CiraConnect Services

Overview of Services Provided by
CiraConnect

CiraConnect

CIRACONNECT SERVICES

CiraConnect provides comprehensive on-demand "back-office" services for community association management companies, self-managed comunity associations and developers through its Shared Services Center. This overview gives a brief glimpse into these services:

SERVICES

- CiraConnect Software and Service Implementation
- Training and User Support Services
- Payables Lockbox
- Billing and Receivables Lockbox
- Printing and Mail Fulfillment
- Software Conversion Data Extraction, Translation and Loading (ETL)
- Financial Management Services
- Transition Services
- Audit and Tax Filing Coordination
- Insurance Administration
- Owner/Resident Support (Call Center Support for Owners, Members and Residents)
- Insurance Agency Services
- IT Network and Desktop Support Services

INCLUDED SERVICES

CiraConnect Software and Service Implementation

CiraConnect has a dedicated integration service team to perform implementation planning, initial client set-up/template configuration in the CiraConnect platform and internal management company staff training. The implementation includes:

IMPLEMENTATION PLANNING

- Strategic objective review
- Process implementation overview and strategy
- Time-line and financial transaction processing cut-off/conversion planning

MANAGEMENT COMPANY ENTITY SET-UP

- Name, locations/regions (if applicable)
- Internal staff-roles and departments
- Email address, contact info, email templates, letterhead templates
- Configuration of the base chart of accounts (accounts, sub-accounts, categories, funds/dimensions), violation notice templates and escalation, delinquent account configuration, etc.
- Partner bank account integration

INITIAL COMMUNITY ASSOCIATION ENTITY SHELL SET-UP

Data import/mapping (data must be delivered in a specified template format and compatible with CiraConnect)

- Lots/units legal information (system assignment of new account numbers)
- Current owner/member name and contact information (e.g. billing address, phone, email, etc.)
- Open AR balances (invoice detail can be imported if electronically available is a specified format)
- GL balances at the end of the previous month (via JE)

Training and User Support Services

Training and Support Services is comprised of the following for the CiraConnect Platform:

ACCOUNT MANAGER

- Initial CiraConnect platform training
- Facilitation with questions/issues and coordination with CiraConnect's Shared Services Groups.

TECHNICAL SUPPORT FOR MANAGEMENT STAFF (INTERNAL) USERS

- Ticket queue/phone queue for reporting bugs
- Remote diagnostics — tools to remotely connect to a user's computer to trouble-shoot issues

EXTERNAL USER SUPPORT

Phone call and email support for external platform users including members, owners, residents, closing agents, attorneys and vendors utilizing the CiraNet or CiraMobile applications

- Login and registration issues; software application assistance
- 7:30am - 7:00pm CST Monday - Friday phone and email coverage
- Call center routing and call queue software
- Multi-lingual support
- *CiraHelp* — Online help system
- *CiraChat* — Online "chat feature" available in the CiraNet application
- *CiraFlash* — CiraConnect platform user newsletter
- Training Webinars

OPTIONAL SERVICES

There are numerous optional services included in the CiraConnect Shared Services offering. **Some of the services may be required with the access / usage of certain platform modules, features and automated services may require a subscription to certain Shared Services**. The services may be subject to service option elections, additional transaction charges, and CiraConnect Standard Operating Procedures (SOPs). Some optional services can be priced at the time of request.

The specific services provided by CiraConnect and the related costs for services, will be defined in the Master Service Agreement (MSA) and Service Level Agreement (SLA) between CiraConnect and its client. The services are optional and categorized and briefly described as follows.

