CSS

COMPANY
BROCHURE

COMPANY
BACKGROUND

" CSS proudly provides a total web-based property management system solutions that is ideal in managing your community. Our integrative system covers property management, financial accounting, resident portal, payment channel, visitor management system, community living and more.

With more than thousands of active properties, CSS is the market leader in property management systems. CSS leverages over 20 years of experience in order to pioneer innovative solutions that cater to the community's needs. Moreover, our convenient system helps Property Managers, Developers, Managing Agents, JMB, MC and/or RA streamline the property management processes and benefit from single and multiple residential and commercial properties portfolios.

ABOUT CSS

Established in 1998 with over 20 years of operation.

A market leader in property management systems.

Covers property management, financial accounting, resident portal, payment channel, visitor management system, community living and more.

OUR ACCOMPLISHMENTS

1,000+
Total Projects

550,000+
Residential Units

10,000+
Commercial Units

OUR SOLUTIONS

1•Management

All-in-one back-end and front-end database financial system.
- Property Management Data Centre (PMDC)
- CSS Smart Office App
- Managing Agent System (MAS)

1•Resident

Facilitate effective communication between the Management and Residents.
- CSS Home
- CSS ePayment

1•Security

Integrating modern technology to transform traditional guarding processes.
- Visitor Management System (VMS)
- CSS AI Solutions
  - AI-Facial Recognition
  - AI-CCTV (Residential Units & Commercial Area)
  - AI-Body Camera
- Security Patrol

1•Centre

Delivering total solutions for property managers.
- CTOS Debt Recovery
- Self-Collection Parcel Locker

WHY CHOOSE
CSS

Pure Internet Architecture

A system beyond boundaries, platforms, cultures, and languages.

Affordable Pricing

Offering a comprehensive system module with an affordable monthly subscription fee as low as RM250.

Tailored Environment

Systems were designed for the use of professionals in the Property Management industry.

Data Backup & Unlimited Data Storage

A full server backup is performed daily with the latest 30 days of data.

Experienced Data Centre

With over 20 years of operation since 1998 and with our own *hosted servers* located in Cyberjaya.

Market Leader

Active over 1,000 projects and customers, and more than 50% of professional property consultants subscribing to us.

Personal Data Protection

We do not compromise in terms of safeguarding our client's information and interest, whereby every ownership's data transaction will be handled carefully according to the SOP.

Efficient Customer Support

Providing high-quality assistance and reliable solutions with extensive training and guidance to support our client throughout our system usage journey.

1•CSS

Within our automated and integrative property management system, we facilitate management operations and administrative tasks into 4 Big Focuses comprising of '1•MANAGEMENT', '1•RESIDENT', '1•SECURITY' and '1•CENTRE'.

1•MANAGEMENT

1•MANAGEMENT is a comprehensive back-end and front-end database financial system. It is fully equipped with smart tools that cater to property managers' daily processing needs in managing a wide spectrum of property types under various operation scenarios.

"
Your Operations, CSS Innovates!

1•CSS

(1•MANAGEMENT cont'd)

1 Property Management Data Centre (PMDC)

1. Property Management

- Owner/Tenant Registration
- Billing & Settlement
- Late Payment Interest
- Maintenance Charges
- Sinking Fund
- QR Water Meter Reading
- Meter Billings
- Routine Billing Settings
- Payment Collections
- Advance Payment
- Deposit Payment
- Account Statements
- Reminder Letters
- Summary Reports
- Mass Letter Delivery
- SMS Payment Reminder
- Email/SMS Broadcast

2. Financial Accounting

- General Ledger
- Financial Statements
- Accounts Receivable
- Accounts Payable
- Cash Book
- Bank Reconciliation
- Profit & Loss Statement
- Balance Sheet
- Fixed Assets
- Budget Planning
- Sinking Fund Calculation
- Service Charge Budgeting
- SST

3. Task Management

- Customer Service Entry
  - Defects Management
  - Property Occupant Information Retrieval
  - Dynamic Task Types
  - Level of Task Severity & Priority
  - Distribution of Tasks
  - Multiple Assignees & Observers
  - Files & Pictures Attachment
  - Tasks Action History
- Work Order Assignments
- Maintenance Reports
- Task Alert

