



Access 24/7 White Paper

Access 24/7™

Access 24/7 provides online leasing capabilities to future residents as well as rental payments, work order submittal and tracking and community information to current residents. Access 24/7 enables residential property owners, fee managers and institutions to extend the leasing office with 24x7x365 support for both potential and current residents online. Access 24/7 is a complete competitive solution to improve occupancy, increase customer satisfaction, improve cash flow and reduce administration costs at each property. The latest addition to Intuit Real Estate Solutions' (IRES') Real Estate Management solution, Access 24/7 is fully integrated with IRES' current Residential Management application.

Improve Occupancy

The screenshot displays the website for 'the LOFTS AT HIGHLAND HILLS'. The navigation bar includes 'Welcome', 'Floor Plans', 'Lease Now', and 'Residents'. A 'Make It Home' button is visible. The main content area features a 'Log In' section, 'Community Information' with contact details for Bentley Towers, and a large 'Point. Click. Wow!' headline. Below this, it states 'With our complete online leasing, moving just got a whole lot easier.' and 'Online Lease' with a description of the online process. A 'Go >>>' button is present. The footer contains 'Instructions' regarding required information for occupants.

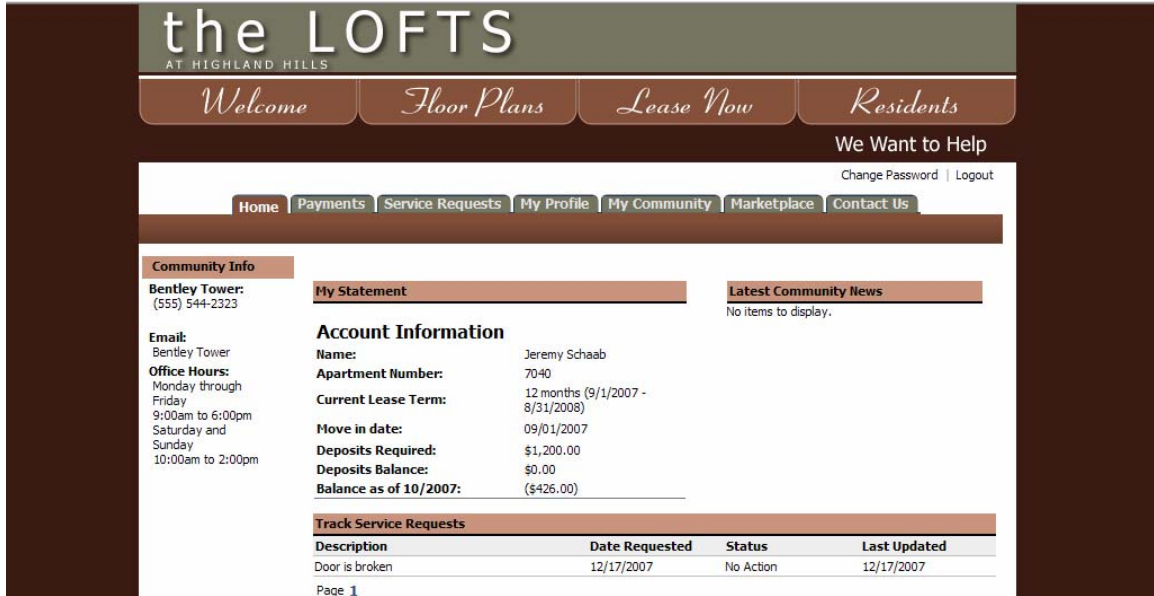
Access 24/7 extends your property leasing office online, all the time.

Access 24/7 is an online extension of your leasing office. Potential residents are driven to the leasing process from multiple sources such as Internet Listing Services (ILS), Search Engine Optimization (SEO) or existing web infrastructures. Once the potential residents reach the leasing application, they can complete the entire leasing process online. With increase sales exposure a property can improve occupancy, driving higher revenue and increasing property values.

To ensure an excellent online customer experience, the leasing process is complete, accurate and fully branded with your organization's look and feel. The leasing process takes advantage of direct, real-time integration for unit availability and pricing, leasing terms and options, credit and background screening, and payments and deposits. Additionally, the prospect can view property details, maps, floor plans and even can use an interactive furniture design tool. All of these tools keep the online process complete and accurate.

