

# User Guide:

## Commercial Lead to Lease

### Version History

Version	Description of Change	Author	Date
0.1	First Draft	Jacob Smycz	17/03/2025

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## 1. Overview

The **Commercial Lead to Lease** process takes place from the time that a Commercial unit is available to let until all activities required to capture and track the progress of the let is completed. These activities include:

- Adding and updating marketing rents
- Receiving offers from commercial agents
- Capturing multiple offers throughout the negotiation process
- Saving draft lease documents
- Adding the tenant details to Qube
- Saving signed lease documents
- Tracking fit out

As soon as an offer is made for a commercial unit, a new Account should be created in Salesforce for the tenant (if it does not already exist) as well as a new Commercial Opportunity.

- Each Commercial Opportunity has a number of stages that the process will progress through.
- Each stage signifies where the Opportunity is up to, and some stages can only be progressed to after an Approval.
- Each Commercial Opportunity needs to have an Offer created to capture the initial offer put forward by the agent.
- Any subsequent offers with different terms should be captured by creating a new Offer with the new terms.

## 2. How to Update Marketing Rent

Updating the Marketing Rent for a Unit is done from the Unit's **Price Book Entry**.

The screenshot shows the Grainger PLC software interface. At the top, there is a navigation bar with various menu items like Home, Leads, Accounts, Contacts, Tenancies, Opportunities, Blocks, Buildings, Units, Tasks, Notes, Reports, Dashboards, and More. Below the navigation bar, the main content area is titled "Commercial Unit 2, 1 Springwell Sq". It displays unit details such as Building (The Condor - Commercial), Block (The Condor - Commercial), Unit Status (Tenanted), Bedrooms (Studio), Bathrooms (0), and Priority Flag (None). A red box highlights the "Related" tab, which is currently selected. Under "Related", there is a section titled "Price Book Entries (1)" containing one entry: "Standard Price Book" for "Commercial Unit 2, 1 Springwell Sq" with a rent of £20,000.00, annual periodicity, and reason "Agent advised to drop". Below this, there are sections for "Products (1)" and "Unit History (0)". On the right side of the screen, there is a sidebar with filters, activity lists for Upcoming & Overdue tasks, and a feed section.

To update the Marketing Price, open the **Standard Price Book** Price Book Entry

The screenshot shows the "Price Book Entry" form for "Commercial Unit 2, 1 Springwell Sq". The "Information" section is expanded, showing the following fields:

Product	Commercial Unit 2, 1 Springwell Sq
Price Book	Standard Price Book
Active	<input checked="" type="checkbox"/>
Rent (Default)	£10,000.00
Rent Periodicity	Annual
Reason for Rent Change	Agent advised to drop
Product Code	

A red box highlights the "Rent (Default)" field, which contains "£10,000.00".

Input the price for the unit in the **Rent (Default)** field

Ensure that **Rent Periodicity** is 'Annual' – all Commercial Price Book Entries need to 'Annual'.

The screenshot shows a software interface for managing commercial properties. At the top, there's a navigation bar with links like Home, Leads, Accounts, Contacts, Tenancies, Opportunities, Blocks, Buildings, Units, Tasks, Notes, and More. The main area displays a 'Price Book Entry' for 'Commercial Unit 2, 1 Springwell Sq'. A specific field, 'Reason for Rent Change' (with the value 'Agent advised to drop'), is highlighted with a red box. Below this, a table titled 'Price Book Entry History (6)' lists six entries showing changes to the rent and reason for rent change over time.

Date	Field	User	Original Value	New Value
19/02/2025, 15:12	Rent (Default)	Open box	£20,000	£10,000
30/01/2025, 11:36	Rent (Default)	Bradley Wallace	£12,345	£20,000
30/01/2025, 10:59	Reason for Rent Change	Open box	Agent advised to drop	Agent advised to drop
30/01/2025, 10:58	Rent (Default)	Open box	£123,456	£12,345
30/01/2025, 10:58	Reason for Rent Change	Open box		Agent advised to drop
30/01/2025, 10:58	Created.	Open box		Agent advised to drop

If there is a price change, capture the reason in **Reason for Rent Change**. Any changes made to a price book entry will be tracked and the history can be seen at the bottom of the page.

## 2.1 Creating a new Product and Price Book

When a new Commercial Unit is added to Salesforce (a new Unit would have been added to Qube which creates the Unit in Salesforce), a new **Product** and new **Price Book Entry** will need to be created.

The screenshot shows a software interface for managing units. At the top, there's a navigation bar with links like Home, Leads, Accounts, Contacts, Opportunities, Blocks, Buildings, Units, Tasks, Notes, and Report. The main area displays a 'Unit' record for 'Commercial Unit Number 1'. The 'Related' tab is selected. Under the 'Price Book Entries (0)' section, there is a 'New' button. Under the 'Products (0)' section, there is also a 'New' button.

A **Product** needs to be created before a **Price Book Entry**. Grainger's naming convention is to name the product the same as the Unit. In this case it will be "Commercial Unit Number 1". Click on the "New" button in the Products section. The below screen will then pop up.

New Product

\* = Required Information

Product Information

* Product Name	Commercial Unit Number 1	Active
Product Code		
Unit	Commercial Unit Number 1	X
Product Description		

Cancel Save & New Save

Enter the **Product Name** and mark it as **Active**. Then click save.

