

ave

Changing the way Real Estate Agents connect with their Photographers

REP / REV
Cheat Sheet





IS A BOOKING APP WITH A FEEL GOOD MISSION

Powered by its community of users; always remaining **free of charge** for those starting out on their business journey, and with an optional subscription for the established ones who want to pay it forward.

Wins for the Agent:

CONTROL

Reschedule, cancel or update the details of bookings as required.

CONVENIENCE

Book what you need, when you need it, at your convenience.

SPEED

Lock in appointments instantly. Even While meeting with vendors.

Wins for the Photographer:

BALANCE

Separate work time from living time and achieve a balanced life.

PRODUCTIVITY

Maintain the flow; get more done at a consistent quality. No interruptions.

TIME

Work efficiently. Leaving time for all the other important aspects of life.

HI! WE'RE SAN & SINDY

We're real estate photographers just like you. For a number of years now we've been shooting on average 1400 properties a year. To maximise profits and handle such volume we've set in place systems that help us make the most of our time. Avie plays an important part in our operation. Almost every single booking goes through it. We've made it clear to our clients that that is the only way they can access our services. This approach has saved us somewhere between 1600 to 1800 of client interactions per year, once cancellations, rescheduling or edits to the bookings are factored in.

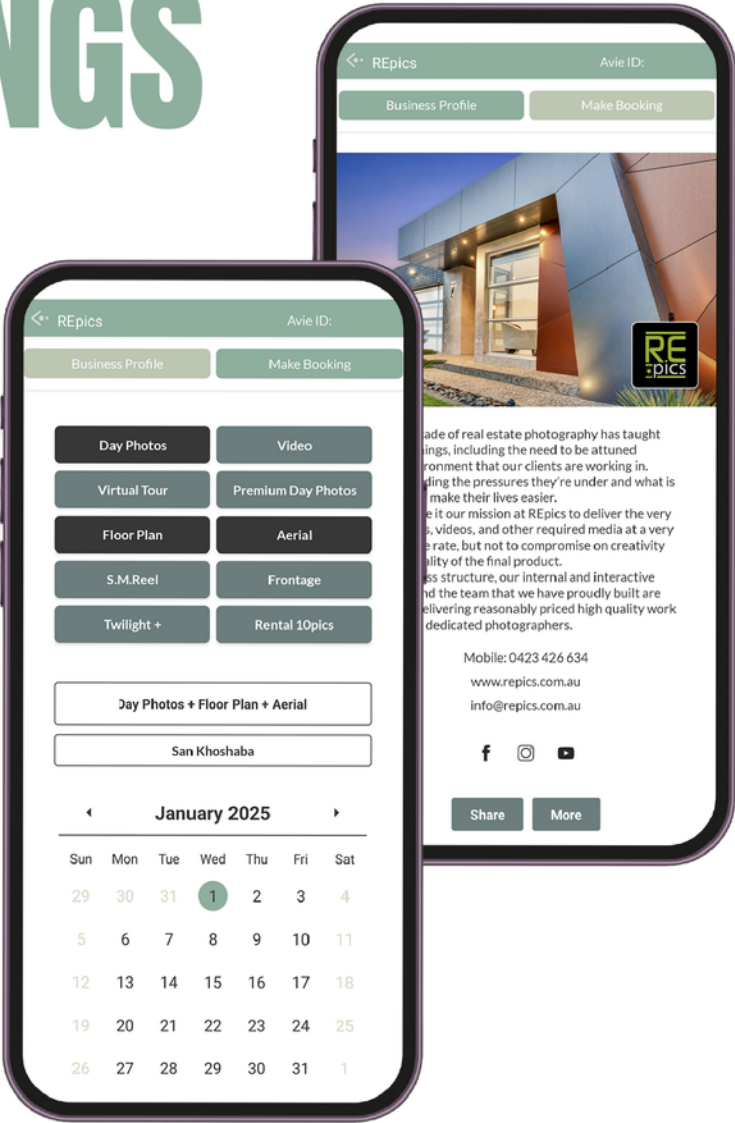
That's A LOT of emails, messages and phone calls that we've avoided over the years. But most importantly, our clients love it.



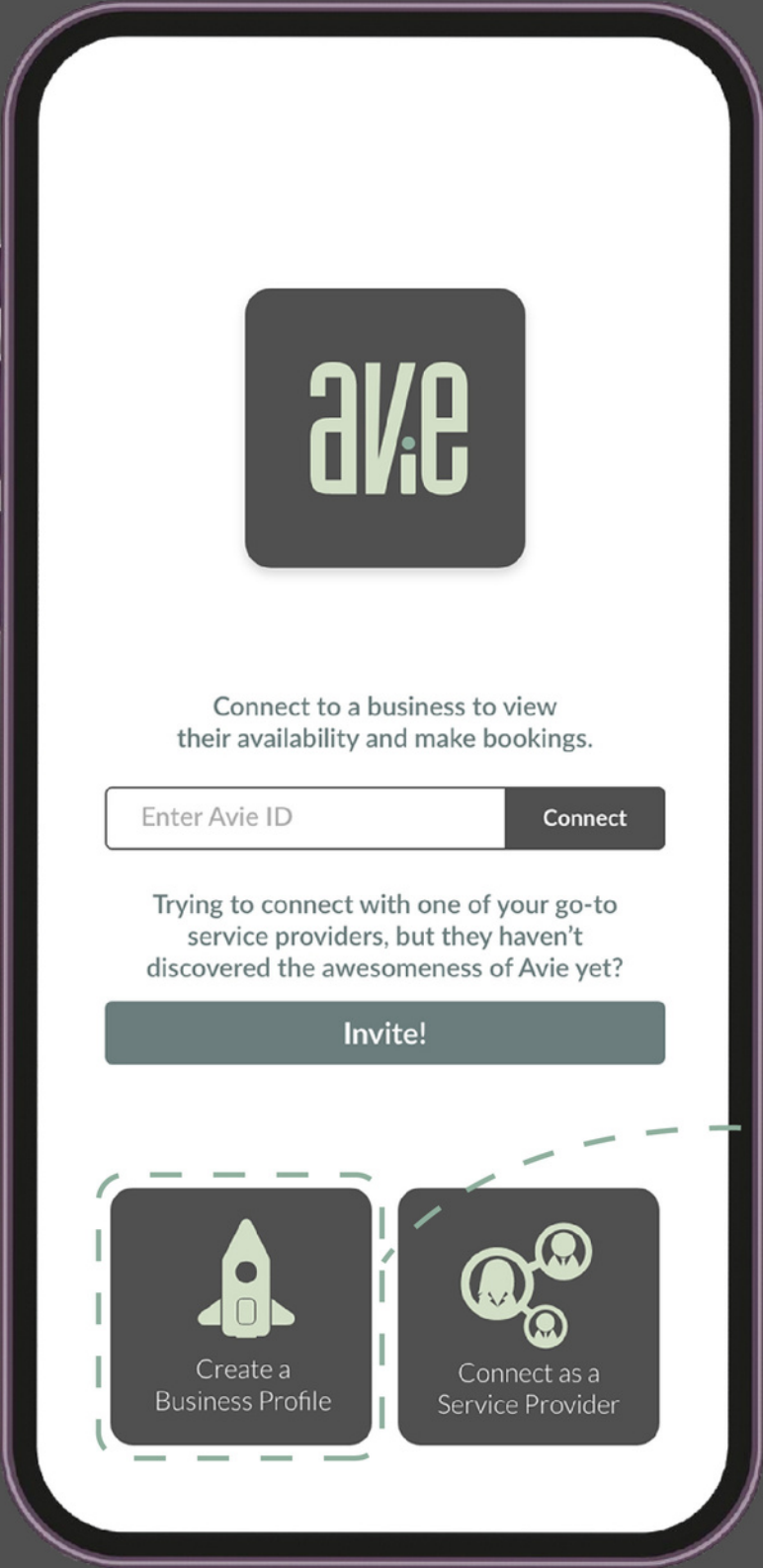
MATCH OUR SETTINGS

And get Avie working for you as it does for us.

