

# Frequently Asked Questions

Get in the flow with everything you need to know about Kolmeo

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# What is Kolmeo?

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## What is Kolmeo (no, really)?

Kolmeo is a proptech platform powering the property manager's role, making it easier for everyone to finally love owning, renting and managing property. Daily tasks are transformed by optimised workflows, making all those to-dos more productive and fun!

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## Can anyone use Kolmeo?

If you've got a heartbeat, a smart device and you're ready to love property management, then yes! We have apps specifically designed for owners, tenants and property managers that all link up. Why? For more transparency, clear lines of communications and to keep everyone in the loop.

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## What makes Kolmeo different to other property management platforms?

One of the best things about Kolmeo is that it's designed for all three corners of the property management triangle: tenants, owners and property managers. We bring everyone together in one place, so there's greater transparency over who needs to do what and by when. This is amplified by our amazing range of integrations, meaning you can still use all your favourite tools, without the hassle of having to manage multiple platforms.

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## How will Kolmeo make it easier for me to do my job?

We know you're frustrated with all the complex, fragmented systems you use every day. With Kolmeo, you only have to log in once and all the tools, forms, documents and requests are there, ready to go. We know you're going to love our fully featured inspection system and maintenance management tool, because that means you can do your work anywhere and everywhere – no need to race back to the office to power out that paperwork!

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# Payments onboarding

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## How do my owners sign up to Kolmeo?

Signing up is simple! Owners will receive an email from Kolmeo with a link to the terms and conditions, which they can click to accept. While doing so, they can confirm their bank account details to receive rent and choose if they would like to pay invoices by direct debit. They also have the option to have invoices paid directly from the rent (pretty great, huh?).

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## How do my tenants sign up to Kolmeo?

Tenants will receive an email from Kolmeo with a link to the terms and conditions, which they can click to accept. While doing so, they will be able to choose how they would like to pay their rent (direct debit or BPAY) and fill out the appropriate forms for these options.

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## Not all my owners have an email address. How do they sign up?

Your owner needs an email address to be able to agree to the terms and conditions before getting started. This could be as simple as you assisting them in creating an email address to manage this.

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## What if my owner won't agree to the terms and conditions?

Unfortunately, if an owner doesn't agree to the terms and conditions, they won't be able to receive rent through the Kolmeo platform. But never fear – the Kolmeo customer service team is here! They are on hand to help you navigate this process with minimal fuss.

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## Can I leave properties on Agentplus while I sign up owners?

Sadly, you won't be able to because once Kolmeo is live, you'll just have 'read only' access to Agentplus. The Agentplus team will manage your trust account for one month after go-live and will transfer any funds received over to Kolmeo, after that your trust account will be handed back to you.

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## What if my owner doesn't want to use the app?

No worries! Kolmeo is designed to support all owners and they can continue to communicate with you via email and phone as usual.

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### **What if my owner only accept payments via cheque?**

You'll need to let them know that Kolmeo's payment technology doesn't hold funds, so we can't issue cheques. Your owner will need to nominate a bank account. If this is just not possible, you may need to direct the rent to your trust account and issue the cheque from there.

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### **Will Kolmeo help me onboard my owners?**

Absolutely! We'll be there to hold your hand through the entire process from communicating the change to your owners via videos and emails from your business, all the way through to calling those final few owners directly to assist with the sign up on your behalf.

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### **What payment methods are available for my owners to receive rent?**

Owners can receive rent into a bank account. They need to confirm their existing account details or nominate a new one as part of the sign-up process.

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### **What payment methods are available for my owners to pay invoices?**

Owners can choose for invoices to be paid from the rent amount, and they will receive the balance of rent into their account. Alternatively, they can choose to pay invoices via direct debit for free or BPAY which will incur a transaction fee of \$0.80 + GST per payment.

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### **Can my owner nominate different payment methods for different invoices, or do they need to select one payment method for all invoices?**

To start with, your owner will need to nominate only one payment method for all invoices. This may change and have more flexibility in future.

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### **Are there any costs to my agency or owner for these payment methods?**

There are no costs associated with direct debit payments. If a tenant chooses to pay their rent via BPAY, there is a transaction fee of \$0.80 + GST per payment made. These transaction fees can be charged to the tenant or configured to be absorbed by you as the agency. Invoice transactions made via BPAY will also incur this transaction fee, but they are always configured to be charged to the tenant.

