Dear MLSCO Member:

Today, the Central Oregon Association of Realtors® Board of Directors held an emergency meeting to discuss the COVID-19 outbreak and its impact on our transition to Flexmls. We have made some adjustments to the timeline so please read this email in its entirety so that you understand the changes.

New Timeframe
We will remain in parallel until our new Go Live date of April 27th. **On April 27th, all input and changes will take place in Flex and Rapattoni will go into a read-only mode**. Rapattoni will only be in read-only mode from April 27-May15, at which point it goes away and will no longer be accessible to members.

Why the Extension
Many businesses and companies throughout the US are closing their doors or transitioning their companies to work remotely. Even for companies that are transitioning to work remotely, it is slowing the turn around time while they are making these arrangements. We have concerns that some of our third-party vendors, such as our online forms company, lockbox vendor, tax product, stats product, may need more time to get all the functionality in place before we Go Live with Flexmls. Additionally, we have concerns that the same issue could be impacting RETs vendors who have searches on our member and office websites. Having a few extra weeks will provide these vendors with a little breathing room to get things completed to allow for an easier transition to the new system.

What Should I be doing in the meantime?
Members will continue to make edits and changes to listings in Rapattoni until the new go-live date of April 27. Listing information is transferred between the systems. Contacts and Searches are not transferred between systems. Because of this extension, you will have to maintain your contacts and saved search criteria in both systems. For example, if your client changes their email address, you will need to update that in both Rapattoni and Flexmls. We ordered all the attached documents you currently have in Rapattoni to be shipped to Flexmls because of the file size, it must be sent this way. All attached documents that you load into Rapattoni over the next month, you will want to also load into Flex because they will not be on the disc that was sent to Flex to upload.

We would like all of our members to continue looking at their listings in Flexmls and sending any data discrepancies to flexdatadiscrepency@coar.com. This will allow us to fix any mapping issues before we go live. Please allow up to several days response time because it takes a little while to fix the mapping before we can get back to you.

We also recommend that you use these additional few weeks to continue taking webinars and watching

We also recommend that you use these additional few weeks to continue taking webinars and watching the recorded webinars to learn the system. We have scheduled 30+ webinars to help members learn each part of the system.   To register for these the live webinars please click HERE.   All recorded versions of the webinar will be posted on this page within 24-48 hours of the live webinar.

Can We Extend Until We Can Have Live Classes Again?
Waiting until we can offer live classes is not feasible with this type of transition. Between Flexmls, Rapattoni, all of our third-party vendors provided through the MLS and all of the RETs vendors, there are over 200 companies impacted by this transition. Additionally, we have no way of knowing yet when it would be safe for the Flesmls trainers to travel or when it will be permissible to hold large groups for training. Additionally, when the COVID-19 outbreak is on the downward decline or over, our members are going to be trying to pound the pavement and get back to work after the slowdown caused by this outbreak. That would not be the ideal time to also be learning a new system.

Since our members are going to experiencing a slow down in the market over the next month or so, and hopefully working from home and staying healthy, we recommend our members take this extra time to take all of the webinars and watch the recorded versions as many times as you need to feel comfortable with Flexmls. Additionally, Flex has great support staff, ready, willing and able to help answer your questions. In a perfect world, yes, we would have offered ample live trainings, however, we are doing the best we can in light of the imperfect situation.

If you have questions regarding the system functionality of Flexmls, please see the below contact information.

Contact Toll-free Support using support@fbsdata.com or
calling 855-881-7465 from
6 AM to 7 PM Pacific Time (Monday - Friday)
7 AM to 2 PM Pacific (Saturday)

Will COAR/MLSCO still be open to help us?
We are making the necessary preparations to close our physical office and for the staff to be able to work remotely. In the meantime, we ask that anything that can be handled via phone call and email should be done in that manner to limit the foot traffic in the building. We will send out a notice separately about our office closure. Please be assured that COAR staff will still be here to help our members during the pandemic.

Understanding
The COAR Board of Directors and staff want to take this opportunity to thank you in advance for your understanding and patience during this time. The COVID-19 pandemic is unlike anything we have experienced, and we are doing the best we can to continue servicing our members and providing you the information you need. We believe that pushing this launch by approximately one month will give everyone a little more time to learn the system while still protecting the health of our members and staff during this pandemic

Sincerely,

COAR Board of Directors

Flexmls Launch

38	12	53	05
days	hours	minutes	seconds

April 27, 2020