



# RE/MAX Center

## OFFICE GUIDE

**Mission:** Support our members to live abundant lives.

**Vision:** An office that empowers high-minded, learning based Professionals through Complete Agent Development.

**Values:**

- Positive
- Proactive
- Progressive
- Collaborative
- Accountable

**Core Beliefs:**

- If I want to accomplish something, I must first expect it from myself!
- There is no growth without discomfort!
- My only limit is time!
- Success stems from duplicable processes and systems!
- People will trust and follow what I can logically and tangibly explain.

### Office Locations

1225 A Tuscany Drive, Braselton, GA 30517

1140 Old Peachtree Rd, Suite D, Duluth, GA 30097

11555 Medlock Bridge Rd, Suite 190, Johns Creek, GA 30097

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## Ownership/Management Team

Patrick Finnick, Owner/Broker. [PFinnick@remax.net](mailto:PFinnick@remax.net) 678-804-2440

As the founder of RE/MAX Center, Patrick contributes extensive knowledge and leadership to keep the office on the front lines of professionalism, technology, growth and development.

Faye Finnick, Owner/CFO. [Faye@CenterMember.com](mailto:Faye@CenterMember.com) 678-804-2441

Faye oversees corporate accounting and ensures that each office is properly stocked with supplies.

Tina Helms, Director of Operations. [THelms@remax.net](mailto:THelms@remax.net) 678-804-2478

With over 10 years of real estate experience, Tina handles planning, staffing and development. She is constantly searching for opportunities to improve office locations, technology, agent resources and support.

Lori Hamilton, Director of Agent Support. [Lori@CenterMember.com](mailto:Lori@CenterMember.com) 678-804-2568

With 20 years of real estate experience, Lori's role is to ensure associates are fully supported and happy. Lori helps agents overcome roadblocks and coaches them to become the best sales professionals possible.

JoAnn MacHamer, Business Consultant. [JoAnn@CenterMember.com](mailto:JoAnn@CenterMember.com) 678-804-2733

With over 20 years in Real Estate, JoAnn provides One-On-One Coaching exclusively to RE/MAX Center agents looking for support in reaching their business goals. JoAnn is also responsible for recruiting like-minded agents to RE/MAX Center.

Raluca Larmour, Closing Specialist. [Raluca@CenterMember.com](mailto:Raluca@CenterMember.com) 678-804-2727

Raluca ensures closings are processed accurately and in a timely manner. She also runs monthly production reports for office awards and RE/MAX LLC.

Shelly Anderson, Braselton Admin Assistant. [Shelly@CenterMember.com](mailto:Shelly@CenterMember.com) 678-804-2595

Shelly ensures the Braselton office is in order, answers calls and assist in admin task.

Elizabeth Kirchner, JC Admin Assistant. [Elizabeth@CenterMember.com](mailto:Elizabeth@CenterMember.com) 770-932-1600

Elizabeth ensures the JC office is in order, answers calls and assist in admin task.

Alicia Padilla, Marketing Assistant. [Alicia@CenterMember.com](mailto:Alicia@CenterMember.com) 678-804-2510

Alicia provides agent marketing services ranging from print to social media support.

Lisa Ethridge, Associate Broker. [Lisa@CenterMember.com](mailto:Lisa@CenterMember.com) 678-905-6161

Lisa is a member of our Broker Support Team and handles the Review of Purchase & Sales Agreements. She looks for opportunities to proactively prevent common Purchase & Sale Agreement pitfalls by suggesting Best Practices. Lisa provides RMCR agents a strong knowledge base to support your Broker Support needs.

## **Broker Support Team**

Led by Patrick Finnick, RE/MAX Center's Broker Support Team Structure allows you access to a Brokerage as quickly as possible. To contact the Broker Support Team, simply dial 678-804-2550 or email [Broker@centermember.com](mailto:Broker@centermember.com).

## Office Systems/Guidelines

Our office prides itself on a fully systemized level of service to ensure you can confidently communicate expectations to your clients and customers. Our office operates on a basic timeline of “in by 9 AM, done that day.” We utilize a state of the art paperless system, appFiles. appFiles enables you to manage your real estate files within one program and access them easily from anywhere.

