



Annual Billing 2023

Annual Billing Information Packet For Stellar MLS Shareholder Associations/Boards

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Altamonte Springs, FL 32701
Phone: 800-686-7451
Fax: 407-960-5450
www.stellarmls.com

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Critical Details & Dates

- **3/28/2023 Customers are notified:** Customers are notified approximately 2 weeks before invoices are available.
- **4/11/2023 Invoices are available:** Customers can start making payments on this date. LSCs to start collecting annual and new member set-up costs.
- **5/16/2023 1st payment deadline:** Customers who pay **after 5 p.m. (ET) on May 16 or later** will owe a \$75.00 late fee in addition to their regular bill. The total invoice, including the late fee, must be paid in full. Late fees will not be waived for any reason.
- **5/31/2023 Suspension deadline:** A reinstatement fee of \$175.00 will be assessed for all unpaid invoices. Customer accounts and MLS services will be suspended at this time until all charges on the invoice are paid in full.
- **6/28/2023 Last day to pay before invoices are transitioned to broker's accounts:** Payment must be received by 5 p.m. (ET). Unpaid invoices will be moved to Brokers' accounts (after 5 p.m. ET). Brokers are responsible for unpaid invoices after 5 p.m. on this date. The invoice must be paid by 5 p.m., July 26th, to avoid suspension of MLS access for the entire office. **Stellar MLS will be working with association staff to clean up outstanding invoices and office affiliations.**
- **7/26/2023 Last day to pay in full before office suspensions start:** Payment must be received by 5 p.m. (ET). Offices suspended (after 5 p.m. ET). Participants who have not paid for all active agents with unpaid invoices, or inactivated them prior to this date, will have their office(s) suspended until all invoices are paid in full.

Payment Methods & Information

Online Payment — Customers should pay online at <https://pay.stellarmls.com>. Customers can pay either with a **credit or a debit card**.

Other payment options:

- **Mail a check:**
 - Checks should be made payable to Stellar MLS. Please include the member MLS ID # on the check. The mailing address is:
Stellar MLS
PO Box 740508
Atlanta, GA 30374-0508
*** Checks can take up to 2 weeks to process. Please DO NOT send checks by certified mail, or other means requiring a signature, they will be returned.**
- **Local Board/Association Walk-in:**
 - If a customer pays in person at their association:
- **By Credit Card/Check**
 - Notate the memo line with the date and time of the payment and as well as the customer's MLS ID #.
 - If you receive checks for payments on critical due dates, please email payments@stellarmls.com a complete list of those customers' names and their MLS IDs by 5 PM, to ensure additional fees are not assessed to those customers.
 - All payments made either online or in-person must be received by 5 p.m. on the due date or late fees will be assessed.

PCI Reminder:

- Payment Card Industry Data Security Standard (PCI DSS) is a set of security standards designed to ensure that ALL companies that accept, process, store or transmit credit card information maintain a secure environment.

Stellar MLS, in partnership with our bank, has contracted with a third-party vendor to fulfill all credit card processing needs and requirements.

2023 Base Fee & Information

2023 Base Costs (not including LSC fees):

MLS Cost: \$425

MLS fees are non-refundable in full or pro rata.

Note for customers who join between March 30, 2022, and May 31, 2023:

For new customers who join between April 1, 2023, and April 10, 2023, Stellar MLS will collect a pro-rated Association Fee for some associations and annual subscription costs (2022-2023) for all customers. All Stellar MLS charges will be included in the April 11, 2023, annual billing cycle. Customers who join between April 11, 2023, and May 31, 2023, will receive the pro-rated 2022-2023 invoice as well as their current 2023-2024 annual invoice immediately.

**Customers should contact their association for further details on payment collection.*

Billing Contacts

For All Customers

Email: annualbilling@stellarmls.com

Phone: 1-800-686-7451 (option 5)

For Association Staff Only: Please do not distribute.

Email: payments@stellarmls.com

Phone: 407-960-5300 (option 5)

For Association Staff Only: Please do not distribute.

Email: membership@stellarmls.com

Phone: 407-960-5300 (Ext. 5445)

Customers Not Renewing

Customers who are not renewing must work with their broker to complete the following:

1. If they are in a participant office their broker must deactivate their license with DBPR

AND

2. Notify their local association or board that they will not be renewing so they can be made inactive with the MLS.

If both steps are not completed, the agent and broker will continue to receive notices from Stellar MLS regarding billing.

