

Welcome to MetroTex!





# Who Are We?

## MetroTex Association of REALTORS®

- Established 1917
- Over 36,000 members
- Multiple locations across the metroplex

# Let's Connect!

Follow us on:



Social Media



MetroTex Website

[www.metrotex.com](http://www.metrotex.com)



Member Portal

[portal.metrotex.com](http://portal.metrotex.com)



# Contact Us

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**Tel:** 214.637.6660  
**Fax:** 214.637.5951

**Office Hours:**  
8:30 a.m. – 5:00p.m.\*  
Monday – Friday

**MetroTex Irving HQ**  
1701 Kinwest Pkwy  
Irving, TX 75063

**MetroTex Plano**  
6821 Coit Road  
Plano, TX 75024

## Member Services

membership@metrotex.com

## Accounting

accounting@metrotex.com

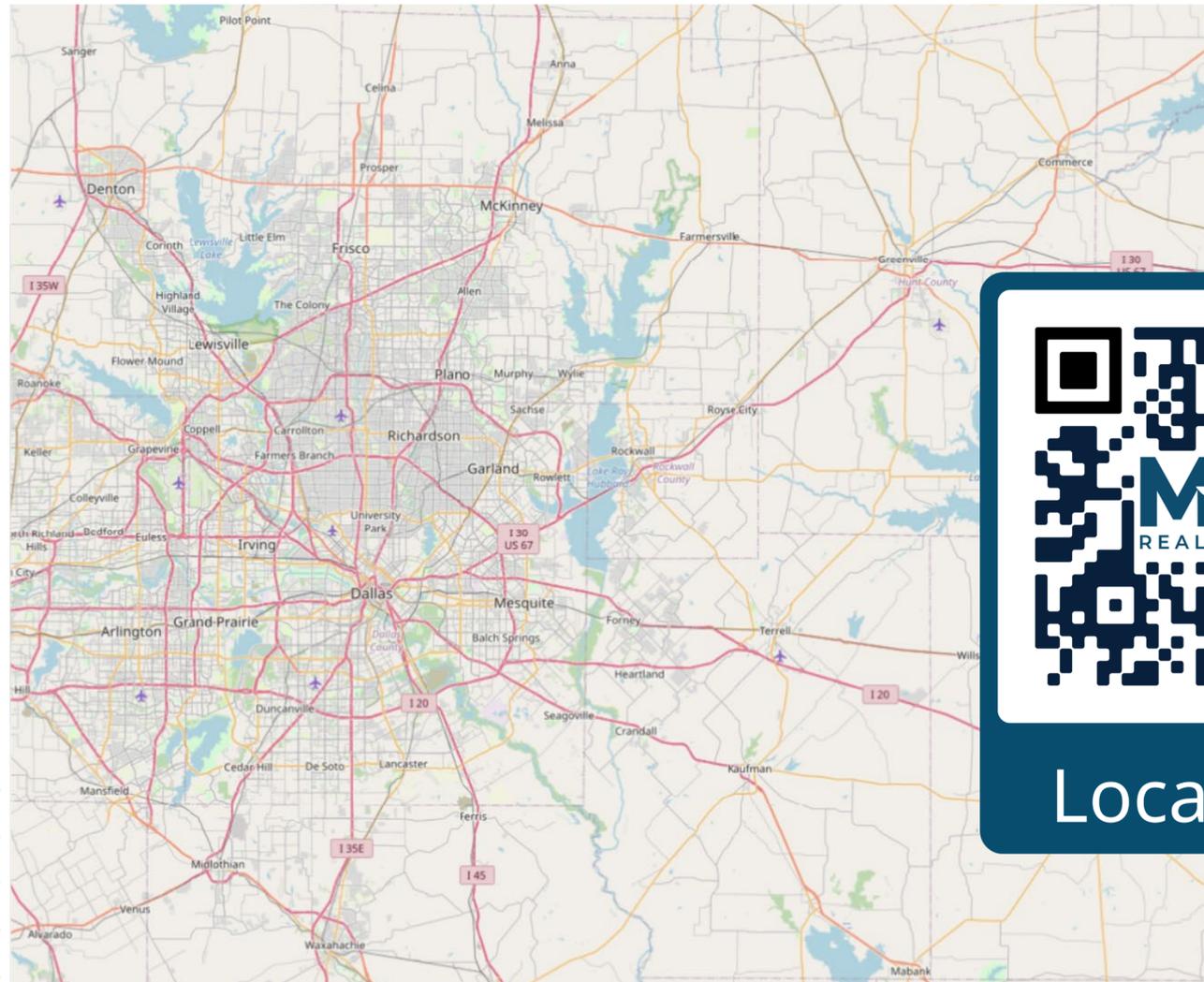
## MLS Department

mls@metrotex.com

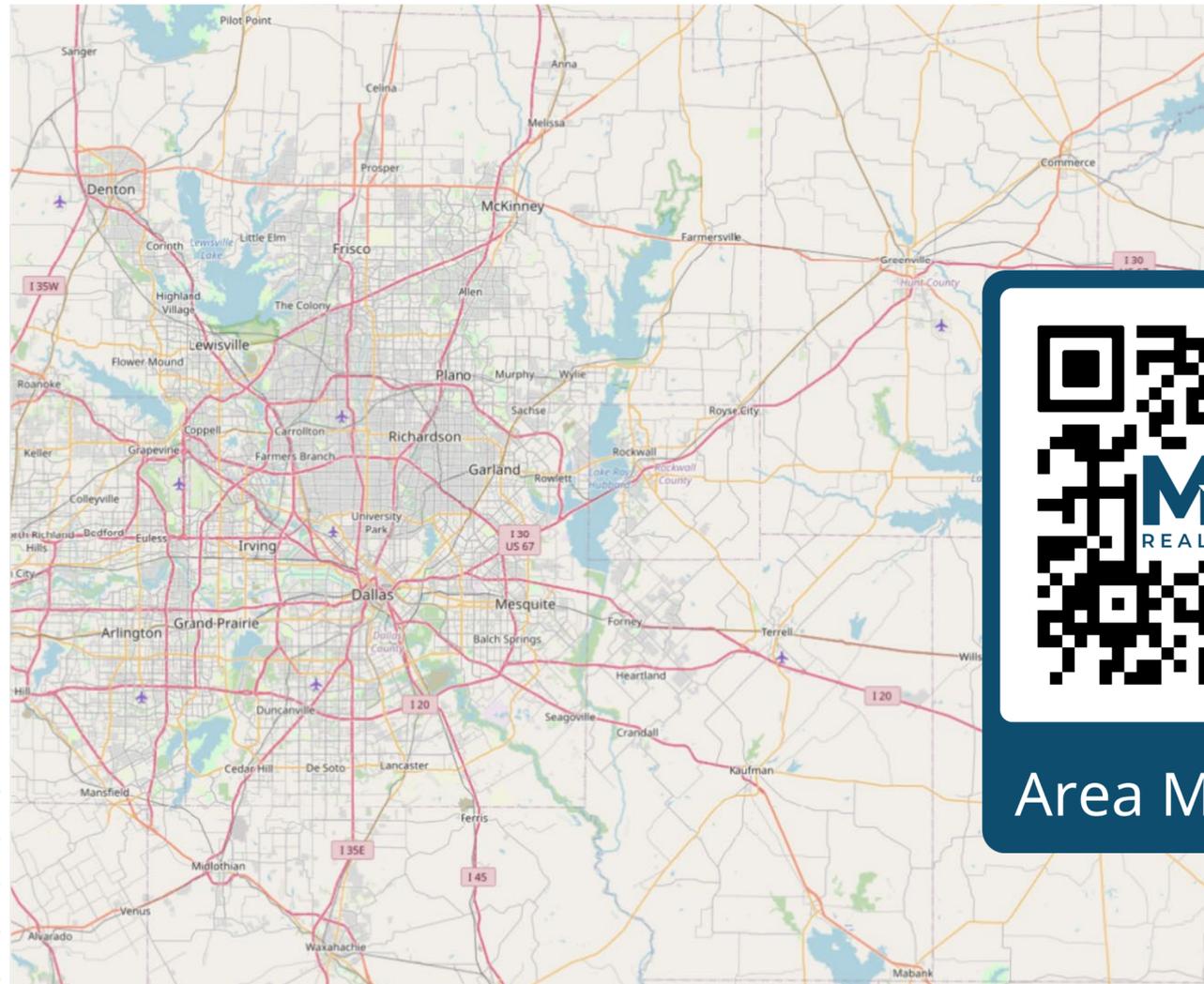
## Professional Development

professionaldevelopment@metrotex.com

# Locations



# Area Meetings



Area Meetings

# Featured MetroTex Benefits



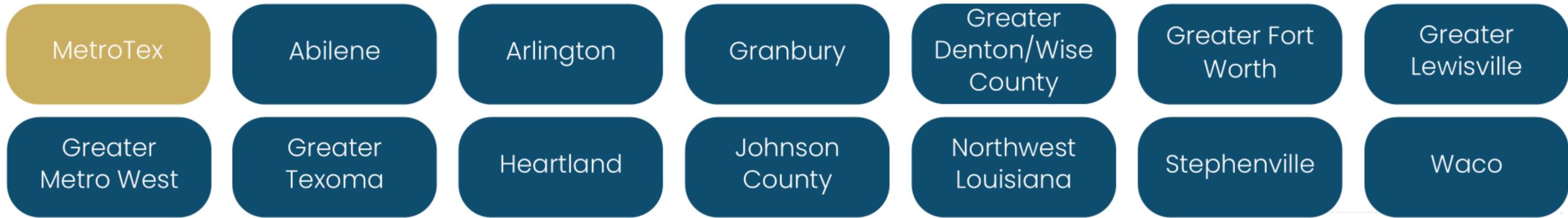
My Benefits

# MLS & Key Services

# Who Are We?

NTREIS: North Texas Real Estate Information Systems

