MRI Software LLC and Affiliated Companies Functional Specifications
Each module listed shall apply to the client if, and only if, a license or grant to access that module is purchased by the client and listed on the agreement between MRI Software and the client.

Contents

Delivery Mechanisms

- The agreement between MRI Software and the client will outline the mechanism by which the purchased products will be delivered – either through the SaaS Services or on-premise.
- "SaaS Services" (formerly Netsource) is the provisioning of a license to use purchased products which are owned wholly by MRI and hosted by MRI or its hosting providers and which is accessed by Client via the internet. Please refer to your current governing agreement for more information regarding SaaS Services.
- "On-Premise" is the provisioning of a license to use the purchased products which are owned wholly by MRI and hosted by the client on the client internal network. Please refer to your current governing agreement for more information regarding on-premise provisioning of the software.

Commercial Products

(Some products listed in the Commercial Products section may be utilized with the Financial Products, Flexibility Products, Investment Products, Public Housing/Affordable Housing Product, and/or Residential Products)

Advanced Retail

- Control of retail portfolio with reporting and analysis of sales data
- Retail Features, include
    - o Percentage rent calculations,
    - o Escalations and recoveries,
    - o Precise estimates and projections
- Automate procedures and calculations integrated business tools
- Allows for some localized reporting within the ANZ region (if Client has purchased the ANZ Regional Pack module)

Advanced User Security

- Enables authorized users to:
    - o Centralize user management and user roles,
    - o Define security by entities, menus, tables, reports etc.,
    - o Define security for web-services and web-service users, and
    - o Define reports of user activities such as user access, login by user

Audit Trail

- Captures an audit trail of changes made to the financial tables
- Provides reports on the audit trail captured
- Configurable to capture audit trail on any financial or other tables.

Asset 4000

- Provides a single input screen is provided for the addition and update of assets.
- Allows assets to be arranged in hierarchies, identifying parent/child relationships and dependencies.
- Each asset record contains a unique identifier and provides the user with the facility to incorporate: existing analysis codes (e.g. category, cost centre, department, company), multiple description lines, purchase cost, purchase and capitalisation dates, asset life and depreciation rule, quantity, residual value, grant value and foreign currency amount.
- Allows for transaction types to include full and partial disposals, transfers, relifes, revaluations and splits.
- Allows the user to input a history of all user actions audit file.

- Provides the ability for users to define depreciation methods by asset, asset group and period of account. Costs are retained for past historical periods and produced for current and future periods as required.
- Provides up to twenty-five levels of analysis for comprehensive enquiries and reporting.
- Provides data links a to spreadsheet packages, general ledgers and management reporting tools. The register also utilises asset tracking facilities, incorporating the leading bar-code scanning technology.

Commercial Management

- Supports accounting, lease administration, billing, reporting, project management, automated process and efficient workflows
- Handles many recoveries, straight line rent, and other complex calculations
- Provides the ability for authorized users to access important information through configurable reports within Corporate Accounts Receivable (AR)
- Directly bill and receive for items outside of property management modules
- Allows posting of entries to the general ledger reports and review accounts
- Integrates with MRI's General Ledger and Job Cost
- Configurable with Toolkit
- Allows for some localized reporting exists for the ANZ, Canada, EMEA regions (if Client has purchased the corresponding regional pack product – be it ANZ Regional Pack, Canada Regional Pack, or EMEA Regional Pack)
- Provides support for Canadian postdated check processing (if Client has purchased the Canada Regional Pack product)
- Handles primary Service Charge requirements in EMEA region (if Client has purchased the EMEA Regional Pack product)
- Includes Direct Recharge functionality for the EMEA region (if Client has purchased the EMEA Regional Pack product)
- Caters for head rent processing for the EMEA region (if Client has purchased the EMEA Regional Pack product)
- Caters for rent reviews in the UK (if Client has purchased the EMEA Regional Pack product)
- Some regionalized reporting and EFT generation exists for Canada and EMEA (including SEPA) (if Client has purchased the EMEA Regional Pack product)
- Many non-English templates for invoices and late letters are available for specific languages as well as specific local language output of key reports (including French, German, Italian and Polish), if Client has purchased the EMEA Regional Pack product
- Support is included for Polish Corrective Note functionality (if Client has purchased the EMEA Regional Pack product)
- Caters for lease charges agreed in one currency but billed in another currency in Poland (if Client has purchased the EMEA Regional Pack product)

Commercial Management (CM) Electronic Lockbox

- Allows processing of bank files with minimal interaction
- Applies payments applied to charges by configurable set of rules

Corporate Real Estate (CRE)

- A system for managing:
  - Tenant leases and lease administration;
  - Project management;
  - Facility management;
  - Lease and sublease obligation management
- Provides a single, comprehensive database with prompt access to important lease and facilities

information.

- Verify CAM charges and calculate percentage rent
- Powerful, configurable reporting tools enable you report on leases, expense, total and exceptions.
- Allows for streamlined processes and proactively monitor critical dates and information with event management and workflow technology.

Facility Management

- Work order processing and preventative maintenance capabilities by providing automated work orders, include costs, and equipment
- Users can standardize job duties
- Provides users with the ability to run reports and billing options through tracking, analysis, invoicing, and statement control

Findspace Data Aggregation

- Allows users to aggregate multiple data feeds from multiple sources at various intervals
- Enables users to create data aggregation management reports
- Allows users to data import from various intervals

Findspace Dynamic Stacking & Floor Plans

- Provides a dynamic search to tenants and shows available suites using CAD files
- Enables users to view multi-layered stacking plans with color-coded lease expiry and rights and encumbrance detail
- Provides capability for a data bridge to MRI, Yardi, and JDE property management solutions

Findspace Leasing Assistant Mobile App

- Provides capability for both iOS and Android
- Provides users with access to data and insights in portfolio snapshot
- Enables users to access tenant and leasing information in global search
- Enable users to enter and share new deals

Findspace Leasing Engine

- Provides a portfolio dashboard
- Allows users to view and compare portfolio metrics
- Allows users to track lease expiries and renewals
- Provides one-click-to-market new listings
- Provides capability for data import from accounting systems
- Provides users with the Findspace Assistant Application

Findspace Marketing Engine

- Provides branded portfolio pages integrated to client corporate website
- Provides automatic notifications to brokers of portfolio changes including new listings and just leased suites
- Enables users to syndicate listings to selected portals
- Provides ability to search across the portfolio
- Allows users to automatically generate brochures and flyers
- Provides infographics to contextualize data
- Provides an online activity dashboard

Forecast4000

- Allows users to create management/analysis reports for budget forecasts
- Allows users to create rolling forecast options
- Allows users to create Budget vs Revised Budget/Budget vs Live variance reporting
- Allows the users to create budgeted depreciation for acquisitions and disposals
- Allows users to create forecasts for the effect of changes to depreciation policies
- Allows users to create management reports and analyses for budget models

ForeSight

- Provides budgeting, forecasting and projection functionality
- Allows for user forecasting for future periods, including, speculative leases, global assumption scenarios, and reforecasting
- Intuitive Reporting with Variances, Comparisons, and Analysis
- Integrates with other MRI modules, including Commercial Management and General Ledger
- Allows users to create some configured reports

Inventory4000

- Integrates with RAM's Asset4000 module so that inventory items can be associated with fixed assets, if Asset4000 is purchased by the client.
- Provides a single screen for data entry of inventory.
- Provides authorized users with the ability to associate stock items (such as software licences, consumables and minor equipment), with inventory records, such as a PC.
- Allows authorized users to defined analysis codes.
- Provides the ability for entry of multiple description lines so that information can be saved against each inventory and stock record.
- Provides authorized users the ability to configure date fields and monetary values in order to allow extra information to be recorded against both inventory and stock, such as the purchase date, warranty expiry date, purchase cost and insurance value.
- Provides authorized users the ability to store condition reports against inventory item, stating a condition code, the date, and any notes for future reference and analysis.
- Provides for records (such as letters, emails, purchase orders, invoices, certificates, and contracts) to contain unique references which can be linked to RAM's Document 4000 module, if purchased by the client.
- Allows authorized users to record history and future maintenance plans.

Inventory4000

- Allows authorized users to maintain a centralized database of leased assets
- Provides integration with Asset4000 module to enable finance leases to be appended to the appropriate capital asset record.
- Allows authorized users to manage payment schedules associated with operating and finance leases, splitting out both the interest and capital elements of the repayment.
- Allows authorized users to produce year-end reports, outlining obligations analysis by payments due over various term lengths.
- Allows authorized users to input and maintain lease information in a single application.
- Allows authorized users to maintain payment schedules.
- Allows authorized users to utilize interest calculation methods, including Equal, Actuarial and Sum-of-Digits (Rule of 78).
- Provides an automated process for apportioning finance lease payments between the finance charge and the reduction of the outstanding obligation.

- Allows re-calculation of charges for terminated or rescheduled.
- Allows authorized users to forecast last payments, terminations, and expiration dates.
- Provides authorized users with a history and lease payments and events.
- Allows authorized users to create management and statutory reports.

LeaseFlow
- Provides management of the leasing process
- Provides tools for users to control, track, assign rules, workflow administration
- Provides negotiation management through Profit Projections, economic analysis, reporting
- Provides lease management, including:
    - Dates and deadlines,
    - Terms and clauses,
    - Reminders and alarms,
    - Integrated with MRI's Commercial Management to allow management of contacts, accounts, and access

Lease Abstraction (formerly Leverton)
- Provides a proprietary optical character recognition ("OCR") engine to turn scanned PDFs which have been loaded into the Lease Abstraction product into machine readable text
- Provides a document file and folder storage system
- Provides the client with a rights, roles, and privileges system for user authorizations
- Allows for single-sign on ("SSO")
- Provides AI-powered data extraction of designated information in more than 25 languages, including Chinese, Japanese, Korean, and Russian
- Allows for the configuration of extraction templates to assist with AI-powered abstraction
- Enables users to review and make corrections to extracted data within the Lease Abstraction module
- Allows users to manage and check the status of document extraction and review progress
- Allows users to search at the folder, keyword, or structured data level
- Provides ability to setup custom search parameters and data tables for on-the-fly analysis
- Off-the-shelf and custom reporting capabilities
- Enables users to create calendars, reminders, and notifications of critical dates
- Provides ability to create custom export of data into Excel / CSV
- Enable users to audit data back to source contract

Maintenance4000
- Allows users to manage stock using a FIFO method and record stock movements, re-ordering criteria, and generation of purchasing instructions.
- Allows users to create a history of costs, bill of materials, current work orders, meter reading and maintenance schedules.
- Provides authorized users with a calendar, showing maintenance history, schedule work, overdue work orders, parts used/required, quantities, dates, meter readings and labor costs.
- Authorized users can create a library of regular maintenance tasks for standard jobs.
- Allows authorized users to store details against standard jobs, such as job time, downtime, defects, contract details, maintenance types, trades and stock required.
- Allows authorized users to create work orders from maintenance plans or user requests.
- Allows authorized users to track the transfer of items between locations and business units in a single database.
- Allows users to create reports

Project4000

- Allows authorized users to accumulate project costs as multiple work-in-progress assets, which can be transferred to the Asset4000 register on strategic capitalization dates (if Asset4000 is purchased by the client).
- Allows authorized users to split and calculate prepared budgets across multiple projects.
- Allows authorized users to split prepared budgets into categories and sub-categories.
- Allows authorized users to enter projects against prepared budgets.
- Receives electronic transaction records, such as order item (commitments) and invoice items (spend), from designated and integrated systems.
- Allows authorized users to index, add interest to, and product closing values for work-in-progress assets, valued at the level of expense incurred.
- Allows authorized users to include
- Allows users to create reports showing commitment and spend progress, orders, and invoices.

