

December 18, 2008

Board of Director Minutes
Multiple Listing Service of the Wilmington Regional Association of REALTORS®
Myrtle Beach, SC

Attending	R. J. Alexoudis	Jonathan Barfield	Melanie Bertrand	Bob Jamieson
	Dan Kibler	Susan Lacy	Sharon Laney	Mary Martin
	Russ May	April McDavid	Bob McKoy	Karen Parkin
	Vance Young			
Staff:	Jerry Panz			
Guests:	Buddy Blake	Tom Gale	Ashley Garner	Dennis Musser
	Louise Voelker			

President April McDavid called the meeting to order at 9:30 AM.

By Consent the following was approved:

1. Consent Agenda
2. Hiring Brian Larson to send a letter addressing the contractual issue of the hours of operation of the Wilmington call center.
3. Enhancing the MLS program so that price reductions that exceed a 1% of the listing price will no longer produce a change to the Client Portal and Hotsheet functions
4. Taking the following actions in regard to numbered sections of the MLS Committee Report (attached)
 - a. #5: No action. The board discussed whether to include a field for the label when the property is module but declined to add it to the database.
 - b. #6: Submitting an enhancement request to Rapattoni
 - c. #7: Adding a Yes/No field for short sales. Once implemented the current method of disclosure will be revised.
5. Postponing the request to allow Allied members to access eshowings website for appointments.

The Board went into an Executive Session to discuss personnel issues. Upon reconvening the following actions were approved:

6. Providing an incentive under the Linking Pay to Performance policy (attached).
7. Agreeing with the recommendation from the Administrative Committee.

There being no further business the meeting adjourned at 11:10 AM.



Jerry S. Panz, CAE, e-PRO, RCE
Secretary

Consent Agenda

Multiple Listing Service of the Wilmington Regional Association of REALTORS®

December 18, 2008

Acknowledgement of:

Approval of:

1. The minutes from the November 20, 2008
2. The following recommendations from the MLS Committee (See attached report. The numbers in brackets corresponds to the numbered cell in the MLS Committee report)
NOTE: Send enhancement request means that this would affect all Rapattoni MLS users so it must go through a Rapattoni Users Group meeting for approval:
 - a. Adding field for “green” fields to MLS [1]
 - b. Adding to all property types (already on Land) Leased or Owned to all fields for Oil Tank & Propane [3]
 - c. Add enhancement request to add a “drop down” and single click for report, and also research further. (Quick click report) [6]
 - d. Adding Foreclosure Yes/No [7]
 - e. Adding link to each listing that could be copied, then pasted into an email. Enhancement request [11]
 - f. Ask Rapattoni to add an autofill as option in next software release. [11]
 - g. Add to report A9 dom/cdom beside agent name (current open space) [12]
 - h. Adding radio button to legal field for exact, contains begins with [13]
 - i. Toggle button for Client Portal for agent choice of daily digest—send enhancement request. [14]
 - j. Send enhancement request for print page button on map pages.[16]
 - k. Send enhancement request to rename and order reports per Kathy Wright. [17]

MLS Waivers Granted by Staff

Name	Company	Why Waived
Vicky Johnson	Landfall Realty LLC	Closing Coordinator
Erica King	RE/MAX Coastal Properties	License inactive (OH)

November 20, 2008

Board of Director Minutes

Multiple Listing Service of the Wilmington Regional Association of REALTORS®
Myrtle Beach, SC

Attending	R. J. Alexoudis	Jonathan Barfield	Melanie Bertrand	Bob Jamieson
	Dan Kibler	Susan Lacy	Sharon Laney	Mary Martin
	April McDavid	Bob McKoy	Karen Parkin	Vance Young
Absent:	Russ May			
Staff:	Jerry Panz			
Guests:	Buddy Blake	Tom Gale	Ashley Garner	Bryan Greene
	Dennis Musser	Louise Voelker		

President April McDavid called the meeting to order at 10:02 AM. Jonathan Barfield gave the invocation. All members of the Board of Directors received notice of the meeting. A short discussion was held concerning providing sold data within the IDX data feed; however, the Board decided to wait for the signing of the Consent Order between the Department of Justice and the National Association of REALTORS®.

By Consent the Consent Agenda was approved.

There being no further business the meeting adjourned at 11:27 AM.