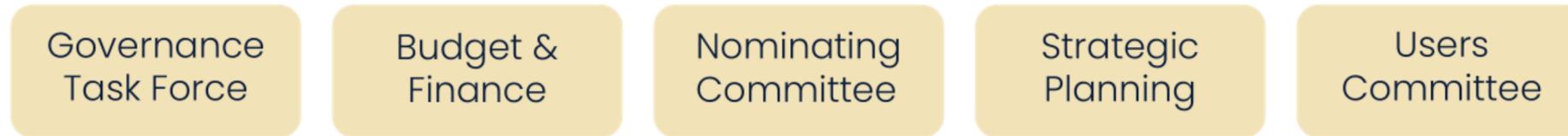
## Participating Associations



Representation on and Recommendations to



## NTREIS Committees & Task Forces

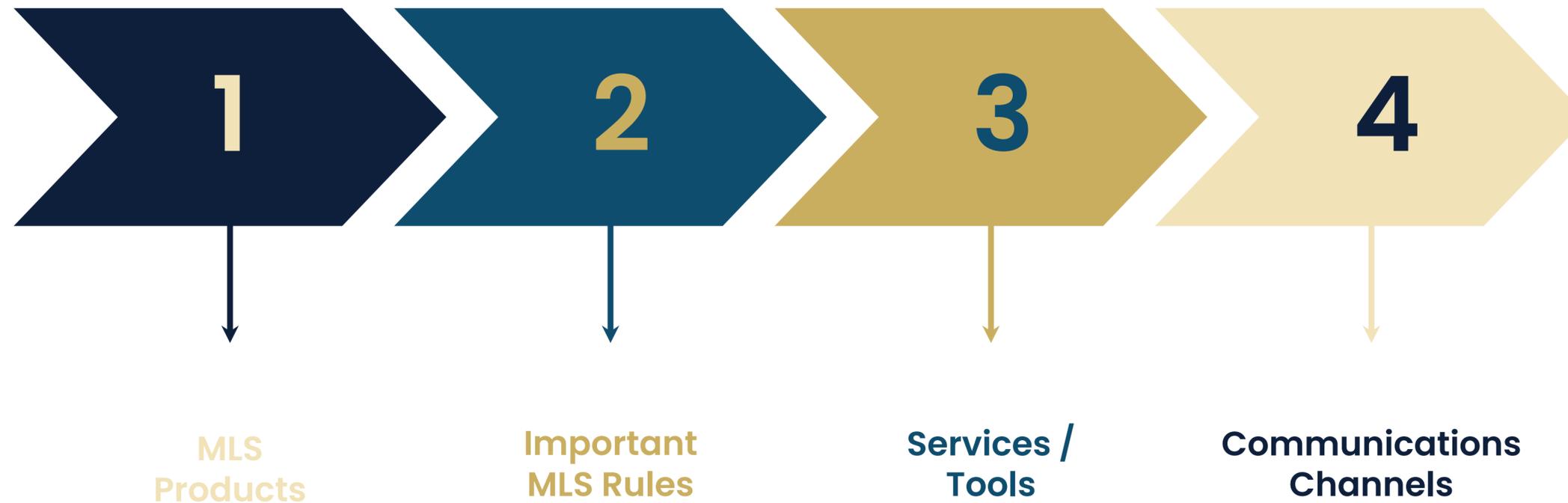


Recommendations to



# Objectives

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# Your MLS Products



## Matrix

- Your MLS system
- Use on any browser on PC or tablet



## zipForm

- All-in-one transaction management system provided by Texas REALTORS®
- Approved forms just a few clicks away



## Instanet

- Access and manage all forms, contracts, and documents
- Use any computer with internet access



## Realist Tax

- Tax data from all counties in Texas
- Census reports, school information, mailing labels, and foreclosure activity



## RPR

- Comprehensive data, powerful analytics, and client-friendly reports
- Created by NAR and 100% owned by REALTORS®



## Cloud Suite

- Cloud CMA, Cloud MLX, and Cloud Streams
- Convenient alternative to the main MLS system

# Clear Cooperation Policy

**Within one (1) business day of marketing a property to the public, the listing broker must submit the listing to the MLS for cooperation with other MLS participants. Public marketing includes, but is not limited to, flyers displayed in windows, yard signs, digital marketing on public facing websites, brokerage website displays (including IDX and VOW), digital communications marketing (email blasts), multi-brokerage listing sharing networks, and applications available to the general public. (Adopted 11/19)**

# Data Input Sheets

Residential Data Input  
Sheets



Satisfy MLS Rules  
7.07 and 7.26

Take on Listing  
Appointment



Ensure Accuracy of  
Information

Access via Instanet,  
upload to Matrix



Data Input Sheets

# Listing Procedures

## MLS Rules: Section 7

### Deadlines

- 72 Hour Deadlines
- Listing Input
- Status Change

### Data

- Required to provide accurate data

### Duplicates

- Duplicate Listings

### Showings

- Listings shall be available for showing once the listing is Active in the MLS
- Exception: Coming Soon Status

### Description

- Property description (Public Remarks)
- Fair Housing guidelines
- No contact info (including email, web address, text services, etc.)

