

// PROPERTY MELD

TrueCost

Financial clarity built into maintenance

Maintenance isn't just operations. It's your biggest financial blind spot.

01

Cost leakage

Invoices missed. Costs absorbed instead of recovered.

02

Manual verification

Coordinating across email, spreadsheets and systems.

03

No visibility

Decisions made without any cost context.

Three systemic challenges

The leakage isn't carelessness. It's structural.

-
- | | | |
|----|---------------------------|--|
| 01 | Fragmented capture | Invoices, receipts and work logs scattered across systems, email and chat. |
|----|---------------------------|--|
-
- | | | |
|----|----------------------------|---|
| 02 | Manual verification | Dashboard filters and spreadsheets, hoping nothing slipped through. |
|----|----------------------------|---|
-
- | | | |
|----|----------------------------|--|
| 03 | No decision support | Assign, repair or replace, escalate — all chosen without cost history. |
|----|----------------------------|--|
-

// THE SOLUTION

From blind spot to competitive advantage

Financial clarity embedded into the moment decisions are actually made – not a report you read after the fact.

STEP_01

Meld created

Cost history in view before you assign.



STEP_02

Cost captured

Field, vendor and integrations, in one place.



STEP_03

Verified

Completeness checked before anything bills.



STEP_04

Billed & closed

And the data feeds the next decision.

Three pillars

01 • CAPTURE

Complete capture

One place for invoices, receipts, labor and vendor costs – flowing automatically from the field, the vendor app and your integrations. Zero leakage.

02 • VERIFY

Intelligent verification

The system flags what's incomplete or questionable. Coordinators approve instead of chase – before any billing happens.

03 • BILL

Frictionless billing

Bills drafted from captured costs, markup applied, GL codes routed, owner-ready. Billing, pass-through or owner-ops.

// WHO IT'S FOR

Every property manager. No exceptions.

Even if you never send an owner a bill, True Cost is your advantage.

"We bill our owners"

Zero cost leakage, full recovery, and margin visible on every meld.

"We're pass-through"

Vendor intelligence to negotiate better rates, cost-per-unit data to validate your fee.

"We own the portfolio"

Cost per door to optimize NOI, plus vendor performance benchmarking.

MIXED MODEL? THE SAME SYSTEM HANDLES BOTH SIDES OF YOUR PORTFOLIO.

// TRUE COST

06

// POWERED BY MAX

Know the cost before you decide

The moment a meld comes in — before you assign it — MAX reads your history. What have similar repairs cost? How long did they take? Coordinators stop guessing on estimates, NTE limits and escalations.

