Overview

Property Management (PM) requires a contract agreement between an affiliate and a client. That contract details the affiliate’s responsibilities to collect rent or lease fees from the tenant(s) and to maintain the property. The extent of maintenance responsibilities are detailed in the contract and can include the building, grounds, and infrastructure.

CREST EDG Property Management Module

The CREST EDG Commercial PM module has three functions:

- Add - add a new property management agreement.
- Update - search for and change details of an existing property management transaction.
- View - search for and view a summary of a property management transaction. This function has a gateway into a transaction to update it.

Commercial Property Management and Other Income Transactions

Each commission payment the affiliate receives for a property management contract is recorded in the CREST EDG Commercial PM module. CREST EDG generates that transaction in the Commercial Other Income (OI) module. The royalty for each of those payments is calculated in the OI module too.

That calculation triggers the ePay accounts receivable module to expect payment in the amount of the calculated royalties for each PM transaction.
### Property Management Transaction Lifecycle

Each property management transaction follows a standard lifecycle during which it changes status codes to indicate the phase it is currently at within its own lifecycle.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AG</td>
<td>Agreement status is assigned by CREST EDG when the property management contract details are entered and saved.</td>
</tr>
<tr>
<td>DD</td>
<td>Dead Deal status is assigned by CREST EDG when the contract is terminated before any payments are received and recorded in its PM module.</td>
</tr>
<tr>
<td>PP</td>
<td>Payments Pending status is assigned by CREST EDG after the first payment is received and recorded in its PM module.</td>
</tr>
<tr>
<td>SU</td>
<td>Suspended status is assigned by CREST EDG when the contract is terminated while payments are in progress meaning at least one payment has been received and recorded.</td>
</tr>
</tbody>
</table>
| CL     | Closed status is assigned by CREST EDG when the last payment is received and recorded in its PM module and, under the contract, no further payments are due according to this formula:  

\[
\text{Total Amount Received} = \text{Total Projected Income}
\]  |
| PD     | Paid status is assigned to the CREST EDG PM transaction by the ePay accounts receivable module after the royalties for the contract are paid in full. |
Add a Property Management Contract

Overview

The CREST EDG add a property management contract module must identify the:

- Property to be maintained
- Contract details
- Sales associate(s)
- Client Information
- Payment schedule
- Lump sum or periodic payments

You may not have payments received to record when the transaction is added. If not, the transaction status assigned is Agreement (AG). If payments are recorded when the transaction is added, the transaction status assigned is Payments Pending (PP).

Access the CREST EDG Commercial PM Module

From the Main Menu, select:

The COMMERCIAL PROPERTY MANAGEMENT ADD: PROPERTY INFORMATION form appears.

Figure 6-1: COMMERCIAL PROPERTY MANAGEMENT ADD: PROPERTY INFORMATION Form
Add a Commercial Property Management Transaction

This form contains three sections. An explanation follows for each section of this form. You are required to complete the fields with a red checkmark.

Figure 6-2: The COMMERCIAL TRANSACTION Summary Page (with Closed Status)

The COMMERCIAL PROPERTY MANAGEMENT ADD: PROPERTY INFORMATION Section

1. Select the identification number for your office listing the property from the drop down list in the Office ID field.
2. Type the internal number used at your brokerage to reference this transaction in the Broker Reference # field.
3. Type the name of the property, if one exists, in the Property Name field.
4. Type the property location number in the Street No. field.
5. Choose the address direction from the Direction field drop down list, if applicable (For example, North, South, East, West).
6. Type the name of the address location in the Street Name field.
7. Type the street name label (Avenue, Boulevard, etc.) in the Designation field.

Continue
Add a Property Management Contract (Continued)

The COMMERCIAL PROPERTY MANAGEMENT ADD: PROPERTY INFORMATION Section (Continued)

8. Choose the designation direction in the Suffix field.
9. Type the building name or floor number in the Building/Floor field.
10. Type the suite or apartment number in the Suite/Apt field.
11. Type the address city in the City field.
12. Choose the state from the drop down list in the State field.
13. Type the 5-digit zip code in the Zip Code field.
14. Select the code that best describes the type of property under management from the drop down list in the Property Code field.
15. Select the current/intended/use for the listing from the drop down in the Property Use field.
16. Type a whole number for the total number of square feet under management in the Sq. Ft. Under Management field.
17. Type the total dollar amount for the property in the Property Value field.

Figure 6-3: The COMMERCIAL PM ADD: CONTRACT INFORMATION Section

<table>
<thead>
<tr>
<th>COMMERCIAL PROPERTY MANAGEMENT ADD: CONTRACT INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Date: 12/14/2007</td>
</tr>
<tr>
<td>Total Projected Income: $20,000.00</td>
</tr>
<tr>
<td>Termination Date:</td>
</tr>
</tbody>
</table>

The COMMERCIAL PROPERTY MANAGEMENT ADD: CONTRACT INFORMATION Section

Enter key details about the property management contact in the Contract Information section.

