

zipForm[®] Plus Broker/Administrator Guide

*"Great things in business are never done by one person,
they're done by a team of people"*

- Steve Jobs



zipLogix Academy[™]



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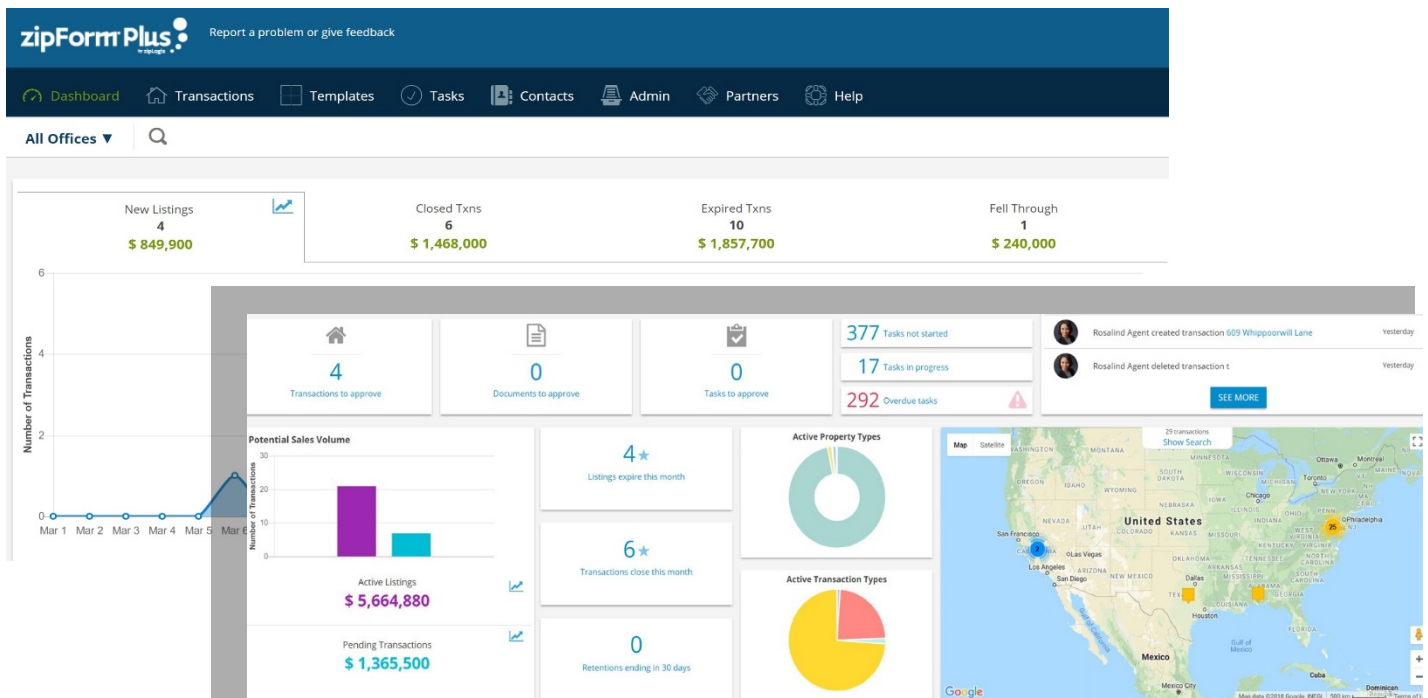
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Welcome Brokers and Administrators!

We are excited to show you how zipForm® Plus allows you and your agents to work efficiently, accurately, and quickly throughout the transaction process. This guide will provide you with tools and helpful tips on how to set up your brokerage account, manage users, and work inside transaction files using our simple, integrated application.



zipForm® Plus works on today's computers without any special downloads or plugins, maximizing your screen use and productivity. Easily select your preferred operating system or browser, including Google Chrome, Apple Safari, Mozilla Firefox, or Microsoft Internet Explorer 9 and above.





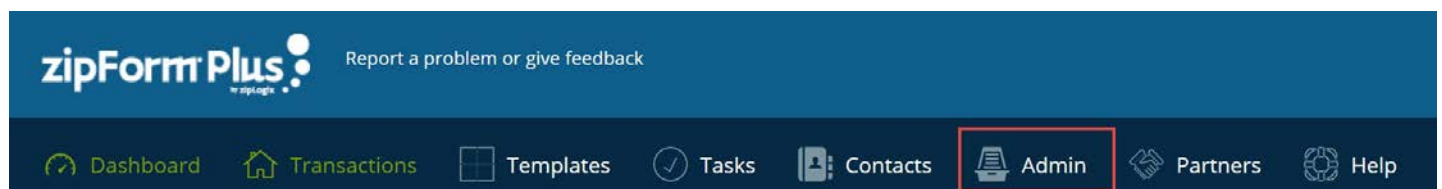
Administrative Features

Welcome to your zipForm® Plus Administrator account. This Brokerage Edition of zipForm® Plus, offers powerful tools to allow administrators, like yourself, to streamline a workflow and keep your business organized. As an administrator, you will have the ability to:

- Develop seamless management of transactions and forms
- Generate reports at agent, office, and corporate levels
- Track and monitor agents' transactions
- Create group templates and clauses
- Access your proprietary forms* library custom designed by zipLogix™

** Should you wish to have your proprietary forms designed, please contact your sales account representative or email sales@ziplogix.com.*

If you are unsure whether or not you have a zipForm® Plus Brokerage account, you can easily validate your version by signing into your zipForm® Plus account and locate the **"Admin"** tab on the toolbar. This signifies that you have the brokerage edition.



