

## SentriLock Conversion Information



In February 2009, RealTracs users will begin converting their Supra keypads and lockboxes to the SentriLock system. This information piece describes the process and answers questions about the conversion.

Please make sure your email address in the RealTracs system is correct. Important communication about the conversion will be sent via email.

Because there are two lockbox systems being used in Middle Tennessee, your specific conversion choice depends on your situation. The RealTracs conversion has two conditional options:



1. If you need to exchange Supra equipment (keypads and/or lockboxes) for SentriLock equipment, you will need to attend the **equipment conversion**.

**If you own Supra lockboxes, you must attend the equipment conversion.**  
**Lockboxes will not be exchanged after the equipment conversion.**

2. If you already have a SentriCard and do NOT have any Supra equipment, you will need to attend a **card-only conversion** at one of the following associations:
  - › Eastern Middle Tennessee Association of Realtors® (EMTAR)
  - › Robertson County Association of Realtors® (RCAR)
  - › Southern Middle Tennessee Association of Realtors® (SMTAR)
  - › Sumner Association of Realtors® (SAR)
  - › Williamson County Association of Realtors® (WCAR)

**Training will not be conducted at the card-only conversion.**  
**Lockboxes will NOT be exchanged at the card-only conversion.**

**Note** to Middle Tennessee Association of Realtors® or Clarksville Association of Realtors® members who use SentriLock: You do **not** need to attend either conversion. However, if you have Supra equipment to exchange, you are welcome to attend the equipment conversion and get a RealTracs SentriCard.

## Conversion Locations and Dates

### Equipment Conversion

Location	Dates
The Smyrna Town Center 100 Sam Ridley Parkway East, Smyrna	February 2009 – TBD
Nashville Convention Center 601 Commerce St., Nashville	February 2009 – TBD

**You must register on-line to select your specific date & time.**

### Card-Only Conversion

Location	Dates
Sumner Association of Realtors® 35 Executive Park Dr., Unit B, Hendersonville	Tue., March 3 <sup>rd</sup> & Wed., March 4 <sup>th</sup> , 2009
Robertson County Association of Realtors® 2215 Memorial Blvd., Springfield	Thurs., March 5 <sup>th</sup> , 2009
Eastern Middle Tennessee Association of Realtors® 2588 N. Mt. Juliet Rd., Mt. Juliet	Fri., March 6 <sup>th</sup> & Mon. March 9 <sup>th</sup> , 2009
Southern Middle Tennessee Association of Realtors® 304 River Road, Columbia	Tue., March 10 <sup>th</sup> & Wed., March 11 <sup>th</sup> , 2009
Williamson County Association of Realtors® 840 Crescent Centre Dr., Ste. 120, Franklin	Thurs., March 12 <sup>th</sup> & Fri. March 13 <sup>th</sup> , 2009

## Pre-Conversion Checklist

Completing the following pre-conversion checklist will ensure the fastest and smoothest conversion:

- Accept the terms of the SentiLock System Access Agreement.**

In early January, all RealTracs users will be prompted at login to make a decision about the SentiLock conversion. You will be able to select one of the following choices:

1. I have a Supra key and/or Supra lockboxes to exchange and will be attending the **equipment conversion**.
2. I have a SentiCard already and no Supra equipment. I will attend a **card-only conversion** at my local association.
3. I am a SentiCard user with the Middle Tennessee or Clarksville Association of Realtors. I do not have Supra equipment to exchange. **I will not be attending a RealTracs conversion.**



4. I don't need no stinkin' SentiCard. I don't have no Supra key or locks. Leave me alone.
5. Please send me more information.
6. Remind me later.

Those who select option 1 or 2 will be directed to the SentiLock System Access Agreement confirmation page. You can print the agreement and come back later, or you can accept the terms of the agreement, which will be recorded as an electronic signature. The agreement takes effect March 1, 2009 and correlates with the RealTracs' master agreement with SentiLock.

