

# User Guide for Property Managers

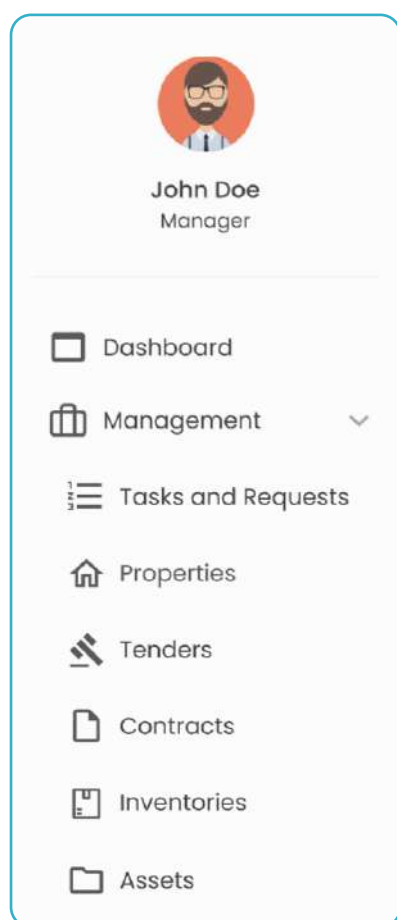
Last Updated: 10 Oct 2020

To use the Really platform, please sign in on any internet connected device (e.g. laptop, tablet, mobile).

We recommend using a Google Chrome browser for the best user experience.

A detailed Property Manager User Guide to help you manage your properties with the Really platform. On the menu bar, you can find all the features and functions according to your needs.

Here's a quick explanation on the menu and its functions with your Really platform.



Under the Management tab, you will find the following features:

## Management

### TASKS AND REQUESTS

Check out new requests and review existing tasks.

### PROPERTIES

A quick way to review and organize all your properties under your care.

### TENDERS

Create, manage and review all your tenders for your properties.

### CONTRACTS

Maintain a list of all your vendor contracts with ease, according to categories, start or end dates and even reference them on the go!

### INVENTORIES

Track and manage your inventory of consumables according to their category, quantities, value, allocated portfolio and more.

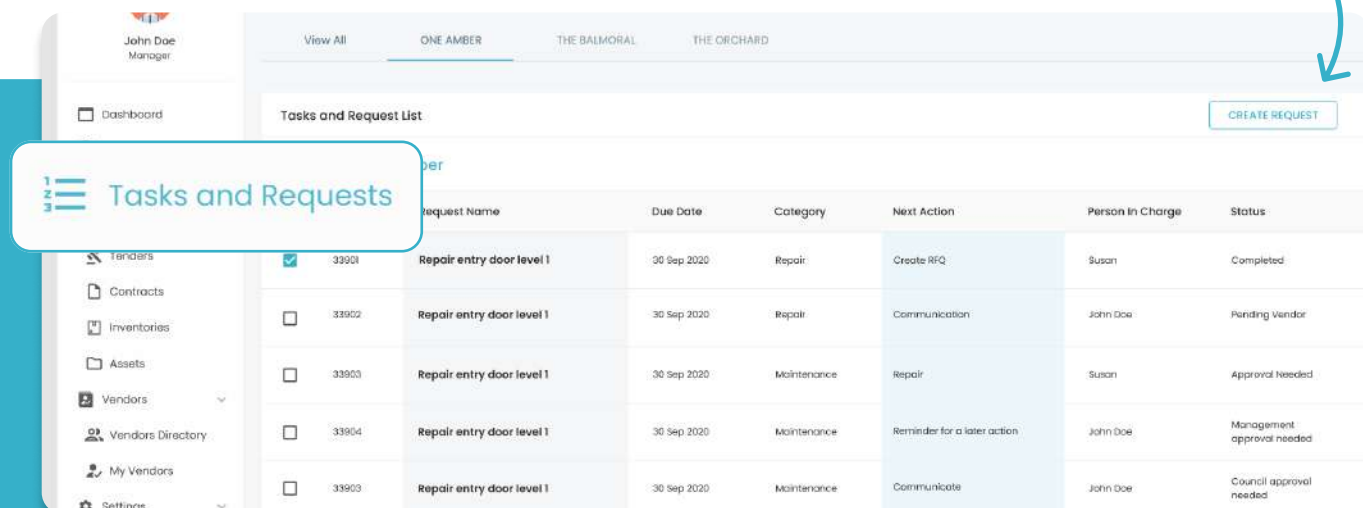
### ASSETS

Track your property assets over its useful lifecycle and create status alerts for follow up actions.

## Creation of Request Management

This is an overview list of what you need to do next for existing tasks or requests. Here, you can simply create a new request to add to the list. This will help you to always stay on top of all the things.

CREATE REQUEST



Request Name	Due Date	Category	Next Action	Person In Charge	Status
Repair entry door level 1	30 Sep 2020	Repair	Create RFQ	Susan	Completed
Repair entry door level 1	30 Sep 2020	Repair	Communication	John Doe	Pending Vendor
Repair entry door level 1	30 Sep 2020	Maintenance	Repair	Susan	Approval Needed
Repair entry door level 1	30 Sep 2020	Maintenance	Reminder for a later action	John Doe	Management approval needed
Repair entry door level 1	30 Sep 2020	Maintenance	Communicate	John Doe	Council approval needed

Select the property that relates to the request, key in a Request Name, set a category that relates to the request, decide a due date for the request and, person in charge.

1 Select property > 2 Request Name > 3 Set a Category > 4 Decide a due date

> 5 Select Next Action > 6 Person in Charge > 7 Status

Next Action

Select:

- Create RFQ
- Communication
- Repair

if you haven't decided which to select, feel free to click on a reminder for a later action.

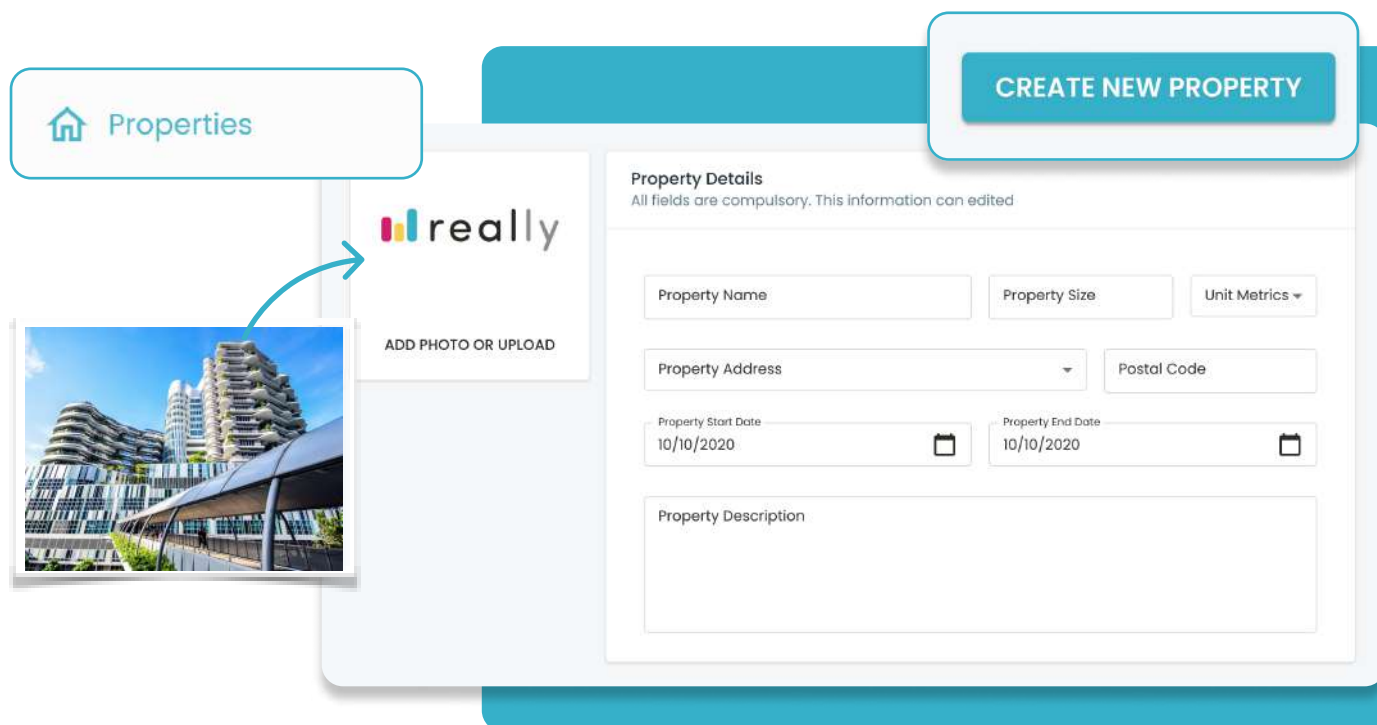
Status

Select the most suitable status for this request:

- Completed
- Pending vendor
- Approval needed
- Management approval needed
- Council approval needed
- Started

## Creation of a new property

Start by creating a property. A property is an estate, building, or any space. Your property name should be ideally the common or usual name of the property. All tenders, contracts, assets etc. will relate to this property.