- Build a business profile with a display photo, logo, bio, contact details and social media links. Set up your services, schedule and booking form.
- Get your clients to connect to you using your Avie ID



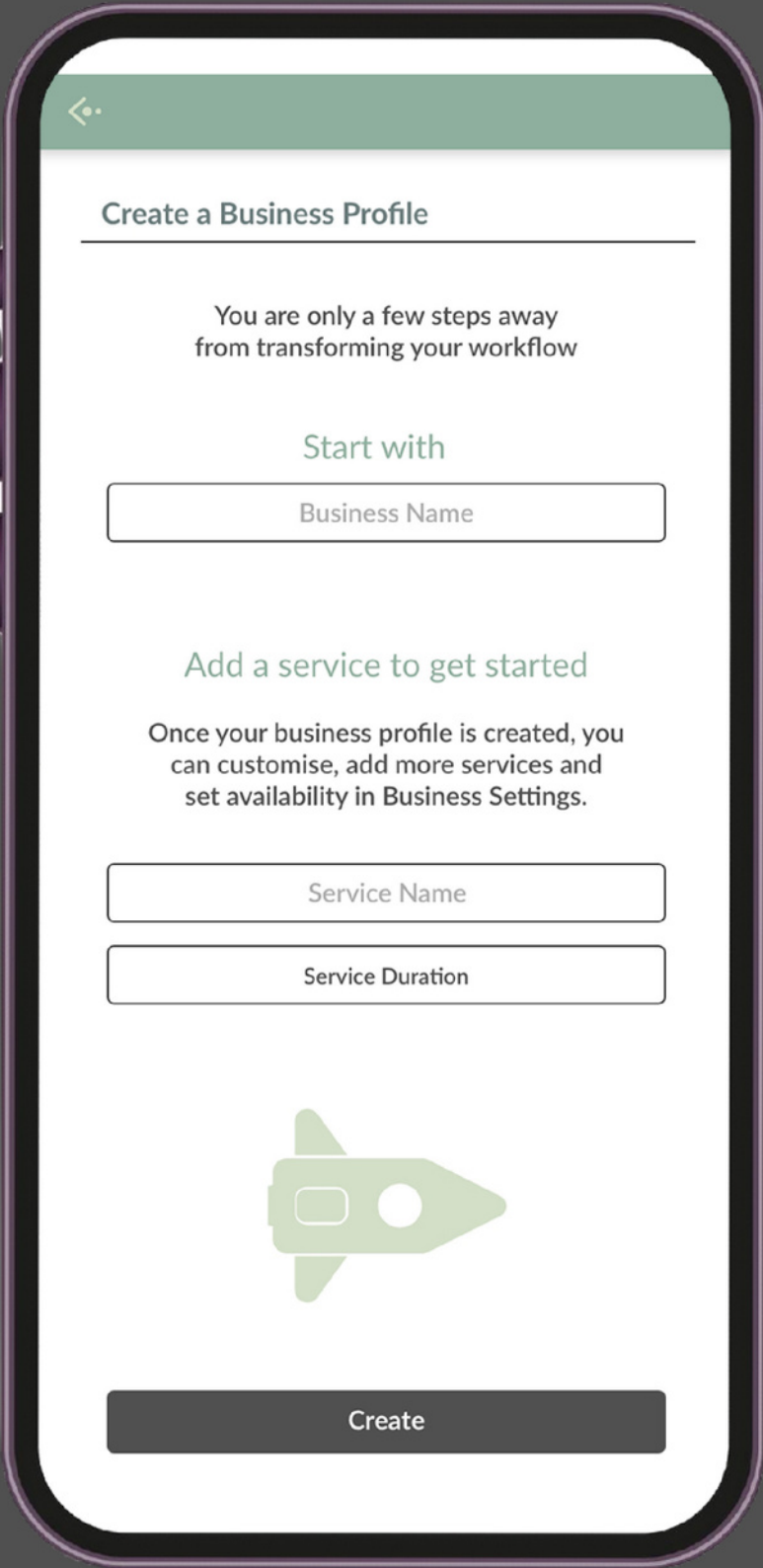
STEP #1



Once you’ve downloaded Avie, set up an account and verify your email. Click on “Create a Business Profile”.

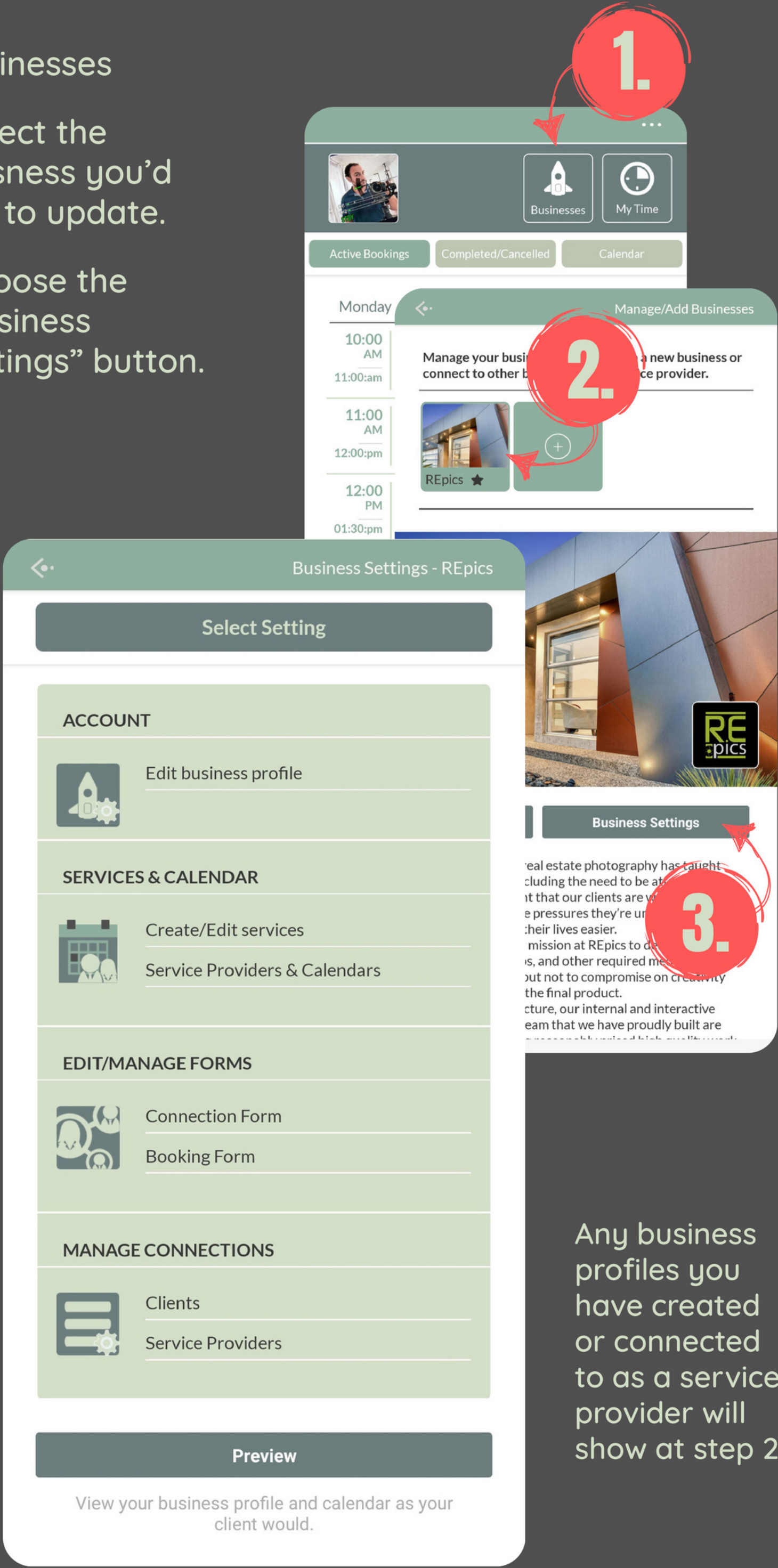
Add your business name and a service. Start with “Day Photography” and select a duration. Then click on “Create”.

