Scenarios to consider:

1. If 2 applicants apply, screening is complete and the lease is sent automatically, but a 3rd applicant now wants to be added before the lease is signed. We would like the flexibility to do so.
   1. How would that work? Can we register 3rd roommate and send them a link directly to apply online and pay the $35, then $65 fees?
   2. Once the screening is complete for the 3rd roommate, do we have a button to push to generate new lease with all 3 roommates now?
2. What if we wanted to drop a roommate?
   1. Assuming the 1 remaining roommate qualifies alone, and we can remove outgoing roommate, what are the steps to remove their name and generate a revised lease?
3. Once someone applies and screening is completed and the lease is generated, what if we see that the start date, or lease term, or rent is wrong, how do we correct?
4. Applicants with no ssn. When applying, there should be a button to check “please click box if no social security number”.
   1. If a person has no ssn, then there should be a field with a drop-down option for “document type” (passport, visas, etc..). and another field to plug in document # (e.g. Passport#). A screening using just the applicant’s name and document info should be done that checks any criminal background or evictions, as best as possible.
5. I apply, pay the fees and screening is completed, the lease gets sent to myself to sign, but what if I want to change units before I sign the lease.
   1. Can we, in the office, be able to remove a selected unit and quote and re-assign a new unit?
   2. If so, once we select the new unit, how do we go about generating a lease?
6. What if a resident wants to transfer mid-lease? Its been 7 months and I want to upgrade from a 1 bedroom to a 2 bedroom.
   1. Can we have an option in the office to transfer a resident in our system?
   2. How do we quote a new unit?
   3. How would generating a new lease work?
   4. If we charge a $500 transfer fee as an example, how can we get the resident to pay that online transfer fee for the new unit right away?
      1. Do we just add the charge to their current ledger and the log in to pay like they would pay rent?
      2. If we do not want to transfer the deposit to the new unit, how can they have access to pay move-in costs and deposit for new unit?
      3. One issue I have had in the past is a resident that is transferring logs into their online portal and only sees the current unit’s info. Even after the transfer is complete, when they log in, they only see previous unit’s info and not new unit’s info. How do we avoid this problem?

What if our website is down and we have applicants fill out a paper application. Can we manually input their info and send them a link to pay fees for screening?