CINCYMLS ORIENTATION HANDBOOK

(REVISED 03/01/2021)

Multiple Listing Service of Greater Cincinnati, Inc

(Subsidiary of the Cincinnati Area Board of Realtors®)

14 Knollcrest Drive

Cincinnati OH 45237

513-761-8833

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The Multiple Listing Service of Greater Cincinnati, Inc. is a service organization facilitating over 700 offices and their more than 7,000 agents and appraisers. We provide a suite of services that enables real estate brokers to establish contractual offers of compensation (among brokers), facilitates cooperation with other broker participants, accumulates and disseminates information to enable appraisals, and is a facility for the orderly correlation and dissemination of listing information to better serve brokers' clients, customers and the public.

CincyMLS is a subsidiary of the Cincinnati Area Board of Realtors and services over twenty-five counties in Ohio and Indiana.

Purpose

The purpose of the Multiple Listing Service is:

(a) A means by which authorized Participants can make unilateral blanket offers of cooperation and compensation to other MLS Participants (acting either through sub-agency, buyer agency, or both) in respect to properties exclusively listed by them. Entitlement to compensation is determined by the cooperating broker's performance as a procuring cause of the sale (or lease);

(b) A means by which cooperation among Participants is enhanced;

(c) A means by which information is accumulated and disseminated to enable authorized Participants to prepare appraisals, analyses, and other valuations of real property for bona fide clients and customers;

(d) A means by which Participants engaging in real estate appraisal contribute to common databases;

(e) A facility for the orderly correlation and dissemination of listing information about real estate so Participants may better serve their clients and the public, and to encourage high standards of ethics and business practice.

Services

CincyMLS provides the following services for its members:

- Rapattoni Web-Based MLS Computer System
- SUPRA Electronic Lockbox
- ShowingTime in MLS and ShowingTime Mobile App
- Realist2
- RPR
- Rapattoni Sign-On Broadcast Messages
- Listing Data Checker
- Data Feeds
- Worksheets and Forms
- Marketing Statistics
- Training
- MLS Staff Support
- Connecting with CincyMLS
- Listing Syndication Services
- Homesnap
- Rapattoni Mobile MLS

Rapattoni Web-Based MLS Computer System

The Rapattoni Web Based MLS System provides robust functionality for your listing and selling requirements. Features include: Customizable MLS Home Page, Search Listings, Contact/Prospect Management, Client Portal, Mobile Interface, Mapping and Aerial Images, CMA and Reports, Statistics, Attached Documents, Hotsheets and Email, and more.

SUPRA

Use your smartphone or tablet as your lockbox key. The eKEY application uses your phone's wireless communications so you can do business anywhere. Contact Supra at 513-821-7945 to activate your subscription.

The iBox BT LE communicates directly with smartphones or tablets via infrared (IR), Bluetooth® (BT), and Low-Energy Bluetooth (BT LE) technologies.

ShowingTime in MLS and ShowingTime Mobile App

An online showing request system that presents a 'schedule a showing' button within each listing. It simplifies the showing request process. The system includes a Showing Cart that enables agents to schedule several showings at once while automatically mapping a Buyer's Tour. This is also accessible via the ShowingTime Mobile App.

Training information is available from your profile account under *Help and Training*.

Realist2

Realist2® from CoreLogic® is a public-record database that seamlessly integrates with our web-based MLS Rapattoni system to provide in-depth property and ownership data, market information, street and aerial maps, flood maps as well as market trends. Realist enhances the capabilities of our MLS system - giving you a data centric, easy to use resource that increases their competitive advantage.

Training information is available under *Help/Tutorials* or the *User Guide*.

RPR

At its base are over 166 million property records, built from public record and assessment information. Layers of data have been added, such as zoning, FEMA flood maps, the largest database of foreclosure and NOD information, as well as mortgage and lien data. Plus, school zoning and data.

Training information is available under *Learning*.

Rapattoni Sign-On Broadcast Messages

The Broadcast Messages when logging on to CincyMLS are to brief the membership on immediate or current issues. Please take a moment to read new Broadcast Messages.

Listing Data Checker

Listing Data Checker from CoreLogic® is an automated system to validate the quality and accuracy of listing data. When inaccuracies are detected, an email Notification will be sent to the listing agent, identifying the problem and the action needed as well as the timeline to avoid a potential penalty.

Members and Administrators can check listings for compliance by using the CheckIT button when viewing the listing. Possible violations will be in red print.

Data Feeds

Internet Data Exchange (IDX)

IDX feeds can be requested and granted to Brokers and/or Agents. IDX Feeds can only be used for a consumer CincyMLS search of Active and Pending listings as well as up to three (3) years of Sold listings on the Broker's or Agent's Company/Agent branded website. For more information on IDX feeds, please contact CincyMLS at THauger@CincyMLS.com.

