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# Real Estate Agent User Manual

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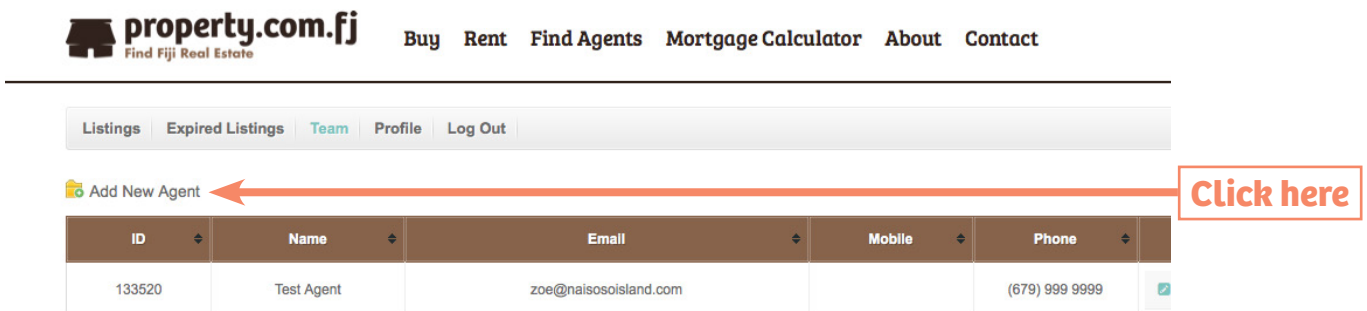
Adding Your Team Members

A Step by Step Guide to Adding Your Staff.

Once you've updated your 'Agency Profile', loading in your agents' details ensures the correct staff names appear on your property listings.

1.   Login to your property.com.fj agency account. You will be directed to your '**Agency Dashboard**'.

2.   Click on the '**Team**' tab.
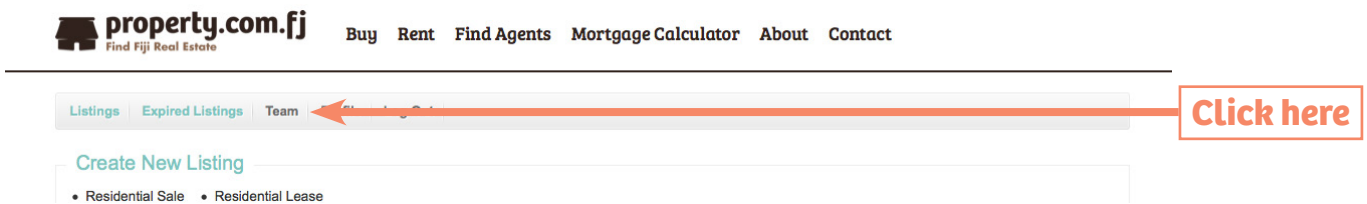
3.   This will take you to the '**Team**' page. Click on the '*Add New Agent*' button.

