Yardi Multifamily Suite

Optimize your multifamily business from marketing, leasing and resident services to operations, accounting and reporting on a single software platform.

YARDI

Power Your Business With a Single Connected Solution

- Consolidate operations on one platform to work smarter, drive revenue, manage risk and gain a competitive edge
- Focus on what matters most with a system that provides a portfolio-wide view and a single version of the truth
- Untether your staff with mobile access to complete reporting, approvals and resident services from smartphones and tablets
- Keep your data safe and reduce costs with an award-winning cloud solutions provider
- Leverage the experience and applied knowledge of the industry leader

Yardi Multifamily Suite

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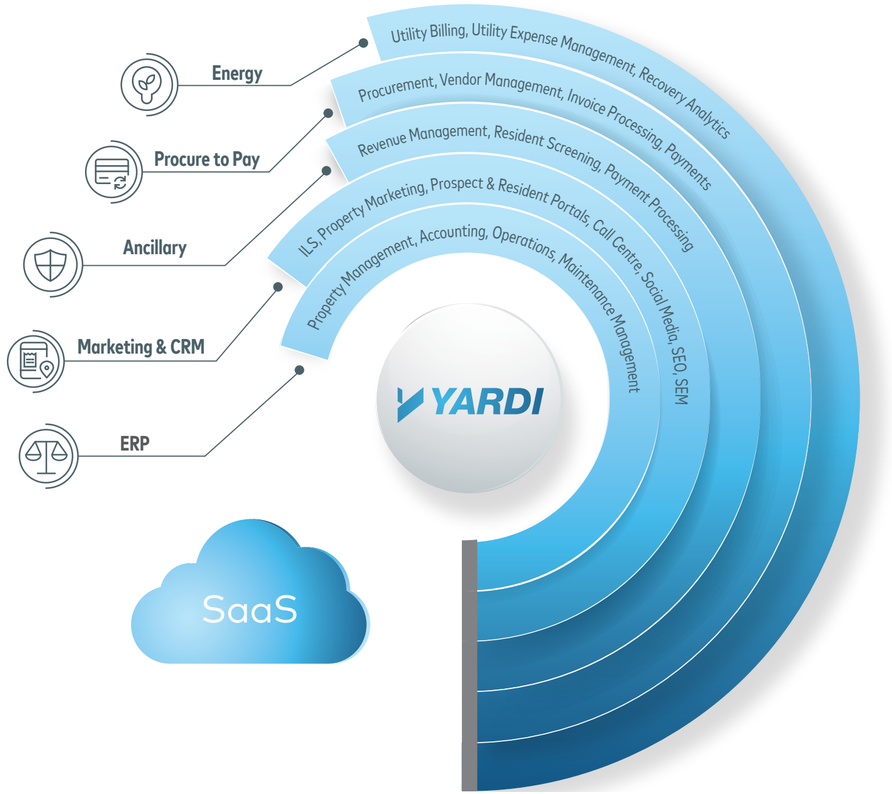
Yardi Multifamily Suite



Property Management

Leverage the most advanced Software as a Service property management platform for residential real estate with built-in accounting, real-time performance analytics and complete mobility.

Key Benefits

- Features a single platform and database with full drilldown for true visibility
- Utilizes automated workflows modeled on industry-standard best practices
- Includes hundreds of standard reports and custom analytics with drilldown to transaction-level data
- Offers a suite of built-in smart additions for the flexibility to create a full business solution
- Leverages Software as a Service (SaaS) deployment and benefits
- Delivers real-time access through all major Web browsers to execute leasing and provide resident services from smartphones and tablets

Yardi Voyager Residential

Yardi Voyager is an end-to-end platform combining financial and property management information in a single, centralized database — with mobile access to execute leasing, provide resident services, view dashboards and complete tasks from smartphones and tablets. Add products from the Yardi Multifamily Suite and take advantage of our comprehensive front office and back office tools and services for a full business multifamily real estate solution. If you have single family properties in your portfolio, add the Single Family Homes toolset to provide property setup templates, role-based dashboards with key performance indicators, automated workflows and analytic reporting for your single family properties.

Efficient Management

Streamlined workflows help manage cheque writing, approve work orders, process purchase orders and set up new leases, move-ins and move-outs and more. Voyager performance tables allow you to configure stored procedures to meet your individual property management requirements.

Smart Software

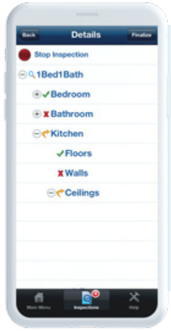
Voyager has smart navigation tools including a menu search box to find functions and a site search box to find account information quickly and easily. Make a favorites list of the screens you use most or use the history function to see where you've been. If you're a keyboard power user, you can set up shortcuts to your favorite screens. With Voyager, you can work on a desktop computer, laptop computer, Microsoft Surface,® Apple iPad,® Android™ tablet and all major smartphones. And because it's browser independent, you can choose the browser that works for you.

Search for residents using a pop-up window – and stay on the screen you're viewing. Search functionality works for all browsers and includes smart data entry and quick access to your favorites and search history.

Voyager provides standard performance tables that warehouse your data. You can populate these tables with stored procedures that can be run on a predetermined schedule. Analytic views include optional graphs.

Mobile Solutions

The Voyager platform provides seamless integration with our mobile apps so you can execute leasing, provide resident services and complete tasks and approvals right from your mobile device. License our suite of products for access to mobile apps including RENT*Café* Resident, Yardi PayScan Mobile, Yardi Maintenance Mobile, Yardi Maintenance Manager Mobile, Yardi Inspection Mobile and more. Yardi mobile solutions are optimized for iPhone® and iPad,® BlackBerry® smartphones and Android™ smartphones and tablets.



Schedule and complete inspections from a smartphone or tablet; assigned inspections appear instantly on the inspector's device.

Extend the Voyager property management and accounting platform with integrated value-add products from the Yardi Multifamily Suite and Yardi Investment Suite. Our suites feature comprehensive marketing, leasing, maintenance management, energy management, procurement, invoice processing, payment processing, business intelligence solutions and more.

Key Features

- Compatible with all Web browsers and mobile devices
- Streamlined leasing workflow
- Configurable role-based dashboards
- Integrated general ledger and automated move-in, move-out accounting
- Integrated maintenance and work order tracking
- Analytic reporting with drilldown and custom report writing
- Smart data entry and quick access to regularly visited screens and history
- Correspondence management for resident communications
- Property brochures, automated hot sheets and quote sheets
- Service contract feature lets you process purchase orders, change orders and payables for contracts
- Hosting options include Yardi SaaS and Yardi SaaS Select

Financial Management

Yardi Voyager Residential is a complete accounting system designed to meet all applicable GAAP and IFRS requirements. The full-featured general ledger makes financial management processes efficient and responsive to unique organizational policies and procedures. With tools including multiple sets of books, general ledger allocation, recurring journal entries, segmented accounting, intercompany accounting, financial entity setup and account trees, Voyager has the accounting power to support your business.

Accounts Receivable

Voyager provides comprehensive accounts receivable functionality including resident invoicing, automatic or manual payment receipting, creation of letters and statements and back rent calculation based on different calculation types. Accounts receivable functionality is fully integrated with the general ledger, cash receipting and accounts payable in Voyager for real-time data entry with batch and quick receipts, unlimited recurring charges and late fee management with grace periods. Furthermore, Voyager manages complex rent rolls, including overages and turnover rents and tracks multiple chequing accounts.

Accounts Payable

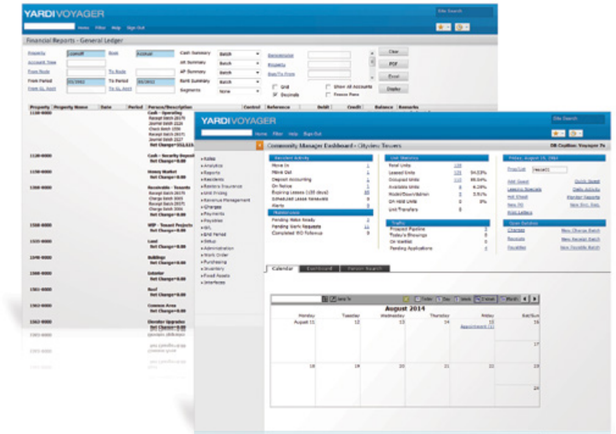
Voyager streamlines the payables process and reduces costs by converting paper invoices into efficient electronic transactions virtually eliminating paper and mailing costs. Automated workflows create additional efficiencies as invoices are routed through the approval process through vendor payment. Voyager can generate both one-time and recurring invoices. The system can produce customizable rent statements and reconciliation letters to residents as well as generate statements in bulk for printing or sending automatically by email.

