

Aug-2018

Release: BI WebPortal 2018c Version: 2018.00.1808.161

Add Subdivision and Model to PO-PDF report

Software Report: WEB-2 and WEB-5

This enhancement adds the SUBDIVISION and MODEL fields to the PO.



Vendor login – Change logic on how Tasks and PO's are pulled

Software Report: WEB-15

Updated the system logic to pull in the Schedule Tasks first and then perform a second request when the detail button is selected. This method reduces the size of the data pulled and allows for a faster transition, as well as less time consumed by Gemini and/or PSClient.

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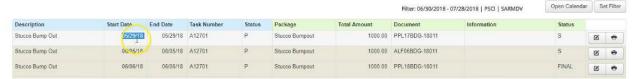
Add Job Address to the Vendor login - Task List

Software Report: WEB-14

Added three columns to show the Job #, Job Address and Job Description to the vendor TASK-PO list.

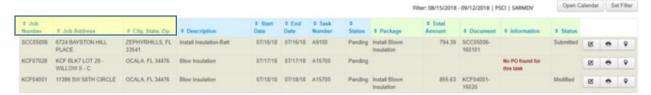
Before:

Scheduled Tasks and POs



After:

Scheduled Tasks and POs



Color Band to Job List to indicate which job I was working on

Software Report: WEB-18

When a user navigates from a LIST VIEW to a DETAIL VIEW and then back to a LIST VIEW, it could become confusing which job you just left. So we added a COLOR BAND to highlight the job most recently opened. Notice the green border surrounding the 3rd job in the list.



Increase character limit for job description and job address

Software Report: WEB-19 and WEB-24

We increased the character limit to 70 characters for both the Job Address and the Job Description.

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Job Address to the Vendor - Task Form

Software Report: WEB-23

Added the job information (Job number, Job Description and Job Address) to the Vendor-TASK-PO form to insure the vendor knows what job details they are reviewing.

Vendor Tasks and POs	
Job: KCF04001 KCF BLK4 LOT 1 - RYLEIGH - A Address: 11399 SW 58TH CIRCLE - OCALA, FL 34476	
Schedule Task	Purchase Order
Description	Package
Blow Insulation	Install Blown Insulation
Start Date	Total Amount
97/18/18	855.63
End Date	Document
G7/18/1B	KCF04001-16020
Task Number	Status
A15700	Accepted Rejected Done
Status	
Pending	Print Purchase Order Open PO Details Google Maps
	1 mil annual man Open 1 o Leaning Groupe major

Google maps icon to the Vendor - Task-PO List

Software Report: WEB-25

Added the Google Maps ICON to the far right of the Vendors Task-PO List to allow them to navigate to a job location.



Google maps icon to the Superintendent - Job List

Software Report: WEB-26

Added the Google Maps ICON to the far right of the Superintendent Job List to allow them to navigate to a job location.



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Column Sorting to the Vendor-Task-PO List

Software Report: WEB-30a

Added the column sorting on the Vendor's view of their Tasks and PO's

Scheduled Tasks and POs

		_							Filter: 08/15/2018	-09/12/2018 P	SCI SARMOV	Open Ca	alendar	Set	t Filter
© Job Number	© Job Address	© City, State, Zip	Description				8 Status	© Package	4 Total Amount	Document	• Information	© Status			
SCC05006	6724 BAYSTON HILL PLACE	ZEPHYRHILLS, FL 33541	Install Insulation-Batt	07/16/18	07/16/18	A9100	Pending	Install Blown Insulation	794.39	SCC05006- 160101		Submitted	8	•	9

Column Sorting to the Super-Job list

Software Report: WEB-30b

Added column sorting for the Superintendent's Job List

Jobs for Superintendent

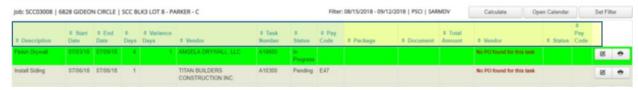
© Job Number	Job Description	9 Job Address	© City, State, Zip	© Project		
GR400220	GR4 LOT 228 - SHENANDOAH II - A	2970 HARLOW AVENUE	ST. CLOUD, FL 34772	GRAMERCY FARMS PHASE 4	H	1
KCF04001	KCF BLK4 LOT 1 - RYLEIGH - A	11399 SW 58TH CIRCLE	OCALA, FL 34476	KINGSLAND COUNTRY ESTATES		
KCF09017	KCF BLK9 LOT 17 - SERENDIPITY - C	11777 SW 60TH TERRACE	OCALA, FL 34476	KINGSLAND COUNTRY ESTATES	12	

Add Column Sorting to the Super-Task-PO List

Software Report: WEB-30c

Added column sorting for the Superintendent's PO and TASK list

Scheduled Tasks and POs



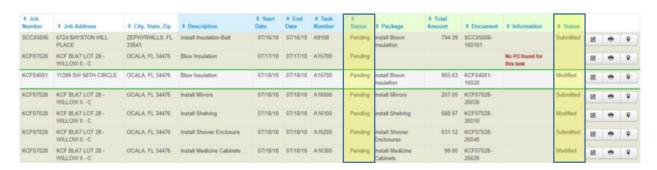
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Change STATUS column to show full name of status

Software Report: WEB-32

Changed the Descriptions for the Task STATUS and the Vendor PO STATUS to full words, as opposed to alpha characters.



