

PUT YOUR MONEY WHERE THE MIRACLES ARE

...and make a difference in a child's life

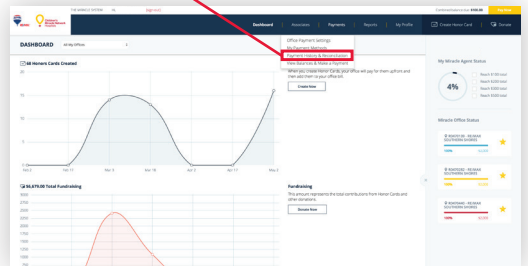
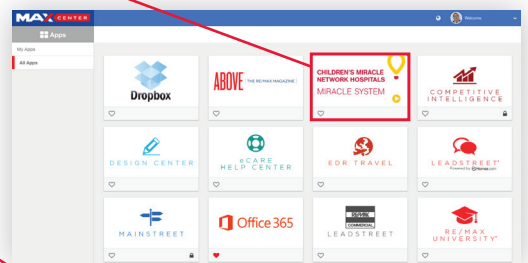
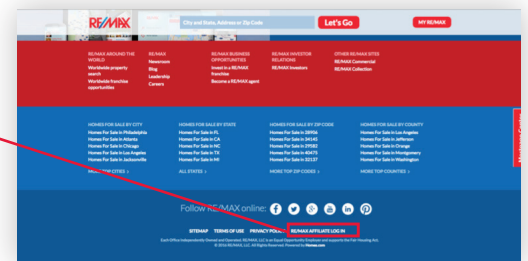


The Miracle System: How to Reconcile Invalid Payments in Office Administrator Accounts

1. Log in to MAX/Center through the "RE/MAX Affiliate Log In" link on remax.com (in the footer at the very bottom of the site)
2. Click the Miracle System icon on your MAX/Center dashboard

Before proceeding to Step 3, be sure to establish your Office Payment Settings under "Payments" and add your preferred payment method(s) under "My Profile."

3. Click the "Payments" tab, and then "Payment History & Reconciliation"
(The only reason you would need to visit the "Payment History & Reconciliation" page is if you've received an email alert that a paper-check payment you mailed to Children's Miracle Network Hospitals® was invalid. Invalid payments result from a discrepancy between the check amount you entered online and the amount of the check received by CMN Hospitals.)



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4. Click “Reconcile” next to the red “Invalid Payment” alert in the far-right column

5. If the discrepancy was the result of overpayment, designate where the additional funds should be credited (either to yourself, one or more Associates, or the office)

If the discrepancy was the result of a payment shortage, **EITHER** eliminate the shortage by reducing the amount next to one or more Associate names (This will increase your balance due on your account by that amount, which you’ll pay the next time you want to make a payment.)

OR pay for the shortage using your preferred credit card or eCheck account (Electronic payment is required to pay for a shortage right away. If you need to submit a paper check for a shortage, reduce the amount next to one or more Associate names in the amount of the shortage to reconcile the payment, and then create a new payment through the “Pay Now” button in the top-right of the screen.)

