OXBRIDGE
Achieving Excellence

LAETATIO · INNOVATIO
SAPIENTIAE

ONBOARDING

WELCOME TO OXBRIDGE

WELCOME

We would like to welcome you to Oxbridge. Our business is cutting edge and we are constantly looking to challenge tradition in order to provide our clients with the best service, advice and products available.

We have offices in every state and territory in Australia and in 2019, New Zealand, Bali and Fiji. Our agents are recognised in their local communities for their professionalism, expertise and ability to service clients in an ever-changing market.

Oxbridge is committed to developing and establishing an innovative, best practice real estate agency with all our systems and processes focused on achieving the results you desire when selling or renting your client's property.

We provide the opportunity for motivated individuals to perform in an incentive driven environment where the sky is the limit. To achieve this, we will help you prospect for leads and support you with the latest tools and technology.

We believe a strong team culture is vital so we celebrate individual and team success often and we encourage social events and team building opportunities. We also provide on the ground training that will equip you with the tools to win new businesses from a practical perspective.

Few other real estate agencies can boast the same level of skills, qualifications or experience as Oxbridge. We are Achieving Excellence in Real Estate.

We welcome you,

The Oxbridge Team

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1. Electronic Signing

Congratulations! You are offered as a Sales/Property Management Partner with Oxbridge. We undertake a selective process to ensure the best agents are in working with us. After all, we will be investing in you to help grow your business.

The first thing is to sign the electronic agreement sent to you via DocuSign. Docusign is used frequently at Oxbridge for Sales Contracts, Rental Agreements, Listing Agreements, NDAs, Entry notices etc. Welcome to the digital age!

If you want to sign electronically any documents with clients, tenants, landlords, buyers etc please access this function via REA Forms or Realworks. Oxbridge Agents can also access free one month trial with Docusign.

You can also contact support@oxbridge.com.au so we can send the document for you. Oxbridge maintains a large depository of all commonly used templates for sales and rentals in all states.

DocuSign is a San Francisco–based company that provides electronic signature technology and digital transaction management services for facilitating electronic exchanges of contracts and signed documents. DocuSign's features include authentication services, user identity management and workflow automation. Signatures processed by DocuSign are comparable to traditional signatures based on the product's compliance with the ESIGN Act as well as the European Union's Directive 1999/93/EC on electronic signatures. In Australia, Electronic Signature has been recognized by law in Australia since 1999, with the passage of the Electronic Transactions Act. Australia has a history of being an open, business-friendly, eSignature technology-neutral environment. See https://www.docusign.com/how-it-works/legality/global/australia

2. Essential Resources

- Agents Website: http://agents.oxbridge.com.au/

- Our Agents resource section contains templates, scripts, training video, software, letter samples etc http://agents.oxbridge.com.au/resources/. You must log in using your Oxbridge Google account or designated password

    - Under Oxbridge Weekly Leads you will find access to our weekly sales/rental leads through our patented software (see http://pericles.ipaustralia.gov.au/ols/auspat/applicationDetails.do?applicationNo=2019100183) You will need to access the leads using your Google account. All leads from the company have free marketing.

- General Support: Oxbridge provides 24/7 support through our partner FreshDesk. Please send all support questions (technical, billing, marketing, accounts etc) to support@oxbridge.com.au

- Marketing Support (Logo, Website Design and Image /Video Editing): marketing@oxbridge.com.au

- Eagles Support: For all CRM support enquiries please send to Eagle Support Team support@eaglesoftware.com.au

- Hosting Support: help@crazydomains.com.au

- Realestate.Com.Au Support – support@realestate.com.au

- Domain Support: support@domain.com.au

- We endeavour to reply to your requests within 5 hours.

3. E-mail Setup

Oxbridge Partners

Oxbridge partners will be invited to the Oxbridge Gmail platform automatically. As an Oxbridge partner agent, you have access to a range of unlimited Google Suite products including unlimited Gmail, Calendar, Storage, Video Conferencing, Google Map etc. G Suite is a cloud computing, productivity and collaboration tools, software and products developed by Google. G Suite comprises Gmail, Hangouts, Calendar, and Google+ for communication; Drive for storage; Docs, Sheets, Slides, Forms, and Sites for collaboration. It also includes the digital interactive whiteboard Jamboard. We have also unlimited cloud storage, additional administrative tools and advanced settings (such as Zapier), as well as 24/7 phone and email support. You will be using Google Drive (sharing large files with others, e.g. Contracts and images), Google Map (for prospecting) and Google Calendar

