



Requirements Analysis Document

Retailer Real Estate

Lease Administration & Management

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Introduction

This Requirements Analysis Document has been designed to assist those retailers considering investing in an enterprise level IT system to improve the management and administration of their store real estate portfolio.

Although the template for this document has been prepared by Synetek Systems, providers of LeaseEagle®, it constitutes a very detailed overview of the elements required for professionally managing and administering a retailer real estate portfolio.

Once a retailer understands and accepts the significant financial, corporate, legal and strategic benefits that come from the professional management of its real estate this document will assist them to evaluate exactly what they require from an IT system.

In order to help streamline a potential customer's specific evaluation of the LeaseEagle® Retailer Real Estate Management System this document also details the inclusions available when purchasing the software or subscribing to the application service, in accordance with the following index:

S – Standard Inclusion

O – Optional Inclusion

C – Custom Inclusion

R – Future Roadmap

Whilst this Requirements Analysis Document provides a very detailed overview of a set of proposed requirements a retail business should seek from an IT system for managing real estate it is not necessarily a complete list and should be considered only as a guide or reference tool, and as such should not be taken by a reader or its employer as advice, counsel or representation on behalf of Synetek Systems Pty Ltd or its employees.

Further enquiries for the LeaseEagle® system or requests for assistance with this document should be made by calling the company on +61 3 9827 7701 (Australia); +64 9 368 9105 (New Zealand); or +1 (781) 270-1515 (United States), or via sales@leaseeagle.com.

Table of Contents

Tenancy Information	4
Lease Agreement Information	5
Franchise Agreement Information	6
Property Information	7
Contact Information	8
Communications & File Notes	8
Financial Information	9
Invoicing Approval & Payments	9
Document Management	10
Custom Email Reminders	10
KPI Tracking	10
Automated Email Notifications	11
Portfolio & Financial Reporting	11
Administration Reporting	11
Sales Information & Reporting	12
Charting & Analysis	12
Project Management	12
Asset Management	13
Training & Support	13
Administration Tools	14
System Operations and Controls	14
Additional Notes and Requirements	15

Tenancy Information

Function / Feature		Required
POS/Store ID Code	S	_____
Current Status (i.e. Open, Closed, Under Negotiation)	S	_____
Ownership Profile (i.e. Corporate, Franchised, JV)	S	_____
Tenancy Format (i.e. Shop, Kiosk)	S	_____
Performance Category/Ranking	S	_____
Tenancy Area	S	_____
Address Details (i.e. Street, Postal)	S	_____
Phone/Fax/Email	S	_____
Handover/Opening Dates	S	_____
Closing Date (if applicable)	S	_____
Current Contacts (i.e. Site Manager, Property Manager)	S	_____
Fit-out/Construction Cost	S	_____
Fit-out/Maintenance Contractor	S	_____
General Notes	S	_____
Location Mapping (i.e. Google hyperlink)	S	_____
GIS Mapping & Search via BING Maps	S	_____
Current/Historic Agreements (i.e. Lease, Franchise)	S	_____
Current/Historic Charges (i.e. Electricity, Cleaning)	S	_____
Current/Historic Documents (i.e. Tenancy Plans, Photos)	S	_____
Current/Historic Sales Information	S	_____
Custom Tenancy Fields (Total of 30)	S	_____
Trade Area Demographic Information	S	_____

Additional Information or Requirements

Lease Agreement Information

Function / Feature		Required
Complete Life-cycle Management	S	_____
Lessee/Lessor Details	S	_____
Lease Type (i.e. Leases, Licences, Sub-leases)	S	_____
Start and Expiry Dates	S	_____
Size of Leased Area	S	_____
Agreement Status	S	_____
Occupancy Cost Details* (inc. Rent, Outgoings & Promos)	S	_____
Rent Free and/or Rent Abatements*	S	_____
Percentage Rental Details*	S	_____
Auto CPI Review Updates	S	_____
Landlord Incentives* (i.e. Fitout, Marketing)	S	_____
Bank Guarantee Information	S	_____
Personal Guarantee Information	S	_____
Insurance Details (i.e. Public Liability)	S	_____
Permitted Use Details	S	_____
Special Conditions	S	_____
Options / Rights of Renewal	S	_____
Custom Lease Agreement Fields (Total of 30)	S	_____
Custom Clause Fields (inc. Document Link)	S	_____
Automated Email Notifications (i.e. Critical Dates)	S	_____

