officernd

officernd's
GLOSSARY

Dashboard

Occupancy

Avg. Occupancy	The average of a resource type. To read how it is calculated click here.
Available Desks	The total of all office, dedicated and hotdesks available
Available Area	The total area of rentable resources.

Opportunities

Lost	An opportunity that hasn't been achieved.
Open	An opportunity that still is available.
Won	An opportunity that has been achieved.

Memberships

New Memberships	Memberships that are new in the month.
Terminated Memberships	Memberships that have expired in the month.
Active Memberships	Memberships that are still ongoing.
Discounted Memberships	Memberships that have a discount applied to them.

Billing

Overdue	An invoice which Due Date has passed and it is not paid.
Paid	A fully paid invoice.
Not Paid Total	The total amount of not paid invoices.
Paid Total	The total amount of paid invoices.

Revenue

Target Revenue	Target revenue is the total amount of money that you can make

	from recurring memberships. This assumes a 100% occupancy - every desk and a private office are occupied and sold at full price. This number usually serves as a good reference point for your sales goals.
Revenue	The income generated from normal business operations.
Cash Occupancy	Calculated based on the difference between the money you can make out of your space - the Target Revenue, compared to the money you actually make - the projected revenue. It brings value by showing how well your space is utilized.
Revenue Distribution	A graph that shows the revenue that is gathered from each source, it can be filtered by plan type or plan.
Opportunity Revenue	Revenue gathered from opportunities.
Total Projected Revenue	The total amount of projected revenue.

Resource Utilization

Bookings	The total number of bookings for the selected month.
Total Duration	The total duration of all bookings for the selected month.
Utilization	The average utilization for all resources of the specified type for the selected month.
Avg. Duration	The average duration of all bookings for the selected month.

Community

Companies

Company	Entity that is paying for a group of memberships.
Company Status	Company statuses are the result of whether there is an active membership in the company or not. For example contact, inactive, active, drop-in, pending, lead, former.
All Companies Tab	This tab includes companies of all statuses: inactive, active, drop-in, pending, lead, former.
Active	Company with at least one active membership.
Inactive	A company that has no memberships or has never consumed products.
Drop-in	A company who is an occasional user in the space and has purchased at least one one-off service. It could also be a former company that consumed one-off services after leaving the space.
Pending	Company who has a starting membership in the future. It could be either a new member or a former one that is going to restart their membership.
Former	Company who has all their memberships terminated.
Lead	Company who has open opportunities.
Label "New"	A company that has a single membership, that starts this calendar month.
Label "Upgrading"	A company with an existing membership that has a new membership starting this calendar month.
Label "Downgrading"	A company with one or several terminated memberships ending this calendar month.
Label "Leaving"	A company with all memberships ending this calendar month.
Contact Person	Those are all the people you wish to be able to change the company details and also view all data related to the company. Members with a Contact person role will also be able to buy new memberships and products on behalf of the company.
Billing Person	This is the member who will receive all invoices raised for this company.

Members

Member	A member is an individual belonging to the space via a membership.
Member Status	Member statuses are the result of whether there is an active membership or not. For example: contact, inactive, active, drop-in, pending, lead, former.
All Members Tab	This tab includes members of all statuses: contact, inactive, active, drop-in, pending, lead, former.
Contact status	A member of the community (company member or an individual) who doesn't use any of the space services and membership plans.
Drop-in	Member who is an occasional user in the space and has purchased at least one one-off service. It could also be a former member that consumed one-off services after leaving the space.
Pending	Individual who has a starting membership in the future. It could be either a new member or a former one that is going to restart their membership.
Active	Member with at least one active membership.
Former	Individual who has all their memberships terminated.
Lead	Individual who has open opportunities.
Label "New"	A member that has a single membership, that starts this calendar month.
Label "Upgrading"	A member with an existing membership that has a new membership starting this calendar month.
Label "Downgrading"	A member with one or several terminated memberships ending this calendar month.
Label "Leaving"	A member with all memberships ending this calendar month.
User Permissions	User Permissions give users different levels of access depending on the teammate role they have in OfficeRnD. The default roles are Viewer, Reception, Center Manager, Owner.
Tag	Tags are often used to add skills or industry to members' or companies' profiles.

