

**RP Office**  
**Advanced Property Management**  
**Training Course Outline**  
**Day 3**

**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 Advanced training course is recommended for the Property Managers who is/are responsible for the RP Office database and its functions. This would include Reception, Property Officers, Property Managers, Commercial Managers, and Body Corporate Managers & Principals.

**PRE-REQUISITE**

A working knowledge of real estate is necessary. **It is mandatory that all participants have attended the relevant introduction before attending this course.**

**COURSE AIMS**

It is designed to **enhance** participants to the techniques and concepts associated with efficient and effective operation.

Assessment will occur at the end of the training course and a "Pass" will provide the participant with "Accredited" certification of the Macpro Office Manager (MOM) Software program. Full Accreditation is only given to participants that successfully complete all relevant courses.

**OBJECTIVE**

To ensure participants use & maximise their skills with RP Office. Upon completing this training course, participants will be able to:

**Letters and the Print Centre:**

**Day 3 AM**

- Adding Standard Letters
- Adding Merge Fields
- Saving Letters
- Editing Existing Letters
- Using Client ?
- Client Labels
- Client Filters/tasks
- Client mail outs (letters)
- Printing a List of Clients
- Property labels
- Property Address Mail Outs (letters)

**Labels (Fields) Setup:**

- Global Labels
- Adding a Label to a Client, Property or Business record
- Printing a Letter to Multiple Clients
- Understand how to use the Client Filter/Relation Option
- Understanding the importance of Scheduler

**Services:**

- Understand the difference between Internal Service and Non Internal Service
- Understand What Services are used for
- Understand the Service Screen in the RP Office Work Centre
- Set up Services items/categories
- Attaching Creditors already in the system to a Services
- Attaching New Creditors not in the system to a Service

## Tasks Including:

Day 3 PM

- Understand what a Task is
- Understand how to setup the Options Tab
- Understand Automated Tasks
- Understand the task screen in the RP Office Work Centre
- Understand the Task Centre and the Task List
- Understand the Different Task Categories including:
  - Viewing Arrears on Screen
  - Printing an Arrears Letters
  - SMS Arrears
  - Viewing/Altering Inspections
- Understand the Task Wizard and Hierarchy
- Add Tasks from the Transaction and Client screens
- Add quick Diary Tasks
- Add an Email from the Business Transaction screen
- Adding Maintenance Tasks using F11
- Adding an Internal Message Task using F11
- Adding Diary Tasks using F11
- Viewing Maintenance Tasks attaching a Service Item
- Printing Maintenance Request
- Invoicing from a Maintenance Task
- Printing Quotation Requests
- Understand how a receptionist can add a Message tasks
- Understand what the Action Centre is
- Understand how to look up Task History
- Understand how to complete Tasks

### **Business Advanced**

- Understand how to look up Task History
- Printing a Task History Report
- Adding Rental Increases

### **Vacating a Tenant**

- Understanding the concept of the Next business For Lease
- Making business inactive

### **DELIVERY METHOD**

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

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