



What EABoss can do for your business:

- BOSS produced property details can be directed to external printers for a more professional finish
- Every potential buyer registered for updates by email saves (on average) £12 in postage and printed details.
- Every name can automatically be referred to Financial Services / Conveyancing / Survey
- Relocation / Removals companies, earning extra commission or advertising revenue.
- Keeping your office register up-to-date, keeps your website up-to-date (plus any property portals e.g. RightMove, Prime Location, Fish4, etc.).
- Fast data input wizards make it the perfect tool for users who are not typists.

We might be a bit biased but....., we think our software is the best, most flexible, easiest to use agency software on the market. You don't have to take our word for it, speak to our clients.

EABoss KEY POINTS:

- Reduces your business running costs
- Can increase your businesses revenue
- Automatically updates your own website and rightmove, prime location, fish4, findaproperty etc. etc.
- For around £100 a month

EABoss standard features in brief:

- Web or PC based data – Use the same property/applicant data between offices
 - Including ability to print another offices property details
- Website updated automatically
 - Including full property details with multiple photographs
 - Floorplans, Virtual Tours, Map locations, Aerial Photographs
 - Email enquires from Website
- Upload to property portals
 - Rightmove, Prime Location, Fish 4, Find a Property, Property Finder and many more
- Matching: With advanced pick and choose options
 - Matching a single applicant to multiple properties
 - Matching a single property to multiple applicants
 - Matching Multiple properties to multiple applicants
- Cost effective mailing
 - Via email
 - Via post with personalised multiple property bulletins to reduce printing costs
 - Price band label / letter production – for sending multiple properties within price ranges
 - Via text messages
- Fast input of applicants and properties via intuitive “Wizards”

- Asks the correct “next” question based on what’s input, thereby generating more business
 - With Postcode generation of addresses (requires add-on software)
- To-Do reminders and tasks
 - Configure your own procedures for letters, events or actions. Set them to trigger the next step e.g. by printing the confirmation of instruction letter a number of future tasks can be set, such as:
 - after 14 days later chase for the return of the signed agreement
 - after 4 days advertise property, then advertise again in 4 weeks
 - after 30 days on the market, ask for a price change
- Extra Revenue from our Referral system. Refer applicants and vendors to:
 - Solicitors/Conveyancers, Financial Service, Lettings and Management departments/companies, Removal Companies, Surveyors, Utilities companies, Plus any other suppliers you may have struck a deal with.
 - Full tracking of what has been sent to whom
- Correspondence
 - Standard Letter production with full set of customised “Compliant” letters in Word format
 - Invoice production (With or without sequential invoice number generation)
- Property Details/Particulars/Window cards, automated production, multiple formats
 - Printed in-house, multiple styles from one set of room descriptions
 - Printed via 3rd party printers for a more professional finish
 - Website full property details
 - Email HTML formats
 - Choose from the standard layouts or have your own design
- Management information in Excel format
 - Fully customisable to extract and calculate the figures you want
- Diary displaying:
 - Viewings, Appointments and any other event the user wants to diarise
 - Set pop-up reminders on events
- Inform Users of important updates automatically
 - Offers, Purchases plus any other event, inform other users via the automated procedure
- User / Office/ Event / Email / Website configuration
 - All the above are configurable by the user via secure password protected forms
- Screen design
 - Simple easy to use easy to understand forms for entering and viewing records
 - MDI: Have both the applicant and vendor screen open at the same time
- Postcode software integration
 - Using either AFD or QAS postcode software
- Property Slide Show Screen Saver
 - When not using a PC it will run through your properties on screen
 - Can be used as a Window display with the large plasma screens

EABoss – More Details

I have tried to limit myself to what I believe are a few of the key elements of EABoss and not to get caught up in listing everything it does on the off chance of mentioning a feature you have expected or wished to see. If a function you'd expect to see isn't listed below let us know. We can then either, confirm that it is included or we can let you know whether it's possible to develop this function especially for you.

