

November/December, 2012

Dear Board Member:

We are pleased to provide instructions to gain both personal and Board access to CaliberWeb.

In order to view all facets of reporting plus community information, you MUST use **Internet Explorer** as your browser. Go to our web site: www.CMSGInc.com. You will see the Caliber icon on the lower right corner of the home page. Click on it.



You can also carefully type this into your browser: http://50.78.128.162:81/Caliberweb_CMSG

You should have received your temporary **User Name** and temporary **Password** in the mail. Type those in and click on LOGIN:

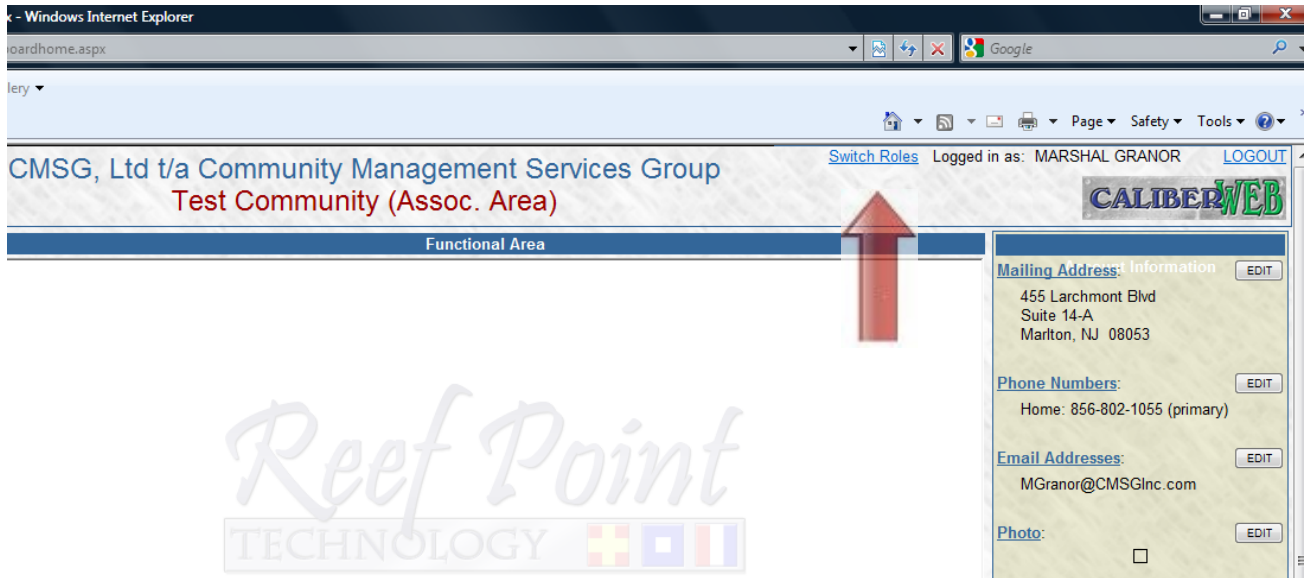
	
<p>Welcome to: CALIBERWEB</p> <p>The web portal to:</p> <p>Community Management Services Group</p>	
<p>This web portal is proprietary for homeowners, vendors and board members of associations managed by Community Management Services Group and its use by others is strictly prohibited.</p> <p>For more information about Caliber Web, please visit http://www.reefpt.com.</p>	

User Name:

Password:

[Forgot your password?](#)

When you access CaliberWeb, on the right side of the page you have the opportunity to replace your **User Name** and **Password**, and we urge you to do so. You should also update phone and other contact information so we can reach you the best way possible.



We have set up CaliberWeb so that you can switch (toggle) between your personal account and your Board information. See the [Switch Roles](#) toggle at the top, toward the right.

We will be loading monthly financial reports into the Board-only “ASSOC.” portion of CaliberWeb, so you will have secure access to historic reporting. If there is any other documentation you would like us to add, either to the portion viewed by all owners or for Board-only viewing, please let your manager know.

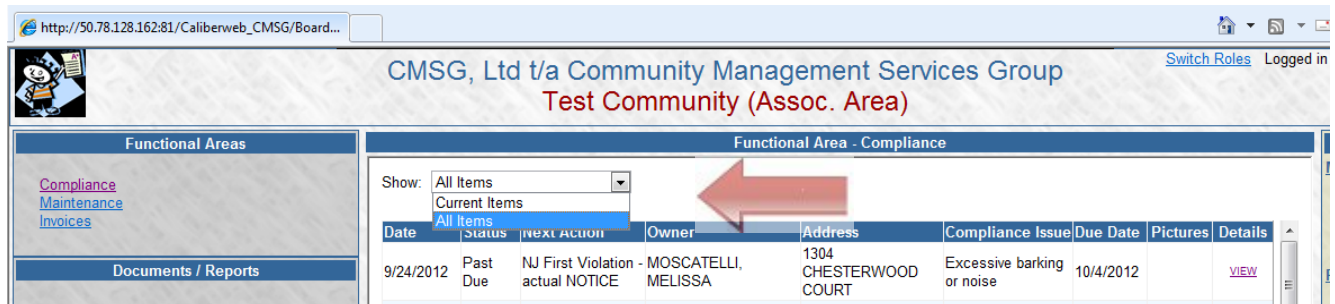
Now, let's take a look at the sort of information available to Board Members in CaliberWeb:

- On the left, under **Functional Areas**, the first choice is **Compliance**. Click here to find out about open violations.

