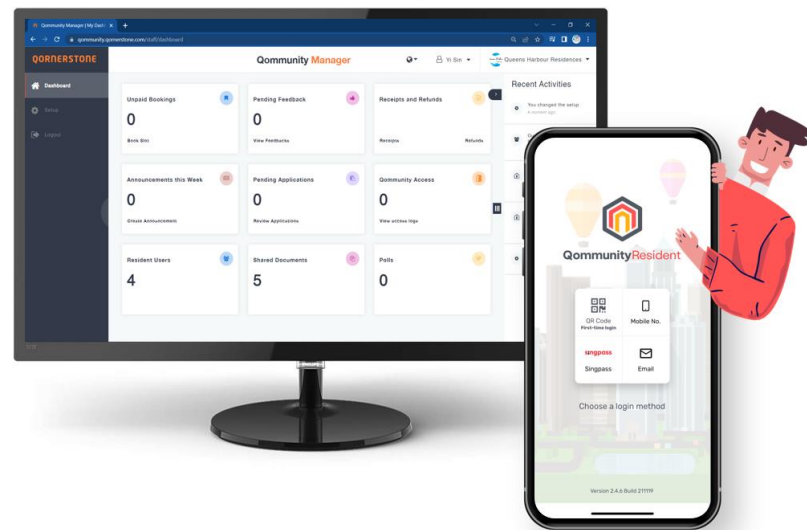




**QORNERSTONE**

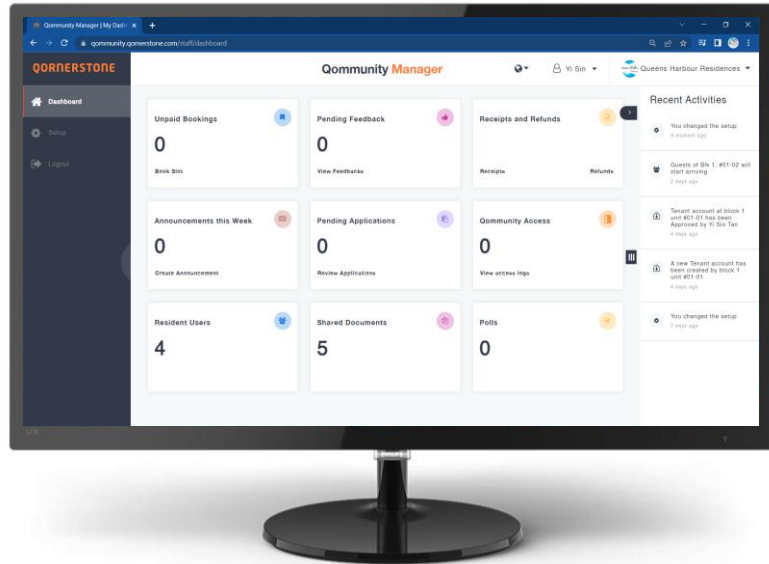


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Cornerstone Estate

## **Guide for Qcommunity Onboarding**

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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](mailto: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



# Step 1.

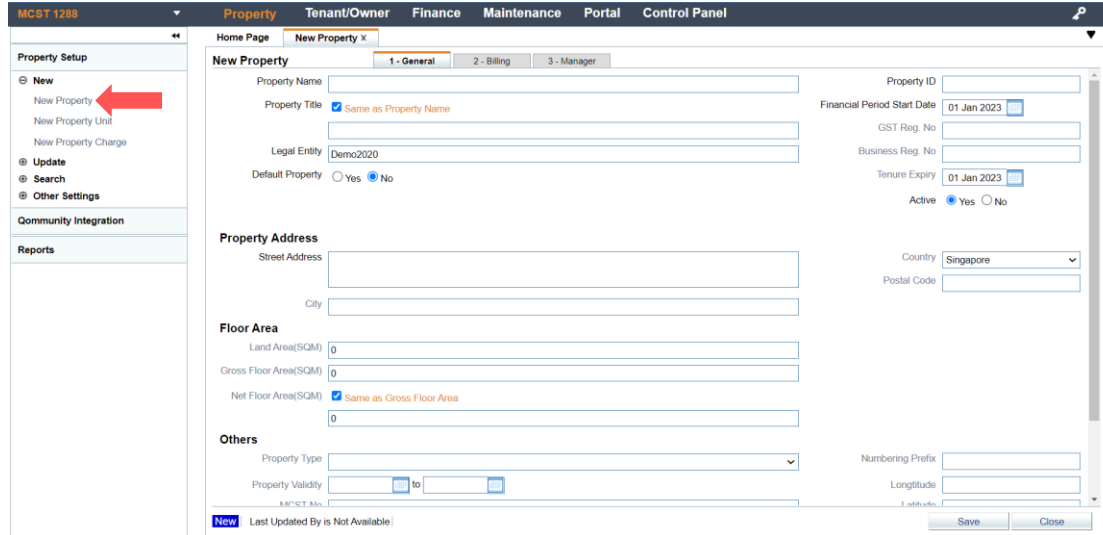
---

## MA Creates the Property(s) in Q.Estate

---

# 1. Create Property in Q.Estate

- To add a Property to Qcommunity, 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)



The screenshot shows the 'New Property' form in the Q.Estate system. The left-hand navigation menu has a red arrow pointing to the 'New Property' option. The form itself is titled 'New Property' and has tabs for '1 - General', '2 - Billing', and '3 - Manager'. The '1 - General' tab is active. The form contains the following fields:

- Property Name:** Text input field.
- Property Title:** Text input field with a checkbox labeled 'Same as Property Name'.
- Legal Entity:** Text input field with the value 'Demo2020'.
- Default Property:** Radio buttons for 'Yes' and 'No'.
- Property ID:** Text input field.
- Financial Period Start Date:** Date picker set to '01 Jan 2023'.
- GST Reg. No.:** Text input field.
- Business Reg. No.:** Text input field.
- Tenure Expiry:** Date picker set to '01 Jan 2023'.
- Active:** Radio buttons for 'Yes' and 'No'.
- Property Address:** Text input fields for 'Street Address', 'City', and 'Country' (set to 'Singapore').
- Postal Code:** Text input field.
- Floor Area:** Text input fields for 'Land Area(SQM)', 'Gross Floor Area(SQM)', and 'Net Floor Area(SQM)' with a checkbox labeled 'Same as Gross Floor Area'.
- Others:** Text input fields for 'Property Type', 'Property Validity', 'Numbering Prefix', and 'Longitude'.

	A	B	C	D	E	F	G	H	I	J	K
1	* = Mandatory fields										
	The unique ID assigned to the property.	The property name	Property title is a bundle of rights in a piece of property in which a party may own either a legal interest or equitable interest	An individual, company, or organization that has legal rights and obligations to the property	The property address	The country which the property reside For singapore properties, enter Singapore	The postal code for the property address	The billing address for the property	The billing currency for the property. For singapore properties, enter SGD	The type of property which it is used for. E.g. Mix development, residential & etc	The MCST No. for the property
2	Property ID [15]*	Property Name [300]*	Property Title [300]*	Legal Entity [300]*	Property Street Address [1000]*	Property Country [300]*	Property Postal Code [300]	Billing Address [1000]*	Billing Currency [300]*	Property Type [300]	MCST No [300]
3											
4											
5											



## **Step 2.**

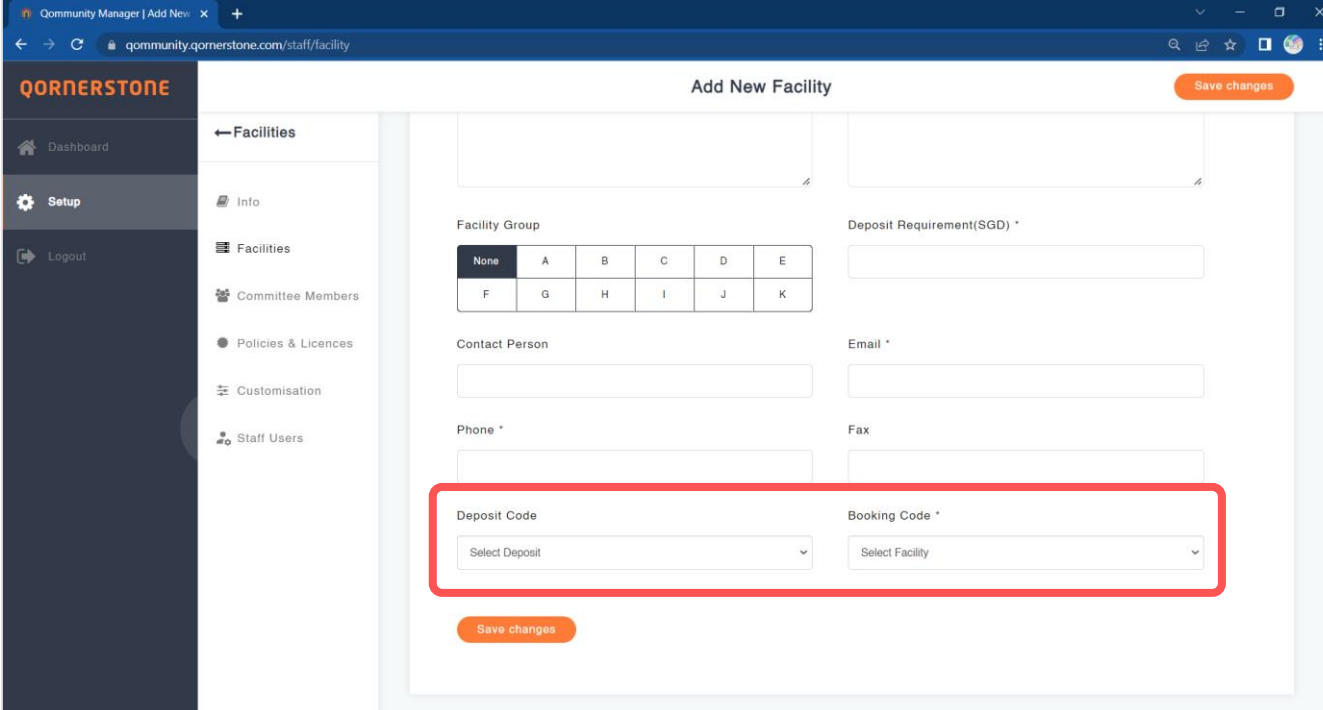
---

# **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**



Qommunity Manager | Add New

qommunity.qornerstone.com/staff/facility

### Add New Facility

Save changes

← Facilities

Dashboard

Setup

Logout

Info

Facilities

Committee Members

Policies & Licences

Customisation

Staff Users

Facility Group

None	A	B	C	D	E
F	G	H	I	J	K

Deposit Requirement(SGD) \*

Contact Person

Email \*

Phone \*

Fax

Deposit Code

Booking Code \*

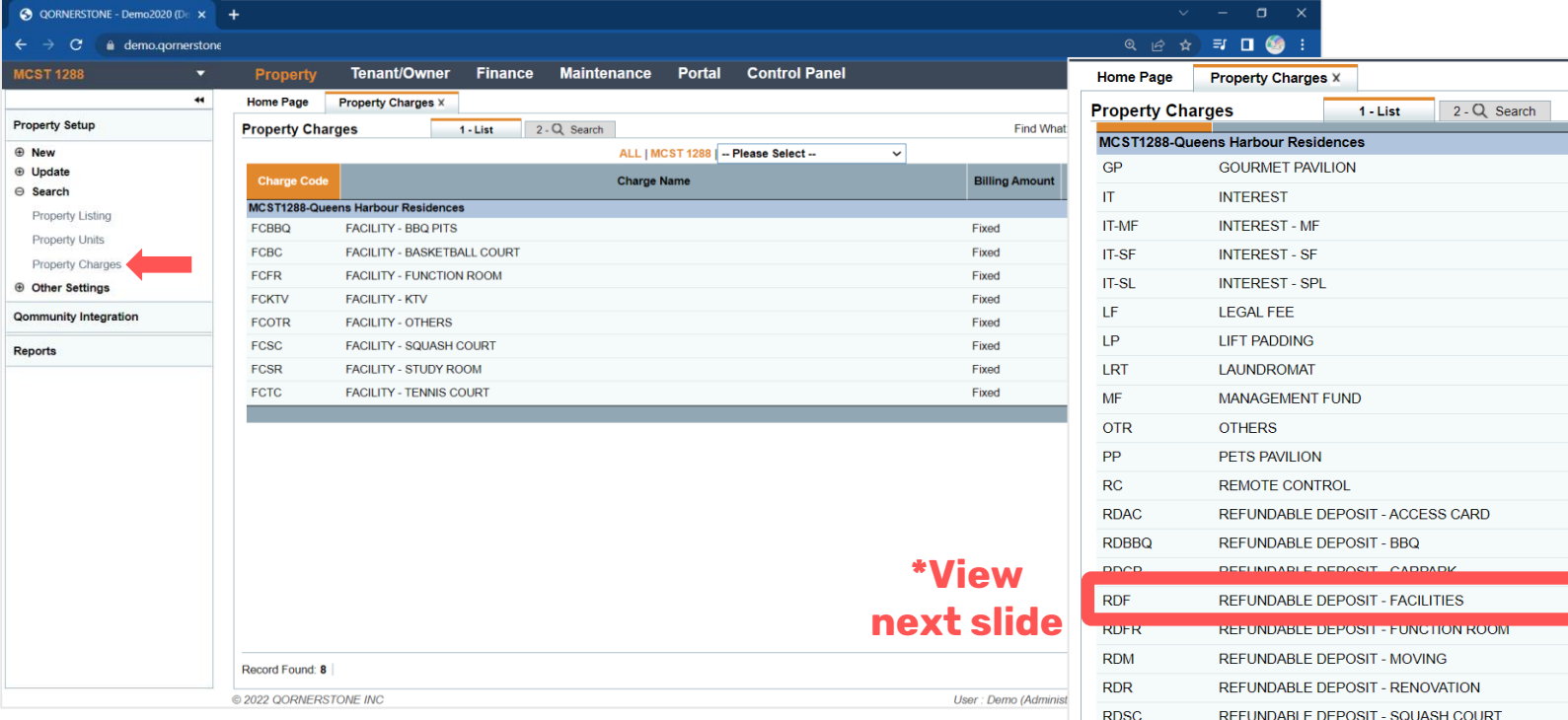
Select Deposit

Select Facility

Save changes

## 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



The screenshot displays the QORNERSTONE software interface. The main window shows the 'Property Charges' section for 'MCST1288-Queens Harbour Residences'. A table lists various charge codes and their names. A red arrow points to the 'Property Charges' link in the left sidebar. A red box highlights the 'RDF' charge code in the table, which is labeled 'REFUNDABLE DEPOSIT - FACILITIES'. A red text overlay at the bottom right says '\*View next slide'.

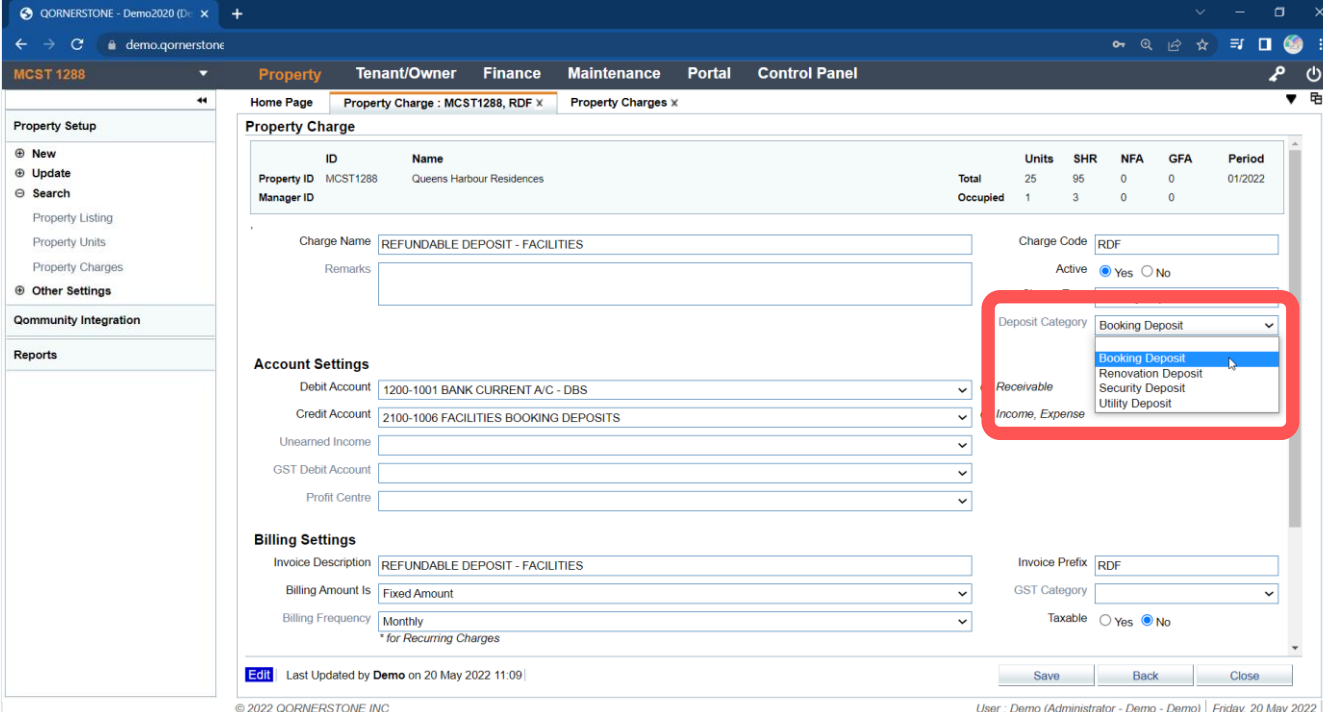
Charge Code	Charge Name	Billing Amount
<b>MCST1288-Queens Harbour Residences</b>		
FCBBQ	FACILITY - BBQ PITTS	Fixed
FCBC	FACILITY - BASKETBALL COURT	Fixed
FCFR	FACILITY - FUNCTION ROOM	Fixed
FCKTV	FACILITY - KTV	Fixed
FCOTR	FACILITY - OTHERS	Fixed
FCSC	FACILITY - SQUASH COURT	Fixed
FCSR	FACILITY - STUDY ROOM	Fixed
FCTC	FACILITY - TENNIS COURT	Fixed
RDF	REFUNDABLE DEPOSIT - FACILITIES	
RDFR	REFUNDABLE DEPOSIT - FUNCTION ROOM	
RDM	REFUNDABLE DEPOSIT - MOVING	
RDR	REFUNDABLE DEPOSIT - RENOVATION	
RDSC	REFUNDABLE DEPOSIT - SQUASH COURT	

Record Found: 8 | User: Demo (Administ



## 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 Qcommunity Manager



The screenshot shows the 'Property Charge' setup page for 'MCST1288' in the 'Property' tab. The 'Charge Name' is 'REFUNDABLE DEPOSIT - FACILITIES' and the 'Charge Code' is 'RDF'. The 'Deposit Category' dropdown menu is open, with 'Booking Deposit' selected. The 'Active' radio button is set to 'Yes'.

ID	Name	Units	SHR	NFA	GFA	Period	
Property ID	MCST1288	Queens Harbour Residences	25	95	0	0	01/2022
Manager ID			1	3	0	0	

**Account Settings**

Debit Account: 1200-1001 BANK CURRENT A/C - DBS

Credit Account: 2100-1006 FACILITIES BOOKING DEPOSITS

Unearned Income: [Empty]

GST Debit Account: [Empty]

Profit Centre: [Empty]

**Billing Settings**

Invoice Description: REFUNDABLE DEPOSIT - FACILITIES

Invoice Prefix: RDF

Billing Amount Is: Fixed Amount

Billing Frequency: Monthly

GST Category: [Empty]

Taxable:  Yes  No

**Deposit Category Dropdown:**

- Booking Deposit (Selected)
- Renovation Deposit
- Security Deposit
- Utility Deposit

© 2022 QORNERSTONE INC User: Demo (Administrator - Demo - Demo) Friday, 20 May 2022

# Step 3.

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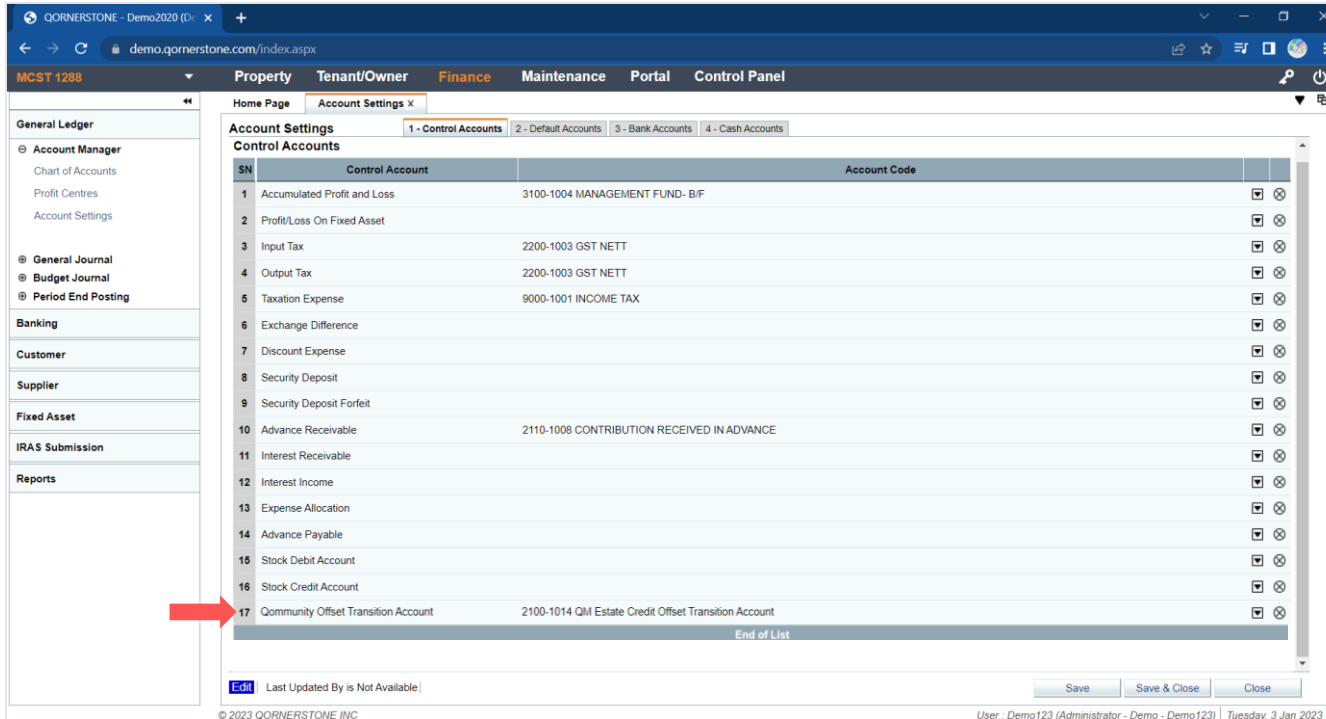
## **MA Setup Finance Module - Account Settings**

(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 screenshot shows the 'Account Settings' page in the QORNERSTONE software. The 'Control Accounts' tab is selected, showing a list of 17 accounts. A red arrow points to the 17th account, 'Community Offset Transition Account', which has the account code '2100-1014 QM Estate Credit Offset Transition Account'.

SN	Control Account	Account Code		
1	Accumulated Profit and Loss	3100-1004 MANAGEMENT FUND- B/F	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	Profit/Loss On Fixed Asset		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	Input Tax	2200-1003 GST NETT	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4	Output Tax	2200-1003 GST NETT	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5	Taxation Expense	9000-1001 INCOME TAX	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6	Exchange Difference		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7	Discount Expense		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
8	Security Deposit		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9	Security Deposit Forfeit		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10	Advance Receivable	2110-1008 CONTRIBUTION RECEIVED IN ADVANCE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11	Interest Receivable		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
12	Interest Income		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
13	Expense Allocation		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
14	Advance Payable		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
15	Stock Debit Account		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
16	Stock Credit Account		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
17	Community Offset Transition Account	2100-1014 QM Estate Credit Offset Transition Account	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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:

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

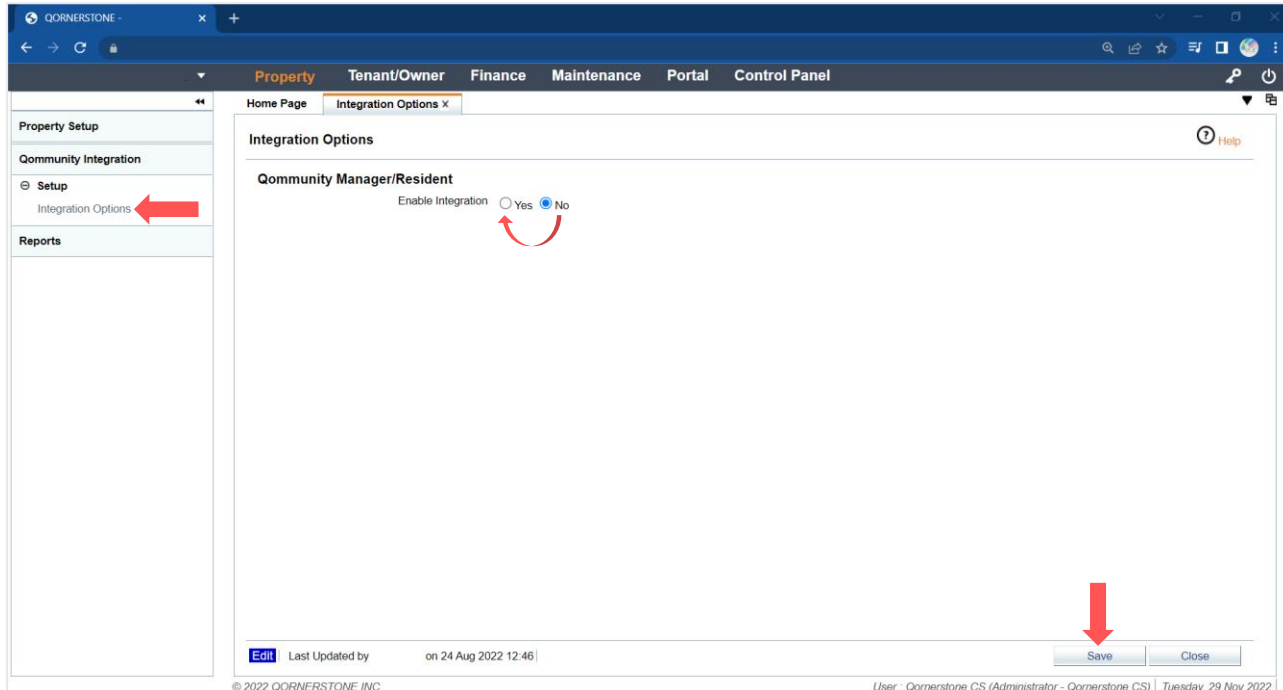
---

## MA Enable Integration from Q.Estate to Qcommunity

---

# 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.**

---

**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](mailto:support@qornerstone.com) and informs to add the Property(s) into MA PIC Qommunity Manager Account



Community Resident App Features														
Clients to inform QST Support the App Features to Enable/Disable														
To Enable - State "Yes" To Disable & Hide Feature - State "No"														
With reference to Qommunity App User Guide PDF File														
MCST No. & Name of Estate	Site Manager - Name	Site Manager - Email Address	Site Office Email Address	Site Office Contact Number	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
	This will be the 1st person to have access to the Property in his/her Community 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 <i>*This feature must be enabled to use In-App Estate Credit</i>	Make facility bookings/reservations	For Residents to: - Offset Facility Bookings' Security Deposit & Fee - Offset SCA 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) <i>*In-App Digital Payment must be enabled to use this feature</i>	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 <i>*New Tenancy Contracts will be created in QE for Tenants once App Account Creation is approved</i>
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

## 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



# Step 7.

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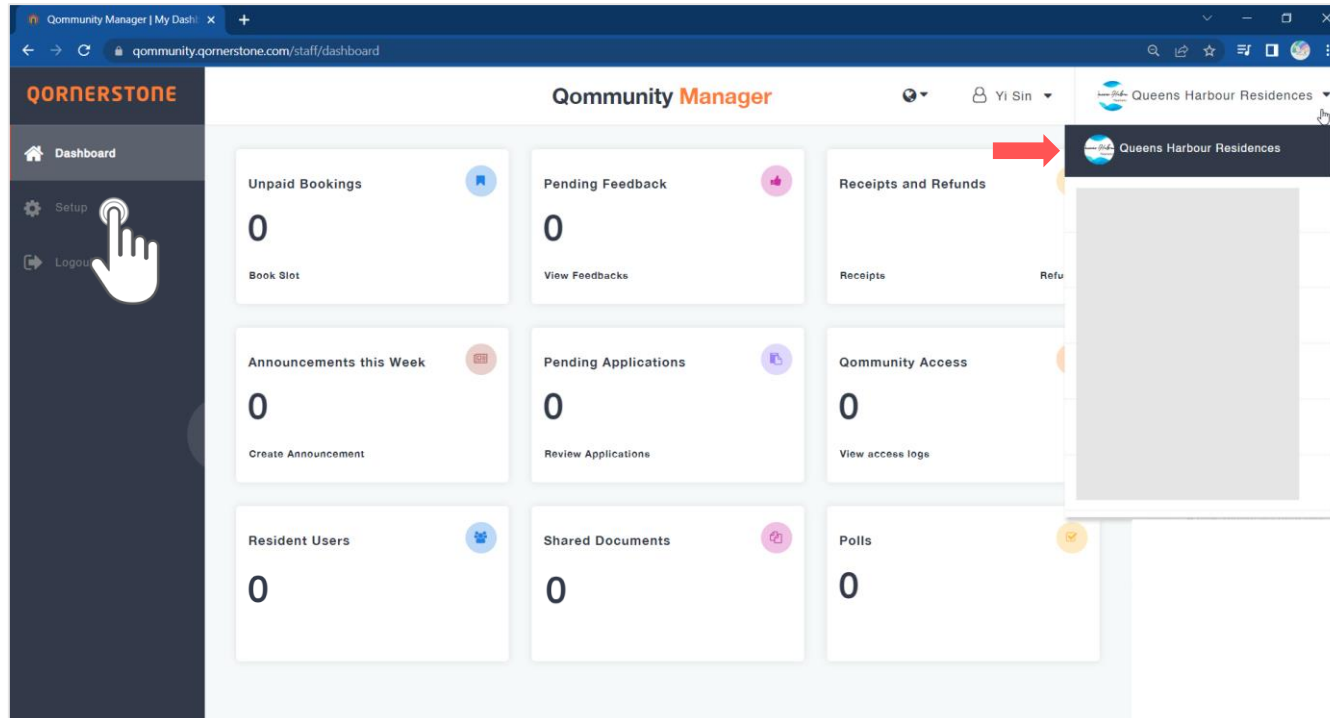
## Login to Qcommunity Manager Portal for Setup

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# 7. Qommunity Manager Portal Setup

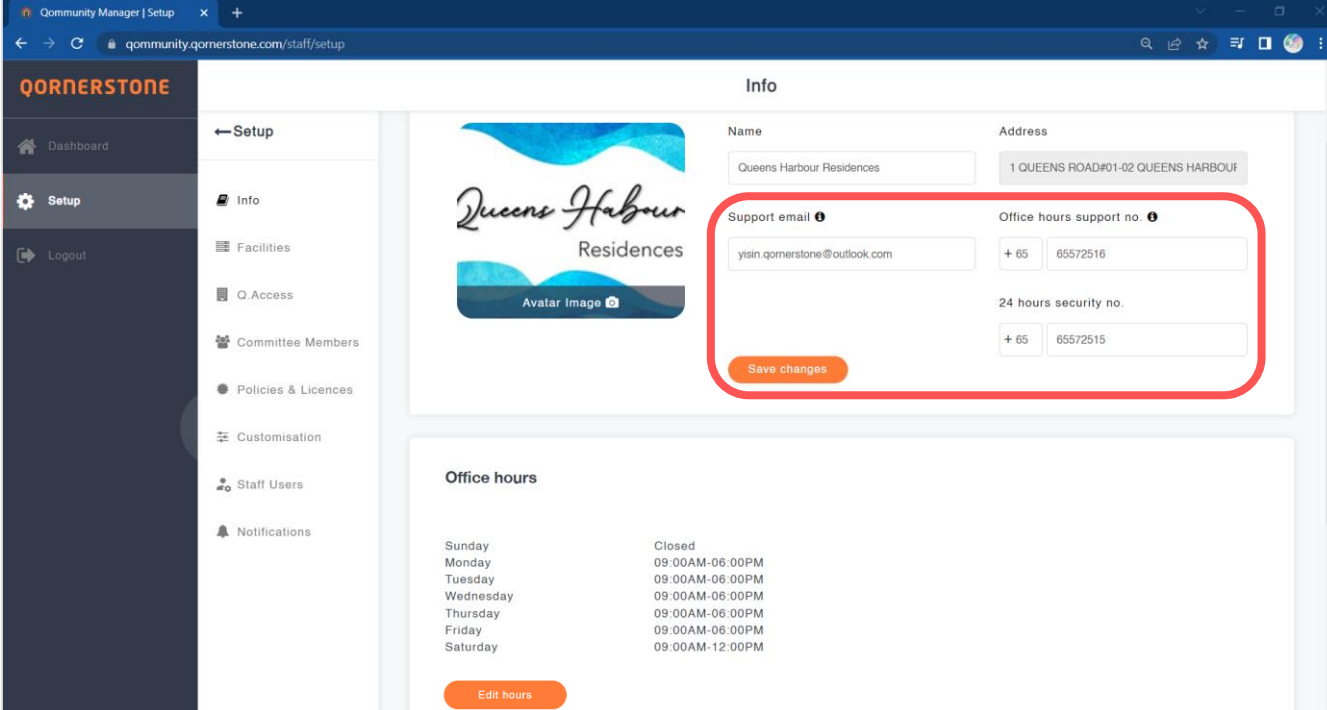
- In Qommunity Manager, you will be able to view the integrated Property(s) from the top-right dropdown list.
- Proceed to 'Setup' to create Facilities and complete the necessary setup.



