



New Offers Process

Buyer Agent Guide

The following process enhancements will be released the evening of October 9, 2018

Overview

RES.NET is changing the way we process offers in the Agent Portal. The way you submit offers and respond to seller counteroffers, highest and best, etc. will be different from what you may be used to. As the agent representing the buyer, it is important to understand these new requirements to avoid delaying the offer process.

- **All offers must be submitted online by the buyer agent via the RES.NET Agent Portal**
Your buyer's offers will only be considered when submitted online
- **All buyer responses must be submitted online by the buyer agent via the RES.NET Agent Portal**
Your buyer's responses (counteroffers) will only be considered when submitted online
- **Listing Agent No Longer Able to Submit Offers for Buyers Agent**
Going forward, the only time a listing agent may submit an offer is when that agent is acting in a dual agency role, representing both the buyer and the seller in the transaction.

You'll find more detail and instructions for each of the above requirements below.

Submitting a new offer

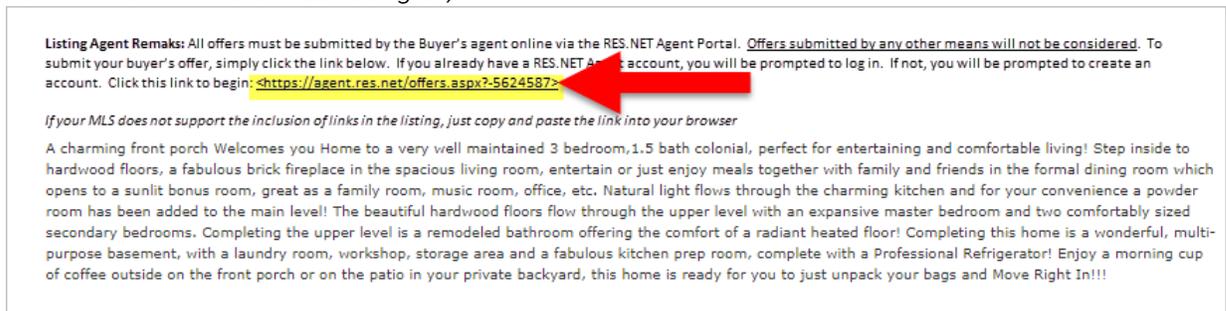
What has changed?

Previously, it was common for the buyer agent to communicate their buyers offer to the listing agent via email, phone or fax. The listing agent would then enter the offer on behalf of the buyer agent. This is no longer possible – the buyer agent must submit the offer online themselves.

Instructions

1. First, locate the property you want to make an offer on. There are 3 ways to do this:

Follow the link in the MLS listing or;



Listing Agent Remarks: All offers must be submitted by the Buyer's agent online via the RES.NET Agent Portal. Offers submitted by any other means will not be considered. To submit your buyer's offer, simply click the link below. If you already have a RES.NET Agent account, you will be prompted to log in. If not, you will be prompted to create an account. Click this link to begin: <https://agent.res.net/offers.aspx?5624587>

If your MLS does not support the inclusion of links in the listing, just copy and paste the link into your browser

A charming front porch Welcomes you Home to a very well maintained 3 bedroom, 1.5 bath colonial, perfect for entertaining and comfortable living! Step inside to hardwood floors, a fabulous brick fireplace in the spacious living room, entertain or just enjoy meals together with family and friends in the formal dining room which opens to a sunlit bonus room, great as a family room, music room, office, etc. Natural light flows through the charming kitchen and for your convenience a powder room has been added to the main level! The beautiful hardwood floors flow through the upper level with an expansive master bedroom and two comfortably sized secondary bedrooms. Completing the upper level is a remodeled bathroom offering the comfort of a radiant heated floor! Completing this home is a wonderful, multi-purpose basement, with a laundry room, workshop, storage area and a fabulous kitchen prep room, complete with a Professional Refrigerator! Enjoy a morning cup of coffee outside on the front porch or on the patio in your private backyard, this home is ready for you to just unpack your bags and Move Right In!!!

Click "Make Offer" from the RES.NET Home Page or;



RES.NET
REAL ESTATE SYSTEMS

MAKE AN OFFER ABOUT US WHY RES.NET SOLUTIONS CONTACT US MEMBER LOGIN REGISTER

YOUR TRUSTED MORTGAGE BANKING RESOURCE

Click "Make Offer" from the Agent Portal Dashboard



Mick Fanning ID: 250329 Messages 1 Help Logout Search by Address, MLS #, or Property ID

RES.NET AGENT PORTAL

Dashboard Properties Tasks Offers Expenses Documents Contacts Reports Make Offer

- If you did not follow a link, you must first locate the property. Start typing the address of the property you want to make an offer on – options will appear below the search box.