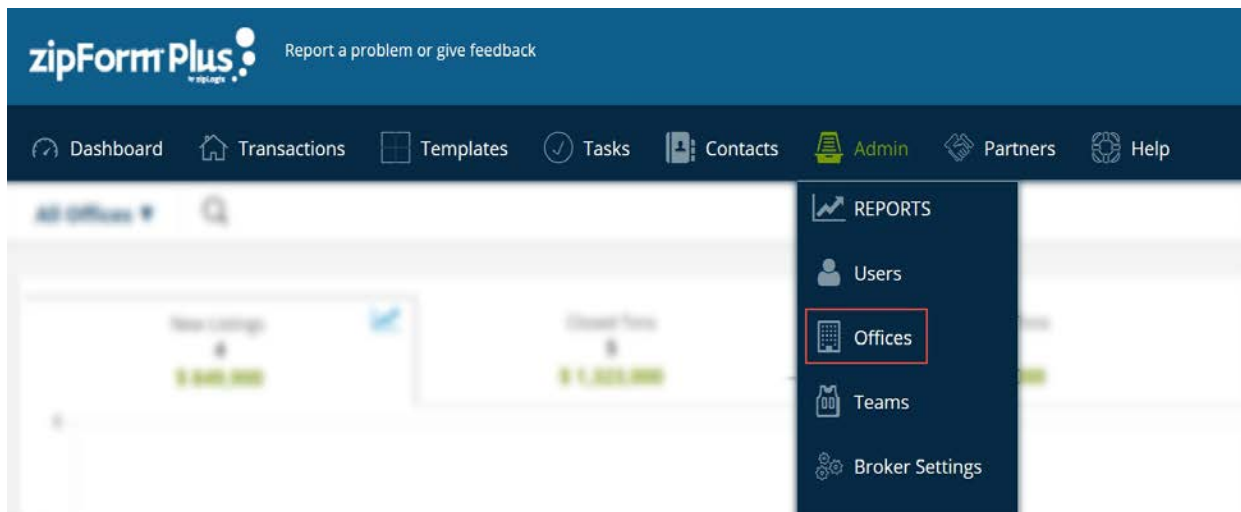
Every brokerage operates differently. Whether you are new to the zipForm® Plus Broker Edition, or a zipForm® veteran, we are here to guide you in finding the most efficient way to utilize zipForm® Plus for your business.



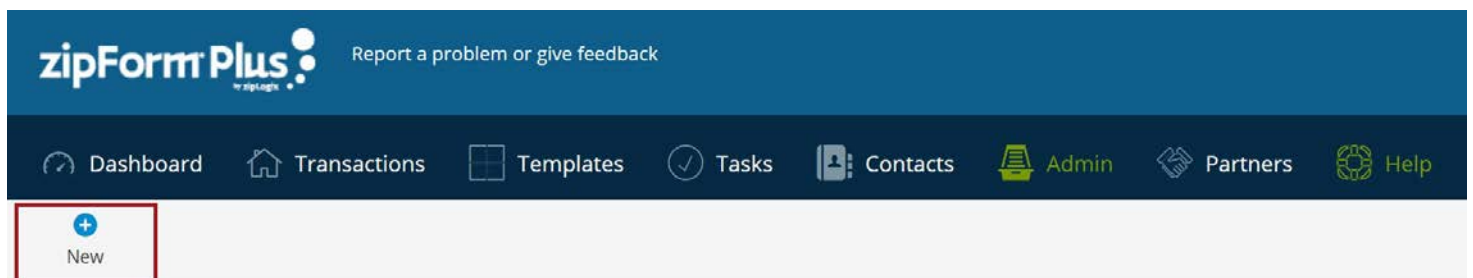
If you are going to use multiple offices to manage your users, it is important to add those offices before adding your users.

Adding Offices

Click on the Admin tab, then click on **"Offices"**.



Click **"New"** to add your additional office.





Complete the **“General Information”** section. The information you enter in the fields can* be displayed on zipForm® Plus transactions of the agents you assign to that office. You will have the option later to assign agents.

Edit Office

General Information Libraries and Products

Status	Office Location
Name	<input type="text" value="ABC Real Estate"/>
Address	<input type="text" value="18070 15 Mile Road"/>
City	<input type="text" value="Fraser"/>
State	<input type="text" value="Michigan"/>
Zip	<input type="text" value="48026"/>
Phone	<input type="text" value="(888) 555-1212"/>
TollFree	<input type="text"/>
Fax	<input type="text"/>

Tip

* When filling in your company information, please note that information in this section will be displayed on the bottom of your forms. This information will also be displayed on the bottom of your agents’ forms, should they be assigned to this specific office. See page eight for more information on how to assign agents to a specific office.



zipForm® Plus User Roles

Before learning how to add your agents, you should know that there are four roles available, to which you can assign your new user, within a brokerage account.

 Broker Admin  Office/Team Admin  Agent  Transaction Coordinator

- 1. Brokerage Administrator** (Global): If you have more than one office location, the Brokerage Administrator manages all offices, agent accounts, transactions, form access, transaction reports, templates, and clauses for the entire brokerage.
- 2. Location Administrator** (Office Specific): Admins are able to manage the agent accounts, templates, clauses, and transactions for their office location.
- 3. Agents:** Individual users who are able to create transactions and manage their personal accounts, including personal transactions, clauses, templates, and contacts. Admins are able to view agents' transactions and templates, but are unable to view the agent contacts.
- 4. Transaction Coordinator:** A Transaction Coordinator (TC) works on behalf of the agent or broker. A Transaction Coordinator may have the ability to create transactions, add/edit transactions and documents, add collaborative parties, request approval from broker or admins, create and modify agent templates, and prepare and send documents for electronic or digital signing.

