



Tour Track Guidelines

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Welcome to the RTV Team of Professional Photographers!

We're glad that you've chosen to be part of our team. At RTV, we have been gaining momentum and growing quickly as a company, and as our company grows, so does our network of photographers. You are now part of one of RTV's most significant assets and the world's largest network of professional photographers and virtual tour creators. With the ability to leverage the international network of professionals, we are unmatched in speed, image quality, and price, making our Tour Track system extremely powerful and in demand. Our advanced real estate photography and virtual tour system allows us to dispatch and deliver professional photography, aerial drones, and interactive virtual tours to all of our corporate clients around the globe.

Being a part of the RTV network of photographers will offer you many great opportunities. You will find a whole team of individuals backing you and your business as you leverage the advanced features of our system. You will also have the opportunity to be dispatched to shoot for corporate accounts like Choice Hotels International, Best Western, Hilton Hotels, Sava Senior Living, Priderock Apartments, StorageMart, and more!

The Tour Track program was created in 2005 for clientele with professional photography and virtual tour requirements in multiple locations that demand consistent image quality and style, and rapid delivery time, at a competitive price. Tour Track allows our photographers to accept and fulfill multiple orders at a time directly from within the RTV real estate photography and virtual tour system. This program gives us the opportunity to dispatch orders across our network providing an additional stream of income that does not require any marketing, sales, soliciting, or image editing on your part.

We ask that you read these guidelines, [watch this short video](#), hone your skills, and sign up to be part of the RTV Tour Track program. There are many opportunities that await you!

Sincerely,
The RTV Tour Track Management Team
RTV, Inc.
TourTrack@RealTourVision.com
866 947 8687 option 4

Requirements to shoot Tour Track jobs

- You must fill out a W-9 and return it to rtvadmin@realtourvision.com. A W-9 can be downloaded from <https://www.irs.gov/forms-instructions>. If you are not a U.S. citizen you are responsible for providing us with a W8 for Canada or any required tax form from your country of residence. Please note that neither Federal, nor state, nor local income tax, nor payroll tax of any kind shall be withheld or paid by RTV on your behalf or on behalf of any of your employees. You will not be treated as an employee with respect to the duties performed hereunder for Federal or State tax purposes. You will receive a 1099 tax form from RTV representing the payments made by RTV for any tax year. You are responsible for paying, according to law, your own income tax, and you may be liable according to the law for the payment of self-employment (social security) tax.
- You must carry [comprehensive general liability insurance](#), automobile insurance, and any other insurance coverage required under applicable law. Your liability insurance can be a full, permanent policy or you can purchase temporary coverage here: <https://www.verify.com/> on a job-by-job basis. Please note that no workers' compensation insurance or any insurance, (including but not being limited to liability) shall be obtained by RTV concerning you or your employees.
- You must agree to the RTV Terms and Conditions each time you accept a Tour Track order which states that all tours and/or photographs, including any work product produced as a result of services provided by you under those terms and conditions, as well as any copyrights associated therewith shall be considered "work product" produced for hire by RTV or its customers and/or clients under the terms and conditions of each order and that any such work product shall be the sole property of RTV (and/or its Clients as may otherwise be agreed between them). You must seek written permission from RTV to retain any copy or copies of any "work product" for any purpose, including but not being limited to promoting their own services. Such permission should be made by submitting a written request to RTV.

Getting Started

To join our Tour Track Program, please follow the steps below: (this is necessary for us to be able to dispatch orders to you)

- Set up an RTV ([Professional Photographer](#)) account on the RTV system (see pages 5-7 for full instructions)
 - If you currently don't have an RTV account and if we deem that your area is open and can set you up, you will enjoy many perks in addition to Tour Track opportunities!
 - Account set-up is usually done while on the phone with RTV getting on-boarded, but if not, once your RTV account is created, call us at 866-947-8687 ext. 4 and have us approve you as a professional photographer within the RTV system.

- Complete your profile in the Tour Track section of your RTV system
 - Fill in your profile. This allows us to dispatch orders based on specific skill sets and equipment requirements. (see pages 8-11 for full instructions)
- After you have completed the above steps, send us a request at tourtrack@realtourvision.com for a Dropbox Link and upload one sample still and one sample pano in RAW, bracketed, unedited form for our processing team to review and approve.

Setting Up Your RTV Account

The screenshot shows the RTV website homepage. The browser address bar displays realtourvision.com. The page features a navigation menu with 'HOME', 'ABOUT US', and 'SOLUTIONS'. A 'LOG IN >' button is located in the top right corner. The main content area includes the text 'WELCOME TO RTV', 'Virtual Tour Software & Real Estate Photography System', and 'Professional Photography, Virtual Tour, & Aerial Drone Services'. Two call-to-action buttons are visible: 'VIRTUAL TOUR SOFTWARE TRIAL ->' and 'NATIONAL PHOTOGRAPHY SERVICES ->'. A chat window is open in the bottom right corner, showing a conversation with 'Jason from RTV, Inc.'. A social media widget in the bottom left corner indicates that 4 professional photographers viewed the page in the last 30 minutes.

Callout 1: If you are new to signing up for Tour Track jobs, you will need to visit this website to get registered in Fusion, the system from which we dispatch our photography jobs.

Callout 2: Click on this image to enter your information into our system. As a bonus you will be able to try our virtual tour system, if you so choose.

That link will take you here:

The screenshot shows the RTV Real Tour Vision website. At the top left is the phone number 866-947-8687. The navigation menu includes HOME, ABOUT US, SOLUTIONS, GALLERY, INDUSTRIES, SUPPORT, CASE STUDIES, and CONTACT US. The main header features the RTV logo and the text 'Free Trial Get Started Today'. A white registration form is overlaid on the right side of the page, titled 'Start Your Free Trial Today!'. The form contains a paragraph of introductory text, followed by input fields for the name 'Elizabeth Nixon', the email 'beth.realtourvision@gmail.com', and the phone number '123-456-4890'. Below these fields are two radio button options: 'Photographers & Entrepreneurs' (which is selected) and 'Realtors & Brokers'. At the bottom of the form is an orange 'Create Account >' button.

866-947-8687

BLOG FAQ

RTV
REAL TOUR VISION®

HOME ABOUT US SOLUTIONS GALLERY INDUSTRIES SUPPORT CASE STUDIES CONTACT US

Free Trial
Get Started Today

Start Your Free Trial Today!

