

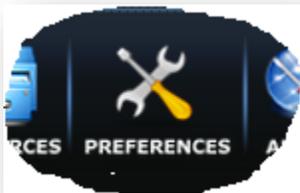
# CWMLS' TIPS TRICKS & ISSUES

Volume 2

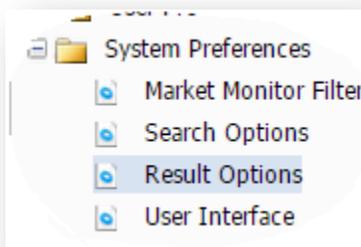
Happy Fall 2014 CWMLS Paragon™ Users! Welcome to our second edition of CWMLS' Tips Tricks & Issues. This is an informational publication that will highlight user tips and issues that will help you use Paragon™ more effectively. A wide range of topics will be highlighted in this and future issues. Topics are gathered from member calls, system upgrades and changes to rules and regulations. Our goal is to make sure information is available to all of our MLS users. This, our last issue, and all future issues are available on our website [www.cwbr.org](http://www.cwbr.org) under MLS Information. You can also reach our website through the center frame of the home page of Paragon™. We hope that you find this publication helpful and please let us know of any suggestions you may have.

## SYSTEM UPGRADE ISSUE

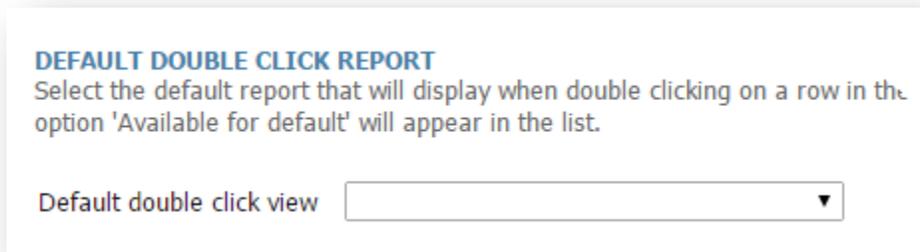
From time to time it our Paragon™ provider, Black Knight (formerly LPS) has to run system maintenance to install upgrades to the system and work out bugs. On the last upgrade that occurred during the week of Oct. 19-24 an issue was created dealing with the view for “All Fields Customizable” or “All Fields Detail II”. If the view you were used to seeing when you are looking at the details of a listing has changed, try this.



Go to **Preferences>System>Result Options**



Scroll down to **Default Double Click Report** click on the dropdown box and click on the top of the list with is blank. Click **Save**.



**DEFAULT DOUBLE CLICK REPORT**  
Select the default report that will display when double clicking on a row in the option 'Available for default' will appear in the list.

Default double click view

By doing these simple steps you will have saved the “All Fields Detail” as your default view. Please note, this is the view with all of the information pertaining to this listing. This is not the view that should be used when making brochures for clients and customers. Please customize one of the 18 different custom views that are in Paragon™ to use as a consumer brochure.

Every time that there is an Update to Paragon™ you will receive a message from CWMLS in your Paragon™ Message Box. All past updates can be found in **MLS Documents** in the folder called **MLS Enhancements**. We highly suggest you check these out from time to time. You could be missing out on a tool that you may want to use often.

## NEW FIELDS

**“VALIDATE MAP”** After enter a new listings address in Paragon™ click the “Validate Map” button. This will correctly map the listing. If the listing does not show correctly on the map after validation (common for land listings) you can right click on the location pin and move it to where it should be. You can also add the geocode (latitude and longitude) manually.

**“CO-OP”** (Cooperative) will be added as a TYPE under the Residential Class. If the property is a Cooperative, please enter it into Paragon as a “CO-OP”

**“# UNITS IN ASSOCIATION”** will be added as a field in the General section of the Residential Class of Paragon. If you are listing a CONDO or CO-OP please fill in the total number of units in the association/cooperative.

**“YEARLY ASSOCIATION FEES”** will be added as a new field in the General section of the Residential Class of Paragon. If you are listing a CONDO or CO-OP please fill in the amount of yearly fees that are paid as a fee to the CONDO or CO-OP.

**“MAXIMUM CONTIGUOUS ACREAGE”** and **“MAXIMUM CONTIGUOUS SQ. FT”** will be added to the Land, Farm and Commercial Classes in the General sections of Paragon.

**“LAND”** will be added to the TYPE field in the Commercial Class in Paragon.

**“PENDING – STILL SHOW”** and **“PENDING – BUMP”** will be added to ALL classes in “STATUS”. *Both of these “pending” statuses work as an “active” listing in that they are still part of our RETS feed and are disseminated on member websites as active listings.*

**“PENDING – NO SHOW”** will be added to ALL classes in “STATUS” in Paragon. If this Pending option is selected, the listing will no longer be disseminated through our RETS feed to member

websites. *Please make sure that the seller agrees in writing that their listing will be “Pending – No Show”*

“**YEAR BUILT**” This information can usually be found in county land records.

## ENTERING ACCURATE DATA CORRECTLY

With the intensity of internet competition from third party websites like Zillow and Trulia heating up, one of many advantages that you have as a REALTOR® is actually knowing the market and providing **Accurate Information**. In an effort to keep the CWMLS database the most trusted source for real estate information, CWMLS uses a fining system. Entry of incorrect data will result in a fine of \$5/day for as many days that the data is incorrect in the database. The following fields are the fields that we see have the most errors.

**TAX PIN:** This number is found on tax records for the property that can be found online at county land record sites. If you are unsure which number is the PIN please refer to MLS Documents and use the PIN Instructions folder. This will show examples of PIN numbers for many municipalities.

**MUNICIPALITIES:** Municipality is found on tax records as well and can be accessed from county online record sites. The mailing address is not necessarily the municipality.

**DIRECTIONS:** Directions are required for all listings. Please use the listing office for the starting point of your directions. If there is not enough room in the Directions field please enter directions in the Additional Information section.

Typos Happen! CWMLS understands this, but remember it is always the listing agent’s responsibility to proofread their listings as soon as they are entered into Paragon™.

## SUPRA LOCKBOX SYSTEM

### Reciprocal Access

Thank you to all of the offices that participated in the Lockbox Swap for your hard work and patience! It was very successful and it was time to get our 9 year old boxes updated with new boxes. We are the only area in Wisconsin that currently use Supra’s newest boxes. These boxes work with Infrared and Bluetooth technology. We still have reciprocal access with the South Central (Madison) and North East (Waupaca) boards but please note that these boards still use the old boxes that we used to use. The old boxes only work with infrared technology. If you are using an ActiveKey this will not affect you and if you have reciprocal access set up, you will use their boxes as normal. If you use the eKey (smartphone option) instead of the ActiveKey you can still obtain reciprocal access but you will need a fob that works with your phone in order to have access to South Central’s and North East’s boxes. If you need reciprocal access, please contact us as soon as possible. On some occasions it takes up to 24 hours to set up.

## **Lockbox/Key Tips**

Wipe off the Infrared Window on the Lockbox. The infrared window works with the ActiveKey. At times these little windows can collect dust/dirt. If you are having an issue opening the box, try wiping off the little red window.

Power Down your Smartphone Daily. This is recommended for all eKey users. All phone apps tend to work better and update once a phone has been powered down and then back on. You only need to turn your phone off for 30 seconds and then power back up.

Keep a Copy of the Key in your Office. No technology is perfect. Sometimes equipment fails. If a box fails, with a key inside, we need to send the box to Supra in Salem, Oregon in order to get the key out. By having a key in the office, the disruption in showings can be minimal.

Do Not Share Your Key. It is a violation of the terms and conditions of the agreement that you have made with Supra to share your key with someone. Under no circumstances is this allowed. If your key is malfunctioning please contact the board office and we can replace it.

## **IDX – INTERNET DATA EXCHANGE**

### **What in the heck is IDX?**

An Internet Data Exchange (IDX) is a real estate property search site which allows the public to conduct searches of approved Multiple Listing Service properties in a certain area.

### **Who can use IDX feeds?**

CWMLS provides IDX feeds to the following for approved uses only after all license agreements and rules are consented to by the member parties and website vendor.

The Designated REALTOR®/REALTOR® must contact the MLS to obtain the documents needed to obtain an IDX feed. CWMLS will not participate directly with a website vendor until all agreements are signed.

1. **Designated REALTORS® - DR** s can have an IDX feed to their company website only. The feed cannot be used to populate IDX on a third party website that is not related to the DRs website.
2. **REALTORS® - REALTORS®** can have an IDX feed to their business website only. The DR must sign the license agreement as well as the REALTOR®. The feed cannot be used to populate IDX on a third party website that is not related to the DRs website.
3. **WiREX** – The Wisconsin real estate database is populated from the CWMLS IDX feed.
4. **RPR (REALTOR® PROPERTY RESOURCE)** – The national database is populated from the CWMLS IDX feed.
5. **CWBR.org** – The Central WI Board of REALTORS® website has a public facing property search populated by the CWMLS IDX feed. All requests for more information are forwarded on to the listing agent.

6. **ListHub** – This is a syndication company that CWMLS participates with. They use the CWMLS IDX feed with their clients (must be CWMLS members) to syndicate their listings to third party websites.

7. **CWBR Mobile Real Estate App** – Public facing property search. All requests for more information are forwarded to the listing agent.

That's it as far as where we send our feed. We do not share our feed with any other companies. If you see your listings on other websites, the information has been either scraped, provided by ListHub or provided by either the listing agent or seller. Either way, it is helpful to Google the address of your listings so you are informed as to where they show up. If information is scraped, chances are good that the information will be incorrect. Important information to share with your Sellers!

## MISCELLANEOUS CALLS AND ISSUES

### DEFINITIONS

CWMLS receives many calls in regard to the definitions of some of the fields on the Listing Input Data Forms. For quick reference, in Paragon™ check out MLS Documents >MLS Data>Data Form Definitions. Here are some common definition questions.

**EXA?:** Exclusive Agency Contract – Owner also has the right to sell. Not very common in the area.

**EXC?:** Exception to Contract – Are there exceptions to the listing contract? If so, you must answer yes.

**VAR?:** Variable compensation amounts in contract depending on who procures the buyer. If you have a listing where you are paid a different commission if you have the buyer as opposed to someone else bringing a buyer, this must be disclosed as yes in the VAR field.

**Arms-Length Sale?:** There is no relationship between the buyer and seller.

**Non-Arms-Length Sale?:** There is a relationship between buyer and seller. Could be a parent selling to their child.

**Sewer/Water?:** If a property has Sewer and Water provided by the municipality (public) you would choose "Pub Sewer/Pub Water". If there is sewer and water for the property but it is provided by the owner (private) of the property and not the municipality you would choose "Pvt Sewer/Pvt Water". If there are no sewer or water utilities on the property, you would choose "None".

**Utility Room/Laundry Room?:** A *utility room* is where the mechanicals (furnace, hot water heater, water softener, etc) of a property are. A laundry room is where the *washer and dryer* are. At times these rooms share purpose when the washer and dryer are in the same room as the furnace and water heater. Otherwise, these are different rooms.

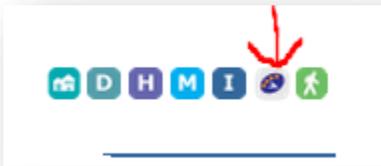
## ISSUES AND INFO

Certain issues come up from time to time. These are some of the issues we have seen lately.

**Listing Company Identification in Marketing:** Anytime that listing from CWMLS is disseminated (given) to the public in any form (paper or electronic) the name of the Listing Broker's Company MUST be clearly visible. If you are making a customized client brochure in Paragon™ it must clearly show the name of the listing broker's company only. It does not need the listing broker's contact information.

**Punctual Appointments:** Please be on time for showing appointments. If you are running late, please contact the listing agent to let them know.

**ShowingTime:** Over 80% of CWMLS users currently use our ShowingTime function



If you not used ShowingTime yet and would like more information, check out these demos:  
<http://www.showingtime.com/mls/central-wisconsin-board-realtors>

**PARAGON MOBILE:** Paragon™ has a mobile website for your smartphone. This is Not an App. Check it out at: <http://cwbr.mobile.fnismls.com>

**CWBR Mobile App:** CWBR does have a Mobile App. You can find it in your app stores and let your customers know about it. "CWBR Mobile Real Estate"

**Emailing Required CWMLS Docs:** Please email the required pages of the listing contracts (first and last page) amendments and addendums to [cwmls@cwbr.org](mailto:cwmls@cwbr.org)

Thank you to all of our CWMLS members for another successful year. If you have any questions, please contact us at [cwmls@cwbr.org](mailto:cwmls@cwbr.org) or call 715-693-6579