### Directions

- Public Driving Directions must have actual directions to the property. (Not "Use GPS" or "See Map," etc.)

# Listing Statuses

## Initial Statuses

### INC – Incomplete

- Work in progress
- Can be seen by listing agent, listing broker/manager, listing office administrators, and MLS staff.
- Can be updated and saved as Incomplete until the listing is ready to be made available to other MLS subscribers.
- Will be purged from the system if not updated in 30 days.
- Must be changed to Active or Coming Soon prior to any other status changes.

### CSN – Coming Soon

- Cannot be shown
- Allows seller to prepare home for showings, needed repairs, or legal matters.
- Will automatically enter Hold Status after 30 days.
- Must be changed to Active prior to any other status changes.
- Is available only to MLS Participates and is not distributed to 3<sup>rd</sup> parties.



# Listing Statuses

## Active Statuses

### ACT – Active

- Must be available for showings.
- Will expire on the expiration date entered by the agent.

### AC – Active Contingent

- Still available for showings.
- Seller has accepted an offer but will entertain backup offers.
- Will expire on the expiration date entered by the agent.

### AKO – Active Kick Out

- Still available for showings.
- Seller has accepted an offer contingent upon sale of another property by the Buyer.
- Will expire on the expiration date entered by the agent.

### AOC – Active Option Contract

- Still available for showings.
- Seller has accepted an offer but Buyer is exercising the option period from the sales contract.
- Will expire on the expiration date entered by the agent.



# Listing Statuses

## Final Statuses

### PND – Pending

- Property has an offer with no contingencies, Kick Outs, or options.
- Does not expire.

### WTH – Withdrawn

- No longer available for showings.
- Cannot be relisted with another broker. Will expire on the original expiration date entered by agent.

### CAN – Cancelled

- No longer available for showings.
- Seller is free to relist with another broker.

### H – Hold

- Property is temporarily unavailable for showings.
- Listing agreement still in place and will expire on original expiration date entered by agent.

### EXP – Expired

- Listing Has Expired.

### C – Closed

- Listing has sold or leased.



# Listing Distribution

Distribution is a decision made by the Broker or Seller.



Distribution of listings to Realtor.com and 3<sup>rd</sup> party sites are handled by NTREIS.



Listings are also distributed to more than 750 other websites via List Hub.



# MLS Rules

## Section 8

### Selling Procedure

- Follow showing instructions
- Fines for not submitting status changes
- Reporting of sales information

## Section 9

### Prohibitions

- Sharing of passwords
- Waiver form for office staff and assistants

## Section 11

### Compliance

## Section 12

### Enforcement

## Section 13

### Confidentiality

## Section 16

### Use of MLS Information

## Section 17

### IDX Rules

## Section 21

### Standards of Conduct

# Data Checker



# Complaints

## MLS Procedure / Keybox Rule Violations

- Agent may file a complaint with MLS

## Clear Cooperation Policy Violations

- Must be in writing
- Submitted at  
<https://www.mymetrotex.com/clearcoop>
- Must include
  - Name of listing agent and listing office
  - Proof of violation that is clear, strong, convincing (i.e. photograph, web link)
- Fines for violations of Clear Cooperation Policy will range from \$1,000 to \$5,000



# MLS Classes



**M.T. METROTEX**  
Association of REALTORS®

**M.A.P.S. Certification**

## MLS Academy for Professional Success

### Get a quarter of MLS fees for free!

Navigate through our 6 course curriculum to receive the MAPS certification and your free quarter of MLS fees! Course selection is designed to give students a comprehensive knowledge base of the various MLS applications available to them. All of these courses are instructor led, free to MetroTex MLS subscribers and are available through virtual live stream from our GoToWebinar Channel. Email [mls@metrotex.com](mailto:mls@metrotex.com) upon completion.

*You must attend the 5 required courses then choose one of the 2 elective courses.*

*You are eligible to earn your MAPS credit one time only.*



#### Five Required Courses

- Advanced Matrix
- Managing Your Listings OR Listing 101
- Client Management
- Accessing Property/Realist Tax
- Intro to RPR

#### Choose One Elective

- zipForm OR Intro to Instanet

#### Then Receive

- One free quarter of MLS service

#### More MLS Classes Here!

- Intro to Matrix
- Surfing the Cloud
- Mobile RPR



MLS Classes

# Clases de MLS en español



¡MetroTex ahora ofreciendo  
clases de **MLS en español!**



¿Alguna vez ha deseado poder aprender más sobre MLS en una clase en español? ¡Ahora puede hacerlo!