Purchase Order

- Provides the ability to track orders and line items separately
- Tracks multiple vendor addresses
- Stores data for items ordered regularly, and allow it to be reused
- Interfaces with the general ledger to grab budget data
- Allows controls over approval limits and override capabilities

Tenant Connect

- Allows for brandable tenant portal
- Allows options for electronic payment processing via ACH or Credit Card
- Improves tenant interaction and retention by allowing tenant 24/7 access to account information, retail sales data entry, service requests, and visitor management through seamless integrations with MRI and Workspeed database(s)
- Provides a content management system, that allows for the electronic posting of building specific information and announcements

Track4000

- Provides scanning of barcodes for the audit process. Prompts users to add details when an unknown item is scanned.
- Allows authorized users to upload asset register data from Excel® to the hand-held unit.
- Information on items, such as make, model or serial number, is displayed in a scrollable format on the handheld unit.
- Bar-code label options and specialist security tags can be provided for use with the hand-held scanner.
- Supports Radio Frequency Identification (RFID) for which both scanner units and tags can be provided.
- Allows authorized users to browse and search for assets within the register.
- Provides four possible results for an asset during a tracking exercise.
- Allows authorized users to download audited data into Excel® for reporting.

ViewPoint

- Provides for users to manage assets and portfolios
- Contains executive dashboards, centralized reporting, and comparisons
- Allows flexibility through configuration of information

- Allows authorized users to access information from multiple directions, including geographic, fund, property type
- Allows authorized users to retrieve information at every level within a portfolio with drill down capabilities for detail

Workspeed Preventive Maintenance

- A web-based scheduling tool for property managers, engineers and vendors to plan and complete preventive maintenance requests.
- Building equipment and their details can be stored within the application and accesses as needed. This includes expected replacement dates and component details.
- Users can update equipment contracts, warranties and permits to the application. Users can be alerted in advance of these documents expiration.
- Users can schedule recurring preventive maintenance activities to be assigned to both engineers and vendors
- Users can complete preventive maintenance and repair request via support mobile devices
- Users have access to reports and dashboards to monitor preventive maintenance usage

Workspeed Risk Management

- A web-based tracking tool for property managers to manage tenant and vendor certificates of insurance.
- Certificates of Insurance and their details can be stored within the application and accesses as needed. This includes attachments of the policy and endorsement.
- Users have the ability to prevent the dispatch of requests to vendors that do not have a valid certificate of insurance on file
- Users have access to reports and dashboards to monitor certificate of insurance statuses
- Advanced notification of expiration to both property management and insured party

Workspeed Service Request

- A web-based communication tool for property managers, tenants, engineers, and vendors to submit and complete on-demand service requests.
- Service requests can be initiated via web portal, email, or mobile device. Requests can also be submitted on behalf of the requester in call center mode.
- Property Management users can create, dispatch, accept and complete request via support mobile devices
- Users can access to do lists which automatically organization work related to requests
- Property management users can send tenants announcements as well as post documents and links
- Tenant users can complete surveys after the completion of service requests
- Users can review system populated and manually update timesheet data
- Users have the ability to enter charge data using price lists, inventory and request audit trails
- Users have access to reports and dashboards to monitor service request usage

Workspeed Visitor Management

- A web-based tracking tool for property managers to check-in to the building.
- Security desk users can check-in both preregistered and on-the-fly guests and print them visitor badges
- Users can receive email notifications when their guests are checked-in

- Users can use identify potential visitors to not let in the building. These individuals will be flagged if preregistered or attempted to be checked-in.
- Users have access to reports and dashboards to monitor lobby traffic

Financial Products
(Some products listed in the Financial Products section may be utilized with the Commercial Products, Flexibility Products, Investment Products, Public Housing/Affordable Housing Product, and/or Residential Products)

Accounts Payable
- Users can control vendor contracts and business agreements within the system
- Integrated purchase orders;
- Efficient payment processing by grouping vouchers into payment batches
- Time Saving during expense process –
  - Create vouchers by expense category;
  - Configurable expense profiles;
  - Integrated expense approvals for purchase orders, vouchers, payments
- Global multi-currency processing; containing financial exchange rates
- Robust tax engine and tax scenarios
- Security –
  - Business process-based security, tying system access permissions to user roles;
  - Encrypted financial information in transit
- Provides for some regionalized reporting and EFT generation exists for ANZ, Canada and EMEA (including SEPA), if Client has purchased the EMEA Regional Pack product.

Budgeting & Forecasting
- Forecast revenue and expense, including the ability to leverage CM lease data and re-forecast based on approved budgets
- Allows users to create budget assumptions including the usage of historical budget or actual data
- Collaboration allowing different users to modify portions of a budget simultaneously
- Workbook and budget reporting, including the ability to leverage existing financial formats or display suite revenue.

Corporate Accounts Receivable
- Directly bill and receive for items outside of property management modules
- Post entries to the general ledger (GL) reports and review accounts
- Integrations with MRI's General Ledger and bank reconciliation
- Some Configurations available with MRI's flexibility tools
- Provides for Some localized reporting exists for the ANZ and EMEA regions – including some specific local language outputs for invoices and other reports (if Client has purchased the corresponding regional pack product – be it ANZ Regional Pack or EMEA Regional Pack)
- Provides access to the Polish Corrective Note functionality (if Client has purchased the EMEA Regional Pack product)

Enterprise Ledger
- Provides support for Entities above the property level in the ownership structure for the General Ledger
- Create automated inter-entity offsets and eliminating entries
- Create automated loan amortizations
- Multitude of Reporting options and controls

General Ledger

- Ledger designed for property management with entity/building concepts
- Online Journal entry / inquiry with extensive sorting/filtering for easy management
- Alternate chart of accounts available
- Detailed and configurable financial and exception reporting
- Multi-currency capabilities, including multiple exchange sources, currency triangulation, and currency translation
- Supports inter-entity transactions
- Multi-currency capabilities – multiple exchange sources, currency triangulation, currency translation
- Historical data auditing capabilities
- Business process-based security that ties system-access permissions to user roles
- Provides some configurable dashboards
- Provides for some localized reporting exists for the ANZ, Malaysia regions (if Client has purchased the corresponding regional pack product – be it ANZ Regional Pack or Asia Regional Pack)
- Provides availability for GST processing in Malaysia (if Client has purchased the Asia Regional Pack product)
- Includes certification for MRI from the National Audit Office of the People's Republic of China (CNAO) standard GB/T 24589.1-2010 and has the China Electronics Standardization Institute (CESI) Certification (if Client has purchased the Asia Regional Pack product)
- Includes modified GL report for British Columbia (if Client has purchased the Canada Regional Pack product)
- Access to certain electronic accounting information to the authorities in specific countries in EMEA – including the UK, Germany, France and Poland ((if Client has purchased the EMEA Regional Pack product)

JobCost

- Manage and track contract workflow through:
  - Budget Control through compare actual to budget, revisions, validate contracts
  - Commitments Management through track contracts, subcontracts, change orders, invoices, retainage; process contractor applications
  - Construction Costs through control over billing to owners, managers, tenants, or accounts
  - Loan Draw through draw funding from lenders and partners, track what is paid and already drawn as well as remaining amounts

Open Data Services

- Tool that allows a third party to enter budgets and journal entries without having MRI installed
- Allows the creation of a database connection from Microsoft Excel® in order to transfer data into the MRI system.

Flexibility Products
(Some products listed in the Flexibility Products section may be utilized with the Commercial Products, Financial Products, Investment Products, Public Housing/Affordable Housing Product, and/or Residential Products)

Application ToolKit

- Configurations through the application toolkit provides power and flexibility.
- All the tools have drag-and-drop, object-based interfaces allowing maximum configuration.

Advanced options include graphics tools, user-defined color palettes and SQL integration and database security is maintained automatically within any of your configurations.
- Includes ViewDesign, which allows authorized users to copy, modify and create windows forms with complex functionality.
- Includes MenuDeisng, which allows authorized users to modify or create menus to provide a better experience and improve efficiency.

MRI Information Exchange (MIX)
- Toolkit functionality enables authorized users to generate APIs for exchanging date between MRI's core platform and a third party or custom applications, or other data extraction purposes
- Two-sided security protocol to control both which client can use a given API, as well as which third party software an API can be used with
- Integral governors to protect the data environment and application performance from misuse of a given API

Report Design
- Allows for configurable reporting with drilldown capabilities, handling of complex report structures, runtime parameters, and automatic section totaling.

