

# MLS Tips and Business Rules Q&A

## Listing Maintenance

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, 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. In the Out of Area City field, you may manually type in the correct City name. The Out of Area City name will display in the City field on the listing.

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 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. Also, if the tax records state the property is a condominium, the property type must be Condo. It can not be changed to Townhouse or House.

Q: I have a mobile home that I need to list. 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: The property I am listing has two PIDs from separate counties. Which one do I use?

A: When a property has two PID numbers, use the PID that matches the property, not the school taxes PID. Example, a property is in Travis county, but residents attend a Williamson county Schools you would use the Travis County PID.

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 (\*) behind certain fields?

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

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.

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

A: Lots with 10 acres or more are listed in the Farm/Ranch/Acreage (FRM) category. Properties with 9.99 acres or less are listed in the LOT category.

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", 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.

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.

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 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. 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 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 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, the Listing Agent must disclose this information in the Miscellaneous Business Relationship field.

Q: What listings require photos?

A: All listings in A, AC, P, PB, and PO Status required a minimum of 1 photo of the property within 7 days of the List Date. This includes all Property Types. Photos may not contain names, phone numbers, email or web addresses, embedded or watermarked logos, 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 façade of the dwelling.

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

A: Each listing may have up to 12 photos, a Virtual Tour, a Branded Virtual Tour, and attached documents 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 MLS Department. Send request to [betterdata@abor.com](mailto:betterdata@abor.com) or fax 454-5369 Atten: MLS.

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, all Media 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: 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 only copy the common fields. 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 and Farm/Ranch/Acreage. There is a \$5 charge for Double 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.

Q: Will my Incomplete listing display for other agents?

A: Only the Listing Agent, their Broker and any authorized assistant can see an Incomplete listing.

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.

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
- Area
- Zip
- Acres
- Tax Year
- Tax Rate
- Estimated Taxes
- Actual Taxes
- Owner Name
- SQFT
- SQFT Source (Tax Record)
- Mapsco Page & Grid
- Stories
- Beds
- Baths
- Year Built
- Foundation
- Lot Size (Square Footage)

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.

## **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 I don't see that option. How can I Withdraw it?

A: The Broker or broker designated person may Withdraw a listing.

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 forgot to change one of my listings to Sold. 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 Selling Agent. How do I do this?

A: To find a Selling 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 Selling/Leasing Agent must be entered. If a non-member participates in the sale/lease of the property, the listing agent must enter NONMBR in the MLS ID field.

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

A: Sold Comments are used to provide information pertaining to the sale. 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, 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.

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 Selling 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 not 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 Selling 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 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.

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.

## Searching

Q: I am trying to search All status for listings that have the expiration date of 30 days +/- from today. My search results are not complete. Why is that?

A: You may not search List Date or Expiration Date of an On Market Status listing. These include A, AC, P, PB, PO and T. Consider removing these statuses from your search.

Q: I am trying to conduct an Address search and the property is not coming up. What am I doing wrong?

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

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

Q: My client called about a property they saw, but are not sure what kind of dwelling it is. How can I find the listing?

A: The "All" category (Property Search) is an easy way to search for a property, even when you don't know which category the property is listed in.

Q: I have a property that has a house sitting on 22 acres. Which property type does this property belong in?

A: Properties with 10 acres or more go in the Farm/Ranch/Acreage category. This includes property both with and without a dwelling. Properties with 10 acres or more with a house may also be listed in the Residential category.

Q: My client does not want a house with a deck in the back yard. How can I exclude this feature?

A: If your client is searching for a property, but does not want a particular criteria, you can include that in a "Not" search.

Q: I am looking for a sales history of a specific property. How can I find this?

A: Through the PAR (Property Archive Report). The MLS database contains archives from 1997. Before 1997, ABoR maintains copies of the old Sold Books members may view during business hours.

Q: When I pull up the PAR link from the listing it looks different than performing an Archive search by the ML#. Why is that?

A: There are two different types of Archive reports, depending on your search criteria.

