

Work Orders



Work Orders Overview

Walker Asset Services will be using Work Orders to track maintenance and service requests.

VENDORCafé is used for vendors to view and respond to the work orders assigned to them.

Work Orders will be assigned to the contractor and an email notification can be setup to go to the technician, service department and any other person in your organisation who looks after allocation of jobs. The work order will also be visible in VENDORCafé.

Please note that access to Vendor Café is required to update and complete work order status.

Please note that work orders alone are not a financial commitment from Walker Asset Services, a Purchase Order is required for invoicing.

The screenshot shows the VendorCafé interface for Walker Asset Services Pty Ltd (033029 165811). The vendor code is v0000071. The vendor type is Sub-Vendor, and the status is Ready For Approval. The compliance status is In Compliance, with a 100% completion rate as of 06/26/2024. The interface includes a navigation menu with options like Dashboard, Client Profiles, Promote, Express, Q & A, and Help. The main content area is titled 'Work Orders' and features a search bar and filters for W/O No., Property, Show Data For Call Date In (6 Months/180 Days), Priority, Unit, Category, Sub Category, and Asset. Below the search bar, there are tabs for Awaiting Proposals (1), Assigned Work Orders (1), Work Order History (1), and Rejected Proposals (1). The Assigned Work Orders tab is active, showing a table with the following data:

Work Order	Property Code	Property Name	Unit	Status	Priority	Category	Sub Category	Brief Description	Call Date	Not To Exceed	Due Date
73269	cs001rt	Tower One - Retail	G002U046	Completed by Contractor	Low	General Repairs & Maintenance	TEST	TEST	10/21/2024	111.00	11/08/2024
73331	cs001rt	Tower One - Retail	G002U046	Completed by Contractor	Low	General Repairs & Maintenance	TEST	TEST	10/22/2024	999.00	11/11/2024

The table also includes a '50 entries per page' dropdown at the bottom right.



Work Order Dashboard

- From the menu tabs – click on Work Orders – note this will always default to “Awaiting Proposals” tab
- Click on “Assigned Work Orders” tab to get all your work orders assigned to you
- Work Order History will show all your completed work orders

VendorCafe® Dashboard Client Profiles Promote Express Q & A Help

Home / Work Orders

Walker Asset Services Pty Ltd (033029 165811) Vendor Type: Sub-Vendor Status: Ready For Approval Compliance Status: In Compliance 06/26/2024 100%

Vendor Code: v0000071

Vendor Profile Overview Invoices Create/Upload Invoice Purchase Order Service Contracts **Work Orders**

Data shown below is From 05/16/2024 To 11/12/2024 (6 Months(180 Days)). To view previous records please adjust the dates from Search Options.

Work Orders WO No. Property Select Property Show Data For Call Date In 6 Months(180 Days) Priority --- Select --- Unit Category --- Select --- Sub Category More Search Clear

Awaiting Proposals 1 **Assigned Work Orders 1** Work Order History 1 Rejected Proposals 1

Search 2

Work Order	Property Code	Property Name	Unit	Status	Priority	Category	Sub Category	Brief Description	Call Date	Not To Exceed	Due Date
73269	cs001rt	Tower One - Retail	G002U046	Completed by Contractor	Low	General Repairs & Maintenance		TEST	10/21/2024	111.00	11/08/2024
73331	cs001rt	Tower One - Retail	G002U046	Completed by Contractor	Low	General Repairs & Maintenance		TEST	10/22/2024	999.00	11/11/2024

50 entries per page



Work Orders

- You can review a work order by clicking on work order number hyperlink

VendorCafe® Dashboard Client Profiles Promote Express Q & A Help

Home / Work Orders

Walker Asset Services Pty Ltd (033029 165811) Vendor Code: v0000071

Vendor Type: Sub-Vendor Status: Ready For Approval Compliance Status: In Compliance 06/26/2024 100%

Vendor Profile Overview Invoices Create/Upload Invoice Purchase Order Service Contracts **Work Orders**

Data shown below is From 05/16/2024 To 11/12/2024 (6 Months(180 Days)). To view previous records please adjust the dates from Search Options.

Work Orders WO No. Property Show Data For Call Date In Priority Unit Category More Search Clear

Awaiting Proposals Assigned Work Orders Work Order History Rejected Proposals

Search

Work Order	Property Code	Property Name	Unit	Status	Priority	Category	Sub Category	Brief Description	Call Date	Not To Exceed	Due Date
73269	cs001rt	Tower One - Retail	G002U046	Completed by Contractor	Low	General Repairs & Maintenance		TEST	10/21/2024	111.00	11/08/2024
73331	cs001rt	Tower One - Retail	G002U046	Completed by Contractor	Low	General Repairs & Maintenance		TEST	10/22/2024	999.00	11/11/2024

50 entries per page



Work Orders

- Contents of Work Order Record will then appear

VendorCafe® Dashboard Client Profiles Promote Express Q & A Help ▾

Home / Work Orders

Walker Asset Services Pty Ltd (033029 165811) Vendor Type: Sub-Vendor Status: Ready For Approval Compliance Status: In Compliance (100%) 06/26/2024 Walker /

Vendor Code: v0000071

Vendor Profile Overview Invoices Create/Upload Invoice Purchase Order Service Contracts **Work Orders**

<p>Work Order 74371</p> <p>Brief Description TEST</p> <p>Problem Description TEST</p> <p>Priority Low</p> <p>Category General Repairs & Maintenance</p> <p>Sub Category</p>	<p>Property Name Tower One - Retail (cs001rt)</p> <p>Address Ground Floor - Suite 46, Walker_Asset_Services, Tower One - Retail, Melbourne, VIC, 3008</p> <p>Property</p> <p>Floor g002</p> <p>Unit G002U046</p> <p>Location</p>	<p>Occupant Name Walker Asset Services Pty Ltd (t0000535)</p> <p>Caller Name TEST CC</p> <p>Caller Email @gmail.com</p> <p>Caller Phone</p> <p>OK To Enter No</p> <p>Asset</p>	<p>Access Notes</p> <p>Call Date 11/11/2024</p> <p>Proposal Status Pending</p> <p>WO Status Web</p>
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Vendor Proposal ⓘ Please upload attachments in order to Submit Proposal.

