**ProManage**

**USER SPECIFICATION REQUIREMENTS**

**Rev 1.0**

Team TBD

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# 1.0 Introduction

## 1.1 Purpose

ProManage is a web portal for property managers, owners, and tenants for viewing and fostering the day to day workings that are involved in owning and managing rental properties. This application seeks to greatly reduce the amount of time property managers and maintenance workers need to spend filling out and worrying about paperwork. This will also reduce the need for micromanaging and having many face to face interactions with tenants. It seeks to make the tenants an active part of the rental process to make them feel as if they are the only customer that this company has.

## 1.2 Scope

The system is designed to allow both tenants and managers fill out and view maintenance work order requests. It also allows the user to view any number of properties that the company offers. The managers can view who has paid their rent and what tenants live in which units. They also can tell how long the tenants have occupied a unit and will get notifications to fill vacant spots. The app will also send out notifications to tenants to alert them that they have an upcoming rent payment.

## 1.3 Document Overview

The purpose of this document is to serve as a guideline for the development of ProManage. It will play a key role in validation of the developed software as well.

# 2.0 General Software Requirements

URS2.1: The user should be able to run the application in the supported browsers identified by the developers.

URS2.2: The application should be consistent across different platforms and browsers.

URS2.3: Help documents should be accessible for the user regarding System and how to manage it.

# 3.0 User Role Requirements

USR3.1: This System should have at least two user roles that any user could have.

Users can be a part of one or the other, but not both.

USR3.2: There is one “super user” with elevated privileges and one common user.

USR3.3: The Super User can create common users and other Super Users. Common users cannot.

USR3.4: Super users have a view of every part of the system where Common users can only view a part.

# 4.0 Work Order Requirements

URS4.1: Any user of the system can create a work order. Once it is created it will be saved to a database for later retrieval.

USR4.2: Users can view in-progress work orders relative to the view they have. Super Users can see all and common users can only see ones that they have submitted.

USR4.3: Work orders can have one of three statuses: submitted, in-progress, or complete.

USR4.3.1: Once a Work Order is created by anyone, its status is set to submitted and can then be taken on as work.

USR4.3.2: Once a manager has taken on a Work order task it is up to them to set the task as in-progress.

USR4.3.3: Once the work is complete the manager must then set the work order to a complete status.

USR4.4: Managers can modify an open Work order to add additional information or to update its status.

# 5.0 Rental Property Management Requirements

URS5.1: Super Users have the ability to manage rental properties in the system, including the following functionality:

URS5.1.1: The addition/removal of rental properties

URS5.1.2: The modification of information pertaining to a rental property

URS5.1.3: The ability to view any tenant and lease information that has been attached to the property.

URS5.1.4: The ability to attach/detach (remove) a tenant and lease to/from a property

URS5.1.5: The management of utility information attached to the property

URS5.1.6: The management of relevant parking information

URS5.1.7: The ability to access Payments/Billing information relevant to a property.

URS5.2: There will be the ability to subdivide a property into unique identifiable units for the purpose of distinguishing individual apartments and assigning leases

# 6.0 Contact Management Requirements

URS6.1: Super Users will have the ability to add / remove contacts and contact information from the system.

URS6.2: Contacts will have the ability to be assigned groups.

URS6.3: Super Users will have the ability to create email templates.

URS6.3.1: Email templates will have the ability to be filled in using contact info and be sent to specific contact groups.

URS6.4: Contacts have the ability to be marked as tenants and then attached to a property or unit.

# 7.0 Desirable Requirements

URS7.1: The web portal will be expanded into a mobile (Android) application.

URS7.2: The application will send out text message notifications of rent due dates and amount to tenants.

URS7.3: Super Users will have the ability to adjust user roles (changing from Super User to Common user, and vice versa).

URS7.4: A flexible permissions system should exist to quickly change the permissions of different user types.

URS7.5: There will be an E-signature system for signing documents.

URS7.6: There will exist a document archive for rental agreements and other related documents.

URS7.7: Property managers will have the ability to view and update floor plans, and tenants will have the ability to view them.

URS7.8: Several categories of historical data and reporting functions will be added, including the ability to view the following information:

URS7.8.1: Rent data

URS7.8.2: Lease information

URS7.8.3: Utility charges (if applicable)

URS7.8.4: Property work history

URS7.8.5: Tenant income and other information

URS7.8.6: Accounting and asset information

URS7.8.7: Work orders

URS7.8.8: Vacancies.

URS7.9: The application will handle submitting credit checks to credit agencies and retaining them in a viewable format.

URS7.10: The application will allow for online applications to be filled out and processed for rental properties.

# 8.0 Optional Requirements

URS8.1: The application must have the ability to save, export, import, and load data.

URS8.2: The application must have a continuous, modular deployment system for developing and releasing new features and maintaining existing features.

URS8.3: The application must have the ability to backup and replicate data.

URS8.4: The web portal and database should handle up to 100 concurrent user sessions.

# 9.0 Future Requirements

URS9.1: Tenants should have the ability to pay their bills using the application.

URS9.2: The application should be able to generate lease documents that include the rental jurisdiction’s appropriate local and state legal requirements.

URS9.3: Users should be able to take a virtual tour of properties.

URS9.4: The application should generate 3D floor plans based off of 2D floor plan inputs.

URS9.5: Property managers and owners should be able to manage advertising their properties through various media outlets.

URS9.6: There should be web links to utility websites and the application should integrate with utility company payment and billing systems.

URS9.7: PayPal integration should be implemented.

URS9.8: The application should integrate with existing and new external property management systems.

# 10.0 Revision History

This table should be updated per document revision.

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| --- | --- | --- |
| **Date** | **Revision** | **Description** |
|  | 1.0 | Initial Document |
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# 11.0 Document Approval

This document shall act as a binding contract to complete a product fulfilling the list ofrequirements sealed by the signatures below.

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| **Name** | **Signature** | **Date** |
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