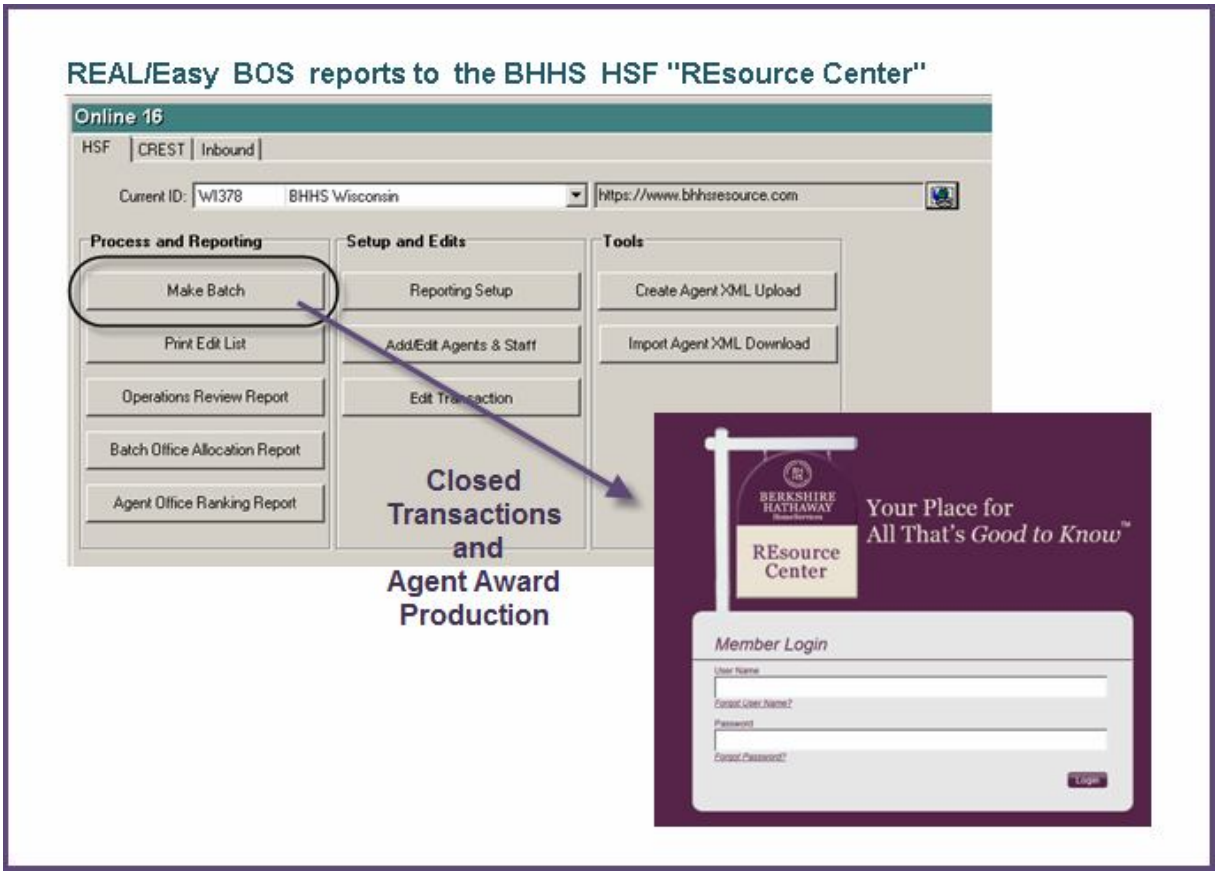


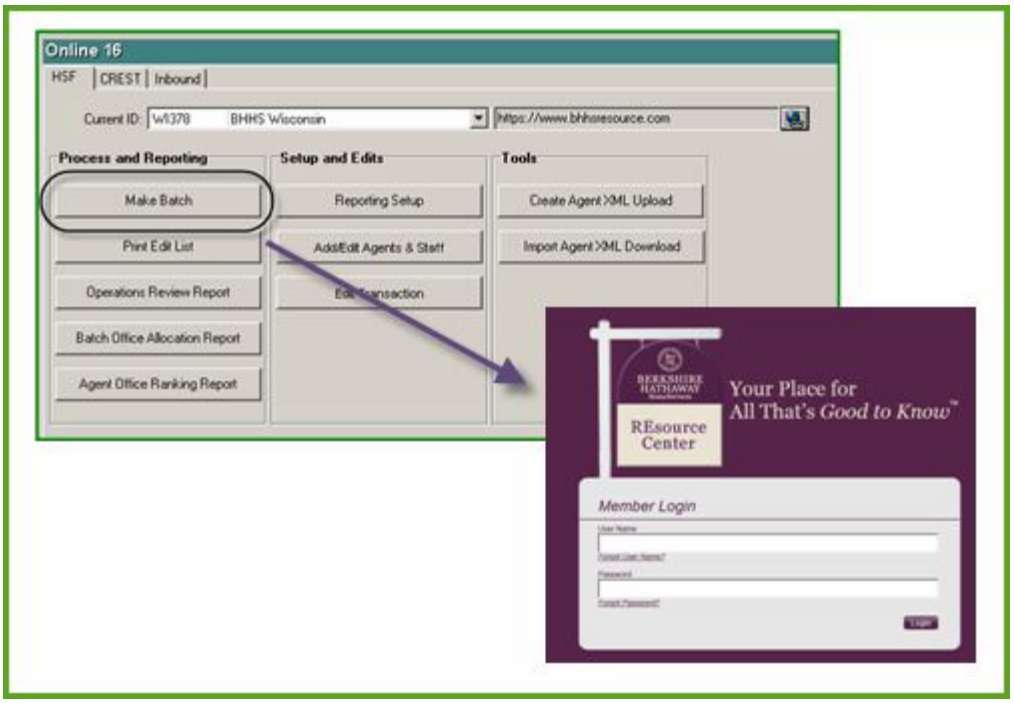
REAL/Easy BOS Version 17

Training Guide for Reporting to the HSF REsource Center

This reference provides setup, training, information and examples for using REAL/Easy Back Office System (BOS) reporting interface to the HSF REsource center.

1-800-732-5327

HSF Reporting Introduction



The REAL/Easy BOS (Back Office System) user interface and reporting program has been updated to handle the new Home Services Franchise (HSF) contracts. The former PREA reporting module has been re-named "HSF". Affiliates who are on current BOS service contracts and who initiate the HSF contract can use this BOS update to do the required reporting.

For affiliates who are still on Prudential contracts, the reporting procedures are unchanged. When a PREA affiliate renews their contract with HSF, the updated BOS program enables them to setup the new contract for reporting ahead of time while completing reports under the PREA contract. This makes it easy to begin HSF reporting on the first day of that contract.

The following pages detail the steps for setting up the HSF reporting. You should contact the BOS support staff to setup the contract ID and help with the preparation.