TASK status on Vendor Form - change to READ ONLY

Software Report: WEB-33

All the fields related to the construction schedule are set to READ ONLY for the vendor

Job: KCF04001 KCF BLK4 LOT 1 - RYLEIGH - A Address: 11399 SW 58TH CIRCLE - OCALA, FL 34476	
Schedule Task	Purchase Order
Description	Package
Blow Insulation	Install Blown Insulation
Start Date	Total Amount
07/16/18	855.63
Ind Date	Document
67/18/18	KCF04001-16020
lask Number	Status
A15700	Accepted Rejected Done
Italius	
Pending	

Fix color logic on the combined lists

Software Report: WEB-35

The row color for TASKS-**PO's will be controlled by the Task Status a**nd secondarily by the PO Vendor Status. With recent changes made to the query logic, this colorization logic needed correcting.

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Vendor SYNC

Software Report: WEB-34

The Vendor SYNC updated to properly check and report existing vendors with duplicate email addresses.

Vendor Import Company Vendor Name © Vendor Number © Email Action Results Action Results Action Results Action Action Results Action Company Action Action Company Action Action Action Results Action Action Company Action Action Action Company Action Action Company Action Action Results Action Action Action Action Action Results Action Action

Initial Sort Order

Software Report: WEB-36 and BIWS-7

After adding the user defined column sort (See WEB-30a,b,c), the initial sort logic needed to be handled differently to insure each list was initially sorted in an order meaningful for the user.

Super Log in FILTER

Software Report: WEB-38

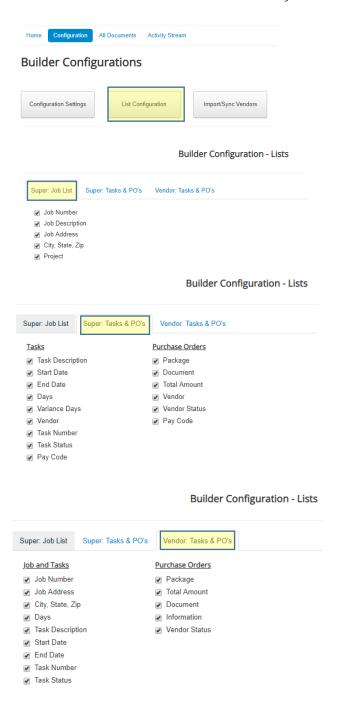
The Superintendent Filter allows the user to override their default filter settings and pull records based on a variety of filter settings. The filter logic needed to be updated to work based on an "OR" as opposed to "AND" type of logic.

Enter Filter Parameters Select Task and Purchase Order filters From Date To Date 08/15/2018 09/12/2018 Task Status Vendor Status Pending Submitted Start Date Accepted Call Date Rejected In Progress Modified Verified Done Job. SCC02003 Cancel Apply Filter

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<u>At Builder Configuration – List Configuration – set column selections</u> Software Report: WEB-45

The Builder-Admin can set which columns they want to display for Superintendents and Vendors.



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ADMINI-Vendor LogIn: Update the functionality to add new users

Software Report: WEB-47

Added code to allow vendors to add their own employees and assign the user groups each employee will be able to access, while restricting user groups available to NOT include the Vendor ADMIN.

Vendor Contac	cts		
Vendor Contacts			
Contact Name			
◆ User Group	Vendor-Acct Vendor-DOC Vendor-Orientation Vendor-PO Vendor-Punchout Vendor-Sched Vendor-Warranty	A	
★ Password	Type password		
	Confirm passwo		

Add Task Duration and Variance Days to the Super-TASK-PO List

Software Report: WEB-51

Added two columns to display the task DAYS and VARIANCE DAYS to the Super-TASK-PO List

Scheduled Tasks and POs

Job: SCC03008 | 6828 GIDEON CIRCLE | SCC BLK3 LOT 8 - PARKER - C

⇒ Description	Start Date		♦ Days	Variance Days	‡ Vendor	‡ Task Number	♦ Status
Finish Drywall	07/03/18	07/09/18	4	1	ANGELA DRYWALL, LLC	A10600	In Progress
Install Siding	07/06/18	07/06/18	1		TITAN BUILDERS CONSTRUCTION INC.	A10300	Pending
Drywall Clean-Up	07/10/18	07/10/18	1		ANGELA DRYWALL, LLC	A10800	Pending
Paint Exterior	07/11/18	07/12/18	2		TORRES PAINTING EXPERTS INC.	A11000	Call Date

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Move Task Duration and Variance Days

Software Report: WEB-50

The Task Duration Days and the Task Variance Days were moved up next to the START DATE and END DATE. This makes it easier for the super to quickly see the total days required for the task.