You can update these later in business settings.

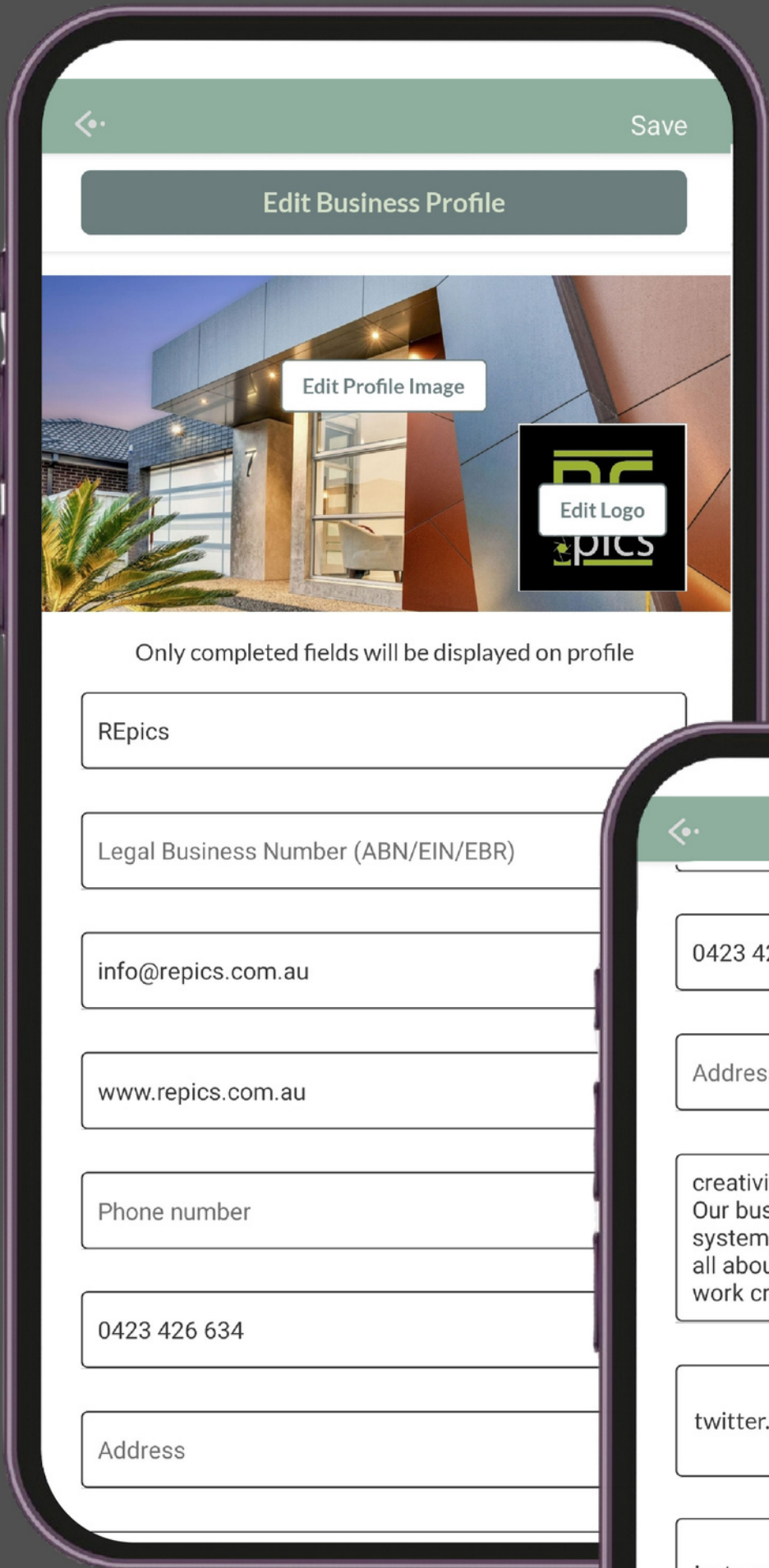


GETTING TO BUSINESS SETTINGS

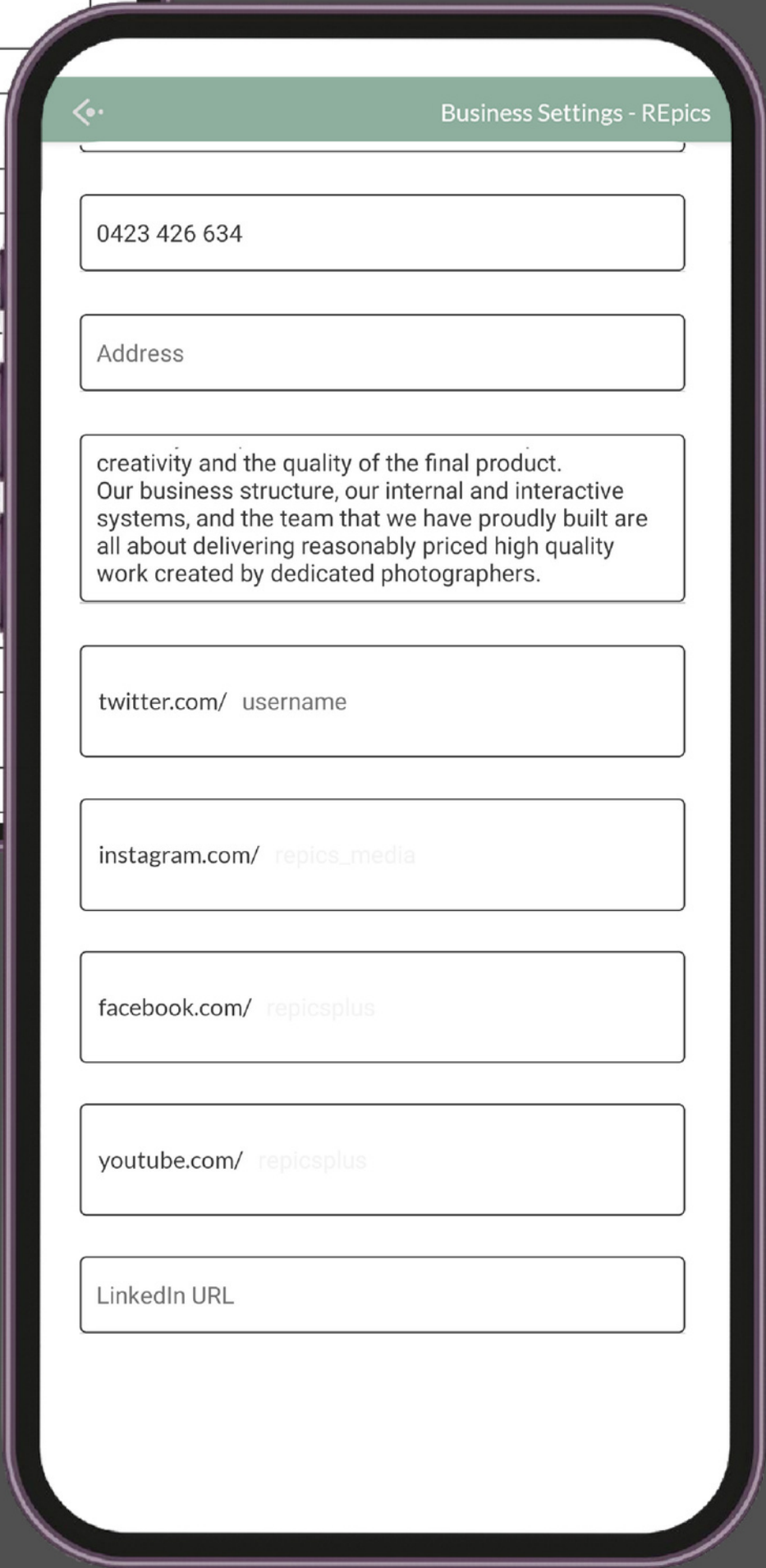
- 1. Businesses
- 2. Select the buisness you’d like to update.
- 3. Choose the “Business Settings” button.