The Invoice Register Dashboard shows the status of all invoices, eliminates paper processing requirements and helps avoid bottlenecks with vendors. Data presented on the dashboard includes drilldown to vendors and payment status.

General Ledger

The powerful general ledger allows your organization to use a single chart of accounts with configurable accounting segments. The system offers standard cash and accrual books with the ability to create multiple configurable books. Users can drill down to base transactions from high-level reports.

- Distribute expenses from a source property/entity to multiple target properties/entities based on predefined allocation percentages
- Create consolidated journal entries and apply them automatically to multiple individual entities based on percentages or statistical data



Role-based dashboards display tasks that need to be completed on a daily basis. Dashboard reporting gives a complete record of financial transactions with drill-down capabilities.

Key Features

- Unlimited number of financial entities with varying fiscal years
- Recurring journal entries with formula-based calculations
- Analytic/audit dashboards for reviewing receivable, payable, and job cost transactional data
- Simultaneous cash and accrual basis accounting
- Streamlined payables process that converts paper invoices into electronic transactions
- Comprehensive budgeting tools
- Automated bank reconciliation
- Cheque writing capability with your paper stock

Key Benefits

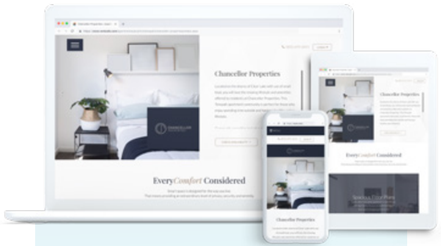
- Fulfills all property marketing, leasing and resident service needs from one platform
- Appeals to users and search engines using dynamic, responsive design
- Maximizes leads with social media marketing tools
- Attracts prospects and turns leads into leases with smart conversion features
- Expedites the leasing cycle with complete online lease execution and renewals
- Adds efficiency and heightens prospect and resident satisfaction with convenient mobile apps

Marketing & Leasing

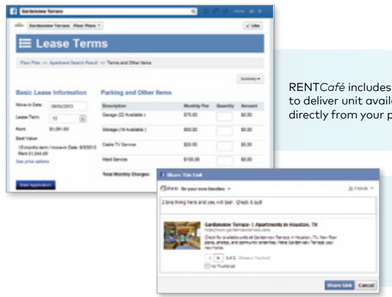
Attract prospects, convert leads and retain residents with a powerful multifamily marketing, leasing and resident services platform that includes dynamic property websites, convenient account access and smart multichannel marketing tools.

RENT*Café*

RENT*Café* connects you with prospects and residents more quickly than ever before. Attract prospects with corporate and property marketing websites, social media marketing and classified posting tools. Convert leads through step-by-step online leasing. Retain residents by offering convenient online payments and maintenance requests. Complete mobility and seamless integration with Yardi Voyager, RENT*Café* CRM and RENT*Café* Connect presents prospects with real-time pricing and unit availability, ensuring you never miss an opportunity to turn a lead into a lease.



RENT*Café* property marketing websites are optimized for display and functionality on any size screen.



RENT*Café* includes Facebook apps that allow you to deliver unit availability and execute online leasing directly from your property's Facebook page.

With our social media management tools, you can post to Facebook, Twitter and Instagram from one central hub.

Property Marketing Sites

Showcase your communities with property marketing sites that provide appealing, content rich designs and easy-to-use features, including large photo displays, convenient mouse-over floor plans, videos, blogs, user-generated ratings and reviews and much more. Responsive design improves the customer's digital experience.

Corporate Marketing Sites

Create a customized website to professionally represent your corporate brand. An integrated geographic apartment search allows prospects to search for available units at all of your properties. Manage both your corporate site and your property websites from a single solution.

Social Media Marketing

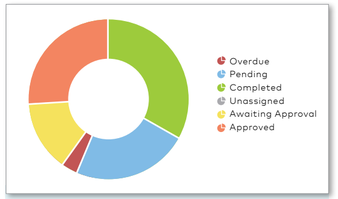
Power your social content posting strategy. Tap into your residents' social networks to increase your prospective audience and lower your marketing costs. Built-in tools expand your online presence and incentivize residents to give trusted referrals to friends, family and colleagues.

Classified Posting

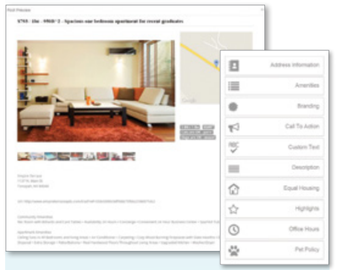
Attract and convert more leads using RENT*Café* Classifieds to quickly create compliant, trackable classified ads for Craigslist. Reduce the potential for errors and drive opportunities using intuitive drag and drop widgets to define amenities, photos and other fields. Detailed reports on ad activity, conversion rates and more provide insight into campaign effectiveness.

Digital Marketing Manager

Manage content marketing for multiple properties with RENT*Café* Marketing Manager, a multichannel marketing management system designed specifically for multifamily. Users can save, search and share content, as well as communicate with team members at other communities.



Instantly view assigned, completed, overdue, approved and pending tasks with the RENT*Café* Marketing Manager.



Quickly create and track effective classified ads with customized templates featuring easy-to-use drag and drop widgets with RENT*Café* Classifieds.

Online Leasing

Provide prospects with real-time pricing and unit availability through your property websites and via Facebook with step-by-step online lease execution. Activate comprehensive price and lease term selection and self-screening capabilities when used with Yardi RENTmaximizer and Yardi Resident Screening. Complete leases online while seamlessly directing residents to set up utilities with ConnectMyUtilities™ integration.

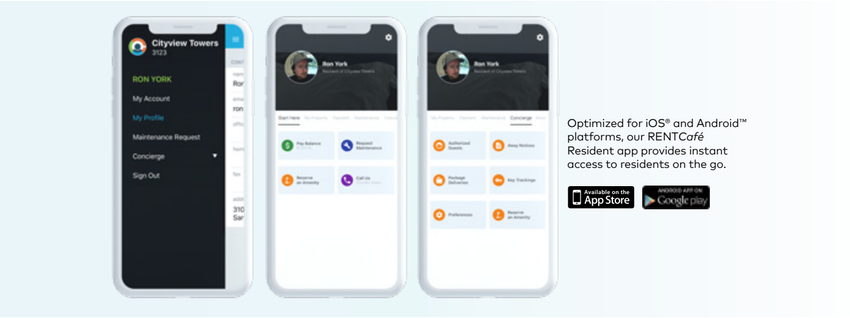
Resident Services

Increase retention by providing in-demand, expanded services that residents expect. Available as both a responsive website and a mobile app, the resident portal allows renters to easily, securely and instantly update their profiles, view balances, make online payments and submit maintenance requests with photos and voice memos. Encourage residents to stay connected with your community through online announcements and calendar events.

Concierge Services

Enhance the resident experience with expanded online services through Yardi Concierge. Completely integrated with Voyager and RENT*Café*, Concierge enables residents to authorize guests, set notification preferences, reserve amenities and track deliveries online.

RENT*Café* TextPay gives residents a convenient and secure mobile option to review balances and make payments via SMS text messaging.



Optimized for iOS® and Android™ platforms, our RENT*Café* Resident app provides instant access to residents on the go.

