

Flex Broker Training Manual

California Regional Multiple Listing Service, Inc.



CRMLS.ORG | 800.925.1525

Effective October 20, 2020

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My Active Office Listings

Brokers may view their active office listings for their **primary office** in two ways:

1. From **Menu, under Search**, click the **Office Listings** link to view your active office listings. *Tip: Mark the Office Listings as a favorite to save it to your favorites bar.*

To add a menu item to your favorites, hover over any item and click the ☆ icon. [Dismiss](#)

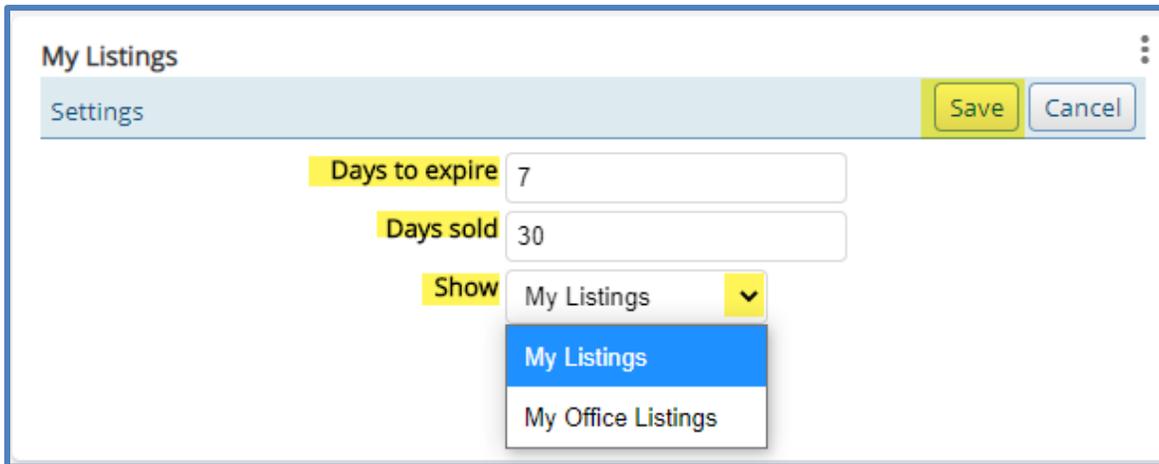
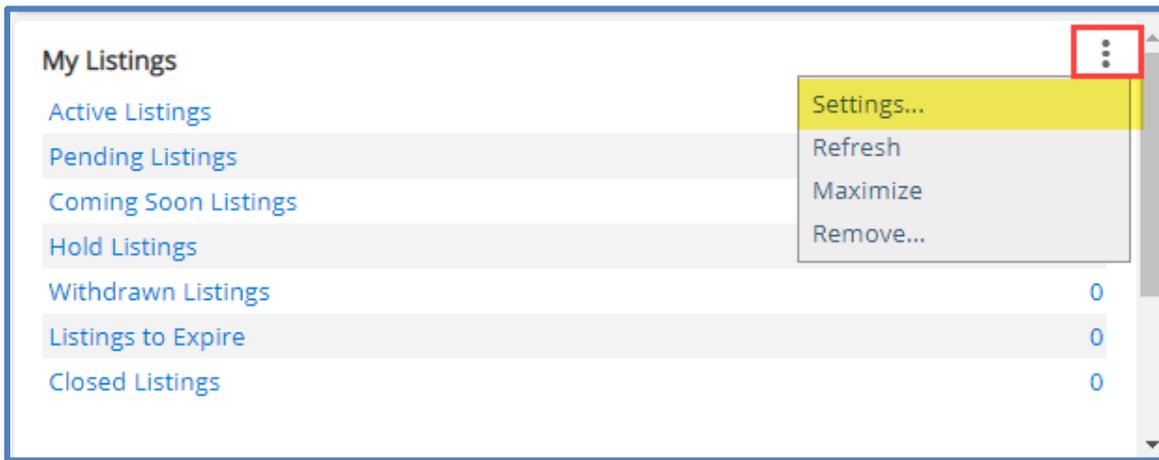
Dashboard	Add/Change	Search
MLS	Add Listing	Quick Search
Agent Dashboard	Change Listing	CMA
Home	My Incomplete	MLS # Search
Daily Functions	My Unmapped	Address Search
Hot Sheet	Copy	Multiple Address
My Messages	Supra functions	My Listings
Tour/Open Houses/Broker Tour	Contacts	Office Listings
		Office/Member

[LIST](#) [DETAIL](#) [PHOTOS](#) [MAP](#) [COMPARE](#) [MESSAGES](#)

Results: 1 Selected: 0 Sort View [1-Residential *]

	Price	Status	MLS #	Type	Area	Subdivision	List Price	Beds Total	Baths Total	Living Area	Lot Yr SqFt Built	Listing Member	DOM	CDOM	List \$/SqFt	Sold \$/SqFt
<input type="checkbox"/>				AP	Pasadena NE	Not Applicable		1	1	650	23,069 1965		2	2	2.3	
<input type="checkbox"/>	Pasadena, CA 91104															
	Pending / P1															

2. From the home page, hover your mouse over the **My Listings** gadget. The default displays your listings; however, you can customize it to display Office or Company (all offices within the company) listings. Click on the three dots in the upper right corner, click on Settings, and then select the appropriate options and click Save to apply the changes.



General Preferences

There are several General Preferences that you as the broker can take advantage of:

My Listings: This determines which statuses display when clicking on the Office/Company Listing link in your favorites.

Off Market listings (Hold, Withdrawn, Closed): Older than X number of days will not appear on the My Listings screen – this setting applies to the Office/Company Listings link in your favorites.

Expiring Listing Notifications: This setting follows broker load, so the system can notify office level users of listings about to expire within the next X number of days.

[X Menu](#)
[Quick Search](#)
[Hot Sheet](#)
[Contact Management](#)
[My Messages](#)
[Market](#)

To add a menu item to your favorites, hover over any item and click the ☆ icon.

Preferences	Products	Rosters
My Profile	CRMLS App	Spark
My Exports	InfoSparks	
General Preferences	LionDesk CRM	
Portal Preferences	NewHomeSource Pro	

flexmls Dashboard: Listings to Expire / Sold Listings Range

Show listings that will expire in days under Listings to Expire.

Show listings that were sold in the past days under Sold Listings.

My Listings: Which statuses should be included?

- Active
- Active Under Contract
- Coming Soon
- Pending
- Closed
- Expired
- Hold
- Withdrawn
- Cancelled

Off-Market listings older than this many days will not appear on the My Listings screen:

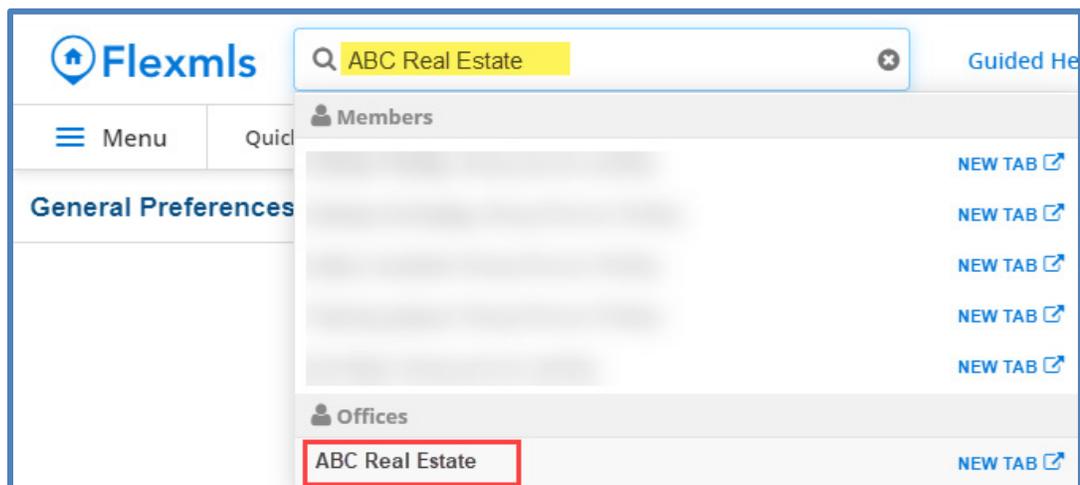
Days:

Expiring Listing Notification

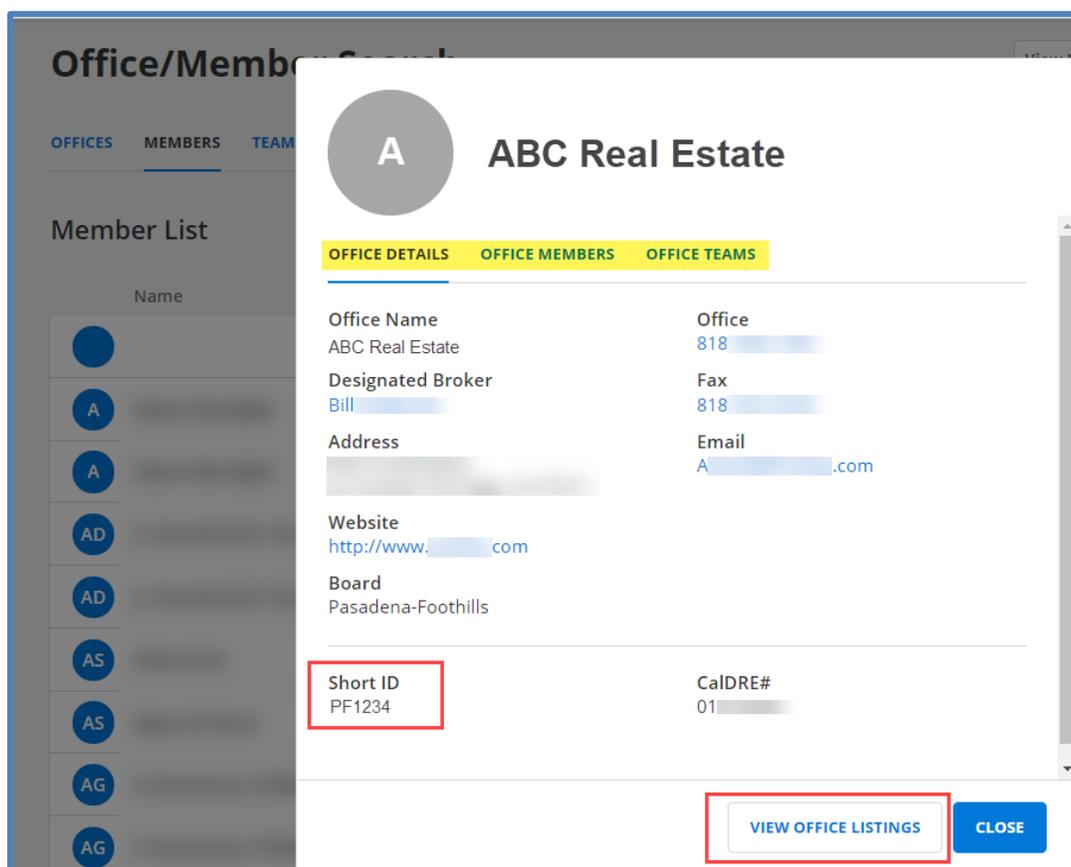
Send email notification of expiring listings once per day for days before the expiration date.

Finding Your Office Code (Short ID)

1. Type your office name in the **Search** bar.



2. From the drop-down menu, click on the office name to view office details.
3. Write down or copy the **Short ID** (Office Code) for your office.
 - You can also view Office Members or Office Teams.
4. You can also view your office listings by clicking on **View Office Listings**.



My Messages - Send to Everyone in My Office

Office/Company level broker load can email/create login popups for members within their office.

1. From **Menu**, under **Daily Functions**, click on **My Messages**.

Daily Functions	My Unmapped	Address Search
Hot Sheet	Copy	Multiple Address
My Messages	Supra functions	My Listings
Tour/Open Houses/Broker Tour	Contacts	Office Listings
		Office/Member

2. Select **New Message** and choose the send 'To everyone in my office' option. You can display the message as a popup when office members login to Flexmls, and also have it sent out as an email notification to office members.

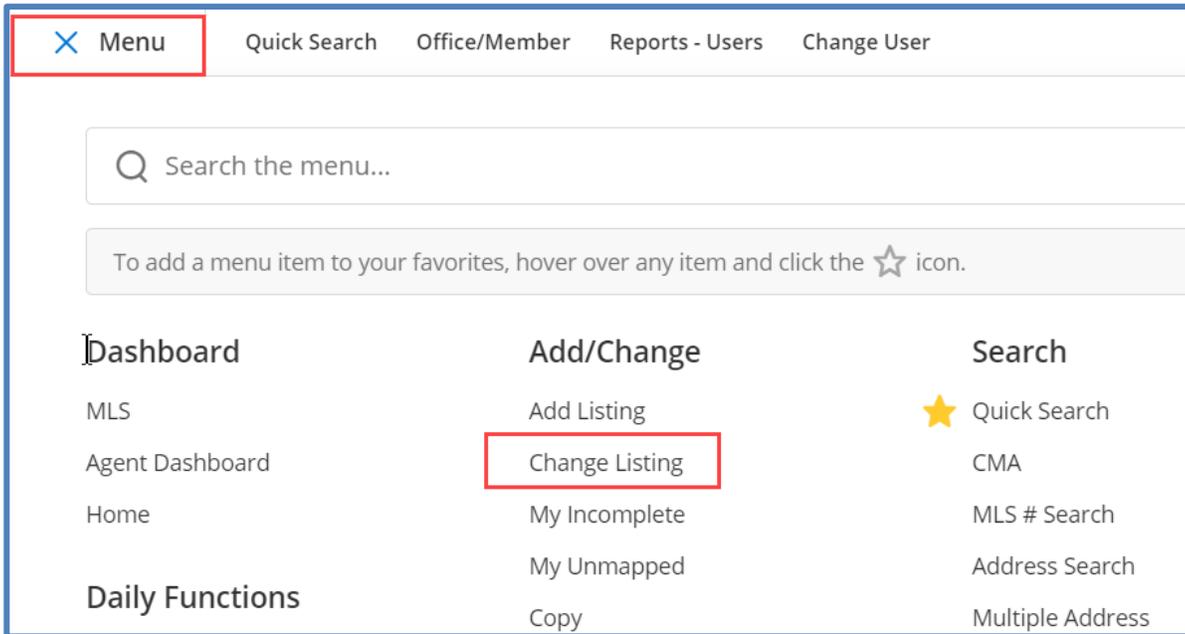
The screenshot shows the Flexmls user interface. At the top, there is a search bar and navigation links like 'Guided Help' and 'JH as TO'. Below that is a menu bar with 'Menu', 'Quick Search', 'Hot Sheet', 'Contact Management', 'My Messages', and 'More'. A red arrow points to the 'More' dropdown, which is open and shows 'New Message' and 'Remove'. The 'New Message' dropdown is also open, showing two options: 'To a client' and 'To everyone in my office'. A hand cursor is hovering over the 'To everyone in my office' option. Below the menu, there is a list of messages with columns for 'Subject', 'From', and a date. The messages are:

Subject	From	Date
<input type="checkbox"/> ⚠️ CRMLS Flex users: join a webinar on Top Compliance Violations	Pasadena-Foothills	/2020
<input type="checkbox"/> ⚠️ Get the latest on your CRMLS Flex system 10/2	Pasadena-Foothills	10/02/2020
<input type="checkbox"/> ⚠️ Activate your RateMyAgent profile (at no additional cost) and be undisruptable	Pasadena-Foothills	09/25/2020

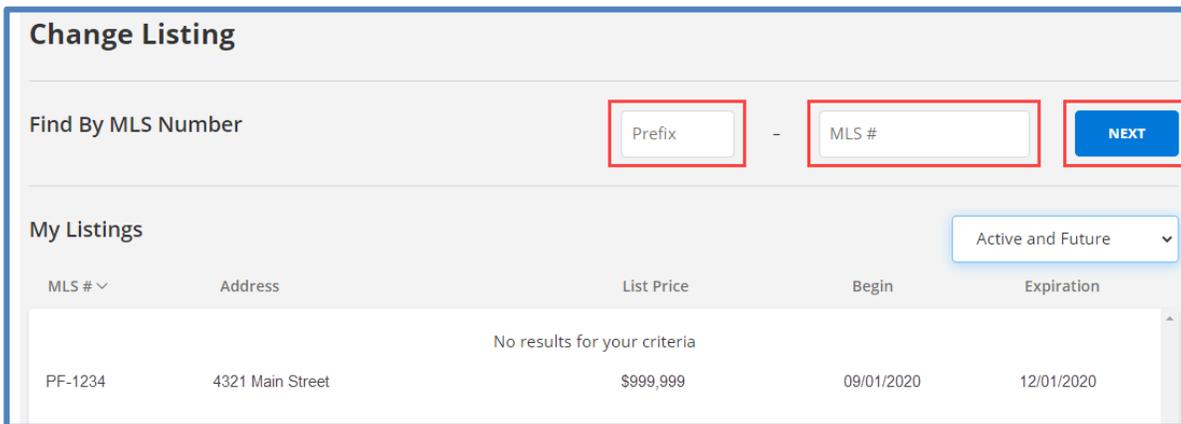
Modifying Your Office Listings

Update Listings

1. To change or modify a listing, click on **Menu**, then under **Add/Change**, click **Change Listing**.



2. Enter the MLS number in the box and click **Next**.



3. You can change information in the General section, along with Status, Price, and Media; you may also update Marketing Activities. Along the top of the page are quick links to view the listing's history or activity, print an input form, change another listing, and report listing errors (if applicable). When finished, save your changes.

Change Residential Listing [P1-1234](#)

[HISTORY](#) [ACTIVITY](#) [INPUT FORM](#) [SHARE LISTING](#) [CHANGE ANOTHER LISTING](#)

4321 Main Street, Somewhere, CA, 91000

Listing Member: / [redacted].com) of [redacted] (PF [redacted]) Entry Date: [redacted]/2020 Status: Active List Price: \$835,000

General

- Listing Information >
- Map Location >
- Listing/Selling Members >
- Supra functions >

Status

- Edit Current Status (Active) >
- Add/Remove Active Under Contract >
- Pend Listing (Under Contract) >
- Close Listing >
- Withdraw Listing >
- Hold Listing (Temporary) >

Price

- Change List Price >

Media

- Photos (30) >
- Documents >
- Videos >
- Virtual Tour >

Scheduled Marketing Activities

- Open House >
- Tour of Homes >
- Broker Tours >
- Enable/Disable ShowingTime >

Note: If you are logged in as an office or company (not as a member), Flexmls will include all listings for the office or company in the My Listing Panel.

You can select the listing by clicking on the MLS #. You have the option to organize the listings. Click the down-arrow to change statuses.

Change Listing

Find By MLS Number -

My Listings Active and Future

MLS #	Address	List Price	Begin
No results for your criteria			
PF-1234	4321 Main Street	\$999,999	09/01/2020

- Active and Future
- Active Under Contract
- Coming Soon
- Pending
- Closed
- Expired
- Hold
- Withdrawn
- Cancelled

You can also change a listing from the search results by clicking the drop-down arrow next to the MLS # and selecting **Edit Listing**.

Results: 5 Selected: 0

	MLS #	Status	Address	Price
<input type="checkbox"/>	P1- <input type="button" value="▼"/>	Active - New Listing	838	
<input type="checkbox"/>	V	Active	999	
<input type="checkbox"/>	V	Active	5348	
<input type="checkbox"/>	V	Active	3692	
<input type="checkbox"/>	V	Active	3532	

- Match Contacts
- Report Violation
- Edit Listing**
- Listing Activity
- View Broker Distribution

Note: As of August 31st, 2020, your Flex system was upgraded, and your listing prefix numbers changed.

For Pasadena Foothill Association members, your prefix numbers are:

P0 = Existing listings transferred to the upgraded system. (P0-820123456)

P1 = New listings entered on 8/31/20 or after. (P1-1000)

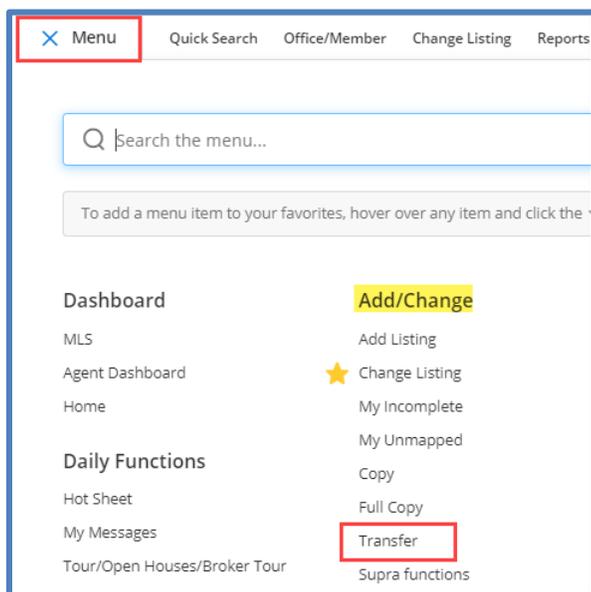
For Ventura Association members, your prefix numbers are:

V0 = Existing listings transferred to the upgraded system. (V0-220123456)

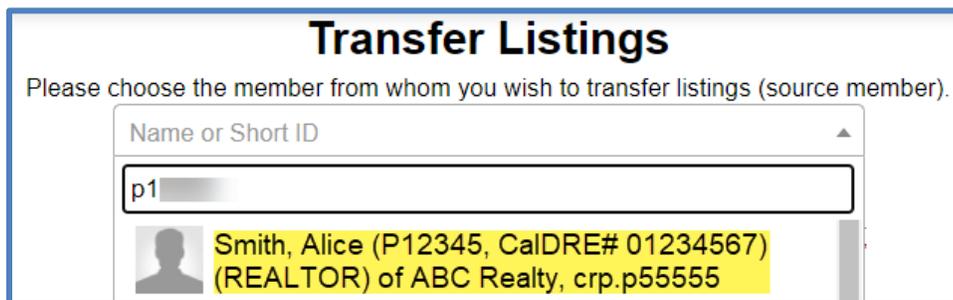
V1 = New listings entered on 8/31/20 or after. (V1-1000)

Transferring a Listing to Another Agent

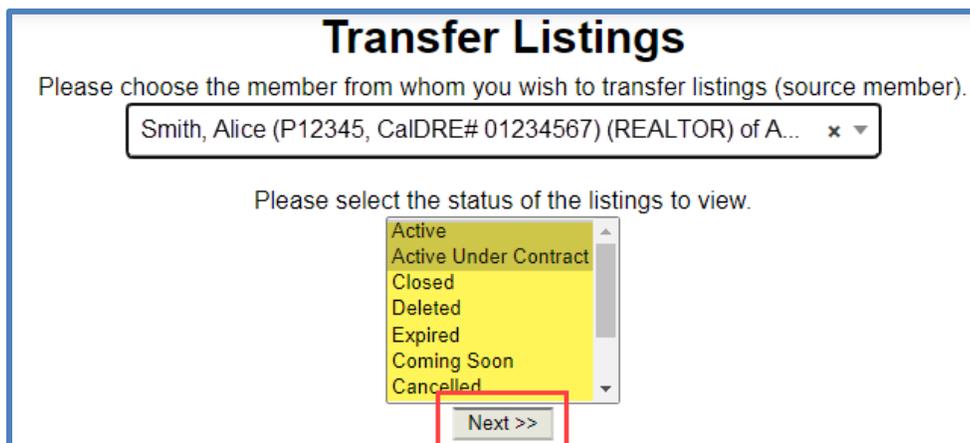
1. From the **Menu**, under **Add/Change**, click **Transfer**.



2. Enter the listing agent's name or short ID from whom you want to transfer listings, then select the member from the list.



3. Click on the statuses of the listings you want to view. To select multiple statuses, hold down the Control or Command key while clicking on statuses.
4. Click Next to open a search results page with the matching listings for the selected member.



5. Select the listing(s) you want to transfer and click the **Transfer** button at the top of the page.

Transfer Listings

Work on behalf of ... Share **Transfer** E-M

Results: 3 Selected: 1

	Price	Status MLS #	Type	Member	DOM	CDOM	\$/Sq
<input checked="" type="checkbox"/> 1			SF		5	5	452
<input type="checkbox"/> 2			CN		38	38	2

6. Choose the name of the member to whom you want to transfer the listings and click Next.

Transfer Listings, Confirm

Please choose the member to whom you wish to transfer listings (destination member).

Agent, Example x

Next >>

7. Click Next again to complete the transfer.

Transfer Listings, Confirm

1 listing is ready to be transferred to **Agent, Example**. Click Next when ready to transfer listings.

Next >>

Broker Distribution

This page displays listing distribution options when saving a listing. Select distribution options by checking the corresponding boxes. Distribution options may vary by brokerage.

If the seller requests that the listing be excluded from the internet, select Seller Directs Listing to be Excluded from Internet. The seller can also request that the address of the listing be excluded from the internet. These selections govern all internet sites, including Realtor.com and IDX sites. The system will prevent you from making contradictory choices in the other checkboxes on the page.

The setting Seller Directs Listing to Not Be Used in AVMs on Internet refers to automated valuation models on virtual office websites (VOWs). The option Seller Directs Listing to Not Allow Comments on Internet also refers to VOWs only. For more information about VOWs, refer to the nar.realtor website.

If you are done entering information, submit the listing by clicking **Add Listing** at the top of the page. If you have entered all required fields, the system will assign you an MLS number and display a confirmation page.

Select **Save Incomplete**, to complete later.

The screenshot shows the 'Add Listing - Residential' form with the 'Broker Distribution' tab selected. At the top right, there are two buttons: 'Add Listing' and 'Save Incomplete', both highlighted with a red box. Below the buttons is a 'Show' dropdown menu set to 'All Fields'. The form is divided into sections: 'Seller Opt Out' with four unchecked checkboxes, 'Broker Listing Distribution Options' with one checked checkbox for 'Zillow', and 'Broker Listing Distribution Reference URL' with an empty text input field.

Add Listing – Residential

Show

Seller Opt Out

- Seller Directs Listing to be Excluded from Internet
- Seller Directs Address to be Excluded from Internet
- Seller Directs Listing to Not Be Used in AVMs on Internet
- Seller Directs Listing to Not Allow Comments on Internet

Broker Listing Distribution Options

- Zillow

Broker Listing Distribution Reference URL

Teams

The Teams function allows an agent to work with other agents, or assistants, and gives their Team full control over their account in Flex. A Team consists of a Team Lead and one or more Team Members. A Team Lead is the agent who is requesting Team Members; only one Team Lead is allowed per Team. A Team Member assumes all the Team Lead user class abilities. It is not recommended that a Team Lead be a Flex User Class DB, HB, OM, or HM. This control includes Contacts, Saved Searches, Add/Edit of Listings, Printing of Reports, Email, and Auto Email. Each member of the Team must reside within the same brokerage. This can cross association boundaries, but each association can only manage their own Team Lead. Team Members will only be able to access the Team Lead's account, no other Team Members' accounts.

Team Members can be setup to “**Impersonate**” or “**Work on Behalf**” of the Team Lead. Both options will have full control over the Team Lead account. “Impersonate” is for licensed agents or assistants and “Work on Behalf” is for non-licensed assistants. “Impersonate” will show the Team Lead's name at the bottom of any page or email, whereas “Work on Behalf” will show the Team Member's name at the bottom.

As an option, you can assign a Team Name. If you are choosing to list as a team, the Team Name must contain the word “Associates,” “Group,” or “Team,” **AND** the name of the team **MUST** contain the last name of the licensed Team Lead. For all Teams who choose to use the Team Name feature, there must be at least 2 licensees on the Team. For Teams that have filed a Fictitious Business Name, they may utilize only that filed name.

Searching for a Team

Follow these steps to search for an existing Team.

From **Menu**, under **Search**, click on **Office/Member**.

The screenshot shows the Flex application interface. At the top, there is a navigation bar with a 'Menu' button (highlighted with a red box), 'Quick Search', 'Reports - Users', and 'Change User'. Below the navigation bar is a search input field with the placeholder text 'Search the menu...'. A message below the search field reads: 'To add a menu item to your favorites, hover over any item and click the ☆ icon.' The main content area is divided into three columns: 'Dashboard', 'Add/Change', and 'Search'. Under 'Dashboard', there are links for 'MLS', 'My Messages', 'Tour/Open Houses/Broker Tour', 'Market Areas', and 'MLS Intranet'. Under 'Add/Change', there are links for 'Add Listing', 'Transfer', and 'Supra functions'. Under 'Search', there are links for 'Quick Search', 'Office Listings', 'Office/Member' (highlighted with a red box), 'Listing Collections', and 'Saved Searches'. The 'Contacts' section is partially visible at the bottom.

1. Select the **Teams** tab. Enter the team name or select it from the list. Sort by Team Name or city. **Click the team name** to display the team information.

The screenshot shows the 'Office/Member Search' interface. At the top, there are tabs for 'OFFICES', 'MEMBERS', and 'TEAMS', with 'TEAMS' highlighted in a red box. To the right are buttons for 'View Listing Options' and 'Filters'. Below the tabs is a 'Team List' section with a search bar containing 'Find a team' and a 'Sort by:' dropdown menu set to 'Team Name'. A table below displays one team entry:

Name	Office	City	Short ID
ABC RE Team	ABC Real Estate	Pasadena	pf12345team

2. The team information window will display the Team Details and Team Members, as well as the Team Listings.

The screenshot shows the 'ABC RE Team' details window. It features a team profile picture with the letter 'A' and the team name 'ABC RE Team' with the office 'ABC Real Estate'. Below this are two tabs: 'TEAM DETAILS' (selected) and 'TEAM MEMBERS'. The 'TEAM DETAILS' section is divided into several rows of information:

Name	ABC RE Team	Primary Phone	
Office Name	ABC Real Estate	Email	
Address	Pasadena, CA 91106		
Website			
Board	Pasadena-Foothills		
Short ID	pf1234team	CalDRE#	
NRDS ID	0	Login Name	crf.pf1234team
Created On	07/28/2020 - 07:24 PM	Last Change	09/03/2020 - 11:13 AM

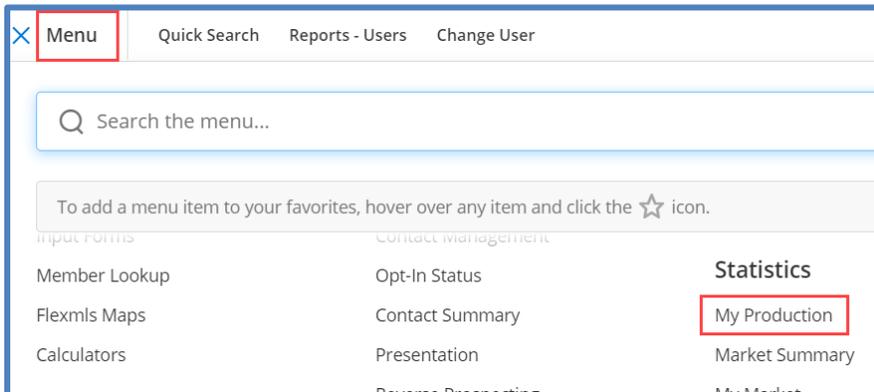
At the bottom right, there are two buttons: 'VIEW TEAM LISTINGS' and 'CLOSE'.

Statistics

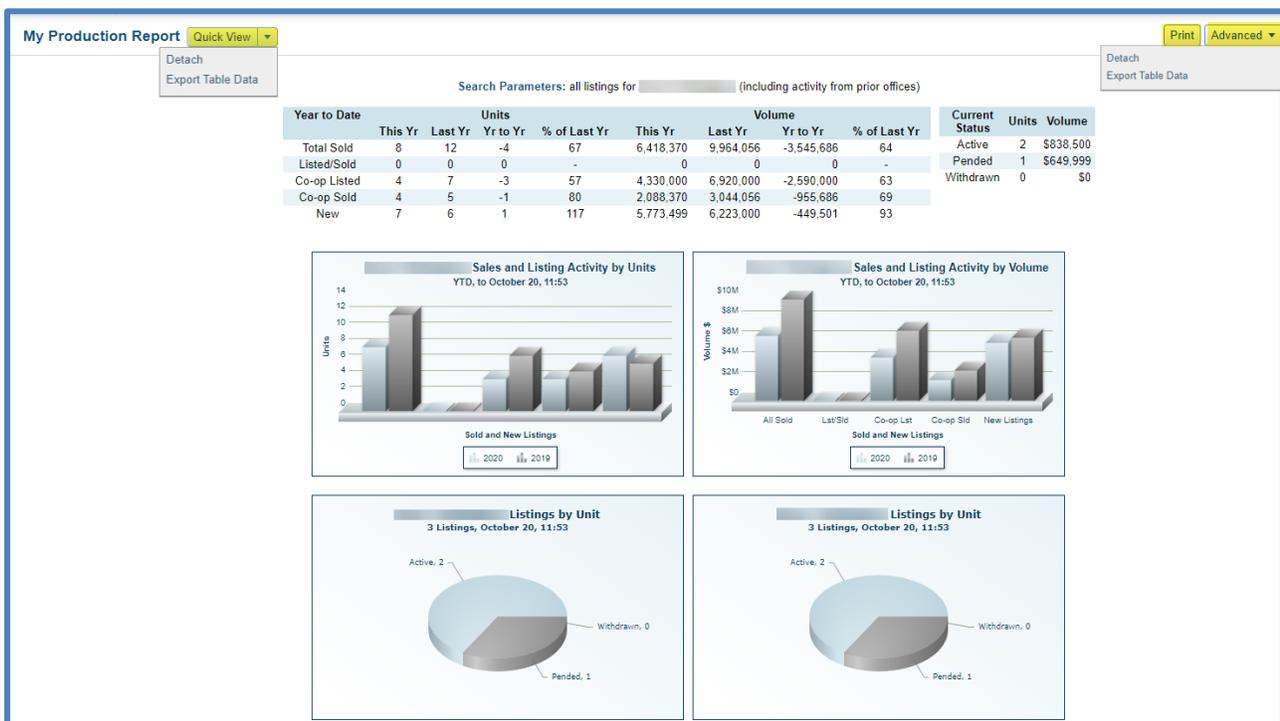
Statistics allow you to analyze market trends and activity in your market area. Follow the steps in these sections to generate tabular stats and statistical charts and graphs.

My Production Report

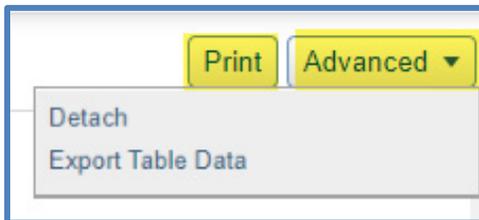
1. From Menu, under Statistics, select **My Production**.



2. Click on the drop-down menu and select either Quick View or Member YTD Report. The **Quick View** shows year-to-date statistics compared to statistics from the previous year for the currently logged in user. The information is displayed both numerically and graphically. The **Member YTD Report** shows your year-to-date production for active, new, sold, pending, withdrawn, canceled, and expired listings. Use these tables to view your production compared to the production of your office and your MLS.



3. Print these statics using the **Print** button at the top right of your screen.



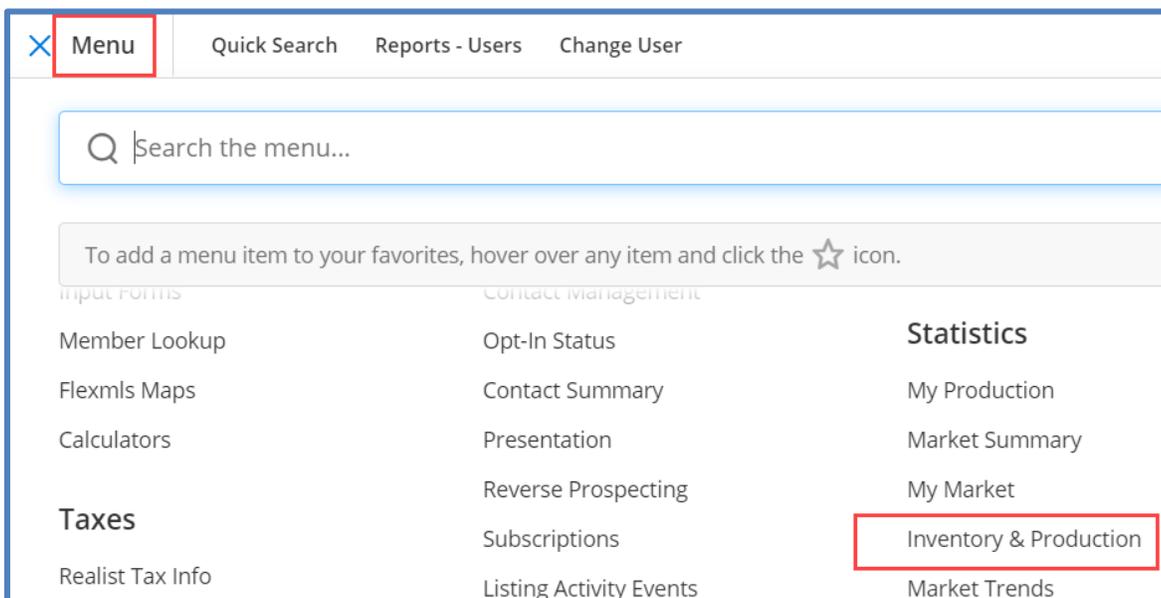
4. Click on the Advanced drop-down if you would like to **Detach** to open the report in a separate window or click on **Export Table Data** to export the data from the page to a .csv file.



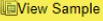
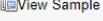
Broker Inventory Report

The Broker Inventory Report shows a snapshot of member and office listing activity during a selected time period.

To run the report; go to the **Menu**; under **Statistics**, click on **Inventory & Productions**.



1. Scroll down and click on **Broker Inventory**.

Inventory and Production Reports	
Click a report name to run the report	
Report	Description
Managerial Statistics 	Office Listings to Expire This report allows you to forecast which of your listings will expire in a time period specified.
Broker Inventory 	
Market Share 	
New Listings 	
Agent Listing Activity 	
Agent Listing and Sales Summary 	
Office Listings to Expire 	

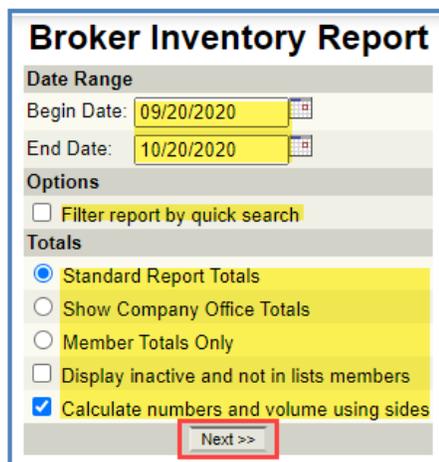
2. Enter a date range for the report. Select offices (if applicable).

3. You can also filter the report using a Quick Search.

4. Select one of the following report types:

- Standard Report Totals – Displays totals by office and then member.
- Show Company Totals – Displays totals by company and then by office.
- Member Totals Only – Does not show totals for the office or MLS.
- Display inactive and not in lists members
- Calculate numbers and volume using sides
 - Each sold listing has two sides: a listing side and a selling side. The listing member and selling member are each credited with a side, or in the case of co-listing or co-selling members, half a side. The *Calculate numbers and volume using sides* option affects how the numbers for sales are totaled. When you select the option, sales where a member is both the listing and selling agent count as double volume. If you do not select this option, those sales are counted at their regular volume.

Select **Next**.



Broker Inventory Report

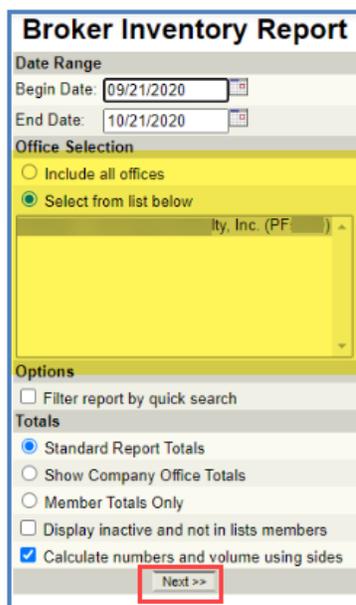
Date Range
Begin Date: 09/20/2020
End Date: 10/20/2020

Options
 Filter report by quick search

Totals
 Standard Report Totals
 Show Company Office Totals
 Member Totals Only
 Display inactive and not in lists members
 Calculate numbers and volume using sides

Next >>

OR



Broker Inventory Report

Date Range
Begin Date: 09/21/2020
End Date: 10/21/2020

Office Selection
 Include all offices
 Select from list below
ity, Inc. (PF)

Options
 Filter report by quick search

Totals
 Standard Report Totals
 Show Company Office Totals
 Member Totals Only
 Display inactive and not in lists members
 Calculate numbers and volume using sides

Next >>

5. Include all members or select from the list and click **Next** to generate the report.

6. Current Member Stats example.

MLS Nbr	Address	City	State	Book Section	Area	Price	Beg Date	End Date	Status	Sold Date	Remarks
P1-	54	San Gabriel	CA	SF		1099000.00	10/7/2020	1/4/2021	A		Listed for 1,099,000
P1-	52	Pasadena	CA	CN		859500.00	10/12/2020	1/5/2021	A		Listed for 859,500
BB-	40	Los Angeles	CA	CN		519900.00	5/31/2020	12/31/2020	C	9/28/2020	Listed by [redacted] for 519,900
PF-	620	San Gabriel	CA	SF		1199000.00	9/21/2020	11/30/2020	C	10/15/2020	Listed by [redacted] for 1,199,000 Sold for 1,443,000.00 for 1,199,000

Current Member Stats		
2	Current Active Listings With a Value of	1,958,500
0	Under Contract Listings With a Value of	0
0	Sides Listed and Closed by Self	0
0.00	Sides Listed and Closed by Own-Office Member	0
0.00	Sides Listed and Closed by Other Office	0
0.00	Sides Closed and Listed by Own-Office Member	0
2.00	Sides Closed and Listed by Other Office	1,961,100
0.00	Sides Co-Listed and Closed by Own-Office Member	0
0.00	Sides Co-Listed and Closed by Other Office	0
0.00	Sides Co-Closed and Listed by Own-Office Member	0
0.00	Sides Co-Closed and Listed by Other Office	0
2.00	Sides Total for Member	1,961,100
0	Total Off-Market, Not Sold, Value	0

7. Company Stats compared to MLS Board Stats.

8. The Percent Difference table shows the number and dollar value of listings in the report as a percentage of the number and dollar value of listings for the MLS.

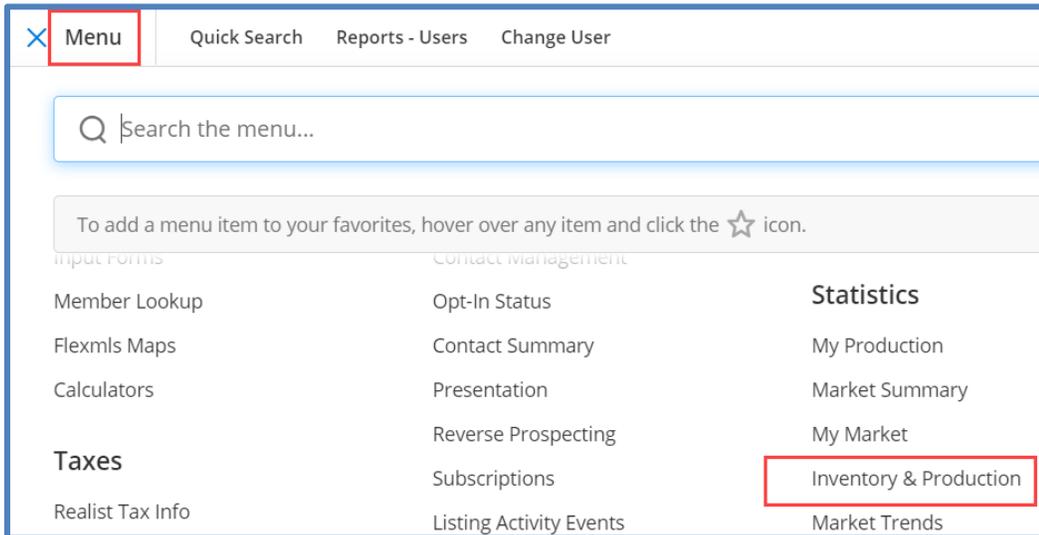
Company Stats		MLS Board Stats	
21	Current Active Listings With a Value of	60,108,300	41,542 Current Active Listings With a Value of 35,721,709,949
4	Under Contract Listings With a Value of	7,090,000	30,288 Under Contract Listings With a Value of 13,139,698,434
10	Sides Closed This Date Range- Own Office	4,044,800	9,220 Closed This Date Range- Own Office 4,729,860,438
17.50	Sides Closed This Date Range- Co-op	28,534,175	14,205 Closed This Date Range- Co-op 10,345,467,717
27.50	Sides Total Closed by Office	32,578,975	23,425 Total Closed by MLS 15,075,328,155
3	Total Off Market, Not Sold, Value	2,690,500	8,323 Total Off Market, Not Sold, Value 6,065,235,690

Percent Difference	
0.051	Current Active Listings With a Value of 0.168
0.013	Under Contract Listings With a Value of 0.054
0.108	Closed This Date Range- Own Office 0.086
0.123	Closed This Date Range- Co-op 0.276
0.117	Total Closed by Office 0.216
0.036	Total Off Market, Not Sold, Value 0.044

Market Saturation Report (Member/Office Ranking Report)

The **Saturation Report** allows members/offices to view their listing and sales activity compared to their office or to the MLS.

1. From **Menu**, under **Statistics**, click on **Inventory and Production**.



2. Scroll down and select Saturation Analysis report.

Report	Description
Summary Statistics View Sample	Saturation Analysis (Market Share Report) This report allows agents to view their listing and sale activity compared to their office or compared to the MLS as a whole.
Saturation Analysis View Sample	
Yearly Market Comparison View Sample	
Days on Market View Sample	
Price Range Statistics View Sample	

3. Select criteria in the Report Generation template and click **Next** to continue.

9 - Report Generation

Reporting Options

<input checked="" type="checkbox"/>	Property Type	<ul style="list-style-type: none">ResidentialResidential LeaseResidential IncomeLandManufactured In ParkCommercial SaleCommercial LeaseBusiness Opportunity
<input type="checkbox"/>	Status	<ul style="list-style-type: none">ActiveActive Under ContractComing SoonPendingClosedExpiredHoldWithdrawn
<input type="checkbox"/>	Current Price	From: <input type="text" value="0"/> To: <input type="text" value="999999999999"/>
<input type="checkbox"/>	Property Sub Type	<ul style="list-style-type: none">Boat SlipMixed UseSingle Family ResidenceCondominiumRanchWater Position With LandFarmStock CooperativeWater Position Without LandTownhouse
<input type="checkbox"/>	County	<input type="text" value="Start typing to search..."/>
<input type="checkbox"/>	MLS Area	<input type="text" value="Start typing to search..."/>
<input type="checkbox"/>	Subdivision	<input type="text" value="Start typing to search..."/>
<input type="checkbox"/>	City	<input type="text" value="Start typing to search..."/>
<input type="checkbox"/>	Beds Total	From: <input type="text" value="0"/> To: <input type="text" value="99"/>
<input type="checkbox"/>	Baths Total	From: <input type="text" value="0"/> To: <input type="text" value="9999"/>
<input type="checkbox"/>	Living Area	From: <input type="text" value="0"/> To: <input type="text" value="9999999"/>
<input type="checkbox"/>	Lot Size Area	From: <input type="text" value="0"/> To: <input type="text" value="999999999999"/>
<input type="checkbox"/>	Year Built	From: <input type="text" value="0"/> To: <input type="text" value="9999"/>
<input type="checkbox"/>	Listing Member	<input type="text" value=""/> <input checked="" type="checkbox"/> Listing <input type="checkbox"/> Selling
<input type="checkbox"/>	Listing Office	<input type="text" value=""/> <input checked="" type="checkbox"/> Listing <input type="checkbox"/> Selling

Saved Searches

<input type="checkbox"/>	Filter by Saved Search	<ul style="list-style-type: none">Select One
--------------------------	------------------------	--

Report Chosen: Saturation Analysis

Saturation Comparison Types

- Member
- Office
- Company Office
- Market Share

Please enter a Begin Date and an End Date.

Begin Date:

- Select the office (if applicable), the member you wish to use, and comparison options. Click **Use This Member** to generate the report.

Please select the Office or Member you wish to use.

Note: You may only choose one Office or Member.

Choose your Office:

_____, Inc. (PF) ▾

Or, choose your member from the above office:

A
A
E
E
C
D
E
F
F
C
H
I

Use This Member >>

Compare selected user's listings to his/her office

Compare selected user's listings to his/her company

Compare selected user's listings to the MLS

Please choose how pending and sold listings are counted.

Note: This only applies to pending and sold listings.

Listing Member

Selling Member

Listing and Selling Member

Listing or Selling Member

Calculate numbers and volume using sides

- Saturation Report example.

Saturation Report

Print

Date between 9/21/2020 and 10/21/2020
Comparing _____ to the Office

Search Parameters: Property types Residential, Residential Lease, Residential Income, Land, Manufactured In Park, Commercial Sale, Commercial Lease, Business Opportunity;

	Total Sides	Total \$ LP or SP	Average \$ LP or SP	% of Sides	% of Dollar Volume
New Sides	2	1,958,500	979,250	10.000	5.155
Pended Sides	0	0	0	0.000	0.000
Sold Sides	0	0	0	0.000	0.000
Total Sides	2	1,958,500	979,250	4.255	2.701

Note that new, pended, and sold listings are not mutually exclusive. That is, a listing that is new, pended, and sold in the specified time range appears in all three statistics.

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Market Share Report

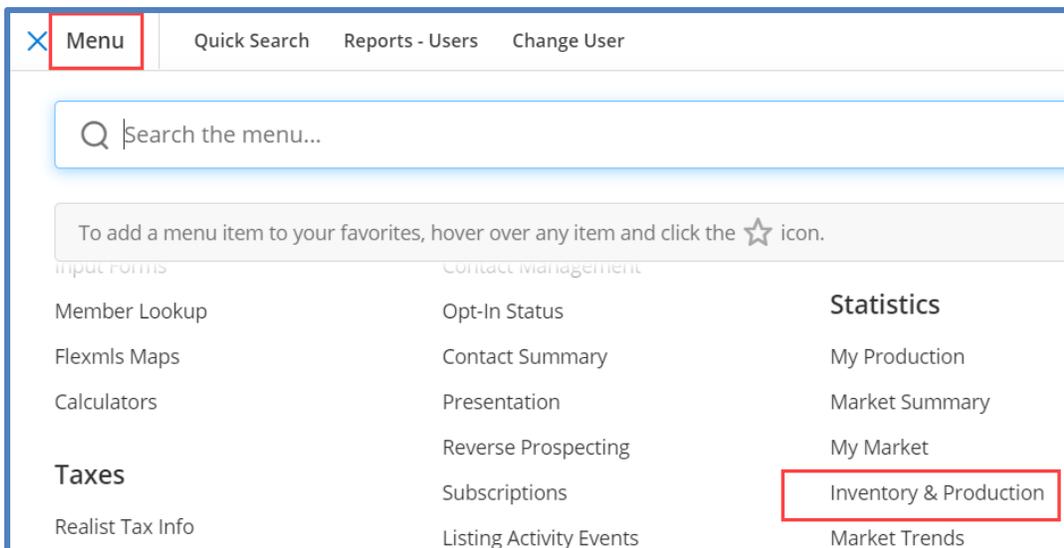
The Market Share Report shows the share of the MLS market that an office has during a time period.

In the Market Share option, the report will display a ranking for members, offices, companies, or companies and offices. You can calculate the Market Share option by number of dollar volume. Select “Include last year’s calculations” to compare statistics between last year and the current year.

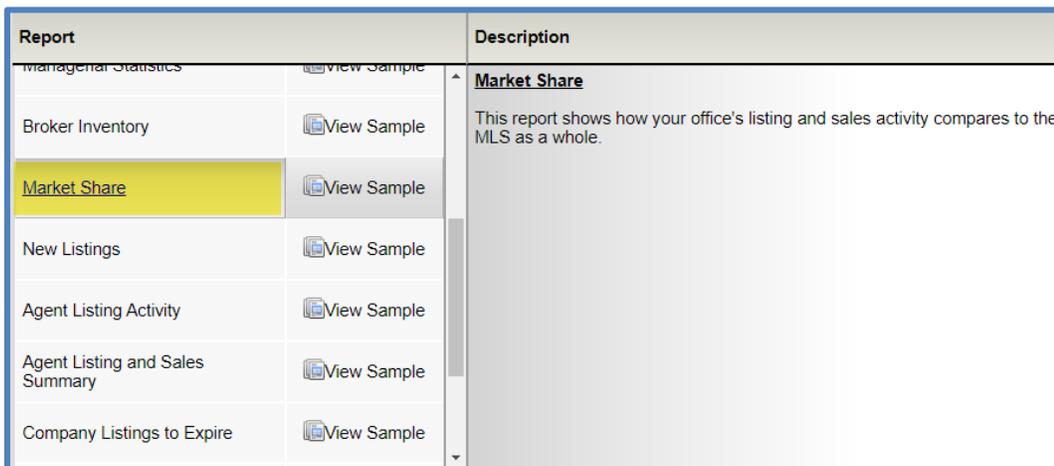
The report includes the option to calculate numbers and volume using sides.

The % columns display the percentage of sides or dollar volume according to the selections made when running the report. For example, the report could display a percentage based on a comparison to an office, or a percentage of the total volume for the MLS.

From the **Menu**, under **Statistics**, click on **Inventory and Production**.



1. Scroll down and select Market Share.



2. Enter a date range for the report and choose the offices to include in the report (if applicable). Select one of the following display options:

- Show Office Totals – Combines all property types and compare the statistics for offices to statistics for the MLS.
 - Show Offices by Card Format – Lists all activity per property type.
 - Show Offices by Card Format and with Office Totals – Combines the two previous reports into one report format. Lists all activity per property type and includes totals for all offices.
3. Select whether to show company office totals, if the option is available. You can also filter the report using a Quick Search. When you are finished selecting report parameters, click **Next** to generate the report.

Market Share Report

Date Range

Begin Date:

End Date:

Office Selection

Include all offices

Select from list below

Display options

Show Office Totals

Show Offices by Card Format

Show Offices by Card Format and with Office Totals

Company Offices

Show Company Office Totals

Report Filter

Filter by Quick Search

4. Market Share Report example.

Market Share Report

Date between 9/21/2020 and 10/21/2020
for CRMLS

Office Totals																		
Office	Active			Own Office Sales			Co-op Sales/seller			Co-op Sales/lister			Total Sales			Average Sales		
	Nbr	Volume	Pct%	Nbr	Volume	Pct%	Nbr	Volume	Pct%	Nbr	Volume	Pct%	Nbr	Volume	Pct%			
	0.0	0	0.00	0.0	0	0.00	0.0	0	0.00	0.0	0	0.00	0.0	0.00	0	0.00	0	
	0.0	0	0.00	0.0	0	0.00	0.0	0	0.00	0.0	0	0.00	0.0	0.00	0	0.00	0	
	4.5	22,462,400	0.06	0.0	0	0.00	0.0	0	0.00	2.0	2,554,095	0.02	2.0	0.01	2,554,095	0.01	1,277,048	
	0.0	0	0.00	0.0	0	0.00	0.0	0	0.00	1.0	960,000	0.01	1.0	0.00	960,000	0.00	960,000	
	0.0	0	0.00	0.0	0	0.00	0.0	0	0.00	0.0	0	0.00	0.0	0.00	0	0.00	0	
	4.5	22,462,400	0.06	0.0	0	0.00	0.0	0	0.00	2.0	2,554,095	0.02	2.0	0.01	2,554,095	0.01	1,277,048	
	0.0	0	0.00	0.0	0	0.00	0.0	0	0.00	1.0	960,000	0.01	1.0	0.00	960,000	0.00	960,000	
	0.0	0	0.00	0.0	0	0.00	0.0	0	0.00	0.0	0	0.00	0.0	0.00	0	0.00	0	
All Offices Total	4.5	22,462,400	0.06	0.0	0	0.00	0.0	0	0.00	3.0	3,514,095	0.03	3.0	0.01	3,514,095	0.01	1,171,365	

MLS total: All Property Types 41,553.0 35,742,858,852 100.00 9,268.0 4,770,584,908 100.00 14,263.0 10,408,991,082 100.00 14,263.0 10,408,991,082 100.00 37,794.0 100.00 25,588,567,072 100.00 677,053.69

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The statistics shown above represent listing sides, not actual listings.

Email Notifications

Search Results, CMA and Reverse Prospecting

- Sends from listings@flexmail.flexmls.com
- Normally, the sender is copied on the email based on the option "Send a Copy to me"

Portal Auto Email (portal prospecting)

- Sends from Flexmls Notifier <listingupdates@flexmail.flexmls.com>

Listing Activity

- Sends from "Agent via Flexmls <listingupdates@flexmail.flexmls.com>"

Auto Hot sheets

- Email sent to the primary address on the user's account
- Preference to send emails is found within the user's General Preferences section of Preferences.

Opt-in emails

- These emails get sent out to contacts when the agent sets them up on a subscription; or, if they opt-out, the agent can resend the opt-in request.

Contact portal account information

- Sends from "{AgentName} via Flexmls <notify@flexmail.flexmls.com>"
- Contains login information for contact portal accounts

Prospect Email view notifications

- Sent to the agent when a prospect clicks on a listing link emailed to them by the agent
- Notification emails are sent from "Flexmls Notifier <notify@flexmail.flexmls.com>"

Tour of home notifications

- This runs when an agent adds an open house or tour of homes
- Contains information regarding the open house event
- Sent to MLS primary email account

Email Me

- The Email Me button on my.flexmls.com/PORTALNAME pages allow the user to send messages to the agent

Password reset password@flexmail.flexmls.com

- Email is sent to the primary email address on the username's account that's entered
- Password requests on portals also send from this address

IDX Portal

- On portal signup, portal emails are sent from the user's address from within their profile messages@flexmail.flexmls.com

'Agent to Agent' and 'Agent to portal user' "Messages"

- If an agent sends another agent a message in Flexmls, and the receiving agent gets an email from that message, it will be sent from messages@flexmail.flexmls.com
- The Reply-To address will be in the format of <msgsys+CODE@flexmail.flexmls.com>

- IDX lead emails – Emails that are sent to the agent that has an FBS IDX subscription when a contact signs up for a portal through their IDX site

Agent contact information change notifications ContactInfoChange@flexmail.flexmls.com

- Sent when an agent changes their primary contact information
- Contains information about what was changed
- Sent to MLS primary email

Listing Off market reminder listing_status@flexmail.flexmls.com

- Sent to the listing agent when a listing goes off market
- Reminds agent to return the SUPRA key box

Pending Warnings

- Emails are sent from listing_status@flexmail.flexmls.com
- Email is sent to the listing agent only of a pending listing

Listing Expirations

- Sends from Flexmls Notifier <mlsml@flexmail.flexmls.com>
- Message only gets sent if the user has the expiration preference set under their General Preferences
 - Preference reads "Send email notification of expiring listings [X] days before expiration"

"No photo" notifications

- Sent 'X' days after a listing is entered if a photo has not been uploaded
- Sent to Listing agent, co-listing agent, office, company, MLS, and/or managing broker
- Sent from "Flexmls Notifier <mlsml@flexmail.flexmls.com>"
- Sent at 3:15am CST

Listing change notifications

- Sent when a listing is changed
- Contains information about what was changed
- Sent to MLS primary email account

Error Report or Report Violation

- If an MLS Staff or an Agent uses the Report Violation (Error Report), it is sent out from "report@flexmail.flexmls.com"

Instant Prospecting Emails instpros@flexmail.flexmls.com

Forms Emails forms@flexmail.flexmls.com

Broker Resources

Looking for help with this manual or anything else? For all questions and concerns, please do not hesitate to contact our Customer Care team at 800-925-1525 or 909-859-2040. If you're a broker or office admin and need dedicated service, you may also call our Broker Helpline at **909-859-2043**.

Brokers and other [accepted user classes](#) may contact our Broker Resources & Member Engagement department:

Amy A. Ulloa-Zúñiga

Director of Broker Resources & Member Engagement

O: 909-978-3178

Amy@crmls.org

brokers@crmls.org

crmls.org/brokers

Our support hours are Monday-Friday 8:30 AM – 9 PM; Saturday & Sunday 10 AM – 3 PM.

CRMLS Support Resources

Should you have any questions or need help getting started, please do not hesitate to contact our Customer Care team at 800-925-1525 or 909-859-2040.

Monday – Friday 8:30 a.m. to 9:00 p.m.

Saturday and Sunday 10:00 a.m. to 3:00 p.m.

Finally, please be sure to connect with us on social media at the links below so that we can provide you with the most up to date information on what we are working on here at CRMLS.

Social Media

-  fb.com/CRMLS
-  [@CRMLSNews](https://twitter.com/CRMLSNews)
-  YouTube.com/crmlstv
-  [LinkedIn](#)

It's My Business

-  [It's My Business](#)
-  fb.com/ItsMyBusinessOfficial
-  [@itsmybizCA](https://twitter.com/itsmybizCA)