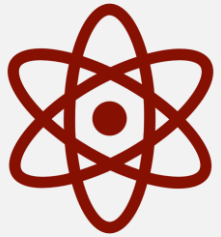
NINJA TRIBE
SOLUTIONS INC.

Project Outsourcing

Application Development



Resource Augmentation

Berlly Castillo

Technology Background

MICROSOFT DYNAMICS 365

OFFICE 365

Customer Engagement and Business Operation Management

MEMBRO

AI Overview

In Tagalog, miyembro means **member**. It's a direct translation from the Spanish word "miembro" and is used to refer to a person who belongs to a group, organization, or association.

For example:

- **Miyembro ng pamilya:** Member of the family.
- **Miyembro ng isang samahan:** Member of an organization.
- **Miyembro ng lupon:** Panel member

Solutions that brings peace of mind.

Membro For Real Estate Sales

- ACQUIRE & RETAIN Customers
- KEEP INFORMED with notifications and announcements from HOA Admin
- CONNECT with Admin for filing complaints and recommendations
- MANAGE billings and profiles

01 Property and Project Profile

02

Opportunity Management (Closing the Sales!)

03

Billing Process

04

Billing Monitoring and Reports

05

Notifications and Reminders

06

After Sales Process (Handling of Request/ Issues)

Receives copy of RA from Documentation team via email

Creating ledger based on Reservation Agreement sent by Documentation Team

Receives updated Bank Statement from Collection Department

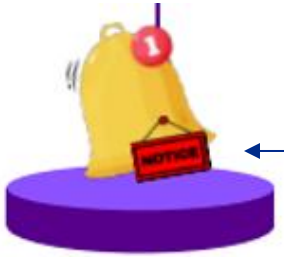
Updating each ledgers based on received Bank Statement

Providing ledgers to Collection Department for past due accounts for sending out Billing / Notices

Providing Certification Request to Seller / Client

- Cert of Payment
- Full Payment

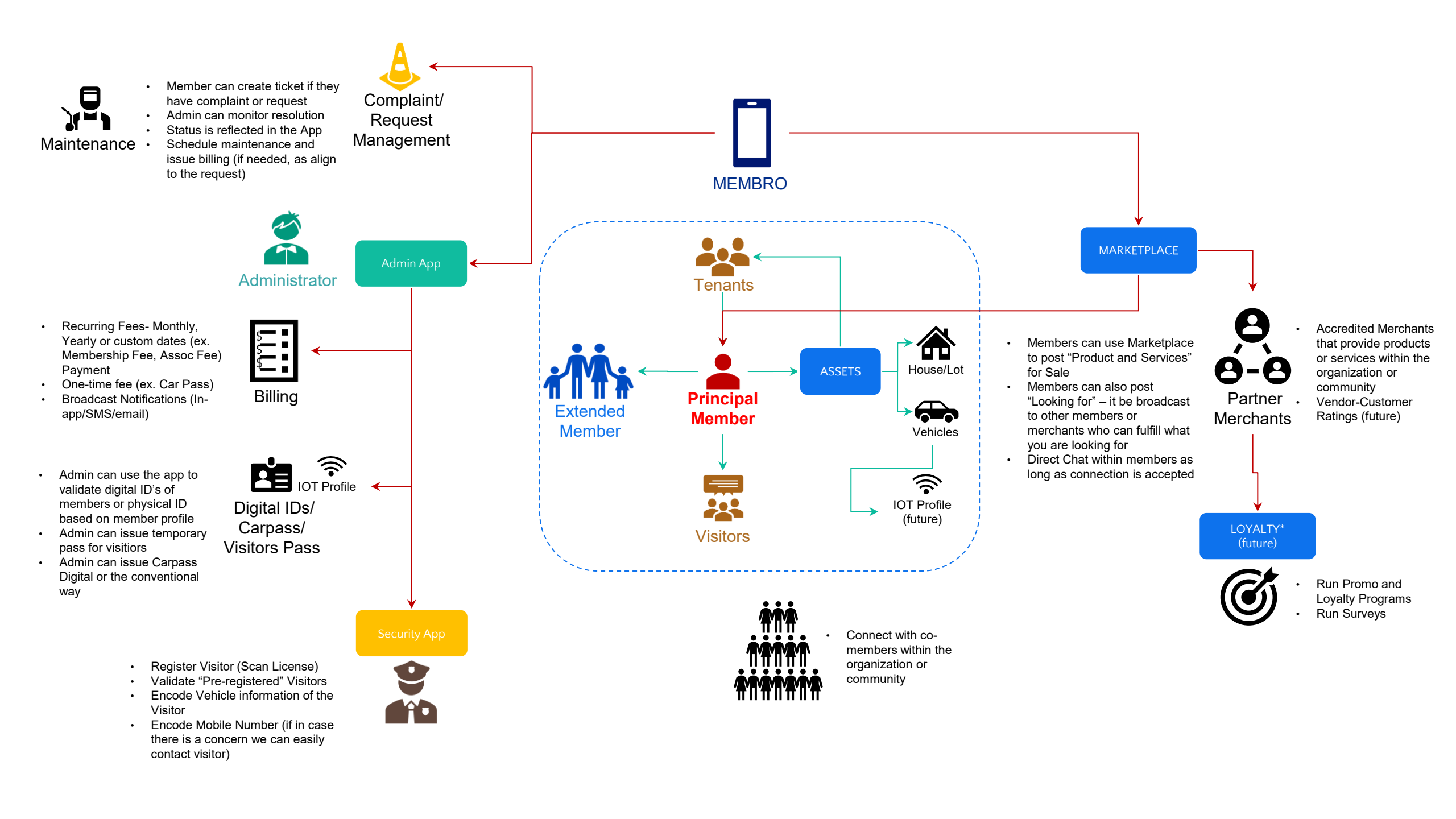
Updating data of Receivable balance monthly (including status of accounts)