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How to Handle a Transaction Denied by REsource Center. 13
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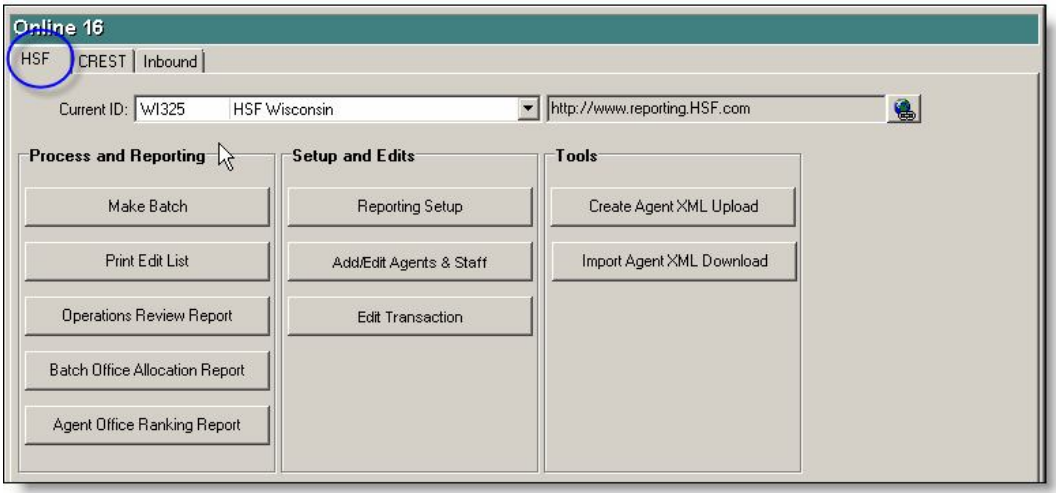
Helpful Edit Reports. 17

New HSF Contract ID



Step 1: Call the REAL/Easy Helpline to setup the new contract ID in BOS:

When an HSF contract is executed, the new HSF ID assigned to the affiliate is added by the BOS support staff. For example the above HSF affiliate contract is "WI325". Note that HSF affiliate ID's are expected to be assigned a 300 number.

When this step is completed, you should be ready to access setups and reporting for the new HSF contract as well as the former PREA contract as shown above.

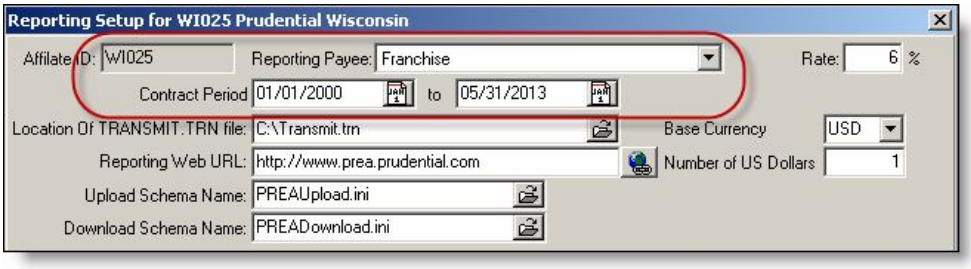
Initial New Contract Reporting Setups

Reporting setups for the HSF contract are entered using the "Reporting Setup" command. After reporting setup completion, the affiliate is able to begin the reporting process using the "Make Batch" command. We recommend calling the REAL/Easy helpline for assistance in this process. It should only take a few minutes.

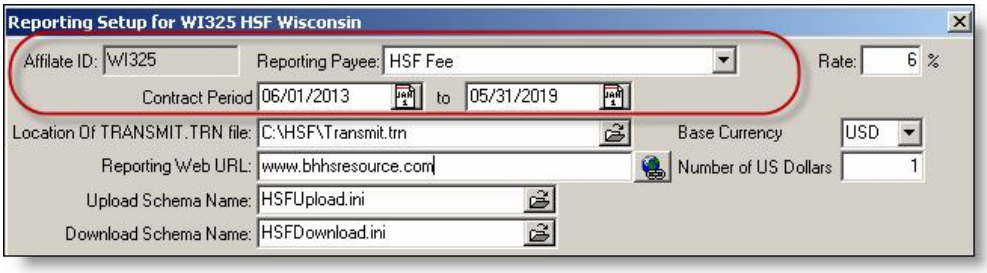
Step 2: Enter the HSF and PREA contract periods.

For affiliates who are still on Prudential contracts, the reporting procedures are unchanged – e.g. "WI025". Again, the HSF setups can be done ahead of time while reporting is still occurring under the PREA contract. The operator just needs to switch to the contract ID needed (Current ID's example above WI025 for PREA and WI325 for HSF).

An important new setup to help insure reporting accuracy is the addition of the "Contract Period" to the reporting setups for both PREA and HSF affiliate contracts.



For existing PREA affiliates upgrading to this BOS version, the current contract period must be entered before any further reporting is to be done. In the above example, the contract period is entered for the PREA contract reporting setup and runs until 5/31/2013.



For a new HSF contract, the Contract Period must also be entered as shown above with "WI325", this contract period beginning with 6/1/2013.

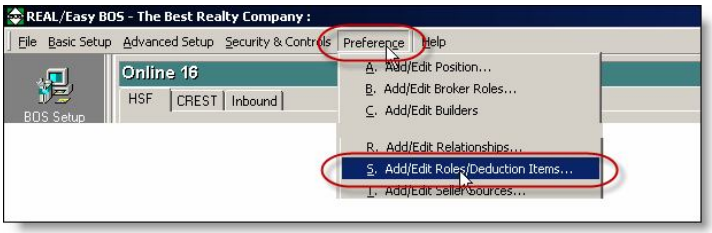
The BOS HSF reporting system has been re-programmed to not allow closed transactions to be selected for a contract if the close date does not fall within the contract period. This should help affiliate transition as final fees are paid to the PREA contract. Transactions closed on or after the HSF contract period are reported then with the HSF ID "module".

Reporting Payee: this is the "role" of the off the top royalty fee that indicates that a transaction is to be reported. You can leave it the same as in your PREA contract or create another role such as "HSF Fee" in preferences and assign it to the HSF contract. (Note if you do this, all pending transactions to be closed under the new contract the payee role will have to be changed. However, if you do this change it will enable you to track fees paid under HSF vs PREA.)

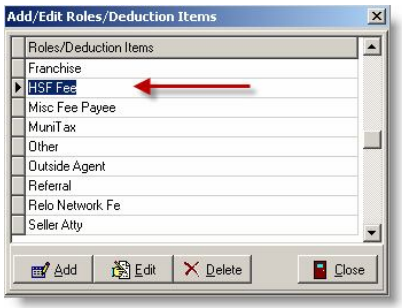
Step 3: Other Recommended Setups and Procedures for HSF reporting.

The BOS support staff recommends and can assist learning and completing the following HSF setups and procedures:

To help distinguish and track the PREA and HSF franchise fee payments, **a new franchise payee role and payee** should be added to BOS and assigned in the HSF transactions. If this is done, BOS reports will be able to easily report for management and accounting the payments to each contract using Sales standard reports "Other Broker Comm. R421" and "Summary by Role R422". Further, a new transmit file export and upload location should also be utilized.



Role: Setup a new "role" (i.e. franchise fee type for CA3) using "Preference" option "Add/Edit Roles/Deduction Items".

