



MLS Status Definitions

Incomplete Status – As a new listing is entered into the MLS, you may save the listing as “Incomplete” which saves the listing as a work in progress. The Incomplete 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 Incomplete until the listing is ready to be made available to other MLS subscribers. Incomplete 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 and cannot be recovered. Listings in the Incomplete status must be changed to Active or Coming Soon prior to any other status changes.

CSN - 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, or legal matters. A listing may remain in the Coming Soon Status for no 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 changing 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 **Active** status based on the original entry timestamp. Coming Soon Listings are only available to MLS Participants and are not distributed to 3rd parties. SHOWINGS of properties in the Coming Soon Status are **allowed if authorized by the seller.**

ACT - Active: Property is available for sale and must be available for showings. Will expire on the listing agreement expiration date.

AOC - 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. The option period has an expiration date and if extended the date should be updated. Listing will expire on the listing agreement expiration date.

AC - Active Contingent: Seller has accepted an offer but has requested that the property remain available for showings and Seller will entertain backup offers. Will expire on the listing agreement expiration date.

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

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” (TXR Form 1410) the property is no longer available for showings. Due to the conditions of the “Termination Form” the property cannot be re-listed by any broker. Will

expire on the listing agreement expiration date. (Only Broker, Manager, or Office Administration can change to this status)

CAN - Cancelled: Based on the terms agreed to between the Seller and the Listing Broker in the "Termination of Listing Form" (TXR 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 any other broker. (Only Broker, Manager, or Office Administration can change to this status)

HOLD (formerly TOM - Temp Off Market): Owner has reason for not allowing showings for a short period of time, but they are still under a listing agreement. Temporarily off market is used for various reasons (i.e. remodeling, owner illness, etc.) **THIS IS A TEMPORARY STATUS and should not be used in place of the Cancelled or Withdrawn status.** Will expire on the listing agreement expiration date.

EXP – Expired: Listing agreement has expired.

SLD - Closed: Listings has sold or has been leased and the transaction is closed.

Days on Market Calculations:

Days on Market (DOM) and Cumulative Days on Market (CDOM) calculations created in the NTREIS MLS system are not shared with 3rd party sites such as REALTOR.com or Zillow.

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

Coming Soon Status: No DOM are calculated until the listing is changed to the Active Status. A listing in the Coming Soon Status will automatically be placed in the ACTIVE Status after 30 days if no status change occurs prior to 30 days. **No DOM are calculated until the listing is changed to the Active Status.** However, if a new listing of the same property is entered within 31 days of a prior listing being placed in the Coming Soon status, once the Coming Soon listing is changed to the Active status, CDOM will pick up the prior listing and continue adding to the CDOM count.

Withdrawn Status: DOM are calculated from the List Date to the expiration date on the Listing Agreement.

HOLD (formerly TOM - Temp Off Market) DOM calculations are suspended while in the HOLD Status. Once the listing is active again, the DOM will begin accruing again. If the listing enters the HOLD status, and no further status changes are made, the listing will expire on the expiration date of the listing agreement and DOM will be calculated from the List Date to the Expiration Date, minus the days the listing was in the HOLD status.

Expired Status: DOM are calculated based on the List Date to the Expiration Date on the Listing Agreement.

Cancelled Status: DOM are calculated based on the List Date to the Cancelled Date.

Sold Status: DOM are calculated based on the List Date to the Contract Date. If the listing status was changed from Active Option, Active Contingent or Active Kickout, to the Sold Status, DOM will calculate from Listing Date to the Contract Date entered.

Cumulative Days on Market (CDOM): Is calculated by adding DOM from any previous listing with DOM of a current listing where there is no substantial break (31 days or longer specifically in cancelled, expired, or sold status) in the time period between any previous listing on the market versus the next listing.

Status	Data Purging Rules	Media Purging Rules
ACT	Listing Data remains indefinitely.	Media remains indefinitely.
AOC	Listing Data remains indefinitely.	Media remains indefinitely.
AKO	Listing Data remains indefinitely.	Media remains indefinitely.
AC	Listing Data remains indefinitely.	Media remains indefinitely.
HOLD	Listing Data remains indefinitely. (TOM changes to EXP on Expiration Date)	Media remains indefinitely.
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. (WTH changes to EXP on Expiration Date)	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

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

<https://www.metrotex.com/mls-support/>

The site includes:

☐ 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.

☐ MLS Classes

- Information on our MLS classes offered at no cost to MetroTex MLS Participants and Subscribers. Look for information about the MAPS Certification!

MetroTex MLS Support Hours

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

214-637-6660 x 2000 or by email MLS@metrotex.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