Users

User	A user is someone who has accessed the platform by logging into the member portal. Member portal users have different abilities depending on the user role they have in OfficeRnD.

Opportunities

Opportunities	Opportunities represent past or pending deals for a company or a member that you want to work and/or track. In other words, opportunities are people or accounts that have been qualified. You've called these contacts and talked about their needs. You've assessed their fit.
Deal size	This is the revenue you expect to win from the opportunity.
Company size	The number of new members you would get from the opportunity.
Lead	Individual who has open opportunities.

Memberships

Membership	Memberships are your members' subscription to a billing plan. It assigns a billing plan you've already set up to a specific member or company.
Membership Status	Membership statuses are related to the current state of the subscription. For example: pending, active, terminated.
Active	This status is assigned when a member or a company has an available membership in the current period.
Pending	Status assigned to memberships that will start in the future.
Terminated	Status assigned to memberships that are expired.
Dedicated Desk	Fixed membership for full-time members. Assignable to dedicated desk on the floorplan.
Hot Desk	Flexible membership for part-time or full-time members. Not assignable to a specific desk.
Private Office	Fixed membership for full-time office rent.
Service	Other memberships like Virtual Office and etc.
Location	Set the location of the membership.

Plan	Select the billing plan that will control the amenities, default price, default deposit amount, allocated credits and day passes that will be included in the memberships.
Resource	Select a resource (such as an office or a desk) to which to assign the membership.
Name	By default, the name of the plan is applied to the membership as well. If a resource is chosen the name of the resource is appended to the name.
Price	By default, the price of the plan is applied to the membership as well. You can change the price by applying a discount to decrease it.
Select Discount	Select a discount to decrease the default price of the plan for the duration of the membership. The selected discount is displayed on the monthly invoices.
Setup fees	Select which of the default plan setup fees and deposits should be applied to the membership.
Member	Assign a member to the membership if you want to distribute memberships in a certain company to specific members.
StartDate	Set the start date of the membership to define when the member and the membership should become active.
EndDate	Set the end date of the membership to define when the membership becomes terminated and the member former.

Contracts

Contract	Contracts are written agreements that are legally binding.
Membership Agreement	The membership agreement is a contract type and it's prefered by admins because it's more flexible in comparison to the other contract types. This enables more flexibility around upgrading, changing and downgrading memberships without breaking the contract terms and conditions. The contract type specifies the following details: - Start of the contract. - The number of members/seats/memberships. - Type of memberships. - Applied discounts. - General T&Cs, including Termination & Break clauses, and so on.

License Agreement	License Agreement is more structured around the exact office that is provided to the customer. Usually, the license agreement specifies the following details: - Period and length of the contract. - The name, location, and the number of offices. - Additional services. - Applied discounts. - General T&Cs, including Termination & Break clauses, and so on.
Lease Agreement	License Agreement is more structured around the exact office that is provided to the customer.

Fees

All Fees	Here you can see all types of one-off fees - bookings, deposits, eCommerce products.
Not Paid	In this tab, you can see all fees marked as "Not Paid"
Waived	You can mark any "Not Paid" fee as waived, which will prevent the system from invoicing it or including it in any records, but at the same time, you will be able to see it and have it mind in the future.
Invoiced	This indicates that the fee is a line item in an invoice.
Awaiting Approval	In this tab, you can find all one-off fees that were purchased by the members and need to be approved by an admin.
Refundable	When adding a fee you can choose the option "Refundable". When this option is checked, the one-off fee is automatically added as an amount to the default revenue account for deposits (Settings/Billing/Accounts).
Refunded	Most of the time this label is related to deposits. When a company or member leaves the space they can be refunded their initial deposit. When a deposit is refunded this label is going to show up next to the deposit fee.
Personal	Personal fees give you a good way to separate a Company's billing from that of their Members when needed. The Personal Fees will show up on both the Member's and Company's profile page with a "Personal" label.
In Advance	When adding a fee you can choose the option "Bill in Advance".

