



Welcome to Procorem!


October 4, 2023

An introduction for owners and management agents of multifamily developments with Asset Management and Compliance oversight by RI Housing with a focus on Tenant Event Updates





RIHousing has partnered with ProLink Solutions for the purpose of monitoring multifamily developments

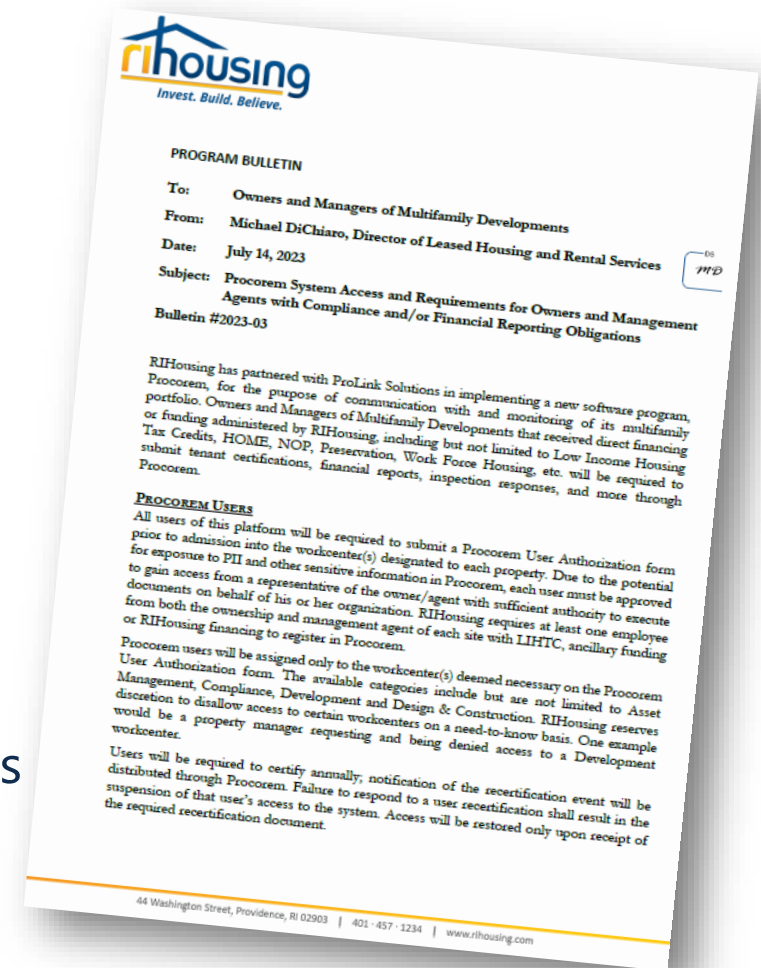
- RIHousing Asset Management staff will be using ProLink going forward
 - LIHTC Compliance
 - Ancillary Compliance
 - Financial reporting
- Owners and management agents will access  [procorem](#)





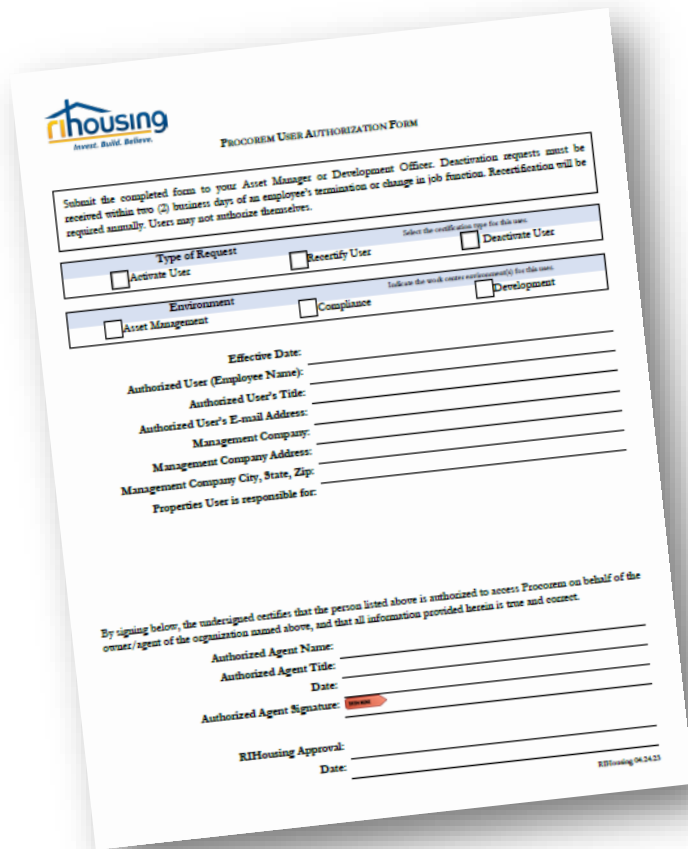
Program Bulletin #2023-03 circulated on July 14, 2023

