MLS SERVICES

LESSON FOCUS

This lesson focuses on the following topics:

❑Hands on training

❑Tech Support

❑Communications

❑Listing Services

❑Third Party Software

❑BAREIS Offices and Service Centers

Lesson 4

HANDS-ON TRAINING

Hands-on introductory training classes on the MLS are available
in all 5 counties within BAREIS service region. A two-month
training schedule for each county is available on BAREIS.com
along with the Training Reservation process.

This can be found from Rapattoni – *Links – Links & Documents –
BAREIS.com Forms & Lists* – Support - Training

HANDS-ON TRAINING

BAREIS training classes are free of charge, yet there is a refundable $40 reservation deposit to be secured by a credit card. This fee will be charged to your credit card if you fail to attend the class. You may cancel a reservation, up to 24 hours before the class. Due to the limited number of seats available, "walk ins" will not be admitted. To secure a seat in a training class, register online through www.BAREIS.com.

TECHNICAL SUPPORT

There are several ways to get answers to most of your technical support questions by going to the Help button. Online Help are common questions and answers – Feature Spotlights are short movies on certain topics – Support Center will take you to the Rapattoni Support Center where you can call the number listed or e-mail your question. When calling Rapattoni Support they will ask for your support ID number. BAREIS members all share the same Support ID 3719.
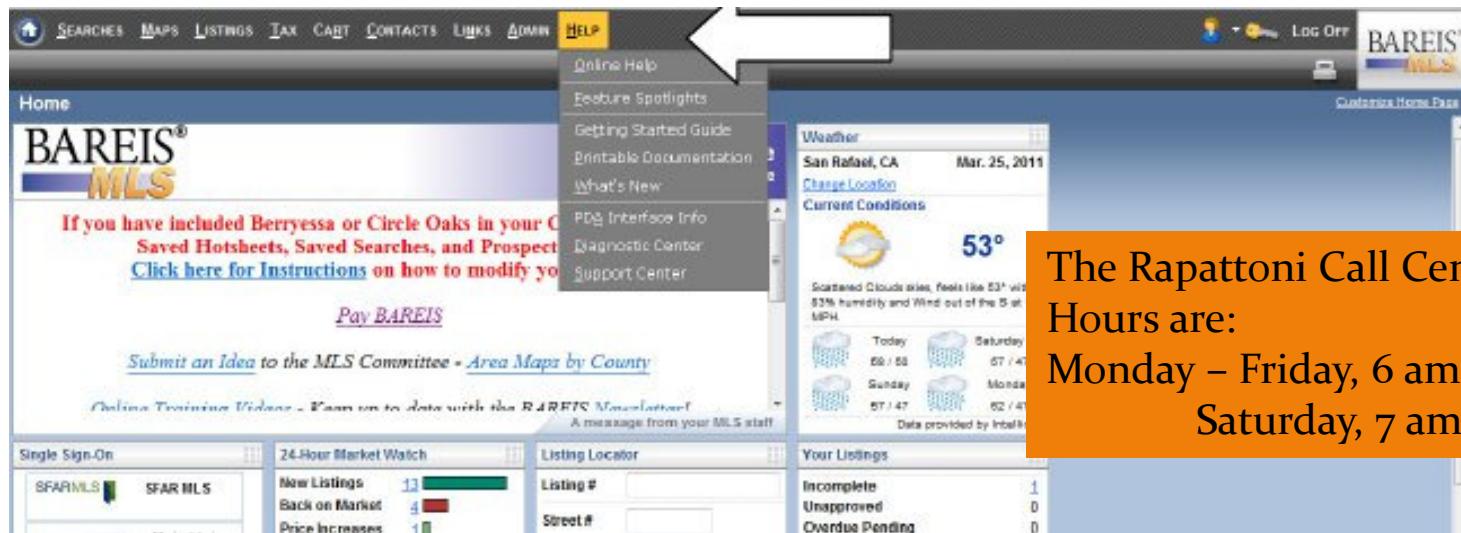
The Rapattoni Call Center Hours are:
Monday – Friday, 6 am to 5 pm
Saturday, 7 am to 3 pm

Lesson 4

TECHNICAL SUPPORT

BAREIS training staff also provides technical support during office hours when they are not training. Rapattoni handles tech support calls that involve the functionality of the Rapattoni system. BAREIS staff will provide assistance on other issues.