Search...

Grainger PLC Home Leads Accounts Contacts Opportunities Reports

Unit Commercial Unit Number 1

Building: Mariners Cottages, 1, South Shields, Tyne & Wear Block: NE Postcodes Unit Status: On the Market Available to View

Unit Details Lettings And Marketing Property Management Tenants Contact Details Key Documents Related

Price Book Entries (0) C New

**Products (1)**

Product Name	Created Date
Commercial Unit Number 1	19/02/2025, 17:29

New

Now that a **Product** exists for the unit, a **Price Book Entry** can be created.

Building  
Mariners Cottages, 1, South Shields, Tyne & W

Block  
NE Postcodes

Unit Status  
On the Market Available to View

Unit Details   Lettings And Marketing   Property Management   Tenants Contact Details   Key Documents   **Related**

**Price Book Entries (0)**

**Products (1)**

Product Name	Created Date
Commercial Unit Number 1	19/02/2025, 17:29

**Unit History (4)**

Date	Field	User	Original Value	New Value
19/02/2025, 17:26	Unit Status	Open box	Not Lettable	On the Market Available to View
19/02/2025, 17:25	Plot No.	Open box	a1GPv00000JxKvp	Commercial Unit Number 1
27/01/2025, 08:43	Created.	Open box		
27/01/2025, 08:43	Plot No.	Open box		a1GPv00000JxKvp

Click on the “New” button in the **Price Book Entries** section. The below screen will then be displayed.

**New Price Book Entry**

\* = Required Information

**Information**

* Product	Search Products...
* Price Book	Search Price Books...
Active	<input type="checkbox"/>
* Rent (Default)	<input type="text"/>
* Rent Periodicity	Monthly
Reason for Rent Change	<input type="text"/>
Product Code	<input type="text"/>
Price change reason	<input type="text"/>

**Buttons:** Cancel, Save & New, Save

The **Product** field needs to be the product that was just created for this unit. Start typing in the name of the product, and then select the correct record.

The screenshot shows a software interface titled "New Price Book Entry". On the left, there's a sidebar with a tree view labeled "Information". The main area has several input fields:

- \* Product**: A search bar containing "commercial un" with a red box around it. A dropdown menu is open, showing "Show more results for 'commercial un'" and "Commercial Unit Number 1" selected, with a red arrow pointing to it.
- \* Price Book**: A dropdown menu showing "Standard Price Book" and "New Product".
- Active**: A checked checkbox.
- \* Rent (Default)**: An empty input field.
- \* Rent Periodicity**: A dropdown menu showing "Monthly" selected.
- Reason for Rent Change**: An empty input field.
- Product Code**: An empty input field.
- Price change reason**: An empty input field.

At the bottom, there are three buttons: "Cancel", "Save & New", and a dark green "Save" button.

For the **Price Book** field, always select **Standard Price Book** and tick the box **Active**.

New Price Book Entry

\* = Required Information

**Information**

* Product	Commercial Unit Number 1
* Price Book	Standard Price Book
Active	<input checked="" type="checkbox"/>
* Rent (Default)	1
* Rent Periodicity	Monthly
Reason for Rent Change	
Product Code	
Price change reason	

Cancel Save & New Save

Now complete the **Rent (Default)** and **Rent Periodicity** and click Save.

There is now a **Product** and **Price Book Entry** created for this Unit.

Search...

Grainger PLC Home Leads Accounts Contacts Opportunities Blocks Buildings Units Tasks Notes Report

**Unit**  
**Commercial Unit Number 1**

Building Mariners Cottages, 1, South Shields, Tyne & W	Block NE Postcodes	Unit Status On the Market Available to View
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**Related**

**Price Book Entries (1)**

Price Book	Price Book Entry	Rent (Default)	Rent Periodicity	Reason for Rent Change
Standard Price Book	Commercial Unit Number 1	£12,345.00	Annual	Initial Marketing Rent

**Products (1)**

Product Name	Created Date
Commercial Unit Number 1	19/02/2025, 17:29

### 3. Receiving and Recording Offers

#### 3.1 Creating a new Account and new Contacts

The screenshot shows the software's main menu bar with various tabs like Home, Leads, Accounts, Contacts, Opportunities, etc. The 'Accounts' tab is currently selected and highlighted with a red box. Below the menu, there's a search bar and a toolbar with icons for New, Discover Companies, Import, etc. A large table below lists 'All Accounts' with columns for Account Name, Account Owner Alias, Account Record Type, Owner First Name, Owner Last Name, 18 digit Contact, and Email. The first few rows show entries like 'Account Person', 'affaergaerf test', 'agent test', 'Company Account DUP', and 'Company xyz 151'. A red box highlights the 'New' button at the top right of the account list table.

To create a new account, click on Accounts tab on the top ribbon and then click on the button “New”. The below screen will then be displayed. For the Commercial Lead to Lease Process, ‘**Company B2B**’ or ‘Person Account’ are the record types that must be selected.

This is a modal dialog titled 'New Account'. It asks 'Select a record type' and has three options: 'Company B2B' (selected), 'Agent', and 'Person Account'. At the bottom are 'Cancel' and 'Next' buttons. The background shows a partial view of the previous 'Accounts' screen.

