

Listing Manager FAQ

Listing Maintenance

Q: How do I add a new listing?

A: You can either click on the link from the Home Page under Find a Listing, or go to Tools, then Listing Manager, and then Listing Maintenance and click on Enter New Listing.

Q: A previous listing of mine is back on the market. Is there a way to copy the old information?

A: You can go to Listing Maintenance and type in the ML# you wish to copy and click the Copy button, or pull up the listing in a search, hover over the I bubble and slide to the Edit icon.

Note: This does not copy 100% of the fields, only approximately 80%. Per business rules, not all fields copy, i.e. PID, Directions, Remarks, etc., fields associated with immediate fines.

Q: The placement of my listing is not correct on the map. How do I fix this?

A: Pull up the listing in Listing Maintenance. Click on the Map Property button. This will allow you to change the location of your listing on the map.

Q: The County hasn't assigned a PID yet. Can I still enter my listing?

A: Yes, you will not be able to auto-pop the tax record at this time. Manually enter the information into the listing. You can auto-pop the listing later when the county has assigned a PID.

Q: The County has assigned a PID but our tax vendor does not have the record yet. Can I still enter my listing?

A: Yes you can enter the listing, but you won't be able to auto-pop the listing at this time. Use the PID from the County and manually enter the remaining information. Once the tax vendor has updated their records you can auto-pop your listing at that time.

Q: When I entered the property, a PID had not yet been assigned by the county. Is there a way for me to go back and auto-pop the listing now?

A: Yes. Bring the listing up in Listing Maintenance. Click on the Tax Auto-pop button. This will bring up the dialog box where you to select the county the listing is in and enter in the property information. Click Ok. Select the correct property, put a check in the box and click the Populate button in the bottom left-hand corner of the box.

Q: I need to select more than one value in a pick box. How do I do that?

A: You no longer need to hold down the Control key while selecting more than one value in a pick box. Just click on the values you wish to select and they will be highlighted.

Q: I have a listing outside of our MLS Area. How do I enter it?

A: If the property is not part of the ACTRIS Area (Bastrop, Bell, Blanco, Burnet, Caldwell, Comal, Fayette, Gillespie, Gonzales, Hays, Lee, Llano, Milam, Travis, or Williamson Counties), enter Area OT, County Other, City Other and School District Other. For each of these fields, manually type in the information for that field.

Q: I have a listing that is near a MLS Area Boundary line. Can I put it in more than one Area? Can I put it in the other Area because it is more desirable?

A: No. Listings can only go in the correct Area. The Boundary Lines are very specific. Most Boundaries follow major roads, zip codes, school district lines or county lines. The property will fall on one specific side or the other of the boundary line.

Q: I'm not sure exactly what kind of property this is. How can I find out?

A: Check the County Tax records for the current Land Use Code (in the Land Characteristics). This determines the correct Category and Property Type the property may be entered in. For example, if the tax records display Single Family Residence, the listing must be entered into Residential but not be entered in the Multi-Family category.

Q: Can I auto-pop a listing that is outside of the ACTRIS coverage area?

A: No, you can not auto-pop a listing that is out of the area, but you still need to enter the correct PID and tax information into the listing. On the Sidebar of MLXchange is a link for a site for all the counties in Texas, to assist in finding the tax information.

Q: I have a mobile home that I need to list for sale. Is this allowed in the MLS?

A: A personal property mobile home for sale may not be listed in the ACTRIS. The land must convey with the mobile home for it to be considered real estate property. If the listing is for the mobile home and land, it may be listed.

Q: I have a property that is in a condominium regime but does not have attached walls. How do I enter this into the MLS?

A: If the property looks like a house, then the Property Type field is House. Under the Ownership Type field select Common since there is shared ownership for the property.

Q: What is allowed in the PID field?

A: Only the correct PID (Parcel Identification Number) assigned by the county may be entered in the PID field. If the county has not assigned a PID, the physical Address of the property may be used until one is assigned. Once the county assigns a PID, the listing needs to be updated with this information.