	When this option is checked, the one-off fee will be invoiced with the first automatically created invoice even if it is issued before the date of purchase of the one-off fee.
Paid	This label indicates that the fee is marked as "Paid".

Bookings

Booking Credits	Booking credits enable members to book a limited number of hours in your meeting rooms.1 booking credit equals 1 hour of booking.
Coins	Coins are a type of credit, which unlike booking credits have actual monetary value, i.e they correspond to a specific amount of money - one coin is equal to one amount of currency (the currency depends on what's chosen as a default currency for the organization, e.g US dollar).
Printing Credits	Printing Credits offer a free printing allowance to the members of a coworking space. You can now grant members a number of coins that would be automatically used to cover the price of printing fees.

Visitors

Visitor	The visitor is a guest to a member or a company in your space. The visitors can be potential clients, interviewees, salespeople and many more. The visitors can be added from the admin side only when the creator of the booking is a Member when the creator is a company the field "Add Guests" will be greyed out.

Collaboration

Events

Organizer	The company organizing the event.
Title	The title of the event, that's going to take place.
Description	Here you can write a short summary of what the event is going to include and any other details that you'd like to add, that cannot be included in the other fields.
From and to	The duration of the event.
Location	You can choose one of the existing locations in the system, where the event is going to take place.
Where	Additional details on the exact location of the event.
Limit	The maximum number of members that can attend the event.
Image	You can upload an image for the event that will display in the members portal.

Messages

Message	Allows you to send messages to individual members of the space that they would be receiving in their Members Portal or/and in their mailbox.
All contacts	Send the message to all contacts
Filtered group of contacts	Filter by Location, Status & Plan.
Specific contacts	Select by name

Tickets

Tickets	In the members portal, you can enable your community to submit tickets and share feedback or report issues they would like you to address.
Tickets Dashboard	The section will only display tickets with the Open status that are currently waiting for an admin's attention.
Unassigned	The section displays all tickets that have not been assigned to a

	teammate.
Open	The section displays all tickets that are currently open, regardless of assignment.
Pending	The section displays all tickets that are currently Pending, waiting for a client's reply.
Resolved	The section allows you to review all tickets that have been marked as resolved.
Resolve	The member can mark the ticket as resolved themselves to let the team know they don't need to follow up.
Add	The member can reply to the ticket, offering more information about the issue at hand or checking for any updates.
Submit a ticket	The member can create a new ticket that will be tracked separately from the current one.

Posts

Posts	Admins can add posts which can be updates about the space, links to third party pages or images.

All Contacts

All Contacts	This is a place where you can see all members and companies of all statuses. You can easily check their emails and telephone numbers. You can also export this information into CSV.

Benefits

Benefit	This can be discounted parking slots. fitness card, food vouchers to which your members can have access to.
Category	You can sort the benefits by category in the members portal. Each category will appear as a separate tab.

How to Guides

How to Guides	How To Guides let your members know how to set up their printer or what the emergency evacuation procedures which would appear on the Members Portal Dashboard.

Billing

Invoices

Invoice	Invoices are documents issued by a seller to the buyer that indicates the quantities and costs of the products or services provider by the seller.
Credit Note	Credit notes are used when you need to charge less than the amount of an already issued invoice. This usually happens to correct a mistake, such as when an invoice amount is overstated, the correct discount rate is not applied and so on.
All tab	Here you can see all invoices with all types of statuses - Paid, Partially Paid, Overdue, Failed.
Paid tab	Here you can see all invoices that were successfully paid. The partially paid invoices are not included in this tab.
Overdue tab	Here you're going to see all overdue invoices. The overdue status is dictated by the due date of the invoices - if the due date has passed the invoice is going to receive the overdue status.
Failed tab	Here you're going to see all invoices which have failed payment. The failed payment can occur when there are insufficient funds in the credit card, the CC is blocked and many more.
Issue date	The date when the invoice is generated.
Due date	The due date is the final date for the members to pay the invoice before it becomes overdue.
Payment Method	The preferred payment method will be used to define whether to automatically charge the member's invoices or not. The following options are available: Auto, Cash, Bank Transfer and POS.
Pay For	select which types of accountable items to be included in the invoice. OfficeR&D provides the option to issue an invoice for fees, memberships or for both.
Period Start	select the month identifying the start of the applicable period of the memberships.
Pay For	select the duration in months to calculate the duration of the memberships