### After Hours Office Access

All offices are equipped with a key pad for after-hours access. All offices have the same code for entry. CBRE locks the main door for the Johns Creek office on nights and weekends. To access this office, you must have a SUPRA key. You can open the SUPRA box located on the pillar to the left of the door to retrieve the e-key. Swip the e-key in front of the black keypad to unlock the front door. Please ensure you return the e-key to the lockbox. To activate the key pad, press your hand on the screen and the digital keys will light up.

### WIFI Password

All offices have wifi access. Look for the RMC network. Password is rmccenter.

### Listings

#### Option 1: Submit Dual Entry and Photos to Office

Dual Entry Forms can be found in appFiles in the First Multiple Listing Services Section. Once Dual Entry and Photos are uploaded to appFiles, change appFile Type/Name to Listings in the Broker Inbox.

*Tip: Type Dual in the Filter... section to easily find these forms.*

Once the Listing is submitted, you will receive notification from RMCR staff with FMLS and GAMLS Listing numbers. RMCR staff will upload FMLS and GAMLS Listing forms to appFiles. The appFile will then be moved by RMCR Staff into the Active Listings Folder.

#### Option 2: Enter Listing in FMLS or GAMLS via Bridge Dual Listing Input.

Please add the FMLS or GAMLS number to the appFile and in Notes section type, “Listing Entered Through Bridge.” Change appFile Type/Name to Listings in the Broker Inbox.

RMCR Staff will then process Listing and move to Active Listing Folder.

## Utilizing Bridge Interactive Listing Entry

Bridge Listing Input user guide & help center: [support.listinginput.com](http://support.listinginput.com)

To set up your account for the first time:

- Log into FMLS, hover over "System Links" in the left menu, select "Bridge Listing Input"
- After accepting the Terms of Use, you should be redirected to your Bridge Listing Input dashboard.
- Click on "Connections" in the top menu.
- Click on the GAMLS tile and log into your GAMLS account.
- The page should refresh to show that both MLS accounts are connected.

To log in after connecting both accounts:

- Log into FMLS, hover over "System Links" in the left menu, select "Bridge Listing Input"
- OR, log into [GAMLS.com](http://GAMLS.com), select "Bridge Listing Input" under Subscription Services
- Either link should redirect you to the Bridge Listing Input dashboard!

Importing listings that already exist in BOTH MLSs:

- Use the Import Listing link on the dashboard
- Enter the FMLS#
- Create the listing with ONLY FMLS checked\*
- Add GAMLS on the next page under "Publish To" and enter the GAMLS listing # there
- Now the system will know to update existing MLS #s in BOTH systems when you publish listing changes. It won't know what listings to update if you don't give it the MLS # first.

\*If you forget step #3 and create it to go to both MLSs, just remove GAMLS, then add it back with the listing #. You should be able to hover over the MLS# in the header to see both MLS#s to confirm you're updating both existing listings.

Importing listing that exists in ONE MLS to clone to SECOND MLS:

- Use the Import Listing link on the dashboard
- Enter the FMLS#
- Create the listing with BOTH FMLS and GAMLS checked
- Now the system will know to *update* the existing FMLS listing, and *create* a new GAMLS listing with a new number.

## Listing Changes

For all Requested Listing Changes, add Note in appFiles for changes that need to be made and then change File/Type Name to Listing Changes in the Broker Inbox.

## **Purchase & Sale Agreements**

All Binding Purchase & Sale Agreements should be submitted to the office along with the Sales Agreement Input Form as soon as possible. The Input Form can be found in the In-House Section of appFiles.

Option 1: Submit Purchase & Sale Documents through appFiles by changing the File Type/Name to Sales Agreements.

Option 2: Emailing the Purchase & Sale Documents to the General Inbox at [forms@remaxcenter.appfiles.com](mailto:forms@remaxcenter.appfiles.com).

