

SUPRA Integration



Agenda

Overview

Initial Setup Considerations

Working with Offices

Working with Agents

Reviewing the GrowthZone Event Log

SUPRA Integration

By integration with GrowthZone, you are able to setup accounts for your agents/office to access a lock-box

In addition to activating new accounts with Supra, you will also be able to change the account, and importantly terminate accounts when needed

Our integration with SUPRA is file based, and files are transferred every hour

Initial Setup Considerations

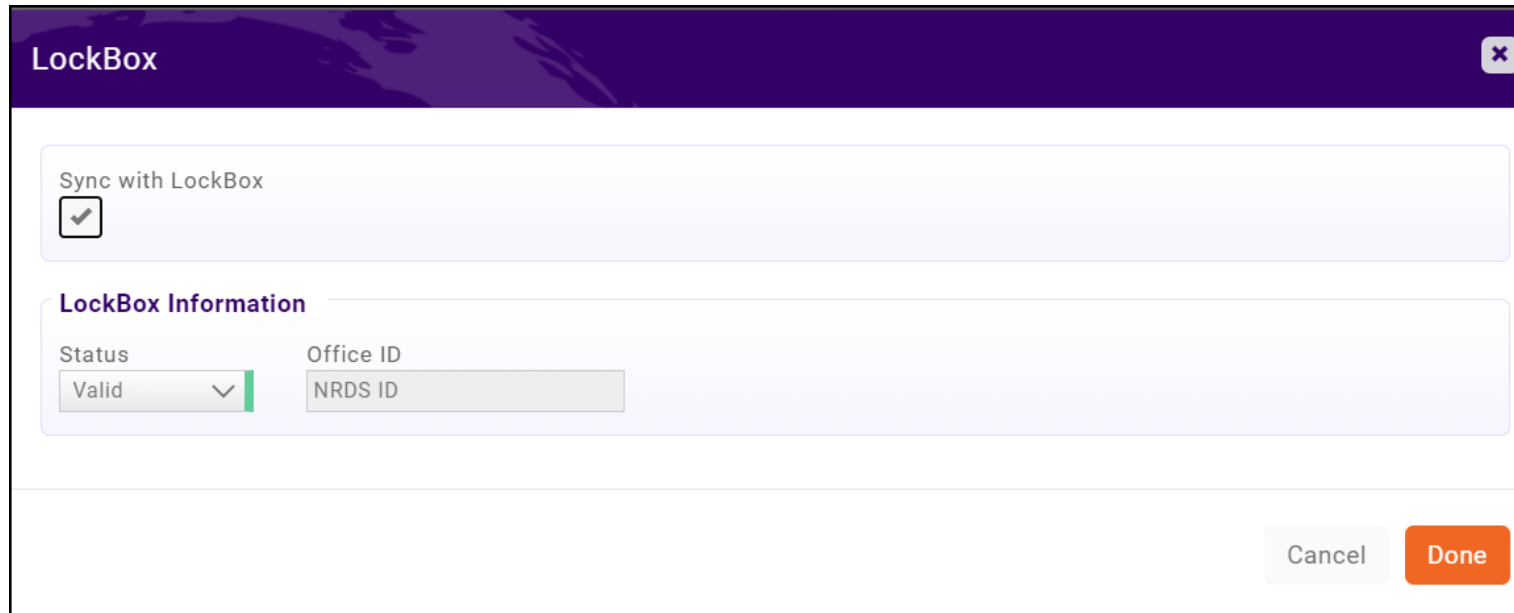
During the initial setup of your Supra integration, you will make the following decisions:

- Do you wish the Agent/Office ID's to be the MLS ID, the NRDS ID or do you wish to enter a custom id?
- (Coming Soon) Do you wish to tie the Supra status to the membership status (For Example: If the membership is dropped, do you wish the system to automatically update the Supra status to de-activated?)

