

What is a Supra DisplayKey?

The Supra DisplayKey works in conjunction with Supra keyboxes. Property keys are placed inside the keybox. When a Keyholder, after making an appointment, goes to show the property, s/he will use their DisplayKey to open the keybox and retrieve the property key(s). Each Keyholder, is assigned a PIN code that works with his/her DisplayKey. The keybox records the date, time, and DisplayKey number each time the keybox is opened.



Who can lease a Display Key?

<p>Licensed Real Estate Agents and/or Brokers</p> <p>Who are members of either RASCW OR are Participating in the SCWMLS with verified board membership in WI.</p>	<p>Licensed or Certified Appraisers</p> <p>Who are REALTOR members of either RASCW or are Participating in the SCWMLS with verified board membership in WI. (copy of license or certificate required)</p>	<p>State Certified Home Inspectors</p> <p>Who are AFFILIATE members of RASCW or another local board (certificate, letter of verification required)</p>
<p>Personal Assistants</p> <p>Who are licensed or unlicensed (no membership requirement). Assistant form (click here for a copy in .pdf format) must be completed along with Key Lease Agreement. Broker must sign and DisplayKey is assigned to the broker.</p>	<p>Non-Members</p> <p>Who are REALTOR members of another Association (copy of license, letter of verification required) Office broker must sign Broker Addendum. (click here for a copy in .pdf format)</p>	



If you fall under one or more of these categories, you are eligible to lease a key, subject to their execution of a DisplayKey Lease and Usage Agreement (click [here](#) for a copy in .pdf format).

Attention!!!

How do I get my Display Key?

When & Where: 8am – 4pm Monday – Friday SCWMLS Office at 4801 Forest Run Rd Madison

Fee Schedule:	Quarter	Annual Fee	Deposit*	Total Due
	June thru August	\$100.00	\$75.00	\$175.00
	September thru November	\$75.00	\$75.00	\$150.00
	December thru February	\$50.00	\$75.00	\$125.00
	March thru May	\$25.00	\$75.00	\$100.00

*A rebate of \$50 will be given upon the return of valid, operating DisplayKey and Cradle Combo.

Each Keyholder will be responsible for maintaining control of their key. It is not to be loaned to another agent/associate or any other person. Violation of this rule will result in a **fine up to \$1,000 to the Keyholder and \$1,000 to the Participant Member**. Such violations may also result in loss of key privileges and/or MLS services.

Acceptable Payment Types:

Visa Mastercard Cash Personal Checks - made payable to MLS Corp.

**You must appear IN PERSON. Please allow for 30 minutes for training.
No one will be allowed to pick up a key for another person.
Only one Display Key will be issued per person.**

Lost Keys / Cradles

Lost keys must be reported to the MLS office immediately. If a replacement is desired, the Keyholder will be required to complete a Lost Key Report and pay all applicable replacement fees (currently \$150 for either the DisplayKey or the Cradle). If the lost key or cradle is found and returned to the MLS office, the MLS will issue a full refund of the \$150 fee.

Leaving the MLS/Returning Keys & Cradles

As stated in the DisplayKey lease agreement, when a Keyholder leaves the MLS, the DisplayKey AND the Cradle must be returned to the MLS office. The MLS will refund \$50 of the lease fees, provided the DisplayKey and Cradle are both functioning properly.

Additional Broker Keys

An MLS Participant/Office manager may lease one additional DisplayKey for each 25 Keyholders within his/her office location. These keycards can be used, on a temporary basis, by current active Keyholders in the same office in the event their keycard fails. These additional backup keycards can be leased at the current published issuance fee, but will be assessed an annual access fee of only \$10.

Click [here](#) for an order form in .pdf format.

Keycard Pouch with Belt Clip

If you are looking for a convenient way to carry your DisplayKey, the MLS has pouches with belt clips available. The cost for this pouch is \$7.00. Call the MLS at 608.240.2800 to place an order.

How Does the Display Key Work?

Your DisplayKey will expire each day at midnight.

The DisplayKey requires an update for each day you will use your key.

The DisplayKey comes with a modem-equipped recharging/update cradle that can share an existing ANALOG phone line. Place the DisplayKey on the cradle each night to automatically update it.

Automatic updates occur between midnight and 6:00 a.m. Each key has a set time to dial out and update each day. (1:00 a.m. - 7:00 a.m. during daylight savings time).



