

# Rox-Immo Procedure

## Electronic Documents Submission Procedure

Rev. 15.0

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1. **Nomenclature:** Rox-Immo Inc. shall be referred to as “the Agency” in this document

2. **Specification:**

Standardized file format - PDF, readable by Adobe Reader 9 or higher

Scanning resolution: 300 dpi (or higher for diagrams), black & white, where gray-scale mode and, high-compressed mode are preferred.

Original document format: Letter (11 x 8.5) or Legal (14 x 8.5) Irregular documents shall be the partitions of or a reduction to one of these two formats.

When the source of the originals are already in digital format, e.g. from the Foncier Quebec Register, add a “EO-” Prefix to the name of the document.

3. **Objectives:**

**IMPORTANT:**

A broker acting for an agency must, **WITHOUT DELAY**, supply all documents pertaining to his real estate brokerage operations, regardless of pending conditions hence allowing his agency to keep its records and registers to date.

The Electronic Documents System of Rox-Immo Inc. is a combination of Electronic and Hard-copies system. It facilitates the submission of documents by the Brokers to the Agency without physically submitting the hard-copies within the calendar year.

All original hard copies of documents are to be retained by the Broker at his / her individual operation location. These documents are subject to review at any given time. Electronic filing is a process of submitting **COPIES** of the required documents to the Agency. The originals are to be kept by the brokers for a period of 6 years. If the broker

terminates his/her relationship with the Agency, the originals are to be submitted to the Agency for archiving at the time of his/her departure.

Each January to February, the agency will perform a Quality Control audit. Brokers with 5 or more transactions (other than Bank Referrals and New Constructions) and Listings combined in the previous years will be audited. Hard-copies documents will be verified during the audit.

#### **4. Brokers digitizing their own documents**

Brokers shall register online with the agency the description of the equipment used and each time they change their equipment.

4.1 Confirm the equipment is set to 300 dpi+ resolution, gray-scale and compressed mode.

4.2 Follow the instructions from the operation manuals of their own equipment.

4.3 Follow the naming convention as indicated on Section 5.2

4.4 After scanning or digitizing each document, brokers shall check if the document resulting from digitization is identical to the paper document. If the digitized document is not in conformity with the paper document, digitization must be taken again.

#### **5. Files Submission procedure:**

5.1 Create a folder on the broker's computer.

A file name shall be created on the broker's computer. The file name should bear the civic number (if any) and the key name of the street. E.g. "17 Harbridge" is the name of the folder.

5.2 Naming convention:

Scan the documents into PDF format bearing the following filenames inside the folder. The filenames should be descriptive and here are the recommended names:

Here is the OACIQ guideline:

<b>Non-standardized naming</b>	<b>Standardized naming</b>
Deed	Deed of sale
Certificate	Certificate of location
Brokerage contract	BCD 054323
Declaration	DS 78265
Declaration	Declaration of co-ownership
Invoice	Condo fees invoice – 201x

Sheet	Initial detailed sheet
Sheet	Amended detailed sheet (AM 54278)
Sheet	Amended detailed sheet (AM 78956)
Mortgage	Mortgage statement
AM	AM 78956
AM	AM 54278

<b>Non-standardized naming</b>	<b>Standardized naming</b>
Notice of fulfilment	NF 83512 (PP1 cancelled)
CP	CP 39564 accepted (PP1)
CP	CP 54987 (PP1)
CP	CP 68493 (PP2)
CP	CP 94682 accepted (PP2)
DS	DS 85641 signed (Pp2)
Mortgage	Conditional mortgage approval (PP2)
Bank letter	Final mortgage approval (PP2)
PP 84569	PP 84569 (PP1)
Promise to purchase 56661	PP 56661 (PP2)
Verification	Identity verification (PP1)
Verification	Identity verification (PP2)

To ensure standardized name, the broker has to prepare filenames for the documents and fill out the pdf **or** **xlsx** form according to the type of files:

listing\_fns.pdf (**.xlsx**)

sales\_fns.pdf (**.xlsx**)

business\_fns.pdf (**.xlsx**)

rental\_fns.pdf (**.xlsx**)

additional\_fns.pdf (**.xlsx**) (when there are no filling space or that additional files need to be submitted)

These files should eventually transferred to the Rox-Immo Inc. server via Filezilla with the folder name identified by the address of the property.

Before submission, brokers have to click:

I declare that I digitized the documents myself and have conducted quality control myself, and that the scanned documents matches the originals and are highly legible.

### 5.3 E-signature documents:

5.3.1 Electronic forms with original E-signatures should be submitted without modification.

5.3.2 Documents should be all separated. Therefore, documents with E-signatures should be downloaded individually for clarity purposes.

5.3.3 Each document with E-signature(s) signed by your client (only) need to have its associated electronic Certificate of authenticity.

5.4 Organize the names of files submitted so someone can tell the time sequence and its associated files without opening the file itself. E.g. CP1, CP2, CP3, CP1\_Certificate, CP2\_Certificate, AM1, AM2, etc.

5.5 Transfer the folder to the Rox-Immo's fileserver using FileZilla FTP Client.

Host: **ftp.rox-immo.com**

Username:(supplied by Rox-Immo, all lower case - usually your name )

Password: (your postal code with “:” replacing the space in the middle)

Click Quickconnect

Once you are connected to your own private area on the rox-immo.com server, you can transfer files and folder by drag-n-drop the complete folder. The left-side is your computer, the right-side is rox-immo.com server.

To exit, just close the Filezilla window.

## 6. Filing of Brokerage Contracts (Listings) and Sales Transaction

Once the files are in the fileserver, go to the **Backoffice** page of the agency website **www.rox-immo.com** depending on the purpose; select one of two top options from the **E-Doc System** to inform the Agency:

- **Sales Transaction Filing**
- **Listings Filing**
- Review Request (for brokers with < 3 years' experience)
- Refused Transaction (never been Accepted) Filing
- Additional - Update Documents
- Scanning Registration

Prior to filling out the Contract Filing or the Sales Transaction Filing form, brokers with less 3 years of experience are required to file an Review Request to obtain a go-ahead from the agency.

Document verification will be done automatically by the agency when Listing or Sales Transaction Filing is submitted.

These pages are password protected. The password is: 17harbridge

Enter all the required information and click SUBMIT. Print out the acknowledgment screen as a broker's copy. The agency will verify the contents along with the files submitted and will request additional or missing information through Email.

**6.1 Acceptance must be Acknowledged before filing.**

6.2 All files should have complete signatures. Include ALL pages with the original signatures.

6.3 PP file should be separated from the Counter-proposal (CP) files.

6.4 If there are more than 1 counter-proposals, combine them in chronological (sequential) order and name the single CP file as "All CP's"

**7. Collapsed Transactions filing**

Any Sales Transaction not completed but has an Acceptance signature needs to be submitted to the Agency by clicking the Collapsed option on the Sale Transaction Filing.

"Collapsed" transactions, are those transactions that have been "accepted" but the transaction was not finalized at the notary. Electronic Filing is similar to a regular transaction filing.

**8. Refused Transactions filing**

Any Transaction that has not been Accepted need to be collected, and transferred on one Address folder and notify the Agency from time to time.

Refused Transactions are those transaction that have been "refused" or left unanswered. Electronic documents can be submitted as just one single folder with the title "Refused X" in front of the property address. Contents should be the purchase-offer that contains the word "refused" or blank on the last page.

## **9. Brokers Documents Safe-keeping**

Brokers keeping the hard-copies at his/her place of operation should have the following hard-copies or paper-copies in his file folder:

1. Labels on a manila folder containing the office reference number and the address of the property. (Listings reference begins with "R", while transactions reference being with "X").
2. Electronic Documents Submission Filing record with Checklist (with the exception of Bank Referrals).
3. Docs Validation / Review report record or files checklist verification (except for Collapsed or Refused transactions, Bank Referrals, and New Constructions).
4. All hard-copies of papers submitted.
5. Paper copies of the first two pages of documents whose origin is online or electronically from the customer or collaborating broker / agency (electronic files that have "EO -", stands for Electronic Only) in front of the filename as explained in section 5.2

## **10. Destruction of Paper Documents**

As these electronic documents are considered copies of the paper documents, original paper documents shall be keep for a period of 6 years at the brokers' place of operation. After this period, these said paper documents should be destroyed by "shredding" only. Brokers are to submit a declaration online. An online form is available under E-Docs System.