Updating Commision Program for Seller's monthly commission

Membro For HOA

- SECURE homeowners by profiling visitors
- KEEP INFORMED with notifications and announcements from HOA Admin
- CONNECT with Admin for filing complaints and recommendations
- SAVE TIME when searching for reliable service providers
- MANAGE billings and profiles

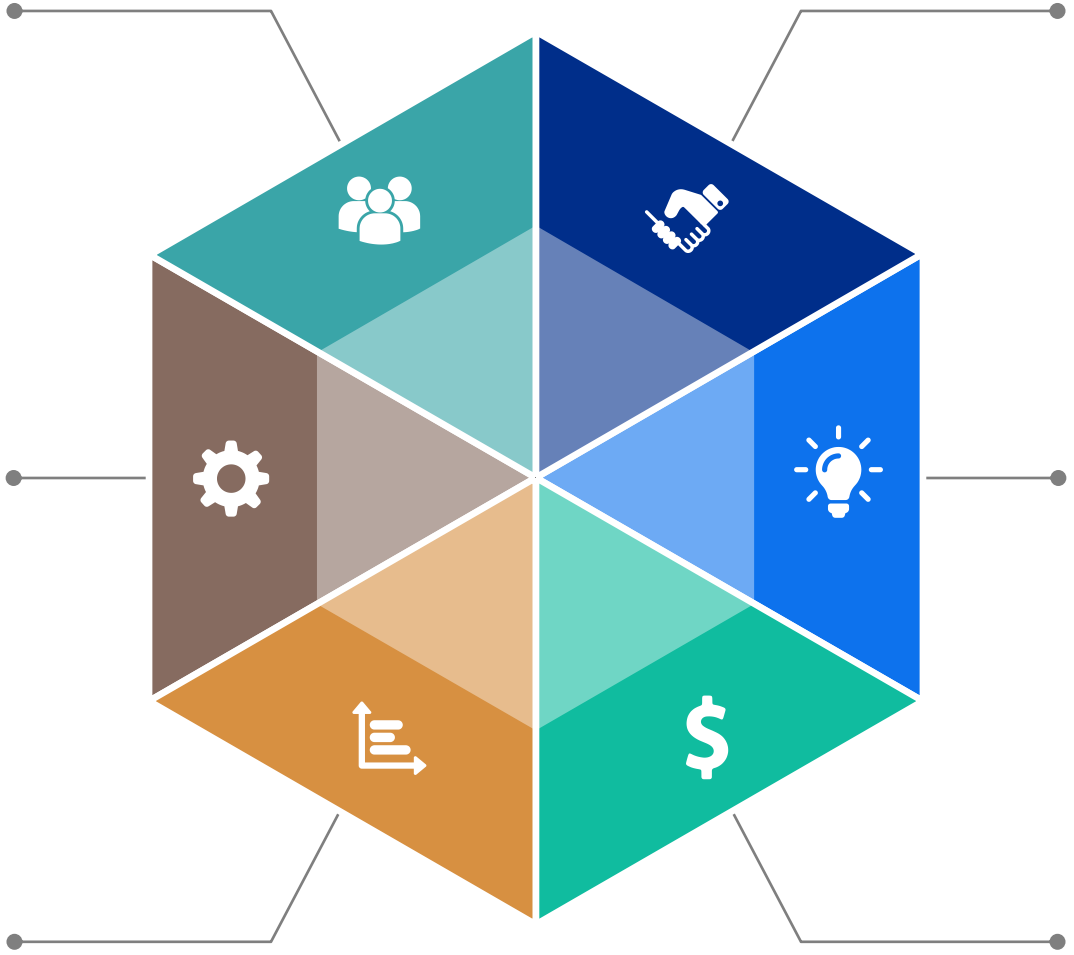

Maintenance
Member can create ticket if they have complaint or request
Admin can monitor resolution
Status is reflected in the App
Schedule maintenance and issue billing (if needed, as align to the request)
Complaint/ Request Management
MEMBRO
Administrator
Admin App
MARKETPLACE
Tenants
Recurring Fees- Monthly, Yearly or custom dates (ex. Membership Fee, Assoc Fee) Payment
One-time fee (ex. Car Pass)
Broadcast Notifications (In-app/SMS/email)
Billing
Extended Member
Principal Member
ASSETS
House/Lot
Vehicles
IOT Profile (future)
Visitors
Members can use Marketplace to post "Product and Services" for Sale
Members can also post "Looking for" – it be broadcast to other members or merchants who can fulfill what you are looking for
Direct Chat within members as long as connection is accepted
Partner Merchants
Accredited Merchants that provide products or services within the organization or community
Vendor-Customer Ratings (future)
Admin can use the app to validate digital ID's of members or physical ID based on member profile
Admin can issue temporary pass for visitiors
Admin can issue Carpass Digital or the conventional way
IOT Profile
Digital IDs/ Carpass/ Visitors Pass
LOYALTY* (future)
Run Promo and Loyalty Programs
Run Surveys
Security App
Register Visitor (Scan License)
Validate "Pre-registered" Visitors
Encode Vehicle information of the Visitor
Encode Mobile Number (if in case there is a concern we can easily contact visitor)
Connect with co-members within the organization or community

