

# RULES AND REGULATIONS

## FOR USING THE SUPRA/KIM SYSTEM

### PREFACE

Supra Corporation is the vendor which supplies electronic lock boxes and corresponding electronic keys to the St. Louis Association of REALTORS®, St. Charles County Association of REALTORS®, Jefferson County Board of REALTORS®, Franklin County Board of REALTORS® and the East Central Board of REALTORS®, which Association/Boards form the Regional Lock Box System. The Lock Box service is open to all REALTORS® and every non-principal broker, sales licensee and licensed or certified appraiser affiliated with a REALTOR®; REALTOR® ASSOCIATES; Licensed or Certified Appraisers and Affiliate members in good standing of the St. Louis Association of REALTORS®, St. Charles County Association of REALTORS®, Jefferson County Board of REALTORS®, Franklin County Board of REALTORS® and the East Central Board of REALTORS®, and members in good standing of any other Board/Association of REALTORS®, hereafter referred to as "Association/Boards". Any member and every non-principal broker, sales licensee and licensed or certified appraiser affiliated with a REALTOR® of an Association/Board of REALTORS® not part of the Regional Lock Box System will be required to receive services through one of the Regional Lock Box Systems Association/Boards, which will be identified as their local participating Association/Board. They are eligible to hold a key subject to their execution of a lease agreement with their participating Association/Board, and will not have to be a member of that participating Association/Board.

### **1. USING YOUR ELECTRONIC KEY**

- A. You must call for an appointment before using your Electronic Key, unless "No Appointment Required" or "Show at Will" appears in the MLS showing instructions and/or remarks section.

**PENALTY: Fines up to \$1,000.00 may be levied for entering a property without first making an appointment.**

- B. **MUST SIGN IN** on sheet provided.

**PENALTY: Failure to sign in:**

**1st Time - \$100.00**

**2nd Time - \$250.00**

**3rd Time - loss of use of Electronic Key for 30 days**

**C. DO NOT LOAN OR SHARE YOUR ELECTRONIC KEY TO ANYONE!** There are NO exceptions.

**PENALTY: Up to \$5,000.00 in damages, forfeiture of your Electronic Key and suspension or expulsion of Association/Board of REALTORS® membership.**

**2. LISTING AGENT/OFFICE**

- A. Must ensure adequate "sign-in" sheet in the house at all times. In the event there is no "sign-in" sheet, showing agent should immediately notify the listing broker and leave a business card (signed, with date and time). Also, to protect yourself from being fined, call your local participating Association/Board of REALTORS® Grievance Department and give the property address and the reason you couldn't sign in.
- B. Must log all appointment calls made prior to showing.

**3. DAMAGED/LOST/STOLEN/MISPLACED ELECTRONIC KEYS AND CODE CHANGES** (Must be handled by your local participating Association/Board of REALTORS®).

- A. Damaged Electronic Keys will be replaced as long as they fall under the warranty provisions stated by Supra. Any Electronic Key which has been damaged due to intentional or negligent acts will be replaced at a cost according to the lease agreement.
- B. Lost or stolen Electronic Keys will be replaced at a cost according to the lease agreement and will be accompanied by a lost or stolen product affidavit. **If stolen, a police report must be filed and notify the Board/Association immediately. If lost, notify the local participating Board/Association immediately.**
- C. Supra Products Incorporated may reimburse the Electronic Key holder if the lost/stolen Electronic Key is returned to the local participating Association/Board.

D. Fees may vary depending on the local participating Association/Board for change of PIN code, shackle code, or Key Box access times.

**4. REMOVAL OF ELECTRONIC KEYBOX**

If member's listing agreement with seller is expired or terminated for any reason, he/she will remove the Key Box **immediately** upon knowledge of such expiration or termination.

If the Key Box is not removed, contact your local participating Association/Board immediately, and the local participating Association/Board will contact the principal broker.

**PENALTY: For non-removal of Key Box is \$5.00 per day from the fifth (5<sup>th</sup>) day of notification from the local participating Association/Board to the principal broker. (This will be followed up in writing and logged in the local participating Association/Board Office)**

**5. MISPLACED/MISHANDLED AND/OR LOST HOUSE KEYS**

The last person recorded with Kim is responsible for misplaced and/or lost house keys (unless you have notified (1) listing office immediately; (2) Local participating Association/Board Grievance Department within one (1) business day and give property address and reason).

Upon exiting the property the house key must be immediately returned to the KeyBox. (i.e. Unless otherwise authorized by the Listing Agent/Broker, only the Listing Agent/Broker may remove the house keys from the property prior to closing).

**PENALTY: Misplaced and/or Lost House Keys**

**1<sup>st</sup> time \$50.00**

**2<sup>nd</sup> time \$100.00**

**3<sup>rd</sup> time -loss of use of Electronic Key for thirty (30) days**

Any use of house keys not authorized by the listing agent or owner will be considered mishandling of house keys.