Jerry S. Panz, CAE, e-PRO, RCE
Secretary

Consent Agenda

Multiple Listing Service of the Wilmington Regional Association of REALTORS®

November 20, 2008

Acknowledgement of:

Approval of:

1. Authorizing President to execute Wolfnet contract (sent by email 10-29-08)

MLS Waivers Granted by Staff

Name	Company	Why Waived
Patrick Chambers.	Coldwell Banker Sea Coast Realty	Unlicensed
Nique Rouse	Signature Homes Real Estate	Unlicensed
Katie Fortunato	Coldwell Banker Sea Coast Realty	Unlicensed
Jane MacBean	Century 21 Swever & Associates	Unlicensed

MLS Financial Narrative	
Month Ending November 2008	
Account Name	Monthly Narrative
CURRENT ASSETS	
All Asset accounts	In balance
Prepaid Expenses	Credit balance on BB&T Credit Card. Magnetic Calendars (REALTOR Store) were returned to vendor for credit.
CURRENT LIABILITIES	
NC Unemployment	Paid quarterly
REVENUES	
MLS Access Fees	\$37,449 less than annual bedget but did not collect for August
EXPENSES	
Donations	Children's Museum per November BOD meeting
Other Meetings Expense	Leadership Retreat
Insurance & IRA	WRAR makes quarterly payment to MLS to offset expense
Taxes (payroll-all)	WRAR makes quarterly payment to MLS to offset expense
Wages	WRAR makes quarterly payment to MLS to offset expense

Balance Sheet as of November 30, 2008		
Without Audit or Review by CPA		
ASSETS		
Current Assets		
Merrill Lynch Money Market	\$ 237,719.06	
BB&T-Operating Account	60,034.95	
Accounts Receivable-Membership	14,372.72	
Accounts Receivable-Other	1,327.70	
Inventory-Store	21,418.64	
Prepaid Expenses	817.46	
Prepaid Taxes	14,324.00	
Total Current Assets		350,014.53
Property and Equipment		
Accumulated Depreciation	(802,391.66)	
Office Furniture and Equipment	61,623.59	
Computer Equipment	212,016.68	
KeyBox Inventory	541,364.22	
Total Property and Equipment		12,612.83
Designated Reserves		
Computer Reserve (FF-19,000)	19,000.00	
Operating Reserve (598,340.49)	205,225.55	
Copier Reserve (FF-15,000)	15,000.00	
Issues Mob Rsve(\$35,000)	35,000.00	
Server/Sftwre Rsvr(FF-25,000)	25,000.00	
Furniture/Fixt Rsrv(FF-10,000)	10,000.00	
KeyBox Reserve (246,180)	246,180.00	
Next MLS System(\$185,000)	185,000.00	
Total Designated Assets		740,405.55
Total Assets		\$1,103,032.91

LIABILITIES AND CAPITAL		
Current Liabilities		
NC Unemployment Tax Payable	\$ 392.29	
Total Current Liabilities		392.29
Long-Term Liabilities		
Total Long-Term Liabilities		0.00
Total Liabilities		392.29
Capital		
Common Stock	500.00	
Retained Earnings	950,472.57	
Net Income	151,668.05	
Total Capital		1,102,640.62
Total Liabilities & Capital		\$1,103,032.91

