



Yes-MLS

New Participant Orientation Manual

North Office
5605 Valley Belt Road
Independence, OH 44131

South Office
441 Wolf Ledges Parkway
Akron, OH 44311

PH: (216) 485-4100

FX: (216) 485-4159

www.Yes-MLS.com

Yes-MLS Mission Statement

“To provide cost effective proprietary real estate information with the highest industry standards for the cooperative benefit of MLS users.”

What is Yes-MLS?

Yes-MLS is a service organization that facilitates over 1500+ member real estate companies, and their 12,000+ agents, in cooperatively marketing properties for sale. The Service publishes the compensation those real estate firms offer each other when completing a real estate transaction.

Yes-MLS is owned by 9 REALTOR® associations (ACAR, COSH, ECAR, LGAAR, LOCAR, MCBOR, SCAR, WABOR, AND YCAR, and serves 32 counties.



The computer system ran by Yes-MLS houses the largest database of homes in Ohio. Participating brokers in Ohio, Pennsylvania, and West Virginia submit information about properties for sale.

Yes-MLS provides many services to its members including:

- ❖ Web-Based MLS Computer System
- ❖ Customer Support
- ❖ Training
- ❖ On-line Class Registration
- ❖ Communication Services
- ❖ Membership Discounts
- ❖ Membership Involvement

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Member Services

Special Events

Hosting several events, Yes-MLS keeps the membership up to date on company issues and industry trends. Such events involve a semi-annual Broker/Manager forum, service seminars, and our annual shareholder's business meeting.

REALTOR.com™

Listing Information is refreshed every 15 minutes from Matrix to REALTOR.com™ and all photos (up to 35) are included on the listing.

Yes-MLS.com Highlights	REALTOR.com™ Highlights
<ul style="list-style-type: none">• Member Accounts• Training Schedules/Registration• Forms• And more!	<ul style="list-style-type: none">• Official Internet site of the National Association of REALTORS®• 98% of MATRIX active, single family, multi-family, condominium, farm, land listings and rentals appear on the site• 1 million property ads from over 600 MLS's in every state in the U.S. plus Canada and Puerto Rico• Millions of homes are viewed each month on REALTOR.com™

Internet Data Exchange (IDX)

All of Yes-MLS' IDX Participants listings appearing in MATRIX will be available for Internet Data Exchange (IDX) display. Participating offices will have the option of placing part or all those listings on their own personal company website(s). More information can be found in the section called, "Internet Data Exchange & Broker Homes Pages."

MATRIX

The MATRIX online system is one of the most valuable services offered to the membership because more than 70% of the real estate listings sold involved cooperating brokers. MATRIX can be used to locate properties for prospective buyers, keep personal listing and sales records, and perform essential financial functions for your clients and much more.

MATRIX Sign-on Messages

The MATRIX sign-on message is a visual means of briefing the membership on immediate or current issues.

Member Services

Newsletters

Yes-MLS *Connection* is published quarterly. Topics range from current events and computer related issues to educational information. All publications include training schedules and training tips. A year in review newsletter is published to highlight important events from the previous year.

Customer Support

A staff of customer service representatives provides quality support for members needing assistance with the MLS computer system. General customer support is provided at no charge. **Customer Service Representatives are available Monday – Friday, from 8:30 AM to 5:00 PM at 216-485-4100, ext. 480, or 1-888-266-7657. After hours: Monday – Friday, from 5:30 PM – 8:30 PM and weekends from 8:30 AM to 3:30 PM with Answerlink at 1-888-530-8859.**

Matrix Customers with Disabilities Support Hotline: The Corelogic AnswerLink® ADA Hotline uses specially trained staff to assist customers who have hearing, visual, or other impairments. This ADA Hotline is available to all Matrix customers with disabilities

The AnswerLink ADA Hotline's phone number is 1-844-209-0134. Service is available 8:00 AM to 8:00 PM, Monday to Friday.

Input Sheets

You may print our input sheets directly from our website, www.Yes-MLS.com, or you can use our interactive input sheets and type your information into the form and then print them. You may also print from this site our status change sheets listing correction form, and much more.

Membership Involvement

Through Director Meetings, task forces, member's suggestions and concerns, forums and special events, Yes-MLS receives member input on the products and services offered.

Online Forms

ZipForm Plus Online: Yes-MLS online forms are available for a fee allows you to customize, fill, print, and email forms. Electronic signatures are also available. ZipForm's support: Monday – Friday (24 hrs.) and weekend/holidays 10:00 AM – 10:00 PM at ziplogix.com/support/

Dotloop: YES-MLS interactive forms can be added by selecting Yes-MLS. Dotloop support: 1-888-368-5667 or support@dotloop.com.

Member Services

PDA Access

All listings, photos, and maps can be accessed on a smart Phone/PDA.

Products for Yes-MLS Membership:

ShowingTime

This is an online scheduler that is launched from within Yes-MLS and delivers showing requests to listing agents by email, 2-way text, mobile appointment notification and/or automated phone call. Please contact ShowingTime at 800-379-0057 or support@showingtime.com with any questions.

Cleveland.com

The Plain Dealer is the major news contributor to cleveland.com, the regional news, event and communication portal run by Advance Digital via Northeast Ohio Media Group.

Data Co-op

Data Co-Op combines free information & reports from the MLS (listing data, photos, maps) and Realist (tax data, foreclosure data, schools, recent sales) in a convenient format.

Dotloop

Is the leading online transaction and productivity optimization platform in real estate. Dotloop reduces complexity by replacing separate form creation, e-sign, and transaction management systems with a single end-to-end solution and drives growth by helping real estate professionals streamline their businesses with workflow automation and real-time visibility into transactions. Each year, millions of agents, brokers, and clients trust dotloop to get deals done. support@dotloop.com or (888) 368-5667.

ePropertyWatch

This service allows you to provide regular emails to clients and prospects that will keep them up to date on the value of their home, transactions in their neighborhood, and overall trends in the area.

You'll stay connected with your long-time prospects by inviting them to receive ePropertyWatch reports branded by you. When your prospects are ready to buy or sell real estate your name and contact information will be front and center. 1-844-530-8859.

Products for Yes-MLS Membership Continued:

ProSearch

REALTOR.com Professional Search is available free for MLS members as a nationwide research tool that quickly searches listing and public records in the U.S. and returns those results in a combined view. It focuses on properties that are residential (including for sale, off-market, rental, and recently sold.)

