



# BROKER TIPS AND TRICKS

Use the tools, maximize your time.

Before we take a quick look around, sign-in by clicking the TrustFunds Broker Access link on your MLS home page, or at the TrustFunds DTAH Login. The TrustFunds portal is where all the productivity happens! Easily view your offices, agents, settings, and track your transactions, all in one place.

## Transactions

Use the Transactions Tab to view TrustFunds transactions with real-time payment statuses. Click on the magnifying glass icon to open a detailed transaction history, including a time and date stamp. This can be easily emailed and/or kept for your records.

Pro-Tip: Hover over the calendar icon to see the estimated Settle date.

## Optimize your Profile

Visit your Profile to update your information and set notification preferences. Add a profile photo so your buyers can easily see and recognize you when they receive requests.

Pro-Tip: Set notification settings to get alerts on any or all statuses to easily track payments.

## Add Admin Users

Admin users can, see real-time notifications, access Payment History reports, and assist agents and broker with transaction coordination

Your Main Member can set-up new admin members with user-level only access or full-admin privileges; here's how:

- Sign-in to your TrustFunds DTAH Portal by clicking the TrustFunds DTAH link on your MLS home page.
- Click the "Settings" tab, then "Manage Users." You can edit existing users here or add a new one by clicking "Add Users" on the top right.
- Fill in the user's information and select which office(s) they will be assigned to. By default, Master Access is off, so they can only view the transactions and agents for the offices you select. Changing Master Access to "Yes" will grant this user full access to the Settings page. These users will have the ability to add users, remove users, and edit permissions (including their own).

## Track Your Transactions

To easily track each earnest money request that's routed to your trust account, sign-in to your broker/DTAH account by clicking the TrustFunds DTAH link on your MLS home page or on our website. Then, use the "Transactions Tab" to view your TrustFunds earnest money transactions.

Transaction data is updated with real-time payment statuses every step of the way: Submitted, Settled, and even Refunded. You can search by MLS number or by changing the date ranges, and also listings that are no longer Active/Pending in the MLS by clicking the box. Hit "Update Filter" to apply your filter changes and reload the page with results.

Click on the magnifying glass icon to open a detailed transaction history with time and date stamp. This can be emailed to all parties and kept for your records.

Pro-Tip: For payments in Submitted status, hover or click the calendar icon to see the estimated Settlement Date.

## Issue a Refund

- Sign in to your TrustFunds DTAH account and click on the "Support" tab to find a detailed PDF that will walk you thru the refund process.
- Click the "Profile" tab to find your Virtual Terminal (VTerm) username and a link to login.
- Once you are in the VTerm, click the "Check Manager" and locate the customer that needs a refund. Be sure the status is "Settled" before refunding.
- To issue a refund, click "Details" on the far left of their transaction line and follow the refund instructions on the Support PDF.

There is no charge to issue an electronic refund via TrustFunds. The customer will see the funds deposited in their account in 4 business days, and the TrustFunds system will automatically notify the agents and buyer of the Submitted refund.

## Reconcile Your Account

Simply click on the "Reports" tab to open the reporting options. We recommend choosing the "Deposit Report," which shows all transactions that have Settled and would appear on your bank statement. You can also create your own custom reports if desired.

Once viewing the report, change the date range and check the "Show daily subtotals" box and click "View". This will give you daily net deposits for the date range you choose, including the customer's name and customer number (MLS number).