Web Design
- Allows for configurable web pages and design features, including advanced features like hyperlinks, JavaScript and migration tools from windows forms to web pages

Workflow Design
- Allows authorized users to create and automate notifications, document routing, and approval processes

Investment Products
(Some products listed in the Investment Products section may be utilized with the Commercial Products, Flexibility Products, Financial Products, Public Housing/Affordable Housing Product, and/or Residential Products)

AnalytiX (formerly Cougar BI Portal)
- Works on iPads and modern browsers (Google Chrome, Internet Explorer)
- Provides data Encryption at rest and in transit
- Allows for role based security to define data set access and edit capability
- Provides access to reporting and dashboards powered by Tableau
- Authorized users can configure self-service report and dashboards
- Allows for on demand publish of data from source systems (July 2017, Investment Modeling and Financials data sets only based on subscription)
- Provides exemplar dashboard and reports
- Navigation and search capabilities
- Create and manage ad-hoc Portfolios of properties
- Provides the ability for users to attach files to portfolios (jpg, pdf, Excel)
- Provides the ability for users to attach Files to Properties (jpg, pdf, Excel)
- Authorized users can report on multiple currencies (local and system/reporting currency)
- Capability for starred/favorited portfolios
- Capability for starred/favorited reports
- Capability for starred/favorited properties

- Allows the for user-based configured report settings
- Authorized users can run data exports from any report/dashboards to csv, PDF or as images
- Provides a property details page

Asset Modeling (formerly Cougar Global Asset Management)

- Utilizes the standard valuation methodology specific to the Australian, North American and UK regions. For example, Australian and North American DCF, capitalization and cost methodologies, and United Kingdom hardcore and term and reversion methodologies
- Calculates multiple valuation methodologies for the region simultaneously and compares them side-by-side on a monthly and yearly basis
- Adopts different valuation methods such as Average of Capitalization and DCF
- Models speculative acquisitions, progress through underwriting and then model on-going post acquisition valuations by modeling forecasted cash flows, the rent roll and market lease assumptions.
- Predetermined values can be entered and associated yields/IRR calculated
- Facilitates comparative reporting (base case vs re-forecast) as well as modeling scenarios and simulations through multiple model support
- Applies multiple sensitivities to the valuation via a wizard in order to anticipate and analyze market and tenancy and to compare the results against the base case and other scenarios
- Performs tenancy "what if" scenarios and to compare the results against the base case and other scenarios
- Performs capital expenditure "what if" scenarios and to compare the results against the base case and other scenarios
- Ability to create user defined portfolios providing the ability to segregate and analyze a subset of properties based on attribute or other ad-hoc parameters
- Utilize standard templates to create and maintain model reference table values such as growth rates, recovery parameters, market leasing assumptions and more
- Store important attributes of the property such as property type, property sub-type, country, region, sub-region and MSA
- Store contact information for lenders, brokers, portfolio managers, asset managers, property managers and appraisers. Associate relevant contacts with the property
- Standard reporting categories include capital, debt, financial, Lease/Unit, recoveries, returns, valuations and variance.
- Create properties rapidly via bulk entry 'build' function. Build function can be populated from Excel or CSV
- Update Asset Modeling from MRI Commercial Management via API
- Role based security available

Debt Modeling (formerly Cougar Debt Management)

- Allows modeling of debt contracts at property level, including both economic and abstract information
- Support of multiple debt types and interest calculations
- Interest rates can be fixed or floating with options to do mass import of reference rates
- Document repository for management of loan documents held against each debt contract
- Enter or import property cash-flows to support debt covenant analysis (LTV, DSCR, ICR)
- Multiple model support to facilitate comparative reporting (base case vs re-forecast) as well as modeling scenarios and simulations
- Manage strategic risk and exposure through standard and configured reporting (configured reporting requires toolkit)

- Standard reporting categories include debt analysis, debt exposure, debt maturity and financial.
- Allows storage of contact information for lenders, brokers, portfolio managers, asset managers, property managers and appraisers. Associate relevant contacts with the property and debt contract
- Allows creation of ad-hoc portfolios for operational management and grouping of assets / debt contracts
- Allows mass upload all properties and loan contracts (including their reporting tags/ attributes) into the system using Microsoft tools and Debt Modeling data upload profiles
- Ability to run reports to create journal export for upload to accounting system.
- Role based security available

Developer Central (formerly Integratec Developer Central)

- Web-based, browser independent real estate investment management, investor management and reporting application
- Comprehensive full investment life-cycle real estate industry data model allows client to track:
  - Ownership information
  - Insurance information
  - Monitoring of major building systems
  - Service contracts
  - Compliance related information
  - Property Inspections
  - Equity Installment details
  - Loan characteristics, dates, and covenants
  - Real Estate tax information
  - Reserve account tracking
- Snapshots of key metrics, exposures, performance variances, and event reminders
- Configurable fields, screens and values
- Standard and Configured reports with client-defined filters for sorting are delivered in Excel or Crystal Reports formats
- Configurable Property and Portfolio Overview pages
- Filterable charts and reports; export data directly to Excel
- Geographic mapping tool
- Storage and management of contact information for all relationships
- Integrated workflow and task manager
- Document Repository
- Single sign on (SSO) functionality
- Configurable filters support searching and sorting on all data screens and reports
- Role-based security with client-definable read/write access to screens, reports and documents
- Audit trails and audit notifications
- Data/Report submission review and tracking
- Data import functionality – ability to receive electronic file formats from source data providers to store data in a normalized format and provide consistency in reporting
- Data Export functionality – to accounting systems and other software
- Microsoft SQL database

Fund Modeling (including enhanced Debt features) (formerly Cougar Fund Management)

- A tool by which authorized users can model complex fund structures, supporting multiple tiers and ownership (direct and Joint Venture) and handling step-up and step-down events (changing ownership / structure over time)
- Allows for multiple consolidation methods (equity pickup, JV or proportionate)
- Handles multicurrency with exposure and risk reporting
- Multiple model support to facilitate comparative reporting (base case vs re-forecast) as well as modeling scenarios and simulations
- Provides transactional simulations, scenario analyses and sensitivity testing
- Multi-tier waterfall capabilities (property, investment and fund levels)
- Includes KPI dashboards
- Includes key metrics such as IRR, Returns and FFO
- Manages strategic risk and exposure through standard and configured reporting (configured reporting requires toolkit)
- Handles multiple accounting methodologies (Cash, Accrual)
- Integrated with Asset Modeling for roll-up of cash-flows and metrics from assets/ properties
- Integrated treasury modeling which supports creation of debt instruments at property, investment or fund level.
- Treasury modeling feature supports notional allocation of debt to investments and assets.
- Treasury modeling feature supports creation of credit facilities at fund level
- Treasury modeling feature allows for creation of debt as an asset as well as debt as a liability
- Supports fund of funds, fund, investment, portfolio and property entities
- Standard reporting categories include: attribution; debt; financial; performance; returns; valuations; and variance.
- Mass upload capability for all properties and investments (including their reporting tags/ attributes) into the system using Microsoft tools and Fund Modeling data upload profiles
- Mass upload capability for historical/forecasted by account financial and statistical activities for all properties, investments and funds using Fund Modeling's CSV or XML import tools
- Accommodates for role based security

Global Valuations - Desktop

- Allows for offline usage of the product
- Allows modeling of acquisitions using tools such as a standard template and bulk entry 'build' function. Build function can be populated from Excel or CSV
- Allows comparison and analysis of underwriting models against future valuations side-by-side, year-on-year
- Provides the functionality to sell the property at any point in time, not locked into using the traditional 10-year terminal year
- Ability to utilize a standard valuation methodology specific to the Australian, North American and UK regions. For example, Australian and North American DCF, capitalization and cost methodologies, and United Kingdom hardcore and term and reversion methodologies (note region needs to be specified for product install)
- Provides the ability to calculate multiple valuation methodologies simultaneously, and compare them side-by-side
- Provides the ability to adopt different valuation methods, such as Average of Capitalization and DCF
- Authorized users have the ability to model speculative acquisitions, progress through underwriting and then model on-going post acquisition valuations by modeling forecasted cash

flows, the rent roll and market lease assumptions easily, quickly and efficiently
- Authorized users can apply multiple sensitivities to the valuation via a wizard in order to anticipate and analyze market and tenancy and to compare the results against the base case and other scenarios
- Authorized users can perform tenancy "what if" scenarios and to compare the results against the base case and other scenarios
- Standard reporting categories include capital, debt, financial, Lease/Unit, recoveries, returns, valuations and variance.
- No toolkit available for configured reporting

Global Valuations – SaaS
- Allows modeling of acquisitions using tools such as a standard template and bulk entry 'build' function. Build function can be populated from Excel or CSV
- Allows comparison and analysis of underwriting models against future valuations side-by-side, year-on-year
- Provides the functionality to sell the property at any point in time, not locked into using the traditional 10-year terminal year.
- Ability to utilize a standard valuation methodology specific to the Australian, North American and UK regions. For example, Australian and North American DCF, capitalization and cost methodologies, and United Kingdom hardcore and term and reversion methodologies (note region needs to be specified for product install)
- Provides the ability to calculate multiple valuation methodologies simultaneously, and compare them side-by-side
- Provides the ability to adopt different valuation methods, such as Average of Capitalization and DCF
- Authorized users have the ability to model speculative acquisitions, progress through underwriting and then model on-going post acquisition valuations by modeling forecasted cash flows, the rent roll and market lease assumptions easily, quickly and efficiently
- Authorized users can apply multiple sensitivities to the valuation via a wizard in order to anticipate and analyze market and tenancy and to compare the results against the base case and other scenarios
- Authorized users can perform tenancy "what if" scenarios and to compare the results against the base case and other scenarios
- Standard reporting categories include capital, debt, financial, Lease/Unit, recoveries, returns, valuations and variance.
- No toolkit available for configured reporting
- Provides a central repository for Asset and Debt Modeling
- Available portfolio reporting and scenario modeling
- Allows authorized users to perform portfolio attribution analysis
- Allows for performance reporting (Returns, IRR, XIRR)

Investment Accounting
- Provides an automated facility for generating consolidated financials including mapping of accounts and past period adjustments
- Provides an investor ledger with the ability to track commitments, contributions and distribution
- Gives authorized users access to a waterfall engine for calculating sophisticated distributions
- Allows for detailed tailorable and configurable investor financial and exception reporting

Investment Central (formerly Integratec Investor Central)

- Web-based, browser independent real estate investment management, investor management and reporting application
- Comprehensive full investment life-cycle real estate industry data model
- Snapshots of key metrics, exposures and event reminders
- Configurable fields, screens and values
- Standard and Configured reports with client-defined filters for sorting are delivered in Excel or Crystal Reports formats
- Configurable overview pages for any entity (investment, investor, fund, partners, borrowers, etc.)
- Filterable charts and reports; export data directly to Excel
- Geographic mapping tool
- Storage and management of contact information for all relationships
- Integrated workflow and task manager
- Document Repository
- Secure FTP site to export files and upload new documents into system
- Single sign on (SSO) functionality
- Configurable filters support searching and sorting on all data screens and reports
- Role-based security with client-definable read/write access to screens, reports and documents
- Audit trails and audit notifications
- Data/Report submission review and tracking
- Data import functionality – ability to receive electronic file formats from source data providers to store data in a normalized format and provide consistency in reporting
- Data Export functionality – to accounting systems and other software
- Microsoft SQL database
- Specific support for Low-Income Housing Tax Credit (LIHTC) investments through fund investors, direct investors, or syndicators

Investor Connect (formerly Integratec Reporting Central)

- Web-based, client-branded portal with configurable personal email notifications for updates
- Investor-specific dashboards with key investment performance metrics: contributions, distributions, returns and trends
- Support for all asset classes and investment structures
- Drill-down capabilities into property-level analytics
- Centralized document repository
- Downloadable investor reports, distribution statements, K-1s, prospectuses etc. (based on publish from source systems i.e. Investment Central and Investment Accounting, not included)
- Support and management of investor contact and related information
- Role based security and permissions
- Single sign on (SSO) functionality
- Audit trails which track investor activity logs for information they access through the portal

Tax Credit Central (formerly Integratec Tax Credit Central)