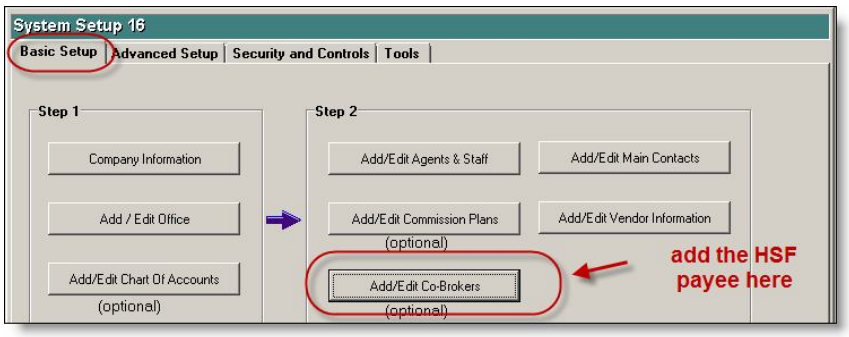


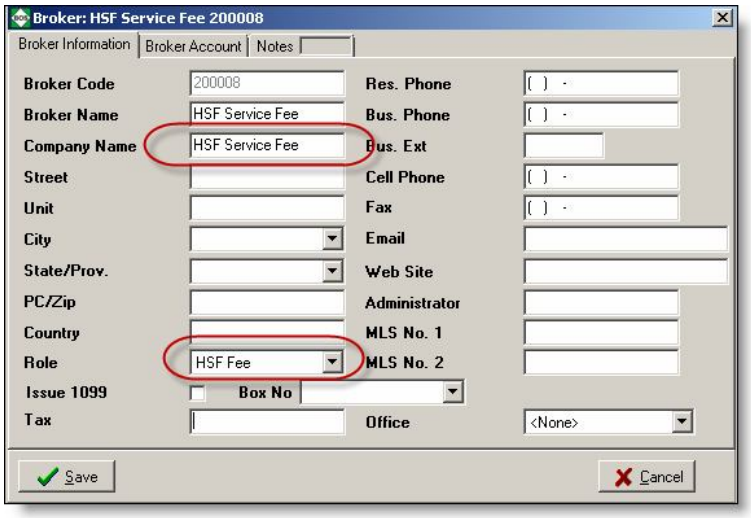
Above, add the new role as shown above. This should be used in transaction entry for the HSF transactions. This will help insure that closings are reported to the correct contract.

After completing the Preferences role HSF Fee addition, return to the HSF module "Reporting Setup":

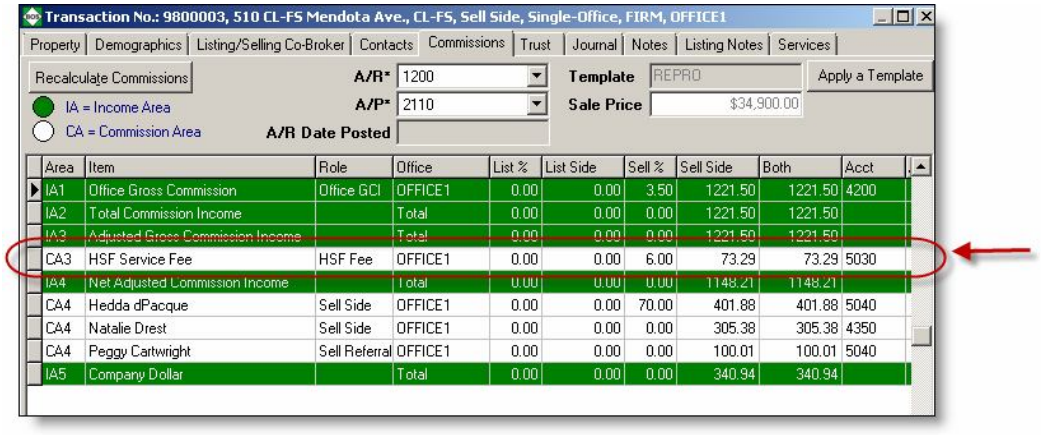
Assign the "Reporting Payee" role to the new "HSF Fee" for the new contract.

Transmit Files: The location for the HSF contract Transmit.trn reporting files should be changed from the PREA contract location. For example, and as shown above, the HSF reporting file export is directed to a new folder named "C:\HSF\Transmit.trn". This will help operators in selecting the correct transmit file when uploading to HSF.





New Service Fee Payee: When HSF transactions are entered, the CA3 (franchise fee and off the top commission area) service fee amount should be entered using a new payee as well. To add this fee payee, use the "Add/Edit Cobrokers" command within BOS Setup "Basic Setup" tab as shown above.



HSF transaction example: Above shows the recommended entry method for the CA3 service fee. Note the payee is the new "HSF Service Fee" and the role (fee type) is "HSF Fee". By assigning the "HSF Role", this insures that transaction will be included for "Make Batch" reporting.

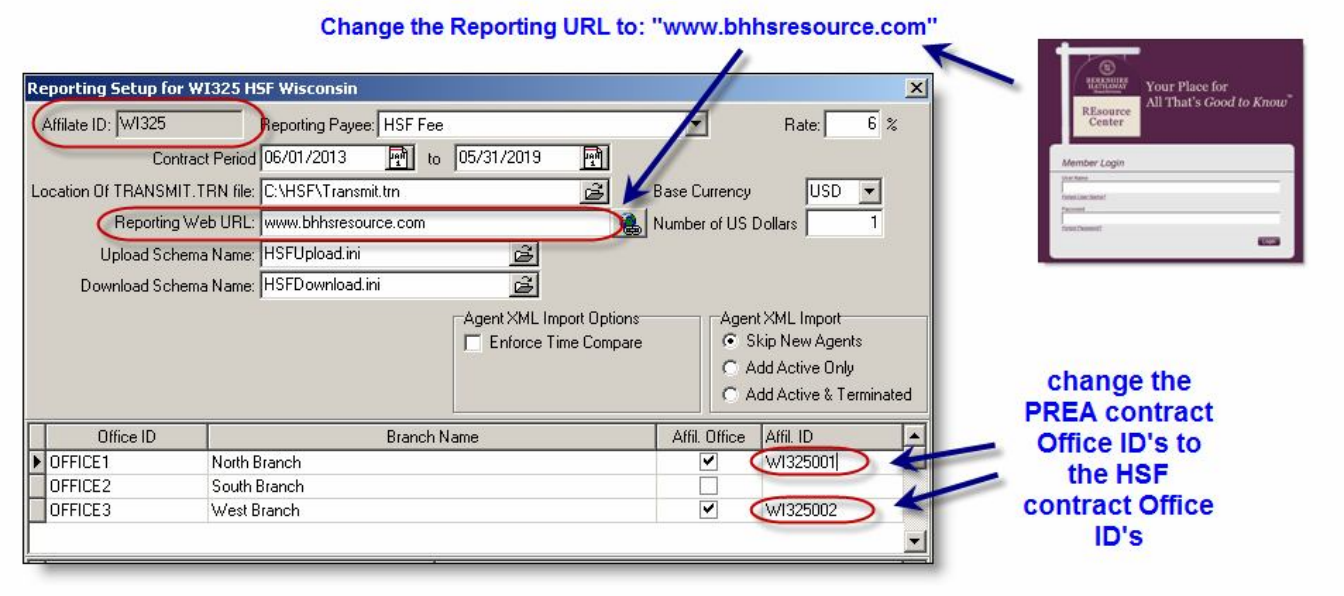
The BOS help staff can assist you with all of these setups and with entering HSF transactions. Note that if you do decide to use a new “role” and “payee” that the “PREA” assignments made in the already entered transactions must be changed.