Are you ready to make your real estate virtual tours stand out? We have built a world-class virtual tour solution that makes it easier than ever to increase your Word-of-Mouth Marketing "WOM", impress real estate agents, and showcase homes like never before without breaking the bank. Now you can leverage the power of RTV's virtual tour and BOOST marketing system to grow your business faster than your competition.

Elizabeth

Nixon

beth.realtourvision@gmail.com

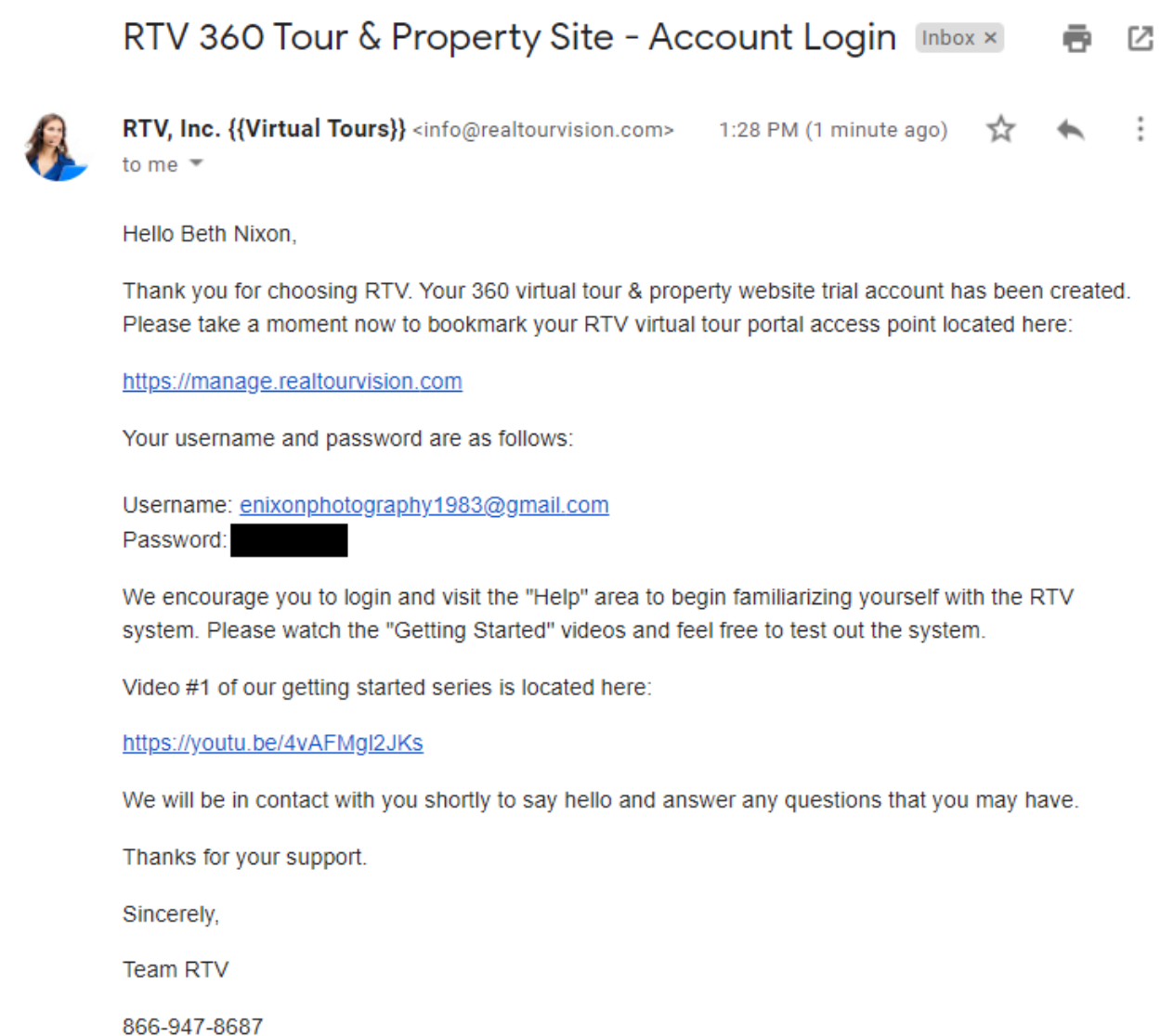
123-456-4890

Photographers & Entrepreneurs - I would like to offer virtual tours as a service in my area and use Fusion to run a virtual tour business.

Realtors & Brokers - I would like to create virtual tours ONLY for my personal real estate listings or for that of my brokerage and no one else. DIY accounts may not create tours as a service.

Create Account >

Once you click the Create Trial Account button, you will receive this email:



Then navigate to <https://www.realtourvision.com/> and log in with your credentials.

Dashboard Orders Projects Users Reports **Settings** Help

Settings Tour Track (RTV Jobs)

Edit Settings - Tour Track (RTV Jobs)

#1. Once you are on the website and you have logged in with your username and password, CLICK HERE

#2. Click here to let us know your equipment and capabilities

#3. Fill out the boxes and switch the appropriate toggles to green to help us determine what types of jobs to dispatch to you. If you are unsure about any of these options, please see the definitions page for a full explanation of each

Canon 5D Mark II

Godox AD200PRO
2x-Canon 600 EX-RT

Lenses Make & Model

Aerial Photography Equipment, Drone Make & Model etc

Canon 16-35mm 2.8
Canon 24-70mm 2.8
Canon 70-200mm 2.8
Sigma 8mm w/ Acrotech Rotator

N/A

Portrait Photography Experience

Photo Bracketing (HDR) Experience

Video Capabilities

360 X 360 Spherical

Full Motion Video (Walkthrough) Capabilities

Certified Google TIP

— FAA 107 Certificate —

Choose File No file chosen

If you use On-Demand Drone Insurance, or have any other Certification / Insurance related notes, please mention them here.

This section of your RTV system is only viewable by the Tour Track team and allows us to select photographers with the correct skill set and equipment for specific shoots.

Description Fields:

DSLR Make & Model: Fill this out and keep it updated with any new equipment you acquire and remove any equipment you retire. Be sure to also include your maximum image size in MP for your cameras.

Lenses Make & MM (Focal Length): Fill this out and keep it updated – some shoots will require specific lens types.

Lights & Reflector Make & Model: Fill this out and keep it updated – some shoots will require specific lighting and reflectors for portraits and still-life shots.

