

REI FastTrack Contract FAQs

What is REI FastTrack Contract and how does it speed up the preparation of the sales contract?

REI FastTrack Contract is a fast, secure and easy online solution that fast tracks sale contract preparation by automatically connecting agents with conveyancers/solicitors.

As soon as the agreement is signed on glass via DocuSign through REI Forms Live, the conveyancer/solicitor is notified by the agent of the new listing so they can contact the vendor for further instructions and start preparing the contract sooner.

Can I use REI FastTrack Contract if I don't use Forms Live?

No; REI FastTrack Contract is only available for real estate agencies and agents that use the Sales Forms in REI Forms Live.

How does REI FastTrack Contract work?

- The agent finalises the agreement in REI Forms Live, checks the conveyancer/solicitor contact email address in the FastTrack side bar is correct and updates/adds if needed.
- Once the vendor signs the agreement electronically or via DocuSign, the nominated conveyancer/solicitor is automatically notified of the new listing.
- If the agent prints the agreement for the vendor to sign, the agent scans the QR code to send the details to the conveyancer/solicitor.
- Either way, the conveyancer/solicitor receives the new listing details immediately and sends the agent a notification confirming they will contact the vendor and prepare the contract of sale.
- If the conveyancer/solicitor uses InfoTrack for their property search, a Section 10.7(2) planning certificate will be pre-ordered from the relevant council as soon as the notification is received unless the solicitor/conveyancer ordered a Section 10.7 for the specified property in the last 3 months.
- The agent is notified through REI Forms Live when the contract is being prepared.
- If the conveyancer/solicitor does not notify the agent through REI Forms Live within 24 hours, the agent receives an email asking them to contact the conveyancer/solicitor to check on the progress of the contract.
- The agent then receives a copy of the contract from the conveyancer when it is prepared.

Which forms in REI Forms Live use 'FastTrack'?

There are four forms that use the QR code:

1. **SA00100** – Sales Inspection Report and Open Selling Agency Agreement
2. **SA00200** – Sales Inspection Report and Exclusive Agency Agreement
3. **SA00300** – Sales Inspection Report and Agency Agreement
4. **SA00600** – Sales Inspection and Sole Agency Agreement

When can I use REI FastTrack Contract in REI Forms Live?

You can use it the moment you have finalised the agreement. The 'FastTrack' side bar will display the information entered on the agreement including:

- the property, vendor, agent and conveyancer/solicitor details; and
- the property inclusions, property offered (with vacant possession or subject to existing tenancies), estimated selling price, advertised price and recommended method of sale.

What happens if the vendor is signing the agreement on screen or via DocuSign?

Whether you select the 'Sign-on Screen' or DocuSign option in REI Forms Live, the moment the agreement is signed, the conveyancer/solicitor will be notified you have a new listing for them. The 'FastTrack' side bar will display the date and time the notification was sent.

What happens if the vendor is signing the printed agreement?

Once you finalise the agreement, a QR is displayed in 2 places – on page 1 of the agreement and on page 7 where you sign the agreement. Once the agreement is signed, scan either of these codes with your phone or tablet, check the details are correct then press 'Contact conveyancer'. You will receive a notification on your phone or tablet that the conveyancer/solicitor has been notified.

Is the QR code specific to each Agency Agreement?

Yes, each sales inspection report and agency agreement is issued with its own unique QR code once you 'finalise' it in Forms Live.

How do I know the conveyancer/solicitor has been notified?

Whether you have used 'Sign-on Screen' or DocuSign via REI Forms Live or scanned the QR code on a printed agreement, the 'FastTrack' side bar next to the agreement in REI Forms Live will show the date and time the notification was sent to the conveyancer/solicitor and the email address that it was sent to. A 'status' icon called 'Conveyancer contacted' will also display on your dashboard in REI Forms Live.

How will the conveyancer/solicitor know to contact the vendor for instructions?

The notification the conveyancer/solicitor receives from the agent includes the vendor's property address, contact number and a request to give the vendor a call.

How do I know the conveyancer/solicitor is preparing a contract for me?

You will receive an email from REI Forms Live advising the conveyancer/solicitor has acknowledged your request and that they will proceed with the sale matter. A 'status' icon called 'Preparing contract' will also display in the FastTrack side bar next to the agreement and on your dashboard in REI Forms Live.

How do I know if the conveyancer/solicitor hasn't started preparing the contract?

If the conveyancer/solicitor has not notified REI Forms Live that the contract is being prepared within 24 hours or the request being sent, you will receive an email recommending you get in touch with your vendor's conveyancer/solicitor to check on the progress of the contract.

What if my client does not have conveyancer yet?

A conveyancer/solicitor is required to use REI FastTrack Contract. If your client does not have a conveyancer, the agent can either refer the client to a conveyancer or scan the QR code and use InfoTrack to find a conveyancer in your area. Either way, the agent can enter this information in the 'Conveyancer or Solicitor' section and then press 'Contact conveyancer' on either the 'FastTrack' tab in REI Forms Live or once the QR code has been scanned with their phone or tablet.

How do I use the conveyancer drop-down feature on the sales agreement to select the firm?

As you start to enter in the firm's name, a drop-down list will appear for you to select from. Once selected, the firm's main contact number and email address will automatically populated.

Where are the conveyancer details sourced from?

The conveyancer/solicitor lists are sourced from the Law Society of NSW and AIC (Australian Institute of Conveyancers) NSW.

What do I do if the conveyancer's firm is not on the drop-down list?

