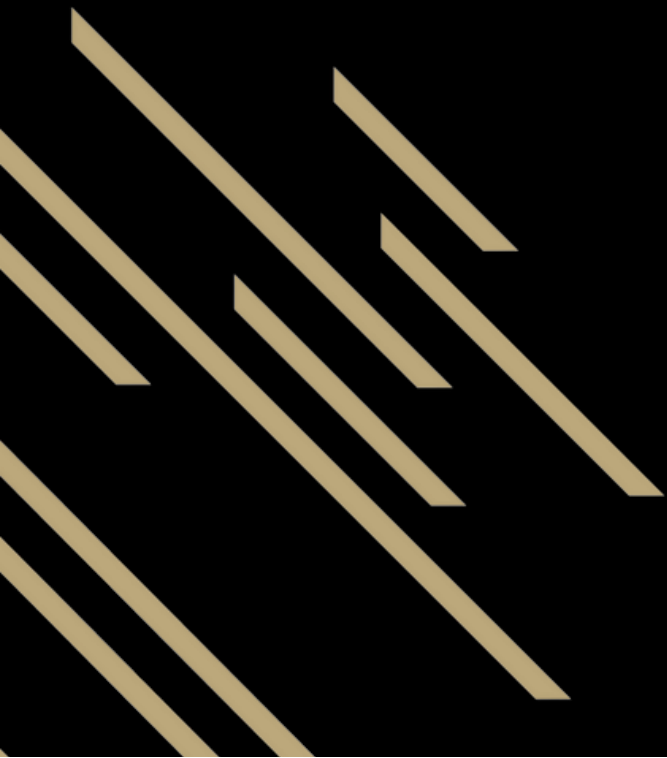


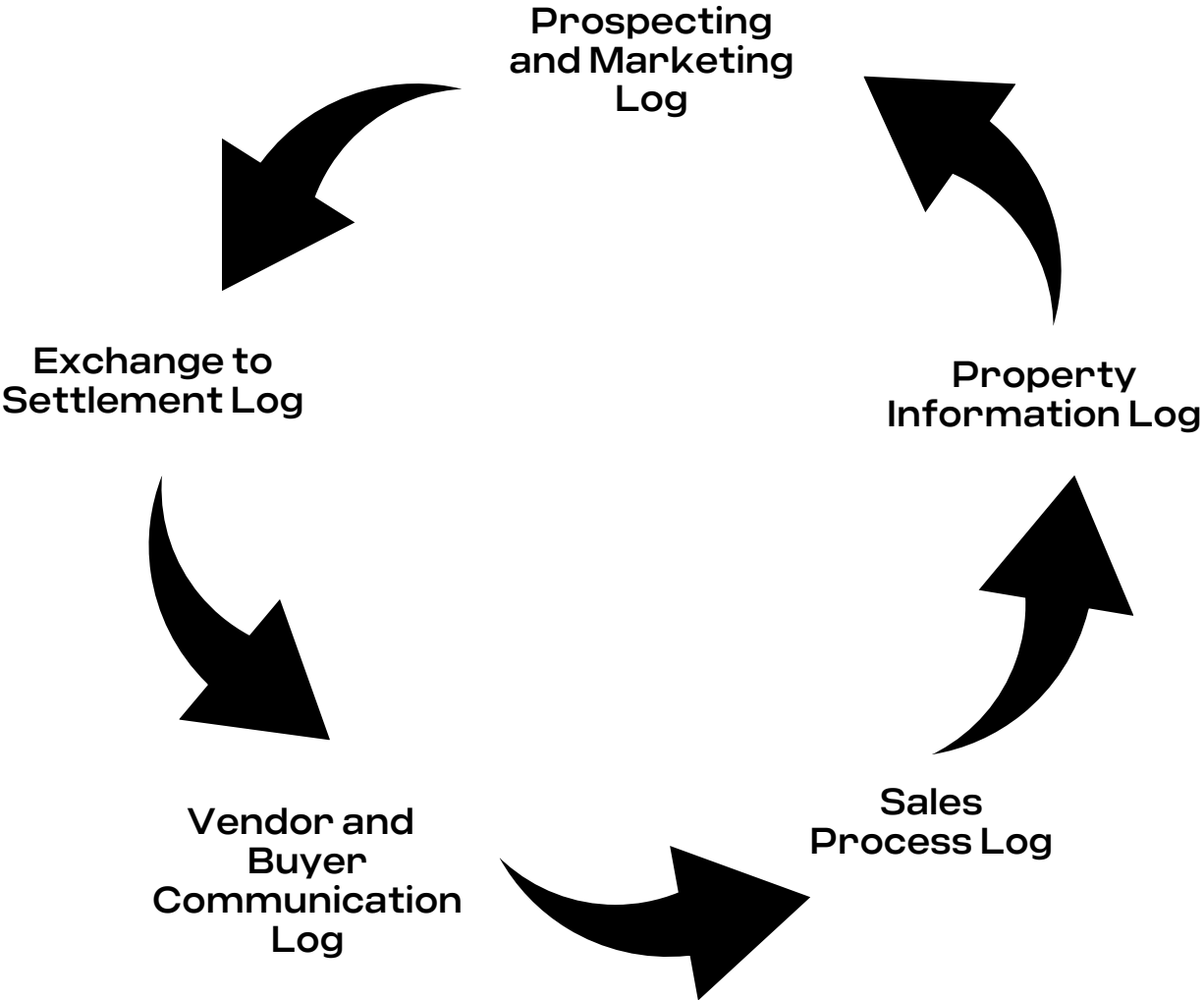
agency HQ

Sales Operations Manual and Process



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Typical Ideal Day	
Time	Task
8:30 - 9:30	Team meeting and diary update
9:00 - 9:30	Confirm appointments for day
9:30 - 10:00	Return emails
10:00 - 10:15	Break
10:15 - 11:30	Prospecting and marketing log
11:30 - 12:30	Property information log
12:30 - 1:30	Lunch
1:30 - 2:00	Return calls and emails
2:00 - 3:00	Sales process log
3:30 - 3:45	Break
3:45 - 4:30	Vendor and buyer communication log
4:30 - 5:30	Exchange to settlement log

Typical Agent Ideal Day	
Time	Task
8:30 - 9:30	Team meeting and diary update
9:00 - 9:30	Call lists
9:30 - 10:00	Call lists
10:00 - 10:15	Break
10:15 - 11:30	Call lists
11:30 - 12:30	Call lists
12:30 - 1:30	Lunch
1:30 - 2:00	Return emails and calls
2:00 - 3:00	Appointments
3:30 - 3:45	Appointments
3:45 - 4:30	Appointments
4:30 - 5:30	Appointments

Prospecting and Marketing Log



Yearly Marketing Strategy

	Target suburbs	No. homes	No. yearly sales
1			
2			
3			
	TOTAL		
	Top 10 hot streets	No. homes	No. yearly sales
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
	TOTAL		
	Collateral	Phone calls	Face to face
Jan			
Feb			
Mar			
Apr			
May			
Jun			
Jul			
Aug			
Sep			
Oct			
Nov			
Dec			
	TOTAL		

Marketing Plan Other

	Where advertised	Proof by date	Commencement date
1			
2			
3			
4			
5			

Local Business Networking

Business	Collateral posted	Phone calls	Face to face

Networking Event

What	When	Who	Cost

Community Sponsorship

Organisation	Investment	Diarise sponsorship	Face to face support

Prospecting Log

	Mon	Tue	Wed	Thu	Fri
AM1					
AM2					
PM1					
PM2					
PM3					

Checklist

- Organise weekly lunch meetings with referrers and or referral network
- Print prospecting call list of minimum of 50 people daily
- Enter call lists back into EAGLE with comments and next call date
- Record any prospects that belong to the appraisal lists and prepare appraisal kit
- Add any potential vendors to EAGLE for buyer alerts

