DeLille | Field
COMMERCIAL REAL ESTATE

410 W. English Road, Suite A251
High Point, NC 27262
Office: (336) 812-3175
delillefield.com

OWNER WEB ACCESS: THE BASICS

Create a Login

Now that we manage your portfolio, you will need an account for our Owner Web Access (OWA) portal. We will initiate this process for you.

1. You will receive an email from **DeLille | Field** asking you to finalize your account.
2. Click the **Finalize** button within the email.
3. You will then be prompted to create a password for your user account.
4. Once you choose your password, you are ready to go!

If you have not received access previously, please contact DeLille | Field at (336) 812-3175 to request access.

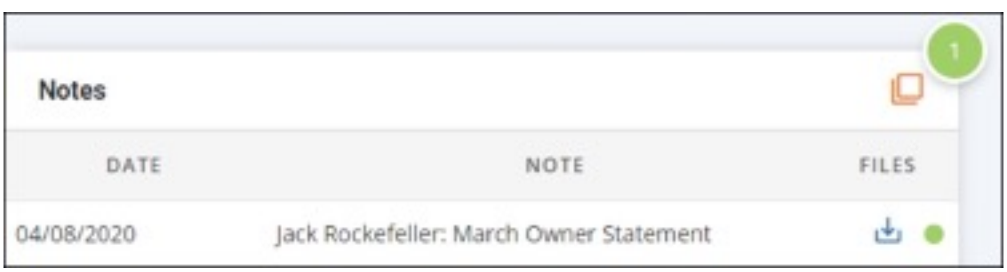
Logging Into the Owner Portal

Once you've created your account, you're ready to login and take advantage of everything the portal has to offer! To log into your account:

1. Open a web browser and go to https://pricecm.owa.rentmanager.com/#/login
2. Log in using the email address and the password you created in the step above (Create a Login).
3. Optionally, click **Remember Me** so you won't have to enter this information every time you log in.
4. Click **Login** and you're in! It's recommended that you bookmark this page to make it easier to access the portal again in the future.

The Dashboard

During your initial login, one of the first things you'll notice is your **Dashboard**. The Dashboard displays tiles of information related to the properties you own. These tiles cover all the important aspects your account, including information on **Bills, Service Issues, Management Fees**, and more. In addition, the tiles will keep you up to date on all the new activity that occurred since your last login. A green circle with the number of updates will display in the upper-right of any applicable tiles.



PAYMENTS

Make Contributions

1. In the navigation bar, click the **Make Contributions** tab. You will then be taken to a page listing all your properties and their bank balances.
2. Choose the payment method for this contribution by selecting the appropriate **Contribution Type** from the drop-down menu. You can either use the saved account already saved on file with us, or you may choose to make a one-time contribution from a bank account or credit card of your choice.
3. Enter the amount you wish to contribute under **Contribution Amount** for the desired property and then click **Continue.**
4. Select the account you want to use for this transaction and click Make Contribution.

A pop-up window will display letting you know if the payment has been accepted or declined.

REPORTING

Run Reports

OWA offers a variety of reports that can give you all the information you need about the status of your properties. To generate reports:

1. On the navigation bar, click the **Reports** tab.
2. Choose a report from the list, or search for a specific report using the **Search** field.
3. Select the properties you want to run the report for, the **Date Range** or **As of Date**, and your preferred accounting method.
4. At the bottom-right of the screen, choose your preferred file format for the final report: PDF, CSV, HTML, Text, or Excel.
5. Click **Run Report** in the bottom-right of the screen to generate the report.
6. Click **Open** to view your report.

History/Notes

We may run certain reports on your behalf and save them to the History/Notes tile of OWA. To view these premade reports:

1. On the navigation bar, click the **History/Notes** tab.
2. To filter the history/notes list, click the **Filters** icon at the top left of the screen. Set the desired filters and then click **Apply** to narrow the list of bills.
3. Click on the download icon in the **Files** column to display the report.

BILLING

View Open Bills

OWA allows you to view any bills that were charged to your properties. To view bills:

1. On the navigation bar, click the **Bills** tab.
2. To filter the bill list, click the **Filters** icon at the top left of the screen. Set the desired filters and then click **Apply** to narrow the list of bills.
3. To see further information, click on the desired bill. You will be able to review all information associated with the bill (ex. Property, due date, memo, etc.).

Approve Bills

OWA also enables you to approve open bills charged to your properties. To approve bills:

1. On the navigation bar, click the **Bills** tab.
2. To filter the bill list, click the **Filters** icon at the top left of the screen. You can filter by **Bill Date**; **Due Date**; payment status: **Paid, Unpaid, Paid & Unpaid; Properties**, or **Vendors**. Once you have selected your filter requirements, click **Apply.**
3. Click on the bill you want to review.
4. If you are ready to authorize the transaction, click **Approve This Bill** and then click **Submit.**

Owner Estimates

OWA also gives you the ability to approve and sign or reject estimates from your **management company**. To review these estimates:

1. On the navigation bar, click the **Estimates** tab.
2. To filter the fees list, click the **Filters** icon at the top left of the screen. You can filter by **Estimate Date, Properties, and Status.** Once you have selected your filter requirements, click Apply.
3. Next, you have the option to **Approve** or **Reject** the estimate. If you approve the estimate, you will be prompted to provide a digital signature. If you reject the estimate, you will be prompted to add additional comments.

REVIEW DISTRIBUTIONS AND FEES

Review Distributions

OWA lets you view a history of payouts you've received from **DeLille | Field.** To review these owner distributions:

1. On the navigation bar, click the **Owner Distributions** tab.
2. You will then see a list of dates and total amounts. Each date represents a received payout.
3. To see a breakdown of the payout by property, click the arrow next to each of the dates.
4. To filter the distributions list, click the **Filters** icon at the top left of the screen. You can filter by **Date** and by **Properties**. Once you have selected your filter requirements, click **Apply.**

Review Management Fees

OWA allows you to review the management fees collected by DeLille l Field for each posting period. To review these fees:

1. On the navigation bar, click the **Management Fees** tab.
2. To filter the fees list, click the **Filters** icon at the top left of the screen. You can filter by **Fee Date** and by **Properties.** Once you have selected your filter requirements, click **Apply.**
3. Next, you will be able to see quite a few specifics, including, but not limited to: **Property, Fee Date**, and **Fee Amount.**

From the **Fees** tab, you can also view the checks associated with the management fee postings:

1. Double-click the desired posting to open the check detail.
2. To print the fees page, click Print in the bottom-right of the window.

MAINTENANCE REQUESTS

View Maintenance Requests

OWA allows you to view existing service requests submitted by the tenants at your properties. To view these maintenance issues:

1. On the navigation bar, click the **Service Issues** tab.
2. To filter the service issue list, click the Filters icon at the top left of the screen. You can filter by **Open Date** and by status: **Open, Closed, Open & Closed.**
3. Once you have selected your filter requirements, click **Apply.**
4. Click the maintenance request you want to view.
5. After clicking on your desired issue, you will see all the details associated with the submitted request.

We hope these instructions help answer any questions you may have had about your user account and OWA. In the meantime, if you have any more questions, comments, or concerns, please feel free to contact us at (336) 812-3175. We are excited to have you on board as an owner!