EDIT BUSINESS PROFILE

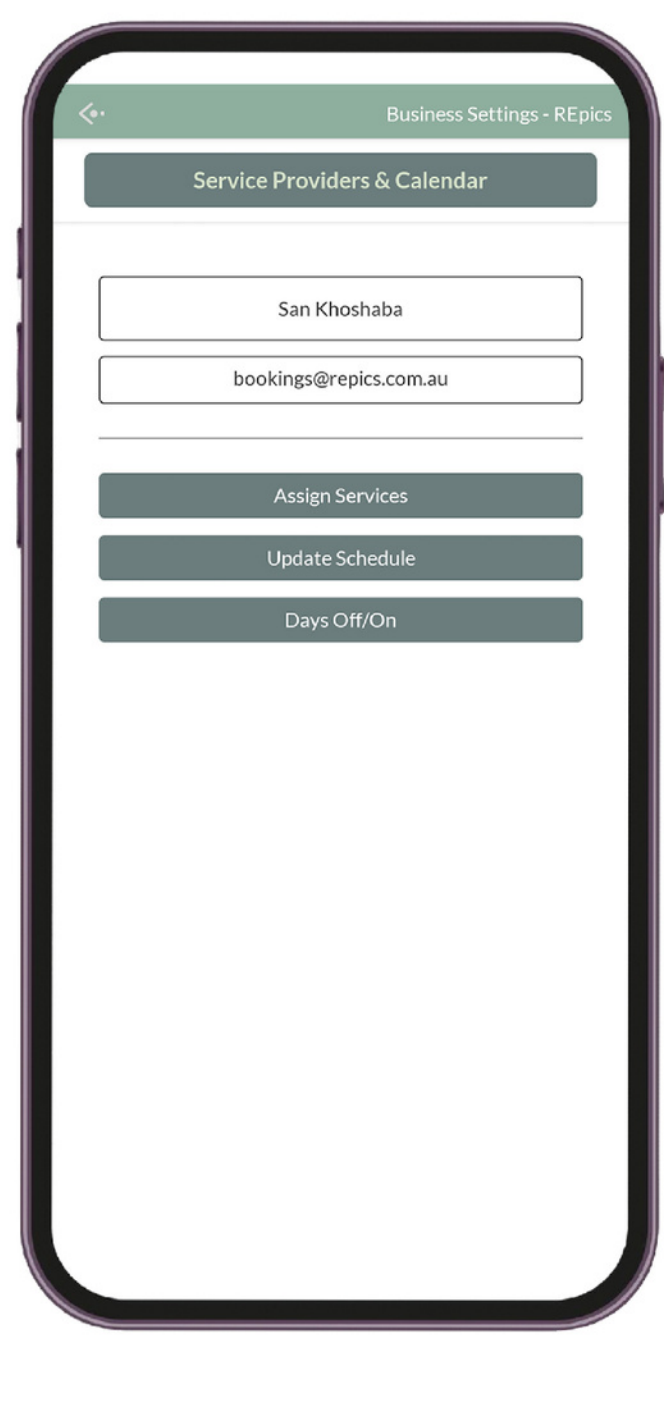


- Add your contact details and website links.
- What ever you complete will end up displayed on your profile.



STEP #2

UPDATING SCHEDULE
in Service Providers & Calendars



- Set Time Base to 30 minutes and Minimum notice to 12 hours.
- Set the start and end times of your day shoots. All the services you create will be available between these times.

Business Settings - REpics

Service Providers & Calendar

San Khoshaba

bookings@repics.com.au

Time Base: Set this to your shortest service duration. Your schedule will be segmented according to it.

Minimum Notice: It's the lead up you require to a new appointment.

Time Base

30 minutes

Minimum Notice

12 hours

Working Hours

MON	10:00am	3:30pm	X
TUE	10:00am	3:30pm	X
WED	10:00am	3:30pm	X
THU	10:00am	3:30pm	X
FRI	10:00am	3:30pm	X
SAT	-	-	✓
SUN	-	-	✓

Breaks

MON	-	-	X
TUE	-	-	X
WED	-	-	X
THU	-	-	X
FRI	-	-	X
SAT	-	-	X
SUN	-	-	X

Cancel

Save

STEP #3

CREATE/ EDIT SERVICES in General Custom Schedules

Create/Edit Services

General Custom Schedules

Add

Twilight

Saturdays

Day Rentals

All Day Aerial

Business Settings - REpics

Create/Edit Services

Create General Custom Schedule

For those services that fall outside of normal working hours. It could be something that you offer just on Saturday mornings, between 9am and 1pm. The same custom schedule can be applied to one or multiple services.

Twilight

Start Date

End Date

Variable

6:30pm

☒ Variable Start Time ☐ Variable End Time

When Variable Start or End Time is checked, Avie calculates the schedule period based on the service the client selects.

☒ Every working day

☒ Monday ☒ Tuesday ☒ Wednesday

☒ Thursday ☒ Friday ☐ Saturday

☐ Sunday

Remove

Cancel

Save

*A practical example for the use of Variable Start/End time: you might offer a set of services that end at sunset

- Twilight shoots sit outside normal working hours. So they need their own schedule.
- Set up a General Custom Schedule to apply to them.
- Set the End Time to closest half hour to sunset time. Eg. 7.30pm, 8.00pm, etc.
- Check “Variable Start Time”. Avie will calculate the start time based on the service duration you set.
- You will apply This custom schedule to all twilight services you create.
- As the sunset time changes, you just need to update the End Time in the General Custom Schedule you created. Avie will update all twilight services.

CREATE/ EDIT SERVICES

in Services

- Here is where you build your services list. It takes a bit of time, but it’s not something you need to go back to. Unless you offer new services.