Las clases de español de MLS estarán disponibles durante el año con un instructor que habla español.



Clases en español

# MLS Communication

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- Newsletters mentioned earlier
- MLS Training Classes
- Matrix Landing Page news and alerts
- Clarity Dashboard
- Meetings: Area Meetings and Office Meetings
- Social Media
- Automatic communications from Data Checker





Hi Hope, Welcome to eKEY®!  
eKEY Professional Serial #5464744

 MY KEYBOXES	 MESSAGES	 DATA AT THE DOOR
 SUPRAWEB	 ROSTER	 HOTSHEETS
 LISTINGS	 MY BUYERS	 BUYER FEEDBACK

2 SHOWING NOTIFICATIONS

 OPEN SHACKLE	
OBTAIN KEY	

 ALERT	 FLASHLIGHT	 UPDATE	 MORE
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# Key Services

- Additional Service
- Fiscal Year Service: July 1 – June 30
- Supra eKey App
- For pricing and to set up, contact Member Services:

[membership@metrotex.com](mailto:membership@metrotex.com)



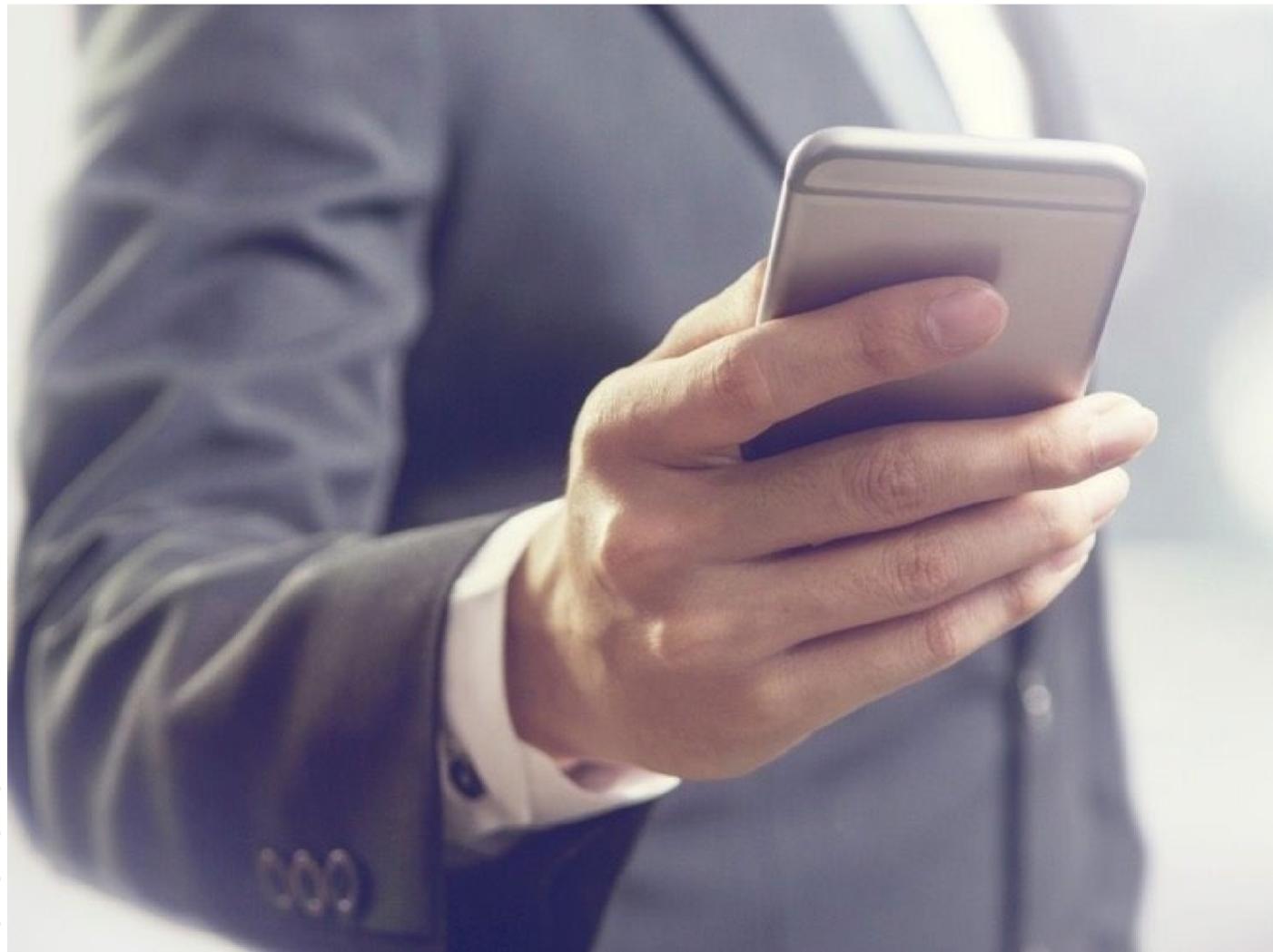
# Keyboxes

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- Keyboxes sold separately at \$129.90 each
- Available at all MetroTex locations
- BTLE, Bluetooth
- Access keybox and activity reports through:

[supraekey.com](http://supraekey.com)

# Vendor Contact Information



For after hours technical support:

**Matrix & Transaction Desk**

Monday – Friday, 7am – 12am

Saturday – Sunday, 10am – 10pm

800.297.6367

**zipForm**

Monday – Friday, 6am – 10pm

800.383.9805

**Supra**

Monday – Sunday, 8am – 9pm

877.699.6787

# Additional Contact Information

## MLS Department

Monday – Friday  
8:30am – 5pm

[mls@metrotex.com](mailto:mls@metrotex.com)

## Member Services

Monday – Friday  
8:30am – 5pm

[membership@metrotex.com](mailto:membership@metrotex.com)

## Realtor.com

Monday – Friday  
8am – 7pm

800.878.4166

## Texas REALTORS®

Monday – Friday  
9am – 5pm

512.480.8200

## Showing Time

Monday – Saturday  
8am – 8pm

Sunday, 8am – 6pm

817.858.0055

## BrokerBay

Monday – Friday  
7am – 9pm

800.257.1242

[support@brokerbay.com](mailto:support@brokerbay.com)

## TREC

Monday – Friday  
7am – 6pm

512.936.3000



# Questions?

# Government Affairs & TREPAC



# TREPAC FAQs

## How does TREPAC affect real estate?

Government's role in real estate is steadily increasing at all levels. To maintain a healthy climate for real estate in Texas and preserve real property rights, Texas REALTORS® must participate in the political process through TREPAC.

## Where do TREPAC dollars go?

All funds eligible to be invested in pro-real estate candidates running for political office are expended for that purpose.

## How can REALTORS® support TREPAC?

Your TREPAC investment helps put pro-real estate candidates in office to protect your livelihood and profession. In return for TREPAC's hard work, we ask that you invest your fair share of \$50.

## Which political party does TREPAC support?

WE ARE THE REALTOR® PARTY; TREPAC is not affiliated with any political party. The program and platform of the individual candidates, board recommendations, and ultimate action by TREPAC trustees determine who TREPAC supports—not the candidate's party affiliation.

# TREPAC Disclaimer

CONTRIBUTIONS ARE NOT DEDUCTIBLE FOR FEDERAL INCOME TAX PURPOSES. CONTRIBUTIONS TO THE TEXAS REALTORS® POLITICAL ACTION COMMITTEE (TREPAC) AND THE TEXAS ASSOCIATION OF REALTORS® FEDERAL POLITICAL ACTION COMMITTEE (TAR FEDPAC)—WHICH MAKES CONTRIBUTIONS TO THE REALTORS® POLITICAL ACTION COMMITTEE (RPAC)—ARE VOLUNTARY AND MAY BE USED FOR POLITICAL PURPOSES. THE AMOUNT INDICATED IS MERELY A GUIDELINE, AND YOU MAY CONTRIBUTE MORE OR LESS THAN THE SUGGESTED AMOUNT. YOU MAY REFUSE TO CONTRIBUTE WITHOUT REPRISAL, AND THE NATIONAL ASSOCIATION OF REALTORS®, TEXAS REALTORS®, AND ITS LOCAL ASSOCIATIONS WILL NOT FAVOR OR DISADVANTAGE ANYONE BECAUSE OF THE AMOUNT CONTRIBUTED. UNTIL THE RPAC ANNUAL GOAL IS MET, 70% OF AN INDIVIDUAL'S CONTRIBUTION GOES TO TREPAC AND MAY BE USED TO SUPPORT STATE AND LOCAL CANDIDATES; THE REMAINING 30% IS SENT TO TAR FEDPAC TO SUPPORT FEDERAL CANDIDATES AND IS CHARGED AGAINST YOUR LIMITS UNDER 52 U.S.C. 30116. (EXCEPTION: 100% OF AN INDIVIDUAL'S CONTRIBUTION GOES TO TREPAC IF THE INDIVIDUAL IS AN EMPLOYEE OF AN AFFILIATE MEMBER OF TEXASREALTORS®.) AFTER THE RPAC ANNUAL GOAL IS MET, 100% OF AN INDIVIDUAL'S CONTRIBUTION GOES TO TREPAC AND MAY BE USED TO SUPPORT STATE AND LOCAL CANDIDATES. YOU MAY CONTACT THE TEXAS REALTORS® POLITICAL COMMITTEE ADMINISTRATOR AT 800-873-9155 TO OBTAIN INFORMATION ABOUT YOUR CONTRIBUTIONS.