Multiple Listing Service

Income Statement as of November 30, 2008 Without Audit or Review by CPA

	Current Month Actual	Current Month Budget	Year to Date Actual	YTD or Annual Budget	Variance YTD
Revenues					
Contract Services w/ D-S AOR**	2,030.00	1,887.16	27,220.00	20,758.76	6,461.24
Contract Services with RCA	0.00	0.00	40,000.00	40,000.00	0.00
IDX Feed	0.00	0.00	225.00	0.00	225.00
Int&Inc Val-M/L Money Market **	(7,618.82)	2,227.19	2,238.20	24,499.09	(22,260.89)
MLS Access Fees **	94,953.00	96,735.00	1,026,635.59	1,064,085.00	(37,449.41)
MLS-Branch Office Fees **	0.00	16.67	300.00	183.37	116.63
MLS Initiation Fees **	2,250.00	2,500.00	47,450.00	27,500.00	19,950.00
MLS Firm User Fees **	14,707.00	14,040.00	165,559.41	154,440.00	11,119.41
MLS & Keybox Fines **	3,755.00	1,250.00	8,584.00	13,750.00	(5,166.00)
MLS Late Payment Fees **	1,050.00	617.91	5,355.00	6,797.01	(1,442.01)
MLS Reinstatement Fees **	470.00	282.86	3,050.00	3,111.46	(61.46)
MLS - Misc. Income **	30.00	83.33	8,983.92	916.63	8,067.29
NSF fees	0.00	0.00	50.00	0.00	50.00
Supra Initiation Fee **	1,150.00	333.33	19,030.00	3,666.63	15,363.37
Supra Monthly Fee **	24,968.25	28,454.25	293,947.48	312,996.75	(19,049.27)
Store Income(net) **	390.60	1,666.67	14,544.34	18,333.37	(3,789.03)
Total Revenues	138,135.03	150,094.37	1,663,172.94	1,691,038.07	(27,865.13)

	Current Month Actual	Current Month Budget	Year to Date Actual	YTD or Annual Budget	Variance YTD
Expenses					
Accounting & Consulting-CPA	0.00	0.00	6,830.00	4,000.00	2,830.00
Advertising	0.00	0.00	813.37	500.00	313.37
Annual Meeting & Election	4,200.00	0.00	4,500.00	4,500.00	0.00
Bank Service Charges-CC Fees**	3,374.50	4,010.79	36,818.70	44,118.69	(7,299.99)
Banquet Expenses	0.00	0.00	3,000.00	3,000.00	0.00
Building-New	129.93	0.00	5,657.03	20,000.00	(14,342.97)
Clark Memorial	0.00	0.00	0.00	275.00	(275.00)
Contingency Fund	0.00	0.00	8,640.00	10,332.35	(1,692.35)
Computer Operations **	4,922.60	3,834.52	23,254.21	42,179.72	(18,925.51)
Depreciation	0.00	0.00	26,656.00	26,656.00	0.00
Directors Meetings **	153.72	166.67	1,108.40	1,833.37	(724.97)
Donations	1,000.00	0.00	7,875.00	3,000.00	4,875.00
Dues & Subscriptions **	0.00	41.67	354.92	458.37	(103.45)
Economic & Market Watch Report	0.00	0.00	3,000.00	3,000.00	0.00
Election Expense	1,400.00	0.00	1,400.00	1,500.00	(100.00)
Equipment Maint & Purchase **	0.00	250.00	2,793.45	2,750.00	43.45
eshowings **	0.00	0.00	5,912.50	0.00	5,912.50
Governmental Affairs	0.00	0.00	20,000.00	20,000.00	0.00
iCheck	0.00	0.00	(4,277.00)	23,500.00	(27,777.00)
iMapp, Inc (tax service)	0.00	0.00	42,914.80	42,302.65	612.15
Insurance-Computer Equipment	0.00	0.00	2,480.00	5,632.00	(3,152.00)
Insurance-Health **	6,320.08	5,544.00	49,987.35	60,984.00	(10,996.65)