Begin HSF Reporting.

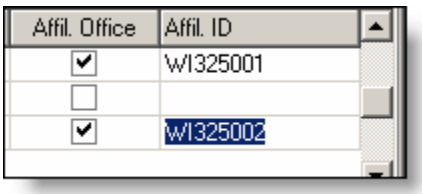
After the last PREA batch has been reported, the next step is to do the final HSF contract setup of entering the new office contract numbers. This step will enable creating closed transaction batches to send to the HSF REource center instead of to PREA Center.

Step 4 Ready to begin HSF reporting - Assign the HSF office ID’s to the BOS offices.

When reporting is to begin for the HSF contract, the HSF contract office ID’s must be changed from the PREA contract’s ID’s. This must be done prior to making the first HSF batch of closed transactions.



Use the “Reporting Setup” command to change all former PREA contract office ID’s to the HSF office ID’s as shown above in the center portion of the setup screen. Also, go enable BOS to load the HSF reporting site to your browser, enter www.bhhsresource.com into the “Reporting Web URL:” setup also shown above.

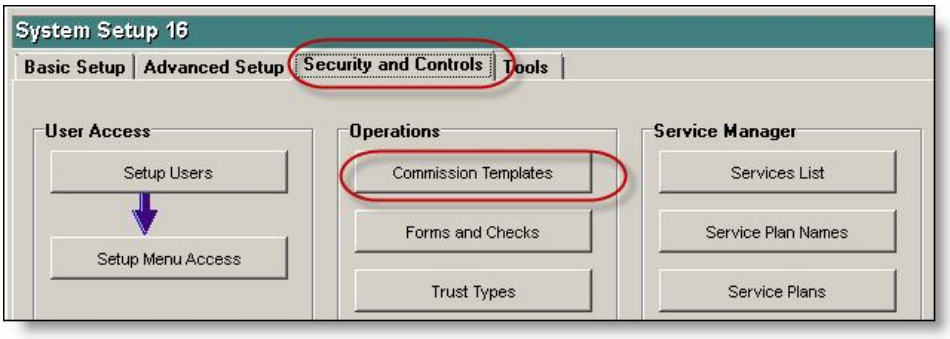


Above, example new contract office ID’s are assigned.

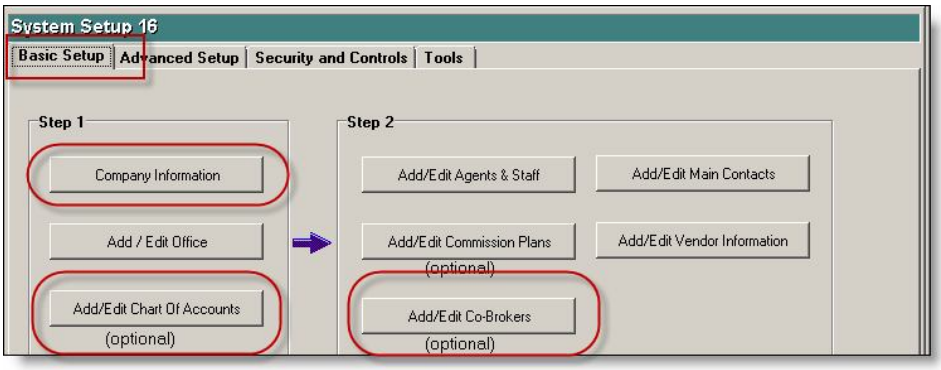
When this step is completed, closed transactions for the new contract can be entered.

Step 5: Other Considerations for reporting under the HSF contract.

Note for handling Pending transactions (not closed): For pending transactions existing at the HSF beginning contract date that will be closed under the HSF contract your staff should edit these transactions to change the CA3 payee and role. For companies who have many pending sales call the BOS support number and we can log in after hours to change all of them for you.



Note for Commission Template users: For affiliates using commission templates to auto-enter the CA3 franchise fee, you should update the particular template to load the new HSF payee and role. Call the BOS support line if you need help setting up and testing.



Note for Accounting Module/Accounting Interface users: If you are using either BOS's financial accounting module or the interface accounting module, you may want to setup a new expense account for the HSF service fee. If so, follow these steps:

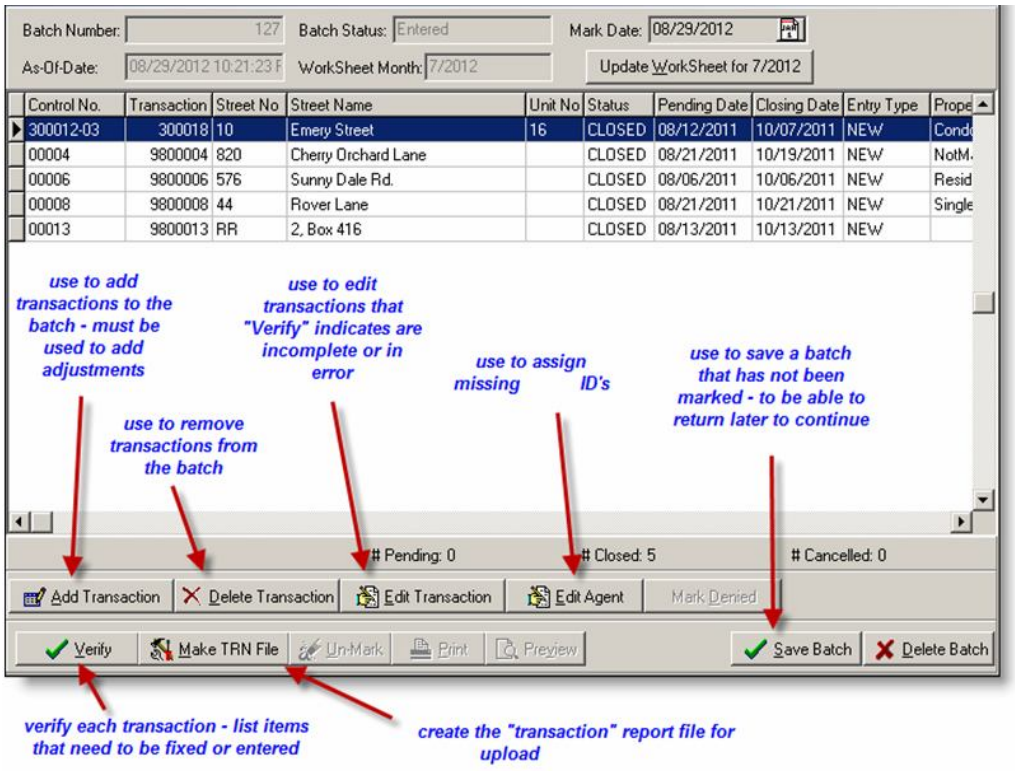
- Add the new account in the chart of accounts. For Interface account users, you will also enter the new account in your accounting system (e.g. QuickBooks, MS Dynamics, Peachtree, others) and identify this 3rd party account in BOS.
- When the new contract period begin date arrives, assign this new account to be the default for new transaction entry either with the "Company Information" balance sheet CA3 account or the "Add/Edit CoBroker" payee default account.
- For already entered pending sales, change the expense account for the CA3 franchise fee. If you have many to change, call the BOS support line to setup an after hours session so we can change the expense account for you.