Available on the App Store | Google play

ILS Data Syndication

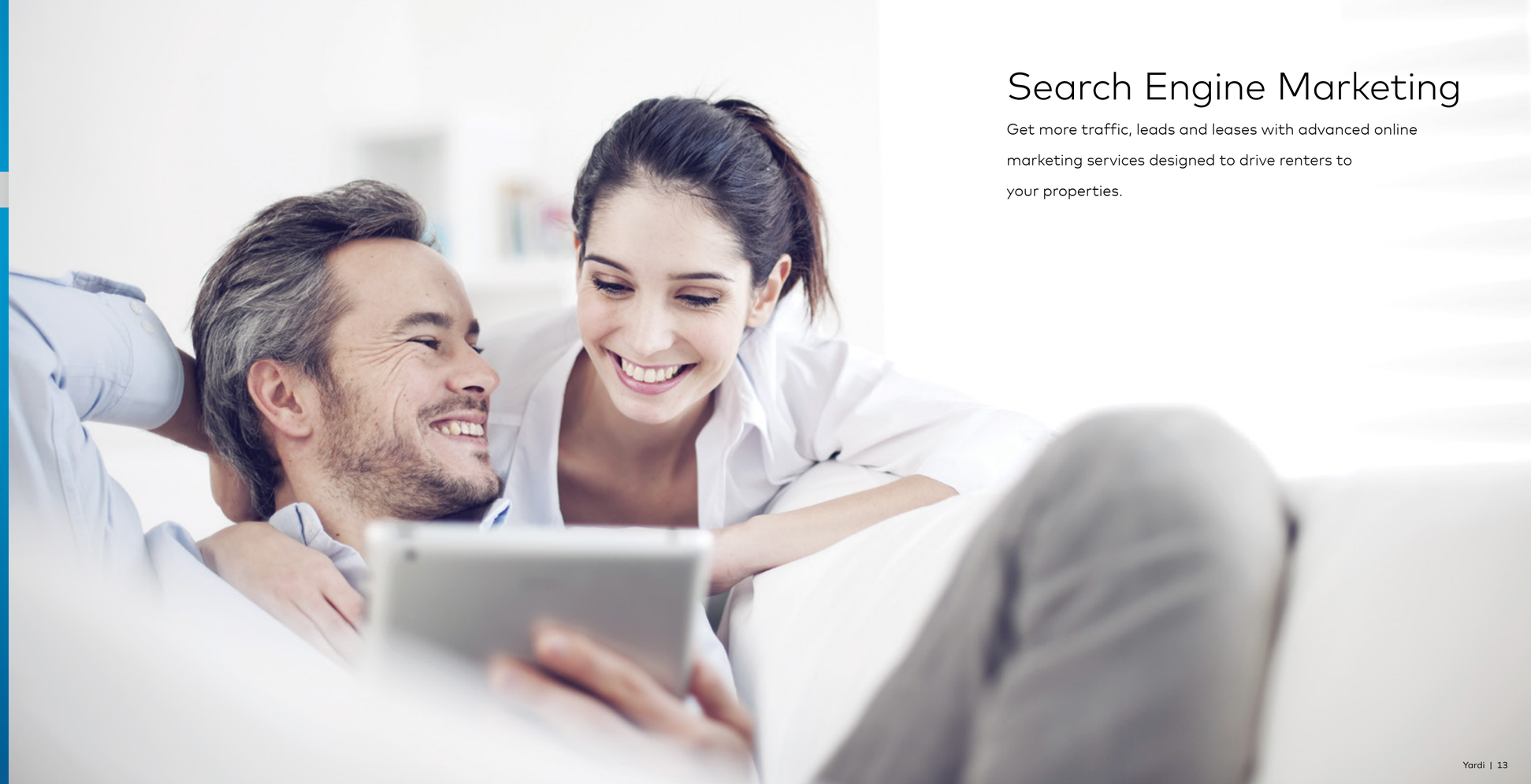
Oversee your digital marketing in one convenient place with our Internet Listing Service (ILS) syndication tools. Automatically update your online listings with current prices, availability, photos, amenities, office hours, pet policies and more.

Key Features

- Dynamic corporate and property marketing websites with full mobility
- Built-in social media marketing and referral programs
- Classified posting solution and centralized digital marketing manager
- Prospect and resident portals with online and mobile services, including leasing
- ILS data syndication with automatic updates
- Complete integration with Voyager, RENT*Café* Connect and RENT*Café* CRM

Key Benefits

- Delivers content that appeals to both customers and search engines
- Positions your communities for maximum visibility and more leads
- Increases traffic to your website and listings
- Drives conversions by increasing relevance and engagement
- Builds brand authority and improves prospect sentiment
- Allows for flexibility informed by performance analytics
- Sends leads directly to your leasing staff's prospect pipeline

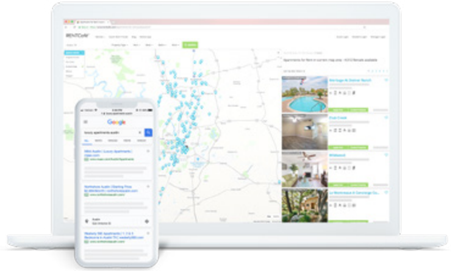


Search Engine Marketing

Get more traffic, leads and leases with advanced online marketing services designed to drive renters to your properties.

RENT*Café* Reach

Make your properties stand out to potential residents in today's crowded digital marketplace. The search for rentals begins online, but how renters find vacancies often takes multiple paths. RENT*Café* Reach is comprised of five distinct services—search engine optimization (SEO), pay-per-click advertising (PPC), social media posting, reputation management and promoted internet listings—that work together to ensure your communities are positioned to attract more prospects, no matter how renters choose to search.



Search Engine Optimization

Win more clicks in local search results with RENT*Café* Reach SEO. Our SEO experts help you build authority and engagement so your properties rise to the top. After completing the initial groundwork to optimize your website – including creating content to improve the prospect experience – we continue to monitor your web presence and provide monthly analytics, adjusting your site as needed.

- Increase relevance and engagement with on- and off-page optimization tailored to your audience
- Build authority by claiming and strategically optimizing local business listings
- Track progress with transparent reports that display results

Pay-Per-Click Advertising

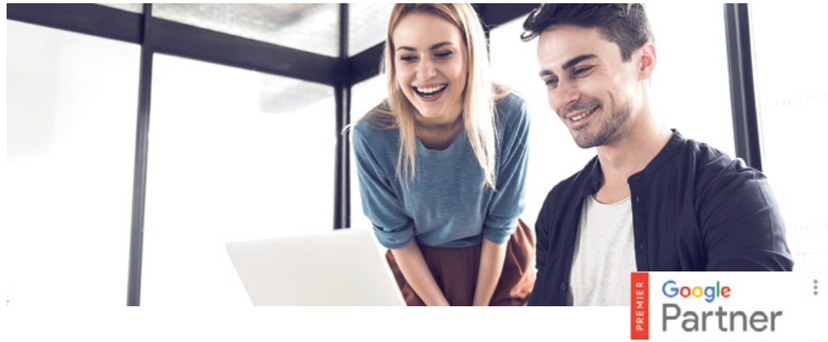
Reach more people to attract them to your communities. RENT*Café* Reach PPC advertising focuses on scope, relevance and ROI. Our specialists manage your ad campaigns based on property needs and occupancy trends. Deliver relevant ad content that gets prospects to click through to your websites and take the next step. Then analyze results to continually improve your ROI.

- Increase reach by advertising on leading search engines and social platforms
- Drive targeted, high-quality traffic by delivering the right message to the right person at the right time
- Define your ROI and refine your strategy with analytics to identify top-performing campaigns

Social Media Posting

Transform your social media presence. RENT*Café* Reach Social pairs high-quality, hyper-local content with social listening and timely, professional replies crafted by a dedicated account manager. First, we audit your social channels and provide recommendations. Then, we support your brand's social media goals by creating, posting, monitoring and reporting on content that you approve.

- Increase brand recognition with curated, hyper-local social media content
- Grow engagement with quick responses and continuous channel monitoring
- Expand reach with boosted posts and microblogs



Reputation Management

Take control of your digital reputation. Participate in and guide the online conversation about your brand with RENT*Café* Reach Reputation Management. An experienced account manager will monitor online reviews, proactively handle potential negative reviews, prevent damaging content and increase positive reviews to build your brand profile. Get additional insight into the prospect and resident experience.

- Monitor and respond to brand mentions online in a professional and timely manner
- Increase credibility and trust with prospects through interactions that reflect the core values of your company
- Highlight and promote resident success stories

Promoted Internet Listings

Cast a wider net with premium listing exposure on RENTCafe.com, a powerful ILS offered exclusively to Yardi clients. Connect with renters searching for their next rental on the most efficient online apartment home marketplace. Go from lead to lease, completely online. We invest heavily in SEO and SEM on Google, Bing and other search engines to attract qualified renters and bring them to your listings.

- Reduce data entry hassle with automatic updates from your Yardi Voyager database
- Keep your pipeline full with quality leads that convert to leases at a lower cost
- Track marketing ROI more accurately with complete transparency

Stronger Together

Get found online with tools that are available separately but work well together. Integration with RENT*Café* means consistency, control and transparency—for a cohesive, single-platform property marketing strategy with accurate reporting.

Key Features

- Expert SEO services tailored to your business
- PPC advertising based on property needs and occupancy trends
- Social media management with the ability to track, edit and approve posts
- Online reputation management services including timely and professional replies
- Enhanced online listings with complete lead transparency
- Dedicated account managers, including Google AdWords™ Certified Specialists
- Comprehensive reporting to track results
- Seamless integration with RENT*Café*

Key Benefits

- Simplifies the leasing process, allowing agents to complete leasing tasks from any location
- Eases the move-in, move-out and lease renewal processes for staff and residents
- Schedules prospect and resident follow-up for customer relationship management throughout the lease lifecycle
- Increases marketing ROI with multitouch lead attribution models, conversion reporting and predictive analytics
- Ensures optimal visibility into your leasing office, eliminating missed opportunities
- Eliminates manual data entry and duplicate records

CRM

Turn leads into leases, improve resident retention and maximize your marketing ROI with our end-to-end leasing and customer relationship management solution.

