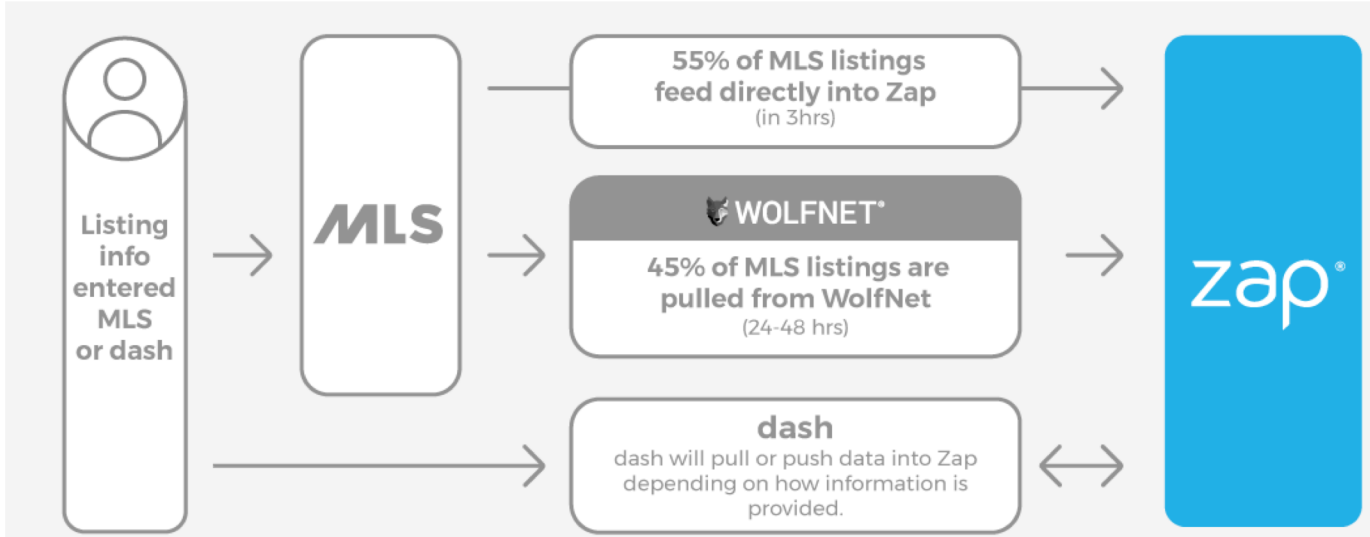


# PRODUCT FAQ: MLS & Zap Integrations

Zap links your account with your MLS to display listings to consumers, keep information up to date, and market you to potential clients. Use this guide to understand how Zap integrates with your MLS, how other systems (like dash) are involved, and how information gets pulled in and updated on Zap. For additional questions or help, please contact the Support Desk.

## How MLS data flows into Zap



### Q. What information comes from dash?

A. Information stored in dash includes office information, agent information, listing descriptions, open houses, and sometimes photos.

### Q. How does Zap get data from dash?

A. Zap pulls data from dash. Manually entered data in dash will override the data from the MLS. For listing photos, we'll default to dash's photos only if there are more photos there than in your MLS.

### Q. As a broker, how can I add a new MLS membership to my website?

A. Check your Company Configuration page under "Manage" in Zap's left navigation and scroll down to "Mapping". If you're missing any MLS membership there, email [zapdeployment@realogy.com](mailto:zapdeployment@realogy.com).

### Q. How long does it take for a listing to reflect changes when I update its info in dash?

A. Changes should show up instantaneously, but there may be a delay of a few minutes.

### Q. What role does my MLS play in my experience with Zap?

A. When your MLS is integrated with Zap properly, Zap markets your listings on your consumer website, can keep a record of your listings in your CRM, and can even send updates to your customers about how their home is doing online.

### Q. How often is data sent to and refreshed in Zap?

A. Zap gets new data hourly. The time it takes to refresh data depends on the MLS. Zap pings MLS servers every 3 to 5 minutes for updated information. If your listings are within one of Zap's internalized MLS's, data generally gets pulled much faster than it does if your listings go through a 3<sup>rd</sup> party integrator such as WolfNet.

### Q. How do I know whether my MLS is internalized or pulled through a third party?

A. The Excel document located in the Zap Knowledge Base/Broker Features/Managing MLS Memberships has this information.