Tip

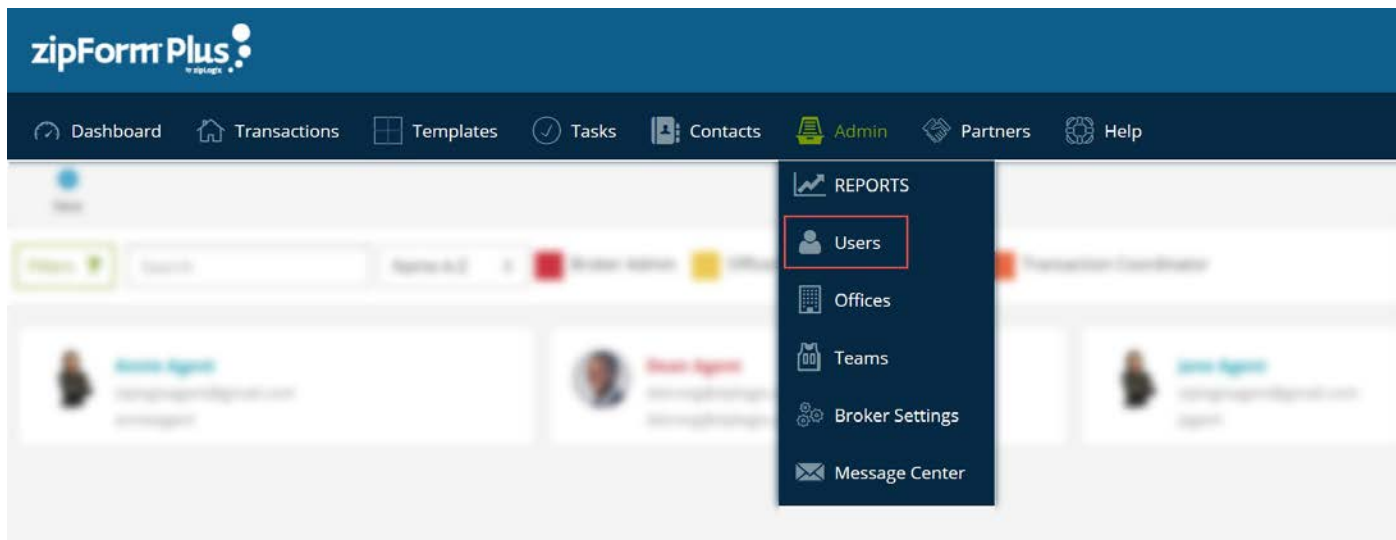
To add an office or user to your zipForm® Plus account, you must have available seats. "**Seats**" are the number of offices/users that can be attached to the brokerage account.

When all seats are "filled", the Broker Administrator cannot add more offices/users until some are removed. You may add an office before adding additional seats by contacting your National Account Representative at 1-866-279-9653.

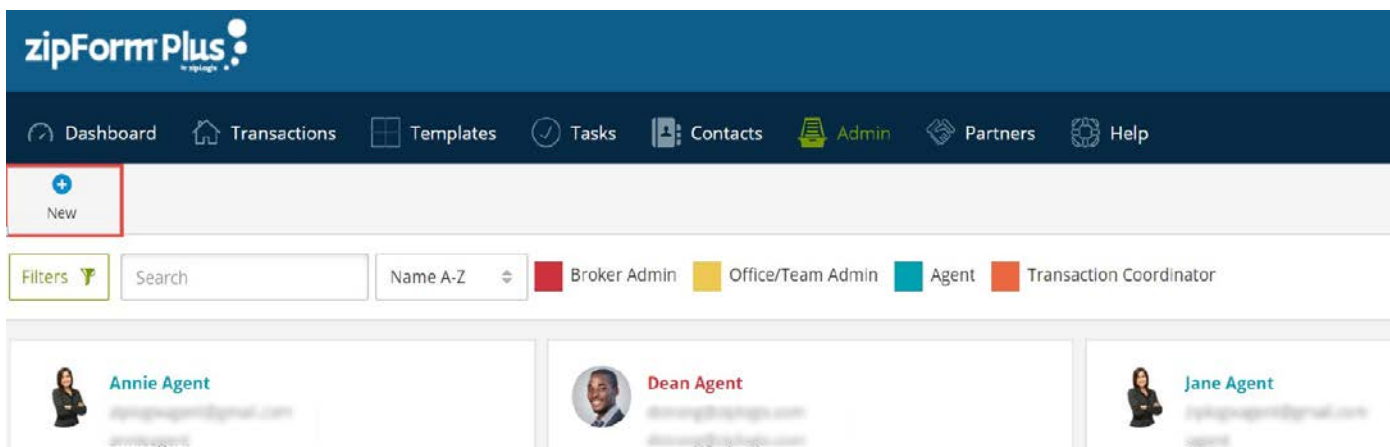


Adding Users

Click on the “**Admin**” tab, then click on “**Users**”.



Click “**New**” to add a new agent.





When creating a new user, you must assign a role to each agent and complete the necessary information to create your new user. If you are not familiar with the capabilities for each role, please refer to page six of this guide.

Create a new user

[Add Photo](#)

User Role

Agent

Please Select:

Agent

Location Administrator

Brokerage Administrator

Transaction Coordinator

Last Login Time

Updated

First Name

Last Name

User Name

Email Address*

Phone

Extension

Fax

Portal Login Id

Next > Cancel x Save v

Tip

When creating usernames, be sure that usernames are unique. When a new user is created, the user has the ability to import/export their files into their account.

Select the office location to which you would like the agent to be assigned. An agent may be assigned to multiple offices. Be sure to select the office address that the agent would like reflected on the bottom of his/her forms.