If the firm name you have entered is not on the drop-down list, please enter these details manually.

What does the asterix next to the firm's name mean?

If the firm's name has an asterix next to it, this means they use InfoTrack for their property search. If this is the case – and you use REI FastTrack Contract to notify the solicitor/conveyancer of the new listing – a Section 10.7(2) planning certificate will be pre-ordered from the relevant council as soon as the notification is received unless the solicitor/conveyancer ordered a Section 10.7 for the specified property in the last 3 months.

Through REI FastTrack Contract, InfoTrack will check this for you so you don't need to do anything other than finalise the agreement for your vendor's signature.

How do I use the conveyancer drop-down feature on the sales agreement to select the conveyancer?

Click on field next to the 'Name of Solicitor/Conveyancer' and a drop-down list of known solicitors/conveyancers at the firm will appear for you to select from. Once selected, the contact number and email address will be updated with the contact details of that solicitor/conveyancer.

What do I do if the conveyancer's name is not on the drop-down list?

If the conveyancer name you have entered is not on the drop-down list, please enter these details manually.

What happens if the conveyancer details provided are incorrect?

The InfoTrack team can correct the data in their system so there is no need to re-submit the request. InfoTrack will contact the agent or vendor to confirm the data provided in the contract request form.

How fast can I expect a contract of sale to be sent back to me?

Provided that contact details you entered for the conveyancer/solicitor, property, vendor and agent are correct, conveyancers can contact the vendor for further instructions then immediately accept the request. Once the vendor gives prompt instructions, the contract should be prepared and sent back within a couple of days (depending on the property certificates required, and turnaround time on those from the council/authorities). The process is streamlined and contract is sent back as soon as it is available without having to follow up.

What happens when the real estate agent sends their notification for a contract to the conveyancer/solicitor through REI FastTrack Contract?

When the real estate agent (in the first instance) sends the request for a contract through REI FastTrack Contract, the following emails are auto-generated and sent in rapid succession to the agent and conveyancer/solicitor:

1. **Email to the conveyancer/solicitor:** an auto-generated email is sent to the conveyancer/solicitor advising that the relevant real estate agent has introduced the proposed sale matter to the conveyancer/solicitor, providing the property address and contact details of the vendor and agent, and requesting the conveyancer/solicitor to confirm instructions with the vendors asap and to start preparing the contract.

Note: If the conveyancer/solicitor uses InfoTrack for their property search, a Section 10.7(2) planning certificate will be pre-ordered from the relevant council as soon as the notification is received unless the conveyancer/solicitor ordered a Section 10.7 for the specified property in the last 3 months.

2. **Email to the agent:** when the conveyancer/solicitor presses the 'notify the agent button', an auto-generated email is sent to the agent advising that the conveyancer/solicitor has commenced preparing the contract. If they don't press it within 24 hours, an auto-generated email is sent to the agent recommending they contact the conveyancer/solicitor to check on the progress of the contract.
3. **Email to the agent:** once the contract has been prepared by the conveyancer/solicitor, the agent receives an auto-generated email advising the property is ready for listing, with the contract attached as a PDF.

How does the Section 10.7(2) planning certificate pre-order feature work?

When InfoTrack receives your notification through REI Forms Live, if your vendor's conveyancer/solicitor uses InfoTrack for their property search, InfoTrack will use the property details supplied to pre-order a Section 10.7(2) planning certificate from the relevant council. Once the certificate is complete, they will store this for up to 3 months and make it available to the conveyancer when they are ordering their certificates to prepare a contract. When the Conveyancer comes to InfoTrack to prepare their contract for Sale, they will proceed as usual and see that the ETD for the 10.7 certificate will say 'Available Now'.

Does InfoTrack automatically pre-order the Section 10.7(2) in all circumstances?

When InfoTrack receives a notification, 2 checks are made prior to the 10.7 being ordered:

- Is the specified lawyer/conveyancer an InfoTrack client?
- If yes, has that client ordered a Section 10.7 for the specified property in the last 3 months?

If the answer is yes both, InfoTrack will preorder the planning certificate with Council.

How do I know if my vendor's conveyancer/solicitor uses InfoTrack for their property search?

When you start to enter the firm's name in the conveyancer/solicitor section on the Sales Inspection Report and Agency Agreement, an asterix next to the firm's name identifies they use InfoTrack for their property search.

What if my vendor's conveyancer/solicitor doesn't use InfoTrack?

The conveyancer/solicitor will still be notified of the listing immediately and asked to commence preparing the contract and to contact the vendor for further instructions. The only difference is that the Section 10.7(2) planning certificate will not be pre-ordered.

Does notifying the conveyancer/solicitor of a new listing through REI FastTrack Contract commit the real estate agent or vendor to any cost?

No. The purpose of REI FastTrack Contract is only to 'fast track' communication between agents and their vendors' conveyancers/solicitors. When a contract is requested through REI FastTrack Contract, the conveyancer/solicitor is prompted to urgently attend to the preparation of a sale contract. These emails also encourage solicitors/conveyancers to advise their costs, and vendors to approve those costs, as soon as possible.

Why is REI FastTrack Contract free and will we ever need to pay for it?

We feel it is important for agents to be able to notify the conveyancer/solicitor in the fastest time possible. The conveyancer/solicitor will still be required to go through their usual processes – all we are simply doing is introducing the vendor to the conveyancer/solicitor fast through REI Forms Live. We do not feel we have to charge for this process.