MLS Canned Responses and FAQs

How to schedule a Broker Open House (Not Open to the Public) 3

How to schedule a Public Open House 3

How to ensure that your profile photo is displayed on listings on MIAMI's Public facing websites: for Commercial Listings and Public Open Houses 3

How can a member look up who received credit as a selling agent 4

How to locate and change the status on a Withdrawn or Temporary Off Market listing – to provide to the listing agent or broker 5

Broker/Managers only: Steps to set up Listing Syndication for Zillow & Homes.com 5

Broker/Managers only: Steps to set up Listing Syndication for ListHub 5

Search outside of our local MLS 5

What is Miami Platinum Plus 6

Added the wrong Selling Agent or was not given credit for a sale 6

Can I have someone co-list from a different office? 6

Selling Agent is a member of RAPB+GFLR how do I add them as Selling Agent? 6

I am entering a listing, but the system keeps saying "Folio Number failed business rules validation" 7

Can I copy a listing? 7

How do I copy a previous listing? 8

How can I look up my Production Report? 9

If I enter an out of Area Listing in our MLS, can I also add the listing in the other MLS (Associations MLS)? 10

Can I enter a listing after the property closes in order to get the credit? 10

Can I close out a listing although it is currently under an expired status? 10

Can I change the status of an expired, cancelled or CS listing? 10

Will I be able to get an audit history report for the changes made to a listing? 10
Can the property history be removed from a listing. 10
Can a listing be removed/deleted from the service. 10
Can the list date be changed if entered in error? 10
What do the MLS Status Codes mean and when do you use them: 11
Recent transfers or new Members. I am unable to edit my listing. 11
The square footage in the county records does not match what the seller is requesting. 11
I am unable to locate my Temporary or Withdrawn status listings in the MLS. 12
My listing expired or was cancelled but I need it reactivated. 12
Can the same property be listed as For Sale and For Rent? 12
Can you list a rental as furnished and unfurnished? 12
I am unable to access Form Simplicity or MLS Advantage. 12
What are the codes to use for listings outside of our MLS market area? 13
What photos cannot be used in a listing? 13
What is the minimum pixel size for photos that can be uploaded in the MLS? 13
How do I change my contact information? 13
If an agent has AG access, what status can they modify? 14
When an agent needs us to change a listing, what do they need to provide to our MLS staff? . 14
What is a folio number and what does it mean? 14
How to help my clients find section 8 property to rent? 14
Can I copy photos from another listing? 14
How to do a reverse prospecting search? 14
Agent ID for selling agent is showing as invalid. What can I do? 15
I am unable to edit my listing 15

How to schedule a Broker Open House (Not Open to the Public)

From Matrix: Click the **add/edit button** in Matrix and select the listing in the dropdown menu you want to schedule the Broker Open House for.

You will now be on the **Modify Listing** page. In the section **Other Options** click **Open Houses**

From here you can schedule your Broker Open House by entering the date and time. NOTE: Make sure to select **Broker Open House** as type and select **Active** yes in order for the Broker Open House to go live to https://www.miamibrokeropenhouse.com/

How to schedule a Public Open House

From Matrix: Click the **add/edit button** in Matrix and select the listing in the dropdown menu you want to schedule the Public Open House for.

You will now be on the **Modify Listing** page. In the section **Other Options** click **Open Houses**

From here you can schedule your Public Open House by entering the date and time. NOTE: Make sure to select **Public Open House** as type and select **Active** yes in order for the Public Open House to go live to https://www.southfloridaopenhousesearch.com/

How to ensure that your profile photo is displayed on listings on MIAMI's Public facing websites: for Commercial Listings and Public Open Houses

https://www.southfloridacommercialpropertysearch.com/ and https://www.southfloridaopenhousesearch.com/

From Matrix: Click the **add/edit button** in Matrix and select **Roster** – enter your user id, then click Edit

Click on **Manage Photos**

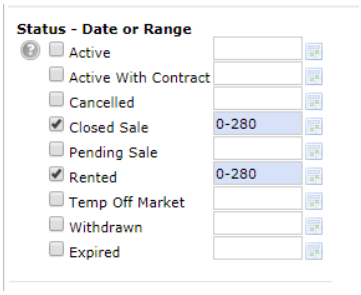
Then click **Browse** – Find your photo then click **Open** and the click **Save**