WEB or PC BASED DATA – Using the latest data handling techniques allows us to host your data on the web for multi office functionality or have a more conventional PC/Server based system. Even if you chose to have the data located in your office other branches can connect to it as if the data was located at their branch. It's simply the best possible solution.

WIZARDS - Intuitive, customisable, input wizards guide users through entering Buyers, Sellers and 3rd Parties such as solicitors.

Advantages: Untrained/novice staff members will ask the correct questions depending on the answers, be prompted to offer other services.

Example: A potential buyer registers, their status is "House to Sell". Once the Wizard has finished entering their requirements it asks, "Would you like us to do a Market Valuation of your property?" If the answer is YES, the Market Valuation form opens, it's already filled in with the now potential Vendors details, all the user has to do is enter the date, time and who will be doing the Market Valuation. The diary is automatically updated and a confirmation of the Market Appraisal letter is generated. The Wizard then goes on to ask "Would you like me to refer you to our Financial Services representative, who can advise you on mortgage offers etc etc." If the user answers YES to this question, the Referral form opens with the now potential mortgage leads details already inserted. The user selects from a drop down list who they wish to send it to and off it goes in the form of an email. EABoss updates itself with a referral event against the applicant and against the FA's record enabling you to report on the negotiators referral performance and/or the number of referrals passed to the FA's.

EVENTS - Just about everything that happens, beyond entering the basic property and applicant record, is dealt with as an Event. This makes it very simple for users to get to grips with the system and encourages them to use more of the features. It also makes it extremely simple to report on everything and everybody. The available event types differ depending on where you are in the system. If, for example you are in the Property section, the events will show you:

Property Event	Information stored / Recorded	Facilities
Advertising	where and when it was advertised	You can diaries, set reminders, follow-ups etc.
Appointment	date, time and who	You can diaries, set reminders, follow-ups etc.
Call	date, time who should make the Call and any comments	You can diaries, set reminders, follow-ups etc.
Correspondence	which letter was sent and when	You can link the Word letter to the event to re-open it at any future date
Expenditure	what for, how much and if recoverable	Invoice includes any additional expenditure
General	just about anything you want	You can diaries, set reminders, follow-ups etc.
Match	who has received details of this property	You can diaries, set reminders, follow-ups etc.

Property Event	Information stored / Recorded	Facilities
Note	date, time who the Note is for and any comments	You can diaries, set reminders, follow-ups etc.
Offer	offer amount, who from, when and outcome (rejected/accepted/considering)	You can diaries, set reminders, follow-ups etc. and you can promote this offer to a purchase
Price Change	old price and new price	You can diaries, set reminders, follow-ups etc.
Purchase	purchaser, solicitors, sale price, dates etc.	You can diaries, set reminders, follow-ups etc.
Referral	who the referral was sent to, what it was for i.e. FS, Relocation Company, Removals firm etc.	You can diaries, set reminders, follow-ups etc.
Surveyor	which surveyor was booked, what date/time attending	You can diaries, set reminders, follow-ups etc.
Task	date, time who the Task is for and any comments	You can diaries, set reminders, follow-ups etc.
Viewing	who, date, time, who (if anyone) accompanies	You can diaries, set reminders, follow-ups etc. and you can promote this viewing to an offer

You should get an idea from the above table of the flexibility yet simplicity of this event approach.

INFORMING USERS OF KEY EVENTS - Key Events such as Price Changes, Offers, Purchases, etc. trigger an "Inform Users" option. This will create an email to selective users within the office informing them of the event and which property it relates to. It's proved fantastically popular with our EABoss users.

REFERRALS - Although this has been mentioned earlier it is worth noting that those of our clients who have embraced the referral facilities in EABoss have benefited from additional income with little, if any additional effort. EABoss has the ability to referral via an email the details of a potential buyer or seller to other departments and associated suppliers such as:

- Financial Services Companies and individual Financial Advisors
- Relocation Companies
- Lettings and Management Departments (to refer buyers to who are "buying to let")
- Removals Companies (one of our clients offers a 10% discount and receive £25 back from the removals company)
- Utilities companies
- New Homes Department
- Surveyor
- etc. the list can be as long as the companies and services you can organise a deal with.

