



REAL/Easy Version 14.12 Upgrade Training

This reference provides training and information on using the feature additions and enhancements that are included in the upgrade release of REAL/Easy Version 14.12. These should be reviewed by key system users and management.

Version 14.12 improvements are included for all of REAL/Easy's integrated products:

- **BOS** – Back Office System
- **FOS** – Front Office System
- **AOS** – Agent Office System

See the Table of Contents Page for a Detailed List of all NEW and Enhanced Features offered.

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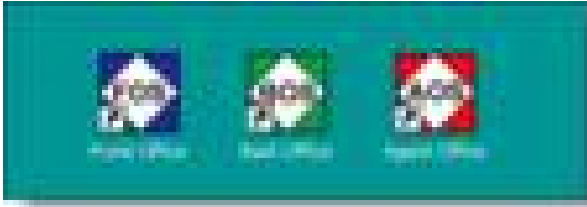
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Welcome to REAL/Easy Version 14.12



Welcome to version 14.12's upgrade training guide. This guide is designed to assist REAL/Easy customers with the implementation of new system features. The new features added with this update have been suggested by customers in the U.S. and Canada. They are designed to improve staff efficiency and productivity as well as satisfy the information needs for all levels of management, operations staff, and sales associates.

The following page details the content of this training guide. Key enhancements include:

- **Enhanced sales reporting** and sales reporting flexibility. Included are easy to use options to modify existing reports to better suit staff and management needs.
- **Invoice and Report Emailing to Agents:** The addition of agent invoice and report emailing to improve staff efficiency, lower processing costs, and improve agent production and expense reporting.
- **Summary Analysis reporting expansion** to help owners, managers, staff and agents learn more about business changes and opportunities.
- **Improvements to the Interface Accounting** to increase the flexibility, efficiency, power, and accuracy of journal, receipt, and check posting to any third party accounting system. The goal of the Interface Accounting module is to completely integrate eliminating any double entry and allowing use of REAL/Easy's brokerage management software and any financial accounting system.
- **Accounts Payable and General Ledger improvements.** Improvements in REAL/Easy's integrated Accounts Payable and General Ledger for companies choosing pay their bills and produce financial reports with BOS. Note that REAL/Easy can handle payables and financial reporting needs with its own accounting system and at the same time interface with another accounting system used by the brokerage or parent company.
- **MICR and Direct Deposit** setup and processing enhancements. Addition of agent/broker/vendor bank and other account capture to enable the addition of efficient processing options such as MICR check printing and automated Direct Deposit data submission.
- **Speed Reporting Adjusted for Multi-Processors.** A number of "search" screen – report printing options within listings, sales, and general ledger have been re-programmed to work with newer high speed multi-processor servers. These report types save staff time by quickly producing reports and now will operate on multi-processor servers.
- **PREA Reporting** module has been enhanced to improve reporting accuracy, to enhance edit reporting assist staff and auditors, to assist and save time implementing TeamBuilder® residual payments, and save time with automated operations review worksheet computation and creation.
- **Realogy® Crest EDG** import interface improvements to speed import time, provide for import reporting, and expand transaction import flexibility and computations.
- **Comparison Analysis reporting expansion** to help learn where the business is changing and develop new strategies for the current markets.
- **Agent Office expansions** the "self-help" module for your sales associates has new reports to help them run "like a business". Each agent or team can obtain production, market, account, and expense reports at any time without the help of administrative staff.

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Important Steps to do With This Update

The update CD for version 14.12 is shipped with installation instructions. This short section provides a summary of the update steps and additional setups that should be done either by key users or by REAL/Easy support staff.

General Installation of the Update:

Before applying the update note these two items:

- When in BOS/FOS, go to Help → About and note the version if REAL/Easy currently running: _____
- On the server/PC that has the software and database, view the properties of the BOS or FOS desktop icon and note the “target: setting: _____

Installing the software:

- The CD is installed on the server. Explore the CD and run the Setup.exe program. The setup program will replace the older software and will rebuild the \DATA databases.
- Note that the CD contains a complete installation. If you have not installed a previous update, it is not necessary to do so prior to installing the version 14.12 CD.

If you run REAL/Easy on an office local area network and you are updating a REAL/Easy version of 14.9R or earlier, you must run the server copy of Lanuser.exe from each user station.

If you have multiple databases:

Using Start → Programs locate the Realeasy program group and run “Switch Company” to point to the database, and follow with “Rebuild”. Do this for each database you have other than \DATA.

If you are updating a REAL/Easy version of 14.9R or earlier you will need to contact REAL/Easy to obtain new customer and registration numbers for each database that you have. This can be obtained prior to applying the update or by arranging a time that REAL/Easy staff can connect and assist with the update and also do the registration.

If you are using the Escrow/Trust in BOS you will have to update a setting for all trust liability accounts. For each trust liability account, use Update Chart of Accounts to assign the “Main Type” to “Liability”.

If you are using the Crest EDG import module and are updating a version 14.9R or older, you must contact the REAL/Easy support staff after installing the 14.12 update. The REAL/Easy support staff will connect to your computer to complete a number of setup steps that are required by the new version’s Crest Edg importing programs.

If you are using the Prudential Reporting module, you will have to contact the REAL/Easy support staff prior to creating the next transaction batch. The staff will review some of the changes to the reporting, including its location now within the “Online” module and assist with a number of new enhancements to the reporting setup and edit reporting.

Enhanced – Analysis Agent Ranking A11.



One of the most used analysis reports to monitor and compare agent production is the Analysis – Agent Ranking reports. Many customers have asked us to expand this analysis to help them track:

- **Agent production as Teams** as the many agents are forming teams to help them increase their production and improve their lifestyle.
- **Agent production just on the buyer control sides** because of the increased importance in today’s market.



The two report setup items above can be used to analyze team and/or buyer side production.

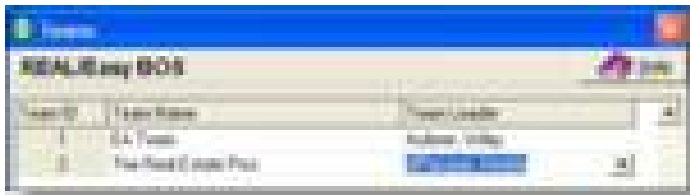
The “**Rank Type**” is normally run to compare individual agents – so this will be the “default” setting for the ranking analysis. The other choices are:



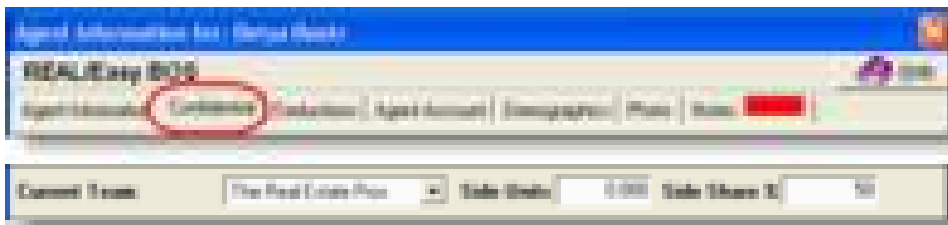
Both of the “Teams” options will combine agent team member data into one team row in the ranking.



Team names are setup within the “Preferences” area.



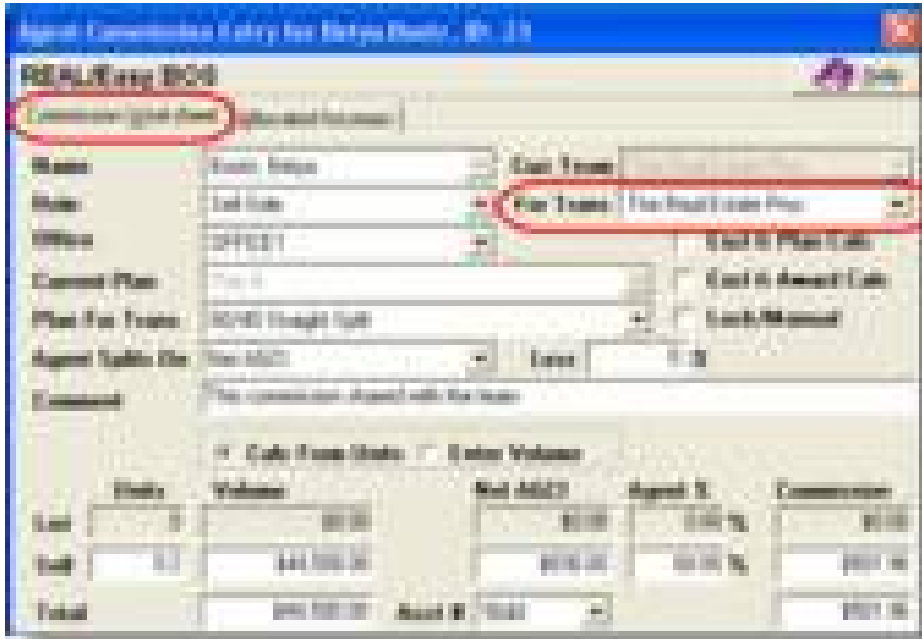
Within Preferences, team names are entered and the teams are assigned a team leader.



Agents are assigned to their team within the “Confidential” tab of the agent records edit.

The “Assigned Teams” option combines agent data per the BOS current team assignments, like the one shown above, within the agent records.

The “Commission Teams” option works differently, and in effect, can handle team totaling only for production where the agent represented the team. This option will combine data per the team indicated within the transaction agent commission worksheet entry screen.



The above commission illustrates how the agent’s commission is tied to their team with the “For Trans” team entry. If this entry is not made, the commission is not included in team totals using the “Commission Teams” option.

Using the “Side” option:



The “Side” option enables production ranking for just list or sell (buyer) sides. When one is selected, i.e. either list or sell side, ALL figures and rankings in the report will be just for that side.

Agent Ranking by AGCI (Company-wide)

Total Deal Ready Company: 710 Buy/Sell
 Rank Order: 101-1010
 Transactions: 1000/100-1000

Ranking Date: 10/01/2014 thru 10/01/2014
 Rank By: AGCI (All Sides) (Side)
 Show Order Highest Team Volume

Rank Order: All Deal
 Product: All Product
 Transaction Status: All Orders

Order Agent	Order Type	Agency Office	Agent Order	Order	Volume	AGCI (AGCI)	Volume (AGCI)	AGCI (AGCI)	AGCI (AGCI)	AGCI (AGCI)	AGCI (AGCI)	AGCI (AGCI)
The Real Estate Pro	Buy	071001	1000	1	1.00	100.00	100.00	100%	100.00	100.00	100%	100.00
Country Realty	Buy	071001	1000	2	1.00	100.00	100.00	100%	100.00	100.00	100%	100.00
W. Team	Sell	071001	1000	3	1.00	100.00	100.00	100%	100.00	100.00	100%	100.00
SA Team (S)	Sell	071001	1000	4	1.00	100.00	100.00	100%	100.00	100.00	100%	100.00
J. S. Team	Buy/Sell Team	071001	1000	5	1.00	100.00	100.00	100%	100.00	100.00	100%	100.00
West 4. Investment	Buy/S	071001	1000	6	1.00	100.00	100.00	100%	100.00	100.00	100%	100.00
West 5. Team	Buy/S	071001	1000	7	1.00	100.00	100.00	100%	100.00	100.00	100%	100.00
Home Team	Buy/Sell Team	071001	1000	8	1.00	100.00	100.00	100%	100.00	100.00	100%	100.00
Home Plus	Sell	071001	1000	9	1.00	100.00	100.00	100%	100.00	100.00	100%	100.00
Total					9.00	1,000.00	1,000.00	100%	1,000.00	1,000.00	100%	1,000.00

The above sample report illustrates use of the two new options. Both of the new selections are displayed in the report title. Within the report for team records, a “(T)” is included in the team name so they can easily be recognized from the ranking totals of individuals.

All production figures, including the ranked AGCI totals, were just from the sell (buyer) sides in this example.

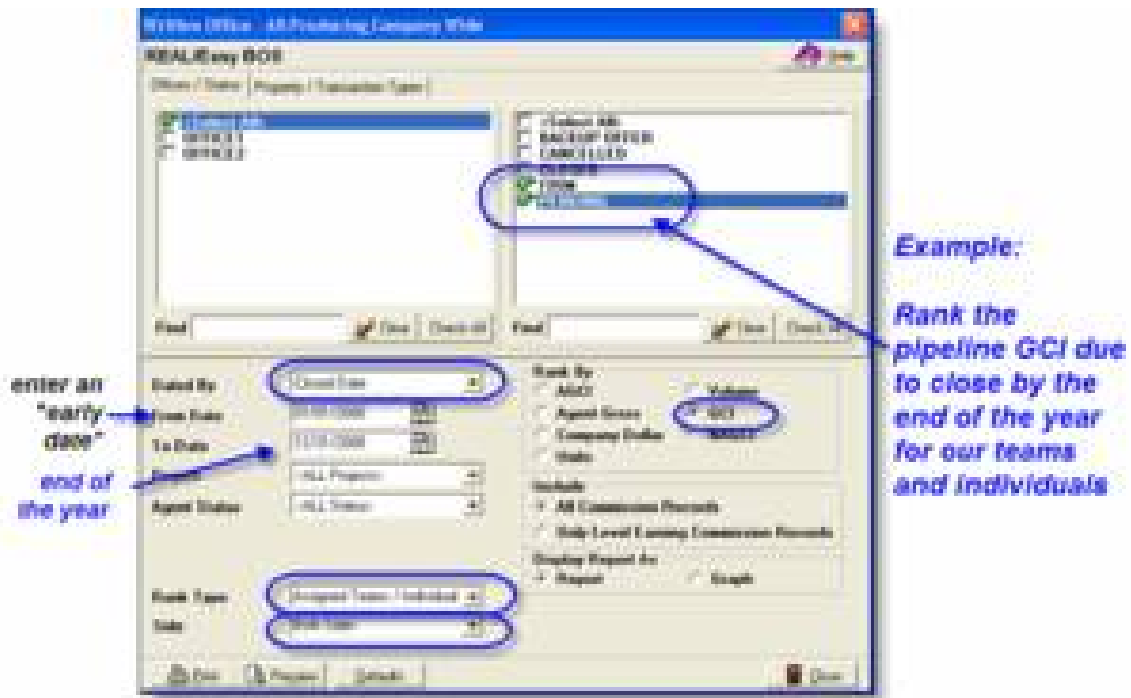
Other Examples using “Rank Type” and “Side”:



Example: rank closed list side company dollar for August

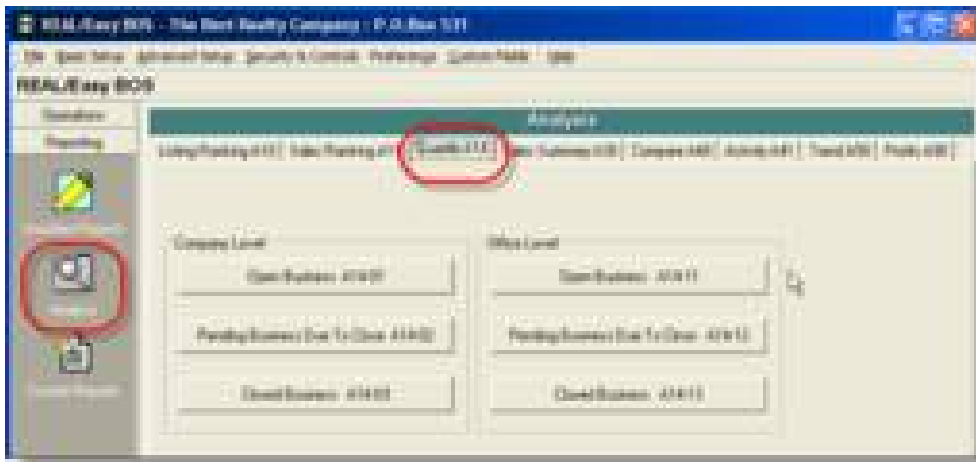


Example: rank written sell side units (buyer controlled sales only) for August



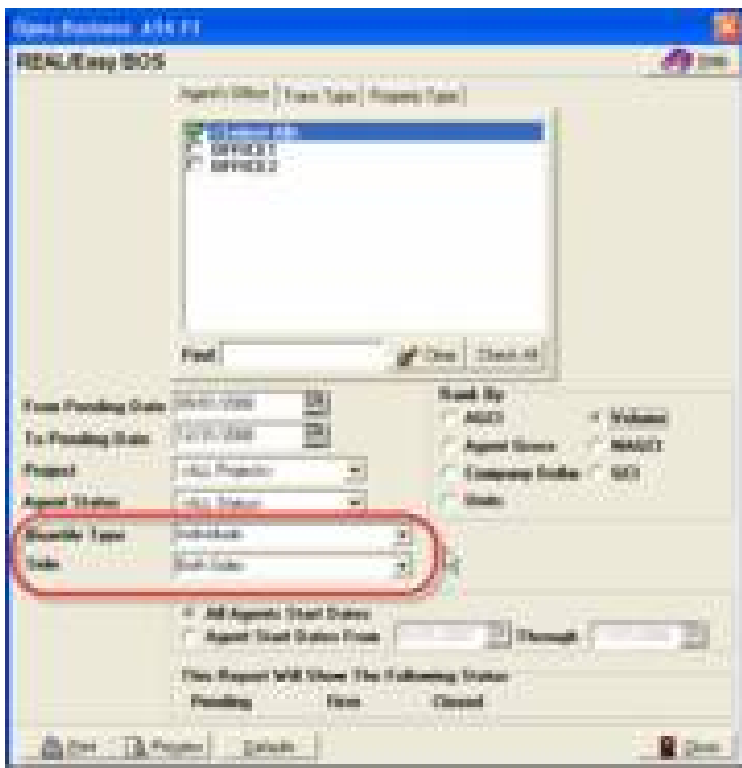
In all above examples, remember to set the "Dated By" to the date range you want to be selecting by.

Learn More: use the Enhanced Agent Quartile Analysis A14.



Another popular analysis for managers and owners is the Quartile analysis A14. In this analysis agents are ranked and divided into quartiles to help assess how much of the company/office production is contributed by each quartile.

With version 14.12, the addition of measuring production for a “Side” and/or from individuals vs. teams has been added in the same manner as in the agent ranking A11 analysis documented on the pages above.



The new options are shown above in the quartile report run setup screen.



The “Quartile Type” can be:

- **Individuals** all agents are quartiled for their own production.
- **Assigned Teams / Individuals** - Agent production of agents assigned to teams is combined to a team total. Agents not assigned to team are shown with individual totals.
- **Commission Teams / Individuals** - Agent production tied to a team for the individual commission records are combined to a team total. Commissions not tied to a team are totaled for the individual agents.



The “Side” option will quartile production from:

- Both Sides - List and Sell side production is combined ranked
- List Sides - List side production or earnings only
- Sell (Buyer) Sides - Sell side production or earnings only is totaled

The Best Realty Company
 Company Wide - Quartile-Based Rankings by AGC - Both Sides - A14-01
 Assigned Teams / Individuals - Period: 10/1/2016 thru 10/31/2016
 Agent(s) - ALL Sides

Individual/Team Name	Agent ID#	Team	Agent Type	Team	Team and Individual	Agents Total	Percent of Total	Ranking Team	Ranking Agent	% of Agents
Team Totals										
Team 1					--- Quartile 1 ---					
John Doe	100001	Team 1	Full Time	Team	100	1 of 9	11.1%	25,000	100%	1 of 1
Jane Smith	100002	Team 1	Full Time	Team	100	1 of 9	11.1%	15,000	60%	1 of 1
Bob Johnson	100003	Team 1	Full Time	Team	100	1 of 9	11.1%	5,000	20%	1 of 1
Team 2					--- Quartile 2 ---					
Pat H. Anderson	100004	Team 2	Full Time	Team	100	1 of 9	11.1%	1,000	4%	1 of 1
William Price	100005	Team 2	Full Time	Team	100	1 of 9	11.1%	1,000	4%	1 of 1

Above: sample quartile report that groups assigned teams and individuals that are not assigned to teams.

For in depth explanation of how teams are setup, how individual commissions are tied to teams and more examples of running reports by side, see the documentation above for agent ranking A11.

Enhanced – Production Summary Analysis A30.



Company, Office, and individual Agent production can be tabulated with the Summary Analysis A30. Summaries are typically printed to compare production by transaction types, by month, by status, by source, or by property type.

The version 14.12 improvements to Analysis Summary A30 include:

- Addition of summarizing by list side or sell side in addition to both sides. Previously only totals of all sides could be tabulated. Now you can see how and compare strengths of the list side business or the sell (buyer) side business.
- Addition of summarizing by property type, buyer source, and seller source for all report categories (open, pending, combined pipeline and closed, closed, etc.). Previously these summaries could only be run for closed transactions.
- Addition of summarizing by 40 other categories including zip, city, state, project, day, year, street, district, state, any of the 20 custom fields and others. This enables managers to learn more about market strengths and weaknesses and for planning and tracking targeting programs.
- For agent level, summaries can be printed for teams as well as individuals. This helps managers learn about team effectiveness and also enables the company staff to provide teams with valuable production potential and results information.

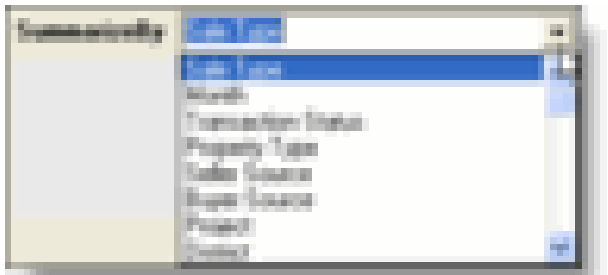


The new options are shown above in the “Company Level Summary for Closed Business” report run setup screen.



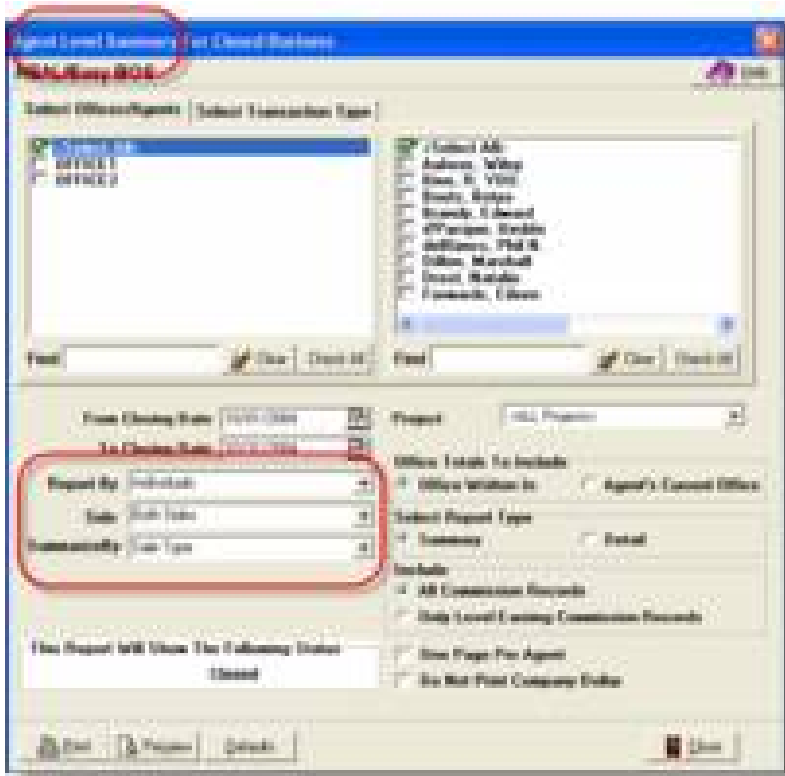
The “**Side**” option will total production for:

- Both Sides - List and Sell side production is combined ranked
- List Sides - List side production or earnings only
- Sell (Buyer) Sides - Sell side production or earnings only is totaled



NEW: the “**Summarize By**” option helps owners, managers, and agents learn where the business is coming from. As shown above, many categories are offered. Items you can Summarize By include :

- Sale Type (e.g. FL-FS (in-house), FL-CS, CL-FS, Referral, Lease, BPO, etc .)
- Month (will total month within year)
- Transaction Status (Pending, Firm, Closed, Offer)
- Total (one total only)
- Property Type
- Seller Source
- Buyer Source
- Project
- District
- City
- State
- Street Name
- Zip Code
- Country
- Price (Sale Price Ranges)
- Financing
- Building
- GenBuyer (buyer lead was “Agent” or “Company” generated)
- GenSeller (seller lead was “Agent” or “Company” generated)
- Day (will total day within month within year)
- Year
- Week (Week of each year)
- DayOfTheWeek (totals by “Monday”, “Tuesday”, etc.)
- DOM (Days on the Market – Transaction List Date to Transaction Pending Date)
- Online Source/MLS (MLS or Intranet ID of the imported transactions)
- Agent Role (Both Sides, List Side, Sell Side, Both Sides Referral, List Side Referral, Sell Side Referral)
- AExpense Account (Expense account of the agent commission)
- Company Role (Both Sides, List Side, Sell Side)
- Office (by Office ID, e.g. “OFFICE3”)



For version 14.12, the Agent Level Summary Analysis can also be totaled by teams with the new “Report By” option.

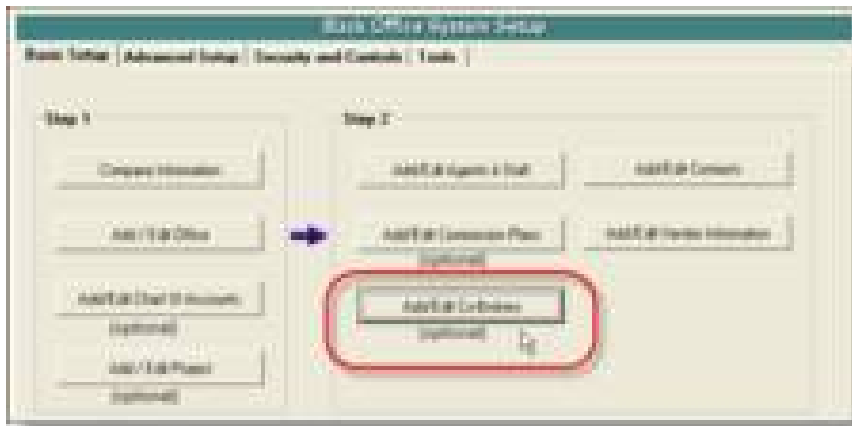


The “Report Type” can be:

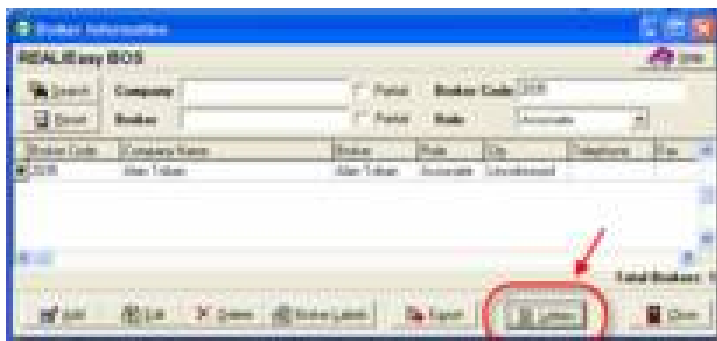
- **Individuals** all agents are quartiled for their own production.
- **Assigned Teams / Individuals** - Agent production of agents assigned to teams is combined to a team total. Agents not assigned to team are shown with individual totals.
- **Commission Teams / Individuals** - Agent production tied to a team for the individual commission records are combined to a team total. Commissions not tied to a team are totaled for the individual agents.

For in depth explanation of how teams are setup, how individual commissions are tied to teams and more examples of running reports by side, see the documentation above for agent ranking A11.

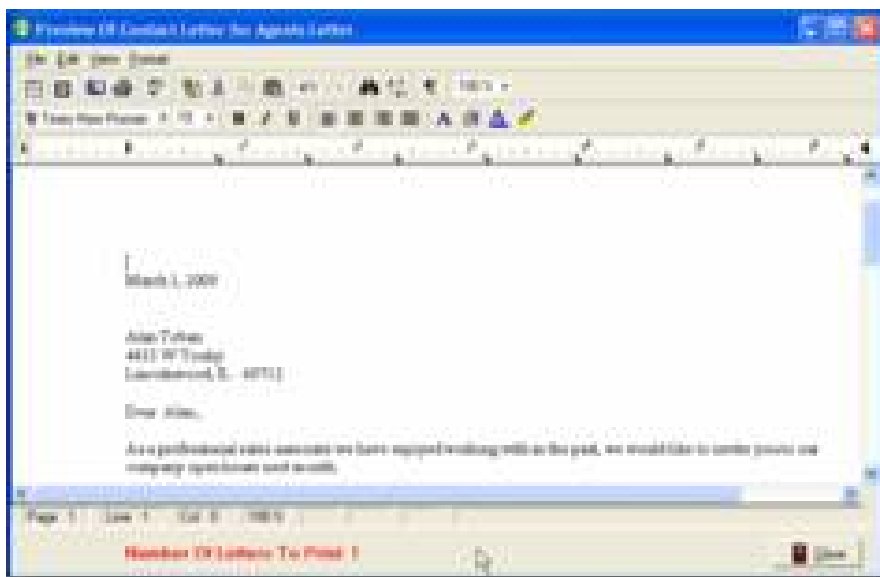
NEW – Send Letters to Outside Brokers/Recruits/Companies



Many customers maintain information on the outside businesses and agents they do business with. To help with communication with brokers, recruits, and companies that are maintained, the ability to print letters has been added within REAL/Easy version 14.12.



The new “Letters” button within the “Add/Edit Co-Brokers” browse will print a form letter to all agents or brokers that have been selected with the search.



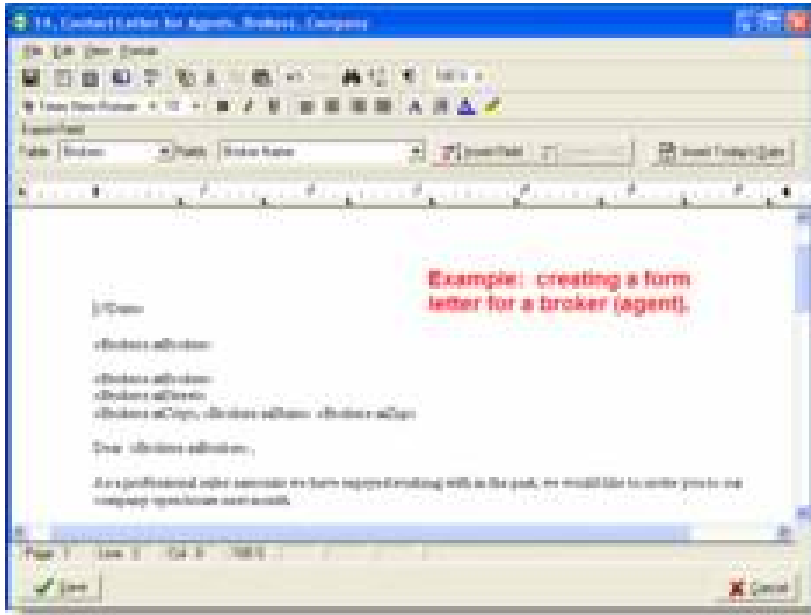
The letter “merge” is created automatically from the letter definition and the data entered in the broker/agent records.

The screenshot shows a 'Broker Administration' window with a 'REAL/Easy BOS' form. The form is divided into two columns of fields. The left column includes: Broker Code, Broker Name, Company Name, Street, Apt, City, State/Prov, FPL/Pr, Country, State, Issue YRS, and Fax. The right column includes: Bus. Phone, Bus. Phone, Bus. Cell, Cell Phone, Fax, Email, Web Site, Address, M/S No. 1, and M/S No. 2. At the bottom, there are 'Add' and 'Cancel' buttons.

Above is an example of a broker record entry. Note the “role” can be assigned to each record such as “Associate” above. Other roles such as “Broker”, “Recruit”, “Referral”, can be setup and assigned. Normally the list is accumulated from the sales that have been entered in BOS.

The screenshot shows the 'REAL/Easy BOS' 'Letters' setup screen. The main window has a 'Letters' button circled in red. A red arrow points from this button to a 'NEW: Letters for "Brokers" - outside companies and sales associates' text. Another red arrow points from the 'Letters' button to a 'Letters' dialog box. In the dialog box, the 'Letter Type' dropdown is set to 'Broker' and is circled in red. A third red arrow points from the 'Add Letter' button in the dialog box back to the 'Letters' button in the main window. The background shows the 'Bank Office System Setup' window with 'Letters' selected in the 'Operations' section.

The new “Broker” letter type has been added to the “Letters” setup.



The items entered in the outside broker/agent record are available for the form letter to product the merge.

After the letter is entered and saved, it is available for use by the “Letters” button within the Add/Edit Co-Brokers database and command.


```
From: support@realogy.com
To: REAL/EasyCustomer@realogy.com
Re: Agent's Telephone List

Yes, we can. Just email the details of what you need and we will
let you know what it will take, time and $, to do it.
```

Here is the modification request:

```
From: REAL/EasyCustomer@realogy.com
To: support@realogy.com
Re: Agent's Telephone List

Here is what we need:
- A column showing the office number
- A column showing the agent name's shortened field, we use
  this for indicating if an agent's phone number is not to be
  given out
- We do not need the agent status column, as you can take it off
  to make view
```

Name	Office	Phone	Fax
John Doe	123456789	987654321	098765432
Jane Smith	987654321	123456789	098765432
Bob Johnson	123456789	987654321	098765432
Alice Brown	987654321	123456789	098765432
Charlie White	123456789	987654321	098765432
Diana Green	987654321	123456789	098765432
Frank Black	123456789	987654321	098765432
Grace King	987654321	123456789	098765432
Henry Lee	123456789	987654321	098765432
Ivy Hill	987654321	123456789	098765432
Jack Adams	123456789	987654321	098765432
Karen Baker	987654321	123456789	098765432
Liam Clark	123456789	987654321	098765432
Mia Evans	987654321	123456789	098765432
Noah Foster	123456789	987654321	098765432
Olivia Garcia	987654321	123456789	098765432
Peter Hall	123456789	987654321	098765432
Quinn Harris	987654321	123456789	098765432
Rachel Ivers	123456789	987654321	098765432
Samuel King	987654321	123456789	098765432
Tina Lewis	123456789	987654321	098765432
Uma Miller	987654321	123456789	098765432
Victor Nelson	123456789	987654321	098765432
Wendy Ortiz	987654321	123456789	098765432
Xavier Perez	123456789	987654321	098765432
Yara Quinn	987654321	123456789	098765432
Zoe Reed	123456789	987654321	098765432

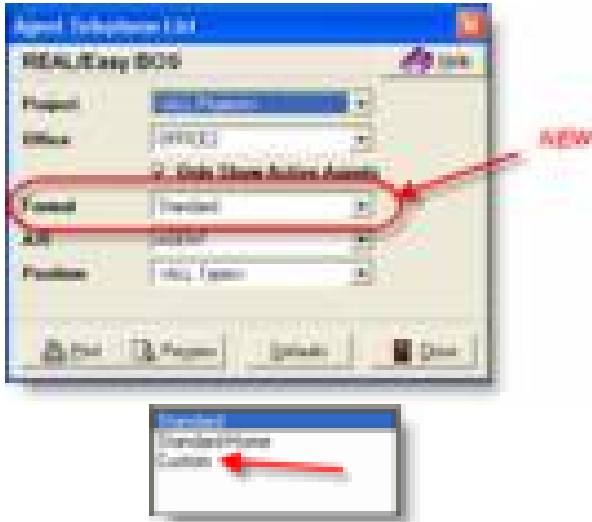
Above, customer wants most of the report as-is, but some columns may not be needed and new columns are desired.



When the report is complete it is emailed to the customer so it can be copied to the computer. The modified report will replace the standard report that was installed by REAL/Easy. Then, when the user runs the standard report the new customized report is used.

Note that when this is done:

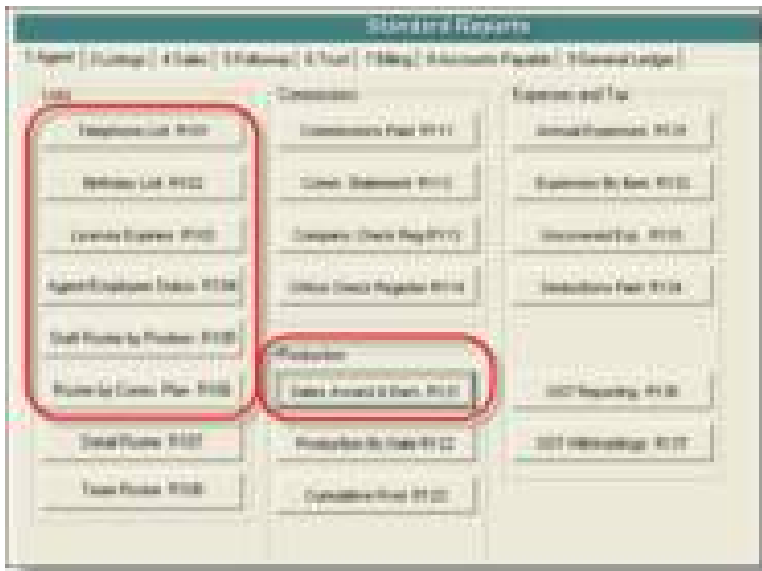
1. The customized report is the one that prints with the standard report command.
2. The original standard report is no longer available.
3. When an update from REAL/Easy is received and installed, the modified report is replaced and the customer must re-copy the modified report so it is the format used instead.



To simplify the use of customized versions of popular Standard Reports, a new option has been added – the “Format” option. As shown above for the agent Telephone List R101, the Format option will have at least “Standard” and “Custom” choices.

In version 14.12, the “Standard” option will always run the standard version of each report. The “Custom” option will also run the same standard report unless a custom version of the report has been created. This means that:

- Both the standard and customized reports will be available
- The customized report will never be replaced when a REAL/Easy update is installed.



This update for BOS incorporates the standard and custom report options for the Agent reports shown above.

For customers who have Crystal Reports (version 8.0 or 8.5) and are able to modify reports, below are the report names to be using to create the modified custom report:

Report	Standard Report’s Name	Use this name for the “Custom” report.
R101	AgentTelephoneList.rpt	AgentTelephoneListCustom.rpt
R102	AgBirthdayList.rpt	AgBirthdayListCustom.rpt
R103	BoardLicenseExpiry.rpt	BoardLicenseExpiryCustom.rpt
R104	BranchAgentRoster.rpt	BranchAgentRosterCustom.rpt
R105	BranchAgentRosterByType.rpt	BranchAgentRosterByTypeCustom.rpt
R106	BranchAgentRosterByPlanID.rpt	BranchAgentRosterByPlanIDCustom.rpt
R121	BranchAgentAward.rpt	BranchAgentAwardCustom.rpt

In the example request a few pages back, the report “AgentTelephoneList.rpt” would be modified and saved under the name “AgentTelephoneListCustom.rpt”. The REAL/Easy report program looks for the “Custom” named report to run when the “Custom” option is chosen. If a custom version exists, it is run. If not, the system will run the standard report.

Note that a custom report is created by using the standard report and saving using the same name appended with “custom”.

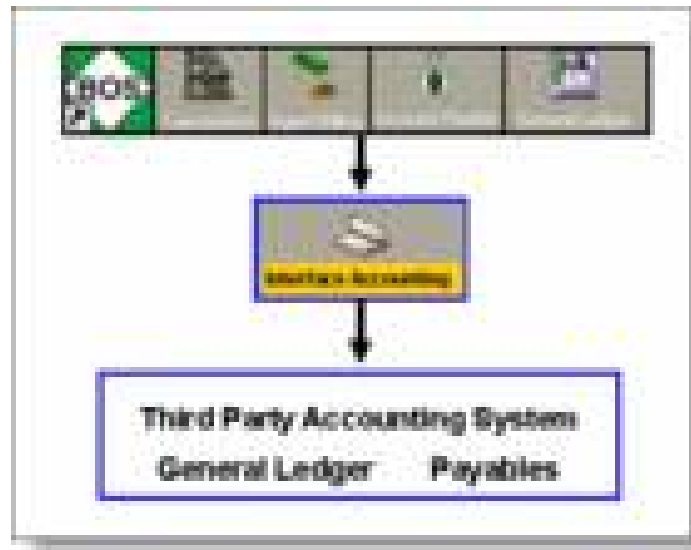


Version 14.12 also incorporates the standard and custom report options for the Sales reports shown above. Again, for customers who have Crystal Reports and are able to modify reports these are the report names to be using to create the modified custom report:

R402	Main Office	TradeByDate.rpt	TradeByDateCustom.rpt
R402	Multi-Office	TradeByDate2001.rpt	TradeByDate2001Custom.rpt
R411	Main Office	TransactionVolume.rpt	TransactionVolumeCustom.rpt
R411	Multi-Office	TransactionVolume2001.rpt	TransactionVolume2001Custom.rpt
R412, R413, R414:	Main Office	GCIAGCITransaction.rpt	GCIAGCITransactionCustom.rpt
	Multi-Office	GCIAGCITransaction2001.rpt	GCIAGCITransaction2001Custom.rpt

As in the past, the staff at REAL/Easy can also be hired to create custom versions of the above sales or agent reports.

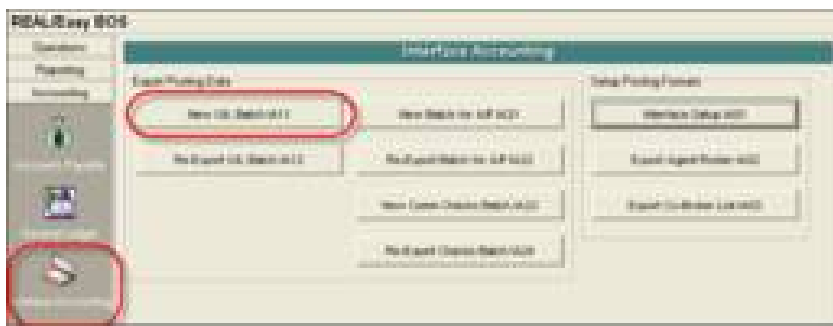
Enhanced – Interface Accounting G/L Journal Posting



The Interface Accounting module of BOS is used to share accounting journals with Third Party accounting systems. REAL/Easy is able to do this because it has a built-in General Ledger that has been expanded also operate as a subsidiary journal to other accounting systems. As more brokers interface REAL/Easy with their accounting systems using the Interface Accounting module, requests for more features to improve the process are added. In version 14.12, there are improvements that can help customers:

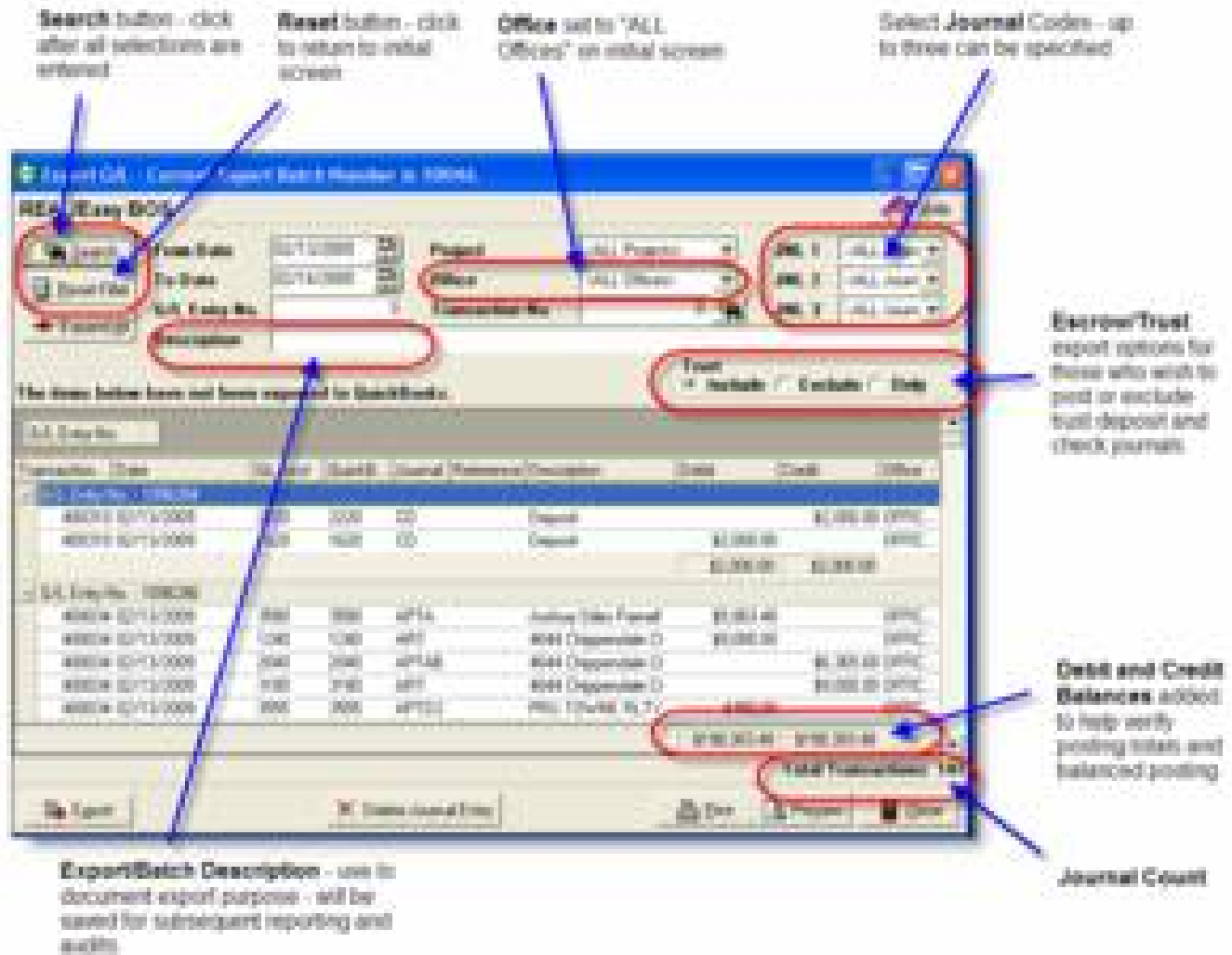
- who use the G/L interface for all posting or just partial posting,
- who have multiple profit centers/offices with different department or class ID's
- who use the AP or Commission Checks interface for agent and broker fee to pay and/or check transfers.

G/L Journal Posting Enhancements:



In version 14.12, the G/L Batch journal posting process has been expanded to be more flexible. It allows the operator to select only certain types of journals to be exported. Further, it will allow the inclusion, exclusion, or selection of the escrow/trust journals for the batch export.