Tips for Prospecting

- Ring people from the call list in blocks of 50
- Record on-call list whether contact was made/ what was spoken about / any further opportunities/ rate as pipeline A,B,C/ next call date
- Call lists for prospecting should be made up of A,B,C Pipelines, Past Clients, Referrers, Cold Calls
- A Pipelines are to be called back within a week or less and have indicated they are likely to put their property on the market in the next 30 days
- B Pipelines are to be called back within a fortnight or less and have indicated that they are likely to sell within the next 60 days
- C Pipelines are to be called back within 8 weeks or less and have indicated that they may sell within 2 years
- Greater than 2 years or have no indication of selling remain as an appraisal
- Have a referral network of professionals that meet monthly for breakfast at alternating venues. The idea of this network is to have a 1-hour breakfast to go around the table and network with each individual spending 5 minutes on updating the group as to any meaningful news that may benefit the group via referrals or education
- Referral network could be made up of 1 x solicitor, building inspector, builder, property developer, furniture, removalist, finance broker, plumber, electrician etc.
- Build your database from 2000+ people that own property in your area
- Target other agents expired listings in your area
- Prospect around your listings, and other agents listings by cold calling and informing them of properties on the market and informative real estate information
- Prospect hot spots (D.A.'s garage sales, FSBO, home in construction & trade in)
- Be informative about the market and its update ie. "The market is turning, price growth, lower, mid, top end sales have good buyer activity. Low levels of stock. High clearance rates. 10 weekends between school holidays."
- Make the advice meaningful about their property needs — this can be anything from changeover, renovations, timing of next move, next investment property
- Talk about recent sale success, new listing to the market, invite to open home, invite to auction, invite to event, a strong result for property just like theirs, pre (insert season) opportunity, strong clearance rates, has anything changed
- Agent to dial next number immediately after hang up. If leaving a message mention purpose of call and always leave your phone number twice
- Call should go for about 2 minutes unless it turns into an appraisal
- Mention names of their family / people you both know — keep this info in your notes in database. Be scripted but natural — you need to know what your purpose is
- Invite your vendors to open houses, to provide them with evidence that we are attracting strong enquiry on quality stock
- Assist potential sellers to purchase, keep them updated of properties on the market, even other agents stock
- Match potential sellers with buyers from recent sales
- Successful market are your "wins".

Property Information Log



Property _____

Referral Referral Agent _____ Listing Agent _____ Managing Agent _____

Enquiry Call in Direct marketing Past client Other _____

Vendor Details

Name _____

Address _____

Suburb _____ State _____ Postcode _____

Work _____ Mobile _____ Home _____

Email _____ Fax _____

Property Summary

Type Apartment House Townhouse/villa Acreage/Rural Semi-rural

Bedrooms S 1 2 3 4 5+

Bathrooms S 1 2 3 4 5+

Car parking Off street SLUG DLUG Sec.carspace _____

Other features _____

Vendor expectations _____ Capital improvements? _____

Other information

Reason for sale _____ Timing < 30 days 30-90 days > 90 days

Purchase price _____ Date _____ Land dimension _____ Land size _____

Recent sales _____

Pre-Listing Checklist

- Entered in EAGLE as appraisal Pre-list RP Data EAGLE buyer search Google search
- Diarise confirm appraisal 2 x copies of Agency Agreement Agency Agreement Consumer Guide
- Delayed payment form Printed marketing quotes Print aerial map of recent sale
- Check auction dates and time _____
- Insert testimonials Property brochures case studies

Sales in their street _____

On the market _____

Sale Details

Status Activate now Pipeline A Pipeline B Pipeline C Appraisal

Method Privately treaty Public auction Expressions of interest

Date _____ Auction time _____

Inspections By appointment Open house First OH _____

OH days Saturday 10.15-11.00am 11.15-12.00pm 12.15-1.00pm 1.15-2.00pm 2.15-3.00pm
_____ 10.15-11.00am 11.15-12.00pm 12.15-1.00pm 1.15-2.00pm 2.15-3.00pm