* Refer to Financial Information for Further detail

Additional Information or Requirements

Franchise Agreement Information

Function / Feature		Required
Complete Life-cycle Management	S	_____
Franchisee/Franchisor Details	S	_____
Start and Expiry Dates	S	_____
Exclusive Territory Period	S	_____
Royalty Structure*	S	_____
Franchise Establishment Fees*	S	_____
Other Establishment Fees*	S	_____
Opening Promotion Fee*	S	_____
Franchise Renewal Fee*	S	_____
Current/Previous Year Royalty Charged*	S	_____
Bank Guarantee Information	S	_____
Personal Guarantee Information	S	_____
Special Conditions	S	_____
Options or Rights of Renewal	S	_____
Custom Franchise Agreement Fields (Total of 30)	S	_____
Custom Clause Fields (inc. Document Link)	S	_____
Automated Email Notifications (i.e. Critical Dates)	S	_____

* Refer to Financial Information for Further detail

Additional Information or Requirements

Property Information

Function / Feature		Required
Property Type (i.e. Office Complex, Warehouse)	S	_____
Name of Property	S	_____
Address Details	S	_____
Landlord and Managing Agent Details	S	_____
Phone/Fax/Website	S	_____
Year Opened	S	_____
Estimated Asset Value	S	_____
No. of Car Parks	S	_____
Trading Hours S	S	_____
Contacts (i.e. Centre Manager, Facilities Manager)	S	_____
General Comments	S	_____
Personal Notes & Reminders	S	_____
Current Area (GLA) – Total Centre and Specialty	S	_____
Moving Annual Turnover – Total Centre and Specialty	S	_____
Pedestrian Traffic Flow	S	_____
Tenancy Mix Details (i.e. Major Tenants)	S	_____
Location Mapping (i.e. Google Maps)	S	_____
Current/Historic Documents (i.e. Tenancy Plans)	S	_____
Trade Area Information	S	_____

Additional Information or Requirements

Contacts Information

Function / Feature		Required
Type of Contact (i.e. Person, Company)	S	_____
Company/Position/Title	S	_____
First Name / Company Name	S	_____
Last Name / Trading Name	S	_____
ABN / ACN / ID Number	S	_____
Address Details (i.e. Street, Postal)	S	_____
Phone, Fax, Mobile	S	_____
Email, Website, Skype Address	S	_____
General Details	S	_____
Global Time Zone / Date Format	S	_____
Search and Export	S	_____

Communications and File Notes

Function / Feature		Required
By Tenancy / Contact	S	_____
Date Recorded	S	_____
Type (i.e. Phone Call, Email)	S	_____
Custom Communication Category	S	_____
Details/Action	S	_____
Search and Export	S	_____
User Log Reporting	S	_____
Links to Documents and Reminders	S	_____

Additional Information or Requirements

Financial Information

Function / Feature		Required
Custom Charge Type Creation	S	_____
Financial/Accounting Code Mapping	S	_____
Description of Charge	S	_____
Start and Expiry Dates	S	_____
Local Currency	S	_____
Budget Charge Amount	S	_____
Credit and Debit Charge Types	S	_____
Tax Details (i.e. GST)	S	_____
Calculation Method (i.e. % of Sales, Sum of Charges)	S	_____
Review Type (i.e. Market, CPI)	S	_____
CPI Details (i.e. Type, Amount)	S	_____
Review Frequency (i.e. Financial Year, Annually)	S	_____
Budget, Forecast and Accruals Management	O	_____

Invoice Approval and Payments

Function / Feature		Required
Invoice Details	O	_____
Status (i.e. Pending, Approved)	O	_____
Supplier	O	_____
Amount Payable	O	_____
Tax Details	O	_____
Payment Description	O	_____
Payment Terms (i.e. Due Date)	O	_____
Comments/References	O	_____
Authorised Payment Amount	O	_____
Authorisation Details (i.e. Contact, Date)	O	_____
Amount Paid (Actual Recorded)	O	_____
Payment Method (i.e. EFT Code)	O	_____
Scanned Invoice (i.e. Document Bank)	O	_____
Custom Transaction File Export	O	_____

Document Management

Function / Feature		Required
Corporate or Per Tenancy	S	_____
Document Department/Type	S	_____
File Type/Name (> 200 supported)	S	_____
Auto-backup	S	_____
Static Templates	S	_____
Search and Report	S	_____
Multi-Document Upload	S	_____
Document Encryption	R	_____
Custom Document Creation	R	_____

Custom Email Reminders

Function / Feature		Required
Enterprise or Tenancy Level	S	_____
Person/Contact	S	_____
Subject/Detail	S	_____
Custom Scheduling	S	_____
Custom Recipient Lists	S	_____

KPI Tracking

Function / Feature		Required
Total Occupancy Cost (\$)	S	_____
Total Occupancy Cost (% of Sales)	S	_____
Rolling Annual Sales	S	_____
Sales Per Square Metre (Annual, Monthly)	S	_____
Gross Profit (\$)	R	_____
Gross Profit (% of Sales)	R	_____
Wages (\$)	R	_____
Wages (% of Sales)	R	_____
Net Contribution (\$)	R	_____
Net Contribution (% of Sales)	R	_____

