

OneSite[®] Concierge



Your Key to Managing Deliveries.

Leasing personnel, concierges, and other staff members at apartment communities often assume the role of temporary custodian of items belonging to residents such as over-sized packages, laundry, pets, etc. As a result, property personnel must leave a message or delivery notice for the resident.

These same personnel must also monitor and track visitors and guests to properties as well as record the authorization frequencies that guests may visit, check in, and pick up keys to residences.

OneSite® Concierge provides a powerful tool that enables properties to manage deliveries to and from residents, monitor guest visitations, and track which keys are out and which keys should be on hand.

Efficient Delivery Management

Concierge enables site personnel to more effectively manage deliveries and pick-ups. It provides a direct interface for entering and updating delivery notices and records the number of delivered items, the time received and picked up, the number of days on hand, and any associated comments. It even stores all signatures electronically, improving accountability and limiting unauthorized access to the residence.

Properties manage deliveries more efficiently by using the resident and outside party pick-up features.

The screenshot displays the OneSite Concierge web application interface. The top navigation bar includes the OneSite logo, user information (Dana Byerly), property name (Autumn Chase), and date (Friday, May 2). Below the navigation bar, there are several tabs: Resident pickup, Outside party pickup, Guests, Keys, and Bulk keys. The main content area shows a table of delivery records with columns for Actions, Pickup for resident, Dropped off by, Unit, Location, Delivery type, Qty, Last activity Date/Time, Days on hand, Email sent, and Comments. The table contains six rows of data, each representing a delivery record.

Actions	Pickup for resident	Dropped off by	Unit	Location	Delivery type	Qty	Last activity Date/Time	Days on hand	Email sent	Comments
Edit Pickup More	Anderson, Christo...	FedEx	1-104C1	Front desk	Fed X	4	12/20/2007 11:08:08 AM	140	N	
Edit Pickup More	Green, Dorothy	FedEx	4-401A1	Dock	Fed X	8	12/20/2007 11:13:12 AM	140	N	
Edit Pickup More	Hill, Susan	UPS	3-301B1	Front desk	UPS	5	12/20/2007 11:07:36 AM	140	N	
Edit Pickup More	Lee, Kevin	A-1 Cleaners	3-304A1	Front desk	Cleaners	7 of 10	12/20/2007 11:19:49 AM	140	N	will return to get remaining b...
Edit Pickup More	Lopez, Maria	Management	2-203A1	Front desk	Renewal ...	1	12/20/2007 11:08:57 AM	140	N	
Edit Pickup More	White, Mark	Hill, Paul	2-206A1	Front desk	Boxes	6	12/20/2007 11:11:43 AM	140	N	

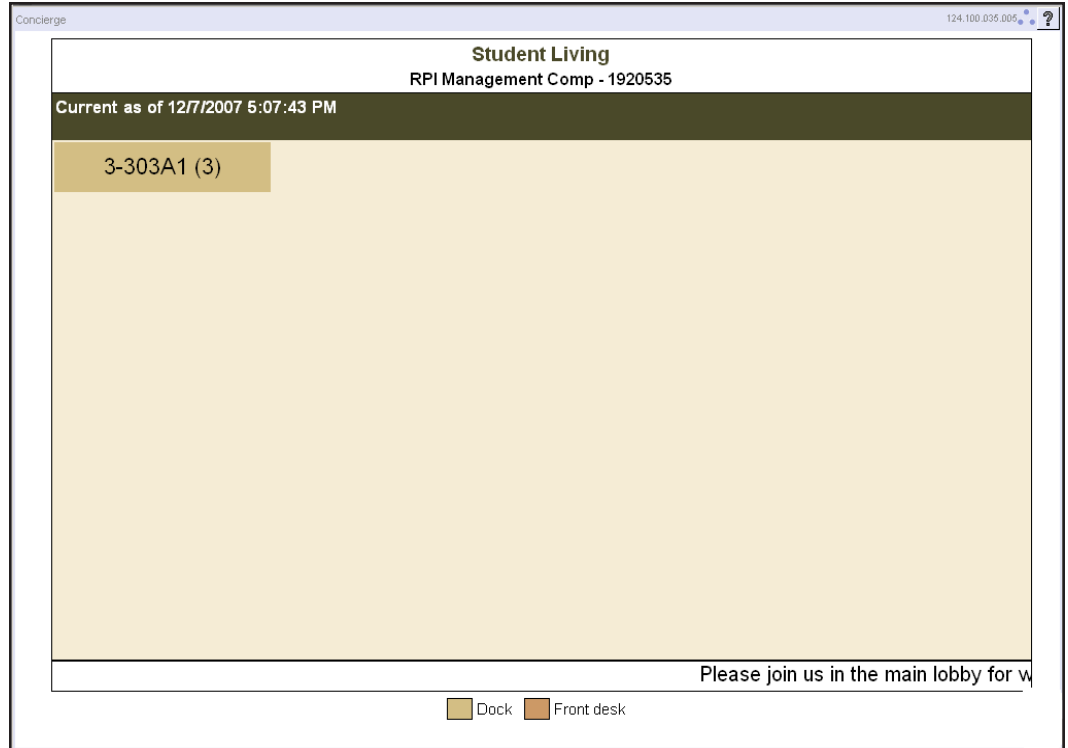
When a delivery is received, residents are automatically notified via e-mails containing pertinent delivery information. Personnel create delivery notices for residents to pick up a letter from the office, or to please “come to the office” to speak about any important issues. At times, residents leave an item at the front desk to be picked up by a delivery service. Concierge helps staff quickly determine which items should be on hand, the type of delivery (dry cleaning, floral, etc.), and the location of these items.

