Technical Sync Specifications







This document is for technical support only.
Don't use it for any marketing or sales purposes.

Getting started

In this document, you'll find:

- pp. 2–3 Common questions about the sync
- pp. 4–8 Common occurrences when syncing
- pp. 10–28 Where does your data from Hopem go in Building Stack

Common questions

“How often does data sync from Hopem to Building Stack?”

Twice a day, approximately every 12 hours.
This integration is a one-way sync and the files are pulled from HOPEM PRIMMO to Building Stack.

“Can I update data in Building Stack and have it sync back to Hopem?”

No.

However, there are a few fields, for example the floor that a unit is on, that you can modify in Building Stack– however they won’t sync back to HOPEM PRIMMO.

Common questions

“What syncs?”

When initiating a sync between HOPEM and Building Stack, the below categories will be synced:

- Buildings
- Units *(residential)*
- Premises *(commercial)*
- Parking
- Lockers
- Tenants *(residential)*
    - Leases *(residential)*
- Tenants & clients *(commercial)*
- Leases *(commercial)*

“What doesn’t sync, yet?”

- Rent balances

Common occurrences

“My data isn’t mapping properly from HOPEM PRIMMO to Building Stack.”

When you sync HOPEM PRIMMO, your data might not match the exact fields that we map it to. We noticed that HOPEM users are using the fields in different ways, which is why we created this document to highlight what fields sync to where so you can adapt your workflow.

If you do sync without formatting your data and see old tenants, buildings, vacant units, etc– don't worry, as most of these issues can be resolved quickly.

Solution:
Before the first synchronization, go to HOPEM PRIMMO and make sure that your data is accurate for your buildings by checking them one by one; the name of the building, its address, apartment number, floor, area, tenant name, start and end dates of the lease, etc.

The more rigorous you are in entering and verifying this data before the first synchronization, the more optimal and representative the result you will obtain in the Building Stack platform.

Common occurrences

“All my units are on one floor in Building Stack.”

We noticed that HOPEM PRIMMO users sometimes forget to update the floor level of their building as they enter the unit info into HOPEM PRIMMO. In Building Stack, this will result in a single floor building with all the units on the same floor.

Solution:
Make sure to update the floor number as the information is being entered into HOPEM PRIMMO. This will allow for a proper modelling of the units per floor. Failure to do so will result in a tedious long process that will delay the onboarding operation. It’s important to also note that this information is used in many different areas in Building Stack.

Common occurrences

“All units of a multi-address building are displayed as single individual addresses.”

This occurred because the data has been entered in HOPEM PRIMMO as if each unit of a multi-address building has its own individual civic address (which is right) but also is on its own land lot.

Solution:
In order for our system to show one building with subsequent addresses linked to the main address, your team needs to properly re-enter the data into HOPEM PRIMMO in the correct order.

Each address of a multi-address building must be entered as a unit in the main building.

Common occurrences

“I cannot add or remove buildings on my Building Stack account.”

All buildings in HOPEM PRIMMO database will not sync directly to Building Stack. Your Account Manager must select the buildings that you wish to manage on our platform.

Solution:
The client can choose the buildings that will sync from HOPEM PRIMMO by checking them on the Building Stack setup page. Uncheck a building and it will be removed from your account the next time you sync your data.

Common occurrences

“My parking spaces or lockers did not sync to Building Stack.”

Residential parking spaces and lockers in your HOPEM PRIMMO account will only sync to Building Stack if you include them in a tenant’s page. Premises’ parking spaces and lockers have to be added to a lease.

Solution:
Residential – On the **tenant** page in HOPEM PRIMMO, add the information in the Parking spaces or Lockers tab. It will be added to the tenant’s lease in Building Stack.

Commercial – On the **lease** page in HOPEM PRIMMO, add the information in the Parking spaces or Lockers tab. It will be added to the premises’ lease in Building Stack.

We’re here to help

What type of support can we provide?

- Guidance and best practices for an optimal sync
- Remote training and refreshers
- Live chat during regular office hours
- Web: http://support.buildingstack.com – Email: support@buildingstack.com – Phone: 1 (833) 855-1668

What we don’t do

- Modify any data entered in the following fields
  - Building Name *(must be done by client in hopem)*
  - Unit Name *(must be done by client in hopem)*
  - Parking spaces *(must be done by client in hopem)*
  - Storage spaces *(must be done by client in hopem)*
  - Current/Eventual/Market Rental Price *(must be done by client in hopem)*
- Tenant personal information
  - With the exception of e-mail address. This will cause a double entry in Building Stack
- Collect data from tenants
- Share private information from clients to tenants and vise versa
- Enter clients account to modify sensitive information or simple tasks such as creating a new lease or tenants

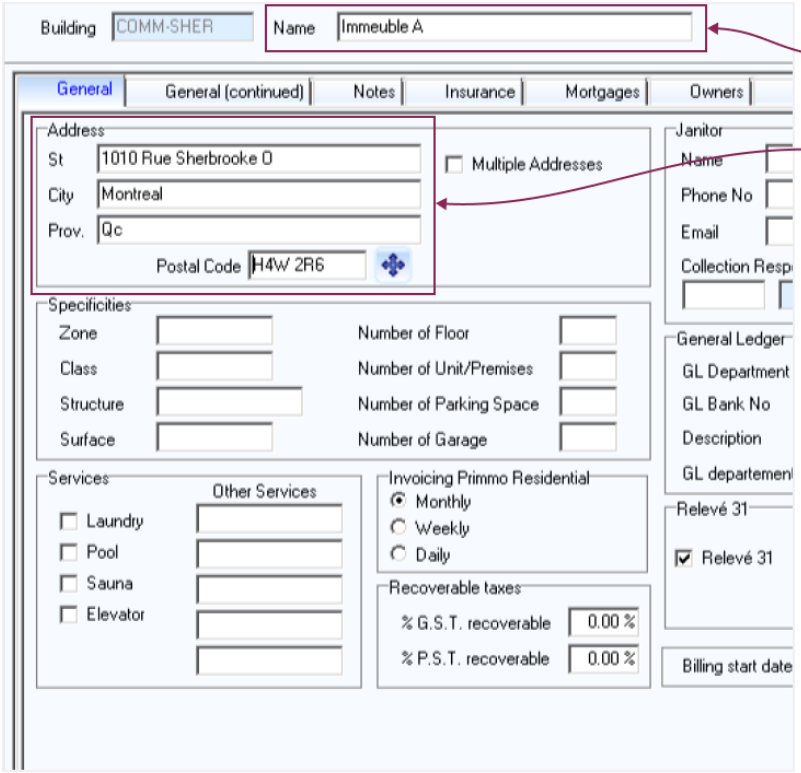
Clients should be able to create their own tenants and leases after training. We can always refresh knowledge when contacted.

Where does your HOPEM PRIMMO data sync to in Building Stack?

In the following pages, you'll find screenshots that will help you understand where the data is extracted from in HOPEM PRIMMO and where it goes in Building Stack.

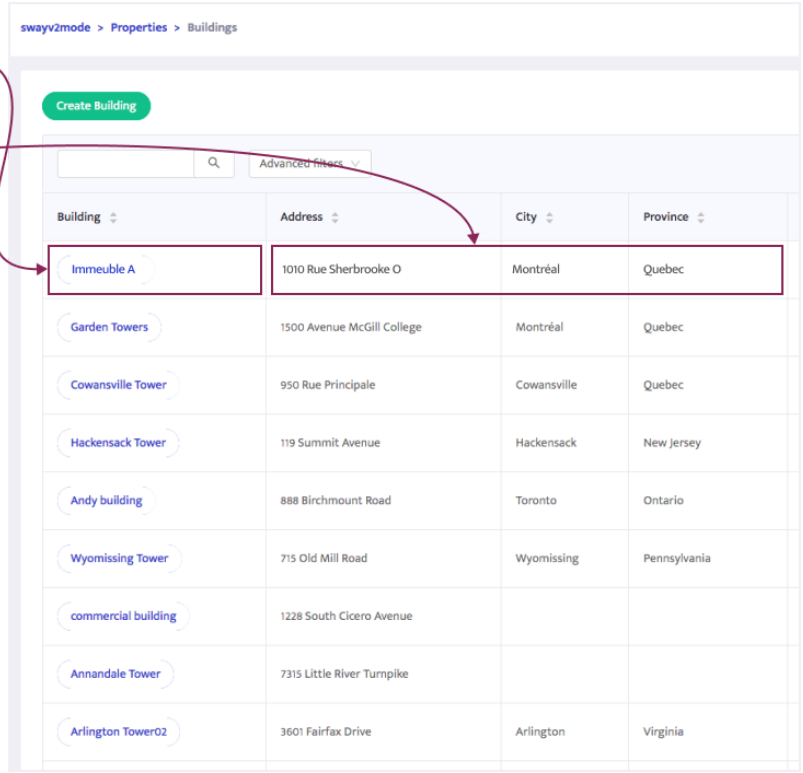
- Buildings
- Units *(residential)*
- Premises *(commercial)*
- Parking
- Lockers
- Tenants and clients

