

# unlock **MLS**

## REPORTING VIOLATIONS: EASY AS 1-2-3

Every day, you can help us build a better, more orderly marketplace. It's our commitment to listen, learn, and work with brokers and agents to improve the overall data quality and user experience of our MLS. Whether it's easily and anonymously reporting a violation or sending a quick note to a peer to bring their attention to an error, there are three main ways in which you can help.

### 1. REACH OUT TO YOUR FELLOW AGENT

We're in this together! Sometimes, it's as simple as extending friendly messages to fellow agents letting them know that you may have encountered data entry errors or perhaps asking them to clarify showing instructions.

### 2. SEND US AN EMAIL

The MLS also allows you to manually report possible data violations to ABoR staff for further review. To report a violation, please send a detailed email to [support@abor.com](mailto:support@abor.com) so an MLS team member can review the listing in question and respond accordingly. Sending an email to compliance staff will be most useful for reporting issues that need immediate attention, require documentation specific to the violation, or if you discover a violation not in the MLS system (i.e. Clear Cooperation Policy violations).

### 3. REPORT THE LISTING DIRECTLY FROM THE MLS

One of the many great benefits of Unlock MLS is that it includes integrated tools you can use to make sure you're accurately entering your listings. If you run across details on a listing that you think are a bit inaccurate or shouldn't be there at all, use the ReportIt button to let us know. You can find the button (yellow triangle with a black exclamation point) in the icon section beneath the photo viewer on the Full display of any listing in Matrix.

**Convenient ReportIt Tool!**

Listing ID: 00000130 LP: \$1,234,567 CP: \$1,234,555

Address: 123 Testing Ln  
City: Cedar Valley, Texas 12345  
County: Travis  
PID: 12345  
Subdv: test  
Legal: test  
Type: Single Family Resi/Common  
ISD: Dripping Springs ISD  
Mid or JS: Sycamore Springs  
Primary Bed on Main: Yes # Living: 0

Std Stat: C/REST  
List Price: \$1,234,567  
MLS Area: 1N  
Tax Lot: 23  
Tax Blk: 25  
Levels: 1  
Elem: Walnut Springs  
High: Dripping Springs  
# Dining: 0