Services

Add

Video

Aerial

Frontage

Day Photos

Floor Plan

Virtual Tour

Vacant - Day

Rental 10pics

Video + Aerial

Vacant - 10pics

Twilight + Video

Twilight + Aerial

Day Photos + Video

Premium Day Photos

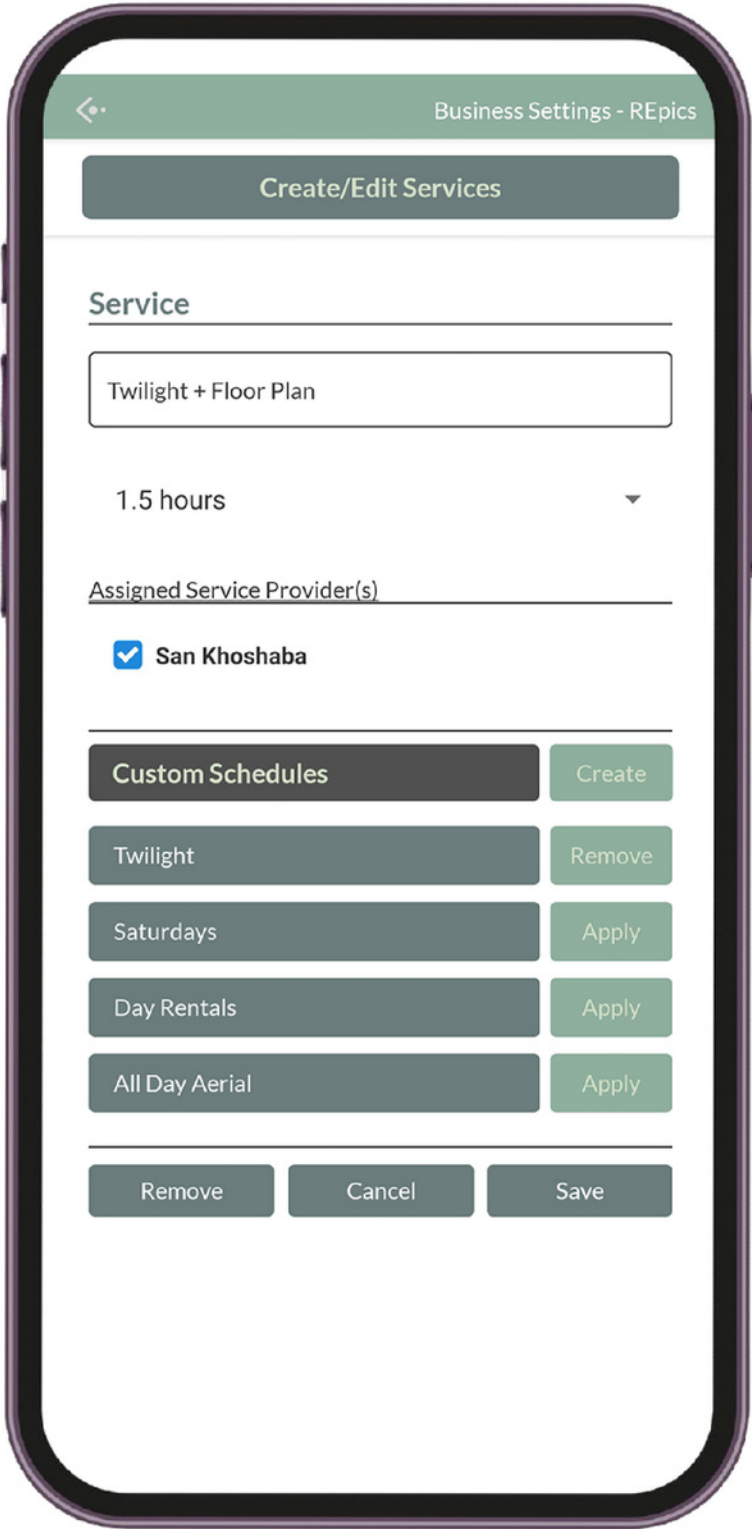
Day Photos + Aerial

Twilight + S.M.Reel

Aerial + Floor Plan

Twilight + Floor Plan

Day Photos + S.M.Reel

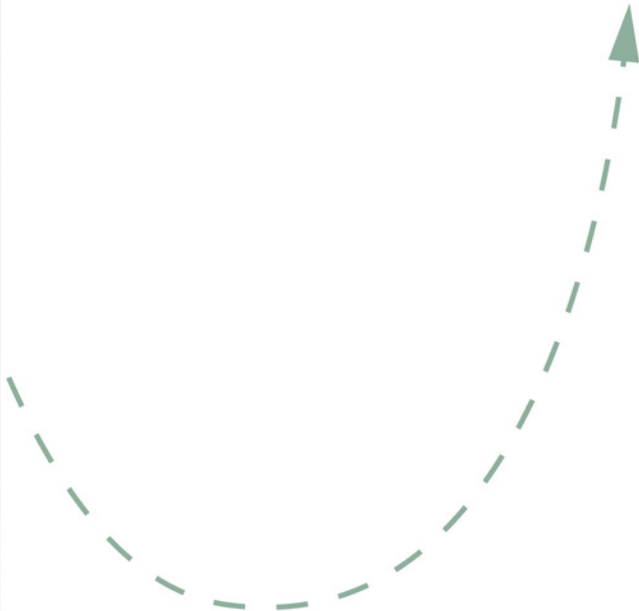
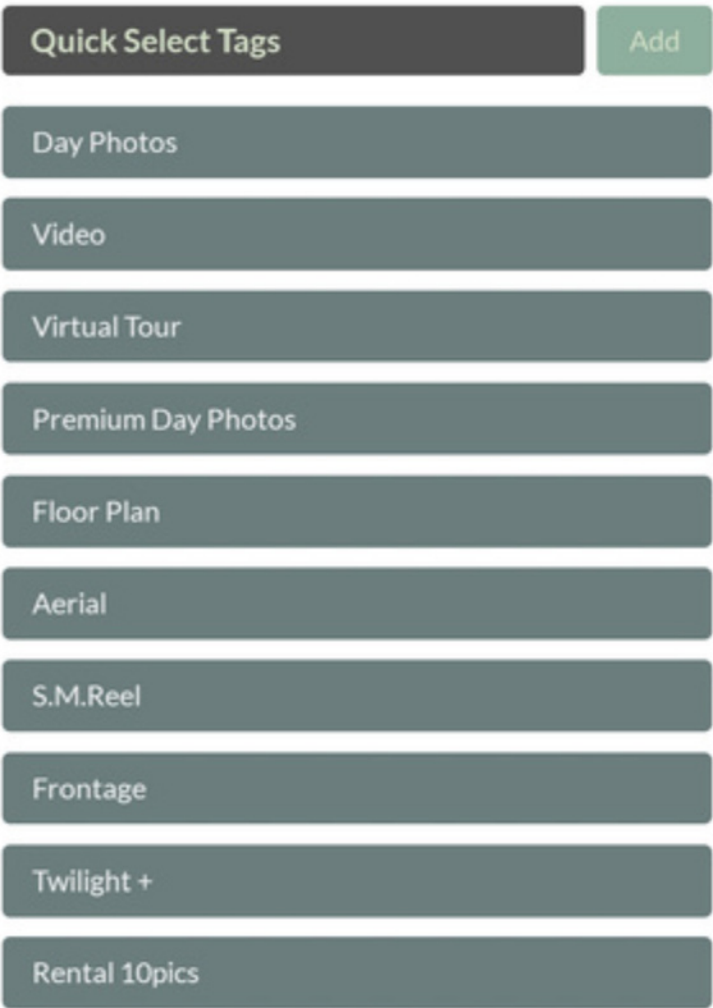
