ZAP HUB

South Africa's Preferred Hub

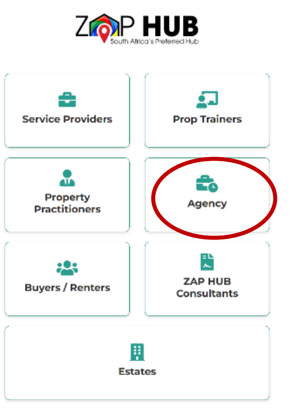
STEP BY STEP GUIDE TO NAVIGATE THE AGENCY DASHBOARD

Step 1: Login

1. Go to the **ZAP HUB homepage**.
2. Look at the **top right corner** of the screen.
3. Click the **"Login"** button to begin.

Step 2: Select Your Role

- You will be redirected to a page where you can select your role.
- Click on **"Agency"** to continue.

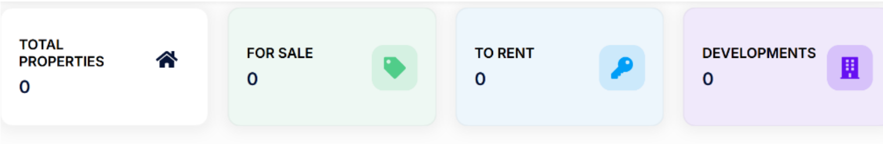


Quick Reference – Dashboard Menu Structure

Tab	Purpose
Dashboard	Main overview with performance metrics
Management	Agents, Properties, Leads, Customers, Testimonials, Agent Subscriptions
Forms	ZAP HUB official forms + custom agency forms
ZAP Network	Manage recommended service providers
Request For Training	Submit training requests
IEASA	Manage IEASA membership
SAPP	Manage SAPP membership
Profile	Update company and personal settings

Your Dashboard at a Glance- Key Sections

1) Overview of Agency Listings



⚠️ Total number of properties in your agency

⚠️ Properties currently listed for sale

⚠️ Properties currently listed for rent

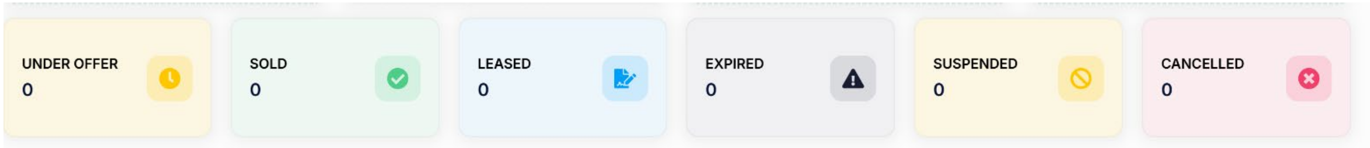
⚠️ Active development projects

2) Quick link for Admin to add Properties

⚠️ **Residential-** For Sale / For Rent

⚠️ **Commercial-** For Sale / For Rent

3) Stats for Listing activities



Property Status Quick View

⚠️ **Under Offer-** Properties with an active offer

⚠️ **Sold-** Properties that have been sold

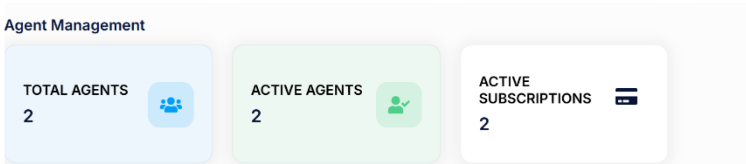
⚠️ **Leased-** Properties that have been leased

