

UPDATED FAQ: Canopy MLS SentiLock to Supra Conversion 2.11.21

DisplayKey

Q. When should or can I switch from the DisplayKEY to the eKEY?

A. DisplayKEY holders can switch to the eKEY now. Beginning mid-March, Canopy **will require** keyholders to make an appointment to upgrade from the DisplayKEY to the eKEY via telephone. If you are a DisplayKEY holder you will receive a targeted email in the coming weeks with specific details about how to register for the upgrade. DisplayKEY holders who would like to upgrade before mid-March can contact Member Services (704-940-3110 or membership@carolinahome.com) to do so at any time.

Q. If I have not used my DisplayKEY for many years, how can I return it to the office?

A. If you no longer need a key, you should contact Member Services (704-940-3110 or membership@carolinahome.com) to set up an appointment on M/W/F, 10 a.m.-2 p.m. to return the key and cradle. No drop-ins are permitted as the building is still closed due to COVID-19. You can also mail both the key and cradle back to Canopy (1120 Pearl Park Way, Suite 200, Charlotte, N.C. 28204). The \$25 key deposit is returned in cash if done in person with an appointment and a check is mailed if the product is mailed in.

Q. What do I do if I want to swap out my DisplayKEY with an eKEY?

A. You can swap out the key at any time. If you do it now, the eKEY will cost \$14.75 each month for February and March, and then it will *likely* drop to no monthly charge after that. You can do the upgrade remotely and then either set up an appointment to return the DisplayKEY and cradle or mail them back to Canopy to receive the \$25 refund (*see details in the above question*).

Q. How soon can I transition from my current DisplayKEY holder to the eKey app?

You can do that now or any time through June by calling Member Services at 704-940-3110; however, there will be a monthly charge of \$14.75 from Supra until the new contract starts. At that time the monthly fee will go away. More information will be sent directly to current DisplayKEY holders in the next few months.

Q. When will my DisplayKey stop working? What's the last day to change over to the eKey?

It will be sometime in June, but at this time we do not know the exact date. More information will be forthcoming as soon as we know the exact date. We will also be sending direct communication to current DisplayKey holders when we know more.

General

Q. Why did Canopy MLS decide to go to only one lockbox provider?

A. The decision to go to a single lockbox provider came about because both the SentiLock and Supra contracts were up for renewal at the same time. After thorough investigation and research, we found the highest value for our keyholders was Supra.

This was also the most fiscally prudent decision to ensure that we continue to get economies of scale when investing in technology.

Q. Can I expect the same features and level of service from Supra that I had with SentiLock?

A. Supra has comparable key and lockbox features. For those unfamiliar with Supra, here is a list of features:

Keys/Lockboxes

- Bluetooth technology (With daily key activation no cell phone service is needed to open lockboxes)
- Weatherproof boxes
- Fully removable shackles
- Defective lockbox warranty for life
- Showing hours can be customized

Mobile App

- Agent alert feature
- Biometric feature
- Change key PIN using app
- Track inventory and view lockbox settings
- Beginning and ending showing details in app
- Assign/unassign listing
- Nonmember access granted by listing agent (One-day code **using four-digit** PIN with eKEY app)

Q. Why are we changing mid-year?

A. Both of our current contracts with Supra and SentiLock expire mid-year.

Q. How often is Canopy going to change lockbox vendors?

A. The contract with Supra is for seven years.

Q. What can SentiLock keyholders expect with billing and fees?

A. Moving forward you can expect one consolidated invoice from Canopy MLS on Sept. 1, 2021, for the 4Q service fee of \$30 per quarter. This will be the key service fee each subsequent quarter.

Q. What is the annual impact of the changes Canopy MLS is making for all subscribers?

A. Canopy MLS will assume in-house billing beginning with Q4 2021 (invoiced on September 1, 2021) at a rate of \$30 per quarter.

The financial impact per subscriber category is as follows:

- Existing SentiLock subscribers will incur a modest increase of \$5.25 per quarter (\$21 annually).
- Existing DisplayKey subscribers will retain identical pricing per quarter.
- Existing eKey subscribers will see a reduction of \$44.25 per quarter (\$177 annually).

