

After Hours Listing Center

Extended Support Hours

Evenings and Weekends for Ocusell Users

We understand your schedule is busy, so we've extended our Listing Services availability to better serve you!

EVENING AND WEEKEND LISTING CENTER STAFF SERVICES:

- ✓ Listing Entry - Review, Approve, & Publish
- ✓ Modifying Listings - Price Changes etc.
- ✓ Status Updates

AFTER HOURS LISTING CENTER CONTACT INFORMATION:

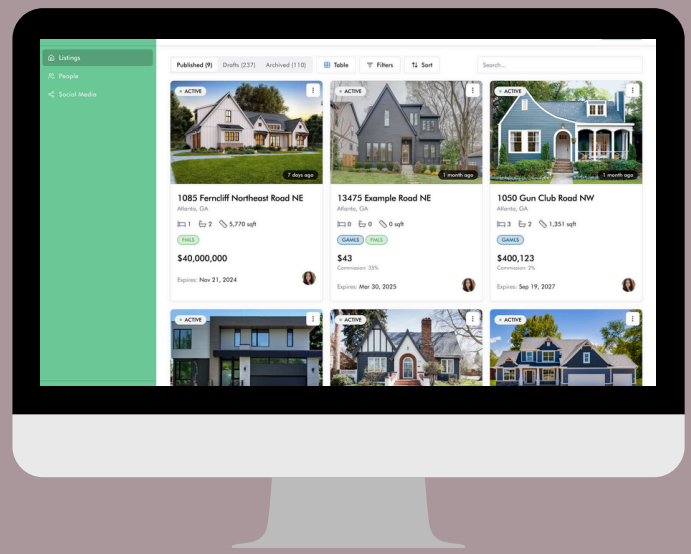
email: ListingCenter@bhhsgeorgia.com

Phone: 770-355-5995

MUST use OCUSELL Online Portal



**Evenings: Monday – Friday, 5:00 PM – 7:00 PM
Weekends: Saturday & Sunday, 12:00 PM – 4:00 PM**



Getting Started

After Hour Listing Services provided for agents who use Ocusell

MUST use OCUSELL Entry Systems

- Documents must be in DocuSign Rooms (DTR)
- Photos loaded to Ocusell
- Price changes - authorized by Seller

Steps to Submit a Request

1. Complete the online dual entry at Ocusell.ai
2. Submit LISTING for approval from within Ocusell
3. Send an email to ListingCenter@bhhsgeorgia.com cc: your office staff & broker
 - a. Must include: Property address & DTR ROOM # & Request Type
 - b. Documents must be loaded into your DocuSign Transaction Room.
 - c. Listing agreement, Proof of changes/modifications authorized from seller in the form of an email or signed amendment.
 - d. NOTE: If proof is not uploaded to DTR, services will be delayed.
 - e. Photos & Documents: Must be loaded to the Ocusell Listing
 - f. Attachments: Documents: Attach Documents to be uploaded to Remine

Sample Email to ListingCenter@bhhsgeorgia.com

TO: listingcenter@bhhsgeorgia.com

CC: (your office staff and broker)

Subject: Property address & DTR ROOM # Request [listing entry] [Change status] [modification]

Listing Center After Hour Services Process

AGENT will send an email to ListingCenter@bhhsgeorgia.com



RECEIVE REQUEST VIA EMAIL

TO: listingcenter@bhhsgeorgia.com

CC: (your office staff and broker)

Subject: Property address & DTR ROOM # Request Type: [listing entry] [Change status] or [modification]

Documents must be loaded into your DocuSign Transaction Room. Listing agreement, Proof of changes/modifications authorized from seller in the form of an email or signed amendment.

NOTE: If proof is not uploaded to DTR, services will be delayed.

Attachments: Documents: Attach Documents to be uploaded to Remine

Photos & Documents: Must be loaded to the Ocusell Listing

LISTING CENTER SERVICES - After Hours Team



SEND CONFIRMATION EMAIL THAT YOU'VE RECEIVED THE REQUEST.