- Low Income Housing Tax Credit (LIHTC) industry portal that provides access to the latest industry information, including up-to-date credit awards announcements and current performance metrics.
- Aggregated quarterly property performance metrics including Debt Service Coverage Ratio,

- Physical Occupancy, Expenses per Unit and RE Taxes per Unit (minimum of five property observations for median calculations; no property-level operating data)
- Property attribute and geographical layers include Development Type, Tenancy Type, Project Size Interval (Units), Equity Amount Interval, National, State, and Metropolitan Statistical Area
- Current LIHTC credit awards
- Industry documents available for download
- Notifications for new credit awards and documents
- Filterable charts and reports; export data directly to Excel
- Geographic mapping tool
- Secure FTP site for export files (Enterprise clients only)
- Daily, weekly, or monthly automated data export process as determined by Client (Enterprise clients only)

Occupier & Lease Accounting Products
(Some products listed in the Occupier & Lease Accounting Products section may be utilized with the Commercial Products, Financial Products, Flexibility Products, Investment Products, Public Housing/Affordable Housing Product, and/or Residential Products)

AMTdirect AP Manager
- Allows authorized users to generate monthly invoices
- Provides authorized users the ability to create manual invoices
- Provides authorized users access to payment history

AMTdirect AR Manager
- Allows authorized users to generate monthly invoices
- Provides authorized users the ability to create manual billing adjustments
- Provides authorized users the ability to apply cash receipts
- Allows authorized users capability to produce journal entries based on transactions

AMTdirect CPI Manager
- Enables authorized users to calculate US-based CPI changes

AMTdirect FASB/IASB Manager
- Provides the ability to use inputs to recommend lease classification
- Provides the ability to calculate NPV and amortization schedules
- Provides the ability to create prospective or retrospective revisions
- Enables authorized users to create journal entries based on schedule data
- Allows authorized users to utilize 12-month, 13-period, and alternative retail calendar methods

AMTdirect OPEX Manager
- Enables authorized users to track reconciliation activity by location/lease/year
- Enables authorized users to determine percentages for comparison of year-over-year charges
- Provides authorized users the ability to enter landlord expense invoices by location/lease
- Allows authorized users to track expenses for unlimited billing types

- Provides authorized users the ability to create custom expense pools

AMTdirect Percent Rent

- Enables authorized users to calculate overage rent and percent in lieu of base rent
- Provides authorized users with the ability to account for sales exclusions by amount and percent
- Allows for multiple sales breakpoints
- Provides authorized users with the ability to roll up multiple spaces into one calculation
- Provides authorized users with the ability to roll up multiple scenarios to one comparison charge

AMTdirect Portfolio Insight

- Enables authorized users to store information related to leases and locations
- Provides authorized users with alerts for critical dates
- Provides capability for field labeling and dropdown selections as well as lease and property data groups
- Provides document storage and indexing
- Shows locations on map

AMTdirect Reports

- Provides authorized users with standard reports based on data in the application
- Provides authorized users with the ability to create custom reports based on data in the application
- Provides authorized users with the ability to create custom charts based on data in the application
- Allows authorized users to schedule and send reports to users and third-party contacts

AMTdirect Security

- Provides authorized users with the ability to create custom security classes based on location/lease or system functionality

CenterStone Facilities Management

- Enables authorized users to report, search and display property data.
- Enables authorized users to setup and manage property data.
- Enables authorized users to manage users, security groups and rules.
- Provides authorized users with the ability to manage Preventative Maintenance using work orders, maintenance programs, and general administration tools.
- Provides authorized users with the ability to manage Reactive Maintenance using work orders, service request entry, and general administration tools.
- Provides a mobile application for Work Order Management

CenterStone Lease Management

- Enables authorized users to report, search and display property data.
- Enables authorized users to setup and manage property data.
- Enables authorized users to manage users, security groups and rules.

- Allows authorized users to plan, track, manage, and maintain real estate leases
- Allows authorized users to set critical date alerts through emails
- Allows authorized users to track contacts for a lease

CenterStone Space Management

- Enables authorized users to report, search and display property data.
- Enables authorized users to setup and manage property data.
- Enables authorized users to manage users, security groups and rules.
- Allows authorized users to view current space provisioning
- Provides the ability to color-code floor plans and to make updates directly in the drawing interface
- Allows for mobile functionality via purchased SpaceWalker module

MacMunnis Inc Lease Manager (MILM++)

- Provides authorized users with access to view the deliverables of the MacMunnis extraction services

Manhattan Core

- Enables users to define the property data in the following ways: organizational breakdown structure, owner management, property management, supplier management, and document management.

Manhattan Energy and Sustainability

- Allows the user to track and measure information related to energy management and energy procurement strategy including:
  - Meter Management
  - Consumption Types and Standard Units of Measure (UOM's)

Manhattan Facilities Management

- Provides users with the ability to manage Preventative Maintenance using work orders, maintenance programs, and general administration tools.
- Provides users with the ability to manage Reactive Maintenance using work orders, service request entry, and general administration tools.
- Provides a mobile application for Work Order Management
- Provides users with a Vendor Dashboard that includes work order management and work order completion
- Provides users with a Service Request Portal

Manhattan Lease and Financial Management

- Allows users to plan, track, manage, and maintain real estate, capital asset leased and owned portfolios in one system including a Financial module for automated accounting functionality.
- Allows users to set critical date alerts through the diary system.
- Provides the ability to manage rent payments.
- Allows users to map regions, buildings and assets to leases, payments and reports.

Manhattan Lease Compliance Management
- Supports user compliance with the new FASB (ASC842) and IASB (IFRS 16) lessee and lessor accounting and reporting standards.

Manhattan Project Management
- Allows users to capture, process, analyze and report key metrics.

Manhattan Space Management
- Allows users to view current space provisioning
- Provides the ability to color-code floor plans and to make updates directly in the drawing interface
- Provides mobile functionality for SpaceWalker

Manhattan Space Scheduling
- Allow users to streamline the reservation and management of meeting rooms, workspaces and associated services/visitors including live room availability, book and check-in, and free up no show meetings.
- Provides users a global video conference booking process to scheduling multipoint events across multiple locations and time zones
- Provides users with visitor management including badge printing and the ability to track arriving and departing guests.

Manhattan Space Utilization
- Allows users to measure actual space utilization of a real estate portfolio and keep floorplans accurate and up to date.

Manhattan Transactions Management
- Enables users to manage property transactions including new leases, acquisitions, and disposals.

ProLease Equipment
- Enables authorized users to store information related lease and asset data such as recording of lease payments
- Provides authorized users with the ability to setup alerts for critical dates
- Provides authorized users with a repository of lease/asset documentation
- Provides authorized users with the capability to configure lease and asset fields
- Provides authorized users with standard reports based on data in the application
- Provides authorized users with the ability to configure reports based on data in the application

ProLease Lease Accounting
- Supports user compliance with FASB/IASB/GASB real estate and equipment lessee accounting and reporting standards
- Provides authorized users with the ability to use inputs to recommend lease classification
- Provides authorized users with the ability to calculate NPV and capitalization schedules
- Provides authorized users with the ability to configure prospective modifications
- Allows authorized users to translate FX rates to reporting currencies

ProLease Maintenance module

- Includes Preventative Maintenance Scheduling functionality, which allows authorized users to create repeating tickets over a set period of time.
- Includes Vendor Management functionality, which assists users in tracking vendor contact information, insurance status, and labor rates.
- Includes Asset Management functionality which tracks select, valuable assets within the ProLease Maintenance module, including key features the key features of make, model, serial number, assignee, and ticket history.
- Provided authorized users with twelve (12) standard reports and provides users with an ability to configure specific reports.
- Provides authorized users with a ticket list, including filters and search capability.
- Includes a Personnel Management feature, which assists authorized users in tracking employees' information. Provides authorized users the ability to manually input such information or upload proper files from an MRI-approved HR system.
- Includes a Phone Book feature, which allows authorized users to maintain contacts for vendors, subcontractors, tenants, and subtenants.
- Authorized Users may sign on using single sign on functionality, leveraging the users existing SSO log ins.
- Allows for an integration with the ProLease Workplace module so that users can track tickets, if the client has purchased the Maintenance module. The integration will also allow authorized users to create tickets from a floor plan.

ProLease Real Estate

- Enables authorized users to store information related to Properties, leases, and subspaces such as recording of expenses and percent rent or recording of subtenant data
- Provides authorized users with alerts for critical dates
- Provides authorized users with a repository of lease documents
- Provides authorized users with the capability create configured fields
- Authorized users have the ability to create Dashboards, Charts, and utilize Mapping
- Projects module may be enabled to allowed authorized users to track and link projects to properties upon purchase
- Provides authorized users with standard reports based on data in the application
- Provides authorized users with the ability to configure reports based on data in the application

ProLease Workplace module

- Use of Workplace module with an approved CAD floor plan integration will allow authorized users to upload CAD plans into the Workplace module.
- Includes seating chart feature that allows authorized users to track workspaces of employees and associated assets.
- Includes a Personnel Move Management feature, which includes options for scheduled moves, move requests, and move scenarios.
- Includes a Space Utilization feature which tracks the amount of vacant and occupied workspaces.
- Includes a Personnel Management feature, which assists authorized users in tracking employees' information. Provides authorized users the ability to manually input such information or upload proper files from an MRI-approved HR system.
- Allows authorized users to designate department assignment for workspaces.
- Provided authorized users with fifteen (15) standard reports and provides users with an ability to configure specific reports.

- Includes a Phone Book feature, which allows authorized users to maintain contacts for vendors, subcontractors, tenants, and subtenants.
- Authorized Users may sign on using single sign on functionality, leveraging the users existing SSO log ins.
- Allows for an integration with the ProLease Maintenance module so that users can track tickets, if the client has purchased the Maintenance module. The integration will also allow authorized users to create tickets from a floor plan.

