

Showing Time Tips – Week 1

From GRAR Member Services

Are you using ShowingTime to set up appointments to show listings and or so that other agents may easily contact you to see your listings? We have had a few questions since this product launched and so we'll be profiling these in the coming weeks here and in our Facebook group (if you miss a week or want to go back, look there).

The first thing we want you to understand is that **there are several online showing services** (more than we are talking about here):

- **ShowingTime for MLS** is what UNYREIS provides as a member benefit. It is an online showing service where you may schedule showings 24/7 through the MLS Matrix website.
 - Please note that some members already had a contract with ShowingTime and subscribe to an enhanced service called ShowingTime Appointment Center. That service also has a toll-free number to make appointments (Which ShowingTime for MLS does not have).
 - For either service, it is optional to supply the Buyer's Name when scheduling a showing and if you do so, it is for the Showing Agent's convenience. The Listing Agent and homeowner would not have access to that info.
- **Centralized Showing Service (CSS)** - Some members contract with Centralized Showing Service (CSS). We have recently been made aware that CSS was requiring the buyer's name to set up the showing sometimes stating that it was a 'board rule'. Please note that GRAR is not under any contract with CSS so we have not required this. We talked to a CSS call center supervisor and were assured that they would find out where this is happening and see that they give accurate info (ex. if the homeowner required it for a certain property).
 - If you use CSS and would like to either opt out of ShowingTime or have all showing requests forwarded from ShowingTime to CSS, please see our ShowingTime tip below.

See our [ShowingTime Tip](#) to learn more or view complete help topics and videos in ShowingTime (click on the link on the Matrix home page in the External Links section and then Help and Training.). Questions? ShowingTime Support is available Monday through Friday from 9am-10pm EST, and Saturday-Sunday from 9am-6pm EST. They are reachable in three ways:

- Phone: 800-379-0057
- Email: Support@ShowingTime.com
- Live Chat: [Click here to chat.](#)