Note REAL/Easy's interface accounting marks and assigns batch numbers to each journal export so that those entries cannot be exported in another batch (double posted), and so journal reports can be printed later for verification and audit purposes.



Our customers have asked for expanded flexibility in the GL posting program that would enable more selective posting options. For example, being able to post cash receipts in a separate batch. Or, excluding posting of escrow/trust entries.

To accommodate these and other posting controls new features have been added to the Interface Accounting G/L export in version 14.12:

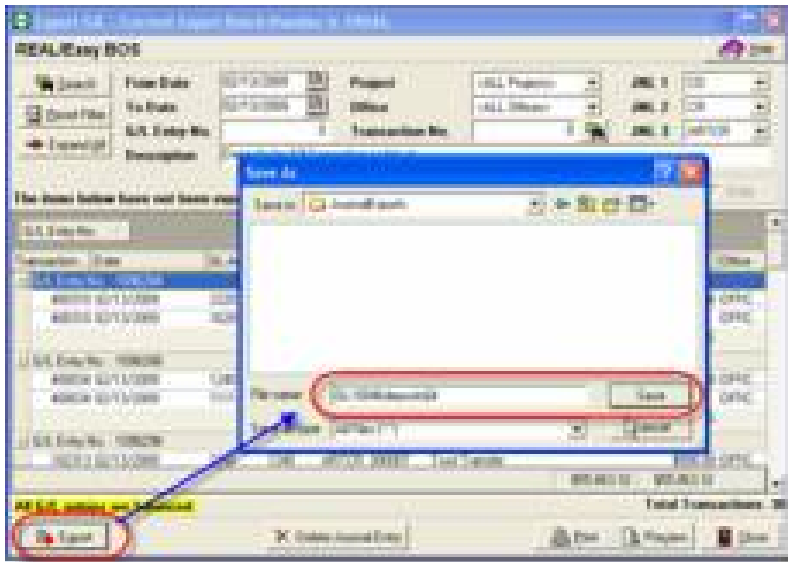
- **Search Button:** Has been added to the processing screen. After setting all selections, click the Search button.
- **Reset Filter:** Resets the search parameters to the screen defaults.
- **Journal Code:** Enables selection of all accounting transactions for 1, 2, or 3 journal codes to export.
- **Trust:** Include or Exclude or Only options – enables control over including the posting of escrow/trust related accounting transactions.
- **Description:** A posting batch description should be entered to help document the content of the export. The description is displayed in the batch menu list and in batch reports.
- **Debit and Credit Totals:** are tabulated to help verify and review the posting to take place.
- **Total Transactions:** is displayed for reference or verification.

Following is an example of a posting of a day's deposits to all bank trust and operating bank accounts:

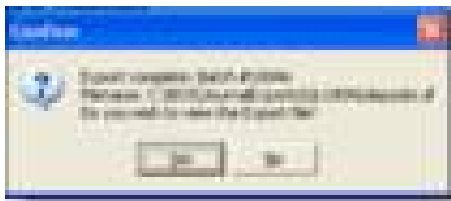


Example:
GL export with
specific journal
codes - trust
and operating
account day's
deposits

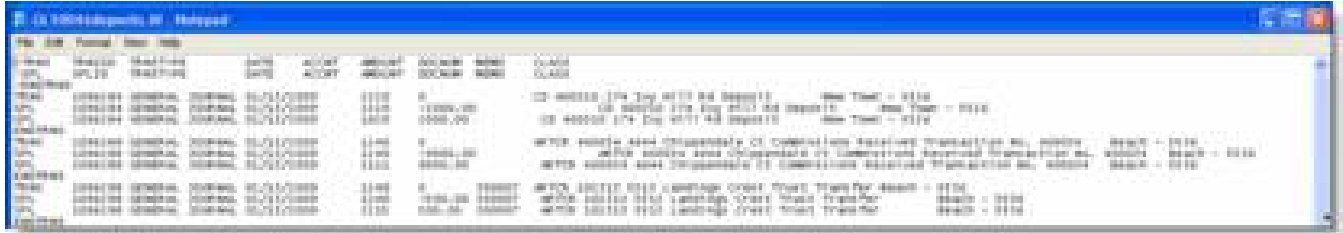
Above – setup for posting all deposits for a day. The three journal codes of “CD”, “CR”, and “ARTCR” would be selected.



After the “Search” is executed and the desired content is displayed, the Export button is clicked. The program will suggest the export file name based on the IA setups, and upon “Save” will pull and mark all selected transactions and create the export posting journal.

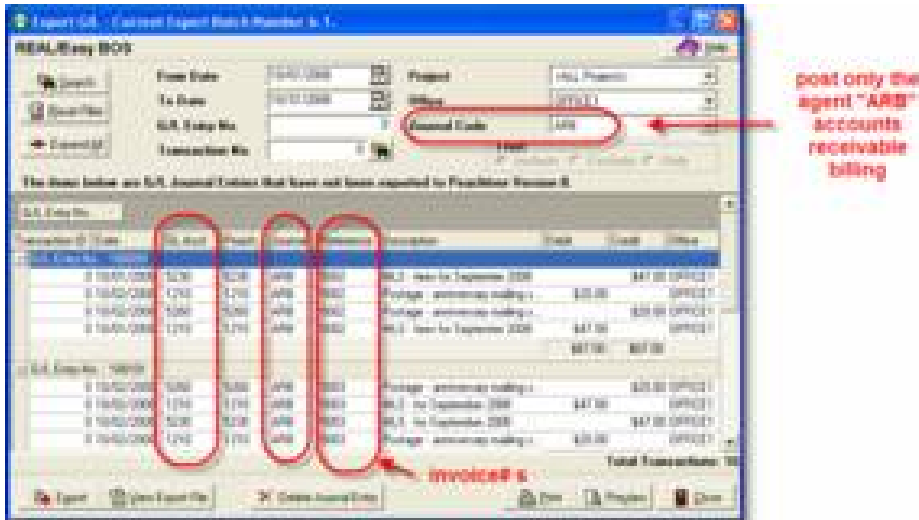


When all transactions are marked as posted (with the batch number) and the export journal file is created, the program will ask of the operator wishes to view the export file. Normally this file would not be viewed, however, when setting up and testing the interface, the staff should be checking the export format for correctness.



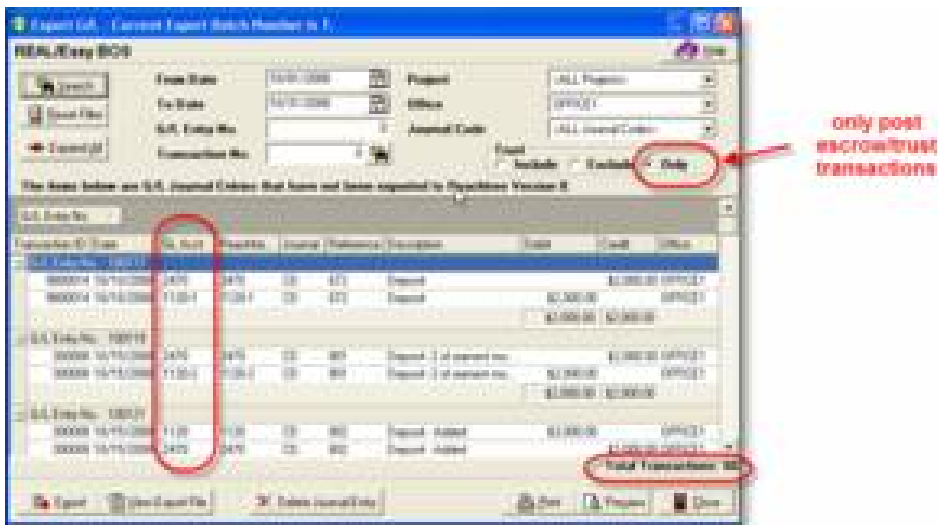
The sample shown above is a “QuickBooks” format. Virtually any posting format can be setup in BOS for national brand or custom built accounting software.

Example Agent Accounts Receivable: is shown below for a company who is using BOS’s agent billing system and wish to post the A/R activity to their accounting system.



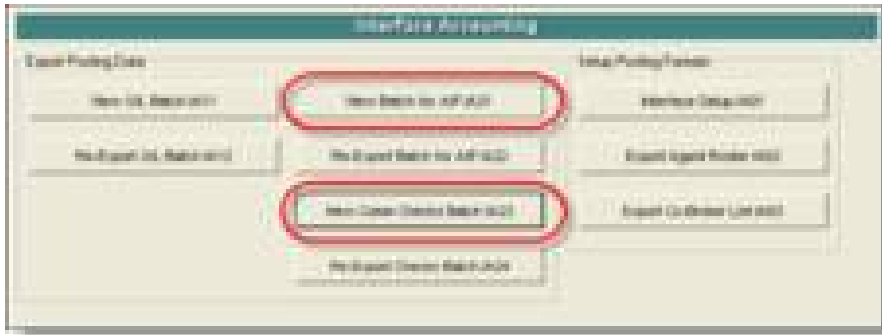
The single journal code, “ARB”, or “Accounts Receivable Billing”, will select all posted/invoiced agent receivable debits and income/expense recovery credits.

Example Escrow-Trust Posting: some financial departments wish to keep the escrow-trust asset and liability balances in their balance sheets:



To only post/export all escrow-trust transactions in a batch, select the “Trust” “Only” option.

Check Posting Enhancements:



In version 14.12, the A/P (invoice) and CM (issued checks) Batch posting process has been expanded to be more flexible. The key new features are noted below:

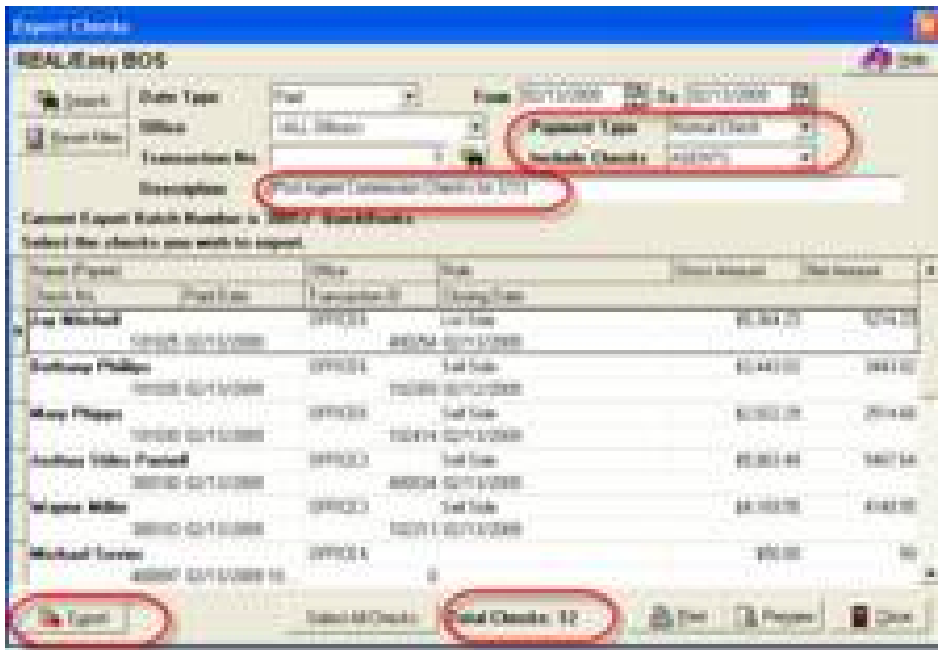
The screenshot shows the 'Export Checks' window with several annotations:

- Date Type** - default set to "Paid". Other option is "Closed". (Points to the Date Type dropdown menu)
- Office** set to "ALL Offices" on initial screen. (Points to the Office dropdown menu)
- Payment Type** - use to select:
 - All checks
 - Normal (printed) checks only
 - Direct Deposit only
 - Closing Agent only
 (Points to the Payment Type dropdown menu)
- Include Checks** - to select:
 - All checks
 - AGENT only (in-house)
 - BROKER only (outside cost)
 (Points to the Include Checks dropdown menu)
- ExportBatch Description** - use to document export purpose - will be saved for subsequent reporting and audits. (Points to the Description text field)

At the bottom of the window, the 'Total Checks' field is circled in red, showing a value of 25.

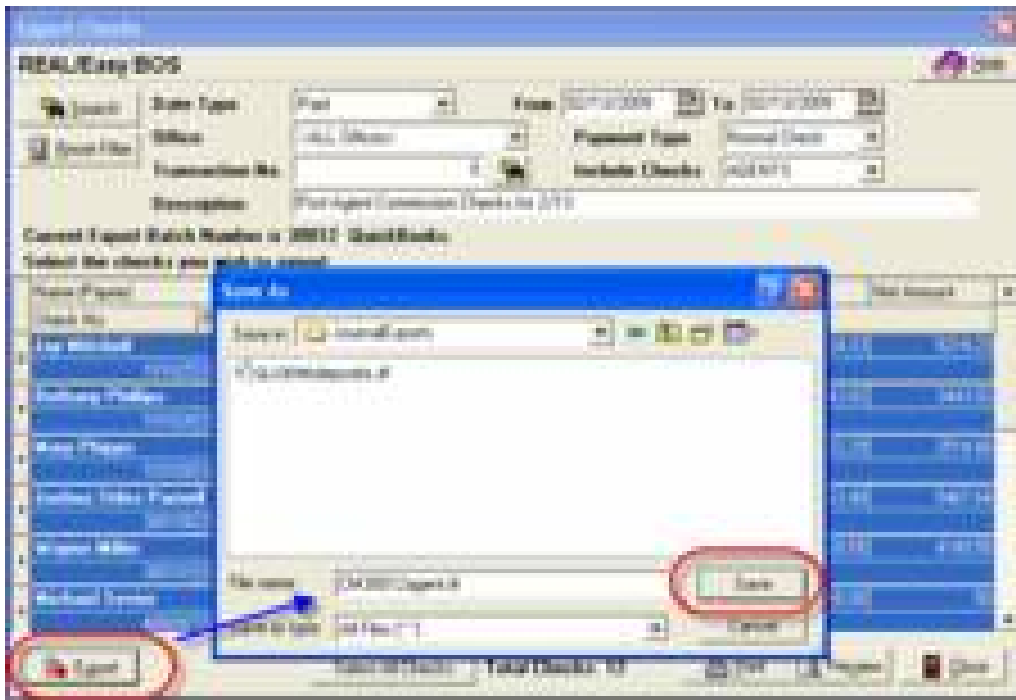
Name (Agent)	Pay Date	Check #	Check Type	Net Amount	Net
Anthony Phillips	02/15/2009	10226	Std/Std	\$1,400.00	1400
Wayne Miller	02/15/2009	10227	Std/Std	\$4,100.00	4100
Wayne Pagan	02/15/2009	10244	Std/Std	\$1,000.00	1000
Thomas Bennett	02/15/2009	48867	Std/Std	\$1,100.14	1100.14
Arthur Wilco Powell	02/15/2009	48878	Std/Std	\$1,000.00	1000

Example: Posting Daily Checks Printed



Example
A daily posting of agent checks that were printed in REAL/Easy BOS

Printed checks are the payment type “Normal Check”. Enter a description to keep a record in the batch list of the batch content. Example also is only posting agent checks – used the “Include Checks” of “AGENTS” option.



Above, included the batch number as part of the export file name. This is a good practice. Also using the date in part of the export file name is common as well.

Expansion of Posting Items in Version 14.12 to Improve Your Interface

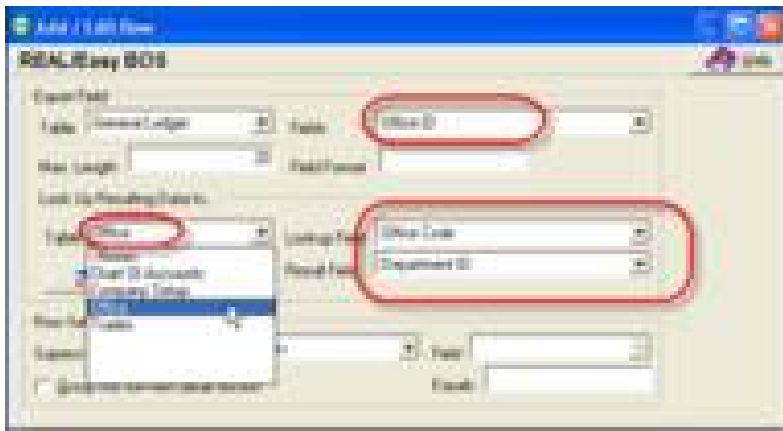


In version 14.12 the Interface Setup command, IA01, has been enhanced to include a number of items that help make the Interface Accounting batch posting commands more powerful and complete.

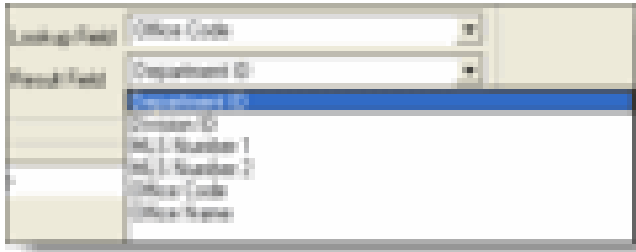


Identifying Departments/Classes/Profit Centers – For Office Income Statements

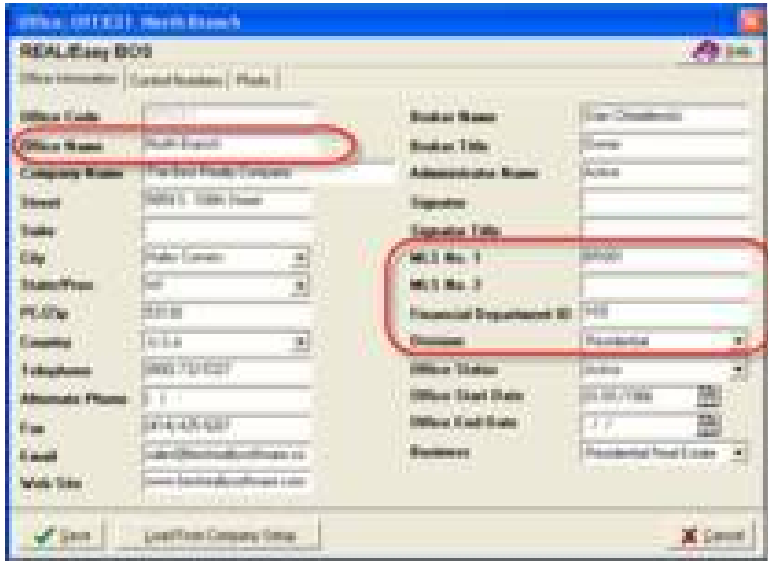
The first expansion is the addition of items that indicate the **journal department or check profit center** to be posted to in a multi-office/department company. This is called “CLASS” in QuickBooks or “Department” in multi segmented account number systems such as Sage M.A.S. or Great Plains, or part of the account number such as PeachTree, ACCPAC, or Business Works.



As shown above for creating a profit center export of a department or class ID, the “**Office**” table has been added to the table list for version 14.12. The **Department ID** that is within the Office table is one of the items that can be included in the export journal.



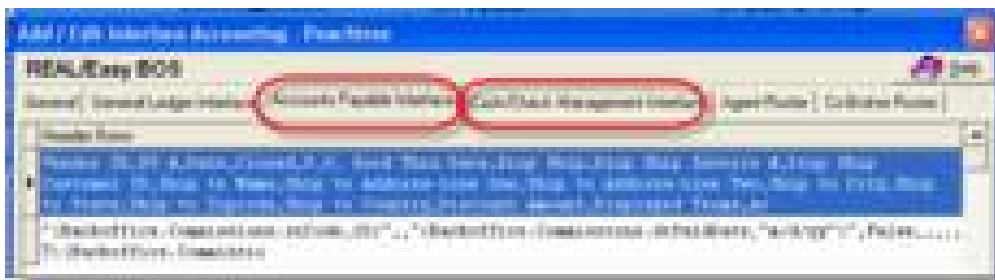
Other items from the Office table that are available are listed above.



Above, items that are entered in the Office table that can now be used in the exported journal.

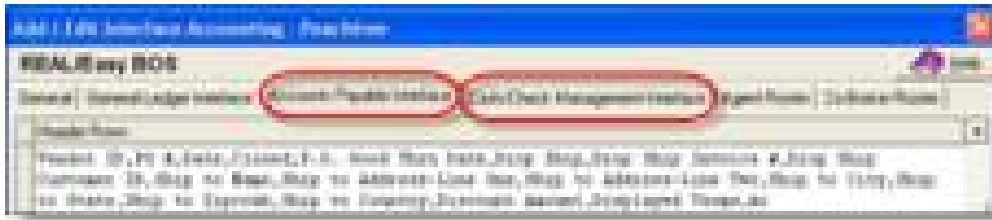
An example: if the accounting system’s North Beach department or class is “101” this value can be posted for all debits and credits having to do with OFFICE1. The financial department ID of “101” can be exported:

- as a separate field for CLASS
- or the department segment in a multi-segment chart of account number
- or three of the characters in a chart of account number that includes the profit center

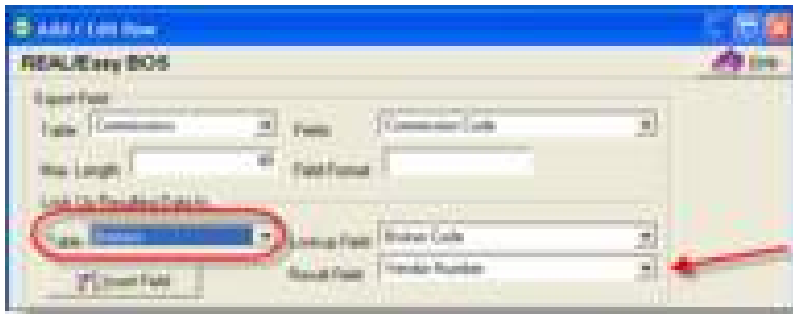


Available for AP posting: The same new Office table items are now available for the exporting of commissions to pay or checks already paid to the third party accounting system’s accounts payable or payables management system. This means that it is easier to post checks-to-pay and checks already issued in REAL/Easy into the correct third party income statement department or checkbook.

Identifying VendorID, Vendor Names, or Vendor Expense Accounts to Accounts Payable



Version 14.12 has expansions to make it easier to interface the transaction commissions to be paid, or already paid, to the third party accounting system when they are to be tied to the vendor records. These additions have been made:

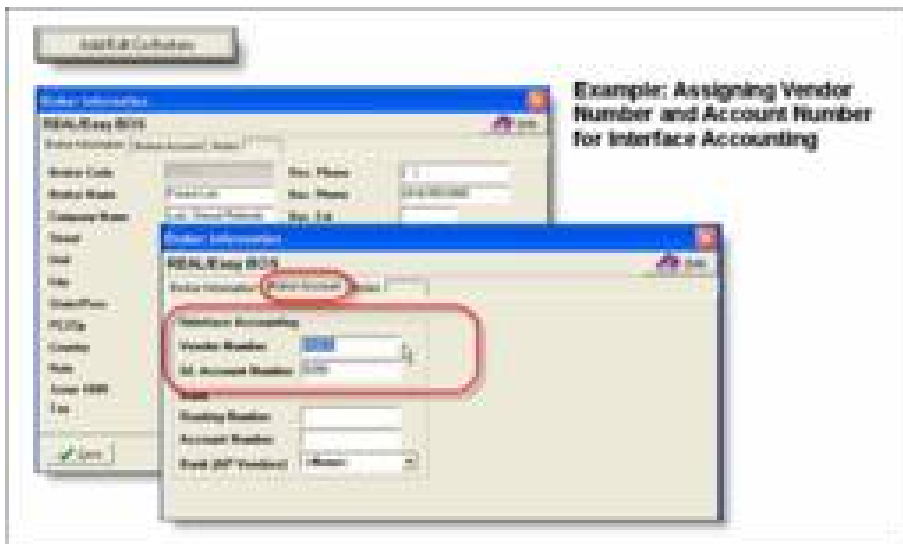


example setup for sending over the third party's vendor ID

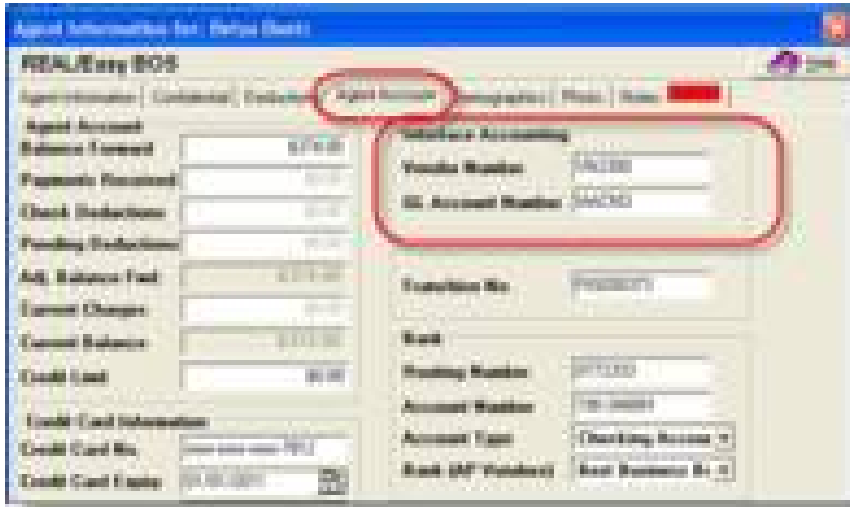
Broker table has been **added** to the commission fee detail posting. This means that more checks/fees details for referral, co-broker, franchise, and other fees paid to outside brokers or companies can be included in the journal posting export. Included in the posted information can be:

- the broker’s vendor number in the third party accounting system.
- the broker’s name for the invoice reference (Result Field item name: “**Vendor Number**” – see example above)
- the third party vendor expense account to be used in the invoice/check debit (Result Field item name: “**AcctNoForInterface50**”)

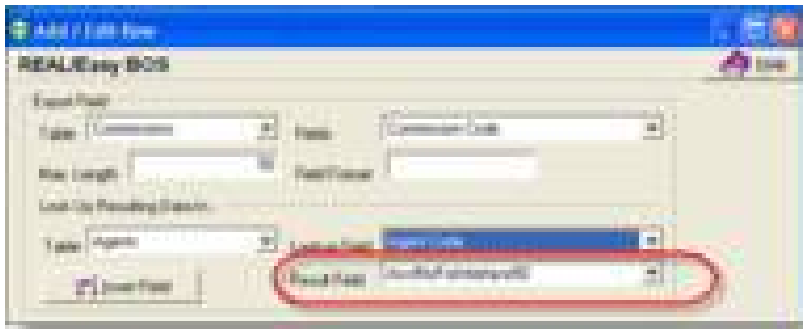
Note, in the example above, the Commissions table Commission Code item is linked to the Brokers table “Broker Code” to enable the export of the vendor number for the third party accounting system.



Above – example of Broker setups to assign third party vendor and expense account numbers for the interface.



To improve posting of agent commission fees to pay and commission checks, the Agent table has the new item “GL Account Number”.

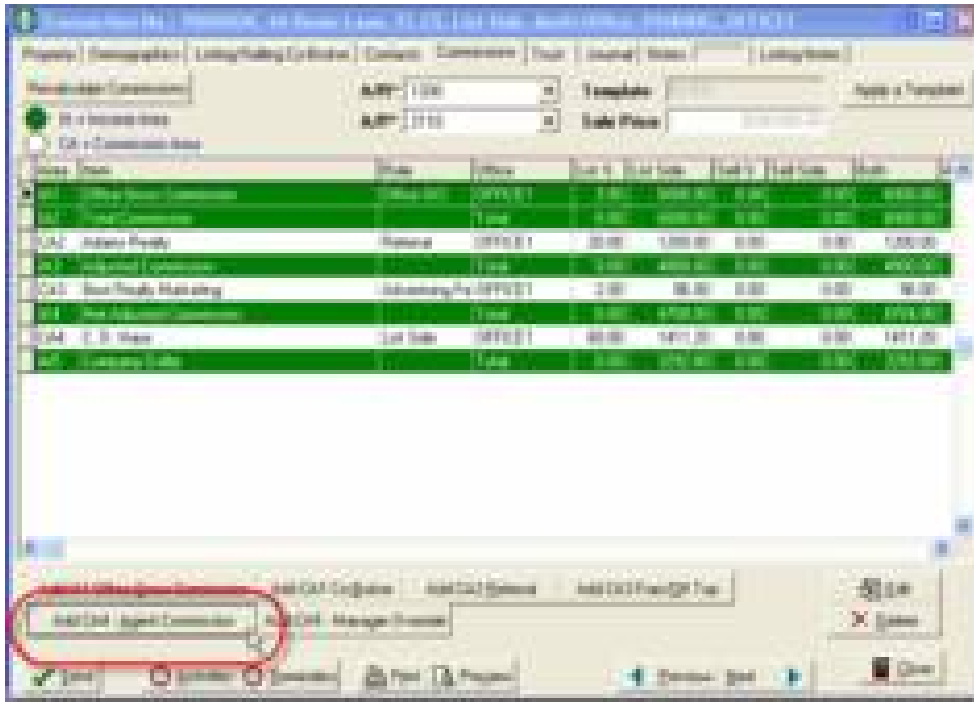


Above, example of including the new expense/posting account for the agent’s vendor record in the export. This item can now be included in the invoice or check paid posting by the Interface Accounting module. The item name for the agent journal export is the same as in the Broker table: “AcctNoForInterface50” .

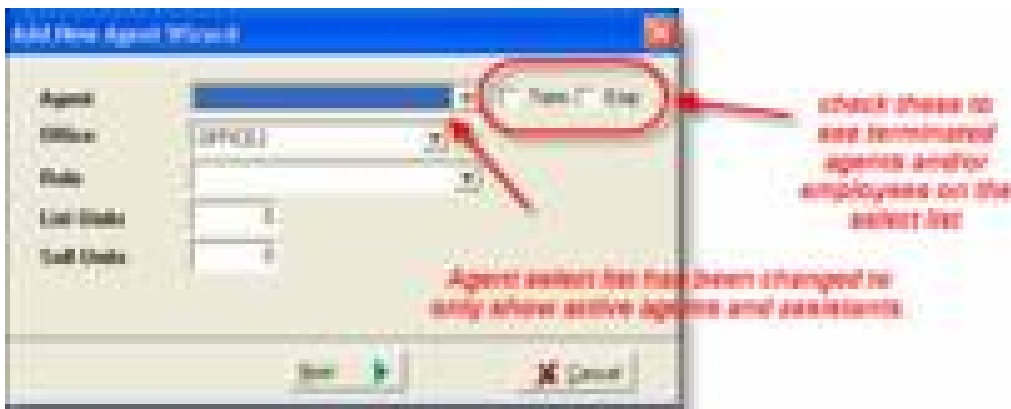
Note in the example above, the Commissions table Commission Code item is linked to the Agents table “Agent Code” to enable the export of the third party vendor expense account (and/or vendor number).

Enhanced – Add Agent Commission – CA4 Wizard

A change has been implemented in the ‘Add/Edit Agent Commission’ wizard to help with searching the agent list. For larger companies this improvement makes it easier to locate the correct agent for the commission entry.



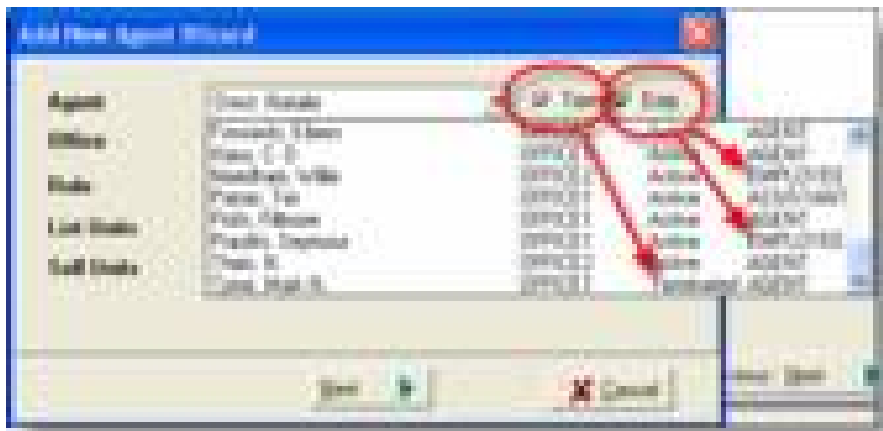
Above is a sample ‘Commissions’ revenue and fee tab for a sales transaction. The agents are entered in commission area 4, ‘Agent Commissions’.



With version 14.12, the agent list will now only include active agents and assistants as a default. This should help larger companies with long agent rosters which might include agents with similar names who might be terminated and should not be selected.



Besides only showing active agents, the list itself has been expanded to show the agent's assigned office, their status and the "type", i.e. "AGENT" or "ASSISTANT".



Note: if there is a need to enter a commission / production line for a terminated agent or for an employee, click-check the "Term" and / or "Emp" box to cause the list to include them.

Enhanced – Agent Payment Type entry and MICR/DD Bank Account.

For customers who print commission checks and also record payments via direct deposit or closing agent/third party, a number of enhancements have been added with version 14.12. This section describes these enhancements and how to utilize them:

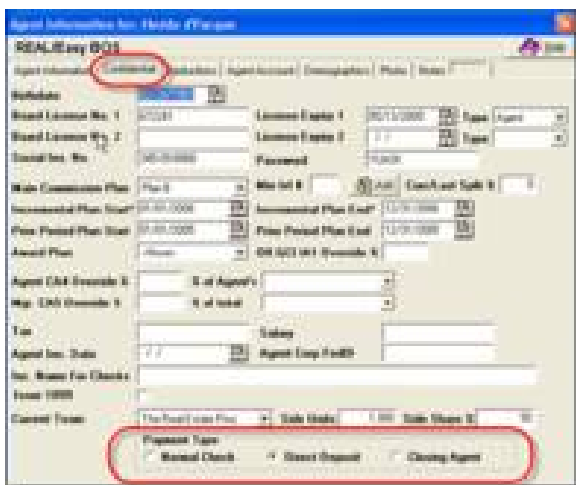
- Addition of preferred/default payment type within agent setup.
- Addition of routing number, account number and other items within agent setup to allow automation of MICR check printing and/or direct deposit bank or pay processor export files.
- Outline of setups for MICR check printing.
- Outline of setups for Direct Deposit export file creation.
- Expansion of check register reports to document payment types.

Review – Payment type:



Above: an example of the **commission payment processing step** where the agent commission payment type is selected. Before this 14.12 update, the operator had to know what payment type should be used for each agent and assign.

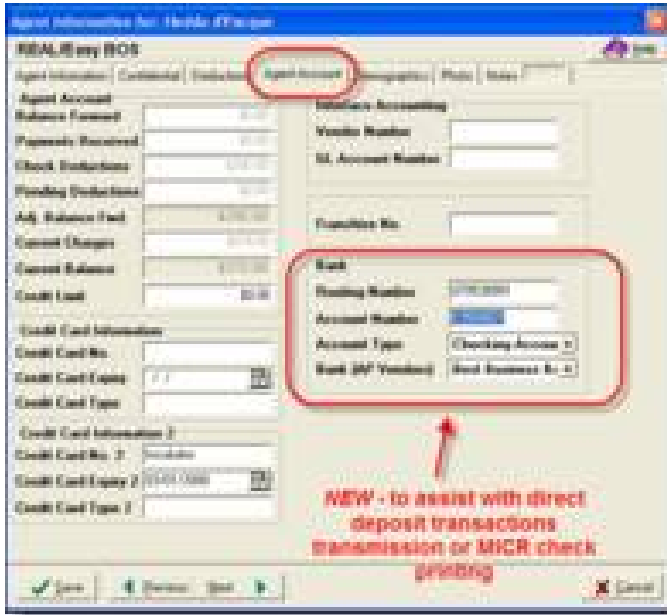
New Agent Default Payment Type assignment:



In the version 14.12 update, a new agent “Payment Type” setup has been added. As shown above, the “default” **payment type can be specified for each agent**. Thus, when the commission payment is being processed, the agent’s payment type is automatically assigned on the agent commission check screen.

New Agent Setups to Assist in MICR Check Print and Direct Deposit Export:

To help increase efficiency and automation for customers who wish to setup direct deposit bank transaction file export/import, a number of items have been added to the agent setup – “Agent Account” tab. The setup can also assist printing of MICR checks using BOS.

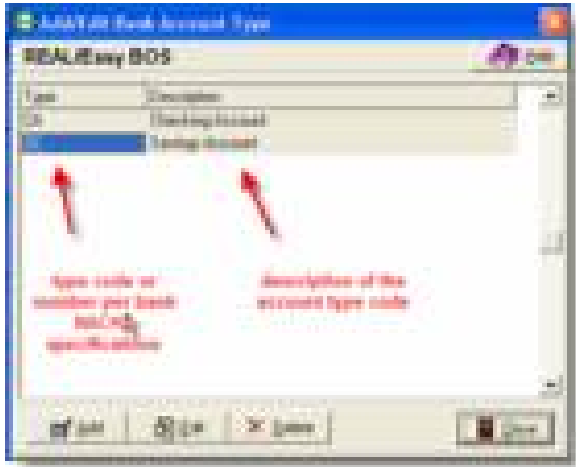


These new items are shown above.

- **Routing Number** – enter the routing number to be printed on the MICR check or to be placed in the direct deposit transaction record.
- **Account Number** – enter the account number to be printed on the MICR check or to be placed in the direct deposit transaction record.
- **Account Type** – if needed for a direct deposit transaction transmission records. Note that bank account type choices are a new setup within “Preferences”.
- **Bank AP Vendor** – optional but can be a convenient method of assigning the bank routing and transaction numbers for MICR check printing.



Above, setup bank account types from the “Preferences” menu item.



Above are example entries of account type codes and descriptions. For direct deposit transaction file creation, the account type should be the code required per the bank’s NACHA specifications.

Note if the account type code is not required or there is only one used, this entry can be simply entered as text in the NACHA export record setup in the “export .rpt” and the above bank account type would not have to be used.

Outline of setups for MICR check printing.

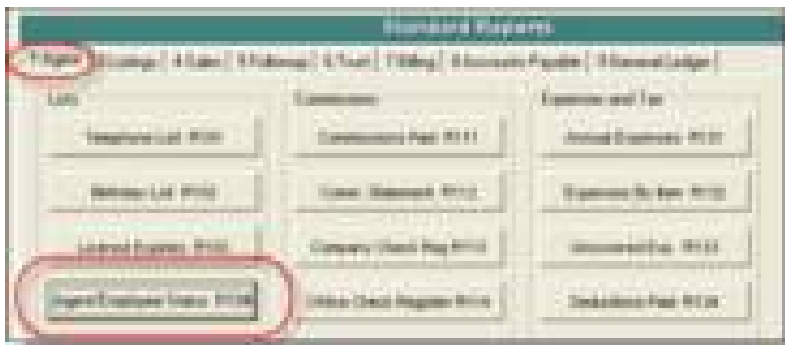
Define the bank routing numbers and accounts that will be used.

- Work with REAL/Easy consulting staff on the setups required.
- Enter setups required and verify with edit reports provided by REAL/Easy consulting.
- Work with REAL/Easy consulting staff to create check formats including all graphics.
- Setup MICR printer and print sample checks for testing at the bank. Make adjustments as needed.
- Ready for MICR check printing production.

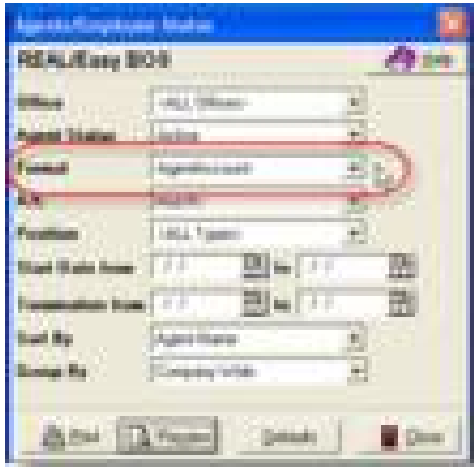
Outline of setups for Direct Deposit export file creation.

- Provide REAL/Easy consulting staff with bank/pay processor export file definitions.
- REAL/Easy consulting staff will outline setups required for entry of routing and/or account numbers.
- Enter setups required to automate direct deposit file creation.
- REAL/Easy consulting staff will build and install the DD file creation program.
- Create test exports for bank / payment processor testing. Adjust as required.
- Ready for DD daily export to bank/payment processor submission.

Use new “Agent Account” format to Verify and Document.



Edit Direct Deposit and other agent account settings with the new “AgentAccount” format of the “Agent/Employee Status R104” report. This report will list all key agent account assignments such as bank routing and account numbers.



The format to select: “AgentAccount”

Agents/Employee Status

The Best Realty Company
 P.O. Box 1234
 12345 Main St., Suite 100
 Anytown, CA 90001

Office: 12345
 Type: All Types
 Sort By: Agent Name
 All: All
 Filter By: Company Wide

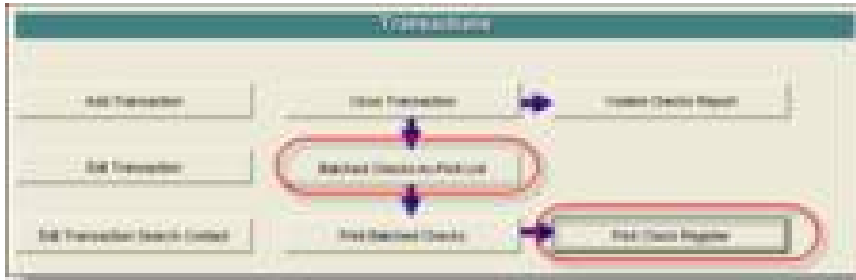
Agent Name	Age of ID	ID No.	Franchise	Interface	Account	DD Bank Tr No	DD Bank Acct No	MICR-REVend No	Franchise ID
CompanyWide									
John, John	25	0111111	Frank			12345678	1234567890		
Jane, Jane	30	0111112	Frank			12345678	1234567890	12345	
Tom, Tom	28	0111113	Frank			12345678	1234567890		
Bob, Bob	35	0111114	Frank	123456		12345678	1234567890		
Alice, Alice	22	0111115	Frank			12345678	1234567890		
Charlie, Charlie	32	0111116	Frank	123456	789012	12345678	1234567890		
Diana, Diana	27	0111117	Frank			12345678	1234567890	12345	67890123
Eve, Eve	31	0111118	Frank	123456	789012	12345678	1234567890		
Frank, Frank	29	0111119	Frank			12345678	1234567890		
Grace, Grace	33	0111120	Frank	123456	789012	12345678	1234567890	12345	67890123

The report will list key account assignments for each sales agent. Items (columns) include:

- PmtType The default payment type assigned to the agent: Normal Check, Direct Deposit, Closing Agent.
- A-VendorID The vendor ID for the agent in the third party accounting system.
- IA-AcctNo The interface accounting account number to be used for this agent when posting commissions.
- DD-BankTrNo The bank routing number to use for agent direct deposit.
- DD-BankAcctNo The agent’s bank account number.
- MICR-REVendNo If needed – this would be the agent’s vendor number in the third party accounting system.
- FranchiseID Franchise ID for the agent – can be used when reporting sales to the franchise that the company is a member of.

Expansion of check register reports to document payment types.

The commission check register reports have been updated to indicate the payment types:

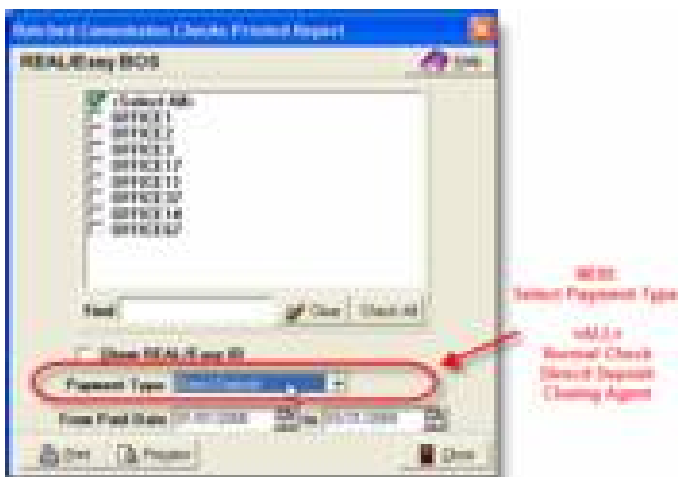


Batched Commission Checks

The Best Realty Company
 P.O. Box 500
 New York, NY 10000
 Telephone: (914) 555-5555

Account #	Check #	Payee Name Property Address	Check # Date/Check #	Bank Name	Commission Deduction	Bank Fee	Check Status	Check Date
000001	000001	Smith, John 1234 Main St	000001 01/15/01	1 Bank of America	100.00	0.00	Printed/Deposited	01/15/01
000002	000002	Smith, John 1234 Main St	000002 01/15/01	2 Bank of America	100.00	0.00	Printed/Deposited	01/15/01
000003	000003	Smith, John 1234 Main St	000003 01/15/01	1 Bank of America	100.00	0.00	Printed/Deposited	01/15/01
000004	000004	Smith, John 1234 Main St	000004 01/15/01	2 Bank of America	100.00	0.00	Printed/Deposited	01/15/01
000005	000005	Smith, John 1234 Main St	000005 01/15/01	1 Bank of America	100.00	0.00	Printed/Deposited	01/15/01
000006	000006	Smith, John 1234 Main St	000006 01/15/01	2 Bank of America	100.00	0.00	Printed/Deposited	01/15/01

The transaction module check registers will indicate if the payment type was a printed check “CK#” or a direct deposit “DD#” or a closing agency outside of the company “CA#”.



To print a register of one payment type, such as direct deposit commissions, use the new “Payment Type” selector.

Batched Commission Checks

The Best Realty Company
 P.O. Box 101
 12345 Main St, NY 10001
 Telephone: (202) 555-1234

From Date: 01/01/2010
 To Date: 01/31/2010
Payment Type: Agent Payment

Check No.	Check Date	Payee Name Payee Address	Check No. (MICR/DD)	Check Date	Check Amount	Check Type	Check Status	Agent Name
1001	01/15/10	Real Estate 1234 Main St	100101 12345 6789	01/15/10	100.00	0.00	Present / Paid	John Doe
1002	01/15/10	Real Estate 1234 Main St	100102 12345 6789	01/15/10	100.00	0.00	Present / Paid	Jane Smith
1003	01/15/10	Real Estate 1234 Main St	100103 12345 6789	01/15/10	100.00	0.00	Present / Paid	Bob Johnson
1004	01/15/10	Real Estate 1234 Main St	100104 12345 6789	01/15/10	100.00	0.00	Present / Paid	Alice Brown

Total: 1,000.00 0 Checks

Detailed check registers can be printed with the Agent Standard Reports “Company” and “Office” check registers.

