

Listing Input

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LISTING INPUT GUIDE

Distributed By

Multiple Listing Service

North Campus	South Campus
5605 Valley Belt Rd	7110 Whipple Ave NW, Ste D-102
Independence, Ohio 44131	North Canton, Ohio 44720

(216) 485-4100

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Phone Numbers
216-485-4100
888-266-7657

Help Desk

- 216-485-4100 x 1480 available Mon-Fri from 8:30am – 5:00pm
  help@MLSNow.com

- AnswerLink is after hours support for Matrix questions only
  888-549-5003 available Mon-Fri from 5:30pm – 8:30pm,
  weekends from 8:30am – 3:30pm
    - Answerlink ADA hotline 844-209-0134 available Mon-Fri from 8am-8pm

Web Sites

- **www.MLSNow.com**
    - *General Information, Membership options, and Schedule of Classes*
- **now.mlsmatrix.com**
    - *Corelogic Matrix MLS system*
- **www.realtor.com**
    - *Listing information and open houses shared with the public*
    - *New agents should claim their profile at https://dashboard.realtor.com/signup*
- **www.showingtime.com**
    - *Showing Time*
- **https://elicense3-secure.com.ohio.gov/Lookup/LicenseLookup.aspx**
    - *State site to check your deadlines for renewing your license, post-licensing, & CEU*

Hardware & System Requirements

CoreLogic Listing Management Platform (CLLMP) is compatible with the latest browser versions supported by mainstream operating systems.

CLLMP supports the most recent versions of:

- Chrome
- Edge
- Firefox
- Safari

- Android Browser
- Chrome Mobile
- Safari Mobile

CLLMP Mobile Compatibility
iPad and Android tablet users should install the most recent version of their browser. CLLMP Mobile supports the following browsers:

- iOS Safari
- iOS Chrome
- Android Browser
- Android Chrome

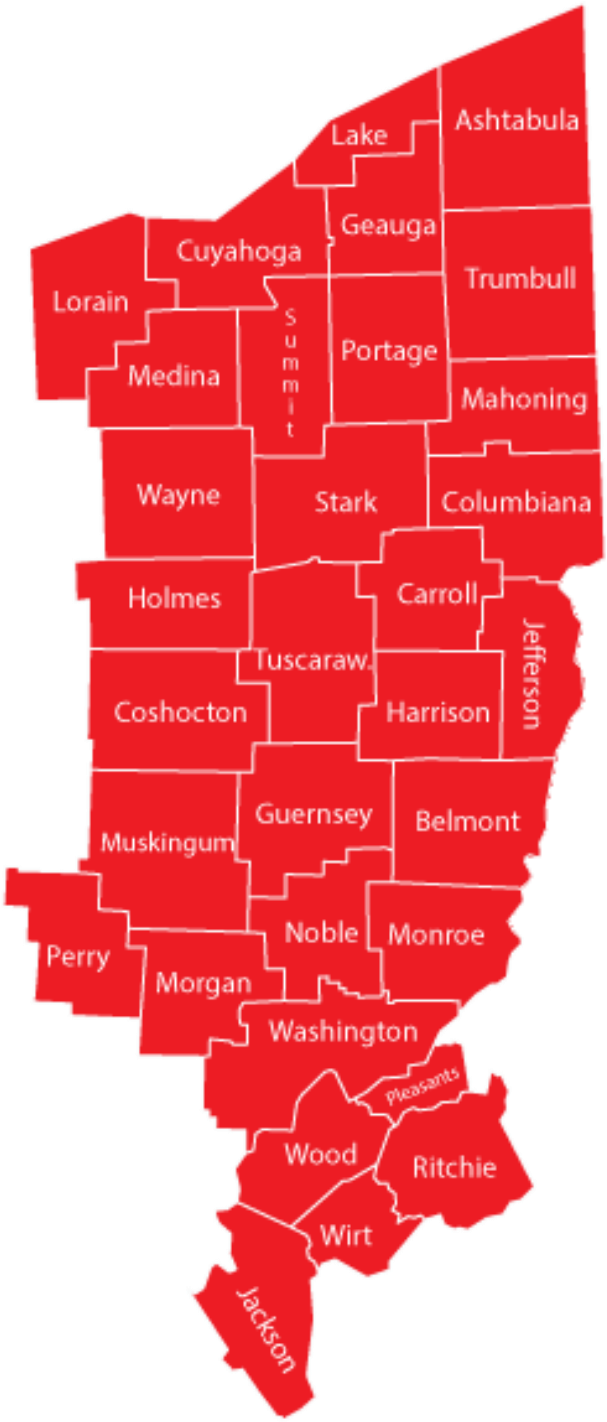
MLS Now Service Area – 32 counties

OHIO Counties

1. Ashtabula
2. Belmont
3. Carroll
4. Columbiana
5. Coshocton
6. Cuyahoga
7. Geauga
8. Guernsey
9. Harrison
10. Holmes
11. Jefferson
12. Lake
13. Lorain
14. Mahoning
15. Medina
16. Monroe
17. Morgan
18. Muskingum
19. Noble
20. Perry
21. Portage
22. Stark
23. Summit
24. Trumbull
25. Tuscarawas
26. Washington
27. Wayne

WEST VIRGINIA Counties

1. Jackson
2. Pleasants
3. Ritchie
4. Wirt
5. Wood



MLS Rules & Regulations

The MLS Rules & Regulations cover a variety of topics from entering new listings to penalties and fines for noncompliance. The most important rules are outlined below. For a complete listing, see a copy of our Rules & Regulations in Matrix (click Links).

*Properties should be entered **once** in Matrix based on the zoning. A property can only be entered more than once if it is zoned more than one way, if it is both for sale and for lease/rent, or if there are different price options for combinations of parcels.*

The following Property Types can be entered in Matrix after the seller(s) have signed the Listing Agreement:

- **Residential*** - Single Family & Condominiums
- **Residential Income*** (Multi-Family) - Two, Three or Four Units
- **Land - Zoned Residential/Farm/Agriculture***, Industrial, etc

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- **Commercial Sale -** Five or more units, Industrial, Retail, etc
- **Commercial Lease –** Industrial, Retail, etc space to rent for a business
- **Residential Lease** – (Rental) space to lease to live

***Entry Rule**

- New listings for Residential (Single Family and Condominiums),Residential Income (Multi-Family), and Land (zoned residential/farm/agriculture only) located within any of the service area must be entered in the MLS within **one business day** if property is publicly advertised (NAR Clear Cooperation) or **two business days** of the effective date if not publicly advertised yet. Saturday, Sunday, and postal holidays are not considered working days (*Rule 2.1*).

- Any change that affects the status of a listing (including price) must be entered in the MLS within two business days of the date of the change (effective date). However, **Sold** listings must be marked Closed within **14 days** of the Recording date (change to *Rule 2.8* effective 2-1-19).

EFFECTIVE DATE	One Business Day	Two Business Days
Monday	Tuesday	Wednesday
Tuesday	Wednesday	Thursday
Wednesday	Thursday	Friday
Thursday	Friday	Monday
Friday	Monday	Tuesday
Saturday	Monday	Tuesday
Sunday	Monday	Tuesday

Photos

- A primary photo (position #1) must be added to every Residential and/or Residential Income (Multi-Family) listing within two business days of listing entry *(Rule 3.6*).

- Photos are copyrighted to the person taking the photos and cannot be copied without permission from the photo owner.

Exceptions

Examples of exceptions to the 2-business day rule include if you are waiting for court approval or an out-of-town seller's signature; however, all copies of the supporting documentation (envelope with postmark date, etc.) must be submitted to the MLS (*Rule 2.7*).

Office Exclusive

- The seller can opt out of the MLS. The opt-out period is for the life of the contract. The Office Exclusive authorization form must be submitted to the MLS (with a copy of the listing agreement) within 2 business days of the signed contract. By signing the Office Exclusive form, the seller acknowledges that the property will not be entered into the MLS, nor will it be included in any IDX or MLS listing syndication feeds during the period of the listing (*Rule 2.7*).

- Photo Opt-Out – the seller can choose to opt out of photos for their listing. The opt out form must be signed, and the Seller Opt-Out image must be uploaded in place of the primary photo of the property (*Rule 3.6)*. The image is located under the Links menu in Matrix.

Temporarily Off Market (TOMK)

A TOMK listing is one that is either unavailable for showing at the beginning of a listing contract, or during the listing term of the contract. The seller's written authorization is required and must be submitted to the MLS upon request. The listing's Broker Remarks section must disclose the date (formatted as **BOM mm/dd/yyyy**) on which the property will become available for showing again, or that it will not be returning to an active status. No showings are permitted during the TOMK time period. Any Participant that shows or permits showings of properties that are in the TOMK status will be assessed a $500 fine. When the TOMK time period has expired, the listing must be returned to an Active status (*Rule 2.9)*.

Photo Rules and Entry

How many: 50 maximum photos
Format: JPG only

- You may enter up to **50** photos at a time for a total of 50 photos maximum per listing. For optimal quality, photos should be at least **1024 x 768 pixels** (dimensions) but no larger than **6mb**, in the horizontal (landscape) orientation (turn mobile device sideways). *(# of photos increased 12/5/23)*

- Primary (first) photo must be entered on all Residential and Residential Income (multi-family) listings within 48 hours of listing entry). It must be the **front** exterior view of the property. In the event of a home having 2 front views, the listing agent may choose which of the two views to use as the primary. If you choose that alternate view as the primary, the photo of the front view must be set in the second position.

- No for sale **signs** can be in your photos.

- The seller can choose **not** to have a photo displayed in the MLS. The brokerage firm will upload the standard "sellers opt-out" placard (located in LINKS) within the required timeframe. The seller is required to complete the Seller Opt-Out of Photo portion of the Seller Opt-Out of MLS form and submit to the MLS within 2 business days of the listing date.

- To change the order of photos, click (on the words Slot: #), hold and drag to preferred location. (NOTE: It may take up to 60 minutes for any additions and/or changes to be viewable by the current user. All additions and/or changes are immediately viewable by all other users.

- Virtual Staging is permitted for interior photos only (must be disclosed in the photo description). Suggested use would be to remove existing furniture from the photo and replace it with digital images, or to furnish vacant property. No permanent fixtures shall be removed or altered. No exterior property shall be virtually staged. *(Rule 3.7)*

- Photos are **copyrighted** to the person taking the photos and cannot be copied without permission from the photo owner.

- After adding 3 photos to a listing, a Property Panorama virtual tour link will automatically be created & added to the listing in Matrix.

- Before a listing goes off market (Sold, Withdrawn, or Expired), you may remove any photos (other than the primary) that you or the seller do not want to be maintained in the MLS property history. Once the status changes, you will no longer be able to edit anything on the listing. MLS staff are not permitted to remove any photos from off-market listings.

Quality Assurance of MLS Information

MLS staff uses Random Auditing, Email Messages, Courtesy Phone Calls and Penalties to help ensure that the information contained in the MLS is reliable and timely. An automated system called Listing Data Checker (LDC) is also used to check certain fields for errors.

Random Auditing: Every 150th listing on our MLS internal reports is reviewed. If your listing is selected, your office will be contacted via email. Your office will have **2 business days** to submit supporting documentation such as listing agreements, status change forms, etc. A follow-up phone call will be made if the office does not comply within 2 business days. (*Rule 2.6)*

Email Notification: Except for Automatic Penalties, MLS staff will notify offices of any listing entry errors, as well as audit requests, via email.

Penalties: A penalty may be assessed if you enter information that is not in compliance with MLS Rules & Regulations.