Profile Management

- Members
- Tenants
- Visitors

Merchants

- Engage with Accredited Merchants



Security

- Visitors Logs via Mobile App
- Time in and Out

Facility Management

- Request for Services (Member to Admin)

HOA Administration

- Users Setup
- Notifications
- Reporting and Analytics

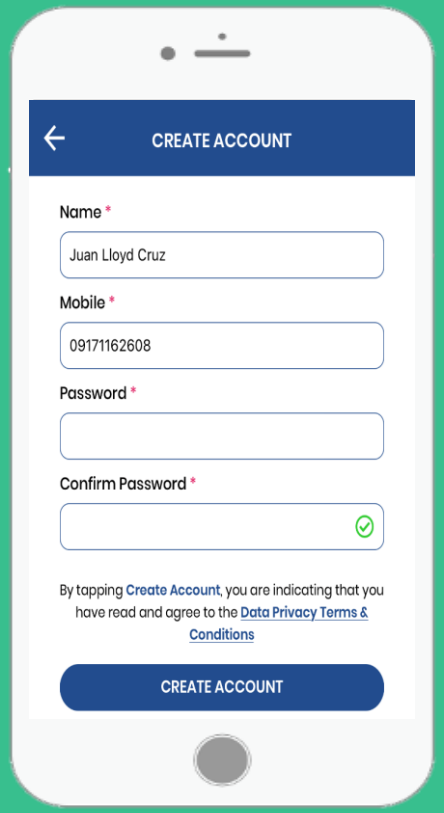
Billing and Payments

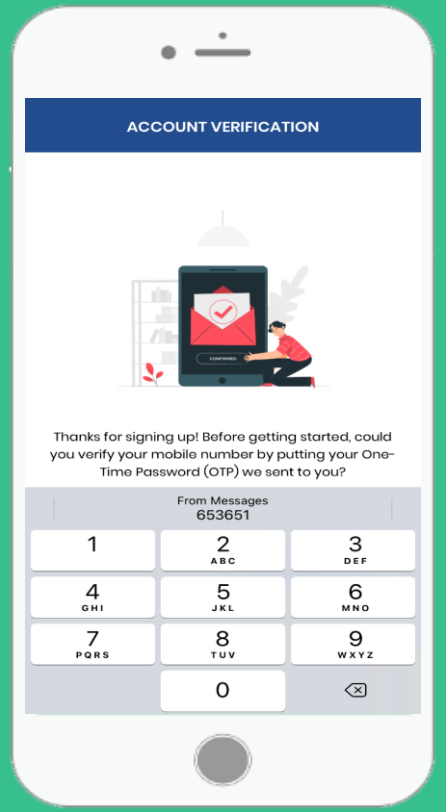
- Recurring Billing and Notifications
- Process Payments

PROFILE MANAGEMENT

SECURED ACCOUNT INFORMATION:

- Data Privacy Acceptance
- Contact Information Validation via OTP (email/SMS)