Q: My seller wants to sell several parcels together. How do I do this?

A: To sell several properties as a package, use the PID of the largest piece of property and include all Legal Descriptions. Lot size and/or acreage and taxes need to be manually changed to reflect the whole package lot size.

Q: Why are there asterisks (*) or characters (⌘) in certain fields?

A: An * (asterisk) or ⌘ (character) means the field was auto-popped from the Tax record. If the information in the field is modified from the tax record, the * or ⌘ will not be displayed.

Q: I'm not sure if I spelled a word correctly in the Agent Remarks field. Is there a way to check spelling?

A: In the Directions, Agent Remarks and Internet Remarks, click on the Speller Checker box to the right of the text box. This will run Spell Check through the box and look for misspelled words.

Q: Why do I have to enter Square Footage?

A: Square Footage is a required field. If the listing is auto-popped from Tax, the SQFT Source will say "Tax Record". If the SQFT is changed, the member must change the SQFT Source to the appropriate choice. (i.e. Appraiser, Owner, See Agent, etc.)

Q: The County has the Square Footage wrong. Can I change this?

A: Yes. If the County's site displays the incorrect information for the SQFT, you can manually change it. You will be required to change the SQFT Source to a value other than Tax Record, example: agent, etc. Instruct the Owner of the property to contact the county appraisal district to correct the information on the county's site.

Q: I have a large parcel of land. Under what category should this property be listed?

A: Agents can determine the best category for their listing. Smaller parcels should be listed in LOT and larger parcels should be listed in FRM, but there is not a specific dividing line. Agents searching for parcels around +/- 10 acres will need to search both LOT and FRM property types.

Q: Why must I enter directions to the property? They're accessible on a map.

A: Directions are a required field. All listings must contain complete and correct directions to the property. It is prohibited to enter "Call Agent", "See Map", telephone numbers, email address or Web site addresses in this field.

Q: The owner wants all appointments to view their property to go through my Assistant. Where can I add their information?

A: Contact information may be placed in the Agent Remarks of a listing. This could include an assistant's/owner's name, phone number or email address. No codes are allowed, this includes security codes, gate codes, etc. A licensed, non-member's contact information is not allowed. Contact information for an authorized (registered) Assistant is allowed.

Q: Can I enter the security system code into the MLS for other agents?

A: For issues of safety and liability, combination, gate and security codes may not be included in any listing. Even at the homeowner request, never include combinations for lockboxes, security gates, or security systems in the listing. There is a Security Code Attachment you can create and attach to the listing for other agents to be able to view the security information without the code being in the listing.

Q: What else is not allowed in the Remarks sections?

A: Remarks of a belittling nature, decry, reduce in rank or esteem are not allowed. Note: While there is no fine for entering "*Do not show after 3:30, child alone*" or other such comments, please consider safety and liability.

Q: If you can view the water from the front of the house, can I list it as Waterfront?

A: For a property to be considered Waterfront, a piece or portion of the property must end at the body of water. This does not mean across the street, or have neighborhood access to a body of water. If a neighborhood has access to a body of water, you can label it Water Access.

Q: There is a pool down the road from the property. Can I list it as having a pool on it?

A: A pool must be on the premises to be considered on the property. This does not include a community pool available to the neighborhood. Enter this type of pool under Area Amenities.

Q: We didn't get the final signature on the contract until today but my seller wants the date on the listing to be 3 days ago. Is this allowed?

A: Yes. The Listing Date needs to be the date on the contract. The List Date may be back-dated up to 10 days.

Q: The owner of the property doesn't want their name in the listing. What do I do instead?

A: If the Owner of the property wishes to have their name withheld in the listing, the Listing Agent must have written documentation from the Owner on file in their office. The Listing Agent will enter Withheld in the Owner Name field.

Q: The owner of the property doesn't want their phone number in the listing. What do I do?