If steps 1 and 2 are completed, and a deactivated customer is still getting billing communications from Stellar MLS, these are the likely reasons:

- The email address on file is shared with another customers' records (example: info@thedreamteam.com).
- The preferred phone # on file is shared with another customers' records.
- A general office phone number was selected as the "preferred phone number" for multiple agents in the same office.

Special information for brokers:

- On or around July 1, 2023, all brokers will receive an email listing all agents who have not yet paid their subscription fees and hold current licenses with DBPR.
- For customers who will not be renewing, their brokers should deactivate their licenses with DBPR, and have them notify their board/association of their intentions.

Agents and Brokers Payment Tutorials

These guides may be shared with Agents and Brokers who wish to view and process their payments directly.

- Click [here](#) for an Agent Payment Tutorial
- Broker Payment Tutorial - **Coming soon!**
- Click [here](#) for a RPAC Payment Tutorial

LSC Resource Page – *A Comprehensive Resource Center for Association Staff*

Visit your Stellar MLS Resource Center at www.stellarmls.com/lsc to access market statistics, MLS documents and links, listing forms, and more.

Stellar MLS Annual Billing 2023 FAQs

stellarmls.com/resources/billing-resources

What is included in my Stellar MLS subscription?

In addition to access to the MLS, your Stellar MLS subscription includes a suite of products to help you gain leads, efficiently conduct business and more. Please visit the tools page on our website www.stellarmls.com/products for details.

MLS fees are due soon; Can I pay early?

No. Your invoice will be posted in early April each year. We will notify you via email once your invoice is ready to be viewed and paid. You may go online and make a payment at that time.

When is my payment due?

May 16, 2023, by 5 p.m. ET, to avoid a \$75.00 late fee.

May 31, 2023, by 5 p.m. ET, to avoid account suspension & a \$175.00 reinstatement fee.

Is my invoice sent via US Mail or posted online?

All annual invoices are added to your account in early April. An email will be sent to the address on file once your invoice is available.

I have not received any emails from Stellar MLS about billing. What should I do

You may have an incorrect email on file with your board/association (the MLS pulls your info from your board/association). To correct this, contact your board/association to review and update your information.

I believe I paid my Stellar fees recently, within the past few months, why are my fees due again?

Stellar MLS 2023 - 2024 fees are due on **May 16, 2023**. When customers join, they are charged a onetime setup fee and a pro-rated MLS fee to cover their subscription through May 31, the proration period..

What are my payment options?

- **Online payment is the best method to pay.** Go to pay.stellarmls.com, and select View/Pay my Invoices, you will be prompted to add a default debit/credit card payment. If you pay by check, it must be received in our office by 5 p.m. ET on the due date to avoid additional charges.
- **Mailing a check:** Checks should be made payable to Stellar MLS. The MLS ID # must be included in the check. The mailing address is:

Stellar MLS
PO Box 740508
Atlanta, GA 30374-0508

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Altamonte Springs, FL 32701
Phone: 800-686-7451
Fax: 407-960-5450
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***Important information for check payments:** Checks can take up to **2 weeks to process**. DO NOT send checks by certified mail, or other means requiring a signature, they will be returned.

Can I use multiple credit cards?

Yes. You can use multiple credit cards to process payment.

Can I pay with a check over the phone?

No, we only accept check payments through the mail.

Do you have my credit card number on file?

There is an option to save your credit card on file for future payments.

Can I pay half now and half after the payment deadline?

No. Full payment is due by the deadline at 5 p.m. ET.

When will my online payment post? When do I get a receipt?

You will receive an email immediately after your payment is received confirming your payment, with a copy of your paid invoice attached. You may also print a paid copy of your invoice from the payment portal.

I see two fees on my invoice — what is the LSC fee? What does LSC mean?

"LSC" is your Local Service Center. This fee is charged by your local board/association. Questions regarding the LSC fee should be directed to your local board/association.

Do I have to pay the Local Service Center fee and the Stellar fee – can I just pay one of them?

Both the LSC fee and MLS fee listed on your invoice must be paid to renew your Stellar MLS subscription.

What is the Broker Data Services Fee?

Brokers/Participants will be billed \$50.00 to recover the costs of listing distribution and data services. All participants will be assessed this fee—it includes both distributing listings and using IDX feeds. Brokers of multiple offices only pay the fee once per year (based on broker not on office). Any broker who joins after April 1st will not be billed until the following year. Fee does not apply to MFCRE subscribers.

What services do the Local Service Centers (LSC) provide?

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Each association/board is different, please contact your association/board directly for an explanation of their LSC services.

Is the online payment website secure?

Yes. The online payment website is PCI Level 1 Compliant, meaning credit card information is stored to the highest security and safety standards.

How can I get an invoice to submit to my corporate office for payment?

Login into the Stellar Account Portal at <https://pay.stellarmls.com> to access your invoice. From here you may download the invoice to send to your corporate office.

How do I request a waiver?

Submit your request for waiver online at stellarmls.com/waiver-request. Please note all fees must be paid prior to submitting your request for review. Upon review by our CART Committee, a determination will be made and sent to you within 10 business days. If your request is approved, a refund will be issued.

I'm a broker. How can I see if agents in my office have paid their MLS fees?

Brokers may view unpaid office invoices by going to the [Stellar MLS Payment Portal](#) and clicking View/Pay My Invoices, clicking the drop down then Select All, and finding the invoice you want to pay then click View/Pay next to that invoice.

Can I pay for multiple agents with one credit card?

Yes. Once a broker saves a credit card on file and indicate they want agents in their office(s) to be able to pay their invoices using their credit card, other agents will see it as a method of payment.

If all agents in the office do not pay — will the entire office be shut off?

Yes. To avoid this, the balance must be paid for all agents in your office, or you should inactivate any unpaid agents' licenses with the **DBPR**. Once this is done, your LSC/association will need to be notified immediately to ensure that Stellar MLS receives the information and removes the balance from your account.

As a broker, to avoid paying a late and/or reinstatement fee on behalf of an agent, we recommend payment in full no later than **May 16, 2023**. To avoid suspension of your entire office, please make certain that all agents are either paid or inactivated by **July 26, 2023**.

What happens once an office is suspended?

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All MLS privileges are inaccessible for every member of that office until all invoices are paid in full. To reactivate, the total of \$175 per past due agent is due.

RPAC Support Protocol

Stellar staff are prepared to answer basic FAQs from customers regarding the voluntary RPAC contribution invoices this year. Customers seeking refunds or detailed information regarding RPAC contributions will be directed to their associations and/or Florida Realtors respectively for escalated RPAC support.

Why is Stellar MLS collecting this contribution?

Stellar MLS is collecting voluntary RPAC contributions on behalf of the Realtor® association or board that you belong to.

Why am I receiving a separate invoice for my RPAC contributions?

Customers will receive a separate invoice for their LSC's default RPAC amount. If you wish to increase this quantity, you may do so in the 'manage subscriptions' section of your pay portal. If you choose not to make an RPAC contribution and wish to no longer see this invoice, please contact Stellar MLS Accounting at payments@stellarmls.com or by calling us at 407-960-5300 Option 5.

I previously contributed to RPAC. Are you collecting twice?

You may have contributed previously to RPAC via a fundraising campaign through your local association/board or at an RPAC fundraising event. RPAC contributions are 100% voluntary and are not required as part of your Stellar MLS subscription. If you do not wish to contribute, do not process payment for the invoice.

What is the difference between my LSC fee and the RPAC contribution?

Your LSC fee is required and is included with your annual MLS subscription renewal. RPAC contributions are optional.

Is the RPAC contribution tax deductible?

No, RPAC contributions are not tax deductible on your federal income taxes.

Where do I find the RPAC disclosure?

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The RPAC disclosure can be found by downloading the invoice on your Stellar MLS portal at pay.StellarMLS.com.

Who may be solicited for Florida Realtors RPAC contributions?

According to Federal Election law, RPAC may solicit only individual members -- i.e., non- corporate members of NAR® and their families. The term "members" means all individuals who currently satisfy the requirements for membership in any one of the local, state, and/or the National Association and regularly pay dues. Executive, administrative and management personnel of the local, state and/or national associations are also considered under the NAR constitution to be members of the association and may be solicited even though they may not pay association dues.

What happens if I do not pay my RPAC invoice?

If you choose not to contribute to RPAC no action is necessary. The invoice will be removed from your account after 90 days.

I accidentally contributed to RPAC by paying the invoice when I did not intend to. How may I request a refund?

Yes, please send an email to RPACrefunds@StellarMLS.com with the following information:

- MLS ID #
- RPAC Amount
- Current Mailing Address
- Telephone number

Can I earmark money to a party or particular candidate?

No. For further details visit floridarealtors.org/LegislativeCenter or contact Florida Realtors Public Policy Team at 850.224.1400.

Why should I invest in Florida Realtors RPAC?

Please contact your local association/board for complete details on the benefits associated by contributions made to RPAC.

What is the difference between hard (personal) and soft (corporate) money for RPAC?

Please contact your association/board for complete details or reach out to Florida Realtors Public Policy Team at 850.224.1400.