**Make online payment of the first-year's access fee.**

RealTracs users who have electronically signed the SentiLock System Access Agreement will be directed to make an online payment for the first year's access fee of \$120.00 (March 2009 through February 2010).

**Schedule your equipment conversion location, date and time.**

In late December, SentiLock will send email invitations for you to schedule the location, date and time for your equipment conversion.

**Verify your Supra lockbox inventory.**

The owner of Supra lockboxes brought to the equipment conversion will be verified before being exchanged for SentiLock lockboxes.

In December, RealTracs will email users a list of their Supra lockboxes purchased and recorded in the Supra KIM system. You will want to find all your Supra locks. If you have locks in your possession not on that list, you will need to locate the owner. If you have purchased Supra locks from other agents, a change of lock ownership form needs to be completed and faxed to the MLS office at 615-385-7872.

You may also send an email to [lockbox@realtracs.com](mailto:lockbox@realtracs.com) for a list of your inventory. Please be sure to include your RealTracs User Name (please do not send your password).

**Note:** Equipment conversions, including the training session, will only take 1½ hours for those who complete the steps listed above before conversion.

## Frequently Asked Questions

### **Q: What should I expect when I arrive at the equipment conversion?**

A: 1. When you arrive at the equipment conversion a greeter will direct you to the check in station.

During check in your Supra keypad and lockboxes will be scanned for identification purposes. It is important the lockboxes are registered in your name. If not, you will not receive credit.

2. You will then proceed to the training room and attend a 45 minute session while your order is being prepared.

3. Immediately following class you will be directed to one of these areas:

- A. Those who pre-paid online will proceed directly to the pick up area to receive your SentiCard and new locks from the exchange.
- B. Those who did not pre-pay will proceed to the payment area before picking up your SentiCard and new locks from the exchange.

**Note:** If you are pre-registered this entire process only takes 1½ hours of your time.

### **Q: What are the fees?**

A: The SentiCard annual access fee is \$120.00.

Each office will be supplied an office card reader at no additional cost.

SentiCard Home readers -- \$41.19 (plus tax = \$45.00).

SentiLocks -- \$85.50 (plus tax = \$93.41).

SentiCard replacement fee (for lost or damaged cards) -- \$25.00.

### **Q: Is it necessary for me to purchase a home reader?**

A: No, only if you want the ability to update your SentiCard at home. The SentiCards need to be updated only once a week.

### **Q: What do I bring to the equipment conversion?**

A: Bring your Supra lockboxes, Supra DisplayKey or eKey shell, cradle, power cords, and USB or phone connection.

### **Q: If I am a broker can I bring in all the lockboxes for my agents?**

A: No, we cannot give lockboxes to anyone other than the owner.

### **Q: What do I get for the (blue) Supra iBoxes?**

A: You will receive one new SentiLock for each blue Supra iBox.

### **Q: What do I get for my (grey) Supra AEII lockboxes?**

A: You will receive one new SentiLock in exchange for three AEII boxes.

### **Q: Why am I only getting one SentiLock in exchange for three AEII lockboxes?**

A: The AEII lockbox has not been manufactured for more than 7 years, which well exceeds the initial 6 year warranty period and can be anywhere from 7 to 17 years old. They have no resale value, and the three for one exchange provides some trade-in value, while keeping the annual fee lower for the new system.

**Q: What if I own Supra lockboxes and do not attend the equipment conversion?**

A: You will not be able to swap your lockboxes at a later date and will not receive credit for them.

**Q: What if I have lockboxes on my property listings? Do I have to bring all of my locks to the equipment conversion at one time?**

A: No, you may bring some of your locks to the equipment conversion; pick up your new SentiCard, then return to the properties to replace your Supra lockboxes with the new SentiLock boxes. You will then return to the equipment conversion site within the two week period to exchange the remainder of your lockboxes and return your Supra key.

**Q: Do I have to turn in my Supra key?**

A: Yes, if you do not turn in your Supra key, GE Supra will begin collection proceedings to collect the cost of the product.

However, if you do not have Supra lockboxes to exchange, you do not have to attend a conversion, you can return your Supra key to your local association or MLS office prior to the March 7<sup>th</sup> contract ending date.

**Q: What do I bring to the card-only conversion?**

A: All you need to bring is your old SentiCard. If you have signed the Agreement and paid online beforehand, this will be a very quick process.

**Q: If I already own SentiLocks will they still work after the conversion?**

A: Yes, the lockboxes will be updated to the new system once you update your new RealTracs SentiCard and insert the card into the old SentiLock.

**Q: Will I be able to swap my current SentiLock for the newest version?**

A: No, however the SentiLocks you currently own will continue to work, and the warranty has been extended through the term of the RealTracs contract.

**Q: What kind of warranty will I have on my lockboxes?**

A: There is a full "wear and tear" warranty on all lockboxes throughout the six year contract with SentiLock. (This warranty excludes excessive damage or abuse).

**Q: What if I DO NOT own Supra lockboxes but I DO need a SentiCard?**

A: If you have never had a SentiCard, it is highly recommended you attend the equipment conversion to pick up your new RealTracs SentiCard and receive training on its use. There will be no training offered at the card-only conversion.

**Q: What if I ALREADY have a SentiCard from my Association, do I need a new SentiCard?**

A: Yes, your old SentiCard will not work after the conversion, and you will need a new RealTracs SentiCard. (If you have a SentiCard issued by Clarksville Association of Realtors® or Middle Tennessee Association of Realtors®, you do not need a RealTracs SentiCard, and it will continue to work with all locks in Middle Tennessee.)

**Q: Will I have the opportunity to trade in my current SentiCard for the new RealTracs SentiCard after the equipment conversion?**

A: Yes, card-only conversions will be held at your local association. However, NO LOCKBOXES WILL BE ACCEPTED AFTER THE EQUIPMENT CONVERSION!

**Q: How do I update my SentiCard?**

A: SentiLock has a device called a Card Reader. An Office Card Reader will be issued to each office at no cost. A Home Reader will be available for purchase by individuals wanting the capability of updating their card at home.

**Q: Will the Card Reader work with my Mac?**

A: No, however you may purchase virtualization software such as Parallels or VMware Fusion. This software allows for Windows XP or Vista to run in a window on your Mac. SentiLock's technical support will walk you through this process.

**Q: Can I swap Supra product after the equipment conversion?**

A: No, you can swap your current SentiCard for the new RealTracs SentiCard ONLY. If you have Supra products you MUST attend the equipment conversion.

**Q: What are the advantages of having a SentiCard?**

A: SentiLock was created by the National Association of REALTORS®, and the system was designed based on features requested by Realtors®.

The SentiCard is a convenient credit card-sized smart card. It only needs updated once a week, does not need cradling to recharge the battery, and is VERY easy to use!

SentiLocks have an extra large front opening key compartment, an illuminated keypad, and many other great functions.

**Q: What kind of customer support will we receive from SentiLock?**

A: Customer support from SentiLock is exceptional (and friendly!). A national survey of Association and MLS executives ranked SentiLock the number one lockbox provider in lockbox product, service, system, and overall satisfaction.

Technical support is available 7-days a week from 7:00 a.m. to 9:00 p.m. Central time, excluding holidays.

**Q: How will this conversion be different from the Supra conversion in 2003?**

A: SentiLock has converted over 250,000 agents in the past 4 years and receives outstanding praise for efficiency and friendliness. They are committed to having quiet classrooms with ceilings to avoid acoustical problems, a faster and more efficient flow by having additional check in tables and product prepared ahead of time while you are in class. RealTracs' pre-registration and payment process will reduce the time spent at conversion, too.

**Q: What if I am sick or there is a death in the family and I cannot attend the conversion?**

A: If at all possible please reschedule during the two week conversion period. We have a firm deadline date with Supra to return keys and have access to the KIM system.