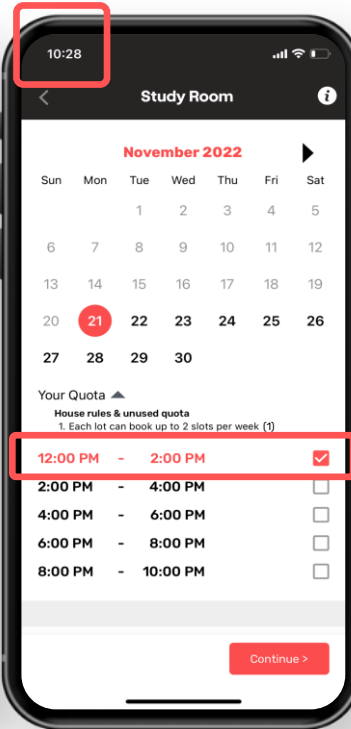
Example of Booking Restriction – Rule 3d Allow Unlimited Last Minute Booking Before Booking Start

⏱ 3. Allow unlimited **last-minute** booking 12 hours before booking starts (ignores booking quotas and abuse prevention rules)

Allow unlimited => Does not cross-check with Booking Quota Rules

Example – Today is 21 November.
Booking Quota => 2 Slots per Week.

For '12 hours before booking starts', App will only show the available timeslots in the next 12 hours at the time of viewing (i.e. 10.29am), **before a booking starts.**

This means that even though a 10am slot is still available, this timeslot will not appear for Resident to select as at the time of viewing, it is passed 10am.

As this last-minute booking does not cross-check with Booking Quota, Resident can book any timeslot that is available, even if the remaining Booking Quota = 0.

QommunityResident App

QORNERSTONE
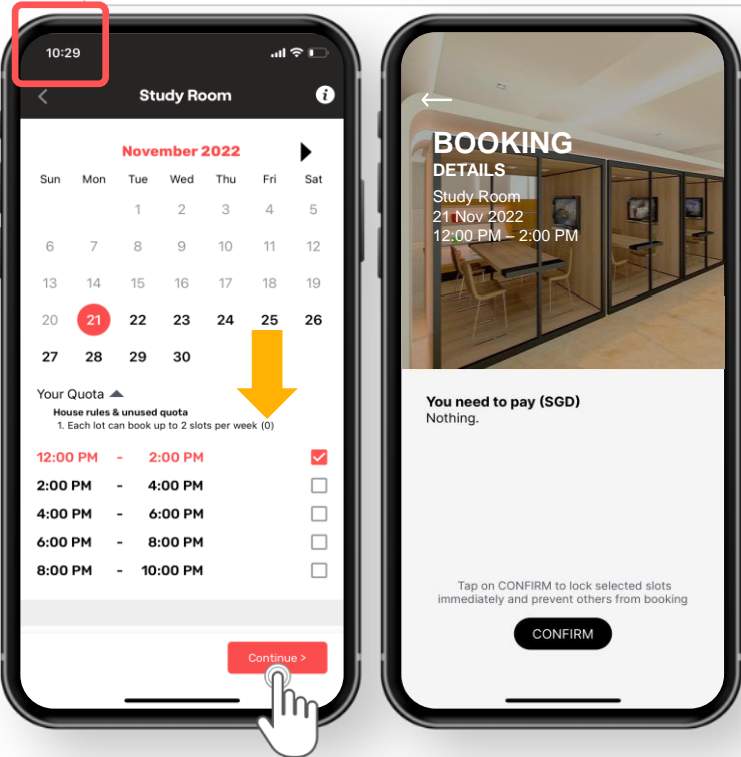
Example of Booking Restriction – Rule 3e Allow Unlimited Last Minute Booking Before Booking Start

⏱ 3. Allow unlimited **last-minute** booking 12 hours before booking starts and after (ignores booking quotas and abuse prevention rules)

Allow unlimited => Does not cross-check with Booking Quota Rules

Example – Today is 21 November.
Booking Quota => 2 Slots per Week.

For '12 hours before booking starts', App will show the available timeslots in the next 12 hours at the time of viewing (i.e. 10.28am), **before & after a booking starts.**

This means that even though it is passed 10am, and a 10am slot is available at the time of viewing, Resident can still book the 10am slot.

As this last-minute booking does not cross-check with Booking Quota, Resident can book any timeslot that is available, even if the remaining Booking Quota = 0.
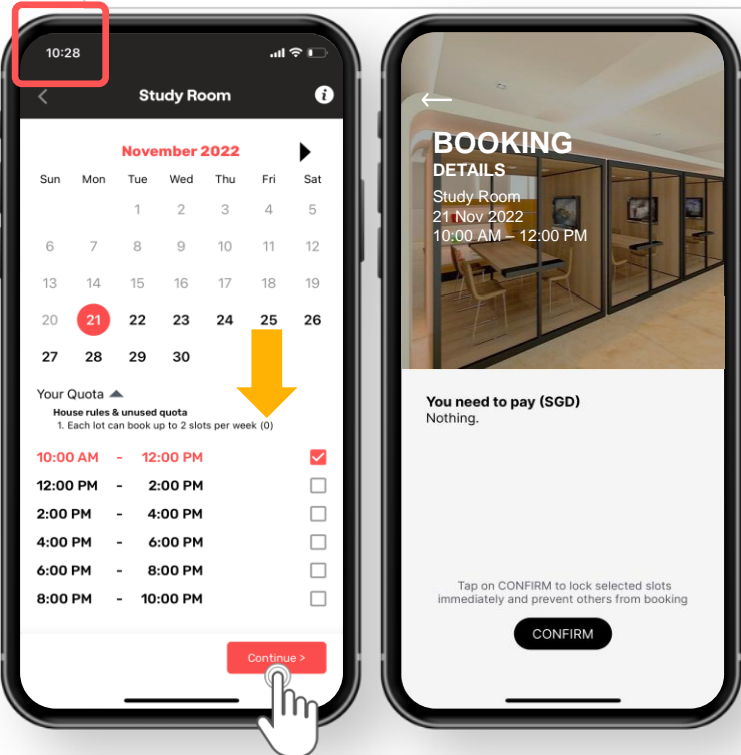
Rules 4, 5 & 6