Oxbridge Affiliates

Oxbridge Affiliates have access to our standard unlimited e-mail. We recommend you use IMAP. The setup for Outlook & Smartphones is as follows:

Username:	username@xxx.oxbridge.com.au
Password:	Use the email account's password.
Incoming Server:	mail.xxx.oxbridge.com.au
	IMAP Port: 143
Outgoing Server:	mail.xxx.oxbridge.com.au
	SMTP Port: 587

IMAP, POP3, and SMTP require authentication. "username is your assigned username and xxx is your state, e.g. john@nsw.oxbridge.com.au" Do not select SSL or TLS

E-mails can also be accessed online at https://webmail.au.syrahost.com/. Password can be changed by sending an e-mail to support@oxbridge.com.au

4. Outlook E-mail Setup

Step 1: Enter your e-mail address on Outlook

4. Outlook E-mail Setup

Step 2: Select IMAP

4. Outlook E-mail Setup

Step 3: Enter Server Details as Below

IMAP Account Settings

alice@qld.oxbridge.com.au   (Not you?)

Incoming mail

Server   mail.qld.oxbridge.com.au   Port   143

Encryption method   None

☐ Require logon using Secure Password Authentication (SPA)

Outgoing mail

Server   mail.qld.oxbridge.com.au   Port   587

Encryption method   None

☐ Require logon using Secure Password Authentication (SPA)

4. Outlook E-mail Setup

Step 4: Enter your Password

×

IMAP Account Settings

alice@qld.oxbridge.com.au   (Not you?)

Password

****

Step 5: Account Successfully Added

✕

Outlook

Account successfully added

	IMAP
✉	alice@qld.oxbridge.com.au

Add another email address

Email address	▼	Next

Advanced options ⌃

☑ Let me set up my account manually

5. Phone/Tablet Setup

Upon signing a contract with us via Docusign you should receive your welcome e-mail to Oxbridge. You need to use the username and login to log into your Gmail account. Please change your password on first login.

You may also wish to setup your Oxbridge email on other platforms:

- Apple iPhone/iPads: https://support.apple.com/en-au/HT201320#automatic (Select Google under the "Add Account" Option"
- Android Phone/Tablets: https://www.digitaltrends.com/mobile/how-to-set-up-gmail-on-your-iphone-or-android-device/
- Outlook: https://www.howtogeek.com/353584/how-to-use-gmail-with-microsoft-office/ To use Outlook on your Gmail, you have to generate a secure 2 factor authentication password or "Allow Less Secure Apps" such as your Outlook mail software. See https://www.dummies.com/programming/networking/using-microsoft-outlook-with-gmail/

6. E-mail Setup

Signature: Your account comes with pre-determined signature. Feel free to edit it to suit your needs. The following is recommended:

Thank you,

Warmest Regards,

John Smith
Fully Licensed Agent and Auctioneer
Finalist for REIQ Innovation Award
Finalists REB Awards 2019 for Corporate Innovation
Finalists REB Awards 2019 for Corporate Education and Training
Oxbridge
National HQ: 1300 680 690 | 0420 000 000
Web: www.oxbridge.com.au

ACT: Level 4 & 5, 15 Moore St, Canberra ACT 2601
NSW: Level 5 & 6, 616 Harris Street, Ultimo, Sydney NSW 2007
NT: Level 16, 19 Smith Street, Charles Darwin Centre, Darwin City NT 0800
QLD: Level 1, 16 McDougall Street, Milton QLD 4064
QLD: Level 13, 50 Cavill Aveneue, Surfers Paradise 4217
SA: Level 5, City Central, Tower 2, 121 King William Street, Adelaide, SA 5000
TAS: Oxbridge House, 35 Melville Street, Hobart TAS 7000
VIC: Level 14, 380 St Kilda Road, Melbourne VIC 3004
WA: Level 1, 100 Havelock Street, Perth, Western Australia, WA 6005

Ph: 1300 680 690
Fax: (07) 3198 2401

WE ARE INNOVATING REAL ESTATE

7. Corelogic RPData

RP Data Professional is the leading property data solution used by property professionals in Australia. Prepare reports, generate value estimates, verify information and conduct highly targeted marketing. We use this extensively for prospecting.

