

Property Centre™ Tenant Portal for Sage Timberline Office

Extend your Management Services, Lower your Operating Cost and Increase your Revenue

One of the biggest challenges for Property Managers, and Building Owners is to minimize the impact of increases in energy, labor and material costs. A Tenant Portal is a recent technical innovation embraced by the leaders in the industry that helps combat current economic issues. Tenant Portals have been proven to reduce labor and material costs, improve tenant retention and overall satisfaction while increasing revenues. A Tenant Portal is a specialized website that extends Property Management services to Tenants, 24 hours a day 7 days a week.

Bottom line: Successful Property Managers and Building Owners are now in a position to leverage technology to offset downturns in the market.

Our Solution: eTenantCare's Property Centre – Tenant Portal for Sage Timberline Office

Property Centre is the leading Tenant Portal solution that integrates seamlessly into Sage Timberline Office to offer online: Work Orders, Invoice Distribution, Payments, Document Library, Certificate of Insurance Tracking and much more...

Complete and cost-effective, Property Centre enables Property Managers and Building Owners to: **Reduce non-revenue generating phone calls, lower material and labor costs, improve tenant retention and therefore increase revenues**

By:

- Providing superior customer service
- Minimizing the impact of maintenance requests to the workforce and back-office personnel
- Reducing up to 80% of incoming phone calls
- Eliminating the traditional method of distributing paper flyers and handouts
- Increase profits through integrated 3rd party products and services module
- Automating scheduling of common facilities
- Increasing the efficiency of Tenant/Landlord communications
- Effectively advertising available space
- Providing Tenants with an alternative method of payment remittance and invoice review
- Controlling total cost of management

The Property Centre's integration for Sage Timberline Office makes it easy to introduce Internet based services to your tenants without the need to manually maintain two separate software systems. The Property Centre Integration features are:

- Online Payment – Payments made online are imported seamlessly into Sage Timberline Office
- Online Charges – Charges created within the Tenant Portal are imported seamlessly into Sage Timberline Office
- Online Invoices - Invoices created from Sage Timberline Office are imported into the Tenant Portal
- Online Work Orders – Work Orders created online are synchronized within Sage Timberline Service Management

Simplify your operations and ensure profitability – with eTenantCare.com

To learn more about how Property Centre works with Sage Timberline Office call us today at 888.603.6027, visit us on the web at www.etenantcare.com or e-mail us at sales@eTenantCare.com.

Property Centre consists of the following modules, which are integrated to form the complete solution:

Property Centre Module	Features
Configurable Building Announcements/e-memos.	<ul style="list-style-type: none"> ■ Messages that automatically expire ■ New message notification ■ Streamlines Tenant communications
Configurable "About Us" page	<ul style="list-style-type: none"> ■ Configurable Building Amenities and Contacts ■ Configurable "About Us" text ■ Configurable Tenant Directory
Service Order System	<ul style="list-style-type: none"> ■ Online creation and real time order statuses ■ Configurable auto-scheduling and assignments ■ Notifications to all parties
Billable Services Module	<ul style="list-style-type: none"> ■ Promote profit generating services ■ Configurable product configuration ■ Track and assign billable services
3 rd Party Products and Services Module	<ul style="list-style-type: none"> ■ Tactfully offer and promote additional services ■ Increase bottom line revenues
Rent Payment System	<ul style="list-style-type: none"> ■ Increase cash flow and reduce late payments ■ Secure and economical ■ No credit card number storage ■ Optional payment convenience fee ■ Auto email notifications to all parties
Common Area Reservation System for tenants and Non tenants	<ul style="list-style-type: none"> ■ Configurable Common Area description ■ Multiple Common Areas (conference rooms, board rooms, banquet rooms, tennis courts, etc.) ■ Real time availability lookup and scheduling ■ Auto email notifications to all parties ■ Order generation and payment collection for non-Tenants
Available Space System	<ul style="list-style-type: none"> ■ Configurable Space list ■ Floor plan or picture lookup ■ Announcements (Special promotions, referrals, etc.)
Emergency Notification Module	<ul style="list-style-type: none"> ■ Supports Emergency and Disaster communications ■ Instant Tenant/Client Notifications via Cell Phone SMS messages
Document Library/Download Forms	<ul style="list-style-type: none"> ■ Registered or Guest user direct download ■ Holiday schedule, lease application, brochure, parking permit, etc.
Classifieds Ads Board	<ul style="list-style-type: none"> ■ Enable Tenants to promote services or items for sale ■ Additional Revenue Generating Service
Reporting	<ul style="list-style-type: none"> ■ Service order, reservations, payment history and details
Event Calendar	<ul style="list-style-type: none"> ■ Configurable Calendar of events
Virtual Tenant Sign Up Module	<ul style="list-style-type: none"> ■ Sign Up Virtual Tenants directly from the website
Certificate of insurance Tracking	<ul style="list-style-type: none"> ■ Track Certificates at the Suite/Unit Level ■ Email notifications to Tenants with Expiring Certificates ■ Ability for Tenants to update their Insurance Certificates online with no staff Interaction.