Slot Sharing Rules

QommunityResident App

QORNERSTONE

Example of Booking Restriction – Rule 4 No Slot-sharing with Other Residents*

🚫	4. No sharing with other residents	Enable ⬤

Resident #01-01

< **My Bookings** New

Tennis Court
26 Nov, Saturday
10:00 AM - 11:00 AM
| Reserved | | Confirmed |
Deposit $5.35
| Ended |
👥 Invite
| Refunded |

BBQ Pit 1
22 Oct, Saturday
02:00 PM - 05:00 PM(Prime)
| Reserved | | Confirmed |
Deposit $5.35
| Ended |
| Refunded |

Gym
21 Oct, Friday
08:00 AM - 10:00 AM
| Ended |
Free

Resident #10-11

12:38

< **Tennis Court** ⓘ

November 2022 ▶

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	㉑	22	23	24	25	**26**
27	28	29	30			

Your Quota ▲
House rules & unused quota
1. Each lot can book up to 5 slots per day (5)

10:00 AM	-	11:00 AM	☐
11:00 AM	-	12:00 PM	☐
12:00 PM	-	1:00 PM	☐
1:00 PM	-	2:00 PM	☐
2:00 PM	-	3:00 PM	☐
3:00 PM	-	4:00 PM	☐
4:00 PM	-	5:00 PM	☐
5:00 PM	-	6:00 PM	☐

* When Rule 4 is enabled, Rules 5 & 6 are disabled.

Example – Resident #01-01 has a Tennis Court booking on 26 Nov, 10am to 11am.

When Resident #10-11 views the Tennis Court timeslots for 26 Nov, Resident #10-11 is **unable to book the timeslot 10am to 11am**, as this timeslot has been booked by Resident #01-01.

Once Rule 4 is enabled, each timeslot is restricted to be booked by 1 Unit.

QommunityResident App

Example of Booking Restriction – Rule 5 Limit Bookings Per Timeslot*

5. Each slot is limited to 10 bookings from all residents

Resident #01-01
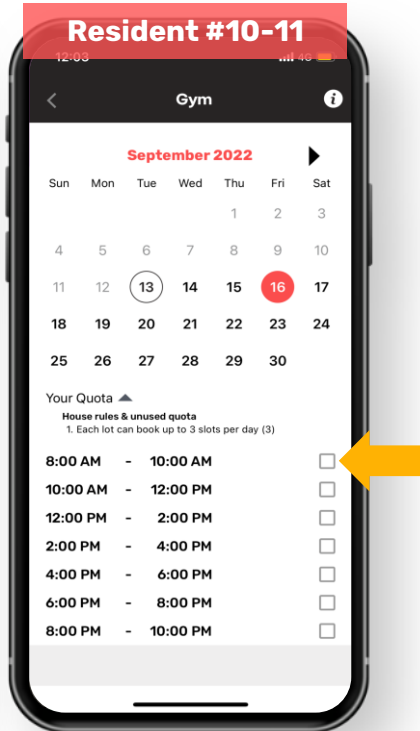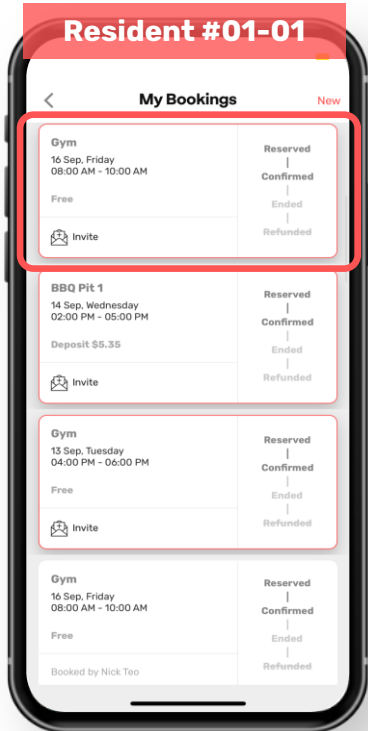
Resident #10-11

* Rule 5 is enabled when Rule 4 is disabled.

Example – Resident #01-01 has a Gym booking on 16 Sept, 8am to 10am.

When Resident #10-11 views the Gym timeslots for 16 Sept, Resident #10-11 can book the timeslot 8am to 10am, as this timeslot can be booked by more than 1 Resident.

Once the 10 bookings are utilized for a particular timeslot, this timeslot will not be available for booking.