Super Tasks and Purchase Orders Job: SCC03008 | 6828 GIDEON CIRCLE | SCC BLK3 LOT 8 - PARKER - C Schedule Task Description Paint Exterior Start Date End Date 07/11/18 07/12/18 Days Variance Days Vendor TORRES PAINTING EXPERTS INC. Task Number A11000 Status Pending Done Start

Columns for PAYCODE

Date

Software Report: WEB-40 and WEB-44

Progress

Added two columns to display the TASK paycode and the PO paycode.

Scheduled Tasks and POs



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Jan-2018 Release: BI WebPortal 2018a

Feature Overview

User Management

An essential part of a successful collaboration portal is the secure access by both internal (employees) and external (vendors & customers) without placing undue burden on the builder to manage all the user changes. For example, when a vendor hires a new person or when a custom forgets their password.

A robust User Management system has been created to enable different levels of access, easily address changes, self-manage user log in credentials, "remember me" for return visits while still providing the builder with complete control to user access. This user management system that allows for the definition of USER GROUPS enabling the BI WebPortal to address all the known user classifications of today, while providing future granular access settings for future enhancements.

Document Management

The document management system begins with a portal focused on job related documents. Providing secure access to internal / external users, allowing for search, publish and expire settings, audits of documents accessed, drag and drop document management, simple folder logic and document TAGS. This system will expand with future releases to include the management of vendor invoices, lien waivers, insurance certificates and other critical document management requirements.

Construction Schedules & Purchase Orders

A key feature of the BI WebPortal provides job superintendents and vendors access to view and update purchase orders and construction schedules. The access levels and screen views are dependent on the USER GROUP, so the details are presented based on the user log in type. Some of the general features are listed below;

- Combined List showing construction scheduled tasks and their associated purchase orders side by side.
- Color coding based on Schedule Status and Purchase Order Status
- Color Coding highlights the last row a user changed
- Update the schedule task and/or the purchase order
- Color coding reports warning when both are not updated
- Update View a simplified view of the most used fields
- More Details one click drills down into more details
- Calendar View Show job schedules based on a Day-Week-Month view
- Drill down from calendar into the schedule task and purchase order details

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Configuration, Search and Set Filters

To make the BI WebPortal most useful to the end user it was important to allow users to access and view details based on how they do their research and updates. Therefore, we provided some user level default settings, as well as default overrides to allow for broader searches.

Additionally, we wanted new users to become productive quickly, so we also established builder level defaults that can limit and/or preset the user level defaults.

Job Navigation

Locating a job via Google Maps is now 1 click. The builder can establish the job location by street address, and if addresses are not yet defined a Longitude and Latitude values can be added to enable mapping and navigation to the job site.

Announcements

Periodically a builder will need to make announcements to different groups of users. These might be announcements regarding a new community or project, there might be policy changes that need to be communicated to vendors or an internal announcement just for employees. Announcements are HTML based and can include images and formatting for professional presentations, as well as published start dates and end dates.

Email and Text Marketing Campaigns and Customer Updates

Automated email campaigns for new prospects that visit your website, standardized email communication with existing customers to update them as their house is under construction, has been a consistently requested feature. The BI WebPortal provides a very sophisticated email and text campaign system on par with all the 3rd party email systems, while maintaining an integration to PSClient.

Road Map for future updates

The final section of the BI WebPortal *What's New for version 2018* includes a roadmap for future development plans. We have included some, but not all of the planned features coming soon.

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General

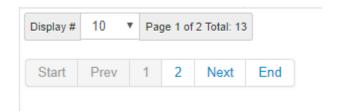
Responsive design the user interface will auto adjust to the user's screen size.

Device and OS Agnostic – a browser-based log in will work for iPhone, Android, Windows OS, MAC OS.



Screen Display settings

Zoom – browser settings allow users to zoom in/out Print – browser allows printing of the displayed screen User can set the number of records displayed per page

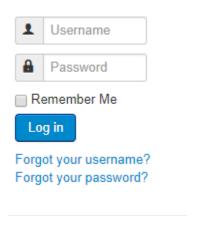


Builder Branding

The entire BI WebPortal is designed to allow for HTML / CSS styling. This enables us to match a builder's brand from their existing website and provide a seamless feel for prospects and customers.

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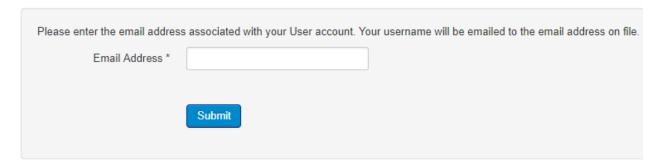
Log In Features



User names are email addresses

Passwords are set with minimum character length / type to insure a consistently secure environment. Remember Me allows frequent users to enable their browser to remember their log in credentials.

