NAVICA SHOWING MANAGER

The Navica Showing Manager will allow you to maintain and manage property showings, setup listings for electronic showings, and request showings.

Part 1 - Maintenance – Activate and setup listings so showings can be scheduled through the MLS system.

Part 2 - Listing Displays – When a listing is participating in the Navica Showing Manager, you will see an icon located on each display that will allow you to request a showing online.

Part 3 - Showings – This section of Navica allows you to manage and maintain the showing of properties.

Part 1 – Maintenance

This feature allows you to setup and activate your properties to participate in the Showing Manager.

1. Click on Maintenance, located on the main menu of Navica.
2. Select <u>Setup Showings</u> for the listing that you would like to participate in a showing.
3. You should see five tabs across the top of the screen: **Settings, Recurring Blackouts, Blackouts, Schedule and History**.

   A. When the **Settings** screen loads, fill in the following information:
      - *Allow Showings*: select "yes" to allow agents to electronically request showings,
      - *Auto Accept Requests*: select "yes" if you would like to utilize the **auto accept** feature. Using auto accept will allow a request to be approved automatically and it will show up in the Showing Manager Menu under *Approved Showings*. Selecting "no" for this option will require you to approve the requested showing, located under *Showings Pending Approval* in the Showing Manager.
      - *Showing Instructions***:** enter showing instructions pertaining to the property.
      - *Seller's Contact Info*: enter name and contact information of the seller. *This information is not available to the showing agent.*
      - *Email Notifications to Seller***:** selecting "yes" will indicate that you would like email notifications to go to your seller when a showing has been approved, showing comments, etc.
      - *Seller's email address*: enter email address of seller. If yes is selected for the Email notification option, and the sellers Email address is entered, the seller will receive Emails regarding showings and showing feedback.

- *Alarm Arm code, Alarm Disarm Code and Alarm Location*: enter alarm code, disarm code and location when applicable.
- *Vacant:* - is the property vacant, yes or no.

Note: Click on **Save Settings** in bottom right screen to ensure that your data will be saved.

B. **Recurring Blackouts:** will allow for recurring dates and/or times that the property cannot be shown. *Example: your seller can never show their property on Sundays.* Once you click Recurring Blackouts, you will have the option to select an entire day or times within a day that are not available for showing the property. Click **Save Settings** to apply.

C. **Blackouts:** Select any day(s) that the property is not available to be shown during the calendar month by clicking on the date. The blackout calendar screen will load with available times to check for each day in the selected week or the option to check "all day". Click **Save Settings** to apply.

D. **Schedule:** Used to view your showings that have been scheduled for the current week for a specific property. To see other weekly schedules for the specific property, click on Prev Week and/or Next Week.

E. **History:** will reflect any past showings for a specific property.

Part 2 – Listing Displays

A **Request Showing** icon, located on all listing displays, will allow you to request a showing of a property that is participating in the Showing Manager. This functionality includes scheduling your own property for a showing and allows for walk-ins and telephone requests as well.

1. Select a listing by your preferred method – example: display by MLS#, or search a specific property type, bedrooms, baths, etc.
2. To request a showing, look for the "Request Showing" icon located on the property display. Only those listing that are setup by the listing office/agent for participating in Showing Manager will have the "Request Showing" icon.
3. Click on the "Request Showing" icon.
4. A calendar will load along with showing instructions about the property.
5. To request a showing, click on a desired date. Dates that are not available will not be selectable.
6. Once you have selected the desired date, you will be prompted to select the time you would like to show the property.
7. You will then be automatically prompted for the following additional information to request a showing.

A. **Duration:** Enter the duration of the showing in minutes by clicking on the down arrow**.**

B. **Client First Name:** This information is not available to the listing agent.

C. **Client Last Name:** This information is not available to the listing agent.

D. **Client Phone #:** This information is not available to the listing agent.

E. **Comments for the listing agent:**   Enter any information that may be useful for the listing agent to know. Example: *My client must buy a house by the end of the month, does not want to rent.*

F. **Private Comments:** This information is not available to the listing agent.

Note: After information is entered, click on **Request Showing** at bottom of the screen. You will receive a confirmation screen notifying you that your request is auto-approved or your request has been sent for approval.

Part 3 - Showings

Located on the Main Menu, Showings allows you to maintain and manage showings of your listed properties and showings of other properties that you have requested to show.
Note: Any showings that are pending approval will appear at the top of the Navica home page when you login. The notification will be a yellow bar called *Showing Manager Alert.*

1. Click on Showings from the main menu. You will see the following tabs across the top of the page: **Summary, My Listings, My Showings, Calendar and Reports**.
   The Summary tab loads by default and contains showings for My Listings and My Showings.

   A. **Summary:** A quick summary and link to additional information.

   B. **My Listings:** Showings of my listed properties. Under the My Listings tab, you will see all approved showings and showings waiting for your approval. The following options are located on the right hand side of the screen: **Notes, Schedule, Cancel and/or Approve, (if still pending)**
      - **Notes** - will provide you showing instructions
      - **Schedule** - will reflect the status of showing date, whether it is requested and waiting approval, approved, etc. See legend for explanation of status options**.**
      - **Approve** - click to approve the requested showing.   To approve a showing, click on Approve with corresponding listing. This will move the showing into the Approved Showings section. (Seller and showing agent are notified by Email when showing is approved.)
      - **Cancel** - this will allow you to cancel a requested and approved showing (Email notification sent)

   C. **My Showings:** My showings properties listed by other agents. My Showing screen allows you to view *Today's Showing Schedule, Upcoming Showings and Past Showings* that you have requested. The following options are located on the

right hand side of the screen: **Notes, Re-Schedule, Complete, Cancel and Delete.**

- **Notes:** will provide you showing instructions.
- **Reschedule:** allows you to reschedule a showing by selecting another date and time for showing the property.
- **Complete:** allows you to add feedback on the showing. (If the listing agent, during setup, has activated the Email option and added a valid Email address, the listing office/agent and seller will receive a feedback Email.
- **Cancel:** allows you to cancel a showing
- **Delete:** this option will purge the showing immediately.

D. **Calendar:** Allows you to preview all of your showings, past, present and future scheduled. When you click on the Calendar tab within the Showing Manager you will see the current month of showings appear on the screen. To view past showings, click on the "previous" link at the top pf the calendar. To view future scheduled showings click the "next" link at the top of the calendar. To view times for a certain date, click on the desired date and the schedule will appear in addition to the status of the showing.

E. **Reports:** Click the reports tab to access the following reports:

- **Showing of Your Listing by Agent:** A report will load with agents who have shown your listings in the last calendar week.

- **Showing of Your Listing by Property:** Report of your listings by property.

- **My Showings Summary:** Report of your showings in the last week.

- **My Showing by Client:** Alphabetized report of clients.

- **Unapproved Showings:** A report of the requests for showing your listing that you have not yet responded to.