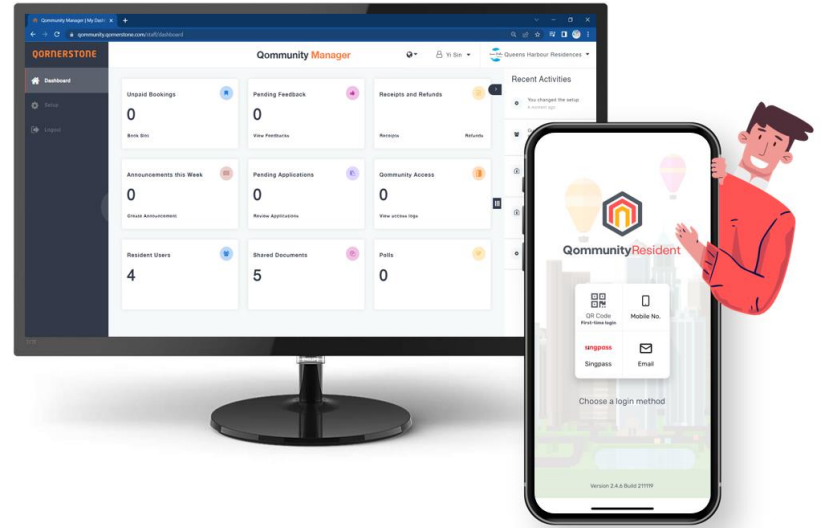




CORNERSTONE

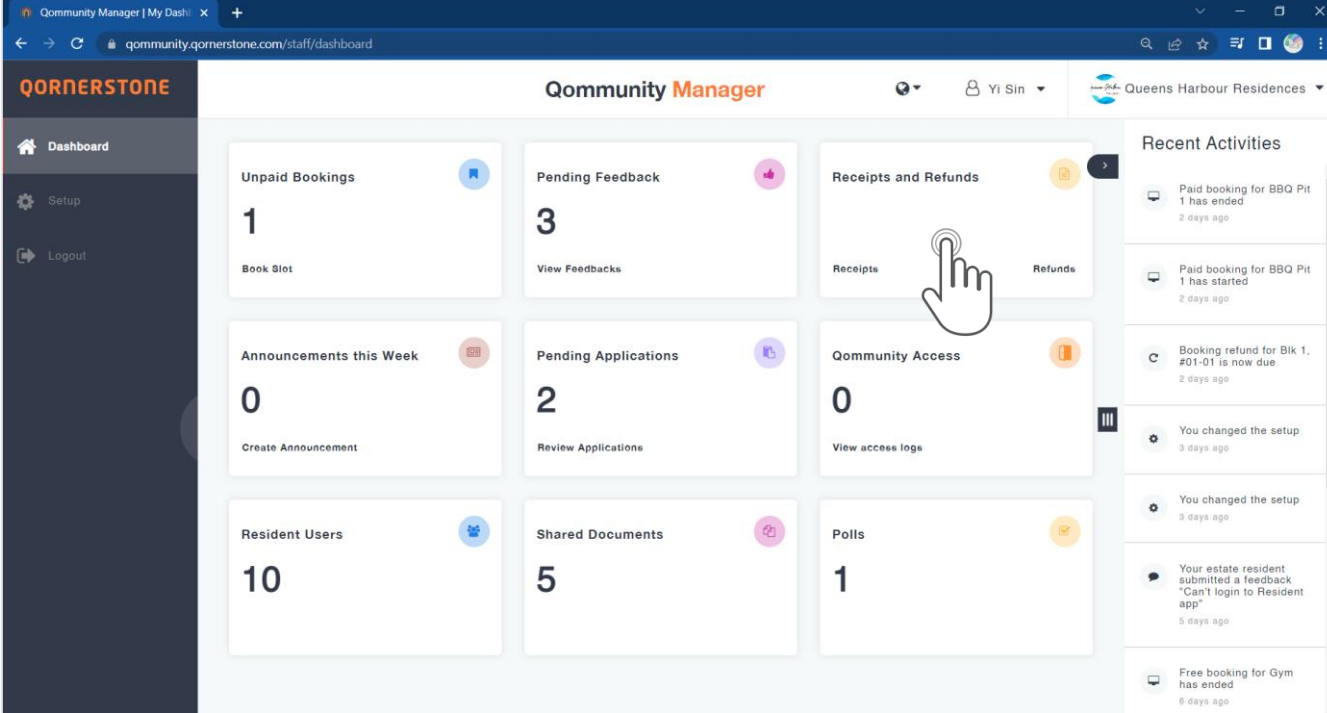


Qcommunity Manager

How to Create & Manage Receipt & Refund

Create Receipt & Refund

- Click on **Receipts and Refunds** view & create new Receipt or Refund



The screenshot displays the QORNERSTONE Community Manager dashboard. The main content area features a grid of nine summary cards:

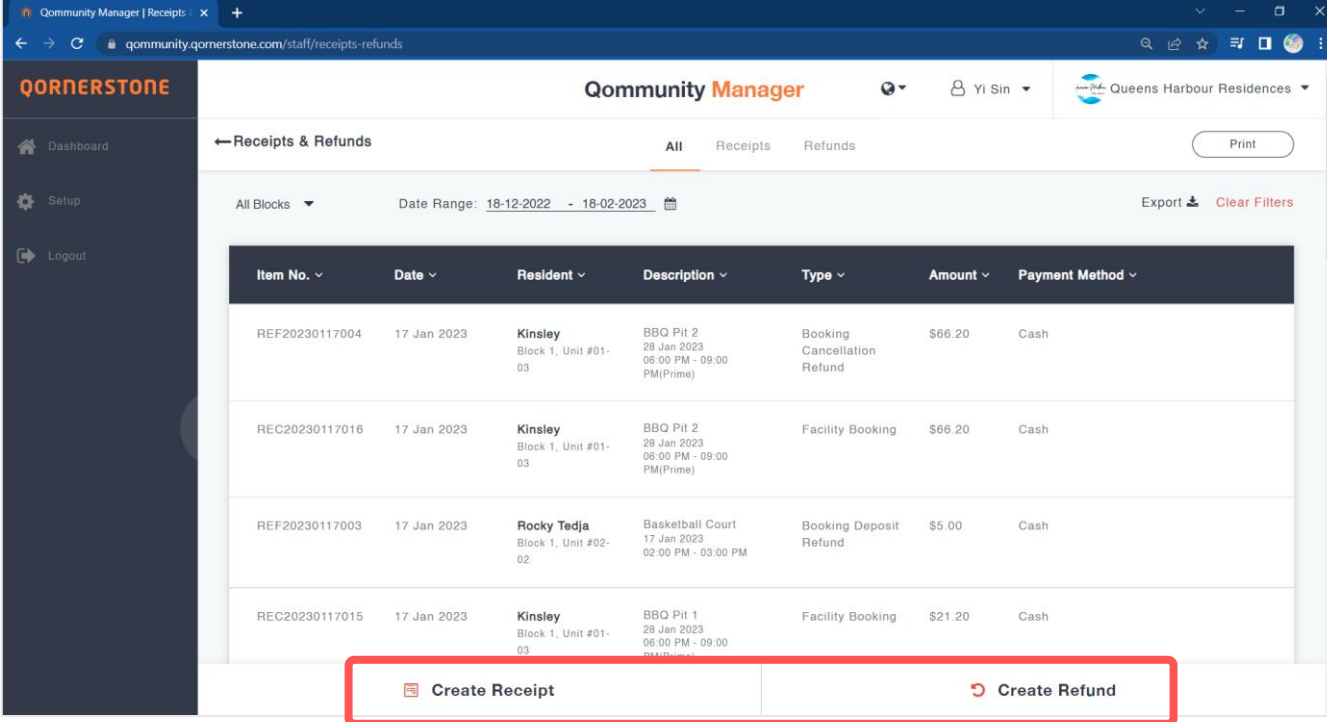
- Unpaid Bookings:** 1 (Book Slot)
- Pending Feedback:** 3 (View Feedbacks)
- Receipts and Refunds:** 0 (Receipts, Refunds) - This card is highlighted with a hand cursor.
- Announcements this Week:** 0 (Create Announcement)
- Pending Applications:** 2 (Review Applications)
- Community Access:** 0 (View access logs)
- Resident Users:** 10
- Shared Documents:** 5
- Polls:** 1

The right sidebar contains a 'Recent Activities' list with the following entries:

- Paid booking for BBO Pit 1 has ended (2 days ago)
- Paid booking for BBO Pit 1 has started (2 days ago)
- Booking refund for Blk 1, #01-01 is now due (2 days ago)
- You changed the setup (3 days ago)
- You changed the setup (3 days ago)
- Your estate resident submitted a feedback "Can't login to Resident app" (5 days ago)
- Free booking for Gym has ended (6 days ago)

Create Receipt & Refund

- Click on **Create Receipt** or **Create Refund** to create a record



Community Manager | Receipts

qcommunity.qornerstone.com/staff/receipts-refunds

QORNERSTONE Community Manager

Yi Sin Queens Harbour Residences

← Receipts & Refunds All Receipts Refunds Print

All Blocks Date Range: 18-12-2022 - 18-02-2023 Export Clear Filters

Item No.	Date	Resident	Description	Type	Amount	Payment Method
REF20230117004	17 Jan 2023	Kinsley Block 1, Unit #01-03	BBO Pit 2 28 Jan 2023 06:00 PM - 09:00 PM(Prime)	Booking Cancellation Refund	\$66.20	Cash
REC20230117016	17 Jan 2023	Kinsley Block 1, Unit #01-03	BBO Pit 2 28 Jan 2023 06:00 PM - 09:00 PM(Prime)	Facility Booking	\$66.20	Cash
REF20230117003	17 Jan 2023	Rocky Tedja Block 1, Unit #02-02	Basketball Court 17 Jan 2023 02:00 PM - 03:00 PM	Booking Deposit Refund	\$5.00	Cash
REC20230117015	17 Jan 2023	Kinsley Block 1, Unit #01-03	BBO Pit 1 28 Jan 2023 06:00 PM - 09:00 PM(Prime)	Facility Booking	\$21.20	Cash

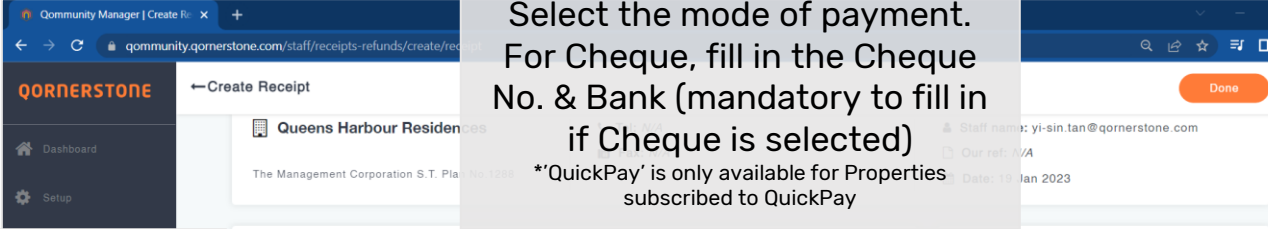
Create Receipt Create Refund



Receipt & Refund

Create a Receipt

Create a Receipt



Community Manager | Create Receipt | qcommunity.qornerstone.com/staff/receipts-refunds/create/receipt

← Create Receipt

Queens Harbour Residences

The Management Corporation S.T. Plan No. 1288

Staff name: yi-sin.tan@qornerstone.com

Our ref: WA

Date: 19 Jan 2023

Done

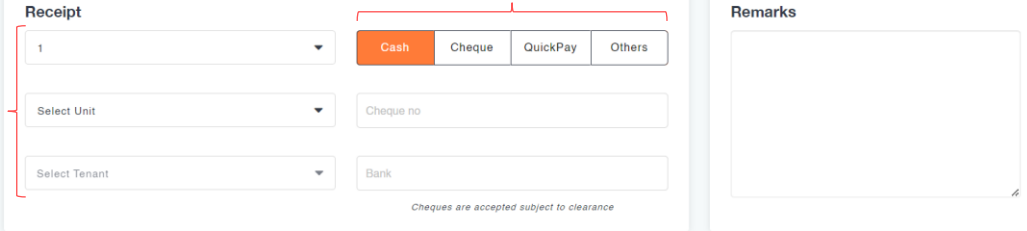
Select the mode of payment.
For Cheque, fill in the Cheque No. & Bank (mandatory to fill in if Cheque is selected)

*QuickPay is only available for Properties subscribed to QuickPay

Last Step: Click on Done once completed.

