

AGENT HANDBOOK

130 N. BELAIR RD
EVANS, GA 30809



RE/MAX
REINVENTED



RE/MAX REINVENTED

*Mission: Our office exists to help agents achieve
a more abundant life.*

VISION

We aspire to be a total agent
development centered office for
learning based professionals
committed to success.

WE HAVE YOUR BACK

Natalie Poteete
Direct 706-533-5970
npoteete@gmail.com

VALUES

Communication, Personal
growth, Empowerment, and
Work-Life balance

Rebecca Hawk
Direct 706-466-3334
Rebecca@remaxreinvented.com

IMPORTANT INFO

HOURS	9-4 M-F
MAIN OFFICE LINE	706.993.1133
FAX NUMBER	706.993.1132
WEBSITE	RemaxReinvented.com
BROKERAGE LICENSE	H-75449
BROKER LICENSE	302827 (GA) 59195 (SC)
NAID FOR HUD HOMESTORE	DTTNVS5482
MLS OFFICE CODE	481

GETTING STARTED

Access

We will issue a key fob at your onboarding appointment

Printing

Your printer code will be issued at onboarding. If you would like a specific code let us know. If you would like the printer installed on your computer, please schedule an appt. with admin.

Agent Billing

Agent billing is emailed on the 1st business day of the month. We charge recurring billing on the 10th. All major credit cards are accepted.

Office Private Facebook Group

for in office networking, events, announcements, questions, etc.

<https://www.facebook.com/groups/1185304761526432/>

Office Floor Duty

is available to those that would like to participate. Any calls that come in after 4 or on the weekends, will be transferred to your cell phone for assistance. The office admin will e-mail the agents each month and ask who would like to participate.

MAKING THE TRANSITION

1

FORMS

- O GAAR Transfer Form
- O Office Intake Form
- O GREC Transfer Form
- O SC Transfer Form
- O Aiken MLS Transfer Forms
- O W9 + SScard + Driver's License

2

ON BOARDING APPOINTMENTS

- O Office Onboarding
- _____
- O Dotloop Training
- _____
- O REMAX Webinar
- _____

3

LISTINGS OR PROPERTY MANAGEMENT

- O Transfer with your Seller
- O Signage
- O Turn in Office Checklist
- O Send notice to owners and tenants
- O Update management agreements

4

SOCIAL UPDATE

- O Voicemail
- O Facebook
- O Twitter
- O Instagram
- O Websites
- O Google
- O Email Signature

PROPERTY MANAGEMENT

hosted by:



How do I do this, you ask?

In order to become a property manager, you must take a one hour training course provided by the office. These training's are held on an appointment basis, unless otherwise advertised by the office.

Who is responsible for what?

The office will facilitate the accounting on the properties. This will also include the reporting to the IRS at the end of the fiscal year for your owner's. The property managers are responsible for maintaining accurate records, handling repairs, marketing, and leasing of the properties.

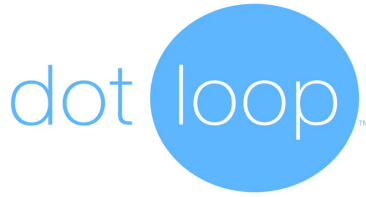
What is the system for my rentals?

- Payments are made online through appfolio by the tenant
- The owner's and the tenant's have portals set up that can be accessed through <https://www.remaxreinvented.com/rental-application/>
- Monthly Rental Sheets(MRS) are due on the 6th at 9:00 a.m. for any payments that have been received by the 5th. Those payments are disbursed on the 10th(or the 1st business day after the 10th).

Our office charges a **flat \$10 per Property and \$125 annually per property manager on your agent bill** for the accounting services that we provide through appfolio. Property management are held quarterly and are required unless otherwise noted.

TRANSACTION MANAGEMENT

hosted by:



What is dotloop?

Dotloop is an all in one transaction management system for contracts, forms, electronic signature, and compliance.

How to get started

- 1.) The office admin will email you a setup email
- 2.) Create your login from that e-mail
- 3.) Watch tutorial video for initial training <https://rem.ax/Dotloop101>

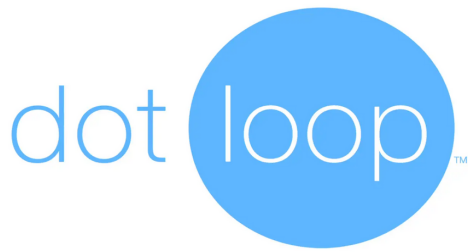
Time for compliance

- New listings and pending files are due within 24 hours
- Closings are processed within 24 hours of receiving file.