Agency estimate _____ OK to publish? Yes No

Property Details

When was it built? _____ Renovated? _____ Architect? _____

Style Victorian Federation Art deco Modern

Outlook Harbour Ocean River/lake City/skyline _____

Local council _____ Council rates _____ pa Water rates _____ pa

Zoning _____ Height limit _____

Occupancy Owner occupied Tenanted Vacant

Access Key available Preferred days and times _____

Alarm No Yes Alarm code _____

Settlement Vacant possession Subject to tenancy

Features Air conditioning Tennis court Gas cooking
 Working fireplace Waterfront Gas heating
 Swimming pool Boating facilities Gas hot water

Inclusions Fixed floor coverings Blinds Light fittings
 Security alarm Curtains Dishwasher _____

Exclusions _____ _____ _____

Material fact? _____

Solicitor/Conveyancer

Company _____
Contact _____ Assistant _____
Address _____
Suburb _____ State _____ Postcode _____
Work _____ Mobile _____ DX _____
Email _____ Fax _____

Strata

Lot no. _____ SP no. _____ Building name _____ Style Older Modern
No. apts _____ No. levels _____ Level no. _____
Amenities Concierge Gym Pool Separate storage
 Security entrance Elevator Pets allowed Foxtel
Admin levels _____ pq Sinking fund _____ pq

Managing Agent _____
Contact _____
Work _____ Mobile _____
Email _____ Fax _____

Tenancy

Tenant _____
Work _____ Mobile _____
Email _____ Fax _____
Rent _____ pw Lease expires _____

Managing Agent _____
Contact _____
Work _____ Mobile _____
Email _____ Fax _____

Co-Agent

Company _____ Sales agent _____
Work _____ Mobile _____
Email _____ Fax _____

Next Steps

- Request contract Vendor _____ Solicitor _____ Survey? Building Certificate?
- Set to sell meeting? _____
- Styling required? _____
- Detailing required? _____
- Gardening required? _____
- O2HL assistance? _____

Pre-Sale Agenda

- History _____
- Client concerns _____
- Issues resolution _____
- Inspection protocol _____
- Communication Telephone (day) Telephone (evening) Email _____
- Pre-auction offers _____

Marketing Information

- What are your favourite things about the property? _____
- Target Markets 1st Home Buyer SCF Young professionals New families Investors
- Security entrance Executives Baby boomers Expats
- Suggested photos _____
- Signboard location _____
- Other information _____
- Best days photography Monday Tuesday Wednesday Thursday Friday Weekend
- Best times photography Dawn Morning Middle of day Afternoon Dusk Evening

Compliance Checklist

- Create folder Comparable sales recent?
- Comparable sales agree with estimate? Agency agreement complete **Compliance complete** _____

Tips for Property Information

- It's important that the prospective vendor has a minimum of 3 touch points before the appraisals commences. (Initial call, information kit, call by agent confirming time after drive by)
- Visit any local shop owners before the appraisal. Chances are your vendors will know these people and you can bring these personalities into the conversation
- Learn all the past sales of the vendor's street and quote the sale by vendor surname and not street number
- If you do not success in signing the vendor up and the vendor has other agents coming to see them then make another appointment straight after the last agent sees the vendor and bring back a planned typed strategy

Sales Process Log



Sales Process

Agency Agreement

- Agency Signed
- OFT form given
- Price Guide & Estimate Checked
- Compliance Checklist Completed
- Selling Fee + Commission
- Marketing Signed off
- Delayed Payment Authorised
- Marketing price entered into mars
- Marketing Payment Received
- Diarise to chase up second delayed payment
- Auction Date Correct
- Display price guide: Internet / media