Select the Resident that you are issuing the Receipt. From here, select the Block, Unit and Tenant

*Tenant & Owner are used interchangeably in this system



Receipt

1

Cash Cheque QuickPay Others

Select Unit Cheque no

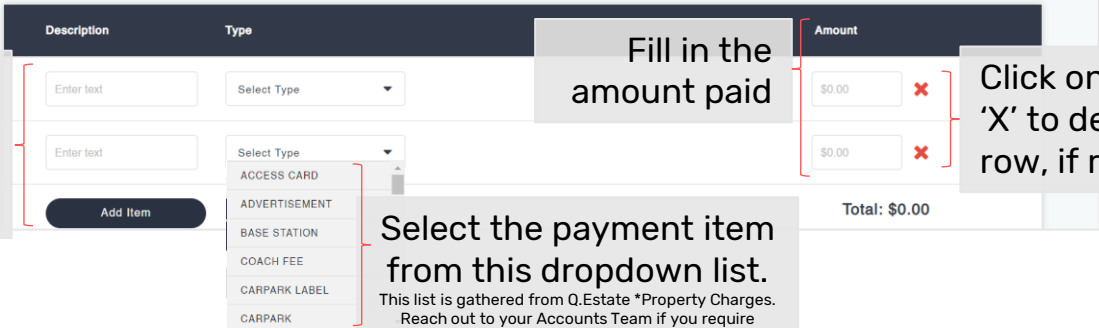
Select Tenant Bank

Cheques are accepted subject to clearance

Remarks

A free-text box for you to fill in any remarks

Fill in a description of the payment item(s). Click on 'Add Item' to add another row, if required.



Description	Type	Amount
Enter text	Select Type	\$0.00 X
Enter text	Select Type	\$0.00 X

Add Item

Total: \$0.00

ACCESS CARD
ADVERTISEMENT
BASE STATION
COACH FEE
CARPARK LABEL
CARPARK

Fill in the amount paid

Click on the red 'X' to delete the row, if required.

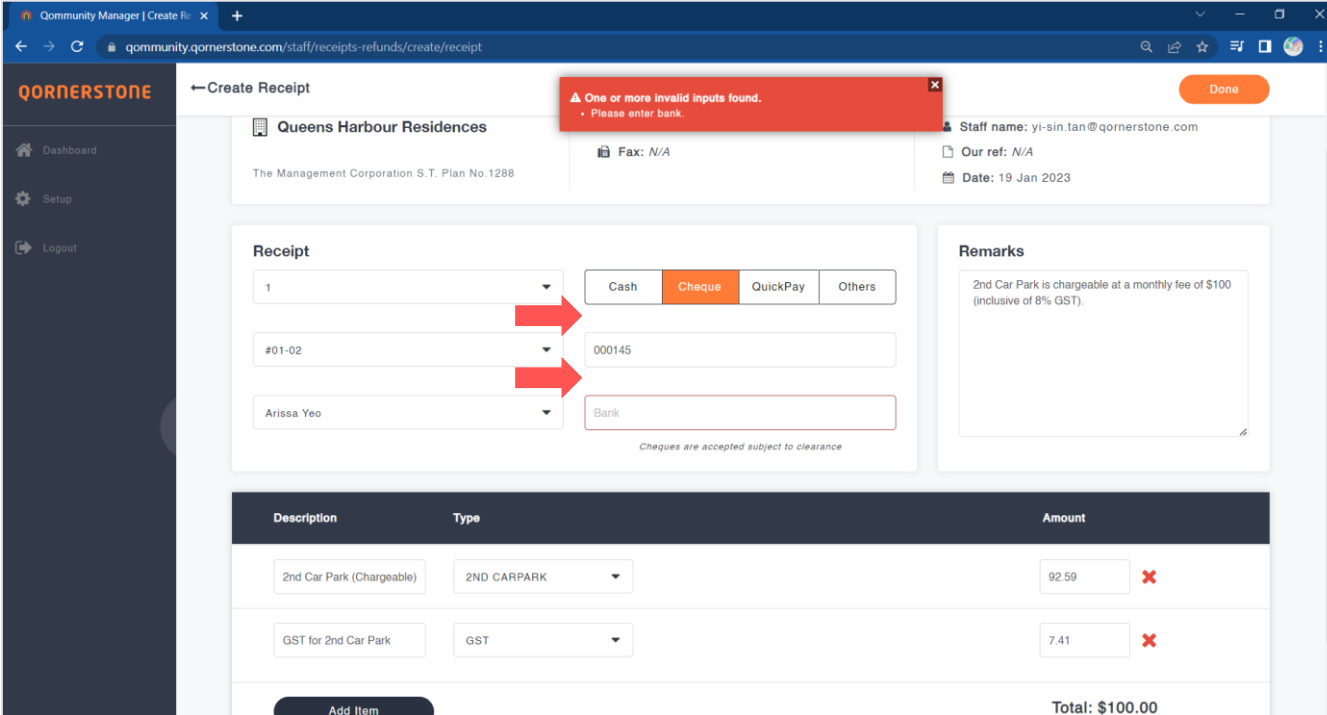
Select the payment item from this dropdown list.

This list is gathered from Q.Estate *Property Charges. Reach out to your Accounts Team if you require additional Type.

*By default, Property Charges with Charge Type=Service Charge are excluded from this list.

Create a Receipt

- When Cheque is selected as the payment mode, Qcommunity will prompt an error message if both the Cheque No. and Bank are not filled in
- Once completed, click on **Done** to create the Receipt



Community Manager | Create Receipt

qcommunity.qornerstone.com/staff/receipts-refunds/create/receipt

QORNERSTONE ← Create Receipt

Queens Harbour Residences
The Management Corporation S.T. Plan No.1288

Fax: N/A

Staff name: yi-sin.tan@qornerstone.com
Our ref: N/A
Date: 19 Jan 2023

Receipt

1 [Cheque] [QuickPay] [Others]

#01-02 000145

Arissa Yeo Bank

Cheques are accepted subject to clearance

Remarks

2nd Car Park is chargeable at a monthly fee of \$100 (inclusive of 8% GST).