QommunityResident App

QORNERSTONE

Example of Booking Restriction – Rule 6 Limit Bookings Per Timeslot*

6. Each slot is limited to 2 bookings from the **same** lot
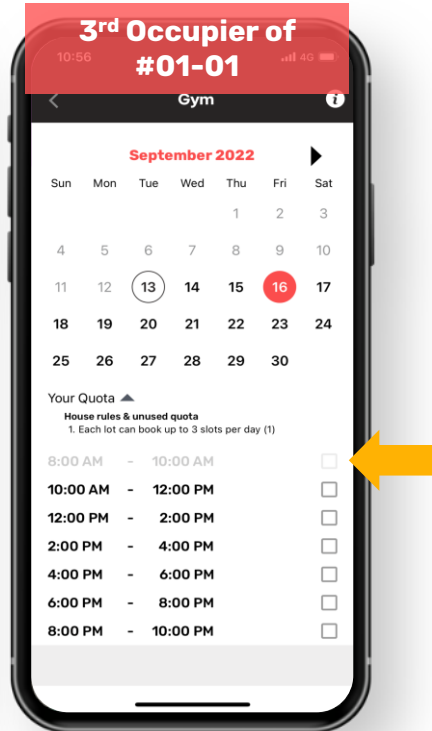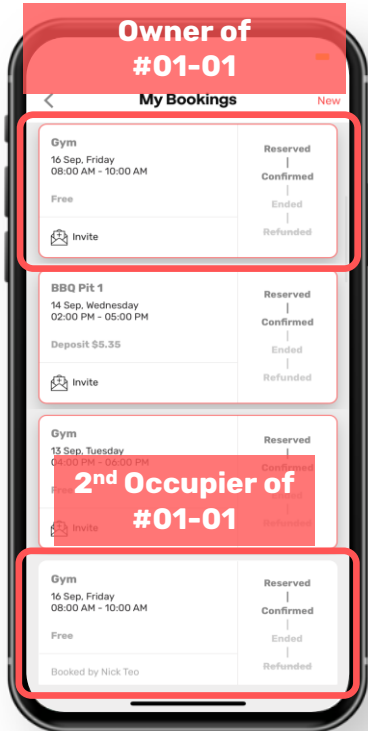
* Rule 6 is enabled when Rule 4 is disabled.

Example – Resident #01-01 has a Gym booking on 16 Sept, 8am to 10am.

2nd Occupier of #01-01, Nick Teo, had booked the same Gym timeslot for 16 Sept, 8am to 10am, as this timeslot can be booked by 2 residents of the same lot (same unit).

Once the 2 bookings are utilized by residents of the same lot for a particular timeslot, this timeslot will not be available for the 3rd resident of #01-01.

Rules 7, 8 & 9

Booking Quota Rules
To Set the Maximum Slots,
Maximum Standard/Prime Slots

QommunityResident App

Example of Booking Error Message – Rule 7 Overbooked Facility

QORNERSTONE

📅 7. Each lot can book up to 2 slots per week

App will also show the remaining Booking Quota for the Unit

My Bookings — New

Study Room
18 Sep, Sunday
10:00 AM - 12:00 PM
Free
👥 Invite
Reserved
Confirmed
Ended
Refunded

Study Room
17 Sep, Saturday
10:00 AM - 12:00 PM
Free
👥 Invite
Reserved
Confirmed
Ended
Refunded

Study Room
26 Aug, Friday
06:00 PM - 08:00 PM
Free
Ended

Study Room
25 Aug, Thursday
10:00 AM - 12:00 PM
Free
Ended

Study Room — September 2022

2:32

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25						

Oops!
Sorry, you've over-booked this facility.
OK

Your Q...

10:00 AM - 12:00 PM ☑
12:00 PM - 2:00 PM
2:00 PM - 4:00 PM
4:00 PM - 6:00 PM
6:00 PM - 8:00 PM
8:00 PM - 10:00 PM

Book

Example – Study Room:

Resident has 2 active bookings for Study Room, on 17 & 18 Sep. Resident has reached the Booking Quota of 2 slots per week.

When Resident tries to make another booking (the 3rd booking) for the same week (i.e. for 16 Sept), App will prompt a message to inform Resident that he/she has over-booked the facility.

Study Room — September 2022 (3:14)

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	
4	5	6	7	8	9	
11	12	13	14	15	16	
18	19	20	21	22	23	
25	26	27	28	29	30	

Your Quota ▲
House rules & unused quota
1. Each lot can book up to 2 slots per week (0)

10:00 AM - 12:00 PM
12:00 PM - 2:00 PM
2:00 PM - 4:00 PM
4:00 PM - 6:00 PM
6:00 PM - 8:00 PM
8:00 PM - 10:00 PM

Study Room — September 2022 (3:15)

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Your Quota ▲
House rules & unused quota
1. Each lot can book up to 2 slots per week (2)

10:00 AM - 12:00 PM ☐
12:00 PM - 2:00 PM ☐
2:00 PM - 4:00 PM ☐
4:00 PM - 6:00 PM ☐
6:00 PM - 8:00 PM ☐
8:00 PM - 10:00 PM ☐

