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WOODBURY CORPORATION

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A guide to help you get better acquainted

Last updated: August 24, 2015

Keep in a secure place.

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Section One: The Woodbury Organization

Woodbury Corporation Overview

The function of Woodbury Corporation is to perform professional real estate-related services such as brokerage (leasing/sales), management, development and architectural design for various real estate clients. Some of the clients may involve entities owned all, or in part, by Woodbury family members. Other clients may not have any Woodbury ownership, and Woodbury Corporation may not itself own the properties, but acts as a service organization rather than an investment company. Woodbury Corporation's income comes from fees, not from rents. Woodbury Corporation charges leasing fees, development fees, legal fees, architectural fees and financing fees to the entities for which it performs such work. Woodbury Corporation also collects management fees from the entities for which it performs property management and accounting services.

The Company is divided into several major departments. Since department functions are inter-related and dependent on each other for smooth and professional functioning, it is necessary that some departmental functions overlap. The services that Woodbury Corporation performs for a given client will usually cycle through several departments over a period of years.

When a new project begins, a new entity is formed either as a Limited Liability Company (L.C.), Limited Partnership (L.P.), General Partnership (G.P.) or Corporation (Corp.). Each entity is assigned an entity name and number for bookkeeping purposes. Most of the entities are formed to invest in existing constructed properties or to develop new projects. The Development and Legal Departments are involved in the formation of each new entity. The entity list, consisting of the name and assigned number, is the list of all the clients which Woodbury Corporation services. Each entity has different owners and a different set of books, so as charges for long distance phone calls, photo copies, postage, engineering or planning are incurred, it is important that the proper entity be billed for those charges.

Most projects begin with the acquisition of land. Sometimes a landowner has land that they would like to have developed and that landowner solicits Woodbury. Other times, Woodbury envisions a new use for a property and solicits the landowner to purchase the land that Woodbury wants to develop. If the landowner is interested in retaining ownership of the land as it is developed, Woodbury may permit the land owner to contribute their land, in lieu of cash, to the entity and receive an ownership interest in that entity.

With the land under control, Woodbury simultaneously begins to solicit potential users for the property, obtain investors, and plan how the property is to be used. The investor(s) will contribute an amount of cash and receive an ownership interest in that entity. The Woodbury family likes to have at least one Woodbury owned entity as an investor in each project.

Usually the Development Department initiates negotiations with land owners, investors, and potential key tenants. The Development Department also deals with banks and other financial institutions to secure financing of new projects as well as the refinancing of existing projects. The Legal Department then creates and often completes negotiation of the documents for land acquisition, creation of new entities, leasing or financing.

The Architecture Department is involved in planning the site and the building locations on the site, creating plans and specifications for buildings to be constructed, and hiring contractors for and supervising the construction of the buildings. The Architectural Department (with assistance from the Development and Legal Departments) also negotiates with necessary government entities to obtain proper zoning, acceptable site plan approvals, and needed utility and other services to the project.

Obtaining tenants is critical to every development project. Most projects cannot be financed or constructed without at least the anchor tenants or a percentage of the intended users committed to locate at the project.

Although the Development Department is usually the first contact and is responsible for leasing the anchor or major tenants in each new shopping center or office building, the Leasing Department often assists. Then the Leasing Department takes the primary responsibility to find and negotiate with tenants interested in leasing the remaining office or retail space. Sometimes Woodbury Corporation will cooperate with outside real estate brokers in order to secure the best tenant for a property and fees will be shared with the outside brokers. The Legal Department usually generates the lease documents and may also be involved in negotiations with the tenant. The Architecture Department then works with the tenant to customize the space to the needs of the tenant.

Once the tenants occupy their space, their primary contact will be with the Property Management Department who budgets annual anticipated revenues and expenses, collects rents, approves expense payments, maintains the buildings and the grounds, stays in contact with the tenants to make sure their needs are being met, and reports to investors. When vacancies occur, the Leasing and Property Management Departments work together to find suitable tenants to fill those vacancies.