You can send member step-by-step directions with screen shots: https://www.miamirealtors.com/docs/default-source/mls/Update/add-your-agent-photo.pdf

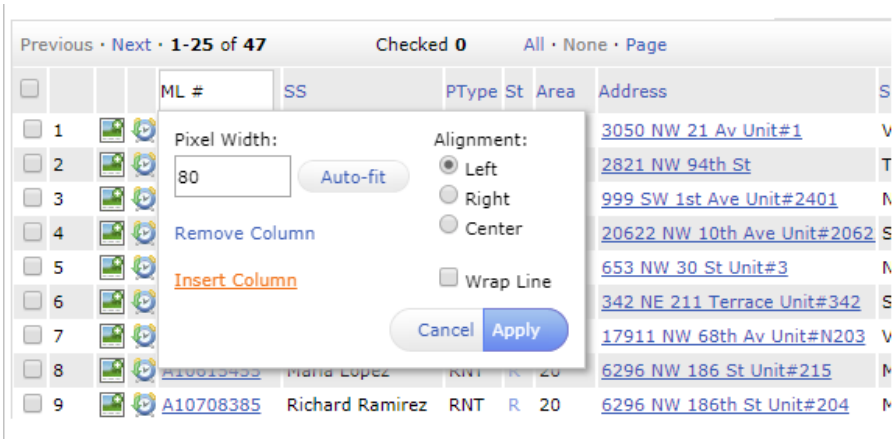
How can a member look up who received credit as a selling agent

#1 - Check your closing statements. Member can also perform a search in the MLS – here are the steps:

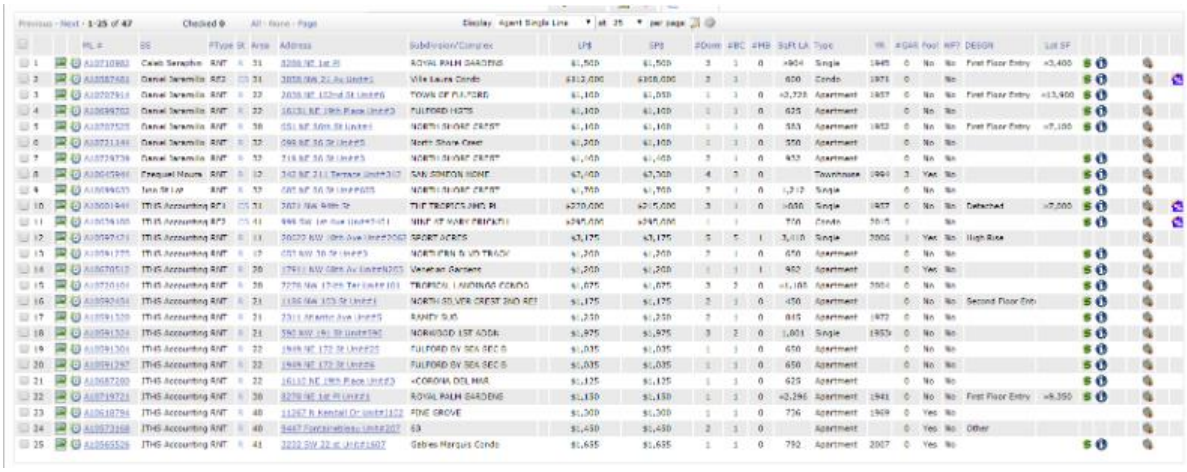
Click **Search** in Matrix
Select Cross property - Quick
In **Status** select the below values - See screen shot below
Closed Sale - 0-280 (number of days back)
Rented: 0-280 -



From there add the additional field **Agent license#** and type in the listing agents ID
Then click **MATCHES** and then **SEARCH** to see the results
From there in the grid next to **ML#** hover your mouse until you see a cross form and click **insert column**



Add the column **Selling agent's name -** this will allow you to see the name of the selling agent that was recorded when the listing was closed. Your results will display like the below. This will allow you to check the data entered.