COST PROJECTION

Bathroom faucet leak

\$85–240

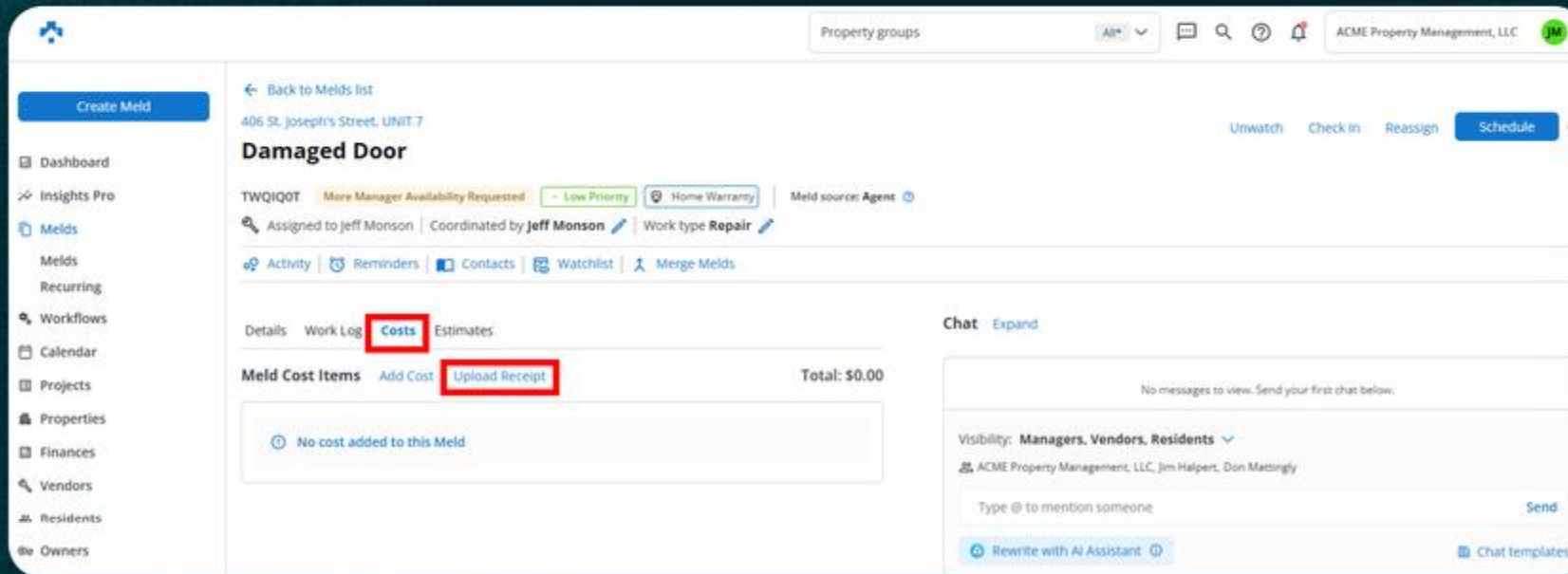
SIMILAR MELDS

12

TYPICAL TIME

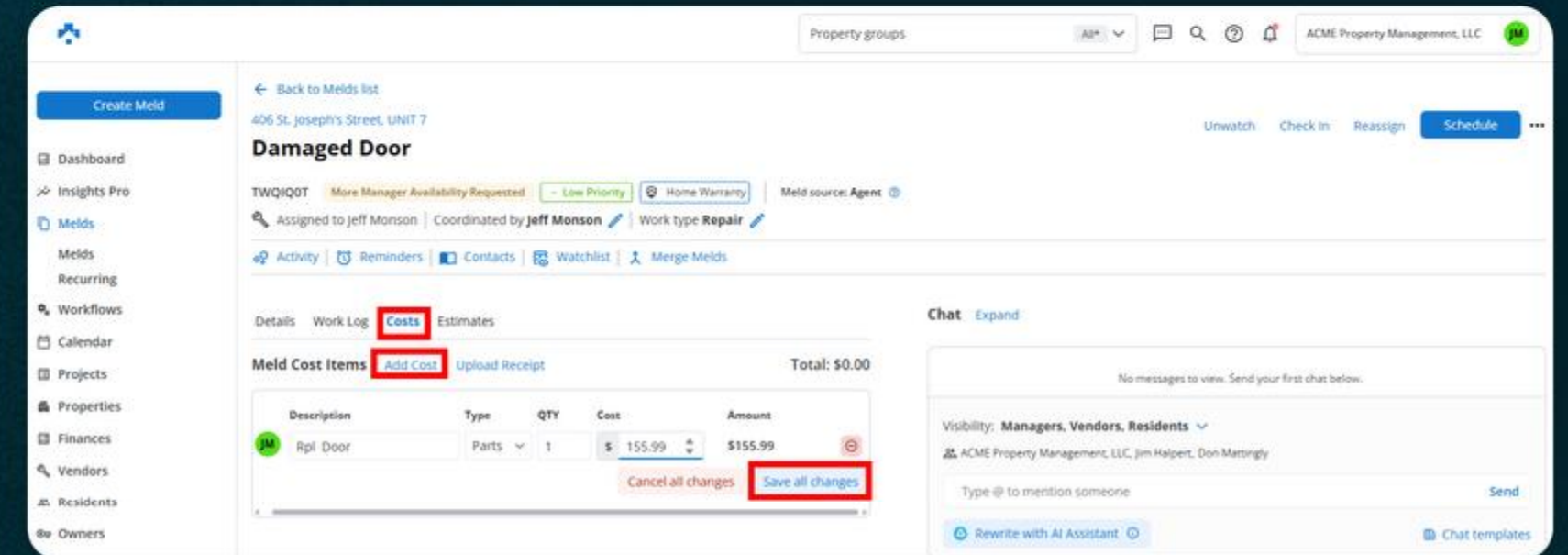
1–2 hrs

Capture costs at the point of work



Receipt-based capture

Photo the receipt. OCR extracts line items and amounts in seconds.



