



The Home of Efficiency and Exposure

WELCOME GUIDE

Table of Contents

03

WELCOME LETTER

04

ABOUT REALTRACS

05

ROBUST TOOLS AND SUPPORT

12

CERTIFIED PHOTOGRAPHER PROGRAM

13

PRICING

16

SOUTHEAST MLS ALLIANCE

17

TENNESSEE KIDS BELONG



Welcome to Realtracs, the home of efficiency and exposure. Since opening our doors in 1996, we have centered our business around providing an efficient marketplace through responsiveness, adaptability, and accurate data. We know the real estate market thrives when professionals like you have access to the most reliable information.

In 2025, this commitment remains as strong as ever. We believe real estate doesn't have to be so complicated, that's why, over the past 28 years, we've developed a comprehensive suite of tools and features designed to simplify your workflow and enhance your success.

Inside this guide, you'll find essential information to help you navigate Realtracs.com, insights about our exceptional Customer Engagement Team, details on our array of tools, including Realtracs Showings and Market Trends, and unique offerings like our Certified Photographer Program.

Thank you for being an integral part of the Realtracs community! We're excited to support you in your real estate journey.

Stuart White

President and CEO

About Realtracs

Realtracs, a real estate technology company, provides the largest MLS platform in Tennessee, with reach in Alabama, Georgia and Kentucky. Formed in 1996 by seven local Middle Tennessee Realtor associations, Realtracs provides a suite of tools to make real estate less complicated for brokers and agents. Today, there are over **20,000 SUBSCRIBERS** in more than **1,900 OFFICES** in the Realtracs' service area.

OUR GOALS ARE TO:

- **Provide first-rate, personalized user training and technical support**
- **Create opportunities for real estate professionals to manage real estate transactions better**
- **Provide an easy-to-use, quality-controlled platform that can grow and adapt quickly to the changing business needs of our partners and technology improvements**
- **Innovate with purpose-driven solutions that benefit our stakeholders**

Robust Tools and Support

As a valued Realtracs customer, you'll experience a streamlined workflow thanks to our comprehensive tools, resources, and benefits. Our dedicated team of training and support experts is here to go above and beyond, ensuring you maximize everything we offer to support your success.

SUPPORT

We want to ensure our users are happy and well-taken care, that is why every office we partner with has a dedicated member of our Customer Engagement Team. This team facilitates office visits, offers one-on-one assistance, and helps users navigate questions about our system.

Additionally, Realtracs has a fully staffed help desk to assist with technical questions related to using the Realtracs platform and other related issues.

Help Desk

Available via telephone, email and online chat

MONDAY - FRIDAY, 7 AM - 6 PM CST

SATURDAY, 9 AM - 4 PM CST

615-385-0777

[SUPPORT HELP CENTER](#)

TRAINING

The Realtracs' Customer Engagement Team provides ongoing training virtually at the Realtracs training center, at local associations, or your office upon request. When training is held at your office, we tailor the content to address your specific needs, and sessions can be conducted either in person or virtually to accommodate your preferences.

Our course catalog includes ten **free** classes, all approved for CE credit, designed to meet users' needs wherever they are in their real estate journey.

BEGINNER COURSES

Realtracs Onboarding | 1 HR CE

Realtracs Success with Search | 2 HRS CE

Realtracs Listing Exposure | 2 HRS CE

ADVANCED COURSES

Realtracs Showings | 2 HRS CE

Realtracs CMA | 2 HRS CE

Realtracs Listing Alerts | 1 HR CE

SPECIALTY COURSES

Realtracs App | 1 HR CE

Realtracs Tax Suite | 2 HRS CE

Realtracs Prospecting | 2 HRS CE

Realtracs Market Trends | 2 HRS CE

READY TO SCHEDULE AN OFFICE VISIT OR SIGN UP FOR A CLASS?

Please click [HERE](#) to view the latest offerings and register for classes or contact the [Customer Engagement Team](#) to schedule an on-site training.