A: If the property owner wants to withhold their phone number, the Listing Agent shall enter all zeros in place of the phone number. The Listing Agent must have written documentation from the Owner on file in their office. The Listing Agent may not substitute their phone number in its place. The Listing Agent's phone number is already displayed.

Q: What is allowed in the Internet Remarks?

A: Only a physical written description of the property shall be entered in the Internet Remarks section. Any name, phone number, branded photos, any Web site or Web address, etc. is prohibited due to violation of IDX policies. Home Builder name is permitted, as it describes the property. Photo descriptions are limited to descriptive narrative that describes the photo and/or property. IDX Virtual Tours cannot display any name, phone number, Agent/Broker/Office branding or web addresses since this information is displayed on IDX sites.

Q: Can I list my own property?

A: Yes. If the Listing Agent is the owner of the property, or is related to the owner living in the property, the Listing Agent must disclose this information as Owner/Agent. If the Owner has a license, this must be disclosed as well.

Q: My cousin wants me to list their property. Do I have to disclose this relationship?

A: Yes. You need to disclose there is a Familial relationship between you and the owner of the property.

Q: My new listing has been in the MLS before. Can I copy the old listing?

A: Click on the Copy ML# button and it will copy approximately 80% of the listing information and display the old ML# into a new listing. If the listing is in a different property type, it will not copy over, only the same Property Type. If the Address and PID are the same, the media will copy if it is the same Listing Agent. The media will not copy if the Listing Agent is different.

Q: Can I put my listing into more than one category?

A: A listing may not be entered twice in the same category; however, a property may be entered in two different categories if the property fulfills the requirement of that Property Type, i.e. a house on 15 acres. This fits Residential because of the house and Farm/Ranch/Acreage because the property is more than 10 acres. There is a \$5 charge for Dual Category listing except listing a property in the Residential and Lease categories.

Q: When is it allowed to list a vacant lot in the RES category?

A: A vacant lot may be placed in the Residential property type only if a specific floor plan has been agreed upon with a specific price. The listing should reflect To Be Built in the Year Built Description field. The ADOM can be reset when construction is complete. Year Built Description must be changed to New, updated pictures must be added to show complete construction and ABoR must be notified.

Q: Will my Incomplete listing display for other agents?

A: Only the Listing Agent can see an Incomplete listing. Others can view the listing if they assume the identity of the Listing Agent.

Q: Can I add a new listing and make it Active if the owner isn't ready for it to be shown for another week?

A: If a listing status is Active, the property must be available to be shown. Consider using T status until the property is ready for viewing, or leave the listing as Incomplete until available to view.

Q: My listing is displaying two different MLS numbers. Why is that?

A: If a new listing is copied from a previously existing listing, the old MLS# will display on the new listing. You can not delete the previous ML# you used to copy from.

Q: Which fields are pulled from the tax record when I enter a new listing? How is this done?

A: When you first enter the listing, Auto-pop from the tax record. All fields may be changed manually. We highly recommend auto-population when entering a new listing. The following fields are pulled from the tax record, when available:

- Address
- County
- PID (Parcel ID)
- City
- Subdivision
- Legal Description
- School District
- Individual Schools (if available)
- Acres
- Tax Year
- Tax Rate
- Estimated Taxes
- Actual Taxes
- SQFT
- SQFT Source (Tax Record)
- Zip
- Owner Name
- Mapsco Page & Grid
- Stories
- Beds (if listed previously)
- Baths
- Year Built
- Foundation
- Lot Size (Square Footage)
- Lot Size (Length x Depth)
- Area

Q: I'm entering a new listing, but my seller doesn't want it active until Friday. Can I enter the list date as Friday and keep it as Incomplete?

A: If you are going to Save as Incomplete, enter the date the Listing will be made Active. The system will not allow a future date if you Save as Active, but will allow for Incomplete status.

Q: The County has updated their tax records. It displays differently than what is in the listing. What do I do?

A: Update your listings when new information is available on taxes, such as tax amount, characteristics, SQFT, schools, etc. Avoid MLS fines for incorrect information by updating your listings when information becomes available. Example: tax amount, SQFT, schools, etc.

