



ShowingTime Appointment Center Policies & Procedures

This document is intended for use by ShowingTime customers only. Sharing this document without ShowingTime's written consent is strictly prohibited.

Standard Operating Policy

Hours of Operation

Full Time Service

24 hours

Part Time Service

Monday thru Friday
5:00 PM – 10:00 PM CST
Saturday & Sunday
7:00 AM – 10:00PM CST
Or as specified in
customer agreement

Owner/Occupant Interface

- **Owner/Occupant Communication:** All communication with designated listing contacts is completed by a Showing Specialist from the Appointment Center unless otherwise noted in the showing instructions. The Showing Specialist will identify themselves as a scheduling representative for your company.
- **Owner/Occupant Notifications:** Designated listing contacts can receive and respond to email, text message or phone requests for showing appointments. If a text or email response has not been received from the designated listing contact within 30 minutes, the Appointment Center will attempt to contact them by phone to obtain confirmation if allowed. Calls and SMS will not be placed to an owner/occupant past 9:00 PM, However emails will go out 24 hours.
- **Instruction Updates:** Designated listing contacts have the authority to request temporary instruction changes to be made for their home (2 to 5 days of special handling only). Tenants do not have the authority to update instructions without the approval of the homeowner or listing agent. General instructions (Ex: leave a card, lock all doors, dogs will bite) are always welcomed and recorded as well.
- **Status Changes:** The Appointment Center does not have the authority to make status changes at the request of the owner/occupant. Off the market requests by owners/occupants will be directed to the Listing Agent. If an owner/occupant provides a status change to the appointment center, the information will be recorded and a call will be placed to the listing agent to confirm/authorize the change. The Appointment Center can only make note of the status change. Any updates needed in the MLS can only be handled by the Listing Agent.
- **Showing Agent Details:** By default, the Appointment Staff will NOT share Showing Agent details unless designated to do so by the listing instructions or by the office's configuration setup. The details which can be shared with the owners/occupants are the Showing Agent's company and/or their name. Phone numbers for the Showing Agent are never provided to the owner/occupant unless the Listing Agent has requested to provide this detail to their owner/occupant within the listing's showing instructions.
- **Activity Report:** Owners/occupants have the option to receive an email of their personal listing activity report. If configured, this report is automatically emailed to the owner/occupant at the end of the day when some sort of activity has been logged for their listing.
- **Feedback for Sellers:** The Appointment Center Staff does not have access to the showing feedback. All calls from owners/occupants requesting feedback will be referred to their Listing Agent.
- **Appointment Center Staff are Not Licensed Agents:** The Appointment Center Staff are not licensed agents and cannot provide recommendations or suggestions regarding selling or marketing the home.



Listing Agent Interface

- **Listing Agent Profiles:** Listing Agents should setup their agent profiles to designate preferred notification methods. This information directly interfaces with the Appointment Center and can automatically update all of the Agent's listings. Listing Agents have the option to update their notification preferences for all listings at once through their profile or they can update their notification preferences on a listing by listing basis.
- **Listing Agent Communication:** All communication with the Appointment Center Staff is based on information provided by Listing Agent from their profile and/or the listing's showing instructions. Below are the types of communication preferences available.
 1. Email request for appointment confirmation
 2. Text message request for appointment confirmation
 3. Phone request for appointment confirmation
 4. Email notification of appointment confirmation, reschedules and cancellations.
 5. Text message notification of appointment confirmation, reschedules and cancellations.
 6. Automated call notification of appointment confirmation, reschedules and cancellations.
- **New Appointments:** The Appointment Center's goal is to contact the seller within 15 minutes from the time the appointment is requested/scheduled. This time may vary during peak periods⁵ below
- **Priority of Reschedules and Cancellations:** Reschedules and cancellations are handled as top priority and will be handled prior to new appointment requests.
- **Cancellations:** The Appointment Center will attempt to coordinate a good time for all appointments prior to cancellation. Appointments that are not confirmed will be cancelled when the showing window has expired.
- **Appointment Escalation:** If requested the Appointment Center will automatically contact the primary Listing Agent for confirmation 2 hours prior to the appointment time if the designated listing contacts (i.e. homeowner/occupant) are not reachable or have not responded to messages left by the Showing Specialist. Escalation of a short notice showing request is made immediately after leaving a message for the designated listing contacts. Primary Listing Agents will only receive one escalation call per showing. There is no need for the primary Listing Agent to respond if they do not have authority to confirm showings. Additionally, those Listing Agents that cannot confirm showings can designate "no calls to the Listing Agent" in the listing's showing instructions.
- **Logging Past or Future Appointments:** Listing Agents and/or office administrative staff can log past or future appointments they personally scheduled by, adding the activity within the listing's listing activity report, emailing showings@showingtime.com.
- **Status Changes:** The Appointment Center receives automatic updates every 15 minutes from the MLS. Any future appointments that were scheduled before a status change occurs which updates a listing as "non-showable" will be placed in a task list for the Appointment Center staff to make the appropriate notifications and/or cancellations. Listing Agents can also notate status changes in the "notes for appointment staff" in the listing worksheet form to affect future showing requests.
- **Showing Instructions:** Instructions should be entered and maintained within the program by accessing it via www.ShowingTime.com. Showing instructions can be entered and maintained in 4 different ways;
 1. **Online:** via www.ShowingTime.com
 2. **Email:** Showings@showingtime.com
 3. **Mobile Application**
- **Name Changes:** If an agent changes their company or updates their name, these changes must be made at the MLS level. The Appointment Center cannot make those changes because they are imported directly from the MLS. Once the MLS is updated with the correct information, it will automatically feed into the Appointment Center database.



- **Feedback for Listing Agents:** All Listing Agent feedback and report data is available by logging into www.ShowingTime.com. The Appointment Center staff does not have access to listing feedback or report data. If assistance is needed in obtaining this information, ShowingTime Support is available 7 days a week 8am to 6pm. They can be reached by the following.
 - Call: 800-379-0057
 - Email: Support@showingtime.com
 - Live Chat: <http://www.showingtime.com/Support/ShowingTimeOnlineSupport.aspx>

Showing Agent Interface

- **Scheduling for Showing Agents:** Showing Agents can schedule appointment requests by the following;
 - **Call:** 800-SHOWING (800-746-9464)¹
 - **Online:** via www.ShowingTime.com
 - **Online through your MLS known as ST4MLS**
 - **Mobile application**
- **Showing Confirmation Notifications:** Showing Agents can receive or view appointment confirmation by any or all notification methods listed below;
 - **Automated Phone Call**
 - **Email**
 - **Text Message**
 - **Mobile application**
- **Showing Agent Profile/ Notification Preferences:** For quicker call handling, Showing Agents can setup their profile through www.ShowingTime.com to designate their confirmation preferences. Once their profile is complete, Showing Agents will not be asked for their notification and contact details on each call. Showing Agents that have not previously designated a notification method/ preference will be asked how they want to be notified when they schedule their appointment request. This information is verified every 90 days.
- **Name Changes:** If an agent changes their company or updates their name, these changes must be made at the MLS level. The Appointment Center cannot make those changes because they are imported directly from the MLS. Once the MLS is updated with the correct information, it will automatically feed into the Appointment Center database.
- **Requests for Access Information:** Showing Agents that call in requesting access details or information will be notified that we need end the call and contact them at the number listed for them in the MLS.
- **Showing Agents from Outside MLSs:** Requests to schedule appointments made by showing agents from an outside MLS will require the authorization of the Listing Agent. The appointment center will verify the Showing Agent's license before contacting the Listing Agent for approval. Once approved by the Listing Agent, normal procedures will be followed to obtain confirmation of the showing request. Any appointment request made by a Showing Agent from an outside MLS who was not approved by the Listing Agent will be cancelled and the Showing Agent will be referred to the Listing Agent.
- **Non-MLS / Unlicensed Representatives:** The Appointment Center does not facilitate showings for non-licensed assistants, unlicensed Showing Agents or Showing Agents that are not licensed with their state. These people will be referred to make contact directly with the Listing Agent.
- **Non-Confirmed Appointments:** The Appointment Center will contact the showing agent at least 2 hours before the appointment time to advise them that a confirmation has not been received. At this point the Showing Agent can reschedule their appointment or request that the Appointment Center continue to try for confirmation. Showing Agents that schedule appointments 24 hours or more in advance that have not been confirmed will receive an email notification once per day informing them that the Appointment Center is still attempting to confirm their appointment request.

¹ In certain markets other phone numbers may be available to call to request appointments.

Billable Listings: How to Turn Listings On/Off for the Appointment Center

By default, all listings (not including commercial or lot/land listings) are enabled to be handled by the ShowingTime Appointment Center. Listing representatives can enable or disable any listing at any time within the Listing Setup Worksheet by answering Yes or No to the question that asks “Allow ApptCenter to Take Appts?”.



The screenshot shows a form titled "Appointment Basics". A red box highlights the question "Allow Appt. Center to Take Appts?" with radio buttons for "Yes" (selected) and "No". Other visible fields include "Appointment Type:" (Appointment Required), "Allow Overlapping Appointments?" (Yes, Please tell the sh), "Allow Inspections?" (Yes), "Requires Spanish-speaking staff?" (Yes), and "Send Feedback?" (Yes).

Yes = On. ShowingTime will manage all appointment requests submitted. For companies on the “Listings Billing Plan”, this also indicates that this listing is a billable listing.

NO = Off. ShowingTime will NOT manage appointment requests. If in a ST4MLS market, agents can still fully manage appointments themselves through using the online tools. For companies on the “Per Listing Billing Plan”, this also indicates that this listing is a non-billable listing.

Appointment Types and Handling Details

There are five basic appointment types utilized for showing instructions within the listing worksheet form. The appointment type defines the initial method of handling the appointment requests for each listing. Recognizing that each listing is unique, the “Notes for Appointment Staff” and “Temporary Notes” are available for any additional details needed. Notes added to the “Notes for Appointment Staff” section override any system status or procedure. Below are the various appointment types available and the actions taken when selected;

1. **Go and Show:** No confirmation required; the appointment center staff will immediately approve the showing request and provide listing access details and instructions designated for the Showing Agent.
2. **Courtesy Call:** No confirmation required; the appointment center staff will immediately approve the showing request. The Appointment Center will then leave messages for the homeowner about the showing. If phone numbers are inoperable or there is no answer, the Appointment Center will instruct the Showing Agent to knock and ring the doorbell before entering the home. The appointment center will not cancel the showing unless cancelled by a designated listing representative or the Showing Agent.
3. **Appointment Required with Any:** The Appointment Center must gain approval from any of the designated listing contacts before authorizing the showing and providing showing instructions to the Showing Agent. Based on the contact preferences of the designated listing contacts, the Appointment Center will, email, text and/or call and leave messages at all numbers and emails provided and wait for any of the designated listing contacts to respond with a showing confirmation. If any of the designated listing contacts do not respond, the Listing Agent will be contacted for confirmation as a last resort 1 hour prior to the requested appointment time. The

³ Available in select markets.



Showing Agent will also be advised of non-confirmation 1 hour prior to the requested appointment time. If any of the listing contacts are unreachable, the appointment is either rescheduled or cancelled 5 minutes before or at the appointment end time allowing ample opportunity for rescheduling.

For all appointment requests, the Appointment Center will place an initial call within 15 minutes of the request being made⁴ to any of the designated listing contacts in the Listing Agent's preferred order. If the appointment is requested for the same day, a second call will take place 2 hours before the appointment time. For appointments scheduled with 24 hour or more notice, designated listing contacts will be contacted in most cases within 15 minutes of the request being made⁴ followed by a second attempt which will be made during the evening closing call.

4. **Appointment Required with ALL:** Great for multi dwelling units or listings that must be confirmed by the owner/occupant and Listing Agent for accompanying. The Appointment Center must gain approval from ALL designated listing contacts before authorizing the showing and providing showing instructions to the Showing Agent. Based on the contact preferences of the designated listing contacts, the Appointment Center will email, text and/or call and leave messages at all numbers and emails provided and wait for ALL designated listing contacts to respond with a showing confirmation. If any of the designated listing contacts deny the showing request, the showing request will NOT be confirmed. If any of the designated listing contacts do not respond, the Listing Agent will be contacted for confirmation as a last resort 1 hour prior to the requested appointment time. The Showing Agent will also be advised of non-confirmation 1 hour prior to the requested appointment time. If any of the listing contacts are unreachable, the appointment is either rescheduled or cancelled 5 minutes before or at the appointment end time allowing ample opportunity for rescheduling.

For all appointment requests, the Appointment Center will place an initial call within 15 minutes of the request being made⁵ below to any of the designated listing contacts in the Listing Agent's preferred order. If the appointment is requested for the same day, a second call will take place 2 hours before the appointment time. For appointments scheduled with 24 hour or more notice, designated listing contacts will be contacted within 15 minutes of the request being made⁴ followed by a second attempt which will be made during the evening closing call.

5. **Refer to Listing Agent:** The Appointment Center will not manage showings for this listing. If the Appointment Center receives a request to show a listing with the "Refer to Listing Agent" appointment type, the Appointment Center will document the date and time the Showing Agent is requesting to show the listing. The Appointment Center will then let the Showing Agent know that the Listing Agent is fully managing showings for this listing. The Appointment Center will attempt to connect the Showing Agent live with the Listing Agent if possible. If a live transfer is unsuccessful, the Appointment Center will provide the Showing Agent with the Listing Agent's

⁴ All appointment requests are targeted for first call to the designated listing contacts within 15 minutes of when the request has been made. This time may vary during peak periods; 4 to 6pm Monday through Friday and 9am to 11am Saturday.



contact details so that they may contact the Listing Agent direct. An email will always be sent to the Listing Agent letting them know that a Showing Agent inquired about showing their listing. The email will include basic listing details, appointment date and time requested by the Showing Agent and the Showing Agent's contact information.

6. **View Instructions Only:** This type is only available when "Allow Appt to Take Appointments" is set to "No" within the listing worksheet. This type is also primarily used in markets using ST4MLS, the online scheduling link within the MLS. When this appointment type is selected, an agent can request a showing then simply view the instructions for the listing (ex/ "Vacant on lockbox, show anytime" or "Call the Listing Agent at 555-5555 to schedule a showing").
7. **Multi-Unit handling and capability.**

Basic Operating Procedures

- All appointment requests are targeted for first call to the designated listing contacts within 15 minutes of when the request has been made⁵.
- All showing agent confirmations are delivered by automated phone calls, emails and/or text messages.
- All reschedules are handled and given high priority for completion.
- The ShowingTime Appointment Center will make an escalation call to the Listing Agent 2 hours prior to the appointment time before cancelling ANY showing if requested in the listing instructions worksheet.
- Short notice showing (0 to 15 minutes until appointment time) requests will receive an escalation call immediately after leaving messages with the designated listing contacts when specified.
- All calls are monitored and recorded for quality and training purposes. These recordings are not distributed or available for legal transactions.
- Calls from prospects or potential buyers are referred directly to the Listing Agent.
- If a Showing Agent requests an appointment for a listing which they have previously shown, the Showing Agent will be asked to if this is the buyer's 1st, 2nd or 3rd showing of this listing.
- Listings with a suggested lead time or with showing instructions labeled something like "24 hour notice" or "24 hour noticed preferred" are handled as "24 hour notice preferred". This means the Appointment Staff will ask the Showing Agent if they can show the home outside of the 24 hour window. If they cannot accommodate this time, the request will still be scheduled and the Appointment Staff will go through the normal procedures to confirm the showing request.
- Listings with a required lead time entered or with showing instructions labeled something like "24 hour notice required" means that the Appointment Staff will ask the Showing Agent if they can show the home outside of the 24 hour window. If they cannot accommodate for the suggested date and time, the showing request will NOT be scheduled unless if the Showing Agent indicates that this is the buyer's 2nd showing. "24 hour notice required" does not dictate a full 24 hours, but instead it indicates that a prior days' notice is required. Any listing requiring a full 24 hour notice should say "Full 24 hour notice required" in the notes to the appointment staff within the Listing Worksheet.

⁵ All appointment requests are targeted for first call to the designated listing contacts within 15 minutes of when the request has been made. This time may vary during peak periods; 4 to 6pm Monday through Friday and 9am to 11am Saturday.



- Showing requests will NOT be scheduled for a specific date and/or time that correspond with a date and/or time that have been entered on the restriction calendar. The appointment staff will ask the Showing Agent if there is a different date and/or time in which they would like to schedule the appointment.
- Non-MLS representative, unlicensed agents, or agents not actively licensed with the state will be referred to the Listing Agent to schedule their appointment request.
- Non confirmed appointments are cancelled when the showing window expires.
- In certain markets, Showing Agents will be automatically prompted to provide their agency type and/or buyers name.
- PIN numbers or MLS agent ID's are used in designated markets to increase the level of security.
- The Appointment Center is able to generate 1 day access codes for listings with SentiLock lockboxes. This can only be done if the office has provided a signed addendum to SentiLock allowing ShowingTime access. Once access is authorized by SentiLock, the serial number for the lockbox should be entered in the listing's lockbox section within the ShowingTime Listing Worksheet located in www.ShowingTime.com.
- If the Appointment Center comes across a disconnected or inoperable phone numbers, the appointment center will always make an attempt to get updated phone numbers when possible. However, it is the ultimate responsibility of the Listing Agent to keep the Appointment Center updated on changes and expiring phone numbers. Appointments requiring confirmation will be cancelled if updated numbers are not received to facilitate the showing.

Additional Services:

On-Demand Appointment center service coverage is available to part time offices on an as needed basis. Should you experience an outage or simply require coverage for a special function the ShowingTime Appointment Center is available to assist. ShowingTime offers many additional services to enhance your user experience please contact your ShowingTime account representative for a full menu of enhancements available for your use.

Help & Support:

Hours: 8:00 AM – 6:00 PM: Daily

Call: 800-379-0057

Email: Support@showingtime.com

Live Chat: <http://www.showingtime.com/Support/ShowingTimeOnlineSupport.aspx>