1. Type the date (MM/DD/YYYY) the contract was signed in the Contract Date field.
2. Type the date (MM/DD/YYYY) the broker begins to manage the property in the Commencement Date field.
3. Type the date (MM/DD/YYYY) the agreement contractually ends in the Expiration Date field.
4. Type the dollar amount of income the broker expects to result from the entire term of the contract in the Total Property Income field.

Continue
Add a Property Management Contract (Continued)

5. Type the total number of payments to be collected by the broker from the landlord or tenant in the **Number of Payments to the Broker** field.

   The amount in the **Total Property Income** and the **Number of Payments to the Broker** fields effects the reconciliation behavior performed on the COMMERCIAL PROPERTY MANAGEMENT ADD: PAYMENT SCHEDULE form appearing later.

   If these fields are incorrect, you must return to this form and change them before data entry can be completed and the transaction saved.

6. Type the date (MM / DD / YYYY) the PM agreement is stopped by the landlord, broker, or both in the **Termination Date** field.

   Complete the **Termination Date** field only if you are adding a contract that was subsequently terminated and you are doing both tasks at the same time.

Figure 6-4: The COMMERCIAL PM ADD: SALES ASSOCIATE DATA Section

<table>
<thead>
<tr>
<th>Associate ID</th>
<th>Find</th>
</tr>
</thead>
<tbody>
<tr>
<td>00002</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>First Name</th>
<th>Monica</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Last Name</th>
<th>Heller</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Percent Of Side</th>
<th>40.00</th>
<th>% Credit this SA</th>
<th>100.00</th>
<th>Total % Assigned</th>
<th>100.00</th>
</tr>
</thead>
</table>

The COMMERCIAL PROPERTY MANAGEMENT ADD: SALES ASSOCIATE DATA Section

Use this part of the form to identify the sales associate(s) responsible for the day-to-day activities associated with managing this property and the commission each earns for doing so.

**Do one of the following:**

1. Type the Associate ID number of a sales associate assigned the listing and select **Find**.

Continue
The COMMERCIAL PROPERTY MANAGEMENT ADD: SALES ASSOCIATE DATA Section

If the number entered is assigned to an active sales associate, CREST EDG automatically populates the remaining fields with his information.

If not, you must contact the User Administrator or Broker in your office and ask one of them to add that person to CREST EDG.

2. Select \textit{Find}.

The \textit{SALES ASSOCIATE SELECTION} form appears.

The \textit{SALES ASSOCIATE SELECTION} form allows you to scroll to one or more sales associates from the \textbf{Available Sales Associates} list (left) and select them by moving \textit{>>} each name to the \textbf{Selected Sales Associates} list (right) or moving names back \textit{<<} until the selected list contains the sales associate names you want to add to the listing.

Continue
Add a Property Management Contract

The COMMERCIAL PROPERTY MANAGEMENT ADD: SALES ASSOCIATE DATA Section (Continued)

Multiple records can be added or removed from either list at one time by holding the Ctrl key, choosing the records you want to move, and selecting the move buttons. Sequential records can be selected made available in one action by holding the Shift key, highlighting records as shown and selecting the move buttons.

3. Select [Done] when each record you want to add is in the Selected Sales Associate list.

The First Name and Last Name fields default to those of the sales associates selected and, if possible, the Percent of Side field defaults to an even distribution among the sales people.

View each sales associate to verify the Percent of Side field for each to make certain that the percent shown is the accurate entitlement for this listing.

The Total % Assigned field must remain at 100% to update the form and continue.

4. Re-type the Percent of Side field to distribute the commission as agreed.

5. Select [Next >>] after adding the last sales associate and verifying the commission for each.

The COMMERCIAL PM ADD: CLIENT INFORMATION form appears.

Client Selection Overview

CREST EDG maintains your company’s client list as you identify them in connection with lease listings and agreements or property management contracts. This client list may be used to select a client associated with any one of these transaction types.
Client Selection Overview

CREST EDG follows this process for selecting client information in the Property Management module:

1. Shows you the list of clients for your company that already exist.
2. Allows you to refine or modify the list to look for the current client in the existing client database.
3. If your client is not found, you can add it to your client database.
4. If your client is found but the record content is outdated, you modify or update the existing client record.
5. The selected existing, newly added, or modified client record is displayed for your final approval and selection.

Figure 6-6: The COMMERCIAL PM ADD: CLIENT INFORMATION Form

The COMMERCIAL PROPERTY MANAGEMENT ADD: CLIENT INFORMATION Form

Use this form to:
- Refine the client list
- Select an existing client
- Create
Refine the Client List

You can limit the number of clients listed and focus-in on the one you’re looking for by using the CLIENT: REFINE SEARCH fields.