Automated Email Notifications

Function / Feature		Required
Lease Agreement End Dates	S	_____
Franchise Agreement End Dates	S	_____
Rent and Occupancy Charge Reviews	S	_____
Option/ROR Exercise Dates	S	_____
Custom Recipient List	S	_____
Custom Scheduling	S	_____

Portfolio & Financial Reporting

Function / Feature		Required
Live Reporting Framework	S	_____
Variable Date/ Period Selection	S	_____
Customised Field Selection	S	_____
Financial/Custom Report Filters	S	_____
Summary Calculations (i.e. Sum, Averages)	S	_____
System & Custom Reporting Templates	S	_____
Variance to Previous (i.e. Year, Period)	S	_____
Multiple Export Formats (CSV, Excel or PDF)	S	_____
AIFRS & FASB13 Reporting	S	_____
Shared Reporting	S	_____
Scheduled Reporting via Email	S	_____

Administration Reporting

Function / Feature		Required
Agreement Clause Reporting	S	_____
Document Bank Reporting	S	_____
Percentage Rent Tracking	S	_____
Store Performance Reporting	S	_____
Consolidated Country Reporting	S	_____

Sales Information & Reporting

Function / Feature		Required
Sales Format (i.e. Monthly, 4/4/5)	S	_____
Reportable Sales Period(s) (i.e. June 2008)	S	_____
Variable Currency	S	_____
Auto-reporting to Landlord Contact	S	_____
Custom Sales Reporting Interface	S	_____

Charting & Analysis

Function / Feature		Required
Portfolio Profiling	S	_____
Performance Benchmarking	S	_____
Live Dashboard Charting	S	_____
Real Estate Performance Profiling	S	_____
Sales Performance Tracking	S	_____
Comparative Store Performance Analysis	S	_____

Project Management

Function / Feature		Required
Project Type Templating	O	_____
Customisable Approval Process (i.e. By who?)	O	_____
Customisable Approval Program (i.e. By when?)	O	_____
Customisable Assessment Criteria (i.e. How?)	O	_____
Project Status (i.e. Current, Pending)	O	_____
Role Based Project Access	O	_____
Email Notifications and Reminders	O	_____
LeaseEagle® Portfolio Integration	O	_____
Current/Historic Documents (i.e. Tenancy Plans)	O	_____
Gantt Chart or Task List Views	O	_____
Dashboard Status Traffic-lighting	O	_____

Asset Management

Function / Feature		Required
Company/Account Code	R	_____
Service Area	R	_____
Asset Name/ Description	R	_____
Owner/Contact	R	_____
Repairs and Maintenance Contact	R	_____
Repairs and Maintenance Schedule	R	_____
Asset Class/Code	R	_____
Acquisition Date/Value	R	_____
Depreciated Value/Date	R	_____
Custom Fields	R	_____

Training and Support

Function / Feature		Required
Dedicated Administrator Training	S	_____
FREE Ticket-based Email Helpdesk	S	_____
Telephone Support (Premium Account Holders)	O	_____
Administration Data Abstraction Templates	S	_____
Interactive User Guide	S	_____
Video Tutorials	S	_____
Online Training Seminars	S	_____
User Group/Forum	S	_____
Minimum Product Development Guarantee	S	_____
Customer Service Standards	S	_____
Dedicated Service Level Agreements	S	_____
Feature Request Program	S	_____
Contractible Data Services Team	O	_____
Business Protocol Consulting	O	_____
Software Customisation	O	_____

Administration Tools

Function / Feature		Required
Detailed Audit Logging	S	_____
Spreadsheet Data Uploading (i.e. Leases, Sales)	S	_____
Traffic Light Display	S	_____
Auto Data Updates for Public Properties	S	_____
Fixed Document Templates	S	_____
Auto Rent Review Calculations	S	_____
Corporate Logo Branding	S	_____
Custom Financial Years	S	_____
Variable Currency with FX Rate Pivot	S	_____
Auto CPI Updating	S	_____
Post-Expiry Financial Forecasting	S	_____
Automated Renewal of Agreements (i.e. Lease, Franchise)	S	_____
Customisation of Fields/Labels	S	_____

System Operations and Controls

Function / Feature		Required
Enterprise 2.0 User Interface	S	_____
Enterprise Standard Database (i.e. MS SQL)	S	_____
Apache Cassandra Distributed DB Design	S	_____
Multi-level Role Based Access	S	_____
Centralised Authentication Controls	S	_____
Customisable User Dashboard	S	_____
Geographically Defined Nomenclature	S	_____
Automated Critical Date Watch Lists	S	_____
Leading Sencha Based User Interface Framework	S	_____
Dynamic Store Grouping	S	_____
Customised Tenancy Labelling	S	_____
Instant Data Updating	S	_____
128 bit SSL Data Encryption	S	_____

