

Have a question?

Here is a list of frequently asked questions about the Agentplus Software, Trust Accounting and Property Administration Services. If your question is not answered here, please contact us and we will get back to you within the next business day.

About Software as a Service (SAAS)

- [What is Software as a Service \(SaaS\) anyway?](#)
- [Why is SaaS better for my business?](#)
- [Is it safe?](#)
- [Where is my data stored?](#)
- [Do I still need to back up my data?](#)
- [What about upgrades?](#)

Capacity

- [Who should consider Agentplus?](#)
- [How many properties can Agentplus support?](#)
- [How does Agentplus handle multiple offices?](#)

Marketing

- [How easy is it to market property within Agentplus?](#)
- [What Marketing Portals do you currently work with?](#)

Trust Accounting

- [Does Agentplus own my Trust Account?](#)
- [Who completes my end of month processing?](#)
- [Who signs off end of month processing?](#)
- [When do my owners get paid?](#)
- [What happens if tenants bring cash into the office?](#)
- [Who has access to my Trust Account details?](#)
- [Does it work with my current rent payment solution?](#)
- [Is the end of year audit included?](#)

Implementing Agentplus

- Can you import my data from our current PMS?
- What if I want to leave Agentplus? How do I retrieve my data?

Documents and Storage

- Can I use printed letterhead for other correspondence or does it have to be electronic.
- Does electronic storage of forms comply with legislation in each State?
- How do my invoices get scanned and stored?
- Where does the original documentation get stored?
- Can I integrate my own merge documents?

Statements

- When are statements sent?
- Do owner statements go out with our logo and branding?

Reporting

- What reporting is available?

How much does the service cost?

- How much does Agentplus cost?
- Is there are minimum number of properties that can be migrated onto the platform?
- Are there any other costs?

Support

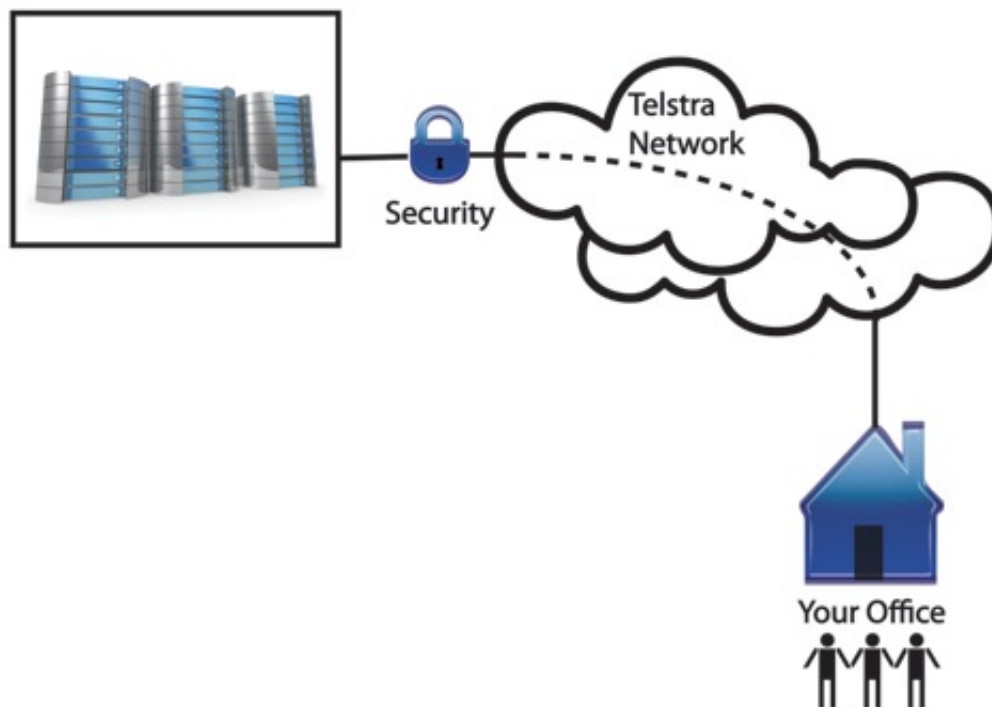
- Do your staff ever speak directly to my owners or to my tenants?
- How does your helpdesk work?