Click Next and then input the relevant Account Details. This includes:

- Account Name
- Company Number
- Company Email
- Phone Number

Then click Save.

To create any **Contacts**, i.e. people that are related to this company which could be owners, tenants, points of contact etc, navigate to the Related Tab on the Account and then click “New” in the Contacts section.

The screenshot shows the Grainger PLC software interface. At the top, there's a navigation bar with links like Home, Leads, Accounts, Contacts, Opportunities, Blocks, Buildings, Units, Tasks, Reports, and Dashboards. Below the navigation bar, the account details for 'User Guide Ltd' are displayed, including fields for Type, Phone, Website, Account Owner (Stewart Blackford), Company Number (987654), and Industry. The 'Related' tab is selected, showing a list of contacts associated with the account. A red box highlights the 'New' button at the bottom right of this list.

The below screen will then display and the details of the person can be entered.

The screenshot shows the 'New Contact: Agent' form. It has three main sections: 'Contact Information', 'Contact Information', and 'Address Information'. The 'Name' section is highlighted in yellow. In the 'Contact Information' section, there are fields for Name (Salutation: Honourable, First Name: Open, Last Name: Box), Title, Birthdate, and a note about an 18-digit contact number. In the 'Contact Information' section, there are fields for Phone (07123456799) and Email (openbox@userguide.com). In the 'Address Information' section, there are fields for Current Address (Current Street) and Future Address (Future Street). At the bottom, there are buttons for Current City, Current, Cancel, Save & New, Save, and Future State/Province.

Clicking Save will then create this **Contact** and their details will be shown on the Account under the Contacts section on the related tab.

### 3.2 Create a Commercial Opportunity

To create a new Commercial Opportunity, always use the button on the company or person account. This ensures that the relevant Contact to represent the Account is created and can be passed to Qube later on in the process.

After clicking the “New Commercial Opportunity” button, the below screen will be displayed. Enter here the details of the Agents, both Local and National, as well as any Contacts from those agencies.

New Commercial Opportunity

\* Opportunity Name  
User Guide Ltd

\* Account Name  
User Guide Ltd

\* Agreement Type  
--None--

\* Move In Date

Save

Select the correct **Agreement Type** from the picklist; either Commercial Lease or Commercial Licence.

\* Account Name  
User Guide Ltd

\* Agreement Type

--None--

**Commercial Lease**

Commercial License

AST

AST (Affordable)

Non-Housing (Company)

Live Work

Parking Licence

Shed Licence

Occupation Licence

Occupation Contract

Finally, enter the **Move In Date**. This can be an estimate as it is not always known right away when the tenant will take possession of the unit.

New Commercial Opportunity

\* Opportunity Name: User Guide Ltd

\* Account Name: User Guide Ltd

Local Agent: Test Agent

\* Agreement Type: Commercial Lease

Local Agent Contact: John Brown

Use Type: Map Shop

National Agent: Company xyz 151

\* Move In Date: Mar 12, 2025

National Agent Contact: James Bond

**Save**

After clicking Save, a new opportunity will be created which will be visible from the Related Tab on the Account.

Account  
**User Guide Ltd**

Type Phone Website Account Owner Stewart Blackford

Company Number 987654 Industry

**Related**

**Contacts (2)**

- Open Box
- . User Guide Ltd

**Opportunities (1)**

User Guide Ltd	Stage: Offer Negotiation
Amount:	(not specified)
Close Date:	3/19/2025

Note that a Contact has also been created called ". User Guide Ltd".

Below is the newly created Opportunity. Along the top there is some key details, followed by a visual representation of the Commercial Leasing Journey, and then the remaining details.

The screenshot shows the 'Opportunity' screen for 'User Guide Ltd'. The 'Details' tab is selected, displaying basic information like Account Name, Move-In Date, Agreed Terms, Unit, and Rent. Below this, there are sections for 'Related Parties' and 'Primary Offer Information'. On the right side, there's an 'Activity' panel with a 'Upcoming & Overdue' section. At the top right of the main content area, there's a row of buttons: 'Create Commercial Offer', 'Submit for Approval', 'Log a Call', 'New Task', and 'New Event'. The 'Create Commercial Offer' button is highlighted.

### 3.3 Create a Commercial Offer

To create a commercial offer, click on the **Create Commercial Offer** button. This will then open up a window to select a building.

The screenshot shows a modal window titled 'Create Commercial Offer'. At the top, it says 'Select Building'. A search bar contains the text 'clipp'. Below the search bar is a list of building options, each with a small icon and a name: 'Clippers Commercial, Waterman Wk, Salford M50', 'Clippers - Ariel Apartments', 'Clippers - Ambassador Apartments', 'Clippers Amenity, Waterman Walk, M50 3AF', and 'Clippers - Car Parking'. The first option is highlighted with a blue border.

Selecting a building will then show units in that building that are 'Commercial Unit' record types. Selecting only one from the list will make that the 'Primary Unit'. Selecting more than one will mean that one of those will need to be selected to be the 'Primary Unit'.

The primary unit will be the unit that has all associated charges/payments etc. against it in Qube. Any other units will have 'ghost opportunities' so that the units are updated in Qube to be shown as let.