4. Preventive Maintenance

- **Automatic Work Order Planner**
  - Dynamic Time Interval Settings
  - Task Sheet Attachment
  - Designated Task Issuer & Task Recipient
- **Auto Task Flow Chart**
  - View Chart by Preferred Time Scale
  - Status of Issued Work Orders
  - Display of Upcoming Tasks Scheduled
- **Equipment Registration**
  - Equipment Servicing
  - Service Task Scheduling
  - Service Contract Maintenance
  - Servicing History & Defect Statistics

1•CSS

1•MANAGEMENT (cont'd)

1 **Property Management Data Centre (PMDC)**

5. Purchasing

- **Purchase Requisition**
  - Multiple Currencies
  - Supplier/Product Code linking to CSS Financial Accounting
  - Submission to Approval Chain
  - Adding of Additional Approving Officers/Verifying Officers

Purchase Requisition

↓

Verifying Officer

↓

Approving Officer 1

↓

Approving Officer 2

↓

Purchasing Officer

↓

Accounts Payable

6. Human Resource

- **e-Payroll**
  - Monthly, Daily & Hourly Salary Calculations
  - EPF & SOCSO Auto Calculations
  - Income Tax Contributions
  - EA Form
- **e-Expenses Claim**
  - Customisable Informative Expenses Purpose
  - Auto Route to Respective Verification, Approving & Reimbursement Officers
- **e-Leave Management**
  - Annual Leave Entitlement & Adjustment
  - Unpaid Leave linking to Payroll

7. Dashboard

- Personal Organiser

1•CSS

1•MANAGEMENT (cont'd)

CSS Smart Office App
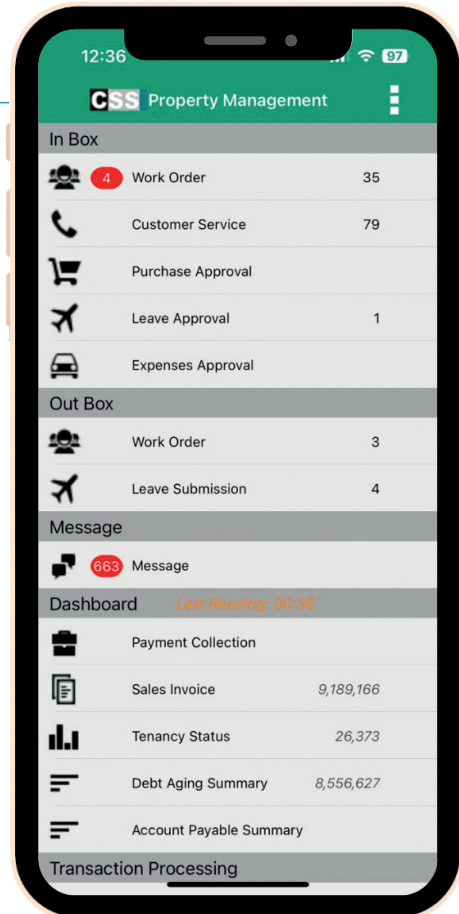
2 CSS Smart Office App

With the smartphone app extension, you can now access and view your tenancy reports, daily collections, latest bank balances, and office administrations at any time.

BENEFITS

- Overview tenancy reports, debt ageing, payment collection summary, etc.
- Monitor sales invoice & cash at bank
- Assign & receive work orders efficiently
- Customer feedback handling solutions
- Cater to different authorisation levels among users

3 Managing Agent System (MAS)

CSS Managing Agent System (MAS) is a centralised platform for property managing agents to manage multiple strata properties effectively. Agents can manage and monitor tasks, daily cash collection, financial performance, and reports all on a single screen. Additionally, CSS clients get free access to this system.
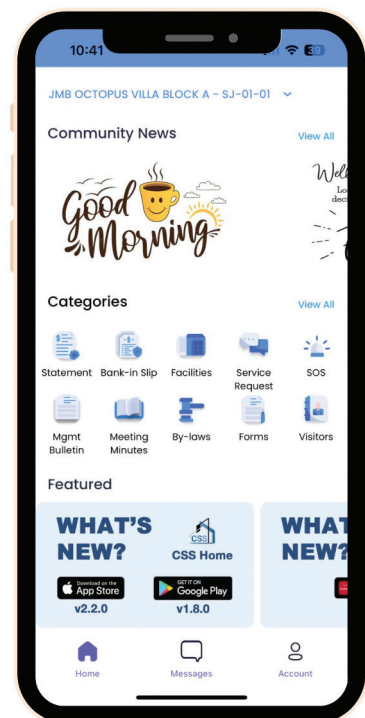
1•CSS

1•RESIDENT

1•RESIDENT is available both in-app and on the website to facilitate effective communication between the Management and Residents and bring convenience to the community.