About Software as a Service (SAAS)

What is Software as a Service (SaaS) anyway?

Software as a Service (SaaS) is a mature model of software deployment whereby a service provider (Agentplus) license an application for customers to use as a service on demand.

SaaS is now thought of as a cost effective way for businesses to obtain the rights to use software as needed versus licensing all computers with all applications. On-demand licensing enables the benefits of commercially licensed use without the associated complexity and potential high initial cost of equipping offices with the applications. You don't have to install any CDs, download any software, or worry about upgrades. If you use an online banking or web-based emails program like Gmail, Hotmail, or Yahoo Mail then you've already used SaaS type software before.



Why is SaaS better for my business?

When you use Agentplus you don't have to worry about anything technical — you can just do your work. We handle all the security and uptime and backups and upgrades and “IT guy” stuff. You can stay focused on what you're good at and we'll handle the rest.

Since everyone you work with logs into the same centralized account, you have a single database with everything in one

place. No more worrying about who has the latest information: Everyone has it!

Is it safe?

With traditional software, your employees save data on their laptops, USB drives, or portable hard drives. It's not as safe as it sounds. Laptops are stolen, computers are rarely backed up properly, and it's unlikely everyone's machines are up to date with the latest security patches and updates. When you use the Agentplus application, your data is stored on secure, always-updated, backed-up daily enterprise-class servers in a state-of-the-art, highly-secure data centre.

Where is my data stored?

Our state-of-the-art servers are hosted at Telstra data centres and protected by biometric locks and round-the-clock interior and exterior surveillance monitoring. Only authorized personnel have access to the data center. 24/7/365 onsite staff provides additional protection against unauthorized entry and security breaches.

All data is written to multiple disks instantly, backed up daily, and stored in multiple locations. Files that our customers upload are stored on servers that use modern techniques to remove bottlenecks and points of failure.

Our software infrastructure is updated regularly with the latest security patches. Our products run on a dedicated network which is locked down with firewalls and carefully monitored.

Do I still need to back up my data?

No. Your data is backed up by us every day. Our backups are stored in multiple locations for additional redundancy. You could say our backups have backups. We've never lost anyone's data and you can rest assured that we won't lose yours!

What about upgrades?

No worries there either. Upgrades are provided as part of your annual fee, and because Agentplus is a SaaS application, we do all the upgrading for you with no interruption to your daily operations. Unlike traditional software that requires you to download and install updates yourself, our products are updated automatically. Whenever you use Agentplus you're always using the latest and greatest version.

Capacity

Who should consider Agentplus?

If you are currently manage 500 properties or more, and are serious about growing your rent roll, you should consider Agentplus.

How many properties can Agentplus support?

Anything from 1 to 100,000 (or more!). Agentplus is the beneficiary of the multi-million dollar investment in technology made by Run Corporation (ASX: RNC). As one of the largest property management service companies in the southern hemisphere, the property management software products commercially available to Run were unable to cater to the number of properties managed by RUN (more than 18,000). As a result the Agentplus software platform was developed to meet this need. Now this technology and know how has become available to the broader market to enable greater efficiencies, particularly for those operating large rent rolls.

How does Agentplus handle multiple offices?

With the greatest of ease! Agentplus can handle single or multiple offices both technologically and operationally. We can also add offices to your network simply in the event your agency expands. You can report on groups of offices at a property manager, office or group level.

Marketing

How easy is it to market property within Agentplus?

Really, really easy. In fact, it's the click of a button stuff that you've always hoped for. Once you have loaded your property details into the system, they can be updated. Then you select your photos and hit a button that says "Market Property" and the property is then uploaded to the major portals and your website.

What Marketing Portals do you currently work with?

The software currently works with realestate.com.au, domain.com.au, realestateview.com.au.

Trust Accounting

Does Agentplus own my Trust Account?

No. When your office commences using the Agentplus system, you will need to open a new trust account for your office or group of offices. The trust account is in your name and belongs to you.

Who completes my end of month processing?

Agentplus performs all of this for you, from owner payments/statements through to end of month bank reconciliation and reporting.

Who signs off end of month processing?

Your Agency Licensee is responsible for signing off end of month.

When do my owners get paid?