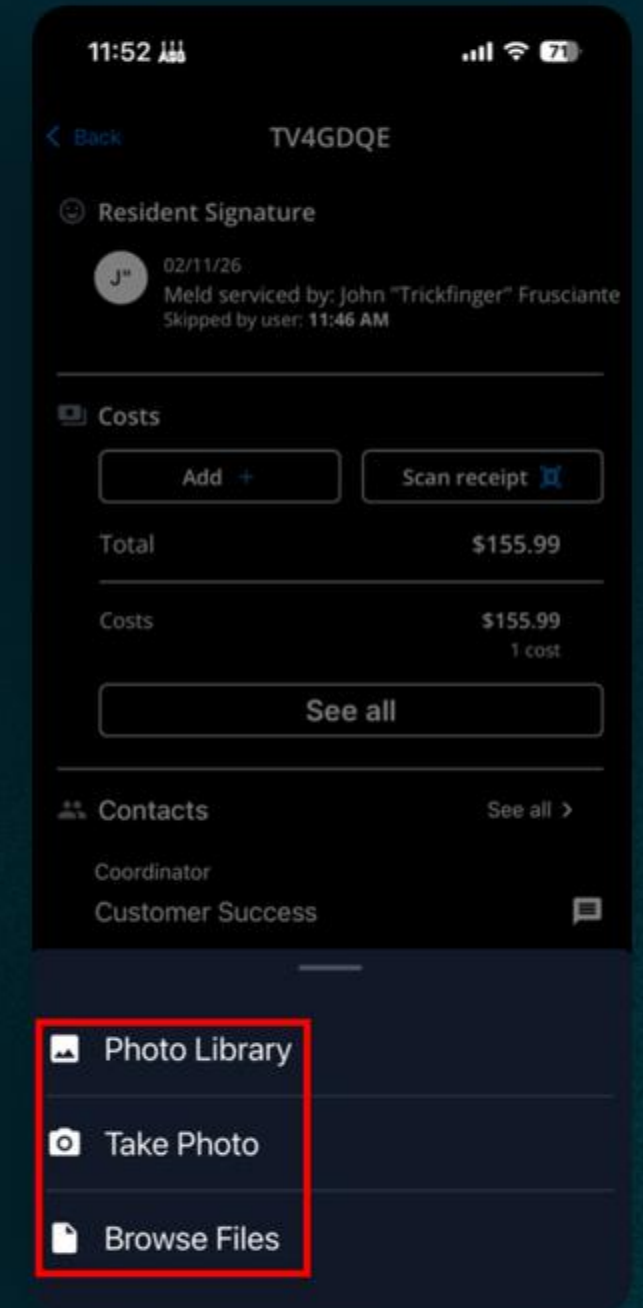
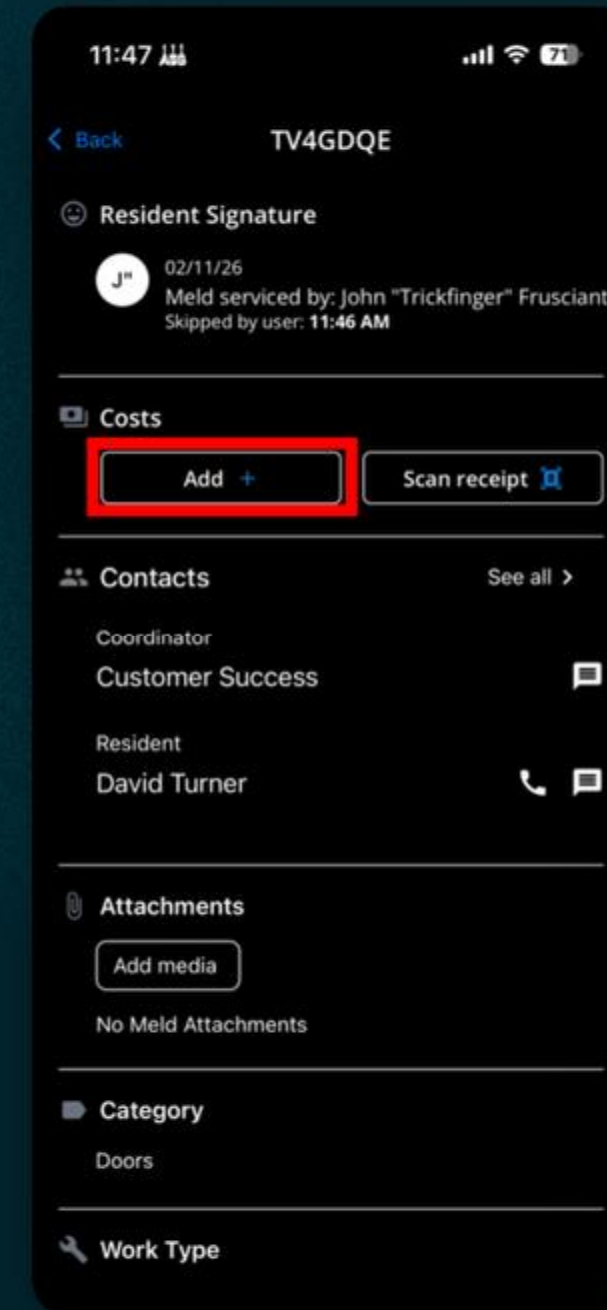
Manual cost entry