Add a photo of your property and fill up the rest of the details as much as you'd like. Upload supporting documents such as sitemaps and layouts of your property too for future convenience. You can also add more images of your property.

### ✓ Do's



Do's provide a **clear image** of property



Do's provide an **image of entire property**



Do's provide an **image of property**

### ✗ Don'ts



Don'ts provide **blur image** of property



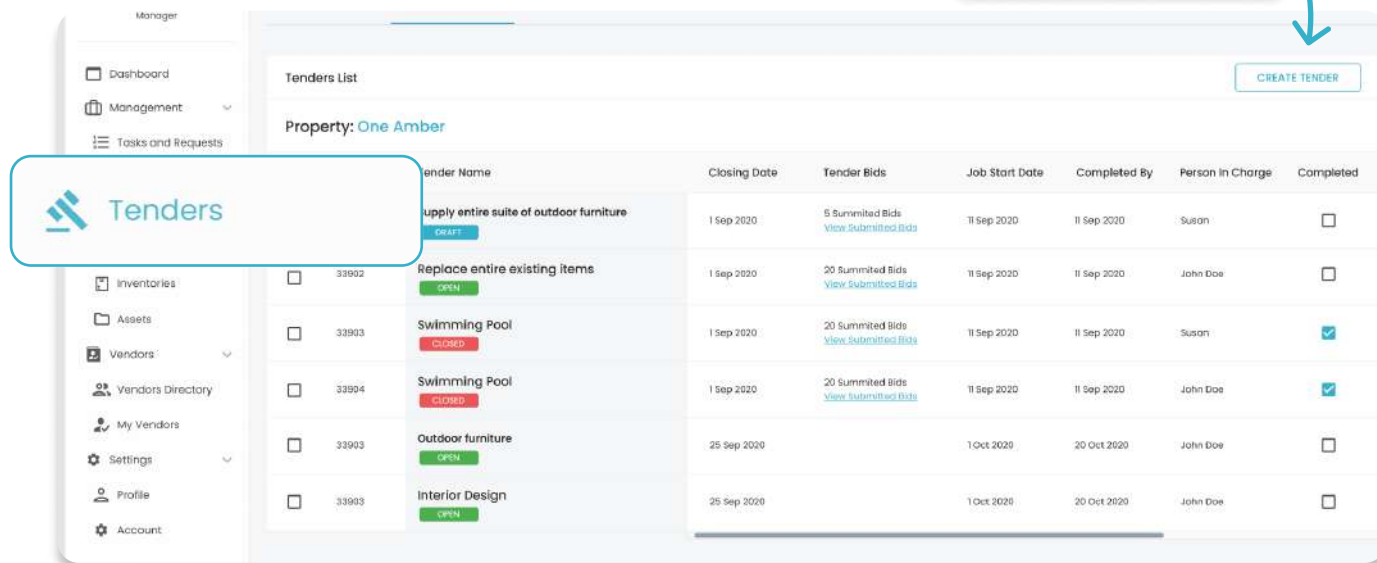
Don'ts provide an **image of a room** in the property



Don'ts provide an **image of property surroundings** eg. trees

## Creation of Tender Management

CREATE TENDER



Tender Name	Closing Date	Tender Bids	Job Start Date	Completed By	Person in Charge	Completed
Supply entire suite of outdoor furniture <span>DRAFT</span>	1 Sep 2020	5 Submitted Bids <a href="#">View Submitted Bids</a>	11 Sep 2020	11 Sep 2020	Susan	<input type="checkbox"/>
Replace entire existing items <span>OPEN</span>	1 Sep 2020	20 Submitted Bids <a href="#">View Submitted Bids</a>	11 Sep 2020	11 Sep 2020	John Doe	<input type="checkbox"/>
Swimming Pool <span>CLOSED</span>	1 Sep 2020	20 Submitted Bids <a href="#">View Submitted Bids</a>	11 Sep 2020	11 Sep 2020	Susan	<input checked="" type="checkbox"/>
Swimming Pool <span>CLOSED</span>	1 Sep 2020	20 Submitted Bids <a href="#">View Submitted Bids</a>	11 Sep 2020	11 Sep 2020	John Doe	<input checked="" type="checkbox"/>
Outdoor furniture <span>OPEN</span>	25 Sep 2020		1 Oct 2020	20 Oct 2020	John Doe	<input type="checkbox"/>
Interior Design <span>OPEN</span>	25 Sep 2020		1 Oct 2020	20 Oct 2020	John Doe	<input type="checkbox"/>

On Tender Management, you can see a clear overview of which are the tenders currently open, that had been awarded, or still drafting. Consequently after closing date, you will be able to check how many bids your tenders have been received.

Next, you can follow up with the Job starting and completion date, then set a Person in charge.

Status

Select the most suitable status for this request:

- Awarded
- Open
- Draft
- Closed



Completed By	Person In Charge	Completed
2020	Susan	<input type="checkbox"/>

Check list to mark if it's completed

## Create a new tender

#Reallyeasy tendering process!



To start off, you will need to prepare some information about the tender before publishing it. It consists of 3 main sections. Here is a little explanation to help you understand each section a little better:

Step	Fields	Details
Tender details	Request type*	Single request – once off/adhoc project Term request – project over a fixed contract period
	Tender name*	Title of your tender request
	Tender closing date*	Date of tender closing
	Estimated total budget*	Forecasted tender spending budget
	Tender description*	Informative description of your tender goals & objective
	Validity of quotation*	Expected quotation validity
	Warranty*	Expected warranty terms
	Payment terms*	Expected payment terms
	Expected delivery dates*	Expected work start date and completion date
	Supporting documents	Relevant tender documents
	Images	Relevant tender images
Vendors Invitation	Site visit information*	Details of site visit days & timings for vendors (if any)
	Point of contact	Contact person and details for site visit
	Tender type*	Open – tender is available for any vendor to view & bid Selective – tender is available to your selected vendors to view & bid
Item requirements	Category*	Category of your item request
	Item name*	Details/scope of work of your item request
	Quantity*	Item quantity
	Unit of measurement*	Item type
	Notes to vendor*	Remarks for vendors to take note
	Item specifications	Extra information to specify regarding your request

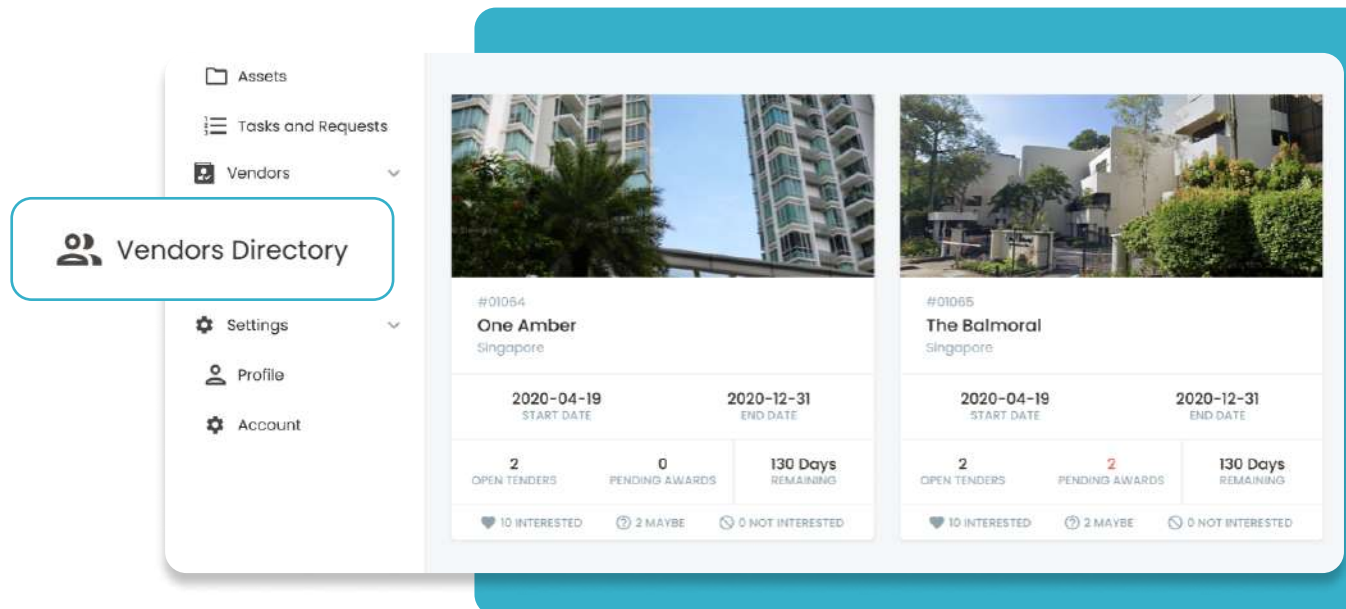
## Why is a tender name important?

The tender name increases your tender's visibility and credibility. A clear tender name will be able to speak itself for your tender, thus garnering more interest to your tender. It is also the first thing vendors will purview when browsing through tender listings, so the clearer, and more lucrative the better your chances of receiving more bids.