AUTOMATIC PENALTIES

- Automatic penalties incur a $100 fine.
- Automatic penalties do not require an email message, or courtesy phone call, before issuing the penalty.
    - *Example: Failure to enter listing(s) in the MLS system within* 2 business days *of the list date/effective date.*

ONE WARNING PENALTIES

- One warning penalties incur either a $25, $100 or a $250 fine, as noted.
- One email message is sent prior to issuing the following penalties.
    - *Example(s): Failure to reflect correct selling broker ($100). Extending or withdrawing a listing without proper authorization from seller ($250).*
- One email message is sent AND one courtesy call is made prior to issuing the following penalty.
    - *Example(s): Improper entry of required field(s) ($25 per entry field reflecting incorrect information.)*

APPEALING PENALTIES

All members have the right to appeal certain penalties pursuant to Sections 9.1 and 9.2 to the MLS' Board of Directors, provided such appeal is received within 20 days of receipt of the penalty notice. All appeals are forwarded to the MLS' Board of Directors for final evaluation. Members may also waive certain penalties by attending the Rules & Regulations class within 60 days of the date on the penalty notice OR passing (100% is required) an online skills test after viewing an online video.

The following penalties <u>cannot</u> be waived:

1. **Sharing of passwords ($1000 penalty)**
2. **Participant abuse of the penalty notification process ($500/1000 penalty)**
3. **Showing or permitting showings of Temp Off Market listings ($500 penalty)**
4. **Non-compliance with Clear Cooperation Policy ($1000/2500 penalty)**

Comp Only Listings – Buyer Agency Representation Only

If you are a buyer's agent and you sold a property that did not have a listing side, you may place your comparable information in the system. These listings can only be placed in the system **after** title transfers (*Rule 4.7)*. Here is your guideline in doing so:

1. Enter your listing based on your Purchase Agreement information within **14 days** of recording.
2. **List Date** should be shown as the contract date of the Purchase Agreement
3. **Expiration Date** should be reflected as of the day after entry date into the system
4. **List Type** should be shown as "Comp Only"
5. **Broker Remarks** must reflect the following language – "Entered for Comp Purposes Only"
6. **Closed By** Entry Field – Should select "Comp Only"
7. A primary **photo** must be entered the same day the comp only listing is entered into the MLS. (*Rule 3.6)*

After **Saving as Incomplete**, click the MLS # to preview the agent Full report. Click Request Comp Only Approval #. Complete the form and upload the Purchase Agreement, Agency Disclosure and Closing Disclosure. After receiving the email with the comp only approval #, save as **Active, Change to Under Contract No Showings, Change to Sold**. MLS staff will then update the Listing Agent/Listing Office to read "Non-Member" (this is because there is no listing agent/office). Email all documents to **QA@MLSNow.com** or fax 216-485-4159.

Comp Only listings can be placed in the system without any fees being assessed within **14 days** after the Recording Date. Any "Comp Only" listing that is entered into the system that is beyond 14 days of title transfer will be assessed a $50.00 entry fee (change to rule 2.8 effective 2-1-19).

Sold Before Processing Listings

(Note: this specific language should never appear in the MLS)

If a buyer is procured for a listing before it is entered into the MLS, the listing can be included in the MLS database, but it must meet the following criteria exactly to qualify as a "sold before processing listing" (*Rule 2.15)*:

1. The Purchase Agreement **cannot** be dated **prior** to the Listing Agreement, **AND**
2. The listing must be entered into the system within 2 business days of the Listing Agreement.

Short Sales

Listings that are subject to bank approval but have obtained the seller (person(s) of title) and the prospective buyer(s) signature(s) must be moved from active status. Although the bank will have the final approval on these listings, MLS policy requires listings that appear active in the system be in a first position for writing an offer on the property.

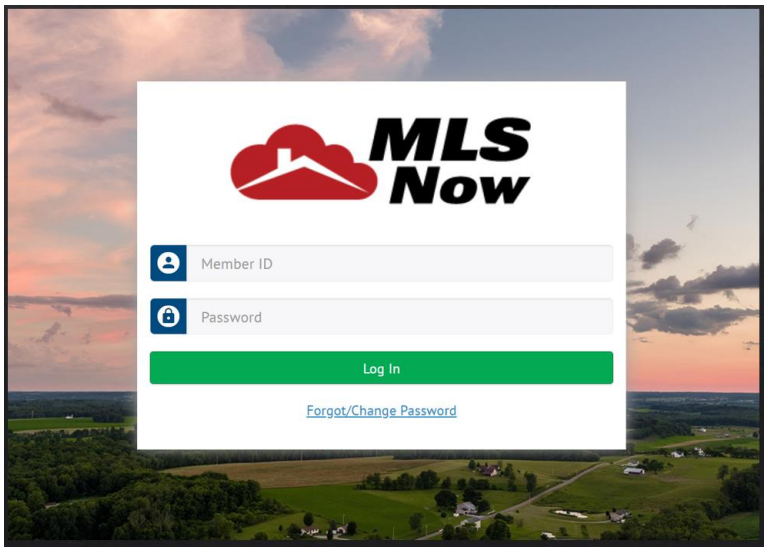
If you are waiting for bank approval, you must either place the listing in An Under Contract status or in a Temporarily off Market status until bank approval has been obtained. The listing cannot remain in an Active status until bank approval is obtained. Once approval is obtained the listing should then be placed in a Pending status if all contingencies have been met. *(Rule 5.4)*

Field Definitions

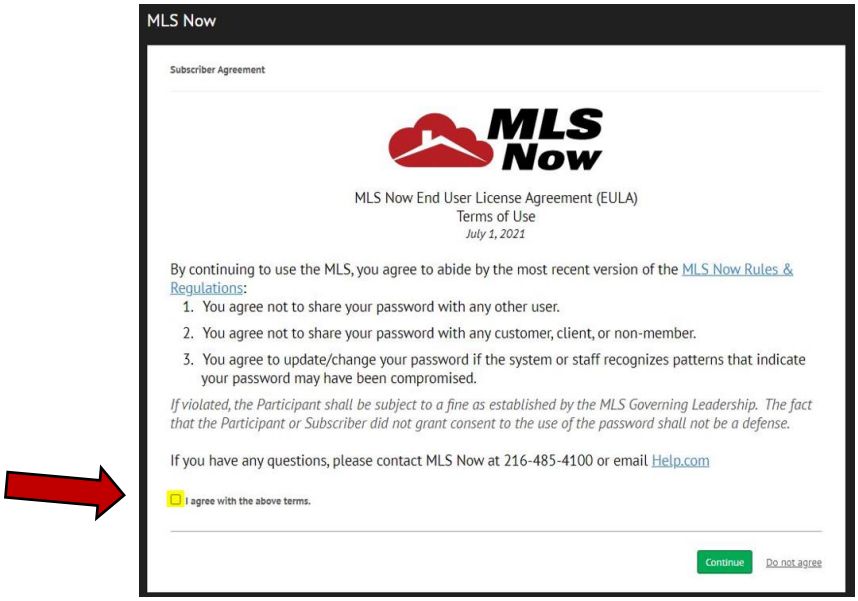
- **CDOM = Cumulative Days on Market**
  - When a new listing is entered, the DOM (Days on Market) and CDOM will calculate from the List Date of that Exclusive Agreement.
  - However, if the same property has been on the market previously and did not sell, CDOM will continue to accumulate.
  - CDOM will be reset if the property has been off the market for **45 days** or more.
  - Example:
    - Property listed 1/1/21 – 7/1/21 and expired with DOM=180.
    - Property Listed again 8/1/21 (within 45 days of previous listing expiring). New listing will show DOM=1, CDOM=181.
    - If it goes off market again (after another six month listing period) and is re-listed (within 45 days), the new listing will start with DOM=1 and CDOM=361.
    - CDOM will continue until the property sells or is off the market for longer than 45 days. If the property is listed again after that, then DOM=1 and CDOM=1.

Logging Onto Matrix

1. Connect to the Internet via your Internet Service Provider (i.e. SBC Yahoo, MSN, etc.)
2. If your ISP does not automatically open your browser, minimize the window(s) you are in until your desktop is fully visible.
3. Open **Google Chrome, Microsoft Edge, Mozilla Firefox, or Safari.**
4. Type **now.mlsmatrix.com** in the address bar, then press the **Enter** key.
5. Enter your **Member ID.** Enter your **Password** (Case Sensitive).
6. Click the **Login** button.



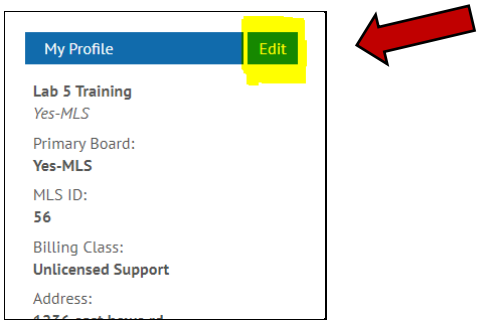
7. Read the End User License Agreement, check *I agree with the above terms* and Click **Continue**.



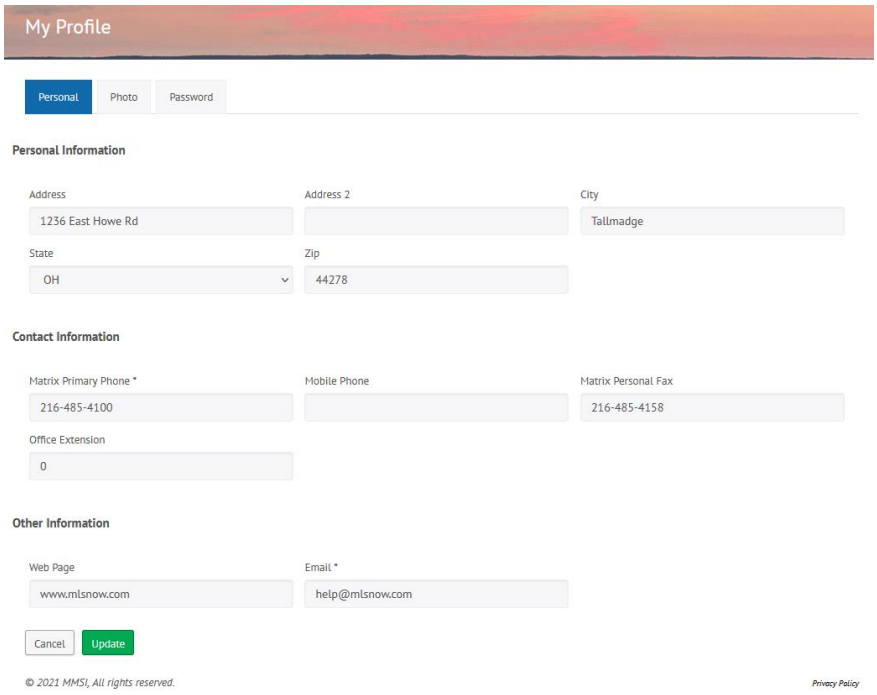
Personal Settings

To change your agent profile information (e.g. email address, phone number, photo and password,) you will need to do the following:

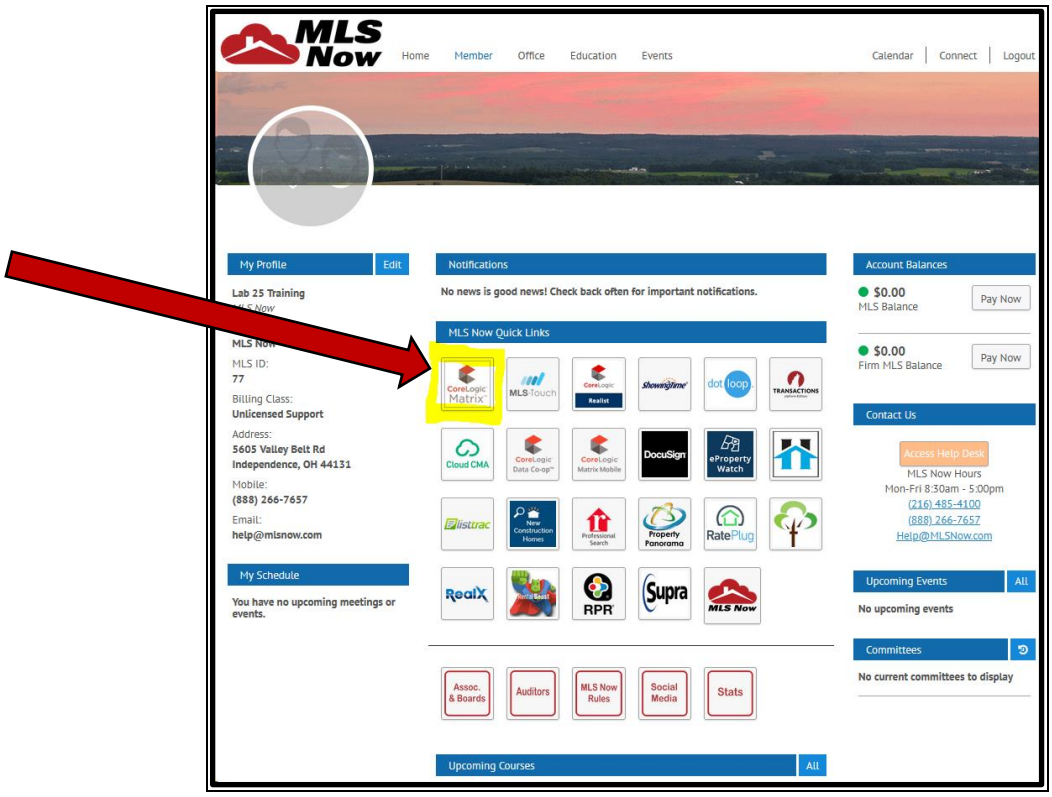
1. From the Dashboard, click **Edit next to My Profile**



2. Enter or change your profile information. When you are done, click the **Update** button at the bottom of the screen. Please allow 1-2 hours for the changes to take effect.

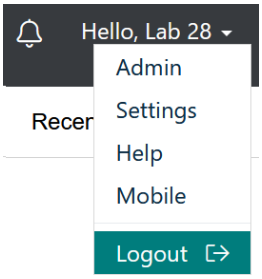


From the Dashboard, click **CoreLogic Matrix**.



Logging Out of Matrix

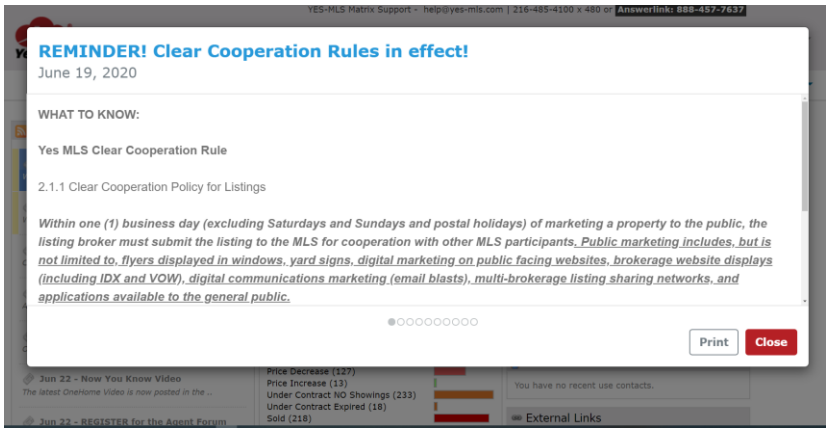
To log out of Matrix simply click on “Logout” next to your name in the upper right corner of the screen.



Note: Matrix times out within 4 hours if no actions have been performed.

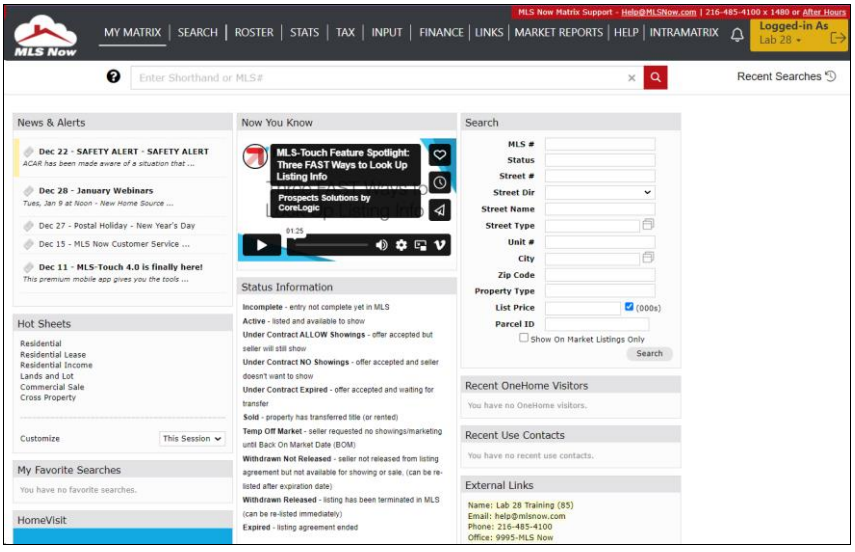
The Matrix Home Page

The Home Page is comprised of a series of panels called “widgets.” All widgets, except for the News widget, can be **repositioned** by dragging and dropping the widget header. The MLS frequently sends communications via Alerts (Clear Cooperation Rules in example below). You must click **Read Later** or **I’ve Read This** before you can proceed.



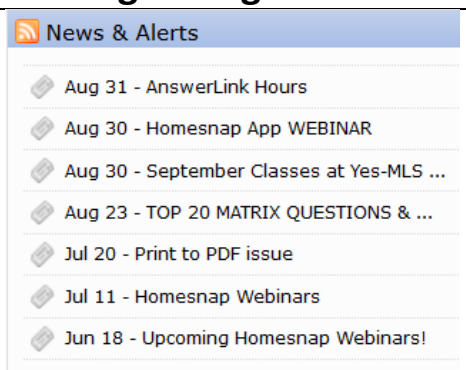
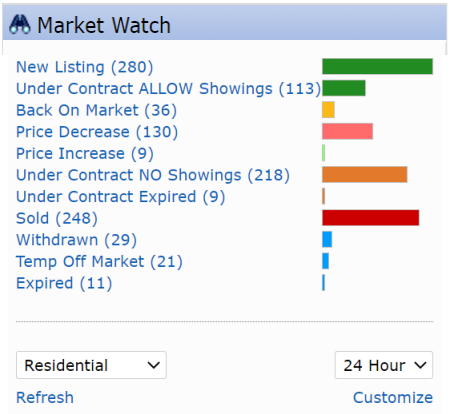
Widgets can be **collapsed** or **expanded** by clicking the up  or down  arrow icon on the widget header.

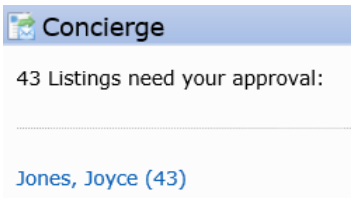
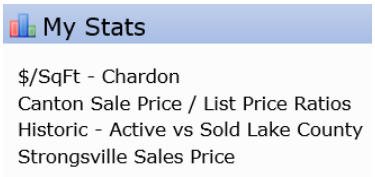
Widgets can be **closed** by click the  icon in the upper right corner of the widget header. Closed widgets are automatically sent to the “Additional” widget and can be restored by dragging the widget header out of the Additional widget.



Note: To open multiple sessions of Matrix, you may right-click on the **MLS Logo** and click **Open in New Tab** or **Open in New Window**.

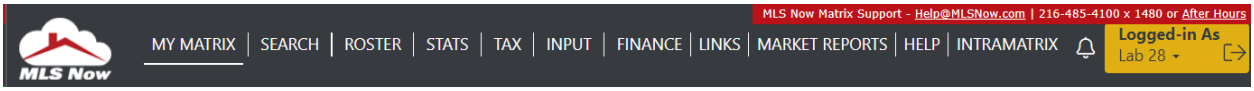
Home Page Widgets

	Click an item from the list to display news content. **Note:** upon login, each important news alert will open automatically and display an "exclamation mark" icon beside the news item in the list. **Note:** close an important news alert by choosing to either read the item immediately or later.
	Use this widget to search by a listing number or specific address or PIN# Use the asterisk (*) as a wildcard. Example: enter Street Name as *hay*market* to find any combination of direction and street name as one or two words and suffix.
	This widget supplies a graphical representation of Activity counts. You can specify the Property Type and choose from a time period of 24 Hours, Today, 3 Days or 7 Days. **Note:** Click **Customize** to select search criteria for this widget. *Example: choose Cross Property and 24 Hour*
	This widget shows the 10 most recent Portal visitors within the last 30 days. The most recent visitor is at the top of the list. It will show you when your client has classified listings as Favorites or Possibilities and how many listings were affected.

	You can designate up to 10 Auto Emails or Saved Searches as favorites for them to appear here on the Home page in this widget. Click on a favorite search name to run that search. Click on a **Manage** link to jump to that favorite's management buttons in My Matrix, where you can adjust its settings, revise its search criteria, run a Full Search, Date Since Search or a Market Update.
	Click Customize to create up to 10 Hot Sheets. Use this function to view new listings and/or status changes that match specific criteria.
	Click a concierge client's name to display all of the listings waiting on your approval.
	Click on a name to display details of a recently used (by agent) contact record.
	Click a link to display your listings based upon status.
	Provides access to presets (i.e. saved search criteria) you created within the Stats function.
	Drag and drop other widgets to and from this area to help manage the layout of your home page.

Home Page Menu Tabs

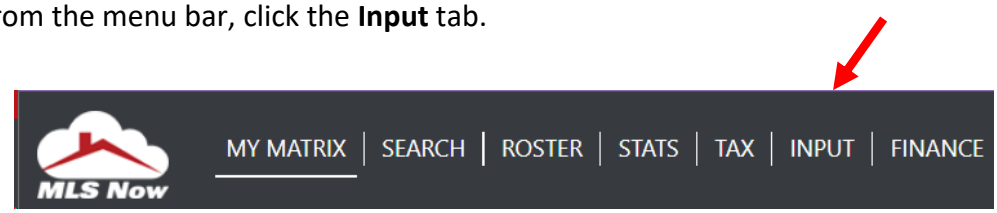
The Home Page tabs will adjust based on the size of the device you are using or the zoom level you have set. If all menu options do not fit, "More" will appear as an option with the remaining menu items listed. It may also change to not show any Menu choices but just display a hamburger menu with 3 lines at the top right corner.



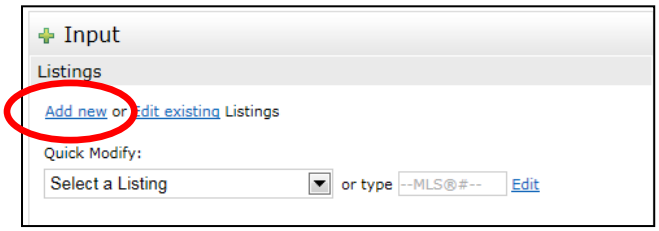
Logo	Return to Home Screen
○ **My Matrix**	Click to view your Contacts, Carts, Listings, Settings, Sent Emails, Auto Emails, Saved Searches, and CMAs.
○ **Search**	Click to run a property search, open house search, agent, office search, or public record search.
○ **Roster**	Click to run a member or office search.
○ **Stats**	Click to quickly generate commonly used stats and charts or create your own.
○ **Tax**	Click to access public record data from Realist (all 88 counties in OH, 55 in WV and 3 in PA)
○ **Input**	Click to enter new listings or edit existing listings (if you have permissions). You can also add open houses, virtual tours, manage photos and upload supplements.
○ **Finance**	Click to use the Financial Calculators, Seller's Estimated Net Proceeds and the Buyer's Closing Costs.
○ **Links**	Click to access links to other commonly used sites, and miscellaneous resources.
○ **Market Reports**	Click to display a list of the available On Demand reports. You can also set the criteria for any On Demand report by just clicking on the report name.
○ **Help**	Search for system information, tip sheets, training and webinar videos.
○ **IntraMatrix**	Click to search listings in the Dayton or NORIS (Toledo) MLS. Available since 2021.
Name	Click to view Settings, Help, Mobile Version and Logout.

