

GNMLS LOCKBOX AGREEMENT FAQs

Q1: How do I fill out this user agreement form?

Principal Broker/Appraiser (aka Designated REALTOR): Please list your name and company name on the first line on page 1 above where it says “Name of GNMLS Participating Broker and Company”, initial each page through Addendum A if joining prior to May 1st and print/sign your name above the “Participant...” lines on page 6 (if joining after May 1st, initial and return Addendum B instead of Addendum A). Send your signed copy to GNMLS to enroll your office, and provide a copy of your signed agreement to each MLS subscriber at your office to fill out and return as well, as they must also acknowledge that they understand the program policies.

Agents, Non-DR Brokers/Appraisers and Office Staff (Authorized Users): Once your broker provides you a copy of the agreement he/she has signed, please list your name in the 2nd line on page 1 above where it says “Name of Agent or Affiliate”, initial each page and print & sign your name on page 6 above the “Authorized User” and “Authorized User Signature” lines. NOTE: Non-principal appraisers and office staff are not required to enroll (see Q5 below for more).

The card and card reader serial numbers may be left blank, as SentiLock will provide those serials to GNMLS after you receive each at the training.

****Please return signed agreements for yourself and each Authorized User to GNMLS by May 1st if you wish to join during the initial rollout and avoid additional training fees.****

Q2: How much will it cost?

If you return the signed agreement for all MLS subscribers at your office by May 1st, the up-front cost to your office will be \$35 (\$25 keycard deposit and \$10 setup fee) per MLS subscriber. This total will be billed to the office on the next MLS invoice.

Offices enrolling by May 1st will be billed no additional fees on the monthly MLS invoice until May 2013. Our projections are that the monthly fee for lockbox program participants at that time would be between \$4-7 per subscriber, and the monthly fee will be set annually by the GNMLS board thereafter. Whereas we cannot predict future listing counts or number of participants that each have a major influence on costs, we will do our best to keep future fees as low as possible (most of the board members who set the prices will be paying them as well).

Offices enrolling after May 1st will have the same terms as listed above, but may also be subject to a training fee of \$25 per participant or up to \$250 for the entire office.

Q3: If my office doesn't join or someone needs to show a property who isn't a participant, how can I or they operate the lockboxes?

If a showing agent is not a participant, he/she may obtain a “one-day code” from the listing agent to enter on a lockbox keypad to access the property. Therefore, you would have to obtain that code from the listing agent in advance for each showing, whereas with the keycard you would just insert the card and enter your own pin # to open the lockbox. Additionally, some listing agents/office may choose not to offer one-day codes by telephone, but rather to only give it out upon pickup at the office (“pickup key at office” reciprocal policy).

Please note that even if you have a keycard, you should **always** call the listing office/agent before visiting a property per the REALTOR Code of Ethics.

Q4: Do I have to sign up if my broker enrolls our office?

GNMLS cannot compel anyone to sign the agreement nor to use the lockboxes and keycard, but your

principal broker will be billed the monthly program fee for **all** licensed agents and brokers at his/her office regardless of whether you actively use the system. We suggest that even if you choose not to use the lockboxes on your listings, you still consider filling out and returning the agreement to obtain a keycard and reader, which will make it easier for you to show other agents' listings (since your office will be billed for you regardless).

Q5: What are the card types and who else at my office can obtain a card?

Agents and brokers will receive an "Agent" SentiCard that allows full control over lockboxes assigned to them by GNMLS and/or their principal broker. Brokers may also request "Assistant" cards for brokerage staff which allows them to operate/assign/remove lockboxes, and each agent/broker may *optionally* permit the staff member to control his/her lockboxes by modifying a setting in the system.

GNMLS participant appraisers who enroll will receive an "Affiliate" card which permits access to lockboxes, but does not allow lockboxes to be assigned or removed. GNMLS appraisers also have the option to request cards for non-subscriber appraisers licensed with their offices.

"Affiliate" cards may be requested for other individuals (inspectors for example) by the principal broker or appraiser, but each will be subject to advance review and approval by GNMLS.

Monthly fees for all Affiliate and Assistant cards issued to non-MLS subscribers would be billed to the office upon enrollment (\$7 monthly through May 2013), as the monthly fee waiver through May 2013 only applies to MLS subscribers.

Q6: Do I need to send you a photo and if so, why and of what?

The keycard all agents/brokers receive will have your agent photo, and we recommend that you email us a decent quality head shot (~50kb file size or better in .jpg or .bmp format). Please name the photo using your MLS Logon ID # (eg: 56789.jpg). We will use your MLS photo if you do not email us a photo, but it may appear grainy on the card as the photos stored in the MLS are of reduced quality to conserve space and bandwidth. Appraisers and office staff do not need to provide photos, as the card types they receive do not include a photo.

Q7: How many lockboxes will I receive and what if I need more?

The number of lockboxes distributed to each office will be 110% of their 2011 average monthly residential listing inventory, and we are buying a bit more than 110% to have extras on hand at the board office and possibly at a few other locations around the MLS area. Each principal broker will choose how to distribute the lockboxes among their licensees, as the principal broker is held solely responsible by GNMLS in accounting for all lockboxes at his/her office.

GNMLS will regularly monitor the distribution and ask offices with excess lockboxes to return them promptly, which we will reallocate to offices who we determine needs more. If you have several new listings in the pipeline, give us a call and we will try to ensure you have what you need in advance.

Lockboxes may not be placed on commercial listings, but brokers can choose to purchase additional lockboxes that they would own and therefore could use at their discretion.

Q8: My office has a "pick up key at office" policy. Should we therefore not enroll in this?

If your office has a "pick up key" policy and does not use lockboxes, you may still want to enroll to have a keycard that will allow you to access participating offices' listings more easily versus having to request and obtain a unique one-day code for every listing you plan to show.

Additionally, there is a "Call Before Showing" mode that can be enabled on all lockboxes at an office that will force agents to input a code to open the lockbox in addition to using his/her card and pin number. This solution prevents access to a lockbox using a card and pin unless the listing agent has previously been contacted to provide the "CBS" code, which offers a similar level of accountability as the "pick up key" policy. That being the case, you may find this program to offer the accountability you require without the inconvenience of keeping keys at the office.

Q9: What's the deal with the "Lockbox Authorization Addendum"?

Before placing a lockbox on any property, you must first have the seller(s) sign this addendum. You do not need to send it to the board office, but you should keep it on file as GNMLS may ask your office to provide a copy if needed for any reason.

Q10: We sent in our signed agreements and photos before May 1st, so what comes next?

Each of you will receive an invitation to register for live training at the MLS office in Woodruff during the week of June 4th, (most likely on May 5th thru 7th). Training lasts approx. 1.5 hours (less for Affiliate card recipients) and there will be several each day, after which you will receive your card and reader. If you are the principal broker, lockboxes will be provided to you after completing training. We suggest you bring a vehicle with ample cargo space and a coworker or two to help you load up!

Please email us at northwoodsrealtors@gmail.com or call 715-356-3400 if you have any additional questions.