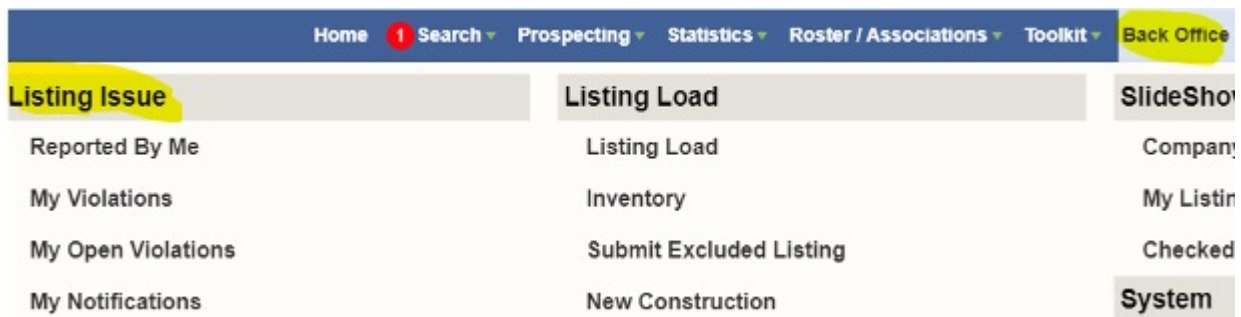


The Lifecycle of a Reported Issue (Part 3)

In Part 1 of this series, we covered how to report issues and inaccuracies to our Data Accuracy department. In Part 2, we discussed how issues are reviewed and processed. In this edition, we'll cover how issues are resolved and how to check on the status of a specific matter.

Step 3: Status & Resolution

Our subscribers are able to check the progress of the issue at any time through the RMLSweb dashboard.



Under 'Back Office,' look at the options below 'Listing Issue.' 'Reported by Me' provides status information on listings you reported, the current status of the report, and any available notes.

Violations Reported By Me

[Close Window](#)

The report below shows your ReportIT violation(s), their states and associated notes. The compliancy staff notes are in red. If a violation was created as a result of your ReportIT, it will appear in green. Violation states are ACTIVE, CORRECTED and RESOLVED. If the ReportIT violation reported by you was not an actual violation, its violation state will be NOT VALID with supporting staff notes.

Results 1 to 9 of 9					
Listing #	Violation No Associate Violation No	Violation Name Associate Violation Name	Violation State Associate Violation State	Violation Date Associate Violation Date	Notes
12613439	320759	Agent Reported Violation		10/12/2013 08:53:48 AM	this property sold for 10.3Million. what gives. check the tax records. paul czako
	321676	8.3 Inaccurate Sales Information	CORRECTED	10/15/2013 11:27:58 AM	
13704795	308327	Agent Reported Violation		09/18/2013 07:56:06 AM	I dont care who owns this property!! if the listing agent wants to list this so called celebrity -- i mean courtney cox is simply no celebrity -- the listing agent MUST AND I MEAN MUST list the address and the apn number immediately or please immediately expunge this home from my MLS SYSTEM IMMEDIATELY, this is a major DELIBERATE MLS VIOLATION on the listing agent and the Brokers Office. THEY DEFINITELY KNOW THE RULES -- SO ABIDE BY THEM.
	308377	8.3 Inaccurate APN Number	CORRECTED	09/18/2013 10:10:24 AM	
	308376	8.3 Inaccurate Address	CORRECTED	09/18/2013 10:10:18 AM	
13675675	304627	Agent Reported Violation		09/10/2013 09:09:53 PM	there is definitely an APN number for this property so stating that it is unavailable is a lie. thank you. paul czako
	304914	8.3 Inaccurate APN Number	ACTIVE	09/11/2013 10:29:53 AM	
13689729	276921	Agent Reported Violation		07/26/2013 01:22:57 AM	FINE THIS BROKER AND AGENT. THIS IS A TOTAL HYPOCRISY. THIS IS A COMPLETE LAND LISTING. NOT EVEN A FRICKING OUTHOUSE EXISTS ON THIS PROPERTY. THIS IS NOT A SINGLE FAMILY RESIDENCE AND SHOULD BE TOTALLY PURGED FROM THE MLS SYSTEM. AGAIN THERE IS NO REASON WHY THIS ADDRESS SHOULD BE LISTED IN THE MLS UNDER SINGLE FAMILY RESIDENCE. IT WILL MESS UP THE COMPS. PURGE IT IMMEDIATELY. THIS IS TOTALLY NOT FAIR.