Hopem



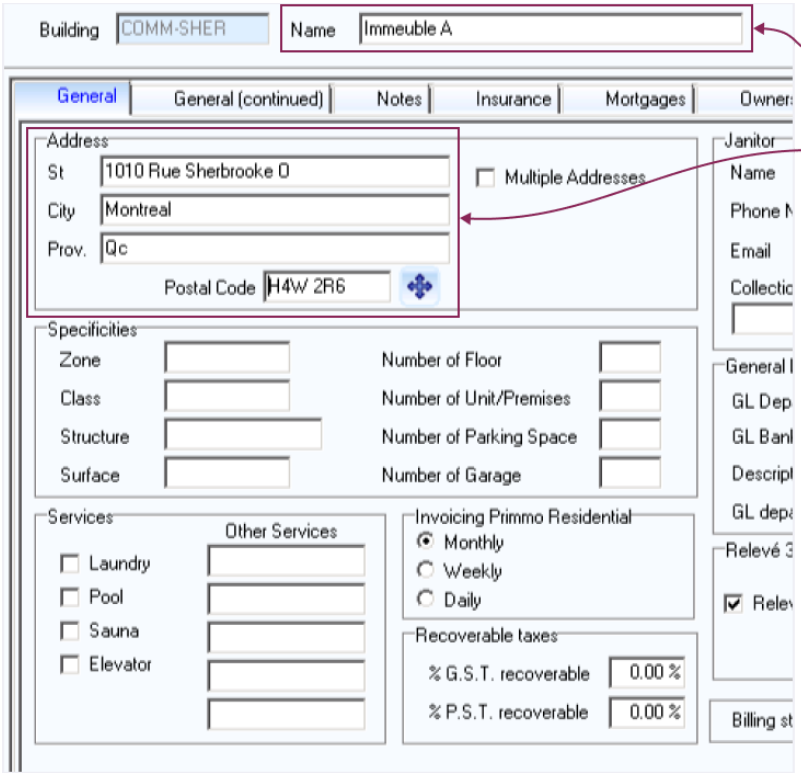
PRIMMO (Residential) → Files / Buildings → General Tab

Building Stack - List view



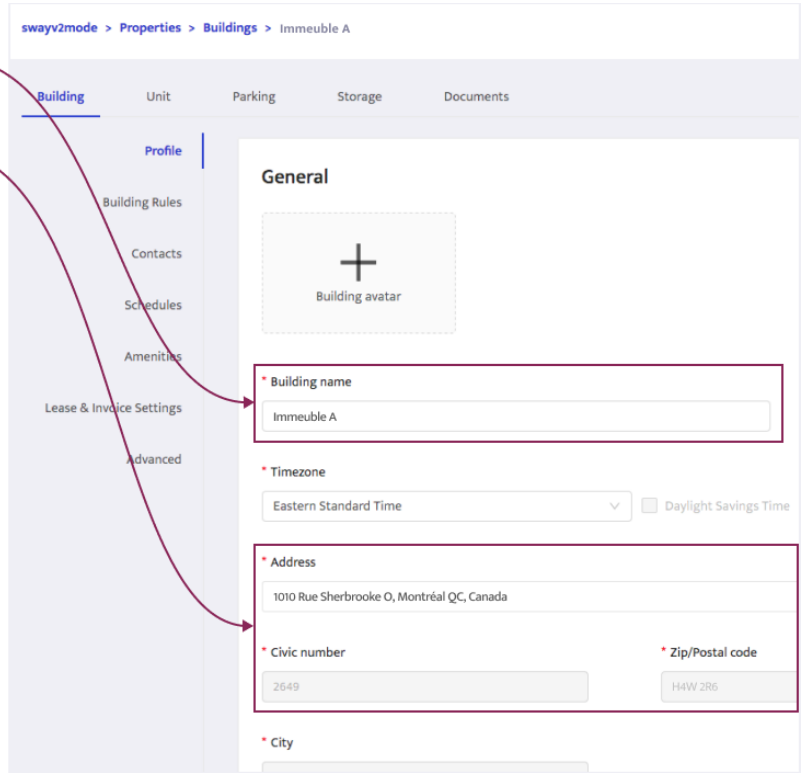
Home → **Buildings**

Hopem



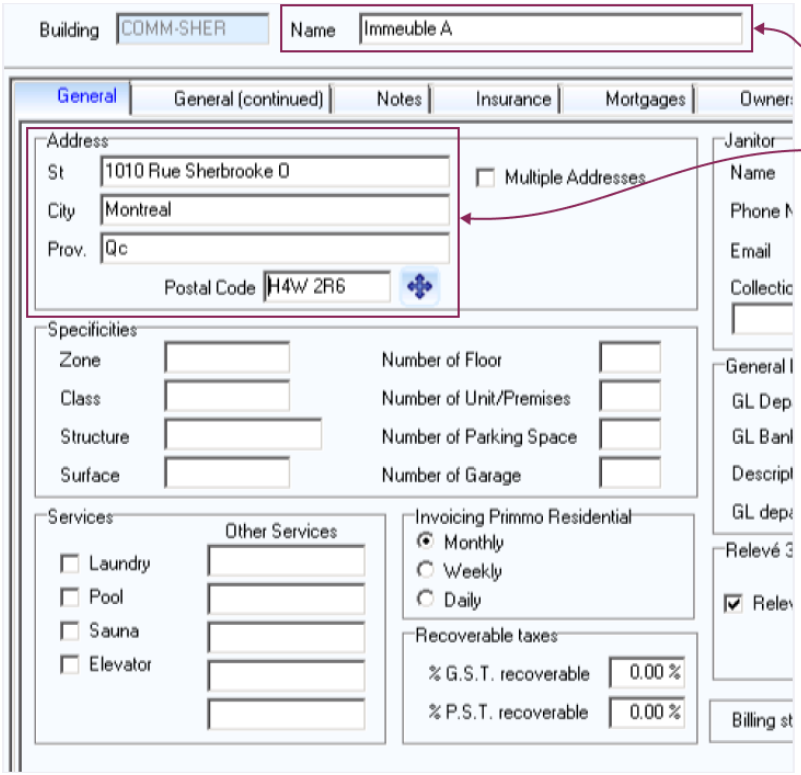
PRIMMO (Residential) → Files / Buildings → General Tab

