

Professional Services FAQ Responses

Q. Do I have to join an association to be part of RMLS?

A. You do not have to join an association to participate/subscribe to RMLS.

Q. What counties does RMLS cover?

A. RMLS' jurisdiction is all of Palm Beach County with the exception of Palm Beach Island, and St. Lucie County. We have data exchange with Martin, Broward and Miami-Dade County. This means you can view all listings entered from St. Lucie through Miami-Dade County.

Q. How do I Join – *Agent* (have your license affiliated with a brokerage)

A. Only Agents who affiliate their license with a Broker who participates in RMLS services can apply. Prior to applying, you must determine whether you need or want to join a Realtors® Association. Your broker will be able to answer this question. Once this determination is made and application processed by the Association (if applicable), a complete application plus appropriate fees must be received by RMLS. [Click here to fill out online application for Realtor® and non- Realtor® applications.](#)

Q. How do I Join – *Office*

A. First you must obtain a CQ license from DBPR and have a qualifying broker for your office. Second you need to decide whether or not you want to become a member of a Realtors® Association. Once this decision is made and the application processed by the Association (if applicable), a complete application plus appropriate fees must be received by RMLS. [Click here to fill out online application for Realtor® and non- Realtor® applications.](#)

Q. How to Join – *Secretary / Assistant*

A. A secretary or an assistant cannot have an active real estate license or the license must be placed with a referral office. [Click here for the necessary application.](#) The application must have the broker's signature and be accompanied with a copy of the secretary's or assistant's photo id.

Q. How to Transfer

A. A completed RE10 or RE12 must be received by not only DBPR but also RMLS and the local Realtors® Association (if applicable). Brokers have the ability to electronically process the transfer providing the license being transferred is not currently an active qualifying broker for another office. If you belong to a Realtors® Association, please be sure to pay any applicable fees to process the transfer. A copy of the confirmation from the electronic process may be sent to RMLS and the Association instead of the completed RE10 or RE12. Along with the RE10, RE12 or confirmation, RMLS must receive the signed last page of the Subscriber Agreement. [Click here for RE10.](#) [Click here for RE12.](#) [Click here for DBPR electronic instructions.](#) [Click here for Subscriber Agreement.](#)

Q: How do I transfer my listings?

A: A Listing Release Form must be received. Signatures of both the previous broker and receiving brokers authorizing the transfer are required. The form must be filled out completely and specifically state what listings, by including the MLS numbers and/or statuses of the listings that are to be transferred. Any missing information will result in a delay in the request. [Click here for form:](#)

Q. How to Reactivate

A. If your license has been inactive for less than 1 year and have now activated your license with an office who participates in RMLS services and have completed the process at the local Realtors® Association (if applicable), you may submit a copy of the RE12 to RMLS. Along with the RE12, RMLS requires the last page of the Subscriber Agreement and all appropriate fees.

[Click here for RE12.](#) [Click here for Subscriber Agreement.](#)

Q. How to Replace Secretary / Assistant

A. The incoming secretary or assistant would need to complete an application and the transfer form. Both forms require the broker's signature. Also be sure to include a copy of the new secretary's or assistant's photo id. [Click here for Application.](#) [Click here for Transfer Form.](#)

Q. How to Replace Broker of existing office

A. The new broker must first be established with DBPR as the qualifying broker for the existing office. Form RE12 should be used. A copy of form RE12 should be sent to the local Realtors® Association (if applicable). Once the process is complete with the local Association, a completed broker application plus a signed Participant Agreement should be sent to RMLS. RMLS also needs to know the status of the previous broker. If they will no longer be active with the office, please send form RE12; otherwise they will be downgraded to a broker sales associate with the office. [Click here for RE12.](#) [Click here for Application.](#) [Click here for Participant Agreement.](#)

Q. How do I Cancel my Participation and/or Subscription

A. RMLS requires written notice. If you are a broker you can fill out an office change form and send it in. If you are an agent it's best to send in a copy of the RE10 form. You also want to make sure that a copy gets sent to DBPR and your Realtor® Association (if applicable).

[Click here for Office Change Form.](#) [Click here for RE10.](#)

Q. What is GPS?

A. GPS stands for General Procedures & Systems. It is RMLS' orientation class that gives an introduction to the processes, products and services of RMLS.

GPS does not show users how to use MLXchange, the user can sign up for system specific training online at www.rmlsfl.com under training.

Q. Am I required to attend GPS?

A. All new users and those who have been inactive for more than 1 year are required to attend.

Q. How do I get my temporary password and/or PIN?

A. Both will be emailed to you within 24 hours of becoming active with RMLS

Q. When are annual fees due?

A. The annual renewal is due March 25th of every year. Fees are posted the first week of January and are due by March 25th to prevent a \$50 late fee. If an agent has unpaid fees and is still active with the office according to RMLS records after April 28th, the unpaid agent fees are transferred to the broker's account and payment becomes the responsibility of the broker. If you incur any other fees at any point during the year they are due upon receipt.

Q. When and how will I receive my invoice?

A. In an effort to become a more "green" office, RMLS no longer mails invoices via the US Post Office. Annual fees are posted the first week of January. After they are posted you will receive an e-mail as well as a call stating such. Notice that the annual renewal invoices have been posted and when they are due will also be in the monthly newsletter, message of the day in MLXchange and Wyldfyre and on the RMLS website. Thereafter monthly statement calls will be received by those who have an unpaid balance on their account. The balance may be an invoice for service fees, a fine or any other fees. When you receive a statement call, please review your account balance online and act accordingly.

Q. How do I view/print and/or pay my invoice?

A. From the RMLS home page www.rmlsfl.com click on the Login tab. Then click on the Online bill Pay line [Click here for instructions to Pay Online](#).

Q. How do I update my contact information?

A. You can go to the RMLS website and click on the Login Tab. Then click on Update Personal Info. Also be sure to update your information in MLXchange on the [Click here for instructions to update MLXchange](#).