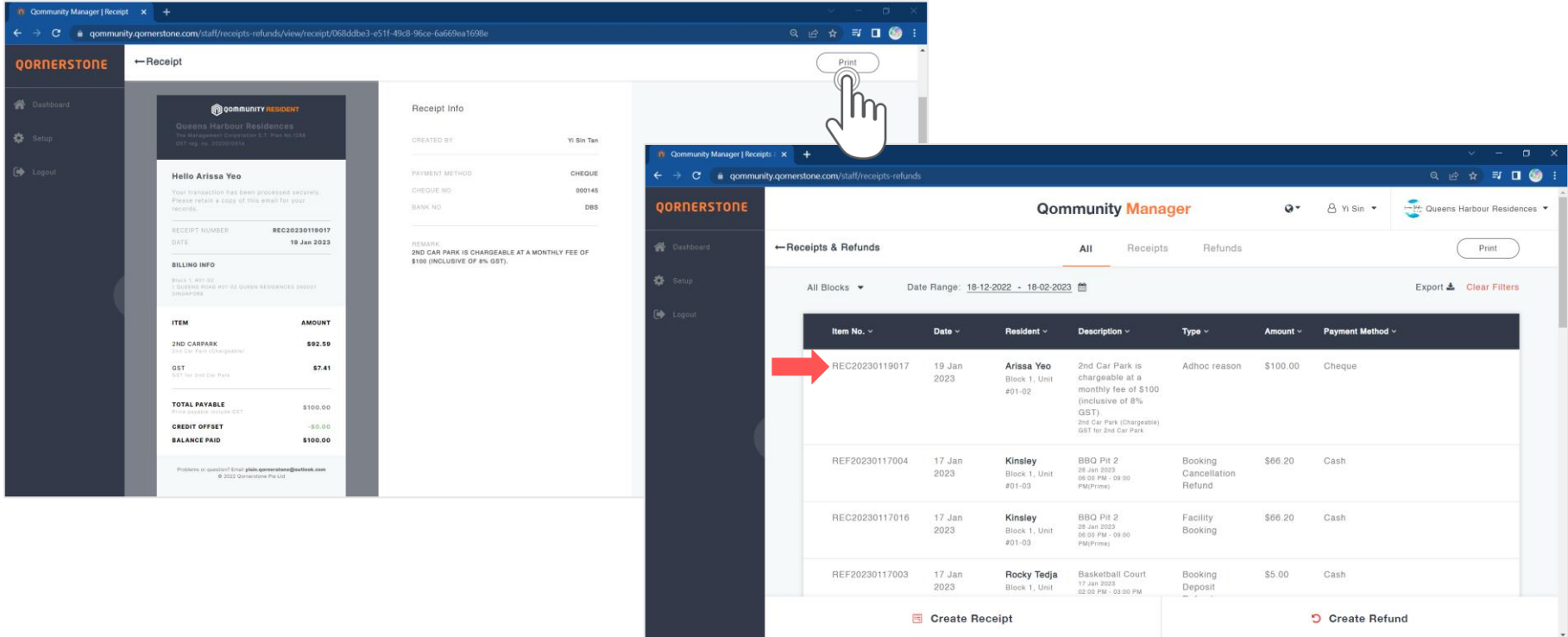
Description	Type	Amount
2nd Car Park (Chargeable)	2ND CARPARK	92.59
GST for 2nd Car Park	GST	7.41
Add Item		Total: \$100.00

Done

▲ One or more invalid inputs found.
• Please enter bank.

Create a Receipt

- The Receipt is successfully created. Click **Print** to print a copy, if required
- In the Receipts & Refunds listing, the newly created record will be shown as well



The image displays two screenshots from the QORNERSTONE system. The left screenshot shows a receipt for a 2nd Car Park charge, and the right screenshot shows a list of receipts and refunds with a red arrow pointing to the newly created receipt.

Receipt Details:

QORNERSTONE
← Receipt

COMMUNITY RESIDENT
Queens Harbour Residences
The Management Corporation S.T. Pte Ltd (MS)
4871 9th St, Singapore

Hello Arissa Yeo
Your transaction has been processed securely. Please retain a copy of this email for your records.

RECEIPT NUMBER: REC20230119017
DATE: 19 Jan 2023

BILLING INFO
Block 1, Unit 02
1 QUEENSD ROAD #02-02 QUEEN RESIDENCES (PROJ)
Singapore

ITEM	AMOUNT
2ND CARPARK <small>(2ND Car Park (Chargeable))</small>	\$92.59
GST <small>GST 10% 2nd Car Park</small>	\$7.41
TOTAL PAYABLE <small>Price payable include GST</small>	\$100.00
CREDIT OFFSET	-\$0.00
BALANCE PAID	\$100.00

PROBLEM? or question? Email pmh.qornerstone@outlook.com
© 2022 Qornerstone Pte Ltd

Receipt Info

CREATED BY: Yi Sin Tan

PAYMENT METHOD: CHEQUE
CHEQUE NO: 000145
BANK NO: DBS

REMARK:
2ND CAR PARK IS CHARGEABLE AT A MONTHLY FEE OF \$100 (INCLUSIVE OF 8% GST).

Receipts & Refunds Listing:

Community Manager | Receipts | x +
qcommunity.qornerstone.com/staff/receipts-refunds

QORNERSTONE
Community Manager
Yi Sin
Queens Harbour Residences

← Receipts & Refunds
All Receipts Refunds
Print

All Blocks Date Range: 18-12-2022 - 18-02-2023 Export Clear Filters

Item No.	Date	Resident	Description	Type	Amount	Payment Method
REC20230119017	19 Jan 2023	Arissa Yeo Block 1, Unit #01-02	2nd Car Park is chargeable at a monthly fee of \$100 (inclusive of 8% GST) 2nd Car Park (Chargeable) GST for 2nd Car Park	Adhoc reason	\$100.00	Cheque
REF20230117004	17 Jan 2023	Kinsley Block 1, Unit #01-03	BBO Pit 2 28 Jan 2023 06:00 PM - 09:00 PM (Prom)	Booking Cancellation Refund	\$66.20	Cash
REC20230117016	17 Jan 2023	Kinsley Block 1, Unit #01-03	BBO Pit 2 28 Jan 2023 06:00 PM - 09:00 PM (Prom)	Facility Booking	\$66.20	Cash
REF20230117003	17 Jan 2023	Rocky Tedja Block 1, Unit	Basketball Court 17 Jan 2023 02:00 PM - 03:00 PM	Booking Deposit	\$5.00	Cash