Once the Purchase & Sale Agreement is processed, RMCR staff will update FMLS and GMLS, send you a Transaction Report to review and move the appFile to the Pending Review Folder of the Broker Inbox.

Per GREC Law, each Purchase & Sale Agreement must be reviewed by the Broker. You will receive notification once the Agreement has been reviewed along with notes on any Best Practices or Broker Policies. Please note, Best Practices are suggestions on what should be done on future agreements. Broker Policy violations are REQUIRED to be remedied as soon as possible. RMCR Broker will then move file into the Pending File of appFiles.

## **Sale Agreement Changes**

For all Changes including Purchase Price or Closing Date, upload Amendments/Exhibits to appFile and change File/Type Name to Sales Agreement Changes in the Broker Inbox. Changes will be reviewed and a new Transaction Report will be sent (if applicable). Once processed, appFile will be moved to Pending Status.

## **Earnest Money**

Mishandling of Earnest Money is the most common cause of the suspense of Real Estate Licenses in Georgia. It is imperative that Earnest Money is handled appropriately. This includes turning Earnest Money into the office as soon as possible. Earnest Money should be turned in, along with the completed Earnest Money form, to the Earnest Money box in each office location. Earnest Money cannot be held for more than 5 Business Days without a Binding Purchase & Sale Agreement turned into the office. Unless indicated in the Purchase & Sale Agreement, Earnest Money checks should be in the name of the Purchaser of the property.

Sales Agreements processed without Earnest Money will be moved into the Earnest Money > Incomplete folder in appFiles until Earnest Money is received. RMCR staff will add task to appFiles to remind you to turn in Earnest Money as soon as possible.

Please note: Earnest Money in the form of a personal check is required to be held for 10 Business Days prior to being released.

Please note: Returned Earnest Money will incur a \$25 fee. Wired Earnest Money will incur a \$15 fee. These charges will be added to the monthly billing invoice.

## **Transfer of Earnest Money**

When a Purchase and Sale Agreement terminates but your client immediately has a new Purchase and Sale Agreement for a new property, RE/MAX Center allows for Earnest Money to be transferred. RE/MAX Center will issue an Earnest Money refund check to the Buyer and then re-deposit this check to be applied to the new Purchase and Sale Agreement. In order for RE/MAX Center to allow the transfer of Earnest Money, GAR Form F83 (Uniform Notice to Terminate Purchase and Sale Agreement and Proposed Disbursement of Earnest Money) must be signed by all parties and Buyer must complete the Earnest Money Transfer Request Form within 3 Business days of Termination of the original Purchase and Sale Agreement.

## **Commission Advance**

RE/MAX Center will advance up to 70% of commission due to agent. Commission advancements must be approved by management and will incur a 10% advancement fee for the first 45 days. An additional 5% fee will be incurred on day 46, 76, 106, etc.



## Terminations

All Terminations of Purchase and Sale Agreements need to be turned into RMCR as soon as possible.

Option 1: Upload Unilateral Notice to Terminate Agreement to appFiles and change File/Name Type to Terminations in the Broker Inbox.

Option 2: Email Unilateral Notice to Terminate Agreement to General Inbox at [forms@remaxcenter.appfiles.com](mailto:forms@remaxcenter.appfiles.com).

The Unilateral Notice to Terminate Agreement has to be signed by all parties in order to be processed per the Agreement.

If any party of the Transaction refuse to sign the Unilateral Notice to Terminate Agreement and RMCR is holding the Earnest Money, notify the Broker Support Team.

Option 1: Create update in appFiles and tag Broker Support Team

Option 2: Email [Broker@CenterMember.com](mailto:Broker@CenterMember.com)

Broker will review all documentation and issue 10 Day Notification of Intent to Release Letter. If no response is received from any party, Broker will release Earnest Money per the 10 Day Notification of Intent Letter. If response is received, Broker Support will review and notify Agents on how they intend to proceed.

Please Note: Earnest Money in the form of a Personal Check will be held for 10 Business Days before being released. Please provide method of delivery if RMCR is holding Earnest Money (Mail, Pick Up at Office, etc).