Entering a New Listing

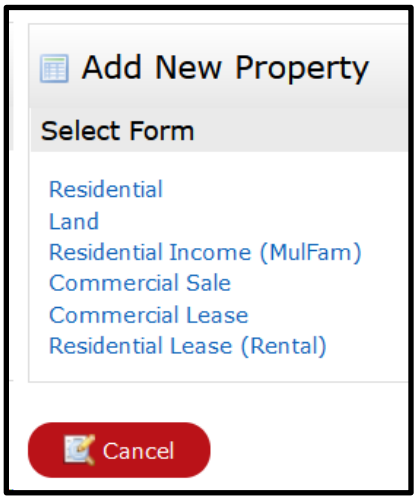
1. From the menu bar, click the **Input** tab.



2. Click **Add new**.

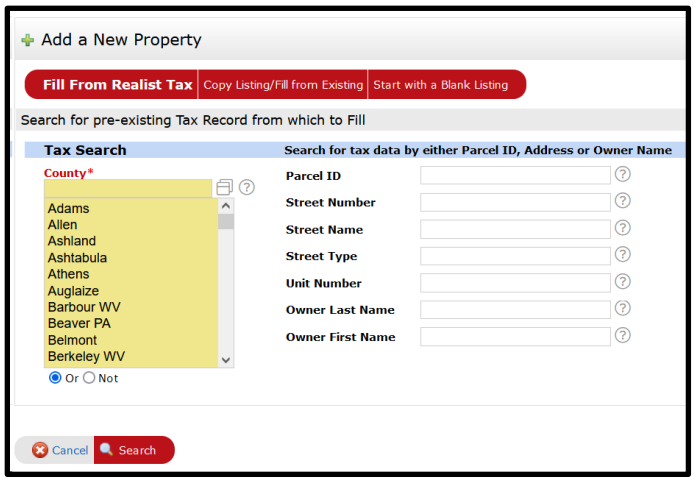


3. Choose the appropriate property type form as zoned by the County (for class - select **Residential**).

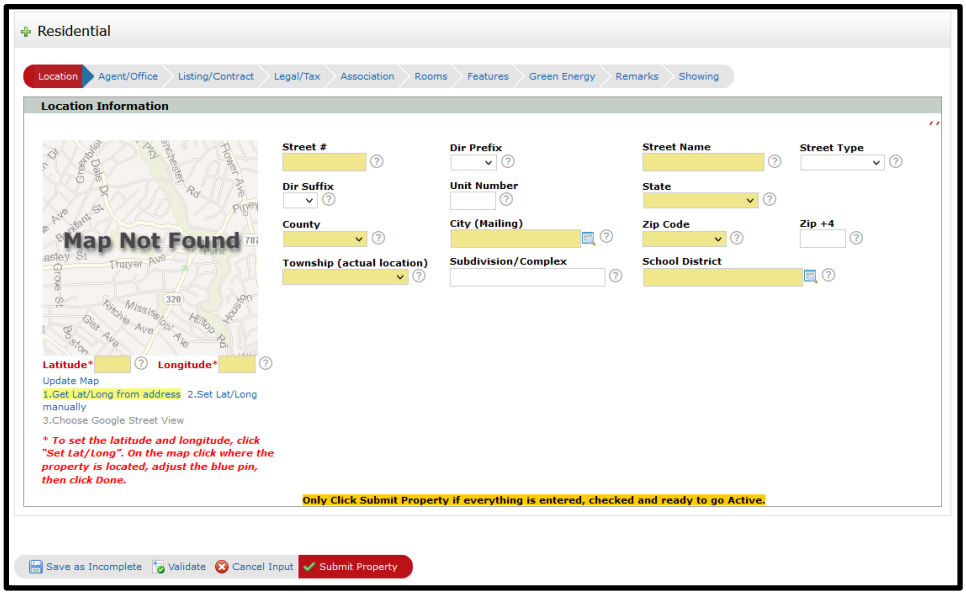


Note: If the wrong property type is selected, you will need to start completely over and choose the correct type to get the correct form and fields to complete.

4. Choose how to fill the property form:
   - **Fill From Realist Tax**: partially fill the form using public record data. Use the search form to locate the property record (i.e. select the county and fill in the tax id, address or owner name). Then click **Search**.
   - **Copy List/Fill from Existing**: partially fill the form from an existing listing. Search by listing number (then click **Fill From**) OR enter search criteria (then click **Search**).
   - **Start with a Blank Listing**: fill the form beginning with empty fields. (Used for New Construction, Land, or if Realist is unavailable).



5. ALL fields in yellow are required to make the listing Active. Continue clicking the tabs across the top to complete each section (i.e. **Agent/Office**, Listing/Contract).



6. Click **Save as Incomplete** many times during the entry process so no information entered is lost.

7. Many items are required only based on the answer to a previous question. Click **Validate** to update the required field entries. *Example if HOA is answered Yes, then you will need to also enter the HOA fee, frequency, name and restrictions.*

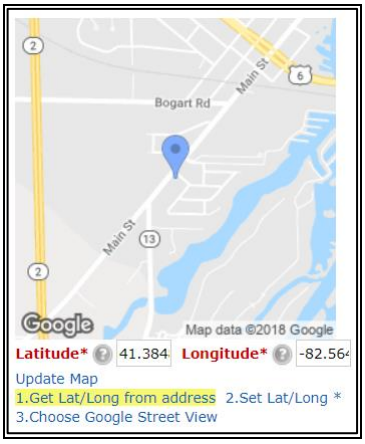
8. Click **Submit Property** when you are ready to make the listing Active for all MLS Now members to see.

***Note**: Remember, your listing must be set to Active within 1 business day for Clear Cooperation (or 2 business days for the MLS rule) of the listing date on the listing agreement.*

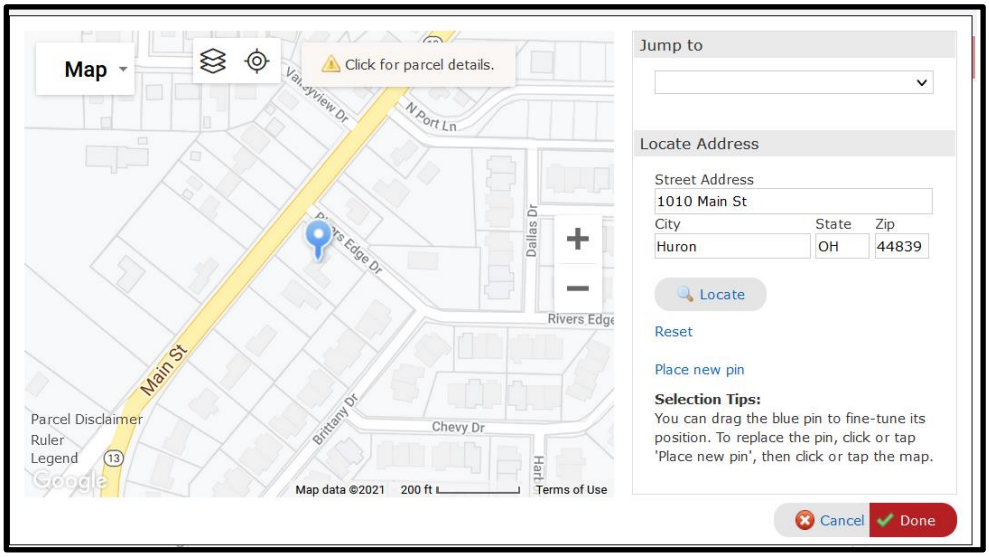
Mapping

Under the General Info tab:

- Verify the address fields are entered and accurate.
- Click **1. Get Lat/Long from address** beneath the map to the left of the screen to place a pin on the map.



- Click **2. Set Lat/Long**. A map pop-up window will display. Verify the pin is on the correct parcel. If not, you can drag the pin to the correct location. If it is too far away, you can *Jump to* a different County, by selecting from the drop-down list at the top right. To locate an address on the map, enter and click **Locate**. Click **Place new pin**, click on the parcel. Then click **Done**.



- Click **3. Choose Google Street View**, then after the map pop-up displays, use the Google Map directional arrows to choose the best view of your listing. Click **OK**. Note – there may not be a Street View of every property.

Submit Property

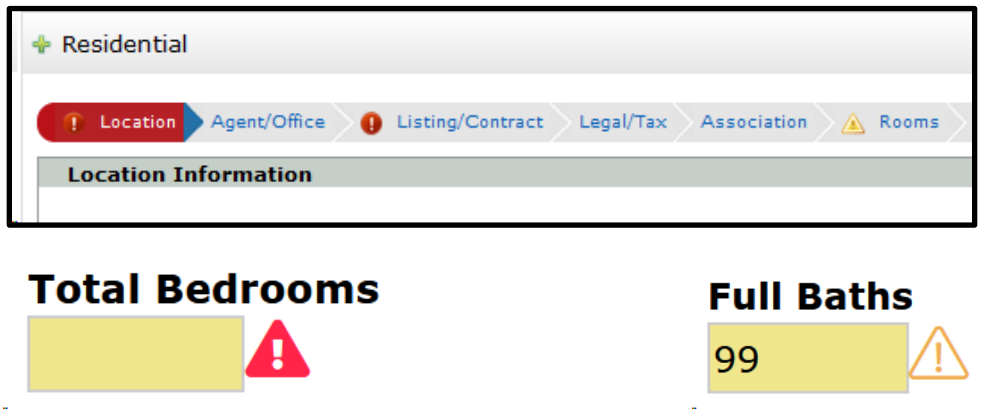
1. Click **Save as Incomplete** many times during the entry process so no information entered is lost.

2. Many items are required only based on the answer to a previous question. Click **Validate** to update the required field entries. *Example if HOA is answered Yes, then you will need to also enter the HOA fee, frequency, name and restrictions.*

3. Click **Submit Property** when you are ready to make the listing Active for all MLS Now members to see.

***Note**: Remember, your listing must be set to Active within 1 business day for Clear Cooperation (or 2 business days for the MLS rule) of the listing date on the listing agreement.*

Note: If any errors exist when trying to submit a listing (e.g. empty required fields), they will be indicated by an Alert icon on the tab and the field(s) where the error(s) exists. Errors must be resolved in order to submit the listing. Yellow triangles will appear on a tab and the field to indicate a <u>warning; however, the listing can still be submitted as is</u>. Click the tab then click the icon on the field to read the instructions.

