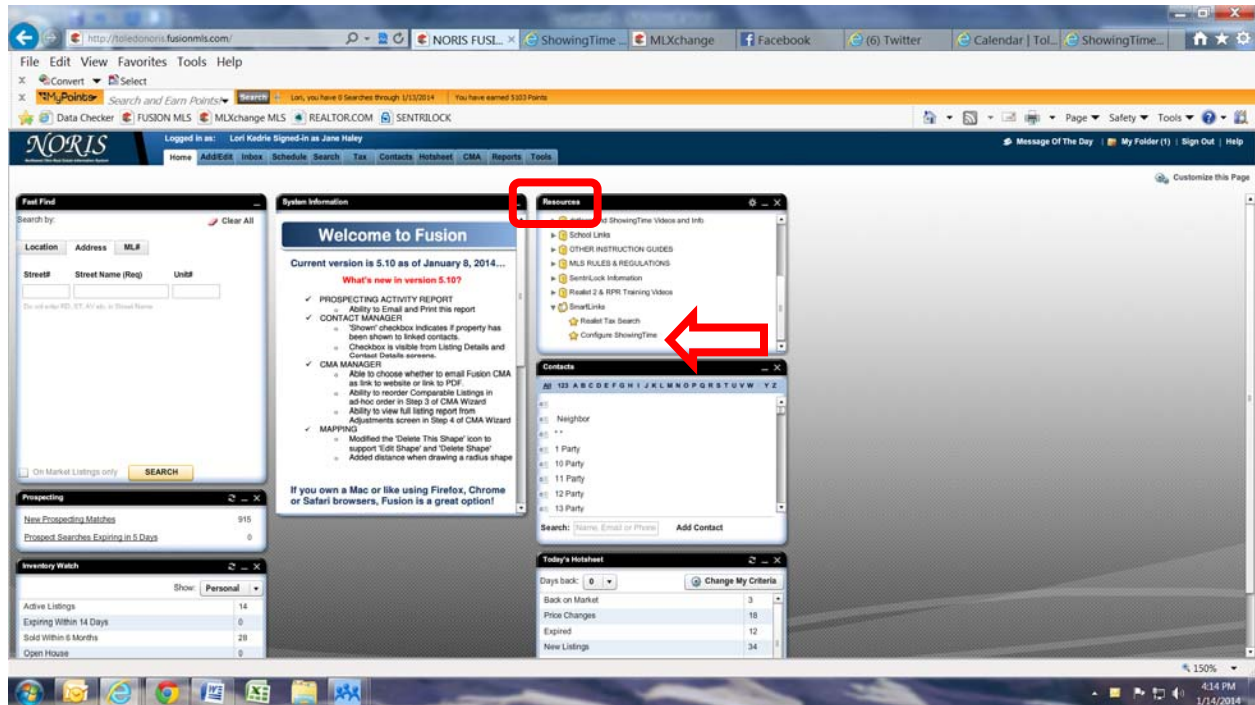


How to stop owners from canceling a showing request.

What the listing agent can also do is set up 'Rescue Notifications' the showing that you are referencing. When this is set up (it is not enabled by default), the listing agent is told that the owner is trying to decline a request. In this scenario, the showing agent is not told they cannot show. Instead, the listing agent is notified that the owner is trying to decline and this way the listing agent can jump in and possibly save the showing. This can be set up on the Listing Setup tab under "Advanced Notifications":



Sign into the MLS. Under Resources click SmartLinks then Configure ShowingTime



You will be taken to ShowingTime. On the left hand side click Listing set up. You will be giving a list of all your listings. Select the property you would like to edit by clicking on the address.

You will then need to click on Advanced Notifications.
Click the Yes bubble circled below.
Then choose how you would like to receive the rescue notification.

Advanced Notifications

Advanced notifications alert selected listing contacts when an appointment request is in danger of being missed, declined, or cancelled. Select your preferred notifications below.

Escalate Appointments When a Request Is Not Responded To? Yes No

Escalate: 1 hour after the request is made

A Listing Agent or Co-Listing Agent Must Approve When an Owner Declines Or Cancels an Appointment? Yes No

Contact Details	Send Escalations By:	Send Rescue Notifications By:
Kathleen Bohanon (Listing Agent) (312) 898-6367 (Mobile Phone) (Text Message)	Text Message <input type="checkbox"/> Email <input checked="" type="checkbox"/> ShowingVoice <input checked="" type="checkbox"/>	Text Message <input type="checkbox"/> Email <input checked="" type="checkbox"/> ShowingVoice <input checked="" type="checkbox"/>
Hildegard Schlump (Owner/Occupant) (312) 568-8000 (Home Phone)	Text Message <input type="checkbox"/> Email <input checked="" type="checkbox"/> ShowingVoice <input type="checkbox"/>	
Office Contact	Email <input type="checkbox"/> ShowingVoice <input type="checkbox"/>	

Save Changes **Cancel**

Be sure to save your changes when you are done.