Create Receipt Create Refund

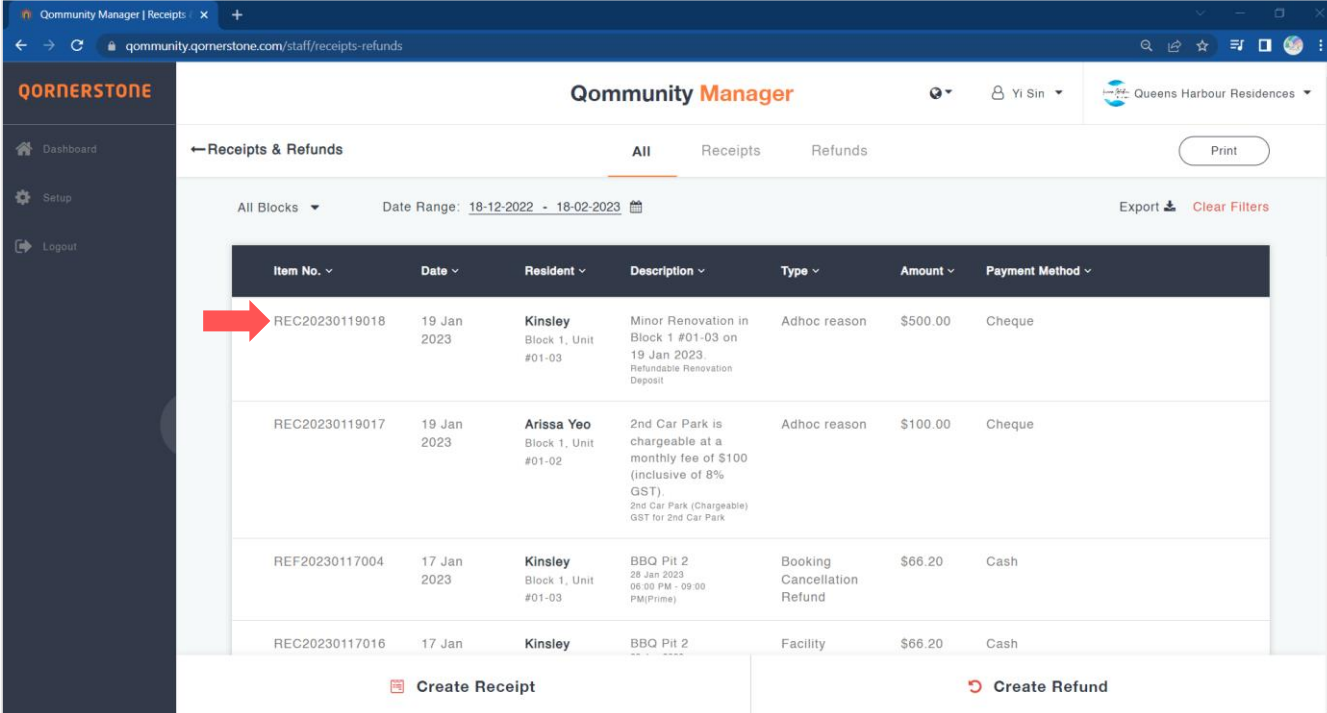


Receipt & Refund

Create a Refund

Create a Refund

- In this example, a Resident is having a minor renovation in his unit, and he had paid a refundable deposit of \$500.00
- After the renovation is completed, he had returned to collect his cheque

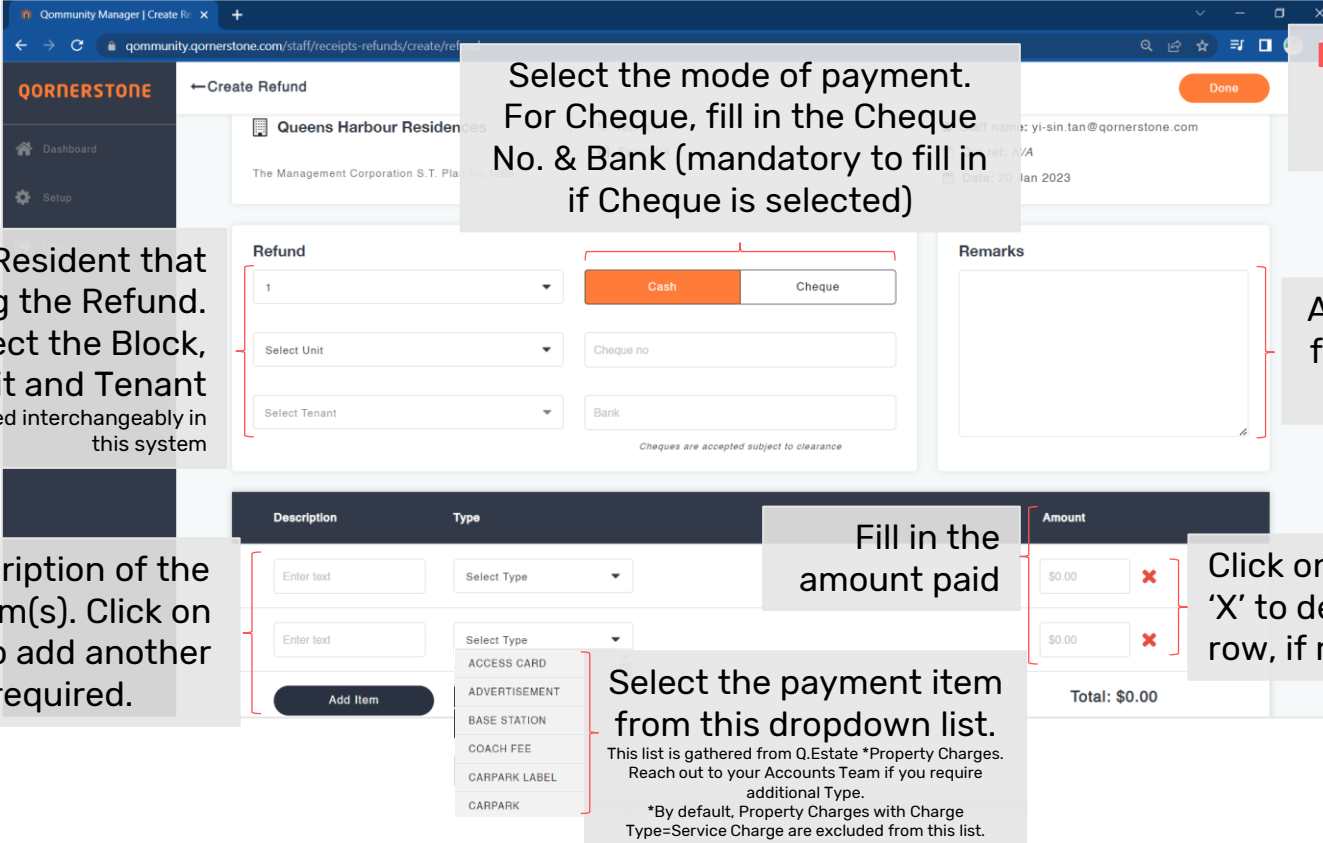


The screenshot displays the 'Receipts & Refunds' section of the QORNERSTONE Community Manager. The interface includes a sidebar with 'Dashboard', 'Setup', and 'Logout' options. The main content area shows a table of transactions with columns for Item No., Date, Resident, Description, Type, Amount, and Payment Method. The first row, highlighted with a red arrow, represents a refundable renovation deposit of \$500.00 for Kinsley in Unit #01-03. Below the table are buttons for 'Create Receipt' and 'Create Refund'.

