

# ACTION ITEMS

OPERATIONS ACTION ITEMS, WHEN TO USE, HOW TO USE,  
STEP-BY-STEP INSTRUCTIONS

*Revised: 10/30/2020*

*Original: 9/30/2020*

*This document is a work in progress. Refer to the revised date as updates are made.*

Resources:

<https://vantaca.zendesk.com/hc/en-us/articles/360002385632-What-is-an-Action-Item->

<https://vantaca.zendesk.com/hc/en-us/articles/360044778932-Action-Item-Description-vs-Action-Item-Note>

<https://vantaca.zendesk.com/hc/en-us/articles/360030744332-Update-and-Select>

<https://vantaca.zendesk.com/hc/en-us/articles/360016190432-How-to-Create-Action-Items-from-the-Homeowner-or-Association-List-pages-Bulk-Action-Item-Creation->

<b>Our Current Process</b>	<b>Action Item Name</b>	<b>Explanation</b>	<b>Page</b>
Phone Call	<a href="#">A Homeowner Call</a>	Record homeowner calls for tracking & reporting purposes.	4
Add Misc. Charges to an Owner Account	<a href="#">Add Charge Request</a>	For all one-off (non-assessment) manual charges.	4
ARC Application Review	<a href="#">ARC Request</a>	The owner submits their request, and we move it through the approval process.	4
Action Item for Board & Manager	Association Task	Tracks general items the manager and Board share responsibility of.	5
Owner Question about their account via email/phone.	<a href="#">Billing Question</a>	Owners submit this question from the portal regarding any questions they have about their account.	6
Email sent via employees own email account.	Board Email	An email to the owners who are identified in Vantaca as being Board members.	6
Action Item for the Board	Board Task	Tracks general items a Board member(s) is working on.	7
Email sent via employees own email account	<a href="#">Broadcast Email</a>	An email to all owners in an association.	7
Email sent via employees own email account	<a href="#">Broadcast Email Including Tenants</a>	An email to all owners and tenants.	7
Email sent via employees own email account	<a href="#">Broadcast Email to Tenants Only</a>	An email to only tenants.	7
New Policy Resolution submitted by email	Collections Policy Update	Submit the new signed new Collections Policy when the association passes a new resolution.	8
Debit Card Receipt Submission	Debit Card Receipt Submission	Submit debit card receipts to the Portfolio Accountant.	8
Email sent via employees own email account.	Email Correspondence	An email to one owner, or owners at one address.	9
Owner Question about late fees via email/phone.	Fee Waiver Request	Owners submit this question from the portal specifically regarding late fees.	10
Financial Action Motion Form	Financial Action	Replaces emailing the Financial Action Motion Form for certain requests.	10
Updating Brownbear financials calendar online.	Financial Calendar Update	Alerts Portfolio Managers to enter the next month's Board meeting on the Association's calendar. Portfolio Accountants will be able to see the meeting dates.	11
Owner request submitted via email/phone.	Fob/Key Request	The Admin or onsite employee will see the owners request and the employee can charge the owners account.	11
Emails and voicemails received by the corporate office receptionist.	<a href="#">General Inquiry From Email</a>	When an owner sends an email to GHCM's general communication email address the email will come into Vantaca as a "General Inquiry from email" action item.	11
Mass Mailing	General Mailing	For mass mailings using a letter template stored in Vantaca and the text of the letters will use merge tags to be customized to the owners.	12