Building Stack - Detail view



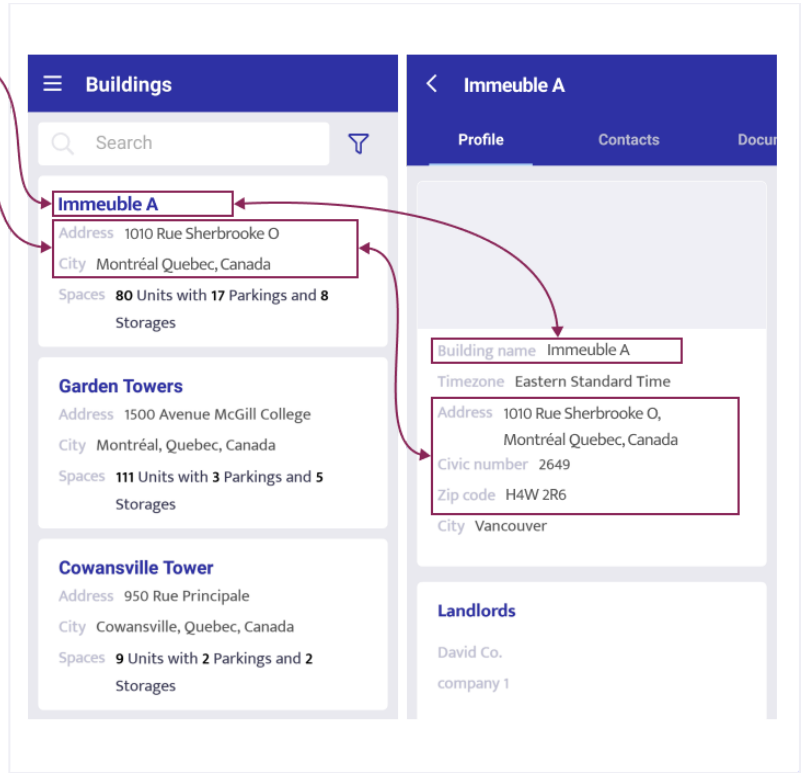
Home → Buildings → Select a building

Hopem



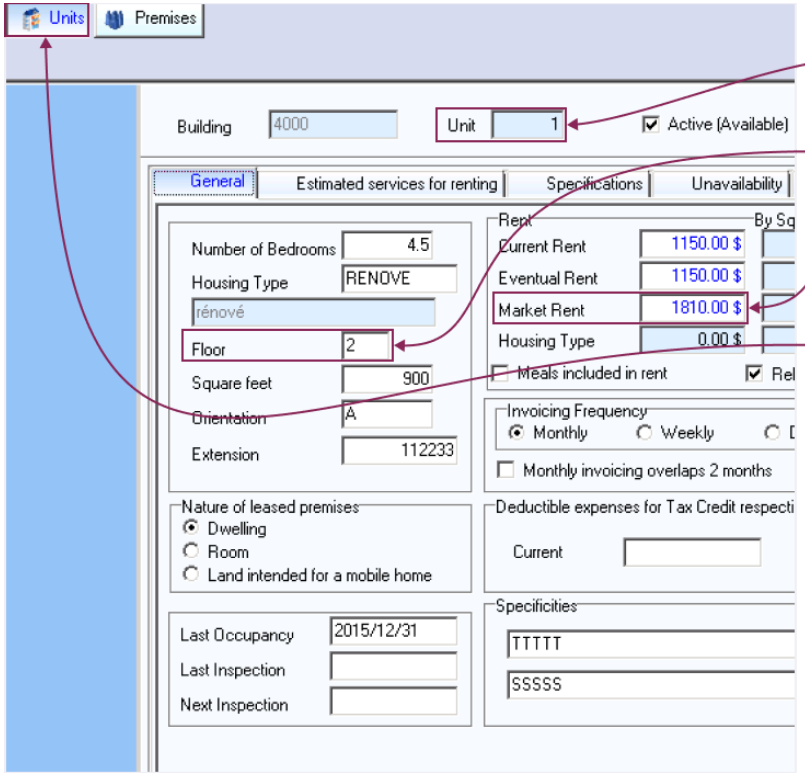
PRIMMO (Residential) → Files / Buildings → General Tab

Building Stack - Mobile



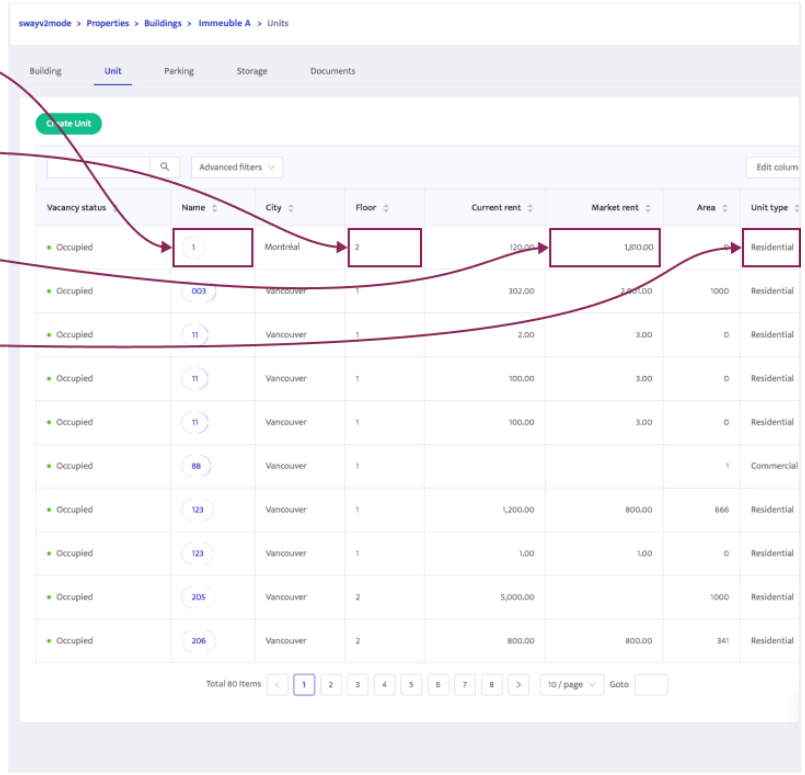
Home → Building status → Select a building

Hopem



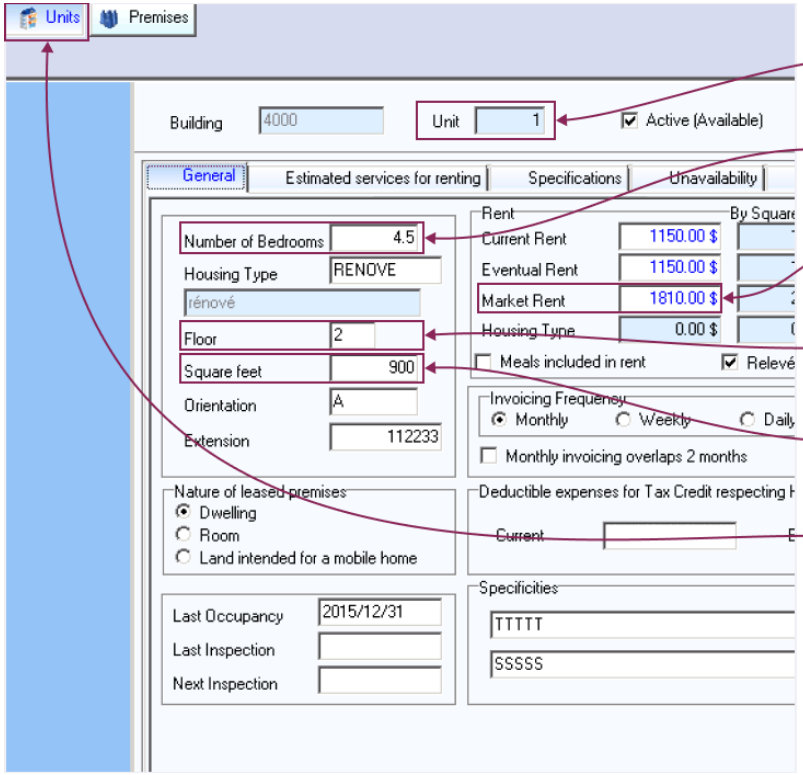
PRIMMO (Residential) → Files / Units → General Tab

Building Stack - List view



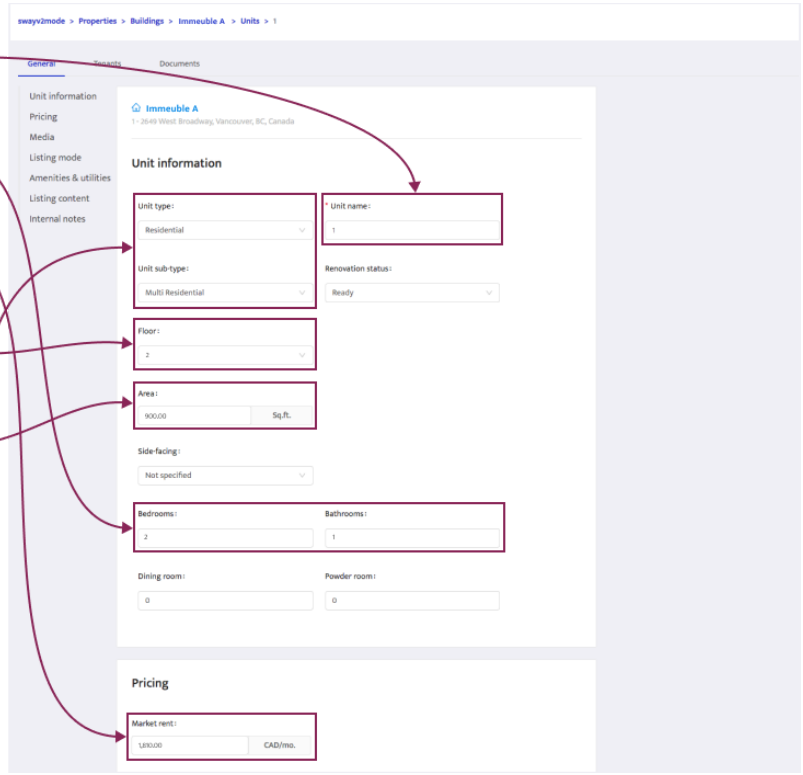
Home → Buildings → View/Edit Units

Hopem



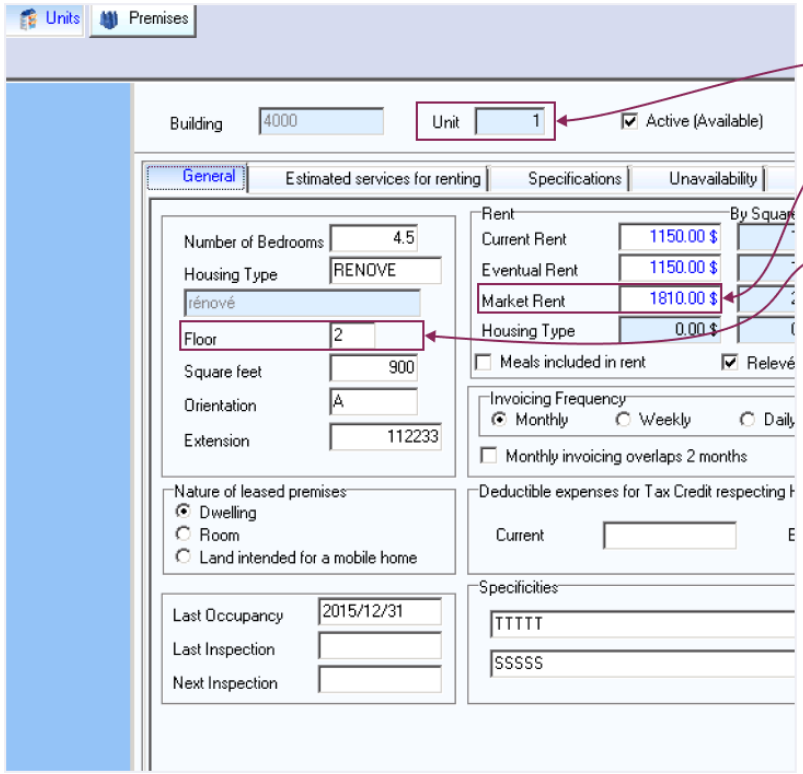
PRIMMO (Residential) → Files / Units → General Tab