All the tracking is done for you because the referral event records against the client and against the Referral supplier. You can therefore report back on the performance of individual FA's to see what number of referrals they received compared with the number of sign-ups they actually made. If you decide to pay negotiators/staff members on a per sign-up basis, the referrals tracking system works just as well for the source of the lead as it does for its destination.

Hopefully you can see the power of our referrals system and see how it can make the difference between a profitable office and a loss making office. More revenue from the same number of clients!

MAILING VIA EMAIL - You wont be surprised to hear that EABoss gives (and encourages) the users to register potential buyers for mailing via email rather than post. A study carried out about five years ago estimated that it cost the average agency £13 for every applicant they registered.

This assumed they were going to be sending them colour printed details in the post and would on average keep the applicants on their books for around ninety days. If that applicant is registered to be mailed via email it costs nothing. We have concentrated on making the email details as professional as possible and in most cases link the potential buyers to the details stored on the web rather than sending large attachments. The emailing method has proved so successful that many of our EABoss users don't remove applicants registered via email because they just might buy something in the future. You will see in the "Performance Tables" below how important the email registration is to some of our clients.

TO-DO REPORTS - Users can either produce themselves or have automatically produced reports showing them all their outstanding tasks. These are controlled via the Events forms. Each Event has a "Completed" tick box therefore, if a To-Do report is produced for that user, any event that is assigned to them which isn't marked as completed will be displayed. It makes chasing offers, following up on viewings, sales progressing etc. very straightforward for both staff and managers.

LETTER PRODUCTION - We believe our approach to standard letters is much more accurate because the correct grammatical syntax is used, unlike any other methods we have seen. Any additional paragraphs, questions, etc. are asked prior to the merge, thus ensuring the user does not have to scroll through line after line of text trying to find what they should or shouldn't include. The letters we designed in conjunction with Bradford and Bingley were accorded the "Crystal Mark Approved" accolade.

As each letter is produced via EABoss it creates a "Correspondence" event. This in turn allows the user to link the Word letter to the event. The letter can then be opened from the event in the future by a secretary, negotiator or manager. No more paper files and no more hunting around for a copy of the letter.

PROPERTY DETAILS - Using a similar approach to details production as we've taken to standard letters, the Word document is produced as close to the final product as possible. Non clerical staff can easily generate many complex styles of property details and window cards designed initially by experienced marketing professionals. Version date codes are automatically maintained. Additional styles are easily added. A number of property bulletin formats are included as standard and are designed to reduce printing and postage costs by personalising them to the potential buyer.

MANAGEMENT INFORMATION – EABoss has a wealth of figures and statistics to give back to the interested/authorised user. The fact that you use EABoss to record a Market Valuation, a viewing, an offer, a withdrawal, a sale and the sale price means that we have that information to report back at any point in the future. You can compare year-on-year / month-on-month pipeline reports. You can ask as a detailed or purely totals level. Special management/user reports are simple to produce using Microsoft Excel. The fact that all our clients use the system to produce letters and mail-outs means that the management information is just waiting to be displayed.

Detailed report of one months business

**CLARKS EABOSS -
Management Statistics
Report**

DATE FROM - 01/07/06 DATE TO - 31/07/06

MARKET APPRAISALS (VALUATIONS)

