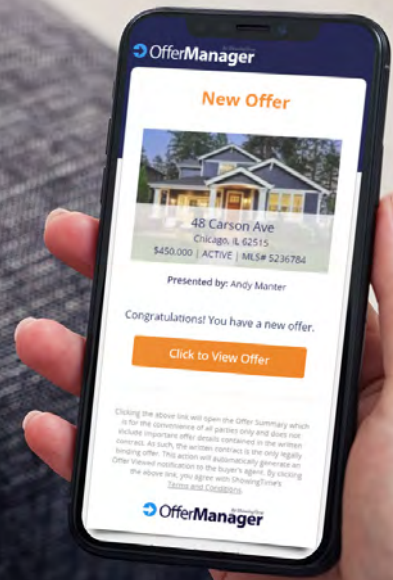


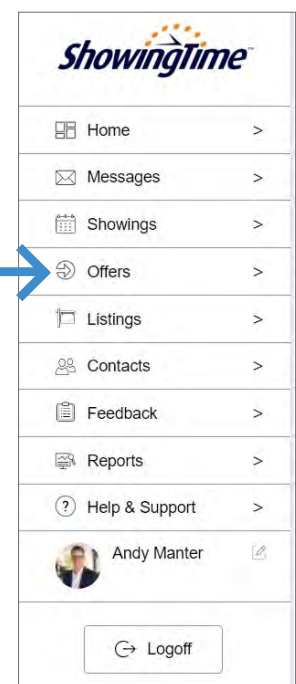
What is Offer Manager? The Basics



Offer Manager is an add on feature from ShowingTime that improves communication between agents during the offer process. This brings improved efficiency and communication to a critical part of the real estate workflow. It also increases industry professionalism and help agents better serve their clients. It provides flexibility so it works for all buyer's and listing agents, regardless of their communication style or e-form provider.

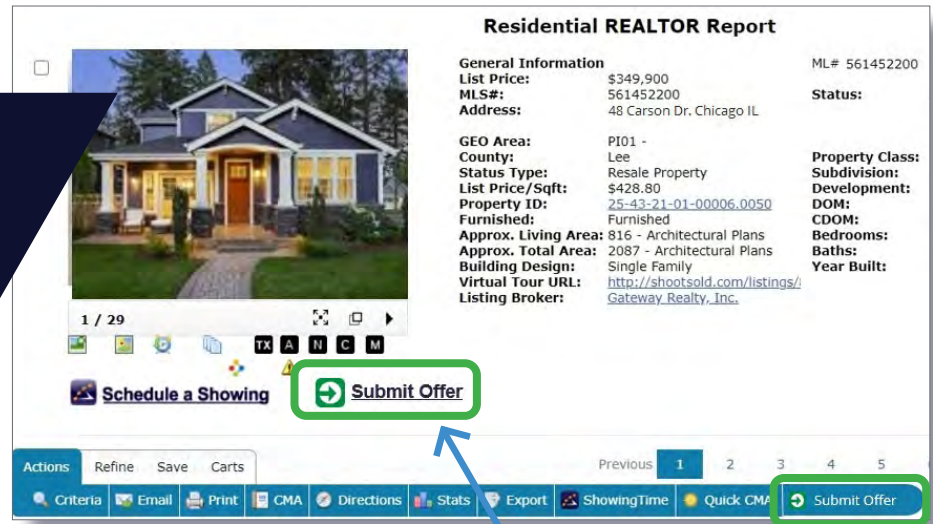
The Basics

- Offer Manager is a feature built within the ShowingTime platform on both mobile and desktop.
- Buyer's agents submit offers via the MLS instead of through email. They are automatically notified when the listing agent opens the offer.
- Listing agents have all offers automatically organized by listing and easily accessible. They can update buyer's agents individually or all at once.



Make sure you download the ShowingTime app and check that your profile email and mobile number are up to date.

Benefits for Buyer's Agents



"Hey, Did You Get My Offer?"