Bid Amount*

Scheduled Completion*

Attachment*

Attachment Type

Attachments

Description ↕	Date ↕	Attachment ↕	Type ↕	Detach ↕	Uploaded By ↕
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Save Submit Proposal Print WO Back



Actioning Assigned Work Orders

Work Orders will be assigned to contractors via

- Direct Assignment – where Walker Asset services directly assign the Work Order
- Quote Proposal – Work Order requests are sent to tenants for approval

Work Orders Steps – Direct Assignment

- New Work Order received via email to service department and technician

- Log into Vendor Café to look at any attachments

1. Work Order Steps:– Vendor Café and update:

- “Scheduled – This is the default status that the work order will appear and will be based on the date that the service department has assigned the work order. Update any notes applicable in “Technician Notes”. Include costs if applicable.
- “Completed by Contractor” – when work is completed update the work order to this status.

2. Load any attachments eg. quotes etc

3. Check for attachments

4. Click Save

Once you have changed status, updated the notes and saved. Walker Asset Services will receive a notification and action the quote, issue a Purchase Order or complete the work order as required.

DO NOT ATTACH YOUR INVOICE TO A WORK ORDER. THIS CAN ONLY BE DONE THROUGH A PURCHASE ORDER

The screenshot shows the VendorCafe interface for a Work Order. The vendor is Walker Asset Services Pty Ltd (033029 165811). The work order is for 'Tower One - Retail (030010)'. The status is 'Ready For Approval'. The 'Vendor Update' section shows the status is 'Scheduled'. The 'Actual Cost' is 0.00. The 'Technician Notes' field contains 'TEST NOTES'. The 'Attachments' section is empty.

The screenshot shows the VendorCafe interface for the same Work Order. The status is now 'Completed by Contractor'. The 'Actual Cost' is 0.00. The 'Technician Notes' field contains 'TEST NOTES'. The 'Attachments' section is empty. At the bottom, there are buttons for 'Save', 'Print WO', and 'Back'.



Work Orders Steps – Quote Proposal

- Work Order tenant quote proposal has been received via email to service department and technician
- Log into Vendor Café to look at any attachments
- 1. Work Order Steps:– Vendor Proposal section:
 - i. Bid Amount – enter estimated quote amount
 - ii. Scheduled Completion date – when work is completed update the work order to this status.
- 2. Load any attachments eg. quotes etc
- 3. Check for attachments
- 4. Click Save
- 5. Click Submit Proposal

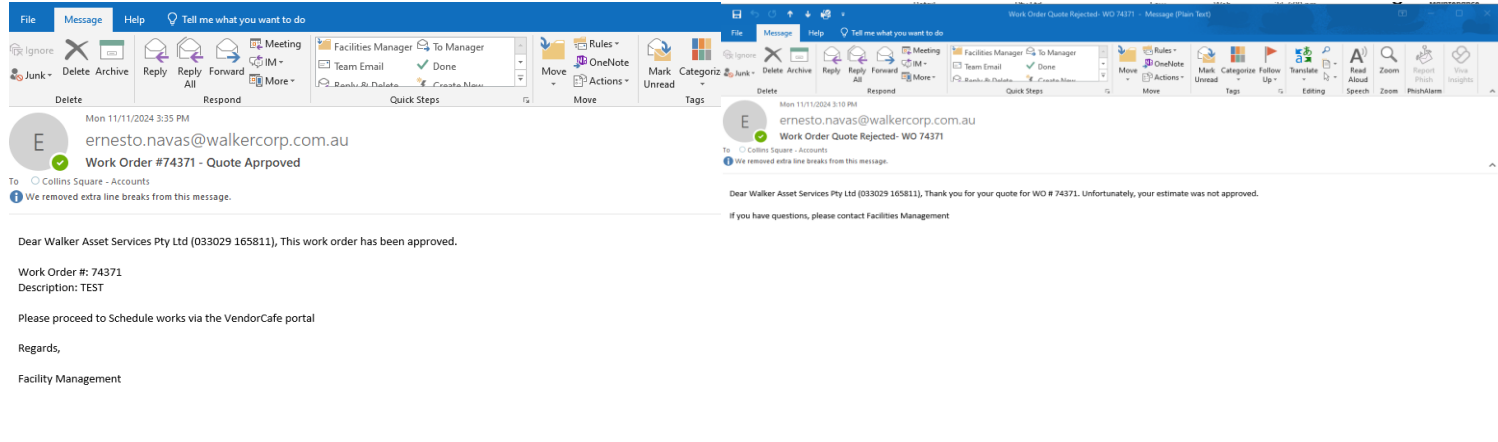
Walker Asset Services will receive a notification and action the quote, so it can be approved / declined directly by the tenant.

The image displays two screenshots of the VendorCafe web application interface. The top screenshot shows the 'Vendor Proposal' section for a work order. The 'Vendor Profile' is Walker Asset Services Pty Ltd (033029 165811). The 'Vendor Proposal' form includes a 'Bid Amount' field set to 110.00, a 'Scheduled Completion' date of 11/11/2024, and an 'Attachment' field with a file named 'YSR Walker GL Det v5.txt'. The 'Submit Proposal' button is highlighted with a red box. The bottom screenshot shows the 'Work Order Details' section for the same work order, with the 'Submit Proposal' button also highlighted with a red box. The interface includes navigation tabs like 'Dashboard', 'Client Profiles', 'Promote', 'Express', 'Q & A', and 'Help'.

