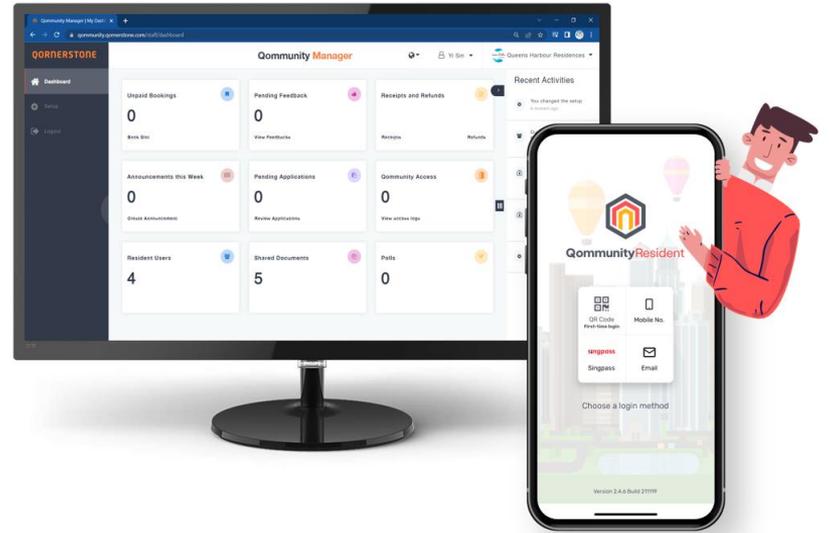




CORNERSTONE

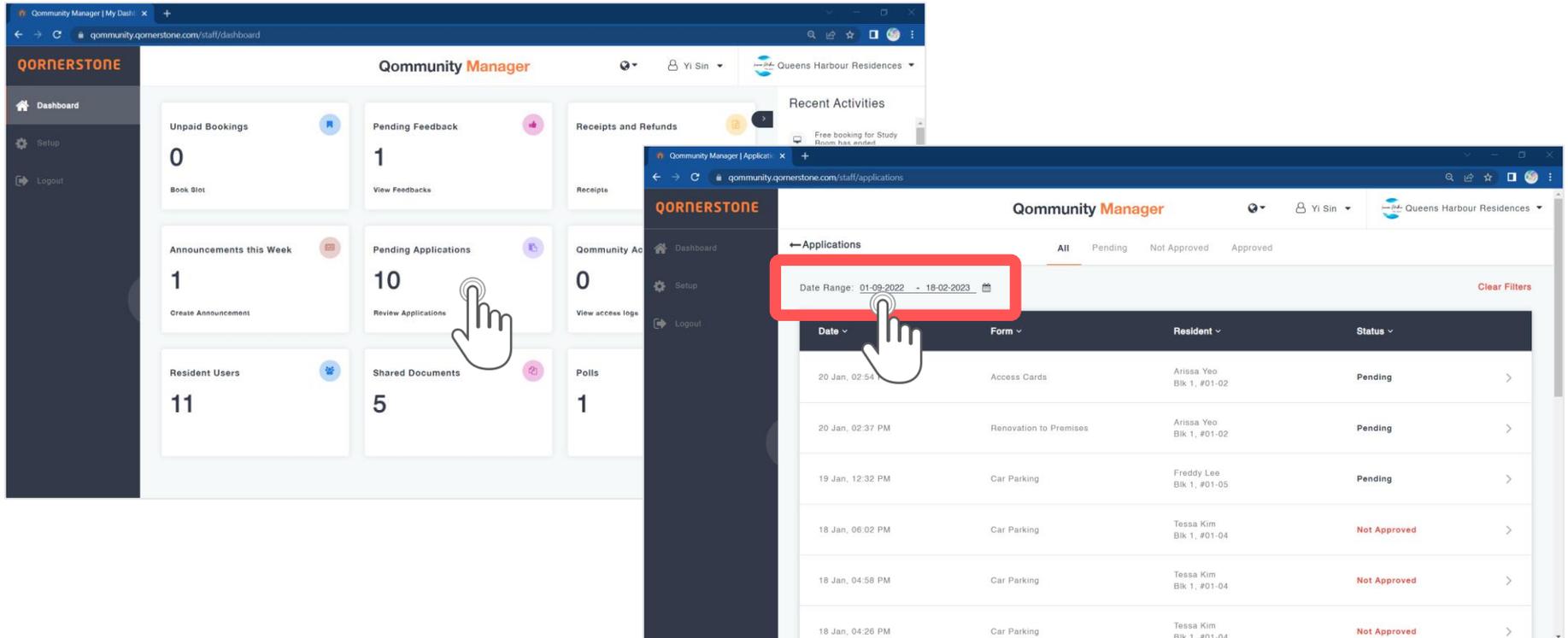


Community Manager

How to Process an eForm (Submitted by App Users)