Forgot user name



Forgot password

Please enter the email address	or your account. A verification code will be sent to you. Once you have received the verification code, you will be able to choose a new password for your account.
Email Address *	
	Submit

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User Management

User Groups – The BI WebPortal has a user group structure to allow granular settings based on a **builder's company** structure and how they wish to interact with both vendors and customers. A specific user can be associated with one or more User Groups and additional user groups can be established if necessary for future enhancements. Here are the primary User Groups;

Builder Employee

- Employee Admin
- Employee Superintendent
- Employee Marketing
- Employee Sales-Designer
- Employee Office
- Employee Project Manager

Builder Vendors

- Vendor Admin
- Vendor Accounting
- Vendor Doc Maintenance
- Vendor Purchase Orders
- Vendor Scheduling
- Vendor HO Walk
- Vendor Punch Out
- Vendor Warranty

Builder Customers and Realtors

- Prospect (Registered)
- Customer Sold
- Customer Delivered
- Realtor

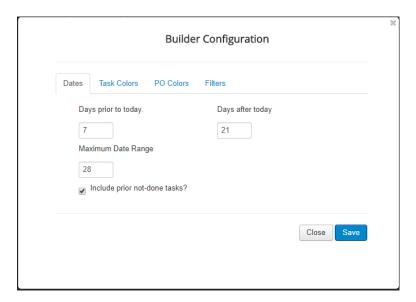
Default Configuration Settings

The BI WebPortal has a Builder Configuration setting that allows the builder to configure the way certain information will be displayed, providing a consistent user interface and reducing the technical requirements of vendors and other users. For example, setting the colors for Purchase Order STATUS and Schedule Task STATUS should be the same company wide. This way if a vendor sees a GREEN task and a Superintendent sees a GREEN task – they both know the status = DONE.

Additionally, defaults are defined regarding schedule task dates to insure when the vendor or superintendent request a list of TASKS the resulting data is filtered to the most appropriate list of records. These defaults make the user interface much easier and faster, while still providing a deeper search capability when required.

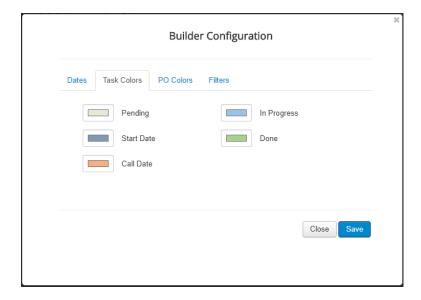
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Builder Configuration Settings



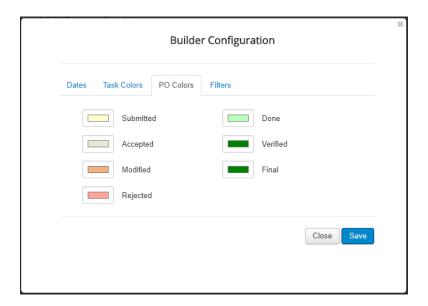
When requesting Schedule Tasks the system knows TODAYS date and will automatically retrieve the following:

- All TASKS 7 days prior to today (including DONE tasks)
- All TASKS 21 days into the future
- ALL past due tasks (tasks not marked as DONE)

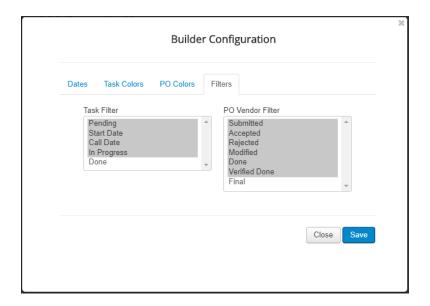


Default Colors for Construction Schedule Task STATUS. When a task is updated the row will change to the Task Color.

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Default Colors for Purchase Order Vendor STATUS. When a PO is updated the row will change to the Task Color.



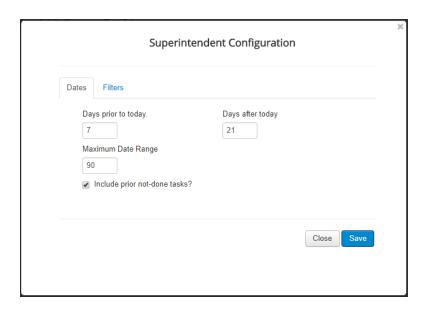
Task Filter indicates which Construction Schedule Tasks to include when a task list is requested. This setting will include all tasks except those with a status = DONE.

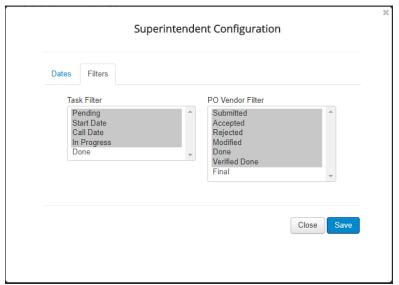
PO Vendor Filter indicates which Purchase Orders to include when a PO list is requested. This setting will include all PO's except those with a status = FINAL.

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We have also allowed the SUPERINTENDT User to establish their personal defaults regarding data ranges for Schedule Tasks. These settings will override the Builder configuration and allow the superintendent to establish their own defaults for DATES and FILTERS.