Payables Lockbox

CiraConnect platform Association Accounts Payable Workflow integration for invoice/disbursement request processing including:

- » Paperless electronic processing with an audit log
- » Systematic work queue
- » Segregation of duties and application permission controls
- » Payment history logs and duplicate invoice detection

- Vendor/payee set-up and maintenance
- Utility account EFT setup and maintenance
- Invoice submission — P.O. Box, Email, CiraNet Vendor Portal
- Invoice scanning (paperless processing) and application Association Accounts Payable Workflow job creation
- Invoice/disbursement data entry/coding — independent Data Processor dual entry and mismatch resolution for QA
- Daily (business days) systematic disbursement processing (checks, EFT)
- Check printing and mail fulfillment and/or on-site check printing for specified disbursement requests (client provided printer meeting specifications required)
- Void, stop-payment and re-issue processing
- Daily (business days) systematic transaction clearing and EFT payment posting with bank file integration (banking partner accounts only)
- AP phone "Hotline" support for managers/vendors and internal tasks/case tracking system integration with the CiraConnect platform
- Reporting — IRS 1096 (electronic filing) and 1099's

Billing and Receivables Lockbox

- CiraConnect platform integration for configuration and systematic processing of:
  - » Assessments, late payment charges and other recurring billing rules
  - » Account statement generation
  - » Payment application order, payment posting and application processing
  - » "Balance sweeper" to automatically remove small immaterial debits and credits on member accounts
  - » Delinquency notices and collection escalation
  - » Daily systematic payment file reconciliation and payment posting error resolution
  - » Process Tracker integration for annual fiscal year updates to assessment/billing rules for QA prior to statement/coupon order generation
  - » Annual coupon order, move-in/re-orders
- Custom logo support and phone/email instructions on statements
- Banking service partner integration
  - » Local AR payment remittance lockbox address set-up
  - » No lockbox, bank account, intra-bank transfer, stop payment, NSF fees
  - » Payment file integration
  - » Bank ticketing system processing for returned payment and payment issues
  - » "No-Docs" resolution for unidentified payments
  - » Integrated online payments through the CiraNet Owner/Resident Portal and CiraMobile
  - » ACH maintenance and file processing

Printing and Mail Fulfillment

- Vendor checks
- Owner/member statements
- Violation notices
- Collection letters
- Welcome letters
- Meeting announcements (per quote as requested)
- Voting and proxy mailings (per quote as requested)
- Annual budgets (per quote as requested)
- Newsletters and other community communication (per quote as requested)
- Custom jobs (per quote as requested)

Software Conversion Data Extraction, Translation and Loading (ETL)

CiraConnect can provide assistance depending on the legacy software, available data, data compatibility and access with the software data conversion from a legacy software to the CiraConnect Platform. This service will be billed on an hourly basis depending on the skillset of the individual performing the work. Some data can be migrated electronically and other data by manual data entry. The process involves the following:

IMPLEMENTATION PLANNING

- Strategic objective review
- Existing software and data analysis
- Feasibility, time and cost estimate
- Process implementation overview and strategy
- Timeline and financial transaction processing cutoff/conversion planning

MAY INCLUDE THE FOLLOWING (NOT A COMPREHENSIVE LIST)

- Financial data
  - » Historical transactions
  - » Budgets
  - » Vendors and vendor account information
  - » Board approval of invoices and collection referrals
  - » Status of delinquent accounts - bankruptcy, foreclosure and referred to attorney and/or lien service
  - » Bank accounts set up
  - » Assessment, late payment charge and other billing rule configuration
  - » Owner ACH information
  - » Management company contract billing (requires CiraBooks Corporate Entity subscription)
- Community and owner information
  - » Governing documents
  - » Covenants/restrictions
  - » Open violations
  - » Architectural records
  - » Owner notes
  - » Community and legal information configuration
  - » Amenities and amenity inventory (e.g. storage units, parking spaces, etc.)
  - » Disclosure package contents
  - » Insurance requirements and policy information
  - » Welcome letter content

