Volume

1

MYCOMMUNITY ™

Community Handbook Guide

TAMPA AUTOMATED LOGIC

Community Handbook Guide

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Introduction

Making the most productive use of your online community.

This handbook is divided into three section based on the type of user. There are ten types of users, the Standard General user (Tenant, Owner, and CoOwner), the Board of Directors, the Manager, the Administrator, the Accountant, Special Users, Staff, and the Vendor. Each has different needs and responsibilities when it comes to interacting with the online community web site software. Their respective privileges and responsibilities are covered in detail in their respective chapters.

How to Use This Manual

ICON KEYS

- Valuable information
- Test your knowledge
- Keyboard exercise
- Workbook review

Watch for these icons throughout this manual which help to identify important information and procedures.

Common Elements of the Community

NAVIGATION

Navigation throughout the online community is accomplished by the use of the menu bar on the top of each page or with links within the body of a page. The menu consists of features that have been enabled by your community. Look for the familiar pointing hand to identify links and features.

USAGE

Look for the ? on most pages where help is available. Clicking this icon will open help for that page. This online help may often be more complete and up-to-date than this manual. Also note that positioning your cursor over features and links will display a tip about that feature. Required fields are indicated by "*".

The online community requires members to login to take full advantage of the site. Therefore with the exception of the communities "Home" page all users are directed to login when trying to access other pages in the community.

PRIVACY POLICY & TERMS OF USE

The community's privacy policy and terms of service is available at the bottom of every page. Of course, the community retains the right to reject any material that it is not consistent with the purpose of the community's web site, is contrary to community standards, or is offensive in nature.

HELP

Online Help is available from all pages by clicking the "*Help*" link at the bottom of all pages.

OFFENSIVE MATERIAL

Anyone found posting material that is contrary to community standards, or is offensive in nature may be subject to prosecution and will be denied further access to the community's site.

Please report any such abuse to the community's management or Board of Directors.

Database Integrity

DATABASE BACKUP

The community database is automatically backed up when the community is accessed and thereafter whenever accessed after a twenty-four (24) hour period. This insures that your data is never at risk more than twenty-four hours plus the time difference between accesses since the last backup.

Member Types

There are three types of memberships in the community. These members can be added to the system using the "Add New Member" menu option. (Administration > Management Tools > Add New Member)

Tenant or Owner or CoOwner	These are residents and/or owners of property in the community. They may or may not reside within the community. They may also be given any of the privileges listed below.
Vendor	These are members of the community that provide services to the community. They have restricted access and privileges through the "Vendor" menu option. Vendors will have access to: Change Password, Download IRS Form W-9, Edit Profile, Vendor Instructions, Request Invoice Status, Submit Invoice, and Account Activity.

	However they also may be given any of the privileges listed below. Note: This should only be done if they need access to other parts of the system.
Special	These are, as the name indicates, special users with very limited access through the "Special User" menu option. This group would usually include Real Estate Agents, Lawyers, and Collection Attorneys. They will have access to: Change Password, Edit Profile, Community Documents, Operational Documents Community Policies and Procedures. However they also may be given any of the privileges listed below. Note: This should only be done if they need access to other parts of the system.

Privileges and Access

Privilege	**Accessed Features**
Everyone	Home and Classifieds menus.
Standard Member	(Consists of Tenants, Owners, and CoOwner) All the above plus Management, My Activities, Newsletter, Board, Forums, and Search menus. If activated by the community.
Administrator	All the above Standard Member menus plus Administration > Administrator Tools which provides access to Add New Management, Announcements, Background Screening, Calendars, Committees, Community Backup, Community Settings, Errors, Export to Excel, Facilities, Features, Forums, Import Excel/CSV Data, Letters/Leases/Estopels, Links, Management Setup, Members, Rent Control Definitions, Scheduler Types, Send Announcements, Year End Processing, and Reports.
Manager	All the above Standard Member menus plus Administration > Managers Tools which provides access to Add New Member, Account Activity, Background Screening, Bulletin Board, Committees, Call Log, Callback, Documents, Export to Excel, Feedback Resolution, Handyman, Import Excel/CSV Data, Invoices, Issue Work Order, Letter/Lease/Estopel, Members, Payments, Properties, Proxies, Scheduler/Calendar, Send Announcements, Sponsors, Uploads, Polls,

	Work Orders, and Reports.
Board Member	All the above Standard Member menus plus Administration > Board of Directors Tools which provides access to Export to Excel, Feedback Resolution, Send Announcements, Scheduler/Calendar, Uploads, Polls, and Misc. Reports.
Vendor	Home and Classifieds and Vendors menus.
Accountant	Home and Classifieds menus plus Administration > Accounting Tools which provides access to Community Backup, Banking, Customers, Vendors, Community, and Accounting Reports. The Banking menu provides access to Accounts, Deposits, Check Register, Write Checks, Transfers, and Reconcile. The Customers menu provides access to Invoices/Orders, Credits/Refunds, Accept Payments, Open Orders, Account Activity, Statements. The Vendors menu provides access to Bills and Credits, Pay Bills, Account Activity, and Print 1099-MISC. The Community menu provides access to General Journal, Budgets, Reserve Schedule, Products, Chart of Accounts, and Export to Excel, Import Excel/CSV Data, Process Memorized, and Create Coupon Order.
Staff	Home and Classifieds menus plus Administration > Staff Tools which provides access to Call Log, Callback, Scheduler/Calendar, and Reports.
Special Users	Home and Classifieds and Special User menus.

The General User

Everyone is a member of this category of user.

Anyone who accesses the online community is a member of the general user group and has minimal access to the home page. To gain access to the other features provided to the community it becomes necessary for users to login to the community.

How Members are activated

ACTIVATING MEMBERS

Depending on how the community was originally setup by the system administrator will control how members are activated. There a two possible configurations, one that requires a manager to add new members, called "*Management Activation Mode*", and the second that permits members to activate themselves, "*Member Activation Mode*".

1. When the community's manager is adding a new member, Management Activation Mode, they fill out a new member profile form which consists of the first name, last name, and email address. By default, **ALL** new members added in this mode are given the password of "password" (lowercase), which is case sensitive. When completed the new member is sent an email informing them of the new membership and giving them instructions on how to activate their new membership. By using this method, it ensures that the user take an active role in activating their membership and complies with accepted internet standards of use. No passwords are stored within the system. Instead your community employs the salted password hashing method for password protection. Only **cryptographic hash functions** are used to implement password hashing.

2. Also while in the Management Activation Mode, members can request activation from the login page by clicking "*Request Activation*" and filling out the request form online. When submitted an email is sent to the manager containing the necessary information for the manager to then add the new member as above.

3. In the mode that allows members to activate their own membership, Member Activation Mode, this is accomplished by clicking the "***Activate, It's Free***" link and completing the profile form.

Upon completion and submitting, the new member will be sent an email to the specified email address containing a URL to complete activation. The new member must go to that URL location and complete the membership application by clicking the "*Click to Complete Activation*" button.

A new member that receives a new membership email may also remove their membership by following the URL to deactivate. This email also contains links that also allows the member to modify notification and activation settings.

When in Management Activation Mode, users can only de-activate their account.

Chapter 1

Logging In

Everyone is a member of this category of user.

Anyone who accesses the online community has minimal access to the home menu item. To gain access to the other features provided to the community it is necessary for users to login to their community.

Logging In

LOGGING IN

To login, select your community from the drop down list of communities. The community uses a combination of an email address and a password to validate active members. Enter your email address and password and then click the "*Log In*" button. Once you have been verified, your community home page will open and it will be indicated that you are logged in.

NOTE:

🗀Passwords are case sensitive, meaning that a capital "A" is considered different than a lower case "a". The default password for new users is "password' (lowercase).

By checking the "Remember My Default Community" checkbox you can save your default community for future use. If logging in with an email link, that community will be used.

By checking the "Remember My Email Address" checkbox you can save your email address for future use. Also if you don't remember your password click the "Forgot your password?" link to reset your current password to "password" (lowercase). An email will be sent confirming this activity.

If it has been more than one (1) month since a user last logged in, they will be presented with a dialog informing them that 'By logging into this website you agree to receive ALL communications from the Board of Directors of' <community name> ', either directly Or on behalf of the Association by the current Property Manager, in electronic format utilizing the email address provided here. Communications that are required to be provided in hard copy by Statute will continue to be hand-delivered Or sent by mail.'

If the community's administrator has allowed for member activation then you may activate your own membership by clicking the "***Activate, It's Free***" link and completing the profile form.

Logging Out

LOGGING OUT

To logout of the community click the Logout button. This will return you to the home page and will require you to re-login to access other community features.

Chapter

2

Classifieds

To place a property up for sale or rent, or to offer something for sale.

Members can place items for sale or advertise anything in the classifieds. These classifieds are available for anyone that accesses the web site, login is NOT required.

For Rent or Sale

PROPERTY LISTINGS

This is a listing of all properties that have been offered for sale or rent. Users can toggle back and forth between those that are for rent and for sale. Logged in members may list their properties. Properties entered here are removed after 6 months.

The Bulletin Board is for personal use only and is where owners and residents can post free classified ads.

It should not be used to advertise one's business. The community retains the right to reject an ad that it is not consistent with the purpose of this Bulletin Board, is contrary to community standards, or is offensive in nature.

> **NOTE:** Bulletins are deleted after three months, real estate listings after six months. Please report abuses to the community's management or Board of Directors.

Other Classifieds

FOR SALE

Members can offer other item for sale or rent or make inquiries to purchase or rent a property by placing an ad in one of the other section provided. It should be noted that these items are removed after 3 months.

Chapter

3

Contacting Management

To notify management of a problem, to get clarification on something or make suggestions.

From time to time members may find a need to contact the communities management. Communicating through the online feedback allows members to quickly inform management of problems and get quick resolution in that the community's manager will receive an email directly from the user.

Notifying Management

NOTIFY MANAGEMENT

To communicate directly with the management of the community, highlight the Management menu item and then click the Contact Management link. This will open the community's management feedback page and display the management information. If map and driving information has been activated then the "Map" and "Driving Directions" links will be active and provide information as to how to get to the management companies business location. This menu option is available on the initial site if community has turned on the "Special Management Menu Option" in community settings.

By completing the feedback page and submitting it, an email is sent directly to the community manager for action. By default replies will be by email unless otherwise specified.

An advantage of using this manner of communication with the community's management is that a record of all correspondences is maintained and can be reviewed by your Board of Directors.

Community Map

MAP

Located under the Management menu item is a link to your communities map if one has been provided.

Site Help

HELP

This manual is available as 'Site Help'.

Chapter

4

My Activities

Do you have a need to be following your communities events, find a handyman or just get to local links that may be helpful?

Use the activities menu to keep informed of community events. When you are in need of help for those little projects, look here for a handyman to help you. There are also links that other neighbors have provided that you may find helpful.

Community Calendars

Keeping track of where and when is vital for a smooth running community. This is where a community calendar can be a real handy tool. Clicking on the desired event will open that event for further information, such as times, locations and other pertinent information.

CALENDARS

Click the Calendars link to open the community's calendars page. Select the calendar to view.

- Use to view available calendars.
- Select the calendar to view.
- Click 'Month-Day-List' buttons to see desired view.
- Use the <<, < and >, >> to move between years and months.
- Click an appointment to display that appointments detail.
- Map and Weather information is available for the event if a location is specified.
- Clicking the 'Email' button to send calendar.
- Click the 'Save' button to save the calendar or open it.
- Click the 'Print' button to print the calendar.
- Use the 'RSS' button to add this calendar to your RSS reader.

<u>If you are using Outlook</u>

- Use the 'Publish Online' feature to publish your own calendars.
- Set the location to:
- 'http://Your_Community_Url/CommunityData/Your_Community_Directory/AssocId?/Calendars/'.

- 'Your_Community_Url' is the URL you entered to access your community.
- 'Your_Community_Directory' is available from your community administrator.
- The ? in 'AssocId?' is the integer assigned to your community.
- These are available from your community's administrator on the 'Community Settings' page.
- Set any other features for your calendar. Including advanced features to handle automatic updates.
- It is also **required** that the name of your personal calendar contain your membership number in the community. This is available from your profile or community administrator.

Events

Community sponsored events.

Up coming community events are presented. Clicking on the desired event will open that event for further information, such as times, locations and other pertinent information.

Community Events

EVENTS

Click the Events link to open the community's events page. Select the desired event to get additional information about the event. Click the view image to open the event for viewing/printing in a new tab/window. To view help, click the help icon.

- If the event allows for RSVP's and you have NOT RSVP'd, the RSVP RSVP! icon will be available for you to RSVP.

- If you have already RSVP'd, the icon will be available to remove your RSVP reservation from the event.

From this page you can also download available viewers for Microsoft and Adobe Acrobat if needed.

To add an event to the Events page, contact the community's management or Board of Directors.

Events Calendar

EVENTS CALENDAR

Click the Events Calendar link to open the community's calendar. By default the current day's calendar is opened showing the scheduled events for the day. To view help, click the help icon.

The Handyman

When the need arises to find a reputable contractor or handyman.

When you are considering some repairs or remodeling to your home, wouldn't it be nice to be able to find a reliable contractor or merchant. Well this is just the place. Contractors and merchants listed here are entered by your friends and neighbors. They are rated for their performance, either good or bad, so you will know in advance if they are someone you would like to hire. Just follow the three steps to finding a good contractor or merchant.

Handyman

HANDYMAN

To access the Handyman listings of the community click the Handyman link. This will open the community's "Handyman" page. To view help in entering a new handyman or selecting a handyman click the help icon.

- Step 1: Select a category.
- Step 2: Select a handyman. This will open step 3 to display detailed information about the selected handyman.
- Step 3: If you are comfortable with the handyman contact them.

Do not forget to rate all handymen you have hired so that your friends and neighbors can benefit from your experience, either good or bad. In time the community will develop an extensive list of reputable contractors and merchants for all to use.

Links

Links to the outside world.

This area of the community's site is available for members to access local or long distance links to the rest of the internet world.

Community Links

LINKS

Click the Links link to open the community's links page that displays local and long distance links to other sites that may be of interest to the community's members.

Members may add links to the community by clicking "*Add a New Link*" and entering the URL to the site, a title to be used and a brief description of the site being added. Of course, the community retains the right to reject a link that is not consistent with the purpose of the community, is contrary to community standards, or is offensive in nature.

Directory

Who are your neighbors?

Member Directory

DIRECTORY

Click the Directory link to open the community's directory page that displays a list of those members that have indicated their willingness to have their name, phone number and email address made available.

Members may edit their profile by clicking "*Edit Your Profile*" from this page if they wish to change the information being displayed or wish to remove themselves from the directory. From the directory members will be able to send email directly to the other members listed.

Community Handbook

HANDBOOK

If there is a community handbook uploaded to the community's site than menu option for that will appear. This is a link to the handbook and will be displayed in a new tab or window.

My Account

Adding and updating your personal information

Keeping your profile information up to date is a vital activity for the success of your community's web site.

MY ACCOUNT

By moving the mouse over the "My Account" menu item you are presented with a sub-menu of activities specific to the users account. These include; "Account Activity", "Change Password", "Edit Profile", "Handbook", "Letter & Documents", "List Property", "Make Payment" and "Online Payment History".

Online Payment History

- *Are you keeping up to date about your financial activity?*

ONLINE PAYMENT HISTORY

The "*Online Payment History*" link presents your payment activity that has been made through the community web site, including onetime credit card and e-check transactions and Automatic Recurring Billing subscriptions (ARB/ACH). Displayed is the status, amount, transaction Id's, important dates and for ARB's the payment method and interval. For ARB/ACH transaction you have an ability to change or cancel the subscription. There is also a link to the payment page to make it easy to make a payment.

This feature is handled by Authorize.Net and is only available if the community has completed the required application process and activated the feature for the community.

Account Activity

- *Are you keeping up to date about your financial activity?*

ACCOUNT ACTIVITY

If community has been activated the accounting part of the system, then "*Account Activity*" link presents your account activity. This allows for your review of your activity through the community web site, including Payments (paid/received), Receivables (invoices/orders), and Payables (invoices/bills). Displayed is the status of any payments made or received, orders, and bills.

In the upper left hand corner there is icon. When clicked the Account Activity report is opened for viewing and/or printing.

Change Password

Need a new password.

PASSWORDS

Use the "*Change Password*" link to change your password.

Edit Profile

Keep your personal information up to date.

EDIT PROFILE

Use the "*Edit Profile*" link to view/modify your profile. From here you can change information like your name and address, email address, community membership, properties you own or rent.

Handbook

How to use the web site.

HANDBOOK

Use the "*Handbook*" link to view the community's handbook.

Letters & Documents

From time to time you may receive a letter from your community.

LETTERS & DOCUMENTS

The "*Letters & Documents*" link presents you with a listing of all letters or other documents that have been sent to you from your community. In a tree view on the left, there will be shown the categories, sub-categories and year of the letters sent. By clicking the "Year" folder a more detailed display of those letters is displayed. The actual letter can be shown by double-clicking on the file name or the icon in the detail table.

List Property

Do you want to sell your property?

PROPERTY LISTINGS

The "*List Property*" link presents a page for listing your properties for sale or rent. Enter the pertinent information and click the "*Submit*" button. This will then display an additional form to upload photos of your property.

Make Online Payment

Helping you to keep current with your community assessments.

MAKE A PAYMENT

The "*Make Online Payment*" link presents a page for making assessment payments to the community. This process is handled by a third party processor over a secure internet connection and is only available if the community has completed the required application process and activated the feature for the community. It should also be noted that at no time is any credit card information being stored on the community web site and the payment request is transmitted over a secure internet connection.

- **Authorize.Net**
  - Members have the capability to make single payments via credit card or Electronic Check, E-Check. Or to setup an Automatic Recurring Billing, ARB which is also known as ACH.
- **PayPal**
  - Members have the capability to make single payments via credit card or their PayPal accounts.

Chapter

5

The Community Newsletter

If your community has a newsletter

The community newsletter is a great way to keep the community informed of everything from upcoming events, meetings, or whatever there is an interest in.

Current Newsletter

CURRENT NEWSLETTER

To access the community's current newsletter click the 'Current Newsletter' link. This will open the community's current newsletter in a new window.

Newsletters

NEWSLETTERS

To access the community's other newsletters, click the 'Previous Newsletters' link. This will open the community's newsletter page to display the available archived newsletters.

Chapter

6

The Board

Have you read your communities documents? Do you know your board members? Do you want to read your communities meeting minutes and financial statements?

The community is established under a particular set of rules and regulations known as the community's documents that are filed with the local governing body to protect the rights and responsibilities of the community's members. The community usually has a Board of Directors, elected by the membership of the community that is responsible for overseeing the operations of the community. They usually hold regular meetings and take minutes, maintain financial statements.

Board

BOARD

To access the community's documents, Board of Directors and Financial statements click the Board menu item. This will open the community's board page. This page displays the current meeting schedule for the Board of Directors as well as the meeting dates for the current year. In addition there are links to the board membership, community minutes, financials and documents. There is also a link to management and a community map if available.

Agenda

AGENDA

By clicking the Agenda link the community's current meeting agenda may be viewed and/or printed. This agenda should be updated from meeting to meeting so as to present the most current agenda. Upon uploading new agendas, the previous agenda is overwritten.

Additional Board Menu Items

BOARD MENU ITEMS

Additional sub-menu items that are accessible from the main "*Board*" menu include:

- Under the "Documents" sub-menu access is provided to the community's Financial, Insurance, Legal, Minutes, Operational, Community, Policies, and Vendor documents. This allows for all the members of the community to stay fully informed as to the operations of the community.

- Under the "Board Activities" sub-menu access is provided to the Board Members, Meeting Dates, and View Meetings.

Board Activity

BOARD ACTIVITY

The Board Activity menu item presents a sub-menu of items specific to the Community's Board of Directors. There are the "Board Members", "Meeting dates", and "View Meetings". The specifics of each of these items are explained below.

Board Members

BOARD OF DIRECTORS

To access the members of the Board of Directors click the "*Board of Directors*" link or the "*Board Members*" menu option. This will provide a listing of the current members of the Board of Directors along with their position held, phone number if available and email address. You can directly email a board member by clicking their email address and creating an email as you normally would.

Meeting Dates

MEETINGS DATES

By clicking the "*Meeting Dates*" link a page containing the next scheduled board and annual meeting and all other scheduled meetings is presented.

View Meetings

VIEW MEETINGS

By clicking the "*View Meetings*" menu item you will be presented with a list of board meeting video's that are available for membership viewing. This allows those members that cannot make the scheduled board meeting to review the proceedings. This can be extremely useful for out of town owners.

Documents

DOCUMENTS

The Documents menu item presents a sub-menu of the various types of community documents. Below is a description of those types of documents. From these pages you can view and print the respective documents. Also you can download available viewers for Microsoft and Adobe Acrobat.

Community Documents

COMMUNITY DOCUMENTS

By clicking the Community Documents link the community's documents will be available for viewing and/or printing. This page presents the communities documents that pertain to the community operation. From this page you can also download available viewers for Microsoft and Adobe Acrobat.

Financials

FINANCIAL DOCUMENTS

By clicking the Financial Documents link a page containing links to the current year's financial statements is presented. It shows all the months of the year and those for which there is a copy of the financial statements will be active. From here you can view the Balance Sheet, Income Statement and Reserve Statement for the selected month that is active. Change the selected year to view previous year's financial statements. If available you can view the currently selected year's Budget report by clicking on the Budget link. From this page you can also download available viewers for Microsoft and Adobe Acrobat.

Insurance Documents

INSURANCE DOCUMENTS

By clicking the Insurance Documents link the community's insurance documents will be available for viewing and/or printing. From this page you can also download available viewers for Microsoft and Adobe Acrobat.

Legal Documents

LEGAL DOCUMENTS

By clicking the Legal Documents link, community legal documents will be available for viewing and/or printing. From this page you can also download available viewers for Microsoft and Adobe Acrobat.

Minutes

MINUTES

By clicking the "*Minutes*" link a page containing links to the current year's minutes is presented. It shows all the months of the year and those for which there is a copy of the minutes will be active. Change the selected year to view previous year's minutes. From this page you can also download available viewers for Microsoft and Adobe Acrobat.

Operational Documents

OPERATIONAL DOCUMENTS

By clicking the Operational Documents link, documents pertaining to the day to day operations of the community will be available for viewing and/or printing. From this page you can also download available viewers for Microsoft and Adobe Acrobat.

Policies Documents

POLICY DOCUMENTS

By clicking the Policies Documents link, community policy documents will be available for viewing and/or printing. From this page you can also download available viewers for Microsoft and Adobe Acrobat.

Vendor Documents

VENDOR DOCUMENTS

By clicking the Vendor Documents link, community documents pertaining to vendors will be available for viewing and/or printing. From this page you can also download available viewers for Microsoft and Adobe Acrobat.

Other Documents

OTHER DOCUMENTS

By clicking the Other Documents link, community documents pertaining to the community other than those above will be available for viewing and/or printing. From this page you can also download available viewers for Microsoft and Adobe Acrobat.

Estimates

ESTIMATES

By clicking the Estimates link, which is only available to Administrators, BOD Members, and Managers, estimates received by the community will be available for viewing and/or printing. From here old estimates can be deleted as necessary.

Chapter

7

The Community Forums

To discuss community issues with other members.

To communicate with other members of the community there are forums. All members have access the "*Resident Forum*" which is for posting general questions or news, and participate in community discussions. If you are identified as an Administrator you will also have access to the "*Administrator Forum*", if a Board member you will be given access to the "*Board of Directors Forum*".

Forums

FORUMS

There are three standard forums; *'Administrators/Managers'* (Administrators and Managers Only), *'Board of Directors'* (Board Members Only), *'Residents'*. If committees have been established, there will also be separate forums for those committees (Available to members of that committee only). Click the Forums link to communicate directly with other members of the community. This will open the forums page from which you can select the forum to enter. Once in a particular forum you may start a new thread or select an existing thread if there are any available.

Click the new thread NewThread link to create a new thread in the forum. This will open a page from which to post a new message. Enter a subject for this new thread and type the message in the area designated. Click the "*Submit*" button to add this new thread. You can control how this message is presented and processed by checking the desired features before submitting.

Clicking a desired thread presents the parent thread with all its children. You may reply to any of the messages by clicking the post reply post reply link to open the "*Post a Reply Message*" page. Enter a reply message and click the "*Submit*" button to add the reply. You can change the subject if you like and can control how this message is presented and processed by checking the desired features before submitting. If you are the author of a thread you may edit that message by clicking the edit link and making any changes you desire.

Chapter

8

The Community Search

To find community information.

To find community information just search for it.

Search

SEARCH

Click the Search link to find information that may be in the community's data directory. This will open the search page from which you can enter text to search for. Note that this can take some time to perform depending on the number of files being stored for the community.

Chapter

9

Administrators

Those who are tasked with keeping the site operating for the good of the community.

In addition to the capabilities of the normal user and the Board of Directors as noted above the Administrator is provided additional features under the "*Administration*" page within the "*Administrative Tools*" section. These include Association and Management configuration, User and Bulletin Board management, Adding Members and Properties, managing Local Links, Advertisements, Handyman Listings, Forums, the community's documents and much more.

Administrators Tools

ADMIN

Members of the community or other persons that have been appointed by the community to administrator the community's web site. These persons have access to the "*Board of Directors Tools*" and the "*Administrative Tools*" on the "*Administration*" page.

Administrators are responsible for maintaining the functionality of the site. They usually do not control the availability of the site on the internet. That job is designated to the Web Master.

Add New Management

Adding a new management company to the community's site.

Use to add new management companies to the Web Site.

ADD

Enter the appropriate information. Click the *'Submit'* button to save the new management company when done. Required information is indicated by '*'.

Announcement Management

Notifying members.

Use to manage/monitor the community's announcements. Click the icon to display the pages help and follow the directions for managing the community's documents.

ANNOUNCING

Click on the Announcements link to manage/monitor announcements.

By default, all community announcements are displayed for the previous twelve months. The criteria being used to retrieve data can be changed by setting the filter. Change the "Status", and/or "Date Ranges" to filter the data to you own needs.

The announcements list contains the date created, who created the announcement, and the sent status. Selecting the page selectors at the bottom of the announcement grid will page through the available announcements. Select an announcement from the list by clicking the edit icon to display that announcements detail information. You can delete the announcement by clicking the ✕ mark.

The announcement detail displays specific information about the selected announcement. Only announcements that have **NOT** been sent may be edited. The date when this announcement is to be sent can be changed by entering a new date in the "*Send On*" textbox. The sender of the announcement can be modified to reflect the email address of the sender. The recipients to whom the announcement will be sent can be modified by selecting either "*Requesting Members Only*" or "*All Members*". The "*Subject*" line shows the subject of the announcement. The announcement textbox area contains the actual announcement. The file name in the attachment textbox shows the desired file to attach. Click the "*Save Changes*" button when changes have been completed.

Background Screening

Who are they?

Use Background Screening to order background reports for the community.

BACKGROUND SCREENING

Click on the Background Screening link to order a background report.

This will open a login screen in another browser window or tab. Login with your username and password. Click the '*Order*' tab and enter the required information.

Community Calendars

Community calendars.

Keeping track of where and when is vital for a smooth running community. This is where a community calendar can be a real handy tool. Clicking on the desired event will open that event for further information, such as times, locations and other pertinent information.

CALENDARS

Click the Calendars link to open the community's calendars page. Select the calendar to view.

- Use to view available calendars.
- Select the calendar to view.
- Click 'Month-Day-List' buttons to see desired view.
- Use the <<, < and >, >> to move between years and months.
- Click an appointment to display that appointments detail.
- Map and Weather information is available for the event if a location is specified.
- Clicking the 'Email' button to send calendar.
- Click the 'Save' button to save the calendar or open it.
- Click the 'Print' button to print the calendar.
- Use the 'RSS' button to add this calendar to your RSS reader.

If you are using Outlook

- Use the 'Publish Online' feature to publish your own calendars.
- Set the location to:
- 'http://Your_Community_Url/CommunityData/AssocId?/Calendars/'.
- Your_Community_Url is the URL you entered to access your community.
- The ? in AssocId? is the integer assigned to your community.
- This is available from your community's administrator on the 'Community Settings' page.
- Set any other features for your calendar. Including advanced features to handle automatic updates.
- It is also **required** that the name of your personal calendar be the same as your member name in the community.

Committees

Committees.

Use to create committees within the community. These committees allow for committee members to communicate privately with other members of that committee. Click the icon to display the pages help and follow the directions for managing the community's committees.

Community Backup

Backup database.

Use to back-up the community's database and save a local copy of the communities data. Click the icon to display the pages help and follow the directions for managing the community's database.

BACKUP

Click on the Community Back-up link to back up the community database and optionally download a local copy. Select the desired backup to perform.

- Full Back-up: Does a full database back-up. Named:*?????*.bak.
- ~~Differential Back-up: Does a database backup of differences since last backup. Named:?????_Differential.bak~~
- Dated Back-up: Does a full database backup, naming the file with the current time and date. Named:*?????*_Dated_*timedate stamp*.bak
- Where *?????* is your database name.
- Check '*Save Local Copy*' to create and download a copy of the community's data. This should be saved to a secure location, USB, or CD/DVD for safe keeping.

Community Settings

The community's details.

The community usually consists of an association of some sort, such as a homeowners association, a condo association or even an apartment complex. This organization can be configured to present its web site in different ways. Click the Community Settings link to edit association settings, meetings, and other related items.

SETTINGS

These are the basic settings for the community, the name and address of the association. The short name is used throughout the site where the full name is not appropriate. Email processing, enabled by default, automatically sends letters via email as well as allowing for printing and snail mail. Additionally, a member must also authorize use of email.

The default accounting mode is "Accrual Based". If your community wants to use "Cash Basis" select that option. Note: Some states, like Florida, require "Accrual Based" accounting for Condominiums and HOA's.

Select the Base Currency for the community, by default USD is selected. This is use to determine what currency monies are displayed in.

HOME PAGE

The home page features provides for turning on/off parts of the home page. Administrators can configure which features are presented on the home page and preview them before making them public. These features are provided in groupings of two (2) columns and five (5) rows. Check the column and row for the feature desired and then preview those selections. These features can be customized as desired on a community by community basis.

WEATHER

Sites may display the National Weather link by checking the checkbox to enable this feature.

MENUS

Select the menus that the site should enable/display to its users.

- **Accounting**: Enables the accounting feature of the system. This also enables the *'Account Activity'* feature under the *'My Activity/My Account'* menu. Be sure to give someone the *'Accountant'* privilege to have access to this menu option under *'Administration'*.

- **Board**: Enables the *'Board'* menu option and its sub-menu items.

- **BOD Announcements**: Selecting this option enables Board of Director members to send announcements from the *'Board of Directors Tools'* menu option.

- **Calendars**: This enables the *'Calendars'* menu option for *'My Activities', Administrator Tools', 'Board of Directors Tools', 'Managers Tools', and 'Accounting Tools'*. Available calendars, if available, are displayed based on the member that is logged in.

- **Classifieds**: This enables the *'Classifieds'* menu option. Note: Initially, the *'Classified'* menu is <u>ONLY</u> affected by the settings for the first community in the list of available communities because at that point no one is logged in.

- **Directory**: Turns on the *'Directory'* under the *'My Activities'* menu.

- **Events**: Turns on the *'Events'* menu option under *'My Activities'*.

- **Forums**: Select this to enable the community *'Forums'* menu option. Once enabled, the available forums will be determined by the privileges of the logged in member.

- **Handyman**: Turns on the *'Handyman'* under the *'My Activities'* menu.

- **Links**: Turns on the *'Links'* menu option under the *'My Activities'* menu.

- **Letters & Documents**: Enable the *'Letters & Documents'* menu option under the *'My Activities/My Account'* menu.

- **Make Payments**: Turns on the *'Make Payments'* menu under the *'My Activities/My Account'* menu. This feature is handled by Authorize.Net and is only available if the community has completed the required application process and activated the feature for the community.

- **Management**: Enables the *'Management'* menu. This then sets up the sub-menus based on availability of certain documents.

- **Newsletter**: Turn on the *'Newsletter'* menu option.

- **Scheduler/Calendar**: Enables *'Scheduling and Calendar'*. This allows for scheduling facilities for events by reserving the space for the desired date and time.

- **Search**: Select this to enable search capabilities for the community.