**Create Commercial Offer**

Select Building  
Clippers Commercial, Waterman Wk, Salford M50

**Select Units (6 • 4 selected)**

Unit Name	Rent (Default)	Unit Status	Unit Available Date	MRI Unit Status
Clippers - Unit 1 Waterman Walk	£10,000.00	Tenanted		
Clippers - Unit 4-5 Waterman Walk	£11,000.00	Tenanted		
Clippers - Unit 1 Zerega Way M50	£12,000.00	For Let	Jan 31, 2025	
Clippers - Unit 2 Waterman Walk (GPLC Office)	£0.00	Tenanted		
Clippers - Unit 2 Zerega Way M50	£13,000.00	Tenanted		
Clippers - Unit 3 Waterman Walk (GPLC Office)	£0.00	Tenanted		

Next

**Create Commercial Offer**

**Select Primary Unit**  
4 of 4 items • 1 item selected

Unit Name

- Clippers - Unit 1 Waterman Walk
- Clippers - Unit 4-5 Waterman Walk
- Clippers - Unit 1 Zerega Way M50
- Clippers - Unit 2 Zerega Way M50

Previous Create Offer

Click on Create Offer to create the offer. The page will refresh and now the Offer record will be displayed.

The screenshot shows a software application window for 'Grainger PLC'. At the top, there's a navigation bar with links like Home, Leads, Accounts, Contacts, Opportunities, Blocks, Buildings, Units, Tasks, and More. A search bar is at the top right. Below the navigation, a header bar displays 'Offer' and the date '02/19/2025'. On the left, there's a sidebar with 'Offer Details' and 'Related' tabs. The main content area shows various fields for an offer, such as Offer Name (02/19/2025), Status (In Negotiation), Primary Offer (checkbox checked), Account Name (User Guide Ltd), Unit (Clippers - Unit 1 Waterman Walk), Available Date (calculated upon save), Rent (£46,000.00), Opportunity Name (User Guide Ltd), Agreement Type (Commercial Lease), Term (10 Years), Payment Periodicity (Legal Quarters in Advance), Security Deposit Override (£15,000.00), and Deposit to be Paid Back (£10,000.00). Buttons for Edit and Copy Offer are at the top right.

On this page, all the relevant details are to be included for the offer that was received. Details from this offer will be shown on the related opportunity.

#### Offer Details:

This screenshot shows the 'Offer Details' page with various fields and dropdown menus. The fields include Offer Name (02/19/2025), Status (In Negotiation), Primary Offer (checkbox checked), Account Name (User Guide Ltd), Unit (Clippers - Unit 1 Waterman Walk), Available Date (This field is calculated upon save), Rent (£46,000.00, This field is calculated upon save), Opportunity Name (User Guide Ltd), Agreement Type (Commercial Lease), Term (10 Years), Payment Periodicity (Legal Quarters in Advance, Chosen as Monthly in Advance), Security Deposit Override (£15,000.00), and Deposit to be Paid Back (£10,000.00). Buttons for Edit, Delete, and Copy Offer are at the top right.

- Select the *Term*. This will then allow the user to add break clause information later
- Choose the *Payment Periodicity*
- Add in Deposit information
  - o *Security Deposit Override* – Input the amount for the deposit.

## Tenant incentives:

**Tenant Incentives**

Rent Free Months	12	Capital Contributions	£10,000.00
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- Specify the number of *Rent Free Months* and the value of any *Capital Contributions*.

## Break Clause Information:

**Break Clause Information**

\* Break Clause !

No break

--None--

No break

Tenant Break

Landlord Break

Mutual Break

Rolling Break

- Choose the type of *Break Clause*. If 'No Break' is selected, the following fields will not show on the page. Any other selection will make them visible.

**Break Clause Information**

\* Break Clause !

Tenant Break	First Break Clause Date 12/03/2027
View all dependencies	Months to First Break 24
Break Clause Notice (Months) 6	

- Specify the *Months To The First Break*.
  - o This will then calculate the *First Break Clause Date* based on the *Move In Date*. If the move in date changes on the Opportunity, or the Months to First Break is changed, the date will be updated here.
- *Break Clause Notice Months*: Specify the notice each party needs to serve to exercise the break.

After the initial offer has been created, the offer should be immediately copied. This is to ensure that the initial offer submitted is captured and any subsequent changes can be worked on this newly created one. This will also ensure that the Offer is marked as 'Primary'

## 3.4 Update Offered Price

It is unlikely that an offer will always come in at the asking price. To change the price of the offer, the **Offer Line Item** needs to be updated. For an offer that has only one unit, there will be only one line item. If there are multiple units in the offer, there will be multiple line items.

Product	Rent (Offered)	Quantity	Subtotal
Clippers - Unit 1 Waterman Walk	£10,000.00	1.00	£10,000.00
Clippers - Unit 4-5 Waterman Walk	£11,000.00	1.00	£11,000.00
Clippers - Unit 1 Zerega Way M50	£12,000.00	1.00	£12,000.00
Clippers - Unit 2 Zerega Way M50	£13,000.00	1.00	£13,000.00

The Rent (Offered) price defaults to the Marketing Price. To edit the offer price, click on the button 'Edit Products'.

This opens up a page where all the offer prices can be changed. The Rent (Default) field is the Price Book Entry price, ie. the Marketing or Quote price for the unit. Changing the Rent (Offered) field will update the offer to the rent that the potential tenant has actually offered.