KEY UPDATED FOR
XX-XX-XX (DATE)

When your DisplayKey is updated, your screen will let you know.



KEY IS EXPIRED
UPDATE NOW



BATTERY POWER

The battery in your DisplayKey powers the Keyboxes.

The DisplayKey battery is rechargeable NOT replaceable.

When you place your DisplayKey on the cradle each night, the batteries are recharged.

The battery cannot be overcharged.

Check your battery status often. Turn on your key and scroll to Battery Status - hit enter. It will give a percentage of the power remaining.

KEY BATTERY
XX % FULL

Automatic eSync Cradle Update – Simply place your Display Key on your Cradle each night.

A nightly eSync is the preferred update method as it ensures that the battery in your keycard will be fully charged each night. In addition, nightly eSyncs allow for the timely gathering and reporting of showing information and broker communication. The automatic eSync takes only a few minutes. In the morning when you turn your keycard on, the display will indicate that your keycard was updated. If the display indicates that your keycard is expired, the automatic eSync failed and you should perform a manual eSync.

If you wake up in the morning and realize you forgot to place your Display Key on the cradle and

...you have showings that day and are still near your cradle, you can eSync your Display Key manually.



Press the down arrow until the display reads Manual eSync.

Press the Enter button and place your DisplayKey in the cradle.

The cradle light will blink from green to amber to red and back to green. Once the light is green and the display shows "Key Updated for (current date).

This may take up to 5 minutes.

MANUAL ESYNC



OR

...you are on your way to a showing, you can use the cradle of a fellow REALTOR® along the way or call KIM* (1.877.788.4220) for an update code.



You will be prompted to enter your key number (from the back of the keycard) and your PIN code (These numbers are entered consecutively.) followed by the "#" on the telephone.

The system will then identify the region from which your key was issued.

Press 1 for an update code. Instructions will then be given to enter the update code into your keycard.

OR



...you have access to the internet. You can visit the KIM* Website at <http://www.supraekey.com> to obtain an update code for your Display Key.

Click on the "Log on to Kim" box. Select WI-South Central Wisconsin

Enter your key number and your pin number, and click on Login.

Click on the Update Code link on the top of the left-hand navigation menu.

Your update code and instructions on how to enter it into your keycard will display.

OR

...you have no showings that day, simply place your DisplayKey in the cradle before midnight to catch the next update.



* KIM = Key Information Manager

INPUTTING AN UPDATE CODE INTO YOUR DISPLAY KEY

Turn on your key by hitting enter. Scroll down to Input Update or CBS



INPUT UPDATE OR
CBS

ENTER

1=INPUT UPDATE
2=INPUT CBS

"1"

UPDATE CODE:
XXXXXXXXXXXX

ENTER

SUCCESSFUL

If you frequently use the KIM Website or the KIM Voice Line, it is important to use the cradle at least once a month for updating and recharging the batteries.

Check your battery status often if you find that you don't use the cradle very often.

Oh No! My Display Key doesn't work! Now what?

1. **Call the MLS at 608.240.2800** during normal business hours or 608.332.5400 after hours. MLS staff will first try to troubleshoot your problem over the phone. If the problem is not resolved, they will arrange for a replacement card.
2. **Call Supra Support at 877.699.6787** anytime. Supra support staff helps REALTORS® nationwide and has much experience troubleshooting over the phone.
3. **Contact your broker or office manager.** Under circumstances where a replacement keycard is not reasonably available from the MLS, brokers and office managers may lend their keycard, for a maximum of 48 hours, to active Keyholders licensed with their company.
4. **Contact a fellow REALTOR® or the listing agent of the property.** Although they are not allowed to lend you their keycard, other REALTORS® may be willing to meet you at the property.

Please remember, it is against MLS rules to loan your keycard to another Keyholder or any other person unless you are the MLS designated broker or office manager.



Defective Keys / Cradles

Any defective DisplayKey or Cradle will be repaired or replaced at no charge unless it is determined by the manufacturer that the malfunction is a direct result of misuse by the keyholder. The current replacement charge for a damaged DisplayKey or Cradle is \$150. The Keyholder must return the damaged key or cradle before obtaining a replacement.

What is a Cooperating Key? Why is it useful?

There are Supra keyboxes on properties everywhere from La Crosse to Beloit.

