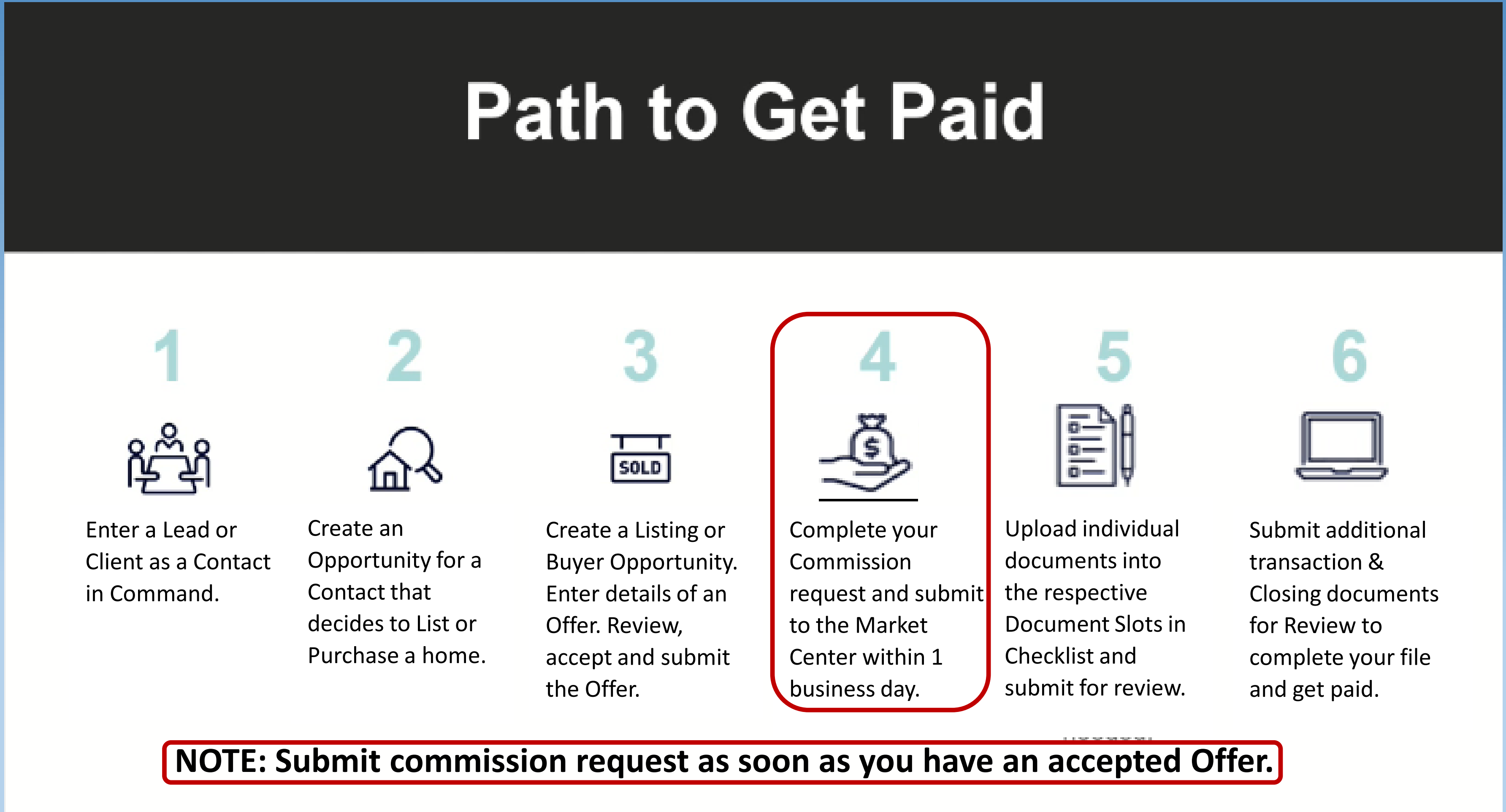
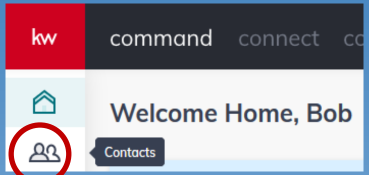
Working with Listings and Sales in Command

Revised 08/25/23



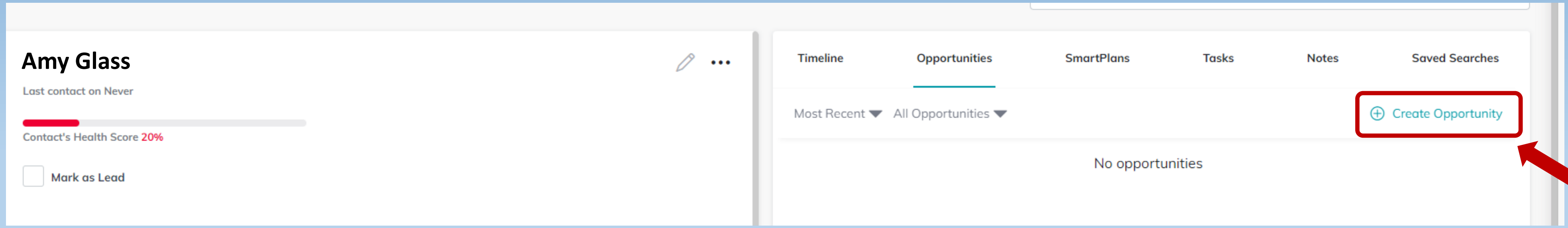
Remember, a TC will do all of this for you.

Create Contact, then click “Create Opportunity” for KW Listing [Seller-side only].



1. Click on “Contacts” icon [Must be added as Contact first].
2. This Screen is your list of contacts. Click on “Add Contact” [top right]

3. This Screen shows your client as a Contact in your Command database.



4. Click on “Create Opportunity” at right hand side of screen.

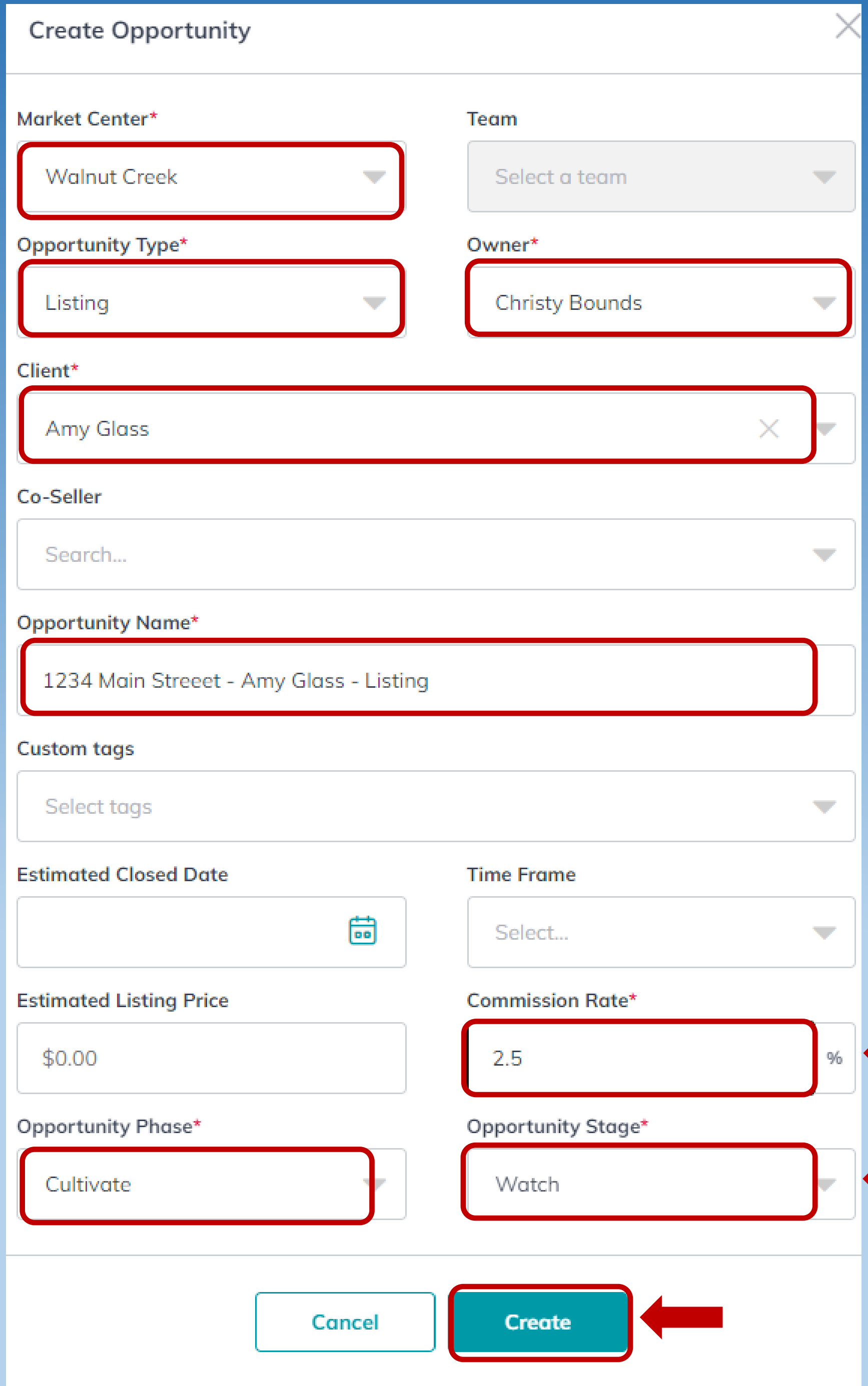
Remember, a TC will do all of this for you.

Create Opportunity Screen - Listing

1. Each field with a red * must be filled out.
2. “Opportunity Type” - Select “Listing” from drop down list.
3. “Client” – Start typing Client Name in “Client” box.
4. “Owner” means the Agent who “owns” the Contact.
5. “Opportunity Name” – “Listing” will pop up. VERY IMPORTANT!

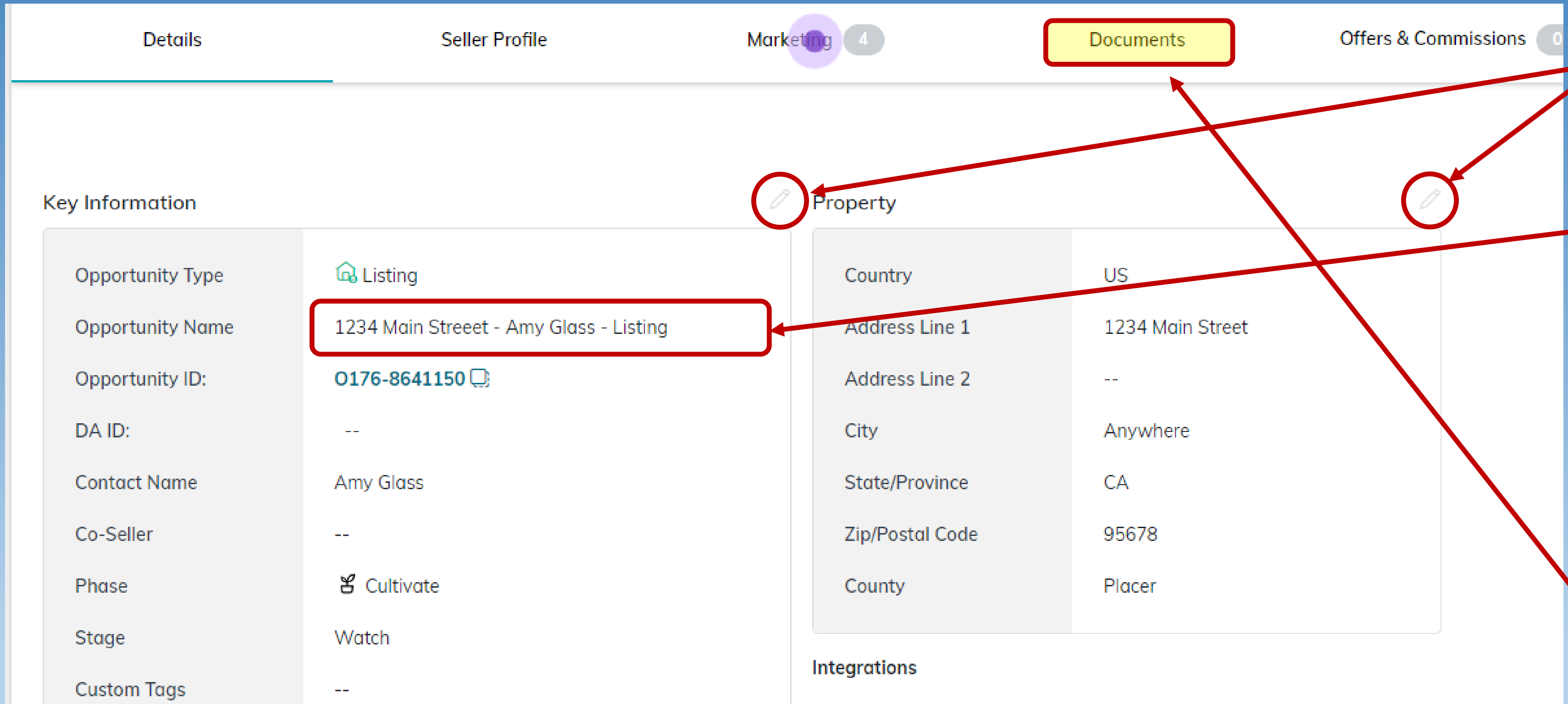
Change to Property Address + Client + Listing.

6. Enter each field with a red *
   - Commission Rate – only put listing-side commission.
   - Opportunity Phase [Change to Under Contract]
   - Opportunity Stage [Change to Active]
7. Click on “Create” button at bottom.



Remember, a TC will do all of this for you.

Opportunity Information Page for Listing Opportunity:



Click Pencil icon in each section to edit.

1. Key Information.

Ensure Opportunity Name is correct.

[Address + Client Name + Listing]

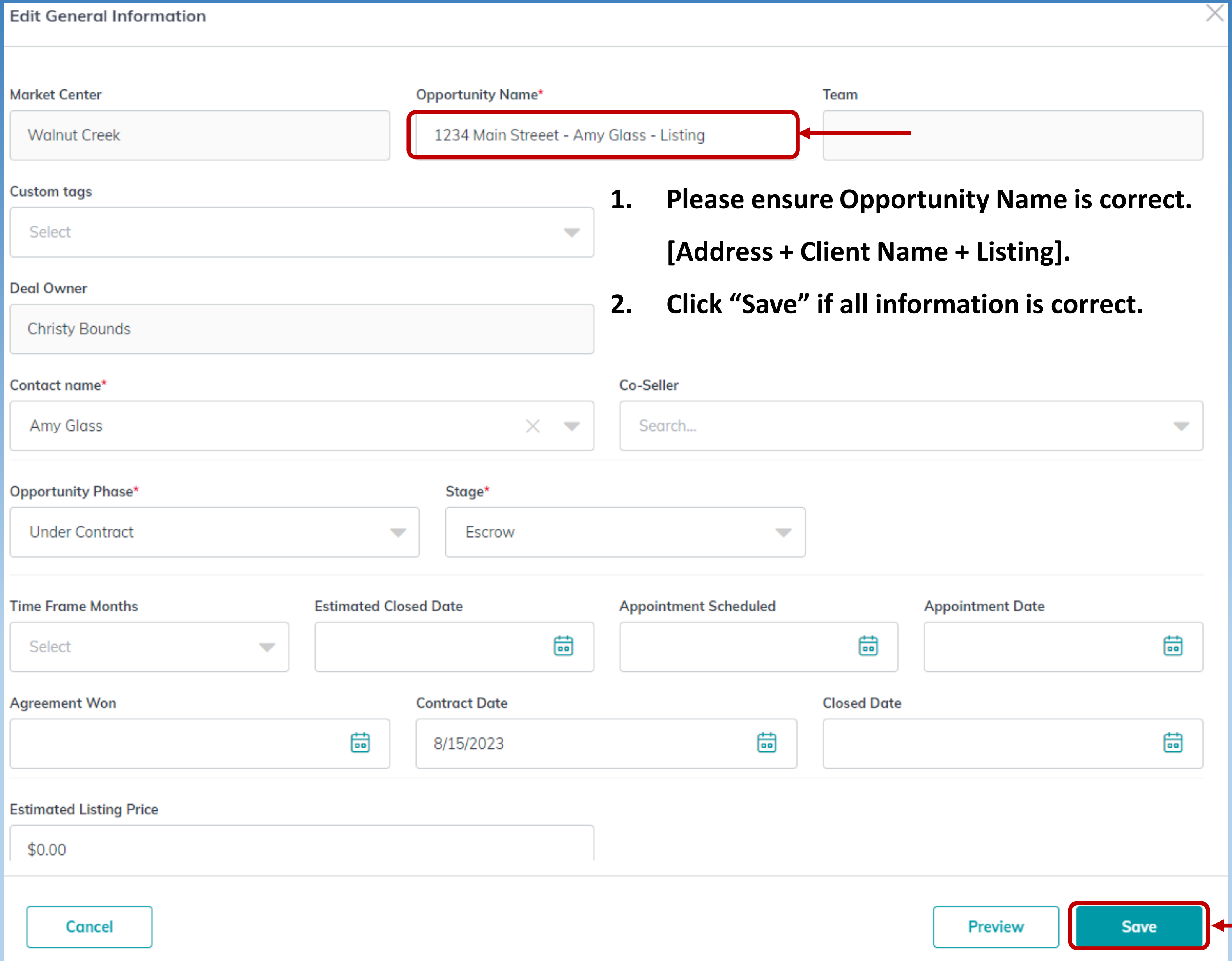
2. Property Information.

Enter Property Information

3. Once Key Information & Property Information is complete, Click the documents tab to begin uploading documents.

Remember, a TC will do all of this for you.

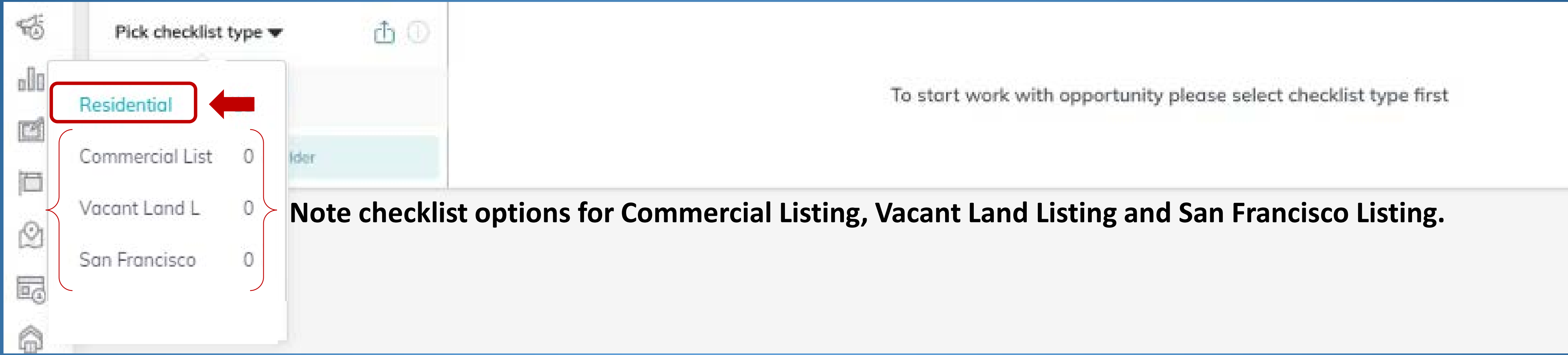
Once an Offer has been accepted, edit General Information.



1. **Please ensure Opportunity Name is correct. [Address + Client Name + Listing].**
2. **Click "Save" if all information is correct.**

Remember, a TC will do all of this for you.

Start working with Listing "Opportunity" by first selecting Checklist Type



Note checklist options for Commercial Listing, Vacant Land Listing and San Francisco Listing.

Select Checklist "Event" in Left Column – <u>Listed</u> / Under Contract / Closed

Remember, a TC will do all of this for you.

Separate PDF documents and label each document.

Separating PDF documents on your Desktop

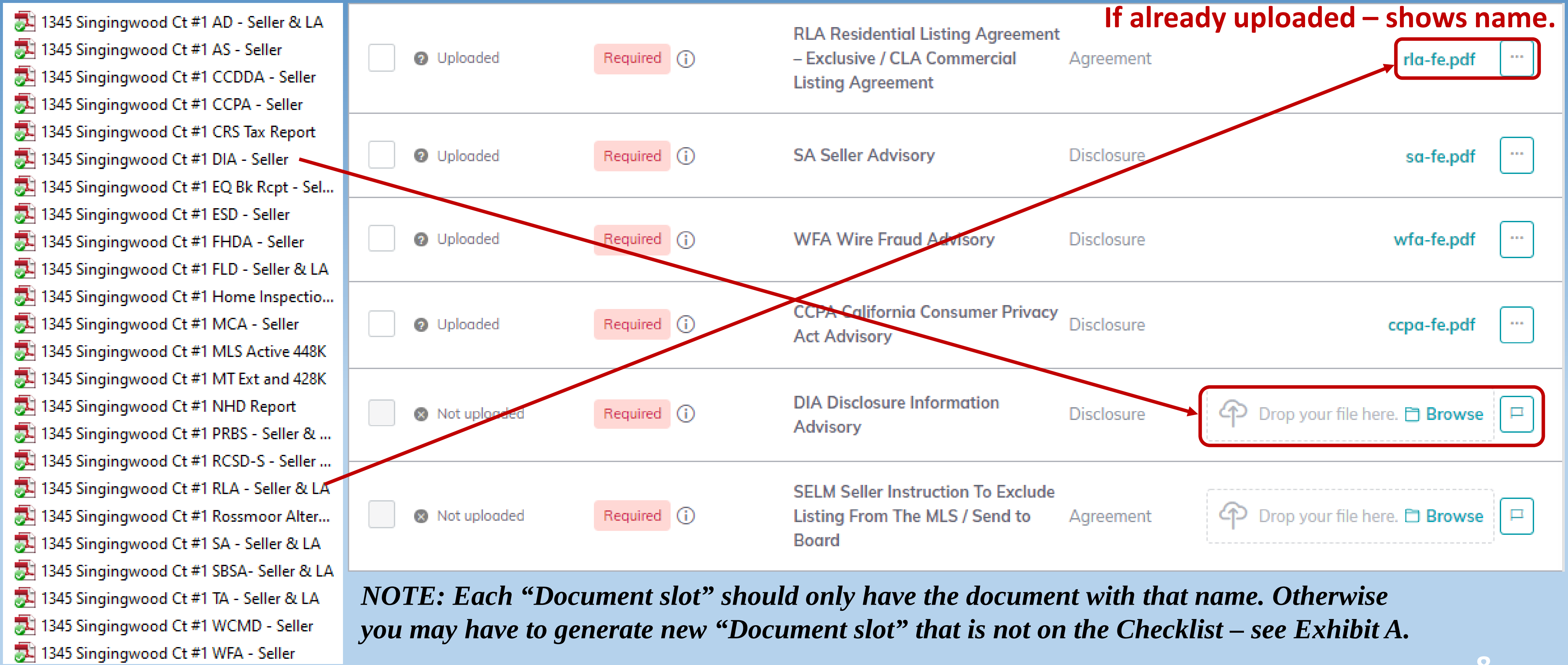
1. *The easiest way to do this is to have a "PDF Splitter."*
   a. *You can use Adobe Acrobat Professional – a program which can be purchased.*
   b. *You may be able to download a FREE PDF Splitter like "Easy PDF" or similar program.*
2. *When you label your documents, it is best to name them with the property Address followed by the form Abbreviation and who has signed.*
   a. *[123 Main Street AD – Buyer & BA or 123 Main Street RPA – all . . . for example.]*
3. *Once you have named a document, you then can start to save the next document the same as the previous document, but then just change the "form" part.*
   a. *[Start saving as 123 Main Street AD – then change "form" from AD to CCPA.]*
4. *You will then have file folder on your desktop that looks like this.*

- 24 Chelsea Court AD - Seller & LA
- 24 Chelsea Court CCPA - Seller
- 24 Chelsea Court CRS Tax Report
- 24 Chelsea Court DIA - Seller
- 24 Chelsea Court FHDA - Seller
- 24 Chelsea Court MLS Active
- 24 Chelsea Court PRBS - Seller & LA
- 24 Chelsea Court RLA - Seller & LA
- 24 Chelsea Court SA - Seller & LA
- 24 Chelsea Court WFA - Seller

Remember, a TC will do all of this for you.

Upload listing documents to Listed "event."

Use your Desktop folder with Listing documents, drag and drop documents to Command "Drop your file here." Once uploaded, they will appear at the right of the document slot.