SUPRA – Working with Offices

Through integration with Supra, you will be able to add offices, update office information, and de-activate offices

WIKI: [Data Sent to Supra for Offices](#)



The screenshot shows a 'LockBox' dialog window with a dark purple header and a close button (X) in the top right corner. The main content area is white and contains the following elements:

- A section titled 'Sync with LockBox' with a checked checkbox.
- A section titled 'LockBox Information' containing:
 - A 'Status' dropdown menu currently set to 'Valid' with a green checkmark on the left and a downward arrow on the right.
 - An 'Office ID' text input field containing the text 'NRDS ID'.
- At the bottom right, there are two buttons: a light gray 'Cancel' button and an orange 'Done' button.

SUPRA – Activate an Office

When working with a new office and agent, activate the office first, then activate the agent(s)

Through integration, you are providing Supra with status and contact information

IMPORTANT: Once you have synced the contact info follow your standard business processes for issuing keys/key boxes via the SupraNet interface

WIKI: [Activate an Office](#)

SUPRA – Update an Office Record

If Sync with LockBox is enabled, any changes to the Data Sent to Supra for Offices will automatically be sent within the hour

WIKI: Change an Office record

Profile	More Info	Real Estate	Agents	Activity	Communication	Billing	Web Content
Contact Info +							
Homepage	http://www.daylaight.com						
Physical and Mailing	235 Montgomery Street, Suite 760 San Francisco CA 94104						
Physical and Mailing	2315 Montgomery Road San Francisco CA 94104						
Work	daylight@mailinator.com						
Work	day3@mailinator.com						
Main	215-678-6543						
Cell	215-987-6543						

SUPRA – Suspend/Terminate an Office


Best Practice: If agents are associated with the office, manage the agent first (Suspend/terminate the agent, or move the agent to another office as appropriate)

IMPORTANT: When an office is terminated, all agents will be locked out

WIKI: [Suspend/Terminate an Office](#)

Supra – Working with Agents

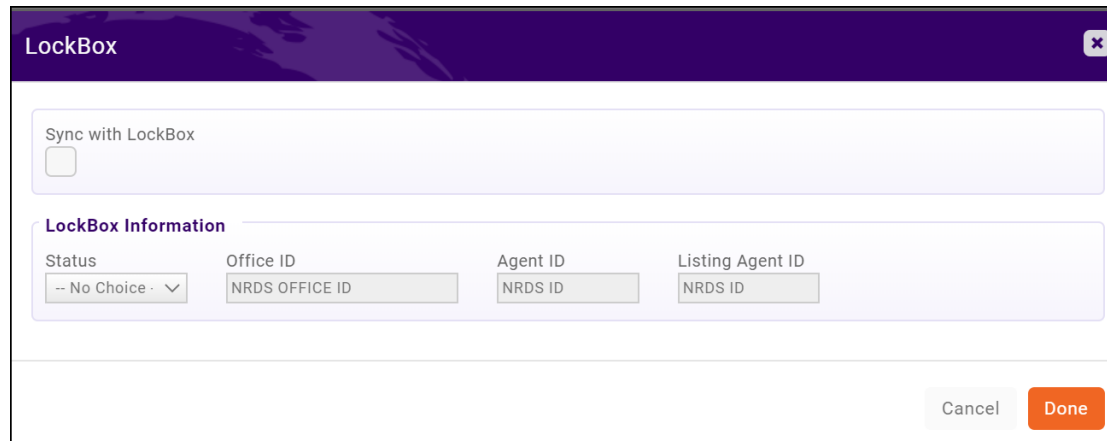
- Through integration with Supra you will be able to activate agents, update agent information, and terminate agent's access to lockbox
- Contact information, member status, etc. are sent via file to Supra hourly
- **IMPORTANT:** GrowthZone will provide contact and status information, you will use your standard business processes to issue keys/keyboxes via the SupraNet interface
- WIKI: [Data sent to Supra for Agents](#)

LockBox - Supra 	
Sync with LockBox	No
Member Status	
Office ID	NRDS OFFICE ID
Agent ID	NRDS ID
Listing Agent ID	NRDS ID

Supra – Activate an Agent

WIKI: [Add an Agent](#)