- ML# Search – History for that specific listing
- Address Search – History for that property, multiple listings

Q: My client is looking for a property with specific needs. The field(s) I need are not on the System Default search. How can I add them?

A: You can customize your search by adding fields at the bottom of the search box.

Q: I want to include different columns than the default shows. How can I change the columns?

A: If you wish to display a Property Grid report with fields other than the default, click on the Column Manager in the Action box. This will allow you to customize your grid. You may also sort the columns by clicking on the header.

Q: My client has changed the criteria information for the Saved Search I am sending through auto-notification. Do I need to do anything special after changing the criteria?

A: No. The system will continue sending listings that meet the criteria of the search information, even if the criteria changes. You do not need to alter their record.

Q: I am trying to find the contact information for a specific Office. I'm entering all the information I know for that office and I don't receive any results. Why is that?

A: When searching the Member or Office Roster enter only the last name and first initial, or first name of the Company and click the Search button and then click the Agent's or Office's name in the list.

Q: I am not sure of the name of the Street Name my client is looking for. What is the best way to find listings?

A: Use the Advanced Search Features, and use the Contains option. This will search for that word or phrase anywhere in that field. Example: Searching in Residential listings in Travis county, type %cliff in the Address will return all streets with the word "cliff" in the name, example: Briarcliff, Red Cliff and Cliffwood.

## General Information

Q: I am adding a new listing. How are ADOM/CDOM calculated?

A:

- ADOM – Actual Days on Market (attached to each new listing)
- CDOM – Cumulative Days on Market (attached to property)
- ADOM/CDOM will count in A & AC statuses only
- ADOM/CDOM will **not** count in P, PB, PO or T statuses
- ADOM will reset with a new listing
- CDOM will reset in 90 days on a new listing when the previous listing is either W or X
- CDOM will reset immediately on a new listing when the previous listing is either S or L

Q: I had a property for Lease but now the Owner wants to Sell it. Will the Days On Market carry over to the new listing?

A: No. Each property type calculates independently from the other property types.

Q: I have an assistant. Do they need to join? How much will they pay?

A: Yes. Anyone accessing the MLS must have their own login, password and security token. Assistants accessing the MLS/Keypad systems

- Unlicensed Assistant – must join as an Assistant with application fees
- Licensed Assistant – must join as a Realtor member with application fees

Applications are available on abor.com.

Q: I'm not sure if I did something wrong in my listing. Will I be notified? How will I know?

A: Warning letters and/or emails are provided as notification of certain incorrect or incomplete entries in the database. If the entry is not corrected within forty-eight (48) hours of the notice, a fine of \$100.00 is imposed. Some examples are, but not limited to:

- School District
- Individual School Name
- Zip Code
- Owner Name (May only be withheld if a letter from the owner is on file with the agent or indicated in the Listing Agreement)
- City (if outside any city, use the mailing address city)
- Omission of Subdivision or Survey Name from the Legal field
- Comments that could be harmful to the interests of the Seller

Note: Once a fine has been imposed, the listing must be corrected to avoid additional fines which may be doubled every 10 days.

Q: When I print a report, it rolls over onto another page. How can I change this?

A: Printing wide lists from Browser – Use Page Setup to set the left and right page margins to .25" and the top and bottom margins to .5". To select it, left click within the frame you want to print. Right click in the frame and select print. This will automatically reformat the page's information to the printer margins and print everything on the screen's "page" even if it is several printed pages.

Q: I am transferring to a new office. Will my listings follow me automatically?

A: No. A Listing Transfer form must be completed and signed by the releasing Broker and the accepting Broker.

Q: I am the Broker and I want to give Broker Access to another person in the office. Can I do that?

A: Yes. In order to assign Broker access to another person, the individual must be an active MLS member.

Q: I pulled up a listing and the Listing Agent's name was not there. Why is that?

A: When an agent is no longer Active with MLS, their name and contact information will not appear on any listing. Office information will continue to display.

Q: I found a listing that has some information that doesn't appear to be correct. What should I do?