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Adding in Your Team Members

4.   Enter your agent's details into the relevant fields.
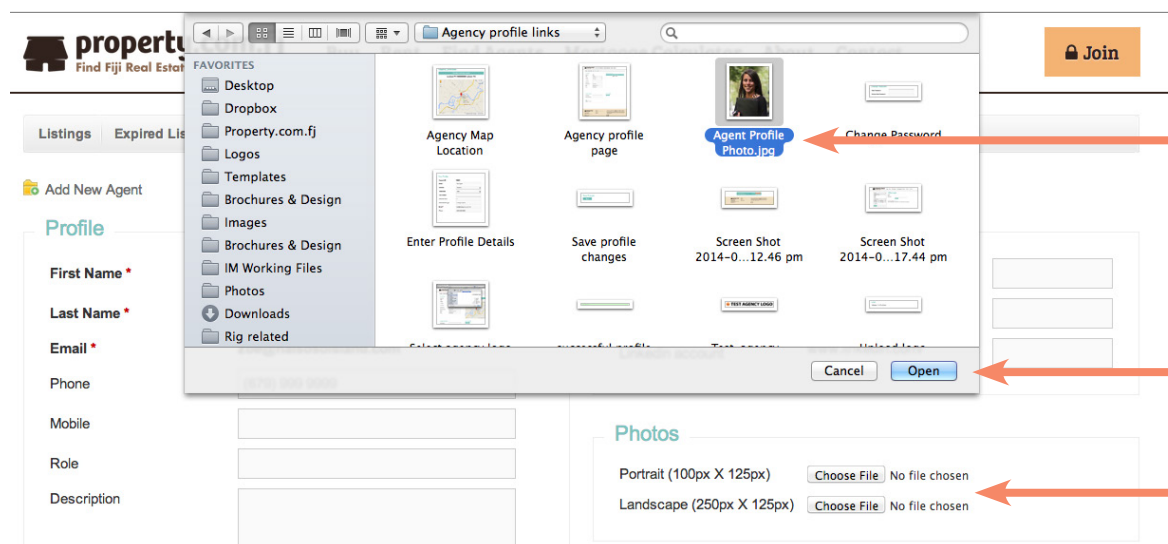

Enter in all your agent's details here

5.   Navigate to the '**Photo**' section and add a profile photo to your agent's account. Click the '*Choose File*' button next to either '*Portrait*' or '*Landscape*', depending on what size photo you wish to upload. A file selection window will appear, select the correct photo then click 'Open' or 'OK'.

Second, select the photo

Third, Click Open

First, Click Choose File

6.   Press 'Save' at the bottom of the page and repeat the upload process for each agent.

Click here

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Uploading Properties

A Step by Step Guide to Uploading Your Listings.

You've set up your company profile and you've added your agents, now it's time to upload your listings.

1. Login to your property.com.fj agency account. You will be directed to your '**Agency Dashboard**'.

2. Underneath '**Create New Listing**' you'll see '*Residential Sale*' and '*Residential Lease*'. Click '*Residential Sale*' if your property is listed for sale. Click '*Residential Lease*' if your property is listed for rent.

Uploading Properties

3.   This will take you to the '**New Listing**' page.

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Uploading Properties

4. Find the '**Property Address**' field.

5. The country will automatically register as Fiji. Click on the drop-down box next to the '*Division*' field and choose division your property is in.

Property Address

Country *	Fiji
Division *	✓ Division
Area/Town *	Central
	Eastern
	Northern
Unit Number	Western
	Rotuma
Street Number	
Street Name/Type	
Display Address:	⦿ All Address Details ◯ Suburb Only

Click here and select the correct division from the list

6. Click on the drop-down box next to the '*Area/Town*' field and choose the area or town your property is in. If your specific area is not listed, email bula@property.com.fj and we will add it to the list for you.

Property Address

Country *	Fiji
Division *	Central
Area/Town *	✓ Please Select
	Deuba
	Galoa
Unit Number	Lami
	Nasinu
Street Number	Nausori
	Navua
Street Name/Type	Pacific Harbour
Display Address:	Suva
	Tailevu
	Waidroka

Click here and select the correct area/town from the list

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Uploading Properties

7.   Enter in the flat/unit number (if applicable), the street number and street name in the applicable fields.

8.   Move down to the '**Property Data**' section. Select the '*Property Type*' from the drop-down box. Insert your '*Property Headline*' in the applicable field. Then enter in your '*Property Description*' or listing copy into the box provided.

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7.   Beneath the 'Property Details' section you'll find the '**Mapping Coordinates**' field. Here you can show the precise location of the property on an aerial map. Click on the green '*Click Here to Set Map Location*' button and your listing's address should appear as a red pin.

If the map does not recognise the exact address, you can click on the red pin and drag and drop it onto the correct location.

Click here

If the pin is not in the right location click on it then drag and drop it onto the correct area

9.   After you have entered all of the property data, find the '**Land/Block Floor Areas**' section.

10.   Click on the drop-down box next to land area and select the correct measurement unit. You <u>must</u> include a land size in order for your listing to be accepted by the system. If you do not know the land size, simply enter 1 square metre in field provided

Click here and select the correct unit of measurement from the list

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11.   Click on the drop-down box next to '*Floor Area*' and select the correct measurement unit. This section is optional however very useful to potential buyers.

