



## **SUPRA/KIM System Rules and Regulations**

Revised January 2018

### **PREFACE**

Supra Corporation is the vendor which supplies electronic lock boxes and corresponding electronic keys to St. Louis REALTORS®, St. Charles County REALTORS®, Southern Gateway Association of REALTORS®, Franklin County Board of REALTORS® and the East Central Board of REALTORS®, which Association/Board 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 St. Louis REALTORS®, St. Charles County REALTORS®, Southern Gateway Association of REALTORS®, Franklin County Board of REALTORS®, Mineral Area Association 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/Board”. 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/Board, 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.

### **SUPRA/KIM SYSTEM**

The system includes a KeyBox (electronic lock box) and corresponding Electronic Key. The term ‘Electronic Key’ will be used throughout these Rules and Regulations referring to both the ‘eKEY’ and ‘ActiveKEY’. Your Electronic Key is programmed to control KeyBox access and operation.

#### **Steps To Show a Property**

- Enter your PIN code into the Electronic Key and wait for the Bluetooth on the eKEY to connect with the KeyBox; or point your ActiveKEY at the iBox.
- When you receive the “Success” message on the key, the KeyBox will open after pushing up on the iBox and give you access to the property key.
- After you have shown the property, return the property key to the container and place the container in the KeyBox.
- The eKEY and the ActiveKEY should update nightly.

Any key, programmer or other device by which a lock box can be opened can NOT be duplicated. This means that the key is covered by a current patent and cannot be readily copied in the same manner as other keys.

### **IMPORTANT NOTE**

**The following rules and regulations apply to all lock boxes. 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.**

**Violation of the Supra Rules and Regulations will be administered through your local participating Association/Board Professional Standards process.**

**If you are no longer a member in good standing with your local Association/Board of REALTORS®, your Electronic Key access will be terminated immediately.**

## 1. USING YOUR ELECTRONIC KEY

- Listing office or agent should have a property key for appraisers and inspectors who do not have an Electronic Key.
- Written authorization from the owner is REQUIRED before putting the KeyBox on the property.
- If the house is vacant and does not require an appointment, please note “No Appointment Necessary” or “Show at Will” in the showing instructions section of the MLS compilation.
- Always affix the Electronic Key Box to doorknob or another permanent part of the structure.

### **Rules and Penalties**

A. You must have a **confirmed appointment for each showing** before using your Electronic Key, unless “No Appointment Required” or “Show at Will” appears in the MLS showing instructions and/or remarks section.

<b>PENALTY:</b>	<b>First Offense</b>	<b>Up to \$1000 Fine</b>
	<b>Second Offense</b>	<b>\$1500 Fine</b>
	<b>Third Offense</b>	<b>\$2000 Fine &amp; 30 Day Supra Suspension</b>

B. Loaning or Sharing your Electronic Key is **strictly prohibited-NO EXCEPTIONS**. To gain access to any property only the person that made the appointment can access the Supra Box. You may not share your Electronic Key with other agents, affiliates, office/personal assistants, clients or team members.

**PENALTY:** **Up to \$5000 Fine and a minimum 30 Day Suspension of your Electronic Key or 30 Day Suspension of Association/Board of REALTORS® Membership.**

## 2. DAMAGED/LOST/STOLEN OR MISPLACED ELECTRONIC KEYS AND CODE CHANGES

- 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.
- 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 Association/Board immediately. If lost, notify the local participating Board/Association immediately.**
- Supra Products Incorporated may reimburse the Electronic Key holder if the lost/stolen Electronic Key is returned to the local participating Board/Association.
- Fees may vary depending on the local participating Association/Board for change of PIN code, shackle code or KeyBox access times.

## 3. REMOVAL OF ELECTRONIC KEYBOX

When the member’s listing agreement with seller is expired or terminated for any reason, the KeyBox must be removed immediately. If the KeyBox is not removed, the local participating Association/Board should be contacted immediately and they will contact the agent and principal broker.

**PENALTY:** **\$300 fine after the third (3<sup>rd</sup>) day of notification by email and phone from the local participating Association/Board to the principal broker. If the KeyBox has not been removed within the three (3) days, a letter will be sent to principal broker with the invoice for \$300.**

#### **4. MISPLACED/MISHANDLED AND/OR LOST HOUSE KEYS**

The last person recorded with the Supra is responsible for misplaced and/or lost house keys unless:

- The listing office is notified immediately
- Local participating Association/Board Professional Standards administrator is notified 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 unless otherwise authorized by the Listing Agent/Broker.