- **Payment History**: This will turn on the *'Online Payment History'* menu option under the *'My Activities/My Account'* menu. This feature is handled by Authorize.Net and is only available if the community has completed the required application process and activated the feature for the community.

- **Proxy Voting**: Enables managers to create proxies to allow members to vote online.

- **Vendor Interface**: Turns on the *'Vendor'* menu option for those members that have vendor privileges. This allows vendors to submit invoices online through the community site.

- **Special**: Enables *'Special Users'*. This allows for adding *'Special Users'*, usually Realtors and Lawyers, which have limited access to the system

BOARD

Enter the maximum number of board members for this association.

TRACKING

Tracking is a feature that can be used to follow what users are doing on the community site. Tracking settings are used to set the overall tracking capabilities of the community site. As the administrator you can turn tracking on or off for all members and you can delete all the current tracking history. It should also be noted that tracking can also be turned on or off on individual member accounts. This can be handy if it becomes necessary to trouble shoot specific error that may be arising with individual users.

SITE BACKGROUND

An overall site background image or color can be defined in this section. If an image is defined than it will be displayed as the overall background for the community. This file must be a JPG, GIF or PNG type file. High resolution files are desirable here so they will cover the entire background where possible. This image is **NOT** repeated so the larger the image is, within reason, the better it will appear.

If no image is defined than a default color will be used unless a new background color is selected. With a little trial and error a nice combination can be selected. Delete the overall background image file to **NOT** display an overall background header image.

MAIN DETAIL BACKGROUND

The main detail background and or color may be specified in this section. This is the background to be displayed to the right of the login screen and for the main home page. If an image or color is not specified than a default color will be used. Additionally by setting the color to 'Transparent' the settings for the overall background will be seen.

Delete the main detail image file to **NOT** display a detail image.

Again a little trial and error will result in combination that is best for the community.

LOGO

The community logo can be uploaded here. This image will be used on letters and statements. This file must be a JPG, GIF or PNG type file, avoid large files Delete the logo image file to **NOT** display a logo on letters and statements.

MAP

This section is to designate an image to be displayed as a map of the community. Use the browse button to select the image file to be used for the communities map. **Note: This file must be a JPG, GIF or PNG.**

MANAGEMENT

This section is to configure which management company or organization will be used by the community and how members are to be added to the community. Select the desired management company from the dropdown list. Click the manner in which the community will add members, by management or by membership. Selecting *'Management'* requires management to enter limited membership profile information with a default password for the new member. This password will be "password" and is case sensitive. Selecting *'Membership'* allows new members to enter their own initial profile when activating their membership. This enables the "*Activate It's Free*" link on the login page.

MEETINGS

Configure the communities meeting schedule by entering the required information and meeting place. This is used on the "Board" page to display the communities meeting schedule for the current year and when the next meeting is scheduled for.

PAYMENT PROCESSING

If the community provides online payments, then configure the community's payment processor information. This information is provided by the payment processing company that will be handling the community's online payments. Currently "Authorize.Net" and "PayPal" are the services that are supported. Contact Authorize.Net or PayPal for further information. This feature is handled by Authorize.Net or PayPal and is only available if the community has completed the required application process and activated the feature for the community. See the online help by clicking the icon for full instructions on setting up this feature.

When complete click the "*Submit*" button to save your changes and configure the community.

Error Management

When there is an error.

Use to manage errors that are captured during the operation of the community web site. Click the icon to display the pages help and follow the directions for managing the community's errors.

ERRORS

Find an error in the list by moving up and down through the list. Change pages by selecting the page selectors at the bottom of the user grid.

Select an error from the list by clicking icon to view the error detail. To permanently delete a document, click on the × icon. **Use extreme caution in using this functionality, as it can NOT be undone.**

Feature Management

Home Page Features.

Use to manage the features that are available for placing on the home page. These are the informational and directional information displayed on the home page.

HOMEPAGE FEATURES

Find a feature in the list by moving up and down through the list. Select the features from the list. Use the control and shift keys to select multiple features. Click the "Delete Home Page Feature" to delete the feature. If you delete a feature currently in use, it will be removed from the home page. **Use extreme caution in using this functionality, as it can NOT be undone.**

Facility Management

Where.

Use to manage and monitor the community's facilities. Click the icon to display the pages help and follow the directions for managing the community's facilities.

MANAGE FACILITIES

Manage all the community's facilities from here. Use to entry what facilities are available in the community. These will be the facilities that can be reserved using Scheduler/Calendar.

To permanently delete a facility, click on the ✕ icon.

Forums Management

Monitoring those who have things to say.

Use to manage and monitor the community's forums. Click the icon to display the pages help and follow the directions for managing the community's forums.

MANAGE FORUMS

Manage all the community's forums from here. To begin, select the forum to manage from the list to display all the active messages for that forum.

Find a message in the list by moving up and down through the list. Change pages by selecting the page selectors at the bottom of the grid.

View the message by clicking the read image icon.

To permanently delete a message, click on the ✕ icon. This will also delete any child messages associated with the message being removed. **Use extreme caution in using this functionality, as it can NOT be undone.**

Letter/Lease/Estopel Management

Letter/Lease/Estopel Definitions.

Use to manage community letter, lease and estopel definitions. Click the icon to display the pages help and follow the directions for creating Letter/Lease/Estopel definitions.

DEFINITION

Letter/Lease/Estopel definitions are presented in a grid showing all currently created letter definitions. Shown is the "Category", "Sub-Category", "Reference", "Reference Text", "Body text", "Comment Text" and "Template". By default all Categories and Sub-Categories are displayed. From here you can change the retrieved letter definitions by selecting the desired Category and/or Sub-Category. Additionally letter definition can be deleted, edited, previewed and printed, and created. To move from definition page to definition page, select the desired page at the bottom of the grid. **Note: There <u>MUST</u> be at least one defined category in order for managers to create template based letters or upload letters previously created by other means.**

DELETE DEFINITION

Clicking the ✕ icon will delete that letter definition. **Use extreme caution in using this functionality, as it can NOT be undone. Deleting a definition does NOT delete the letter folders or files already on the system.**

EDIT DEFINITION

Click on the icon to edit a letter definition. This will open another window where you can edit the selected letter definition, where changing the Category, Sub-Category and other details will change the selected Letter Template. Click the "*Submit*" button to save the changes.

CREATE NEW DEFINITION

Click on the + icon to create a new letter. This will open another window where you create a new letter definition. Select the desired Category, Sub-Category and Letter Template for this letter. New Categories and Sub-Categories can be created by checking the appropriate checkbox and entering the new Category or Sub-Category name up to 25 characters. The Letter Templates have been pre-defined in PDF formats. Select the desired Letter Template appropriate for this letter definition.

There are four sections available in which text can be inserted into the letter definition;

- **<u>Reference Section</u>**: Provides a place for a reference which is used at the top of the letter. This has a maximum length of 100 characters.

- **<u>Reference Text Section:</u>** Usually used to provide additional text concerning the Reference. This text will be indented and *italic* when a letter is created.

- **<u>Letter Body Text Section:</u>** This is the letters body text. It can contain multiple paragraphs and other configurations as created in this section.

- **<u>Comments Text Section:</u>** This is an additional section of the letter. It can contain multiple paragraphs and other configurations as created in this section and will be located after the Body Text Section when the letter is created.

- Note: Lease/Estopel/Intent to Lien/Intent to Foreclose/Release of Lien type letters will place the Reference section before the actual information contained in these type letters. While the Reference Text, Letter Body Text, and Comments Text sections are placed after the actual information.

When completed, click the "*Submit*" button to save the changes.

PREVIEW & PRINTING DEFINITION

To preview and/or print the selected letter definition, click the icon. This will open the selected letter in another browser window for viewing and/or printing from your browser. This is NOT available for Lease/Estopel/Intent to Lien/Intent to Foreclose/Release of Lien type definitions because there is additional interview information required for leases. To preview go to the Managers Tools and select Letters/Leases/Estopel and create a test letter to preview.

Except for Estopel and Leases, letters will fit double window envelopes provided by Harland Clarke. We have tested CE17S envelopes. Call 1-800-503-2345 to place orders.

Link Management

Local Links.

Use to manage local links to the Web Site. Click the icon to display the pages help and follow the directions for managing links.

LINKS

Find a link in the list by moving up and down through the list. Change pages by selecting the page selectors at the bottom of the user grid. Selecting a link from the lists will open the site in a new browser window for review.

To permanently delete a link, click on the × icon. **Use extreme caution in using this functionality, as it can NOT be undone.**

Management Settings

Who is managing the community?

The community is usually managed by a property management company which assists the community in handling its day to day affairs. Click the Management Settings link to open the management settings page where you can edit/view management company information.

SETTINGS

Use the management settings page to view/modify management information. The managers name and email address are used when contacting the management company using the management feedback page.

The map and driving URL's are used on the management feedback page to provide directions to the management company. This can be the MapQuest.com URL that relates to the management companies address.

Use the browse button to select the image file to be used for the management company links. **Note: This file must be a JPG, GIF or PNG type file 120px wide by 46px high.**

Click the "*Submit Changes*" button to save your changes.

Photo Gallery

The Communities Photo Gallery is used to inform community members of happenings around their community visually.

Use to upload and manage the communities Photo Gallery.

- Here are all the albums & photos in the Photo Gallery.
- There is a limit of 10 albums, each of which can hold 10 photos. Giving a total of 100 photos that can be uploaded into the Photo Gallery.
- Use the + and − to open or close the tree in the left column.
    - Selecting an album will automatically populate the 'Album' field in the 'Upload Photos to the Gallery' frame.
    - Selecting the 'Photo Gallery' will clear the 'Album' field.
- Click any photo to open it for viewing.
- Album and photo removal:
    - To remove an album and all the photos in that album, check the albums checkbox and click the 'Remove Photos' button to permanently remove the checked album.
    - To remove photos, check the photos checkbox and then click the 'Remove Photos' button to permanently remove the checked photos.
- **Use extreme caution in removing albums and/or photos, as this CANNOT be undone.**

Upload **Photos:**

- In the 'Upload Photos to the Gallery' frame:
    - Enter the name of the album to upload photo to. If the album doesn't already exist, a new album will be created.
    - Keep in mind the album limit of 10 albums.
    - Also there is a limit of 50 characters to the album name, we suggest that you keep it short!

- Enter or select the photos to upload. Click the 'browse' button to find the photos to upload. You can upload multiple photos at one time by selecting multiple photos.
- Keep in mind the photo limit of 10 photos per album.
- Only jpg, jpeg, png, gif, bmp files may be uploaded.

- Finally click the 'Upload Photos' button to upload the photos.

Rent Control Definitions

Some communities can be rent controlled.

Use to define rent controls that may be used in the community. Click the icon to display the pages help and follow the directions for defining rent controls.

RENT CONTROL

Click on the Rent Controls Definitions link to create or edit rent control definitions.

- Click the delete button to delete the selected Rent Control. **Caution: this CANNOT be undone.**
- Click the edit button to edit the selected Rent Control.
- Click the plus + button to add new Rent Controls.
- **Adding a Rent Control:**
- Enter a name, description for the new Rent Control.
- Select the term interval; *'None', 'Day(s)', 'Week(s)', 'Month(s)', 'Year(s)'* for the Rent Control. This represents the interval that applies to this Rent Control.
- Enter the term length, 0-52. This is the number of intervals to apply. Ex: if the term interval is *'Month'* and the term length is 3 then this formula applies every three (3) months.
- Enter a multiplier to use with this Rent Control. Ex: 0.25, 1.25, 2.56, 2.5678 etc. NOTE: The decimal precision is to 4 places and will be rounded up or down if additional places are specified.
- Click the *'Submit Button'* to add the Rent Control.
- Apply the same criteria as above for adding a Rent Control.

Scheduler Types

The type of event for which a reservation is made.

Use to define scheduler types that may be used in the community. Click the icon to display the pages help and follow the directions for defining scheduler types.

SCHEDULER TYPES

Create scheduler types. Click the delete button to delete the selected Scheduler Type. **Caution: this <u>CANNOT</u> be undone.**

Send Announcement

Notifying members.

Sending the community an announcement is a quick and easy process for administrators. This can be used by administrators and management to get urgent information to the community's membership.

ANNOUNCING

Click on the Announcements link to create an announcement. The recipients to whom the announcement will be sent are determined by selecting either "*Requesting Members Only*" or "*All Members*". Announcements can be sent from either "*Member Services*" or the person actually creating the announcement. Enter the announcement subject on the "Subject" line then type your announcement in the announcement textbox area. An attachment can also be added to the announcement by entering the file name in the attachment textbox or clicking the "*Browser*" button to select the desired file to attach. Click the "*Submit*" button to send the announcement when ready. When complete, a message to that effect will be displayed.

Schedule/Start Live Broadcast

Live broadcasts allow members to attend meetings from anywhere.

Scheduling live broadcasts is like any other community announcement is a quick and easy process. If live broadcasting has been enabled the "Schedule/Start Live Broadcast" menu option will be available.

LIVE BROADCASTS

Click on the "Schedule/Start Live Broadcast" link to create an announcement for a scheduled live broadcast. The recipients to whom the announcement will be sent are determined by selecting either "*Requesting Members Only*" or "*All Members*". Announcements can be sent from either "*Member Services*" or the person actually creating the announcement. Enter the broadcast date and time in the appropriate locations. Click the "*Notify Member of Live Broadcast*" button to send the announcement when ready.

Also from this same menu option you can start a live broadcast. Click the "Start Live Broadcast" link which will open the broadcast in a new browser tab or window. In this tab or window, login using the provided broadcast channel username and password. Then select the desired broadcast channel name and start the broadcast. This will open the broadcast screen where you may be asked to allow access to your camera and microphone. Select "Allow", and then click the "Start Broadcast" button to actually start the broadcast. From this broadcast screen you can control other features of live broadcasting.

Violation Definitions

Setup Violations Definitions.

Use to define violations. Click the icon to display the pages help and follow the directions for defining violation definitions.

VIOLATION DEFINITIONS

Click on the Violations link to create or edit rent control definitions.

- Click the delete button to delete the selected Violation. **Caution: this CANNOT be undone. NOTE: If the violation is being used, it will NOT be deleted, but will be de-activated.**
- Click the edit button to edit the selected Violation.
- Click the plus button to add new Violation.
- Enter a description for the new Violation, up to 25 characters.
- Enter a Covenant Reference, up to 50 characters. Not required.
- Enter any additional notes. Not required.
- Enter the number of day to correct. NOTE: This would be the default number of days allowed to correct the violation.
- Select a violation letter to associate with this violation. NOTE: The violations letter should already have been created under a "Violations" category, using Administrator Tools > Letters/Leases/Estoppels". Be sure to the category is exactly 'Violations'.
- Click the *'Submit Button'* to add the Violation

Import data from Excel or CVS

Administrators will find it helpful to be able to import existing Excel/CSV data directly into the community.

Import Excel/CSV workbook data into the system and avoid importing duplicates. This will make the administrators life a bit easier.

IMPORT TYPE

To import, select the appropriate type from the list either "Members", "Properties" or "Authorize.Net Transactions". *Special Note: We have seen some CSV (comma separated values) files that don't import properly. It is recommended to convert these to Excel Workbook formatted as shown below and then import the Excel file.*

MEMBERS

To import members there must be a worksheet named "Members" in the Excel workbook. This is very specific and is also case sensitive. It must be "Members", not "members" or "Member". Everyone gets the default password ("password") which is case sensitive. Members that where NOT added will be indicated at the end of the import process.

The worksheet must have the following 17 named columns (column names are case sensitive):

- **Email:** This must be a valid email address. (If blank, "default???@localhost.com" will be used, where ??? will be an incremented number)
- **Lastname:** The member's last name. (can be blank)
- **Firstname:** The member's first name. (can be blank)
- **MI:** The member's middle initial. (can be blank)
- **Addr1:** The member's first address line. (can be blank)
- **Addr2:** The member's second address line. (can be blank)
- **City:** The member's city. (can be blank)
- **State:** The member's state. (can be blank) (see State Codes below).
- **PostalCode:** The member's postal code or zip code. (can be blank)
- **Country:** The member's country. (can be blank) (see Country Codes below).
- **Phone:** The member's phone. (can be blank)

- **<u>CellPhone:</u>** The member's cell phone. (can be blank)

- **<u>MemberType:</u>** The member's type. (can be blank, defaults to "Owner")

- **<u>Notify:</u>** Notify member of announcements. (can be blank, defaults to "False" else must be 0 for "No" or 1 for "Yes")

- **<u>Directory:</u>** Include member in directory. (can be blank, defaults to "False" else must be 0 for "No" or 1 for "Yes")

- **<u>EmailAuth:</u>** Member has authorized email communications. (can be blank, defaults to "False" else must be 0 for "No" or 1 for "Yes")

- **<u>DOB:</u>** Members date of birth (can be blank, defaults to 01/01/0001)

PROPERTIES

To import properties there must be a worksheet named "Properties" in the Excel workbook. This is very specific and is also case sensitive. It must be "Properties", not "property" or "properties". Properties that where <u>NOT</u> added will be indicated at the end of the import process.

The worksheet must have the following 21 named columns (column names are case sensitive):

- **PropType:** The property type; Condo=0, Single Family House=1, Apartment=2.

- **RentControled:** 0=None.

- **<u>Building:</u>** This is the building number if applicable. (can be blank)

- **<u>Addr1:</u>** The properties address. (cannot be blank)

- **<u>Addr2</u>:** The properties second address line (can be blank)

- **<u>City</u>:** City where property is located (can be blank)

- **<u>State</u>:** State or Province where property is located. (see State Codes below).

- **<u>PostalCode</u>:** can be blank

- **<u>Country</u>:** Country where property is located can be blank (Defaults to "USA"). Otherwise must comply with US Postal country codes (see Country Codes below).

- **<u>CouponAmt1</u>**: must be between 0.00 and 999999.99

- **<u>CouponAmt2</u>**: must be between 0.00 and 999999.99

- **<u>CouponAmt3</u>**: must be between 0.00 and 999999.99

- **CouponAmt4**: must be between 0.00 and 999999.99
- **CouponAmt5**: must be between 0.00 and 999999.99
- **CouponAmt6**: must be between 0.00 and 999999.99
- **CouponAmt7**: must be between 0.00 and 999999.99
- **CouponAmt8**: must be between 0.00 and 999999.99
- **CouponAmt9**: must be between 0.00 and 999999.99
- **CouponAmt10**: must be between 0.00 and 999999.99
- **CouponAmt11:** must be between 0.00 and 999999.99
- **CouponAmt12**: must be between 0.00 and 999999.99

VALID STATE CODES

State Name	Code
Alberta	AB
Aguascalientes	AGU
Alaska	AK
Alabama	AL
Arkansas	AR
American Somoa	AS
Arizona	AZ
British Columbia	BC
Baja California	BCN
Baha California Sur	BCS
California	CA
Campeche	CAM
Chihuahua	CHH
Chiapas	CHP
Mexico City	CMX
Colorado	CO
Coahuila	COA
Colima	COL
Connecticut	CT
District of Columbia	DC
Delaware	DE

Durango	DUR
Florida	FL
Federated States of Micro	FS
Georgia	GA
Guerrero	GRO
Guam	GU
Guanajuato	GUA
Hawaii	HI
Hidalgo	HID
Iowa	IA
Idaho	ID
Illinois	IL
Indiana	IN
Jalisco	JAL
Kansas	KS
Kentucky	KY
Louisiana	LA
Massachusetts	MA
Manitoba	MB
Maryland	MD
Maine	ME
México	MEX
Marshall Islands	MH
Michigan	MI
Michoacán	MIC
Minnesota	MN
Missouri	MO
Morelos	MOR
Northern Mariana Islands	MP
Mississippi	MS
Montana	MT
Nayarit	NAY
New Brunswick	NB
North Carolina	NC
North Dakota	ND
Nebraska	NE
Newfoundland	NF

New Hampshire	NH
New Jersey	NJ
Nuevo León	NLE
New Mexico	NM
Nova Scotia	NS
Northwest Territory	NT
Nevada	NV
New York	NY
Oaxaca	OAX
Ohio	OH
Oklahoma	OK
Ontario	ON
Oregon	OR
Pennsylvania	PA
Prince Edward	PE
Puerto Rico	PR
Puebla	PUE
Palau	PW
Quebec	QC
Querétaro	QUE
Rhode Island	RI
Quintana Roo	ROO
South Carolina	SC
South Dakota	SD
Sinaloa	SIN
Saskatchewan	SK
San Luis Potosí	SLP
Sonora	SON
Tabasco	TAB
Tamaulipas	TAM
Tlaxcala	TLA
Tennessee	TN
Texas	TX
Utah	UT
Virginia	VA
Veracruz	VER
Virgin Islands	VI

Vermont	VT
Washington	WA
Wisconsin	WI
West Virginia	WV
Wyoming	WY
Yukon Territory	YT
Yucatán	YUC
Zacatecas	ZAC
<None>	ZZ

VALID COUNTRY CODES

Country Name	**Code**
Albania	TIA
Algeria	ALG
Angola	LAD
Argentina	BUE
Aruba	CUR
Australia	SYD
Austria	VIE
Bahrain	BAH
Bangladesh	DAC
Belgium	BRU
Belize	BZE
Benin	COO
Bolivia	LPB
Brazil	RIO
Bulgaria	SOF
Burkina Faso	OUA
Burundi	BJM
Cameroon	DLA
Canada	CAN
Central African Republic	BGF
Chile	SCL
China	SHA
Colombia	BOG
Congo	BZV

Costa Rica	SJO
Cote d'Ivoire	ABJ
Cuba	HAV
Czechoslovakia	PRG
Denmark	CPH
Dominican Republic	SDQ
Ecuador	GYE
Egypt	CAI
El Salvador	SAL
Ethiopia	ADD
Fiji	SUV
Finland	HEL
France	PAR
French Guiana	CAY
Gabon	LBV
Germany (East)	SXF
Germany (West)	FRA
Ghana	ACC
Great Britain	LON
Greece	ATH
Guatemala	GUA
Guyana	GEO
Haiti	PAP
Honduras	TGU
Hong Kong	HKG
Hungary	BUD
Iceland	REK
India	DEL
Indonesia	JKT
Iran	THR
Iraq	BGW
Ireland	DUB
Israel	TLV
Italy	ROM
Jamaica	KIN
Japan	TYO
Jordan	AMM
Kenya	NBO

Korea	SEL
Kuwait	KWI
Lebanon	BEY
Liberia	ROB
Libya	TIP
Luxembourg	LUX
Madagascar	TNR
Malaysia	KUL
Mali	BKO
Mauritania	NKC
Mauritius	MRU
Mexico	MEX
Morocco	CAS
Mozambique	MPM
Netherlands	AMS
New Zealand	AKL
Nicaragua	MGA
Niger	NIM
Nigeria	LOS
Norway	OSL
Oman	MCT
Pakistan	KHI
Panama	PTY
Papua New Guinea	POM
Paraguay	ASU
Peru	LIM
Philippines	MNL
Poland	WAW
Portugal	LIS
Qatar	DOH
Reunion	RUN
Romania	BUH
Rwanda	KGL
Saudi Arabia	DHA
Senegal	DKA
Sierra Leone	FNA
Singapore	SIN
Somalia	HGA

South Africa	JNB
Spain	MAD
Sri Lanka	CMB
Sudan	KRT
Suriname	PBM
Sweden	STO
Switzerland	BSL
Syria	DAM
Taiwan	TPE
Tanzania	DAR
Thailand	BKK
Tobago	POS
Togo	LFW
Tunisia	TUN
Turkey	IST
Uganda	KLA
United Arab Emirates	DXB
United States	USA
Uruguay	MVD
USSR	MOW
Venezuela	CCS
Yemen	SAH
Yugoslavia	BEG
Zimbabwe	HRE
<None>	ZZZ

AUTHORIZE NET TRANSACTIONS

To import transactions there must be a worksheet named "Transactions" in the CSV file. This is very specific and is also case sensitive. It must be "Transactions", not "transactions". If necessary, this can be changed using Microsoft Excel. How transactions where processed will be indicated at the end of the import process.

The worksheet must have the following 12 named columns (column names are case sensitive):

- **SubscriptionId:** The subscription Id.
- **SubscriptionStatus:** The subscription status.
- **Payment #:** The payment number.

- **TotalRecurrences**: 9999 = On going
- **TransactionId:** The transaction Id.
- **Amount:** The amount of this transaction.
- **Currency:** The currency this transaction is conducted in.
- **Method**: Credit Card, E Check
- **CustFirstName:** Customers first name.
- **CustLastName:** Customers last name.
- **RespCode**: The response code.
- **RespText**: The response text.

CHART OF ACCOUNTS

To import chart of accounts there must be a worksheet named "ChartOfAccts" in the Excel workbook. This is very specific and is also case sensitive. It must be "ChartOfAccts", not "chartofaccts" or "chartOfAccounts". Accounts that where NOT added will be indicated at the end of the import process.

The worksheet must have the following 5 named columns (column names are case sensitive):

- **AcctId:** The account Id. (can **NOT** be blank)
- **AcctType:** This is the account type (use the following numbers to represent the type of account); 1=Cash, 2=Bank Account, 3=Accounts Receivable, 4=Assets, 5=Fixed Assets, 6=Other Assets, 7=Accounts Payable, 8=Equity, 9=Liability, 10=Long Term Liability, 11=Credit Card,12= Loan, 13=Income, 14=Other Income, 15=Expenses, 16=Other Expenses, 17=Cost of Goods, 18=Reserves. (can **NOT** be blank)
- **AcctName:** This is the name of the account. (can **NOT** be blank)
- **SubCategory:** This is the account that this account is a sub-category of. (can be blank)
- **Description:** Description of this account. (can be blank)

UPLOAD DATA

Before importing the data into the system, you must first upload the Excel spreadsheet.

- Click "Upload Excel Workbook" to select the spreadsheet to upload.

- Click the "Browse" button to find the file to upload.
- Click the "Upload File" button to perform the actual upload.

VIEW DATA

You can view the data prior to importing using the "View Excel" feature to verify its format and integrity.

- Click the "View Excel Data" button to view the data in the uploaded file.
- This is presented in a grid for verification that this is indeed the data you want to import and that is in the proper format.
- If the format does not conform to the above layout, edit the worksheet to match the above layouts.

IMPORT DATA

After you are satisfied with the data format and the Excel file layout, the actual importing is done here

- Click the "Import Excel Data" button to actually import the Excel data into the system.
- Duplicate data is skipped so as to not have multiple records.
- Data that was not imported is displayed.
- All newly imported members will be given a default password of "password". It should be noted that this is all lowercase and that passwords are case sensitive.

Export data to Excel

Administrators will find it helpful to be able to export existing data directly into Excel.

Export data to an Excel. This will make the administrators life a bit easier.

MEMBERS

To export members to an Excel worksheet named "Members".

The worksheet will have the following 13 named columns (column names are case sensitive):

- **Email:**
- **Lastname:** The member's last name. (can be blank)

- **Firstname:** The member's first name. (can be blank)
- **MI:** The member's middle initial. (can be blank)
- **Addr1:** The member's first address line. (can be blank)
- **Addr2:** The member's second address line. (can be blank)
- **City:** The member's city. (can be blank)
- **State:** The member's state. (can be blank)
- **PostalCode:** The member's postal code or zip code. (can be blank)
- **Country:** The member's country. (can be blank)
- **Phone:** The member's phone. (can be blank)
- **CellPhone:** The member's cell phone. (can be blank)
- **MemberType:** The member's type. (can be blank)
- **Notify:** Notify member of announcements. (can be blank, defaults to "False" else must be 0 for "No" or 1 for "Yes")
- **Directory:** Include member in directory. (can be blank, defaults to "False" else must be 0 for "No" or 1 for "Yes")
- **EmailAuth:** Member has authorized email communications. (can be blank, defaults to "False" else must be 0 for "No" or 1 for "Yes")
- **DOB:** Members date of birth (can be blank, defaults to 01/01/0001)

PROPERTIES

To export properties to an Excel worksheet named "Properties".

The worksheet will have the following 9 named columns (column names are case sensitive):

- **PropType:** The property type; Condo=0, Single Family House=1, Apartment=2.
- **RentControled:** 0=None.
- **Building:** This is the building number if applicable. (can be blank)
- **Addr1:** The properties address. (cannot be blank)

- **Addr2:** The properties second address line (can be blank)
- **City:** City where property is located (can be blank)
- **State:** State or Province where property is located.
- **PostalCode:** can be blank
- **Country:** Country where property is located.

CHART OF ACCOUNTS

To export chart of accounts to an Excel worksheet named "ChartOfAccts".

The worksheet will have the following 5 named columns (column names are case sensitive):

- **AcctId:** The account Id. (can **NOT** be blank)
- **AcctType:** This is the account type (the following numbers to represent the type of account); 1=Cash, 2=Bank Account, 3=Accounts Receivable, 4=Assets, 5=Fixed Assets, 6=Other Assets, 7=Accounts Payable, 8=Equity, 9=Liability, 10=Long Term Liability, 11=Credit Card,12= Loan, 13=Income, 14=Other Income, 15=Expenses, 16=Other Expenses, 17=Cost of Goods, 18=Reserves. (can **NOT** be blank)
- **AcctName:** This is the name of the account. (can **NOT** be blank)
- **SubCategory:** This is the account that this account is a sub-category of. (can be blank)
- **Description:** Description of this account. (can be blank)

EXPORT TYPE

To export, select the appropriate type from the list either "Members", "Properties" or "Chart of Accounts".

VIEW DATA LAYOUT

Preview data before exporting the data. Click the "View Data Layout" button to preview the data prior to export.

EXPORT DATA

Performs the actual data export. Click the "Export Excel Data" button to actually export the data into Excel.

SAVE IN EXCEL 2010 FORMAT

Determine the format of the export by selecting: CSV, XLSX, or XLS. By default CSV is select as it is the most universal format that can be read by many programs, including Microsoft Excel.

Citations

The Community handles Violations and Citations.

Use to create Citations for the community and issue Violation letters.

- These are the Citations issued by the community.
- Citations are presented in property address order and then violation ID and finally in descending Date Opened order for the current Community.
- By default ALL Citations are shown. This can be changed by selecting the status you want displayed, Open, Closed or Both.
- Click the icon to add new Citations.
  - Select the desired property for the new citation.
  - The Date Opened is set to the current date and can be changed.
  - Select the violation. This will change the 'Days to Correct' to that of the selected violation.
  - Select the Covenant Inspector reporting the violation.
  - The Due Date is set by adding the number of 'Days to Correct' to the Date Opened. This can be changed to override.
  - Use 'Notes' to enter any additional information that may be pertinent.
- Click the icon to edit the Citation.
  - NOTE: If the citations violation has been de-activated it can no longer be edited and the icon is disabled.
  - The citation Id is displayed.
  - The Date Closed is displayed.
  - All other information can be changed as needed.
- Click the icon to close the citation as of this date.
- Use the icon to create the violation letter.
- Click the in the upper left corner to run Citation reports.

Year End Processing

Administrators can do year end processing to complete the community requirements at year end.

Perform year-end processing to back up all the communities data and preserve it for future use if needed. This one stop will make the administrators life easier by creating a zip file of all important community data.

START YEAR END PROCESS

This one step will be the biggest time saver for any property management team. Just click the *'Start Year End Processing'* button and the system goes to work for you.

- First it creates a dated backup of the Community database and stores it in the community data directories *'Backup'* folder.

- Next, the Community data directories are archived creating a *'Zip File'* named with the current date of the current community data. This includes all ads, attachments, community documents, events, financials, images, imports, insurance documents, legal documents, letters, minutes, newsletters, operational documents, policy documents, proxy documents, home page features, vendor, and video information as well as the previously created dated backup of the database.

- Deletes Calls and Reservations older than 2 years.
- Deletes completed Work Orders older than 3 years.
- Deletes community data over 7 years old in accordance with IRS practices. This includes all events, financials, insurance documents, letters, minutes, newsletters, proxy, vendor specific documents, and video information.

- This will also delete all accounting transactions over 7 years old and any products that have been de-activated more than 7 years ago.

- Finally this *'Year End Processing'* updates the community database to reflect the old community data files that were deleted.

It is recommended that the created *'Zip'* archive be saved to a safe place or to a CD/DVD for safe keeping.

Reports

Community administrative reports.

Get all the information available from the community lists. This list may be viewed and/or printed.