Standard Reports

Home | Company | Agents | Customers | Agents | Training | Accounts Payable | Accounts Receivable

Telephone List (F10)	Commissions Paid (F11)	Annual Expenses (F12)
Website List (F13)	Open Orders (F14)	Expenses By Fee (F15)
Agent Expense (F16)	Company Check Register (F17)	Income Tax (F18)
Agent Expense Detail (F19)	Office Check Register (F20)	Debit Card Paid (F21)

The Best Realty Company

Company Wide

Larini, Jorge (3)

Period From: 01/01/2010 - 01/31/2010

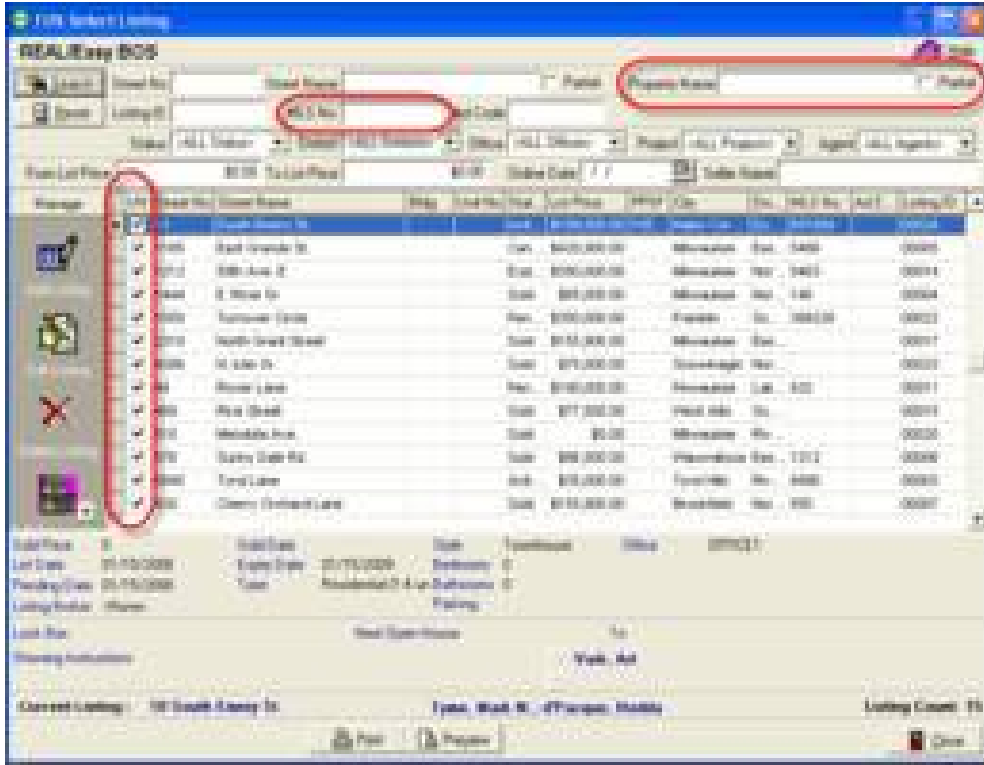
Check No.	Check Date	Check No. (MICR/DD)	Check Date	Check Amount	Check Type	Check Status	Agent Name	Commission
1001	01/15/10	100101 12345 6789	01/15/10	100.00	0.00	Present / Paid	Agent Name (Commission Based)	10.00
							Transaction Based	0.00
							Agent Name (Flat Fee Based)	10.00
Net amount								10.00

1002	01/15/10	100102 12345 6789	01/15/10	100.00	0.00	Present / Paid	Agent Name (Commission Based)	10.00
							Transaction Based	0.00
							Agent Name (Flat Fee Based)	10.00
Net amount								10.00

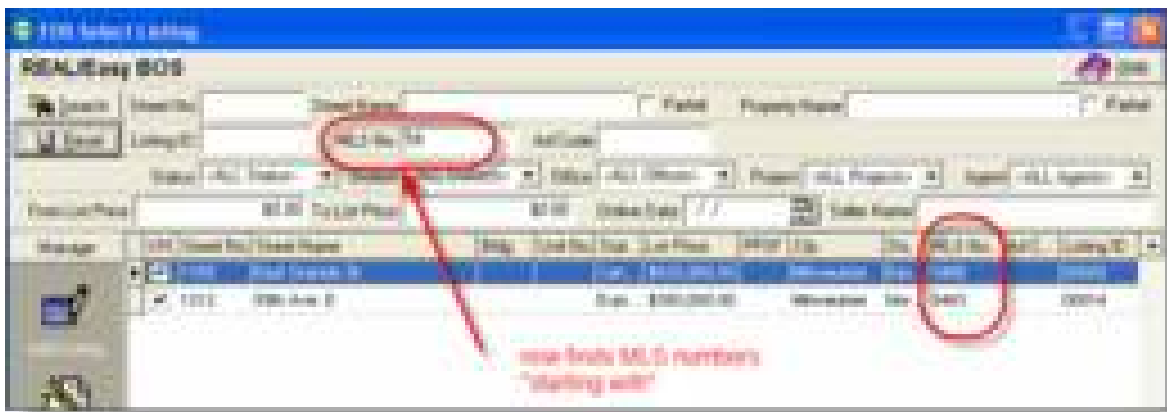
The detailed check registers will now indicate the payment type to the left of the check/reference number for each agent commission.

NEW – Listing Data Items to Help Manage, Track, and Report

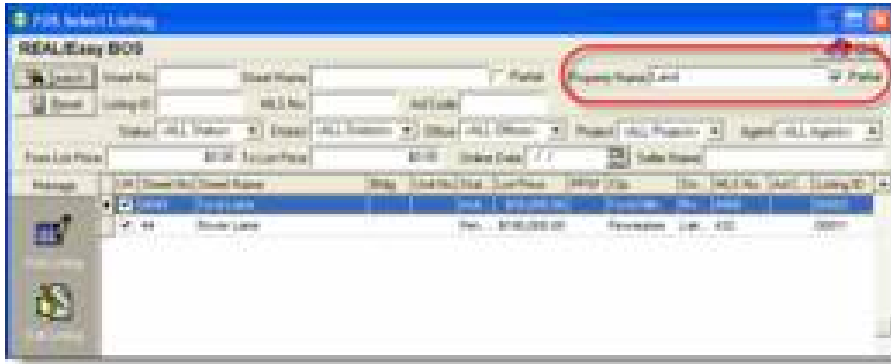
Version 14.12 includes enhancements to help brokerage staff manage and track property listing inventory.



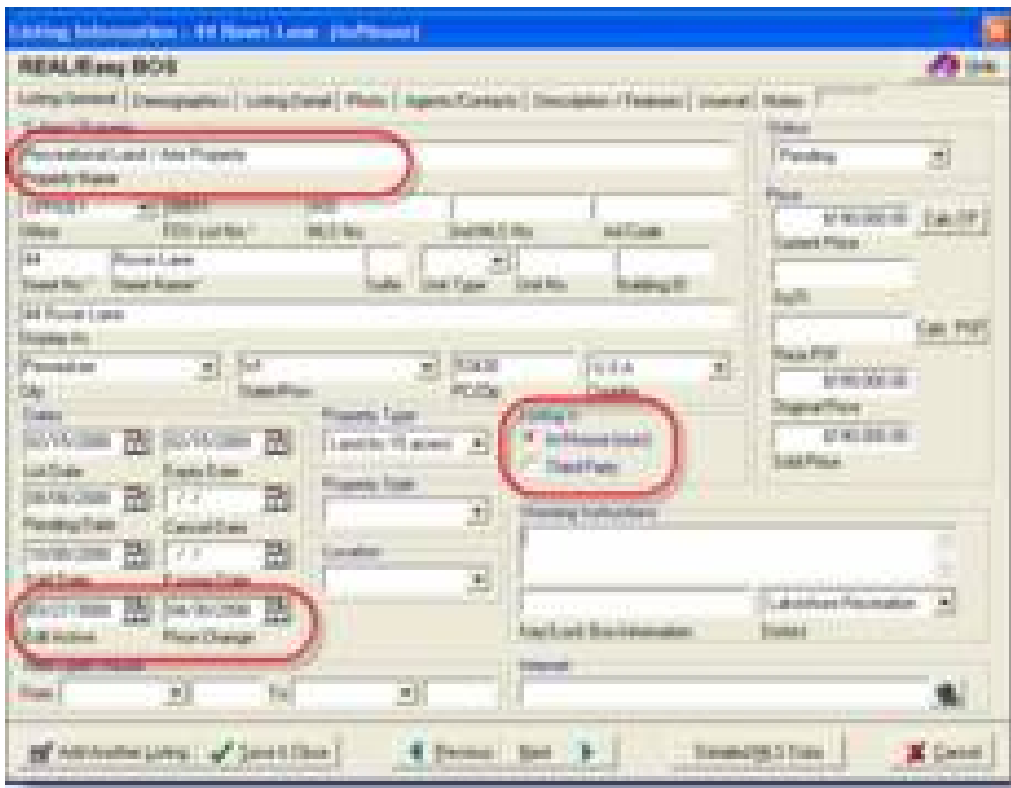
The version 14.12 BOS “Manage Listing” and Front Office desktop browse includes a new column that indicates if the listing is an in-house, or “I/H”, property. Third party properties listed by other brokers will not be checked. The “MLS” number search has also been changed to not require the entire number to be entered to locate the property.



As shown above, the version 14.12 search will work if only a portion of the MLS ID is entered. All listings starting with the numbers entered will be displayed.



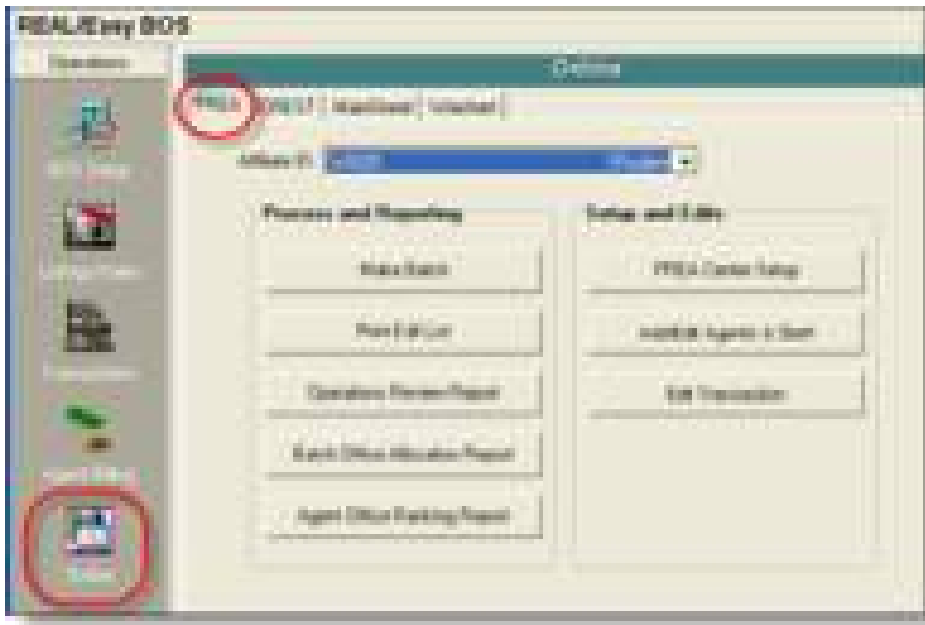
Another enhancement to the version 14.12 browse search is addition of the search using the Property Name. The “Partial” option can be used to cause the search to locate all properties that have the search characters anywhere in the property name. Note that the new “Property Name” item can be used to record desired information such as building names, the developer or seller name, and project or location names.



Useful new items available for listing information are indicated above. Included are:

- **The Property Name** – a new item where building, seller, project, or any other useful descriptive information can be entered. Note that the property name is also a searchable field.
- **Listing Is In/House or Third Party** – indicates if the listing is in-house or offered by another broker. Note that REAL/Easy can be used to maintain and produce lists of other company properties. This would be a convenience in markets where there is no MLS or for commercial market areas.
- **Edit Active date** – this is a date that will record when a listing contract is entered. Many customers have requested this be added to help track data entry and print reports of just listed properties.
- **Price Change date** – a new item to track the last time a listing had a price change. If this item is important and is maintained, the listing reports can detail listings having price changes in the last week or any other time range. Also, note that Online module will update this field automatically when importing listings from other systems such as MLS or Online intranets.

Enhanced – Prudential Reporting Module



Version 14.12 introduces the new Online module of REAL/Easy. The purpose of this module is to enable customers to use REAL/Easy as the central system and database of their business information by gathering or sharing data with other online and desktop systems.

One of these systems that data is shared with is the Prudential Real Estate Affiliates, or PREA, online – internet based “PREA Center”. All companies who are Prudential affiliates report their sales transaction details and agent award production to PREA Center.

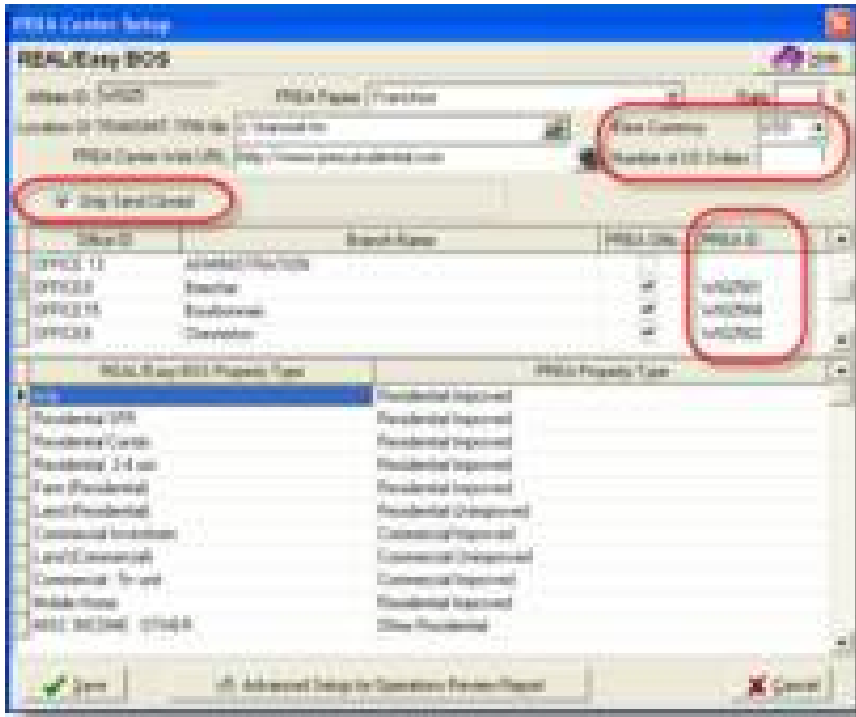
This section documents the enhancements to REAL/Easy’s PREA Center reporting and lists the setup steps necessary to be performed immediately after installing the 14.12 update.

Summary of 14.12 enhancements to PREA Center reporting.

Version 14.12 includes a number of enhancements to the PREA reporting. Enhancements include:

1. Added capability of handling reporting of multiple PREA contracts, e.g. multi-state or residential and commercial, from a single database.
2. Expanded controls in the PREA reporting setup such as limiting the transmission to Closed transactions.
3. Improved transaction edit reports to help verify reported closings, and check for closings that have not been reported.
4. New security settings which can restrict users from inadvertently changing already transmitted transaction data or status, or re-using transmitted cancelled transactions for new pending transactions.
5. Transaction Adjustment Handling is automatic. Version 14.12 has been programmed to automatically handle sending closed transaction adjustments as required by changes in the PREA Center online system. This means that no time consuming manual handling is needed for reporting closed sale adjustments.
6. PREA office listing and agent count reporting has been enhanced to handle multi-office companies who have more than one BOS office assigned to the same PREA ID. This is commonly an office location with one or more satellites where the satellites are tracked as separate BOS offices but they are all part of one of the PREA Office designations.

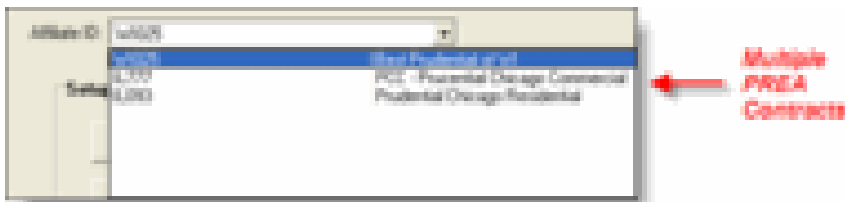
After updating to 14.12 do these “PREA Center Setup” steps:



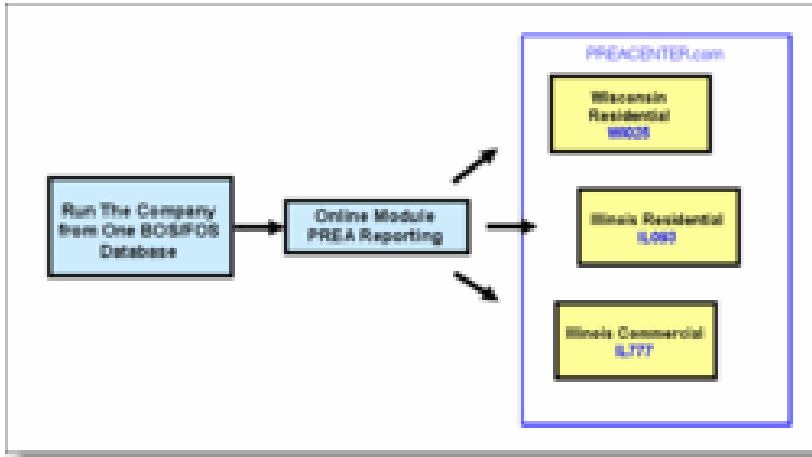
1. Set the “Base Currency” to ”USD”, or, if in Canada, “CAD”.
2. Set the “Number of US Dollars” to 1.00, or, if in Canada, to the current rate.
3. If you wish to only send closed transactions, check the “Only Send Closed” box.
4. For offices that are assigned to the affiliate ID, enter the entire 8 character PREA ID for each reporting office.
5. NEW – note that multiple BOS offices, such as satellite offices, can be assigned the same PREA ID. The version 14.12 reporting module will combine them for you when reporting office staffing and listing totals to PREA.

Enhancement 1 - Handling Multiple PREA Contracts in One Database

PREA Reporting is Part of the Version 14.12 Online Module. “PREA” is one of the “Providers” (tabs) within the Online Module. Prior to version 14.12, the PREA Center reporting function was within a “Franchise” module. In version 14.12 this is part of the new Online module within the “PREA” tab. At the top of the tab, the affiliate ID/contract is displayed and all commands below process information for that contract.

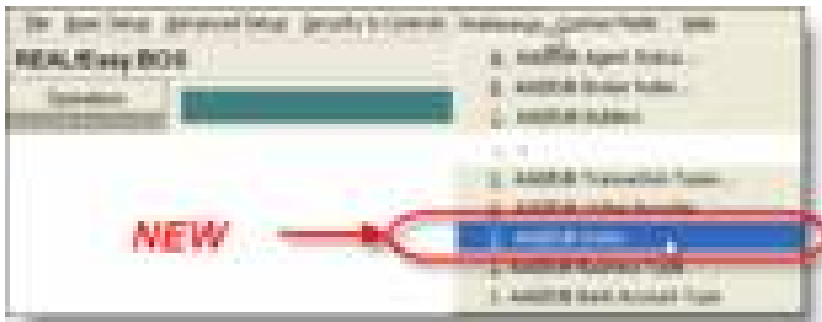


NEW for version 14.12 is the ability to handle multiple affiliate contracts within one database.

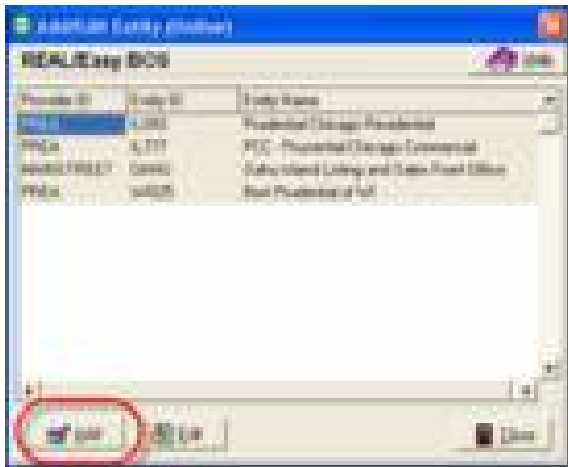


This means that multi-state and residential and commercial operations can now be maintained by REAL/Easy in single data base while reporting to multiple PRA franchise contracts. With previous versions of REAL/Easy, separate databases had to be used for each contract making it inconvenient for companies who wanted to run consolidated reports.

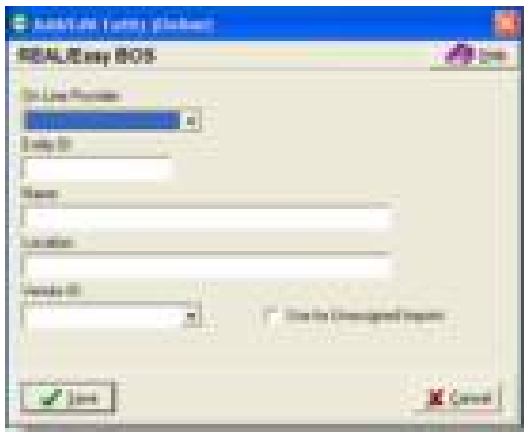
How to add new PRA contracts for reporting.



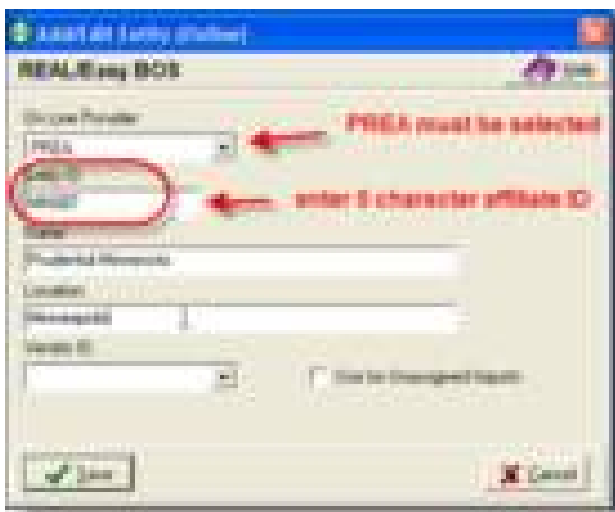
The new preference “Entity” is used to add another PRA contract in the OnLine module.



A sample “Entity” list for each “Provider” is shown above.



The entry screen appears as above.

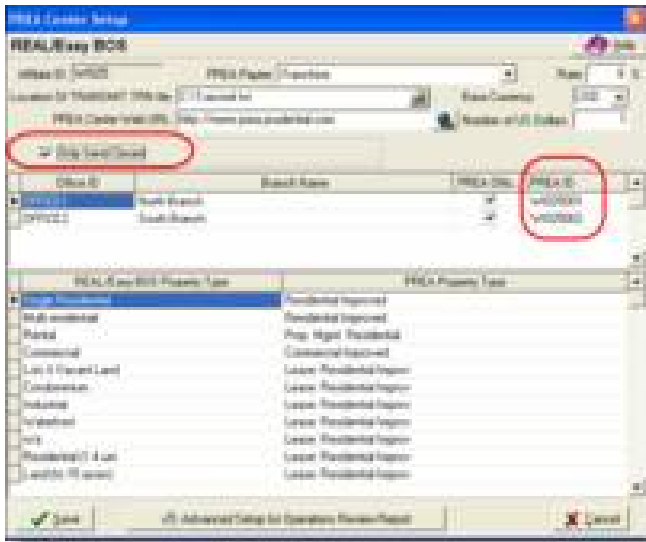


To setup the new “contract” for reporting, enter as shown above. After this is saved, the next step would be to move to the Online module, select the new contract on the PREA tab, and complete the PREA Center Setup.



The setup and reporting commands apply to the currently selected affiliate ID.

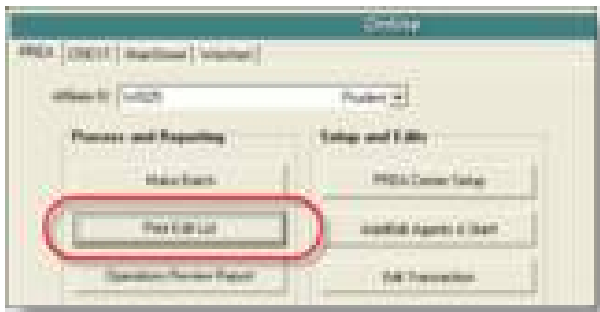
Enhancement 2 New “Only Send Closed” setup option.



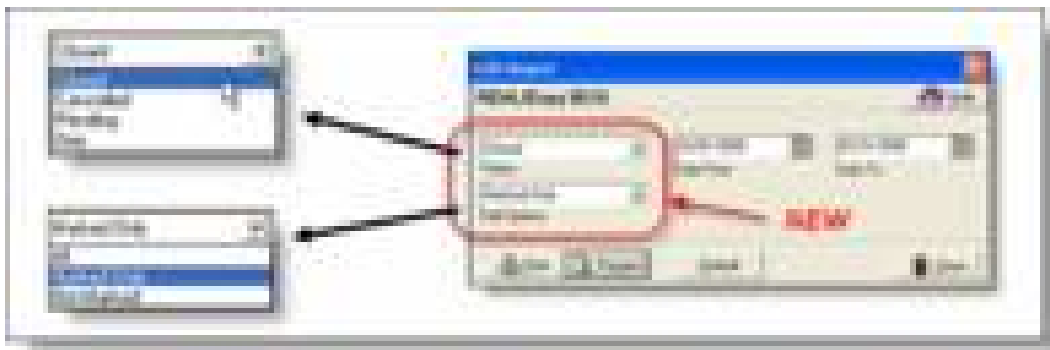
A 14.12 enhancement for “PREA” reporting is the addition of the “Only Send Closed” transactions parameter. This means all pending transactions including those that are not sales will not be sent to PREA Center until closed.

A key benefit to this new setting is the simplification of the reporting to PREA especially for transactions whose closing time cannot be certain or may change. By not sending pending transactions, the interaction with PREA Center is simplified by eliminating both sending of transactions that the system cannot handle as pending and eliminating the expectation “where are they” type communication from PREA Center for pending sales that do not close by the estimated close date.

Enhancement 3: Improvement if the Edit List report.



To increase efficiency monitoring transaction reporting, the “Print Edit List” has been improved. Previously the report combined all transactions sent and unsent, open and closed all into one report. This made it difficult to reconcile reported transactions or to locate transactions that were not reported.



Two options have been added to the Edit Report setup dialog. The first is the selection of the transaction status as shown above. The second is the selection to include transactions that were “Marked Only”, meaning transactions that were exported to a transmit.trn batch, “Not Marked” meaning they have not been exported to a batch (i.e. not reported), or “All” transactions.

This means more meaningful edit reports can be processed to assist the staff with their PREA reporting tasks including making sure that no closings are unreported. For example, these “reports” can be run by using the given status and edit options:

- *List and total Closed and Reported transactions:* Status = “Closed”, Edit Options =”Market Only”.
- *List Closed transactions that have not been reported:* Status = “Closed”, Edit Options = “Not Marked”.
- *List all Cancelled transactions to view which were reported:* Status = “Cancelled”, Edit Options= “All”.
- *List Pending transactions to view which were reported:* Status = “Pending”, Edit Options= “All”.

F-NF	Trans No	R/E Trans No	Street +	Prop Type	OfficeID	Date	Transmit Date	Sale Price	Affiliate GCI	Market (R/E) To Rep
F	010000	000000	10000 Main Street Atlanta, GA 30303 U.S.A	Residential	000000	01/01/2008	01/01/2008	1,000,000	100,000	1,000,000
F	010000	000000	10000 Main Street Atlanta, GA 30303 U.S.A	Residential	000000	02/01/2008	02/01/2008	2,000,000	200,000	2,000,000
F	010000	000000	10000 Main Street Atlanta, GA 30303 U.S.A	Residential	000000	03/01/2008	03/01/2008	3,000,000	300,000	3,000,000
F	010000	000000	10000 Main Street Atlanta, GA 30303 U.S.A	Residential	000000	04/01/2008	04/01/2008	4,000,000	400,000	4,000,000
Total (F) Franchise Property Sales:								\$10,000,000	\$1,000,000	\$11,000,000
Total (NF) Non-Franchise Property Sales:								\$0	\$0	\$0
Total (R/E) Total:								\$10,000,000	\$1,000,000	\$11,000,000

Above is a sample of the improved report that was run to show all reported (Marked Only) closed transactions for a selected time range.

When the transaction status of “Closed” is selected, the details shown for each transaction include the close date and transmit, or marked, date of the closed transaction.

To verify that all closed transactions have been reported, select status = “Closed” and “Un-Marked” transactions. Un-Marked transactions will not have a transmit date and should be reported.

The report columns include:

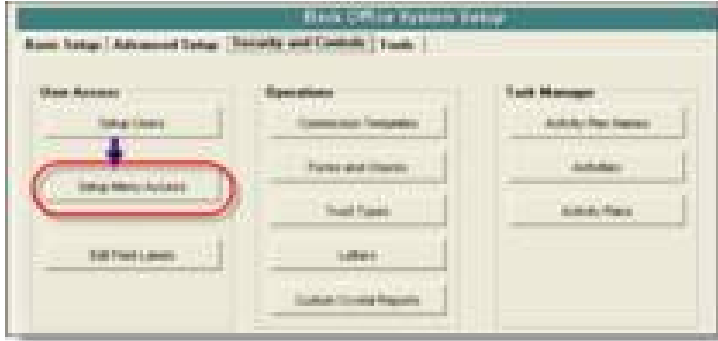
Column Header	Content
-----	-----
F-NF:	Indicates if the transaction is a “F” franchise transaction (must be reported) or “NF” non-franchise transaction (is not reported).
Status:	The Status of the transaction
TransNo:	The BOS transaction number
R/E TransNo:	The transaction number reported to PREA
Street +:	Transaction full address
Prop Type:	The property type of the transaction
OfficeID:	The main office ID for the transaction
Date:	Closed, Pending, Firm, or Cancelled date depending on the status selected
Sale Price:	Sale Price (or total lease amount)
AffiliateGCI:	The gross commission income to the affiliate for the transaction

GCI Deductions: Deductions from Affiliate GCI such as referral fees

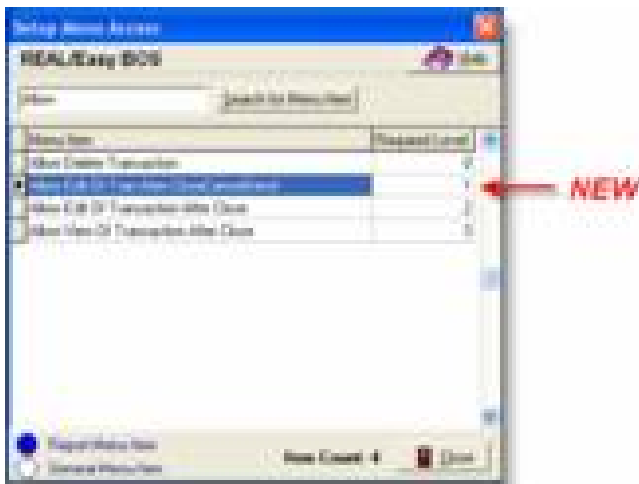
Amount Subject to Fees: This is the amount reported to PREA that is subject to franchise fees

Enhancement 4: Security Option to block Edit of already sent transactions.

After a transaction has been closed or cancelled and reported to PREA it is still possible to make changes to the data given the user has the access level to do so. To block changes to closed or re-use of cancelled transactions a number of customers have requested an additional security level setting.



This new setting has been added to the “Menu Access” list.



A new menu access security option “Allow Edit Of Tran After CloseCancelSend” has been added. This item can allow or block editing of a closed or cancelled transaction that has been reported (sent) to PREA Center. By assigning a higher general access level number to users than the required level in the new option, this will block edit of a closed or cancelled transaction that has been sent. This can be used to stop data entry staff from inadvertently re-using a cancelled transaction or updating a closed transaction that has already been sent to PREA.

For example, if a user would re-use a cancelled transaction for a new purchase agreement on a property, this could cause that new agreement to never be reported to PREA. This is because the transaction number had been previously reported as cancelled.



With the new Menu Access Level setting for edit of sent transactions set to 1, the AA user with an access level of “2”, cannot edit the above sent transaction on Saddle Run Lane. Edit would also be blocked if the transaction had been sent as cancelled.

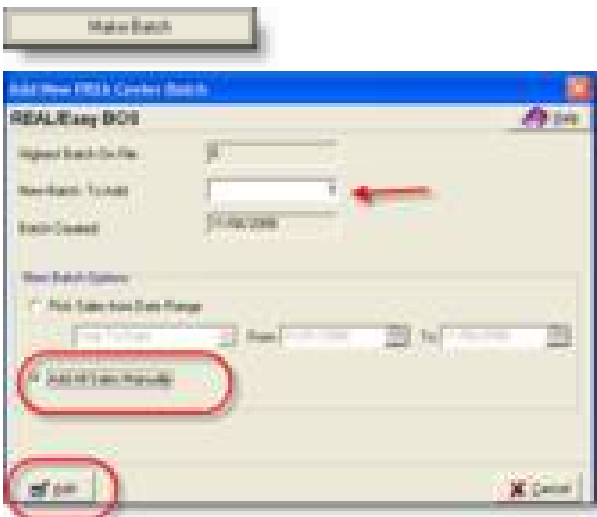
Enhancement 5 - Transaction Adjustment Handling is automatic.

Occasionally, a closed sale has been reported to PREA center that is found later to have been reported in error. To correct the error, the transaction must be edited in BOS and corrections saved. Next the transaction must be sent to PREA Center as an adjusted transaction.

Version 14.12 has been programmed to automatically handle sending closed transaction adjustments as required by changes in the PREA Center online system. This means that no time consuming manual handling is needed.

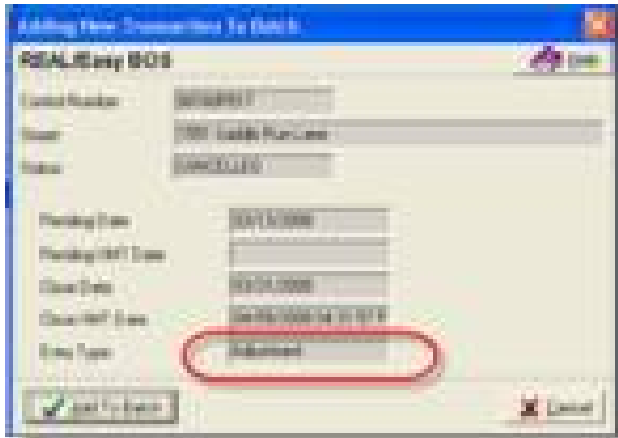
The steps taken would be:

1. Edit the transaction to make corrections such as inserting a referral or correcting a commission revenue.
2. Make a new batch by manually adding the corrected transaction using the “Add All Sales Manually” option as shown below:



.Use the “Add All Sales Manually” option.

.Locate the transaction, select, and verify that it is to be an “Adjustment” as shown below:



The entry type “Adjustment” should be indicated during selection of the transaction(s). Select “Add To Batch” and create and send the batch to PREA Center.

Batch ID: 0	Bank Date: 08/01/00	Created Date: 11/02/00	Maked Date: 11/02/00	NEW	% from 'Setup'
Trans No	Trans No	Trans No	Trans No	Adjust/No Fee	Trans No (adj)
01	00000001	01	01	01	01
02	00000002	02	02	02	02
03	00000003	03	03	03	03
04	00000004	04	04	04	04
05	00000005	05	05	05	05
06	00000006	06	06	06	06
07	00000007	07	07	07	07
08	00000008	08	08	08	08
09	00000009	09	09	09	09
10	00000010	10	10	10	10
11	00000011	11	11	11	11
12	00000012	12	12	12	12
13	00000013	13	13	13	13
14	00000014	14	14	14	14
15	00000015	15	15	15	15
16	00000016	16	16	16	16
17	00000017	17	17	17	17
18	00000018	18	18	18	18
19	00000019	19	19	19	19
20	00000020	20	20	20	20
21	00000021	21	21	21	21
22	00000022	22	22	22	22
23	00000023	23	23	23	23
24	00000024	24	24	24	24
25	00000025	25	25	25	25
26	00000026	26	26	26	26
27	00000027	27	27	27	27
28	00000028	28	28	28	28
29	00000029	29	29	29	29
30	00000030	30	30	30	30
31	00000031	31	31	31	31
32	00000032	32	32	32	32
33	00000033	33	33	33	33
34	00000034	34	34	34	34
35	00000035	35	35	35	35
36	00000036	36	36	36	36
37	00000037	37	37	37	37
38	00000038	38	38	38	38
39	00000039	39	39	39	39
40	00000040	40	40	40	40
41	00000041	41	41	41	41
42	00000042	42	42	42	42
43	00000043	43	43	43	43
44	00000044	44	44	44	44
45	00000045	45	45	45	45
46	00000046	46	46	46	46
47	00000047	47	47	47	47
48	00000048	48	48	48	48
49	00000049	49	49	49	49
50	00000050	50	50	50	50
51	00000051	51	51	51	51
52	00000052	52	52	52	52
53	00000053	53	53	53	53
54	00000054	54	54	54	54
55	00000055	55	55	55	55
56	00000056	56	56	56	56
57	00000057	57	57	57	57
58	00000058	58	58	58	58
59	00000059	59	59	59	59
60	00000060	60	60	60	60
61	00000061	61	61	61	61
62	00000062	62	62	62	62
63	00000063	63	63	63	63
64	00000064	64	64	64	64
65	00000065	65	65	65	65
66	00000066	66	66	66	66
67	00000067	67	67	67	67
68	00000068	68	68	68	68
69	00000069	69	69	69	69
70	00000070	70	70	70	70
71	00000071	71	71	71	71
72	00000072	72	72	72	72
73	00000073	73	73	73	73
74	00000074	74	74	74	74
75	00000075	75	75	75	75
76	00000076	76	76	76	76
77	00000077	77	77	77	77
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92	00000092	92	92	92	92
93	00000093	93	93	93	93
94	00000094	94	94	94	94
95	00000095	95	95	95	95
96	00000096	96	96	96	96
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00	00000100	00	00	00	00

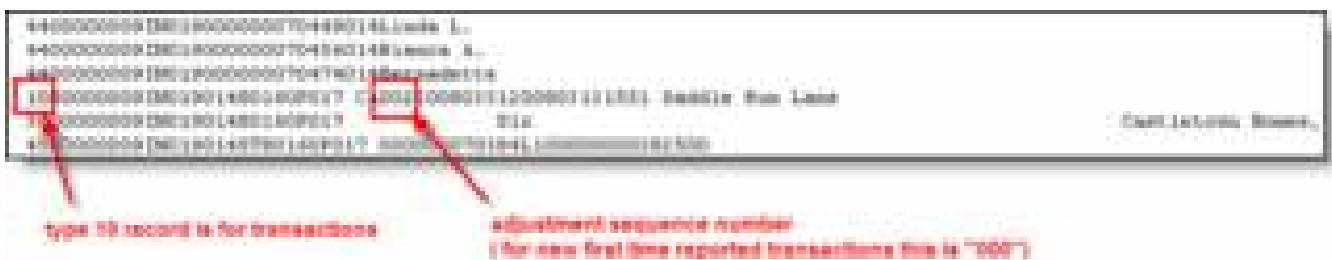
The version 14.12 batch report has been enhanced to indicate whether or not each transaction is being reported as an adjustment. See the “Yes” above. Other improvements to the batch report includes the new columns:

- **Amt Subj To Fee:** the GCI less the GCI Deduction figures. Previously the amount subject to fee that is reported was not shown.
- **Estimated service fee percentage.** The percentage used is from the percent entered with “PREA Center Setup”

Note: the amount subject to fees is sent to PREA Center and not the estimated service fee amount.

For PREA Center IT Department – Transaction Adjustments in the transmit.trn file:

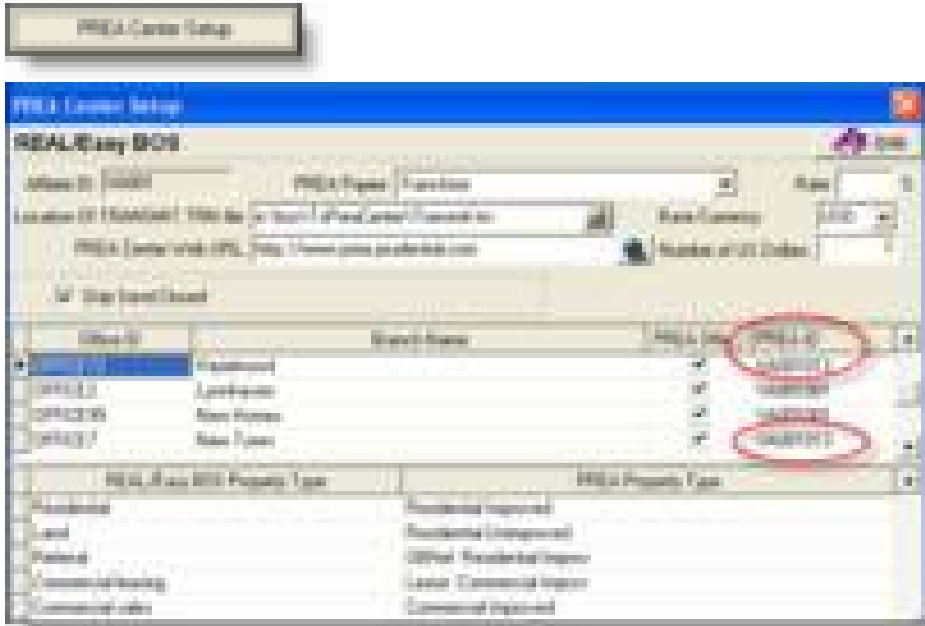
Version 14.12 will place an adjustment sequence number within the type 10 transaction records. This sequence will start at “002” and will be incremented up one for each additional adjustment sent for a particular transaction.



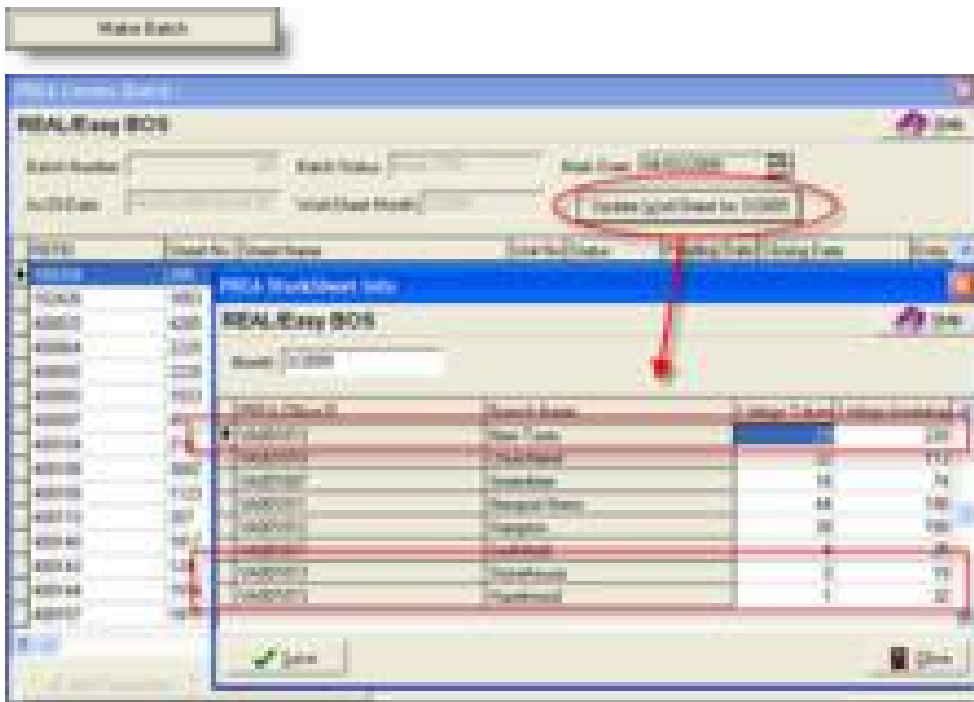
The above transmit.trn file has a transaction adjustment record. Version 14.12 will increment the adjustment sequence number for each adjustment sent for a particular transaction. Previous versions of REAL/Easy DOS and Windows would assign the adjustment sequence number to blank – this is no longer allowed.

Enhancement 6 – Combining of Multiple BOS Offices to the same PREA Office ID.

This enhancement allows multi-office companies to track the business of small satellite offices but combine their staffing and production figures into any assigned PREA Office ID. This means the affiliate can track in a manner that helps them best manage their locations – big or small – while accurately reporting combined figures to PREA Center.



Above is an example where BOS office id's OFFICE72 and OFFICE76 are both assigned the PREA ID "VA001013". A second satellite office, OFFICE71 not shown, is also assigned to PREA "VA001013".



At the beginning of each month, the agent staffing and listing activity, shown above, are tabulated for the prior full month and placed in a "worksheet" that is sent to PREA Center as part of the transactions batch. The above worksheet has tabulated the listing production for each of the REAL/Easy BOS offices. Three of the BOS offices are assigned the same PREA ID and the figures will be combined when the batch transmit file is created for PREA Center.

Enhanced – Accounts Payable Statement Report – Verify Posting Accounts

The Accounts Payable report, R802, will print a recap by vendor of each invoice showing the original invoice amount and the amounts that were paid. The report shows the balance of each invoice. Often, accounting wishes to view the detail postings for an invoice or payment posting. The payable statement report has been enhanced to provide this with a “drill down” report.