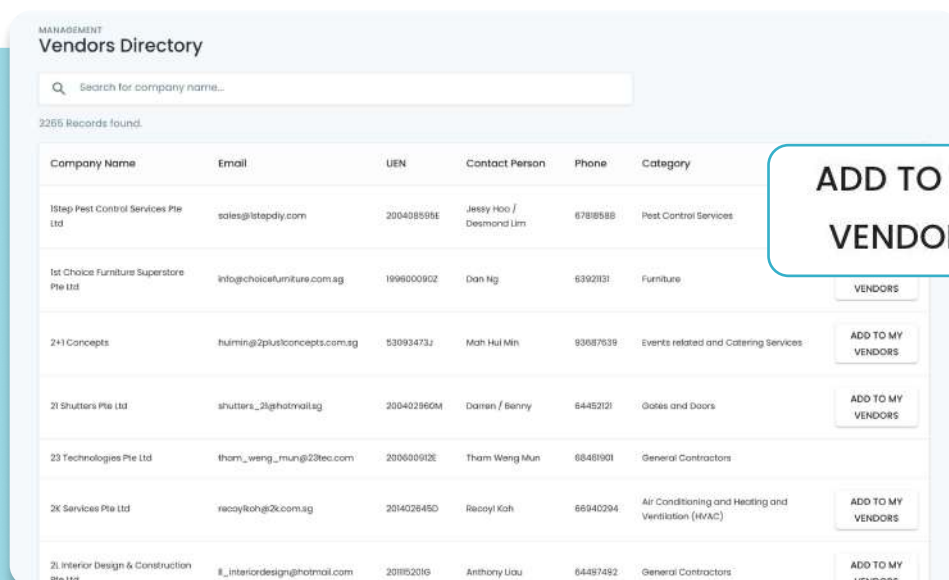
## How do you select and add to my current vendors list?

In order to add a vendor to your vendors list, you will have to select "Vendors" from "Vendors Directory" and click "Add to my vendors". Simply follow the steps below in order to start building your vendor list. "My Vendors" is related and connected to your company. That means any vendor listed under "My Vendors" is for your company and not only for yourself.

1. Log in to Project Manager's page, start by clicking on Vendors Directory.



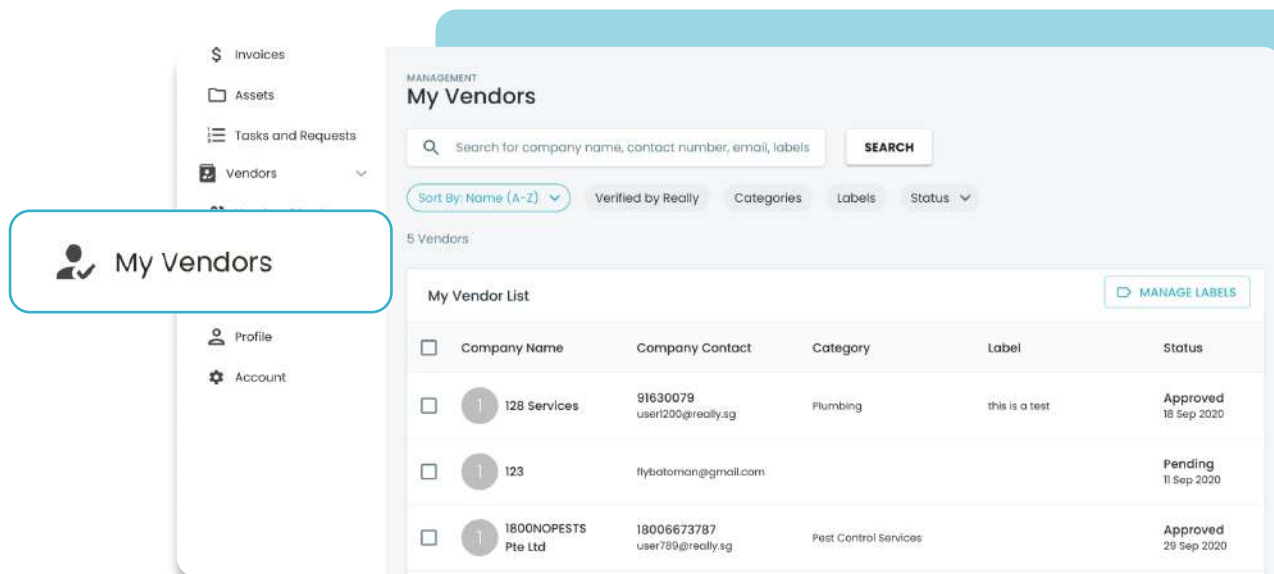
2. This is the Vendors Directory with all the vendors on the Really platform.



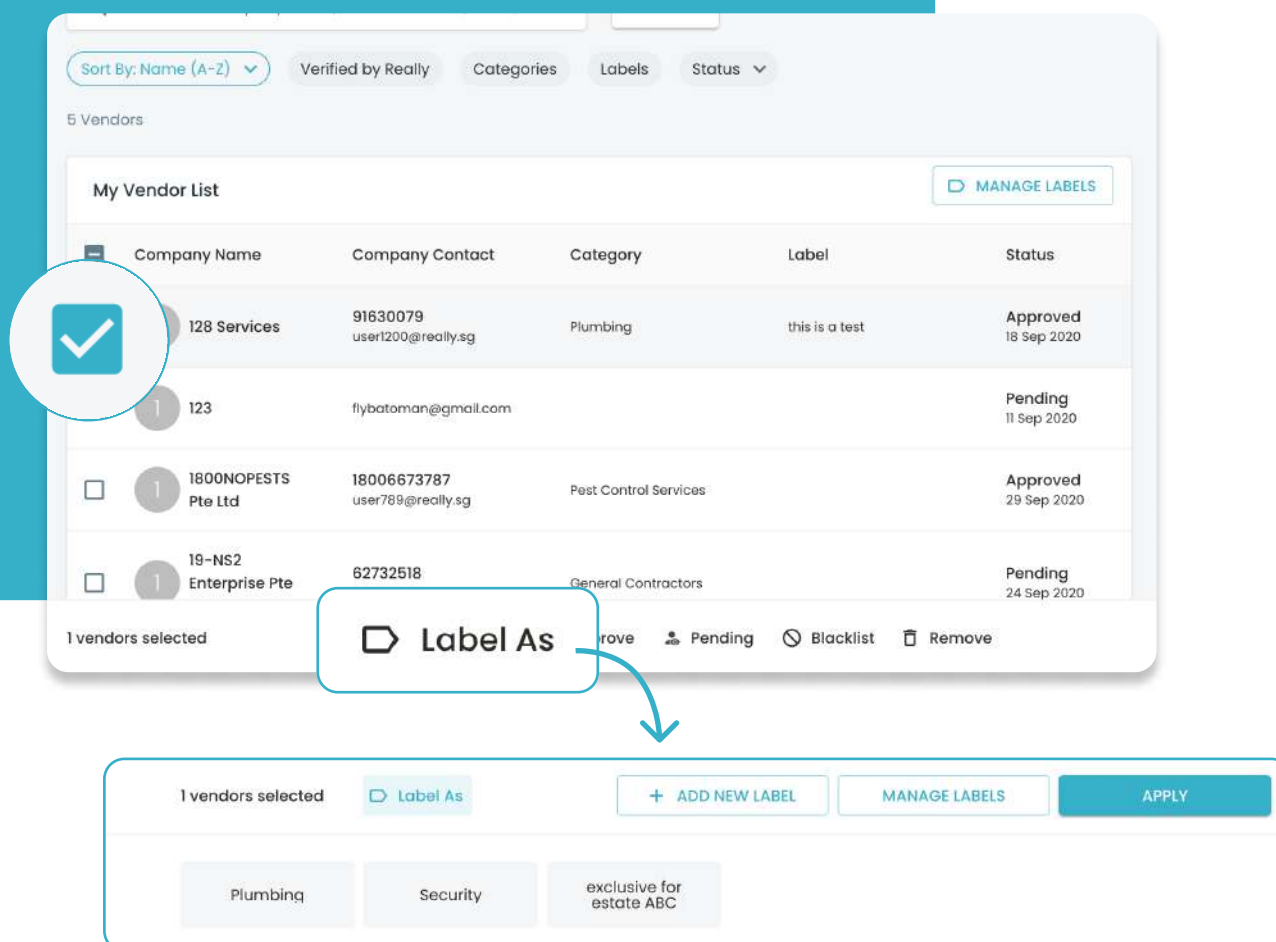
3. If you would like to add a vendor to your approved vendor list, you will need to click 'Add to My Vendors'



4. Once you have clicked on “Add to My Vendors”, the vendor will be shown in ‘My Vendors’. Please note that ‘My Vendors’ is visible for all users in your Company. It is not only your personal ‘My Vendors’ list.



5. After selecting your preferred vendors, tag them on your preferred list for you. Please note that the tagging is also for all users in your Company.



## How do I invite selected vendors?

You can invite selected vendors in 2 ways:

### 1. Vendors **from** your list of 'My Vendors'.

Select vendors from your own list of 'My Vendors' that you have added.

## 2. Vendors **not from** your list of 'My Vendors'.

You can manually invite vendors via email to participate in your tender posted on Really. Vendors will need to create an account on Really to quote. (Fret not! Our customer service officer will assist your vendor in the account creation anytime! The account is FREE for vendors and there are NO costs at all related for vendors on Really platform.)