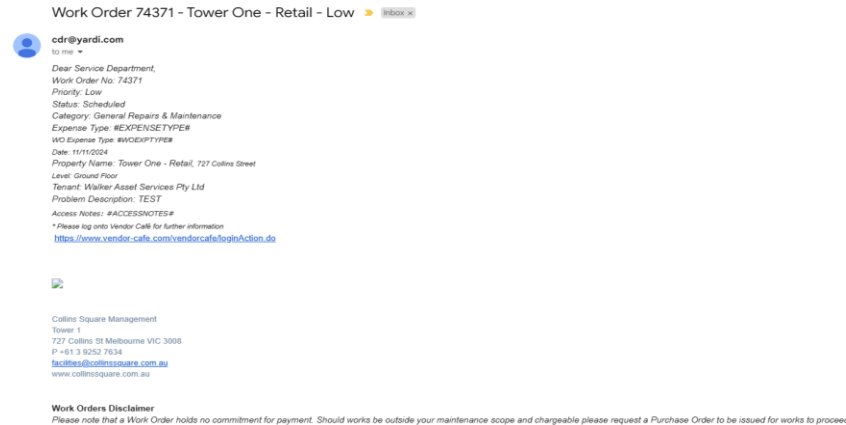


Work Orders Steps – Quote Proposal cont

- Once tenant has reviewed the quote proposal, Walker Asset Services will action accordingly and you will receive an email Notification advising that the Work Order has been approved or rejected



- Email Notification marking the Work Order as Scheduled will be sent out to the contractor



Work Orders Steps – Quote Proposal cont

The approved WO proposal will now appear in the Vendor's **Assigned Work Orders**

The screenshot shows the VendorCafe interface for 'Walker Asset Services Pty Ltd (033029 165811)'. The vendor type is 'Sub-Vendor', status is 'Ready For Approval', and compliance status is 'In Compliance' with a 100% progress indicator. The 'Work Orders' tab is active, showing a table of assigned work orders. The table has columns for Work Order #, Property Code, Property Name, Unit, Status, Priority, Category, Sub Category, Brief Description, Call Date, Not To Exceed, and Due Date. One work order is listed: 71288, cs001t1, Tower One - Retail, G002U046, Scheduled, Urgent, General Repairs & Maintenance, Toastie Machine Faulty, 09/09/2024, 0.00.

The status will appear as **Scheduled**

The screenshot shows the 'Work Order Details' page for work order 71973. The status is 'Scheduled'. The details are as follows:

- Work Order:** 71973
- Brief Description:** Toastie Machine Not Working
- Problem Description:** Toastie Machine Not Working please investigate
- Priority:** High
- Category:** General Repairs & Maintenance
- Sub Category:**
- Property Name:** Tower One - Retail (cs001t1)
- Address:** Ground Floor - Suite 46, Walker_Asset_Services, Tower One - Retail, Melbourne, VIC, 3008
- Property:** Floor: g002, Unit: G002U046, Location:
- Occupant Name:** Walker Asset Services Pty Ltd (t0000535)
- Acc:** Call 09
- Caller Name:** TEST CC
- Caller Email:** ernnavas@gmail.com
- Caller Phone:**
- OK To Enter:** No
- Asset:**

Vendor Update: The 'WO Status' is set to 'Scheduled'. The 'Not To Exceed Amount' is 200.00. There are fields for 'Actual Cost', 'Attachment' (with a 'Choose file' button and 'Browse' button), 'Actual Completion Date', and 'Attachment Type'. A 'Technician Notes' field is also present.



Work Orders Steps – Quote Proposal cont

Once Vendor has finalised works they must:

- Update status to **Completed by Contractor**
- Enter **Actual Cost** amount (*Amount cannot exceed Bid amount)
- Click **Save**

Once you have changed status, updated the notes and saved. Walker Asset Services will receive a notification and action the quote, issue a Purchase Order or complete the work order as required.

DO NOT ATTACH YOUR INVOICE TO A WORK ORDER. THIS CAN ONLY BE DONE THROUGH A PURCHASE ORDER

VendorCafe® Dashboard Client Profiles Promote Express Q & A Help

Home / Work Orders

Walker Asset Services Pty Ltd (033029 165811) Vendor Type Sub-Vendor Status Ready For Approval Compliance Status In Compliance 06/26/2024 100% Walker Asset Services

Vendor Code : v0000071

Vendor Profile Overview Invoices Create/Upload Invoice Purchase Order Service Contracts Work Orders

General Repairs & Maintenance C002U046 Asset

Sub Category Location

Vendor Update

WO Status * Completed by Contractor x

Actual Cost * 50.00 Attachment Choose file Browse

Not To Exceed Amount 200.00 Actual Completion Date * 09/23/2024, 12:05:00 pm Attachment Type

Technician Notes Switched power back on, Call out fee charged

Attachments

Description	Date	Attachment	Type	Uploaded By
UploadFromVC-Toastie machine.jpg	09/23/2024	Toastie machine.jpg	Photo	Vendor

Save Print WO Back

Purchase Orders



Purchase Orders

- Purchase Orders:– Adhoc: will be provided for all work orders that have been completed and has a charge attached to it
- Service Contract purchase orders will be available in Vendor Café at the beginning of the month, and invoices should only be loaded once the PPM is completed
- The Purchase Order screen shows all PO's that is still open and needs invoices uploaded.
- Click on the hyperlink to drill down into a PO
- The date range can be changed to bring up all PO's

NOTE: YOU WILL NOT BE ABLE TO LOAD ANY INVOICE INTO THE SYSTEM WITHOUT A PO

VENDORCafé Take Survey Contact Rates

Navigation: Dashboard, Vendor Profile, Vendor Ledger, Q&A, **Purchase Orders**, Invoices, Work Orders, Create/Upload Invoice, Service Contracts, Inspections, Help, FAQ, Video Tutorials, Sign Out

Purchase orders
VENDORCafé / Purchase orders
Vendor Name: Cirka Pty Ltd (v0000065)

ALL PURCHASE ORDERS
All approved PO's from the Property Management Company between 26/12/2018 and 26/03/2019 will appear below. To view previous records please adjust the dates below in Search Options panel.