Truck inventory, internal charges — quick entry, GL categorized.

// IN THE FIELD

Technicians capture. Everyone stays in sync.

- 01 Check in — timestamped automatically.
- 02 Log hours — check-out calculates them, shop rate attached.
- 03 Photograph receipts — OCR extracts the lines.
- 04 Coordinators and vendors see it in real time.



// TRUE COST

Dispatch on data, not availability

You have ten plumbers. Insights Pro tells you which one to send.

Cost

Average spend by repair type.

Speed

Response and completion time.

Quality

Revision and callback rate.

Reliability

On-time percentage over time.

BENCHMARK IT – YOUR COST PER UNIT AND MARGIN AGAINST THE MARKET.

Bills compile from what you captured

Labor

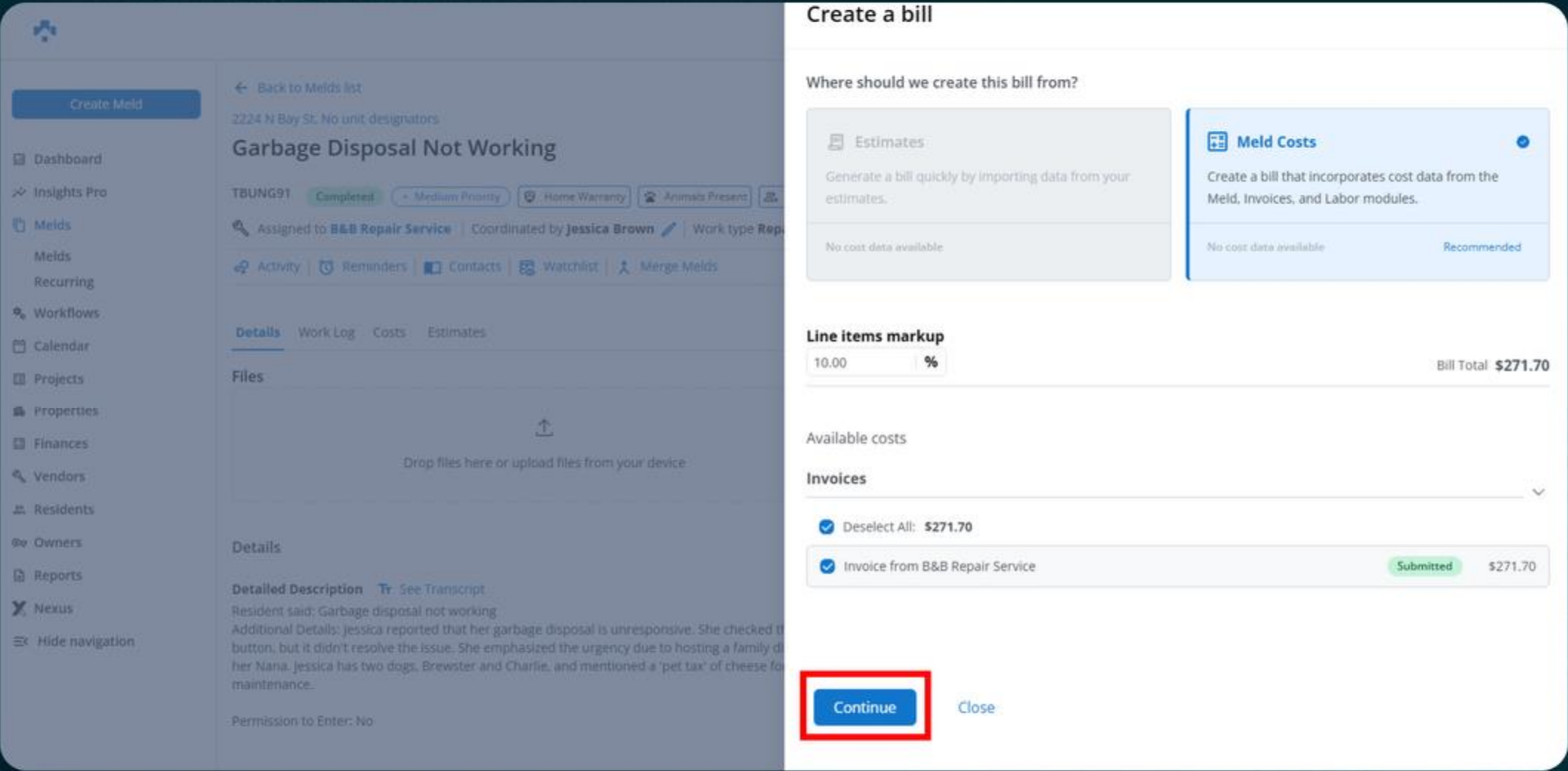
Hours × billing rate, or shop rate for owner-ops.