# 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)



The screenshot shows the 'Info' setup page in the Qommunity Manager Portal. The page is titled 'Info' and contains the following fields:

- Name:** Queens Harbour Residences
- Address:** 1 QUEENS ROAD#01-02 QUEENS HARBOUR
- Avatar Image:** A placeholder image for the estate's logo or photo, currently showing 'Queens Harbour Residences'.
- Support email:** ytsin.qornerstone@outlook.com
- Office hours support no.:** +65 65572516
- 24 hours security no.:** +65 65572515

A red box highlights the 'Support email', 'Office hours support no.', and '24 hours security no.' fields, along with the 'Save changes' button. Below the 'Info' section is the 'Office hours' section, which lists the days of the week and their corresponding hours:

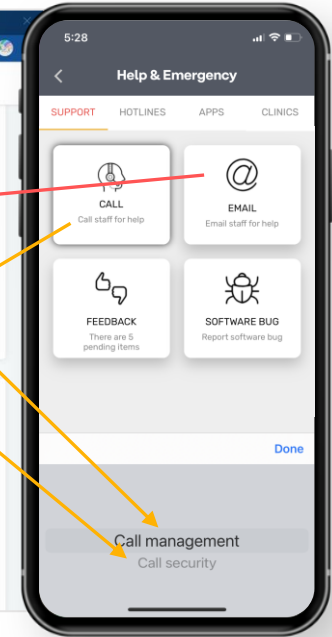
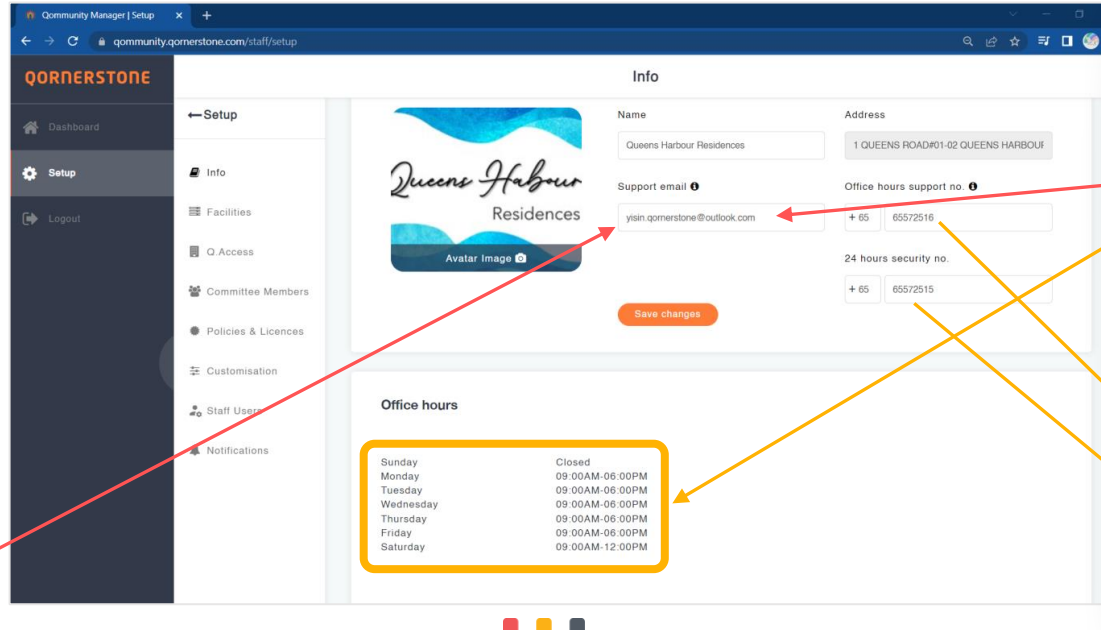
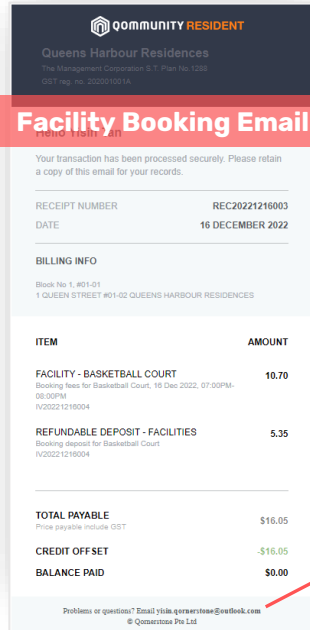
Day	Hours
Sunday	Closed
Monday	09:00AM-06:00PM
Tuesday	09:00AM-06:00PM
Wednesday	09:00AM-06:00PM
Thursday	09:00AM-06:00PM
Friday	09:00AM-06:00PM
Saturday	09:00AM-12:00PM

An 'Edit hours' button is located at the bottom of the 'Office hours' section.

# 7. Qcommunity Manager Portal Setup

## A. Estate's Information

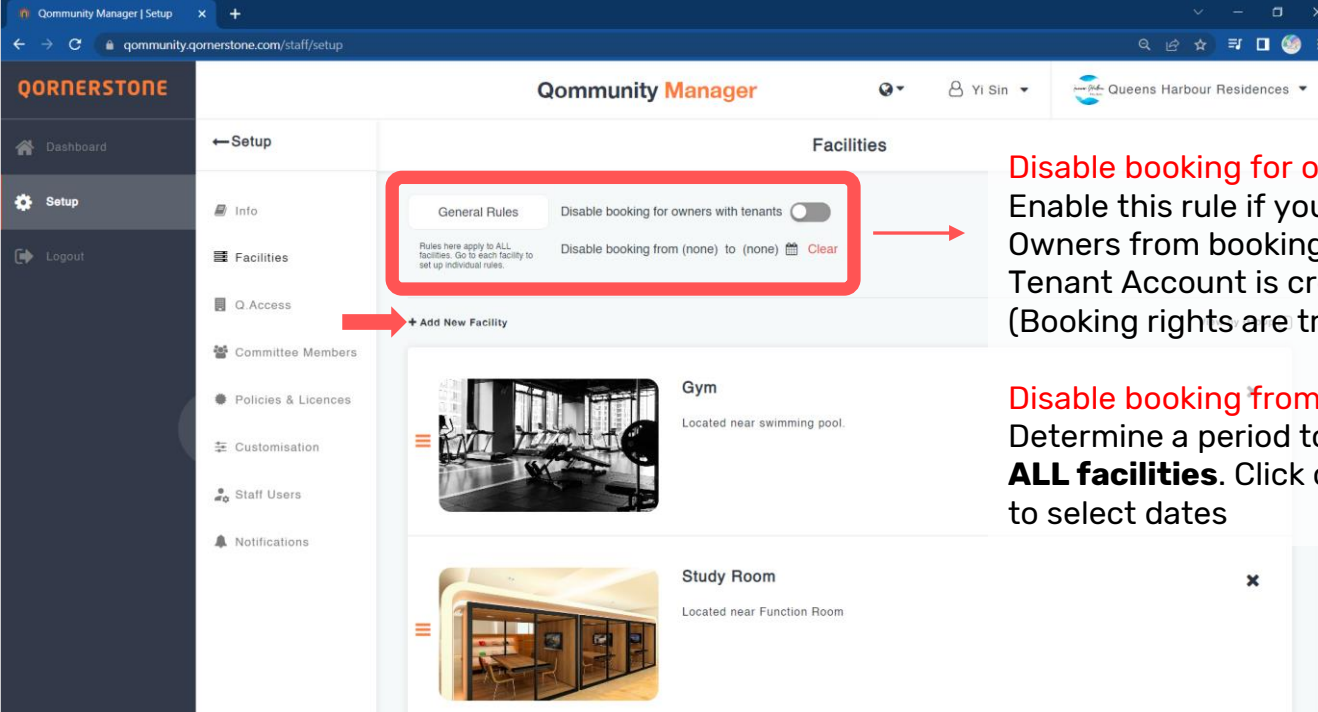
- **Support Email** (Condo Management Office email) allows App Users to click on the Email icon and send an email from their preferred Email domain. This email add will appear in Facility Booking emails too
- **Office Hours Support No.** (Condo Management Office's contact). This call-option is for App 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. Qcommunity Manager Portal Setup

## B. Estate Facilities

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



The screenshot shows the 'Qcommunity Manager | Setup' interface. The left sidebar contains navigation options: Dashboard, Setup (selected), and Logout. The main content area is titled 'Facilities' and includes a '← Setup' button. Below this, there are sections for 'Info', 'Facilities', 'Q. Access', 'Committee Members', 'Policies & Licences', 'Customisation', 'Staff Users', and 'Notifications'. A red box highlights the 'General Rules' section, which contains a toggle for 'Disable booking for owners with tenants' and a 'Clear' button. A red arrow points from the 'Add New Facility' button to the 'Facilities' list, which includes 'Gym' and 'Study Room'.

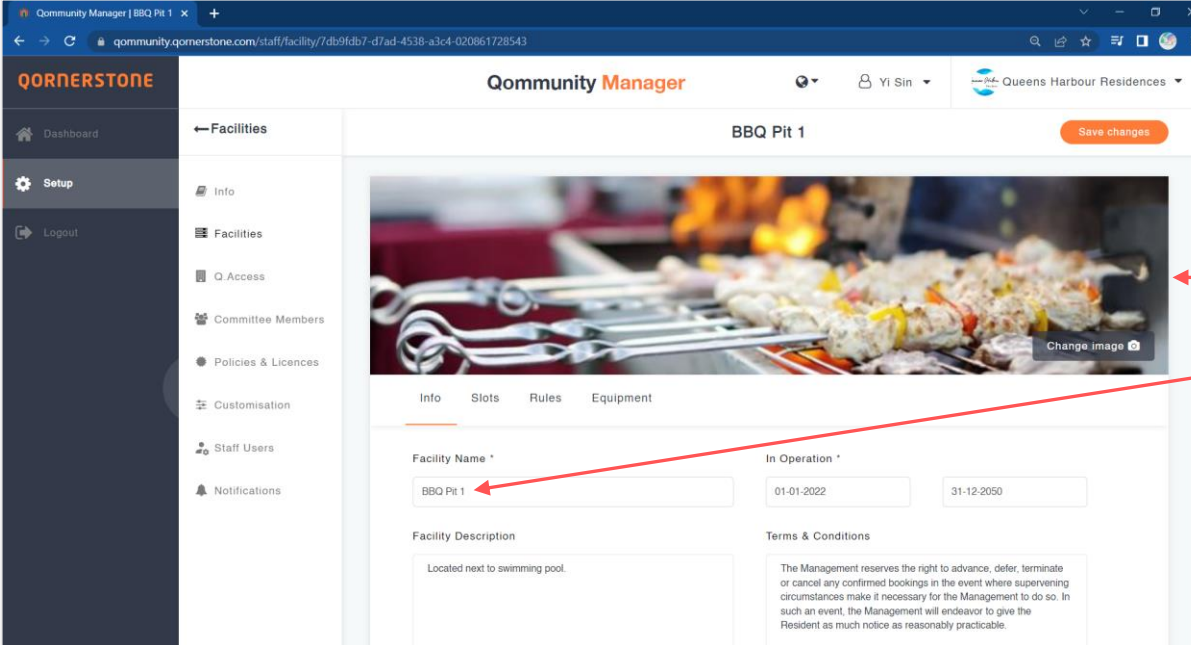
**Disable booking for owners with tenants:**  
Enable this rule if you want to disable Owners from booking facilities when a Tenant Account is created for the Unit (Booking rights are transferred to Tenants)

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

# 7. Qcommunity Manager Portal Setup

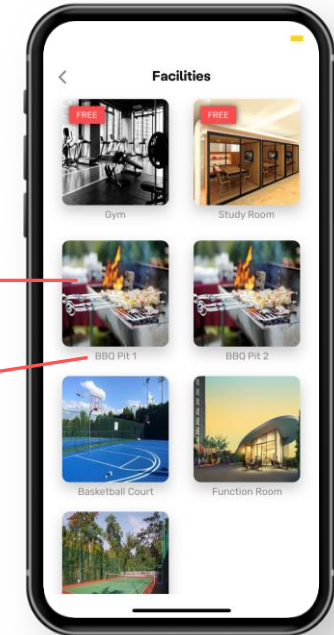
## B. Estate Facilities - Info

- (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



The screenshot shows the 'Community Manager' portal for 'Queens Harbour Residences'. The main content area is titled 'BBQ Pit 1' and features a large image of a BBQ pit with skewers. Below the image is a 'Change image' button. The form includes the following fields:

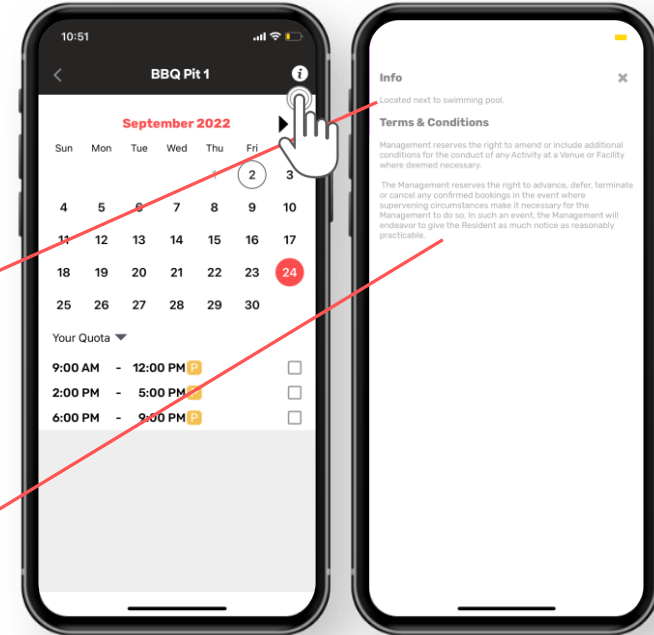
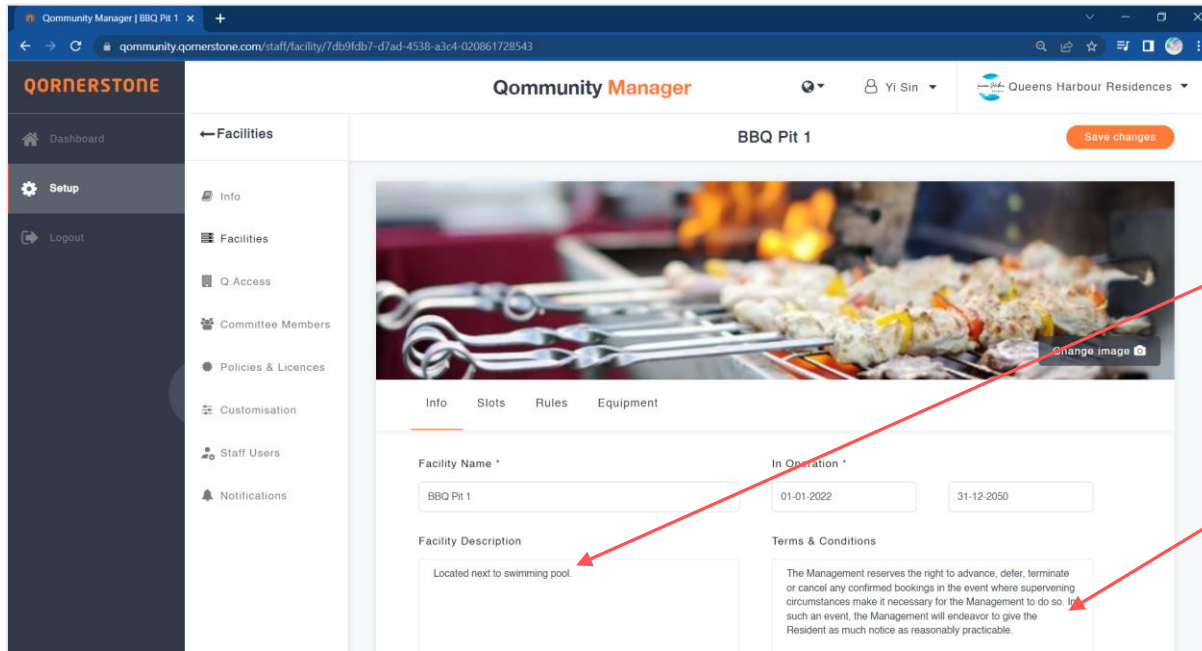
- Facility Name \***: BBQ Pit 1
- In Operation \***: 01-01-2022 to 31-12-2050
- Facility Description**: Located next to swimming pool.
- Terms & Conditions**: The Management reserves the right to advance, defer, terminate or cancel any confirmed bookings in the event where supervening circumstances make it necessary for the Management to do so. In such an event, the Management will endeavor to give the Resident as much notice as reasonably practicable.



# 7. Qcommunity 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

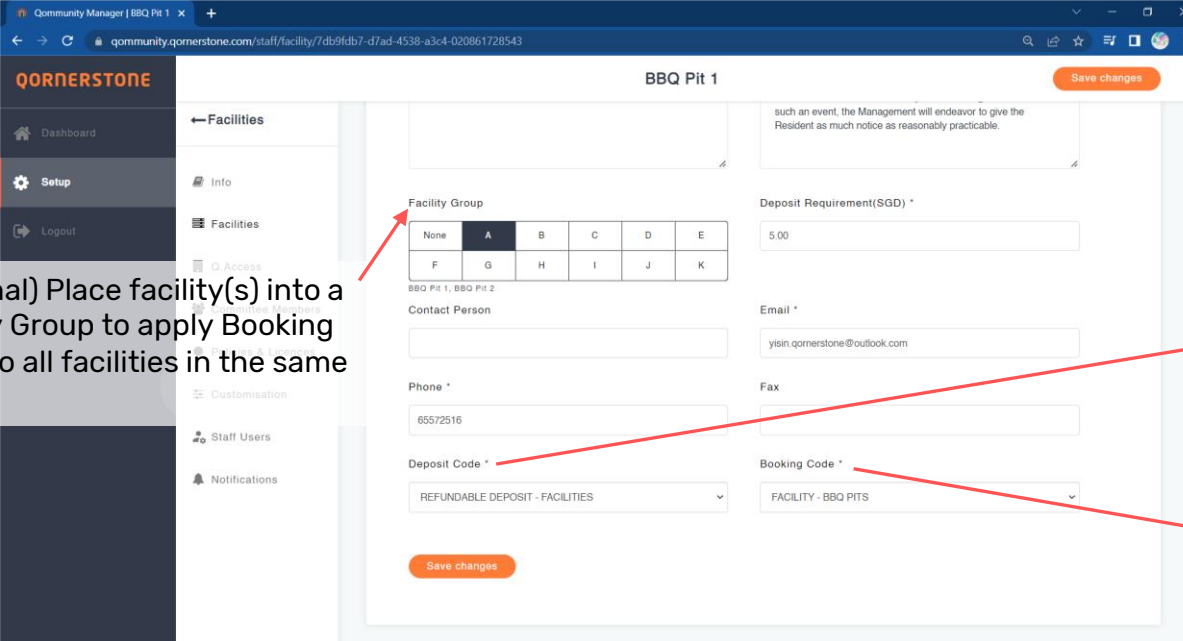


# 7. Qcommunity Manager Portal Setup

## 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.



BBQ Pit 1

such an event, the Management will endeavor to give the Resident as much notice as reasonably practicable.

Facility Group

None	<b>A</b>	B	C	D	E
F	G	H	I	J	K

Deposit Requirement(SGD) \*

5.00

Contact Person

Email \*

yiein.qornerstone@outlook.com

Phone \*

65572516

Fax

Deposit Code \*

REFUNDABLE DEPOSIT - FACILITIES

Booking Code \*

FACILITY - BBQ PITs

Save changes

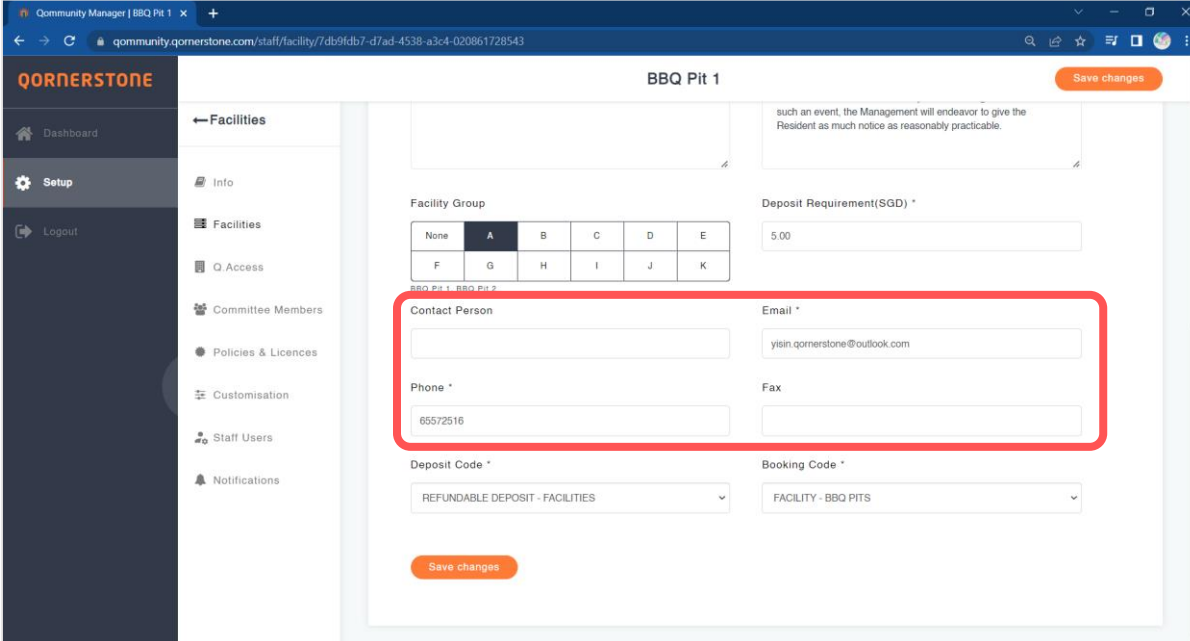
The Property Charge Codes created in Q.Estate will appear in QM for Facility setup selection (Refer to Step 1)

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. Qcommunity Manager Portal Setup

## B. Estate Facilities - Info

- These fields are for records purposes only. It will not appear in Qcommunity Resident App
- \*For future enhancements.



Community Manager | BBQ Pit 1

qcommunity.qornerstone.com/staff/facility/7db9fdb7-d7ad-4538-a3c4-020861728543

**QORNERSTONE**

BBQ Pit 1 Save changes

← Facilities

Info

Facilities

Q. Access

Committee Members

Policies & Licences

Customisation

Staff Users

Notifications

such an event, the Management will endeavor to give the Resident as much notice as reasonably practicable.

Facility Group

None	A	B	C	D	E
F	G	H	I	J	K

BBQ Pit 1, BBQ Pit 2

Contact Person \*

Email \*

Phone \*

Fax

Deposit Code \*

Booking Code \*

REFUNDABLE DEPOSIT - FACILITIES

FACILITY - BBQ PITs

Save changes



# 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

Type	Start Time	End Time	Fee (SGD)	GST	Delete
Standard	2:00 PM	5:00 PM	10.00	0.80	✕
Standard	6:00 PM	9:00 PM	10.00	0.80	✕

Select days to clone the slots

- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

Cancel Clone Slot

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

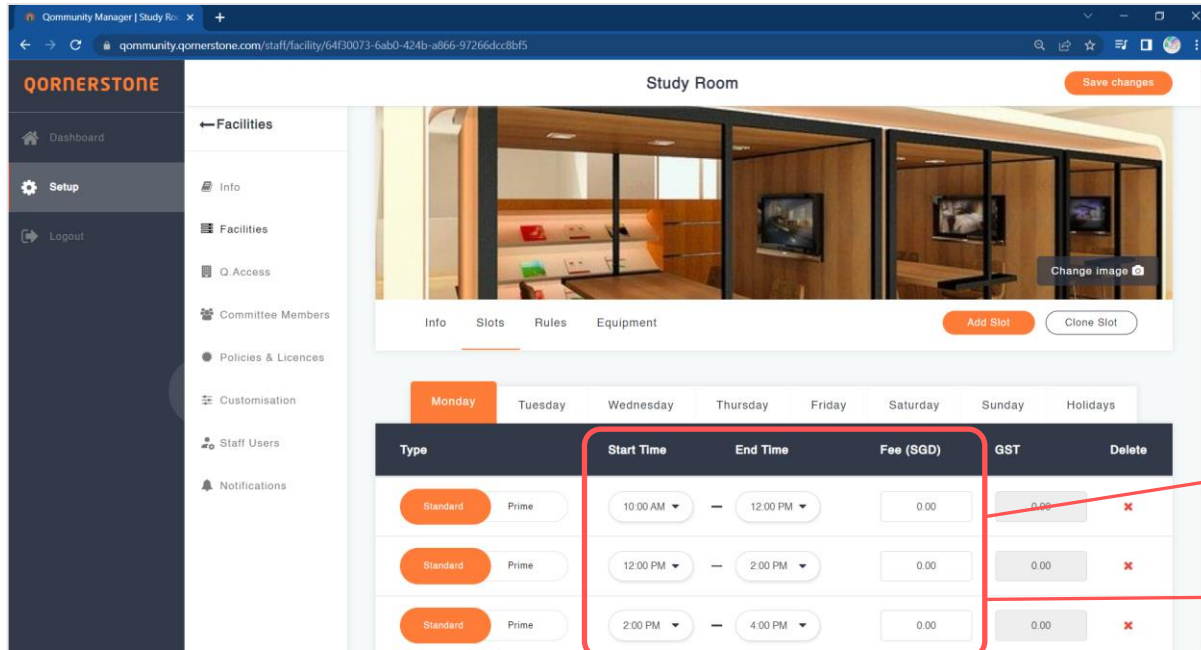
Click on the arrow-icon to change the time

# 7. Qcommunity Manager Portal Setup

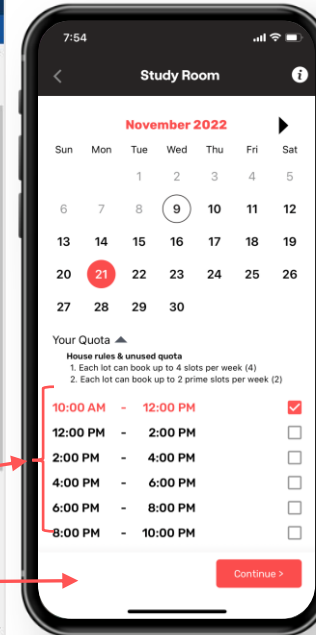
## B. Estate Facilities - Slots

- 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  
Community Resident App



Type	Start Time	End Time	Fee (SGD)	GST	Delete
Standard Prime	10:00 AM	12:00 PM	0.00	0.00	X
Standard Prime	12:00 PM	2:00 PM	0.00	0.00	X
Standard Prime	2:00 PM	4:00 PM	0.00	0.00	X



November 2022

Sun Mon Tue Wed Thu Fri Sat

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 4 slots per week (4)

2. Each lot can book up to 2 prime slots per week (2)

10:00 AM - 12:00 PM

12:00 PM - 2:00 PM

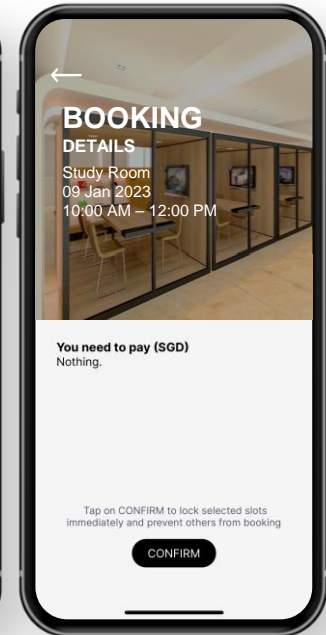
2:00 PM - 4:00 PM

4:00 PM - 6:00 PM

6:00 PM - 8:00 PM

8:00 PM - 10:00 PM

Continue >



BOOKING DETAILS

Study Room

09 Jan 2023

10:00 AM - 12:00 PM

You need to pay (SGD) Nothing.

Tap on CONFIRM to lock selected slots immediately and prevent others from booking

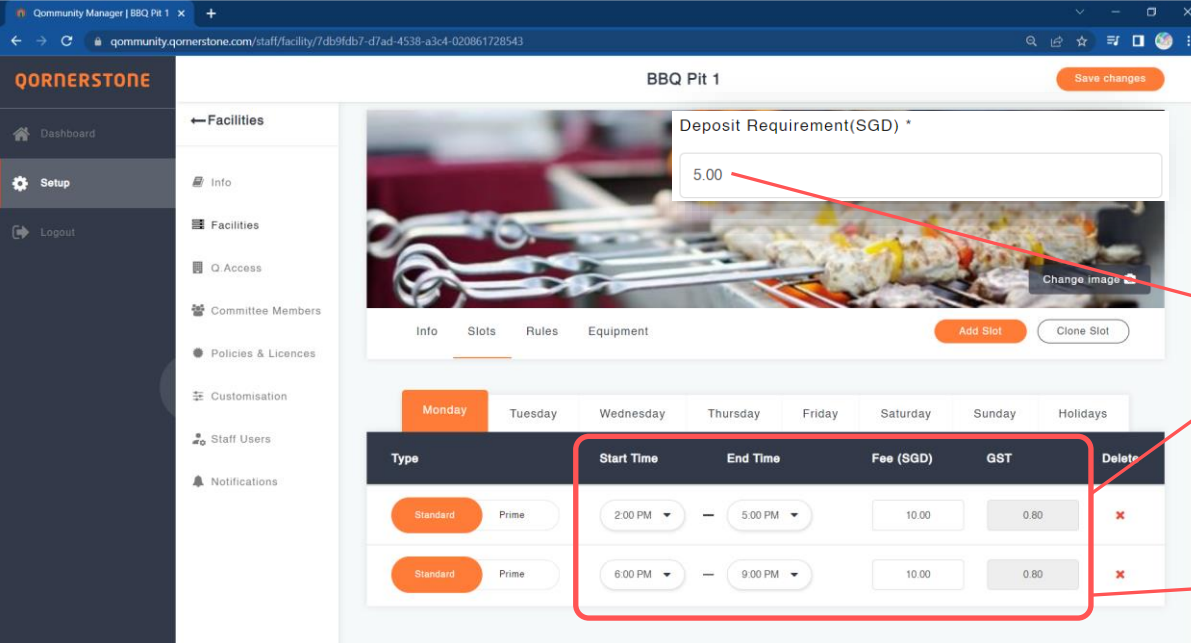
CONFIRM

# 7. Qcommunity 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 Community Resident App

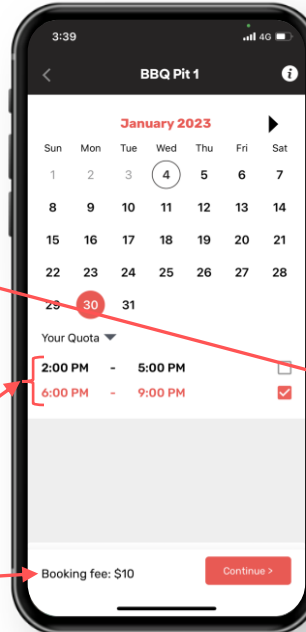


BBQ Pit 1

Deposit Requirement(SGD) \*

5.00

Type	Start Time	End Time	Fee (SGD)	GST	Delete
Standard Prime	2:00 PM	5:00 PM	10.00	0.80	✗
Standard Prime	6:00 PM	9:00 PM	10.00	0.80	✗



BBQ Pit 1

January 2023

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

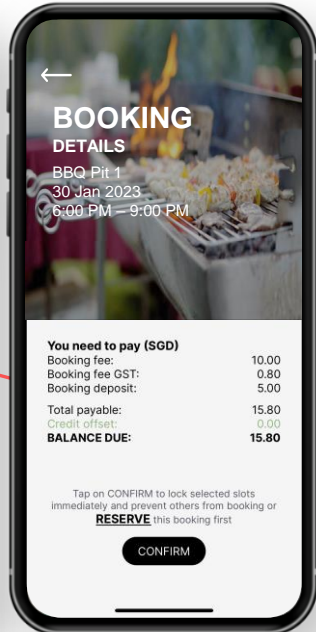
29 30 31

Your Quota

2:00 PM - 5:00 PM

6:00 PM - 9:00 PM

Booking fee: \$10



BOOKING DETAILS

BBQ Pit 1

30 Jan 2023

6:00 PM - 9:00 PM

**You need to pay (SGD)**

Booking fee:	10.00
Booking fee GST:	0.80
Booking deposit:	5.00
<b>Total payable:</b>	<b>15.80</b>
Credit offset:	0.00
<b>BALANCE DUE:</b>	<b>15.80</b>

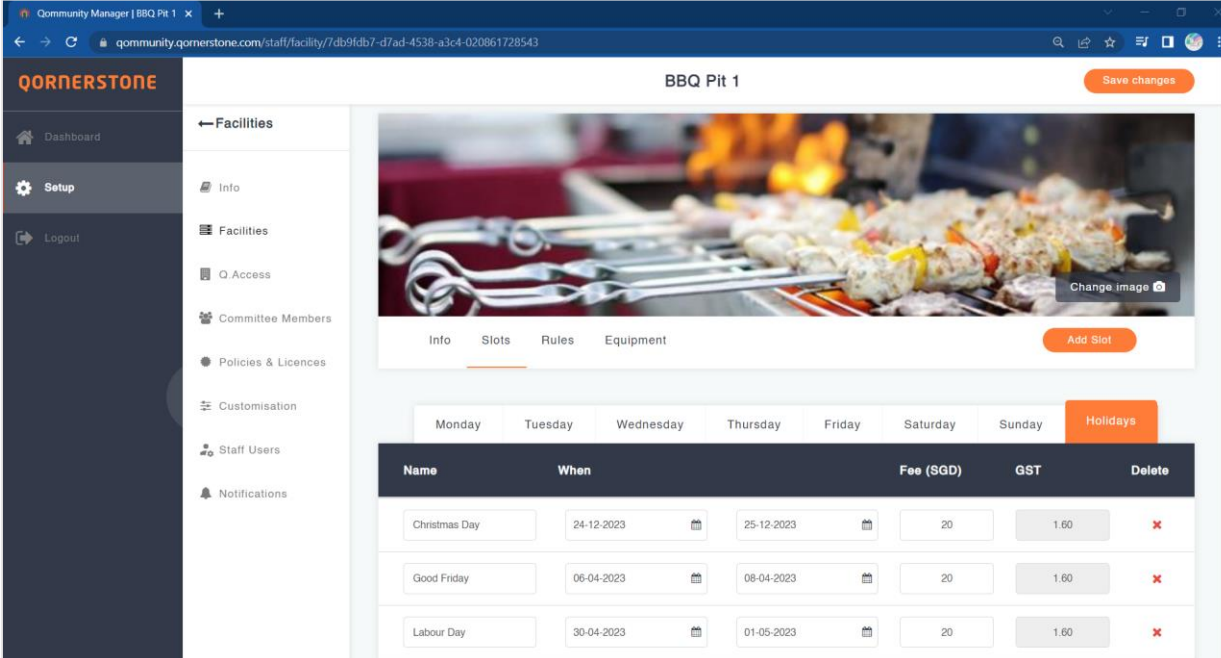
Tap on CONFIRM to lock selected slots immediately and prevent others from booking or **RESERVE** this booking first

CONFIRM

# 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



The screenshot displays the 'BBQ Pit 1' facility setup page in the QORNERSTONE Community Manager portal. The page features a sidebar with navigation options: Dashboard, Setup, and Logout. The main content area shows the 'Facilities' section for 'BBQ Pit 1', with a 'Slots' tab selected. Below the tabs, there is a table of holiday slots with columns for Name, When, Fee (SGD), GST, and Delete.