A/P Statement

Best Realty Partners

Vendor Name/ Invoice No.	Invoice Date	Inv or Paid Date	Type	Office	Project	Reference	Invoice	Payment	Balance	
A/P (A/P)										
WESTBANK	04/08/08	04/08/08	INVOICE	OFFICE		WESTBANK	877.00	0.00	877.00	
WESTBANK	04/08/08	04/08/08	PAYMENT	OFFICE			0.00	-877.00	0.00	
							877.00	-877.00	0.00	
WESTBANK	04/08/08	04/08/08	INVOICE	OFFICE		WESTBANK	588.00	0.00	588.00	
WESTBANK	04/08/08	04/08/08	PAYMENT	OFFICE			0.00	-588.00	0.00	
							588.00	-588.00	0.00	
WESTBANK	04/08/08	04/08/08	INVOICE	OFFICE		WESTBANK	177.00	0.00	177.00	
WESTBANK	04/08/08	04/08/08	PAYMENT	OFFICE			0.00	-177.00	0.00	
							177.00	-177.00	0.00	
WESTBANK	04/08/08	04/08/08	INVOICE	OFFICE14		WESTBANK	588.00	0.00	588.00	
							588.00	0.00	588.00	
WESTBANK	04/08/08	04/08/08	INVOICE	OFFICE		WESTBANK	588.74	0.00	588.74	
							588.74	0.00	588.74	
A/P (A/P)							Vendor Total and Balance	3,100.74	-3,088.74	1,088.00
							Balance BY Vendor	3,100.74		1,088.00

Above is a sample of an A/P statement that is being Previewed.

ACCOUNT	DEBIT	CREDIT	AMOUNT	ACCOUNT	DEBIT	CREDIT	AMOUNT
1000000000		1000000000	1000000000	1000000000	1000000000		1000000000
1000000000		1000000000	1000000000	1000000000	1000000000		1000000000
			1000000000				1000000000

click this box to produce drill-down of posting detail

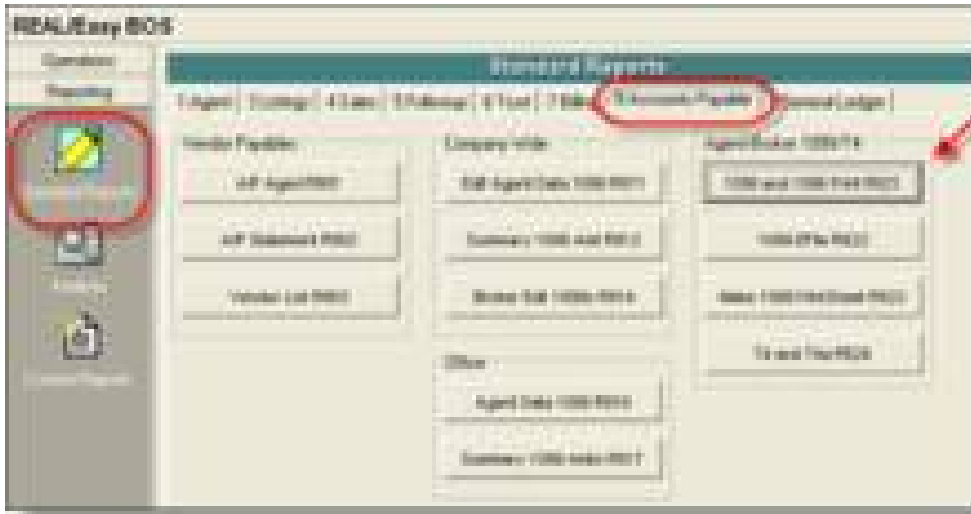
For version 14.12, added to the right of each report line is a “box” with an underscore which, when clicked, will display a drill down report if clicked. Note that you must be previewing the report to do this.

ACCOUNT	DEBIT	CREDIT	AMOUNT	ACCOUNT	DEBIT	CREDIT	AMOUNT	Posting Detail
1000000000		1000000000	1000000000	1000000000	1000000000		1000000000	Posting Detail
1000000000		1000000000	1000000000	1000000000	1000000000		1000000000	Posting Detail
1000000000		1000000000	1000000000	1000000000	1000000000		1000000000	Posting Detail

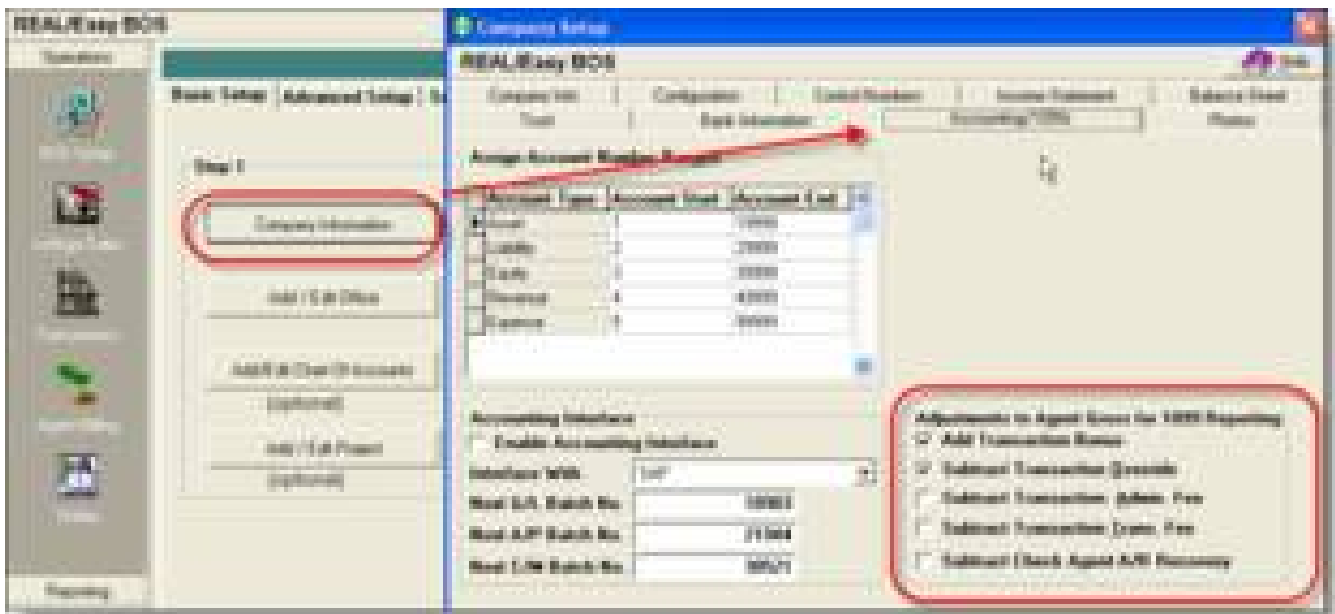
Above is a sample of a drill down showing the debit and credit postings for the invoice. For invoice entry record, the posting included two debit journals and one credit journal. This will create another preview tab that can be printed as a separate report.

Enhanced – 1099 Processing Improvements and Definitions

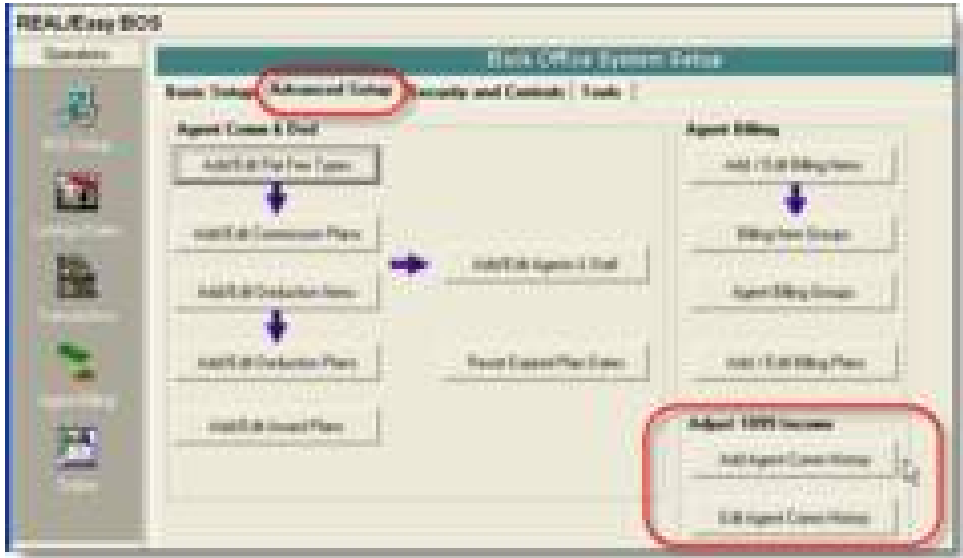
Version 14.12 includes a number of 1099 setup and processing enhancements. This section also provides a review of the 1099 setup and processing commands and documents how to enter 1099 adjustments.



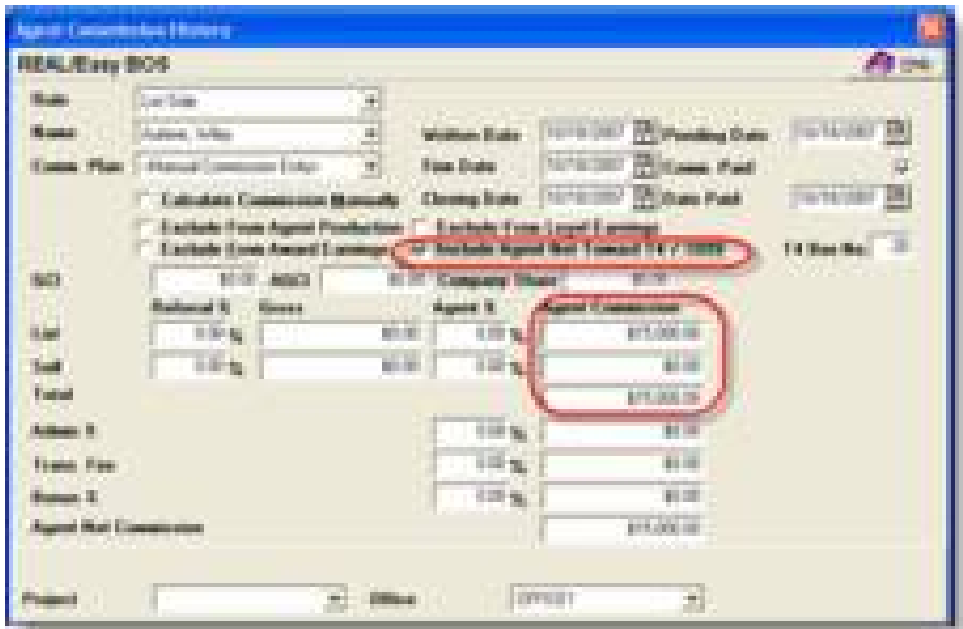
1099's and Canadian T4's are printed within Standard Reports → 8 Accounts Payable as shown above.



The gross commission earned is totaled for the 1099's. This total can be adjusted to meet individual brokerage reporting needs by using the above options within the "Company Information" setup.



The 1099 processing commands will total and report transaction paid or closed commission amounts. If there was additional income paid to sales associates from other systems or methods that needs to be included, these can be entered within the “Adjust 1099 Income” area as shown above.



In version 14.12 1099 processing, any commissions entered into agent commission history will be included only if the “Include Agent Net Toward T4/1099” is checked. Note that the closing date or date paid would also have to be within the 1099/T4 year being reported.

NEW – Realogy/Crest EDG Import – Efficiency and Power



Version 14.12 offers a new more complete and automatic import interface with Realogy’s “CREST EDG” online internet system. REAL/Easy has been interfaced with CREST EDG for three years using only a processing command. This processing command required many steps and information prompts which were time consuming and error prone.

IMPORTANT NOTE: Call the help line after installing this upgrade to obtain setup assistance for the new CREST / Online import module.

With version 14.12, the CREST importing program has been enhanced by including it within REAL/Easy’s “Online” module. Online for CREST includes a new “Setup and Edits” for one-time entry of parameters to define how the data is to be imported and processed. This means that the “Update Import From Crest Export” processing command has an easy – one step operation, a vast improvement over previous versions.

Also added to the CREST import module is a “Translate” capability. This enables the brokerage to use it’s own office ID’s, agent ID’s and property type categories instead of the ones in CREST.

Because of the translate capability and the new “Initial Load” commands of REAL/Easy’s CREST import module:

- **New REAL/Easy customers** can be setup in only a day as all CREST data and key tables can be imported and arranged within REAL/Easy.
- **Existing REAL/Easy customers** who use CREST EDG but are not interfaced, can be interfaced to eliminate double entry without having to change any office, agent, or property type numbers and ID’s because the translate and other setups take care of this. This means that an existing BOS user can be interfaced with CREST EDG in one day.

Version 14.12 Import processing improvements include:

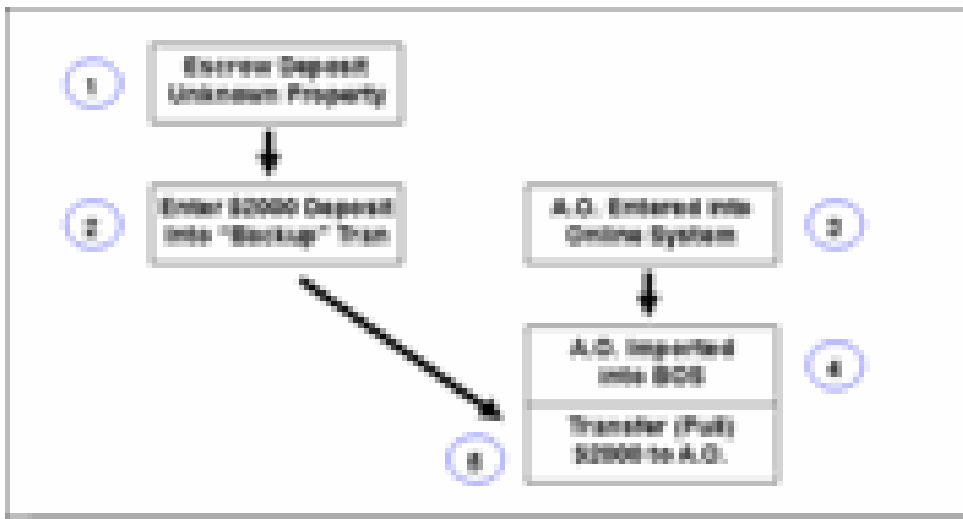
- Crest Closed and Paid status are both translated to BOS Closed. Previously, Crest Closed status was assigned “Firm” status in BOS.
- When incomes, fees, and agent commissions are imported into BOS, the income and expense posting accounts are now assigned. This saves a step for brokers who have interfaced BOS with their third party accounting system or for those who use BOS’s built-in accounting system.
- A new field has been created in BOS listings for the number of half baths. Previously this value was imported into the BOS/FOS bathrooms field. Now the #half baths has it’s own field.
- The number of Sq feet is imported into listings from CREST and the program then calculates the price per square foot (PPSF) for the imported listings. This saves a step for the staff and the figure is immediately available for reports.

- List price changes from CREST are applied to the FOS/BOS listing. The import program also records the list price change date and includes a price change message in the listing journal.

Enhanced – Escrow/Trust Deposits “Pull” Command to Transfer

Many brokers integrate REAL/Easy BOS with online systems to eliminate duplicate entry. A typical installation is where accepted offers (A.O.s) are entered first into an online system the A.O. then imported into REAL/Easy BOS.

Version 14.12 has a new feature to help brokers who maintain a broker held trust using REAL/Easy. This feature is called the “Pull” command. The new command enables the staff immediately enter all trust deposits into BOS keeping trust records up to date and then later transfer the deposit into the detailed transaction record.

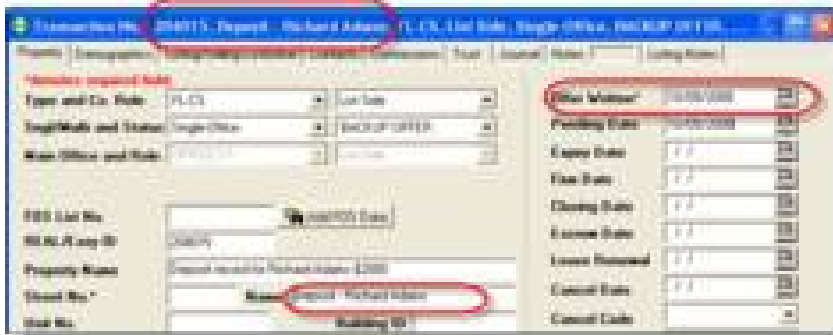


The chart above illustrates the situation where an escrow deposit payment is received by the brokerage, 1, for a yet to be identified accepted offer. The payment is deposited into the bank and needs to be entered into REAL/Easy to keep records up to date. However the accepted offer is not in the system yet so the deposit is entered as a “backup” offer into REAL/Easy (2).

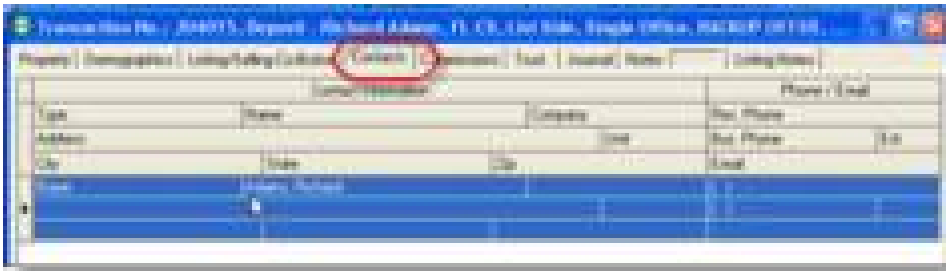
Later, the A.O. documentation is delivered, placed into a folder, and entered into the Online/Intranet system (3). Next, it is imported into REAL/Easy (4) using BOS’s Online module. At this point the staff will learn that the buyer is associated with both the A.O and the deposit (backup) record and would be able to “transfer” the deposit into the A.O. record.

With version 14.12 this transfer can be automated with the new “Pull” command step (5) above. This command will transfer the deposit from the backup/temporary record into the detailed A.O. sales transaction with one operation. The action is recorded in the journals of both records.

The steps are illustrated below. The deposit is received, and, Step 2, entry of the deposit record into BOS:



Above, a backup transaction is created and the buyer’s name and date is entered.

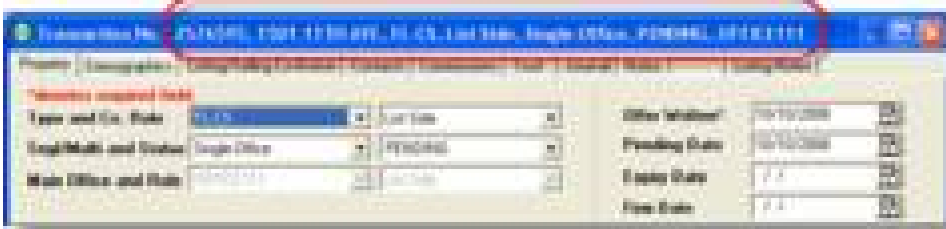


The buyer can also be entered as a “contact”.



On the “Trust” tab, the \$2000 deposit from the buyer is recorded.

Later, the accepted offer, entered into the online system, is imported into BOS:



Above, the A.O. has been imported.



The operator moves to the “Trust” tab and uses the “Pull Deposits” button to initiate the deposit transfer.



The program will display all status “Backup Offer”. The buyer deposit is located and the Select button clicked.



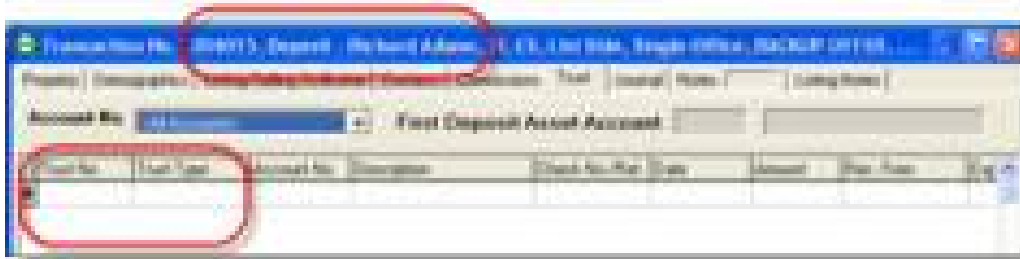
Above, a confirmation will display. Verify that the correct deposit is about to be pulled, and if so, click “Transfer” to complete the process.



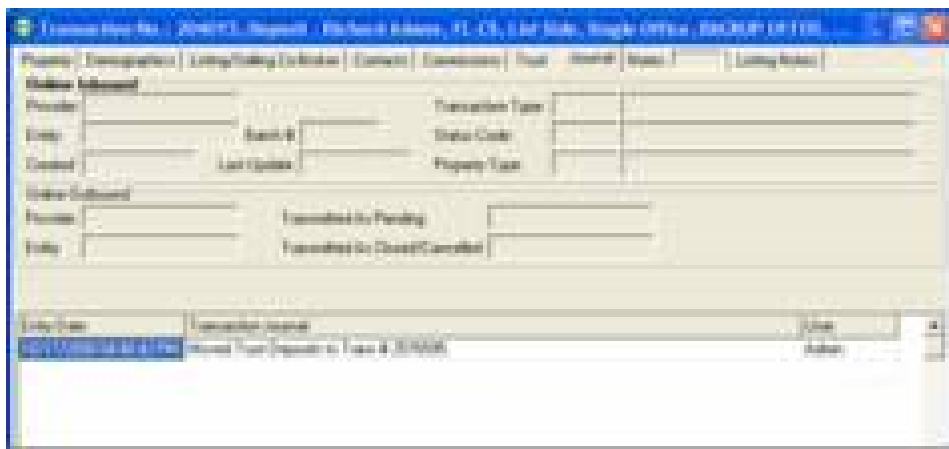
Above – The A.O. now has the deposit recorded.



Note: the journal tab will record that the deposit was transferred.



Above – the deposit has been cleared from the original deposit “offer” record.

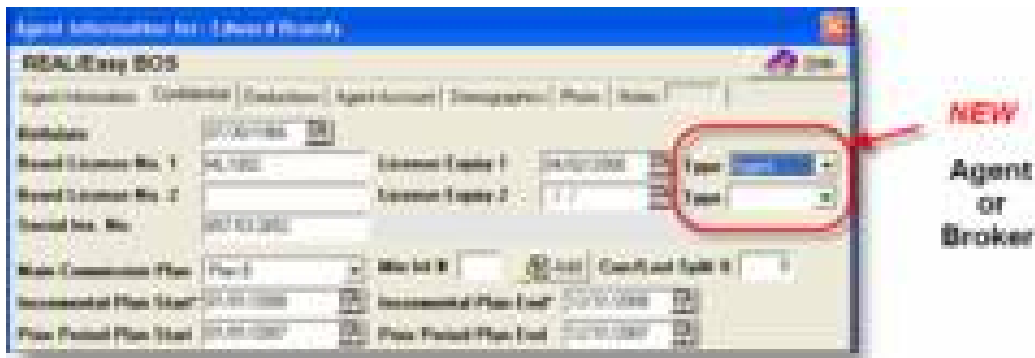


The journal tab shows that the deposit has been transferred to the A.O. This transaction record can be deleted.

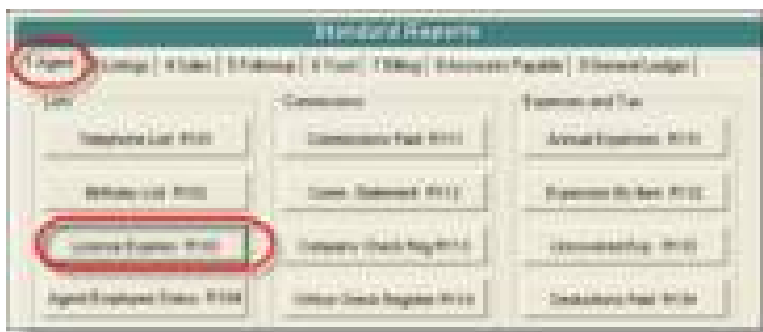
New and Enhanced Agent Reporting

NEW – “License Type” added for Agent Information

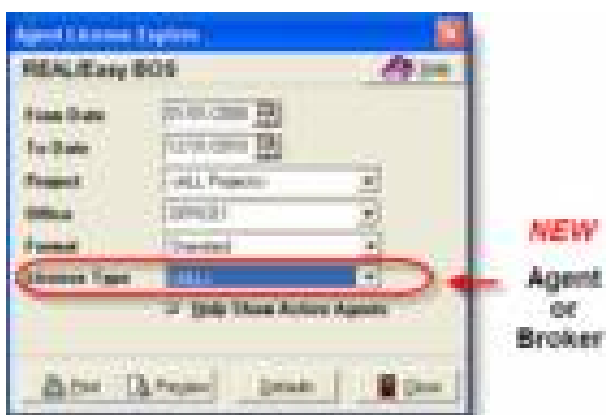
License type can be recorded as “Agent” or “Broker”



Agent license report included license type.



The Standard Reports → License Expires R103 report has been expanded to display the license type.



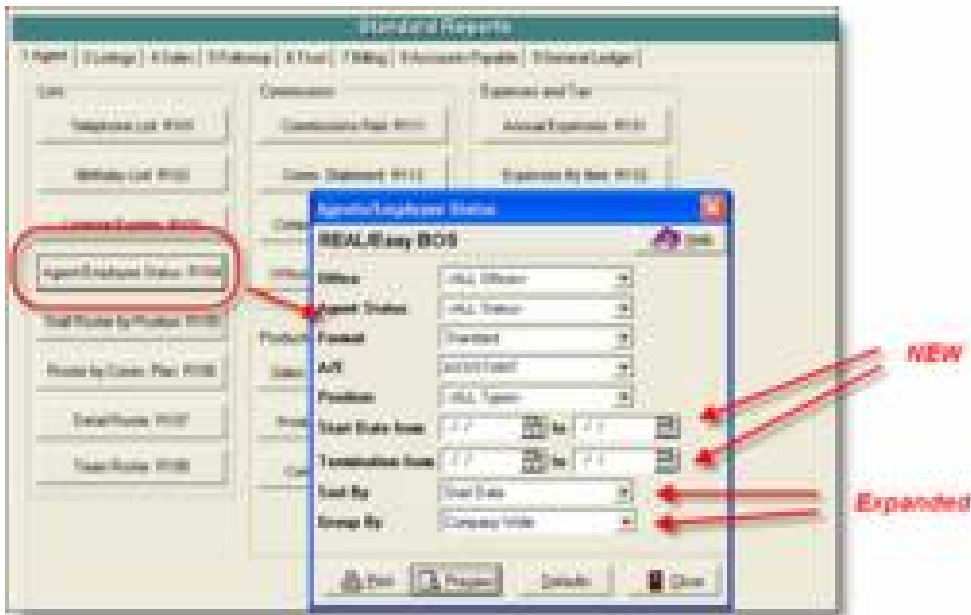
The report run setup screen offers the selection of the license type.

Agent License Expires									
The Best Realty Company P.O. Box 888 Suite 1000, St. Louis Telephone: (314) 555-1234				Home Office St. Louis Office Project		State License State License Real Estate License Real Estate License			
Agent Code	Name	Start Date	License Type 1	Start License No. 1	License Type 2	Start License No. 2	Start Date	Term Date	Home Office
1	Richard Smith	01-01-00	REALTOR	0000001	Agent	0000001	01/01/00	01/01/01	STLOUIS
2	Patricia Jones	02-01-00	REALTOR	0000002	Agent	0000002	02/01/00	02/01/01	STLOUIS
3	John Doe	03-01-00	REALTOR	0000003	Agent	0000003	03/01/00	03/01/01	STLOUIS
4	Robert Brown	04-01-00	REALTOR	0000004	Agent	0000004	04/01/00	04/01/01	STLOUIS
5	Michael Wilson	05-01-00	REALTOR	0000005	Agent	0000005	05/01/00	05/01/01	STLOUIS
6	Emily Davis	06-01-00	REALTOR	0000006	Agent	0000006	06/01/00	06/01/01	STLOUIS
7	James Taylor	07-01-00	REALTOR	0000007	Agent	0000007	07/01/00	07/01/01	STLOUIS

Above, sample license expire report with license type added.

Expanded – Agent/Employee Status Reports R104

The Agent/Employee Status standard report, R104, has been expanded in version 14.12 to offer more flexibility. It is easier now to create lists for just hired agents, or agents recently terminated.



New options for setting up the report include the selection of agents starting in a certain time range and/or agents who had been terminated in a specified date range.

Sort By: lists can be sorted by the agent’s ID, Name, Start Date, or Termination Date.

Group By: Page/group the lists by CompanyWide, Office, or Project.

Agents/Employee Status

Best Realty Inc.
 1000 S. 10th Street
 Rapid City, SD 57701
 Telephone: (605) 733-1000

Office: North Branch
 Date: 1/1/2010
 From: 1/1/2009 To: 12/31/2009

View Date From: 1/1/2009 To: 12/31/2009

Agent Name	Agent ID	Office	Start Date	Type	Status	Term	Office	Branch	Current Salary	Contract
07/10/09 North Branch										
Agent, Sarah	210	0710/09	08/01/09	Full Time	Active		0710/09	North		
Agent, Joseph W	210	0710/09	08/01/09	Full Time	Active		0710/09	North		
Agent, Bruce	210	0710/09	08/01/09	Full Time	Active		0710/09	North		
Agent, Pauline B	210	0710/09	08/01/09	Full Time	Active		0710/09	North		
Agent, John	210	0710/09	08/01/09	Full Time	Active		0710/09	North		
Agent, Frederick	210	0710/09	08/01/09	Full Time	Active		0710/09	North		
Agent, Doug W	210	0710/09	08/01/09	Full Time	Active		0710/09	North		
7	07/10/09 North Branch									

Example:
 7 Agents hired for the year in the North Branch office.

Above: obtain lists of agents hired during a specified period.

Agents/Employee Status

Best Realty Inc.
 1000 S. 10th Street
 Rapid City, SD 57701
 Telephone: (605) 733-1000

Office: North West
 Date: 1/1/2010
 From: 1/1/2009 To: 12/31/2009

View Date From: 1/1/2009 To: 12/31/2009

Agent Name	Agent ID	Office	Start Date	Type	Status	Term	Office	Branch	Current Salary	Contract
07/10/09 North West										
Agent, William	210	0710/09	08/01/09	Full Time	Terminated	08/01/09	0710/09	North West		
Agent, Robert A	210	0710/09	08/01/09	Full Time	Terminated	08/01/09	0710/09	North West		
Agent, Steven	210	0710/09	08/01/09	Full Time	Terminated	08/01/09	0710/09	North West		
Agent, Charles	210	0710/09	08/01/09	Full Time	Terminated	08/01/09	0710/09	North West		
4	07/10/09 North West									

Example:
 4 North West Branch agents were terminated during the year.

Above: obtain a report of terminated agents for the year or any time period.

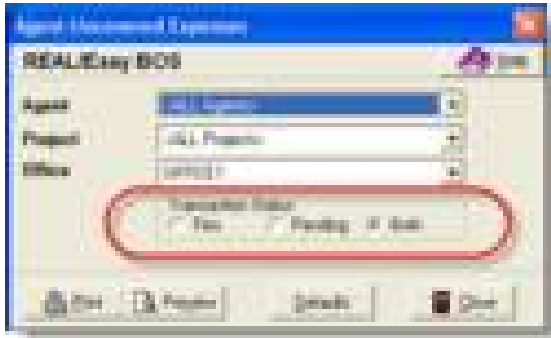
Enhanced – Uncovered Expenses R133 Report

Uncovered Expenses

Agents | Expense | Status | Uncovered | Total | Uncovered | Commission Expense | Uncovered Expense

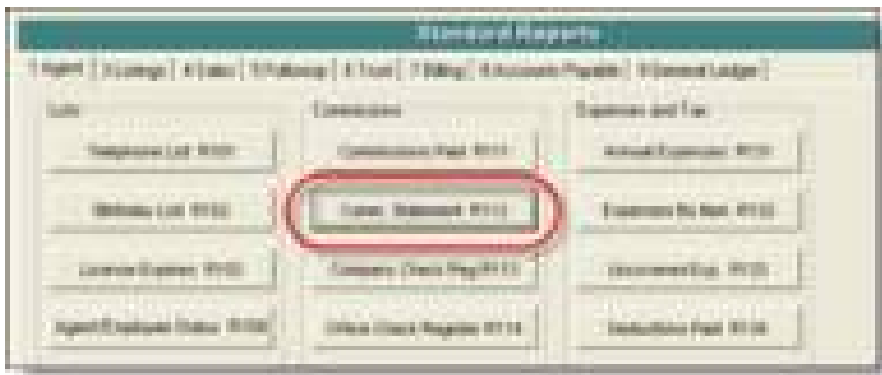
Telephone List R133	Commission R133	Expense and Fee R133
Uncovered Exp. R133	Uncovered Exp. R133	Uncovered Exp. R133
Uncovered Exp. R133	Uncovered Exp. R133	Uncovered Exp. R133
Agent/Employee Status R133	Office Uncovered R133	Uncovered Exp. R133

The Uncovered Expenses report helps management learn which agents have or do not have enough pipeline sales commissions to cover their current account balances due to the company.

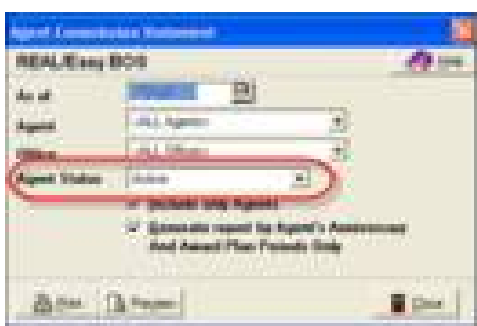


Because companies use the sale status Firm and Pending in different ways, the report has been enhanced to allow the selection of the desired transaction status'. Either or both Firm and Pending status's can be selected.

Enhanced – Commission Statement R112 Report



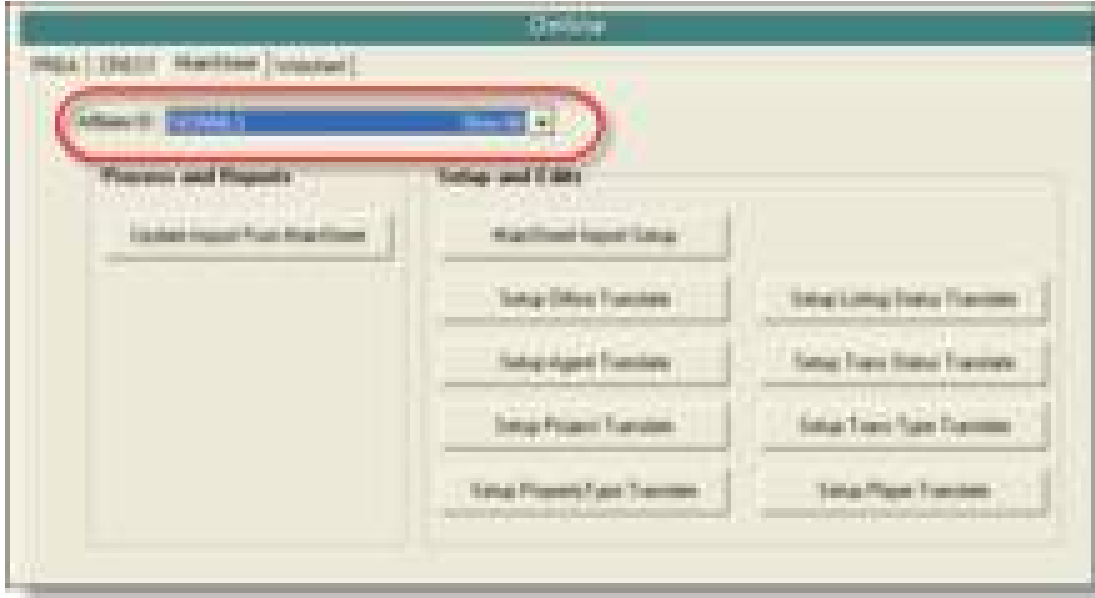
The "Comm Statement R112" report is used to print individual commission statements for the company agents. The report shows how the agent is progressing through their multi-level commission plan.



The selection of "Agent Status" has been added to the report run dialog. This will minimize the printing for larger companies who provide this report monthly or quarterly.

Expanded – MainStreet Import – Handles FSBO’s / Non-MLS Properties

The BOS Online System has been expanded to handle Non-MLS or FSBO transaction importing.



The MainStreet transaction coordination system is able to consolidate sales transactions from many different MLS systems. The BOS Online system has been able to import these sales from the one or more MLS systems that MainStreet interfaces with.

The system has been expanded to manage transactions initiated on FSBO or Non-MLS properties. This allows the staff to track and perform the same coordination and document storage tasks that are already handled for MLS properties.

To enable import of these transactions into BOS, version 14.12’s Online module has been expanded. First, a special “Entity” is setup for the NON-MLS source. Next, all applicable translate tables are setup and then the import is activated.

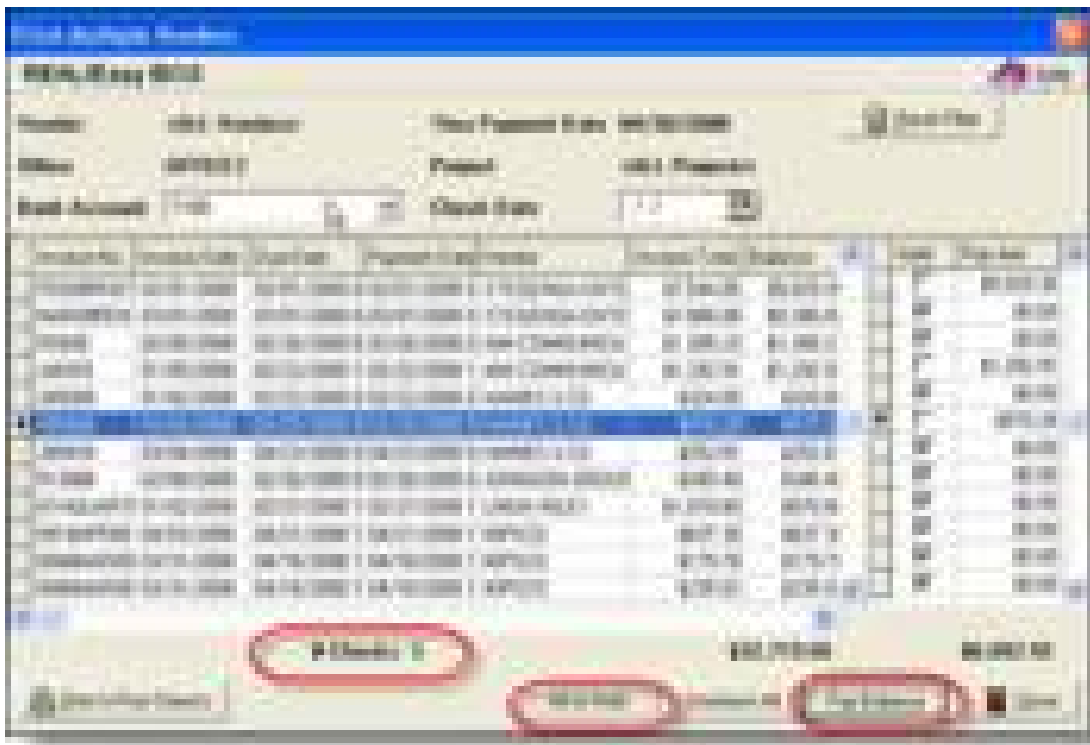
Online module customers should call the REAL/Easy helpline for more information and implementation instructions.

Expanded – Accounts Payable – Pay Multiple Vendors



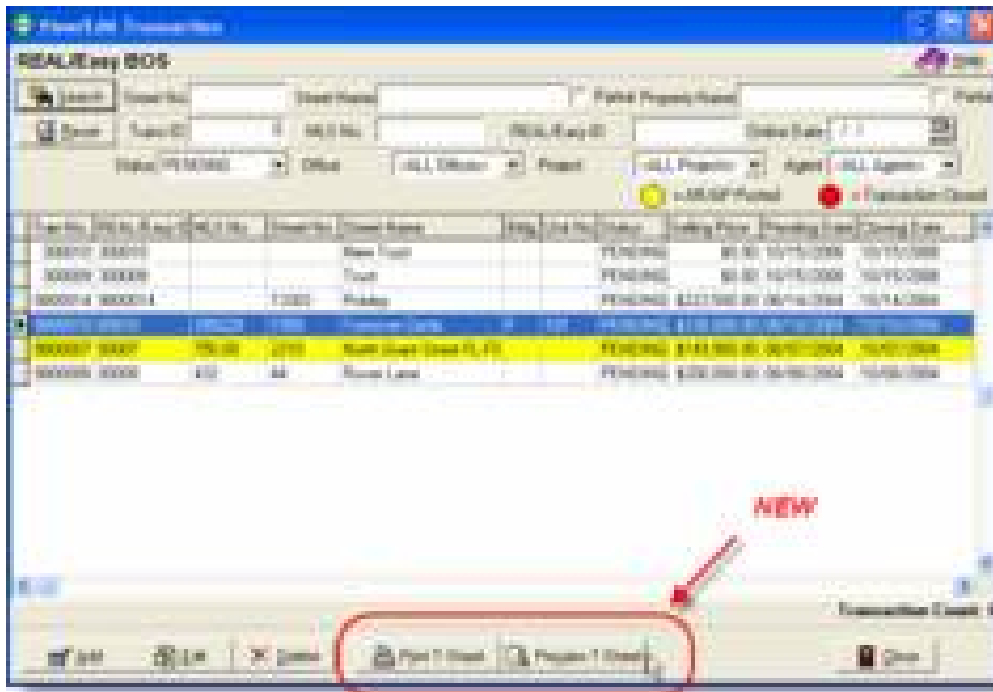
BOS's Accounts Payable "Pay Multiple Vendors" command has been enhanced for version 14.12.

First, the command now operates with a two screen wizard. The first screen is shown above and allows the operator to select the vendors/offices and up-payment date that are to be viewed for payment. By implementing the two screen wizard, payment processing can be made more efficient for the operator and for the program.



The version 14.12 pay multiple vendors browse has new features:

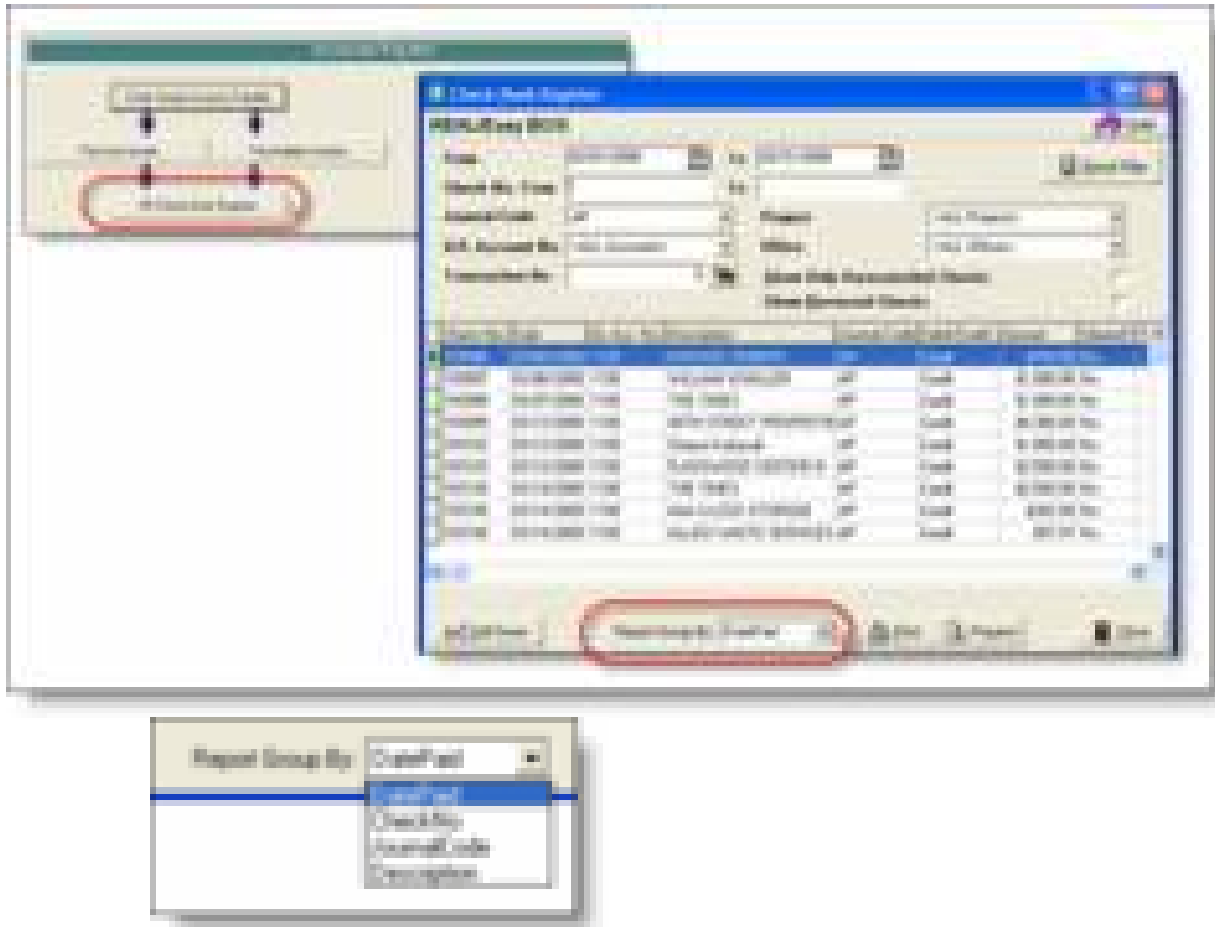
1. A counter for the number of checks that will be issued.
2. A button "All to Hold" which will move all invoices to hold (do not pay). This will place a check in the Hold column, set all pay amounts to zero, set the # Checks to zero, and set the pay amount total to zero.
3. A button "Pay Balance" which will assign all "un-holds" that are zero to the balance due. The # Checks and total pay amount will be re-set.