- Procorem Users
- Procorem Workcenters
- Tenant Events
- Data Integrity
- Market Units
- Asset Management
- Multifamily Inspections & File Reviews
- Owner's Certifications
- Navigating the Workcenters



Procorem Users

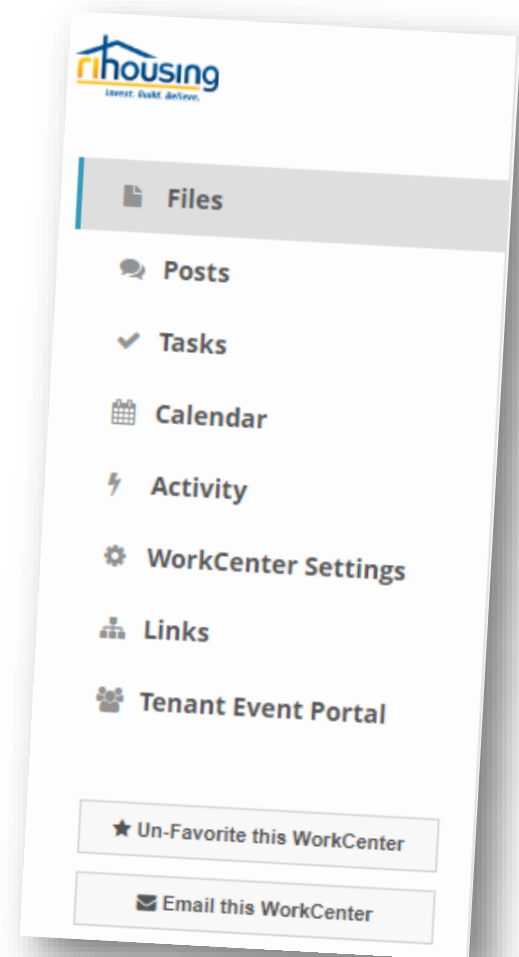
- All users are required to submit a Procorem User Authorization form
- At least one employee from ownership and management agent of each site
 - LIHTC
 - Ancillary funding
 - RIHousing financing
- Users will be recertified annually

The form is titled "PROCOREM USER AUTHORIZATION FORM" and includes the RIHousing logo. It contains instructions, a "Type of Request" section with checkboxes for "Activate User", "Recertify User", and "Deactivate User", and an "Environment" section with checkboxes for "Asset Management", "Compliance", and "Development". Below these are fields for "Effective Date", "Authorized User (Employee Name)", "Authorized User's Title", "Authorized User's E-mail Address", "Management Company", "Management Company Address", "Management Company City, State, Zip", and "Properties User is responsible for". At the bottom, there is a signature line for the "Authorized Agent" and a section for "RIHousing Approval" with a date field. A small reference number "RIHousing 04.24.13" is visible in the bottom right corner of the form.



Procorem Workcenters

- User-friendly
- Site-specific
 - Upload tenant events
 - Submit documents and reports
 - Provide tenant files for review
- System-generated reminders
- Transparency
 - Site documents will be available
 - Regulatory Agreement
 - LURA
 - Other agreements



Asset Management

- Separate workcenter from Compliance
- Will replace e-mail boxes currently used
- Standardized Templates
- Efficient and secure submission
- Improved communications
- Deadline reminders



Workcenter Invitations

When a RIHousing employee invites an external user to a workcenter, a notification is sent to that user's e-mail address.

This example focuses on a first-time user's perspective of the signup procedure.

 Click **Sign Up**



Sign Up

The Sign Up button opens the link in an internet browser; another verification e-mail will be sent after you finish signing up.


- 🌀 Enter your **First Name**
- 🌀 Enter your **Last Name**
- 🌀 Create a secure **Password** using the criteria in the window
 - No spaces
 - At least 1 number
 - At least 1 capital letter
 - At least 1 lowercase letter
 - At least 8 characters long



Check your E-mail

You're almost done! When you see this screen that's your queue to check your e-mail for the final step.

 **Check your e-mail**

A screenshot of a mobile application screen titled "CONFIRM ACCOUNT". The screen has a white background with a light blue header. Below the header is a message box with an envelope icon and text: "An email confirmation has been sent to the email address identified below. Please click on the confirmation button within the email message to complete the sign up process." Below this are two input fields: "Name" with the value "Lenore Coughlin TEST" and "Email" with the value "lcoughlinrih@gmail.com". At the bottom are two buttons: a blue "Resend Confirmation" button and a white "Cancel" button with a grey border. A yellow bar is at the bottom of the slide, and a blue and orange logo is in the bottom right corner.

CONFIRM ACCOUNT

 An email confirmation has been sent to the email address identified below. Please click on the confirmation button within the email message to complete the sign up process.