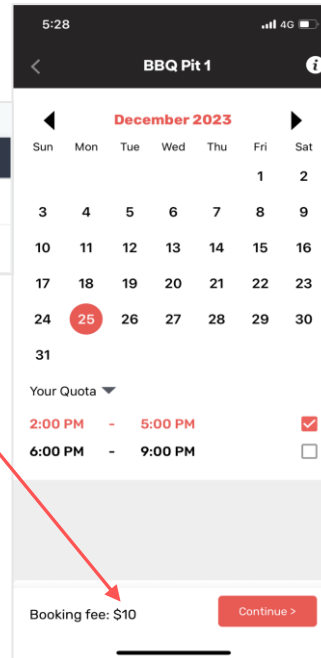
Name	When	Fee (SGD)	GST	Delete
Christmas Day	24-12-2023	20	1.60	✗
Good Friday	06-04-2023	20	1.60	✗
Labour Day	30-04-2023	20	1.60	✗

# 7. Qcommunity Manager Portal Setup

## B. Estate Facilities - Slots

- For example, Christmas Day, 25<sup>th</sup> 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



5:28 4G

BBQ Pit 1

December 2023

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						

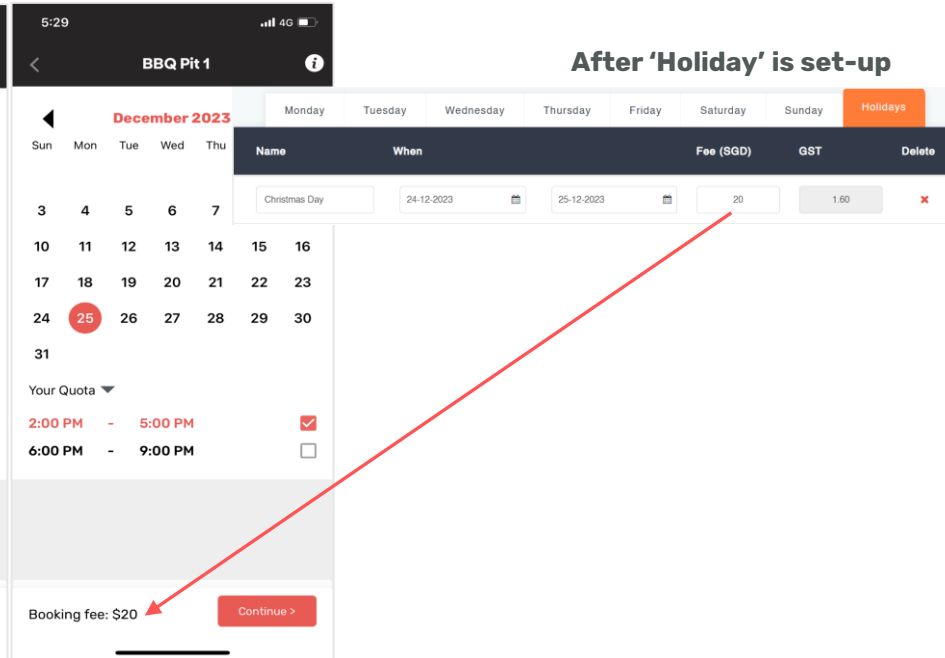
Your Quota

2:00 PM - 5:00 PM

6:00 PM - 9:00 PM

Booking fee: \$10 [Continue >](#)

After 'Holiday' is set-up



5:29 4G

BBQ Pit 1

December 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
3	4	5	6	7		
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Your Quota

2:00 PM - 5:00 PM

6:00 PM - 9:00 PM

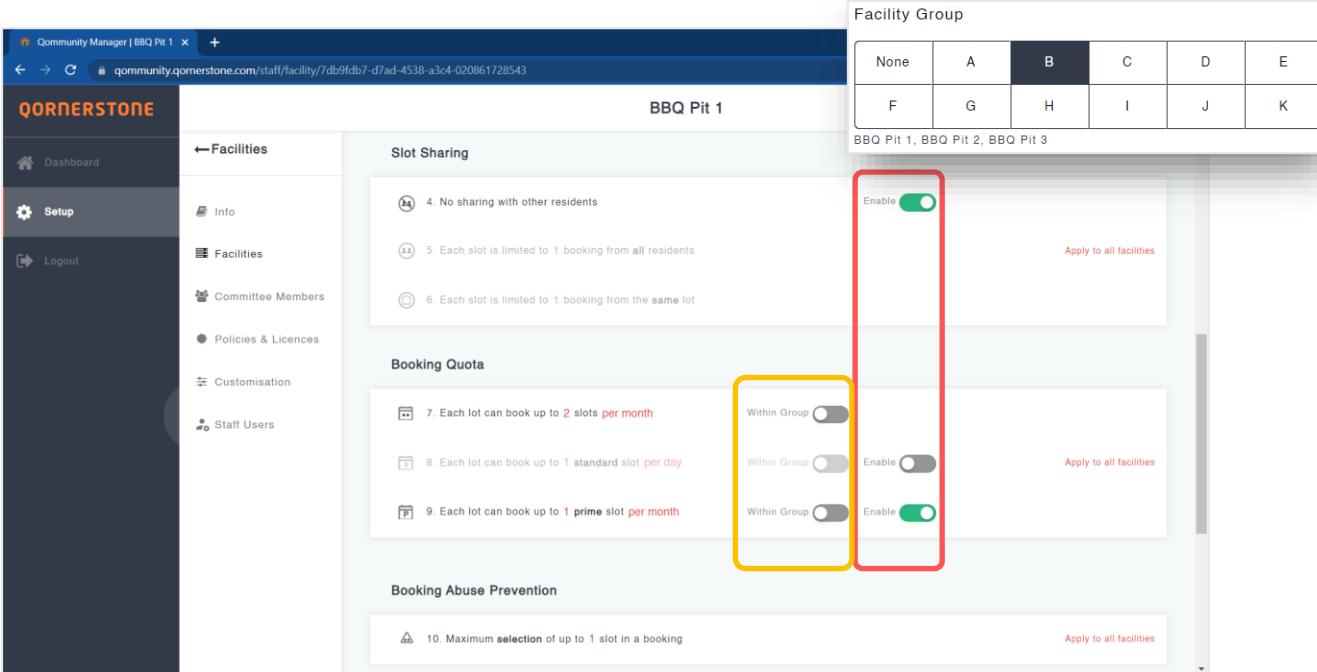
Booking fee: \$20 [Continue >](#)

Name	When	Fee (SGD)	GST	Delete
Christmas Day	24-12-2023	20	1.60	<input checked="" type="checkbox"/>

# 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 all facilities within the group



Community Manager | BBQ Pit 1

qcommunity.qornerstone.com/staff/facility/7/db9fdb7-d7ad-4538-a3c4-020861728543

**QORNERSTONE**

BBQ Pit 1

← Facilities

Dashboard

Setup

Logout

Info

Facilities

Committee Members

Policies & Licences

Customisation

Staff Users

### Slot Sharing

4. No sharing with other residents **Enable**

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

6. Each slot is limited to 1 booking from the same lot Apply to all facilities

### Booking Quota

7. Each lot can book up to 2 slots per month **Within Group**  **Enable**

8. Each lot can book up to 1 standard slot per day **Within Group**  **Enable**  Apply to all facilities

9. Each lot can book up to 1 prime slot per month **Within Group**  **Enable**

### Booking Abuse Prevention

10. Maximum selection of up to 1 slot in a booking Apply to all facilities

Facility Group

None	A	B	C	D	E
F	G	H	I	J	K

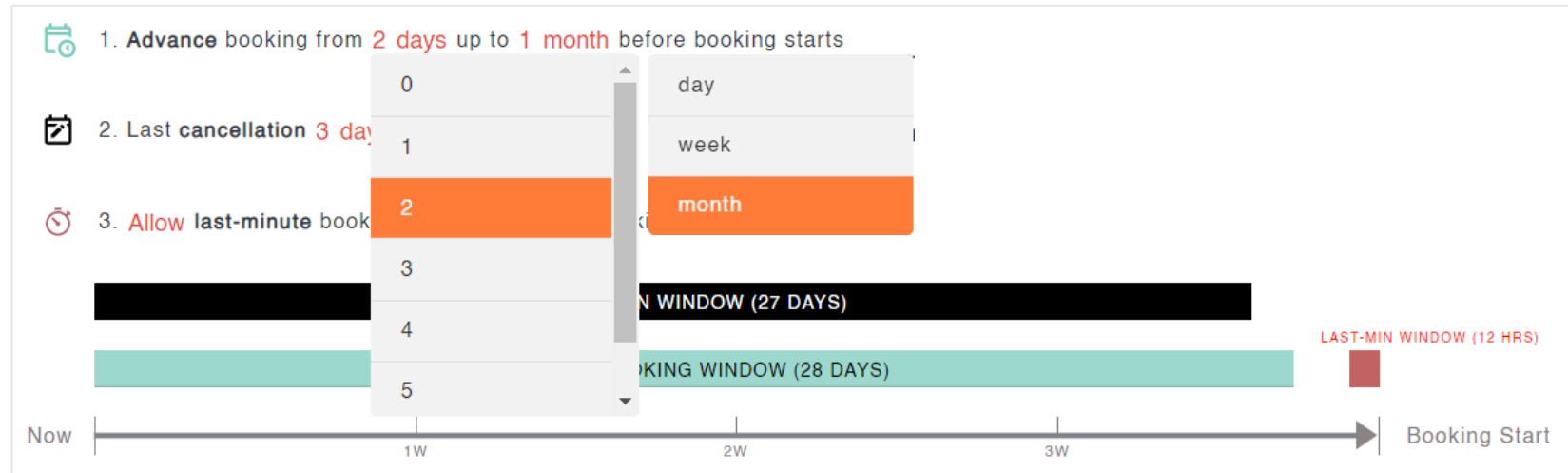
BBQ Pit 1, BBQ Pit 2, BBQ Pit 3

# 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

Click here to  
learn more 

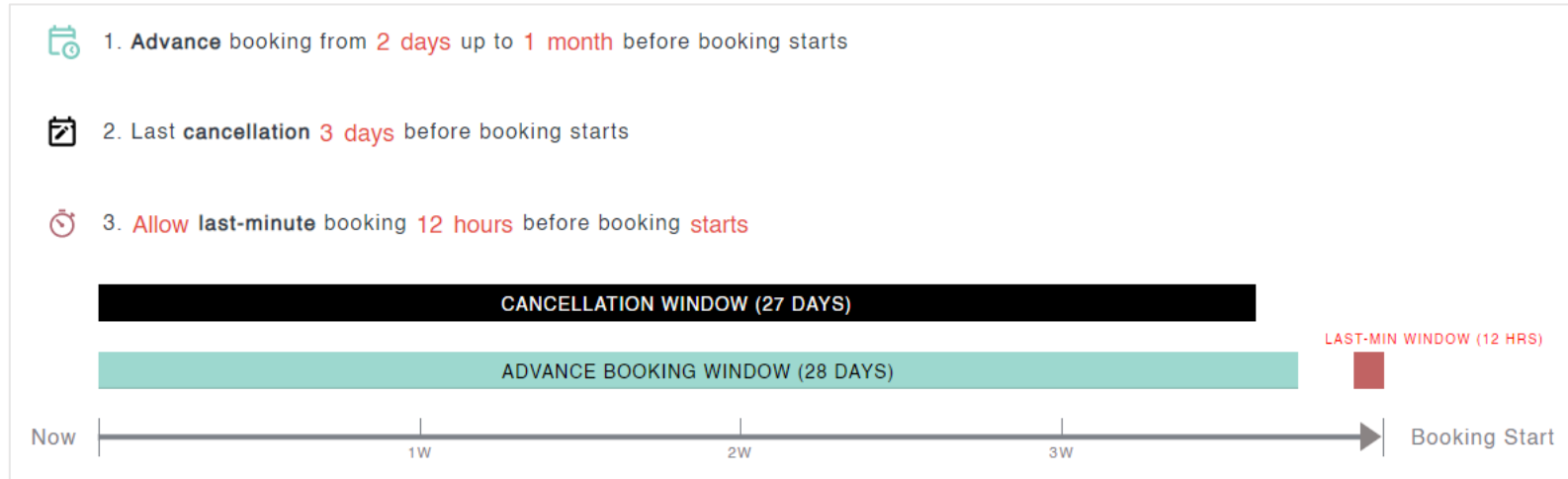


## B. Estate Facilities - Rules

### 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:

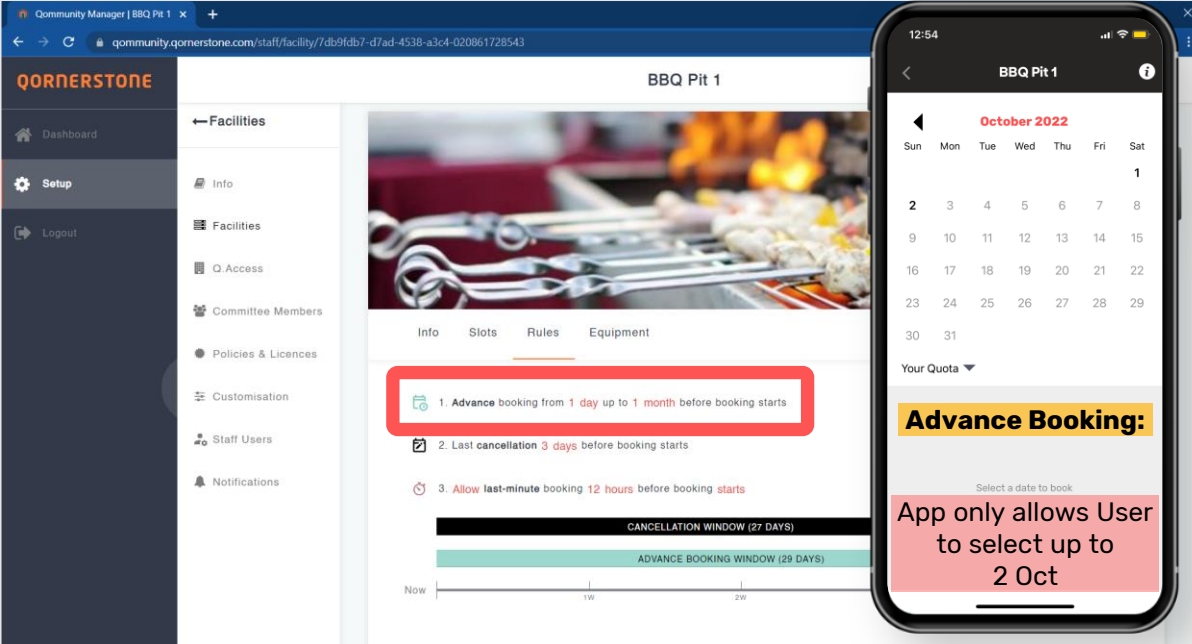




# 7. Qcommunity Manager Portal Setup

## Example for Rule 1 - Advance & Latest Day for Booking

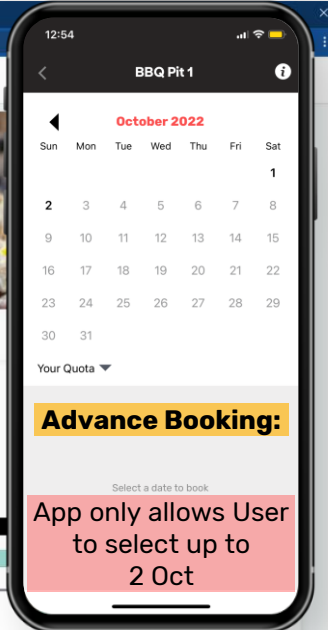
- Set the Advance & Latest day for booking. The Advance & Latest date is calculated from the facility-usage-date, not the date when booking is made.
- E.g., **Today is 2 September 2022:**
  - => The earliest date available for booking (an advance booking) is 1 month from 2 Sept, which is **2 Oct**
 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



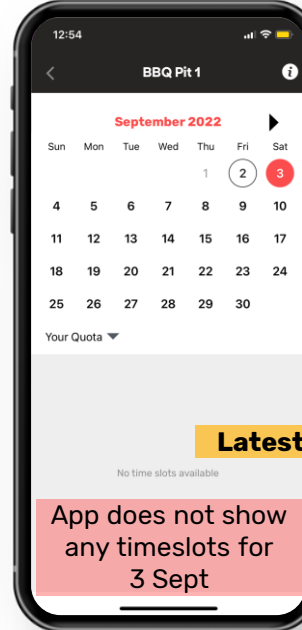
The screenshot shows the 'BBQ Pit 1' facility page. The 'Rules' tab is selected, showing three booking rules:

1. Advance booking from 1 day 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

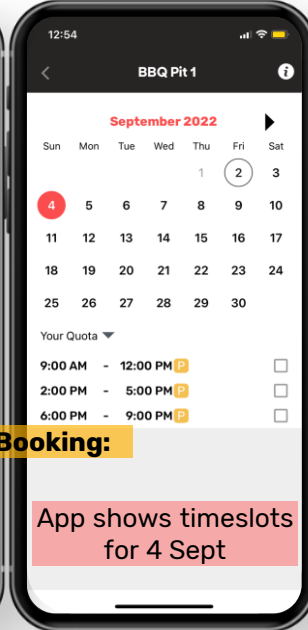
Below the rules, a timeline shows a 'CANCELLATION WINDOW (27 DAYS)' in black and an 'ADVANCE BOOKING WINDOW (29 DAYS)' in green.



The mobile app shows the calendar for October 2022. The 2nd of October is highlighted with a red circle. A yellow banner reads 'Advance Booking:'. A pink banner at the bottom states: 'App only allows User to select up to 2 Oct'.



The mobile app shows the calendar for September 2022. The 3rd of September is highlighted with a red circle. A yellow banner reads 'Latest Booking:'. A pink banner at the bottom states: 'App does not show any timeslots for 3 Sept'.




The mobile app shows the calendar for September 2022. The 4th of September is highlighted with a red circle. Below the calendar, three timeslots are listed: 9:00 AM - 12:00 PM, 2:00 PM - 5:00 PM, and 6:00 PM - 9:00 PM, each with an empty checkbox. A pink banner at the bottom states: 'App shows timeslots for 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: <ul style="list-style-type: none"> <li>- Booking Quota Rules</li> <li>- Booking Abuse Prevention Rules</li> </ul>

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

Click here to  
learn more





## 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

Click here to learn more 






## 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.

 7. Each lot can book up to 2 slots per month	Within Group <input type="checkbox"/>
 8. Each lot can book up to 1 standard slot per day	Within Group <input type="checkbox"/> Enable <input type="checkbox"/>
 9. Each lot can book up to 1 prime slot per month	Within Group <input type="checkbox"/> Enable <input checked="" type="checkbox"/>

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




 7. Each lot can book up to 2 slots per month	Within Group <input type="checkbox"/>
 8. Each lot can book up to 1 standard slot per month	Within Group <input type="checkbox"/> Enable <input checked="" type="checkbox"/>
 9. Each lot can book up to 1 prime slot per month	Within Group <input type="checkbox"/> Enable <input checked="" type="checkbox"/>

# 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 <b>per month</b>	Within Group <input checked="" type="checkbox"/>	
	8. Each lot can book up to 2 <b>standard slots per month</b>	Within Group <input type="checkbox"/>	Enable <input type="checkbox"/>
	9. Each lot can book up to 1 <b>prime slot per month</b>	Within Group <input type="checkbox"/>	Enable <input type="checkbox"/>

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

	7. Each lot can book up to 3 slots <b>per month</b>	Within Group <input checked="" type="checkbox"/>	
	8. Each lot can book up to 2 <b>standard slots per month</b>	Within Group <input type="checkbox"/>	Enable <input type="checkbox"/>
	9. Each lot can book up to 1 <b>prime slot per month</b>	Within Group <input checked="" type="checkbox"/>	Enable <input checked="" type="checkbox"/>

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 <b>per month</b>	Within Group <input checked="" type="checkbox"/>	
	8. Each lot can book up to 2 <b>standard slots per month</b>	Within Group <input checked="" type="checkbox"/>	Enable <input checked="" type="checkbox"/>
	9. Each lot can book up to 1 <b>prime slot per month</b>	Within Group <input checked="" type="checkbox"/>	Enable <input checked="" type="checkbox"/>

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:

 7. Each lot can book up to 3 slots per month	Within Group <input checked="" type="checkbox"/>
 8. Each lot can book up to 2 standard slots per month	Within Group <input checked="" type="checkbox"/> Enable <input checked="" type="checkbox"/>
 9. Each lot can book up to 1 prime slot per month	Within Group <input checked="" type="checkbox"/> Enable <input checked="" type="checkbox"/>

After:

 7. Each lot can book up to 3 slots per month	Within Group <input checked="" type="checkbox"/>
 8. Each lot can book up to 3 standard slots per month	Within Group <input checked="" type="checkbox"/> Enable <input checked="" type="checkbox"/>
 9. Each lot can book up to 1 prime slot per month	Within Group <input checked="" type="checkbox"/> Enable <input checked="" type="checkbox"/>

- 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

Click here to  
learn more



## B. Estate Facilities – Rules

### Booking Abuse Prevention Rules:

The number of time slots to be selected  
per booking for the same date

Can a Unit book consecutive time slots for this facility?  
E.g. 9am to 10am, 10am to 11am

Does the estate allow a Unit to book  
another facility for the same date?

This is for facility reservation. How long can a Unit hold  
the booking reservation without payment made?

How many times can a Unit cancel  
this facility's booking in 1 month?

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

11. Restrict consecutive bookings

Enable

12. Cannot book another facility on the same day

Within Group

Enable

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

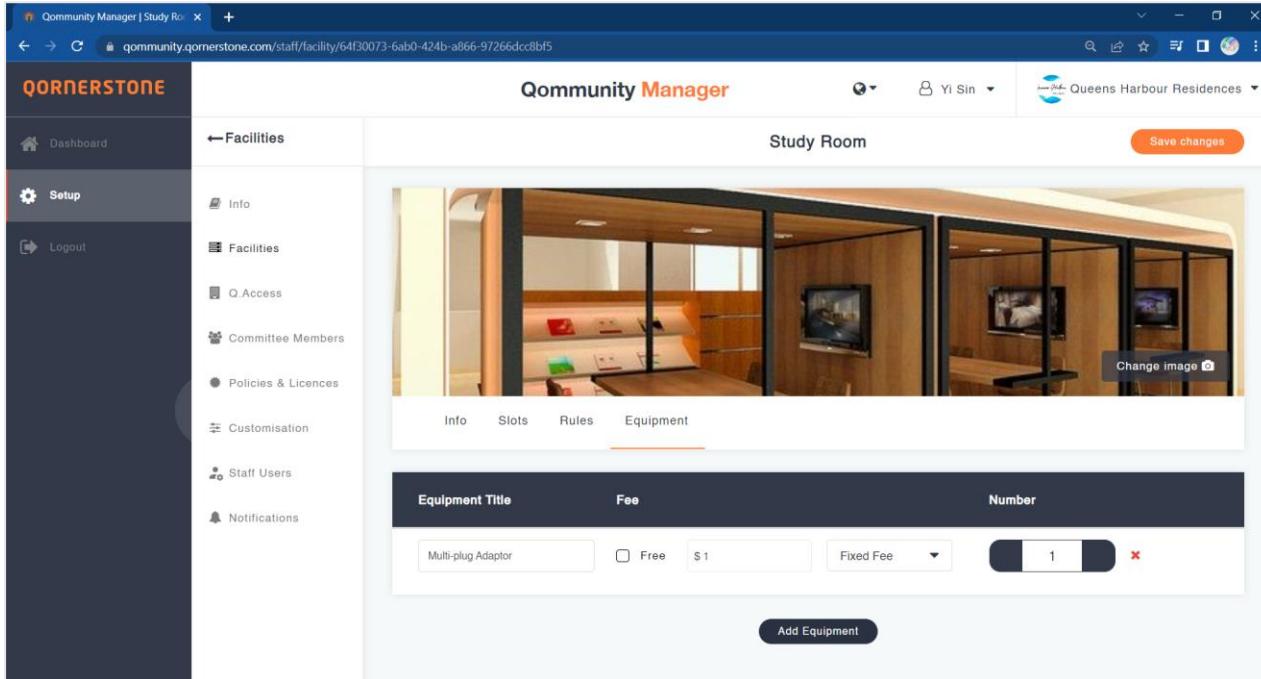
Enable

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

# 7. Qcommunity 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 Qcommunity Resident App. \*For future enhancements.



The screenshot displays the Qcommunity Manager web interface. The browser address bar shows the URL: `qcommunity.qornerstone.com/staff/facility/64f30073-6ab0-424b-a866-97266dccc8bf5`. The page title is "Study Room". The left sidebar contains navigation options: Dashboard, Setup, and Logout. The main content area is titled "Facilities" and shows a "Study Room" entry with a "Save changes" button. Below the room name is a large image of the study room with a "Change image" button. The "Equipment" tab is selected, showing a table with columns for "Equipment Title", "Fee", and "Number".

Equipment Title	Fee	Number
Multi-plug Adaptor	<input type="checkbox"/> Free \$1	Fixed Fee 1

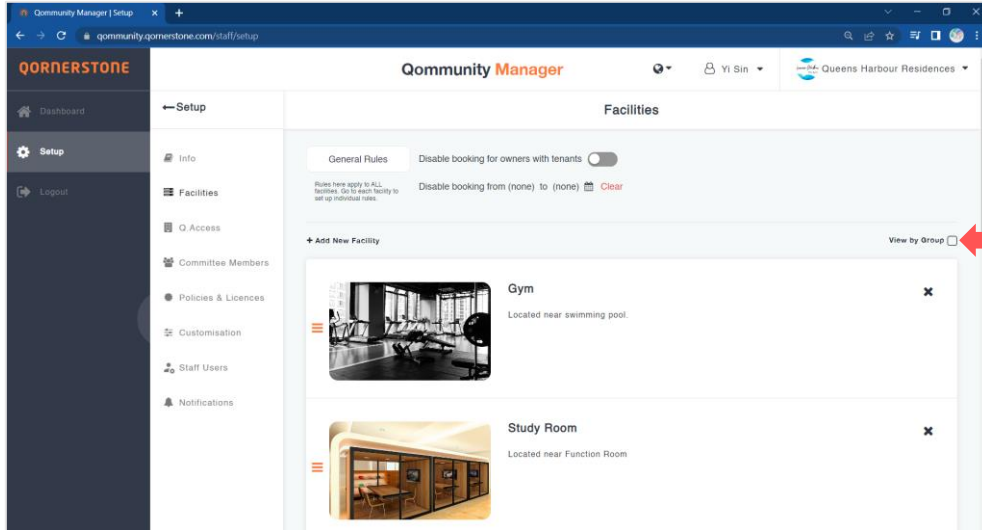
An "Add Equipment" button is located at the bottom of the equipment list.



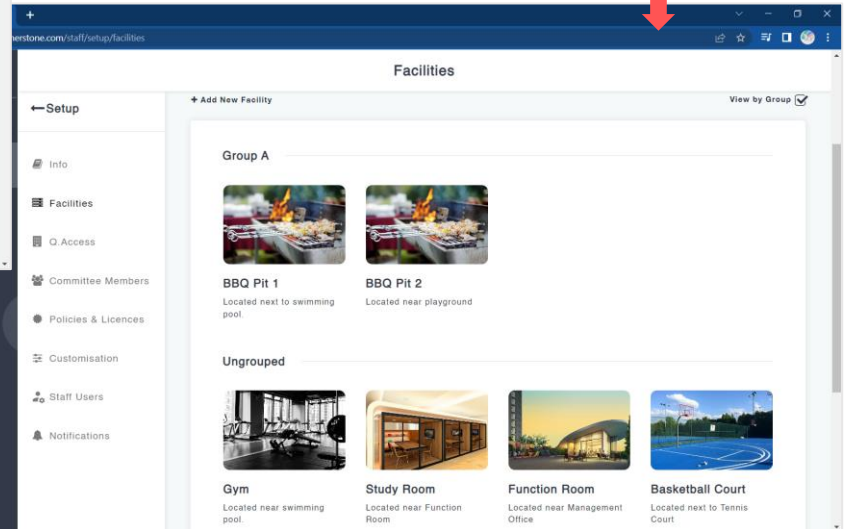
# 7. Qcommunity Manager Portal Setup

## B. Estate Facilities – View by Group

- **View by Group:** Select this option to sort Facilities by Facility Group



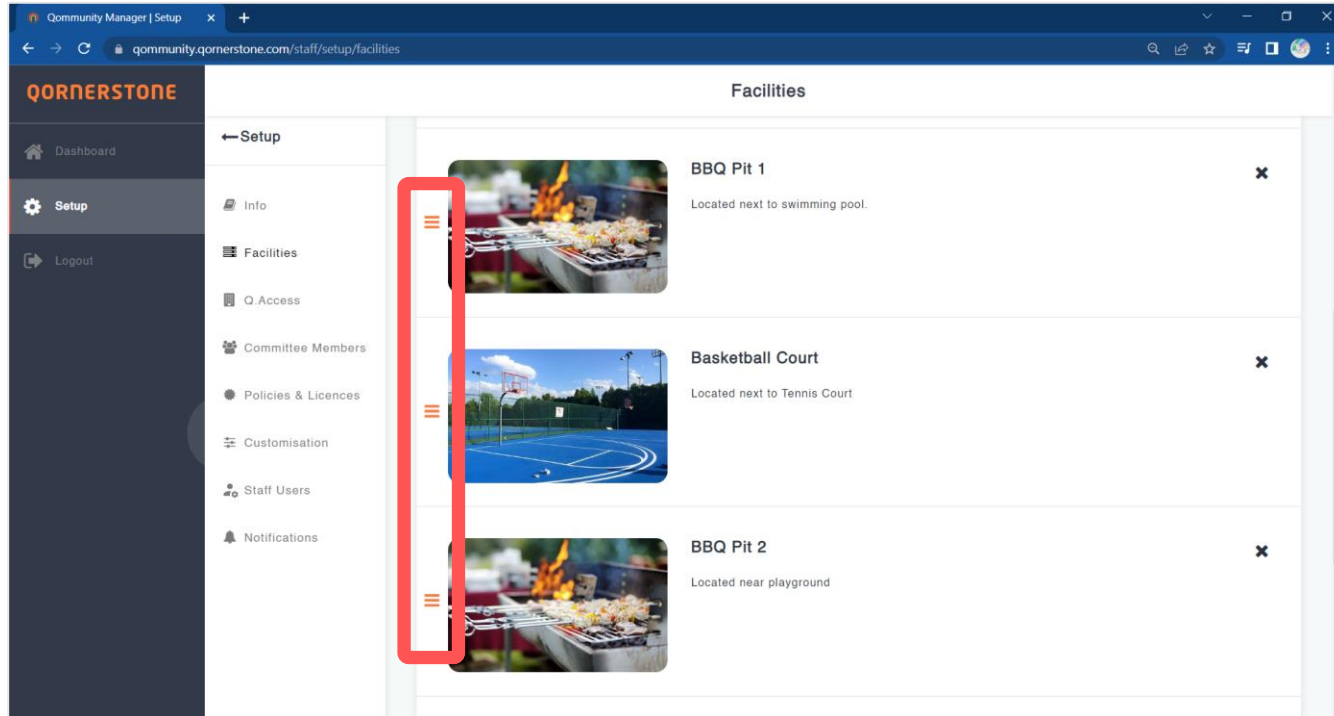
After selecting the 'View by Group' option