If the wrong selling agent was recorded, send a copy of the closing statement w/MLS# to MLS@miamire.com

How to locate and change the status on a Withdrawn or Temporary Off Market listing – to provide to the listing agent or broker

Click the **My Matrix** button, Select My Listings, Select **My Withdrawn** or **My Office Withdrawn listings** if broker and click **edit** in order to gain access. From there you can change the listing status

Broker/Managers only: Steps to set up Listing Syndication for Zillow & Homes.com

1. Go to miamire.com, click on The Miami Gateway (middle of the screen) and login
2. Click **Zillow Group** or **Syndication Setup** (For Homes.com)
3. Click "Get Started" under I'm a Broker
4. Follow all 4 steps to opt in
5. You will now be logged into the Zillow Data Dashboard or Homes.com
   a. Click on Feed Control (under Overview) and make sure it is toggled to "Yes"

Broker/Managers only: Steps to set up Listing Syndication for ListHub

1. Go to Listhub.com
2. Choose Setup Account
3. Choose Registration Options (Head Broker)
4. Fill out Registration info - set up Username and Password
5. Click Complete Registration
6. You can now Log in to ListHub.com
7. Enter Username & Password
8. Choose your MLS (first-time)
9. Choose your Publisher Filters
10. Choose Publishers for Listing Syndication – be sure to review Features as many re-publish to newspapers and additional websites

Search outside of our local MLS

On your MIAMI Dashboard you have three accesses: **Search Other MLSs, MLS Advantage** and **Professional Search**

These same searches are also available from your Matrix home page under **Links**

For more information on these searches - click here:

www.MiamiRealtors.com/DataCoop (Search Other MLSs)

www.MIamiRealtors.com/MLSadvantage (MLS Advantage)

www.miamirealtors.com/services/products/PROsearch (Realtors.com Professional Search)

What is Miami Platinum Plus

A suite of upgraded products & services for members who need and want additional services that are above and beyond the 175+ MIAMI services provided to all members at no additional cost. **Currently, the cost for a year's subscription is $179.00 for additional services (including a second MLS) priced at $1720.00/year**. For more info go to: MiamiRealtors.com/PlatinumPlus – a click through to each service is provided

Added the wrong Selling Agent or was not given credit for a sale

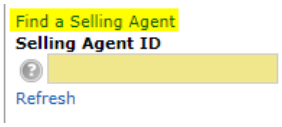
Email a copy of the Closing Statement with correct agent's name and license number

Can I have someone co-list from a different office?

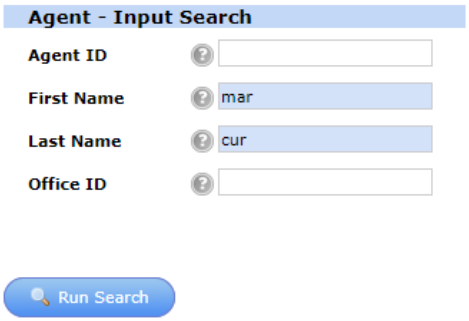
Yes, if the agent is an Active member of the MLS, the co-listing agent may even be a member RAPB+GFLR

Selling Agent is a member of RAPB+GFLR how do I add them as Selling Agent?

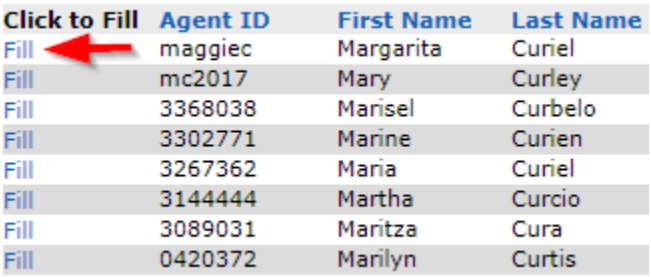
- Under the Selling Agent field click on "Find a Selling Agent"



- Fill in the first couple letters of the agents first and last name in the respected fields and click "Run Search"