**Protip:** When you invite vendors not on your list 'My Vendors', they will be saved as a contact under 'Pending Vendors' so that you can easily add them into your list of 'My Vendors' anytime!

Select Tender Type

☐ Open  
Any vendor can view and bid

☒ Selective  
Only invited vendors can view and bid

Start selecting vendors to invite for your tender

Invite from Approved Vendor List (AVL)

Aircon, Heating and Ventilation (1) ▶

Carpentry Services (3) ▶

Flooring Services (5) ▶

Furniture (1) ▶

Lighting (5) ▶

Office Supplies (2) ▶

Building Material (1) ▶

Financial Services (1) ▶

Search for a Vendor on your AVL

<input type="checkbox"/>	Company Name	Contact Person	Email Address
<input checked="" type="checkbox"/>	All Lights Pte Ltd <small>Verified by Really</small>	Ms Jenny Long	jenny.long.adell@alllights.sg
<input type="checkbox"/>	Thosai Lighting Solution <small>Verified by Really</small>	Mr Thosai	thosailighting@gmail.com
<input type="checkbox"/>	Darren Hardware <small>Verified by Really</small>	Mr James	james@darrenhardware.sg
<input type="checkbox"/>	Absolute Pte Ltd <small>Verified by Really</small>	Mr Picolo	monterey.picocolo@absolute.sg
<input checked="" type="checkbox"/>	VSC Lighting Pte Ltd	Mdm Tesha	tesha.VSC@gmail.com

2 out of 5 vendors selected

Add

Invite Vendors not on your AVL

These vendors will be added to your vendors list under "pending" so that you can easily add them into your AVL at a later date.

Company Name

Louise Lights Pte Ltd

Contact Person Name

Louise

Email Address

louiselights@gmail.com

X

Company Name

Contact Person Name

Email Address

X



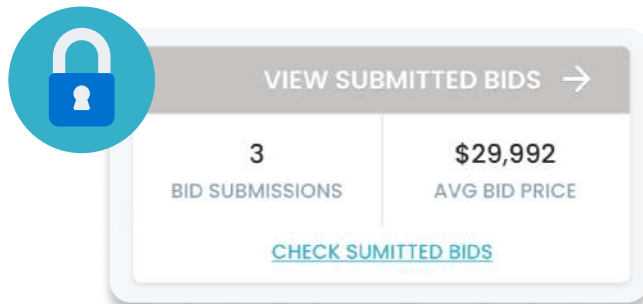
## How to view quotations received?

### When the tender is **OPEN**

Go to > Project > Tender > Select 'View Submitted bids'

#### Anonymous Bidding

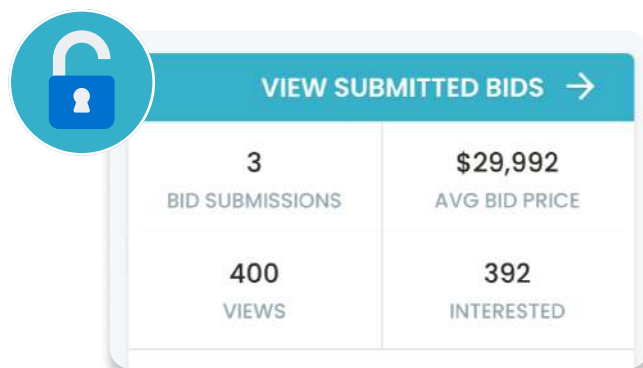
To ensure only the quality of offerings are at the top of your consideration businesses are chosen for their quality of their quotation and offerings, you will not be able to see quotations until the submission period closes.



You are able to monitor the progress of your tender by looking at the number of bid submissions and the average bid price. Before the tender closes, you can click on "Sneak Preview" and review all the submissions without seeing the bidders' name and their pricing.

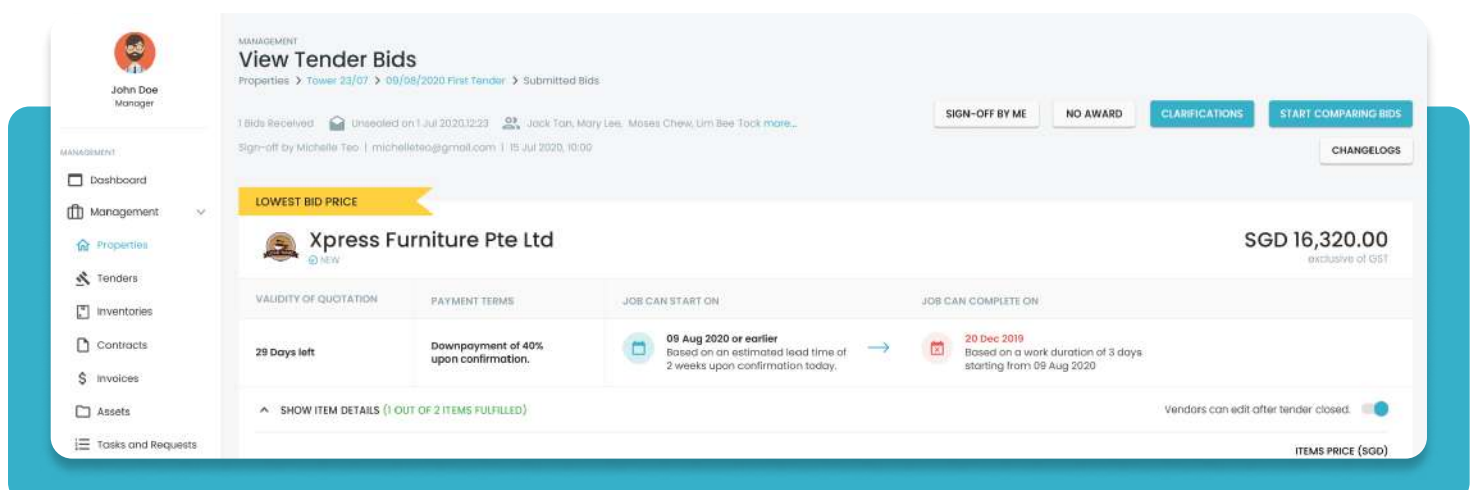
### When the tender is **TO REVIEW** (this means that the tender is closed)

At the bottom, you can see the number of views as well as interests from vendors.



Now you can view all the quotations you received, including the bidders' name and the pricing.

Go to > Project > Tender > Select 'View Submitted bids'



By clicking on the 'Changelogs' button, you will be able to view a complete log in a table template. Any changes done by the bidders will be listed here. This will provide you with a full trace of changes.

## CHANGELOGS

MANAGEMENT

### Changelogs

Properties > Property for Tenders and RFQS > Paper Trail 3 > Submitted Bids > Change Log

**Xpress Furniture Pte Ltd** NEW

FIELD	MODIFIED FROM	MODIFIED TO
total	10.0 →	9.0
gsdt_amount	0.7 →	0.63
grand_total	10.7 →	9.63
total	9.0 →	11.0
gsdt_amount	0.63 →	0.77
grand_total	9.63 →	11.77
validity	30.0 →	32.0
validity	32.0 →	35.0
validity	35.0 →	39.0

Click on the button 'Clarifications' to check and Ask Questions. You can select individual bidder names or post a question to all bidders. Here you will also find any responses by the bidders to your questions.

MANAGEMENT

### Clarifications

Properties > Property for Tenders and RFQS > Paper Trail 3 > Submitted Bids > Clarifications

New Clarifications

**B I U**

Enter your question.

Select Vendor

☒ Ask all vendors Total 2 vendors.

☐ **Sayfi Furniture Pte Ltd** NEW **SGD 16,320.00** exclusive of GST

☐ **Xpress Furniture Pte Ltd** NEW **SGD 16,320.00** exclusive of GST

Please select at least one vendor.

**SUBMIT**

Have you used vendor management software before?

**Sayfi Furniture Pte Ltd** NEW **SGD 11.00** exclusive of GST

No this is my first time using.

Ask Sayfi Furniture Pte Ltd more questions.