Homesnap

Is the top-rated real estate app built for agents and loved by homebuyers. Get the app to see why millions of people are switching to Homesnap. support@homesnap.com or (866) 855-2622.

ListHub

Provides a controlled platform to enable brokers to deliver accurate, MLS-sourced listings to consumers. MLSs are in the business of managing broker listing data. ListHub is an important extension of that mission. customercare@listhub.com or (877) 560-0171.

MyRental from CoreLogic

Do you have or know people with rental listings? Reduce the chance of leasing to risky applicants and differentiate yourself with MyRental tenant screening reports. Your membership in Yes-MLS entitles you to a 20% savings through <https://www.myrental.net/m/Yes-MLS>. While individual reports can be purchased, we have created three bundles of tenant screening reports that most brokers and agents prefer. Start saving today at <https://www.myrental.net/m/Yes-MLS>.

New Home Source Professional

New Home Source Professional provides free information from builders on new construction. Agents can access NATIONWIDE pricing and homes in the area their seller is moving. support@newhomesourceprofessional.com.

OhioOpenHouse.com

Is the official open house website provided by Yes-MLS and YES-MLS. Here you will find all the public open houses listed in the MLS and this site is updated daily.

Products for Yes-MLS Membership Continued:

Property Panorama

As a member of Yes-MLS, you automatically receive free Property Panorama InstaView Virtual Tours for all your active listings. InstaView is a fully automated Virtual Tour solution that automatically creates a Virtual Tour for every listing in the MLS (with 3 or more photos,) within one hour of the listing being created. Once generated, the InstaView Virtual Tour will remain fully in sync and up-to-date with the MLS every house, 24/7. Learn more at www.PropertyPanorama.com/InstaView. InstaView is free. Enhanced packages start as low as \$1.99 per listing/per month. (877) 299-6306.

Realtors Property Resource (RPR)

Comprehensive data, powerful analytics, and client-friendly reports for each of NAR's constituencies. Created by NAR for the sole purpose of providing REALTORS® with the data they need to meet the demands of clients. No third party or public access...guaranteed. The only way a Non-REALTOR® has access to the data in RPR is through an RPR report that has been created, branded and sent by a REALTOR®. (877) 977-7576.

RatePlug

Is embedded in Matrix so you can search and send property reports to your homebuyers.

When you send your MATRIX property reports to your customers, they will now have access to accurate, interactive mortgage products and payment information specific to each property. The payment information is based on up to date interest rates from your lender of choice and includes property taxes, assessments, and homeowner's insurances estimations.

You and your customer can interact with the information and play "what if" scenarios to best determine their financing needs. In addition, the customer is given the ability to ask mortgage questions and is provided access to your trusted lending partners contact information. rateplug.com/Yes-MLS. (877) 710-0808

Products for Yes-MLS Membership Continued:

Real Safe Agent™

This is a free app available to all Yes-MLS' members. Real Safe Agent™ is an app that the real estate community can use to prevent crime and to protect itself so that agents can work the way they need to. Support@realsafeagent.com.

REAL Trends

Has been The Trusted Source of news, analysis, and information on the residential brokerage industry since 1987. We are a privately-held publishing, consulting and communications company based in Castle Rock, Colorado. Residential real estate leaders look to us for timely and trusted information and analysis through our monthly newsletter, news updates, conferences and publications.

In addition to creating research studies, we are a leading provider of high-level business, technology and digital marketing consulting services to the residential real estate industry. We provide a wide range of advisory services to a clientele of local, regional, national, and global real estate organizations. Our areas of expertise include operation analysis, valuations, mergers and acquisition advisory services, compensation analysis, consumer and business research, strategic planning and technology and digital marketing consulting services.

REtechnology™

Want to learn how to leverage technology to attract more leads, close more deals, and boost your bottom line? RE Technology can help. We're an education platform that shows real estate agents and brokers how to use and evaluate technology to grow their business. Visit www.Yes-MLS.com for more information.

Trestle

Trestle can give you access to all your data in a single unified feed. Powering your company's internal and external solutions up to the minute listing data has never been easier. With the easy to use dashboard, you can opt out of multiple listing organization feeds or set up your own. Is there an app you want to integrate with? Trestle lets you work with exciting new technology partners that have the solutions you need. Web, mobile, back office – Trestle support them all. Take advantage of enriched CoreLogic property information and proprietary market analytics to get a competitive edge. With Trestle, your website can provide real estate insights far beyond what national portals offer.

Products for Yes-MLS Membership Continued:

W+R Studios

Cloud CMA

Is the easy way to create amazing reports that make you look awesome in front of clients and prospects. Create modern looking Comparative Market Analysis Reports, Buyer Tours, Property Reports, and Flyers in minutes. Plus, Cloud CMA includes your very own "What's My Home Worth" website so you can attract more seller leads for less. Visit www.cloudcma.com to start your free 30-day trial of Cloud CMA

Cloud Steam

Makes sure you and your clients are the first to know when new listings hit the market. With alerts that are delivered in real-time and via text you'll never be the last to know again. Plus, with the new Cloud Stream widget you can attract buyer leads with modern-looking listing alerts that use data straight from the MLS. Visit www.cloudstream.net to start your free 30-day trial of Cloud Stream

Cloud Attract

Is the easy way to generate your own leads and attract buyers and sellers with beautiful landing pages that automatically respond with a home valuation, CMA, or listing alerts. It's complete **free for 30-days** so sign up today and see just how easy it is to start generating leads from the people you already know. Visit <http://www.cloudattract.com>

ZipLogix

Maximize efficiency, streamline workflows, and reduce risk with the essential form's software. Powered with the latest functionality and features designed for real estate industry professionals. Advanced technology meets practical in ZipForm Plus. (586) 840-0140.

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Training

Matrix Training

Classes are intended to enhance your performance and are tailored for real estate professionals. We provide the tools needed for greater productivity, designed to help you in day-to-day business.

Yes-MLS offers an array of computer classes aimed to meet the technology demands of our members. Training is available at all levels, from beginning to advanced computer users. All licensees and administrative staff affiliated with Yes-MLS are eligible for training.

John Lentz, Jr. Training Lab

The John Lentz, Jr. Training Lab is a state-of-the-art training facility that houses 24 multi-media PC's and high-tech audiovisual equipment.

Office Visits

Topics for office visits can be arranged on a case-by-case basis. Yes-MLS practices high customer service standards and because of this, you are assigned a personal account executive. For more information on office visits, contact your AE.