Toggle Fields:

(Slider to the left with red background is NO - Slider to the right with green background is YES)

Portrait Photography Experience: Studio Portraits, On Location Portraits, Weddings, Seniors

HDR Experience: Minimum 3 years of experience bracketing and processing HDR images.

Professional Lights: Possess and use professional studio lighting

Video Capabilities: Have equipment and experience shooting full-motion video

Video Editing Experience: Own and have experience utilizing software for full motion video editing

360x180 Spherical Capabilities: Requires XS Panohead (or equivalent) and a Sigma 8MM fisheye lens.

Tour Track does not accept spherical panoramas from one-shot cameras or any 360 spherical camera models such as Theta or Matterport at this time.

PLEASE NOTE: All orders requiring panoramas will require SPHERICAL (360 x 180) panoramas.

Twilight Photo Experience: Have experience taking dusk, twilight, or dawn architectural shots

Flambient Photography Experience: The method of combining both flash and ambient light in your photography shots.

Fisheye Lens & Panohead: Requires XS Panohead (or equivalent), and a Sigma 8MM fisheye lens.

360 Video Capabilities: Have equipment and experience shooting 360 Videos. It allows end users to look up, down, and in a complete circle from their original position.

Full Motion Video (Walkthrough) Capabilities: Have equipment and experience shooting and editing a video walkthrough of a home or commercial property.

Steady Cam (Ronin): A camera stabilizer. It allows for a smooth video recording.

107 Drone Certification: In order to pick up jobs from RTV that require a drone, you must have obtained your 107 certification or equivalent.

Certified Google TIP: If you have gone through the Google certification process on your own and are certified as a Trusted Independent Photographer

Virtual Tour Gallery Link: Hyperlink to RTV Gallery Tour that you submitted in the Tour Track Evaluation Form and to tourtrack@realtourvision.com

Please update this information as you add equipment and skills.

Company Address and Logo

You will also want to make sure that your business address is listed correctly in the RTV system. Our Tour Track opportunities map pulls your location from your Company Contact Information in your RTV system. If your address is wrong, or missing, it will prevent you from getting dispatched for jobs in your area.

The screenshot shows the 'Edit Settings - Company' page in the RTV system. The left sidebar contains a 'Settings' menu with 'Company' highlighted. The main content area is divided into 'Company Information' and 'Address Information' sections. The 'Company Information' section includes fields for Company Name (filled with 'eNixon Photography'), EIN / VAT / TAX ID, First Name (filled with 'Elizabeth'), Last Name (filled with 'Nixon'), Website (filled with 'www.enixonphotography.com'), and Website Title (filled with 'Visit My Website'). The 'Address Information' section includes fields for Country (filled with 'United States'), Address, City (filled with 'Mesick'), State (filled with 'Michigan'), County/Region, and Zip Code (filled with '49668'). A logo upload section is visible with a 'Choose File' button and the text 'No file chosen'. A 'Save' button is located at the bottom right of the form.

Fill out the information accordingly. Do not forget to click the Save Changes button at the bottom of the screen.

Changing or updating your address in the RTV System does not change the mailing address that we have on file in our accounting system or in our customer relationship management system.

IF YOUR ADDRESS HAS CHANGED: You must notify rtvadmin@realtourvision.com with "Change of Address" in the subject. Be sure to include your business name and new address in the body of the email. You will also need to submit a new W-9 with the updated address so we can send your payments to the new address. To protect your privacy please send your W-9 only to: rtvadmin@realtourvision.com

and no other employees within RTV. We cannot remit payment to the new address until we receive an updated W-9. You can find the W-9 form at <http://www.irs.gov/pub/irs-pdf/fw9.pdf>.

If you happen to reside at two addresses, or if you are available in an additional zip code to shoot year-round, you can request that RTV add an additional zip code to your profile. RTV requests that you do not submit second zip codes that are within the same metro area. Additional zip codes will be added at the discretion of RTV and may be removed if deemed necessary by the Tour Track team.

Add a company logo to your profile by clicking the Choose File button near the middle of the screen. If you use this feature, choosing an image with your phone number, website, and email address will be to your advantage if you ever use the “Provided By” option on your personal virtual tours.

Managing Tour Track Opportunities in the RTV System

When the Tour Track team receives an order they will review your work and determine if you are eligible for shooting that order based on your round-trip drive distance, equipment, and capabilities listed under your Tour Track profile. The number of miles you’re willing to travel before charging for mileage and your level of communication are important factors that RTV takes into consideration. When you have been chosen for the job by the Account Manager of that account, the job will be dispatched to you via an email with the subject line “You have a new Tour Track dispatch!” from the Tour Track system that lists the basic requirements and instructions for the order.

Here are the steps to every Tour Track order:

1. Receiving the order email
2. Review the order instructions
3. Determine if you’re willing to travel to the location for the payout. If not, request mileage, or other reimbursements*
4. Ask any questions
5. Accept or Reject the order
6. Contact the location for scheduling
7. Mark the order scheduled
8. Shoot the property
9. Upload your files to RTV or Dropbox

*NOTE: RTV will always choose the most qualified and economical candidate for each job.

Step 1: Your Tour Track Order Email

When a Tour Track order is dispatched, your email will look like this:

Beth Nixon <beth-tt@realtourvision.com>
to me ▾

1:58 PM (3 minutes ago) ☆ ↶ ⋮

Hello Elizabeth ,

RTV has an order for a property in your area. We would like to give you the opportunity to accept the following order: **26225**.

If you would like to accept the order, log into Fusion and find the order in the "Orders>View RTV Orders" section and click the accept button. You can find detailed instructions on how to accept an order, and use Fusion, in the Tour Track Guidelines – the link is located in the resource section below.

If you would like to reject the order, please do so as soon as possible by logging in to Fusion and finding the order in the "Orders>View RTV Orders" and then click the reject button. You may also reply to this email or call Tour Track to reject the order.

Visit <https://manage.realtourvision.com> to log in to Fusion.

Order Overview

City: Traverse City

State: Michigan

Zip Code: 49686

Package: 1

Caption: Hotel Package A

Minimum Panos: 0

Minimum Stills: 30

continued on the next page.....

Compensation Information

Payout: \$ 250

This payout total does not include mileage or travel reimbursement. If you would like mileage added to this payout, please make a request before accepting the order.

RTV will process a direct deposit payment to you Net-15 after the order has been approved by the RTV processing team. Payment will be to the company name that is listed on your W9 (or W-8). You must have a valid W-9 (or W-8) on file to receive payment. Please reach out to rtvadmin@realtourvision.com with any questions about payments.