Item No.	Date	Resident	Description	Type	Amount	Payment Method
REC20230119018	19 Jan 2023	Kinsley Block 1, Unit #01-03	Minor Renovation in Block 1 #01-03 on 19 Jan 2023. Refundable Renovation Deposit	Adhoc reason	\$500.00	Cheque
REC20230119017	19 Jan 2023	Ariisa Yeo Block 1, Unit #01-02	2nd Car Park is chargeable at a monthly fee of \$100 (inclusive of 8% GST). 2nd Car Park (Chargeable) GST for 2nd Car Park	Adhoc reason	\$100.00	Cheque
REF20230117004	17 Jan 2023	Kinsley Block 1, Unit #01-03	BBO Pit 2 28 Jan 2023 06:00 PM - 09:00 PM(Prime)	Booking Cancellation Refund	\$66.20	Cash
REC20230117016	17 Jan	Kinsley	BBO Pit 2	Facility	\$66.20	Cash

Create a Refund

This is a similar screen to create a Receipt, but the Mode of Payment selections are lesser



The screenshot shows a web browser window with the URL `qcommunity.qornerstone.com/staff/receipts-refunds/create/`. The page title is "Create Refund" and the location is "Queens Harbour Residences". The form includes a "Refund" section with dropdowns for "1", "Select Unit", and "Select Tenant". There are radio buttons for "Cash" (selected) and "Cheque". Below these are input fields for "Cheque no" and "Bank". A "Remarks" text area is on the right. At the bottom, there is a table with columns "Description", "Type", and "Amount". The table has two rows, each with "Enter text" in the description, a "Select Type" dropdown, and "\$0.00" in the amount column with a red "X" icon. A "Total: \$0.00" is shown at the bottom right. A "Done" button is in the top right corner.

Select the Resident that you are issuing the Refund. From here, select the Block, Unit and Tenant
**Tenant & Owner are used interchangeably in this system*

Select the mode of payment. For Cheque, fill in the Cheque No. & Bank (mandatory to fill in if Cheque is selected)

Last Step: Click on Done once completed.

A free-text box for you to fill in any remarks

Fill in a description of the payment item(s). Click on 'Add Item' to add another row, if required.

Fill in the amount paid

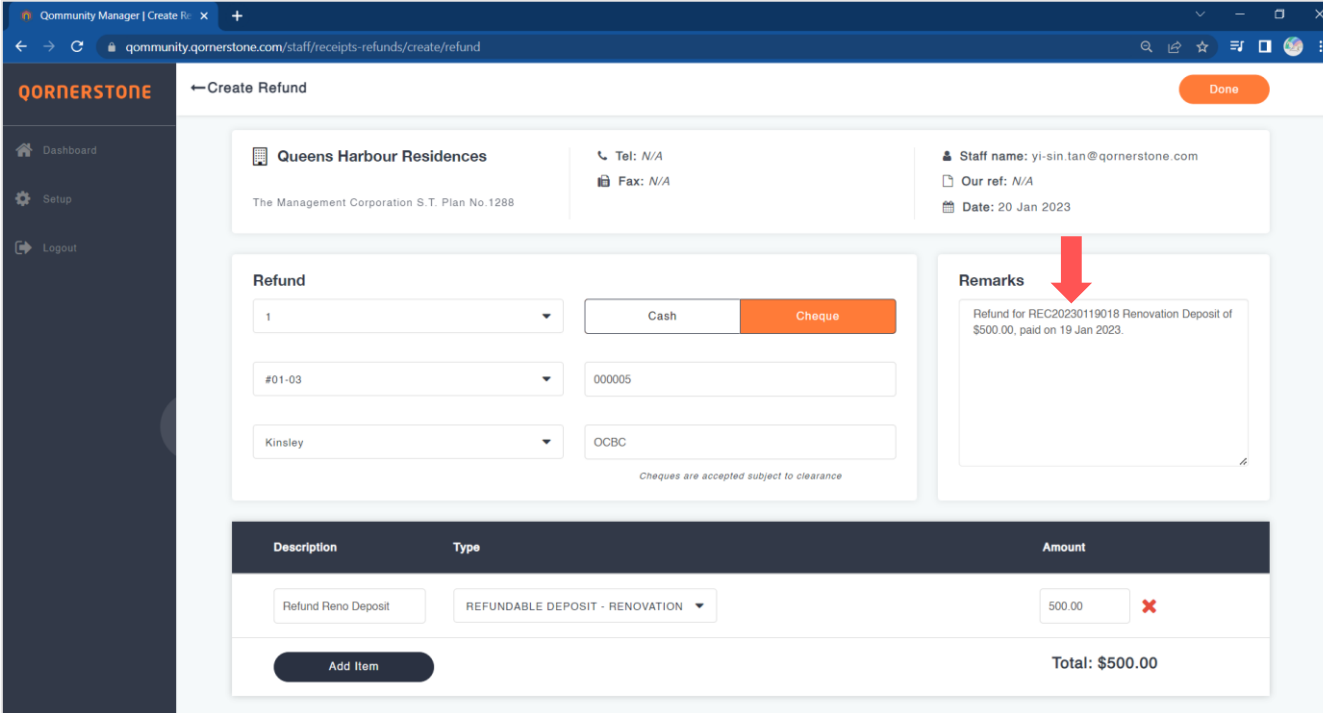
Click on the red 'X' to delete the row, if required.