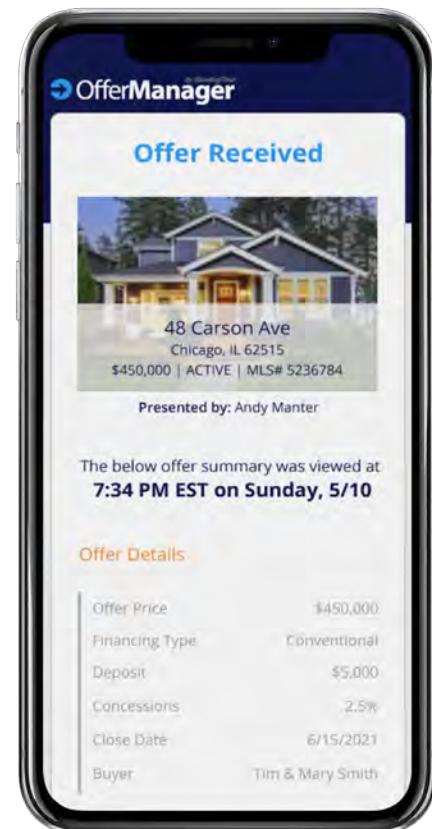
Have you ever emailed an offer only to be met with complete silence? Did you send it to the right email address? Did it go to spam? Offer Manager removes any ambiguity from submitting offers, making sure it's delivered to the right people and notifying you as soon as it's opened.

Look for this icon in the MLS. This is how you submit an offer.

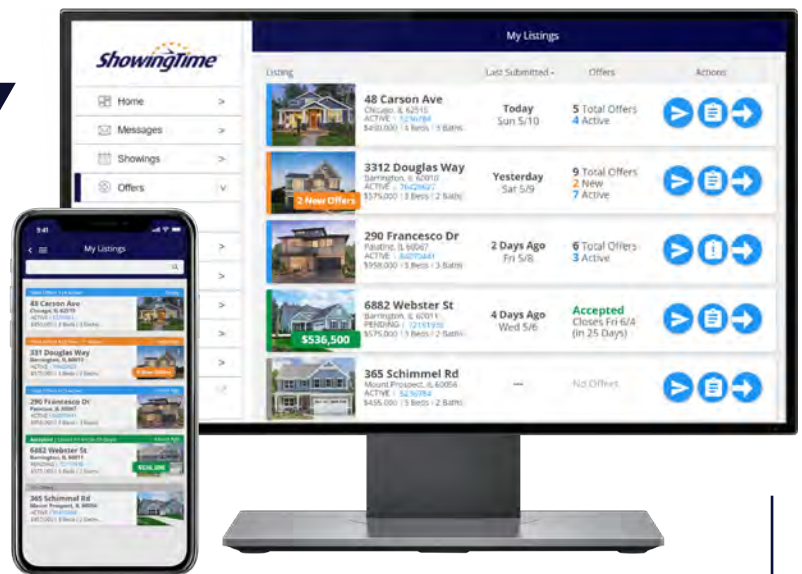


How It Works

- 1 Submit the Offer Through the MLS**
By submitting the offer instead of emailing it, Offer Manager gives complete confidence the listing agent has the offer, complete with a quick-glance summary and all documents.
- 2 Get an Offer Received Notification**
Buyer's agents will be instantly notified with the exact date and time the listing agent actually opened their offer, which can be forwarded to the buyer letting them know their offer was officially received.
- 3 Receive Better Offer Communication**
By making it painlessly easy for the listing agent to keep you updated on the status of your offer, you'll be more informed throughout the whole process and can better serve your buyers.



Benefits for Listing Agents



All Offers In One Place

Offer Manager does all the work by automatically organizing and storing offers by listing, so they're accessible 24/7 on mobile or desktop. Listing agents and their assistants will still get the complete offer and all attachments by email and can handle multiple offers on all their listings with ease.

- **Customize How You Receive Offers**

Listing agents can set multiple people to receive offers by both email and text, making sure everyone is notified of a new offer. This is easily customizable per listing and works seamlessly for co-listing agents, teams and assistants.

- **Get More Complete Offers**

By allowing listing agents to update their offer instructions for each listing, they can set clear expectations of what's needed for a complete offer, limiting the back-and-forth with the buyer's agent.

- **Easy to Keep Buyer's Agents Updated**

Whether you prefer to call or text the buyer's agent, or use the time-saving mass update capability, Offer Manager will help you be more efficient and professional since the buyer's agent contact information is stored with the offer.