You can find tax and direct deposit forms here:

<https://www.realtourvision.com/tour-track-info-orientation.html>

Resources

Tour Track Guidelines

<https://www.realtourvision.com/wp-content/uploads/2019/01/Tour-Track-Guidelines-2019.pdf>

Orientation page

<https://www.realtourvision.com/tour-track-info-orientation.html>

Contact us

Tour Track

TourTrack@RealTourVision.com

866-947-8687 Option 4

RTV Admin

RTVAdmin@RealTourVision.com

231-947-3764

Support Team

Support@RealTourVision.com

231-947-3760

When you scroll down through the order details you will see the option to log into your RTV account for further details and information.

Step 2: Review the New Order

Once you've logged into your RTV system, hover over the "Orders" button on the menu bar and then click on "View RTV Orders". Click on the order number to enter the order and review the details and instructions.

Welcome Elizabeth Nixon!

Dashboard Orders Projects Users Reports Settings Help

View All Orders
View RTV Orders
Create New Order

Create New Order

All All Orders Page 1 of 7 Next

Order ID / Address	Amount	Status	Order Date	Actions
#98836 - Beth - New T... Tour Track 1844 Oak Hollow Drive Traverse City, Alabama, 49686 United States	\$175	New	01/12/2022	Accept Reject View
#18615 - MI548-Comfor... Tour Track 831-B West Main St Gaylord, Michigan, 49735 United States		Scheduled	12/21/2021	Schedule Upload RAWs Complete View
#15357 - MI534 - Rode... Tour Track 4855 28th St SE Grand Rapids, Michigan, 49512 United States	\$325	Needs Scheduled	11/22/2021	Schedule Upload RAWs View
#37190 - 3 Red Roof Tour Track 24300 Sinacola Ct. Farmington Hills, Michigan, 48335 United States	\$450	Needs Scheduled	11/19/2021	Schedule Upload RAWs View
#90517 - Westown at W... Tour Track 217 Westown Drive NW Grand Rapids, Michigan, 49534 United States	\$500	Complete	11/03/2021	View
#21481 - Bavarian Inn... Tour Track One Covered Bridge Lane Frankenmuth, Michigan, 48734 United States	\$690	Complete	09/27/2021	View

Order specific details and instructions page:

The screenshot shows the 'Order 98836 - Details' page. On the left, a sidebar contains the order title 'Beth - New Test Order', address '1844 Oak Hollow Drive, Traverse City, AL 49686', a 'New' status, 'Order Date: 01/12/2022', and buttons for 'Accept Order' and 'Reject Order'. Below this is an 'Order' menu with 'Details', 'Instructions', and 'Messages' options. The main content area is titled 'Details' and shows the property address '1844 Oak Hollow Drive, Traverse City, AL, 49686', the account manager 'Tour Track' with email 'TourTrack@realtourvison.com', and the order status 'New'. A status modification record is shown: 'Status Modified Date: 1-12-2022 2:58 pm'. At the bottom, there are sections for 'Instructions' and 'Specifications', with the latter listing 'Apartment Pro-Touch Digital Marketing Package - 15 Stills' and 'Min/Max Stills: 15/15'. A 'View Package Details' link is also present.

Beth - New Test Order
Order #98836
1844 Oak Hollow Drive, Traverse City, AL 49686

New

Order Date: 01/12/2022 Status: ?

Accept Order

Reject Order

Order

- Details
- Instructions
- Messages

Details

1844 Oak Hollow Drive
Traverse City, AL, 49686
Property Address

Tour Track
TourTrack@realtourvison.com
Account Manager

Order Status: New Status Modified Date: 1-12-2022 2:58 pm

Instructions

Specifications

Apartment Pro-Touch Digital Marketing Package - 15 Stills	Min/Max Stills:	15/15
---	-----------------	-------

[View Package Details](#)

Annotations:

- Blue arrow from '1844 Oak Hollow Drive' to 'The address of the job will be here'
- Blue arrow from 'Tour Track' to 'RTV Account Manager associated with the Order'
- Blue arrow from 'Instructions' to 'Click the Instructions Button to view photography Order Instructions'
- Blue arrow from 'Messages' to 'Contact RTV Account Manager by using the Messages Section'
- Blue arrow from 'Specifications' to 'Here is where you will find the package requirements for the order.'

continued on the next page....

Order Instructions Area (MUST be reviewed BEFORE accepting a photography order): It is CRUCIAL that you review each document and hyperlink thoroughly, each time you accept an order.

Please note: instructions can change without notice and you will be held responsible for understanding them and complying with them. Always review instructions one more time, immediately before your shoot.

The screenshot shows a web interface with several sections. A callout box with the text "Instruction links for the photography order can be found here" has three arrows pointing to the following elements:

- The word "here" in the text "Instructions for this account can be found here".
- The text "Sign Off Sheet".
- The text "Preparation Instructions".

Below this section is an "Attachments" section containing a document icon labeled "PhotographySho". A callout box with the text "Order Attachments will be found here" has an arrow pointing to this icon.

Below the attachments is an "Order Details" section with a table:

Apartment Pro-Touch Digital Marketing Package - 15 Stills	\$175.00
Total	\$175.00

A callout box with the text "The photography package and payout will show here" has two arrows pointing to the "Apartment Pro-Touch Digital Marketing Package - 15 Stills" row and the "Total" row of the table.

Step 3: Requesting Mileage or Additional Payouts and Asking Questions

If, after you've read your order instructions, you have any questions or concerns, please reach out and resolve them BEFORE accepting the order.

If you want to request mileage for completing a Tour Track order, you must request it BEFORE accepting the order. *Due to the complexity of all of our current contracts, this is imperative.* Different clients have different contractual agreements on how travel expenses are paid. We must have the ability to inform our clients of an additional cost before the order is proceeded with.

If there is any other type of payout that you want to request, make sure to inform us before accepting the order. Acceptable additional payouts include but are not limited to tolls, and ferry fees.

The best way to make these requests is **to send a message within the order**. Please see the paragraph below regarding **How to Use the Message Section**.

RTV pays the federal standard rate per mile beyond your RTV "Round Trip Distance". You may change your Round Trip Distance at any time by contacting tourtrack@realtourvision.com. Keep in mind that RTV will always choose the most qualified and economical candidate for our corporate jobs.