**B I U**

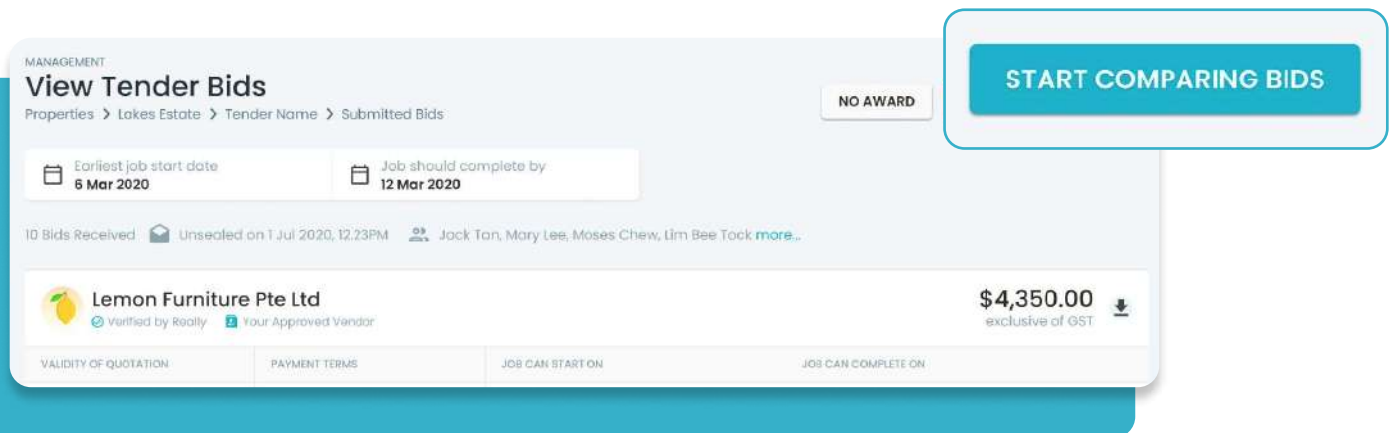
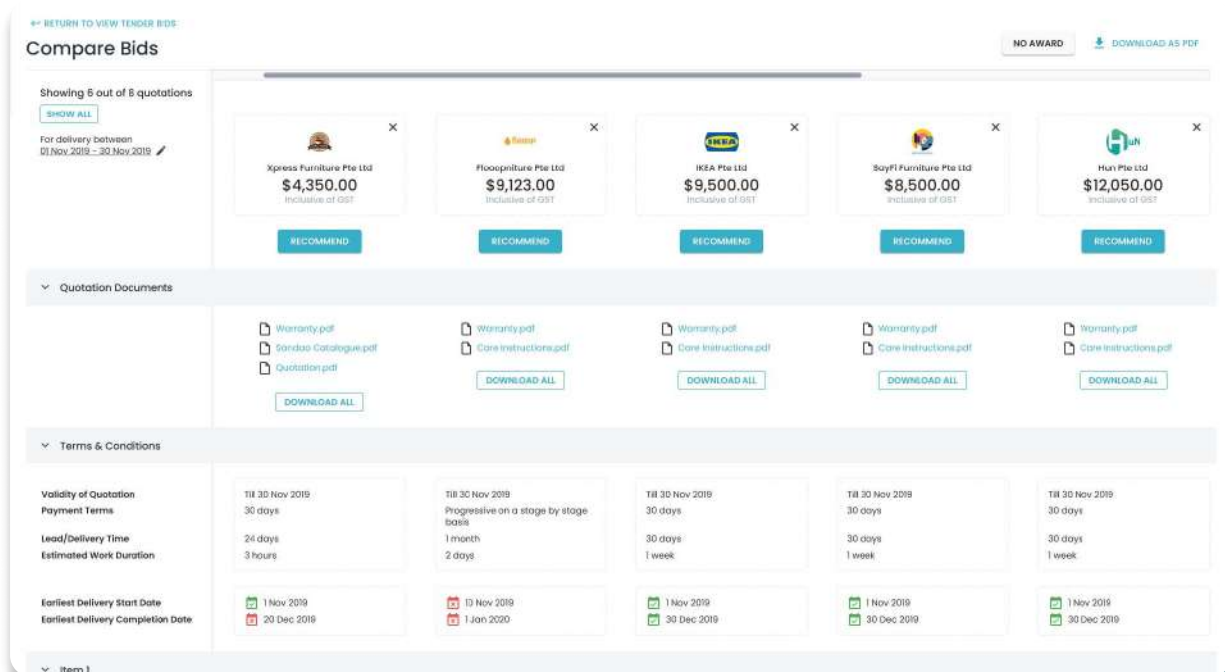
Enter your question.

**SUBMIT QUESTION**

## CLARIFICATIONS

## How do you compare individual quotations?

Go to > Project > Tender > Select 'View Submitted bids' > Start Comparing Bids

On this page, you can change the latest delivery start and completion dates again and scroll vertically and horizontally. We recommend viewing this page only on wide desktop screen for optimum experience and not on your mobile screen.

### How do you shortlist the bids that you are interested in?

If you would like to compare and review your preferred quotations please click on 'X' on any quotation you would like to omit from your shortlist. Hence you can get a better overview with only your preferred bids.

### If you would like to get hardcopy of the comparison table, you can print this report in PDF or export the same in Excel.

Consider going paperless. If that isn't possible, then you can simply click on the 'download as PDF' or 'download as EXCEL' buttons located on the top right of the page and a PDF copy will be generated. [↓ DOWNLOAD AS PDF](#) [↓ DOWNLOAD AS EXCEL](#)

## How do you award a tender?

After you have assessed all the bids and you have clarified all your questions, you would be ready to receive approval and award the tender. Awarding a vendor consists of three stages:

1

### Recommend

Nominate a vendor you would like to recommend and save your notes

2

### Approve

Send your recommendation notes to an approver

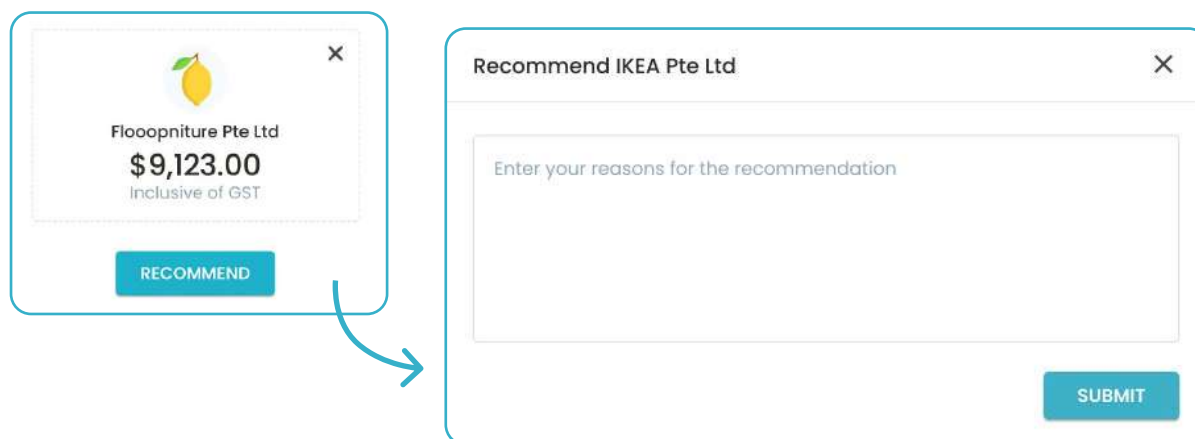
3

### Award

Once approval is received, you may award the tender!