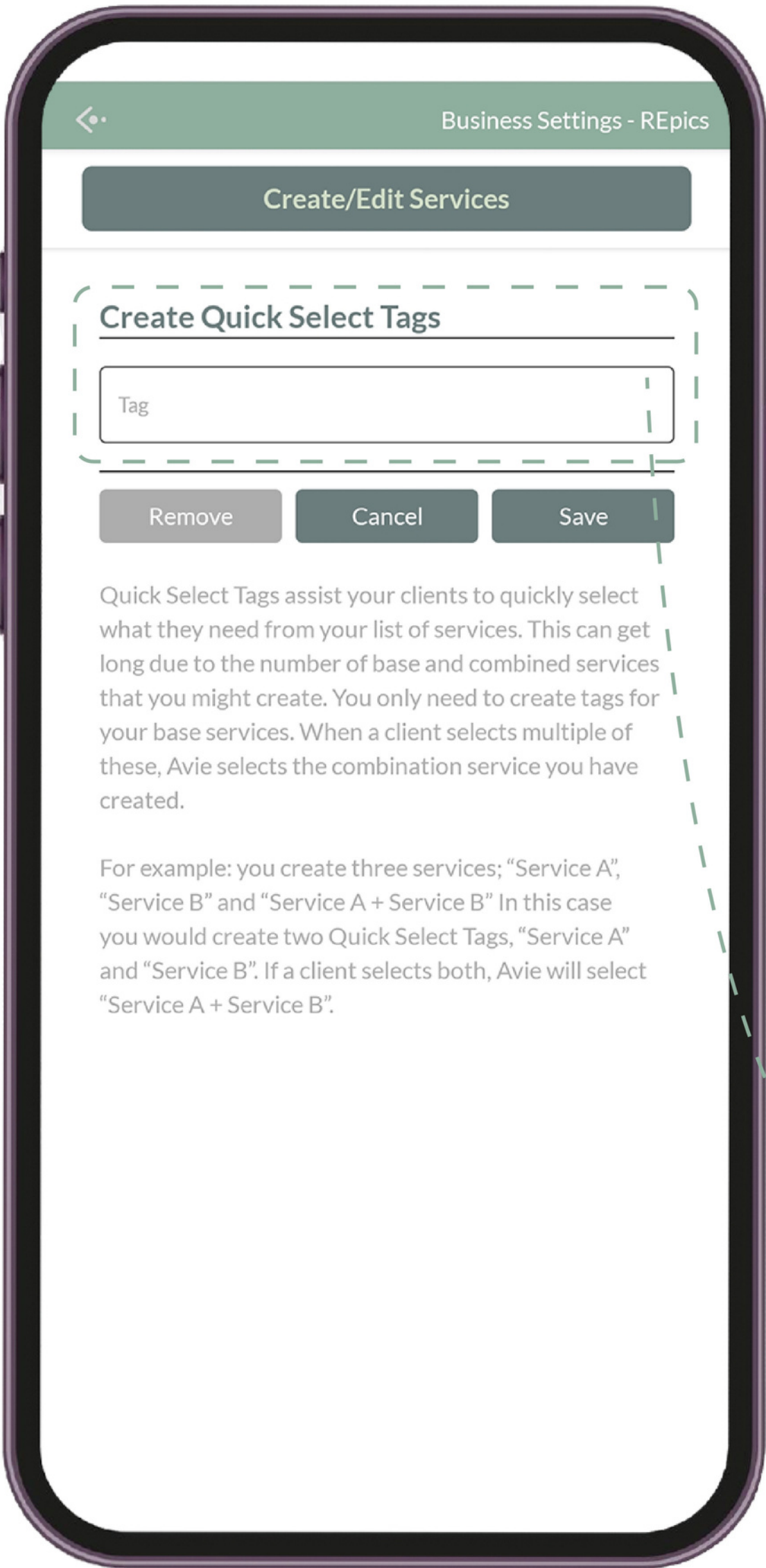


- You’ll need to create individual and combinations of the base services you offer. If it’s a twilight service, then apply the Twilight custom schedule to it.

CREATE/ EDIT SERVICES

in Quick Select Tags

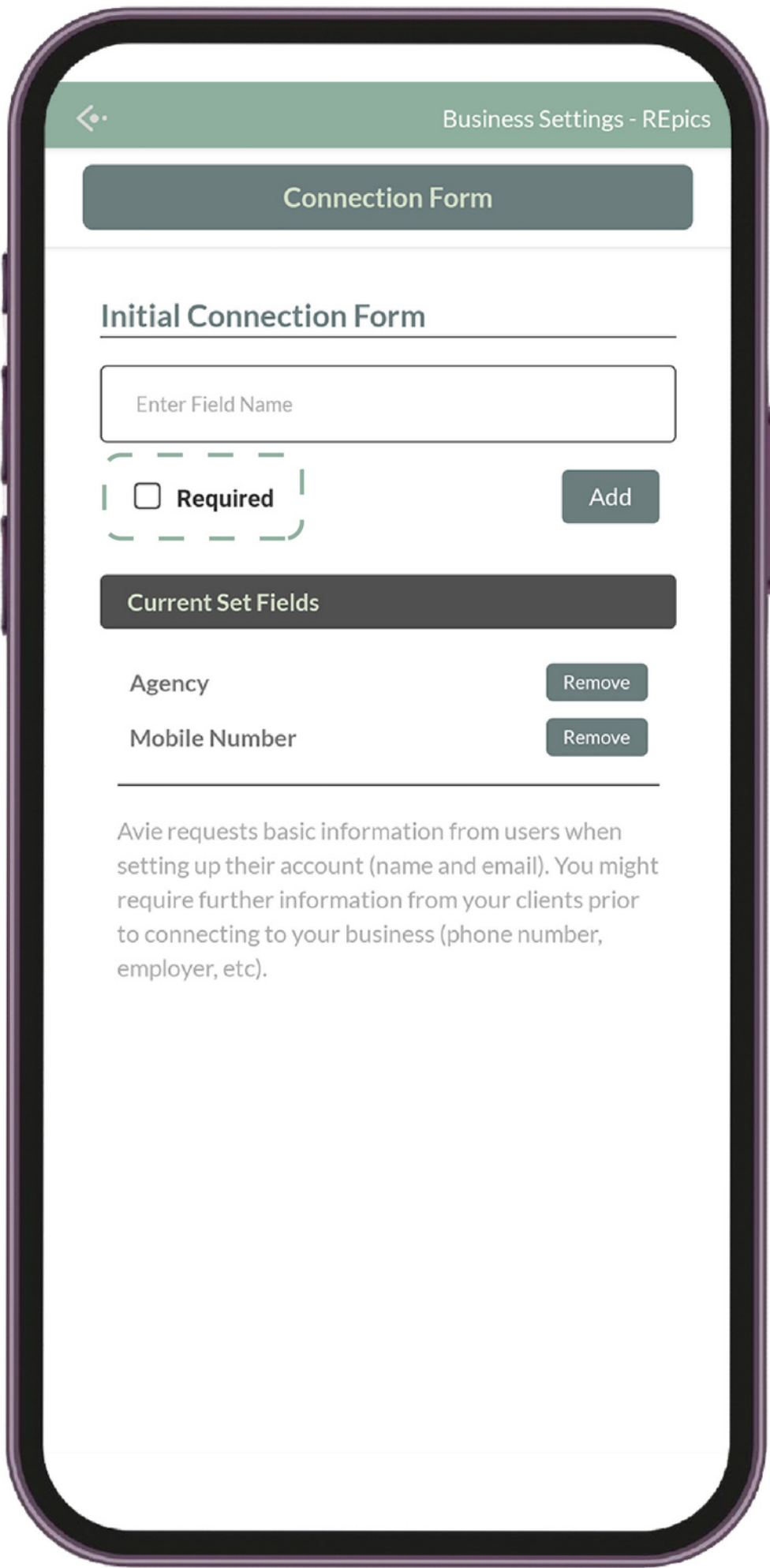
Your services list can get pretty long due to all the combinations, so Quick Select tags help your clients get to what they need quicker than having to scroll.



