Learn More About TM

1. What is a transaction management (TM) system?

Transaction management is an online system that stores digital correspondence, personal notes, contract documents and completed tasks for each property that you list/sell in your organization. This information is stored in a highly secure manner and allows access by authorized individuals anywhere and anytime using the Internet.

2. How do I benefit from using AAR TM?

Some benefits include:

- Decreased operating, delivery, and storage costs
- Streamlined workflow
- Improved consistency and accountability
- Better visibility of transaction status
- Simple, secure access by approved parties
- Strengthened client relationships

3. Am I required to use TM?

No – AAR never dictates any business practice to its members. AAR leadership has determined that providing transaction management as a member benefit helps members achieve better organization, transaction visibility, workflow efficiency, client service, etc., thus meeting AAR's vision…

REALTOR®…the best prepared real estate practitioner with the highest standards.

4. I am a broker using AAR TM – when do I give my agents access?

We recommend implementing AAR TM carefully and methodically. Shifting from paper shuffling to digital document handling takes three to six months for most firms. After you feel comfortable with the process, we encourage you to bring on agents, clients, and third parties like escrow, lenders, inspectors, etc. We will be there to help you throughout the process!

5. I am an agent – when do I get access to AAR TM?

Even if your firm has joined with AAR TM, it usually takes several months to get ready for agent access. Ask your broker when he/she is planning to open the system to agents in your firm.

On the other hand, some AAR TM firms are already inviting cooperating agents into their transactions. Don't be surprised if you get an invitation!

6. Is this approved by the Arizona Department of Real Estate?

The Arizona Department of Real Estate has stated that current Arizona regulations and statute adequately address use of TM. Firms using a variety of transaction management systems (including AAR's) have successfully undergone audits for several years.

7. **What training does my firm receive?**

   Once brokers have registered online, they will be contacted by a representative of the TM team at AAR to schedule training for their firm. Training is usually available with 2-3 weeks (Valley area); outside the Phoenix area, we try to bring training to each region every two to three months, depending on demand.

   - Basic training consists of approximately 6-7 hours of classroom training for 2-3 members of your staff.
   - Administrative training consists of 4-5 hours of customized training at your office. You may invite several staff members to take part, but it's important that they have first completed our Basic training.

   These training sessions will usually be performed in the same week, not necessarily on consecutive days.

8. **Do I need to be very technical to use AAR TM?**

   If you do online banking, most of the basic functions will be familiar and simple to use. Administrative functions generally require a bit more experience with a computer, but are well within the capabilities of typical brokers or office staff. Please note, we are always ready to help with any questions!

9. **If I have questions or problems, do I have to call the vendor?**

   Absolutely not! Our staff of TM experts are full-time AAR employees. We know Arizona real estate and member service is our top priority. If we need help from our TM vendor, we'll make the contact and work closely with you in addressing any issue.

10. **Will brokers need to hire additional personnel to do TM?**

    Most brokerages already have the necessary staff to implement TM simply by reorganizing the work flow from paper shuffling to scanning/electronic filing. Since every situation and every firm is different, some brokers may add staff and others may reduce personnel. Please feel free to discuss your needs with us before you decide on any staffing changes.

11. **Does AAR TM work with Top Producer or other software application?**

    Yes. AAR TM provides for data exchange with MLS systems, Top Producer, and LoneWolf (a back office accounting system). Integration with other popular software applications may be offered in the future.

12. **Can I use ZipForm with AAR TM?**

    Yes, completed forms can be imported directly into AAR TM using the TM print driver or emailed as a PDF attachment.

13. **Does AAR TM work with MacOS?**

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For more information, visit www.AARonline.com/TM or call toll free (866) 833-7357.