Superintendent Configuration Settings





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Document Maintenance-Backend

Categories

Documents	→ New 🗓 Delete 🗸 Publish 🗶 Unpublish
Categories	Status ♥ Owner ♥ Group ♥ Access ♥
Tags	+ ÷ Title
Files	• • •
Users	Job Files
Settings	Closing
	Construction
CATEGORIES	Constitution
→ All Categories	Customer
▶ ■ Job Files	□ □ □ Vendors
QUICK FILTERS My Categories	Approved Contracts

Create CATEGORIES (folders) to hold specific types of documents. Folder Categories can also be used for access levels. In the example provided – user group access could be defined as follows;

Employee Office

• All Categories

Employee Superintendent

- Construction
- Vendors

Vendor Doc Maintenance

Vendors

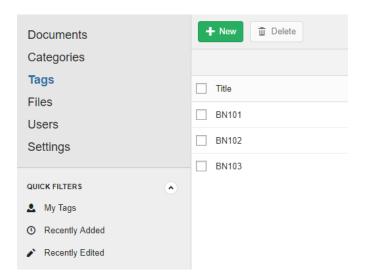
Customer Sold

• Customer – but also locked to document ownership and restricted to view only their documents

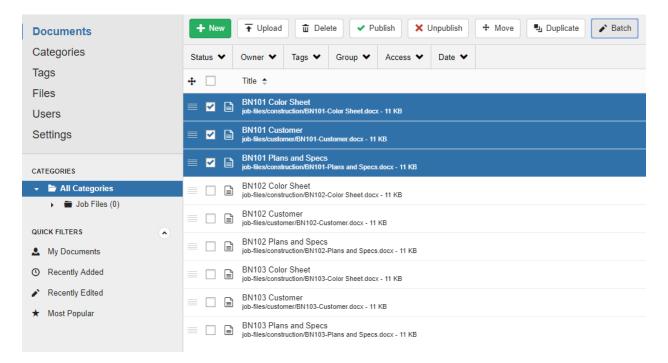
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Tags and Document Names

While a document naming convention is important, the use of TAGS is available to assign job numbers to individual documents. This enables quick search features.

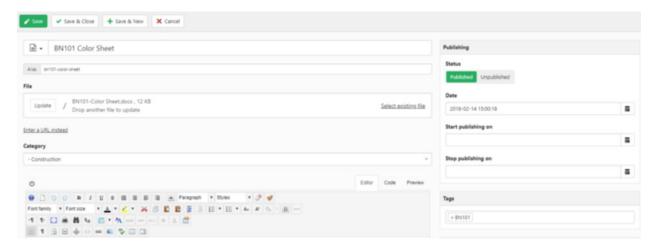


TAGS cab be added at the upload of a document, or documents can be BATCHED processed, be selecting from a filtered and sortable list, MARK and then assign a TAG.



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Specific Document settings

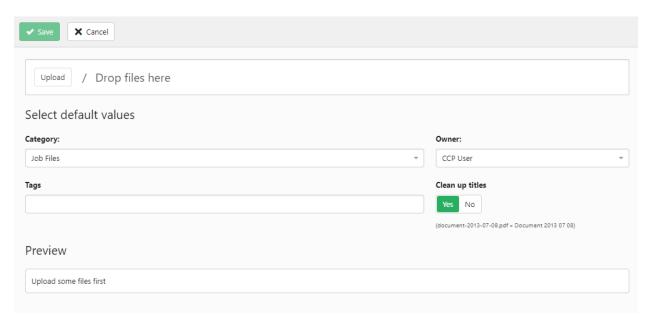


Here are some of the document level settings

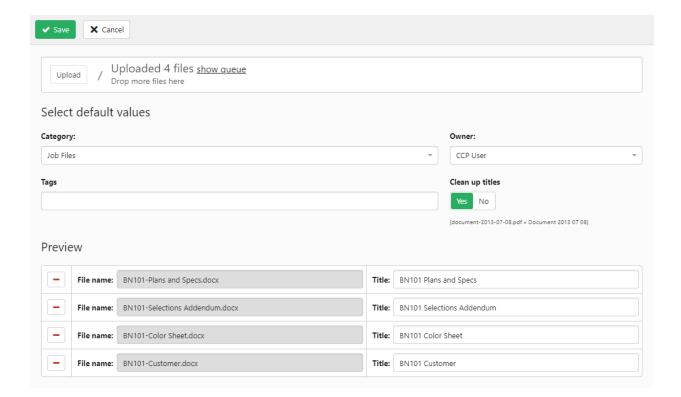
- Published
- Unpublished
- Start Publishing
- Stop Publishing
- TAGS
- Permission access (Category, Groups, Presets)
- Document Ownership
- Attach an image
- Audits (downloaded by who and when)
- Document name
- Document description
- NEW icon when documents are new (or changed) we can display a NEW icon for a system defined number of days (for example -