Send an invoice	The Send button will send the invoice to the billing person of the member to whom the invoice is issued.
Void an invoice	When you mark an invoice as void, it will not be removed from the system but will be automatically excluded from all reports.
Issue a credit note	In the cases when you need to return the amount of an existing invoice to its owner.
Delete an invoice	If an invoice is not paid or credited back, it can be deleted. However, note that deleting an invoice, removes it from the system and the invoicing sequence can be broken.
Manual Bill Run	A way for admins to issue invoices in bulk instead of creating invoices 1 by 1.
Billing Lock Date	Billing Lock Date is a feature that prevents any billing information in the past to be created, modified, or deleted.

Plans

Recurring plans	Plans that will be billed monthly and will recur each month. Assigned to memberships.
One-off plans	Plans that will be billed just once. Assigned to fees.
Private office	Used by companies that will occupy office(s) in your space. Memberships created with this plan will then be assignable to resources of type Private office.
Dedicated desk	Used by members or companies which will occupy desk(s) in your space. Memberships created with this plan will then be assignable to resources of type Desk.
Hot desk	Usually sold to drop-in or frequent flyer members which take the first available desk in your space. Memberships created with this plan are not assignable to any resource.
Service	Complimentary or chargeable services you offer in your space like Lockers, Parking spots, Canteen service, Daily coffee, and so on.
Unique code	A code that uniquely identifies the plan. Can be used in exports and to navigate to a pre-populated sign-up page.

Deposit (applicable to ‘month’ plans only)	An amount that will be held when a membership with this plan is created. The amount will be held by creating a refundable fee.
Day Pass	Day Passes can be used to limit the number of days that someone can enter your space - and if they go over that limit, they would be prevented from entering the premises.
Revenue Account	Revenue Account is the type of account that shows the organization's income from the sale of its goods and services.
Extras	Extras are services such as coffee that your members can request upon making a booking for an additional fee. Extras are available only as additions to a plan and cannot be bought otherwise.

Resource Rates

Resource Rate	Esource rates are your pricing model for bookable resources like meeting rooms, event spaces, etc.
Price per non-business hour	Set a price per non-business hour for the meeting rooms that will use the resource rate. Use this field in the cases where you need to charge members differently when they book meeting rooms outside business hours.
Price per half day	Set a price for half-day bookings.
Price per day	Set a price for full-day bookings.
Price per week	Set a price for one-week long bookings.
Price per month	Set a price for one-month long bookings.
Price per hour over the weekend	Set a price per hour during weekends. Use this field in the cases where you need to charge members differently when they book meeting rooms over the weekend.
Price per half day over the weekend	Set a price per half day during weekends. Use this field in the cases where you need to charge members differently when they book meeting rooms over the weekend.
Price per day over the weekend	Set a price per day during weekends. Use this field in the cases where you need to charge members differently when

	they book meeting rooms over the weekend.
(Optional) Extras	Select extras to be available as part of the resource rate. Members can select to purchase any of the available extras when booking a meeting room associated with the resource rate.
(Optional) Amenities	Select amenities to be available as part of the resource rate. Amenities are provided out of the box, they don't require an additional payment and are therefore displayed as part of the overall description of the resource rate on the members portal and public calendars.

Amenities

Amenities	Amenities are provided out of the box, they don't require additional payment and are therefore displayed as part of the overall description of the plan on the members portal and signup pages.

Discounts

Plan Discounts	Plan Discounts allow you to apply either a percentage or a flat fee off the price of memberships in order to create promotional prices such as a Loyalty Discount or discounts based on the length of a purchased membership.
Rate Discounts	Rate Discounts allow you to apply either a percentage or a flat fee off the price for bookable resources such as meeting rooms, event spaces, etc.