	Current Month Actual	Current Month Budget	Year to Date Actual	YTD or Annual Budget	Variance YTD
Insurance-Workman's Comp	0.00	0.00	2,293.73	2,549.40	(255.67)
IRA Employer Contributions **	715.29	917.36	1,674.02	10,090.96	(8,416.94)
Keybox Expense **	(4.00)	5,500.00	(2,560.81)	60,500.00	(63,060.81)
Leadership Training	0.00	0.00	0.00	5,000.00	(5,000.00)
Lease-Building **	4,584.29	4,584.29	50,427.19	50,427.19	0.00
Legal Fees **	979.29	1,166.67	15,767.41	12,833.37	2,934.04
Misc. Expenses **	0.00	199.33	2,389.91	2,192.63	197.28
MLS Committee Meeting	0.00	0.00	55.00	1,000.00	(945.00)
NAR & ASAE-Travel	997.14	0.00	18,605.64	27,579.41	(8,973.77)
NCAR Travel	770.15	0.00	15,976.39	19,850.43	(3,874.04)
NC Data Share	135.06	0.00	(495.02)	0.00	(495.02)
Office Supplies **	477.02	791.67	7,408.08	8,708.37	(1,300.29)
Orientation	0.00	0.00	5,000.00	5,500.00	(500.00)
Other Meetings Expense	1,553.92	0.00	10,445.30	1,000.00	9,445.30
PossibleNow.com	0.00	0.00	0.00	12,000.00	(12,000.00)
Postage and Shipping **	239.50	416.67	473.39	4,583.37	(4,109.98)
Postage Meter	312.57	0.00	1,556.28	1,700.00	(143.72)
Printing	0.00	0.00	152.60	500.00	(347.40)
Rapattoni MLS **	26,245.90	27,989.20	302,437.84	307,881.20	(5,443.36)
Refunds Paid	0.00	0.00	(0.41)	0.00	(0.41)
Salary-Casual Labor **	0.00	996.67	10,140.23	10,963.37	(823.14)
Software License & Upgrades **	0.00	133.33	106.74	1,466.63	(1,359.89)
Strategic Plan	0.00	0.00	22,562.36	10,000.00	12,562.36
Supra Key Expense **	18.08	28,028.70	236,375.67	308,315.70	(71,940.03)
Taxes-Employers FICA **	3,593.62	2,439.57	28,813.63	26,835.27	1,978.36
Taxes-Employment Security **	159.57	67.49	3,288.47	742.39	2,546.08
Taxes-Franchise	0.00	0.00	0.00	735.00	(735.00)
Taxes-Income	0.00	0.00	61,700.00	20,011.95	41,688.05
Taxes-Property Business Equip	1,895.75	0.00	1,895.75	0.00	1,895.75
Tax-NC Sales	0.00	0.00	0.01	0.00	0.01
Taxes-NC Unemployment	0.00	0.00	(2.47)	0.00	(2.47)
Taxes-FUTA	15.36	0.00	728.22	294.00	434.22
Technology Seminar	0.00	0.00	0.00	5,000.00	(5,000.00)
Telephone/Computer Lines **	935.97	515.50	7,037.46	5,670.50	1,366.96
Tokens for MLS (Net)	(236.00)	0.00	(6,710.09)	0.00	(6,710.09)
Travel & Education CEO	1,259.34	0.00	2,932.73	3,000.00	(67.27)
Staff Development & Travel	3,293.74	0.00	11,872.14	18,463.17	(6,591.03)
Website Creation & Promotion	74.85	0.00	72,906.02	80,000.00	(7,093.98)
Wages Expense **	46,975.89	31,400.57	376,532.75	345,406.27	31,126.48
Total Expenses	116,493.13	118,994.67	1,511,504.89	1,691,322.73	(179,817.84)
Net Income	21,641.90	31,099.70	151,668.05	(284.66)	151,952.71

MLS Committee Recommendations

1	<p>Request to add table values for identifying “green” building certifications. I am a green builder here in New Hanover County. I am also a licensed Realtor. There are several national, local, state certification programs for Green homes. The standards are well established and certified by a third party system which is rigorous in most cases. I believe that the best measure of "green" is one of these certifications, the minimum being the Energy Star label which just indicates that energy saving technologies have been incorporated into the design and execution of construction. NCHomeshield is the North Carolina equivalent of programs in Atlanta (Earthcraft), and other states, and also will be merging with the national LEED-H certification. NAHB is putting the final touches on their national green certification this week. There is also a commercial LEED program which I know for certain many developers are leaning towards now.</p> <p>I am helping to spearhead the new NAHB green certification efforts here and we recently started a WCFHBA Green Council which meets for the first time on May 15 at 2:00 at the office on Wrightsville Ave.</p> <p>Overall, I think the WRAR should look to the national, local and state certification programs with third party verification processes as the standards for listing as "green". Energy Star could even be its own category to avoid lumping all of them into one. I can help with this or point in the right direction if you'd like.</p> <p>This will certainly be well accepted and applauded by anyone looking to find this type of home here!</p> <p>Thanks for your help. I hope they also recognize the Energystar designation from US-EPA as the energy saving issue is very important to buyers and is achievable (and commendable).</p> <p>Pamela Anne Fasse; Owner/General Contractor; Anne & Bradshaw General Contractors, Inc; P.O. Box 221; Wrightsville Beach, NC 28480; 910 232 1474</p> <p>Jerry’s Response I will forward your request to the MLS Committee chair and vice chair. My experience with the REALTORS® certifications is that state and national accredited programs are the ones recognized. The LEED and its iterations (LEED-NC, LEED-H, LEED-EB, etc) and any developed by NAHB may be the only ones approved for display in the MLS. Unanimous decision to proceed with adding “Green” fields to MLS. Task force to be formed with Patrice Willits as Chair to make field recommendations to leadership</p> <p>– Unanimous decision to proceed with adding “Green” fields to MLS. Task force to be formed with Patrice Willits as Chair to make field recommendations to leadership</p>
2	<p>Integrating tax for Columbus, Duplin and/or Sampson County (attach Rapattoni quote) More information is required. Onslow county pricing requested as well. Committee would like price breakdown with “either-or” options. Would like to also know how many fields are available. Add to next MLS committee meeting.</p>
3	<p>Adding to all property types (already on Land) Leased or Owned to all fields for Oil Tank & Propane – Yes.</p>
4	<p>Adding a FSBO/COMP as a value in the Listing Type Table - No</p>