Create a new user

Office Information

BELONG TO / OVERSEE	NAME	ADDRESS	USE ADDRESS ON FORMS
<input checked="" type="checkbox"/>	zipLogix Account - Corporate	18070 15 Mile Road, Fraser, MI 48026	<input checked="" type="radio"/>
<input type="checkbox"/>	Clark-Prasad Real Estate	15983 Northwestern Hwy, Southfield, MI 48076	<input type="radio"/>
<input type="checkbox"/>	Training Brokerage LLC	345 Main Street, City, MI 48026	<input type="radio"/>
<input type="checkbox"/>	XYZ Real Estate	18070 15 Mile Road, Fraser, MI 48026	<input type="radio"/>

< Back Next > Cancel x Save v



Assign the necessary libraries for your agent/s and click next.

Libraries

ALLOW TO USE	NAME	DESCRIPTION	SEATS AVAILABLE
<input checked="" type="checkbox"/>	LEAD	Lead Paint Library	1
<input checked="" type="checkbox"/>	OPENH	Open House Forms	1
<input type="checkbox"/>	ORGME	OrganizeMeForms	1
<input checked="" type="checkbox"/>	PROPM	Property Management	1
<input type="checkbox"/>	ZIPDEMO	ZipForm Demonstration Library	1

[< Back](#) [Next >](#) [Cancel x](#) [Save ✓](#)

Assign the necessary products for your agent/s and click next.

Create a new user



Products

ALLOW TO USE	NAME	DESCRIPTION	SEATS AVAILABLE
<input checked="" type="checkbox"/>	ZFO	zipForm® Base Service	5
<input checked="" type="checkbox"/>	DINK	Digital Ink Subscription	5
<input checked="" type="checkbox"/>	ZFME	zipForm Mobile Edition	6

[< Back](#) [Next >](#) [Cancel x](#) [Save ✓](#)



Based on the role you designated for your agent, you will be able to choose different permissions based on the actions your agent will perform in zipForm® Plus, click **"Save"**.

Create a new user



General	Transaction Details	Forms
<input checked="" type="checkbox"/> Allow Collaborative Form Editing	Agent can:	Agent can:
<input type="checkbox"/> Hide Expiration Message	<input checked="" type="checkbox"/> Delete Transactions	<input checked="" type="checkbox"/> Delete Unsigned Documents
<input type="checkbox"/> Manage Other Agents Transactions	<input checked="" type="checkbox"/> Clear Approval Status for Transactions	<input checked="" type="checkbox"/> Delete Signed Documents
	<input checked="" type="checkbox"/> Override Enforced Documents and Tasks	<input checked="" type="checkbox"/> Clear Approval Status for Documents

Cancel ✕ Save ✓



zipForm® Plus Password/Account Set Up



Brenda Sells

Dear Brenda Sells,

Welcome to zipForm® Plus, the industry-standard forms engine where you can add and manage your own custom documents.

Your administrator (Training Admin) has created a zipForm® Plus account for you.

Your zipForm® Plus username is: bsells2

To create a password for your zipForm® Plus account, [click here](#), or copy and paste the following link into your browser:

<https://m23.zipformonline.com/reset.aspx?set=1&q=rVJ4Q9IV4Oq1Xc4Z5TNTSIZHTI5an6fKzYKNWl8pG6mbOIQLChSP7Yve0lIixV4izcxMaDXMq%3d%3d>

Please note: You will need your username and password each time you sign in to your zipForm® Plus account.

Thank you,
Your zipLogix™ Team
zipForm® Plus support is available 24/7 at <http://support.ziplogix.com/zfplus/index.asp> For information on zipLogix™'s suite of products and services for real estate professionals, please visit <http://www.ziplogix.com>.

Please do not reply, this email address is not monitored.

The new user will receive an email with the subject line **"zipForm Plus® Password/ Account Set Up"** from do-not-reply-zip-formplus@mail.ziplogix.com.

To sign in, the user must use the password that they set up along with the username entered by the admin when creating the account.



Finding Users

Agents may be found by email address, first name, last name, office, or status. You may also choose to search by applying a filter.

The screenshot shows the zipForm Plus user search interface. At the top, there is a navigation bar with icons for Dashboard, Transactions, Templates, Tasks, Contacts, Admin, and Partners. Below this is a 'New' button. The main search area includes a 'Filters' button, a search input field (highlighted with a red box), a 'Name A-Z' dropdown, and color-coded filters for Broker Admin (red), Office/Team Admin (yellow), Agent (teal), and Transaction Coordinator (orange). A modal window is open, displaying filter options under three categories: 'By Location' (listing zipLogix Account - Corpo..., Clark-Prasad Real Estate, Training Brokerage LLC, XYZ Real Estate, and XYZ Home Sales), 'By Role' (listing Agent, Location Administrator, Brokerage Administrator, Transaction Coordinator, and Agent as Trans. Coordina...), and 'By Account Status' (listing Locked and Unlocked). An 'Apply' button is visible at the bottom of the modal.

You may also change the view of your search by clicking the icon: 

This screenshot shows the same zipForm Plus user search interface as above, but with the view toggle icon (a square with three horizontal lines) highlighted with a red box. The search input field is now empty, and the modal window is closed. The navigation bar and filters remain the same.