Search Options

PO No. Property Name Order Date From 26/12/2018
Unit Property Code Order Date To 26/03/2019

Search Clear

Show 10 entries

PO No.	PO Description	PO Amount	Pending PO Amount	Invoice Amount	Property Name	Property Code	Unit	Order Date
7150	Basement clean for ATO on a quarterly Basis. Basement area, ATO carpark, EOT (bike area) and ramps that lead out to Batman Hill. Works performed on Saturday 23.12.18 ATO Ref. BRSP Notice of Defect 000114174256	563.10	563.10	0.00	Tower Three - Commercial	cs003cm		26/03/2019
7141	Maddocks Fridge clean Fri 22/03/19.	180.00	180.00	0.00	Goods Shed	cs007cm		25/03/2019

Purchase Orders

- Walker Asset Services issues contract PO's on the 1st working day of every new month. Ad-hoc PO's are issued as and when required. These will appear on Vendor Café on a table as shown
- The correct billing entity is shown as highlighted
- If unsure of entities, please refer to Billing Entities on Page 19
- If the correct entity is not billed then your invoice will be rejected – Refer to “Rejected Invoices” to follow-up.
- The tower reference is on the Property Name column

All approved PO's from the Property Management Company between 31/03/2019 and 29/06/2019 will appear below. To view previous records please adjust the dates below in Search Options panel.

Search Options

PO No. Property Name Order Date From 31/03/2019

Unit Property Code Order Date To 29/06/2019

Search Clear

Show 10 entries

PO No.	PO Description	PO Amount	Pending PO Amount	Invoice Amount	Property Name	Property Code	Unit	Order Date
8664	CS007CM-TOWL-01 - 6/2019 Walker Collins St Good Shed Pty Ltd Monthly Contract Towel Services	754.00	754.00	0.00	Goods Shed	cs007cm		01/06/2019
8665	CS001-CM-TOWL-01 - 6/2019 Walker Collins St Building 4B Unit Trust Monthly Contract Towel Services	2,240.00	2,240.00	0.00	Tower One - Commercial	cs001cm		01/06/2019
8666	CS002CM-TOWL-01 - 6/2019 Walker Collins St Building 4D Unit Trust Monthly Contract Towel Services	3,819.00	3,819.00	0.00	Tower Two	cs002cm		01/06/2019

Splitting Purchase Orders

- You are able to split a purchase order, over two or more invoices if required. However, the invoice numbers will have to be different to upload to the same PO
- To do this:
 - I. Change the amount as shown on the body of the PO
 - II. This changes the Invoice Total and the Item total which then allows you to upload your invoice

Vendor Name :Automatic Fire Protection P/L (v0000036)

Data saved successfully.

Create an Invoice Upload a PDF Invoice Upload a CSV Invoice

Save Delete Add Additional Attachment Submit Your invoice has not been submitted, please click on Submit Button

Company Name Walker Group Holdings Pty Limited PDF Image Automated Inv 17180558.pdf

Vendor Name Automatic Fire Protection P/L Type Invoice

Vendor Code v0000036 Invoice No. Test 26/3/19

Vendor Address 93 Cook Street, Port Melbourne, VIC 3207 Invoice Desc. Test for split PO

PO No. 1061 Invoice Date 26/03/2019

PO Amount 1,000.00 Sub Total 500.00

PO Pending Amount 1,000.00 Tax Total 0.00

Invoice Total 500.00

Item Total 500.00

Del	Property Name	Code	Item Description	Amount
	Tower Four - Commercial	cs004cm	Test 26/3/19	500.00

Change the amount at this line level

Splitting Purchase Orders

- You will then have the “PO pending amount” for the next invoice
- As noted previously, please make sure the invoice number is different to the first one, otherwise you will get a duplication error and will not be able to upload that invoice

Purchase Order Details

Vendor Name	Automatic Fire Protection P/L	Vendor Code	v0000036
PO No.	1061	Payment Due	
PO Description	Test 26/3/19	Sched. Deliv.	
PO Amount	1,000.00	Order Date	26/03/2019
PO Pending Amount	500.00	Required By Date	26/03/2019

Create Invoice

Details Attachments

CO#	Property Name	Code	Unit	Item Description	Pending Cost	Status
	Tower Four - Commercial	cs004cm		Test 26/3/19	500.00	Open

Showing 1 to 1 of 1 entries

Previous 1 Next

Close

Multi Line Purchase Orders

If you have separate invoices for different line items on one PO:

- You can do this by selecting the relevant lines and following the same steps as “Create Invoice” to upload your invoice
- For the remaining lines, the invoice will have to be a different number for the system to allow you to upload.

Purchase Order Details ✕

Vendor Name	<input type="text"/>	Vendor Code	v0000167
PO No.	8900	Payment Due	01/07/2019
PO Description	CS028AD-HYD-01 : 7/2019 Col	Sched. Deliv.	<input type="text"/>
PO Amount	3,150.13	Order Date	01/07/2019
PO Pending Amount	3,150.13	Required By Date	01/07/2019
Service Contract No.	295		

Details
Attachments

Select All

Select	CO#	Property Name	Code	Unit	Item Description	Pending Cost	Status
<input checked="" type="checkbox"/>		Collins Square Administration Fund	cs028ad		Year 1-Monthly Contract Hydraulic Services-SS	1,173.33	Open
<input checked="" type="checkbox"/>		Collins Square Administration Fund	cs028ad		Year 1-Monthly Contract Hydraulic Services-SS	526.67	Open
<input checked="" type="checkbox"/>		Collins Square Administration Fund	cs028ad		Year 1-Monthly Contract Hydraulic Services-SS	487.29	Open
<input checked="" type="checkbox"/>		Collins Square Administration Fund	cs028ad		Year 1-Monthly Contract Hydraulic Services-SS	487.29	Open
<input checked="" type="checkbox"/>		Collins Square Administration Fund	cs028ad		Year 1-Monthly Contract Hydraulic Services-SS	189.17	Open

Showing 1 to 5 of 5 entries
Previous **1** Next



Billing Entities Cont'd

- Our Billing Entities also appear in Vendor Café for Service Contracts as shown on the table
- CS007CM-TOWL-01 is our internal reference
- 6/2019 is the month the PO relates to
- Entity name as displayed eg. Walker Collins St Good Shed Pty Ltd

All approved PO's from the Property Management Company between 29/03/2019 and 27/06/2019 will appear below. To view previous records please adjust the dates below in Search Options panel.