<b>Our Current Process</b>	<b>Action Item Name</b>	<b>Explanation</b>	<b>Page</b>
Owner Question sent via email/phone.	<a href="#">General Question</a>	Owners can submit this question from the portal.	12
Mass Mailing	Generate Homeowner Mailing	For mass mailings to (usually) the entire community where everyone receives the same document. Ex. annual meeting mailing.	12
Email to Portfolio Accountant	GL Account Request	Request to have a GL code added or removed from the association's Strongroom GL Code list.	13
n/a	Low Bank Balance Alert	An alert when a bank account balance is below \$1,000.	14
Action Item for the Manager	Manager Task	Tracks general to do items for the manager.	14
New Vendor Set Up Request	New Service Provider Setup	Replaces the New Vendor Set Up process of emailing information to vendor@ghacm.	15
Resale - New Owner Setup	<a href="#">New Owner Setup</a>	The process to enter a new owner's information into Vantaca, and send them a welcome letter, coupon/statement, and portal registration information.	14
Resale - New Owner Setup	<a href="#">Ownership Transfer</a>	How to enter a new owner and their purchase documents into Vantaca.	16
Mass Mailing specifically for Parking Passes	Parking Pass Mailer	For Corporate Admins to track Parking Pass Distribution	16
Response to owner request for account statement.	Send Homeowner Statement	Automatically sends a year-to-date account statement to the homeowner.	16
Vendor Updates – COIs, Contact Info, Add to Strongroom etc. emailed to vendor@ghacm	Service Provider Update	To update service provider information: COI expiration dates, mailing address/contact info, etc. AND to request existing Service Providers be added to Strongroom. Replaces the process of mailing the information to vendor@ghacm	17
Emailing signed tax returns to audits@ghacm	Submittal of Signed Taxes	Submit signed Corporate Federal & State Tax Returns to Accounting.	17
Portfolio Manager Transition Process	Transition Association between Portfolio Managers	To track transition tasks from one manager to another.	18
Violations Inspections via Smartwebs	Violations - VA	Use this at the point where you're ready to send the letters. Based on jurisdiction where the association is located.	18
Violations Inspections via Smartwebs	Violations - DC	Use this at the point where you're ready to send the letters. Based on jurisdiction where the association is located.	18
Violations Inspections via Smartwebs	Violations - MD	Use this at the point where you're ready to send the letters. Based on jurisdiction where the association is located.	18

## ACTION ITEMS

### 1) **A Homeowner Call** *To record homeowner calls for tracking & reporting purposes.*

Steps:

1-Call Notes:

- Type your notes in the Notes section.
- Click the Update button. The action item automatically closes.
- If the owner is calling and has requests that require follow up, create the applicable action item separately.

2-Call Log: The closed action item will be recorded on the owners' account.

### 2) **Add Charge Request** *For all one-off (non-assessment) manual charges.*

Steps:

1-Add Charge: corporate Administrative Assistants & onsite employees submit the charge.

- Select the correct owner
- Type in the charge amount and charge type in the Description box
- Click the Update button

2-Charge Applied: the AP/AR Supervisor reviews the request and posts the charge.

70-Complete: the AP/AR Supervisor closes the action item, and the owner is notified with a message and copy of their account statement.

### 3) **ARC Request** *Owner submits their application & paperwork through the portal.*

Steps:

1-Application Received: Until the portal is live, corporate Administrative Assistants or Community Managers can start the action item by selecting the relevant owner from Homeowners > Homeowner List.

Click on the New Action Item button on the Homeowner screen:

- ACC Type: Use the drop down list to select the relevant type
- Subject: Use a standard subject line "ARC Request: TYPE"
- Description: Enter any relevant information
- Attachments menu: use the arrow to expand this section and upload the application documents
- Administrative Assistants should change the Current Step to '2 Manager Approval'. Portfolio Managers and Community Managers should change the Current Step to '3 Notify Board/Committee' **\*Don't use Step 3 until the Owner Portal is available.\***
- Click the Update button to move to the next step.

2-Manager Approval:

- Portfolio Manager reviews the application before submitting to the ARC Committee.

3-Notify Board/Committee: **\*Don't use Step 3 until the Owner Portal is available.\***

- ARC Committee will receive a message to log in to their portal to approve/reject the application.

- After the notification is sent, the action item will automatically roll to Step 10-ARC Review and stay there until the Committee takes action.

22-24-ARC Decision (Approved/Approved with Conditions/More Info Needed/Denied)

- The Committee member(s) will select the appropriate response on the portal, and the action item will come back to the Portfolio Manager or Community Manager.

30-45-Approved/Approved with Conditions/Denied Application/Approved - Pending Inspection

- Manager steps the relevant response to the owner.
- Type any relevant information into the Note box. The owner will see these notes.

46-Pending Work Completion:

- Action Item can sit at this Step in the manager's queue to follow up on after the work is done.

60-Inspection: use if applicable.

66-ARC Not Compliant: use if applicable.

70-Complete – Approved: when set to this Step, the action item automatically closes.

71-Complete – Denied: Approved: when set to this Step, the action item automatically closes.

90-Request More Information: when set to this Step, the action item automatically closes.

100-Owner Response: the action item re-opens in the Manager's queue.

101-Void: when set to this Step, the action item automatically closes.

4) **Association Task** *Tracks general items the manager and Board share responsibility of.*

Steps:

1-Received:

- Portfolio Managers & onsite employees can create this Action Item.
- Enter the relevant information in the Description box
- Attachments menu: use the arrow to expand this section and upload documents if applicable
- Dates & Assignments section: consider setting a follow up date if applicable
- Click on the Update button.