Concierge automatically generates e-mail notices with pertinent delivery information.



Additionally, properties may choose to notify residents of deliveries and property messages using a centrally located LCD screen or message board. The delivery message board displays the building, unit number, the number of items being held for the resident, and the location where the delivered items can be picked up. A scrolling marquee is available at the bottom of the screen to notify residents of news events or important messages.

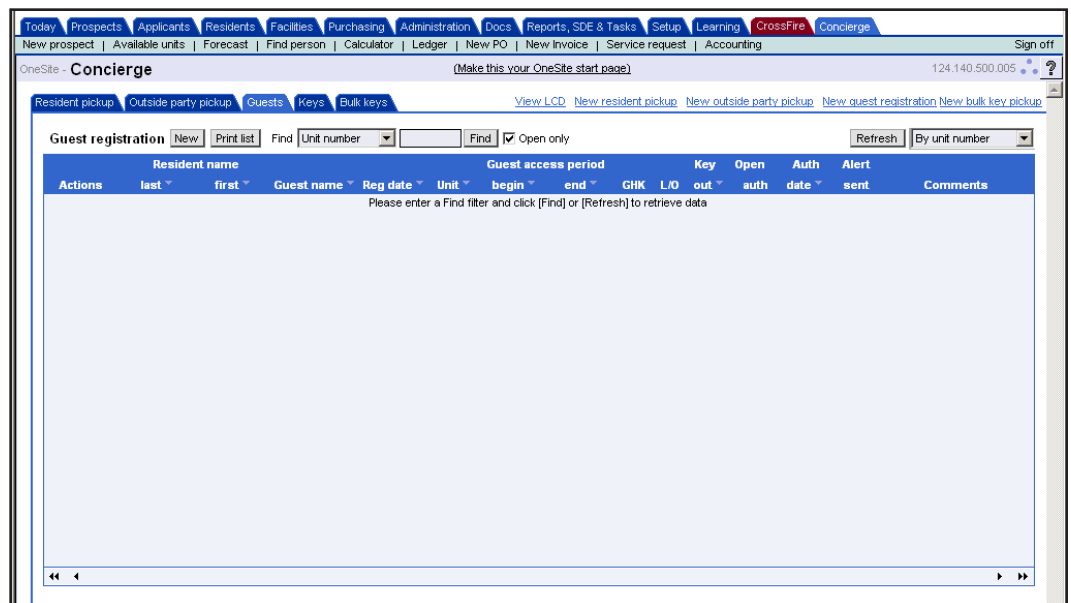
Properties may choose to notify residents of deliveries using an LCD screen or message board.



Guest Registration and Key Authorization

The guest registration feature uses a straightforward interface to record guest and key authorizations and the frequencies guests may visit, check in, and pick up keys to residences. All check-ins, key pickups, and electronic signatures are recorded in the guest activity record

Concierge provides a straightforward interface for checking in guests and visitors.



The key authorization feature simplifies auditing the key lock box, allowing personnel to quickly determine which keys are out and which keys should be on hand. A history of key check-in and check-out events is kept in case of discrepancies. An Alerts feature may be used to notify the client that a visitor is no longer authorized or to indicate that a lockout fee should be charged. Delivery, guest, and key data are available to the client through Instant Web Services and reports on these activities over a time period completes the system.

Concierge provides a bulk key pick up interface when employees or outside contractors need access to several units over a specified period of time.

Actions	Resident name	Key auth	Key access period	Key	Last pickup	Alert								
	last	first	Guest name	date	Unit	begin	end	GHK	L/O	out	Freq	datetime	sent	Last user
Edit Pick up More	Wilson	Charles	Thomas Wilson	12/07/2007	2-206B1	12/07/2007	12/31/2007		Y		One time			Dana Byerly



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