



## MLS Status Definitions

**Incoming Status** – As a new listing is entered into the MLS, you may save the listing as “Incoming” which saves the listing as a work in progress. The incoming listing is only visible to the listing agent, listing broker/manager, listing office administrators, and MLS staff. As information is gathered on the listing, the list can be updated and saved as Incoming until the listing is ready to be made available to other MLS subscribers. Incoming listings may remain in the MLS up to 30 days. After 30 days, if the listing has not been updated, the listing is purged from the system. Listings in the Incoming status must be changed to Active or Coming Soon prior to any other status changes.

**CS - Coming Soon:** At the Seller’s request a property may be entered into the Coming Soon Status to prepare the home for showings, needed repairs, legal matters. A listing may remain in the Coming Soon Status for not more than thirty (30) days. Once the listing has been in the Coming Soon Status for thirty (30) days the listing must be changed to Active prior to change to any other status in accordance with these Rules. If no status change is made after thirty (30) days, the listing will automatically enter the TOM (Temporarily Off Market) status based on the original entry timestamp. Coming Soon Listings are only available to MLS Participants and are not distributed to 3<sup>rd</sup> parties.

**ACT - Active:** Property is available for sale and must be available for showings. Will expire on the original expiration date the agent entered.

**CON - Active Contingent:** Seller has accepted an offer but has requested that property remain available for showings and Seller will entertain backup offers. Will expire on the original expiration date the agent entered.

**OPT - Active Option Contract:** Seller has accepted an offer but the Buyer is exercising the option period from the sales contract. Still available for showings and backup offers. Will expire on the original expiration date the agent entered.

**KO- Active Kick Out:** Property has an offer contingent upon the sale of another property by buyer. (Refer to TAR Form 1908) Still available for showings and backup offers. Will expire on the original expiration date the agent entered.

**PND - Pending:** Property has an offer (Contract with no contingencies, Kick Outs or Options). The seller requests no further showings and does not want to entertain backup offers. Pending listings do not expire and will stay pending until closed.

**WTH - Withdrawn:** Based on the terms agreed to between the Seller and the Listing Broker in the “Termination of Listing Form” (TAR Form 1410) the property is no longer available for showings. Due to the conditions of the “Termination Form” the property cannot be re-listed with another broker. Will expire on the original expiration date the agent entered.

**CAN - Cancelled:** Based on the terms agreed to between the Seller and the Listing Broker in the “Termination of Listing Form” (TAR Form 1410) the property is no longer available for showings. There were NO conditions in the “Termination Form”. The seller is free to re-list their property with another broker.

**TOM - Temp Off Market:** Owner has a reason they would not like to show the property for a period of time but they are still under a listing agreement. Temporarily off market used for various reasons



**EXP:** Listing has expired

**SLD:** Listings has sold closed

**Days on Market Calculations:**

Days on market are calculated from the List Date through the Off Market Date. Off Market Statuses are: Pending, Sold, Expired, Withdrawn, and Cancelled.

For listings entered into the Coming Soon Status, no Days on the Market are calculated until the listing is changed to the Active Status. If a listing in the Coming Soon Status is automatically placed in the Temporarily Off Market Status after 30 days, no Days on the Market are calculated until the listing is changed to the Active Status.

For the statuses of Withdrawn and Temporarily Off Market, the Days on Market are calculated from the List Date to the expiration date.

For the status of Temporarily Off Market, Days on Market calculations are suspended while in the TOM Status. Once the listing is active again, the Days on Market will accumulate again.

For the Expired status, the Days on Market are calculated based on the List Date to Expiration Date.

For the Cancelled Status, the Days on Market are calculated based on the List Date to the Cancelled Date.

For the Sold Status, the Days on Market are calculated based on the List Date to the Pending Date. If the listing status was changed from Active Option or Active Contingent or Active Kickout, then to the Sold Status, the Days on Market will calculate from the Listing to the Pending Date that is entered once the listing is placed into the Sold Status.

Cumulative Days on Market: Is calculated by adding the Days on Market from a previous listing with the Days on Market of a current listing where there is no substantial break in the time period between when the first listing was on the market versus the next listing.



Status	Data Purging Rules	Media Purging Rules
ACT	Listing Data remains indefinitely.	Media remains indefinitely.
OPT	Listing Data remains indefinitely.	Media remains indefinitely.
KO	Listing Data remains indefinitely.	Media remains indefinitely.
CON	Listing Data remains indefinitely.	Media remains indefinitely.
TOM	Listing Data remains indefinitely. <b>(TOM changes to EXP on Expiration Date)</b>	Media remains indefinitely. <i>(This is not an off-market status)</i>
PND	Listing Data remains indefinitely.	Media remains indefinitely.
EXP	Listing Data removed after 3 years.	Six months after a property reaches this status all photos except the primary will be purged and all non-pic media will be purged.
CAN	Listing Data removed after 3 years.	Six months after a property reaches this status all photos except the primary will be purged and all non-pic media will be purged.
WTH	Listing Data remains indefinitely. <b>(WTH changes to EXP on Expiration Date)</b>	Media remains indefinitely.
SLD	Listing Data remains indefinitely	All photos for a SLD listing will be kept indefinitely. Thirty days after a property reaches this status all non-pic media will be purged.
LSD	Listing Data remains indefinitely	All photos for a LSD listing will be kept indefinitely. Thirty days after a property reaches this status all non-pic media will be purged.

**STATUS FLAGS THAT APPEAR NEXT TO MLS NUMBER ON SEARCH RESULTS SCREEN**

<b>\$</b>	<b>Price Change</b>	Indicates the listing price was changed.
<b>B</b>	<b>Back on Market</b>	Indicates the listing is back on market.
<b>N</b>	<b>New Listing</b>	Indicates the listing is new on the market

These flags will appear for 5 days.



## **MetroTex MLS Support**

Find a wealth of information at the MetroTex Matrix Support page.

<http://www.DFWRealEstate.com/technical-support>

The site includes:

- The NTREIS Matrix User Manual**
  - Download the latest version of the User Manual anytime.
- Video Instruction**
  - Designed to be brief and informative for busy agents, these training videos include concise overviews of different parts of the system and MetroTex Matrix Minute clips for one-minute explanations of frequently used functions.
- MLS Product Support**
  - Find information about all the products MetroTex supports including user manuals, tutorials and helpdesk contact information.

## **MetroTex MLS Support Hours**

Monday -Friday 8:30 a.m. to 5:00 p.m.

214-540-2755 or by email [MLS@DFWRealEstate.com](mailto:MLS@DFWRealEstate.com)

## **NTREIS After-Hours Support**

Answerlink (Matrix) National Helpdesk: 888-440-3687

Monday - Friday | 7:00 AM - 12:00 AM

Saturday - Sunday | 10:00 AM - 10:00 PM