Data Download (Full or Company Only)

Data Download feeds are available to Principal Brokers ONLY (not available to agents or managers). Data Downloads are for "back office use" only (statistics, analytics, etc.). For more information on Data Downloads, please contact CincyMLS at THauger@CincyMLS.com.

Virtual Office Website (VOW)

VOW feeds can be requested and granted to Brokers and/or Agents for use with a VOW Website. VOW websites are required to have the consumer register with the host. For more information on VOW feeds, please contact CincyMLS at THauger@CincyMLS.com.

Worksheets and Forms

Worksheets, as well as all of the MLS forms, can be printed directly from our website at www.CincyMLS.net under Links/Links and Documents/Printable or Interactive Forms.

Marketing Statistics

Beyond the Statistics capabilities within Rapattoni, the MLS publishes a wide range of statistics and graphs on a monthly basis. These statistics and graphs provide current and historical information for easy assessment of market conditions and comparisons.

Training

Classes are offered to enhance your understanding and use of the Rapattoni system. CABR offers Rapattoni training classes for beginner, intermediate, advanced and administrative uses, as well as

a Realist2 class. Information can be found at www.CABR.org. Classes are offered for CE credit. Webinars and Tutorials for ShowingTime, RPR, Rapattoni and Realist are available through their websites and apps.

MLS Staff Support

CincyMLS is staffed Monday through Friday from 8:30am – 5:00pm except holidays and can be reached at 513-761-8833 for assistance. Rapattoni can be reached at 866-730-7114 (Support ID 3675) during nonbusiness hours.

Connecting with CincyMLS

Connecting with CincyMLS is a series of articles distributed by email or published in the CABR Newsletter. Topics include current events, system related information, training information and more. The archive of articles may be accessed at www.CincyMLS.net.

Listing Syndication Services

Listing Syndication Services are online real estate advertising mediums that increase the visibility and exposure of your listings. Listing Syndication services allow your listings to be sent to specified real estate search websites, eliminating the need to re-enter listing information many times over.

Homesnap

The Homesnap Pro mobile app allows you to conduct your business using your iPhone, iPad or Android Device with real-time access to agent-only MLS information, messaging, agent detail, and more. The Homesnap app is available for the public while the Pro version is only available to CincyMLS members.

Rapattoni Mobile MLS

Each MLS member receives a custom app for iOS and Android devices branded with their logo and splash screen background image. Members can then download the free app from the iTunes App Store and Google Play Store.

Services and Application Instructions

HomeSnap Mobile App

Installing the Homesnap Mobile App

- Using the App Store for your iOS device or Play Store for your Android Device, locate the Homesnap App. The app can be identified by its house icon.

- For your Android, tap the **Install** button, then tap **Accept**.
- For your iOS Device, tap the **Free** button, then tap again to install.
- [Account Setup Guide For New Users](#)

Registering and Logging into the Homesnap Mobile App

- Select **I am a Real Estate Agent**.
- Allow Homesnap to access your location, then tap your MLS.
- Enter your name, email address or MLS ID and tap Search to locate your MLS account.
- Tap your MLS identity to begin the verification process.
- Choose a contact method for verification.
- Enter the complete phone or email that you've chosen to verify your account.
- Once the verification code is received via text or email, select **Confirm My Code** and enter the code.
- Review and update your person information and upload a photo (required), accept the Terms of Service and tap **Complete Profile**.

Rapattoni Edge Mobile App

Installing the Rapattoni Edge Mobile App

- Using the App Store for your iOS device or Play Store for your Android Device, locate the CincyMLS.net App. The app can be identified by its Indiana/Ohio county map icon.

- For your Android, tap the **Install** button, then tap **Accept**.
- For your iOS Device, tap the **Free** button, then tap again to install.

Logging Into Rapattoni Edge Mobile App

- When using for the first time, enter your CincyMLS Login and Password.
- One touch login will eliminate entering credentials for future use.
- Members may use the Edge MLS app on up to 2 mobile devices.
  - To remove a device, log in to CincyMLS on your computer
    - Admin > Manage Mobile Devices

Rapattoni MLS

Logging in to Rapattoni MLS

- Your MLS ID and Password will be generated by CincyMLS and given to you via the initial membership email.
- Use the credentials provided to log in to www.CincyMLS.net.
- **Accept** the Terms and Conditions.
- If prompted to change your password, you are encouraged to do so.
- To change your password at any time
  - Admin > Modify Your Profile
  - Change Password
  - Enter new password
  - Confirm new password
  - Save
  - Save