The Legal Department becomes involved in the cases where tenants become severely delinquent in their rent payments.

The Accounting Department maintains a set of books for each entity and keeps all necessary records for the generation of tax returns for each of the entities as well as tracking cash flow overall.

There are some entities which do not flow through this entire pattern. For example, sometimes an entity organized by Woodbury Corporation will purchase an existing shopping center rather than building it. In this case, the Development Department consults with Property Management and Architecture to assess the functional and physical capabilities of the subject property, performs the analysis to determine what the center is worth, obtains investors and financing to purchase the center, negotiates the purchase contract, and closes the acquisition. The Property Management and Accounting Departments take it from there.

For example, Creekside Place L.C. is an entity that owns a strip shopping center on Highland Drive just west of the Cottonwood Mall. Initially, Woodbury Corporation negotiated the contract to purchase the shopping center. Woodbury then secured suitable financing and obtained several investors, including Roger Sharp, Dori Company and Vestwood, to put up the necessary equity capital to purchase the center and formed a limited liability company to own the Center. Woodbury Corporation received a fee, or commission, for such acquisition services. Now, Creekside Place L.C. owns the land and the buildings in that center in which space is leased to various tenants. Creekside Place L.C. has hired Woodbury Corporation to lease and manage the property for them. Woodbury then collects rent from the tenants and pays the expenses associated with the property on behalf of Creekside Place L.C. Deposits and withdrawals are done using Creekside Place's bank account, not Woodbury Corporation's. Remaining cash flow after payment of all expenses is either distributed to the investor owners or retained as reserves. In return for these services, Creekside Place pays Woodbury Corporation a monthly management fee based on the rents collected in that month and leasing fees when tenants are added or renewed. Also, if plans or construction for new tenants are necessary, Woodbury may collect a fee for providing such services.

Finally, the Hotel Department is set up separately even though most of the development functions set forth above apply to hotel development and the departments will interrelate similarly in the hotel development process. Woodbury treats the Hotel Department separately because the management of hotels is not just property management, but involves additional business functions. Most management functions are performed at the hotels; however, the on-site managers are critically coordinated and overseen by the Woodbury home office. The Accounting Department also provides essential services.

In conclusion, because many departmental functions overlap in each property, Woodbury Corporation associates must function as a team. Communication between departments is essential. Often employees must wear several hats, being willing to chip in effort regardless of any specific job description in order to complete the task successfully. Working together is what makes the job fun and the company profitable.

Woodbury Corporation's executive management envisions a bright future for this Company. Woodbury intends to continue to grow and believes that the benefits of success - good earnings and lots of fun - can be experienced by our associates; however, success can only be achieved when each employee contributes to the team effort.

Administration/Development

Randy Woodbury	President
Jeff Woodbury	Vice President – Development
Rick Woodbury	Vice Chairman
Joe Rich	Vice President
Scott Bishop	Chief Financial Officer
Josh Woodbury	Secretary to the Board
Taylor Woodbury	Treasurer
Travis Lish	Development & Acquisitions Coordinator
Curtis Woodbury	Senior Analyst
Mack Woodbury	Senior Analyst
Parker Robertson	Analyst
Joshua Bush	Analyst (part-time)
Gary Nelson	Highland Commercial Representative
Tiffany Steele	Executive Assistant to President
Haley Higgins	Executive Assistant to Vice Chairman and CFO
Heather Burt	Executive Assistant to Vice President-Development
John Campbell	Human Resource Director

Hotel / Hospitality

Guy R. Woodbury	Vice President - Hospitality
Wendy Woodbury	Hospitality Development & Procurement Manager
Scott George	Director of Hotel Operations
Dan Maynard	Chief Hospitality Maintenance Engineer
Marc Brown	Hospitality Analyst (part-time)
John Sokia	Hotel Auditor

TopAd

Barbara Feeley	Program Coordinator
Dave Goldberg	Sales Manager
Travis Kawabata	Sales Representative
Windy Cooke	Development Manager
William Avila	Accounting Specialist

