



## Helpful Lockbox Tips

### **Tip #1 - What to do if the Key or both the Tray and Key Are Missing!**

If instructed to use an iBox for showing and when attempting to do so you find the key is missing or both the tray and key are missing, **immediately** call the listing Agent/Office and notify them that the key is missing. Not doing so may cause others to think you took the key.

### **Tip #2 - What to do if you as the Listing Agent Temporarily Remove the Key from iBox!**

If you as the listing agent are going to remove the key from the iBox to temporarily prevent access then **please remove the iBox** and immediately **modify the showing instructions** in the MLS system.

### **Tip #3 - You Must Always Return the Key to the iBox!**

If you open and remove a key from an iBox to enter a listing make sure that you are the one to return it. Do not give the key to another agent and expect them to do it, the iBox recorded that your key opened it; therefore **you are responsible for the key's return**.

### **Tip #4 - Do not show property when other Agents and Buyers are present, show property at Different Times!**

If other agents with their buyers try to show a property at the same time confusion can occur and can cause an uncomfortable situation, **it is best to take turns**. Show the property to your buyers and then replace the key so that the next agent must remove it from the iBox with his/her key. This will record the showing correctly as to whom entered the property, date and time for the listing Agent's report. It will also identify the next agent should any issues arise from that agent's showing.

### **Tip #5 - Save telephone calls and time by being specific as to the iBox Location in your listing's Confidential Remarks Section!**

If more than one lockbox is placed on a property or its location is **hard to find** make note of the MetroList iBox location in the Confidential Remarks section of the listing in the Prospector MLS System.

### **Tip #6 - You must Register Your iBox with Supra to Obtain Activity Reports!**

Register your iBox on the Supra website [www.supraekey.com](http://www.supraekey.com) or in the Prospector MLS System when you enter your listing. At the very minimum; you should keep a log of all of your iBox serial numbers and which properties you place them on. **The best method is to register each one on the Supra website (or Prospector when entering a listing)** which enables you to pull activity reports that can be shared with your Seller and others to support your sales efforts. If another Subscriber registers a 'no iBox' complaint, MetroList can quickly dismiss the complaint by viewing the available Supra reports.

### **Tip #7 - An option you may want to consider When Your Listing Converts to Pending Sale (PS)!**

When you change your listing to the Pending Sale Status you may wish to control access by removing the MetroList iBox and immediately changing the showing instructions to "Call Listing Agent"

### **Tip #8 - Immediately Remove Your iBox When the Listing is Expired, Withdrawn or Taken Temporarily Off Market!**

When your listing Expires (X), is Withdrawn/Cancelled (W) or taken Temporarily Off Market (TO), **immediately remove the iBox**. Not doing so may expose the seller and your office to unnecessary risks. Your right to place an iBox on the property only exists as long as your Listing Agreement is valid.