Costs

Parts, materials and receipts with your markup.

Vendor invoices

Passed through, or marked up. Your call.



// THE LIFECYCLE

Completed is no longer the end

Completion becomes a resolution – completed, cancelled, could-not-complete – and the meld moves on to verification.



// POWERED BY MAX

The Verify Agent

When a meld completes, MAX runs 51 completeness checks before anything can be billed — and tells the coordinator exactly what still needs a human.

CHECKS

Every cost source

Invoice present and approved, work logs complete, receipts attached.

FLAGS

Unreasonable spend

Costs outside your historical range or over the estimate get flagged.

CLOSES LOOPS

Loose ends

Unresolved chat threads, missing completion photos or notes.

RE-RUNS

On its own

New invoice arrives, MAX re-runs and moves the meld to ready to verify.

Review & Verify

MAX Verify Rules · 5

Catch missing or incorrect costs before you bill, with MAX Verify reviewing every detail of a Meld.



1 Meld is ready to verify.

Nothing else needs your attention.

last run 5 minutes ago · re-run

Search Melds...

Filters

AllReady to VerifyNeeds AttentionSortOldest Completed

Showing 1-2 of 2 Melds

Meld	Completion	Resolution	Assigned	MAX Status	Costs	
TIBAEV ☐ No heat on second floor 10041 Downeys Wood Ct · Unit 2	Sep. 9th	Vendor Could Not Complete	Anchor HVAC Services	Needs Attention	—	Review
TP7PY2 ☐ Intermittent garbage disposal jam 100 Main Ave SW · Unit 301	Sep. 10th	Maintenance Could Not Complete	Marcus Webb	Ready to Verify	\$87.43	Review

Rows per page: 24

< 1 >

IN PRODUCT →

// POWERED BY MAX

The Billing Agent

95% ready. You handle the 5%.