Building Stack - Detail view



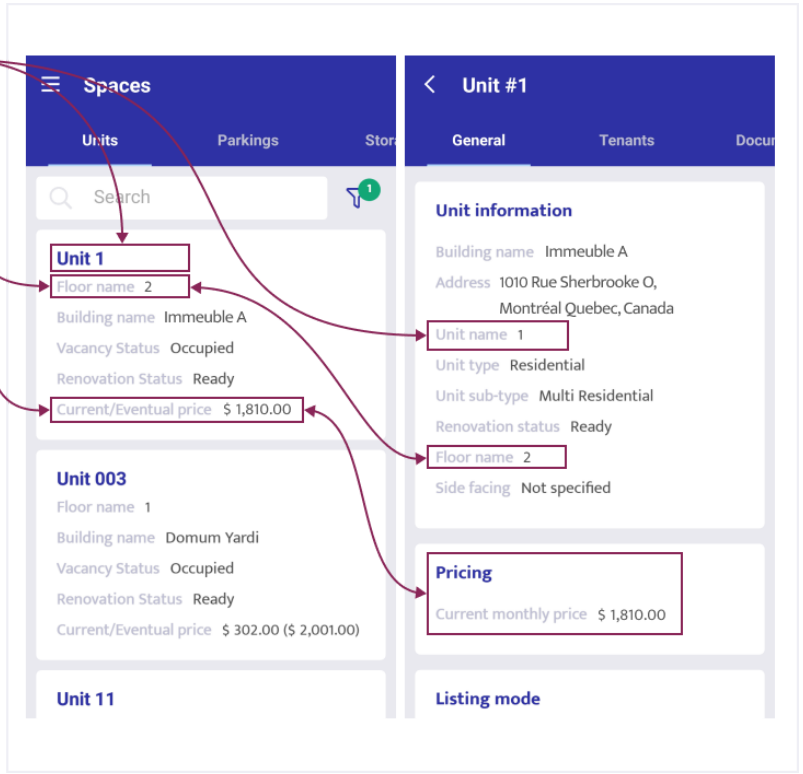
Home → Buildings → View/Edit Units → Select a unit

Hopem



PRIMMO (Residential) → Files / Units → General Tab

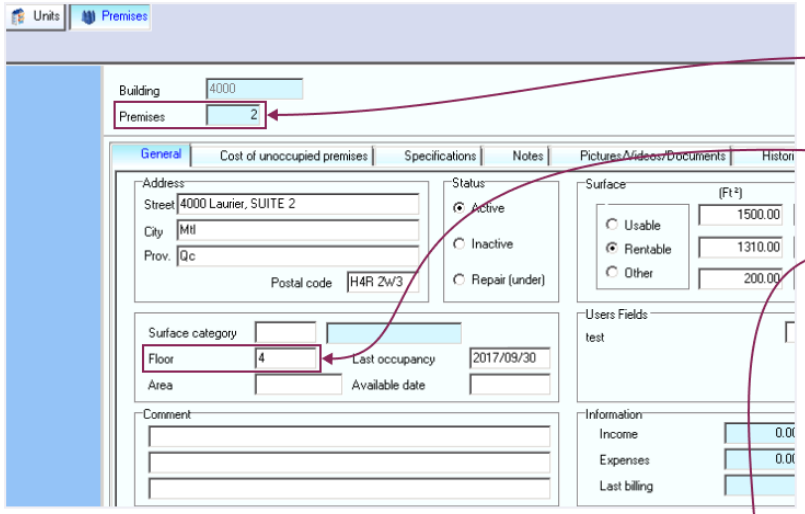
Building Stack - Mobile



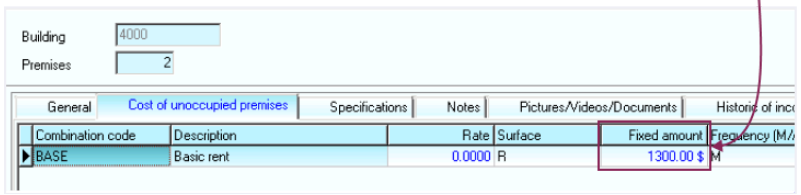
Home → Building status → Select a building → Select a unit

Hopem

General



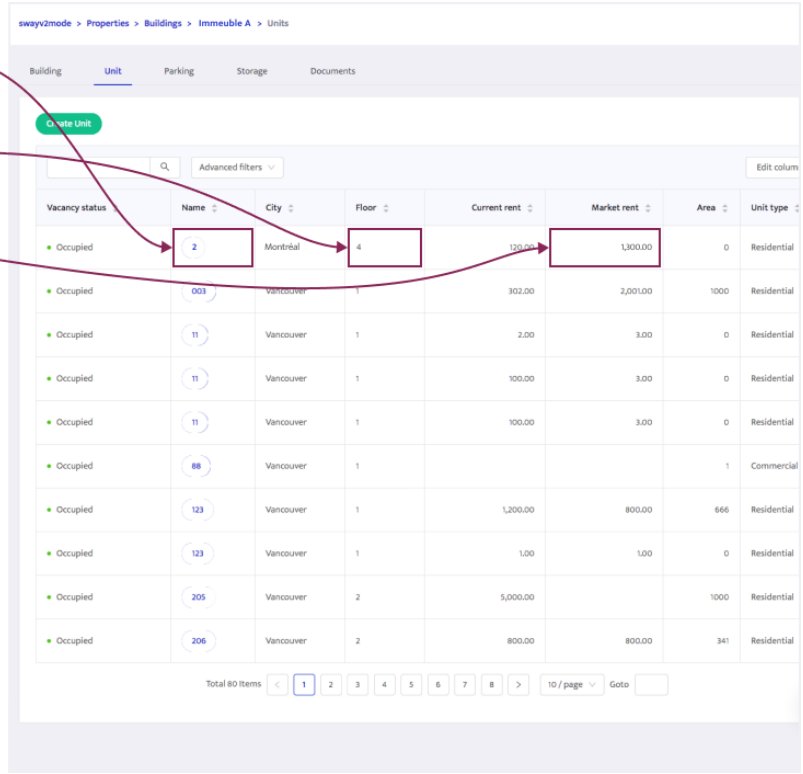
Leases



General Tab: PRIMMO (Commercial) → Files / Premises → General Tab

Leases Tab: PRIMMO (Commercial) → Files / Premises → Cost of unoccupied premises Tab