REVIEW & VERIFY FIELDS, APPROVE & PUBLISH

- Listing Agreements Dates (list date and expiration date match the listing agreement.)
 - **Contract date** in Ocusell needs to be the same as the **On Market Date**. (This keeps DOM from accumulating prior to going live.)
- Property Address - must match the listing agreement
- Price must match the agreement
- Remove any Compensation/Seller Concessions from Ocusell



SEND APPROPRIATE EMAIL RESPONSE FROM TEMPLATES:

- Unable to Process
- Listing is Live



MOVE REQUEST TO IN-PLACE ARCHIVE -LISTING CENTER ARCHIVE SUBFOLDERS IN SHARED OUTLOOK ONCE COMPLETED.

- Changes Processed
- Listings Processed

RECEIVED REQUEST TEMPLATE

SEND CONFIRMATION EMAIL TO AGENT WHEN YOU HAVE RECEIVED A REQUEST.

REPLY ALL to Email Request

TO: [Agent]

CC: (your office staff and broker)

Subject: Property address & DTR ROOM # Request Type: [listing entry] [Change status] or [modification]

Hi [Agent's First Name],

Thank you for using the Listing Center After Hours Team! We've received your request and have already begun processing it.

Our team is reviewing the details to ensure everything is handled promptly and accurately. If we need any additional information, we'll reach out to you right away. Otherwise, you'll receive confirmation once the request has been fully completed.

We appreciate you trusting us with your listing support—we're here to make the process as smooth as possible for you.

Best regards,

[Your Name]

Listing Center After Hours Team

UNABLE TO PROCESS TEMPLATE

EMAIL TEMPLATE TO USE WHEN YOU NEED AGENT TO CORRECT OR PROVIDE MORE INFORMATION

REPLY ALL to Email Request

TO: [Agent]

CC: (your office staff and broker)

Subject: Property address & DTR ROOM # Request Type: [listing entry] [Change status] or [modification]

Hello [Name],

Thank you for reaching out to the Listing Center Service Team. We've reviewed your request; however, we are unable to process it at this time due to **insert reason—e.g., missing documentation, system limitations, or compliance requirements**.

To move forward, please provide **specific action or document needed** so we can assist you promptly. Once we receive the required information, we'll prioritize your request and keep you updated on the progress.

We appreciate your understanding and look forward to resolving this for you as quickly as possible.

Best regards,

[Your Name]

Listing Center Service Team

LISTING IS LIVE TEMPLATE

EMAIL TEMPLATE TO USE WHEN LISTING IS PUBLISHED

REPLY ALL to Email Request

TO: [Agent]

CC: (your office staff and broker)

Subject: Property address & DTR ROOM # Request Type: [listing entry] [Change status] or [modification]

Attachments: Listing pdf of printout from Ocusell

Hi [Agent's First Name],

Great news — your listing has been published! Here are the details:

- FMLS #: **[Insert Number]**
- GAMLs #: **[Insert Number]**

Your listing is now live and ready to be marketed. If you'd like us to make any adjustments or need additional support just let us know — we're here to help you shine. Thank you for partnering with the Listing Center Service Team!

Watch your email for a Market Your Listing email from Berkshire Hathaway HomeServices Georgia Properties marketing kit promoting your listing. Kits contain up to 11 different assets including a postcard, social media posts, brochures, and flyers. Select the kit design for your property and easily make any edits you'd like. The MLS property description field will pre-populate the description on marketing materials. Additional editing is required. (Suggest 575 character count or less including spacing.)

If you need additional marketing assistance, email: agentmarketing@bhhsgeorgia.com or LuxuryRedefined@bhhsgeorgia.com based on list price.

The email subject line: Congratulations on your New Listing

Sender: no-reply@em1698.email.rltools.com