Financial Management Services

BOOKKEEPING AND FINANCIAL REPORTING

- Degreed Accountants
- Chart of accounts (accounts, sub-accounts, categories, funds/dimensions) and monthly financial report package maintenance
- Preparation and delivery of monthly community association's financial reporting package
  - » General ledger maintenance and journal entries
  - » AR and AP subledger reconciliations including resolution of the daily systematic AR ledger / trial balance discrepancy report
  - » Balance sheet account analysis
  - » Accrual (GAAP compliant) or modified cash accounting with dual cash accounting
  - » Financial report notes and actual vs. budget variance analysis (online and integration with the Manager's variance analysis in the application Management Report)
  - » Bank reconciliations including systematic bank reconciliations for banking partner accounts
  - » Systematic Process Tracker to monitor progress, perform QA review and fulfill service delivery including an integrated configurable pre and post close checklist
  - » Electronic delivery and publication in the Document Management Module
- Cash management and transfers including consultation on systematic primary operating account low balance alerts and weekly/monthly low and high bank account balance alerts
- Declarant funding analysis and requests
- Commercial lot/unit billing (if not configurable for systematic billing)
- Annual budget draft and consultation including using the CiraBudget application to develop the draft budget/reserve analysis for Manager review
- Accounting consultation, question response and issue resolution with the Manager and/or community Board of Director members
- Custom and special reports including debt covenant reports
- Internal tasks/case tracking system integration with the CiraConnect platform

CASH MANAGEMENT

- Bank account setup, maintenance and closure (partner banks only)
- Imprest / debit card account setup and maintenance (systematic transaction posting of checks/charges with partner bank accounts
- Daily bank account transaction reconciliation (partner banks only)
- Signature card updates (partner banks only)
- Internal bank transfers and wire transfer processing including authorization form verification via phone call

PROPERTY AND OWNER MAINTENANCE/CONVEYANCE DOCUMENT AND DISCLOSURE REQUESTS PROCESSING

- Disclosure processing support for SOA, Resale Package and lender questionnaires
  - » Integrated systematic work queue and processing with the CiraNet Closing Portal
  - » Configurable property conveyance charges for the community association and management company
  - » Configurable systematic quote and property conveyance "blocks" for special instructions for QA
  - » Electronic delivery of documents
  - » "Instant Download" systematic fulfillment configuration option
  - » Fee payment processing
  - » Same day processing/"rush" service options
  - » Updates
  - » Collaboration with the Manager for any required inspections, community Board of Directors member approvals, etc.
- Property conveyance and payment processing including electronic storage of all conveyance paperwork in the Document Management Module
- Post-conveyance audit and issue resolution utilizing application reports

ACCOUNTS RECEIVABLE

- Payment issue trouble-shooting and resolution including use of the internal tasks/case tracking system integration with the CiraConnect platform
- Multi-lot/unit owner payment application and resolution of payment posting issues utilizing a system report for multi-lot/unit owners and master/sub-association members
- Declarant and builder statement generation, billing and payment application
- Assessment and related billing rule set-up and support including miscellaneous account charges applied by the community Manager/staff utilizing the CiraNet application
- Special assessment consultation, rule set-up, billing and tracking
- AR subledger review and issue resolution
- NSF/Chargeback processing
- AR "Hotling" support and internal tasks/case tracking system integration with the CiraConnect platform

DELINQUENT ACCOUNT MANAGEMENT

- Pre-referral file review and title searches
- Statutory payment plans
- Statutory delinquency notices Collection policies

- Attorney / lien service / collection agent account referral and support including:
  » Recording of collection charges on an owner's account
  » CiraNet Attorney Portal registration and user support
  » Collection status notes and update in the CiraConnect platform
  » Systematic banking partner integration for "blocked" owner/member accounts
  » "Blocked" payment review and processing
- SOA / estoppel support for collection accounts
- Pre and post bankruptcy account administration
- Property foreclosure processing
- Subordination agreement processing
- Write-off of uncollected balances