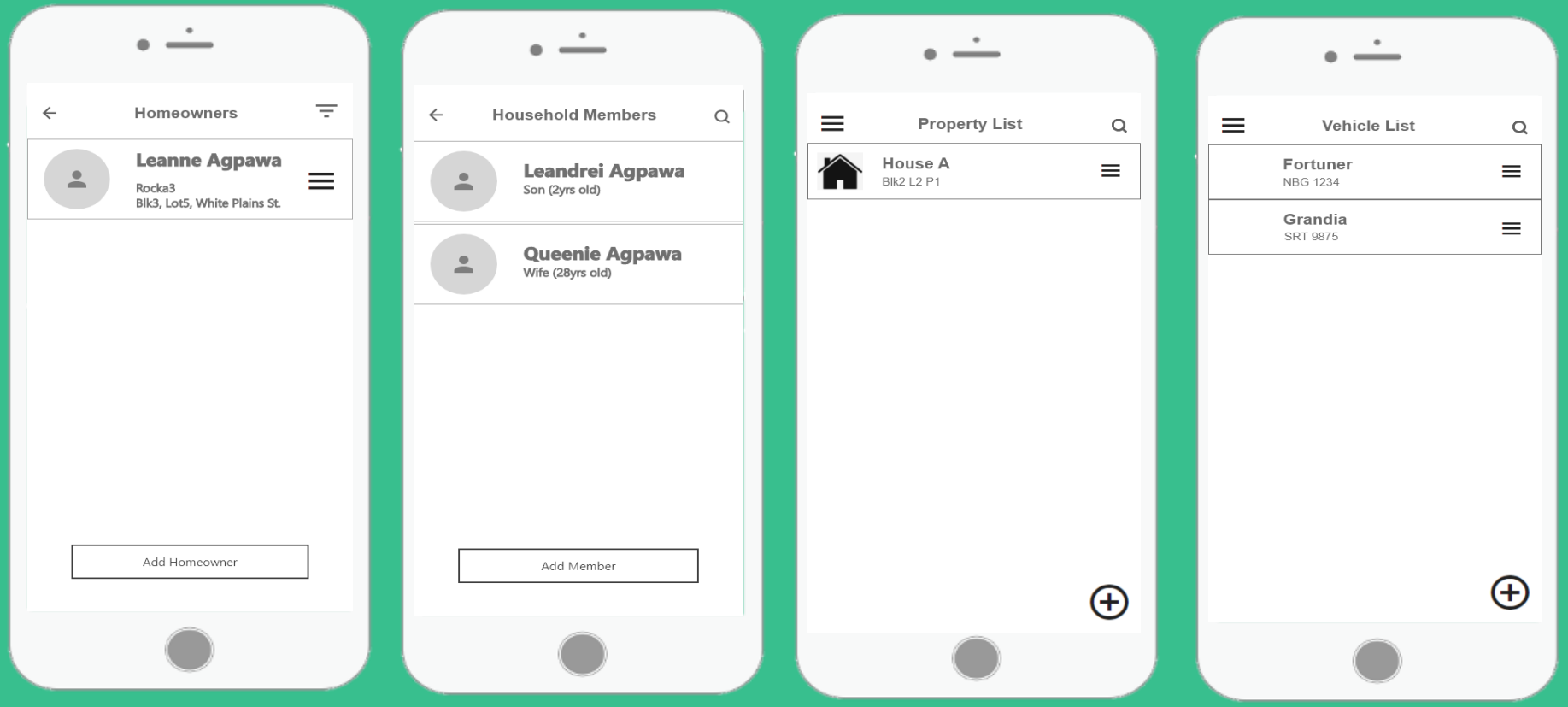




PROFILE MANAGEMENT

MEMBER 360 View:

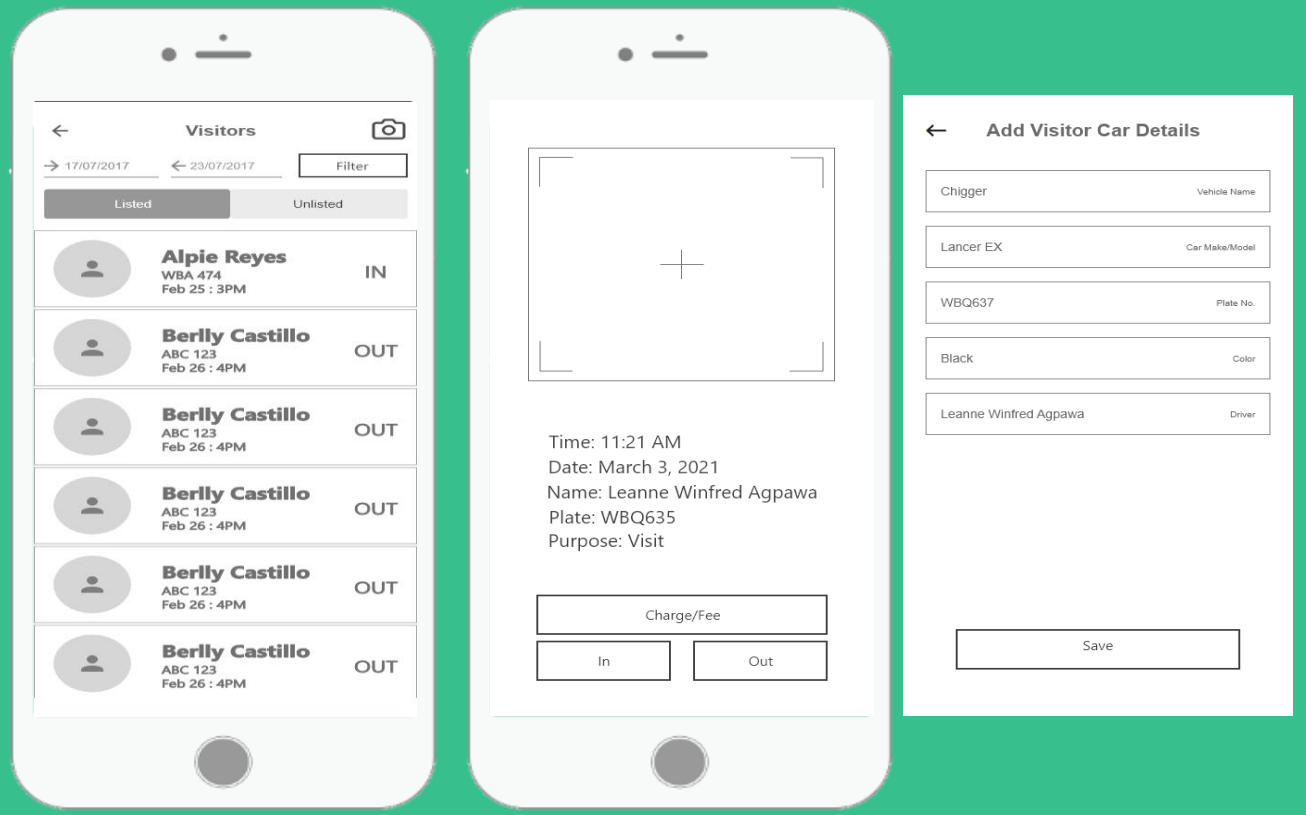
- Household Information
- Properties
- Vehicles