TOOLS

As a Realtracs customer, we'll help you simplify your workflow with tools, resources, and benefits backed by a team of training and support experts who will go the extra mile to ensure you're making the most of it.

| | |
|---|---|
|  PROPERTY SEARCHES |  OFFICE MANAGEMENT FUNCTIONS |
|  LISTING ALERTS |  DATA ACCESS |
|  SYSTEM REPORTS |  EMAIL SERVICE |
|  LISTING MANAGER WITH ROBUST MEDIA OPTIONS |  ONLINE SUPPORT CENTER |
|  OPEN HOUSES |  REALTRACS SHOWINGS |
|  MARKET AND STATISTICAL REPORTS |  OFFICE ANALYTICS |
|  COURTHOUSE RETRIEVAL SYSTEM - INTEGRATED MLS TAX SUITE (CRS) | |

Property Searches

- Additional Criteria Searches
- Map-Based Property Searches using Drive Time Search, Freehand, Polygon and Radius tools
- Custom Saved Searches
- Default Search Capabilities
- Map View
- Grid View
- Customizable List View

Listing Alerts

- Realtracs automatically emails real-time results around the clock or at predesignated times throughout the day as listings are added to Realtracs that match your search criteria.
- Enabling Client Portal will send an invitation to your contacts, inviting them to log in with their Google, Facebook or Apple accounts. Once logged in, they will be able to like and comment on listings shared with them.
- You can also choose to receive email notifications of clients' likes and comments throughout the day, or in a single daily digest.

System Reports

- Off-Market Property Report
- Standard Reporting: CMA, Property History, Public Site Report
- Cloud CMA offers Customized CMA, Buyer Tours, Flyers and Detailed Property Reports; Transaction
- Auto-Populate Forms in Transaction Desk
- Agent Inventory and Productivity Reports in Office Analytics
- Broker Office Reports for Agent and Office Productivity, Market Penetration and Inventory Management in Office Analytics

Listing Manager With Robust Media Options

- Mobile-Friendly: Add, update and publish listings on the go
- Save As: Come back to partially completed listings and publish when ready
- Advanced Location and Tax: Use custom lookup tools to ensure accurate data
- Inline Data Validation: Minimize data entry errors during listing creation
- Shareable Listing Preview: Collect client input before publishing listings
- Quick Status Updates: Communicate the most recent listing updates with ease
- Copy Listings: Save time creating new listings for similar properties
- Open Houses: Share both in-person and livestream openings
- Robust Media Options: Include 70 photos, virtual tours and links to help market your listing

Open Houses/REALTOR® Tours/Model Home Hours

- REALTOR® and Public Open House schedules
- Public and private sites display Open House Information
- In-Person or Livestream Open House Types are available

Market and Statistical Reports

- Geographic and market statistics from Market Trends
- Market Trends is an integrated market research tool designed specifically for ease of use, fast analysis and simple sharing, and included in your Realtracs subscription.
- Market Trends can drill down a variety of statistics by city, county or zip code and give you a snapshot or timeline view of market activity.

Courthouse Retrieval System – Integrated MLS Tax Suite

- Auto-populate information in Listing Manager
- Tax Records linked from listing detail
- Access Deeds
- Layered Maps to include Property Dimensions, Recent Sales, Owner Names, Flood Map Layers and Topographical Layers
- Measuring Tools To Help Measure Distance and Acres
- Create Mailing Labels and Export Property Data

Office Management Functions

- Member Search by Office and Agent with agent deal summary included
- Add or Transfer Users Online
- View Property Logs by date or MLS #
- Manage Agent Permissions and Internet Advertising
- Update Firm Profile:
 - » Broker reports including Office Inventory, Agent Performance and Market Penetration

Data Access

- RESO Platinum Certified MLS Grid Web API available for brokerage/agent IDX or VOW websites.
- RESO Platinum Certified MLS Grid Web API available to any third-party developer and brokerages for agent productivity tools, appraisal applications, marketing services, office systems participant data feeds and statistical analysis applications.

Email

- All Users are provided a branded Realtracs email account.
- Webmail can be accessed from any computer.
- Access email with web email or with a POP3 or IMAP mail client.

Online Support Center

- A live online Support Chat feature is available 7 a.m. to 6 p.m. (CST) Monday through Friday and 9 a.m. to 4 p.m. (CST) on Saturdays.
- A full support site can be found at <https://supporthub.realtracs.com/>.
- Find easy-to-read “How To” Articles, YouTube Training Videos and FAQs.
- Review MLS Rules and Regulations, see the MLS Area Map, download forms, view school zone information, and more.
- Submit Tickets and check their status for feedback or system issues.

Realtracs Showings

- Customize showing times.
- Easily manage showing activity.
- Seller’s Showing Portal.
- Collect showing feedback.
- Included in your monthly Realtracs subscription.

Office Analytics

- Mobile-friendly tool to better understand current and historical listing data for their office in one centralized report.
- Easily downloadable tables.
- Search for office and agents (access only for brokers, multi-office brokers and admin)
- Office and agent summary numbers and fast statistics.
- Customizable by status, property class and date range.