Click here and select the correct unit of measurement from the list

13.   Click the drop-down box next to '*Number of Floors/Levels*' and select the correct number.

Click here

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14.   Located the '**Features**' section.

15.   Click on only the tick boxes next to the features that your property has. For example, '*Views*' or '*Swimming Pool*' or '*Modern Kitchen*'.

Features

Internal:

- ☐ Air Conditioning
- ☐ Balcony/Patio/Terrace
- ☐ Basement
- ☐ Bath
- ☐ Broadband
- ☐ Built-ins
- ☐ Dishwasher
- ☐ Ensuite
- ☐ Fireplace(s)
- ☐ Formal Lounge
- ☐ Furnished
- ☐ Gas Enabled
- ☐ Heating
- ☐ Internal Laundry
- ☐ Lift
- ☐ Modern Bathroom
- ☐ Modern Kitchen
- ☐ Pay TV Enabled
- ☐ Polished Timber Floors
- ☐ Remote Garage
- ☐ Renovated
- ☐ Renovated Bathroom
- ☐ Renovated Kitchen
- ☐ Separate Dining Room
- ☐ Study
- ☐ Vacuum System

External:

- ☐ Balcony
- ☐ BBQ
- ☐ Courtyard
- ☐ Entertainment Area
- ☐ Garden
- ☐ Garden Shed
- ☐ Gym
- ☐ Level Lawn
- ☐ Pet Friendly
- ☐ Rainwater Tank
- ☐ Sauna
- ☐ Secure Parking
- ☐ Shower Facilities
- ☐ Spa Bath/Jacuzzi
- ☐ Storage Area
- ☐ Swimming/Lap Pool
- ☐ Tennis Court
- ☐ Unlevel Lawn
- ☐ Workshop

Security:

- ☐ Alarm System
- ☐ Concierge/Manager
- ☐ Intercom
- ☐ Safe
- ☐ Security Lights
- ☐ Security Windows
- ☐ Swipe Card

Location:

- ☐ Close to Parklands
- ☐ Close to Schools
- ☐ Close to Shops
- ☐ Close to Transport
- ☐ Near Waterfront
- ☐ Quiet Location
- ☐ Views

Lifestyle:

- ☐ Absolute Waterfront
- ☐ Beach/Coastal Property
- ☐ Golf Property
- ☐ Nature Property
- ☐ Prestige Property
- ☐ Resort Property
- ☐ Retirement Property

Click on the features your property has

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16. If your property is listed for auction, fill out the applicable fields in the '**Auction Date & Time**' section.

Auction Date & Time (Only if for auction)

Forthcoming Auction: ☐

Auction Place: [   ] ← **Type in the auction address here**

Auction Date/Time: [   ] @ [   ]

Insert auction date here → **Insert auction time here** →

17. Below you'll find the '**Pricing**' section. You <u>must</u> enter a price into the '*Price/Search Price*' field in order for the system to accept your listing.

However you have 3 pricing display options. Select '*Display Above Price*' if you want the property price to show as a dollar value e.g. $350,000. Select '*Display Text in Place of Price*' if your property is Price on Application (POA) or Expressions of Interest (EOI). If you do not wish to advertise the price of the property on your listing then select '*Not Display Price*'.

Pricing (Enter 100,000 without comma)

Price/Search Price: * FJD [100000] ← **Must enter a price here**

Displaying Price

Display Above Price: ◉

Display text in place of Price: ○ [   ]

Not display price: ○

← **Price Options**

18. If your property is listed for <u>rent</u>, the same process applies as above. The only difference is your price will be the rental price per month.

Pricing (Enter 100,000 without comma)

Price: * FJD [1000] [Monthly ▲▼]

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16. Move down the page to the '**Property Contacts**' section and select the names of your Primary and Secondary agent contacts for the listing from the drop-down box provided.

Select your primary agent

18. To save your listing and move onto uploading your property photos, click the '*I agree to the terms and conditions*' box then the '*Save and Upload for Approval*' button. You can view the full list of terms and by clicking on the '*Terms and Conditions*' text in green.

Check the box next to 'I agree...'