Q: If I don't know all the details of the property, can I just enter "See agent" in those fields?

A: All listings must contain correct and complete information in all fields. The Listing Agent is responsible for all data displayed. Consider saving as incomplete until data is available.

Q: What is allowed in the Address field?

A: Only the property address is allowed in the Address field. Additional comments such as "Reduced" or "Back on Market" are not allowed.

Q: I started to enter a listing several months ago but never submitted the listing to obtain an ML#. It is no longer there. Where did it go?

A: The system will automatically purge Incomplete listings after 120 days.

Q: Can I remove an Incomplete listing?

A: Yes. Open the Incomplete listing and click on the Delete button.

Q: How do I know which fields are required?

A: The field name will have a red R to the left of the field name.

Q: What does a green R mean?

A: Information has been entered into the Required field, turning the red R to green.

Q: I entered information into one field and the next field now has a red R. Why is this?

A: This is a conditionally required field. Depending on the answer of one question, additional information in another field may be required.

Q: What happens if I click Submit and not all the required fields are complete?

A: The system will take you to that field, and it will be placed at the top of the page. Incomplete fields will appear at the top of the page. Enter required data.

Q: Is there a way to tell if I have any Required fields left to enter?

A: Yes. A counter at the bottom right corner of the screen will display the Remaining Number of Required fields.

Status/List Price Changes

Q: The owner accepted an offer on the property. How quickly do I need to change the status of the listing?

A: If the Status has changed, contract accepted or closed, make the appropriate Status Change in the MLS within 24 business hours.

Q: I need to Withdraw my listing but the system won't let me. How can I Withdraw it?

A: The Broker or broker designated person may Withdraw a listing. ABoR can Withdraw a listing with written permission from the Broker or Broker designated person.

Q: My owners decided to extend our listing agreement. Does my Broker have to change the Expiration Date for me?

A: No. The Listing Agent can extend the Expiration Date of an Active listing if the owner agrees to extend the contract.

Q: I received an extension to my listing but it already expired. Do I have to enter a new listing?

A: If the listing expired less than 48 hours (2 days), ACTRIS Staff can re-activate the old listing. If it is more than 48 hours (2 days), a new listing must be added. The old listing can be copied, saving time from entering the information and images.

Q: I forgot to change one of my listings to Sold last month. Do I need to contact ACTRIS?

A: No. The Sold Date does not have a limitation to back date.

Q: I am trying to find the license number for a Buyer/Sub Agent. How do I do this?

A: To find a Buyer/Sub Agent's MLS ID search by the Agent's first or last name and initial. Do not fill out all the fields with information.

Q: I don't remember the name of the Selling Agent. Can I put my own name?

A: No. The correct Buyer/Sub or Leasing Agent must be entered. You can search for the agent's ID by partial name or office information. If a non-member participates in the sale/lease of the property, the listing agent must enter NONMBR in the MLS ID field.

Q: The buyer used a Realtor/licensee that is not a member of ACTRIS. How do I enter their information into the listing?

A: Enter NONMBR into the Buyer/Sub Agent ID field. This will input the Non-member account.

Q: What type of information is allowed in the Sold Comments?

A: Sold Comments are used to provide information pertaining to the sale. This would include any commission changes, buyer assistance programs, etc. This does not include "Thanking" the Selling Agent for a "good job".

Q: The Buyer doesn't want to input the Sold information into the listing. Am I allowed to leave it blank or not report the listing as Sold?

A: No. Members cannot allow listings to Expire or Withdraw the listing or report as another status other than Sold/Leased if listings Sells/Leased. If a listing is not reported as Sold/Leased, the Listing Agent will incur an immediate fine of \$500. Listing Agents obtain permission from the Seller to report Sold data as part of the Listing Agreement, eliminating "confidentiality" questions. According to the Rules and Regulations that all agents must follow, all information will be disclosed at the time the listing sales.

Q: The Buyer wants to enter a lower Sold Price than what they actually paid. Is this allowed?