The HF reporting module works with the online version DB4 reporting. This version has the ability to report agent award data – GCI and production units – eliminating the need for affiliates to manually enter quarterly and annual agent award data. Further, as BOS feeds the HSF REsource Center with agent award production, agents can login to REsource Center to view their own figures.

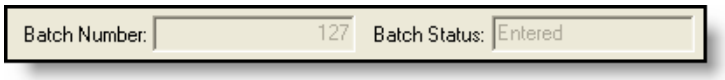
To enable accurate reporting, it is necessary for the BOS and HSF REsource Center systems to share agent information so that all award data reported to HSF is correctly identified with each agent's online HSF-ID. BOS's HSF module has the tools to enable this data sharing.

Further, as transaction batches are prepared for upload, the "Verify" command checks that each transaction's information is complete and GCI and Units allocation are 100 percent accurate before allowing upload to REsource Center.

NOTE: If you are upgrading from a previous version of BOS – version 15 or less, contact the BOS customer support a couple of days prior to creating your first batch to walk through new setup steps and learn about new batch creation and data checking steps.



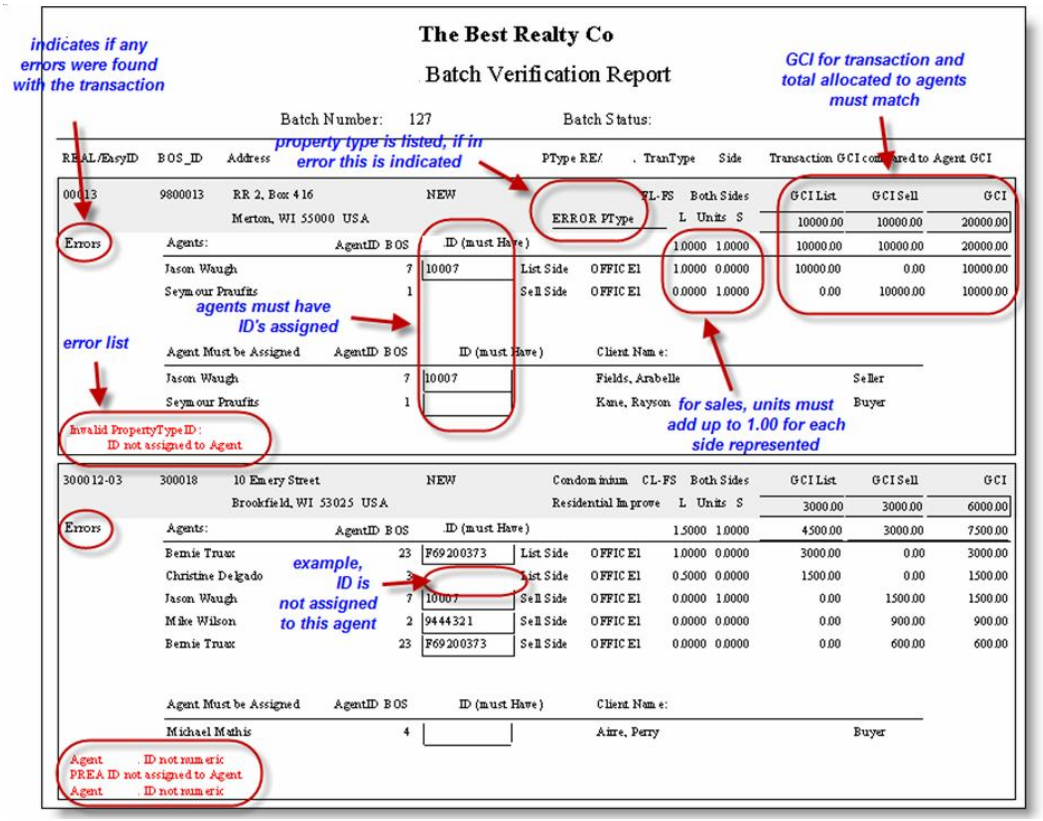
Above, an example batch with two transactions, list of commands to help operators quickly verify, correct, and do batch uploads.



Note that on the top of the batch screen, the batch number and status are indicated. Following, each command is explained.

When a batch of transactions for REsource Center is created, the first step is to "Verify" that all data is complete and that the award amounts allocated to the agents are accurate. The Verify will create a report that will check for errors.

Each transaction in the batch is checked using editing rules detailed by HSF to help insure processing success by the online REsource Center system. A count of transactions that need attention is given. Then use the report to help locate and fix or complete entries.



The Verify report will list all transactions in the batch – the ones with errors are listed first. The above example shows that one of the two transactions have errors. All key data is shown.

In order to upload the batch, the errors need to be corrected. This must be done using the "**Edit Transaction**" button when pointed to the transaction that needs to be updated. This will present the normal transaction edit screens. When the transaction data update is completed, click "Save" and both the transaction and the data from the transaction in the batch will be corrected. Use "**Verify**" again to check the batch.

If agent data needs to be updated, point to the transaction the agent is in, and click the "Edit Agent" button.

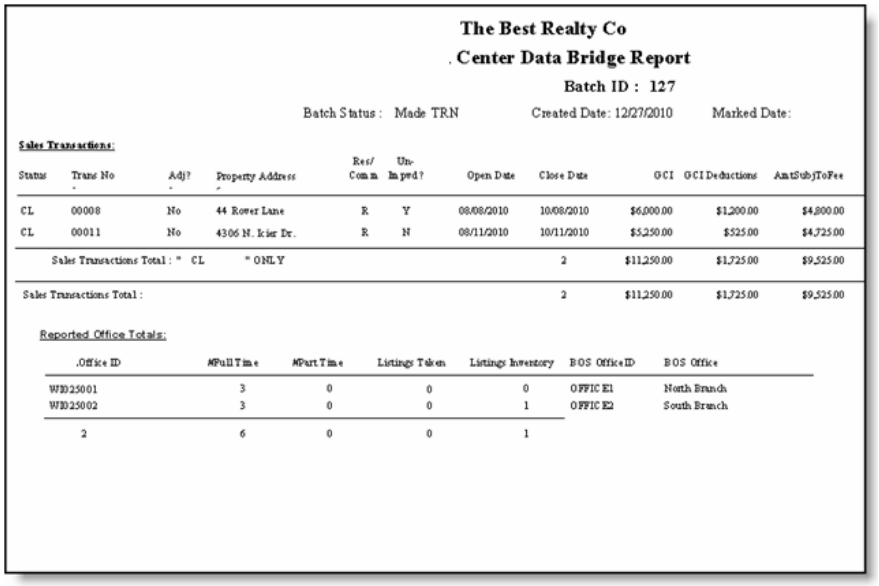
When errors are corrected, the operator would again run the "Verify". When all transactions "pass" then the batch can be uploaded.

To add transactions to be reported to the batch one at a time, use the “Add Transaction” button. This method must be used for adding changed transactions that had already been reported to REsource Center as “Adjustments”.