SECURITY

SECURITY GUARD APP:

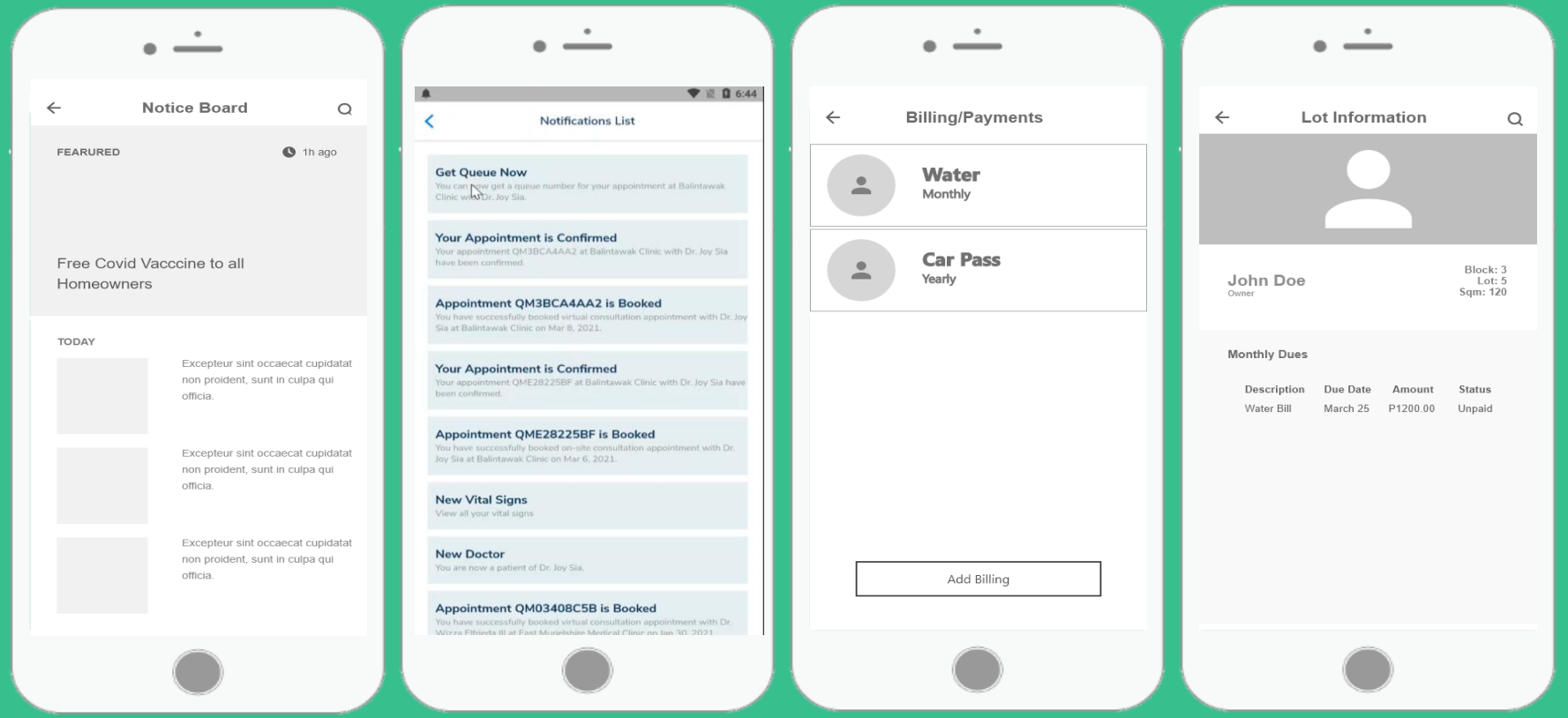
- Visitor Monitoring
- ID Scanning



HOA ADMINISTRATION

HOA ADMINISTRATION:

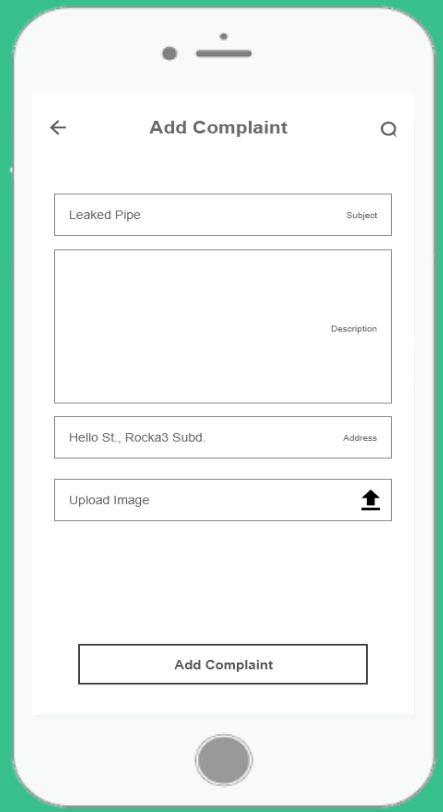
- Notifications
- HOA Admin Mandated Billings