Account Executives

Heidi Ewing	Laura Graber	Joyce Johnston	Tracy McNeil	Dan Jones
Serves Ashtabula county, Lake county, Geauga county	Serves Lorain county, Medina county, Western Cuyahoga county	Serves Central and Eastern Cuyahoga county, members west of Yes-MLS	Serves Columbiana county, Mahoning county, Portage county, Stark county, and Portage county	Serves Belmont County, Carroll County, Coshocton County, Harrison County, Jefferson, County, and Tuscarawas County

CEU Classes

MLS offers free classes and free CEU classes to members, Not all classes are offered for credit. Classes that are offered for credit are noted as such on the training schedule.

NOTE: Appraisers cannot use Yes-MLS CEU Credit.

Registration Online

Members can register for classes at www.Yes-MLS.com, using the Education link. Non-members can call Yes-MLS at 216-485-4100, ext. 480 to register. **You must register before attending any class offered by Yes-MLS.** Please have your real estate license number or MLS ID, and email address ready when you call.

Introduction to the MLS (In-House or Distance Learning)

Required for brokers, agents, and appraisers. The purpose of this class is to introduce users to Matrix Web MLS system: MATRIX. Topics include Yes-MLS Rules & Regulations, running basic searches, printing and emailing reports, running hot sheets, and obtaining tax data via Realist.com. *Note: Must be taken within 30-days of join date.*

This is a 2.5-hour course.

Listing Input

Required for support staff, brokers and/or agents who wish to enter their own listings. Topics include: Yes-MLS Rules and Regulations, entering and changing a listing, running hot sheet reports, entering media, entering open houses, and searching office roster information. (Note: Agents must obtain written consent from their broker to have listing input capability added to their YES-MLS profile.)

This is a 2-hour course.

CMA

You should have a good understanding of the MATRIX system prior to attending this class. Topics include running, emailing, and printing a CMA report, creating, emailing, and printing a CMA package, accessing your CMA package via your contact list, and overriding an existing CMA package.

This is a 2-hour course and is available for a 2-hour CEU credit.

Prospecting

You should have a good understanding of the MATRIX system prior to attending this class. Topics include: adding a new contact/prospect, working with the contacts/prospect list, working with the Client Portal, reactivating a contact/prospect, turning off auto-prospecting and/or The Client Portal, deleting a contact/prospect, and reverse prospecting.

This is a 2-hour course and is available for a 2-hour CEU credit.

Rules and Regulations

This class is designed for members who would like to expand their knowledge of Yes-MLS' Rules & Regulations. Topics include: rules & regulations and required fields when inputting a listing. Also, members may take this class one time a calendar year in lieu of paying a penalty (some exceptions apply.)

This is a 2-hour course.

Realist – Using Tax Data

Learn how to better use tax data found in Realist. Topics include: different report views, sorting data by different fields, search tips and tricks, how the flood and assessor maps work, neighbor profiles, download labels – see the options available, learn to find comps and what to do when 0 results are found, preferences – and how to change them.

This is a 2-hour course.

MLS Mobile App - Homesnap

MLS Mobile Apps will introduce you to the homesnap app for mobile use of YES-MLS. We will also discuss the Realist mobile app.

This is a 2-hour course.

My Matrix and More

Learn about the tools in the My Matrix menu including: Custom headers, create custom grids and see what YOU need on a one line grid and even make it your default, personalize your email signature and include a photo and hyperlinks, speed bar shortcuts and how to use that speed bar at the top of your Matrix page, Team Settings and what they can do for you and your assistant or team, Hot Sheets – how to create them and keep an eye on YOUR markets, and portal notification settings that can help you keep track of what your prospects are doing. We'll look at our "My Listings" menu and adjust your map pin placement along with your Google street view, hit counters, reverse prospecting and how this can help you track the hits on your listings and look at hits through ListTrac. Finally, we'll look at sharing your listings to Facebook. This is a 2-hour course.

Training

Online Training

Our distance Introduction to the MLS training is available to brokers, agents, and appraisers who do not wish to attend our onsite training. Our distance Input training is available to brokers, agents, and support staff who do not wish to attend our onsite training.

Sharing Passwords

The sharing of a Matrix password will result in a \$1000.00 fine for each such offense. Please refer to the Rules & Regulations for detailed information

YES-MLS Passwords

If you want a password	Forgotten Passwords
<ul style="list-style-type: none">• Participants/agents/appraisers get a 30-day temporary password; however, the online or in-house Introduction to MLS class must be taken to meet the training requirement• Unlicensed support staff need only take the Listing Input class to receive online access• Participants/agents/unlicensed support that need listing input capabilities must take the Listing Input class• Before listing input capabilities are granted to agents, Yes-MLS must receive written authorization from the participant or office manager	<ul style="list-style-type: none">• If you forget your MATRIX password then at the Yes-MLS login screen, click on the link called: "Forgot/Reset Your Password." Once you answer the security questions, you will be emailed with information regarding your password. Follow the direction on the email

Membership Procedures

Agents and Appraisers

It is important to understand that any agent or appraiser (this includes licensed and certified appraisers) affiliated with your office must appear on your office roster either in an active or waived status. (NOTE: waivers are only for those agents that meet specific criteria) Yes-MLS does not recognize referral, courtesy, or husband and wife teams; therefore, these agents must appear on your Yes-MLS roster as well.

Dues

Dues will be charged to the Participant and to each real estate licensee and appraiser affiliated with that Participant. **The Participant (Primary broker or primary appraiser) is ultimately responsible for the payment of all dues and fees associated with his/her participating office.**

Dues Waiver – MLS of Choice

Agents may request a waiver of dues with Yes-MLS if they pay dues to another REALTOR owned and operated MLS where their broker is a MLS Participant, the waiver applicant is not a listing agent for any active listings filed with Yes-MLS, or the waiver applicant is not part of a designated real estate “Team” where one or more of the other Team members are users of Yes-MLS.

Agent Changes

Agent changes may be submitted through www.Yes-MLS.com by clicking on the “Membership” tab or email your request to membership@Yes-MLS.com.

Adding New Agents

(YES-MLS must be notified at once of an agent’s licensure)

When adding “newly” licensed agents or appraisers to your Yes-MLS office roster, you can complete the Roster Change Request form, scan the document, and email it to membership@yes-mls.com or submit through www.yes-mls.com.