How do I get paid?

- After closing, bring your completed CD and check to the office.
- We process all closings within 1 business day
- We offer direct deposit or regular check

Our office charges a **flat \$10 per month for dotloop**. This fee includes all Georgia and South Carolina forms, electronic signature, and unlimited cloud storage.



Compliance 101

*Please note that before beginning in Dotloop you should take the following online class in order to understand the basics:
<https://rem.ax/Dotloop101>

Once you feel comfortable logging in and creating loops, now it's time to learn exactly how to stay compliant with our office.

STEP 1: When creating a loop, you will be required to choose one of two templates on the template page. The options are Buying Loop or Listing Loop.

Your personal templates are set up in the template section of Dotloop. That can be done through the training videos that Dotloop offers. *Let us know if you need help locating additional training videos.*

STEP 2: After you create a loop and you open your loop, this is what you should see (Listing version):

From this page you will notice four folders:

1. WORKING DOCS
2. COMPLIANCE STEP 1
3. COMPLIANCE STEP 2
4. COMPLIANCE STEP 3

This is the work flow you will follow throughout the transaction to stay compliant.

Throughout your transaction you will use the WORKING DOCS folder to send and share documents.

STEP 3: When you have completed the contract or other documents required by the office, then you will drag the completed items to the appropriate placeholders underneath the corresponding COMPLIANCE STEP.

Two important things to note:

1. You will need to have ALL of the required documents for that folder, before submitting for review.
2. The Checklist is located under templates, RE/MAX MASTER DOCUMENTS.

<input type="checkbox"/>	WORKING DOCS	ADD DOCUMENT
NOT SUBMITTED	<input type="checkbox"/> COMPLIANCE STEP 1	ADD DOCUMENT
REQUIRED	<input type="checkbox"/> Listing Agreement	
REQUIRED	<input type="checkbox"/> Checklist place holder	
NOT SUBMITTED	<input type="checkbox"/> COMPLIANCE STEP 2	ADD DOCUMENT
REQUIRED	<input type="checkbox"/> Checklist place holder	
REQUIRED	<input type="checkbox"/> Completed Contract	
REQUIRED	<input type="checkbox"/> Affiliated Business disclosure place holder	
OPTIONAL	<input type="checkbox"/> Earnest money	
OPTIONAL	<input type="checkbox"/> additional amendments	
NOT SUBMITTED	<input type="checkbox"/> COMPLIANCE STEP 3	ADD DOCUMENT
REQUIRED	<input type="checkbox"/> Checklist place holder	
REQUIRED	<input type="checkbox"/> CD/HUD placeholder	

[BACK TO MY LOOPS](#)

[ACTIVITY LOG](#)

[SUBMIT FOR REVIEW](#)

123 Training Street - Listing

[LISTING FOR SALE](#) [SELECT LOOP STATUS](#) [VIEW DETAILS](#)



Documents

Anything you add is private until shared.

ARCHIVE MAKE A COPY OPEN PRINT DOWNLOAD FAX SHARE

☐ WORKING DOCS

ADD DOCUMENT

NOT SUBMITTED

☒ COMPLIANCE STEP 1

ADD DOCUMENT

NOT SUBMITTED

☒ Listing Agreement

NOT SHARED

NOT SUBMITTED

☒ Checklist place holder

NOT SHARED

STEP 4:

Once all of your completed docs are in the appropriate place holders for a compliance step, you must SUBMIT FOR REVIEW.

See the highlighted sections to the left. You must select the entire folder, then on the top right of the page, click SUBMIT FOR REVIEW.

MAX CENTER

www.REMAX.net

my account

My account is where your RE/MAX profile is located. Here you input all of your biographical information, designations, and contact information. This is pulled into the RE/MAX referral network.

booj

On the BOOJ tile, you will find access to your personal lead generating agent website and FREE CRM. Here you can keep up with your clients and set them up on e-campaigns. There is a ton of training on this in RU.

design center

Digital marketing hub! Here you can pull pictures straight from the MLS and edit various marketing mediums for your listings. Check out the single property website option!