Then click here

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Uploading Photos

## A Step by Step Guide to Adding Photos to your Property Listing.

Once you've entered all the necessary details about your property into the listing, it's time to add some great photos. You can upload a maximum of 6 photos per listing. To ensure the photos do not appear stretched or blurry, make sure the file size is between 450Kb and 1MB and the picture ratio is 4:3. Below is an example of a 4:3 photo.

Download our free 'property.com.fj Guide to Taking Great Property Photos' for practical tips and tricks to help you take better real estate photos. Remember, your photos are a buyers first impression of the property. Good photos will make your listing stand out against the rest, meaning more enquiries and happy vendors!


300
600
900
pixels
tall

400 | 800 | 1200 pixels wide

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Uploading Photos

1. In the '**Photos**' section, click the blue '*Select Files*' button in the bottom right-hand corner.
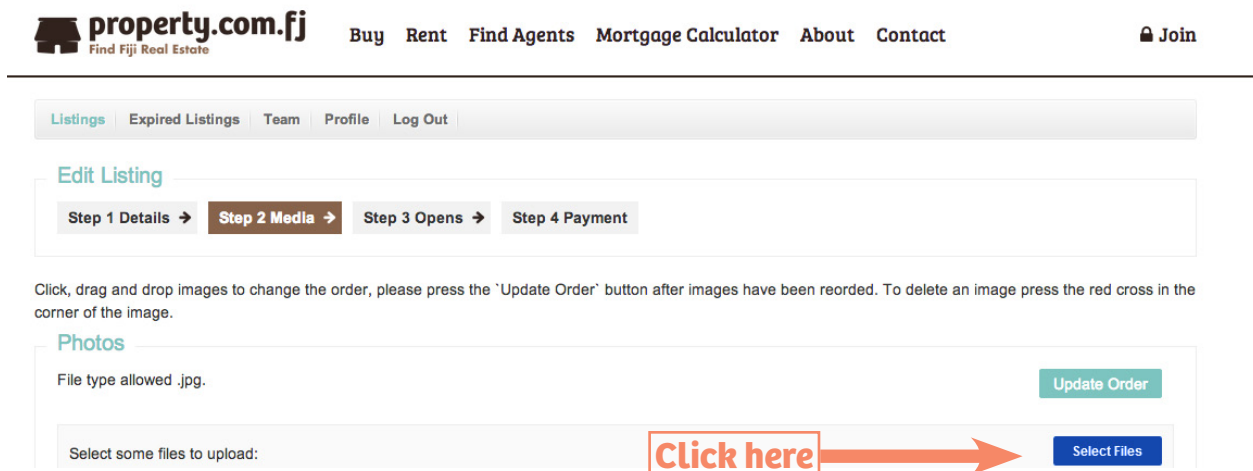
2. A file selection window will pop-up on your screen. Navigate to the folder where the photos for your property are saved. Press and hold the 'Shift' key while clicking on the photos you wish to upload (the file will turn blue when selected). Then click the '*Open*' or '*OK*' button.