Use “Delete Transaction” to take a transaction out of this batch upload. This would be used for a transaction that has errors and cannot be fixed at this time. If removed from the batch, then all remaining transactions can be immediately uploaded after the verify.

Use the “Save” command to save the batch as-is for later processing. If the batch status is “Entered”, meaning that the batch has not passed verification or the transmit file has not been created no other batches can be created until the current one is sent or deleted.

A batch that has not been uploaded, i.e. the transmit file has not been created and the batch status is “Entered”, the “Delete Batch” command can be used to remove the batch entirely. This would be used it is desired to do reporting later when there are more transactions, or if another date range for collecting the transactions must be used.



The Best Realty Co

. Center Data Bridge Report

Batch ID : 127

Batch Status : Made TRN Created Date: 12/27/2010 Marked Date:

Sales Transactions:

Status	Trans No	Adj?	Property Address	Res/ Comm	Un-Imprvd?	Open Date	Close Date	GCI	GCI Deductions	AmtSubjToFee
CL	00008	No	44 Rover Lane	R	Y	08/08/2010	10/08/2010	$6,000.00	$1,200.00	$4,800.00
CL	00011	No	4306 N. Icier Dr.	R	N	08/11/2010	10/11/2010	$5,250.00	$525.00	$4,725.00
Sales Transactions Total : " CL " ONLY							2	$11,250.00	$1,725.00	$9,525.00
Sales Transactions Total :							2	$11,250.00	$1,725.00	$9,525.00

Reported Office Totals:

.Office ID	#Full Time	#Part Time	Listings Taken	Listings Inventory	BOS OfficeID	BOS Office
WID25001	3	0	0	0	OFFICE1	North Branch
WID25002	3	0	0	1	OFFICE2	South Branch
2	6	0	0	1		

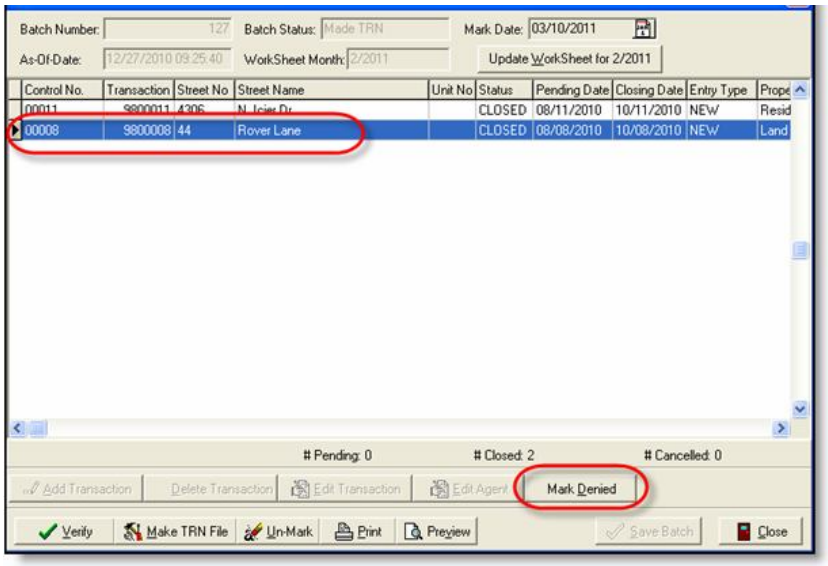
When the batch is ready to upload, use the “Make TRN File” to create the “transmit.trn” file to upload. The batch must pass “verify” in order to be uploaded.

After the file is created, the user can immediately log into REource Center to do the upload. Note that when a transmit.trn file is created for a batch, it must be uploaded to REsource Center prior to creating a transmit.trn file from another/next batch.

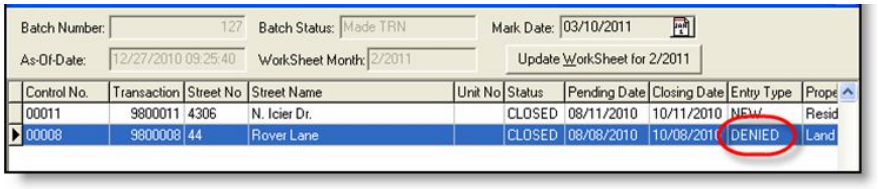
The batch report, see sample previous page, is also printed during this processing. Batch reports should be kept filed to compare to the next day’s receipt file from REsource Center to verify that all transactions were processed. Use the report to verify that all transactions were “Processed”.

How to Handle a Transaction Denied by REsource Center.

Some customers have had batches where a transaction that may have been “Denied” by PREA Center. When a transaction is Denied by PREA Center, it means it was ignored and the indicated corrections or issues noted in the batch receipt need to be addressed and the transaction resent in another batch.



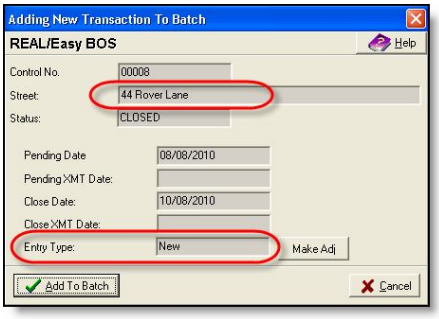
The first step is to “Edit” the batch having the transaction to mark it “Denied”.



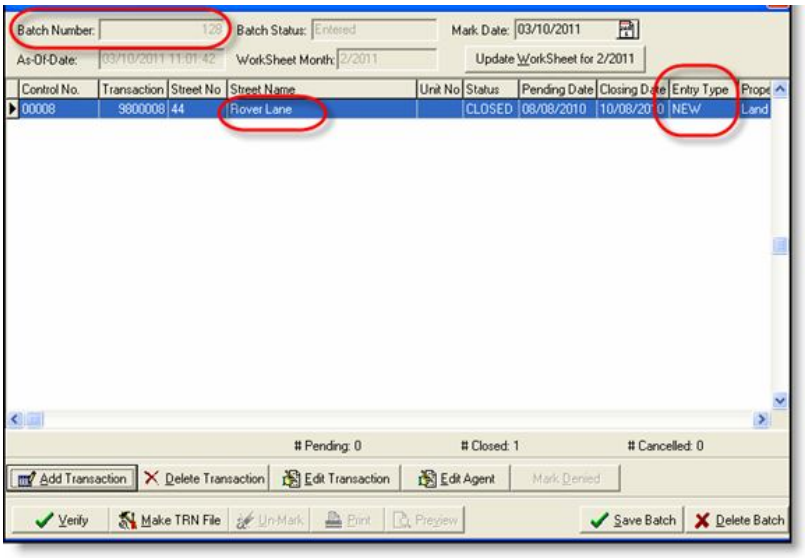
This tells BOS that the transaction was not really reported to REsource even though it was placed in the transmit.trn file. Close the batch after this is done. The transaction will need to be reported in a new batch.

Next, you may need help from the REAL/Easy support line. The transaction should be edited to fix the problem indicated by REsource Center. We have seen that most of the time this is attributed to sending a transaction that is an outbound referral as a sale transaction of vice versa. If the REsource Center receipt messages are not clear, call the REAL/Easy support line for assistance.

The transaction can then be reported in the next batch created.



If the transaction is being added “one at a time”, verify that the transaction is being added as Entry Type “New”, to the batch, so that REsource Center will accepted it.