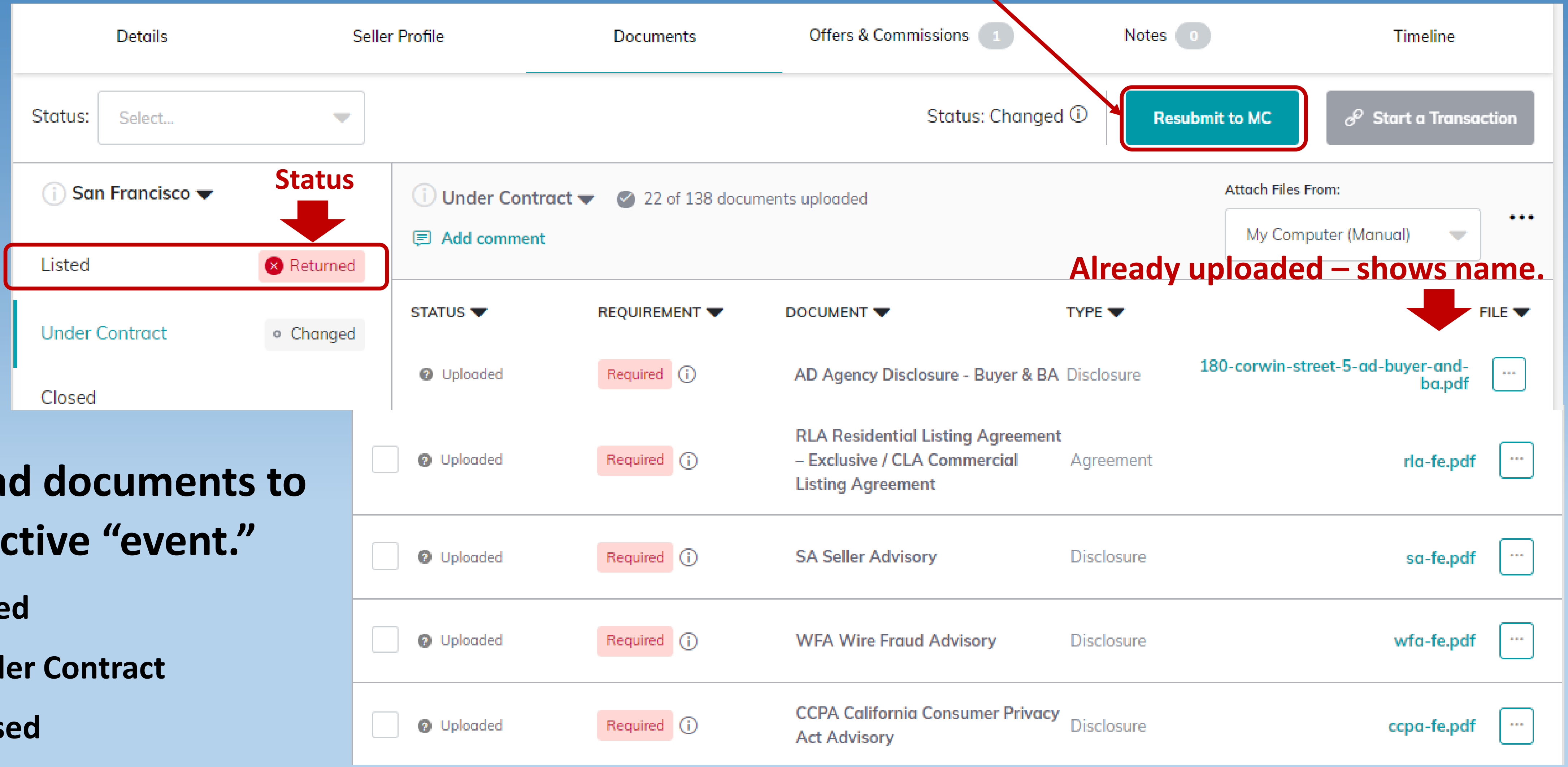


NOTE: Each "Document slot" should only have the document with that name. Otherwise you may have to generate new "Document slot" that is not on the Checklist – see Exhibit A.

Remember, a TC will do all of this for you.

After uploading Listing documents, click “Submit to MC” for Broker Review.

Click every time you upload documents for review.



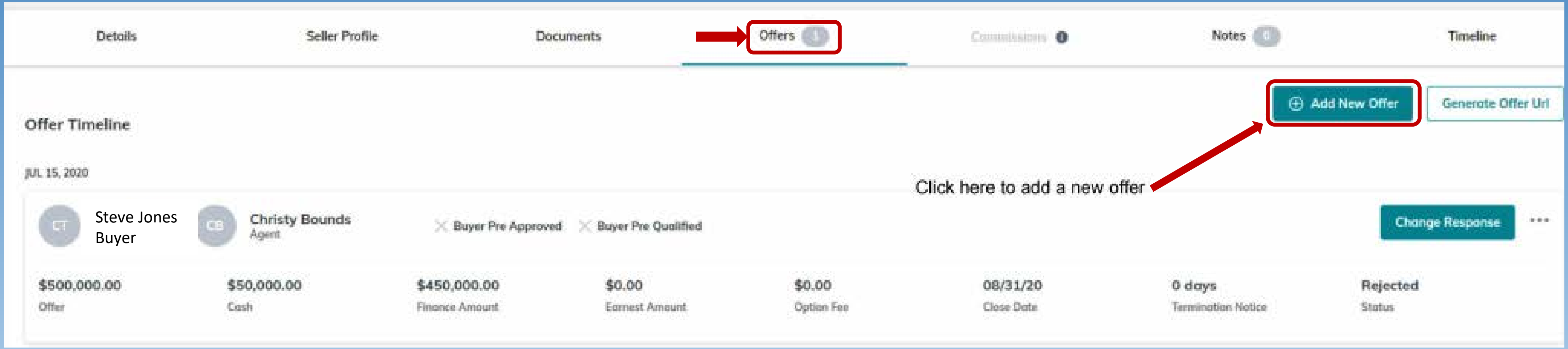
Upload documents to respective “event.”

- ❑ Listed
- ❑ Under Contract
- ❑ Closed

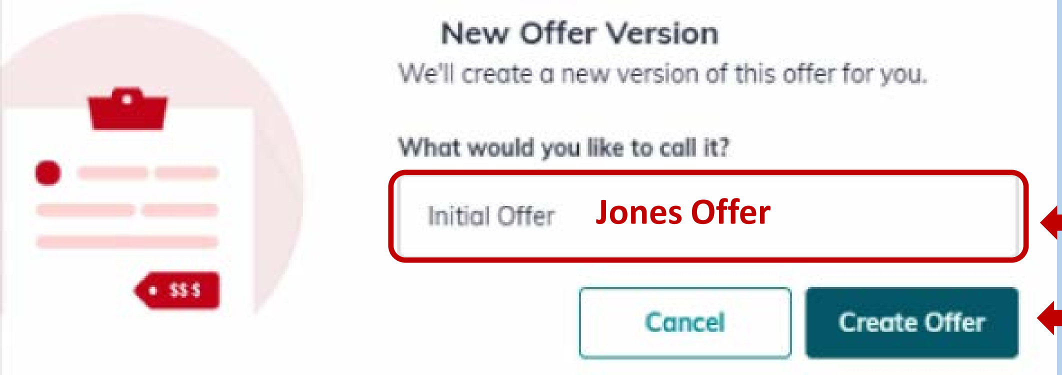
Remember, a TC will do all of this for you.

Steps to accept an Offer on a Listing:

There may be one Offer or several Offers to consider. Click on “Offers” to open “Offer Timeline” page & Click on “Add New Offer” for each Offer being considered.



Create Offers: Change the name of the Offer to “Buyer Last Name” Offer. and Click on “Create Offer” to go to the page to enter details.

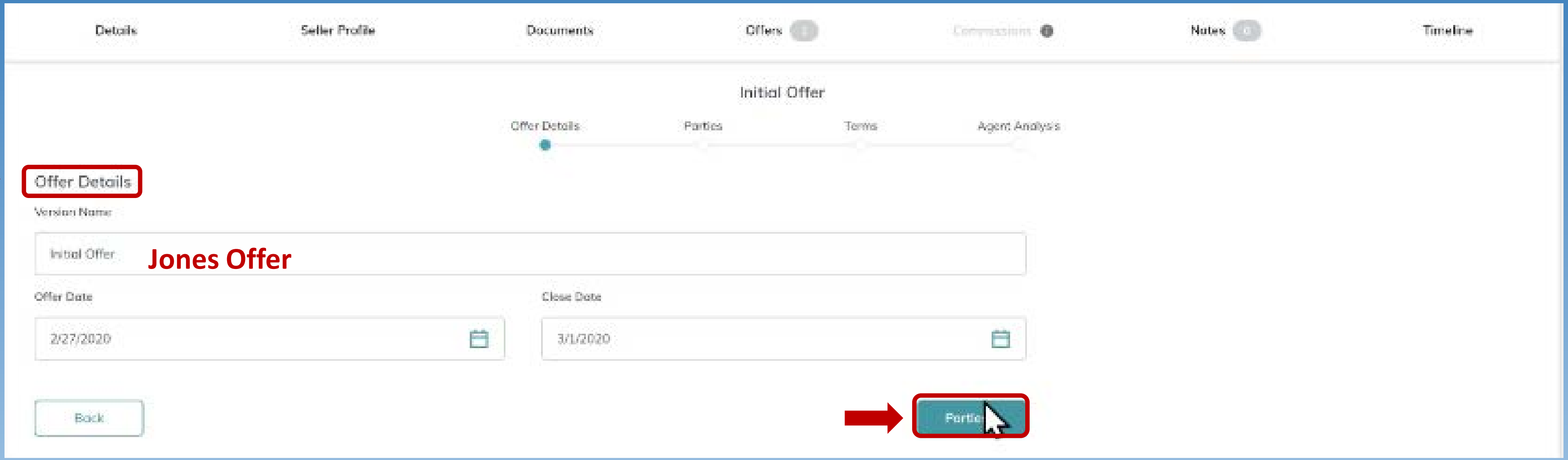


Put “Buyer Last Name” Offer

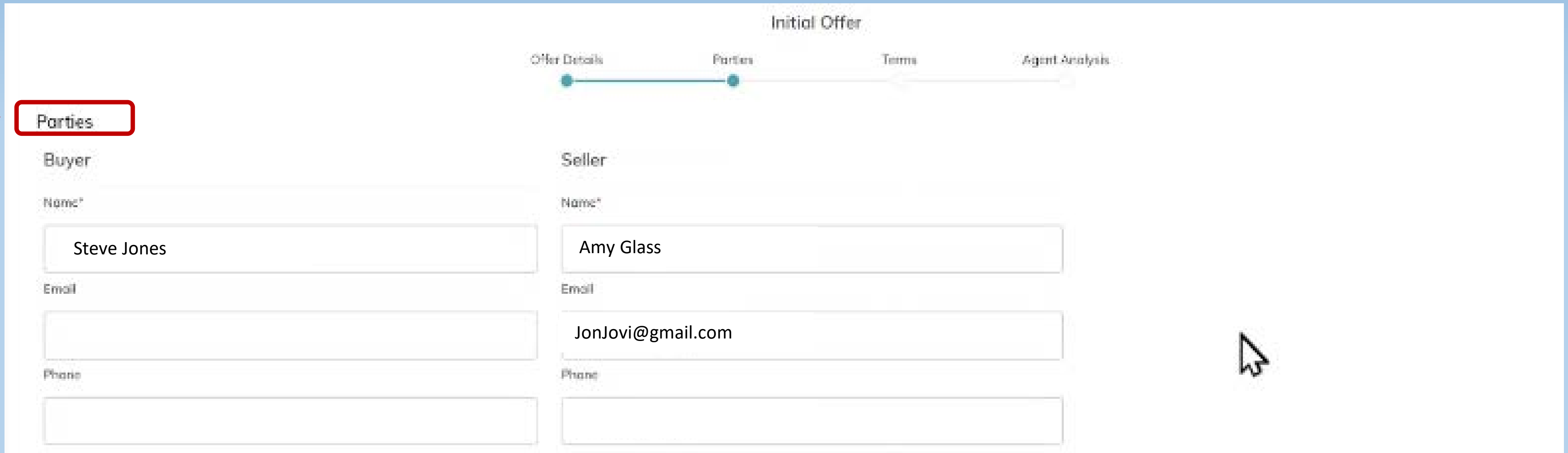
Click “Create Offer” each time.

Remember, a TC will do all of this for you.

Enter Offer Information for each Offer – Details / Parties, etc.



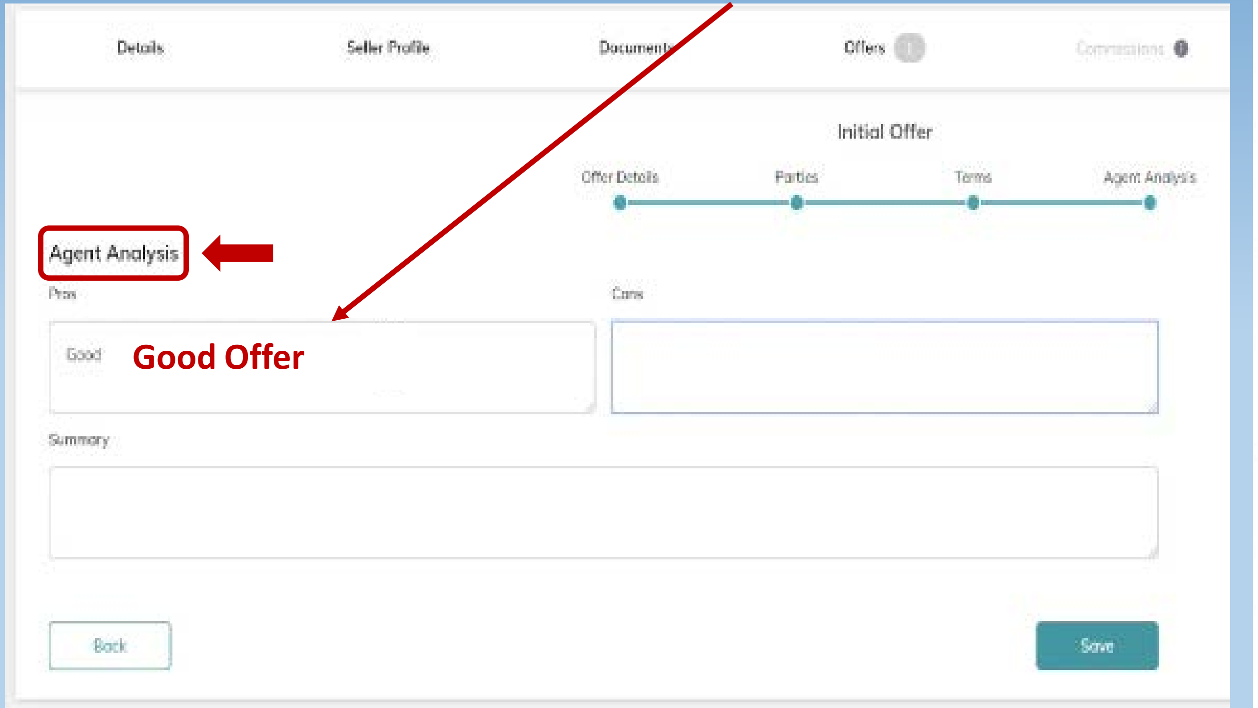
Click on "Parties" which opens "Parties" page. Enter Buyer & Buyer Agent Information.

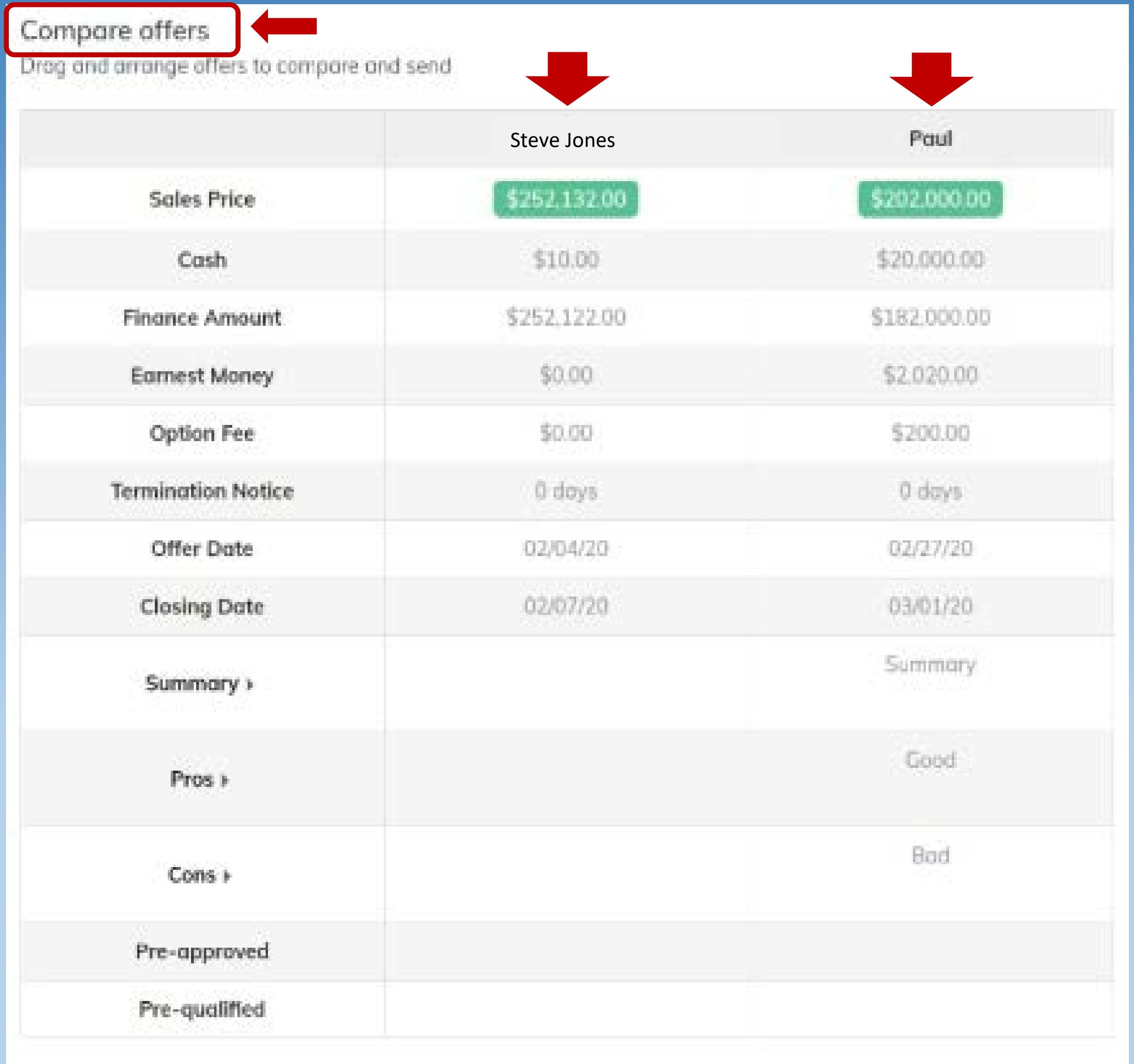


Remember, a TC will do all of this for you.

Agent Analysis:

- **Agent can add comments to each Offer. [Pros / Cons / Summary]**
- **Command enables the Listing Agent to do a side-by-side comparison sheet to send to Seller to help in deciding which Offer to accept.**
- **For Accepted Offer, just say "Good Offer."**

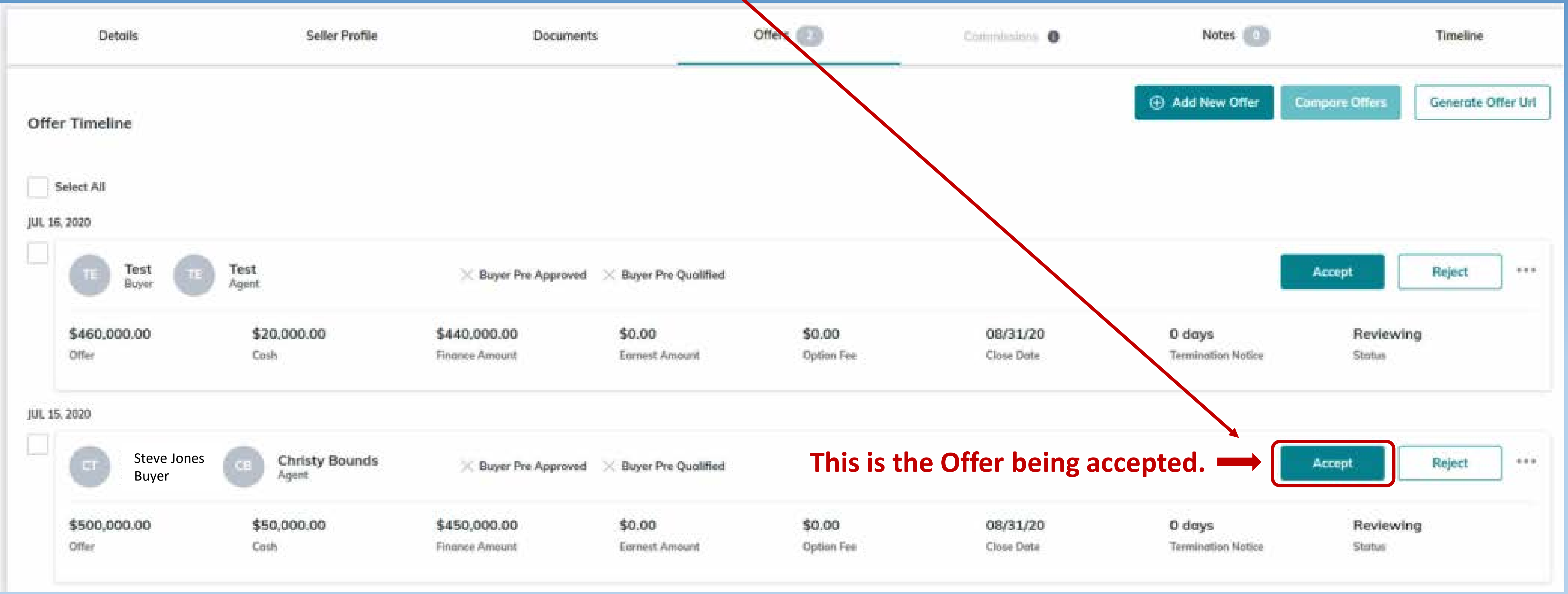




Remember, a TC will do all of this for you.

Steps to accept an Offer on a Listing continued:

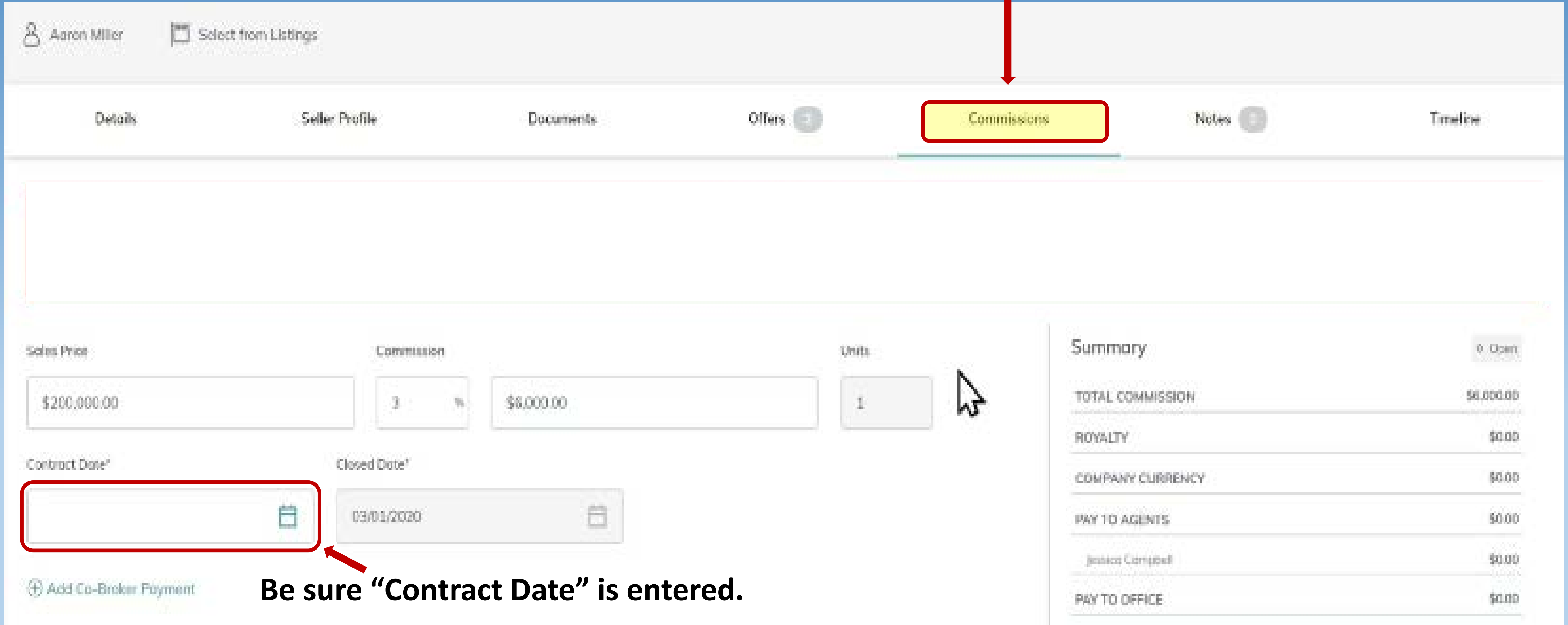
Click on the Offer you are accepting.