5	<p>Manufactured or Stick-Built?</p> <p>In the past, it was easy to distinguish “stick-built” structures (built on-site) from manufactured structures (built off-site and transported to the lot where they were installed). But today, due to new construction technologies and conflicting definitions in subdivision covenants and zoning codes, the determination of whether a property is “manufacture” or “stick-built” is not always clear.</p> <p>The question is further complicated by owners or developers who combine elements of manufactured and stick-built structures. Some, for example, purchase off-site-built structures without exterior siding and then add brick or some other veneer; others assemble multiple manufactured units on site into a two-story building, or order a base unit and then “stick-build” a second floor. Are the resulting structures stick-built or are they manufactured?</p> <p>So, the definition in the MLS Rules might be: built off-site and transported to the lot where they were installed. If a preponderance of the structural components are built off-site—disclosure as a modular might be prudent. If a less than preponderance of the structural components are built off-site—then it might be prudent to note it in the non public remarks and show in the MLS that it is stick built.</p> <p>This issue has never been discussed by the MLS Board or the MLS Committee. I think it wise to have both of these groups define “what” the MLS Rule is and I have copied the appropriate parties to get it on the MLS Committee’s agenda.....Jerry – No Action, send to Directors for further discussion.</p>
6	<p>From Vance Young:</p> <p>Also, I know we have had repeated discussions about Rapattoni and the printing of a one page report. I know you can go thru a 3 or 4 step process to get a report reduced to one page. Can we not make it easier for our members and have the first page that comes up be a printable one page report? If an agent wants all the other stuff that trickles off (usually 3 pages) then let the agent go thru the extra 3 or 4 steps for that.</p> <p>Jerry’s Reply:</p> <p>While the Rapattoni report printing has fewer steps than Ambiance, I think I am hearing you say that you want a way to click and print a 1-page report. That would be a great enhancement feature! If I have misunderstood, please let me know. Designing the report to make everyone happy is an impossible task but perhaps the MLS Committee could make most people happy. I have added that idea to the draft of the MLS Committee’s agenda. Joyce Barnwell will decide when to hold the next meeting and I am sure she will want to add this to her agenda. Add enhancement request to add a “drop down” and single click for report, and also research further. (Quick click report)</p>
7	<p>06-24-2008</p> <p>Hello,</p> <p>I would like to request that the MLS committee discuss an addition to the current MLS. It would be wonderful to be able to "search" for foreclosures/REO properties. I believe this is already a required field - but we are unable to pull that information in a search.</p> <p>Thank you,</p> <p>Lara Beaudoin</p>

	<p>Staff recommendation per conversation with Century 21 Sweyer: Add Radio (Yes/No Checkbox) for foreclosures so foreclosure properties can be quickly indentified in both the MLS and in the data set to benefit firm's back office software solutions. Make field searchable within the MLS. Add foreclosure yes/no radio, and have Directors discuss "short sell"</p> <p>Add foreclosure yes/no radio, and have Directors discuss "short sell"</p>
8	<p>Brian,</p> <p>As discussed I'd like you to suggest to the MLS Committee that a recommendation be made to the Rapattoni software development team that in the referenced feature of the Client Portal, the Private checkbox option be included for the client's use.</p> <p>This would enable clients to leave notes for themselves which would not appear on my MLS home page, necessitating sorting through each listing to see if the note contains something I need to address or not, and be of great service in the organizational benefit to clients.</p> <p>Thanks.</p> <p>Sincerely, Phil Bordeaux</p> <p>No</p>
9	<p>I am using the client portal and automatic update for past clients to show them the current activity in their neighborhood and it would be great to have the option to check boxes to send automatic update on sold and pending properties to the client. Right now it only sends updates on new and changed listings and not an update for when they go under contract or go to sold. It will keep the sold and pending in the portal but I would like have the option to turn on the update for the status change to pending and sold.</p> <p>I hope this makes since.</p> <p>Wendy Shorter-Bridges REALTOR Coldwell Banker Sea Coast Realty</p> <p>Add to next MLS committee agenda.</p>
10	<p>From: Justin Donaton [mailto:justin@coastwalkrealestate.com] Sent: Thursday, September 25, 2008 11:08 AM To: Jerry Panz Cc: Brian Bell Subject: RE: Modular Condo</p> <p>I wonder if RAP could be set-up so a REALTOR could check "condo", and then they could have sub categories to check "all", "stick-built", or "modular".</p> <p>I have told my client I cannot do what he asked me to do....but assured him I would double check.</p>

	<p>Thanks for your feedback Jerry!</p> <p>Staff Note Regarding Above Request: <i>There would be programming cost associated with this request. This would be a complete system redesign and major change plus multiple fields of data would need to be reconverted and Q/A'd.</i></p> <p>No</p>
11	<p>From: David M. Eggleston, Sr. [mailto:david@intracoastalrealty.com] Sent: Wednesday, August 06, 2008 10:55 AM To: Jerry Panz; 'susanlacy'; 'Joyce Barnwell'; 'April McDavid'; 'Vance Young' Subject:</p> <p>All,</p> <p>Wouldn't it be great if Rapattoni had individual links for each listing that we could copy and paste into an email? It might look like an address 130 Pecan Ave. or some key word Patio home that was in the middle of a narrative that would display the listing if you click on the link. It would make it easier for agents to send listings to clients and write about each individual property instead the whole bunch. It might operate sort of like when we do a search in the one line grid, then click on the MLS number of the listings we want to know more about.</p> <p>Submit enhancement request</p> <p>This could come as an enhancement Rap adds <u>after</u> they clean up the current problems like:</p> <p>Heading size atop the One-Line Grid. Why do we have to have Original Price Display as a header for a column with 6 or seven digits? What's wrong with Or. Price? And why do we have to have Price Per Sq Ft as a header for a column with 5 or 6 digits and a decimal point. How about \$/Ft? For that matter, why does this figure need to be carried out to 2 decimals? Isn't \$99 close enough, or does it have to be \$99.35? These changes would allow us to see more information on the screen or page.</p> <p>Hot Sheet display same as other searches. Why can't we get this in the One-Line Grid, etc.? Is there any difference between Hotsheet and Hotsheet Std?</p> <p>Add enhancement request to have one line grid and all ofther grid options in hotsheets and market watch results. – Agents want options to be the same across the Rap MLS platform. What about putting home warranty information in MLS? Not on the top of every report, but deep in the full report you pull up when writing an offer. It should include the same information included in the listing agreement. Add Home Warranty yes/no with yes=drop down text box 100 characters with spell check (if spell check available).</p> <p>Same for termite bond. - No</p> <p>How about auto-filling common search criteria, like L-u-m-i-n-a, W-r-i-g-h-t-s-v-i-l-l-e, O-l-e-a-n-d-e-r, C-o-l-l-e-g-e, etc? We get drop down boxes for some choices, but not others.</p>