Contract

- Agent Details Correct
- Standard Conditions
- SP/DP Included
- Tenancy Agreement
- Vendors Details Correct
- Inclusions/Exclusions
- Title Certificate Correct
- Sewerage Diagram
- Survey
- 10.7 Certificate (NSW) Included - recent
- Warranties/Building Certificate (last 7yrs only)
- Display price guide: Internet / media
- Photocopy with Draft: Scan/Save/Upload to Mars. Keep copy in folder + Original (Do Not Use)
- Make a diary note to chase original contract five days prior to auction

OFI Pack

- Create OFI folder with label and checklist
- Create OFI call back book
- Register keys, write alarm code in folder
- Photocopy draft of contract
- Complete Pointer sign
- Brochures
- Working Pen
- Comparable sales / listing
- Strata Plan if Unit
- Business cards
- Keys
- Property Management brochure / Property Management appraisal
- All qualified buyers are to be entered into EAGLE CRM after open home
- Buyers who request property alerts are to be setup in EAGLE CRM to receive this service
- All offers are to be entered into EAGLE CRM
- All attendees at Open for inspections are to be entered into EAGLE CRM
- All local postcodes receive a hand written thank you card for attending open home

Entering Listing

- Enter Listing into EAGLE
- Diary note to organise flowers for strategy meeting, diary note to pick up flowers for meeting
- Listing Letter to Vendor with copy of agency agreement
- Listing Letter to Vendor's Solicitor
- Register Key in book, register alarm
- Council Rates
- Water Rates
- Strata Levies
- Enter Strata Manager Details
- Contact Details Vendors enter in outlook and mars, property info sheet
- Inform Tenant of Impending Sale
- Get Listing approved
- Book Marketing
- Create Marketing Calendar
- Send Marketing Calendar to Vendor
- Send order and payment in email to marketing
- Get permission from Strata for Sign Board
- Get instructions from vendor where to position sign board
- Book Auction Date and Time
- Enter Auction Date and Time
- Confirm in writing auction date and time with vendor
- Enter all OFI times
- Confirm OFI times with Vendor
- Diary note to make auction invitations
- Prepare a rental appraisal
- Book in set to sell meeting
- Copy of set to sell agenda sent to vendor

Marketing

- Send email presentation to vendors with all images, copy, floor plan
- Make Changes & Approve Photographs
- Make Changes & Approve Copy
- Make Changes & Approve Floor Plan
- Send property details for editorial
- Make diary note to change the open times for the last week Check
- open times, ALL rates, contact details
- Send all artwork to vendor for approval
- Print copies of all artwork

- Get all advertising proofs ready for set to sell
- Organise just listed to be dropped
- List all competitors listings in area
- Match property with database
- Diarise Marketing payment due dates
- Diarise Website activation and signboard installation dates
- Diarise that Contract received from solicitors prior to first open
- Diarise Marketing booking deadline & artwork deadline
- Diarise Auction checklist (to be done the Monday prior to Auction)
- Diarise Agency Agreement Expiry Date - calendar
- Diarise Just Listed letters, Auction invites & Just Sold cards to be sent - task
- Diarise to Send out E-brochure to buyers
- Order strata report & rental appraisal if applicable
- Marketing checklist - with all elements to be approved
- Call neighbours to inform new listing in the area
- Call all hot buyers

Auction Day Checklist

- Reserve Meeting booked
- Complete Auction Summary
- Send out auction invites/calls
- Auction Reserve meeting letter printed
- Auction Flag erected
- Original Contract
- Bidder Guides
- Bidder Record forms
- Bidders cards
- OFI booklet
- Profile brochures
- Calculator
- Marker Pens
- Auction Terms and Conditions
- List of Auctioneers
- Sort contract changes
- Get bottle of Champagne for auction
- Ensure Buyers have EFT details
- SOLD Sticker for the board

