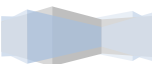




AGENT ON DUTY (AOD) PROGRAM - AGENT

Maximum One Greater Atlanta

Agent on Duty (AOD)



AGENT ON DUTY (AOD) PROGRAM - AGENT

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AOD Manager: Heidi Kelly WestCObb@eAGENTweb.com 770-919-8825 ext. 318




AGENT ON DUTY (AOD) PROGRAM - AGENT

Agent on Duty (AOD) Program *(Maximum One Executives Procedures are different)*

- 4 Hours of Duty – 0% Referral Fee back to Maximum One
- Must have a working knowledge of searching for properties in FMLS & GMLS
- Go to www.MaximumOneAOD.com to register for a time slot
- Morning slots are 9am – 1pm Afternoon from 1pm – 5pm & Weekends (same time frames)
- The Agent on Duty has access to the web-leads that the company generates & sign calls that do NOT belong to a Maximum One agent
- **Our agent's sign calls get transferred to the listing agent**
- There is 0% referral fee paid to Maximum One on these leads
- The agent on duty also answers the telephone for the time slot (the phones will be transferred to the phone in the branch where you will be)
- There is an AOD covenant to sign
- You will receive the leads into your own personal email during that time frame
- **AOD Program Manager:** Heidi Kelly WestCobb@eAGENTweb.com 770-919-8825 ext. 318

AOD Steps

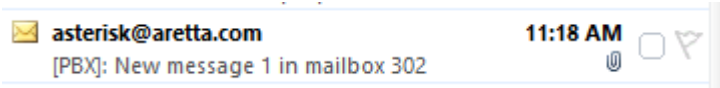
- **WE STRONGLY SUGGEST YOU SHADOW A FELLOW AGENT DOING AOD BEFORE YOU DO AOD ON YOUR OWN!!!!!!!!!!**
- Bring your laptop / notebook / pen / whatever forms you already have to track your OWN leads with you to your AOD appointment
- You must attend your AOD appointment on time & stay the entire time
- In the Branch you signed up for, go to the AOD computer & phone
- On THAT computer, go online & log into your own personal email account
- THIS computer has speakers so you may hear voicemails & the Remote Server which houses the AOD emails does not so you can't listen to the emails directly on the AOD remote server
- Pull up the MX1 Roster so you will have the Agent phone list to transfer sign calls to the listing agent
 - This is available in the "Reference" section of Paperless Pipeline
- Then, Log in to AOD (See Notes Below "AOD Set-Up on Computer) by clicking on the AOD Remote Server Icon:
The icon shows a computer monitor with a blue screen and a green circular arrow around it, indicating a remote server or refresh function.
- Check the Ringer Volume on the phone
- Test the phone - call yourself from your cell phone using the Maximum One main number and follow the prompts below & your duty phone should ring. If not then ask for help finding where the phones are forwarded.
 - From your cell phone dial 770-919-8825

AGENT ON DUTY (AOD) PROGRAM - AGENT

- Enter 2 “if you are calling about one of our properties” or Enter 4 “Speak to a Customer Service Specialist”
- Either of these options should ring your AOD phone
- Once on the AOD Server, click on the icon for Outlook to open the AOD mail



- You will see several emails – some important, some junk, some leads & some Voicemails
- The Voicemails come as a WAV file attachment to an email & look like this:



- The AOD Remote Server does not have sound so you will have to forward this email to your personal email & then open it from there to listen to the voicemail
- At the end of your shift, look at the calendar and please forward the phones to the location where the next agent will be doing duty. Please see the AOD Extensions below.
- Please read the remainder of this document for more specific instructions
- Thank you for your service & we hope you get a TON of business!