Date	Address	MA Price	Fee £	Fee %	Agency Type	State	Source
01/07/2006	11 High Street, Windsor, Berkshire, SL4 1LD	£300,000	£3,750	1.25	Joint	Instructed	Office
02/07/2006	Boveny Cottages, The Street, Shurlock Row, Reading, Berkshire, RG10 0PU	£545,000	£10,900	2.00	Sole	Market Appraisal	Office
02/07/2006	54 Wentworth Crescent, Hayes, Middlesex, UB3 1NW	£395,000	£7,900	2.00	Sole	Market Appraisal	Office
03/07/2006	23 Crawford Compton Close, Hornchurch, Essex, RM12 6UA	£600,000	£12,000	2.00	Multiple	Market Appraisal	Office
07/07/2006	21 Highlea Avenue, Flackwell Heath, High Wycombe, Buckinghamshire, HP10 9A	£350,000	£6,125	1.75	Sole	Market Appraisal	Office
09/07/2006	20 Institute Road, Swinton, Berkshire, SL19 1BX	£500,000	£8,750	1.75	Sole	Market Appraisal	Office
12/07/2006	18 Wonford Close, Kingston upon Thames, Surrey, KT2 7XA	£475,000	£11,875	2.50	Multiple	Market Appraisal	Office
20/07/2006	Granville Court, De Beauvoir Estate, Balmes Road, London, N1 5SP	£550,000	£11,000	2.00	Sole	Market Appraisal	Office
21/07/2006	Loudwater Mill, Station Road, Loudwater, High Wycombe, Buckinghamshire, HP1	£450,000	£6,750	1.50	Sole	Instructed	Local Advert
28/07/2006	Suite 2, Stonyard House, St. Johns Street, Farncombe, Godalming, Surrey, GU7	£600,000	£12,000	2.00	Sole	Market Appraisal	Office
10	Totals	£4,765,000	£91,050				
	Averages	£476,500	£9,105	1.88			

INSTRUCTED PROPERTIES

Date	Address	Asking Price	Fee £	Fee %	Agency Type	State
01/07/2006	11 High Street, Windsor, Berkshire, SL4 1LD	£299,995	£3,750	1.25	Joint	Instructed
02/07/2006	The Old Brewery, 12 Pound Lane, Wantage, Berkshire, SL20 4LQ	£495,000	£12,375	2.50	Joint	Instructed
07/07/2006	Willand House, 8 Holtsmere Close, Watford, Hertfordshire, WD25 9NG	£475,000	£9,500	2.00	Sole	Instructed
07/07/2006	13 Ripstone Gardens, Southampton, Hampshire, SO17 3RG	£275,000	£5,500	2.00	Sole	Instructed
07/07/2006	329 Norwood Road, London, SE24 9AH	£425,000	£10,625	2.50	Multiple	Instructed

10/07/2006	26 Pinfold Close, Bickerton, Wetherby, West Yorkshire, LS22 5JW	£105,000	£2,100	2.00	Multiple	Instructed
12/07/2006	1 The High Street, Ascot, Berkshire, SL5 7ER	£749,950	£9,374	1.25	Sole	Instructed
15/07/2006	Unit 1 Fulmer White Hart Public House, Romsey Road, White Parish, Salisbury, Wi	£400,000	£6,600	1.65	Sole	Instructed
19/07/2006	20 St Johns Hill, Wantage, Berkshire, SL20 4NA	£499,950	£7,499	1.50	Multiple	Instructed
20/07/2006	3 Ash Rd, Bracknell, Berkshire, RG12 1LL	£595,000	£8,925	1.50	Sole	Archived
20/07/2006	Loudwater Mill, Station Road, Loudwater, High Wycombe, Buckinghamshire, HP1	£499,995	£7,500	1.50	Sole	Instructed
25/07/2006	4 Arlington Drive, Virginia Water, Surrey, GU25 4ER	£1,250,000	£1,500	0.12	Sole	Instructed
29/07/2006	56 Hilcrest, Tittingbourne, Berkshire, RG17 6TR	£765,000	£11,475	1.50	Sole	Instructed
13	Totals	£6,834,890	£96,723			
	Averages	£525,761	£7,440	1.64		