TREPAC

A woman with dark hair, wearing a teal sleeveless top, is looking at a tablet. The background features a large globe of the Earth on the left and a blurred digital interface with data points and lines on the right. The text 'Professional Development' is centered in a white box with a thin yellow border.

# Professional Development

# The REALTOR® Family

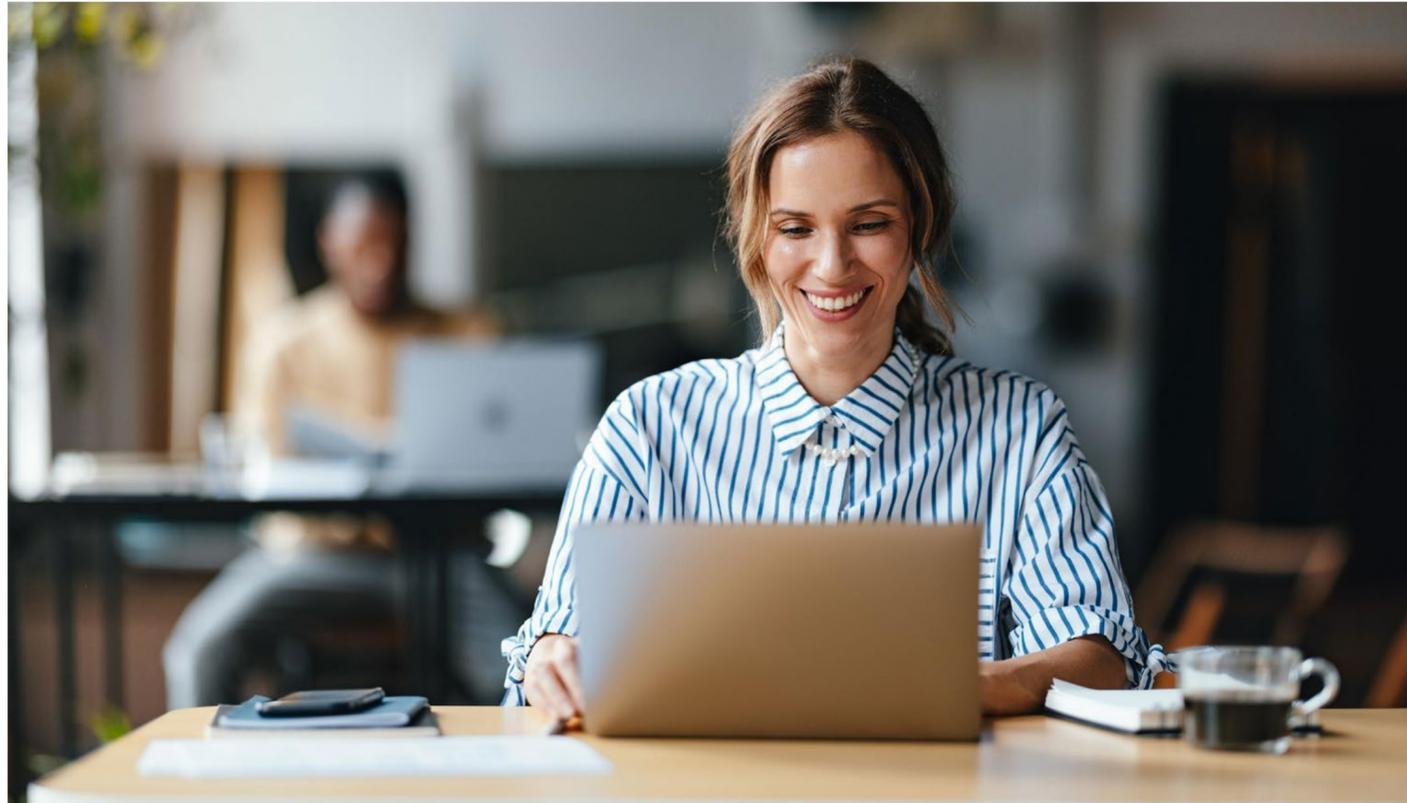
Local

State

National



Your REALTOR® Membership



# Benefits from NAR and Texas REALTORS®

- Financial Solutions
- Texas REALTORS® Legal Hotline: 512-480-8200
- Home & Auto Insurance
- Risk Management
- Office & Business Solutions

- Technology & Wireless Solutions
- Automotive, Travel, & Entertainment Solutions
- And more!

# NAR Education Requirements



Two courses must be completed in Cycle 8 (Jan. 1, 2025 – Dec. 31, 2027)

## **Code of Ethics\***

Completed by Orientation or The NAR Code of Ethics course

## **Fair Housing**

Completed by NAR's online Fair Haven course, AHWD, or Bias Override

# What About TREC?



- State government agency
- Licensing
- Regulation and enforcement

# TREC Education Requirements

During your **FIRST TWO YEARS** of licensure, TREC requires you take a total of **98** hours of Sales Apprentice Education (SAE).