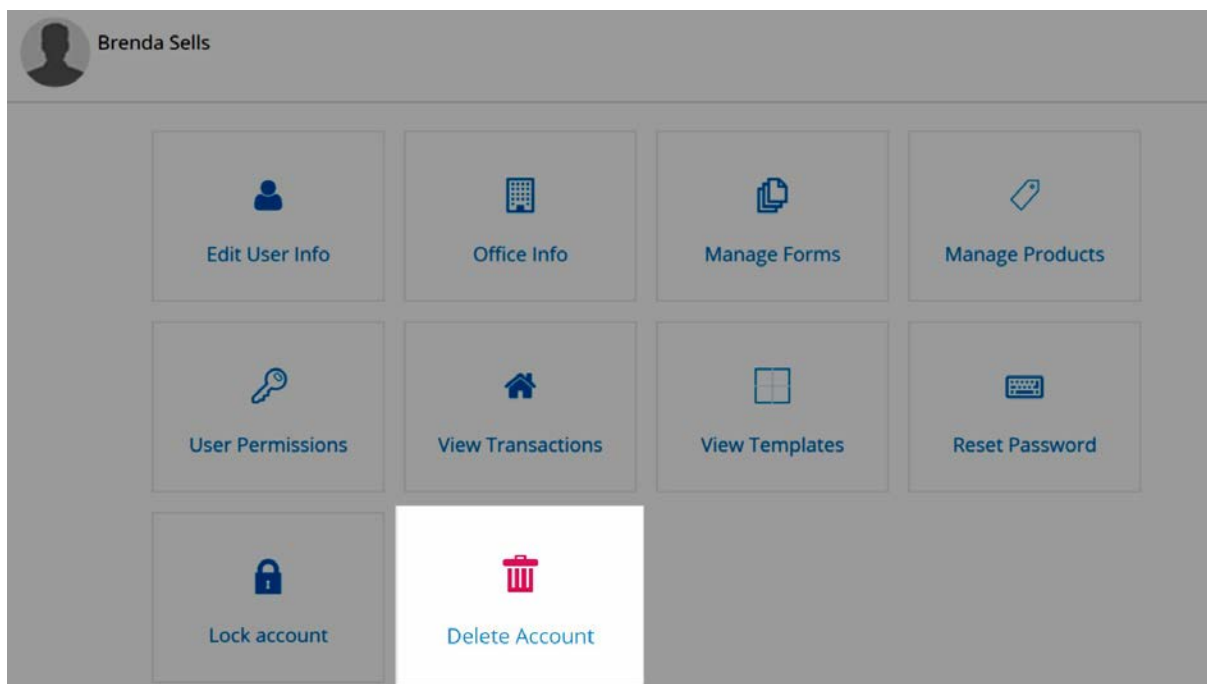


Deleting Users

If an agent no longer works for your brokerage, that agent can be deleted.

Deleting an agent will remove the agent from the “**Agent List**”. Seats purchased by your brokerage for libraries and products will be returned to the brokerage. These seats may then be used when adding a new agent to your brokerage account.

Click on “**Admin**” on the toolbar and go to “**Users**”. Click on the user, then click “**Delete Account**”.



Tip

- All users will share the same account expiration date as the rest of your users, regardless of when they were added to your account.
- Transactions created by the user remain the property of the brokerage and may be reassigned to other agents.
- A new agent can use the import feature to import transactions/templates/contacts/checklists into their new account.
- Brokers should ask the agent to log out of their account before files are transferred to that agent.



Reassigning Transactions

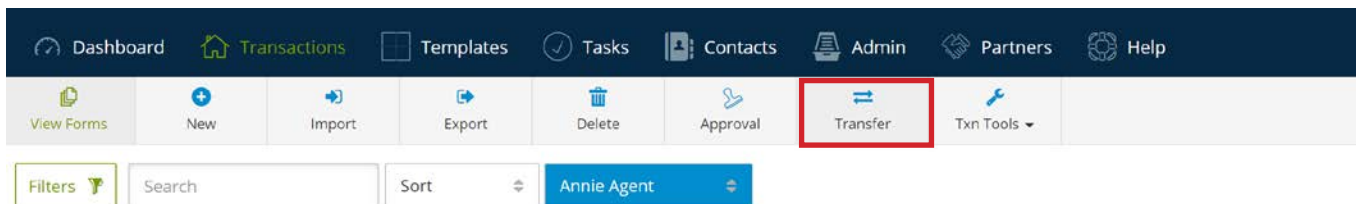
Transactions (if any) can be reassigned. You will be provided three options: **“Delete All”**, **“Transfer Later”** (Transactions will be sent to the Broker Admin account) or choose to **“Transfer Now”**.

Delete agent

Agent **Rosalind Agent** User Name **RosAgent** has **115** transactions.
Transactions can be transferred to other user,deleted or you can choose not to delete that agent by canceling.



When an agent is removed (deleted) from zipForm® Plus, all of that agents’ transactions may be reassigned to another agent (or agents) at that time, or they can be assigned at another time. If transactions are not reassigned when an agent is deleted, they can be moved using the **“Transfer”** button, located on the **Transactions** page. This tool only allows an Admin to transfer unassigned transactions of the original agent who was deleted.