# 7. Qommunity Manager Portal Setup

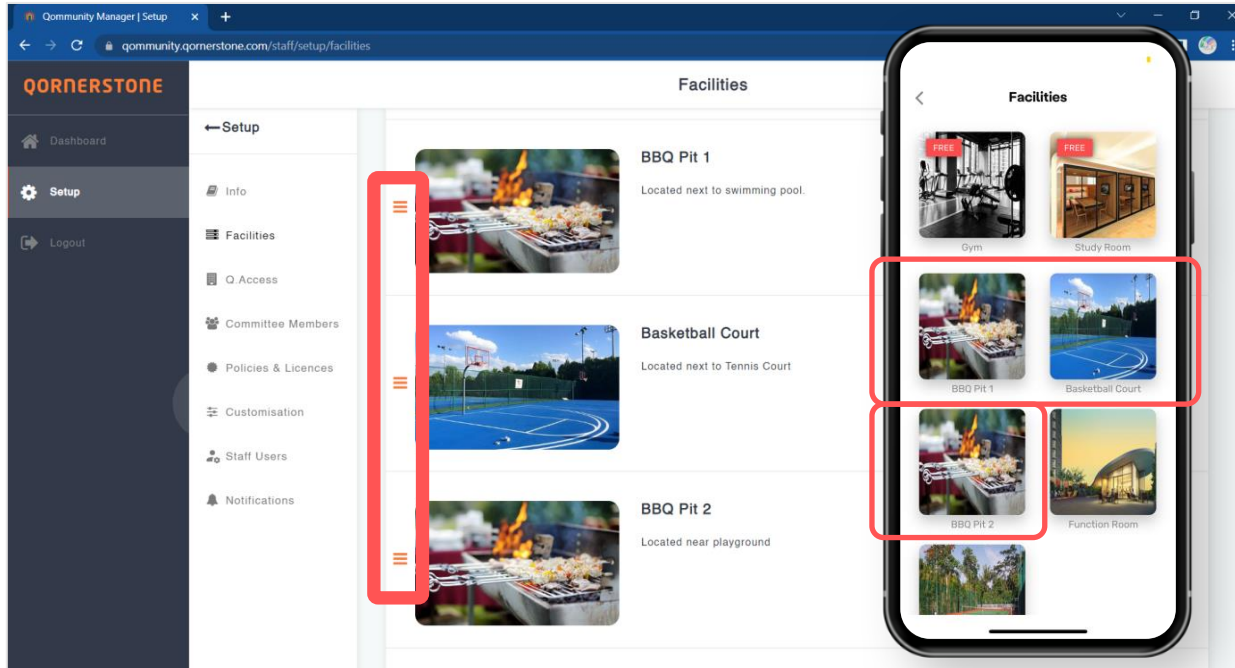
## B. Estate Facilities

- 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

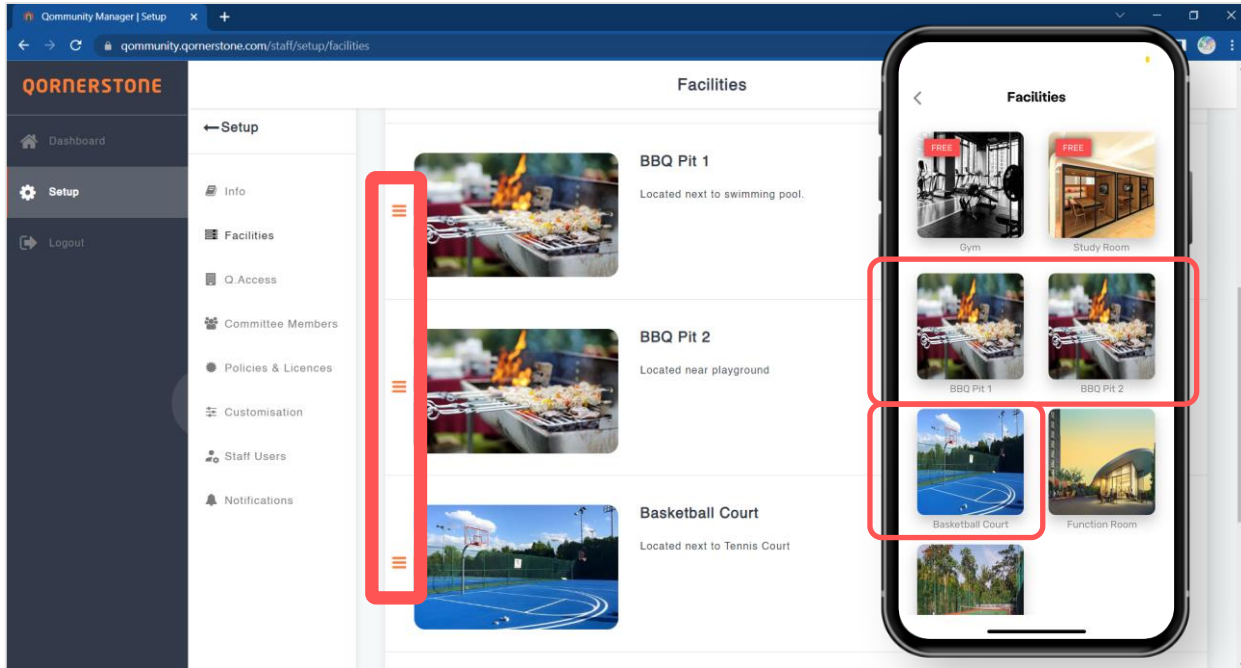
The sequence of  
Facilities are:

- 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:

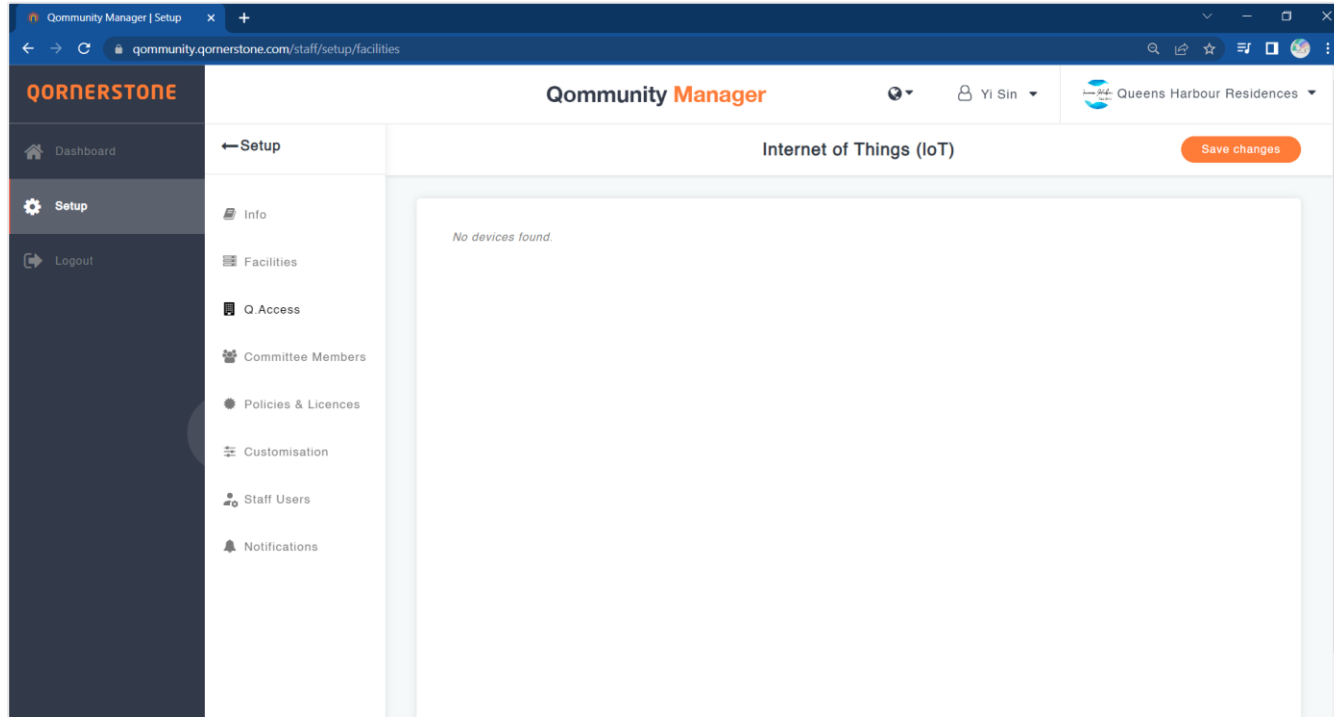
- BBQ Pit 1
- BBQ Pit 2
- Basketball Court

\*In both  
Community Manager &  
Community Resident App

# 7. Qcommunity Manager Portal Setup

## C. Q.Access

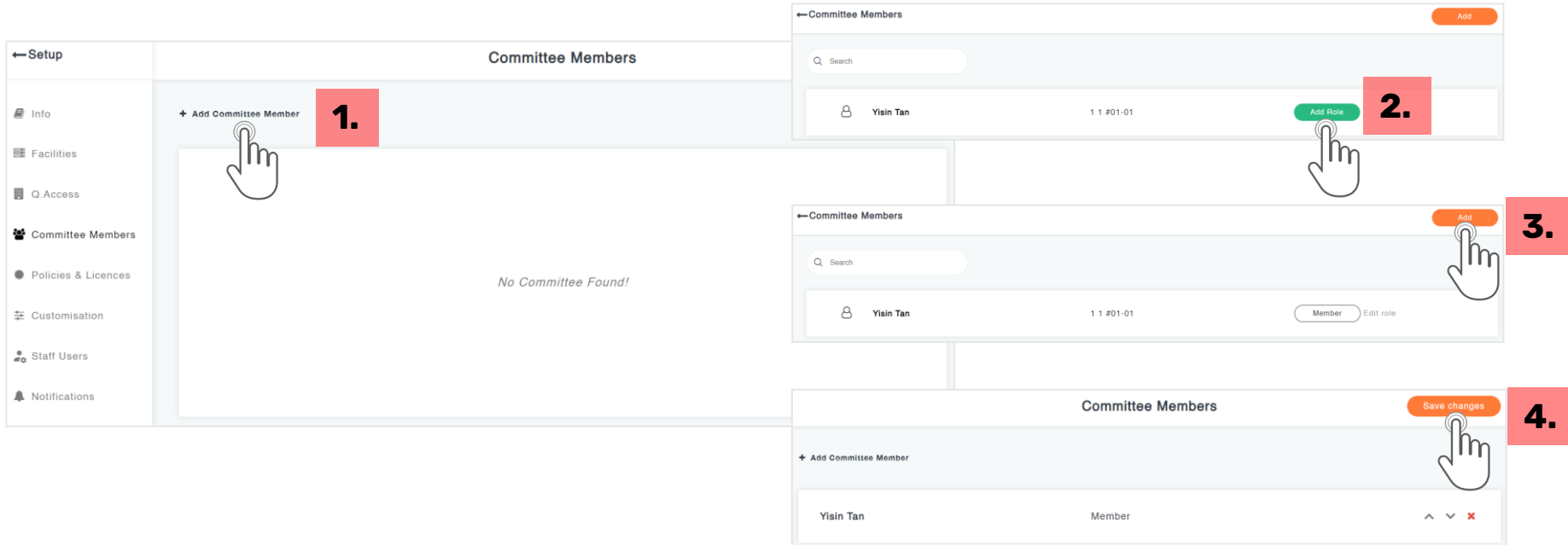
- This is related to Qcommunity Resident App Add-ons, i.e., License Plate Recognition (LPR), Door Access and others. Charges apply.
- Skip this setup if it is not application to your estate



# 7. Qcommunity 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



The screenshots illustrate the process of adding a committee member:

- Step 1:** The user is on the 'Committee Members' page. The '+ Add Committee Member' button is highlighted with a red box and a hand cursor.
- Step 2:** The user has added a member 'Yisn Tan' with ID '1 1 #01-01'. The 'Add Role' button is highlighted with a red box and a hand cursor.
- Step 3:** The user has selected the role 'Member' for the member. The 'Add' button in the top right corner is highlighted with a red box and a hand cursor.
- Step 4:** The user has confirmed the addition. The 'Save changes' button in the top right corner is highlighted with a red box and a hand cursor.

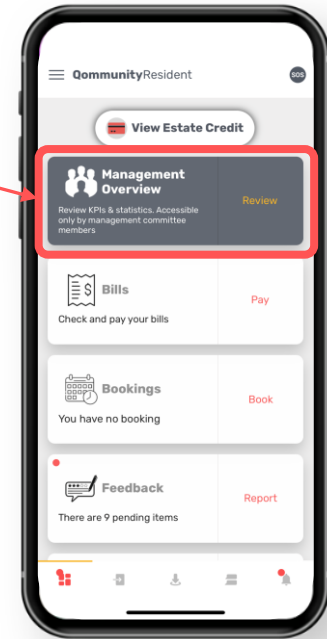
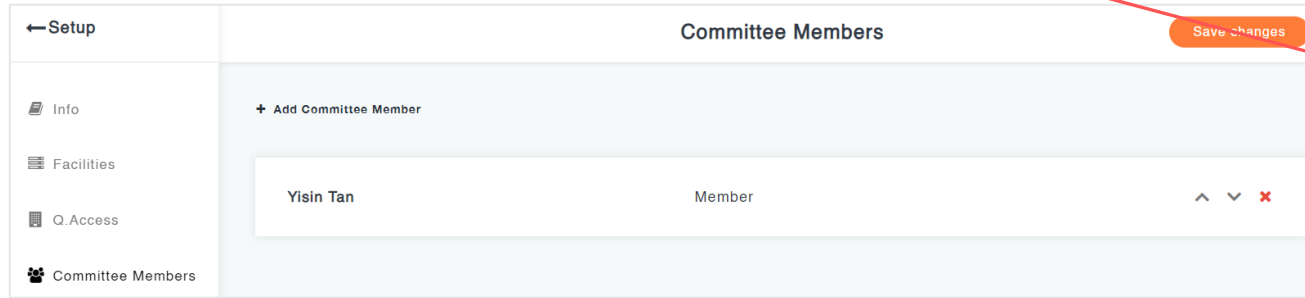
# 7. Qommunity Manager Portal Setup

Click here to learn more 




## 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



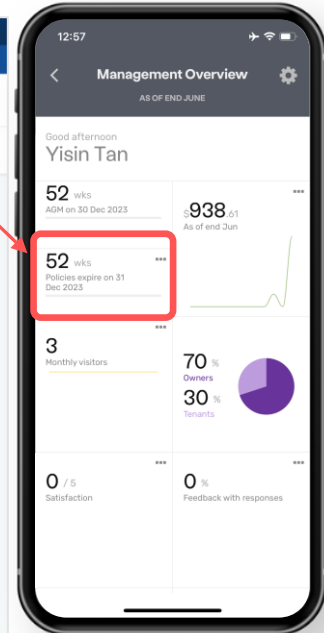
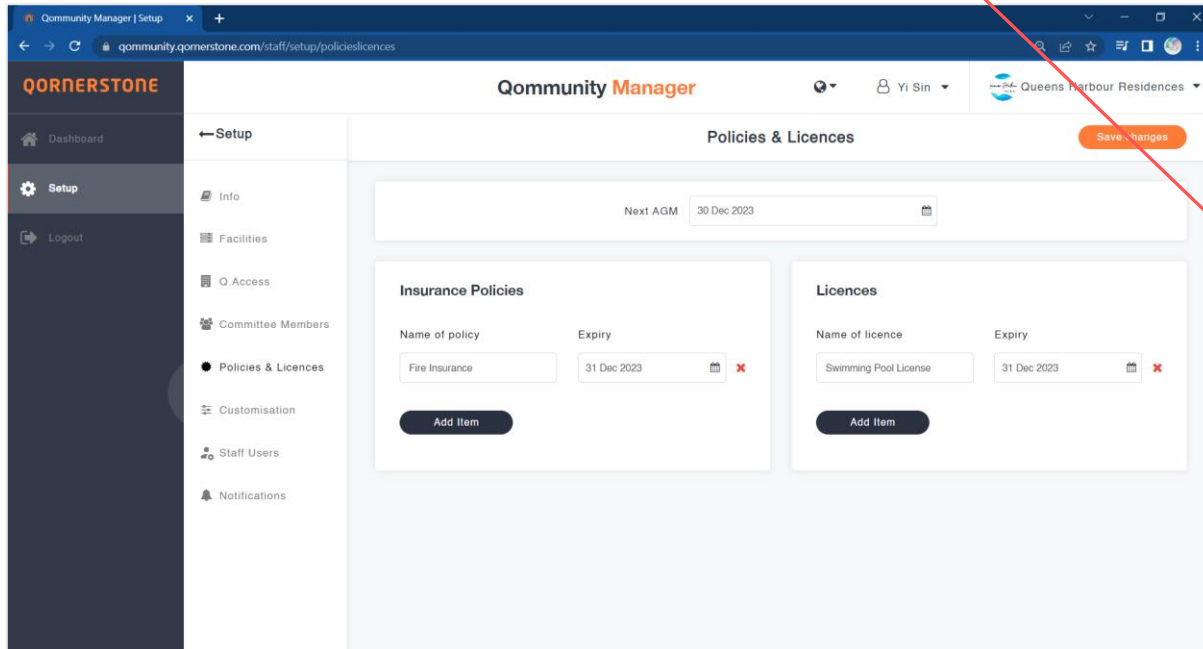
# 7. Qcommunity Manager Portal Setup

Click here to learn more 



## 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

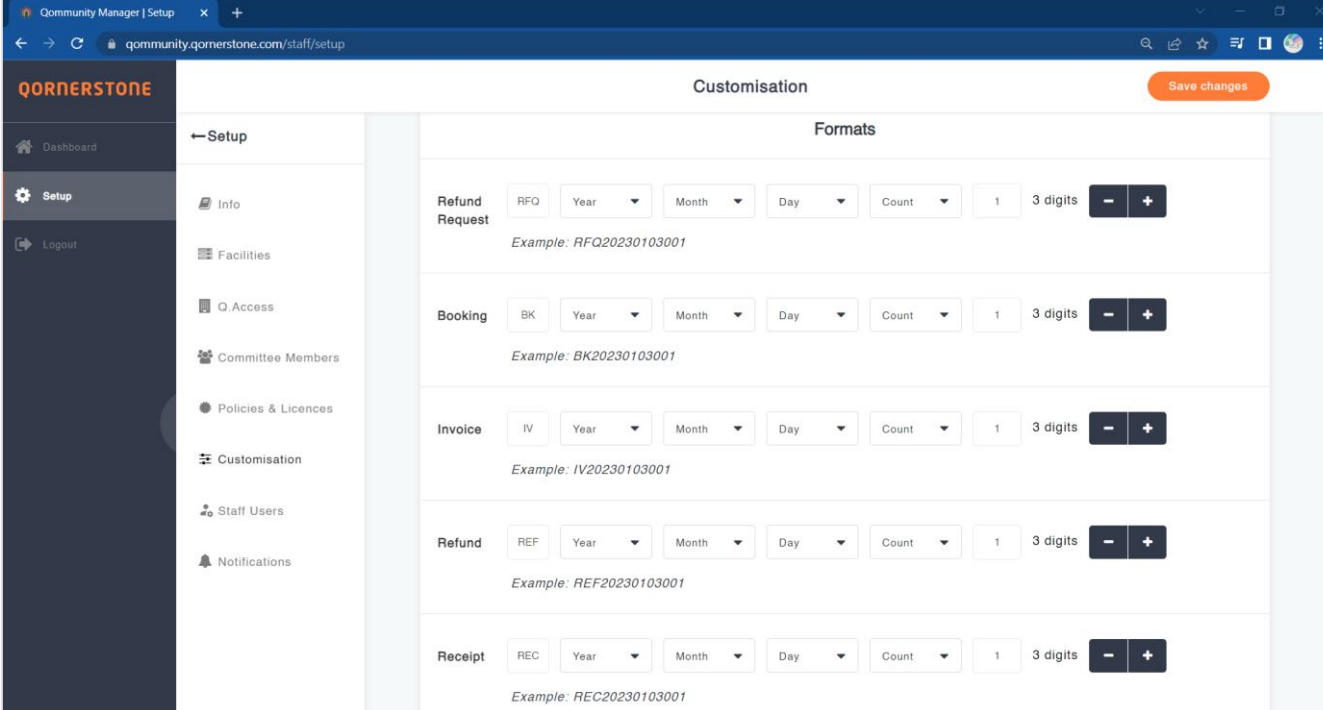




# 7. Qommunity Manager Portal Setup

## F. Customization Setup - Formats

- Determine how the Referencing Formats are to be displayed



The screenshot displays the 'Customisation' section of the QORNERSTONE Community Manager Portal Setup interface. The page is titled 'Customisation' and includes a 'Save changes' button in the top right corner. The left sidebar shows the navigation menu with 'Setup' selected. The main content area is titled 'Formats' and contains five rows of configuration options for different document types:

- Refund Request:** RFQ, Year, Month, Day, Count, 1, 3 digits. Example: RFQ20230103001
- Booking:** BK, Year, Month, Day, Count, 1, 3 digits. Example: BK20230103001
- Invoice:** IV, Year, Month, Day, Count, 1, 3 digits. Example: IV20230103001
- Refund:** REF, Year, Month, Day, Count, 1, 3 digits. Example: REF20230103001
- Receipt:** REC, Year, Month, Day, Count, 1, 3 digits. Example: REC20230103001

Each row consists of a label, a text input field for the prefix, a dropdown menu for the year, dropdown menus for month and day, a dropdown menu for the count, a text input field for the count value, a label for the number of digits, and minus/plus buttons for adjusting the digit count.

# 7. Qcommunity Manager Portal Setup

Click here to  
learn more



## 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 Qcommunity Resident App

The screenshot displays the 'Customisation' page in the Qcommunity Manager Portal. The page title is 'Customisation' and it includes a 'Save changes' button. The main content area is titled 'Forms & Invitation Cards' and contains several sections:

- Access Cards**: A dropdown menu with a downward arrow.
- Moving In/Out**: A dropdown menu with a downward arrow.
- Renovation**: A dropdown menu with a rightward arrow.
- Show**: Radio buttons for 'Everyone' (selected), 'Owners/Occupiers', 'Tenants', and 'Nobody (hide)'.
- Rules & Regulations**: A text area containing the text: 'The Management shall require a minimum of 3-5 working days for processing an application.'
- Terms & Conditions**: A text area containing the text: 'The permitted working hours for all works are to be conducted within Mondays to Fridays: 9.00am to 6.00pm.'
- Car Parking**: A dropdown menu with a downward arrow.

The left sidebar shows the navigation menu with options: Dashboard, Setup (selected), Logout, Info, Facilities, Q Access, Committee Members, Policies & Licences, Customisation, Staff Users, and Notifications.

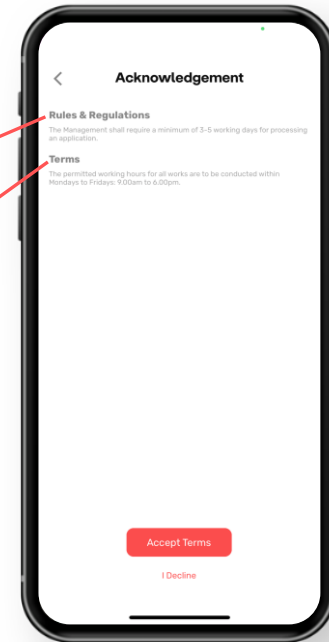
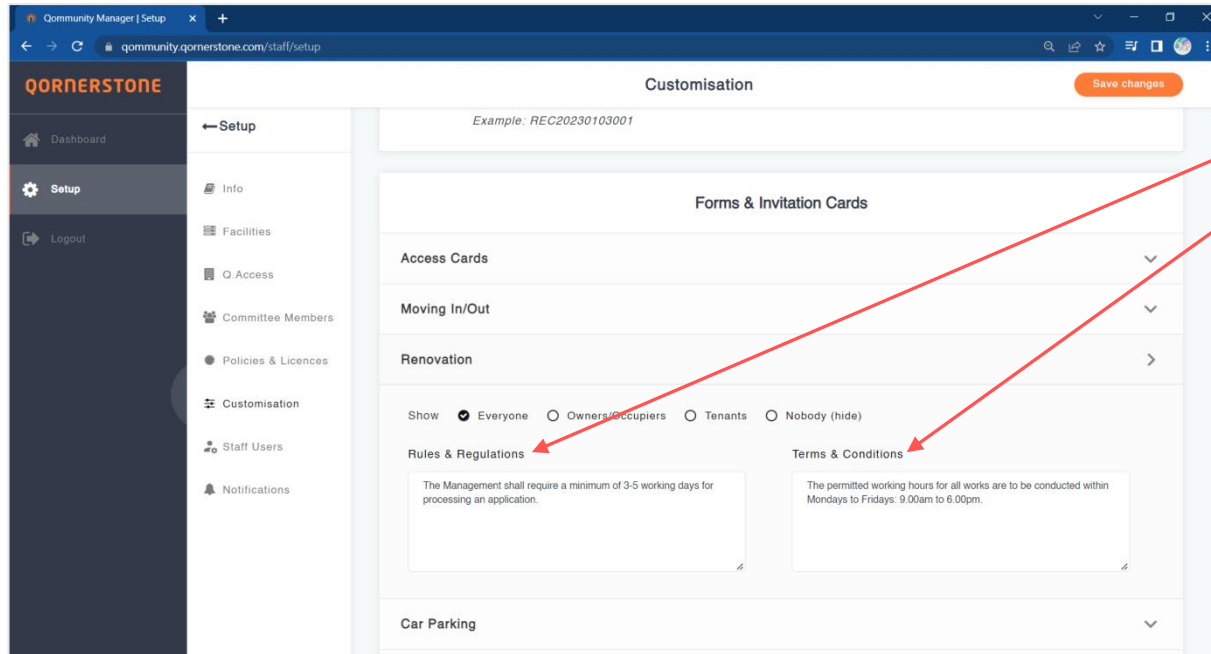
# 7. Qcommunity Manager Portal Setup

Click here to learn more 



## F. Customization Setup - eForms

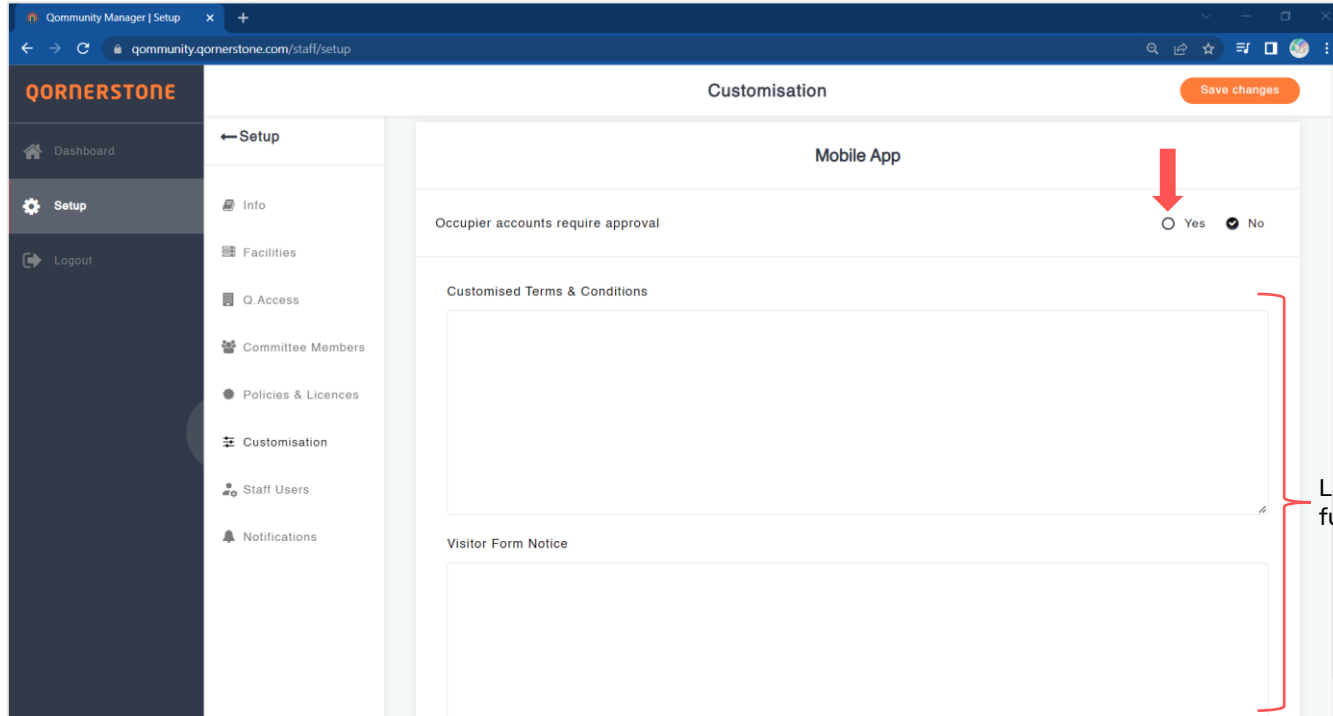
- Input the Rules & Regulations and Terms & Conditions of the eForm(s)
- The information stated will appear in the App



# 7. Qcommunity Manager Portal Setup

## F. Customization Setup – Approval Setup for Occupier App Accounts

- Tenant App Accounts created from Qcommunity 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

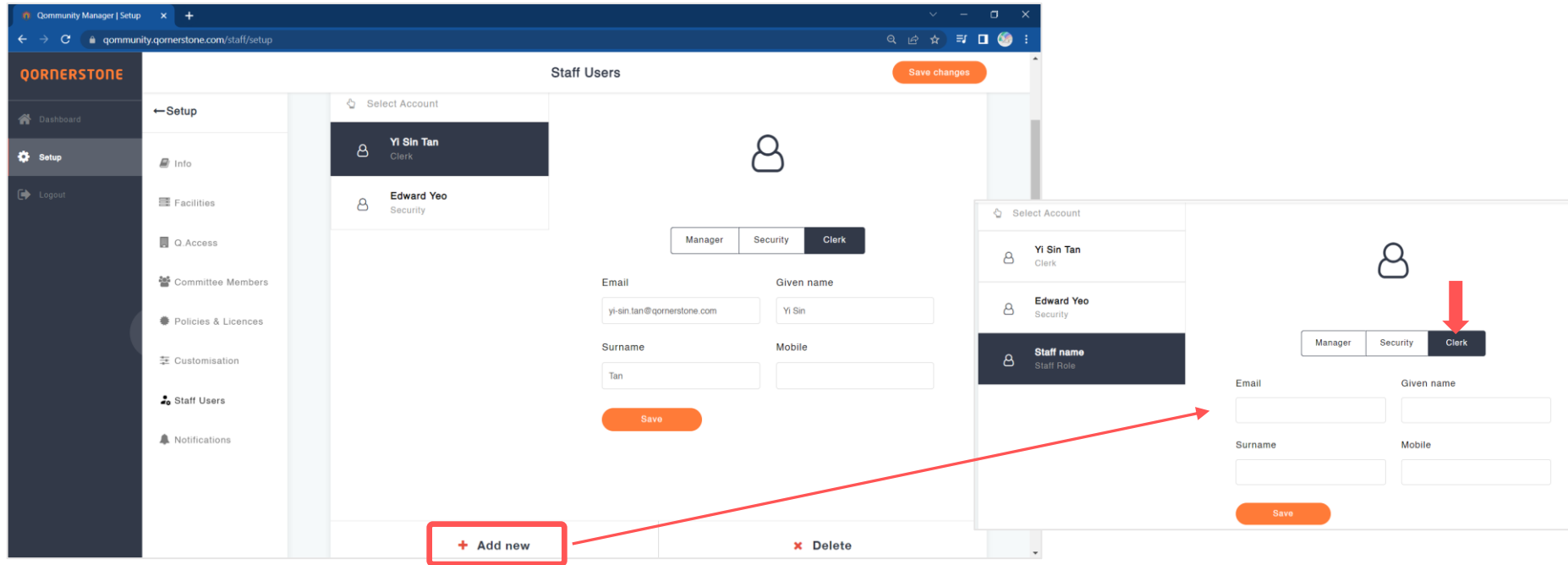


Leave blank. \*For future enhancements

# 7. Qcommunity 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 Qcommunity with a password to login to Qcommunity Manager. Staff can change their password under 'My Profile'

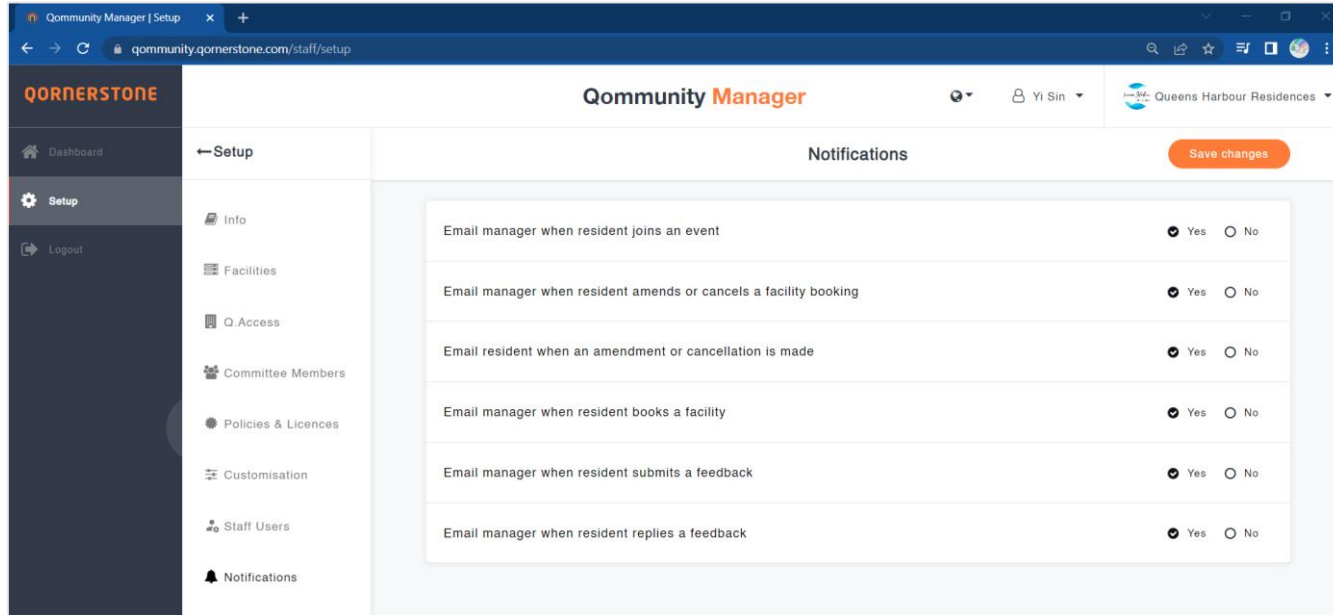


The screenshot displays the 'Staff Users' management interface in a web browser. The browser address bar shows 'qcommunity.qornerstone.com/staff/setup'. The interface includes a left-hand navigation menu with options like 'Dashboard', 'Setup', 'Info', 'Facilities', 'Q.Access', 'Committee Members', 'Policies & Licences', 'Customisation', 'Staff Users', and 'Notifications'. The main content area is titled 'Staff Users' and features a 'Save changes' button in the top right. A 'Select Account' dropdown menu is open, showing two existing accounts: 'Yi Sin Tan Clerk' and 'Edward Yeo Security'. Below this, there are three role selection buttons: 'Manager', 'Security', and 'Clerk'. The 'Clerk' role is currently selected. The form fields for the selected role include 'Email' (with the value 'yi-sin.tan@qornerstone.com'), 'Given name' (with the value 'Yi Sin'), 'Surname' (with the value 'Tan'), and 'Mobile'. A 'Save' button is located below the form fields. At the bottom of the page, there are two buttons: '+ Add new' (highlighted with a red box) and 'Delete'. A red arrow points from the '+ Add new' button to a zoomed-in view of the 'Clerk' role selection and form fields on the right side of the image. In this zoomed view, a red arrow points to the 'Clerk' role button, and another red arrow points to the 'Save' button at the bottom of the form.