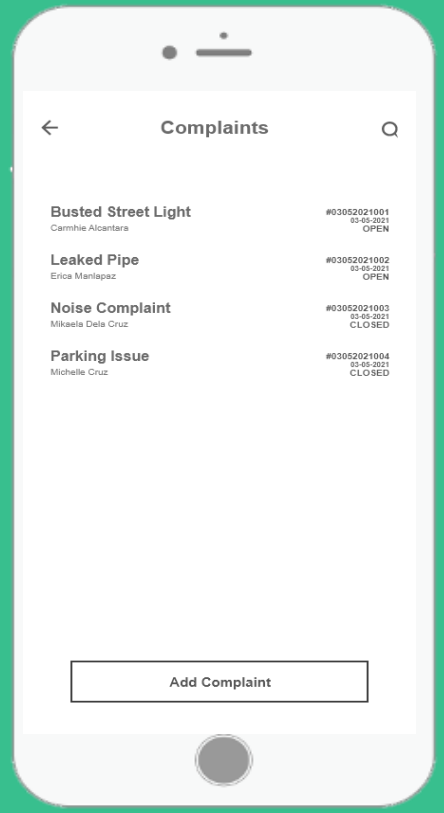


HOA ADMINISTRATION

CASE and FACILITY MANAGEMENT:

- Handle Complaints
- Schedule Facility Maintenance

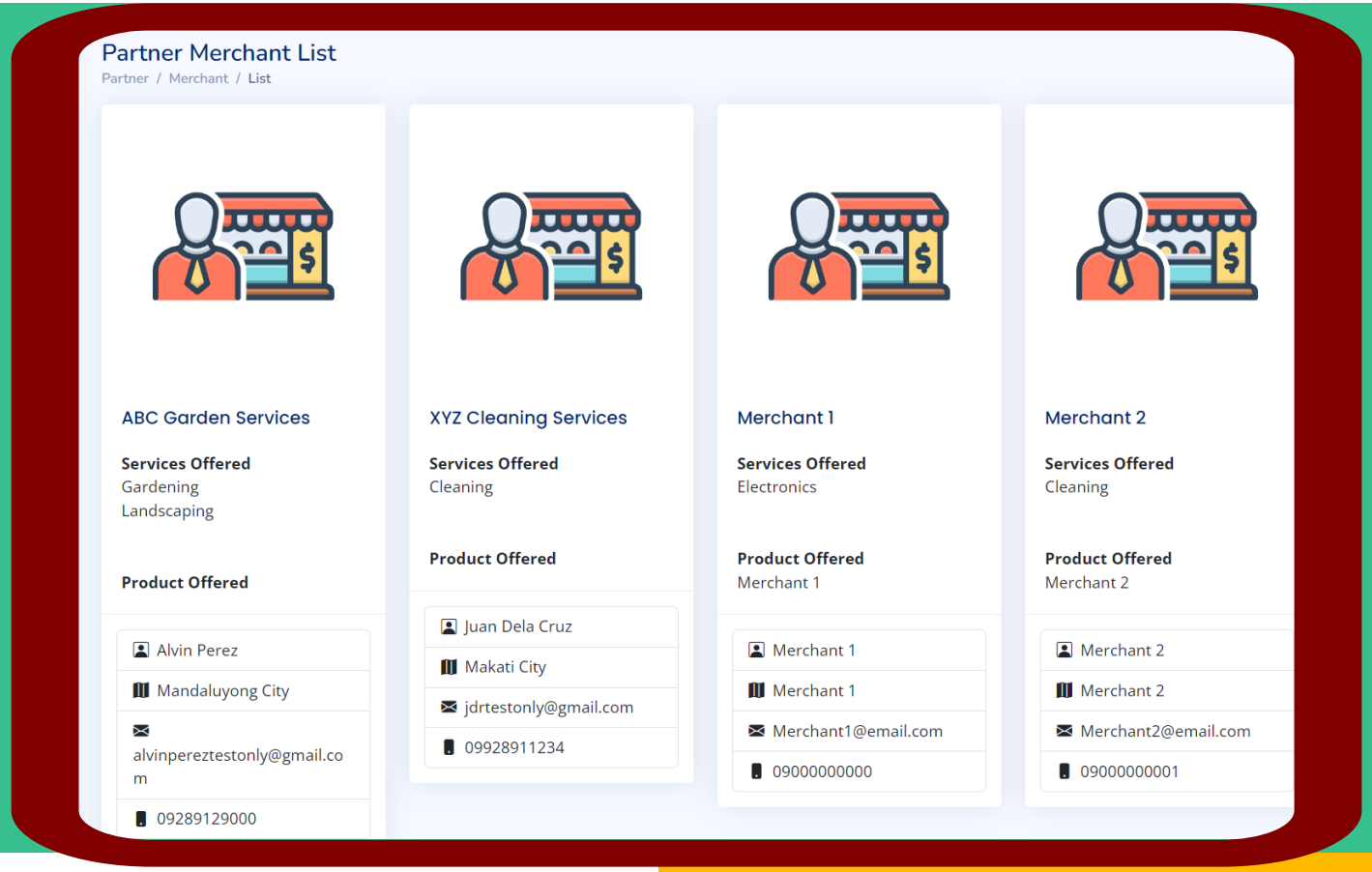




MERCHANTS and SERVICE REQUEST

Members can request ad-hoc services from available Merchants:

- Schedule Service Request
- Look for Accredited Vendors
- Search by Categories



OPTIONAL: “Wireless id”

DIGITAL

PHYSICAL

*MOBILE APP

BLIP Alert!
Digital ID
Wireless ID in your Mobile Phones

QR Code
BLIP ID QR Code

SOS Alert*
Help on the way!