STEP #4

CONNECTION FORM

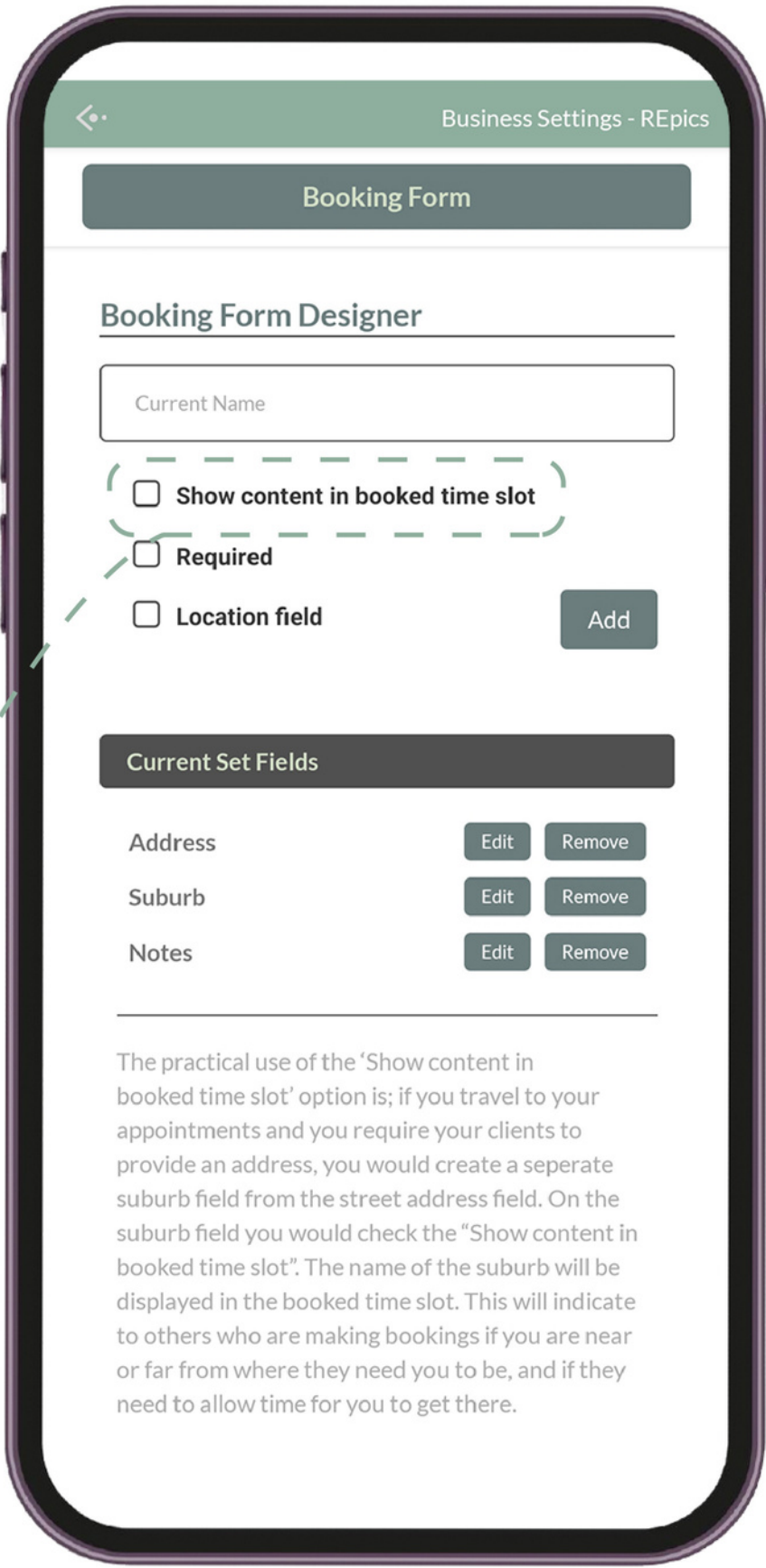
- Avie asks for basic information when a person creates an account.
- Collect the information you want from your clients when they connect to your business.
- For REP/REV you need to know the agency they’re from and their mobile number.
- Check “Required” when creating both fields.



STEP #5

BOOKING FORM

- When creating the “Address” field check required and Location field.
- For the “Suburb” field, check all three.
(By showing the name of the suburb in the booked time slot, your clients will know where you are and will allow for travel time to their appointment.)



10:00am	Richmond	Richmond	Richmond
12:00pm	Hawthorn	Hawthorn	Hawthorn
Hawthorn	2:30pm	3:00pm	3:30pm
4:00pm	4:30pm	5:00pm	5:30pm
6:00pm	6:30pm	Camberwell	Camberwell

