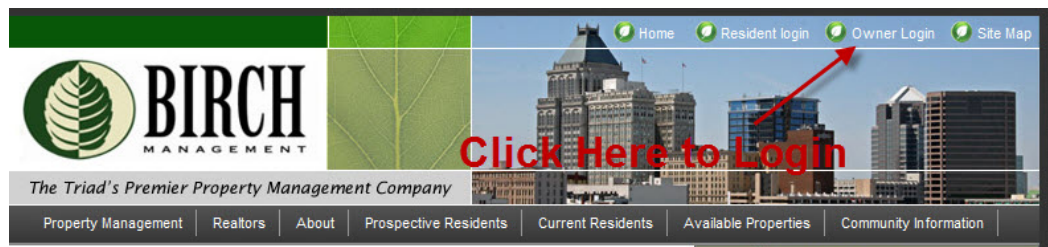




Client Owner Login User's Guide

• Logging to your account

- Navigate to the appropriate website, residential or commercial, either by using the links below or our main address, www.thebirchcompanies.com
 - Residential: www.birchmgmt.com
 - Commercial: www.birchcomm.com
- Select the "Owner Login" text on the home page of our website, www.thebirchcompanies.com



- Enter the following information when prompted to do so

OWNER WEB ACCESS

Corporate ID: birchman

Select Default → Location ID: Default - [different location?](#)

Defined Below → Username:

Defined Below → Password:

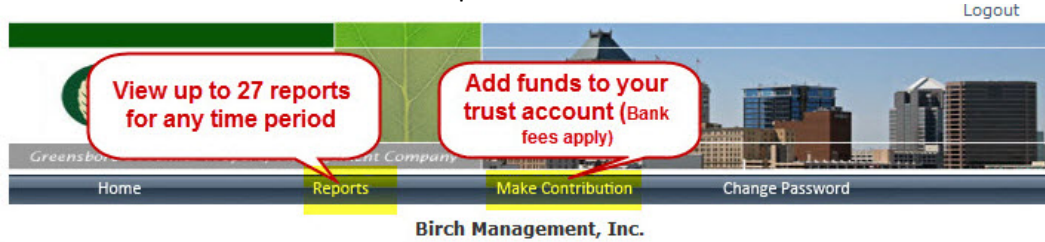
Login

- Location ID
 - Use the "Default" location for our residential clients
 - Use "Comm" for our commercial clients
- User name- use the user name provided to you
- Password- use the password provided to you, or the one you created

• Capabilities of and Navigating your account

- Reports: There are 27 different reports that you can run for any time period under management by utilizing the "Reports" tab.
- Contributions: You can make owner contributions on our site by utilizing the "Make Contribution" tab
- Ownership Info: You can view all of your properties and units under management here
- Bills: You can view all open and paid bills for the last 90 days here
- Management Fees: Provides a 90 day summary of all management fees paid here
- Owner Disbursements: Provides a 90 day summary of all equity distributions here

- o Work Orders: Provides information on all open work orders



Welcome, [User Name] (444) 111
 Saturday, November 05, 2011
 Last Login: 11/5/2011 8:56:45 AM
 Thanks for visiting our online access. We hope this service helps you obtain the data that you need in the most timely manner possible. We thank you for your business.

Bank Balance: [Amount]
 Last Management Fee: 10/23/2011
 Last Disbursement: 10/25/2011

- + Ownership Info ← Listing of all of your units
- + Bills ← 90 Day summary of all paid and posted open bills
- + Management Fees ← 90 Day summary of all management fees paid
- + Owner Disbursements ← 90 Day summary of all equity distributions
- + Work Orders ← Listing of all open work orders

- **Viewing the Bill Summary**

- o To view bills posted to your account, select the “Bills” tab (shown in the screen shot above)

Bills

| Bills (90 Day Summary) | | | | | | | Bill Details |
|------------------------|-------------|----------|-----------|----------|-----------|--------|--------------|
| Invoice# | Vendor | Property | Bill Date | Due Date | Open/Paid | Amount | |
| 552 | Duke Energy | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

Select bill to view bill details

- o The following information will be available in this view:
 - Invoice number from bill
 - Vendor- who the bill was paid to
 - Property- which property and unit the charge was posted to
 - Bill Date- the date on the bill from the vendor
 - Due Date- date on bill from vendor
 - Open/Paid- Is the bill still open or has it been paid?
 - Amount- Amount of bill

- Viewing Bill Specifics

- To view the actual invoice from a specific bill, select the bill (shown in the screen shot above)

Logout

BIRCH MANAGEMENT
Greensboro's Premier Property Management Company

Home Reports Make Contribution Change Password

Birch Management, Inc.

Bill Information

| | |
|--|--|
| <p>Invoice# : ██████████ 7652 Vendor : Duke Energy PO Box 70516</p> <p>Charlotte, NC 28272-0516 Default Bank :</p> | <p>Amount : 3.46 Bill Date : 8/16/2011 Post Date : 8/16/2011 Due Date : 8/25/2011 Status : Paid</p> |
|--|--|

Memo

Attachments

[Duke 7652.pdf](#)

Bill Allocation

| Property | Unit | 1099 | Expense Account | Memo | Amount Billed To Owner | Amount Due |
|----------|------|------|---------------------|------|------------------------|------------|
| | | N | 5202 Gas & Electric | | 3.46 | 0.00 |

- The following information is available in this section:

- Bill Information: Pertinent information regarding this bill
- Memo: Comments on bill, if any
- **Attachments: This is the scanned in copy of the actual bill for your records**
- Property: Property code to which bill was charged
- Unit: Unit to which bill was charged
- 1099: Is this vendor a 1099 vendor, or not- this is used for in-house purposes only
- Expense Account: This is the general ledger account to which the bill was charged
- Amount Billed to Owner: Total amount of bill
- Amount Due: Total amount left open on the bill as of the date in which you are looking at it