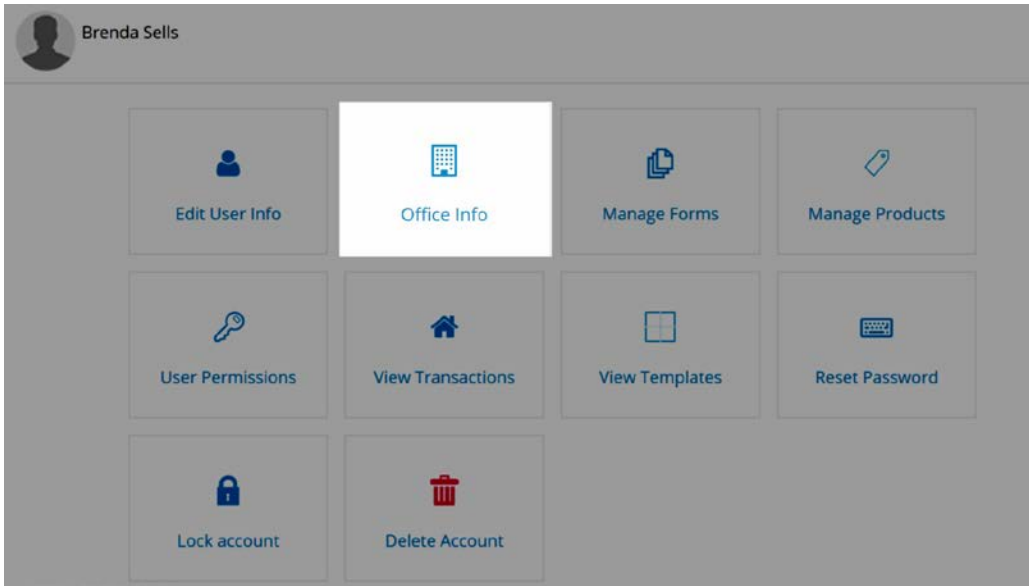


Moving an agent to a new office

It is possible to move users from one office to another, as long as the offices are located within the same Broker account. If an agent already has an account in zipForm® Plus, and the agent received permission from their previous Broker, you can arrange to transfer the agent’s account to your brokerage account by contacting the zipLogix™ Support Team at 586-840-0140.



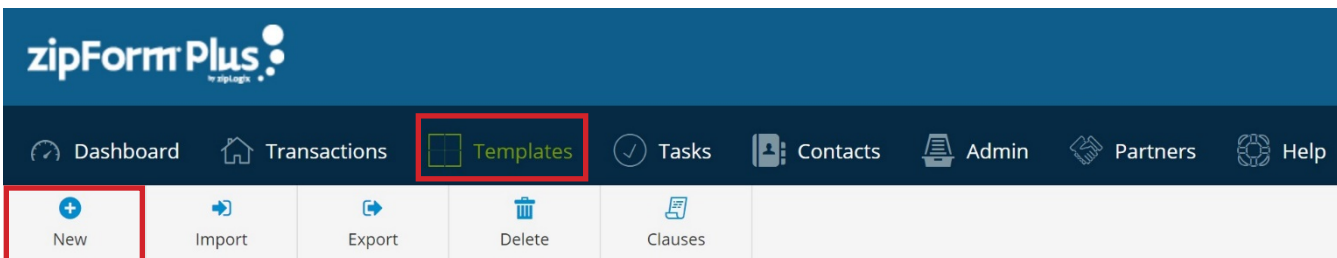
Click on the **Admin** toolbar and go to **Users**. Click on the user's name then click on **Office Info**.



Creating Broker Templates

You can create and apply Brokerage Templates inside the zipForm® Plus Broker Edition. A Template includes the desired Parties, Documents, and Checklists that your agents can apply to their transactions. By creating a Template, you save time and reduce risk by ensuring that the correct documents are applied to a transaction every time.

To create a template, click on **Templates** located on the toolbar and click **New**.






Choose which template type you would like to create.


Name your template and select the Property Type, Scope, Auto Apply, and Compliance Options. If you have any previous templates saved, you can also add those to your new template.

New Template


Select a template type to get started




New Listing



New Purchase
or Offer



New Lease



New Lease-Listing

Cancel ✕

Template Information

Name
2112 Main Street

Property Type

Residential Commercial
 Industrial Vacant Land
 Multiunit Farm and Ranch
 Condominium Manufactured Home

Scope

Agent
 Global
 Office

Auto Apply

Do not automatically apply this template to new transactions
 Automatically apply this template to Listing/Residential new transactions
 Automatically apply this template to all new transactions

Compliance Options

Allow agents to edit and delete items applied from this template? Yes

Select Template

Select Template

Cancel ✕ Save ✓



Tip

Understanding "Scope":

Global (Broker) Template ■

All users will see and be able to use. Only a Broker Administrator can create this level of template.

Location (Office) Template ■

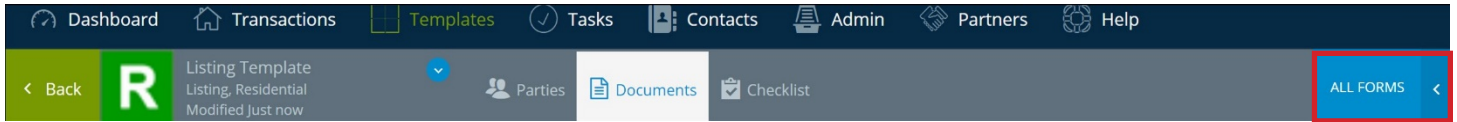
Only users from a certain office will see and be able to use. An Office Administrator or Broker Administrator can create this level of template.

Individual (Agent) Template ■

Only the agent who created the template can see and use.



Select any forms you would like to add to your template from within the **“All Forms”** button. Forms can be located by Type, Name, Alphabetical order and/or the Search Function.

