

Triangle MLS, Inc.

Direct Subscriber Billing

Frequently Asked Questions

Revised July 2018

Definitions

Broker-In-Charge (BIC) – office Broker-In-Charge according to the NC-REC/TMLS, who is participating at Triangle MLS, Inc.

Participant – Principal partner, corporate officer or branch office manager acting on behalf of a principal of an office that is participating at Triangle MLS, Inc.

Subscriber – user of TMLS, licensed or unlicensed, who has access to TMLS because he/she is affiliated with a TMLS Participant.

TMLS Users – all Subscribers, licensed and unlicensed, and Participants including multiple logons.

1. Who will be billed?

Each licensed subscriber will be billed \$150 plus \$45 for each additional logon they have as the result of working in a site office(s).

Each unlicensed subscriber will be billed \$45 for each firm they are affiliated with.

Each BIC will be billed \$150 for his/her own access to TMLS plus \$45 for each site office manager logon.

2. How will I receive the invoice for my MLS fees?

You will receive an email stating that your user fees are available for payment with the link to your payment portal.

A message will also be placed on the Paragon and TriangleMLS.com home pages. All TMLS Users are strongly encouraged to keep their current email address on their TMLS profile.

3. How do I pay my bill?

TMLS Users may pay their MLS fees by any of the following methods:

- a. Online by credit or debit card; VISA, MasterCard, American Express and Discover are accepted.
- b. Mail a check to: Triangle MLS, Inc., P.O. Box 751416, Charlotte, NC 28275-1416.
- c. Set up automatic credit or debit card payments by enrolling in this program. See question 7.

4. What if TMLS does not have my current email address on file?

Not having a current email address on file with TMLS does not excuse you from the timely payment requirement of MLS fees. If you choose not to provide a current email

address you are responsible for checking the status of your account online by clicking on the 'Pay MLS Fees button at www.TriangleMLS.com to get to your member portal. When new invoices have been created, notices will be posted on the Paragon and TriangleMLS.com home pages.

5. When will I be billed?

Billing Date*	Due Date *	Quarter	Months of MLS service
December 1	January 2	1 st	January, February, March
March 1	April 1	2 nd	April, May, June
June 1	July 1	3 rd	July, August, September
September 1	October 1	4 th	October, November, December

* The date listed or the next business day if the date falls on a weekend or holiday.

6. Why am I billed before the quarter and not after like for electricity or water?

An MLS is not a utility. Utility fees are based on usage. MLS fees are licensing fees. Payment of these fees along with meeting other requirements, like a real estate license and membership in a REALTOR® association, permit you to access the MLS system and services. The majority of the MLS vendors operate in the same manner. Triangle MLS is licensing access to various systems. This means that Triangle MLS is billed prior to the period for continued access to Paragon, Realist, HomeSpotter, etc.

7. May I set up an automatic credit/debit card payment, so I will not have to worry about making my payment on time?

Yes. Visit the TMLS Membership Portal at <https://rrarportal.ramcoams.net/>. Once you are logged into the portal, click on "Update Your Member Profile". Click on "Auto-Billing Selection Form", choose "Yes" and click "Save". Click on "Payment Information" and input the information from your credit or debit card. Click "Update Profile" to finish.

8. What if TMLS has not received my payment by the due date?

In the event a TMLS User(s) does not pay his/her fees by the due date, the TMLS User's access will be suspended until all fees for the account are paid. Please see the Triangle MLS, Inc. Billing Schedule at [ww.TriangleMLS.com](http://www.TriangleMLS.com) in the 'Online Bill Pay' section under the 'Subscribers' tab.

9. If my access is suspended, how do I regain access to the MLS?

Outstanding MLS fees must be paid in full. This may be done online through the Triangle MLS web site using a credit or debit card. Once fees are paid, the subscriber's access to the MLS service will be automatically reestablished within a couple of hours by the service. If payment is made by check, access will be turned on when the payment has been processed by the TMLS Membership/Finance Department.