QommunityResident App

QORNERSTONE

Example of Booking Restriction – Rule 8 & 9 Max. Standard/Prime Slots

		Within Group	Enable
S	8. Each lot can book up to 2 standard slots per week	⬭	⬭
P	9. Each lot can book up to 2 prime slots per week	⬭	🟢
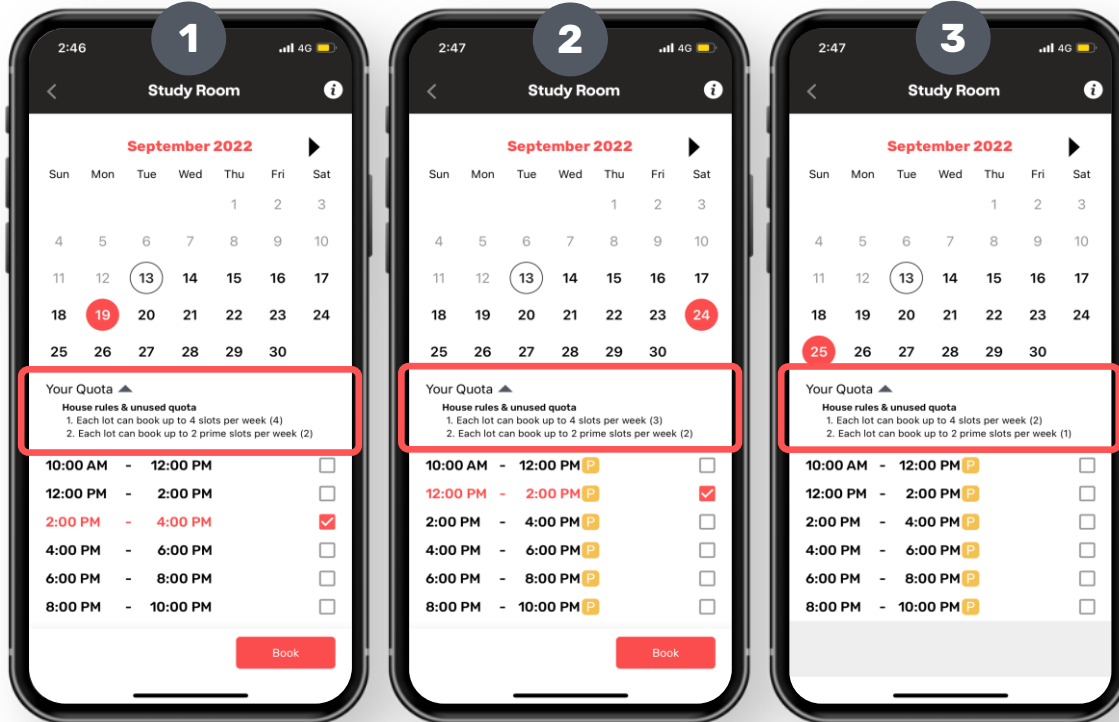
Example – Study Room.
Booking Quota => 4 Slots per Week.

1. Resident makes the 1st booking for 19 Sept, which is a Standard slot

2. Resident is left with 3 Booking slots for the week. Resident makes the 2nd Study Room booking for 24 Sept, which is a Prime slot

3. Resident is left with 2 Booking slots for the week, and Resident has utilized 1 Prime Booking for the 2nd Booking.

For the remaining 2 Booking slots, Resident can make max. 2 Standard bookings, or max. 1 Prime + 1 Standard bookings.

Rules 10 to 14

QORNERSTONE

Booking Abuse Prevention Rules

Rule 10

Maximum Slots Selection Per Booking

QommunityResident App

Example of Booking Error Message – Rule 10 Max. Slots Selection in a Booking

⚠ 10. Maximum **selection** of up to 2 slots in a booking

Example – Study Room:

Booking Quota states each Unit can book 4 slots per week, and Rule 10 states that Resident can select a maximum of 2 slots in a booking.

When Resident selects 3 timeslots and proceeds to book, Qommunity Resident App will prompt a message to inform Resident that he/she can't book more than 2 time slot per booking.
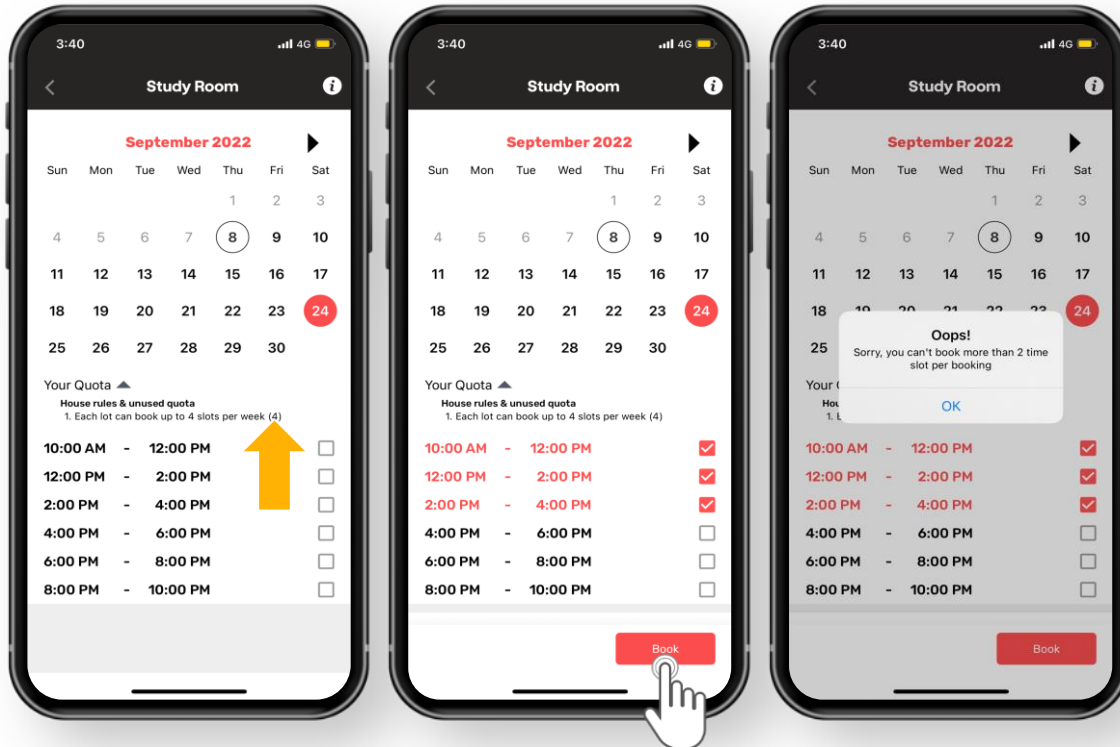
Rule 11

Restrict Consecutive Bookings

QommunityResident App

QORNERSTONE

Example of Booking Error Message – Rule 11 Consecutive Timeslots Booking

11. Restrict consecutive bookings

Example – Study Room:

Booking Quota states each Unit can book 2 slots per week. If Rule 11 is enabled, Residents are unable to select consecutive timeslots in a booking.

