

QUICK START GUIDE FOR STAFF



ShowingTime will be NorthstarMLS's showing appointment scheduling provider!



We're excited to work with you, and will do all we can to be sure you're happy with our services. To help ease the transition, below you'll find information to get started using ShowingTime.

Scheduling a Showing

Everyone in your office can quickly schedule showings with ShowingTime Front Desk:

- 1.) From the homescreen, click **Showing** in the "Appointments" box, or **New Showing** from the drop-down menu across the top
- 2.) Search for the listing by street name, full address, or listing ID
- 3.) Once the listing is located, select the showing agent, a date and time, and the agency type
- 4.) Submit the request by clicking **Continue; Save Appointment As Shown**

The screenshot displays the ShowingTime Front Desk interface. The top navigation bar includes: Dashboard, Tasks (0), New Showing, Daily Log, Appointments, Listings, Reports, Feedback, and Help. The main content area is divided into three panels:

- Listing Details:** Shows a property at 7685 BANCROFT, Rochester, NY 14472. Listing Agent: Mary Sumpter (111) 111-1111 (Home Phone). Includes a "Listing Worksheet & Contacts" button and "Appointment Instructions for Appointment Staff" (Go and Show).
- Showing Agent:** Alison Townsend, Northstar Realty. Includes contact information (atown@noemail.com, (312) 555-5555) and communication options (Email, Call, Text Msg, Push). Includes "Appointment Instructions for Showing Agent" (Lockbox, Alarm, Type: Combo, Combination: 1234, Key Set).
- Select a Date and Time:** Shows a calendar for Tuesday, Mar 29, 2016. A grid of time slots is displayed, with 5:00 PM and 5:30 PM selected. Includes fields for Date (3/29/2016), Start Time (5:00 PM), End Time (5:30 PM), Agency Type (Buyer Broker), and Appointment Type (1st Showing). A "Continue; Save Appointment As Shown" button is at the bottom.

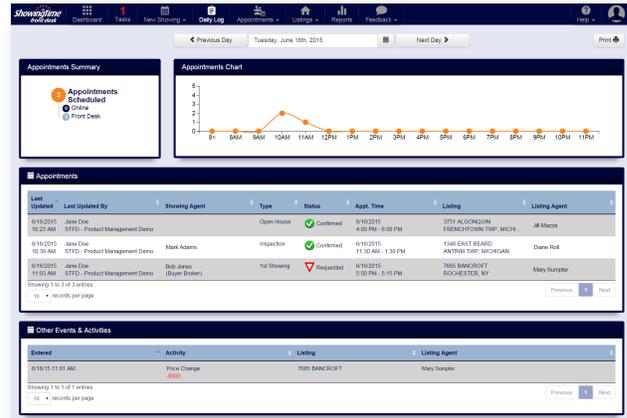
ShowingTime © 2016

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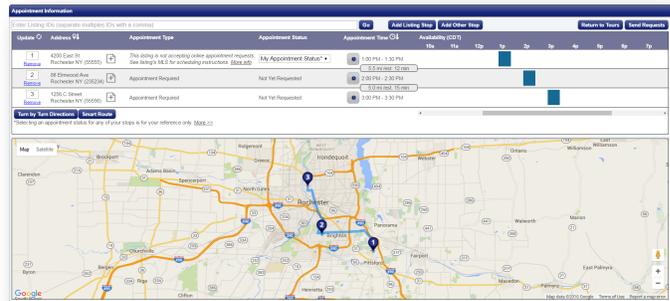
Daily Log

Accessible to those with office-level permissions, the daily log is a one-stop shop to see everything that has happened each day. From new appointments scheduled to canceled/rescheduled appointments to other events and activities; it's an easy way for administrators to view activity.



ShowingCart™

If you have a day full of showings, ShowingCart will save you time by allowing you to schedule on multiple listings by creating a "buyer's tour". Just add the listings your buyer wants to see in ShowingCart, and the listing locations and driving distances will automatically populate for you on a map. There's even a "Smart Route" feature that will automatically organize your stops into the most efficient route to take. After all the listings are in order, you can submit all your requests with one simple click!



Customizable Feedback & Management

ShowingTime provides agents with a fully automated way to request and receive feedback, and to share feedback with sellers. Feedback requests are sent to agents after their appointment has finished; if no response is received, the request will be sent again based on your preferences. Multiple templates can be created to handle listing-specific questions so you can generate more suitable feedback.