Property Management Department

Jonathan Woodbury	**Vice President - Property Management**
Denise Walker	Lease Administrator
Jason Braithwaite	Property Manager
Brent Hathaway	Property Manager
Ernie Sandoval	Property Manager
Todd Woodbury	Property Manager
Dallas Reid	Property Manager
Evan Peyton	Property Manager
Landon Heaton	Property Manager
Kyle Wilson	Property Manager
Walter Brock	Property Manager
Sheldon Parr	Maintenance Tech
Rich Baxter	Maintenance Tech
Jason Wylie	Maintenance Tech

Leasing / Sales

Collier Reid	Senior Leasing Director
Judy Keane	Leasing - Associate Broker
Sean Williams	Leasing Agent
Kraig Erickson	Leasing Agent
Greg Glissmeyer	Leasing - Associate Broker
Spencer Wixom	Leasing Agent
Clint Feeley	Lease Coordinator

Architecture

Lynn S. Woodbury	Vice President-Development/Architecture
Luke Woodbury	Director – Architecture
John Chung	Draftsman / Project Manager
Jeff Stokes	Landscape Architect / Project Manager
Jason Wedlick	Project Manager
Jared Humphries	Architect
Kathy Olson	Project Manager
Grayson Adams	Assistant Project Manager
Ken Engstrom	Civil Engineer/Project Manager

Dustin Glazier	Drafter
Beau Pettit	Drafter
Riley Jarrett	Systems Specialist
Carol Carpenter	Executive Assistant
Fran Foster	Executive Assistant
Kevin Garcia	Drafter
Jacob Clark	Drafter
Tanner Snow	Drafter
Zachary Jensen	Interior Designer
Cody Brazell	Landscape Architect
Drew Whitehead	Intern Architect
Brennan Alldredge	Intern Architect

Accounting Department

Orin Woodbury	Vice Chairman
Gary Adam	Controller
Sina Dalley	Tax Director
Steve Clayton	Assistant Controller
Doug Woodbury	Senior Analyst
Kelson Gorrell	Construction Accounting Manager
Klisty Adderley	Hotel Accounting Manager
Tammy Hunsaker	Accounts Payable Mgr.
Talle Watson	Accountant
Ruth Samora	Accounts Payable Clerk
Brent McCormick	Staff Accountant
Sam Zacharias	Staff Accountant
Emily Russell	Staff Accountant
Selina Hadfield	Staff Accountant
Clay Richards	Accounting Clerk
Michelle Moore	Accounting Clerk
Myra Mitchell	Front Office Coordinator
Baylee Woodward	Receptionist
Rikki Nash	Receptionist
Gary Okumura	Information Systems Manager

Legal

Walker Kennedy III	Vice President - General Counsel
Chris Mancini	Associate General Counsel
John T. Kesler	Attorney at Law
Karen C. Jenson	Corporate Counsel (Development)
Daniel Burton	Senior Corporate Counsel
Jackie Hopkinson	Corporate Counsel (Leasing)
Clay Stephenson	Corporate Counsel (Development)
Courtney Neves	Law Clerk (in school)
Carly Briggs	Corporate Counsel (Financing)
Adam Pritchard	Law Clerk (awaiting bar results)
Kelsey Forsyth	Corporate Counsel (Leasing)
John Driggs	Law Clerk (awaiting bar results)
Dejah Cook	Legal Services/Process Controls Director
Sara Scott	Legal Data Analyst
McCall Judd	Legal/Architectural Coordinator
Kimberly Bugby	Quality/Process Controls Manager
Debby Mart	Senior Executive Legal Assistant to Karen Jenson
Stuart Spencer	Project Coordinator
Mariel Empey	Legal Assistant to Daniel Burton
Kellie McDonough	Legal Assistant to Chris Mancini/Jackie Hopkinson
Nancy McKay	Legal Drafter/Assistant
Megan Horn	File Clerk/Receptionist (Part-time)
Debbie Stevens	Legal Assistant/Billing (Part-time)
Marci DeVilbiss	Financing Coordinator
Kristy Ivie	Legal Assistant/Leasing Coordinator
Sarah Iverson	Legal Office Manager/Assistant to Dejah Cook
Andrew Spencer	Legal Assistant to Walker Kennedy III
Jahde Cook	Legal Data Administrator
Kaylie Adam	File Clerk/Receptionist