Please note: RTV will not pay for mileage when a photographer is granted and accepts a photography initiative of **six or more locations at one time**.

How to Use the Messages Section

This is one of the most important parts of the Tour Track process. The messages section allows you to communicate directly with the account manager on every order. This will act as a record of all communication about the order, any issues you have with the contact, problems with scheduling, etc. It is where you will inform us of any correspondence between you and the property contact. These updates are crucial to us when a corporate contact requests the status or has questions about an order.

The message system is linked to your profile email address and will send direct emails out of Tour Track when you are commented on. Your messages are sent via email to our Tour Track email where the account managers will address it as needed.

If we message you in an order and you reply to the email that the RTV system sends you– *and not through the Tour Track message section* – that text will not appear in the order. **If due to unforeseen circumstances you are unable to log into the RTV system to comment within the order, we will gladly accept your updates via phone and email. We will then copy and paste your email into the Messages Section on your behalf.** This will result in another email to you so you have confirmation that the information was added to the order.

To navigate to the messages section of an order you must: log into the RTV system> click on Orders in the top, dark blue navigation bar> find the order you want to update> click on the order number> and click on Messages which will appear on the bottom left panel/box.

RTV REAL TOUR VISION

Dashboard Orders Projects Users Reports Settings

Orders #18615 - MI548-Comfort Inn & Suites... Order 18615 - Messa

MI548-Comfort Inn & Suites/MI551-MainStay Suites
Order #18615
831-B West Main St, Gaylord, MI 49735

Scheduled

Order Date: 12/21/2021 Status:
Order Scheduled Date: 01/12/2022

Assign Photographer
Mark Photography Complete
Reschedule Order

Order

Details
Instructions
Messages
Upload Images / RAWs

Messages

Photographer Messages

12/28/2021 15:59:24

Thanks, Beth! I just received the property details from Choice Hotels and added them to the attachments section for you.
Becca Smart

12/24/2021 09:02:15

Tentatively scheduled for 1/12/22 at noon, but Collin is going to check to make sure that will work with his upper management.
Elizabeth Nixon

Write your comment...

Send

We are notified on your message via an email to our Tour Track email and can respond to you within the order as well. This response will trigger the RTV system to send you an email notification of the message to the email you used when setting up your account. Communication is ESSENTIAL! We prefer that you use the message section within an order, but more important is that we are updated regularly regarding the status of an order. If you cannot log into the RTV system and send a message you should email us at tourtrack@realtourvision.com

It is best if all communication regarding an order happens WITHIN the messages section of the order.

Step 4: Accept or Reject the Order

Once you are ready to accept or reject the order. You can do this step either in the Orders Section or Inside the New Photography Order.

RTV REAL TOUR VISION

Welcome Elizabeth Nixon!

Dashboard **Orders** Projects Users Reports Settings Help

Orders

Create New Order

All Only RTV Orders 10/ Page Page 1 of 7 Next

Order ID / Address	Amount	User	Photographer	Status	Order Date	Actions
#98836 - Beth - New T... Tour Track 1844 Oak Hollow Drive Traverse City, Alabama, 49688 United States	\$175	John Smith 123-456-789 testorder@realto...	eNixon Photography Elizabeth Nixon 517-930-3078 enixonphotograph...	New	01/12/2022	Accept Reject View

You can accept/reject the photography order in the Orders Section

RTV REAL TOUR VISION

Welcome Elizabeth Nixon!

Dashboard **Orders** Projects Users Reports Settings Help

Orders #98836 - Beth - New Test Order Order 98836 - Details

Beth - New Test Order
Order #98836
1844 Oak Hollow Drive, Traverse City, AL 49686

New

Order Date: 01/12/2022 Status: 🔔

Accept Order

Reject Order

Order

Details
Instructions
Messages

Details

1844 Oak Hollow Drive
Traverse City, AL, 49686
Property Address

Tour Track
TourTrack@realtourvision.com
Account Manager

Order Information

Order Status: New Status Modified Date: 1-12-2022 2:58 pm

Last Modified Date: Scheduled

Is Real Estate & For Sale

1/27/22

You can also accept/reject the photography order here inside the order

When you click on “Accept Order” you are agreeing to RTV’s Photography Terms and Conditions.

Step 5: Working with Location Contacts to Schedule

The screenshot shows the RTV Real Tour Vision web application. The top navigation bar includes 'Dashboard', 'Orders', 'Projects', 'Users', 'Reports', 'Settings', and 'Help'. A sidebar on the left contains 'Needs Scheduled' and 'Schedule Order' buttons. The main content area displays 'Details' for the order, including property address, location contact information for John Smith, and account manager information for Tour Track. A blue callout box with an arrow pointing to the location contact information contains the text: 'After accepting the photography order a location contact will appear in the order. Please reach out to the contact within 24 hours to schedule the photography shoot.'

After accepting a Tour Track Order, the property or location contact information will be available to you inside the photography order. Depending on the type of order, this contact may be a homeowner, a business owner, a general manager, or a property manager. In some cases, these orders have been placed by their corporation and the location may not be aware that a photography order has been placed. If this occurs, please reach out to the RTV account manager via the order message sections immediately. (See the table of contents to find the instructions regarding how to use the messages section within the order.)

When you accept a Tour Track order, you will be representing RTV and *not your individual business*. Location contacts will become very confused if they are waiting for a call from RTV, but get a phone call from John & Jane Photo, LLC. In some cases, RTV's clients require that we "white label" our services and you will be required to speak and present yourself as a representative of that company. Read the order instructions carefully and know ahead of time how you should represent yourself for each order.

Once you have the contact info and know how you should introduce yourself, you are expected to reach out to the property contact to work on scheduling their shoot within 24 hours of accepting the order. Once you have called the location, please follow up with an email to them. **Be sure to leave a message in the order every time you reach out, call, or email the contact. It is important to note the time and date**

as well as whom you spoke with and if you left a message. Keeping RTV up to date on this kind of information allows for us to respond quickly and efficiently when a corporate contact reaches out to us with questions regarding their order's progress.

RTV typically leaves scheduling Tour Track orders up to the photographer; however, if you have reached out to the contact at least **two** times without receiving a response, we ask that you let us step in and help schedule the shoot for you. **RTV does not compensate photographers for extensive scheduling or communication attempts.** Please make your request for us to take over from within the Messages Section of the order.

Sometimes the hotel owners will place orders with RTV in advance of a renovation being completed. If this is the case, go over the anticipated timeline of the renovation schedule with the contact then notify RTV of any important communication between yourself and the property contacts by using the Messages Section of the order.