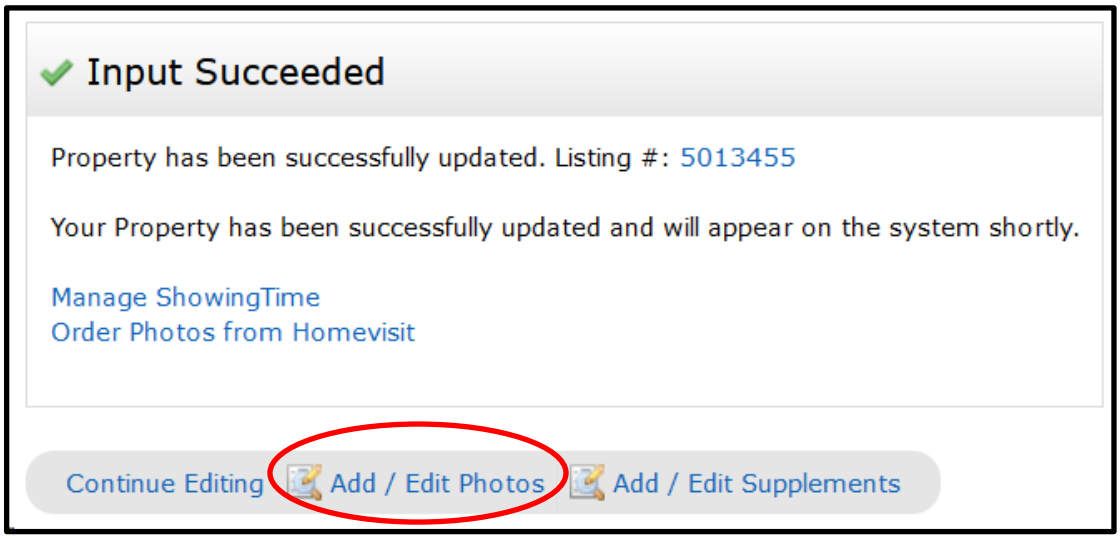


Adding Photos

You may enter up to **50 photos** per listing. Photos must be **.jpg** files. For optimal quality, photos should be **Horizontal** and at least **1024x768 pixels** (dimensions) in size.

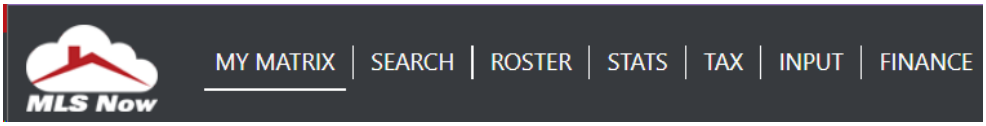
- **For a Newly Saved Listing**

  Once the listing is saved, click **Add/Edit Photos** from the Button Bar, then go to Step 2.

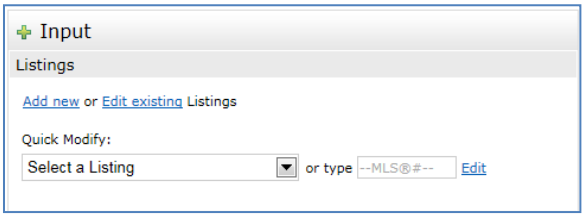


- **For an Existing Listing**

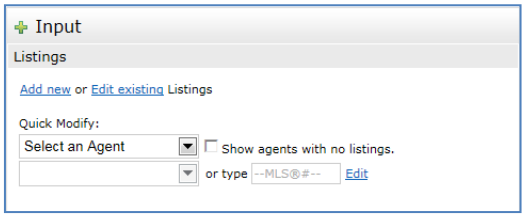
1. From the main menu bar, click the **Input tab**.



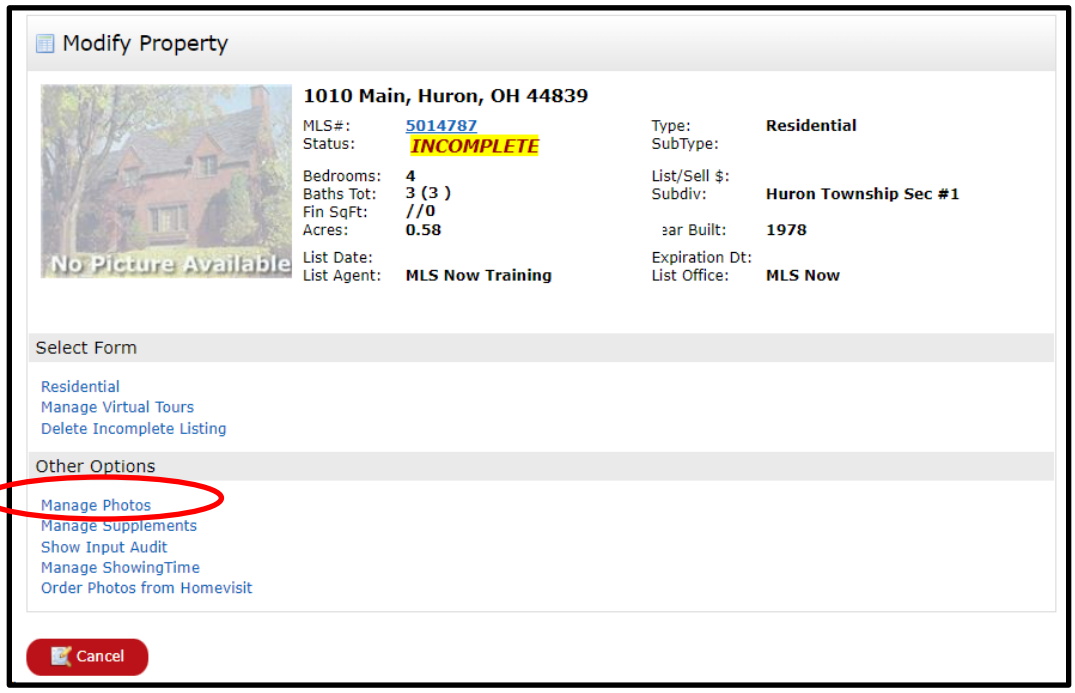
If you are an Agent…click **Edit existing** to search for the listing, or use the **Select a Listing drop-down menu**, or type the **MLS#**, then click **Edit**.



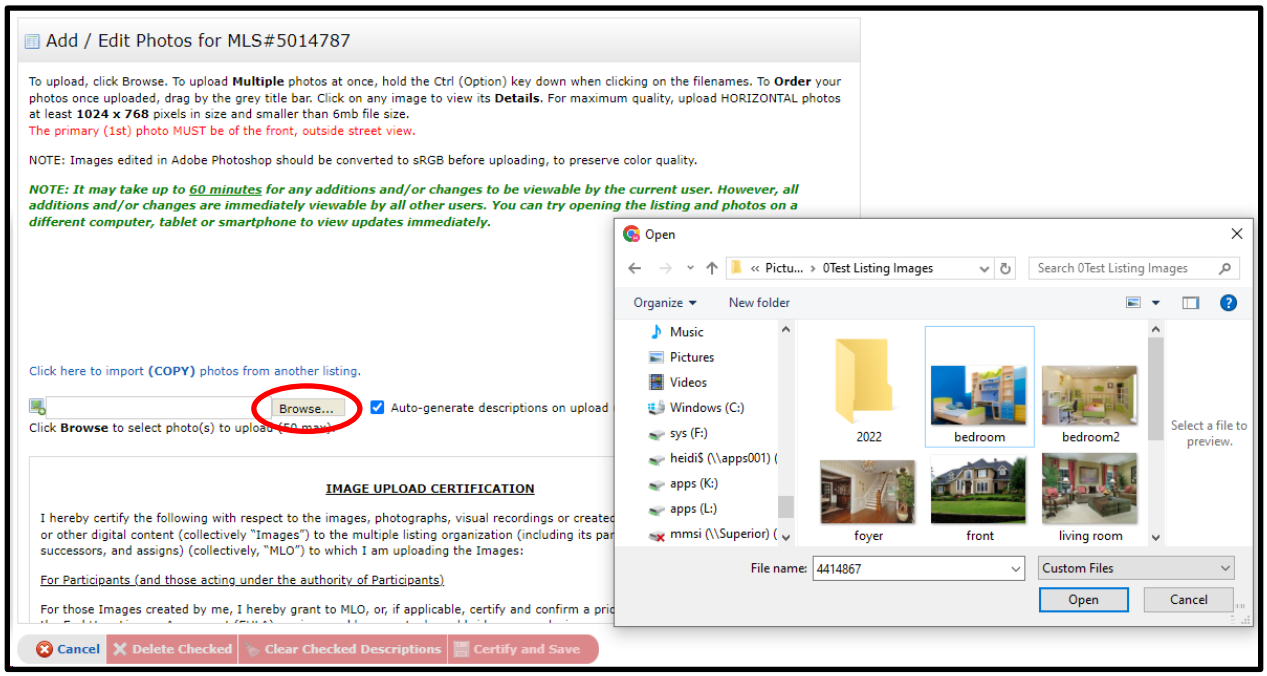
If you are Support Staff…click **Edit existing** to search for the listing, or use the **Select an Agent drop down menu**, then the **Select a Listing menu** beneath that, or type the **MLS#**, then click **Edit**.



2. Click **Manage Photos**.



3. Click the **Browse** button to **locate the listing photos** then drag your cursor over multiple images (or CTRL and click individual images) to select the ones you would like to upload.



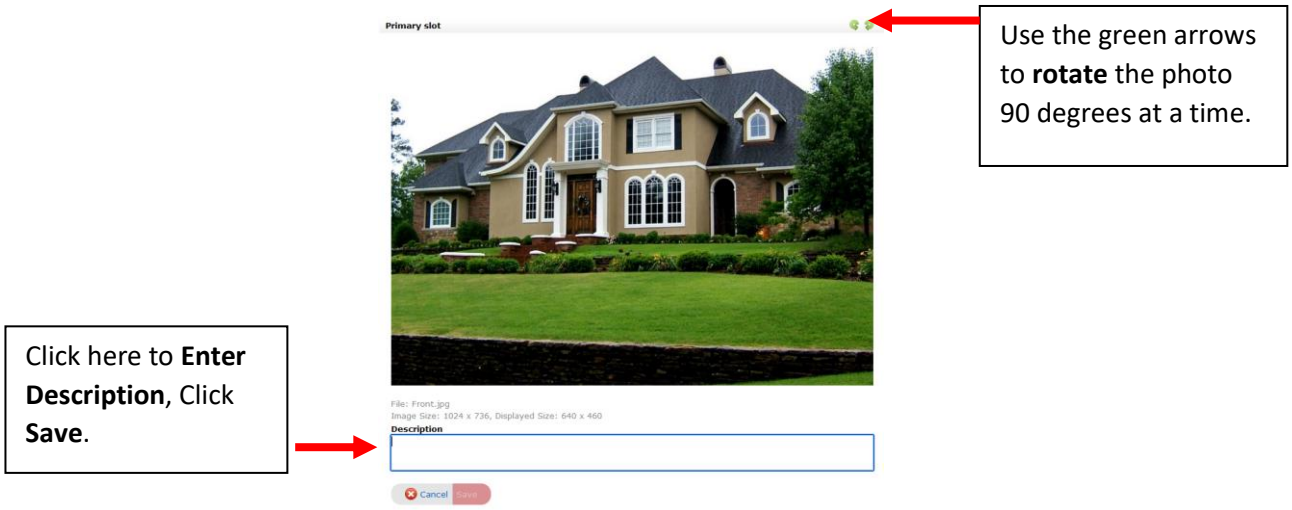
4. *Once photos have uploaded, click and drag the Slot# on the **thumbnail title bars** to reorder the photos.*



Note:

- The **front** exterior photo should display in the Primary slot. You are permitted to use an "alternate front view." (ie. Lake front properties where the lake side view is the front and the street side view is the rear of the home.) In this instance, the second photo must be the view of the structure from the street.
- Photos outlined in red indicate lower than recommended dimensions (1024x768).

5. Click any photo to enlarge it and add a description. Click **Enter description** beneath the photo, type the description, click **Done**, then click **Save**.



