

Revised Agent Roster Maintenance Procedures

The real.leads support system now receives detailed affiliate information directly from RE/MAX International in an automated data feed each night. Making use of this information will simplify many of the manual tasks required of the office administrator in maintaining the real.leads agent roster.

Automatic Roster Updates

The real.leads agent roster will be automatically updated each night, based on the content of the data received from RE/MAX International. The following rules govern the presence and visibility of agents and other affiliates on the roster:

1. All affiliates will be classified as “Active” if 1) they are designated by RE/MAX International as an agent (Title=ASSOC) and have a team status of individual agent (I) or team leader (TL), and they have a specialty type which includes residential (RES, COMRES or RESCOM), or 2) they have one or more listings attributed to their MLS Agent ID.
2. Any time a new affiliate appears in the RE/MAX International data feed (meeting the criteria described above), they will be automatically added to the real.leads agent roster as an Active Affiliate.

Other newly identified affiliates – those designated as a team member (TM), those identified as having a role other than a sales associate (e.g. licensed assistant, etc.), as well as those agents having a specialty type of COMM – all will be initially classified as “Hidden”.

3. Likewise, any **Active Affiliate** who has left the RE/MAX system, or who has moved to a different RE/MAX office, will be automatically classified as a **Hidden Affiliate**.

Only **Active Affiliates** will be visible on the real.leads agent roster, and included in the computation of required basic agent fees billed each month to the office. **Hidden Affiliates** are visible only to office administrators through the real.leads admin tool.

Manual Roster Updates

The office administrator is granted the permissions necessary to perform any of the following activities with the real.leads agent roster:

1. Modify the personal contact information of any Active Affiliate.
2. Add additional **Active Affiliates** to the real.leads agent roster, regardless of their role or standing with RE/MAX International.
3. Elect to designate a **Hidden Affiliate** as an **Active Affiliate**, and thereby become visible (and billable) on the real.leads roster.
4. Change any **Active Affiliate** to a **Hidden Affiliate**, provided:
 - a. They do not appear as an individual agent or team leader associated with that office, with a residential specialty, as shown in the nightly affiliate data feed received from RE/MAX International.
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 - b. None of their MLS Agent IDs are associated with any active inventory in the office’s affiliated MLS systems, based on the most recent data feed received from each MLS.
5. Add, modify or remove an MLS Agent ID for an **Active Affiliate**. However, once an MLS Agent ID has been linked to an active listing in the MLS, no further modifications are permitted.

Restoring former affiliates, and setting up special team configurations (e.g. shared listing inventory, etc.) will continue to require support from real.leads customer care (support@realleads.net).