

Supra System Facts

eKEY app

- The eKEY app provides an easy way for showing agents to access properties and for listing agents to track activity at client properties.
- The eKEY app updates automatically for access to all keyboxes in the home organization and any cooperating organizations.
- The eKEY app updates using either cell data coverage or wi-fi access. It can alternatively be updated with an update code. The update code can be obtained by calling the Supra automated voice system toll-free or from the SupraWEB agent website. Cellular coverage is not required to open a Supra keybox.
- eKEY app transmits showing data within minutes of the keybox being accessed. If the listing is not in coverage, the information is sent within 10 minutes of being back in coverage.
- Beginning and ending showing notifications are delivered via email or text.
- Organizations can deactivate keys remotely.
- The organization can issue an affiliate key. Affiliate keys require that the keyholder call the listing agent and obtain the Call Before Showing (CBS) code for the box and enter it into their key before they can access the box.
- The eKEY app is compatible with Android OS 5 or greater and Apple iOS 10 or greater.
- May reduce key sharing, since agents tend to not lend out their smartphone.
- The eKEY app is easily transferrable to another device and when authorized, the prior app is simultaneously disabled.
- Access properties using the phone's biometric feature or the Apple Watch.
- Once-per-day PIN code option for ease when showing multiple properties in a day.
- Get real-time data at the door, including a listing photo and current property notes.
- Agent Alert feature allows agents to send an alert message with map location to priority contacts without having to be at a listing or showing.
- eKEY Basic provides keybox access, change keybox

settings, track keybox inventory and view showing activity.

- eKEY Professional does all that eKEY Basic does plus lets agents view and search listings, view Hotsheets, view agent roster, create buyer profiles, and Home Tour app.
- Supra Home Tour provides a way for eKEY Pro users to invite buyers to use the Home Tour app to capture feedback and ratings while viewing homes which automatically appears in the eKEY Pro users app. The eKEY Pro user can choose to share their client feedback with the listing agent.
- Non-Member Access (NMA) allows agents who are not Supra users to access keyboxes while continuing to collect keybox access information.

Keyboxes

- Supra electronic keyboxes can only be opened with an authorized electronic key or smartphone app and a valid PIN.
- The Supra system prevents code sharing and unauthorized access, since there is no way to access a keybox without an authorized key and keyboxes can't be manually opened.
- A record of each access is documented in the keybox and automatically delivered to Supra's secure database. The record contains the date and time of the access, the name, phone number, office name, and office phone number of the person that opened the keybox.
- Real-time showing note, business card, and listing information can be added to keybox to display when key container is opened with an eKEY.
- Supra incorporated Bluetooth into keyboxes in 2010 and has proven the technology with over 4 millions keyboxes in the field today.
- Showing hours can be customized separately for weekdays, Saturdays, and Sunday.
- The iBox's touch and release key container is easy to open.
- The iBox BT LE shackle removes completely from the keybox in one simple step for easy placement on properties.



Keyboxes - continued

- The iBox BT LE key container is larger and holds up to 5 house keys or 2 gate cards with 2 house keys.
- Keyboxes can be set to require a CBS code be entered for additional authentication prior to entry.
- Auto keybox assign feature automatically assigns keybox to a listing if enabled for the organization.
- The batteries in all iBox models are warranted for the length of the lease. There is no need to change batteries in Supra keyboxes. The keybox battery percent is displayed on the key and delivered to server each time shackle is released.

SupraWEB

- Agent's tool for managing key, keyboxes, and listings.
- Assign keyboxes to listings
- Opt in/out of receiving notices and designate additional recipients for notifications
- Members can upload photos to easily identify properties
- Prepare customized listing reports for home sellers
- Email customized showing report that includes listing agent's photo
- Send and view showing feedback
- Ability to integrate with ShowingTime
- Designated office broker can manage keyboxes and run reports for keyboxes assigned to the office and the agents in the office.
- Mobile SupraWEB allows access to many features of SupraWEB from a smartphone or tablet

Support

- Agent support available 7 days a week, 8 a.m. to 10 p.m. Eastern Time
- Separate support team dedicated to Organization support. Organization support available Monday through Friday, 8 a.m. to 8 p.m., Eastern Time with an after-hours/weekend number available.
- Chat feature available for organization technical support
- Email support available for agents and associations with a 24 hour reply turn time.
- All call center (technical support) and customer service (orders, returns) employees are located in the Supra headquarters office in Salem, Oregon.

SupraNET

- SupraNET is the Internet-based software used by the association/MLS to manage the Supra system.
- Association/MLS staff manage the Supra system by managing key assignments, Controlling keyholder and keybox access, Obtaining information and reports, Troubleshooting keys and keyboxes, Issuing and managing keys.
- iBox BT LE settings can be remotely programmed. The next eKEY that visits the keybox delivers the new settings to the keybox automatically.
- The programming pase provided with SupraNET is the communication device that physically connects keyboxes to SupraNET so that keybox settings can be changed or activity can be downloaded.
- Transaction machine provided with SupraNET to digitally capture credit and debit card information for processing payments.
- Keyholder lease where Supra bills the agents directly for their key or service or Organization lease where Supra bills the Association/MLS for key or service.
- SupraNET contains a MemberVIEW troubleshooting tool for Association/MLS SupraNET administrators to view and edit a member's SupraWEB account, excluding billing information, with the member's key serial number and PIN.
- MLS Integration (MLSi) allows MLS vendors the ability to create a portal from their MLS system to Supra's system to allow agents to assign keyboxes to listings, view keybox settings, and view showing activity reports directly from the MLS system.

Company

- Supra was established in 1955 and has been a leading manufacturer in the real estate industry for 65 years.
- Supra is serving over 500 real estate organizations and its key credentialing technology is deployed across an installed base of 3.5 million Bluetooth® locking devices in the real estate industry.
- Supra is part of Carrier alongside such products as Kidde smoke alarms and fire extinguishers, Carrier heating and air-conditioning, and Onity hotel locks.
- Carrier is a world leader in HVAC, Refrigeration, Fire & Security solutions, and for over a century, Carrier has been developing innovative products and services that have changed the way people live and work.

supraekey.com

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