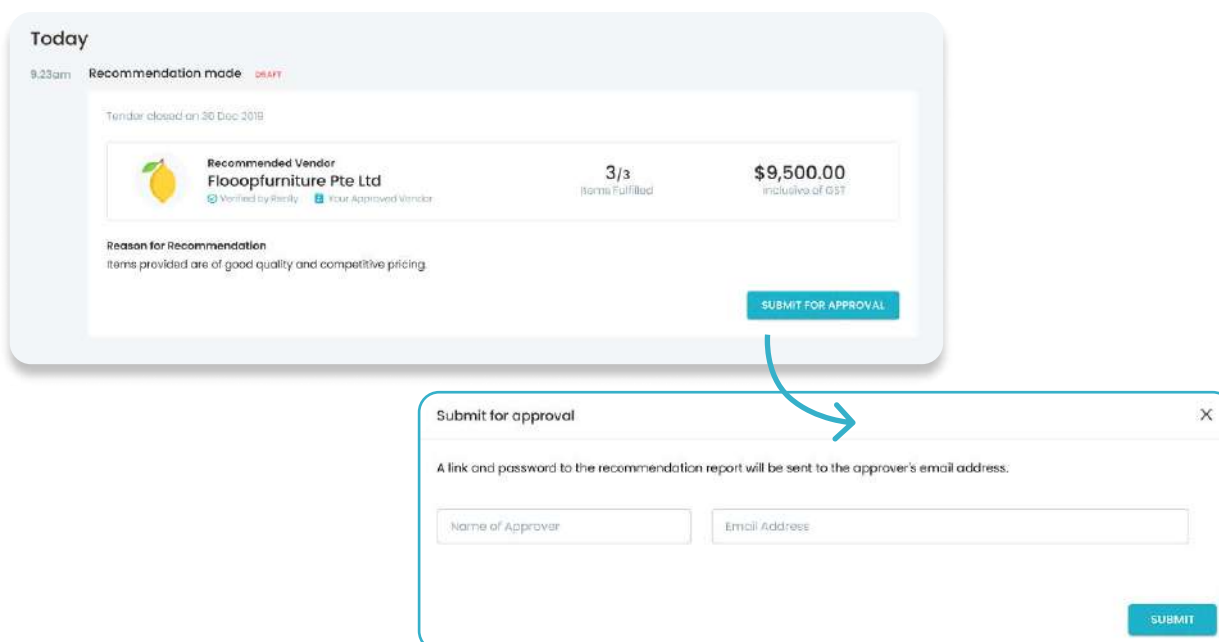
## 1. Recommend a Vendor

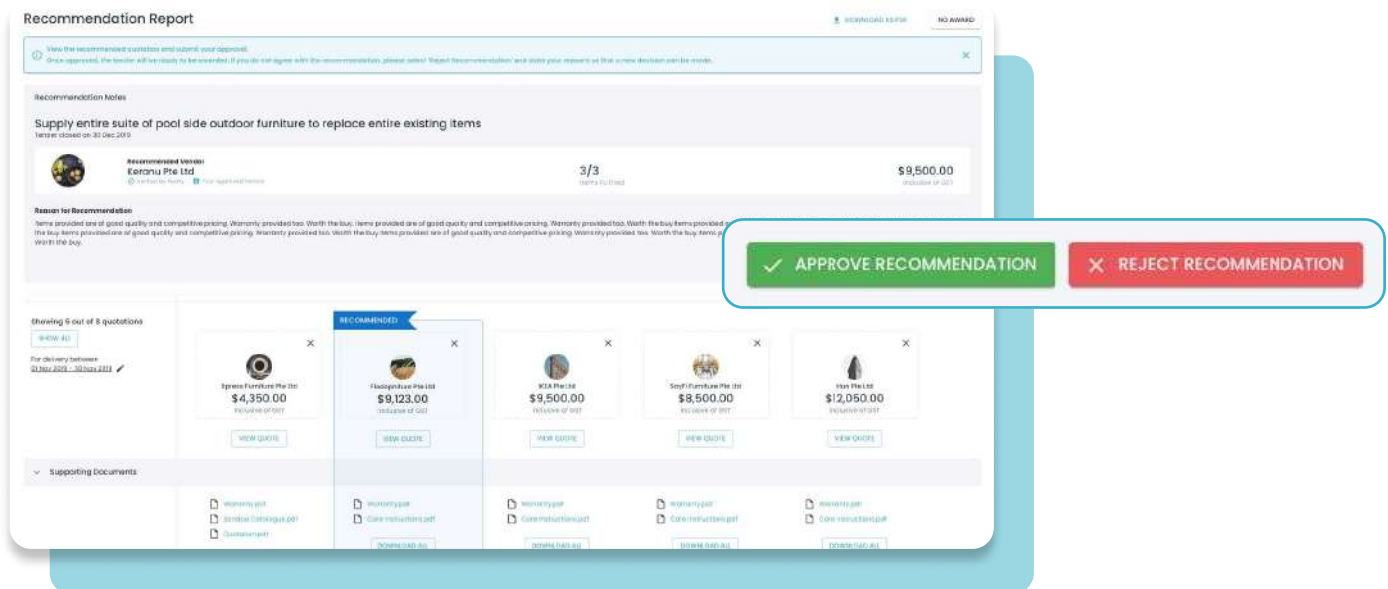
Go to > Project > Tender > Select 'View Submitted bids' > Start Comparing Bids > Recommend



## 2. Submit for approval

Once you're done keying in your recommendation, you have to email the report to your approver. This can be your manager, a council member, a finance manager etc. Currently, you can only have one approver. The approver would receive an email with a link and password to access the report and recommendation.



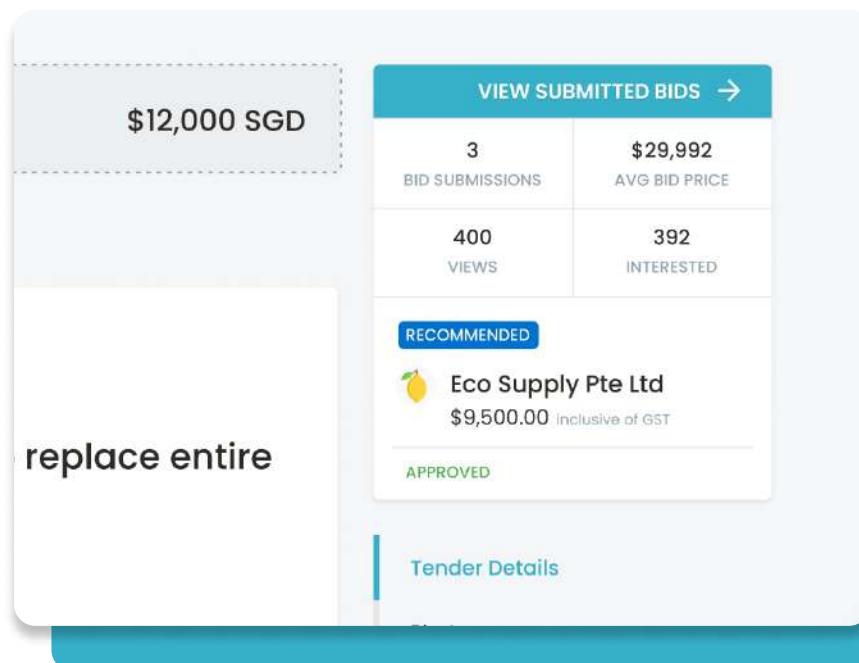


The approver will receive an email with a link and a password to access the report. The approver will need to respond with an 'Approve Recommendation' or 'Reject Recommendation' concerning your recommendation via the online report.

### How do you review the outcome of approver's decision?


You will receive an email and you can also see the status of your recommendation on the tender page.

- Approved - The tender is now ready to be awarded
- Pending Approval
- Rejected



VIEW SUBMITTED BIDS →	
3 BID SUBMISSIONS	\$29,992 AVG BID PRICE
400 VIEWS	392 INTERESTED

**RECOMMENDED**

 **Eco Supply Pte Ltd**  
\$9,500.00 inclusive of GST  
**APPROVED**

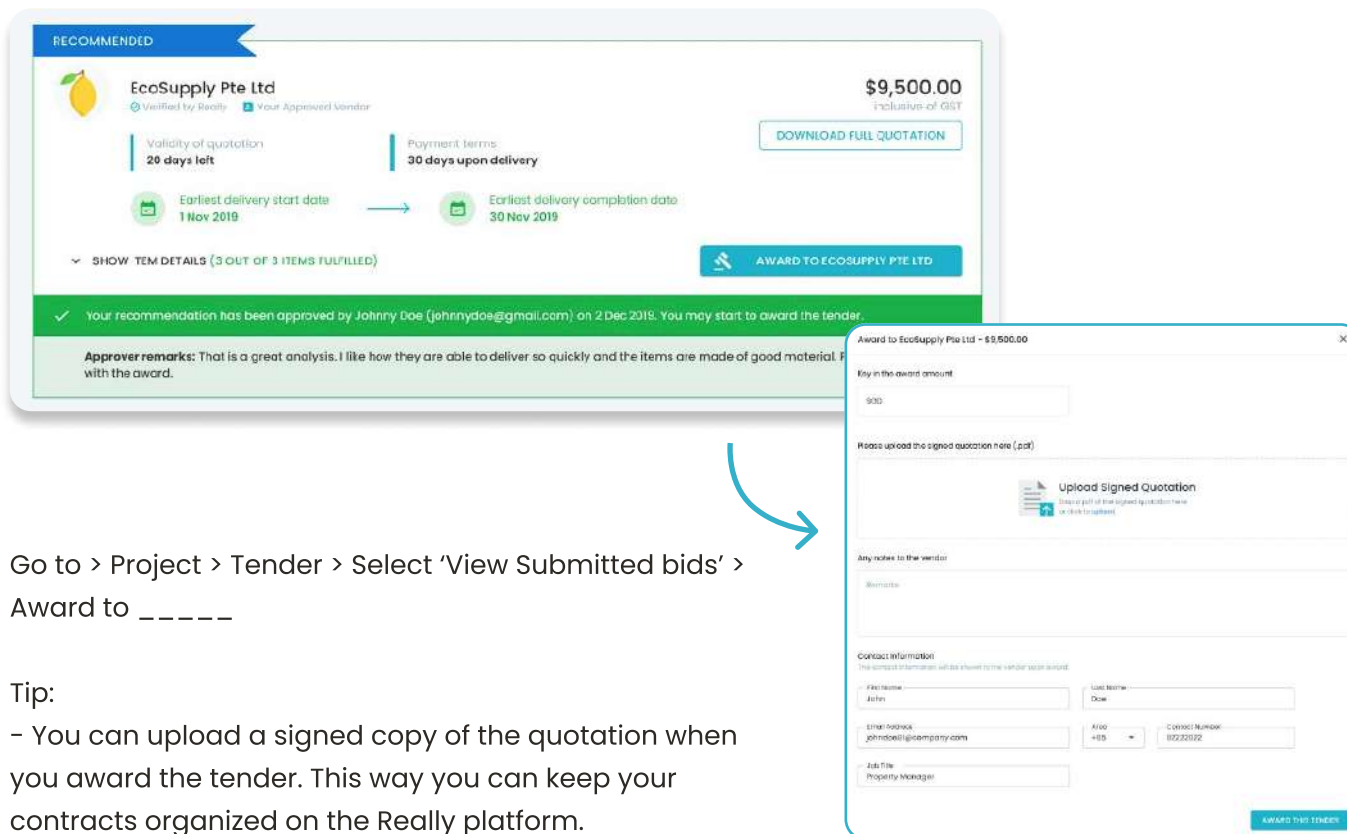
**Tender Details**

### What happens if the approver rejects your recommendation?

The approver will indicate the reason for rejection. If it is unclear, please clarify with the approver the next steps. You will either need to send another recommendation or close the tender by selecting 'No Award'.