# Graduate REALTOR® Institute (GRI)

To earn the GRI Designation, all three parts of the program must be completed.

Get more details here!



GRI

## Business Skills

- Seller Services
- Buyer Services
- Real Estate Technology
- Environment and Green Building

## Contracts to Close

- Finance and Lending
- Residential Contracts
- Appraisals, CMAs, and Pricing
- Diversity and Fair Housing

## Brokerage

- Professional Standards
- Policies and Procedures
- Brokerage and Agency Relations
- Business Development

# Commercial Program



**Delivering exceptional education, unparalleled networking opportunities, and comprehensive resources to empower MetroTex members excelling in the field of Commercial Real Estate. Our commitment is to support industry professionals with cutting-edge tools and insights that drive success in a competitive market.**



Learn more about the  
Commercial Program! →



Commercial Program

# Texas Accredited Commercial Specialist (TACS)

To earn the TACS Designation, all three parts of the program must be completed.

## TACS 1

Intro to Commercial Real Estate

## TACS 2

Commercial Real Estate Property Development

## TACS 3

Commercial Real Estate Marketing & Negotiation

Get more details here!



TACS

# Global Program



The mission of the MetroTex Global Business Council is to provide a collaborative system of information, resources, networking and skills training for all members. These services will enhance legal, diverse cultural and business protocol awareness of the global real estate environment.



Learn more about the  
Global Program!



# Global & Diversity Education

## Certified International Property Specialist



The CIPS designation requires completion of five full-day courses focusing on the critical aspects of international real estate transactions. CIPS designees are connected to an influential network of over 3,500 professionals who turn to each other first when looking for referral partners.

## At Home with Diversity



The course work for this certification is designed to enable you to work successfully with and within a rapidly changing multicultural market. It will help you to learn diversity sensitivity, how it applies to U.S. fair housing laws in your business, and ways to develop professional guidelines for working with people in the increasingly multicultural real estate market.

## Resort & Second Home Property Specialist



This certification is designed for REALTORS® who facilitate the buying, selling, or management of properties for investment, development, retirement, or second homes in a resort, recreational and/or vacation destination are involved in this market niche.

# Volunteer Opportunities



**Texas REALTORS® Leadership Program**

**Association Committees**

**Area Meeting Representatives**

**Mentorship Program**



Learn more about how  
you can get involved!



Volunteer Opportunities

# MYMETROTEX CAMPUS

**OPEN TO REAL ESTATE PROFESSIONALS**

**Your All-in-One Hub for Real Estate Success**



**On-Demand  
CE Courses**



**Expert Tools  
& Resources**



**Networking &  
Advisory Groups**

Available Anytime, Anywhere.

**Explore MyMetroTex Campus Today!**





# Questions?

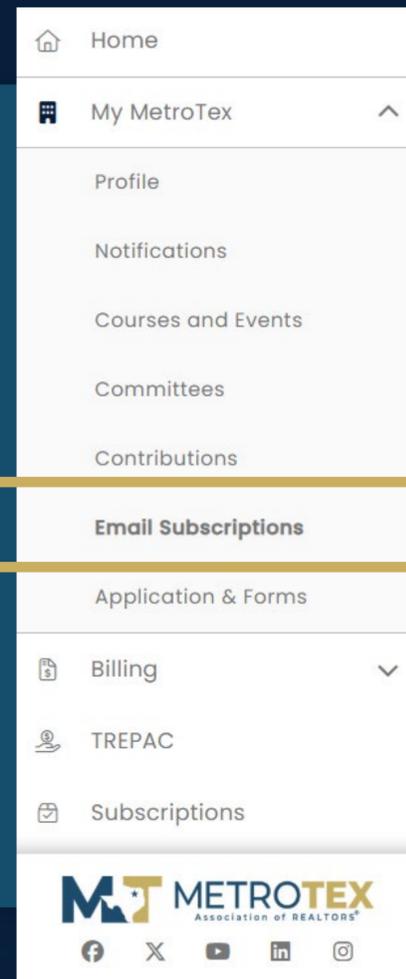
# MetroTex e.News



Two newsletters each week:

- Wednesday: Industry focused
- Friday: MetroTex focused

# Update Your Communication Preferences



- Open the “My MetroTex” tab in your Member Portal
- Select “Email Subscriptions”
- Choose which categories you would like to receive email communications for by toggling them on or off

*Please note that you cannot unsubscribe from important system emails. These include billing emails and critical account information.*

# Billing & Payments Made Easy



## Member Portal

Manage your account anytime



## Billing Calendar

Stay on top of deadlines



## AutoPay

Hassle-free payments



Scan to Get  
Started