

RP Office Express
Property Management Introduction
Training Course Outline
Day 1

DURATION

Full Day

Sessions will commence at the advertised times. Late arrivals may not be granted admission to the course. Furthermore cancellations of less than 24 hours or non-attendance may incur a **fee**, or pre paid sessions may be forfeited.

ATTENDEES

The RP Office Property Management Introduction training course is recommended for all operator(s) who is/are responsible for the RP Office Express database and its functions.

PRE-REQUISITE

A working knowledge of Microsoft Windows together with general real estate knowledge is necessary. Having mouse skills is also necessary. **This training program is a mandatory course to be completed prior to attending any subsequent courses including Trust Accounting and/or Holiday Management, Commercial Management and Body Corporate Management.**

COURSE AIMS

This course aims to enhance participants' productivity by providing the necessary skills to use RP Office Express. It is designed to **introduce** participants to the techniques and concepts associated with efficient and effective operation, and to get operator(s) familiar with the basic functions of RP Office Express with a property management focus.

Assessment will occur at the end of the training course and a "Pass" will provide the participant with "Accredited" certification of the RP Office Express Software program. Full Accreditation is only given to participants that successfully complete **ALL** relevant courses.

OBJECTIVE

To ensure participants receive a planned and formal **introduction** to RP Office Express Property Management. Upon completing this training course, participants will be able to:

Introduction to RP Office Express:

Day 1 AM

- Understand the function and concept of RP Office Express
- Start and login to RP Office Express
- Understanding the Icons
- Understanding the concept of the Work Centre
- Use Menus & Toolbar options
- Use shortcut keys

Property Management Businesses:

- Understand the Business screen in the RP Office Express Directory
- Understand the Business Flow Chart
- Understand the importance of statistics
- Setting up Business of Residential Managed Tenancy
- Understand the Wizard function
- Understand the Business Wizard screen (creating a Business Hierarchy)
- Introduction to Accounts
- Understanding Transaction Fees
- Understanding Payee Screen
- Introduction to Direct Entry Statements
- Revision exercise (Adding Residential Managed Tenancies)

- Understanding the Business screen
- Understanding BPay/Rent Card or Direct Debit
- Understand the concept of Charges and Invoices in RP Office Express
- Introduction to the chart of accounts (revenue and expenses)
- Add charges including:
 - Rental Adjustment Charges
 - Rent Charges (including calculating a Leasing Fee & Advertising)
 - Security Deposit Charges
 - Revision exercise (Charges & Invoices)
- Understanding how to add a Rental Increase
- Understanding how to Vacate a Tenant
- Understanding the concept of using the Next button to For Lease

Business Work Centre

- Understanding the concept of the Business Work Centre
- Understanding the functionality of the Business Work Centre Tabs which include:
 - Diary
 - Instruction
 - Tasks
 - Phone
 - Charges
 - Invoices
 - Receipts
 - Statements
 - Ledger
 - Storage
 - Fields
- Understanding the functionality of the Business Work Centre Icons which include:
 - Task
 - Letter
 - Email
 - SMS
 - Print
 - Trades
- Revision using the tabs and icons

Reports

- Understanding the importance of Report Writer
- Understanding how to print report from Report Writer
- Understand how to create your own category
- Understanding how to copy your reports to your new report heading
- Printing reports such as:
 - Arrears Report
 - Rent Review
- List of Tenant Agent Numbers

DELIVERY METHOD

- Lecture / Tutorial
- Group Discussion
- Computer "hands-on" training
- Revision Exercises
- Examination

Please Note: A booking fee of **\$155.00** (incl. GST) may be charged if training is cancelled or not attended and notice of 24 hours is not provided to the Training Department.