RE/MAX University

Get ready to learn with RE/MAX Reinvented! Here is our knowledge bank of videos and materials to help you get to the next level. You can also take discounted classes to achieve the designations you've always wanted. Once of the most valuable tools in RU are the tech guides. They will walk you through all of the services that you can use with RE/MAX

shop remax

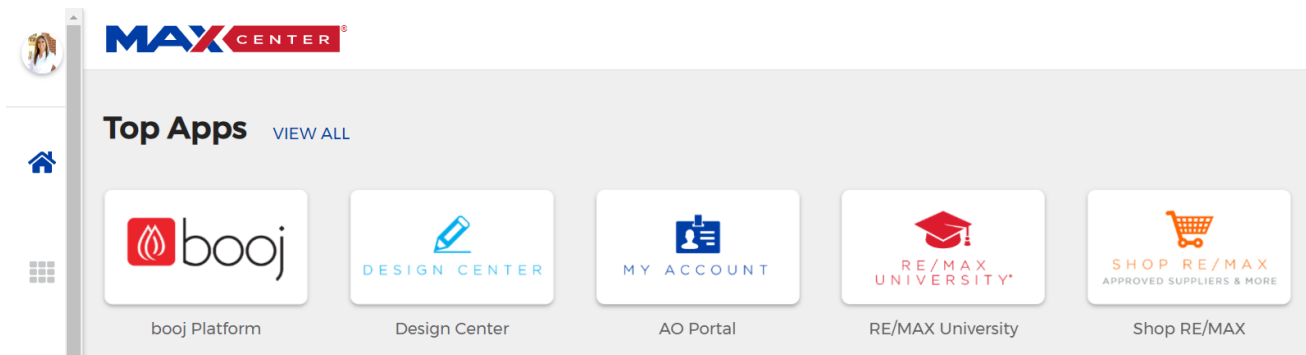
The shop at RE/MAX is our approved supplier network where you can find the best pricing on all your Re/Max favorites.

WHERE DO I START?

Step 1: Get your RE/MAX login from e-care email.


Step 2: Set up your profile in My Account

Step 3: Start working on your website in the BOOJ tile. There are manuals in RE/MAX university that can help.





LEARNING TRACKS







TOTAL POINTS **90**


BADGES 


0


Welcome, Natalie


SUPPORT


Home


Watch a Video


Take a Course

Guides

Special Offers

Translated Content





Q Search


New to RE/MAX Learning Track

GETTING STARTED WITH RE/MAX

Let's Begin

As you go through the curriculum, gather these materials and be prepared to use them when setting up your profiles and tools.

✓ **How you want to refer to yourself**
(Hint: Your name must be the name that you have registered and use in all of your professional profiles online)



Click on the arrow to continue.

PAGE: 14 OF 22 < >

This course is already added to your account

Duration: 1.00

Price: \$0.00

Provider: REMAX


The **New to Re/Max Learning Tracks** will help you get to know RE/MAX and the support it offers. Created exclusively by RE/MAX University to help your growth in the industry.

Take Flight – New to Business

STEP ONE - GETTING STARTED

Now That You're a RE/MAX Agent - What Should You Know?

Buying or selling a home is an emotional experience — and it's your job as a RE/MAX agent to help buyers and sellers through one of the biggest transactions in their lives.



Click on the arrow to continue.

PAGE: 2 OF 28 < >

Take This Course

Duration: 10.00

Price: \$50.00

Provider: RE/MAX

Take Flight is designed to take your career to the next level! This unique, interactive e-course is just what every new agent needs. This course provides videos, links, resources, and comprehensive checklists to keep you on target as you set yourself up to build a business inside the RE/MAX network.



RE/MAX Design Center Automation

Your work, simplified.

This technology is a fast and efficient way to maximize all your listing marketing opportunities.

Each time you receive a marketing package, you can easily distribute or edit by navigating to the projects tab.



Communicate effectively. Drive new leads. Sell more homes.