CARDS/CHIPS

BLIP Alert!
Chip
Wireless ID

RFID
Physical “Tap” Card

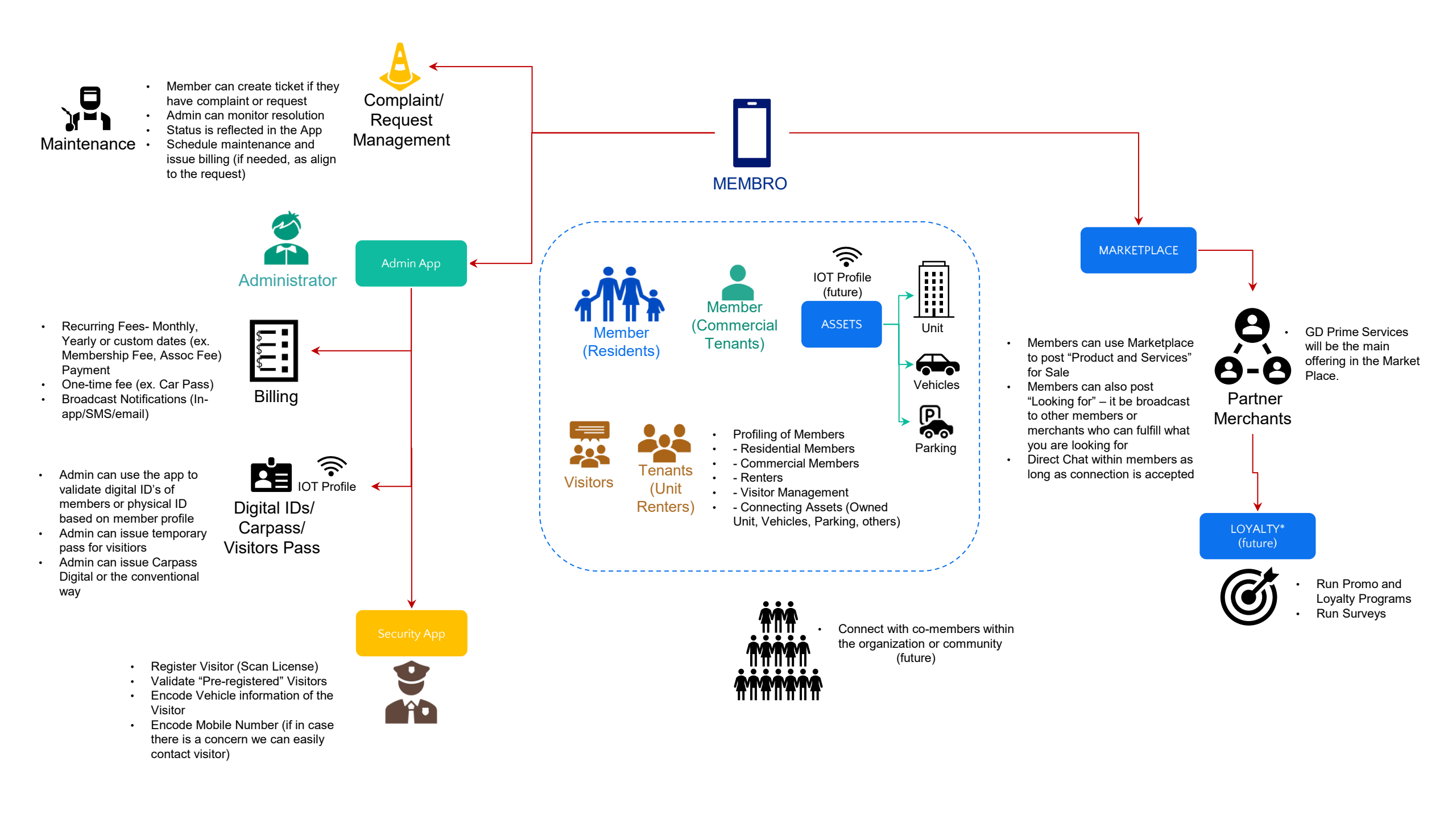
SOS Alert*
BLIP ID
with Panic Button

Future Releases

Membro For GD Prime Property Management

- PROFILING homeowners, visitors, service providers
- KEEP INFORMED with notifications and announcements from Admin
- CONNECT with Admin for filing complaints and recommendations
- SAVE TIME when searching for reliable service providers
- MANAGE billings and profiles