You will be invited to join Oxbridge's RP Data account by e-mail. Oxbridge subscribes to **Full National Access to RPData with Full Prospecting Modules** (worth $350/month individually). For Video Training on RPData see https://www.corelogic.com.au/training/rp-data-professional. Corelogic also runs classroom training twice a month. See https://www.corelogic.com.au/training/rp_professional_classroom_training and training videos are at:

- Corelogic Basics: https://www.youtube.com/watch?v=5NCjPqQ9hug
- CMA: https://www.youtube.com/watch?v=0eMDmPwqpjk
- Enhanced Mapping Tools: https://www.youtube.com/watch?v=_RM7yZ3x1D8
- RP Data for Property Managers: https://www.youtube.com/watch?v=luKsOjvFvW4
- Dynamic Radius Search: https://www.youtube.com/watch?v=KhGReFJtJsk
- Professional Signature: https://www.youtube.com/watch?v=yKOUafF6rl4

All the above videos are available for download through our Agents resource page

http://agents.oxbridge.com.au/knowledge-base/

8. Oxbridge CRM

The Oxbridge Eagles CRM is state of the art in the marketplace. Its features are second to none. To gain access, you need to go to our main page and click on Agents Login at https://www.eagleagent.com.au/users/sign_in. You then need to enter your e-mail address and click on "forgot password". Your password will be reset. Please change your password on login. Eagles also run regular training sessions on our CRM.

The CRM also includes an App on your phone in which you can download. The App is also an inspection App

- iOS - https://itunes.apple.com/us/app/eagle-crm/id1428278174
- Android - https://play.google.com/store/apps/details?id=au.com.eaglesoftware.crm

Eagles has an extensive resources page at https://help.eaglesoftware.com.au/

You may want to have a look at:

Mobile Contacts Synchronization (Sync your Mobile Contacts to the CRM):

- https://help.eaglesoftware.com.au/article/31-setting-up-mobile-contacts-synchronization

Automations (Automatically respond to enquiries, automatically updating vendors, clients, buyers and tenants etc)

Your account comes with Oxbridge standard automations. You can setup new ones if you wish

- https://help.eaglesoftware.com.au/article/50-automations

You can also setup automatic synchronization between your calendar, contacts with Eagle software

- https://help.eaglesoftware.com.au/article/31-setting-up-mobile-contacts-synchronization

8. Oxbridge CRM

Listings and Contracts

For compliance and legal requirement, it is imperative that you upload all listing documents, agreements, site plans etc into the CRM. Contracts should also be upload into the contracts section so our accounting team can issue trust receipts to buyers etc.

9. Real Estate Institute Forms

As a member of the Real Estate Institute in your state Oxbridge uses REI Forms and Realworks to compile the necessary forms and contracts. Oxbridge has also subscription to Realinspect, an app that allows you to undertake inspections for property management. Your account should already have been setup. Simply click on "Forgot Password" and reset the password on first login.

- REI QLD Forms - https://app.realworks.com.au/

- REI NSW Forms - https://www.reaforms.com.au/frontend/login.php

- REI VIC Forms - https://www.reaforms.com.au/frontend/login.php

- REI SA Forms - https://www.reaforms.com.au/frontend/login.php

- REI WA Forms - https://www.reaforms.com.au/frontend/login.php

- REI NT Forms - https://www.reaforms.com.au/frontend/login.php

- REI ACT Forms - https://www.reaforms.com.au/frontend/login.php

- REI TAS Forms - https://www.reaforms.com.au/frontend/login.php

10.Homepass and Eagles App

Homepass and Eagle Inspection App are used to log details of property inspections

Oxbridge provides you with access to two Inspections apps, Eagle Inspections Homepass. Both apps are great for recording and maintaining a record of visitors to your property inspection. You should have been invited to join Homepass. Eagles is preferred as it combines CRM and Inspection in one App. You can download Eagle Inspections on your Android and Apple devices. The login and password are the same as your CRM.

- You may access Homepass training at https://www.homepass.com/ - http://support.homepass.com/using-the-homepass-app/getting-started/do-you-have-training-videos

- You may access Eagle Inspection training through our CRM

11. Marketing for Vendors and Agents – with AfterPay & ZipPay

You can order marketing for your vendors and yourself through our dedicated website: http://www.oxbridgemarketing.com.au/ Oxbridge provides you with easy to use website - Oxbridge Marketing. You can order signboards, photos, floorplans etc for your vendors or A-frame, stationery etc for yourself. For vendor paid advertising (VPA) you can check the balance of your vendor's fund on the CRM.