RENT*Café* CRM

Our end-to-end leasing and customer relationship management solution allows you to conduct prospect and resident services from your tablet or desktop, using real-time data from Yardi Voyager. Fully integrated with Voyager, RENT*Café* and RENT*Café* Connect, RENT*Café* CRM accesses contact, lead, lease, resident and property data and packages it in an intuitive and mobile format for your leasing consultants. It provides automated leasing and CRM activities in one integrated, transparent system so you have total visibility into your leasing office. Leasing consultants can easily step prospects through the leasing cycle from initial contact through online lease execution, as well as promptly assist residents during move-in, move-out, lease renewal and maintenance quests—without being tied to a desktop.

Mobile Leasing Management

RENT*Café* CRM features unlimited customized follow-ups for both prospect and resident activity. Real-time lead notifications, tracking and management reporting helps your leasing consultants identify prospects—even before they step foot on your property. Additionally, RENT*Café* CRM powers your customer relationship management throughout the leasing process, continuing after the customer moves in, all the way to renewal. Make customer communications easier using the incorporated Voyager correspondence engine and professional email templates.

Instant Insights

Gain total visibility into your leasing office when you channel daily leasing and CRM activities into one integrated, transparent system. Dashboards featuring up-to-the-minute operations details, leasing data and residential analytics—with drilldown and access to custom reports—ensure your staff provides accurate information to your prospects, applicants and residents. RENT*Café* CRM also has multi-touch lead attribution tools to track your advertising sources with complete accuracy. As a result, you can capture and track every lead, make your advertising more productive and convert more prospects into residents to optimize rental revenue.

View property listing details, lead data, resident service requests and detailed analytics in one seamless interface.

Access your dashboards, contacts, leads, calendar and leasing activity with a single tap.

Smarter Leasing

Benefit from the workflow efficiency and competitive advantage supplied by an end-to-end tablet leasing tool. All the leasing activities and prospect and resident support you perform at your desk, you can now execute from any location—including real-time rental pricing and applicant screening with Yardi RENTmaximizer and Yardi Resident Screening.

Improved Performance

Analytic reporting on agent performance, property positioning and the effectiveness of your marketing campaigns provides timely information to better manage your leads and contacts, sign more leases and improve your team's performance. With RENT*Café* CRM analytics, you can turn data into actionable information that increases your ROI.

Prescriptive Analytics

Pair the analytic performance of RENT*Café* CRM with the PPC advertising services of RENT*Café* Reach to fix vacancy issues before they start. Use your data to predict occupancy gaps, then fill your pipeline with the right number of leads at the lowest cost to convert.

Call Automation

Improve marketing performance when you add call automation to RENT*Café* CRM to track the marketing source of prospect calls. Call automation also tracks whether each call converts into a lease. This data about the performance of your marketing sources is visible in your dashboard, allowing you to better allocate your marketing budget.

Key Features

- Automated notifications ensure every lead is serviced with unlimited, customized follow-ups
- Instant access to real-time unit availability and lead transfer to sister properties
- Accurate reporting on marketing spend, employee performance, traffic patterns and more
- Operations and leasing dashboards with data from Voyager
- Real-time lead identification, evaluation, tracking and management
- Predictive analytic capabilities for just-in-time marketing
- Full integration with Voyager, RENT*Café* and RENT*Café* Connect

Key Benefits

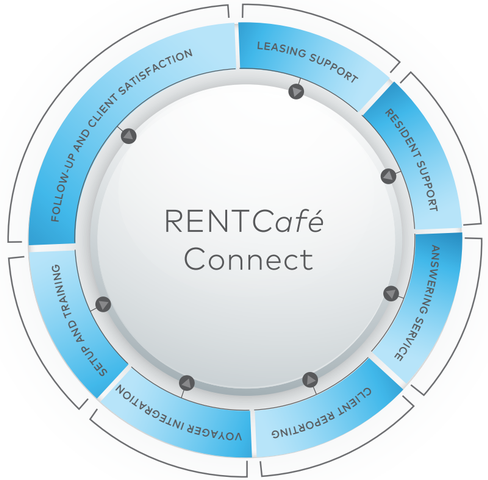
- Maximizes and controls your spend while promoting prospect and resident satisfaction with a smart digital answering service
- Offers on-demand live agent support via call, chat and email with experienced property management and leasing professionals
- Records calls for playback directly from Voyager for quality assurance
- Promotes your properties' key selling points, policies and resident procedures
- Delivers lead-to-lease reporting and analytics for unprecedented visibility into the performance of your property marketing strategy

Call Centre

Capture leads, control spend and track results. Designed to be invisible to your prospects and residents – and transparent to you – this flexible solution increases property occupancy and promotes resident satisfaction with all activity recorded directly in Yardi Voyager.

RENT*Café* Connect

Generate revenue by increasing property occupancy and promoting resident satisfaction using RENT*Café* Connect, a flexible call centre solution that fits your business and your budget. Combine digital answering services with on-demand live agent support to eliminate missed opportunities. By leveraging information specific to your community from RENT*Café* and Voyager, RENT*Café* Connect acts as an extension of your leasing office 24 hours a day, 365 days a year.



A digital answering service when you want it. On-demand access to live agent support when you need it most.

Control Spend

RENT*Café* Connect helps you manage expenses and stay within your operating budget. This adaptable program delivers an efficient digital answering service with optional skilled agents available on demand. With the ability to turn this service on or off at your discretion, you can take advantage of live support without exceeding your budget, giving you complete control over your marketing spend.

Maximize Marketing Dollars

Answer the calls most likely to convert. With RENT*Café* Connect, you can prioritize your leads using powerful analytics to determine your most valuable lead sources and maximize your return on investment. Gain complete control over your marketing spend with increased budget transparency. On-demand scheduling can be scaled up or down to meet the unique needs of your business.

Retain Residents

Provide superior service tailored to your residents to increase satisfaction and lease renewals. Because RENT*Café* Connect is seamlessly integrated with Voyager, agents enter maintenance requests and credit card payments directly into your property management system in real time. Agents leverage notes and history within Voyager to offer the best customer experience when answering questions and resolving issues. No other call centre can offer that.

The RENT*Café* Connect live agent team consists of experienced, trained property management and leasing professionals that provide your prospects and residents with superior service.

Integrates with RENT*Café* CRM for instant resident, prospect and lead alerts at your fingertips.

Key Features

- Digital answering service for automated inbound message management
- On-demand leasing and resident phone support, available 24/7, 365 days a year
- Specialized email and chat support
- Guest cards, appointments, maintenance requests and payments entered directly into Voyager
- Unique phone numbers for each marketing source and property upon request
- Calls recorded and accessible within Voyager for quality assurance
- Analytic reporting with complete visibility into your marketing spend
- Onsite management staff notified of activity as it occurs via email

Revenue Management

Our solution provides better results, better service and complete visibility. Now you can increase rental income growth while you improve occupancy.

Key Benefits

- Helps you consistently beat the market to gain maximum revenue and optimize your assets
- Includes Yardi experts dedicated to managing your pricing so you can focus on your business
- Leverages a built-in proprietary feedback loop to continuously advance algorithms, making the system smarter
- Allows you to map your pricing to your business processes and goals with a configurable system built into your Voyager platform

Yardi RENTmaximizer

Get better results with Yardi RENTmaximizer, a dynamic revenue management system built into Yardi Voyager and designed to optimize revenue by pricing leases using the balance between your real-time inventory, traffic and market conditions. RENTmaximizer provides complete visibility to see your rent movement, understand your financial and operational performance and know your market — including every comp and how you compete.

RENTmaximizer allows for fast adjustment to market conditions and changes in your inventory and traffic — while adjusting for cost constraints such as vacancy loss, turnover costs, inventory hold days and lease expiration management.

Complete Visibility

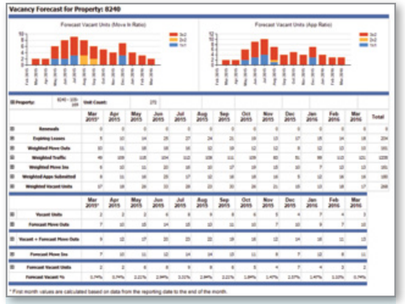
RENTmaximizer provides holistic revenue intelligence for your operations team. With this transparent system you'll see everything from rental rates and occupancy data to property performance benchmarking (compared to the market, submarket and competition). Prospects and residents will gain various pricing options, while your managers will enjoy greater confidence that you are delivering the best possible rental prices.

