

»» NEW MEMBER ONBOARDING

WELCOME PACKET



WELCOME

Welcome to the West Central Association of REALTORS® (“WCAR”)!

You have just joined one of the largest, most influential associations in the world, the National Association of REALTORS® located in Chicago, Illinois, and of course your local association, WCAR®, located in Lima, Ohio.

Associations exist to protect the professional, business, and ethical interests of their members. We at WCAR are proud of the many services we offer to assist our members in helping them reach and exceed their personal goals.

Our website, wcare.net, will keep you informed on the latest information pertaining to your business, including our amazing Your REALTOR® Toolbox. Your REALTOR® Toolbox has everything you need from accessing your member benefits, registering for classes, reviewing market statistics, networking with service providers, and more.

We are delighted to welcome you into the REALTOR® family. My advice to you as you embark on this new journey is keep an open mind, always be improving, stay curious, and take advantage of your WCAR membership. We are here to serve you and, ultimately, the buyers and sellers of tomorrow. We wish you the best of luck in your new profession.

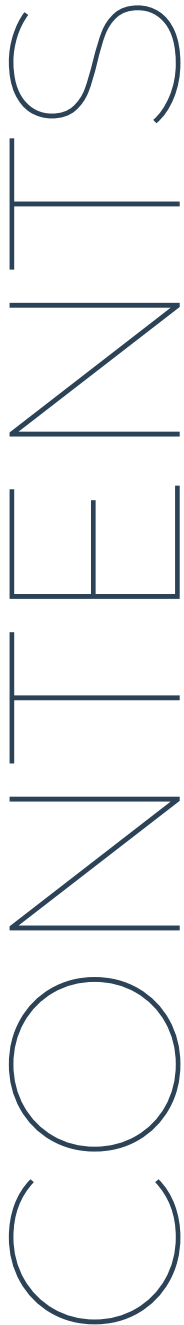


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We are delighted to
welcome you into the
REALTOR® family.

President Jaylene Smith

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IMPORTANT TERMS

Important Acronyms and Terms You Should Know

WCAR West Central Association of REALTORS®

OR Ohio REALTORS®

NAR National Association of REALTORS®

MLS Multiple Listing Service

FLEX Platform used to power the MLS

HUB Our member platform to view invoices,
register for events and search member
directories.

MEMBER HUB

The screenshot displays the Member Hub interface for the West Central Association of Realtors. On the left is a dark blue sidebar with the association's logo at the top. Below the logo, it shows the user is logged in as 'Cara Budde - West Central Association of Realtors'. A list of navigation links follows: Home (highlighted with an orange arrow), My Info, My Billing Info, My Directory Listing(s), My Subscriptions, Events, Continuing Education, REALTORS®, Affiliates, Association Staff, 2021 Board of Directors, and Resources.

The main content area has a dark blue header with search and settings icons. Below this, a 'Make a Payment' button is accompanied by the text 'Easily make a payment here!'. The central section welcomes the member and lists capabilities: connecting with members/affiliates, viewing professional development opportunities, viewing invoices and setting up autopay, registering for events, and accessing documents. It encourages exploring the sidebar and keeping contact info up to date, ending with the slogan 'Your Success is Core to Our Business'.

On the right, the 'UPCOMING EVENTS' section lists: Nov 25 Office Closed (Thursday, 8:00 AM), Nov 29 2022 Board of Directors Orientation (Monday, 9:00 AM), Dec 1 Annual Dues Late Fee Added (Wednesday, 8:00 AM), Dec 2 Ethics: Raising the Bar (Thursday, 1:00 PM), and Dec 8 Board of Directors Meeting Decem... (Wednesday, 10:00 AM). Below this, the 'ACCOUNT BALANCE' is shown as \$55.00 with a 'Go to Billing' button. The 'REFER OTHERS' section promotes the Affiliate Program and includes a 'Refer them today!' button.

To create your account, go to wcare.net, click the top right “Member Hub Login” then select create account.