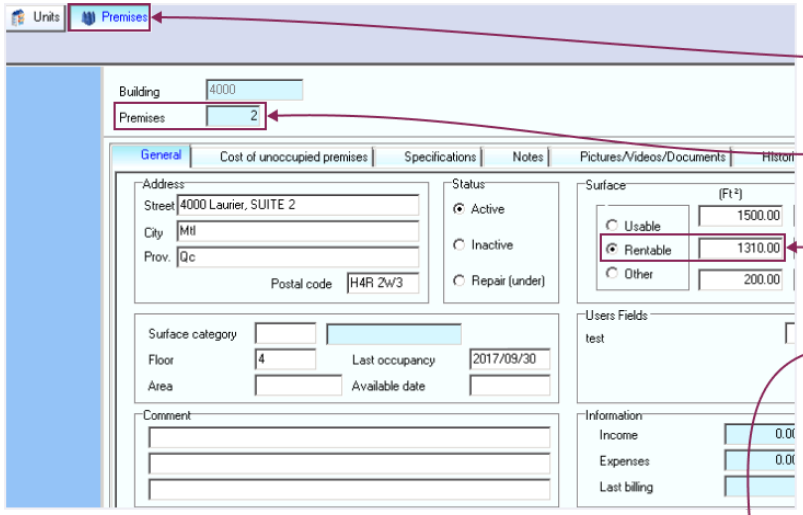
Building Stack - List view



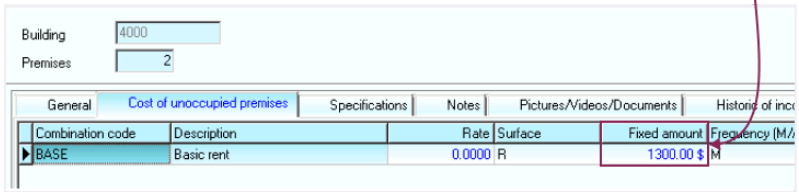
Home → Buildings → View/Edit Units

Hopem

General



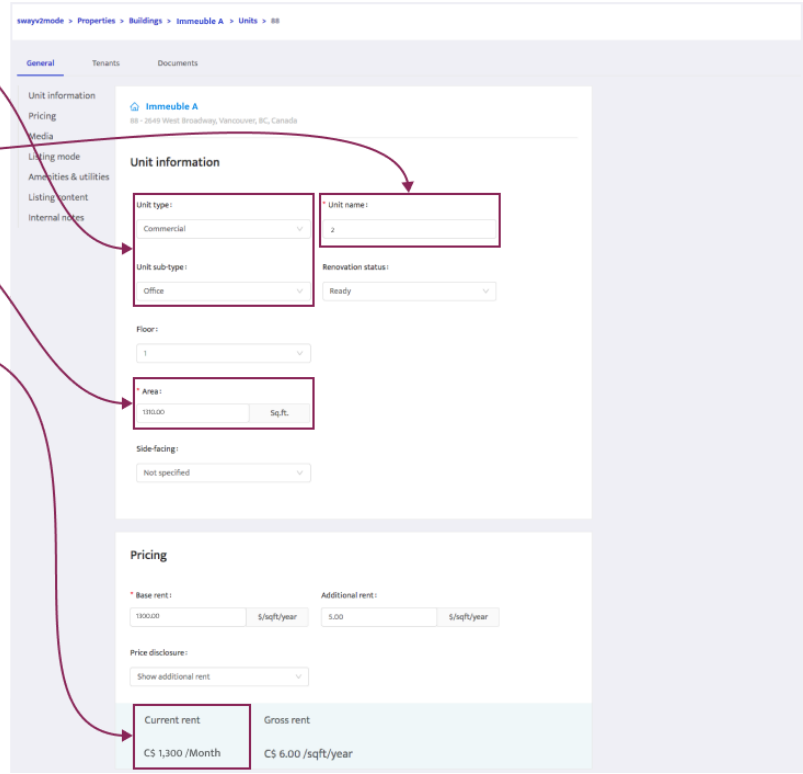
Leases



General Tab: PRIMMO (Commercial) → Files / Premises → General Tab

Leases Tab: PRIMMO (Commercial) → Files / Premises → Cost of unoccupied premises Tab

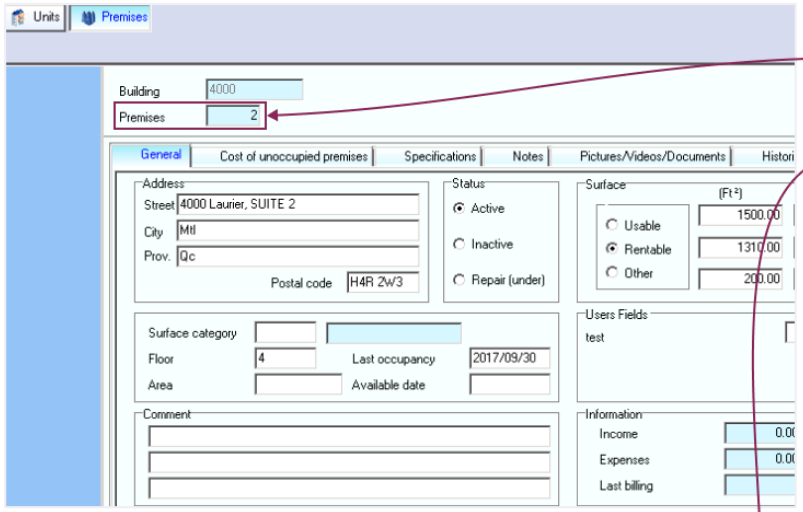
Building Stack - Detail view



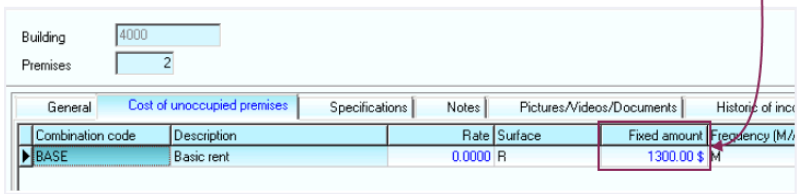
Home → Buildings → View/Edit Units → Select a unit

Hopem

General



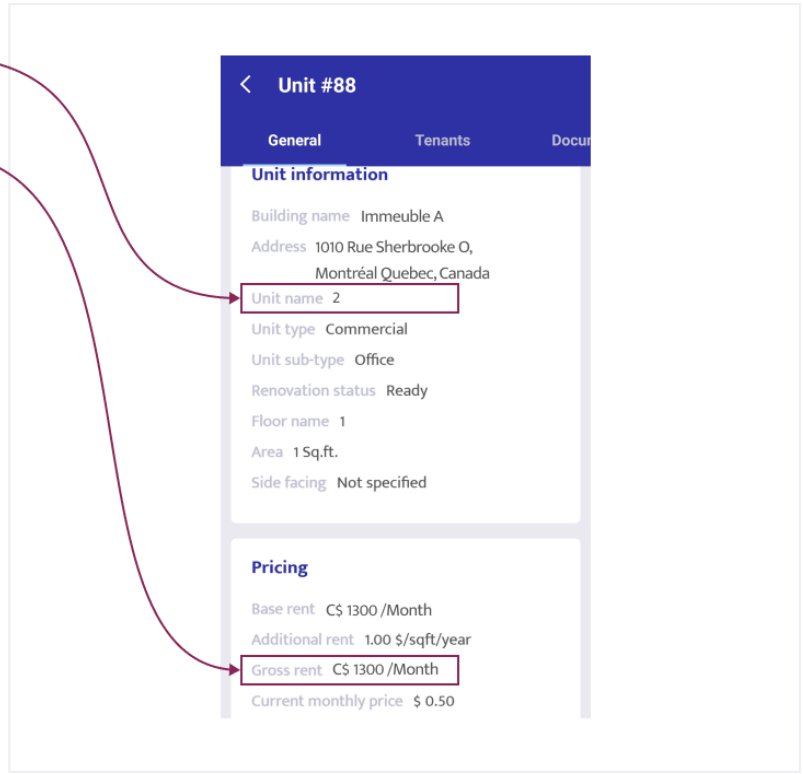
Leases



General Tab: PRIMMO (Commercial) → Files / Premises → General Tab

Leases Tab: PRIMMO (Commercial) → Files / Premises → Cost of unoccupied premises Tab

