

1. How we have to break the stages, like according to milestones or after completing how much work, you want payment release.
  - a. On the Global Parameter level, you would only be allowing me to define/set up the different statuses that I want to use and whether or not they require approval. The majority of the time, the changing of the status will be manual by us. There are only a few instances that we want the system to change or identify billed and payed. The final step b4 any unit can be billed or payed is the approval by the property manager which requires a place for sign off / initials / or something like that. Once that particular step is completed, whether repair, carpet, paint or clean, the unit needs to be identified somehow as ready to bill. Maybe change the color? Maybe change the status? I am open to suggestions on what would be easier? Same thing goes for the paying; we need to identify those somehow? Maybe it could be a flag that I set after reviewing the reports where I can say change all 'completed' steps to billed or payed. Completed meaning it has been signed off my property manager. And then maybe a global step to lock them?
2. As you have mentioned we have to decline the task ourself, if there is no response from sub contractor, can you please tell us for how much time we have to wait for the response from subcontractor.
  - a. Is there a way to give me a parameter to tell you how much time? That way I can play with it differently at different locations? If the program has to be pre-defined, lets go with 15 minutes.
3. As you have mentioned that there will be only four users, but you have mentioned in document eight users Apartment manager, Maintance manager, Property manager, General contractor, office user, sub contractor, Admin, Gc manager. Can you please make me clear if there are two roles played by same user
  - a. Apartment Manager / Maintenance Manager & Property Manager are all the same.
  - b. General Contractor would be like my company information or my client's information and that is the same as the GC Manager.
  - c. Still only need 4 user groups:
    - i. Admin / Office / Apartment / Sub-Contractor
4. One thing I want to make sure is clear. The Set up Pricing / Paying Categories at the Global Level will just allow me to set up the different items that can be billed or payed. The actual value of those prices will be controlled at the property level. As mentioned in previous document, would like to have an override at the unit level. If possible, would also like an override at the sub-contractor level.
  - a. Example, all painters may get paid 70.00 a common area but I have one contractor who I am trying to retain that is demanding 75.00 a common, I need a way to have an override rate. All of this information would come into play when generating the reports for me.