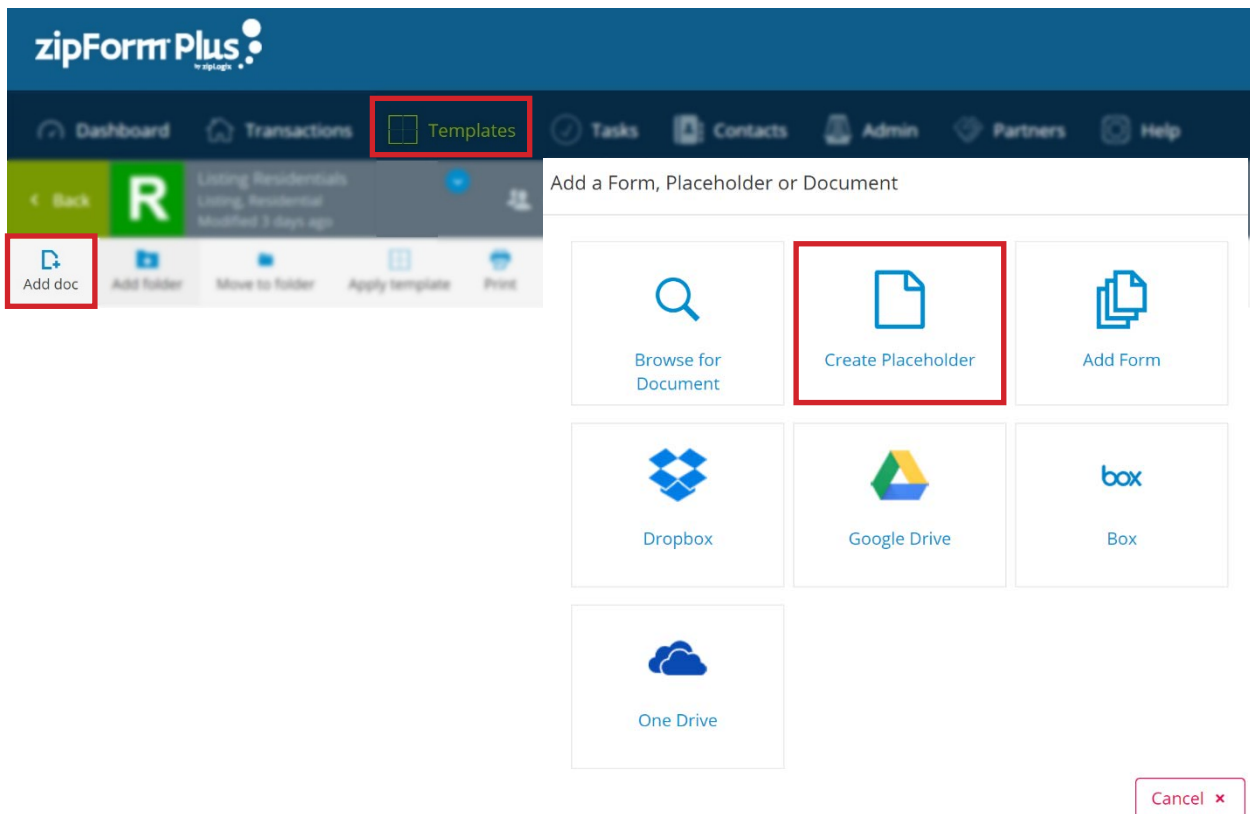


Once you add your desired forms to your template, you will have the option to select various ways of pulling in additional documents which may be stored on your computer.

From this area, you can also choose to create **Placeholders**. You can create a **“Placeholder”** as a reminder to add that specific document to your transaction when the time presents itself.

Placeholders

To create a placeholder in a template in your zipForm® Plus account, click on **“Templates”** on your toolbar, and click **“Add Doc”**. Select **“Create Placeholder”**.





Give your placeholder a name. You also have the option to use a standard form name that already resides in one of your form libraries by clicking on **“Use standard name”**.

Create new placeholder

Required [Use standard name](#)

Once you create your placeholder, you will see it displayed with your other documents in your transaction.

The screenshot shows the zipForm Plus interface with a navigation bar at the top containing 'Templates', 'Tasks', 'Contacts', 'Admin', 'Partners', and 'Help'. Below this is a sub-navigation bar with 'Parties', 'Documents', 'Checklist', and 'E-Sign Templates'. A toolbar below that includes 'Print', 'Email', 'Save as PDF', 'Preview Docs', and 'Delete'. The main content area shows a list of documents with columns for 'Filters', 'Search', and 'Sort'. The documents listed are: 'Cover Sheet - [COVER_A]', 'Buy - Sell Agreement - [BUYSELL]', 'Addendum To Buy-Sell Agreement - [AAP]', 'Lead-Based Paint Disclosure - [LBPD]', and 'Pest Inspection'. The 'Pest Inspection' document is highlighted with a red box. Below each document name is a 'SET DUE DATE' dropdown menu.

Tip

Placeholders can be used to remind agents of mandatory documents that need to be added at a specific point during the transaction process. If necessary, be sure to include placeholders in your templates at the global level or for a specific office.



Setting Relative Due Dates

When creating your Global or Office template, it's most common to set a **“Relative”** due date.

The screenshot shows the zipForm Plus interface. At the top, there is a navigation bar with 'Templates', 'Tasks', 'Contacts', 'Admin', 'Partners', and 'Help'. Below this is a sub-navigation bar with 'Parties', 'Documents', 'Checklist', and 'E-Sign Templates'. A toolbar contains icons for 'New template', 'Print', 'Email', 'Save as PDF', 'Preview Docs', and 'Delete'. Below the toolbar are search and filter controls. A grid of document templates is displayed, including 'Cover Sheet - [COVER_A]', 'Buy - Sell Agreement - [BUYSELL]', 'Addendum To Buy-Sell Agreement - [AAP]', 'Lead-Based Paint Disclosure - [LBPD]', and 'Pest Inspection'. Each template has a 'SET DUE DATE' dropdown menu. A red box highlights these dropdowns. Below the templates, a 'Due Date' configuration dialog is open, showing 'Inspection Sign Off/Acceptance' as the event. The 'Relative' radio button is selected and highlighted with a red box. The configuration is set to '1 Days after' the 'Date of Contract'. 'Cancel' and 'Save' buttons are at the bottom.



Tip

Setting a relative due date allows you and your agents to apply the template to a transaction without a fixed date. Once a due date has been determined, and the template has been pulled into a transaction, you and your agents may then assign an active due date.



zipTMS® Transaction Management System

zipTMS® allows you to work with your office, track tasks, complete contracts, and manage important documentation from one easy location. The Tasks page in zipForm® Plus is where users will find all of their upcoming, current, and past tasks in a Calendar, Checklist, or Status Board view. Administrators may use this to see all of the tasks from each user in the Broker Edition account. All of the tasks displayed are generated from the Checklist tab inside Transaction folders.