A: No. All listings must contain correct and complete Sold information, including the Sold Price and correct Buyer/Sub or Leasing Agent.

Q: I received a warning message from ACTRIS for a listing that is Pending Over 4 Months. What should I do?

A: If a listing is Pending Over 4 Months, and is still truly Pending, you must add a Tentative Closing Date in the listing of the approximate date of Close. If the listing has closed, please update with the correct information.

Q: My partner had a listing and the owner wanted to transfer it to me. Our Broker Withdrew the listing and now I'm not able to enter it. What is happening?

A: If a listing is Withdrawn, the same Office may not re-enter the property for 30 days. The Broker must provide ACTRIS with a written explanation of why the property was Withdrawn, and why it needs to be returned to Active. Staff will re-instate the listing. The Broker can transfer the listing to another agent within their own office.

Q: The Expiration Date of my listing is Friday. What time of day will the listing actually Expire?

A: Listings will expire at midnight on the Expiration Date.

Q: The Owner of my listing wants to take it off the market while they are on vacation for 2 weeks. What should I do?

A: If a property is going to be off the market but re-listed within 30 days, a better option than Withdrawing the listing would be to mark it T for Temporarily off the Market. The agent will be able to return the listing to Active status when the owner is ready for the property to be available.

Q: I am trying to find the agent's name. I am adding information into all the fields to find the agent but their name is not coming up. What is wrong?

A: When selecting the Listing Agent or Buyer/Sub Agent – enter only the last name and first initial then click the Search button then click the desired agent's name.

Q: How do I disclose fees paid by the Seller for the Buyer?

A: Closing Cost Paid by Seller – these fees would include any Closing Costs normally paid by the Buyer that the Seller is willing to pay for instead.

Q: I am with a partner. How do I add their name to the listing?

A: While adding a listing in Listing Maintenance, type their User ID in the Listing Agent 2 field and their information will be entered into the listing. Only active MLS Realtor members are allowed in the Listing Agent 2 field.

Q: How will I know at a glance if the List Price has been modified?

A: A colored arrow will point up or down, depending on what kind of price change happened. The indicator will remain on the listing for 30 days.

Q: I work in a team, needing to put the Team Lead name as the Buyer/Sub Agent. How can I do this?

A: The name on the contract will be the name of the Buyer/Sub Agent. If the listing is closed and it should display the Team Lead name, ABoR will only make changes to reflect information on the contract.

Tax/Auto-pop

Q: How does the tax information connect with the MLS?

A: A third party provides the tax data to ACTRIS. This company obtains tax records from each county.

Q: What Counties does ACTRIS cover?

A: The surrounding 15 counties around Austin. These are: Bastrop, Bell, Blanco, Burnet, Caldwell, Comal, Fayette, Gillespie, Gonzales, Hays, Lee, Llano, Milam, Travis and Williamson.

Q: I want to auto-pop my new listing. How can I do that?

A: When you first begin a new listing, the auto-pop box will automatically appear. Select the county and select the option to either search by the PID or the Address of the property. If you wish to auto-pop at a later date, click on the Tax button while editing the listing.

Q: I am trying to do an Address search and the records are not coming up. It says the address doesn't exist. Why is that?

A: Do NOT use street designations while conducting a search. This includes both spelling them out and abbreviations. A few examples are:

- Street, St
- Cove, Cv
- Circle, Cr
- Lane, Ln
- Drive, Dr

Q: I have a new construction that the county has not assigned a PID. How do I enter the listing?

A: If the county has not assigned a PID yet, enter the physical address of the property into the PID field, including street number, name and unit number if applicable.

Q: Can I auto-pop a listing that is outside of the ACTRIS coverage area?

A: No, you can not auto-pop a listing that is out of the area, but you still need to enter the correct PID and tax information into the listing. On the Sidebar of MLXchange is a link for a site for all the counties in Texas, to assist in finding the tax information.