Remember, a TC will do all of this for you.

Once an Offer has been accepted, the Commission function will be enabled.

Click on the Commission tab in top banner.



Be sure "Contract Date" is entered.

Remember, a TC will do all of this for you.

Working with Commissions continued:

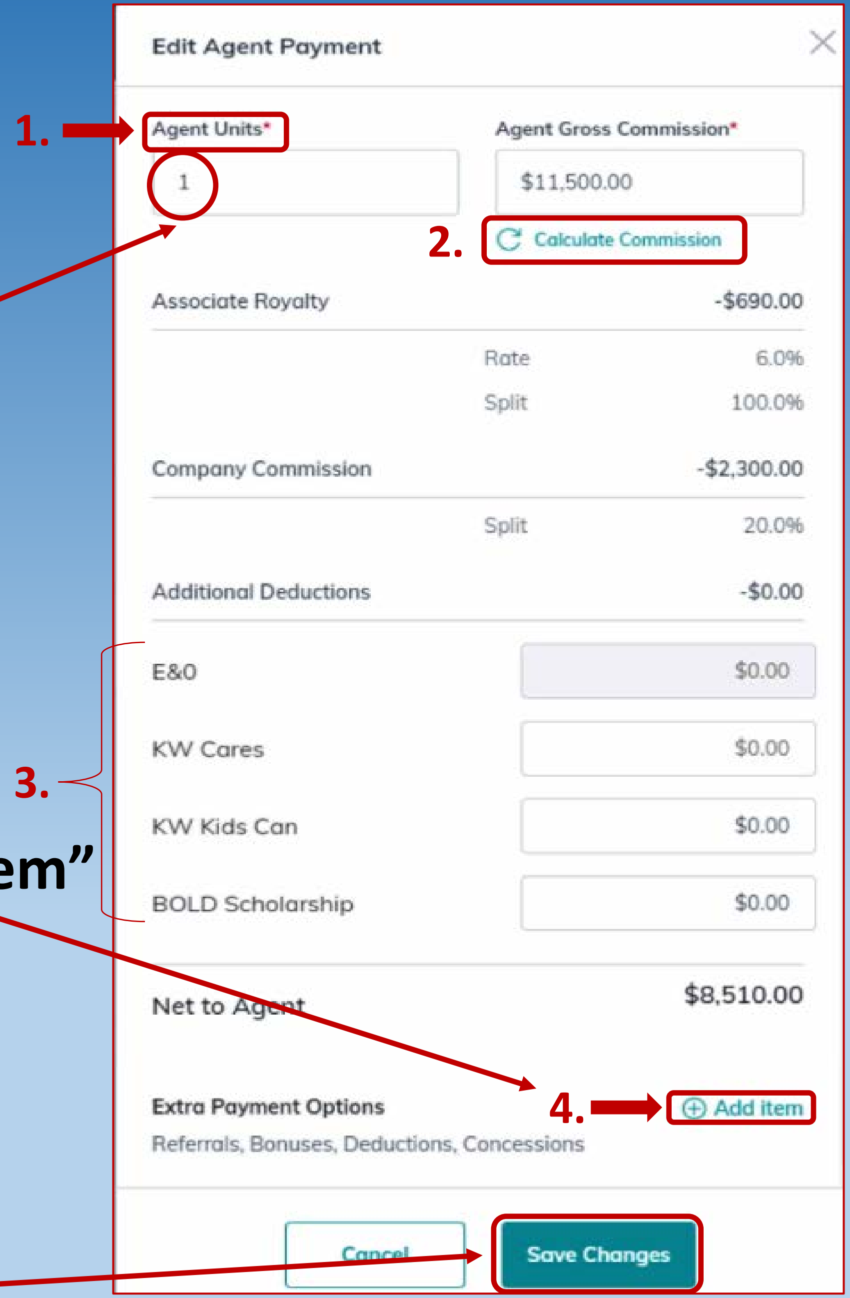
Edit Lead Agent Payment Screen

1. "Agent Units" - Each transaction equals 1 unit.
   - If there is a co-agent, then it would be .50 unit.
2. "Calculate Commissions" – Click so MCA sees figures.
3. "Additional Deductions" – MCA does these. Don't enter anything.
4. "Add Item" – Click on "Edit Agent Payment", then "Add Item" to add TC Fee or Referral Fee.

PLEASE NOTE – You also use the "Add Item" button to enter a Referral that the Agent may be paying which is an additional deduction form Agent's Commission.

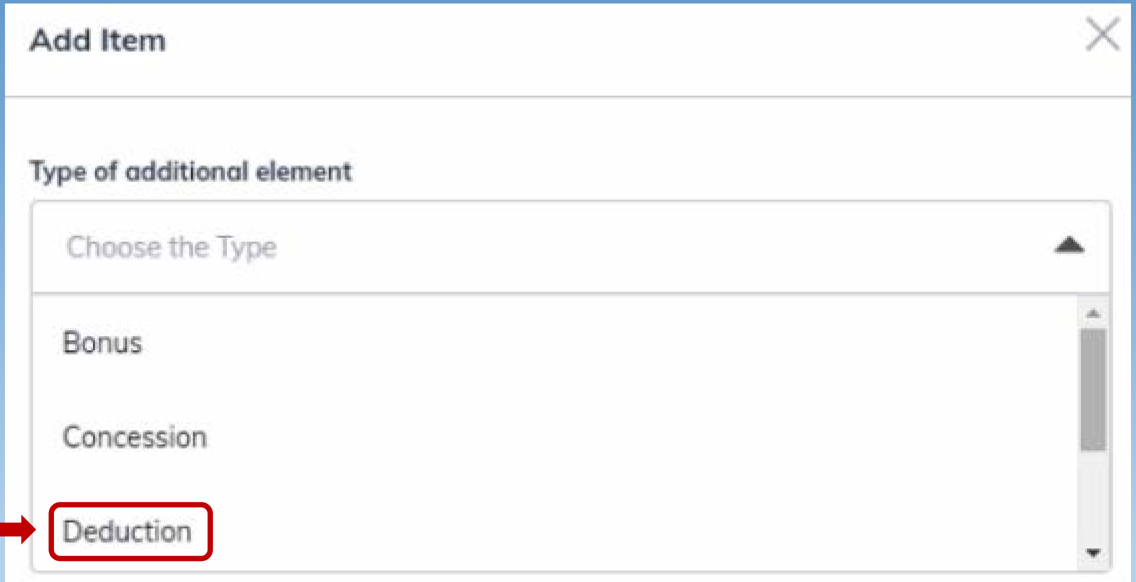
5. "Save Changes"– Always click at bottom right of screen.

Remember, a TC will do all of this for you.

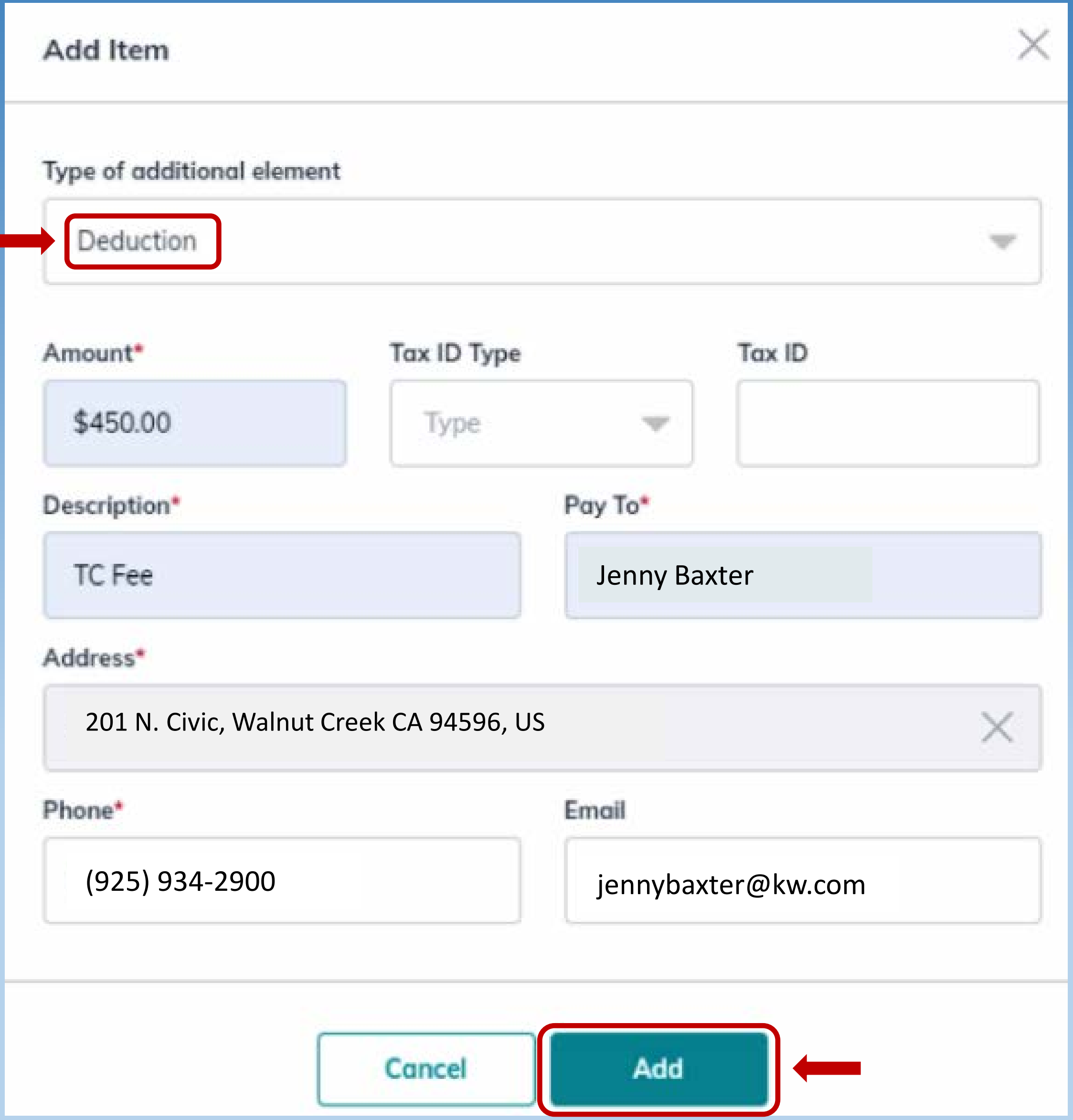


Working with Commissions continued [Submit TC Fee]:

1. **"Add Item" Screen**
   - **Click "Deduction" to enter TC Fee.**



2. **"Add Item" Screen.**
   - **Select "Deduction"**
   - **Enter TC details**
   - **Click "Add" button to Save**



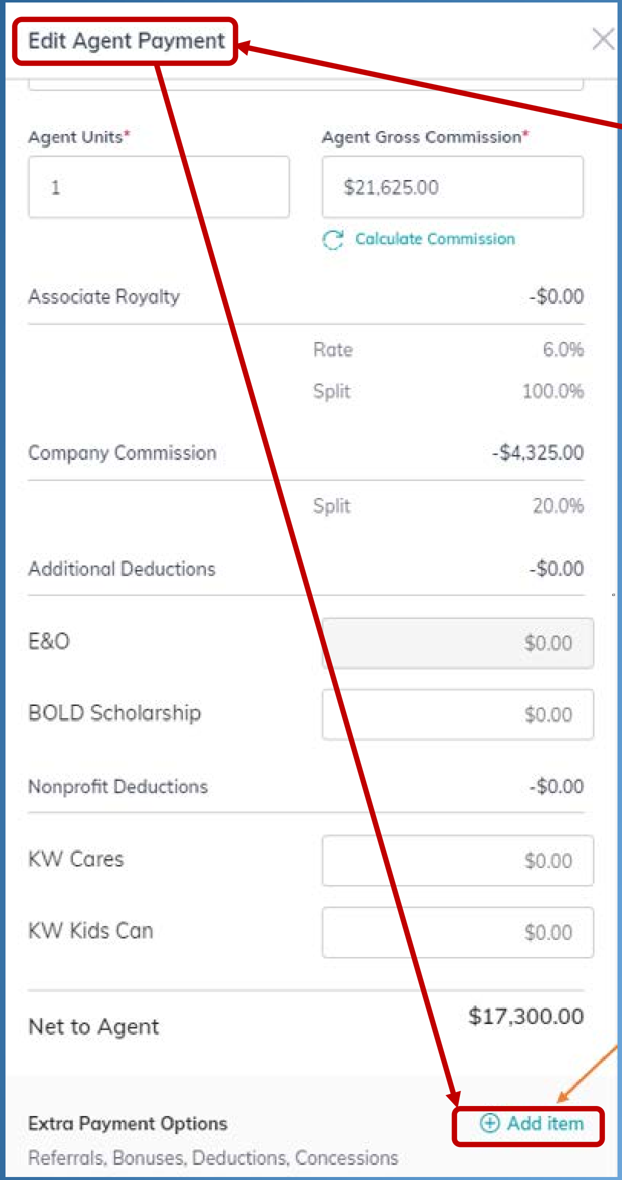
Remember, a TC will do all of this for you.

Working with Commissions continued [Submit Referral Fee]

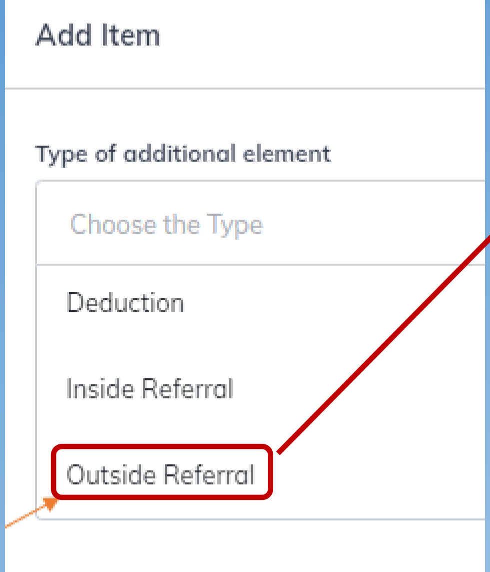
Adding an Outside Referral Fee to Commissions

1. Click on “Edit Agent Payment” & “Add Item.”
2. Select “Outside Referral.”
3. Enter Referral Information.
4. Click “Save.”

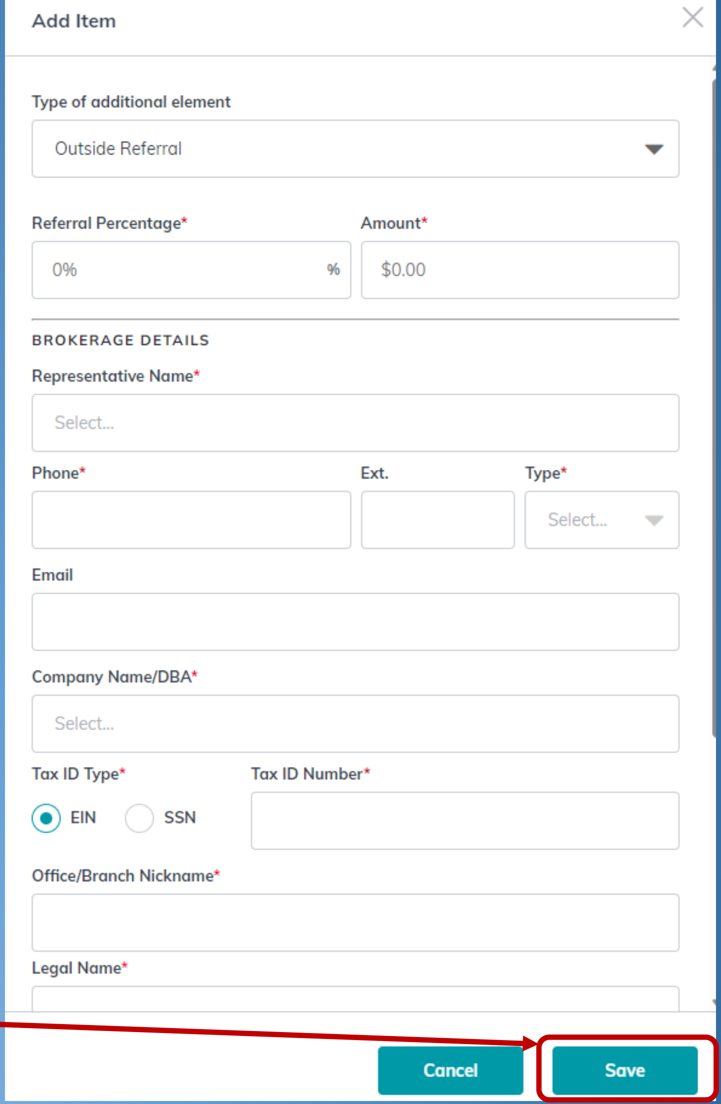
1.



1.



2.



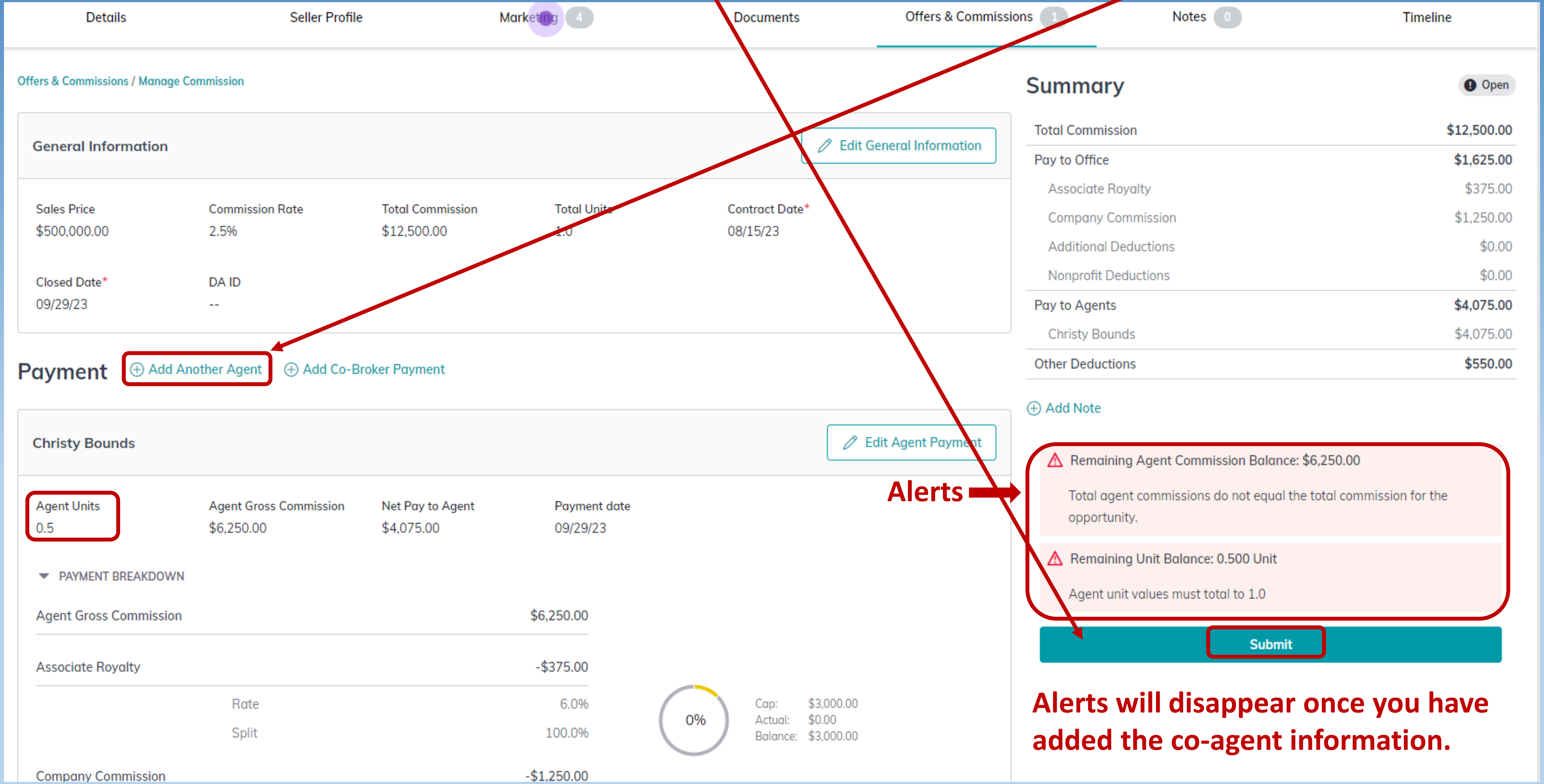
3.

4.

Remember, a TC will do all of this for you.

Working with Commissions – Add Another Agent [Co-Agent]:

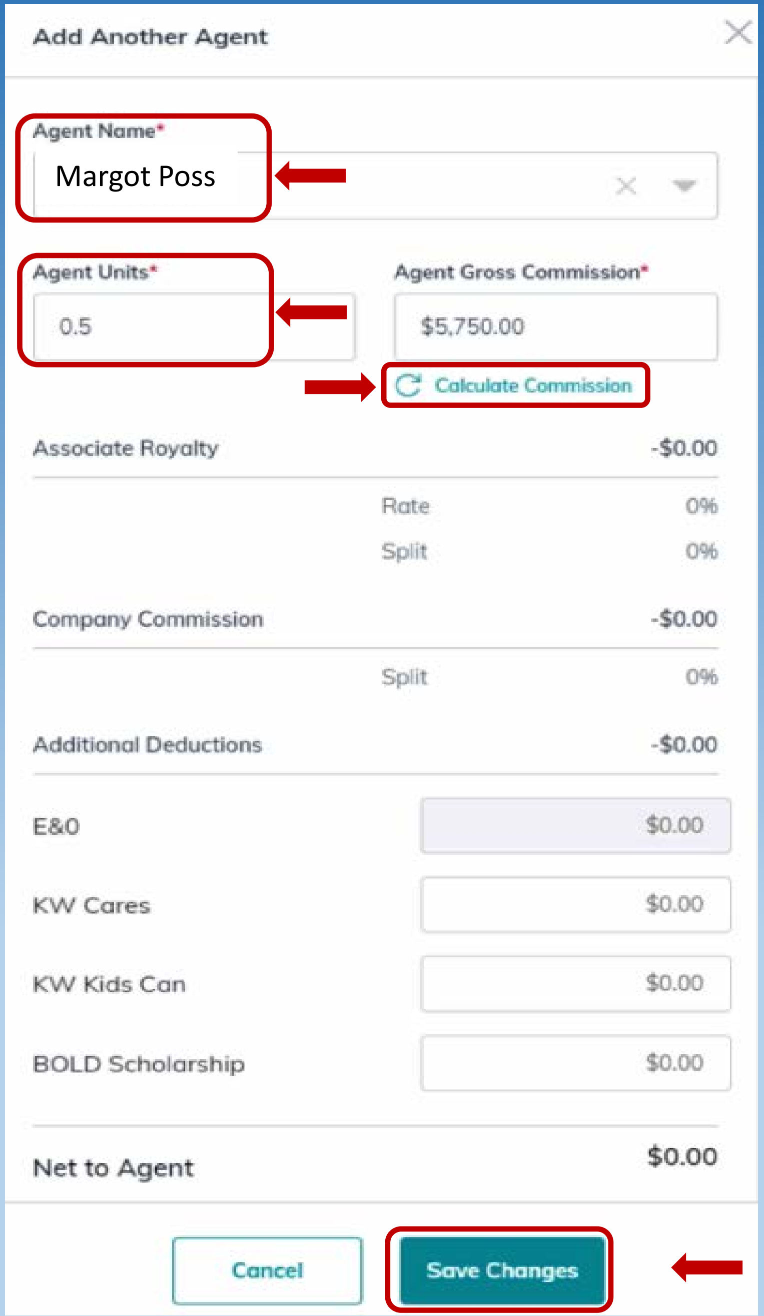
- To add Co-Agent, 1st change "Agent Units" to .5 [50%/50% split] > Click on "Add Another Agent"
- Once everything is correct, click on Submit. NOTE: "Alerts" display under "Submit" button if not done correctly.



Remember, a TC will do all of this for you.

