

Simplicity® Tenant Portal Training Guide



Bills and Notices

Learn how to check your monthly bills and never miss and important notice



Overview



- 01** Introduction
- 02** Bills and Notices
- 03** Self-Assessment Checklist

A large blue triangle pointing right, partially overlapping a grey triangle pointing left, set against a white background.

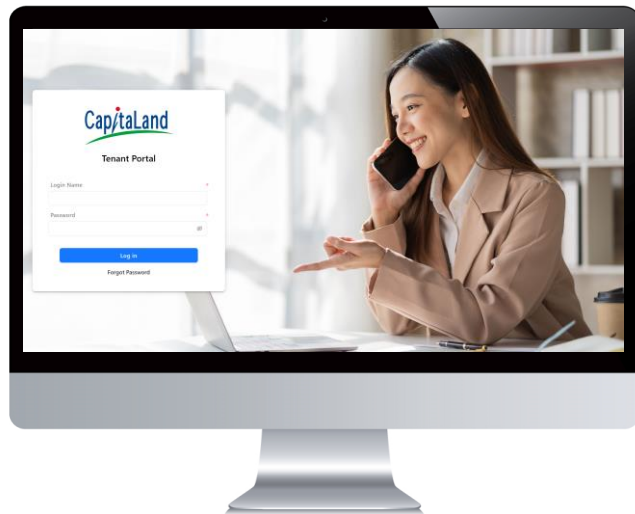
Introduction

Overview of Simplicity® Tenant Portal

What is Simplicity® Tenant Portal?

Simplicity Tenant Portal is a self-service portal for tenant to view their contract details, download their billing related documents and notices, submit renovation permits and requests.

It also enables tenant to manage their own user accounts and access to the portal.



Overview of Simplicity® Tenant Portal

Functions of Simplicity® Tenant Portal



Contract Details

Learn how to view your lease and license contract details, as well as update your contact listing.

[Video](#) [Guide](#)



Customer User Account

Find out how to manage user accounts and grant the relevant access, inactivation of account and reset of password.

[Video](#) [Guide](#)



Permit Request

Learn how to submit renovation permit request, including permit request, extension, permit work request and worker amendment.

[Video](#) [Guide](#)



Adhoc Utility Request

Unsure on how to submit request for ad hoc aircon extension and cancellation? Click below to learn more!

[Video](#) [Guide](#)



Bills and Notices

See how to check your monthly bills and never miss an important notice.

[Video](#) [Guide](#)



Ticket

Learn how to submit service ticket on an incident, report an issue with the facility/building or provide compliment for a vendor or staff.

[Video](#) [Guide](#)



E-Form

Learn to retrieve the various documents and application forms published by us.

[Video](#) [Guide](#)

**Please note that the accessible functions are dependent on the role access granted to you. Please check with the Tenant User Administrator within your company for more info.*

In this guide, we focus on Bills and Notices

The Bills and Notices module enables tenant to:

- Download Statement of Account
- View Notices (i.e., reminder letters)
- View Transaction History

From this guide, we should be able to:

- 01** Download Statement of Account
- 02** View Notices (i.e., reminder letters)
- 03** View Transaction History (i.e., invoices, credit notes, receipts)

A large blue arrow pointing right, partially overlapping a grey triangle pointing left, set against a white background.

Bills and Notices

1. How to download Statement of Account?

Bill and Notices

1. How to download Statement of Account?



Bills and Notices - Download Statement of Account

Bills and Notices module allows user to:

- ❖ download statement of account
- ❖ view/download latest notices i.e., reminder letters
- ❖ view/download transaction history i.e., invoices, credit notes, receipts

Note: Only user with **Tenant User Administrator, Tenant Finance User and Tenant Tenancy User** role has access to this function

❖ How to download Statement of Account?

1. Navigate to 'Bill and Notices' on the left panel
2. Click on **Statement of Account** tab

The screenshot displays the 'Tenant Portal' interface. On the left, a navigation menu lists various options, with 'Bills and Notices' highlighted in a red box. The main content area shows the 'Bills And Notices' section, with the 'Statement of Account' tab selected. Below the tabs, there are input fields for 'Statement As At' (01-Nov-2023), 'Company' (CICT), and 'Contract' (TA2310000157). A blue 'Generate Statement' button is visible below these fields. A callout box points to the 'Statement of Account' tab with the text 'Click on 'Statement of Account' tab'. The user's email 'june.ong@test.com' and the footer 'Powered by Anacle Systems Limited' are also visible.

Bill and Notices

1. How to download Statement of Account?



Bills and Notices - Download Statement of Account

❖ How to download Statement of Account?

3. Select the required 'Statement As At' date, 'Company', 'Contract' for the statement
4. Click 'Generate Statement' to retrieve the statement
5. The Statement of Account in PDF will be downloaded automatically

Bill and Notices

Bills And Notices

Statement of Account
Notices
Transaction History

Statement As At : * 📅

Company : * ▼

Contract : ▼

🔍 Generate Statement

Click 'Generate Statement' to retrieve the statement of account in PDF

2. How to view Notices (Reminder letters) ?

Bill and Notices

2. How to view Notices?



Bills and Notices - View Notices

Bills and Notices module allows user to:

- ❖ download statement of account
- ❖ view/download latest notices i.e., reminder letters
- ❖ view/download transaction history i.e., invoices, credit notes, receipts

Note: Only user with **Tenant User Administrator, Tenant Finance User and Tenant Tenancy User** role has access to this function

❖ How to view Notices?