Select the payment item from this dropdown list.
This list is gathered from Q.Estate *Property Charges. Reach out to your Accounts Team if you require additional Type.
**By default, Property Charges with Charge Type=Service Charge are excluded from this list.*

- ACCESS CARD
- ADVERTISEMENT
- BASE STATION
- COACH FEE
- CARPARK LABEL
- CARPARK

Create a Refund

- The Refund function does not cross-check with the Receipts in Qcommunity Manager
- Hence, it is advised to state the Receipt Reference No. in **Remarks** for better recording purposes



Community Manager | Create Refund

← Create Refund Done

Queens Harbour Residences
The Management Corporation S.T. Plan No.1288

Tel: N/A
Fax: N/A

Staff name: yi-sin.tan@qornerstone.com
Our ref: N/A
Date: 20 Jan 2023


Refund

1 Cash Cheque

#01-03

Kinsley

Cheques are accepted subject to clearance

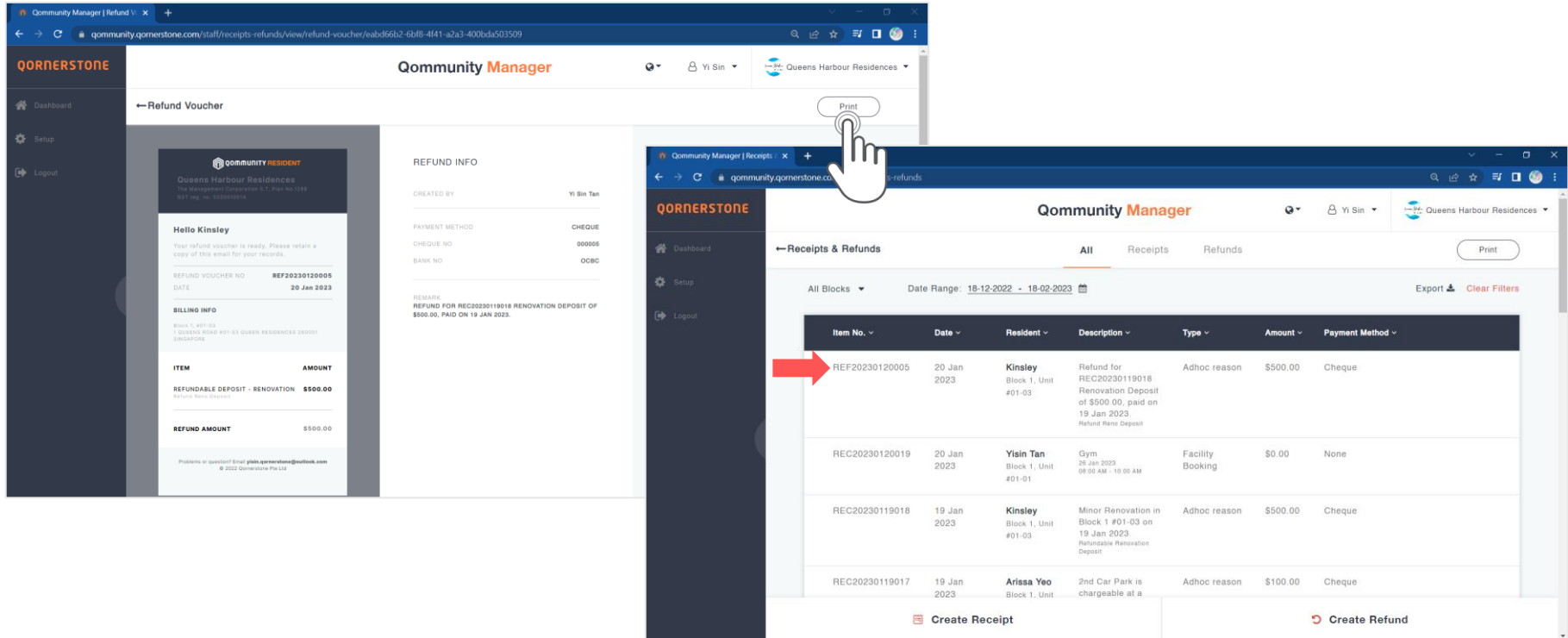
Remarks 

Refund for REC20230119018 Renovation Deposit of \$500.00, paid on 19 Jan 2023.

Description	Type	Amount
Refund Reno Deposit	REFUNDABLE DEPOSIT - RENOVATION	500.00 ✖
Add Item		Total: \$500.00

Create a Refund

- The Refund Voucher is successfully created. Click Print to print a copy, if required
- In the Receipts & Refunds listing, the newly created record will be shown as well



The image displays two overlapping screenshots from the QORNERSTONE web application. The top screenshot shows a 'Refund Voucher' page for a 'Queens Harbour Residences' unit. The voucher details include:

- REFUND INFO:** CREATED BY: Yi Sin Tan; PAYMENT METHOD: CHEQUE; CHECKE NO: 000005; BANK NO: OCBC.
- REFUND VOUCHER NO:** REF20230120005
- DATE:** 20 Jan 2023
- REMARK:** REFUND FOR REC20230119018 RENOVATION DEPOSIT OF \$500.00, PAID ON 19 JAN 2023.
- BILLING INFO:** 1 QUEEN ROAD #01-03 QUEEN RESIDENCES DEPOSIT SINGAPORE.
- ITEM AMOUNT:** REFUNDABLE DEPOSIT - RENOVATION \$500.00; REFUND AMOUNT \$500.00.

The bottom screenshot shows the 'Receipts & Refunds' listing page. A red arrow points to the newly created refund record in the table below:

Item No.	Date	Resident	Description	Type	Amount	Payment Method
REF20230120005	20 Jan 2023	Kinsley Block 1, Unit #01-03	Refund for REC20230119018 Renovation Deposit of \$500.00, paid on 19 Jan 2023. Refund Note Deposit	Adhoc reason	\$500.00	Cheque
REC20230120019	20 Jan 2023	Yisin Tan Block 1, Unit #01-01	Gym 20 Jan 2023 08:00 AM - 10:00 AM	Facility Booking	\$0.00	None
REC20230119018	19 Jan 2023	Kinsley Block 1, Unit #01-03	Minor Renovation in Block 1 #01-03 on 19 Jan 2023. Refundable Renovation Deposit	Adhoc reason	\$500.00	Cheque
REC20230119017	19 Jan 2023	Arissa Yeo Block 1, Unit	2nd Car Park is chargeable at a	Adhoc reason	\$100.00	Cheque