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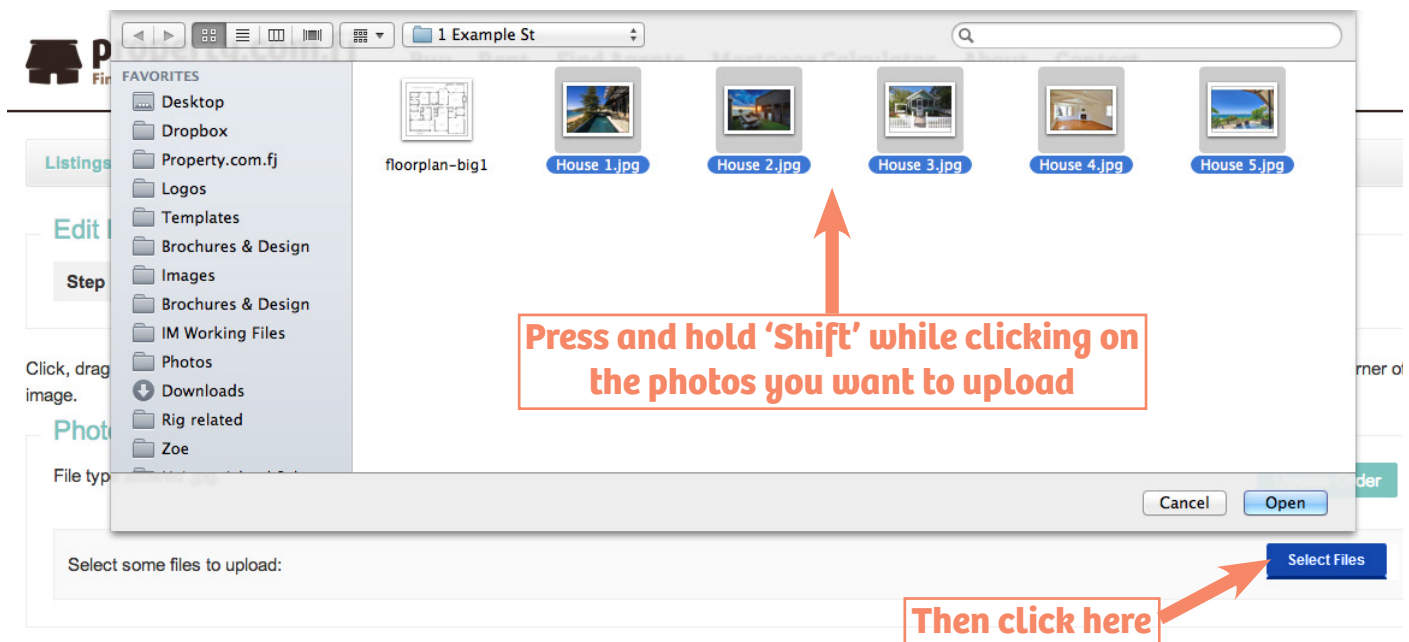
Uploading Photos

3.   Once your photos have finished uploading, you can rearrange the order of your images by clicking on an image then dragging and dropping the photo in the order you would like them to appear in the photo gallery. Once you are happy with the order, click the '*Update Order*' button.

4.   Below '**Photos**' you'll find the '**Floorplans**' section. The same upload process applies. Navigate to the folder where the floorplan for your property is saved. Press and hold the 'Shift' key while clicking on the floorplan you wish to upload (the file will turn blue when selected). Then click the '*Open*' or '*OK*' button.
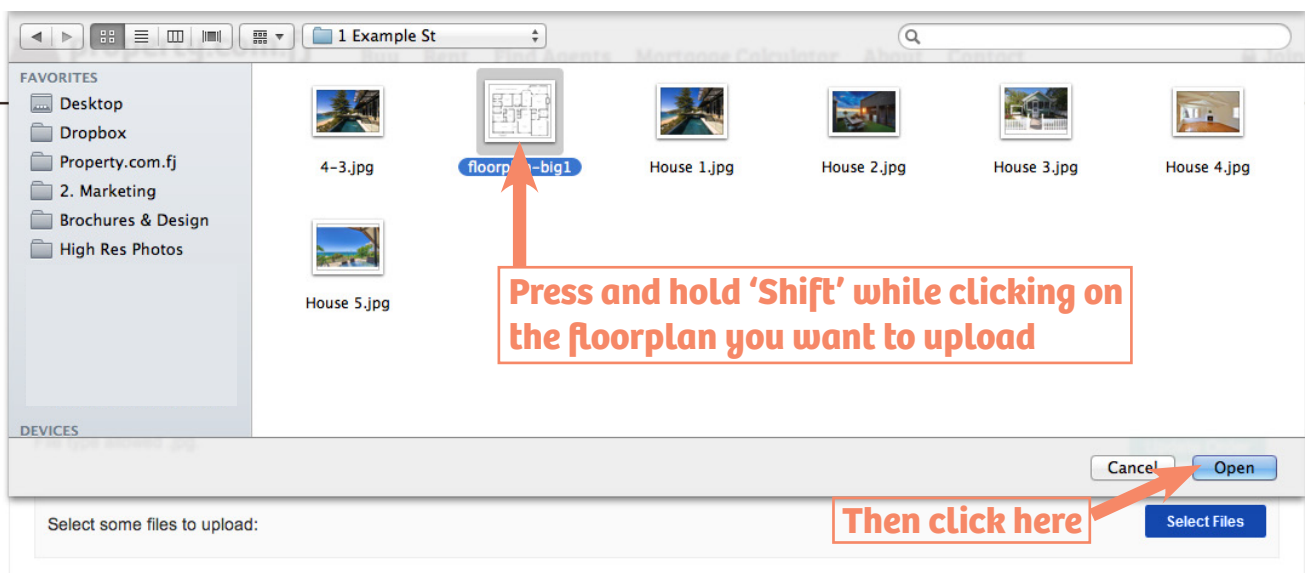
5.   Scroll to the bottom of the page and click the green '*Save and Next*' button.