## Unaccepted Offers

All unaccepted offers must be uploaded to the appFile and placed in the Unaccepted Offers Section of appFiles. Agent is required to notify all parties of unaccepted offers.

Option 1: Upload unaccepted offer to appFiles and change File Type/Name to Unaccepted Offers.

Option 2: Email unaccepted offer to General Mailbox at [forms@remaxcenter.appfiles.com](mailto:forms@remaxcenter.appfiles.com).

## Pay at Close Request

Pay at Close Request should be submitted to the office as soon as possible (at least 48 hours prior to closing) for processing.

Option 1: Complete Paid at Closing Form and Change File Type/Name to Pay At Close Request in the Broker Inbox.

Option 2: Email Pay At Close Request to closings folder at:  
[closings@remaxcenter.appfiles.com](mailto:closings@remaxcenter.appfiles.com)

Option 3: Drop Pay At Close Request Form off in New Business Box

## Closings

All Closing Documents and Commission Checks should be submitted to the office as soon as possible for processing.

Option 1: Upload Closing Documents and Change File Type/Name to Closings in the Broker Inbox.

Options 2: Email Closing Documents to New Closings Folder at  
[closings@remaxcenter.appfiles.com](mailto:closings@remaxcenter.appfiles.com)

Option 3: Drop Closing Documents in New Business Box.

Please Note: All Commission Checks should be placed in the New Business Box for processing. RMCR staff cannot process closings until a check is received.

## Referrals

A referral payment form must be included when requesting a referral payment to be made. A W-9 must be uploaded to the appFile along with this form for processing.

Incoming referral payments must be submitted with the incoming referral form for processing. The payments can be submitted in the New Business Box at each location.

## Leases

All newly executed Leases must be submitted to RMCR as soon as possible for processing along with the Lease Contract Input Form. This Form can be found in the In-House Forms Section of appFiles. Leases must have a corresponding Broker Engagement Agreement, either a Management Agreement, Lease Listing Agreement, Tenant Brokerage or Customer Acknowledgement.

Option 1: Leases can be submitted by changing the File Type/Name to Leases.

Options 2: Leases can be emailed to the General Inbox at [forms@remaxcenter.appfiles.com](mailto:forms@remaxcenter.appfiles.com).

When a Management Agreement is in place, Security Deposits must be held by RMCR unless written approval is given by Broker. RMCR Agents with any ownership interest in a Leased Property are required to hold Security Deposits in RMCR's Holding Trust Account. RMCR will not release Security Deposit without a signed Move-Out Exhibit.

Please note: A new appFile will be required for each newly Leased property. Lease Renewals can be uploaded to appFile that has already been processed by RMCR.

## Leasing Services

Unless previously approved by Broker, RE/MAX Center Agents managing properties are required to utilize RE/MAX Center's Leasing Services. There is a \$15 monthly fee per unit. Leasing Services includes access to an online property management software, Propertyware. Propertyware provides an online Owner and Tenant Portal giving them access to submit payments, submit maintenance request, and view leasing documents. RMCR Leasing Services processes Tenant Payments, Vendor Payments and Owner Payments. RMCR Agents will receive monthly payments of management fees by the 15<sup>th</sup> of each month.

RMCR Leasing Services also provides application processing. The application fee is \$50 per applicant. Applications can be filled out online at [www.atlantaleasingcenter.com](http://www.atlantaleasingcenter.com). Applicants are asked to provide a copy of their photo identification and income documentation. Application processing includes the review of their credit report, residential history, employment/income, eviction check and a criminal background check. Once all documentation is in, RMCR Leasing Services will send you a summary of information along with a recommendation on how to proceed. RMCR Leasing Services is not permitted to provide you with a copy of the credit report.

## **Class Schedules/Calendar of Events**

Class schedules along with other RE/MAX Center events can be found on the Monthly Calendar of events. RE/MAX Center often utilizes Eventbrite for RSVP services. While RSVPing for most events is not required, it is recommended.

