

HOW WATER BILLS ARE PROCESSED BY **PROPERTYWIZE**

Received Processing Orders via



- An Email with attachments
- A Shared Google Drive folder
- A Buildium Task Alert via an email or an incoming task alert in Home screen

 <https://youtu.be/f38PQPooHVA>

Create copies in Tenant Copy folder



- Download received water bills to a local drive (Owner Copy)
- Create a Tenant Copy folder with duplicates

 https://youtu.be/uYnxA_pxA4

Redact bills in Tenant Copy folder



- If JPG, use Windows Paint redact the bill
- If PDF, use Foxit PDF Reader to redact the bill
- How to redact Baltimore & Howard County water bills
- Upload all redacted water bills to shared Google Drive folder under Tenant Copy folder

 https://youtu.be/_O8uJSNaHEw

 <https://youtu.be/W4E6D8D42pA>

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Generate the water bill cover letter



- Go to Communication -> Mailing, find the mailing template
- While Buildium is generating the PDF letter, go do the next step

 <https://youtu.be/hfeGPwXKHtc>

Enter water bill charge to Tenant's ledger



- Go to Rentals -> Tenants -> Ledger
- Select "Enter Charge" button, follow the instructions in the demo video
- Email the last 90 days statement to tenant after adding the charge

 <https://youtu.be/faois2zLB3c>

Record the water bill for PM to pay later



- If the subject property is listed in the Buildium group named "Water Bill -- we pay" => Go to Accounting -> Bills
- Select Record Bill button, then follow the demo video instructions
- Otherwise, skip Step #6

 <https://youtu.be/SeQAdQ7rBYE>

Fill out the blanks in the cover letter



- Go back to Communication -> Mailings,
- Select "Print Manually" to download the PDF cover letter
- Fillout the blanks in the cover letter of the water bill notice as instructed in demo video
- Upload the finished cover letters and redacted water bills to shared Google Drive folders accordingly

 <https://youtu.be/jGX7qhLtqVc>

Share the water bill in Tenant & Owner portals separately



- Upload redacted water bill to Buildium to share with the Tenant
- Upload original water bill to Buildium to share the Owner
- Steps: go to Rentals -> Rent roll -> select the property -> select the "Add" link next to "File" watch demo video

 <https://youtu.be/yPhrtOplkxQ>

E-Alert tenant water bill is ready to view online



- Email tenant via Buildium email template. (if tenant does not have an email listed, just do a text alert then)
- Text tenant (using Google Voice maybe? TBD) - Optional till we figure out a way to text

 <https://youtu.be/M32z5N-EpC8>

Inform PM/Owner the order/task is completed



- Confirm this water bill processing order is completed via email and/or Buildium Task status update
- Either way, upload the redacted tenants' copies to the shared Google Drive folder and inform the PM the folder's location

 <https://youtu.be/fxBChrWCCv4>