Oxbridge is one of the first agencies in Australia to use Afterpay and ZipPay – which means you can pay in 4 monthly interest free installaments without any credit application or checks.

12. Business Cards, Stationery, A-Frame

For all your stationery needs our national supplier is Digital Central (cheapest bulk prices around guaranteed). You will receive an individual login to Digital Central at https://realestate.digitalcentral.com.au/dc/ where you can order your own products. Please send e-mail to marketing@oxbridge.com.au so we can help you design your stationery, business cards, A-Frame, Signboards et.

You can also order business cards through Oxbridge Marketing http://www.oxbridgemarketing.com.au/ or use your own provider. We suggest minimum 350-400GSM. Your business cards and stationery should have the Oxbridge logo so that we can cover you for insurance purposes. Please send e-mail to marketing@oxbridge.com.au so we can help you design your business card.

Business Card Templates are found at http://agents.oxbridge.com.au/resources/ You can find the ordering instructions at http://agents.oxbridge.com.au/resources/ if you want to use our supplier.

Some of the cheapest providers include:

- Vista Print - https://www.vistaprint.com.au (Search for special offers) double sided full gloss 350 GSM

Number of Cards	$/Card	Retail Prices	Oxbridge Prices
250	$0.12	$57.94	$36.96
500	$0.10	$97.51	$56.74
1000	$0.10	$192.96	$104.46
1500	$0.09	$281.02	$148.49
2000	$0.09	361.86	$188.92
2500	$0.09	$441.04	$228.50
5000	$0.08	$765.86	$390.92
10000	$0.07	$1,381.56	$698.75

*Price includes free delivery

- Officeworks - https://www.officeworks.com.au/print/print-and-copy/business-cards
- Moo - https://www.moo.com/au/products/business-cards.html

13.Training

Oxbridge provides you with regular free training and support through

Oxbridge provides you with regular training and support. You can check out the calendar of training at https://agents.oxbridge.com.au/calendar/

Access Oxbridge Meetings and Training at http://join.me/oxbridgegroup. Our training archive is at http://agents.oxbridge.com.au/resources

14. Printers and Paper

Oxbridge has done the research for your printer and paper to reduce the cost of ownership. For great print quality and affordability we recommend the Brother MFC-9335CDW (available at Officeworks - https://www.officeworks.com.au/shop/officeworks/p/brother-wireless-colour-laser-mfc-9335cdw-brmfc9335c).

Generic toners are available on eBay (4 toners for $45 – see https://www.ebay.com.au/itm/131095496031?ul_noapp=true) or you can buy genuine Epson toners online.

15. Property and Hotel Management

Oxbridge provides you with all the necessary software for property management - including renting as a whole property, room by room and short-term hotel rentals. Oxbridge uses Managed App (Trust-free accounting), Our Property (Trust-free accounting), and Property Tree – 3 of Australia's leading Property Management and Trust Accounting software companies. For hotel management we use Update247, based in Melbourne is Australia leading hotel and reservation management system.

Access Oxbridge Property Training at http://agents.oxbridge.com.au/resources for initial training before joining us as a Property Manager.

Please do the following:

1. Register as Property Manager at https://1form.com/ams/signup Our ABN is 18616229611
2. We will register you on Property Tree and Managed App. Managed App (https://www.managedapp.com.au/) is an unique software that allows trust-free accounting and instantaneous payment to the landlord and to agents. This is gradually surpassing Property Tree as the preferred choice for property and hotel management as it allows instantaneous payments to landlords and agents. See http://www.oxbridge.com.au/post?post_id=1796

WE ARE UNIQUE

Oxbridge is one of the very few accredited agencies in Australia offering a complete solution for property management. These include general tenancy (renting out a property to one tenant on a long-term contract), rooming (renting out the property on a room by room basis) and short-term hotel management (renting out the property short-term to guests)

Oxbridge gives agents the flexibility of running your own rent roll without the inconvenience of managing a trust account, managing the property management backend or purchasing and maintaining expensive software. Oxbridge provides the best software in the industry with rental prospecting support.