- Look for the agent and click fill



Click to Fill	Agent ID	First Name	Last Name
Fill	maggiec	Margarita	Curiel
Fill	mc2017	Mary	Curley
Fill	3368038	Marisel	Curbelo
Fill	3302771	Marine	Curien
Fill	3267362	Maria	Curiel
Fill	3144444	Martha	Curcio
Fill	3089031	Maritza	Cura
Fill	0420372	Marilyn	Curtis

If not agent is found, enter code NMLS04

If agent is a member of another board their ID will look different with the letters of FLL or RML

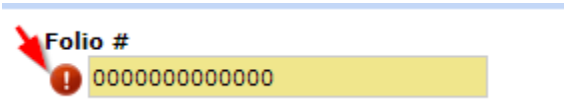
Members can also use “Find by name” to look for Selling Agents that they do not know the agents ID

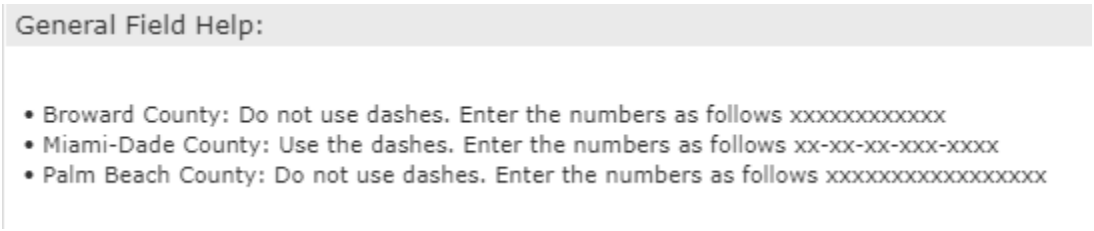
I am entering a listing, but the system keeps saying “Folio Number failed business rules validation”

This typically occurs when the folio number is not in the correct format; ask them what county the property is in? The correct format for the counties is located below:

- Miami Dade needs dashes in the folio number in a specific pattern **00-00-00-000-0000** if the folio has no dashes, they need to add them or if the dashes are in a different order they need to correct them
- Broward and Palm Beaches folio number have **NO** dashes so if they state they have dashes that is causing the error to have them remove dashes

They can also click on the Red Explanation Point and it will show them General Help





Can I copy a listing?

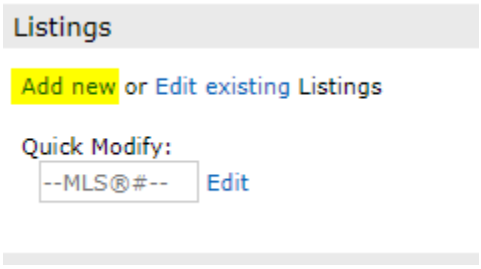
Not likely, a member can copy a previous listing, but in order for the system to allow it 3 strict rules need to align.

- Must be the same property type RE1 to RE1, RE2 to RE2, RNT to RNT; Cannot copy one property type to another example: RE1 to RE2, RNT to RE1
- Broker Codes has to match exactly
- Must be the same Listing Agent

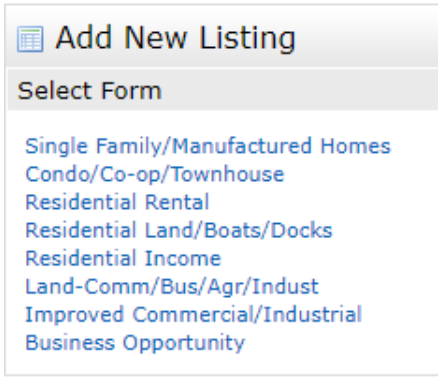
If any of the rules do not align, they will not be able to Copy a previous listing

How do I copy a previous listing?