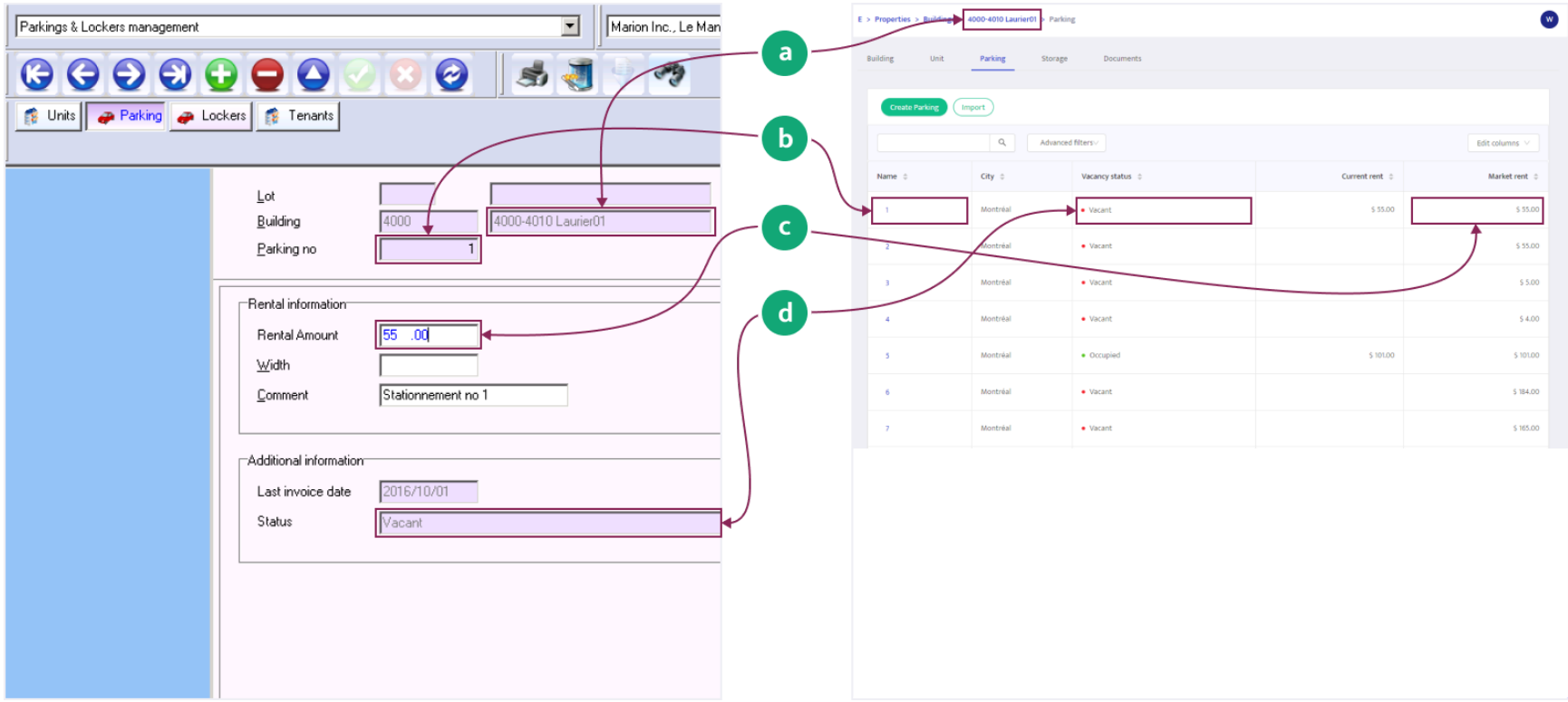
Building Stack - Mobile



Home → Building status → Select a building → Select a unit

Hopem

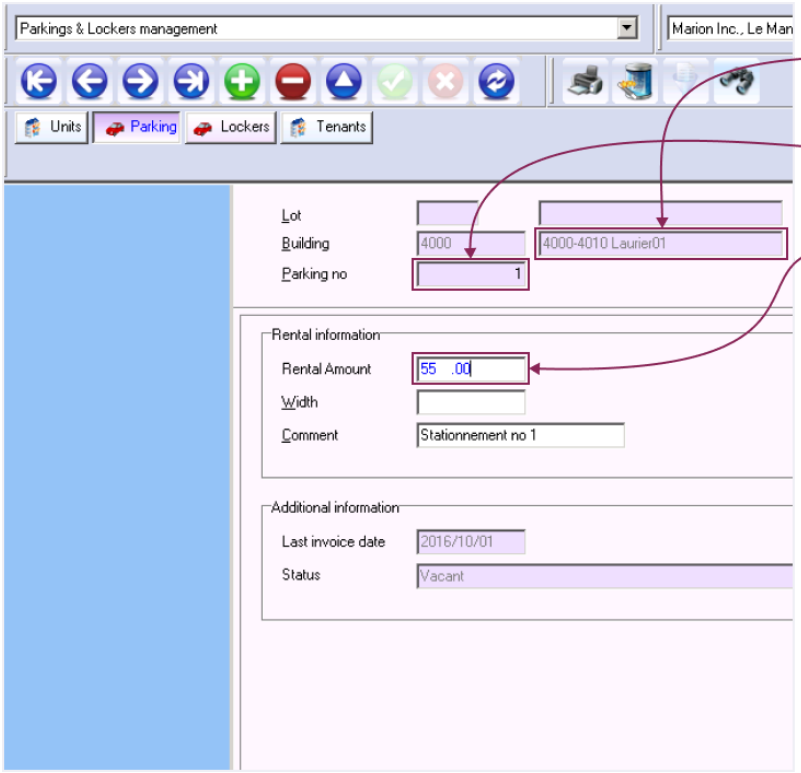
Building Stack - List view



PRIMMO (Residential) → Files / Parking → General Tab

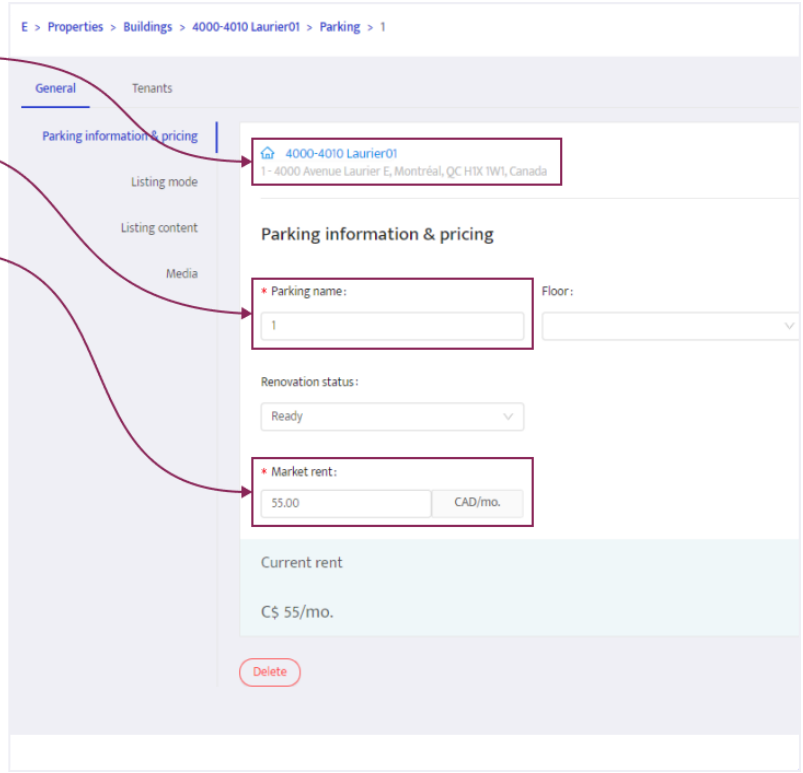
Home → Buildings → Select a building → Parking Tab