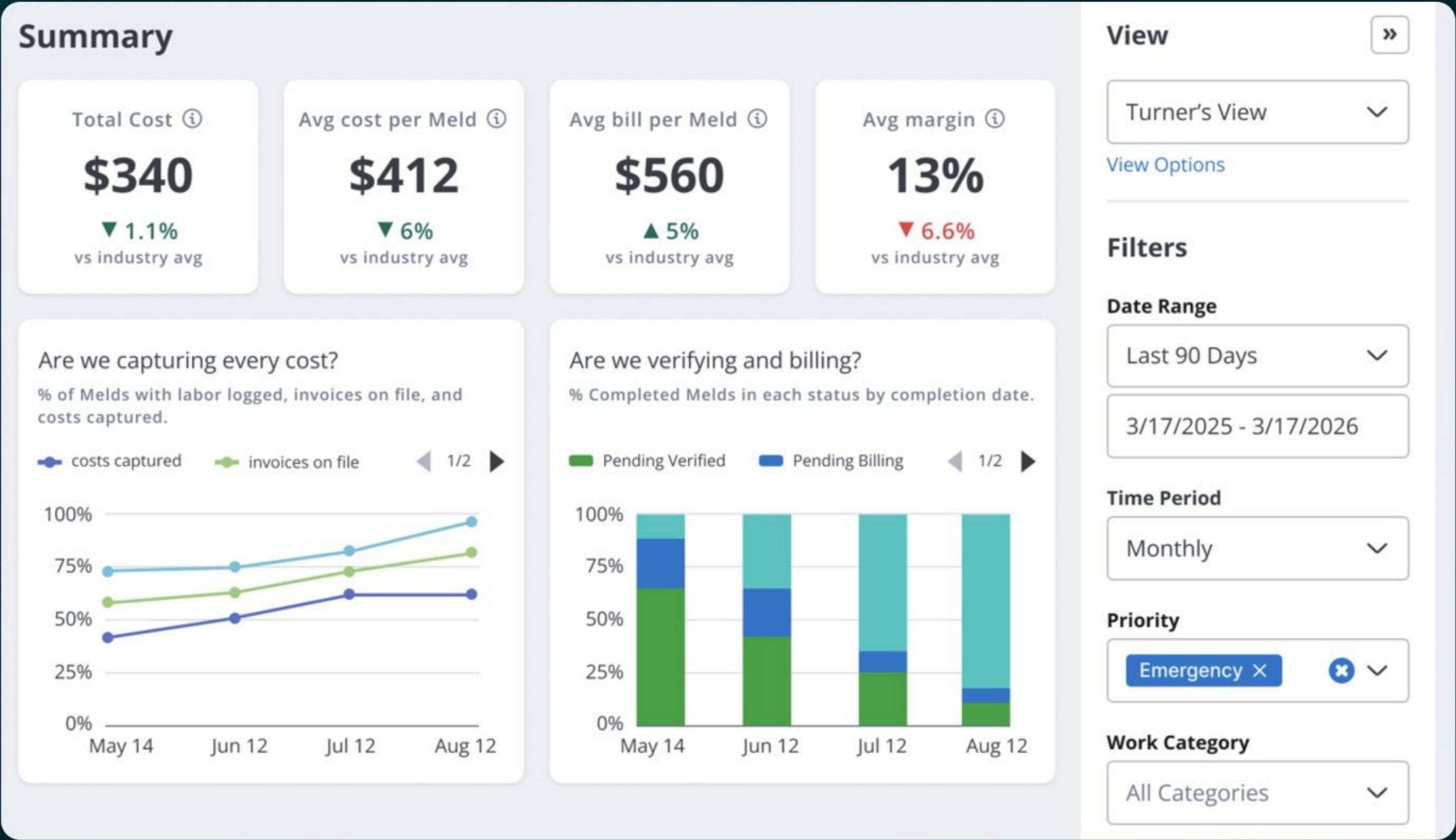
Verified costs in, markup and GL rules applied, margin calculated, bill drafted. The coordinator reviews in minutes and finalizes.

YOUR RULES, IN PLAIN ENGLISH

- "Plumbing repairs under \$100 bill at a flat \$200."
- "Joe's HVAC gets 15% markup, not our default 10%."
- "Paint work carries a \$50 coordination fee."
- "XYZ Corp: mark up materials, never labor."

DRAFTED BILL	
Labor • 2 hrs × \$90	\$180.00
Materials • +10% markup	\$49.50
Vendor invoice • pass-through	\$150.00
TOTAL	MARGIN
\$379.50	15%

Every metric flows from the meld lifecycle



// NEXT STEP TOGETHER

Every dollar counts.

Know what every meld costs. Capture every dollar. Compete on efficiency and profitability, not price.

01

Schedule a discovery call

02

**Review your configuration
checklist**

03

Name your True Cost lead