

## Lone Wolf TransactionDesk / Stratus Integration - FAQs

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### What is being announced today?

TREB and Lone Wolf have signed an agreement to provide Lone Wolf's transaction management solution, TransactionDesk, to TREB Members and TREB's Partner Board Members (collectively, Stratus Users). The agreement includes integration between TransactionDesk and TREB's MLS® System (Stratus).

### What is TransactionDesk?

TransactionDesk is an end-to-end transaction management solution, comprised of web-based tools for MLS® System integration, electronic forms (InstanetForms), eSignatures (Authentisign®), document and file management (DocBox), and file review and compliance. In 2017, TransactionDesk users created 5.5 million transactions, 31 million forms, over 2 million documents, and more than 12.8 million signing packages.

### When will TransactionDesk be available to Stratus Users?

TransactionDesk features will be implemented throughout 2018, with the initial implementation period in mid- to late-spring, with a target of REALTOR® QUEST at the end of May. Between now and then, TREB and Lone Wolf staff will be programming forms, building the integration with Stratus, mapping data onto your forms, conducting training, etc.

### What is included for Stratus Users?

Every single Stratus User will have access to the TREB and OREA forms, and Transaction and Document Management, including unlimited online document storage, online collaboration tools with clients, unlimited toll-free eFaxing, and unlimited and integrated electronic signatures with Authentisign®.

There is no limit or additional charge for any of these features.

### Can I use this with WEBForms® kits?

Authentisign® can be used with WEBForms®.

### Is there anything not included for Stratus Users?

Lone Wolf also offers a robust Broker Compliance Management platform, available as an upgrade. This platform includes online file review, broker checklists, and many other features designed to help companies go paperless. The platform also features integration with Lone Wolf's back office solution brokerWOLF, allowing users to manage their transactions all the way from offer to close.

If you are a Broker/Owner and would like more information on these upgrades, please visit [www.lwolf.com/TREB](http://www.lwolf.com/TREB), contact your Lone Wolf representative, or email [sales@lwolf.com](mailto:sales@lwolf.com) and we will contact you right away.

## How will I benefit from this agreement?

With this integrated, end-to-end transaction management solution, Stratus Users will benefit from tremendous time savings on essential tasks, such as adding a listing and filling out a form or contract. With pre-programmed TREB and OREA standard forms, salespeople and brokers will be able to click a single button on a Stratus MLS® listing, and this will automatically open and fill out the necessary information. When the implementation is complete Stratus Users will also have access to the Listing Upload feature, which will allow listing sales representatives to add listings to Stratus by simply pushing completed Property Information Sheets. This eliminates the need to enter data more than once in several different systems.

## I already use Authentisign® through WEBForms®. Will I lose my history?

Lone Wolf can merge your existing account with the more feature-rich TransactionDesk account that TREB is providing to Stratus Users. All of your Authentisign® history will be preserved and available in TransactionDesk. Lone Wolf and TREB will provide instructions closer to launch with more details on what we'll need from you to merge your accounts.

## Will I receive a refund for my individual Authentisign® account?

Stratus Users who have existing Authentisign® accounts should contact Lone Wolf for more information at 1-800-668-8768 or [TDsupport@lwolf.com](mailto:TDsupport@lwolf.com).

## Which forms are included with TransactionDesk?

You will have online access to all TREB and OREA forms already in use. In addition, when the integration is fully completed you will also be able to start a new listing by simply uploading a completed Property Sheet directly into Stratus, virtually eliminating duplicate data entry (note: this feature may not be available during the initial launch phase).

## My company has its own forms. How will these forms work with TransactionDesk?

Lone Wolf can program your company's forms into the system and map the MLS® Listing data on them as well. Your company's forms will be visible only to salespeople and brokers in your company.

The cost to program and map data onto your company forms is \$50/page as a one-time fee. However, **this fee is being waived for 90 days**, so your initial company forms programming will be done at no cost

until this period is over. TREB will provide more information closer to launch explaining when the 90-day period will commence and how and where to submit your forms.

### Can I cross out boilerplate language on the TREB/OREA forms?

For legal reasons, text modifications to any of the boilerplate language in any forms is not allowed.

### Is there a limit on document storage?

No, online storage is completely unlimited. You can upload, fax in, email in, and/or 'print' in an unlimited number of documents, pictures, and PDFs, etc., and store them all in our cloud-based system. There is no total storage limit.

### How long do you keep documents stored in TransactionDesk?

Lone Wolf keeps all documents and forms, as well as all of the history associated with all of your transactions, for the legal retention period required in Ontario.

### Can I share my files with others?

Yes, there are many ways to share documents with others in your area. Access one of the DocBox webinars at [www.instanetsolutions.com/training](http://www.instanetsolutions.com/training) to learn more.

### Can I make a CD of the documents for my clients at closing?

Yes, simply select 'Archive' and the TransactionDesk will create a single, indexed PDF of all the forms and documents for you. Download the file, copy it to a CD, and you're done.

### Is TransactionDesk secure, and does Lone Wolf protect your data?

Yes, absolutely. Security is Lone Wolf's number one priority. They follow IT industry best practices to prevent intrusions from occurring, protecting your data in the process. They never sell, share or repurpose your TransactionDesk data to any outside party.

### What is TransactionDesk's Business Continuity & Disaster Recovery Plan?

TransactionDesk's infrastructure is completely redundant and is housed in a state of the art Tier 4 SSAE-16 Type II-compliant data centre. This data centre includes multiple active power and cooling distribution paths, diverse and redundant network circuits, and provides 99.995% fault tolerance.

Our second data centre is also a Tier 4 facility, where data is replicated on a real-time basis. As a third level of data business continuity/disaster recovery, all customer data files are replicated in a third data centre, written to tape and taken to a vaulting location.

## Why did TREB make this agreement with Lone Wolf?

TREB made this agreement for several reasons. One, the TransactionDesk platform is an end-to-end transaction management solution, and Members will derive tremendous time savings from the integrated electronic forms and eSignatures tools. Two, Lone Wolf has a strong reputation in the real estate industry, with over 29 years providing reliable, custom-designed technology for real estate brokerages. And three, Instanet Solutions—which was acquired by Lone Wolf in November 2017 and is now a part of the company—has a long history implementing integrations with MLS® Systems with some of the largest Boards/Associations in North America, including an existing integration with Stratus for MLS of Long Island.

## When does the implementation begin?

Implementation has already started.

## Will I need to be trained? If yes, who will train me?

Training is recommended, and will be provided by TREB Professional Development staff and Lone Wolf's Professional Services team. Training will be done through a combination of in-class and online training options, including sessions at REALTOR QUEST® 2018.