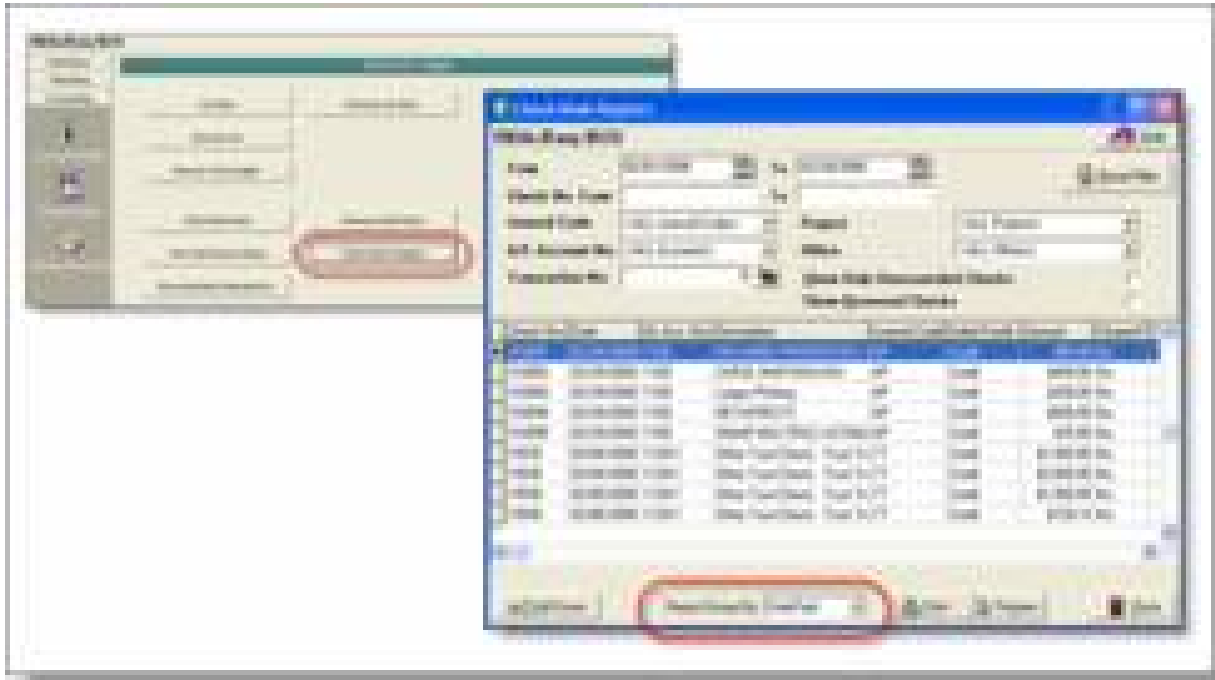
As shown above, these sheets can now be printed right from the Browse window without having to first Edit the transaction. This is available within the Edit Transaction and Close Transaction commands.

Enhanced – G/L and A/P Check Register - New Sort Options

A number of General Ledger and Accounts Payable customers have requested the addition of check register sorting options. Previously, the system only sorted by check number. With version 14.12 these two check registers can also be sorted by check date, the Journal Code, or the check payment description.



The AP check register display and print is illustrated above. The new “Report Group By” is used to select the sorting option desired.



The Check Book Register within the GL option also has the new “Report Group By” option as well.

CHECK REGISTER From: 02/28/2008 to: 02/28/2008 by CheckNo

Best Realty Partners

Check No.	Date	Account	Description	Dr/CR	Debit	Credit	Balance	Open	AP/AR	AP/AR	AP/AR	AP/AR	AP/AR
10001	02/28/08	1100	10001	Dr	100.00		100.00						
10002	02/28/08	1100	10002	Dr	100.00		200.00						
10003	02/28/08	1100	10003	Dr	100.00		300.00						
10004	02/28/08	1100	10004	Dr	100.00		400.00						
10005	02/28/08	1100	10005	Dr	100.00		500.00						
10006	02/28/08	1100	10006	Dr	100.00		600.00						
10007	02/28/08	1100	10007	Dr	100.00		700.00						
10008	02/28/08	1100	10008	Dr	100.00		800.00						

Above, check register sample sorted by check number.

Enhanced and Review – Agent/Staff Deduction Setup

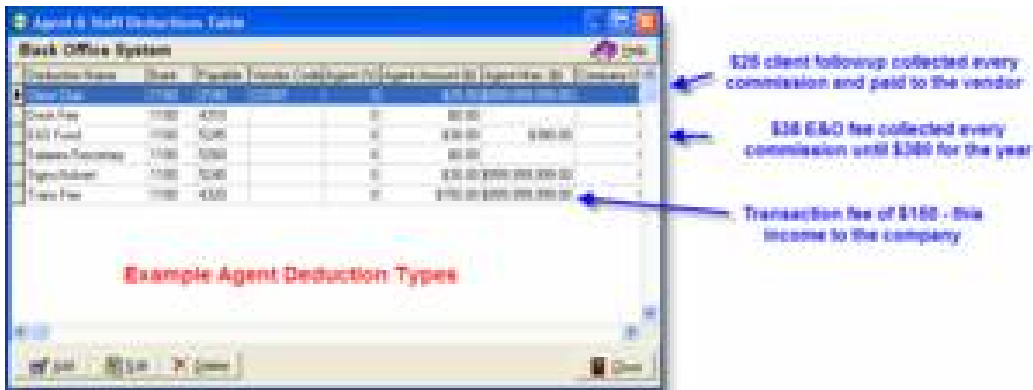
During agent commission check printing, the operator can enter deductions from that check gross. The deductions can be for the purpose of sharing/recovering expenses, for gaining income such as transaction fees, or for collecting for services provided by outside vendors who are to be paid later.

This portion of the Version 14.12 training guide is included to clarify how the deductions are setup for general use and for companies who are interfacing BOS with their third party accounting systems or are using BOS's GL accounting (where you have to spend more attention on the actual accounts assigned to the deduction(s)).

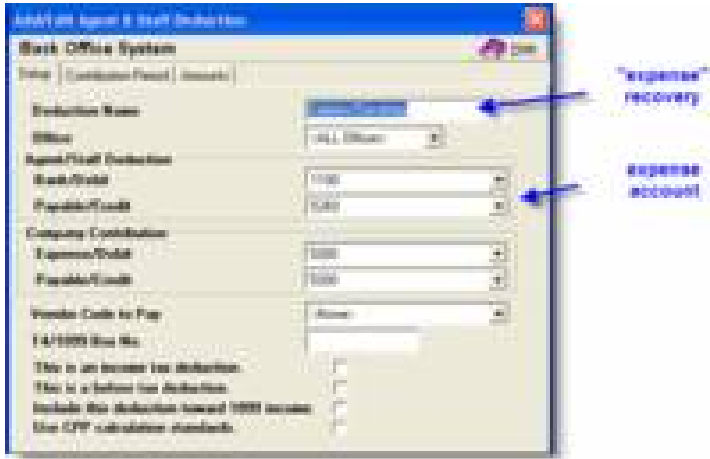
Setting up the Deduction Items



Above, agent check deduction setups are done within the “Advanced Setup” section.

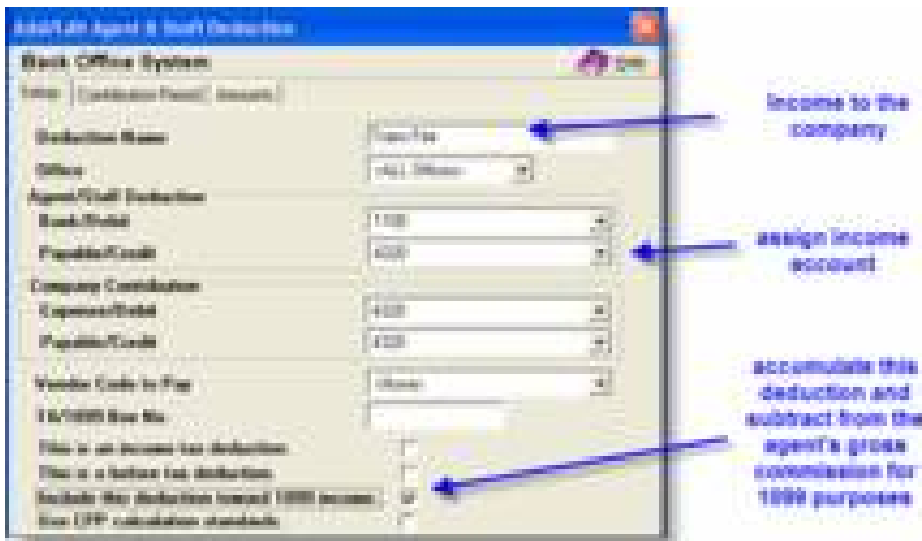


Each deduction is assigned a name and chart of account numbers (four). If you are using REAL/Easy's G/L or the Interface Accounting (IA) module you must first have the accounts you need in the chart of accounts and then assign them to the deduction items. If you are not using REAL/Easy's G/L or IA, then you can assign the accounts that are provided by BOS.



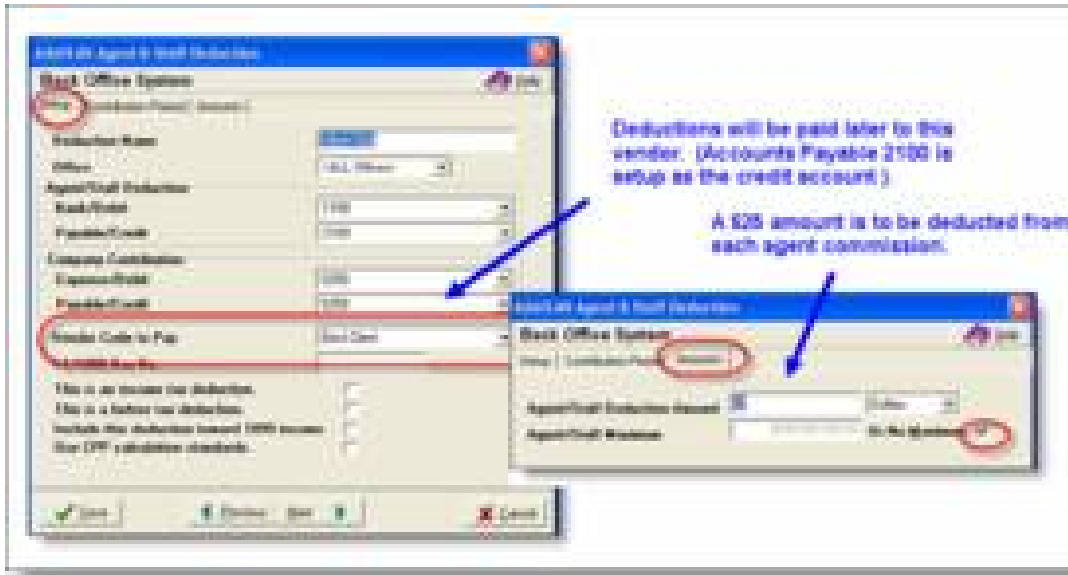
Each deduction item must be assigned two account numbers for both the agent/staff deduction portion and the company contribution portion.

When the deduction is for the purpose of recovering or sharing already paid expenses they are usually not accumulated and paid to a vendor. A typical account setup is shown above where the agent/staff deduction “Credit” account is assigned to the expense account. This credit is posted when the commission payment is processed.

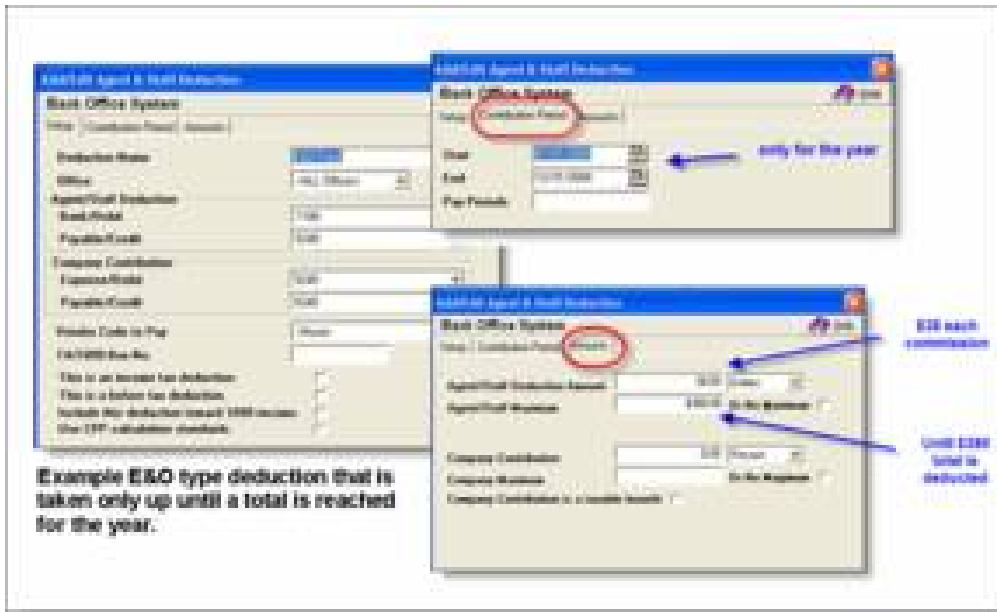


Above is an example of a transaction fee deduction. Normally this is income to the company, so the item is assigned the transaction fee income account (e.g. 4320). Also note that a deduction can be flagged to be subtracted from the agent’s gross commission for 1099 purposes.

Below is a typical setup if the deductions are to be accumulated and paid to a vendor such as a client follow-up service:

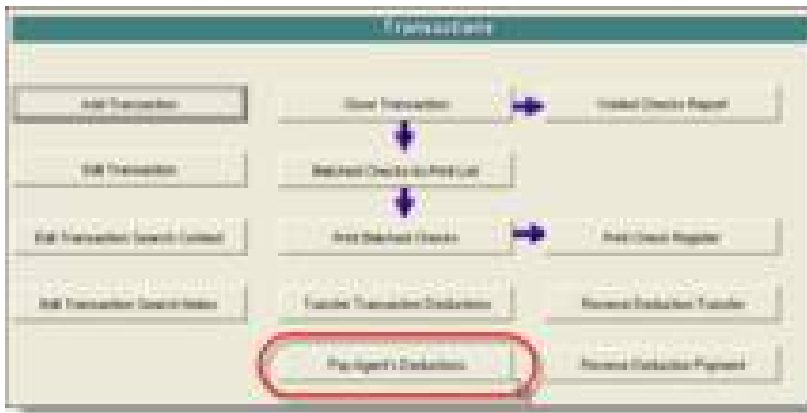


This is a deduction to be taken, accumulated, and paid to a vendor. The bank and payable accounts are typically assigned as shown above. When the agent’s check is paid, the payable 2100 would be credited. Later, when the vendor is paid for all of the deductions taken, the “Payable” is then debited.

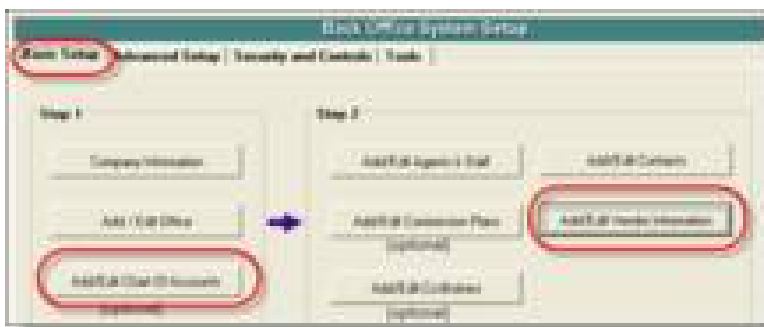


Above is a setup example for a deduction, such as E&O, that have a total limit. With the above a \$38 deduction will be taken on each commission until a total of \$380 is reached. This will be for the year. Commissions paid after the \$380 is reached will not have this deduction.

Notes about setting up deduction vendors and chart of account numbers.



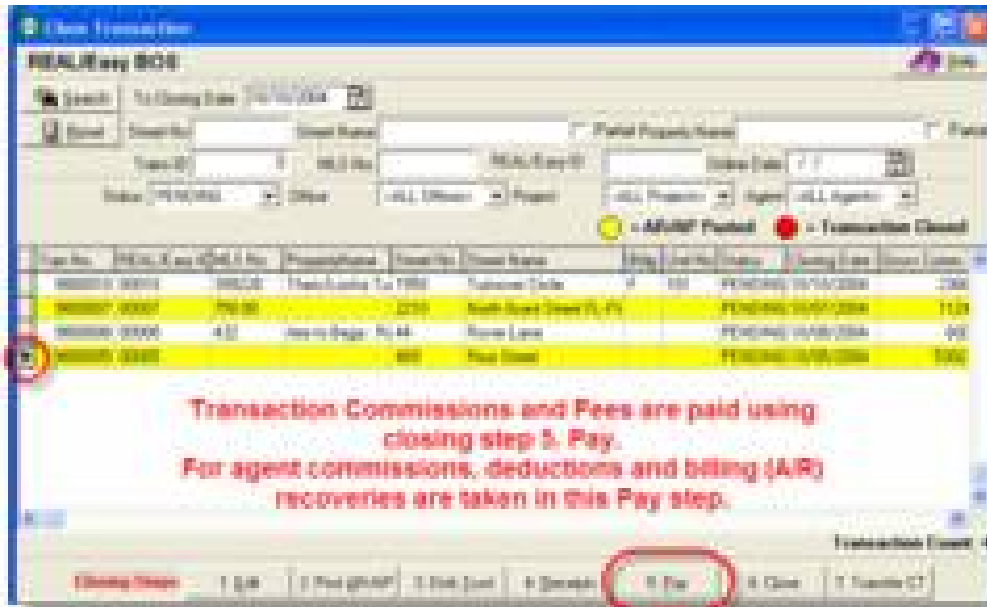
Note that the agent check deductions can be summed and paid to the Vendor using the “Pay Agent’s Deductions” command within either the “Transactions” or “Accounts Payable” modules.



Vendors and chart of account numbers are setup within “Basic Setup”.

How are deductions taken from a commission?

This is illustrated below using the close transaction “Pay” step:



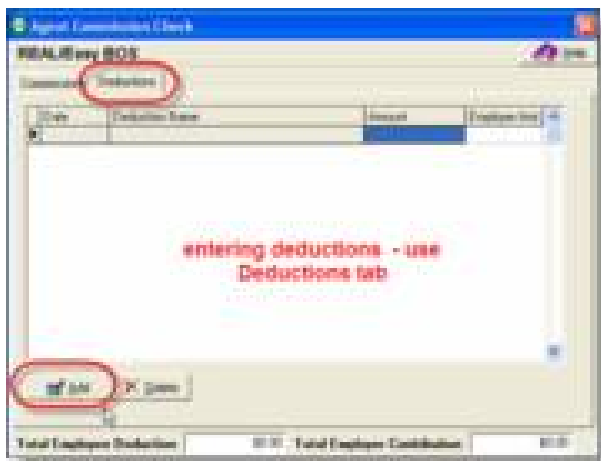
As shown above, the Pay step is used to bring up the list of payees for a selected transaction. A sample payee list for the Rice Street property is below where there are 2 companies and one agent to pay.



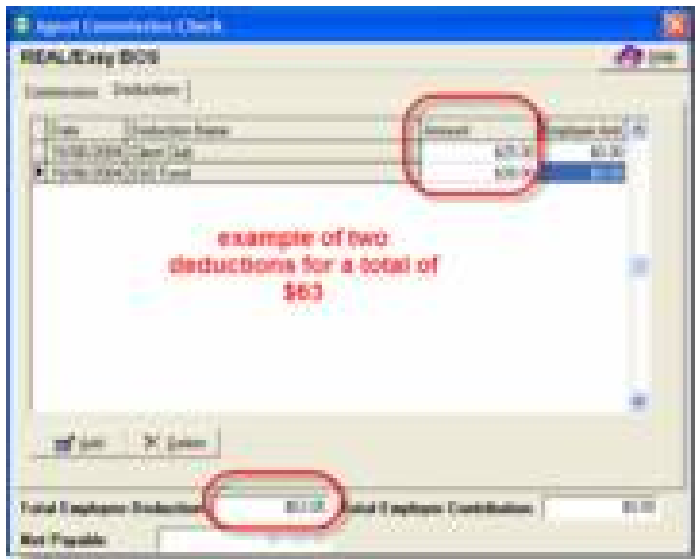
Use the “Prepare for Printing” button.



The agent commission payment screen has two tabs: “Commissions” for viewing and adjusting the payment, and “Deductions” for itemizing check deductions.



Enter deductions using the “Add” button.

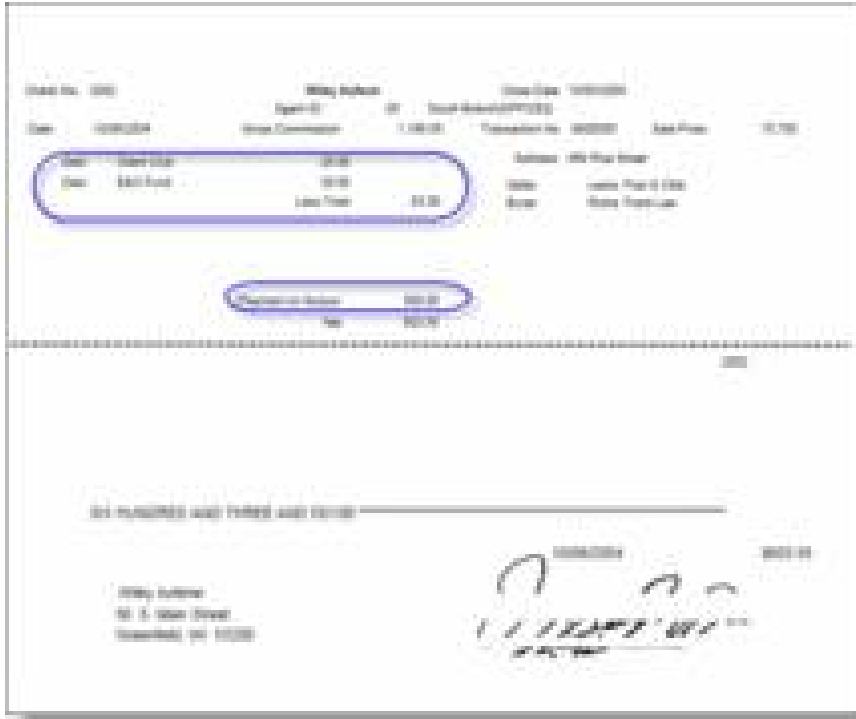


Above, deductions of \$25 and \$38 are added.



Above, the commission is ready to be processed. This can be posted only, or, if you are printing checks from BOS, use the "Print & Post Check" button.

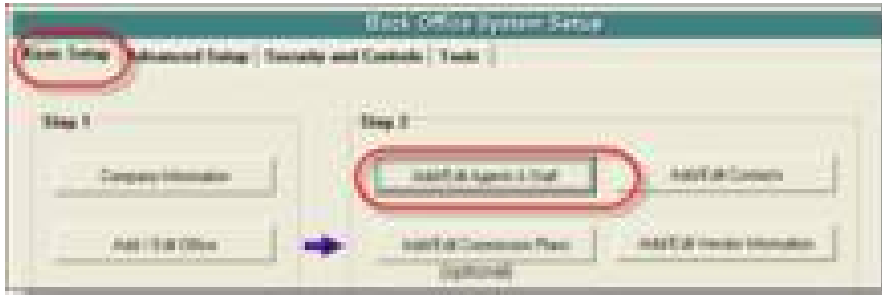
Sample agent check stub listing deductions.



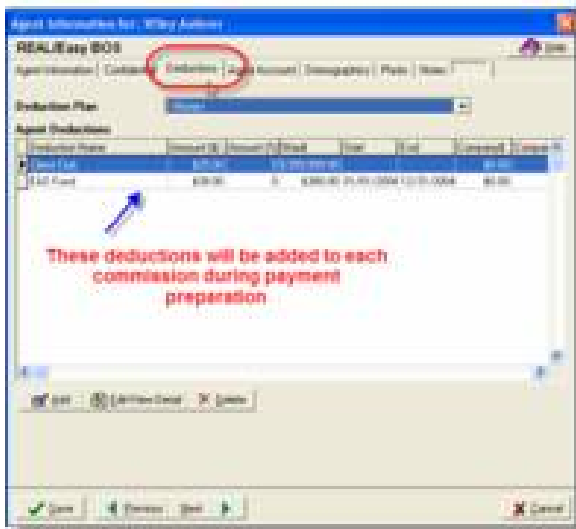
Sample check above shows deduction details included in the stub portion. BOS handles any preprinted check format. With optional setup, MICR format checks can be installed for printing on blank check stock.

Setting up deductions ahead of time for an agent.

To save time and improve accuracy, deductions can be setup ahead of time within the agent’s record. When this is done, the deductions are automatically added to the deductions tab during commission payment preparation.



Agent records are maintained within Basic Setup. Deductions are setup within the “Deductions” tab of the agent record maintenance.

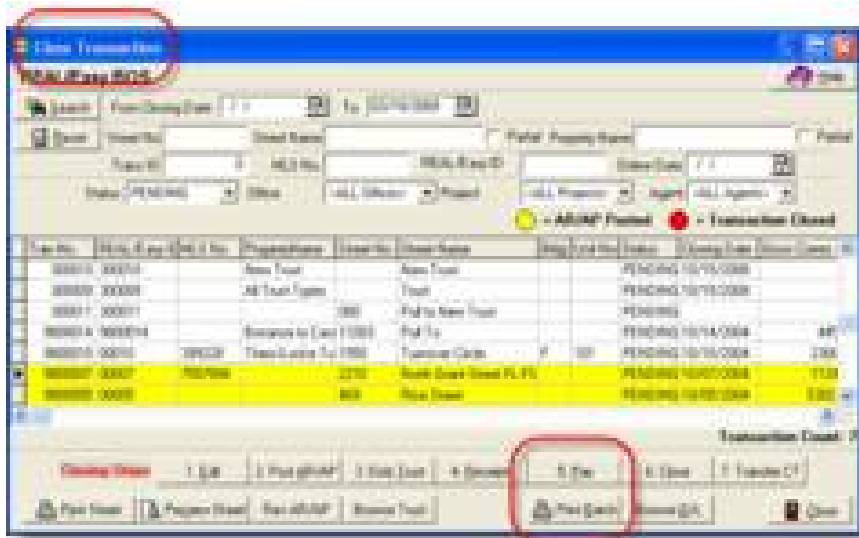
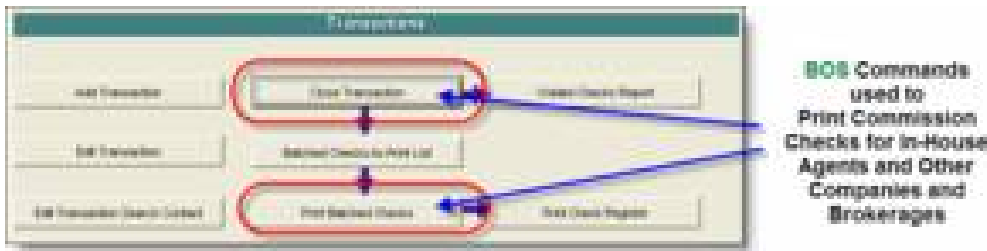


The example above for an agent is to include two deductions for each commission. The one for client club is always \$25, and the deduction for E&O insurance is \$38 per commission until a total of \$380 is achieved for the year.

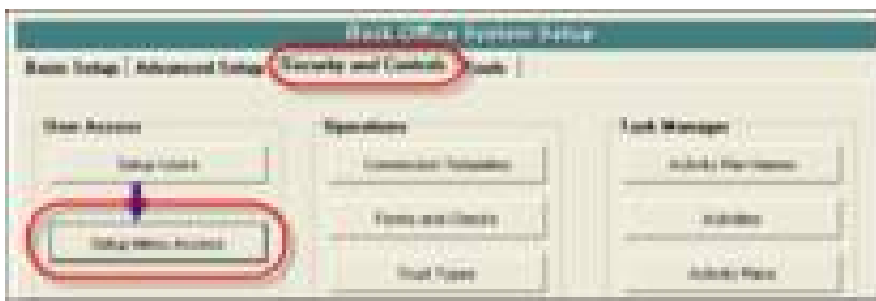
Enhanced – Controlling Who Can Print Checks

Many customers use BOS to print commission checks for agents and brokers and to print checks out of escrow/trust to closing companies/attorneys, the company, buyers, sellers and other closing agents. Any format pre-printed check can be handled. BOS can also print checks on blank stock for processing by MICR or optical readers.

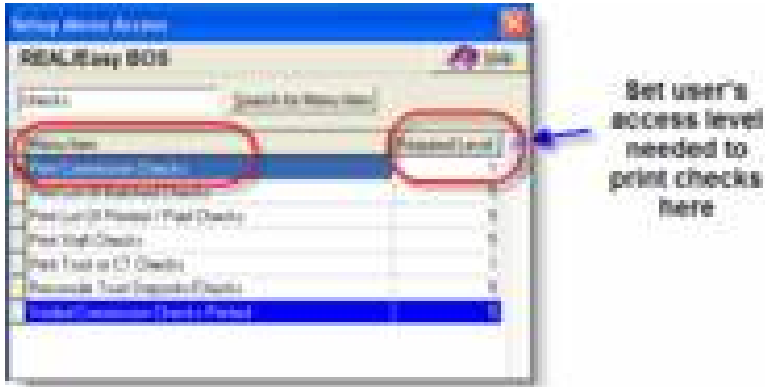
With the increased use of MICR and optical check printing, requests have been made to enhance the control in BOS as to who can print checks. While some controls have been implemented in the past, this version of BOS increases this control.



Commission checks for in-house agents and out side brokers and referral payees are printed within the “Close Transaction” command or in batches using the “Print Batched Checks” command.



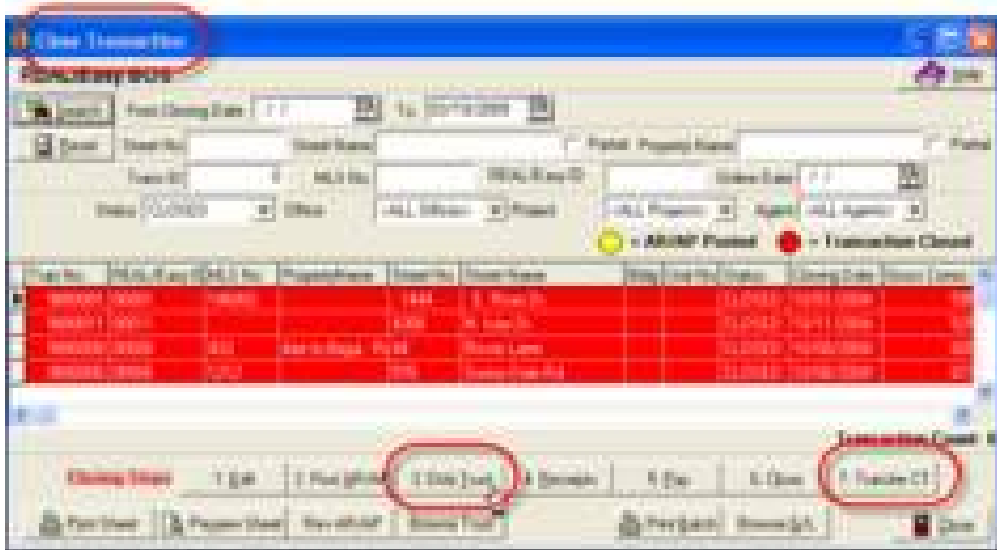
User access to printing commission checks can be controlled by the setting within “Setup Menu Access” command.



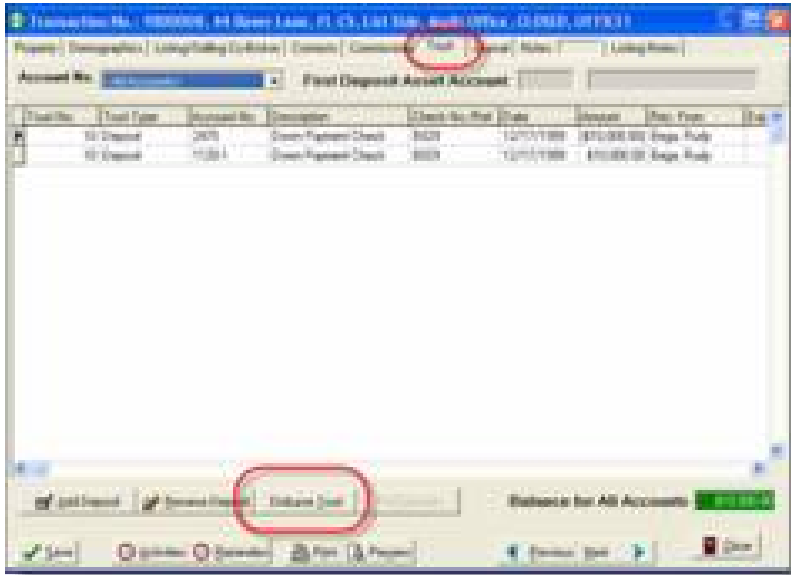
The menu item “Print Commission Checks” is used to assign the minimum access level needed to print commission checks. In the example above, any user with a general access level of 0 or 1 would be able to print. Users with access level of 2 through 9 would not be able to print checks.



If your company is using BOS’s escrow/trust system, the trust funds are disbursed from within the “Close Transaction” or “Edit Transaction” commands. Funds held in commission trust are transferred using the “Transfer Commission Trust” command.

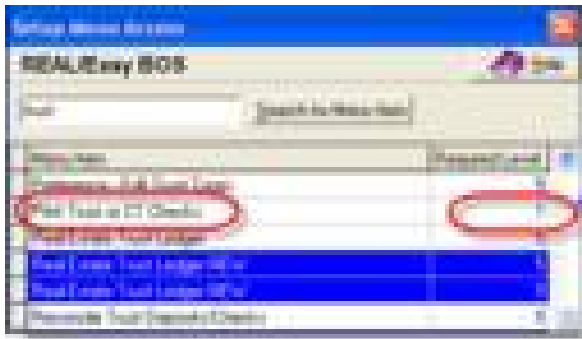


If your company is using BOS’s escrow/trust system, the trust funds are disbursed from within the “Close Transaction” command. As shown above, closing step “3 Disb Trust” can be used. Step 7. is used to transfer commission trust.



Or, when editing a transaction, trust funds can be disbursed within the “Trust” tab.

As with printing commission checks, printing escrow/trust checks can be controlled by the user access level assigned in the setup menu access command:



Set User Access level needed to print trust checks from the escrow account or to transfer commission trust.

The menu item “Print Trust or CT Checks” is used to assign the minimum access level needed to print trust checks from the escrow trust accounts or to print checks using the transfer commission trust commands. In the example above, any user with a general access level of 0 or 1 would be able to print. Users with access level of 2 through 9 would not be able to print checks or transfer funds.

NEW – Emailing Agent Invoices and Other Key Reports

Version 14.12 offers a new standardized method for customers to email agent invoices and statements as well as other key production and commission detailed reports. This new feature can save significant time and expense compared to printing and mailing. And, as important, the report emailing feature can enable improved production and financial information communication to the sales associates.

Over the past years, REAL/Easy has helped individual companies on a consulting basis to custom program procedures where monthly invoices or statements can be emailed to agents. For other companies, REAL/Easy has also setup emailing of various customized production reports.



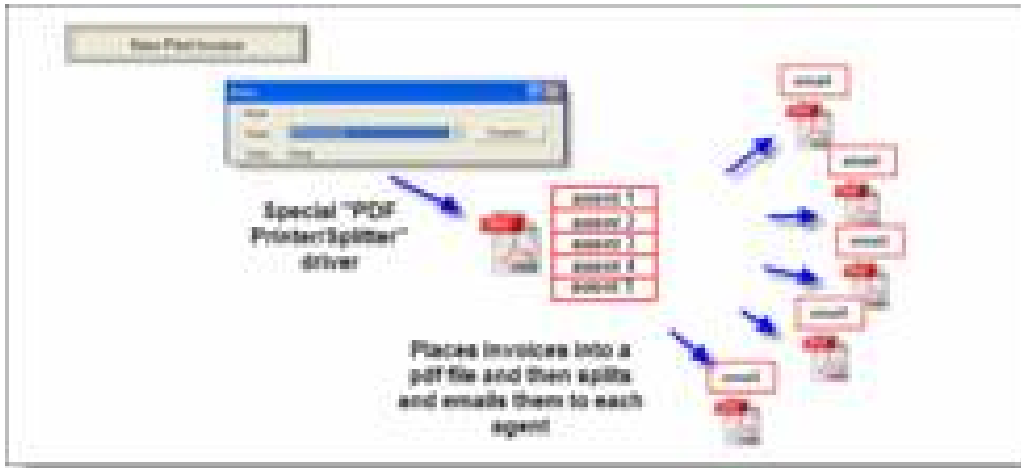
To email the invoices and reports the email address in the BOS agent roster is used. The email is sent and the invoice or report is attached as a pdf file. The agent recipient can then open the email and view/print the attachment. This capability is available to all customers when they install the version 14.12 update and purchase the third party software program “PDFeXPLODE”. This program and REAL/Easy have been setup to work together to provide this new time-saving and information sharing capability.

Steps for utilizing the sales agent invoice and reports emailing capability:

- Install BOS version 14.12.72 or later.
- Purchase PDFeXPLODE from United Data Services link www.pdf-explode.com/affiliates/69571/index.php
- Order the email setup and testing service from REAL/Easy. – call /email support@realeasy.com 1-800-realeasy. For monthly subscription customers, the fee can be added to a month’s bank payment. Annual payment customers will be invoiced.

The following pages of this section describe how this valuable new feature works and what setups are needed to utilize it.

How does it work?



A special printer driver is used to do the pdf creation and emails. REAL/Easy BOS invoices and reports are programmed to give the printer driver the report pages and agent email addresses.

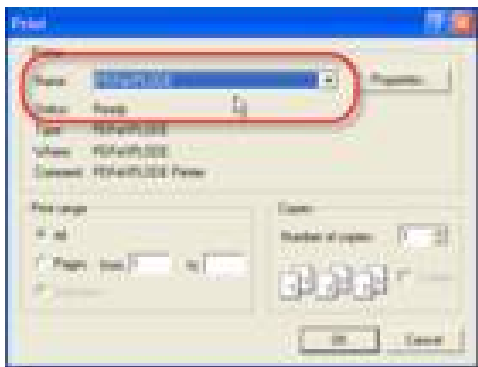
Over the past few years, REAL/Easy has used a number of pdf printer driver programs to build customized solutions for customers. To offer this capability to all customers, in version 14.12 the invoice and key agent reports have been programmed for use with one of these pdf printer drivers. This program is called “PDFeXPLODE”.

This program is purchased from PDFeXPLODE and is installed on a station(s) that is to be used for emailing the agent invoices and other reports. To purchase a copy of the PDFeXPLODE printer driver, link to: www.pdfexplode.com/affiliates/69571/index.php

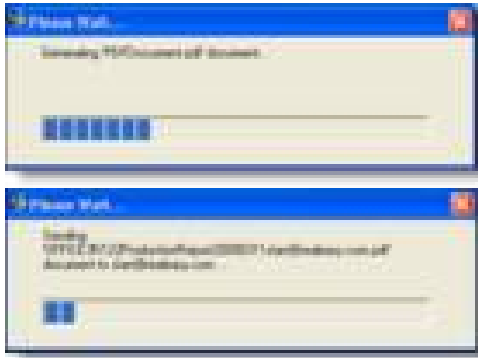
The PDFeXPLODE program requires access to a customer provided SMTP email service. REAL/Easy offers a setup service for the program – the service includes help installing, configuring and testing the program customer staff. Call or email the support services for the order form. (877-705-9750 or support@realeasy.com).



To email invoices or certain reports, use either the “Print” or “Preview” buttons as you would to print a report.



For emailing, select the “PDFeXPLODE” printer option as shown above. If you are previewing a report, this is done with the printer setup tool (Printer tool with yellow wrench).



The PDFeEXPLODE print run program takes over and would display messages. It creates pdf files for each agent as described above and emails them with a pre-defined message to each agent. REAL/Easy provides the program with all agent email addresses as well as the invoice/report.

Which invoices and reports are setup for emailing?



The **standard invoice programs** used with the two BOS agent billing print invoice commands have been enhanced to connect with PDFeEXPLODE printer driver. This means that when the printer driver is installed and selected for print, the invoices can be emailed to the agents using the standard printing steps and by selecting the “PDFeEXPLODE” printer.

The standard invoice formats shipped with BOS have been modified to be emailed. If your company has a custom invoice program, the BOS support staff will modify the program for you.



Invoice/statement Reprints using R173 and the Running Balance report, R175, have also been enhanced to be emailed to agents as pdf attachments.



The above **Agent** level “Standard Reports” have been enhanced for emailing to sales agents.

Commissions: Provide Your Agents With Commission Records They Need for Tracking and Tax Reporting.

- R111 Commissions Paid – Lists all commission earnings and other details (use the option “One Page Per Agent”)
- R112 Comm Statement – Calculates the total commissions earned for each commission plan level.
- R113 Company Check Reg – Provides details for each commission check issued for the sales agent.
- R114 Office Check Register – Provides details for each commission check issued for sales agents in an office.

Production: Provide Sales Associates with key production and award statistics.

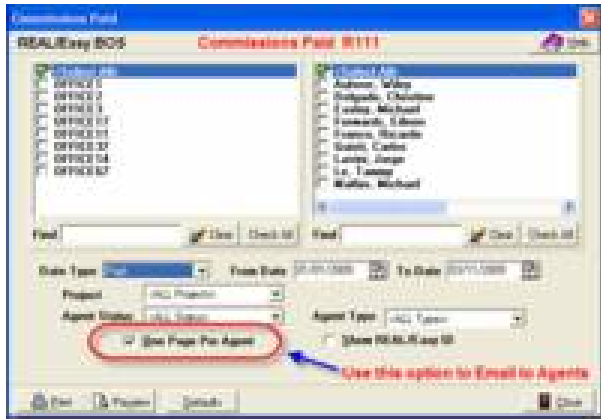
- R121 Sales Award & Earn – prints detailed report of units, volume, GCI and earnings for each sales agent (use Report Option “Detailed”)
- R122 Production By Date – prints detailed report of agent production – written or closed. (use option “One Page Per Agent”)
- R123 Cumulative Prod – report for agents that details and computes cumulative production totals for any time period (use option “One Page Per Agent”)

Expenses and Tax (Canada GST): Provide needed billing and deduction records for business records and tax reporting.

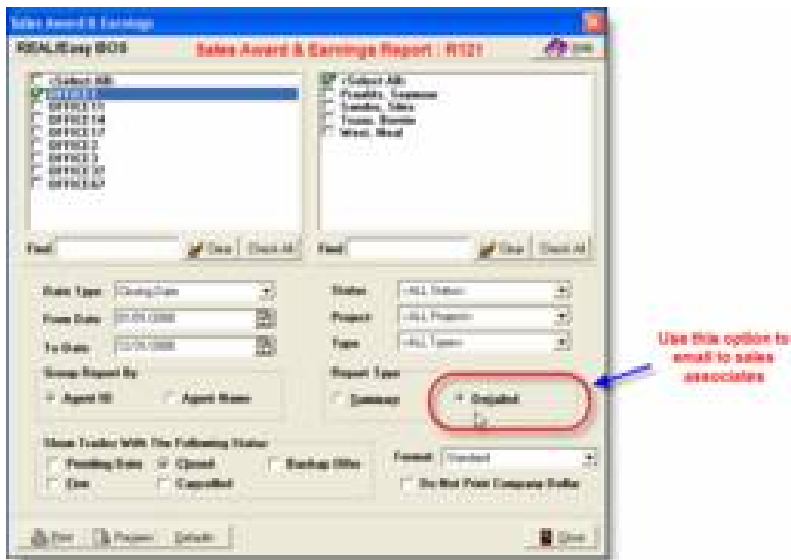
- R131 Annual Expenses – Report of all items billed (invoiced) by month and annual total, and payments made by month and total for the year.

- R132 Expenses By Item – Report of all items billed for any time period.
- R134 Deductions Paid – Report of all deductions taken from all sales commissions to keep for expense records and tax forms.
- R136 GSI Reporting – Report of all GST payments included for all sales commissions to keep for tax records and forms.

Some of the reports can be run for the office staff/manager, or for each agent. Tips on how to run these reports for emailing are given below:



Note above, for the commissions paid report, R111, the “One Page Per Agent” report option must be checked to email this report to your sales associates.



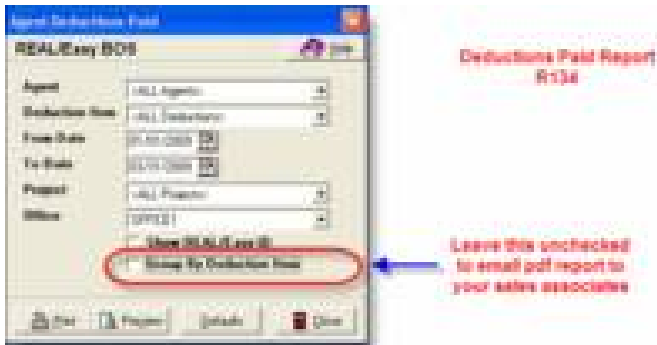
Note above, for the commissions paid report, R121, the “Detailed” Report Type option must be checked to email this report to your sales associates.



For the Production by Date report, R122, the “One Page Per Agent” option must be checked to email this report to your sales associates.



And, for the Cumulative Production report, R123, the “One Page Per Agent” option must be checked to email this report to your sales associates.



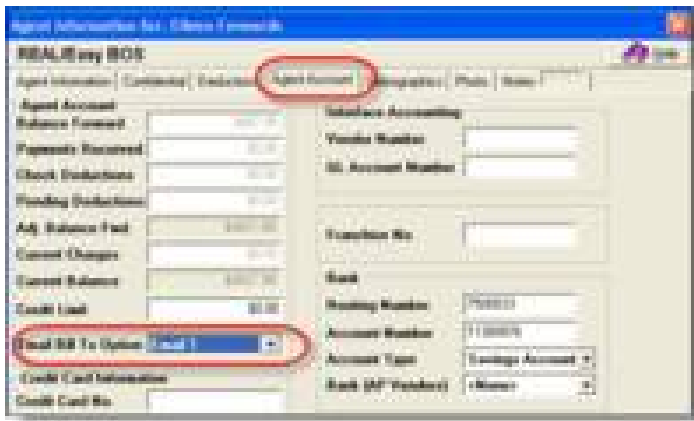
With the agent’s **Deductions Paid** report, R134, leave the “Group By Deduction Item” unchecked to email the pdf report to each sales associate.

How to Setup the Agent Email Address To Be Used

The agent email addresses are maintained in the BOS agent records. The email address to be used for invoices and reports is assumed to be the “Email 1” address entered in the agent record as shown below. Also, if certain agent(s) are not to have invoices and reports emailed to them, this “Do Not Email” setup option is shown on the following page.