2-In Progress:

- Once someone takes ownership of this task, Step it to In Progress and enter relevant information in the Note field.
- Click the Update button every time you enter a note.

3-Tabled Board: move to this step when applicable. Update.

4-Previously Tabled, Ready for Action: move to this step when applicable. Update.

5-Complete: move to this step when completed. Update.

6-Void: move to this step if the task needs to be deleted/removed. Update.

5) **Billing Question** *Owners submit through the portal regarding any questions they have about their account.*

Steps:

1-Owner Billing Question: Until the portal is live, corporate Administrative Assistants or onsite employees can start the action item by selecting the relevant owner from Homeowners > Homeowner List.

- the message be in the onsite employee's or corporate admin's My Action Items queue.
- if you can answer the question, type the reply into the Description box and step it to '40-Message to Owner'. Update.
- if you can't answer the question, step it to '10-Question for Portfolio Manager'. Update.

10-Question for Portfolio Manager:

- type the reply into the Description box and step it to '40-Message to Owner'. Update.

40-Message to Owner:

- after the reply is Updated out of this step it will send the message to the owner, and automatically close.

50-Closed

60-Owner Response:

- if the owner replies to your message, the action item will reopen in this step and appear in the My Action Item queue of the onsite employee or corporate admin.
- Step the action item either to Closed, or start the process over again if you need to reply.

99-Void

6) **Board Email** *An email to the owners identified in Vantaca as being Board members.*

Steps: **\*Do not use until owners are marked as Board members.\***

1-7-Message To Board From YOUR JOB ROLE:

- when writing the message choose the Current Step option that lists your job role. This will direct any replies to you.
- the action item automatically send the message and then close when you click on Update.

40-46-Board Response To YOUR JOB ROLE:

- if the owner replies to your message, the action item will reopen in this step and appear your My Action Item queue
- if you need to respond, step the message back to 'Message To Board From YOUR JOB TITLE'
- if it doesn't need a response, step the message to 'Closed - YOUR JOB TITLE'

90-96-Closed - YOUR JOB TITLE

99-Void: move to this step if the item needs to be deleted/removed. Update.

## 7) Board Task

*For general items a Board member(s) is working on.*

Steps: **\*Don't use until the Owner Portal is available.\***

1-Send to Board:

- Portfolio Managers & onsite employees can create this Action Item. Use as you would use the existing Action Item List report.
- enter the relevant information in the Description box, and attach documents if applicable.
- Dates & Assignments section: consider setting a follow up date if relevant.
- click on the Update button.

2-Board Response:

- if a Board member responds, the action item will move to this step and appear in the My Action Item queue of the onsite employee or Portfolio Manager.

3-Completed: move to this step when completed. Update.

## 8) Broadcast Emails

*Mass messages both owners and tenants electronically.*

- To create a broadcast email action item, go to Association > Action Items or Action Items > All Action Items page.
- Click '+ New Action Item' button.
- Ensure the correct association is selected. If not already selected, choose the association with the Select button.
- Select the relevant of the 3 options: All Homeowners, Homeowners Including Tenants, or To Only Tenants

Steps:

1-Enter Message:

- Any operations employee can use this to mass message a community.
- The message of the broadcast email should be entered in the Description field.
- If you would like add an attachment, expand the Attachments menu. Click 'Select files' to attach a document or other file.
- Once you have finished your message, click Update and Select to immediately review and send your message, or click Update to create the Broadcast Email for later review or for someone else to review.

2-Review:

- This Step can be used to notify the role designated by your management company to review the Broadcast Messages and make any necessary corrections.
- If corrections are needed, click Edit from the menu button, make your adjustments, and Step the action item to the "Broadcast" Step.
- When ready to broadcast the email, click either Approve ~or~ the Hamburger Menu (three horizontal lines) and click Step. (Both of these actions will allow you to broadcast the email).

3-Broadcast:

- To send the Broadcast Email, click Update or Update and Select.
- The message will be sent according to the owners' preference – either email or text.

- Will create individual action items on each owners' account.

4-Complete:

- Once updated, the Broadcast Email action item will begin generating on each homeowner's account in the association you have selected. Depending on the number of properties in the association, this process may take a few minutes.
- you will see the Broadcast Email message created in the message step as a closed action item.
- This action item will remain closed unless a Homeowner responds to the message, at which time the action item will automatically reopen in the Owner Response step.

5-Cancelled: move to this step if you decide not to send the message. Update.

10-Generation Failed: the action item will move here if there is a problem sending.

