



Member Services Update

Town Hall Meeting, April 6th, 2014

Front Desk

- Seven new deskies have joined the team since December 2013
- Application is due 11:59PM Monday April 7th



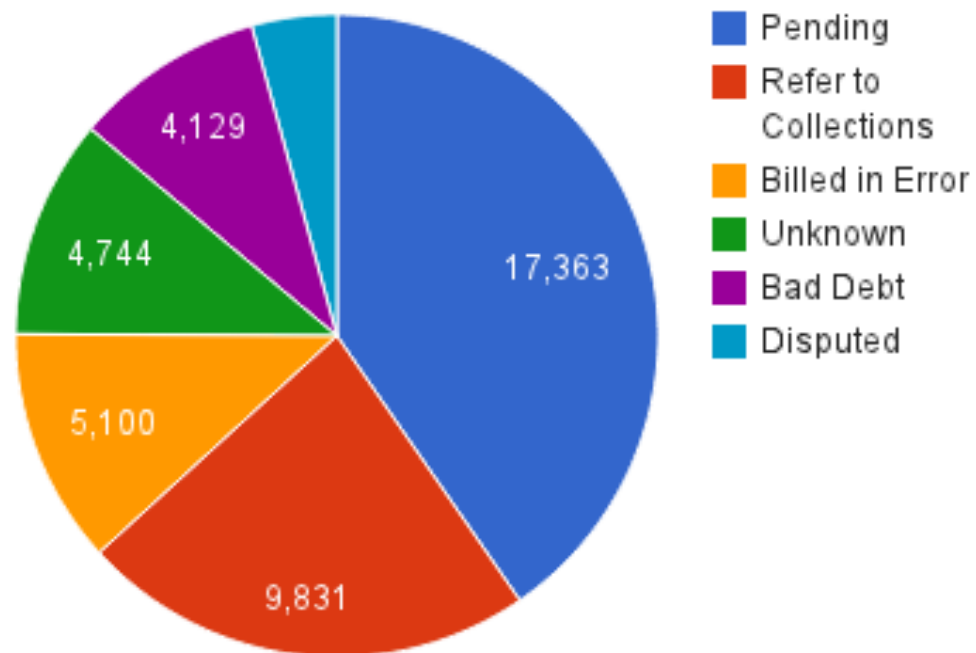
Studio Spaces

- Since November 2013, we have 15 more studio spaces
- Approximately 130 people 'active' on waiting list (30+ since last quarterly meeting)
- 4-6 month average wait time

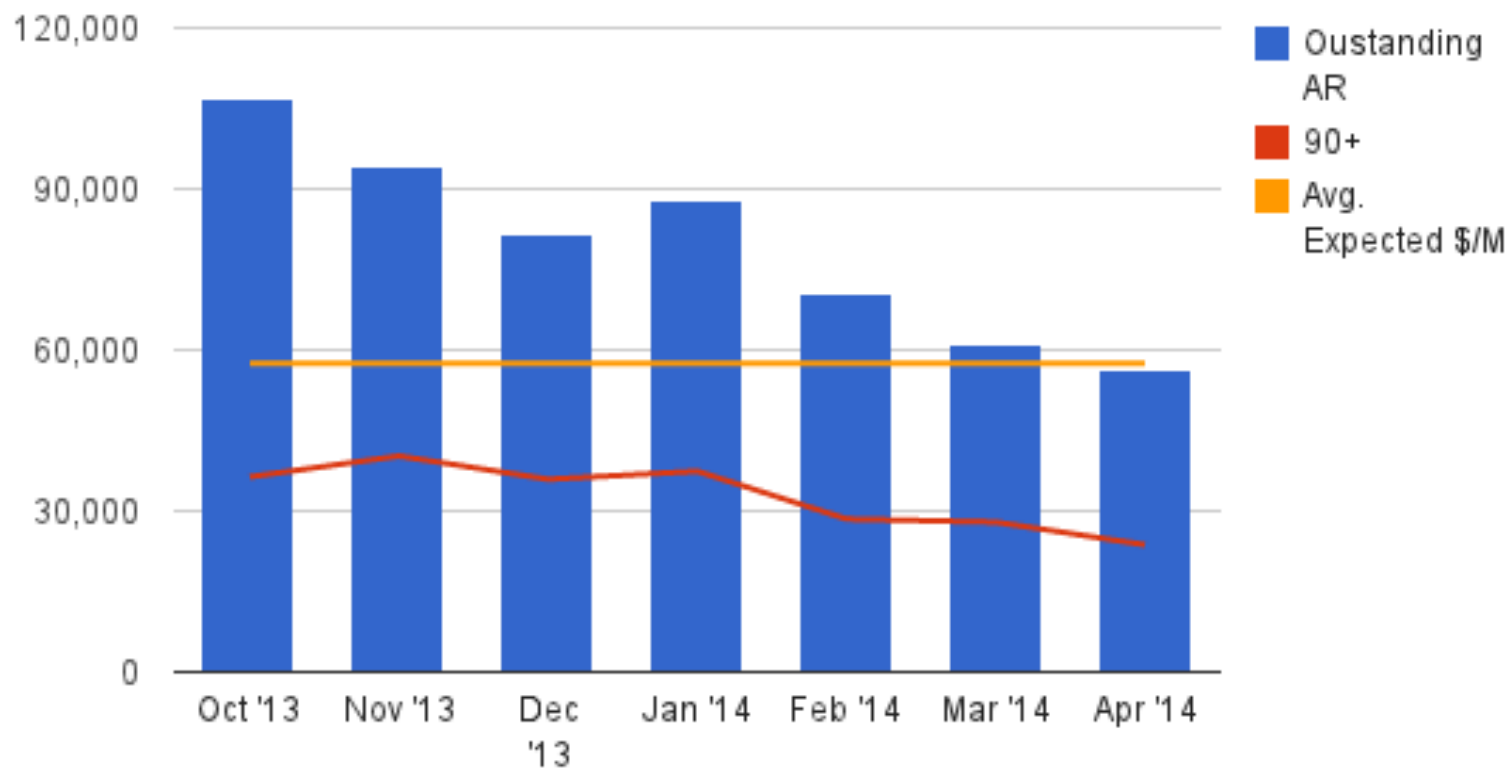
Billing Updates

- Moved to Quickbooks Online
 - New payment portal
 - No CC signatures at Front Desk
 - Front Desk can now email you invoices and statements!
 - Staff can work remotely as needed
- Offering recurring payments to a test group, will make available to all renters ASAP
- If you notice that your card is not working, it is probably because you haven't paid your invoice
- Please pay your invoices
- Thank you to everyone who has paid on time and settled their outstanding balance.
- Please pay your invoices.

Outstanding Monthly Invoiced AR March 15 2014 (Total \$58,506)



Monthly Invoiced Outstanding AR



Total Expected (Monthly Invoiced) vs. Unpaid