'My Violations' displays resolved violations for your listings, while 'My Open Violations' displays violations with your listings that are currently open. Both screens list the violation notes that have been reported. Principal Brokers can view this information for their agents as well.

Results 1 to 14 of 14							
Listing #	Office	Agent	List Status	Violation No	Violation State	Violation Name	Violation Date
4101392	999923650	99992365012187	Active	289439	FINED	11 Inaccurate Details on Listing Filed NNEREN	11/27/2013 10:02:15 AM
4101380	999923650	99992365012187	Active	289438	FINED	11 Inaccurate Details on Listing Filed NNEREN	11/27/2013 10:02:11 AM
4096531	999923650	99992365012187	Active	289437	FINED	11 Inaccurate Details on Listing Filed NNEREN	11/27/2013 10:02:06 AM
4074087	999923650	99992365012187	Active	289436	FINED	11 Inaccurate Details on Listing Filed NNEREN	11/27/2013 10:02:00 AM
4047019	999923650	99992365012187	Active	289435	FINED	11 Inaccurate Details on Listing Filed NNEREN	11/27/2013 10:01:55 AM
2771478	999923650	99992365012187	Active	289433	FINED	11 Inaccurate Details on Listing Filed NNEREN	11/27/2013 10:01:51 AM
2771451	999923650	99992365012187	Active	289432	FINED	11 Inaccurate Details on Listing Filed NNEREN	11/27/2013 10:01:33 AM
272416	999923650	99992365012187	Active	289429	FINED	11 Inaccurate Details on Listing Filed NNEREN	11/27/2013 10:01:04 AM
272284	999923650	99992365012187	Active	289426	FINED	11 Inaccurate Details on Listing Filed NNEREN	11/27/2013 10:00:57 AM
272284	999923650	99992365012187	Active	289423	FINED	11 Inaccurate Details on Listing Filed NNEREN	11/27/2013 10:00:53 AM
				289422	FINED	03 Virtual Tours	11/27/2013 10:00:53 AM
4326577	999923650	99992365021339	Active	288926	SYSTEM CORRECTED	07 Photo Count	11/27/2013 01:03:32 AM
4222578	999923650	99992365012179	Active	287899	FINED	11 Inaccurate Details on Listing Filed NNEREN	11/26/2013 07:02:17 AM
4324313	999923650	99992365012178	Active	284419	SYSTEM CORRECTED	07 Photo Count	11/06/2013 01:03:55 AM

The 'My Notifications' section tracks notices about your listing violations. You can see when the notifications were sent and to whom they were sent. If you click the link under 'Sent Date' you can read the notice that was sent.

My Notifications

Close Window

Listing #	Violation #	Violation Name	Sent Date	Notification Type	Email To(Email's should separate by comma's)	Status	Viewed	Delivery Status Text
4835052	3482895	Level Violation Event	03/12/2013 10:45:19 PM	Penalty Violation Level 2	aburfiend@cox.net (Agent), gbhomes@cox.net	DELIVERED		
4845910	3241111	Level Violation Event	11/13/2012 11:45:27 PM	Penalty Violation Level 2	aburfiend@cox.net (Agent), gbhomes@cox.net	DELIVERED		
4843498	3241108	Level Violation Event	11/13/2012 11:45:25 PM	Penalty Violation Level 2	aburfiend@cox.net (Agent), gbhomes@cox.net	DELIVERED		
4841896	3241104	Level Violation Event	11/13/2012 11:45:23 PM	Penalty Violation Level 2	aburfiend@cox.net (Agent), gbhomes@cox.net	DELIVERED		
4825862	3187891	N- Special Listing Cond Short Sale Incorrect	10/18/2012 10:17:19 AM	Non-Penalty Violation	aburfiend@cox.net (Agent), gbhomes@cox.net	DELIVERED		
4704788	2766799	Level Violation Event	05/17/2012 10:45:19 PM	Penalty Violation Level 1	aburfiend@cox.net (Agent), gbhomes@cox.net	DELIVERED		
4757683	2766795	Level Violation Event	05/17/2012 10:45:16 PM	Penalty Violation Level 1	aburfiend@cox.net (Agent), gbhomes@cox.net	DELIVERED		

Any issues that were discovered by our data checking software or staff will also appear in 'My Notifications.' The data is available for 18 months from the date the issue was closed. This does not mean that you cannot report an issue on a listing older than 18 months.

One factor that could affect whether an issue can be reported is if the Seller's Agent or firm are no longer RMLS subscribers. In that event you would receive an error and to report the issue you would need to use one of the previously mentioned alternative methods.

Should you ever have a question about an issue that you submit or about a notice that you received on one of your own listings please reach out to us and we will be happy to answer any questions.