STAFF



CARA
BUDDE

cbudde@wcare.net

- MLS Management
- Volunteer Leadership
- Organization Operations
- BOD Liaison

AMANDA
HECKMAN

aheckman@wcare.net

- Membership
- Billing
- Lockboxes
- Record Keeping



SUPPORT

West Central Office: 419-227-5432

Hours: Monday – Friday, 9a-5p

FlexMLS Support: 888-525-4747

ShowingTime Support: 800-379-0057

Supra Support: 877-699-6787

Realtor.com Support: 800-878-4166

MEMBER BENEFITS

What do I get with my REALTOR® Membership?

Your dues are an investment in your career. With a membership of more than 350, WCAR is the voice for the real estate industry in Allen, Hardin and Van Wert counties Ohio. We are dedicated to preserving and defending the individual rights of private property ownership and enhancing the professionalism and success of our members.

REALTOR® TRADEMARK – When you become a member of WCAR you are also becoming a member of the National Association of REALTORS® and Ohio REALTORS®. Giving you access to use the REALTOR® trademark, access to exclusive benefits and educational opportunities and conferences.

PROFESSIONAL STAFF – A professional trained staff is available Monday-Friday from 9am-5pm EST to assist you in all areas including education, MLS, accounting and professional standards. We are happy to point you in the right direction!

EDUCATION & PROFESSIONAL DEVELOPMENT – Each year we offer on average 2 continuing education courses monthly at no charge to our members. Virtual options are also available.

MEMBER BENEFITS

What do I get with my REALTOR® Membership?

PROFESSIONAL STANDARDS – WCAR's Ethics and Arbitration services help to resolve issues related to the NAR Code of Ethics as well as commission disputes. The NAR Code of Ethics are basic principles that guide the professional responsibilities of all REALTORS®

EVENTS & NETWORKING – WCAR holds several networking events each year that members are encouraged to attend. Some highlights include: Annual Golf Outing, Quarterly Membership Meetings, Affiliate Open House, Annual Installation Banquet, Fundraisers for Local Non-profits and more.

COMMITTEES & LEADERSHIP – WCAR has several committees that allow for members to join based on their interests. Applications are taken every fall and reviewed by the incoming President. Experienced volunteers are encouraged to considering running for an elected seat on the Board of Directors.

COMMUNICATIONS – Emails and social media posts keep members up to date and informed on all happenings locally and around the industry.

DUES BILLING INFORMATION

01

WCAR Annual Dues 2023 \$830.00 Total

WCAR billing is sent out ONCE per year at the beginning of October. Your dues are paid at the end of December. All WCAR Dues billing includes a \$25.00 voluntary RPAC Donation.

WCAR Late fee if dues are not paid on time: 10% of total.

02

MLS Quarterly Fees Average \$80

WCAR MLS billing is sent out quarterly for the next quarter access.

Fees are based on number of subscribers within the current quarter. MLS Late fee if fees are not paid on time: 10% of total.

Login to your Member Hub at wcare.net or use the MemberPlus app to view and pay your invoices via credit or debit card. Checks can be mailed but may delay service activation.

*Please Note: WCAR does not accept cash for your dues payments.

ALL BILLING INVOICE NOTIFICATIONS ARE SENT TO YOUR EMAIL ADDRESS ALERTING YOU THAT YOUR INVOICE IS AVAILABLE FOR VIEWING, PRINTING AND PAYMENT. PLEASE MAKE SURE YOUR EMAIL ADDRESS IS UP TO DATE IN THE MEMBER HUB.

MEMBER BENEFITS

2023 Services Included in Your WCAR Dues

Service	Description
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The latest version of FlexMLS that unifies listing data and Realist Property Data. The result is truly property-centric listing platform that gives you a 360-degree view of properties in your market.



ListHub is the broadest, most widely adopted network for listing distribution, and works in concert with the MLS to bring brokerages a single dashboard for controlling their online marketing strategy.

Listings can be distributed to over 40 national websites. ListHub service is included in WCAR MLS fees, an upgrade is available for each broker for an additional fee.



An MLS-integrated online showing request system that gives agents 24/7 access to request showings, reduces showing related calls, generates feedback and helps sell homes more efficiently.

MEMBER BENEFITS

2023 Services Included in Your WCAR Dues

Service	Description
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REALTORS® PROPERTY RESOURCE – RPR is a database designed to be a resource of property information covering every parcel or property in the country, neighborhood information, mapping and Realtor valuation model or RVM.



