

TCMLS LOCKBOX KEY SERVICE

- Lockbox key service is for TCMLS Participant and Subscribers only.
- Service activation is available between the the hours of 9:00AM – 4:00PM (Mon-Fri).
- Lockbox key service fees are **SEPARATE** from MLS dues.
- Lockbox key service billing period is the same as MLS dues (July 1st - June 30th). A pro-rated amount will be billed depending on the month the service is activated.
- TCMLS users with Supra KEYS or BTLE lockboxes from other AOR/MLS can program their KEY and lockboxes for use in TCMLS lockbox system. Applicable *Activation/Programming Fee* and *Annual Access fees* will apply.

The **Supra Lockbox BTLE** is the MLS lockbox of TCMLS and is accessible using the **Supra eKEY** mobile app. The app is available for iOS (Apple) and Android smartphones / internet accessible tablets.

SERVICE FEE & LOCKBOX PURCHASE



eKEY Basic*

Activation Fee:	\$50.00
eKEY software App:	No Cost
Annual Access Fee:	\$126.00

Lockbox BT-LE: \$110.00+tax/box

***eKEY Pro available for \$324/annually. Extra features include integrated MLS listing search, hotsheets, MLS agent roster and Supra HomeTour service.*

USING A NON-SUPRA LOCKBOX?

Members have the option to use the Supra BT-LE lockbox OR use another access device so long as the device meets the lockbox requirements rule as set forth by MLS rules (13.2.2)¹. Failure to meet the requirement at any time may result in MLS rules violations with fines starting at \$400.

Requirements:

1. Device allows all authorized members timely access to the property by relying on data submitted to the MLS.
2. Complete, accurate and stand-alone instructions in the appropriate agent-only section.
3. Ensures the device will provide reasonable access to the property with any information needed to access the content of the device or the property with a response obligation window of four (4) hours (everyday 8am- 6pm) after initial contact.

What steps are required by the listing agent if a non-Supra BT-LE lockbox is used for showing?

- Checkmark the appropriate lockbox in the lockbox type section of the MLS to inform members that a non-Supra lockbox is at the location.
- Include lockbox location and access instructions in the appropriate section of the MLS (eg: “**Showing Instructions**” and/or the “**Agent Remarks**” fields).
- Respond within **4 hours** after initial contact with scheduling information, code or key to access the content of the device or to gain access to the property².

1. MLS reserves the right to require access devices be submitted in advance for approval.

2. Leaving a voicemail or sending a TEXT message for access will meet the initial contact requirement and start the 4 hour response obligation for the listing agent. The 4 hour response obligation runs from 8am to 6pm every day and will resume the following morning where the clock left off.