Name
Lenore Coughlin TEST

Email
lcoughlinrih@gmail.com

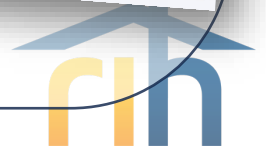
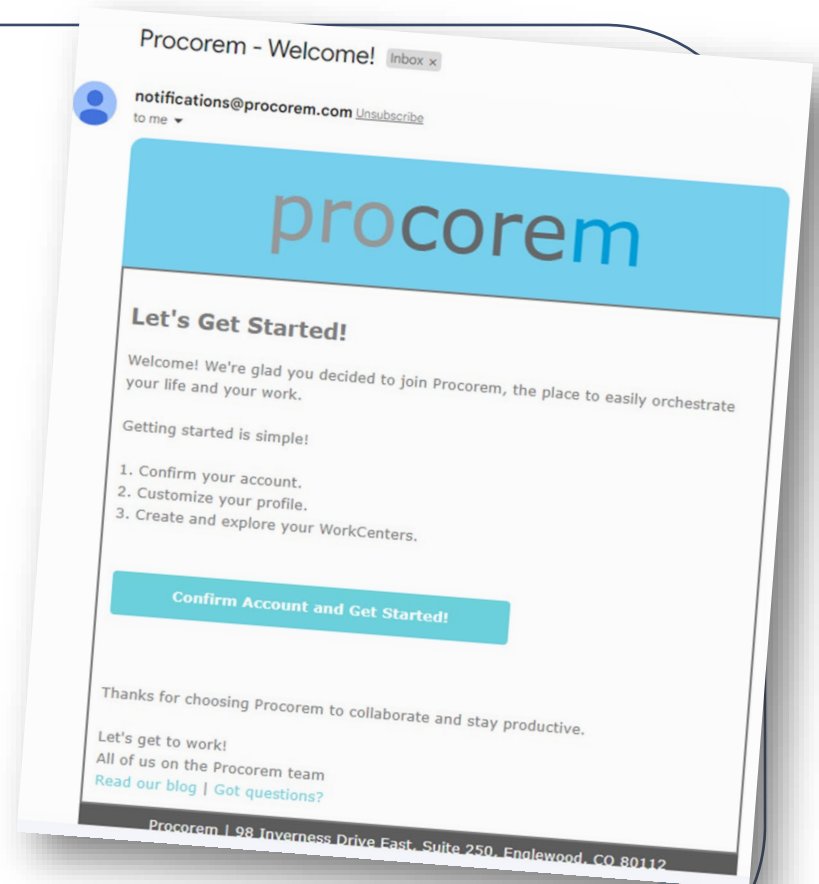
Resend Confirmation

Cancel

Confirm your Account

All that's left to do is confirm your account before you sign into Procorem.

 Click **Confirm Account and Get Started!**



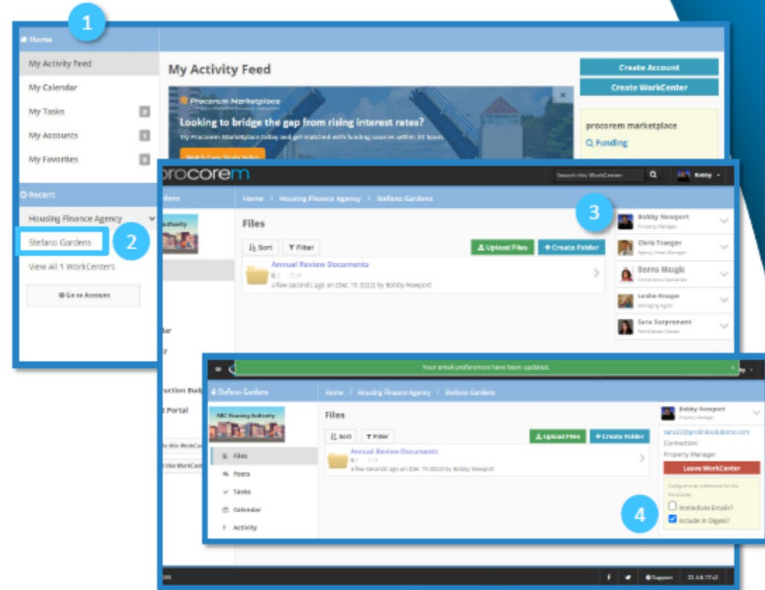
Didn't Get Your Invite?

- Check your junk mail
- Contact your IT Department
- Contact Procorem System Admin to confirm your e-mail address