⚠️ **Expired-** Listings that have expired

⚠️ **Suspended-** Suspended listings

⚠️ **Cancelled-** Cancelled listings

4) Agent Management

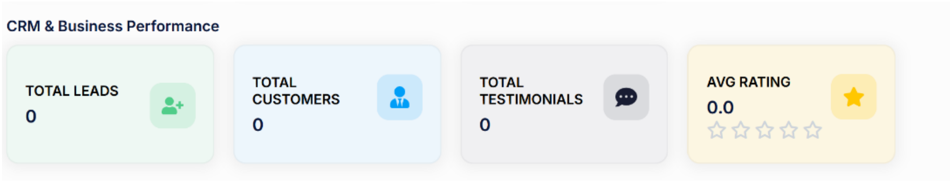


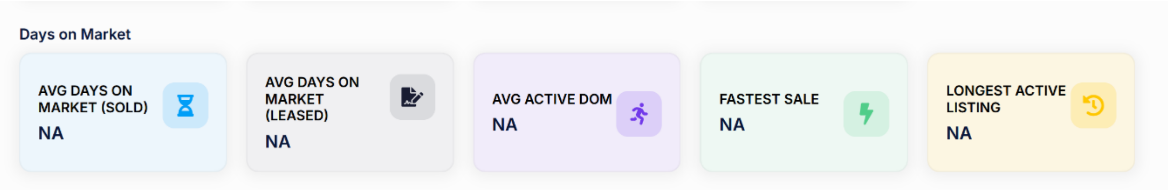
⚠️ **Total Agents-** Total number of agents in your agency

⚠️ **Active Agents-** Agents who are currently active on the platform

⚠️ **Active Subscriptions-** Agents with active subscription plans

5) CRM & Business Performance





⚠️ **Total Leads-** Total leads captured

⚠️ **Total Customers-** Total customers in your database

⚠️ **Total Testimonials-** Total testimonials received

⚠️ **Avg Rating-** Average rating from clients

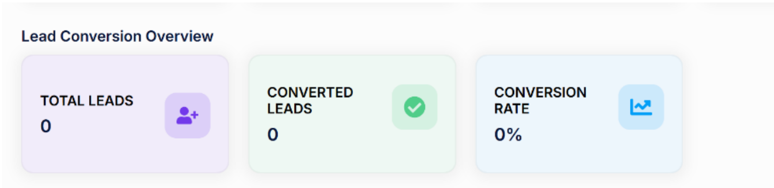
⚠️ **Avg Days on Market (Sold)-** Average time to sell a property

⚠️ **Avg Active DOM-** Average active days on market

⚠️ **Fastest Sale-** Your fastest Office sale

⚠️ **Longest Active Listing-** Your longest-running active listing

6) Lead Conversion Overview



⚠️ **Total Leads-** Total leads received

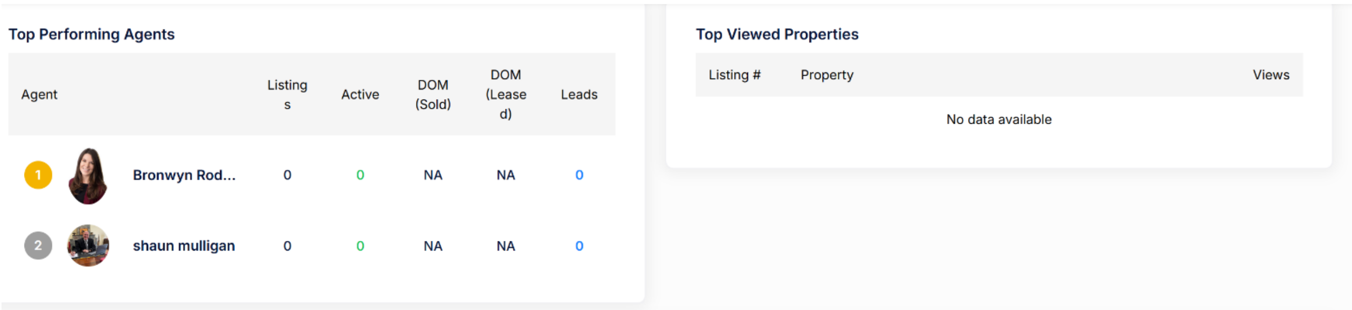
⚠️ **Converted Leads-** Leads that converted to customers