## **Sales Meetings**

We conduct sales meetings 4 to 6 times per year. The meetings are typically the third Tuesday of the month. We try to keep the meetings to a 90-minute format. These meetings are not mandatory, but are encouraged.

## **Office Bills**

Any expenses you incur through the office are processed and billed to you on the 23<sup>rd</sup> of each month and due on the 1<sup>st</sup>. You will receive an email with a copy of your bill. Please make checks payable to RE/MAX Center, ATTN: Accounts Receivable. Payments of the office bill can be dropped off with administrative staff at any location or by mailing to our Braselton office at 1225 A Tuscany Drive, Braselton, GA 30517.

## **Access to Office After Hours**

Each office is accessed after hours with a key pad. You will receive the code to access the office. Please ensure the office is secure and exterior doors are closed when leaving after hours. You must have a SUPRA key to access the Johns Creek office after hours. Video Instructions on entering the Johns Creek office are available at <https://rem.ax/JC>.

## **After Hours Drop Box**

After hours drop boxes are located at each location. Staff has a key and will open the boxes each business day. Staff will place items in your mailbox.

## **Conference/Training/Media Rooms**

Conference and Training Rooms can be reserved online at <https://rem.ax/Calendar>.

Media rooms are intended for your use when you have a client to meet with or need a work space. Each has a computer, printer for your use. Please be sensitive to agents that have clients coming in as they will take precedent over an agent without a client.

## **Copiers**

You will be assigned a 5-digit copier code and all your copy charges will be added to your monthly invoice. Black and White Copies are \$0.05 each. Color copies are \$0.35 each. There is no charge for faxing or scanning.

## **Fax**

While most agents receive their faxes via email, if you receive a fax at the office we will email it to you right away. The office fax number is 770-932-4909.

## **Email**

You will be assigned a remax.net email address. The email address is not a server email address, but rather a forwarding system to your personal email address account.

## **Postage Machine**

The Duluth office is equipped with a postage machine. Mail that needs to be postmarked can be dropped off in this office. Postage costs will be invoiced on your monthly office bill.

## **NAMAR Membership**

All associates at our office are required to be REALTORS® and you will need to join and maintain membership. Visit [www.NAMAR.org](http://www.NAMAR.org) to join the Board. The cost is \$375.50 per year. This will also give you access to the GAR forms for contract use.

## **REALTOR Safety**

Please use the utmost caution and common sense in meeting customers you are not familiar with. It is advised that you meet all customers at the office the first time you have an appointment with them. You should never meet a new client or customer at a vacant house alone. If you feel a situation is not safe, please leave and/or contact police and the office to report it.

## **Buddy System – Out of Office**

Vacation is best enjoyed like a Vacation! Put your mind at ease and give your clients the service they deserve. When going out to town, please notify us by submitting the Vacation Form to [forms@remaxcenter.appfiles.com](mailto:forms@remaxcenter.appfiles.com).

We highly recommend putting a Buddy in place to handle your business during your deserved downtime. The Vacation Form notifies the office on who to transfer incoming business to. Additional recommended tips to ensure you can enjoy your time away include:

- Sending an email/letter to all your current clients two weeks prior to vacation outlining your out of office dates who will be covering your business.
- Provide access to your current appFiles to your designated buddy.
- Change your outgoing voicemail message on all phones/numbers.
- Set up auto response on your email.
- Draft list of duties to be performed by Buddy and amount you will compensate and sign.

## The RE/MAX Network

The RE/MAX Network that you are now a part of consists of over 113,000 Associates, 7,450 Offices in nearly 100 Countries. The Georgia Region is owned by RE/MAX International.

Please be aware that ANY time you use RE/MAX it needs to be in ALL CAPITAL LETTERS.

The yearly dues for being in the RE/MAX International network are \$410 and are due upon moving your license to our office. You will be billed directly from International on your yearly anniversary and are expected to pay them in a timely manner.

The yearly fee will provide you access to state of the art tools and technology.

## RE/MAX Technology & Tools

Max Center is a tool adopted by RE/MAX, LLC that provides a simple way to get to access of the technology tools provided by RE/MAX. You can access Max Center using your remax.net email and password by visiting maxcenter.com. Below are several tools available in Max Center.