Membership Procedures

Agent Changes Continued

When the documentation is received, the agent will be added to your MLS roster and given a temporary password to access the MLS online system. The agent has 30-days to take the Introduction to the MLS class (Online or In-House) and have a letter of good standing sent from their primary board to Yes-MLS' Membership Department at Membership@Yes-MLS.com. (NOTE: Letters of good standing do not apply to those agents where the broker participant does not belong to an Ohio Board/Association of REALTORS) If the letter of good standing is not received within the allotted timeframe, then the agent will be placed in a board suspension status and access to the online system will be denied. It can escalate from this point to an office suspension. If the training requirement is not met within the allotted timeframe then the agent will still show active on your office roster and incur semi-annual agent dues; however the agent will not be able to access Matrix, and listings cannot be entered under the agent's name until this requirement has been met.

When adding "newly" licensed Non-Board or Non-Ohio Board agents or appraisers to your Yes-MLS office roster they are not limited by joining a board of REALTORS; however they must take the required MLS training as outlined above.

Waiver Guidelines
<ul style="list-style-type: none">• Pays dues to a different MLS where the principle broker is an MLS participant• Will not use Yes-MLS services and content• Waiver applicant is not a listing agent for any active listing filed with Yes-MLS• Waiver applicant is not a part of a designated real estate "Team" where one or more of the other Team members are users of the Yes-MLS

Adding Transferring Agents and/or Reinstating Agents (YES-MLS must be notified at once of an agent's licensure)

To add an agent or appraiser transferring from another Participant's office to your office or reinstating an agent that used to be on your office roster, you can complete the Roster Change Request form, scan the document, and email it to membership@Yes-MLS.com, or submit through www.Yes-MLS.com. Note: Agents that have been inactive for a year or more must retake the Introduction to MLS class online and the Introduction to MLS quiz within 30-days. Additionally, if the agent's broker is a REALTOR Participant then the agent has 30-days to have their primary board send Yes-MLS a letter of good standing.

Membership Procedures

Deleting Agents

(Yes-MLS must be notified immediately)

To delete an agent or appraiser from your Yes-MLS office roster you can complete the Roster Change Request form, scan the document, and email it to membership@Yes-MLS.com, or submit through www.Yes-MLS.com.

Other Agent Changes

Changes in preferred telephone number, preferred address, or email/web address may be changed directly in Member Accounts through www.Yes-MLS.com or emailed to membership@Yes-MLS.com.

Support Staff

Unlicensed personnel: each brokerage firm is allowed one unlicensed support person (free support ID) noted on their roster for every 15 agents licensed with their office. If you qualify as unlicensed support, you will be assigned your own user ID. Once you are added to the roster, the only required class is the Listing Input class. Yes-MLS will notify you with your unique ID, a password, and your online Listing Input training links and quiz. Support ID's are exclusively assigned and are non-transferrable and non-shareable.

If you need to add another support person to your Yes-MLS office roster but you do not qualify for a free ID, you can add an additional unlicensed support person to your office roster for a fee. The broker will be billed \$5.00 monthly (billed semi-annually) for this access.

Unlicensed Personal Assistants (UPA):, Agent's/appraisers who have unlicensed personal assistants can complete our UPA Authorization Form and have a UPA added to assist them in their day-to-day tasks regarding YES-MLS. Your UPA will be assigned their own user ID, and the agent/appraiser will be billed \$5.00 monthly (billed semi-annually) for their UPA's system access. UPA ID's are unique to each UPA and not the agent they are employed. UPAs are not required to take any training; however, it is highly suggested. Additionally, the agent/appraiser must share his/her identity with their UPA for the UPA's ID to work properly in MATRIX. The UPA will only have the same permission rights that the agent has in MATRIX.

If you work for an appraisal firm, you do not qualify for a support staff ID, please refer to "Unlicensed Personal assistants (UPA).

Membership Procedures

Support Staff Continued

Licensed Personal Assistants (LPA): must appear on their broker's office roster and pay dues accordingly. We understand that you work exclusively for one or even two agents, or a team of agents; however, since the broker holds an active, valid real estate license for you, we must follow our Rules and Regulations under Section 7, Services Charges 7.2(a) Dues.

As a licensed personal assistant, you must be added to the MLS following the same procedures for new agents found on page 19, or for reinstated agents found on page 20.

When a support person leaves your company, you must delete them from your Yes-MLS office roster. ***You may not substitute another unlicensed support person under that identification number.***

Office Changes

Notify Yes-MLS as soon as possible with any type of office change. You need to submit office changes in writing and email your request to membership@yes-mls.com.

Office Name and/or Address Change

To change your office name, you must complete the Office Name Change form and follow the instructions for the type of name change you need to make. To change your office address, you must complete the Office Change Form. In both cases an updated office license must accompany the change form. These changes may be emailed to membership@yes-mls.com.

Participant Resignation

Participants may discontinue participation in the Service by providing written notice to Yes-MLS. Once your Participation is cancelled, you will receive a resignation letter explaining the Rules and Regulations pertaining to your resignation.

You may reapply to the Service at any time by making formal application, provided all past dues and fees are paid in full. If you reinstate your membership within a year of your resignation, your application fee will be waived.

Membership Procedures

Office Changes Continued

Adding a Branch Office

To add a branch office the Participant must complete another application for participation for the branch office. Since the application is for a branch office, there is no application fee.

However, you must submit all other information such as the application (first and second page), agent information, branch office license and any other information that is requested on the application.

Once the branch office information is received, it will be verified that all the information is present and then it will be presented for board approval. Once approval is received, your branch office information will be entered into Yes-MLS' database and the branch office will be assigned its own MLS Office ID.

After your branch office information is entered into Yes-MLS membership database, you will be emailed a copy of your new office roster. Included in the information will be the new office MLS ID and agents listed with that branch office.

Closing a Branch Office

Participants may close branch offices by providing written notice to membership@yes-mls.com. When deleting a branch office, Yes-MLS needs to know where to place any agents and listings affiliated with that branch office.

Changing the Participant on File

To change the Participant on file several things must happen. A new application is required along with the application fee for the new Participant. **Yes-MLS will waive the application fee if the person in question is currently active on Yes-MLS roster and the current Participant will write a letter of participation transfer to the new person.** Once Yes-MLS receives the application, transfer of participation letter, and a copy of the new Participants license, Yes-MLS upon getting Board approval will process the change.