A: If you discover a listing with invalid data, *contact the listing agent or broker first*. It is best when members work together to improve the MLS data. If there is no response, please report it to ACTRIS. Reporting members always remain anonymous.

Q: Can I use this information to share with other businesses, such as a moving company?

A: No. All information in the ACTRIS system is copyrighted and is not to be shared with non-participating licensees, unauthorized assistants or other outside companies.

Q: I mapped a listing and the location on the map is not correct. Can this be fixed?

A: If you are the listing agent, you can modify the location on the map through Listing Maintenance. If you are not the listing agent, contact the Listing Agent to correct. MLS staff can also make the correction.

Q: I am busy and don't have time to show my client around today. Am I allowed to loan them my keypad so they can go view the properties on their own?

A: No. This is against ACTRIS Rules and Regulations. Members may not share any MLS tool with a non-subscriber. This includes licensed and non-licensed non-members. Non-licensed/Inactive licensed Assistant may join ACTRIS to obtain their own User Name and Password. Anyone needing access to MLS tools and service must be an ACTRIS member.

Q: I need to register for an MLS class. How do I do that? How much do they cost?

A: All MLS classes are free, but seating is limited. Class registration is done at [www.abor.com](http://www.abor.com). To cancel a reservation, email [MLSclasses@abor.com](mailto:MLSclasses@abor.com). If a member is scheduled for a class and fails to attend or cancel 24 hours prior, a \$25 fine will be assessed.

Q: The Buyer brought a licensee that is not a member of ACTRIS. Are they entitled to the commission offered in the MLS?

A: No. The commission offered through the MLS is for other members of ACTRIS. If the licensee is not a member of ACTRIS, the offer does not apply to them. You may negotiate the rate of commission to the licensee.

Q: Can I provide information from the MLS to other companies, like moving companies?

A: No. The intent and purpose of the Multiple Listing Service is to share information about the property and offer compensation and cooperation to other members. It is a violation of the MLS to use any field for anything but its intended purpose. This specifically includes, but is not limited to, promotion of an individual, a company, or a marketing plan.

## **Billing**

Q: Why do I receive three bills during the year?

A: ACTRIS (MLS) dues are separate from ABoR dues. ABoR (Board) dues cover your local, state and national membership fees and are due annually on December 15<sup>th</sup>. ACTRIS dues cover your MLS service and are billed semi-annually on March 15<sup>th</sup> and September 15<sup>th</sup>.

Q: Can I pre-pay my dues for the entire year?

A: No. ABoR does not offer a prepayment option.

Q: Can I have my dues automatically taken from my account?

A: ABoR/ACTRIS does not assume member will renew membership with the Association.

Q: I mailed my payment. Will I be charged a late fee if it isn't received by the due date?

A: To avoid late fees and/or interruption of services, your payment must be postmarked or reach ABoR by the deadline on the invoice. If the postmark is on or before the due date, you will not receive a reinstatement fee.

Q: How can I pay my bill?

A: Members may pay their bills by mail, phone, online or in person at ABoR during business hours.

Q: I have a Supra eKey, how are they billed?

A: Supra eKey users are billed directly by Supra and dKey users are billed by ACTRIS during MLS billing periods.

Q: I wasn't aware I would be receiving an eBill. When did this become effective?

A: eBilling has been in effect since January, 2004. Member who wish to receive a paper bill should contact ABoR.

Q: I never received eBill. Why is that?

A: Check member records on abor.com to ensure ABoR has your correct email and postal addresses.

Q: I never received an eBill. Do I still have to pay the reinstatement fee?

A: Yes. Members are responsible for paying dues on time. The dues dates have not been changed for several years. Members are reminded of dues dates several ways (www.abor.com, monthly Newsletter, quarterly ACTRIS Bulletin, the Message of the Day in MLXchange, a message on keypads and in the eStatements sent out, among other venues).

## **Advertising**

Q: I want to advertise another agent's listing in my company's book. Am I allowed to do that?