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Uploading Documents

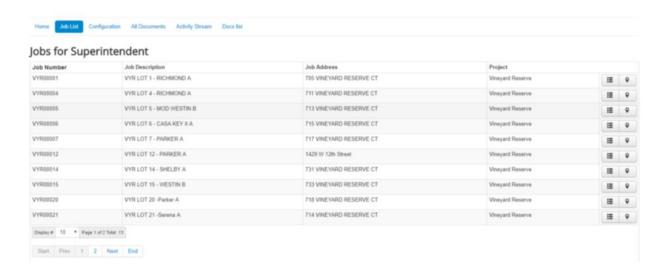


Drag and Drop a selection of files and assign TAGS and CATEGORY all at once



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Job List



One Click displays a job list

- All active jobs that are assigned to this superintendent.
- Jobs are sorted by Job Number
- Job Description, Job Address and Project are also displayed
- Buttons to the far right
 - o Combined List for the selected job (shows POs and Schedule)
 - Navigate to the Job (using Google Maps)
 - o New button (Docs) will be added

Gemini side

- The superintendent is assigned to the job in Gemini.
- This is also a global feature to allow for mass reassignment of jobs to a different superintendent
- Single check box in Gemini job list controls visibility of a job in the web portal

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Combined List - Schedules and Purchase Orders (1)

Displays the Construction Schedule Task and the Purchase Order side by side.

Scheduled Tasks and POs



Job: VYR00004 | 711 VINEYARD RESERVE CT | VYR LOT 4 - RICHMOND A

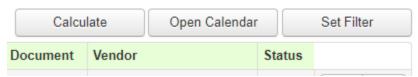
Description	Start Date	End Date	Vendor	
-------------	------------	----------	--------	--

Job number, address and description displayed at the top left

Filter: 02/04/2018 - 03/04/2018 | PSCI | SARMDV

Task Number	Status	Package	Total Amount
A1100	Pending		

Filter settings displayed



Calculate will update the schedule completion dates of related tasks based on user input Open Calendar – opens the schedule in a Month-Week-Day view Set Filter – allows the user to search beyond the default settings

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Combined List - Schedules and Purchase Orders (2)

Scheduled Tasks and POs



Rows are color coded based on Construction Schedule Status

Icons on the right

Edit

Preview and Print

Combined List - Edit

Super Tasks and Purchase Orders

•	
Job: VYR00004 711 VINEYARD RESERVE CT VYR LOT 4 - RICHMOND A	
Schedule Task	Purchase Order
Description Outside Cleanup-Block	Package Oustside Cleanup 1-Block Clean
Start Date 07/31/17 📳	Total Amount 308.00
End Date 07/31/17 🖃	Document VYR00004-32020
Vendor SUAREZ GRADING ENTERPRISES INC.	Vendor SUAREZ GRADING ENTERPRISES INC.
Task Number A5200 Status	Vendor Status Done Verified Done
Pending Start Call In Date Date Progress	Print Purchase Order Open PO Details
More Details	
Save Cancel	

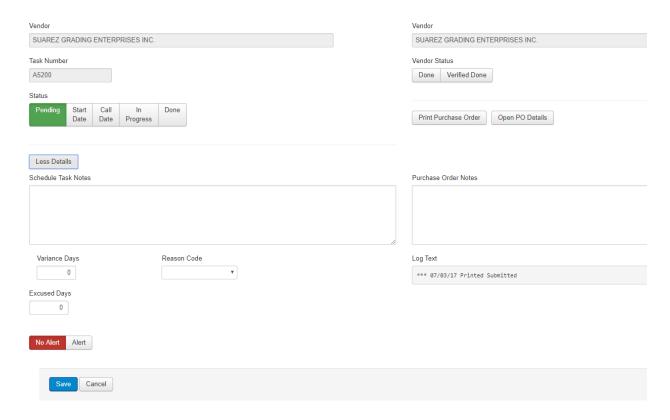
- Update Start Date-End Date
- Update Task Status
- More Details

- Update PO Vendor Status
- Preview-Pint PO
- Open PO Details

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More Details



The MORE DETAILS button expands or contracts (LESS DETAILS) the edit screen. Additional details are displayed, such as TASK NOTES, VARIANCE DAYS, REASON CODE, EXCUSED DAYS and ALERT TASK and PURCHASE ORDER NOTES.

The MORE DETAILS features are used less often. The most frequently required fields are displayed on the initial screen, saving the user the need to scroll down.

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Print Purchase Order

The Print Purchase Order button will open a previewed PO in a new tab. User can view and/or print