ACCOUNTS PAYABLE / VENDOR AND DISBURSEMENT QA

- Vendor Welcome Letter
- Vendor template set-up and maintenance for vendor account information, coding, bank account for disbursement and any special instructions for processing disbursement requests
- Configuration and maintenance of a Community Manager systematic QA checklist linked to online Standard Operating Procedures for AP Payment and Disbursement Processing
- Configuration and maintenance of a Community Manager rules-based auto approval of disbursement requests
- Accountant disbursement request review and approval including a configurable systematic QA checklist linked to online Standard Operating Procedures for AP Payment and Disbursement Processing
- Configuration and maintenance of a Community Manager rules-based auto approval of disbursement requests
- Accountant disbursement request review and approval including a configurable systematic QA checklist linked to online Standard Operating Procedures for AP Payment and Disbursement Processing
- Vendor account / AP subledger research and issue resolution
- Systematic missing invoice work queue (systematic missing bill analysis for recurring account charges and un-applied electronic bank drafts) research and resolution

# Transition Services

COMMUNITY ASSOCIATION SET-UP

- 160+ item system integrated checklist (CiraNet)
- Master/sub-association set-up
- Review of governing documents and upload to the Document Management Module
- Review of the management agreement and upload to the Document Management Module
- Services configuration, photo upload, fiscal year, description
- Amenities configuration and upload of any forms/rules to the Document Management Module
- Community and legal information configuration
- Asset configuration
- Covenants/restrictions and enforcement configuration including notice templates (photos supported)
- Board/Committee configuration including optional electronic approval for invoice/disbursement approval, architectural application approval and/or legal referral approval
- Community level configuration customization
- Bank account set-up
- Assessment, late payment charge and other billing rule configurations
- Data Import/Mapping

DATA IMPORT/MAPPING

- Lots/units legal information (system assignment of account numbers)
- Current owner/member name and contact information (e.g. billing address, phone, email, etc.)
- Amenity inventory (e.g. storage units, parking spaces, etc.)
- Open AR balances (invoice detail if electronically available)
- GL balances at the previous month and annual budget
- Owner ACH set-up (if information is available)
- Develop balance sheet supporting schedules
- Status of delinquent accounts — bankruptcy, foreclosure and referred to attorney and/or lien service

DELIVERABLES

- Configuration reports for QA verification
- Owner/member welcome letter with new account number, Resident Portal login instructions and payment instructions
- Initial owner/member account statement
- Vendor welcome letters with invoice remittance instructions
- Initial AR ledger for QA verification
- Initial financial reports for balance mapping QA and consultation
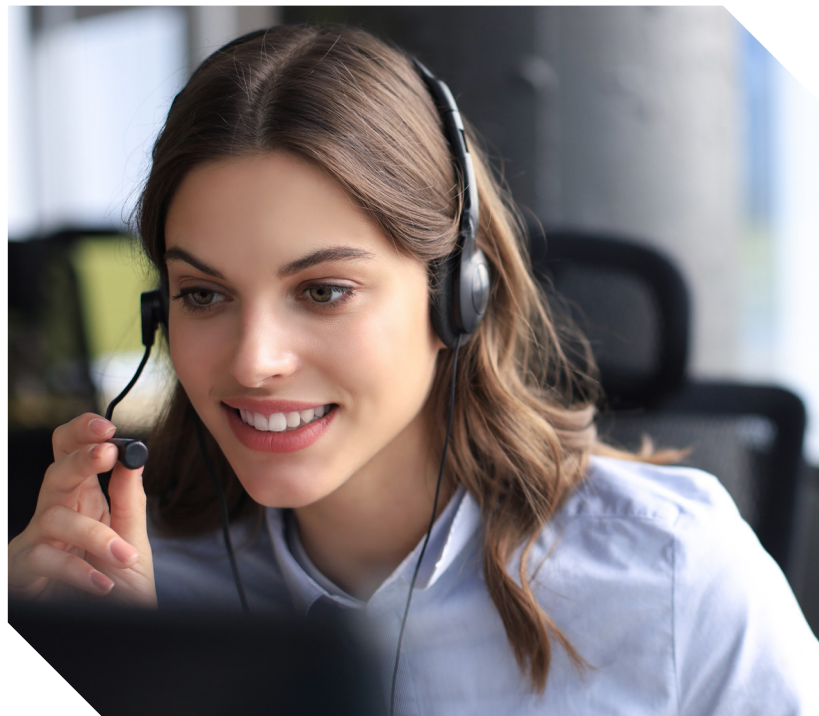
TERMINATION/OFF-RAMPING

