



# FAQ

Newsletter

Frequently Asked Questions



## Frequently Asked Questions: Listing Status



Understanding and applying the correct the listing status can be confusing. For your convenience, click the [CARETS Standardized Rules and Regulations](#) for a definition of listing statuses.

It is important to remember that you must update your listing status within **48 hours** of the change.

These are the top questions captured from the [MRMLS Customer Call Center](#):

**Q.** How do I cancel a listing in MRMLS Matrix?

**A.** Only the listing Broker and Office Managers have permission to cancel a listing. Please contact your Broker or Office Manager to make the necessary change for your listing.

**Q.** Who can see the estimated selling information?

**A.** Only the listing agent and listing broker have permission to view and modify the estimated selling information. This information is kept confidential until the listing has been changed to Sold.

**Q.** My listing is a short sale and I do not know when my listing will close escrow. Do I need to enter estimated selling information MRMLS Matrix?

**A.** Yes. The estimated selling information is required when you change your listing status. The estimated Close of Escrow date should be the best estimate date of the actual sale. You can extend or modify the Estimated COE/End date when the listing is in either Back-up or Pending.

**Q.** What is the definition for Auto Sold (S\*) or Auto Pending (P\*) as a listing status?

**A.** The system has automatically changed the listing to Auto Sold and Auto Pending, respectively, based on your estimated selling information. The listing is in violation of the [CARETS Data Integrity Standards](#).

**Q.** How do I make correction after my listing went into Auto Sold (S\*)?

**A.** You will need to contact your [Local Associations of REALTORS®](#) to correct your listing status.

### Training:

- [Click here](#) to view the training video on how to modify the [Estimated COE/End Date](#).
- [Click here](#) to view the [Estimated COE/End Date Quick Reference Guide](#).