Search Options

PO No. Property Name Order Date From

Unit Property Code Order Date To

Show entries

PO No.	PO Description	PO Amount	Pending PO Amount	Invoice Amount	Property Name	Property Code	Unit	Order Date
8664	CS007CM-TOWL-01 : 6/2019 Walker Collins St Good Shed Pty Ltd Monthly Contract Towel Services	754.00	754.00	0.00	Goods Shed	cs007cm		01/06/2019
8665	CS001-CM-TOWL-01 : 6/2019 Walker Collins St Building 4B Unit Trust Monthly Contract Towel Services	2,240.00	2,240.00	0.00	Tower One - Commercial	cs001cm		01/06/2019
8666	CS002CM-TOWL-01 : 6/2019 Walker Collins St Building 4D Unit Trust Monthly Contract	3,819.00	3,819.00	0.00	Tower Two	cs002cm		01/06/2019

Billing Entities

Our Billing Entities are separate for each Building. Invoices should be addressed to the correct entity for it to be processed and paid. Please refer to list for the correct entities.

FESTIVAL CARPARK				
Building Identification	Street Address	Entity Name for Invoice	ABN/ACN	Billing Address
Festival Tower Carpark	1 Festival Tower, Festival Plaza	Walker Riverside (Carpark) Pty Ltd	54 512 659 824/ 609 007 383	1 Festival Tower, Festival Plaza
Festival Tower	1 Festival Tower, Festival Plaza	Walker Riverside (Office) Pty Ltd	70 718 795 036/ 609 975 397	1 Festival Tower, Festival Plaza



COLLINS SQUARE

Building Identification	Street Address	Entity Name for Invoice	ABN	Billing Address
Tower 1	727 Collins Street, Melbourne VIC 3008	Walker Collins St. Building 4B Pty Limited	39 584 072 937	727 Collins St DOCKLANDS VIC 3008
Tower2	727 Collins Street, Melbourne VIC 3008	Walker Collins St. Building 4D Pty Limited	13 937 361 681	727 Collins St DOCKLANDS VIC 3008
Tower 4	737 Collins Street, Melbourne VIC 3008	Walker Collins St. Building 4C Pty Limited	37 764 162 545	727 Collins St DOCKLANDS VIC 3008
Tower 5	737 Collins Street, Melbourne VIC 3008	Walker Collins St. Building 4E Pty Limited	81 698 843 150	727 Collins St DOCKLANDS VIC 3008
Goods Shed South	707 Collins Street, Melbourne VIC 3008	Walker Collins St. Goods Shed Pty Limited	78 661 225 715	727 Collins St DOCKLANDS VIC 3008
Shared Services	727 Collins Street, Melbourne VIC 3008	Villdock Pty Ltd	95 599 070 663	727 Collins St DOCKLANDS VIC 3008
Goods Shed North - 710 Collins Street	710 Collins Street Melbourne VIC 3008	AW 710 Collins Street Pty Limited	46 163 790 196	710 Collins Street, DOCKLANDS VIC 3008

PARRAMATTA SQUARE				
Building Identification	Street Address	Entity Name for Invoice	ABN/ACN	Billing Address
3 Parramatta Square	153 Macquarie Street, Parramatta NSW 2150	Parramatta Square No. 3 Property Pty Limited	12 875 351 004 615 329 416	12 Darcy Street, Parramatta NSW 2150
4 Parramatta Square	12 Darcy Street, Parramatta NSW 2150	Parramatta Square No. 4 Property Pty Limited	84 103 324 234 608 365 457	12 Darcy Street, Parramatta NSW 2150
BMS	12 Darcy Street, Parramatta NSW 2150	Parramatta Square Property Pty Limited	95 279 881 091 608 898 611	12 Darcy Street, Parramatta NSW 2150
6&8 Parramatta Square	10 Darcy Street, Parramatta NSW 2150	Parramatta Square No.6 Property Pty Limited	68 155 070 591 608 362 465	12 Darcy Street, Parramatta NSW 2150

WESTERN SYDNEY UNIVERSITY (BCC)			
Street Address	Entity Name for Invoice	ABN/ACN	Billing Address
74 Rickard Road, Bankstown NSW 2200	Walker Asset Services Pty Ltd	60 150 377 334	74 Rickard Road, Bankstown NSW 2200

Invoices



Invoices Dashboard

Pending Invoices

Pending Approval

- Means invoices have been submitted to Walker Asset Services and is in the workflow for approval

Payment Pending

- Means it is fully approved and will be paid in the next payment run

NOTE: It is a good idea to check this section before calling Walker to find out where your invoices are at in regards to your payment

The screenshot shows the VendorCafe Invoices Dashboard. The left sidebar contains navigation options: Dashboard, Vendor Profile, Q&A, Purchase Orders, Invoices (highlighted), Work Orders, Create/Upload Invoice, Service Contracts, Help, FAQ, Video Tutorials, and Sign Out. The main content area is titled 'Invoices' and shows a breadcrumb trail: VendorCafe / Invoices / Pending Invoices. A 'Vendor Name' field is visible. Below the breadcrumb, there are tabs for 'Pending Invoices' (circled in red), 'Payment Register', 'Rejected Invoices', 'Unsubmitted Invoices', and 'Invoice History'. A yellow banner states: 'Data shown below is From 03/12/2019 To 02/03/2020 (Last - 3 Months(90 Days)) . If an invoice that was submitted within the date range does not appear here, please check Payment Register and Rejected Invoices.' Below this is a search section with fields for Invoice No., Property Name, PO No., Property Code, and WO No., and a dropdown for 'Show Data For Invoice Date In' set to 'Last - 3 Months(90 Days)'. A table displays the following data:

Invoice No.	PO / WO / Contract	Invoice Desc	Invoice Amount	Invoice Date	Status
05VC-727553	PO# 12018	Found pair of frameless glass doors would move away from the maglock when you swiped the card.	214.50	26/02/2020	Pending Approval
05VC727613	PO# 12017		214.50	27/02/2020	Pending Approval
05VC727627	PO# 12019	Call Out - Found unit turned off turned unit back on and found door holding open	214.50	27/02/2020	Pending Approval
05VC726321	PO# 11995		214.50	25/02/2020	Payment Pending
05VC723210	PO# 11902	Door not closing properly	858.00	17/02/2020	Payment Pending



Invoices Dashboard

Payment Register

- All your paid invoices are shown in this section

VendorCafe®

Navigation

- Dashboard
- Vendor Profile
- Q&A
- Purchase Orders
- Invoices**
- Work Orders
- Create/Upload Invoice
- Service Contracts
- Help
- FAQ
- Video Tutorials
- Sign Out

Invoices

VendorCafe / Invoices / Pending Invoices

Vendor Name: _____

Pending Invoices | **Payment Register** | Rejected Invoices | Unsubmitted Invoices | Invoice History

Data shown below is From 03/12/2019 To 02/03/2020 (Last - 3 Months(90 Days)) . If an invoice that was submitted within the date range does not appear here, please check Payment Register and Rejected Invoices.

Search Options

Invoice No. Property Name Show Data For Invoice Date In

PO No. Property Code WO No.

Show 10 entries

Check No.	Check Date	Check Total	Payment Method	Invoice No.	Property Name	Notes	Check Amount
414	11/12/2019	8,765.39	EFT	70378347	Tower Three - Commercial	ATO cleared guard Sat 26th.	269.90
				519139	Tower Three - Commercial	Nov 19 CO for contract ext to 31.10.19	8,155.67
				519139	Tower Three - Retail	Nov 19 CO for contract ext to 31.10.19	339.82



Invoices Dashboard

Rejected Invoices

- Any rejected invoices will appear in this tab
- To upload the replacement of the “Rejected Invoices” you will have to go through the same process as uploading invoices as the PO will be open again

VendorCafe®

Navigation

- Dashboard
- Vendor Profile
- Q&A
- Purchase Orders
- Invoices**
- Work Orders
- Create/Upload Invoice
- Service Contracts
- Help
- FAQ
- Video Tutorials
- Sign Out

Invoices

VendorCafe / Invoices / Pending Invoices

Vendor Name: _____

Pending Invoices | Payment Register | **Rejected Invoices** | Unsubmitted Invoices | Invoice History

Data shown below is From 03/12/2019 To 02/03/2020 (Last - 3 Months(90 Days)). If an invoice that was submitted within the date range does not appear here, please check Payment Register and Rejected Invoices.

Search Options

Invoice No. _____ Property Name _____ Show Data For Invoice Date In Last - 3 Months(90 Days)

PO No. _____ Property Code _____ WO No. _____

Show 10 entries

Invoice No.	PO / WO / Contract	Invoice Desc	Invoice Amount	Invoice Date	Status	Reject Reason
70380671	PO# 10752,11427	Security Services	316.24	12/12/2019	Rejected	Please invoice TOWER 2
70380671	PO# 10752,11427	Security Services	316.24	12/12/2019	Rejected	Please invoice Tower 2
70385050	PO# 11470	PO# 11470	614.10	04/02/2020	Rejected	wrong invoice entity
70385081	PO# 11395	PO# 11395	742.96	04/02/2020	Rejected	Please invoice Tower 1 (Walker Collins Street Building 4B Pty Ltd)
70385083	PO# 11394	PO# 11394	779.52	04/02/2020	Rejected	Please invoice Tower 5 (Walker Collins Street Building 4E Pty Ltd)