*Product	Rent (Default)	*Rent (Offered)	*Quantity	Discount (Percentage)
1 Clippers - Unit 1 Waterman ...	£10,000.00	£10,000.00	1.00	
2 Clippers - Unit 4-5 Waterman W...	£11,000.00	£11,000.00	1.00	
3 Clippers - Unit 1 Zerega Way M50	£12,000.00	£12,000.00	1.00	
4 Clippers - Unit 2 Zerega Way M50	£13,000.00	£13,000.00	1.00	

The **Quantity** field should never change – it should always remain as '1.00'.

## Edit All Offer Line Item

	*Product	Rent (Default)	*Rent (Offered)	*Quantity	Discount (Percentage)	
1	Clippers - Unit 1 Waterman Walk	£10,000.00	10000	1.00		<input type="button" value="▼"/>
2	Clippers - Unit 4-5 Waterman W...	£11,000.00	10000	1.00		<input type="button" value="▼"/>
3	Clippers - Unit 1 Zerega Way M50	£12,000.00	10000	1.00		<input type="button" value="▼"/>
4	Clippers - Unit 2 Zerega Way M50	£13,000.00	10000	1.00		<input type="button" value="▼"/>

Clicking Save will update the prices. This change, along with changes to other key offer information, is tracked on the **Offer History** too. The Offer History is found on the Related Tab on the Offer.

Offer History (6+)				
Date	Field	User	Original Value	New Value
2/19/2025, 5:20 PM	Rent	Stewart Blackford	£46,000	£40,000
2/19/2025, 4:57 PM	Break Clause	Open box	No Break	Tenant Break
2/19/2025, 4:57 PM	Term	Open box		10 Years
2/19/2025, 4:57 PM	Rent Free Months	Open box		12
2/19/2025, 4:57 PM	Capital Contributions	Open box		£10,000
2/19/2025, 4:57 PM	Break Clause Notice (Months)	Open box		6

[View All](#)

## 3.5 Copying an Offer

Throughout the negotiation process, if there are terms that are changing from the original offer, it is important to capture each new offer with the updated details. This can be done easily by copying a previous offer.

In order to copy a previous offer, it firstly needs to not be marked as the Primary Offer. Uncheck this field if needed, mark the Status as 'Rejected', and then save the record. Then, by clicking the **Copy Offer** button.

Offer  
02/19/2025

Status In Negotiation	Rent £40,000.00	Opportunity Name User Guide Ltd	Account Name User Guide Ltd	<input type="button" value="Edit"/>	<input style="border: 2px solid red; padding: 2px; margin-left: 10px;" type="button" value="Copy Offer"/>
--------------------------	--------------------	------------------------------------	--------------------------------	-------------------------------------	---

**Details**      [Related](#)

**Offer Details**

Offer Name	02/19/2025	<input type="button" value=""/>	Opportunity Name	User Guide Ltd	<input type="button" value=""/>
Status	In Negotiation	<input type="button" value=""/>	Agreement Type	Commercial Lease	<input type="button" value=""/>
Primary Offer	<input checked="" type="checkbox"/>	<input type="button" value=""/>	Term	10 Years	<input type="button" value=""/>
Account Name	User Guide Ltd	<input type="button" value=""/>	Payment Periodicity	Monthly in Advance	<input type="button" value=""/>
Unit	Clippers - Unit 1 Waterman Walk	<input type="button" value=""/>	Security Deposit Override	£15,000.00	<input type="button" value=""/>
Available Date	1	<input type="button" value=""/>	Deposit to be Paid Back	£10,000.00	<input type="button" value=""/>
Rent	£40,000.00	<input type="button" value=""/>			

By clicking the Copy Offer button, a new offer will be created and marked as the Primary Offer. This new offer will be identical as the one before, so any changes can be made and there will be a full history of the negotiations. To make price changes follow [3.4 Update Offered Price](#), or make any other changes directly on the offer.

**Offer 02/19/2025**

Status In Negotiation	Rent £40,000.00	Opportunity Name User Guide Ltd	Account Name User Guide Ltd
--------------------------	--------------------	------------------------------------	--------------------------------

**Details** Related

Offer Details

Offer Name	02/19/2025	Opportunity Name	User Guide Ltd
Status	In Negotiation	Agreement Type	Commercial Lease
Primary Offer	<input checked="" type="checkbox"/>	Term	20 Years
Account Name	User Guide Ltd	Payment Periodicity	Monthly in Advance
Unit	Clippers - Unit 1 Waterman Walk	Security Deposit Override	£25,000.00
Available Date	1	Deposit to be Paid Back	£10,000.00
Rent	£40,000.00		

Tenant Incentives

Rent Free Months	12	Capital Contributions	£10,000.00
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Break Clause Information

Break Clause	Mutual Break	First Break Clause Date	3/12/2030
Break Clause Notice (Months)	6	Months to First Break	60

On the opportunity, all of the previous offers are also shown with some key information displayed to see the changes throughout the negotiation process.