To see any previously created broadcast email action items:

- Navigate to the All Action Items page > select your association or all associations
- Click 'Include Closed' and filter your search with the Type column to "broadcast email."
- This will show all broadcast email action items created for the association you have selected.

**9) Collections Policy Update**                      *Use when an association passes a new Collections Policy.*

Steps:

1-Submit Collection Policy With Collection Form:

- The Portfolio Manager creates this action item and must attach a PDF of the new signed Collections Resolution. Update.
- This action item replaces the process of emailing this information to Accounting.

20-Policy Received:

- The A/P & A/R Supervisor reviews and edits the Vantaca collections area with the new process. Update.

50-More Information Needed:

- If the A/P & A/R Supervisor has questions, they can Step the action item back to the Portfolio Manager at Step 1.
- The Portfolio Manager types their reply in the Note box and Update which will Step the action item to '20-Policy Received' again.

90-Closed: The A/P & A/R Supervisor steps the action item here when completed.

99-Void: move to this step if the item needs to be deleted/removed. Update.

**10) Debit Card Receipt Submission**                      *Use when submitting debit card receipts.*

Steps:

1-Submit Receipts With GL Code:

- Community Managers, Assistant Community Managers & Portfolio Managers can create this action item which replaces emailing receipts to the Portfolio Accountant
- Enter a Subject of 'Debit Card Receipt-PURCHASE DATE'



- In the Description box type in the GL code(s) that the purchase(s) should be applied to. Ex. "Please see the attached receipt for light bulbs for ABC Condo. GL code: 57000-100".
- Attachments menu: use the arrow to expand this section and upload the receipt(s). Scan as a PDF if you can.
- Update

10-Receipt Received:

- The Portfolio Accountant records the information and closes the action item by Stepping it to '90-Receipt – Processed" when completed.
- If the Portfolio Accountant has questions, they can Step the action item to Reject to the Role that submitted the receipts with Steps 20-40.

20-Reject - More Info Needed (Portfolio Manager):

- The action item moves here if the Portfolio Accountant has questions
- Type the response in the Note box and Update

30-Reject - More Info Needed (Community Manager):

- The action item moves here if the Portfolio Accountant has questions
- Type the response in the Note box and Update

40-Reject - More Info Needed (Asst GM/Community Manager):

- The action item moves here if the Portfolio Accountant has questions
- Type the response in the Note box and Update

90-Receipt – Processed: closing step, confirming that the information has been recorded.

**11) Email Correspondence**

*An email to one owner, or owners at one address.*

Steps:

1-15-Message From YOUR JOB TITLE:

- This action item replaces messages you would have sent through your own email account. Remember, we want all correspondence/history available in Vantaca.
- Most operations employees can use this to send a message. Be sure the Step with your Role is selected, so that responses will be routed to your My Action Items queue.
- The message of the email should be entered in the Description box.
- If you would like add an attachment, expand the Attachments menu. Click 'Select files' to attach a document or other file.
- Click Update to immediately send your message.
- The action item will automatically close.

20-35-Owner Response For YOUR JOB TITLE:

- If the owner responds, the action item will reopen in the My Action Items queue for the Role that sent the original message.
- The Next Step will update back to '1-15-Message From YOUR JOB TITLE'
- If a response is needed, type it into the Note box. Click Update.

40-55-Closed-YOUR JOB TITLE:

- The action item will move to this step automatically after Step 20-35. It will reopen again if the owner responds.

90-Closed: Step the message to closed if you do not need to respond back to the owner.

**12) Fee Waiver Request** *Owners submit through the portal regarding any questions they have specifically regarding late fees.*

Steps: Until the portal is live, corporate Administrative Assistants or onsite employees can start the action item by selecting the relevant owner from Homeowners > Homeowner List.

1-Review Request: the action item is created in this Step.

2-Fee Waiver Request: sent to Portfolio Manager or Community Manager for an answer.

5-Board Review Board: if needed, can be Stepped to the Board for review. **\*Do not use until the owner portal is available.\***

10-Approved: request sent to the Property Accountant for processing.

40-Fees Waived: the Property Accountant will process and the owner will be notified. The action item will close.

50-Request Denied: the owner will be notified. The action item will close.

70-Completed

80-Owner Response: the action item will reopen if the owner responds.

99-Void: move to this step if the item needs to be deleted/removed. Update.

**13) Financial Action** *Replaces emailing the Financial Action Motion Form.*

Steps:

1-Submit Financial Action Request:

- Portfolio Managers can create this action item
- Type your explanation in the Description box
- Use the Attachments menu the arrow to expand this section and upload the Financial Action Motion Form
- Update.