AOD Set-Up on Computer

- AOD Set-up on Computer
- If you see the icon that says SWIFT or AOD
 - Username: MAX1\aod
 - Password: MxOne8825
- Any leads that are not taken by the AOD, become company leads & fall into the MX1 Leads referral System – See information on that program further in this package

Branch Telephone – General Info

- This is an Internet “VOIP” Phone – only works when connected to the computer
- The AOD calls will be forwarded to this phone. Any issues, please contact Heidi 770-919-8825 x 318 WestCobb@eAGENTweb.com
- Check the Ringer Volume

Branch Telephone – To Transfer a Call

- Keep the line open
- Press the “transfer” button on the phone
- Dial the extension to transfer the call to
- Wait to hear phone ring
- Press “transfer” again and hang up



AGENT ON DUTY (AOD) PROGRAM - AGENT

Branch Telephone – To Forward Phone at the End of the Shift

- Please call Heidi at ext. 318 and inform her that you are finished with AOD & ask her to forward the phone to the next shift.

AOD Office Extensions

- Powers Ferry 314
- Douglasville 319
- Galleria 313
- Paulding 307
- West Cobb 322
- Woodstock 315 (This is the Main AOD Phone)

Staff Extensions: 770-919-8825 ext.....

- Managing Broker (Dana Sparks) 302 For Broker issues or public / Agent call about issue with agent
- Founder / CEO (Dave Kubat) 308
- AOD Manager (Heidi Kelly) 318
- Powers Ferry Branch (Michelle Butz) 310
- Douglasville Branch (Monica Thomas) 306
- Galleria Branch (Vivian Green) 312
- Paulding Branch (Jennifer Fowler) 321
- West Cobb Branch (Heidi Kelly) 318
- Woodstock Branch (Kim Murray) 303
- Agent Billing (Donna Black) 324
- MXGR Compliance (Dawn Southern) 309 For Broker issues & Contract issues
- MXGA Compliance (Kim Murray) 303 For Broker Issues & Contract Issues
- DAs (Michelle Butz) 310
- Direct Deposit & Earnest Money (Robin Wilhite) 3111

To Listen to the AOD Voicemails

- You will receive voice messages in the AOD Outlook email “Asterisk”
- The AOD email is on a remote Server that has no sound capabilities
- Therefore you will have to forward the “Asterisk” emails FROM the AOD email TO your personal email
- Then minimize the AOD Remote Server and on the computer you are on, go online & log in to your personal email or log onto your email on your laptop
- Open up the “Asterisk” emails & open the WAV file so that you can hear the voicemail
- Please listen to & respond to messages as soon as possible

If You Have Any Issues

AOD Program: EMAIL WestCobb@eAGENTweb.com 770-919-8825 x 318



AGENT ON DUTY (AOD) PROGRAM - AGENT

MX1 Agent on Duty (AOD) Program Covenant SIGN & SEND

Name: _____ Date: _____

Email: _____

Cell Phone: _____ MX1 "Home" Branch _____

I voluntarily enter the MX1 AOD Program and agree to:

_____ Thoroughly read this manual for AOD Program, and agree to be coached or mentored as determined by the leadership team managing the program.

_____ Must attend the MX1 Contracts Class and Buyers Class within the first 2 1/2 months of Agent participating in the MX1 Leads Program.

_____ Pay a 0% Referral Fee on gross commission for leads obtained through AOD in exchange for working the 4 hour shift.

_____ **Forward any "sign calls" on MX1 listings while on AOD to the Listing Agent**

_____ Other sources may offer referrals to you and you will be paid as agreed by both parties.

_____ I acknowledge that the program will be monitoring my performance and may send feed-back requests to both Affiliated Partners and/or Clients.

_____ I acknowledge that the program guidelines may change periodically and I will be advised of these changes promptly.

_____ I agree to a no-fault conclusion to this relationship if, for any reason at any time, it seems appropriate for me or the leadership team to discontinue my participation.

_____ I recognize that entering into this Program does not guarantee achievement of any financial results, specific professional skills or career goals

_____ I agree to use one of our Affiliated Attorneys and attempt to use one of MX1 Affiliated Lenders.

_____ I agree to abide by all Real Estate Laws & GREC Rules (RESPA, BRETTA, etc.)

_____ Any exceptions to these provisions must be approved by Leads Manager or AOD Manager.

Associate Name (Printed): _____

Associate Signature: _____ Date Received by MX1: _____