<b>PENALTY:</b>	<b>MISPLACED AND OR LOST HOUSE KEYS</b>
	<b>First Offense           \$50</b>
	<b>Second Offense       \$100</b>
	<b>Third Offense         30 Day Suspension of Electronic Key</b>

Any use of house keys not authorized by the listing agent or owner in writing will be considered mishandling of house keys. **This includes giving the buyer access to the property keys before funding is complete.**

<b>PENALTY:</b>	<b>MISHANDLED HOUSE KEYS</b>
	<b>First and Second Offense   Up to \$1000 fine and <del>minimum</del> could result in a suspension of Supra privileges up to 60 days</b>
	<b>Third Offense               \$5000 fine and loss of Supra privileges for no less than 1 year or no more than 3 years of your Electronic Key and suspension OR expulsion of Association/Board membership</b>

#### **FREQUENTLY ASKED QUESTIONS**

**Q. Why do Associations/Boards 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/Board and every non-principal broker, sales licensee 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 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 ActiveKEY, you will 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 Key and KeyBox at your local participating Association/Board by providing the following:

- Supra lease agreement forms signed by you, the Keyholder
- Verification of Association/Board membership
- A check to cover the Key Issuance fee and Activation fee (which will vary annually and is due upon your initial participation in the system)

When all fees have been paid and you are a member in good standing of your local Association/Board, you will be issued an Electronic Key and your secret four (4) 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. 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?**

**A.** You must submit a change form immediately informing your local participating Association/Board 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 ActiveKEY to your local participating Association/Board as it is under a lease or you will be charged the fee listed in your lease. You must request in writing to your local participating Association/Board to cancel your eKEY.

**Q. What happens if I return to 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 with a local participating Association/Board have access to properties.

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

**A.** 1a. Your **Electronic ActiveKEY** will automatically be updated nightly as long as the ActiveKEY has a charge.

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.

2a. Manual eSYNC – If your **Electronic ActiveKEY** does not automatically obtain an update code and your Electronic ActiveKEY displays “KEY NOT UPDATED ESYNC NOW”, then you may update your ActiveKEY by performing a “manual eSYNC”. You will need to call Kim Voice at 1-888-968-4032 or sign into SupraWEB and obtain an update code. To enter the code, simply turn your Electronic ActiveKEY on, scroll down until the display reads “manually input update”, and press the “Enter” button. Enter the update code at this time and the key will update for the day.

2b. Manual eSYNC – If your **eKEY’s** Automatic eSYNC was either not performed or was not successful a manual eSYNC is required. To perform an automatic eSYNC, your phone must be connected to data or WiFi and allow the app to perform automatic updates in your phone settings. You can also tap the Update Key icon to manually update the eKEY.

3. You can also receive a temporary update code for both the **eKEY and ActiveKEY** via the Internet by logging into the SupraWEB at [www.supraeKEY.com](http://www.supraeKEY.com).

4. You may also receive a temporary update code by calling the KIM Voice Server toll free at 1-888-968-4032.

**Q. Can I change my PIN code on my eKEY or my shackle code on my KeyBox?**

A. Yes, an eKEY user can login to SupraWEB at [www.supraekey.com](http://www.supraekey.com) and change their PIN code. The eKEY can also be used to change the shackle code on a lockbox. An ActiveKEY user would need to bring their key into the association to change the PIN code as well as the KeyBox to change the shackle code. You may be charged for any programming changes made to the KeyBox.

**Q. Where can I find the Supra Lease Agreement Rules and Regulations relating to the use of the service?**

A. On page 1 of the Keyholder Lease Agreement-Section 5 Service and Title.

**Q. How many agents may share one Electronic Key?**

A. **ZERO!** An Electronic Key (eKEY or ActiveKEY) may not be shared with anyone, **no matter the circumstance.** Each member is personally responsible for each entry into a home with his/her Electronic Key, which is permanently recorded into the property's Key Box. See Rule 1B regarding the penalties.

**Q. Why do some showings have sign-in sheets?**

A. They are used to protect the Seller so the agent knows who has shown the home. Sign-In sheets, at the discretion of the listing agent's Broker, can be provided and any rules regarding the handling of the sheet should be relayed to anyone showing the property by the listing agent. If there is no sign-in sheet or any other method of recording who is showing the property; you should contact the listing agent to inquire as to what their showing instructions are if not mentioned in the MLS.

**Q. Should I call the listing office before using my Electronic Key to show a property?**

A. **You must have a confirmed appointment before using your Electronic Key.** 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 by stating "No Appointment Required" or "Show at Will". See Rule 1A regarding the penalties.

**Q. I'm leaving a showing and another agent shows up and wants me to let them in, what do I do?**

A. You should return the key to the KeyBox so the system shows you have returned the key. The other agent must use their Supra to access the property key so the system registers their entry. If you do not return the key to the KeyBox and allow them entry and an incident occurs during their showing, the complaint will be charged against you and not the second agent since you are the last one registered as retrieving the key.

**Q. Should I knock or ring the doorbell before using Supra?**

A. Supra is one guaranteed means of identification for an agent showing the house, however, it is a courtesy to knock or ring the doorbell before entering.

**OPERATION & MAINTENANCE TROUBLESHOOTING**

Refer to the user's guide you received when you received your Electronic Key and KeyBox.

**If you need immediate assistance, call the Supra Support Line 1-877-699-6787 between the hours of 7 a.m. – 9 p.m.**