⚠️ **Conversion Rate-** Percentage of leads converted

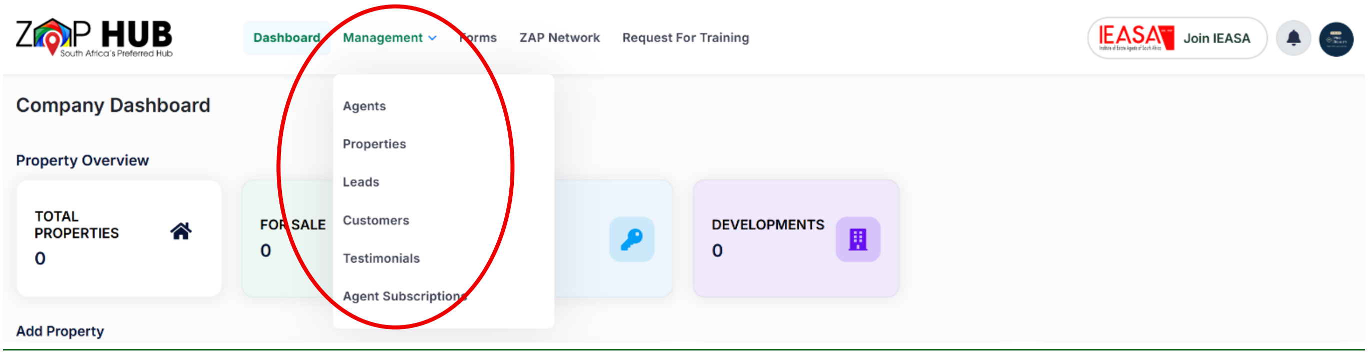
7) Top Performing Agents & Recent Activity

Moving further down, you'll see:

- **Top Performing Agents** – view which agents are performing best based on listings, sales, and leads.
- **Most Viewed Properties** – see which properties are getting the most attention.
- **Recent Agency Activity** – get instant insight into what's happening in your agency.



Header Management Section



*Moving back to the top, you'll see the **Management** section – your control center for managing your agency profile and settings.*

1. Agents

Clicking on **"Agents"** takes you to a page where you can:

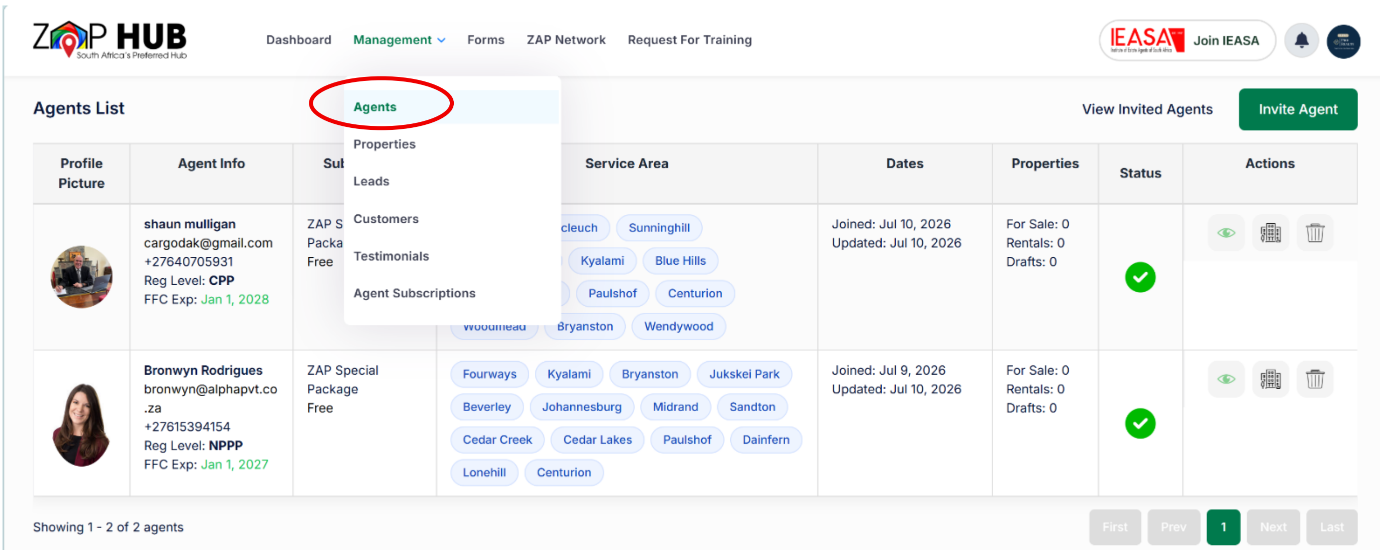
- View key information about your property practitioners and their activity.
- See **invited property practitioners** – those who have been invited but haven't joined yet.
- Click **"Invite Agent"** – enter their name and email address to send an invitation to join your agency.