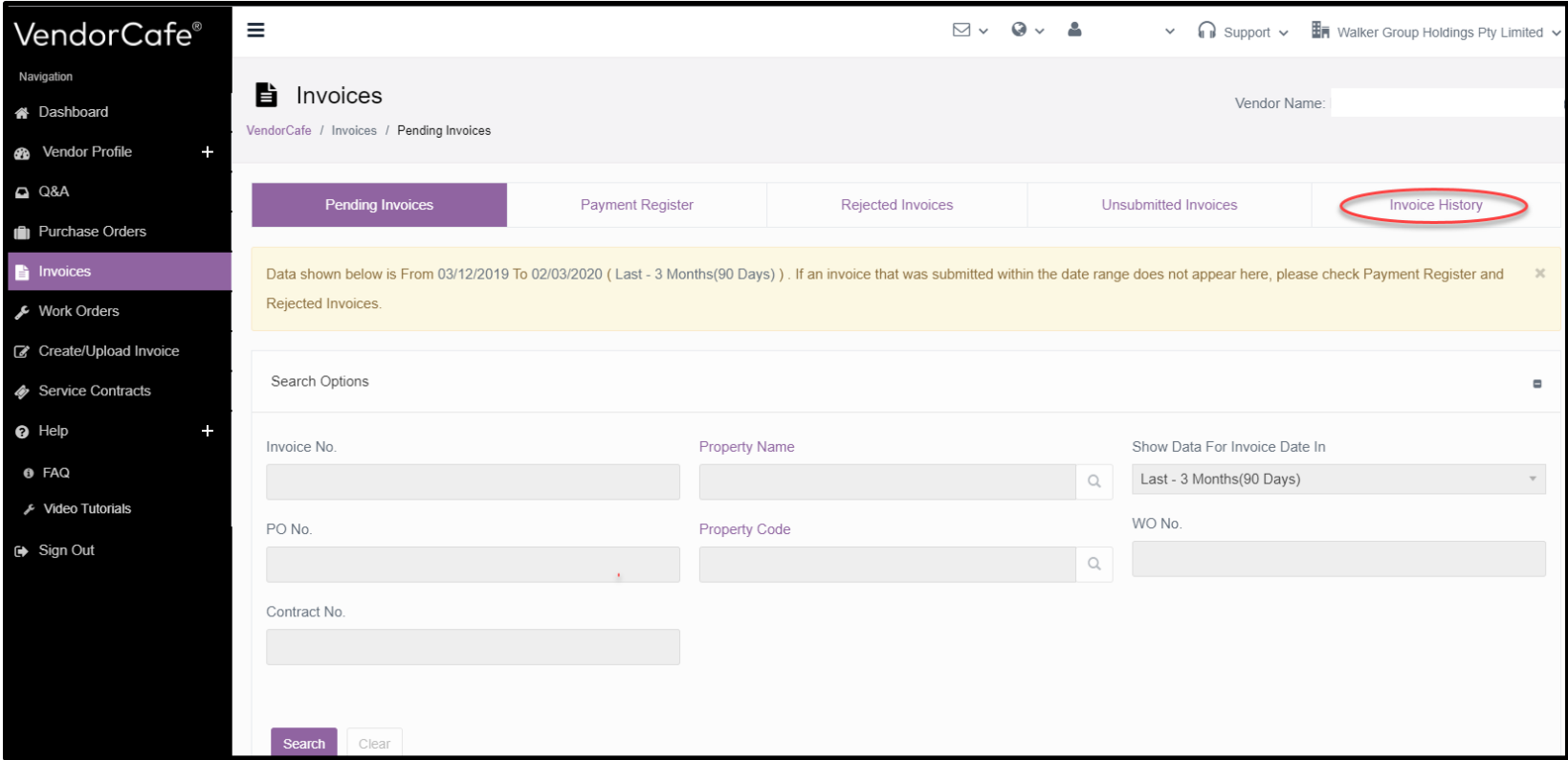
Invoices Dashboard

Unsubmitted Invoices

- Any invoices that you have uploaded and saved and not submitted to Walker Asset Services sits in this tab

Please make sure you check this field if you get an error message when uploading a PO which says “Invoice exceeds PO value”

You may have loaded the invoice and not submitted it. You will need to delete this transaction and start again via “Create/Upload Invoice”



Invoices Dashboard

Invoice History

- List of all invoices that has been processed through Vendor Café – you can increase the date range via the dropdown menu

NOTE: Refer to this section for all Invoices that has been processed. If you need to know if this invoice has been paid refer to the “Payment Register”

The screenshot displays the VendorCafe Invoices dashboard. The left sidebar contains a navigation menu with options: Dashboard, Vendor Profile, Q&A, Purchase Orders, Invoices (highlighted), Work Orders, Create/Upload Invoice, Service Contracts, Help, FAQ, Video Tutorials, and Sign Out. The main content area is titled 'Invoices' and shows a breadcrumb trail: VendorCafe / Invoices / Pending Invoices. A 'Vendor Name:' field is visible. Below the title, there are five tabs: Pending Invoices, Payment Register, Rejected Invoices, Unsubmitted Invoices, and Invoice History (circled in red). A yellow notification banner states: 'Data shown below is From 03/12/2019 To 02/03/2020 (Last - 3 Months(90 Days)) . If an invoice that was submitted within the date range does not appear here, please check Payment Register and Rejected Invoices.' Below this is a 'Search Options' section with input fields for Invoice No., Property Name, PO No., Property Code, Contract No., and WO No. A dropdown menu for 'Show Data For Invoice Date In' is set to 'Last - 3 Months(90 Days)' and is circled in red with a callout box that says 'Increase Date Range if Required'. At the bottom, there are 'Search' and 'Clear' buttons.

Create Invoices

There are two ways you can go in and upload your Invoice:

- a) Through Create/Upload Invoice
- b) Through drilling down from the PO:- both take you to the same screen

1. Click on the Load POs hyperlink to open up the Purchase Order screen – Click on the list and OK to bring the PO to the Create Invoice screen
2. The left side will be all the PO details and the right side “highlighted” fields will have to be filled
3. When entering the amount of the Invoice *only* put in the *ex gst* figure and “0” the “Tax Total” field.
4. Once the Sub Total agrees to the Invoice Total and Item Total then you can Save.

The screenshot displays the VendorCafe 'Create/Upload Invoice' interface. The left sidebar contains navigation options like Dashboard, Vendor Profile, Q&A, Purchase Orders, Invoices, Work Orders, Create/Upload Invoice (highlighted), Service Contracts, Help, FAQ, Video Tutorials, and Sign Out. The main content area shows a form for creating an invoice. At the top, there's a green notification: 'Data saved successfully.' Below that, there are two buttons: 'Create an Invoice' and 'Upload a CSV Invoice'. The form includes fields for Company Name (Walker Group Holdings Pty Limited), Vendor Name, Vendor Code, Vendor Address, PO No., Invoice Type (Invoice), Invoice No. (INV-16805), Invoice Desc. (Monthly Handyman Materials Jan 2020), Invoice Date (31/01/2020), Sub Total (275.14), Tax Total (0.00), Invoice Total (275.14), and Item Total (275.14). A table below the form lists items with columns for Del, PO, Property Name, Code, Item Description, and Amount. The table contains one item: PO 11853, Property Name Tower Two, Code cs002cm, Item Description Monthly handyman BB materials - Jan 2020, Amount 275.14. At the bottom, there are buttons for Save, Delete, Add Additional Attachment, and Submit. A green notification at the bottom says: 'Your invoice has not been submitted, please click on Submit Button'. Red circles 1-4 highlight the 'Load POs' button, the 'Submit' button, the 'Tax Total' field, and the 'Save' button respectively.