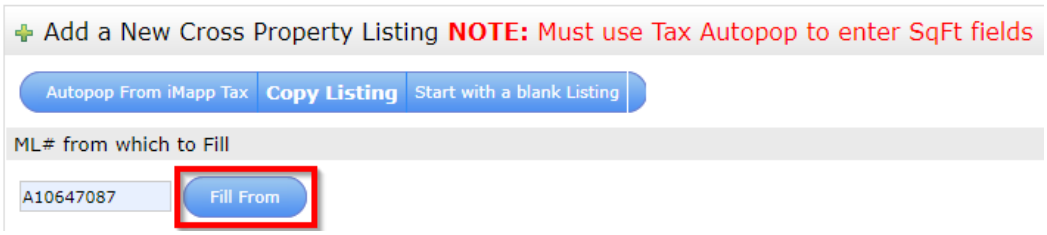
- Add/Edit and click “Add New”



- Select Property Type

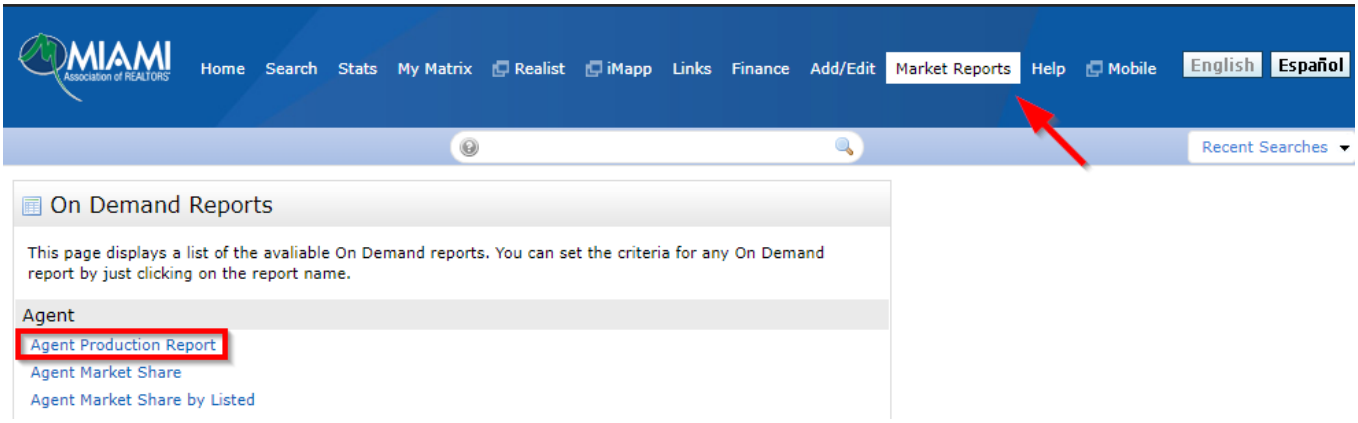


- Click “Copy Listing”; fill in old ML# and “Fill From”

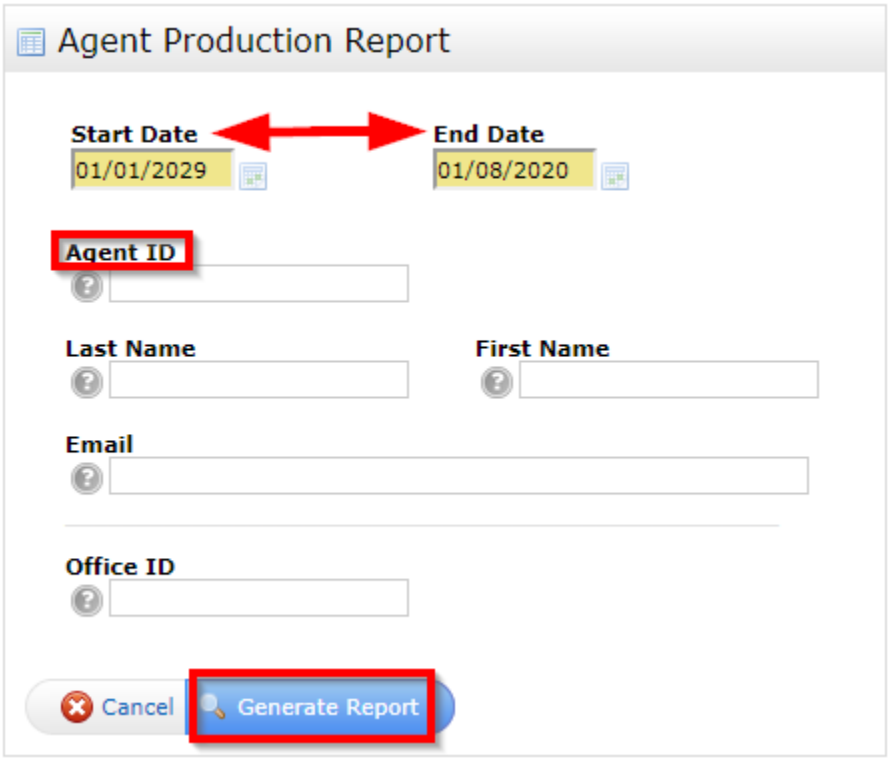


How can I look up my Production Report?

