

RE: REMicrotools

We have looked at several “paperless” systems in the past. But the REPaperless system designed by Len Reeves of REMicrotools, specifically for Keller Williams Realty, provides everything we were looking for:

- Cost Reduction
- Accessibility
- Accountability
- Communication
- Ease of use by agents and staff

Cost Reduction:

In addition to saving the hard cost of files, labels, expanding files, permanent storage boxes, and storage facilities, the primary area of cost reduction is in man hours. Time spent in preparing listing/contract files, filing, retrieving files, sending closed files to archives, not to mention trying to identify documents received with no address or illegible names, was necessary, but not that productive. Comparing October, 2008, to January, 2009, our man hours have been reduced 3 percent, resulting in a payroll savings of over 7%. The system is paying for itself several times over each month!

Accessibility:

REPaperless is web-based so it is accessible anytime, any where by the agents and our staff. It is a great convenience for the agents, both for submitting paperwork, and retrieving a document if they don't have their file with them. And compliance can be done anywhere. (Our compliance officer is currently reviewing files at home as she takes care of her newborn!)

Accountability:

All documents submitted are date and time stamped. There are no more questions about ‘when’ or ‘if’ a document was entered into the system, or what happened to it once it was submitted. No one can ‘borrow’ the file and forget to return it. There are no more lost files.

Communication:

The level of communication built into the system is fantastic. By reviewing the dashboard, the agent can see the exact status of a listing or contract file... what information has been submitted, what needs to be submitted, when the CDA was completed and what it looks like, and when the CDA was e-mailed to the title company. E-mails to the agents are automatically generated when certain processes have been completed. Agents and staff enter notes and correspond via the system. Everything is dated and time stamped.

Ease of Use by Agents and Staff:

The system contains audio and visual tutorials throughout. And while we held numerous training sessions, many agents learned from the system itself. If you have ever attached a

document to an e-mail, you can use this system. In addition, the system has built-in reminders; all you have to do is check the dashboard or read the e-mails. Because the system was designed for Keller Williams, it compliments our way of doing business.

Prior to the introduction of REPaperless, our agents faxed, e-mailed or delivered their listings and contracts to the office. And even though there were many, many reasons for the office to go paperless, we sold the benefits for the agents, not the office. The result...in the first 30 days of the system over 95% of our contracts were submitted through the paperless system. And it was not even required until the following month.

It has been one of the easiest conversions I have ever experienced. We give it a 100 percent endorsement.

Yours truly,

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Note: Prior to the transition, we already were using Adobe Standard 8 for electronic signatures on the CDA (signed for title company, and copy to the agents), and to e-mail the CDAs to the title companies. Our only expenditures for this system was a scanner to upload the HUD 1 statements; and a second monitor so that WinMore and REPaperless could be viewed simultaneously. These costs were recovered the first month.