

***NEW* Pillar 9 MLS® System Information & Checklist**

A few notable changes in the new system for CARA members:

- **Inputting:** The input tab to start/edit your listings now opens a new screen. Incoming listings are now called Incomplete but work the same way as our systems' Incoming status.
- **Status Changes:** Conditional in our current system is now called Pending. Brokers now have the permission to edit the status of a listing to Terminated and Withdrawn. This permission was previously only available to Board staff. Please review the below chart of permissions:

Status	Broker Input	Member Input
Active	X	X
Pending	X	X
Sold	X	X
Expired		
Terminated	X	
Withdrawn	X	

- **Mobile Home Communities require titled LINC numbers:** Find Central AB's mobile home communities [HERE](#) and Red Deer/Red Deer County's [HERE](#) (both documents will be updated regularly). The new system will no longer accept 0000Mobile in the LINC field.
- **MLS® Numbers now start with 'A',** as opposed to 'CA' (ex: CA0123456 = A0123456). All old listing numbers will be available to search by in the new system but going forward the new listings in the new system will start with 'A'.
- All MLS® inquiries now go to the MLS® help desk. Open 7 days a week. Phone: 1-866-377-8217. Email: helpdesk@pillarnine.com. Inquires that now go to the help desk include, but not limited to:
 - Additions to street dictionary;
 - Input errors or if you are unable to submit; and
 - Mapping issues/concerns.
- **MLS® department at CARA will still be responsible for general MLS® help such as:**
 - Input rules: 'can I/how do I list this unique property?', etc.
 - General questions: 'when do CDOMS reset?', etc.
 - If the question is one that Corey cannot help with, she will transfer you directly to the Pillar 9 help desk or provide you with their support email.
- The Matrix Portal has also changed. View the start guide [HERE](#). We recommend you become familiar with the updates to the Portal. Share this document with your current active Portal users so they may also become familiar with the updates.



The data migration from current MLS® System to the new Pillar 9 MLS® System will happen on Tuesday, May 26th.

You should ensure the below steps are taken no later than Monday, May 25th.

After the new system is live on May 27th, the old MLS® system will be available in read-only mode from May 27 to June 10. You have only 14 days to manually save any information that won't be transferred over.

CHECKLIST

All your contacts will be transmitted to the new MLS® system. Prior to transmission, please:

- Ensure all your contacts have a first and last name as well as an email address.
 - TO EDIT: My Matrix – Contacts - Edit Contact - Save.
- If you are not actively communicating with a contact or there are duplicates, now would be the time to delete those contacts.
 - TO DELETE: My Matrix – Contacts - Delete Contact - OK.

Your CMA's will NOT be transferred to the new MLS® system. We suggest:

- Saving your CMAs as PDF's on your computer. This way you can recreate the CMA criteria in the new system or access the saved version whenever.
 - My Matrix - My CMAs.
 - Select a CMA and review it to ensure the information is what you'd like to save.
 - Once finished - View CMA to open the preview
 - When the preview comes up, in the top right corner is an arrow pointing down; select this and save your CMA on your computer. It will automatically save as a PDF document.

Your Saved Searches will transfer over to the new system.

- We recommend you review the criteria of your saved searches in the new MLS® system as some fields have changed or include new field options.

Your custom Headers and Footers which display in reports and in the Portal will NOT transfer over to the new system.

- Ensure you document the specific criteria such as fonts and colors, so you may recreate this in the new system.

If you currently have an 'out of board' co-lister in your listing, you can now insert their member ID into the co-list information. Please note: if the co-list associate is from the REALTORS® Association of Edmonton (RAE), they are still considered 'Out of Board'.

- Update any CAOUTBO associate ID to the actual associate member ID.