

Forwardpass.com



## System Features

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## General Features

- Fully cloud-based. Users can sign into the system from anywhere.
- Multiple redundant backups.
- Numerous security features.
- Option for two-factor authentication (Yubikey).
- All documents produced by users are automatically stored for a year.
- Configurable dashboards with individual widgets controlled by user permissions.
- Highly configurable. Categories can even be configured to use different terminology and icons based on use.

# Accounting

## Accounts Receivable

- Assessments
  - Automated assessments and special assessments.
  - Automated processing fees.
  - Credit card payments are automatically applied to accounts.
  - Prepayment credits automatically applied against assessments.
- Automated and customizable email notices for overdue balances.
- Batches
  - All payments are placed into a batch.
  - Batch reports break down payments by payment method.
  - Payments can be moved from one batch to another.
  - Rules to automatically close batches for different reasons.
  - Summary reports of batches.
  - Web payments are automatically placed in a separate daily batch.
- Credit memos and account credits.
- Customer account maintenance.
- Customer aging.
- Customer logs.
- Deposit Slips.
- Finance charges
  - Disable finance charges for customers in collections or bankruptcy.
  - Exempt specified customers from finance charges entirely.
  - Percentage or flat rate.
  - Separate finance charges for overdue property and non-property charges.
- Flexible transaction searches.
- Integrated credit card processing.
- Invoices and statement charges.
- Items are a collection of accounts and other settings to simplify more complex accounting transactions. There are several types of items:
  - Sales
  - Purchase
  - Finance Charge
  - Sales Tax Group
  - Sales Tax
  - Sales Discount Group
  - Sales Discount/Surcharge
  - Gift Card/Certificate
  - Interest on Security Deposits
- One step NSF and Credit Card Refunds.

- Statements
  - Bar codes.
  - Customer messages based on age of account.
  - Exclude statements by minimum balance.
  - Filter by class and charges that are property-related only.
  - Merge customized letters into the statement run.
  - Messages.
  - Optional billing statement that doesn't include previous balance.
  - Transaction Reports.

### Accounts Payable

- Bill, Manual Check, and Purchase Order Approval System.
- Bill payment wizard.
- Check batches.
- Flexible transaction searches.
- Purchase Orders.
- Vendor account maintenance.
- Vendor aging.
- Vendor logs.

### General Ledger

- Bank reconciliation wizard.
- Class tracking.
- Closing date to lock out changes prior to specified date.
- Financial statements
  - Real time production of financial reports.
  - Statements can be produced for any retroactive dates.
  - List of financial statements
    - Account Activity.
    - Account Activity per Class.
    - Account Balances.
    - Account Balances per Class.
    - Balance Sheet.
    - Balance Sheet by Fund.
    - Budget Comparison.
    - Budget Overview.
    - Budget Variances.
    - Budget Variances including Year to Date.
    - Cash Flow Statement.

- Cash Report.
- Chart, Account.
- Chart, Account Type.
- Chart, Budget Comparison.
- Chart, Budget Variances.
- Chart, Income & Expense
- Check Detail.
- Deposits.
- Deposits not yet Reconciled.
- Disbursements.
- Disbursements not yet Reconciled.
- General Ledger.
- Income & Expense.
- Income & Expense by Fund.
- Trial Balance.
- Trial Balance per Class.
- Fixed asset tracking.
- Fund accounting
  - Balance sheet by fund.
  - Automatic due-to due-from entries.
- Multilevel budgets.
- No monthly closings.
- Reversing journal entries.

## Case Management

- Can be configured for various purposes such as architectural review, property inspection, work orders, and parking management.
- Customized Case ID generation.
- Capable of generating reports about individual cases. These reports include all of the letters, documents, and images associated with a case.
- Cases can be sorted by Case ID, Name, Property, and Due Date.
- Cases include the following attributes
  - Logged Date.
  - Due Date.
  - Completion Date.
  - Priority.
  - Status.
  - Stage.
  - Referral Information.
  - Description.
  - Assignee.
  - Notes.
- Changes to cases are automatically logged and become part of the permanent record.
- Create custom actions triggered by various events. For instance, the system can be configured to automatically send an email to maintenance staff when a work order is created.
- Create custom details, stages, and types.
- In addition to the built-in properties, you can create as many additional details as you like. The system allows you to enter information for these details and then summarize them on reports. For instance, the community can maintain a list of violation types that it wishes to track.
- Details can be created and deleted any time you wish.
- Link a case to a specific property or customer or create a self-addressed case that contains its own contact information.
- Multiple filters for searching for cases.
- Past due cases change color on the reporting page.
- Tools for globally scheduling multiple cases. For instance, you can schedule a case for every property in a specified neighborhood.

## Club Management

- Manage memberships for any number of membership groups or recreational facilities.
- Create multiple types of memberships with different fees.
- Sell and provision guest passes and daily passes.
- Passes are automatically deducted on admittance.
- Passes can be set to expire on a certain date.
- Easily renew existing memberships in a Point of Sale.
- Set different sales and credit limits for individual members of a group membership.
- Self check-in kiosk optimized for touch screens.
- Attach documents such as contracts and waivers to membership records.
- Send letters and blast emails to members of the facility.
- Create custom details, stages, and types as well as custom actions triggered by various events.
- Add log entries to membership records.
- PDF directory - Club directory is typeset like the pages of a professionally printed telephone book.
- Photo IDs - Produce photo IDs using inexpensive webcams.
- All gate activity is logged.
- Activity logs.