RES.NET
AGENT PORTAL

Mick Fanning ID: 250329 Messages 1 Help Logout Search by Address, MLS #, or Property ID

Dashboard Properties Tasks Offers Expenses Documents Contacts Reports Make Offer

MAKE AN OFFER

	Property Status:	Property Type:	Transaction Type:
	Days On Market:	Days in Inventory:	Occupancy Status:
	Bed(s):	Bath(s):	Garage:
	Lot Size:	Square Feet:	Basement:
	Year Built:	Units:	

- Next, you must be logged in. [Log in](#) or [create an account](#).

RES.NET
AGENT PORTAL

RES.NET Home Signup Support

Need help? Call (800) 760-7036, Monday - Friday, 6:00am - 5:00pm Pacific Time Live Chat

MAKE AN OFFER

Make an offer on property: **1234 Offshore Drive, Lake Forest CA 92630**

	Property Status:	Listed	Property Type:	SFR	Transaction Type:	REO
	Days On Market:	6	Days in Inventory:	6	Occupancy Status:	
	Bed(s):		Bath(s):		Garage:	
	Lot Size:		Square Feet:		Basement:	No
	Year Built:		Units:	0		

List Price: \$235,000

In order to place the offer you need to log in or create an account.

NOT A MEMBER? Join today.

Gain free access to submit an offer.

[Join](#)

ALREADY A MEMBER? Log in.

Username

Password

[Login](#)

[Problems Signing In?](#)

4. You are now ready to enter your offer, click **New Offer**

1234 OFFSHORE DRIVE, LAKE FOREST, CA 92630

REO Property ID: 953206 Listing Agent: Mick Fanning (AgentID: 250329)
Options ▾



No Property Image
Click here to go to Galleries to upload photos

Property Status:	Listed	Property Type:	SFR	Transaction Type:	REO
Days On Market:	6	Days in Inventory:	6	Occupancy Status:	
Active Tasks:	0	Active Offers:	3	Active Connections:	View
Lockbox 1 Combo:		Alternate Lockbox:		Gate Code:	
Bed(s):		Bath(s):		Garage:	
Lot Size:		Square Feet:		Basement:	No
Year Built:		Units:	0		

You are the: **Buyer's Agent**



List Price: **\$235,000**

Property Data
Tasks
Offers
Documents
Communication

New Offer


Date	Status	Buyer Agent	Buyer	Amount	Deposit	Loan Amount	Concessions	Type	Closing	Action
10/01/2018	New	Mick Fanning	Joe Duarte (jduarte@gmail.com)	\$200,000	\$2,500	\$150,000	\$3,500	Conv	10/31/2018	Manage Offer
09/28/2018	Expired	Mick Fanning	Bobby Buyer (bob1@test.com)	\$225,000	\$2,500		\$850	Cash	10/13/2018	Manage Offer
09/27/2018	Submitted	Mick Fanning	BA Offer 1 (2test@test.com)	\$215,000	\$2,500		\$2,487	Cash	10/27/2018	Manage Offer
09/27/2018	Submitted	Mick Fanning	BA notes test (test@test.com)	\$200,000	\$55		\$25	Cash	10/07/2018	Manage Offer

5. Enter your buyer information and then the offer details. All fields denoted with asterisk are required. Click **Submit** at the bottom of the Buyer Offer column.

The form is titled "Buyer Details" and "Offer". It contains the following fields:

- Buyer Name:*
- Buyer's Email:*
- Buyer Type:*
- Offer Status: New
- Offer Date:
- Offer Expiration Date*:
- Offer Price*:
- Earnest Deposit*:
- Loan Type*: Conv
- Loan Amount*:
- Public Funds:
- Termite Fee:
- Other Costs:
- Other Costs Description:
- Offer Comments:

Buttons: Submit, Cancel Changes, Save Changes

6. Your offer is now submitted to the listing agent and you will receive email to confirm.

Receiving and Responding To Counteroffers, Highest & Best, etc.

What has changed?

Previously, it was common for the listing agent to communicate the seller's response to the buyer agent via email, phone or fax. The listing agent would then enter the buyer's agent response on behalf of the buyer agent. This is no longer possible – all seller responses will be delivered to the buyer agent via the RES.NET Agent Portal and all buyer counteroffers must be submitted online.

Instructions

1. When the seller responds to your buyer's offer, you will be notified via email – the email message will contain a link that will take you to the property (you may have to log in first). *You can also just log into the Agent Portal and search for the property.*

Important: This email contains important instructions about how to proceed based the seller's response, do not disregard!

