NATIONAL APARTMENT ASSOCIATION & BLUE MOON SOFTWARE
CONTACT INFORMATION BY SUBJECT

The National Apartment Association (NAA) and Blue Moon Software have compiled the following contact information to be used as a quick reference guide. The information has been divided into 5 categories based on our most frequently asked questions. For your convenience, each category will list a contact telephone number and email address where you may direct any questions.

MEMBERSHIP:

The National Apartment Association (NAA) has entered into an exclusive arrangement with Blue Moon Software, Inc. to develop, market and distribute the NAA Lease Forms products. You must be either a direct member of NAA OR a member of a NAA state affiliate to be eligible to purchase the NAA Lease Forms products. If you are unsure whether you are already an active member of NAA OR if you have questions regarding how to become a member, please contact the National Apartment Association.

GINA TORRETTI
(703) 518-6141 ext. 690
gina@naahq.org

LEASE FORMS:

Although the NAA Lease Forms products follow a similar template nationally, the actual language of each form has been reviewed and modified as needed on a state-by-state basis. If you have any questions or comments regarding any language contained within the existing forms OR if you would like to request additional forms, please contact the National Apartment Association.

MICHAEL SEMKO, ESQ.
(703) 518-6141 ext. 111
michael@naahq.org
Samples of all NAA Lease Forms can be viewed at www.bluemoon.com

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ORDERING THE NAA LEASE FORMS PRODUCT:

The NAA Lease Forms products are available in a Web-based or Online format where users would log into the internet to access their account. For questions regarding the NAA Lease Forms products, including system requirements, pricing, compatibility with property management programs, how to order, etc., contact Blue Moon Software or visit www.bluemoon.com.

BLUE MOON SOFTWARE SALES
(800) 772-1004
sales@bluemoon.com
www.bluemoon.com

CLICKS:

The NAA Lease Forms products contain a built-in counter that tracks the printing of lease forms. Clicks are used up each time you print any of the lease forms. The counter will display the current remainder of clicks. Since you should allow up to 48 hours for click orders to be processed, it is important that you regularly monitor the counter to avoid running out.

1. Clicks are ordered using a built-in order form within the products.
2. The order form is automatically sent to NAA or the appropriate affiliate by email.
3. Allow up to 48 hours (excluding weekends or holidays) for click orders to be processed and forwarded to Blue Moon.
4. Blue Moon will email you notification once the click order has been added after NAA or the appropriate affiliate has forwarded the order. CLICK ORDERS ARE NOT SENT DIRECTLY TO BLUE MOON.
5. NAA or the appropriate affiliate will invoice you and you will pay them (not Blue Moon) for the clicks.

ALLOW AT LEAST 48 HOURS
FOR CLICK ORDER PROCESSING!

If you contact the Blue Moon Clicks office and Blue Moon has NOT received your click order, Blue Moon will provide you with the appropriate contact information for the location where your click orders are sent.

BLUE MOON CLICKS OFFICE
(512) 322-0444

NAA CLICK PROCESSING
JUSTIN BARKER
(703) 518-6141 ext. 129
justin@naahq.org

BLUE MOON PROGRAM:

If you have any questions regarding the actual Blue Moon program, including printing, importing data, transferring data, all pop up messages appearing in the program, click usage, or any trouble shooting, contact Blue Moon Software Technical Support.

Blue Moon Software Technical Support also provides answers to many commonly asked questions at http://www.bluemoon.com/support/index.php

BLUE MOON TECHNICAL SUPPORT
(512) 322-0999
tech@bluemoon.com