SELLER'S INFORMATION

What is CSS?

The **Centralized Showing Service** (CSS™) assists your REALTOR® in making your home easier to show for other REALTORS®. CSS provides one central phone number for all real estate agents in a market to schedule showing tours for their buyers. Having one phone number to call is far more convenient for other REALTORS® in the area. This convenience may result in more showings for you. CSS is quick and efficient. Therefore, agents prefer showing homes on CSS more than non-CSS homes. This efficiency helps get your home more showings. CSS is also open 33% longer than traditional real estate offices. Our hours are 8am - 8pm Monday through Saturday and 8am - 6pm on Sunday. Additional hours, better efficiency and more convenience may mean more showings and prospective buyers for you which can then turn into a *FASTER SALE*.

How Does CSS Work?

Basic Information

With CSS, there are three basic types of showings: **GO**, **COURTESY**, **APPOINTMENT REQUIRED**. The **GO** is used for vacant homes. **COURTESY** means we will call and leave a message about the appointment, but the agent is OK to show the property. **APPOINTMENT REQUIRED** means we have to get your (or your agent's) approval to let the buyer's agent show your home to a prospective buyer. Generally, homes that are **GO** or **COURTESY** get an average of one more showing per week than **APPOINTMENT REQUIRED** homes. *(More showings mean a faster sale!)*

When CSS Calls

If your home is a **COURTESY** call, CSS will leave a message on your answering machine or voice mail. Our representative should say, "Hi, this is *(representative's name)* from CSS calling on behalf of *(listing company's name)*, to let you know that *(showing agent's name)* will be by between ___ and ___ *(time frame)* to show your home." Agents give us a time frame because their buyers may take a long time to look at different homes, or they may move very quickly. It is difficult for agents to pin down exactly when they will be at your particular home. If you want to keep track of who shows your home keep a pad and pencil by your phone.

When You Call CSS

You can call CSS when you need to cancel, reschedule, check on a showing or change showing instructions (verify with your agent what procedure they would like you to follow). When you call CSS, simply tell our representative that you are selling your home and give the CSS representative your address. They will then be able to quickly find your address and assist you. Don't be surprised that we ask for your last name right away when we answer the phone. As noted earlier, CSS is focused on being very fast and efficient. Ninety percent of our calls come from REALTORS®.