1 CSS Home

With CSS Home, we facilitate efficient and convenient communication between the management and residents in the living community. Residents gain access to the following features:

- Statement & ePayment
- Bank-in Slip
- Facilities
- Service Request
- SOS
- Management Bulletin
- Meeting Minutes
- By-laws
- Forms
- Visitors
- Community News
- Emergency Contact
- Committee
- Message

" Your Lifestyle, CSS Promises!

1•CSS

1•RESIDENT (cont'd)

2 CSS ePayment

With CSS ePayment, residents can embrace the benefits of cashless payments without worrying about security or limited payment options. We partner with trusted online payment gateway provider, Razer, to safeguard the data from various payment methods.

RAZER
MERCHANT SERVICES

Payment channels:

mastercard | VISA | UnionPay 银联

FPX Online Banking Payments | Boost | GrabPay

Maybank QRPAY | Shopee Pay | 支付宝 ALIPAY

微信支付 WeChat Pay | DuitNow QR | Touch 'n GO eWallet

SUBSCRIBE

0 ZERO Setup Fees; ZERO Annual Maintenance Fees; ZERO MDR Rates Mark Up

BENEFITS

- Convenient for residents
- Increase manpower efficiency
- Efficient collection for management
- Reduce cash handling hazard
- Safe and secure
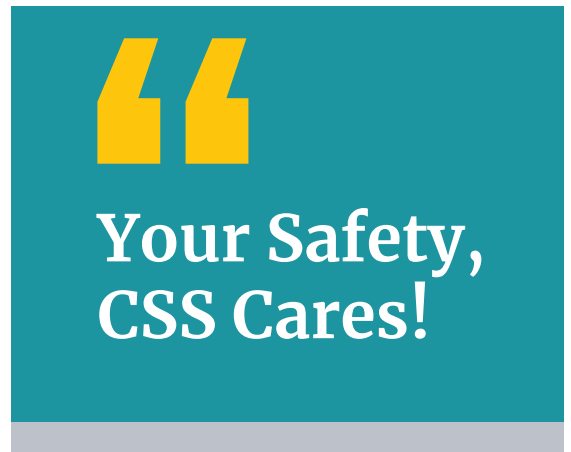- Automatically generate official receipt and invoice offsetting

1•CSS

1•SECURITY

1•SECURITY transforms traditional guarding processes with the integration of modern technology seamlessly.

1 **Visitor Management System (VMS)**

Make your guests feel welcome with quick and easy visitor registration using VMS. Advances in technology can go a long way in ensuring a safer and smarter community with various VMS registration methods such as walk-in, pre-register, etc.

What We Offer:

- App Notification
- Visitor Report
- Embedded OCR Module
- App Screen Lock
- Resident's Privacy Protection
- Register QR Walk-in Pass
- Manage Visitor Parking
- Car Pass & Walk-in Pass Printing

" Your Safety, CSS Cares!

ZERO Monthly Subscription

1•CSS

1•CENTRE (cont'd)

1 CSS AI Solutions

CSS has partnered with Acclivis, a leading IT and cybersecurity solutions provider, to develop cutting-edge AI security solutions tailored to the unique needs of the property management industry. These solutions utilise advanced machine learning algorithms and predictive analytics to detect and prevent security threats in real time, enhancing overall security.

AI-Facial Recognition Scanner

The AI-Facial Recognition Scanner will be deployed at the entrances of each condominium as the first line of defence, ensuring all inbound visitors are screened and approved before entry.