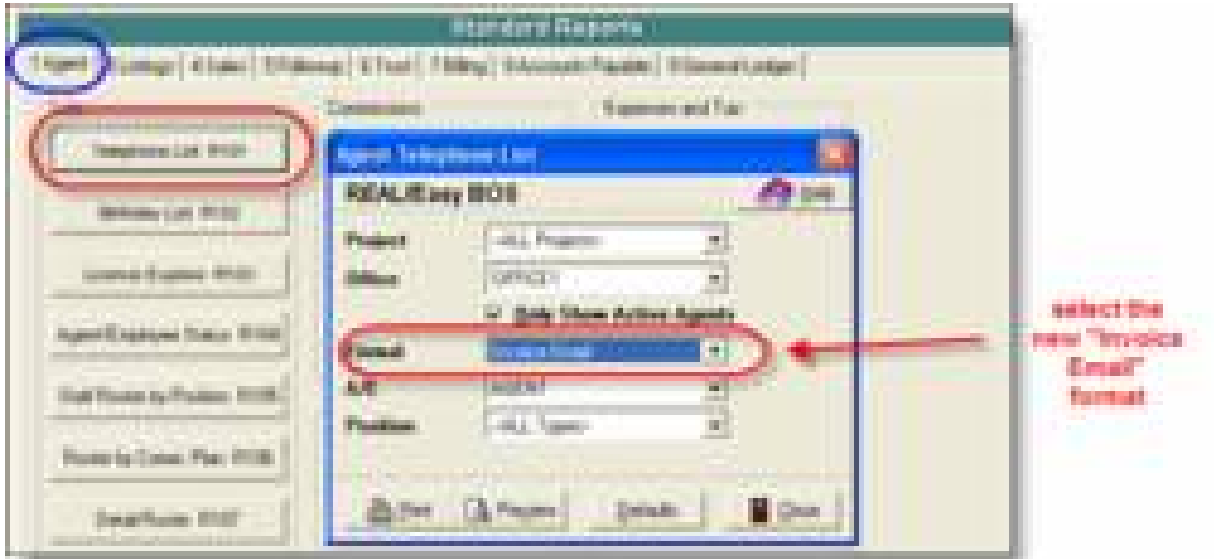
There is space for 2 email addresses within the “Agent Information” tab. For the invoice and report emailing, the agent’s “Email 1” address is assumed by the program. However, a different item can be designated on the “Agent Account” tab:



Above, if a certain email address is to be used for sending the agent bills, these other options are available. Note, the “Custom” items are maintained on the “Demographics” tab and one of them could be used to maintain the email address for sending agent invoices and reports.

How to Verify The Agent Email Address Assignments

A new 14.12 agent telephone/email list option has been added to help staff document and verify agent email assignments for invoices and reports.



To edit the invoice email setups for the sales associates, use the Standard Report “Telephone List R101” and select the new “Invoice Email” format. This report will show the “use for invoice” setting on the “Agent Account” tab and also display that setting’s email address.



Note that if the "Use for Invoice" is not set, BOS will use the agent Email address. If the “Use For Invoice” is set to “Do Not Email”, the invoices or agent reports for the agent will be printed.

Also note that if an email address is not assigned, the PDFeXPLODE print run program will print it.

How does the Email Look to the Agent?

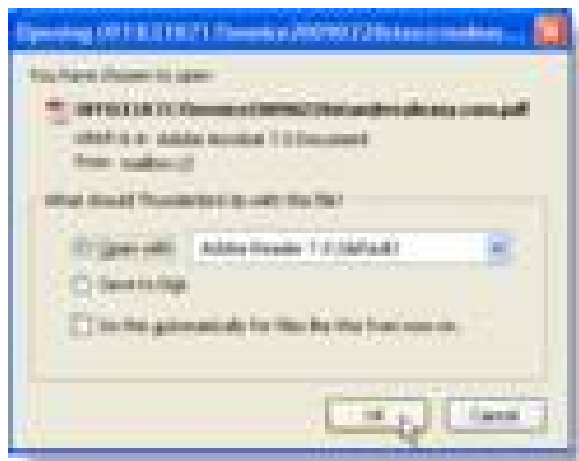
When an email is sent to a sales associate with an invoice or report, the subject and body text will appear as shown below:



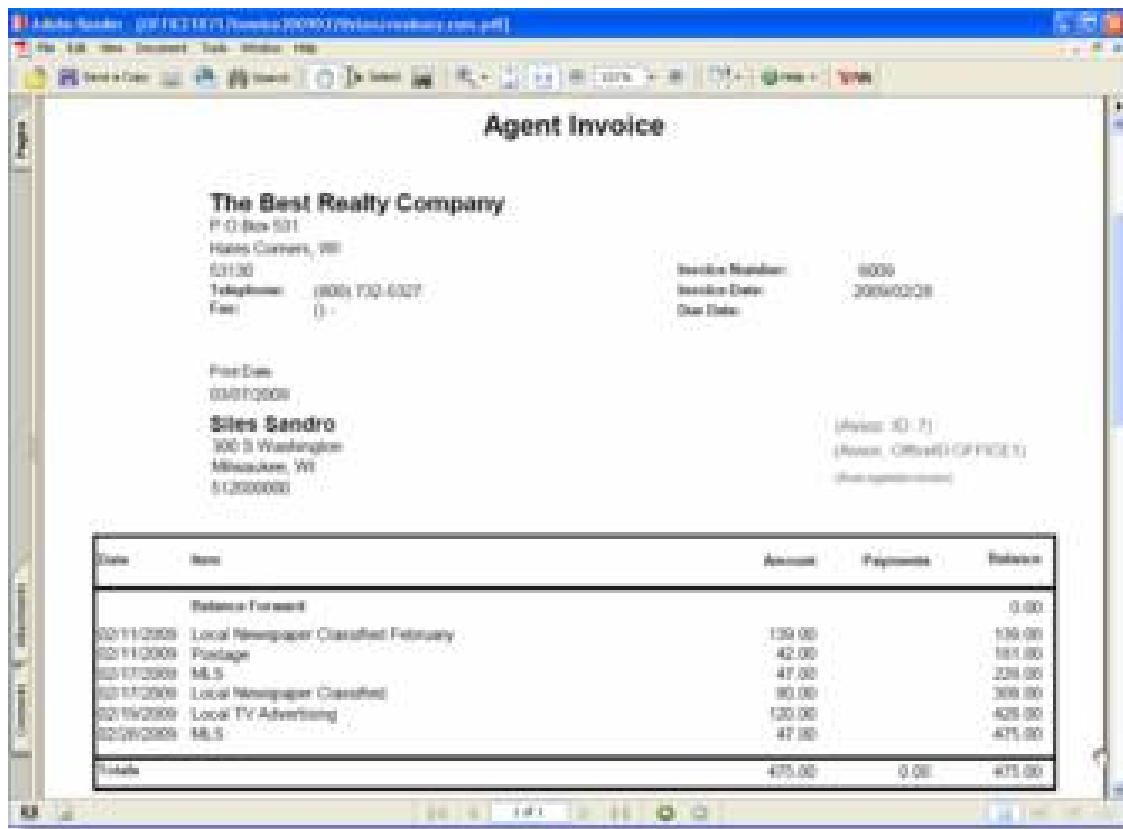
The subject will include the content name and date sent to help the sales agent save and organize the emails. Further, the pdf attachment name includes the content and date also helping if they are to be saved in folders for later retrieval.

Note that the attachment names also include the agent’s office ID. This is included to help the company organize the emailed attachments on its end as they are saved on the company computer as well.

To view the attached invoice or report, the agent/operator would click on the attachment name to initiate their Adobe pdf viewer as shown below:

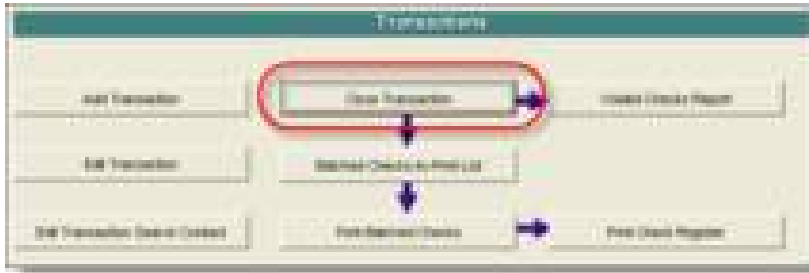


Click “Open with” and “OK”. Note the agent/operator should also save to disk for later retrieval.



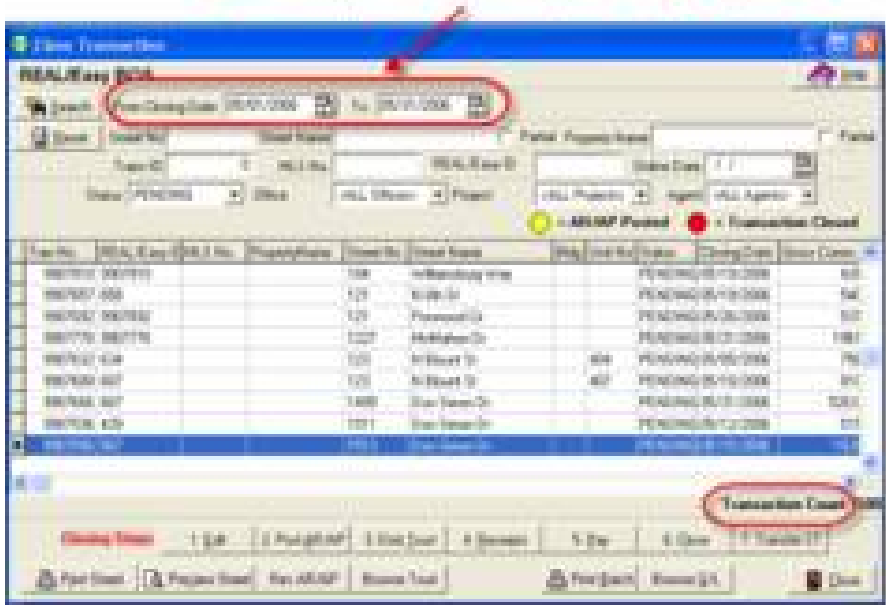
Above, example of an invoice that was emailed to the agent as a pdf file.

Enhanced – Close Transaction Command Browse



To improve speed and flexibility, the version 14.12 “Close Transaction” search browse screen will load transactions with a range of close dates instead of all close dates to a date. For larger companies, with years of history, this significantly speeds up the initial presentation of the screen. For all companies, having a range should improve flexibility as now only certain transactions such as “closings this week” can be “loaded” for processing.

NEW: Closed (or estimated close) date range is specified



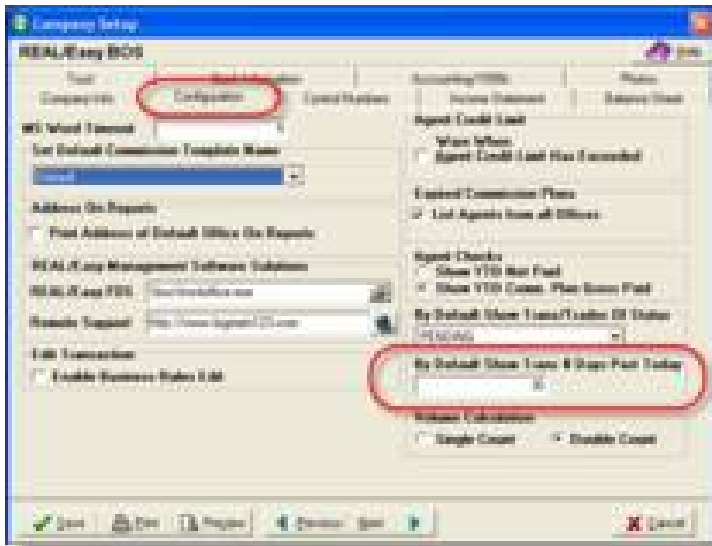
Above, example of new closing date range in search.

Both dates blank: closing date is not used for search.



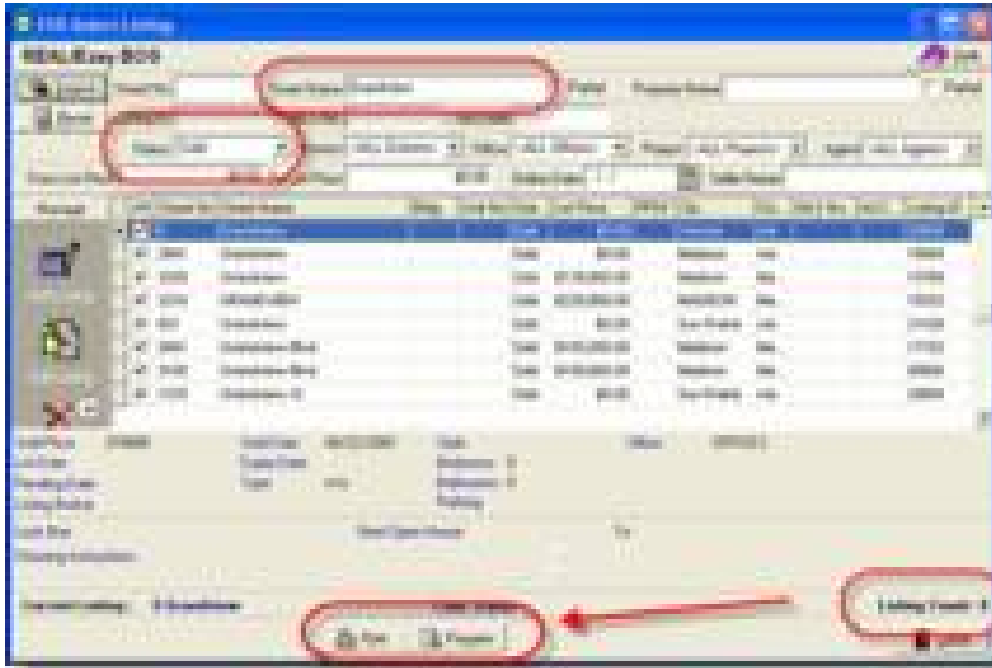
Above, clearing out both dates for the search will pull transactions no matter what the close date and also if the close date has not been entered.

The initial load date range used is controlled by the Company Information setting within the “Configuration” tab:



The setting of “30” for example, will set the initial close date range to today less 30 days to today plus 30days.

Browse Report Speed Improvements – Multi-Processor Servers



Example:
Found 8 of
7000 listings
sold on
"Grandview"

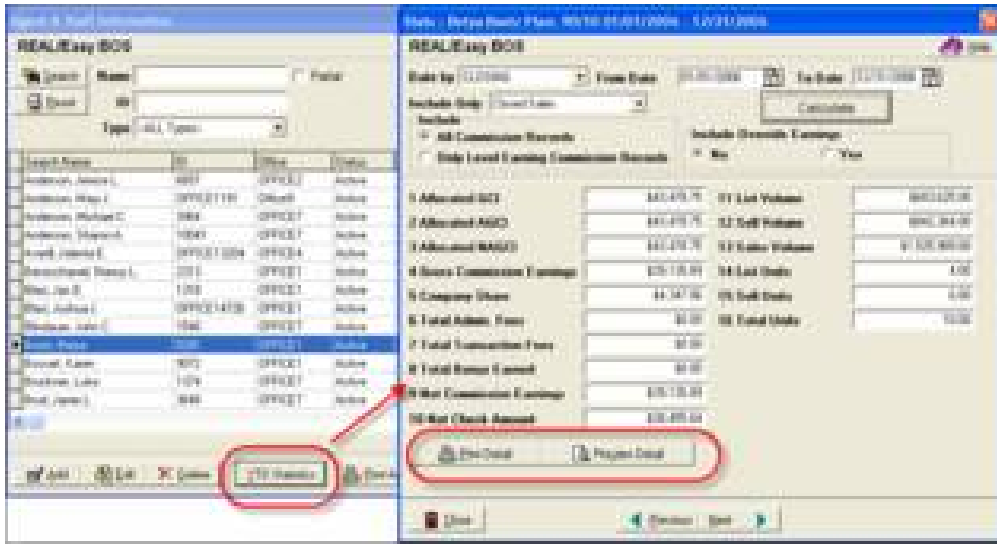
Over the past year, a number of "Search" options have been programmed to speed up reporting from certain "browse" windows that handle thousands of records. The above search is within "Manage Listings". The search is completed quickly and the operator, desiring a printed report, would click "Print" or "Preview" to instantly receive the report.

Listing Inventory							
Best Realty Inc							
2001 - 2004 Data							
Water-Cross, WI 53130							
Telephone: (800) 752-2227							
List No.	M/L No.	Status	Subject Property	County	Price	Expire	Agent/Photo
20000		Sold	2 Grandview	efs	\$0	12000000	12000000
20004		Sold	1279 Grandview Ct	efs	\$0	12000000	12000000
20008		Sold	2840 Grandview	efs	\$0	12000000	12000000
20009		Sold	3308 Grandview Blvd	Madison WI	\$120,000	12000000	12000000
21426		Sold	461 Grandview	efs	\$0	12000000	12000000
15533		Sold	3210 GRANDVIEW	Madison WI	\$200,000	09040000	09040000
17768		Sold	3308 Grandview	Madison WI	\$120,000	09020000	09020000
17702		Sold	2840 Grandview Blvd	Madison WI	\$120,000	09020000	09020000
Total:					\$600,000		0

While this has benefited most customers, some, with multi-processor servers have not benefited as the reports come up blank instead of showing the selected records as in the above report.

With version 14.12, this has been fixed for the new high-powered multi-processor servers.

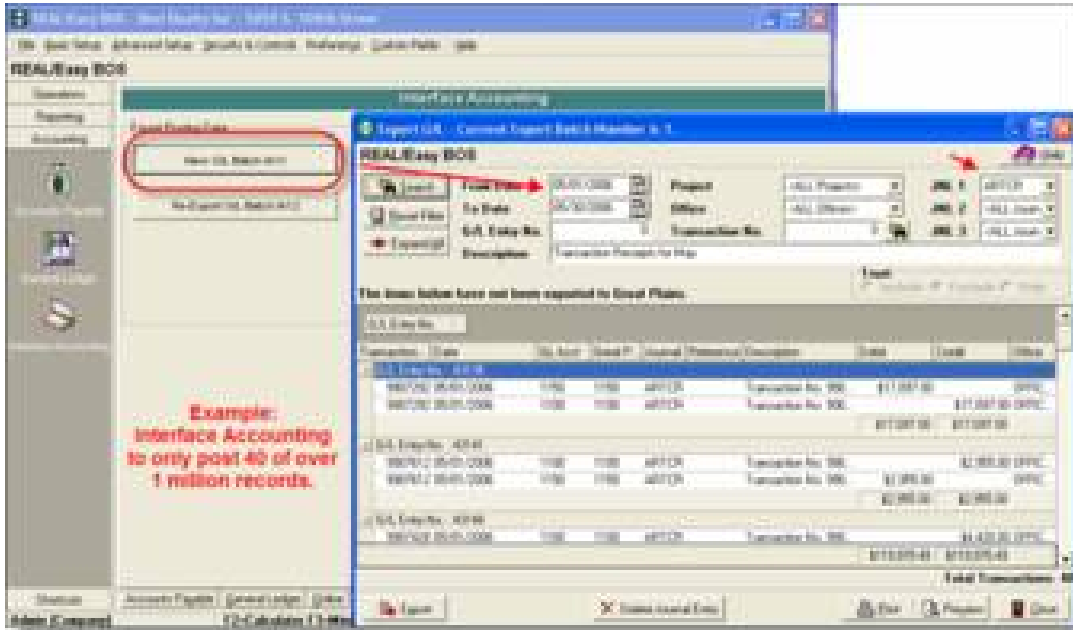
Other search reports where fast reports from searches can be obtained include:



The “YTD Statistics” search for a selected agent. The “Detail” report of the totals is obtained using “Print” or “Preview”.

Agent YTD Volume Summary									
Best Realty Inc 6004 S. 102nd Street Tukwila Center, WA 98148 Telephone: (206) 753-8827				Agent: From Date: 01/01/2008 To Date: 12/31/2008 Status By: 01/01/2008		Broker: Bruce From Date: 01/01/2008 To Date: 12/31/2008 Status By: 01/01/2008			
CL#	Trans	Address	Status	Transaction	Agent	Transaction	Agent	Transaction	Agent
		City		Total (\$)	(\$)	Total (\$)	(\$)	Total (\$)	(\$)
Agent Details									
00000000	0007000	1300 Shiloh Ave Suite 5	SALE	0,507.00	0,200.00	0,507.00	0,200.00	0,507.00	0,200.00
00000000	0007040	1424 Center-Crest Rd Suite 5	SALE	12,147.00	6,073.50	12,147.00	6,073.50	12,147.00	6,073.50
00000000	0007060	8 Commercebank Cir Suite 5	SALE	17,100.00	8,550.00	17,100.00	8,550.00	17,100.00	8,550.00
00000000	0007080	826 Paradise Suite 5	SALE	0,887.00	0,443.50	0,887.00	0,443.50	0,887.00	0,443.50
00000000	0007090	1280 S. Jackson Ln Suite 5	SALE	21,100.00	10,550.00	21,100.00	10,550.00	21,100.00	10,550.00
00000000	0007100	1100 Westchester Way Suite 5	SALE	0,200.00	0,100.00	0,200.00	0,100.00	0,200.00	0,100.00
00000000	0007091	100 Aspen Dr Suite 5	SALE	0,887.00	0,443.50	0,887.00	0,443.50	0,887.00	0,443.50
00000000	0007040	134 Hickory Ct Suite 5	SALE	0,100.00	0,050.00	0,100.00	0,050.00	0,100.00	0,050.00
Total				66,957.00	33,478.50	66,957.00	33,478.50	66,957.00	33,478.50

Above: Sample details for agent totaled production.



For Interface Accounting users, the edit report for selected journals to post is quickly obtained. Sample below:

GL Export Edit List Batch 1

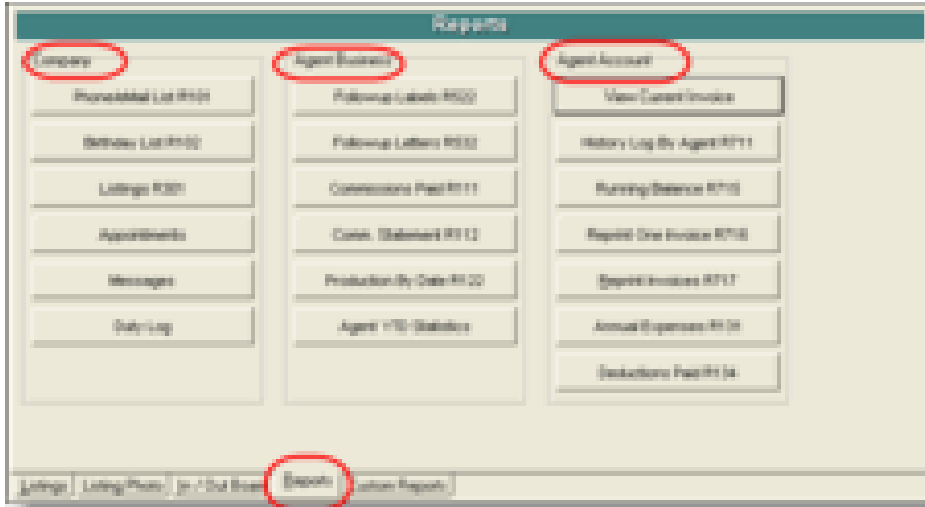
Best Realty Inc
 6850 G. Street
 Maple Creek, WI 53150
 Telephone: (262) 752-8827
 Fax: (262) 425-8887

Account No.: 1654-ACCOUNT
 From Date: 05/01/2008 To Date: 05/01/2008
 Project: 1654-PROJECT
 Office: 1654-OFFICE

GL Entry No.	DT	Trans. ID	Reference Check No.	Description	Debit	Credit	Balance	Office	User
1100	/	1100		General Account					
4000	05/01	007000	00000000	Transaction No. 0007000 - Fundamental 0000000	2,000.00	20,000.00 Cr.	0001000		Travis
4000	05/01	007000	00000000	Transaction No. 0007000 - 00000 00000000	1,000.00	10,000.00 Cr.	0001000		Travis
4000	05/01	007000	00000000	Transaction No. 0007000 - 00000 00000000	1,000.00	10,000.00 Cr.	0001000		Travis
4001	05/01	007000	00000000	Transaction No. 0007000 - 00000 00000000	1,000.00	10,000.00 Cr.	0001000		Travis
4004	05/01	007000	00000000	Transaction No. 0007000 - 00000 00000000	1,000.00	10,000.00 Cr.	0001000		Travis
4005	05/01	007000	00000000	Transaction No. 0007000 - Fundamental 0000000	2,000.00	20,000.00 Cr.	0001000		Travis
4007	05/01	007000	00000000	Transaction No. 0007000 - 00000 00000000	1,000.00	10,000.00 Cr.	0001000		Travis
4008	05/01	007000	00000000	Transaction No. 0007000 - 00000 00000000	1,000.00	10,000.00 Cr.	0001000		Travis
4008	05/01	007000	00000000	Transaction No. 0007000 - 00000 00000000	1,000.00	10,000.00 Cr.	0001000		Travis
4008	05/01	007000	00000000	Transaction No. 0007000 - 00000 00000000	1,000.00	10,000.00 Cr.	0001000		Travis
4007	05/01	007000	00000000	Transaction No. 0007000 - 00000 00000000	1,000.00	10,000.00 Cr.	0001000		Travis
4007	05/01	007000	00000000	Transaction No. 0007000 - Fundamental 0000000	1,000.00	10,000.00 Cr.	0001000		Travis

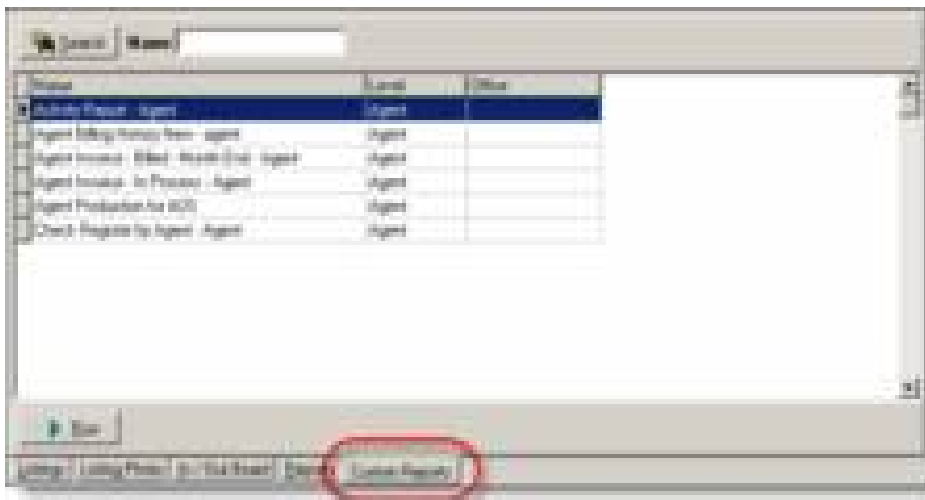
User Agent Office System (AOS) Reporting Enhancements and Controls

For companies who offer AOS access for their agents to view their production and account information, a number of enhancements have been added.



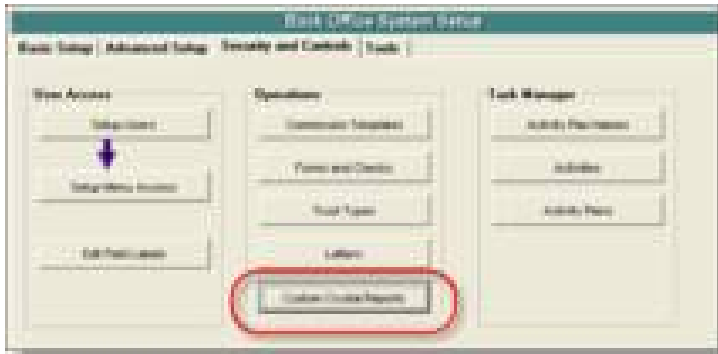
The “Reports” tab is organized as shown above making it easier for agents to learn what reports are available. Also a number of reports have been added. Note that these are standard reports that are borrowed from the Front and Back office systems. However, when an Agent Business or Agent Account report is run, they report only for the agent who is logged in.

Note the 6 “Agent Business” and 7 “Agent Account” command access can now be controlled with the “Setup Menu Access” Security and Controls command. This is detailed in the following section under “User Access Control Expansion”.

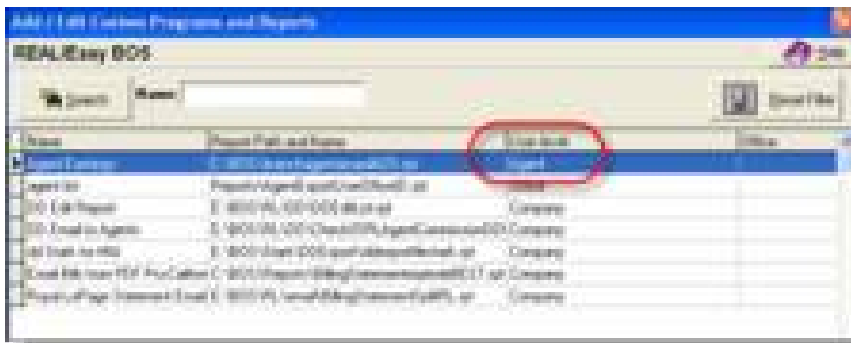


The new reporting area for agents, “Custom Reports” has been added. This enables the administration staff to make special reports available to the agents. These “Agent Level” reports can be built to only report data for the logged-in agent. The custom reports can be built by staff who have learned Crystal Reports, or by outside consultants, or by the staff at REAL/Easy, to enable summarization or detail information regarding unique company sales, marketing, or incentive programs to be easily accessible for the agents.

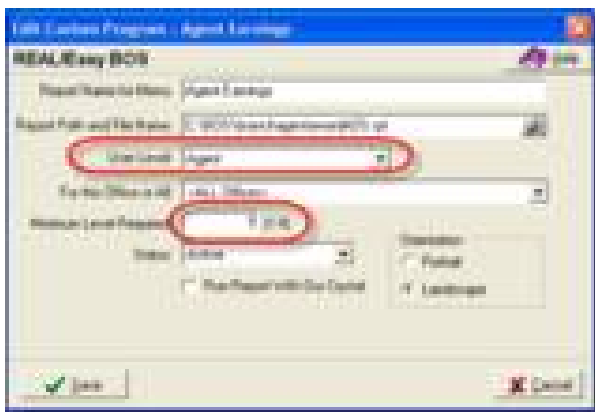
How to setup Custom Reports for Agents



With version 14.12, custom reports can now be written and offered for agent AOS users. As with BOS custom reports, the agent reports are written with the Crystal Reports language and added to the custom reports menu with the Security and Controls “Custom Crystal Reports” command.

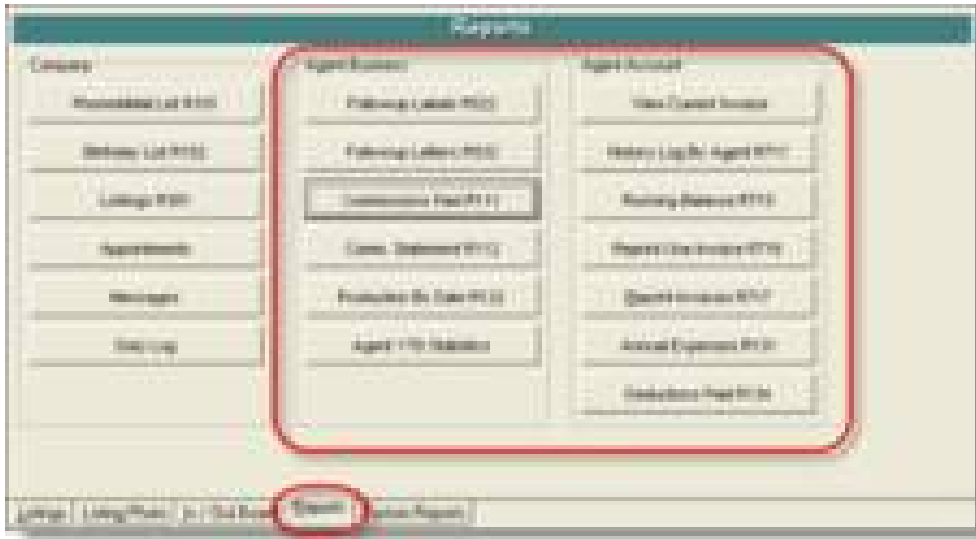


Above is an example of custom report of “Agent Earnings” that was written and made available for AOS users.



Reports for agents are set to User Level “Agent” as shown above. Note that the minimum level required for the report can also be set.

IMPORTANT NOTE for customizing the AOS standard reports.



The AOS standard “Agent Business” and “Agent Accounts” are borrowed from the BOS system. The commands above actually run the same report as in BOS but only for the user-agent who is logged into AOS. The reports can help with marketing, provide earnings and production records, and for tax and expense reporting.

Production by Pending Date
 dPacque, Hedda (T)
 From: 05/01/2004 to 06/01/2004
 Production in (Dollars): 127,100.00
 South Dakota

The Best Realty Company
 111 West 10th St., Rapid City, SD 57701
 Phone: (605) 733-8337

Agent Name: Hedda, Hedda T
 Agent Title: Sales Manager
 Office: Rapid City
 Status: Active (Last Logon: 06/01/04)

Trans	Status	Pending Date	Address	Selling Price	COF	COF2	COF3	Commission	Admin Amount	Exp. Fee	Nett	Earnings	Net Earnings
000001	P	05/01/04	100 10th St Rapid City, SD	10000	10000	10000	10000	2000	500	500	500	500	500
000002	P	05/01/04	100 10th St Rapid City, SD	10000	10000	10000	10000	2000	500	500	500	500	500
000003	P	05/01/04	100 10th St Rapid City, SD	10000	10000	10000	10000	2000	500	500	500	500	500
000004	P	05/01/04	100 10th St Rapid City, SD	10000	10000	10000	10000	2000	500	500	500	500	500
000005	P	05/01/04	100 10th St Rapid City, SD	10000	10000	10000	10000	2000	500	500	500	500	500
000006	P	05/01/04	100 10th St Rapid City, SD	10000	10000	10000	10000	2000	500	500	500	500	500
0		Total		60000	60000	60000	60000	12000	3000	3000	3000	3000	3000

agentproductionperagent

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Above is an example of the standard BOS “Production By Date R122” run for the AOS user/agent “Hedda dPacque”. Note that the report name is given at the footer of each page. For the R122 report, page by agent, the Crystal report name is “Agentproductionperagent.rpt”.

For companies who wish to modify the report format for AOS, there is a method for doing this added to version 14.12. If your admin staff, IT staff/consultant knows how to use Crystal Reports, edits the standard report and saves it with the letters "AOS" appended, the AOS system will then run that report instead of the standard report.

In this example, the production R122 standard report, "agentproductionperagent.rpt" is modified and saved with the name "agentproductionperagentAOS.rpt". The desired modification was to remove the AGCI and NAGCI columns. This can easily be done by anyone who knows Crystal Reports. Or, REAL/Easy staff can be hired to do the modifications for you.

The Best Realty Company
Production by Pending Date
 d'Parque, Hedda (7)
 From: 9/10/2004 to 9/10/2004

Agent	Agent ID	Address	Selling Price	AGCI	Agent Pending	Agent Pending	Agent Pending	Agent Pending	Agent Pending	Agent Pending
Agent 1	1000001	100 Maple St	15,000	1,000	10/10	0.00	0.00	0.00	0.00	10/10
Agent 2	1000002	101 75th Street Ave	20,000	1,000	10/10	0.00	0.00	0.00	0.00	10/10
Agent 3	1000003	102 Grand Street Ave	25,000	2,000	10/10	0.00	0.00	0.00	0.00	10/10
Agent 4	1000004	103 W. 5th St	15,000	1,000	10/10	0.00	0.00	0.00	0.00	10/10
Agent 5	1000005	104 W. 5th St	15,000	1,000	10/10	0.00	0.00	0.00	0.00	10/10
Agent 6	1000006	105 W. 5th St	15,000	1,000	10/10	0.00	0.00	0.00	0.00	10/10
Agent 7	1000007	106 W. 5th St	15,000	1,000	10/10	0.00	0.00	0.00	0.00	10/10
Agent 8	1000008	107 W. 5th St	15,000	1,000	10/10	0.00	0.00	0.00	0.00	10/10
Agent 9	1000009	108 W. 5th St	15,000	1,000	10/10	0.00	0.00	0.00	0.00	10/10
Total			150,000	10,000	10/10	0.00	0.00	0.00	0.00	10/10

AGCI and NAGCI columns removed

report was altered and renamed with "AOS" suffix
 "agentproductionperagentAOS.rpt"

Page 1 of 1

IMPORTANT NOTE for programming Custom agent level reports.

This page is for users or IT personnel who know how to write custom Crystal Reports. It shows how the report must be setup so that only the AOS user's data will be reported and not the data from other agents. Note, that the staff at REAL/Easy is available to build and install agent level custom reports also.

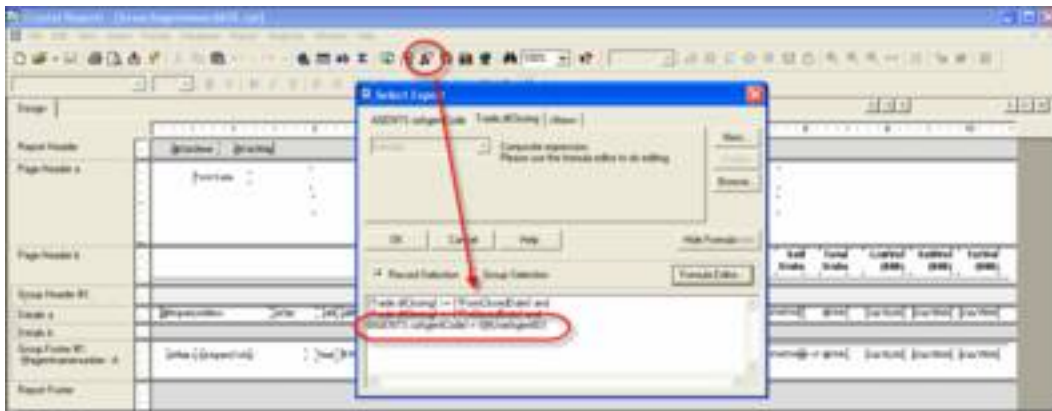
When custom reports are written for AOS / agent level access, it is important to insure that the report will only display production or information for the agent that is logged into AOS and not data from other agents. When the agent level user is created, that agent-user must be assigned to an agent ID from the in-house agent roster. Each agent is assigned a unique agent code.

When REAL/Easy runs an agent level custom report, it will tell the report the agent ID code of the agent-user. To obtain and select data only for that ID code the custom report author must do these two steps:

1. Create a report "Formula Field" named "UserAgentID". The value of this field is assigned by AOS when the report is run.
2. Include a statement that the agent code for all report data is to be equal to the "UserAgentID".



Above, example of inclusion of the formula field "UserAgentID".



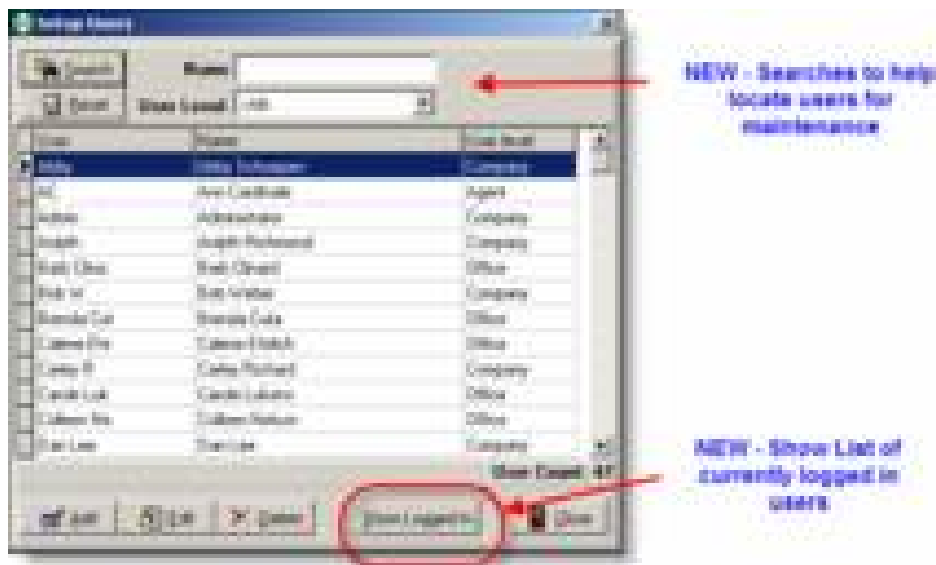
Above, example inclusion in the selection expert (expression) of the agent code field must be equal to the formula field "UserAgentID".

User Access Control Expansion – Transaction and Associate Data

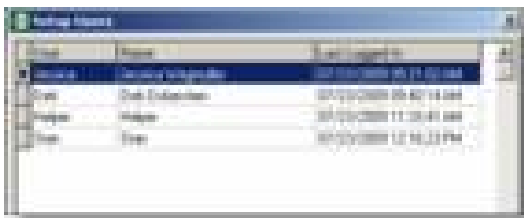
As more company staff and departments access the company BOS database for information, there have been requests improve controls as to what transaction and associate data can and cannot be viewed. In addition to the central administrative and closing staff, many companies now offer access to managers, relocation personnel, branch assistants, concierge operators, and others within and related to the brokerage business. To provide this access certain commission and personal sensitive information can now be restricted.



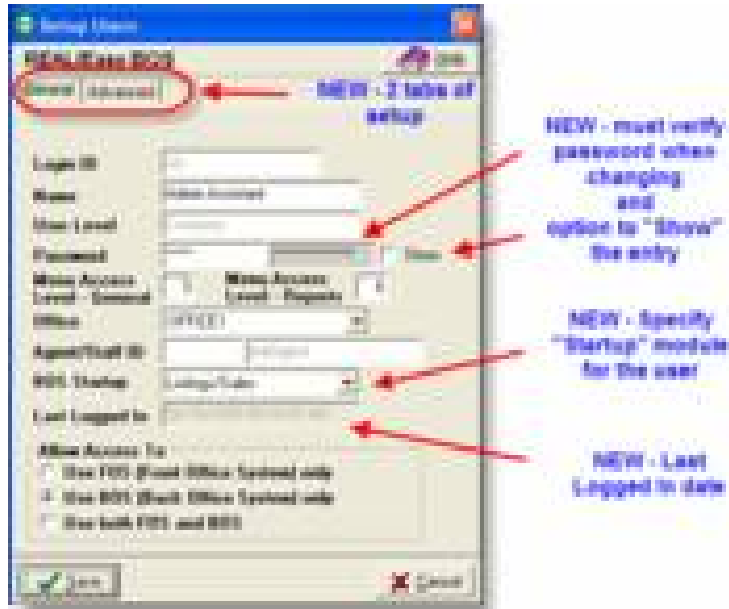
“Setup Users” is accessed from the “Security and Controls” tab of BOS Setup. This is where all users are setup for access into BOS, FOS, and AOS.



The form used to Add/Edit/Delete the users has some enhancements noted above to help locate particular user names for maintenance.



A new button “Show Logged In” to view users who are currently logged into REAL/Easy. Above: example of a currently logged in list.



The user setup has been divided into two tabs to accommodate a number of new controls: “General” and “Advanced”.

General tab:

Each user is assigned a unique **Login ID** and long **Name**.

User Level can be Company, Office, or Agent.

- Company and Office level users are used for BOS and FOS access
- Agent level pertains to Agent Office System, or AOS, access

Password entry – when entering a new or changing a password, the entry must be verified.

- To view (not hide) the password entry, check the “Show” option.

Office – for company level users the login or default office is specified.

- for office level users, this setting will limit the user to maintaining and/or viewing data in the office specified

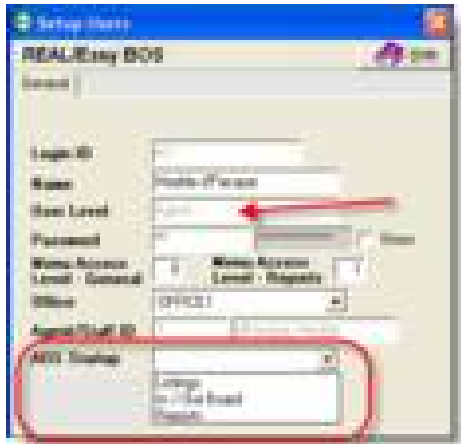
Agent/Staff ID – required for AOS / agent level users. For the AOS user this setup is needed to limit the agent’s account and sales reports to be limited to their information only.

BOS Startup – this new convenience setup is used to place a user in selected BOS module when they login. Normally users are placed in the “Transactions” module as if they are admin or closing staff. Now, manager users for example, can be placed into the “Standard Reports” module at login instead.

The startup module for **BOS** users can be set to:

- BOS Setup
- Listings/Sales
- Transactions
- Agent Billing
- Online
- Standard Reports
- Analysis
- Custom Reports
- Accounts Payable
- General Ledger
- Interface Accounting

AOS Startup – for “Agent” level users:

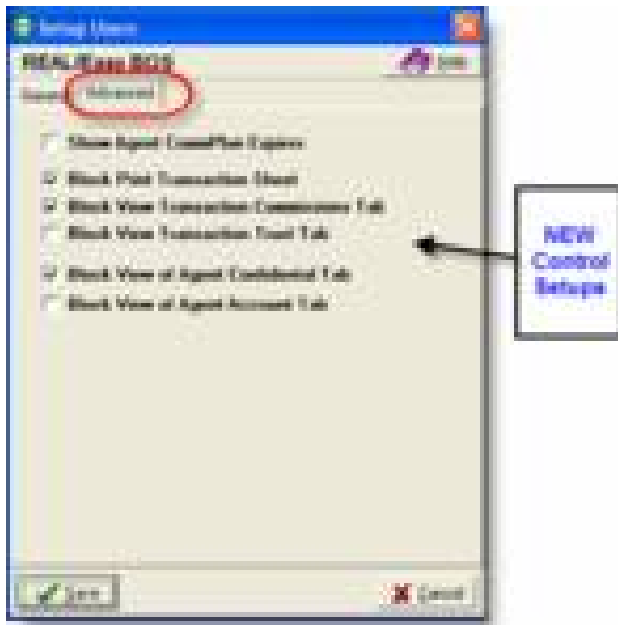


Agent level users will normally startup within the AOS “Listings” tab. Users can now be started within these tabs:

- Listings
- In/Out Board
- Reports
- Custom Reports

Allow Access To is used to control user access to both or either Back and Front office systems.

NEW “Advanced” tab:



The new “Advanced” tab offers new controls that can allow or limit data viewing by the user. This tab only applies to BOS users. Each option is discussed below.

Show Agent CommPlan Expires – this new item must be checked if the user is to be given a list of agents who have expired commission plans when the user logs in. Previously this list was given to all users at login.