On “Add Another Agent” page:

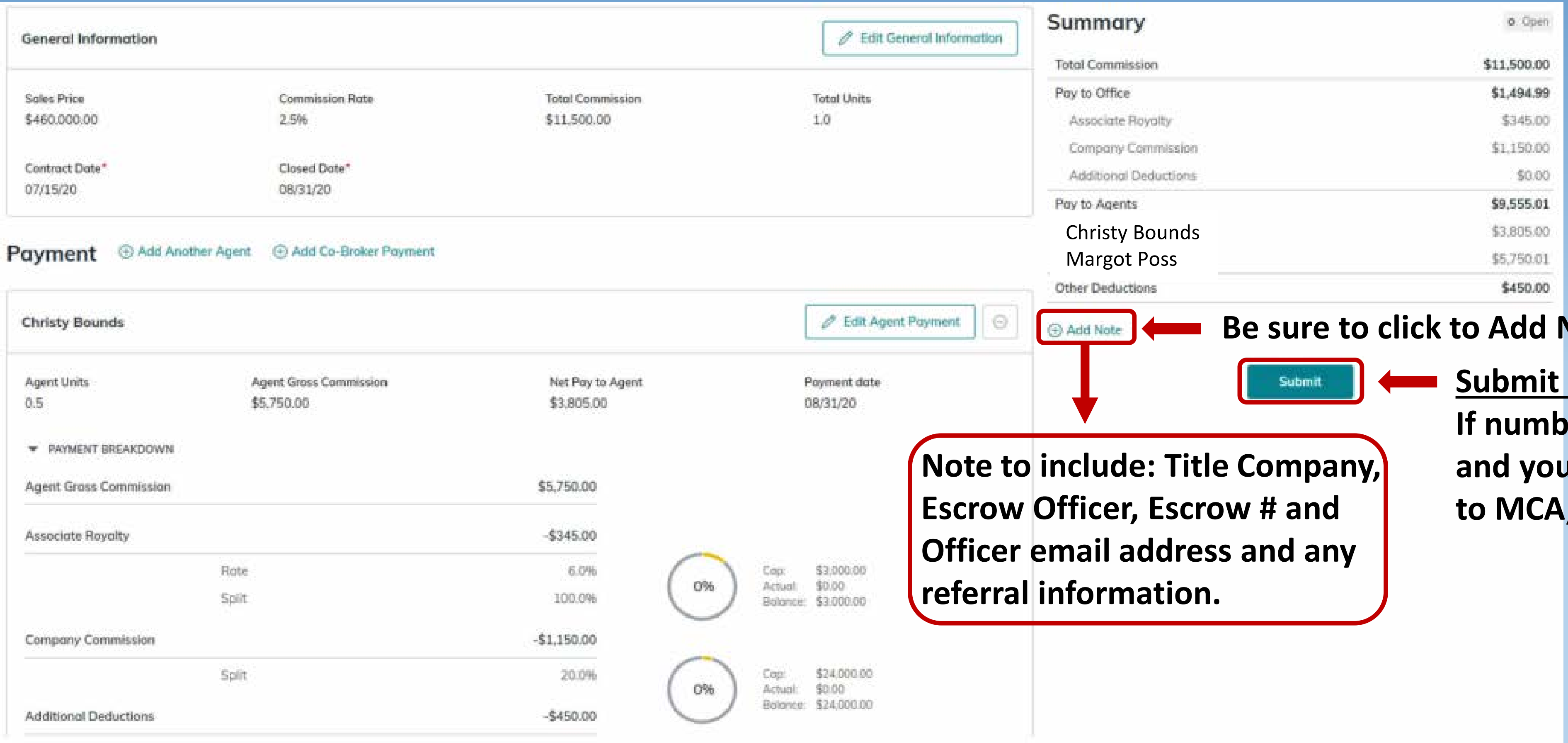
1. Enter Co-Agent name
2. Change “Agent Units” to .5 [Units to total 1]
3. Click “Calculate Commission” for automatic adjustment.
4. Add any Additional Deductions for Co-Agent
   - Use dollar figures
5. Click “Save Changes”



Remember, a TC will do all of this for you.

Review "Commission" page

1. Click "Add Note" to add any note you would like the MCA to see.
   - Title Company, Escrow Officer, Escrow # and Officer email address
   - Perhaps mention that there is a Referral at ___% so MCA can change figures.
2. If numbers are correct, click "Submit."



Be sure to click to Add Note to MCA.

Note to include: Title Company, Escrow Officer, Escrow # and Officer email address and any referral information.

<u>Submit Commission</u>

If numbers are correct and you have added Note to MCA, click "Submit."

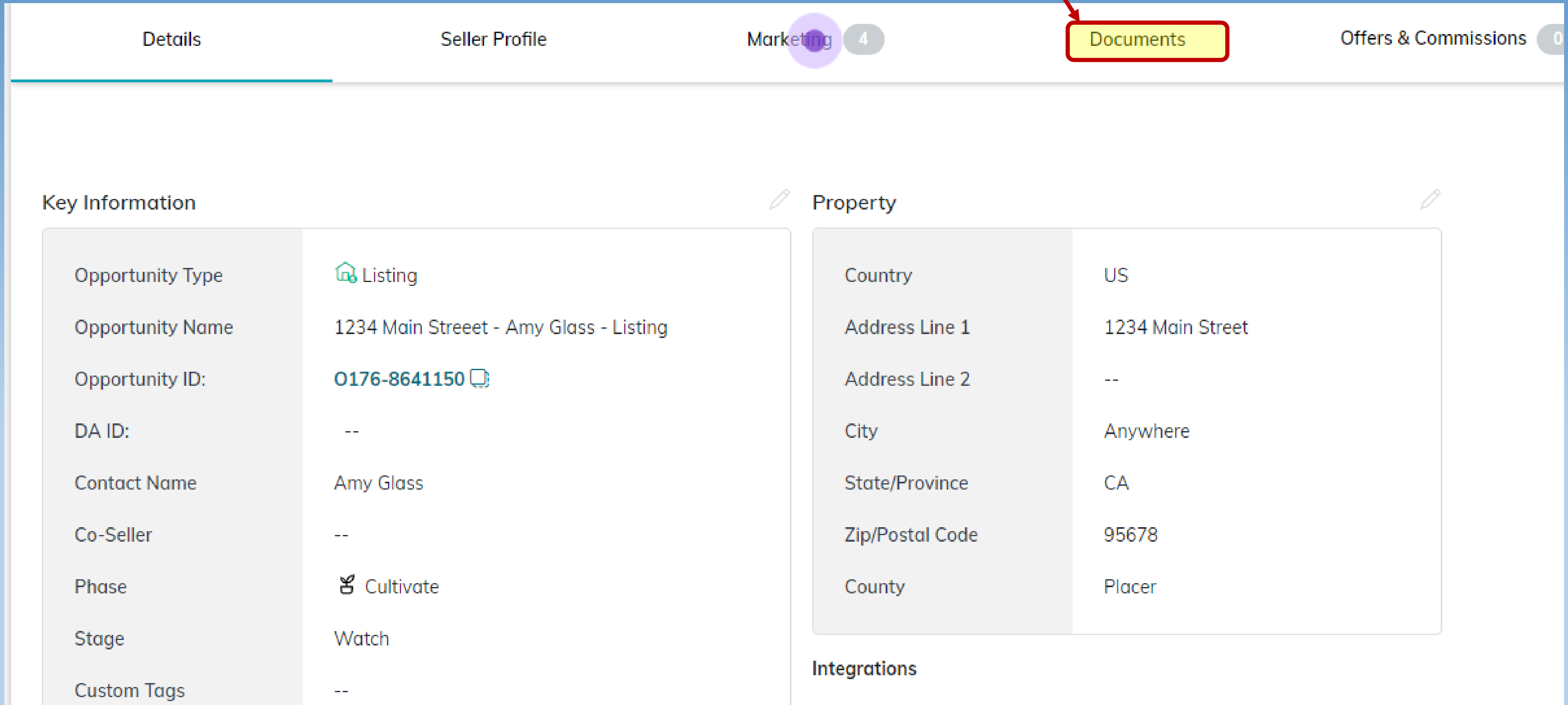
Remember, a TC will do all of this for you.

Review Commission Details

GROSS COMMISSION	**$10,000.00**
ROYALTY	**-$600.00**
Associate Royalty	$600.00
Rate	6%
Split	100%
COMPANY COMMISSION	**-$2,000.00**
Company Commission	$2,000.00
Split	20%
DEDUCTIONS	**-$500.00**
E&O	$0.00
KW Cares	$0.00
KW Kids Can	$0.00
BOLD Scholarship	$0.00
Keller Williams Realty - Office fee	$50.00
Transaction co-ordinator	$375.00
Keller Williams Realty - TC	$75.00
CHECK AMOUNT	**$6,900.00**

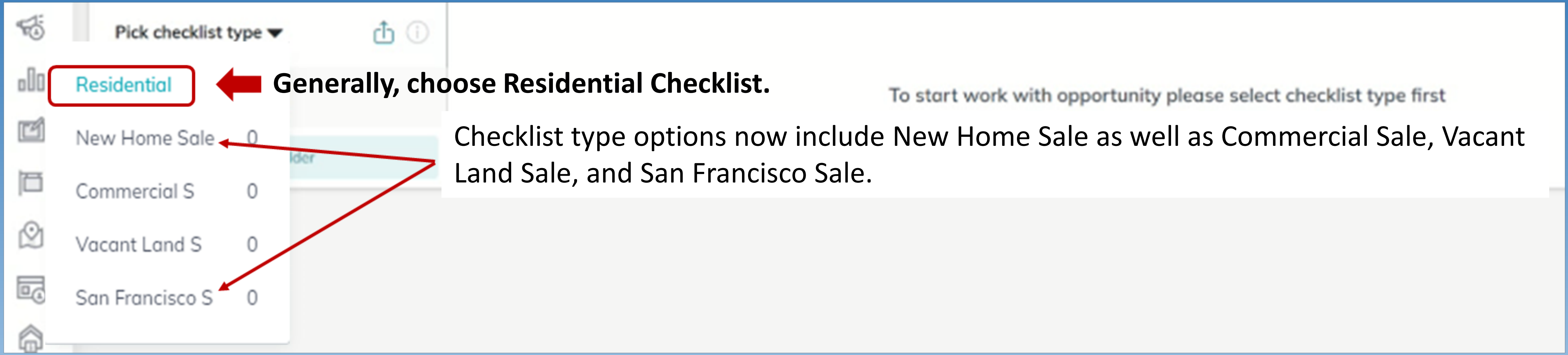
Remember, a TC will do all of this for you.

Review Offer Details, then Click the "Documents" tab:



Remember, a TC will do all of this for you.

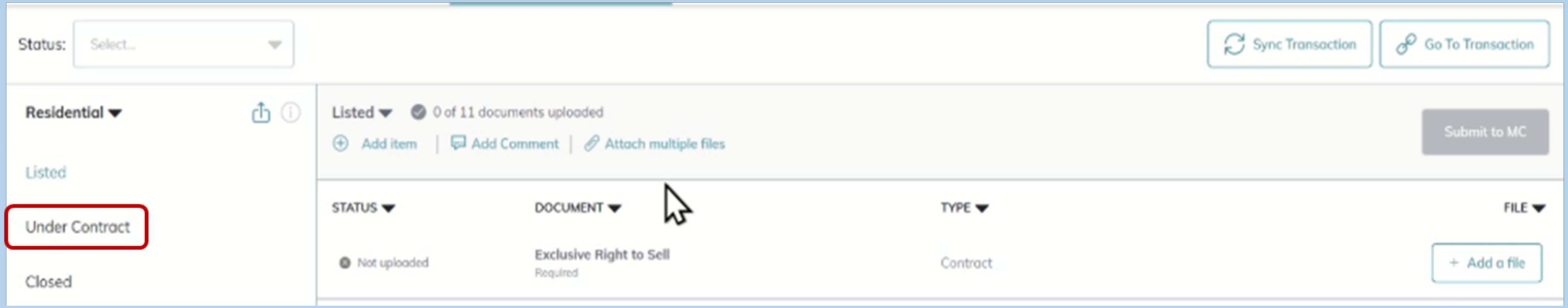
Start working with Buyer “Opportunity” by first selecting Checklist Type



Generally, choose Residential Checklist.

Checklist type options now include New Home Sale as well as Commercial Sale, Vacant Land Sale, and San Francisco Sale.

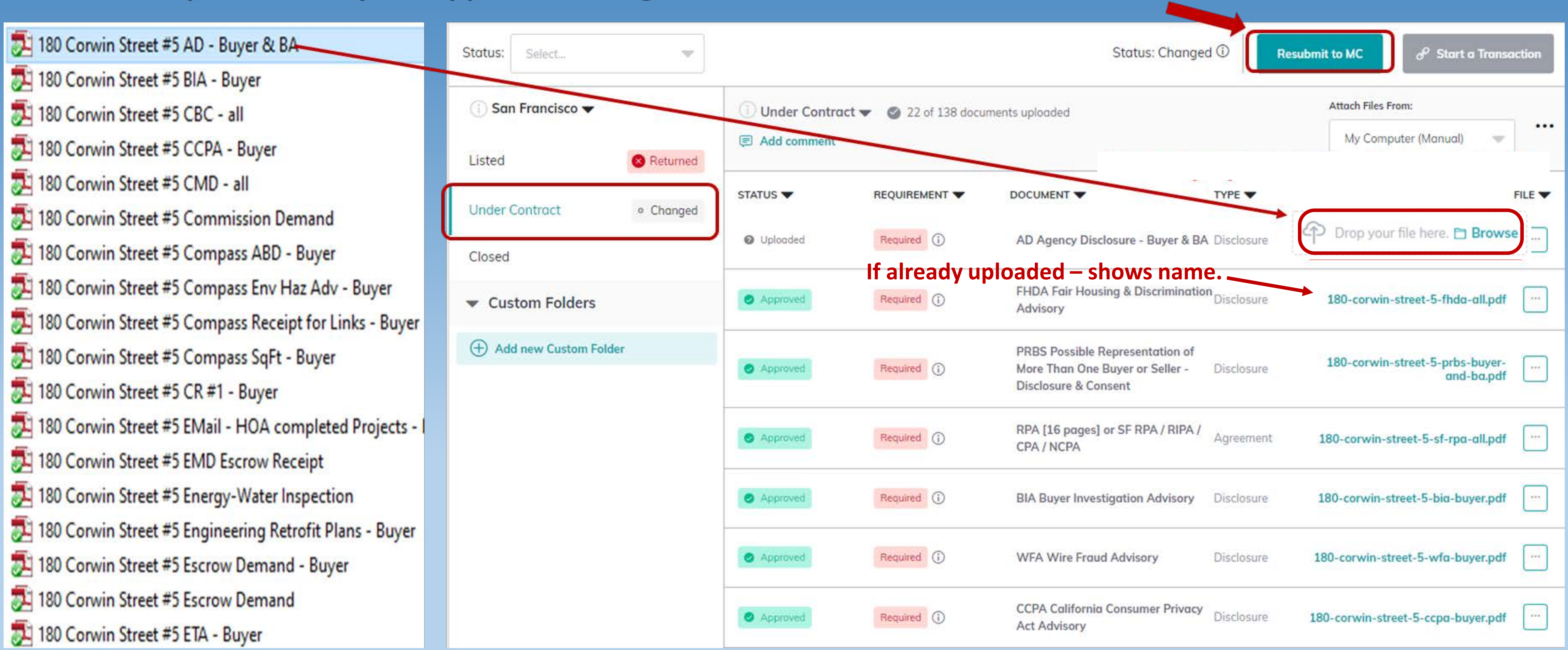
Select Checklist “Event” in Left Column – Listed / Under Contract / Closed



Remember, a TC will do all of this for you.

Upload purchase documents to Under contract "event."

Use your Desktop folder with Purchase documents, drag and drop documents to Command "Drop your file here." Once uploaded, they will appear at the right of the document slot. Click Submit to MC.



NOTE: Each "Document slot" should only have the document with that name. Otherwise you may have to generate new "Document slot" that is not on the Checklist – see Exhibit A.

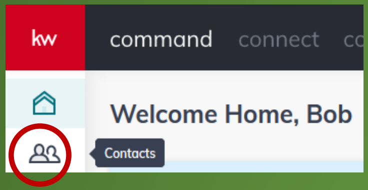
Remember, a TC will do all of this for you.

If a dual-agency Offer, there needs to be 2 separate Opportunities.

1. Same Agent represents both Seller & Buyer
   a. Listing-side Opportunity – upload all documents to this Opportunity
   b. Buyer-side Opportunity – Agent uploads only the dual-agency placeholder [FAQ Site]
2. Two separate Agents from same Market Center represent both Seller & Buyer
   a. Listing-side Opportunity – Listing Agent uploads all documents to Listing Opportunity
   b. Buyer-side Opportunity – Buyer's Agent upload all documents separately.

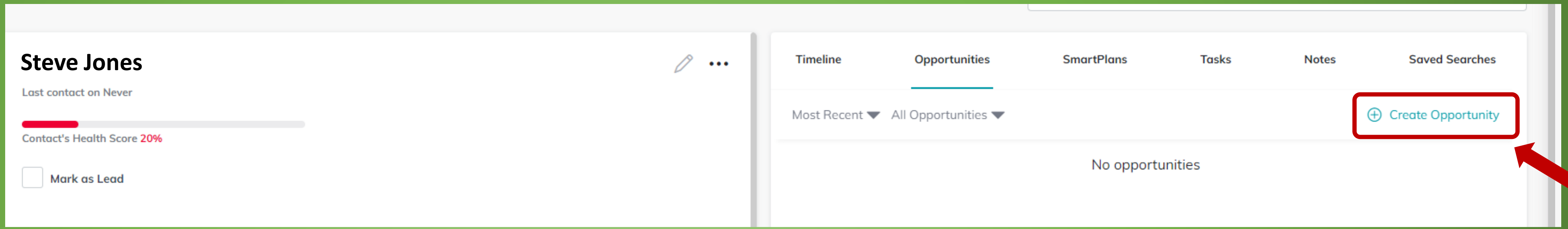
Remember, a TC will do all of this for you.

Create Opportunity for KW Buyer Sale [Buyer-side only]



1. Click on "Contacts" icon [Must be added as Contact first].
2. This Screen is your list of contacts. Click on "Add Contact" [top right]

3. This Screen shows your client as a Contact in your Command database.

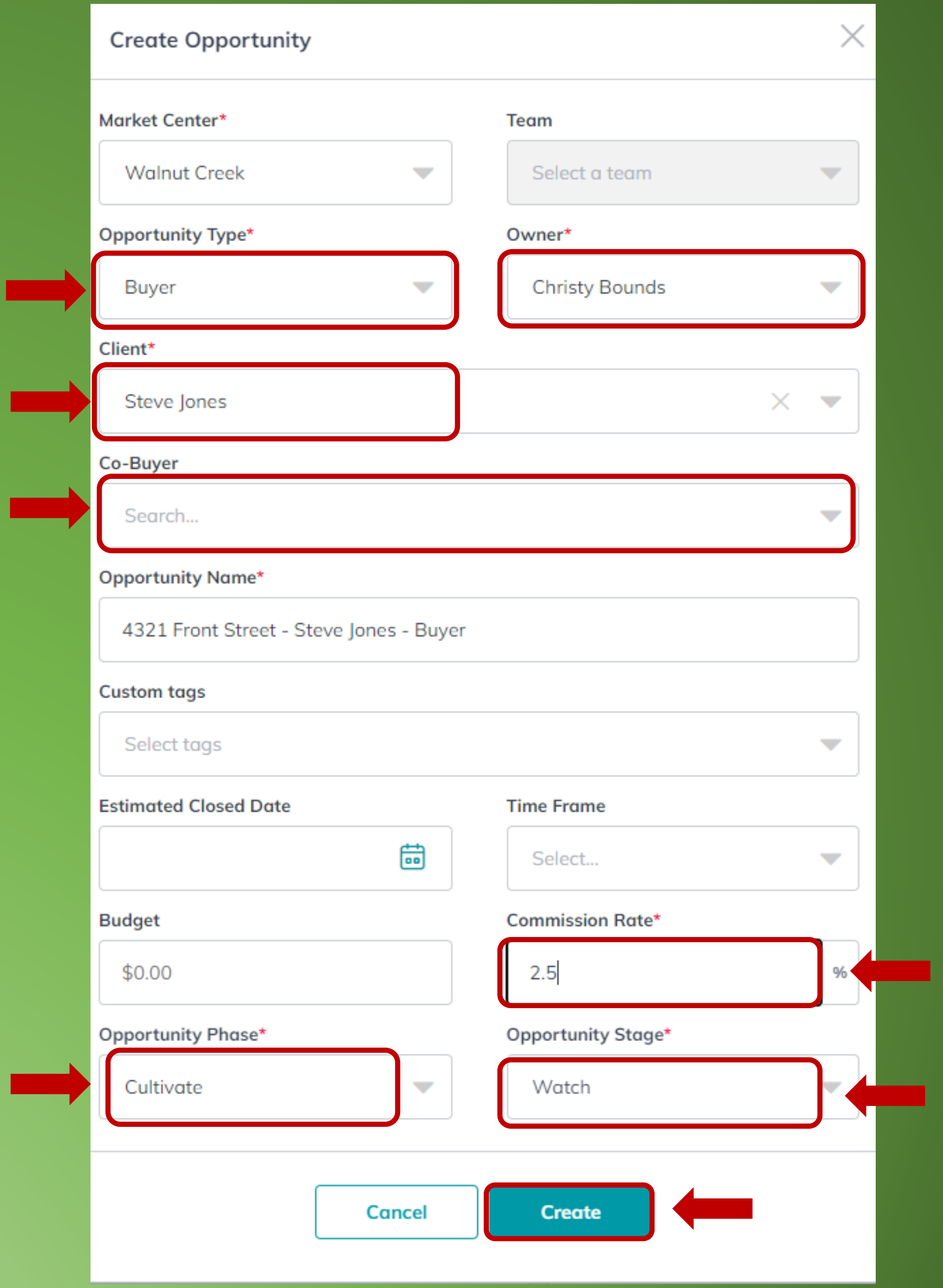


4. Click on "Create Opportunity" at right hand side of screen.

Remember, a TC will do all of this for you.

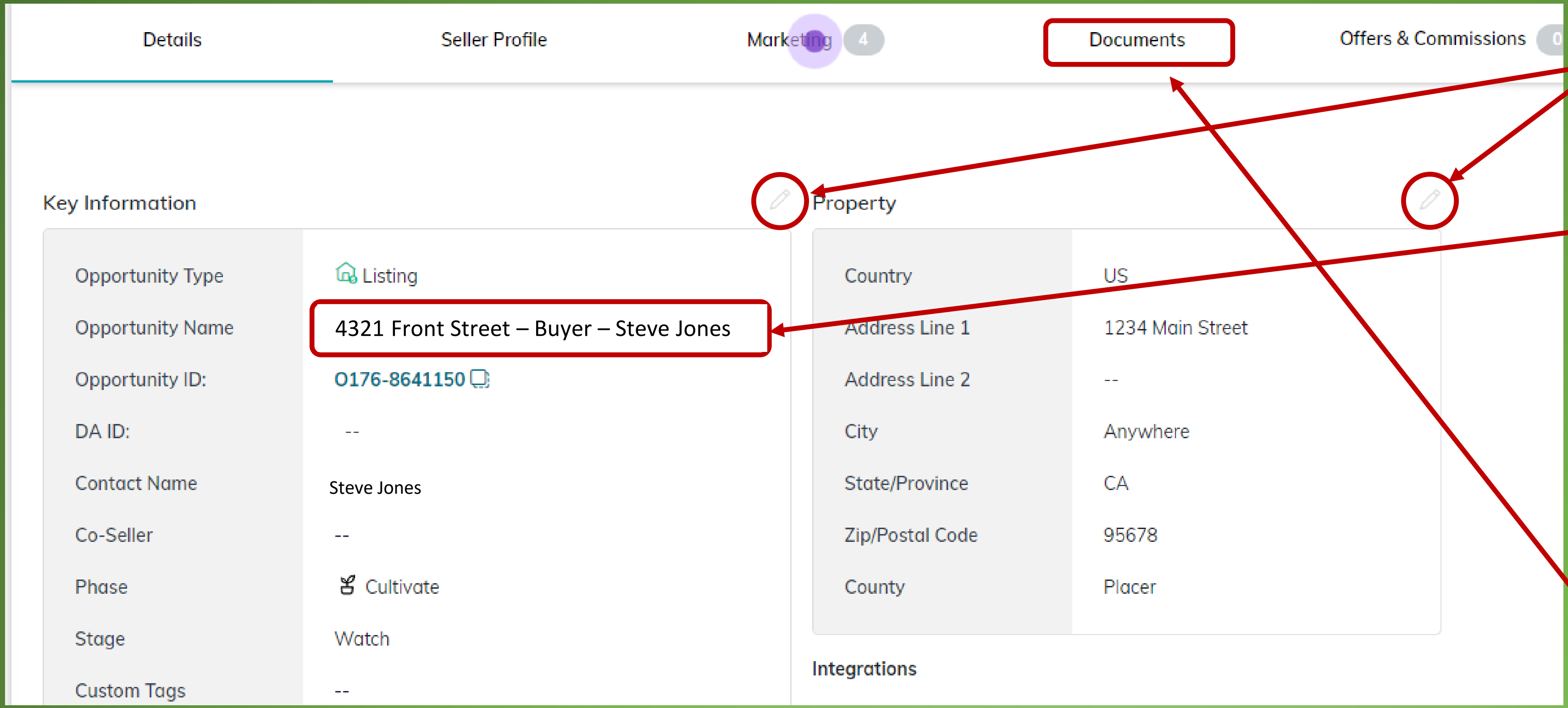
Create Opportunity Screen - Buyer

1. Each field with a red * must be filled out.
2. "Opportunity Type" - Select "Buyer" from drop down list.
3. "Client" – Start typing Client Name in "Client" box.
4. "Owner" means the Agent who "owns" the Contact.
5. "Opportunity Name" – "Buyer" will pop up. **VERY IMPORTANT!**
   - Change to Property Address + Client + Buyer.
6. Enter each field with a red *
   - Commission Rate – only put Buyer-side commission.
   - Opportunity Phase [Change to Under Contract]
   - Opportunity Stage [Change to Active]
7. Click on "Create" button at bottom.



Remember, a TC will do all of this for you.

Opportunity Information Page for Buyer:



Click Pencil icon in each section to edit.

1. <u>Key Information.</u>

Ensure Opportunity Name is correct.

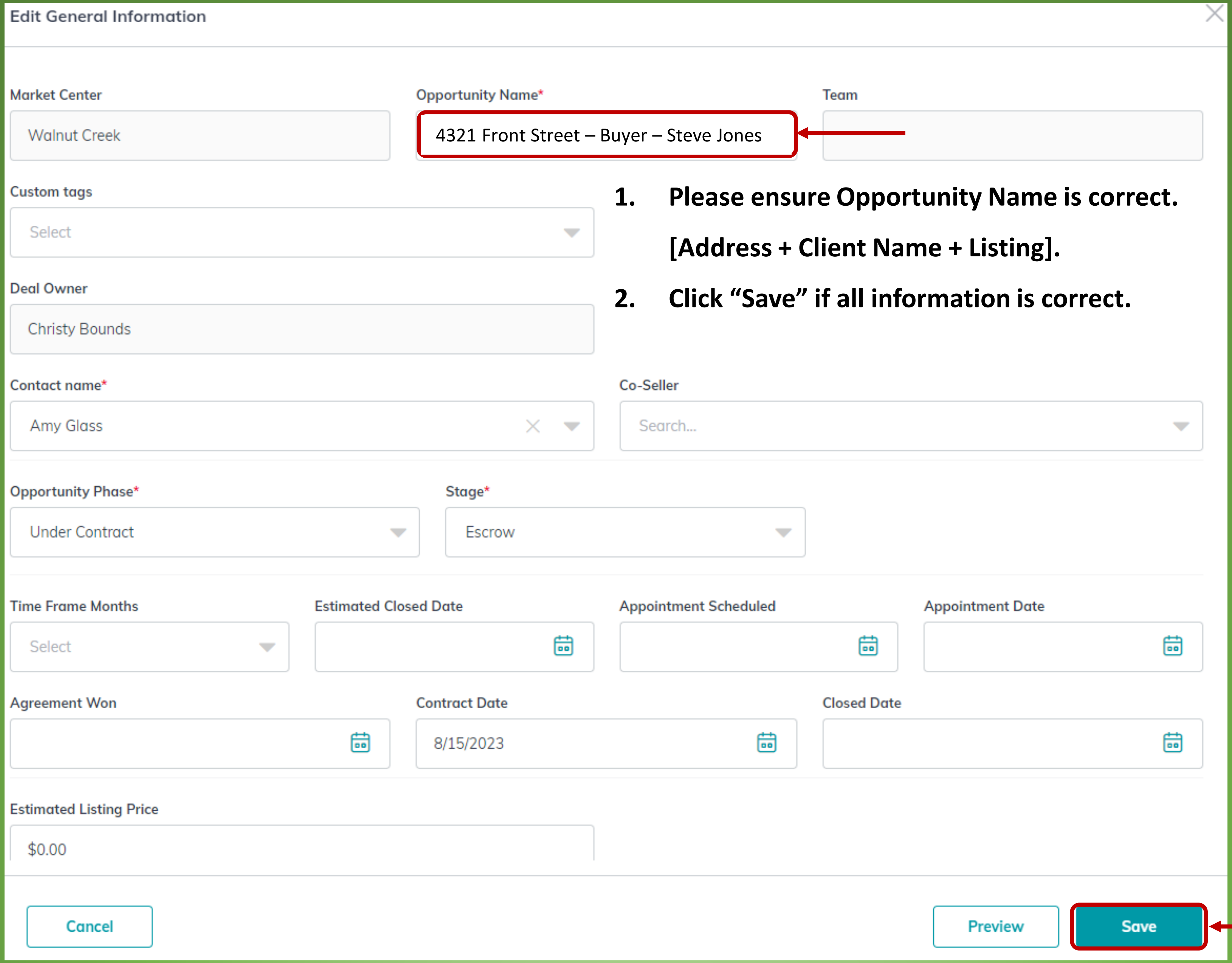
[Address + Client Name + Listing]

2. <u>Property Information.</u>

Enter Property Information

3. <u>Once Key Information & Property Information is complete,</u> Click the documents tab to begin uploading documents.

Remember, a TC will do all of this for you.

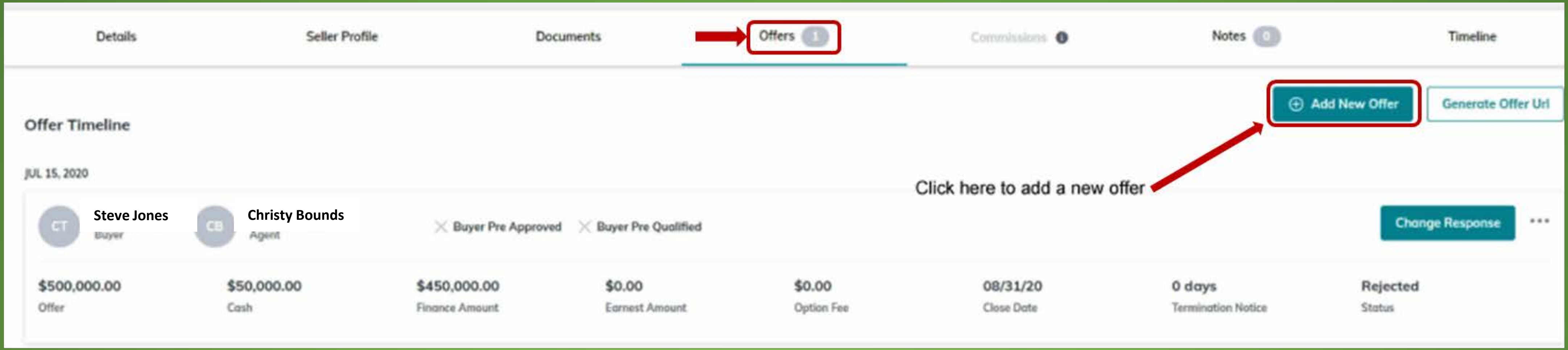


1. **Please ensure Opportunity Name is correct. [Address + Client Name + Listing].**
2. **Click "Save" if all information is correct.**

Remember, a TC will do all of this for you.

Steps to accept an Offer [Buyer-side only]:

Click on “Offers” to open “Offer Timeline” page & Click on “Add New Offer.”



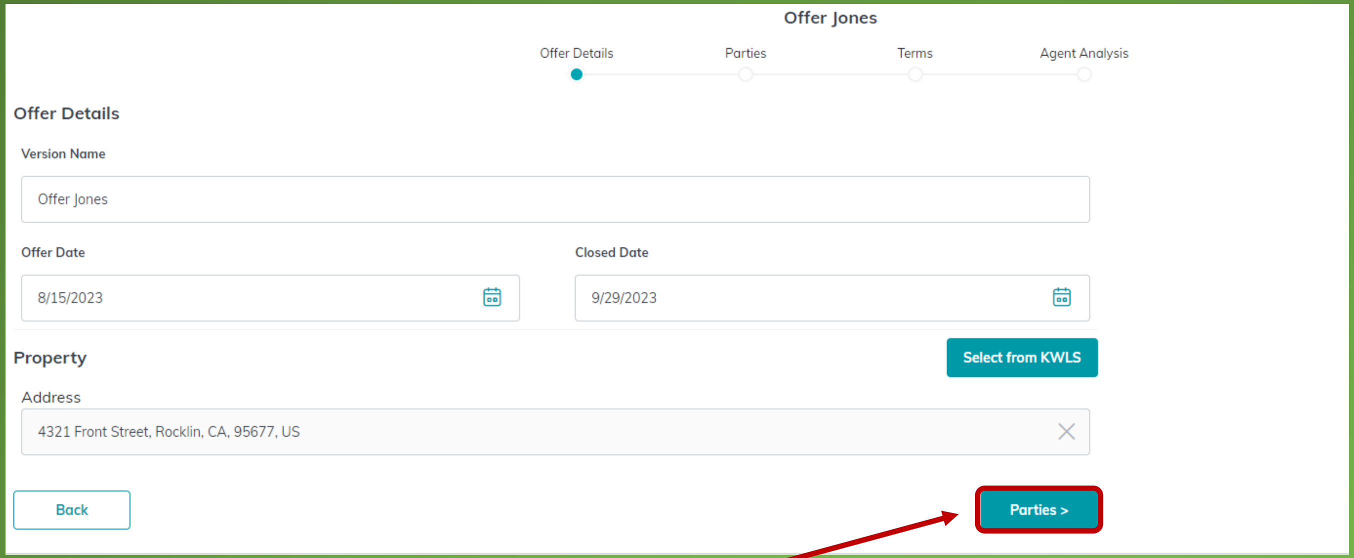
Create Offers: Change the name of the Offer to “Buyer Last Name” Offer. and Click on “Create Offer” to go to the page to enter details.

Put “Buyer Last Name” Offer

Click “Create Offer” each time.

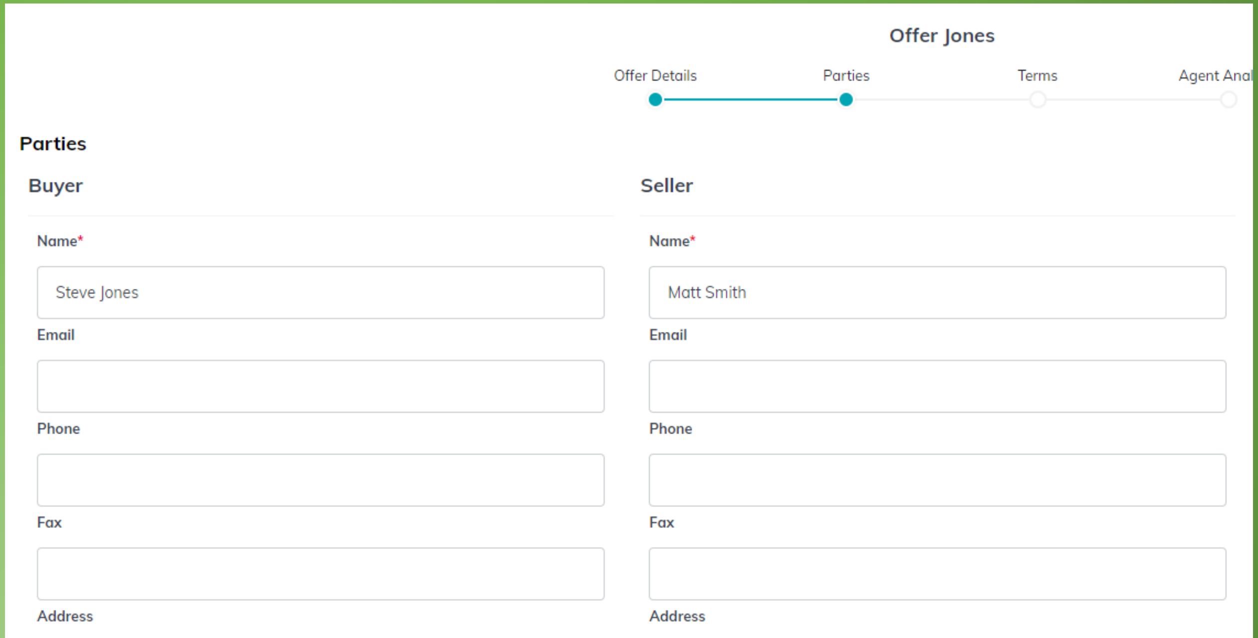
Remember, a TC will do all of this for you.

Enter Offer Information for Buyer Offer – Details / Parties, etc.



Click on "Parties" which opens "Parties" page.

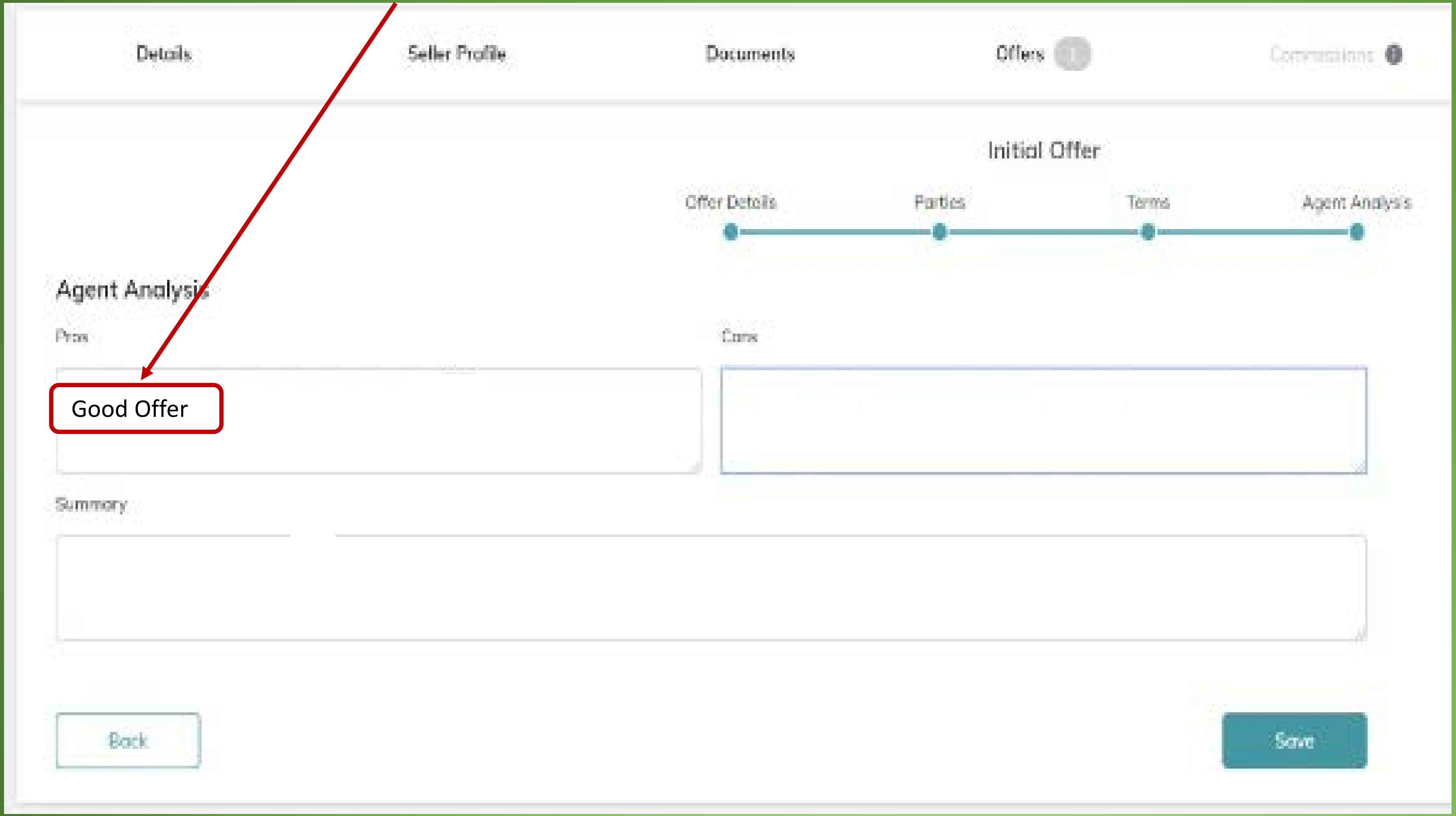
Enter Buyer & Buyer Agent Information.



Remember, a TC will do all of this for you.

Agent Analysis:

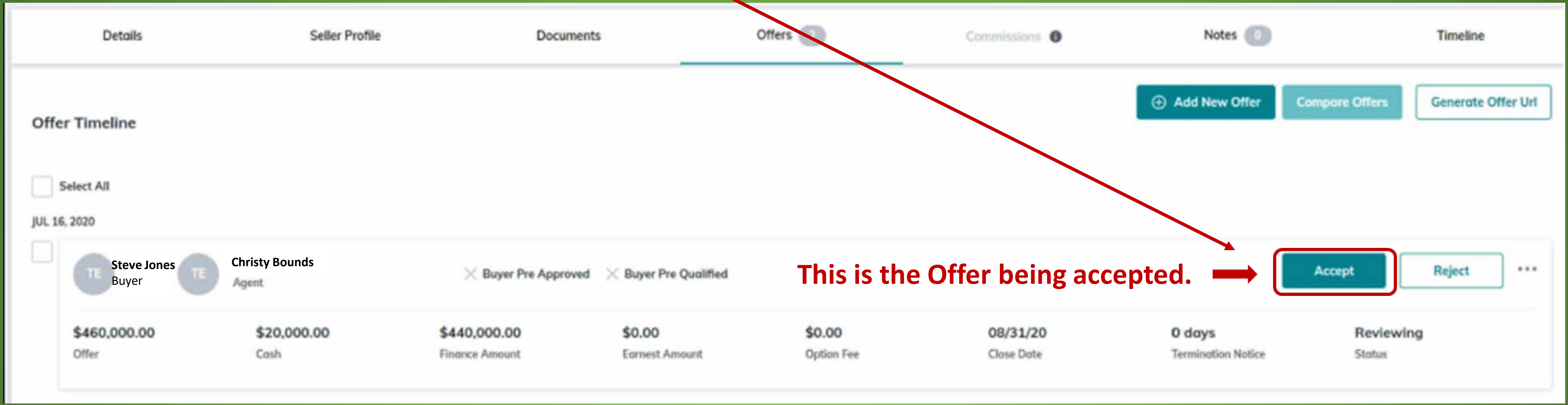
- Agent can add comments for the Offer [Pros, Cons, Summary].
- You can just say "Good Offer."



Remember, a TC will do all of this for you.

Steps to accept an Offer [Buyer-side only]:

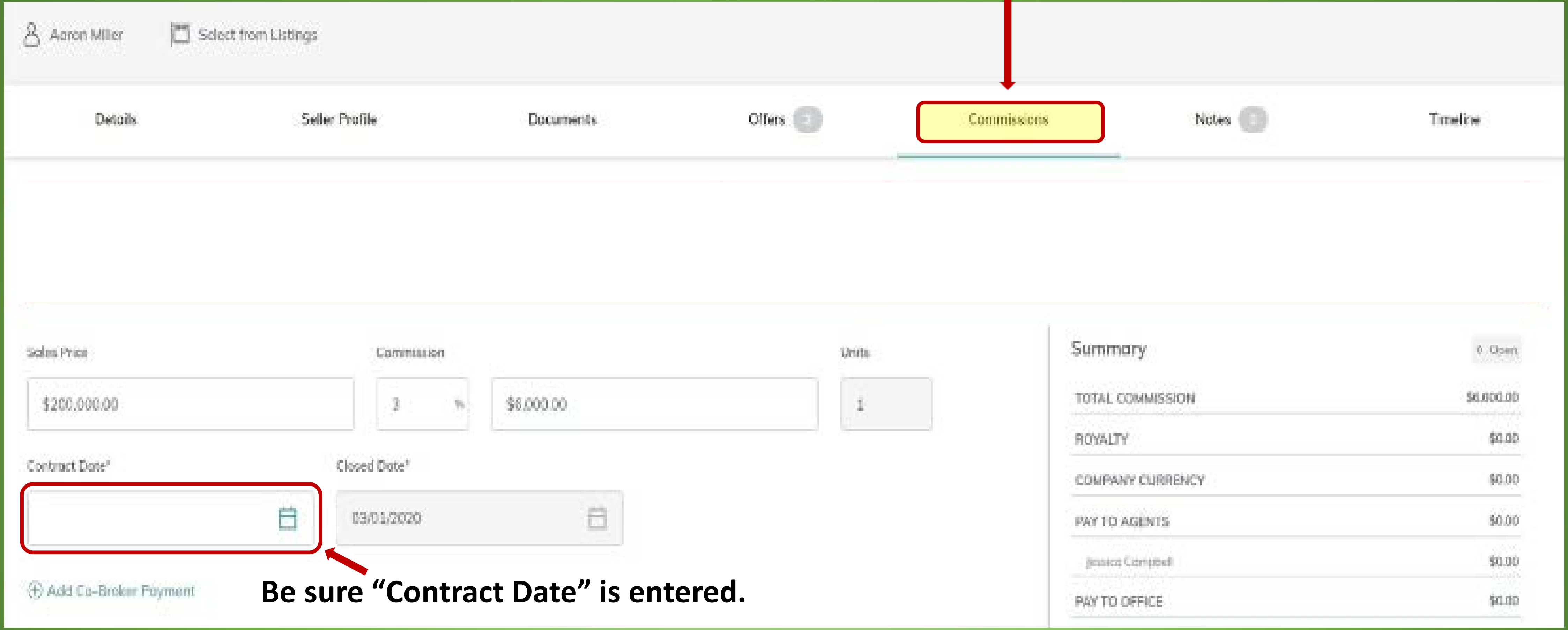
Click on the Offer to accept it.



Remember, a TC will do all of this for you.

Once an Offer has been accepted, the Commission function will be enabled.

Click on the Commission tab in top banner.



Be sure "Contract Date" is entered.

Remember, a TC will do all of this for you.

Working with Commissions continued:

Edit Lead Agent Payment Screen

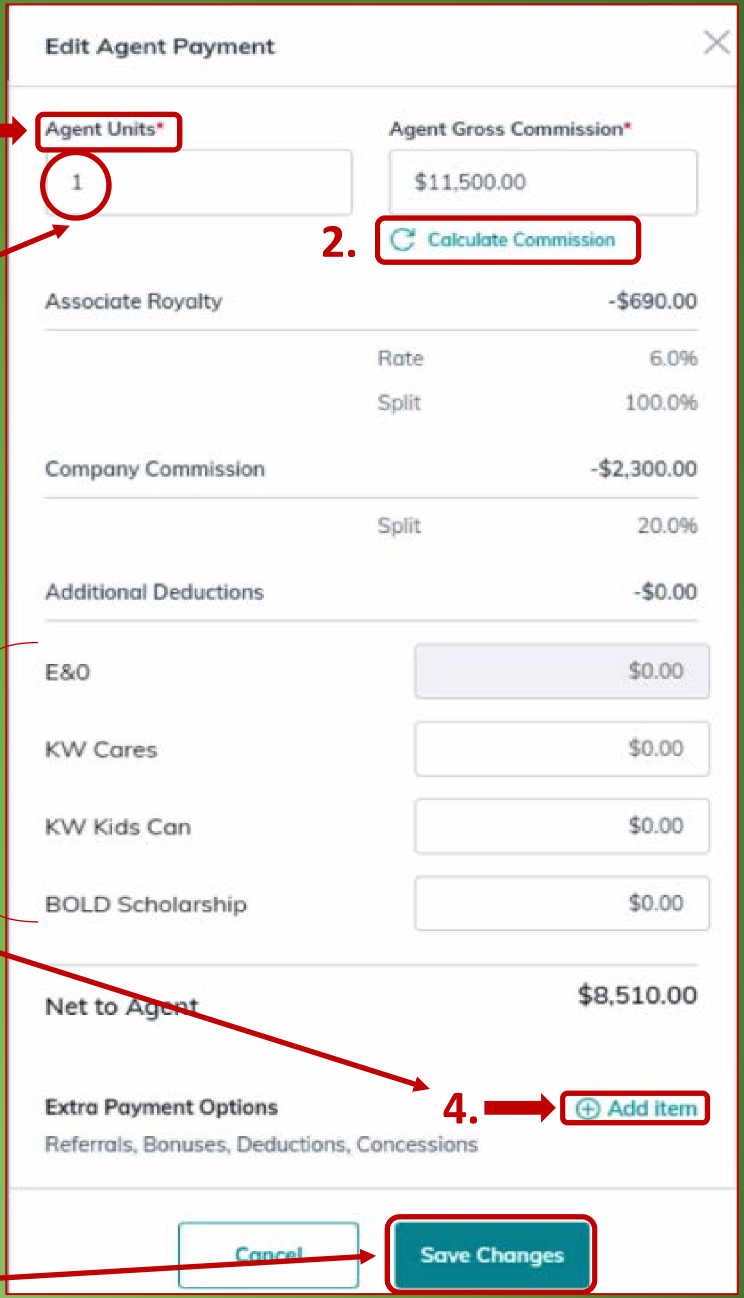
1. “Agent Units” - Each transaction equals 1 unit.
   - If there is a co-agent, then it would be .50 unit.
2. “Calculate Commissions” – Click so MCA sees figures.
3. “Additional Deductions” – MCA does these. Don’t enter anything.
4. “Add Item” – Click on “Edit Agent Payment”, then “Add Item” to add TC Fee or Referral Fee.

