

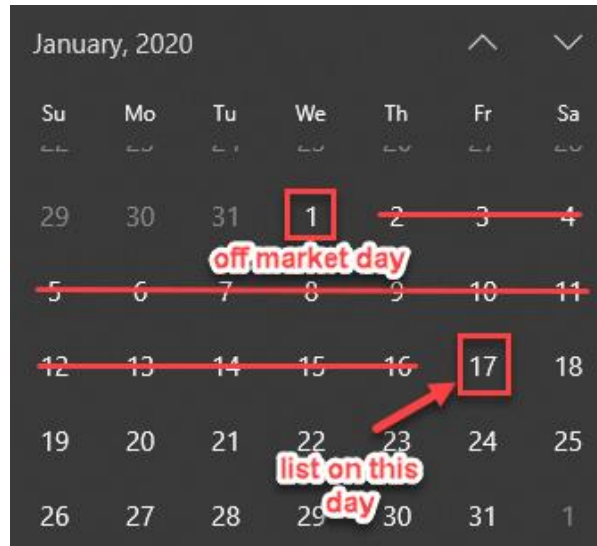
## PILLAR 9 Frequently Asked Questions No. 1

Q: WHEN DO DAYS ON MARKET RESET?

A: Days on market (DOM) resets 15 full days after the off market date. Do not count the day the property came off the market, count 15 days and list on the 16<sup>th</sup> day.

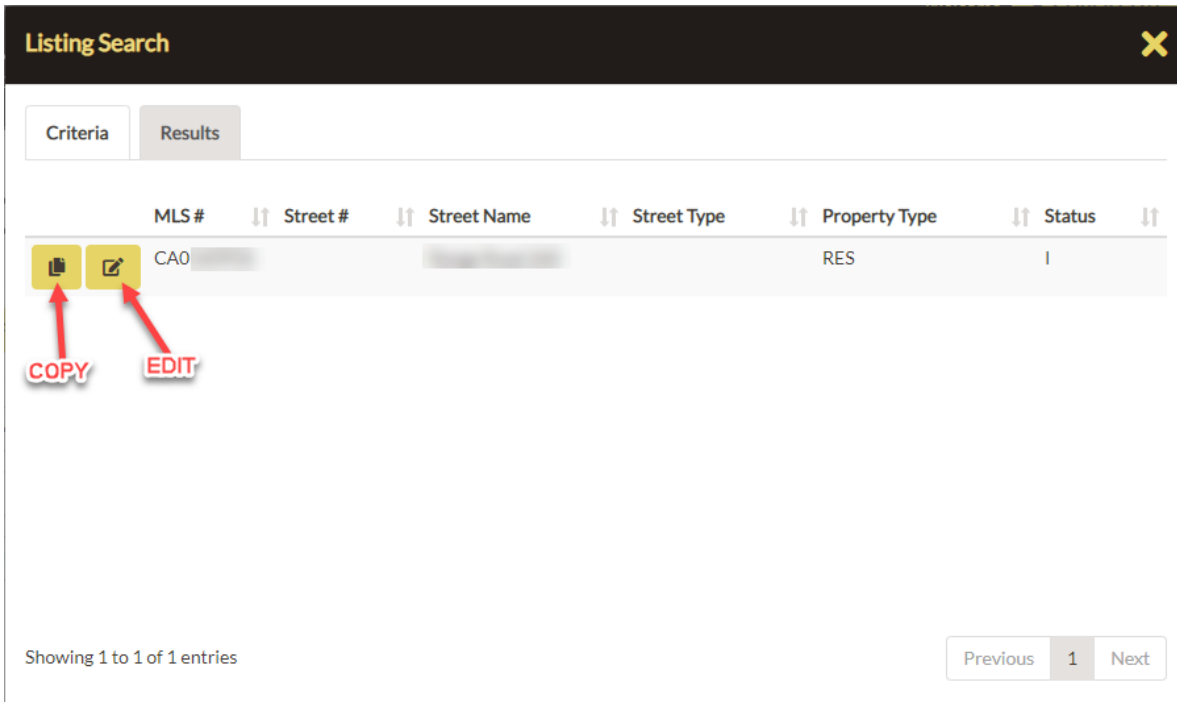
**EXAMPLE:**

Off Market day is January 1; count 15 full days from January 2 = January 16. List the property on January 17<sup>th</sup> to ensure DOM is zero.



Q: CAN WE STILL 'FILL FROM AN EXISTING LISTING' ?

A: YES – this feature is now called Copy. In the homepage of the Input screen, select 'Search Listings' and search for your listing. Once you find it, on the left-hand side there are 2 options, EDIT or COPY, you want to select Copy.



Q: HOW MANY DAYS DO I HAVE TO INPUT MY LISTING FROM THE START DATE OF MY CONTRACT?

A: You have 5 days from the listing contract start date to input your listing. In the previous CARA Matrix MLS® it was only 2 days from the start date.

Q: HOW DO I SEARCH FOR AN ACREAGE WITH A HOME?

A: Search – Cross Property (ALWAYS RECOMMENDED - this searches across all property types)

Input your criteria and then under ARCHITECTURAL STYLE search/select 'Acreage with Residence'.

To ensure your property is searchable under this category, edit your listing under the Input tab. Under 'Structure' ensure Acreage YN is answered Yes and hit Validate to save the change.

Q: LOT/ROOM MEASUREMENTS – SQUARE FEET VS. SQUARE METERS.

A: We have the option to use either square feet or square meters, unless you're inserting the lot frontage length and lot depth, this has to be in meters. [CLICK HERE](#) FOR A GOOGLE CONVERTER FEET—METERS.

Q: HOW DO I ACCESS WEBFORMS, SUPRA, SHOWINGTIME, ETC?

A: We recommend you click the links under EXTERNAL LINKS on the Pillar 9 MLS® System Homepage. We noticed an increase in password issues for users who did not access some sites directly from Pillar 9.

Q: HOW DO I MAP MY PROPERTY?

A: In Input at the top of your listing input screen are some buttons, 'Discard Changes', 'Validate' and 'Tax Autopop'; select Tax Autopop and insert your LINC number (no spaces, must start with 00). When you see the results, even if there is no tax information associated with this LINC number, on the left-hand side click the UPDATE button. This fills in the map coordinates based on the LINC number.

OR also in the Input screen under the Address and Location tab is 'Location Plotter'. To the far right of that field is a yellow globe button, click that to open a map. Search the address in the navigation bar and then click the location on the map where you want the pin to drop and ensure to hit UPDATE LOCATION to save the pin on the map.

Q: HOW DO I DO A PRICE DECREASE?

A: There is no formal "price decrease/increase" option anymore, now you just go into Input, select your listing and amend the List Price to the new price. It takes a few minutes for the change to process and show up in your listing. CHECK YOUR LISTING the same day you make a price change to ensure it saves.

PLEASE BE CAREFUL – CARA Staff does NOT have the ability to remove an incorrect price change or input.