Available for Company-owned Regions and participating US Independent Regions only.
©2018 RE/MAX, LLC. All rights reserved. Each office is independently owned and operated. 18_263872

RE/MAX Design Center

Create more than 2,000 designs from property flyers, newsletters, postcards, web ads, property websites, presentations and so much more.



ePostcard



Postcard

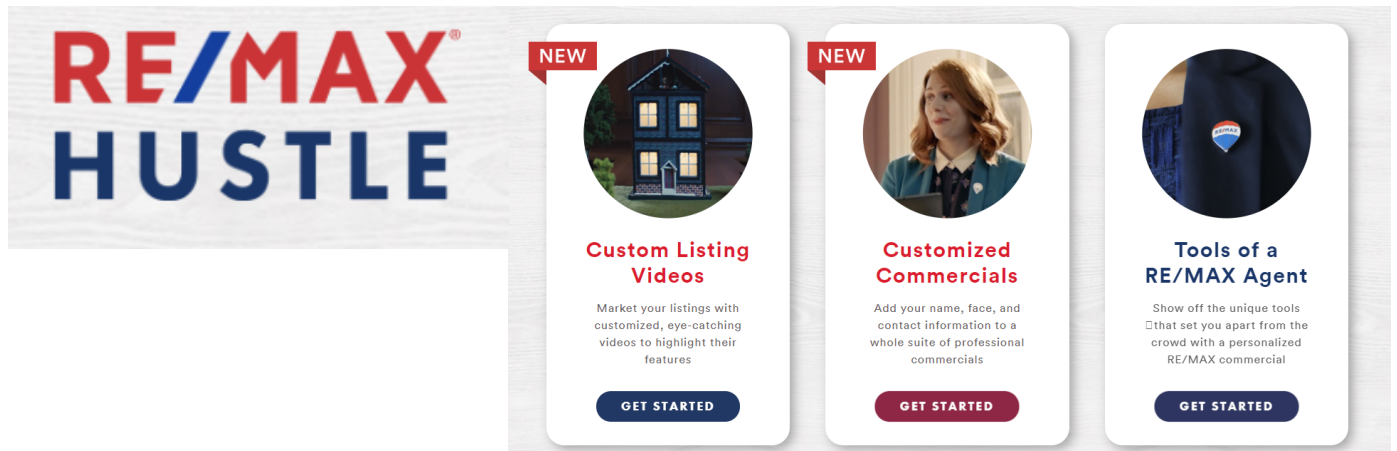


Social Media



Postcard

Even more RE/MAX tools...

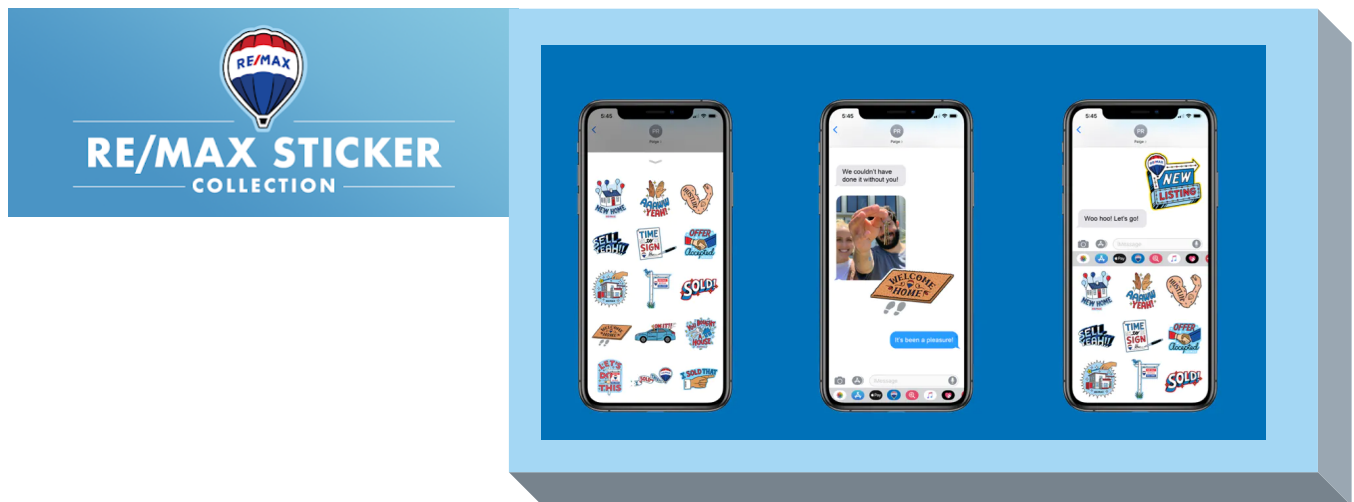


At RE/MAX, our agents hustle that means custom tech that is as easy to use as pulling out your phone!

Visit Remaxhustle.com to find added tools for you and your clients.

Shareable and Customizable!

It's as easy as 1.2.3.