# 7. Qommunity Manager Portal Setup

## H. Email Notifications

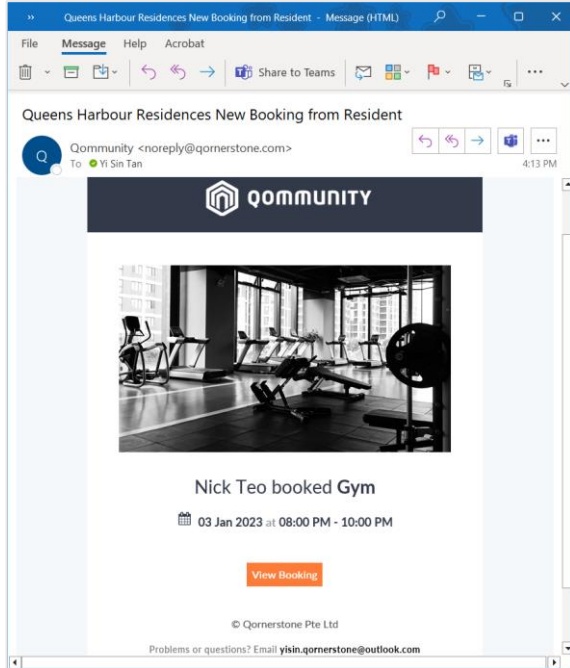
- Determine what is/are the email notification(s) that staff would like to receive
- Email notifications will be sent to all staff's email add that is used to access Qommunity Manager Portal



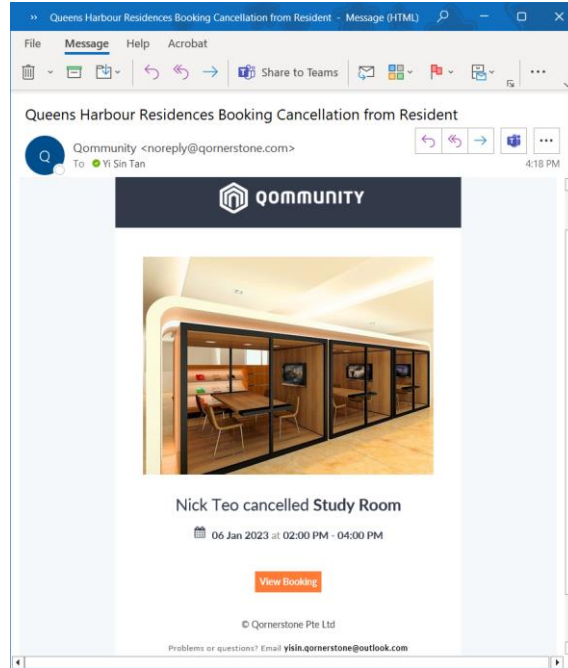
# 7. Qcommunity Manager Portal Setup

## Samples of Email Notifications

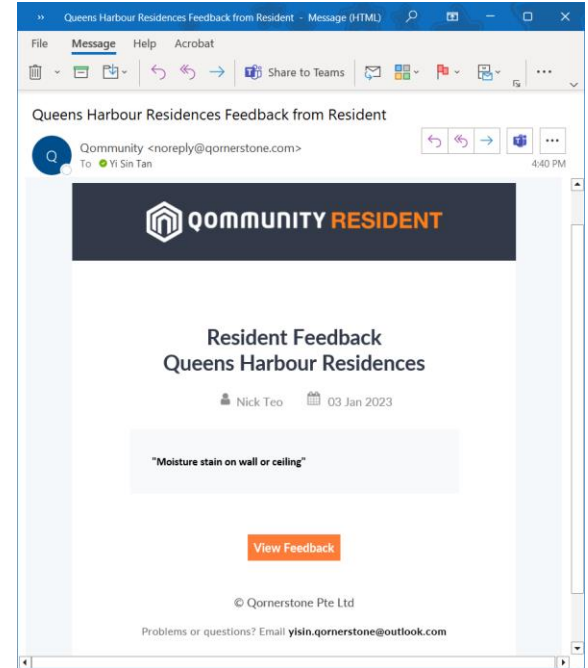
### Facility Booking Email Notification



### Booking Cancellation Email Notification



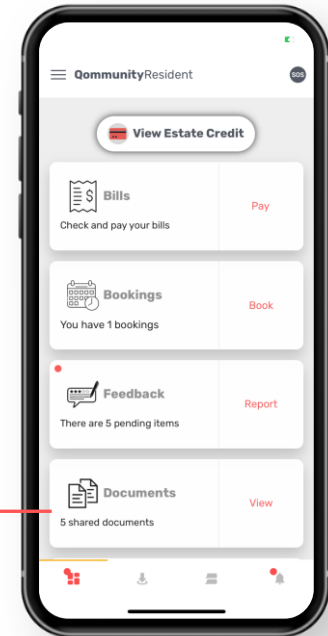
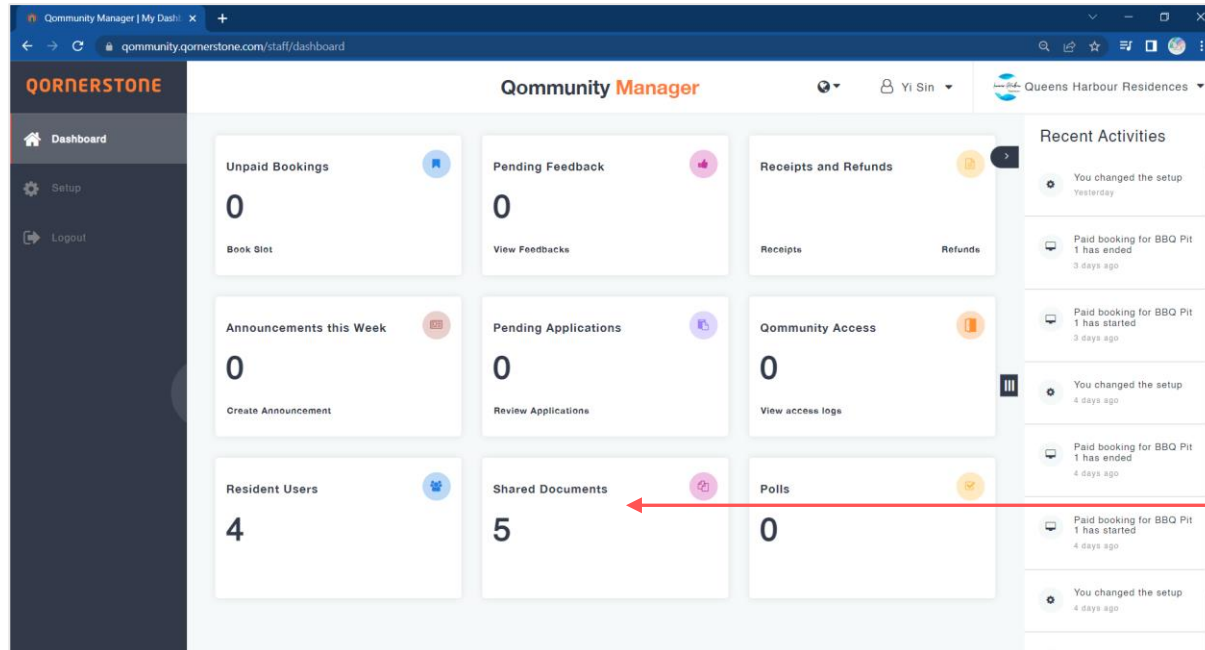
### Feedback Submission Email Notification



# 7. Qcommunity 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

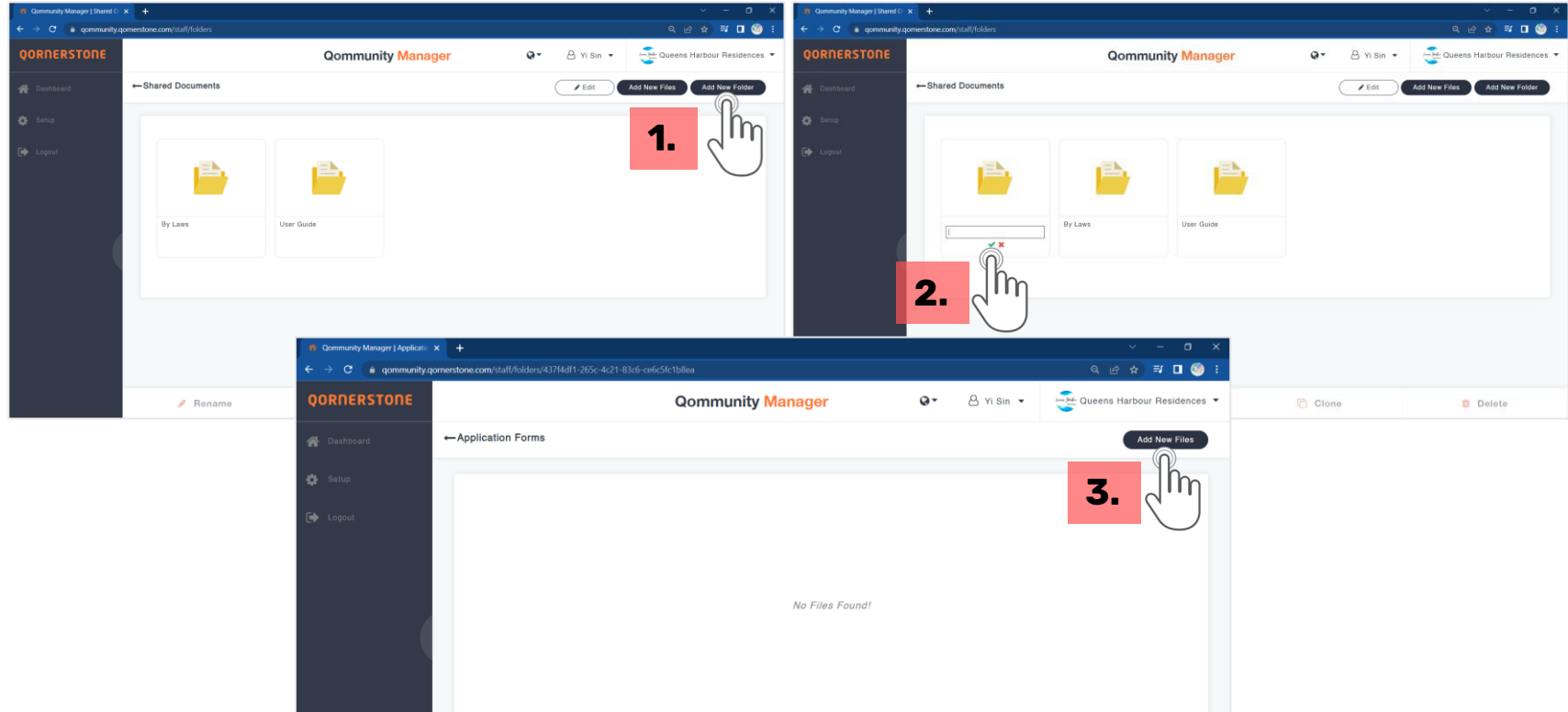




# 7. Qommunity Manager Portal Setup

## I. Share Documents with Owners and/or Tenants

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



The image displays three sequential screenshots of the QORNERSTONE Community Manager portal, illustrating the process of adding a new folder and uploading files.

**Step 1:** The first screenshot shows the "Shared Documents" page. The "Add New Folder" button is highlighted with a red box and a hand cursor, indicating the first step.

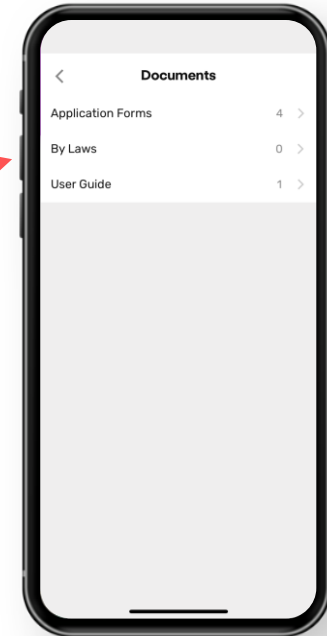
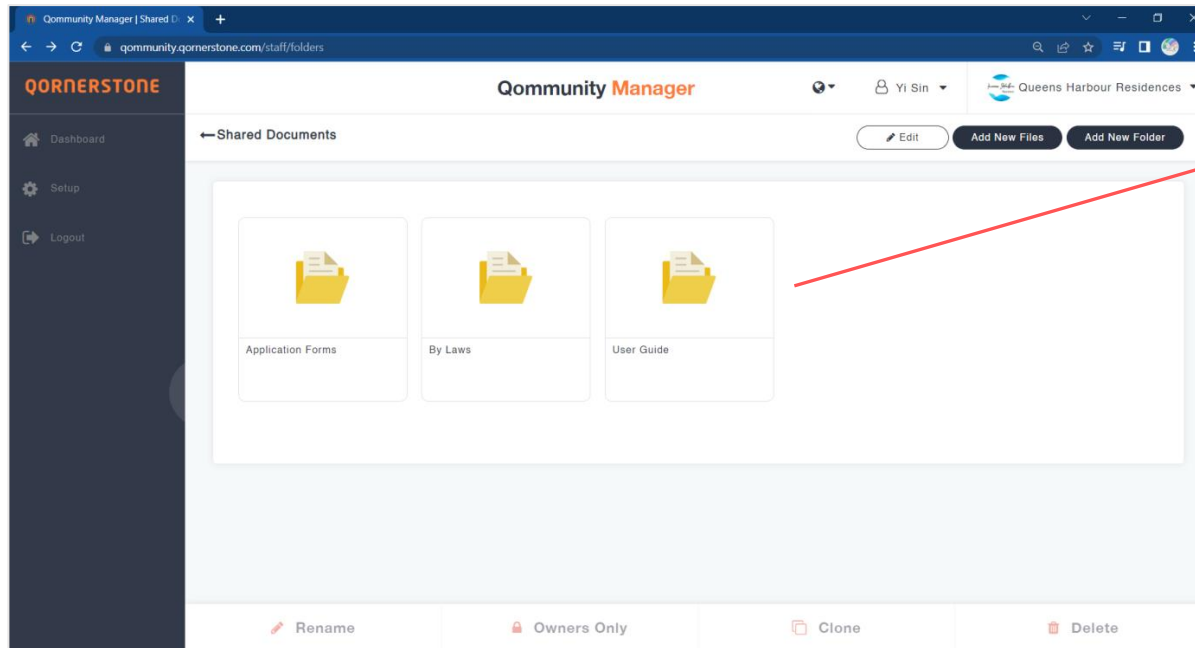
**Step 2:** The second screenshot shows the "Add New Folder" dialog box. The "Name" field is highlighted with a red box and a hand cursor, indicating the second step.

**Step 3:** The third screenshot shows the "Application Forms" page. The "Add New Files" button is highlighted with a red box and a hand cursor, indicating the third step.

# 7. Qcommunity Manager Portal Setup

## I. Share Documents with Owners and/or Tenants

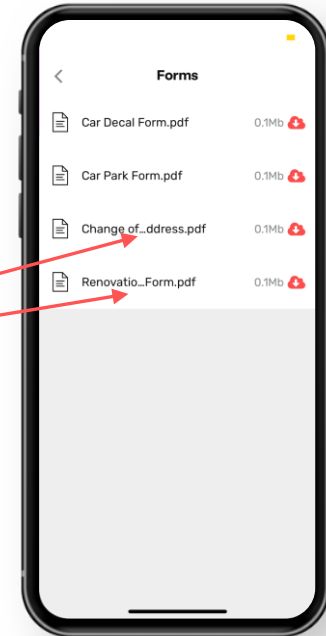
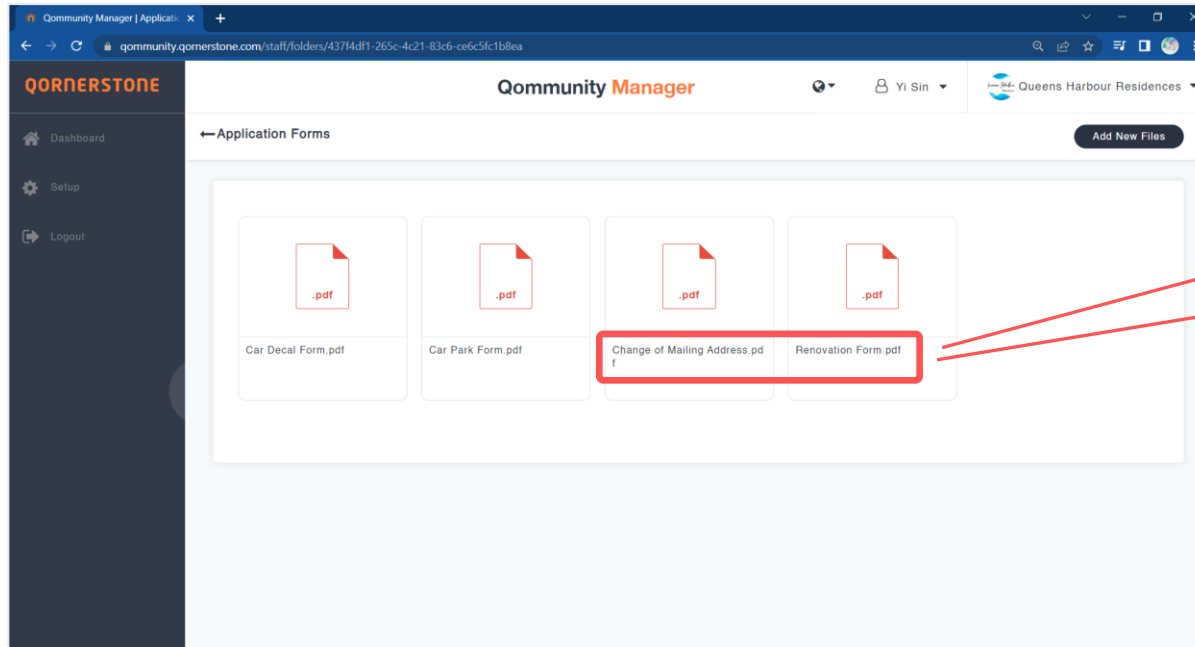
- The folder(s) will appear in the App, as per what you have created
- Click into the individual folders & upload documents



# 7. Qcommunity Manager Portal Setup

## I. Share Documents with Owners and/or Tenants

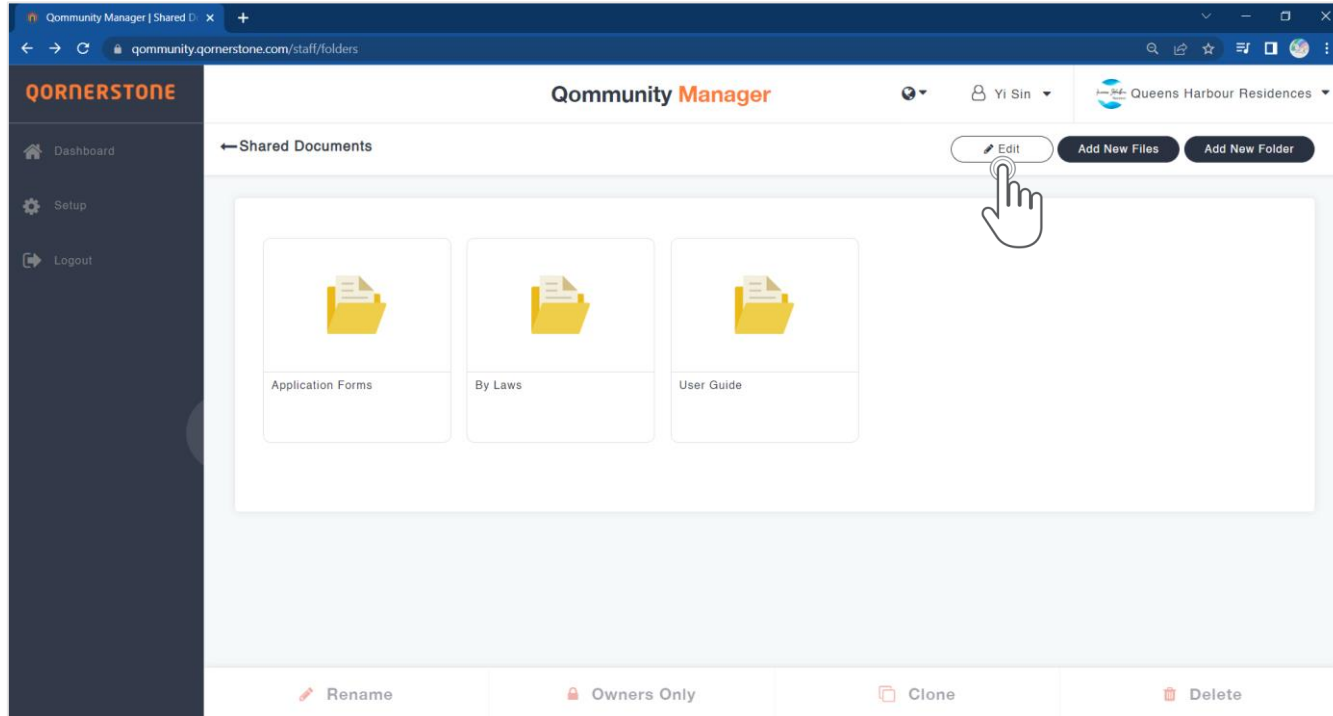
- In each folder, the file(s) will appear in the App, as per what you have uploaded
- Name the files briefly as lengthy file names may be unclear (E.g., Change of Mailing Address & Renovation forms)



# 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 =  
Qcommunity Resident App  
Accounts)

---

# 8. Portal User Accounts Creation

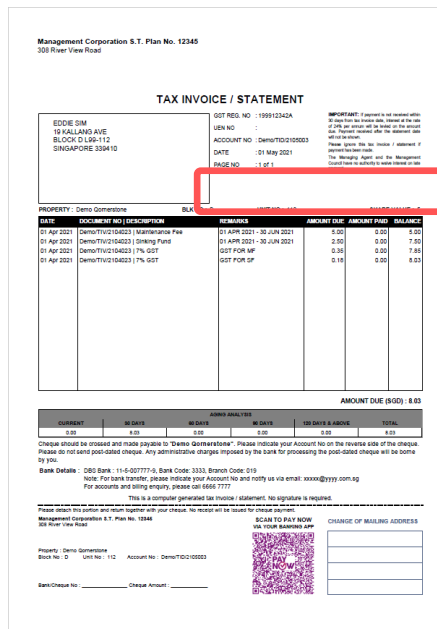
## A. When Should You Generate Portal User Accounts?

- 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 Community App Welcome Letter

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

Before



Management Corporation S.T. Plan No. 12345  
330 River View Road

**TAX INVOICE / STATEMENT**

GST REG. NO. : 199912342A  
 EDIE SIM  
 19 KALLANG AVE  
 BLOCK D L96-112  
 SINGAPORE 330410  
 ACCOUNT NO. : DemoTQD105053  
 DATE : 01 May 2021  
 PAGE NO. : - 1 of 1

**PROPERTY:** Demo Condostrata

DATE	DOCUMENT NO. / DESCRIPTION	REMARKS	AMOUNT DUE	AMOUNT PAID	BALANCE
01 Apr 2021	DemoTQD104023 Maintenance Fee	01 APR 2021 - 30 JUN 2021	5.00	0.00	5.00
01 Apr 2021	DemoTQD104023 Security Fund	01 APR 2021 - 30 JUN 2021	2.00	0.00	7.00
01 Apr 2021	DemoTQD104023 1% GST	GST FOR MP	0.36	0.00	7.86
01 Apr 2021	DemoTQD104023 1% GST	GST FOR SP	0.18	0.00	8.03

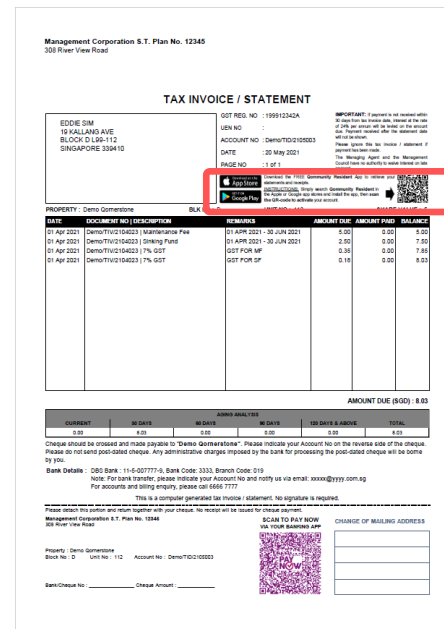
AMOUNT DUE (SGD): 8.03

CURRENT	30 DAYS	60 DAYS	90 DAYS	120 DAYS & ABOVE	TOTAL
0.00	0.00	0.00	0.00	0.00	0.00

Bank Details : DBS Bank : 11-6-027777-8, Bank Code: 3333, Branch Code: 019  
 Note: For bank transfer, please indicate your Account No. and notify us via email: xxxxxx@yyy.com.sg  
 For accounts and billing enquiry, please call 6666 7777

Property: Demo Condostrata  
 Block No. D Unit No. 112 Account No: DemoTQD105053  
 Bank/Cheque No. : \_\_\_\_\_ Cheque Amount: \_\_\_\_\_

After



Management Corporation S.T. Plan No. 12345  
330 River View Road

**TAX INVOICE / STATEMENT**

GST REG. NO. : 199912342A  
 EDIE SIM  
 19 KALLANG AVE  
 BLOCK D L96-112  
 SINGAPORE 330410  
 ACCOUNT NO. : DemoTQD105053  
 DATE : 20 May 2021  
 PAGE NO. : 1 of 1

**PROPERTY:** Demo Condostrata

DATE	DOCUMENT NO. / DESCRIPTION	REMARKS	AMOUNT DUE	AMOUNT PAID	BALANCE
01 Apr 2021	DemoTQD104023 Maintenance Fee	01 APR 2021 - 30 JUN 2021	5.00	0.00	5.00
01 Apr 2021	DemoTQD104023 Security Fund	01 APR 2021 - 30 JUN 2021	2.00	0.00	7.00
01 Apr 2021	DemoTQD104023 1% GST	GST FOR MP	0.36	0.00	7.86
01 Apr 2021	DemoTQD104023 1% GST	GST FOR SP	0.18	0.00	8.03

AMOUNT DUE (SGD): 8.03

CURRENT	30 DAYS	60 DAYS	90 DAYS	120 DAYS & ABOVE	TOTAL
0.00	0.00	0.00	0.00	0.00	0.00

Bank Details : DBS Bank : 11-6-027777-8, Bank Code: 3333, Branch Code: 019  
 Note: For bank transfer, please indicate your Account No. and notify us via email: xxxxxx@yyy.com.sg  
 For accounts and billing enquiry, please call 6666 7777

Property: Demo Condostrata  
 Block No. D Unit No. 112 Account No: DemoTQD105053  
 Bank/Cheque No. : \_\_\_\_\_ Cheque Amount: \_\_\_\_\_

## 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



#### 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

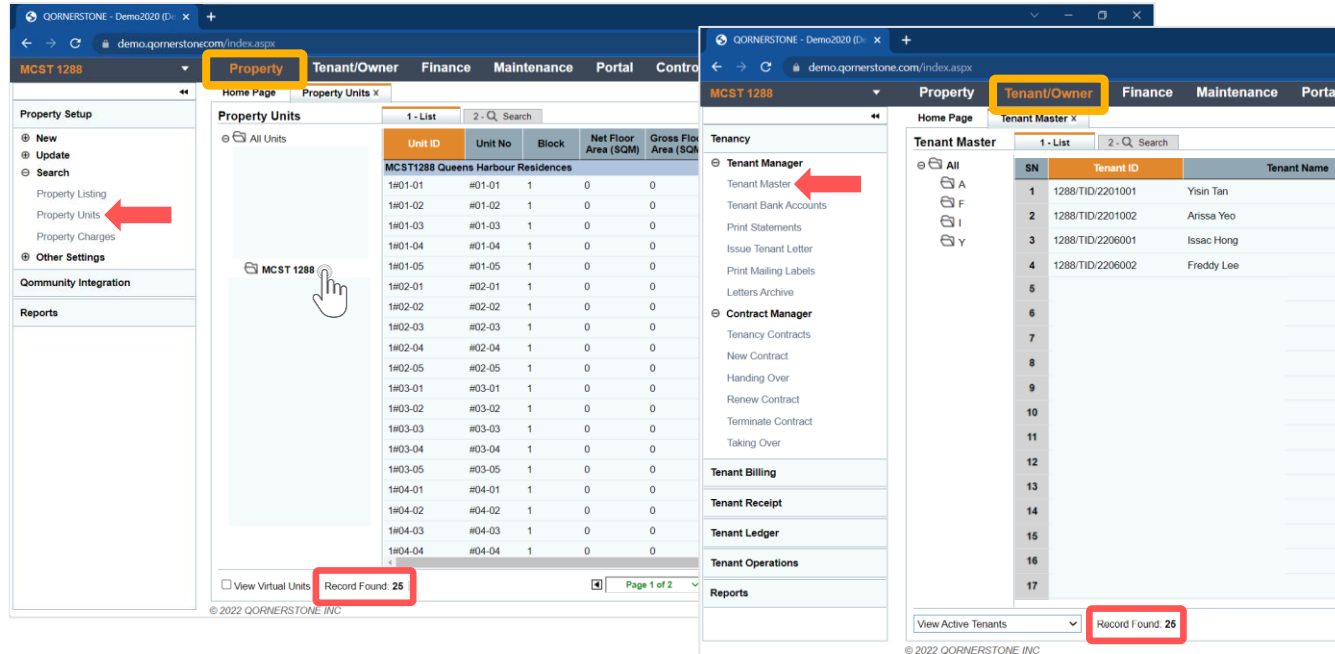
#### Scenario 3 – Launch Qommunity App and Mailout both SOA & App Welcome Letter together

- 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**



The image displays two screenshots of the QORNERSTONE portal interface, illustrating the steps to check property units and tenant master records.

**Left Screenshot: Property Units**

- The top navigation bar shows the user is logged in as 'MCST1288' and is in the 'Property' section.
- The left sidebar has 'Property Units' highlighted with a red arrow.
- The main content area shows a table of property units for 'MCST1288 Queens Harbour Residences'.
- A red box highlights the 'Record Found: 25' at the bottom of the table.

Unit ID	Unit No	Block	Net Floor Area (SQM)	Gross Floor Area (SQM)
1#01-01	#01-01	1	0	0
1#01-02	#01-02	1	0	0
1#01-03	#01-03	1	0	0
1#01-04	#01-04	1	0	0
1#01-05	#01-05	1	0	0
1#02-01	#02-01	1	0	0
1#02-02	#02-02	1	0	0
1#02-03	#02-03	1	0	0
1#02-04	#02-04	1	0	0
1#02-05	#02-05	1	0	0
1#03-01	#03-01	1	0	0
1#03-02	#03-02	1	0	0
1#03-03	#03-03	1	0	0
1#03-04	#03-04	1	0	0
1#03-05	#03-05	1	0	0
1#04-01	#04-01	1	0	0
1#04-02	#04-02	1	0	0
1#04-03	#04-03	1	0	0
1#04-04	#04-04	1	0	0

**Right Screenshot: Tenant Master**

- The top navigation bar shows the user is in the 'Tenant/Owner' section.
- The left sidebar has 'Tenant Master' highlighted with a red arrow.
- The main content area shows a table of tenant master records for 'MCST1288'.
- A red box highlights the 'Record Found: 25' at the bottom of the table.