### 3. Award

Once the approver has approved your recommendation, you will be able to award the tender.



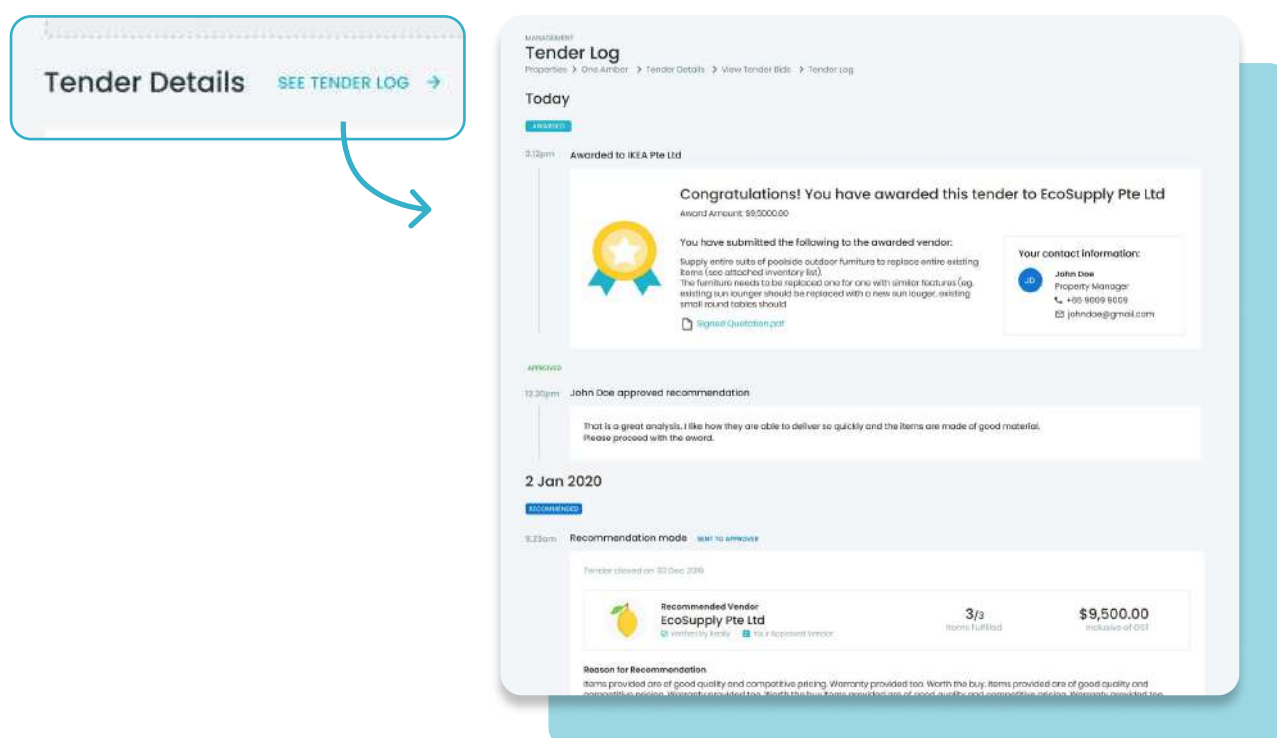
Go to > Project > Tender > Select 'View Submitted bids' > Award to \_\_\_\_\_

Tip:

- You can upload a signed copy of the quotation when you award the tender. This way you can keep your contracts organized on the Really platform.

### Is there a record of all your recommendation and approval notes?

Yes. Go to > Project > Tender > See Tender Log



**Tender Details** [SEE TENDER LOG](#)

**Tender Log**  
Properties > One Ambor > Tender Details > View Tender Bids > Tender Log

**Today**

**AWARDED**  
3:12pm Awarded to IKEA Pte Ltd

**Congratulations! You have awarded this tender to EcoSupply Pte Ltd**  
Award Amount: \$9,500.00

You have submitted the following to the awarded vendor:  
Supply entire suite of poolside outdoor furniture to replace entire existing items (see attached inventory list).  
The furniture needs to be replaced one for one with similar features (eg. existing sun lounger should be replaced with a new sun lounger, existing small round tables should be replaced with similar round tables).  
[Signed Quotation.pdf](#)

**Your contact information:**  
John Doe  
Property Manager  
+95 9099 8669  
johnnydoe@gmail.com

**APPROVED**  
12:30pm John Doe approved recommendation

That is a great analysis, I like how they are able to deliver so quickly and the items are made of good material. Please proceed with the award.

**2 Jan 2020**

**RECOMMENDED**  
12:33pm Recommendation made [VIEW TO APPROVE](#)

Tender closed on 30 Dec 2019

**Recommended Vendor**  
EcoSupply Pte Ltd  
Verified by Really [View Approved Vendor](#)

**3/3** Items Fulfilled **\$9,500.00** Inclusive of GST

**Reason for Recommendation:**  
Items provided are of good quality and competitive pricing. Warranty provided too. Worth the buy. Items provided are of good quality and competitive pricing. Warranty provided too. Worth the buy. Items provided are of good quality and competitive pricing. Warranty provided too.



## What is a sealed envelope tender?

A sealed envelope tender (also known as a sealed bid tender) is a process wherein vendors submit their bids anonymously. The bids are then all opened at the same time in the presence of decision makers or other stakeholders as witnesses of the tender opening. The tender assessment and clarification is then followed as any other tender. The the outcome of tender follows the same process steps as a normal tender. Note: Once the tender is unsealed, it cannot be sealed again.

## How can you create a sealed envelop tender?

When you're creating a tender, simply deselect 'This is not a sealed envelop tender'.

Also, vendors can now edit their quotation even after tender submission period has closed, in case you need any revision of the quotations.

## How do you know if a tender is a sealed envelop tender?

Normal Tender

Sealed Envelop Tender

You will see 'Unseal Bids' instead of 'View Submitted Bids' under the tender details page.

## What happens if you unseal the tender?

You will be prompted with a pop up to indicate the witnesses present, and to confirm the unsealing of the bids.

Please note, that due to system routine there might be a time lag of 5-10 minutes after the preset closing time before you can click "Unseal bids".

Tender ID 0118202

## Supply entire suite of pool side outdoor furniture to replace entire existing items

RECOMMENDED

Open to all vendors

Single Request

2	0	0	SGD -
NOTIFIED VENDORS	VIEWS BY VENDORS	BID SUBMISSIONS	AVG BID PRICE

**29 Sep 2020, 12:00AM**  
 CLOSING DATE

**Tender Description**


Supply entire suite of poolside outdoor furniture to replace entire existing items (see attached inventory list).

The furniture needs to be replaced one for one with similar features (eg. existing sun lounge should be replaced with a new sun lounge, existing small round tables should be replaced by new small round table). You may propose a different brand of furniture, as long as the main features are the same as existing.

The outdoor furniture should be weather proof.

[READ MORE](#)

Note: Once a tender is unsealed, a date stamp will be displayed on the tender detail page.

UNSEAL BIDS 

3	\$29,992
BID SUBMISSIONS	AVG BID PRICE

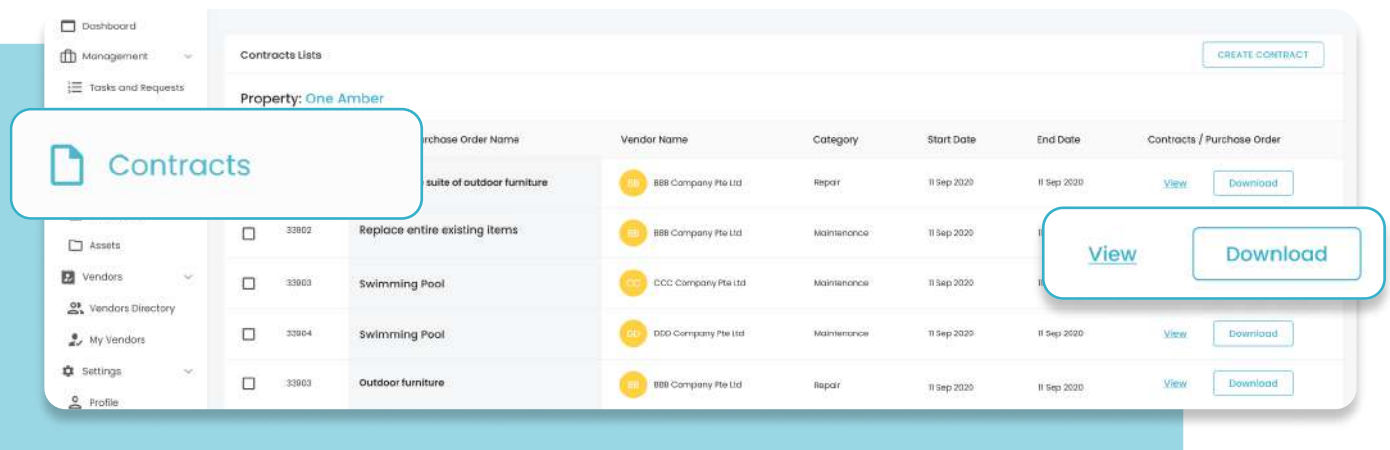
VIEW SUBMITTED BIDS →

3	\$29,992
BID SUBMISSIONS	AVG BID PRICE
400	392
VIEWS	INTERESTED

You will also be able to see the details of the unsealing on the bids received page. Here is where you can review all the tender bids.