The screenshot shows the zipTMS interface with the 'Tasks' tab selected in the top navigation bar. Below the navigation bar, there are various toolbars including 'Filters', 'Search', 'Sort', and 'My zipLogix™ Tasks'. The main content area displays a table of 'Urgent Tasks' for the period of Jun 10 - 16, 2018. The table has columns for STATUS, TASK NAME, TRANSACTION NAME, REQUIRED, DUE DATE, and DOCUMENTS. Three tasks are listed, all with a 'Completed' status.

STATUS	TASK NAME	TRANSACTION NAME	REQUIRED	DUE DATE	DOCUMENTS
✓ Completed	Post-Closing Training Admin Approved	329 Baltimore Street	Yes	Jun 16, 2018	+ Add
✓ Completed	Carpet Cleaning Training Admin Approved	123 Apple Street	No		+ Add
✓ Completed	Prepare Agency Disclosure Form Training Admin Submit for review	868 Meadows Drive	Yes		1 document(s)

Tip

zipTMS® is loaded with helpful features to help you stay on top of your business!

- Seamless integration with zipForm® Plus for ease of use
- Manage transactions and checklists
- Create checklist templates for common transaction types
- Adjust the task view with calendar, list, or board view
- Manage all transactions at once with the overview dashboard
- Notifications assist you with staying on task
- Transaction History that records all tasks

For more assistance on zipTMS®, please explore our knowledge base to get the answers you need at: <https://www.ziplogix.com/support/>.



Reports

Administrators have the ability to access a number of reports inside their zipForm® Plus Broker account. To access these reports, click **“Admin”** on the toolbar, and then click **“Reports”**. By clicking on **“All Offices”**, you will be able to run a report on any office listed in the drop-down.

The screenshot shows the zipForm Plus Admin interface. The top navigation bar includes Dashboard, Transactions, Templates, Tasks, Contacts, Admin, Partners, and Help. The Admin menu is open, showing options for REPORTS, Users, Offices, Teams, Broker Settings, and Message Center. The REPORTS option is highlighted. Below the Admin menu, there is a table with columns for ACTION NAME, ADDRESS, and CREATED. The table lists several offices, including Clark-Prasad Real Estate, Today's Real Estate, Training Brokerage LLC, XYZ Home Sales, and Training Admin. A red box highlights the 'All Offices' dropdown menu, which lists the same offices.

ACTION NAME	ADDRESS	CREATED
Ave.	123 Apple Ave., Englewood ...	Thu Jun 14 201
Lane		Thu Jun 14 201
Training Admin	868 Meadows Drive	868 MEADOWS DR, Jacks...

Tip

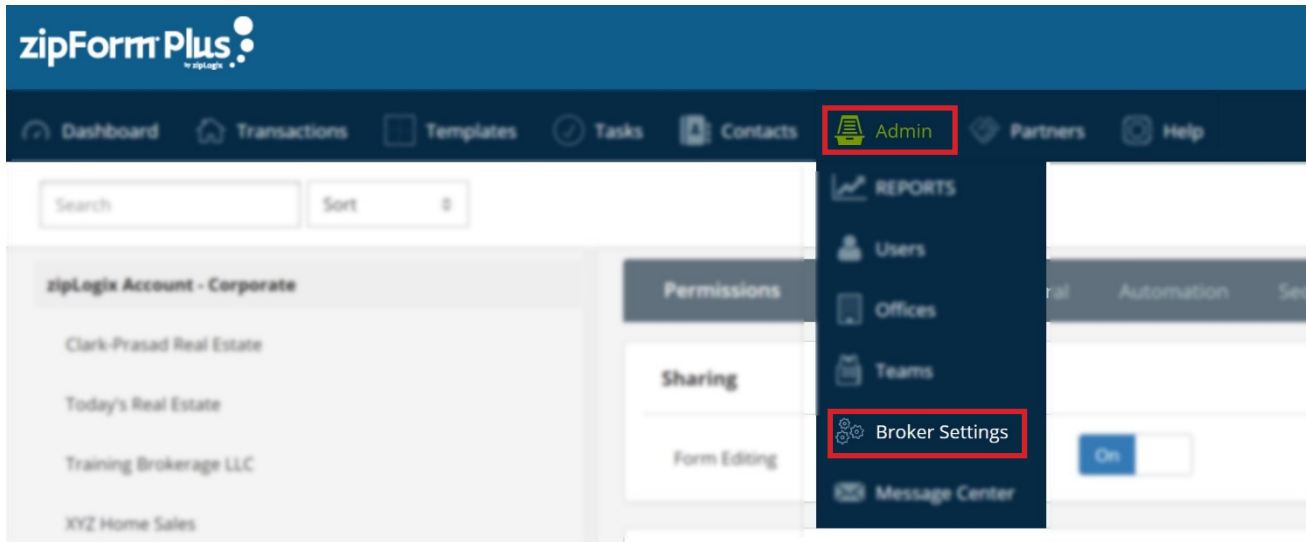
The following reports may be run by the Administrator:

- **Transactions/Revenue:** New/Active Listings, Pending/Closed/Expired/Fell Through Transactions
- **Account Reports:** Users, Form Libraries, and Products used
- **Activity/Performance:** Agent Performance and Transaction Activity
- **Management/Oversight:** Document Approval items, Tasks, Listings Expiring,



Broker Settings

As a Broker Administrator, you may customize your account permissions, notifications, security, and more! These customizable features are designed to help with efficiency and risk management, and can all be adjusted on a company-wide, or per office level.



Message Center

The Message Center allows Administrators to broadcast messages to a particular office or to the entire brokerage. Messages will appear in the Notification Area on both zipForm® Plus and zipForm® Mobile platforms.