Also Available Through Rapattoni MLS

- Realist (no mobile app)
- RPR
- ShowingTime

Realtors Property Resource (RPR)

Creating an RPR Account (Through CincyMLS)

- Log on to CincyMLS Rapattoni system at www.CincyMLS.net.
- Locate the Single Sign-On box.
- Click the **RPR logo button**.
- Click **Create a new account**.
- Enter your last name in the **Last Name** box.
- Enter your NRDS number in the **NRDS** box.
- Select **Residential Practitioner** or **Commercial Practitioner**.
- Click **Submit**.
- Enter **Agent ID**.
- Select your primary MLS.
- Enter your **Email address**, create a **password**, and choose a **Security Question**.
- Enter your contact information – much will auto-populate from your NRDS record. (Changes to your RPR profile will not affect your NRDS record).
- Click **Finish**.
- Once your account is set up and finalized, logging on to RPR via CincyMLS will be automatic.

Installing the RPR Mobile App

- Using the App Store for your iOS device or Play Store for your Android Device, locate the RPR App. The app can be identified by its icon.

- For your Android, tap the **Install** button, then tap **Accept**.
- For your iOS Device, tap the **Free** button, then tap again to install.

ShowingTime Mobile App

Installing the ShowingTime Mobile App

- Using the App Store for your iOS device or Play Store for your Android Device, locate the ShowingTime App. The app can be identified by its clock hands icon.

- For your Android, tap the **Install** button, then tap **Accept**.
- For your iOS Device, tap the **Free** button, then tap again to install.

Logging into the ShowingTime Mobile App

Because ShowingTime is offered through CincyMLS, users will have to go through an authentication process.

- Open the ShowingTime mobile app.
- Select **Agent** as your role.
- Select **No** as you don't have a ShowingTime username and password.
- Enter the **email address** that is on file with CincyMLS, then click **Submit**.
- An email will be sent which with a Login Code.
- Enter the **login code**.
- Once authenticated, you will remain logged on until you delete the app or unregister the device. If you do either of these, you will need to go through the authentication process again when you reinstall.

Scheduling a Showing

- Tap the **Schedule a Showing** button located on the home screen.
- Enter the **MLS #** or **address** in the Search field or tap **Near Me** for listings nearby.
  - The **Near Me** option will only show if Location Services are turned on.
  - The Search field can search by address, street name, city or MLS #.
- Once the listing has been found, tap on the **listing**.
- First select the **appointment type**, then request a date and **time frame**.
- Choose preferred **method of contact**.
- Include anything specific that needs to be directed to the listing agent in the Notes Section.
- Tap **Submit**.

- The Appointment Status screen will show if the appointment is currently being requested (shown in yellow with a yield sign) or if it has been confirmed (shown in green with a check mark).
- All Showing Appointments can be shown by choosing **I Have Requested** in the Showing Section.

Supra eKEY Mobile App

Installing the Supra eKEY Mobile App

- Using the App Store for your iOS device or Play Store for your Android Device, locate the Supra eKEY App. The app can be identified by its keybox icon.

- For your Android, tap the **Install** button, then tap **Accept**.
- For your iOS Device, tap the **Free** button, then tap again to install.

Authorizing the Supra eKEY Mobile App

- Contact Supra for a contract at 513-821-7945.
- Once Supra receives the required documentation, you may obtain a 10-digit authorization code.
- Open the eKEY app.
- Tap **Activate eKEY**.
- Tap **Next**.
- Enter the 10-digit Authorization Code.
- Agree to the Terms and Conditions by tapping both circles.

Obtaining a Key

- Select **Obtain Key**.
- Type in **PIN code**.
- Press up on the bottom of the keybox to turn on Bluetooth.
- After the success screen displays, press up on the bottom of the key container to release.

Releasing a Shackle

- Select **Open Shackle**.
- Enter the **shackle code**.
- Select a reason and follow prompts.
- Press up on the bottom of the keybox to turn on Bluetooth.
- Select **Begin**.
- After the shackle release, push down on the shackle, then pull.

Registering and Logging On to SupraeKey

- Go to the website at www.supraekey.com
- Select SupraWEB Login for Real Estate Agents.
- Click **Register** to create an account.
- Enter the required information.
- Choose a **User ID** (Click check to determine if your User Name is available).
- Create **Password**.
- Choose and answer **Challenge Questions**.
- Enter the **code** shown in the image.
- Click **Submit**.
- Once your account is registered, enter your Key Serial Number, PIN and Association/MLS.
- Click **Login**.