Better Results

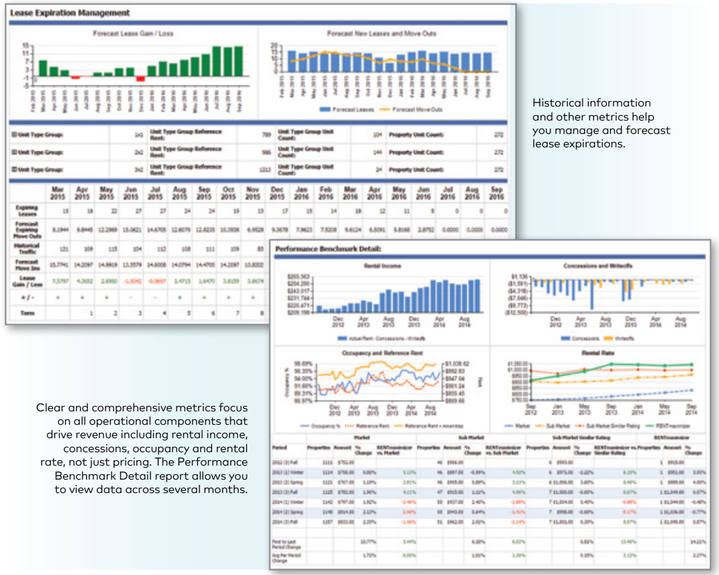
Clients using RENTmaximizer have gained on average more than 6% net rental income growth while improving occupancy. And, RENTmaximizer properties consistently beat the market by a minimum of 2%. This intuitive, transparent pricing system empowers your sales force, provides clear and comprehensive reporting and promotes adoption throughout your organization. Leases are priced by the system daily, which allows for fast adjustment to market conditions and changes in your inventory and traffic, while adjusting for cost constraints such as vacancy loss, turnover costs, inventory hold days and lease expiration management.

Better Service

You manage your business, we manage your pricing. Only Yardi provides you with a dedicated revenue manager with valuable industry experience along with your revenue management software. Your dedicated revenue manager will get to know your business processes, assets and goals to provide superior support and will work with you to maximize your returns. And as a RENTmaximizer client, you'll receive this service and training continuously to promote ongoing success.



RENTmaximizer provides total visibility into your vacancy forecast.



Historical information and other metrics help you manage and forecast lease expirations.

Clear and comprehensive metrics focus on all operational components that drive revenue including rental income, concessions, occupancy and rental rate, not just pricing. The Performance Benchmark Detail report allows you to view data across several months.

Key Features

- Industry benchmarking data provides complete visibility for more successful pricing
- Multiple pricing options fit customer needs and address fair housing concerns
- Predictable daily pricing allows for fast adjustment to market conditions and your inventory
- Analytical reporting provides complete intelligence on components that drive maximum revenue
- Superior service and ongoing training from experienced revenue managers
- Integration with Voyager across your entire portfolio

Key Benefits

- Reduces loss from collections, evictions and legal action
- Automates consistent decisions and improves compliance with customizable rules
- Increases ease of use with one integrated system and simplified online leasing workflow

Resident Screening

Make screening a seamless part of your Voyager leasing workflow and leverage it with your operating data to ensure you consistently select and retain low-risk residents.

Yardi Resident Screening

Yardi Resident Screening is a proven online resident screening system that delivers comprehensive reports so property managers can make smart rental decisions and minimize risk. Using the most reliable data available, our solution eliminates guesswork and provides automated recommendations tailored for your properties to help you select quality residents. The system is customizable for all multifamily property types including conventional rentals, social housing and student housing.

Confident Screening

Our solution delivers a reliable screening process to provide your rental staff with clear, consistent direction that supports your business rules. Decision criteria are tailored for each property in your portfolio, so applicants will always be screened uniformly and according to your objectives.

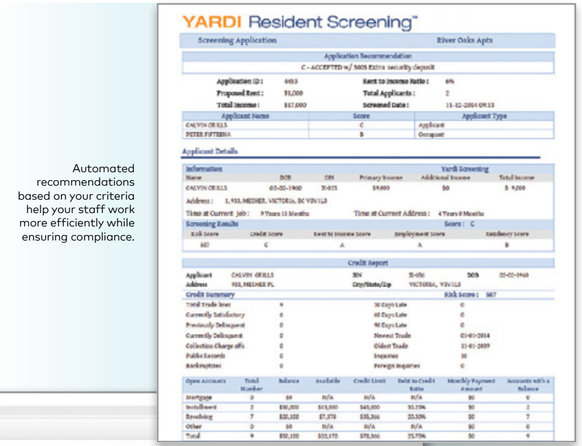
Strategic Advantage

The screening and reporting tools included with the system enable property owners and managers to minimize risk and maximize revenue while maintaining compliant and profitable communities. Yardi Resident Screening provides a strategic advantage with management reports and analytics that shed light on your applicant traffic and performance. Experienced consultants are available to further assist in fine-tuning decision criteria to meet your goals.

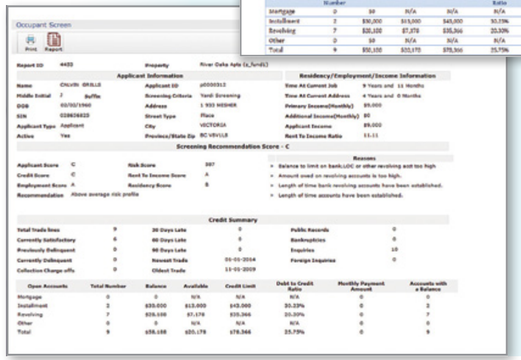
Certn Advantage

Gain a competitive advantage by adding Certn® data to your screening program. With the largest risk-relevant database in the world, Certn uses data points from thousands of publicly available sources of past records to predict the future viability of a prospect. With Yardi Resident Screening, you can leverage this data to factor criminal and eviction records and applicant ranking into your resident screening decision, which will allow you to accept better quality residents.

Oversee applicant traffic, marketing spend and property performance in a single snapshot with the executive dashboard.



Automated recommendations based on your criteria help your staff work more efficiently while ensuring compliance.



Easy to read, user-friendly formatting of credit reports.

Key Features

- Integrated with the entire Voyager leasing cycle, including generation of lease documents
- Customizable rules automate consistent rental decisions and improve compliance
- Strategic analytics and executive reports provide insight into portfolio-wide traffic and screening activity
- Applicant ranking with Certn, based on publicly available records
- Business profile reports available as an additional service