Space

Locations

Name	The name of the location.
Description	A text description of the location.
Business hours	The hours that the location is opened.
Timezone	The timezone of the location.
Address	The address of the location.
City / State	City/State that the location is situated in.
Zip / Country	The Zip/Country of the location.
Email Type	General - Set up options for emails in general. Booking - Set up options for emails regarding bookings. Financial - Set up options for emails regarding financial matters.
Notification	All notifications regarding the location will be sent to this address. It will also be displayed as a contact email address to the members.
Reply To	The 'Reply To' attribute of all emails sent from this location will be set to this email address.
CC Admin Notifications	C email addresses in all notifications sent from this location.
BCC Admin Notifications	BCC email addresses in all notifications sent from this location. BCC-ed e-mails will not be shown in the email.
From	All emails sent from this location will be shown as sent from this email.

Meeting Rooms

Name	The name of the meeting room.
Type	The type of the resource in this case meeting room.
Location	The location that is associated with.
Size	The size of the meeting room can be inputted in metric units or people it can hold.
Parents	The parent meeting room of this resource. If the parent is booked

	this resource will be unavailable for booking. You can read more about parent/child resource relationships here.
Available From	The date that the resource is available for booking from and the date till it is available
Rate	The resource rate of the meeting room. This will be the amount hte meeting room is rented for.
Description	Text description of the resource.
Privacy	Full Access/Public - Members and non-members alike have access to the meeting room. Active Members - Only members with active plans have access to the meeting room. Limited - Only admins, or members with specific plans or from specific companies have access to the meeting room.

Private offices

Name	The name of the resource.
Type	The type of the resource in this case is a private office.
Location	The location that is associated with.
Target	This specifies the type of product this resource is suitable for and the target price if different from the plan price. Based on the resource targets, OfficeRnD will calculate automatically the floor and location target by summing up all resources.
Size	The size of the meeting room can be inputted in metric units or people it can hold.
Available From	The date that the resource is available for assigning from and the date till it is available.

Reports

Projected Revenue

Projected Revenue	Usually a good metric to measure your confirmed, monthly recurring revenue (MRR). We use this number to calculate the Cash Occupancy and other metrics in OfficeR&D
Projected Revenue Report	Shows data based on memberships and one-off fees with which members are being associated

Invoiced Revenue

Invoiced Revenue	Revenue that is based on the invoices and credit notes you have in OfficeRnD

Balance

Balance Report	A report which provides a convenient way of tracking the billing elements (contains value of deposits, one-off payments, recurring payments, the sum of all revenue for the given client and the invoiced payments

Memberships

New Memberships	The number signifies the number of memberships that have started in the month
Terminated Memberships	The number of memberships that have been terminated within the month
Active Memberships	The number of memberships that have been active for at least one day of the month
Net New/Churned Memberships	The difference between the new memberships and the terminated memberships within the month
New Revenue	Revenue that was generated by memberships that started in the month
Lost Revenue	Revenue that was generated by memberships that ended in the previous month (the space is losing from these terminated memberships)
Total Membership Revenue	Revenue generated by memberships that were counted as "active" during any portion of the month
Net New/Lost Revenue	The difference between the new revenue and the lost revenue within that

	month
% New/Lost vs Previous Month	The % of the new/lost revenue compared against the total revenue that your space was earning from active memberships the previous month
Discounted Memberships	the number of memberships within the month that have had their price discounted
Total Discounts	Total amount of discounts applied on memberships in the month

Aged Debtor

Aged Debtor	Showing a list of customers which provides an easy way to review the outstanding payments of a client, versus their deposits and credits with you.
Deposit Held	The total of the refundable fees which have been collected and have not been refunded.
Pending	The total amount of unpaid invoices that have not reached their overdue date yet.
Total Overdue	The total amount of all overdue invoices.
Unallocated amounts	The total sum of all credit notes and overpayments issued to the member.

Daily Transactions

Daily Transactions report	Showing all fees and memberships with a “Start Date” for the selected date in the filter section, grouped by Billing Account. Its purpose is to ensure what they imported in their accounting system is correct.