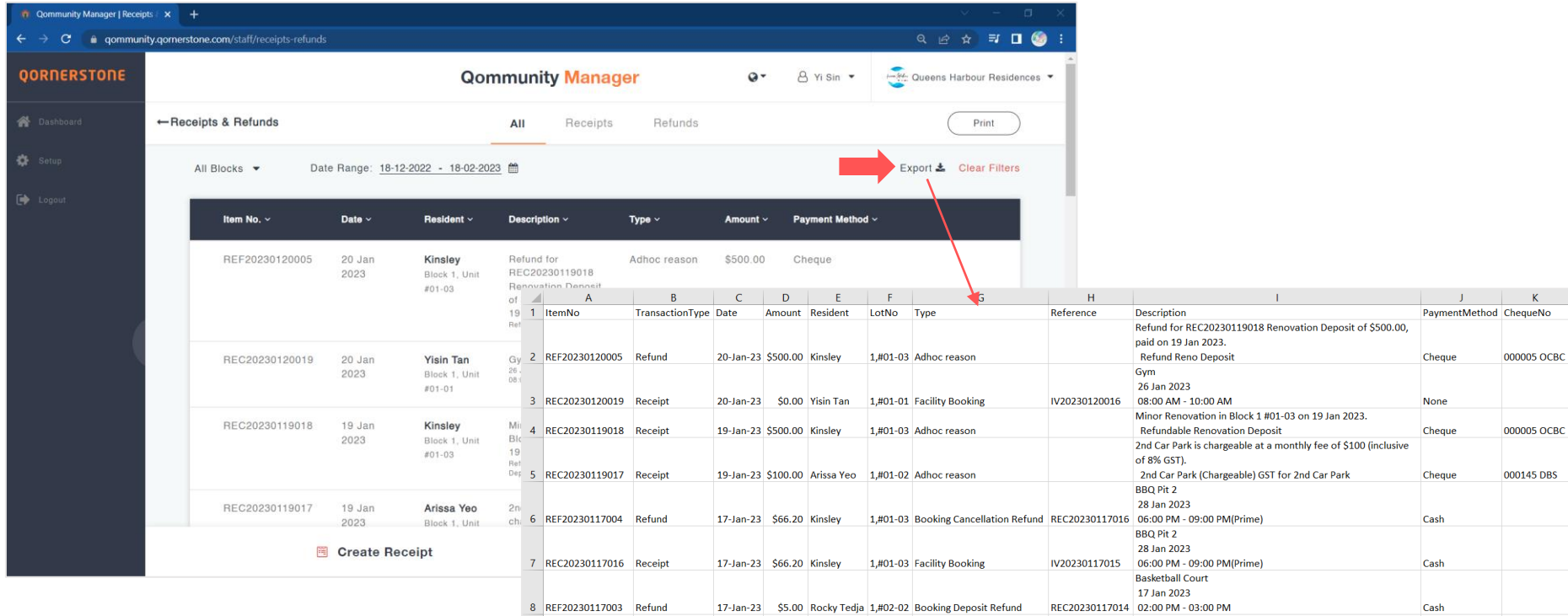


Receipt & Refund

How to Export Receipt and/or Refund Listing

Export Receipt and/or Refund Listing

- Toggle to the preferred Tab (All / Receipts / Refunds)
- Click on the **Export** button to download a CSV file
- The list downloaded will be according to the selected date range



The screenshot displays the 'Community Manager' interface for 'Queens Harbour Residences'. The page is titled 'Receipts & Refunds' and shows a list of transactions. The 'Date Range' is set to '18-12-2022 - 18-02-2023'. An 'Export' button is highlighted with a red arrow, and a 'Clear Filters' button is also visible. Below the main table, a detailed view of a receipt is shown with columns A through K.

Item No.	Date	Resident	Description	Type	Amount	Payment Method	A	B	C	D	E	F	G	H	I	J	K	
REF20230120005	20 Jan 2023	Kinsley Block 1, Unit #01-03	Refund for REC20230119018 Renovation Deposit	Adhoc reason	\$500.00	Cheque	1	ItemNo	TransactionType	Date	Amount	Resident	LotNo	Type	Reference	Description	PaymentMethod	ChequeNo
REC20230120019	20 Jan 2023	Yisun Tan Block 1, Unit #01-01	Gym	Refund	20-Jan-23	\$500.00	2	REF20230120005	Refund	20-Jan-23	\$500.00	Kinsley	1,#01-03	Adhoc reason		Refund for REC20230119018 Renovation Deposit of \$500.00, paid on 19 Jan 2023.	Cheque	000005 OCBC
REC20230119018	19 Jan 2023	Kinsley Block 1, Unit #01-03	Minor Renovation in Block 1 #01-03 on 19 Jan 2023.	Receipt	20-Jan-23	\$0.00	3	REC20230120019	Receipt	20-Jan-23	\$0.00	Yisun Tan	1,#01-01	Facility Booking	IV20230120016	Refundable Renovation Deposit	None	
REC20230119017	19 Jan 2023	Arissa Yeo Block 1, Unit	2nd Car Park (Chargeable) GST for 2nd Car Park	Receipt	19-Jan-23	\$100.00	4	REC20230119018	Receipt	19-Jan-23	\$500.00	Kinsley	1,#01-03	Adhoc reason		Minor Renovation in Block 1 #01-03 on 19 Jan 2023.	Cheque	000005 OCBC
REC20230117004	17-Jan-23	Kinsley	Booking Cancellation Refund	Refund	17-Jan-23	\$66.20	5	REC20230119017	Receipt	19-Jan-23	\$100.00	Arissa Yeo	1,#01-02	Adhoc reason		Refundable Renovation Deposit	Cheque	000145 DBS
REC20230117016	17-Jan-23	Kinsley	Facility Booking	Receipt	17-Jan-23	\$66.20	6	REF20230117004	Refund	17-Jan-23	\$66.20	Kinsley	1,#01-03	Booking Cancellation Refund	REC20230117016	2nd Car Park (Chargeable) GST for 2nd Car Park	Cheque	000145 DBS
REC20230117016	17-Jan-23	Kinsley	Facility Booking	Receipt	17-Jan-23	\$66.20	7	REC20230117016	Receipt	17-Jan-23	\$66.20	Kinsley	1,#01-03	Facility Booking	IV20230117015	BBQ Pit 2	Cash	
REC20230117003	17-Jan-23	Rocky Tedja	Booking Deposit Refund	Refund	17-Jan-23	\$5.00	8	REC20230117016	Receipt	17-Jan-23	\$66.20	Kinsley	1,#01-03	Facility Booking	IV20230117015	BBQ Pit 2	Cash	
REC20230117014	17-Jan-23	Rocky Tedja	Booking Deposit Refund	Refund	17-Jan-23	\$5.00	8	REC20230117003	Refund	17-Jan-23	\$5.00	Rocky Tedja	1,#02-02	Booking Deposit Refund	REC20230117014	Basketball Court	Cash	