Membership Procedures

Changing Your Participant Type

To change your participation type to OH Board Member, a new application must be completed and emailed to membership@Yes-MLS.com. Once the application is received, Yes-MLS will seek board approval. When board approval is received, your application will be processed.

To change your Participation to Non-OH Board Member, a new application must be completed and *the difference between the OH Board application fee and the Non-OH Board application fee must be submitted with the application*. Once the application is received, Yes-MLS will seek board approval. When Board approval is received, your application will be processed.

Office Mergers

Merging offices within the same company, you need to contact Yes-MLS.

You will be emailed a roster of the active and/or waived agents, listings, etc., associated with the branch office that will merge with one of your other offices. You will be instructed to review the material emailed and based on that material, you will write a letter stating you want to close that branch office and you would like to merge all or some of the agents/items to another branch office. (Indicate which branch office you want Yes-MLS to merge the items to.) Try to be as detailed as possible in your letter.

Once your letter is complete, you will email it to membership@Yes-MLS.com. When the information is received, it will be processed.

After the merger is complete, again you will be emailed a list of active/waived agents, listings, etc., for the office that all or some of the information was merged. Again, you are expected to review the information to verify that the changes were made to your satisfaction.

Membership Procedures

Office Mergers Continued

Merging one company with another company, you must contact Yes-MLS. You will be emailed a roster of the active and/or waived agents, listings, etc. associated with your office. You will be instructed to review the material emailed and based on that material, you will write a letter stating you want to close your company with Yes-MLS and merge it with another company. In your letter, you will state that you would like to merge all or some of the agents/items to another company (indicate which company you want Yes-MLS to merge the items to.) Try to be as detailed as possible in your letter. Additionally, you must sign the letter and the broker from the other company must sign the letter.

Yes-MLS will not transfer any listings in this type of merger if you do not have a new agreement on file, or some type of addendum noting the seller is aware that you are merging with another company.

Once your letter is complete, you will email it to membership@Yes-MLS.com. When the information is received, it will be processed.

After the merger is complete, an email will be sent to you and the broker of the other company that includes a list of active/waived agents, listings, etc., for the office that all or some of the information was merged. Both of you are expected to review the information to verify that the changes were made to your satisfaction.

Other Office Changes

Changes such as telephone and fax numbers, or office email or URL's can be changed by submitting the Office Change Form and emailing it to membership@Yes-MLS.com.

Paperwork for Office and Agent Changes

Office changes and agent changes are scanned and kept indefinitely for offices and kept for 3 years for agents.

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Listing Procedures, Warnings, & Penalties

Required Listings

Listings of real or personal property, which are listed subject to a real estate broker's license, located within the territorial jurisdiction of the Service taken by Participants on an exclusive right to sell agreement, limited service listing agreement, or an exclusive agency agreement shall be submitted to the Service and/or entered into the Service's computer system, within 48 hours, or 2 days (except Saturdays, Sundays, and postal holidays) after all necessary signatures of the seller(s) or lessor(s) have been obtained. **The list date shall be the starting date of the term of the agreement or the last seller's signature date on the agreement, whichever is last.**

Required Listings	Optional Listings
<ul style="list-style-type: none"> • Single-family homes • Condominium Units • Vacant lots and acreage zone residential • Two-family, three-family, and four-family residential buildings (multi-family units) • All farm/agricultural property 	<ul style="list-style-type: none"> • Mobile homes not permanently attached • Commercial properties • Residential properties for rent • Multi-family over four units • Vacant land consisting of five or more lots • Properties located out of Yes-MLS jurisdiction
List Types	
<ul style="list-style-type: none"> • Exclusive Right to Sell • Exclusive Right to Sell with Reserved Prospect • Exclusive Agency • Limited Service Listings 	

List Date

The list date is the effective date or starting date of the term of the Exclusive Right to Sell or Exclusive Agency agreement or the last seller(s) signature dates on the agreement, whichever is last.

Examples of words in the agreement that may indicate the list date would include effective, commencing, starting, and/or beginning. The list date shall be the starting date of the listing agreement or the last chronological signature date of the sellers, whichever is last. In any area of conflict or inconsistency, state law or regulation takes precedence.

48-Hour Rule

Effective Date	Entry By
Monday	Wednesday by Midnight
Tuesday	Thursday by Midnight
Wednesday	Friday by Midnight
Thursday	Monday by Midnight
Friday – Sunday	Tuesday by Midnight

Listing Procedures, Warnings, & Penalties

Exception to the 48-Hour Rule

When exceptions to the 48-hour rule exist, all relevant documentation should be mailed to Yes-MLS or faxed to Yes-MLS' MLS Procedures Department at (216) 485-4159.

Exception 1

Out of town sellers who mail the listing agreement to the agent's office. Send a copy of the agent display printout, postmarked envelope and listing agreement to Yes-MLS.

Exception 2

If the seller faxes the agreement to the member office, a fax confirmation must be sent to Yes-MLS in lieu of a postmarked envelope. If the fax confirmation cannot be provided, a note from the seller that confirms the date that the agreement reached the member office will suffice.

Exception 3

New construction that contain multiple properties such as subdivisions and developments, you need to send a copy of the agent display printout and the "blanket" or "master" agreement to Yes-MLS.

Exception 4

Third party listings that are signed and accepted by a third party, such as a bank, relocation office, or the corporate branch of a member office, and then sent to the assigned list office, usually at a date past the 48-hour deadline, you need to send a copy of the agent display printout and the third-party agreement.

Exception 5

Multiple property type listings that fall under more than one zoning definition may be entered under the relevant property types for more marketing exposure. It is *mandatory* that the listing be entered under the primary property type within the allotted 48-hour timeframe. Additionally, the listing numbers must be cross-referenced in the Multiple MLS # section of each listing. NOTE: If you elect to place the property in more than one property type, only ONE of the listings may be marked SOLD, and the listing(s) in the other property type must be marked as withdrawn.

Listing Procedures, Warnings, & Penalties

Office Exclusive – “Opt-Out of MLS”

If the seller does not wish to have the listing entered into the MLS database, the broker may then take the listing as an “Office Exclusive.” The listing agreement must then be submitted to Yes-MLS along with the Office Exclusive/Opt-Out of MLS Authorization – Waiver of Broker Cooperation form. This must be received by the MLS within the 48 hour rule.