TIPS

- Promotion and Presentation are to be 100% from the start. It is important that these issues are handles very well in the initial stages of the listing appointment
- The experience of getting their property ready for sale has to be an exciting one.
- Prepare the Vendor for the process including moving their furniture around for photography and styling.
- Ask the vendor the top 3 features that attracted them to their property and advise the photographer of the reasons
- Reinforce to the photographer the type of buyer you believe that will buy this property
Get the vendors to proof all advertising and sign it off in the set to sell meeting

Vendor and Buyer Communication Log



Vendor and Buyer Communication Log

Set to Sell Meeting

Set to sell kit

- Copy of the set to sell agenda
- Copies of all advertising proofs
- Copy of auction guideline scenario
- Copy of the contract
- 10 Business cards
- Print out of competition on the market
- Copy of blank information update
- Copy of agenda for weekly vendor meeting

Vendor and Buyer Communication Log

Reserve Meeting

Buyer	Date & time	Comments	Attending auction
			Yes / No
			Yes / No
			Yes / No
			Yes / No
			Yes / No
			Yes / No
			Yes / No
			Yes / No
			Yes / No
			Yes / No

Other parties to invite to Auction

Name	Comments

Tips on Sell to Sell Meeting

- Establish what the team's roles are. For individual agents explain what your role is throughout the process. Break this explanation up into admin, buyers, open homes, vendor communication
- Explain the communication process. Daily chats, Weekly reports (show report), Weekly face to face (show agenda). Setting reserve and vendor bid at each vendor meeting
- Presentation of property. Explain the importance of presentation. Toilet seats down, gardens tidy, uncluttered etc
- Proof Advertising - Get them to sign the advertising off and make sure they are happy with what will go out in the market place
- Show what properties are on the market that their property is currently in competition with that this list will be reviewed weekly
- For auction explain the "Vendor Auction Guideline" form that is used as we run the campaign and that this guideline will be used in weekly reports and as a reference throughout the campaign
- How to deal with first offers and offers in general
- How the negotiation process works
- Explain how we set a vendor bid and reserve price for a property
- Confirm upcoming open homes and mid week inspection times
- Bring any other items into the set to sell meeting that you think is relevant for the preparation of sale
- This meeting should go for no more that 45 minutes
- It should be presented in a folder that the vendor uses to keep all records in

TIPS - Vendor Face to Face Agenda

- Discuss level of enquiries and marketing with the vendor
- What's been sold and come onto the market in your area
- Discuss feedback, buyer interests, offers
- Discuss price guide setting
- Show what properties are on the market that their property is currently in competition with and what has sold
- Explain what scenario their property is in
- Explain how their buyer triangle looks at this stage giving an agents opinion of where the reserve should be set and where the vendor bid should be set
- Confirm upcoming open homes and mid week inspection times

TIPS - Communication

- It's important all decision makers are present during the face to face vendor meetings
- It's important that all buyer dialogue is communicated in the vendor reports
- Feedback has impact when you are comparing your vendors properties to other properties in the market place that the buyer deems better value
- Feedback should be aimed around the areas of the vendors property that they hold in high regard. E.g. if they think their block is big you will need to get feedback from buyers about better value block sizes in the market place

TIPS - Buyer Servicing

- Confirm time with the buyer the morning of appointment
- Have appointment kits ready; Open Home List, Brochures of other suitable properties, keys of property (alarm code if necessary), bidders guide, comparable sales and copy of contract
- Buyers that are classified as Hot Buyers are those ready to buy through you now and also may have a property to sell
- Any buyers that have a property to sell should be contracted if a competing agency has a home that may suit their buying needs
- Should a buyer working with not buy through you they should be sent a congratulations card
- Buyers usually spend 10-20% more that first budgeted so show them everything they can afford to 10-20% north of their budget
- Finance qualified buyers last 22 days after they have been approved, so work urgently with buyers

TIPS - Great Open Homes

- Call vendor when leaving office
- All lights on
- Ventilation and / or heating if required
- Soft music on where possible
- Drapes open
- Toilet lid down
- Past open home registers (identify past buyers)
- Market knowledge summary sheet
- List of street owners and when they sold/Price/date
- Call vendor when leaving their open home
- Sold sticker

TIPS - Mobile Toolbox

- Directional signs - minimum 2 on relevant comers where permitted
- Inspection flag
- OFT consumer guidelines
- Privacy statement and collection notice
- Personal profile brochure
- Door stoppers
- Blue tac
- "Thank you for removing your shoes" sign (if applicable)
- Compass
- Big tape measure
- All local postcodes or interested parties to be contacted by Saturday evening
- Meet or call vendor after open home to discuss feedback
- 2 people to attend (must hold license or certificate of registration)
- Vendors should not be in attendance for the open home
- Hall stands pointing out features and benefits of the home are great for renovated homes
- Owners "What I will miss" diary is a powerful for family type homes
- A list of the best cultural places to go to in that suburb ie. best butcher etc.



Vendor Feedback Update

For	
Address	
Date	

The Preliminary viewing for your property was held on Saturday 12th September. To date we have completed the following activities:

Preparation

- Photography, copy writing, floor plan
- Proofed marketing
- Contacted all hot buyers
- Property alerts sent out to data base

Open House Activities

- Collect all the contact names, phones and e-mails
- Hand out the property information
- Discuss the features and benefits of the property with prospects
- Discuss any issues with buyers

Open House Activities

- Contact all people from the open
- Establish feedback from each prospective buyer

As a result of our follow up we can provide you with the following information.

Total inspections thus far	24	This is a great result
-----------------------------------	----	------------------------

Web Inquiry on the property	403	This is a fantastic response. Agency HQ web site: 147 RealEstate.com: 256
------------------------------------	-----	---

Vendor and Buyer Communication Log

Buyer Feedback:

Positive Feedback	Negative Feedback
Well presented	Bathroom and back of the house need work
Spacious kitchen is great	Lounge room is a little small
Good size bedrooms	
Handy location	
Plenty of character, great ceilings	
Nice street	
Large backyard	

Buyer Status:

Name	Current situation	Outcome/Offer
Darren	Darren requested a copy of contract on Saturday, spoke with Darren this morning and he is quiet interested in the property and would like to stay in contact throughout the Campaign	Interested
Steve	Did not like the property, thought that bedroom sizes were to small for the area but property was very well presented	Steve has been through several properties in the area, seems a little fussy
Con	Looking for a home for his son, currently resides, close by and will be attending the viewing on Thursday evening with his son	Has asked if we will consider pre auction offers, will see what son thinks
Gordon	Inspected a few properties on Saturday thinks that Hogan Street in Sydneham was better value with a buyers guide at the same price	I have enquired into Hogan Street agent agrees his buyers guide is much to low, while we are competing with this home at the moment Hogan Street will be sold this week.
Kate	Requested a copy of Contract on Saturday, loves the character of the property and the size of the backyard for the area feedback on price was around the \$550k	Kate will be back through for a second inspection
Norm	Mentioned the property is positioned in a great Street of Tempe, and would need a bit of work throughout, thoughts on price were around \$560k.	Norm does not have any interest in the home, he is looking for something more renovated

Vendor and Buyer Communication Log

Buyer Status:

Mrs West	May be back again this Saturday for a second viewing loves the location of the property but thinks there is a little bit of work to be carried out inside, feed back on price was in \$550 - 570k	N/A
Ravi	Likes the property will be back with his wife on Saturday, his wife is a little undecided feedback on price was \$575k	N/A

Buyers current opinion of value	
majority of buyers thought	Around \$550,000 - \$570,000
A few buyers thought	Maybe \$570,000 - \$600,000
Offers received	N/A

Inspection to date	1 Preliminary viewing
Contracts issued to date	3

Kind Regards,

Xxxxxx Xxxxxx



Oxford St., Bondi Junction
NSW 2022

Exchange to Settlement Log



Negotiation

- Prepare contracts
- Prepare feedback reports
- Prepare web hits
- Prepare list of comparable sale properties
- Book vendor face to face meeting
- Shift any appointments to clear negotiation time

Exchange to Settlement

Offer & Acceptance

- Obtain the following information from your agent - Accepted offer, Purchaser's details (name, address, phone, email), Purchaser's Solicitor's details (name, address, phone, fax, DX)
- Adjust the date of the offer if it is not today's date _____
- Add details of the buyer, anticipated exchange and settlement date
- Enter the solicitor's details _____
- Select 'Accepted'
- Offer & Acceptance letters - take out 'congratulations' & add settlement date & deposit to summaries
- Fax solicitors letters and sales summaries

Exchanges

- Select the offer that was made and 'Exchange'. If there was no O & A prior, just select 'Exchange'
- Enter EFT details - deposit amount, payment type, details - check commission (from Agency)
- Photocopy of deposit slip and keep with a copy of the front pages of the 2 signed contracts, the special conditions and the 66W Certificate - if solicitor exchanged contracts then call them and ask them to email the copies Purchaser/vendor exchange letters and sales summaries (change 'solicitor' to 'conveyancer')
- Solicitor Exchange letters and sales summaries ('solicitor' to 'conveyancer' if app)
- If the contracts were exchanged by the solicitor then take out point 2 - contract enclosed
- Print 'Purchaser & Vendor Information Required for Settlement' forms
- Send letter & Info required for Settlement form to Vendor with Vendor's Sales Summary
- Send letter to Vendor's Solicitor with brochure, Vendor's Sales Summary and contract signed by purchaser
- Send letter & Info required for Settlement form to Purchaser with Purchaser's Sales Summary
- Send letter to Purchaser's Solicitor with brochure, Purchaser's Sales Summary and contract signed by vendor
- Email sales summaries to solicitors
- Confirm no outstanding marketing
Update Buyer Origin sheet (if applicable)
Move computer folder to exchanged Properties Folder
- Move vendor details in Outlook to Exchanged category
- Put purchaser's details into contacts in Outlook under Past Clients

Diarise

- Diarise to confirm that the deposit cheque has arrived at Epping
- Anticipated settlement - calendar
- Pre-settlement Checklist - task
- Send letter seeking testimonials to vendor & purchaser 7 days after exchange - task
- Have Just Sold cards or brochures sent out, & call the street with the result
- Order purchaser/vendor gifts - task

Property Sold Prior to Auction

- Cancel auction date with Auctioneer
- Sold sign on signboard
- Cancel/Refund remaining advertising
- Cancel Opens/Auction in diaries

Property Passed In

- Pass in on EAGLE with listed price
- Order 'For Sale - View By Appointment' SB sticker from marketing co-ordinator
- Add OFIs into Eagle
- Cover auction details/OFI on brochures with View By Appointment stickers

Settlement - 1 Week Prior

- Call solicitors to check settlement date/time & add to diary _____
- Request signboard removal for day of settlement
- Contact vendors to arrange delivery of all keys prior to settlement _____
- Contact purchaser to advise re collection of keys _____

Pre-Settlement Inspection

- Check all inclusions on the contract are at property _____
- Ask the purchaser's if they are completely happy with everything _____
- Explain to purchasers that we have to wait for the Order on the Agent from the solicitors before we can release the keys

Day of Settlement

- Obtain vendors forwarding address and put in database _____
- Once all keys are in, put in Gift Box w/
- Call solicitor to get Order on the Agent
- Flowport Order on the Agent to settlements
- Update Settlement spreadsheet (if applicable)
- Move folder from Exchange to Settlements in computer
- Move vendors' to past clients
- Put 6 month anniversary in outlook calendars
- Put 12 month anniversary in outlook calendars with sale price, settlement date/year, purchaser & vendor mobiles - put on a yearly recurrence
- Dismantle folders

Item	Ordered	Date received	Date given