Occasionally a shoot needs to get broken into two sessions, if that is the case please advise the account manager. You may need to deliver the images from the first part of the shoot before you return to complete the balance of the shoot.

Step 6: Marking the Order Scheduled

The screenshot shows the RTV Tour Track web application. The top navigation bar includes 'Dashboard', 'Orders', 'Projects', 'Users', 'Reports', 'Settings', and 'Help'. The main content area is titled 'Details' for 'Order 98836 - Details'. On the left, there's a sidebar with 'Needs Scheduled' and 'Order' sections. The 'Order' section has a 'Schedule Order' button. A calendar modal is open, showing the date 12th of January 2022. A 'Schedule' button is visible at the bottom of the calendar. Two callout boxes provide instructions: '#1. After you have confirmed a date/time with the contact please enter the scheduled date/time for the photography shoot by clicking the "Shedule Order" button' and '#2. After the date and time of the shoot have been entered, please click here'.

When an appointment date is chosen, enter **the date and time** in the Tour Track order by clicking on the “Schedule Order” button – (if you have to reschedule you can go back to this button and change the date). You will then need to follow up by sending an email to the client with any preparation instructions and the scheduled date and time of the appointment along with your contact information.

It is very important to put your Tour Track orders into scheduled status once you have agreed upon a date and time with the location contact. Not only does this send out an automated email to RTV and the location where the order is scheduled, but it also allows RTV to run accurate reports based on the status of any order.

Step 7: While On-Site

Please keep in mind that you are representing RTV while shooting a Tour Track order. Just as we ask the locations to be prepared and presentable we ask you to be prepared and presentable as well. Have a copy of all image standards and the sign-off sheet printed and with you when you arrive.

Be familiar with the image standards and the shot list for that job. Be clean and dressed professionally. You should not bring anyone who is not a part of your photography team to a shoot.

To ensure efficient communication and to minimize liability for all parties involved, any communications with Tour Track clients must only be for the purpose of fulfilling their Tour Track order and should be made on behalf of RTV, or a national account (when applicable) and not on behalf of yourself or your photography company. All conversations with the location contacts should be professional. Conversation that includes profanity, harassment, racial stereotypes, controversial politics, or any other type of offensive language is unacceptable. Failure to comply with this requirement will result in your removal from the Tour Track system and potential legal action. Please contact us if you have any questions. If you are harassed, feel threatened, or are being spoken to in an unacceptable manner while on site, leave the location immediately without confrontation and call RTV.

If you are on-site and the property contact asks you to shoot more photos, video, or panoramas than what the order requires, you need to have them reach out to RTV while on-site. Please do not discuss options or pricing with the client, but refer them to RTV. **If you are unable to reach someone at RTV and you'd like to accommodate the client's request, please shoot the additional images, send an email to tourtrack@realtourvision.com explaining the situation, and tell your contact at the property that they will receive a call from RTV to go over the pricing and payment options for the additional images. If a client requests images to be photoshopped, please have them discuss their concerns with RTV, there will be an additional cost.** RTV will not approve the order or release all of the images to the client until the additional payment is received. When those arrangements are made, the payout to the photographer will increase accordingly if the client decides to pay for the additional photos. There is no guarantee that you will receive payment for your extra work in these situations.

In general, RTV recommends that all photographers overshoot and deliver an additional 10-15% per order to provide angle options and avoid having the client request return trips for unsatisfactory images/angles.

When you first arrive for your shoot, YOU MUST inspect all the areas you will be shooting to be sure they are ready. If the property does not appear properly prepped for their shoot, you must review the property preparation document for their order with them. If a property preparation document is not provided then proceed with shooting the property if your location contact feels it is image ready. (Please note: ALL hotel orders should have prep docs, look carefully.) If after reviewing the prep doc with your location contact, you both agree that there are areas that need additional attention, please do your best to complete the job by shooting areas that ARE ready while other areas are being addressed by the onsite contact and/or staff. For example, you can shoot the exterior and vending area while bed covers are getting ironed or tucked in. If there are multiple areas not ready for your shoot and the time to correct them would result in an unreasonable wait time on your part, you must take quick snapshots with your camera or phone to document these areas and email them to RTV. You are then free to leave the property and a rescheduling fee will be charged to the client and you will be compensated for your time before you are asked to return.