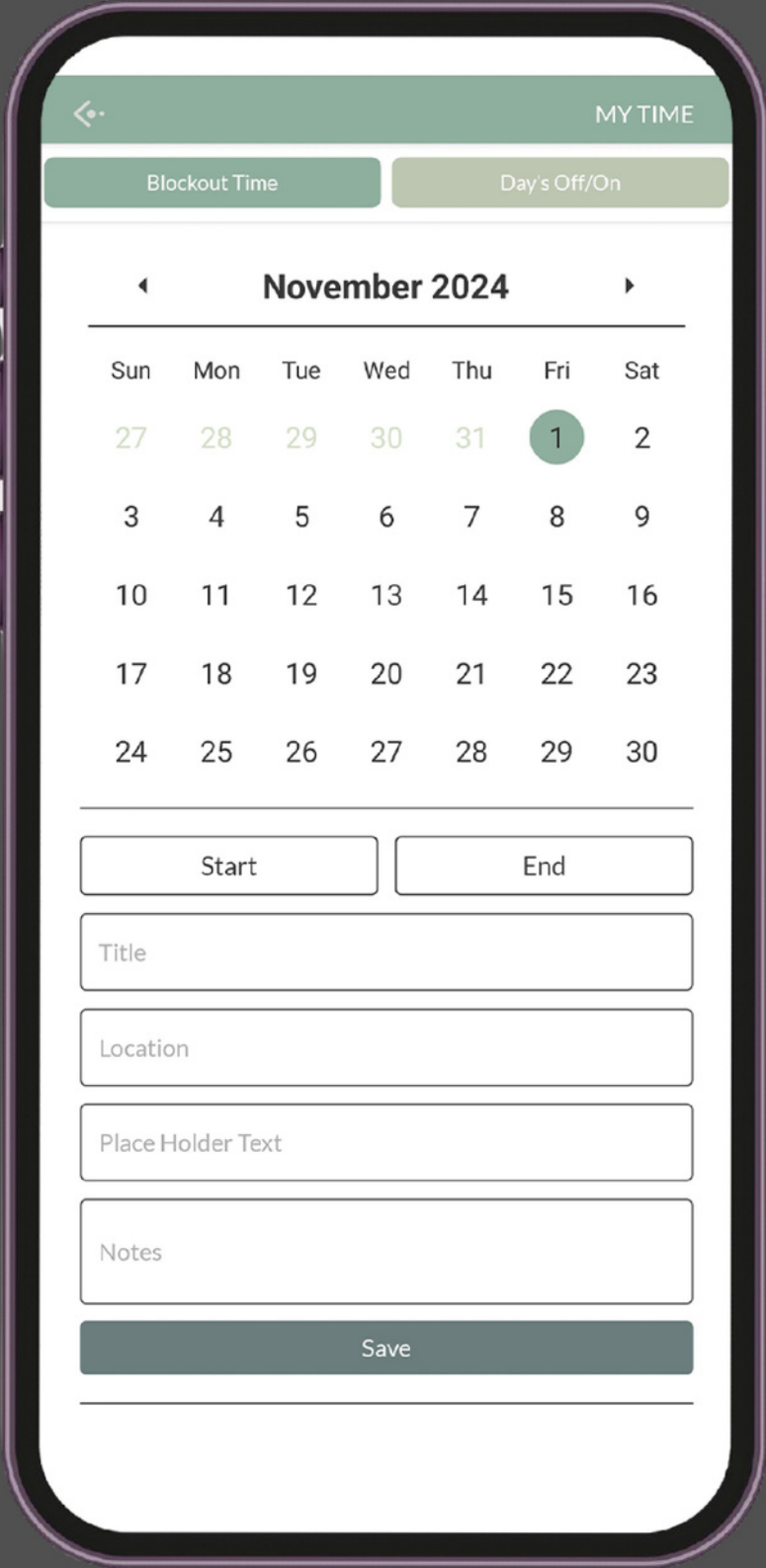
STEP #6

SERVICE PROVIDERS

- If you have a team to shoot for you, they have to connect to your business as a Service Provider. Once you approve them, their name will appear in Service Providers & Calendars.
- You can then allocate services to them and your clients will have the option to select them when making a booking.
- Once your team has setup an account, they need to click on “Connect as a Service Provider” and add your Avie ID.

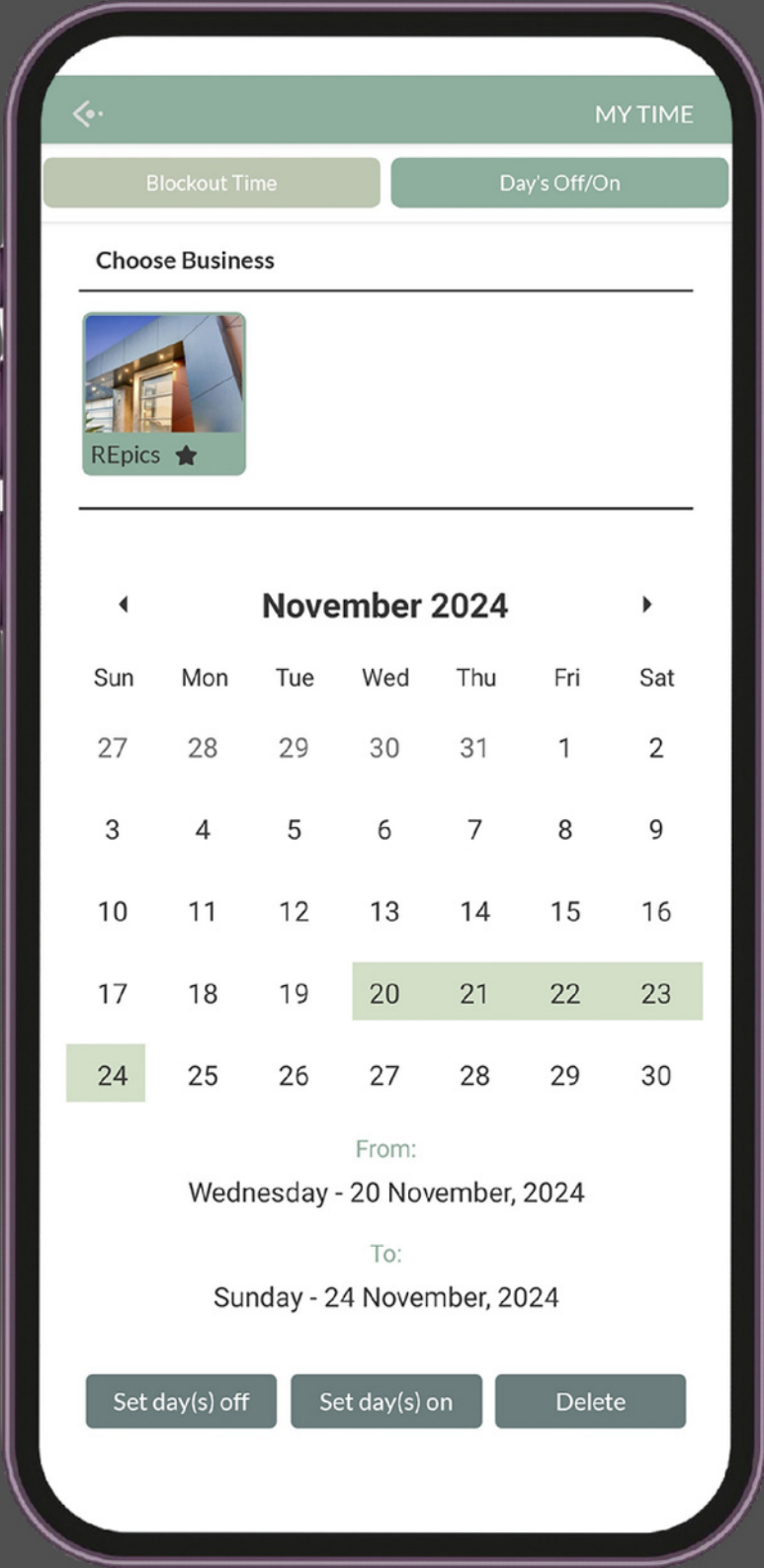


STEP #7



BLOCKOUT TIME

This feature allows you to blockout time out of your day for personal or business related activities. You can use it to enter appointments manually.



DAY OFF/ON

When taking an extended period of time away from the business. Select a start then an end date and click on Set Day(s) off. To remove, select the same dates and click on Delete.

STEP #8

GETTING YOUR CLIENTS ONBOARD

1. Set a cut off date for appointments that can be made via other means. Start of the month is recommended.

2. Inform your clients two to three weeks in advance of the change, and if they require appointments following the cut off date, they need to use Avie to book them in.

Use this email template to inform your clients of the change.

Download the template here: [Email Template](#)

New Message

To

Subject: New Booking System!

Hope you are well.

In an effort to offer you a better service, we are automating our booking process from the [insert cut off date here].

A one off and simple 2 minute setup on your part will give you access to our schedule. This means you can make a booking and get a confirmation immediately. No need to wait for us to call you back or to reply to your SMS or email.

Please download Avie, [www.avieapp.com](#). Setup and verify your account, then connect with [insert your business name here] using Avie ID: [insert your Avie ID here].

If you run into any technical difficulties please contact us, or the support team at Avie.

Regards,
[your name]

A

📎

😊

🖼️

🗑️

☰

Send

Save

Cancel

it's a
Good World

av/e