Payment Products
(Some products listed in the Payment Products section may be utilized with the Commercial Products and/or Residential Products)

RentPayment
- Provides a portal for a PMC to manage and view transactional data for their properties, residents, and applicants.
- Reporting tools provide detailed and summarized views of Transaction Activity, Bath Reconciliation, Statement Report, and a Resident list that shows all active and inactive residents within RentPayment
- Provides Property Managers with the ability to view resident profiles to determine how and when a payment was made
- Allows Residents to setup AutoPay
- Enables PMCs to take in-person payments from residents that come into their office
- Provides ability to link to a check scanner and allows PMCs to view and edit checks before the checks are processed
- Users can view batches that have been or are scheduled to be posted into their ERP.
- Allows Residents and Applicants to make one-time payments or setup recurring (autopay) payments
- Provides Residents with the ability to receive rent reminders via SMS text or email
- Provides Residents the ability to view locations to make cash payments
- Allows Residents to pay rent using IVR or Phone Agent
- Provides the functionality for Residents to sign up for Renters Insurance

Public Housing, Affordable Housing, and Social Housing Products
(Some products listed in the Public Housing, Affordable Housing, and Social Housing Products section may be utilized with the Commercial Products, Flexibility Products, Financial Products, Investment Product, and/or Residential Products)

Affordable Housing
- Client must purchase Residential Management, General Ledger, Accounts Payable, Virtual Site, and Affordable Housing modules in order to receive the Affordable Housing features outlined herein
- Assists clients in complying with occupancy and Compliance Management (i.e. initial program eligibility and rent determination for renters) requirements under current applicable housing regulations by:
  - Allows authorized users to generate standard forms;
  - Allows authorized users to process certifications, certification approvals, household member data collection for affordable eligibility and rent requirements through the Affordable Housing module

- Allows authorized users to run rent calculation and Compliance Management (see above) with the following standard funding programs:
  - HUD Multi-family
    - HUD Project Based Section 8
    - Rent Supplement (rent Supp)
    - Rental Assistance Payments (RAP)
    - Project Rental Assistance Contract (PRAC/202 & PRAC/811)
    - Section 236
    - Section 221/BMIR
  - LIHTC – Low Income Housing Tax Credit funding
    - Federal (50/20 and 60/40)
    - State (deeper targeting) HOME
  - HOME
    - HUD HOME program
  - USDA Rural Development
    - Section 515 as reported on RD-3560-8
- Provides subsidy accounting for HAP Reconciliation and payment posting
- Allows authorized users to perform tenant-level accounting which includes receivables, deposit, and repayment agreements
- Provides ability to use dashboards and reporting for management oversight
- Stores details at the community level, including (to the extent permitted by applicable law): building and units, rent plans, contract information (including funding programs), and waitlist configurations
- Stores details at the household level, including (to the extent permitted by applicable law): household member information and history, income, asset and expense history (including sources of the same), waitlist and application history, transaction history, accounting ledger history, and allows for document attachment (within storage parameters).
- Stores accounting information at the community and portfolio level, including (to the extent permitted by applicable law): processing of community cash receipts, processing of payments for receivables and subsidy, general ledger batching, and integrated transmission to MRI's accounting software
- Stores occupancy & Compliance Management (as described above) information, including (to the extent permitted by applicable law):
  - Includes applicant/waitlist processing with built-in eligibility checks which authorized users can utilize in determining eligibility of the resident.
  - Includes eligibility process with built in Pass/Fail
  - Includes assistance with move-in process with certification approvals
  - Includes legal/eviction tracking, which contains configurable parameters for late notices
  - Stores notices to quit and eviction processing
  - Includes the ability to transmit HAP files to TRACS
  - Assists users in submitting LIHTC files to state processing sites
  - Assists users in submitting USDA transmissions to MINC
- Works with MRI's Report Gateway and Report Design modules
- Allows for authorized users to merge documents into the Report Gateway module with ability to upload and maintain new documents using MS-Word.

Bostonpost Property Manager

- Affordable occupancy and compliance management: standard and configured form generation, configurable approval steps, household member data collection for affordable eligibility and rent requirements
- Subsidy Accounting which includes HAP Reconciliation and payment posting
- Tenant-level accounting which includes Receivables, Deposit, Repayment Agreement, AP Tenant refund and GL integration, Workflow and to-do lists
- Dashboard and Reporting for management oversight
- Holds community details, including Facilities, Rent Plans, Funding Program/Contract information, and waitlist
- Holds unit level information including Compliance, Rent & Transaction History, Maintenance History (including turnovers), and Special Claims processing
- Holds household level information, including Member information and history, Income & Expense history (including references), Legal processing details, Full Transaction history, full accounting ledger history (Rent, Subsidy, Deposits and Repayment Agreements) and document storage
- Holds community and portfolio accounting information, including processing of Community Cash Receipts, Payment Processing (Receivables and Subsidy), GL Batching and (automated) processing to full accounting software
- Holds Occupancy & Compliance Detail, including:
    - Guest Card/Prospect/Waitlist processing with built-in compliance/eligibility checks,
    - Automated move-in process with configurable approvals,
    - Automated Annual Recertification process with configurable approvals,
    - Full legal tracking with configurable parameters for Late Notices,
    - Notices to Quit and Eviction processing,
    - Ability to transmit HAP files to TRACS,
    - LIHTC files to state processing sites,
    - USDA transmissions to MINC
    - 50058 information to PIC
- Over 300 standard reports within the Configurable Reporting tool
- Over 400 standard documents with ability to upload and maintain new documents using Word Merges, supports microsoft word and PDF formats, ability to upload headers and footers.

Bostonpost Work Order Management

- Allows authorized users to create, schedule, dispatch, close and bill work order activity
- Vendor AP invoice workflow, approval and integration

Bostonpost Document Attachment

- Enables scanning within workflow
- Allows for storage and retrieval of scanned attachments within workflow

Castleton Communications Manager

- Allows authorized users access to a platform for two-way multi-channel messaging

Castleton CRM

- Allows authorized users to record incoming and outgoing contacts against a customer record
- Allows authorized users to classify the type of contact, how the contact was made, to record

the duration of the contact, and manage a contact with actions and tasks
- Allows authorized users to view, manage and monitor contact status
- Provides authorized users with the ability to apply the organisations service level agreement against the contact types
- Provides authorized users with the ability to present a high-level customer view to staff

Castleton Dashboards
- Provides authorized users with the ability to visualise data based on pre-defined metrics and KPI's derived from data in the data platform
- Allows authorized users to create dashboards derived from data in the data platform

Castleton Data Platform
- Hosted data extraction and transformation solution to allow offline reporting from MRI applications
- Provides authorized users with the data which can be visualised via Castleton Dashboards

Castleton Digital Connect (.digital)
- Enables authorized users to configure a tenant portal for access to online services

Castleton Document Management
- Ability to scan documents and assign them to the relevant records as well as to an officer
- Enables authorized users to apply multiple tags to a document for classification, apply retention policies against document types, and set security and access levels for certain documents
- Allows authorized users to redact a document
- Allows authorized users to check documents in and out
- Allows authorized users to create a document collection for subject access requests

Castleton Financials Professional
- Offers capability for authorized users to manage accounts receivable processing, including sales invoicing & payment plans
- Ability for authorized users to manage accounts payable transactions with invoice register functions
- General ledger function with capability for transaction matching and analysis, budgeting, and commitment accounting
- Cash book function, including sundry payments

Castleton HousingBrixx
- Provides authorized users with the ability to create flexible financial business models
- Provides authorized users with the ability to create multiple forecasts and scenario breakdowns
- Provides authorized users with the ability to build contingencies and manage covenants
- Provides a standard suite of reports and dashboards
- Provides authorized users with the ability to produce FFR/SHR reports in line with latest regulatory requirements

Castleton Housing Professional

- Provides authorized users with the ability to manage void properties through the void process from tenancy termination to re-let
- Provides the ability for authorized users to manage Rent Accounts
- Provides the ability for authorized users to post payments of Cash and Benefits to Rent Accounts
- Provides the ability for authorized users to manage collection of Rent Arrears
- Provides the ability for authorized users to manage Service Charges for tenants and leaseholders
- Provides the ability for authorized users to raise and manage repair orders through to financial completion
- Provides the ability for authorized users to manage ASB cases
- Allows for integration with finance, document management, and SMS messaging systems
- Provides authorized users with the ability to manage assets for all property types
- Provides authorized users with the ability for full Decent Homes analysis and reporting
- Provides authorized users with the ability to store multiple EPC Records per property
- Provides authorized users with the ability to do Asbestos Surveys

Castleton Maintain

- Provides the ability for authorized DLOs and contractors to manage all types of repair works including voids, planned, cyclical maintenance and servicing
- Provides authorized users with the ability to create repair jobs or receive jobs from external systems
- Provides authorized users with the ability to allocate jobs to available qualified operatives
- Provides authorized users with the ability to bulk assign jobs to operatives
- Provides authorized users with the ability to manage job completions
- Provides authorized users with the ability to manage supplier purchase orders
- Provides authorized users with the ability to integrate with material / stock suppliers
- Provides authorized users with the ability to manage Purchase Invoices
- Provides pre-configured dashboards
- Provides the ability to integrate with certain housing, asset and financial management systems
- Provides an integrated mobile solution for operatives

Castleton Mobile Agile

- Allows users to work onsite with or without a signal
- Enables authorized users to process repair work live
- Offers integration options to certain maintenance solutions
- Offers integration options to certain housing solutions
- Provides authorized users with the ability to record contacts with customers

Castleton P2P

- Provides authorized users with the ability to generate and manage purchase orders
- Provides authorized users with the ability to manage Goods Received
- Provides authorized users with the ability to generate and manage invoices
- Provides authorized users with the ability to match invoices to external systems

- Provides multiple levels of approvals and tolerance levels that can be customized
- Offers integration options with certain Document Management Systems
- Offers integration options with Maintain for Repairs and Stock Ordering
- Offers integration with certain Finance Systems
- Intelligent Character Recognition extensions allow for scanning documents to templates configured in the system

Castleton Scheduler

- Provides authorized users with the ability to manually schedule tasks
- Provides authorized users with the ability to manually drag and drop tasks
- Provides authorized users with the ability to dynamically optimize tasks
- Provides authorized users with flexible appointment management
- Provides authorized users with a real-time view of the current diaries

Castleton Streetwise

- Provides authorized users with the ability to manage an Anti-social behavior and Domestic abuse case
- Allows authorized users to customize lookups and password security
- Provides authorized users with GIS mapping to identify potential hotspots
- Provides authorized users with the ability to run reports on full case detail

Happy 1099s and Payment History

- Allows users to print the 1099s forms directly and submit to the IRS FIRE system.
- Allows users to produce configured payment reports, including Check Summaries, Payment Details, and VMS report.

Happy AssistanceCheck – Online Assistance Portal

- Provides an online portal which allows users to produce electronic statements for owners.

Happy Custom Forms

- Allows users to create configured forms, using merged data to for printing with Housing Pro.
- Allows users to save forms for future use.
- Allows users to include a barcode to be used with the iDIA document imaging module.
- Allows users to substitute standard forms with the Custom Forms on the Occupancy module.

Happy Direct Deposit

- Allows users to create an ACH file during a check run that allows funds to be directly deposited from the back into the owner's account.
- Allows users to print authorization forms
- Integrates with the 1099s module for storing payment history, where clients are licensed for both modules.

Happy Family Self Sufficiency (FSS) Pro

- Allows users to access stored information on FSS participants.
- Allows users to manage multiple programs, create custom assessments, maintain training plans, and track participant goals.
- Allows users to produce escrow account worksheet, deposit escrow across active accounts, and allocate interest to all participants.
- Allows users to set up an electronic logic model, to produce manage reports, and report on EOY electronic logic used in their FSS program.