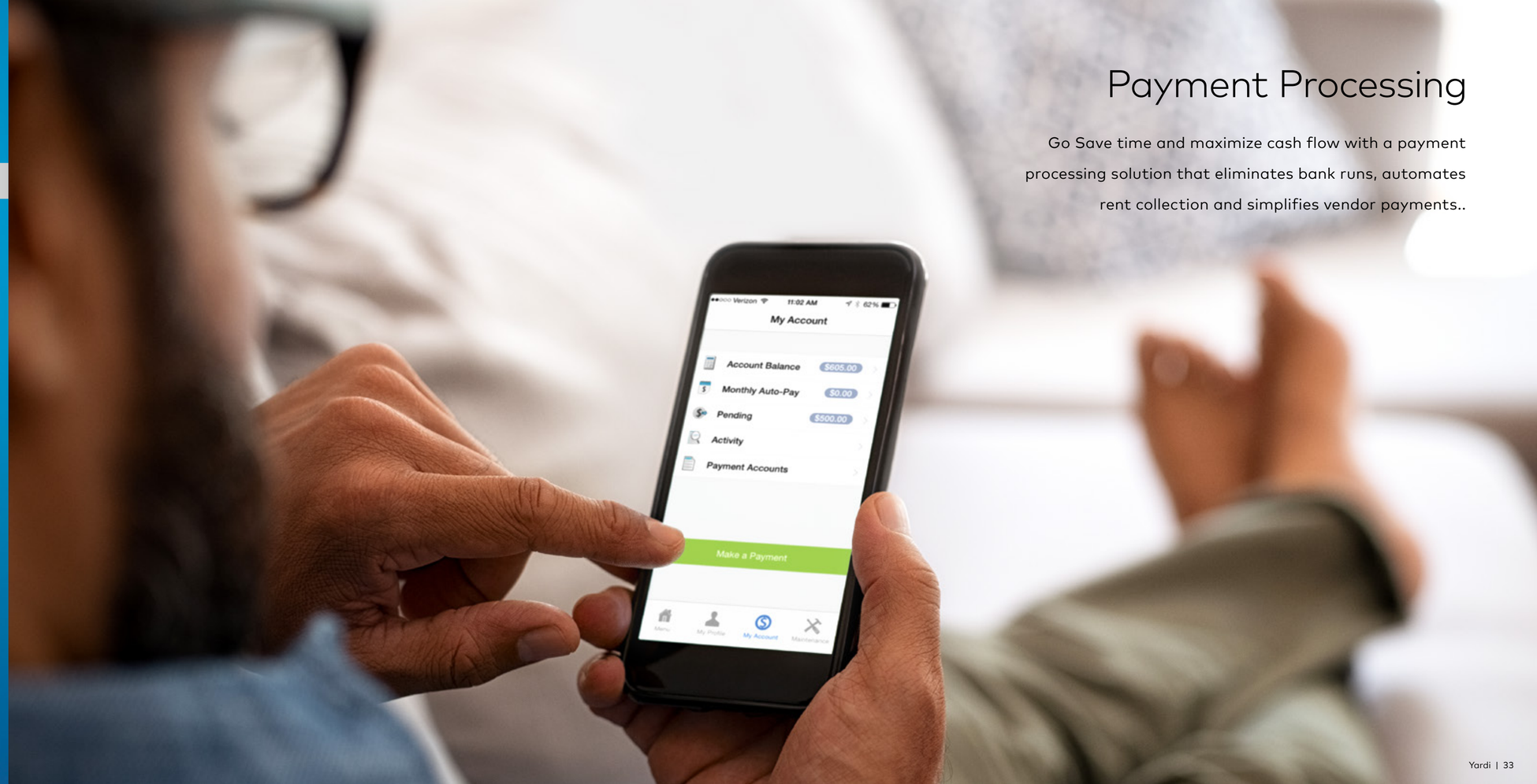
Payment Processing

Go Save time and maximize cash flow with a payment processing solution that eliminates bank runs, automates rent collection and simplifies vendor payments..

Key Benefits

- Increases resident satisfaction and maximizes your cash flow
- Scans and digitizes paper cheques and money orders in bulk
- Provides secure and instant access with confirmations via text messaging*
- Streamlines accounts payable with automated vendor payments
- Auto-transfers electronic deposits and payments to and from your bank account
- Eliminates manual errors and time-consuming bank trips

*Currently not available for social housing



Yardi Payment Processing

Increase resident satisfaction and office efficiency with Yardi Payment Processing. Manage accounts receivable and accounts payable with one system that helps you streamline rent collection, cut operational costs and reduce processing errors. Make collecting rent and other fees easier with user-friendly payment options that eliminate bank runs for your staff. Your residents can conveniently pay rent by cheque, via text* or online. Your staff can more quickly process incoming payments and outgoing payments to any vendor.

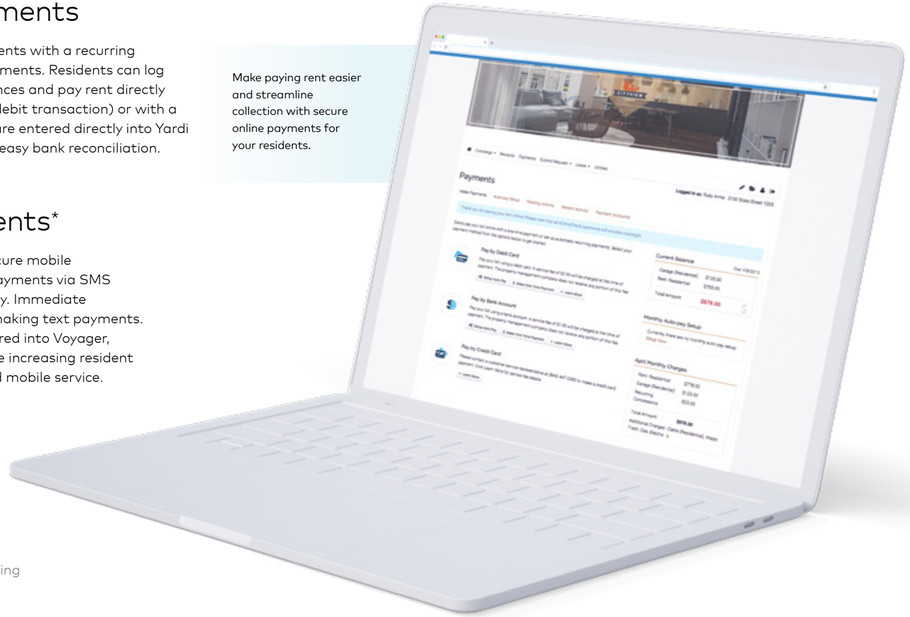
Collect Online Payments

Offer paperless self-service rent payments with a recurring payment option using Yardi Online Payments. Residents can log in at any time, view their account balances and pay rent directly from a bank account (pre-authorized debit transaction) or with a credit or debit card. Online payments are entered directly into Yardi Voyager, with automatic deposits and easy bank reconciliation.

Make paying rent easier and streamline collection with secure online payments for your residents.

Collect Text Payments*

Give residents 24/7 convenient and secure mobile access to review balances and make payments via SMS text messaging with RENT*Café* TextPay. Immediate confirmation is provided to residents making text payments. Rent payments are automatically entered into Voyager, improving operational efficiencies while increasing resident satisfaction by providing an in-demand mobile service.



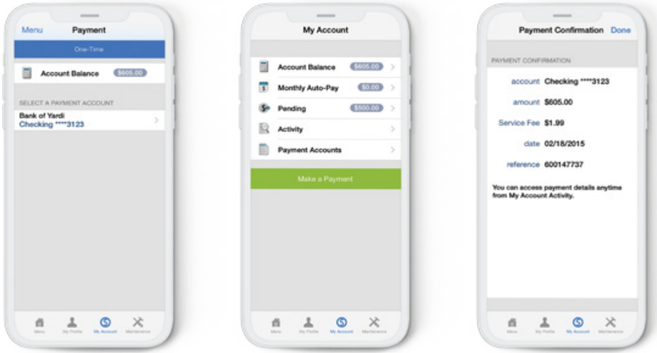
*Currently not available for social housing

Collect Cheque Payments

Eliminate trips to the bank, lost cheques and manual keying errors while reducing NSF risk with Yardi CHECKscan. Scan bulk batches of personal, corporate, bill pay and cashier's cheques as well as money orders to greatly reduce processing time. Instantly create receipt batches in Voyager for all items and permanently store the image files — so you don't need to make copies. Payments are transferred electronically to your financial institution the next day, optimizing your cash flow.

Pay Vendors and Owners

Automate cheque writing and electronic vendor or owner payments with outgoing accounts payable. PAD (pre-authorized debit) payments are administered and distributed automatically, and instantly recorded in Voyager via Yardi Bill Pay — speeding up processes, reducing manual errors and cutting down on paper waste. For vendors and owners that don't accept electronic payments, cheques are processed, printed and mailed for you with all activity documented in Voyager, saving your team significant time and increasing productivity.



Key Features

- Electronic deposits for rapid availability of funds
- 24/7 resident access to make online and text payments*
- Credit and debit card and/or pre-authorized debit payments
- Voyager auto-matches charges and applies payment priority rules
- Permanent cheque image storage for scanned payments
- Electronic vendor and owner payment processing and transfers
- Full-service cheque writing and distribution by our cheque writing service organization
- All transactions instantly recorded in Voyager

*Currently not available for social housing

Key Benefits

- Provides full transparency and visibility for more proactive management of your utility costs and assets
- Reduces time spent on annual utility budgets
- Identifies errors and costly leaks that need repair and provides easy creation of work orders in Voyager
- Saves you time and money with paperless utility invoice processing
- Offers convergent utility billing that can increase collections by 20%
- Gives stakeholders holistic and granular views into utility data in one single platform

Energy

Eliminate manual utility processes and increase cost recovery with an energy management suite built into Yardi Voyager. Maximize efficiency and leverage proactive analytics to better control your expenses.

Yardi Energy Suite

Choose a single solution for energy management built into Yardi Voyager for streamlined processes, better decision making and reduced operating expenses — without data transfer or integration issues. Consolidate utility data for visibility and reporting with your existing Voyager workflows while giving residents access to one portal. The Yardi Energy Suite includes solutions for submetering and billing, utility payable processing and data capture, and analytics for sustainability and benchmarking.

Utility Billing

Use Yardi Utility Billing to maximize utility cost recovery in Yardi Voyager without interfaces, transfer or manual data entry. Leverage accurate allocations and 24/7 live resident support to increase operational efficiency while maximizing cash flow. Find the right solution for your buildings among multiple submetering and billing options with support from our regulatory staff.

Submeter Management

Reduce costs and promote conservation by charging residents for their exact and accurate consumption with submeters, meter reading and exception alerts visible in Voyager. We provide professional turnkey installation and project management for new construction and retrofit installations and ongoing system maintenance by our in-house network of experienced technicians.

Resident Experience

Give residents single online access to consumption data, statements, maintenance and payment options with convergent billing through RENT*Café*. By aligning utility billing with resident activity workflows in Voyager, you can automatically recover final bills when residents move out and monitor vacant unit costs when residents move in.