- Click “Market Reports” and then “Agent Production Report”



- Chose your “Start Date”, “End Date” and place you ID in the “Agent ID” field. When done click “Generate Report” in the bottom and the system will pull together your production on both Listed and Selling side



If I enter an out of Area Listing in our MLS, can I also add the listing in the other MLS (Associations MLS)?

Yes, as long as the other Association does not share data with Miami Association.

Can I enter a listing after the property closes in order to get the credit?

No, as this will unfairly represent the listing as having benefited from the exposure offered through the MLS

Can I close out a listing although it is currently under an expired status?

Yes, as long as closing statement (HUD) is received, we will be able to update to CS. Send to MLS@miamire.com

Can I change the status of an expired, cancelled or CS listing?

Office Broker will have up to 3 days to make any changes to listings under these statuses.

Will I be able to get an audit history report for the changes made to a listing?

This information will only be available to the listing broker upon written request.

Can the property history be removed from a listing.

No, History of a property cannot be removed or modified.

Can a listing be removed/deleted from the service.

No.

Can the list date be changed if entered in error?

Yes, we will need copy of the listing agreement to make this change.

What do the MLS Status Codes mean and when do you use them:

- **A** = Active or Available
  - Property has current listing agreement, available to purchase/lease
- **AC: Active** with **Contract** means there is a ratified contract between the Seller and the Buyer **with Contingencies**. Due to the contingencies the **Seller wants the property to still be marketed so that back up offers can be accepted. Property will continue to appear on syndicated sites.**

- **C** = Cancelled
  - Listing agreement is no longer active, contract has been terminated prior to the expiration date.
- **CS** = Closed Sale
  - Contract processed/property sold
- **PS** = Pending Sale/Rental
  - Property is under contract and waiting to close
- **R** = Rented
  - Property has current rental lease; no longer available
- **T** = Temporarily Off the Market
  - Property is temporarily not available for showings due to house repairs, owners out of town, etc. **Status can be used if property is off market between 1-30 days. Set automatically to Active on Back on Market Date**
- **W** = Withdrawn
  - Listing agreement is not expired but listing is no longer on the market/for sale. Contract still exists between the seller and the listing office.
- **X** = Expired
- Listing agreement has expired. Property no longer on the MLS

Recent transfers or new Members. I am unable to edit my listing.

Check user class in RAMCO and verify that they have add/edit access and that the broker/office id matches in the MLS.

If the broker code in the listing does not match their RAMCO record, have the broker e-mail MLS@miamire.com in order for the listing to be transferred.

The square footage in the county records does not match what the seller is requesting.

If the value the seller is requesting is not reflecting in the county record.

The listing agent must submit an official document I.E. Floor Plan, Architect blue print or an appraisal to mls@miamire.com We cannot calculate any square footage – the document needs to have square footage field clearly totaled – only MLS Staff can make the changes.

I am unable to locate my Temporary or Withdrawn status listings in the MLS.

T and **W** status listing statuses can't be found in the add/edit page of matrix.

The agent will need to click **My Matrix** and click **My Listings**

Select in the drop down menu My Withdrawn or my Temporary off market listings in order to edit the listing.

My listing expired or was cancelled but I need it reactivated.

If the listing expired with in the last 3 days the broker can reactivate the listing.

The agent can e-mail MLS@miamire.com with a copy of their listing agreement or listing extension in order for the listing to be reactivated.

If longer that 3 days a new listing will need to be entered.

Can the same property be listed as For Sale and For Rent?