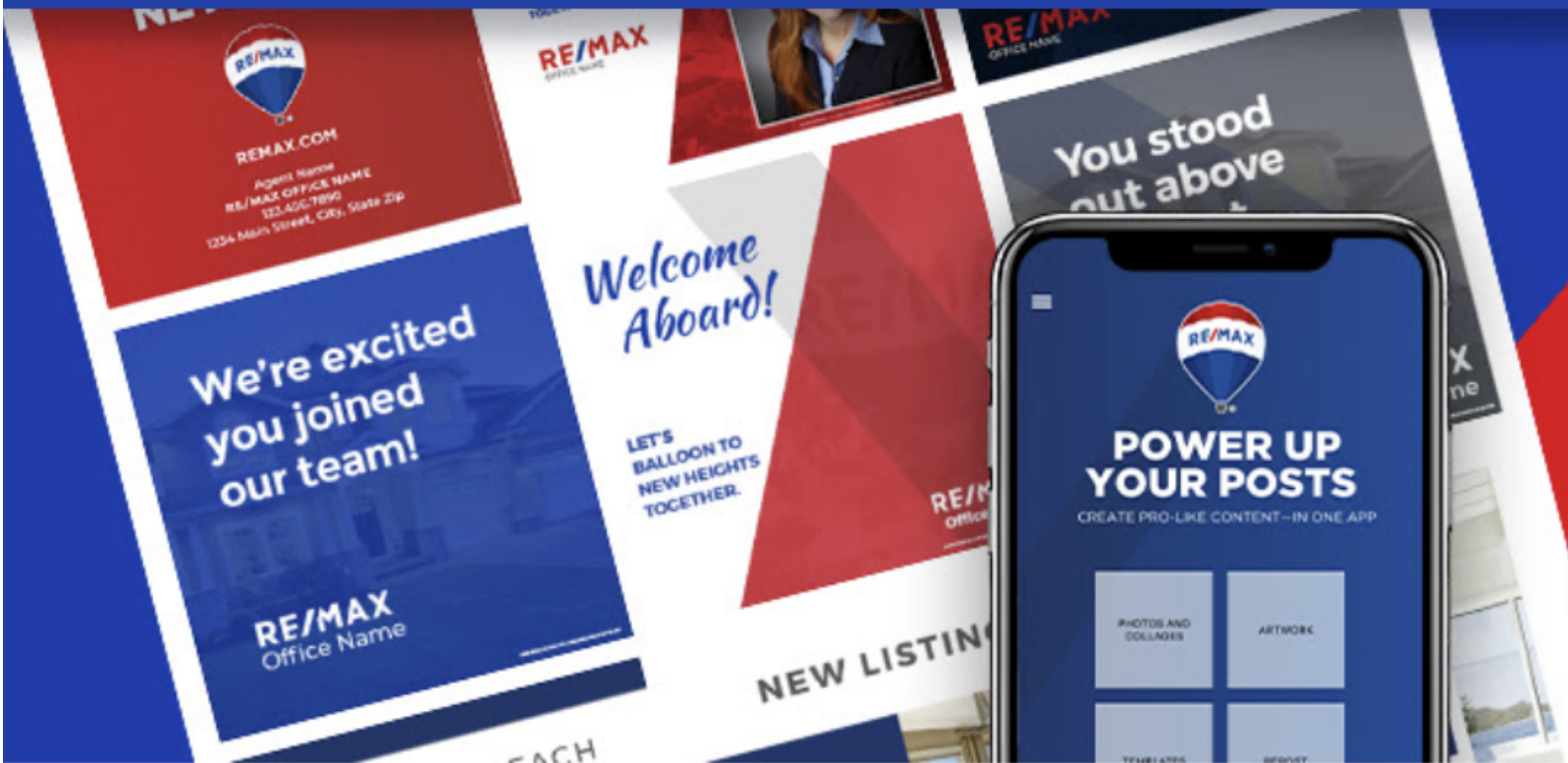
The RE/MAX sticker collection is a fun FREE unique way to send a text, show off a recently sold home, instagram post, or facebook.

Find the stickers in your app store by typing "RE/MAX Stickers"



Get started using the Photofy App in less than 5-minutes!