10-Financial Action Request Received:

- At this step, the Portfolio Accountant reviews the information submitted, and moves the action item to the appropriate step.

20-Reply To Portfolio Manager:

- If the Portfolio Accountant needs more information, they will step the action item here
- The Portfolio Manager types their reply into the Note box and Steps the action item back to 'Financial Action Request Received'. Update.

90-Complete: The Portfolio Accountant closes the action item when the task is completed.

99-Void: move to this Step if the item needs to be deleted/removed. Update.

#### 14) Financial Calendar Update

*Alert to post Board meetings on the Association's calendar.*

Steps:

1-Financial Calendar Update:

- Portfolio Managers will be alerted to enter the next month's Board meeting on the Association's calendar under the Association > Calendar menu.
- Portfolio Managers should close the action item once completed.
- The action item will automatically close after 5 days if no manual action is taken.

2-Closed: Portfolio Accountants will be able to see the meeting dates.

#### 15) Fob/Key Request

*Process for distributing fobs/keys/garage remotes.*

Steps: **\*Do not use until the owner portal is available.\***

1-Fob/Key Requested

- The Owner should submit their request through the portal. Otherwise the corporate office Administrative Assistant or onsite employee can start the action item.

5-Apply Charge

- Employee will record the device number and enter the amount to charge the owners account.
- The charge will post instantly and the owner can pay right away.

10-Waiting For Payment: pending step until payment is received.

20-Follow Up

30-Fob/Key Ready

- Once the employee sees the charge post, they should step the action item to here to notify the owner that the device will be distributed.

40-Complete

50-Owner Response: the action item will reopen if the owner replies. Move to Step 60 if you need to reply, or Step 40 if not.

60-Response To Owner

99-Void: move to this step if the item needs to be deleted/removed. Update.

#### 16) General Inquiry from Email

*Email to contact@ghacm will create these action items.*

Steps:

1-Review Message:

- This step belongs only to the Receptionist
- If the sender's email address is already associated with an owner, the action item will be automatically created and assigned to the appropriate My Action Item queue.
- If not, the corporate office receptionist will search and manually Step the action item to the correct Role.
- Note\*\*if an owner owns 2 different properties, Vantaca won't be able to assign the association or account because it doesn't know which account to attach it to.

3-10-Question for YOUR JOB ROLE:

- Type the reply into the Description box and step it to 'YOUR JOB ROLE Reply to Owner'. Update.
- The action item will automatically close once the reply is sent.

20-70-YOUR JOB ROLE Reply to Owner:

- The action item will reopen if the owner responds.

99-Void: move to this step if the item needs to be deleted/removed. Update.

**17) General Mailing** *For mass mailings using a letter template stored in Vantaca and the text of the letters will use merge tags to be customized to the owners.*

Steps:

1-Send Letter:

2-Closed: No review steps. Once the message is sent the action item automatically closes.

\*\*If you're mailing the documents, navigate to Mailroom > Print Queue to print the documents.

**18) General Question** *Owners can submit this question from the portal.*

Steps: Until the portal is live, corporate Administrative Assistants or onsite employees can start the action item by selecting the relevant owner from Homeowners > Homeowner List.

1-Owner Question:

- When the owner submits their question, this step shows the message in the onsite employee's or corporate admin's My Action Item queue.
- If you can answer the question, type the reply into the Description box and Step the action item to '20-Reply to Owner'. Update.
- If you can't answer the question, step it to 'Question for JOB ROLE' to direct it to the appropriate Role. Update.

5-10-Question for YOUR JOB ROLE:

- If you can answer the question, type the reply into the Description box and Step the action item to 'YOUR JOB ROLE -Reply to Owner'. Update.
- If you can't answer the question, step it to 'Question for JOB ROLE' to direct it to the appropriate Role. Update.

20-Reply to Owner: after the response is sent at this Step the action item automatically closes.

40-70-YOUR JOB ROLE Reply To Owner:

- If the owner replies, the action item will reopen.

99-Void: move to this step if the item needs to be deleted/removed. Update.

**19) Generate Homeowner Mailing** *For mass mailings to (usually) the entire community where everyone receives the same document. Ex. annual mtg. mailing.*

Steps:

1-Attach Documents:

- Portfolio Managers, onsite employees, and corporate Administrative assistants can create this action item.
- In the Subject line, describe what the mailing is. Ex. Annual Meeting Mailing, Parking Pass Renewals, etc.
- In the Description box type in any instructions for the person doing the mailing.
- To add an attachment, expand the Attachments menu. Click 'Select files' to attach a file. The entire mailing should be in one document.
- Step the action item to the appropriate Review step, if applicable. Update.