Do one or more of the following:

- Type % symbol in any of these fields to perform a wild card search Company Name and Last Name.
- Choose a client type from the drop down list in the Type field.
- Type the name of the client company in the Company Name field.
  
  or
  
- Type the client’s last name, if that client is an individual, in the Last Name field and select Refine Search. The list results are limited to the search results that match the refined criteria.

- Look through the list of clients using the pagination toolbar.

Refine the Client List (Continued)

Do one of the following if the record is found:

- Select the Company Name hypertext link for the client that matches the PM client for this transaction. The COMMERCIAL PROPERTY MANAGEMENT ADD: CLIENT INFORMATION Form appears with all fields protected from data entry. Refer to Update an Existing Client Record on page 6-12 for more information.

- Select the hypertext link in the Edit field to update the client record. The COMMERCIAL PROPERTY MANAGEMENT ADD: CLIENT INFORMATION Form appears with the fields editable. Refer to Update an Existing Client Record on page 6-12 for more information.

- Select Create New if the client record is not found, Make certain that the client does not exist under another name or a different address before adding a new one. Refer to Add a New Client to the Company List on page 6-13 for more information.
Select a Client for the PM Contract  (Continued)

2. The COMMERCIAL PROPERTY MANAGEMENT ADD: CLIENT INFORMATION Form (shown in protected mode) appears when a client is added or selected using the Company Name hypertext link in the client list or by selecting after adding a new client or updating an existing client. The purpose of this form is to allow you to review the client information before selecting the client on the Property Management contract.

If any of the information is incorrect, select to display editable fields. Refer to Update an Existing Client Record on page 6-12 for more information.

If the contact shown is not the right one, choose to return to the COMMERCIAL PROPERTY MANAGEMENT ADD: CLIENT INFORMATION list form. Refer to Select a Client for the PM Contract on page 6-11 for more information.

Figure 6-7: The COMMERCIAL PROPERTY MANAGEMENT ADD: CLIENT INFORMATION Form Protected Mode

Select a Client for the PM Contract (Continued)

1. Verify the information for this contact to be certain it is the record you want to select.

2. Select to choose this record. The COMMERCIAL PROPERTY MANAGEMENT ADD: CLIENT INFORMATION form in unprotected mode appears.

Continue
Select a Client for the PM Contract (Continued)

Select a Client for the PM Contract (Continued)

3. Select the Next button to choose this record.

The COMMERCIAL PROPERTY MANAGEMENT ADD: PAYMENT SCHEDULE Form appears. Go to Figure 6-9: The COMMERCIAL PROPERTY MANAGEMENT ADD: PAYMENT SCHEDULE Form on page 6-15.

Update an Existing Client Record

3. The COMMERCIAL PROPERTY MANAGEMENT ADD: CLIENT INFORMATION form displays in unprotected mode during the client update function. This form appears in two ways: 1) by selecting the Edit link for a client record on the CLIENT INFORMATION list form or 2) from the COMMERCIAL PROPERTY MANAGEMENT ADD: CLIENT INFORMATION form in protected mode when you select the Update This Contact button.

1. Select a client definition from the drop down list in the Type field.

Continue
Add a Property Management Contract

Update an Existing Client Record (Continued)

The **Company Name** field is conditionally required when any **Type** other than Person / Individual(s) is selected.

**First Name** and **Last Name** fields are conditionally required when Person / Individual(s) is selected.

2. Type the name of the client company in the **Company Name** field.

   or

3. Type the client’s first name and last name, if that client is an individual, in the **First Name** and **Last Name** fields respectively.

   The remaining fields are optional. Refer to Add a New Client to the Company List on page 13 for more information about the content of these fields.

4. Select ![Finish](image)

   *The COMMERCIAL PROPERTY MANAGEMENT ADD: CLIENT INFORMATION form displays in protected mode. Refer to Figure 6-8: The COMMERCIAL PROPERTY MANAGEMENT ADD: CLIENT INFORMATION Form Unprotected Mode*

   Select ![Next >>](image) to choose this record.

Add a New Client to the Company List

1. Select a client definition from the drop down list in the **Type** field.

   The **Company Name** field is conditionally required when any **Type** other than Person / Individual(s) is selected.

   **First Name** and **Last Name** fields are conditionally required when Person / Individual(s) is selected.

   Continued
Add a New Client to the Company List (Continued)

2. Type the name of the client company in the **Company Name** field.
   or
3. Type the client’s first name and last name, if that client is an individual, in the **First Name** and **Last Name** fields respectively.

   The address is separated into several parts like this:

4. Type the property location number in the **Street No.** field.
5. Choose the address direction from the **Direction** field drop down list, if applicable (For example, North, South, East, West).
6. Type the name of the address location in the **Street Name** field.
7. Type the street name label (Avenue, Boulevard, etc.) in the **Designation** field.
8. Choose the designation direction in the **Suffix** field.
9. Type the building name or floor number in the **Building/Floor** field.
10. Type the suite or apartment number in the **Suite/Apt** field.
11. Type the address city in the **City** field.
12. Choose the state from the drop down list in the **State** field.
13. Type the 5-digit zip code in the **Zip Code** field.
14. Type the area code (between the parentheses) and phone number in the other two fields of the **Phone Number** field.
15. Optionally, type the **Seller Email Address** field.
16. Select **Finish**.