LeadStreet, managed through the powerful Homes.com platform, allows you to receive referral free internet leads, have a host of listing enhancement and marketing resources as well as your own customizable website.

Design Center contains hundreds of designs that allow you to market your listings and yourself with confidence, knowing you're using the most up-to-date designs available.

RE/MAX University offers hundreds of trainings and designation courses available to you at your convenience!

Additional Tiles accessible in Max Center are Marketing, Above Magazine, rem.ax URL shortener, EDR Travel, eCare Help Center, Referral Exchange, Commercial LeadStreet and Shop RE/MAX!

## Children's Miracle Network/Honor Cards

RE/MAX Center is proud to be the top fundraiser of RE/MAX Brokerages in the state of Georgia. This is due to RMCR Agents generously participating in our 2 Annual Charity Events (Play 4 The Kids Golf & Tennis) and donating a portion of their commission to CMN.

A wonderful way to support Children's Miracle Network and to thank your client for their business is by contributing funds to Children's Miracle Network for each closing. Transactions where RMCR Agents donate \$25 or more are eligible for the CMN Honor Cards. Honor cards are mailed to your clients recognizing that you have donated a portion of your commission from their transaction to Children's Miracle Network. CMN Donation Forms can be found in the In-House forms section of appFiles. Please ensure this form is included in your appFile in the Closing Documents when submitting closings to the office.

## Social Media Services

### Overexposed

Did you know that RE/MAX Center often post you listings to social media platforms including Facebook, Pinterest, Twitter and Instagram? To guarantee your spot on Social Media Postings, include the Overexposed Request Form in your appFile when turning in new listings. You will receive a notification from RMCR staff once your Listing has been Overexposed.

### Back At You Media

Simple automated Social Media Marketing for the real estate professional. Back At You Media is a useful tool for RE/MAX Center agents that provides automated marketing on Facebook, Twitter, and Linked In. Back At You Media provides opt-in to automatic posts relevant to each agent's audience, including real-estate trends and market statistics. Agents can also promote new listings, open houses and just sold properties as well as generate new leads.



## Momentum - Complete Agent Development

Training is ineffective if not used in conjunction with Consulting and Accountability. RE/MAX Center offers complete agent development through a program known as Momentum. Our Director of Development, Holly Fogel (contact info listed below), holds at minimum 5 classes per month. Beyond the initial training courses are opportunities to Mastermind with fellow agents on the various topics.



The Momentum Training Courses have seen an annual average increase in commission of 15%.

The 13 Momentum Training Courses for Agents Include:

### **Lead Generation Classes:**

- Expired Boot Camp
- FSBO Boot Camp
- Open-House Boot Camp
- Marketing Boot Camp
- Referral Boot Camp

### **Lead Conversion Classes**

- Listing Conversion
- Listing Objections Boot Camp
- Pricing Boot Camp
- Buyer Conversion

### **Business Classes:**

- Real Estate Sales Perspective
- The Leverage Summit
- Activities Management
- Master Team Builder

Holly Fogel is passionate about the RE/MAX Brand and teaches our Momentum Program along with various courses on website strategy and systemizing your business.

Email: [Holly@CenterMember.com](mailto:Holly@CenterMember.com) Phone: 404-271-4999

## Agent Services/Marketing

Marketing Services available to you include flyers, Open House postcards, Just Listed and Just Sold Post Cards and More! You can view and order Agent Services marketing on the Agent Services tab of CenterMember.com. A proof will be sent to you for approval before any marketing is sent out on your behalf.