PID Formatting

County	Sample ACTRIS PID	Comal	50000034201	Llano	1345000600090
Bastrop	R13538	Fayette	4010170000111020	Milam	S089000030100
Bell	107822	Gillespie	R22149	Travis	01935508190000
Blanco	R2471, R17322	Gonzalez	166602502003450000000	Williamson	17T35300000110A35B, 0111000017003
Burnet	07150001800001b00	Hays	20002110850000003		
Caldwell	000801026000000	Lee	14485		

Open House

Q: Where do I go to enter a new or modify a current Open House?

A: Go to Tools, Listing Manager, and then Listing Maintenance. Click on Add an Open House button. Check the box to the left of the Open House and click Edit to make modifications to a current Open House.

Q: Where are Open Houses displayed?

A: Open Houses are displayed in the Open House Search in MLXchange. The latest date Open House is also displayed on Austinhomesearch.com.

Q: Can I add more than one Open House to a listing at a time?

A: Yes. You may add multiple Open Houses to a listing. **Note:** Only the latest date will display on Austinhomesearch.com.

Media – Images, Attachments, Virtual Tours

Q: Where do I go to add a new or modify current media?

A: You can either click on the link from the Home Page under Find a Listing, or go to Tools, then Listing Manager, and then Listing Maintenance pull up the listing and click on the Images, Virtual Tour or Attachments option.

Q: What kind of media will I be able to load onto a listing?

A: You will be able to load any .jpeg photograph for the images. You are allowed to enter a Branded and Non-branded Virtual Tour links. You are also allowed to submit Attachments as well. This could include a Seller's Disclosure, plat map, floor plans, etc. used to describe the property.

Q: When can I add pictures to my listing?

A: The listing must have a ML# assigned to the property before you add pictures to the listing.

Q: How many images am I allowed to post?

A: You are allowed up to 25 images per listing. Each image can be up to 6 MB (640 x 480).

Q: How long will it take for a photograph to display in MLXchange?

A: Photographs are displayed in real time.

Q: How do I change the Primary Picture on my listing?

A: The picture in the #1 slot is the primary picture. If you wish to change this, Reorder the Images.

Q: How do I change the order of the pictures?

A:

1. Go to Images in Listing Maintenance.
2. Select the picture you wish to move and use the Reorder arrows to move the picture left or right.
3. Once you are done moving the pictures around, click the Apply New Order button to save the changes.
4. If you don't like the new order, click the Undo Ordering button.

Q: Can I continue to add a description to each image?

A: Yes. Each description can be up to 255 characters.

Q: Is there a spell checker for the photo descriptions?

A: Yes. At the right of the text box is the spell checker icon.

Q: What is allowed in the photo description field?

A: This field follows the same rules and the Internet Remarks. Only a written description of the photo. No names, phone numbers, URL web addresses are allowed.

Q: What is the Image Name?

A: When creating a flyer in Report Manager, you can pick an Image Name to insert into that flyer. For example, if you want to put a pool picture of every listing on a flyer, insert the Pool Image in the flyer. If the pool picture is in slot #2, # 7 or # 11, Report Manager will always pick up the Image Name selected.

Q: What types of files can I attach to a listing?

A: The following types of documents are allowed to be attached to a listing:

- .doc
- .pdf
- .jpg
- .jpeg
- .txt
- .docx

Q: Am I allowed to write a description of each attached file?

A: Yes. Each description can be up to 100 characters.

Q: What is allowed in the attachment description field?

A: This field follows the same rules and the Internet Remarks. Only a written description of the photo. No names, phone numbers, URL web addresses are allowed.

Q: How do I add an Attachment?

A: Go to Tools, Listing Manager and then Listing Maintenance. The Two ways to load an Attachment are:

1. Scan the document and save. Save the file on your computer. Browse to find where you saved the document and add it to the listing.
2. Print out a Fax-In Service cover page under Attachments. Fax the document to the number on the cover page.

Q: How big of an Attachment file can I add to a listing?

A: There is no limit on the number of pages or documents that can be added. The total size of all Attachments must be smaller than 5 MB.

