

The Definitive Guide to Getting Started with Offshoring for Real Estate



Universal Property Systems

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Introduction

UPS was born out of the desire to reduce the costs of administration in Real Estate businesses, begin the digitisation journey, enhance your customers journey and establish new recurring revenue streams for your business.

It was implemented and tested in 2 businesses for 6 years that had a combined rent roll of over 5000 properties, 1000 sales per annum and in 8 office locations before being offered to the wider industry

“Agencies who embrace offshoring will replace those that don’t”

Grant Fanning 2019

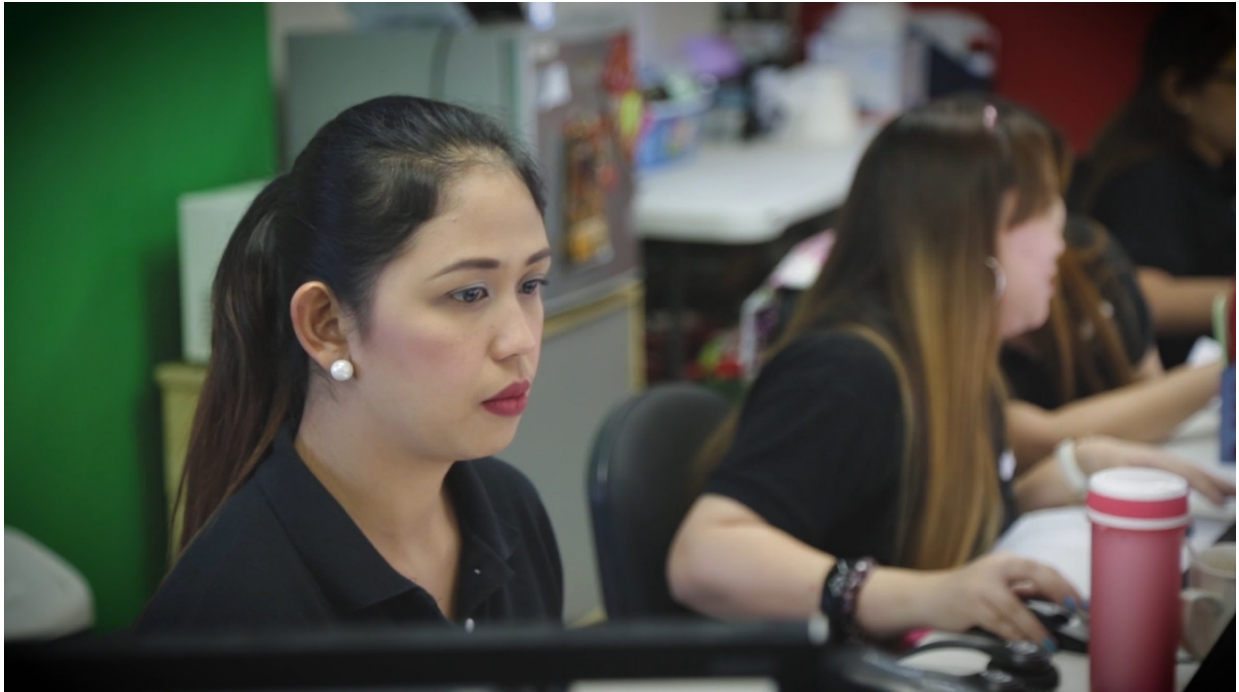
Foundation Phase

Why should I consider Offshoring tasks?

The secret of sustained profitability in any economy or industry is to keep costs down and grow revenue via an enhanced customer experience.

The easiest place to start is by reducing your administration costs. This is where Offshore should great leverage when done correctly.

The Executive team at UPS have been involved with offshoring tasks for over eight years. Along the way we learnt many, many lessons. These lessons developed into the UPS way, which you can benefit from today.



What Are the Benefits of Offshoring?

There are significant benefits to offshore administration tasks. Here are five examples:

- **Reduce costs** – The cost saving is perhaps the biggest reason many businesses choose to offshore. It is not unusual to save between 50% and 70% in labour oncosts alone.
- **Find talent outside of your immediate location** – Often there is a shortage of available prospective employees in your local area. Offshoring overcomes this by allowing your business to tap into a much greater work pool and at a vastly reduced rate of remuneration.
- **Grow your business quickly** – Offshoring saves your team time. Instead of completing simple or repetitive tasks, you can hire someone at a lower hourly rate and skill set more aligned to these tasks. The onshore team are freed up so that they can do client facing tasks and grown the business.



- **Focus on your core business by offshoring secondary roles** – All the time that you save from offshoring can be channelled back into your business. Your onshore team can focus on their jobs and improve their efficiency and productivity as well as customer service.
- **Redeploy office space** - Office space traditionally occupied by administration staff could be redeployed to dollar productive team members or reduce the office footprint reducing rent.



The Hidden Cost of Administration

Did you know there is a hidden time bomb costing some real estate businesses \$400,000 per year! This example is for a business with 1000 properties under management and 160 sales annually.

The UPS financial staffing model shows how you could save hundreds of thousands of dollars annually....literally.

What we have designed is a practical way and agencies can save hundreds of thousands of dollars by being smart about their business administration delivery model.