Opportunity  
**User Guide Ltd**

Create Commercial Offer	Submit for Approval	Log a Call	New Task	New Event
Account Name User Guide Ltd	Move-In Date 3/12/2025	Agreed Terms 20 Years	Unit Clippers - Unit 1 Waterman Walk	Rent £40,000.00

Offer Negotia... AM Approval IC Approval Heads of Terms Legals AFL Lease Comple... Audit Fit Out Closed ✓ Mark Stage as Complete

Offers (2)

2 items • Updated 2 minutes ago

Offer Number	Offer Name	Status	Primary Of...	Rent	Term	Rent Free ...	Capital Contributions	Break Clause
1 00087469	02/19/2025	In Negotiation	<input type="checkbox"/>	£40,000.00	10 Years	12	£10,000.00	Tenant Break
2 00087470	02/19/2025	In Negotiation	<input checked="" type="checkbox"/>	£40,000.00	20 Years	12	£10,000.00	Mutual Break

[View All](#)

#### 4. Asset Management and Investment Committee Approval

##### 4.1 Asset Management Approval Process

Once an offer has been agreed to by the Commercial Lettings Team after the negotiations with the agent and/or tenant, the Asset Manager needs to approve. Clicking the **Submit for Approval** button will open a window where comments can be added for the Asset Manager.

The screenshot shows a software interface for managing commercial leases. At the top, there is a navigation bar with buttons for 'Create Commercial Offer', 'Submit for Approval' (which is highlighted with a red box), 'Create Renewal', 'Log a Call', 'New Task', 'New Event', and a dropdown menu. Below the navigation bar, a progress bar indicates the status of the lease: 'Lease Completion', 'Audit', 'Fit Out', and 'Closed'. A button labeled 'Mark Stage as Complete' is also present. The main content area displays lease details: 'Term' (20 Years, 10 Years), 'Rent Free ...' (12, 12), 'Capital Contributions' (£10,000.00, £10,000.00), and 'Break Clause' (Mutual Break, Tenant Break). A 'Comments' section contains the text: 'Please can you look through this offer?'. At the bottom, there are 'Cancel' and 'Submit' buttons.

After clicking Submit, the opportunity will be locked from further editing, will be moved to the AM Approval stage, and there will be a visible Approval History on the Related Tab

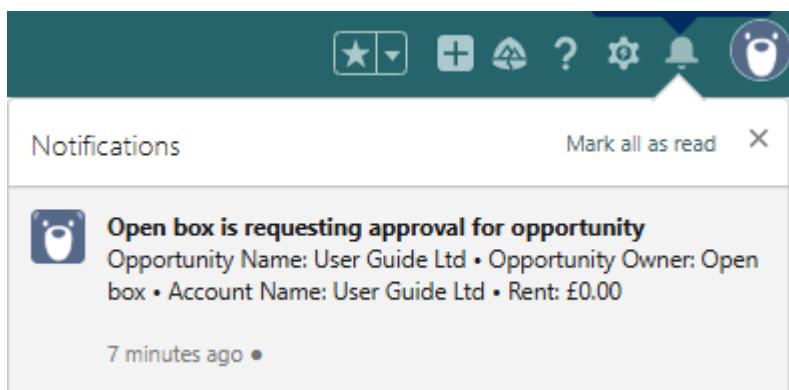
The screenshot shows the Qube Opportunity page for 'User Guide Ltd'. At the top, it displays basic details: Account Name (User Guide Ltd), Move-In Date (28/02/2025), Agreed Terms (20 Years), Unit (Clippers - Unit 1 Waterman Walk), and Rent (£0.00). Below this, a horizontal navigation bar shows steps: ✓ (orange), AM Approval (highlighted with a red box), IC Approval, Heads of Terms, Legals, AFL, Lease Completion, and Audit. Under 'AM Approval', there is a sub-section titled 'Offers (1)' with one item listed: Offer Number (00087493), Offer Name (02/19/2025), Status (In Negotiation), Primary..., Rent (£0.00), Term (20 Years), and Rent Free Months (12). A 'View All' link is also present. At the bottom, tabs include Details, Files, Stepped Rent, and **Related**. The 'Related' tab is selected, showing 'Approval History (2)' with two entries: 'AM Commercial Lease Approval' (Status Pending, Assigned To Vicki Turnbull) and 'Approval Request Submitted' (Status Submitted, Open box). A 'View All' link is at the bottom of this section.

The Approval will be sent to the User that is listed as the Asset Manager on the Unit. If this field is empty, an approval will not be able to be raised. This field is one that is mastered in Qube, so any changes of Asset Managers should be completed there.

The screenshot shows the Qube Unit page for 'Clippers - Unit 1 Waterman Walk'. At the top, it lists the Building (Clippers Commercial, Waterman Wk, Salford M50) and Block (Clippers - Commercial). Below this, tabs include Unit Details, Lettings And Marketing, **Property Management** (highlighted with a red box), Tenants Contact Details, and More. The 'Property Management' tab shows management details: Unit Manager (Tom Crosthwaite), Asset Manager (Vicki Turnbull, highlighted with a red box), Property Manager (Lucy Staniland), General Manager (Stewart Blackford), Block Manager (Tom Crosthwaite), Landlord Name (Grainger Land and Regeneration Ltd), Lettings Manager (Lacey Malin), Tenancy Progressor, Renewals Negotiator, and Managing Agent Name (Grainger Residential Management Ltd).

The Asset Manager will receive both an email and a Salesforce Notification to prompt them to view the Approval Request.

The screenshot shows the Qube navigation bar. It includes icons for star, plus, question mark, gear, and a bell with a red box around it, indicating a notification. Below the icons are dropdown menus for Units, Tasks, Notes, Reports, and More, along with a pencil icon.