Savannah Mckay	File Clerk
Mariya Nikoleava	File Clerk

Section Two: Woodbury Dictionary

Terms / Vocabulary

AOL - Assignment of Lease document

AOO - Articles of Organization document

Base Rent - This is the basic monthly charge for leasing the space.

CAM - "Common Area Maintenance charge". Each property has common area, like the halls, bathroom, parking lot and so on. Since the tenants share these common areas we charge each tenant a portion of the cost to maintain these shared areas. This can be a monthly or quarterly charge subject to annual adjustment. Often costs relating to property taxes and insurance are included with CAM.

COREA - Construction Operation Reciprocal Easement Agreement document. Similar to a DEC.

DEC - Declaration of Restrictions, Easements and Covenants document. This type of document is also sometimes called an OEA (Operations of Easements Agreement)

EIN - Employer Identification Number. Also referred to as Tax ID Number or Federal ID Number. The nine (9) digit number assigned by the IRS to every employer, corporation, partnership, trust, estate, church, government agency, and non-profit organization. Think of it as a social security number for a business. Mike Verkler is in charge of applying for new EIN's as entities are formed. Either Mike or Sina can look up existing EIN's as they are needed.

Entity Name - Each partnership, property or set of properties which are a part of Woodbury Corporation is given an entity name. (Ex. Ashment Shopping Center) Often times the entity name is different than the common name of the shopping center. (Ex. Abinadi Inc. is the entity name of a partnership which owns 2 buildings in the Utah Valley Business Park)

Entity Number - All of the properties managed by Woodbury Corporation are given a four-digit entity number; individual tenants are then sorted alphabetically within those entity numbers. Lists of the entity numbers are posted in several places around the filing room and near the copier as well. Entity Numbers are used for filing purposes, and also for billing. The copies, the long-distance calls, and the mailings that you list under that entity are billed at the end of the year to that entity. The legal department also keeps track of hours spent preparing documents for that entity.

L.C. or L.L.C. - Limited Liability Company

LC - Line of Credit

LE - Lease extension document

LOI - Letter of Intent document

LP - Limited Partnership

LSE - short code for lease

LTA - Lease Termination Agreement document

LTR - short code for letter

MRI - This is the database we use for Commercial Management and Accounting. If you need access to this database, please contact Gary Okumura.

OA - Operating Agreement document.

OEA - Operation and Easements Agreement. Similar to a DEC (see above)

Percentage Rent - Additional rent paid Landlord when a Tenant's gross sales from a space exceed a designated amount, which amount is often referred to as the "Breaker".

Property Manager - This person's job is to manage and maintain our properties. This person is the main point of contact for our tenants.

RDA - Redevelopment Agreement document

Rent Roll - A report that shows each property, suites sizes and numbers, leased spaces, amount of rents and Cams for each space.

REPC - Real Estate Purchase Contract

RFP - Request for Proposal

Tenant - A person or company leasing retail or office space from Woodbury.

Tenant Ledger - This is a report that shows all charges posted and payments made for a specific tenant.

TIN - see EIN

Voucher (aka Check Request) - Form to be filled out when a check needs to be cut by the Accounting Department. Blank vouchers can be obtained from anyone in accounting. Information needed on the voucher includes name and address of person to be paid, entity and account number to be charged, description of payment, amount of payment, date requested, date to be paid, and instructions for processing the check (whether the check should be mailed directly from accounting or if it should be returned to someone in the office). Where possible, documentation for the charge, such as an invoice or pay request, should be attached to the voucher when submitted. This will greatly assist the accounting department in keeping accurate records. Vouchers should be left in the IN box on the cash desk. Please allow plenty of time for the check to be processed. While most checks can be processed the same day as requested, there are times during each day when it is a great inconvenience to stop and cut an individual check.