UPS has a calculator available so that you can model your business and determine the potential savings.

Each role in all real estate businesses has an administration component. Our metrics have tracked task by task these administration roles and have calculated a percentage for each role in a Real Estate business.

These are shown in the Total Admin Cost column (the green column). If these administration tasks are offshored the cost is shown in the Offshore Total Cost column.

The potential savings are the yellow highlighted figure at the bottom

The Hidden Cost of Administration in Your Business

Your Real Estate Pty Limited						Total Admin Cost	% Admin	Offshore Total Cost	
Salary	No in Business	Total Salary	% time in Admin	FTE Admin					
Property Management Department						1000	Props	125	per PM
Property Manager	\$75,000	8	\$600,000	60.00%	4.80	\$360,000	\$120,000		
Leasing Consultant	\$60,000	2	\$120,000	35.00%	0.70	\$42,000	\$30,000		
Inspection Manager	\$60,000	1	\$60,000	10.00%	0.10	\$6,000	\$0		
Maintenance Manager	\$60,000	0	\$0	25.00%	0.00	\$0	\$30,000		
BDM	\$80,000	2	\$160,000	20.00%	0.40	\$32,000	\$0		
Sub Total PM Department		13.00	\$940,000		6.00	\$440,000	46.81%	\$180,000	
Sales & Marketing									
Campaign Coordinator	\$80,000	1	\$80,000	80.00%	0.80	\$64,000	\$30,000		
Sales Admin	\$60,000	1	\$60,000	80.00%	0.80	\$48,000	\$30,000		
Sub Total S&M Department		2.00	\$140,000		1.60	\$112,000	80.00%	\$60,000	
Financial Services									
PM Trust	\$75,000	1	\$75,000	95.00%	0.95	\$71,250	\$30,000		
Sales Trust	\$75,000	0.75	\$56,250	80.00%	0.60	\$45,000	\$15,000		
General Account	\$75,000	0.5	\$37,500	80.00%	0.40	\$30,000	\$15,000		
Other Admin	\$60,000	1	\$60,000	50.00%	0.00	\$30,000	\$0		
Sub Total PM Department		3.25	\$228,750		1.95	\$176,250	77.05%	\$60,000	
Total Salary		18.25	\$1,308,750		9.55	\$728,250	55.64%	\$300,000	
Total Potential Saving in Administration Costs								\$428,250	

A business with 1,000 properties has the potential to save \$400,000 each and **every year**.

This could be channelled into:

1. A better customer experience;
2. Other business growth activities such and Lead Generation;
3. Grow your business by replacing administration seats with income producing people
4. Reduce debt
5. keep it as profit

It is your choice. You are in control. All you need to do is start.

UPS is happy to go through this model with your numbers and calculate your specific savings. [Click here to get started](#)



Catalyst for Change

What reasons could be the catalyst for change to offshore?

There are many ways that businesses decide to embark on offshoring.

- People may leave
- Rent roll acquisition and growth
- Fed up with being 'held to ransom' by staff
- Maternity / Paternity Leave
- Promoted to a supervisor
- Career progression to other parts of the business
- Want to reduce costs and save money
- Any range of other possibilities



Initial Concerns

Most people initially have concerns about offshoring. These usually fall into one of three categories:

- Quality of Work
- Data Security
- Asset Protection

One of the ways people criticise the offshoring process is in predicting that the completed work won't be as good as what can be achieved onshore. If it is repetitive administration work this is far from the truth. The key is how it is run. The important points to look for when assessing an offshore provider include:

- The level of supervision of the offshore people. This includes on site and of the work output
- Communication with your offshore team is also critical. How is this to occur, by whom and how often should be established
- How is the work to be completed? What process are they to be following?
- Keeping track of their performance is vital. Regular reports as to their progress should be available.

Data Security

Most organisations are concerned about data security when they consider offshoring.

The following points are important to consider:

- The communications infrastructure in the Philippines is world class. The internet is better than in some parts of Australia.
- Modern software security is making working offshore safer and safer. In fact, it is no different to working from home during COVID-19.
- Most cloud-based software offers a multi-layer security protection to ensure the security of your data
- Working in a supervised office is preferable to working in a home environment



Asset Protection

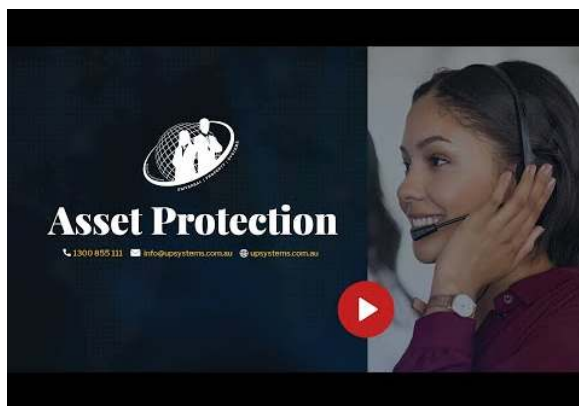
Never before have Property Management rent rolls been at so much risk from being pilfered as Property Managers leave in the quest for a higher salary.

Invariably, they have an ethical dilemma as to should property owners follow them or not.

UPS goes to extraordinary measures to ensure that the security of your data is protected

The level of security is higher than at virtually every onshore office in Australia.

- USB ports: There are no active USB ports on our computers
- Mobile Phones: Are banned from the work station areas
- Printers: There are no printers connected to client workstations
- Bank Accounts: It is not possible to set up Australian bank accounts at UPS
- Logins: Are held under strict security



Why we use the Philippines for Offshoring

It is not by chance that Universal Property Systems has selected the Philippines to base their Offshore operation. Years of research, careful evaluation and testing the process in real businesses has resulted in this decision.

Indeed, Offshoring to the Philippines is very much at the forefront of business in Australia in 2020.

There are lots of preconceived ideas that usually come from rumour or ignorance the Philippines prides itself in being one of the most sort after countries in the world for outsourcing.



What are the people like?

Some of the initial questions about offshoring are:

- Can they speak English?
- Will they be able to understand what we need them to do?
- How do I interact with them?
- Are they like us?

What we have discovered

- Respect: They love and respect their jobs and employer
- Gratitude: They do not take their jobs for granted
- Pride: They take great pride in their work output
- Improvement: Each day they seek to improve how they carry out their job
- Loyalty: They are intensely loyal to your business





What about their standard of English?

Here are some facts about the Philippines and speaking English:

- The Philippines is the fifth largest English-speaking country in the world.
- In 2019, 64 million people spoke English in the Philippines. That is more than the populations of Canada and Australia combined.
- 64% of the Filipino population speak English.
- It is the primary language taught in schools, universities and even in government.

Evaluation Phase

What can be offshored?

This is probably our most frequently asked question.

The answer is simple: most non facing client activities that are normally carry out in the office.

The following images show some of the detail that can be offshored.

Campaign Coordinator

- Book photographer etc
- Sending properties live on web
- Editorial submissions
- Ordering property collateral
- Agent & Office Marketing

Sales Admin

- Data base clean-up
- Listing folder compliance
- Contract follow-up
- Agent admin support
- Database mailing
- Listing presentations / CMA

Social Media

- Business postings
- Agent posting
- Paid campaigns
- Reporting & Statistics
- Marketing admin
- Video library
- E-newsletters

Graphic Design

- Business Graphic design
- Day to day creative
- Video editing
- Video Library
- Brand guidelines
- Update business website
- General collateral creation

Leasing Admin

- Application processing
- Arrears 1 – 14 days
- Lease preparation
- Manage IRE

Tenancy Admin

- Schedule & process Rent Reviews
- Schedule & process routine inspections
- Schedule and process Lease renewals
- Data clean-up

Repairs Admin

- Process & Manage incoming repairs
- Follow-up outstanding invoices
- Follow-up outstanding quotes
- Inform tenant of repair status

Tenancy Care

- Manage undertake all tenant enquiry
- Application processing
- Arrears 1-14 days
- Lease preparation
- Manage vacate process
- Manage IRE

PM Trust Account

- Council Rates
- Water Rates
- Strata Levies
- Trades Invoices
- Bank Reconciliation
- Creditor Run
- Mid Month
- End of Month
- Don't authorise Bank payments

Sales Trust

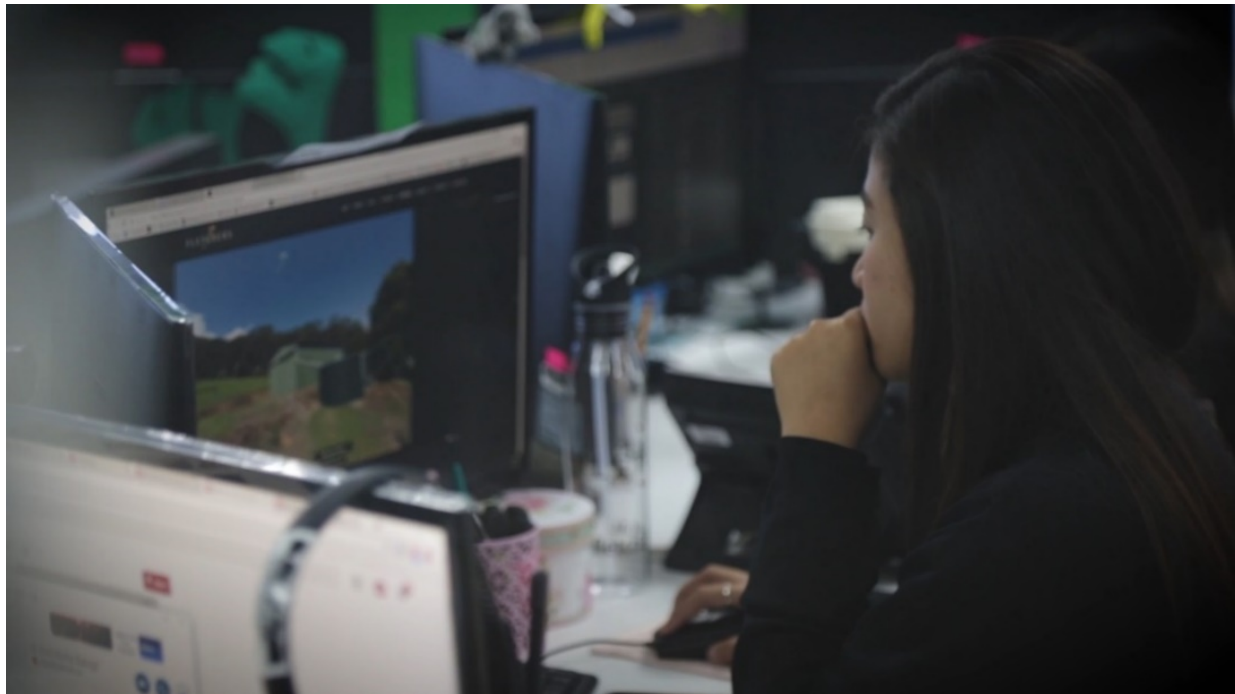
- Receipt Deposit
- Process Settlements
- Process IBD
- Disbursing Funds
- Don't Authorise Bank payments