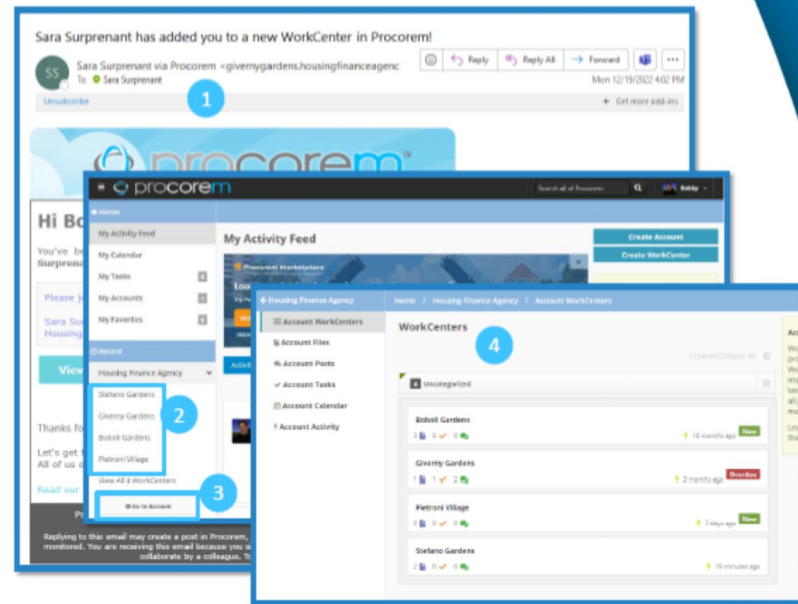
Invitation to Procorem

- 1 After clicking **Sign Up Now**, you'll be taken to the **Procorem Home** page.
- 2 On the left, you'll see the name of the **Agency** and the **WorkCenter** representing your property. Click on the name of the **WorkCenter** to access the **WorkCenter**.
- 3 Note other collaborators on the **WorkCenter**, including **Agency** contacts.
- 4 **Procorem** emails notifications in real time for file, post, and **WorkCenter** activities – if you'd like to receive one daily digest email instead of immediate emails, click the down arrow next to your name and deselect **Immediate Emails**.



Invitation to Procorem

- 1 Once you've created your account, you'll receive an email invitation for each **WorkCenter** you've been added to.
- 2 When you log in to Procorem, you'll see your **WorkCenter(s)** in the left nav panel.
- 3 To view all your **WorkCenters**, click on **Go To Account**.
- 4 If you don't have access to a needed **WorkCenter**, contact the **Agency** directly to request access.





Files



Posts



Tasks



Calendar



Activity



Links



Tenant Event Portal

Files

Each property will have nearly identical file structures unique to their property funding and compliance layers. Site-specific legal and recorded documents such as the Regulatory Agreement, LURA, 8609(s), etc. will be available in Procorem. If they are not yet available when you explore your workcenter, please be patient while we perform our processes to upload these items. When submitting a document for a task, the file path will be identified in the Location field.





Files



Posts



Tasks



Calendar



Activity



Links



Tenant Event Portal

Posts

Communicate with your Asset Manager directly through Procorem using the Posts feature. Each Compliance workcenter comes with a default post directing users to ProLink's online training featuring tenant events and all of the available help center resources to guide you along the way.





Files



Posts



Tasks



Calendar



Activity



Links



Tenant Event Portal

Tasks

A Procorem workcenter may be built to remind users of upcoming deadlines and reminders of past due deadlines with built-in tasks.

When submitting a document for a task, the file path where the item should be stored will be identified within the Location field within a task.

You can mark tasks as completed;
RIHousing staff may approve tasks.





Files



Posts



Tasks



Calendar



Activity



Links



Tenant Event Portal

Calendar

Tasks with dates assigned to them will be reflected on the calendar in a workcenter.

The beginning date of the task, end date of the task, and all dates in between will be highlighted.





Files



Posts



Tasks



Calendar



Activity



Links



Tenant Event Portal

Activity

Shows you what you may have missed. Entries are logged for each task completed, file uploaded, file downloaded, etc.

Your e-mail notifications should look similar to what you see in the Activity section of Procorem.





Files



Posts



Tasks



Calendar



Activity



Links



Tenant Event Portal

Links

Not applicable to all workcenters. If there is only one workcenter for a property, it will not have any links.

Remember, some sites have both an Asset Management workcenter and a Compliance workcenter; those will be linked.

Permission settings and the completed Procorem User Authorization form will determine whether you have access to any linked workcenters.





Files



Posts



Tasks



Calendar



Activity



Links



Tenant Event Portal

Tenant Event Portal

Available only in Compliance workcenters, this portal is where tenant events must be uploaded by the 10th of each month.





Financial Asset Management team to use Prolink Solutions software to monitor financial performance of:

- Developments with RIHousing financing
- Developments where RIHousing holds escrow or reserve accounts
- Developments which receive Operating Subsidy





Financial Submission Types:

- Annual Operating Budgets
- Quarterly Interim Operating Statements
- Annual Audited Financial Statements
- Escrow Analysis Processing
- Operating Reserve Withdrawal Requests
- NOP (Neighborhood Opportunities Program)
- HPF-ELI Subsidy Program Requests
- Future ERA2 Subsidy Program Requests





Using Prolink will enable:

- Automated ratio calculations (DCR, CPU, Vacancy Rate, NOI per unit averages, budget to actual comparisons)
- Dashboard reports on portfolio wide metrics and averages
- Portfolio risk assessment
- Investor reporting

Benefits to RIHousing partners:

- Enables RIHousing to share more portfolio average financial ratio trends with its partners
- Earlier outreach to assist with financial concerns identified through risk assessment
- Potentially faster audit review turnaround based on automated calculations
- A central portal for all required financial submissions





Procorem Workcenters

- Owner or Manager uploads financial submissions to Procorem Workcenter
- Access to Financial Workcenters require owner's authorization
- Will eliminate the need to submit to the former mailboxes:

ios@rihousing.com

audits@rihousing.com

budgets@rihousing.com

MF-Escrow@rihousing.com

NOP@rihousing.com

Financial Asset Management Workcenter Folders

Home / RIHousing / TEMPLATE • 2024 Asset Management

Files

Sort Filter

- Audited Financial Statements**
0 2
an hour ago on (Sep 12 2023) by Susan Halloran
- Budgets**
0 1
an hour ago on (Sep 12 2023) by Susan Halloran
- Escrow Analysis**
0 3
an hour ago on (Sep 12 2023) by Susan Halloran
- Interim Operating Statements**
0 5
an hour ago on (Sep 12 2023) by Susan Halloran




Audited Financial Statements Workcenter Folders

Home / RIHousing / TEMPLATE • 2024 Asset Management / Audited Financial Statements

Files

Sort Filter

[...Up a level ↑](#)

 **FYE 2024**
0 1
an hour ago on (Sep 12 2023) by Susan Halloran






Audited Financial Statements Workcenter Folders

Home / RIHousing / TEMPLATE • 2024 Asset Management / Audited Financial Statements / FYE 2024

Files

Sort Filter Upload

...Up a level ↑

 **FYE 2024 Approval Letter**
0 0
18 hours ago on (Sep 12 2023) by Susan Halloran






Budget Workcenter Folders

Home / RIHousing / TEMPLATE • 2024 Asset Management / Budgets

Files

Sort Filter

...Up a level ↑

 **FYE 2024**
0 0
6 days ago on (Sep 12 2023) by Susan Halloran






Interim Operating Statement (IOS Workcenter Folders) Also known as Quarterly Unaudited Financials

Home / RIHousing / TEMPLATE • 2024 Asset Management / Interim Operating Statements

Files

Sort Filter

...Up a level ↑

 **FYE 2024**
0 4
6 days ago on (Sep 12 2023) by Susan Halloran





Interim Operating Statement (IOS Workcenter Folders) Also known as Quarterly Unaudited Financials

Home / RIHousing / TEMPLATE • 2024 Asset Management / Interim Operating Statements / FYE 2024

Files

Sort Filter

...Up a level ↑

-  **Q1**
0 files 0 folders
11 days ago on (Sep 07 2023) by Lenore Coughlin
-  **Q2**
0 files 0 folders
11 days ago on (Sep 07 2023) by Lenore Coughlin
-  **Q3**
0 files 0 folders
11 days ago on (Sep 07 2023) by Lenore Coughlin
-  **Q4**
0 files 0 folders
11 days ago on (Sep 07 2023) by Lenore Coughlin




Escrow Analysis

Home / RIHousing / TEMPLATE • 2024 Asset Management / Escrow Analysis

Files

[Sort](#) [Filter](#)

[...Up a level ↑](#)

 **2024**
0 2
6 days ago on (Sep 12 2023) by Susan Halloran



Escrow Analysis

Home / RIHousing / TEMPLATE • 2024 Asset Management / Escrow Analysis / 2024

Files


[Sort](#) [Filter](#)

[...Up a level ↑](#)