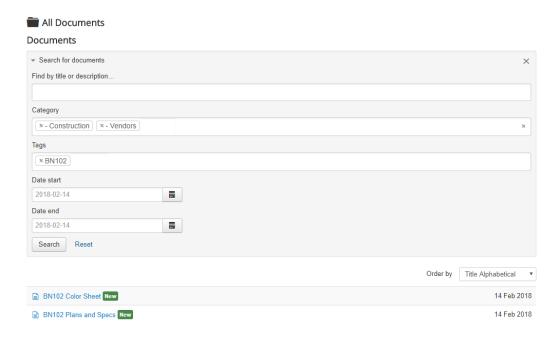
	Document #	VYR00004-32020	
	Date:	07/03/17	
	Page Number:	1 of 1	
Purchase Or	rder		
Vendor: 6144	Location		
		RD RESERVE CT	
SUAREZ GRADING ENTERPRISES INC.		RICHMOND A	
PO BOX 89579 TAMPA, FL 33689	SEFFNER, FI	L 33384	
TAMEA, FL 33009		ustside Cleanup 1-Bk 004:32020 Outside Cl	
Qty Ordered Unit Part # / Description		Unit Cost	Extension
1.00 EA 32.00510 Exterior Clean - Block Clean		308.0000	308.00
		Document Total:	308.00
Subcontractor Purchase C	Order		
Once ALL WORK IS COMPLETED please submit this P.O. via email to Thank You for doing business with Highland Homes.	, ар <i>ш</i> идиалинот	s.org to be processed	ю раушен.

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Document Search

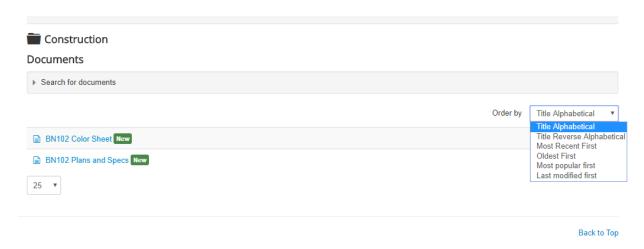


A document search is available on the front end and is tied to the users log in. For example, User Group Employee Superintendent – would be limited to the CONSTRUCTION and VENDOR categories.



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Document Search

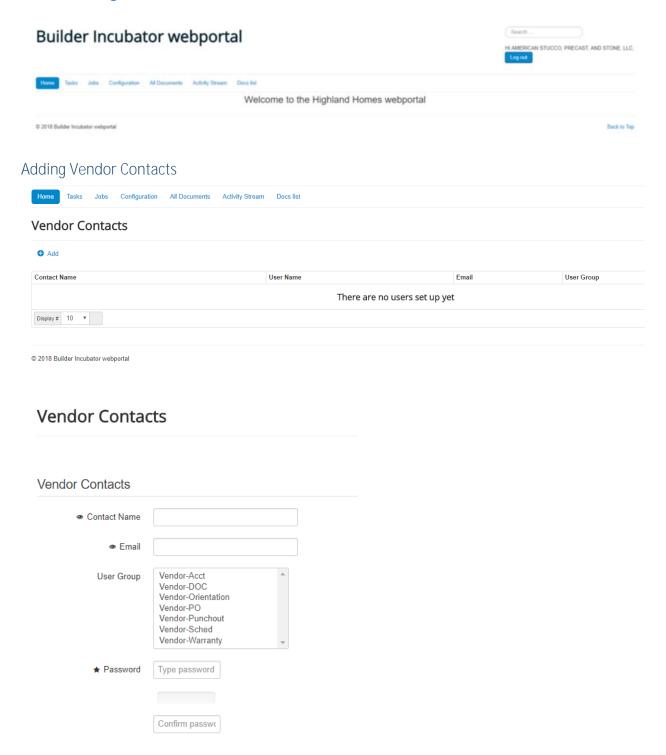


Listed documents can also be sorted based on multiple ORDER BY methods NEW documents show a NEW icon

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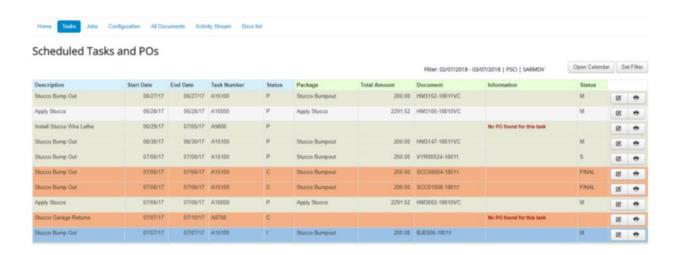
Vendor Log In



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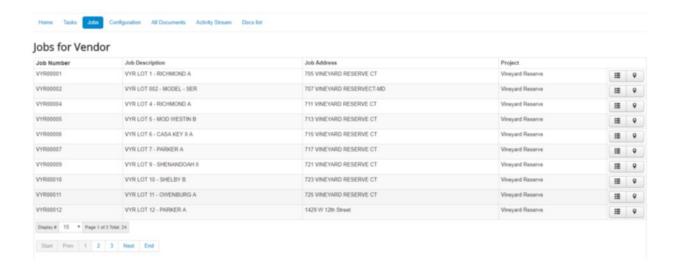
Vendor-Construction Schedule TASK List



• The Vendor is provided an additional way to view their upcoming work – by the TASK list. This is a list with predefined DEFAULTS and display a list of tasks – by date, as opposed to by job.