General Account

- Enter invoices
- Enter Receipts
- Payroll
- Reports
- Auction booking & reporting
- Cash Flow
- Bank reconciliation

Metrics & Reports

- Data entry
- Daily Reports
- Weekly Reports
- Monthly Reports
- Quarterly Reports
- Annual Reports
- PM Reporting



Let's talk about compliance

Are you sure each transaction in your business complies with the legislation?

As the person responsible for the supervision of the office are you confident that everyone is following the rules?

Your licence, reputation and livelihood are on the line. You trust your employees to do the right thing and comply at all times. But how do you know with certainty that they follow the letter of the law?

- Agency Agreements: Are they correctly completed and relevant disclosures included?
- Sales: Are all documents in place before advertising?
- Landlord disclosure statement: Has it in place and issued?
- Tenant Leases: Have they been correctly put together with all attachments
- Landlord Insurance: Are you aware of what Landlords are not insured thereby increasing your liability?
- Smoke Detectors: Do all of your properties comply?
- Swimming Pool compliance: Is there current approval in place?
- Water compliance: Is the property compliant?
- Tradesmen insurance and licences: Are these in place?

UPS could be your compliance eyes when you are out doing more productive things.



Selecting the Type of Provider

Whenever a consumer can not differentiate between different offerings, they resort to making a choice based on price. They inevitably will pick the cheapest offer.

This is not surprising as most Real Estate Agents struggle to differentiate themselves in the market place on a daily basis forcing consumers to make a choice based on price.

Real Estate businesses embarking on the offshoring journey often do not realise that there are four levels of offshore providers.

This was one of our early learnings. As the old Valvoline advertisement said, "Oils ain't oils". Not all offshore providers offer the same of range of services.

The 4 levels are:

1. Level 1 – Online BPO with Home Service Labour (Entry level)

The person usually works from home. The person is usually quite competent and works out of their home without or with minimal infrastructure around them. You will need to do all the training and the monthly fee will vary.

2. Level 2 – BPO or Offshore provider

This is a labour hire business that provides staff and the employment infrastructure and the various government approvals that are required to operate. They usually operate out of office premises and the person sits in a common area. You will be required to train and manage them and work out tasks to be completed.

3. Level 3 – Industry specific provider

This is similar to level 2 with the added advantage of having an industry specific help desk that will give you guidance, some templates to use. You will be required to manage, train and structure their day.

4. Level 4 – Industry Specific – Co managed

Co-managed is an add on to level 3 but this time the person is managed by you and the offshore provider to make sure they are productive and meeting your expectations.

5. The UPS added benefits

On top of level 4 UPS works with you the client to create work instructions to deliver the services that are required, the same way every time. This is important not only for the consistent delivery of service but in the lead time to train someone to get them up to speed.

The overriding point is that in Level 1 to 4 the talent is provided and then you have to figure out how to make it work and breathe life into the role. UPS is your silent partner working with you to get it right and keep it right.



The insider secret that if you miss it could cost you \$20,000 a year!

Whilst Levels 1,2 and 3 are generally cheaper in a monthly fee. There are quite a number hidden or invisible fees that are often forgotten when comparing the price that offshore providers charge.

The reality is that they should be factored in to enable any objective comparison

These include:

- **Training:** The invisible cost of your staff training the person
- **Monitor:** The invisible cost of you monitoring the output of the person
- **Reporting:** The cost of monitoring the activity so that you can create capacity and output reports
- **Travel:** The cost of visiting the person on an annual basis
- **Replacement:** The cost of replacing the person when they leave
- **SIL and Offset days** – these are paid out at the end of the year as a bonus to the employee.

A conservative estimate of these invisible cost is around \$20,000 per year

These invisible costs can be saved with UPS.

Selecting your Offshore Provider

Now that you have an overview of the different types of Offshore providers it worth looking at a more granular level about the differences

Tough questions to ask before you select your provider

These questions are very important to get clear answers for as you decide on your provider.



Tough Questions to ask your provider

	UPS	Level 3	Level 2	Level 1
Universal Property Systems				
• Is there an Australian Real Estate Professional on site managing the team?	Yes	No	No	No
• Is the Executive team Licensed Real Estate Agents in Australia?	Yes	No	No	No
• Are road map discussions held to increase your capacity?	Yes	No	No	No
• Is the activity of your team member daily time stamped and reported regularly?	Yes	No	No	No
• Is there monitoring of capacity, work output and additional task?	Yes	No	No	No
• Has your Account Executive ever run a Real Estate business?	Yes	No	No	No
Industry Specific BPO				
• Is my Account Executive in Australia?	Yes	Maybe	No	No
• Is there a team leader monitoring your persons work output that is a positional expert?	Yes	?	No	No
• Are customised work instructions created with your BPO supplier?	Yes	?	No	No
• Is there active monitoring of your persons attendance many times a day?	Yes	?	No	No
• Is there someone who can cover when your team member is on leave?	Yes	?	No	No
• Is there a flat fee for your offshoring services?	Yes	?	No	No
• Do you know if your team member works from home or a central office?	Yes	Maybe	No	No
Standard BPO				
• Are leave and offset days monitored?	Yes	Yes	Yes	No
• Is there some supervision of your team member?	Yes	Maybe	Yes	No
• Do you get notified if they are away from work?	Yes	Maybe	Yes	No
• Is there any monitoring that the person is at work at start of shift?	Yes	Yes	Yes	No
• Is there an office infrastructure to work from?	Yes	Yes	Yes	No
Entry Level – Work from Home				
• Do they comply with the Filipino Law?	Yes	Yes	Yes	Yes
• Does your person have an office that they can attend?	Yes	Yes	Yes	No

Specific comparison between providers

As mentioned before, most businesses have no idea of the differences between offshore provider. This table gets to the nitty gritty of specific differences.

We also liken it to building a house. Do you want to be a DIY house builder or engage a professional build for the construction?

Level 1	Level 2 & 3	Level 4 + UPS
<ul style="list-style-type: none"> • Standard BPO • Labour Hire • Government approval • HR infrastructure • IT infrastructure • You do everything in regard to managing the person 	<ul style="list-style-type: none"> • Basic industry specific BPO • Use BPO Infrastructure • Templates from some positions are loaded to Air table to monitor performance • Client pays monthly for Air table • SIL and Offsets are the clients responsibility. In Australia 7 PH in the Philippines 20 AL + 14 PH = Cost of \$900 pa • Client pays out untaken leave • No leave cover • No positional training • No reporting on positions • No mapping of workflows or work instructions 	<ul style="list-style-type: none"> • Additional to Level 2 & 3 • Set Monthly Fee • Monitor team members performance using purpose designed software • Task mapping • Business specific work instructions created for the positions • Capacity reporting • Quarterly road map conversations with the client • UPS run by experienced and licenced Real estate practitioners who know what needs to be done • They have run offshore teams • Leave cover possible • Coaching in change management

\$1,700 - \$2,000 pm

\$2,100 - \$2,400 pm

\$2,475 pm

Building a House

DIY

DIY organises contractors

DIY engages a builder

UPS relationship with a BPO provider

UPS engages the services of an Offshore BPO for the following reasons:

1. UPS sub rents office space
2. UPS uses the BPO infrastructure (e.g. HR Platform and Government approvals)
3. UPS uses its knowledge base to question everything that BPO presents

Implementation Phase

You have now engaged your offshore provider and are about to embark on creating the strategy and what has to happen to make this work.

The following is a strategy that works. These are the things that you need to set up in order for your offshore journey to succeed.



Create an offshoring strategy

It is important that you have a strategy plan in place before you embark on the journey of offshoring.

Here are 13 key questions that you need to ask when creating your offshoring strategy:

1. What roles and tasks do you want to offshore?
2. Is this an ongoing role or a specific time project?
3. How many people will you need offshore to achieve this?
4. How will offshoring improve our business?
5. How will we manage our offshore projects efficiently?
6. Who needs to be involved in our decision to offshore?
7. Who will be our primary point of contact with the Offshore team both management and operationally?
8. How will our current employees feel about our decision to offshore?
9. Can you quantify the saving or benefits by offshoring?
10. What are your goals?
11. How can we make the transition into offshoring as easy as possible?
12. What are your desired outcomes?
13. What are the pain points in your business?

How do you know who does what?

It goes with out saying that if there is someone working offshore doing tasks then there needs to be a clear delineation as to who does what task. The starting point here is Task mapping. You will need to think through this process. UPS uses a tool that assist with this process.

PM Trust Account

Task	Activity	Order	Onshore	Offshore
<i>Insert Tasks here...</i>				
<i>Insert Activities here...</i>				
		Sort Order	Yes / No	Yes / No
Council Rates	Scan Council Rates	1		
	Enter/Print invoice into Accounting software	2		
	Select creditors to be paid	3		
	Charge property owner	4		
Water Rates	Download Invoices from Portal	1		
	Scan Water Rates	2		
	Enter/Print invoice into Accounting software	3		
	Select creditors to be paid	4		
	Charge property owner	5		
	Charge Tenant's Usage	6		
	Email Invoice to tenant	7		
Strata Levies	Scan Strata Levy Invoice	1		
	Enter/Print invoice into Accounting software	2		
	Select creditors to be paid	3		
	Charge property owner			
Trades Invoices	Scan Trades Invoice			
	Enter/Print invoice into Accounting software			
	Select creditors to be paid			
	Charge property owner			
Insurance Policy Invoice	Scan Insurance Policy			
	Enter/Print invoice into Accounting software			
	Select creditors to be paid			
	Charge property owner			
	Update Insurance Policy in system			
Daily Banking	Accounting Software system backup			
	Generate Statement in Active Banking			
	Download daily TXN file from Active Banking			
	Download Tenants DEFT Files from software			
	Bank Reconciliation			
Direct Debit	Run System Backup			
	Process Direct Debit in Accounting Software			
	Save EFT/ABA/Bpay File			
	Upload ABA/Bpay File in Active Banking			
	Authorise Bank Transaction			

General Account

Task	Activity
<i>Insert Tasks here...</i>	
<i>Insert Activities here...</i>	
Bank Reconciliation	Generate Bank Statement in Active Banking
	Save a copy of Bank Statement in folder
	Generate Bank Feeds in Accounting Software
	Approve Match Transaction
	Record Bills Payment
	Record Spend Money
	Record Money Receives
	Matching Multiple Bills to a Single Bank Transactions
	Matching Over/Under Payments
	Applying Credit Note
	Reconcile Accounts
Purchases	Enter Supplier Card in Accounting Software
	Scan Supplier Invoices
	Enter/Print invoice into Accounting software in tray
	Create Pay Bills/Spend Money transaction in Accounting Software
	Enter invoice details to charge
	Reverse a Supplier debit
Sales	Track Sales progress from - Quote , Order to Invoice
	Enter sales in Command Center
	Enter and record Sales Invoice in software
	Process "Received Money" for deposit like Bank Interest
	Process "Receives Payment" for payment of invoice already entered in system
Journal Entry	Send Purchases worksheet to journalise
	Record Journal Entry in Accounting Software
Settlement Order	Send Order on The Payroll
	Send Vendor and Pu
	Send Agent Tax Invc
	Confirm Marketing t
	Check OOA vs. Softv
	Upload vendor and i
	Check Agent Tax Inv
	Check Holding Funds: Superannuation
	Save a copy of All Pa
	Settle property in Sy
	Print and Save Sett
	Disburse funds on Transfer & Payment in Active Banking
	Send Attachment to Signatory for authorising Bank Transaction
	Authorise bank transaction
Settlement Order IBD	Send Order on The Agent
	Send Vendor and Purchaser Bank Details with TFN

Work flows

Once the task mapping is complete, Work Flows are created to clearly depict the various roles.

The first thing to do is to think about work flows. This is a high-level template that separates the various tasks between onshore and offshore.

This is an example of a work flow. On the left is what is done onshore and the right what is done offshore

A question often asked is what can't be done offshore and where is the line between breaking the rules and running afoul of the licencing bodies. UPS is an organisation run by Licensed Real Estate Agents with decades of experience. Most have run their own Real Estate businesses. We know instinctively where that line is and what crosses it.

Work Instructions

Once it is decided who does what, it is time to create work instructions

Work instructions are the heart and soul of UPS and provides a clear competitive advantage and is central to our accuracy.

We have mapped 600 different work instructions covering real estate positions in Property Management, Sales & Marketing and finances / trust positions.

We use these work instructions as templates to create your unique version that is completely adapted for your office.

Overlaying that is the practices that each business has that are unique to each of them.

We have brought these together to create the Your Real Estate office system.

Marketing Phase 3 - How to Reconcile Supplier Invoices

<CR> = Enter
 <RMC> = Right Mouse Click
 <LMC> = Left Mouse Click
 <TAB> = Tab key
 <DMC> = Double Mouse Click

Part 1 – Entering the supplier invoice

Note: Supplier invoices are sent through the accounts email so m

1. Open your email and find out if you have received a new i suppliers.
2. Then, go to Realhub and search for the relevant property i <LMC>.
3. Upon landing in the property, switch to the Accounting tu
4. Refer to the Bills/Accounts Payable section.
5. <LMC> Add a Bill



6. Enter the necessary supplier invoice details
7. Sync with Xero to create the bill there. To do this, <LMC> Bills
8. Then switch to the Bills tab <LMC>
9. <LMC> Connect to Xero
10. Select your organisation then <LMC> Allow access for ;
11. Look for the property and find the relevant bill.

12. <LMC> Create.
13. The bill should automatically update to Syne. Take note of the I
14. Go to Xero and <LMC> Bills you need to pay.



15. Enter the ID # in the search field then <LMC> Search



16. Open the bill <LMC>
- Note: The bill must have an awaiting payment status
17. Confirm if the bill has been correctly synced.

Part 2 – Determining if there is an overspend

Note: Ensure that you have received all supplier invoices relevant to the property before proceeding to this step.

1. On the top corner, <LMC> Accounting > Order Reconciliation
2. Search for the relevant property then hit enter.
3. From there, you will be able to identify instantly the expected total and the actual invoiced total. See if there is no overspend. If there's none, disregard the next step. Otherwise, proceed to Marketing Phase 4 – How to Issue Overspend Invoice

Part D – Investigating and deleting duplicate invoices

A pop up box will appear if the system finds a duplicate invoice. In this case, you have to confirm if the invoice is indeed a duplicate. To check, you have to proceed to the Owner Portfolio.

1. <LMC> Cancel



2. Copy the property address, open a new window, and pa Property Tree <LMC>



3. <LMC> the relevant property from the suggestions
4. Upon clicking, you will be redirected to the Property Port and look for the Ownership section.

Part E – Putting Council Rates into Workflow

1. Tick all invoices in queue <LMC>
2. Select Clipboard icon <RMC>



3. This brings up Create workflow box
4. Workflow Comment – leave blank <LMC>
5. Workflow drop down – Select REST Barcoded Invoice Processing <LMC>



6. Highlight Your Username <LMC>
7. Select Create <LMC>

Part F – Processing Council Rates in FileSMART

1. Go to Control Panel <LMC>
2. <LMC> on drop down arrow
3. Select Workflow <LMC>



4. Each invoice will now be listed in Workflow Pending Queue



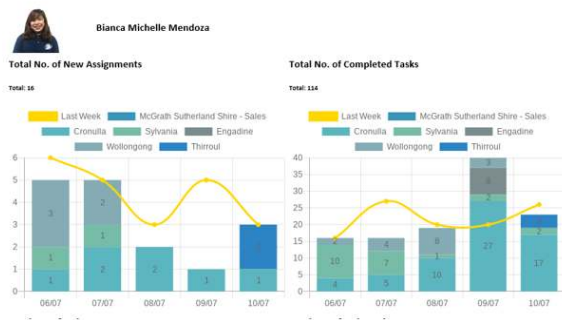
Monitoring and Reporting

Performance and Capacity are critical for any offshore operation. You need to be confident that you know what is going on. Levels 1,2,3 have little to nil positional reporting.

Performance - Not only do you need to know that your team member is up and working but we take this one step further by monitor their output. UPS also benchmarks the efficiency of your team member across our collective positional portfolio. This allows us to come to you with suggestions to improve process and output.

Capacity - is how much of your team members time is productive. If they are operating at 50% we will suggest additional tasks. If they are operating at 120% then similarly how can we reduce the number of tasks.

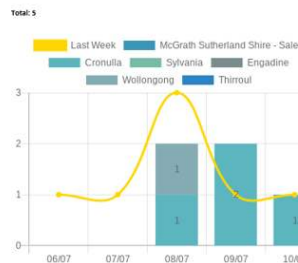
This is generally not done onshore, but it is critical to maintaining the offshore service delivery at the highest possible level



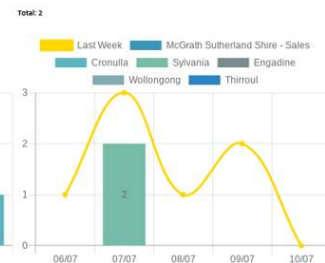
Total Hours Worked

Day	Total hours worked	Operating capacity
Monday	5 hrs 41 mins	75%
Tuesday	4 hrs 34 mins	60%
Wednesday	4 hrs 24 mins	58%
Thursday	7 hrs 15 mins	96%
Friday	5 hrs 32 mins	73%
Capacity this week:		73%
Capacity last week:		60%

Signboards Ordered



SWAT Bookings Booked



Conclusion

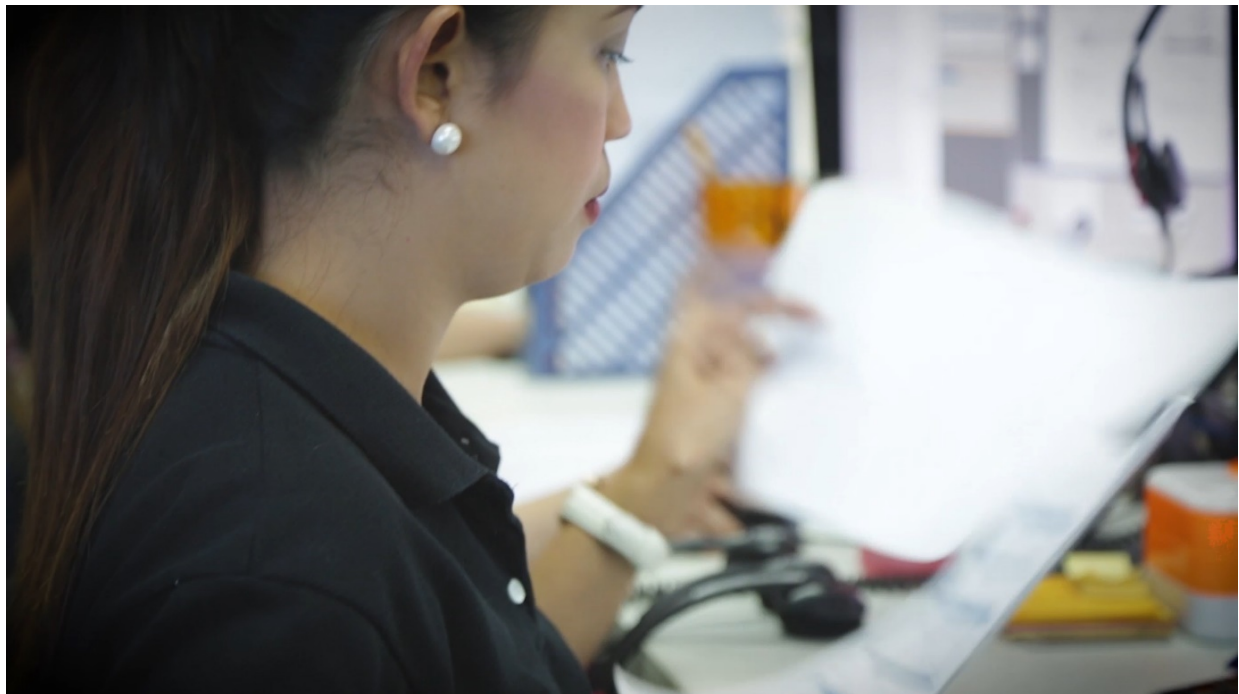
Offshoring the administration of your business can be valuable and beneficial in reducing costs and increasing the level of customer service provided.

Your Investment

What is included with Universal Property Systems?

UPS goes to great lengths to ensure that your offshore experience is as fruitful as possible. Years of practice have honed our skills to deliver the following benefits directly to you and your office.

Agents will receive not only a person in a seat (the same offering from other providers) but also the following benefits that are not the standard offering from other providers.



- Co-managed positions: You are not left on your own
- Implementation coaching: Available for Principal and onshore office champion
- Change management: Coaching available
- Management of staff: Daily and with on-site team leaders
- On-boarding: Structured onboarding plans
- Work flows: Templates available to maximise success
- Work instructions: Collaboration using templates available
- Confidentiality: Your data and records are completely confidential
- Licenced Real Estate Agent: Based in the UPS offshore office
- Reporting: Monthly capacity reporting for maximum return
- Recruiting: Specific positions recruited, not generic
- Private area: Desk is located in the UPS area
- Replacement guarantee: Pre-trained staff available
- Real Estate knowledge: Provide by management team with over 115 years of Real Estate experience.
- Process auditing: for efficiency growth
- Technical skills: Collaboration with UPS team
- Cost saving: Onshore administration staff replace with a cost-effective solution

Testimonials



UNIVERSAL | PROPERTY | SYSTEMS
Client Testimonial



McGrath *David Mills*
CHIEF OPERATING OFFICER

The testimonial card features a dark blue background with a white hexagonal frame on the left containing a portrait of David Mills. On the right, the text 'UNIVERSAL | PROPERTY | SYSTEMS' is positioned above 'Client Testimonial'. The McGrath logo and David Mills' name and title are at the bottom.



UNIVERSAL | PROPERTY | SYSTEMS
Client Testimonial



console *Fiona Davis*
CHIEF OPERATING OFFICER

The testimonial card features a dark blue background with a white hexagonal frame on the left containing a portrait of Fiona Davis. On the right, the text 'UNIVERSAL | PROPERTY | SYSTEMS' is positioned above 'Client Testimonial'. The console logo and Fiona Davis' name and title are at the bottom.



UNIVERSAL | PROPERTY | SYSTEMS
Client Testimonial



STONE *Samantha Macri*
HEAD OF PROPERTY MANAGEMENT

The testimonial card features a dark blue background with a white hexagonal frame on the left containing a portrait of Samantha Macri. On the right, the text 'UNIVERSAL | PROPERTY | SYSTEMS' is positioned above 'Client Testimonial'. The STONE logo and Samantha Macri' name and title are at the bottom.

Contact Details

Colin Rodgers

Head of Property Management

colin@upsystems.com.au

0449 903 206



Award-winning Real Estate professional, Colin is an industry leader with over 25 years' experience in Property Management.

His firm focus on gaining great results through ongoing communication, sound advice and a guiding hand is the driving force behind the UPS Global Property Management Team. He is perfectly attuned to the needs and expectations of investors and expertly bridges the gap between investor and tenant, creating long-term, profitable relationships.

Colin's vast expertise accelerates our clients' results and sets the standard for the UPS Global Team's culture and performance.



Renee Saisannas

Head of Sales & Marketing

renee@upsystems.com.au

0417 063 127

A natural problem-solver, Renee brings together our talented staff and matches them to our real estate clients' needs

Renee manages the onboarding, mentoring and ongoing guidance of our staff from the recruitment phase through to campaign delivery. With an extensive background in real estate marketing, business administration and graphic design she ensures the integrity of business relationships through her impeccable work ethic and drives our staff to deliver the best services, every time.

Grant Fanning

Head of Financial Services

grant@upsystems.com.au

0427 113 843



Grant is a seasoned management professional with in-depth knowledge across a wide range of industries and sectors.

He has extensive experience in developing processes to manage the enquiry funnel from lead generation to a completed sale from both technological and human perspectives.

This experience has been well utilized in the multiple industries in which he has worked which include real estate, aged care, aviation, energy management and education. Grant brings strategy, insight and unrivalled value to the team.



Warren Champion

Chief Executive Officer

warren@upsystems.com.au

0418 419 555

An accomplished real estate business management professional with an impressive list of achievements.

Warren, brings over two decades of real estate management, coaching performance and system thinking to his role as CEO. Warren has held senior positions with international real estate companies since 1998. He is a highly qualified business thought leader with a Master of Business Administration and a Master of Business Coaching. Yet he retains a personal, down-to-earth approach in all dealings.