Create Invoices Cont'd

5. If you need to attach a backup to the invoice or a Service Report please use the “Add Additional Attachment” button.

Do not add any other attachment to the invoice, unless it is part of that invoice. Any extra backup should be added through the “Add Additional Attachment”

6. Click “Submit” for invoice to come to Walker for processing.

VendorCafe®

Navigation

- Dashboard
- Vendor Profile
- Q&A
- Purchase Orders
- Invoices
- Work Orders
- Create/Upload Invoice**
- Service Contracts
- Help
- FAQ
- Video Tutorials
- Sign Out

Create/Upload Invoice

Vendor Name: Symmetry Commercial Pty Ltd (v0000185)

Data saved successfully.

Create an Invoice | Upload a CSV Invoice

Save | Delete | Add Additional Attachment | Submit | Your invoice has not been submitted, please click on Submit Button

Company Name: Walker Group Holdings Pty Limited | PDF Image: Invoice INV-16805.pdf

Vendor Name: | Type: Invoice

Vendor Code: | Invoice No.: INV-16805

Vendor Address: | Invoice Desc.: Monthly Handyman Materials Jan 2020

Invoice Date: 31/01/2020

PO No.: | Load POs

PO NO.	PO Amount	Parent PO#	Parent PO Amount	Total Amount	Pending Amount	Unprocessed Invoice Amount
11853	302.65			275.14	302.65	0.00

Del	PO	Property Name	Code	Item Description	Amount
	11853	Tower Two	cs002cm	Monthly handyman BB materials - Jan 2020	275.14

Add Item

Save | Delete | Add Additional Attachment | Submit | Your invoice has not been submitted, please click on Submit Button

Host: trcaapp217
VendorCafe_V20.2.04 , Dated: February 28,2020

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Rejected Invoices

- There are a number of reasons why your invoice maybe rejected by Walker.
- Rejected Invoices will appear in the “Invoices” section under the tab “Rejected Invoices”
- The reason for the rejection will be noted on the tab “Reject Reason”
- Our FM’s will get in touch to advise you of a Rejected Invoice, but it is advisable to check the Rejected Invoices section in a timely manner so that you can upload that invoice again.
- When Walker rejects an invoice the corresponding PO will be re-opened and will again appear under “Purchase Orders”
- To re-load that invoice, go through the Purchase Orders or Create/Upload Invoice and follow the same steps

VENDORCafé / Invoices / Rejected Invoices

Pending Invoices Payment Register **Rejected Invoices** Unsubmitted Invoices Invoice History

Data shown below is From 08/03/2019 To 06/06/2019. Invoices rejected by the Property Management Company are shown below. If no reject reason is stated, please contact the Property Management Company.

Search Options

Invoice No. Property Name Invoice Date From

PO No. Property Code Invoice Date To

Search Clear

Show 10 entries

Invoice No.	Invoice Desc	Invoice Amount	Invoice Date	Status	Reject Reason
90072342	MATERIALS SUPPLIED 50 x HID I-Class Cards (12915-13164)	875.00	29/05/2019	Rejected	Please change billing entity to Walker Collins St Building 4D Unit Trust

Click on Invoice number to get the corresponding PO

Invoice Trouble Shooting

If you get an error message – “**invoice amount cannot exceed by 10% in addition to PO amount**”. This means that the invoice has been entered and saved but not submitted.

- Check the unsubmitted invoices
- If the invoice is sitting there, then either click on it and submit
- If you want to do any changes, then delete that invoice, and upload again using the PO
- If your invoice is higher that 10% please contact Walker Asset Services for review

Create/Upload Invoice

Vendor Name: Cirka Pty Ltd (v0000065)

Buttons: **Create an Invoice** | Upload a CSV Invoice

Buttons: **Save** | **Delete** | **Submit**

Company Name	Walker Group Holdings Pty Limited	Upload PDF Invoice Image	Choose File: 40455 - PO 8321.pdf
Vendor Name	Cirka Pty Ltd	PDF Password	
Vendor Code	v0000065	Type	Invoice
Vendor Address	Level 40, 525 Collins Street, Melbourne, VIC 3000	Invoice No.	46455
PO No.	8321	Invoice Desc.	Monthly Cleaning June 2019
PO Amount	488.58	Invoice Date	13/06/2019
PO Pending Amount	488.58	Sub Total	488.58
Unprocessed Invoice Amount	488.58	Tax Total	0.00
		Invoice Total	488.58
		Item Total	488.58

Invoice Amount cannot exceed by 10% in addition to PO amount

Del	Property Name	Code	Item Description	Amount
	Tower One - Commercial	cs001cm	Monthly Fridge Cleaning - CBA	488.58

Credit Notes

We do not yet have the facility to load credit notes in Vendor Café

- In the case that an invoice has a credit note, please upload the invoice as per normal.
- In the Invoice Description please note the credit note number and email the credit note to:
 - Festival Plaza - facilities@festivalcarpark.com.au
 - Collins Square - facilities@collinssquare.com.au
 - Parramatta Square - facilities@psq.com.au
 - Western Sydney University (Bankstown) - facilities@wsubcc.com.au

VENDORCafé / Create/Upload Invoice

Create an Invoice Upload a CSV Invoice

Save Delete Submit

Company Name	Walker Group Holdings Pty Limited	Upload PDF Invoice Image	Choose File No file chosen
Vendor Name	Cirka Pty Ltd	PDF Password	*****
Vendor Code	v0000065	Type	Invoice
Vendor Address	Level 40, 525 Collins Stret, Melbourne, VIC 3000	Invoice No.	
PO No.		Invoice Desc.	
PO Amount		Invoice Date	dd/mm/yyyy
PO Pending Amount		Sub Total	0.00
Unprocessed Invoice Amount		Tax Total	0.00
		Invoice Total	0.00
		Item Total	0.00

Payments

Walker has a payment twice a month:

- Mid month
- End of month

If you have any queries regarding payments, please check Vendor Café in the first instance

If unsure or you have any other enquiries, please email:

Festival Plaza: facilities@festivalcarpark.com.au

Collins Square Precinct: facilities@collinssquare.com.au

Parramatta Square Precinct: facilities@psq.com.au

Western Sydney University (Bankstown): facilities@wsubcc.com.au