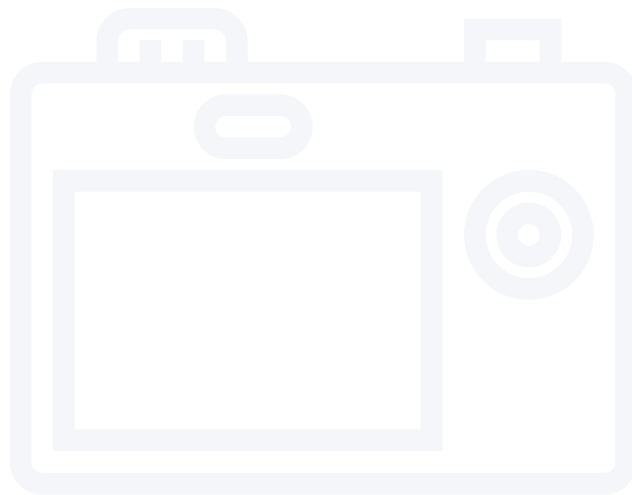
CERTIFIED PHOTOGRAPHER PROGRAM



[The Realtracs Certified Photographer Program](#) is a collaboration between Realtracs and approved photographers, and ensures agents and photographers follow the MLS rules and regulations regarding listing images.



Agents are not required to use the photographers in the Certified Photographer Program. However, participating photographers have agreed to give Realtracs permission to use all photographs used in the MLS, through either assignment or license, giving confidence in the use of those images.



Pricing

SERVICE PRICING

| | | |
|--|-----------------|--|
| Application Fee | \$500.00 | One-time application fee for new Participants. |
| Participant Subscription* | \$60.00 | Per month. The Participant is the principal broker or licensed or certified appraiser of the company and pays the same fee as a User. |
| New User Software Licensing Fee | \$250.00 | Licensing fee for a new User or for a User who has not placed his or her license with a new firm within 30 days of being released from another firm. This fee is billed to the individual User. |
| User Subscription* | \$60.00 | Per month. Users are invoiced individually. New User fees are prorated for the existing month. Users have access to MLS through the Participant, and the Participant is ultimately responsible for paying a User's fee or removing the User from his or her roster. Waivers are issued for broker-employed office staff, appraiser trainees, auctioneers, property managers, commercialonly practitioners who do not use MLS services, and Secondary MLS of Choice Waiver. |
| Personal Assistant (Licensed)* | \$60.00 | Per month. Licensed personal assistants are regarded as Users with permission to act on the behalf of other Users in the Realtracs system. |
| Personal Assistant (Unlicensed) | \$25.00 | Per month. Participants can add or remove unlicensed personal assistants. |
| Office Staff Access | \$15.00 | Per month. All office staff with MLS access are invoiced (no waivers). |

**Check with your local REALTOR® association to see if they participate in our Realtor Association Affinity program.*

Optional Services and Products

PRODUCTS AND SERVICES PRICING

| | | |
|-------------------------------|----------------|--|
| Listing Input Fee | \$10.00 | Participants may add new listings to the system, or they can submit them to Realtracs for input. |
| Relisting Fee | \$25.00 | Listings canceled and reentered within five days are charged a \$25 relisting fee. |
| Listing Transfer Fee | \$5.00 | If a User is transferring and the listings are not reassigned or released within three days, there is a charge of \$5.00 (per listing) to transfer the listings to the principal broker. |
| Additional Auto Notify | FREE | Auto Notifies up to 50. |
| | FREE | Auto Notifies up to 100. |
| | \$20 | Auto Notifies up to 250. |
| | \$40 | Auto Notifies up to 500. |
| | \$60 | Auto Notifies up to 750. |
| | \$80 | Auto Notifies up to 1,000. |
| | \$100 | Auto Notifies up to 1,250. |
| | \$150 | Auto Notifies up to 1,500. |
| | \$200 | Auto Notifies up to 1,750. |
| | \$250 | Auto Notifies up to 2,000. |

Fees and Prices for Optional Services and Products*

SENTRILOCK LOCKBOX SYSTEM

| | | |
|---|-----------------|--|
| SentriLock Annual System Access | \$153.65 | Rolling renewal. Non-refundable. |
| SentriLock Annual System Access Fee - Affiliates | \$296.33 | Rolling renewal. Non-refundable. Limited to licensed home inspectors and pest control licen-sees (WDO with charter). |
| SentriLock REALTOR® Lockbox | \$160.00 | Provides property key availability on location. |
| SentriLock NXT Battery | \$5.00 | Single battery for the NXT lockbox. |
| SentriLock Gen2 Battery | \$10.00 | Double battery for the Gen2 lockbox. |