In this example, Resident selected 2 timeslots – 10am to 12pm & 12pm to 2pm – and proceeds to book, Qommunity Resident App will prompt a message to inform Resident that he/she can't select consecutive timeslots.

QORNERSTONE
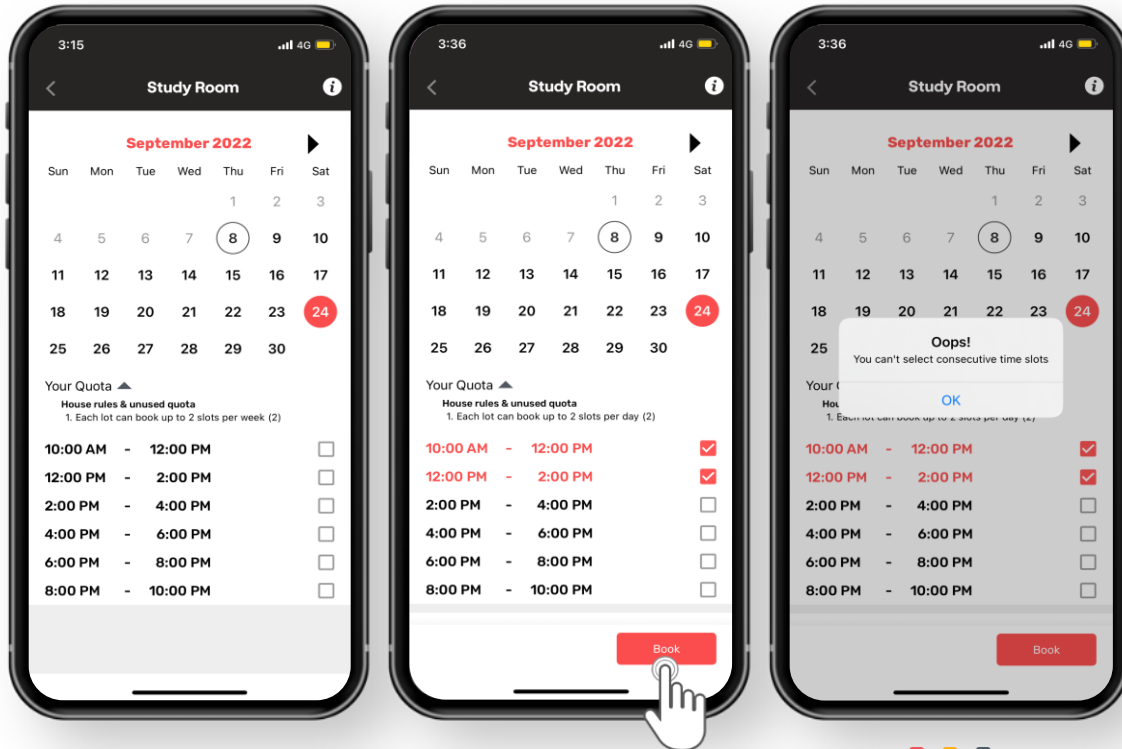
Rule 12

Facility Bookings for the Same Event Date

QommunityResident App

Examples of Booking Restriction – Rule 12 Booking Another Facility on Same Day

BBQ Pit 1 | 12. Cannot book another facility on the same day | Within Group | Enable ✓

Function Room | 12. Cannot book another facility on the same day | Within Group | Enable

Example 1:
- **BBQ Pit Rule 12 = Enabled**
- **Function Room Rule 12 = Disabled**

I have an existing booking for BBQ Pit 1 on 28 Jan, 2pm to 5pm.

If I want to book Function Room on 28 Jan, I can book.

Function Room-Rule 12 = Disabled.
This allows Residents to book Function Room, if there is an existing booking on the same day.

QommunityResident App

Examples of Booking Error Message – Rule 12 Booking Another Facility on Same Day

BBQ Pit 1 | 12. Cannot book another facility on the same day | Within Group ⊘ | Enable ✅

Function Room | 12. Cannot book another facility on the same day | Within Group ⊘ | Enable ⊘

Example 2:
- **BBQ Pit Rule 12 = Enabled**
- **Function Room Rule 12 = Disabled**

I have an existing booking for Function Room on 24 Sep, 6pm to 9pm.

If I want to book BBQ Pit on 24 Sep, regardless of the timeslot, I cannot book.

Function Room-Rule 12 = Disabled, but BBQ Pit-Rule 12 is Enabled.
Residents are not allowed to book BBQ Pit, if there is an existing booking on the same day
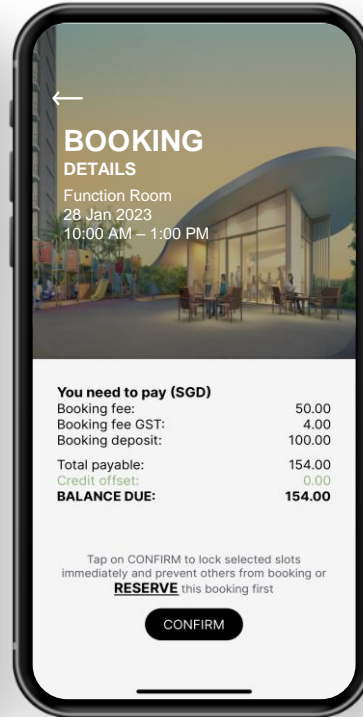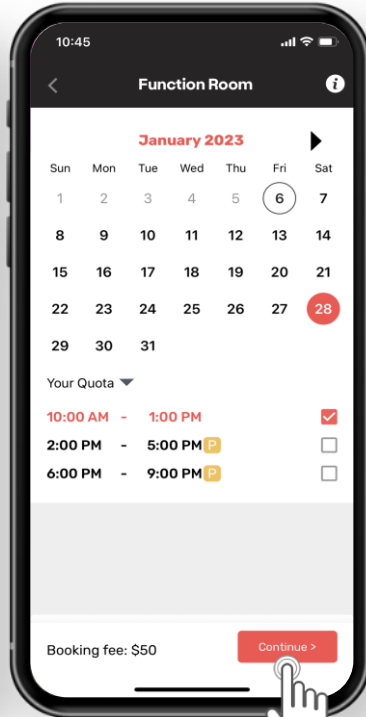
QommunityResident App