Section Three: General Office "How To" Information

A. Security .

Our office security is controlled by an electronic key card system. If you have not already been issued one, you may ask Dallas Reid or Chad Curtis. He will issue you a key for the building. You will need your key any time that you want to enter the north side of the office. You will also need it any time you want to enter the office before 8 AM and after 5 PM on weekdays and anytime Saturday and Sunday.

There is a green button located on the edge of the receptionist's desk which you must push in order to unlock the door on the south side of the office after hours. On the north side, there is a green button on the wall to the right of the door which you must push to exit at all times on that side of the building.

Be sure to keep your key with you when using the restroom / water fountain after hours. The door to the office locks immediately behind you.

B. Lights

Some of the lights are operable with the everyday light switch. Other lights are controlled by the timer of the building and you must manually turn the lights on by pressing any of a number of black buttons which are located on the walls in different areas in the office. Each button activates a different zone. It would be a good idea to locate the light switches in your area prior to coming in after hours. After pressing the black button, you may then turn on the regular light switch. When you have activated a light by pressing a black button, the lights will remain on for one hour. After that hour, they will shut off and you will need to press the button again.

C. Name Plate

Contact Jason Braithwaite to obtain your name plate that will be placed outside your cubicle or office.

D. Break Room

Next to the file room is the break room which has drinks for sale. To pay for the items, simply add the amount owed next to your name on to the Honor Bar list or put exact change in the lockbox located in the cupboard above the microwave. The receptionist or Gary Adam can help with exact change if you need it. Please pay amount owed on the Honor Bar monthly. Also in the break room is a coffee maker, fridge, and a couple of microwaves. Feel free to store your lunch in the fridge or freezer during the week.

E. Phone System – contact Gary Okamura for any questions or instructions.

F. Documents on the Computer

The most often used drive in the computer is the "L" drive which is where you will likely find every document you will need and where you will likely store every document that you produce. (Access to other drives can be given by Gary Okumura after approval from Legal.) (Accounting files are stored in alternate drives.)

1. Open the drive marked "Vol 1 on 'Fs1'(L:)".

2. Open folder titled "wp" (*most often used folders). The following folders exist in the "wp"drive:
   "assoc"* - contains folders of all the entities
   "data" - contains data for the company, such as resumes, etc.
   "forms" - contains blank forms for documents
   "lndrreports" - related to lenders
   "pmreports" - related to property management
   "taxdata" - related to tax
   "umall-1040"* - contains documents of University Mall and Parkway Center
   "users"* - contains folders used by employees

   Inside the "assoc" folder are all of the folders for the individual entities/properties. Each folder in this drive is named for the entity followed by its corresponding entity number. (ex. Eastland Regency entity's folder is named "eastreg-1600")

3. Inside each entity folder are folders for categories of documents such as: “arch”(architecture), “general”, “lease”, “legal”, “letter”, “memo”. All documents should be stored in one of these folders.

4. If an entity contains more than one property (ex. Eastland Regency has 4 buildings on Parleys Way), then each of the properties will have their own folders inside the entity folder. Each property folder will have its own set of document folders. (For example “eastreg” contains folders for “2677", “2681", “2733/35", “2749" and each of these folders has individual “lease”, “memo”, “letter” folders etc.)

5. Inside the “users” folder are folders for each employee of the company. Documents pertaining to a specific entity/property should not be stored in these folders. Ideally, these folders should contain limited amounts of documents pertaining only to individual office work which are not specific to an entity but to the individual’s job.

6. The “umall-1040" folder contains all documents pertaining to the University Mall in Orem, Utah as well as the Parkway Center - “parkway-1044" (a U-mall affiliate). It is stored at this level instead of inside the “assoc” folder mainly because of its size. Inside the “umall” folder are similar category folders.