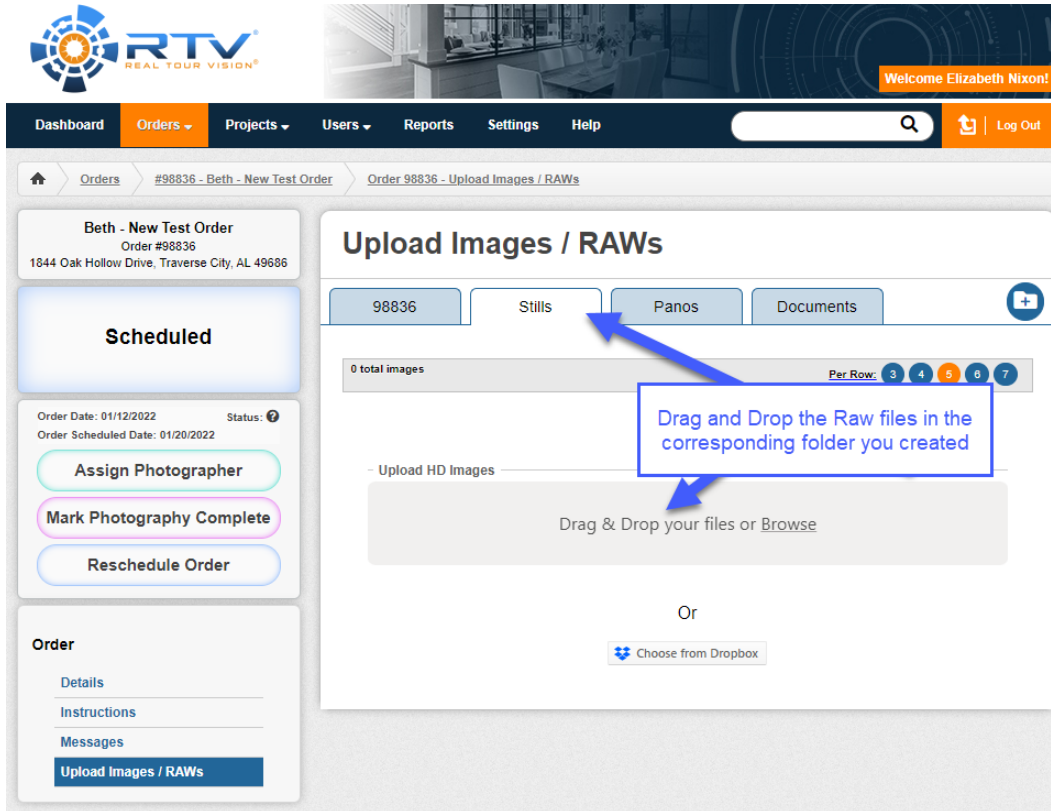
Weather Related Rescheduling

If you and/or the location decide to reschedule due to bad weather, no rescheduling fee will apply. You must notify RTV right away in the messages section. **Please note: RTV provides a blue sky replacement if needed on a cloudy or misty day. Weather-related rescheduling should only occur when the weather is expected to be heavy rain, snow, or wind all day.**

Step 8: Uploading Images to RTV

All images must be bracketed per the order instructions and uploaded to us in RAW file format. RAW files can be uploaded into the photography order in the “Upload Images/Raws section of the order. You can create a folder for all stills, another folder for all panoramas and a third folder for the sign-off sheet.

The screenshot displays the RTV web application interface. The top navigation bar includes 'Dashboard', 'Orders', 'Projects', 'Users', 'Reports', 'Settings', and 'Help'. The main content area is titled 'Upload Images / RAWs' for order #98836. On the left sidebar, there is a 'Scheduled' status indicator and buttons for 'Assign Photographer', 'Mark Photography Complete', and 'Reschedule Order'. The main area features a 'Create new folder' dialog box with a 'Folder name' input field and 'Commonly used folders' options: 'docs', 'panos', and 'stills'. A callout box with a blue border and arrow points to a plus icon in the top right corner of the upload area, containing the text: 'You can create folders for all stills, panoramas, and documents here'. Below the dialog, there is a '0 total images' status and a 'Per Row' selector with options 3, 4, 5, 6, and 7. The main upload area is labeled 'Upload HD Images' and contains a large grey box with the text 'Drag & Drop your files or Browse'. At the bottom, there is an 'Or' separator and a 'Choose from Dropbox' button.



When you upload files in this manner you are uploading to RTV’s Chicago-based servers directly. The uploaded files will sync to RTV’s Dropbox Account. Photographers located further away are encouraged to upload directly to their personal Dropbox account for a faster upload alternative.

If you have your own personal Dropbox Account share the folder with: processing@realtourvision.com

Please name the folder the “Order Number” Only

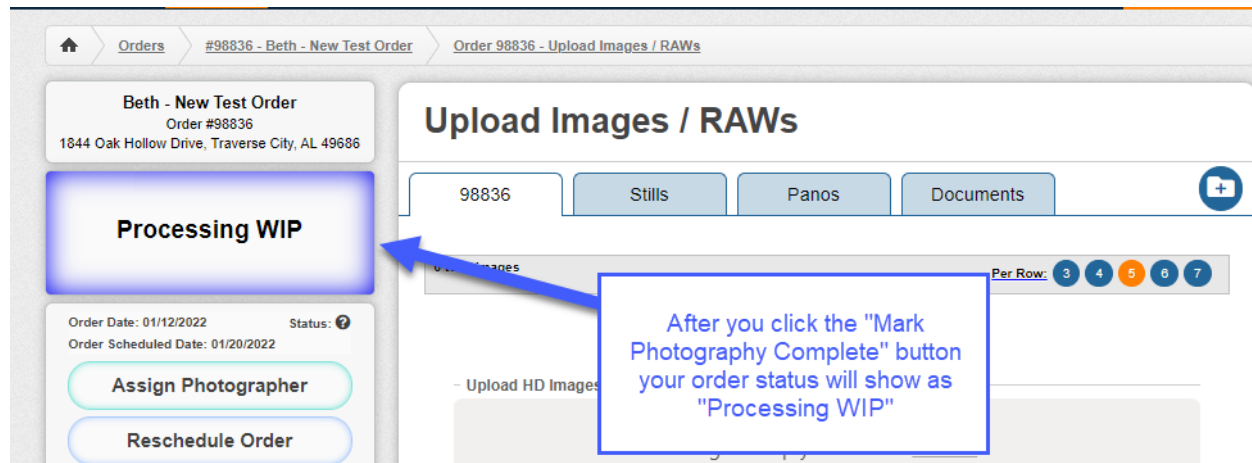
If you have a slow internet connection, you can also send a (USB, CF Card, SD Card, External Drive) to RTV. Once RTV receives and downloads the files RTV will send the images back to you via USPS and update you with tracking information. If sending via mail please send to:

RTV, Inc
% : Processing
1844 Oak Hollow Drive, STE A
Traverse City, MI 49686

Please refer to the table of contents and review the pay-out reduction chart for the expected upload timeframe as well as the pay-out deductions incurred for late uploads.

It is important to click the “Mark Photography Complete” button after you have uploaded all the files from the shoot. This will notify RTV’s processing department that the files have been uploaded and the order is ready for RTV to edit.

Take a moment to verify that the order now shows “Processing WIP” as the order of the status.



If you don’t click the “Mark Photography Complete" button RTV will not be notified that the order has been uploaded. If you are having any trouble getting the order to complete or show as “Processing WIP”, please message the Account Manager within the order or email tourtrack@realtourvision.com for assistance.

After you have marked the order complete, you may not be completely done with the order. You may still receive comments or emails from the Tour Track team requesting additional images or information about the shoot. Finally, there is always a small possibility that you will need to return to reshoot part or all of the property. Please keep an eye on your email for any requests the Tour Track team may have.

Rules and Guidelines for Image Quality and Style

All images submitted to RTV should be professional-quality photography. While RTV does respect individual photographers’ artistic license, we are required to meet the standards and guidelines of our corporate clients. Those guidelines are supplied to you through links listed in the order information and instructions.

All images must be shot at the highest camera resolution setting. They should be crisp, focused images with no focus falloff at the image edges. Images should not be noisy, grainy, or speckled – this typically happens in low-light situations, with higher ISO settings, or with a dirty lens. Horizon lines should almost always be parallel to the top and bottom edges of the frame.

