

Supra Lockbox Activity – Updated Through Week of June 26 – August 1

Activity rises from previous week

When comparing the week of July 26 – August 1 with the week prior, the number of times an RMLS™ subscriber opened a Supra lockbox increased 13.8% in Washington and 3.1% in Oregon.



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Supra Lockbox Activity – Updated Through Week of July 12-18

Both states see activity gains from previous week

When comparing the week of July 12 – July 18 with the week prior, the number of times an RMLS™ subscriber opened a Supra lockbox increased 7.1% in Washington and 12.2% in Oregon.



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Supra Lockbox Activity – Updated Through Week of July 5 – 11

Activity back up after holiday drop

When comparing the week of July 5 – July 11 with the week prior, the number of times an RMLS™ subscriber opened a Supra lockbox increased 17.4% in Washington and 5.8% in Oregon.



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Supra Lockbox Activity –

Updated Through Week of May 17-23

Activity rises again in both states

When comparing the week of May 17 – May 23 with the week prior, the number of times an RMLS™ subscriber opened a Supra lockbox increased 1.3% in Washington and increased 2.2% in Oregon.



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Enhancements to Supra's Support Line

Updates make support quicker and more efficient

At the end of last year, Supra announced some enhancements that are useful for agents who need to speak to a support representative. Now, when you contact Supra for support, you can enter your serial number and automatically be directed to the correct support representative.

Instead of being required to select from a menu, you will be

directed based on your key type, the status of your key, or the status of your account. This means that you will spend less time on the phone.

Here are the key benefits of the new phone system:

- When calling in, agents will be asked to enter their key serial number and PIN code. This will help confirm that the key is in the possession of the authorized user. The serial number is then used to direct their call to the correct support representative.
- Because the system knows what kind of key the agent has (based on the serial number), it helps ensure that the agent is connected to the correct representative. In this way the agent can get their questions answered quicker.
- If a customer doesn't know their serial number, they will still be able to get assistance by choosing to be directed to a support representative.
- In some cases, the new system may advise callers to contact their MLS directly. This could happen under specific circumstances such as:
 - The keyholder is on "hold" or "inactive" status.
 - The keyholder is not paid at their MLS.
 - The keyholder's broker office status is "hold" or "inactive".

If you have a Supra ActiveKEY, just turn the key over to locate the key serial number. If you have eKEY software on your smart phone or PDA, here are instructions on how to locate your serial number:

Palm based eKey: Open the eKEY application. The very first screen will state the key number and if the key is updated.

Windows Mobile based eKey: Open the eKey Suite and select Options in the lower right hand corner of the screen and then choose "About."

Blackberry based eKey: Open the eKey application, press the Blackberry Menu Button (the one with the cluster of dots) and choose "About."

Supra Lockbox Activity – Updated Through Week of April 19-25

Minimal changes in activity from previous week

When comparing the week of April 19 – April 25 with the week prior, the number of times an RMLS™ subscriber opened a Supra lockbox decreased 1.2% in Washington and increased 1.8% in Oregon.



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Supra Lockbox Acitivity –

Updated Through March 21

Minimal changes from previous week

When comparing the week of March 15-21 with the week prior, the number of times an RMLS™ subscriber opened a Supra lockbox increased 1.0% in Washington and decreased 0.4% in Oregon.



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Supra Lockbox Activity – Updated Through Week of March 8-14

Up in Washington and Down in Oregon

When comparing the week of March 8-14 with the week prior, the number of times an RMLS™ subscriber opened a Supra lockbox increased 1.8% in Washington and decreased 1.8% in Oregon.



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Supra Lockbox Activity – Updated Through Week of Feb. 22-28

Declines noted for Washington and Oregon

When comparing the week of February 22-28 with the week prior, the number of times an RMLS™ subscriber opened a Supra lockbox decreased 4.9% in Washington and 1.7% in Oregon.



Click the chart for a larger view

Supra Lockbox Activity – Updated Through Week of Feb. 1-7

Activity drops in Oregon & Washington for first time in weeks

When comparing the week of February 1-7 with the week prior, the number of times an RMLS™ subscriber opened a Supra lockbox decreased 9.3% in Washington and 1.2% in Oregon.



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