G. The File Room

1. There are two main types of document files in the file room ***:

   a. SAFE files are stored in fire-safe cabinets. They are labeled with red labels and are primarily located on the east aisle of the file room. These folders are pulled only when the original is essential. They contain all original, signed documents and any other documents deemed most important.

   b. WORKING files are stored in regular cabinets. They are labeled with other colored labels; primarily green, yellow or white. These files are primarily located in the west aisle and along the north side of the file room (with two cabinets on the east). These folders should be used in most cases as they contain copies of all documents in SAFE files, plus correspondence and documents done prior to execution/signature.

2. Files are filed in the following order:

a. By Entity/Development Number

1) Same entity numbers as used throughout office system (ex. computer, copies, phones etc.)
2) Start at left end of aisle:
   a) northeast end of SAFE files
   b) southwest end of Working files

b. By Category within each Entity

1) Entity/Owner files = Orange folders - contain documents relating to the organization and ownership of the entity (ex. Articles of Organization, Operating Agreement)
2) Transaction files = Yellow folders - contain documents relating to acquisitions, purchases, sales, exchanges (ex. Title documents, Deeds, Bills of Sale, Contracts to purchase)
3) Development files = Blue folders - contain documents relating to the development and construction of a project (ex. engineering, environmental, architectural, construction, redevelopment agreements, plats etc.)
4) Lease files = Red folders - contain documents relating to the leases of tenants at the property (ex. lease, amendments, terminations, estoppel, financial)
5) Financing files = Purple folders - contain documents relating to loans (ex. commitments for loans, loan documents such as agreement, promissory note, closing statement, and appraisals for loans)
6) Operations files = Manilla folders - contain documents relating to the operation of the property (ex. franchise agreements, maintenance contracts, property management)
7) Legal files = Green folders - contain documents as determined by the attorney in charge.

c. Alphabetical within each category

1) Exceptions: University Mall (including Parkway and University Festival) and Magic Valley Mall lease files are filed by space number

d. Documents clipped in reverse date order within each folder (newest document on top)

3. Files are labeled in the following ways:

a. Label colors:
   1) SAFE FILES = always RED labels
   2) WORKING FILES are usually GREEN labels. The following are exceptions:
      a) Transaction - yellow label before completion of deal and then it becomes a green label after the completion of deal
      b) Lease - yellow label before completion of deal and then it becomes a green label after the completion of deal
      c) Financing - - yellow label before completion of deal and then it becomes a green label after the completion of deal
      d) Operations - blue label
      e) Legal - white label

b. The following should be recorded on each label whenever possible:
   1) Top line - entity number, (tab over) name of document or Tenant in Caps and space number (if any) (alt F7) at right margin
   2) Middle line - descriptive
   3) Bottom line - entity name

*** For more specific details on the filing system and specific document filing refer to Filing System Guidelines at the Data Clerk's desk.

4. Other files in the File Room:

a. <u>Research and Forms files</u> are located at south west end of west aisle, filed in alphabetical order in manilla folders with green labels

b. Legal and Client files are located at southwest end of west aisle, not specific to an entity, filed in alphabetical order in green folders with white labels.

c. Lease Forms and Exhibits are located in top drawer of 4th cabinet from the left in west aisle, filed alphabetically by entity name in manilla folders with green labels

d. Leasing packets and property files are located beneath Lease forms

e. Property Management files are located at northwest end of west aisle, filed in letter size manilla folders.

f. General Office files = located at northwest end of west aisle, filed in letter size manilla folders