- Coordination with successor management
- Closing of bank accounts
- A/P cut-off and forwarding of invoices
- A/R Lockbox, conveyance, cash management cut-off and forwarding of checks
- Delivery of vendor EFT account information
- Delivery of lot/unit/owner information
- Final bank reconciliation
- Final financial reports and supporting schedules
- Answering questions for successor management

Audit and Tax Filing Coordination

- Bid and selection support for CPA services for audits, reviews, compilations, federal tax returns, state tax/margin returns and other state required reports
- Coordination with outside CPA's including CiraNet Portal support for conducting services including providing an internal controls document for audits/reviews
- Process trackers to monitor federal and state tax return progress, deadlines and delivery
- Tax return estimated payments and return extension support
- Coordination signatures and filing electronically or by certified mail
- Coordination of services to assist with tax issues including loss of good standing
- Review of reports, query/document support and coordination for required financial adjustments

Insurance Administration

- Configuration of insurance requirements
- Management and tracking of policies and COIs
- Request loss runs from insurance carriers
- File and/or assist with the filing of claims

Owner/Resident Support (Call Center Support)

OWNER/MEMBER/RESIDENT IN-BOUND CALL CENTER SUPPORT AND EMAIL SUPPORT

- 7:30am - 7:00pm CST Monday - Friday coverage
- 90% calls answered service level minimum
- After hours emergency answering service (optional)
- Call Center routing and call queue software (3CX VOIP Phone system integration)
  - » Call queue number announcement
  - » Systematic "call-back" option
- Caller ID recognition
- Multi-lingual support
- Primarily assist with payments over the phone

- All contacts are logged in the CiraNet software application and recorded (recordings for QA)
- Call escalation / case creation for follow-up
- Update contact information
- Owner / resident service email support
- 24 business hour process service level maximum

Insurance Agency Services

- Insurance consultation
- Configuration of insurance requirements
- Policy bid / procurement through partner insurance companies
- Management and tracking of policies and COIs
- Request loss runs from insurance carriers
- File and/or assist with the filing of claims
- Service lender requests for insurance information

IT Network and Desktop Support Services

- **Desktop hardware** — Dell and Apple desktop / laptop purchase, configuration and trouble-shooting
- **Desktop software** — MS Windows and Mac operating systems, MS Office, Adobe products, and other compatible desktop applications
- Peripheral hardware — Scanners and printers
- **Internal networks** — Servers, routers, firewalls, data connectivity, etc.
- **Internet data service** — Broadband options and coordination
- **Email** — MS Exchange and Gmail
- **Mobile devices** — iPads, tablets, Chromebooks, Galaxy, etc.
- **VOIP phone system** — Installation and/or hosting of a 3CX phone system (Certified Partner); direct integration available with CiraConnect Shared Services; platform integration with direct application calling links and caller ID

CIRACONNECT SERVICE PARTNERS

CiraConnect has formed service partner relationships in order to integrate services and/or technology platforms. While this is not a full comprehensive list and is subject to change, here are a few of our service partners and brief descriptions of each.

- **Union Bank / SeaCoast/ Mutual of Omaha** — Bank services and payment lockbox service partners. We have integrated with several other banking institutions for payment lockbox and community association banking services. Please consult with the CiraConnect team for additional banking partners.
- **Southdata** — A coupon printing and mail fulfillment service partner
- **Paypal** — An optional integrated online payment processing service that may be used for certain processes
- **Armor** — Secure cloud hosting of the CiraConnect platform
- **Egnyte** — Cloud-based service for shared network folder and file management
- **Microsoft** — Microsoft Exchange hosting for CiraMail
- **Optimal Outsource** — Mail fulfillment service partner