Although these keyboxes all look the same, they may not have the same system code programmed into them.



Keyboxes on properties listed by Realtors that are not members of the SCWMLS or the Rock/Green MLS or Dodge County have codes programmed into the keyboxes that prohibit our DisplayKeys from accessing them.



To have your keycard to open keyboxes on properties outside Dane, Sauk, Columbia, Dodge, Rock & Green counties listed by a member of one of the named Associations/MLSs below, your keycard will need to be added to that cooperating KIM system.

**Having your Display Key added to another area's KIM system,
allows you to show more properties in Wisconsin.**

**Keybox Access Areas
Showing Outside of Dane County**



The SCWMLS also has reciprocal agreements with:

-  Central Wisconsin Board of REALTORS® (Wausau area)
-  REALTORS® Association of Northeast Wisconsin
-  Lakes Area REALTORS® Association (Walworth County)

As well as the Rockford Area Association of REALTORS® (Illinois)
and the La Crosse Area REALTORS Association.



**So, how do I get my DisplayKey
added to another KIM?**

-  South Central WI
-  Southwest WI

Call the SCWMLS office (608.240.2800) or email Marian at marian@wisre.com to be added to a cooperating KIM system.

We will then notify that KIM administrator to add you to their KIM system. This process can take up to 24 hours.

You will not be able to show the same day of request.

Once your keycard is programmed to work within a cooperating KIM system, you will have to call that KIM system for update codes.

Instructions will be provided when you call the SCWMLS with your initial request.

There is currently no charge to access cooperating KIM systems.

The SCWMLS, the Rock/Green MLS and the Dodge County MLS currently share the same KIM system.

The state map above also reflects WI MLS regions. Some MLSs overlap in certain counties. Contact your MLS if clarification is needed.

Are You Violating Supra DisplayKey Rules?

- ✓ When you picked up your DisplayKey, you were required to read and sign the *Display Key Lease and Usage Agreement* and participate in the 30 minute training session.
 - ✓ The Supra Display Key/Cradle is leased to you and MUST be returned upon the termination of your RASCW/SCMLS membership.
 - ✓ Sharing is not allowed; as specifically stated in Section 6 (c) of your *Display Key Lease and Usage Agreement*. A fine may be assessed.
 - ✓ Security – Section 6 (a) and (b) of your *Display Key Lease and Usage Agreement* – do not leave your PIN in your pouch or attach your PIN to your Display Key. You will be held responsible if your Display Key is used in criminal activities.
 - ✓ If you lose your keycard, and the person finding it also has your PIN, s/he will be able to access all the properties in all of South Central Wisconsin with Supra keyboxes. You will be held responsible for all criminal activities and/or activities that do not adhere to SCWMLS regulations.
 - ✓ If you are having a hard time remembering your PIN, stop by the MLS office to change your PIN to something you can memorize.
 - ✓ If you misplace your keycard, or if you believe your keycard has been stolen, notify the SCWMLS immediately.
 - ✓ If you are found in violation of any of the policies outlined in your *Display Key Lease and Usage Agreement*, disciplinary action may range from a letter of warning to a fine of \$1,000 to both you and your broker, and may also include termination of keycard and/or MLS services. The severity of the sanction will be in direct response to the severity of the violation.
 - ✓ Sellers, brokers, and listing agents have much to lose if a keycard should fall into the wrong hands. The keycard is a wonderful timesaving tool that also carries with it the need for a huge amount of responsibility.
- § If you have any questions regarding the rules and policies, you can refer to your *Display Key Lease and Usage Agreement* (click [here](#) for a copy in .pdf format) or call the SCWMLS office at 608 240-2800.

Who can be issued a Keybox?

KeyBox checkout is limited to the Participant Member only.

How many are issued?

KeyBoxes are disbursed, as a general rule, at the rate of one and one-half times actual active and pending listings in the following categories: Residential, Condo, Residential Income and Farms/Farmettes. Designated Brokers may call the office to check on their Keybox availability. Contact Marian at 608 240-2800 or by email at marian@wisre.com. A **Keybox Agreement must be signed by the Participant Member before any Keyboxes can be picked up.** (click [here](#) for a copy in .pdf format)

Shackle Codes are kept by the Designated Broker.



Shackle Code

Each Keybox has its own Shackle Code.

This releases the Shackle so that it can be attached to the listing.

What is a KeyBox?