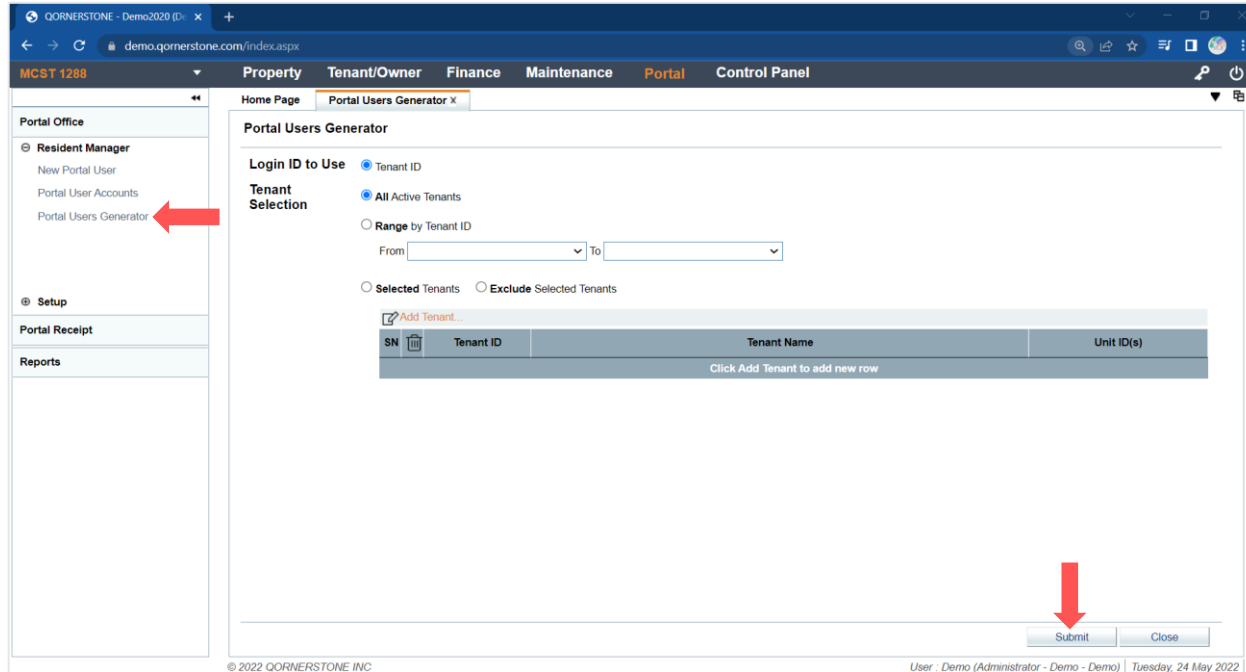
SN	Tenant ID	Tenant Name
1	1288/TID/2201001	Yisin Tan
2	1288/TID/2201002	Arisa Yeo
3	1288/TID/2206001	Issac Hong
4	1288/TID/2206002	Freddy Lee
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		



# 8. Portal User Accounts Creation

## C. Create Portal User Accounts (Qcommunity 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 Qcommunity Resident App Accounts for **all SPs**



The screenshot displays the 'Portal Users Generator' interface within the QORNERSTONE application. The navigation menu on the left shows the path: Portal Office > Resident Manager > Portal Users Generator. The main content area is titled 'Portal Users Generator' and includes the following options:

- Login ID to Use:**  Tenant ID
- Tenant Selection:**  All Active Tenants
- Range by Tenant ID (with 'From' and 'To' dropdowns)
- Selected Tenants  Exclude Selected Tenants

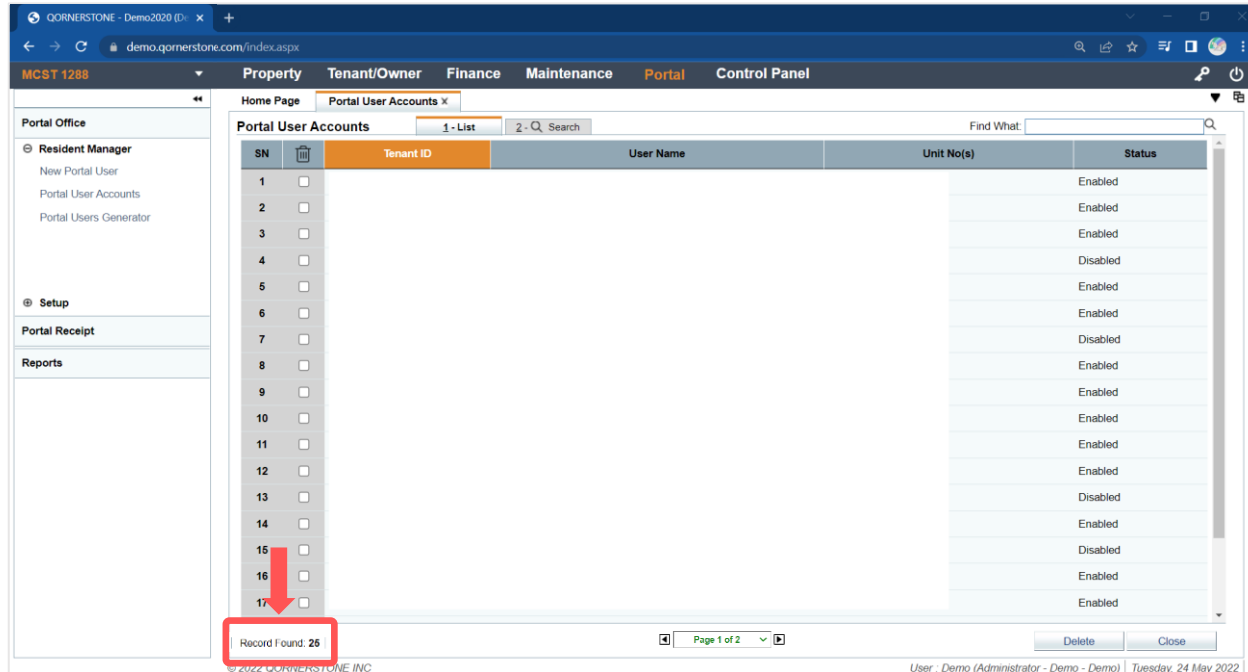
Below these options is a table with columns for SN, Tenant ID, Tenant Name, and Unit ID(s). A red arrow points to the 'Submit' button at the bottom right of the interface.

© 2022 QORNERSTONE INC User: Demo (Administrator - Demo - Demo) Tuesday, 24 May 2022

# 8. Portal User Accounts Creation

## D. View Portal User Accounts (Qcommunity 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



The screenshot shows the 'Portal User Accounts' listing page in the QORNERSTONE web application. The page displays a table with columns for SN, Tenant ID, User Name, Unit No(s), and Status. A red arrow points to the 'Record Found: 26' status at the bottom of the table.

SN	Tenant ID	User Name	Unit No(s)	Status
1				Enabled
2				Enabled
3				Enabled
4				Disabled
5				Enabled
6				Enabled
7				Disabled
8				Enabled
9				Enabled
10				Enabled
11				Enabled
12				Enabled
13				Disabled
14				Enabled
15				Disabled
16				Enabled
17				Enabled

Record Found: 26

Page 1 of 2

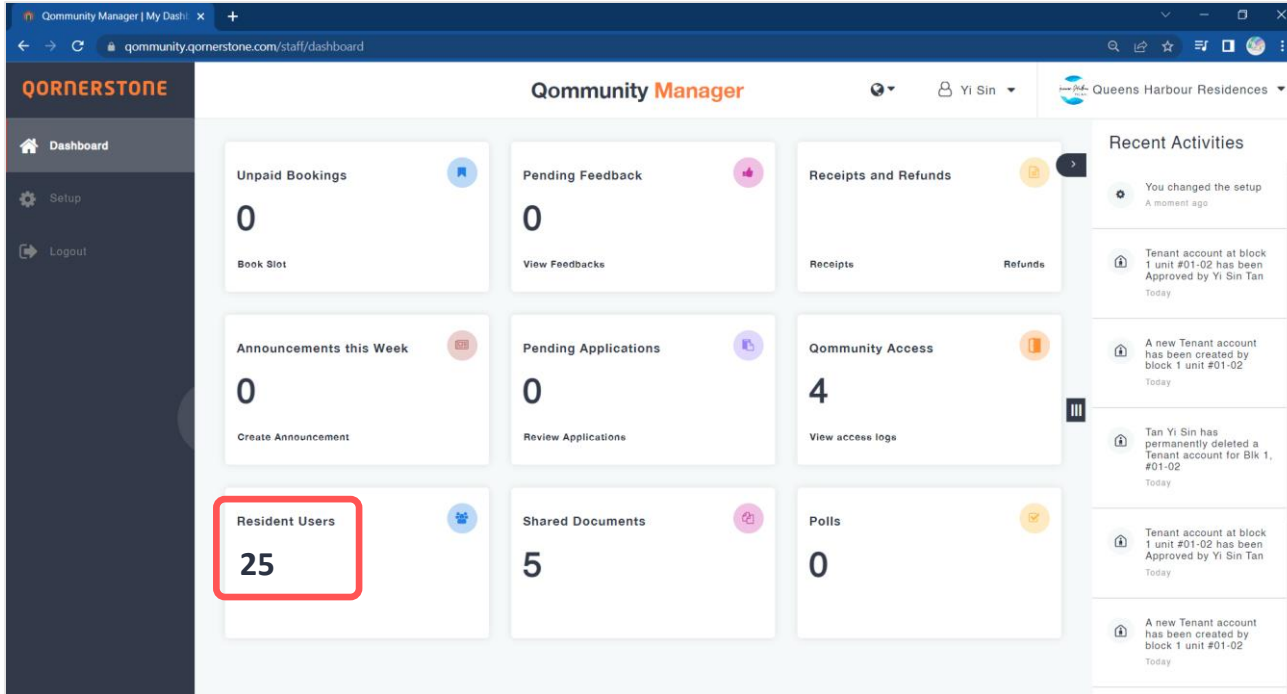
Delete Close

User : Demo (Administrator - Demo - Demo) Tuesday, 24 May 2022

# 8. Portal User Accounts Creation

## E. Check Qcommunity Manager – Resident User Listing

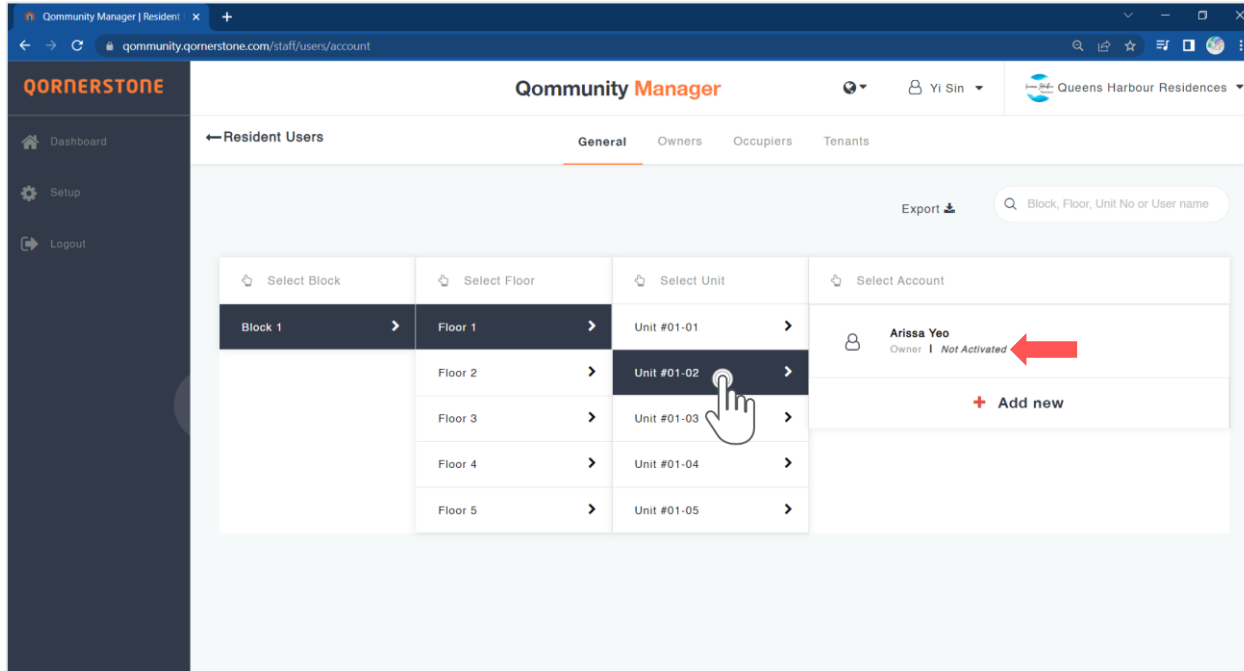
- From Qcommunity Manager Dashboard, check that the number of Resident Users tallies with the number of Portal User Accounts created



# 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.

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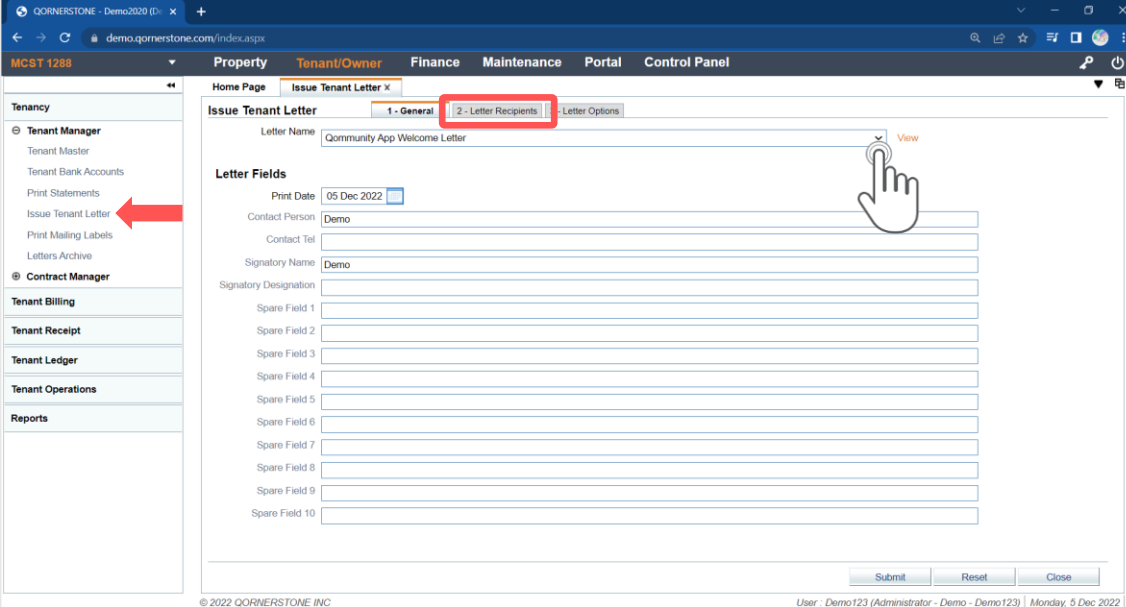
## **Generate, Print & Mailout Qommunity App Welcome Letter to All SPs**

---

# 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

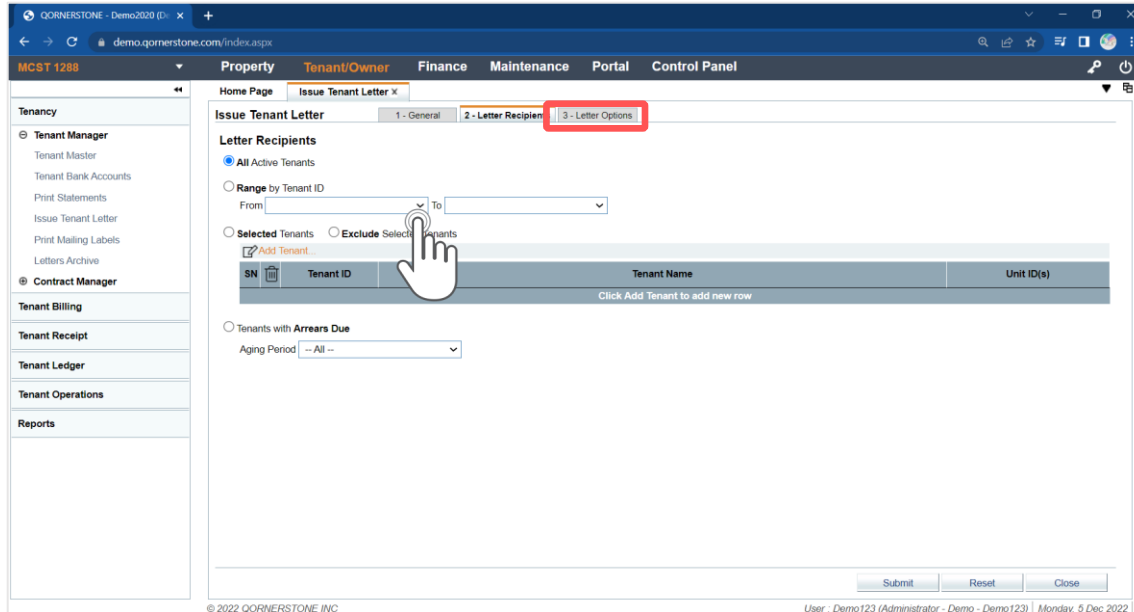


The screenshot displays the QORNERSTONE web application interface. The browser address bar shows the URL `demo.qornerstone.com/index.aspx`. The navigation menu includes **Property**, **Tenant/Owner**, **Finance**, **Maintenance**, **Portal**, and **Control Panel**. The **Tenant/Owner** section is active, showing the **Issue Tenant Letter** form. The form has three tabs: **1 - General**, **2 - Letter Recipients** (highlighted with a red box), and **Letter Options**. The **Letter Name** dropdown is set to **Qommunity App Welcome Letter**, with a **View** link and a hand icon with a ring pointing to it. The **Letter Fields** section includes a **Print Date** field (05 Dec 2022), **Contact Person** (Demo), **Contact Tel**, **Signatory Name** (Demo), **Signatory Designation**, and ten **Spare Field** inputs. A **Submit** button is visible at the bottom right. The footer shows the copyright notice `© 2022 QORNERSTONE INC` and the user information `User : Demo123 (Administrator - Demo - Demo123) Monday, 5 Dec 2022`.

# 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**

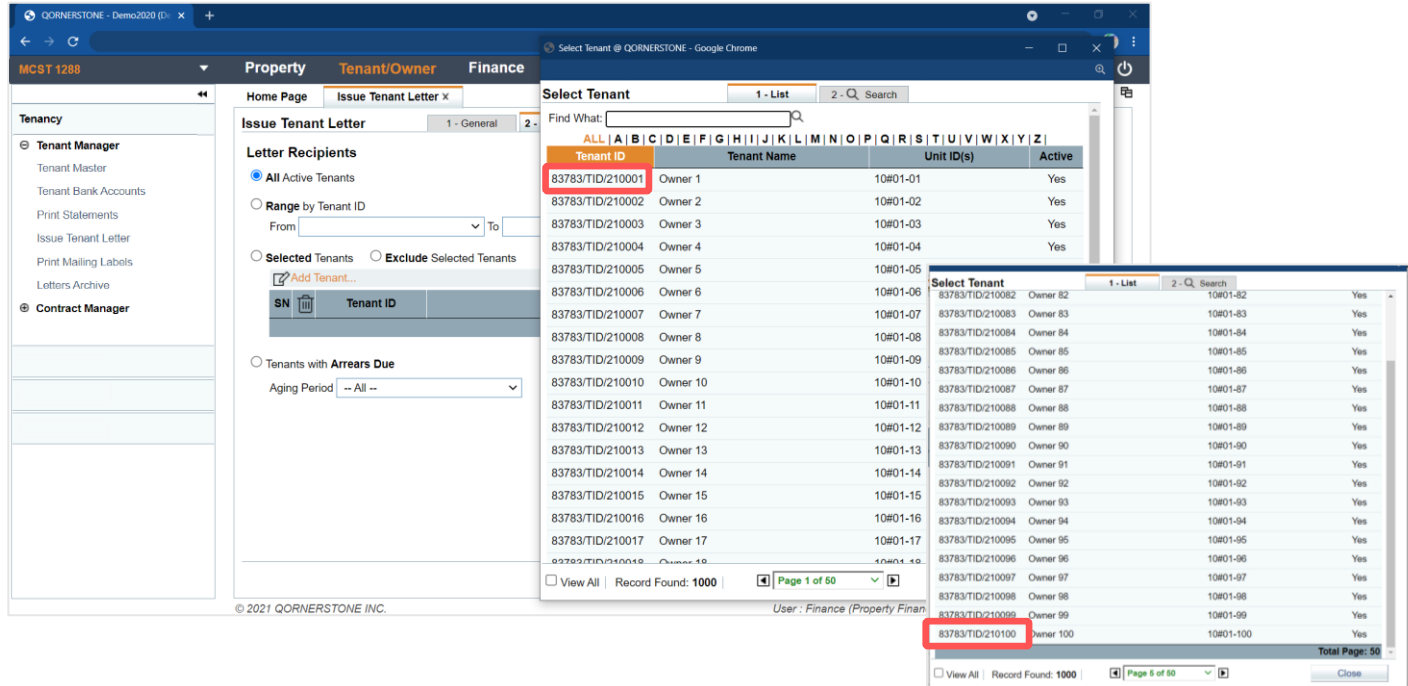


The screenshot displays the CORNERSTONE software interface for generating tenant letters. The main navigation bar includes 'Property', 'Tenant/Owner', 'Finance', 'Maintenance', 'Portal', and 'Control Panel'. The 'Issue Tenant Letter' process is shown with three tabs: '1 - General', '2 - Letter Recipients', and '3 - Letter Options' (highlighted in red). Under 'Letter Recipients', the 'All Active Tenants' radio button is selected. Below this, there are options for 'Range by Tenant ID' (with 'From' and 'To' dropdowns) and 'Selected Tenants' (with an 'Add Tenant' button and a table). A hand cursor is pointing to the 'Add Tenant' button. The table has columns for 'SN', 'Tenant ID', 'Tenant Name', and 'Unit ID(s)'. At the bottom, there are 'Submit', 'Reset', and 'Close' buttons. The footer contains copyright information and the user name 'User : Demo123 (Administrator - Demo - Demo123) | Monday, 5 Dec 2022'.

# 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 1<sup>st</sup> SP record as the range 'From' and select the 100<sup>th</sup> SP record as the range 'To'



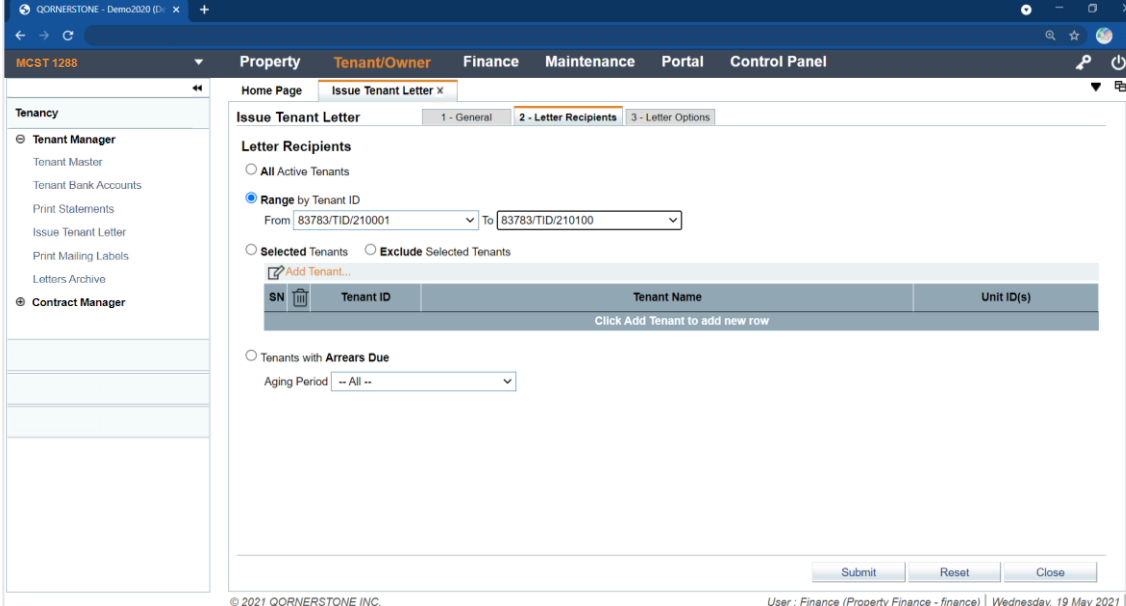
The screenshot shows the QORNERSTONE software interface. The main window is titled "Issue Tenant Letter" and displays a list of tenants. The first row is highlighted, showing Tenant ID 83783/TID/210001, Tenant Name Owner 1, Unit ID(s) 10801-01, and Active status Yes. A second window, "Select Tenant", is open, showing a list of tenants from 83783/TID/210082 to 83783/TID/210100. The first row in this window is highlighted, showing Tenant ID 83783/TID/210100, Tenant Name Owner 100, Unit ID(s) 10801-100, and Active status Yes. The interface includes a sidebar with navigation options like "Tenant Manager" and "Contract Manager", and a top navigation bar with "Property", "Tenant/Owner", and "Finance" tabs.



# 9. Generate & Print App Welcome Letter for All SPs

## Example: If Estate has more than 100 units

- You have now selected the range of 1<sup>st</sup> to 100<sup>th</sup> SP
- System will generate 100 Qcommunity Resident App Welcome Letters
- Proceed to tab 3 – Letter Options



QORNERSTONE - Demo2020 (D... x +

MCST 1288 Property Tenant/Owner Finance Maintenance Portal Control Panel

Home Page Issue Tenant Letter x

Issue Tenant Letter 1 - General 2 - Letter Recipients 3 - Letter Options

Letter Recipients

All Active Tenants

Range by Tenant ID

From: 83783/TID/210001 To: 83783/TID/210100

Selected Tenants  Exclude Selected Tenants

Add Tenant...

SN	Tenant ID	Tenant Name	Unit ID(s)
Click Add Tenant to add new row			

Tenants with Arrears Due

Aging Period: -- All --

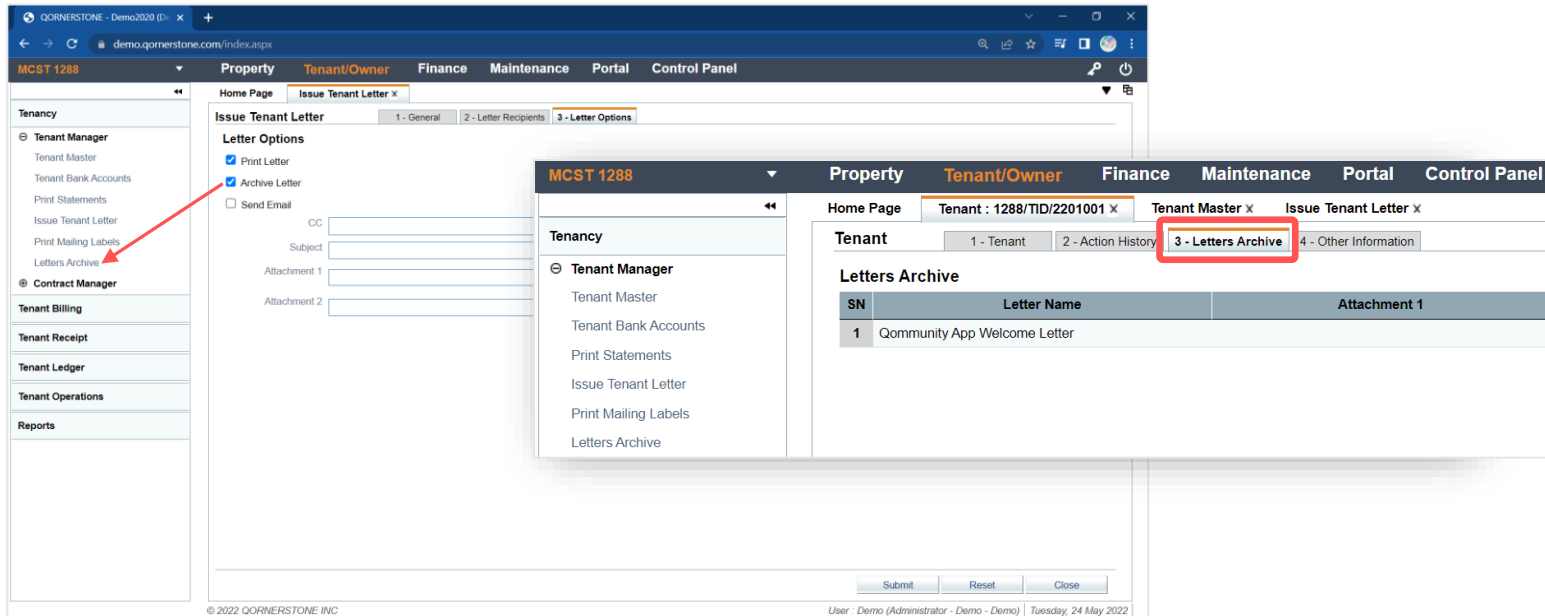
Submit Reset Close

© 2021 QORNERSTONE INC. User: Finance (Property Finance - finance) | Wednesday, 19 May 2021

# 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



The screenshot displays the QORNERSTONE software interface. The main window shows the 'Issue Tenant Letter' process for tenant 1288/TID/2201001. The 'Letter Options' section has 'Print Letter' and 'Archive Letter' checked. A red arrow points to the 'Letters Archive' option in the left-hand navigation menu. A smaller, semi-transparent window in the foreground shows the 'Letters Archive' table for the same tenant, with the '3 - Letters Archive' tab selected and highlighted by a red box.

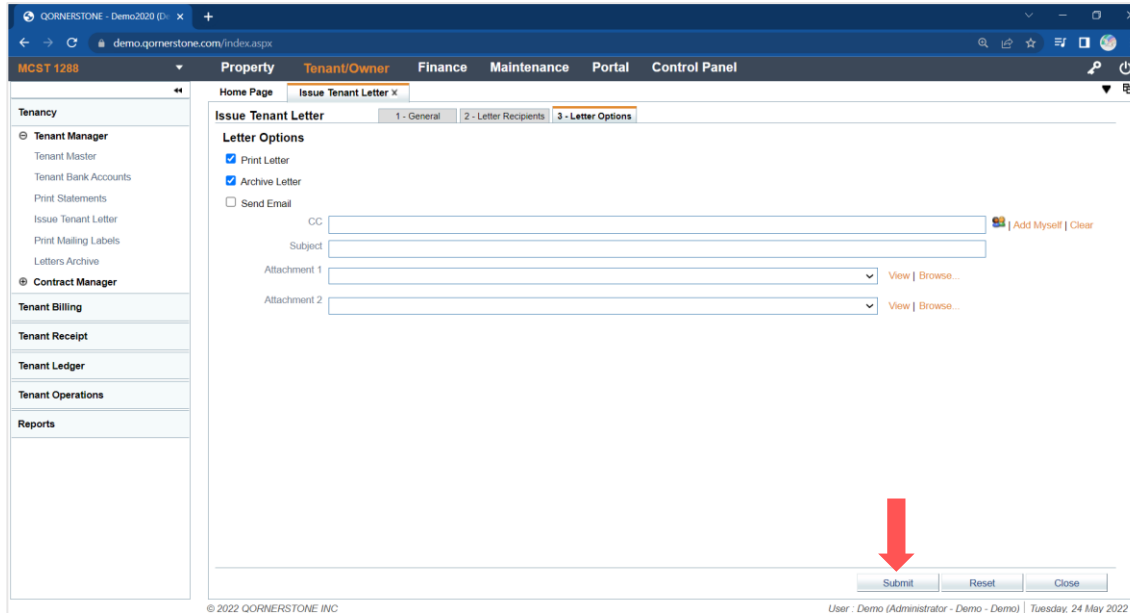
SN	Letter Name	Attachment 1
1	Community App Welcome Letter	

© 2022 QORNERSTONE INC User : Demo (Administrator - Demo - Demo) | Tuesday, 24 May 2022

# 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 101<sup>st</sup> to 200<sup>th</sup> SP, until you have generated the App Welcome Letters for **all SPs**



QORNERSTONE - Demo2020 [0] x +

demo.qornerstone.com/index.aspx

MCST 1288 Property Tenant/Owner Finance Maintenance Portal Control Panel

Home Page Issue Tenant Letter x

Issue Tenant Letter 1 - General 2 - Letter Recipients 3 - Letter Options

Letter Options

Print Letter

Archive Letter

Send Email

CC  | Add Myself | Clear

Subject

Attachment 1  View | Browse...

Attachment 2  View | Browse...

Submit Reset Close

© 2022 QORNERSTONE INC User : Demo (Administrator - Demo - Demo) Tuesday, 24 May 2022

# 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 Qcommunity 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 2<sup>nd</sup> 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

The Management Corporation S.T. Plan No.1288  
02-02 Property Management (The Lot)  
Co. Reg. No. 123456789C  
1 First Lane Road  
Singapore 334455  
Tel: 9888 8888 Fax: 0998 8888

**WELCOME LETTER FOR QCOMMUNITY RESIDENT MOBILE APP**

TESSA #1M  
1 QUEEN ROAD  
#01-04 QUEEN RESIDENCES  
SINGAPORE 260021

YOUR UNIQUE QR CODE FOR:  
BLOCK 1  
UNIT #01-04



The future of estate living is here - download the Community Resident mobile app now.

Here's what you can do with Community Resident:

- View your latest account balance (for Owners)
- Play with Payflex and get payment confirmation instantly
- Book and pay for facilities
- Report feedback
- And more...

\*Only for estates which enable QuickPay™, our secure payment solution using Payflex.

**Step 1: Download "Community Resident"**  
Visit <https://www.cornerstone.com.sg/qr> for countries where app is available.

**Step 2: Activate User Account (FOR OWNERS ONLY)**

1. Open Community Resident
2. Select QR Code login option.
3. Scan the QR Code on this letter (one-time activation only)
4. Key-in ETRMS mobile number QR email
5. Receive OTP by SMS or email to login

**NOTE:** The next time you need to login, please choose Mobile or Email on login screen to get a new OTP.

**Step 3: Create User Account for Family or Tenant**  
\*Only Owners can create a Tenant or Occupier user account  
\*Tenant user accounts are subject to Management Office's approval

Tenants & Occupiers will have access to all Community Resident app features except Bills, My Users (to create new app user accounts) and Puffs (for Visual AGM).

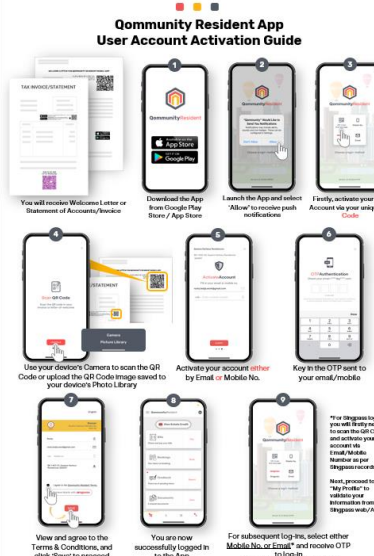
1. Open Community Resident
2. From top-left menu, select "My Users"
3. Click on "Add User"
4. Key in required information and click "Create"
5. \*Your Users will receive login details by email.

If you need help or have questions, please contact your estate management office.

From:  
Date: 2020  
For and on behalf of  
The Management Corporation S.T. Plan No.1288

### Back

**Community Resident App  
User Account Activation Guide**



1. You will receive Welcome Letter or Statement of Accounts/Service
2. Download the App from Google Play Store / App Store
3. Launch the App and select "Allow" to receive push notifications.
4. Finally, activate your App Account via your unique QR Code
5. Use your device's Camera to scan the QR Code or upload the QR Code image saved to your device's Photo Library
6. Activate your account either by Email or Mobile No.
7. Key in the OTP sent to your email/mobile

\*For Singapore log in, you will first need to scan the QR Code and activate your account via email address. Number up your Singapore mobile number, proceed to "My Profile" to validate your information via Singapore mobile/APP.

View and agree to the Terms & Conditions, and click "Save" to proceed

You are now successfully logged in to the App

For subsequent log-ins, select either Mobile No. or Email\* and receive OTP to log in.  
\*Supports accounts of all mobile numbers.