16.Property Management

OUR OFFERINGS

We offer complete flexibility for our agents to build an ongoing passive income. We offer the following for general tenancy, rooming and short-term rentals:

	Self-Management	Backend Management	Full Management
Description	Agents fully manages the property. Agent is responsible for receipting and bond lodgement. Agent requires trust account	Agents are responsible for viewings, entry, periodic and exit reports. Oxbridge manages the trust account, bond lodgement, maintenance and arrears	Oxbridge fully manages the property on behalf of the agent. Also available for hotel management
Split (Agent/Oxbridge)	90%/10%	50%/50%	10%/90%
Who Receives Letting Fee	Agent	Agent	Oxbridge
Access to Property Tree	Yes	Yes	Yes
Access to Property Management Forms	Yes	Yes	Yes
Access to Inspection Software	Yes	Yes	Yes
Access to CRM	Yes	Yes	No
Monthly Fee	$110*	$110*	None
RPData Corelogic	Full National Access	Full National Access	No
Prospecting Support	Yes	Yes	Yes
Website Template & Hosting	Yes - Free	Yes - Free	Yes - Free
Landlord/Tenant Portal	Yes	Yes	Yes
Unlimited Support	Yes	Yes	Yes
Realestate.com.au Fee	None/Unlimited	None/Unlimited	None/Unlimited

* Waived for existing agents

17. Support

Oxbridge provides you with all the support you need through support@oxbridge.com.au.

Oxbridge provides you with full support for CRM, Accounts, Billing, Marketing and all property related issues through our online platform. Instant chat support is also available through our CRM

Access Oxbridge Support at http://agents.oxbridge.com.au/support for real-time support. Please download a copy of TeamViewer (https://www.teamviewer.com/en/) to help us support you quicker.

18. Prospecting Support

The key to being a successful sales or rental agent is prospecting. Oxbridge provides both the theoretical and more importantly the practical knowledge to help you prospect for listings.

Oxbridge also engages in various techniques to help our agents prospect for new listings. These include letterdrops, doorknocking, mailing and phone prospecting.

Oxbridge's unique prospecting software has been granted an exclusive patent – given its agents a huge competitive advantage in the market place. The patent is an automated data extraction tool that optimizes the real estate prospecting process - specifically targeting owners that are selling/renting their own residential/commercial property or business. The tool automatically identifies content within repositories, and zones within content, that are of greatest interest, and converts them to CSV, Excel, XML and other formats for further downstream processing. See

http://pericles.ipaustralia.gov.au/ols/auspat/applicationDetails.do?applicationNo=2019100183

Under Oxbridge Weekly Leads you will find access to our weekly sales/rental leads through our patented software (see http://pericles.ipaustralia.gov.au/ols/auspat/applicationDetails.do?applicationNo=2019100183) You will need to access the leads using your Google account. All leads from the company have free marketing.

19.Co-Branding Policy

Co-branding is highly encouraged at Oxbridge. The following rules apply:

- The Agent's logo and Oxbridge logo must be the same size.
- All branding for signs, brochures, email signatures, business cards, flags, corflutes, personal websites, and any other marketing materials must remain consistent with Oxbridge's branding guidelines, with the co-branded logo incorporated.
- Anywhere your logo is displayed the Oxbridge logo must also be displayed. Any non co-branded marketing materials used will need to be taken down within a reasonable time period of 1 month from your commencement date with Oxbridge.
- All marketing materials must be approved by the marketing team (marketing@oxbridge.com.au) at head office to ensure all marketing and branding is correct, professional, and of the highest quality.
- These guidelines are designed to ensure consistency to the public. Failure to follow this policy may invalidate our insurance cover for you or your company.

20. Property Platform

Oxbridge subscribes to Property Platform from Realestate.com.au. We have built a large network of affiliates to sell your off-market and projects