All images should be shot with cameras mounted on tripods. Cameras should be positioned near where a customer would realistically experience the space, and at a height that showcases the features of the room with interest, usually between 4' and 5' off the ground to dramatize the perspective from traditional "eye level". Use of flash is **prohibited** at this time on Tour Track orders, unless otherwise specified.

Remote triggers or a 2-second timer is required to assist you with shooting bracketed images and avoid camera shifting.

Stitching errors in panoramas are not acceptable. If RTV is unable to stitch your images into error-free panoramas, you will be responsible for reshooting them. Before your shoot be sure you check and double-check your nodal point if you are shooting with an adjustable Panohead. Shooting off your nodal point will make it nearly impossible to successfully stitch your photos. Contact RTV Support if you have nodal point questions.

Please follow all shooting instructions and style guides to help avoid any unnecessary retouching, reshooting, or pay reduction.

Payout Schedule and Options

You will receive an automated email from RTV when an order is delivered to our client. RTV will process payment on a Net 15 basis after the order has been delivered to the client. This allows sufficient time for the client to review and approve their images. Payments are made by Deluxe checks and will be sent out to your company name and email unless otherwise specified.

Deluxe e-check offers an easier way to deposit checks with high-security anti-fraud protection through email, you can either print out or scan your check on your bank app or take it to your bank provider.

Before ANYONE can receive payment, RTV must also have a W9 or a W8 on file. Photographers in the USA must download and return the [W9 here](#). Photographers residing outside of the USA must download and return the [W8 here](#).

You may also choose to be paid in the form of RTV Project Credits. If Project Credits are your preferred method of payment for any specific order, you must request that before completing the order.

RTV reserves the right to cancel any order dispatched at any time for any reason, including but not limited to a lack of photographer communication either to the client or to RTV, failure to provide information regarding the order, failure to supply images that meet order specifications, *or if there is a delay in delivering the images greater than 5 business days from the shoot date.* **In the event of a photographer's failure to perform that results in a cancellation, RTV will have no obligation to issue compensation for the order.**

Payouts cannot occur if we have outdated information. Anytime you move to a new address you must fill out a new W9 for our administrative department to ensure you can be paid. RTV has your

information in three places: [Your RTV system](#), Accounting, and our CRM. All three must manually be kept in sync by RTV. Be sure to email us anytime your information changes.

Payout Reductions

A failure to follow order instructions or upload instructions results in additional administrative and/or processing time and will, therefore, result in penalty fees being deducted from your order payouts. If you fail to follow instructions found within the order, you will usually be asked to make corrections before any penalty fees are deducted from your payout. A prompt response (within 24 hours) will be required to avoid payout reductions.

If you are missing images, you will likely be asked to return to complete the job. Refusal or inability to return to the location and complete the job may result in complete or partial loss of payout so that we can hire another photographer to finish the job.

If RTV feels that the client's needs and expectations can still be met without the full number of stills and/or panoramas their package calls for, you may not be asked to return to the location. Photographers are required to provide AT LEAST the number of images ordered within a package or the order payout WILL be decreased accordingly per image.

An example of how we will determine payout reductions for missing imagery is as follows: The payout on a small hotel order is \$250 for a minimum of 30 stills. That means the payout on each still is \$8.33. If you are short 3 images on a job like this, you may be asked to return to the location for the missing imagery or we may deduct your payout by \$24.99. Again, this decision lies solely with RTV.

RTV recommends that all photographers overshoot and deliver an additional 10-15% per order to provide angle options and avoid having the client request return trips for unsatisfactory images/angles.

The decision regarding a return to the location or to deduct your payout will be based on whether we feel that we can meet the client's needs with the images provided and will be at the discretion of RTV.

If your images are unacceptable due to image quality or composition: You will have to reshoot or forfeit the entire payout.

If the file structure is incorrect for Raw file uploads: You will be asked to re-upload or a \$10 administrative fee will be deducted from your payout.

Missing or incomplete sign-off sheets: \$25 will be deducted from your pay-out

If you fail to deliver the images within 72 business hours after a shoot – OR within the timeline stated in the order: \$25 will be subtracted from the payout after 72 business hours and an additional \$25 will be deducted for every subsequent 48 business hours of non-delivery. Orders are subject to full cancellation without payout after five days.

Here is that same information in a chart you may choose to print for easy reference:

Situation	Pay-out reduction
Missing images	The % each image is worth within the package.
Unacceptable images	You will have to reshoot or forfeit the entire pay-out
Uploaded with incorrect file structure	Re-upload or pay-out is deducted \$10
Missing or incomplete sign-off sheet	\$25
Failure to deliver images within 72 hours of the shoot	\$25 after 72 hours and \$25 for each subsequent 48 hours after that

Please note: we DO NOT want to assess penalties on our photographers but we must have complete, well-shot orders uploaded to us in a timely manner. If there is an emergency or unforeseen event that prevents you from uploading a job to us in the allotted time, please reach out to us immediately via the messages sections of the order or by calling us at 866-947-8687.

Reshoot Policy

Reshoots are required when RTV, the location or property contact, or the corporate entity rejects the submitted photographs, panoramas, or video. There are two typical reasons for a reshoot to be required. The first is that the photographer chose unflattering angles or used camera settings that created poor image quality. In that case, the policy that RTV enforces for reshoots of any Tour Track order is as follows, the photographer that was originally assigned to and photographed the property will be given the opportunity to reshoot the property at no additional cost to RTV. If the photographer chooses to not complete the reshoot, they forfeit the original payout including any requested mileage. If the photographer chooses to shoot the property a second time, the images they submit must be accepted and approved by all parties before a payout will be made. If the images are rejected a second time, the photographer will not receive a third attempt to photograph the property and will not receive a payout for the order.

The second reason that a corporate entity may reject images is if the property doesn't meet the corporate image standards. In this case, both the property and the photographer are partially at fault, since the property wasn't staged to image standards and the photographer either didn't notice or didn't point out the concerns to the location contact. In these cases, RTV will work with the corporate entity as well as the photographer to determine if any additional payout will be given to the photographer for the reshoot. Please note that having a completed and signed sign-off sheet will be critical in this decision.

Solicitation

Our corporate contracts all state that the property contacts are not allowed to solicit you or your business, and transversely, you are not allowed to solicit them for additional work on behalf of yourself or your business. If the property contact would like to have additional shoots done at other properties,

we kindly ask that you refer them to the sales department at RTV. If RTV discovers any photographer soliciting business from a national account, that photographer will no longer be eligible for participation in the Tour Track program.