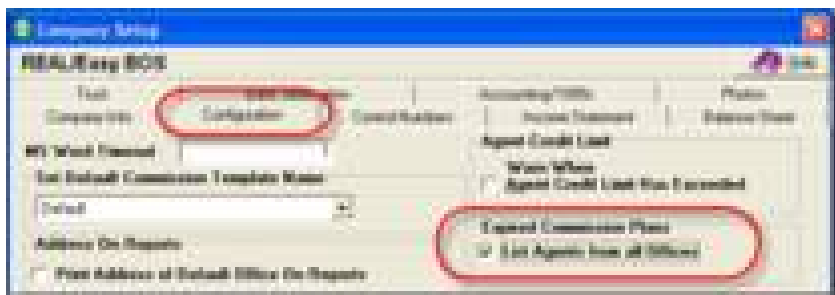
Agent Commission Plan / Commission Data Expired

REAL/Easy BOS

WARNING - The following Agents have expired commission plan dates:

Agent Last Name	Office	Comm Plan Start	Comm Plan End	Plan Start Date	Plan End Date
Lucas, Ryan	OFFICE1	01/01/2008	12/31/2008	01/01/2007	12/31/2007
Debra, Melissa	OFFICE1	01/01/2008	12/31/2008	01/01/2007	12/31/2007
Ellen, Patricia	OFFICE1	01/01/2008	12/31/2008	01/01/2007	12/31/2007
Heidi, Patricia	OFFICE1	01/01/2007	01/01/2008	01/01/2008	01/01/2007
Michael, Larry	OFFICE14	01/01/2008	12/31/2008	01/01/2007	12/31/2007
Michael, Matt	OFFICE1	01/01/2008	12/31/2008	01/01/2007	12/31/2007
Myra, Nancy	OFFICE7	01/01/2008	12/31/2008	01/01/2007	12/31/2007
Theresa, L	OFFICE11	01/01/2008	12/31/2008	01/01/2007	12/31/2007
Willy, Andrew	OFFICE1	01/01/2008	12/31/2008	01/01/2007	12/31/2007
Willy, Andrew	OFFICE1	01/01/2008	12/31/2008	01/01/2007	12/31/2007

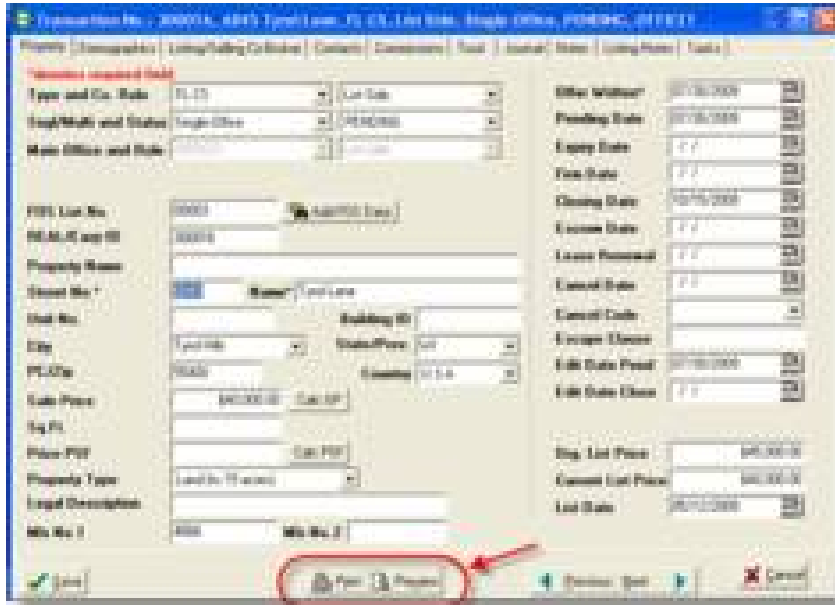
Above – example commission plan expired display. This can be displayed at login for a user when the new “Show Agent CommPlan Expires” option is activated. In the example above, agents from all offices are shown.



The Company Setup option above within “Expired CommissionPlans” is checked to display agents from all offices. Uncheck to just allow display and reset to be limited to a user’s login office only.

Note that the reset of agent expired plans function is also available within “Advanced Setup” as noted below:





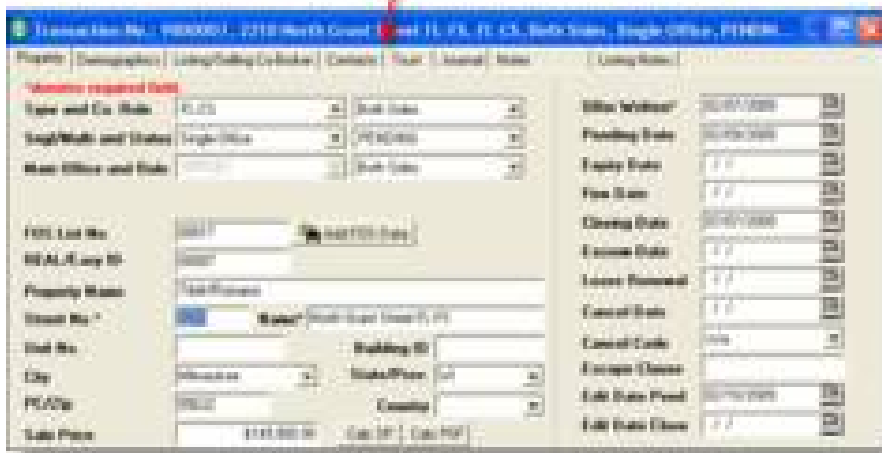
Advanced Tab: Block Print Transaction Sheet

Check this option for the user if you do not wish them to be able to print transaction income and commission split details. Note: The transaction sheet can be printed while editing or viewing a transaction’s details or from the edit/view/close transaction browse lists. When this option is checked the transaction sheet Print and Preview buttons are not available.

Advanced Tab: Block View Transaction Commissions Tab

This tab contains the income and commission splits. Check this option to remove viewing/editing of the commissions tab of a transaction.

Example: Commissions Tab "removed" for this user



Above – example of a transaction view where viewing the Commissions tab is blocked.

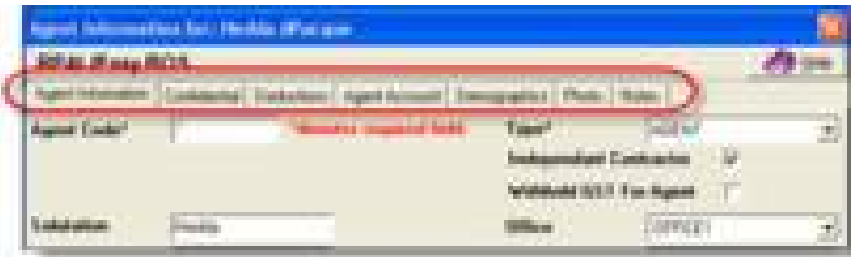
Advanced Tab: Block View Transaction Trust Tab

Check this option to remove viewing/editing of the **Trust** tab of a transaction. This tab contains the trust deposit and disbursement details and commands to enter deposits and write escrow/trust checks. This setup works in the same manner as the Commission tab block.

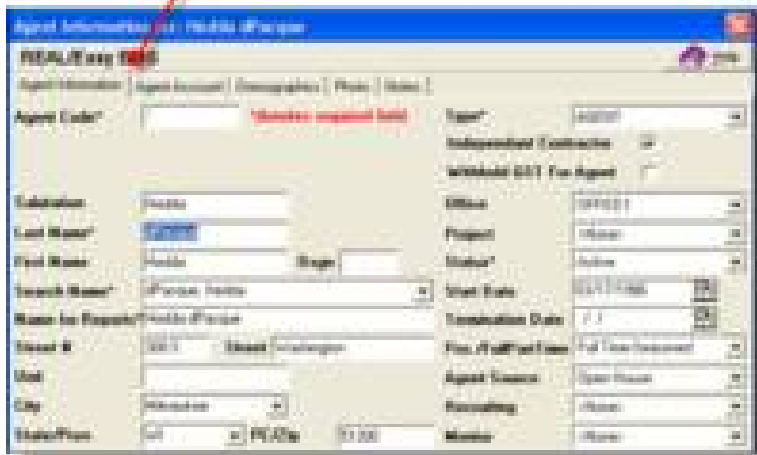
Advanced Tab: Block View of Agent Confidential Tab

Check this option to remove viewing of the agent/staff confidential and deductions tab. These tabs contain information such as the assigned commission plans and pay deduction items, social security numbers, federal ID numbers and other license and confidential information.

Normally a user would have access to these tabs of agent and staff information:



Example: user is blocked from viewing Confidential and Deductions tabs.



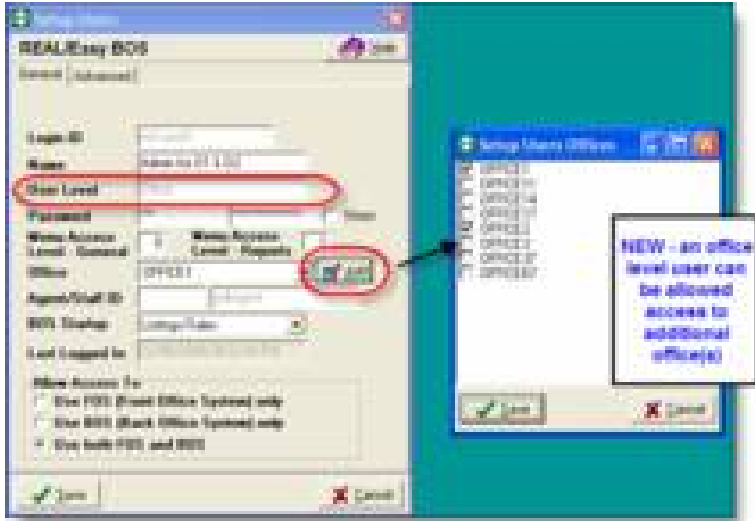
Above: example of a user viewing agent and staff information where the confidential and deductions tabs are blocked.

Advanced Tab: Block View of Agent Account Tab

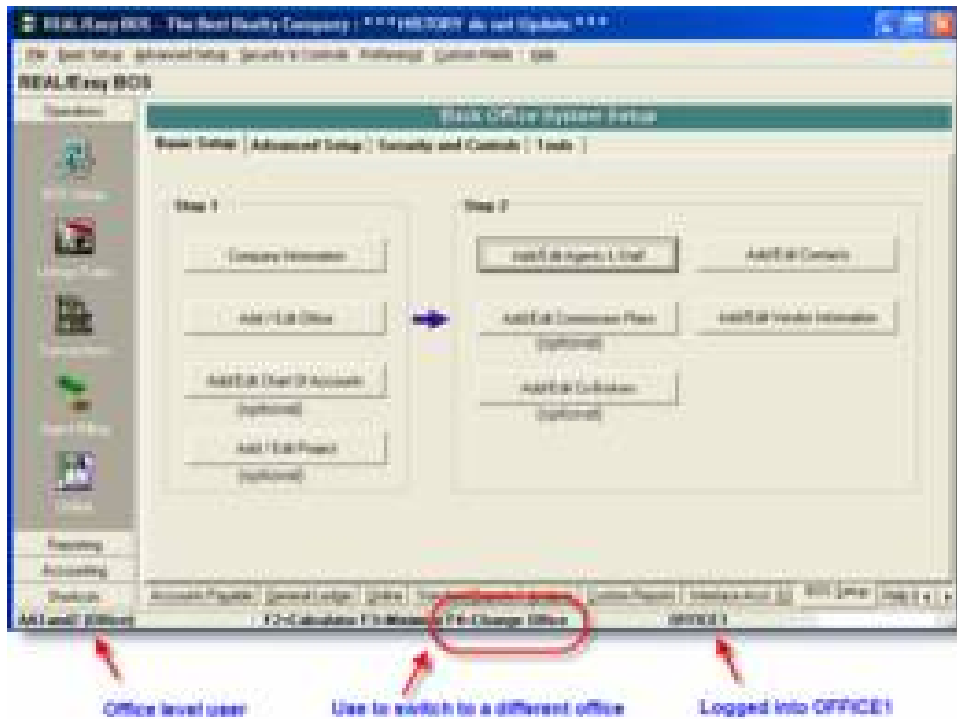
This option can block viewing of the agent account tab. This tab contains information such as bank account numbers, billing account balances and other accounting and interface setups. When this item is checked, the user will not see the “Agent Account” tab when editing or viewing Agent and Staff information.

NEW - For Office level users who need access to more than one office:

An office level user is normally granted access to a single office. A new feature can now be utilized for certain users who may be accessing data from a small number of offices. This new option means it is no longer necessary to setup multiple user names for the person – now only one is needed.

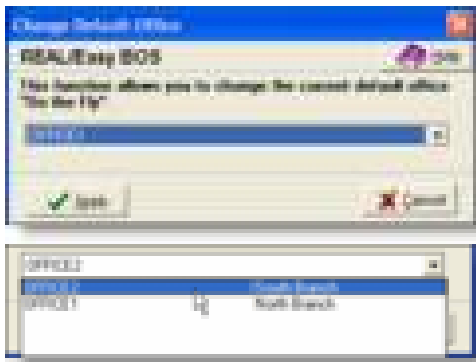


The Office level user above, for example, is assigned to login and access OFFICE1. However that user also needs access to OFFICE2. This is setup using the new “Add” button that displays the office list. The login office and other offices to be accessed are checked.



Above: example of a user who is allowed access into two offices – OFFICE1 and OFFICE2. They are currently logged into OFFICE1 and can edit and view data in that office.

To view/edit data in OFFICE2, the F4 key is clicked to obtain this selection:



Operator selects another office and click's "Apply".

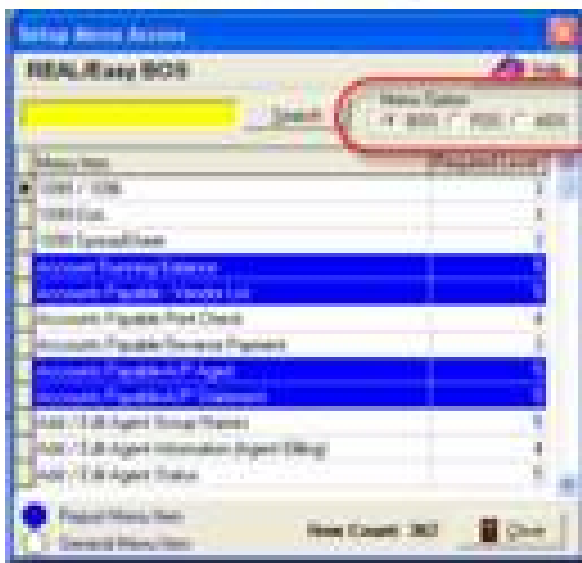


Above, "logged in office" is switched.

Expansion of the Setup Menu Access command:



Menu Access controls for FOS and AOS commands has been added to the BOS Setup.



NEW
Controls for FOS and AOS added

The menu access control for FOS – Front Office System, and AOS – Agent Office System reports has been added.

Tracking Business with Other Brokers, Other Revenues and Fees?



Two sales reports have been enhanced to help track business with other brokers as well as provide agent participation information regarding other income, such as transaction fees, commission expense fees such as referral and franchise.

Other Broker (Custom, R421)

Best Realty Inc
Other Broker Commissions by Closing Date
 1/1/2007 Through 12/31/2007
 Broker/Payer: (ALL Brokers)
 From: (all Roles)
 Offer: (all Offers)

added sale type and sale status

added list of in-house agents and role (role)

Company Name	Product	Property	Area	Role Type	Offer Type	Unit	Exp. Fee	Exp. Fee Amt	Exp. Fee Amt	Exp. Fee Amt	Exp. Fee Amt
Best Realty Inc (2007)											
12/1/07	001	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000
12/1/07	001	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000
12/1/07	001	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000
Total: 1000000000 (1000000000)											
Best Realty Inc (2007)											
12/1/07	001	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000
Total: 1000000000 (1000000000)											
Best Realty Inc (2007)											
12/1/07	001	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000
Total: 1000000000 (1000000000)											

Above – sample of the R421 report of business done with other brokers / or off top allocations. Added in the report is the sale type, sale status, and the list of in-house agents involved in the sale. This added information can assist with staff verifications of agent participations within transactions for certain commission types such as referrals, mls fees, and transaction fees.

Summary By Role (R42)

Transaction Deduction Summary

Book Company: 10101000
 Ac Conting Fee: 00000000
 Type: 001 Type:

name moved to first column and grouped
 sale type added
 added list of in-house agents for the transaction

Role	Trans ID	Payee Address	Comp	Conting %	Conting Fee	Net Fee	Net Conting	Total Amount	Trans Date	Trans Type	In-House Agents
Transaction Type	Transaction										
Fixed Fee Brokerage	000001	123456789010	PL 00	00000000	0	100	100	100	100	100	0 (None)
Residual Fee Agent	000002	1010101010	PL 00	00000000	0	100	100	100	100	100	0 (None)
Residual Fee Agent	000003	1010101010	PL 00	00000000	0	100	100	100	100	100	0 (None)
Residual Fee Agent	000004	1010101010	PL 00	00000000	0	100	100	100	100	100	0 (None)
Residual Fee Agent	000005	1010101010	PL 00	00000000	0	100	100	100	100	100	0 (None)
Residual Fee Agent	000006	1010101010	PL 00	00000000	0	100	100	100	100	100	0 (None)
Residual Fee Agent	000007	1010101010	PL 00	00000000	0	100	100	100	100	100	0 (None)
Residual Fee Agent	000008	1010101010	PL 00	00000000	0	100	100	100	100	100	0 (None)
Residual Fee Agent	000009	1010101010	PL 00	00000000	0	100	100	100	100	100	0 (None)
Residual Fee Agent	000010	1010101010	PL 00	00000000	0	100	100	100	100	100	0 (None)
Residual Fee Agent	000011	1010101010	PL 00	00000000	0	100	100	100	100	100	0 (None)
Residual Fee Agent	000012	1010101010	PL 00	00000000	0	100	100	100	100	100	0 (None)
Residual Fee Agent	000013	1010101010	PL 00	00000000	0	100	100	100	100	100	0 (None)
Residual Fee Agent	000014	1010101010	PL 00	00000000	0	100	100	100	100	100	0 (None)
Residual Fee Agent	000015	1010101010	PL 00	00000000	0	100	100	100	100	100	0 (None)
Residual Fee Agent	000016	1010101010	PL 00	00000000	0	100	100	100	100	100	0 (None)
Residual Fee Agent	000017	1010101010	PL 00	00000000	0	100	100	100	100	100	0 (None)
Residual Fee Agent	000018	1010101010	PL 00	00000000	0	100	100	100	100	100	0 (None)
Residual Fee Agent	000019	1010101010	PL 00	00000000	0	100	100	100	100	100	0 (None)
Residual Fee Agent	000020	1010101010	PL 00	00000000	0	100	100	100	100	100	0 (None)
Total Fee Received					0	1,000	1,000	1,000			

Above – sample of the R422 report of revenue or fees, commissions or allocations paid by role (commission type). Added in the report is the sale type and the list of in-house agents involved in the sale. The payee or income name has been moved to the left and the report is then sorted by that name to help the relative amounts of business done with different companies.

GL Chart of Accounts – Review of Default Setups and Maintenance Procedures



Today, most customers have expanded the use of BOS’s general ledger journal. Many customers now interface BOS with their third party accounting system to eliminate double entry and help insure accuracy. BOS’s own journal postings can be exported in any format for the third party system and BOS can utilize any chart of account format a system might require. Further, a growing number of customers are using BOS’s enhanced financial reporting and accounts payable modules in their bookkeeping departments.

The purpose of this section is to provide basic information about how BOS’s key general ledger setups and functions operate.



In either case, the key is the maintenance of the BOS chart of accounts.



From this browse, accounts can be added, edited or deleted.



Chart Of Accounts						
Account Number	Account Name	Main Type	TYPE	Default	Account	Company Setup Note
000	ASSETS	A	Asset	General	000	
000	CONTRAST ASSETS	A	Asset	General	000	
000	General Account	A	Asset	Detail	000	(000 - General Asset Account)
010	Construction Asset	A	Asset	Detail	010	(010 - Construction Asset Account)
020	Trust Account/End Use	A	Asset	Detail	020	
020-1	Employee Trust @ Trust	A	Asset	Detail	020-1	
020-2	General Mutual Fund	A	Asset	Detail	020-2	(020 - Mutual Fund Asset)
040	Trust Asset Asset	A	Asset	Detail	040	(040 - Trust Asset Asset)
040	ALL/Trust Asset Trust (Sub)	A	Asset	Detail	040	(040 - Trust Asset ALL Account)
050	ALL Accounts Billing	A	Asset	Detail	050	(050 - Agent Bill Account)
060	ALL/Trust Asset (Sub)	A	Asset	Detail	060	
060	ALL/Trust Asset (Sub)	A	Asset	Detail	060	
000	LIABILITIES	L	Liability	General	000	
010	Liability Account	L	Liability	Detail	010	(01 - All Liability Account)
010	Liability Account (L-01)	L	Liability	Detail	010	
010	Liability Account (L-02)	L	Liability	Detail	010	
010	Liability Account (L-03)	L	Liability	Detail	010	
010	Liability Account (L-04)	L	Liability	Detail	010	
010	Liability Account (L-05)	L	Liability	Detail	010	
020	Liability - General Mutual Fund	L	Liability	Detail	020	
020	Liability - Property	L	Liability	Detail	020	
020	Liability - Agent	L	Liability	Detail	020	
030	Liability - Agent	L	Liability	Detail	030	(03 - Agent Billing Liability)
030	Liability Agent Trust (Sub)	L	Liability	Detail	030	
030	Liability Agent Transaction Fee	L	Liability	Detail	030	(03 - All Agent/Trans Fee)
030	Agent Reg Account	L	Liability	Detail	030	
040	Liability - Trust Asset	L	Liability	Detail	040	
040	Liability - Trust Asset	L	Liability	Detail	040	(04 - Trust Asset Liability)
040	Liability - Trust Asset	L	Liability	Detail	040	

To keep a list of your chart of accounts, use Print/Preview. This list is sorted by the account ID and also includes:

- The account name,
- Main type (A=Asset, L=Liability, E= Equity, R=Revenue, and E=Expense)
- Type
- General or Detail category.
- Account number 2, if used and different from the BOS account number (for interfacing only).
- Company Setup Note, a note is included if the account is assigned within the Company Information setup as a default account to be assigned in data entry steps.



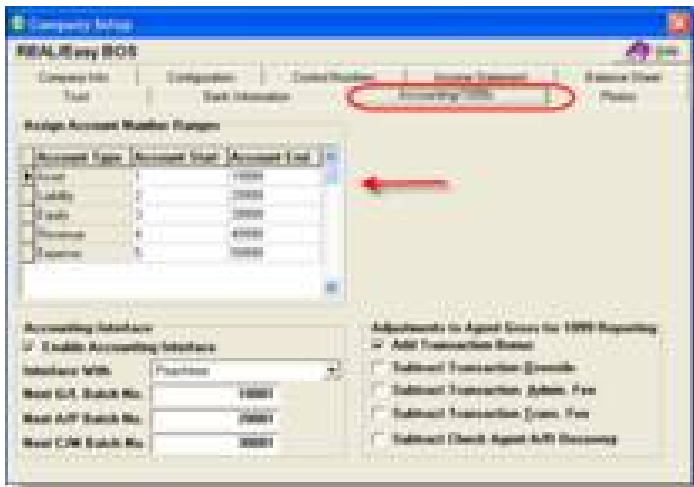
Account numbers are maintained with this screen.

- Account numbers can be from 1 to 20 digits/numbers or characters. Most companies use numbers.
- There are 5 Main Types: Assets, Liabilities, Equity, Revenue, and Expense. A common setup for account numbers is to start with 1 for Assets, 2 for liabilities, 3 for equity accounts, 4 for income, and 5 for expense accounts.
- There 8 account (Sub) types: Assets, Bank, Trust, Liability, Capital, Equity, Revenue, and Expense.
- Notes on Type assignments;
 - Bank type should only be assigned to asset main types for internal operating accounts where checks are deposited or written from.
 - Trust type is assigned to both asset and liability main types for companies who are to maintain broker held trust with BOS. When using BOS’s escrow trust accounting there must be at least one trust type asset and liability.
 - Capital type is assigned to the equity main type.
- General/Detail: Accounts to be posted to are assigned as “Detail”. To group or total accounts, the “General” category is assigned.
- Level: is not used by BOS but is useful for building customized financial reports.
- The last account number is optional and useful if interfacing with a third party accounting system that has a different chart of accounts.

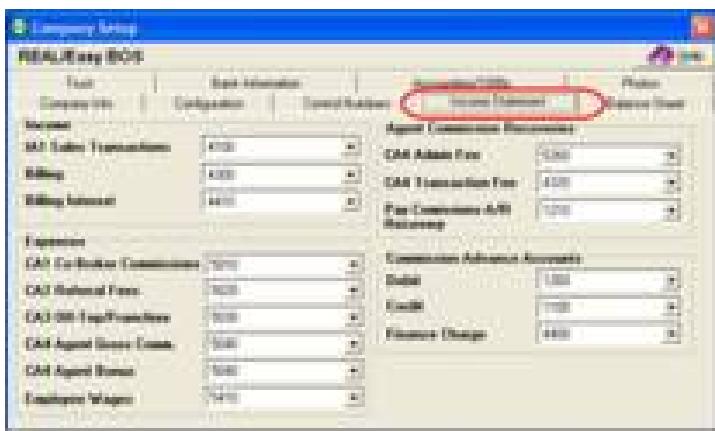


Note, Accounts that been posted to in the GL journal table, or have been used in default setups cannot be deleted.

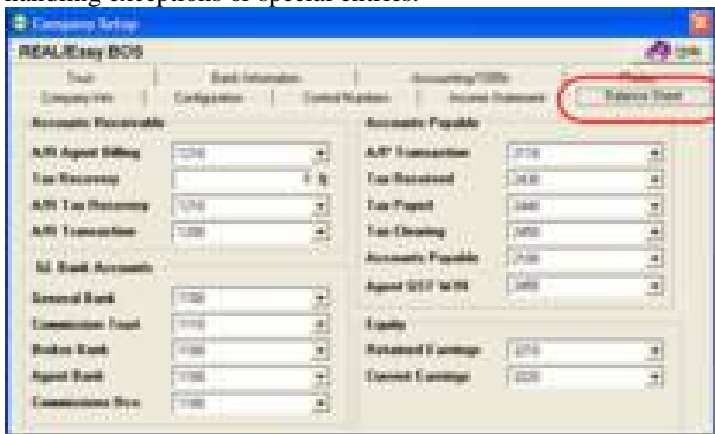
Accounting Setups within Company Information Setup:



The company setup is used together with the chart of accounts setup to help in reporting and data entry. Within company setup is important to assign the account number ranges that are used for the five main account types. An example setup is shown above.



Also within the company setup, default income statement accounts to be assigned during sales and billing data entry are assigned. Note that during data entry, the accounts placed on the entry screens from the above setup can be overridden for handling exceptions or special entries.



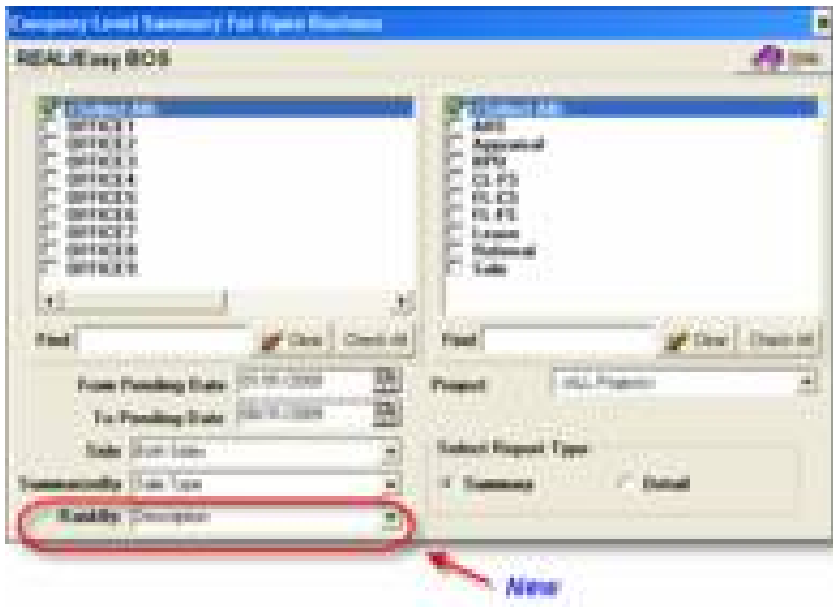
Balance Sheet default setups should also be assigned. Like the Income setups, these serve the purpose of aiding data entry by assigning the above accounts for the operator.

Analysis Improvements – Ranking Your Business within Summary Reports



BOS Analysis Summary reporting, A30, has long been the most popular reporting tool for many companies who are tracking company, office and agent production. Within Summary, thousands of report combinations are obtainable to help owners, managers, staff and agents better manage their business.

Recently, the ability to summarize the sales data in many more ways has been added. For example totaling by city, or zip code, or week, or year and many others. To help analyze this business further a new feature has been added to the summary reports: the ability to rank the summarized data, to, for example, easily view the top cities where sales were made.

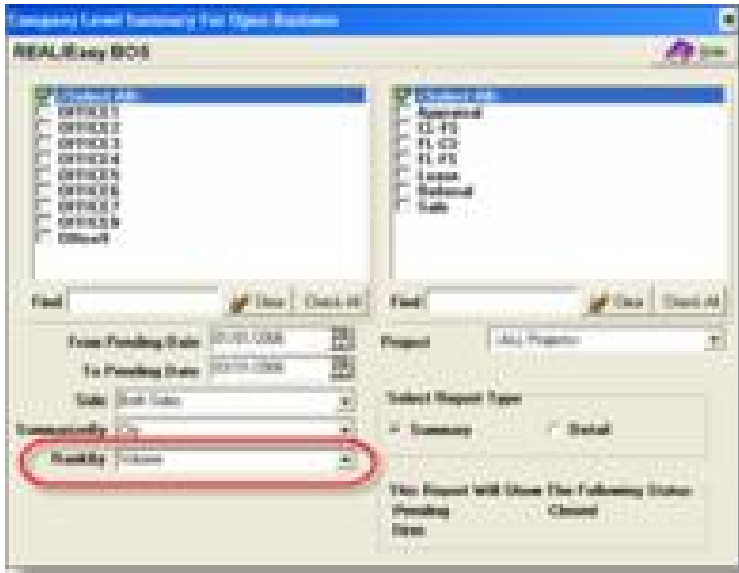


A new “RankBy” selection has been added to the summary report setup. The initial or default selection will always be “Description”. This option produces the report in the same manner as in the past.



The new rank by options are shown above include ranking by Units, Volume, GCI, AGCI, NAGCI, agent earnings (gross), and company dollar.

Below is an example of summarizing written business by city and ranking by the volume:



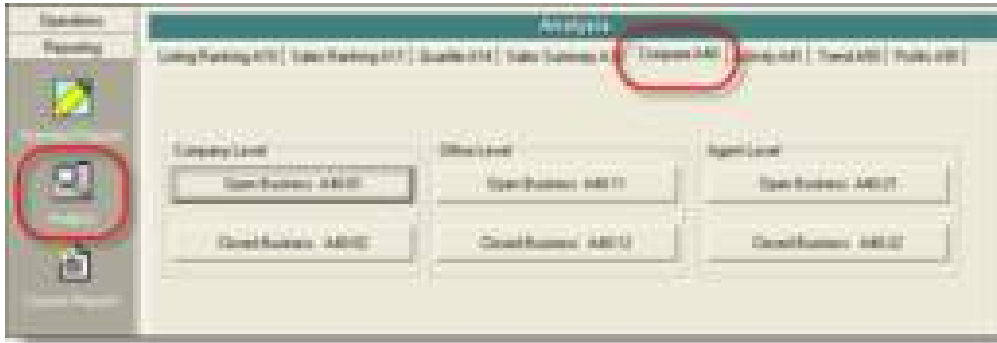
Best Realty Inc.
Company Level Summary For Open Business by City Both Sides Rank; Volume
 From Open Date: 01/01/2008 To Open Date: 02/28/2008

From Pending Date: 01/01/2008 To Pending Date: 02/28/2008
 Type: All Types
 Office: All Offices

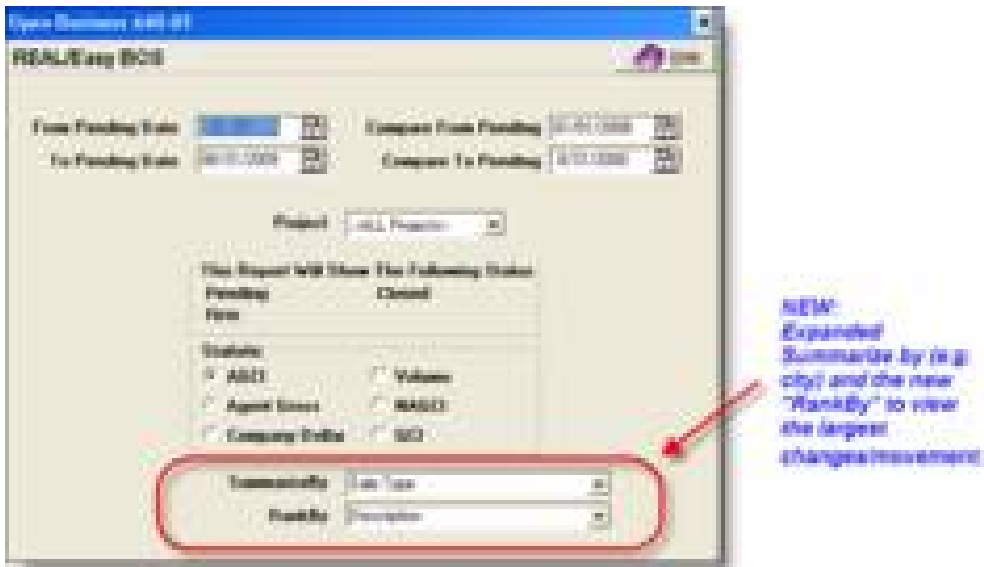
Office	City	GC1	Subtotal	AG1	Team Setting	AGAG1	Agent Gross	Company Broker	Trails	Volume
CompanyWide										
00	ALL OFFICE	1,877,000.00	15,794.00	1,759,206.00	1,000.00	1,759,206.00	88,897.00	881,224.00	227.00	10,270,248.00
01	000000000	107,771.00	14,248.00	93,523.00	0.00	93,523.00	20,000.00	100,000.00	10.00	11,000,000.00
02	000000000	88,888.00	1,000.00	87,888.00	0.00	87,888.00	10,000.00	50,000.00	10.00	5,000,000.00
03	000000000	100,000.00	0.00	100,000.00	0.00	100,000.00	100,000.00	10,000.00	0.00	1,000,000.00
04	000000000	100,000.00	1,000.00	99,000.00	0.00	99,000.00	100,000.00	10,000.00	10.00	1,000,000.00
05	000000000	100,000.00	10,000.00	90,000.00	0.00	90,000.00	100,000.00	10,000.00	10.00	1,000,000.00
06	000000000	100,000.00	0.00	100,000.00	0.00	100,000.00	100,000.00	10,000.00	10.00	1,000,000.00
07	000000000	100,000.00	0.00	100,000.00	0.00	100,000.00	100,000.00	10,000.00	10.00	1,000,000.00
08	000000000	100,000.00	0.00	100,000.00	0.00	100,000.00	100,000.00	10,000.00	10.00	1,000,000.00
09	000000000	100,000.00	0.00	100,000.00	0.00	100,000.00	100,000.00	10,000.00	10.00	1,000,000.00
10	000000000	100,000.00	0.00	100,000.00	0.00	100,000.00	100,000.00	10,000.00	10.00	1,000,000.00

Note that the new RankBy option has been added to all summary analysis levels so that office and agent business can be ranked as well

Production Comparison – Expansion of Analysis Comparison Reports



BOS Analysis Comparison reporting has been expanded 100 fold to help company staff analyze today's changing business climate. Comparison reporting has been used quantify business increases and decreases by transaction type and company role.



Customers have asked that comparison analysis be expanded to enable management to better assist agents and to better spot significant increases or decreases in market activity.

Summarize By Choices:

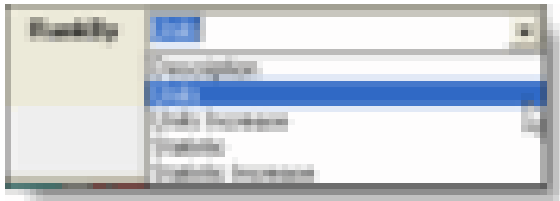
Current Options:

- **Sale Type**
- **Property Type**
- **Company Role**

These are new:

- **Total** (just print one row of totals only)
- **Agent** (compare how agent business is changing – who is increasing / decreasing the most)
- **District**
- **City**
- **State**
- **Street Name**
- **Zip Code**

- **Buyer Source**
- **Seller Source**
- **GenBuyer** (Agent or Company generated buyer lead)
- **GenSeller** (Agent or Company generated seller lead)
- **Price** (prices are broken down into ranges to help you identify segment movements)
- **Project**
- **Office** (multi-office companies use this at company level to compare office increases/decreases)
- **Online Source/MLS** (for MLS/Intranet import users – summarize by the MLS sources)
- **Finance Type**
- **01 Custom** (Custom field 1 – e.g. title company, mortgage company)
- **02 Custom**
- .
- .
- .
- **20 Custom**



RankBy – New Option to Help Learn Where business is concentrated or where it is increasing or decreasing. There is the choice

“**Description**” which will summarize the data as before, sorted alphabetically.

Or, there is “**Units**” which will rank the summaries by the first period range’s unit total.

Or **Units Increase** – a ranking by the increase of units between the periods,

or “**Statistic**” which will rank the summaries by the statistic (GCI, AGCI...) for the current period,

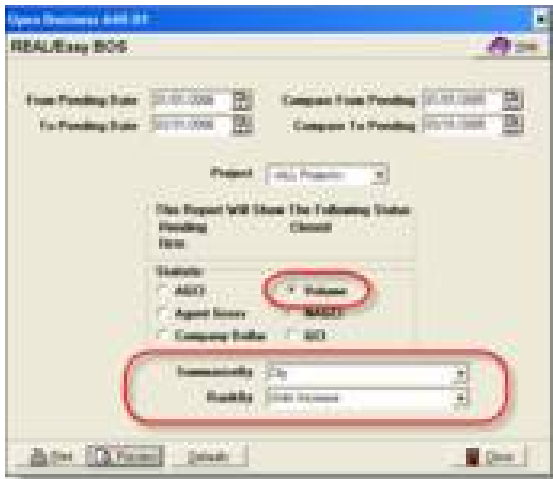
and “**Statistic Increase**” ranking the summaries by the increase in the statistic selected such as AGCI or Volume.



The columns that can be ranked are shown above. Note that all comparison reports will show the change in unit count on the left hand side of the page. The amount selected, or “Statistic”, for comparison is summarized on the right hand part of the page. Above, the statistic selected was the AGCI – adjusted gross commission income.

Following are examples of the new comparison analysis.

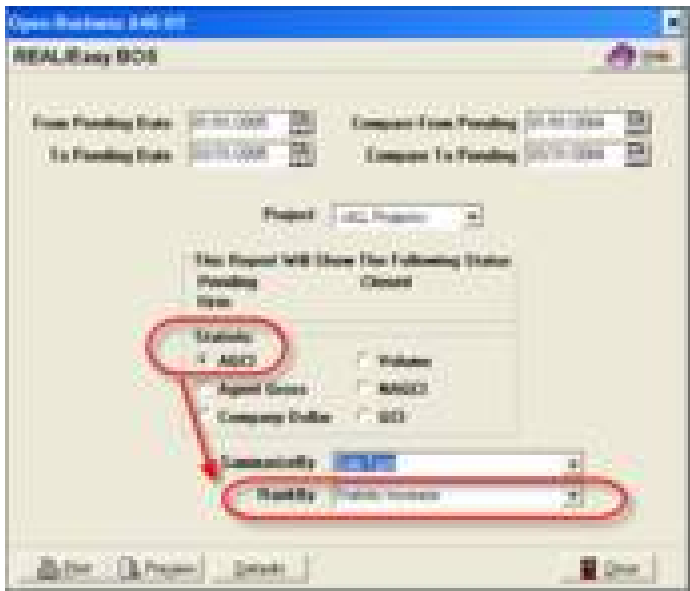
Example: comparing the city units and volume change between two periods and ranking by the increase in city units.



The “Summarize By” is to be by City and the increase in units is to be how the cities are ranked – i.e. cities who had the most increase in units sold will be listed first.

Best Realty Inc.														
Open Business Volume Comparison: City														
Reporting Dates	Period						Volume							
	10/01/2006 to 10/31/2006		09/01/2006 to 09/30/2006		Change		10/01/2006 to 10/31/2006		09/01/2006 to 09/30/2006		Change			
City	Units	% Total	Revenue	% Total	Units	% Total	Revenue	% Total	Units	% Total	Revenue	% Total	Units	% Total
BLACK EARTH	400	0.1%	400	0.0%	400	0.1%	1,233,400	0.1%	0	0.0%	1,233,400	0.1%	0	0.0%
BARABAN	0	0.0%	0	0.0%	0	0.0%	750,000	0.0%	0	0.0%	750,000	0.0%	0	0.0%
BEERY	0	0.0%	0	0.0%	0	0.0%	97,500	0.0%	0	0.0%	97,500	0.0%	0	0.0%
CHINA PLAINS	700	0.2%	400	0.0%	300	0.1%	1,200,000	0.2%	1,000,000	0.0%	1,000,000	0.0%	200,000	0.0%
COVINGTON	2000	0.6%	2000	0.1%	0	0.0%	1,200,000	0.2%	1,000,000	0.2%	200,000	0.0%	200,000	0.0%
LAKE CHARLES	0	0.0%	0	0.0%	0	0.0%	440,000	0.0%	0	0.0%	440,000	0.0%	0	0.0%
WINDY	0	0.0%	0	0.0%	0	0.0%	170,000	0.0%	0	0.0%	170,000	0.0%	0	0.0%
CLUTE	0	0.0%	0	0.0%	0	0.0%	30,000	0.0%	0	0.0%	30,000	0.0%	0	0.0%
PT ACEONON	0	0.0%	0	0.0%	0	0.0%	100,000	0.0%	0	0.0%	100,000	0.0%	0	0.0%
WINDING	400	0.1%	200	0.0%	200	0.1%	50,000	0.0%	40,000	0.0%	10,000	0.0%	10,000	0.0%
WINDY	0	0.0%	0	0.0%	0	0.0%	100,000	0.0%	0	0.0%	100,000	0.0%	0	0.0%
POYETTE	0	0.0%	0	0.0%	0	0.0%	20,000	0.0%	0	0.0%	20,000	0.0%	0	0.0%
WEST POINT	0	0.0%	0	0.0%	0	0.0%	40,000	0.0%	0	0.0%	40,000	0.0%	0	0.0%
WESTERN HILLS	0	0.0%	0	0.0%	0	0.0%	200,000	0.0%	0	0.0%	200,000	0.0%	0	0.0%
WINDY	0	0.0%	0	0.0%	0	0.0%	170,000	0.0%	0	0.0%	170,000	0.0%	0	0.0%

Example: comparing the increase in AGCI generated by each sale type to assess how the business mix is changing. E.g. is the company selling more properties that it lists, or more properties listed by other brokers, or are other brokers selling more of our listings.

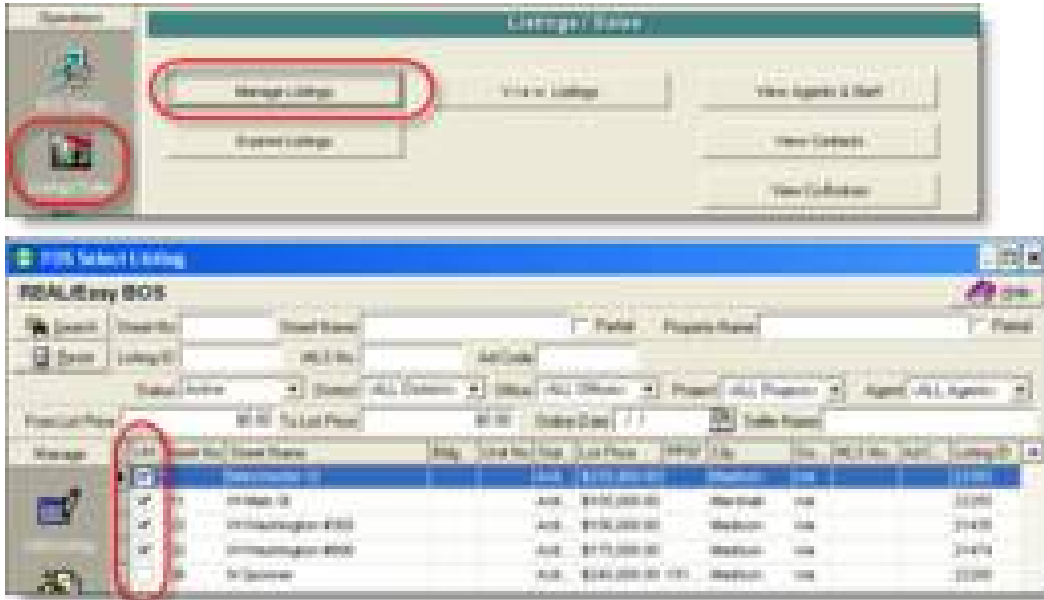


The “AGCI” statistic is selected and “RankBy” by is set to be increase in AGCI (“Statistic Increase”).