	<p>Ask Rapattoni about possibility of having autofill as option in next software release.</p> <p>From: David M. Eggleston, Sr. [mailto:david@intracoastalrealty.com] Sent: Wednesday, October 15, 2008 11:44 AM To: susanlacy@intracoastalrealty.com; 'April McDavid'; 'Joyce Barnwell'; 'Ashley Garner' Cc: Jerry Panz; Brian Bell Subject: FW: Email Issue Resolved</p> <p>We continue to have problems with Rapattoni email. Why must we rely on their connectivity to send a client MLS information? Why doesn't Rap just give us hot links to selected properties that we can embed in our own emails? That way we can take advantage of all of the MS Outlook features like, Contacts, Rules, Sent, Word, Spell check, Fonts, Bold, Underline, Centering, etc.</p> <p>Yes, I know I can email myself an incorporate these features, but that's just another step and it still doesn't allow me to embed a listing in the middle of an email. Ask Rapattoni for hyperlink to public property view as enhancement request Example: Dear Client,</p> <p>Please take a look at my new listing at 123 Main St. I just know you will love it! You might also enjoy seeing these other fine homes in your price range. Sincerely,</p> <p>Aggressive Agent</p>
12	<p>From: Paul Coffman [mailto:paul@coastalcarolinaproperties.com] Sent: Monday, September 29, 2008 11:53 AM To: Jerry Panz Subject: Reports</p> <p>Can you please, please add days on market to the showing reports in Rappattoni, specifically the appointment reports in the custom report section? Thanks!</p> <p>Paul Coffman Owner, Broker-In-Charge, ABR, REALTOR, REBAC</p> <p>Add to report A9 dom/cdom beside agent name (current open space)</p>
13	<p>From Wendy Shorter-Bridges - Add A radio button to legal description. Search that would allow agents to select "contains" and "Begins With". Currently, searching the tax portion of Rapattoni would require an agent to enter the exact legal description in order to find a property. Staff strongly concurs. YES</p>
14	<p>From: Shorter-Bridges, Wendy [mailto:wendy@seacoastrealty.com] Sent: Thursday, September 18, 2008 9:41 AM To: Brian Bell; Jerry Panz; aprilmc david@intracoastalrealty.com; susanlacy; May, Russ Subject: mls suggestions</p>

	<p>Hi everyone,</p> <p>It would be nice to only get one update a day from Rapattoni to the agent on the listings. When you have a bunch of people in your system it gets overwhelming to get 6+ emails a day of updates.</p> <p>I am using the client portal and automatic update for past clients to show them the current activity in their neighborhood and it would be great to have the option to check boxes to send automatic update on sold and pending properties to the client. Right now it only sends updates on new and changed listings and not an update for when they go under contract or go to sold. It will keep the sold and pending in the portal but I would like have the option to turn on the update for the status change to pending and sold.</p> <p>Send daily digest enhancement request</p>
15	<p>From Realtor@ Justin Donaton;</p> <p>Rapattoni Request:</p> <p>I would like to ask the committee to consider expanding on the "Agent Hits" statistic in MLS.</p> <p>Currently, it just provides the total sum of "agent hits"</p> <p>it would be nice if this data was more helpful, for example if you could see 'agent hits per week'. Even better, it would be nice to track (and compare against) other similar priced homes in the same zip codes.</p> <p>Thanks, for considering</p> <p>No</p>
16	<p>From: Wendy Shorter-Bridges [mailto:wendy@seacoastrealty.com] Sent: Monday, October 13, 2008 1:47 PM To: Brian Bell; jerry@wrar.com; SusanLacy (susanlacy@intracoastalrealty.com); April McDavid (aprilmc david@intracoastalrealty.com); Russ May Subject: RE: rapattoni</p> <p>Can we import the agents' license number to Rapattoni and have it with the agent info on all listings and in the detailed reports??? This would be really helpful when writing contracts since it is required on contracts. Add (if possible) to office report, agent detail, AND see if Rapattoni can add it within the MLS module on the property listing web page.</p> <p>-Wendy also requests the ability to be able to print maps from within Rapattoni. – Send enhancement request for print page button on map pages.</p>
17	<p>From: Marysellswilm@aol.com [mailto:Marysellswilm@aol.com] Sent: Friday, October 24, 2008 2:03 PM To: Kathy Wright; aprilmc david@intracoastalrealty.com; kparkin@ec.rr.com Cc: Jerry Panz; Brian Bell</p>

Subject: Re: New field in Custom Reports

Hi Kathy, Members are still asking that the initials of the forms be dropped. (VERY confusing)

And can they be put in alpha order.