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Adding an Open for Inspection Time

A Step by Step Guide to Adding and Open for Inspection Time.

Adding an open for inspection time is not a mandatory step as many properties are inspection by appointment only. If your property does not have any open for inspections (OFI) scheduled, simply click '**Next**' at the bottom of the page and skip to the next section of this User Manual.

1.   Find the '**Add Open time**' section and click on the field next to '*Add Open Inspection Date*'. A calendar box will appear, select the date of your OFI. Click in the field next to '*Commencement Time*' and select the starting time of your OFI. Repeat this step for '*End Time*'. Then click '*Next*'.

Upgrading Your Listing

A Step by Step Guide to Upgrading Your Listing.

Upgrading you property to either a Feature or Premium listing is as easy as 2 clicks of a button.

1. Select the box next to either **Premium** or **Feature** listing upgrade depending on which level your vendor has signed up for. Then click the green '*Make Payment*' button to be taken to the checkout page.

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Payment Options

In order to for listings to appear on property.com.fj we first need to arrange payment details for all agent accounts.

We have 2 options available:

1. Pay as you go (best for small agencies).

2. Setup a monthly account and we will send you an invoice each month. If you prefer this option please contact bula@property.com.fj and we will be in touch to set this up.

Our company account details are:

Account Name - **Property (Fiji) Limited**
Account Number - **9804941517**
BSB - **039 010 (Westpac Namaka).**
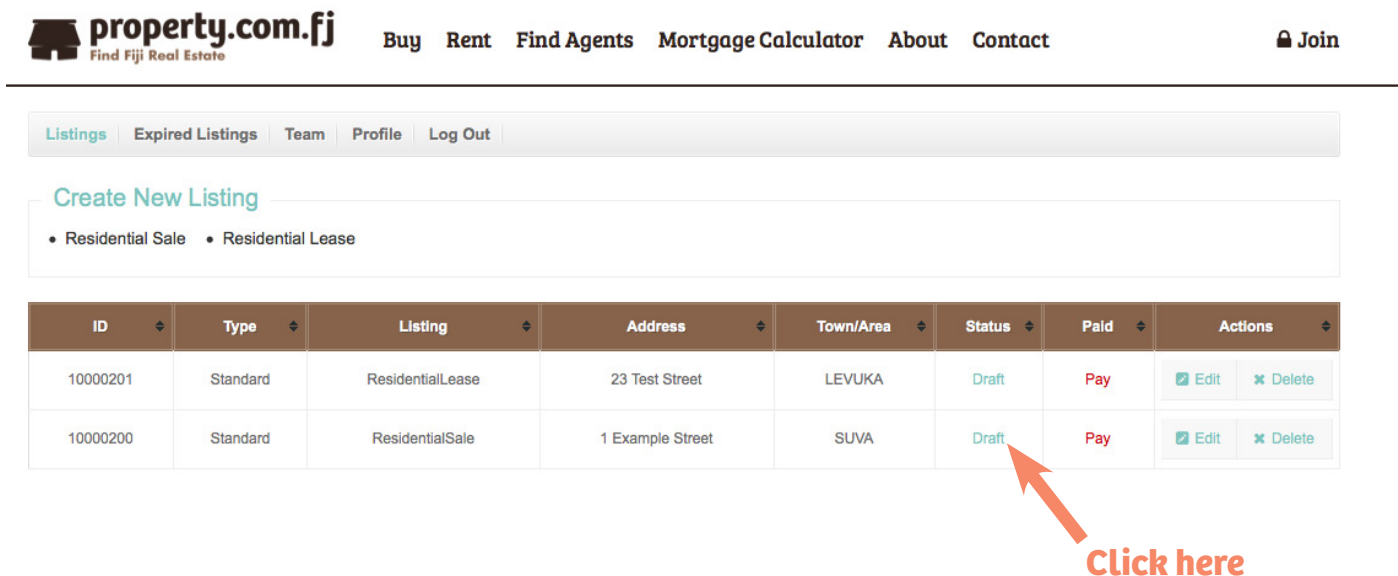
Accepted methods of payment:

☑ Cheque made out to Property (Fiji) Limited

☑ Payment via internet banking (please note transfers from any bank other than Westpac will take 2 to 3 days to complete)

☑ Internet Payment Gateway - online payments using credit/debit cards

☑ Payment via Fiji Clear (please remember to notify your bank when making the payment that you wish to use Fiji Clear)

☑ Direct deposit (deposit cash or cheque at the Bank)

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Changing a Property to Sold

A Step by Step Guide to Marking Your Listing as Sold.

Congratulations you've sold the property! Now it's time to change the listing from 'For Sale' to 'Sold'. Sold properties will appear online for one month after the listing status has been changed.

1.   Navigate to your '**Agent Dashboard**' and locate the sold property from the list. Click on the green link under the '*Status*' heading.
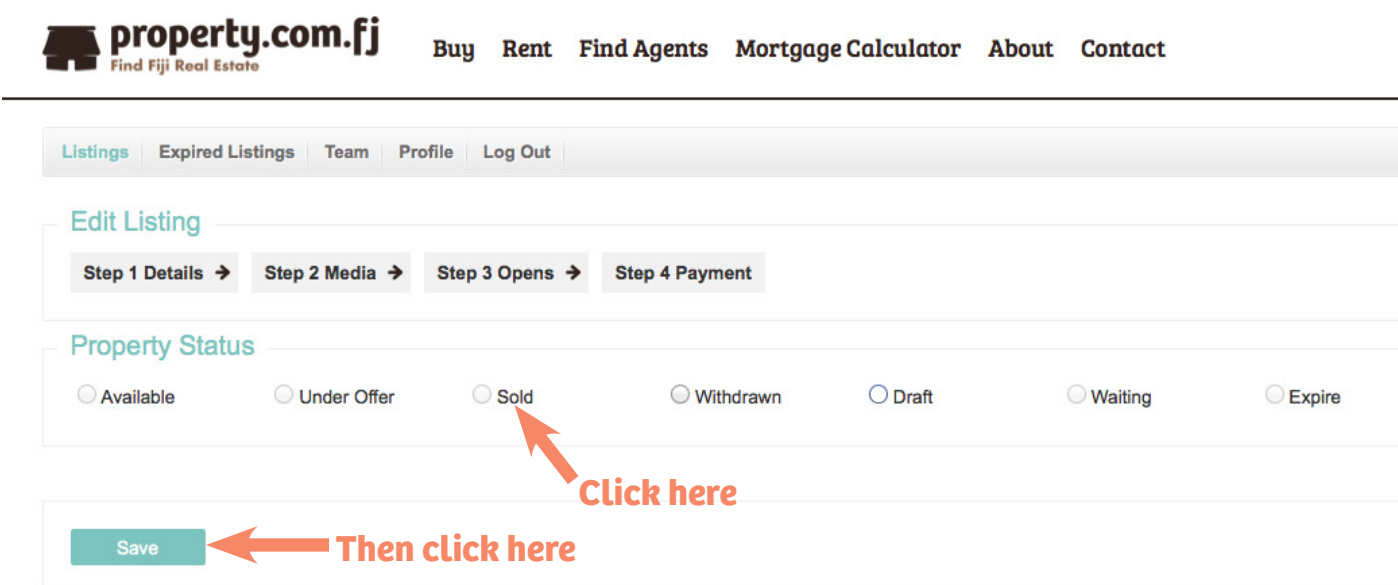
Click here

1.   Select '*Sold*' from the available options, then click '*Save*'.

Click here

Then click here

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