6. Click **Certify and Save** when finished adding, moving, rotating, and describing all photos for this property.

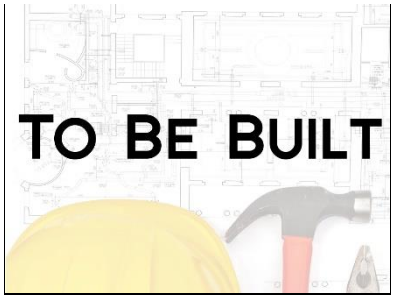
MLS Now says…

- If your client wishes to not have a photo, you will need to:
  - **a)** Use the Seller Opt-Out of Photos Authorization **Form** and check the Photo Authorization Opt Out box (located within MATRIX, under the Links tab, under the MLS Now Forms section), have your client(s) sign the form, and then fax the form to 216-485-4159.
  - **b)** Choose **Yes** for the Seller Photo Opt Out field in the listing input screen, and
  - **c)** Upload the Seller Opt Out photo **image** in place of the primary photo. The image is located within MATRIX, under the Links tab, under the MLS Now Photos section.



- If you do not have a photo for new construction, you will need to upload the **New Construction** or **To Be Built** image in place of the primary photo. The image scan be found within Matrix under Links, MLS Now Photos.

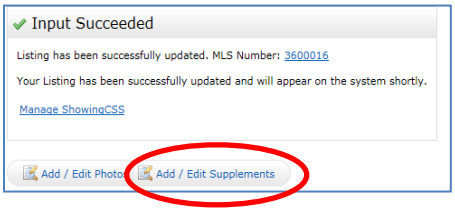




Adding Supplements

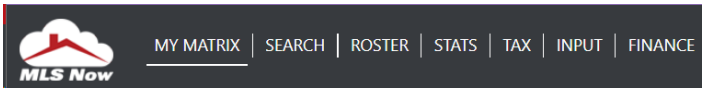
- **For a Newly Saved Listing**

  Once the listing is saved, click **Add/Edit Supplements** from the Button Bar.

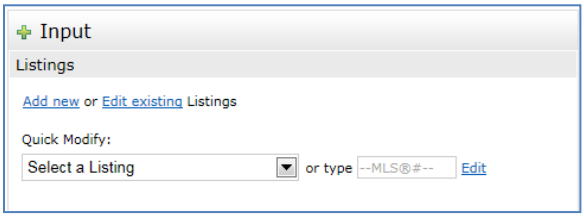


- **For an Existing Listing**

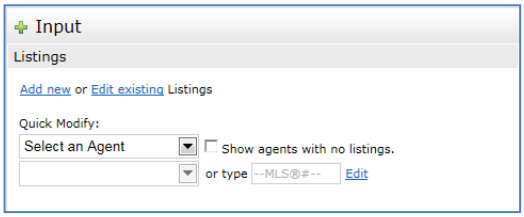
  From the main menu bar, click the **Input tab**.



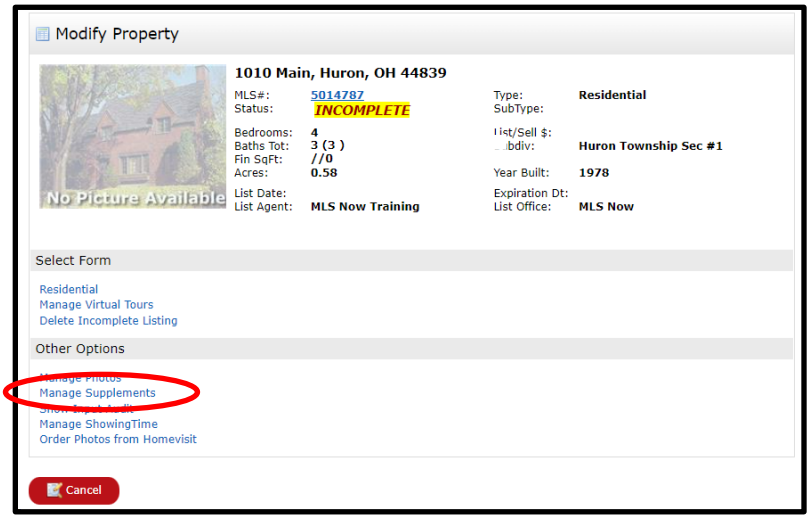
<u>If you are an Agent</u>…click **Edit existing** to search for the listing, or use the **Select a Listing drop-down menu**, or type the **MLS#**, then click **Edit**.



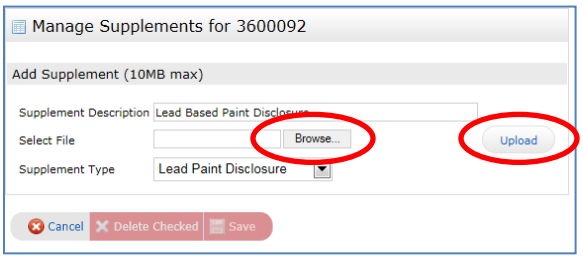
<u>If you are Support Staff</u>…click **Edit existing** to search for the listing, or use the **Select an Agent drop down menu**, then the **Select a Listing menu** beneath that, or type the **MLS#**, then click **Edit**.

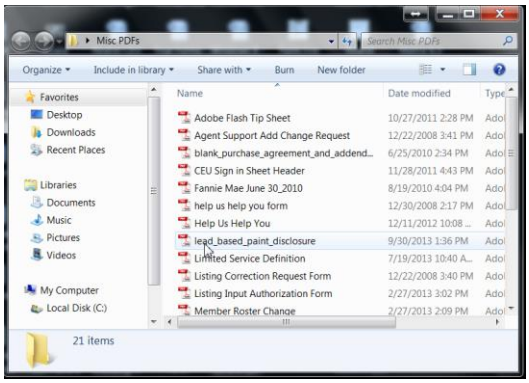


Click **Manage Supplements**.

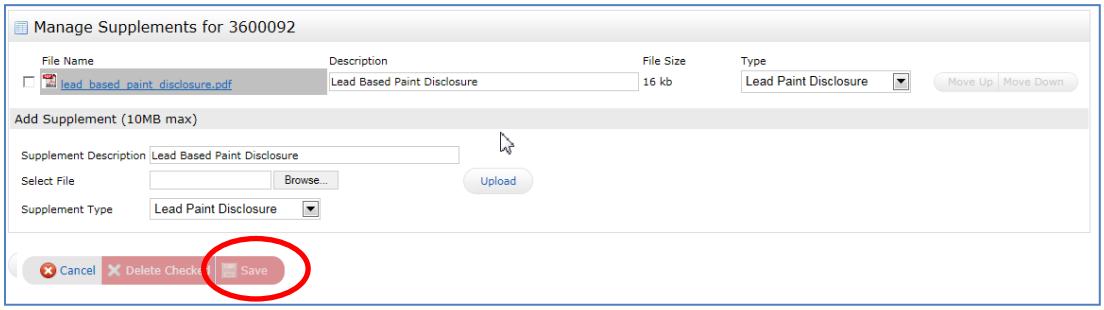


1. Enter a **Supplement Description**, choose a **Supplement Type,** then click the **Browse** button to locate the file. Click the **Upload** button to attach this supplement to the listing.





2. Click the **Save** button when done.

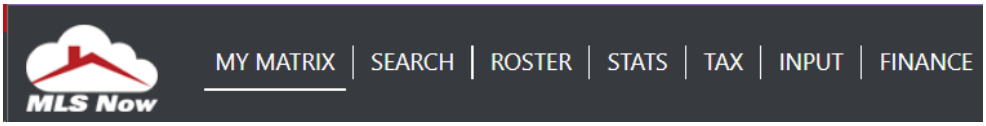


The MLS says…

- File size is limited to 10mb.
- File type should be .pdf.
- Supplements may be added to incoming listings before saved as active.

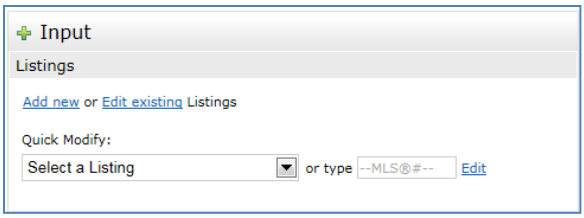
Retrieving an Incomplete Listing

1. From the menu bar, click the **Input** tab.

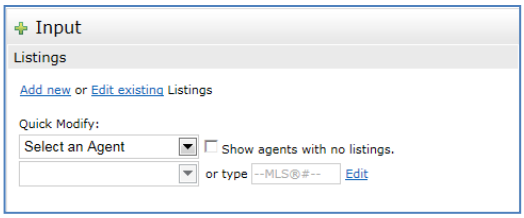


2. Locate your listing: (Note - Incoming listings will be labeled "Incoming" in front of the address in the Select a Listing drop-down list)

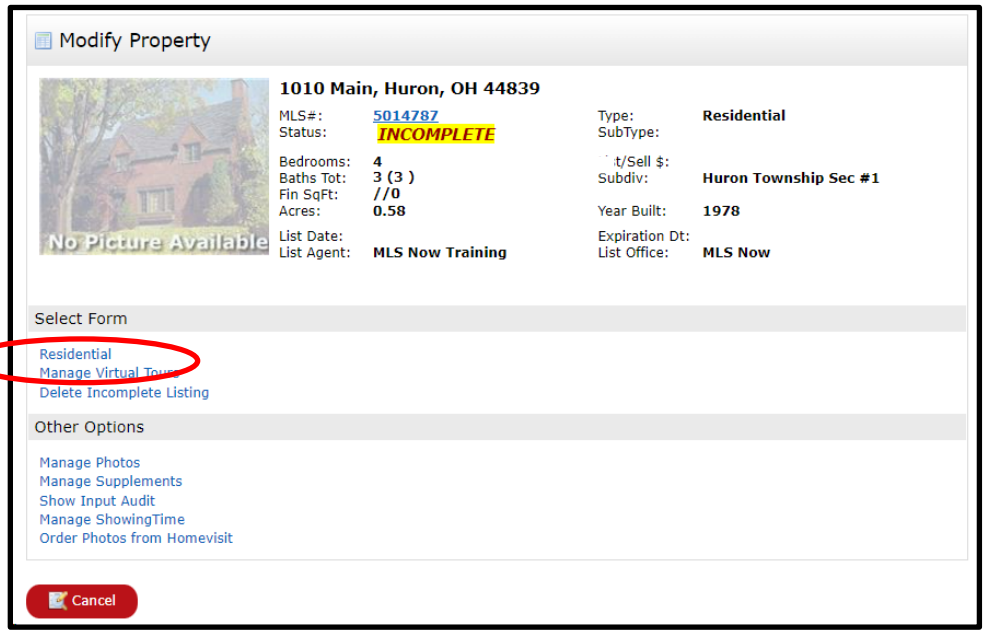
If you are an Agent…click **Edit existing** to search for the listing, or use the **Select a Listing drop-down menu**, or type the **MLS#**, then click **Edit**.



If you are Support Staff…click **Edit existing** to search for the listing, or use the **Select an Agent drop down menu**, then the **Select a Listing menu** beneath that, or type the **MLS#**, then click **Edit**.