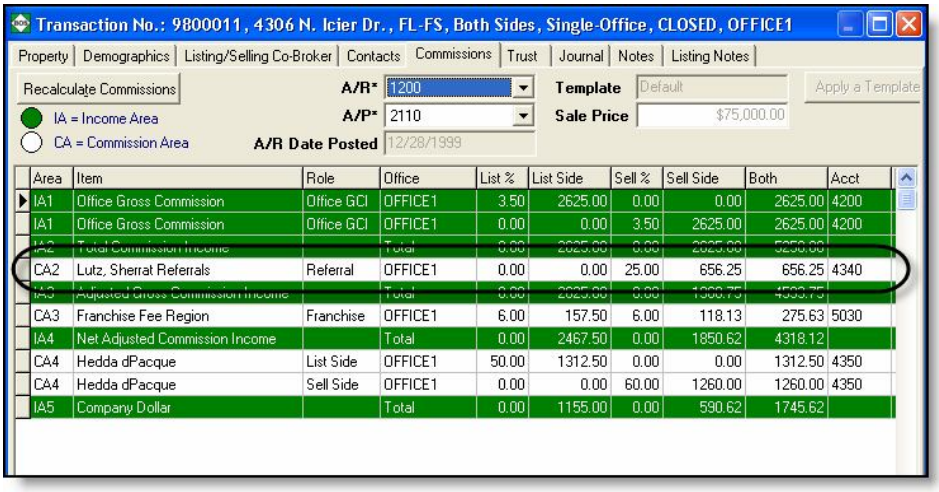


The transaction, now in a new batch, should be ready for the “Verify” and subsequent “Make TRN File” for the upload.

How to Send An Adjustment

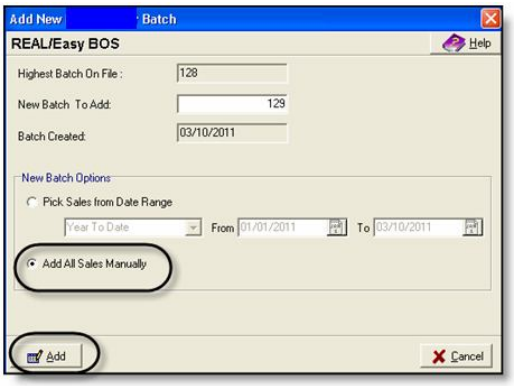
Occasionally, a transaction that was already sent to REsource Center is found to be in error. Usually this may be due to a non-reported referral or other item that changes the amount subject to HSF fees and then the royalty charged.

If this happens, the transaction must be corrected and then reported again as an “Adjustment” (not “New”).

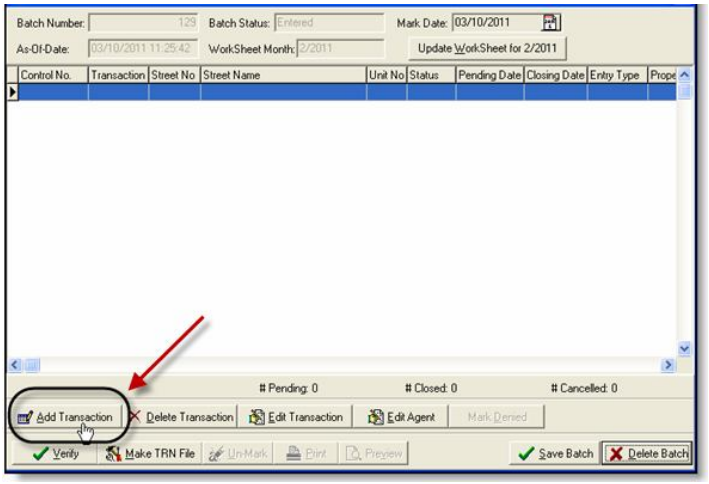


Area	Item	Role	Office	List %	List Side	Sell %	Sell Side	Both	Acct
IA1	Office Gross Commission	Office GCI	OFFICE1	3.50	2625.00	0.00	0.00	2625.00	4200
IA1	Office Gross Commission	Office GCI	OFFICE1	0.00	0.00	3.50	2625.00	2625.00	4200
CA2	Lutz, Sherrat Referrals	Referral	OFFICE1	0.00	0.00	25.00	656.25	656.25	4340
CA3	Franchise Fee Region	Franchise	OFFICE1	6.00	157.50	6.00	118.13	275.63	5030
IA4	Net Adjusted Commission Income		Total	0.00	2467.50	0.00	1850.62	4318.12	
CA4	Hedda dPacque	List Side	OFFICE1	50.00	1312.50	0.00	0.00	1312.50	4350
CA4	Hedda dPacque	Sell Side	OFFICE1	0.00	0.00	60.00	1260.00	1260.00	4350
IA5	Company Dollar		Total	0.00	1155.00	0.00	590.62	1745.62	

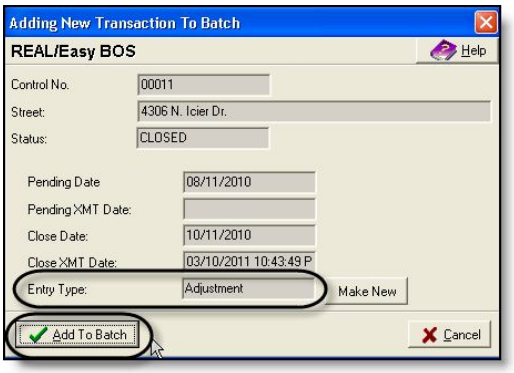
Example, above, transaction on Icier Dr is changed and this changes the amount subject to fees (IA3).



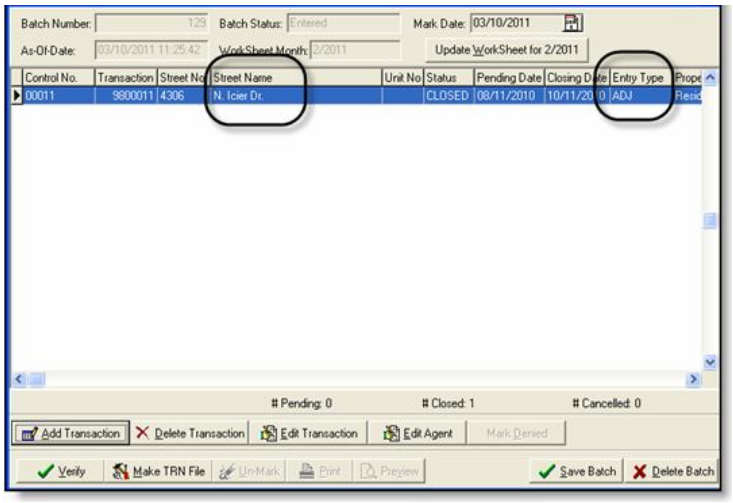
To create a batch for the transaction, use the “Add All Sales Manually” option.