PLEASE NOTE – You also use the “Add Item” button to enter a Referral that the Agent may be paying which is an additional deduction form Agent’s Commission.

5. “Save Changes”– Always click at bottom right of screen.

Remember, a TC will do all of this for you.

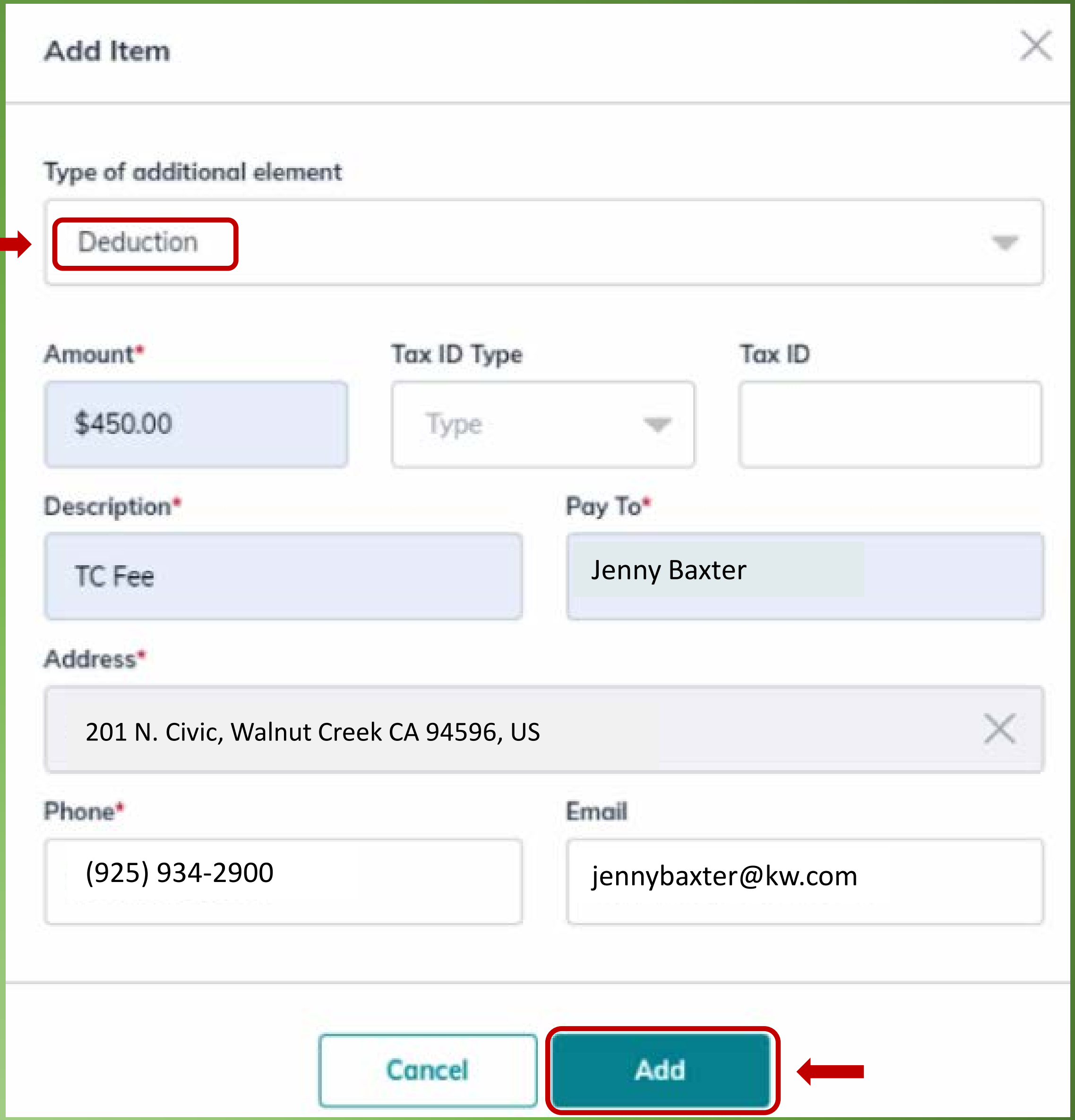
1.
2.
3.
4.



Working with Commissions continued [Submit TC Fee]:

1. "Add Item" Screen
   - Click "Deduction" to enter TC Fee.

2. "Add Item" Screen.
   - Select "Deduction"
   - Enter TC details
   - Click "Add" button to Save

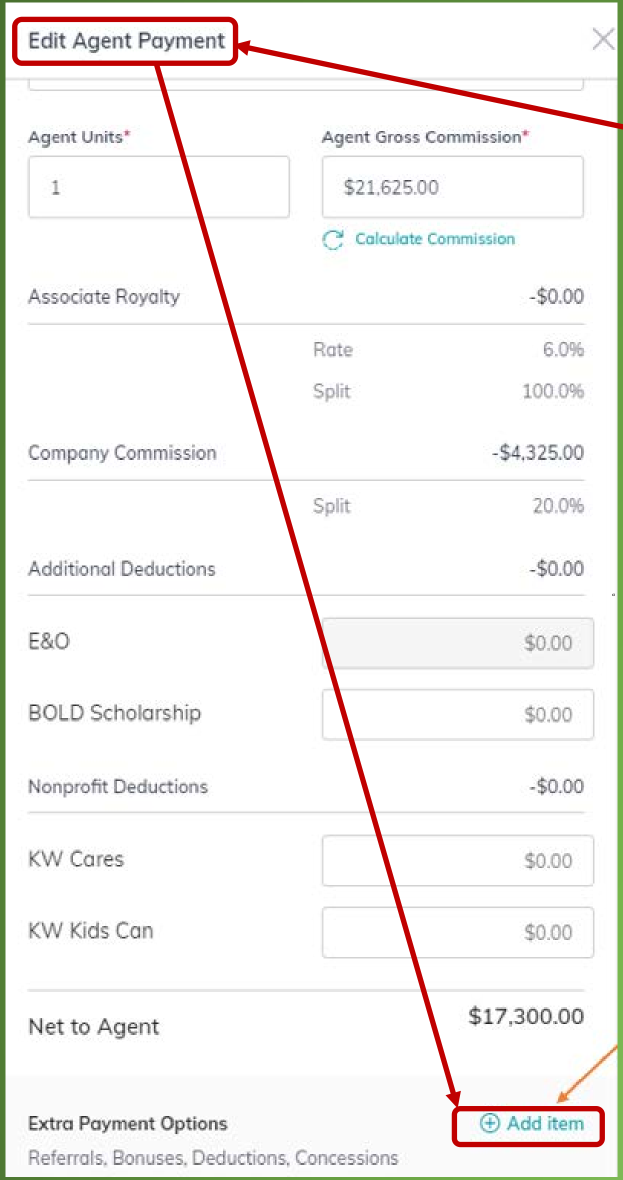


Remember, a TC will do all of this for you.

Working with Commissions continued [Submit Referral Fee]

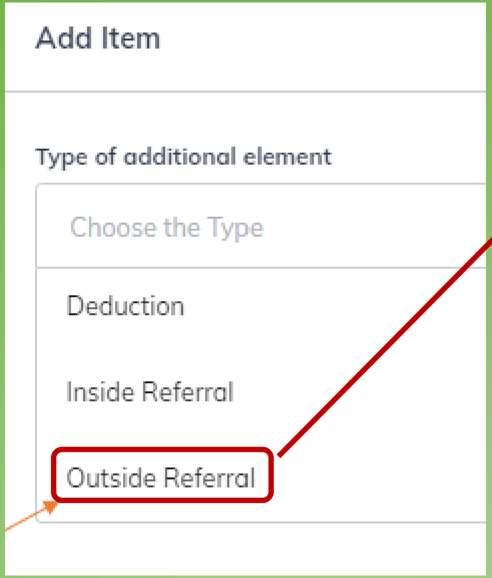
Adding an Outside Referral Fee to Commissions

1.



1. Click on "Edit Agent Payment" & "Add Item."
2. Select "Outside Referral."
3. Enter Referral Information.
4. Click "Save."

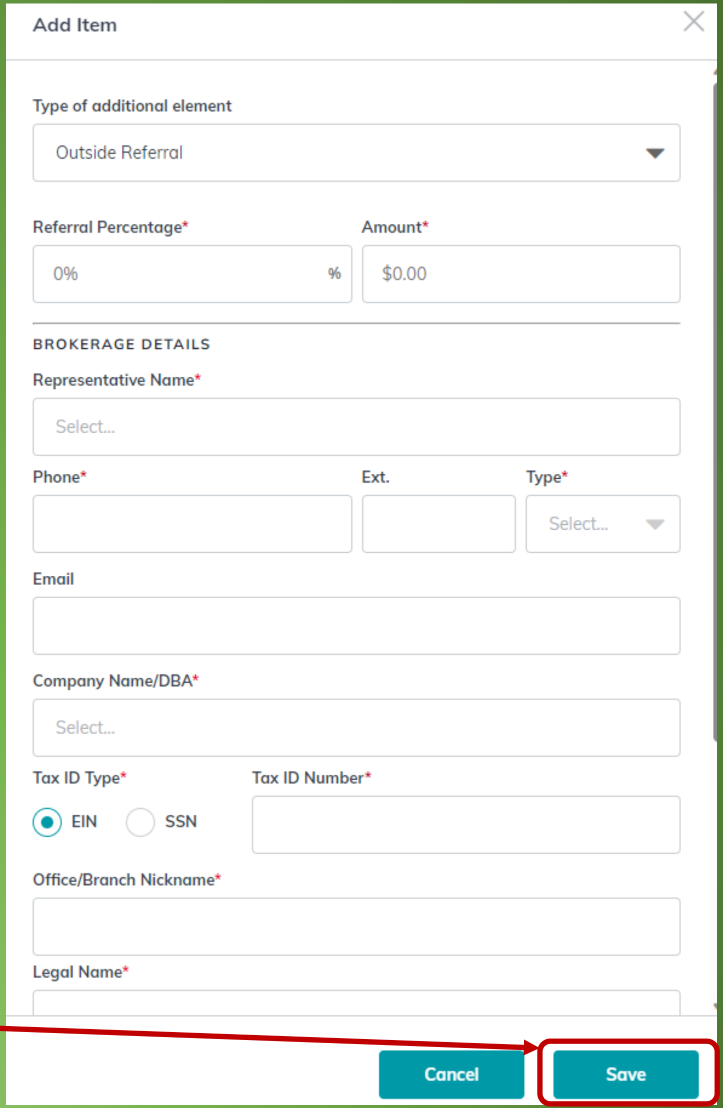
1.



2.

3.

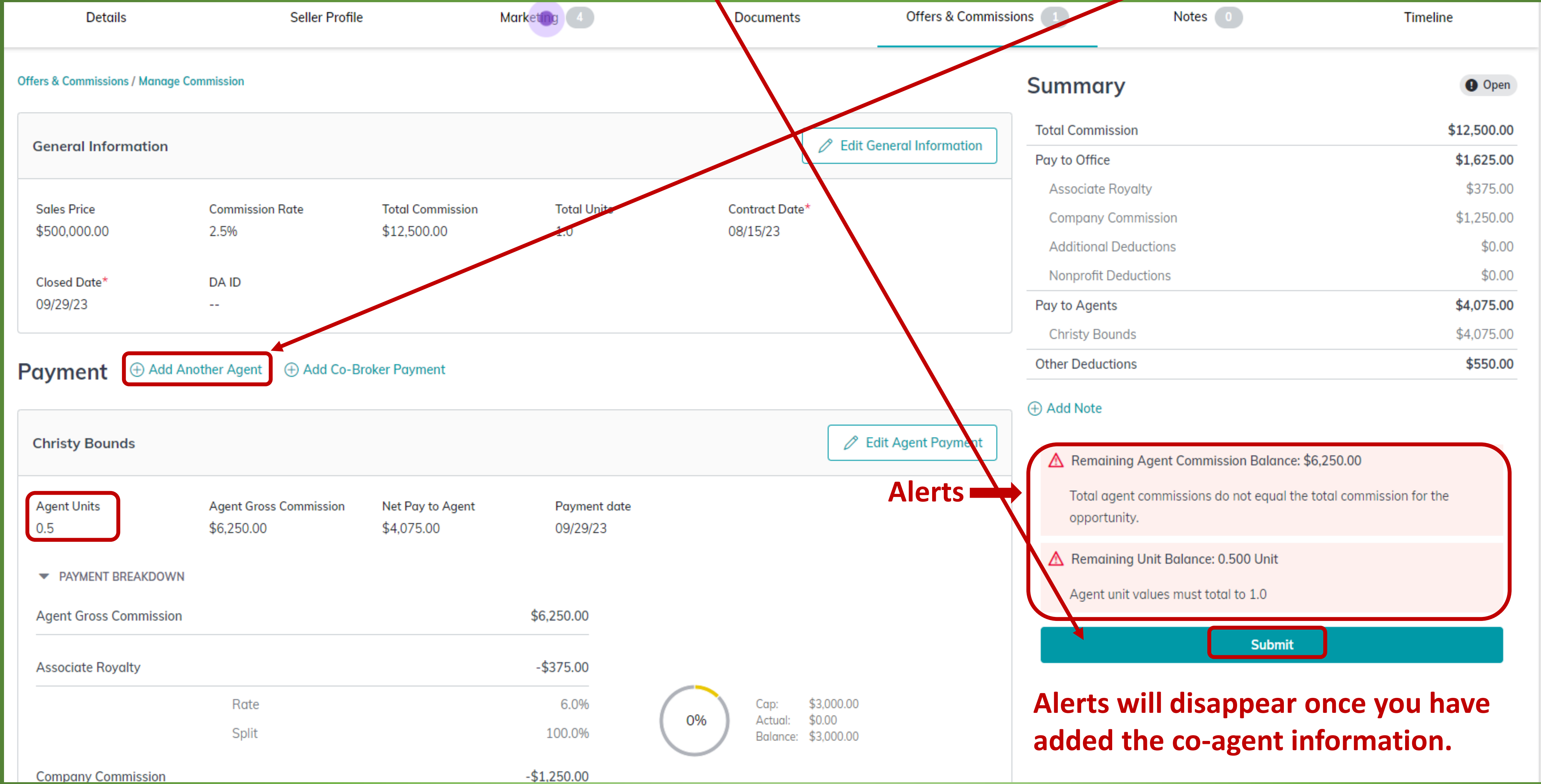
4.



Remember, a TC will do all of this for you.

Working with Commissions – Add Another Agent [Co-Agent]:

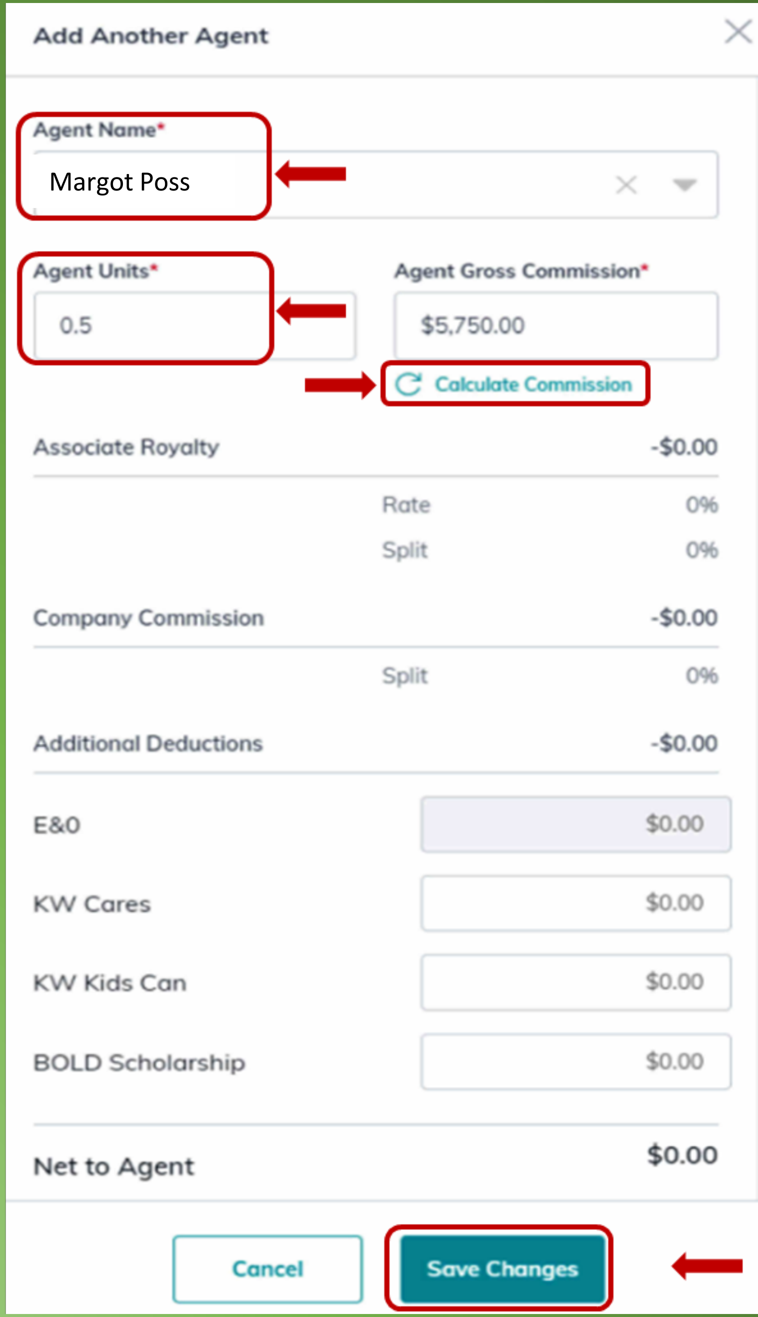
- To add Co-Agent, 1st change "Agent Units" to .5 [50%/50% split] > Click on "Add Another Agent"
- Once everything is correct, click on Submit. NOTE: "Alerts" display under "Submit" button if not done correctly.



Remember, a TC will do all of this for you.

On “Add Another Agent” page:

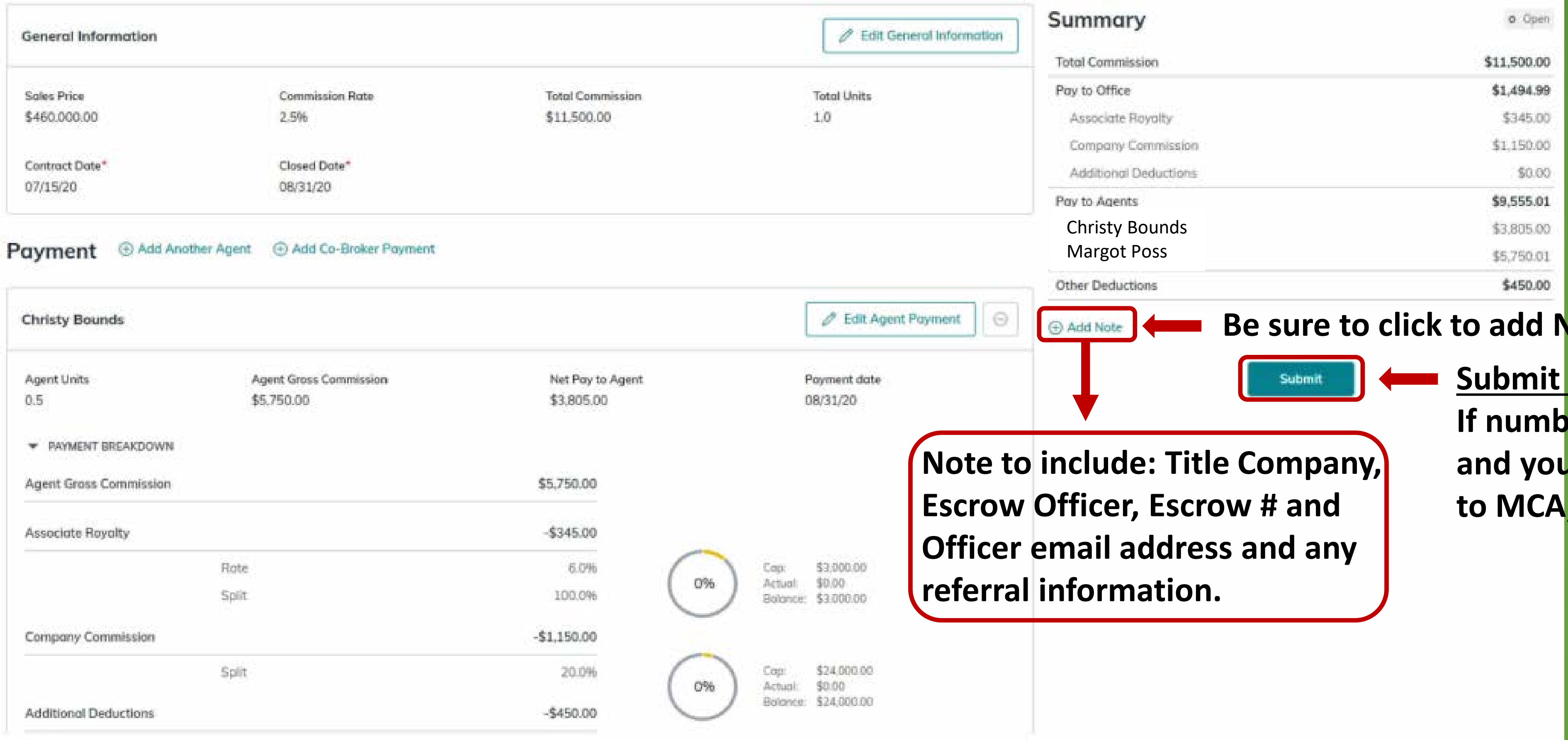
1. Enter Co-Agent name
2. Change “Agent Units” to .5 [Units to total 1]
3. Click “Calculate Commission” for automatic adjustment.
4. Add any Additional Deductions for Co-Agent
   - Use dollar figures
5. Click “Save Changes”



Remember, a TC will do all of this for you.

Review “Commission” page

1. Click “Add Note” to add any note you would like the MCA to see.
   - Title Company, Escrow Officer, Escrow # and Officer email address
   - Perhaps mention that there is a Referral at ___% so MCA can change figures.
2. If numbers are correct, click “Submit.”



Be sure to click to add Note to MCA.

Note to include: Title Company, Escrow Officer, Escrow # and Officer email address and any referral information.

<u>Submit Commission</u>
If numbers are correct and you have added Note to MCA, click “Submit.”

