



New Withholds Process Frequently Asked Questions

Where does the information entered on Withholds go?

When you save as a Withhold, it stays strictly within the Add/Edit system. It does not go out to Matrix or any other data feed. Agents can see Withholds only for those where they are the List Agent. Office staff with Office or Head Broker permissions will be able to see all Withholds within their office. If anyone wants to inquire about a Withhold outside their own office, they must still contact the NorthstarMLS Help Desk, which has access to them all.

How soon must Withholds be entered?

The rule is still two business days from the contract effective date.

Can I enter a Withhold if I do not have permissions to enter regular listings?

No. If your broker has not assigned you permissions to enter listings into Add/Edit, you will also be unable to enter Withholds. Whoever in your office enters your listings must also enter your Withholds.

What format do we need to use for the Withhold form?

When you enter a Withhold into Add/Edit, you can upload the signed Withhold form in either PDF or JPG format. In most cases, PDF is preferred. But if you cannot get it into PDF format, you can take a picture of the form with your smartphone or camera and then upload the JPG. If using Internet Explorer, be sure Compatibility mode is turned off, or the file will not upload.

What happens after the Withhold expires?

The Withhold will automatically drop out of your list and the system immediately (at midnight) on the expiration date. If the contract is extended, you can edit the Withhold before it expires. If the Withhold has already expired and dropped off, you will need to reenter it.

What if we want to put it on the MLS as Active after a period of Withhold?

You can edit the Withhold and enter all of the rest of the data fields. Then "Save as Active" and it will go to the MLS. Be sure to change the List Date to the date you are making it an active MLS listing. (The withhold form will not carry over to the Active listing.)

Will Days on Market be affected if we convert a Withhold to Active?

No. The clock on DOM and CDOM does not start until the date that you save it as Active to the MLS.

What do we do when the listing sells or is cancelled?

You are not required to make any change to the Withhold if the property sells or the contract is cancelled. However, if it sells, we strongly encourage you to convert it to a Pending listing (before the listing closes) so that your office gets credit and it can be used for CMA's and appraisals. Please remember that you must have the seller's approval via a signed listing input form, and you must enter it before it has closed (otherwise, only the buyer side can enter it as a Comp Sold). To convert to Pending, edit the Withhold and enter all of the required fields, save as Active, upload a primary photo, then immediately pend the listing. (The withhold form will not carry over to the Pending listing.)

Why is NorthstarMLS making this change?

In the past couple of years, the number of Withholds has almost tripled. Our Board of Directors and Shareholder Associations want us to be able to report more information such as average length of time withheld, percentage that eventually go Active on the MLS and for how long, stats for various areas, etc. We can only do this if it is integrated into our existing systems. Having agents and offices enter their own Withholds also allows them to view and manage them together in one place.

Who can I contact with issues, questions or suggestions?

As this is a new process, we expect there may be questions, kinks to be worked out or ideas that you have for improvement. For any of these, please contact our Help Desk at 651-251-5456 (1-877-251-5455 toll free outside the metro) or help@northstarmls.com.