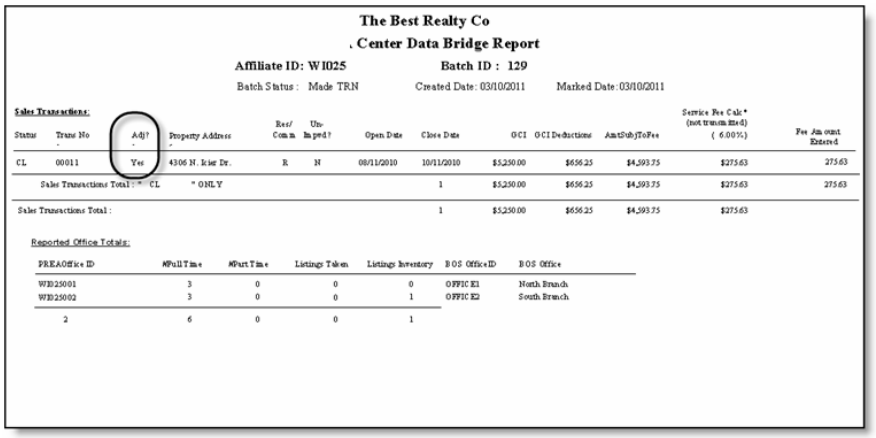
An “Empty” batch screen will appear. Use the “Add Transaction” button, to locate and “Select” the adjusted transaction.



After the transaction is "Selected", the above screen should set the Entry Type to "Adjustment". This is an automatic setting made when the program sees that the transaction was reported in a previous batch. Click "Add to Batch" to continue.

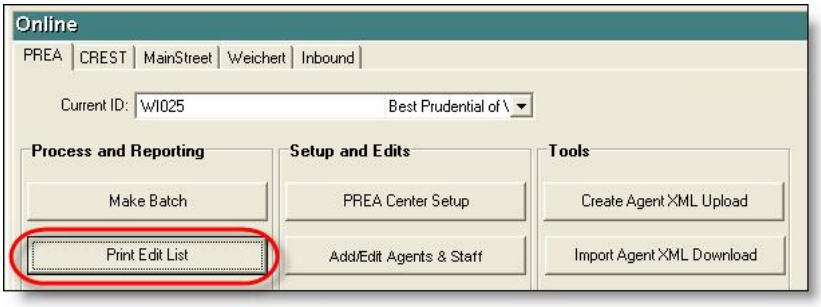


Above, the transaction is ready to be "Verified" and then uploaded after the "Make TRN File".

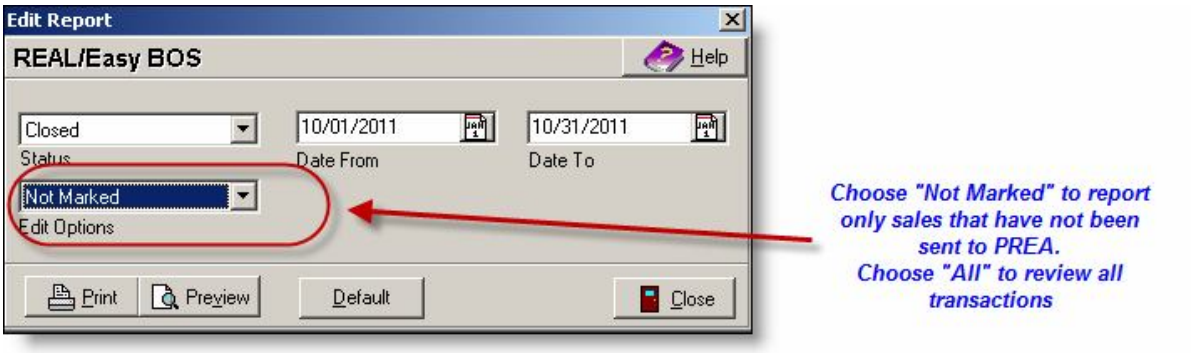


Above: the batch report should show the transaction to be an adjustment. When the adjustment is processed by REsource Center, the difference between the royalty fee calculated on the adjusted transaction is compared to that of the previous time sent, and the difference is credited/debited by HSF.

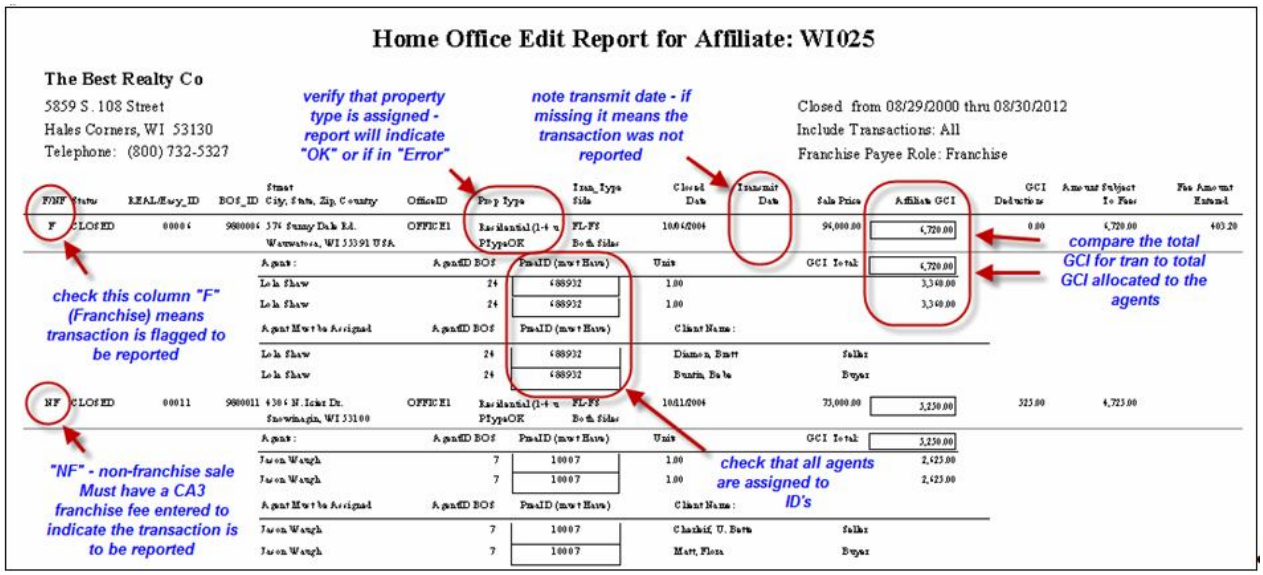
Helpful Edit Reports.



The "Print Edit List" report can help in a number of way. First, it will list sales transactions and indicate which have and have not been uploaded. The report helps the affiliate insure that all transactions subject to franchise fees are reported.



Any Status can be selected, and the Edit Options of "All" transactions, "Marked" – only those in a batch, or "Un-Marked" – transactions yet to be reported.



The Edit Report has been expanded to:

- help verify that the agent GCI award allocations are equal to the total transaction GCI
- view the assignment of the HSF ID's into the BOS agent records
- check the assignment of a valid property type
- indicate if the sale was reported by viewing the "F" or "NF" column. This is based on if there is a off the top fee with the role defined in "Reporting Setup".
- display of the "Transmit Date" to indicate if a transaction marked and reported, or blank meaning that it was not marked/reported.

Use the Edit Report to:

- Look for closed transactions that need to be reported to help eliminate interest and penalties.
- Review transaction entry of key items for completeness and accuracy.
- Provide recap reports that list transactions that were reported and when.
- List recently entered accepted offers for review and entry corrections.

NOTES: