

Renewal of Stellar MLS Annual Subscription

WHO DOES THIS APPLY TO?
Current participants and subscribers who want to remain active

KEY DATES

- Invoice available: 4/5/22
- Payment due: 5/17/22 before 5PM ET

FEE INCLUDES

- Stellar MLS Annual subscription for 6/1/22 - 5/31/23
- Data Services Fee for 6/1/22 - 5/31/23 (Brokers only, as applicable)

HOW TO PAY

Stellar Payment Portal (preferred)
*Credit or debit card only *No partial payments accepted

Mail Check*
(processing could take up to 2 weeks)
Stellar MLS
PO Box 740508
Atlanta, GA 30374-0508 *Must include MLS ID Number

THE LSC ROLE

- Option 1: Direct customers to the payment portal
- Option 2: If LSC accepts payments, collect payment and submit to Stellar MLS

Customers Not Renewing

WHO DOES THIS APPLY TO?
Participants and subscribers who do not wish to renew their Stellar MLS subscription

THE LSC ROLE

- 1 Stellar MLS will advise agent to reach out directly to their broker
- 2 Broker must deactivate agent license on DBPR
- 3 Broker notifies LSC to deactivate agent's record
- 4 LSC deactivates customer record and imports updated record to Stellar MLS

New Stellar MLS Customers

WHO DOES THIS APPLY TO?
Customers who are joining Stellar MLS for the first time

KEY DATES & FEES

Joining between 4/1/22 - 5/31/23

Fee includes:

- Stellar MLS Annual subscription
- fee
- Current year prorated fee (as applicable)
- Setup fee

Joining between 6/1/22 - 5/31/23

Fee includes:

- From current month until 5/31/23 (Prorated amount will be determined according to join date)
- Applicable / Set Up fees

THE LSC ROLE
The LSC must collect payment in full and submit it to Stellar MLS

Customers Changing Type of Subscription

WHO DOES THIS APPLY TO?
Current customers who wish to change their Stellar MLS subscription type (i.e. assistant to Realtor®)

THE LSC ROLE

Scenario 1: **If the change is within the same association:**

- 1 The LSC must call Stellar MLS Accounting to verify invoice and payment information at: 1-800-686-7451 opt. 5
- 2 The LSC must collect payment and submit it to Stellar MLS

Scenario 2: **If the change is for a new association:**

- 1 Customer must contact new association, and have them contact Stellar MLS accounting to verify the amount to collect for this change
- 2 The LSC must collect payment and submit it to Stellar MLS

Customers Reinstating

WHO DOES THIS APPLY TO?
Former participants and subscribers who have gone inactive

KEY DATES & FEES

If customer has paid 2021 - 2022 annual fees:

Fee includes:

- Stellar MLS Annual subscription fee
- Data Services Fee (Brokers only, as applicable)

If customer was invoiced 2021 - 2022 and did not pay:

Fee includes:

- Reinstatement fee
- Prorated fee for current year (as applicable)
- Data Services Fee (Brokers only, as applicable)

If customer was invoiced and paid in 2021 - 2022 but never invoiced for 2023:

Fee includes:

- Reinstatement fee
- Prorated fee for customers reinstating in April or May (as applicable)
- Stellar MLS Annual subscription fee
- Data Services Fee (Brokers only, as applicable)

PAYMENT / THE LSC ROLE

- 1 The LSC must call Stellar MLS Accounting to verify invoice and payment information at: 1-800-686-7451 opt. 5
- 2 The LSC must collect payment and submit it to Stellar MLS

Dates to Remember

Annual invoice available:
Tues. 4/5/22

Payment due:
Tues. 5/17/22 before 5PM ET

Customer suspension deadline:
Wed. 6/1/22 before 5PM ET

Invoices moved to broker account:
Wed. 7/6/22 before 5PM ET

Office suspension begins:
Tues. 8/2/22 after 5PM ET