OFFERS RECEIVED

Date	Address	Offer Amount	Fee £	Fee %	Agency Type	Outcome	State
03/07/2006	Rye Cottage, 245 Rye Hill, Duff Regis, Berkshire, SL20 7LP	£225,000	£3,375	1.50	Sole	Yes	Instructed
05/07/2006	8 Bitchams Mead, Duff Regis, Berkshire, SL20 7ND	£118,000	£1,770	1.50	Sole	Yes	Instructed
05/07/2006	6 Gore Hill, Musty, Wantage, Berkshire, SL20 7AN	£160,000	£2,000	1.25	Sole	Yes	Instructed
07/07/2006	Wilson House, 53 Malvern Way, Twyford, Reading, Berkshire, RG10 9PY	£110,000	£1,375	1.25	Sole	Cons.	Instructed
08/07/2006	20 West Walls, Wantage, Berkshire, SL20 4QH	£130,000	£1,625	1.25	Sole	Yes	Instructed
10/07/2006	1 The High Street, Ascot, Berkshire, SL5 7ER	£680,000	£8,500	1.25	Sole	Yes	Instructed
12/07/2006	6 Gore Hill, Musty, Wantage, Berkshire, SL20 7AN	£165,000	£2,063	1.25	Sole	Cons.	Instructed
17/07/2006	20 West Walls, Wantage, Berkshire, SL20 4QH	£120,000	£1,500	1.25	Sole	Yes	Instructed
19/07/2006	2 Newtown Hill, Mattley Keynes, Wantage, Berkshire, SL20 5PR	£450,000	£9,000	2.00	Multiple	Yes	Instructed
20/07/2006	The Old Brewery, 12 Pound Lane, Wantage, Berkshire, SL20 4LQ	£450,000	£11,250	2.50	Joint	Yes	Instructed
23/07/2006	3 Ash Rd, Bracknell, Berkshire, RG12 1LL	£550,000	£8,250	1.50	Sole	Yes	Archived
25/07/2006	Loudwater Mill, Station Road, Loudwater, High Wycombe, Buckinghamshire, HP1	£445,000	£6,675	1.50	Sole	Yes	Instructed
12	Totals	£3,603,000	£57,383				

Averages | £300,250 | £4,782 | 1.50 |

SALES AGREED WITH FAVOURED PURCHASE (STATUS - MEMORANDUM OF SALE)

Date	Address	Purchase Price	Fee £	Fee %	State
10/07/2006	1 Pucknowle, Colliers Lane, Nyloon, Wantage, Berkshire, SL20 6DJ	£175,000	£2,188	1.25	Instructed
20/07/2006	1 The High Street, Ascot, Berkshire, SL5 7ER	£120,000	£1,500	1.25	Instructed
30/07/2006	The Old Brewery, 12 Pound Lane, Wantage, Berkshire, SL20 4LQ	£450,000	£11,250	2.50	Instructed
3	Totals	£745,000	£14,938		
	Averages	£248,333	£4,979	1.67	

EXCHANGES WITH FAVOURED PURCHASE (STATUS - EXCHANGED)

Date	Address	Purchase Price	Fee £	Fee %	Exchange Date	Days from Agree. to Exch.	State
09/07/2006	22 Knowlewood Knapp, Nyloon, Wantage, Berkshire, SL20 6ED	£450,000	£6,750	1.50	16/03/2005	331	Instructed
16/07/2006	4 Arlington Drive, Virginia Water, Surrey, GU25 4ER	£950,000	£16,625	1.75	16/03/2006	1	Instructed
2	Totals	£1,400,000	£23,375				
	Averages	£700,000	£11,688	1.63		166	

COMPLETIONS WITH FAVOURED PURCHASE (STATUS - COMPLETED)

Date	Address	Purchase Price	Fee £	Fee %	Exchange Date	Days from Agree. to Exch.	Comp. Date	Days Ex To Com
07/07/2006	Rye Cottage, 245 Rye Hill, Duff Regis, Berkshire, SL20 7LP	£100,000	£1,500	1.50	15/07/2004	1	16/07/04	1
07/07/2006	Worth Cottage, 1 Abbey Road, Worth Nickville, Swinton, Berkshire, SL19 3LQ	£190,000	£2,850	1.50	06/02/2004	477	08/02/05	368
10/07/2006	Praps Cottage, West Stafford, Dorken,	£259,000	£3,238	1.25	16/03/2005	0	16/03/05	0
12/07/2006	Juniper Cottage, 12 Aberdeen Cloase, Hanley, Wantage, Berkshire, SL20 7EG	£440,000	£8,800	2.00	28/06/2002	8		
15/07/2006	6 Gore Hill, Musty, Wantage, Berkshire, SL20 7AN	£160,000	£2,000	1.25	26/07/2005	129	29/07/05	3
19/07/2006	3 Ash Rd, Bracknell, Berkshire, RG12 1LL	£550,000	£8,250	1.50	12/01/2006	0	12/01/06	0
20/07/2006	1 The High Street, Haywards Heath, West Sussex, RH16 4LY	£525,000	£7,875	1.50	04/05/2006	1	05/05/06	1
20/07/2006	20 West Walls, Wantage, Berkshire, SL20 4QH	£120,000	£1,500	1.25	24/11/2005	1	14/07/06	232
8	Totals	£2,344,000	£36,013					