Happy HQS Mobile Inspections (iPad)

- Allows users to enter repairs, take photos, capture owner and tenant signatures, and send inspection results by email.
- Allows users to dictate repairs or select from preconfigured comments
- Provides users with map locations and directions.
- If licensed by the client, integrates with HousingPro while connected to wi-fi, to allow syncing of data.

Happy iDIA (Integrated Document Imaging Archive) System

- Allows users to route and file electronic documents with barcode indexing.
- Allows users filter capabilities on case files by name or transaction type.

Happy iFile

- Allows users to upload 50058 data to PIC
- Provides users with graphic dashboard displays showing accepted v. not accepted submissions
- Allows users to download and view error reports
- Allows users to drill down to view individual 50058 submissions

Happy's Inspections

- Provides users with a system to track HQS and Public Housing Inspections
- Allows users to create batches of new inspections
- Allows users to access calendar view for visual scheduling
- Allows users to print HQS inspection checklists

Happy Occupancy

- Provides users with a system to maintain household and contact information.
- Provides users with 50058 error checking
- Allows users to track verifications
- Allows users to perform rent calculations
- Provides users with a dashboard to display outstanding tasks
- Allows users to manage portability requirements
- Allows users to track special programs, such as FSS and homeownership.
- Allows users to create packets of forms for printing

Happy Payments
- Provides users with a step-by-step process to print HAP, UR, Damage and Vacancy Claims, Port Out/Port In, and FSS payments on standard check stock.
- Allows users to combine payments to the same payee on check with itemized stubs.
- Allows users to print checks with one or two signatures
- Provides tracking for checks to appear on the client's HAP register

Happy Remote Screen Sharing
- Allows users to share their Happy software screens on electronic platforms that allow for screen sharing functionality.

Happy Report Writer
- Allows users to create, schedule, save, and re-run reports.
- Provides cross-module reporting functions to users.
- Allows users to configure three identified report types with custom headers and footers.
- Allows users to preview reports.

Happy Tenant Accounts Receivables (TARs)
- Allows users to create batch charges for tenant rent, security, deposits, work order, portability and repayment agreements.
- Allows users to manually create charges for tenant rent, security, deposits, work order, portability and repayment agreements.
- Provides users with a wizard for tenant move-outs to in order to review outstanding charges and create statements.
- Allows users to print invoices, post payments and generate receipts.
- Allows users to create portability receivables.
- Allows users to mark charges as paid.
- Provides users with the ability to print reports, including a daily deposit report, rental register and receivables aging report.

Happy Waiting List
- Users can enter applicant data, view existing applications, or add a new applicant or application.
- Allows the client to manage multiple waiting lists concurrently.
- Provides the client the ability to configure the software with user-defined preferences and statuses.
- Provides standard reporting and documents, including the year-end demographic reports.
- Allows for web integration with tenant screening.

Housing Partners Accommodation Rent Accounting
- Provides authorized users with the ability to manage and place people into temporary accommodation
- Provides authorized users with the ability to import payment records and manage arrears and accounting associated with placements.

Housing Partners Alert

- Supports authorized users' compliance with the duty to refer under the Homelessness Reduction Act
- Ability to enable authorized users to add relevancy to information requests and provide more reporting and insight on referrals by status, outcomes, agency and type.

Housing Partners Allocations (EHR & ATLAS)

- Allows authorized users to manage a waiting list for accommodation
- Allows for the provision of applications that customers can complete online
- Provides authorized users with the ability to advertise vacant properties
- Allows authorized users to allocate vacant properties to waiting list applicants
- Provides authorized users with the ability to shortlist and allocate vacant properties to waiting list applicants
- Online portal available for applicants to manage their application and offers

Housing Partners Homeless Reduction

- Provides authorized users with the ability to manage homelessness case and prevention work aligned with standard practice and legislation.
- Provides authorized users with the ability to produce statutory reporting
- Provides a customer portal to aid the person seeking assistance

Housing Partners HomeSwapper

- Home swapping website for social housing residents
- Provides authorized users with the ability to manage one to one and multiple home swaps between residents

Housing Partners Rough Sleeper Pathways

- Provides authorized users with the capability to manage activity arising from Severe Weather Protocols
- Provides authorized users with the capability to manage activity arising from the management of rough sleepers and homeless persons
- Provides authorized users with the capability to demonstrate evidence based positive outcomes

Housing Partners Safestart

- Provides authorized users with the ability to run pre-tenancy financial checks

Housing Partners SwapTracker

- Provides the ability for authorized users of Social Housing Organisations to view, manage and help to progress the home swaps from HomeSwapper for their residents

Housing Partners Tenancy Analytics

- Provides authorized users with the ability to identify financial vulnerability trends
- Provides authorized users with the ability to highlight tenants in high financial distress
- Provides authorized users with the ability to indicate overcrowding and underoccupancy
- Provides authorized users with the ability to identify those affected by welfare reform
- Provides authorized users with the ability to see historical bankruptcies, county court judgements and individual voluntary arrangements
- Provides authorized users with the ability to identify potential subletting

Orchard AccuServ

- Provides the ability for landlords, DLOs and contractors with authorized user accounts to manage all types of repair works including voids, planned, cyclical maintenance and servicing
- Provides the ability to create repair jobs or receive jobs from external systems.
- Provides authorized users with the ability to allocate jobs to available qualified operatives.
- Provides authorized users with the ability to bulk assign jobs to operatives.
- Provides authorized users with the ability to view all assigned jobs on a single day and reassign them as required during the day.
- Provides authorized users with the ability to manage job completions.
- Provides authorized users with the ability for job costing including operative labour and travel time, stock usage, sub-contracting, and plant hire
- Provides authorized users with the ability to manage stock control including van stock and stock replenishment
- Provides authorized users with the ability to manage supplier purchase orders, the ability to integrate with material/stock suppliers, and the ability to manage Purchase Invoices.
- Provides a portal for authorized sub-contractors to manage work that has been issued to them.
- Provides a portal for clients to check on progress on work they have ordered against the properties/assets.
- Dashboard reporting available.
- Ability to integrate with various housing, asset, and financial management systems.
- Mobile solution for operatives available.

Orchard Asset Management

- Enables authorized users to manage assets for all property types
- Enables authorized users to design multiple property condition surveys
- Mobile collection of property survey information for authorized users available
- Provides authorized users with the ability to complete full Decent Homes analysis and reporting
- Ability to integrate with finance systems available
- Provides authorized users with the ability to calculate energy ratings for each individual property
- Provides authorized users with the ability for risk assessment of identified hazards within the Housing Health and Safety Rating System (England) Regulations
- Provides authorized users with the ability to manage an Asbestos register
- Provides authorized users with the ability to manage service contracts for appliances or plant that

require regular servicing, inspection, or maintenance

- Provides authorized users with the ability to manage planned maintenance and development contracts
- Provides authorized users with the ability to manage the financial depreciation of the property, component and other fixed assets owned by your organisation
- Provides authorized users with the ability to assist with decision making on the options for housing stock
- Provides authorized users with the ability to integrate with housing management, finance, and contractor systems

Orchard Digital Self Service

- Allows customers to register securely for Online Services
- Provides customers with the ability to request a repair
- Allows customers to view their rent account and download statements
- Provides the ability for customers to make a rent payment
- Allows customers to upload and download documents

Orchard Financials Enterprise

- Integration with Housing Enterprise, Housing Asset Management and AccuServ
- Additional Cashflow and VAT reports (if purchased)
- Enables authorised users to upload Journal entries
- Ability to combine reports using Finance and Housing data (if Housing Enterprise is purchased)

Orchard Housing Enterprise

- Provides authorized users with the ability to manage Property, Person and Tenancy records
- Provides authorized users with the ability to manage void properties through the void process from tenancy termination to re-let
- Provides authorized users with the ability to manage a waiting list for accommodation
- Provides authorized users with the ability to shortlist and allocate vacant properties to waiting list applicants
- Provides the ability for authorized users to manage Rent Accounts
- Provides authorized users with the ability to post payments of Cash and Benefits to Rent Accounts
- Provides the ability for authorized users to manage collection of Rent Arrears
- Provides authorized users with the ability to manage Service Charges for tenants and leaseholders
- Provides authorized users with the ability to raise and manage repair orders through to financial completion
- Provides authorized users with the ability to manage ASB cases
- Provides the ability to integrate with digital self-service, if purchased
- Provides the ability to integrate with Mobile Officer and Mobile Inspector, if purchased
- Provides the ability to integrate with finance, contractor, document management, CTI and SMS messaging, if purchased
- Provides authorised users with the ability to configure retention rules which specify how long

data should be kept for after a record changes from being active to inactiveOrchard Income Analytics

- Provides authorized users with the capability to manage arrears caseload efficiently by analyzing historical trends of payments activity
- Provides authorized users with the capability to communicate with customers in bulk via email or text

Orchard IMS

- On premise data extraction and transformation solution to allow offline reporting from Enterprise Housing, Finance and Asset, if purchased separately, through the delivery of data solutions and Business Objects universes.

Orchard Mobile Inspector (Housing Mobile Inspector)

- Provides authorized users with details of allocated visits to enable the completion of inspections for Pre, Post, Quality and Void inspections
- Enables an authorized Inspector to view inspections and determine which inspections to complete that day
- Provides authorized users with information relevant to the job including alerts
- Provides authorized users with the ability to view and update job details
- Provides authorized users with the ability to take photos related to the visit and save back to Housing Enterprise
- Enables an authorized Inspector to view Property and Job-related documents from Housing Enterprise
- Provides authorized users with the ability to keyword search Schedule of Rates using keywords
- Provides authorized users with ability to flag a visit as Suspended
- Enables an authorized Inspector to view Property Repair History and any associated Block Repair History
- Provides authorized users with the ability to select a contractor and issue the repair job
- Allows for integration with Housing Enterprise, if purchased

Orchard Mobile Officer (Housing Mobile Officer)

- Offers Intelligent searching
- Provides authorized users with the ability for 360 views of Person and Property, including alerts
- Enables the authorized Officer to record a contact with a selected Person
- Provides authorized users with the ability to add an ad hoc contact record and update personal details (on and offline)
- Provides authorized users with the ability to the view of documents integrated with Housing Enterprise (Person, Property, Tenancy, Housing Applications), if purchased
- Provides authorized users with an active link for Telephone and Mobile Number
- Provides authorized users with the ability to view repair history and repair details
- Provides authorized users with the ability to view the Contact History for a Person
- Provides authorized users with the ability to take photos and save back to Housing Enterprise

- Enables an authorized Officer to sign up a new Tenancy including the creation of a PDF version of the Tenancy Agreement
- Provides authorized users with the ability to design Custom Forms to enable Officers to capture data required out in the field

Service Charges
- Enables authorized users to manage rent and service charge costs for leaseholders and tenants
- Enables authorized users to manage account details for leaseholders and tenants
- Can be used standalone or can be integrated into select housing management solutions
- Provides authorized users with the ability to define blocks and property groupings
- Provides the ability to define and calculate multiple apportionment rules
- Provides authorized users with the ability to calculate and apply the charges to properties and accounts
- Enables authorized users with the ability to calculate estimated and actual charges
- Enables authorized users with the ability to calculate and record variable and actual charges
- Enables authorized users with the ability to cap charges in line with lease agreements
- Enables authorized users with the ability to generate invoice and statements
- Provides authorized users with the ability to monitor payments and escalate arrears cases
- Provides authorized users with the ability to integrate with select finance solutions
- Provides authorized users with the ability to reconcile accounts at required intervals

Tenmast 1099 Processing
- Allows for holding of payer and payee information required to produce.
- Submit 1099 Misc forms to the IRS.
- Prints 1099 Misc forms.
- Authorized user can enter manual 1099 INT and 1098 data.
- Creates a 1099 submission file that can transmitted to the IRS FIRE system.