### In House Printing:

There is a \$5 Set Up Charge for Each Order

Color Flyers	\$0.35 each
Black & White Flyers	\$0.10 each
Pricing for Jumbo Postcard 8.5" by 5.5"	
Full Color Front/Black & White Back	\$0.35 each
Color Front/Color Back	\$0.50 each
Special Feature Cards (4 Minimum)	\$0.25 each
Laminated Special Feature Card (4 Minimum)	\$0.45 each
Tent Card	\$0.50 each
Laminating	\$1.00 per page
Mailing Labels	\$1.00 per page

### Professional Printing: (Allow 3 Additional Days for Printing)

2 Sided Color Satin Flyers	\$30.00 for 100
2 Sided Color Gloss Flyers	\$35.00 for 100
Jumbo Color Gloss Postcards 8.5 x 5.5	\$0.82 each (Min. 300 – includes postage)
Letters – 28# Paper, Envelope w/ Color Logo	\$0.70 each (Min. 300 – includes postage)

### RE/MAX Branded Marketing Supplies

Closing Pouches	\$2.50 each
RE/MAX Folders	\$1.50 each
Letterhead	\$0.15 per sheet
Envelopes	\$0.10 per envelope

## Transaction Movers

Transaction Movers is a program created to help take many administrative tasks off the plate of the busy real estate professional. This program is perfect for the busy agent that is not ready to hire/manage an assistant, but needs additional administrative support. An initial meeting is required prior to utilizing the Transaction Movers program to ensure your transactional preferences are being followed.

Transaction Movers Services Include Listing Coordination and Sales Agreement to Closing Coordination.

### Listing to Close Coordination Services:

1. The Transaction Coordinator (TC) will review all listing documents, and submit for entry in GAMLS/FMLS.
2. The TC will make sure the Seller's Property Disclosure Statement is fully completed.
3. The TC will send the seller information form to the seller(s) to verify personal information; existing pest control company, if any; verify existing home warranty company, if any; to verify utilities; order home warranty if included in the listing, etc.
4. The TC will load all the disclosure documents into GAMLS/FMLS.
5. The TC will register Lockbox Serial Numbers to Supra. The RMCR agent to provide the Serial Number to the TC at time of listing.
6. The TC will make sure the ShowingTime function is fully enabled in FMLS/GAMLS, and will make sure feedback requests are followed up on.
7. The TC will ensure the RMCR agent's CRM system is updated with the details of the listing, if applicable.
8. The TC will send a Welcome letter to the seller(s) introducing the support team.
9. The TC will send a hand written Thank You note to the Seller(s). The RMCR agent is to advise the TC whether to sign the RMCR agent's name, ex: Debbie Agent of the Susie Q agent team, or just sign the agent's name.
10. The TC will coordinate with the Social Media staff support for social media posting.
11. The TC will send the RMCR agent and the seller(s) the link from remax.com, homesconnect.com, Trulia, Zillow, etc.
12. The TC will order and mail "Just Listed" postcards (at RMCR agent expense).
13. The TC will complete the Binding to Close Checklist.

Upon Closing: \$350 for each Listing

### Binding to Close Coordination:

1. The TC will review the file to make sure the binding agreement date has been inserted, and to make sure all addenda referenced in the binding agreement are included in the paperwork, and properly signed and/or initialed and/or dated.
2. The TC will review the special stipulations to verify items that may need to be handled on our end prior to closing (order home warranty, get Seller's Disclosure Statement and/or Earnest Money documentation if due at a later date, etc.)