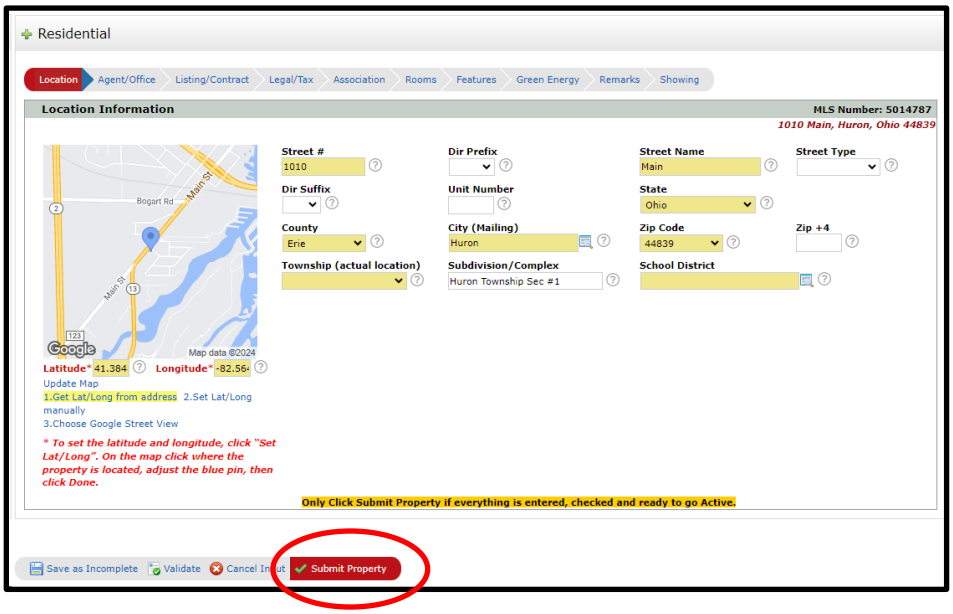


Click on the Listing Input link for the type of property you entered (e.g. Residential).



Activate Listing

1. Retrieve the Listing.
2. Click “Property Type” Listing Input (example: Residential).
3. Check tabs to make sure all required fields (highlighted in yellow) have been populated. When done, click **Submit Property**.

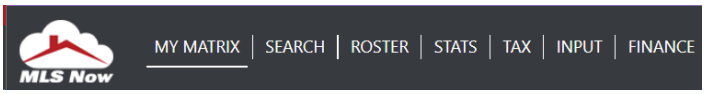


Adding a Virtual Tour/Slideshow

Property Panorama provides free virtual tours (InstaView tours) for every listing using the MLS photos (50 photos maximum) (there must be at least 3 photos on the listing). The free virtual tours are created overnight automatically.

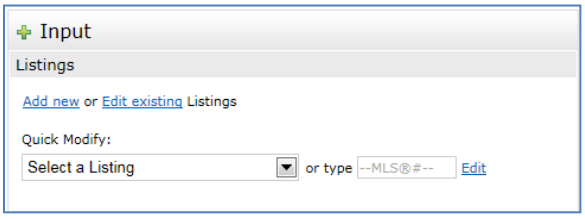
You may add a second unbranded tour by doing the following:

1. From the menu bar, click the **Input** tab.

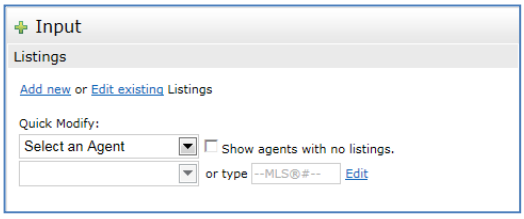


2. Locate your listing:

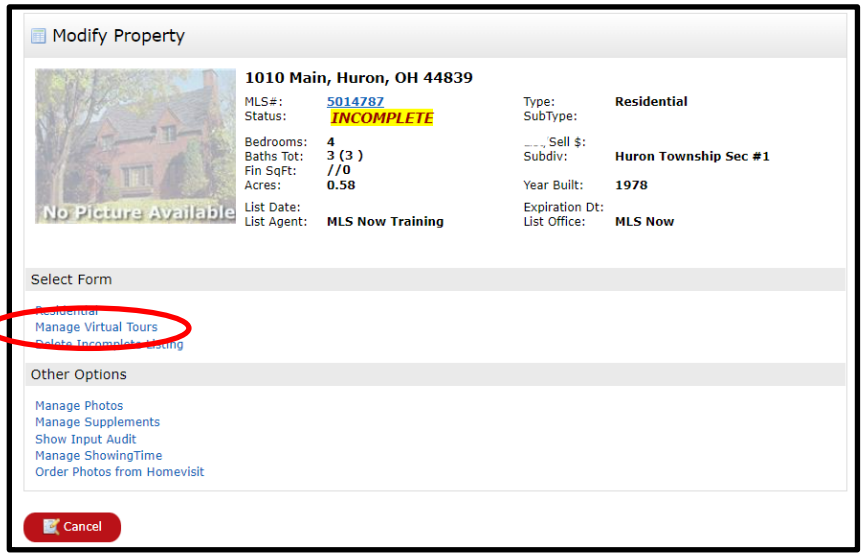
If you are an Agent…click **Edit existing** to search for the listing, or use the **Select a Listing drop-down menu**, or type the **MLS#**, then click **Edit**.



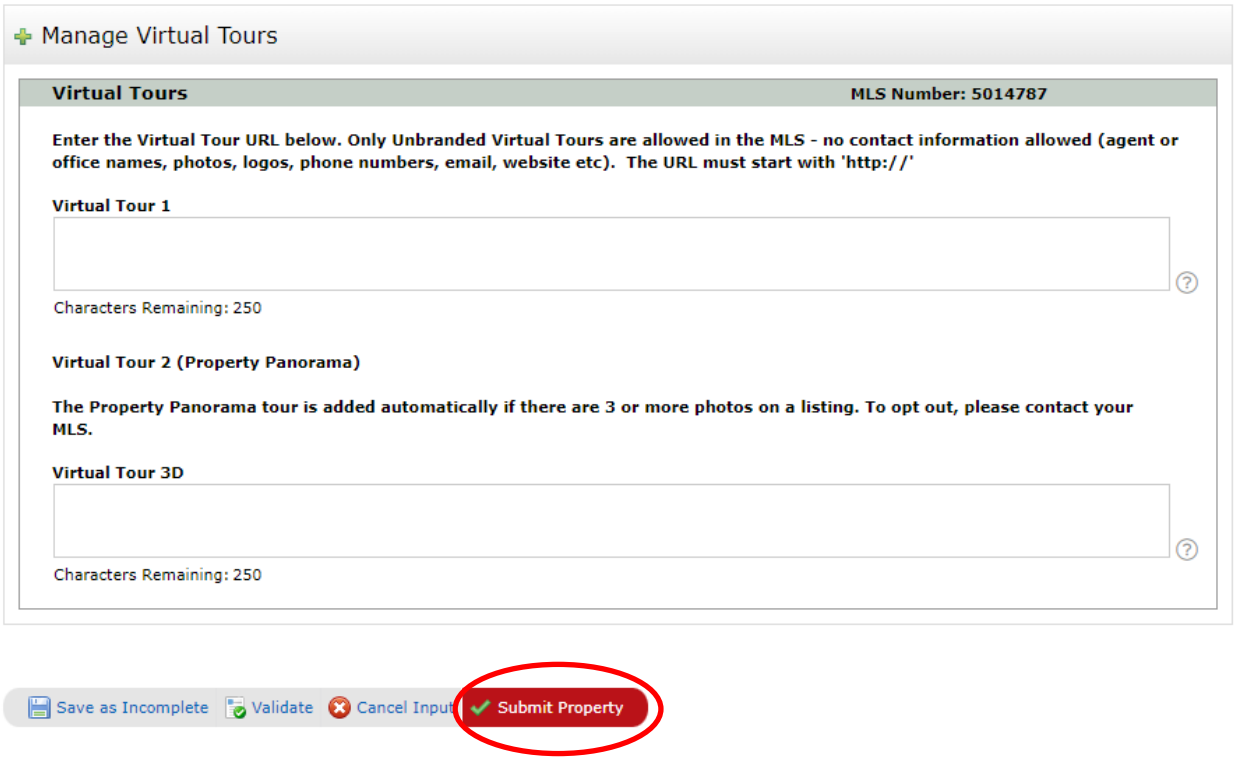
If you are Support Staff…click **Edit existing** to search for the listing, or use the **Select an Agent drop down menu**, then the **Select a Listing menu** beneath that, or type the **MLS#**, then click **Edit**.



Click **Manage Virtual Tours**.



3. Type the URL (web address) in the Virtual Tour box. If you have created a 3D tour using the Matterport Camera or something similar, it may be uploaded to the Virtual Tour 3D slot. Branding is <u>not</u> allowed in <u>any</u> virtual tour. Click **Submit Property** when done.
4.



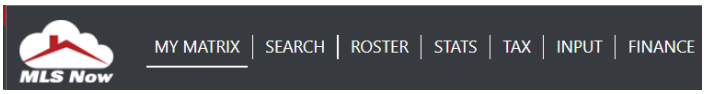
The MLS says…

Agents may opt out of this free service by visiting Property Panorama from the External Links Panel on the home page or Matrix, or contacting Property Panorama at 877-299-6306

Note: *All virtual tours are purged from the system 7 days after listings are Closed, Expired or Withdrawn.*

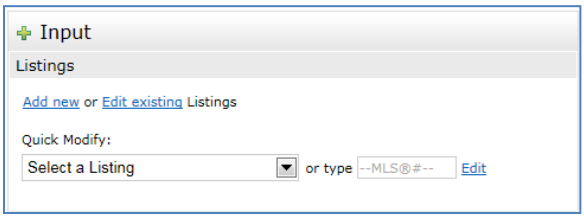
Adding Open Houses/Broker Tours

1. From the menu bar, click the **Input** tab.

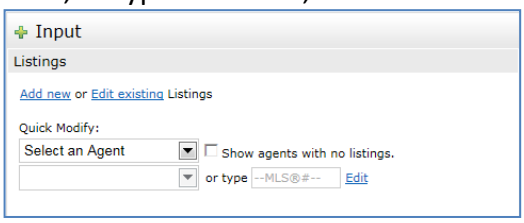


2. Locate your listing:

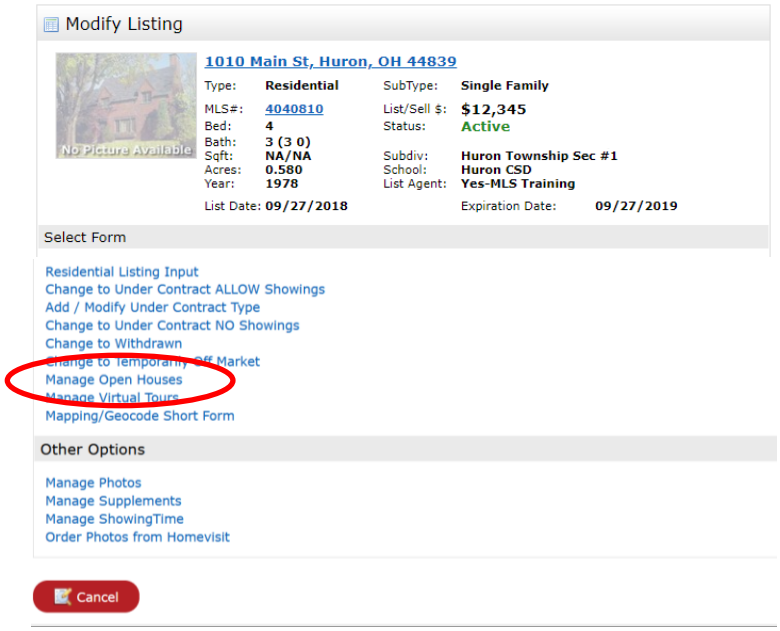
   If you are an Agent…click **Edit existing** to search for the listing, or use the **Select a Listing drop-down menu**, or type the **MLS#**, then click **Edit**.