Process an eForm

- Click on **Pending Applications** to view & approve/reject the eForm
- **Date Range:** Click on the date(s) to filter the list according to a date range



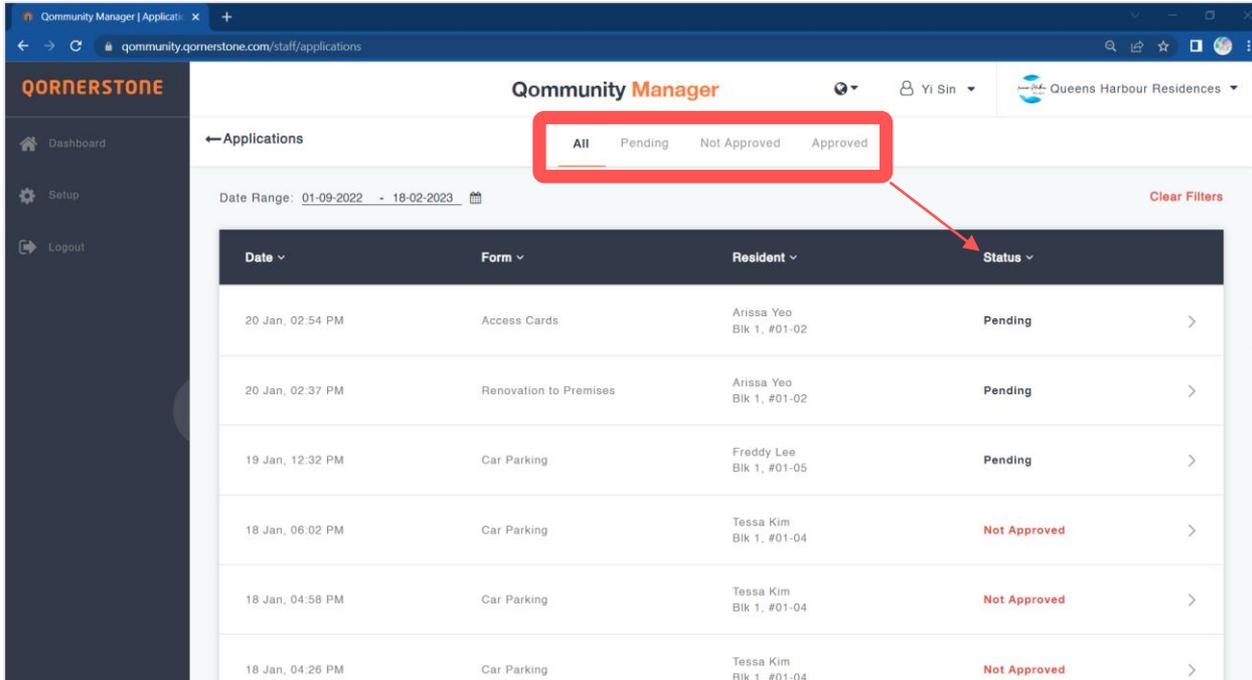
The image displays two screenshots of the QORNERSTONE Community Manager interface. The left screenshot shows the main dashboard with a 'Pending Applications' widget containing the number '10' and a hand cursor pointing to it. The right screenshot shows the 'Applications' page with a 'Date Range' filter set to '01-09-2022 - 18-02-2023', which is highlighted with a red box and a hand cursor. Below the filter is a table of applications.

Date	Form	Resident	Status
20 Jan, 02:54	Access Cards	Arissa Yeo Blk 1, #01-02	Pending
20 Jan, 02:37 PM	Renovation to Premises	Arissa Yeo Blk 1, #01-02	Pending
19 Jan, 12:32 PM	Car Parking	Freddy Lee Blk 1, #01-05	Pending
18 Jan, 06:02 PM	Car Parking	Tessa Kim Blk 1, #01-04	Not Approved
18 Jan, 04:58 PM	Car Parking	Tessa Kim Blk 1, #01-04	Not Approved
18 Jan, 04:26 PM	Car Parking	Tessa Kim Blk 1, #01-04	Not Approved

Process an eForm

Toggle to the respective tabs to view the Application Forms according to their status.

- **All:** eForms of all statuses
- **Pending:** eForms pending for Staff's actions (To approve or reject)
- **Not Approved:** The rejected eForms
- **Approved:** The approved eForms

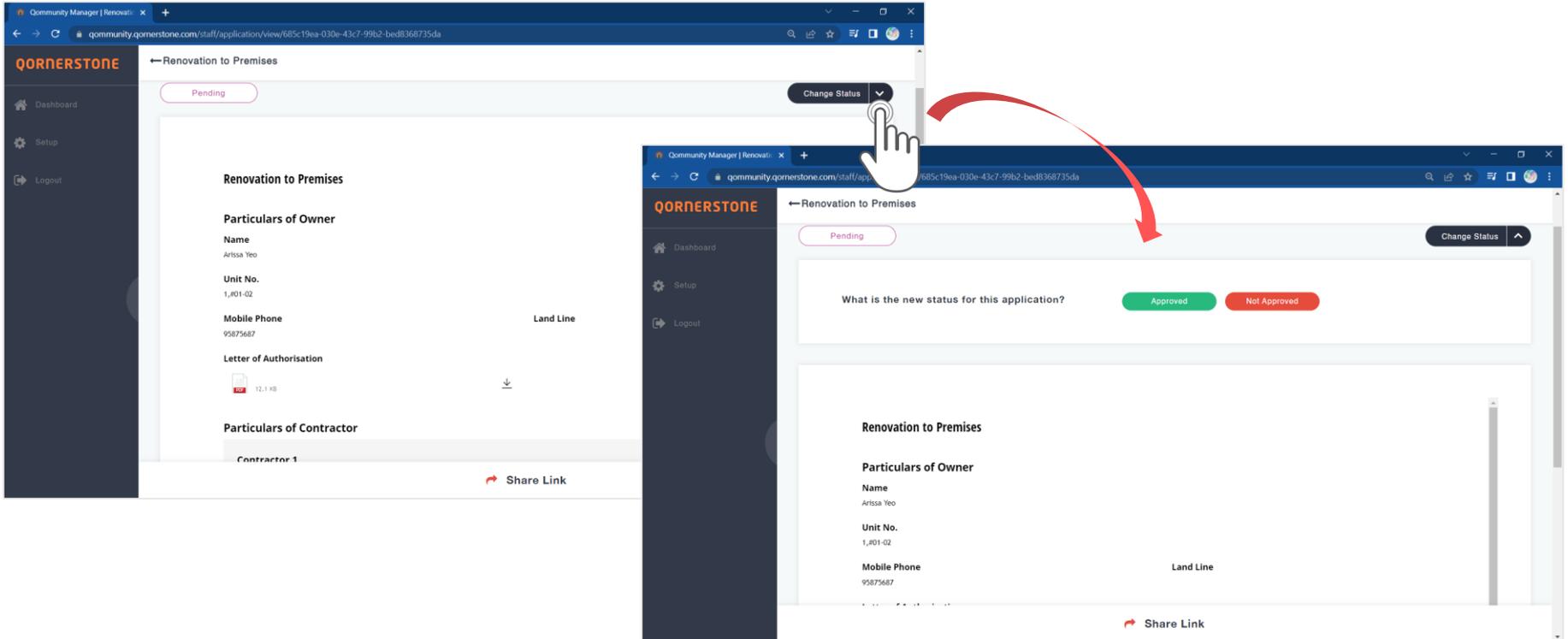


The screenshot displays the 'Applications' page in the QORNERSTONE Community Manager interface. The page features a navigation sidebar on the left with options for Dashboard, Setup, and Logout. The main content area shows a list of applications with columns for Date, Form, Resident, and Status. The 'All' tab is selected and highlighted with a red box. A red arrow points from the 'All' tab to the 'Status' column header of the table below.

Date	Form	Resident	Status
20 Jan, 02:54 PM	Access Cards	Arissa Yeo Blk 1, #01-02	Pending
20 Jan, 02:37 PM	Renovation to Premises	Arissa Yeo Blk 1, #01-02	Pending
19 Jan, 12:32 PM	Car Parking	Freddy Lee Blk 1, #01-05	Pending
18 Jan, 06:02 PM	Car Parking	Tessa Kim Blk 1, #01-04	Not Approved
18 Jan, 04:58 PM	Car Parking	Tessa Kim Blk 1, #01-04	Not Approved
18 Jan, 04:26 PM	Car Parking	Tessa Kim Blk 1, #01-04	Not Approved