   The **COMMERCIAL PROPERTY MANAGEMENT ADD: CLIENT INFORMATION** form displays in protected mode. Refer to Figure 6-8: **COMMERCIAL PROPERTY MANAGEMENT ADD: CLIENT INFORMATION Form Unprotected Mode**

   Continued
17. Select \[ \text{Next >>} \] to choose this record.

**The COMMERCIAL PROPERTY MANAGEMENT ADD: PAYMENT SCHEDULE Form appears.**

### Figure 6-9: The COMMERCIAL PROPERTY MANAGEMENT ADD: PAYMENT SCHEDULE Form

#### The COMMERCIAL PROPERTY MANAGEMENT ADD: PAYMENT SCHEDULE Form

Use the COMMERCIAL PROPERTY MANAGEMENT ADD: PAYMENT SCHEDULE form to enter income expectation details. The top portion of this form is simply a ledger that allows you to list each anticipated payment based on the terms of the property management contract.

This information does not have to match the payments received record below it as long as upon receipt of the final payment, the total amount due equals the total projected income.

The PAYMENTS RECEIVED section is where the receipt of the actual payment(s) is entered.
Add a Property Management Contract (Continued)

Figure 6-10: The COMMERCIAL PROPERTY MANAGEMENT ADD: PAYMENT SCHEDULE

<table>
<thead>
<tr>
<th>Payment</th>
<th>Amount Due</th>
<th>Percentage Due</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$24,000.00</td>
<td>25.33%</td>
<td>01/01/2008</td>
</tr>
<tr>
<td>2</td>
<td>$24,000.00</td>
<td>25.33%</td>
<td>01/01/2009</td>
</tr>
<tr>
<td>3</td>
<td>$24,000.00</td>
<td>25.33%</td>
<td>01/01/2010</td>
</tr>
</tbody>
</table>

The COMMERCIAL PROPERTY MANAGEMENT ADD: PAYMENT SCHEDULE Form (Continued)

For each Payment row:
1. Type the first expected payment in the Amount Due field. The Percentage Due is automatically calculated by CREST EDG based on the Amount Due and the Total Property Income.

2. Type the date (MM / DD / YYYY) that the payment is due to arrive at the broker in the Due Date field. The Total Amount Due and the Total Property Income fields are protected and cannot be changed. The values in these fields are taken from the fields with the same names on the COMMERCIAL PM ADD: PROPERTY INFORMATION Form.
You must complete each blank row in the PAYMENT SCHEDULE section of this form. If any blank rows exist in the PAYMENT SCHEDULE this dialogue appears.

To correct this condition when the data entry is incomplete:
1. Select OK to close the dialogue.
2. Continue to enter the Amount Due and Due Date for each blank payment row until the amount in all rows equals the Total Amount Due.

To correct this condition when the wrong number of rows appear or the Total Amount due is incorrect:
1. Select Previous until the COMMERCIAL PROPERTY MANAGEMENT ADD: PROPERTY INFORMATION form appears.
2. Verify and overtype the Total Property Income and Number of Payments to the Broker for the contract.
   If you are having difficulty reconciling the payment schedule, try this. Type “1” in the Number of Payments to the Broker field.
3. Select Next > until the COMMERCIAL PROPERTY MANAGEMENT ADD: PAYMENT SCHEDULE form appears.
   Then return to the COMMERCIAL PROPERTY MANAGEMENT ADD: PAYMENT SCHEDULE form and enter the total amount due and the commencement date on one row.
4. Select Finish if no payments have been received.
   The COMMERCIAL PROPERTY MANAGEMENT INFORMATION page appears with an Agreement status.
5. If you have a check for payment, go to Step 5.

Continued
The agreement status remains until the first payment is received. Then it changes to Payments Pending status.
The COMMERCIAL PROPERTY MANAGEMENT ADD: PAYMENT SCHEDULE Form – PAYMENT(S) RECEIVED Section

Using the first blank row in the PAYMENT(S) RECEIVED section:

5. Type the amount of the check in the Amount Received field.

6. Type the date (MM / DD / YYYY) the payment arrived in the office (date stamped received).

The Percentage Due is automatically calculated by CREST EDG based on the Amount Due and the Total Property Income.

7. Select Finish.

The COMMERCIAL PROPERTY MANAGEMENT INFORMATION page appears with a Payments Pending status.

Figure 6-12: The COMMERCIAL PROPERTY MANAGEMENT INFORMATION Page
Add a Property Management Contract

Add a Property Management Contract (Continued)

The COMMERCIAL OTHER INCOME TRANSACTION for the Property Management Payment(s) Received

The payment received property management record when saved, generates a Commercial Other Income transaction. The other income transaction is transmitted to ePay where the payment details are used to create a record by which the royalty amount can be transmitted to Coldwell Banker Commercial®.