Tenmast Accounts Payable
- Stores vendor and invoicing data when entered by the authorized user.
- Provides authorized users the ability to enter invoices, issue credit memos, write checks
- Supports ACH transfers to pay vendors.
- Transfers 1099 data to the Tenmast 1099 Processing (if purchased by the client).
- Provides the ability to accrue invoices prior to payment.
- Allows users to report on open invoices, payment history, general ledger account distribution and aging reports.

Tenmast Applicant Access
- Holds applicant data related to waiting lists that has been provided.
- Allows a person the ability to apply for housing online using a web browser.
- Allows authorized users basic configuration of the web pages.
- Allows for an interface with Tenmast Applicant List program (if purchased by the client).

Tenmast Applicant list

- Holds applicant data including applicant household members, assets, and expenses.
- Ranks applicants in the order they should be serviced by the agency.
- Allows authorized users to automate the move-in process for selected applicants.
- Allows eligibility checks on applicants.
- Allows authorized users to track historical activity for application data changes.
- Allows for an interface with Tenmast Applicant Access online portal (if purchased by the client).

Tenmast FSS (Family Self-Sufficiency)

- Stores Family Self-Sufficiency data related to a Tenant.
- Calculates monthly escrow amounts based on HUD regulations.
- Maintains and tracks escrow account including detailed account transactions.
- Allows authorized users to produce information for transmittal to HUD PIC
- Allows for interfaces with Tenmast Tenant Accounts Receivable and Tenmast General Ledger (if purchased by the client)

Tenmast General Ledger

- Stores financial transactions and account balances for multiple funds entered by the authorized users.
- Provides basic financial reporting with a built-in financial report writer. Product comes with basic balance sheet, income statement, budget comparison.
- Allows for inter-fund balancing through user-created configurable process.
- Allows authorized users the ability to enter manual journal vouchers.
- Allows authorized users to utilize 14 accounting periods per fiscal year.
- Allows authorized users the ability to set different fiscal year end dates for general ledger funds.

Tenmast Rent Reasonableness

- Stores unit comparability information, for determining rent reasonableness in the Housing Choice Voucher program
- Allows authorized users to print rent reasonableness verification forms
- Allows for interfaces with the Tenmast Section 8 Tenant and Landlord program if purchased by the client)

Tenmast Landlord Access

- Allows third party owner/landlord to access a web page showing current checks and inspection schedules
- Displays and allows reprinting of 1099's

Tenmast Section 8 Tenant & Landlord

- Holds tenant, owner and landlord data and account transaction history for tenants and owners.
- Processes and prints monthly housing assistance payments (HAP) to owners.
- Maintains HAP account transaction history and reporting.
- Allows authorized users to manage incoming and outgoing Housing Voucher portability processing.
- Provides authorized users with the ability to report on the HUD Voucher Management System

(VMS). (only available in WinTen2 and WinTen2+ only).

Tenmast Tenant Accounts Receivable
- Stores specified tenant data, including details transaction information related to AR accounts.
- Allows authorized users to run tenant-level accounting for receivables, deposit, repayment agreement, AP tenant refund
- Allows authorized users to charge monthly rent transactions and other related property charges
- Calculates and charges Late Fees based on configurable parameters set by authorized users
- Calculates and charges interest for security deposits and escrow accounts
- Allows authorized users to report on the following categories of information contained within the module:
  - Rent roll / rent register
  - Account detail reports
  - Monthly processing reports to assist with closing the month and posting to General Ledger (if interfaced with Tenmast General Ledger)
  - Unit Status reports

Tenmast Transnet
- Stores data related to transmitting compliance information to reporting agencies. The following agency and file formats are supported:
  - HUD PIC
  - HUD TRACS
  - USDA MINC
- Checks transmittal records for errors prior to submission.
- Allows authorized users to submit HUD forms and navigation through the HUD website

Residential Products
(Some products listed in the Residential Products section may be utilized with the Commercial Products, Flexibility Products, Financial Products, Investment Product, and/or Public Housing and Affordable Housing Products)

Access 24/7 (legacy product for existing clients only)
- Provides current and prospective residents with online access to submit applications, pay rent, and submit maintenance service requests
- Internet Listing Services integration increases visibility into prospective resident traffic in order to maximize occupancy resulting in higher revenue and increased property value
- Brand-able resident portal with multiple site support
- Enhanced customer leasing experience:
  - Marketing tools (maps, floor plans, furniture design)
  - Always available customer portal
  - Mobile application 24/7 access to real-time account balances, payments, and work orders

Callmax Ad Tracking
- Ad Tracking is a lead tracking tool that records and tracks inbound calls to the unique toll-free number, and delivers the information in an easy to use online portal.
- Includes toll-free phone number to be forwarded to the phone line of the client's choice.

- Easily pull reports to show ad effectiveness.
- Create text campaigns with automated responses.
- Includes tool to record outbound phone calls.
- Automates the lead follow up process and allows you to schedule a time to complete it.

Callmax Answer

- Answer is an automated answering service that captures missed calls from prospects and residents, and delivers the information in an easy to use online portal.
- Gives leasing information and details about the apartment community using speech recognition technology, captures caller IDs for leads who don't choose to leave a message. Also acts as a community voicemail taking general messages for the office.
- Allows residents to choose to leave a non-emergency maintenance or courtesy message, or to page out a technician for an emergency.
- Monitors staff when completing tasks outside of the office. Monitors Maintenance staff as they move through the process of responding to an emergency page out.
- Automates the lead follow up process and allows you to schedule a time to complete it.
- Includes tool to record outbound phone calls.
- Includes web-site plug in for submitting emergency page outs, given to the client to place on their website.
- Includes weekly or monthly automated reports via email, can also pull ad-hoc reports.
- Access with Android or iOS App

Callmax Contact (formerly Callmax Communication Suite)

- Communications Suite is a multi-modal resident management platform that allows you to send messages via phone, text or email to residents and prospects.
- Individual or bulk messages based on your choice of filters.
- Send text or voice surveys to monitor and increase resident satisfaction.
- Create text campaigns with automated responses or reply via text-chat from the online portal.
- Live chat through the online portal with prospects who text you.
- Includes tool to record outbound phone calls.

Callmax Music On Hold

- Music on Hold combines professional, customized marketing messages with music to play to your callers while they are placed on hold.

Callmax Package Tracking (formerly Callmax Package Management)

- Package Management allows the user to document incoming packages, notifies the recipient that there is a package available, tracks them as they are stored, and keeps record of when the package is picked up.
- Quickly scan in batches of packages across several carriers.
- Automate the notification process and include follow ups until the package is picked up.
- Access online or with Android or iOS App.

Callmax Web Chat

- Web chat is an interactive conversation tool that connects prospects and residents with on-site office staff via the client website

CondoPlus

- The condo/co-op dashboard offers access and links to important information needed to manage the condo property day-to-day, including:
  - Owner violations,
  - Delinquencies,
  - Work orders,
  - Subleases, and
  - Reports
- Manage important owner information including:
  - Recurring billings
  - Sub-leases and occupants
  - Unit buy and sell activities
  - Financials and documents
  - Service requests
  - Balances and delinquencies
- Track Board members and record voting outcomes
- Globally increase rents for all owners in a co-op and globally increase fees for condo owners using a spreadsheet process.
- Recover common area improvements and other property expenses through MRI's allocation process.
- Manage
  - Property budgeting
  - Pet Inquiry
  - Vehicle Inquiry
  - Cash receipts and delinquency reporting
  - Service request and work order management
  - Invoice entry and expense control
- Reporting:
  - Property management reporting package
  - Sponsorship reporting
  - Owner reporting

DHCR

- The Division of Housing and Community Renewal (DHCR) is responsible for the supervision, maintenance, and development of affordable low- and moderate-income housing in the state of New York. MRI's DHCR module performs a number of activities in fulfillment of this mission, including housing operations, community development, and rent administration.
- The MRI DHCR module:
  - Manages renewals for NYC DHCR rent controlled units
  - Records historical legal rent
  - Produces compliant Rent Registration file for upload to DHCR
  - Produces compliant standard and EPTA renewal letters
  - Produces compliant 8-page Lease Riders
  - Print and manage receipt of NYC Fire Safety Plan
  - Print and manage receipt of NYC Window Guard and Lead Paint Notices
  - LRO integration is available for use on DHCR units

HappyCo Inspections (legacy product for existing clients only)
- Offline inspections with online sync and automatic backup on native mobile iOS and Android apps.
- Integrated Solution with Residential Management (at launch with X.4.3)
    - Move-in, move-out, and transfer inspections are automatically scheduled
    - On-demand inspections initiated from RM
    - Reschedule inspections
    - MRI Go search capability (new Inspections facet)
    - Calendar view of scheduled inspections
    - Link to view and edit completed reports
    - Default template selection in MRI Setup & Maintenance
- Inspection Features
    - Scoring - Add scores to quantify conditions & costs; benchmark conditions by property or estimate costs per item
    - Comments - Add comments inline per item
    - Photos - 16 inline per item, time-stamped & auto-captioned
- Digital Signatures - Authorize inspections with signatures
- Configurable templates to suit organizations workflows and floorplans
    - Sections, items, and ratings may be configured
    - Form revisions may be completed on mobile or web application
    - Template library available
- Reports
    - Create branded reports with company logo and colors;
    - Aggregate and share data collected across the portfolio
- Manage inspections and workforce operations remotely
    - Real-time access to inspections and reports
    - Dispatch inspections and forms across entire portfolio or specific properties

Jenark General Ledger
- Enables users to collect and report on financial data gathered from Jenark modules.
- Provides users with the ability to reconcile deposit and check activity

Jenark Accounts Payable
- Enables users to record and pay invoice activity
- Provides users with the ability to create direct credit payments for vendors
- Allows users to reconcile check activity

Jenark Accounts Receivable
- Enables users to collect and report on payments received

Jenark Purchase Order
- Enables users to collect and report on purchase order activity

Jenark Inventory
- Allows users to track inventory amounts that are set up within the Inventory module.
- Allows users to view status on items that are set up within the Inventory module

Jenark Resident Owners

- Allows users the ability to view owner financial data from the Residential Property Management module.
- Provides users with the ability to create phone logs and owner notes.