Agentplus provides a multitude of payment/statement options which allows your owners to be paid and receive their statements when they choose to. So it's up to your owners when they would like to receive these items, with no additional hard labour for you or your trust accountant.

What happens if tenants bring cash into the office?

We do not recommend this, as accepting cash poses a security risk to you and your staff.... (but you knew that, right?). If this does happen though, cash can be receipted directly into the system at your office.

Who has access to my Trust Account details?

The Agentplus team and nominated representatives for your agency have access to the trust account details and associated reporting. We do not recommend giving your trust account details to anyone, particularly tenants. There are a number of other options for tenants to pay their rent, we can explain these to you in great detail. In particular, Direct Debit is a popular choice because it incurs no cost for the tenant, and is included in your Agentplus software.

Does it work with my current rent payment solution?

Rent card solutions can be supported; we also recommend setting up Direct Debit which is supported by the software.

Is the end of year audit included?

Yes, we provide your annual audit included in our service. We

subcontract the services of Tier 1 Accounting firm Ernst & Young to complete this on your behalf.

Implementing Agentplus

Can you import my data from our current PMS?

Yes. By simply providing a back up of your current database, Agentplus can easily import the data into the new application as well as providing you reporting which will allow you to perform a complete reconciliation of your portfolio in preparation for a clean and accurate implementation.

What if I want to leave Agentplus? How do I retrieve my data?

At Agentplus, we are committed to providing a first class service experience, so hopefully this won't be necessary! Once you get used to working in a new way we are sure you will never want to leave. But, if you decide to sell your rent roll or move on in some way we can export your data at any time using CSV format.

Documents and Storage

Can I use printed letterhead for other correspondence or does it have to be electronic.

The system will support either printed letterhead, or electronic letterhead (which is another cost saving for your office!)

Does electronic storage of forms comply with legislation in each State?

Yes. Agentplus provides a numerous forms/documents prescribed by each state legislative body.

How do my invoices get scanned and stored?

Agentplus can arrange for a GPO Box, email account or fax line to be created to enable your suppliers to send invoices directly to us, or you can forward them to us for scanning and processing .

Where does the original documentation get stored?

It's up to you. After the paperwork is scanned, we can send it back to you for storage. You may decide to store the documents, or destroy them.

Can I integrate my own merge documents?

Yes. Agentplus does come with some standard documents for you to use, or alternately you can create your own document library which can contain letters, checklists etc suitable to your individual business.

Statements

When are statements sent?

At the time that you choose for your particular owner, and there are a multitude of options, for example – when an owner gets paid, or at the end of the month. The statement does not necessarily need to co-incide with the payment.

Do owner statements go out with our logo and branding?

Yes. Your owners and tenants shouldn't be aware in any sense that we even exist! When you send owner statements by email they go out with a header and footer which includes your logo and is configurable at the time of installation. The "from" address is also your email address.

Reporting

What reporting is available?

Agentplus provides comprehensive financial and operational reporting both on and off system. The client can also create their own reports within the application. We've posted some of the owner reporting online, to view [this click here](#).

How much does the service cost?

How much does Agentplus cost?

Agentplus software and trust accounting services are covered by an all inclusive annual fee, depending on the number of properties that you manage. [Click here](#) to request a consultation or demonstration and we can discuss the costs for your office or group of offices.

Is there are minimum number of properties that can be migrated onto the platform?

No, there is no minimum number of properties, however there is a minimum charge for up to 400 properties. [Contact us](#) for details.

Are there any other costs?

Yes, there is the cost of a dedicated link from your office to our hosting centre. [Contact us](#) for details.

Support

Do your staff ever speak directly to my owners or to my tenants?

No. We never speak to your customers. We consider ourselves to be the behind the scenes “magic” that allows you to spend more time with your customers. All the information that you need in respect to your customers is stored in the Agentplus system, so you should be able to speak confidently with your investors about all aspects of their management. [For more information regarding office responsibilities vs Agentplus responsibilities, click here.](#)

How does your helpdesk work?

Our helpdesk is staffed with a number of very capable and qualified engineers. In the unlikely event of a problem with the software, you are able to raise requests and flag them as a high or low priority. As an Agentplus customer, you also have access to a dedicated Account Manager where you may escalate any serious issues as needed.