H. Copy / Mail / Supply Room

1. SUPPLIES: Most supplies are located in the following:

a. Cupboards across the aisle from the copy machine (top&bottom)
   1) express mail supplies
   2) paper (an additional supply of paper in paper closet/roof access, left of elevator. Get the key to the closet from receptionist.)
   3) Binding supplies - "combs"
   4) Presentation covers

b. Cupboards right of copy machine (top&bottom)
   1) Envelopes - blank letter-size and logo, manilla envelopes
   2) Property cover folders
   3) Folders - hanging and manilla letter-size
   4) Colored folders - legal-sized
   5) Return address labels w/ logo
   6) 3-ring binders and sheet protectors
   7) FedEx shipping supplies

c. Far right cupboard to right of copy machine
   1) TOP contains lined yellow pads, binders, dividers, etc.
   2) BOTTOM contains pens, pencils, post it notes, binder clips, glue sticks, tape, paper clips, rubber bands, etc.

d. Additional supplies include: envelopes, folders and large express packaging are on shelves above the file cabinets.

e. Supplies out or running low??? Contact Myra Mitchell - she will order some more. (Give her a heads-up before the supply is out so that there isn't a complete shortage.)

2. Also in copy room (besides the copy machine, mail machine, supplies, files):

   a. paper shredder
   b. binding machine
   c. real estate and business magazines
   d. reference books
   e. phone books, zip-code directory, Polk directories, etc. are above the postage machine

3. Copy Machines:

   There are two copy machines in the building. One is located in the main supply/file room behind the reception desk. The other is located in the accounting department. Both machines will require you to enter a 4-digit entity code before it can be used, depending on which entity you are making the copy for. After you enter the dept code, hit the ID key and it will be ready to copy. Features such as collating, double-sided copying and stapling can be found by hitting the Special Function key. Use the Copy Ratio key for reducing/enlarging.

I. Facsimile

1. The fax machine is located behind the reception desk in the main lobby.
2. You can send the same facsimile to up to 10 different numbers at once by:
   a. dialing the phone number
   b. then immediately hit the "Set" button
   c. dial the next number
   d. hit the "Set" button between facsimile phone numbers for as many numbers as you have
   e. after the last phone number hit "Send"
3. The receptionist will usually save your fax confirmation for you unless otherwise requested.

J. Scanning Instructions

1. PDF PROCEDURE - This scanner is part of the copier in the Copy/File room.
   a. Enter the Dept. ID (entity #) and push the ID key
   b. Select SEND.
   c. Tap ADDRESS BOOK./SERVER.
   d. Tap L DRIVE, then OK.
   e. If you have 2 sided originals, tap TWO-SIDED ORIGINALS.
   f. Hit the big green START button.
   g. On the PC across from the copier:
   h. Log in to L:\ drive.
   i. Go to the TEMPSCAN 1 or TEMPSCAN 2 directory. Documents scanned in the Copy/File room will be stored in the TEMPSCAN 1 directory; documents scanned in the Accounting area will go to TEMPSCAN 2. After it is finished scanning to the PC, you will see an entry with a numeric file name.
   j. Open the file, rotate pages if necessary using the DOCUMENTS tab.
   k. When finished, select "FILE", "SAVE AS", name the document and select the location where you want the document filed.
   l. Be sure to delete the entry under TEMPSCAN.

K. Mail

1. Postage Meter:
   a. Weigh the letter on the scale to the left of the postage meter. Make sure that the top left button is lit up so that when you put the letter on the scale it registers. If it's not lit up, push it until it does light up.

   b. Run the letter through the postage meter. If you are mailing a bigger envelope or package, use one of the labels (either to the left of the meter or in the drawers to the right) and run it through the meter before attaching it to the package.
   c. Log the entity number and postage amount on the log sheet to the left of the postage scale.

2. Regular Mail - Mail sent by the United States Postal Service (USPS) is picked up by a postal worker at around 10:30 a.m. The Receptionist also takes any additional mail prepared after that time to the post office each night at 4:45 pm.

3. Certified Mail - If possible, all certified mail should be tendered to the Receptionist as soon as possible and at least by 4:30 pm to allow for delivery to the post office at 4:45 pm.

   There is a certified fee and a return fee, as well as the cost of the postage for the letter. Check with the post office to make sure that the fees have not changed. There is also a copy of this posted above the postage meter in the copy room.