When the Asset Manager goes into the Approval Request, there will be some basic details shown. The Asset Manager can click on the hyperlinked Opportunity Name to open the Opportunity and view all the details before either Approving or Rejecting or Reassign the Approval Request.

If the Approval Request is rejected, a comment must be entered.

After the Rejection, the comment will be shown on the Approval Request. It will show that it has been rejected on both the Approval Request and on the Opportunity's Approval History.

The screenshot shows the 'Opportunity Approval' step in the 'Process Instance Step' section. The status is 'Rejected'. The 'Details' tab is selected, showing approval details like Opportunity Name (User Guide Ltd), Account Name (User Guide Ltd), and Agreed Terms (20 Years). The 'Approver Comments' section shows a comment from Vicki Turnbull: 'There is no rent on this, we cannot be giving the unit away for free!' dated 26 Feb 2025, 13:39:22.

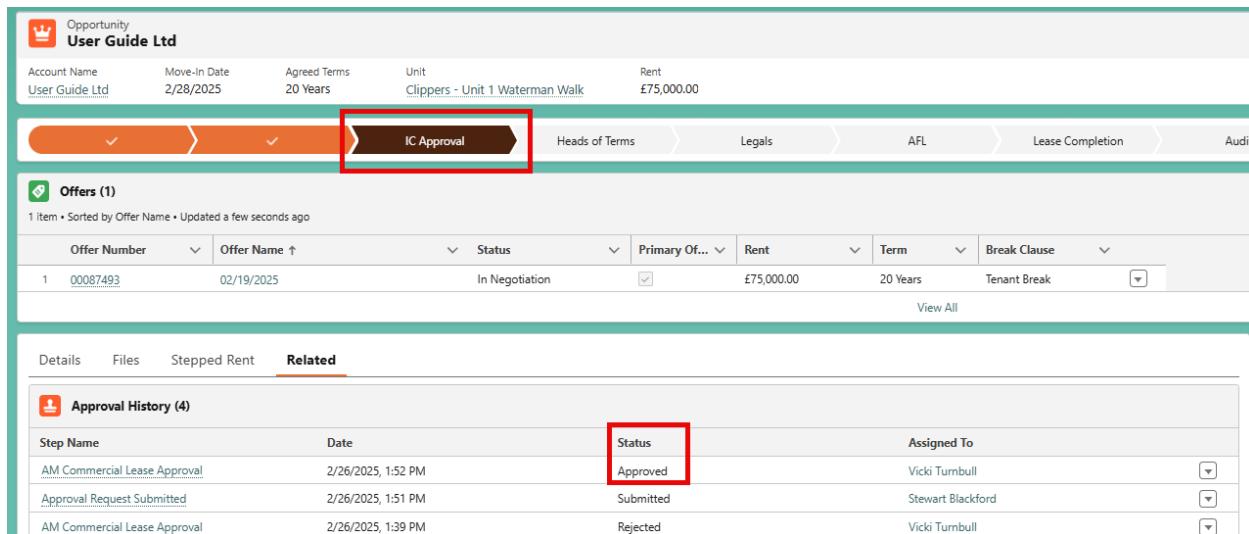
The Stage also moves back to *In Negotiation*, so that the Commercial Leasing Team can either make a new offer or close the opportunity if there is no further chance of improvements.

The screenshot shows the 'User Guide Ltd' opportunity page. The 'Offer Negotiation' stage is highlighted with a red box. Below it, the 'Offers (1)' section lists one offer: Offer Number 00087493, Offer Name 02/19/2025, Status In Negotiation, Rent £0.00, Term 20 Years, and Break Clause Tenant Break. The 'Related' tab is selected, showing the 'Approval History (2)' section. The history includes two entries: 'AM Commercial Lease Approval' (Status Rejected, Assigned To Vicki Turnbull) and 'Approval Request Submitted' (Status Submitted, Assigned To Open box).

To submit again, follow the same process – all the different Approvals will be listed on the Related Tab for a full history. This time the Asset Manager wants to approve the Request. Again a comment should be added so there is a history.

The screenshot shows the 'Opportunity Approval' step in the 'Process Instance Step' section. The status is 'Approved'. The 'Details' tab is selected, showing approval details like Opportunity Name (User Guide Ltd), Account Name (User Guide Ltd), and Agreed Terms (20 Years). The 'Approver Comments' section shows a comment from Vicki Turnbull: 'Much better, happy with this!' dated 26 Feb 2025, 13:52:44.

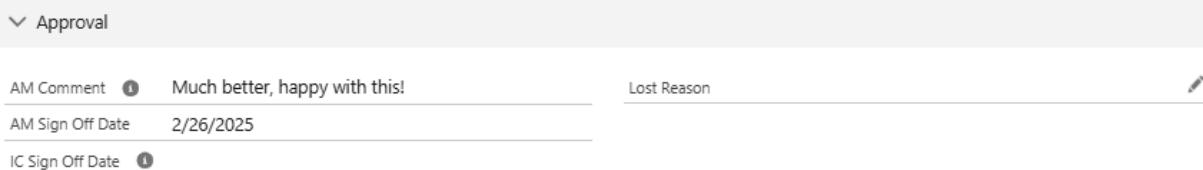
Again the related list on the Opportunity will reflect this approval and the stage will move on to **IC Approval** stage automatically.