Q: What types of attachments am I allowed to attach to my listing?

A: There is a list of possible attachments you can add to your listing, but that is not all that is allowed. The list is to make easy labeling the type of attachment, such as a Survey or Seller's Disclosure, etc. You can also create the Security Code Attachment if there is any type of code need to obtain access to the property, such as a gate code, alarm code, etc.

Q: Are any of the attachments viewable by the public?

A: Yes a few of the attachments may be emailed to a client, or viewed on IDX. For the attachments that are allowed to be viewed by the public, the listing agent must decide if they want to make it viewable by the public.

Q: When can I add virtual tours to my listing?

A: This is done in Listing Maintenance, where you edit the listing. You can add both a Branded and Non-Branded Virtual Tour.

Q: What is the difference between a Branded Virtual Tour and a Non-Branded Virtual Tour?

A:

- Branded Virtual Tour – includes contact information for the agent and/or broker/office imbedded as part of the virtual tour.
- Non-Branded Virtual Tour – strictly the images of the property. No contact information is displayed.

Q: Where are the Virtual Tours displayed?

A:

- Branded Virtual Tour – these are displayed on Austinhomesearch.com, Realtor.com and Agent Reports in MLXchange.
- Non-Branded Virtual Tour – these are displayed on IDX sites, Client Gateway, Emails and Customer Reports in MLXchange.

Q: I only want to purchase one Virtual Tour. Am I allowed to place the Non-Branded Virtual Tour in the Branded Virtual Tour slot?

A: Yes. The Branded Virtual Tour is not required to have branding. So you may place the Non-Branded Virtual Tour into both slots so the Virtual Tour will be displayed on all sites.

Q: Can I add the Branded Virtual Tour into the Non-Branded Virtual Tour slot?

A: No. This is a violation of the IDX policy from NAR to not display branding information on IDX sites since the Non-Branded Virtual Tour information is sent on IDX sites.

Q: What listings require photos?

A: All listings in A, AC, P, PB, PO and T Status required a minimum of 1 photo of the property within 7 days of the List Date, not the day the listing was made Active. This includes all Property Types. Photos may not contain names, phone numbers, email or web addresses, embedded or watermarked logos, people, pets, or feature an agent's sign in the yard. Photos must be of the property, rendering, floor plan or plat map. At least one photo must be of the front of the dwelling.

Q: What kind of media can I add to each listing?

A: Each listing may have up to 12 photos, a Non-Branded Virtual Tour, a Branded Virtual Tour, and attached documents such as Surveys, Floor plans, Sellers Disclosure, etc., totaling no more than 5K.

Q: The owner does not want a picture of their property in the listing. What can I do?

A: The Listing Agent must submit the owner's request in writing to the Better Data Department. Send request to betterdata@abor.com or fax 454-5369 Atten: Better Data. The listing will be updated with stock information stating a photo is not included with the listing.

Q: I am re-listing a property I have listed before. If I copy the old listing, will I have to manually add the pictures again?

A: If the same Listing Agent copies a listing of their own, with the exact Address and PID as the previous listing, photos and virtual tours will copy to the new listing.

Q: My new listing was listed previously by another agent. Am I allowed to use those photos?

A: An agent is not allowed to use another agent's photos without permission from that agent. For example, Agent A takes a listing. The listing Expires. Agent B now has the listing. Agent B may not use the photos from Agent A's listing without permission from Agent A.

Q: Can I delete my photos before the listing goes off market? I'm afraid another agent will use my photos.

A: No. Photos are to remain on a listing in the MLS. If another agent does not receive written permission from the original listing agent to use their photos, the agent will be instructed to remove the photos and obtain photos of their own. Photos are held under the copyright laws of creative work, and can not be used without written permission.

Prospector Activity

Q: Is there a way to see how many times my listing matches the search criteria of another agent's clients?

A: Yes. In Listing Maintenance, bring up your listing. Click on Prospector Activity and the first line is Prospector Matches. This is the number of times your listing has matches a Prospector Search of another agent.