A: Yes. An agent may advertise a listing written permission from the Listing Agent/Broker.

Q: What is allowed, in terms of getting the public to use my website to search for properties?

A: The term MLS or Multiple Listing Service, or any wording that directly or indirectly implies that the public is searching the ACTRIS MLS from their website is not allowed. You can use "Search available Listings", etc.

Note: Members may make a reference of being a member of the MLS, or explaining the benefits of using the MLS.

Q: What kind of information am I allowed to display on Sold listings?

A: Only statistical information is allowed when advertising Sold properties. The amount of properties used should be a minimum of 5. Examples:

- 5 Houses Sold in last 3 months ranging from \$125,000 – 170,000
- 9 Properties Sold in last 6 months average \$/SQFT \$98.75
- 12 Houses Sold in last 4 months average 47 Days on Market

Q: My client saw their listing advertised on another web site (Yahoo, Google, Craigslist, etc.). Is this allowed?

A: A Realtor shall not offer for sale/lease or advertise property without authorization. The property can not be offered at a different price than what was agreed upon between the agent and owner/seller.

Q: Which Virtual Tour am I allowed to display on which web site?

A: The Non-Branded Virtual Tour is sent to the IDX sites. The Branded Virtual Tour is sent to Austinhomesearch.com and Realtor.com. The Non-Branded Virtual Tour link may be copied into the Branded Virtual Tour slot to be sent to all three. A Branded Virtual Tour includes contact information of the agent and/or office of the company. A Non-Branded Virtual Tour only includes information pertaining to the property.

Q: What information am I allowed to display or give to the public?

A: Any use of Sold information, other than to support an estimate of value on a particular property for a particular client, is unauthorized. Such unauthorized use may include, without limitation, use in advertising or marketing materials, or importation of such information into a separate database. Sufficient evidence of a violation shall include marketing materials including Sold information. Only active data statuses (A, AC, PB) may be displayed or advertised to the public. Display of Price/SQFT, List Price and/or Sold Price are also prohibited.

## **Internet Data Exchange – IDX**

Q: What does IDX mean?

A: IDX = Internet Data Exchange. IDX is an agreement between Brokers to share their listings with each other for the purpose of Internet display on individual web sites.

Q: What is the benefit of IDX?

A: IDX is combination of advertising and communication. It is more exposure for your listings to the general public through potential Buyer's Agent's web sites.

Q: What does it mean when I select Yes for IDX?

A: By participating in IDX, you are agreeing to let other offices promote your listings, much as they do now with flyers and fax machines.

Q: What kind of information is allowed on IDX web sites?

A: Fields that are selected for display within IDX guidelines will not contain any confidential information or Agent/Broker/Office contact information. Fields that this includes, but is not limited to, Internet Remarks, Photos, Photo Remarks, Virtual Tours, and Web Site, etc.

Q: Am I allowed to display another agent's listings on my web site?

A: Yes. An agent may display a listing on their personal web site if the Listing entered Yes to IDX on listing. The Listing must be updated at minimum every 7 days and must display the Listing Office name and follow the National Association of Realtors IDX policies.

Q: When I add a listing, the IDX question is already selected. Why is that?

A: The Broker determines to participate in IDX through Broker Reciprocity. This decision automatically defaults on the agent's listings during Add/Edit.

Q: Do I have to use the IDX data feed for my web site?

A: No. Members may download data from the MLS themselves, being sure to comply with all the IDX policies. Members are also eligible for a free IDX product from ABoR. Those sites are in compliance with the policies and are updated automatically every night. Contact [idx@abor.com](mailto:idx@abor.com) for more information.

Q: Why must a listing displayed through IDX display the Listing Office's name?

A: Per the policy from the National Association of Realtors, the Listing Office name must display. The policies surrounding IDX are designed to protect and promote your listings.

Q: My Broker participates in Broker Reciprocity, but my client doesn't want their listing on the Internet. Can I change this?

A: Yes. The Listing Agent is allowed to change the IDX question on a case by case basis.