10. What is my BIC's responsibility if I do not pay my fees and my access is suspended?

BICs are ultimately responsible for the disposition of Subscribers affiliated with their office. Therefore, the BIC will be notified by email that there are past due, outstanding MLS fees. The BIC shall take one of the following actions:

- a. Pay the fees for the Subscriber(s). The BIC will need to pay with a credit or debitcard online at www.TriangleMLS.com, in 'Pay Your Bill Online' under the 'Subscribership' tab,

- or may mail a check with a copy of the office statement identifying the accounts covered by the payment. The BIC may pay some or all outstanding Subscriber fees.
- b. Direct the TMLS User to pay the fees.
 - c. Disassociate the Subscriber from the office by filing the necessary paperwork with the NC Real Estate Commission and Triangle MLS. The appropriate paperwork must be filed with each organization to terminate a subscriber.
 - d. Complete a waiver for another MLS subscription.

If none of these events occur prior to the following dates (or the next business day if the date below falls on a weekend or holiday), for each late subscriber, the office and all TMLS Users in the office will be suspended.

February 1 May 1 August 1 November 1

If full payment is not received during the office suspension period the office and all TMLS Users affiliated with the office will be terminated on the following dates (or the next business day if the date below falls on the weekend or holiday):

February 15 May 15 August 15 November 15

11. Does the BIC have to wait for an email from TMLS to monitor TMLS User payments or to determine whether a licensee has disassociated with the office?

No. The BIC may check the status of the TMLS User billing for the office by reviewing the real time office statement. The 'Office Account' statement can be accessed by clicking on the 'Online Bill Pay' under the 'Subscribers' tab at www.TriangleMLS.com. Once a TMLS User has been disassociated from the office by NC-REC and the TMLS Membership/Finance Department, the outstanding invoice will be removed from the office statement.

12. If an office, including all its TMLS Users is suspended, is there an additional fee owed before access is reestablished?

If an office is suspended for non-payment an additional \$150 Reconnect Fee will be charged in addition to the outstanding balance of all non-paid TMLS Users. If a firm/office is terminated, the firm/office will have to reapply and pay the appropriate application fees which may be as much as \$1,500 plus past due amounts.

13. May the BIC/firm pay for some or all licensed Subscribers in the office?

BICs will be able to access a real time status of all invoices for their office by clicking on the 'Online Bill Pay' menu under the Subscriber's tab at www.TriangleMLS.com. A BIC who wants to pay for his/her licensees may pay by:

- a. Going online at www.TriangleMLS.com, and clicking on the 'Online Bill Pay' under the 'Subscribers' tab.
 - i. Debit card
 - ii. Credit card
- b. Mailing a check to the lockbox in Charlotte attaching a clear, easy to read, list of the subscriber's names, Order ID and MLS ID for whom they are paying fees. BICs should remember to include their own name, user names and the names of any administrative assistants and any site office logons that are being paid.

14. May BICs pay for their subscribers by setting up an automatic credit card payment?

Yes. However, the BIC must be aware that:

- a. The BIC would need to give their credit card information to the subscriber so that they can add the payment information to their payment information on their portal.
- b. If the licensee leaves in the middle of the quarter, TMLS will not credit the card for the balance of the quarter's fees.
- c. If a licensee the BIC is paying for transfers to another office/firm, the BIC needs to make sure the agent has logged into their payment portal and deleted the card information. If this is not done, the card will automatically be charged in the next billing cycle.

15. How will MLS fees be handled when a TMLS User wishes to transfer from one office or firm to another?

When a licensee transfers to a new office or firm their unpaid fees and any pre-paid balances transfer with the individual. Brokers who have paid or pre-paid MLS fees will not be refunded when a licensee transfers offices or firms.

16. May a subscriber pay for half a year or the entire year?

Yes. A subscriber may pay for one quarter, two quarters or \$600 for a full year. They will need to make sure they log in to their payment portal each quarter to apply their payment to any open orders.

17. What refunds do terminating TMLS Users qualify for?

TMLS has a policy of no refunds. However, quarterly fees paid prior to a quarter's billing will be returned if the TMLS User terminates their subscription. For example: a user who pays for a full year on July 1, 2010 but terminates their access on January 1 would receive a refund of \$150. January 1 falls after the first quarter 2011 billing.

18. What does the billing cycle look like?

Please see the Triangle MLS, Inc., Billing Schedule at www.TriangleMLS.com. Click on 'Online Bill Pay' under the 'Subscribers' tab.

19. Whom do I contact if I have questions after reading this document?

Please contact the TMLS Membership Department at 919.654.5400 ext.2001, or by email at Subscribership@TriangleMLS.com.