GPPMC
Always there for you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Complaint/ Request Management
MEMBRO
Administrator
Admin App
Member (Residents)
Member (Commercial Tenants)
IOT Profile (future)
ASSETS
Unit
Vehicles
Parking
Visitors
Tenants (Unit Renters)
Profiling of Members
- Residential Members
- Commercial Members
- Renters
- Visitor Management
- Connecting Assets (Owned Unit, Vehicles, Parking, others)
Recurring Fees- Monthly, Yearly or custom dates (ex. Membership Fee, Assoc Fee) Payment
One-time fee (ex. Car Pass)
Broadcast Notifications (In-app/SMS/email)
Billing
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MARKETPLACE
Members can use Marketplace to post "Product and Services" for Sale
Members can also post "Looking for" – it be broadcast to other members or merchants who can fulfill what you are looking for
Direct Chat within members as long as connection is accepted
Partner Merchants
GD Prime Services will be the main offering in the Market Place.
LOYALTY* (future)
Run Promo and Loyalty Programs
Run Surveys

MEMBRO

1 Profiles

- Members (Residential, Commercial Owners/Tenants)
- Unit Renters
- Visitors
- Assets
- Projects/Properties

2 Touchpoints

- Web Portal (Mobile friendly)
- Email
- SMS (Integration)
- Social Media (FB Messenger, Viber Integration)
- Mobile App (optional and future development)

3 Facilities Management

- Security and Access Control
- Work Order Management (Complaints, Request, Scheduled Maintenance)
- Service Objects and Maintenance Schedule (Asset Maintenance like Elevators, Escalators, others)

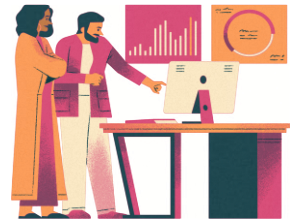
4 Billing & Payments

- Automated Scheduling (monthly, quarterly, etc.)
- Custom billing rules (utilities, CAM fees, parking, etc.)
- Digital receipts & invoice downloads
- Online rent payment via bank, card, mobile wallet (needs integration with payment gateways)
- Late fee automation
- Payment reminders (SMS/email/notifications)

5 Finance & Operations

(Optional – if there is existing, we can integrate)

- General ledger and chart of accounts
- Income & expense tracking
- Vendor/contractor payments
- Financial reports (P&L, balance sheet, cash flow)



MEMBRO FEATURES

1 PROFILE MANAGEMENT

- Tenant Profile
- Visitor Profile
- Vendor/Contractor Profile
- Data Privacy Acceptance
- Admin/Staff Profile
- Security Staff Profile

2 PROPERTY/UNIT MANAGEMENT

- Floor and unit inventory (size, status, rent rate)
- Unit status (vacant, occupied, under maintenance)
- Amenities and space configuration per unit
- Property asset tracking (HVAC, lighting, elevators, etc.)

3 WORK ORDER MANAGEMENT

- Tenant maintenance request portal
- Work order assignment and tracking
- Status updates & real-time notifications
- Maintenance cost tracking
- Submit maintenance requests

4 BILLING & PAYMENTS

- Automated rent invoicing
- Custom billing rules (utilities, CAM fees, etc.)
- Digital receipts & invoice downloads
- Online rent payment via bank, card, mobile wallet
- Integration with payment gateways
- Late fee automation
- Payment reminders (SMS/email/notifications)

5 SECURITY MANAGEMENT

- Visitor log system
- Entry/exit time logging
- Access pass generation (QR/RFID)
- Integration with gate/barrier systems
- Security guard application
- Report incidents thru Tickets
- Categorize reports by type and urgency
- Ticket Status
- Ticket Status updates & real-time notifications

6 LEASE MANAGEMENT

- Lease lifecycle tracking (start/end/renewal)
- Lease templates and digital contracts
- Document uploads (IDs, business permits, lease agreements)
- Profile management (photo, contacts, ID)
- Alerts for lease expiry, rent escalation
- Security deposit tracking
- Move-in / move-out workflows

MEMBRO FEATURES

7 COMMUNICATIONS & NOTIFICATIONS

- Automated Email/SMS:
  - Rent due
  - Lease renewals
  - Maintenance updates
  - Two-way messaging admin and tenant
  - Integration with Facebook Messenger /Viber)
  - Two-way messaging between admin and tenant via Portal
- Others

8 REPORTING ANALYTICS

- Rent roll report
- Occupancy/vacancy rate
- Revenue by property/floor/unit
- Delinquency report (late payments)
- Maintenance cost reports
- Customizable dashboard and exportable data (CSV/PDF)

9 ACCOUNTING AND FINANCIALS

- General ledger and chart of accounts
- Income & expense tracking
- Vendor/contractor payments
- Financial reports (P&L, balance sheet, cash flow)

10 TENANT PORTAL / MOBILE APP

- View lease details and payment history
- Submit maintenance requests
- Pay rent and download invoices
- Receive announcements and messages
- Profile management (photo, contacts, ID)
- Digital ID
- Visitor Management

11 USER & ROLE MANAGEMENT

- Role-based access control (admin, manager, tenant, accountant)
- Staff user setup (multiple properties/branches)
- Approval workflows (e.g., rent adjustment, maintenance cost)

12 DOCUMENT MANAGEMENT (OneDrive Subs)

- Secure storage of contracts and legal documents
- Digital lease signing and version tracking
- Tenant-uploaded documents

Thank you!