The user guide section on Commercial Other Income provides more information about the Commercial Other Income transactions generated by property management payments. This is the COMMERCIAL OTHER INCOME UPDATE: SEARCH RESULTS page displayed after searching the contract address. This is what the Commercial Other Income transaction looks like.

Figure 6-13: The COMMERCIAL PROPERTY MANAGEMENT

<table>
<thead>
<tr>
<th>Company 199999: NON-AR CUSTOMER [Status: Active, 1 Open Office]</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>COMMERCIAL OTHER INCOME UPDATE: SEARCH RESULTS</strong> User ID: 7332853</td>
</tr>
<tr>
<td><strong>Office ID</strong></td>
</tr>
<tr>
<td>---------------</td>
</tr>
<tr>
<td>0001</td>
</tr>
<tr>
<td>0001</td>
</tr>
</tbody>
</table>

1 - 2 of 2 entries found

First Page  Previous Page  Next Page  Last Page  New Search
Add a Property Management Contract (Continued)

The COMMERCIAL OTHER INCOME TRANSACTION for the Property Management Payment(s) Received

This is what the COMMERCIAL OTHER INCOME INFORMATION page looks like. Data entry of each PM payment receipt generates a new other income transaction with a Closed status. After the royalties are transmitted using ePay, the status of both the other income and the property management transaction changes to Paid.

Figure 6-14: The COMMERCIAL PROPERTY MANAGEMENT

<table>
<thead>
<tr>
<th>Date</th>
<th>Office</th>
<th>Client Name</th>
<th>Client Type</th>
<th>Financial Inst.</th>
<th>Company Name</th>
<th>Current Address</th>
<th>Current Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/16/2007</td>
<td>1999999-0001: NON-AR CUSTOMER/ radhey jaladi (555)555-5555</td>
<td>Lila Longmargin</td>
<td></td>
<td></td>
<td>Bear Sterns</td>
<td>4 Well St 66 66-22</td>
<td>(212) 544-7364</td>
<td><a href="mailto:ll.longmargin@bearsterns.com">ll.longmargin@bearsterns.com</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DM ID</th>
<th>Sales Associate</th>
<th>% Credit</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>00300</td>
<td>Monica Heller</td>
<td>50.06%</td>
<td>(888) 222-6666</td>
</tr>
<tr>
<td>00490</td>
<td>Dawn Tonello</td>
<td>50.06%</td>
<td>(555) 555-5555</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Close Date</th>
<th>Audit</th>
<th>Plan ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/16/2007</td>
<td>01/01/2008</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Income Received</th>
<th>Royalty Fee Due</th>
<th>Royalty Fee Paid</th>
<th>Balance Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>$24,000.00</td>
<td>$1,440.00</td>
<td>$0.00</td>
<td>$1,440.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Last Update</th>
<th>03/15/2008 by 7332853</th>
</tr>
</thead>
</table>
View a Property Management Contract

You may want to view the COMMERCIAL PROPERTY MANAGEMENT contract just completed to verify its content in a one-page format. You may also need to view details of a contract for a property that has multiple tenants to certain you update the correct contract.

From the Main Menu, select:

The COMPANY TR VIEW: SEARCH CRITERIA form appears.

Figure 6-15: The COMMERCIAL PROPERTY MANAGEMENT VIEW: SEARCH CRITERIA Form

Do one of the following:

1. Locate the Contract # for the listing before you begin this procedure, type it in the Contract # field select Search.

2. Type search criteria in one or more of the other fields to narrow the search for the contract you seek.

The COMMERCIAL PROPERTY MANAGEMENT VIEW: SEARCH RESULTS form appears.

Continue
Do one of the following:

3. Use the pagination buttons to locate the Contract # for that listing.

4. Select the Contract # hypertext link to display the contract details starting with the COMMERCIAL PROPERTY MANAGEMENT summary page.

Figure 6-17: The PROPERTY MANAGEMENT INFORMATION Page
5. Examine the contract details to be certain it is the one you want and select one of these horizontal navigation toolbar buttons to view another contract, update this one, or return to the search results and select another.
Update a Property Management Contract

Overview

Many users enter only the required information when adding a property management contract to CREST EDG. Even then, the required information entered may change due to information missing at the time of data entry, changes made to the contract, or new business rules, or office procedures that may require certain other information be entered into CREST EDG (that is currently optional).

Property Management Contract Statuses for Update

Changes may be made to property management contract information throughout its lifecycle. Unlike a sales transaction, a property management contract can be changed while in the following statuses:

- Agreement (AG)
- Payment Pending (PP)
- Suspended (SU) - must be unsuspended first
- Closed (CL)

A contract with a Dead Deal (DD) or a Paid (PD) status cannot be updated.