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### **How is a property with multiple owners handled, eg where they receive a percentage of the rent each?**

Initially, funds will need to be paid into one designated account linked to the primary owner.

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### **Can my owner nominate a different bank account per property?**

Yes, they can. If multiple bank accounts exist today as part of separate customer profiles, they will be replicated on the new platform managed by separate profiles with separate email addresses. For new properties and new settings, this can be added on the system via your property manager.

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### **What payment methods are available for my tenants to pay rent?**

Tenants can choose to pay rent via direct debit or BPAY.

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### **What payment methods are available for my tenants to pay invoices?**

Tenants can choose to pay invoices via direct debit or BPAY.

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### **Are there any costs to my agency or tenant for these payment methods?**

There are no costs to your agency and direct debit is free for tenants as well. If a tenant chooses to pay via BPAY there is a fee of \$0.80 + GST per transaction which can also be arranged to be absorbed by you.

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### **How are the BPAY details generated for tenants?**

These are automatically generated through Kolmeo. Each tenant will have a unique customer reference number to use for rent and if they are paying invoices via BPAY each invoice will have a unique customer reference number so that funds can be allocated correctly.

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### **My owner wants to nominate an international bank account to receive their rent, how does this work?**

Payments via international money transfer will not be available through Kolmeo on day one. We suggest directing the payment to your trust account and making an international payment that way.

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**Can an owner sign up to Kolmeo and enter their account details later?**

Yes, this is possible, however for them to receive rent, they must nominate a bank account.

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**I have a lot of overseas owners, can onboarding collateral be provided in other languages?**

At this stage, we can provide onboarding collateral (excluding the Terms & Conditions) in Mandarin only. Please let us know if you require this option as some lead time is required.

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**Some of my properties are run by self-managed super funds. Can funds be debited through Kolmeo?**

That's a tricky one! We are aware that direct debits are permitted on some self-managed super funds but that may not be the case for all. In these instances, your owners can opt for invoices to be paid from the rent or pay via BPAY.

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**Will my owners in China be able to access the link through the email to accept the terms and conditions?**

A country's internet access policies are set by domestic governments so we cannot guarantee that all owners will be able to access apps, websites or emails.

Kolmeo.com is within the .com namespace and is much less likely to be blocked.

Should an owner be unable to access the website, they will be able to receive the Terms & Conditions as an email attachment and sign from there.

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# Payments

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## **I have owners with multiple properties – what will the experience look like for them?**

Properties can be linked together so that your owner sees them all under one app login. Invoices can be paid through the rent, so they won't need to worry about approving invoices if they don't want to. Initially they will receive one consolidated statement across all their properties.

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## **Can an invoice be scheduled to be paid when the rent is due? Can this be set automatically?**

Yes, you can set a due date for invoices to be paid on. Invoices will be paid in order of due date on or before this date. This is set automatically using the due date on the invoice but can be changed as needed.

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## **What if my owner doesn't approve an invoice in a timely manner? Can reminders be sent to them?**

Absolutely! Property managers will be able to SMS or email their owners to remind them that invoices are pending. If the owner is concerned about approving invoices, they can choose to have them paid from the rent instead.

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## **Does the owner need to approve agency invoices, eg letting fees, statement fees, inspection fees?**

Commissions are debited automatically from the owner's rent as agreed in the terms and conditions. If the owner has selected for invoices to be paid from rent, this will include all agency invoices.

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## **Is there a rule in place to prevent property managers from approving an invoice which is over the amount the owner has approved?**

The approval limit is provided as guidance only. Property managers should check this information carefully prior to approving the invoice.

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### **Can my owner be paid monthly?**

Technically yes (but it requires an extra step). Here's why: a digitised payments platform allows your owners to receive payment immediately rather than waiting until the end of the month. However, they could replicate this experience by linking a different account to Kolmeo and setting up a monthly transfer into their main account.

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### **If an owner won't approve an invoice, where does that leave us as the agent?**

Your owner can agree for invoices to be paid from the rent. If they would prefer to approve invoices themselves, they can do so. If they choose not to approve an invoice, what happens from that point forward will depend on your agreement between yourself and your owner as per the management authority.

