PUT YOUR MONEY WHERE THE MIRACLES ARE

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

RE/MAX

Children's Miracle Network Hospitals

Frequently Asked Questions: Office Administrator Accounts on the Miracle System

1. What's an Office Administrator account?
   It's a type of Miracle System account that's automatically assigned to all RE/MAX Broker/Owners, Managers, and Office Administrators. All other account holders are assigned an Individual user account.

2. How is an Office Administrator account different?
   Office Administrator accounts have additional functionality. Namely, they give Office Administrator account holders the ability to make donations and create Honor Cards for buyers and sellers on behalf of agents affiliated with the brokerage. There also are additional reports Administrators can run on the "Reports" tab. Office Administrators also set up payment rules for all Miracle System users in the brokerage.

3. What payment rules do Office Administrators set up?
   Office Administrators have to determine how Honor Cards will be paid for in your office. In an Office Administrator account only, Honor Cards can be created for buyers and sellers on behalf of agents, and the contributions can be collected from participating agents at a later time. This donation payment arrangement is optional and applies only to Honor Cards. Donations that don't require the creation of an Honor Card always require immediate payment when they're entered in the Miracle System, no matter who is making the initial contribution (Office Administrator or Individual user).

4. How do I set up payment settings for my brokerage?
   In your Office Administrator account, click "Office Payment Settings" in the "Payments" menu. First, you'll decide whether Honor Cards will be paid for immediately by each account holder as they create cards OR whether the office will pay for them upfront for all participating agents and then bill agents for their Honor Card contributions at a later time. (The second option is most common in offices where there's 100% or widespread participation). Then, Office Administrators

also will decide the minimum contribution for an Honor Card. The minimum contribution for Honor Cards sent in the United States is $25. A brokerage can decide to increase that minimum for one or more offices within the brokerage. For example, if an Office Administrator sets the minimum at $50, each account holder in that brokerage will see the $50 minimum reflected in their own accounts.

5. Do Office Administrators have access to other users' donation payment methods or accounts?
   No. For security reasons and compliance requirements, the Miracle System requires each account holder to set up their own donation payment methods, and it does not allow any account holders to share or access other account holders' donation payment methods. If multiple account holders need to use the same credit card or bank account (for example, a master credit card for the office), each person will add that payment method to their own account. Also, Office Administrators <u>do not</u> have access to other account holders' login information.

6. Do Office Administrators have access to any other information?
   Office Administrators can see reports of Honor Card donations and other donations made to the local Children's Miracle Network Hospital for all account holders affiliated with the brokerage. Individual users have access to a report of their own fundraising (which is the total of Honor Card donations PLUS general donations submitted through the "Donate" section).

7. Why does my Office Administrator account show I have a balance due?
   Balances accrue for brokerages that (1) have chosen to donate upfront for Honor Cards for all account holders and (2) have chosen to receive a monthly statement with the donation balance due. On a monthly basis, the Miracle System tallies all the contributions for Honor Cards that are created and sends the statement on the day of the month the account holder chooses.

8. How do I pay the balance due on my Office Administrator account?
   To pay your balance due for Honor Cards, you can click the "Pay Now" button next to the balance due in the top-right corner of the site. Or you can click "View Balances & Make a Payment" under the "Payments" tab.

9. Can I pay with paper checks? How about multiple checks?
   Yes. The system will take paper checks, but only in Office Administrator accounts that have chosen to receive a monthly statement for Honor Cards. Click "Pay Now," enter the amounts you wish to pay, and then at the bottom of the screen click "Pay by Paper Check." If you need to pay with multiple paper checks, click "Pay Now" and then click the link "Switch to Multiple Checks" (to the left of the Reset button on the right). Next to the amount you want to pay, you'll enter the check number and amount, and then click the plus sign to the right to add another check. If you don't accrue a balance for Honor Cards, you cannot enter paper checks.

10. What if I don't want to accrue a balance?
    You can choose for the office or each individual user to make contribution payments right away for all Honor Card transactions. Click "Office Payment Settings" in the "Payments" menu. If you intend to donate upfront for everyone and want your preferred donation payment method charged each time Honor Cards are created, click "Each time contributions are submitted" under the question "How will your brokerage pay for contributions?" Then choose the payment method. If you prefer each user to use their own form of payment, click "All Associates in our offices will set up their own payment method and pay directly" under the question "How will your brokerage handle contributions?"

11. Why can't I see all agents in my brokerage when I click on the "Associates" tab?
    If you're in a multioffice brokerage, you can filter what you see by each office location. If you don't find the agent(s) you're looking for, double check that you have selected "All My Offices" in the dropdown menu at the top of the "Associates" page. If you still don't see the agent(s) you're looking for, contact eCare through the eCare Help Center portal on *MAX/Center* or email *eCare@remax.net*.

12. What if I have more questions about my Office Administrator account?
    You can submit a support ticket through the eCare Help Center portal on *MAX/Center* or email *eCare@remax.net*. If you have questions about setting up the Miracle Home or Miracle Property program in your office, email *miracles@remax.net*.