CORE FEATURES

- Photo Taken
- Face Mask Detection
- Smart AI Chipset
- Wi-Fi and RJ45 Interface

- IP54 Rating
- Pole-mount/Wall-mount model
- Fully Contactless
- Integration with Door Access Control System/Gantry System

1•CSS

1•CENTRE (cont'd)

1 CSS AI Solutions (cont'd)

AI-CCTV for Common Area

An effective way to secure the premises and promptly alert management to any suspicious activity. Achieved by setting pre-determined criteria such as time limits, crowd limits, and prohibited zones.

AI-CCTV for Residential Units

Allows residents to monitor the security of their unit via the CSS Home app. Any unusual activities will be notified via the app and residents can take further action.

AI-Body Camera

These AI-powered cameras complement security guards during patrol. Video and audio recordings are instantly stored in the cloud, accessible via the dashboard. Additionally, live GPS path movement tracking is enabled to provide real-time location information to the central monitoring system.

1•CSS

1•SECURITY (cont'd)

2 Security Patrol

CSS Patrol modernises the conventional guard's clocking processes using technology. Now, with our app downloaded, your community's security patrolling can get started seamlessly. CSS Patrol is simple yet effective. Try it today. Let us care for your community!

What We Offer:

- Guard Clocking
- Submit Incident Report
- Facility Booking Log
- Emergency Contact
- Panic Button Alert

1•CSS

1•CENTRE

With 1•CENTRE, CSS aims to provide total solutions for property managers, in terms of professional services, covering a wide spectrum of property types.

Your Value, CSS Optimizes!

1•CSS

1•CENTRE (cont'd)

1 CTOS

ctos
Knowledge Creates Confidence

With the help of CTOS, we believe the management can collect maintenance fees without hassle! This is a service to help CTOS subscribers recover bad debts faster and more easily. Subscribers can check and share payment experience information about defaulters within the eTR network, and this pushes defaulters to settle outstanding payments faster.

BENEFITS

- Collect unpaid / outstanding maintenance fees efficiently & effectively
- Leverage the power of CTOS network to encourage owner to pay maintenance fees promptly
- Sustain healthy cash flow to conduct necessary maintenance of building

AS LOW AS
RM200/ month

1•CSS

1•CENTRE (cont'd)

2 Self-Collection Parcel Locker

CSS introduced automated self-collection parcel lockers for residents to have a contactless and easy method of receiving parcels.

BENEFITS

- Integrated with major e-Commerce platforms & courier services
- Contactless Pickup
- 24/7 Pickup & Collection
- Secured with CCTV
- Solving the Last Mile Collection Issue
- Very User-friendly

Permanently Free Service For Residents

FAQs

1. **What is CSS and what do we provide?**
   CSS is a property management system service provider. You only need to subscribe for a standard package with one affordable fee to enjoy the complete CSS system modules from admin daily operations to mobile app, CSS Home, ePayment, Visitor Management System and more.

2. **How do we charge for every project?**
   We charge based on the total maintenance charges per month. For more details, please contact our sales & marketing department **(012-551 4096)**.

3. **What is the one-time cost & on-going cost of using CSS?**
   Only the monthly subscription fees will be incurred. There will be no other additional fees, for instance, maintenance fees or system supporting fees, etc. For your information, there will be a minimum setup fee for a 'self-managed' project.

4. **How long does it take to migrate the data?**
   Upon preparation and submission of the required data to us, it will usually take about 3-5 working days for the data migration process to be done.

5. **What is the notice period to unsubscribe from the CSS system?**
   There is no tied-down contract to subscribe to our services. Therefore, if you decide to end your subscription, you only need to inform us one month ahead in writing.

6. **How much are the training charges?**
   CSS provides system training free of charge for two individuals after the subscription. Additional charges will be incurred only if the client requests additional training sessions and/or more training attendees. It's worth noting that we do provide unlimited free technical support upon customer request and our professional team is always ready to assist you.

7. **How many system user IDs are provided?**
   Upon the CSS system subscription, we'll provide up to 10 free users ID with full system access and unlimited resident ID.