Update Required or Optional Property Management Information

Before you can update a property management contract record you must ask CREST EDG to display it. You do this by telling CREST EDG which record you want to update. Follow the Steps below to update existing property management information including:

- Adding new, optional information to an existing contract.
- Changing the content of required fields for a contract.

From the Main Menu, select:

The COMMERCIAL PROPERTY MANAGEMENT UPDATE: SEARCH RESULTS form appears.
Terminate a Property Management Contract

Update a Property Management Contract (Continued)

Figure 6-18: The COMMERCIAL PROPERTY MANAGEMENT UPDATE: SEARCH CRITERIA Form

Search for Contract to Update

Do one of the following:

1. Type the Contract # (as shown) for the contract to be updated and select Search.

The COMMERCIAL PROPERTY MANAGEMENT UPDATE: PROPERTY INFORMATION form appears.

Figure 6-19: The COMMERCIAL PROPERTY MANAGEMENT UPDATE: SEARCH RESULTS Form

11 - 20 of 30 entries found

Continue
Update a Property Management Contract

Search for Contract to Update (Continued)

Contract # is the primary key to a property management CREST EDG record. Go to Step 2 if you do not know the contract number.

2. Type a value into one or more of the other search criteria fields and select a sort by category and order and select [Search].

The PERSON UPDATE: SEARCH RESULTS page appears.

Figure 6-20: The COMMERCIAL PROPERTY MANAGEMENT UPDATE: SEARCH RESULTS Form

<table>
<thead>
<tr>
<th>Office ID</th>
<th>Contract #</th>
<th>Status</th>
<th>Client Name</th>
<th>Property Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>0001</td>
<td>000000000027</td>
<td>PP</td>
<td>Mark Woods</td>
<td>22 dkld, Teaneck, NJ 07666</td>
</tr>
<tr>
<td>0001</td>
<td>000000000028</td>
<td>PP</td>
<td>John Smith</td>
<td>123 Main St, Bridgewater, NJ 08807</td>
</tr>
<tr>
<td>0001</td>
<td>000000000029</td>
<td>PP</td>
<td>GG Galloway</td>
<td>34 N Maple Sq, Bridgewater, NJ 08807</td>
</tr>
<tr>
<td>0001</td>
<td>000000000030</td>
<td>PP</td>
<td>John Smith</td>
<td>dfdsd, dfsds, NJ 34532</td>
</tr>
<tr>
<td>0001</td>
<td>000000000031</td>
<td>PP</td>
<td>John Lee</td>
<td>asdf, asda, NJ 24323</td>
</tr>
<tr>
<td>0001</td>
<td>000000000032</td>
<td>PP</td>
<td>John Lee</td>
<td>asdf, asda, NJ 24322</td>
</tr>
<tr>
<td>0001</td>
<td>000000000033</td>
<td>PP</td>
<td>ideseidseif</td>
<td>asdf, asda, NJ 23422</td>
</tr>
<tr>
<td>0001</td>
<td>000000000034</td>
<td>PP</td>
<td>John Smith</td>
<td>234 N Maple Sq, Bridgewater, NJ 08807</td>
</tr>
<tr>
<td>0001</td>
<td>000000000035</td>
<td>PP</td>
<td>John Smith</td>
<td>asdf, asd, NJ 23422</td>
</tr>
<tr>
<td>0001</td>
<td>000000000036</td>
<td>PP</td>
<td>John Smith</td>
<td>Main, Newark, DE 19702</td>
</tr>
</tbody>
</table>

11 - 20 of 30 entries found

Use the pagination buttons to navigate through the results list.

Select [New Search] if the contract to update is not found to enter different search criteria and try again.

3. Select the hypertext link in the Contract # field for the contract to update.

The COMMERCIAL PROPERTY MANAGEMENT UPDATE:PROPERTY INFORMATION form appears.

Continue
Terminate a Property Management Contract

Update a Property Management Contract (Continued)

Figure 6-21: The COMMERCIAL PROPERTY MANAGEMENT UPDATE: PROPERTY INFORMATION Form

---

4. Use the horizontal navigation menu links to go to the form where the information to be changed is located.

Unlike the add process, you do not need to advance to the next form unless there is information to be changed on it. However, you must save at least once. The button in update mode is active on every form so you can make changes and save them anytime along the way.

Continued
### Update Required or Optional User Information (Continued)

5. Follow the chart below to pinpoint the form used for certain changes.

<table>
<thead>
<tr>
<th>Button/Form</th>
<th>Updates to perform</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property Information</td>
<td>Change: property demographics; contract dates, income and payments; and sales associates</td>
</tr>
<tr>
<td>Client Information</td>
<td>Change the company client: create a new one, replace the one currently assigned</td>
</tr>
<tr>
<td>Payment Schedule</td>
<td>Add, subtract, or rearrange the payment schedule (ledger) and/or Add payment amounts as received.</td>
</tr>
</tbody>
</table>

Continued
Terminate a Property Management Contract

Terminate a Property Management Contract

Many events occur between the contract and commencement date of a property management agreement. Either the broker or the landlord may change his mind and cancel the contract. CREST EDG treats a canceled property management contract as a termination or a “dead deal.” Once a contract is terminated, it can no longer be updated. It can only be viewed.