YES – they will be two different MLS property types and MLS numbers and can be reference in remarks

Can you list a rental as furnished and unfurnished?

Yes. You will need to enter two separate listings and with two different list prices. List price can't be the same.

I am unable to access Form Simplicity or MLS Advantage.

This is not a MLS issue but rather a dues related issue with the Florida Realtors.

Confirm the current years FAR dues have been paid.

Once confirmed e-mail tanyam@floridarealtors.org include Marlene@miamire.com so the year's dues can be credited.

What are the codes to use for listings outside of our MLS market area?

Currently the codes are:

5940 = Florida properties outside Dade, Broward and Palm Beach

5950 = Florida Keys, Islands and Caribbean

5960 = In U.S. other than Florida

5970 = Outside the U.S. other than above

PLEASE NOTE:

The codes for listings outside of our MLS Market Area are scheduled to change March 3, 2020.

What photos cannot be used in a listing?

Any photo that you do not own or have the legal rights to use.

Any photo with agent or company branding

Images that contain any text/watermarks.

Up to 99 images of the property are allowed.

The first should be a photo of the exterior front of the property.

If only one photo is uploaded, it **must** be exterior front of the property.

What is the minimum pixel size for photos that can be uploaded in the MLS?

1600x1200

How do I change my contact information?

Your information must be updated by our membership department.

E-mail membership@miamire.com or call 305-468-7005

If an agent has AG access, what status can they modify?

- They are able to modify all status' **except C, CS, R and X**

When an agent needs us to change a listing, what do they need to provide to our MLS staff?

- They need to send a signed Change of Status form and a copy of the listing agreement or the HUD, depending on the change
-

What is a folio number and what does it mean?

- A folio number is a means by which properties are identified in Miami-Dade, also called a parcel identifier. Here is a typical folio number: 30-40-23-004-1030. All folio numbers consist of 13 digits and can be broken down into five parts:
  - The first two numbers 30 will give you the municipality of city of the property. And the number 30 in Dade County is for unincorporated Dade.
  - The next two numbers 40 will give you the township and range of the property. Also known in the MLS as the Area of the property. All areas in Dade equal 36 miles.
  - The next two numbers 23 will give you the section, location of the property. All sections in Dade equal one mile.
  - The next three numbers 004 will give you the Subdivision number of the property.
  - The next four numbers 1030 will give you the Lot and Block of the property
- Broward county uses a different area designator. Encourage member to purchase Broward Area map or direct them to MLS Help – Documents – Area Map section for assistance

How to help my clients find section 8 property to rent?

Section 8 is considered as a protected class under Federal Fair Housing Act. Landlords and Realtors are precluded from discriminating against tenants with Section 8 vouchers, as this falls under the protected class "source of income."

Can I copy photos from another listing?

No. You will need written permission to copy/reused photos from the owner of the photos.

How to do a reverse prospecting search?

- If you have a listing you want to conduct Reverse Prospecting on, go to the "My Listings" screen (under the My Matrix tab), select the listing you want to Reverse Prospect, and click the "Reverse Prospect" button.

- For agents working with potential buyers, click the "Available for Reverse Prospect" checkbox under the Automatic Email settings (My Matrix>Auto Email). This will assign a number to the search that will show on your Saved Searches screen. List Agents with matching properties can now more easily find you.

Agent ID for selling agent is showing as invalid. What can I do?

- If agent belongs to FLL/Palm Beach board, Click on “Find Agent” box above Agent ID box, search for agent by their name according to their license information. If searching by names and license ID showed invalid result, close listing using NMLS04 code (non-mls participant code).

I am unable to edit my listing

1. Check user class in RAMCO and verify that they have add/edit access, also confirm that the office they are with does not allow Add/Edit (if they are assigned the wrong access, please correct it). If they want add/edit they can have their broker email membership@miamire.com or mls@miamire.com to have them upgrade to Add/Edit access

2. If they do have Add/Edit access confirm that the broker code they are under matches the broker code that is displaying on the listing. If they do not match have them fill out a Status Change form filled out by the previous broker releasing the listing, the current broker accepting the listing and the clients agreeing as well. Once they have it signed by all parties, they can email the form to mls@miamire.com