Agent Details Displayed:

- Profile picture
- Agent name and contact info
- Registration level (e.g., CPP)
- FFC expiry date
- Suburbs served
- For Sale / Rentals / Drafts count
- Joined and updated dates

Actions available per agent:

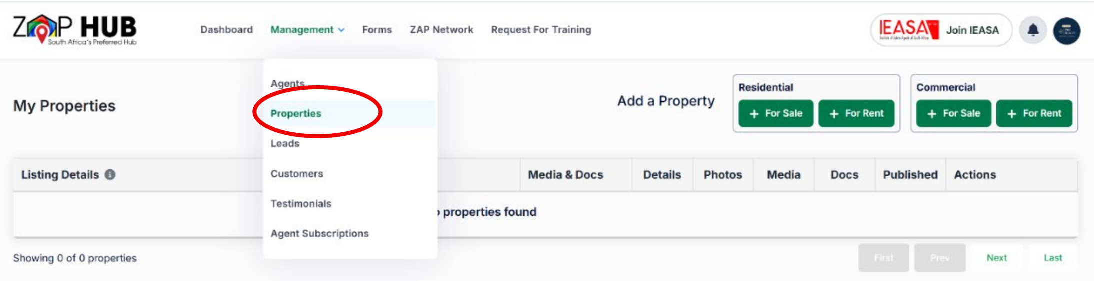
- View profile
- Manage subscriptions
- View testimonials



2. Properties

Clicking on **"Properties"** shows:

- All your agency's listings with their key details.
- **Action buttons** to edit each property listing.
- **"Add a Property"** button – allows you to list residential and commercial properties for sale or rent.

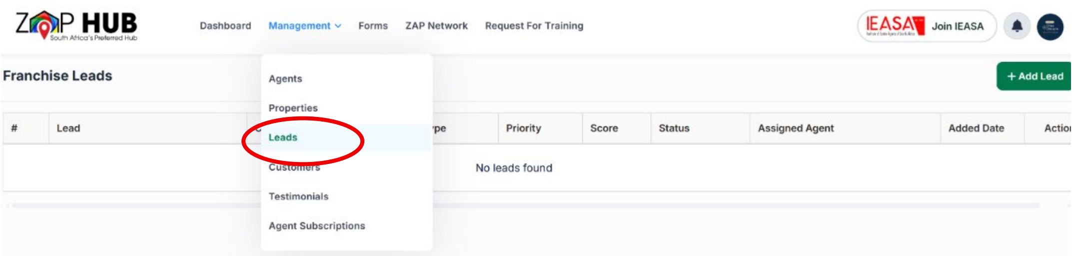


3. Leads

Clicking on **"Leads"** displays:

- All your leads and their details.
- Click **"Add Lead"** to fill in:
  - Basic information (name, contact details)
  - Inquiry details
  - Lead settings (priority, status)
  - Assigned agent
  - Source

💡 *Once you submit, the lead will be added directly to this page, giving you a clear, organized view of every opportunity.*

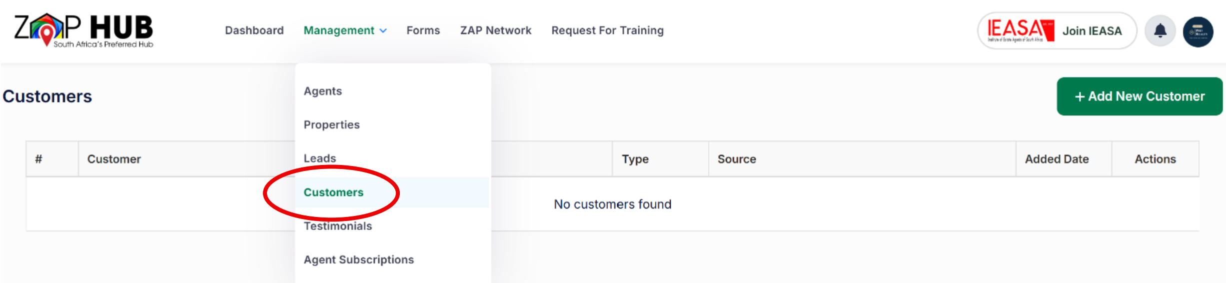


4. Customers

Clicking on **"Customers"** displays:

- Your customers along with their information.
- Click **"Add New Customer"** to enter:
  - Basic information and details
  - Lead source
  - Customer type

