



# SUPRA BEST PRACTICES

## Read the Showing Instructions in the MLS

**Agent Info:** Owner occupied - please call listing office with some notice to show. Disclosures are attached  
**Showing Instructions:** Appt. Necessary; Must Call L/O

While this seems like an obvious best practice, members report that the instructions they enter in the Showing Instructions field are often ignored. “Must Call L/A” means “Must Call Listing Agent” and the listing agent would not have entered it into the MLS without good reason. So it is imperative that a cooperating agent call the listing agent before showing. In some cases, it may even be a safety issue. If the owners of the property need to secure animals, for example, it benefits everyone for the cooperating agent to know that before showing the property.

It is the Seller’s right to have his/her listing present at all showings, so “Agent Must Accompany” in the Showing Instructions means that the listing agent has to be there for all showings. Likewise, if the Showing Instructions say “24-48 hours generally needed” or “24 hour notice” to set up a showing, a cooperating agent has to respect that.

“Use CSS Scheduler” indicates that the property has been registered with Centralized Showing Service, and a cooperating agent should click on the CSS link to set up a showing.

“Key in L/O; Must Call L/O” means that a cooperating agent has to call the Listing Office to get the key.

“Combo lockbox” means that a mechanical combination lockbox is on the property, and a cooperating agent must get the combination from the listing agent prior to the showing.

“Appt. Necessary” is totally the opposite of “Go Show.” The former requires a phone call to the listing agent to set up an appointment while the latter means the listing can be shown anytime.

So the takeaway here is simple – ***read the Showing Instructions and follow them.***



## Update Your Key Before Going Out To Show Properties

Should go without saying, but everyone needs a reminder. Whether you have a Dkey or the eKey software on your phone, take a moment and make sure it is updated before you go out to show properties. The first time you're standing at the front door with your customers and can't get the lockbox open because your key isn't updated, you'll understand why this is important.

## Give Feedback, Whether Requested or Not

Remember the "Golden Rule?" So wouldn't it be nice if everyone remembered it and provided feedback on every showing? Constructive feedback from customers and agents on a property can be very beneficial to the listing agent. Suppose 15 customers all noted that a property was "nice, but overpriced." The listing agent would have good ammunition to help convince the seller that a price reduction is necessary. Or suppose everyone who came into the property all commented on how dated it looked. Isn't that useful information for both the seller and the listing agent?

The benefit of this practice to the cooperating agent is also often underestimated. As properties are shown, the feedback provided can help a cooperating agent understand what's really important to the buyer(s).

So please provide feedback after a showing, whether the listing agent has requested it or not. And please make sure you provide constructive feedback. "Wouldn't bury a dead cat in this one" does not qualify as constructive feedback.



## Add Your Lockboxes to Your Inventory

Much of the functionality of the Supra lockbox system is based on a simple concept. You buy a lockbox, enter it into the system, assign it to a listing, and then put it on the door so your fellow REALTORS® can use it to show the property. When one of those steps in the chain is broken, the system breaks down and is not as useful as it could be. In addition, not following the process can lead to problems. For example, who wants to get emails about showings for a listing that isn't yours? It happens because lockboxes are treated like stand-alone devices

instead of components of a system.

It's a simple process to add a lockbox to your inventory, so there's really no excuse for not doing it. And for those who will protest that the company provides the lockboxes, and you're supposed to turn them

back in to the brokerage when you're done with it, you can still add the lockbox to your inventory and simply delete it when you are no longer using it for that listing. This is where we see the above example cause issues – listing agent A adds the lockbox to his/her inventory, then forgets to delete it when he/she turns it back in to the office. Listing agent B picks it up and puts on the next listing, but in the system, that lockbox is still assigned to listing agent A. Be courteous and un-assign the lockbox when you're done.



## Assign Your Lockbox to a Listing

Simple advice, but if not followed, the system isn't as efficient as it could be. It's a quick and simple process, so get in the habit of assigning your lockbox to a listing.

## Un-Assign Your Lockbox After You Remove it From Your Listing

Likewise, get in the habit of un-assigning your lockbox to a listing when you're done.

You can log in to your Supra Web account to manage your lockboxes.

The screenshot shows the 'Keybox Management' section of the SupraWEB Management Website. It features a table with 4 keyboxes and a legend for the actions available for each.

Type	MLS #	Keybox #	Shackle Code	CBS Code	Actions
		5826113	4653	Not Enabled	
		20049620	4646	Not Enabled	
	12345678	60001000	4646	Not Enabled	
	26019620	60001001	4646	Not Enabled	

Legend:

- Delete From Inventory
- Assign Listing MLS#
- Showing Activity
- Email Showing Agents
- ShowingTime



## Place Your Lockbox in a Reasonable Spot

Somebody somewhere might have some reason for hiding a lockbox in a bush, but in general, the best practice is to put your lockbox in a reasonable spot where your fellow agents can get to it. Obviously, the best spot is on the door. Be careful placing lockboxes where they are unsecure, or on a gas or water line.



## Use SupraWeb's Services

Take advantage of all the services on [www.supraekey.com](http://www.supraekey.com)

The screenshot shows the SupraWEB website interface. At the top left is the Supra logo with the tagline 'United Technologies'. To the right are links for 'SupraWEB - Agent Login' and 'Contact Us', and a search bar. Below the logo is a navigation menu with links for 'Products', 'News & Events', 'Downloads', 'Customer Support', 'Login', and 'About Us'. The main content area features a large image of a woman in a business suit. Below the image is a 'Login' section with the text: 'SupraWEB is a secure website for real estate agents and office brokers to login and manage their accounts, showing activity, and inventory. SupraNET is used by the Association or MLS System Administrator to manage keyholders in the system.' To the right of the login section is a 'Contact Us' box with the address: 'Supra, 4001 Fairview Industrial Dr SE, Salem, OR 97302', and technical support information: 'Technical Support: (877) 699-6767, Click here to email Supra Support'. Below the login section is a 'Real Estate Agents: Login to SupraWEB' section with the text: 'Assign and track your keybox inventory, view showing activity at your listings, or create reports.' To the right of this section is a 'Reference Materials' section with two links: 'SupraWEB Guide for Agents' and 'SupraWEB Guide for Offices'.