The RE/MAX + Photofy app provides members with a powerful tool to easily access, personalize and leverage RE/MAX branded content to build their business and engage their clients and community. Already a member? [Create your first post here.](#)



You have exclusive access to photofy with RE/MAX. A content creation tool that enables you to create beautiful branded content quickly and easily:

Open House Invitations, New Property Announcements
Price Drops, Branded Photo Tour Collages, Thank you and Congratulations,
and much more....

Go to <https://photofy.com/remax-invite> to set up your account.

MATTERPORT 3D FLOOR PLANS VIDEOS & PHOTOS

Matterport 3D Spaces are more than 3D models or virtual tours. They're a completely new form of immersive 3D media that invites you to explore a place as if you were really there. We can create interactive 3D and VR experiences, and print-ready 4K photography for your listings! Video walkthroughs are also a great way to showcase your home on social media!

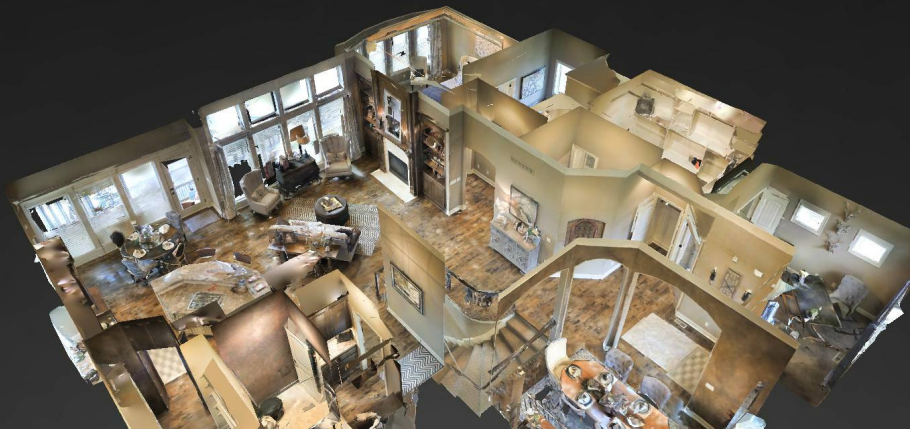


Flat \$100 per house!

Order your pics here:
<https://rem.ax/LetsGetListed>



Matterport 3D Tours



RE/MAXReinvented.com

Market Center
from House of MAGNETS.

EXCLUSIVE
New Agent Starter Kits

\$49 Quick Start Kit

- 500 Business Cards
- 2 Name Badges
- 1 Polo

USE CODE AGENTPACK
AT CHECKOUT

Enter coupon code **GoREMAX** at checkout to unlock these kits

\$199 Silver Kit

- 500 Business Cards
- 2 Name Badges
- 1 Jacket (or 2 Polos)
- 3 Premium Aluminum Composite Sign Panels (18" x 30")

\$299 Gold Kit

- 500 Business Cards
- 2 Name Badges
- 1 Jacket (or 2 Polos)
- 25 Note Cards
- 4 Premium Aluminum Composite Sign Panels (18" x 30")
- 4 Corrugated Plastic Open House Signs (18" x 24")
- 4 Heavy Duty H-Stakes

\$499 Platinum Kit

- 1000 Business Cards
- 2 Name Badges
- 1 Jacket (or 2 Polos)
- 50 Note Cards
- 40 Pocket Folders
- 6 Premium Aluminum Composite Sign Panels (18" x 30")
- 10 Corrugated Plastic Open House Signs (18" x 24")
- 10 Heavy Duty H-Stakes



RE/MAX
REINVENTED

Swag

Upon joining, go to the website and pick your favorite option.
E-mail your paid invoice to Rebecca@remaxreinvented.com and
we will give you a \$100 credit.

*amount spent needs to meet or exceed credit amount

How do I send a *Referral?*




 Home

 Apps

 News & Resources

 Favorites

 Find

Agents/Create a Referral

Offices

Corporate Staff

**From MaxCenter,
Hover over the menu on the
left hand side.**

**From there select "Find",
then it will put a search
feature.**

**You can search for agents
anywhere in the world to
refer your clients to!**

Once you are on the
"Find an Affiliate" Page,
you can sort agents based
on location, specialty,
years of experience and
more!



Have you heard about the great things going on at Motto?

Our in-house lender is knocking down the competition with unparalleled customer service and some of the best options for borrowers offered in years. Stop in to see the team and learn what Motto can do for your business.

www.MottoMasters.com



NMLS Company: 1698086
130 N. Belair Rd Evans, GA 30809



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