8. **How do I obtain more in-depth information about the CSS system?**
   You can contact our sales & marketing department **(012-551 4096)** or visit our website at **www.cssgroup.com.my**

OUR
CLIENTS

Sime Darby
Property Management Divisions

UEM SUNRISE
A member of **UEM Group**

SUNWAY PROPERTY
Master Community Developer

KS PROPERTY MANAGEMENT
CO. REG:201903227249 (003007006-A)

hb~
Committed to Deliver

Sungei Wang

HO HUP
Since 1960

TRANSPAC
TRANSPACC PROPERTY MANAGEMENT SDN BHD

I&T Izrin & Tan Properties Sdn Bhd

ALL PROPERTY MANAGEMENT SDN BHD

Raine&Horne

VPC MALAYSIA

HUNT Properties Sdn Bhd
翰产业仲介行 (106 3339-W)

See Hoy Chan Sdn. Berhad Group.

citibank

VIVAHOMES

GWS Property Management Sdn Bhd

KJ Property Management Sdn Bhd

KENSINGTON Strata Management

TS TELADAN SETIA

IM Global
Property Consultants Sdn. Bhd.

NAWAWI TIE

KHONG & JAAFAR SDN BHD

BRoadrick
Property Management Sdn Bhd

FOCUS FACILITIES MANAGEMENT SDN BHD

TROPICANA
CORPORATION BERHAD
丽阳机构

MSFM & ASSOCIATES

LDS INTERNATIONAL
ASSET MANAGEMENT SDN BHD

JOVA BUILDING SERVICES

Laurel Cap
Trust | Integrity | Expertise

SME BANK GROUP

TRC

burgess rawson

PJ DEVELOPMENT GROUP
A Tradition Of Excellence

RPH GLOBAL
Facilities Management Sdn Bhd

JL Facilities Management Sdn Bhd

CHARTWELL

JAS

宏瑞集团 HSR GROUP
Your Property, Our Priority.

FM

PMC FACILITIES & REAL ESTATE SDN BHD
Integrity ● Competency ● Professionalism

ML MAYLAND

Aretsons

OUR
CLIENTS

OUR
CLIENTS

Kimstylez Facilities Management Sdn Bhd

Hokawai & Associates

Indera Management Services (Kl) Sdn Bhd

Jasaland Property Consultants(Kl) Sdn Bhd

Astana Modal (M) Sdn Bhd

AZ Property Management Service

Clement & Co Property Consultants

KTB Property & Facilities Management

AI Property Management

D & G Properties Sdn Bhd

EAD Property Management Sdn Bhd

HSR Property Management Sdn Bhd

Integrated Facility Management Sdn Bhd

Ultimate Property Sdn Bhd

Sepadu Group

Mega City Development Sdn Bhd

Majumerit Property Management Sdn Bhd

CLIENT
TESTIMONIALS

"

"We've installed CSS Property Management system since 2013, and we've been enjoying a smooth and user-friendly system experience. Their software components are easily customisable to our various operation needs and are practical for the management of a stratified building."

- RAINE, HORNE & ZAKI

"

"We would like to thank CSS for its user-friendliness and stable system performance without any downtime in the past 5 years. Besides that, we have high praise for your sales and technical support team for being very friendly and knowledgeable."

- PMC FACILITIES & REAL ESTATE SDN BHD

"

"CSS has made the accounting process for property management more relevant and has been instrumental in enabling us to enhance the services we provide as property managers. The user-friendly and adaptable interface simplifies processes. The strong and reliable support that is always at hand eases our minds, and we look forward to a long-term and mutually beneficial professional relationship."

- TRANSPACC PROPERTY MANAGEMENT SDN BHD

CLIENT
TESTIMONIALS

"CSS is a comprehensive software with a highly compatible formating as compared to other systems. So far, it has made our property management services one step ahead in terms of flexibility and accountability. Above all, we can customise the system to suit our operation needs for stratified building management! We look forward to a long term professional and fruitful business relationship with CSS."

- IM GLOBAL PROPERTY CONSULTANTS SDN BHD

"CSS covering both front & back-end property management total solutions, effectively streamline the work processes of property management and best serve the triangular communications between residents, management office and security guards. Comprehensive yet affordable, and right they are customer-oriented! Friendly customer service and accomodative with prompt action."

- KENSINGTON STRATA MANAGEMENT SDN BHD

CSS Strata Management Sdn Bhd
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