Averages	£293,000	£4,502	1.47		77		86
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PROPERTIES WITHDRAWN (STATUS - WITHDRAWN)

Date	Address	Asking Price	Fee £	Fee %	Agency Type	Reason	Date Instructed	Days Instructed To Withdraw
19/07/2006	67 Ashbourn Rd, Bracknell, Berkshire, RG12 9YT	£550,000	£8,250	1.50	12/01/2006	0	12/01/06	0
1	Totals	£550,000	£8,250					
	Averages	£550,000	£8,250	1.50				

PURCHASE EVENT FALL THRU'S

Date	Address	Purchase Price	Fee £	Fee %	Agency Type	Reason	Date of Sale	Days Agree. Fallthru
19/12/2005	The Auld Laundry, 2 Newport Terrace, Hanley, Wantage, Berkshire, SL20 7EQ	£915,000	£11,438	1.25	Sole		16/06/2005	186
10/03/2006	Loudwater Mill, Station Road, Loudwater, High Wycombe, Buckinghamshire, HP1	£440,000	£6,600	1.50	Sole		10/03/2006	0
2	Totals	£1,355,000	£18,038					
	Averages	£677,500	£9,019	1.38				93

PRICE CHANGES

Date	Address	From Price	To Price	Fee %	Agency Type	State
05/07/2006	Rye Cottage, 245 Rye Hill, Duff Regis, Berkshire, SL20 7LP	£234,995	£229,995	1.50	Sole	Instructed
05/07/2006	11 High Street, Windsor, Berkshire, SL4 1LD	£299,995	£299,995	1.25	Joint	Instructed
07/07/2006	Rye Cottage, 245 Rye Hill, Duff Regis, Berkshire, SL20 7LP	£229,995	£339,000	1.50	Sole	Instructed
08/07/2006	84 West Street, Duff Regis, Berkshire, SL20 7HL	£235,000	£229,950	2.00	Joint	Instructed
10/07/2006	6 Gore Hill, Musty, Wantage, Berkshire, SL20 7AN	£164,995	£164,995	1.25	Sole	Instructed
12/07/2006	6 Gore Hill, Musty, Wantage, Berkshire, SL20 7AN	£164,995	£164,995	1.25	Sole	Instructed
17/07/2006	2 Elm Villas, North Street, Wantage, Berkshire, SL20 4AE	£149,000	£2,500	13.50	Sole	Instructed
19/07/2006	The Auld Laundry, 2 Newport Terrace, Hanley, Wantage, Berkshire, SL20 7EQ	£574,950	£950,000	0.16	Sole	Instructed
20/07/2006	The Auld Laundry, 2 Newport Terrace, Hanley, Wantage, Berkshire, SL20 7EQ	£950,000	£949,950	0.16	Sole	Instructed
23/07/2006	2 Newtown Hill, Mattley Keynes, Wantage, Berkshire, SL20 5PR	£119,950	£249,950	2.00	Multiple	Instructed
10	Totals	£3,123,875	£3,581,330			
	Averages	£312,388	£358,133	2.46		