Mary Martin SRS
College Rd
NC 28403

Yes to go ahead with design
below

1601 S.
Wilmington,
910-395-4100

STAFF RESPONSE:

Mary,

This is way the Custom Reports is suppose to look like once Rapattoni has done the sort , it's based on what we decided back in early September. Are you sure that we want to make the changes? I have spoken to Brian and George about following up with Rapattoni to get an estimated time of completion.

NEW Report Name
A 1: Agent Detail Active
A 2: Agent Internal Full Report
A 3: Agent 4up Active Report
A 4: Agent 4up Pending Report
A 5: Agent 4up Sold Report
A 6: Agent Detail Sold
A 7: Agent Boatslip 4-up Report
A 8: Land Agent Internal
A 9: Appointment Photo Report
A 10: Appointment Report - Rental
P 1: Public Summary with 15 Pictures
P 2: Public Detail 6 Photo Report
P 3: Summary Flyer 7 Photo
P 4: Public Detail 4 Photo Flyer
P 5: Summary Flyer 9 Photo
P 6: Public Rental Report
P 7: Detail Flyer 1 Photo
P 8: Open House Flyer
P 9: Land Public Report
P 11: Client Detail Report
P 10: Public Detail Report
Sign Order
Appraisal Detail Report
Appraisal Land Detail Report

	<p>MARY'S RESPONSE: Let's add it to the agenda at our meeting with this list as a hand out. Even in Alpha Letter/# it's not very user friendly. Mary Martin SRS 1601 S. College Rd Wilmington, NC 28403 910-395-4100</p>
18	<p>Need volunteers to work with staff on creating definitions for fields in the MLS where none exist. – Yes Appoint members to complete</p>

Linking Pay to Performance An Incentive Compensation Program

GOALS AND OBJECTIVES

Just as the brokers and agents that comprise its membership prepare to meet the challenges of a changing real estate market, so are the corporations entering into a new chapter of their long and distinguished history. Over the past years major efforts have been made by leadership and staff to think strategically, to streamline governance procedures and to prepare a business plan that will assist the corporations as they move forward into this new millennium. Under the business plan, the staff will be assuming broad new responsibilities for the success of the corporations and the provision of products, programs and services that will properly support the professional efforts of its members while at the same time reducing the corporation's current dependence upon dues revenues.

In order to encourage employee involvement and performance towards the goals and objectives and to provide a work environment which links individual and group performance to the goals and objectives set forth by the Boards of Directors annually, this incentive compensation program has been established.

By incorporating this program, the leadership signals its support and confidence in both its staff and the future of the corporations. The incentive compensation program consists of three fund components:

FUND "A"

A percentage of base salaries for the next budget year shall be set designated within the salary section of the budget to be used for staff compensation at the sole discretion of the chief staff officer (CEO). This fund need not be applied universally or in recognition of any specific inflationary factor.

FUND "B"

1. ELIGIBILITY

a. **Threshold:** No incentive compensation under this fund will be paid unless:

- i. the year-end net income (revenues less expenses [including depreciation] but before income taxes) is positive;
- ii. but does not include moneys from the sale of an asset whose net profit is designated. (Example: The rear lot is sold at a profit of \$60,000 but the Board designates it for a specific use. While the \$60,000 would increase the net profit, the \$60,000 would not be used in the calculations under this section.

b. **Individual Eligibility:** A participant's incentive compensation potential will be based upon the corporations having met or exceeded its financial and quality

performance goals recommended by the CEO and approved by the Boards of Directors prior to the beginning of each year.

- c. **Eligibility:** An employee will become eligible after being employed for at least one full calendar year calculated from the date of hiring. Further, an employee must be on the payroll and actively employed as of the last day of the year in order to earn an incentive award from Fund “B” for that year.

2. **AWARD DETERMINATION**

- a. Incentive compensation amounts will be calculated on or after January 15, as a percentage of a participant’s prior base salary paid excluding benefits and additional compensation.
- b. The maximum incentive compensation potential is five (5%) of base salary.
- c. The CEO shall determine whether each eligibility requirement and performance goal was reached or not and shall report in writing to the Boards of Directors those findings prior to the payment of any incentive compensation. The Board shall approve the percentage of allocations.

Incentive compensation will be paid if the eligibility criterion established in Sections 1 and 2 above have been met and if the incentive goals established by the CEO and approved by the Boards of Directors are met or exceeded. (WRAR 7-27-2000)