MAILING LABELS

View/print mailing labels for the community. Select Owners, Tenants, Vendors, or any combination of those. Labels can only be printed for active members. We have tested using Avery 8660 labels but the following Avery 1" x 2 5/8", 30 per sheet - address labels should also be compatible: 15160, 15510, 15660, 16460, 18160, 18260, 18660, 28660, 32660, 38260, 45160, 48160, 48260, 48360, 48460, 48860, 48960, 5160, 5260, 55160, 5520, 55260, 55360, 5620, 5630, 5660, 5810, 58160, 58260, 58660, 5960, 6240, 6241, 6970, 75160, 8160, 8250, 8460, 85560, 8620, 8660, 8810, 88560, 8860, 8920.

MEMBERS LIST

View/print the community's list of members. Select All, Owners, Tenants, and Vendors. Labels can be printed for active or in-active members.

PRICE LIST

View/print the community's price list of products and services. Select the period desired. Only active items will be printed.

PROPERTIES LIST

View/print the community's list of properties. Select All, Condominiums, Single Family House or Apartment.

VENDOR 1099 LIST

View/print the community's list of vendors that are 1099 eligible. Select *"Active Vendors Only or All Vendors"*. Select the "*Current Year*", "*Last Year*" or "2 Years Back" for the period to get vendors from.

LETTERS REPORT

View/print the community's letters report. Select Summary or Detailed. Select the letter categories to include in a detailed report. Set the report time frame, *"Year-to-Date"*, or *"This Quarter"*, or *"This Month"* or specify a specific date range. By default the *"Summary"* report is selected and all letter categories are included.

SIGN-IN SHEET

View/print a sign-in sheet for community events.

Chapter

10

Directors

Those volunteers who are tasked with overseeing the operation of the community.

In addition to the capabilities of the normal user as noted above the Board of Directors are provided additional features under the "*Administration*" page within the "*Board of Directors Tools*" section. These include Calendars, Export, Feedback Resolution, managing Broadcasts, Announcements, Uploads, and Polls.

Board of Directors Tools

The Board of Directors has additional capabilities.

In addition to the capabilities of the normal user as noted above the Board of Directors is provided additional features under the "*Administration*" page in the "*Board of Directors Tools*" section. These include announcements, feedback resolution, uploads, and polling.

MEMBERS

Members of the community that have been appointed or elected to the Board of Directors as designated by the community's documents are noted as board members by the community's administrator. This places their profile information on the current board members and enables "Board of Directors Tools" on the "Administration" page.

Announcements

Notifying members.

Sending the community an announcement is a quick and easy process for board members. This can be used by members of the Board of Directors and management to get urgent information to the community's membership.

ANNOUNCING

Click on the Announcements link to create an announcement. The recipients to whom the announcement will be sent are determined by selecting either "*Requesting Members Only*" or "*All Members*". Announcements can be sent from either "*Member Services*" or the person actually creating the announcement. Enter the announcement subject on the "Subject" line then type your announcement in the announcement textbox area. An attachment can also be added to the announcement by entering the file name in the attachment textbox or clicking the "*Browser*" button to select the desired file to attach. Click the "*Submit*" button to send the announcement when ready. When complete, a message to that effect will be displayed.

Feedback Resolution

Tracking the needs and wants of the community.

Feedback from the community is a great way to maintain avenues of communication. Resolving member issues and questions is accomplished using the feedback resolution feature of the community.

FEEDBACK

Click on the Feedback Resolution link to view feedback from the community's members. You can only edit feedback that is not resolved.

By default, all community feedback is displayed. You can filter the list by changing the criteria being used to retrieve data. Change the "Status", "Feedback Type", and/or "Date Ranges" to filter the data to you own needs.

The feedback list contains an ID, date submitted, who submitted it, and the resolved status. Selecting the page selectors at the bottom of the user grid will page through the available feedback items. Select a feedback from the list or click the edit icon to display that feedbacks detail information. You can change the resolved status of the feedback by clicking the check mark.

The feedback detail displays specific submission and resolution information. Look here to see how the feedback was resolved or to resolve a feedback. Only un-resolved issues can be edited by making entries into the resolution message and clicking the "*Save Changes*" button.

Schedule/Calendar

Schedule events and meetings.

Scheduling events and meetings is easy and quick. If Scheduler/Calendar has been enabled the "Schedule/Calendar" menu option will be available. Click the icon to display the pages help and follow the directions for scheduling.

Schedule/Start Live Broadcast

Live broadcasts allow members to attend meetings from anywhere.

Scheduling live broadcasts is like any other community announcement is a quick and easy process. If live broadcasting has been enabled the "Schedule/Start Live Broadcast" menu option will be available.

LIVE BROADCASTS

Click on the "Schedule/Start Live Broadcast" link to create an announcement for a scheduled live broadcast. The recipients to whom the announcement will be sent are determined by selecting either "*Requesting Members Only*" or "*All Members*". Announcements can be sent from either "*Member Services*" or the person actually creating the announcement. Enter the broadcast date and time in the appropriate locations. Click the "*Notify Member of Live Broadcast*" button to send the announcement when ready.

Also from this same menu option you can start a live broadcast. Click the "Start Live Broadcast" link which will open the broadcast in a new browser tab or window. In this tab or window, login using the provided broadcast channel username and password. Then select the desired broadcast channel name and start the broadcast. This will open the broadcast screen where you may be asked to allow access to your camera and microphone. Select "Allow", and then click the "Start Broadcast" button to actually start the broadcast. From this broadcast screen you can control other features of live broadcasting.

Uploads

Adding and updating information to the community's site.

Uploading documents to the community's web site is the main stay of the community. It keeps the community informed and up to date. The web site supports uploading minutes, financial and budget information, and community documents and events; in Microsoft Word document, PDF, HTML, or JPG image formats. Members are notified of most uploads. The default behavior can be overridden by checking the check box to prevent notification.

MINUTES

Select "*Upload Minutes*" and follow the directions to upload community minutes. The minutes will be saved for the designated year and month specified and will be activated on the minute's page found from the board page. Upon completion of the upload, all members that asked to be notified will be sent an email announcing this upload.

Note:

An existing document must be removed first before it can be updated or overwritten. This is done by an administrator using document management.

FINANCIALS

Select "*Upload Financials*" and follow the directions to upload community financials. The financials will be saved for the designated year and month specified and will be activated on the financials page found from the board page. You can upload any or all of the available types of financial statements. Upon completion of the upload, all members that asked to be notified will be sent an email announcing these uploads.

> **Note:**
>
> An existing document must be removed first before it can be updated or overwritten. This is done by an administrator using document management.

AUDITS

Select "*Upload Audits*" and follow the directions to upload community audits. The audit will be saved for the designated year specified and will be activated on the financials page found from the board page. Upon completion of the upload, all members that asked to be notified will be sent an email announcing these uploads. *Caution* should be exercised on the year designated, as most audits are for previous years.

> **Note:**
>
> An existing document must be removed first before it can be updated or overwritten. This is done by an administrator using document management.

BUDGETS

Select "*Upload Budgets*" and follow the directions to upload community budgets. The budget will be saved for the designated year specified and will be activated on the financials page found from the board page. You can upload a single file that contains the budget or if you are uploading a Microsoft Excel budget that has been saved as HTML, in this case follow the direction very carefully. Upon completion of the upload, all members that asked to be notified will be sent an email announcing these uploads.

> **Note:**
>
> An existing document must be removed first before it can be updated or overwritten. This is done by an administrator using document management.

CALENDARS

Select "*Upload Calendars*" and follow the directions to upload community calendars. You can use this feature to upload any calendar (.ics file). Use Office's Publish Calendar to automatically publish calendars that will always be up-to-date.

DOCUMENTS

Select "*Upload Documents*" and follow the directions to upload community documents. Select the type of document being uploaded, "*Community Document*", "*Legal Document*", "*Policy Document*", "*Insurance Document*", "*Operational Document*" or "*Vendor Document*". These documents will be saved and added to the community documents page found from the board page. Upon completion of the upload, all members that asked to be notified will be sent an email announcing these uploads.

Note:

An existing document must be removed first before it can be updated or overwritten. This is done by an administrator using document management.

EVENTS

Select "*Upload Events*" and follow the directions to upload community events. Community events will be saved and added to the "my activities" page. Upon completion of the upload, all members that asked to be notified will be sent an email announcing these uploads.

Note:

An existing document must be removed first before it can be updated or overwritten. This is done by an administrator using document management.

AGENDA

Select "*Upload Agenda*" and follow the directions to upload community agenda. The current agenda will be saved and will be activated on the board's page. Upon completion of the upload, the user is notified that the upload was successful. Members are notified by email announcing the upload of the new agenda.

Note:

The previous agenda is overwritten. Therefore always upload the agenda for the currently upcoming community meeting.

NEWSLETTER

Select "*Upload Newsletter*" and follow the directions to upload community newsletters. The newsletter will be saved and will be available from the 'Newsletter' menu option. Upon completion of the upload, all members that asked to be notified will be sent an email announcing these uploads.

Note:

An existing document must be removed first before it can be updated or overwritten. This is done by an administrator using document management.

VIDEOS

Select "*Upload Videos*" and follow the directions to upload community videos. The video will be saved and will be available under the "Board" menu options. Enter the required information and click the *"Submit"* button to upload the video. Videos must be no larger than 100MB. Large videos files can be accommodated by spreading them over multiple files uploaded individually. Upon completion of the upload, all members that asked to be notified will be sent an email announcing these uploads.

Note:

An existing document must be removed first before it can be updated or overwritten. This is done by an administrator using document management.

HOME PAGE FEATURES

Select "*Upload Home Page Features*" and follow the directions to upload features for the community home page. The feature skins will be saved and will be available for use on the home page.

Upload Skins:

- These are the informational forms that the community can display on the home page.
- Enter the file name to upload or click the browse button to choose a file.
- Click the submit button only once to upload the file.
- Note: Only htm, html and ascx files are supported.
- Note: If the htm/html file was created with Microsoft Word then only upload filtered htm and html files.

Feature Skins:

- To enable these feature skins, use the Community Settings option under administration to select features to be used on the home page.
  - The home page consists of 2 columns each having 5 rows. Allowing for up to 8 feature skins.
  - The top and bottom feature skins are 2 columns wide, creating one cell each.

Creating Feature Skins:

- Skins can be created using Microsoft Word or custom ascx files can be created by TALogic.
- Skin sizes:
  - Top and bottom row skins should be NO wider than 600 pixels.
  - Those used on the center 2 columns should NOT be wider than 300 pixels.
- Skins created using Microsoft Word can contain tables, anchors and references and other html code.
- When creating your own features some trial and error may be necessary to finally get what you are looking for.
  - You may have to delete unwanted skins using the Administrator Tools > Features menu option and then re-upload a revised feature skin.
  - Note: If the htm/html file was created with MicroSoft Word then only upload filtered htm and html files.
  - Also, htm/html files should NOT contain any images as they will NOT be displayed.
- Custom ascx files are more versatile and can contain almost anything.
  - To have a custom ascx feature file created please contact TALogic.

ESTIMATES

Select "*Upload Estimates*" and follow the directions to upload.

Voting Polls

Get the members opinions.

Polling the community can be a great way for the Board of Directors and management to learn what the members want.

POLLS

Click on the Voting Poll link to view the community's polls. From here you can check the results of any poll, edit the poll, or delete the poll. The polls status is also displayed, those that are marked as active are currently being presented to members on the community's home page.

Clicking the edit icon will permit modifying the select poll. It is recommended that once a poll has been published that no further changes be made to that poll, as that would invalidate the poll.

Clicking "*Results*" will display the current results of the poll.

Clicking the delete ✕ icon will delete the poll and all its results. Be very careful about using this feature, as it is **NOT** reversible.

ADD POLL

Click "*Add New Poll*" to create a new community poll. Enter a title for the poll and the dates the poll should be active for. Then click the "Save" button. At this point you will be able to preview the poll as it is being created.

Enter questions in the poll questions text box and click the "*Add Question*" button to add the new question. It will be added to the questions list box. Use the ✕ to delete the selected question, the up and down arrows to change the order of the question.

For the selected question you can enter answers in the answer choices text box and click the "*Add Choice*" button to add the new choice for the selected question. Use the ✕ to delete the selected choice.

Select the roles for which this poll applies. This will restrict who is polled, for example to poll only owners select the "*Owners*" radio button.

Use the "*Preview*" button to view the poll being designed. The "*Save*" button will save the poll for future editing, without saving all edits will be lost so save frequently.

When the poll has been created completely check the activate checkbox. This will activate the poll on the start date and complete it on the end date.

Export data to Excel

Board members will find it helpful to be able to export existing data directly into Excel.

Export data to an Excel. This will make the administrators life a bit easier.

MEMBERS

To export members to an Excel worksheet named "Members".

The worksheet will have the following 13 named columns:

- **Email:**
- **Lastname:** The member's last name. (can be blank)
- **Firstname:** The member's first name. (can be blank)
- **MI:** The member's middle initial. (can be blank)
- **Addr1:** The member's first address line. (can be blank)
- **Addr2:** The member's second address line. (can be blank)
- **City:** The member's city. (can be blank)
- **State:** The member's state. (can be blank)
- **PostalCode:** The member's postal code or zip code. (can be blank)
- **Country:** The member's country. (can be blank)
- **Phone:** The member's phone. (can be blank)
- **CellPhone:** The member's cell phone. (can be blank)
- **MemberType:** The member's type. (can be blank)
- **Notify:** Notify member of announcements. (can be blank, defaults to "False" else must be 0 for "No" or 1 for "Yes")
- **Directory:** Include member in directory. (can be blank, defaults to "False" else must be 0 for "No" or 1 for "Yes")
- **EmailAuth:** Member has authorized email communications. (can be blank, defaults to "False" else must be 0 for "No" or 1 for "Yes")

- **<u>DOB:</u>** Members date of birth (can be blank, defaults to 01/01/0001)

PROPERTIES

To export properties to an Excel worksheet named "Properties.

The worksheet will have the following 2 named columns:

- **<u>Building:</u>** This is the building number if applicable. (can be blank)
- **<u>Addr:</u>** The properties address. (cannot be blank)

EXPORT TYPE

To export, select the appropriate type from the list either "Members" or "Properties".

VIEW DATA LAYOUT

Preview data before exporting the data.

- Click the "View Data Layout" button to preview the data prior to export.

EXPORT DATA

Performs the actual data export.

- Click the "Export Excel Data" button to actually export the data into Excel.
- Click the "View Data Layout" button to preview the data prior to export.

SAVE IN EXCEL 2010 FORMAT

Determine the format of the export.

- When checked the exported file will be in Excel 2010 format (xlsx).
- Un-check to save in Excel 2007 format (xls).

Reports

Community reports for the Board of Directors.

Get all the information that the Board of Directors will need about the community. In addition to the reports available to an administrator, the Board of Directors has access to these reports.

FINANCIAL STATEMENT

View/print the community's financial statement. This creates an un-audited financial statement the community. From here, select the bank accounts and any other reports to include in the financial statement.

Bank Accounts: Some reports can be limited to specific bank accounts. Select the bank accounts to include in the Consolidated Financial Statement. Click the *'Select ALL'* button to select all bank accounts.

Date Specific Reports: Some reports can be limited by date. Select the reports to include in the Consolidated Financial Statement. Click the *'Select ALL'* button to select all reports. Set the criteria for these date specific reports. By default, these reports are compiled *'Year to Date'*. This can be modified by selecting *'Between these dates'* and setting the *'From'* and *'through'* dates. Use the icon to select the desired dates.

Period Specific Reports: Some reports can be limited by period. Select the reports to include in the Consolidated Financial Statement. Click the *'Select ALL'* button to select all reports. Set the criteria for these reports by setting the desired period. By default, these reports are compiled using the current period of the month when run. This can be modified by setting the *'For this Period'* date. Use the icon to select the desired period.

To publish this report to the Community website for all to see, check the *'Publish this report to community!'* Click the icon to open the report for viewing and/or printing.

CHECKS

View/print the community's checks.

DEPOSITS

View/print the community's deposits.

BUDGETS

View/print the community's budgets. To publish this report to the Community website for all to see, check the *'Publish this report to community!'*

Chapter

11

Managers

Those who are tasked with overseeing the day to day operation of the community.

In addition to the capabilities of the normal user as noted above the Managers are provided additional features under the "*Administration*" page within the "*Managers Tools*" section. These include Adding New Members, Account Activity, Export, Community Documents, Member Management, Invoices, Work Orders, managing Broadcasts, Announcements, Uploads, Letter/Lease/Estopel letters, Background Screening, Polls and Proxies, and much more.

Managers Tools

MANAGERS

Managers of the community or other persons that have been appointed by the community to perform management tasks will use this menu item to access a sub-menu of tasks specific to managers. These persons have access to the "*Managers Tools*" on the "*Administration*" page.

Managers are responsible for maintaining the operation of the community.

Add New Members

Adding a new member to the community's site.

Use to add new memberships, when new memberships are to be added by management to the Web Site.

TYPE

Select the appropriate member type; "*Tenant or Owner*" or "*Vendor*" or *"Special User"* if implemented. This will open the appropriate data entry screens.

PROFILE

Enter the appropriate information. Click the *'Add Membership'* button to save the new member when done.

NOTE: The new members email address must be unique to the system and the new member's password will be **'password'** (case sensitive).

REQUIRED

Required information is indicated by "*". By default *"Tenants and Owners"* have their email authorization set to *'off'* and *"Vendors"* is set *'on'*.

Advertisement Management

Paying for the community's site is just an ad away.

Use to manage advertisers for the associations web site. Click the icon to display the pages help and follow the directions for managing advertisements.

ADD NEW

If there are no advertisers listed, then the page opens in add mode. To add new advertisers click the plus icon. This will open the detail panel. Enter the appropriate information. Use the browse button to select the image file to be used for the advertiser. **Note: This file must be a JPG or GIF type file and should be of a business card size.**

Select the appropriate frequency for the advertiser. **Note: This affects how often the advertiser is displayed in relation to all the other advertisers.**

Enter any fee for the advertiser and check the 'Paid' box if the fee has been paid.

Click the '*submit*' button to save the new advertiser. Clicking the *'Reset'* button will clear all entries in the advertisers detail panel.

EDIT

To edit an advertiser click the button. This will open the detail panel for the selected advertiser. Edit the information as noted above for a new advertiser.

DELETE

To permanently delete an advertiser, click on the icon. **Use extreme caution in using this functionality, as it can NOT be undone.**

Calendars

Community calendars.

Keeping track of where and when is vital for a smooth running community. This is where a community calendar can be a real handy tool. Clicking on the desired event will open that event for further information, such as times, locations and other pertinent information.

CALENDARS

Click the Calendars link to open the community's calendars page. Select the calendar to view.

- Use to view available calendars.
- Select the calendar to view.
- Click 'Month-Day-List' buttons to see desired view.
- Use the <<, < and >, >> to move between years and months.
- Click an appointment to display that appointments detail.
- Map and Weather information is available for the event if a location is specified.
- Clicking the 'Email' button to send calendar.
- Click the 'Save' button to save the calendar or open it.
- Click the 'Print' button to print the calendar.
- Use the 'RSS' button to add this calendar to your RSS reader.

<u>If you are using Outlook Calendars</u>

- Use the 'Publish Online' feature to publish your own calendars.
- Set the location to:
- 'http://Your_Community_Url/CommunityData/Your_Community_Directory/AssocId?/Calendars/'.
- Your_Community_Url is the URL you entered to access your community.
- Your_Community_Directory is available from your community administrator.
- The ? in AssocId? is the integer assigned to your community.
- These are available from your community's administrator on the 'Community Settings' page.
- Set any other features for your calendar. Including advanced features to handle automatic updates.
- It is also **<u>required</u>** that the name of your personal calendar be the same as your member name in the community.

Background Screening

Who are they?

Use Background Screening to order background reports for the community.

BACKGROUND SCREENING

Click on the Background Screening link to order a background report.

This will open a login screen in another browser window or tab. Login with your username and password. Click the '*Order*' tab and enter the required information.

Bulletin Board Management

Bulletin Board Management.

Use to manage the bulletin board for the community's web site. Managing the bulletin board consists of identifying bulletins that need to be removed from the site and then deleting them. Note that bulletins are automatically removed after 3 months. Click the icon to display the pages help and follow the directions for editing/viewing bulletin board information.

DELETE BULLETINS

Select the type of bulletin board message you are deleting.

To view the bulletin text, select the desired bulletin.

You can permanently delete a bulletin by clicking on the ✕. **Use *extreme caution* in using this functionality, as it can NOT be undone.**

Additionally you can delete ALL the selected type of bulletins by clicking on the 'Delete ALL Bulletins of Selected Type' button. **Use *extreme caution* in using this functionality, as it can NOT be undone.**

Citations

The Community handles Violations and Citations.

U

se to create Citations for the community and issue Violation letters.

- These are the Citations issued by the community.
- Citations are presented in property address order and then violation ID and finally in descending Date Opened order for the current Community.
- By default ALL Citations are shown. This can be changed by selecting the status you want displayed, Open, Closed or Both.
- Click the icon to add new Citations.
    - Select the desired property for the new citation.
    - The Date Opened is set to the current date and can be changed.
    - Select the violation. This will change the 'Days to Correct' to that of the selected violation.
    - Select the Covenant Inspector reporting the violation.
    - The Due Date is set by adding the number of 'Days to Correct' to the Date Opened. This can be changed to override.
    - Use 'Notes' to enter any additional information that may be pertinent.
- Click the icon to edit the Citation.
    - NOTE: If the citations violation has been de-activated it can no longer be edited and the icon is disabled.
    - The citation Id is displayed.
    - The Date Closed is displayed.
    - All other information can be changed as needed.
- Click the icon to close the citation as of this date.
- Use the icon to create the violation letter.
- Click the in the upper left corner to run Citation reports.

Document Management

Community Documents.

Use to manage documents. Click the icon to display the pages help and follow the directions for managing the community's documents.

Add/Edit community documents for the Web Site.

DOCS

Select a document type to view a limited selection of community documents. Find a document in the list by moving up and down through the list. Change pages by selecting the page selectors at the bottom of the user grid.

Select a document from the list by clicking icon. This will display the detail for editing, where you can modify the title and description. Events also require the event date and allow for RSVP's and RSVP by date.

If the document is an Event and allows for RSVP's, the icon will be available. Clicking the icon will open the events RSVP report for viewing and/or printing.

To permanently delete a document, click on the icon. **Use extreme caution in using this functionality, as it can NOT be undone.**

Note: All RSVP's for an Event are also deleted when the Event is deleted.

Handyman Management

Mr. Fix-It.

Use to manage handyman settings for the community's web site. Click the icon to display the pages help and follow the directions for managing handyman listings. From here add categories; manage the handyman and member ratings.

CATEGORIES

Find the category in the list by moving up and down through the list. Change pages by selecting the page selectors at the bottom of the user grid. Selecting the category will display the handyman list for that category.

Add a new category by clicking the sign and entering a name for the new category. Click the *'Save Category'* button to save the new category.

HANDYMAN

By selecting a handyman from the list the ratings are displayed.

To permanently delete a handyman, click on the icon. **Use extreme caution in using this functionality, as it can NOT be undone.**

RATINGS

To permanently delete a rating, click on the icon. **Use extreme caution in using this functionality, as it can NOT be undone.**

Import data from Excel or CVS

Administrators will find it helpful to be able to import existing Excel/CSV data directly into the community.

Import Excel/CSV spreadsheet data into the system and avoid importing duplicates. This will make the administrators life a bit easier.

IMPORT TYPE

To import, select the appropriate type from the list either "Members", "Properties" or "Authorize.Net Transactions". *Special Note: We have seen some CSV (comma separated values) files that don't import properly. It is recommended to convert these to Excel Spread format as shown below and then import the Excel file.*

MEMBERS

To import members there must be a worksheet named "Members" in the Excel spreadsheet. This is very specific and is also case sensitive. It must be "Members", not "members" or "Member".

The worksheet must have the following 13 named columns (column names are case sensitive):

- **Email:** This must be a valid email address. (If blank, "default???@localhost.com" will be used, where ??? will be a incremented number)
- **Lastname:** The member's last name. (can be blank)
- **Firstname:** The member's first name. (can be blank)
- **MI:** The member's middle initial. (can be blank)
- **Addr1:** The member's first address line. (can be blank)
- **Addr2:** The member's second address line. (can be blank)
- **City:** The member's city. (can be blank)
- **State:** The member's state. (can be blank) (see valid state codes below)
- **PostalCode:** The member's postal code or zip code. (can be blank)
- **Country:** The member's country. (can be blank) (see valid country codes below)
- **Phone:** The member's phone. (can be blank)
- **CellPhone:** The member's cell phone. (can be blank)

- **MemberType:** The member's type. (can be blank, defaults to "Owner")
- **Notify:** Notify member of announcements. (can be blank, defaults to "False" else must be 0 for "No" or 1 for "Yes")
- **Directory:** Include member in directory. (can be blank, defaults to "False" else must be 0 for "No" or 1 for "Yes")
- **EmailAuth:** Member has authorized email communications. (can be blank, defaults to "False" else must be 0 for "No" or 1 for "Yes")
- **DOB:** Members date of birth. (can be blank, defaults to "01/01/0001")

PROPERTIES

To import properties there must be a worksheet named "Properties" in the Excel spreadsheet. This is very specific and is also case sensitive. It must be "Properties", not "property" or "properties".

The worksheet must have the following 21 named columns (column names are case sensitive):

- **PropType:** The property type; Condo=0, Single Family House=1, Apartment=2.
- **RentControled:** 0=None.
- **Building:** This is the building number if applicable. (can be blank)
- **Addr1:** The properties address. (cannot be blank)
- **Addr2:** The properties second address line (can be blank)
- **City:** City where property is located (can be blank)
- **State:** State or Province where property is located. (see valid state codes below)
- **PostalCode:** can be blank
- **Country:** Country where property is located. (see valid country codes below)
- **CouponAmt1**: must be between 0.00 and 999999.99
- **CouponAmt2**: must be between 0.00 and 999999.99
- **CouponAmt3**: must be between 0.00 and 999999.99
- **CouponAmt4**: must be between 0.00 and 999999.99

- **CouponAmt5**: must be between 0.00 and 999999.99
- **CouponAmt6**: must be between 0.00 and 999999.99
- **CouponAmt7**: must be between 0.00 and 999999.99
- **CouponAmt8**: must be between 0.00 and 999999.99
- **CouponAmt9**: must be between 0.00 and 999999.99
- **CouponAmt10**: must be between 0.00 and 999999.99
- **CouponAmt11**: must be between 0.00 and 999999.99
- **CouponAmt12**: must be between 0.00 and 999999.99

VALID STATE CODES

State Name	Code
Alberta	AB
Aguascalientes	AGU
Alaska	AK
Alabama	AL
Arkansas	AR
American Somoa	AS
Arizona	AZ
British Columbia	BC
Baja California	BCN
Baha California Sur	BCS
California	CA
Campeche	CAM
Chihuahua	CHH
Chiapas	CHP
Mexico City	CMX
Colorado	CO
Coahuila	COA
Colima	COL
Connecticut	CT
District of Columbia	DC
Delaware	DE
Durango	DUR

Florida	FL
Federated States of Micro	FS
Georgia	GA
Guerrero	GRO
Guam	GU
Guanajuato	GUA
Hawaii	HI
Hidalgo	HID
Iowa	IA
Idaho	ID
Illinois	IL
Indiana	IN
Jalisco	JAL
Kansas	KS
Kentucky	KY
Louisiana	LA
Massachusetts	MA
Manitoba	MB
Maryland	MD
Maine	ME
México	MEX
Marshall Islands	MH
Michigan	MI
Michoacán	MIC
Minnesota	MN
Missouri	MO
Morelos	MOR
Northern Mariana Islands	MP
Mississippi	MS
Montana	MT
Nayarit	NAY
New Brunswick	NB
North Carolina	NC
North Dakota	ND
Nebraska	NE
Newfoundland	NF
New Hampshire	NH

New Jersey	NJ
Nuevo León	NLE
New Mexico	NM
Nova Scotia	NS
Northwest Territory	NT
Nevada	NV
New York	NY
Oaxaca	OAX
Ohio	OH
Oklahoma	OK
Ontario	ON
Oregon	OR
Pennsylvania	PA
Prince Edward	PE
Puerto Rico	PR
Puebla	PUE
Palau	PW
Quebec	QC
Querétaro	QUE
Rhode Island	RI
Quintana Roo	ROO
South Carolina	SC
South Dakota	SD
Sinaloa	SIN
Saskatchewan	SK
San Luis Potosí	SLP
Sonora	SON
Tabasco	TAB
Tamaulipas	TAM
Tlaxcala	TLA
Tennessee	TN
Texas	TX
Utah	UT
Virginia	VA
Veracruz	VER
Virgin Islands	VI
Vermont	VT

Washington	WA
Wisconsin	WI
West Virginia	WV
Wyoming	WY
Yukon Territory	YT
Yucatán	YUC
Zacatecas	ZAC
<None>	ZZ

VALID COUNTRY CODES

Country Name	**Code**
Albania	TIA
Algeria	ALG
Angola	LAD
Argentina	BUE
Aruba	CUR
Australia	SYD
Austria	VIE
Bahrain	BAH
Bangladesh	DAC
Belgium	BRU
Belize	BZE
Benin	COO
Bolivia	LPB
Brazil	RIO
Bulgaria	SOF
Burkina Faso	OUA
Burundi	BJM
Cameroon	DLA
Canada	CAN
Central African Republic	BGF
Chile	SCL
China	SHA
Colombia	BOG
Congo	BZV
Costa Rica	SJO

Cote d'Ivoire	ABJ
Cuba	HAV
Czechoslovakia	PRG
Denmark	CPH
Dominican Republic	SDQ
Ecuador	GYE
Egypt	CAI
El Salvador	SAL
Ethiopia	ADD
Fiji	SUV
Finland	HEL
France	PAR
French Guiana	CAY
Gabon	LBV
Germany (East)	SXF
Germany (West)	FRA
Ghana	ACC
Great Britain	LON
Greece	ATH
Guatemala	GUA
Guyana	GEO
Haiti	PAP
Honduras	TGU
Hong Kong	HKG
Hungary	BUD
Iceland	REK
India	DEL
Indonesia	JKT
Iran	THR
Iraq	BGW
Ireland	DUB
Israel	TLV
Italy	ROM
Jamaica	KIN
Japan	TYO
Jordan	AMM
Kenya	NBO
Korea	SEL

Kuwait	KWI
Lebanon	BEY
Liberia	ROB
Libya	TIP
Luxembourg	LUX
Madagascar	TNR
Malaysia	KUL
Mali	BKO
Mauritania	NKC
Mauritius	MRU
Mexico	MEX
Morocco	CAS
Mozambique	MPM
Netherlands	AMS
New Zealand	AKL
Nicaragua	MGA
Niger	NIM
Nigeria	LOS
Norway	OSL
Oman	MCT
Pakistan	KHI
Panama	PTY
Papua New Guinea	POM
Paraguay	ASU
Peru	LIM
Philippines	MNL
Poland	WAW
Portugal	LIS
Qatar	DOH
Reunion	RUN
Romania	BUH
Rwanda	KGL
Saudi Arabia	DHA
Senegal	DKA
Sierra Leone	FNA
Singapore	SIN
Somalia	HGA
South Africa	JNB

Spain	MAD
Sri Lanka	CMB
Sudan	KRT
Suriname	PBM
Sweden	STO
Switzerland	BSL
Syria	DAM
Taiwan	TPE
Tanzania	DAR
Thailand	BKK
Tobago	POS
Togo	LFW
Tunisia	TUN
Turkey	IST
Uganda	KLA
United Arab Emirates	DXB
United States	USA
Uruguay	MVD
USSR	MOW
Venezuela	CCS
Yemen	SAH
Yugoslavia	BEG
Zimbabwe	HRE
<None>	ZZZ

AUTHORIZE NET TRANSACTIONS

To import transactions there must be a worksheet named "Successful" in the CSV file. This is very specific and is also case sensitive. It must be "Successful".

The worksheet must have the following 12 named columns (column names are case sensitive):

- **SubscriptionId:** The subscription Id.
- **SubscriptionStatus:** The subscription status.
- **Payment #:** The payment number.

- **TotalRecurrences**: 9999 = On going
- **TransactionId:** The transaction Id.
- **Amount:** The amount of this transaction.
- **Currency:** The currency this transaction is conducted in.
- **Method**: Credit Card, E Check
- **CustFirstName:** Customers first name.
- **CustLastName:** Customers last name.
- **RespCode**: The response code.
- **RespText**: The response text.