Coming Soon Listings

Indicates that the broker and the seller are preparing the property for sale and for marketing as an Active status. This status is not intended to give the listing broker an advantage in finding a buyer for the property to the detriment of cooperating brokers or to circumvent the selling of the property on an open market. The intended use of this status is to provide a vehicle for participants and subscribers to notify other participants and subscribers of properties that will be made full available for showing and marketing after preparations have been completed.

Changes to Listings

Any changes to your listings must be made in the Service’s computer system within the 48-hour rule of the effective date of the change.

Price Changes and/or Extensions

Any changes in list price, and/or dates in the original listing agreement, shall be made only when authorized in writing by the seller(s) or Lessor(s).

Any listing filed with the MLS automatically expires on the date specified in the Exclusive Agreement unless renewed or extended by the listing Broker prior to expiration. If the Participant receives seller’s authorization to extend his/her listing before it expires in the system and is unable to make the correction in the system before it expires, the Participant has up to 2 business days to restore the listing to an active status. Listings that are expired in the system that the Participant did not receive seller authorization to extend before expiring must secure a new listing agreement.

NOTE 1: When a member gets verbal approval for a price change or extension on a listing agreement from the seller(s) they can make the appropriate change in the Service’s computer system. **The member must obtain seller’s written authorization within 10 days of the verbal approval and maintain a copy in their files.**

Listing Procedures, Warnings, & Penalties

Changes to Listings Continued

NOTE 2: Yes-MLS defines the acceptance date as the last date signed or initialed (upon acceptance of the price) on the sales contract regardless of the terms of the contract.

Status Changes

Status changes including contingent, pending, rented, withdrawn, off market, etc., must be reflected within 48-hours, or 2 days (except Saturdays, Sundays, and postal holidays) of the change in condition in the Service's system.

Closed/Sold Listings

Sold status change entries must be processed within 14 calendar days of title transfer. Weekends and postal holidays will count in these 14 days.

Withdrawn Listings

Listings that are withdrawn with release from the Service are listings that no longer have an Exclusive Agreement contract with the listing broker. Withdrawn with release listings cannot be reactivated in the system.

Reporting FSBO Listings as COMPS

Any listing entered for comparable purpose in the MLS can be filed with the MLS and input within 14 calendar days of the recording date of a "For Sale by Owner" and Non-Member comparable or 14 calendar days after the sale date for "New Construction" comparable. The agent must also identify the listing source as either a builder/developer, whichever is applicable. In addition, within broker remarks, it must also state that this listing is being entered for comparable purposes only.

Random Auditing

Yes-MLS performs random audits on all new listings, status changes, and price changes & extensions entered into the MLS for timeliness and accuracy. Our software Listing Data Checker (LDC) pulls every 100th change to listings in the MLS for audit.

Auditing Process

When a listing is selected in the auditing process, your office will be contacted and asked to submit documentation including listing agreements, status change forms, etc. for that listing. You will have the 48-hour rule timeframe to produce the required documentation by email or fax.

Listing Procedures, Warnings, & Penalties

Auditing Process Continued

Detail on Listings	When you Should Email/Fax Agreements
<ul style="list-style-type: none">• The statement “This listing may be entered into the MLS by (name of listing broker), subject to the Rules & Regulations of the Service”• A list date, a definite and final termination date, and the full gross list price must be stated in the listing contract, unless the property is subject to an auction sale• The tax amount show on listings must be the net amount of full year taxes shown on the latest available tax duplicate, plus any homestead exemption. Any assessments must be reflected in the listing information• Every detail that is required as specified on the Listing Input Sheet	<ul style="list-style-type: none">• Office exclusive paperwork – the listing agreement and office exclusive form must be sent to Yes-MLS within the 48-hour rule of the list date.• Documentation requested by Yes-MLS staff• If you have a listing that falls within Yes-MLS’ Exception Category• If you are a non-computerized office, all paperwork must be submitted to Yes-MLS• Coming soon paperwork – the listing agreement and the coming soon seller’s authorization form within the 48-hour rule of the list date.

Penalties

Penalties will be assessed to members who have not complied with Yes-MLS’ Rules & Regulations. Correcting violations for which a penalty was assessed does not eliminate payment of the penalty.

Second Offenses

Failure to make required changes upon receipt of a penalty shall be considered a second offense and a second penalty for the infraction shall be assessed. On the third notification of a violation, computer service for the violating office shall be suspended until the violation is corrected and the penalty is paid.

Penalty Options

In most cases, you may have three options in dealing with a penalty. Your options may include paying the penalty, appealing the penalty (more information on appealing a penalty can be found in the Rules and Regulations Manual) or you may be eligible to take the Rules and Regulations class (once per calendar year), so you can waive your penalty fine. If you receive a violation, please follow the directions on your notice to see which options are available to you.

Listing Procedures, Warnings, & Penalties

Non-Waiver Penalties

Non-waiver penalties include but are not limited to sharing passwords (\$1000.00 fine), intentionally adding a listing to the wrong list type, and pattern of abuse (making a mistake repeatedly.)

Type of Penalties

There are some penalties, which include automatic and one warning notice penalties. Each type of penalty carries a different fine amount. You will find more information on penalties and penalty fines in Yes-MLS' Rules & Regulations.

Photo Rule

A primary photo is required (Residential, Condominiums, & Multi-Family) to be uploaded within 48 hours (excluding Saturday, Sunday and postal holidays) of entering the listing into the system. If a photo is not uploaded within the required timeframe, a penalty will be assessed. If the seller chooses not to have a photo display in the MLS, the brokerage firm will upload the standard "sellers opt-out" placard within the required timeframe. If a seller opts out of having a photo uploaded in the MLS, he/she will be required to complete the Seller Opt-Out of photo form and must submit the form to Yes-MLS within the 48-hour rule. Each listing in MATRIX can have a maximum of 35 photos.

Yes-MLS Policy on Sensitive Documents

All sensitive or confidential documents whether written on paper or in electronic format shall be properly disposed of as outlined below after staff review is completed. Under no circumstances will said documents be removed from Yes-MLS' premises without proper authorization from the owner(s).

Confidential Paper documents:

Upon completion of staff review most paper documents shall be cross shredded for security and confidentiality. Under no circumstances shall confidential and or sensitive documents be left out unprotected for anyone to see.

Confidential Electronic documents, emails or text:

Upon completion of staff review most confidential/sensitive documents and/or messages will be deleted and removed before leaving the office. Excluding the following: office exclusives, coming soon, and correction documentation. While under Yes-MLS staff care these documents/messages are kept under password protection and not made available to anyone without permission from the owner(s).