1. Navigate to 'Bill and Notices' on the left panel
2. Click on **Notices** tab

Bill and Notices

Tenant Portal

- Help
- Contract Details
- Ticket
- Survey Response
- Renovation Permit
- Adhoc Utility Request
- Adhoc Utility Cancellation
- E-Form
- Bills & Notices

june.ong@test.com

Powered by Anacle Systems Limited

Bills & Notices

Statement of Account
Notices
Transaction History

Building :*

Contract Number :

Date From : 01-Dec-2022

Date To : Select date

Search

Reset

Date	Contract Number	Notices Status	Due Amount	Document Date
No data				

Click on 'Notices' tab

Bill and Notices

2. How to view Notices?



Bills and Notices - View Notices

❖ How to view Notices?

3. Select the desired Building, Contract, Date From/To
4. Click 'Search' and the matching arrears notices, if any, for the selected Building, Contract and Date From/To will be displayed

Bill and Notices

Bills & Notices

Statement of Account
Notices
Transaction History

Building :*

Contract Number :

Date From :

🔍 Search
🔄 Reset

Date	Contract Number	Notices Status	Due Amount	Document Date
No data				

Click 'Search' and the matching arrears notices for the selected Building, Contract, Period (Date From/To) will be displayed


Bill and Notices

2. How to view Notices?



Bills and Notices
- View Notices

❖ **How to view Notices?**

5. Click  to download a copy of the reminder letter

Bill and Notices

Bills & Notices



Statement of Account
Notices
Transaction History

Building :*

Contract Number :

Date From :

Search
Reset

	Date	Contract Number	Notices Status	Due Amount	Document Date
	11/19/2023	TA2311000163	Reminder (0-30 Days)	\$43,954.22	11/01/2023
	11/29/2023	TA2311000163	Reminder (0-30 Days)	\$43,954.22	11/01/2023

2 item(s) total
<
1
>
100 / page

Click '↓' to download a copy of the reminder letter

3. How to view Transaction History (invoices, credit notes, receipts)?

Bill and Notices

3. How to view Transaction History?



Bills and Notices - Transaction History

Bills and Notices module allows user to:

- ❖ download statement of account
- ❖ view/download latest notices i.e., reminder letters
- ❖ view/download transaction history i.e., invoices, credit notes, receipts

Note: Only user with **Tenant User Administrator, Tenant Finance User and Tenant Tenancy User** role has access to this function

- ❖ **How to view Transaction History?**
 1. Navigate to 'Bill and Notices' on the left panel
 2. Click on **Transaction History** tab

Bill and Notices

Tenant Portal

- Help
- Contract Details
- Ticket
- Survey Response
- Renovation Permit
- Adhoc Utility Request
- Adhoc Utility Cancellation
- E-Form
- Bills & Notices

june.ong@test.com

Powered by Anacle Systems Limited

Bills & Notices

Statement of Account
Notices
Transaction History

Building :*

Contract Number :

Document Number :

Date From : 01-Dec-2022

Document Type :

Date To : Select date

Search
Reset

Date	Contract Number	Document	Document Number	Amount + Tax (\$\$)	Payment Status	Payment Mode
<p>No data</p>						

Click on 'Transaction History' tab

Bill and Notices

3. How to view Transaction History?



Bills and Notices - Transaction History

❖ How to view Transaction History?

3. Select the desired Building
4. Select the desired Contract or leave blank for system to retrieve transactions for all contracts under the selected building
5. Select the desired Document Type
example: invoice, credit note, receipt, cash sale, refund
6. Specify the desired Document Number
7. Select the desired period i.e., Date From/To for the transactions
8. Click 'Search'

Bill and Notices

Bills & Notices

Statement of Account
Notices
Transaction History

Building : * Select the desired Building

Contract Number : Select the desired Contract or leave blank

Document Number : Select the desired Document Number

Date From : Select the desired Date From/To

Document Type : Select the desired Document Type

Search
Reset

Date	Contract Number	Document	Document Number	Amount + Tax (\$\$)	Payment Status	Payment Mode
No data						


Click 'Search' to retrieve the matching billed transactions

Bill and Notices

3. How to view Transaction History?



Bills and Notices - Transaction History

- ❖ **How to view Transaction History?**
 9. The matching billed transactions if any, for the selected building, contract, document type, document number and period will be displayed
 10. This includes billed invoices, credit notes and receipts
 11. Click  to download a copy of the transaction document

Bill and Notices

Bills & Notices







Statement of Account Notices Transaction History

Building : * CL Building

Contract Number : TA2311000163 Document Type : Invoice

Document Number :

Date From : 01-Dec-2022 Date To : Select date

Date	Contract Number	Document	Document Number	Amount + Tax (\$S)	Payment Status	Payment Mode
 05 Dec 2023	TA2311000163	Invoice	1299IV23000426	\$10.80	Outstanding	
 05 Dec 2023	TA2311000163	Invoice	1299IV23000427	\$10.80	Outstanding	
 04 Dec 2023	TA2311000163	Invoice	1299IV23000425	\$10.80	Outstanding	
 01 Dec 2023	TA2311000163	Invoice	1299IV23000419	\$10.80	Outstanding	
 01 Dec 2023	TA2311000163	Invoice	1299IV23000423	\$21.60	Outstanding	
 14 Nov 2023	TA2311000163	Invoice	1299IV23000417	\$108.00	Paid	

6 item(s) total < 1 > 100 / page

Click '!' to download the required transaction document

On the left side of the slide, there are two overlapping geometric shapes: a large blue triangle pointing to the right and a smaller grey triangle pointing to the left, partially overlapping the blue one.

Self-Assessment Checklist

From this guide, we were able to:

- 01** Download Statement of Account
- 02** View Notices (i.e., reminder letters)
- 03** View Transaction History (i.e., invoices, credit notes, receipts)



If you need further assistance, please

access our [Simplicity Tenant Portal Info Centre](#)



or

contact our friendly support at tenantportal.helpdesk@capitaland.com