NOTE: If you have setup your system to use the NRDS ID or MLS ID for Office ID, Listing Agent ID, and/or Agent ID you will need to ensure that these fields have been populated in your database



The screenshot shows a dialog box titled "LockBox" with a close button in the top right corner. Inside the dialog, there is a section for "Sync with LockBox" with an unchecked checkbox. Below this is a section titled "LockBox Information" containing four input fields: "Status" (a dropdown menu showing "-- No Choice -"), "Office ID" (a text box with "NRDS OFFICE ID" below it), "Agent ID" (a text box with "NRDS ID" below it), and "Listing Agent ID" (a text box with "NRDS ID" below it). At the bottom right of the dialog are "Cancel" and "Done" buttons.

Change/Update an Agent's Record

Any changes made the fields described in **Data Synchronized to Supra** will result in a change record being sent to Supra

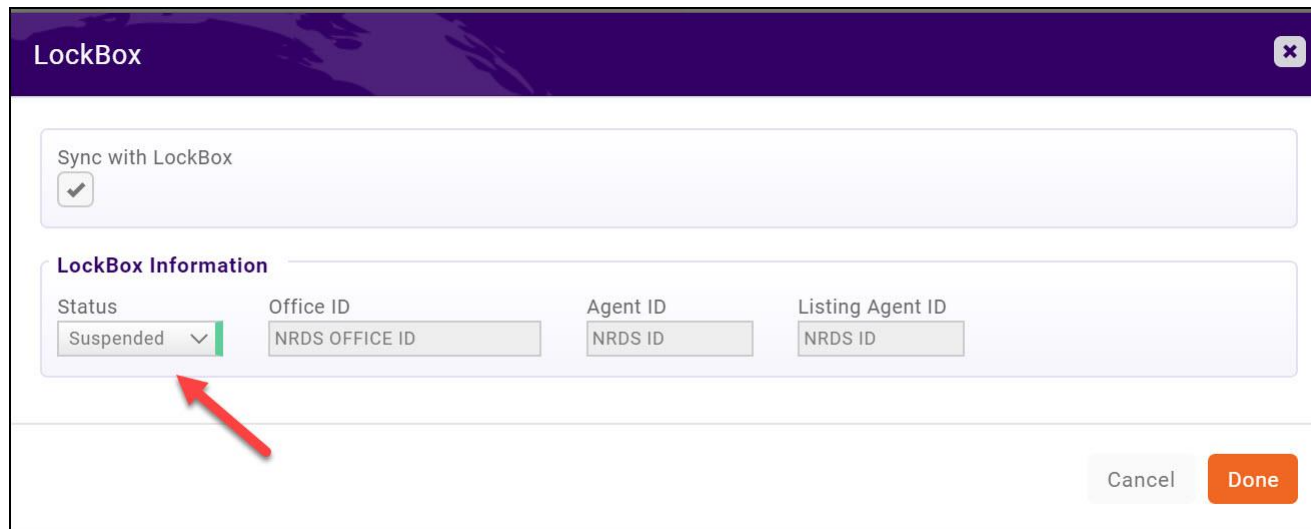
As long a **Sync to LockBox** is enabled, the system will “notice” these changes and send them within the hour, with no interaction on your part

WIKI: [Change an Agent's Supra Account Record](#)

Suspend Agent's Supra Account

When needed, you will be able to suspend an agent's account via GrowthZone, and the agent will be marked as suspended in Supra and will not be able to use their lock-box key