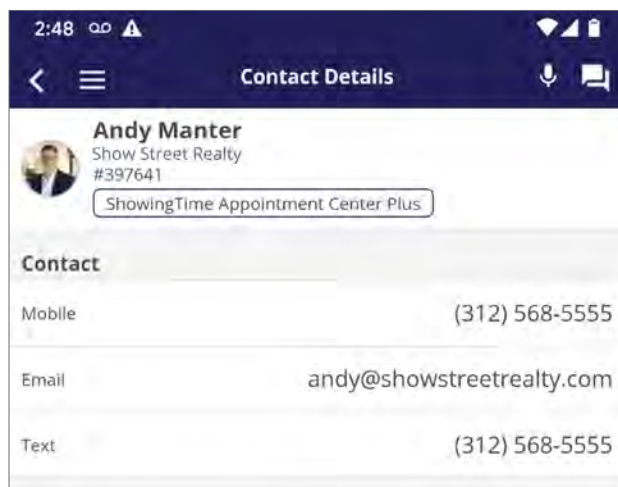
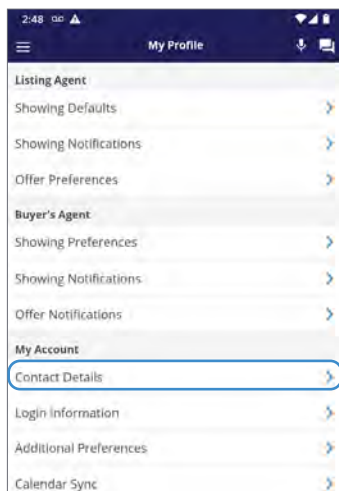


Make sure you [download the ShowingTime app](https://showingtimemls.uservice.com/knowledgebase/articles/1965362) to manage offers on-the-go!

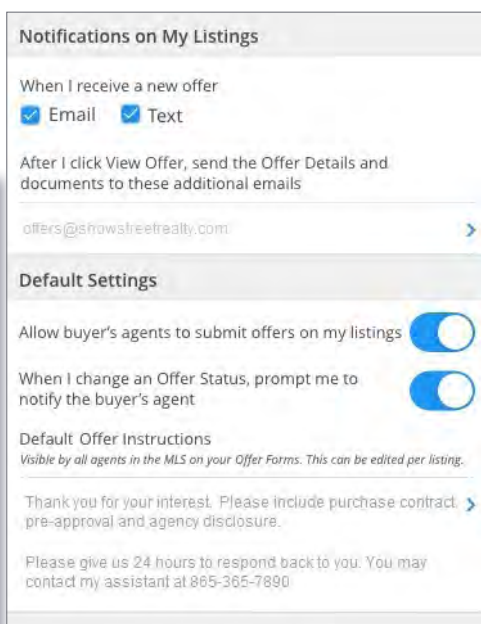
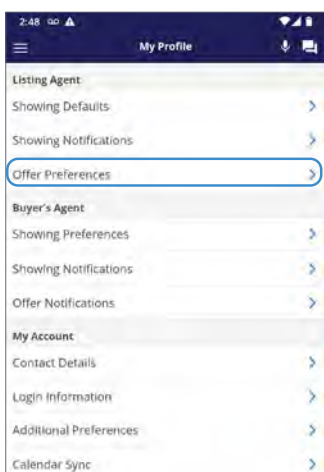
Step 1: Contact Information

Make sure your ShowingTime contact information (mobile number, text and email) is correct as this is where all new offers on your listings will be sent.

Listing Agent Setup



Step 2: Customize all Offer Preferences

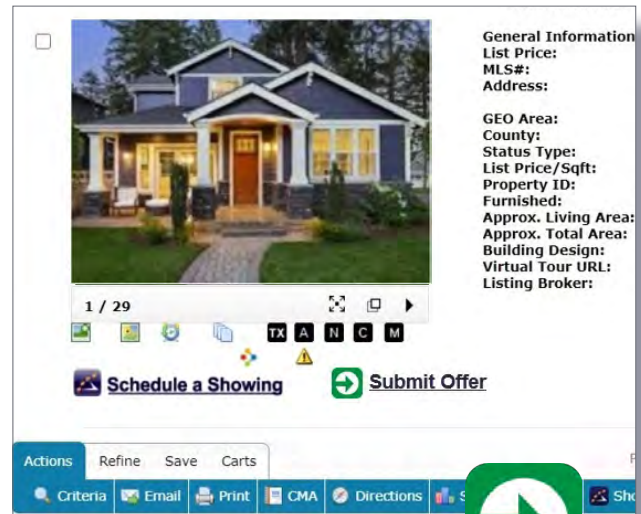


Select your profile, then scroll down to **Listing Agent – Offer Preferences**

1. Select **Email** and/or **Text**. This is how you will be notified of new offers.
2. If you have an assistant that is not listed as a co-listing agent, you can email each offer from here.
3. This should be **ON**. If it's off, then you and others won't be able to receive offers.
4. This should be **ON**. This makes it easy for you to quickly update all buyer's agents.