3. The TC will upload the file info into appFiles (lender, co-op agent, closing attorney, buyer/seller, termite company, utilities, etc.)
4. The TC to complete the F76 (Important Dates Reminder) to send to the co-op agent and/or the seller and/or the buyer and/or the closing attorney. The TC will also be responsible for sending any needed reminders when these dates arise—preferably 2 days before due.
5. The TC will complete the Sales Agreement Input form using information from the binding agreement paperwork, and will contact RMCR agent if any clarifications needed. The TC will also change the file type in appFile.
6. The TC will send an introductory e-mail to the co-op agent, including confirmation of binding agreement date, Important Dates to Remember, and request or give the CBS code (depending on whether it is an RMCR listing or buyer).
7. The TC will send an introductory e-mail the RMCR client, including a Fully Executed Copy of the Binding Agreement, and the Important Dates Reminder. We will also notify the seller client of when the inspection is scheduled.
8. The TC will send an introductory e-mail to the Lender, if RMCR's buyer, and to the closing attorney, with a copy of the Fully Executed Binding Agreement and the Important Dates to Remember. If the closing attorney sends a form for the seller/buyer information, the TC will make sure RMCR's client gets it, and we get it back to the closing attorney promptly.
9. Once Due Diligence (DD) has expired, the TC will upload the Amendment to Address Concerns to appFile, and make sure the closing attorney, and the RMCR client gets a fully executed copy. If DD is extended, the RMCR agent must provide the TC with a copy of the fully executed amendment for filing in appFile.
10. If the RMCR client is responsible for ordering the Wood Infestation Report (Termite Letter), the TC will order it through the client's existing pest control service, or to the RMCR agent's vendor of choice.
11. If repairs are required in the Binding Sales Agreement, the TC will make sure the repair follow up is done to ensure the repairs are done according to the terms of the Binding Agreement and/or Amendment.
12. If repairs are required in the Binding Sales Agreement, the TC will make sure the repair follow up is done to ensure the repairs are done according to the terms of the Binding Agreement and/or Amendment.
13. The TC will follow up weekly (more, if necessary) with the Lender, the Closing Attorney and/or the co-op agent, and report to the RMCR agent the results of that update.
14. Any amendments received after Binding Agreement date will be forwarded to the Lender (if RMCR's buyer) and the Closing Attorney.
15. The TC will prepare the Instructions to Closing Attorney, and forward to the co-op agent and the RMCR agent for signing (if not done by agent during negotiations/binding). Once completed, the TC will forward this to the Closing Attorney.
16. The TC will make sure the seller/buyer have the utility company information for all utilities associated with their property after DD has passed, but no later than five (5) days prior to closing.
17. At least 1 week prior to closing the TC will reach out to the RMCR agent to verify everything is on track, and the RMCR client has satisfied their obligations in the Binding Agreement.
18. Three (3) business days prior to closing the TC will remind the RMCR agent to confirm the Closing Disclosure (CD) has been sent to the RMCR client from the Closing Attorney. The TC will also remind the RMCR agent of the closing date and time.
19. TC will remind the RMCR agent to remove the sign and lockbox from the property (if an RMCR listing).
20. Order and mail Just Sold postcards, if applicable.
21. After closing, the TC will set up reminders for the RMCR agent to follow up with client 7, 30, 60, and 90 days after closing respectively, and on the 1-year anniversary of the closing, so the agent can

follow up in whatever manner they deem fit.

22. The TC will send a Customer Service Survey with a link to Zillow, or any other websites of the RMCR agent's choosing. These links will be sent in the RMCR agent's name.

Upon Closing: \$250 for each Transaction

### Discounts/Waivers

If a Listing/Transaction does not close, RE/MAX Center agrees to waive any Transaction Coordinating fees incurred.

### Preferred Partners

RE/MAX Center has partnered with several reliable vendors that provide the top level of service possible to RE/MAX Center Realtors. These partners include:

**American's Preferred Home Warranty:** The only major home warranty company that allows your client to choose their own licensed contractor for repairs. RE/MAX Center REALTORS that utilize America's Preferred Home Warranty and send them the customer information form, receive \$50 for each new Home Warranty.

**Center Professional Title:** Lead by Christy Ackaret, CPT is solely dedicated to the needs of the RE/MAX Center agent. Whether you need title pulled, need a legal description, or have a question on a Closing, Christy is available to support your title needs.

**Lueder, Larkin & Hunter, LLC:** LLH is RE/MAX Center's preferred Closing Attorney with 14 Location specializing in Residential Real Estate Transactions. A VIP Email address for RE/MAX Center agents needing any support is [center@luederlaw.com](mailto:center@luederlaw.com). They are responsive, professional and consistently provide RMCR Agents a top level of service.

**NorthPoint Mortgage,** a division of Fairway Independent Mortgage Company, which is among the top 10 Mortgage companies in America according to Mortgage Executive Magazine. Their Mortgage Professionals are experienced, providing exceptional customer service, speed and support.

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