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Examples of Booking Error Message – Rule 12 Booking Another Facility on Same Day

BBQ Pit 1 | 🚫 | 12. Cannot book another facility on the same day | Within Group ⬜ | Enable ✅

Function Room | 🚫 | 12. Cannot book another facility on the same day | Within Group ⬜ | Enable ✅
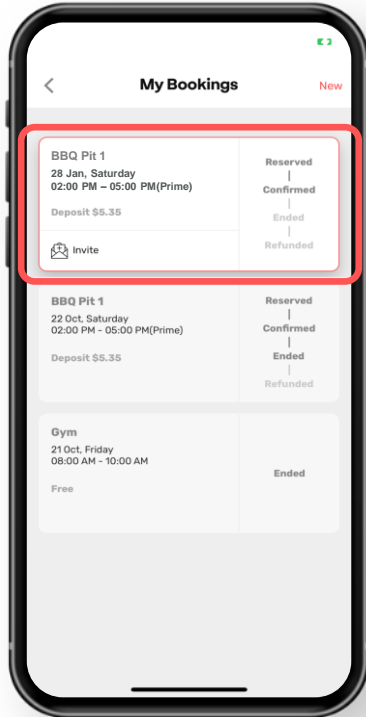

Example 3:
- **BBQ Pit Rule 12 = Enabled**
- **Function Room Rule 12 = Enabled**

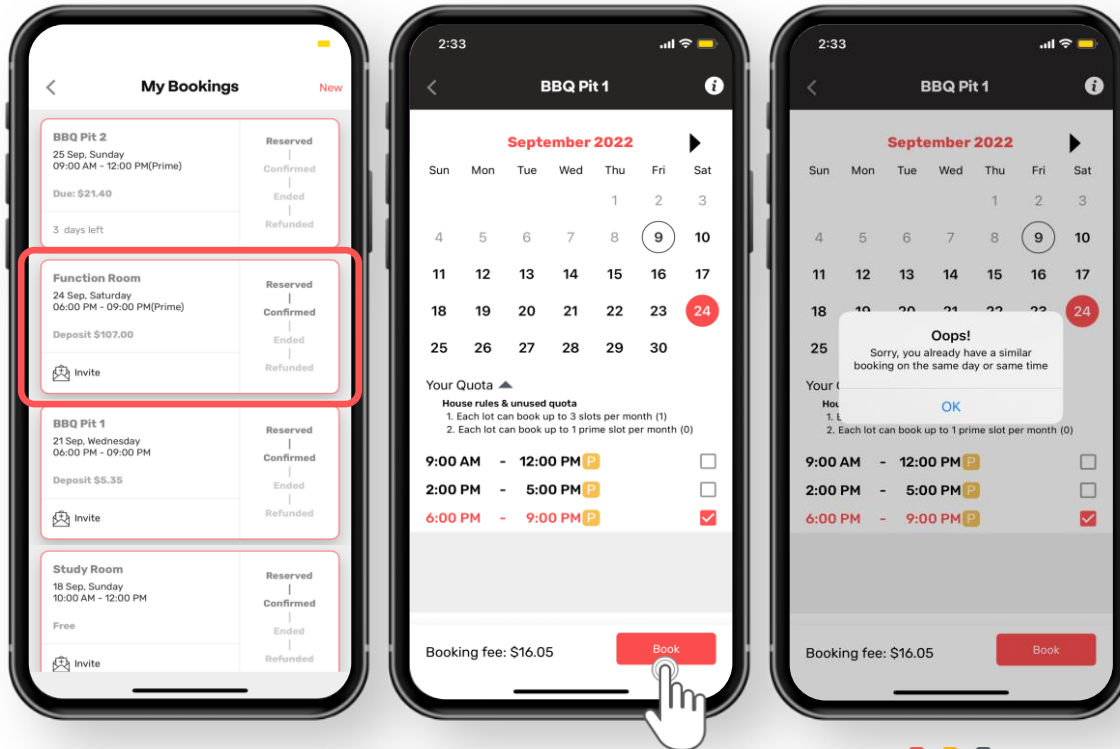I have an existing booking for BBQ Pit 1 on 21 Sep, 6pm to 9pm.

If I want to book Function Room on 21 Sep, I cannot book.

Function Room-Rule 12 = Enabled.
Residents are not allowed to book Function Room, if there is an existing booking on the same day.