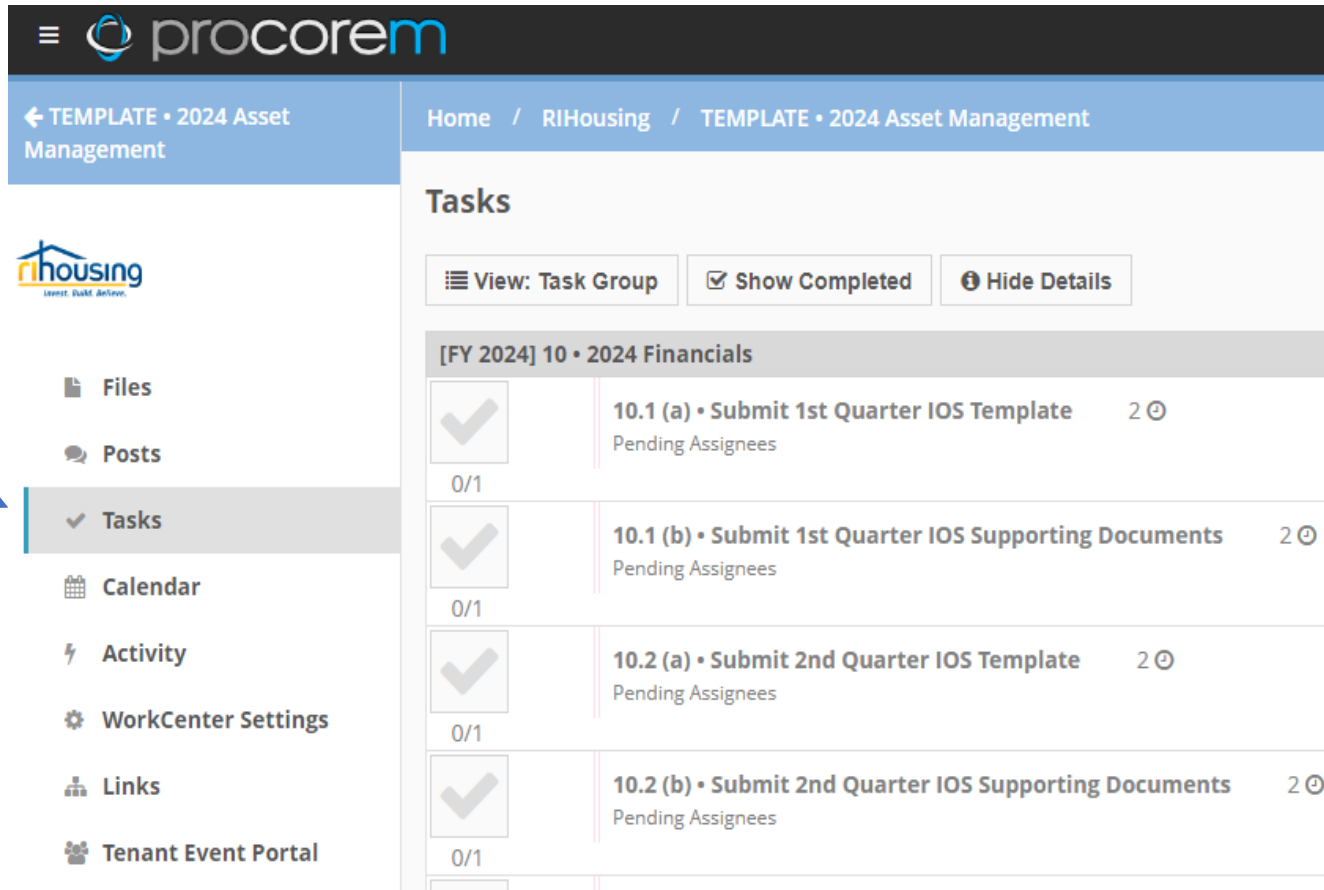
-  **Analysis, Letter and Option Form**
📄 0 📁 0
11 days ago on (Sep 07 2023) by Lenore Coughlin
-  **Owner's Signed Response (if applicable)**
📄 0 📁 0
11 days ago on (Sep 07 2023) by Lenore Coughlin

Other Folders- Operating Subsidy Requests

- **NOP**
- **HPF-ELI**
- **ERA2**

	Q1 0 0 11 days ago on (Sep 07 2023) by Lenore Coughlin
	Q2 0 0 11 days ago on (Sep 07 2023) by Lenore Coughlin
	Q3 0 0 11 days ago on (Sep 07 2023) by Lenore Coughlin
	Q4 0 0 11 days ago on (Sep 07 2023) by Lenore Coughlin

Tasks



The screenshot shows the Procorem interface. At the top left is the Procorem logo. Below it is a navigation menu with options: Files, Posts, Tasks (highlighted with a blue arrow), Calendar, Activity, WorkCenter Settings, Links, and Tenant Event Portal. The main content area shows a breadcrumb trail: Home / RIHousing / TEMPLATE • 2024 Asset Management. Below this is a 'Tasks' section with filters: View: Task Group, Show Completed (checked), and Hide Details. The task list is titled '[FY 2024] 10 • 2024 Financials' and contains four items, each with a checkmark icon, a progress indicator '0/1', a title, and a count '2' with a refresh icon:

- 10.1 (a) • Submit 1st Quarter IOS Template 2
- 10.1 (b) • Submit 1st Quarter IOS Supporting Documents 2
- 10.2 (a) • Submit 2nd Quarter IOS Template 2
- 10.2 (b) • Submit 2nd Quarter IOS Supporting Documents 2

All tasks are marked as 'Pending Assignees'.



Tasks

Prior to completing task

✓ Main (0) Comments (2) Reminders (0) Files Activities

Task Title: 10.1 (b) • Submit 1st Quarter IOS Supporting Documents

Status: Pending Assignees
0/1 assignees have finished this task

Task Group: [FY 2024] 10 • 2024 Financials

Description: Upload 1st Quarter Required Quarterly Support Documents as PDF format

Location: Interim Operating Statements > FYE 2024 > Q1

Start Date: [] []

Due Date: [] []

Using (UTC-07:00) Mountain Time (US & Canada). Click [here](#) to change your time zone.