The screenshot shows the Opportunity details for 'User Guide Ltd'. The 'IC Approval' stage is highlighted with a red box. Below it, the 'Offers (1)' section shows one offer: Offer Number 00087493, Offer Name 02/19/2025, Status In Negotiation, Rent £75,000.00, Term 20 Years, Break Clause Tenant Break. The 'Related' tab is selected, showing the 'Approval History (4)' table:

Step Name	Date	Status	Assigned To
AM Commercial Lease Approval	2/26/2025, 1:52 PM	Approved	Vicki Turnbull
Approval Request Submitted	2/26/2025, 1:51 PM	Submitted	Stewart Blackford
AM Commercial Lease Approval	2/26/2025, 1:39 PM	Rejected	Vicki Turnbull

Further to this, the date as well as the AM comments are saved to the opportunity under the Approval Section. Once the IC Approval has been obtained, and the stage marked as complete, the IC Sign Off Date will also be stamped with the completion date.



The Approval section contains the following fields:

- AM Comment: Much better, happy with this!
- AM Sign Off Date: 2/26/2025
- IC Sign Off Date: (empty)

## 5. Progressing or Closing the Commercial Opportunity

After the IC has approved the offer, the opportunity can now be progressed throughout the rest of the commercial leasing journey.

### 5.1 Capturing Comments & Delays

Progressing through the process, further information can be captured directly on the opportunity. This could include notes for delays and comments

Activity    **New Comment**    Chatter

\* Type  
--None--

\* Comments

\* Date  
26 Feb 2025

**Save**

Activity    **New Comment**    Chatter

\* Type  
--None--

--None--

- General Comment
- Landlord Lawyer Delay
- Renegotiation
- Technical Delay
- Tenant Delay
- Tenant Lawyer Delay

**Save**

Activity    **New Comment**    Chatter

\* Type  
General Comment

\* Comments  
This is a general comment that I am putting in

\* Date  
26 Feb 2025

**Save**

Clicking Save will add this to the Activity Timeline and show all comments/updates that have occurred on the Opportunity.

The screenshot shows the Salesforce Activity timeline for a specific opportunity. At the top, there are tabs for 'Activity' (which is highlighted in orange), 'New Comment', and 'Chatter'. Below the tabs are filters set to 'All time • All activities • All types' and buttons for 'Refresh', 'Expand All', and 'View All'. A section titled 'Upcoming & Overdue' indicates 'No activities to show.' Below this, a specific activity for 'February • 2025' is listed under 'General Comment'. It shows a task was had and a general comment was put in. The timeline ends with a message: 'No more past activities to load.'

## 5.2 Closing a Rejected Opportunity

If the Asset Manager or the IC reject the offer, and it cannot be improved, or Grainger do not want to continue, the Opportunity can be closed. To close an Opportunity, select the **Closed** stage on the path and click Select Closed Stage.

This screenshot shows the stage selection interface for closing an opportunity. At the top, there are buttons for 'Create Commercial Offer', 'Log a Call', 'New Task', and 'New Event'. Below these are two horizontal bars representing the opportunity's history and future stages. The past stages include 'Fit Out' and 'Closed' (which is highlighted with a red box). The future stages include 'Select Closed Stage'. At the bottom right are settings and cancel/clear icons.

This will open a window where more details can be captured. Make sure to change the Stage to Close Lost, and provide both a Lost Reason and indicate the team that rejected the offer in Sub Stage.

Edit Dependencies

\* Stage  
Closed Lost

Lost Reason  
--None--

Sub Stage  
--None--

Agreement type      Commercial Lease

Cancel      Done

Edit Dependencies

\* Stage  
Closed Lost

Lost Reason  
--None--  
✓ --None--  
Unsuitable Usage  
Required Additional Cap Con

Agreement type      Commercial Lease

Cancel      Done

Edit Dependencies

\* Stage  
Closed Lost

Lost Reason  
--None--

Sub Stage  
--None--  
✓ --None--  
Rejected by Leasing  
Rejected by AM  
Rejected by IC

Cancel      Done

## 6. Initial Integration to Qube

The Commercial Opportunity will be integrated to Qube initially when the **Deposit Paid / Create Future Tenancy** checkbox is marked as true. When this is ticked, any Shadow Opportunities will be created for the additional units in the offer, dummy tenants will be created in Qube.

Once the checkbox is marked as true, it is not possible to uncheck it, as the details have already passed to Qube. As for the Shadow Opportunities, users will not see these anywhere and are only used in the background to ensure that all units in Qube are updated as required.

The screenshot shows a software application window with a header 'Legals'. Below the header, there are several input fields and a checkbox. The checkbox is labeled 'Deposit Paid / Create Future Tenancy' and has a checked status. This checkbox is highlighted with a red rectangular border. To the left of the checkbox, there is a small circular icon with a question mark inside. The other input fields in the row include 'Tenancy Signing Date' and 'Grainger' under 'Tenancy Signing Date' and 'Tenant(s)' under 'Tenancy Signing Date'. There are also other fields like 'Legals Instructed Date', 'Draft Lease Received', 'Estimated Completion Date', and 'Completed Lease Received' with edit icons to their right.