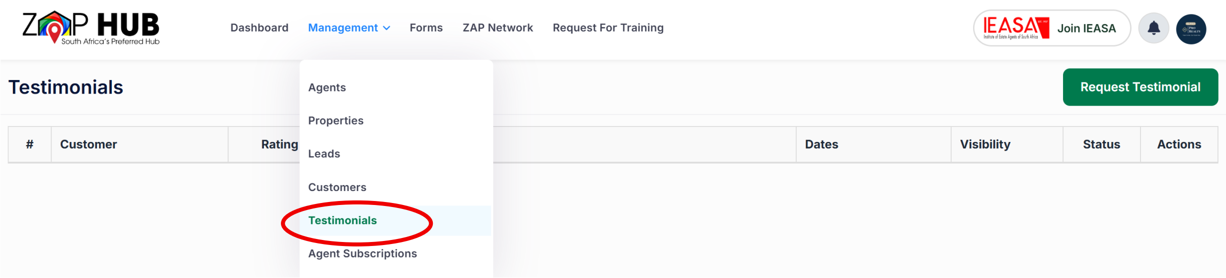
💡 *Once added, the customer will be displayed on this page, ready to be managed and tracked with ease.*



5. Testimonials

Clicking on **"Testimonials"** shows:

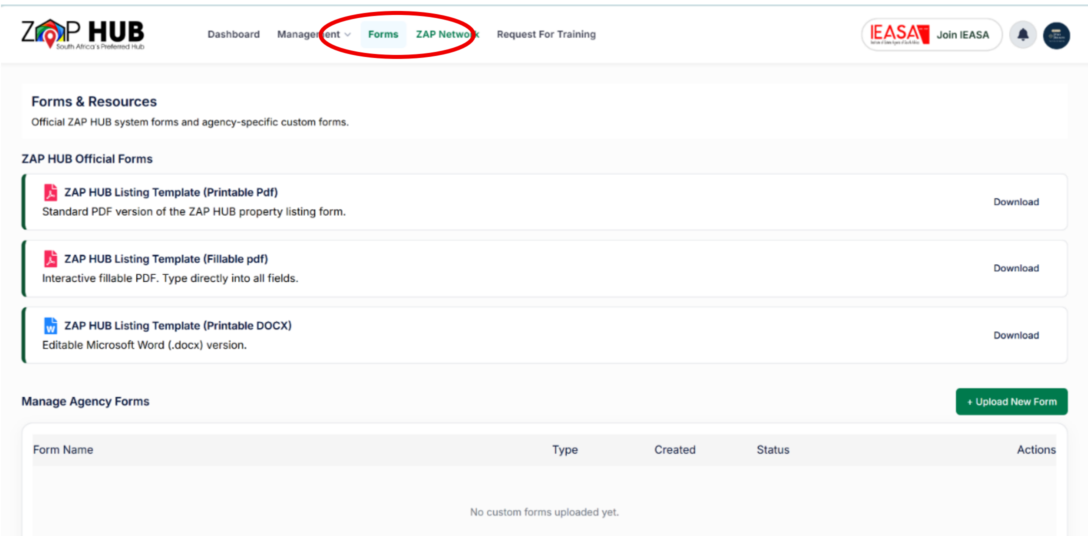
- Your existing testimonials.
- Click **"Request Testimonial"** – enter customer email addresses and send a request for feedback.



Header Forms Section

Clicking on **"Forms"** gives you access to:

ZAP HUB Official Forms



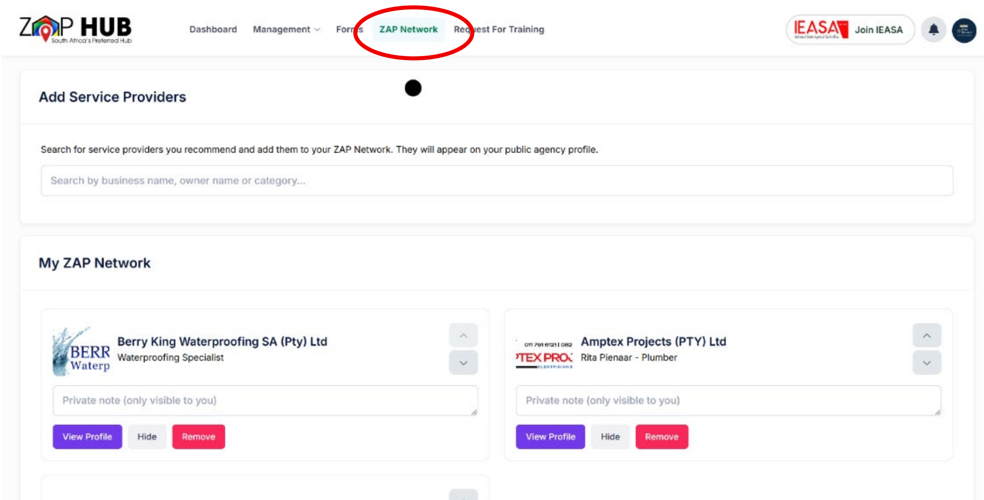
Form	Description
ZAP HUB Listing Template (Printable PDF)	Standard PDF version of the property listing form
ZAP HUB Listing Template (Fillable PDF)	Interactive fillable PDF – type directly into all fields
ZAP HUB Listing Template (Printable DOCX)	Editable Microsoft Word (.docx) version

Manage Agency Forms

- **Add** and manage any additional forms that are specific to your agency's needs.
- Ensures everything you require is centralized, organized, and ready to use.

Header ZAP Network Section

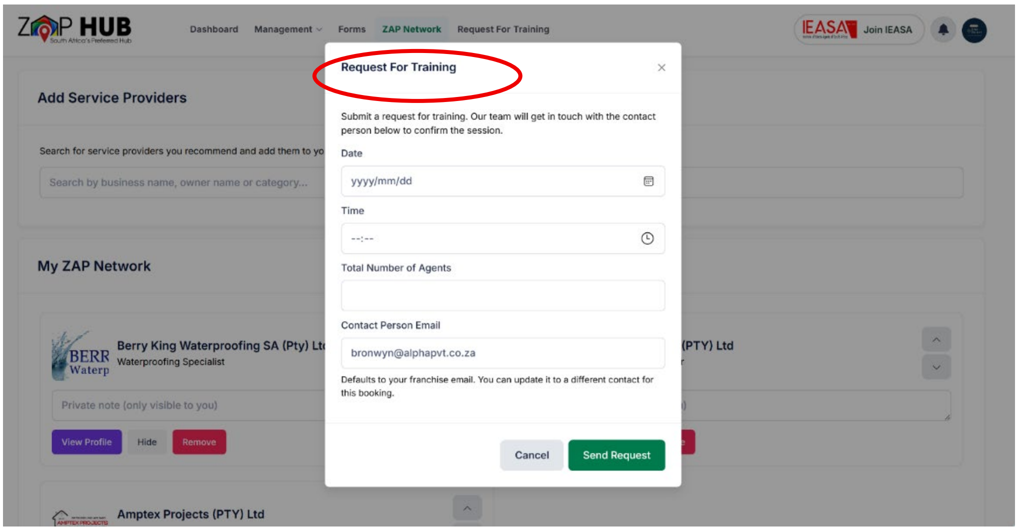
Clicking on **"ZAP Network"** allows you to:



- **Search for service providers** you recommend by business name, owner name, or category.
- **Add service providers** to your network – they will appear on your public agency profile.
- **Add private notes** (only visible to you) about each service provider.
- **View profile**, **hide**, or **remove** service providers from your network.

