

A couple of Lockbox tips

Please do not use fictitious numbers in place of MLS #s when assigning a lockbox. The system may recognize it as an MLS# that is already being used in the system and assign your box to that property.

Supra has a GPS locator. When you open a shackle on a box and it asks if you want to assign a box, even if you put in the correct MLS#, it may re-assign the Lockbox using the GPS locator and it may not be a property that is even active in the system, but has been at some time. This happens due to the GPS locator in the Box telling the system where the box is located when the shackle is opened.

If you receive an email called Listing Assignment Notification notifying you that the Box has been re-assigned, you need to read this email carefully to be sure it assigned it to the proper listing. If it is not assigned to the proper listing, you need to go into Supra Web and reassign the Lockbox.

The best way to avoid this is to open the shackle while you are physically at the property and not in your office or at another location. If property is not in the MLS:

Active Key: Release Shackle Function choose No for assign to listing.

eKey: Open Shackle Function choose None of the Above for reason.