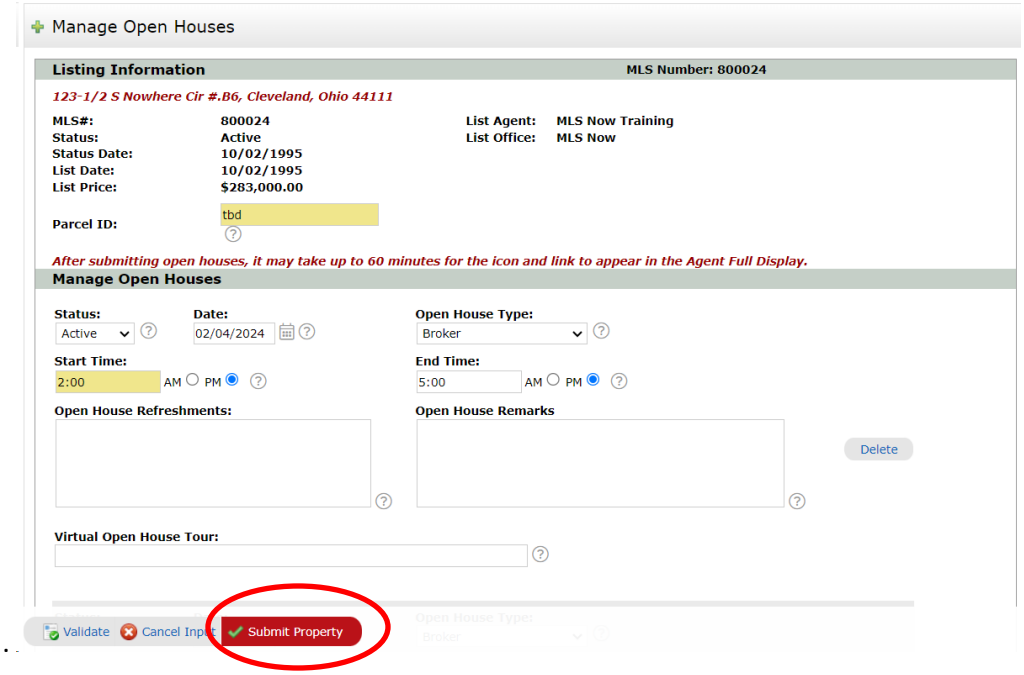
   If you are Support Staff…click **Edit existing** to search for the listing, or use the **Select an Agent drop down menu**, then the **Select a Listing menu** beneath that, or type the **MLS#**, then click **Edit**.



3. Within the Modify Listing screen, click **Manage Open Houses**.



4. Within the Manage Open Houses screen, enter the data for your open house.
5. Click **More** to enter additional dates.
6. Click **Submit Property** when done.



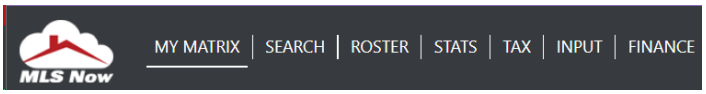
The MLS says…

- The Status field must be set to **Active** for open houses to display on listings and in searches.
- It is best to enter a new open house versus editing an old open house.
- It is not necessary to delete the old open houses, they will be moved to an ended status automatically. The status field in the open house screen will change to Status=Ended once the date and time of the open house has passed. The open house will no longer display in an open house search in Matrix.

Public open houses entered into Matrix will also automatically be uploaded to www.realtor.com. There is no additional charge for this service. If your open house(s) does not appear on the site within 1 hour, you may call Realtor.com® Customer Care at 800-878-4166 (Mon. to Fri. from 6am to 5pm Pacific time) or email CustomerCare@Realtor.com

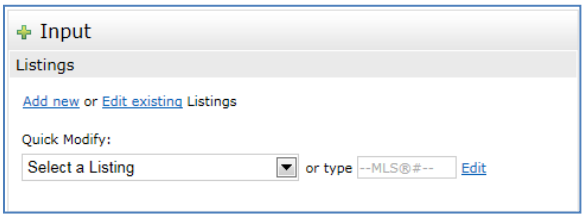
Editing a Listing/Making Status Changes

1. From the menu bar, click the **Input** tab.

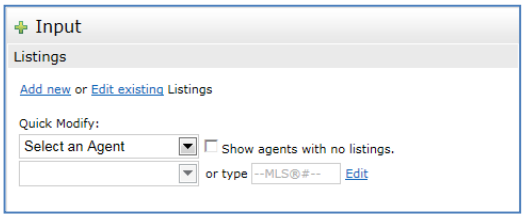


2. Locate your listing:

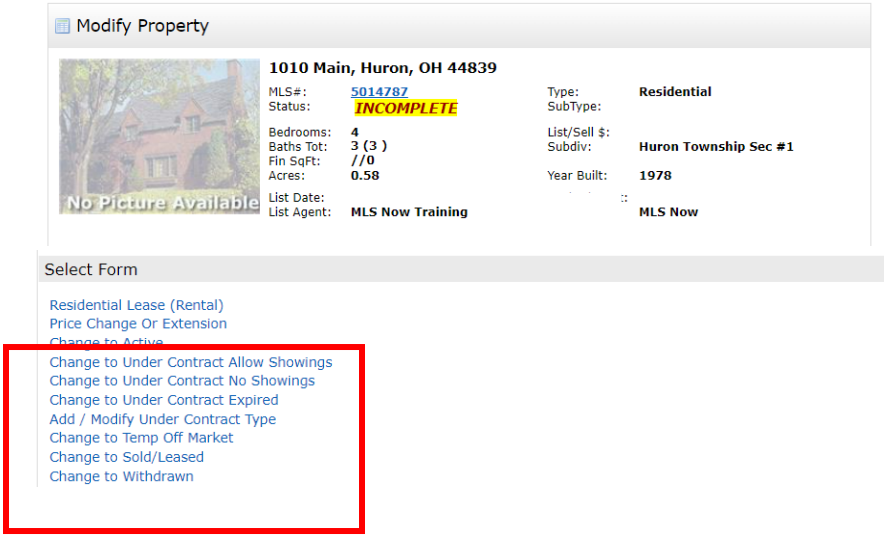
<u>If you are an Agent</u>…click **Edit existing** to search for the listing, or use the **Select a Listing drop-down menu**, or type the **MLS#**, then click **Edit**.



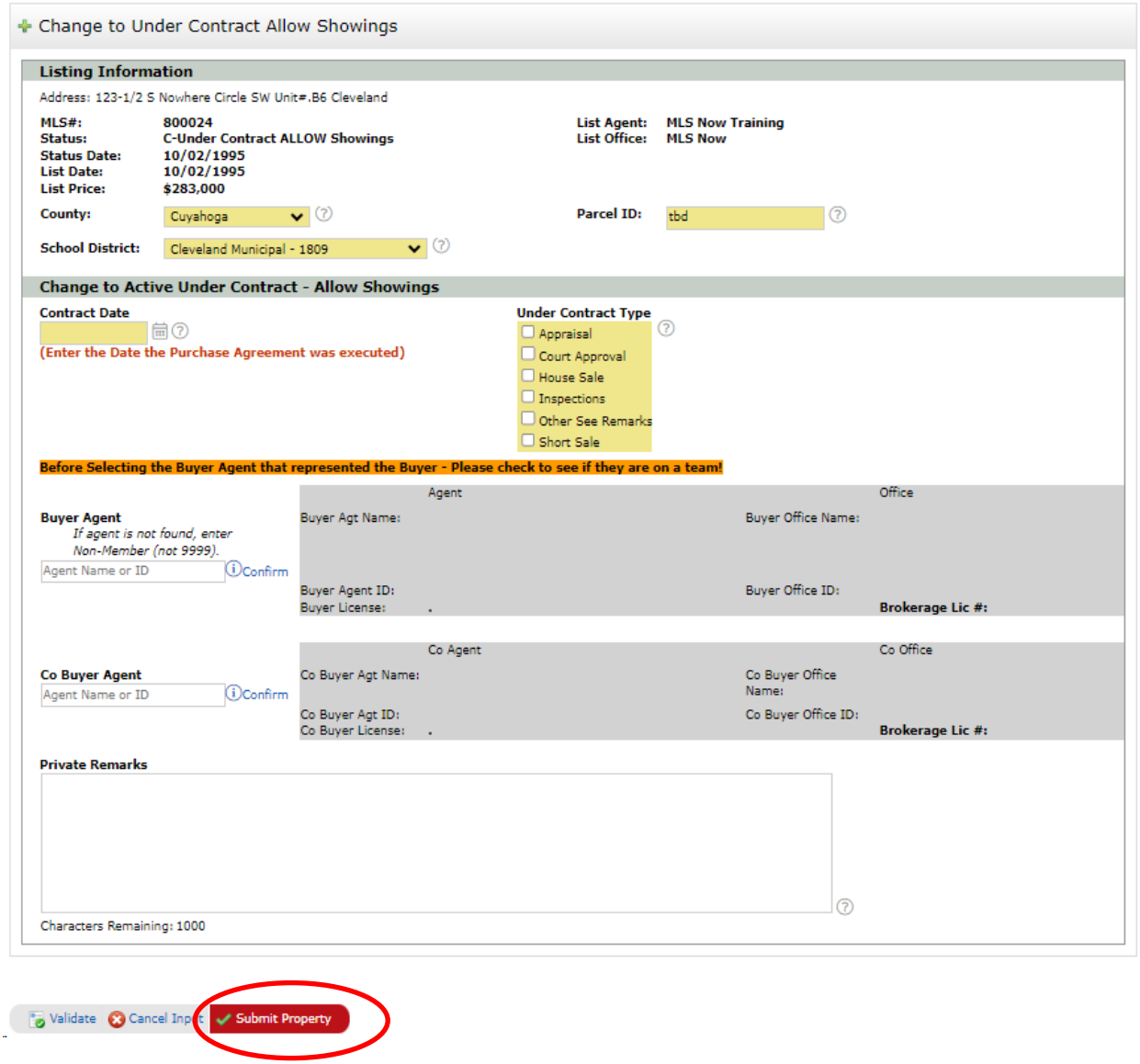
<u>If you are Support Staff</u>…click **Edit existing** to search for the listing, or use the **Select an Agent drop down menu**, then the **Select a Listing menu** beneath that, or type the **MLS#**, then click **Edit**.



3. Click the **Change to…** link for the status you wish to change to.



4. Fill in all of the required fields (highlighted in yellow), then click **Submit Property** to save the change.



The MLS says…

When changing a listing from **UCAS (Contingent)** to **UCNS (Pending)**, the **Pending Date** is the original contract date. This is the same date used for Contingent Date – the date the purchase agreement was signed.

Extensions must be received **before** a listing expires. Verbal permission is permitted by the MLS (*but may not be by your broker*) and must be backed up in writing within 10 days. This change must be made in the system within 2 business days of the verbal agreement. An email containing specifics (address, parties involved, new expiration date, when the verbal agreement was communicated) is acceptable by MLS for your "in writing" paperwork but check with your broker for what they require.

Price Changes can be made with a verbal agreement and must be backed up in writing within 10 days for the MLS *but check with your broker for what they require*. This change must be made in the system within 2 business days of the verbal agreement. An email containing specifics (address, parties involved, new price, when the verbal agreement was communicated) is acceptable by MLS for your "in writing" paperwork.

Withdrawn With or Without Release – Paperwork is required for either type of withdrawn status. Check with your broker to see what they have available for mutual release or withdrawn listing paperwork.

> **With Release** – a mutual release is signed by both brokerage and seller. Each party releases the other of the listing agreement. The listing is no longer listed by a brokerage and is available for any other brokerage to list. The listing will remain in the withdrawn status. It will not expire. The status will show as WR – withdrawn with release.
>
> **Withdrawn No Release** – the listing brokerage has agreed with the seller (in writing) to withdraw the listing from the MLS. The seller is still under the listing agreement contract with the brokerage. It will remain in the withdrawn status (WNR withdrawn no release) until it reaches its expiration date. This property is not available to be listed by a different brokerage. It still has a valid listing agreement behind it. Once the listing reaches its expiration date, it will automatically change to the expired status and may be listed by another brokerage.

NOTES: