PRO GOLD *i2* # Knowledge Base Article

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Article ID: **4182**
Subject: **How to Setup and Use Contact (Prospect) Referral/Relocation Fees**
Last Modified: **January 13, 2009**

Applies to: **Pro Gold i2 3.0, 2.0**

Issue: An outside referral occurs when a contact (prospect) is referred from another real estate office or relocation company and a percentage of the commission is paid to referring company/agent. When a referral/relocation contact (prospect) is tracked in Pro Gold i2, referral fees can be added to the contact (prospect). When the contact (prospect) is linked to a property, the referral fee will be automatically added to the transaction.

Resolution: Setup Referral Fees and assign them to referral/relocation contacts (prospects).

- Setup Referral Fee Deduction
    - In the **Properties Tab**, select "**Company Deductions**".
    - Select "**LS Professional Referral Fee**" from the drop-down at the top of the screen.
        - If "LS Professional Referral Fee" is not in the list, it can be added by selecting "**New**" at the bottom of the screen to create a new deduction.
    - Make changes to the deduction (Name, Amount/Percent, GL Account, etc) that will be used when the deduction is taken on the Listing Side of a transaction.
        - The "Vendor" field should be set to "Select Vendor" so that the appropriate company can be selected when the referral fee deduction is used.
    - Select "**SS Professional Referral Fee**" from the drop-down at the top of the screen and make the changes that will be needed when the deduction is used on the Selling Side of a transaction.
    - Click "**Save**" to save the changes that were made and "**Done**" to return to the Properties menu.
- Set the Referral Deduction as Default.
    - In the **Setup Tab**, select "**Change Company Info**".
    - Select the "**Default 2**" tab.
    - Set the "**Default Seller Referral Deduction**" to the "LS Professional Referral Fee" deduction.
    - Set the "**Default Buyer Referral Deduction**" to the "SS Professional Referral Fee" deduction.
    - Click "**Save**" to save the changes and "**Done**" to return to the Setup menu.
- Create a Referral/Relocation Contact (Prospect).
    - In the **Contacts (Prospects) Tab**, select "**Contact Manager Professional (Work with Prospects)**".
    - Click "**New**" to add a new contact (prospect).
    - Enter the contact (prospect) information and make sure to select "**Relocation**" as the "**Origin**" to classify the contact (prospect) as a referral/relocation contact (prospect). When the contact (prospect) is linked to a property, the referral fee will automatically be added to the transaction as a deduction.
    - Select the "**Referrals**" button and fill out the "Referral Co." and "%" fields. This information will be used to create the deduction.
- Link a Contact to a Property
    - In the Properties Tab, select the "**Work with Properties**" icon.
    - In the "**Property Search**" screen that appears, retrieve the desired property.
        - Use the search options at the top of the screen to select what criteria to use in searching for a property.
        - Type the criteria in the field at the bottom of the "**Property Search**" screen.
        - Highlight the desired property and click "**Retrieve**".
    - Select the "**Buyer/Seller**" tab at the top of the property.

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- Next to the "Salutation" field of both the "Buyer Information" and "Seller Information" areas is a binoculars icon. Select the **binoculars** icon next to the side that the contact (prospect) will appear as (IE: Buyer **or** Seller).
- The "**Contact Search**" screen will appear.
- Search for the contact (prospect) that will be linked to this property.
- Pro Gold i2 will ask "Do you wish to replace the current data with the data from the contact record?". Click "**Yes**" to link the contact (prospect) to the property.
- The contact information will be added to the property record.
  - To edit the contact (prospect) record, use the "**Hands**" icon next to the binoculars to access the contact (prospect) record in the Contacts (Prospects) Tab.
- Note: The referral fee will be added to the "**Company Deductions**" list in the **Comm Tree Tab** of the property when "Populate Commission Tree" is selected. The Vendor will be the Referral Co. that was selected in the contact record and the % that was entered is used to calculate the referral fee.

References: Below is a link you can use to access Enhancement HelpNet Center resources, which includes the Knowledge Base Article (KBA) Library, Pro Gold i2 Documentation, and Training Webcasts:

http://secured.progoldi2.com/webcast.aspx

- The Enhancement HelpNet links are located on the right side of the web page.

Related articles: N/A

Keywords: Referral, Relocation, Commission, Lead, Contact, Prospect, Setup Fee, Company Deduction, 4182