Occupancy

Occupancy Report	Shows the selected resources' availability and key metrics as well as aggregated data based on each resource contract and/or membership.
List Price	The total target revenue of all resources from the selected type.
License Revenue	The total prorated revenue of all contracts/memberships which are associated with the selected resources.
Occupied Desks	The number of occupied desks/units for each month.
Occupied Desks Rate	The average price of sold (occupied) units (desks).
Revenue as % of list	The difference between the Monthly revenue vs. the Target revenue of all resources

Occupancy Interval

Occupancy Interval	Shows which offices are available and which are occupied according to the intervals of time

Resources

Resources Report	Represents an easy way to understand the overview of data based on memberships and assignments per month. You can see all sorts of useful data - how many resources you have per location, what sort of revenue they are generating.
Avg. Occupied Desk Rate (RevPOD)	The Revenue of the selected resource type / (Available desks * Avg. Desk Occupancy).
Avg. Occupancy	Based on the number of days each resource (or its children) was occupied during the month.
List Price Cash Occupancy	How the revenue compares to the target revenue for this resource type.

Resource Utilization

Resource Utilization Report	Showing data based on bookings made during a period.
Utilization	The average utilization for all resources of the specified type for the selected month.
Average Booking Duration	The average duration of all bookings for the selected month.

Bookings

Bookings Report	Offers data about the bookings a client has made for the period of a chosen month

Credits

Credits Report	Comprehensive data on all coins that have been issued to a specific member/company.
Granted	The number of non-recurring/recurring credits that have been granted once/for the selected period.
Used	This is the number of non-recurring/recurring credits that have been used once/for the chosen period.
"Monthly" Unused	The total number of recurring credits that havent been used by the

	company/member and remain.
"Once" Opening Balance	This is the number of previously issued non-recurring credits which the company/member has at their disposal at the start of the month.
"Once" Closing Balance	This is the number of remaining non-recurring credits for the specific company/member after taking into account all of the credits that have been spent on bookings.

Checkins

Check-Ins Report	Offers a report on the month's member check-ins and presence. It holds information about each member that checked in for the month, the total days they checked in, and the total hours they spent on their location's premises.
Checkin Report by Day	Offers a breakdown of the number of check-ins and members that checked in for each day of the month.
Presence Report by Member	Offers a breakdown of check-in count and the total duration of stay for each member.

Daily Members

Daily Members Report	An overview of not only your members but the desk, office, and coworking occupancy and capacity.

Members

Members Report	Help you keep track of all of your members' status activity.
Net New/Churned Members	The difference between the new and lost members in the selected month.
Net Growth	The Net New/LostMembers as a percent of the previous month's Active Members

Settings

My Account

Viewer	A teammate role which grants permissions to see all modules, but does not allow any changes
Owner	A role which allows a teammate to edit each of the modules

Import

Import	The system provides the option to import/implicate existing data (members, resources, bookings, fees, credits, details)

Integrations

Integrations Section	Shows which are the integrations we have incorporated with - many key business systems so you can simply log in and get back to business.

API Access

API Access	OfficeRnD public API is designed to let 3rd party applications communicate with OfficeRnD databases.

Templates

Email Template	A pre-formatted document which can be customized under Settings/Templates section.

Custom Properties

Custom Properties Section	Provides the opportunity to add more fields that suit your business' needs.
Resource Type	Classification of a resource by the same characteristics.

Resource Types

Dedicated Desk	A resource that represents fixed/dedicated desks that you can assign to members and teams.
Hot Desk	A resource that represents hot/flex desks that cannot be assigned to a member and that is used to track flexible, day-to-day memberships.
Private Office Desk	A resource that represents office desks. The number of office desks added to each office determines the occupancy rate of a private office and you need to add office desks to every private office on your floor plan.
Private Office	A resource that represents the offices on the floorplan. It can be assigned to companies and members who purchase private office plans.
Meeting Room	A resource that represents the meeting rooms on the floorplan. This resource is bookable on an hourly, half-day or full-day basis.
Primary	The resource type will be used to report occupancy on the dashboard.
Billing Settings	Instructions on how to access/configure invoicing, accounts, tax rates.