The Supra Keybox works in conjunction with the Supra DisplayKey. The Keybox holds the keys to the listed property. Any agent with a Supra DisplayKey will, with proper notification to the listing office, be able to Obtain the keys to show the property to prospective buyers.

Supra KeyBoxes are owned by the South Central WI MLS and loaned to MLS Participants based on their listing inventory.



The Key Container releases from the bottom of the Keybox using your DisplayKey and PIN number. This is where the keys are placed for safekeeping.

Audit Policy

The MLS reserves the right to recall extra KeyBoxes from a Broker based on an audit of active listing inventory. There is a \$3.00/day per box charge for KeyBoxes that have not been returned to the MLS office after a request for return has been made.



KeyBox Access Hours

KeyBoxes come from the factory preset to open between the hours of:

7am – 10pm (Central Standard Time)
8am – 11pm (Daylight Savings Time)

Defective KeyBoxes

Defective KeyBoxes should be returned to the MLS office for repair and/or replacement.

If a KeyBox requires repair or replacement due to causes beyond normal wear and tear, the Broker will be charged \$50 per defective box.

Lost KeyBoxes



Lost KeyBoxes should be reported to the MLS office immediately. There is a \$50 maximum replacement charge for a lost KeyBox.

Extended Keybox Hours

If you need to enter a property outside these hours, the owner of the keybox can set the box to 24-hour access. Instructions are as follows:

- (1) Insert DisplayKey into keybox
- (2) Press the Enter button
- (3) Scroll down to Programming
- (4) Press the Enter button
- (5) Select 2 (24-Hour Access)
- (6) Enter the shackle code for the particular box you are accessing
- (7) Press the Enter button
- (8) When DisplayKey beeps 2 times and displays the word "Successful," box is set to open 24-hours a day

Please note that to set the box back to Timed Access, you can follow the above instructions, but press the number 1 button (Timed Access) for step (5) instead of the number 2 (24 Hour Access) button.



PROGRAMMING

ENTER

1=TIMED ACCESS
2=24 HOUR ACCESS

"2"

ENTER SHACKLE
CODE: XXXX

ENTER

DisplayKey
beeps 2 times

SUCCESSFUL



Reading the Keybox Who entered my listing?

Keyboxes can be read on the spot.

The last 43 entries can be displayed on the DisplayKey screen.

Place Display Key in Keybox
Scroll Down

READ KEYBOX

ENTER

1=VIEW LAST READ
2=NEW READ

"2"

ENTER SHACKLE
CODE: XXXX

ENTER

121721 1
XX-XX-XX 00:00

Call the
SCWMLS
Office at
608 240-
2800 to
have the
DisplayKey
number
matched to
a Display
Keyholder.



This displays DisplayKey number, date and time the Keybox was accessed. Use the down arrow to scroll to all of the DisplayKeys that accessed the Keybox.

Note: Reading the keybox manually is the only way to assure you are getting all showing activity. Keycards that have not been updated via the cradle after opening your keybox **will not** be included on the KIMweb or KIMvoice reports.

Showing Info/Reading A Keybox from KIM Web

Each time a keybox is opened, the keycard and the keybox record that activity. If you assign your keyboxes on KIMweb, a message indicating how many showings you have had will be delivered to your keycard after each eSync. In addition, showing information including showing date, showing time, agent name, agent's office name, and phone, will be available to you via KIMweb or KIMvoice.

Showing Reports

To assign your keyboxes, login to KIMweb at <http://www.supraekey.com> Select WI - South Central Wisconsin and enter your key number and PIN. Select the Add New Keybox link from the left menu and follow the instructions on the screen.

Note: Remember to delete the keybox from KIMweb when you remove the keybox from the property.

Assigning Your Keyboxes

Showing reports include showing date, showing time, key serial number, agent's name, agent's company name, and company phone number. When you get a message on your keycard that you have had showings, login to KIMweb @ <http://www.supraekey.com> and select the Showing Activity link from the left menu and follow the instructions on the screen. To get a showing report via phone, call KIMvoice at 888.968.4032. You may be prompted for your area code, and will be prompted to enter your key number and PIN. Select 5 from the list of options given. Have the keybox serial number and shackle code ready, as you will be asked to enter it.

If you assign your keyboxes to your listings on the Supra website, showing activity will be transmitted to your DisplayKey during the nightly update process.