Hopem



PRIMMO (Residential) → Files / Parking → General Tab

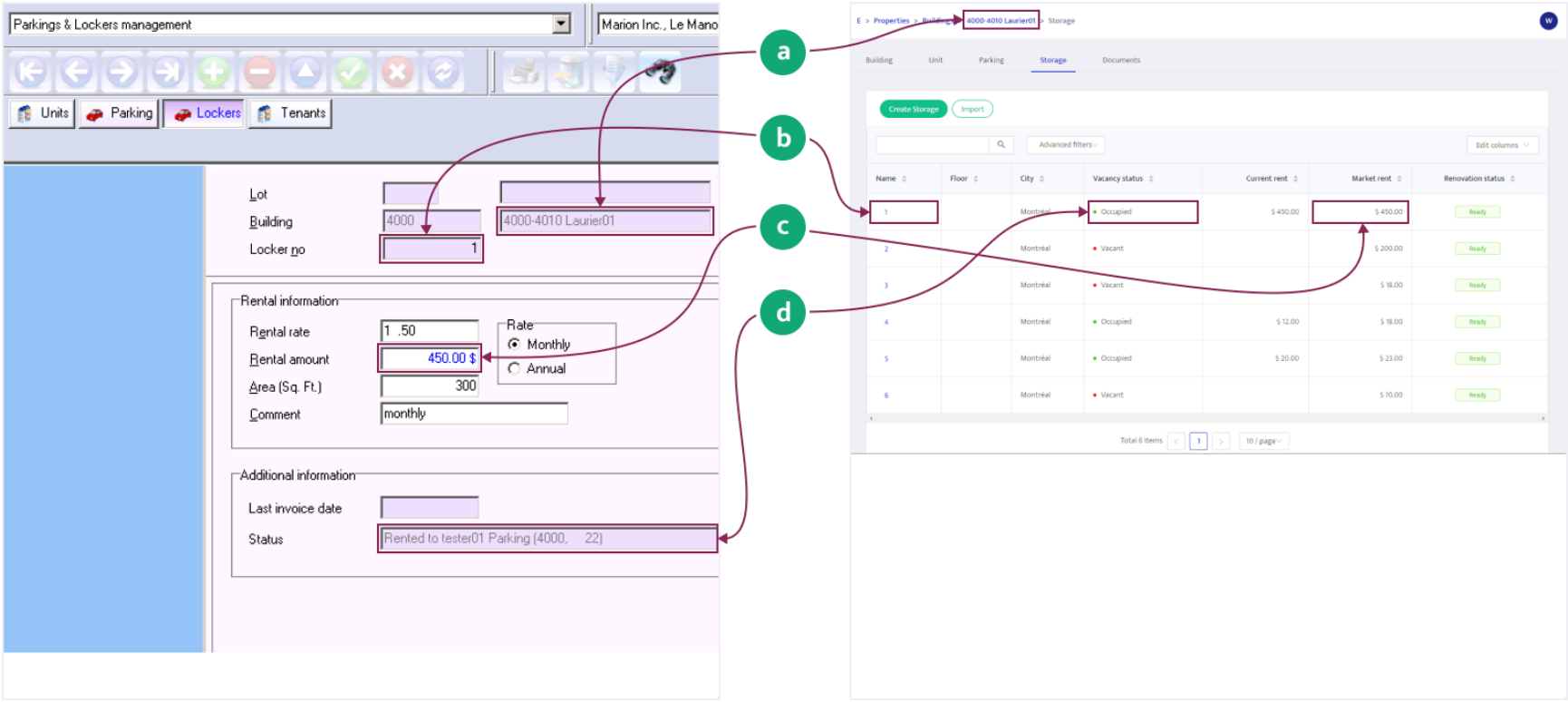
Building Stack - Detail view



Home → Buildings → Select a building → Parking Tab → Select a parking

Hopem

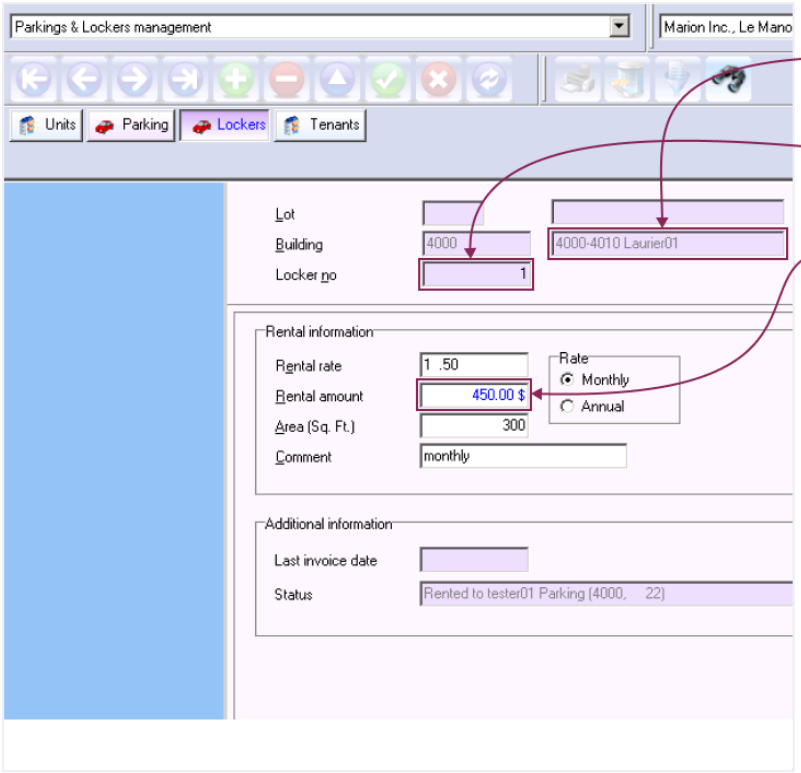
Building Stack - List view



PRIMMO (Residential) → Files / Lockers → General Tab

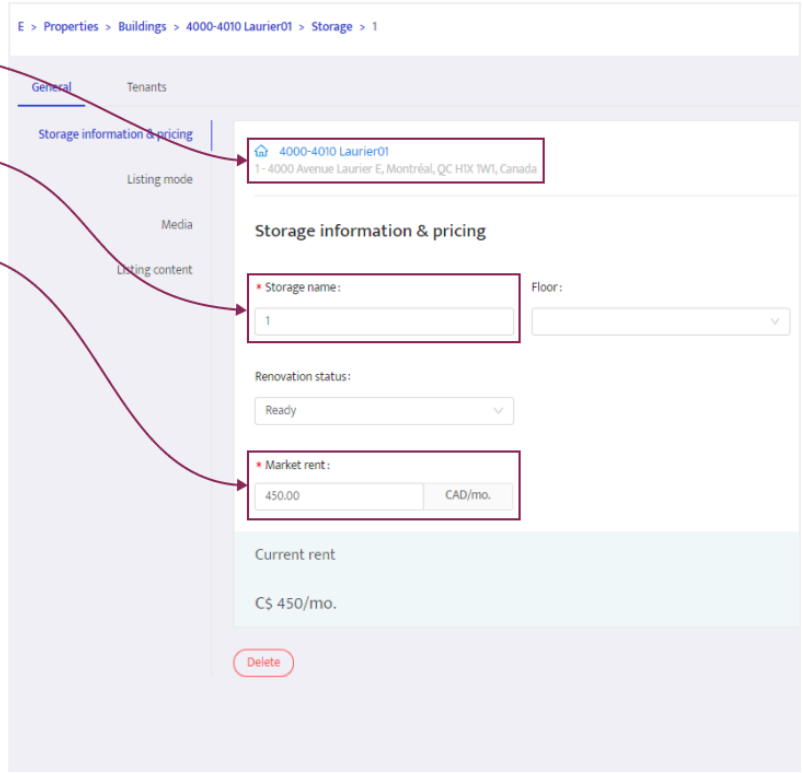
Home → Buildings → Select a building → Storage Tab