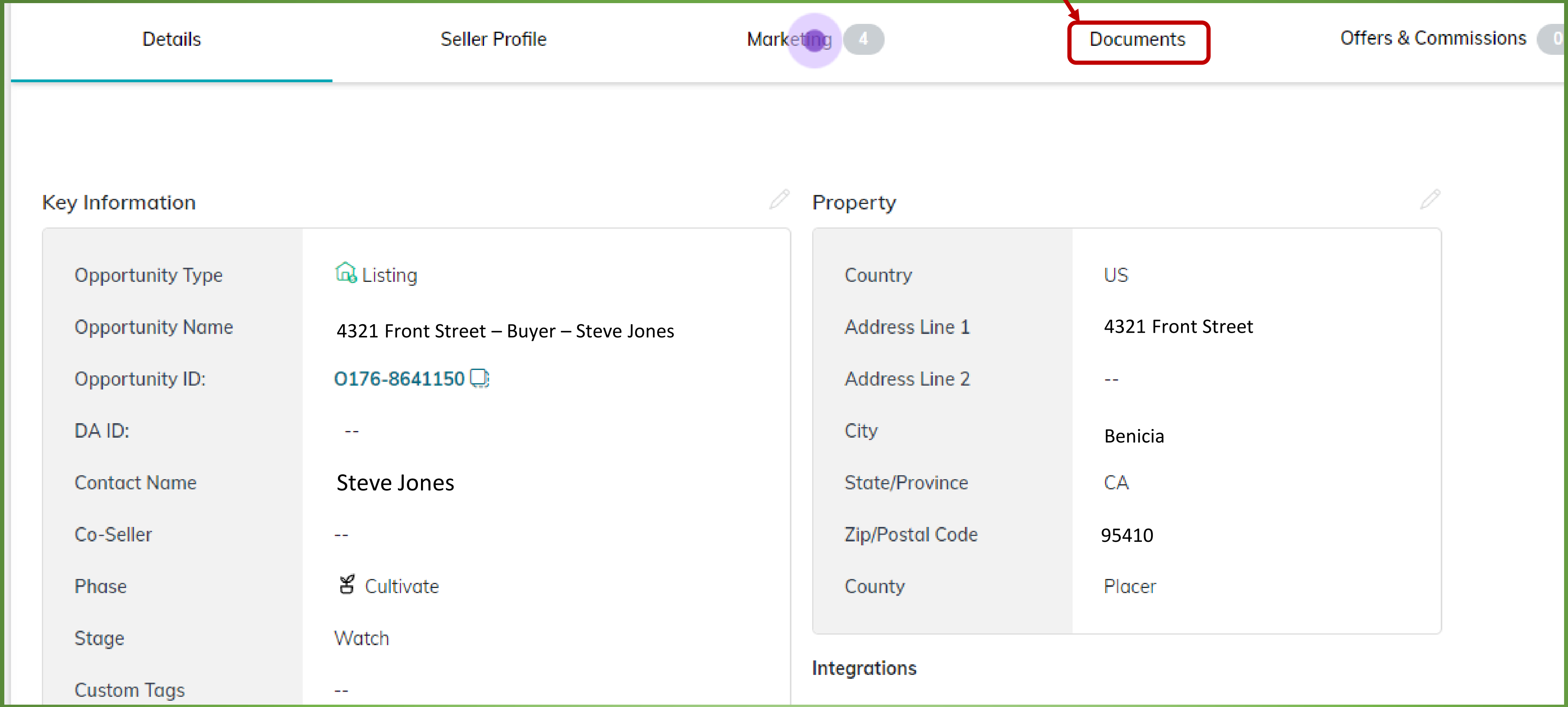
Remember, a TC will do all of this for you.

Review Commission Details

GROSS COMMISSION	**$10,000.00**
ROYALTY	**-$600.00**
Associate Royalty	$600.00
Rate	6%
Split	100%
COMPANY COMMISSION	**-$2,000.00**
Company Commission	$2,000.00
Split	20%
DEDUCTIONS	**-$500.00**
E&O	$0.00
KW Cares	$0.00
KW Kids Can	$0.00
BOLD Scholarship	$0.00
Keller Williams Realty - Office fee	$50.00
Transaction co-ordinator	$375.00
Keller Williams Realty - TC	$75.00
CHECK AMOUNT	**$6,900.00**

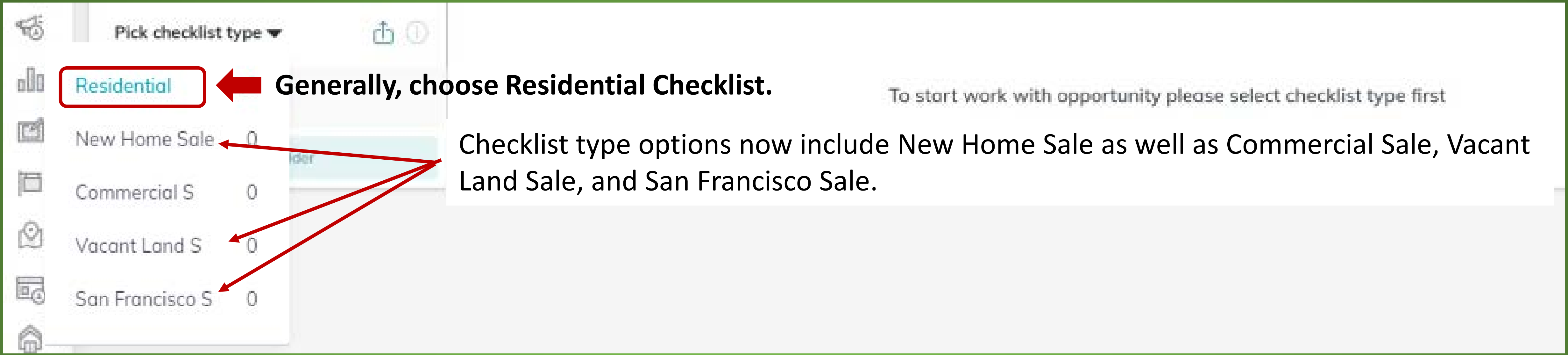
Remember, a TC will do all of this for you.

Click the “Documents” tab:



Remember, a TC will do all of this for you.

Select Checklist Type

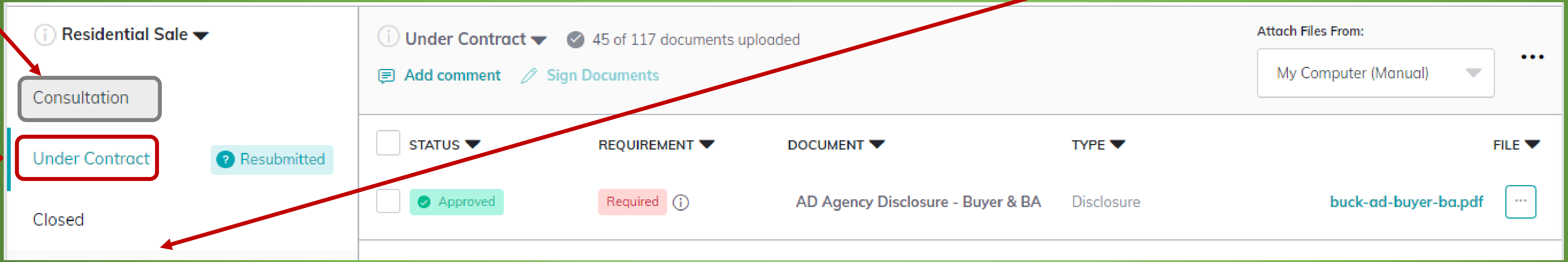


Generally, choose Residential Checklist.

Checklist type options now include New Home Sale as well as Commercial Sale, Vacant Land Sale, and San Francisco Sale.

Select Checklist "Event" in Left Column – Consultation / <u>Under Contract</u> / Closed

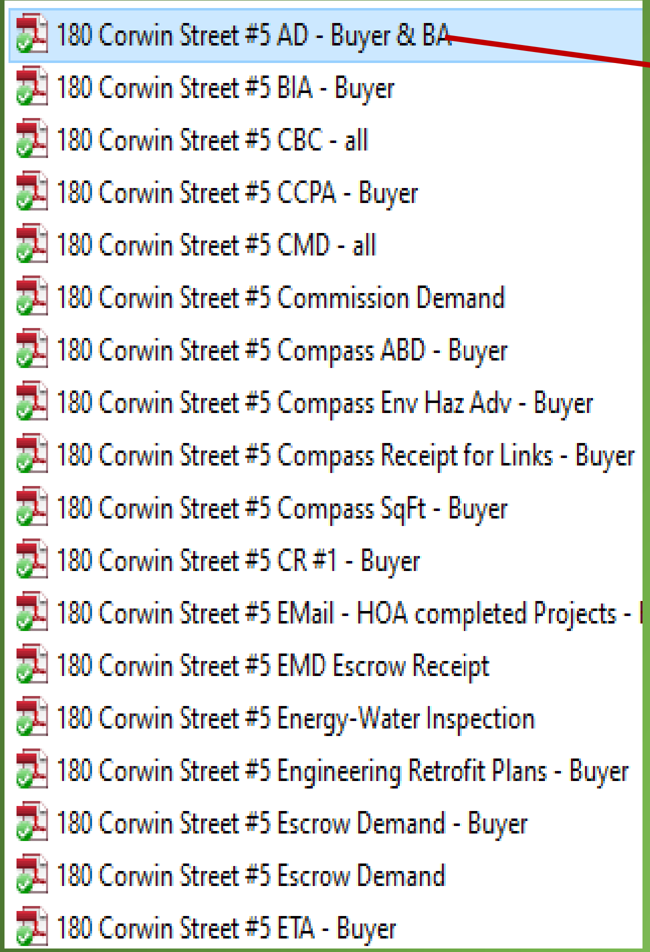
NOTE: "Consultation" event is <u>only</u> for Outgoing Referral or BRE [Buyer Representation] Agreement.

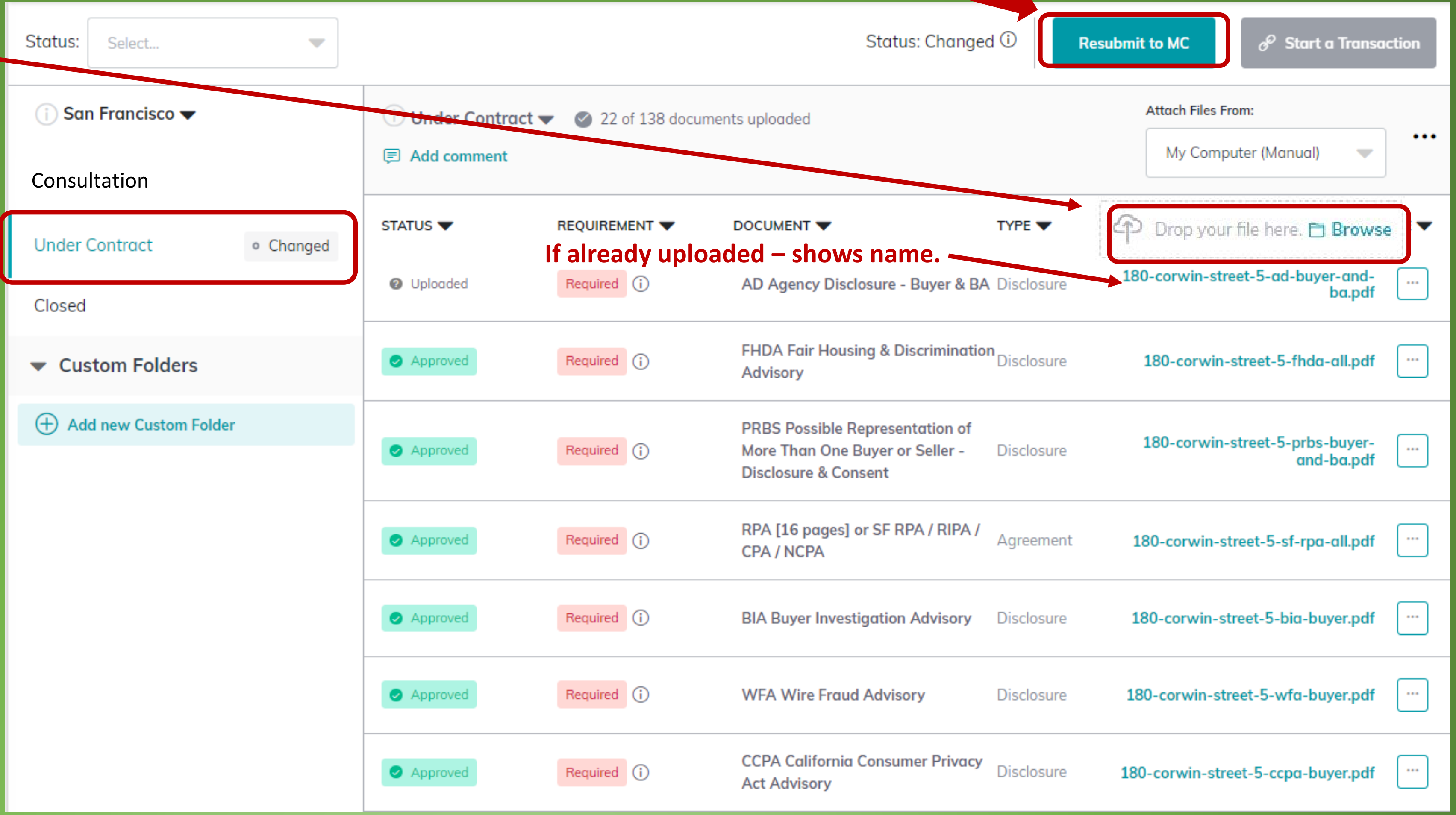


Remember, a TC will do all of this for you.

Upload purchase documents to Under contract "event."

Use your Desktop folder with Purchase documents, drag and drop documents to Command "Drop your file here." Once uploaded, they will appear at the right of the document slot. Click Submit to MC.





NOTE: Each "Document slot" should only have the document with that name. Otherwise you may have to generate new "Document slot" that is not on the Checklist – see Exhibit A.

Remember, a TC will do all of this for you.

Submitting initial & additional documents for Broker Review.

1. After you have uploaded your documents - Click SUBMIT TO MC button at top right. Otherwise, no one will be notified to check your file.

2. Once Broker Review is done in an "event," you will receive an email from Command. If using a TC, always forward that email to your TC.
   - REJECTED Document – There will be an explanation of what is incorrect or missing. [Agent to replace incorrect document with corrected document and re-submit for Broker Review.]
   - RETURNED Status – For the entire "event." This status will be used after each Broker Review to indicate that there are still missing documents.
   - APPROVED Status – This status will be used after final Broker Review to indicate that file is complete.
3. When Broker Review is done for an "event," you will receive an email from Command. If using a TC, always forward that email to your TC.
4. Please note that each "event" may have over 100 document possibilities, so you may see that only 39 of 119 documents are completed. That is OK - 39 may be all that is needed for a complete file.
   - The key is to see what is REQUIRED and what may be MISSING.

Remember, a TC will do all of this for you.

Submitting documents for Broker Review.

The key is to see what is REQUIRED and what may be MISSING.

Approved	Required	CCPA California Consumer Privacy Act Advisory	Disclosure	ccpa.416corcoran.pdf
Missing	Required	DIA Disclosure Information Advisory	Disclosure	Drop your file here. Browse
Approved	Required	SELM Seller Instruction To Exclude Listing From The MLS / Send to Board	Authorization	selm.416corcoran.pdf
Not uploaded	Conditional	Commission Adjustment Approval (if under 5% total)	Authorization	Drop your file here. Browse
Not uploaded	Conditional	SFLS Square Foot / Lot Size Disclosure	Disclosure	Drop your file here. Browse
Missing	Required	MLS Active Printout	Disclosure	Drop your file here. Browse

Once the CLOSING Event is complete and status is APPROVED, Broker Reviewer will send a “Comment” to the Agent and the MCA that file is “Cleared to Close.” Agent [or TC] will then open Command and change the “Opportunity” from Under Contract” to “Closed” in the Command Timeline.

Remember, a TC will do all of this for you.

1. **Once CLOSED Event is complete and status is APPROVED, Broker Reviewer will send a "Comment" to the Agent and the MCA that file is "Clear to Close."**
2. **Agent [or TC] will then open Command and change the "Opportunity" from Under Contract" to "Closed" in the Command timeline.**

Each "event" status needs to state "APPROVED."

<u>LISTING Transaction</u>

- Listed

- Under Contract

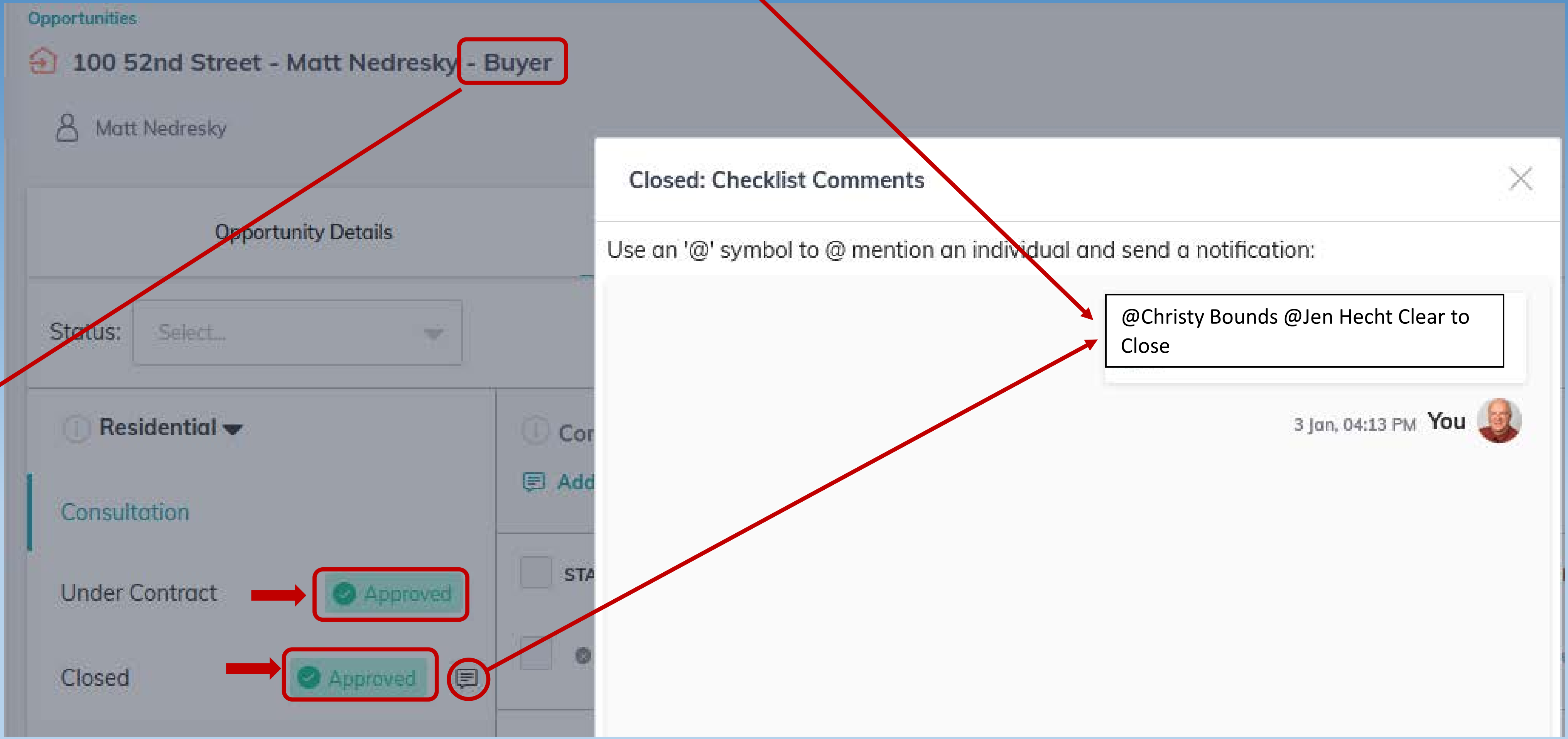
- Closed

<u>BUYER Transaction</u>

- Consultation

- Under Contract

- Closed



Remember, a TC will do all of this for you.

Change Opportunity from “Under Contract” to “Closed.”

1. Open “Opportunity” Page.

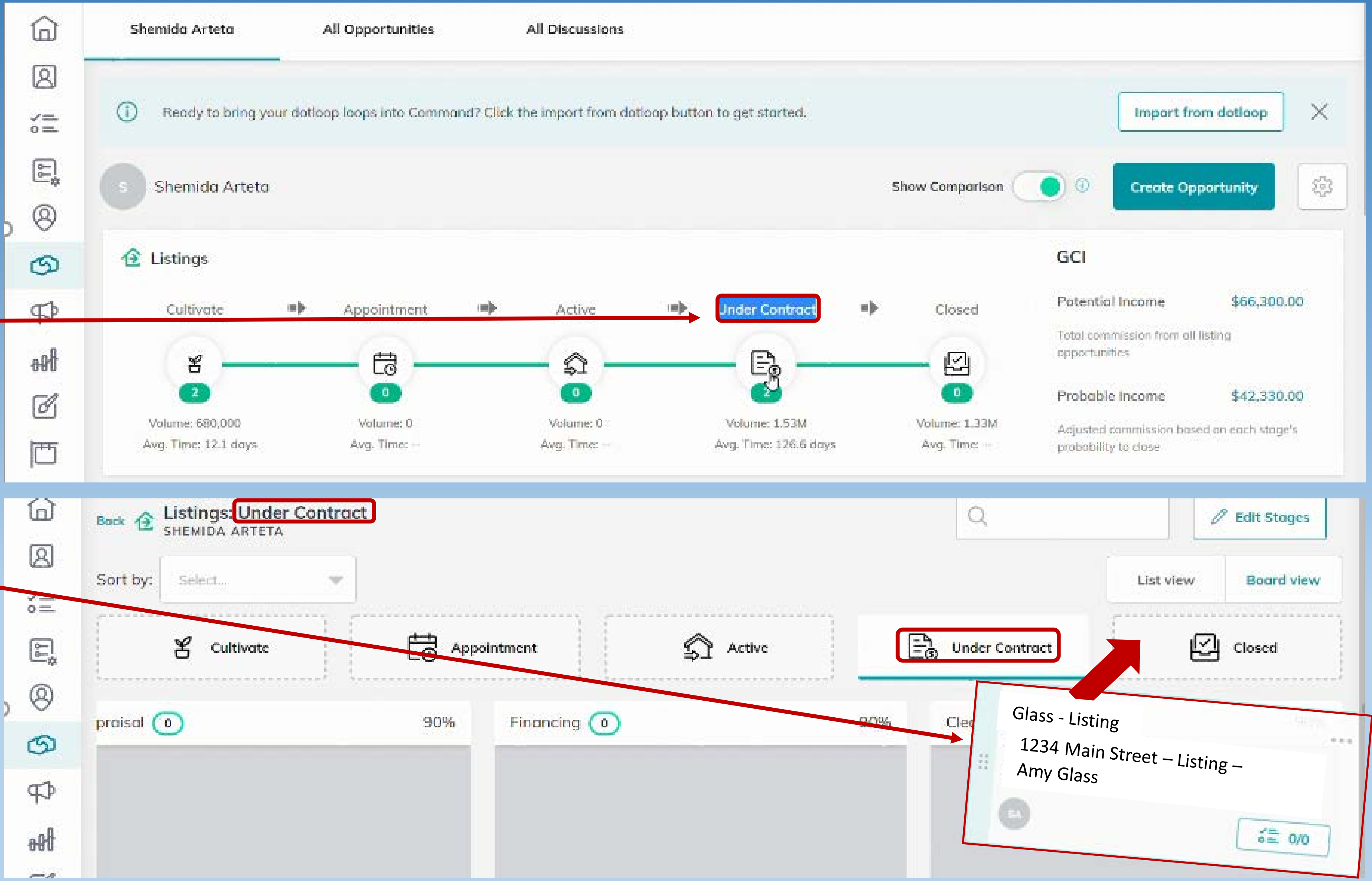
2. Go to Opportunity Timeline.

3. Click on “Under Contract.”

4. At “Under Contract” Page.

Drag the Listing (or Buyer) box from the “Clear to Close” stage to the “Closed” stage box.

5. Make sure Closing date is accurate.



Remember, a TC will do all of this for you.

Opportunity & Commission Submissions to be completed within 1 business day of ratified agreement.

1. Set up Listing Opportunity, upload initial documents & submit to MC within 1 business day.
2. Set up Buyer Opportunity, upload initial documents & submit to MC within 1 business day.
   a. This includes a New Home Construction Buyer.
3. Submit Commission Request for each Sale [Buyer Opportunity] within 1 business day.
   1. Enter all Commission Details [Deductions & Referrals] & submit Commission Request.
   2. Processing of Commission Demand may take 48 -72 hours.
4. If a Listing Opportunity is now in contract, then the Listing Agent uses the Under Contract event on the original Listing Opportunity to submit the Sale.
5. In dual-agency [LA & BA are the same agent] there needs to be 2 Opportunities [Listing-side & Buyer-side] with two separate Commission Submissions.

1 Day

Exhibits – Command Tips

A. How to Add a new “Document slot” that is not on the Checklist.

B. How to Replace an existing document in a “Document slot.”

C. How to enter a Command Opportunity for a Buyer New Home Sale

D. How to use “Consultation” event for Outgoing Referral or Buyer-Broker Agreement.

E. How to process a Buyer cancellation.

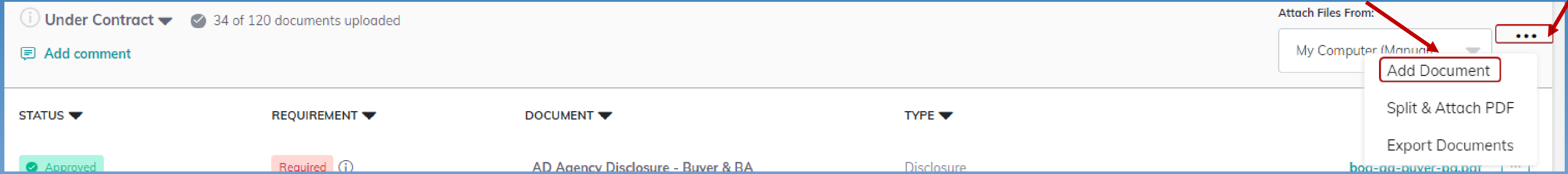
F. How to Add a New Buyer to an existing Listing after original Buyer cancellation.