# Annex

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## References

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Click here to  
return



# Management Dashboard Overview

---

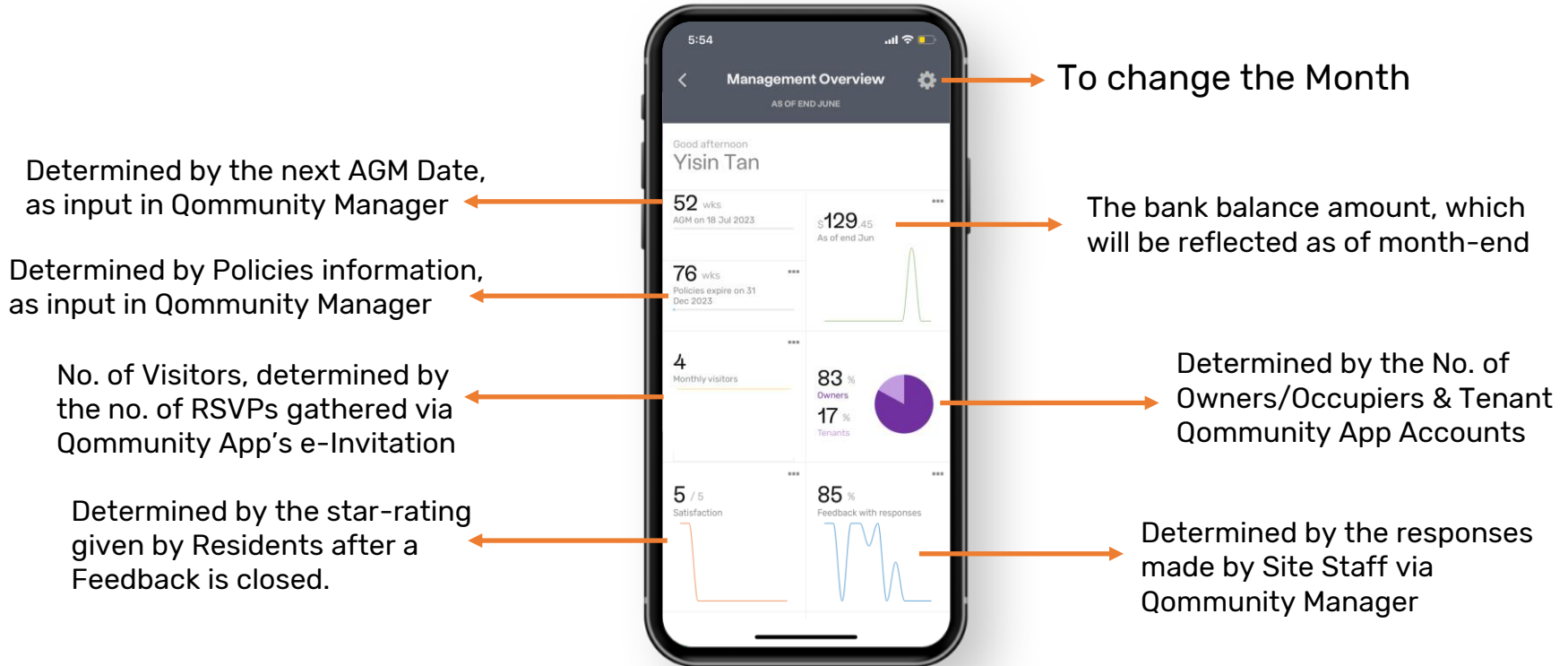
**For Estate's Council Members  
Only**

---

# QommunityResident App


## Management Dashboard Overview

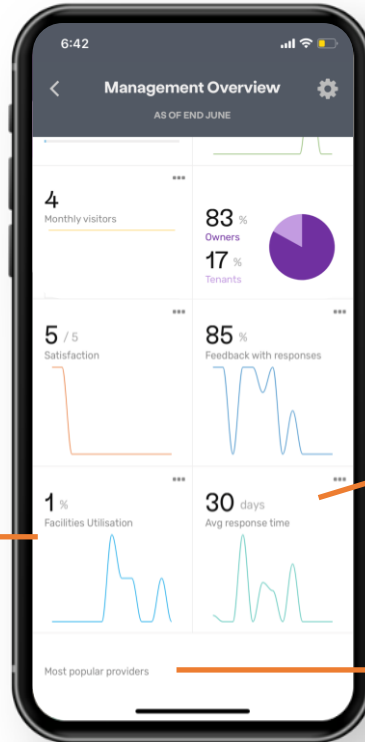
Click here to  
return



# QommunityResident App

## Management Dashboard Overview

Click here to return 



Determined by the No. of Facility Bookings in the month

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

Only applicable if Concierge is enabled – List of Service Providers





# Standard eForms

[Click here to  
return](#)




---

## 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

Click here to return 

## Terms & Conditions

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



**Acknowledgement**

**Rules & Regulations**  
The Management shall require a minimum of 3-5 working days for processing an application.

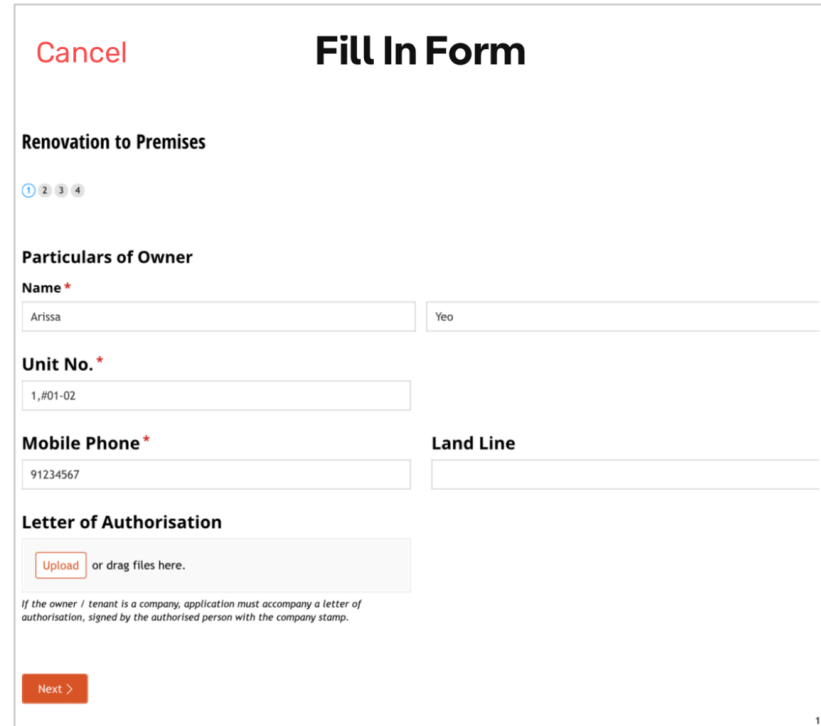
**Terms**  
The permitted working hours for all works are to be conducted within Mondays to Fridays: 9:00am to 6:00pm.

[Accept Terms](#) 

[I Decline](#)



## A. Particulars of Owner & Upload Supporting Documents



**Cancel** **Fill In Form**

**Renovation to Premises**

① ② ③ ④

**Particulars of Owner**

**Name \***

Arissa Yeo

**Unit No. \***

1, #01-02

**Mobile Phone \*** **Land Line**

91234567

**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.*

[Next >](#)

1

# eForm 1. Renovation to Premises

Click here to return 

## B. Particulars of Contractor

**Cancel** **Fill In Form**

Renovation to Premises

1 2 3 4

**Particulars of Contractor**

**Contractor 1**

**Company \***  **Company Registration No. \***

**Address \***

**Person-in-charge \***

**Mobile No. \***  **Office No.**

[+ Add Contractor](#)

[< Back](#) [Next >](#)

2

## C. Schedule of Renovation Work & Submit Form

**Cancel** **Fill In Form**

Renovation to Premises

Description / Schedule of Renovation Work

Scheduled Commencement Date \*  Scheduled Completion Date \*

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.

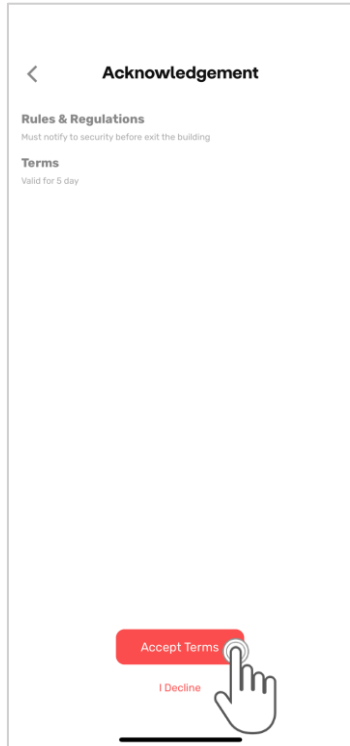
[< Back](#) [Submit](#)

## eForm 2. Access Cards

Click here to return 

### Terms & Conditions


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



**Acknowledgement**

**Rules & Regulations**  
Must notify to security before exit the building

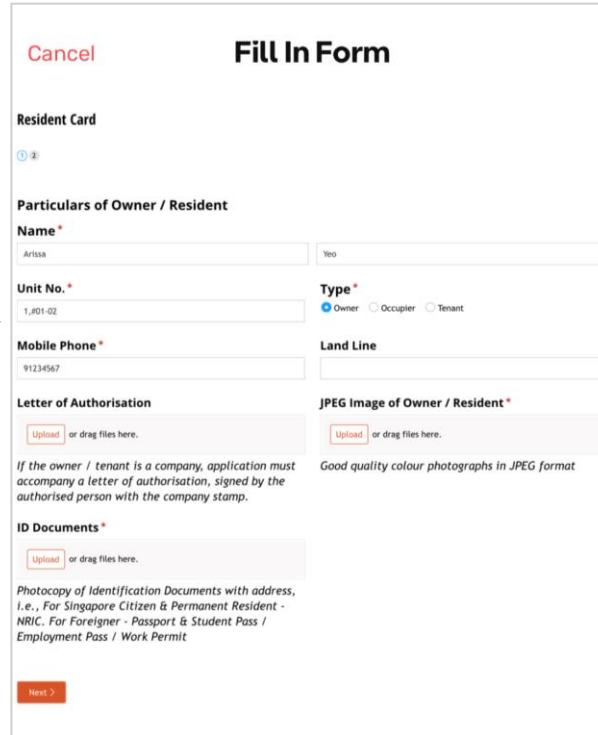
**Terms**  
Valid for 5 day

**Accept Terms** 

**I Decline**



### A. Particulars of Owner/Resident



**Cancel** **Fill In Form**

**Resident Card**

Particulars of Owner / Resident

**Name\***  
Arissa Yeo

**Unit No.\***  
1\_#01-02

**Type\***  
 Owner  Occupier  Tenant

**Mobile Phone\***  
91234567

**Land Line**

**Letter of Authorisation**  
**Upload** or drag files here.

**JPEG Image of Owner / Resident\***  
**Upload** or drag files here.

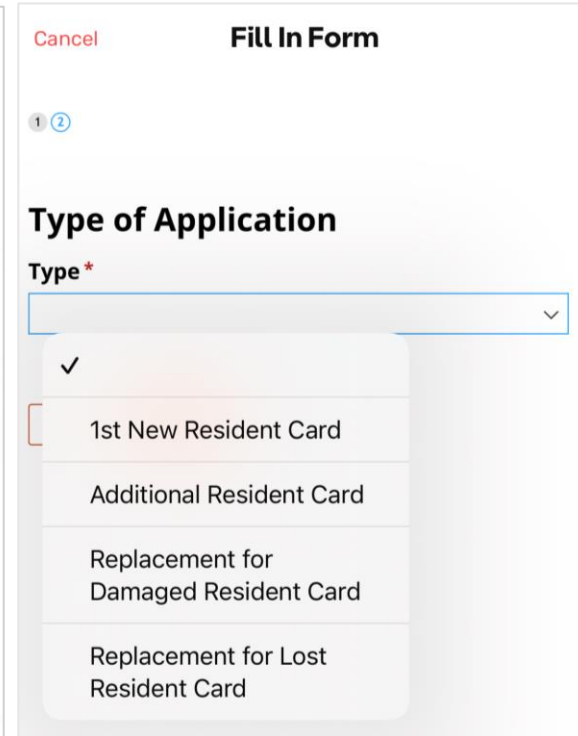
*If the owner / tenant is a company, application must accompany a letter of authorisation, signed by the authorised person with the company stamp.*

**ID Documents\***  
**Upload** or drag files here.

*Photocopy of Identification Documents with address, i.e., For Singapore Citizen & Permanent Resident - NRIC. For Foreigner - Passport & Student Pass / Employment Pass / Work Permit*

**Next >**

### B. Type of Application & Submit Form.



**Cancel** **Fill In Form**

1 2

**Type of Application**

**Type\***

1st New Resident Card

Additional Resident Card

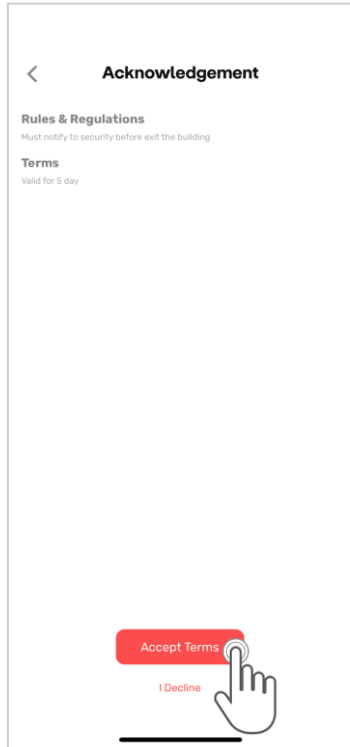
Replacement for Damaged Resident Card

Replacement for Lost Resident Card

# eForm 3. Moving In/Out

## Terms & Conditions

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

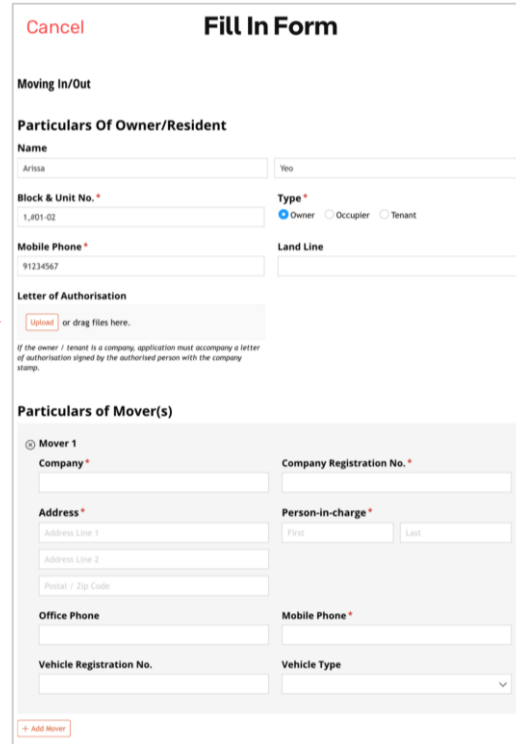


The screenshot shows an 'Acknowledgement' screen with a back arrow on the left. It contains sections for 'Rules & Regulations' (with a sub-note: 'Must notify to security before exit the building') and 'Terms' (with a sub-note: 'Valid for 5 day'). At the bottom, there are two buttons: a red 'Accept Terms' button and a red 'I Decline' button. A hand icon is shown clicking the 'Accept Terms' button.




## A. Particulars of Owner/Resident

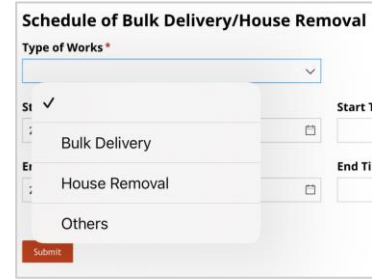
## B. Particulars of Mover(s)



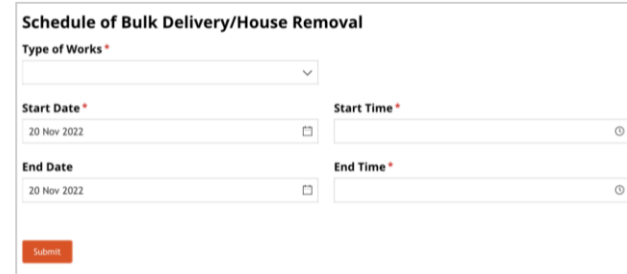
The screenshot shows a 'Fill In Form' screen with a 'Cancel' button at the top left. It is titled 'Moving In/Out' and contains several sections: 'Particulars Of Owner/Resident' with fields for Name, Block & Unit No., Mobile Phone, and Land Line; 'Letter of Authorisation' with an 'Upload' button and a note; 'Particulars of Mover(s)' with a radio button for 'Mover 1' and fields for Company, Address, Office Phone, Vehicle Registration No., and Mobile Phone. A '+ Add Mover' button is at the bottom.

Click here to return 

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




The screenshot shows a 'Schedule of Bulk Delivery/House Removal' form. It has a dropdown for 'Type of Works' with a menu open showing 'Bulk Delivery', 'House Removal', and 'Others'. There are also fields for 'Start Time' and 'End Time'.



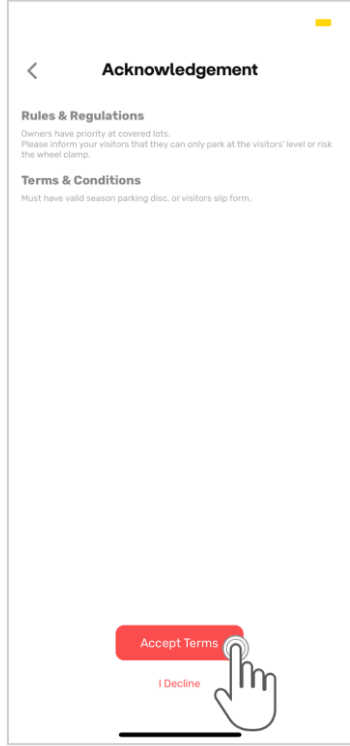
The screenshot shows another view of the 'Schedule of Bulk Delivery/House Removal' form. It has a dropdown for 'Type of Works' and fields for 'Start Date' and 'End Date'.

# eForm 4. Car Parking

Click here to return 

## 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.

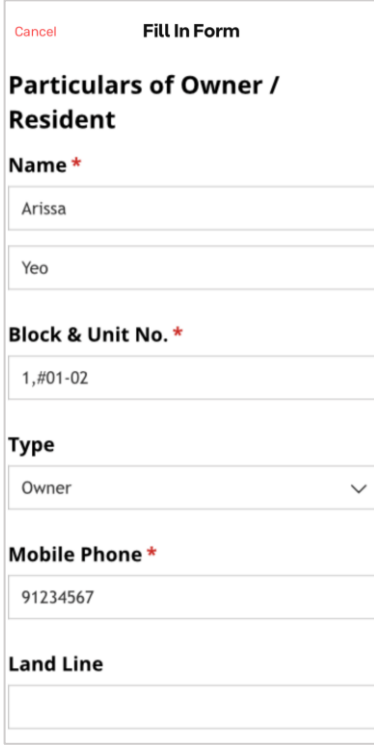
**Terms & Conditions**  
Must have valid season parking disc, or visitors slip form.

**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**

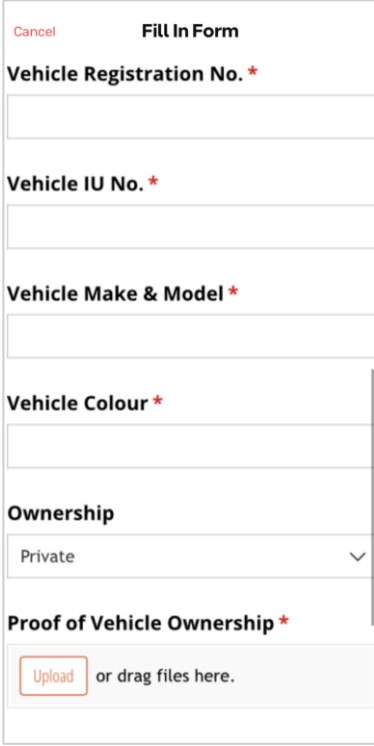
Owner

**Mobile Phone \***

91234567

**Land Line**

## B. Vehicle Details



Cancel **Fill In Form**

**Vehicle Registration No. \***

**Vehicle IU No. \***

**Vehicle Make & Model \***

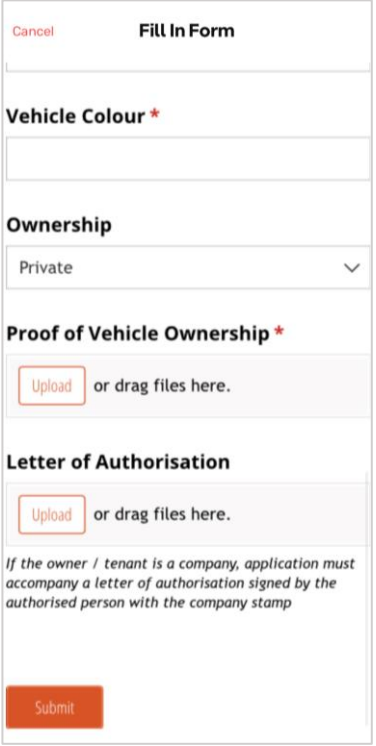
**Vehicle Colour \***

**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**


# **Booking Error Messages / Booking Restrictions**

---

The following slides show the Error Messages Prompted by Qommunity Resident App, and Restrictions faced by Residents when Making a Facility Booking.

These are due to the respective Booking Rules Setup.

---

Click here to  
return 



# Rules 1, 2 & 3


---

## Basic Rules

---




# QommunityResident App

Click here to return 

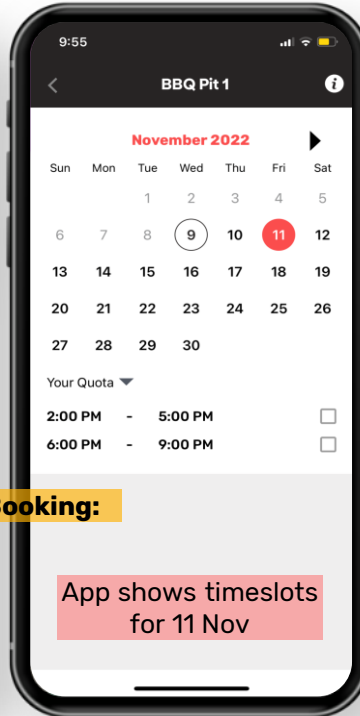
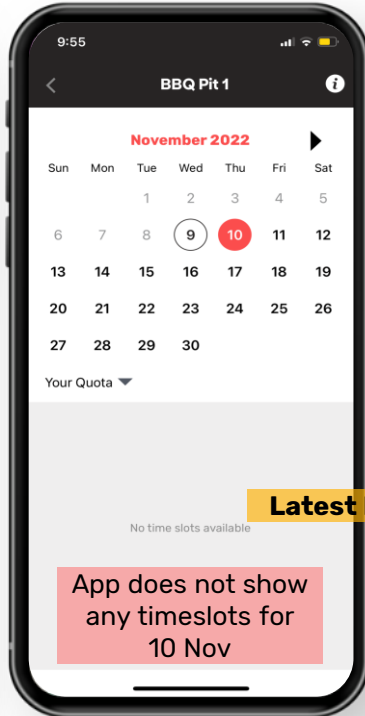
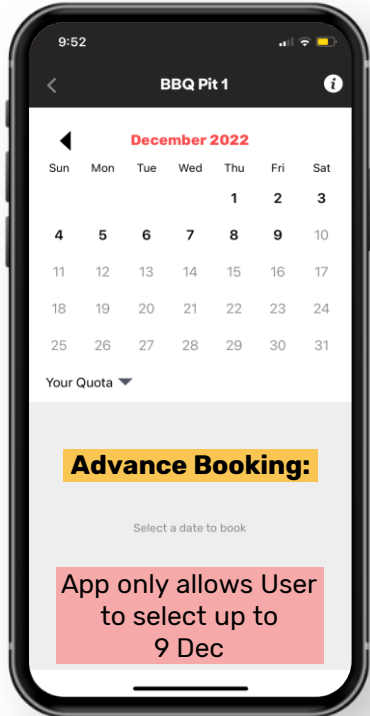


## Example of Booking Restriction – Rule 1 Advance & Latest Booking

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

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**





# Rule 2

[Click here to return](#)



---

## **Last Cancellation before a Booking Starts**


---

# QommunityResident App

Click here to  
return



## 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.



Click here to  
return 



# Rule 3

---

## Last Minute Booking Rules

---

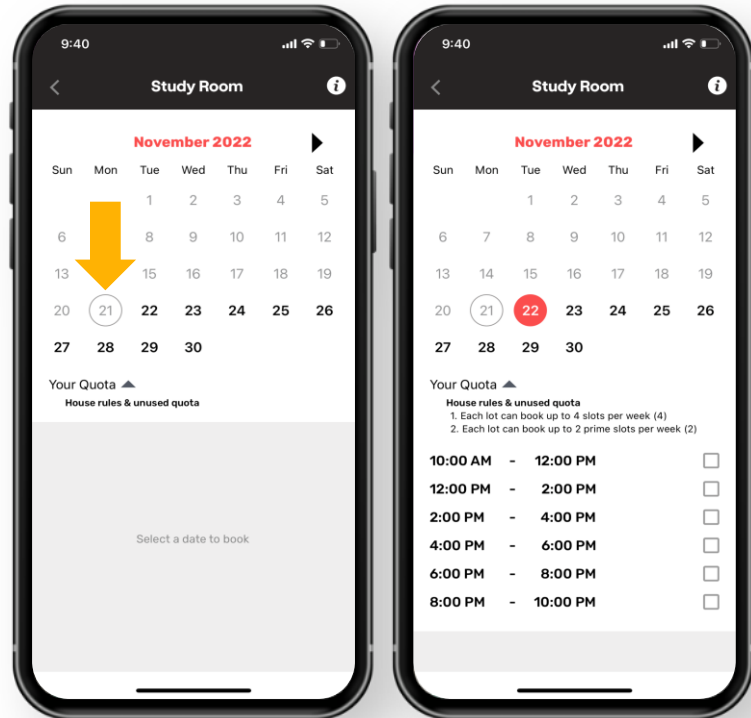
# QommunityResident App

Click here to return



## 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

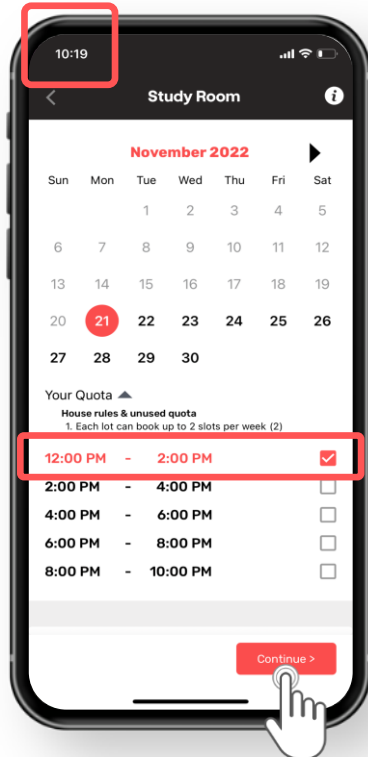
# QommunityResident App

Click here to  
return



## 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

Click here to  
return



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

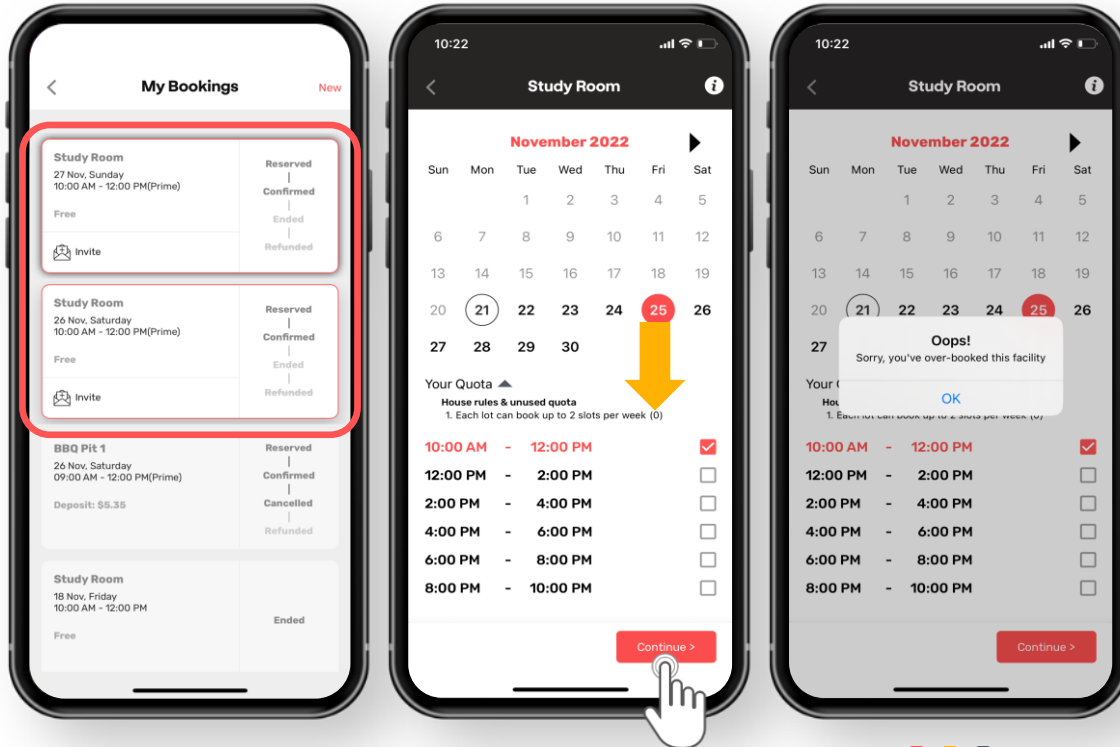
🕒 3. Allow last-minute booking 12 hours before booking starts

### 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 week of 21 Nov; 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



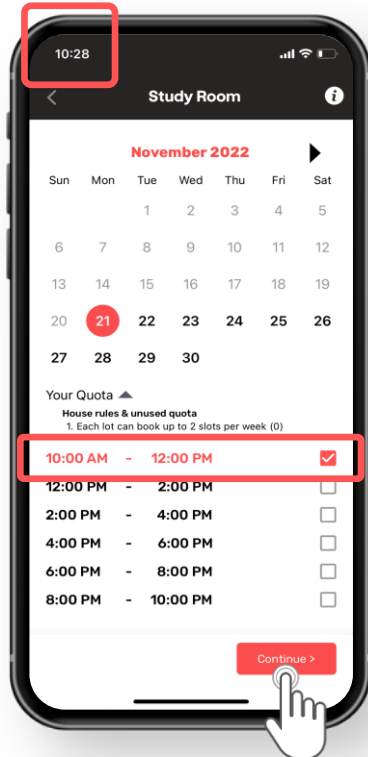
# QommunityResident App

Click here to  
return



## 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

Click here to return 



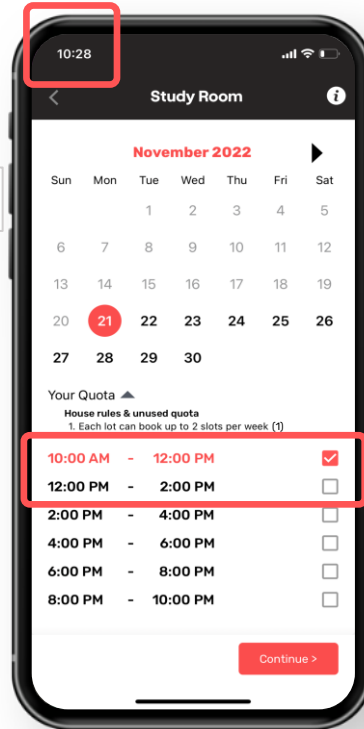
## A Summary.

The Difference Before **Booking Starts** VS **Before Booking Starts & After**

before booking **starts and after**

The time of viewing is passed 10am.

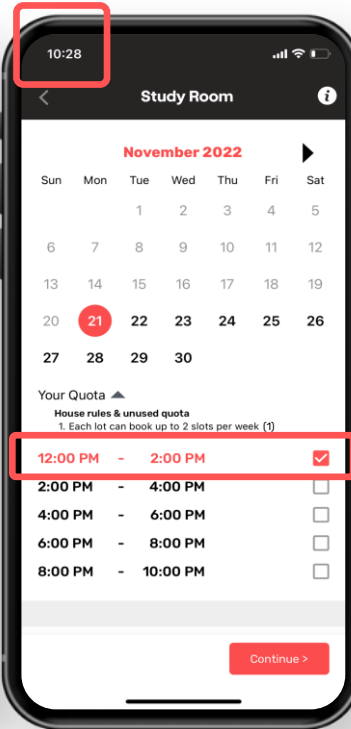
Resident can book the 10am slot



before booking **starts**

The time of viewing is passed 10am.