- Property Platform is a global sales management tool designed for property developers, project marketers, agents and builders, to help you manage inventory, reservations and private sales networks.
- It keeps everyone up-to-date on availability and status of your entire inventory – including apartments, house & land, and land estate projects.
- You'll be able to keep track of projects, manage your agents privately and control your entire inventory and sales process.
- Property Platform has no boundaries, so you can keep your global network up-to-date with customised currency and language options.
- You can also centrally manage leads, assign them across your sales team and add comments, feedback and score leads to stay on track.
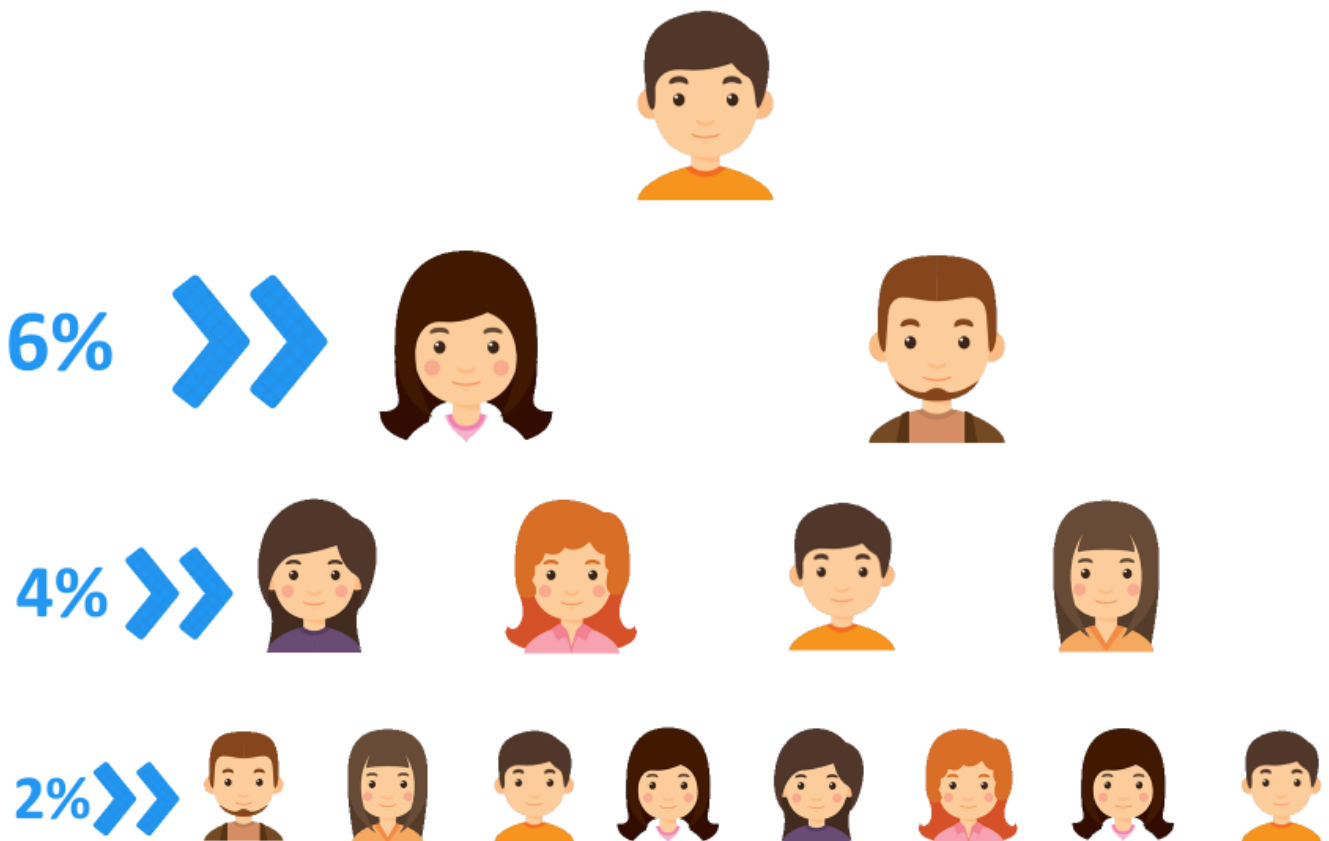- See https://propertyplatform.realestate.com.au/

21.Referral Program

Oxbridge allows our agents to build multi-level affiliates

When you refer another agent or property manager to Oxbridge, you'll receive 6% commission of Oxbridge's split for every sale or rental that we manage or co-manage. If they refer another property manager or agent, you'll receive 4% of everything they sale or rent. If they do the same it will be 2%. These referral fees will be for life as long as you still with Oxbridge. We will issue as Oxbridge to your account monthly.

![Oxbridge logo]

22.Websites

Oxbridge provides website design and website hosting for our agent. The current pricing is:

Package	Price
Standard Wordpress Real Estate Website (Generic Template) + 1 Year of Free Hosting	Free
Standard Wordpress Real Estate Website + Customization to your branding + 1 Year of Free Hosting	$600 + GST (Installment Available)
Lead Generation Website + 1 Year of Free Hosting	$250 + GST (Installment Available)
Logo Design	$50 + GST
Hosting for 1 Year after 1st year	$60 + GST

To request a website please e-mail support@oxbridge.com.au with your Domain name. The following needs to be changed on your Domain Name registry:

Update the Name Servers to:

ns1.syrahost.com

ns2.syrahost.com