



Realtor.com FAQ

The Property Tour link is on Realtor.com but why are there no photographs?

As a Move/Realtor.com approved provider, we are able to distribute property tour links (ePostcards/URL's) to Realtor.com. However, Realtor.com does not allow 3rd party vendors to upload Jpeg photographs. In general, Realtor.com receives the photographs from your MLS board. Please contact your local MLS board or Realtor.com regarding these details.

How do I get additional Photographs (more than one) on Realtor.com?

If your listing has Showcase Listing status, you can upload additional photographs manually through an upload interface on Realtor.com. In some markets, additional photographs are automatically uploaded from your local MLS board. Contact Realtor.com Customer Care line for more details at 800-878-4166.

Why is there a fee to distribute to Realtor.com if I have a Showcase Listing Package?

Our rates include the production of your property tour and the distribution of your tour and/or photographs to your brokerage firm's Web sites, MLS (where applicable) and other broker approved distribution points. Our rates do not cover the expense associated with administering the distribution of your tour to Realtor.com. Even though Realtor.com does not charge a fee to link a tour to a Showcase Listing, the Realtor.com process places a manual administrative expense on companies like ours to ensure that your property tour is displayed properly on Realtor.com. Due to this situation we are forced to require a \$9 fee to distribute a tour to Realtor.com if your listing has Showcase Listing status. This is still much lower than the fee for non-Showcase listings, but we understand that it is different than what Realtor.com is saying and may cause some confusion.

I have a Showcase Listing Package & it appears I'm going to be charged the full Realtor.com distribution rate?

If your listing is a Showcase Listing at the time we distribute your property tour link to Realtor.com, you will see an adjustment applied on your order. We only bill for services once the order is complete. Since Showcase Listing Status on Realtor.com changes daily (agents and brokers decide not to renew Showcase Status, or do not pay Showcase Status bill on time, etc), we need to verify Showcase Listing Status at the time we distribute each tour URL. If we do not do this and the listing does not have Showcase Listing Status at the time of distribution, Realtor.com bills us the full non Showcase Listing Rate. This is why the full rate for National Realtor.com Distribution shows up on your initial order. Once the property tour is completed and distributed, the amount is reduced to \$9.

In some cases where we cannot distribute to Realtor.com right away due to various reasons (listing not yet on Realtor.com, MLS# still not available, zip code incorrect, etc), we will separate the distribution fee from the original order and bill you separately for the Realtor.com distribution once completed. By creating another order, we are able to manually review the tour daily and attempt to redistribute the tour URL to Realtor.com over the next 3-4 business days. Once we have successfully distributed to Realtor.com, you will receive an additional email notifying you that we have distributed the tour URL to Realtor.com.