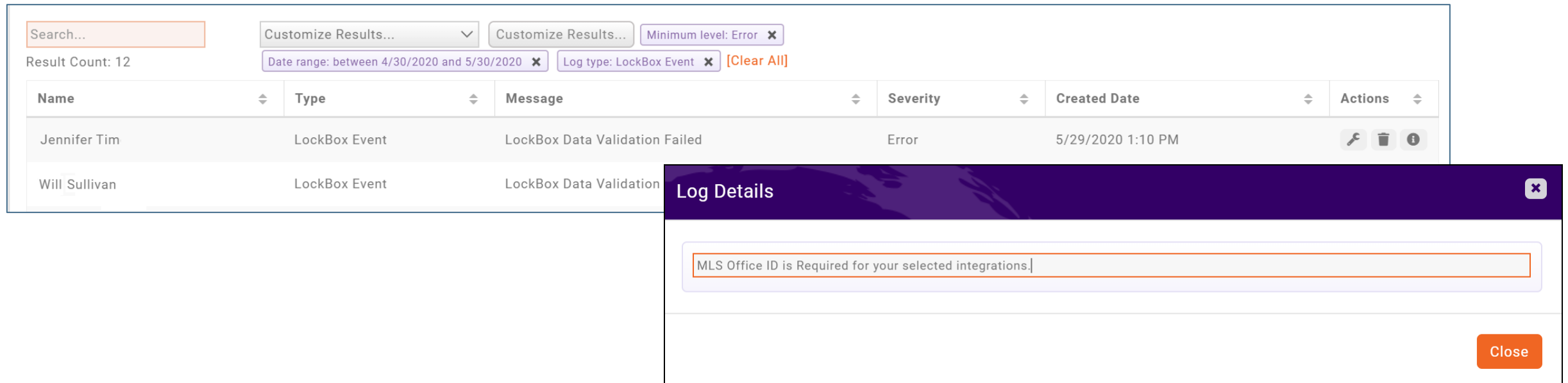
WIKI: [Suspend Agent Account](#)






The screenshot shows a 'LockBox' dialog box with a dark purple header. Below the header, there is a 'Sync with LockBox' section with a checked checkbox. Underneath is a 'LockBox Information' section containing four input fields: 'Status' (a dropdown menu with 'Suspended' selected and a red arrow pointing to it), 'Office ID' (with 'NRDS OFFICE ID' below it), 'Agent ID' (with 'NRDS ID' below it), and 'Listing Agent ID' (with 'NRDS ID' below it). At the bottom right of the dialog are 'Cancel' and 'Done' buttons.

Review Event Log for Errors

The Event Log will identify error in the files being sent to Supra
Most errors will be missing or malformed data - the errors are generated by GrowthZone evaluation of the file, not errors returned from Supra



The screenshot displays the GrowthZone Event Log interface. At the top, there is a search bar and several filter buttons: "Customize Results..." (twice), "Minimum level: Error", "Date range: between 4/30/2020 and 5/30/2020", "Log type: LockBox Event", and "[Clear All]". The "Result Count: 12" is shown below the filters.

Name	Type	Message	Severity	Created Date	Actions
Jennifer Tim	LockBox Event	LockBox Data Validation Failed	Error	5/29/2020 1:10 PM	  
Will Sullivan	LockBox Event	LockBox Data Validation			

A "Log Details" modal window is open, showing the message: "MLS Office ID is Required for your selected integrations." and a "Close" button.

Review Reports via SupraNet for Errors

Supra highly recommend that you have someone in your office run reports **daily** for a couple of reasons:

1. To validate that files are in fact being sent from GrowthZone and imported by Supra
2. To check for any errors.

Refer to SupraNet documentation for instructions on creating a report

Review Reports via SupraNet for Errors

Sample Report

SupraNET Import Keyholder Report								
Supra QA 1								
Report Date: 7/2/2019 9:32:16 AM								
No Pre-sorting options available								
Change Type	Change Description	Keyholder ID	First Name	Last Name	Email	Keyholder Status	Record Number	Download Date
A		K00044	John	Smith	John.smith@testing.org	Active	1	06/27/2019 23:19:00
C	P F F F	K00044	Joseph	Suresh Reddy	reddy@smithsonian.org	Active	2	07/01/2019 22:48:00
A		K00045	Freddy	Jenters	f.jenters@live.com	Active	23	07/02/2019 00:51:00
E	Office id (1222) does not exist	K8753	Martha	Shoring	martha.shoring@hotmail.com	Inactive		

A= ADD

E= ERROR

C= CHANGE to fields

Questions?