Set your **Default Offer Instructions**. These instructions will appear at the top of each Offer Form and will be visible to buyer's agents for all your listings. **You can edit these per-listing if needed.**

Buyer's Agents: Submit Offer



Look for the **Submit Offer** button in the MLS to open the Offer Form

Submit an Offer

Listing Details:
48 Carson Dr.
Chicago, IL 62515
ID: 754325

Presented By:
Andy Manter
Show Street Realty

Summary of Offer Documents Attached

Offer Instructions
Highest and best due by Friday May 15th at 4:30 pm. Please include pre-approval and agency disclosure.

Offer Details

Purchase Price	\$450,000
Earnest Money Deposit	\$5,000
Financing Type	Conventional
Amount Financed	\$80
Seller Concessions	\$3,500
Closing Date	Sun, 3/21
Expiration Date	Wed, 4/21
Buyer Name	Tim Smith

Contingencies

Inspection	4 Days
Appraisal	14 Days
Financing	Number of Days
Home Sale	Address of Home for Sale

Buyer's Agent

Choose Another Agent

Agent Name: Leah Park

Company: Show Street Realty

Phone: (123) 111-0001

Auto Notification Preference

Email: leah.park@showstreet.com

Text: (123) 111-0001

Offer Documents

- \$450,000 Purchase Agreement.pdf (400.2 KB)
- Tim Smith Pre-Approval Letter.pdf (1.1 MB)
- Buyer's Agents Disclosure.pdf (15.7 MB)

Upload Documents (3 Files, 17.2 MB/50 MB)

Comments to Listing Agent (optional)

My buyer's can close sooner if needed. Please let us know as soon as you can.

Submit Offer

OfferManager

1. Read the **Offer Instructions** from the listing agent.
2. Fill out the fields.
3. **Important:** Confirm your email, phone and text.
4. Attach all offer documents.
5. Add comments for the listing agent.
6. Hit **Submit Offer**.

Your offer will be delivered to the listing and/or co-listing agent via text and email.

Fields may appear differently as they're customized per MLS.

When the listing agent opens your offer, you'll get an **Offer Received** notification by email and text!

Buyer's Agents: Get Better Communication

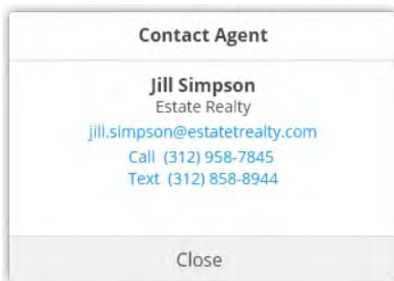


Offer Read-Receipt

As soon as the listing agent opens your offer, you'll get this date/time stamped notification.

Offer Manager stores your contact information with your offer, making it easy for the listing agent to update you in 3 simple ways.

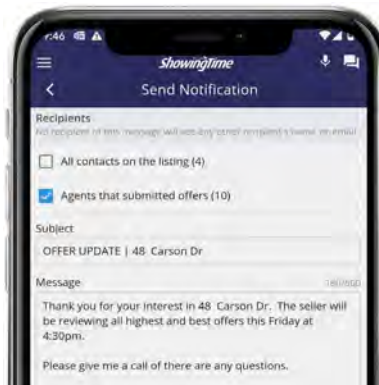
1



1-Tap Call/Text/Email

We encourage agents to personally reach out by phone or text. Offer Manager makes that easy.

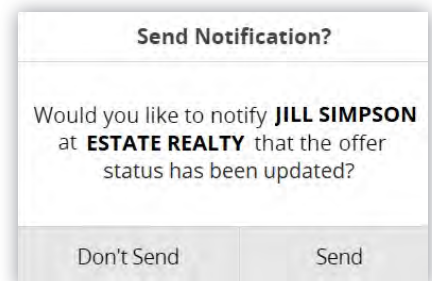
2



Mass Updates

The listing agent can mass email all buyer's agents that submitted offers, so now you'll be included.

3



Offer Status Updates

When the listing agent updates the offer status, they're promoted to send you an update.