Note: Failure to comply with this policy may lead to termination of employment.

Yes-MLS Proration Policy

Dues are assessed semi-annually, one month before their due date of March 1 and September 1. Dues will be prorated monthly for Participants and their licensees not already appearing on their Participant's roster at the beginning of the semi-annual billing period. **Charges will be owed for the entire semi-annual period in which services are discontinued. Dues are non-refundable.**

Member Accounts on Yes-MLS.COM

Is the most efficient way to pay your Yes-MLS dues. Member Accounts allows agents to view their current open invoices from Yes-MLS, as well as past paid invoices. The broker of record can view not only their billing information, but the billing information for all their agents, as well as items billed to any of their branch offices.

In addition, you can add or change information on your file in Member Accounts. You can change your email, home phone, and your home address.

When you change your email or phone number, please allow 20 – 30 minutes for changes to update into Matrix.

Deadlines

Yes-MLS has placed a deadline for all changes that affect your office roster. All changes must be submitted on or before the last business day prior to the semi-annual billing date.

Miscellaneous

Each office will receive a notice requesting they view their roster on YES-MLS. You are expected to review this roster and email any changes back to Yes-MLS on or before the last business day prior to the semi-annual billing date.

Payment Options
<ul style="list-style-type: none">• Cash• Check (payable to Yes-MLS)• Credit Card<ul style="list-style-type: none">- Visa- MasterCard- American Express- Discover• Automatic Dues Payment Option• Pay online at www.Yes-MLS.com (Member Accounts)

Accounting

Dues and Fees Schedule

APPLICATION FEE	Ohio Board Member	Non-Board Member or Non-Ohio Board Member
Participant Only	\$250.00	\$333.33

(The Application fee is exclusively for the Participant who is applying for Yes-MLS Participation)

Dues are Billed in Advance

DUES – (Semi-Annual) [Added in February or August for New Billing Period]	Ohio Board Member	Non-Board Member or Non-Ohio Board Member
Broker Participant	\$228.00	\$300.00
Agent	\$228.00	\$300.00
Appraiser Participant	\$228.00 + tax	\$300.00 + tax
Appraiser	\$228.00 + tax	\$300.00 + tax

Broker/Agent DUES – (Prorated) [Remainder of Billing Period]	Ohio Board Member	Non-Board Member or Non-Ohio Board Member
Licensure Date is on or before the 15 th of:		
March or September	\$228.00	\$300.00
April or October	\$190.00	\$250.00
May or November	\$152.00	\$200.00
June or December	\$114.00	\$150.00
July or January	\$76.00	\$100.00
August or February	\$38.00	\$50.00

Appraiser DUES – (Prorated) [Remainder of Billing Period]	Ohio Board Member	Non-Board Member or Non-Ohio Board Member
Added to YES-MLS on or before the 15 th of:		
March or September	\$228.00 + tax	\$300.00 + tax
April or October	\$190.00 + tax	\$250.00 + tax
May or November	\$152.00 + tax	\$200.00 + tax
June or December	\$114.00 + tax	\$150.00 + tax
July or January	\$76.00 + tax	\$100.00 + tax
August or February	\$38.00 + tax	\$50.00 + tax

UPA Fee (Monthly)	Ohio Board Member	Non-Board Member or Non-Ohio Board Member
Unlicensed Personal Asst.	\$5.00/monthly	\$5.00/monthly
Chargeable Office Support	\$5.00/monthly	\$5.00/monthly

Accounting

Dues and Fees Schedule Continued

LISTINGS*	Ohio Board Member	Non-Board Member or Non-Ohio Board Member
Participant Office Entry	\$0	\$0
Yes-MLS' Staff Entry	\$50.00/each	\$66.50

(Offices that enter their own listings are not charged per listing entered into YES-MLS. Listings entered into YES-MLS by YES-MLS staff will be charged accordingly.)

Listing Status Change	Ohio Board Member	Non-Board Member or Non-Ohio Board Member
Participant Office Entry	\$0	\$0
Yes-MLS' Staff Entry	\$25.00/each	\$33.25/each

MLS PRINTED ITEMS*	Ohio Board Member	Non-Board Member or Non-Ohio Board Member
Yes-MLS' Staff Printed	\$1.00/page	\$1.33/page

(YES-MLS will print full listing printouts, searches, hot sheets, etc. upon request.)

Penalties (Automatic – No Notice Given)	Fine Amount
Late Entry	\$100.00
Late Status Change	\$100.00
Late Opt Out or Coming Soon Documentation	\$100.00
Incorrect Status (i.e. active status but no showings allowed)	\$100.00
Non-Response or Non-Compliance with Random Audit Request	\$100.00
Showings when listing is in TOMK Status	\$500.00
Showing Listings when in a Coming Soon Status – 1 st Offense	\$1000.00
Showing Listings when in a Coming Soon Status – 2 nd Offense	\$2000.00
Non-Compliance with Clear Cooperation Policy – 1 st Offense	\$1000.00
Non-Compliance with Clear Cooperation Policy – 2 nd Offense	\$2500.00

Penalties (1 st Notice Given by MLS to Correct within 48 Hours)	Fine Amount
Primary Photo not Uploaded	\$100.00
Violation Notice – for any incorrect information in any required field	\$25.00

Processing Fees	Fine Amount
Late Entry of Comp Only	\$50.00
Late Status Change to Sold from Contingent or Pending	\$50.00

Login Information	Fine Amount
Sharing password or login Information	\$1000.00

Accounting

Dues and Fees Schedule Continued

Unethical Conduct – Manipulation of Listing Data – See Rules 8.3	Fine Amount
1 st Offense	\$500.00
2 nd Offense	\$1000.00

(NOTE: on the 3rd notification all online access will be suspended until the violation is correct and the penalty has been paid.)

* = Taxable Item

Statements

Yes-MLS does not send paper statements when we bill our semi-annual dues; we send an email. This email will tell the person how to access Member Accounts on www.Yes-MLS.com to see their billing information. At that time, they may print their statement and mail payment, bring payment into Yes-MLS, pay online, or call Yes-MLS with a credit card. **Yes-MLS recommends paying your dues online for faster service.**

Agent Suspension

Agents that do not pay their Yes-MLS dues will be suspended from receiving our Service. The Participant (Primary Broker or Primary Appraiser) will be notified of each agent/appraiser that is affiliated with their office that has not paid their dues. **(If an agent/appraiser has not paid, do not remove them from your roster if their license has not been returned to the State.)**

NOTE: Yes-MLS bills each agent and or appraiser directly as a courtesy to the participating broker/participating appraiser; however, if an agent does not pay their dues then the participating broker/participating appraiser is responsible to pay them.

Office Suspension

Per YES-MLS Bylaws, Article 1, Section 9., Suspension and Expulsion. "Any Participant failing to pay any dues, fees, or assessments charged to his/her company by the Service within 30 days of the due date shall be automatically suspended and all services shall cease immediately. The suspended Participant shall be reinstated upon payment of all charges outstanding and a reinstatement-processing fee in the amount established from time to time by the Board of Directors. Should suspension last more than 30 days this constitutes expulsion and requires a new application of participation be filed along with payment of full initiation fees and any and all past due amounts.

Accounting

Agent Guidelines of Suspension	Office Guidelines of Suspension
<ul style="list-style-type: none">• Semi-annual agent dues are due the first of the month (March & September). Dues are past due after this due date• Agents that are past due, Yes-MLS sends a ten-day email notice to the agent advising the agent that their account will be suspended if not paid promptly• If payment is not received, the agent's account is suspended, and the broker is sent a notice advising them of the agent's status with Yes-MLS• The broker must either bring the agent's account current or contact Yes-MLS to discuss a resolution• If no action is taken, the broker's entire office will be suspended	<ul style="list-style-type: none">• Participant dues (Primary broker or primary appraiser) or agent dues are 60 days past due• Yes-MLS sends a ten-day notice to the participant advising the participant that their account will be suspended if not paid promptly• If no action is taken, the participant's entire office will be suspended

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MLS Photos

Photos

Yes-MLS members are responsible for providing and uploading their own digital photos for their listings. Instructions for uploading your digital photos can be found at Yes-MLS.com by clicking on the “Education Tab,” then click on “Tip Sheets,” and then under the “Matrix” heading, you will find the tip sheet called, “Adding Photos.”

By following the instructions on this tip sheet, users can add or replace their listing’s primary photos. The primary photo must be placed as the first photo in the list. You can add a total of 35 interior or exterior photos.

You can also add a hyperlink to a virtual tour or slideshow by following the instructions on the tip sheet, “Adding Virtual Tour/Slideshow.” Property Panorama automatically adds a free slideshow each evening.

You can add, edit, and remove photos at any time in YES-MLS.

Digital Photo Criteria	
<ul style="list-style-type: none">• Save in a JPG or JPEG format• Oriented horizontally• Sized 640 (width) X 480 (height) Pixels	
Do’s	Don’ts
A proper primary photo is one taken from the front angle of the house and is void of any company signage, branding, or contact information	It is a violation of YES-MLS rules to display any media (digital photo, virtual tour, slideshow, etc.) that includes any mention (visual or audio) of company name, company logo, company or agent contact information, for sale signs, or any third-party information (title companies, builders, etc.)
Photo Taking Tips	
<ul style="list-style-type: none">• A camera that is 3.0 Mega Pixels or higher is recommended (most cell phone cameras do not meet this recommendation)• 512 MB of memory will allow you to take about 250 pictures. If you have the room on your camera, take as many pictures you can. This will improve the chances of getting at least one great shot and the extra pictures cost you nothing• To prevent glares, shadows, and washouts in the photo, try to take your exterior photos a half hour before sunrise or a half hour after sunset• Use a tripod to get still photos without motion blurs or a wide-angled lens to capture the breadth of a room• For better-contrasted interior photos, take pictures when the interior light is brighter than the exterior light. Therefore, taking interior shots after dark can improve the quality of your shots• Most importantly, get to know your camera. Read the owner’s manual to maximize all that your digital camera can do (or understand what it can’t do).	

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Board of Directors

Member Broker

A “Member Broker” means any REALTOR® participant who holds a current, valid Ohio Real Estate broker’s license.

Number of Directors

There are two firm directors, two shareholder directors, and six elected directors.

Firm Directors and Shareholder Directors

There shall be one director appointed to the Board of directors for each of the two Member Brokers having the highest number of transaction sides (both listing and selling) during the preceding year.

Shareholder directors are appointed by the Shareholder Boards.

Each Firm Director and Shareholder Director shall serve on the Board of Directors for a term beginning on the first day of the fiscal year immediately following the fiscal year during which such director was appointed and ending on the first anniversary of such date.

Qualifications

Each Firm Director, Shareholder Director, and Elected Director must be a Member Broker represented in the case of a corporation by an officer and/or director or someone in a comparable position of responsibility, in case of a limited liability company, by a member, manager, or managing member, and in the case of any other entity, by a person in a comparable position of such Member Broker.

Diversity

An elected director shall not be affiliated with any Member Broker appointing Firm Directors and no more than one Elected Director shall be affiliated with any one Member Broker.

Nominating Committee

The Board of Directors of the Corporation shall appoint a Nominating Committee each year to serve. The Nominating Committee shall be comprised of the retiring directors and such other persons, as the Board of Directors deems appropriate, in their discretion.

Nominating Committee Continued

The Board shall appoint one director to act as chairman of the Nominating Committee. The appointment of the Nominating Committee shall be made no later than ninety days before the date of the Annual Meeting of the Member Brokers. The secretary shall notify all Member Brokers of such appointment no later than seven days after such appointment.

Nomination of Elected Directors

Any individual meeting the appropriate qualifications for Elected Directors may submit to the Nominating Committee and application to run for an Elected Director position.

Process

The application must be received no later than thirty days after the Nominating Committee is appointed. The Nominating Committee will review all applications received to ensure that each applicant meets the qualifications for Elected Directors. The Nominating Committee shall present a list of nominees to the Secretary of the Corporation no later than forty days before the annual meeting of the Member Brokers. The Secretary will cause a ballot of the nominees to be mailed to all Member Brokers no later than thirty days before the annual meeting of the Member Brokers. Each Member Broker (with the exception of those Member Brokers who have been designated as a Shareholder Director) shall receive one non-cumulative vote for each Elected Director position (i.e., one vote for each of six (6) Elected Director positions in 2006 and one vote for each of two Elected Director positions in 2007 and thereafter.) All ballots must be returned to the Secretary at least two (2) business days before the annual meeting of the Shareholders and the Secretary and the Nominating Committee will count the ballots, which are properly marked and returned by the Member Brokers.

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