

SENTRILOCK

LOCKBOX TRANSITION

Your lockbox service will soon be switching to SentriLock. As a Southern Oklahoma Board of REALTOR® (SOBR) Primary member, you will be receiving lockbox services through SOBR as always. Each association handles their lockbox contract differently. Here are some FAQs for SOBR's process.

T I M E L I N E

Monday, Oct. 9 - SentriLock will send activation emails.

Important - If your account is not activated, lockboxes **CANNOT** be programmed.

Monday, Oct. 23 - Member training email will be sent.

Monday, Oct. 30 - Training reminder email will be sent.

Friday, Nov. 3 - Lockboxes will arrive at the SOBR office.

Monday, Nov. 6 - Lockbox Pickup and Go Live Date.

K E Y H O L D E R F E E

Quarterly Sentri-Key fee \$56.75 (including tax).

SOBR is billing for the keyholder fee quarterly (prorated monthly for new keyholders)

Autopayment shall be set up in your SOBR Membership Portal. Payment and billing will be one month prior to the quarterly cycle. If payment is not made by the last day of the month your service will be deactivated on the 1st of the month.

R E F U N D P O L I C Y

No refunds given for lockbox services.

L O C K B O X E X C H A N G E

SOBR will NOT charge for boxes.

The only fee you will pay is the Sentri-Key fee.

L O C K B O X R E C L A I M

All SOBR SentriLock boxes will be **LEASED** to SOBR Primary members. This means they are **OWNED** by SOBR and not by individual REALTORS®.

SOBR can perform a recall/lockbox audit at any time. You will be required to bring boxes back to SOBR if a recall is issued. If boxes are not returned after 10 days, a \$140 lockbox replacement fee will be assessed.

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RECIPROCITY

Sentri-Key will work with the following associations in Oklahoma and their territories:

- Ada Board of REALTORS®
- Edmond Board of REALTORS®
- Greater Tulsa Association of REALTORS®
- Midwest City Del City Moore Association of REALTORS®
- Norman Board of REALTORS®
- Northeast Oklahoma Association of REALTORS®
- Oklahoma City Metro Association of REALTORS®
- Shawnee Board of REALTORS®
- Texoma Board of REALTORS®

OLD SUPRA BOXES

Brokerages will be able to ship old lockboxes at no charge via UPS. SentriLock will be sending emails with that process soon.

Please do not throw boxes in the trash as they are an environmental hazard.

ADDITIONAL LOCKBOXES

If additional lockboxes are requested, you may come to the SOBR office during business hours to pick up a lockbox (at no additional cost). Lockboxes will be assigned on Active/Pending residential listing counts. Inventory can be looked up in the MLS or bring a copy of a signed listing agreement with you.

INACTIVE LICENSEES

You are required to return all SentriLock lockboxes to SOBR as they are owned by the association. SOBR will charge \$140/box if boxes are not returned within 5 days of the status change.

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MOVING ASSOCIATIONS

If you are moving your primary membership to another association, you will be required to return **ALL** SentriLock lockboxes to SOBR before SOBR will send a Letter of Good Standing to your new association. Once the lockboxes are returned, we will deactivate your Sentri-Key service. SOBR will then email a Letter of Good Standing to your new association.

SUPRA

Supra will be inactive on March 9, 2024

ULA ACCESS

Access for unlicensed assistants are required to be added to an agent's SentriLock team to access their lockboxes. This provides the ability to remove the shackle, open the door, generate access codes and manage the lockboxes for the agent they are assisting. Assistants cannot access any lockbox key door of agents' whose teams they are not on, meaning they couldn't show property.

FUN FACTS

- 10-year battery life
- Built in second battery (lasts 500 cycles)
- NFC & Bluetooth - No cell coverage required.
- Free non-member access (Flex Code & Sentri-Connect App)

We are excited about this new partnership with SentriLock. Please be patient with staff and the leadership team as we continue through this transition. If you have any questions, please feel free to contact SOBR staff or leadership.

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