Utility Billing

- Combine with Voyager and RENT*Café* to eliminate data transfer issues
- Recover vacant costs using existing resident activity workflows
- Proactive exception handling with built-in work orders

Utility Expense Management

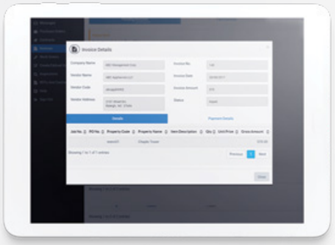
- Simplify accounts payable and budgeting with utility invoice processing, validation, data capture and more
- Save money on late fees with invoice tracking and faster processing
- Follow existing workflows and get access to data in Voyager

Utility Benchmarking & Analytics

- Yardi E2 Insight is one platform for all energy data using existing property lists and attributes
- Data is normalized for comprehensive reporting for all stakeholders
- Access data for ENERGY STAR® benchmarking, GHG emissions and more

Utility Bill Payments

- Yardi Bill Pay offers outsourced cheque printing and pre-authorized debit payments
- Yardi Bill Pay credit card payments (both physical and virtual) create a frictionless payment process
- Complete the automation of the invoice processing cycle



Utility Expense Management

Reduce costs and automate payables with electronic invoice processing, billing validations, vacant use analysis, utility consumption, cost analytics and (optionally) utility bill payment. Yardi Utility Expense Management includes streamlined invoice tracking, collection and processing that greatly reduces late fees and shut-off notices. Collect and access valuable utility data with payable workflows, GL coding and bill image storage in Voyager. Get reliable, high-quality utility data audited for exceptions and proactive resolution to potential issues that saves you money and helps you make business decisions.

Bill Payments

Speed up the utility payment process with Yardi Bill Pay. Invoices are seamlessly routed through your existing approval workflows. Bill Pay automatically pulls payments from your Voyager database and utilities receive payment via your choice of mailed cheque, pre-authorized debit or credit card.

Utility Benchmarking & Analytics

Access utility data from invoices and resident billing in a single dashboard for analytics reporting and actionable intelligence for improved decision-making. Yardi E2 Insight allows you to easily view trends and changes, create work orders from exceptions, quickly benchmark your portfolio using normalized comparisons down to the meter level, leverage budgeting features to give stakeholders visibility into asset value, and consolidate expenses, exceptions and cost recovery into one reporting platform.

Leverage our expertise and add-on services to help you meet your sustainability goals, GHG emissions and ESG reporting needs. Our team of Certified Energy Managers®, engineers and MBAs have broad experience and knowledge to identify conservation opportunities that meet your business initiatives. Add our benchmarking services to offload time-intensive ENERGY STAR reporting, compliance and certifications. Save even more money with detailed utility rate and tariff auditing and resolution support.

Key Features

- Integrated visibility to maximize utility recovery
- Cost and consumption analysis with monthly reconciliation
- Submeter installation and full-service maintenance options
- Automated meter readings and submeter data analysis to identify leaks and variances
- Convergent billing tied into your Voyager move-out workflow
- Resident portal access to improve collections
- Dedicated regulatory staff and service teams
- 24/7 live call centre support for residents, with call details (and recordings by request) logged in Voyager for quality control
- Electronic invoice processing with vacant unit cost recovery, rate and tariff analysis and optional bill pay
- ENERGY STAR benchmark reporting
- Utility reporting dashboards and actionable intelligence

Key Benefits

- Saves money by consolidating procurement spend into one platform
- Enables better decision-making with real-time Voyager data
- Provides powerful analytics to support continuous process improvement
- Increases efficiency and productivity with online and mobile workflows
- Eliminates interfacing with third-party systems
- Saves time and drastically reduces scanning, keying, printing and other manual tasks
- Gives vendors real-time transparency into their business with you
- Identifies potential at-risk vendors and develops strategies for managing them

Procure to Pay

Go paperless and reduce manual tasks with an end-to-end Procure to Pay solution. Gain real-time visibility into budgets and cash, increase efficiency with online catalogues and manage and pay vendors more effectively.

Yardi Procure to Pay

Gain efficiency and productivity across the Procure to Pay process while attaining real-time transparency into your budgets and cash flow. The end-to-end Yardi Procure to Pay platform includes powerful vendor management tools, flexible purchasing catalogues, electronic processing and approvals for purchase orders and invoices, and seamless outsourced vendor payments.

Paperless Invoice Processing

Yardi PayScan is a paperless, mobile-enabled invoice workflow platform that provides a 360-degree view of transactions from cheque to payable to invoice to purchase order, work order, job or contract. In addition, all budget and cash data is available in real-time. Use powerful analytics to drive continuous improvement across your procure to pay process.

Full-Service Invoice Processing

Reduce costs and increase efficiency even further with Yardi PayScan Full Service or Yardi PayScan Email Processing. With Full Service, Yardi provides a dedicated PO Box and email address for vendors to submit invoices by mail or electronically. With Invoice Processing, vendors email the invoice directly to Yardi and we enter the data into Voyager for you. All invoices show in Voyager as invoice registers, ready for you to review, approve and process as payables.

Payments

- Yardi Bill Pay offers outsourced cheque printing and pre-authorized payments (PAD)
- Yardi Bill Pay creates a frictionless payment process
- Complete the automation of the Procure to Pay cycle

Vendor Management

- VendorCafe offers a web/ mobile platform to help manage vendors more effectively
- VendorCafe provides vendors real-time invoice and payment transparency
- VendorShield reduces risk and helps automate vendor screening and onboarding

Invoice Processing

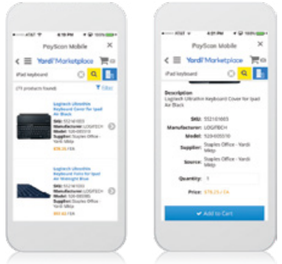
- Yardi PayScan offers web/ mobile invoice processing
- Vendors submit invoices to Yardi via mail, email or uploaded via VendorCafe for scanning and data entry
- Yardi Utility Expense Management drastically reduces time spent on utility invoices

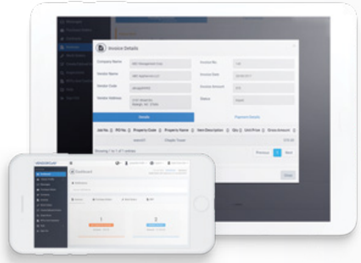
Procurement

- Yardi Marketplace offers a web/ mobile purchasing platform with powerful reporting
- Your suppliers and pricing reside in one procurement platform (Yardi catalogues also available)
- Deep integration allows electronic invoices to flow directly into PayScan

Online Procurement

Yardi Marketplace is an online and mobile MRO shopping platform. Manage suppliers and leverage contracted pricing in one platform with off-the-shelf supplier relationships and catalogues, or create your own online catalogues. Yardi Marketplace works seamlessly with PayScan to process invoices and purchase orders electronically. Get insightful reporting that gives you full control of your organization's procurement activity.





Vendor Management

Empower your vendors to manage their business with you through the VendorCafe online and mobile portal. Vendors can submit invoices and view invoice status, payment details, purchase orders and work orders in real time. Invoices submitted electronically through VendorCafe import immediately into PayScan. VendorShield automates credential verification and simplifies management of certificates of insurance, service contracts and other documents.

Simplified Bill Payments

Speed up the vendor payment process with Yardi Bill Pay. Invoices are seamlessly routed through your approval workflows. Bill Pay automatically pulls payments from your Voyager database and fulfills them based on how you pay each vendor. Vendors receive payment via your choice of mailed cheques or PAD.

Key Features

- Centralized and powerful procurement platform
- Full audit trail capabilities to enforce compliance
- Open invoice monitoring and real-time view of cash
- SKU-level reporting to identify potential savings
- Electronic invoicing with Yardi Marketplace and VendorCafe
- Full-service invoice importing and data entry to eliminate self-scanning
- Invoice matching to POs, contracts, WOs and jobs
- Simple document management, service contracts and other documents
- Integrated mobile app for online invoice approvals and review

Key Benefits

- Ensures fewer equipment breakdowns with preventative maintenance scheduling
- Enables fast response to maintenance requests with mobile access
- Facilitates oversight of maintenance personnel with location tracker
- Features graphical display of key performance indicators
- Includes maintenance, inspection and fixed assets modules

Maintenance Management

Schedule, track and manage all preventative, routine and emergency maintenance from your desktop or mobile device –and gain modules for managing inspections and fixed assets at no extra cost.