If the cause of the termination is reconciled, the contract details are entered into CREST EDG again and another property management contract number is assigned to the new record.

Another Contract Termination Situation

Similarly, a property management contract can be terminated while the CREST EDG contract record is in the Payments Pending status. That means that payments have been received and recorded in CREST EDG for the contract, that CREST EDG PM module generated other income transactions for each payment, and that the ePay record to transmit the transaction royalty is either paid or waiting to be paid.

CREST EDG treats a property management contract terminated at this stage as a suspended agreement and assigned that status to the terminated record.

A suspended contract can be unsuspended and resume its normal course through the property management lifecycle without having to be re-entered into CREST EDG.

Terminate a Contract in Agreement Status

Before you can terminate a property management contract, you must locate the contract record in CREST EDG. Refer to Search for Contract to Update on page 6-26 for more information about how to locate a property management contract in CREST EDG.

The COMMERCIAL PROPERTY MANAGEMENT UPDATE: PROPERTY INFORMATION form for the selected contract appears.
Terminate a Property Management Contract

Figure 6-22: The COMMERCIAL PROPERTY MANAGEMENT UPDATE: PROPERTY INFORMATION Form

Terminate a Contract in Agreement Status (Continued)

From the COMMERCIAL PROPERTY MANAGEMENT UPDATE: PROPERTY INFORMATION form:

1. Type the date (MM / DD/ YYYY) the agreement terminated in the Termination Date field and select .

The PROPERTY MANAGEMENT INFORMATION page appears with the status changed to Dead Deal.
Terminate a Property Management Contract

Terminate a Property Management Contract (Continued)

Figure 6-23: The PROPERTY MANAGEMENT INFORMATION Page

This contract cannot be revived. If the parties reconcile to a new contract, it must be entered into CREST EDG again.

If you select the button attempting to update a Dead Deal contract, this warning dialog appears.

Select OK to close the dialogue and reenter the contract details using the COMMERCIAL PM add function. Refer to Add a Property Management Contract on page 6-3 to learn how to do this.

End
Terminate a Contract in a Suspended Status

Before you can terminate a property management contract, you must locate the contract record in CREST EDG. Refer to Search for Contract to Update on page 6-26 for more information about how to locate a property management contract in CREST EDG.

Figure 6-24: The COMMERCIAL PROPERTY MANAGEMENT UPDATE: PROPERTY INFORMATION Form
Terminate a Contract in Suspended Status (Continued)

From the COMMERCIAL PROPERTY MANAGEMENT UPDATE: PROPERTY INFORMATION form:

2. Type the date (MM / DD / YYYY) the agreement terminated in the Termination Date field and select Finish.

The PROPERTY MANAGEMENT INFORMATION page appears with the status changed to Suspended.

Figure 6-25: The PROPERTY MANAGEMENT INFORMATION Page with Suspended Status
Unsuspend a Suspended Contract

This contract can be revived when the reason for the termination is resolved.

You must locate the suspended contract record in CREST EDG. Refer to Search for Contract to Update on page 6-26 for more information about how to locate a property management contract in CREST EDG.

The COMMERCIAL PROPERTY MANAGEMENT UPDATE: PROPERTY INFORMATION form for the selected contract appears (shown in Figure 6-25: The PROPERTY MANAGEMENT INFORMATION Page with Suspended Status on page 6-34).

1. Select **UPDATE THIS**.

   This confirmation dialogue appears. It says, “This contract is in Suspended status. Click OK to Unsuspend the Contract and remove the Termination Date; Otherwise Click CANCEL.”

2. Select **OK** to close the dialogue and unsuspend the contract.

   *The COMMERCIAL PROPERTY MANAGEMENT UPDATE: PROPERTY INFORMATION form appears with a blank Termination Date field.*

Continue
Terminate a Property Management Contract (Continued)

Unsuspend a Suspended Contract (Continued)

3. Select [Finish] to save the contract with the new status of Payments Pending.

The PROPERTY MANAGEMENT INFORMATION page appears showing the new contract status.