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Vendor Job List

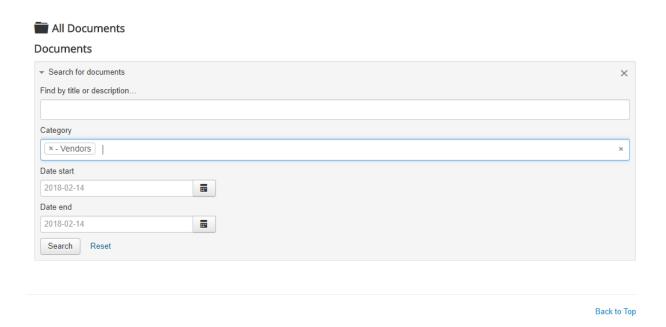


• The Vendor also has the same job list and same drill down features as provided by the Employee Superintendent. However, vendors are restricted to which fields they can edit.

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Vendor Document Search



• The Vendor Document Search will be restricted to view only documents contained in the VENDOR category.

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Summary of Features – based on User Group

Superintendent

- Set user defaults
- Display list of their active jobs
 - o Drill down to Schedule Tasks and PO's for a specific job
- Print Purchase Orders
- Edit Schedule Start Date and End Date
- Edit Schedule Task Status
- Edit PO Vendor Status
- View More Details
 - o Edit Task Notes, Reason Code, Variance Days, Alerts
 - o Edit PO Log notes
- View Schedule in calendar format (D-W-M)
 - o Drill down to view task detail from the calendar
 - o Drill down to view PO detail from the calendar
- Search Job Documents
- View / Print Job Documents
- Upload Job Documents

Vendor

- Add / Manage their employee login accounts (by User Group)
- Display a list of TASKS based on default settings
 - o Drill down from TASK list to Schedule and PO details
- Display list of their active jobs
 - Drill down to Schedule Tasks and PO's for a specific job
- Print Purchase Orders
- Edit PO Vendor Status (Accept-Reject-Done)
- View More Details
 - o View Task Notes, Reason Code, Variance Days, Alerts
 - o View PO Log notes
- View Schedule in calendar format (D-W-M)
 - o Drill down to view task detail from the calendar
 - o Drill down to view PO detail from the calendar
- Search Job Documents
- View / Print Job Documents
- Upload Job Documents

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Road Map for Future Updates

The BI WebPortal represents an opportunity to greatly enhance the existing Backoffice systems of PSClient, Eclare and Gemini. Below is a roadmap of future planned updates.

Provide more vendor details regarding invoices / payments

Several of our builders have expressed a need for vendors to be able to access invoice payment details. The system will allow the vendors **accounting user group** to run a report similar to the Gemini purchase journal. Of course, this report will only show information specific to that vendor.

Lien Waiver integration to Document Management

When Lien Waivers are printed from Gemini we will utilize a similar logic to the current SEND, which individually sends each lien waiver to their specific vendor via email, however with the BI WebPortal the system will PUBLISH the lien waivers to the vendors document folder.

Additionally, the vendor will be able to upload the signed and notarized waiver on the BI WebPortal using drag and drop.

ToDo's

PSClient utilizes a work flow system (To-Do's). However currently a user must log into PSClient to view and act on their ToDo's. The BI WebPortal will give users access to view / edit / create To-Do's directly from their phone or tablet via a browser.

Warranty ToDo's

Warranty activity is managed in PSClient by a specialized To-Do. Once we enable the BI WebPortal to access To-dos our next logical step will be to grant a similar level of access to both customers and vendors. Customers will be able to create a Warranty request and follow up on the status and notes associated with their warranty work orders. Vendors can also view and update their warranty work orders via the BI WebPortal.

Warranty ToDo's (Punch Out)

The PSClient-BI WebPortal interface will allow builder superintendents to walk the job (at Punch-Out walk and/or Home-Owner Orientation walk) and immediately create To-**Do's for items to be resolved.**

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ToDo's camera integration

We are exploring a one click – upload concept to allow a builder superintendent to walk a job, take a photo, add some text and select a vendor and the photo is now attached to the To-do and accessible by the vendor and builder to better understand and/or document the situation.

DocMaintenance expanded

We plan to expand the Document Maintenance function to include the management of vendor purchase orders. The intent will be to allow vendors to upload invoices to their folders, as these are entered in AP the invoice (document) will be attached to the Gemini invoice transaction. This will enable a drill down review, so users can see the vendors invoices related to a specific job and GL cost.

Dashboard

The BI WebPortal offers an excellent platform for a presentation of key metrics. Builders can define certain key reporting metrics (by user type) and then have the data presented in charts and graphs, with drill down details.

Enhanced Sales/Design Interface

The BI WebPortal interface offers some exciting possibilities for the Sales and Design users. One specific planned enhancement is to allow a sales person to create multiple **What If** scenarios for the selection of models & options. For example, under a single client record – a sales person could select different lots / models / options and compare each side by side with the buyer.

Enhanced Customer Experience

The Email campaign already offers a method to improve the customer experience by automatically providing feedback on how their house is progressing and the builder taking a proactive step by step approach to guiding the buyer through each stage of the purchase-selections-build and closing process. Additionally, we see potential to allow the customer to enjoy a much richer experience and some of our builder customers have expressed an interest in pursuing this improved customer interface. Expect some interaction with us – regarding these groundbreaking opportunities.

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