5-Review:

- At this Step the Portfolio Manager or Community Manager has the opportunity to review the information.
- If edits are needed, reattach a corrected document. Update.

8-Board Review:

- If using this step, you must expand the Attachments menu and select "existing attachments" before sending to Board review. Otherwise, they won't see the document.
- Upon Board Approval the action item will Step back to '5-Review'.

10-Broadcast by Preference:

- The document will be sent electronically for those who opt for that preference.
- For owners who prefer paper, the document will be sent to the Print Queue for processing. Navigate to Mailroom > Print Queue to print the documents.

15-Broadcast by Paper:

- The document will be sent to the Print Queue for processing. Navigate to Mailroom > Print Queue to print the documents.

20-Broadcast by Paper & Email:

- The document will be sent electronically for those who opt for that preference.
- For owners who prefer paper, the document will be sent to the Print Queue for processing. Navigate to Mailroom > Print Queue to print the documents.

50-Complete: the action item will automatically roll to this Step.

60-Cancelled: if you decide not to send the message, Step the action item here. Update.

**20) GL Account Request**      *Request to have a GL code added or removed from the association's Strongroom GL Code list.*

Steps:

1-GL Account Requested

- GHCM employee will create the action item at this step from Association > Action Items
- Include the Vantaca GL number and GL description, not the old Jenark number
  - The Jenark to Vantaca mapping document is posted on our Intranet page
- Click on the Update button to send the action item to Accounting.

5-Complete

- Accounting will add the GL in Vantaca and the code will then transfer into Strongroom within 24 hours
- Accounting will send a message through Vantaca to the requestor notifying them of completion.
  - The message will sit in the requestor's My Messages section of their Dashboard for 1 day.
- After sending the message Accounting will Update the action item at this Step.

10-Closed: The action item will automatically roll to this closed step after 1 day, and the message will be removed from the requestor's queue.

## 21) **Low Bank Balance Alert**

*An alert when a bank account balance is below \$1000.*

Steps:

1-Low Bank Balance

- This alert will appear in the CFO's and Portfolio Accountant's My Action Items queue.
- This alert will be visible to other users in the Association's All Action Items list.
- The alert will stay open for 5 days, and then automatically close.
- The CFO and/or Portfolio Accountant can close the alert by moving it to Step 2.

2-Cleared:

- The alert will automatically roll to this closed step after 5 days.

## 22) **Manager Task**

*For general items the manager is working on.*

Steps:

1-Received:

- Every user can create this action item.
- Enter the relevant information in the Description box, and attach documents if applicable.
- Dates & Assignments section: consider setting a follow up date if relevant.
- Click on the Update button.

2-In Progress:

- The action item will route to the queue for the Community Manager, Assistant Community Manager, and Portfolio Manager.
- Enter relevant information in the Note field.
- Click the Update button every time you enter a note.

3-Tabled: Community Manager, Assistant Community Manager, and Portfolio Manager can move the action item to this Step when applicable. Update.

4-Previously Tabled- Ready for Action: Community Manager, Assistant Community Manager, and Portfolio Manager can move the action item to this step when applicable. Update.

5-Completed: Move to this step when completed. Update.

6-Void: Move to this step if the item needs to be deleted/removed. Update.

## 23) **New Owner Setup**

*The process to enter a new owner's contact information and their purchase documents into Vantaca. Will then send a welcome letter, coupon/statement, and portal registration information. Follows the Ownership Transfer process.*

Steps:

1-Add Contact Information:

- On the Homeowner screen, click the Email or Phone link and then the '+New Contact' button
- Identify contact information for all owners on the closing documents, as Primary.
- Phone: enter the Label as Home, Work, or Cell if known.

30-Order Coupon Book: follow the prompts.

35-Send Welcome Letter: template letter plus anything in the association Welcome Packet folder.

40-Notify Welcome Committee: if owners are identified as this Committee, they will be automatically alerted by email.

70-Hold Fees and Collections: once this step is active for the 30 days it will move to the Complete Step and close.

80-Complete

90-Owner Response: the action item will reopen if the owner responds to the Welcome Letter email.

99-Void: move to this step if the item needs to be deleted/removed. Update.

