



## Customer Service Information

**Ethics Complaints or Arbitration.** Please go to [www.nomar.org](http://www.nomar.org) and click on Professional Conduct.

**GSREIN Compliance & Data Feeds.** During regular business hours, email [MLS@nomar.org](mailto:MLS@nomar.org) or call 504-274-0782.

**GSREIN Tech Support.** During regular business hours, email [nomsupport@corelogic.com](mailto:nomsupport@corelogic.com) or call 504-456-9903.

**Home Snap.** [support@homesnap.com](mailto:support@homesnap.com)

Phone: 1-800-431-5509

Mon. – Fri. 9:00 a.m. to 8:00 p.m. ET

Sat. – 9:00 a.m. to 6:00 p.m. ET

Sun. – 10:00 a.m. to 5:00 p.m. ET

**Homevisit.** 703.953.3866, [service@homevisit.com](mailto:service@homevisit.com).

**Instanet Training.** Available dates are on the calendar at [www.nomar.org](http://www.nomar.org). You may also contact [lapalisi@mac.com](mailto:lapalisi@mac.com).

**Louisiana Real Estate Commission.** 1-800-821-4529.

**MLS Touch.** 1-888-765-9223 or [support@prospects.com](mailto:support@prospects.com).

**Property Panorama.** 877-299-6306. Live chat.

**Realtor.com.** 1-800-878-4166 or [customercare@realtor.com](mailto:customercare@realtor.com).

**Rent Spree.** 323-515-7757. For subscribers to call 10am-8pm EST M-F.

[support@rentspree.com](mailto:support@rentspree.com). For subscribers to email.

<https://www.rentspree.com/smartmls/>. For subscribers to Live Chat.

<https://support.rentspree.com/en>. For subscribers to get tutorials or answers to common questions.

<https://www.rentspree.com/smartmls/#demo>. For subscribers to schedule a one-on-one demo at any time.

**RPR.** (877) 977-7576. Call center available 24/7. Live chat. Blog: [blog.narrpr.com](http://blog.narrpr.com).

**Showing Time.** 800-379-0057 or [support@showingtime.com](mailto:support@showingtime.com).

Live Chat (lower right corner) – [www.showingtime.com/support](http://www.showingtime.com/support)

**Supra Questions.** During regular business hours email [supra@nomar.org](mailto:supra@nomar.org) or call 504-274-0781. On weekends and holidays (8:30 am - 5:30 pm), call Supra directly at 877-699-6787.

**Transaction Desk/Instanet.** Contact us by phone at 800-668-8768. Lone Wolf Technologies Support is available 24 hours a day, seven days a week. We recommend this, during business hours, for the fastest response and resolution times.

Contact us by email at [tdsupport@lwolf.com](mailto:tdsupport@lwolf.com).

For live support, online training, guides, help videos and pre-recorded webinar videos, go to <https://pr.transactiondesk.com/support>.

**Ziplogix.** 1-586-840-0140.

# MATRIX FAQ

**ADDING PHOTOS** - YOU MUST FIRST HAVE THE LISTING SAVED AS AN INCOMPLETE LISTING AND THEN YOU WILL BE ABLE TO EDIT AND UPLOAD PHOTOS.

**LISTING INPUT** - ALWAYS CLICK A STATUS OPTION FIRST; ESPECIALLY FOR NON-LISTED SOLD SO THAT IT BRINGS UP AN ADDITIONAL INFORMATION TAB THAT IS REQUIRED.

**MLS ABBREVIATIONS** - GO TO LINKS, CLICK ON MLS TRANSLATION GUIDE UNDER MLS DOCUMENTS.

**PASSWORD CHANGE** - GO TO INPUT, ENTER YOUR USER ID UNDER ROSTER, EDIT, MANAGE PASSWORD.

**PHONE APP** - MLS TOUCH ON IPHONE AND ANDROID

## **STATUS DEFINITIONS**

**ACTIVE** - AVAILABLE FOR PURCHASE, SELLER IS ACCEPTING OFFERS.

**PENDING CONTINUE TO SHOW** - CONTRACT ON PROPERTY BUT STILL AVAILABLE TO SHOW.

**LEASED** - AN AGREEMENT HAS BEEN MADE BETWEEN A LESSOR AND LESSEE FOR PAYMENT AND USE OF PROPERTY.

**NON-LISTED SOLDS/LEASED** - "FOR SALE BY OWNER" THAT HAS BEEN ENTERED BY A BUYER'S AGENT (LISTING AGENTS ARE LISTED AS NON-MEMBERS "NMEM").

**OPEN PREDICATION** - A PROPERTY IS UNDER CONTRACT THAT HAS A CONTINGENCY OR SOMETHING THAT MUST HAPPEN ON THE BUYER'S SIDE IN ORDER TO CLOSE (NORMALLY WAITING FOR FUNDS TO BECOME AVAILABLE, SUCH AS THE BUYER'S SELLING, ETC.).

**SOLD** - THE PROPERTY HAS BEEN BOUGHT AND IS NO LONGER AVAILABLE FOR PURCHASE.

**UNDER CONTRACT** - THERE IS A CONTRACT ON THE PROPERTY AND IT IS PENDING A CLOSING.

**WITHDRAWN** - TEMPORARILY OFF THE MARKET. LISTING AGREEMENT ACTIVE.

**EXPIRED** - THE CONTRACT BETWEEN THE PROPERTY OWNER AND THE LISTING AGENT HAS EXPIRED AND IS NO LONGER AVAILABLE FOR PURCHASE.

**TERMINATED** - LISTING AGREEMENT HAS BEEN CANCELLED.

**GSREIN Staff Southshore**

Allison Taylor	504-274-0782
Bud Faust	504-274-0704
Kim Ramagos	504-274-0791
Erin Grunberg	504-274-0783
Jenna Pepiton	504-274-0786
Kelli Starrett	504-274-0705
Kristie Goff	504-274-0781
Mary Radosta	504-274-0700
Missy Wittington	504-274-0701
Stacey Shifflet	504-274-0792
Stephanie Hoffmann	504-274-0784
Tranell Barton	504-274-0785

**GSREIN Staff Northshore**

Melissa Barclay	504-274-0789
Terrice Moore	504-274-0788

**GSREIN Tech Support**

[nomsupport@corelogic.com](mailto:nomsupport@corelogic.com)  
504-456-9903

Cheryl Hall  
Reese Galmon