2. Once in the Agent Portal on the new Offers Tab, find the offer that the seller responded on and click **Manage Offer**

1234 OFFSHORE DRIVE, LAKE FOREST, CA 92630

REO Property ID: 953206 Listing Agent: Mick Fanning (AgentID: 250329)

You are the: Buyer's Agent

Property Status:	Listed	Property Type:	SFR	Transaction Type:	REO
Days On Market:	6	Days in Inventory:	6	Occupancy Status:	
Active Tasks:	0	Active Offers:	4	Active Connections:	View
Lockbox 1 Combo:		Alternate Lockbox:		Gate Code:	
Bed(s):		Bath(s):		Garage:	
Lot Size:		Square Feet:		Basement:	No
Year Built:		Units:	0		

List Price: \$235,000

Property Data | Tasks | **Offers** | Documents | Communication

Date	Status	Buyer Agent	Buyer	Amount	Deposit	Loan Amount	Concessions	Type	Closing	Action
10/01/2018	Countered	Mick Fanning	BA Offer 1 (2test@test.com)	\$235,000	\$2,500			Cash	10/27/2018	Manage Offer
10/01/2018	New	Mick Fanning	Joe Duarte (jduarte@gmail.com)	\$200,000	\$2,500	\$150,000	\$3,500	Conv	10/31/2018	Manage Offer
09/28/2018	Expired	Mick Fanning	Bobby Buyer (bob1@test.com)	\$225,000	\$2,500		\$850	Cash	10/13/2018	Manage Offer
09/27/2018	Submitted	Mick Fanning	BA notes test (test@test.com)	\$200,000	\$55		\$25	Cash	10/07/2018	Manage Offer

[New Offer](#)

- Now, from the Offer Details screen, you can review the response (counteroffer) and any addendums. The Addendums contain important terms. There will be an action button at the bottom of the Seller Counter column (**Counter** in this example), use it to respond to the seller.

Buyer Details - Buyer Agent: Mick Fanning, colbsterone@gmail.com, (555) 555-5555

Buyer Name:* Buyer's Email:* Buyer Type:*

Offer			
	Seller Counter #1	Buyer Offer #1	
Offer Status	Countered	Submitted	
Offer Date	09/27/2018	09/27/2018	
Offer Expiration Date *		09/29/2018	
Offer Price *	\$235,000.00	\$215,000.00	
Earnest Deposit *	\$2,500.00	\$2,500.00	
Loan Type *	Cash	Cash	
Loan Amount *			
Public Funds			
Days to close *	30	30	
Scheduled Close	10/27/2018	10/27/2018	
Closing Costs *	\$0.00	\$2,487.00	
Taxes			
Traditional Seller Costs			
Repairs			
Home Warranty			
Inspection Fee			
Inspection Days			
Survey Fee			
Termite Fee			
Other Costs			
Other Costs Description			
Offer Comments			
	View Counter Offer Addendum		
	Counter		

Remember: The email you received when the seller responded to your offer contains important instructions about how to proceed based the seller's response, do not disregard!

- Complete all required fields and **Submit**. Your counteroffer (or other response) is now submitted to the list agent. You will receive an email to confirm.

Buyer Details - Buyer Agent: Mick Fanning, colbsterone@gmail.com, (555) 555-5555

Buyer Name:* Buyer's Email:* Buyer Type:*

	Buyer Offer #1	Seller Counter #1	Buyer Offer #1
Offer Status	New	Countered	Submitted
Offer Date	<input type="text"/>	09/27/2018	09/27/2018
Offer Expiration Date *	<input type="text"/>		09/29/2018
Offer Price *	<input type="text" value="235000.00"/>	\$235,000.00	\$215,000.00
Earnest Deposit *	<input type="text" value="2500.00"/>	\$2,500.00	\$2,500.00
Loan Type *	<input type="text" value="Cash"/>	Cash	Cash
Loan Amount	<input type="text"/>		
Public Funds	<input type="text"/>		
Days to close *	<input type="text" value="30"/>	30	30
Scheduled Close	<input type="text" value="10/31/2018"/>	10/27/2018	10/27/2018
Closing Costs *	<input type="text" value="0.00"/>	\$0.00	\$2,487.00
Taxes	<input type="text"/>		
Traditional Seller Costs	<input type="text"/>		
Repairs	<input type="text"/>		
Home Warranty	<input type="text"/>		
Inspection Fee	<input type="text"/>		
Inspection Days	<input type="text"/>		
Survey Fee	<input type="text"/>		
Termite Fee	<input type="text"/>		
Other Costs	<input type="text"/>		
Other Costs Description	<input type="text"/>		
Offer Comments	<input type="text"/>		
	<small>2000 chars left</small>		
	<input type="button" value="Submit"/>	View Counter Offer Addendum	

Support

We are here to assist! Please call (800) 760-7036 or email support@res.net