Continue
Terminate a Property Management Contract

Figure 6-27: The COMMERCIAL PROPERTY MANAGEMENT UPDATE: PROPERTY INFORMATION Page with Payments Pending Status

![Property Management Update Screen]

- **Status**: Payments Pending
- **Contract ID**: 000000000012
- **Property Address**: 1 Campus Dr, Parsippany, NJ, 07054
- **Property Name**: 
- **Property Code**: 
- **Property Use**: 
- **Rent or Investment**: 
- **Square Ft. Under Management**: 
- **Property Value**: $354,524,750.00
- **SA ID**: 00006
- **Sales Associate Name**: Billy Bennett
- **% Credit**: 100.00%
- **Phone Number**: (800)0000-0000
- **Company Name**: Cheney International
- **First Name/Last Name**: Ben Cheney
- **Property Address**: 
- **City/State/Zip**: 
- **Phone Number**: 
- **Email**: 

**Contract Information**
- **Contract Date**: 03/14/2006
- **Commencement Date**: 06/14/2006
- **Expiration Date**: 
- **Total Projected Income**: 
- **Number Of Payments**: 
- **Termination Date**: 

End
Appendix 6-A- Commercial Property Management Blank Form

The forms in Appendix 6-A are available online through the CREST EDG Main Menu→Blank Forms→Commercial PM option.
### COMMERCIAL PM BLANK FORM

*Page 1 of 3*

This form is for use with CREST EDG only. 
Please DO NOT submit this form to the Operations Center.

**More information on Page 2**

#### Property Information

<table>
<thead>
<tr>
<th>Property Type (Choose One)</th>
<th>Property Use (Choose One)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multi-Family (2-4 Units)</td>
<td>Owner Occupied</td>
</tr>
<tr>
<td>Multi-Family (5-20 Units)</td>
<td>Rental or Investment</td>
</tr>
<tr>
<td>Multi-Family (Over 20 Units)</td>
<td>Other Commercial</td>
</tr>
<tr>
<td>Hotel/Motel</td>
<td></td>
</tr>
<tr>
<td>Restaurant</td>
<td></td>
</tr>
<tr>
<td>Retail Business</td>
<td></td>
</tr>
<tr>
<td>Resort Business</td>
<td></td>
</tr>
<tr>
<td>Other Business</td>
<td></td>
</tr>
<tr>
<td>Opportunity</td>
<td></td>
</tr>
<tr>
<td>Office Bldg-General</td>
<td></td>
</tr>
<tr>
<td>Office Bldg-Government</td>
<td></td>
</tr>
</tbody>
</table>

#### Property Name

<table>
<thead>
<tr>
<th>Street Number</th>
<th>Direction (St., S., W., etc)</th>
<th>Street Name</th>
<th>Designation (St., Rd., etc)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Suffix (St., S., etc)</th>
<th>Building/Floor</th>
<th>Suite</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## COMMERCIAL PM BLANK FORM

(Page 2 of 3)

This form is for use with CREST EDG only. Please DO NOT submit this form to the Operations Center.

More information on Page 3

### Sales Associate Information

<table>
<thead>
<tr>
<th>Associate ID</th>
<th>First Name</th>
<th>Last Name</th>
<th>Percent of Side/Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Associate ID</th>
<th>First Name</th>
<th>Last Name</th>
<th>Percent of Side/Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Contract Information

<table>
<thead>
<tr>
<th>Contract Date</th>
<th>Commencement Date</th>
<th>Exp Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Projected Income</th>
<th>Number of Payments to Broker</th>
</tr>
</thead>
<tbody>
<tr>
<td>$</td>
<td>(this will determine how many entries are necessary below)</td>
</tr>
</tbody>
</table>

### Payment Schedule

<table>
<thead>
<tr>
<th>Payment #</th>
<th>Percentage Due</th>
<th>Amount Due</th>
<th>Date Due</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>$</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Payment #</th>
<th>Percentage Due</th>
<th>Amount Due</th>
<th>Date Due</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>$</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Payment #</th>
<th>Percentage Due</th>
<th>Amount Due</th>
<th>Date Due</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>$</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Payment #</th>
<th>Percentage Due</th>
<th>Amount Due</th>
<th>Date Due</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>$</td>
<td></td>
</tr>
</tbody>
</table>

Use another page to list all of the payments expected.
# Terminate a Property Management Contract

**Appendix 6-A - Property Management Blank Form (Continued)**

**Figure 6-30: The COMMERCIAL PM Blank Form - Page 3**

<table>
<thead>
<tr>
<th>Client Information</th>
<th>COMMERCIAL PM BLANK FORM</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(Page 3 of 3)</td>
</tr>
<tr>
<td></td>
<td>This form is for use with CREST EDG only.</td>
</tr>
<tr>
<td></td>
<td>Please DO NOT submit this form to the Operations Center.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>First Name ✓</th>
<th>Last Name ✓</th>
<th>Company Name ✓</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type (Choose One)</th>
<th>Financial Institution</th>
<th>Person/Individual(s)</th>
<th>Trust</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporation</td>
<td>Government</td>
<td>REIT</td>
<td>Other</td>
</tr>
<tr>
<td>Developer</td>
<td>Partnership</td>
<td>Pension Fund</td>
<td></td>
</tr>
<tr>
<td>Estate</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Street Number</th>
<th>Direction (st., st., etc.)</th>
<th>Street Name</th>
<th>Designation (St., Rd., etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Suffix (N., S., etc)</th>
<th>Building/Floor</th>
<th>Suite/Apt</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Email Address</th>
<th>Current Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>( ) - -</td>
</tr>
</tbody>
</table>