#### 24) **New Service Provider Setup**

*Replaces our New Vendor Set Up process of emailing information to vendor@ghacm. The setup requirements remain the same.*

##### Steps:

##### 1-New Service Provider Request:

- An Administrative Assistant, onsite employee, or Portfolio Manager creates the action item
- In the Subject line, enter the Service Provider's name
- In the Description box, type in any relevant information.
- To add an attachment, expand the Attachments menu. Click 'Select files' to attach a file.
- Click Update to save the action item at the current Step.
- Once the documents are attached the Portfolio Manager will Approve using the hamburger menu.

##### 2-Vice President Approval:

- The action item will Step to the appropriate office VP for review and approval.
- The VP will expand the action item using the arrow on the left.
- Click on the green paper clip on the right to view the documents. The attachments will open in a new window.
- Use the hamburger menu to Approve or Decline.
- Decline will return the action item to Step 1.
- Approve will move the action item to Step 20.

##### 20-New Service Provider:

- The AP/AR Supervisor reviews the documents.

##### 40-AP/AR Supervisor Denied:

- If the AP/AR Supervisor needs more information they can Step the action item back to the VP.
- If the VP can answer, enter the relevant information and Approve.

45-Vice President Denied:

- If the VP can't answer the AP/AR Supervisor's question, they can Decline the action item back to the Portfolio Manager.

47-Service Provider Added/Updated:

- The AP/AR Supervisor will mark the action item completed when the information is updated in Vantaca.
- The Administrative Assistant, onsite employee, and Portfolio Manager will see this action item back in their queue in order to be notified that the setup is complete.

50-Closed: the action item will automatically close after 1 day in the previous Step.

99-Void: move to this step if the item needs to be deleted/removed. Update.

**25) Ownership Transfer**      *How to enter a new owner and their purchase documents into Vantaca.*

Steps:

1-Pending Owner Transfer:

- Resale or Property Accountants will create the Action Item by selecting the current owner from the Homeowner List.
- Kick off the Action Item and choose the Update & Select button.

2-Transfer: In the Action Center window (left side) click on the Transfer button

- Follow the prompts. In new window we ALWAYS have to select the Prorate button > Adjust Funds > Update.

3-Create New Owner Setup:

4-Completed:

- The action item is now closed and will jump user to the new owner to continue.

99-Void: move to this step if the item needs to be deleted/removed. Update.

**26) Parking Pass Mailer**      *For Corporate Admins to Track Parking Pass Distribution*

Steps: **\*Do not use until Phase 2\***

1-Mail Parking Tags To Homeowner

5-Add Parking Tag To Homeowner Additional Info

10-Complete

**27) Send Homeowner Statement**      *Automatically sends a year-to-date account statement to the homeowner.*

Steps:

Select the relevant owner from Homeowners > Homeowner List.

Ask the owner how they want to receive the statement and choose Step 1 or 2 accordingly.

1-Email (YTD) Statement: Vantaca has a preloaded email template.

2-Mail (YTD) Statement (Paper): Navigate to Mailroom > Print Queue



- 3-Closed: the action item automatically closes.
- 4-Owner Response: the action item will reopen if the owner responds.
- 5-Void: move to this step if the item needs to be deleted/removed. Update.

**28) Service Provider Update** *To update COI expiration dates, mailing address/contact info, etc. AND to request existing Service Providers be added to Strongroom. Replaces the process of mailing the information to vendor@ghacm*

Steps:

*All operations users can create this action item. Choose the applicable Current Step 1-20. Update.*

1-Update COI:

- In the Subject line, enter the Service Provider's name
- In the Description box, type in any relevant information.
- To add an attachment, expand the Attachments menu. Click 'Select files' to attach a file.
- Click the Update button and the action item will be sent to Accounting.

5-Change of Address

- In the Subject line, enter the Service Provider's name
- In the Description box, type in any relevant information.
- To add an attachment, expand the Attachments menu. Click 'Select files' to attach a file.
- Click the Update button and the action item will be sent to Accounting.

10-Update W9/Business License

- In the Subject line, enter the Service Provider's name
- In the Description box, type in any relevant information.
- To add an attachment, expand the Attachments menu. Click 'Select files' to attach a file.
- Click the Update button and the action item will be sent to Accounting.

20-Enable Service Provider in Strongroom

- In the Subject line, enter the Service Provider's name
- In the Description box, type in the service provider's mailing address so the correct entry is identified.
- Click the Update button and the action item will be sent to Accounting.

40-52-Reject - More Info Needed (YOUR JOB ROLE)

- The action item will be returned to the requestor.
- Type your information in the Note box and/or upload applicable attachments
- Click the Update button and the action item will be sent to Accounting.

80-Complete

99-Void: move to this step if the item needs to be deleted/removed. Update.