Hopem



PRIMMO (Residential) → Files / Parking → General Tab

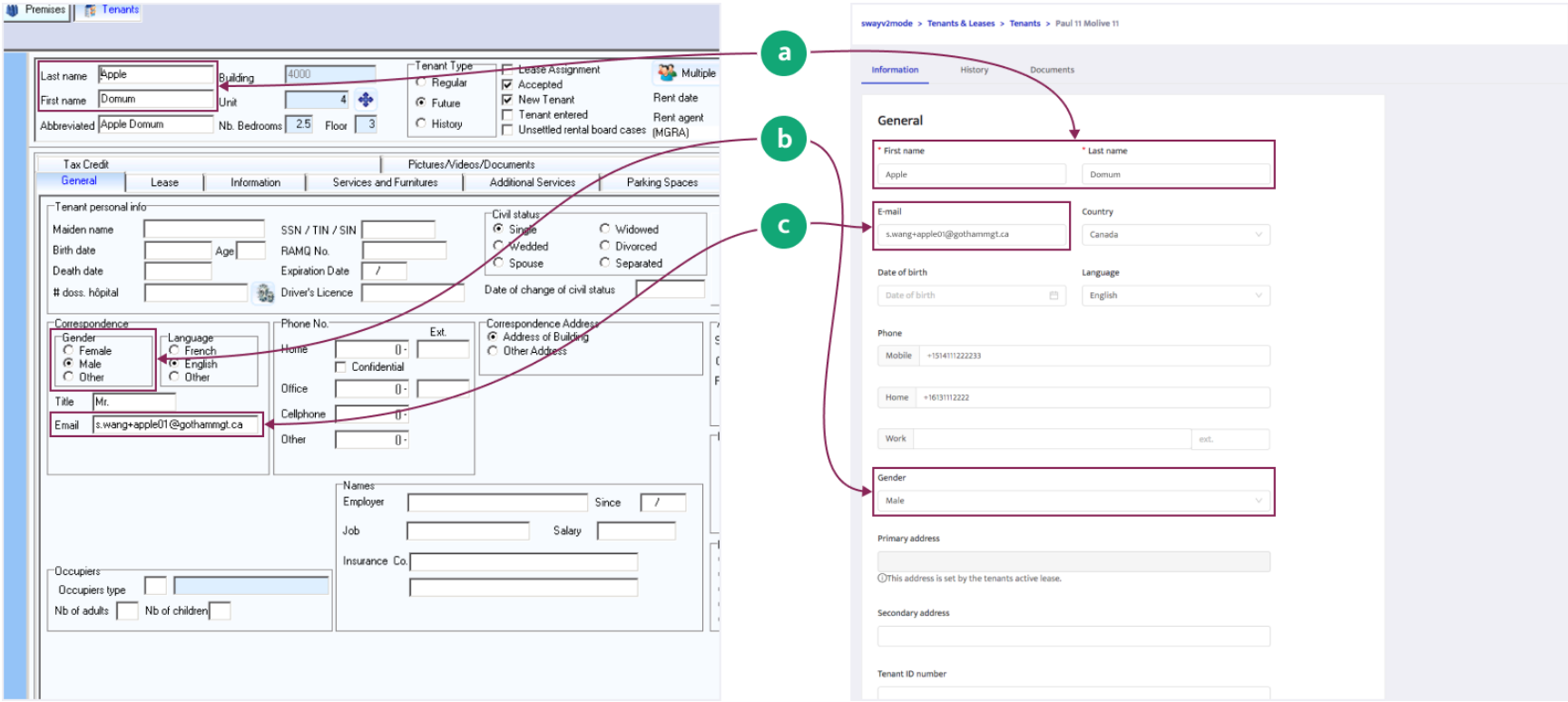
Building Stack - Detail view



Home → Buildings → Select a building → Storage Tab → Select a storage

Hopem

Building Stack - Detail view

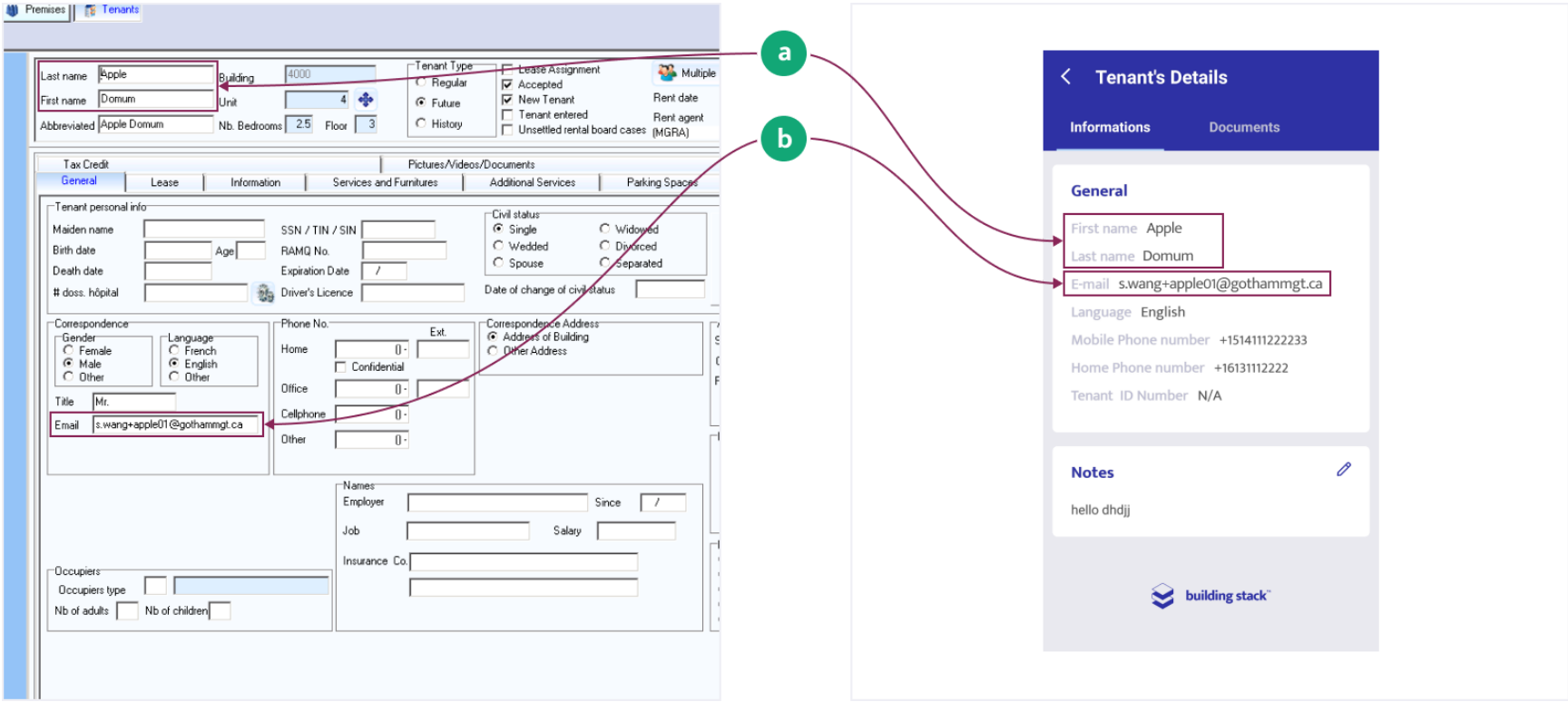


PRIMMO (Residential) → Files / Tenants → General Tab

Home → Tenants → Select a tenant

Hopem

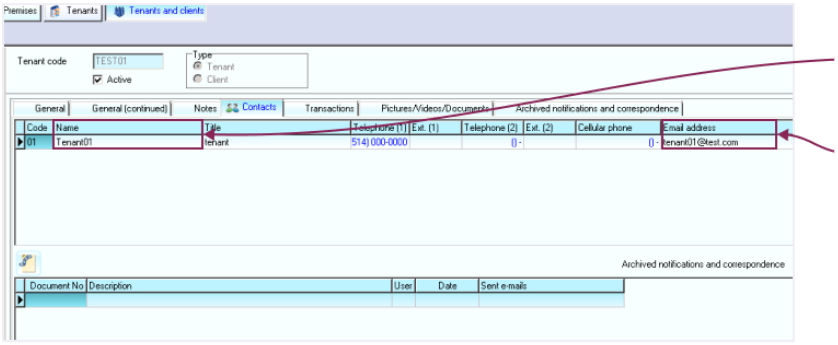
Building Stack - Mobile



PRIMMO (Residential) → Files / Tenants → General Tab

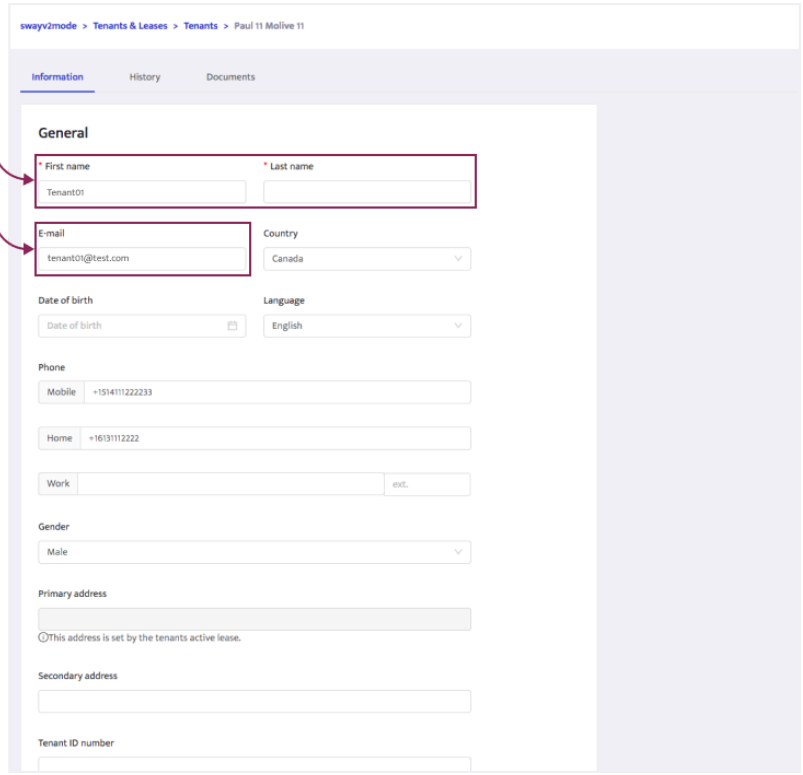
Home → Tenants → Select a tenant

Hopem



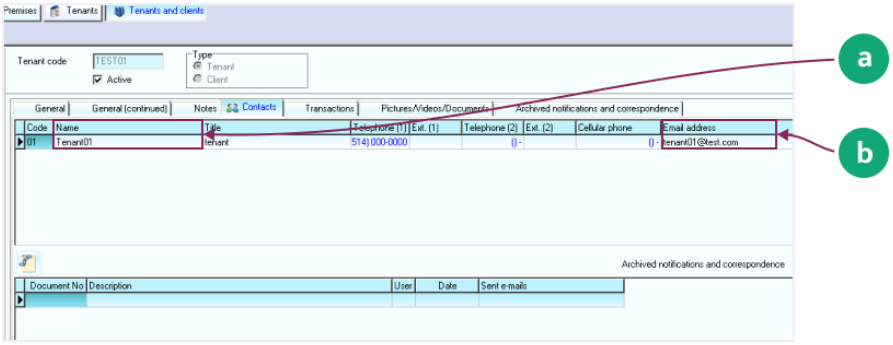
PRIMMO (Commercial) → Files / Tenants and Clients → Contacts Tab

Building Stack - Detail view



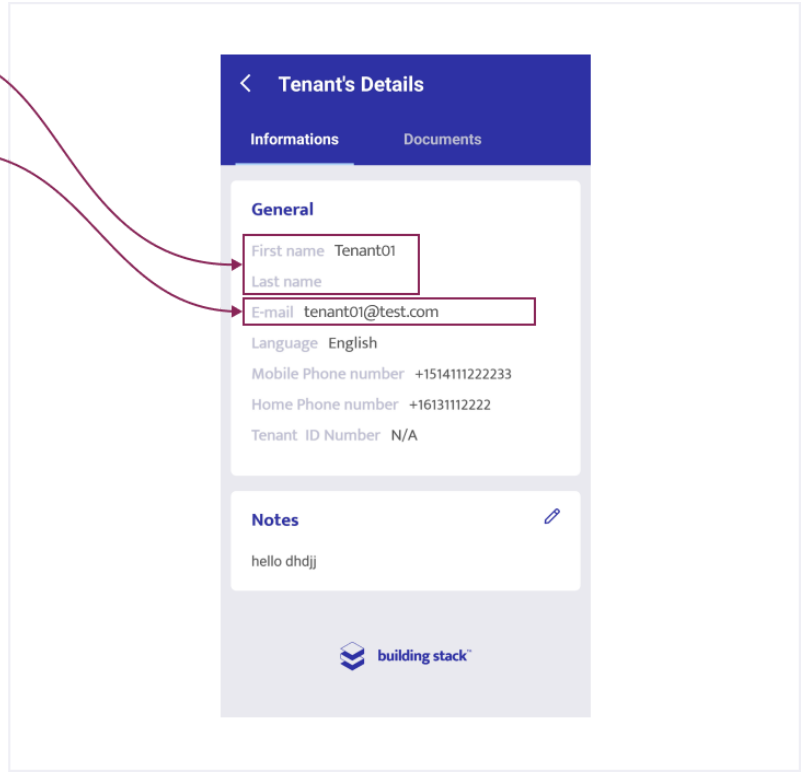
Home → Tenants → Select a tenant

Hopem



PRIMMO (Commercial) → Files / Tenants and Clients → Contacts Tab

Building Stack - Mobile



Home → Tenants → Select a tenant