

LOCKBOX STRATEGY & FAQs

Upgrade Event

1. **Why is GPR planning this lockbox upgrade?** GPR is encouraging members to invest in their business by upgrading to the latest lockbox technology the industry has to offer. The existing non-Bluetooth original equipment will be out of warranty 5/2/2021 and at that point will be 12+ years old.

The new boxes (SentriGuard) will offer a handful of improved technology, including Flex Codes up to 31 days, Near Field Communication/Touch-N-Show capability, Bluetooth 5.0 for faster transfers, 10+ years battery life, 2nd built in backup battery, not needing cell coverage to use, and much more! More details and description of the features below!

2. **What does the new SentriGuard lockbox look like?**
<https://www.youtube.com/watch?>



3. **Why wait until 2022 for these new lockboxes?** These new lockboxes have NO card slot & can only be accessed via Bluetooth/Mobile App. Once an order has been placed for these lockboxes, all card access is deactivated. GPR is working with its members between now and 1/1/22 to get all of our REALTOR® members acclimated to use of the Mobile App only. On 1/1/22 SentriLock is deactivating all card access as that is old technology and will no longer be supported.
4. **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).
5. **What are the benefits of the new lockbox? – click here - [Real Estate Lockbox - SentriLock : SentriLock](#)**

The new lockbox is a culmination of 18 years of SentriLock’s lockbox making knowledge. There are many improvements, but the biggest are as follow:

- No Cell coverage required to access boxes, and can access via NFC (near field communication, for quick easy ‘Touch-n-Show’ access), or Bluetooth 5.0
- Flex codes: You can now create a code for non-members that lasts as short as 30 minutes or as long as 31 days. For example, one code could only work on Friday from 1pm to 1:30pm, where a different code may work all weekend (think contractor) or a different code may work all month (think homeowner’s children)
- 10+ year internal battery with a 2nd additional backup battery
- Dramatically stronger casing and shackle cut resistance, the strongest lockbox in the industry EVER
- Improved weather resistance
- Larger key bin

The SentiCards will be retired in 2022, so everyone must use the app going forward, and the new Bluetooth lockboxes offers an easier, faster, and more secure method of access.

6. **When can we start ordering the new SentiGuard Lockboxes?** You can start pre-ordering the new SentiGuard Lockboxes starting April 22nd, 2021 through October 4th, 2021.
7. **What do I need to do to participate?** Fill out a new form (not available yet) highlighting the NXT lockboxes & serial #s you will be retiring and your payment information so we can place your order.
8. **Do I have to participate?** No, you do not.
9. **What if I don’t have any lockboxes in my inventory today?** If you do not currently have any NXT lockboxes, GPR will allow you to purchase 1 new lockbox @ this discounted price, without a retired NXT.
10. **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.
11. **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!
12. **Can I get an upgraded box for a NXT lockbox I cannot find?** Yes, as long as it is listed in your inventory.

13. **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.
14. **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).
15. **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.
16. **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)
17. **What if I miss the deadline to participate?** You will have the option of purchasing a lockbox at the full price.
18. **Who is eligible for this special pricing?** Any GPR member in good standing who owns lockboxes and has an active SentiLock account.
19. **How much is this going to cost ?** \$88 per lockbox vs the usual \$120 cost, plus tax, which is a 27% savings.
20. **What if I have more lockboxes than I want to upgrade?** You can upgrade as many lockboxes as you'd like – they just have to be in your inventory!
21. **How do I take advantage of this special pricing?**
- The lockbox serial #s must be in your inventory to “retire”
 - You must be an active member of GPR @ the time of the upgrade
 - You must have an active license with DPOR
 - You must be an active subscriber of SentiLock (paid your 2022 fees)
22. **Can I set up a payment plan?** You have to pre-pay for the lockboxes. So, fill out the application form as many times as you like to order more – before the deadline. If your budget only allows for 2 lockbox upgrades, fill out the application for payment of \$176+ tax. If the next week you would like to prepay for 1 more

lockbox, fill out the application form. You can do this as many times as you like prior to the deadline.

23. **Can I get the special pricing after the deadline?** No, so plan to take advantage of this upgrade event while it lasts.
24. **What will a new lockbox cost me after this “special”?** The current price of our lockboxes is \$120 + tax.
25. **Can I buy additional lockboxes at this special price?** Not unless you are providing a serial number of a lockbox you are retiring.
26. **When is the lockbox upgrade scheduled to happen?** It is planned for first quarter 2022. But we will continue to provide updates and more information.
27. **What is the deadline to make a decision/participate in this special?** TBD
28. **When will the NXT boxes I submit to “retire” stop working?** We are working with SentiLock to finalize that.
29. **Where do I pick up my new lockboxes?** At the GPR office/training room.
30. **Do I need an appointment?** TBD
31. **Can someone else pick up my lockboxes on my behalf?** Yes, but they will need to fill out a form authorizing you to pick them up on their behalf. (Form to be developed)
32. **How much time should I allocate to pick up my new lockboxes?** Once you arrive at GPR, you should allocate ~15 minutes depending upon the number of lockboxes you have and how many others are exchanging at that same time.
33. **If I exchange all my lockboxes at one time, what do I tell my client on why I am taking the lockbox off the property?** The intention of doing this all at once is to not disrupt the market and every day business. By the entire association doing this all in a few day span, every member will know that showings may be delayed for this brief time. We feel this is much better than drawing this out over a long period of time. GPR is happy to draft a recommended letter you could share with your clients explaining what is happening during this period, if you like.

34. I have a lot of old lockboxes, but don't want to upgrade all of them. What do I do with the others? The older equipment will still work, but we recommend replacing what you need for today's market. If you think you will need more inventory in the future, please take advantage of the sale. If you don't think you'll use them, you can sell them online, gift them, or recycle / retire them. Keep in mind, the value of the old 12+ year old equipment is nearly nothing in the used market.

35. Can I get a refund for the prepaid lockboxes, if I change my mind?
Refund requests received by 9-1-21 will be available minus a \$30 processing fee.

Lockbox and Inventory Information



36. How do I determine what lockboxes are NXTs?
Lockboxes that have a Blue Front are NXT boxes.

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

38. 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 & SentriLock 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.

39. 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

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

The new SentiGuard Lockbox does NOT require cell coverage with the SentiKey® 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 SentiKey® 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.

41. 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 #42 below.

42. 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>