Yardi Advanced Maintenance

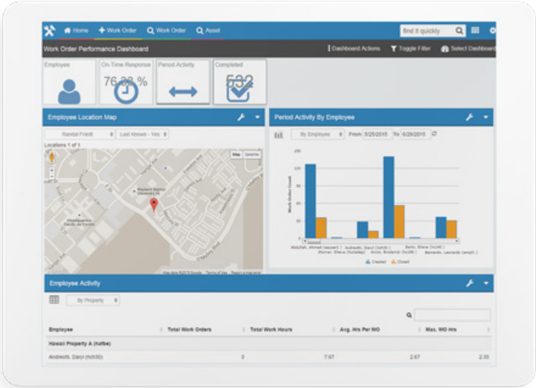
Yardi Advanced Maintenance is your solution for complete scheduling, tracking and management of asset maintenance from your desktop or mobile device. The solution supports all types of real estate market segments including, but not limited to, multifamily, subsidized, senior, military, condominium, retail, office and industrial properties. You can schedule preventative, routine and emergency maintenance tasks. A location tracking feature allows you to match technicians with tasks, ensuring rapid response to emergency requests.

Maintenance Manager Mobile

Yardi Advanced Maintenance includes the Yardi Maintenance Manager Mobile app which helps you save time, boost efficiency and increase tenant and resident satisfaction by taking your maintenance workflow mobile. Maintenance managers can easily track technicians, assign work orders and manage their maintenance tasks from an Android™ Tablet or iPad®.

Facilities Management

Stay informed about your properties' maintenance operations via intuitive, customizable dashboards. A guided workflow simplifies and expedites the work order creation process. Key performance indicators help you assess work order response and completion, employee activity, and material usage. Also, the solution integrates with VendorCafe to allow you to request and manage vendor proposals from your tablet.



With Advanced Maintenance, you receive additional products for managing assets at no extra cost, including:

Yardi Maintenance

Perform and track daily maintenance for your properties with unparalleled ease and efficiency.

Yardi Inspection

Schedule, perform and manage all types of inspections including annual, regulatory, due diligence and more.

Yardi Fixed Assets

Record and monitor fixed assets from purchase order issuance through purchase, use and final disposition.

Key Features

- Full planning and scheduling of maintenance tasks
- Complete history of work orders
- Fewer equipment breakdowns with preventative maintenance scheduling
- Complete history of all fixed assets
- Fast response to maintenance requests with mobile access
- Oversight of maintenance personnel with location tracker
- Graphical display of key performance indicators

Key Benefits

- Speeds up employee onboarding with courses that blend Yardi software training and custom policies and procedures
- Reduces training administrative costs with efficient automated workflows and data import/export
- Consolidates training program administrative tasks to a single platform
- Automates recertification processes, due dates, notifications and compliance reporting
- Improves employee performance by encouraging staff to explore new skills in safe, Yardi practice areas
- Builds a robust culture of learning with achievements, peer discussions and assignment feedback tools
- Achieves better accountability and knowledge retention over traditional training
- Boosts employee confidence with relevant and effective training resources that improve job efficiency

Online Learning

Create a personalized learning experience that maximizes knowledge retention and job satisfaction.

Yardi Aspire

Get more value from your training budget. Yardi Aspire eclipses traditional staff training programs with on-demand digital content designed to improve job performance, reduce staff turnover and eliminate outdated teaching methods.

Remove Barriers to Learning

From the moment they open the software to the moment they complete their training, the user experience needs to be seamless. That's why Yardi Aspire integrates with all the main identity providers, including YardiOne to allow employees to bypass the need to log in to learn. The personalized student dashboard, training recommendations and assignments, and customized course and event catalog target relevant competency areas that support the independent, proactive learner. Custom Learning Plans allow the employee to view their training plan and learning steps unlock automatically as prerequisite steps are completed.

Automate User Management

Save time and avoid input errors with automated data transfers. Yardi Aspire supports data transfer to and from third-party learning management, talent management and HR systems. Administrators can set up automated, regularly-scheduled data transfers that streamline employee onboarding, reduce training administrative costs and ensure accurate reporting by consolidating students' comprehensive training activities.

Customize Your Catalog

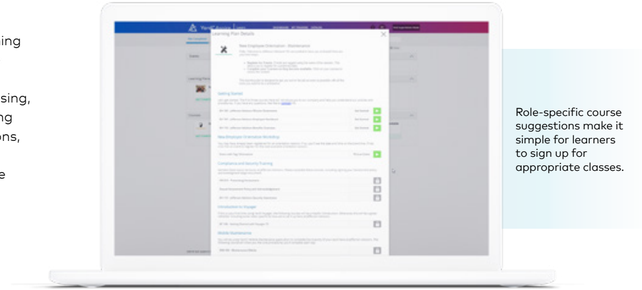
Yardi Aspire users have unlimited access to over 1,100 engaging elearning courses that provide variety of immersive software training across the Yardi product suites. Yardi Aspire Plus and Yardi Aspire Premier clients benefit from hundreds of courses in compliance, safety, leadership, leasing, professional development and more. All courses promote active learning with multimedia, animations, branching, hot spots, software simulations, virtual reality and interactions incorporated throughout. Clients can customize the courses using in-platform authoring tools to incorporate important company policies, procedures and custom messaging.

Craft Learning Plans by Role or Competency

Yardi Aspire's learning plan feature is a quick, strategic way to communicate what self-paced courses, events, tests, eSign documents and surveys must be completed for a specific training program to be considered completed. Control the order and assignment timing, plus completion due dates within each plan. Yardi Aspire offers nearly 100 role-based learning plan templates and mini-certification templates that can be used as is or customized to fit your organization's needs.

Make Live Events More Effective

Gain centralized management tools for classroom, webinar and in-person events. Trainers can schedule single or recurring events, interface with integrated web conference and meeting tools such as Zoom, Webex™, Adobe® and Citrix® to import actual attendance data into your Yardi Aspire reporting. Extend your training program by importing free, Yardi-taught software training webinars on a variety of Yardi products. Integration helps trainers eliminate costly data entry errors, organize their calendar of events, manage attendance and report on student attendance. Yardi Aspire makes it easy to distribute training materials and set up pre- and post-event surveys to measure effectiveness of live events.



Role-specific course suggestions make it simple for learners to sign up for appropriate classes.

Organize Employee Resources

Make it easy for Yardi Aspire users to find exactly what they need to make training more successful and their everyday work more efficient. Yardi Aspire administrators can use searchable and securable resource containers to curate relevant content from many different sources and deliver it to specific groups of users who need it most. Yardi Resource templates are available to quickly set up a rapid learning library of Yardi software training videos and quick reference sheets on a variety of Yardi product topics.

Sign Documents Digitally

eSign is a time-saving and paperless feature built into your Yardi Aspire university that allows you to upload your organization's PDFs and build a digital library of documents that can be signed electronically to acknowledge policy statements or certify completion of goals and tasks. With eSign, users can insert custom signature files, select from included templates or create one from scratch on a tablet. eSign also has text fields which enable users to insert comments into the form. Eliminate the need to download, print, sign, scan, upload or email forms. Get it all done online quickly and with a convenient, digital audit trail.

Collect Employee Input

Create custom surveys and assess response data without leaving Yardi Aspire. Gain faster access to survey responses and analyze data easier by avoiding import/export from third-party survey software. Collect company-wide feedback by sending surveys via platform email or in a resource container. Gain learner input by including surveys in your courses courses and learning plans. Insert surveys in event descriptions to gauge registrant's learning goals, experience level and dietary restrictions. Schedule surveys to send automatically after live events to elevate instructor performance, training effectiveness and class feedback.

Use SCORM Courses In Yardi Aspire

Yardi Aspire supports SCORM courses created in other authoring platforms, or those purchased from third-party vendors. Upload your external SCORM courses as a page within a course and issue it as a step in a learning plan. Customize the SCORM-based course using Yardi Aspire authoring tools to add custom pages that embellish the off-the-shelf content with your organization's unique twist, like custom procedures, policies, tests, eSign documents and assignments before and after the SCORM course. Customizing SCORM content has never been so easy.

Key Features

- Centralized solution for online courses, live training events and organizational resources
- Integration with a variety of identity providers and webinar, video hosting and help desk software providers
- Manual and scheduled reporting to track learner progress and organizational trends
- Role- or region-based course deployment
- Extensive curriculum developed and maintained by Yardi and industry experts
- Intuitive authoring tools for quick course creation and rollout to learners
- Support for multimedia formats including SCORM, HTML, documents, images and videos
- Mobile access through all major handheld devices and web browsers
- Training and consultation from experienced Yardi Aspire experts
- Easy-access search function for staff to find company-wide resources

YARDI | Energized for Tomorrow

At Yardi our mission is to provide our clients with superior products and outstanding customer service, while we take care of our employees and the communities where we work and live. With that commitment, Yardi leads the industry in providing full business software solutions for real estate investment management, property management, financial accounting, asset management and ancillary services. Organizations like yours have been using our proven and mature software with confidence for decades.

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