KEITH FERRIELL
REAL ESTATE TEAM

Keith Ferriell <keith@ferriell.com>

Follow up from Showcase Customer Support - 8504 Aspen Glen Way, Louisville, KY 40228

1 message

ShowingTimePlus <support@showingtimeplus.com> Thu, Mar 21, 2024 at 9:48 PM
To: "keith@ferriell.com" <keith@ferriell.com>

Hello Keith,

Thank you for reaching out to Showcase Customer Support and for your interest in learning more about the Showcase media upload process. In our recent over-the-phone conversation, we discussed the steps that follow after the media upload for your listing is complete.

After the upload, your listing will enter a short processing period. Once processing is complete, our systems will check the listing's status on Zillow. If the listing is not in a Coming Soon, For Sale, or Pending status, the Showcase Listing will move into the "Ready to View" stage. At this point, you can log into your Showcase App to edit your listing's media arrangement. You'll have the flexibility to add, remove, or rearrange the photos that will appear in the Showcase Carousel and Featured Rooms sections, tailoring the presentation to best showcase your property.

When your listing goes in an active status on Zillow, it will automatically appear as a Showcase Listing, ensuring your property receives the visibility it deserves.

Regarding your question about duplicate photos on your Showcase Listing's Zillow page, our system is designed to automatically identify and exclude duplicate photos from the Showcase side. This means that when a photo is found to be a duplicate from the MLS, that photo will not be defaulted to the Showcase Carousel or Featured Rooms sections. Should you wish to include any of the identified duplicates for the Carousel or Featured Rooms sections, they can be manually selected in the Showcase App.

We're excited to share that your property has now cleared the processing phase. You may now log into your Showcase account to begin editing the arrangement of photos for Showcase on Zillow.

Additionally, we're thrilled to announce that your 8504 Aspen Glen Way, Louisville, KY listing is the first in Louisville, KY to participate in the Listing Showcase Program! Congratulations Keith, for leading the way in utilizing this innovative platform to enhance your property's visibility.

We sincerely hope you enjoy the benefits that Listing Showcase offers your property. Should you require any further assistance or have more questions, please don't hesitate to get in touch. We're here to support you every step of the way.

Our hours of operation are Monday - Friday, 8am to 10pm EST and Saturday - Sunday, 9am to 6pm EST. For frequently asked questions, check out our resources at https://showingtimeplus.com/solutions/listing-media-services/support

You will also receive a survey later today asking about how we did, I would greatly appreciate your feedback!

Best Regards,
Lealon

ShowingTime+ Support

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