Q: How often is an IDX site updated?

A: Per NAR policy, IDX site must be updated a minimum of once every 7 days through the web host or data feed.

## **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: Bastrop, Blanco, Burnet, Caldwell, Comal, Fayette, Gillespie, Gonzales, Hays, Lee, Llano, Milam, Travis and Williamson. Coming in 2008; Bell County.

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

## **Supra**

Q: What type of keypads are available?

A: All ACTRIS Realtor members have a choice between two different types of keys: the DisplayKey (dKey) or the eKey (Palm or Smartphone). Assistants and Affiliates may use either phone with limited access.

Q: I need assistance from Supra. What are their hours?

A: Technical Support is available 7:00 am to 9:00 pm, seven days a week by calling Supra at 1-877/699-6787.

Q: How often does my key need to be updated?

A: Keys require nightly updates. The update of your key sends and receives important information.

Q: What happens if I forget to place my key in the cradle at night?

A: If a nightly sync is missed, you may call KIM (number located on the back of the key), to obtain an update code good for one day. You may have one update code between cradle esyncs. You must esync that night. This code may also be obtained via the Internet on Supra's site.

Q: How can I see who has accessed my lockbox?

A: To view activity, register keyboxes and other features, log on to <http://www.supraekey.com>.

Q: What is the proper way to carry a lockbox?

A: Do not carry lockboxes by open shackles. They can slip from the lockbox and be damaged.

Q: I can't remember the codes for my key and lockbox. Can these be changed?

A: Shackle codes and PIN codes may be changed. Members with an eKey service may change codes without having to go to ABoR.

Q: The lockbox won't open.

A: If the lockbox will not respond when the key is pointed to the sensor, shield the "eye" from sunlight and try again. If this doesn't help, contact Supra for assistance.

Q: What are the entry hours of my lockbox?

A: Default hours are 7:30 am – 9:00 pm CST. These hours can be changed by the eKey users or ABoR staff.

Q: I have a bad memory. Is it ok for me to carry my PIN code with my keypad?

A: No. Do not carry your PIN code with your keypad. Do not tape your PIN code to the back of the key. If the key is lost, and used, the assigned member may be responsible for associated damages.

Q: My Dkey is stuck in a "searching" cycle. How do I fix it?

A: If the DisplayKey is caught in a loop and just keeps searching, press "Enter" and the "1" buttons simultaneously to get it out of the loop.

Q: I placed my Dkey on the cradle last night but it didn't update. Why is that?

A: You may need to reset the cradle. Take the dKey out of the cradle, turn the cradle over. Near the power/phone cords is a very small hole titled "Reset". Insert an opened paperclip and depress the reset button for 5-6 seconds. Unplug the power cord for 5-6 seconds and then reconnect. The cradle lights should flash red, green, amber, and then go off completely. Try the "Manual eSync" again.

Q: How does my Assistant's keypad work?

A: Assistants and Affiliates are required to use a Call Before Showing code with their key. The CBS Code is a 7-digit code that is uniquely programmed in each Lockbox. Only the Listing Agent/Office is allowed to release the CBS Code to an authorized assistant or affiliate. The CBS Code must be entered into the keypad followed by their 4-digit PIN to obtain the key out of the lockbox.

## 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 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

## Contact Information

**Have questions concerning Rules & Regulations?  
Need to report a possible problem or violation?**

*betterdata@abor.com*

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### **MLXchange**

*actrishelpdesk@marketlinx.com or mlssupport@abor.com*

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### **WyldFyre**

*help@wyldfyre.com or mlssupport@abor.com*

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### **IDX**

*idx@abor.com*

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### **Membership**

*membership@abor.com*

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### **Supra**

*supra@abor.com or www.supraekey.com*

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### **3<sup>rd</sup> Party interfacing**

*mlsdata@abor.com*

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**Need to Register, Cancel or have questions about MLS classes?**

*mlsclasses@abor.com*

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### **SafeMLS**

*mlssupport@abor.com*

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### **www.abor.com**

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