Contact BAREIS staff under *Links – Links & Documents – BAREIS.com Forms & Lists* – Support – Contact BAREIS

TECHNICAL SUPPORT

If you need to make an immediate change to a listing and do not have a computer available, or the system is not allowing you to make the change, submit a Listing Change Form to BAREIS (Rapattoni will not modify listings for you.)

Listing change forms can be found at *Links – Links & Documents – BAREIS.com Forms Lists* – Listing Input – Listing change form

Questions regarding third party software and the public Websites in which BAREIS participates should be referred to the vendor or to BAREIS.

Bay Area Real Estate Information Services, Inc. (BAREIS MLS®)

Listing Change Form

Please fax to (707) 577-0140

Listing Agent Name: _____ Agent ID:_____

Listing Office Name: _____ Office Phone:_____

Property Type:_____ Office Fax:_____

Property Address:_____ **MLS #:** _____

Reciprocal Listing: Yes No *If yes, attach a copy of the listing printout & name the Reciprocal MLS County:* _____

Check all that applies and complete the related required information in *Italics*.

Accepted Offer	Withdrawn From Market
☐ **Pending**..............*Pending Date:* _____	☐ **Withdrawn /Cancel** (Contract is terminated)
☐ Contingent ......*Contingent Date:* _____	☐ **Temp Off Market** (Contract is still valid)
(If Listing is currently Expired, please include New Expiration Date)	*(If Listing is currently Expired, please include New Expiration Date)*
Contingent Type: (Required)	☐ **Lease /Option**
☐ *Show (CC)* ☐ *No Show (CN)* ☐ *Release Clause (CR)*	*Date Withdrawn:* *(Required)* _____
Sale or Leased/Rented	**Back On Market**
All Fields are Required.	☐ **Back on Market** - *Back On Market Date:*_____
☐ **Sold** ☐ **Leased/Rented**	*New Expiration Date:* _____
Pending Date: _____	*(Only if applies)*
*Selling or Leased /Rented Date:*_____	**Revisions**

Lesson 4

COMMUNICATIONS

BAREIS preferred method of communication is through e-mail. Please remember, you are required to provide full contact information including a valid e-mail and fax number to BAREIS MLS and your membership requires you to accept all communications from BAREIS.

In an effort to keep members informed and up to date on changes within the organization and the MLS database, BAREIS has several means of communications.

A newsletter is e-mailed to all members and posted on BAREIS.com bi-monthly.

Lesson 4

COMMUNICATIONS

BAREIS.com is a public Website that caters both to the needs
of BAREIS members and those inquiring to become members.
The site Includes:

➢Membership Information
➢Listing Input
➢BAREIS Rules & Regulations
➢Tour Information
➢Lockbox & Key Information
➢Support/Training
➢Websites
➢Statistics

➢Information on our Data Share Program
➢MLS System
➢Tax Records
➢Our Public MLS www.greathomes.org
➢Market Analysis

COMMUNICATIONS

DATA SHARE

Direct membership level access to 7 MLS systems covering 25 Counties and 55,000+ real estate professionals.

COMMUNICATIONS

MARKET ANALYSIS

Easy to use market trend information and pricing analysis.
View reports showing current, historical and seasonal trends
in real estate pricing, inventory and days-on market analysis.
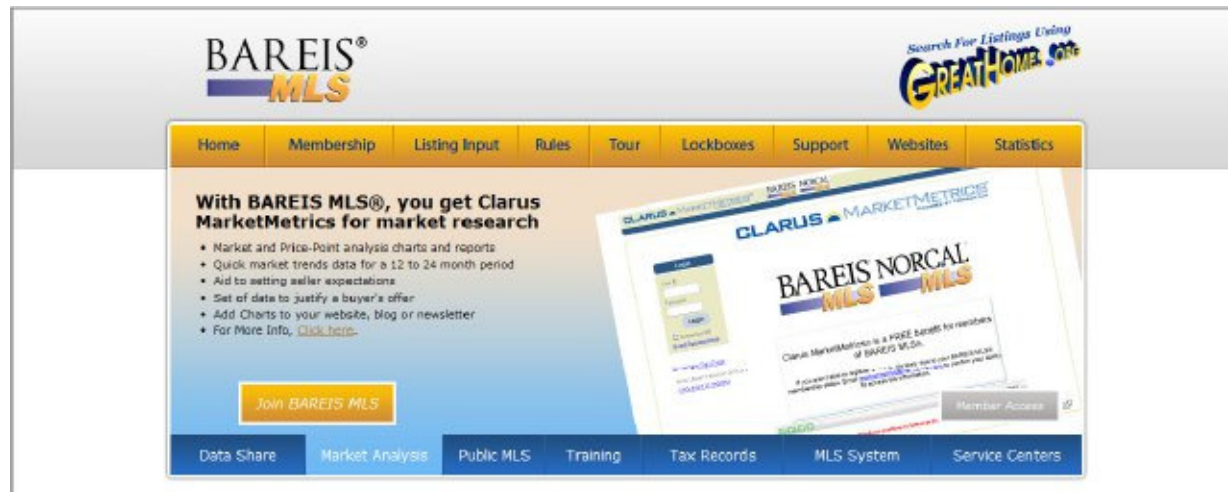
COMMUNICATIONS

Public MLS

www.GreatHomes.org is a public website that leads the public to you! With over 1,000,000 page views a month, GreatHomes.org® offers the general public up to date home information, agent information, open house locations, market statistics and home valuation tools.

COMMUNICATIONS

Tax Records

CoreLogic® Realist 2 public records system combines expanded public record data with MLS listing content and local market information. Realist 2 offers new and enhanced reports, advanced mapping capabilities, market trend and property boundary layers. Tax records are available for the entire state of California.

COMMUNICATIONS

These notices appear when members log on to the MLS database. An archive of Broadcast Notices can also be viewed by clicking on ADMIN and selecting View Broadcast Notices and then entering a data range.
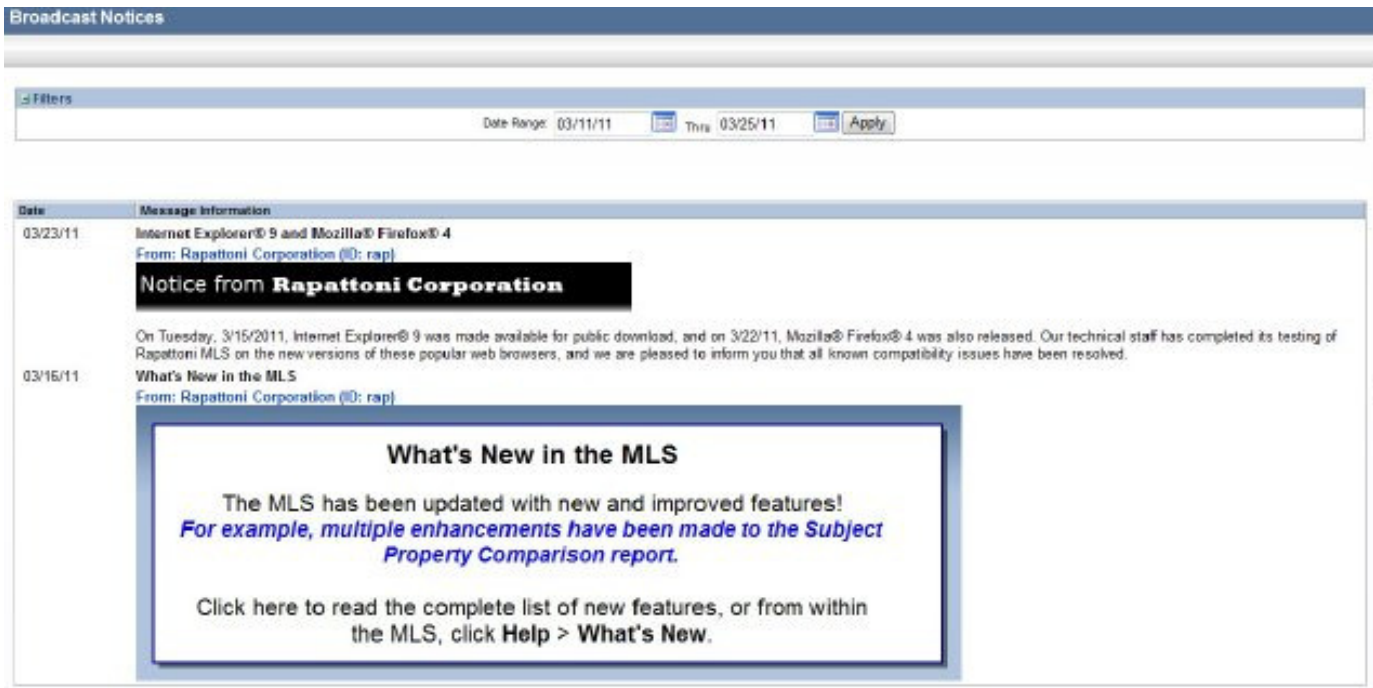
LISTING SERVICES

Listing Input

When a real estate agent joins BAREIS MLS, their broker determines whether to give the agent access to the portion of the Rapattoni system that includes loading listings into the MLS database. (Some offices/companies have staff that enters the listings for the agents.) In most cases, the listing agent or his/her assistant are responsible for entering their own listings; this is referred to as a Broker-Loaded listing.

LISTING SERVICES
Listing Input

In the event that you are away from your computer or have a computer malfunction, BAREIS staff is available to enter new listings and make changes to existing listings.
The following fees apply:

BAREIS Staff-Loaded Listing $25.00
For BAREIS staff to enter your listing, you must submit a completed listing input sheet. The listing will be maintained upon written instructions to staff until either the property sells or the listing expires. The fee will be billed on your quarterly statement.

Status Change/Listing Change (broker-loaded listing only) $5.00
When BAREIS staff makes a change to a Broker-Loaded listing, the $5 fee will be billed to your quarterly statement.

BAREIS Staff-Loaded Additional Photos $3.50
The first photo is free, additional photos loaded by BAREIS staff, the $3.50 fee will be billed on your quarterly statement.

Lesson 4

LISTING SERVICES

Reciprocal Listings

If you have a listing that is not within the BAREIS service region, you can still enter it into the BAREIS MLS database. In some cases the listing can also be entered into the MLS database of the region where the listing actually exists. This is called a Reciprocal Listing. Reciprocal listings are only accepted by out of area MLSs that participate in the Reciprocal Agreement Program.

LISTING SERVICES

Reciprocal Listings

The Reciprocal Agreement Program only allows a listing to be entered into a participating MLS's database; it does not give access to their database. A nominal fee is charged, and the fee is determined by each individual participating MLS. For more information on Reciprocal Listings, please to go *Links – Links & Documents – BAREIS.com Forms & Lists* – Listing Input – Reciprocal Listings

LISTING SERVICES

BAREIS requires a minimum of 1 photo or graphic image best depicting the exterior of the subject property to be attached to the listing within 3 business days of entering the listing unless the seller signs an Authorization to Exclude form. Photos can be uploaded during listing input or BAREIS can load a photo for you.

Photo Instructions

Photo instructions are found on your input sheets under "Photos provided by... ." You may choose one of the following, when adding your listing to the system:

None – No photo	The listing will appear without a photograph.
Agent – Photo submitted	You will take responsibility for providing BAREIS with a property photo. You can load a digitized photo yourself by following the directions below. To submit a non-digitized photo, please write the MLS# on the back of the photo in ballpoint pen (no felt-tip or rolling-writer pens) and mail to the address below. The first photo loaded by BAREIS is free of charge, any subsequent photos loaded by staff will be billed quarterly at $3.50 per photo.

Loading Photos on the Rapattoni MLS system

The following information may help aid in loading your photos onto Rapattoni.

- Photos must be in JPEG format
- The photo file name should be the MLS number. Do not include any hyphens, spaces, dashes, commas and periods (other than the period before "jpg"). This is how a file name should appear – 20312345.jpg
- The maximum width for property pictures is 400 pixels and 300 pixels high
- The maximum width for personal (agent) pictures is 200 pixels

If your picture width matches or is less than the maximum, the system does not resize it during the upload process. Picture dimensions are listed in pixels, not inches, because they are displayed on screen rather than printed. MLS pictures have a resolution of 72 pixels per inch.

Uploading Your Photo(s)

The first photo is free, additional photos loaded by BAREIS staff will be billed on your quarterly statement.

LISTING SERVICES   PUBLIC WEBSITES

When a listing is loaded into the BAREIS MLS database, the listing agent, in conjunction with the seller, has the option of having the listing appear on the public Websites in which BAREIS MLS participates. During listing load the listing agent has the choice of including the full listing address or a partial address (county, city, and zip code only).

LISTING SERVICES   PUBLIC WEBSITES

BAREIS participation on public websites may include the following:

❖ www.PacificSun.com

❖ www.GreatHomes.org This website is owned and operated by BAREIS MLS

❖ www.HomeSeekers.com

❖ www.NapaValleyRegister.com

❖ www.PressDemocrat.com

❖ http://Norcalmls.rapmls.com

❖ www.Realtor.com

A flyer showing the participating public Websites, along with the property categories
and statuses they display can be found on Rapattoni *– Links – Links & Documents –
BAREIS.com Forms & Lists* - Websites – Public Websites – Participating Public Websites

Lesson 4

LISTING SERVICES   AGENT WEBSITES

BAREIS members can create their own Websites or create one through a vendor.
An agent Website can be linked and/or framed to www.GreatHomes.org. If you
wish to "frame" greathomes.org, simply send an e-mail to frame@norcalmls.com
and request permission to frame the site. There is no charge; use of the site
is a benefit of your membership in BAREIS MLS.

If a member wishes to include all of the MLS listings on their Website without
framing or using a link to www.GreatHomes.org, their broker must have opted in
to the IDX Reciprocal/Cooperative Advertising Agreement. This is a program in
which brokers may give each other permission to advertise cooperating brokers'
listings in their public Websites. In no case may you display another broker's listing
without their permission

For more information on creating a Website, please go to
www.BAREIS.com– Websites – Brokers - and read the IDX pages

Lesson 4

THIRD PARTY SOFTWARE

Often BAREIS has negotiated with vendors of real estate related software, to offer their products to BAREIS members at a reduced price or as an added benefit of BAREIS membership.

The following vendor's products are available to BAREIS members:

❖ Access to Rapattoni for Wireless Devices http://norcalmls.rapmls.com/pda

❖ Clarus MarketMetrics

❖ CoreLogic - RealAVM ™

❖ Supra - Linking your i-Box to your listing

❖ TrueForms – Professional Publishing Real Estate Contracts

From time to time, BAREIS approved vendors may contact you with updates on these products. If you do not wish to receive these messages, click on the vendor's UNSUBSCRIBE link (in the vendor's e-mailed message) and have your e-mail address removed from their Distribution list.

BAREIS OFFICE & SERVICE CENTERS

BAREIS has local offices available to assist you. For a list of BAREIS Offices and Service Centers along with the services provided at each location, directions and a list of staff, please go to www.BAREIS.com - Support – Contact BAREIS

Lesson 4
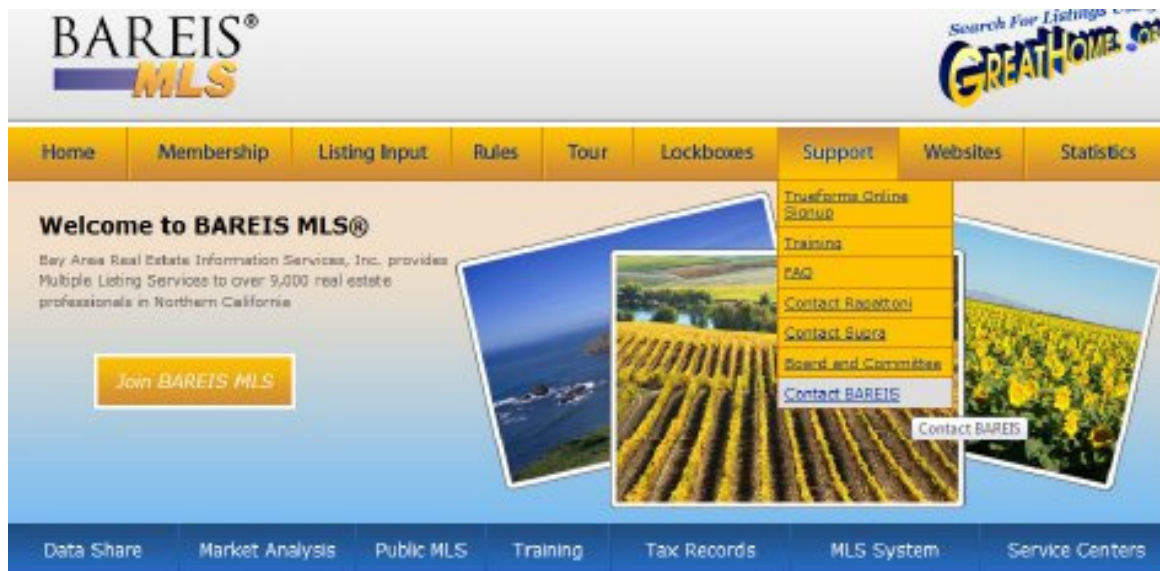
Data Share Programs – Single Sign-On Access

In early 2007 BAREIS MLS®, MetroList® and the San Francisco Association of REALTORS® launched a data share and open access program between the three MLSs. MLSListings Inc.® participation in this program began in the first quarter of 2009. Access to the East Bay counties of Contra Costa and Alameda became available in mid March 2010. Through Single Sign-On (SSO) technology, real estate professionals that are a member of at least one of the above mentioned MLSs can enter properties for sale or lease and access listing data in the counties serviced by these MLSs. Currently, coverage includes the following counties:

|		
Alameda	Monterey	San Joaquin
Contra Costa	Napa	San Jose
El Dorado	No. San Mateo	San Mateo
Lake	Placer	Santa Cruz
Marin	Sacramento	Solano
Mendocino	San Benito	Sonoma
Merced	San Francisco	Stanislaus
		Yolo

In addition to direct access to the seven MLSs a combined database known as Quattro is available for searching all data in one place.

Please note that when you are in a reciprocal MLS you must abide by the Rules and Regulations of that MLS.
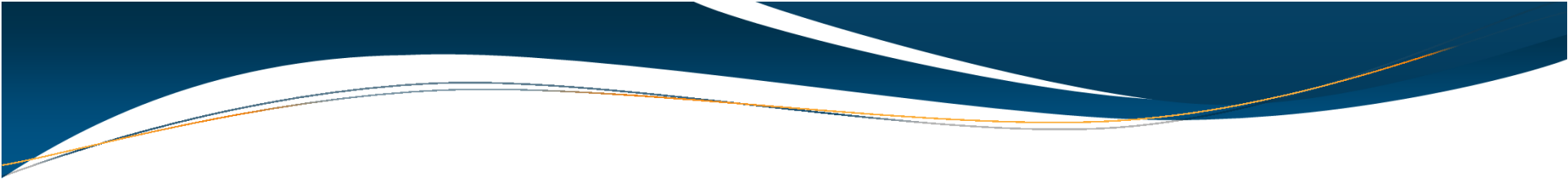
Data Share Programs – Single Sign-On Access

To access MetroList®, San Francisco Association of Realtors®, Quattro, MLS Listings Inc.®, or MAXEBRD® (East Bay), Log onto BAREIS MLS® and then click on Links – Single Sign On – and then the MLS's corresponding graphic.
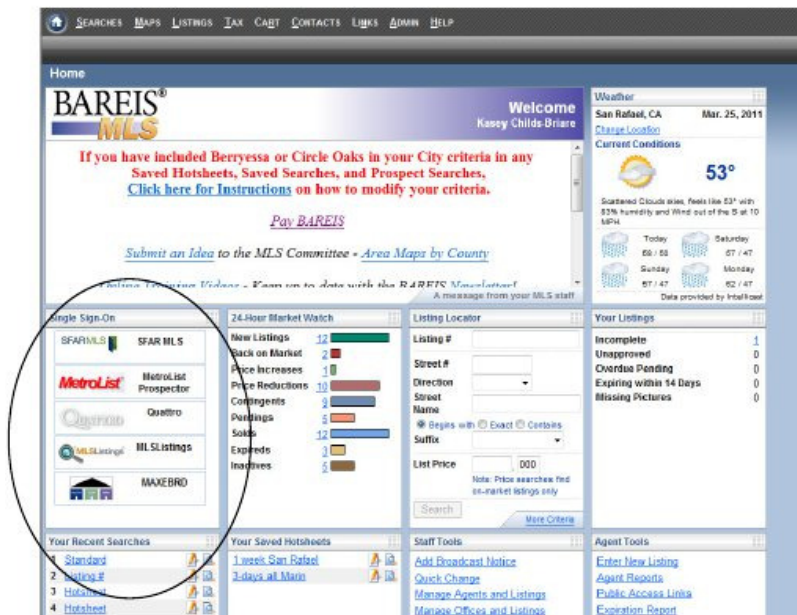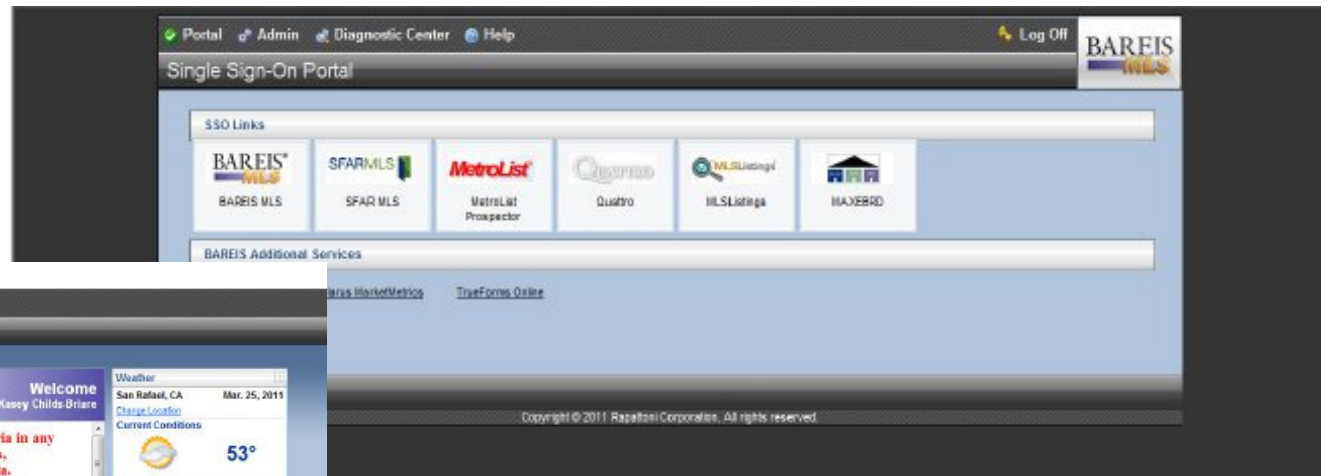
You can also sign in directly from the Home Page on Rapattoni

PLEASE CLOSE THIS WINDOW AND PROCEED TO CHAPTER 4 QUIZ