Jenark Residential Property Management

- Allows users to collect and report payments received by homeowners and tenants
- Enables users to calculate and charge late fees
- Provides users with the ability to process direct credit
- Allows users to create assessment coupons
- Enables users to reconcile deposit activity

Jenark Work Order

- Allows users to enter work orders and set-up scheduled maintenance activity

Jenark Resident Relations

- Provides users with the ability to log guest cards, create applications, move in tenants, and track traffic from visitors to the leasing office.

Jenark Commercial Property Management

- Allows users to collect and report payments received from tenants
- Provides users with the ability to calculate and charge late fees

Jenark Lease Administration

- Enable users to calculate CAMS for commercial properties

Jenark Resident Architectural

- Allows users to enter and track homeowner requests for architectural changes to properties

Jenark Resident Collections

- Allows users to enter and track collection activity for homeowners and tenants

Lead Management

- Allows authorized users to capture lead information from multiple sources and tracks leasing progress against those leads.
- Allows authorized users to create tasks for follow-up.
- Provides calendar access to allow authorized users to present appointments to the leasing staff.
- Provides a system for storing answering system recordings and allows tracked calls to be associated with leads.
- Provides for two-way texting capabilities with communication history.
- Allows authorized users to send emails using pre-existing templates and stored images.
- Allows authorized users to sent large-scale communications to both prospects and residents.
- Assists authorized users in analyzing the success of marketing sources.
- Provides various standard reports to authorized users.
- Integrates with various property management systems in order to pull property and availability information and push guest card access. A full list of current property management systems can be provided on request.

Market Connect Mobile Websites (formerly VaultWare Mobile Websites)

- Hosted web pages designed specifically for mobile users.
- Presents property information and ability for users to send emails or place calls to a designated property contacts in a standard format and navigation
- Allows automated integration with the Market Connect Availability and Reservation System, if purchased by the client and when the same property has an active license for both products.
- Maintains branding such as color scheme and fonts.
- Allows for managing and entering content to be displayed by an online interface.
- Access to reporting that indicates the number of visits and email forms submitted by property

Market Connect Pricing & Availability 1.0 (formerly VaultWare Availability & Reservations)

- Hosted, branded web pages for prospects to view available apartments online, and request specific apartments
- Supports integration with compatible property management systems for collection and use of apartment inventory and pricing data.
- Allows access to Market Connect Control Panel for product configuration, management of settings and delivery of reservation notifications.
- Provides the ability to integrate with MRI Prospect Connect for online applications and screening.
- Maintains a syndication of data to Internet Listing Service providers within the Market Connect distribution network.
- Reporting that indicates which originating source a prospect used to enter the Market Connect hosted service, how often a prospect enters and any reservation transactions they made.
- (Pre-2019 purchases only) Allows other PMS's (non-MRI), to pre-qualify instantly via compatible resident screening provider integrations and complete a rental application.
- Available in the United States.

Market Connect Pricing & Availability 2.0

- Supports integration with compatible property management systems for collection and use of apartment inventory and pricing data.
- Allows access to Market Connect Control Panel for product configuration and management of settings.
- Provides the ability to integrate with MRI Prospect Connect for online applications and screening.
- Maintains a syndication of data to Internet Listing Service providers within the Market Connect distribution network.
- Available in the US, UK and Australia only

Market Connect Property Websites (formerly VaultWare Property Websites)

- Hosted, multiple page websites based on pre-defined templates designed for effective apartment marketing and leasing.
- Allows for automated integration with the Market Connect Availability and Reservation System, if purchased by the client and when the same property has an active license for both products.
- Maintains branding controls such as color scheme and fonts.
- Provides and online interface for entering and managing the content to be displayed.
- Permits access to reporting that indicates the number of visits and email forms submitted by property.
- Provides the ability to configure the meta-data of each individual page of the site for increase search engine optimization.

Market Connect PinPoint (formerly VaultWare PinPoint)
- Hosted web page made accessible from various Market Connect products as applicable which displays a map of the apartment community and the building designations.
- Provides an online interface for completing product setup including identification and labeling of each building within the community and indication of which apartments reside in which buildings.

Market Connect Leasing Tablet (formerly VaultWare Leasing Tablet)
- Provides a page designed specifically for touch screen use with the primary focus being tablet devices. The homepage will incorporate access and functionality related to other Market Connect products and/or data as well as external links to 3rd party websites.
- Presents an online interface for entering and managing photos and floor plan images.
- Provides selective caching capability for data collected
- Provides the ability to configure the guest card form by property

- Allows for timely tracking of all interested party notifications, both preferred and third-party insurance policies. Such tracking shall include identifying the correct action to take based on the interested party notifications. Such actions include, but are not limited to, communicating with residents who do not meet the Client's outlined insurance policy requirements that such resident must obtain valid, satisfactory insurance. Updating aforementioned tracking results.
- May be accomplished in an automated fashion or through managed services, at MRI's option.

Online Renewals
- Delivers the ability for residents to accept and sign their renewal using DocuSign
- Securely store lease renewal documents and access documents on-demand

Prospect Connect
- Provides applicant portal with integrated available unit search / selection
- Provides rental application, with configurable document riders
- Credentialed users can leave and return to application process, credentials pass onward for resident portal
- Allows the applicant to add other parties to the process, with email automation
- Enables configuration of amenities and items in the applicant checkout process
- Enables dashboards and workflow for leasing agent and property manager
- Lease generation capability through MRI document generation
- Configurable branding, email content and portal messaging
- Optional screening integration
- Integrated with MRI Residential Management, version 10.1.2 or later

Resident Connect
- Integrates with MRI Residential Management
- Highly configurable content management system which allow clients to control branding from a central location
- Residents can review their statements and submit electronic payments and service requests
- Mobile device friendly so it can be accessed from smart phones and iPads

Residential Management
- Maintains resident information, including:

- o View and edit resident information
- o Record payments and charges for individual residents
- o Manage occupants and guarantors
- o Screen residents, occupants, and guarantors
- o Amend leases
- o Transfer residents from one unit to another
- o Prepare notices to vacate and schedule move-outs
- o Track legal processing
- Provides:
  - o Lease Administration
  - o Billing
  - o Reporting
  - o Project Management
  - o Automated Process
  - o Efficient workflows
  - o French lanugage statements for Canada (if Client has purchased the Canada Regional Pack product)
- Allows real-time visibility into actual, budgets, re-forecasts, and pro-formas
- Pre-built dashboards available to view information
- Allows for strategic planning:
  - o Model multiple investment scenarios,
  - o Change critical assumptions,
  - o Estimate financial impact of various scenarios on portfolio
  - o Information flows to operating and financial systems
- Performance Management
  - o measure performance against projects
  - o determine accuracy of assumption and true return on investments
  - o robust waterfall engine to model investment scenarios and calculate waterfall returns
  - o determine contributions and distributions Information flow management
  - o easy access to important information through configurable reports
- Integrates with the RM NY DHCR application, Facilities Management and RM Lockbox
- Manages the legal process through tracking:
  - o Residents lease violations and Legal actions
  - o Legal steps designed for intricate, lengthy legal actions
  - o Ability to configure the desired legal process
  - o Configurable legal letters available
  - o Legal resolution tracking
- Some functionality may be available in Windows only
- Provides support for Canadian rent control guidelines during the renewal process (if Client has purchased the Canada Regional Pack product)

Residential Management (RM) Lockbox
- Provides the ability to process lockbox payments for multiple properties at one time
- Lockbox reporting capability
- Excludes payments from residents with legal actions

Home Hubs
- Allow users to view dashboards with a view of key performance indicators in visual form

Horizon Accounts Payable
- Allows for management of the authorization and payment of invoices
- Provides a mechanism to allow authorized users to produce payment reminder transactions for rent and other charges which are due on lease payable contracts
- Integrates with Horizon Cash Management and Horizon General Ledger, if such modules are purchased by the Client.

Horizon Accounts Receivable
- Allows authorized users to track billing and collection of rents and other charges based on lease contracts with customers
- Integrates with Horizon Cash Management and Horizon General Ledger, if such modules are purchased by the Client

Horizon Alerter
- Provides access to a date and event-based diary reminder system

Horizon Google™ Mapping
- Uses client's data to interface with MRI-approved online mapping tools

Horizon Interface Builder
- Allow authorized users access to API engine

Horizon Lease Accounting Equipment Leasing
- Allows for calculation of IFRS16/ASC842/GASB87 on the equipment portfolio
- Allows users to capture incentives and costs to be used in the calculation
- Reporting of IFRS16/ASC842/GASB87

Horizon Lease Accounting Property Leases
- Allows for calculation of IFRS16/ASC842/GASB87 on the property portfolio
- Allows users to capture incentives and costs to be used in the calculation
- Provides users with the option of reporting of IFRS16/ASC842/GASB97

Horizon Lease Accounting Sub Leasing
- Provides users with the option of calculation of IFRS16/ASC842/GASB87 on the real estate sub-lease portfolio
- Allows users to capture incentives and costs to be used in the calculation

- Provides users with the option of reporting of IFRS16/ASC842/GASB87
- Allows users with the option of sub-leasing to be used within the lease payable calculation

Horizon Lease Payments and API
- Provides the ability to upload Lease Receivable data based upon pre-configured
- Allows users to set-up and maintenance of landlords
- Allows for business processes associated with managing Lease Payable Agreements, which represent the legal link between yourself and Landlords.
- Provides users ability to set new agreements, managing breaks, terminations and rent reviews.
- Enables users to manage payment to landlord of all charges i.e. rent, service charge, etc.

Horizon Lease Receivables and API
- Allows users set-up and maintenance of tenants
- Allows for business processes associated with managing Lease Receivable Agreements, which represent the legal link between yourself and Tenants.
- Provides users ability to set new agreements, managing breaks, terminations and rent reviews.
- Enables users to manage invoicing to tenant of all charges i.e. rent, on account service charge, insurance, etc.

Horizon Operational Security
- Provides a security model at the database level allowing authorized users to segment data access via roles

Horizon Retail Management (Payable)
- Allow authorised users to manage turnover/sales-based rents
- Allow authrorised users to store sales categories and percentage rent rates
- Calculates percent rent payable based on data provided by client

Horizon SSRS Reporting
- A suite of management and operational reports

Horizon Transaction Management
- Allows for authorised users to define templates for transaction workflows
- Allows authorised users to monitor activity progress against defined templates

Gadgets
- Allows users to utilize Business Intelligence graphs & charts that can be added to Home Hub dashboards & list screens