Showing Ettiquette, Rules & for Using the SUPRA Lockbox Program:

- **Section 2.0.1 Showing Instructions -** Listing brokers shall provide showing procedures, instructions and restrictions within applicable fields of the MLS. Participants and Subscribers shall follow instructions as specified by the listing broker. Participants and Subscribers may communicate with the listing broker to discuss and agree upon showing methods other than what has been entered for the listing.

- Use ShowingTime product for efficiency and to schedule showing appointments.

- Leave a business card behind after completing your showing.

- Use SUPRA to as an added benefit to your client when the property has been shown.

- **Treat others how you want to be treated.** If something is off, or plans change. Don't be afraid to call the Listing Broker.

- A property is still a **seller's home** until it funds and records. Be respectful of another individual's property.

Using the SUPRA & the Lockbox Program:

- Lockboxes are managed through the GAAR Lockbox Lease Program.

- Brokers are issued lockboxes based on their listing inventory. Boxes are returned annually during the "True Up".

- Use SUPRA functions to help maintain safety & security when showing your listings.

- NEVER loan your SUPRA lockbox key to anyone.

- Place your lockboxes where they are secure, yet accessible to showing brokers.

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Acronym Guide…

Abbreviation	Definition	Type
(G)	"Green" feature in MLS listings	MLS field
ABR	Accredite Buyer Representative	Financing
ARM	Adjustable Rate Mortgage	Financing
ATT	Attached (single family subtype)	MLS field
AVM	Automated Valutation Model	Price Evalution
BR	Bedroom	MLS field
BT	Bluetooth	Technology
CARNM	Commerical Assoc. of New Mexico REALTORS	Association
CDOM	Cumulative Days on Market	MLS field
CO Concrete	Concrete Combination (Construction Type)	MLS field
DET	Detached (single family subtype)	MLS field
DOM	Days on Market	MLS field
Dryer H/U	Dryer Hookup	MLS field
FEMA	Federal Emergency Management Agency	Flood Zone
FHA	Federal Assistance Home Loan	MLS, Financing
FHA	Fedaral Housing Administration	Mortgages
FIRPTA	Federal Investement Real Property Tax Act	Federal Law
GRT	Gross Receipts Tax	MLS field, Tax
HERS	Home Energy Rating System	MLS field
HOA	Homeowners Association	MLS field
HUD-1	Settlement Statement	Financing
ICF	Insulated Concrete Forms (Wall System)	MLS field
IDX	Internet Data Exchange	Broker Website Search
KT	Kitchen	MLS field
LBP	Lead Based Paint	MLS field, Disclosure
LOSO	Listing Office to Selling Office Remarks	MLS field
LR	Living Room	MLS field
MBR	Master Bedroom	MLS field
MLA	Master Living Area	MLS field
NAR	National Assoc. of REALTORS	Real Estate Industry
PID	Planned Improvement District	MLS field, Tax
PUD	Planned Unit Development	MLS field, Tax
RANM	REALTOR Assoc. of New Mexico	Real Estate Industry
REC	Real Estate Contract	Financing
REO	Real Estate Owned (Bank Owned)	Real Estate Industry
RESO	Real Estate Stanards Organization	Real Estate Industry

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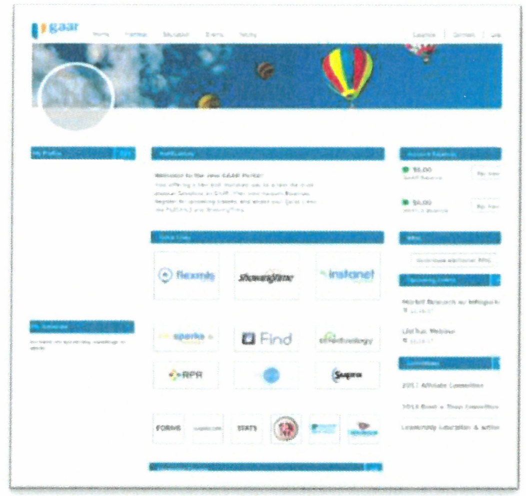
RETS	Real Estate Transaction Standard	Broker Website Search
RPR	REALTOR Property Resource	MLS Product
RV	Recreational Vehicle	MLS field
RVM	REALTOR Valutation Model	Price Evalution
SAD	Special Assessment District	MLS field
SIP	Strucural Insulated Panel	MLS field
SqFt	Square Footage	MLS field
TILA	Truth in Lending Act	Financing
TPO	Thermoplastic Polyolefin roofing type	MLS field
UPC	Uniform Parcel Code	MLS field, Tax
VA	Veterans Home Loan	Financing
VOW	Virtual Office Website	Broker Website Search

MLS Listing Checklist:

- **Upload Photos** – 7 days to add a minimum of one (1) required photo for all residential resale, new construction, vacant land and multifamily.
- **Upload Lead Based Paint Disclosure** – Homes built prior to 1978. Must be uploaded within 24 hours.
- **Upload PID Documents** – Public Improvement District. Required on listings located in PID. Must be uploaded in 24 hours.
- **Advertising Remarks** – No advertising remarks or contact information in any public fields.
- **Verify Listing Information** – Do data fields contain accurate information
- **Map Pin** – Is property map pin correct. Alllows listing to be located in radius and map searches.
- **Input Lockbox Serial Number** – If you are using a SUPRA lockbox, the serial number must be added in the approprate listing input field.
- **Clear and accurate showing instructions** – When using ShowingTime, reflect the same MLS showing information there as well.
- **Do you have a PID or LBP property?** - Must be uploaded in MLS 24-hours after listing activation. Seller can "opt-out" of uploading but not completing.

Getting started: GAAR Member Portal:



How to: GAAR.com – Login – use "abq.id" credentials for access.

- Single sign on will give you access to all products and tools.
- If you are an admin, you will "superUse" as your Broker or office. Make sure you are logged out of "superUsing" when task is completed.
- **Remember:** Do not give your login credentials to anyone.

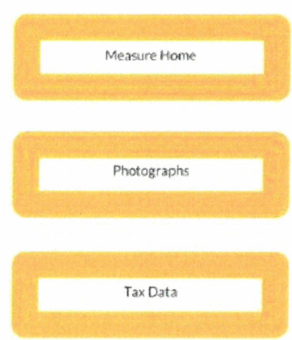
Flexmls – Use Flexmls to Empower your Business!

What is it? Flexmls is a powerful tool that can empower your business. Flexmls is your source for accurate data. In addition. Flexmls helps brokers maintain standards for consistency in the real estate market place and is also a Broker's guarantee for compensation.

When to use it: Searching for properties for both buyers and sellers, completing CMA's, marketing listings.

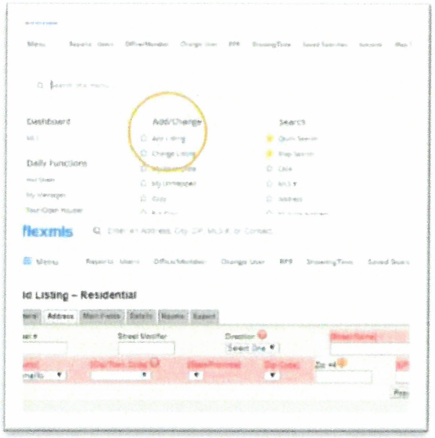
How to: GAAR Member Portal -Flexmls

Listing and Entry Process:



Accurate data is important for brokers, appraisers and consumers and inaccurate data can affect the marketing of your listings. Create a business system to consistently manage your listing process for each new listing you take..

- Research before you list – **RPR – Remine – Listing Packages – Seller Information – Municipal Offices**
- Compile documents that can help you verify the accuracy of your listing information – **Listing Input Form.**
- Entering a Coming Soon listing: on market date represents date listing is entered as Coming Soon. Marketing may begin for up to 14 days. Coming Soon End Date is the date the listing will go active in the MLS.



- The more information you can provide in your listings, the better.

How to: Input a listing – menu – add listing – follow the prompts and input your listing data – (Red fields are required) - save as incomplete or add listing!

- **Remember:** Use your listing input form as a guide.

- **Save listings as incomplete!** Save your listing and come back to it later

- Use the **"check it"** feature in MLS to make sure your listing is complete and accurate.

<u>MLS Listing Checklist:</u>

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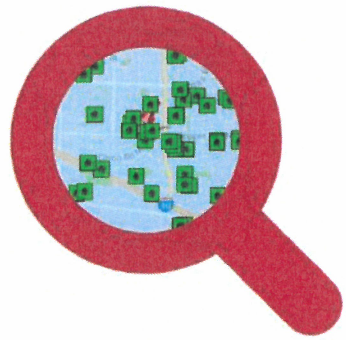
Searching in FlexMLS:

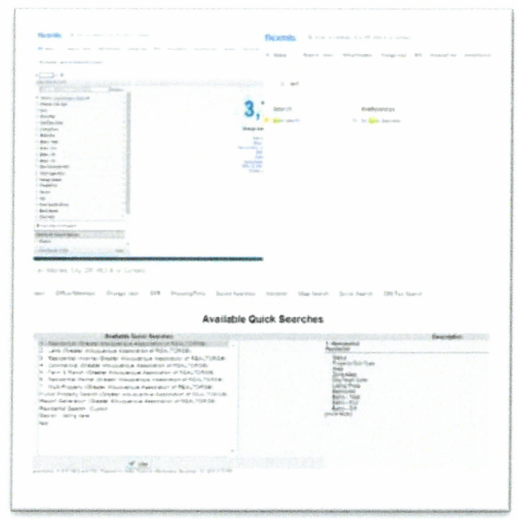
The MLS is the database with the most comprehensive list of property and market information. Flexmls has a wide range of searching options and criteria to meet your needs!

How to: menu – quick search – residental – enter your search criteria – tab through to list, details and more for results!



TIP! Toggle between arrows for calendar vs days back! Use "*" when searching for exact words or phrases!

- FlexMLS has multiple searching options!
- Use **"Quick Searching"** and **"Map Searching"** to search for properties.
- Use more than one method for better results. – "what a broker puts in, a broker gets out."
- Variety of searches help you focus on the data that is important to your search.
- Use overlays for more detailed area information.



Saving Searches:

Searching – Subscriptions – Portals!

Saving a Search:	Subscriptions:	Portals:
Saved search, assigned to a contact.	Automates search process.	For interactive clients.
Always running.	Delivers property information to clients as they want it.	Client receives their own login.
Does not have to be sent to client.		Client has ability to login and interact with FlexMLS.
No subscription or portal needed.		Some search capabilities via mobile device.
How to: perform search – click the save button.	*How to: Perform search – click save button- click save and add subscription.*	*How to: Contact management – add new contact – select create portal account*

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Remine

remine

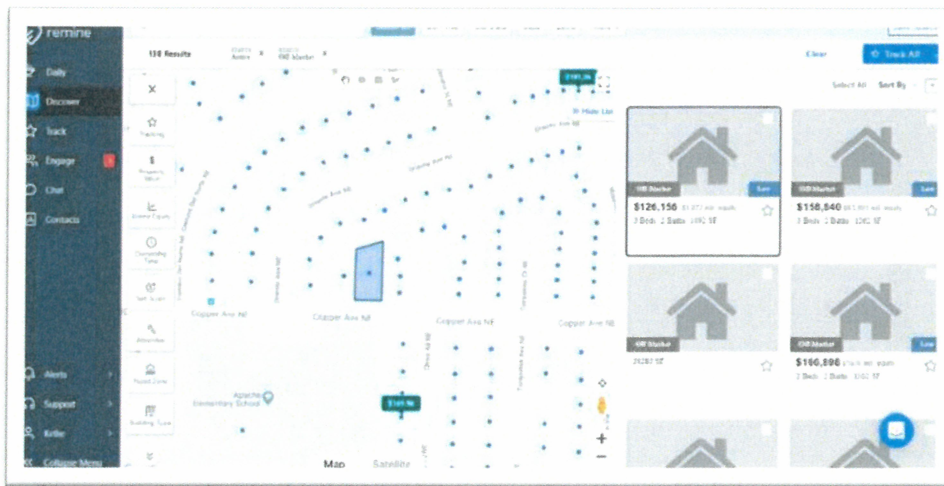
What is it? Remine is a comprehensive property data tool that will enhance your searching experience. Research property information, public records and neighborhoods or flood zones. Use Remine's analytics to enhance your marketing efforts.

When to use it: To verify data for listings and research public record information. This tool is useful for marketing research or to research listing information prior to listing appointments and listing properties.

How to: *Flexmls- Menu -Remine*

Use Remine when working in the following counties:

- Bernalillo
- Sandoval
- Torrance
- Valencia
- Santa Fe



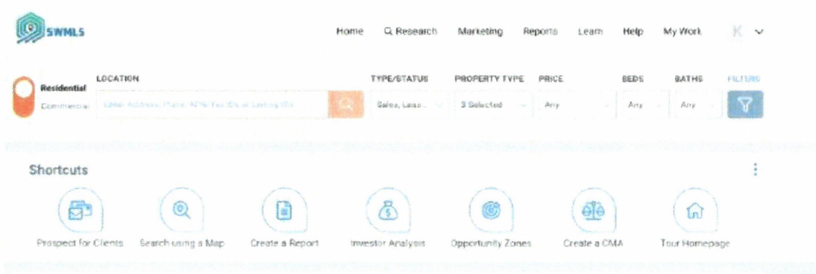
How to: *Remine – discover tab – search address, zip, school or neighborhood*

Getting Started with RPR:

What is it? Exclusive to the REALTOR ® community, RPR is a powerful tool that can help you run detailed property reports for both buyer and seller clients.

When to use it: Research neighborhood demographics and school information. Powerful buyer, seller and CMA reports. Also use the tool to research properties in other markets.

How to: *Flexmls – Menu – RPR **OR** GAAR Member Portal.*



- If you are a first-time user, set up your account using your NRDS number **OR** enter email to reset password.
- Click on the sprocket icon on the right corner to complete profile information.
- Upload photos, logos and more to brand your reporting!

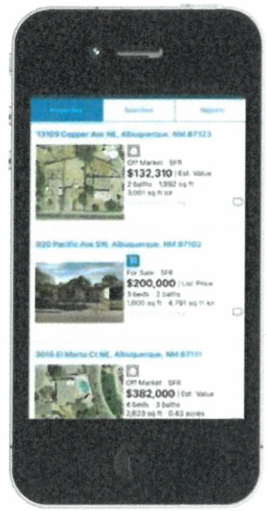
TIP! **Find your NRDS number here:** https://reg.realtor.org/roreg.nsf/retrieveID?OpenForm

What RPR Can Do:

- Help buyers become familiar with neighborhoods, schools and areas of town.
- Enhance listing presentations with CMA's and detailed client reporting.
- Look at property and neighborhood trends.
- Create detailed and customized reports.

RPR Mobile:

Bonus! Download and use the RPR Mobile App.



- Download the mobile app for iPhone or Android!
- Search for properties and information while on the go!
- Create and send reports with a few clicks of a button.

TIP! **Read more here!** http://blog.narrpr.com/p/mobile/

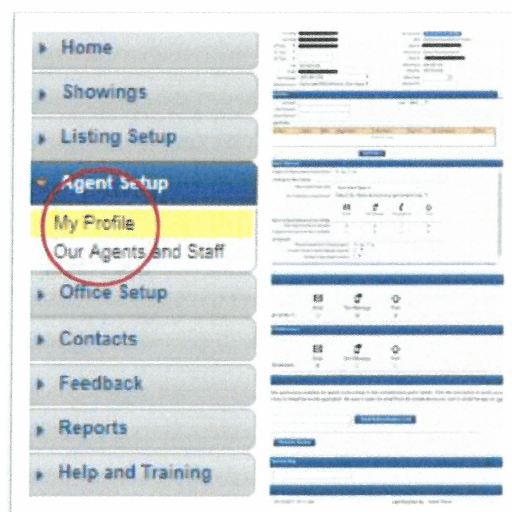
Manage Clients Efficiently Using ShowingTime

ShowingTime™

What is it? Minimize the time it takes you to schedule showings with both buyer and seller clients. Using ShowingTime, create better business systems, manage more clients and increase your productivity.

When to use it: Schedule showings for buyers, manage showings for listings, manage listing feedback.

Check Your Profile Settings:



How to: *Flexmls-ShowingTime **OR** GAAR member portal*

- Select your notification preferences.
- Enter name, mobile number and email.
- Select "YES" to allow ShowingTime to request online appointments.

Working with Buyers Using ShowingTime:

- Schedule a single showing with a few simple clicks in the MLS.

- Use ShowingCart to schedule a buyer tour quickly.

How to: Click the ShowingTime link – schedule a single showing – select time – add appointment details – and schedule!

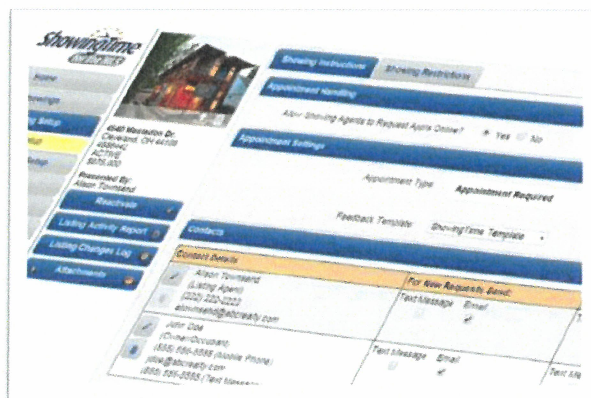
<u>Manage Your Listings with ShowingTime!</u>

- No need to contact sellers directly to schedule showings.

- Around the clock appointment coverage.

- Notify sellers showing is complete with the mobile app.

- Manage showing feedback in one place.



Infosparks – Perform Market Research Using InfoSparks

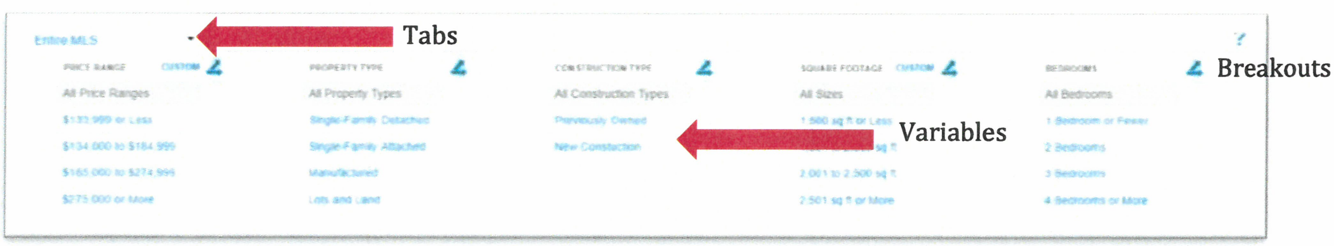
What is it? Infosparks is an interactive data tool to help you perform robust market reports for your listing and buyer clients.

When to use it: Researching specific market statistics for both buyers and sellers.

How to: FlexMLS – InfoSparks or GAAR Member Portal

InfoSparks and running a general search:

- Tabs – located at top of screen – select: area, city, zip, county or custom areas.
- Variables – define for each tab – price range, property type, construction type, bedrooms
- Compare year over year. 1, 3, 5, 10 years!
- Compare up to four areas at one time.
- Select your graph view that best fits your needs!
- Use FastStats and My Areas for more report options.



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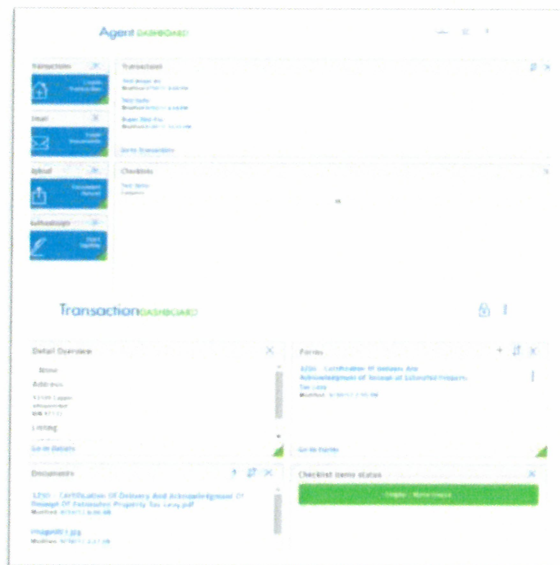
Instanet – Reduce your Risk Using Instanet Products!

instanet SOLUTIONS

What is it? Instanet is an all in one product suite that will help you manage your transactions and files in one place reducing your liability and risk.

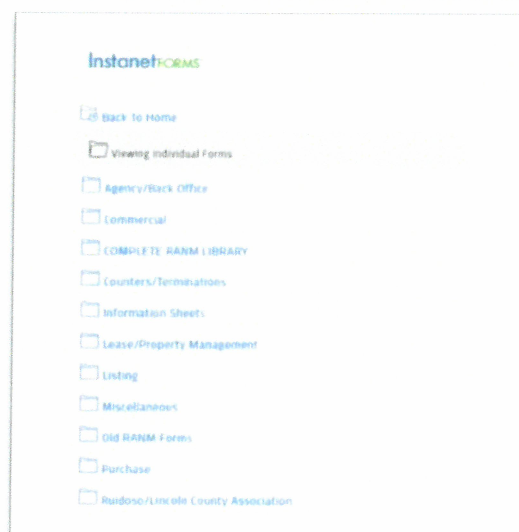
When to use it: When completing any transaction documents or files.

<u>Creating a new transaction:</u>



- Assign details of your transaction to your file. **– client – address – contacts – property details.**
- The main dashboard **"Agent Dashboard"** will show your overall picture **– all transactions**
- Each transaction has its own dashboard **"Transaction Dashboard"** with the specifics of the individual transaction.
- Each transaction has its own email address so you can send documents to your file directly from your email.

<u>Forms:</u>



- Forms are uncompleted documents that you have not yet completed and sent for signature.
- Forms are sorted by type.
- Search for forms inside each specific transaction.

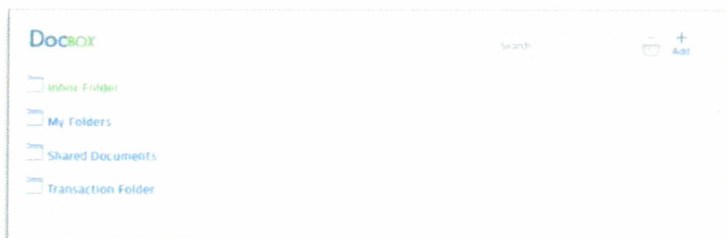
Authentisign:

- Remote Signer – **Most Common** – email your client to start immediate signatures.
- In Person Signing – Client can sign electronically when they are with you.
- Reviewer and CC – Have your documents reviewed or send them automatically to a recipient once signed.

- **Step 1** – Select signing in Transaction Wizard. – Set your Tasks – Note details of participant – Add your forms – Place your signatures.
- **Step 2**- Customize your client email message. Once email is sent, track progress in your signing tab. Email is sent once signature is completed.

Docbox:

- Docobox stores documents that pertain to the transaction.
- Once forms are signed, they become documents are stored in the documents folder.



Tasks:

Tasks are specific to the transaction and will remind you or other parties to the transaction