Billing

Billing Period Start Date	The day of the month on which the Billing Period of your organization will start.
Proration	Used for those members that join your space after the billing date
Segregation	Choosing between a single invoice generation for membership fees, one-off charges and bookings or a separate invoice generation for membership fees from one-off charges and bookings.
Invoice	Document issued by a seller to the buyer that indicates the quantities and costs of the products or services provider by the seller.
Tax Rate Section	Allows to apply different tax rates that you invoice your members as an admin.
Tax Rate Policy	Groups accounts and tax rates to allow granular control across different locations.
Invoice Export Preset	Make custom invoice export preset by setting a date format and choosing specific properties/columns.

Platform

Booking charge slot	Lets you define the minimum chargeable duration for a booking.
Booking Cancellation Policy	Allows you to set up rules for these occasions and apply different rules to different Resource Rates.
Booking Policy	Allows you to create rule pre-sets in the form of a Booking Policy that can be applied to a room.
Lost	System status for lost opportunities
Open	System status for open opportunities
Won	System status for won opportunities
Lease Agreement	A general contract type that outlines offices, memberships and services provided to a company and their members. This contract type can have an unlimited term.
License Agreement	A contract type that outlines the type and number of offices and additional services provided to a company.
Membership Agreement	A contract type that outlines the type and number of memberships provided to a company and their members.
Hot Desk Coefficient	A number which is used to calculate the hotdesking occupancy target. Depending on the hot desk coefficient number, it multiplies it by the number of hotdesks and it sets the occupancy target.
Weekly Report	The Occupancy Report is sent weekly and it represents a snapshot of the occupancy in your space.
Tickets	Used in the members' portal by members to submit them and share feedback or report issues they would like you to address.
Normal	The issue is problematic, but there is no rush towards resolving it.
Restricted Operations	The member is prevented from working normally, but they can still continue their operations.
Critical	The issue is preventing the member from continuing their work.
Feedback	There is no issue, but a member would like to share their feedback and suggest improvements.
Issue	The member would like assistance with something.
Software	The member has an issue related to the software they are using in your space, such as the members portal.

Apps

Rnd Connect	OfficeRnD's mobile app which enables members to collaborate, book meeting rooms and more on their mobile phones.
White-label Mobile App	An option to have a mobile app developed for your community.
Push Notifications	Simple way of alerting users to information that they have opted-in to from apps and services.
Meeting Rooms Tablet View	Having the option to generate availability pages for each of your meeting rooms.
Reception App	Fully white-labeled reception app to allow Visitors and Members to check-in and check-out at reception.
Public Calendar Page	A page which allows non-members to book meeting rooms.
Booking Checkout Page	A publicly available page where non-members can book all publicly available bookable resources.
Form Field	An extra field which is added to collect more information for the member on the Signup page.
Purchase Flow	Defines the way you bill users, when they create a booking in the members' portal (or by using the public calendar page) or purchase an item in the shop.
Members Wall	Members and companies wall pages displayed in the members' portal.
eCommerce/Shop	Allows members to purchase plans and services from the members' portal.
Visitors	A page where members can add visitors in the space which helps you to keep track of who comes and goes in your space.
Posts/News Feed	A section in the Dashboard which displays the posts and events created under Collaboration/Posts.
Events Page	A page which displays the events created under Collaboration/Events.
Events RSVP	Allows you to track who is attending the events and to track the taken slots if there is a limit on them.
Benefits Page	A page which displays the special offers available to active members, which are created under Collaboration/Benefits.
About Us Page	A page which displays information about your locations, your team, house rules and a contact form.
Welcome Wizard	A welcome dialog which prompts members to complete their profile.
Welcome Widget	Welcomes members and guides them in the members' portal.

Today Widget	Shows a summary of pending bookings, unpaid invoices, etc in the Dashboard.
Custom Page	It can give your community more tools and information. A custom page could be a list of mentors that are part of your community or an embedded page that gives access to external tools.

Terms & Conditions

Legal Documents	Serve as terms and conditions, privacy policies, in-house rules or contract terms.