Q. Is there still a fob option?

A. The Supra iBox BTLE Bluetooth keybox does not require a Supra eKey fob to open a key container or release the shackle.

Q. Why is Canopy spending so much money to replace SentiLock boxes?

A. The most fiscally responsible decision was to replace 8,550 SentiLock boxes rather than replace 38,500 Supra boxes. This resulted in an overall savings of \$2.3M. As Canopy MLS grows, we continue to invest in technology. By making prudent decisions now we can continue to bring more value and the latest in technology. Looking toward the future Canopy MLS needs to be a single market with all members having access to the listings through the same lockbox system. It is better for both members and consumers.

Q. What do I do with the SentiLock lockboxes?

A. You own the lockboxes and may sell your lockbox to another SentiLock user. Please unassign the lockbox before shipping it to the new owner. To unassign a lockbox, log into your SentiKey App, tap the Three Bar Menu on the top left and choose "My Lockboxes." Select "Take/Remove Ownership." Press "ENT" on the lockbox. Call SentiKey Support for further assistance with unassigning your lockbox at 877-736-8745.

IF you have a SentiCard, you may log into the SentiCard Utility Program using your SentiKey credentials. On the left sidebar, select "Set Lockbox to No Owner," click on the Select button and put a check mark next to every lockbox to set to no owner. Select "submit changes" and then "save changes." Wait for the header bar to go from red to green before signing out. (To download the SentiCard Utility program, go to SentiLock.com/files)

Q. How much will I be billed for the Supra eKEY?

A. \$30 per quarter beginning with 4Q billing, which will be Sept. 1, 2021.

Q. When will I have access to the SupraKEY?

A. The eKEY will be activated sometime prior to July. The actual timeframe is to be determined. Watch for updates in Matrix and in eHeadlines.

Q. Does Canopy realize that surrounding counties use a different MLS where SentiLock is the provider and agents are able to gain entry?

A. Yes, we are aware of this, and all you have to do is request a one-day code from the listing agent.

Q. How many Supra lockboxes will I get? Is there a charge?

A. Canopy MLS will provide you one Supra Lockbox for each SentiLock box you own **at no charge**. More information will be forthcoming on how Supra products will be distributed, along with details of training that will be offered. To make this transition more convenient, Supra lockbox exchange paperwork will occur electronically.

Q. Do I need to pick up the lockboxes?

A. The allotted number of lockboxes will be shipped directly to your home or office address (**no P.O. Boxes**). To check your preferred address, log into Matrix, go to the Resources tab, and click on the "Member Profile Change Request" form. Look at the "Preferred Mail" field. Check "O" for office or "H" for Home. **This must be done by May 1, 2021.**

Q. What is the best way to change the lockbox on a listing?

A. You can have both a SentiLock and a Supra lockbox on your listing during the transition period, BUT you will need to remove your SentiLock lockboxes prior to the deactivation of the keys. The cut-over date is **July 25, 2021.**

Q. Can someone other than the lockbox owner remove a lockbox from a listing?

A. Administrative personnel are permitted to swap SentiLock lockboxes with Supra lockboxes for a lockbox owner. The lockbox owner should release the Supra shackle in advance for the admin to place on the listing. They can also provide the SentiLock shackle code to the admin who can swap the boxes.

Q. Does Supra have a one-day code feature?

A. Supra offers the ability for listing agents to grant nonmember access with a one-day code. The nonmember **must register**, so plan ahead. Registration is a one-time process. For more information:

[Nonmember access for mobile devices instructions](#)

Q. I show property in the Carolina Smokies Association of Realtors® and Highlands-Cashiers Board of Realtors® service area. How will I access those properties now that our electronic key systems are different?

A. You may request a one-day code from the listing agent. You may ask the agent to grant access to SentiConnect. Registration is a one-time process.

Q. Does this affect Affiliated members?

A. Affiliate members who are current SentiLock users through Canopy MLS will also be switching over to Supra.

Q. If we own Supra Lockboxes will these be changed to new ones, or are they the same box? Will my eKey change as well?

There's nothing Supra lockbox owners need to do.

Q. Will this change over to eKey affect admin rights to create and edit listings in Canopy MLS?

The conversion to the eKey will not have any impact on user permission levels in Matrix.