

# LOCKBOX STRATEGY & FAQs

## **LAST Chance to get a New SentiGuard Lockbox @ Cost**

1. **Why is the new opportunity**

For those that didn't take advantage of the upgrade opportunity in 2021, you get 1 more chance to get 1 new SentiGuard Lockbox at cost. But time is limited – You MUST fill out the application completely; Call to make payment; and Be one of the first 50 applications. Your current NXT lockboxes are 12+ years old and out of warranty and we want you to have the most advanced lockbox out there!

2. **How Long does this new special run?**

It begins today, March 29<sup>th</sup> and runs until a) we have received 50 applications or b) April 4<sup>th</sup> – whichever comes first!

3. **When will I receive my new lockbox?**

TBD but we hope it will be within 30-60 days. More to come.

4. **Why do I need these new lockboxes?** These new lockboxes have NO card slot & can only be accessed via Bluetooth/Mobile App. On 3/21/22 SentiCard access to boxes was deactivated.

5. **Is GPR going to offer an exchange for these new lockboxes?** GPR will be offering an opportunity to pre-order/pre-pay for a one time “special discount” of \$88 per lockbox (vs the usual \$120 cost, plus tax, which is a 27% savings) when you “retire” one of your old NXT blue lockboxes (serial # will be required).

6. **When can we start ordering the new SentiGuard Lockboxes?** This second offering to pre-order the new SentiGuard Lockboxes starts March 29<sup>th</sup> and ends April 4<sup>th</sup>.

7. **What do I need to do to participate?** Fill out the online form providing the serial # you will be retiring and contact GPR with your payment information so we can place your order.

8. **Do I have to participate?** No, you do not.
9. **Can I retire a lockbox that is not mine?** No, the lockbox (serial #) has to show up in your inventory. However, you can work with another REALTOR® to transfer boxes to your inventory in advance of your filling out the form to participate.
10. **Can I get an upgraded box for a defective/non-working NXT lockbox?** Yes! You can identify a non-working box (serial #) and still receive the upgrade discount!
11. **Can I get an upgraded box for a NXT lockbox I cannot find?** Yes, as long as it is listed in your inventory.
12. **Can I sell/give my old NXT lockboxes to another GPR member?** Yes, but you must do this prior to filling out your application with the lockbox serial numbers.
13. **How do I transfer one of my lockboxes to someone else before the deadline?** The current owner of the lockbox can transfer to you. Or, if having difficulty, the original owner of the lockbox can call into SentiLock Support at 513-618-5800 to do the transfer (NOT the recipient of the lockbox).
14. **What if I share lockboxes with another agent/broker?** Lockboxes are owned by one single person, though team sharing is still allowed. If you currently are sharing boxes with another agent or broker, your new boxes will continue to behave the same way without you having to do anything. Your team sharing access is stored to your account, and not your lockboxes. If you have questions about your team settings, please contact SentiLock Support at 513-618-5800.
15. **What boxes are eligible for the upgrade?** Any generation SentiLock lockbox you own which is listed under your inventory is eligible for the upgrade. But our priority is the older NXT (blue colored boxes)
16. **What if I miss the deadline to participate?** You will have the option of purchasing a lockbox at the full price.
17. **Who is eligible for this special pricing?** Any GPR member in good standing who owns lockboxes and has an active SentiLock account and DID NOT participate in the first upgrade.

18. **How much is this going to cost ?** \$88 per lockbox vs the usual \$120 cost, plus tax, which is a 27% savings.

19. **How do I take advantage of this special pricing?**

- a. The lockbox serial #s must be in your inventory to “retire”
- b. You must be an active member of GPR @ the time of the upgrade
- c. You must have an active license with DPOR
- d. You must be an active subscriber of SentiLock (paid your 2022 fees)

20. **Can I get the special pricing after the deadline?** No, so plan to take advantage of this upgrade event while it lasts.

21. **What will a new lockbox cost me after this “special”?** The current price of our lockboxes is \$120 + tax.

22. **Can I get a refund for the prepaid lockboxes, if I change my mind?**  
No

## **Lockbox and Inventory Information**

23. **How do I determine what lockboxes are NXTs?**

Lockboxes that have a Blue Front are NXT boxes.

24. **How do I find a list of all my lockboxes?** You can view your inventory of lockboxes on the SentiKey® mobile app, the SentiLock website, or you can call into SentiLock Support and they can tell you about your inventory.

25. **What happens once my NXT lockbox goes out of warranty or stops working?**

You can elect to continue using that lockbox as long as it works. (The owner is responsible for the repair or replacement cost.

If your box stops working or is deemed defective after your warranty expires, the REALTOR® can choose from the following:

- a) Purchase a new existing lockbox from GPR
- b) Hold onto the NXT & use to upgrade to the new lockbox in 2022
- c) Work with GPR & SentiLock to ship back for repairs at \$29.95 plus shipping
- d) Do nothing

It will be the REALTOR®'s responsibility to contact SentriLock directly to troubleshoot.

- 26. How do I determine the warranty period for any of my lockboxes?** Warranty information is displayed on the Sentrilock website under "My Lockboxes".

## **Miscellaneous Information**

- 27. What do we need to do to access the lockbox when going into a rural area?**

The new SentriGuard Lockbox does NOT require cell coverage with the SentriKey® mobile app. If you are accessing a newer Bluetooth lockbox, you can simply press enter on the lockbox to connect via Bluetooth, or use the NFC Touch-n-show feature. Both do not require cell coverage. If you are accessing a NON Bluetooth lockbox in a rural area, the listing agent will need to schedule a showing for you in their SentriKey® mobile app. This will store a code on your phone to access that property during the showing window. This code will work without cell coverage, though accessing with Bluetooth or NFC is MUCH simpler and doesn't require the listing agent to do any additional work.

- 28. Do I need to bring my old NXT boxes to Greater Piedmont to do the upgrade?**

No, please do not bring any old boxes to the GPR office. You will be responsible for disposing of the boxes. See #32 below.

- 29. How do I properly dispose of the old NXT lockboxes?**

Check with your local county regarding recycling in your locality. Disposal flyer is on the Lockbox Resources page.

**Culpeper Co. :**

<https://web.culpepercounty.gov/Government/DepartmentsD-O/EnvironmentalServices/Recycling>

**Fauquier Co:**

<https://www.fauquiercounty.gov/home/showpublisheddocument?id=688>

**Madison Co:**

<https://www.madisonco.virginia.gov/transferstationrecycling>

**Rappahannock Co:**

<http://www.rappahannockcountyva.gov/documents/RefuseInfo.pdf>