# Communications

- Documents
  - Create online HTML or printable PDF's from the same data.
  - Use HTML formatting within text.
- Document Packages
  - Use for electronic disclosure documents.
  - Delivery package expiration.
  - Delivery packages can include multiple files.
  - Shared packages that can be reused in multiple delivery packages.
- Electronic Signage
  - Create standalone slideshows or use as the background to self check-in kiosks.
- Websites
  - Automatic page "breadcrumb" links.
  - Automatic photo galleries.
  - Automatic sitemaps.
  - Automatic thumbnail generation.
  - AJAX forms with Recaptcha integration.
  - Configurable themes.
  - Create permissions per website.
  - Development and production versions of a website.
  - Easily upload documents and images.
  - Link validation.
  - Tag based content manager.
  - Use your own domain name.
- Web Portal
  - Designate which pages require a login.
  - Fully integrated into your website.
  - Online property directory.
  - Users can update their own directory and contact information.
  - Accept payments by credit card.
  - Users can update their payment information for recurring payments.
  - Real-time statements directly from the accounting system. No need to synchronize data with a third party.
  - Optional convenience fees that are automatically booked to the accounting system.
  - Users can create activity reports of recreational use.
  - Optimized for responsive frameworks so property owners and residents can access their information on PC's, tablets, and phones.
  - Registration tokens can be printed on statements, ballots, and letters.
  - Users can be linked to one or more customers.



## Document Management

- Documents are securely stored on Amazon AWS S3.
- Documents, images, and other files are attached to individual case, customer, membership, and property records.
- Control access security for individual documents.
- Create electronic delivery packages.
- Designate shared documents to include in electronic delivery packages.
- Share documents between groups of users.
- Automatically keeps all reports, letters, and forms generated by the system for a configurable amount of time.

## Election Management

- Three types of vote counting
  - Weighted ballots
  - Even and Equal ballots
  - Cumulative voting
- Barcoded ballots.
- Complete customization of ballots using pseudo-HTML tags.
- Rosters.
- Audit capability.
- Disallows over-votes.
- Vote replacements.
- Write-ins.
- Disallow votes from association members with overdue accounts.
- Vote batches.
- Vote counts and percentages by batch and total.
- Up-to-date voting percentage and quorum meter on public website before election.
- Release final results in graphical and tabular form on the website upon completion of the election.
- Ability to send blast emails to property owners who have not yet voted.

## Event Management

- Manage events in a calendar-based format.
- Assign one or more people to a single event.
- Create automated notifications of new events.
- Users can sign up for events subject to approval by community administrators.
- Send automated emails when someone signs up for an event or an administrator approves or rejects an approval.
- Browsable monthly calendars can be placed on a webpage for any event category. Calendars can be styled in the website's theme.
- Personal information can be replaced by generic text on public webpages.
- Customizable event categories. Designate *providers* (teachers, instructors, boat captains, guides, etc.) and/or *clients*(students, guests, members, etc.).

## Point of Sale

- Create multiple Point of Sale (POS) categories with separate user permissions.
- Configure one or more points of sale per category.
- EMV card transactions (requires CardKnox gateway and compatible terminal).
- Apple Pay (requires Cardknox gateway and compatible terminal).
- Save and reload orders directly from the POS.
- Cash back to customers.
- Real-time integration with the accounting system. Sell a soft drink and the cash and income instantly appear on your financial statements.
- Automatic provisioning of passes and memberships.
- Automatic deduction of inventory upon sale.
- Supports Epson Omnilink intelligent printers.
- Customize receipt templates using Epson ePOS-XML.
- Cash drawer support. Can be configured to open the draw for cash (or check) payment methods only.
- Create price lists per POS category.
- Multiple discount support.
- Integrated membership admissions so front desk users can do most things from the POS without opening other pages.

## Portfolio Management Features

- Add and delete communities.
- Add and delete users.
- Assign various categories to users per community.
- Bill communities for management and accounting services. Create custom prices per module as well as add your own billing modules.
- Create *categories* to customize each community with unique terminology, data fields, and behavior.
- Detailed user permissions.
- Create *View Only* users that can view certain amounts of information but cannot change anything. Useful for auditors and board directors.
- Each user can be assigned one or more communities in a portfolio.
- No need to integrate with a third party accounting package. Community websites are fully integrated with the accounting features of Forwardpass.
- Staff members can seamlessly switch between communities without separate logins.
- Site managers can access data from anywhere.
- Websites of each community can be fully customized with secure login pages and other features. No need to switch to a cookie cut portal.
- White label features: Brand the system with customer logo, colors, and footers.

## Property Management

- Create PDF directories of the residents of the community. The directory is typeset like the pages of a professionally printed telephone book.
- Send emails to any subset of addresses in the community.
- Produce mailing labels using the results of the current search.
- Generate customized letters for every resident or property owner returned by a particular search. Forwardpass includes a template system for creating and customizing letters that need to be sent regularly.
- Send out forms to the community for updating directory information.
- Define neighborhoods and assign multiple properties to each neighborhood.
- Assign a property type to each property that controls the assessment amount and number of votes the owner of a property is entitled to receive. No need to change individual records.
- Numerous reports for property management.
- Property transfer wizard.

## Upcoming New Features for September 2018

- WYSIWYG editing for website pages and posts.
- WYSIWYG editing for letter templates.
- WYSIWYG editing for emails.
- Surveys with email authorization tokens and automatic tabulation of results.
- Comment system for website posts.
- Mobile inspection apps with offline capabilities for both Android and iOS devices.
- Gate application that can control door and gate locks. Includes offline synchronization of membership information in the event of the loss of Internet connectivity.