(Similarly for BBQ Pit 1. If I have an existing booking for Function Room on 24 Sep, I cannot book BBQ Pit 1 on 24 Sep)

Rule 13

QORNERSTONE
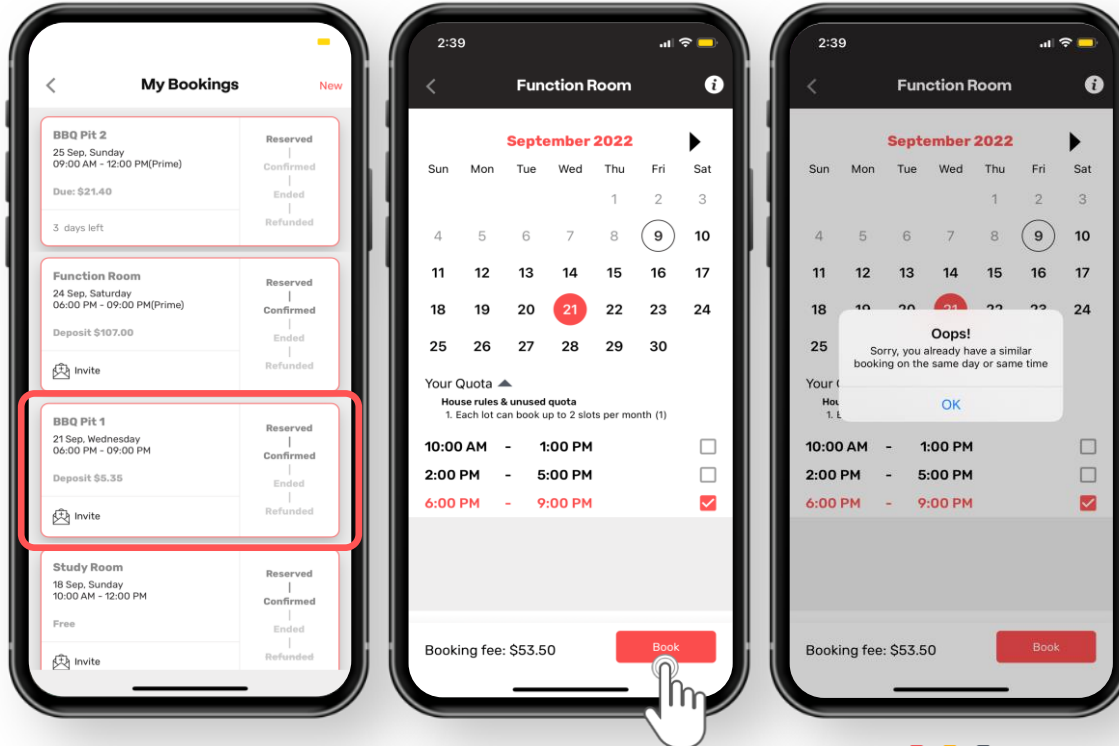
Booking Reservations

QommunityResident App

QORNERSTONE

Examples of Booking Restriction – Rule 13 Booking Reservation

13. Booking reservation **expires** after **3 days** without payment

App shows the Payment Deadline, according to the Rules setup
This booking was made on 6 Jan.
3 days from 6 Jan is 9 Jan.

Make a booking

Click 'Reserve'

Click 'OK' to confirm reservation
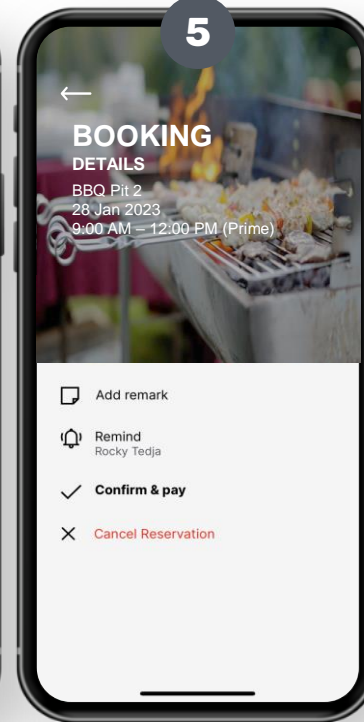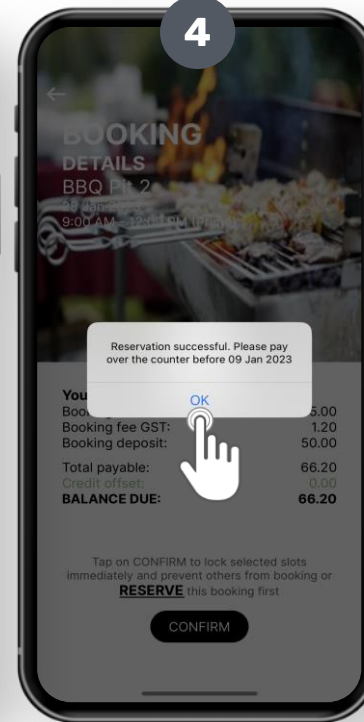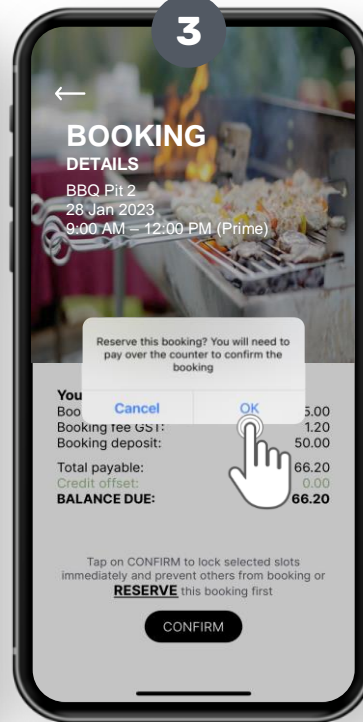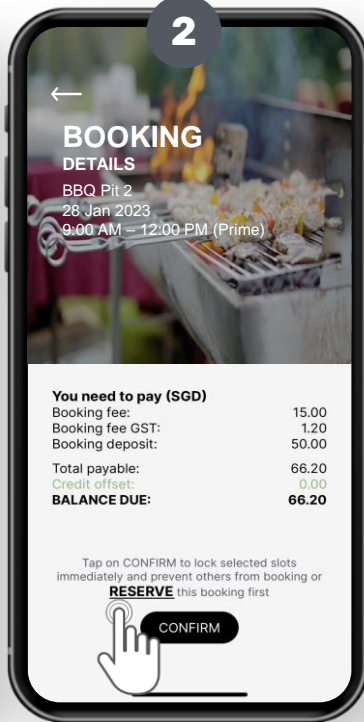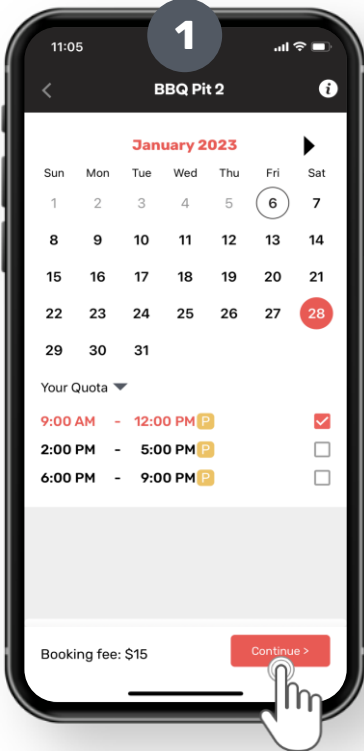
QommunityResident App