Assigned To: Assignees

- Management Agent Accountant
- Mark Finished Susan Halloran



Tasks

Completed Task

Home / RIHousing / TEMPLATE • 2024 Asset Management / Edit Task

Edit Task

✓ Main (0) Comments (2) Reminders (0) Files Activities

Task Title: 10.1 (b) • Submit 1st Quarter IOS Supporting Documents

Status: **Pending Approval**
1/1 assignees have finished this task

Task Group: [FY 2024] 10 • 2024 Financials

Description: Upload 1st Quarter Required Quarterly Support Documents as PDF format

Location: Interim Operating Statements > FYE 2024 > Q1

Start Date: [] []

Due Date: [] []

Using (UTC-07:00) Mountain Time (US & Canada). Click [here](#) to change your time zone.


Assigned To: Assignees

- Management Agent Accountant
- ✓ Finished Susan Halloran



Tasks

Tasks

 View: Task Group

Show Completed

 Hide Details

[FY 2024] 10 • 2024 Financials



0/1

10.1 (a) • Submit 1st Quarter IOS Template 2 ⓘ

Pending Assignees



1/1

10.1 (b) • Submit 1st Quarter IOS Supporting Documents 2 ⓘ

Pending Approval



0/1

10.2 (a) • Submit 2nd Quarter IOS Template 2 ⓘ

Pending Assignees

Tasks


RIHousing staff's approval of the submitted task will show as a green "Thumbs Up" sign

Home / RIHousing / TEMPLATE • 2024 Asset Management

Tasks

View: Task Group Hide Completed Hide Details

[FY 2024] 10 • 2024 Financials

<input type="checkbox"/>		10.1 (a) • Submit 1st Quarter IOS Template 2 ⓘ
0/1		Pending Assignees
<input checked="" type="checkbox"/>		10.1 (b) • Submit 1st Quarter IOS Supporting Documents- 2 ⓘ
1/1	1/1	Complete--9/18/2023
<input type="checkbox"/>		10.2 (a) • Submit 2nd Quarter IOS Template 2 ⓘ
0/1		Pending Assignees
<input type="checkbox"/>		10.2 (b) • Submit 2nd Quarter IOS Supporting Documents 2 ⓘ
0/1		Pending Assignees



Summary of Tasks:




Budgets (1 task)

Upload to workcenter and then mark as finished

[FY 2024] 11 • Budget		
<input checked="" type="checkbox"/>	11.1 • Submit Budget Template for Fiscal Year 2024 Pending Assignees	2 ⓘ
0/1		



Summary of Tasks:

Interim Operating Statements (2 tasks)

[FY 2024] 10 • 2024 Financials		
 0/1	10.1 (a) • Submit 1st Quarter IOS Template Pending Assignees	2 ⓘ
 0/1	 10.1 (b) • Submit 1st Quarter IOS Supporting Documents Pending Assignees	2 ⓘ


Summary of Tasks:

Annual Audited Financials (2 tasks)

 0/1	10.5 (a) • Submit Annual Financials Template 2 ⓘ Pending Assignees
 0/1	10.5 (b) • Submit Annual Audited Financial Statements 2 ⓘ Pending Assignees

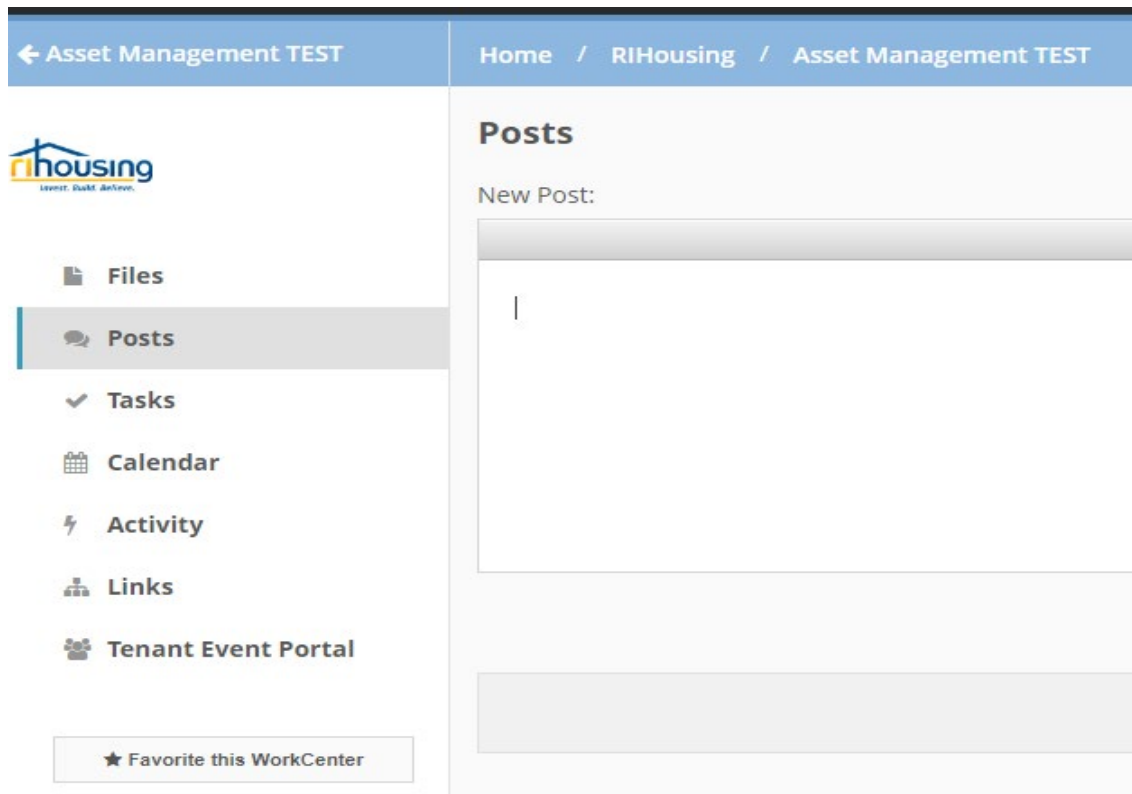
Summary of Tasks:

Escrow Analysis (1 task)

[FY 2024] 12 • Escrow Analysis		
 0/1	12.1 • Submit Escrow Analysis Option Form Pending Assignees	2 ⓘ

Posts

Communicate information to your Financial Officer if needed

A screenshot of the Procorem web application interface. The top navigation bar is blue with a back arrow and the text "Asset Management TEST" on the left, and a breadcrumb trail "Home / RIHousing / Asset Management TEST" on the right. Below the navigation bar is a sidebar with the "rihousing" logo and a list of menu items: "Files", "Posts" (highlighted with a blue bar), "Tasks", "Calendar", "Activity", "Links", and "Tenant Event Portal". At the bottom of the sidebar is a button that says "★ Favorite this WorkCenter". The main content area is titled "Posts" and contains a "New Post:" label above a large, empty text input field. The "rihousing" logo is also present in the bottom right corner of the page.



Procurement Demonstration Upload/Finish Task



Financials Template Overview

Financials Template (continued)

Important items to remember:

- Before completing a template, save a clean unused template to a safe location as the original.
- Each time a new submission is started for a different development, the blank original must be saved with a new name. A used template cannot be resaved for another development.
- Only fill in the white cells. Blue and green cells contain formulas that provide subtotals.
- The sheets are protected to avoid overwriting formulas. If more lines are needed, you can unprotect the sheet using the password "am" (short for asset management), and then you will be able to unhide extra rows that will become available.



Financials Template (continued)

Submission Sheet (first tab):

- Choose the submission type (Audit/Budget/IOS)
- Development Name, Loan #, FYE, Quarter of submission (for IOS's)
- For non 12/31 FYE, advise if using Fiscal Quarter or Calendar based quarter.
- Contact information





Financials Template (continued)

Annual Audited Financial Statement:

- Complete P&L Template tab to match auditor's P&L
- Complete Balance sheet template tab to match auditor's
- The fields included align with the HUD chart of accounts income and expense lines. This will make it easier to find the correct field for entry.





Financials Template (continued)

Quarterly Interim Operating Statements:

- Complete P&L Template tab
- Complete HF-150 form tab – same format as current HF-150

HF-150

- Complete grey cells if applicable
- Blue cells contain formulas (subtotals)
- Upload the support documents listed on the bottom of form



(have not changed)



Financials Template (continued)

Annual Budget:

- Complete P&L Statement Tab Only. This will be considered the budget.

No other support documents needed unless there is additional information to convey.



Financials Template (continued)

- Financials template is not needed for Escrow Analysis or Operating Subsidy requests.
- The blank financials template for use during the year will be saved to the folder called Financial Submissions Templates located within the site's workcenter.
- It may be beneficial to consult with your software vendor to see if the form may be mapped to your software or how the data could be pasted into our workbook.





1st Financial Submissions Due through Procorem:

- The first budget submissions through Procorem will be the FYE 2024 budgets which are due by 12/1/23.
- The first Quarterly IOS to submit through Procorem will be those covering 4th Quarter of 2023 which would be due by 1/25/24.
- The first Audited Financial Statement submission through Procorem will be those covering FYE 2023 for developments with a Fiscal Year end of 12/31/23, which would be due by 4/1/24.





1st Submissions through Procorem:

- For Escrow Analysis, we will begin to use Procorem starting in November, 2023. Site contacts will be notified upon completion of an analysis.
- The first NOP requisitions through Procorem will be those covering 1st quarter of 2024. NOP folders have not yet been added to the workcenters.
- The first HPF-ELI and ERA2 requisitions through Procorem will be at a to be determined future date when our system is ready.



Questions?





Thank you!

- Additional Training will be provided upon request.
- A copy of this presentation will be emailed after the training.
- A summary of the submission requirements will be provided at a later date.
- **Please reach out to Susan Halloran, Manager of Financial Assets with any questions.**
 - 401-450-1339
 - shalloran@rihousing.com



Questions



Lenore Coughlin

Multi-Family Business Solutions Manager

401-457-1258

lcoughlin@rihousing.com