**PENALTY: Mishandled House Keys**

**1<sup>st</sup> time \$500.00**  
**2<sup>nd</sup> time \$1,000.00**  
**3<sup>rd</sup> time – Loss of Supra privileges for no less than one (1) year**  
**or more than three (3) years.**

## **GENERAL NOTES**

- A. Listing office or agent should have a house key to the property for appraisers, inspectors, agents and assistants who do not have an Electronic Key. (Anyone using the house key must also sign in on sheet provided). Members in good standing must have their own Electronic Key (only one key per member).
- B. You must have written authorization from the owner before putting the Key Box on the property.
- C. If the house is vacant and requires no appointment, please note "No Appointment Necessary" or "Show at Will" in the showing instructions section of the MLS compilation.
- D. Always affix Electronic Key Box to doorknob or another PERMANENT part of the structure.
- E. If you are no longer a member in good standing with your local Association/Board of REALTORS®, your Electronic Key will be TURNED OFF immediately.
- F. You must complete an Association/Board Change Form if you change your home address, firm, Association/Board status, etc.
- G. If there is no adequate sign-in sheet, protect yourself by leaving your business card (signed, with date and time), calling the listing office or agent, and calling your local participating Association/Board REALTORS® Grievance Department as soon as possible and tell them the address and listing company.
- H. You must report a lost Electronic Key to your local participating Association/Board of REALTORS® immediately.
- I. Violation of the Supra Rules and Regulations will be administered through your local participating Association/Board Grievance process.

- J. To gain access into any property, members in good standing must have his/her own Electronic Key – no sharing with other agents, affiliates and office assistants.
- K. Any REALTOR® using anything other than a Supra Electronic Key Box on listed properties may jeopardize their E&O Insurance coverage for any violation which occurs on the listed property.

## **FREQUENTLY ASKED QUESTIONS**

- Q. What is the Supra/Kim System?
- A. The Supra/Kim System includes a KeyBox (electronic lock box), and corresponding Electronic Key. “Electronic Key” will be used throughout these Rules and Regulations, referring to both the eKEY and DisplayKEY. Your Electronic Key is programmed to control KeyBox access and operation. To show a property, enter your PIN code into the Electronic Key and place the Electronic Key into KeyBox or point your Electronic Key at the iBox. The KeyBox will open and give you access to the listing Key. After you have shown the property, return the listing key to the key container and place the container in the KeyBox. The eKEY should be updated nightly and the DisplayKEY should be updated nightly. Any key, programmer or other device by which a lock box can be opened is nonduplicative. Nonduplicative is meant that the key is covered by a current patent but that it cannot be readily copied in the manner that other types of keys ordinarily are.
- Q. Why do Association/Boards of REALTORS® share an electronic lock box system?
- A. To encourage showings on properties by making it easy, convenient and secure for agents to gain access to homes listed by cooperating Brokers.
- Q. Who is eligible to use the Supra/Kim System?
- A. Any member, or affiliate member, in good standing with the Association/Boards of REALTORS® and every non-principal broker, sales licensee and licensed or certified appraiser affiliated with a REALTOR®.
- Q. How do I get more specific information on the Supra/Kim System?
- A. When you receive your Electronic Key, you will be given a User's Guide, which will explain in detail what the KeyBox and Electronic Key can do and how to perform the various functions of the system. With an Electronic DisplayKEY,

you will also receive a quick reference card to keep in its pouch that will assist you in using the system properly. You may also visit [www.supraekey.com](http://www.supraekey.com).

**Q.** How can I get an Electronic Key or KeyBox?

**A.** You can get your Electronic Keys and KeyBoxes at your local participating Association or Board of REALTORS® by providing the following:

1. Supra lease agreement forms signed by you, the Keyholder.
2. Verification of Association/Board membership.
3. A check to cover the following:

Key Issuance Fee and Activation Fee (This fee may be different from year to year and is due upon your initial participation in the system.)

When all fees have been paid and you are ascertained to be a member in good standing of your local Association/Board of REALTORS®, you will be issued an Electronic Key and your secret four-digit PIN code, and instructed in its use. KeyBoxes may also be purchased by a member in good standing from your local participating Association/Board of REALTORS®. Each KeyBox has its own code, which controls the shackle by which the KeyBox is affixed to the property.

**Q.** What is the status of my lease contract if I transfer to another firm within the Association/Board of REALTORS®?

**A.** You must submit a change form immediately informing your local participating Association/Board of REALTORS® of your transfer and your contract will remain intact.

**Q.** What happens if I leave the real estate business?

**A.** If you own KeyBoxes, you may sell them to any member in good standing with the Regional Lock Box System. You must file a report of the member who bought the KeyBoxes and the serial number of each KeyBox to your local participating Association/Board. You must return your Electronic Key to your local participating Association/Board, if it is under a lease, or you will be charged the fee listed in your lease.

**Q.** What happens if I come back into the real estate business?

**A.** You would be required to sign a new lease and pay the applicable fees according to your local participating Association/Board.

**Q.** Why do I have to update my Electronic Key?

**A.** The update procedure is a security feature of the Supra/Kim System. By updating we can ensure that only active members in good standing of an Association/Board of REALTORS® and receiving services with a local participating Association/Board of REALTORS® have access to properties.

