

## Supra FAQ Responses

Q: Can my phone open lockboxes?

A: There are certain phones that are compatible with the Supra eKEY application. Most Blackberry, Windows Mobile, and Palm Smartphones are compatible. For the most up to date list, please visit Supra's website at [www.supraekey.com](http://www.supraekey.com).

Q: Where can I use my Supra Active Key?

A: RMLS's coverage area is all of Palm Beach and St Lucie counties. However we do share the same system code as Broward and Dade counties, therefore your key will automatically work there. Martin county is the only area that you will need access to. If you need access to their area please find the Martin County Lockbox Access Form on our website.

Q: Can I sell my lockbox?

A: Yes you may. Lockboxes are a purchased item, not leased. You may sell them to anyone such as a realtor in your office or even on eBay. Please keep in mind, if you sell your lockbox to another RMLS subscriber you will need to fill out and submit the Keybox Transfer Form to RMLS. Please find the form on our website.

Q: Should I still turn in my key even if I inactivate?

A: Yes, your key is a leased item. GE Supra will continue to charge you for the key even if you inactivate. These terms are per your lease agreement with GE Supra. You may turn your key into any of our offices, Boca, Palm Beach Gardens, Jupiter, or Port St Lucie. If you do not want to come in, please feel free to mail in the device to our corporate office in Palm Beach Gardens.

Q: Can I transfer my key to another association?

A: RMLS has a transfer agreement with the Realtor Association of Greater Fort Lauderdale and South Broward Board of Realtors. If you are coming from or transferring to one of these boards you may transfer your key. For more information, please contact the association/MLS you are transferring to.

Q: Do you sell car chargers?

A: Yes we do. Please keep in mind that the key when charged on the car charger is not being given a "true charge". To ensure the life of your key, please make it a habit to charge your key on its wall charger and use the car charger as back up.

Q: How do I report a defective or lost key?

A: You may replace your key at any of our offices in Boca, Palm Beach Gardens, Jupiter, or Port St Lucie. There is no cost to replace a defective key. In order to replace a lost key you may be responsible to pay the replacement fee of \$249 + tax. Please check with RMLS to see if you have insurance.

Q: How do I add insurance to my key?

A: You may come in to a RMLS office with your key and pay \$25 for insurance or you can add it online. To add online please read the following instructions.

Log-on to Agent WebPAY at [www.supraekey.com](http://www.supraekey.com).

- Set up Agent WebPAY log in
- After logging on to Agent WebPAY and, if the key has escyned in the last 24 hours, you can purchase insurance without having to go to your MLS.
- On the left side of the screen click 'Account Information' then click the 'Add Insurance' button.
- The next screen will show the invoice so that you can enter credit card information and run the \$25.00 payment. You must run the payment before moving to a different screen or the invoice will not be saved.
- When adding insurance for you ActiveKEY, you may receive a message asking you to try again later. If this happens open a KeyBox or release a shackle on a KeyBox, you key will communicate with our servers in approximately 10 minutes, and AWP will allow you to add insurance thereafter.

If you require further assistance, please feel free to contact GE Supra at 877-699-6787 ion 3, 2, 8, and then #.

Q: What is the difference between a GE Supra I-Box and a combo lockbox?

A: RMLS does not support the use of combo boxes, however they are not against our rules and regulations. We recommend Supra Lockboxes because not only are they secure, but the only way that an individual can access the lockbox is only if they have a Supra key. Keys are only issued to RMLS subscribers. You may also track who has been accessing the box just by pulling a simple activity report through Supra's agent website, KIM web.

Q: When is GE Supra due?

A: GE Supra ActiveKEY is due every September 19<sup>th</sup>. \* GE Supra sends out their invoices in August\*. If you wish to continue or discontinue service you must pay or return the device before September 19<sup>th</sup> to avoid extra charges.

\*This date is subject to change\*

Q: How do I pay GE Supra?

A: You may pay either on GE Supra's website online at [www.supraekey.com](http://www.supraekey.com), by phone 877-699-6787 option 2 then 1, or mail.

Q: \_Where can I pick up a Supra Active Key?

A: You may pick up the Supra Active Key at either of the following locations:

- **Palm Beach Gardens area:** 4400 PGA Blvd, Suite 700, Palm Beach Gardens
- **Jupiter area:** 901 W Indiantown Rd Jupiter
- **St. Lucie area:** 6666 US Highway One, Ste 1 Port St. Lucie
- **Boca Raton area:** 3200 Military Trail, Suite #110, Boca Raton, FL 33431

Q: How do I open the shackle?

A: To release the shackle you must press the **on/off** button to turn on the key. Then scroll to the 3<sup>rd</sup> menu option, *Release Shackle*. Press **enter**. Enter the 4-digit shackle code and press **enter**. The key will then ask you if you want to assign your lockbox, select **1** for yes. Point your key at the eye of the box and after a few seconds the shackle will release on its own.

Q: Why should I register my lockbox?

A: Lockboxes are purchased therefore they are your property. When you register your lockboxes you are able to keep track of your inventory, pull activity reports, and even get email notifications of who has been accessing your lockbox and when.

Q: How do I charge the battery in my lockbox? Low % of battery life.

A: There is a lithium battery that is inside the box. The battery cannot be charged or replaced, however it is warranted for 6 years. If it ever becomes defective within that time, RMLS will replace the box.