A. How to Add a new "Document slot" that is not on the Checklist.

Click on the 3 dots to the right on the "under contract" task bar. Click the "Add Document" tab

Add Document

3 Dots



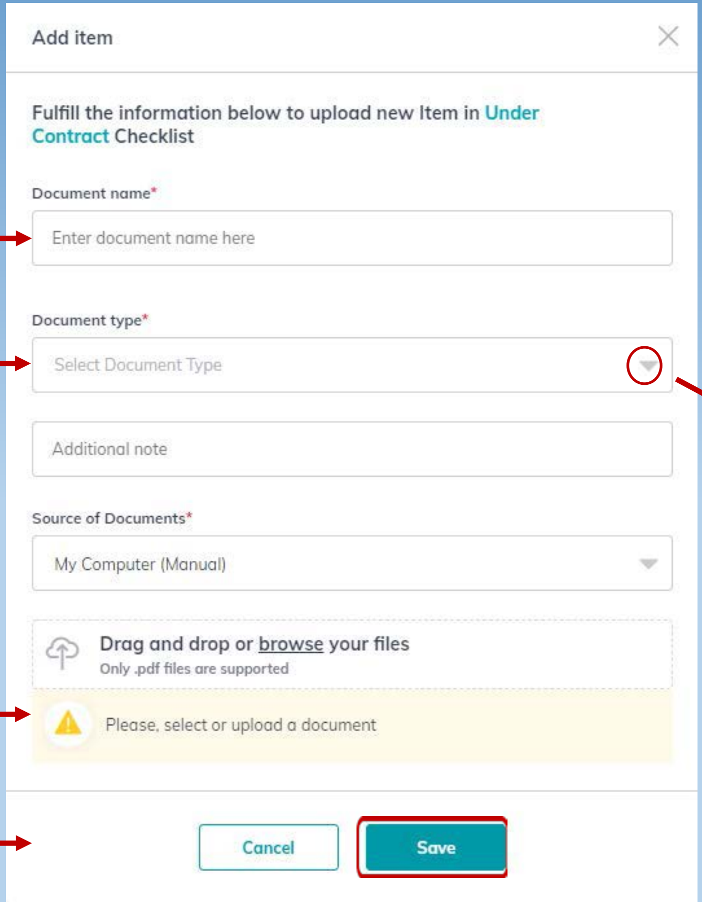
Enter Document name, document type (Addendum, Agreement, Disclosure, etc.), drag and drop your document and click "Save."

Document Name

Document Type

Drag and drop document here.

Click Save



Remember, a TC will do all of this for you.

B. How to Replace an existing document in a "Document slot."

To replace a document, click on the 3 dots to the right of the document you want to replace and then click "update". The "update document" box will pop up and you can drag the new document here and then click "Update". This will replace the document previously uploaded so be sure to upload ALL pages of the new document not just the portion that needed correction or revision.

3 Dots

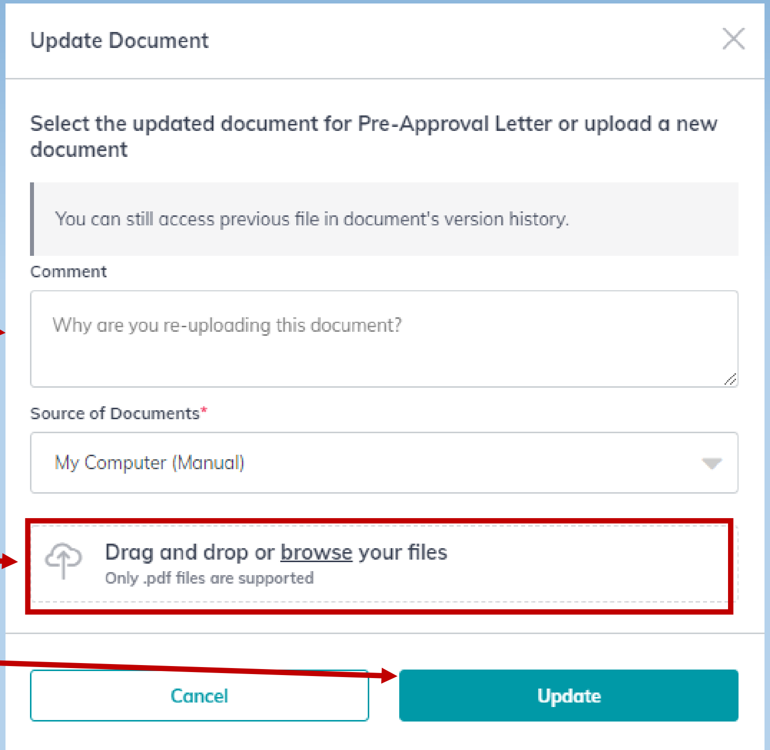
Update

At the "Update Document" screen, enter a reason for updating the document: "Correct the document." Then drag and drop the updated documents and click update.

Enter a reason for updating the document: "Correct the document."

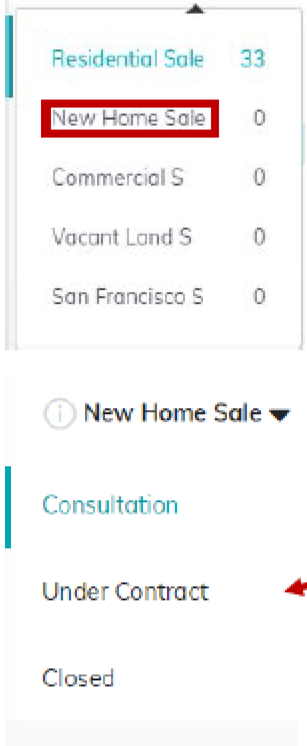
Drag and drop the document here.

Click Update



Remember, a TC will do all of this for you.

C. How to enter a Command Opportunity for a New Home Buyer Sale.



NEW HOME BUYER SALE

Select "New Home Sale" Checklist from list.

NEW HOME BUYER SALE

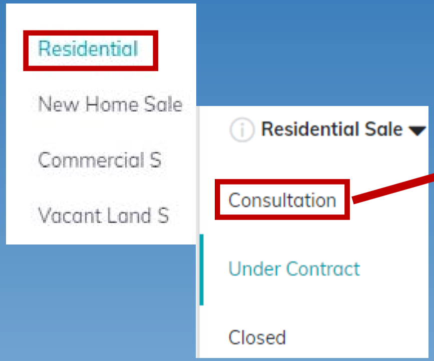
Under the New Home Sale list of "events," upload documents to the "Under Contract" Event. There are only 4 document slots.

1. New Home Referral Agreement [Client Registration]
2. New Home Purchase Contract
3. New Home Disclosures
4. New Home Addenda

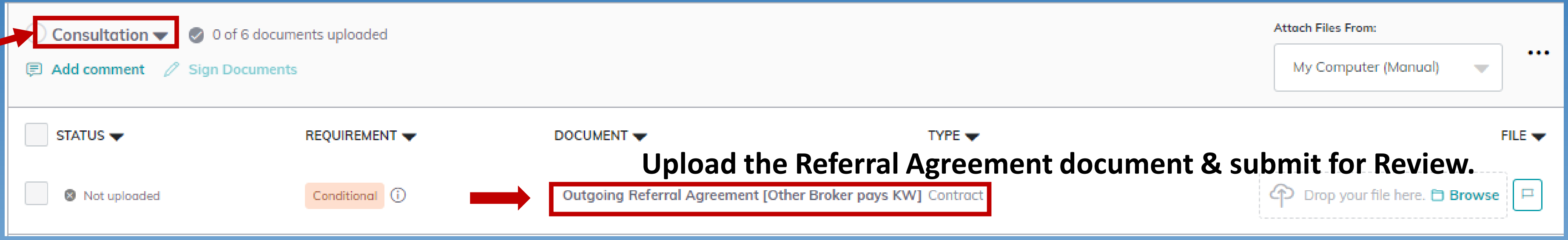
STATUS	REQUIREMENT	DOCUMENT	TYPE	FILE
Approved	Required	New Home Referral Agreement	Agreement	615-broker-registration.pdf
Approved	Required	New Home Purchase Contract	Agreement	616-pa.pdf
Not uploaded	Conditional	New Home Disclosures	Disclosure	Drop your file here. Browse
Not uploaded	Conditional	New Home Addenda	Agreement	Drop your file here. Browse

Remember, a TC will do all of this for you.

D. Use "Consultation" event to enter Outgoing Referral.



Select "Residential Sale" Checklist and go to "Consultation" Event. Only use the top "document slot."



Upload the Referral Agreement document & submit for Review.

E. Use "Consultation" event to enter BRBC [Buyer Representation and Broker Compensation] forms.

1. Create a Buyer Opportunity [Buyer needs to already be a Contact].
2. Name the Opportunity as the Buyer Name.
3. Choose the "Residential" Checklist and go to "Consultation" event.
4. Using the last 5 document slot to submit the ratified AD, BIA, BRBC and BTA. [ABCD would be submitted later.]
5. SUBMIT TO MC for Broker Review.

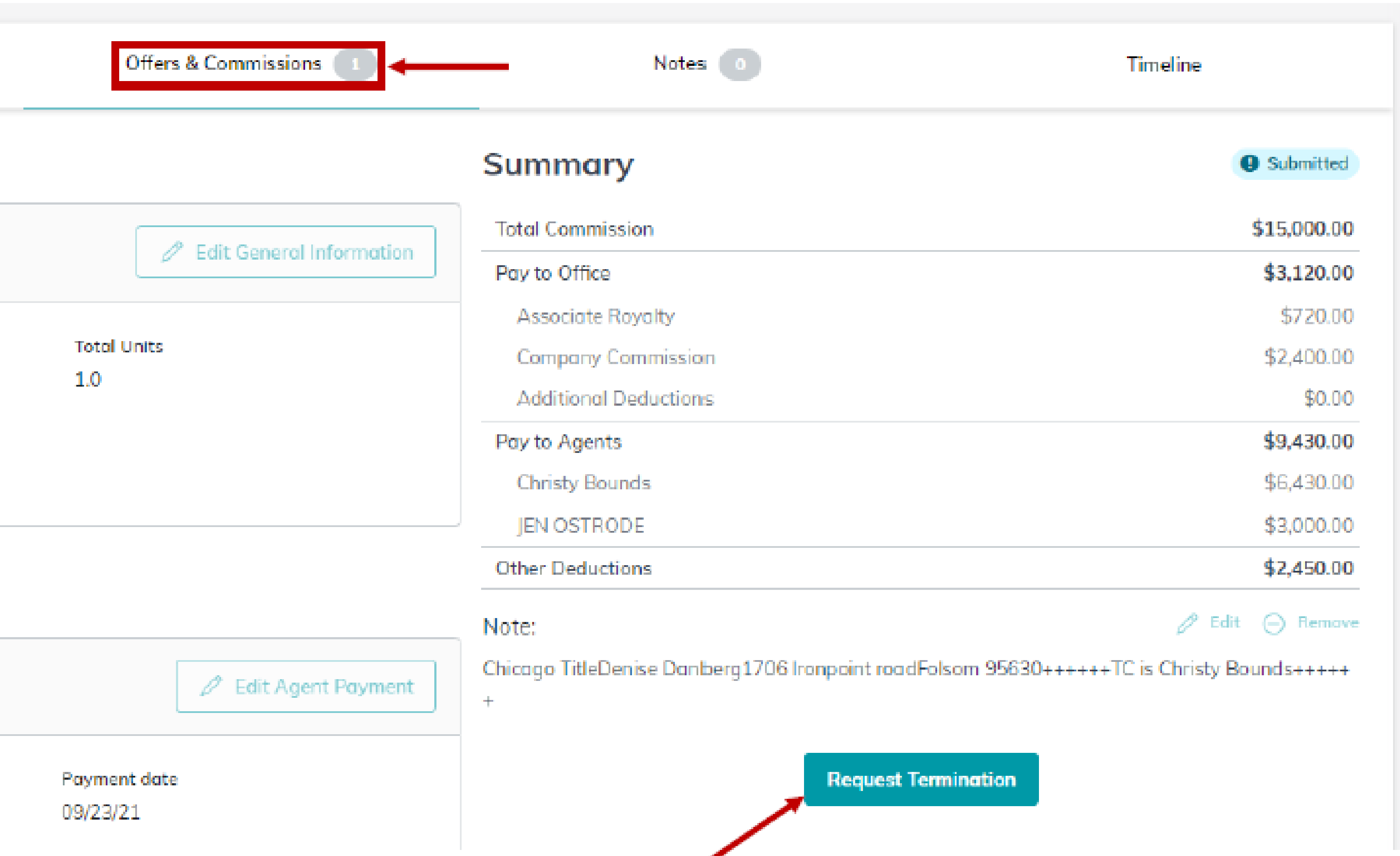
Once Buyer is in contract

Change the Opportunity name to "Property Address – Buyer name – Buyer." Enter Purchase as usual, submit your commission request and submit contract documents in the "Under Contract" event. Click SUBMIT TO MC when finished.

Remember, a TC will do all of this for you.

E. How to process a Buyer cancellation.

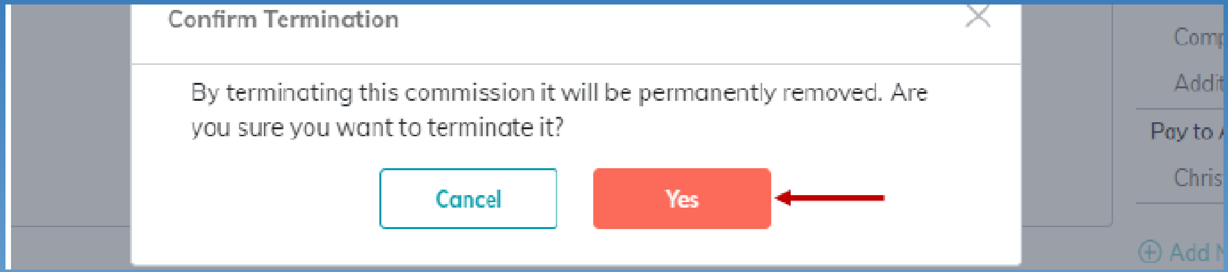
1. Click the Offer & Commissions tab.



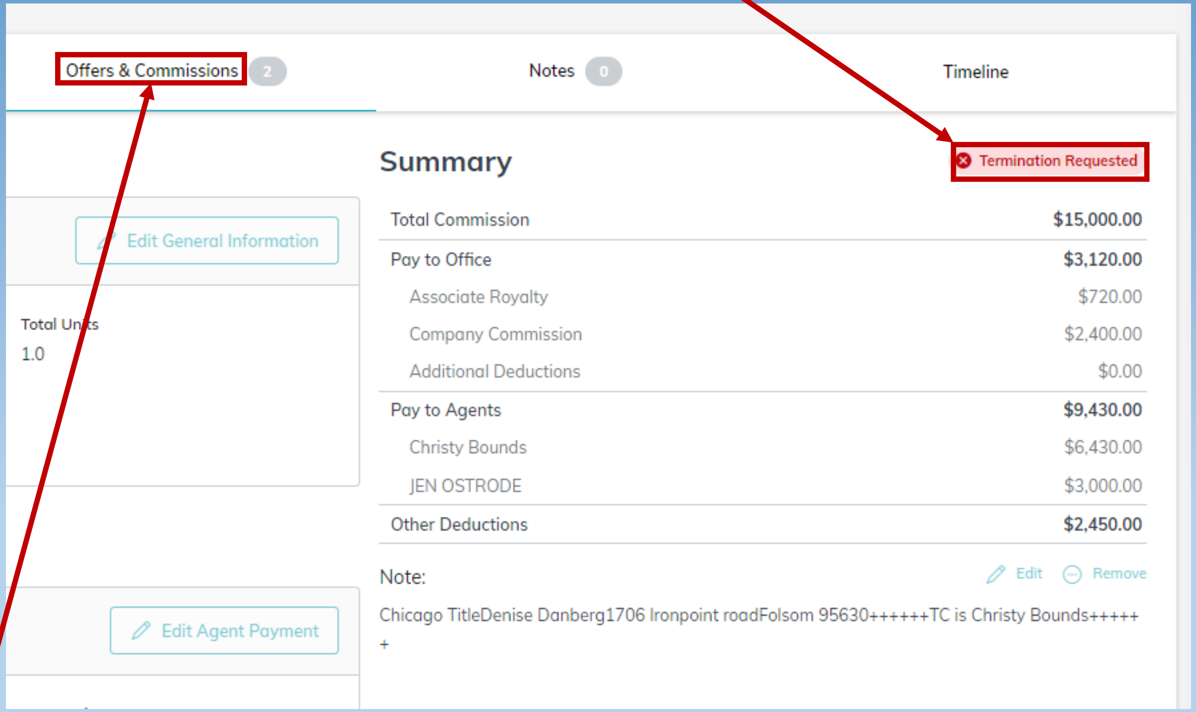
2. Click Request Termination button.

Remember, a TC will do all of this for you.

3. **After clicking "Request Information," Click "Yes" on pop-up box to terminate the current Commission Demand.**



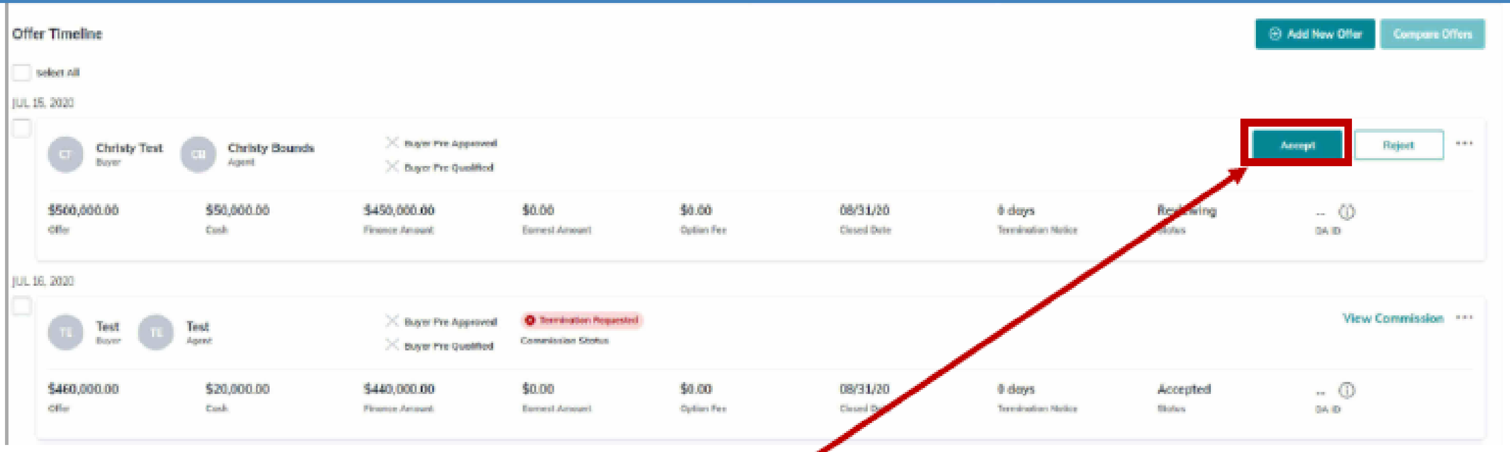
4. **The Broker Demand page will now have "Termination Requested" highlighted.**



5. **Click on "Offers & Commissions" tab to enter the details of the new Offer.**

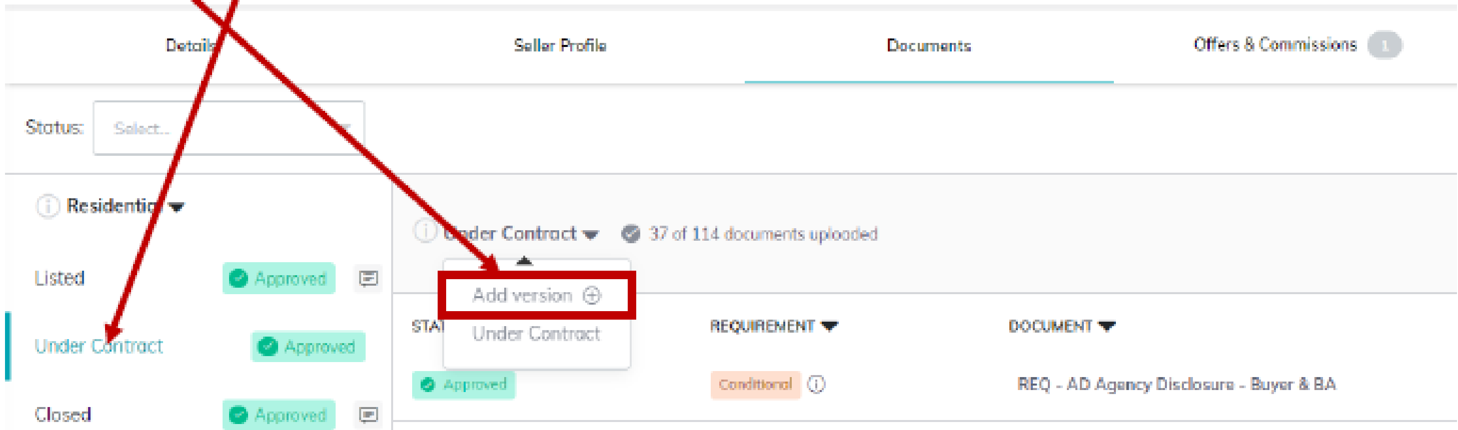
Remember, a TC will do all of this for you.

F. How to Add a New Buyer to an existing Listing after original Buyer cancellation.



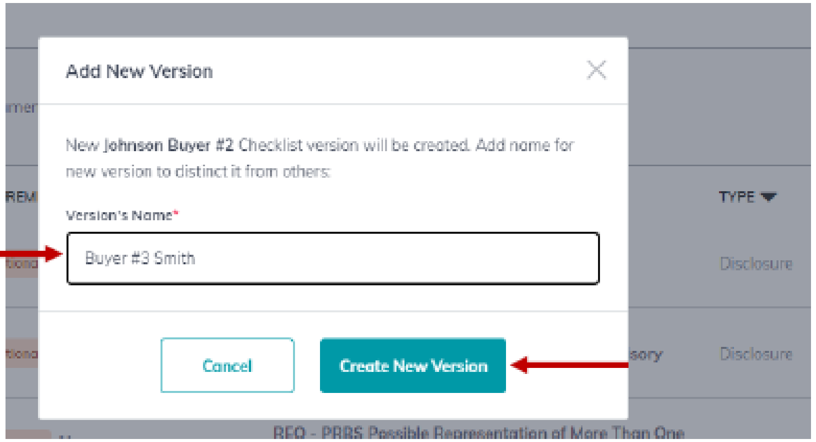
1. Enter the details of the new Offer and click "Accept" button. Enter Commission information details including any TC Fees and click Submit. Remember to put Title company information in the "Note" just above the Submit button.

2. Click "Under Contract" event and then "Under Contract" drop-down menu. Then, select <u>Add Version ⊕</u> to open "Add New Version" pop-up box.

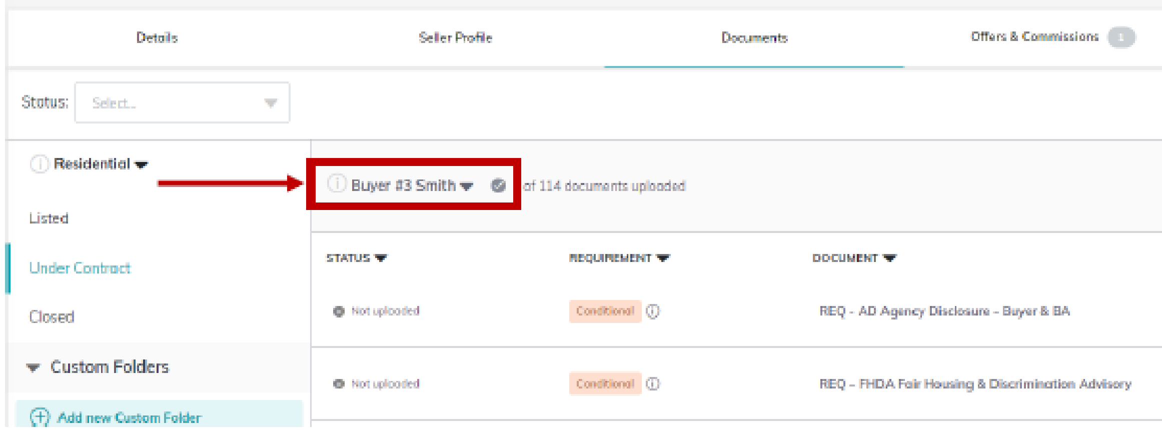


Remember, a TC will do all of this for you.

3. In "Add New Version" pop-up box, change the Version's Name to "Version #2" – new Buyer Name. This example shows "Buyer #3 – Smith." Then click "Create New Version" button.



4. The new version will now be the default where you can begin uploading documents specific to this new Buyer.



5. Repeat steps 1-4 for the "Closed" event [Add a New Version] so it matches the New Buyer name and differentiates it from the previous "Closed" event.

Remember, a TC will do all of this for you.