DATA LICENSES

| | | |
|--|-------------|---|
| Participant Data Feeds | \$50 | Per Month |
| IDX/VOW Third-Party Data Feed (Web API) for Broker and Agent Productivity | | \$250 base/month plus tiered pricing 5 licenses included Each license after five, \$15/month |
| Advertising Data Feeds - Destination Sites or Publications | Call | All advertising data feeds require broker authorization to include listings (broker opt-in). |

*All prices shown include sales tax, if applicable.

Expand Your Business

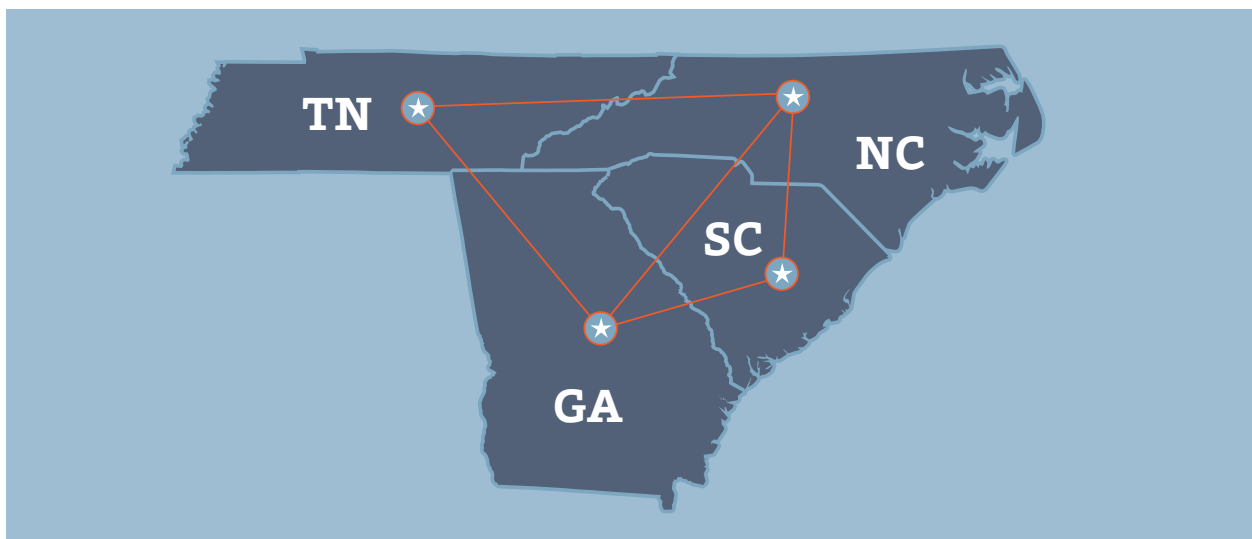


SOUTHEAST MLS ALLIANCE

Established in 2023, the Southeast MLS Alliance brings together **Realtracs**, **Canopy MLS** (North Carolina), **Georgia MLS** (Georgia), and **Charleston Regional MLS** (South Carolina) to enhance user exposure like never before.

Along with better access to data and referrals for agents, the Southeast MLS Alliance, equips users with a comprehensive feed of more than 1.9 million additional listings from across the southeast. This collaboration offers unparalleled access to exceptional market insights, more than 50 million associated photos and documents, linked tax records, and enhanced data accuracy.

Bottom line: you have access to vast data set (all within Realtracs), giving you the exposure and efficiency you need to do business in Tennessee and across state lines.





At Realtracs, we're passionate about helping people find a home. Tennessee Kids Belong helps foster children find their forever home. We have embraced Tennessee Kids Belong as our official charity. **Our team is dedicated to raising awareness, fundraising and support for the organization.**

As a member of Realtracs, you also have the opportunity to support Tennessee Kids Belong with your website and social presence. From sharing social media content to Amazon wish lists, any support helps raise awareness of the issues facing children in foster care and can make a huge impact on the lives of thousands of children and families in Tennessee.

If you're interested in joining us in this mission, visit <https://www.tnkidsbelong.org> today to find out more about how you can help one of the 6,000-plus children in foster care in Tennessee.

FOLLOW TENNESSEE KIDS BELONG ON SOCIAL MEDIA



@TNKidsBelong



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