4. Personal Mail - There is a list located to the left of the postage scale. Write down your name, the date, and the amount of the postage. A list of the amount that you owe is sent out quarterly by the accounting department; questions can be answered by them. If you would like to pay for postage as you go, give the change to Myra or Fran at the front desk.

5. Overnight Delivery
   a. We primarily use FedEx -- except when sending to Magic Valley Mall -- which comes (in theory) at around 4:30 p.m. They come directly to the front desk to pick up packages/envelopes, etc.
   b. The UPS box can be tricky; when you take the elevator to the parking garage, go to your right almost to the end of the garage. The door is to your right. The box is located outside between Bombay House and our building.
   c. Remember to put the entity number in the internal billing reference spot.
   d. Forms are located in the shelves under the workstation next to the copier in the filing room. Bigger boxes can be found in the file room on top of the working files.
   e. The accounting department (Klisty Adderley) keeps all the slips from overnight packages. If an overnight package hasn't arrived at its intended destination, you will need to have the sender's copy of the label in hand because they ask all sorts of questions and get really cranky if you just make up the answers.

   f. Helpful phone numbers:

USPS:	1-800-275-8777	
FedEx:	1-800-463-3339	acct #110965087

UPS: 1-800-742-5877 acct #FE3638

L. Notary Information

1. Contact Thomson Prometric Assessments (formerly Experior) at 800-882-3981. They will send you a packet with all of the information. In this packet will also be the test. You will receive a letter advising you that you passed the test.
2. Once you have completed the forms correctly and passed the test you must contact Danielle Marchant at Trustco 801-278-5341 extension 322 regarding your bond. She will prepare the bond and send it to you.
3. Once received, mail your bond, completed application with test results, and application fee (subject to change) to:

   Division of Corporation and Commercial Code Notary Office
   160 East 300 South, 2nd Floor
   P.O. Box 146705
   Salt Lake City, UT 84114-6705
   (801) 530-6078
   In-State Toll Free: 877-526-3994

   The total fee is approximately $80.00 (your forms will give you details on the required fees).
4. Sign your certificate in front of a notary and send the letter that the State of Utah sends to you along with your address to any rubber stamp company as proof of commission. We order our stamps from Rick Lyman at Lyman Printing (801) 486-6172.

M. Lease Process

1. Lease information sheets can be found at any of the Legal Assistants' desks and need to be completely filled out. Pull the red/green lease file and bring both of these to the legal assistant.
2. After it is prepared, the lease will be reviewed by Walker.
3. After his changes, the lease will be given back to you to review prior to making final execution copies. Read it over very carefully, lest an important deal point be missed (creating all sorts of difficulties later on).
4. The Legal Assistants will then prepare execution copies (aka blue-bound) and will give them to you. You may either deliver them or mail them.

5. Once the tenant has signed them, the leases come back to the office and are circulated for signature.
6. Once fully executed, the leases are given to the Lease Administrator to be entered into the system and filed. The Lease Administrator also sends out the tenant copy and a letter welcoming the tenant to the shopping center and setting out rent and CAM information.

N. Collections

Once a matter has been turned over to the Legal Department for collections, a Property Manager should contact Chris Mancini (or, in his absence, Walker Kennedy) before giving any instructions to an outside attorney on that matter unless it is consistent with instructions already approved by the Legal Department.

If at any time you feel that it would be helpful to speak with Chris regarding a new or ongoing collections matter, please do so, but still please follow the above procedure.

Section Four: Forms

General Forms

A. **Time Report** - a form for recording your time spent at work. Please make sure that you have your supervisor approve your time report and turn it in to Gary Adam for payroll processing preferably by the Tuesday morning during a payroll week

B. **Mileage** - for you to use to record your mileage. Just like the time report mentioned above, please turn it in to Gary Adam for payroll processing preferably by the Tuesday morning during a payroll week.

C. **Check Request** - a voucher for use when requesting a check as described in Section 3 above.