Pipeline Report for the entire year

Month	M A's	Instructed	Average Price	Estimated Fees	Withdrawn	Sales	Average Sale Purchase Price	Estimated Fees	Exchanged	Average Exchanged Purchase Price	Fees Invoiced	Other Income	Financial Services Referrals
Jul - 06	10	11	£391,666.67	£16,125.00	1	3	£381,098.23	£23,876.00	3	£269,080.00	£23,050.00	£1,200.00	£23.00
Jun - 06	8	9	£350,876.88	£20,876.50	3	3	£350,876.88	£11,437.50	3	£326,743.09	£22,987.00	£150.00	£41.00
May - 06	13	10	£427,976.88	£18,654.76	3	2	£427,976.88	£15,278.76	5	£402,058.67	£43,912.12	£650.00	£30.00
Apr - 06	11	9	£396,065.70	£17,870.31	1	5	£396,065.70	£23,089.60	3	£325,007.78	£14,875.00	£880.00	£32.00
Mar - 06	7	6	£406,987.23	£15,653.76	2	3	£406,987.23	£13,055.50	2	£263,833.33	£14,547.50	£3,495.00	£12.00
Feb - 06	12	5	£388,821.06	£23,732.76	3	2	£388,821.06	£14,875.00	5	£397,760.59	£31,076.13	£1,276.00	£18.00
Jan - 06	18	8	£448,009.54	£22,987.55	1	5	£448,009.54	£22,761.99	3	£409,899.91	£18,976.33	£387.00	£23.00
Dec - 05	6	8	£488,844.79	£17,912.00	1	5	£488,844.79	£18,876.71	2	£420,124.67	£16,675.45	£1,923.00	£5.00
Nov - 05	10	6	£495,665.87	£16,210.66	3	3	£495,665.87	£16,250.00	3	£487,215.55	£21,655.98	£1,090.00	£19.00
Oct - 05	9	6	£390,987.22	£22,239.76	0	5	£390,987.22	£28,765.54	3	£315,812.00	£17,445.58	£880.00	£29.00
Sep - 05	12	10	£493,765.19	£23,576.54	1	3	£493,765.19	£21,897.00	5	£501,922.24	£43,009.11	£437.00	£31.00
Aug - 05	12	9	£521,987.65	£29,751.77	1	3	£521,987.65	£18,213.01	2	£509,167.19	£18,765.31	£137.00	£27.00
Average	10.7	8.1	£433,471.22	£20,465.95	1.7	3.5	£432,590.52	£19,031.38	3.3	£385,718.75	£23,914.63	£1,042.08	24.2
Totals	128	97	£5,201,654.68	£245,591.37	20	42	£5,191,086.24	£228,376.61	39	£4,628,625.02	£286,975.51	£12,505.00	290

PERFORMANCE TABLES - As well as the standard office performance, we have concentrated on identifying the negotiators performance. With some of our clients we have actively displayed these performance figures on the log on screens to encouraging an air of competition between staff members. For example:

User	No. applicants registered in last 7 days	% Referred to FS	% Registered as Email		No, applicants registered in last 30 days	% Referred to FS	% Registered as Email
Dave Collins	25	31	66		100	27	65
Steve Jones	31	27	65		139	21	57
Sam Cooper	30	25	60		135	18	44
Carol Edwards	22	15	40		97	17	40
Paul Thompson	17	15	37		49	15	31

DIARY - Our office/user diary has been refined over the years to give us what we and our users believe is the clearest and easiest to use agency diary. I think when it comes to explaining this one you're just going to have to see it working.

The best example I can give you is a client of our recently switched from another residential software system to our software. They are probably the busiest agent in their town and have got used to relying on a computer based diary. Due to the large number of viewing the have every Saturday they have in the past, had to print out individual users diaries. Now they are using our user colour coded diary they can see clearly who's doing what and when, and can see when the office is being left comparatively unattended.

REMINDERS AND TASKS – You can use the Actions facility to configure your own procedures for letters, events or codes. Set them to trigger the next step e.g. by printing the confirmation of instruction letter a number of future tasks can be set, such as:

1. after 14 days later chase for the return of the signed agreement
2. after 4 days advertise property, then advertise again in 4 weeks
3. after 30 days on the market, ask for a price change