

## MANAGEAMERICA SYSTEM FEATURES

- **Complete Online Property Management System for Manufactured Housing, RV, Apartment, Commercial, Industrial & Storage:** Provides leading-edge technology delivered through an intuitive and user-friendly interface.
- **Integrated Revenue Management and Accounts Receivable System:** Handles all matters related to your properties and all phases in the "life cycle" of your residents. Makes it easier to process move-ins and move-outs, collect rent payments, implement and track rent increases and late fees, report collection information and store your records.
- **Integrated Utility Billing:** Offers fully integrated bills, including detailed utility charges and all other resident charges, with utility rate research, review and updates provided by ManageAmerica. Allows for multiple tiers, surcharges, seasonal variation, etc. Compatible with a wide variety of automatic meter reading systems.
- **QuickScreen Resident Screening:** State-of-the-art, full-service resident screening suite, offered through Origen Financial Services (an affiliate of ManageAmerica), that provides credit and criminal background checks, optional eviction searches, employment and landlord verifications and complete residency document generation.
- **Resident Portal:** Grants residents secure web access to their accounts so they can make one-time or recurring payments by automated bank account debit or credit card, view account balance information, update contact information, request a work order, communicate with management, view the property calendar and much more.
- **Lease Management System:** Tracks and notifies you of sites with pending rent increases and enables you to simultaneously calculate and schedule any type of rent increase.
- **Electronic Payment Options:** Allows for fully automated payments to be made online or via credit card. Offers fully integrated check scanning and electronic funds transfer solutions.
- **Electronic Billing (E-Billing):** Delivers fully integrated bills electronically to residents. Saves on postage, paper and other ancillary costs.
- **Home Inventory Tracking System (HITS):** Offers a tracking and reporting system for inventory homes, rehabilitation expenses and resident re-sales.
- **Notice Center:** Automatically generates fully compliant legal notices for non-payment, rent increases and rule violations, either individually or on an automated monthly schedule.
- **Loan Servicing Software:** State-of-the-art chattel loan servicing software accommodates various types of loan structures and schedules, generates amortization schedules, produces loan billing statements, performs recalculation for prepayments and provides 1098 reporting.
- **Insurance Integration Opportunities:** Personal property insurance for new and current residents, offered through SafeHaven National Insurance Agency (an affiliate of ManageAmerica), provides increased income opportunities through the partner revenue program.
- **Prospect Tracking and Management System:** Captures/reports/follows up on prospect calls, emails and visits from potential residents, from the first point of contact through move-in.
- **Work Order System:** Provides a fully integrated system for creating and tracking work orders.
- **Custom Report Writer:** Enables users to design custom reports using any of the thousands of points of current or prior period data already stored in ManageAmerica.
- **Interactive Property Management Mapping System:** Converts ManageAmerica data into printable, user-friendly, online property maps and includes color-coding to reflect delinquency, seasonal occupancy, site occupancy status and more.

## MANAGEAMERICA SYSTEM BENEFITS

- **An Integrated Solution:** An end-to-end online property management and accounts receivable system that's ideal for owners and operators of all sizes. Designed to work seamlessly, increasing productivity and eliminating the need for unnecessary changes reports or redundant data entry.
- **Web-Based:** Web-based and accessible from any high-speed Internet connection, so you'll never have to deal with software purchases, installation, network configuration or upgrades.
- **Low Up-Front Costs:** No software purchases, no training costs and quick and easy property set-ups.
- **MA Mobile Technology:** Enables you to perform a variety of sophisticated functions using smart phones or tablet computers
- **Access Data Online in Real-Time:** View and modify up-to-the-moment data and reports (stock or customized wherever and whenever you have Internet access using data from current and prior fiscal periods. Supervise your personnel, regardless of whether you're sitting at your desk or are out on the road.
- **Ideal Property Management System:** Designed as a property management solution by a team of individuals with deep experience (as owners, portfolio operators and service providers) in the manufactured housing, RV, apartment, commercial, industrial, storage and other real estate asset sectors. We're uniquely equipped to help you most effectively execute your business strategies.
- **Safe and Secure:** State-of-the-art servers process and store data, with automated daily backups to ensure your information is always saved. Our configurable user "permissions" settings give you control over which properties your users can access and which tasks they're able to undertake on our system. Former employees can be "locked out" instantly.
- **User-friendly:** Interface is intuitive and user-friendly. There are no complicated menus or steps to memorize, so you'll be able to take advantage of all our features from your first day on the system. The system uses hyperlinks to jump from page to page, so if you can shop online and send email, then you already know how to use ManageAmerica.
- **Free Professional Support:** Integrated, online SupportDesk system is staffed by trained and dedicated professionals who monitor your support submissions seven days a week and work to fully resolve all of your requests. Client supervisors have the ability to track the status of support requests using SupportDesk's integrated reporting tool. Unlimited support requests are included in our monthly service fees at no additional cost.
- **Unbeatable Service:** Data Services specialists guide you and your organization through our automated property and company set-up process. A customized plan is established to meet the unique needs of your transition at a pace that works best for you. Our team then works closely with your personnel to collect and migrate your company and property data to ensure you're able to use all of ManageAmerica's robust tools from your first day on our system.
- **Commitment to Technological Solutions:** Our team of software experts is continuously working to add system enhancements and new features designed to stay ahead of our clients' business and technology needs, both today and into the future. And since ManageAmerica is web-based and accessible from any high-speed Internet connection, you'll never have to deal with software purchases, installation, network configuration or upgrades.