## Creation of Contract Management

Here is where you can manage all contractual agreements, including purchase orders or contracts. The details can be viewed or to download.

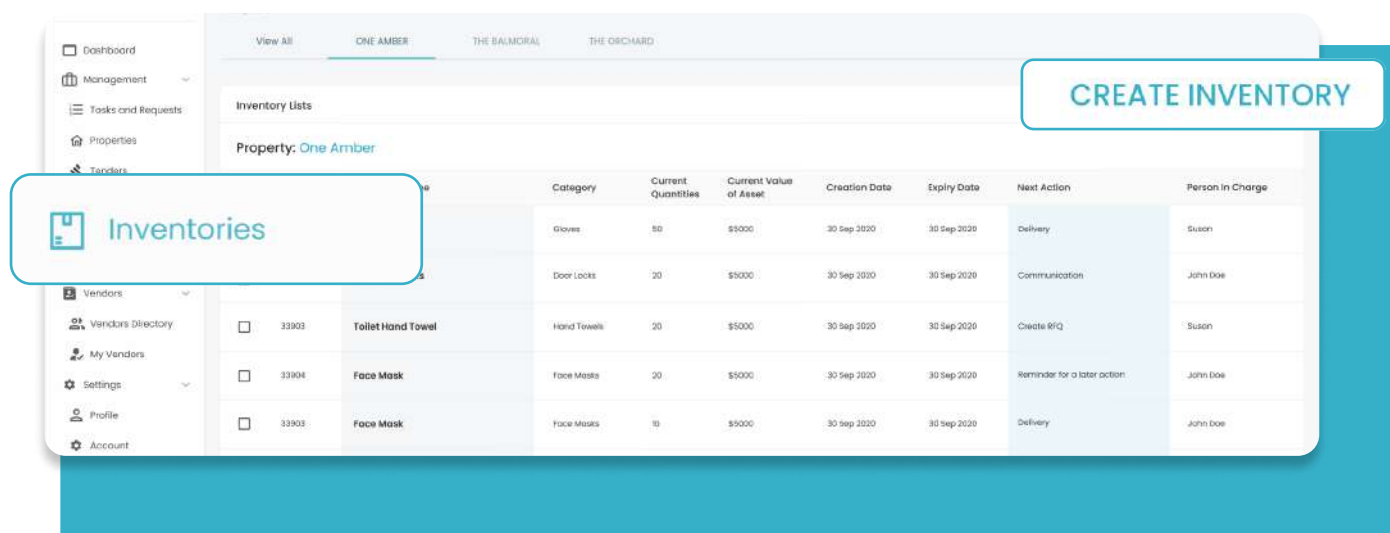


Purchase Order Name	Vendor Name	Category	Start Date	End Date	Contracts / Purchase Order
suite of outdoor furniture	BBB Company Pte Ltd	Repair	11 Sep 2020	11 Sep 2020	<a href="#">View</a> <a href="#">Download</a>
Replace entire existing items	BBB Company Pte Ltd	Maintenance	11 Sep 2020		<a href="#">View</a> <a href="#">Download</a>
Swimming Pool	CCC Company Pte Ltd	Maintenance	11 Sep 2020		
Swimming Pool	DDD Company Pte Ltd	Maintenance	11 Sep 2020	11 Sep 2020	<a href="#">View</a> <a href="#">Download</a>
Outdoor furniture	BBB Company Pte Ltd	Repair	11 Sep 2020	11 Sep 2020	<a href="#">View</a> <a href="#">Download</a>

- 1 Select property >
  - 2 Contract Name >
  - 3 Select Vendor >
  - 4 Set a Category
- 
- 5 Start Date >
  - 6 End Date >
  - 7 Status >
  - 8 Order Images

## Creation of Inventory Management

Under Inventory Management you can keep track of all the consumable inventories. You create an inventory to store and track information.



Category	Current Quantities	Current Value of Asset	Creation Date	Expiry Date	Next Action	Person in Charge
Gloves	50	\$5000	30 Sep 2020	30 Sep 2020	Delivery	Susan
Door Locks	20	\$5000	30 Sep 2020	30 Sep 2020	Communication	John Doe
Hand Towels	20	\$5000	30 Sep 2020	30 Sep 2020	Credit RFQ	Susan
Face Masks	20	\$5000	30 Sep 2020	30 Sep 2020	Reminder for a later action	John Doe
Face Masks	10	\$5000	30 Sep 2020	30 Sep 2020	Delivery	John Doe

- 1 Select property >
  - 2 Inventory Name >
  - 3 Set a Category >
  - 4 Enter Quantity
- 
- 5 Asset Value >
  - 6 Expiry Date >
  - 7 Next Action >
  - 8 Person in Charge >
  - 9 Status

## Creation of Inventory Management

Select:

- Delivery
- Communication
- Create RFQ

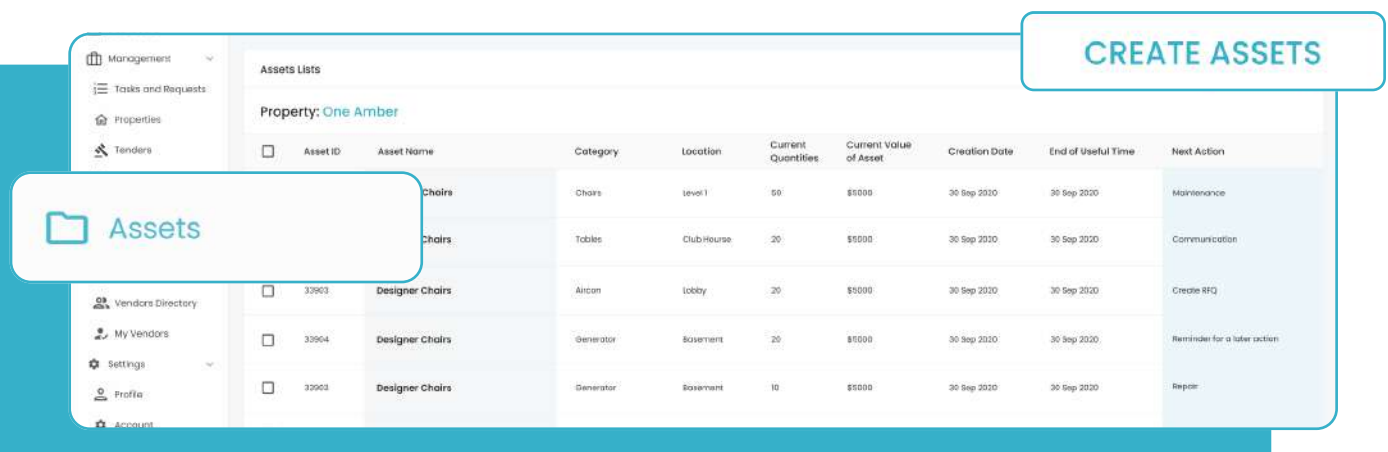
if you haven't decided which to select, feel free to click on a reminder for a later action.

Set a person in charge and update about the status:

- Available
- Low quantity
- Not available
- Tender ongoing
- Tender awarded
- Pending PO

## Creation of Assets Management

You can easily keep track of all your tangible assets with the Asset Management feature. Click on create asset to create a new item in the asset list: Select the name of your property, followed with the name of the asset and choose the related category of the asset.



The screenshot shows the 'Assets Lists' section of the application. A sidebar on the left contains navigation links: Management, Tasks and Requests, Properties, Tenders, Vendors Directory, My Vendors, Settings, Profile, and Account. The main area displays a table of assets for 'Property: One Amber'. The table has columns for Asset ID, Asset Name, Category, Location, Current Quantities, Current Value of Asset, Creation Date, End of Useful Time, and Next Action. A 'CREATE ASSETS' button is visible in the top right corner of the table area.

Asset ID	Asset Name	Category	Location	Current Quantities	Current Value of Asset	Creation Date	End of Useful Time	Next Action
	Chairs	Chairs	Level 1	50	\$5000	30 Sep 2020	30 Sep 2020	Maintenance
	Chairs	Tables	Club House	20	\$5000	30 Sep 2020	30 Sep 2020	Communication
32903	Designer Chairs	Aircon	lobby	20	\$5000	30 Sep 2020	30 Sep 2020	Create RFQ
32904	Designer Chairs	Generator	Basement	20	\$5000	30 Sep 2020	30 Sep 2020	Reminder for a later action
32905	Designer Chairs	Generator	Basement	10	\$5000	30 Sep 2020	30 Sep 2020	Repair

1 Select property > 2 Inventory Name > 3 Set a Category > 4 Enter Quantity

5 Asset Value > 6 Expiry Date > 7 Next Action > 8 Person in Charge > 9 Status

Select:

- Maintenance
- Communication
- Create RFQ
- Repair
- Inspection

if you haven't decided which to select, feel free to click on a reminder for a later action.

Set a person in charge and update about the status:

- Available
- Depreciated
- Not available
- Tender ongoing
- Tender awarded
- Pending PO / Contract