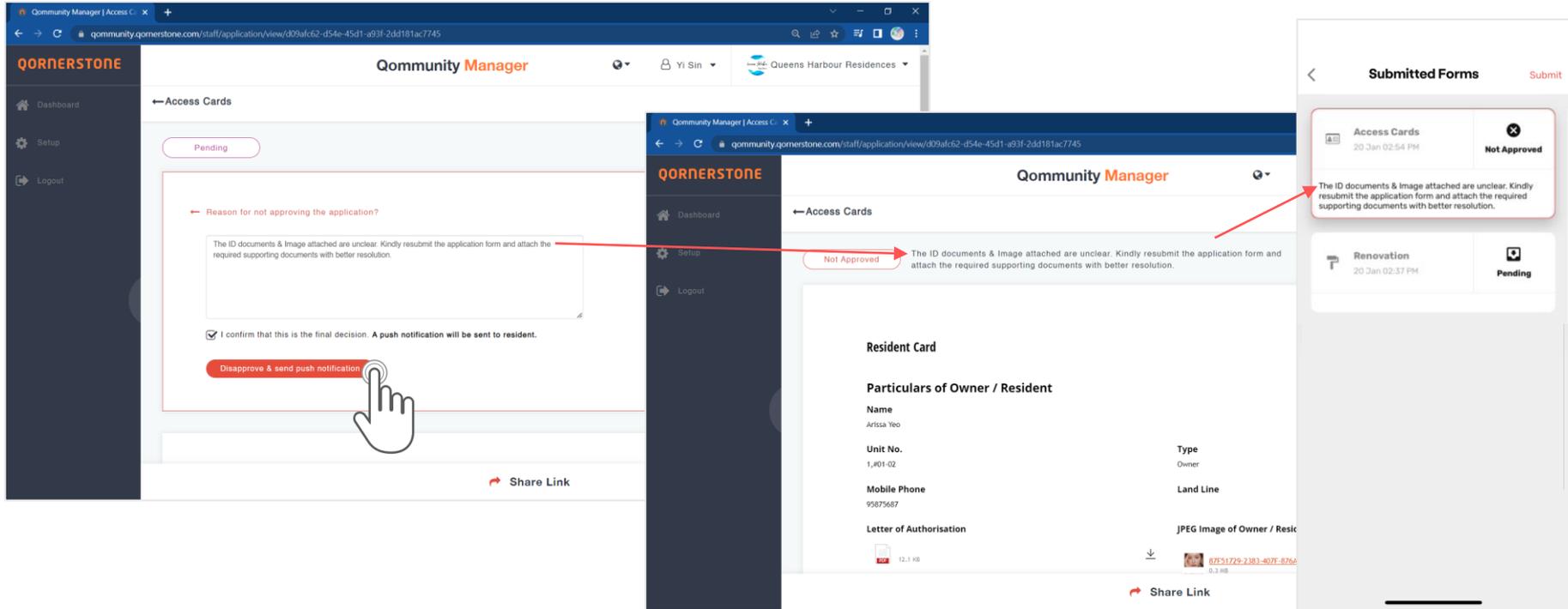
Process an eForm

- Click on **Change Status** to approve or reject the eForm



Process an eForm – Reject Application

- After clicking **Not Approved**, Staff will need to state the reason for rejection
- It is mandatory to tick the checkbox before proceeding
- The reason of rejection will be recorded. Resident will receive the App Push Notification see the note in their App



The screenshot displays the QORNERSTONE Community Manager interface. The main content area is divided into three panels illustrating the rejection process:

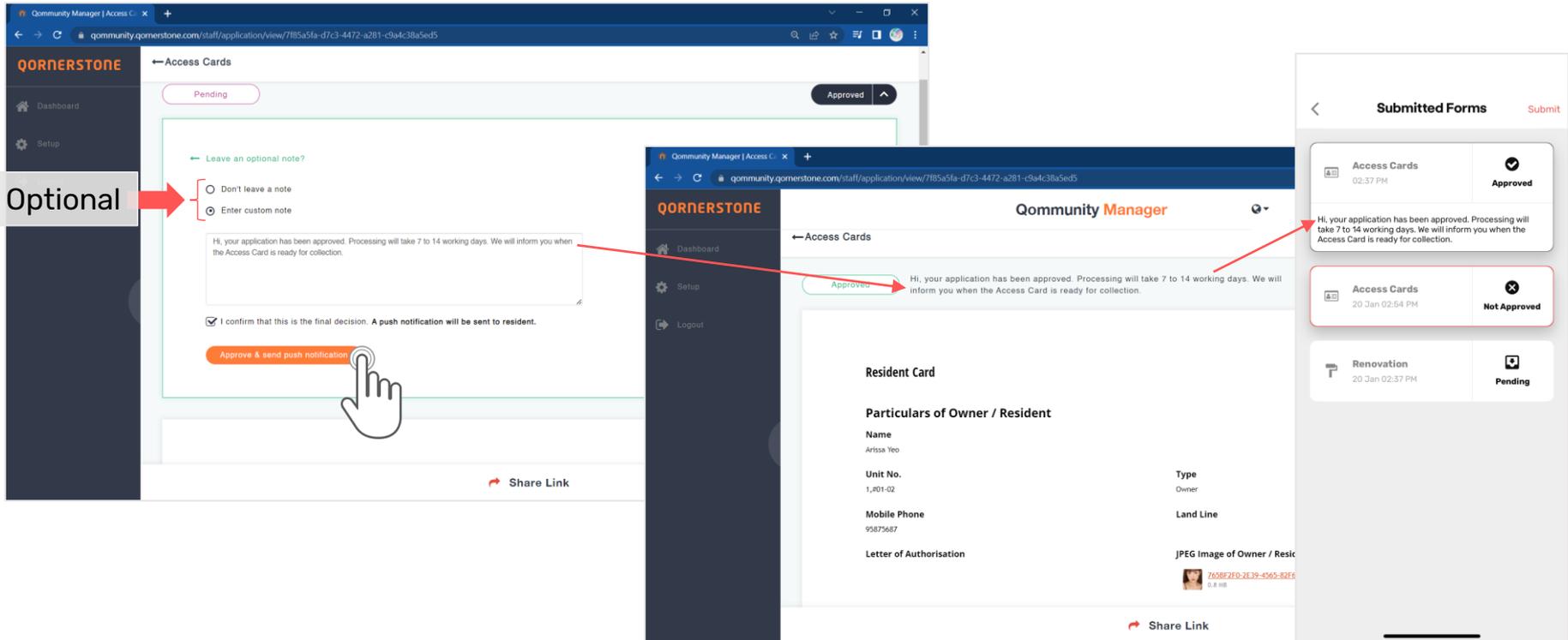
- Pending Application:** Shows a 'Pending' status for an 'Access Cards' application. A text box prompts the user to provide a reason for not approving, with a message: "The ID documents & Image attached are unclear. Kindly resubmit the application form and attach the required supporting documents with better resolution." A checkbox is checked, stating "I confirm that this is the final decision. A push notification will be sent to resident." A red button labeled "Disapprove & send push notification" is highlighted with a hand cursor.
- Not Approved Application:** Shows the application status changed to "Not Approved". The same message about unclear ID documents is displayed. A red arrow points from the "Disapprove & send push notification" button in the previous panel to this "Not Approved" button.
- Submitted Forms:** A list of submitted forms is shown. The "Access Cards" form is marked as "Not Approved" with a red 'X' icon. A red arrow points from the "Not Approved" button in the second panel to this form entry. Below it, a message reads: "The ID documents & Image attached are unclear. Kindly resubmit the application form and attach the required supporting documents with better resolution." Other forms like "Renovation" are shown as "Pending".

Below the application details, there is a "Resident Card" section with the following information:

- Particulars of Owner / Resident**
- Name:** Artissa Yeo
- Unit No.:** 1, #01-02
- Mobile Phone:** 95875687
- Letter of Authorisation:** 12.1 KB
- Type:** Owner
- Land Line:**
- JPEG Image of Owner / Resi:** 87351729-2383-407F-876A (0.3 MB)

Process an eForm – Approve Application

- After clicking **Approved**, it is optional for Staff to state a note
- It is mandatory to tick the checkbox before proceeding
- Resident will receive a Push Notification and see the note in their App



Optional

Community Manager | Access Cards

← Access Cards

Pending

Approved

Leave an optional note?

- Don't leave a note
- Enter custom note

Hi, your application has been approved. Processing will take 7 to 14 working days. We will inform you when the Access Card is ready for collection.

I confirm that this is the final decision. A push notification will be sent to resident.

Approve & send push notification

Share Link

Community Manager

← Access Cards

Approved

Hi, your application has been approved. Processing will take 7 to 14 working days. We will inform you when the Access Card is ready for collection.

Resident Card

Particulars of Owner / Resident

Name	Arissa Yeo	Type	Owner
Unit No.	1_#01-02	Land Line	
Mobile Phone	95875687	JPEG Image of Owner / Resident	
Letter of Authorisation			

Share Link

Submitted Forms

Submit

Access Cards 02:37 PM	Approved
Access Cards 20 Jan 02:54 PM	Not Approved
Renovation 20 Jan 02:37 PM	Pending