Appendix I: Sample of Contracts filing @ www.rox-immo.com:

## Listing Filing Submission

**Subject:** Listing Filing Submission & Files Checklist  
**From:** admin@rox-immo.com  
**Date:** Tue, 05 Mar 2019 20:33:30 -0500  
**To:** admin@rox-immo.com

**On:** Mar 5, 2019 @ 9:33 PM  
**IP:** 97.107.212.108

- Broker Name: **Anne Vuong**
- MLS#: **19939747**
- Property address (folder name): : **9088 10E Avenue**
- City: **Montreal**
- Postal Code: **H1Z 3H1**
- Property Type: **Plex**
- Date of signature (MM/DD/YY): : **01/05/19**
- Date of Expiry: (MM/DD/YY): : **12/20/19**
- Cadestral (if business, enter its type): : **1740273**
- Seller's name & phone #: **Khanh Nguyen TU & 514-513-2283**
- Condo Admin Contact & phone #:
- Other Info:
- Brokerage Contract: **yes**
- Deed of Sale / Or Proof of Ownership, e.g. Enterprise Reg.: **yes**
- Seller Declarations: **yes**
- Cert. of Location: **yes**
- Matrix Active (Broker-details) Sheet: **yes**
- Municipal Tax Bill: **yes**
- School Tax Bill: **yes**
- Condo Declarations or "Undivided Agreement": **no**
- Latest Condo Fees Notice: **no**
- Deed of Mortgage: **yes**
- Leases: **no**
- Disclosure Notices: **yes**
- Power of Attorney / DT: **no**
- Pyrite Report / DB: **no**
- Energy / Hydro bills: **yes**
- Financial Statements (2 years): **no**
- General Assembly Minutes / Memos: **no**
- Building Insurance: **no**
- Index des Immeubles (mandatory for for-sale properties): **yes**
- Other files:
- I declare that I digitized the documents myself and have conducted quality control myself, and that the scanned documents matches the originals and are highly legible.: **yes**
- Send copy to my email at: **anneyy.vuong@gmail.com**

## SalesTransaction Filing Submission

To: admin@rox-immo.com

On: Dec 12, 2018 @ 3:49 PM

IP: 70.53.157.191

- Broker Name: **Thomas Peng**
  - MLS#: **16819663**
  - Property Address: **7392 Ch. de la Côte-St-Luc, apt. 7**
  - If Condo, Unit #: **7**
  - City: **Montreal**
  - Postal Code: **H4W 1R1**
  - Broker is working for (if Buyer / Renter, submit ID Verification form): **Buyer / Renter**
  - Date of Acceptance (MM/DD/YY): **11/27/18**
  - Cadestral (enter "NA" if Not Applicable) : **4269061**
  - Transaction Type / Status: **Notary / Sold**
  - Amount of Sale in \$: **262000**
  - Commission (before tax) to bill in \$: **5240**
  - Notary or Lease-signing Date (MM/DD/YY): **01/18/19**
  - Your Commission (before tax) if different from above:
  - If New Construction, Name of buyer and Approx. Delivery Date (Month, Year):
  - Name of notary: **feilong yuan**
  - Send invoice to: **Sellers Agency**
  - Invoice-to Name(s) & Address(es): **ROYAL LEPAGE VILLAGE Real Estate Agency 6100 av. de Monkland Montréal H4A 1H4 514-481-0241 ndgmontreal@royalpage.ca <http://royalpagevillage.com>**
  - Invoice-to Fax #:
  - Invoice-to Email address (required only if no fax #):
  - Reason(s) for the collapse:
  - Legal action pending: **No**
  - In-trust amount in \$:
  - In-trust amount made to:
  - Referral broker's name and agency:
  - Referral's commission before tax in \$ :
- 
- Promise-to-Purchase. "PP xxxxx": **yes**
  - Counter-Proposals "All CP's" or "CP xxxxx", or CP1, CP2, etc.: **yes**
  - Annexes / Amendments. "AM xxxxx": **no**
  - Notice of Follow-up on Fulfillment (NF xxxx): **no**
  - Buyer ID Verificaiton form: **yes**
  - Matrix (Active/ Sold / Expired) Report. "Broker detailed" or "MLS xxxxxx": **yes**
  - Declarations of Seller. "DS xxxxx": **yes**
  - Cheque deposit copy: **no**
  - Official In-Trust Deposit receipt: **no**
  - Power of attorney: **no**
  - Disclosure Notices: **no**
  - Mortgage approval with acknowledgment: **yes**
  - Inspection Report: **yes**
  - Other info or other files:

- Name of buyer / renter:
  - Invoice to Rox-Immo Inc.: **yes**
  - I declare that I digitized the documents myself and have conducted quality control myself, and that the scanned documents matches the originals and are highly legible.: **yes**
  - Copy the above info to my email at: **php1997@gmail.com**
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