

officernd

The Ultimate Glossary of Terms You Should Know



Aged Debtor Report

An [aged debtor report](#) is a detailed list of customers that owe your business money.

Amenities

[Amenities](#) are things you provide free of charge whenever a customer gets that service. For example: whiteboards in the meeting rooms, docking stations for the offices, Wi-Fi connection, etc.

API Access

OfficeRnD public [API](#) is designed to let 3rd party applications communicate with OfficeRnD database.

Benefits

[Benefits](#) are the list of perks that your members can have access to once they join your coworking space. Benefits could be a multi-sport membership card, discounted parking spots, food vouchers and more.

Bill Run

A [bill run](#) gathers information from one or more customer accounts and generates invoices for those accounts.

Billing Plans

[Billing plans](#) represent the list of services you offer to your community and external members. They describe monthly subscriptions/memberships, as well as one-off products that customers can purchase from you.

Billing Section

[Billing Section](#) is the module in the admin portal that houses invoices, plans, resource rates, amenities, and discounts.

Billing Settings

[Billing Settings](#) provide the system with instructions on how to assess invoicing, accounts, and tax rates.



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.

Booking Policy

A [Booking Policy](#) is a set of specific booking rules for one or more Conference Room. OfficeRnD allows you to create rule pre-sets in the form of a Booking Policy that can be applied to a room.

Cancellation Policy

A [Cancellation Policy](#) is a set of specific booking rules for when someone books a resource and ends up canceling the booking.

Check-Ins

[Check-Ins](#) are when someone from your community enters the building for the day, they have the option to check-in - or be checked in - which helps you get a better understanding of the traffic your space gets.

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).

Contracts

[Contracts](#) are written agreements that are legally binding.

Credit Notes

[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.

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.



Email Templates

[Email templates](#) serve as pre-populated documents. To customize the content and layout, you can use the template editor available under Settings/Templates/Invoices section.

Extras

[Extras](#) are services such as coffee that your members can request upon making a booking for an additional fee.

Floor Plans

[Floor plans](#) are an interactive representation of your office space. They are based on your original plans (Image file) with a few layers on top of them. This allows you to click and select desks, offices and other resources and interact with them.

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.

Invoiced Revenue Report

[Invoiced Revenue Report](#) offers information about your revenue that is based on the invoices and credit notes you have in OfficeRnD.

Invoices

[Invoices](#) are documents issued by a seller to the buyer that indicates the quantities and costs of the products or services provided by the seller.

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.



Memberships

[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.

My Account

[My Account](#) is the section under Settings where an organization can edit their profile and add teammates.

Occupancy

[Occupancy](#) is calculated based on your 'Primary' resource types, which by default are private offices, dedicated desks, and hotdesks. You can find an overview of your current occupancy under Dashboard/Occupancy and a detailed report under Reports/Occupancy.

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.

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.

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.

Push Notifications

[Push Notifications](#) (PN) alert users to information that they have opted-in to from apps and services.



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.

Resource Rate

[Resource Rate](#) is the price associated with reserving a bookable resource for a block of time.

Resource Types

[Resource Types](#) define the classification of resources that share the same characteristics.

Resource Utilization

[Resource Utilization](#) is the average usage for all resources of the specified type for the selected month. Utilization = Total Bookings Duration / Business Hours of the Working Days during the month.

Revenue Account

[Revenue Account](#) is the type of account that shows the organization's income from the sale of its goods and services.

RnD Connect

[RnD Connect](#) is OfficeRnD's mobile app that can help your community connect and offers them a way to check-in, book rooms, review upcoming events and more - all on-the-go.

Terms and Conditions

[Terms and Conditions](#) serves as a legal document between you as a company and the member who has access to the OfficeRnD members portal. Every member must accept in order to access or use the services provided.

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.



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.

User Permissions

[User Permissions](#) give users different levels of access depending on the teammate role they have in OfficeRnD.

Video Rooms

The [Video Rooms](#) page offers your community a selection of different virtual rooms in which you can chat, discuss ideas, and work together.