QORNERSTONE

Examples of Booking Restriction – Rule 13 Booking Reservation

13. Booking reservation **expires** after **3 days** without payment

If Payment is not made for a Booking Reservation
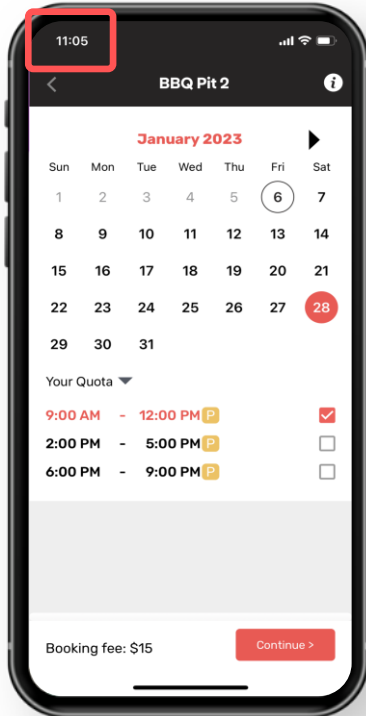
Date & Time when Booking Reservation was made:

6 Jan, at 11.05am

Booking Reservation will be valid for 3 days, till **9 Jan, 12.00pm** (the nearest hour when the Booking Reservation was made)

Resident will receive App Push Notification to remind Resident that the cut-off time for payment is approaching
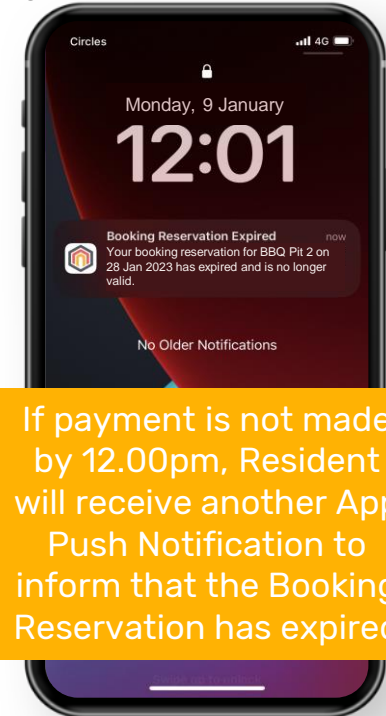
If payment is not made by 12.00pm, Resident will receive another App Push Notification to inform that the Booking Reservation has expired

Rule 14

Booking Cancellation

QommunityResident App

QORNERSTONE

Examples of Booking Error Message – Rule 14 Booking Cancellation Quota

⊗ 14. Limit to **1** booking **cancellation** per month

19 Jan Booking

20 Jan Booking

My Bookings New

BBQ Pit 2
28 Jan, Saturday
09:00 AM - 12:00 PM(Prime)

Due: $66.20

3 days left

Reserved

Confirmed

Ended

Refunded

Study Room
20 Jan, Friday
10:00 AM - 12:00 PM

Free

Invite

Reserved

Confirmed

Ended

Refunded

Study Room
19 Jan, Thursday
10:00 AM - 12:00 PM

Free

Invite

Reserved

Confirmed

Ended

Refunded

CANCEL
Booking
Study Room
19 Jan 2023
10:00 AM - 12:00 PM

Your cancellation is successful!

OK

Warning
THIS CANNOT BE UNDONE

CONFIRM

CANCEL
Booking
Study Room
20 Jan 2023
10:00 AM - 12:00 PM

Oops!
You have exceeded your cancellation quota. Please cancel over the staff counter.

OK

Warning
THIS CANNOT BE UNDONE

CONFIRM

Example – Study Room:

I have 2 Study Room bookings, on 19 Jan & 20 Jan.

Firstly, I cancelled the 19 Jan booking.

When I tried to cancel the 20 Jan booking, Qommunity Resident App will prompt a message to inform me that I have exceeded the cancellation quota.

This is due to the setup in Qommunity Manager -> Rule 14 – Limit to **1** booking cancellation per month.