Resident cannot view & book the 10am slot



# QommunityResident App

Click here to  
return



## 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)

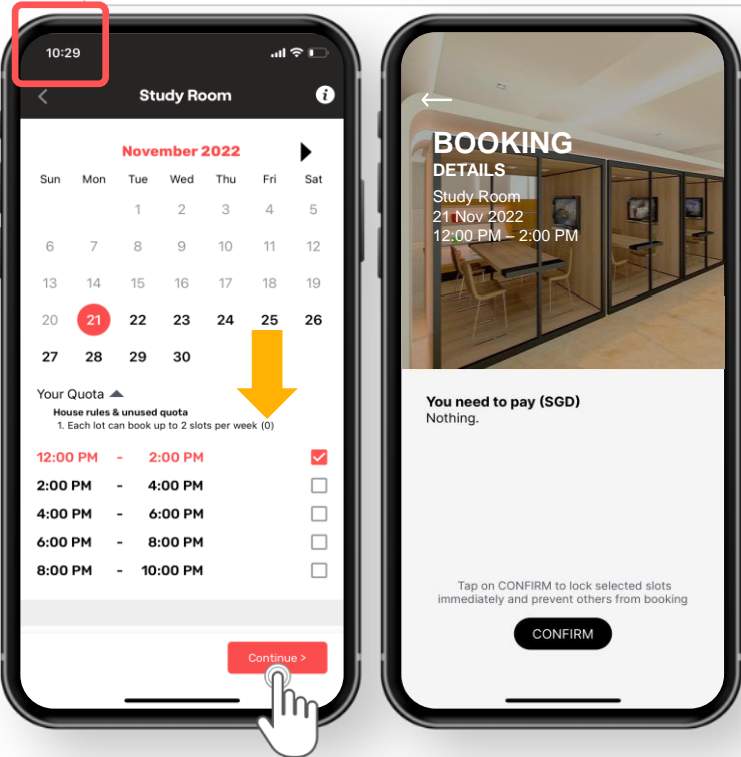
### Allow unlimited => Does not cross-check with Booking Quota Rules

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.**



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## 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)

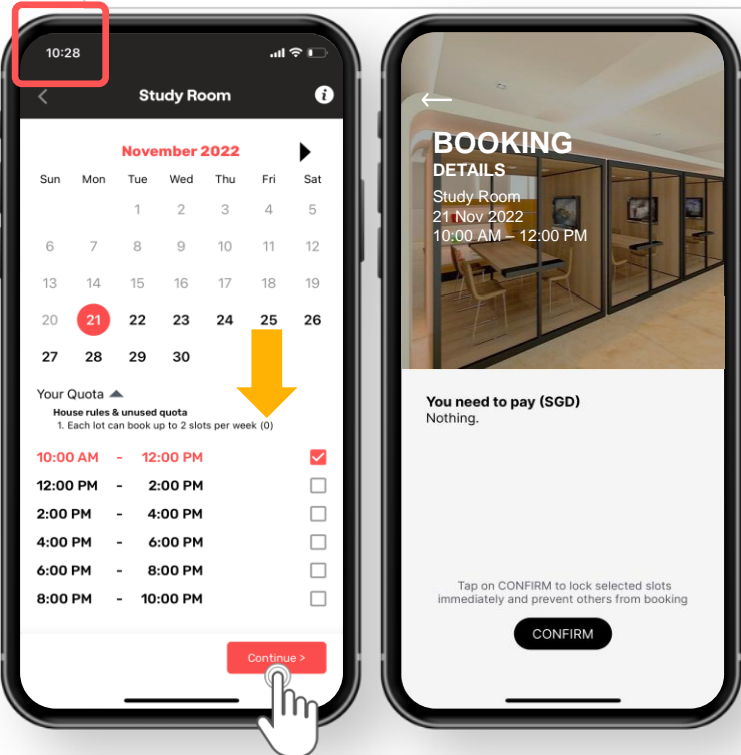
### Allow unlimited => Does not cross-check with Booking Quota Rules

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.**



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# Rules 4, 5 & 6

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## Slot Sharing Rules

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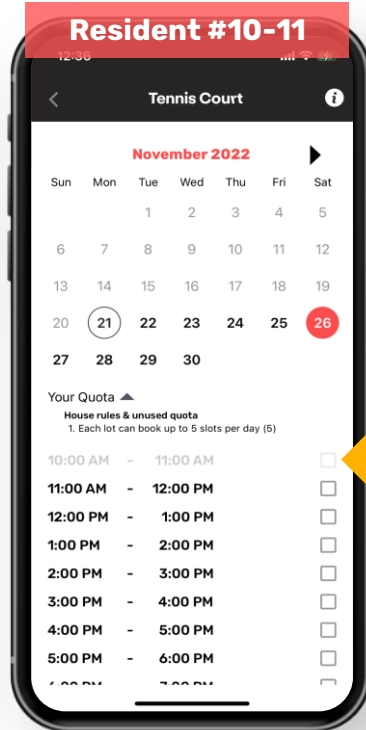
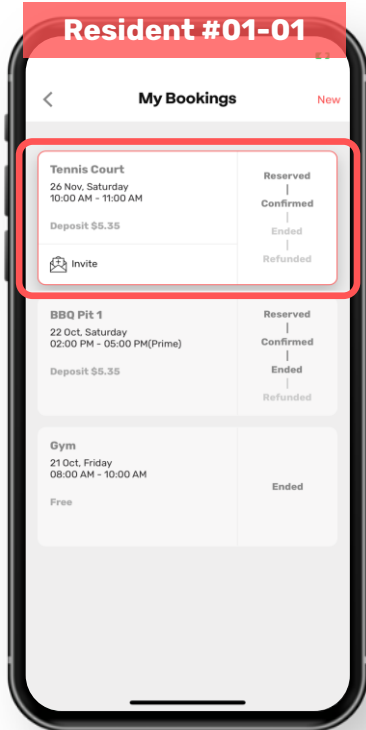


## Example of Booking Restriction – Rule 4 No Slot-sharing with Other Residents\*



4. No sharing with other residents

Enable



**\* 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.

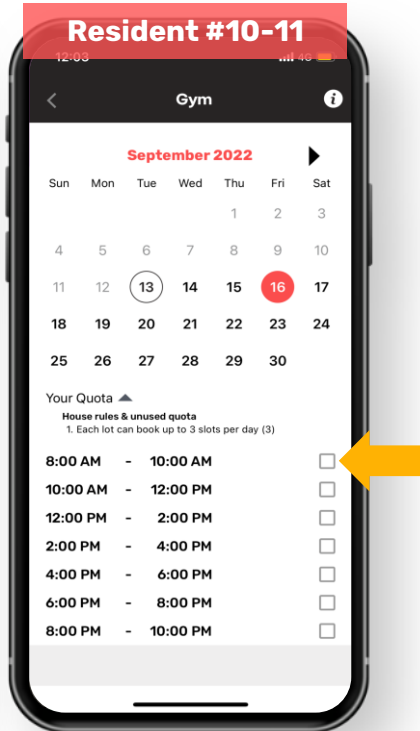
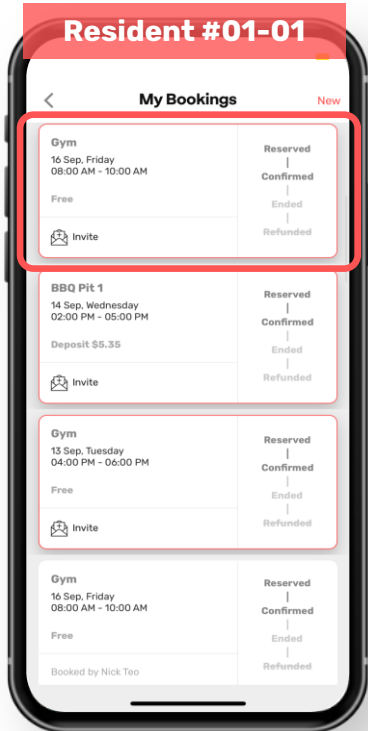
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## Example of Booking Restriction – Rule 5 Limit Bookings Per Timeslot\*

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




**\* 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.

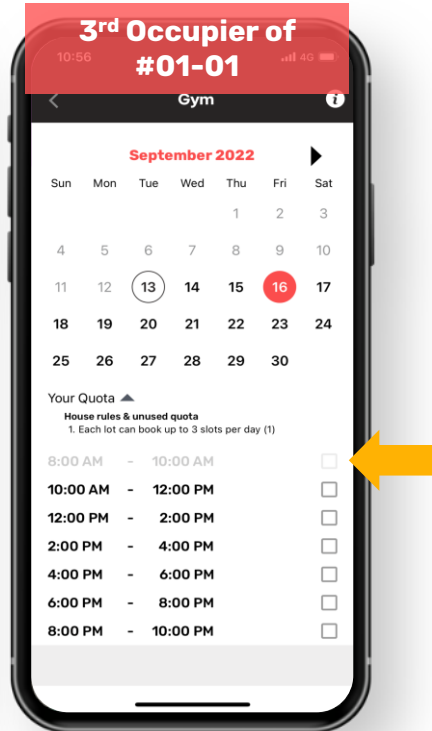
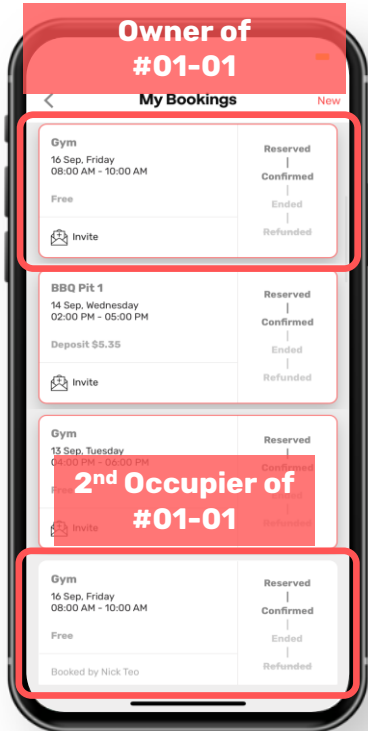
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## Example of Booking Restriction – Rule 6 Limit Bookings Per Timeslot\*

 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.

2<sup>nd</sup> 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 3<sup>rd</sup> resident of #01-01.

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# Rules 7, 8 & 9

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## **Booking Quota Rules**

To Set the Maximum Slots,  
Maximum Standard/Prime Slots

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## Example of Booking Error Message – Rule 7 Overbooked Facility

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

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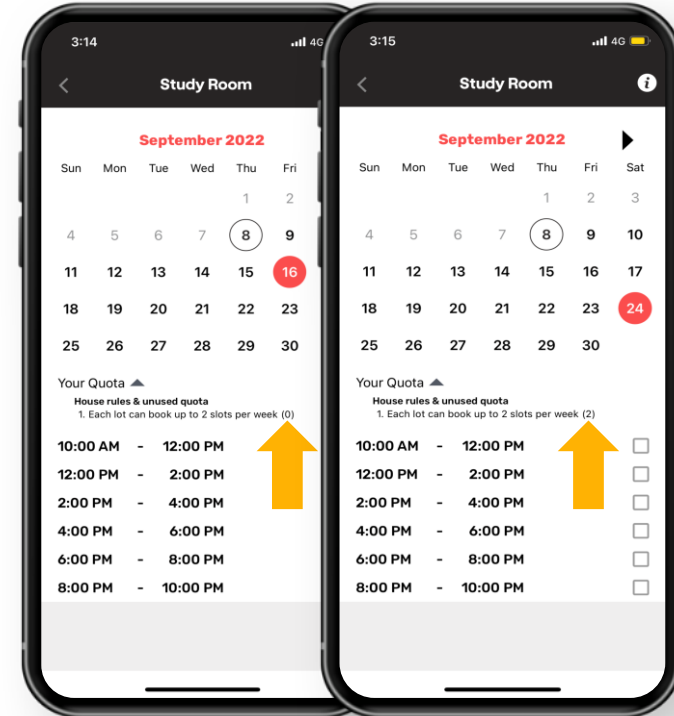


App will also show the remaining Booking Quota for the Unit

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 3<sup>rd</sup> 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.



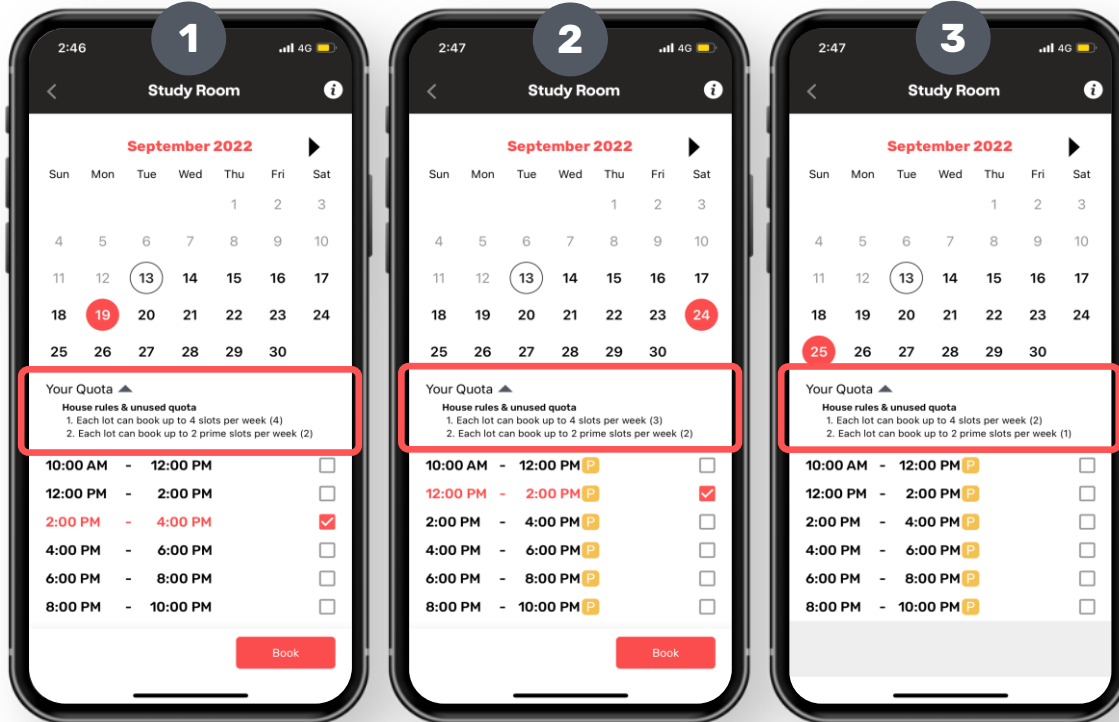
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## Example of Booking Restriction – Rule 8 & 9 Max. Standard/Prime Slots

	8. Each lot can book up to 2 standard slots per week	Within Group <input type="checkbox"/>	Enable <input type="checkbox"/>
	9. Each lot can book up to 2 prime slots per week	Within Group <input type="checkbox"/>	Enable <input checked="" type="checkbox"/>



Example – Study Room.  
Booking Quota => 4 Slots per Week.

1. Resident makes the 1<sup>st</sup> booking for 19<sup>th</sup> Sept, which is a Standard slot
2. Resident is left with 3 Booking slots for the week. Resident makes the 2<sup>nd</sup> Study Room booking for 24<sup>th</sup> 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 2<sup>nd</sup> Booking.

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



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# Rules 10 to 14

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## Booking Abuse Prevention Rules

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# Rule 10

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## Maximum Slots Selection Per Booking


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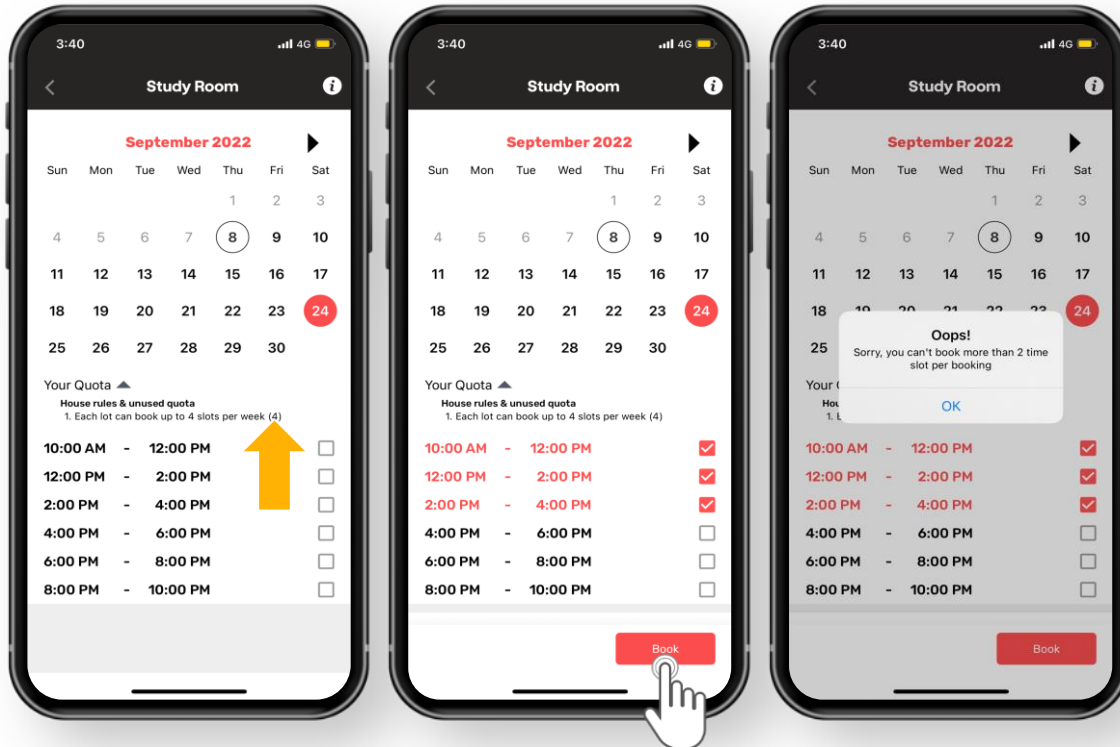
## Example of Booking Error Message – Rule 10 Max. Slots Selection in a Booking


 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.



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# Rule 11

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## Restrict Consecutive Bookings


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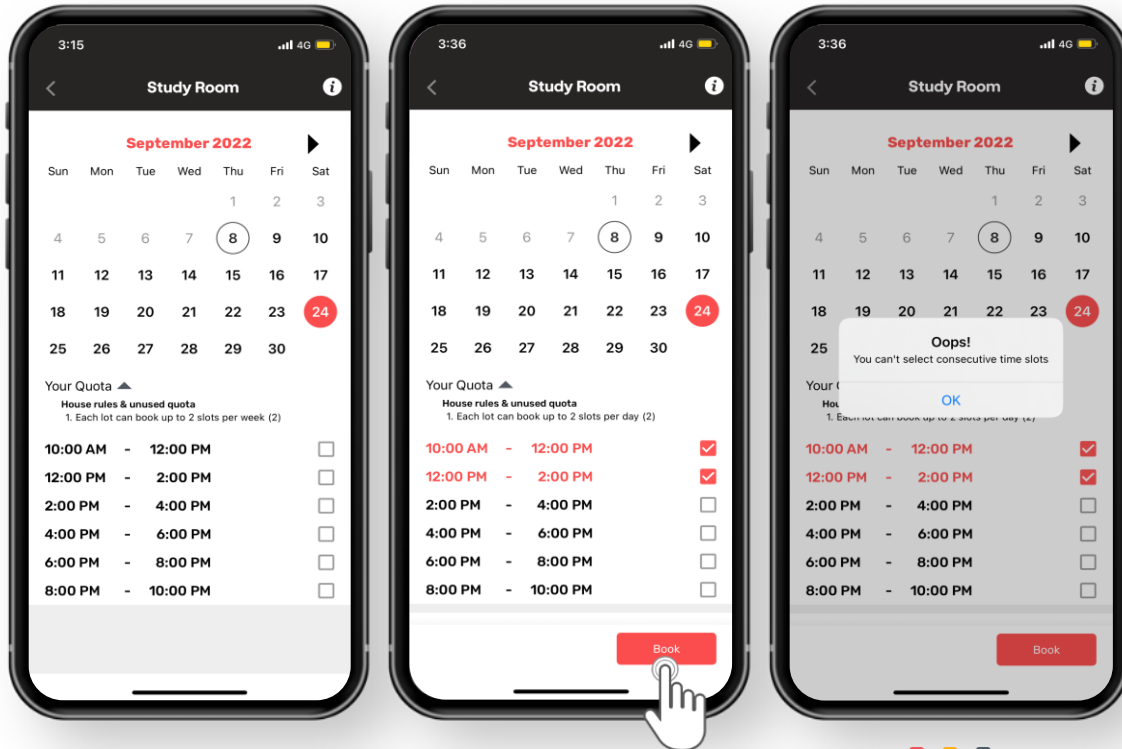
## Example of Booking Error Message – Rule 11 Consecutive Timeslots Booking

 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.





# Rule 12

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## Facility Bookings for the Same Event Date

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# QcommunityResident App

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## 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:

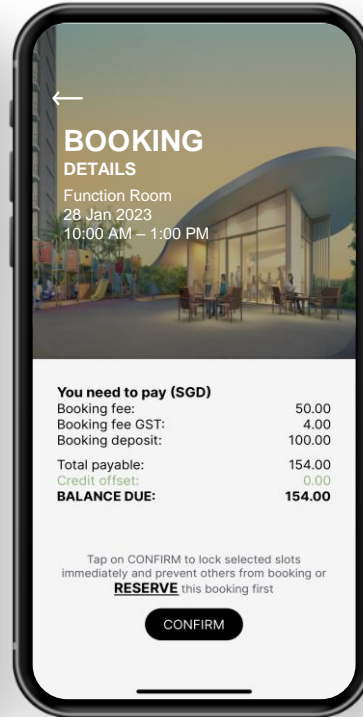
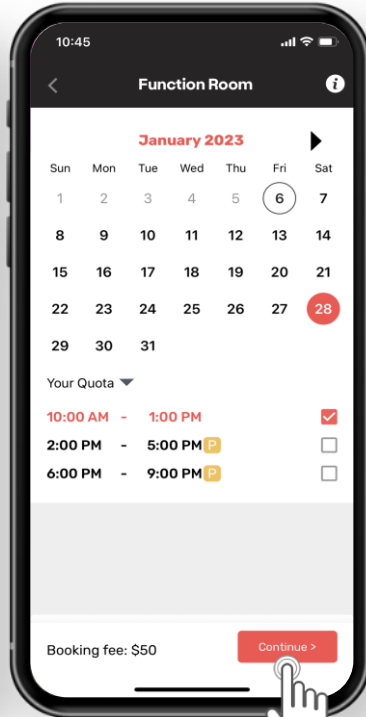
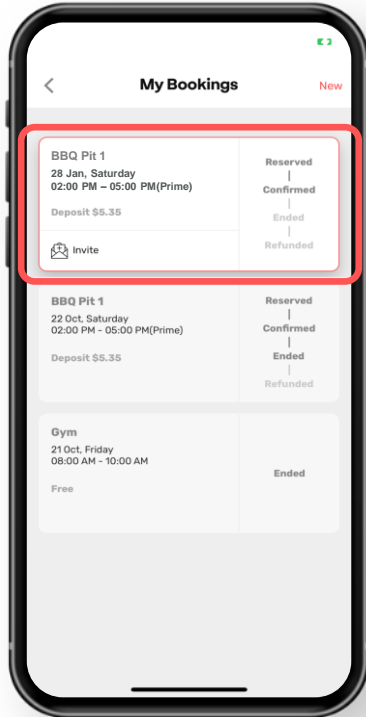
- BBQ Pit Rule 12 = Enabled
- Function Room Rule 12 = Disabled

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.




# QcommunityResident 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 2:

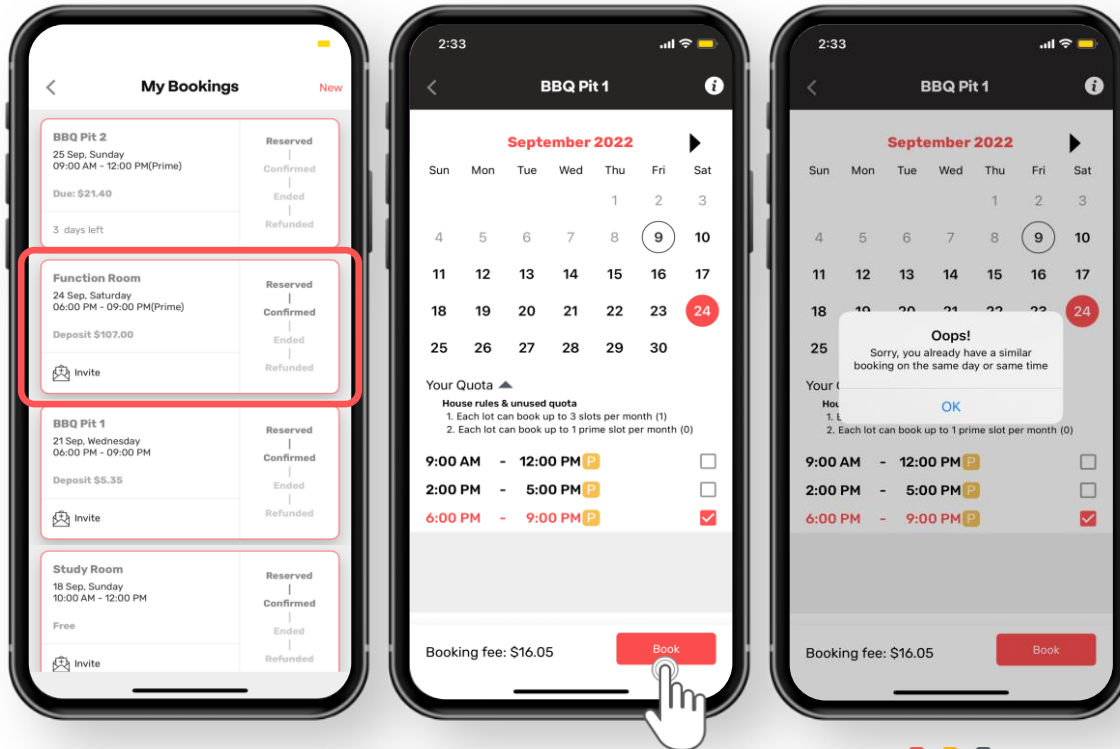
- BBQ Pit Rule 12 = Enabled
- Function Room Rule 12 = Disabled

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




# QcommunityResident 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

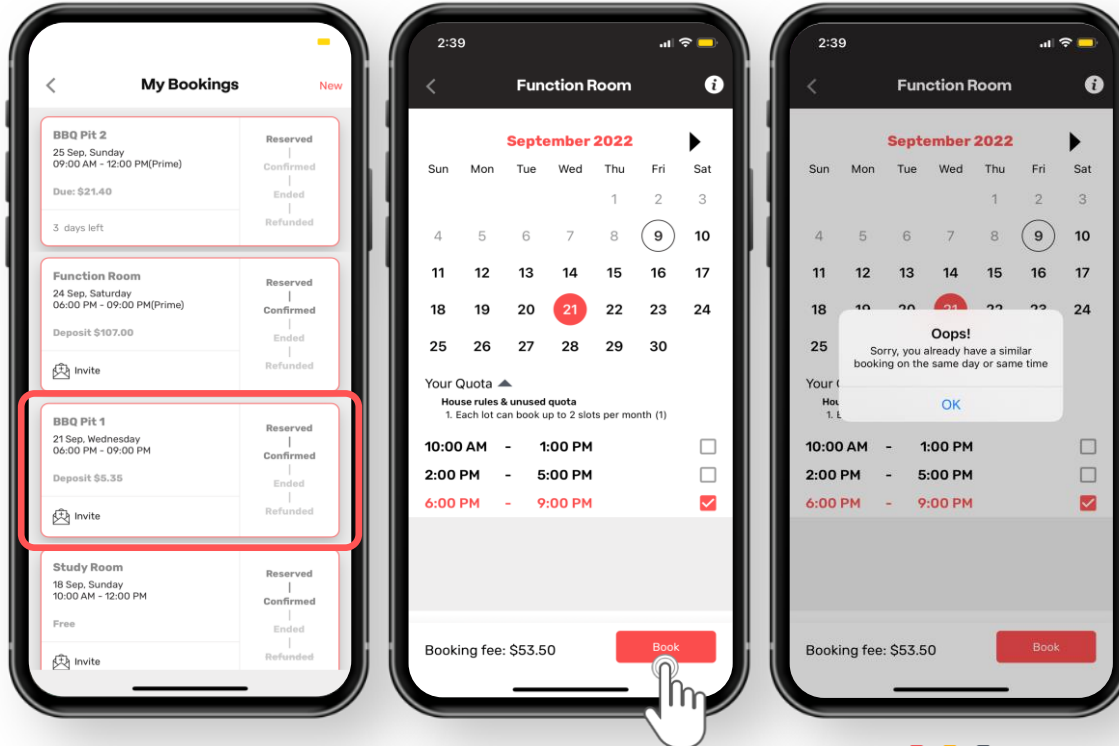
I have an existing booking for BBQ Pit 1 on 21 Sep, 6pm to 9pm.


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)



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# Rule 13

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## Booking Reservations


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## 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.

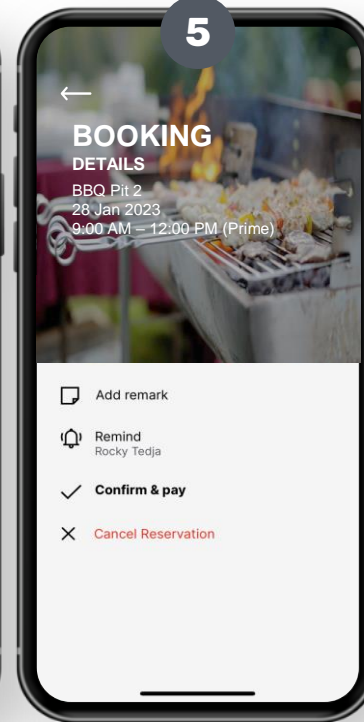
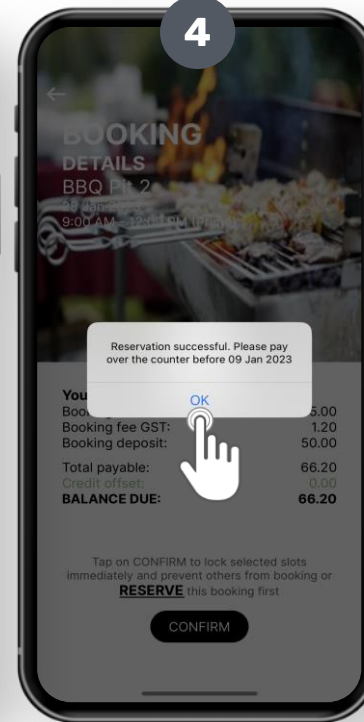
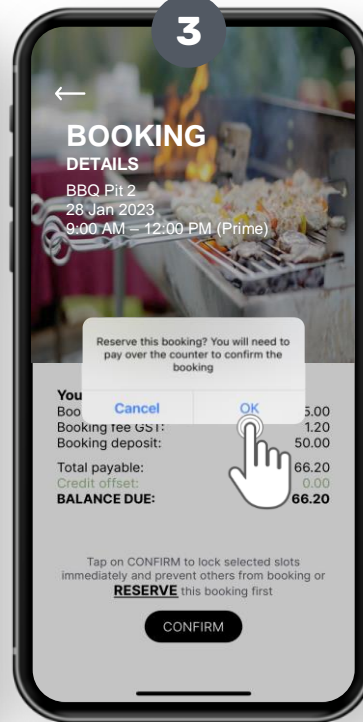
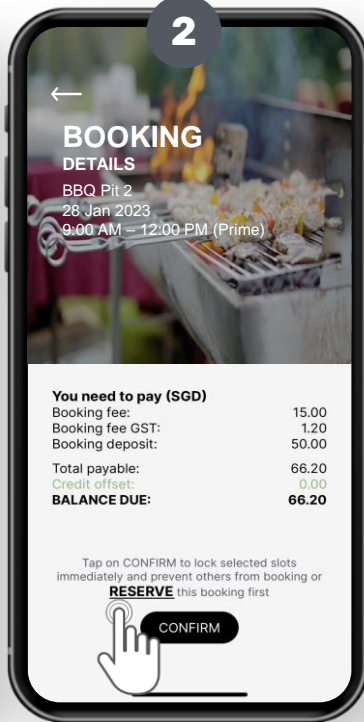
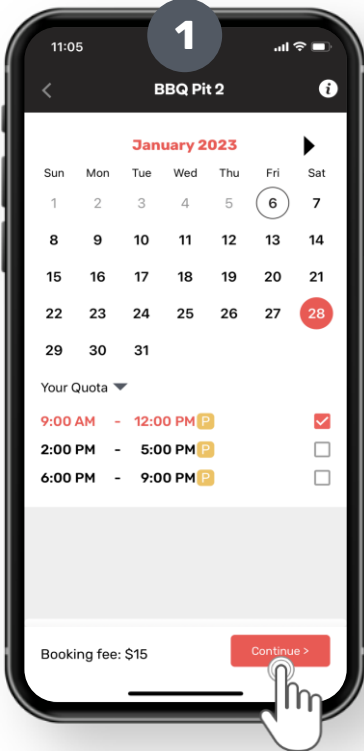
Make a booking

Click 'Reserve'

Click 'OK' to confirm reservation

4

5



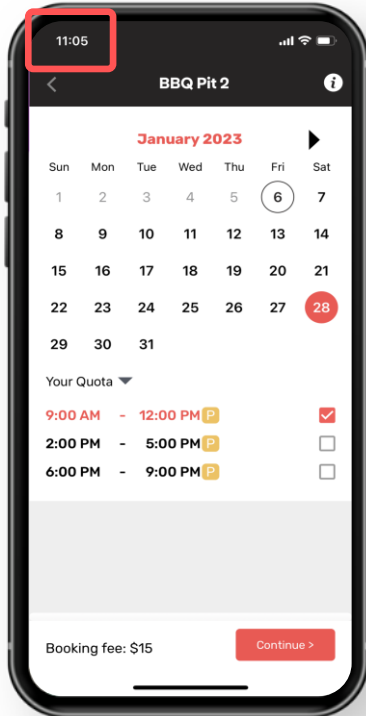
# QcommunityResident App

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## Examples of Booking Restriction - Rule 13 Booking Reservation

13. Booking reservation expires after 3 days without payment



Date & Time when Booking Reservation was made:

**6 Jan, at 11.05am**

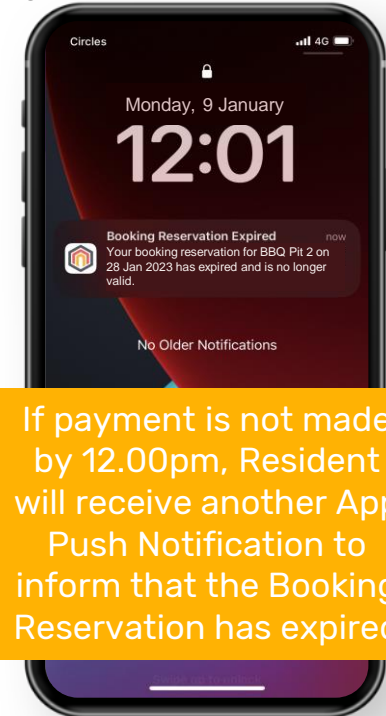
Booking Reservation will be valid for 3 days, till **9 Jan, 12.00pm** (the nearest hour when the Booking Reservation was made)




If Payment is not made for a Booking Reservation



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

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# Rule 14

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## Booking Cancellation

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## Examples of Booking Error Message – Rule 14 Booking Cancellation Quota

⊗ 14. Limit to 1 booking cancellation per month

19 Jan Booking

20 Jan Booking

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, Qcommunity Resident App will prompt a message to inform me that I have exceeded the cancellation quota.

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