Header Request for Training Section

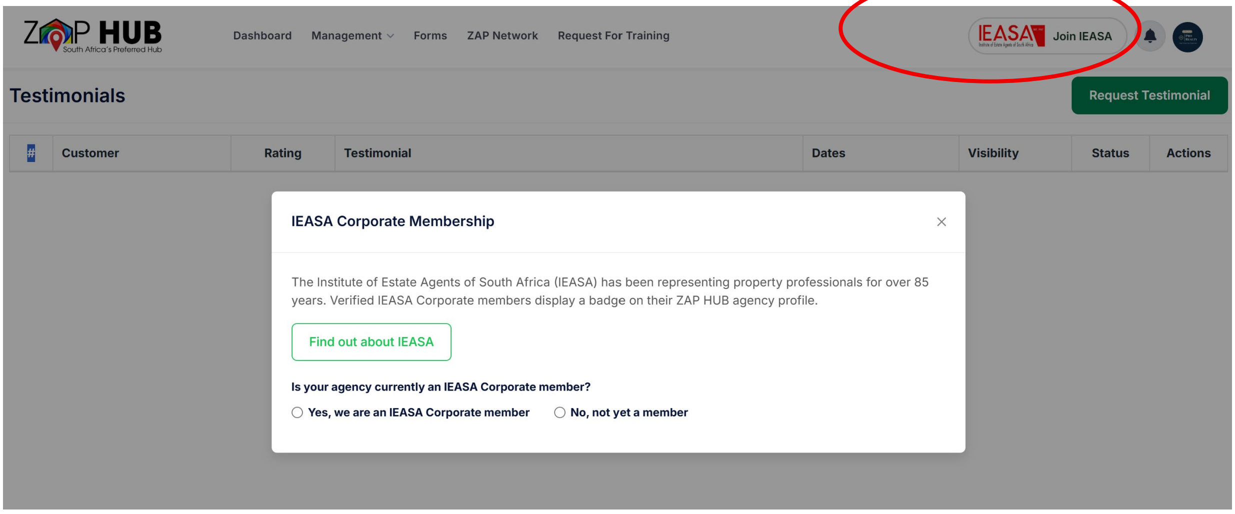
Clicking on **"Request For Training"** allows you to:



- Submit a request for training for your agency.
- Fill in:
  - **Date** (yyyy/mm/dd)
  - **Time**
  - **Total Number of Agents**
  - **Contact Person Email** (defaults to your franchise email, can be updated)
- Click **"Send Request"** to submit. Our team will get in touch with the contact person to confirm the session.

Header Membership Connections Section

🆕 **NEW FEATURE:** The dashboard now includes membership management buttons.



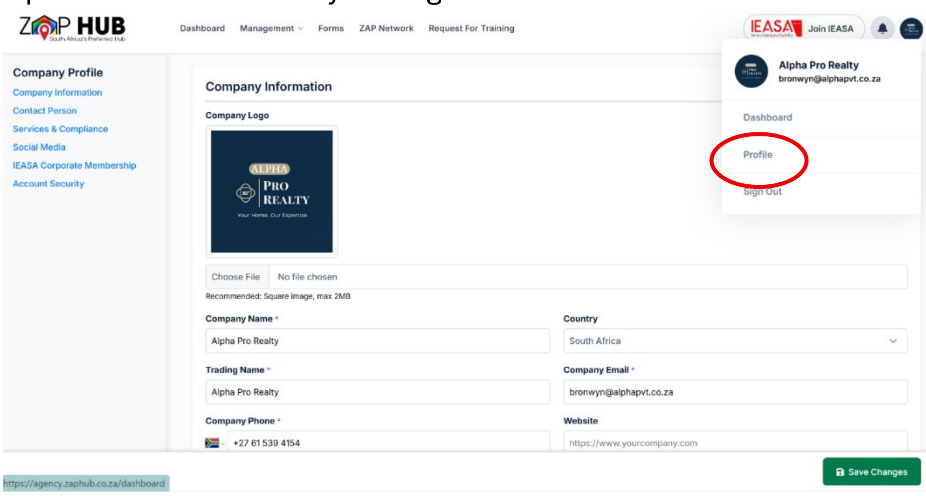
- **IEASA Button** – Click to:
  - Get IEASA membership, OR
  - Add that you are already a member
- **SAPP Button** – Click to: **(COMING SOON)**
  - Get SAPP membership, OR
  - Add that you are already a member

💡 *This helps your agency show professional accreditation and credibility.*

Header Profile Update Section

In the top right corner, you'll find quick access to:

- **Dashboard** – return to the main dashboard
- **Your Profile** – click to go directly into your personal settings where you can:
  - Review all your details
  - Update any information that has changed
  - Manage your company information
  - Update services and compliance details
  - Manage social media links
  - Manage IEASA Corporate Membership
  - Update account security settings



Section	Details
Company Information	Company name, trading name, phone, country, website
Contact Person	Primary contact details
Services & Compliance	FFC upload, expiry date, services offered
Social Media	Add your social media links
IEASA Corporate Membership	Manage membership status
Account Security	Update password and security settings

- **Sign Out** – log out of your account