SUPRA LOCKBOXES – WCAR uses SUPRA for lock box services and allows members to use them on their listings for free. Quarterly reporting is required to keep the boxes for use.



FREE TECH SUPPORT – Ohio REALTORS offers a Tech Helpline to handle a variety of questions and problems including computer troubleshooting, software recommendations and advice on shopping and installing equipment.

MLS COMPLIANCE

The MLS Rules and Regulations ensure that the data being entered into the MLS is accurate and not misleading. Data accuracy is very important.

REPORTING - Violations are reported to the service two ways:

01

Auto alerts are sent to staff for violations that contain a breach of an allowed timeline: new listings, status changes and closings.

02

Members can contact the board office to report possible violations. All member reporting is investigated by staff.

SANCTIONS - Sanctions on violations range from one warning up to a \$2000 fine depending on the specific rule. If staff determines a violation has been made, the participant will receive an invoice via email with a description of the violated rule. Invoices must be paid within 7 business days.

Brokers are responsible for making sure their agents follow MLS Rules and Regulations.

SUPRA EKEY SERVICE

SUPRA eKey Service initial setup is done over the phone. Please contact Gina Garrett to set up your key.

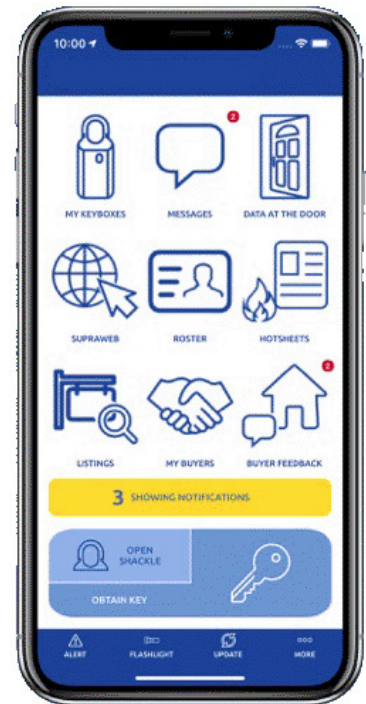
Download the SUPRA eKey app to your Apple or Android smart phone in the app or play store prior to key set up. (Phone must be 4G or newer.)

The SUPRA eKey is an app downloaded to your phone.

This service is billed annually in May and averages \$140.00. (Prorated based on month of activation.)

Apple Watch users can use their watch to unlock key boxes with the eKey app as well as the phone.

Android users can unlock the boxes using their smart phones only.



To open a lockbox on a home, press up on the bottom of the lockbox, then you will hit the obtain key icon, enter your 4 digit pin which will be assigned to you at your set up.

Once the key connects to the box it will make noise indicating connection, press up on the bottom of the keybox again and the key container will slide out of the bottom. Please note that in order for this to work your Bluetooth needs to be connected.

MEMBERSHIP RESPONSIBILITIES FOR WCAR AND THE MLS

I understand that it is MY responsibility to:

- Keep track of my own education records and license renewal information.
- Attend the WCAR Orientation within 180 days of joining.
- Complete My Code of Ethics Training within 180 Days of joining. Staff will send you instructions for Code of Ethics training to your email address.
- Keep my contact information up to date with WCAR on the MemberHub.
- Acknowledge and understand that WCAR fees are non-refundable once paid.

Note: Applicant acknowledges that the Association will maintain a membership file for information, which may be shared with other boards/associations where the applicant subsequently seeks membership. This file shall include: previous applications for membership; all final findings of the Code of Ethics violations and violations of other membership duties within the past three (3) years; pending complaints alleging violations of the Code of Ethics or alleging violations of other membership duties; incomplete or pending disciplinary measures; and information related to unpaid financial obligations to the Association.

NEW MEMBER WELCOME

Our Mission:

West Central Association of REALTORS advocates, engages and leads to protect private property rights and advance the real estate industry.

Our Values:

Collaboration, Community, Diversity, Excellence, Innovation, and Transparency.

CONTACT

West Central Association of REALTORS®
400 S Cable Rd,
Lima, OH 45805

419-227-5432

wcare.net