If you click on **VIEW** at the right end of each violation, you will find considerable detail about what CMSG has done regarding this compliance issue.

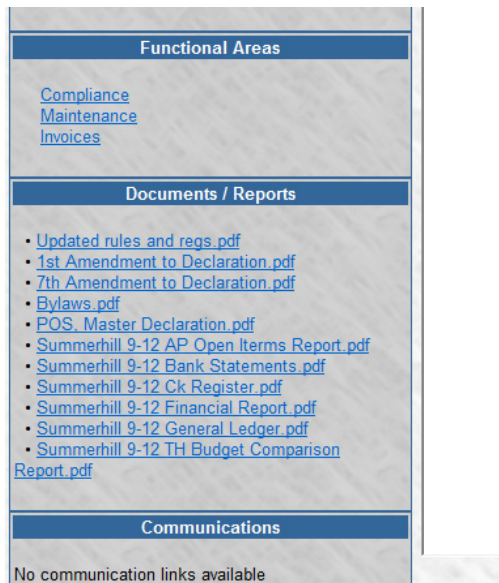
- The next item is **Maintenance**. As with Compliance, you get a summary screen first, listing open maintenance items. You may click on any item to **VIEW** additional details.

In **Compliance** or **Maintenance**, the top drop-down box allows you to choose between Current or All. View ALL items to include those that were closed out and completed.



- The last item is **Invoices**. Please note you can view **ONLY** unapproved invoices or those approved but not yet paid. Once paid, the invoice appears on your monthly reports.

Also on the left side, there is a list of documents for Board Eyes Only. Here, we post your monthly financial reports. Since Caliber has many reports available, we want to save paper (and save copying costs for you) by using electronic files as much as possible. If you want additional reports, please speak with your property manager.

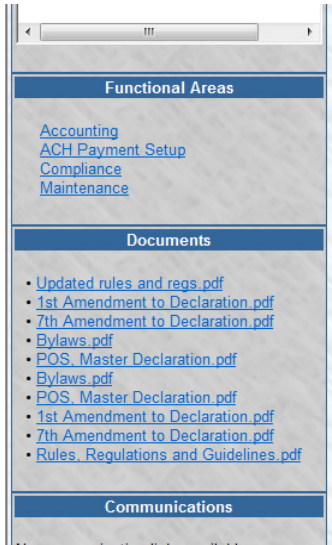


We understand there is a lot to learn. Please experiment with CaliberWeb, and if you are stuck, ask your manager. The information you see here is "live data" meaning it may change before you go back to look again. A maintenance item may be handled or a compliance item may be resolved by the resident. Likewise, invoices are typically paid weekly, so an unpaid invoice will be gone from view when paid.

“Personal View” is discussed on the following page

On your personal side (click on [Switch Roles](#)) every owner has secure access to view their personal payment history. This information is live, based on details in our office. A person may have paid the bank and we may not have that information yet. Assume there is a 1 to 2 business day time lag.

The Accounting Data shows individual payment history, including any fines assessed. Compliance and Maintenance information here applies **only** to the individual home owner.



Also please note the files available to download, on the left side of the page, are NOT the same as viewed by you in your Board Member role. There are no community financial data (unless you direct us to post them). Here, we can post your community's governing documents, newsletters and other important notices, as you direct.

As a reminder, please discuss association concerns with your property manager first. If he or she is unavailable, speak with any assigned administrative assistant.

For questions about accounts payable, bookkeeping or budget issues, contact Beth Wilde at 215-830-1100 ext 231. In Beth's absence, call Harve Strouse, our Chief Financial Officer, at ext 224.

Suzanne Kulliver, General Manager, supervises our operations and our staff. You can reach Suzanne at 856-802-1055, ext. 117. Suzanne's cell number is 267-670-5700.

I am also available to assist you. My skills surround community association documentation and interpreting legal issues; neighbor vs. neighbor disputes; new ideas in collections and enforcement; etc. Please come to me for the above issues, or if you do not feel you have been satisfied by our staff and executives.

Thank you for allowing us to be your management company. Please let us know if there is anything else we can do to help make your job as a Board member easier and better.

Sincerely,

Marshal Granor, President
CMSG, Ltd.
(215) 830-1100 ext. 204