Q: Is there a way to track how many times my listing has been emailed to clients?

A: Yes. In Listing Maintenance, bring up your listing. Click on Prospector Activity and the second line is Emails Sent. This feature will tally the total number of times your listing has been sent by another agent to their client.

Q: Is there a way to see how many of the emails sent out to other clients have been opened?

A: Yes. In Listing Maintenance, bring up your listing. Click on Prospector Activity and the second line is Emails Read. This will give you the number of times the email sent out by other agents has been opened by their clients.

Q: Is there a way to track how many times my listing has been viewed on IDX sites?

A: Yes. In Listing Maintenance, bring up your listing. Click on Prospector Activity and the second line is IDX Property Search Hits. This will give you the number of times your listing has been brought up through an IDX search.

Supra – Maintenance

Q: Where do I go to attach Supra Lockbox information?

A: Once the listing has been entered, on the Listing Summary page, in the bottom left-hand corner, click on Supra Keybox in the Action box and click the green arrow.

Q: How do I assign a lockbox to a property?

- A:
1. Select Supra Keybox in the Links box and click the green arrow.
 2. This will bring up a new dialog box. Click on Assign Supra Keybox.
 3. Type in the Keybox Serial number and the Shackles code of the box. Click Save.
 4. Close both boxes. The Lockbox is now assigned to the listing.

Q: What kind of information is provided by Supra?

A: Other agents can view the Showing Times on your lockbox, letting the buyer's agent know when the lockbox will allow them access. The Listing Agent can view the Showing Activity, displaying the agent's information that has accessed the lockbox.

Q: What is the benefit of assigning a lockbox to a property?

A: For the Buyer's Agent, it gives a better idea the times the property is available to go view. Also, for the Listing Agent, it displays the address of the property on the Showing Activity Report.

The Life Cycle of a Listing

Current Status	Reason	Change Made	New Status	Display	DOM Count?
Incomplete	Start new listing, but the contract does not have all signatures yet	Saved Incomplete	Incomplete	INC	No
Incomplete	Newly Signed contract	Add listing to MLS	Active	A	Yes
Active	Owner wants to lower the price	Price Change	Active	A	Yes
Active	During clean-up, owner needs to paint and touch-up for 2 weeks	Status Change	Temporary off the Market	T	No
Temporary	Painting is done, now available to show again	Status Change	Active	A	Yes
Active	Listing comes to the Expiration Date	Status Change	Expired	X	No. ADOM will start at 0; CDOM carries over if less than 90 days.
Incomplete	Listing is added again, copied from old listing, copying pictures as well if the Address and PID are the same, same Listing Agent.	Add listing to MLS	Active	A	Yes. ADOM starts at 0; CDOM carries over if less than 90 days.
Active	The Owner wants the property off the market during the holiday season.	Status Change	Withdraw	W	No. ADOM will start at 0; CDOM carries over if less than 90 days.
Incomplete	Wait 60 days to re-list the property after the holidays are over. Listing is added again, copied from old listing, copying pictures as well if the Address and PID are the same, same Listing Agent.	Add listing to MLS	Active	A	Yes. ADOM starts at 0; CDOM starts counting at old CDOM.
Active	An offer is made with a Contingency. The buyer will only move forward once their property sells.	Status Change	Active Contingent	AC	Yes
Active Contingent	The buyer accepts offer on their house but may have problems qualifying for new loan. Listing Agent wants to continue marketing.	Status Change	Pending Taking Back Ups	PB	No
Pending Taking Back Ups	The Option period is over and the Buyer will qualify	Status Change	Pending	P	No
Pending	Construction of house is taking longer than expected	Status Change	Pending Over 4 Months	PO	No
Pending Over 4 Months	Add a Tentative Closing Date to the listing	Add Date	Pending Over 4 Months	PO	No
Pending Over 4 Months	Construction has completed, property is now ready to Close	Status Change	Sold	S	No. ADOM & CDOM Reset to 0 for new Listing