**29) Submittal of Signed Taxes** *To submit signed Corporate Federal & State Tax Returns to Accounting. Replaces emailing documents to audits@ghacm*

Steps:

1-Submit Signed Corporate - Federal - State Taxes:

- Portfolio Manager or Community Manager must attach a PDF of the signed tax returns.
- To add an attachment, expand the Attachments menu. Click 'Select files' to attach a file.

10-Signed Taxes Received: at this Step Accounting will review and process the returns.

- If not enough info, to relect step.

50-Rejected - Portfolio Manager:

- Accounting can use this Step to reply to the sender if needed.
- Enter the relevant reply information and Step the action item to #10.

60-Rejected - Community Manager:

- Accounting can use this Step to reply to the sender if needed.
- Enter the relevant reply information and Step the action item to #10.

90-Taxes Submitted & Payment Sent (if Applicable):

- Accounting will process the returns with payment when needed.

99-Void: move to this step if the item needs to be deleted/removed. Update.

**30) Transition Association between Portfolio Managers** *Track transition from one manager to another.*

Steps:

1-Property Transition Start: Outgoing manager starts.

- Use the description/note box to update
- Follow our policy and make notes in the description box.

10-Property Transition Complete: Incoming manager verifies that they're received everything.

**31) Violations – VA** *For all violations. Replaces Smartwebs.*

Create the letters in the Vantaca Mobile App (Apple only, right now). Use this action item at the point where you're ready to send the letters. The action item is based on the jurisdiction where the association is located.

Steps: **\*\*Do not use until after training session\*\***

1-First Notice

10-Second Notice:

20-Hearing Notice – HOA:

22-Hearing Notice – Condominium:

25-Pending Hearing:

30-Hearing Results

40-Daily Fine Assessed:

50-One Time Fine Assessed

60-On Hold:

70-Follow Up:

75-Resolved:

80-Closed:

90-Void: move to this step if the item needs to be deleted/removed. Update.

**Violations – DC/MD**

*For all violations. Replaces Smartwebs.*

Create the letters in the Vantaca Mobile App (Apple only, right now). Use this action item at the point where you're ready to send the letters. The action item is based on the jurisdiction where the association is located.

Steps: **\*\*Do not use until after training session\*\***

1-First Notice:

10-Second Notice:

20-Hearing Notice:

25-Pending Hearing:

30-Hearing Results

40-Daily Fine Assessed:

50-Weekly Fine Assessed:

55-Monthly Fine Assessed:

60-One Time Fine Assessed:

65-On Hold:

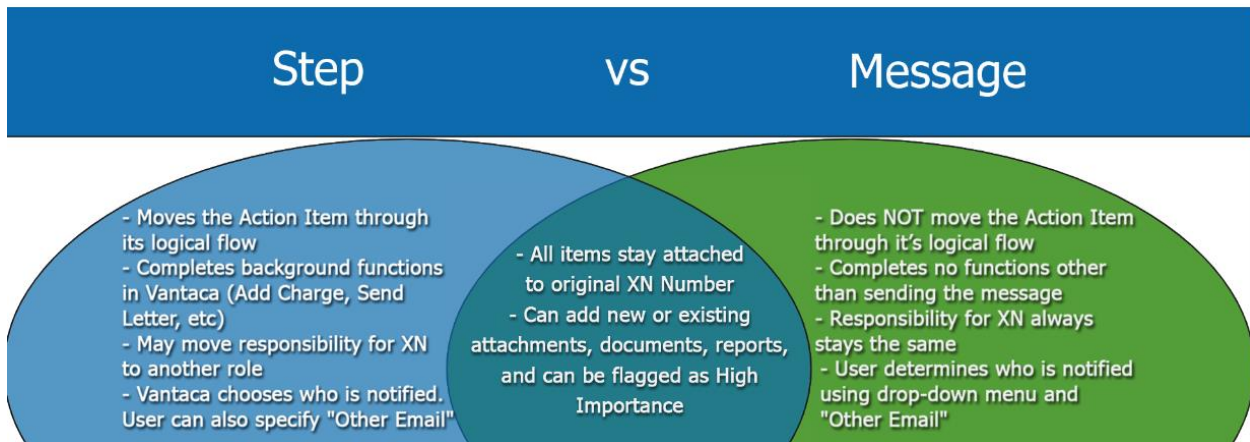
70-Follow Up:

75-Resolved:

80-Closed:

90-Void: move to this step if the item needs to be deleted/removed. Update.

## APPENDIX



## THE HAMBURGER MENU

- When the Approve & Decline options are available, they work in the same way as Stepping an Action Item.