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### **My owner thinks I should give them a discount in fees as they are managing their own invoices now.**

You can offer the owner the option to have their invoices paid from rent, therefore replicating the experience they are used to. However, they do have the option to choose to approve their invoices.

Agency fees are always at your discretion however, the owner's involvement is mostly unchanged – Kolmeo simply provides an option for them to be as involved as they would like. It's important to note that you'll still coordinate the work to be done, liaise with the different people involved and check invoices are accurate before moving them forward for payment. For owners who want to be 'hands-off', they may never actually be involved in any of this. For those who wish to confirm or approve invoice payments themselves, they are doing so after all the actual work required has been completed for them by you.

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### **How does a rental adjustment work, eg a rent increase or decrease?**

Rent will be adjusted via rent record entries, at this point, the paid to date is recalculated and the property will either fall into arrears or be ahead. It is possible to process an adjustment for the outstanding amount if required.

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### **What reference appears on an owner's bank account transaction when they receive rent?**

A few simple details: the name of the agency and a reference ID.

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### **What reference appears on an owner's bank account transaction when they pay an invoice?**

A few simple details: The name of the agency and a reference ID.

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### **How does direct debiting an invoice from a tenant work?**

The invoice will be issued to the tenant with a due date and the invoice amount will be debited from their nominated bank account on that specified date. Should the tenant want to dispute the invoice, the direct debit can be stopped by the property manager.

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### **How is a deceased estate handled where we're asked to hold funds in trust?**

In the short term you may need to hold funds in a trust account if they can't be paid out.

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### **How is a sold property handled?**

We recommend that settlement splits are handled outside of Kolmeo and performed by solicitors. In the situation where this isn't possible, you can issue invoices to one owner to pay the other.

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### **Sometimes we loan funds to our owners to pay invoices or compensate them if something has gone wrong. How does this work on Kolmeo?**

You'll be able to authorise a direct debit payment or setup a BPAY transfer to the owner from your general account through Kolmeo if you've set the account up as a linked account within the property.

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### **How do I reflect a rent-free period in Kolmeo?**

Easy! Simply enter this by recording \$0.00 rent for the property.

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### **How do I get a supplier refund if we've overpaid them?**

The supplier can repay the funds via EFT into your trust account, where it can then be direct debited through Kolmeo and paid back to the owner.

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### **What payment methods are available to pay my suppliers?**

There are two options: direct credit or BPAY.

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### **How do I know if a tenant is paying for rent or invoices?**

They will be paid as different transactions. Rent will always go to rent. Once a tenant invoice is approved, it will trigger the transaction for that payment only.

If the tenant pays by BPAY, they will receive a customer reference number for rent and then each invoice will have a unique customer reference number to ensure the payment can be allocated correctly.

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### **What happens if I've approved an invoice, the direct debit is scheduled and then I need to change the invoice?**

No problem! In the interests of ensuring that all transactions are auditable you'll need to cancel the invoice and submit a new one

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### **If the tenant has multiple invoices to be paid, how will the system know which to allocate the funds to?**

Our payment technology is smart. When the tenant pays by direct debit the funds will only be debited for the invoice that's due on that date. If paying by BPAY every invoice has its own customer reference number.

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### **Our tenants pay extra money each week towards the next water invoice, can they continue this practice?**

Unfortunately, no. Anything extra will be paid as rent, therefore it's recommended that tenants manage their own funds and only pay funds when they are owed. Tenants could easily replicate this using a sub account with their bank. Setting up a sub account is usually completed in a few minutes via their internet banking.

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### **What happens if an account is closed, therefore the payment of rent or invoices can't go through?**

Don't worry, the funds will be sent to your nominated trust account and you'll be notified. The payment can be made by an adjustment once the account details are updated.

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### **Does a 'payment cap' still exist?**

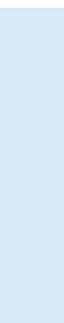
Not anymore. All funds go directly to the owner.

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### **How do rental guarantees work?**

Simple! Just create the developer or agent as a tenant so that the agreed amount can be debited and be transferred to the owner as part of the tenancy.

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## Direct debits

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### **Can a direct debit be created for a fixed amount or percentage?**

Rent amounts are created as a fixed amount to be paid by an individual tenant, not as a percentage.