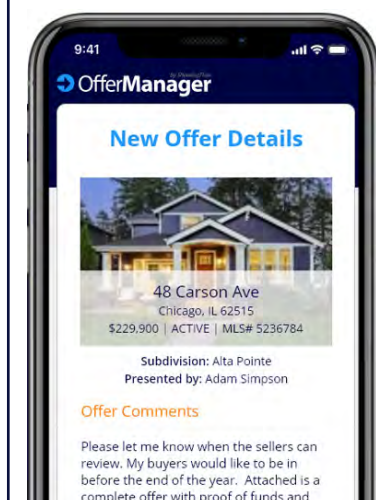
Listing agents can customize who gets notified of each offer and how. These are set based on the listing agent and co-listing agent(s) on the listing worksheet and their notification preferences.

Listing Agents: Receiving Offers

The diagram illustrates the process of receiving an offer. On the left, a smartphone displays a 'New Offer' notification from OfferManager for 48 Carson Ave, Chicago, IL 62515, with a price of \$475,000. The notification includes a 'Click to View Offer' button. An arrow points from this button to a larger smartphone screen on the right, which shows the 'View Offer' details. Three numbered callouts point to specific sections of the 'View Offer' screen:

- 1 Buyer's agent contact information**: Points to the 'Buyer's Agent' section showing Jill Simpson, Century 21 Lakeside, with a 'Contact' button.
- 2 Quick-glance offer summary**: Points to the 'Offer Summary' section, which includes details like 'Tim and Mary Smith', 'Submitted Mon 4/11', '\$450,000', '\$5,500 Deposit', '\$3,500 Concessions', 'Conventional', 'Expires Thu 5/11', 'Closes Fri 6/21', and '70% Financed'.
- 3 All offer documents**: Points to the 'Documents' section, which lists files like '\$450k Smith - Purchase Agreement.pdf', 'Proof of Funds - All Star Mortgage.docx', and 'Agency Disclosure.png'.

Clicking *View Offer* automatically triggers the two notifications below



The entire offer and all documents are still delivered by email.

You can set this so anyone you designate will receive all of the documents and details via email, keeping your existing processes in place.



As soon as the listing agent opens the offer, the buyer's agent is notified that their offer was received.

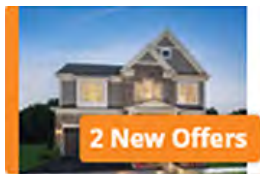
Buyer's agents will get this via email and/or text and can let their buyer know the offer was received.

Offers are Organized by Listing

All offers will automatically be organized by listing and are easily accessible via the ShowingTime desktop or mobile app. This lets you keep track of all offers and easily communicate with buyer's agents.



Listings Are Color-Coded Based on Offer Status



Has new offers



Has active offers

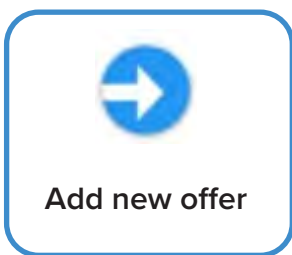


No active offers



Accepted offer

Quick Action Buttons



Add new offer



Update Offer Instructions



Offer Instructions are missing



Mass email all buyer's agents with offers

This is how you would submit offers on your own listings, either on behalf of another buyer's agent or if you are representing the buyer. You'll be able to search the MLS for other agents to assign as the buyer's agent.

Listing Agents: Offer Management & Communication

Tap on any listing to open the *View Listing* page where you can see every offer on the listing, edit the Offer Instructions, change the Offer Status and easily communicate with buyer's agents.

Update Offer Instructions

Your Offer Instructions will be seen by buyer's agents at the top of the Offer Form. Set your default instructions in your profile and edit per listing here.

1-Tap Call/Text/Email

If you like the personal touch and want to call or text buyer's agents directly, we make that easy so you don't need to search emails or store them all in your phone.

Offer Status Notification

When you update the offer status, we prompt to you quickly update the buyer's agent with our standard template or you can personalize the message.

Mass Email All Buyer's Agents

Quickly update all buyer's agents on your listing in seconds right from your phone, saving you time and keeping them informed.

Accepting Offers

After you have a fully executed purchase agreement, update the **Offer Status** to **Accepted**. This will allow you to automatically decline all other offers and notify all the other buyer's agent in seconds.

1. Change the Offer Status to **Accepted** by tapping on the current **Received** status.
2. Confirm the details and choose to notify agents.
3. All other offer statuses are changed to **Declined** and buyer's agents are notified.

Should you not want to update all other offer statuses or notify the buyer's agents their offers were declined, you have the option to toggle the radio buttons off when accepting the offer.

You can now update the Offer Instructions to let other agents know of the status or if you're accepting backup offers.