Best Realty Inc														
Open Business AGCI Comparison Sale Type														
Pending Status	01/01/2008 to 03/31/2008				04/01/2008 to 06/30/2008				07/01/2008 to 09/30/2008				AGCI	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Change	%
Sale Type														
FL-CB	112	33%	121	33%	118	33%	115	33%	1,111,111	33%	1,111,111	33%	1,111,111	33%
FL-FC	204	62%	207	62%	204	62%	204	62%	1,111,111	62%	1,111,111	62%	1,111,111	62%
Refused	11	3%	10	3%	10	3%	10	3%	1,111,111	3%	1,111,111	3%	1,111,111	3%
Approved	1	0%	1	0%	1	0%	1	0%	1,111,111	0%	1,111,111	0%	1,111,111	0%
Cancel	1	0%	1	0%	1	0%	1	0%	1,111,111	0%	1,111,111	0%	1,111,111	0%
FL-PS	11	3%	11	3%	11	3%	11	3%	1,111,111	3%	1,111,111	3%	1,111,111	3%
Total	340	100%	350	100%	344	100%	346	100%	3,333,333	100%	3,333,333	100%	3,333,333	100%

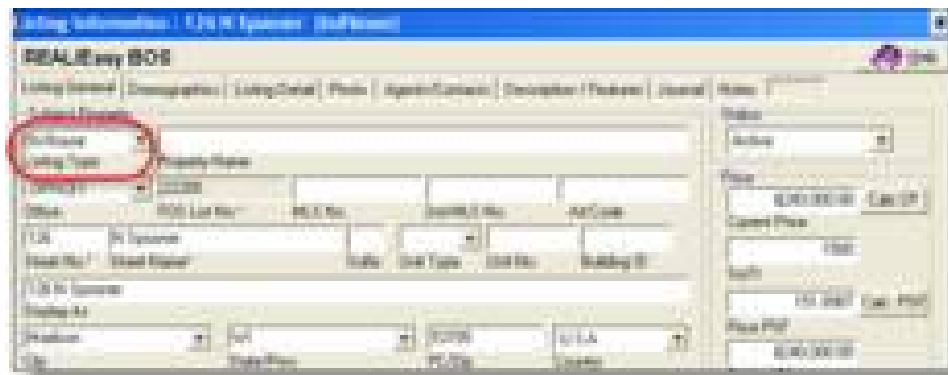
example: "FL-CB (firm list/other sales) revenue went up the most, FL-PS revenue the least (actually decreased)."

Changes to Listing Management of InHouse and CoBroker Contracts

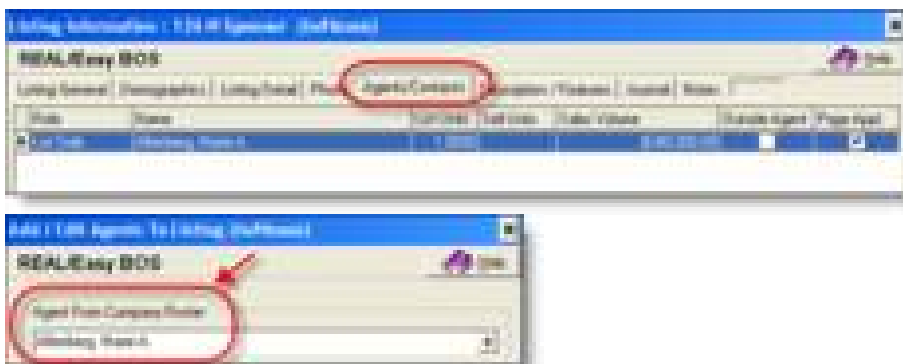


The BOS/FOS/AOS systems can maintain information on both in-house and third party – co-broker listings. While most customers only maintain in-house listing information, the ability to capture co-broker listing information is used by some companies to enhance niche and commercial service to their customers. As shown above, the first column on the listing browse screen indicates if the listing is in-house “I/H” is checked, or if it is a co-broker/third party listing (un-checked).

In/House – company listings:

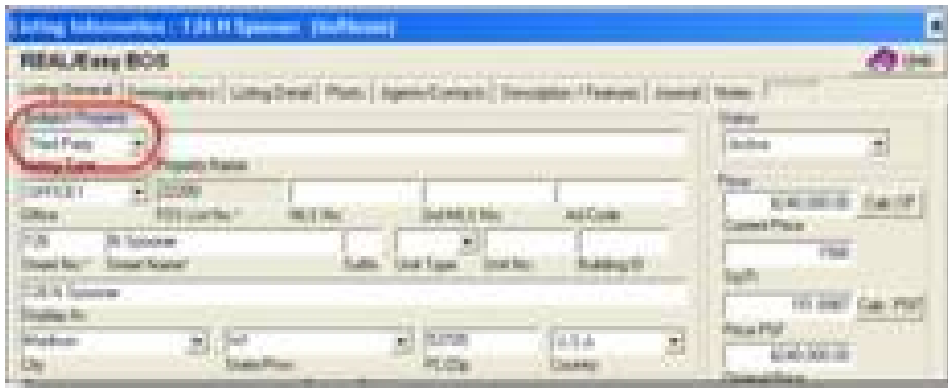


For properties listed by the broker, the listing type is set to “In-House” as shown above.

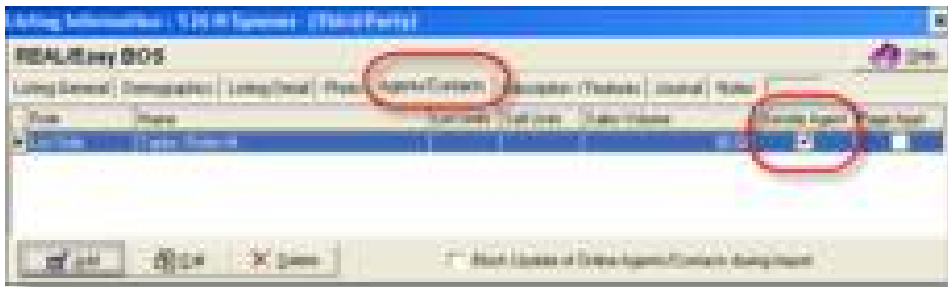


Agents for in/house listings are assigned from the in/house agent list/roster.

Co-Broker / Third Party listings:



Properties that are offered by co-broker or third party companies are flagged as listing type "Third Party".

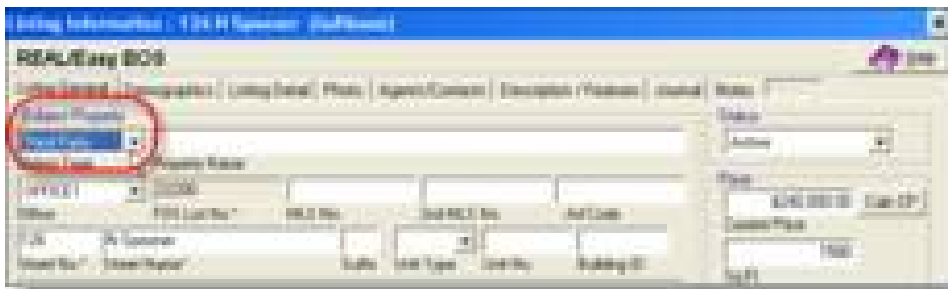


The listing agent for third party listings are assigned from the list of agents in the front office agent "roster". The roster file is a list of outside agents who work for co-brokers.

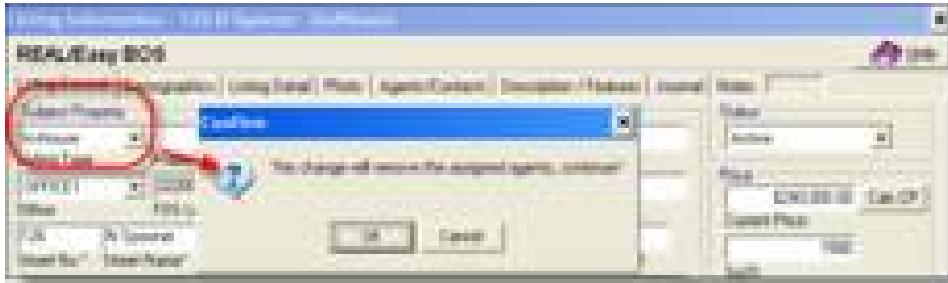


When assigning the agent, the entry form will note that this assignment is from the "Board Roster".

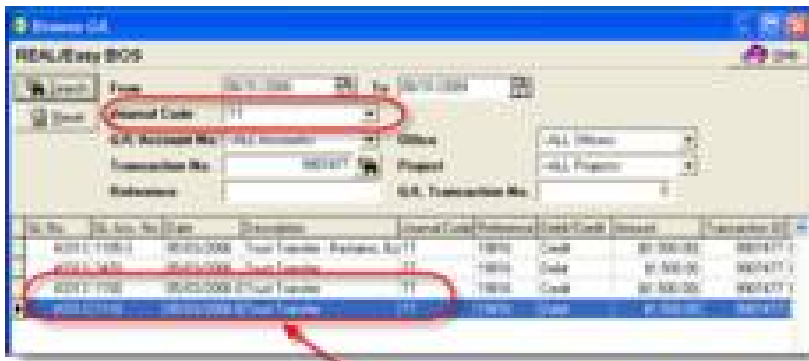
Correcting a listing entry from Third Party to In-House:



If a listing is entered as the wrong type and assigned to an agent, a new process step has been added that will clear out the assigned agents. For example, the above listing is entered as "Third Party" and is actually an in-house contract and is to be changed.

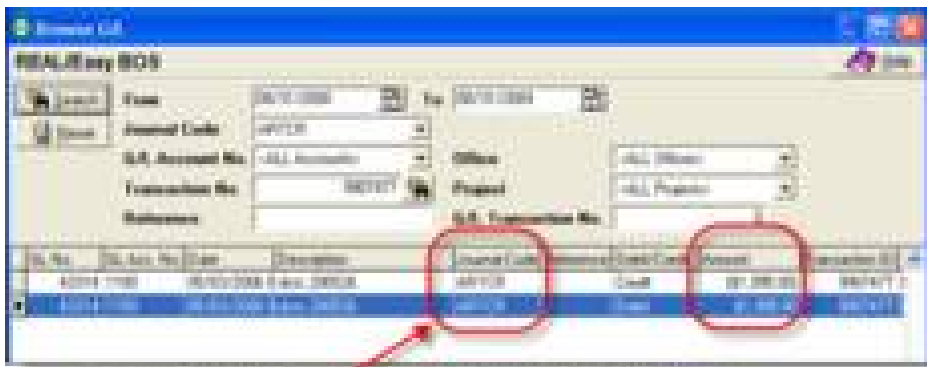


When the listing type is changed, a message is displayed as above to confirm. As the message indicates, if “OK” is clicked, the currently assigned agents will be removed. Then, after the type change, the correct listing agents must be assigned to the listing from the “Agents/Contacts” tab. (e.g. from the company roster and not the board roster).



previous receipt journal entry for the cash operating account debit is labeled as a journal code "TT".

With the previous versions of REAL/Easy, the G/L the deposit (receipt) of trust transfer amounts into the company operating account is recorded as a journal code "TT".



Previously, only the additional receipt is recorded in journal ARTCR ("accounts receivable transaction cash receipt"). The cash deposit from the trust account is recorded as journal code "TT".

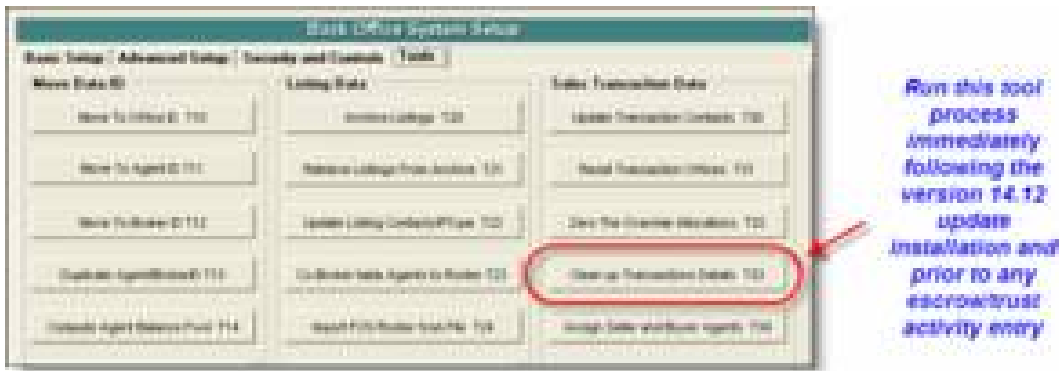
Note that the manually entered receipt of the remaining \$1995 is recorded with journal code "ARTCR" (accounts receivable transaction cash receipt).

This updated version of REAL/Easy BOS, has been changed to record the receipt of monies from the trust account close out using "ARTCR" and not "TT". This has been done to improve and correct:

- various **reports** – especially GL journal posting reports by selected journal code. With this update all transaction commission receipts can be detailed and totaled by selecting the "ARTCR" journal code. Further, trial balance detail reporting of operating account activity will not include escrow/trust account journal codes.
- **reconciliation** steps – when clearing deposits to the operating account, the journal code "ARTCR" and corresponding operating bank account will be displayed for clearing.
- **interface accounting posting** steps – for GL posting the operating account posting from trust transfer was excluded when not trust account journal posting is excluded. This caused an incomplete operating account posting/export. Now, with the correct journal code of "ARTCR" for the operating account receipt, the bank account postings will be complete.

Further, for "Escrow/Trust" only postings, the operating account receipts will not (and should not) be included.

IMPORTANT NOTE: after installing this software update, Version 14.12, the TOOL command “Clean up Transactions Details T33”.

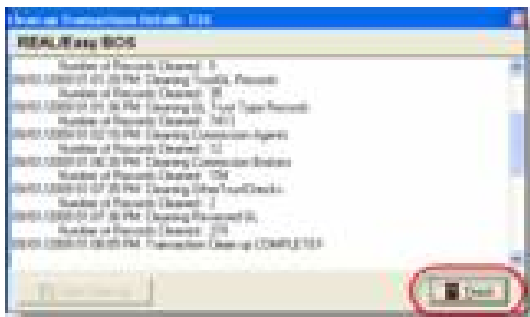


Included in the T33 processing will be the reassignment of the trust transfer operating account debit (and receivable credit) journal entries to the “ARTCR” journal code. This must be done so that all previously entered trust transfers will match new entries, and, in the case of an entry reversal, the correct journal codes are assigned there as well.

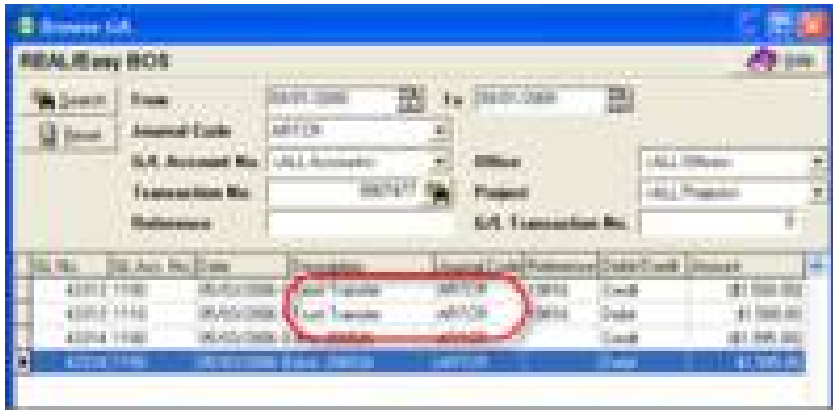
If you have REAL/Easy installed on a server, you must run this command from that server, not a workstation. Also, this should be run only when there are no other users logged into REAL/Easy.



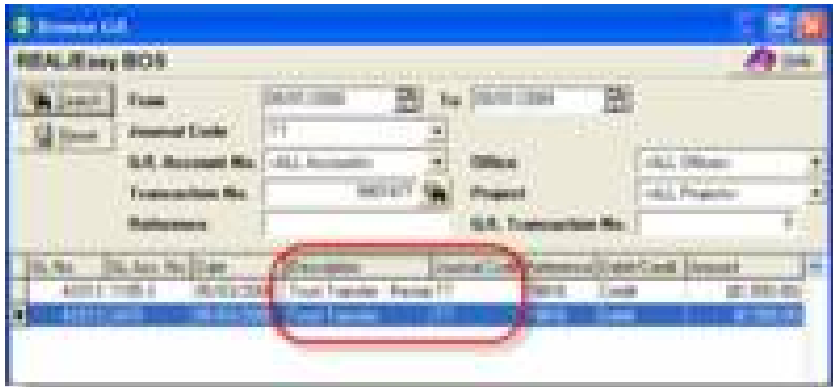
The T33 Clean-up command will read all transaction and related data to correct any database errors, pointers, and also will re-assign the journal code “TT” for the trust transfer operating account deposit to the journal code “ARTCR”



Above, the cleanup process is completed. Click the Finish button and exit REAL/Easy.



As shown above, the operating account deposit with monies received from trust are journalized with the “ARTCR” code. When browsing the G/L, ALL operating account deposits can be found and reported with the “ARTCR” journal code. As shown above, both the receipt from the trust account and the added receipt with the \$1995 check are selected.



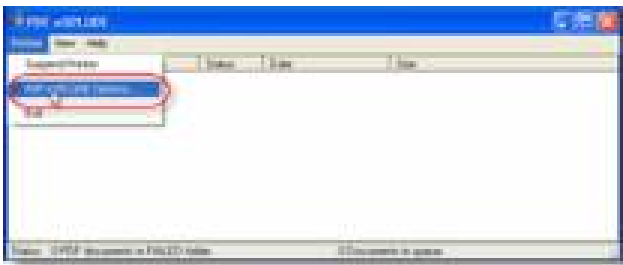
The close out of trust with a trust transfer remains journalized with the “TT” journal code. The “TT” journal code will only be used with actual escrow/trust accounts.

Appendix IT Only – Setting Up PDF Emailing Printer Driver PDFeXPLODE

The PDFeXPLODE program operates with REAL/Easy to enable emailing of agent invoices and reports automatically. Programs within REAL/Easy have been modified to do this but require that PDFeXPLODE be setup in a certain way. This section documents the setups the REAL/Easy support staff completes for your PDFeXPLODE printer program so that it can operate with the BOS program.

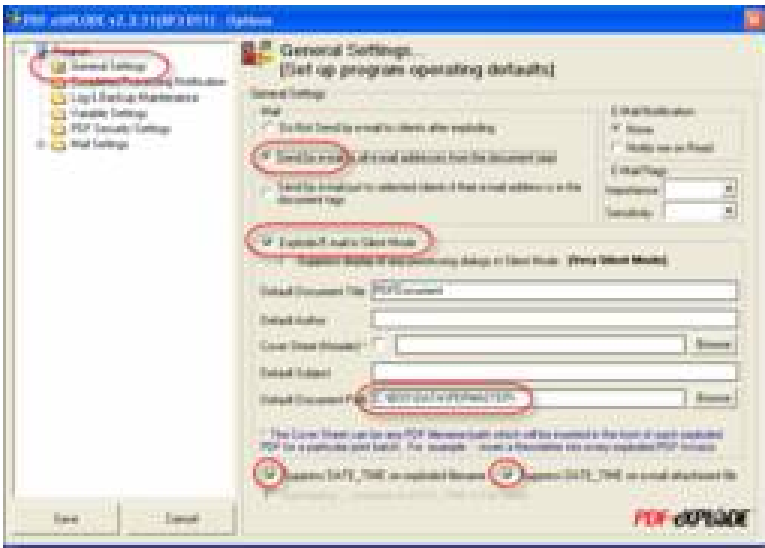


After you have purchased and installed the PDFeXPLODE license, the program will appear on your desktop as shown above. To initiate the setups, click on the shortcut and move the “Printer” → “PDFeXPLODE Options..” list as shown below.



General Settings

Enter the General Settings that define how the PDFeXPLODE print / send program is to operate.



Do the setups as shown above.

Mail group:

- Select the option “**Send by e-mail to all e-mail addresses from the document tags**”. (REAL/Easy provides the email addresses from those entered in the agent records.)

Explode group:

- Check the “**Explode/E-Mail in Silent Mode**” option. Initially, for testing, you may want to have this unchecked to observe all of the print run processing steps. However, when using in production this should be checked.

- **Default Document Title** “PDFDocument” is ok.
- **Default Document Path:** Use the same path as the REAL/Easy database you are using. This would usually mean that the emailed reports would then be backed up along with the company data.

File name settings at the screen bottom:

- Check both “**Suppress DATE_TIME**” options. REAL/Easy will be providing the file names to be used based on the invoice or type of report being processed.

Click “**Save**”

Completed Processing Notification

Completed Processing Notification – do this setup to receive an email when an invoice/report splitting and emailing session has been completed. See below.



E-Mail Message group:

- Check “Send a message at the end of a print run processing”.
- **TO:** enter the email address for this message.
- **Subject:** enter a message similar to above that includes the special items <<Date>> and <<Time>>
- **Message:** repeat the subject or similar.

Variable Settings

Variable Settings – a number of “Variables” are assigned by REAL/Easy when the invoices or reports are run that are used to define the pdf folder and attached file names as well as email subject and other information for the recipient.



REAL/Easy has been programmed to assign these PDFeXPLODE Variables:

Variable	Content	Example
Var1	The command/report name	R713Invoice
Var2	company name	Best Realty Company
Var3	Var1 + YYYYMMDD	R713Invoice20090228
Var4	Agent's OfficeID + Var3	OFFICE2R173Invoice20090228

For each invoice or report page, REAL/Easy sends the command below to PDFeXPLODE:

```
<pdfexplode>Var1,Var2,Var3,Var4 % recipientemailaddress </pdfexplode>
```

Setups for Variables Screen, click the “Variable Settings” from the PDFeXPLODE Program menu and do the following:

File Names group:

- Check “Use variable for exploded file name”.
- Click “Leading” radio button choice.
- For “Select the variable to use for file name”, choose “Var4” from the list box.

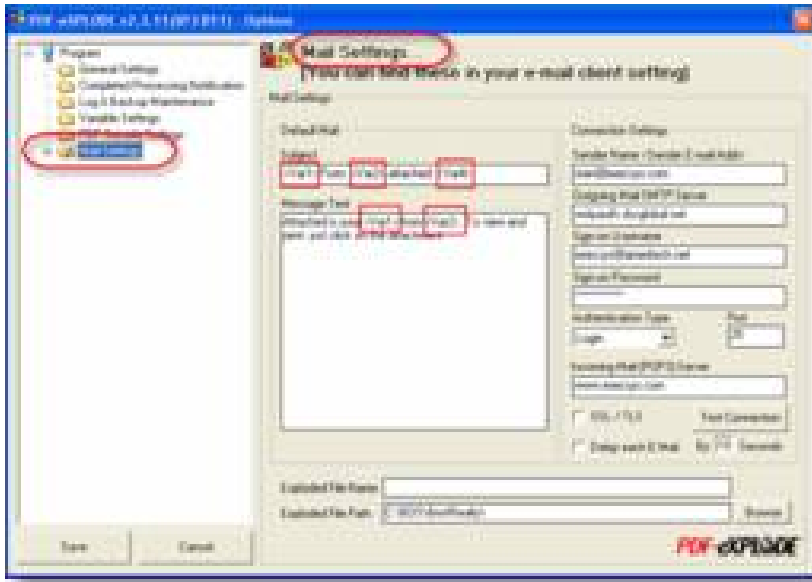
Sub Folder Names group:

- Check box “Use variable to create a sub-folder” -- this will create a separate subfolder for invoices and each report type
- For “Select the variable for sub-folder name”, choose “Var1” from the list box.

Email Merge group:

- Check box the “Use variables in e-mail” option.

Mail Settings – Setup How Emails appear to the Agent Recipients



This setup step defines how the emails with the pdf attached invoices and reports will appear to the agent recipients. Move to the PDFeXPLODE option “Mail Settings” as shown above. Complete "Default Mail and Connection Settings" as well as the "Exploded file path".

Default Mail group:

- **Subject:** enter the text as shown above. A number of “variables” and labeled “<Var1>”, etc, are assigned by REAL/Easy when the invoices/reports are processed and passed into the email subject and body.
- **Message Text:** Enter the text as shown or similar to above referencing the two variables.

Connection Settings group:

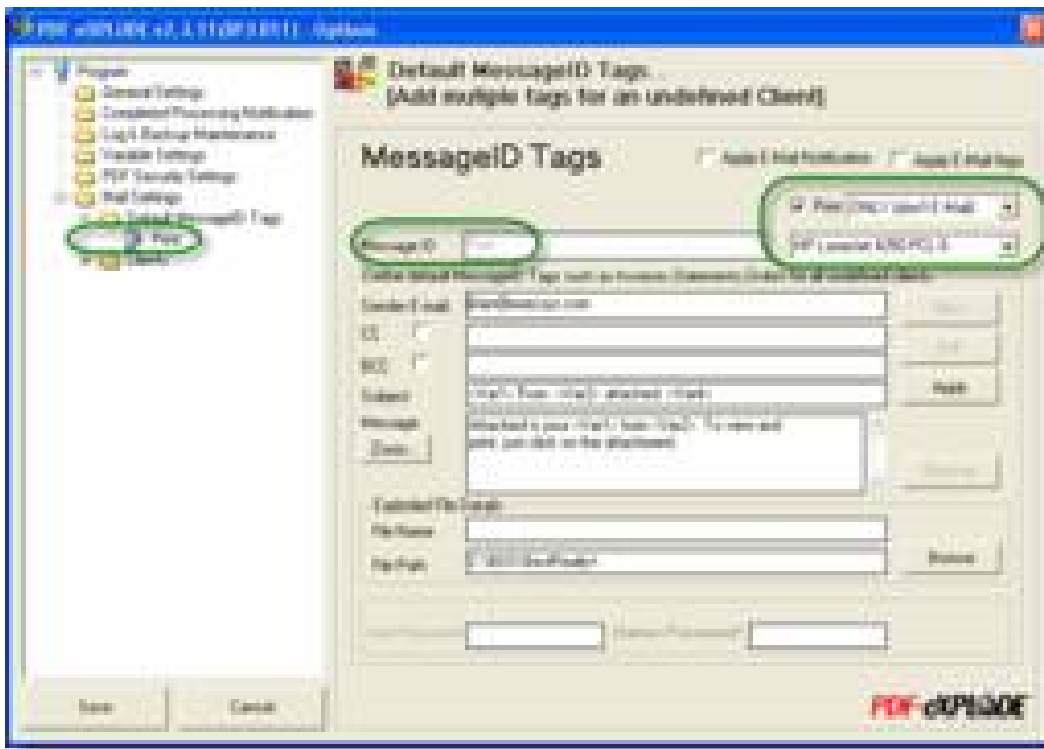
- **Sender Name:** enter the email address to be used as the reply address to all emails
- **Outgoing Mail SMTP server:** enter the smtp server address for your provider
- **Sign on Username:** enter the user name for access to your smtp account
- **Sign on Password:** enter the password for access to your smtp account
- **Authentication Type:** select from Login, POP, Plain, or None
- **Port:** enter the port ID, usually 25
- **Incoming Mail Server:** enter incoming mail server path

Click “Test Connection” to verify the settings.

- **Exploded File Name:** leave this blank, REAL/Easy will provide the name based on the invoice/report being processed.
- **Exploded File Path:** enter a path where all pdf’s are to be placed. Note, REAL/Easy will create a sub folder based on the invoice/report being processed.

Click “Save”

Setting up the “Print” Message ID Tag for missing or “Do Not Email”



For agent records who may not have an email address specified or where the “Do Not Email” option is assigned, the email program will instead print the invoices or reports for the operator. The program needs to know which printer is to be used.

This must be specified assign a “Detailed MessageID Tag” with the name “Print” as shown above.

Move to the PDFeXPLODE “Mail Settings” command and click the “Detail Message Tags” option to bring up the setup screen and click “New” to complete the screen as shown above.

Steps:

- **MessageID:** Print
- Check the “Print” check box and option “ONLY don’t E-Mail”
- Select the printer to be used – e.g. “HP LaserJet...”
- The remaining options can be left as-is.
- Click “Apply”

Click **Save**.

Exit PDFeXPLODE, it should be ready to use with REAL/Easy.

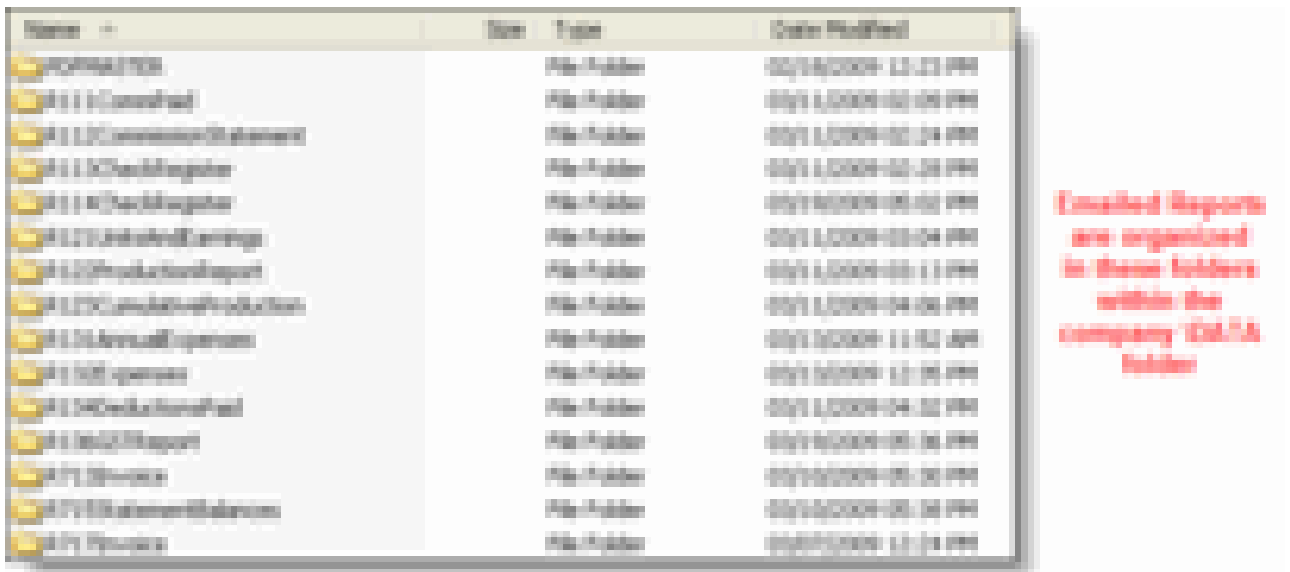
When PDFeXPLODE is setup as shown above and used with the invoice and agent reporting commands, the resulting emails and email attachments will appear and be saved as detailed on the following pages.

Email “Subject” list. Below is a sample email list that an agent would view if every agent report were sent.



To assist the agent and company help staff, each subject line begins with the report number followed with the content and your company name. The subject will also inform the agent that there is an attached report and it’s name.

Report PDF files. The “print run” program is setup to store a copy of each report.



Copies of the report pdf attachments are stored in folders for each report type on the main server or PC where the company database is maintained. This is done to help organize all of the report PDF’s in a manner to make it easy to find a copy of all reports sent and to whom.

An important benefit of storing the pdf reports within subfolders to your main database is that if means if your backup system is set to pull a copy of the main company database and all sub-folders, all attachments will be backed up as well.

Further, if your organization is running multiple companies, i.e. databases, all emailed pdf files will be associated with their source company/database.

Example Content of WHICCommissionStatement - the agent commission statement reports



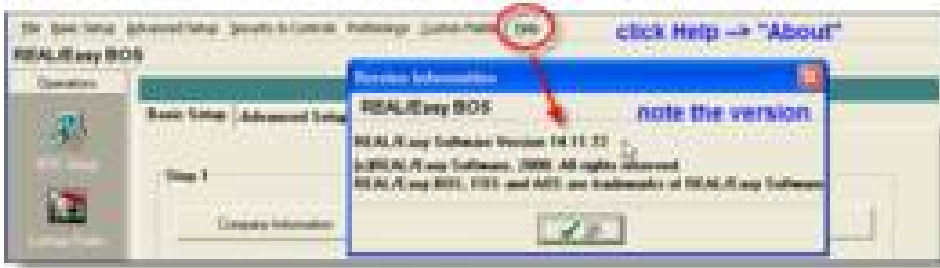
Name	Size	Type
OFFICE141120CommissionStatement20090303AgentR1.pdf	14 KB	Adobe Acrobat F...
OFFICE141120CommissionStatement20090303AgentR1_1.pdf	14 KB	Adobe Acrobat F...
OFFICE141120CommissionStatement20090303AgentR1and@rewards.com.pdf	14 KB	Adobe Acrobat F...
OFFICE141120CommissionStatement20090303AgentR1and@rewards.com_1.pdf	14 KB	Adobe Acrobat F...
OFFICE141120CommissionStatement20090303AgentR1and@rewards.com.pdf	11 KB	Adobe Acrobat F...
OFFICE141120CommissionStatement20090303AgentR1and@rewards.com_1.pdf	14 KB	Adobe Acrobat F...
OFFICE141120CommissionStatement20090303AgentR1.pdf	11 KB	Adobe Acrobat F...
OFFICE141120CommissionStatement20090303AgentR1and@rewards.com.pdf	17 KB	Adobe Acrobat F...
OFFICE141120CommissionStatement20090303AgentR1and@rewards.com.pdf	11 KB	Adobe Acrobat F...

Within each report type folder are the pdf attachments. The attachment names will have the office ID prefix of agent's office followed by the report ID, e.g. "R112" and title. To make each attachment name unique, the name also includes the send date and the agent's email address.

Using the office ID as the file name prefix has a benefit to multiple office companies. By ordering the file name display by name, each office's files will be grouped together and will further show the agent recipient email addresses for that office.

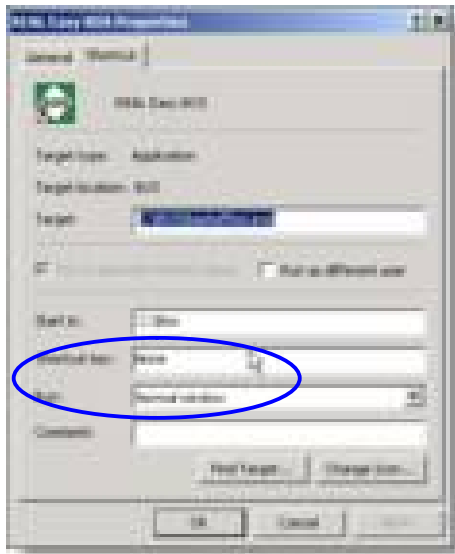
Appendix IT Only - Installing the Upgrade to Server or Stand-Alone PC

Included below are steps to install this upgrade and, later, steps to setup users if you have a network. Call 1-877-705-9750 if you need help or have questions. We can also hook into your PC or server and do the install with you.



1. [] Move to the computer where REAL/Easy BOS and FOS are installed. This can be a standalone PC or a file server for a network. Login to BOS and using Help → About, note the version. Then exit BOS.

Version: _____



2. [] Note where BOS/FOS is installed by viewing the properties of the BOS or FOS icon on the desktop. You can check this by right clicking on the icon to obtain a menu and selecting properties. When the "Properties" window appears, click the "Shortcut" tab and note the "Start in:" location (e.g. (C:\Bos")

Start In Path: _____

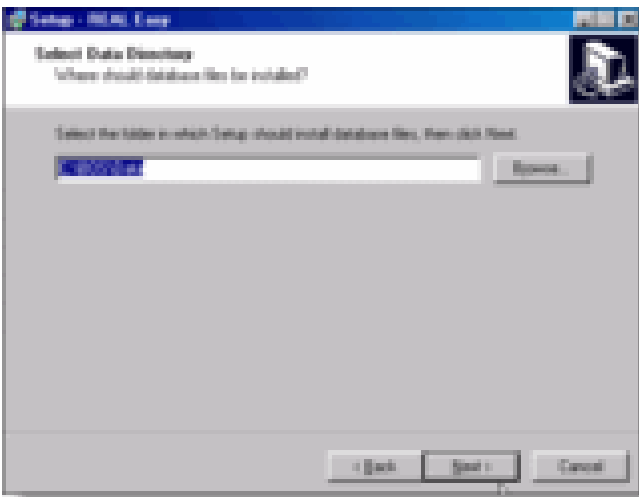
3. [] Make sure there are no users in BOS or FOS at any time during the following setup steps.
4. [] Back Up Server's \BOS folder including all sub directories (this will backup the existing software and your data).



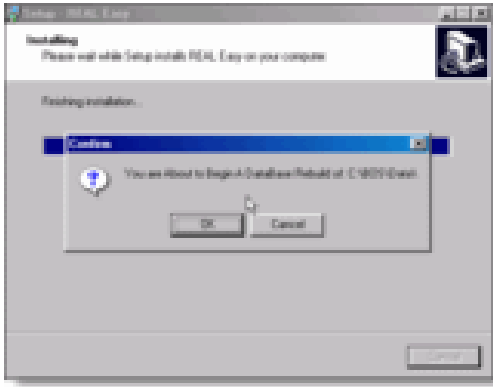
5. [] Place the 14.12 installation CD into the server's (or stand alone PC if you are not running on a server) CD drive. Note the setup program will not start by itself.



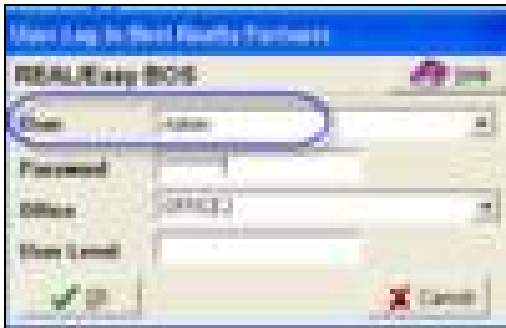
6. Browse the CD drive for the Setup.exe program and click to "Open". This will start the setup wizard shown above – continue using the "Next" buttons.



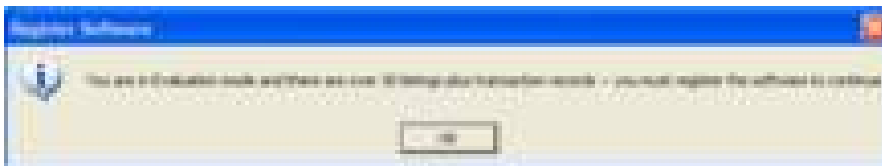
7. [] Setup continued ... Install the upgrade in the same drive-folder path as the current system.

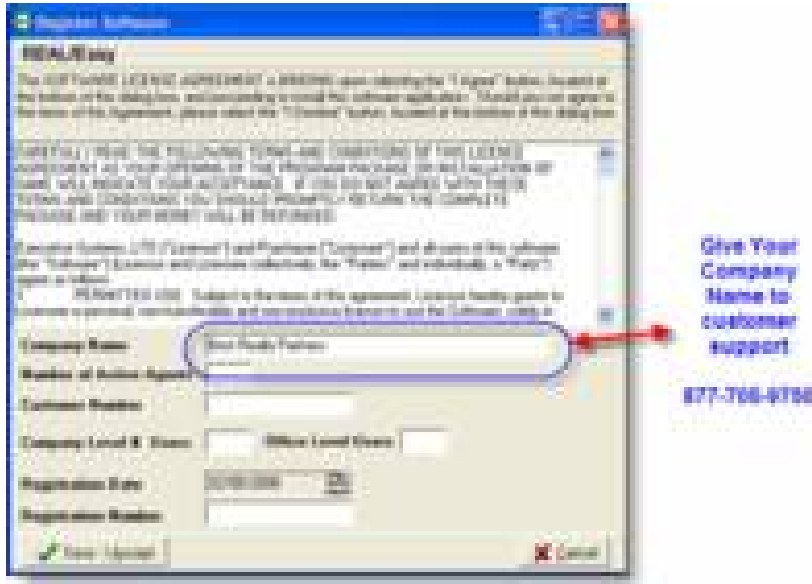


- 8. [] During this install you will be asked to “Rebuild” your database, click “OK” – you must do this (do not skip the rebuild). When the setup is complete, click Finish and close all install windows and remove the REAL/Easy CD.
- 9. [] Shut Down your PC/Server and then ReStart – this will insure that all new software, database, and report drivers are configured. When the PC/Server re-boot is complete, start up and log into BOS:

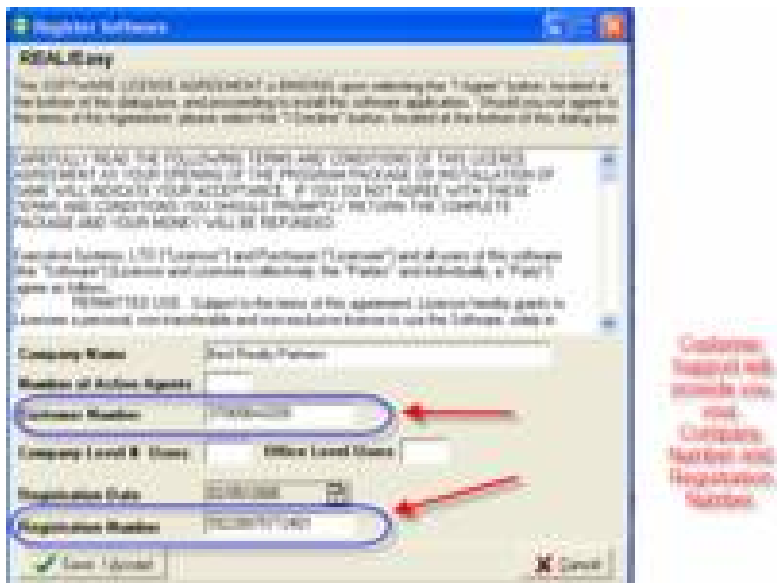


- 10. [] On PC/Server, start the BOS system. At login when you click “OK”, If you receive the message below, a new registration is needed. If you do not receive this message skip to step 12:





REAL/Easy Customer Support will request your company name from this window.



Customer support will give you a customer number and a registration number. Enter these numbers on the screen



Click the “Save” button.



11. [] If you receive this message, your registration is complete. Click “OK” to complete the login.



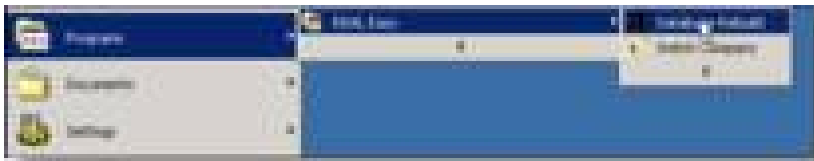
Above, the BOS desktop. Click on the “BOS Setup” tool that is on the left side. Then click the “Tools” tab.

- 12. On PC/Server, run the above **Tools** commands (see above):
 - a. Reset Transaction Offices T31
 - b. Clean up Transaction Details T33
 - c. Update Listing Contacts T22,
 - d. Assign Seller Agents T26
 - e. Update Transaction Contacts T30,
 - f. Assign Seller and Buyer Agents T34.

- 13. Exit BOS, do “data only backup”, system is ready if you are using a standalone computer and have one database. If you are using a network and/or have another company database please continue with the following.

Multiple Databases

Note: If you are running the BOS/FOS database in a folder other than ..\BOS\DATA.. or have multiple company databases, you will have to do the following additional steps:



- 1. On the Server, go to Start ->Programs->Realeasy-> **Switch Company** – to re-point to the live database path.
- 2. On the Server, go to Start ->Programs->Realeasy-> **Database Rebuild** – note that the rebuild is pointing to the correct path.
- 3. Do steps 10 through 12 above for each additional company database.

Network System – Users with LAN access

For a network having users with **LAN access**, and upgrading from a version previous to 14.9, go to each station and run the new “**LANUser.exe**” setup program to enable the station to access your database. This application was installed by the update within the server’s...\BOS folder.



At the LAN workstation, use “My Computer” to open the “LanUser.exe” from its location on the server.



Above, “**LanUser**” setup welcome window, click “**Next**” to proceed.



On the following screen, click the “**Install**” button.

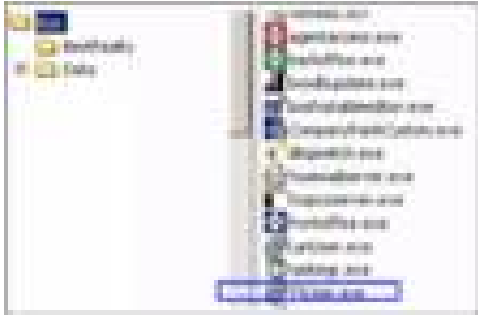


When completed, click “**Finish**” and reboot the station.

(IT:Note – this setup adds to the workstation’s registry, registry key “Titan” in the Hkey_Current_User” within “Software”, and also the REAL/Easy database keys within “ODBC” also within “Software”. Also important is the regional “Short” date setting is reset to the year 2000 “MM/dd/yyyy”).

Network System – Users with Terminal Services (TS) or Citrix access

For a network having users with Terminal Services or Citrix access and upgrading from versions less than 14.9, you must login to each user and run the new “**TSUser.exe**” setup program to enable the station to access REAL/Easy. This application was installed by the update within the server’s ...\\BOS folder.



Use “My Computer” to open and run the “**TSUser.exe**” from its location on the server.



Above, “TSUser” setup welcome window, click “Next” to proceed.

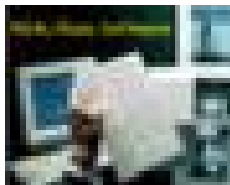


On the following screen, click the “**Install**” button.

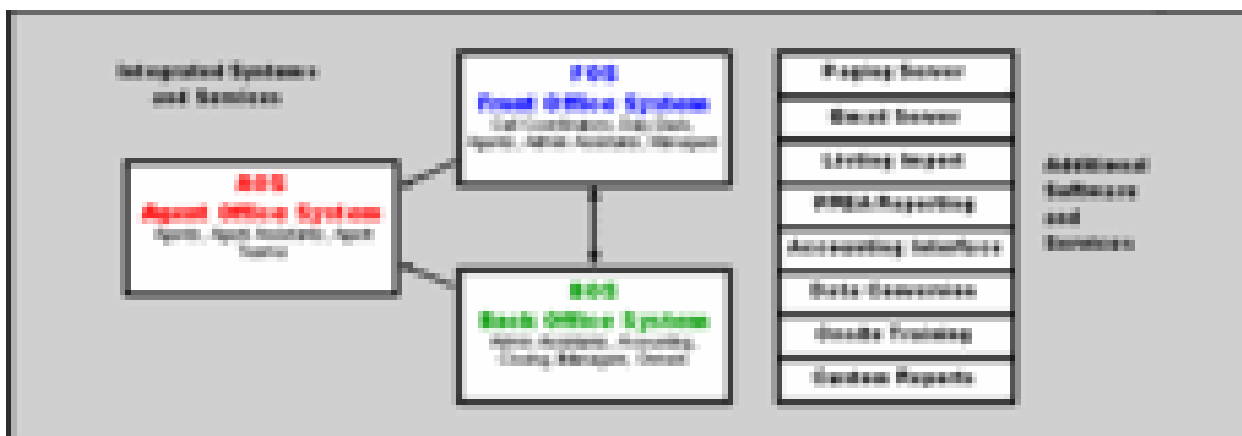


When completed, click “**Finish**” and log out and back for the user.

(IT:Note – this setup adds to the server’s registry, registry key “Titan” in the Hkey_Current_User” within “Software”, and also the REAL/Easy database keys within “ODBC” also within “Software”).



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