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### **Will the direct debit schedule automatically adjust to pick up changes in the rent amount?**

Yes. Any change in scheduled rent will be reflected in the scheduled payments

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### **Can a direct debit occur off cycle? If the rent is monthly, can the tenant be direct debited weekly?**

Unfortunately, no. All payments will be taken in line with the start date and frequency of the rent record.

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### **Who is in control of stopping, skipping, postponing, holding, cancelling a direct debit schedule?**

The property manager is! They'll be able to adjust when the rent is scheduled to be paid.

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### **We set our tenants to always pay rent on the same day of the month, how do we do this in Kolmeo?**

In just a few clicks, you can set up a direct debit schedule to commence on any day of the month and a pro-rata can be scheduled to change the cycle day.

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# Invoices

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## **Is there a duplicate check on invoices?**

Initially there will be no duplicate checking on the invoice screen. You'll be able to filter to invoices for that property from the invoice screen to check prior to approving.

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## **What happens if an invoice is approved but the owner doesn't have enough funds in their account?**

If your owner chooses to have their invoices paid out of the rent, then this will not occur. If the owner chooses to have the funds direct debited from their account but there are insufficient funds, the payment will not be able to go through and the owner may be charged a dishonour fee by their bank. A request will be sent to the property manager who can then follow up with the owner to arrange to transfer funds for the invoice or pay via a different method.

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## **If a quote has been received and approved, will the approved amount display on the invoice approval screen?**

Not at this stage, but you can open the work order to check the quote amount.

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## **On the invoice approval screen, can I see when the owner was last paid and how much was paid to them?**

Not at launch but this will come shortly afterwards. If the owner is choosing to have their invoices paid from rent, then this is not required for visibility.

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## **Can an invoice be split into instalments?**

Not when we launch, but you can process multiple times to accommodate this in the short term.

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## **Can you see the related invoices when approving an invoice?**

Not initially, but you can check this via the invoice screen using the search to find the property address and the status of payment.

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**If an invoice is received which is more than the rent amount, how do you know there are enough funds to pay it?**

This will vary depending on the arrangement you have with the owner.

If the owner has confirmed that they will leave funds in the account or that they would like to approve the invoices, this won't be an issue.

If in doubt, it's best to contact the owner to confirm before you approve the invoice, that way dishonours will be avoided.

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**Once an invoice is approved, will it keep trying to pay it until there are enough funds?**

If invoices are being paid from rent, once the invoice is approved it will be paid as soon as funds are available.

If the invoices are being direct debited from the owner's account, they should only be approved when you know there are enough funds to pay for it or this could result in a dishonour on the owner's account.

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**If there are multiple invoices to be paid, how will the system know which one to pay first?**

This is where our amazing tech kicks in. If invoices are being paid from rent, they will be paid in order of due date and then date received. If invoices are being debited from the owner, they will be paid as soon as you approve them.

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# Tenancy

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## **Are paid to dates inclusive or exclusive?**

Inclusive. For example, if the tenant pays monthly and their rent is due on the first of each month, they would be paid up to and including the end of the following month. If they are paid up to and including 31 July, they are due to pay rent next on 1 August.

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## **Is there an on-account amount to reflect part payments of rent?**

Yes, but in Kolmeo it's called part payment. They can see it as part of their current paid to date.

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## **Who will update paid to dates, eg in a takeover management scenario?**

Paid to dates won't need to be manually updated, this will be handled via a rent record entry. You can choose who has permissions to update rent records.

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## **How are arrears handled?**

You'll be able to see reports of which tenants are in arrears and a request will be assigned to you at the point you need to get involved. Shortly after launch, arrears notifications will be able to be sent automatically.

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## **When a property is sold, will the tenancy be cloned over to the new property and the history be maintained?**

Not at launch but we're working on it. The new tenancy will need to be created at the point of creating the new property.

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## **How do bond lodgements work?**

Depending on the state you're in, the tenant will either pay the bond directly to the bond authority or, if a direct debit from a trust account is required, this process will need to be maintained. The tenant can pay their bond into Kolmeo and it can go straight to your trust account via an invoice, ready to be debited by the bond authority as required.

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### **How do bond claims work?**

Bond claims can be raised for outstanding costs, overdue rent and other scenarios.

For outstanding costs, you simply need to raise an invoice in the system for the part of your claim which requires funds directed back to the owner.

For outstanding rent claims, process this as an adjustment so that the rent can be applied correctly to the tenant transactions ledger.

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### **How do I refund overpaid rent?**

You can choose who has permissions to perform this task. An invoice can be raised against the owner for overpaid rent to be paid back to the tenant

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### **Can rent ever be allocated to an incorrect property?**

This would only happen if the tenant pays via BPAY and uses the incorrect BPAY reference to pay their rent or if the incorrect bank details are entered on the property. If this happens, a refund is required from the owner of the incorrect property.

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### **How do I enter an off cycle rent increase?**

Sometimes a tenant pays weekly, but the new rent cycle commences at the end of the lease which may be a different day of the week.

The Kolmeo platform will calculate the rent owing up to the rent increase date so that the rent can increase from the correct date. In some cases, an adjustment may be required if there is an amount in arrears.

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### **What happens if the tenant payment doesn't go through?**

When a payment is pending clearance, you'll be able to see this in Kolmeo and the paid to dates will roll forward. If that payment fails to go through, the paid to dates will automatically roll back and the tenant will fall into arrears and will now appear on your arrears list.

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### **Can a tenant pay past vacate date?**

It depends. If a vacate date is entered, no further rent will be accepted past that date, however if a vacate date is not entered rent will continue to go to the owner and need to be refunded.

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### **How does a tenant refund work, eg for NBN connection fees?**

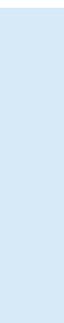
The tenant would need to link a bank account to their Kolmeo account. An invoice would be raised payable by the owner to the tenant.

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### **Once a tenancy is inactivated, can rent still be received?**

No, once a tenancy is inactivated no further funds can be paid to that account.

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# Requests

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## **Can I snooze requests?**

Yes, you can snooze a request. On the main requests screen, simply swipe a request to the right and select the snooze option! If you're already in the request you'd like to snooze, simply click on "snooze date" to change it.

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## **Will requests be automatically generated, eg lease renewal requests?**

Not at launch, but this feature is already on our priority list for development (stay tuned!).

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## **Will requests be migrated over from Agentplus?**

Yep, you got it! Open requests including snoozed requests will be migrated across, but closed ones won't.

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## **Can I reopen a closed request?**

Yes, you can reopen a closed request by changing the status of that request from "closed" to "in progress".

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## **Can I define my own request categories?**

Yes, these will be created as part of your move to Kolmeo.

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## **Can I search for a request with or without knowing the request ID?**

Initially you'll be able to search for a request using the status of "in queue", "in progress" or "closed", as well as the type of request, who it's assigned to and who created it.

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## **Can I create a request from anywhere other than the request screen, eg create them from the property I'm currently looking at?**

At launch you'll be able to create requests from the request screen and through an inspection. This will be enhanced to include more areas in future releases.

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# Inspections

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## **Are inspections via video supported by Kolmeo?**

At first you won't be able to take an inspection video through Kolmeo, however this is on our roadmap for future development. At launch you'll be able to include a link to the video in the report that is sent to the owner.

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## **What are the specs for the images I can upload to Kolmeo?**

All images should be high quality, up to 1500 pixels (quality setting 4). We want your properties to look their absolute best!

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## **Can I take pictures in both landscape and portrait?**

You sure can! Kolmeo gives you the option of both so you can capture each property easily and more accurately.

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## **Can there be a tenant version of the routine inspection report?**

There is not currently a tenant version of the routine inspection report however this is something we are looking to explore in the future.

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## **Will a copy of the tenant's returned ingoing report be included as part of the final inspection?**

It sure will. The information saved from the tenant version of the ingoing report will be available to reference for the final inspection.

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## **Can you perform an inspection without having a tenancy?**

Unfortunately, it's not possible to perform an inspection on the platform without having a tenancy.

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# Marketing

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## **How many photos can I drag and drop to store for marketing at the same time?**

You can drag and drop any number of photos, but we recommend dragging and dropping photos in groups of 20 photos at a time.

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## **Is there a size limit to the marketing photos?**

Yes, marketing photos size is restricted to 30MB.

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## **Is there a limit to the number of photos I can store on Kolmeo for marketing?**

Kolmeo doesn't have a limit on the number of photos that can be stored for marketing. However, marketing portals have their own limits on the number of photos they accept. Kolmeo will publish photos up to their limits based on photo order.

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# Reporting

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## **Are there owner statements?**

Yes, owner statements can be found via the owner profile.

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## **Can I set the frequency and delivery method of owner statements?**

At first statements will be generated at the end of the month and available on the platform. Changes to the frequency and delivery method will be available as a future update.

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## **Are there EOFY summaries?**

Yes, EOFY summaries can be found via the owner profile.

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## **What reports are available in Kolmeo?**

Kolmeo will provide a basic set of reports at launch and will then build out a further full suite of them. We're using Power BI to provide powerful reports for your business. At launch, if you need information that's not in one of the initial reports, this can be obtained through a support ticket to the Kolmeo customer experience team.

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## **Can my tenants be issued with a receipt every time they make a payment?**

Yes, you can issue a receipt.

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## **Can I generate an ad hoc receipt when required?**

Yes, you can generate an ad hoc receipt.

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# Roles and permissions

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## **Who enters bank account details for owners, tenants and suppliers?**

You can choose who in your agency has permission to enter or amend bank account details. We suggest a dual authorisation here. For example, the property manager enters the details and a manager reviews and approves them.

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## **Can I control who in my business has what role and permissions?**

Yes, from launch Kolmeo will assist in setting up and maintaining this. In future you'll be able to manage this through an admin portal giving you the ultimate power to manage roles and permissions as you go.

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## **Who creates or deactivates new staff members for my business?**

At first Kolmeo will manage this process on your behalf. In future you'll be able to create and deactivate new staff members through the admin portal.

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# General

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## **Do I have to get an SMS every time I want to log into Kolmeo?**

No, you'll receive an SMS to verify your identity the first time you log in. After that you can just log in with your email address and password.

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## **Is there a capability to run NPS surveys through Kolmeo?**

Not at launch, but this is a feature that we will be releasing in coming months.

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## **Are electronic signatures part of Kolmeo?**

Not just yet, but they are certainly on our roadmap.

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## **How do I get access to my historical data once Agentplus is decommissioned?**

Drop our friendly Kolmeo support team a line and they'll hook you up with your historical data.

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## **Can I customise which notifications go to owners and tenants and have control over the wording of these?**

Not at launch but this will be available in coming months. Some communications will be customisable, and some will be standardised depending on the communication type.

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## **If we choose to outsource mailroom processes to you, can we switch this service off down the track if needed?**

Absolutely! In fact, we would love to automate the mailroom process as much as possible so that barely any human intervention is required in this process.

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## **What options are there to charge commission to owners?**

Commission can be charged on rent, rent plus invoices, or a fixed monthly amount. As part of migration, commissions will be brought across from your current setup. If you'd like to change this in the future, reach out to our Kolmeo support team to arrange.

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### **If we receive a cheque from anyone, eg Department of Housing or an insurance claim, how should this be handled?**

You'll need to deposit the cheque into your trust account. It can then be direct debited out of your trust account, if your trust account set up allows direct debits, and used in Kolmeo.

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### **If we receive cash from a tenant, how should this be handled?**

You'll need to deposit the cash into your trust account. If your trust account allows direct debits, it can then be direct debited out of your trust account once it's cleared and used in Kolmeo. If your account doesn't allow direct debits, it's best to direct your tenants to another payment option.

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### **When do we receive our agency fees?**

Immediately, as soon as funds are transferred to the owner, your commission is paid to your nominated bank account. Kolmeo will provide reporting to assist you in reconciling these payments

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### **What about unclaimed monies and unidentified funds ledgers?**

This is not possible in Kolmeo as funds are not pooled anywhere. Funds go straight to the recipient. Otherwise they are returned to the payer.

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### **How do I receipt a holding deposit?**

Unfortunately, holding deposits are not supported in Kolmeo, but you can receipt the funds to your trust account. Then, you can debit them out and use them on Kolmeo when you know how you're going to allocate them.

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### **Can I create group properties on Kolmeo?**

Creating group properties is no longer required. It's much simpler as you now link properties directly to an owner. Reporting and communications is set at the owner level which means all of the owner's properties will be included in reporting and communications.

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