**Q.** What is the update procedure?

**A.** 1a. Your **Electronic DisplayKEY** will automatically be updated nightly/daily before your code expires, if you leave your Electronic DisplayKEY on its cradle that night and the cradle is properly connected to an analog phone line. Note that the cradles will not work on a digital phone line and may cause damage to office or home phone systems that are digital. If you are unsure about your type of phone line, contact your telephone provider.

1b. Your **Electronic eKEY** will automatically perform the nightly eSYNC operation, which lasts only a few minutes and takes place during a preset time between midnight and 6 am. To perform an automatic eSYNC you place your Electronic eKEY on the eSYNC cradle. During eSYNC, the Electronic eKEY dials KIMnet and completes an eSYNC. Remove the Electronic eKEY from the cradle when you are ready to leave for work the next day. It is updated, charged, and ready to use.

2a. Manual eSYNC – If your **Electronic DisplayKEY** does not automatically obtain an update code and your Electronic DisplayKEY displays “KEY NOT UPDATED ESYNC NOW”, then you may update your DisplayKEY by performing a “manual eSYNC”. To do this simply turn your Electronic DisplayKEY on, scroll down until the display reads “manual eSYNC”, and press the “Enter” button. The display will then ask you to place the key on its cradle. Note that the cradle must be properly connected to an analog phone line. The red light illuminates on the front of the cradle and the entire eSYNC process will usually take less than a minute to commence until the light on the cradle flashes green.

2b. Manual eSYNC – If your **eKey’s** Automatic eSYNC was either not performed or was not successful a manual eSYNC is required. To perform a manual eSYNC press the “on” button, open the eKEY shell and place the eKEY on the eSYNC cradle. Tap the eSYNC application icon then depending on the application version you have, either tap the word eSYNC or tap 1. “Update Key” or tap 2. “Update Key & MLS”. The red light illuminates on the front of the cradle and the entire eSYNC process will take a few minutes commencing when the light on the cradle flashes green.

3. You can also receive a temporary update code for both the **eKEY and DisplayKEY** via the Internet by logging into the SUPRA KIMweb at [www.supraekey.com](http://www.supraekey.com). You will then be prompted for your Key Number and PIN

Code. Turn the key on and scroll to “Input update or CBS”. Press the “1” button to select “1=update code”. After entering the update code, press enter again, and your key will flash the word “successful” and the update process will be complete.

4. You may also receive a temporary update code by calling the KIM Voice Server toll free at 1-888-968-4032. This is a last resort option. You will only be allowed to update the key manually via the KIMweb or KIMvoice servers ONCE! Between performing an eSYNC!

- Q.** How many agents may share one Electronic Key?
- A.** **ZERO!** An Electronic Key (eKEY or DisplayKEY) may not be shared with anyone, **EVER.** Each member is personally responsible for each entry into a home with his/her Electronic Key, which is permanently recorded into that property's Key Box. There are severe penalties for violation of this rule. (See Rules and Regulations for using the Supra/Kim System #1-D)
- Q.** I've heard about sign-in sheets. What are they for?
- A.** Sign-in sheets must be provided by the listing agent and all parties, using the electronic lock box to enter a home, must sign the sheet. This is protection and security for the Seller and there are severe penalties for failure to sign-in. If the homeowner is home and you do not use the Electronic Lock Box, you do not need to sign in.
- Q.** What happens if there is no sign-in sheet at the property I show?
- A.** Contact the listing office immediately. Notify the listing agent or broker, or verify whom you informed and leave a business card (signed, with date and time). Also, to protect yourself from being fined, call your local Association/Board of REALTORS® Grievance Department and give the property address and the reason you couldn't sign in.
- Q.** Must I call the listing office before using my Electronic Key to show a property?
- A.** **YES!** The only exception to this rule is in a case where the listing agent has permission from the owner to authorize showings without an appointment. This will be indicated in the showing instructions and/or remarks section in the MLS compilation by "No Appointment Required" or "Show at Will."
- Q.** Can I change my PIN code on my eKey or my shackle code on my Key Box?
- A.** **YES!** You must bring in your eKey or Key Box to your local participating Association/Board of REALTORS® and they can change your code. You may be charged a fee for this service or any change to the access hours of the Key Box.

Each local participating Association/Board may set up special hours and days to make these changes, so check with your local participating Association/Board of REALTORS® before going in.

- Q.** Where can I find the Supra Lease Agreement Rules and Regulations relating to the use of the service?
- A.** On page 5 of the Keyholder Lease Agreement – Exhibit B.
- Q.** Should I knock or ring the doorbell before using Supra?
- A.** Supra is one guaranteed means of identification for agent showing the house – however it is a courtesy to knock or ring the doorbell.

## **OPERATION/MAINTENANCE AND** **TROUBLESHOOTING**

Refer to the user's guide you received at the time you got your Electronic Key and KeyBox.

**If you need immediate assistance,  
call the Supra Support Line at 1-877-699-6787.  
(Between the hours of 9:00 a.m. – 10:00 p.m.)**