



Viewing Contractor Invoices on JG+

A guide to viewing Contractor Invoices online using JG+



doing it the right way



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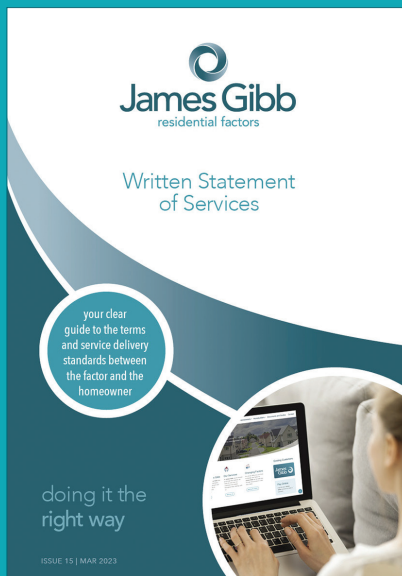
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the right way

James
Gibb 
residential factors



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At James Gibb residential factors, we strive to offer an exemplary level of service at all times.

This guide, and others produced, should help answer any queries you may have.

Authorised and regulated by the Financial Conduct Authority for insurance mediation purposes only.

James Gibb residential factors is a trading name of James Gibb Property Management Ltd, registered as a limited company in Scotland (No. SC 299465). VAT Reg No. 268 6033 43.

Registered office: Bellahouston Business Centre, 423 Paisley Road West, Glasgow, G51 1PZ.

Registered Factor No.PF000103

Viewable Contractor Invoices on JG+

James Gibb continue to sustain high levels of business growth and are working even harder to deliver improved communication and transparency to our clients.

Our aim is to ensure we are transparent and informative on all matters related to the property management of client developments.

JG+ gives homeowners the ability to access, review and download the most important information on their development and delivers the ability for clients to view online the Contractor Invoices relative to their latest service charge account. This functionality ensures complete transparency of charges and gives clients a full breakdown and understanding of Contractor charges.

James Gibb lead the way within the Scottish property management and factoring industry and it remains our commitment to deliver exceptional customer service to our clients.

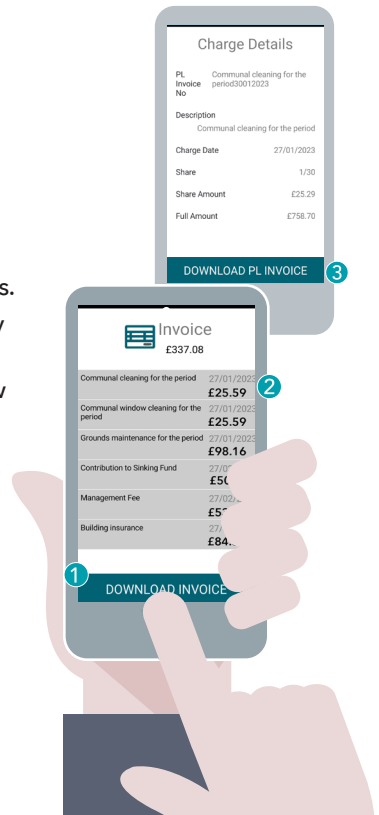
Accessing Contractor Invoices online could not be easier.



Accessing Contractor Invoices Online

Follow the step-by-step guide below to access the Contractor Invoices for your latest service charge account.

- Visit our website www.jamesgibb.co.uk
- Click on the James Gibb+ icon.
- Input your username and password.
- Click on the 'Accounts' tab. You will now see a page detailing all your service charge invoices and payments.
- A PDF of your service charge invoice can be viewed by clicking the 'Download Invoice' link (1).
- Locate the service charge invoice that you want to view then click on the down arrow located to the left of the transaction date (2).
- An itemised list of the costs detailed on your invoice will appear under each budget heading.
- Click on 'Download PL Invoice' then 'Open' to view a PDF of the invoice received from the contractor (3).



James Gibb are committed to continued investment in Client Communication.

Exceptions

Due to data protection laws there are some invoices that will not be viewable for homeowners. For example, invoices received from our solicitor in relation to the pursuit of debt of individual homeowners.

If no link exists for View PL Invoice, no document is available.

Please note, contractor invoices are not viewable for developments billed in advance of the chargeperiod. This information is available when the Year End Accounts are produced.



For further information, please see 'Viewing Year End Account' on JG+.



Downloading the JG+ App is simple

If you have an iPhone visit the Apple Store.

If your phone is android, visit Google Play.

Search for 'James Gibb Plus', click the icon and click install. When the JG+ App is downloaded, a shortcut icon is saved to your screen.

Alternatively, visit our website www.jamesgibb.co.uk and click on the App Store or Google Play icon on the homepage which will take you directly to the download screen.



Logging on to JG+

Click the JG+ icon on your screen to access your account.

Log on using your unique nine-digit account number and password.

The James Gibb+ mobile phone app can be downloaded absolutely free from either the Google Play Store (Android) or from the Apple App Store.

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