For the property, the potential resident information is available in real-time. Guest cards are created from the online process; the correct marketing source and guest card history are preserved. This enables leasing staffs to follow-up on all leads, improving sales and marketing efficiency.

Increase Customer Satisfaction



Residents can view information that is important to them, anytime.

Most resident turn-over is controllable and servicing a resident properly is an important factor in keeping their business. With Access 24/7 Resident Portal, each resident has a view into important lease and property information. Residents can make payments, submit work orders and view lease and property information on their own schedule, whether it is 6 p.m. or 6 a.m. any day of the week.

Residents have direct access to their information. Account balances, payments and work order are all available in real-time. Payments immediately post to the resident account; this avoids balance confusion and reduces the chance of late payments. Work order status is complete and has full notification for both the resident and property. These online services are convenient for the resident and extend your management representatives' capability to provide excellent and complete service levels to your residents.

Improve Cash Flow

Manual payment processing is time consuming and funds availability can exceed one week. The process is also labor intensive and rent day can consume resources from many aspects of the organization. Electronic payments improve funds availability and streamline payment processes.

Access 24/7 offers electronic payment opportunities using credit cards and direct debit bank cards. It will also allow check scanning for all types of checks including Personal, Money Order and Business. Regardless of the payment type, you can experience 24 hour funds availability at a low pre-negotiated rate. Electronic payment rates are as low as \$0.05 per transaction. This represents a significant cash advantage while using fewer resources to process the payments.

Reduce Administration Costs

Administration activities can consume excessive amounts of time for office and property resources. Streamlining business processes will reduce the amount of administration, thus reducing overall costs.

Access 24/7 helps reduce administration costs during the leasing process. When leases are captured online, guest cards are entered once and available anywhere. Since the leasing staff spends less time gathering the customer information a second time and entering a lease into the MRI system, the cost to generate a lease from start to finish is reduced.

The Resident Portal pushes key property information to the resident online. This convenience empowers the resident to perform common tasks, like payments and work order creation, online. Additionally, since the portal contains information about the lease, property and community, residents can enter the portal to find answers to common questions. This reduces phone calls and overall administration costs for existing residents.

Intuit's Real Estate Software – Right for Your Business

Intuit Real Estate Solutions offers business management solutions to the global property management and corporate real estate industries. Offering the most flexible solutions with both outsourced hosted offerings and packaged enterprise software, Intuit Real Estate Solutions develops long-term, successful relationships with its clients. Currently, the business has more than 4,500 installations on five continents and in 41 countries.

Key Features

Complete Online Leasing

- Integration with industry ILS's for property data uploads.
- Fully brandable to match your existing marketing and web presence.
- Support of multiple brand identities, a key feature for fee managers.
- Real-time availability and pricing, avoiding double leasing and pricing communication errors.
- Two-way credit screening interface for instant application approval.
- Collection of upfront deposits and application fees before reserving a unit.
- Instant notification and scheduling of move-in on the property calendar.
- Master data is fully integrated with IRES back-end to ensure data consistency and reduce setup and maintenance.
- Integration with IRES multi-tiered pricing for seamless LRO price integration.

Electronic Payments

- Accept recurring and one-time personal (ACH) payments, online or at the property.
- Check scanning to minimize data entry and improve cash flow using all check types.
- Accept payment using any major credit card with low fees.
- Flat-fee rates for electronic transactions; you get the same low rate regardless of your portfolio size.
- 24-hour funds availability.
- Fully integrated business process for electronic payments, data transmission, bank deposits and payment exceptions.

Online Work Order Processing

- Real-time submission and tracking of work orders so residents know the current status.
- Instant notification to both property and resident throughout the lifecycle of the work order.
- Track work order sources to view the success of the online work order portal.

Extend Your Management Office 24X7

- Enable residents to view account balances, payment schedules, lease details, work orders and community information anytime, anywhere.
- Let residents choose how they interact with the office and reduce the need for resident to call or stop in the office by providing an additional channel of communication.
- Increase office productivity by freeing up administrative time allowing resources to focus on value-add activities like leasing and personal service.