

# THE EXCEPTIONAL ASSISTANT

Organizational management solution for microenterprise,  
non-traditional lenders and non-profit organizations

## Product Overview

The Exceptional Assistant, commonly referred to as TEA, is a robust, intuitive, feature-rich organizational management software solution that is specifically tailored to meet the demanding needs of microenterprise, non-traditional lenders and non-profit organizations in North America. TEA will simplify the management of all your client data including loans, grants, investors, donors and more.

At the core of TEA is a sophisticated Client Relationship and Contact Management system that incorporates all the features you would expect in a high-end enterprise system. We have streamlined the modules and interface so you can create a concise linear process which provides a clear starting and ending point for managing clients. Whether you are managing a non-profit organization and tightly administering programs (cost allocations) or you are a state or government organization requiring case and project management, TEA has the diversity to provide significant value, efficiency and return-on-investment.

## Client Tracking

TEA 10 provides a comprehensive client tracking module providing key features for both personal and organizational data. It provides detailed tracking of activities and client interactions incorporating time tracking allowing for a complete analysis of Technical Assistance, Training and virtually any other service provided. Additionally, organizations can track demographic profiling, activity management including tasks and appointments, financial statement analysis, file attachments, performance outcomes and the ability to add hundreds of user-defined fields to allow for the expansion of data points over time. The Client tracking module tightly integrates to all other modules within TEA to provide central management for all key data within TEA.

## Superior Loan Servicing

TEA provides one of the most robust and superior loan servicing modules available. The module provides complete flexibility for users to create lending products, supports all standard interest calculation methods and loan types, multi-fund disbursements, closing costs, syndication (participation) lending, collateral and much more. Our sophisticated and flexible amortization schedule creator can virtually front-end any deal structure and the tightly integrated transaction processing provides seamless automation for posting advances, transactions, invoice creation, and electronic funds transfer (ACH).

## Project Management

Whether used for workshops, seminars, or community economic development, TEA's project module provides a comprehensive tool to manage all aspects of a project from inception through to successful completion. The module tracks key data and indicators including mandates and results, budgets and income/expenses, partnerships and leveraged funds, client participation (ie attendance at workshops), and associated outcomes, activities and tasks. Detailed reporting allows for analysis, performance monitoring and extraction of meaningful insights.



## CORE MODULES

- ◆ Client Module
- ◆ Loan Module
- ◆ Project Module
- ◆ Scheduler Module
- ◆ Reporting Module

## ADD-ON MODULES

- ◆ Outcomes & Performance Indicators Module
- ◆ Investor Module
- ◆ Grant Module
- ◆ Donor Module
- ◆ Participation Lending
- ◆ ACH/EFT Manager
- ◆ Escrow Manager
- ◆ Salesforce Connector

## ONLINE MODULES

- ◆ Client and Staff Portal
- ◆ Loan Application Portal

## EXTERNAL REPORTING

- ◆ Metro2 Credit Reporting
- ◆ CDFI TLR (AMIS) Reporting



### Performance Outcomes

The Outcome & Performance Indicators (OPI) module is a fully customizable module that allows you to track and report the measurable impact of the services you provide. Many organizations use outcomes-based evaluation to track the impacts/benefits/changes to their clients as a result of their programs efforts during and/or after the clients' participation in their programs. This information can be used internally to shape the programs offered or to report to an organization's funding sources.

### Online Client & Staff Portal

The Online Client and Staff Portal for TEA 10 is a sleek, web-based portal synchronized with account and loan-related data from TEA that offers client secure and private online account access 24/7. The portal provides clients with a convenient self-help environment for ascertaining loan balances, statements and more, and is also designed to assist staff members by providing easy, on-the-go access to account and management information in the field. The portal can be branded to include your company logo and corporate colors to truly maintain your organization's identity.

### Salesforce Integration

CommonGoals Software provides customized bi-directional Salesforce integration providing the ability for all front-end client intake and application data to be housed within Salesforce. Upon an application's "Approval", all information flows seamlessly into TEA for loan servicing, eliminating any duplicative entry. Additionally, you can configure any pertinent loan or investment data from TEA to populate Salesforce creating a detailed account summary within your Salesforce application for reporting and analytics.

Be sure to ask us about this new feature and how we can create a fully integrated client and loan management system using TEA 10 and Salesforce.

### Online Loan Application Portal

Our new Online Loan Application Portal is a web-based loan application and adjudication portal that allows your customers to apply for loans directly from your website. It is fully customizable to correlate directly with your current application process. It captures all required information for loans, borrowers, socio-economic data, outcomes, acknowledgements, legal waivers, credit pulls and more and completely automates the loan origination process. Submitted applications automatically flow into the TEA Application Queue for adjudication and approval providing an enhanced method for managing pipeline reporting.

### Managed ASP/Cloud Services

We can host and manage the TEA applications and data on our secure servers allowing you to access your software as a service. Hosted applications eliminate the extra time, headache, and expertise required to install, maintain and secure TEA and your data on your own.

### About CommonGoals Software

CommonGoals Software has serviced the non-traditional lending and finance market for 25 years. Over 300 organizations worldwide have entrusted us as their preferred microfinance solution provider. We provide innovative portfolio management solutions, comprehensive technology consulting and training.

At CommonGoals Software, we are committed to providing unsurpassed service and superior technological solutions to our clients as we strive to exceed expectations and establish long-term relationships with all our clients and stakeholders through operational excellence.

## OTHER FEATURES

- ◆ Enhanced system configurability for intuitive and focused data entry and display.
- ◆ User Management & Security
- ◆ Integrated custom report designer to customize core reports and design new reports
- ◆ Integrated Query Builder
- ◆ Dedicated in-house support team
- ◆ Integration with external accounting packages
- ◆ Expanded functionality available via Add-on Modules

## ADDITIONAL TEA SERVICES

- ◆ Consulting and Process Development
- ◆ Integration Services
- ◆ Data Migration
- ◆ Software Implementation
- ◆ Custom Software Development
- ◆ Custom Report Design
- ◆ TEA Training
- ◆ ASP Hosting & Managed Services
- ◆ World Class Technical Support



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