All licensees must be a member in good standing of a Board or Association of Realtors. Suspension from a Board or Association of Realtors will result in the suspension of CincyMLS access.

Agents and Appraisers

Licensees must be a member of an MLS of which their Principal Broker/Appraiser <u>and</u> office are a member. Licensees in an office whose primary MLS is CincyMLS who choose an MLS other than CincyMLS will be required to sign a no-cost Waiver of CincyMLS.

CincyMLS does not recognize referral, courtesy, or teams; therefore, these agents must appear on your CincyMLS roster as well.

Dues

Dues will be charged to the Participant as well as real estate licensee and appraiser affiliated with that Participant that have chosen to be a member of CincyMLS. **The Participant (primary broker or primary appraiser) is ultimately responsible for the payment of all dues and fees associated with his/her participating office**. Semi-annual Dues are due on or before April 1 and October 1 each year.

Agent Changes

Agent changes may be requested by submitting a completed Licensee Application for Membership signed by the broker or manager of record by email to membership@CincyMLS.com or fax to 513-761-8860.

Newly Licensed Agents and Certified Appraisers

To add a newly licensed agent or appraiser to your CincyMLS office roster, submit a completed Licensee Application for Membership by email to membership@CincyMLS.com or fax to 513-761-8860. New licensees and appraisers will not be activated until prorated dues are paid.

Adding Transferring Agents and/or Reinstating Agents

To add an agent or appraiser transferring from another Participant's office to your office, or to reinstate an agent that used to be on your office roster, submit a completed Licensee Application for Membership by email to membership@CincyMLS.com or fax to 513-761-8860.

Inactivating Agents

To inactivate an agent or appraiser, submit a completed Licensee Application for Membership by email to membership@CincyMLS.com or fax to 513-761-8860.

Agent Access Level

To give agents the ability to add and revise their listings, submit a completed Licensee Application for Membership, marking the level of access of Personal approved, by email to membership@CincyMLS.com or fax to 513-761-8860.

Other Agent Changes

Changes in preferred telephone number, preferred address, or email/web address may be changed directly in CincyMLS, by emailing membership@CincyMLS.com or faxing your request to 513-761-8860.

Assistants and Administrators

Each office is permitted to provide MLS access to non-licensed support staff at no additional fee. A completed Administrative/Assistant Access Form must be signed by the broker or manager of record and submitted to CincyMLS by email to membership@CincyMLS.com or fax to 513-761-8860. New support personnel will be assigned a personal logon. Support staff must use their assigned logon to access CincyMLS. **When a support person leaves** CincyMLS must be notified to inactivate the logon. *Another unlicensed support person may not be substituted under that Logon ID. Logon IDs and passwords shall NOT be shared.*

Non-licensed Assistants (NLA)

Agents/appraisers who have unlicensed personal assistants can submit a completed Non-Licensed Personnel Application Form to obtain CincyMLS access for a non-licensed assistant. The NLA will be assigned their own user ID. NLAs are not required to take any training; however, it is highly recommended. Additionally, the agent/appraiser may choose to share his/her identity with their NLA so they can work as the licensee in CincyMLS. Requests for Identity Sharing must be sent to CincyMLS at membership@CincyMLS.com.

Administrator (ADM)

Each office can add non-licensed Administrators to assist in making changes to the office's listings by submitting an Non-Licensed Personnel Application Form by email to membership@CincyMLS.com or fax to 513-761-8860. Administrators may have access to add/modify listings for a single office or a company. Company access must be authorized by the Responsible Member.

Offices

Notify CincyMLS as soon as possible with any type of office change. Submit office changes in writing and email the request to membership@CincyMLS.com or fax to 513-761-8860.

Office Name and/or Address Change

Office Name or a change of address must be emailed to membership@CincyMLS.com or faxed to 513-761-8860 once the change has been recognized by the Ohio Division of Real Estate.

Participant Resignation

Participants may discontinue participation in the Service by providing written notice to CincyMLS. Participants may reapply to the Service at any time by making formal application, provided all past dues and fees are paid in full. If you reinstate your membership within 90 days of your resignation, your Entrance Fee will be waived.

Adding a Branch Office

To add a branch office, the Participant must complete another Agreement of Participation for the branch office.

There is no Entrance Fee for a branch office of a current Participant. However, all other information such the Roster with all licensee information, branch office license and any other information that is requested on the application must be submitted to CincyMLS. Once the branch office information is received, it will be verified that all the information is present. Your branch office information will be entered into the CincyMLS database and the branch office will be assigned its own MLS ID.

Closing a Branch Office

Participants may close branch offices by providing written notice to the CincyMLS. When inactivating a branch office, CincyMLS needs to know where to assign any agents and listings affiliated with that branch office.

Office Mergers

If the Ohio Division of Real Estate issues a new license number, a new Agreement of Participation must be submitted and the Entrance Fee will be waived. A new MLS Office ID will be created. Assignment Addendums must be submitted to allow the transfer of Active and Withdrawn listings. Pending listings may be kept with the previous company and closed by CincyMLS Staff as necessary.

If the license number remains the same with the Ohio Division of Real Estate, a detailed statement of all licensees to be transferred as well as Assignment Addendums for Active and Withdrawn listings from the closing needs to be submitted. Pending listings may be kept with the previous company and closed by CincyMLS Staff as necessary.

CincyMLS will not transfer any listings in this type of merger if you do not have a new agreement on file, or some type of addendum noting the seller is aware that you are merging with another company.

Other Office Changes

Changes such as telephone and fax numbers, or office email or website may be called in to 513-761-8833 or emailed to membership@CincyMLS.com.

Online Orientation

All new licensees shall complete an Online Orientation program devoted to CincyMLS within forty-five (45) days of joining CincyMLS. Orientation includes a 25 minute video, [CincyMLS New Member Orientation Video](#), and a 13 question quiz. All licensees must pass the quiz with a score of 85% or better. If a licensee fails to score 85% or higher, the quiz must be retaken with a new link supplied by CincyMLS and passed within the original forty-five (45) days.

Proration Policy

Dues are assessed semi-annually with a due date of April 1 and October 1. Dues will be prorated on a monthly basis for Participants and their licensees not already appearing on their Participant's roster at the beginning of the semi-annual billing period. A $25.00 taxable fee is included in the dues to cover photo and listing fees; this amount is not prorated.

Internet Membership Services (IMS)

Internet Membership Services (IMS) allows members to view their current open invoices with CincyMLS as well as past paid invoices. The broker/manager can view their personal billing information as well as those for all agents in their office.

Please note that changing your email in IMS for a receipt will also change your email in CincyMLS.

Statements and Invoices

All Semi-Annual Dues invoices and statements are sent via email. CincyMLS does not send paper Dues invoices. Members may log on to IMS by clicking the red 'Click Here to Pay Your MLS Dues and MLS Monthly Invoices' to access their billing information. Payment may be made:

- Online through IMS with a credit card
- Print the statement and mail with payment (check or money order)
- Make payment (check or money order) at CincyMLS
- Credit Card payment is <u>not</u> accepted by phone

Payments

CincyMLS accepts the following types of payments: Check, Money Order, Visa, MasterCard, American Express and Discover. CincyMLS does not accept cash.

Members can keep a Credit Card on file with CincyMLS which will automatically charge the semi-annual dues to the credit card approximately 20 days before the due date. To use this service, a Credit Card on File Form must be submitted to CincyMLS.

Monthly Invoices

Monthly office invoices for Fines and Fees, when applicable, are sent via postal mail to the office and are due in full by the end of the month.

Agent Suspension

Agents who do not pay their CincyMLS Agent Dues and/or Late Fees will be suspended from CincyMLS and SUPRA. The Participant will be notified and given approximately ten (10) business days to pay the outstanding dues and/or late fees (including a reactivation fee) or to return their license to the Ohio Division of Real Estate to avoid a suspension of their office, including all licensees.

Office Suspension

Offices with unpaid CincyMLS Office Dues and/or Late Fees will be suspended from CincyMLS and SUPRA until payment in full (including a reactivation fee) has been received. The suspension will include all members of the office.

Required Listings

All written Exclusive Right to Sell or Exclusive Agency listings taken by a Participant shall be submitted to the CincyMLS and entered into the Rapattoni MLS System, within 3 business days (excluding Saturdays, Sundays and postal holidays) after all necessary signatures have been obtained. Documentation can be emailed to MLSDocs@CincyMLS.com, faxed to 513-761-8860 or mailed to CincyMLS, 14 Knollcrest Drive, Cincinnati OH 45237.

Required Listings

- Single-family homes
- Condominium Units
- Two-family, three-family, and four-family residential buildings (multi-family units)

Optional Listings

- Commercial or Industrial properties
- Residential properties for rent
- 5 units or more apartment buildings
- Vacant land consisting of five or more lots
- Farms or Agricultural
- Acreage
- Residential or Commercial Construction Lots
- Properties located out of the CincyMLS jurisdiction

Input and Modifications

Advertising

Within one (1) business day of marketing a property to the public, the listing must be entered into MLS as ACTIVE. Public marketing includes, but is not limited to, flyers displayed in windows, yard signs, digital marketing on public facing websites, brokerage website displays (including IDX and VOW), digital communications marketing (email blasts), multi-brokerage listing sharing networks, and applications available to the general public.

New Listings

New listings must be entered into CincyMLS and a copy of the New Listing Validation Form (preferred) or the Listing Agreement submitted to CincyMLS within three (3) business days (excluding weekends, postal holidays) of the date the contract is signed.

The list date is the effective date or starting date of the term of the Exclusive Right to Sell or Exclusive Agency agreement. If no specific date is noted on the listing agreement, the last signature date on the Agreement is the effective list date. List date is not the same as Entry Date.

Expiration date must be a date (month/day/year), not a period of time.

New Listing Validation Forms and Listing Agreements must be signed by the seller and the listing agent.

Coming Soon

Properties that are not ready for showings immediately but will be ready within ten calendar days may be entered into CincyMLS as Coming Soon.

The Coming Soon Sellers Authorization Form must be signed by the seller(s) acknowledging the guidelines and regulations for properties in the Coming Soon Status. The seller must also agree to a Showing Start Date within ten calendar days of their signatures.

The listing will automatically become Active on the Showing Start Date. The Showing Start Date, once entered, may not be changed. If the property is not ready for showings by the Showing Start Date, the property must be withdrawn. An email must be sent to CincyMLS Staff requesting the change from Coming Soon to Withdrawn. Only staff can make the change.

DOM (Days on Market) begin on the Showing Start Date.

For properties in the MLS under the Coming Soon status, the regulation are as follows:

- Subscribers may not allow showings of the property until the Showing Start Date.
- No offers may be presented while in the Coming Soon status.
- With broker approval and <u>after entry</u> in CincyMLS as Coming Soon, the property MAY be advertised on public-facing media but all advertising must include the following verbiage: "Coming Soon. No showings until (Showing Start Date)."
- A sign may be placed in the yard but must prominently display Coming Soon after entry in CincyMLS as Coming Soon.
- Listings must be entered into CincyMLS and a copy of the New Listing Validation Form (preferred) or the Listing Agreement along with the Coming Soon Sellers Authorization Form submitted to CincyMLS within three (3) business days (excluding weekends, postal holidays) of the date the contract is fully signed.

Delayed Entry and No Entry

If the seller does not wish to have the listing published in the MLS database, the broker may take the listing, but the seller must indicate, in writing, they do not authorize the listing to be published in the MLS. The signed New Listing Validation Form with Section 4 (No Entry) marked or the Listing Agreement with the request to withhold the listing must be submitted to CincyMLS within three (3) business days of the list date.

If a listing is Delayed Entry, submit the New Listing Validation Form within three (3) business days of the list date with Section 2 marked and completed. Once the listing is to be entered into the MLS, resend the same New Listing Validation Form with the MLS #. In this case only, the entry date will be used as the list date.

Required properties not entered and listed with CincyMLS may NOT be advertised outside of the brokerage.

Price Changes and/or Extensions

Any changes in list price and/or dates in the original listing contract shall be made only when authorized in writing by the seller(s). The changes must be reflected in the CincyMLS system and the signed Price Changes and/or Extension shall be submitted to CincyMLS within three (3) business days (excluding weekends and postal holidays).

The expiration date must be a date (including year). It cannot be a period of time, e.g. six months, one year, etc.

Emails are acceptable if the following requirements are met:

- Email must be from the seller
- Price change must include an exact price and must match MLS
- Extension must include an exact date (month/day/year)
- Must include the full address and the MLS #

Cancellations and

Changes in status to Cancelled must be reflected in the CincyMLS system and the signed Cancellation submitted to CincyMLS within three (3) business days (excluding weekends and postal holidays).

Cancellation Forms must be signed by the broker.

Conditional Withdrawal

Changes in status to Withdrawn must be reflected in CincyMLS. Paperwork is not required by CincyMLS.

Pending

A listing must have its status changed to pending within three (3) business days under the following conditions:

- A purchase agreement has been signed, dated by and delivered to all parties.
- The seller has indicated that an offer has been accepted and is no longer accepting offers or bids. The property may or may not be available for showings.
- A short sale is considered a third-party contingency, like an inspection, and must be changed to Pending once the seller agrees to the Purchase Contract.
  - If the Short Sale Addendum is used and signed by both the seller and the buyer, the property may remain in the active status.

No paperwork is required.

The Estimated Selling Date cannot be thirty days in the past as it represents a reasonable estimate of the date the property is expected to close. Updating the estimated selling date is the responsibility of the listing agent or office and requires no paperwork.

Sold

Once the property has closed, the status must be updated to Sold in the MLS within seven (7) business days. No supporting documentation is required.

Transfer/Assignment

To transfer a listing from one broker to another, an Assignment Addendum with all required signatures must be submitted the CincyMLS.

Suburb Identification Code (SIC) and Tax District/Municipality

How SIC and Tax District/Municipality are Determined

Property location is determined by what the County Auditor's site has as the Tax District (on some Auditor's sites it is referred to as 'District Name' or 'Geographic Info') Designation where there are delineated, definable boundaries (City, Township, Village, etc.). The County Auditor site is always used to determine the tax district with the exception of properties located within the limits of the City of Cincinnati. For the City of Cincinnati, CAGIS (Cincinnati Area Geographical Information System) is used. When both the City and Township are listing on the Auditor's site Taxing info, the City is used for both the SIC and Tax District/Municipality.

Tax District is used for the following reasons:

- The physical location of the property as determined by the City/County/Township
- Clearly identifies how taxes will be assessed for the specific property
- Consistency between all members and properties

For properties within the limits of the City of Cincinnati, where there is no delineated, definable boundary, the 'Community Council Boundary' field identified in the CAGIS system is used for SIC; however, the Tax District/Municipality will always be Cincinnati. The Community Council Boundary listed in CAGIS is coordinated by the City Planner from information gathered directly from each Neighborhood Community Council within the City of Cincinnati.

Not Used in Determining SIC and Tax District/Municipality

The following are NOT used in determining SIC and Tax District/Municipality:

- Mailing Address – The postal service uses a different system that is based on their needs. Their system is a combination of the location of physical post offices, zip codes and the division of mail and delivery routes.

- Association/Community Determination – Communities can be generous with their boundaries especially if it is to the benefit of certain houses/streets in their Association.
- School District – School districts may coincide with other boundaries; they often overlap multiple school districts.
- Census Tract – Census Tract is a geographic region defined for the purpose of taking a census and do not always line up with Cities/Counties/Townships.
- Previous MLS entries – Every effort is made to ensure accurate and consistent information in CincyMLS; however, there is sometimes an incorrect designation on a previous listing.

Photos

CincyMLS members are responsible for providing and uploading their own digital exterior photo for their listings within five (5) business days of the entry date.

Adding and Editing Photos

Instructions for uploading your digital photos can be found at www.CincyMLS.net by clicking on 'Training Info & Schedule' then scrolling to 'Advanced -eXtreme Rapattoni MLS' and clicking 'Managing Pictures.'

An exterior photo of the actual structure for sale must be the primary photo and be placed first in the photo list. You can add a total of 25 interior or exterior photos.

You can add, edit, and remove photos at any time in CincyMLS.

Requirements and Tips

- Save your photo in JPG or JPEG format.
- Primary photo must be of the exterior of the house.
- Photos may not include any company signage, branding or contact information. A business name as part of the Real Estate is permitted.
- The larger the picture file, the longer it will take to be uploaded. All files will automatically be resized to Rapattoni specifications.

Days on Market

All listings will display a Days on Market calculation labeled DOM/CDOM.

Days on Market

Days on Market (DOM) is calculated from list date to the inactive/final status date for the listing. Listings that are withheld initially will use the entry date as the list date and the DOM will be calculated from that date.

Cumulative Days on Market

Cumulative Days on Market (CDOM) is calculated from the initial list date to an inactive/final status for the property when there are no periods of thirty days or more where the property is in an inactive/final status.

Within a 1-30 day period between new listings, a new listing will continue the DOM from the previous listing under CDOM. Any new listing entered 31 days or more past the prior listing will have the CDOM start at 1 day.

Documentation Submission

All documentation required by CincyMLS may be submitted by emailing to MLSDocs@CincyMLS.com, faxing to 513-761-8860 or mailing to CincyMLS, 14 Knollcrest Drive, Cincinnati, OH 45237. Most documentation must be received within three (3) business days, not including postal holidays.

Listing Data Checker Courtesy Notifications

LDC will help validate the quality and accuracy of the data and enforce the correction of non-compliant, inaccurate or incomplete information in accordance with the CincyMLS Rules and Regulations. LDC identifies new and modified listings, then validates these listings against public records and CincyMLS Rules. Inaccuracies and violations are flagged and notifications are sent to the listing agent. The notification will have all necessary information needed to identify the subject listings and any action required.

Listing Fines (Per Event)

Late Listing Entry	(three (3) business days beyond list date)	$100.00
Late Listing Paperwork Submission	(six (6) business days beyond entry date)	Listing is deleted
Late Listing Change Entry	(three (3) business days beyond list date)	$100.00
Late Change Paperwork Submission	(three (3) business days beyond entry date)	$100.00
Late Image Entry	(five (5) business days beyond entry date)	$100.00
Image Copyright Violation		$100.00
Estimated Closing Date Violation	(31 days beyond the posted Estimated Close Date)	$50.00
Late Closing Entry	(seven (7) business days beyond close date)	$50.00
Intentionally Incomplete/Inaccurate Information		$100.00
Entry of prohibited information in free form fields		$100.00
Entry of photos containing signage		$100.00
Other Violations		$100.00
Providing incorrect Showing Instructions		$50.00
Non-compliance of Federal email regulations		$100.00
Unauthorized Property Access		$15,000.00 and/or Suspension

Coming Soon Violation
    (Including allowing showings, presenting offers or not including
    Required verbiage when advertising on public-facing media)

First Offense	$1,000.00
Second Offense	$5,000.00
Third Violation	$10,000.00

Advertising Violation

First Offense	$1,000.00
Second Offense	$5,000.00
Third Offense	$10,000.00

Committees

CincyMLS Committees are comprised of your peers to make the best decisions for the members.

MLS Users

Focuses on Rapattoni with 20 members and 6 meetings per year

MLS Ops

Focuses on Rules and Processes with 20 members and 6 meetings per year

Lockbox

Focuses on Lockbox Contract Decisions with 13 members and 2-4 meetings per year

Boards/Associations of Realtors® Supported

Cincinnati Area Board of Realtors®

www.cabr.org or 513-761-8800

Butler-Warren Association of Realtors®

www.theboardofrealtors.com or 513-939-2881

Clinton County Board of Realtors®

www.clintoncountyboardofrealtors.com or 513-561-8777

Southern Ohio Board of Realtors®

www.soarealtors.com or 513-528-2657

Licensing Information

Ohio Division of Real Estate (ODRE)

Information on licensing law
www.com.ohio.gov/real or 614-466-4100

Ohio Association of Realtors®

Legal, education, and public policy resources
www.ohiorealtors.org or 614-228-6675

National Association of Realtors®

Code of Ethics
www.realtor.org or 800-874-6500

Other Support Numbers

- Homesnap 866-855-2622

- Rapattoni Support (also available outside of CincyMLS business hours) 866-730-7114 Support ID: 3675
- Realist 513-761-8833
- RPR 877-977-7576
- ShowingTime 800-379-0057
- SUPRA (Local office) 513-821-7945
- SUPRA Tech Support 877-699-6787
- SUPRA KIM Voice (Update Code) 888-968-4032
- Cincinnati Area Board of Realtors 513-761-8800

Who Do I Contact?

- I am having Rapattoni problems during CincyMLS regular business hours:
  - Contact Tim, THauger@CincyMLS.com or techsupport@CincyMLS.com or 513-842-3036
- I need assistance with searches or reports on Rapattoni during CincyMLS business hours
  - Contact Carri, CMartin@CincyMLS.com or 513-842-3039
- I have a question about listing regulations:
  - Contact Amanda, ARupp@CincyMLS.com or 513-842-3034
- I need assistance with my new listing:
  - Contact Ebony, EHarris@CincyMLS.com or 513-842-3038
- I need assistance with a price change, extension, cancellation or withdrawal of my listing:
  - Contact TK, THergins@CincyMLS.com or 513-842-3035
- I have questions about membership or my invoice:
  - Contact Emily, Membership@CincyMLS.com or 513-842-3029
- I have an MLS suggestion or question about Rules and Regulations:
  - Contact Sharon, SChard@CincyMLS.com or 513-842-3032
- I want to submit my listing documentation:
  - Email to MLSDocs@CincyMLS.com or Fax 513-761-8860
- I want to submit my membership forms:
  - Email to Membership@CincyMLS.com or Fax 513-761-8860
- I need assistance with my Supra Key or a Supra KeyBox:
  - Contact Sherri, SRice@CincyMLS.com or 513-842-3037
  - Contact TK, THergins@CincyMLS.com or 513-842-3035

Staff Contact Information

Sharon Chard	SChard@CincyMLS.com	513-842-3032
Amanda Rupp	ARupp@CincyMLS.com	513-842-3034
Carri Martin	CMartin@CincyMLS.com	513-842-3039
Emily Behler	Membership@CincyMLS.com	513-842-3029
Ebony Harris	EHarris@CincyMLS.com	513-842-3038
Jasmine Douglas	JDouglas@CincyMLS.com	513-842-3026
Sherri Rice	SRice@CincyMLS.com	513-842-3037
Tim Hauger	THauger@CincyMLS.com	513-842-3036
Tina Harvey	THarvey@CincyMLS.com	513-842-3030
TK Hergins	THergins@CincyMLS.com	513-842-3035