CHART OF ACCOUNTS

To import chart of accounts there must be a worksheet named "ChartOfAccts" in the Excel spreadsheet. This is very specific and is also case sensitive. It must be "ChartOfAccts", not "chartofaccts" or "chartOfAccounts".

The worksheet must have the following 5 named columns (column names are case sensitive):

- **AcctId:** The account Id. (can **NOT** be blank)
- **AcctType:** This is the account type (use the following numbers to represent the type of account); 1=Cash, 2=Bank Account, 3=Accounts Receivable, 4=Assets, 5=Fixed Assets, 6=Other Assets, 7=Accounts Payable, 8=Equity, 9=Liability, 10=Long Term Liability, 11=Credit Card,12= Loan, 13=Income, 14=Other Income, 15=Expenses, 16=Other Expenses, 17=Cost of Goods, 18=Reserves. (can **NOT** be blank)
- **AcctName:** This is the name of the account. (can **NOT** be blank)
- **SubCategory:** This is the account that this account is a sub-category of. (can be blank)
- **Description:** Description of this account. (can be blank)

UPLOAD DATA

Before importing the data into the system, you must first upload the Excel spreadsheet.

- Click "Upload Excel Spreadsheet" to select the spreadsheet to upload.
- Click the "Browse" button to find the file to upload.

- Click the "Upload File" button to perform the actual upload.

VIEW DATA

You can view the data prior to importing using the "View Excel" feature to verify its format and integrity.

- Click the "View Excel Data" button to view the data in the uploaded file.
- This is presented in a grid for verification that this is indeed the data you want to import and that is in the proper format.
- If the format does not conform to the above layout, edit the worksheet to match the above layouts.

IMPORT DATA

After you are satisfied with the data format and the Excel file layout, the actual importing is done here

- Click the "Import Excel Data" button to actually import the Excel data into the system.
- Duplicate data is skipped so as to not have multiple records.
- Data that was not imported is displayed.
- All newly imported members will be given a default password of "password". It should be noted that this is all lowercase and that passwords are case sensitive.

Invoice Management

Vendor Invoices.

Use to manage vendor invoices submitted through the Web Site.

INVOICES

Invoices are presented in a tree view under "Community Invoices". The second level is the vendor that submitted the invoice and the third level is the year the invoice was submitted. Invoices are then displayed in date order, latest first. Click the (+/-) to open and close the desired levels. Double clicking an invoice will display the invoice in a separate window.

UPLOAD INVOICES

To upload a vendors invoice click the "Upload an Invoice" button and follow the direction.

EMAIL CHECKED INVOICES

In processing the selected/checked invoices the community manager can email those invoices to the accounting department as designated in the management profile. Additionally, the manager can add other email address to receive copies of the invoices.

DELETE INVOICES

Checked invoices can be deleted by clicking the "Delete Checked Invoices" button. You will be presented with a request to confirm the deletion. **Use extreme caution in using this functionality, as it can NOT be undone.**

PRINTING INVOICES

Invoices that have been opened can be printed from the page that is displayed in a separate window.

Issue Work Orders

Create Work Orders for Vendors.

Use to create a work order for community jobs.

ISSUE WORK ORDER

Work Orders are created here by selecting the work order type and the vendor and completing the necessary information. Click the "Submit" button to save the work order and email it to the selected vendor. A confirmation will be displayed showing the work order number and other information.

Letter/Lease/Estopel Creation

Create Letters/Leases/Estopel using the community's templates.

Use to create community letters to send to members or vendors. Click the icon to display the pages help and follow the directions for creating letter and leases.

LETTERS

Creating letters using the letter definitions is an easy process of selecting the Category, Sub-Category, Letter, and a recipient. 'Recipient Mode' is selected by default. This means the list created is for members by name. However if you find it more convenient to have the list created by property, switch to 'Property Mode' and the list will be created by property address.

- Recipient Mode
  - From the drop down list select the Recipient to receive this letter.
  - The recipient list can be filtered by selecting a type, *"All, Owners Only, Tenants Only, or Vendors Only"*. Except for Estopel and Leases, letters will fit double window envelopes provided by Harland Clarke. We have tested CE17S envelopes. Call 1-800-503-2345 to place orders.
  - If the letter is to be sent to all recipients in the recipient list, then check the "*Send to All …*" checkbox. This will create a letter using a generic heading and greeting.
  - Select the Category from the dropdown list.
  - Select the Sub-Category from the dropdown list.
  - Select the property associated with this letter from the dropdown list.
- Property Mode
  - Select the property from the list.
  - Select the Category from the dropdown list.
  - Select the Sub-Category from the dropdown list.
  - Select the member associated with this property from the dropdown list.

Up to 4 photos can be attached to a letter. Click the *"Add Photos"* button and follow directions to add up to 4 photos.

Tracking numbers, tracking numbers, i.e. Certified Mail or UPS tracking numbers, can be attached to a letter when creating a letter by entering the tracking number and clicking the 'Add/Change Tracking Number" button. If a tracking number is specified. It will be printed on the letter and email created.

The letter can be pre-viewed before final submission by clicking "*Preview*". Note that attached photos are NOT shown. Clicking "*Create Final…*" will have the following affects:

- If "*Email Processing*" is enabled for the community and the member is authorized for email communications. (By default the community is enabled for email processing but members are NOT. The community setting can be set by an administrator using the 'Administrator Tools/Community Settings' menu option. Member email authorization can be set using the 'Administrator Tools/Members' menu option or the 'Managers Tools/Members' menu option)
  - The letter is saved and emailed to the selected member, if authorized, and displayed in the browser for viewing and printing. The emailed letter will also contain an

attachment of the saved 'PDF' file and the manager is notified of the success or failure of the email being sent. The letter can be reviewed and printed, if necessary, from the members detail available from the 'Managers Tools/Members' menu option. (A copy is saved for future viewing, review and printing)

- If "*Email Processing*" is disabled for the community or the member is not authorized for email communications. (By default the community is enabled for email processing but members are NOT. The community setting can be set by an administrator using the 'Administrator Tools/Community Settings' menu option. Member email authorization can be set using the 'Administrator Tools/Members' menu option or the 'Managers Tools/Members' menu option)
    - The letter is saved and displayed in the browser for viewing and printing. (A copy is saved for future viewing, review and printing)

LEASES

The Lease category is used to create a lease. When selected, a *"Lease Agreement Interview"* will be opened where detailed information will be entered. Caution: Be sure to select the owner of the premises and the property for which a lease is being written, as this lease will be emailed as noted above. Once the *"Lease Agreement Interview"* is completed click the "Save …" button to save the interview and re-activate the "*Preview*" and "*Create Final…*" links buttons.

ESTOPEL

The Estopel category is used to create an Estopel for a pending sale. When selected, an *"Estopel Request Interview"* will be opened where detailed information will be entered. Caution: Be sure to select the owner of the premises and the property for which an Estopel is being written, as this Estopel will be emailed as noted above. Once the *"Estopel Request Interview"* is completed click the "Save …" button to save the interview and re-activate the "*Preview*" and "*Create Final…*" links buttons.

INTENT TO LIEN

The Intent to Lien category is used to create a notice of intent to record a claim of lien on a property. When selected, an *"Intent to Lien Interview"* will be opened where detailed information will be entered. Caution: Be sure to select the owner of the premises and the property for which a lien is being written, as this lien will be emailed as noted above. Once the *"Intent to Lien Interview"* is completed click the "Save …" button to save the interview and re-activate the "*Preview*" and "*Create Final…*" links buttons.

INTENT TO FORECLOSE

The Intent to Foreclose category is used to create a notice to foreclose. When selected, an *"Intent to Foreclose Interview"* will be opened where detailed information will be entered. Caution: Be sure to select the owner of the premises and the property for which a notice of foreclose is being written, as this lien will be emailed as noted above. Once the *"Intent to Foreclose Interview"* is completed click the "Save …" button to save the interview and re-activate the "*Preview*" and "*Create Final…*" links buttons.

RELEASE LIEN

The Release of Lien category is used to create a notice of release of lien on a property. When selected, a *"Release of Lien Interview"* will be opened where detailed information will be entered. Note: Because this letter requires actual signatures it will **NOT** be emailed as noted above. Once the *"Release of Lien Interview"* is completed click the "Save …" button to save the interview and re-activate the "*Preview*" and "*Create Final…*" links buttons.

Member Management

Who's who in the community?

Use to edit user profiles, reset passwords, apply user roles, de-activate and other user related administration. Click the icon to display the pages help and follow the directions for editing/viewing member information.

MEMBER LIST

Find a user in the list by moving up and down through the list. Filter the list by selecting (All, Owners Only, Tenants Only, Vendors Only or Special Users Only). You can further restrict the list by selecting the first letter of the member's last name. The letters available is determined by the last names of the type selected. Change pages by using the page selector at the bottom of the user grid if needed.

If you don't know the members last name or property address but do have the members ID number you can find the member by entering their ID and clicking the 'Find Member' or 'Find Properties' button. This will present the members name or list of properties.

Selecting a user from the list will display that user's detail information.

You can change the active status of the user by clicking the check mark.

You can permanently delete a user by clicking on the icon. If in Management Activation Mode this member will be de-activated if there is a data integrity issue. Board members can **NOT** be deleted. **Use extreme caution in using this functionality, as it can NOT be undone.**

MEMBER DETAIL

Use the security Question/Answer combination to validate a member.

A member's password can be changed by clicking on the 'Change Password' button. This will reset the password to "password" (lowercase) and email it to the member.

Since some communities may have multiple associations, modify the associations the user is a member of by checking or un-checking the relevant associations.

Change the user's type by selecting the appropriate choice (Tenant/Owner)

Remove properties the user owns or rents by selecting the address to remove.

Remove properties the user has listed for sale/rent by selecting the address to remove.

Add/Remove member's roles using the roles section. You can NOT remove the 'Everyone' role; by adding or removing the 'Board of Directors' role you add/remove this member from this community's board.

PROPERTIES

This section shows the available properties and which properties the member owns/rents and any properties listed for sale or rent. Also seen here is the total number of properties in the community, the number of owner and tenant occupied properties and the percentage of owner occupied properties for the community.

LETTERS

The letters section shows any letters for the selected member. Use the icon for help using this section. This is where you can enter tracking numbers and view/print any letter. If this member is a vendor, documents received from that vendor are also available.

Any resolution concerning a letter can be added here. Click the icon to edit any resolution and the icon to view/print the resolution report.

Administrators and Managers can upload previously created letters.

- Administrators **must** have created letter categories to assign these letters to. Go to *(Administration > Administrator Tools > Letters/Leases/Estopels)* to create these categories.
- Click the *"Open Upload Letters"* button to open the upload window.
- Select the appropriate category from the dropdown list. This will be the folder name these letters will be uploaded to.
- Enter the date of the letter. The year will be used to create a year folder under the above category folder where the file will be uploaded to.
- Use the browse button to find the file to upload. Only pdf, doc, and docs files will be accepted.
- Click the *"Upload letter/document"* to upload the file to the selected category and year.
- Click the *"Close Upload Letters"* button to close the upload window.
- Uploads are restricted to pdf, doc, and docx files only.

BOARD MEMBERS

If the member has the Board of Director role then a special "*Board Member*" section is activated where the member's position on the board is designated by selecting the appropriate choice.

The building # is the building the member lives in. This may be left blank.

Checking the *'Show Board Members Info'* box will show this members info in the Board of Directors page.

Schedule/Calendar

Schedule events and meetings.

Scheduling events and meetings is easy and quick. If Scheduler/Calendar has been enabled the "Schedule/Calendar" menu option will be available. Click the icon to display the pages help and follow the directions for scheduling.

Payment Management

Manage the payments for a property.

Use to manage assessment payments.

ACCOUNT ACTIVITY

This presents the community's payment activity that has been made through the community web site, including onetime credit card and e-check transactions and automatic recurring billing subscriptions (ARB/ACH). Displayed is the status, amount, transaction Id's, important dates and for ARB's the payment method and interval. For ARB/ACH transactions you have an ability to change or cancel the subscription. This feature is handled by Authorize.Net and is only available if the community has completed the required application process and activated the feature for the community.

Photo Gallery

The Communities Photo Gallery is used to inform community members of happenings around their community visually.

Use to upload and manage the communities Photo Gallery.

- Here are all the albums & photos in the Photo Gallery.
- There is a limit of 10 albums, each of which can hold 10 photos. Giving a total of 100 photos that can be uploaded into the Photo Gallery.
- Use the + and − to open or close the tree in the left column.
    - Selecting an album will automatically populate the 'Album' field in the 'Upload Photos to the Gallery' frame.
    - Selecting the 'Photo Gallery' will clear the 'Album' field.
- Click any photo to open it for viewing.
- Album and photo removal:
    - To remove an album and all the photos in that album, check the albums checkbox and click the 'Remove Photos' button to permanently remove the checked album.
    - To remove photos, check the photos checkbox and then click the 'Remove Photos' button to permanently remove the checked photos.
- **Use extreme caution in removing albums and/or photos, as this CANNOT be undone.**

Upload **Photos:**

- In the 'Upload Photos to the Gallery' frame:
  - Enter the name of the album to upload photo to. If the album doesn't already exist, a new album will be created.
  - Keep in mind the album limit of 10 albums.
  - Also there is a limit of 50 characters to the album name, we suggest that you keep it short!
  - Enter or select the photos to upload. Click the 'browse' button to find the photos to upload. You can upload multiple photos at one time by selecting multiple photos.
  - Keep in mind the photo limit of 10 photos per album.
  - Only jpg, jpeg, png, gif, bmp files may be uploaded.
- Finally click the 'Upload Photos' button to upload the photos.

Property Management

Manage the community's properties.

Use to manage properties settings. Add/Edit community properties for the Web Site. Click the icon to display the pages help and follow the directions for editing/viewing property information.

ADD

To add new properties click the plus icon. This will open the detail panel. Select the appropriate association from the drop down list and enter the other appropriate information. Click the '*submit*' button to save the new property. Clicking the *'Reset'* button will clear all entries in the property detail panel. Click the *'Create Lockbox Id's'* button to create lockbox Id's for all properties that don't already have a lockbox Id and there is an identified owner for the property. Note: these *'Lockbox Id's'* are used to help track to which property invoices and payments may belong.

The systems created Lockbox Id's are in the following format:

- The first two (2) characters are the community Id.
- Characters three through five (3-5) are the members Id.
- The last two (2) characters represent the property Id.
- It should be noted that the Lockbox Id is frequently used by banks to identify the property that received payments apply to. In this way the back does NOT need to know the actual property location or the payee.

EDIT

To edit a property click the button. This will open the detail panel for the selected property. Edit the information as noted above for a new property. Click the '*submit*' button to save the new property. Clicking the *'Reset'* button will clear all entries in the property detail panel.

DELETE

To permanently delete a property, click on the ✕ icon. **Use extreme caution in using this functionality, as it can NOT be undone.**

Proxy Management

Everyone gets to vote.

Proxies are a community's way for the membership to vote on important issues concerning the community.

PROXY

Click on the Proxy Management link to view the community's proxies. From here you can check the results of any proxy, edit a non-activated proxy, or delete the proxy. The proxy status is also displayed, those that are marked as active are currently being presented to members on the community's home page and can **NOLONGER** be edited.

Clicking the edit icon will permit modifying the selected proxy. It is recommended that once a proxy has been published that no further changes be made to that proxy, as that would invalidate the proxy.

Clicking "*Results*" will display the current results of the proxy.

Clicking the delete ✕ icon will delete the proxy and all its results. Be very careful about using this feature, as it is **NOT** reversible.

ADD PROXY

Click "*Add New Proxy*" to create a new community proxy. Enter a title for the proxy and the dates the proxy should be active for. Then click the "Save" button. At this point you will be able to preview the proxy as it is being created.

Enter questions in the proxy questions text box and click the "*Add Question*" button to add the new question. It will be added to the questions list box. Use the ✕ to delete the selected question, the up and down arrows to change the order of the question.

For the selected question you can enter answers in the answer choices text box and click the "*Add Choice*" button to add the new choice for the selected question. Use the ✕ to delete the selected choice.

Select the roles for which this proxy applies. This will restrict who is notified of the proxy, for example to send this proxy to owners select the "*Owners*" radio button.

Use the "*Preview*" button to view the proxy being designed. The "*Save*" button will save the proxy for future editing, without saving all edits will be lost so save frequently.

When the proxy has been created completely check the activate checkbox and save. This will activate the proxy on the start date and complete it on the end date and send an email to the selected group.

Schedule/Start Live Broadcast

Live broadcasts allow members to attend meetings from anywhere.

Scheduling live broadcasts is like any other community announcement is a quick and easy process. If live broadcasting has been enabled the "Schedule/Start Live Broadcast" menu option will be available.

LIVE BROADCASTS

Click on the "Schedule/Start Live Broadcast" link to create an announcement for a scheduled live broadcast. The recipients to whom the announcement will be sent are determined by selecting either "*Requesting Members Only*" or "*All Members*". Announcements can be sent from either "*Member Services*" or the person actually creating the announcement. Enter the broadcast date and time in the appropriate locations. Click the "*Notify Member of Live Broadcast*" button to send the announcement when ready.

Also from this same menu option you can start a live broadcast. Click the "Start Live Broadcast" link which will open the broadcast in a new browser tab or window. In this tab or window, login using the provided broadcast channel username and password. Then select the desired broadcast channel name and start the broadcast. This will open the broadcast screen where you may be asked to allow access to your camera and microphone. Select "Allow", and then click the "Start Broadcast" button to actually start the broadcast. From this broadcast screen you can control other features of live broadcasting.

Uploads

Adding and updating information to the community's site.

Uploading documents to the community's web site is the main stay of the community. It keeps the community informed and up to date. The web site supports uploading minutes, financial and budget information, and community documents and events; in Microsoft Word document, PDF, HTML, or JPG image formats. Members are notified of most uploads. The default behavior can be overridden by checking the check box to prevent notification.

MINUTES

Select "*Upload Minutes*" and follow the directions to upload community minutes. The minutes will be saved for the designated year and month specified and will be activated on the minute's page found from the board page. Upon completion of the upload, all members that asked to be notified will be sent an email announcing this upload.

Note:

An existing document must be removed first before it can be updated or overwritten. This is done by an administrator using document management.

FINANCIALS

Select "*Upload Financials*" and follow the directions to upload community financials. The financials will be saved for the designated year and month specified and will be activated on the financials page found from the board page. You can upload any or all of the available types of financial statements. Upon completion of the upload, all members that asked to be notified will be sent an email announcing these uploads.

> **Note:**
>
> An existing document must be removed first before it can be updated or overwritten. This is done by an administrator using document management.

AUDITS

Select "*Upload Audits*" and follow the directions to upload community audits. The audit will be saved for the designated year specified and will be activated on the financials page found from the board page. Upon completion of the upload, all members that asked to be notified will be sent an email announcing these uploads. *Caution* should be exercised on the year designated, as most audits are for previous years.

> **Note:**
>
> An existing document must be removed first before it can be updated or overwritten. This is done by an administrator using document management.

BUDGETS

Select "*Upload Budgets*" and follow the directions to upload community budgets. The budget will be saved for the designated year specified and will be activated on the financials page found from the board page. You can upload a single file that contains the budget or if you are uploading a Microsoft Excel budget that has been saved as HTML, in this case follow the direction very carefully. Upon completion of the upload, all members that asked to be notified will be sent an email announcing these uploads.

> **Note:**
>
> An existing document must be removed first before it can be updated or overwritten. This is done by an administrator using document management.

DOCUMENTS

Select "*Upload Documents*" and follow the directions to upload community documents. Select the type of document being uploaded, "*Community Document*", "*Legal Document*", "*Policy Document*", "*Insurance Document*", "*Operational Document*", "*Vendor Document*", and *"Pending ARC's"*. These documents will be saved and added to the community documents page found from the board page. Upon completion of the upload, all members that asked to be notified will be sent an email announcing these uploads. Pending ARC's are **NOT** notified.

> **Note:**

An existing document must be removed first before it can be updated or overwritten. This is done by an administrator using document management.

EVENTS

Select "*Upload Events*" and follow the directions to upload community events. Community events will be saved and added to the "my activities" page. Upon completion of the upload, all members that asked to be notified will be sent an email announcing these uploads.

Note:

An existing document must be removed first before it can be updated or overwritten. This is done by an administrator using document management.

AGENDA

Select "*Upload Agenda*" and follow the directions to upload community agenda. The current agenda will be saved and will be activated on the board's page. Upon completion of the upload, the user is notified that the upload was successful. Members are notified by email announcing the upload of the new agenda.

Note:

The previous agenda is overwritten. Therefore always upload the agenda for the currently upcoming community meeting.

NEWSLETTER

Select "*Upload Newsletter*" and follow the directions to upload community newsletters. The newsletter will be saved and will be available from the 'Newsletter' menu option. Upon completion of the upload, all members that asked to be notified will be sent an email announcing these uploads.

Note:

An existing document must be removed first before it can be updated or overwritten. This is done by an administrator using document management.

VIDEOS

Select "*Upload Videos*" and follow the directions to upload community videos. The video will be saved and will be available under the "Board" menu options. Enter the required information and click the *"Submit"* button to upload the video. Videos must be no larger than 100MB. Large videos files can be accommodated by spreading them over multiple files uploaded individually. Upon completion of the upload, all members that asked to be notified will be sent an email announcing these uploads.

Note:

An existing document must be removed first before it can be updated or overwritten. This is done by an administrator using document management.

HOME PAGE FEATURES

These are the informational forms that the community can display on the home page. Select "*Upload Home Page Features*" and follow the directions to upload features for the community home page. The feature will be saved and will then be available for use on the home page.

Creating Skins: Skins may be created using Microsoft Word. Skins should NOT be wider than 300 pixels. Skins created using Microsoft Word can contain tables, anchors and references and other html code.

Note: If the htm/html file was created with Microsoft Word then only upload filtered htm or html files. Also, htm/html files should not contain any images as they will NOT be displayed.

Custom ascx skins are more versatile and can contain almost anything. To have a custom ascx feature file created please contact TALogic.

Upload Skins: Enter the file name to upload or click the browse button to choose a file. Click the submit button only once to upload the file.

Note: Only htm, html and ascx files are supported. If the htm/html file was created with Microsoft Word then only upload filtered htm and html files.

Feature Skins: To enable these forms, use the Community Settings option under administration to select features.

ESTIMATES

Select "*Upload Estimates*" and follow the directions to upload.

Voting Polls

Get the members opinions.

Polling the community can be a great way for the Board of Directors and management to learn what the members want.

POLLS

Click on the Voting Poll link to view the community's polls. From here you can check the results of any poll, edit the poll, or delete the poll. The polls status is also displayed, those that are marked as active are currently being presented to members on the community's home page.

Clicking the edit icon will permit modifying the select poll. It is recommended that once a poll has been published that no further changes be made to that poll, as that would invalidate the poll.

Clicking "*Results*" will display the current results of the poll.

Clicking the delete ✕ icon will delete the poll and all its results. Be very careful about using this feature, as it is **NOT** reversible.

ADD POLL

Click "*Add New Poll*" to create a new community poll. Enter a title for the poll and the dates the poll should be active for. Then click the "Save" button. At this point you will be able to preview the poll as it is being created.

Enter questions in the poll questions text box and click the "*Add Question*" button to add the new question. It will be added to the questions list box. Use the ✕ to delete the selected question, the up and down arrows to change the order of the question.

For the selected question you can enter answers in the answer choices text box and click the "*Add Choice*" button to add the new choice for the selected question. Use the ✕ to delete the selected choice.

Select the roles for which this poll applies. This will restrict who is polled, for example to poll only owners select the "*Owners*" radio button.

Use the "*Preview*" button to view the poll being designed. The "*Save*" button will save the poll for future editing, without saving all edits will be lost so save frequently.

When the poll has been created completely check the activate checkbox. This will activate the poll on the start date and complete it on the end date.

Work Order Management

Managers create work orders for the community to keep everything running smoothly.

Use to manage community work orders.

WORK ORDERS

Work Orders are presented in a grid showing all current work orders. Shown is the "WO #", "Vendor", "Status", "Type", "Amount", "Authorized By", "Important Dates", and "Additional Detail". By default all Work Orders, Work Order Types for all Vendors are displayed. By changing the Work Order Type, the Work Order Status, and/or the Vendor and clicking the "Get Selected Work Orders" button will narrow the returned work orders. To move from page to page, select the desired page at the bottom of the grid.

The displayed information is as follows:

- **WO #:** This is the work order number assigned by the system.
- **Vendor:** The vendor this work order was sent to.
- **Status:** The current status of the work order. Available statuses are, "Open", "Closed", "On Hold", and "Canceled".
- **Type:** This is the type of work order.
- **Amt:** This is the amount of the work order.
- **Authorized By:** The person that authorized the work order.
- **Important Dates:** This is a drop down of the important date concerning the work order.
- **Additional detail:** This dropdown displays additional information about the work order. By selecting an item in the dropdown and then clicking the information icon, the full detail will be displayed in the text area below the work order grid.

WORK ORDER REPORT

Click the Work Order Report to create a report of the selected criteria. Be sure to "Get Selected Work Orders" to load those work orders to be in the report. Reports can be printed from the browser.

DELETE WORK ORDERS

Clicking the ✕ icon will delete that work order. **Use extreme caution in using this functionality, as it can NOT be undone.**

EDIT WORK ORDERS

Click on the icon to edit a letter. This will open another window where you can edit the selected work order and re-send the modified work order to the vendor. Click the "Cancel" button to cancel the edit and return to the previous page.

PREVIEW & PRINTING WORK ORDERS

To preview and/or print the selected work order, click the icon. This will open the selected work order in another browser window for viewing and/or printing from your browser.

CREATE NEW WORK ORDERS

Click on the + icon to create a new work order.

MARK WORK ORDER AS COMPLETE

Click on the ✓ icon to mark the work order as complete. This will open another window in which comments can be entered. Click the "*Submit*" button to submit the work order as completed and save any comment entered.

Announcements

Notifying members.

Sending the community an announcement is a quick and easy process for board members. This can be used by members of the Board of Directors and management to get urgent information to the community's membership.

ANNOUNCING

Click on the Announcements link to create an announcement. The recipients to whom the announcement will be sent are determined by selecting either "*Requesting Members Only*" or "*All Members*". Announcements can be sent from either "*Member Services*" or the person actually creating the announcement. Enter the announcement subject on the "Subject" line then type your announcement in the announcement textbox area. An attachment can also be added to the announcement by entering the file name in the attachment textbox or clicking the "*Browser*" button to select the desired file to attach. Click the "*Submit*" button to send the announcement when ready. When complete, a message to that effect will be displayed.

Export data to Excel

Managers will find it helpful to be able to export existing data directly into Excel.

Export data to an Excel. This will make the administrators life a bit easier.

MEMBERS

To export members to an Excel worksheet named "Members".

The worksheet will have the following 13 named columns:

- **Email:**
- **Lastname:** The member's last name. (can be blank)
- **Firstname:** The member's first name. (can be blank)
- **MI:** The member's middle initial. (can be blank)
- **Addr1:** The member's first address line. (can be blank)
- **Addr2:** The member's second address line. (can be blank)
- **City:** The member's city. (can be blank)
- **State:** The member's state. (can be blank)
- **PostalCode:** The member's postal code or zip code. (can be blank)
- **Country:** The member's country. (can be blank)
- **Phone:** The member's phone. (can be blank)
- **CellPhone:** The member's cell phone. (can be blank)
- **MemberType:** The member's type. (can be blank)
- **Notify:** Notify member of announcements. (can be blank, defaults to "False" else must be 0 for "No" or 1 for "Yes")

- **Directory:** Include member in directory. (can be blank, defaults to "False" else must be 0 for "No" or 1 for "Yes")

- **EmailAuth:** Member has authorized email communications. (can be blank, defaults to "False" else must be 0 for "No" or 1 for "Yes")

- **DOB:** Members date of birth (can be blank, defaults to 01/01/0001)

PROPERTIES

To export properties to an Excel worksheet named "Properties.

The worksheet will have the following 2 named columns:

- **Building:** This is the building number if applicable. (can be blank)

- **Addr:** The properties address. (cannot be blank)

EXPORT TYPE

To export, select the appropriate type from the list either "Members" or "Properties".

VIEW DATA LAYOUT

Preview data before exporting the data.

- Click the "View Data Layout" button to preview the data prior to export.

EXPORT DATA

Performs the actual data export.

- Click the "Export Excel Data" button to actually export the data into Excel.

- Click the "View Data Layout" button to preview the data prior to export.

SAVE IN EXCEL 2010 FORMAT

Determine the format of the export.

- When checked the exported file will be in Excel 2010 format (xlsx).

- Un-check to save in Excel 2007 format (xls).

Reports

Community manager's reports.

Get all the reports the manager needs for the community. The manager has access to all reports, including those available to administrators, Board of Directors and accountants.

Staff

Those who are tasked with overseeing the operation of the office.

The Accounts are provided additional features under the "*Administration*" page within the "*Accountants Tools*" section. These include Banking, Receivables, Payables, Budgeting, Reporting, and much more.

Staff Tools

Community staff

The need to manage the office of any community.

STAFF

If the community has office staff than the "Staff Tools" menu option will be available from the "Administration" section. A member that has been granted staff access has the following sub-menus *"Call Log", "Callback", "Scheduler/Calendar", and "Reports"*. From these you will be able to handle all the community's activities and reporting needs. **NOTE**: All pages have the help icon to provide instant help in the event you are not sure of how to use the current page.

Call Log & Callback

Community phone calls.

Keeping track incoming phone calls is vital for a smooth running community. This is where the community staff can log all incoming calls for the specified manager or other personnel. Use the *"Callback"* menu option to review logged call and make notes concerning call resolutions.

Call Log Report

How is the Community handling phone calls?

Use the Call Log Report from any reports menu to get your call and or review calls for other staff members.

Photo Gallery

The Communities Photo Gallery is used to inform community members of happenings around their community visually.

Use to upload and manage the communities Photo Gallery.

- Here are all the albums & photos in the Photo Gallery.
- There is a limit of 10 albums, each of which can hold 10 photos. Giving a total of 100 photos that can be uploaded into the Photo Gallery.
- Use the + and − to open or close the tree in the left column.
  - Selecting an album will automatically populate the 'Album' field in the 'Upload Photos to the Gallery' frame.
  - Selecting the 'Photo Gallery' will clear the 'Album' field.
- Click any photo to open it for viewing.
- Album and photo removal:
  - To remove an album and all the photos in that album, check the albums checkbox and click the 'Remove Photos' button to permanently remove the checked album.
  - To remove photos, check the photos checkbox and then click the 'Remove Photos' button to permanently remove the checked photos.
- **Use extreme caution in removing albums and/or photos, as this CANNOT be undone.**

Upload **Photos:**

- In the 'Upload Photos to the Gallery' frame:
  - Enter the name of the album to upload photo to. If the album doesn't already exist, a new album will be created.
  - Keep in mind the album limit of 10 albums.
  - Also there is a limit of 50 characters to the album name, we suggest that you keep it short!

- Enter or select the photos to upload. Click the 'browse' button to find the photos to upload. You can upload multiple photos at one time by selecting multiple photos.
- Keep in mind the photo limit of 10 photos per album.
- Only jpg, jpeg, png, gif, bmp files may be uploaded.

- Finally click the 'Upload Photos' button to upload the photos.

Citations

The Community handles Violations and Citations.

Use to create Citations for the community and issue Violation letters.

- These are the Citations issued by the community.
- Citations are presented in property address order and then violation ID and finally in descending Date Opened order for the current Community.
- By default ALL Citations are shown. This can be changed by selecting the status you want displayed, Open, Closed or Both.
- Click the icon to add new Citations.
  - Select the desired property for the new citation.
  - The Date Opened is set to the current date and can be changed.
  - Select the violation. This will change the 'Days to Correct' to that of the selected violation.
  - Select the Covenant Inspector reporting the violation.
  - The Due Date is set by adding the number of 'Days to Correct' to the Date Opened. This can be changed to override.
  - Use 'Notes' to enter any additional information that may be pertinent.
- Click the icon to edit the Citation.
  - NOTE: If the citations violation has been de-activated it can no longer be edited and the icon is disabled.
  - The citation Id is displayed.
  - The Date Closed is displayed.
  - All other information can be changed as needed.
- Click the icon to close the citation as of this date.
- Use the icon to create the violation letter.
- Click the in the upper left corner to run Citation reports.

Schedule/Calendar

Schedule events and meetings.

Scheduling events and meetings is easy and quick. If Scheduler/Calendar has been enabled the "Schedule/Calendar" menu option will be available. Click the  icon to display the pages help and follow the directions for scheduling.

Chapter

12

Accountants

Those who are tasked with overseeing the financial operation of the community.

The Accountants are provided additional features under the "*Administration*" page within the "*Accountants Tools*" section. These include Banking, Receivables, Payables, Budgeting, Reporting, and much more.

Accounting Tools

Community level accounting

The need to maintain accurate financial records are a must for any community.

ACCOUNTING

If the community has activated the community accounting feature than the "Accounting Tools" menu option will be available from the "Administration" section. A member that has been granted accountant access has the following sub-menus *"Banking", "Receivables", "Payables", "Community", and "Reports"*. From these you will be able to handle all the community's activities and reporting needs. **NOTE**: All accounting pages have the help icon to provide instant help in the event you are not sure of how to use the current page.

Community Calendars

Community calendars.

Keeping track of where and when is vital for a smooth running community. This is where a community calendar can be a real handy tool. Clicking on the desired event will open that event for further information, such as times, locations and other pertinent information.

CALENDARS

Click the Calendars link to open the community's calendars page. Select the calendar to view.

- Use to view available calendars.
- Select the calendar to view.
- Click 'Month-Day-List' buttons to see desired view.
- Use the <<, < and >, >> to move between years and months.
- Click an appointment to display that appointments detail.
- Map and Weather information is available for the event if a location is specified.
- Clicking the 'Email' button to send calendar.
- Click the 'Save' button to save the calendar or open it.
- Click the 'Print' button to print the calendar.
- Use the 'RSS' button to add this calendar to your RSS reader.

If you are using Outlook

- Use the 'Publish Online' feature to publish your own calendars.
- Set the location to:
- 'http://Your_Community_Url/CommunityData/AssocId?/Calendars/'.
- Your_Community_Url is the URL you entered to access your community.
- The ? in AssocId? is the integer assigned to your community.
- This is available from your community's administrator on the 'Community Settings' page.
- Set any other features for your calendar. Including advanced features to handle automatic updates.
- It is also **required** that the name of your personal calendar be the same as your member name in the community.

Banking

Community banking.

To maintain the community's banking needs.

ACCOUNTS

View all community bank accounts. Bank accounts can be activated/de-activated. Accounts with **NO** balance or open transactions may be deleted. Otherwise they are de-activated. Accounts may be modified by clicking the edit icon and editing the appropriate information. New bank accounts may be added by clicking the add icon and entering the required information. Special attention should be applied to bank accounts that are for community reserves, i.e. reserve funds that are being held in CD's or other long term investment accounts. When adding these types of accounts, click the '*This is a Reserve account*' and select the reserve account to associate this bank account with from the dropdown list. These types of accounts often do **NOT** have routing numbers or check writing privileges. In these cases do **NOT** enter a routing number and set the starting check number to zero (0). Select the currency the account is denominated in, USD is selected by default.

DEPOSITS

Enter deposits into community bank accounts. Select the bank account to make these deposits to. This will display all *'Un-Deposited Funds'* for that account. Select the deposits to make and click the *'Make Deposits'* button to enter the deposits into the system.

CHECK REGISTER

View the community check register. Select the bank account for which the check register will be displayed. By default the latest entries page will be displayed first, use the page up and page down to view other entries. Depending on the status of the transaction, various actions may be taken if necessary. Caution should be applied when making changes to the check register, i.e. *'Un-Deposited Fund'* transactions may be deleted, resulting in all associated orders being removed; checks that have been written but not yet cleared may be 'Void'; the *'Cleared' and 'Deposited'* status' may be changed (this does **NOT** change any action that has already taken place at the bank where this account is held); clicking the edit icon opens an edit window for the selected transaction where certain attributes of the transaction may be changed; checks can be printed/re-printed by clicking the *'Print'* icon.

WRITE CHECKS

Write check for the community. Select the bank account to draw this check against and select the account this check should be applied to. By default the current date will be used for the date on the check, this may be changed if needed. Enter an amount for this check from $0.01 to $99,999,999.99 and then from the dropdown list select a payee. This will set the dollar amount text on the check. The check number can be overridden by changing the system generated check number. There are two (2) ways to save the check; the first is to click the *'Save Check'* button which will save the check and activate the *'Print Check'* button, the second method is to click the *'Save and Write a NEW Check'* button which will save the check and reset the form for another check. When using the second method, go to the *Check Register* to print those checks. We have tested using LMP12 checks and CE05B or CE05BS envelopes provided by Harland Clarke. Call 1-800-503-2345 to place orders.)

TRANSFERS

Transfer funds amongst accounts. Select the accounts to transfer to and from. Enter the amount to transfer and click 'Save & New' to complete the transfer. **NOTE**: Transfers involving physical bank accounts is **NOT** permitted; use a check from one account to the other. This provides a paper trail for the transaction.

RECONCILE

Perform reconciliation of all community bank accounts. Begin by selecting the bank account from the dropdown list and setting the statement date. Next enter the ending balance from the bank statement and enter any charges and interest earned. Select the account to apply these to, i.e. '*Bank Charges'* and *'Interest Earned'*, then click the *'Continue'* button to move on to step two. Step 2 displays all Payments/Checks and Deposits/Other Credits that have **NOT** been previously cleared prior to the statement date. **NOTE:** Payments and Checks, and Deposits and Other Credits that have been written and printed or deposited equal or prior to the statement date are included. Additionally, transaction after the statement date can be included by checking the *'Show transactions ...'* checkbox. Click *the 'Select All ...'* buttons to select the transactions to clear during this reconciliation. **NOTE:** you can individually select or unselect transactions by checking/unchecking the checkbox in the respective column. Clicking *the 'Modify Settings'* button will return to step 1 where those setting can be changed. As items are selected *the 'Selected'* and *'Balance'* boxes are updated to reflect the reconciliation. *The 'Cleared Balance'* represents the total of the selected Payments + the selected Deposits. The *'Difference'* represents the total of the (Service Charge + the Interest Earned + the Ending Balance) - Cleared Balance. If the *'Difference'* does **NOT** equal $0.00 then there is something missing and you should carefully review your bank statement and the selected items to determine where the problem is. Clicking the 'Reconcile Now' button will try to reconcile the bank statement. If the 'Difference' equals $0.00 then reconciliation will proceed without any further action. However, if the 'Difference' is not $0.00 then a 3rd. step will be presented. If the 3rd. step you can return to step 2 to rectify the problem or elect to allow the system to make an automatic adjustment to rectify the discrepancy.

Receivables

What the Community has coming.

Keeping the community healthy, financially, requires handling its day to day needs. To this end receivables are essential.

INVOICES AND ORDERS

This is where you can create invoices/orders. Use the 'Member Type' to filter which members are shown in the customer list. From the customer dropdown, select the customer(s) for whom to create Invoices/Orders. If Lockbox Id's have been assigned to properties, the Lockbox Id will be shown. If the select member has multiple properties, then a dropdown list of available Lockbox Id's will be presented from which to select the property the invoice applies to. Enter an Invoice date if different from the current date. Select the account this Invoice applies to. Select any terms that may apply. Select the item to add to the Invoice/Order. Enter the quantity for the selected item. Click the + button to add the item to the Invoice/Order. Once an item is added to the Invoice/Order use the ✕ button to remove the item from the Invoice/Order, the ⇧ button to increase the quantity and the ⇩ button to decrease the quantity. Enter any memo you wish to attach to the Invoice/Order. Click *'Submit Invoice/Order'* button to save the Invoices/Orders. This will display a list of Invoices/Orders just created. Clicking one of these Invoices/Orders will open the Invoice/Order in another window for viewing and/or printing. Click the *'Reset or Enter New Invoice/Order'* button to clear the Invoice/Order to create a new one.

REFUNDS AND CREDITS

Select either Refund or Credit and complete the required information. Select the customer from the customer dropdown list. Select the account to apply this Refund/Credit to. In the event of a Refund, enter the date and reference (usually invoice #). Select the product being refunded and the quantity. Then click the + button to add the item to the refund. Continue this until all refunded items are listed. Use the ✕ button to delete items or the ⇧ button and ⇩ button to increment the quantity up or down. Enter any memo you wish attached to this Refund. In the event of a Credit, enter the date. The *'Reference #'* is automatically supplied. Enter a credit amount and any memo you wish attached to this Credit. Click the *'Submit Refund/Credit'* button to save the Refund/Credit. This will enable the *'Print Refund/Credit'* button, which if clicked will open the Refund/Credit in another window for viewing and/or printing. Click the *'Reset .....'* button to reset the form to enter a new Refund/Credit. **NOTE**: This does **NOT** save the current Refund/Credit.

OPEN ORDERS

To view open orders, select the customer from the customer dropdown list. By default this will show all open orders for the selected customer. This can be modified to a particular date range by selecting *'Between these dates'* and changing the start and end dates. The Dates column contains dropdown lists showing the date of the order and its due date. The Invoice column contains dropdown lists showing the amount of the invoice, the invoice number, and the invoice date. The Discount column contains dropdown lists showing the amount of the discount and the discount date. The Detail column contains the items on the order. You can expand an item by clicking on the item or clicking the + icon to reveal that items detail (Quantity & Unit Price & Description). Clicking the − will collapse the item. The Balance column shows the outstanding balance for the order. Click the button to delete this Order. **Caution: this CANNOT be undone.** Click the button to open the order in another window for viewing/printing. Click the button to mark that order as paid. **(Note: this has no effect on the GL)** Click the button to edit this order. This opens the order detail where you can modify the order, adding and removing order items, change quantities. **(Note: The Lockbox Id can also be changed from here)** Clicking the *'Update Order'* button will update the order with the changes made and close the order detail. To add an item to the order; select the item from the *'Item'* dropdown list and set the quantity. Then Click the + button to add the item. Click the button to delete that order item from the Order. **Caution: this CANNOT be undone.** Adding or deleting an item to the order is automatically saved and the order is updated. Increasing/Decreasing the quantity of an order item is accomplished by clicking the up or down buttons. This increases or decreases the quantity by 1 and is automatically saved to the order. The *'Close Edit'* will close the order detail without saving any changes other than those made to the Order Items.

To also show closed orders, click the 'Show Closed Orders' checkbox. Click the button to mark that order as unpaid and restore the balance to the invoice amount **(Note: this has no effect on the GL)**

PAYMENTS

Accept payments by selecting the mode to use, "Member Mode is selected by default. This will display all open Invoices/Orders for the selected customer. Enter a payment date if different from the current date. Enter payment amount and reference #, usually the customers check number. Select the payment method, account to apply this payment to and bank account to post this payment to. Enter any memo you wish to be attached to this payment. Select the Invoices/Orders to apply this payment against by checking the checkbox in the right column. If there are any discounts or credits available they will be applied to the payment. Click the *'Apply Payment'* button to apply the payment to all those selected open Invoices/Orders. If the payment amount is insufficient to pay the selected open Invoices/Orders then a partial payment will be applied. If the payment amount exceeds the amount of open Invoices/Orders than a credit will be created for the excess amount. Click *'Clear Payment'* to clear the form.

Accept Payments Modes

- Select the payment mode to use. (Member mode or Lockbox mode)
- Member mode is listed by member's name.
- Lockbox mode is listed by properties Lockbox Id

Accept Payments

- Select the customer from the customer dropdown list or if in Lockbox mode select the Lockbox Id.
- This will display all open Invoices/Orders for the selected customer.
- Enter payment amount from 0.00 to 99,999,999.99
- Enter a payment date if different from the current date.
- Enter a reference # if desired, usually the customers check number.
- Select the payment method, account to apply this payment to and bank account to post this payment to.
- Enter any memo you wish to be attached to this payment. Note: Credits always get "Surplus payment credit" for their memo.
- **NOTE: Be sure you have selected the proper bank account to post payments to.**

Selected Invoice/Orders

- Select Invoices/Orders to open Payment Information.
  - Payment Information.
    - Displays the effect of the payment as "Over Paid By", "Under Paid By", or "Paid in Full". And the payment amount.
    - Available credits are also shown.
      - To **ONLY** apply the available credits click the "Apply Credits Override" button.
      - This will apply **all** available credits to the selected orders.
    - The amounts for the selected orders are also shown as:
      - "Total Due". This is the total balance due of **all** selected Invoices/Orders after any discounts are taken.
      - "Applied". This is the total amount already applied to **all** selected Invoices/Orders.
      - "Discount & Credits". This is the total amount of available discounts & credits for **all** selected Invoices/Orders.
- Click the 'Apply Payment' button to apply the payment to all open Invoices/Orders.
  - If there are any discounts or credits available they will be applied first.
  - If the payment amount is insufficient to pay the selected open Invoices/Orders entirely, then a partial payment will be applied.
  - If the payment amount exceeds the amount of open Invoices/Orders than a credit will be created for the excess amount.
- Click 'Clear Payment' to clear the form.
- The remember button is activated after this transaction has been saved. Click the remember button to memorize the Payment.

ACCOUNT ACTIVITY

If available, select the customer from the customer dropdown list. Otherwise the currently logged in user account is shown. By default this will show all activity for the selected account. This can be modified to a particular date range by selecting *'Between these dates'* and changing the start and end dates.

The Payments (Paid/Received) List displays the following: the Date column shows the date of the activity, the column indicates if the item has been printed, the ✓ column indicates if the item has been deposited, the ✓ column indicates if the item has cleared the bank.

The Receivables (Invoices/Orders) List displays the following: the Dates column contains dropdown lists showing the date of the activity and its due date, the Invoice column contains dropdown lists showing the amount of the invoice, the invoice number, and the invoice date, the Discount column contains dropdown lists showing the amount of the discount and the discount date, the Memo/Prop column displays any memo attached to the invoice and if the property referred to by the Lockbox Id is different than the mailing address the property address is shown., the Detail column contains the items on the order. You can expand an item by clicking on the item or clicking the + icon to reveal that items detail (Quantity & Unit Price & Description). Clicking the − will collapse the item, The Balance column shows the outstanding balance for the order. Click the button to print the Invoice/Order.

The Payables (Invoices/Bills) List displays the following: the Dates column contains dropdown lists showing the date of the activity and its due date, the Invoice column contains dropdown lists showing the amount of the invoice, the invoice number, and the invoice date, the Discount column contains dropdown lists showing the amount of the discount and the discount date, The Balance column shows the outstanding balance for the order.

In the upper left hand corner there is icon. When clicked the Account Activity report is opened for viewing and/or printing.

STATEMENTS

Create customer statements by using the *'Statement'* option from the *'Accounting > Receivables'* menu option. Set the statement date to appear on the statement. *Note: From and through dates are used to determine which customers appear in the list of customers. They must have open invoices between those dates. Click the "Include Members with Zero Balances" button to include members with no balance due.* Click *'All due & open Transaction'* to include all open transactions or use the *'Transactions between …'* to limit the available transactions. If you want payments, received or made, to appear on the statements, select which to include. Select those customers to create statements for, set any additional options. Use the *'Create Preview Statement'* to create a preview that can be viewed by clicking the icon. Click the icon to create statements for all customers that were selected in the customer list. Statements will be automatically sent to customers that have authorized email communications. *Note: Statements that do get emailed will* ***not*** *be available for viewing here, but are available from the 'Members' page in the 'Letters' section. Un-sent statements are also saved in this location.* The un-sent statements are available for processing by selecting the statement in the *'Un-Sent'* statement list and clicking the 🔍 icon to open that statement for further processing by an alternate manner.

Payables

What the Community owes.

A good community is financially responsible, paying its bills in a timely manner.

RECORD BILLS AND CREDITS

Enter any bills or credits received by the Community. Select the type *'Bill or Credit'*, select the vendor that this Bill/Credit is from. Summary information and recent activity for the last 30 days is shown to the right. Enter the requested information about the Bill/Credit received. Click *'Submit'* to save the Bill/Credit. Click *'Clear'* to clear the form.

Bills or Credits can be "Split" over multiple accounts by clicking the 'Split' button.

- This will open a grid to enter 'Splits'.
- Select the account to split this invoice into from the dropdown list.
- Enter the amount of this split.
- Enter a memo if desired.
- Click 'Add New Row' to create more splits and repeat for each split.

NOTE: It is **NOT** recommended to enter more than 12 splits for one invoice, as this will make the statement section of checks invalid.

PAY BILLS

All un-paid bills for all vendors are shown by default. This can be modified by changing to a specific date and/or selecting a specific vendor. Select those bills you want to pay by clicking on the checkbox in the first column. You can also click the *'Select all Invoices/Bills'* button to check all displayed bills. Selecting a specific invoice will show with a green background. By default the amount to pay will be set to the invoice amount. This can be changed to whatever amount you would like to pay on that invoice. Selecting a specific invoice will display discounts and credits available in the Invoice/Bill Information section.

Selected Invoice/Bill Information and Actions:

- Any available discount amounts ('Disc. Amt') are automatically applied to invoices selected to be paid.
- If there are available credits they will be displayed.

- Select any available credits and click 'Apply Selected Credits' to apply those credits to the selected invoice.
- Selected credits cannot be applied to the selected invoice if the credit excedes the selected invoice amount 'Amt to Pay'.
- Un-checking an invoice will also release any credit(s) applied to that invoice.

Selected Invoices/Bills Payment Processing:

- The payment date defaults to the current date but can be changed as needed.
- The default payment method is 'Check' and can be changed if needed by selected a different payment method from the dropdown list. It is suggested that you use 'Check' as the payment method for Automatic Debits.
- When the payment method is 'Check'.
  - The check number to be used is displayed.
  - This check number may be changed here if necessary.
  - Check numbers must be integers.
    - So if you are entering an automatic debit with a reference number like '013117-1'. Remove the '-' and used the whole number.
    - If the reference number contains letters or other characters. remove then too.
  - However this does NOT change the bank accounts next check to this new check number plus one.
  - This has to be done manually for the bank account.
- Select the appropriate account to make payments from. Note: This list is in alphabetical order by the name of the account set in the chart of accounts.
  - **Note: Do NOT select more than ten (10) invoices for a specific vendor, as this will cause the statement section of checks to be invalid.**
- Clicking 'Pay Selected Invoices/Bills' to pay Bills.
- The remember button is activated after this transaction has been saved. Click the remember button to memorize the Payment.
- **Note: Checks are printed from the 'Check Register'**

Deleting Invoices/Bills

- You can only delete one Invoice/Bill at a time and that Invoice/Bill the one in the row where the ✕ is.
- Clicking the ✕ 'Delete Button' to delete that Invoice/Bill in that row.
  - **Note: Use with extreme caution as this CANNOT be undone.**

ACCOUNT ACTIVITY

If available, select the customer from the customer dropdown list. Otherwise the currently logged in user account is shown. By default this will show all activity for the selected account. This can be modified to a particular date range by selecting *'Between these dates'* and changing the start and end dates.

The Payments (Paid/Received) List displays the following: the Date column shows the date of the activity, the column indicates if the item has been printed, the column indicates if the item has been deposited, the column indicates if the item has cleared the bank.

The Receivables (Invoices/Orders) List displays the following: the Dates column contains dropdown lists showing the date of the activity and its due date, the Invoice column contains dropdown lists showing the amount of the invoice, the invoice number, and the invoice date, the Discount column contains dropdown lists showing the amount of the discount and the discount date, the Detail column contains the items on the order. You can expand an item by clicking on the item or clicking the + icon to reveal that items detail (Quantity & Unit Price & Description). Clicking the − will collapse the item, The Balance column shows the outstanding balance for the order. Click the button to print the Invoice/Order.

The Payables (Invoices/Bills) List displays the following: the Dates column contains dropdown lists showing the date of the activity and its due date, the Invoice column contains dropdown lists showing the amount of the invoice, the invoice number, and the invoice date, the Discount column contains dropdown lists showing the amount of the discount and the discount date, The Balance column shows the outstanding balance for the order.

PRINT 1099-MISC

Print the 1099-MISC forms for those vendors that are 1099 eligible. This uses the IRS 1099-MISC forms available online from IRS.gov. Follow this link to order: http://www.irs.gov/Businesses/Online-Ordering-for-Information-Returns-and-Employer-Returns

Community

The Community.

Planing the community finances requires making entries into the general ledger if required, creating viable budgets, having products or services provided, and a proper chart of accounts to track it all.

GENERAL JOURNAL

Make entries into the General Ledger through the General Journal. Set the date if different than the current date. Select the account to make an entry to from the account dropdown list. Enter a debit or credit amount for the selected account. Enter any description and/or reference you wish attached to the transaction. **NOTE:** you can only make one credit or debit at a time. Clicking *'Add to Above Grid'* to insert the transaction. Click the *'Cancel'* button to cancel the transaction and reset the form.

Transactions are displayed in the General Ledger Transactions table. Click the delete ✕ button to delete this transaction. **Caution: this CANNOT be undone.** Click the *'Clear'* button to remove ALL transactions from the General Ledger Transactions table. **Caution: this CANNOT be undone.** To edit a transaction, first delete the transaction and then insert a new transaction. When the total debits and credits are equal, the *'Save & New'* button will be enabled. Clicking the *'Save & New'* button will save the transactions to the general ledger and then clear the Transaction table in preparation for a new entry.

BUDGETS

If there are budgets available, select the budget year of the budget to open. Clicking the *'Delete this Budget'* button will delete the budget for the selected year. **Caution: this CANNOT be undone.** Click the *'Create New Budget for this Budget Year'* button to create a new budget for the select year.

Creating New Budgets: A new blank budget is created by clicking the *'Create New Budget for this Budget Year'* button. Creating duplicate budgets for a given year is <u>NOT</u> allowed. Click the *'Delete'* button to delete a particular budget line item. It is <u>NOT</u> usually recommended to delete budget items unless they are no longer going to be used. Click the *'Edit'* button to place that line item into edit mode.

Editing Budget Items: Click the *'Edit'* button to place that line item into edit mode. Click the *'Cancel'* button to exit edit mode without saving any changes. Click the *'Update'* button to save changes and exit edit mode. While in edit mode, enter budget amounts for each month for the selected line item. **NOTE:** By entering an amount in the January column and clicking the *'Copy Across'* button each month will be given the same amount and the yearly amount will be given the total. You may change any amount at any time and the yearly amount will be updated after clicking the *'Update'* button. Repeat the above for each line item in the budget, paging through the entire budget.

Adding Budget Items: Click the *'Add Budget Item'* button to add additional items to the budget. This will open a window to select accounts to add. Click the *'Return to Budget'* button to exit the 'add budget items' mode and return to the selected budget. Make selection of accounts to add the current budget. Select any available accounts to add to the budget from the drop-down list. Use the *'Select All/Unselect All'* to quickly make selections or check individual accounts. When satisfied with your selection(s) click the *'OK'* button or click the *'Cancel'* button to close the selection box without making changes to your selection. Click the *'Add Selected Accounts'* to add those accounts to the budget. When completed, click the *'Return to Budget'* button to return to the current budget. The accounts just added will now be in the budget ready to be edited as needed.

RESERVE SCHEDULES

Create the communities reserve schedules. Regardless the number of reserve accounts your community may have, there should be a reserve schedule for each one.

- Click the report button to open the Reserve Schedule report.

- If there are **NO** Reserve Schedules you will be able to add your first Reserve Schedule.
- Click the delete ✕ button to delete the selected Reserve Schedule. **Caution: this CANNOT be undone.**
- Click the edit button to edit the selected Reserve Schedule.
- Click the plus + button to add new Reserve Schedule.

Editing/Adding Reserve Schedules:

- Click the edit button to edit the selected Reserve Schedule or click the plus + button to add a new Reserve Schedule.
- Enter the required reserve item name. **Note:** That some reports and lists are ordered alphabetically, so if you want an account to appear at the top, name as such.
- Enter the Estimated Total Useful Life for the reserve item in years.
- Enter the Estimated Remaining Useful Life for the item in years.
- Enter the Estimated Total Cost for the project.
- Select the bank account to use to fund the project.
- Select the reserve account associated with this project.
- Click the "Recalculate Estimated Required Funding" button to re-calculate the required funding.

PRODUCTS

This is a list of all products/services available. Click the button to edit the selected item. This opens the detail section where you can edit all properties of the item; item name, rate, account, and description. The 'Rate' is the amount for each item, account is the account this item is associated with, and term is the discount that can be applied to this item (not implemented). Clicking the 'Submit' button will save the product/service. Click the +button to add additional products/services. This opens the detail section where you can add new products/services. Enter the required information for the item; item name, rate, account, and description. The 'Rate' is the amount for each item, account is the account this item is associated with, and term is the discount that can be applied to this item (not implemented). Clicking the 'Submit' button will save the product/service. Click the ✓button to activate/de-activate the product/service. Note: de-activated products are NOT available when creating invoices/orders. It is suggested that if you have items that change often that you create different items for them. For example, if you have a monthly maintenance fee that changes each year that you create a new item for that year and then de-activate the old item ex: 2010 Fee, 2011 Fee, 2012 Fee, etc. By doing so you will always have a record of what the old fees were.

CHART OF ACCOUNTS

This is a list of accounts used in the system to keep track of it all. If there are **NO** accounts you will be prompted to setup default accounts. Once the default accounts have been created, click the *'Refresh Chart of Accounts'* to see the newly create chart of accounts. They will be displayed showing the account number, type, sub-category, name and description. New accounts may be added at any time. Click the delete ✕ button to delete the selected account. **Caution: this CANNOT be undone and will NOT be allowed if there are existing transactions using this account.** Click the edit button to edit the selected account. Bank accounts, Credit Card accounts and Cash accounts require special handling. (See below) Click the plus + button to add new accounts.

Editing/Adding Accounts: Click the edit button to edit the selected account or click the plus + button to add new accounts. Enter the require name for the account. **Note:** That some reports and lists are ordered alphabetically, so if you want an account to appear at the top name as such. Enter the account # you want assigned to this account. The allowed account numbers is controlled by the account type as selected. **Note:** Again, some reports and lists are ordered by account #, so if you want an account to appear at the top use a lower number. The account type defaults to the type of the account of the account where you clicked the + button. However this may be changed at any time. An account can be a sub-category of another account within the account type. This is used for reporting purposes to group items, ex: the Utility account could be the sub-category for Electric Power, Sewer & Water, and Telephone and will be reported under the group named Utility. To include the parent account within the group you must set the sub-category of the parent account to itself, ex: the Utility account would have Utility as its sub-category. An optional description can be attached to the account. Bank accounts, Credit Card accounts and Cash accounts require special handling. (See below)

Bank Accounts: Bank accounts require information about the bank where the account is held; the bank account number, current balance and starting check number are required. **NOTE:** If this account is **NOT** a checking account, enter 0 for the starting check number. If this account is for a *'Reserve'* account check the *'... Reserve ...'* checkbox. This will then present a list of reserve accounts that this account can be associated with, select the appropriate account from this list. This will ensure that reporting is handled properly for reserve type accounts. When adding bank accounts, select the currency the account is denominated in. By default USD are selected. Once the new account is submitted and saved, the currency can no longer be changed.

Credit Card Accounts: Credit Card accounts require the same bank information as bank accounts along with the credit card number and current balance.

Cash Accounts: Cash accounts only require the current balance being held in cash.

Export tables

EXPORT TABLES

To export tables used by the accounting module to an Excel worksheet.

Managers will find it helpful to be able to export existing data directly into Excel.

Export data to an Excel. This will make the administrators life a bit easier.

Select Data Table:

- Select the table to export.
    - Export Accounts Payable:
        - Worksheet name will be: "AP"
    - Export Accounts Payable Detail:
        - Worksheet name will be: "AP Detail"
    - Export Accounts Receivable:
        - Worksheet name will be: "AR
    - Export Accounts Receivable Detail:
        - Worksheet name will be: "AR Detail"
    - Export Accounts Bank Accounts:
        - Worksheet name will be: "Bank Accts"
    - Export Budget:
        - Worksheet name will be: "Budget"
    - Export Accounts Chart of Accounts:
        - Worksheet name will be: "Chart of Accounts"
    - Export Accounts Chat of Accounts Types:
        - Worksheet name will be: "Chart of Accounts Types"
    - Export Check Register:
        - Worksheet name will be: "Check Register"
    - Export Check Transaction Types:
        - Worksheet name will be: "Check Transaction Types"
    - Export General Ledger:
        - Worksheet name will be: "General Ledger"
    - Export Items:
        - Worksheet name will be: "Items"
    - Export Reconcile:
        - Worksheet name will be: "Reconcile"

View Data Layout:

- Click the "Preview Data Layout" button to view the data prior to export.
- This is presented in a grid for verification that this is indeed the data you want to export.

Export Data:

- Click the "Export Data" button to actually export the data to Excel.

Coupon Orders

COUPON ORDERS

We realize that many communities use coupon books from your banks to facilitate assessment payments. To make this annual occurrence easier, we have implemented "Create Coupon Orders

Financial Institution

- Select the financial institution to create coupons for.
- Select the file format to create. (Excel or CSV)

Order Coupons

- Select the communities bank account (this will display the bank account # that funds will be deposited into by the bank)
- Select the type of coupon to create. (Single or Variable Amount Coupons)
- Enter the number by which the bank identifies the community.
- Select the payment frequency. (Monthly, Quarterly, Semi-annually, or Annually)
- Enter the number of coupons.
- Due Date and Payment Amount
    - Enter the first due date.
    - Enter the payment amount.
        - If left blank then the coupon amount assigned to the unit will be used.
        - Otherwise this amount will override assigned amounts and be used for ALL coupons.
    - If ordering variable amounts coupons their respective amounts as necessary.
        - The due dates will be on the same day for each month as that of the first due date for the number of months selected in the payment frequency.
        - If the amount is left blank then the coupon amount assigned to the unit will be used.
        - Otherwise this amount will override assigned amounts and be used for ALL coupons.
- Enter late messages and misc. comments as necessary.

Create Order

- Click the 'Create Coupon Order' to create the order file.
- The file will be created and made available within your browser.
- Review the file created and then upload that file to your bank for processing your coupon order per their instructions.

File Formats

- **Single Amount Coupons**
    - Financial institution:

Format Type: 1
Create a homeowner file for **Single Amount Coupons** using the Sample Excel File Format

Column	Max # of Characters	Field Name	Description
A	13	Bank Account #	Bank account number that payments will be deposited to.
B	8	Unit #	Actual Unit # - Alphanumeric.
C	5	Bank Assoc #	Association number used by Bank.
D	6	Start Date	MMDDYY
E	8	Payment Amt	No decimals, no dollar sign, $154.0-0 would look like 00015400
F	2	# of coupons	
G	35	Name of Property	
H	30	Homeowner Name	(Optional) If not printed on the coupon can leave column blank.
I	30	Late Message Line No.1	Use this line to print a different message for each unit, or this line can be used to print the same message for all units. (Optional) If not printed on the coupon leave blank.
J	30	Late Message Line No. 2	Use this line to print a different message for each unit, or this line can be used to print the same message for all units. (Optional) If not printed on the coupon leave column blank.
K	30	Misc. Comment	Use this line to print a different message for each unit, or this line can be used to print the same message for all units. (Optional) If not printed on the coupon leave column blank.
L	1	Payment Frequency	M=Monthly, Q=Quarterly, S=Semi-annual, A=Annual
M	8	Lockbox Id	This number must match your system's unit number for automatic payment posting. The field can contain numbers and/or capital letters only. There can be no spaces or special characters in the field, for example; no dashes, commas, number sign, etc.
N	30	Homeowner Address Line 1	Required if bank is mailing coupons directly to homeowner.
O	30	Homeowner Address Line 2	Required if bank is mailing coupons directly to homeowner.
P	30	Homeowner Address Line 3	Required if bank is mailing coupons directly to homeowner.

- *Association Number
- The Association number is a unique five-digit number used to identify each association. This number cannot contain alphas or characters. Management

companies may elect to assign their own Association Number or elect the financial institution to assign the number for them. Assignment of the Association Number for self-managed associations is determined by certain criteria

- **Variable Amount Coupons**
  - Financial institution:
    Format Type: 2
    Create a homeowner file for **<u>Variable Amount Coupons</u>** using the Sample Excel File Format

Column	**Max # of Characters**	**Field Name**	**Description**
A	13	Bank Account #	Bank account number that payments will be deposited to.
B	8	Unit #	Actual Unit # - Alphanumeric.
C	5	Bank Assoc #	Association number used by Bank.
D	6	Start Date 1	MMDDYY
F,H,J,L,N,P,R,T,V,X,Z	6 each	Due Dates 2-12	MMDDYY. Will be completed based on number of payments in order. Enter the due date for the remaining months that you want to print. The day of the month must match for each payment. For example, if due date is on the 2nd day of the month for Due Date 1, all due dates must be on the 2nd for that unit order.
E	8	Payment Amount 1	No decimals, no dollar sign, $154.0-0 would look like 00015400
G,I,K,M,O,Q,S,U,W,Y,AA	8 each	Payment Amount2 2-12	No decimal, no dollar sign, $154.00 would look like 00015400. Will be completed based on number of payments in order. Complete the Payment Amount for each Due Date you have entered. If not using all 12 due dates leave remaining columns empty. Do not include due dates that do not need coupons. Do not shift everything over.
AB	2	# of coupons	02-12 (Variable Amount coupons are available for up to 12 coupons)
AC	35	Name of Property	
AD	30	Homeowner Name	(Optional) If not printed on the coupon can leave column blank.

AE	30	Late Message Line No.1	Use this line to print a different message for each unit, or this line can be used to print the same message for all units. (Optional) If not printed on the coupon leave blank.
AF	30	Late Message Line No. 2	Use this line to print a different message for each unit, or this line can be used to print the same message for all units. (Optional) If not printed on the coupon leave column blank.
AG	30	Misc. Comment	Use this line to print a different message for each unit, or this line can be used to print the same message for all units. (Optional) If not printed on the coupon leave column blank.
AH	1	Payment Frequency	M=Monthly, Q=Quarterly, S=Semi-annual, A=Annual
AI	8	Lockbox Id	This number must match your system's unit number for automatic payment posting. The field can contain numbers and/or capital letters only. There can be no spaces or special characters in the field, for example; no dashes, commas, number sign, etc.
AJ	30	Homeowner Address Line 1	Required if bank is mailing coupons directly to homeowner.
AK	30	Homeowner Address Line 2	Required if bank is mailing coupons directly to homeowner.
AL	30	Homeowner Address Line 3	Required if bank is mailing coupons directly to homeowner.

- *Association Number
- The Association number is a unique five-digit number used to identify each association. This number cannot contain alphas or characters. Management companies may elect to assign their own Association Number or elect the financial institution to assign the number for them. Assignment of the Association Number for self-managed associations is determined by certain criteria.

Import data from Excel or CVS

Accounts will find it helpful to be able to import existing Excel/CSV data directly into the community.

Import Excel/CSV spreadsheet data into the system and avoid importing duplicates. This will make the administrators life a bit easier.

IMPORT TYPE

To import, select the appropriate type from the list either "Members", "Properties" or "Authorize.Net Transactions". *Special Note: We have seen some CSV (comma separated values) files that don't import properly. It is recommended to convert these to Excel Spread format as shown below and then import the Excel file.*

MEMBERS

To import members there must be a worksheet named "Members" in the Excel spreadsheet. This is very specific and is also case sensitive. It must be "Members", not "members" or "Member". Everyone gets the default password ("password") which is case sensitive. Members that where NOT added will be indicated at the end of the import process.

The worksheet must have the following 13 named columns (column names are case sensitive):

- **Email:** This must be a valid email address. (If blank, "default???@localhost.com" will be used, where ??? will be an incremented number)
- **Lastname:** The member's last name. (can be blank)
- **Firstname:** The member's first name. (can be blank)
- **MI:** The member's middle initial. (can be blank)
- **Addr1:** The member's first address line. (can be blank)
- **Addr2:** The member's second address line. (can be blank)
- **City:** The member's city. (can be blank)
- **State:** The member's state. (can be blank)
- **PostalCode:** The member's postal code or zip code. (can be blank)
- **Country:** The member's country. (can be blank)
- **Phone:** The member's phone. (can be blank)
- **CellPhone:** The member's cell phone. (can be blank)

- **MemberType:** The member's type. (can be blank, defaults to "Owner")

- **Notify:** Notify member of announcements. (can be blank, defaults to "False" else must be 0 for "No" or 1 for "Yes")

- **Directory:** Include member in directory. (can be blank, defaults to "False" else must be 0 for "No" or 1 for "Yes")

- **EmailAuth:** Member has authorized email communications. (can be blank, defaults to "False" else must be 0 for "No" or 1 for "Yes")

- **DOB:** Members date of birth (can be blank, defaults to 01/01/0001)

PROPERTIES

To import properties there must be a worksheet named "Properties" in the Excel spreadsheet. This is very specific and is also case sensitive. It must be "Properties", not "property" or "properties". Properties that where NOT added will be indicated at the end of the import process.

The worksheet must have the following 21 named columns (column names are case sensitive):

- **PropType:** The property type; Condo=0, Single Family House=1, Apartment=2.

- **RentControled:** 0=None.

- **Building:** This is the building number if applicable. (can be blank)

- **Addr1:** The properties address. (cannot be blank)

- **Addr2:** The properties second address line (can be blank)

- **City:** City where property is located (can be blank)

- **State:** State or Province where property is located.

- **PostalCode:** can be blank

- **Country:** Country where property is located.

- **CouponAmt1**: must be between 0.00 and 999999.99

- **CouponAmt2**: must be between 0.00 and 999999.99

- **CouponAmt3**: must be between 0.00 and 999999.99

- **CouponAmt4**: must be between 0.00 and 999999.99

- **CouponAmt5**: must be between 0.00 and 999999.99
- **CouponAmt6**: must be between 0.00 and 999999.99
- **CouponAmt7**: must be between 0.00 and 999999.99
- **CouponAmt8**: must be between 0.00 and 999999.99
- **CouponAmt9**: must be between 0.00 and 999999.99
- **CouponAmt10**: must be between 0.00 and 999999.99
- **CouponAmt11**: must be between 0.00 and 999999.99
- **CouponAmt12**: must be between 0.00 and 999999.99

AUTHORIZE NET TRANSACTIONS

To import transactions there must be a worksheet named "Transactions" in the CSV file. This is very specific and is also case sensitive. It must be "Transactions", not "transactions". If necessary, this can be changed using Microsoft Excel. How transactions where processed will be indicated at the end of the import process.

The worksheet must have the following 12 named columns (column names are case sensitive):

- **SubscriptionId:** The subscription Id.
- **SubscriptionStatus:** The subscription status.
- **Payment #:** The payment number.
- **TotalRecurrences**: 9999 = On going
- **TransactionId:** The transaction Id.
- **Amount:** The amount of this transaction.
- **Currency:** The currency this transaction is conducted in.
- **Method**: Credit Card, E Check
- **CustFirstName:** Customers first name.
- **CustLastName:** Customers last name.
- **RespCode**: The response code.

- **RespText**: The response text.

CHART OF ACCOUNTS

To import chart of accounts there must be a worksheet named "ChartOfAccts" in the Excel spreadsheet. This is very specific and is also case sensitive. It must be "ChartOfAccts", not "chartofaccts" or "chartOfAccounts". Accounts that where NOT added will be indicated at the end of the import process.

The worksheet must have the following 5 named columns (column names are case sensitive):

- **AcctId:** The account Id. (can **NOT** be blank)
- **AcctType:** This is the account type (use the following numbers to represent the type of account); 1=Cash, 2=Bank Account, 3=Accounts Receivable, 4=Assets, 5=Fixed Assets, 6=Other Assets, 7=Accounts Payable, 8=Equity, 9=Liability, 10=Long Term Liability, 11=Credit Card,12= Loan, 13=Income, 14=Other Income, 15=Expenses, 16=Other Expenses, 17=Cost of Goods, 18=Reserves. (can **NOT** be blank)
- **AcctName:** This is the name of the account. (can **NOT** be blank)
- **SubCategory:** This is the account that this account is a sub-category of. (can be blank)
- **Description:** Description of this account. (can be blank)

UPLOAD DATA

Before importing the data into the system, you must first upload the Excel spreadsheet.

- Click "Upload Excel Spreadsheet" to select the spreadsheet to upload.
- Click the "Browse" button to find the file to upload.
- Click the "Upload File" button to perform the actual upload.

VIEW DATA

You can view the data prior to importing using the "View Excel" feature to verify its format and integrity.

- Click the "View Excel Data" button to view the data in the uploaded file.
- This is presented in a grid for verification that this is indeed the data you want to import and that is in the proper format.
- If the format does not conform to the above layout, edit the worksheet to match the above layouts.

IMPORT DATA

After you are satisfied with the data format and the Excel file layout, the actual importing is done here

- Click the "Import Excel Data" button to actually import the Excel data into the system.
- Duplicate data is skipped so as to not have multiple records.
- Data that was not imported is displayed.
- All newly imported members will be given a default password of "password". It should be noted that this is all lowercase and that passwords are case sensitive.

Reports

Community financial reports.

Get all the information about the finances of the community.

FINANCIAL STATEMENT

View/print the community's financial statement. This creates an un-audited financial statement the community. From here, select the bank accounts and any other reports to include in the financial statement. This is the ONLY report that can be memorized. Click the icon to memorize this report with the currently selected criteria.

Bank Accounts: Some reports can be limited to specific bank accounts. Select the bank accounts to include in the Consolidated Financial Statement. Click the *'Select ALL'* button to select all bank accounts.

Date Specific Reports: Some reports can be limited by date. Select the reports to include in the Consolidated Financial Statement. Click the *'Select ALL'* button to select all reports. Set the criteria for these date specific reports. By default, these reports are compiled *'Year to Date'*. This can be modified by selecting *'Between these dates'* and setting the *'From'* and *'Through'* dates. Use the icon to select the desired dates.

Period Specific Reports: Some reports can be limited by period. Select the reports to include in the Consolidated Financial Statement. Click the *'Select ALL'* button to select all reports. Set the criteria for these reports by setting the desired period. By default, these reports are compiled using the current period of the month when run. This can be modified by setting the *'For this Period'* date. Use the icon to select the desired period.

To publish this report to the Community website for all to see, check the *'Publish this report to community!'* Click the icon to open the report for viewing and/or printing.

BALANCE SHEET

View/print the community's balance sheet.

TRIAL BALANCE

View/print the community's trial balance.

PROFIT & LOSS

View/print the community's profit & loss statement. If there are multiple communities and 'CrossOver' reporting is enabled than a dropdown list of communities is presented to allow selection of which communities are to be included in the report.

INCOME AND EXPENSES

View/print the community's income & expense statement. If there are multiple communities and 'CrossOver' reporting is enabled than a dropdown list of communities is presented to allow selection of which communities are to be included in the report. See '**chart of accounts**' on page 95 for details on how to group accounts.

GENERAL LEDGER

View/print the community's general ledger.

CHECKS

View/print the community's checks.

DEPOSITS

View/print the community's deposits.

CHECK REGISTER

View/print the community's check register.

AGED ACCOUNTS RECEIVABLE SUMMARY

View/print a summary of the community's receivables.

AGED ACCOUNTS PAYABLE SUMMARY

View/print a summary of the community's payables.

AGED ACCOUNTS RECEIVABLE DETAIL

View/print a detailed report of the community's receivables.

AGED ACCOUNTS PAYABLE DETAIL

View/print a detailed report of the community's payables.

OUTSTANDING INVOICES

View/print a detailed report of the community's outstanding invoices.

PREPAID

View/print a detailed report of the community's prepaid invoices.

RECONCILE

View/print the community's reconciliation.

BUDGETS

View/print the community's budgets. To publish this report to the Community website for all to see, check the *'Publish this report to community!'*

PRICE LIST

View/print the community's price list of products and services.

MAILING LABELS

View/print mailing labels for the community. Select Owners, Tenants, Vendors, or any combination of those. We have tested using Avery 15160 labels but the following Avery 1" x 2 5/8", 30 per sheet - address labels should also be compatible: 15160, 15510, 15660, 16460, 18160, 18260, 18660, 28660, 32660, 38260, 45160, 48160, 48260, 48360, 48460, 48860, 48960, 5160, 5260, 55160, 5520, 55260, 55360, 5620, 5630, 5660, 5810, 58160, 58260, 58660, 5960, 6240, 6241, 6970, 75160, 8160, 8250, 8460, 85560, 8620, 8660, 8810, 88560, 8860, 8920.

MEMBERS LIST

View/print the community's list of members.

PROPERTIES LIST

View/print the community's list of properties.

DETAIL EXPENSE

View/print a report of the community's expenses..

CHART OF ACCOUNTS LIST

View/print the community's list of Chart of Accounts.

VENDOR 1099 LIST

View/print the community's list of vendors that are 1099 eligible.

Memorized Transactions

Memorizing a transaction or report.

Save time by memorizing for future use.

MEMORIZE

If you have a transaction that you frequently enter, you can save time by memorizing it for future use. Watch for the remember icon to indicate that the transaction or report can be memorized.

If you frequently enter the same line items for a transaction, you can memorize that transaction so that you won't have to re-enter it each time. For example, you can memorize a member's monthly maintenance fee or your monthly utility bill.

You can memorize transactions from the various accounting screens, Customer; Invoice and Orders, Accept Payments or Vendor; Bills and Credits, Pay Bills and from the Financial Statement report. Watch for the remember icon, in the upper left, to indicate that the transaction or report can be memorized.

REMIND ME

By selecting the *'Remind me'* for a transaction or report the user with the required privileges will be given a reminder when logged in.

DO NOT REMIND ME

By selecting the *'Do NOT Remind me'* for a transaction or report, **NO Reminder** will be given a reminder when logged.

AUTO

By selecting *'Auto'* for a transaction or report the user with the required privileges will be given a reminder when logged in.

If the amounts on the transaction do not change (for example, if you always collect the same monthly maintenance fee or pay the same monthly rent), you can fill in all the details for the transaction and be notified when this transaction needs to be entered. Then click the *'Process all Checked Memorized Transaction and Report'* button to process all selected memorized transactions or reports. This process will **NOT** present these transactions/reports for viewing/printing.

If the amounts or other details sometimes change, you can still create a memorized transaction, but **DO NOT** select *'Auto'*. Instead use *'Remind me'*. When you want to use your memorized transaction, just *'Select'* it from the *'Available Memorized Transaction and Reports'* grid list. From there you can click the icon to delete the memorized transaction or report, click the edit icon to edit it as needed, or click the icon or the icon to process the memorized transaction or report.

HOW TO

Watch for the remember icon, in the upper left, to indicate that the transaction or report can be memorized. Then follow these simple steps.

1. Enter the transaction or report as you'd like memorized. For transactions, you must first save the transaction to activate the remember icon. The Financial Statement report can be memorized without running the report, only changing any criteria will activate the memorize icon.
2. Click the remember icon to memorize the transaction or report.
3. Enter a name for the memorized transaction or report. A default name is provided, depending on where the transaction or report originated from. This name can be any word or phrase that describes the transaction best for you.
4. Complete the following fields as necessary:
   - Select a Reminder type:
     - Remind Me: will give a reminder when someone logs in with the required privileges.
     - Do NOT Remind Me: will **NOT** give a reminder.
     - Auto: will give a reminder when someone logs in with the required privileges.

   - Click the '*How often*' drop-down arrow, and choose how often you want to be reminded about the transaction or report.
   - Enter the number of reminders to provide. Note: 0 will provide **NO** reminders. This number is decremented each time the memorized transaction or report in run and when the number of remaining reminders reaches zero (0) there will be no further reminders for this transaction or report.
   - Enter the '*Next Due*' date for this transaction or report to run. This is the next date on which to run this transaction or report after the current transaction that has just been entered.
   - Enter the '*Day in Advance*' you want to be reminded about this transaction or report. This is the number of days in advance of the '*Next Due*' date.
   - Sending Email:
     - If the member referenced by this memorized transaction or report has authorized email communication then the 'Check to Send Email' will be enabled.
     - However if email authorization is **NOT** allowed then this checkbox will **NOT** be enabled and will be unchecked.
     - Checking this will email this transaction to the member.

   - Select a group to assign this memorized transaction or report to.
     - Select 'None' to not assign to a group.
     - Select <add new> to add a new group. This will open the 'Add New Group' section where a name for the new group can be entered, then click the 'Save New Group' button to save this new group.

   - Click the 'Create a new memorize Transaction or Report' button to save.
   - Click the 'Replace this memorize Transaction or Report' button to replace.
   - Click the 'Delete this memorize Transaction or Report' button to delete.

PROCESSING

When a user with the required privileges logs in and there are memorized transactions or reports to be run, there will be the remember icon on the right side of the page and a notification saying *"Reminder!"*. Clicking the remember icon will open the *Process Memorized Transaction and Reports* page from which processing can be done. Processing memorized transactions or reports can also be accomplished by users with Accountant privileges from the *Accounting Tools* > *Community* > *Process Memorized* menu option.

1. Transaction and reports are listed in the left column under the *'Memorized Transactions and Reports'* tree and are also listed in the *'Available Memorized Transaction and Reports'* grid on the right.
2. Transactions or reports that are ***Auto*** will automatically be checked ✓ in the tree, indicating that these transactions or reports will be run by clicking the *'Process all Checked Memorized Transactions and Reports'* button. These can be individually selected or un-selected or use the *'Un-Select/Select All'* button to change all.
3. Click the + icon or – icon to open or close that section of the tree.
4. Clicking on a group name will display only that group's transactions or reports in the grid and if the group is checked ✓ then all transactions or reports in that group will also be checked ✓ or un-checked.
5. There are two (2) ways to process memorized transactions and reports.
    a. By checking all those transactions and reports to be processed in the tree list, as explained above, and then clicking the *'Process all Checked Memorized Transactions and Reports'* button.
    b. Click the icon or the icon to process the memorized transaction or report. **NOTE:** This is the preferred method for using memorized transaction and reports with members that are **NOT** email authorized.
    c. Click the icon to delete the memorized transaction or report. Caution: This cannot be undone.
    d. Click the edit icon to edit the transaction or report as needed.
6. Using method (a) will process **all** the checked ✓ transactions and reports and be notified of the success or failures. **NOTE:** There will be no transaction or reports presented here for viewing or printing. If this is required than use method (b).
    a. Transactions of type *'Bill'* or *'Bill Payment'* that have no associated open bill or invoice will be processed as a credit to the account.
7. Using method (b) will allow for the processing of individual transactions or reports.
    a. This is the preferred method for using memorized transaction and reports with members that are **NOT** email authorized.
    b. To process an individual memorized transaction or report, it must first be selected by clicking the 'Select' link in the grid to the right.
    c. If the transaction or report is ***Auto*** then the button will be displayed. Clicking the button will then process that memorized transaction or report. Once the transaction or report is processed, a button will be activated and you can view/point the processed transaction or report.
    d. If the transaction or report is **NOT** ***Auto*** then the button will be displayed. Clicking the button will then process that memorized transaction or report by

opening another window/tab for processing the selected transaction or report. Select the icon in that window/tab to get help for that process.

   e. Once the transaction or report is processed, close that window/tab to return to the previous window/tab and click the *'Refresh'* button to remove the just completed memorized transaction or report from the active lists.

8. Clicking the edit icon will open the edit window where the memorized transaction or report can be modified as needed.
   a. This can be handy in situations where fees have changed and you don't want to create a new set of memorized transactions every year.
   b. Use this to edit the transaction or report name, type, how often to run, number of reminders, next due date, days in advance to be reminded, group, and whether to send an email. If the selected item is a transaction then the amount of the transaction can also be modified. If the item is a report than the *'Publish this report to community!'* option can be modified.
   c. When complete click the *'Replace …'* button to save changes or click the *'Cancel Edit'* button to cancel.
9. Clicking the icon will delete the memorized transaction or report. Caution: this CANNOT be undone.

Chapter

13

System Tools

System level activity

There are certain activities that are reserved for someone that understands the interactivity of the web site.

SYSTEM

A member that has been granted system access has the following capabilities that affect the entire site. From here you will be able to add new communities, delete existing communities, delete management companies and view site statistics.

Add New Community

New community coming on board.

When a new community needs to be added to the web site.

SETTINGS

Enter the appropriate information. Required information is note by '*'. When complete click the "*Submit*" button to save changes.

BOARD OF DIRECTORS

Enter the number of board members.

MAP

If the community has a map, Use the browse button to select the image file to be used for the community map. Note: This file must be a GIF file.

MANAGEMENT

Select a management company for this new community.

MEETINGS

Select the appropriate settings to setup the meeting time for the community if known.

Add Community Directories

Community storage directories.

When a community needs to have its data directories created.

DIRECTORIES

Use the "*Add Community Directories*" link to add/recreate community data directories. Click the "*Add Directories*" button to create the directories for the current community.

Community Backup

Backup database.

Use to back up the community's database. Click the icon to display the pages help and follow the directions for managing the community's database.

BACKUP

Click on the Community Backup link to back up the community database. Select the desired backup to perform.

- Full Back up: Does a full database backup.
- Differential Backup: Does a database backup of differences since last backup.
- Dated Backup: Does a full database backup, naming the file with the current time and date.

Delete Community

Community is leaving the site.

When a community needs to be removed from the web site.

DELETE

Use the "*Delete Community*" link to remove a community. Click the "*Delete Selected Community*" button to finalize the deletion. Caution: this can NOT be undone.

Delete Management

New community coming on board.

When a management company needs to be removed from the web site.

DELETE

Use the "*Delete Management*" link to remove a management company from the site. Click the "*Delete Management*" button to finalize the deletion. Caution: this can NOT be undone.

Announcements

Notifying members.

Sending the community an announcement is a quick and easy process for board members. This can be used by members of the system administrators to get urgent information to the community's membership.

ANNOUNCING

Click on the Announcements link to create an announcement. The recipients to whom the announcement will be sent are determined by selecting either "*Requesting Members Only*" or "*All Members*". Announcements can be sent from either "*Member Services*" or the person actually creating the announcement. Enter the announcement subject on the "Subject" line then type your announcement in the announcement textbox area. An attachment can also be added to the announcement by entering the file name in the attachment textbox or clicking the "*Browser*" button to select the desired file to attach. Click the "*Submit*" button to send the announcement when ready. When complete, a message to that effect will be displayed.

Statistics

What is going on within the site?

To view the activities of the web site.

STATS

The "*Statistics*" link presents a page showing the statistics for the web site.

Synchronize Database

Keeping databases synchronized across backup servers!

To keep a backup server in sync with the production serve. This is an attempt to keep multiple versions of a database in sync with each other in case of a server failure.

SYNCHRONIZE

The "*Synchronize Databases*" link presents a page where a system operator can synchronize the default database for the current community. Additionally, other databases on the network that enable "Change Tracking" can also be synchronized.

Perform Database Synchronization:

- Configure the Synchronization by selecting the appropriate type.
- Click the 'Perform Sync' button to sync the master database with the slave database.
- Click the 'Reset' button to reset the default connections.
- The results will be show when complete.

Modify the default Synchronization:

- Change the connection string for the master and slave databases to sync other databases.
- Click the 'De-Provision' to remove all the sync provisions from the database and delete the table list.
- Click the 'Perform Sync' button to sync the master database with the slave database.

Select New SQL Connection:

- Click the 'Select New SQL Connection' button to open the Select Sql Server section.
- Select a desired Sql server from the drop down list.
- Click the 'Refresh' button to refresh the SQL server list.
- Select how to log on to the server, using Windows or SQL authorization.
- SQL Server authorization requires a valid 'User Name and Password'.
- Select the database name from the drop down list.
- Click the 'Test Connection' button to ensure that a connection can be made to the selected database.
- Click the 'Set Master' button to set the Master Database to the selected database.
- Click the 'Set Slave' button to set the Slave Database to the selected database.
- Click the 'Cancel' button to close the Select Sql Server section.

Export data to Excel

System operators will find it helpful to be able to export existing data directly into Excel.

Export data to an Excel. This will make the administrators life a bit easier.

MEMBERS

To export members to an Excel worksheet named "Members".

The worksheet will have the following 13 named columns:

- **Email:**
- **Lastname:** The member's last name. (can be blank)
- **Firstname:** The member's first name. (can be blank)
- **MI:** The member's middle initial. (can be blank)
- **Addr1:** The member's first address line. (can be blank)
- **Addr2:** The member's second address line. (can be blank)
- **City:** The member's city. (can be blank)
- **State:** The member's state. (can be blank)
- **PostalCode:** The member's postal code or zip code. (can be blank)
- **Country:** The member's country. (can be blank)
- **Phone:** The member's phone. (can be blank)
- **CellPhone:** The member's cell phone. (can be blank)
- **MemberType:** The member's type. (can be blank)

PROPERTIES

To export properties to an Excel worksheet named "Properties.

The worksheet will have the following 2 named columns:

- **Building:** This is the building number if applicable. (can be blank)

- **Addr:** The properties address. (cannot be blank)

EXPORT TYPE

To export, select the appropriate type from the list either "Members" or "Properties".

VIEW DATA LAYOUT

Preview data before exporting the data.

- Click the "View Data Layout" button to preview the data prior to export.

EXPORT DATA

Performs the actual data export.

- Click the "Export Excel Data" button to actually export the data into Excel.
- Click the "View Data Layout" button to preview the data prior to export.

SAVE IN EXCEL 2010 FORMAT

Determine the format of the export.

- When checked the exported file will be in Excel 2010 format (xlsx).
- Un-check to save in Excel 2007 format (xls).

Chapter

14

Vendors

Those that provide services to the community.

Every community requires services which in most cases are provided by outside vendors and contractors.

Submit Invoice

SUBMIT INVOICE

Vendors submit invoices using this menu option. Invoices must conform to the "Vendor Invoice and Payment Processing Instructions". Additionally vendors **must** have a completed IRS Form W-9 and Certificate of Insurance on file with the management company before invoices will be processed. Submitted invoices are acknowledged when submitted successfully.

Vendors can submit completed IRS Form W-9 and Certificate of Insurance via this menu option by selecting the appropriate option button when submitting these documents.

When invoices or completed IRS Form W-9 and Certificate of Insurance are submitted by the vendor an email is automatically sent to the property manager for their review. The manager can then process the invoice in their normal business practice.

Additional documents can be submitted by selecting the "Other" option.

Request Invoice Status

INVOICE STATUS

To request a status updates on an existing invoice communicate directly with the management of the community. This will open the community's management feedback page and display the management information.

By completing the feedback page and submitting it, an email is sent directly to the community manager for action. By default replies will be by email unless otherwise specified.

An advantage of using this manner of communication with the community's management is that a record of all correspondences is maintained and can be reviewed by your Board of Directors.

Change Password

Need a new password.

PASSWORDS

Use the "*Change Password*" link to change your password.

Edit Profile

Keep your personal information up to date.

EDIT PROFILE

Use the "*Edit Profile*" link to view/modify your profile. From here you can change information like your company name and address, contact, email address, employer Id number, employer license number if any, community's you provide services to.

Download IRS Form W-9

IRS FORM W-9

This is the IRS Form W-9 which is required of all vendors before they can upload invoices for payment and processing. This version is an editable PDF file which can be filled out and uploaded back to management via the "*Submit Invoice*" menu option.

Vendor Instructions

INSTRUCTIONS

These are the instruction for the vendor to follow in order to submit invoices for payment and processing. These instructions are created and defined by the management company. They are uploaded via the "*Upload*" facility under "*Board Tools*" menu option. A sample version is available from Tampa Automated Logic.

Chapter

15

Appendix:

Documents are useful in managing the community.

Every community has documents or forms used to help manage the community in an orderly manner.

IRS Form W-9

IRS FORM W-9

The IRS Form W-9 is provided as a convenience to the community and management. Updates are available at the IRS web site if needed.

Community Questionnaire

Community's Legal Name: ______________________________

Address: ______________________________

City: ____________ State: ________ Zip: ________ Country: ________

Community Short Name: ______________________________

Community Phone Number: ______________________________

Tax Id Number (☐ EIN or ☐ TIN or ☐ SSN): ______________________________

Desired Domain Name: (Subject to availability at additional cost)

First choice: ______________________________

Second choice: ______________________________

Third choice: ______________________________

55 And OverCommunity: ☐Yes ☐No

Enable National Weather Channel: ☐Yes ☐No

(Enabled) Community Features	☐ Accounting	☐ Directory	☐ Letters & Documents	☐ Payment History
	☐ Board	☐ Events	☐ Management	☐ Proxy Voting
	☐ BOD Announcements	☐Forums	☐ Newsletter	☐ Vendor Interface
	☐ Calendars	☐Handyman	☐ Online Payments	☐ Allow Special Users
	☐ Classifieds	☐ Links	☐ Search	☐ Schedule

Make Payments and Payment History is handled by Authorize.Net and is only available if the community has completed the required application process and activated the feature for the community.

Number of Units: ______________

Enable Tracking: ☐Yes ☐No

Home Page Image: ☐Yes ☐No ______________________________

Site Background Image: ☐Yes ☐No ______________________________

Site Background Color: ☐Yes ☐No ______________________________

Main Detail Image: ☐Yes ☐No ______________________________

Main Detail Color: ☐Yes ☐No ______________________________

Community Logo: ☐Yes ☐No ______________________________

Community Map: ☐Yes ☐No ______________________________

Community Handbook: ☐Yes ☐No ______________________________

Management Company: ______________________________

Management Only Can Add Members? : ☐Yes ☐No

Payment Processing

Processing URL:	
Login ID:	
Transaction Key:	
Accepted Credit Cards:	
Processing Fee:	

Make Payments and Payment History is handled by Authorize.Net and is only available if the community has completed the required application process and activated the feature for the community.

Additional Notes

Management Questionnaire

Company Name: ____

Address: ____

City: ____________________ State: _______ Zip: ______ Country: _______

Phone: ________________________ Fax: ________________________

Management Short Name: ____

Member Services Email: ____

Unattended Email: ____

Accounting Email: ____

Manager: ____

Managers Email: ____

IRS Form W-9: ☐Yes ☐No ___________________________________

Vendor Instructions: ☐Yes ☐No ___________________________________

Map URL: ____

Driving Instructions URL: ____

Management Image: ____

Instructions:

1. Member Services Email refers to the email address to be used when sending emails.
2. Unattended Email refers to the email address used when no response is expected.
3. Accounting Email refers to the email address for directing vendor invoices.
4. Map & Driving URL is the URL that displays direction to your location.
5. Management Image is the image to display for the management company.

Member Survey Form

Member Type: ☐ Tenant/Owner ☐ Vendor

First Name: ____________________ MI: ____ Last Name: ________________________________

Address: ____

City: _____________________________ State: __________ Zip: _________ Country: ___________

Phone: ____________________________________ Cell: ____________________________________

Email Address: ____

Notify me of all announcements: ☐ Yes ☐ No

Include me in member's directory: ☐ Yes ☐ No

Authorize community to communicate with me via email: ☐ Yes ☐ No

I am a: ☐ Owner ☐ Tenant ☐ Vendor

Current account balance: $________________________

Community's: ____

List Units owned or rented: ____

Vendor Information (if applicable)

Company Name: ____

Tax ID number (☐ EIN or ☐ TIN or ☐ SSN): ____

License Number (if applicable): ____

Vendor is 1099 eligible: ☐ Yes ☐ No

Current account balance: $________________________

Community's serviced: ____

Description of Service Provided: ____

____

____

Vendor Instructions (sample)

Vendor Invoice and Payment Processing Instructions

Introduction

The management company, here after "Management" that manages the administrative and financial operations of the community that contracted your services and is responsible for processing all invoices and payments for the community association.

Management is committed to promptly paying you for your services provided to the community and in order to do so we have provided the following invoice and payment processing instructions.
We look forward to building a positive working relationship with your company for the benefit of the Community.

Required Documents

IRS Form W-9

Management requires a completed IRS Form W-9 to be on file for all vendors. Please submit a completed W-9 if this is the first time you are providing services to Management you can download a W-9 form from the website. Completed IRS Form W-9 can be uploaded via the "Submit Invoice" menu option.

Certificate of Insurance

Management requires an up to date Certificate of Insurance to be on file for all vendors providing on-site services to the community (e.g. landscaping, repair and maintenance, pool services, etc…). Please ensure that you have submitted an up to date Certificate of Insurance for **each** community that you service. Please refer any questions regarding insurance requirements to the Community Association Manager that procured your services. Certificates of Insurance can be uploaded via the "Submit Invoice" menu option.

Account Name and Billing Address

The account name and billing address should be styled as follows:
Association Legal Name
C/O *the management company*
Street or P.O. Box
City, State Zip

Invoice Information Requirements

Please include the following information on your invoice:
- Association Legal Name
- Invoice Number
- Invoice Date
- Remittance Address
- Management Work Order or Reference Number (if applicable)
- Service date(s)
- Description of Service(s) Provided
- Contact information (addresses, phone number, and e-mail address)

Invoice Submission Procedures

Invoices may be submitted by one of three methods:
1. Electronic submission using our web site **(preferred method and fastest process)**
2. E-mailed as an attachment to Management
3. Mailed to the appropriate mailing address

Submission guidelines:
- Please select only one of these methods for submission.
- Please submit each invoice in a separate document or e-mail.

• Submitting invoices to the local Management branch office or the Community Association Manager will delay processing (**Please submit one invoice per association)**

Invoice and Payment Processing Procedures

Management processes invoices and payments every business day in an effort to process payments as quickly as possible. Management utilizes a proprietary automated system to process invoices for payment and has processes and controls in place to safeguard the association's assets and maintain an appropriate audit trail. These processes entail each and every vendor invoice going through multiple steps and approvals prior to disbursement. This length of the process can vary for each invoice depending upon numerous factors including ensuring that the vendor provided all necessary and correct information and their product/service was satisfactory. It will generally take up to 30 days for a vendor to receive payment after receipt of an invoice, including mail time, unless there are issues with the product, service, vendor, or cash position of the community. Management considers utility, insurance, leasing, and financial services companies to be "Recurring" type vendors and can pay invoices received from such vendors in fewer than 30 days if required. All other vendors are considered "Non-Recurring" vendors, and the 30 day payment term applies. Management recommends that our clients not contract services from "Non-Recurring" vendors who impose unreasonable or restrictive payment terms. Requiring payment in fewer than 30 days is not standard in any industry and is considered unreasonable. Unreasonable fees are fees or charges assessed by "Non-Recurring" vendors because such vendor required payment under more restrictive terms than outlined here (e.g. a late fee charged because the vendor required payment in 20 days). In an effort to protect the interests of our clients, it is standard operating procedure for Management to initially refuse payment of any amounts they deem to be "Unreasonable Fees". Under special circumstances the Management can process "**Rush"** check requests in fewer than 30 days? A Rush request can be processed as quickly as 24 – 48 hours, but additional fees billable from Management to the Community may apply.

Further explanation of the 30 day term:

- This assumes the invoice is submitted to Management via regular mail.
- If the invoice is not mailed to the correct Management, check processing will be delayed.
- If the envelope is not postmarked on the same day as the invoice date, then expect 30 days from the postmarked date, not 30 days from the invoice date.
- If the invoice is submitted via upload on the Management home page, this may expedite processing by 5-7 days (so payment may be expected in 23-25 days, instead of 30 days)
- If the invoice is submitted via fax or via email to Management, this may expedite processing by 3-5 days (so payment may be expected in 25-27 days, instead of 30 days)

Other Common Factors:

- New Vendors. For the first invoice received from a new Vendor, expect an additional 5 days to process (or longer if the Vendor does not submit all required paperwork)
- Second Signers. For checks to vendors that require a second signature from a Board Member, the Board Member should expect to receive the check from Management in the timeline specified herein; The Vendor will then receive payment according to the Board Member's schedule.
- Insufficient Funds. If the community has insufficient funds, check processing will be delayed.

Contact Information

If you have any questions, comments, or concerns related to invoice and payment processing procedures, please contact Management.

Chapter

16

Samples:

Sample documents make it much easier to see what you will get.

Every community has documents or forms used to help manage the community in an orderly manner. Here are samples of those documents that can be created for your community. NOTE: Actual reports and letters may vary slightly form those presented here; please refer to actual reports and letters prepared by the community.

Letter Samples

ACCOUNT STATEMENT

This sample of an Account Statement letter is provided as a convenience to the community and management.

COLLECTIONS

This sample of a Collections letter is provided as a convenience to the community and management.

DEED RESTRICTION

This sample of a Deed Restriction letter is provided as a convenience to the community and management.

ESTOPEL

This sample of an Estopel letter is provided as a convenience to the community and management.

GENERAL

This sample of a General letter is provided as a convenience to the community and management.

INTENT TO FORECLOSE

This sample of Intent to Foreclose letter is provided as a convenience to the community and management.

INTENT TO LIEN

This sample of Intent to Lien letter is provided as a convenience to the community and management.

INVOICE

This sample of an Invoice is provided as a convenience to the community and management.

LEASE

This sample of a Lease is provided as a convenience to the community and management.

NOTICE

This sample of a Notice is provided as a convenience to the community and management.

PURCHASE ORDER

This sample of a Purchase Order is provided as a convenience to the community and management.

RELEASE OF LIEN

This sample of a Release of Lien letter is provided as a convenience to the community and management.

1st. Community

C/O ABC Management Company
123 Main St
Suite 8C
Tampa, FL 12345
Phone: 123-456-7890 Fax:
Email: TALDemo@tampabay.rr.com

John Q Doe or Current Resident
123 Main St.
Apt. A
Anywhere, ZZ 12345-678

Monday, February 22, 2016
Tracking #: 1234567890123456
MemberId: 0
Phone: 123-456-7890

Category: Account Statement
Sub-Category: First Notice

Dear John Q Doe or Current Resident

Account Statement Reference

Account Statement Reference Text

Account Statement Body Text

Account Statement Comment Text

If you have any questions, please contact us via the community web site at http://test.tampaautomatedlogic.com or call us at 123-456-7890.

Sincerely,

1st. Community

Sample

http://test.tampaautomatedlogic.com

1st. Community

C/O ABC Management Company

123 Main St.

Suite 8C

Tampa, FL 12345

Phone: 123-456-7890 Fax:

Email : TALDemo@tampabay.rr.com

John Q Doe or Current Resident
123 Main St.
Apt. A
Anywhere, ZZ 12345-678

Monday, February 22, 2016
Tracking #: 1234567890123456
Member Id: 0
Phone: 123-456-7890

Category: Collections
Sub-Category: First Notice

Dear John Q Doe or Current Resident

By now you have already corrected the following issue at 123 Main St . If not, then this is a reminder from 1st. Community.

It has been observed that you're property is not current with your assessments. The property was out of compliance with 'Collection Reference' of the community's documents and deed restrictions.

Collection Reference Text

Collection Body Text

Collection Comment Text

If you have already corrected this issue, please disregard this notice, since no further action is necessary.

If you have any questions, please contact us via the community web site at http://test.tampaautomatedlogic.com or call us at 123-456-7890.

Sincerely,

1st. Community

Sample

http://test.tampaautomatedlogic.com

1st. Community

C/O ABC Management Company
123 Main St
Suite 8C
Tampa, FL 12545
Phone: 123-456-7890 Fax:
Email: TAL Demo@companyname.com

John Q Doe or Current Resident
123 Main St.
Apt. A
Anywhere, ZZ 12345-678

Monday, February 22, 2016
Tracking #: 12345678901234556
MemberId: 0
Phone: 123-456-7890

Category: Deed Restriction
Sub-Category: First Notice

Dear John Q Doe or Current Resident

By now you have already corrected the following issue at 123 Main St. If not, then this is a reminder from 1st. Community.

It has been reported or observed during a routine inspection of your community that the property was out of compliance with 'Article 12, Section IV, Paragraph 2 of the Community By-Laws' of the community's documents and deed restrictions.

> *No owner shall permit any renter, guest or member of their family to cause harm to the common parts of the community. If such harm does occur than the homeowner shall bear all costs to repair the problem. If the community has to take legal action to enforce this part of the community documents then the community shall recover the costs of repair and the cost of recovery.*

Deed Restriction Body Text

Deed Restriction Comment Text

If you have already corrected this issue, please disregard this notice, since no further action is necessary.

If you have any questions, please contact us via the community web site at http://test.tampaautomatedlogic.com or call us at 123-456-7890.

Sincerely,

1st. Community

Sample

http://test.tampaautomatedlogic.com

1st. Community

C/O ABC Management Company
123 Main St
Tampa, FL
Phone: 123-456-7890 Fax:
Email: TALDemo@tampabay.rr.com

This closing letter is valid through the Closing Date shown below. If the closing is rescheduled for a date after the Closing Date shown below, an updated letter must be requested to ensure all amounts owed are paid as required.

Attn: ABC Title Co.123 Main St.Anywhere, ZZ 12345
Via Email: agent@localhost.com

Tuesday, December 23, 2014
Category: Estopel
Sub-Category: Standard

Re: 4601 Main St
,
Seller: System Admin
Buyer: Jim Jones
Closing Date: 12/23/2014

Mandatory Membership: Yes
Current Assessments: $250.00
Assessment Frequency: Monthly
Payment Due: 1st. of each month
Fiscal Year:1/1/2014 - 12/31/2014

The current amount due on the above unit is $250.00. The breakdown of this balance is as follows:
last months assessment-250.00
Assessments as considered late after 15 days.

All purchasers of units within the association must adhere to the following policy:
Buyers must undergo a criminal and financial background check.

Additionally, this unit may be in violation of the association's covenants as outlined in our documents. Below is a listing of any violations against this unit.
There are no outstanding violations

A copy of the association's documents are available at not charge from our web site, http://test.tampaautomatedlogic.com.

If you require additional information about this account or the 1st. Community, please feel free to contact me.

Very truly yours,
Ms. Manager

http://test.tampaautomatedlogic.com

Sample

1st. Community

C/O ABC Management Company
123 Main St
Suite 8C
Tampa, FL 12345
Phone: 123-456-7890 Fax:
Email: TALDemo@tampabay.rr.com

John Q Doe or Current Resident
123 Main St.
Apt. A
Anywhere, ZZ 12345-678

Monday, February 22, 2016
Tracking #: 1234567890123456
MemberId: 0
Phone: 123-456-7890

Category: General Letter
Sub-Category: First Notice

Dear John Q Doe or Current Resident:

By now you have already corrected the following issue at 123 Main St.. If not, then this is a reminder from 1st. Community.

Your community documents, Section 123

This is the actual community document text.

This is the letter body.

Please make the necessary adjustments.

If you have already corrected this issue, please disregard this notice, since no further action is necessary.

Thank you for your cooperation. If you have any questions, please contact us via the community web site at http://test.tampaautomatedlogic.com or call us at 123-456-7890.

Sincerely,

1st. Community

Sample

http://test.tampaautomatedlogic.com

1st. Community

C/O ABC Management Company
123 Main St
Suite 8C
Tampa, FL 12345
Phone: 123-456-7890 Fax:
Email: TALDemo@tampabay.rr.com

John Q Doe or Current Resident
123 Main St.
Apt. A
Anywhere, ZZ 12345-678

Tuesday, February 23, 2016
Tracking #: 123654
MemberId: 0
Phone: 123-456-7890

Category: Intent to Forclose
Sub Category: Standard

Dear John Q Doe or Current Resident

This letter is to inform you a Claim of Lein has been filed against your property because you have not paid the Regular assessment(s) in 1st. Community. The Association intends to forclose the lien and collect the unpaid amount within 30 days of this letter provided to you.

You owe the interest accruing from 2/23/2016 to the present. As of the date of this letter, the total amount due with interest is $258.00. All costs of any action and interest from this day forward will also be charged to your account.

Any questions concerning this matter should be directed to: Ms. Manager at the address shown above or call us at 123-456-7890.

Sample

http://test.tampaautomatedlogic.com

1st. Community

C/O ABC Management Company
123 Main St
Suite 8C
Tampa, FL 12345
Phone: 123-456-7890 Fax:
Email: TAL Demo@tampabay.rr.com

John Q Doe or Current Resident
123 Main St.
Apt. A
Anywhere, ZZ 12345-678

Tuesday, February 23, 2016
Tracking #:
MemberId: 0
Phone: 123-456-7890

Category: Intent to Lien
Sub-Category: Standard

Dear John Q Doe or Current Resident

RE: Unit 25 of 1st. Community.

The following amounts are currently due on your account to 1st. Community, and must be paid within 30 days after your receipt of this letter. This letter shall serve as the Association's notice of intent to record a Claim of Lien against your property no sooner than 30 days after your receipt of this letter, unless you pay in full the amounts set forth below:

Maintenance Due as of 2/23/2016 ____________ $25.00

Late fee, if applicable ______________________ $25.00

Interest through 12/31/2015 ____________________ $25.00

Certified mail charges ______________________ $25.00

Other costs _______________________________ $25.00

TOTAL OUTSTANDING ___________________ $125.00

*Interest accrues at the rate of 5 percent per annum.

Any questions concerning this matter should be directed to: Ms. Manager at the address shown above or call us at 123-456-7890.

Sample

http://test.tampaautomatedlogic.com

1st. Community

C/O ABC Management Company
123 Main St
Suite 8C
Tampa, FL 12345
Phone: 123-456-7890 Fax:
Email: TALDemo@tampabay.rr.com

John Q Doe or Current Resident
123 Main St.
Apt. A
Anywhere, ZZ 12345-678

Monday, February 22, 2016
Tracking #: 1234567890123456
MemberId: 0
Phone: 123-456-7890

Category: Invoices
Sub-Category: First Notice

Dear John Q Doe or Current Resident,

Invoice Reference

Invoice Reference Text

Invoice Body Text

Invoice Comment Text

Thank you for doing business with us at 1st. Community. If you have any questions, please contact us via the community web site at http://test.tampaautomatedLogic.com or call us at 123-456-7890

Sincerely,

1st. Community

Sample

http://test.tampaautomatedlogic.com

1st. Community

C/O ABC Management Company
123 Main St.
Suite 8C
Tampa, FL 12345
Phone: 123-456-7890 Fax:
Email: TALDemo@tampabay.rr.com

John Q Doe or Current Resident
123 Main St.
Apt. A
Anywhere, ZZ 12345-678

Monday, February 22, 2016
Tracking #: 12345678901234567
MemberId: 0
Phone: 123-456-7890

Category: Purchase Order
Sub-Category: First Notice

Dear John Q Doe or Current Resident

Purchase Order Reference

Purchase Order Reference Text

Purchase Order Body Text

Purchase Order Common Text

This Purchase Order represents a complete and properly executed order for goods and/or services provided by your firm. If you have any questions, please contact us via the community web site at http://test.tampaautomatedlogic.com or call us at 123-456-7890.

Sincerely,

1st. Community

Sample

http://test.tampaautomatedlogic.com

1st. Community

C/O ABC Management Company
123 Main St
Tampa, FL
Phone: 123-456-7890 Fax:
Email: TALDemo@tampabay.rr.com

THE LEASE IMPOSES IMPORTANT LEGAL OBLIGATIONS.

RIGHTS AND RESPONSIBILITIES OF THE PARTIES MAY BE GOVERNED BY STATE LAW.

CHECK YOUR STATES APPROPRIATE STATUTES.

Tuesday, December 23, 2014

Category: Lease
Sub-Category: Std. Lease

To: Mr. Jones
123 Main St
Anywhere, ZZ 12345
123-456-7890
Email: jones@localhost.com

Dear Mr. Jones

This Lease Agreement (this 'Lease') is dated Tuesday, December 23, 2014, by and between ABC Management Company ('Landloard'), and Mr. Jones ('Tenant'). Subject to the terms and conditions stated below the parties agree as follows:

1. PREMISES:
Landlord, in consideration of the lease payments provided in this Lease, leases to Tenant, Mr. Jones (the 'Premises') located at 4601 Main St , . The Premises consists of A two bedroom apartment with laundry privileges, one covered parking space.. No other portion of the building (hereinafter, 'the Building'), within the Premises is located is included unless expressly provided for in this agreement.

2. TERM:
The lease trem will begin on 12/23/2014 ('Commencement Date') and will terminate on 12/23/2015 and thereafter shall be month-to-month on the same terms and conditions as stated herein, save any changed made persuant to law, until terminated.

Tenant shall vacate the Premises upon termination of this agreement, unless (i) Landlord and Tenant have extended this agreement in writting or signed a new agreement; (ii) mandated by local rent control law; or (iii) Landlord accepts Rent from Tenant (other than past due Rent), in which case a month-to-month tenancy shall be created which either party may terminate by Tenant giving Landlord written notice of at least 30 days prior to the desired termination date, or Landlord giving Tenant written notice as provided by law. Rent shall be at a rate agreed to by Landlord and Tenant, or as allowed by law. All other terms and conditions of this agreement shall remain in full force and effect.

Sample

1st. Community

C/O ABC Management Company
123 Main St
Suite 8C
Tampa, FL 12345
Phone: 123-456-7890 Fax:
Email: TALDemo@tampabay.rr.com

John Q Doe or Current Resident
123 Main St.
Apt. A
Anywhere, ZZ 12345-678

Tuesday, February 23, 2016
Tracking #: 609852
MemberId: 0
Phone: 123-456-7890

Category: Release Lien
Sub-Category: Standard

Dear John Q Doe or Current Resident

The undersigned lienor, in consideration of the final payment in the amount of $2,569.25 hereby waives and releases its lien and right to claim a lien for unpaid assessments through Tuesday, February 23, 2016, recoredored in the Offical Records Book 158 at page 36, of the public records of Hills County, Florida United States, for the following described real property: Unit No. 123 of 1st. Community, an Association as set forth in the declaration of Association and the exhibits annexed thereto and forming a part thereof, recoredored in the official records book page 21, of the public records of Hills county, Florida United States. The above description includes, but not limited to, all appurtenances to the Association above described, including the undivided interest in the common elements of said Association.

_______________________________ _______________________________

(Signature of Authorized Agent) *(Print Name)*

_______________________________ _______________________________

(Signature of Witness) *(Print Name)*

_______________________________ _______________________________

(Signature of Witness) *(Print Name)*

Sworn to (or affirmed) and subscribed before me on this 23rd. day of February, 2016 by Ms. Manager.

_______________________________ _______________________________

(Signature of Notary Public) *(Print, type, or stamp commissioned name of Notary Public)*

____ Personally Known ____ OR Produced ______________________ as identification.

Any questions concerning this matter should be directed to: Ms. Manager at the address shown above or call us at 123-456-7890.

http://test.tampaautomatedlogic.com

Sample

Accounting Samples

CHART OF ACCOUNTS

This sample of the Chart of Accounts is provided as a convenience to the community and management.

1099 LIST

This sample of the 1099 Vendor List is provided as a convenience to the community and management. It shows the vendors and the amount to be reported on their 1099.

1099

This sample of a 1099 is provided as a convenience to the community and management.

COVER PAGE

This is the Cover Page on the Consolidated Financial Report and is provided as a convenience to the community and management.

AGED AP DETAIL

This is the Aged Accounts Payable Detail Report and is provided as a convenience to the community and management.

AGED AP SUMMARY

This is the Aged Accounts Payable Summary Report and is provided as a convenience to the community and management.

AGED AR DETAIL

This is the Aged Accounts Receivable Detail Report and is provided as a convenience to the community and management.

AGED AR SUMMARY

This is the Aged Accounts Receivable Summary Report and is provided as a convenience to the community and management.

BALANCE SHEET

This sample of a Balance Sheet is provided as a convenience to the community and management.

BUDGET

This sample of a Budget is provided as a convenience to the community and management.

CHECK REGISTER

This sample of a Check Register is provided as a convenience to the community and management.

CHECK

This sample of a Check is provided as a convenience to the community and management.

CHECKS REPORT

This sample of a Checks Report is provided as a convenience to the community and management.

CREDIT MEMO

This sample of a Credit Memo is provided as a convenience to the community and management.

DEPOSITS REPORT

This sample of a Deposits Report is provided as a convenience to the community and management.

GENERAL LEDGER

This sample of a General Ledger is provided as a convenience to the community and management.

INCOME STATEMENT

This sample of a Income Statement is provided as a convenience to the community and management.

INVOICE

This sample of an Invoice is provided as a convenience to the community and management.

PROFIT & LOSE STATEMENT

This sample of a Profit & Lose Statement is provided as a convenience to the community and management.

BANK RECONCILE

This sample of a Bank Reconciliation is provided as a convenience to the community and management.

REFUND

This sample of a Refund is provided as a convenience to the community and management.

STATEMENT

This sample of a Statement is provided as a convenience to the community and management.

TRIAL BALANCE

This sample of a Trial Balance is provided as a convenience to the community and management.

This sample of a Trial Balance is provided as a convenience to the community and management.

1st. Community

Chart of Accounts List

As of Tuesday, December 23, 2014

Account	Name	Sub Category Of	Description
ACCOUNTS PAYABLE:			
20000	Accounts Payable		
ACCOUNTS RECEIVABLE:			
11000	Accounts Receivable		
ASSETS:			
14000	Assets		
BANK:			
10100	Bank Acct #1		1st Bank Acct
10500	Reserve Acct #1		Roofing Reserve Acct
10600	Reserve Acct #2		Siding Reserve Acct
CASH:			
9100	Petty Cash		Held by Jack
COST OF GOODS:			
CREDIT CARD:			
28100	Credit Card #1		1st Credit Card
EQUITY:			
24000	Opening Balance Equity		
EXPENSES:			
50100	Administrative Expense		
50200	Automobile Expense		
50500	Computer & Internet Expense		
50600	Depreciation Expense		
50900	Groundskeeping Expense		
60000	Insurance Expense		
60100	Interest Expense		
60300	Landscaping Expense		
60400	Meals & Entertainment		
60400	Small Tools and Equipment		
60600	Office Supplies		
60700	Postage and Delivery		
60900	Professional Fees		
61000	Property Management Fees		
61200	Rental Expense		
61300	Repairs and Maintenance		
61500	Telephone Expense		
61700	Utilities		
FIXED ASSETS:			
16100	Accumulated Depreciation		
16200	Furniture & Equipment		
INCOME:			
40000	Sales Income		
LIABILITY:			
25100	Taxes Owed		
LOAN:			
29100	Loan #1		
LONG TERM LIABILITY:			
OTHER ASSETS:			
OTHER EXPENSES:			

Sample

http://test.tampaautomatedlogic.com

Page 1

1st. Community

Active Vendor's 1099 List

Tuesday, December 23, 2014 3:02 PM
Year-to-Date Report

Id	Company	Name	Addr1	Addr2	City	State	Postal Code	Country	Tax ID #	Amt.
504	1st. Vendor Company	John Jones	123 Main St	Suite 2C	Anywhere	AK	12345	USA	12-3456789	$400.00

Sample

http://test.tampaautomatedlogic.com
Page 1

9595 ☐ VOID ☐ CORRECTED

PAYER'S name, street address, city or town, state or province, country, ZIP or foreign postal code, and telephone no. 1st. Community 123 Main St, Suite B4 Anywhere, FL USA 10001-6789 123-456-7890	1 Rents $ 2 Royalties $	OMB No. 1545-0115 2014 Form 1099-MISC	Miscellaneous Income
	3 Other income $	4 Federal income tax withheld $	Copy A For Internal Revenue Service Center
PAYER'S federal identification number: 12-3456784 / RECIPIENT'S identification number: 12-3456784	5 Fishing boat proceeds $	6 Medical and health care payments $	File with Form 1096.
RECIPIENT'S name ABC Accounting	7 Nonemployee compensation $ 250.00	8 Substitute payments in lieu of dividends or interest $	For Privacy Act and Paperwork Reduction Act Notice, see the 2014 General Instructions for Certain Information Returns.
Street address (including apt. no.) 123 Main St, Suite 2A	9 Payer made direct sales of $5,000 or more of consumer products to a buyer (recipient) for resale ▶ ☐	10 Crop insurance proceeds $	
City or town, state or province, country, and ZIP or foreign postal code Anywhere, AK USA 12345-6789	11	12	
Account number (see instructions) / 2nd TIN not. ☐	13 Excess golden parachute payments $	14 Gross proceeds paid to an attorney $	
15a Section 409A deferrals $ / 15b Section 409A income $	16 State tax withheld $ $	17 State/Payer's state no.	18 State income $ $

Form 1099-MISC Cat. No. 14425J www.irs.gov/form1099misc Department of the Treasury - Internal Revenue Service

Do Not Cut or Separate Forms on This Page — Do Not Cut or Separate Forms on This Page

9595 ☐ VOID ☐ CORRECTED

PAYER'S name, street address, city or town, state or province, country, ZIP or foreign postal code, and telephone no. 1st. Community 123 Main St Anywhere, FL USA 10001-6789 123-456-7890	1 Rents $ 2 Royalties $	OMB No. 1545-0115 2014 Form 1099-MISC	Miscellaneous Income
	3 Other income $	4 Federal income tax withheld $	Copy A For Internal Revenue Service Center
PAYER'S federal identification number: 12-3456784 / RECIPIENT'S identification number: 12-3456784	5 Fishing boat proceeds $	6 Medical and health care payments $	File with Form 1096.
RECIPIENT'S name ABC Accounting	7 Nonemployee compensation $ 250.00	8 Substitute payments in lieu of dividends or interest $	For Privacy Act and Paperwork Reduction Act Notice, see the 2014 General Instructions for Certain Information Returns.
Street address (including apt. no.) 123 Main St	9 Payer made direct sales of $5,000 or more of consumer products to a buyer (recipient) for resale ▶ ☐	10 Crop insurance proceeds $	
City or town, state or province, country, and ZIP or foreign postal code Anywhere, AK USA 12345-6789	11	12	
Account number (see instructions) / 2nd TIN not. ☐	13 Excess golden parachute payments $	14 Gross proceeds paid to an attorney $	
15a Section 409A deferrals $ / 15b Section 409A income $	16 State tax withheld $ $	17 State/Payer's state no.	18 State income $ $

Form 1099-MISC Cat. No. 14425J www.irs.gov/form1099misc Department of the Treasury - Internal Revenue Service

Sample

1st. Community

Consolidated Financials

As of September 2013

Unaudited Financial Statements

Prepared By:

ABC Management Company

123 Main St

Tampa, FL

Phone: 123-456-7890

Sunday, September 15, 2013 3:22 PM

Sample

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Page 1

1st. Community

Detailed Aged Accounts Payable

As of September 2013

Thursday, September 19, 2013 7:57 PM
Period: September 2013

PAYABLES

Account	Name	Company	Current	Over 30	Over 60	Over 90	Total	Memo
57600	Jones, John	1st. Vendor Company	$250.00	$0.00	$0.00	$0.00	$250.00	
57600	Jones, John	1st. Vendor Company	$326.35	$0.00	$0.00	$0.00	$326.35	
57000	Jones, John	1st. Vendor Company	$59.26	$0.00	$0.00	$0.00	$59.26	
60300	Jones, John	1st. Vendor Company	$69.69	$0.00	$0.00	$0.00	$69.69	
60300	Jones, John	1st. Vendor Company	$25.58	$0.00	$0.00	$0.00	$25.58	
		Totals:	$7[illegible]0.88	$0.00	$0.00		$7[illegible]0.38	

Sample

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Page 1

1st. Community

Summary Aged Accounts Payable

As of September 2013

Thursday, September 19, 2013 3:43 PM
Period: September 2013

PAYABLES

Account	Name	Current	Over 30	Over 60	Over 90	Total
30900	1st. Vendor Company	$645.61	$0.00	$0.00	$0.00	$645.61
60300	1st. Vendor Company	$95.27	$0.00	$0.00	$0.00	$95.27
	Totals:	$740.88	$0.00	$0.00	$0.00	$740.88

Sample

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Page 1

1st. Community

Detailed Aged Accounts Receivable

As of August 2014

Tuesday, August 19, 2014 12:41 PM
Period: August 2014

RECEIVABLES

Id	Invoice #	Account	Name	Current	Over 30	Over 60	Over 90	Total	Memo
1	1	11000	Admin, System	$265.21	$0.00	$0.00	$0.00	$265.21	Monthly Maintenance Fee
8	5	11000	Admin, System	$265.21	$0.00	$0.00	$0.00	$265.21	Monthly Maintenance Fee
11	6	11000	Admin, System	$265.21	$0.00	$0.00	$0.00	$265.21	Monthly Maintenance Fee
2	2	11000	McCarthy, Ron	$256.25	$0.00	$0.00	$0.00	$256.25	Monthly Maintenance Fee
9	6	11000	McCarthy, Ron	$256.25	$0.00	$0.00	$0.00	$256.25	Monthly Maintenance Fee
3	3	11000	Member, Standard	$265.21	$0.00	$0.00	[illegible]	$265.21	Monthly Maintenance Fee
10	7	11000	Member, Standard	$265.21	$0.00	$0.00	$0.00	$265.21	Monthly Maintenance Fee

Sample

Highland Meadows HOA, Inc.

Balance Sheet

As of Thursday, February 23, 2017

Thursday, February 23, 2017 4:52 PM
From: 1/1/2017 through 2/23/2017

ASSETS

ASSETS

Account	Description	Amount
10001	Wells Fargo	$3,794.42
11000	Accounts Receivable	$3,930.30
	TOTAL ASSETS	$7,724.72

LIABILITIES & EQUITY

CURRENT LIABILITIES

Account	Description	Amount
20000	Accounts Payable	$150.00
	TOTAL CURRENT LIABILITIES	$150.00

RESERVES

Account	Description	Amount
	TOTAL RESERVES	$0.00

EQUITY

Account	Description	Amount
24000	Opening Balance Equity	$0.00
	Net Income/Loss	$7,574.72
	TOTAL EQUITY	$7,574.72
	TOTAL LIABILITIES & EQUITY	$7,724.72

Sample

1st. Community

Summary Aged Accounts Receivable

As of August 2014

Monday, August 18, 2014 6:20 PM
Period: August 2014

RECEIVABLES

Account	Name	Current	Over 30	Over 60	Over 90	Total
11000	Admin, System	$265.21	$0.00	$0.00	$0.00	$265.21
11000	McCarthy, Ron	$381.25	$0.00	$0.00	$0.00	$381.25
11000	Member, Standard	$265.21	$0.00	$0.00	$0.00	$265.21
	Totals	$911.67	$0.00	$0.00	$0.00	$911.67

Sample

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1st. Community

Budget

Budget Year 2013

Saturday, September 21, 2013 1:30 PM
Budget Year: 1/1/2013 through 12/31/2013

Account	Description	2012 Budget	2012 Actual	2013 Estimate	2013 Budget
REVENUE:					
40000	Sales Income	$0.00	$0.00	$0.00	$36,000.00
42200	Finance Charge Income	$0.00	$0.00	$0.00	$0.00
43100	Interest Income	$0.00	$0.00	$0.00	$0.00
	Total Revenue	$0.00	$0.00	$0.00	$36,000.00
EXPENSES:					
50100	Administrative Expense	$0.00	$0.00	$0.00	$0.00
50200	Automobile Expense	$0.00	$0.00	$0.00	$3,600.00
50300	Computer & Internet Expen	$0.00	$0.00	$0.00	$0.00
50600	Depreciation Expense	$0.00	$0.00	$0.00	$0.00
50600	Grounds Keeping Expense	$0.00	$0.00	$0.00	$3,0[illegible]
60000	Insurance Expense	$0.00	$0.00	$0.00	[illegible]
60100	Interest Expense	$0.00	$0.00	$0.00	$0.00
60200	Landscaping Expense	$0.00	$0.00	[illegible]	$2,400.00
60400	Meals & Entertainment	$0.00	$0.00	[illegible]	$0.00
60400	Small Tools and Equipment	$0.00	$0.00	[illegible]	$0.00
60900	Office Supplies	$0.00	$0.00	[illegible]	[illegible]
60700	Postage and Delivery	$0.00	[illegible]	$0.00	[illegible]
60900	Professional Fees	$0.00	[illegible]	$0.00	$0.00
61000	Property Management Fees	$0.00	$0.00	$0.00	$0.00
61200	Rental Expense	$0.00	[illegible]	$0.00	$0.00
61300	Repairs and Maintenance	[illegible]	[illegible]	$0.00	$0.00
60400	Meals & Entertainment	$0.00	[illegible]	$0.00	$0.00
60400	Small Tools and Equipment	$0.00	[illegible]	$0.00	$0.00
61500	Telephone Expense	$0.00	[illegible]	$0.00	$0.00
61700	Utilities	$0.00	$0.00	$0.00	$0.00
70010	Ask Accountant	$0.00	$0.00	$0.00	$0.00
70100	Reconciliation Discrepancy	[illegible]	$0.00	$0.00	$0.00
	Total Expens[illegible]	[illegible]	$0.00	$0.00	$9,000.00
RESERVE[illegible]					
90000	Reser[illegible]	$0.00	$0.00	$0.00	$0.00
	Reserves	$0.00	$0.00	$0.00	$0.00
	[illegible]	$0.00	$0.00	$0.00	$27,000.00

Sample

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Page 1

1st. Community

Check Register Report

Thursday, September 19, 2013 2:01 PM

Bank Acct: Bank Account #1

Account: [illegible]

From: 9/1/2013 through 9/30/2013

Date	Ref	Payee	Account	Memo	Payment	C	Deposit	Balance
9/18/2013	Bank Account #1	System Admin	Bank Account #1	Account Opening Balance				$0.00
9/18/2013	aaa	System Admin	Accounts Receivable				$3,000.00	$3,000.00
9/18/2013	bbb	System Admin	Accounts Receivable				$92.92	$3,092.92
9/18/2013	ccc	System Admin	Accounts Receivable				$1,000.00	$4,092.92

Sample

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Page 1

YOUR BUSINESS NAME
YOUR STREET ADDRESS
YOUR CITY, STATE AND ZIP
YOUR PHONE NUMBER
ITEM# LMP12 / COMPATIBLE ENV: CE05B & CE05BS

YOUR FINANCIAL INSTITUTION
CITY, STATE AND ZIP
11-99/2012

1358

10/12/2013

PAY TO THE ORDER OF System Admin $3.24

Three Dollars and Twenty Four Cents DOLLARS

SAMPLE - VOID

MEMO This is the memo line

AUTHORIZED SIGNATURE

⑈001358⑈ ⑆123456789⑆ 987 654 321⑈

YOUR BUSINESS NAME
C/O ABC Management Company
123 Main St
Anywhere FL 10001 USA
Email: manager@abc.com

1358

Please immediately apply this payment in the amount of $3.24 to our account.

YOU

1358

1st. Co
C/O ABC Management Company
123 Main St
Anywhere FL 10001 USA

System Admin
123 Main St, Suite 200
Anywhere FL 12345-1234 USA

LMP12

Sample

1st. Community

Checks Report

Sunday, August 25, 2013 5:01 PM
Bank Acct: Operating Account
Account #: 123-567899123456789
From: 1/1/2013 to thru: 8/25/2013

Date	Check #	Payee	Account	Memo	Cleared	Amount
8/13/2013	103	1st. Vendor Company	Groundskeeping Expense			$250.00
					Total	$250.00

Sample

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Page 1

1st. Community

C/O: ABC Management Company
123 Main St
Suite SC
Tampa FL, 12345
123-456-7890

To:

System Admin
123 Main St
Suite 200
Anywhere FL, 12345-1234

Credit Memo

Date: 2/24/2016

Invoice #: 6

Terms: Upon Receipt

Quantity	Item	Description	Rate	Amount

Credit Total: $25.00

Sample

1st. Community

Deposits Report

Sunday, August 25, 2013 5:09 PM
Bank Acct: Operating Account
Account #: 123-567899123456789
From: 1/1/2013 through 8/25/2013

Date	Ref	Payee	Account	Memo	Cleared	Amount
8/2/2013	Operating Account	System Admin	Operating Account	Account Opening Balance		$10,000.00
8/13/2013	chk-111	System Admin	Accounts Receivable			$265.21
					Total:	$10,265.21

Sample

http://test.tampaautomatedlogic.com

Page 1

1st. Community

General Ledger

As of Thursday, September 19, 2013

Thursday, September 19, 2013 2:01 PM
From 9/1/2013 through 9/30/2013

Transaction Type	Date	Invoice #/Ref	Description	Amount
10100 - Bank Account #1				
Deposit	9/18/2013	Bank Account #1	Account Opening Balance	$0.00
Deposit - Check	9/18/2013	aaa		$3,000.00
Deposit - Check	9/18/2013	bbb		$92.92
Deposit - Check	9/18/2013	ccc		$1,000.00
			Balance:	$4,092.92
11000 - Accounts Receivable				
Invoice	9/18/2013	1		$3,092.92
Deposit - Check	9/18/2013	aaa		$3,000.00
Deposit - Check	9/18/2013	bbb		$92.92
Invoice	9/18/2013	2		$3,182.[illegible]
Deposit - Check	9/18/2013	ccc		$1,[illegible]
			Balance:	$2,[illegible]
24000 - Opening Balance Equity				
Deposit	9/18/2013	Bank Account #1	Account Opening Balance	[illegible]
			Balance:	$[illegible]
40000 - Sales Income				
Invoice	9/18/2013	1		[illegible],092.92
Invoice	9/18/2013	2		[illegible]182.52
			Tot[illegible]	[illegible]

http://test.tampaautomatedlogic.com
Page 1

Sample

1st. Community

Income/Expense Statement

Sunday, August [illegible], 2013 [illegible] PM
Period: August 2013

Account	Description	Current Period Actual	Current Period Budget	Current Period Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance	Yearly Budget
REVENUE:								
40000	Sales Income	$0.00	$0.00	$0.00	$265.21	$0.00	$265.21	$0.00
42100	Interest Income	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
42200	Finance Charge Income	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	Total Revenue	$0.00	$0.00	$0.00	$265.21	$0.00	$265.21	$0.00
EXPENSES:								
50100	Administrative Expense	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
50200	Automobile Expense	$0.00	$50.00	($50.00)	$0.00	$400.00	($400.00)	$600.00
50300	Computer & Internet Expen	$0.00	$0.00	$0.00	$0.00	[illegible]	$0.00	[illegible]
50600	Depreciation Expense	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	[illegible]
[illegible]	Insurance Expense	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
[illegible]	Interest Expense	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
60400	Meals & Entertainment	$0.00	$0.00	$0.00	$0.00	$0.00	[illegible]	$0.00
60400	Small Tools and Equipment	$0.00	$0.00	$0.00	$0.00	[illegible]	[illegible]	[illegible]
60600	Office Supplies	$0.00	$0.00	$0.00	[illegible]	$0.00	[illegible]	$0.00
60700	Postage and Delivery	$0.00	$0.00	$0.00	[illegible]	$0.00	[illegible]	$0.00
60900	Professional Fees	$0.00	$0.00	[illegible]	[illegible]	$0.00	$0.00	$0.00
61000	Property Management Fees	$0.00	$0.00	$0.00	$0.00	[illegible]	$0.00	$0.00
61300	Rental Expense	$0.00	[illegible]	$0.00	$0.00	$0.00	$0.00	$0.00
61200	Repairs and Maintenance	$0.00	$0.00	$0.00	[illegible]	$0.00	$0.00	$0.00
61500	Telephone Expense	$0.00	$0.00	[illegible]	$0.00	[illegible]	$0.00	$0.00
61700	Utilities	[illegible]	[illegible]	[illegible]	$0.00	[illegible]	$0.00	$0.00
Landscape								
[illegible]	Groundskeeping Expense	[illegible]	[illegible]	$250.00	$250.00	$0.00	$250.00	$0.00
[illegible]	Landscaping	[illegible]	$0.00	$3,000.00	$3,000.00	$0.00	$3,000.00	$0.00
Other Expenses								
70010	Ask Accountant	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
70100	Reconciliation Discrepancies	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	Total Expenses	$3,250.00	$50.00	($3,200.00)	$3,250.00	$400.00	($2,850.00)	$600.00
RESERVES								
90000	Reserves	$25,000.00	$2,083.33	$22,916.67	$25,000.00	$16,666.68	$8,333.32	$25,000.00
90100	Reserves-Roofing	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

Sample

http://test.tampaautomatedlogic.com

Page 1

1st. Community

Income/Expense Statement

90200	Reserves-Parking	$1,000.00	$0.00	$1,000.00	$1,000.00	$0.00	$1,000.00	$0.00
90300	Reserves-Siding	$5,600.00	$0.00	$5,600.00	$5,600.00	$0.00	$5,600.00	$0.00
	Total Reserves	$21,600.00	$2,083.33	($29,516.67)	$31,600.00	$2,083.33	($29,516.67)	$25,000.00
	Total Operating Income/(Loss)	($3,250.00)	($50.00)	($3,200.00)	($2,684.79)	($100.00)	($2,584.79)	($600.00)

Sample

1st. Community

C/O: ABC Management Company
123 Main St
Suite 80
Tampa FL, 12345
123-456-7890

To:

System Admin
123 Main St
Suite 300
Anywhere FL, 12345-1234

Invoice

Date: 2/24/2016

Invoice #: 5

Terms: Upon Receipt

Quantity	Item	Description	Rate	Amount
1	Rent Type B	One months rent type B	$250.00	$250.00

Total Due: $250.00

Sample

1st. Community

Profit and Loss Report

(Income Statement)

Sunday, August 25, 2013 6:57 PM
From: 1/1/2013 through 8/25/2013

REVENUE

Account	Description	Actual
10000	Sales Income	$265.21
	Totals	$265.21

EXPENSES

Account	Description	Actual
Landscap.		
50900	Groundskeeping Expense	$250.[illegible]
60300	Landscaping Expense	$3,000.00
	Totals	$3,250.00

Net Income/(Loss)

	Totals	($2,984.79)

Sample

http://test.tampaautomatedlogic.com
Page 1

1st. Community

Reconciliation

As of September 2014

Tuesday, September 16, 2014 5:55 PM
Bank Account: Bank Acct #1
Period Ending: 9/20/2014

Type	Date	Ref	Payee	Clr	Amount	Balance
Beginning Balance						$0.00
			Total:			$0.00
Deposits & Credits:						
Deposit	8/31/2014	Bank Acct #1	Initial Balance	X	$60,000.00	$60,000.00
Deposit	8/31/2014	AAA	Standard Member	X	$265.21	$60,265.21
Void	9/[illegible]/2014	237	1st. Vendor Company	X	$0.00	$60,265.21
Void	9/[illegible]/2014	258	1st. Vendor Company	X	$0.00	$60,265.21
Gen Jrnl	9/7/2014	Transfer In	System Admin	X	$50.00	$60,315.21
Gen Jrnl	9/7/2014	Transfer In	System Admin	X	$100.00	[illegible]
Gen Jrnl	9/7/2014	Transfer In	System Admin	X	$50.00	$60,465[illegible]
Deposit	9/10/2014	1234	Standard Member	X	$100.00	$60,[illegible]
Deposit	9/10/2014	123456789123456	Tenant Member	X	$100.00	[illegible]665.2[illegible]
Checks & Payments:						
Gen Jrnl	9/7/2014	Transfer Out	System Admin	X	[illegible]00.00	$60,565.2[illegible]
Gen Jrnl	9/7/2014	Transfer Out	System Admin	X	[illegible]	[illegible]465.2[illegible]
Gen Jrnl	9/7/2014	Transfer Out	System Admin		$[illegible]	[illegible]
			[illegible]		$9,[illegible]	$60,365.21
Total Cleared						$60,365.21
Cleared Balance						$60,365.21
Check Register Balance						$60,365.21
Current Bank Balance						$60,465.21

Sample

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1st. Community

C/O: ABC Management Company
123 Main St
Suite 8C
Tampa FL, 12345
123-456-7890

To:

Ron McCarthy
123 Main St
Apt 2
Tampa FL, 60654

Statement

Date: 2/24/2016

Current Balance: $265.21

Terms: Upon Receipt

Date	Transaction	Quanity	Amount	Balance
2/24/2016	Invoice # 2. Due 2/24/2016. Orig. Amt.$265.21			$265.21
	Monthly Fee for A1 $265.21	1	$265.21	

Current	31-60 Days	61-90 Days	Over 90 Days	Amount Due
$0.00	$0.00	$0.00	$0.00	$265.21

Sample

1st. Community

Trial Balance

as of Sunday, August 25, 2013

Account	Description	Debit	Credit
10010	Operating Account	$[illegible],01[illegible].21	
10020	Reserve Account	$[illegible],000.00	
10510	Reserve CD-1	$1,000.00	
10520	Reserve CD 2	$[illegible],000.00	
11000	Accounts Receivable	$0.00	
20000	Accounts Payable		$3,000.00
34000	Members Equity		$10,000.00
40000	Sales Income		$265.21
50600	Groundskeeping Expense	$250.00	
50400	Landscaping Expense	$4,000.00	
90000	Reserves		$25,000.00
90200	Reserves-Painting		$1,000.00
90400	Reserves-Siding		$5,000.00
	TOTALS	$[illegible]	$[illegible]

Sample

Miscellaneous Samples

DETAILED MEMBER LETTERS

This sample of the Detailed Members Letters report is provided as a convenience to the community and management.

MAILING LABELS

This sample of the Mailing Labels is provided as a convenience to the community and management.

EVENT RSVP

This sample of the Event RSVP's is provided as a convenience to the community and management.

MEMBERS LIST

This sample of the Members List is provided as a convenience to the community and management.

PRICE LIST

This sample of the Price List is provided as a convenience to the community and management.

PROPERTY LIST

This sample of the Property List is provided as a convenience to the community and management.

WORK ORDER

This sample of a Work order is provided as a convenience to the community and management.

WORK ORDERS LIST

This sample of a Work Orders List is provided as a convenience to the community and management.

CALL LOG

This sample of a Call Log is provided as a convenience to the community and management.

1st. Community

Letter Resolution

As of Monday, March 21, 2016

Monday, March 21, 2016 8:24 AM
Letter Created: 2/22/2016 5:48:29 PM

Member: Ronald McCarthy
Address: 7819 Niagara Ave Tampa, FL 33617 USA
Member Id #: 506
Type: Owner

Tracking #:
Emailed: 2/22/2016 5:48:40 PM

Status: Resolved
Resolved On: 3/19/2016
Resolved By: Mr Smith
There are NO pictures attached to this letter.

Resolution
Mr. Smith got his statement.

Sample

1st. Community

Member Letters Summary

As of Saturday, December 26, 2015

Saturday, December 26, 2015 3:27 PM
From: 1/1/2015 through 12/26/2015

Category	Sub-Category	Count
General Letter	First Notice	136
General Letter	Second Notice	0
Account Statement	First Notice	8
Collections	First Notice	1
Deed Restriction	First Notice	0
Invoices	First Notice	0
Purchase Order	First Notice	0
Lease	Std. Lease	0
Lease	w/Florida Statute	0
Estoppel	Standard	0
Account Statement	Second Notice	[illegible]
Notice	First Notice	0
Intent to Lien	Standard	0
Intent to Foreclose	Standard	0
Release Lien	Standard	0
	Total:	147

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Sample

1st. Community

Member Letters Detail

As of Monday, March 21, 2016

Monday, March 21, 2016 9:33 AM
From: 1/1/2000 through 3/21/2016
Status: All

Type	Category	Sub-Category	Date	Member	Tracking #	Emailed	Member	Resolved
COL	Collections	First Notice	11/21/2014 4:32:17 PM	Admin, System			Tenant	False
DRV	Deed Restriction	First Notice	11/21/2014 4:59:46 PM	Admin, System		11/21/2014 5:00:01 PM	Tenant	False
DRV	Deed Restriction	First Notice	11/21/2014 4:50:04 PM	Admin, System			Tenant	False
DRV	Deed Restriction	First Notice	11/21/2014 4:41:48 PM	Admin, System			Tenant	False
DRV	Deed Restriction	First Notice	11/21/2014 4:39:57 PM	Admin, System			Tenant	False
DRV	Deed Restriction	First Notice	11/21/2014 4:32:49 PM	Admin, System			Tenant	False
DRV	Deed Restriction	First Notice	11/22/2014 5:40:38 PM	McCarthy, Ronald		11/22/2014 5:40:51 PM	Owner	False
DRV	Deed Restriction	First Notice	11/22/2014 4:34:46 PM	McCarthy, Ronald		11/22/2014 4:56:03 PM	Owner	False
DRV	Deed Restriction	First Notice	11/22/2014 4:51:35 PM	McCarthy, Ronald		11/22/2014 4:55:55 PM	Owner	False
DRV	Deed Restriction	First Notice	11/22/2014 3:54:08 PM	McCarthy, Ronald	12345678901234567890	11/22/2014 3:55:09 PM	Owner	False
FORE	Intent to Foreclose	Standard	12/20/2014 2:24:43 PM	Admin, System		12/20/2014 2:24:44 PM	Tenant	False
FORE	Intent to Foreclose	Standard	12/19/2014 5:10:57 PM	Admin, System		12/19/2014 5:10:55 PM	Tenant	False
FORE	Intent to Foreclose	Standard	12/22/2014 5:01:57 PM	McCarthy, Ronald		12/22/2014 5:01:58 PM	Owner	False
GEN	General Letter	First Notice	12/25/2015 7:12:53 PM	Admin, System		12/25/2015 7:12:55 PM	Tenant	False
GEN	General Letter	First Notice	12/25/2015 6:59:52 PM	Admin, System		12/25/2015 7:02:19 PM	Tenant	False
GEN	General Letter	First Notice	12/25/2015 7:12:59 PM	Manager, Community		12/25/2015 7:12:57 PM	Vendor	False
GEN	General Letter	First Notice	12/25/2015 7:04:25 PM	Manager, Community		12/25/2015 7:04:25 PM	Vendor	False
GEN	General Letter	First Notice	12/25/2015 7:13:01 PM	Member, Board		12/25/2015 7:13:03 PM	Owner	False
GEN	General Letter	First Notice	12/25/2015 7:04:28 PM	Member, Board		12/25/2015 7:04:29 PM	Owner	False
GEN	General Letter	First Notice	12/25/2015 7:12:57 PM	Jones, John		12/25/2015 7:12:57 PM	Vendor	False
GEN	General Letter	First Notice	12/25/2015 7:04:19 PM	Jones, John		12/25/2015 7:04:20 PM	Vendor	False
GEN	General Letter	Second Notice	3/19/2016 4:34:44 PM	McCarthy, Ronald		3/19/2016 4:34:45 PM	Owner	False
GEN	General Letter	First Notice	12/25/2015 7:12:59 PM	McCarthy, Ronald		12/25/2015 7:13:00 PM	Owner	False
GEN	General Letter	First Notice	12/25/2015 7:04:26 PM	McCarthy, Ronald		12/25/2015 7:04:26 PM	Owner	False
GEN	General Letter	First Notice	12/25/2015 6:26:42 PM	McCarthy, Ronald		12/25/2015 6:26:44 PM	Owner	False
GEN	General Letter	First Notice	12/25/2015 7:13:04 PM	Member, Tenant		12/25/2015 7:13:04 PM	Tenant	False
GEN	General Letter	First Notice	12/25/2015 7:04:30 PM	Member, Tenant		12/25/2015 7:04:30 PM	Tenant	False
GEN	General Letter	First Notice	12/25/2015 7:13:05 PM	Member, Vendor		12/25/2015 7:13:06 PM	Vendor	False

Sample

VISA
Credit Card #1

, ZZ

System Admin
123 Main St
Suite 200
Anywhere, FL 12345-1234

1st. Vendor Company
John Jones
123 Main St
Suite 2C
Anywhere, AK 12345

Community Manager
123 Main St

Anywhere, FL 12345

Community Manager
123 Main St

Anywhere, FL 12345

TALogic LLC
Ron McCarthy
123 Main St
Apt 2
Tampa, FL 66554

ABC Accounting
Accountant Member
123 Main St

Anywhere, OH 12345

Board Member
123 Main St

Anywhere, OH 12345

Standard Member
123 Main St

Anywhere, OH 12345

3rd. Vendor Company
Tenant Member
123 Main St

Anywhere, OH 12345

Test Vendor Company
Vendor Member
123 Main St

Anywhere, OH 12345

My Test

, CO

Sample

1st. Community

Event RSVP's

As of Wednesday, February 11, 2015

Event: 2008 Annual Meeting
Event Date: Sunday, March 15, 2015
RSVP By: Thursday, March 12, 2015
2008 River Oaks II Annual Meeting & Election of Directors for 2009

✓	Fullname	Addr1	Addr2	City	State	Postal Code	Email	[illegible]hone	[illegible]l	Type
	McCarthy, Ron	123 Main St	Apt 2	Tampa	FL	66554	rmccart2@tampabay.rr.com	12[illegible]7890	123-4[illegible]	Owner
	Member, Board	123 Main St		Anywhere	OH	12345	Board@localhost.com	123-[illegible]890		Owner
	Member, Standard	123 Main St		Anywhere	OH	12345	Member@localhost.com	123-45[illegible]		Owner
	Member, Tenant	123 Main St		Anywhere	OH	12345	riveroaks@tampabay.rr.com	123-456-[illegible]		Tenant

Sample

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1st. Community

55 And Over Usage

As of Monday, March 28, 2016

Total Properties: 116
Owner Occupied: 114
Tenant Occupied: 2
Percentage Owner Occupied: 98.28%
Percentage Tenant Occupied: 1.72%

Total Members: 14
Over 55: 3
Under 55: 1
Unknown DOB: 10
Percentage Over 55: 21.43%
Percentage Under 55: 7.14%
Percentage Unknown DOB: 71.43%

Sample

1st. Community

All Active Over 55 Members List

As of Monday, March 28, 2016

Fullname	Addr1	Addr2	City	State	Postal Code	Email	Auth.	Phone	Cell	Type	55 +
Admin, System	123 Main St	Suite 200	Anywhere	FL	12345-1234	Admin@localhost.com	Yes			Tenant	Yes
Card #1, Credit				ZZ		visa@localhost.com	Yes			Vendor	
Jones, John	123 Main St	Suite 2C	Anywhere	AK	12345	[illegible]@tampabay.rr.com	Yes	123-456-7890		Vendor	
Manager, Community	123 Main St		Anywhere	FL	12345	Manager@localhost.com	Yes	123-456-7890		Vendor	
McCarthy, Ronald	3810 Niagara Ave		Tampa	FL	33617	mccar12@tampabay.rr.com	Yes	813-[illegible]	813-[illegible]-4025	Owner	Yes
Member, Accountant	123 Main St		Anywhere	OH	12345	accountant@localhost.com	No	123-456-7890		Vendor	
Member, Board	123 Main St		Anywhere	OH	12345	Board@localhost.com	Yes	123-456-7890	555-555-1234	Owner	
Member, Staff				AK		staff@localhost.com	Yes			Vendor	
Member, Standard	123 Main St		Anywhere	OH	12345	Member@localhost.com	Yes	123-456-7890		Owner	
Member, Tenant	123 Main St		Anywhere	OH	12345	[illegible]@tampabay.rr.com	Yes	123-456-7890		Tenant	No
Member, Vendor	123 Main St		Anywhere	OH	12345	vendor@localhost.com	Yes	123-456-7890	098-765-4321	Vendor	
Test, Notice				AK		[illegible]@tampabay.rr.com	Yes			Owner	
Vendor, Junk	123 Main		Tampa	FL		junkvendor@localhost.com	No			Vendor	

Sample

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1st. Community

All Active Members List

As of Tuesday, December 23, 2014

Fullname	Addr1	Addr2	City	State	Postal Code	Email	Auth.	Phone	Cell	Type
Admin, System	123 Main St	Suite 200	Anywhere	FL	12345-1234	Admin@localhost.com	Yes			Owner
Card #1, Credit				ZZ		visa@localhost.com	Yes			Vendor
Jones, John	123 Main St	Suite 2C	Anywhere	AK	12345	TALogic@tampabay.rr.com	Yes	123-456-7890		Vendor
Manager, Community	123 Main St		Anywhere	FL	12345	Manager@localhost.com	Yes	123-456-7890		Vendor
McCarthy, Ron	123 Main St	Apt 2	Tampa	FL	66554	rmccart2@tampabay.rr.com	Yes	123-456-7890	123-456-0987	Owner
Member, Accountant	123 Main St		Anywhere	OH	12345	accountant@localhost.com	No	123-456-7890		Vendor
Member, Board	123 Main St		Anywhere	OH	12345	Board@localhost.com	Yes	123-456-7890		Owner
Member, Standard	123 Main St		Anywhere	OH	12345	Member@localhost.com	Yes	123-456-7890		Owner
Member, Tenant	123 Main St		Anywhere	OH	12345	riveroaks@tampabay.rr.com	Yes	123-456-7890		Tenant
Member, Vendor	123 Main St		Anywhere	OH	12345	vendor@localhost.com	Yes	123-456-7890	098-765-4321	Vendor
Test, My				CO		cremecicle@tampabay.rr.com	Yes			Tenant

Sample

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1st. Community

Price List

As of Tuesday, December 23, 2014

Item	Description	Price
Maintenance Type A1 - 2013	Monthly Fee for A1	$265.21
Maintenance Type A2 - 2013	Monthly Fees for A2	$256.25
Opening Balance	Opening balance place holder	$0.00
Rent Type A	One months rent type A	$300.00
Rent Type B	One months rent type B	$250.00

Sample

1st. Community

All Property Types

As of Tuesday, December 23, 2014

#	Id	Addr1	Addr2	City	State	Postal Code	Country	Type	Rent Ctl	Bld
1	65	4601 Main St						Condo	No	8
2	66	4603 Main St						Condo	No	8
3	67	4605 Main St						Condo	No	8
4	68	4607 Main St						Condo	No	8
5	69	4609 Main St						Condo	No	8
6	70	4611 Main St						Condo	No	8
7	71	4613 Main St						Condo	No	8
8	72	4615 Main St						Condo	No	8
9	73	4617 Main St						Condo	No	8
10	74	4619 Main St						Condo	No	8
11	58	4701 Main St						Condo	No	7
12	59	4703 Main St						Condo	No	7
13	60	4705 Main St						Condo	No	7
14	116	4707 Main St						Condo	No	7
15	61	4709 Main St						Condo	No	7
16	62	4711 Main St						Condo	No	7
17	63	4713 Main St						Condo	No	7
18	64	4715 Main St						Condo	No	7
19	49	4717 Main St						Condo	No	6
20	50	4719 Main St						Condo	No	6
21	114	4719 Main St						Condo	No	7
22	51	4721 Main St						Condo	No	6
23	52	4723 Main St						Condo	No	6
24	53	4725 Main St						Condo	No	6
25	54	4727 Main St						Condo	No	6
26	55	4729 Main St						Condo	No	6
27	56	4731 Main St						Condo	No	6
28	115	4733 Main St						Condo	No	6
29	57	4735 Main St						Condo	No	6
30	39	4737 Main St						Condo	No	5
31	40	4739 Main St						Condo	No	5
32	41	4741 Main St						Condo	No	5
33	42	4743 Main St						Condo	No	5
34	43	4745 Main St						Condo	No	5
35	44	4747 Main St						Condo	No	5
36	45	4749 Main St						Condo	No	5
37	46	4751 Main St						Condo	No	5
38	47	4753 Main St						Condo	No	5
39	48	4755 Main St						Condo	No	5
40	31	4757 Main St						Condo	No	4
41	32	4759 Main St						Condo	No	4
42	33	4761 Main St						Condo	No	4
43	34	4763 Main St						Condo	No	4
44	35	4765 Main St						Condo	No	4
45	36	4767 Main St						Condo	No	4
46	37	4769 Main St						Condo	No	4
47	38	4771 Main St						Condo	No	4

Sample

Work Order

Test Community

C/O ABC Management Company
123 Main St
Tampa, FL
Phone: 123-456-7890 **Fax:**
Email: manager@abc.com

Work Order #7
Date: 9/1/2011

Type: [illegible]
Amount: [illegible]
Authorized By: Bill Smith

To: My Vendor
Vendor Company
123 Main St, Suite 20.
Anywhere, AK 12345
Phone: 123-456-7890
Vendor Id: 1

[illegible]tus: Open

Job Summ[illegible]: Repair [illegible] lights.

Job Location: 1900 S. Louis Blvd
Contact: Bill Smith
Details Description: Repair all hall lig[illegible] the 14th floor
Special Instructions: Replace light bulbs i[illegible]essary.
Comments: [illegible] cost of light[illegible]s will be an ex[illegible]arge paid with submittion o[illegible]voice.

Sample

This [illegible] Order [illegible] goods and/or services to be provided by your firm.
If you [illegible] any questions, please contact us via the community web site at [illegible] or call us at [illegible]

Thank You for Your Cooperation!

1st. Community

All WorkOrders for all Vendors

As of Thursday, July 24, 2014

WO #	Vendor	Type	Status	Amt.	Issued	Completed	Location	Contact	Description
7	1st. Vendor Company	ELEC	Open	254.67	9/1/2011 7:10:27 PM		1900 St. Louis Blvd.	Bill Smith	Repair all hall lights on the 14th floor
8	1st. Vendor Company	GM	Open	100.00	9/4/2011 3:44:59 PM		123 Vivian St	Bob Jo[illegible]	this requires some extra w[illegible]
9	1st. Vendor Company	ELEC	Open	50.00	9/7/2011 11:22:27 AM		123 Main St. Apt. 2 Anywhere OH, 12345	Jim Jones	
11	1st. Vendor Company	LAWN	Canceled	250.00	9/7/2011 11:31:48 AM		Ocean View Apartments Anywhere OH, 12332		
12	1st. Vendor Company	ELEC	Closed	62.33	9/7/2011 11:40:24 AM	5/21/2014			
14	1st. Vendor Company	TREE	Open	2500.00	11/10/2011 3:25:50 PM				
15	1st. Vendor Company	TREE	On Hold	26.00	11/10/2011 3:26:59 PM				

Sample

1st. Community

Call Log

As of Wednesday, April 29, 2015

Calls For: Community Manager
From 1/1/2015 12:00:00 AM through 4/29/2015 12:00:00 AM
Returned Calls: No

Call From	Called On	Taken By	Reason	Message	Location	Email	Home	Mobile	Work
Tenant Member	4/29/2015 12:29:44 PM	Ron McCarthy	Repair	This is a mobile message.		riveroaks@tampabay.rr.com	123-456-7890		
Another Vendor	4/27/2015 3:27:44 PM	Ron McCarthy	Repair	The roof is gone.	123 Main St	junk2@localhost.com	123-456-7890	123-456-7890	123-456-7890

Sample

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1st. Community

Scheduled Events & Reservations

As of Thursday, September 03, 2015

Facility: All
Schedule Type: All
From 1/1/2015 through 12/31/2017

Facility	Event	Description	Start	End	Facilities	[illegible]eserved By	Reser[illegible]
Card Room	Cards (Bridge)	Region Bridge Tourney	9/10/2015 6:00:00 PM	9/10/2015 8:00:00 PM	Capacity 30		8/24[illegible]:16 AM
		Bridge Match	6/3/2015 5:00:00 PM	6/3/2015 6:00:00 PM	Capacity 30	Bill	[illegible]/2015 2:07:00 AM
Clubhouse	Annual Meeting	2nd. Annual Meeting	8/10/2015 12:00:00 PM	8/10/2015 1:00:00 PM	Community clu[illegible]		[illegible]015
		1st. Annual Meeting	8/1/2015 12:00:00 PM	8/1/2015 1:00:00 PM	Community [illegible]house		6/1/[illegible]
	Board Meeting	Board Meeting	5/3/2016 5:00:00 PM	5/3/2016 6:00:00 PM	Comm[illegible]bhouse	Bi[illegible]	8/24/2015 2:07:00 AM
		Board Meeting	4/3/2016 5:00:00 PM	[illegible]	Communi[illegible]house	Bill	8/24/2015 2:07:00 AM
		Board Meeting	3/3/2016 5:[illegible] P[illegible]	[illegible]/3/2016 6:00:00 PM	[illegible]mmunity c[illegible]e	Bill	8/24/2015 2:07:00 AM
		Board Meeting	[illegible]	2/3/2016 6:00:00 PM	[illegible]unity club[illegible]		8/24/2015 2:07:00 AM
		Board Meeting	1/3/201[illegible] 5:00:00 P[illegible]	1/3/2016 [illegible]:00:00 PM	Co[illegible]y clubhous[illegible]	Bill	8/24/2015 2:07:00 AM
		Board Meeting	10/3/2015 5:00:00 PM	[illegible]/2015 [illegible]00 PM	Comm[illegible]ubhouse	Bill	8/24/2015 2:07:00 AM
		[illegible]ing	9/3/2015 5:00:00 PM	6[illegible]5 [illegible]PM	Community clubhouse	[illegible]ill	8/24/2015 2:07:00 AM
		Board M[illegible]	8/3/2015 [illegible]00:00 PM	8/3[illegible] 6:00[illegible]PM	Community clubhouse	Bill	8/24/2015 2:07:00 AM
Small P[illegible]	[illegible]l Party	Pool P[illegible]	[illegible]/2015 [illegible]0 PM	11/3/2015 6:00:00 PM	Small pool with Hot tub	Mary Smith	8/24/2015 2:07:00 AM
W[illegible]oom A	Daily Workouts	[illegible] Lift Co[illegible]n	[illegible]015 5:00:00 PM	12/3/2015 6:00:00 PM	Room has full weight lifting equipment.	Bill	8/24/2015 2:07:00 AM

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