

# Supra to SentiLock Lockbox Exchange – FAQs



## LOCKBOX EXCHANGE DATES, LOCATION, TRAINING & APP

1. **What are the dates, times, and locations of the in-person lockbox exchange?**

- Tues., July 14, 9am-5pm – Holiday Inn Roanoke Airport, 3315 Ordway Dr., NW, Roanoke, 24017
- Weds., July 15, 9am-5pm - Holiday Inn Roanoke Airport, 3315 Ordway Dr., NW, Roanoke, 24017
- Thurs., July 16, 9am-4pm - Copper Cove Golf Club, 360 Chestnut Creek Dr., Hardy, 24101

2. **Will training be provided for the new SentiLock boxes?**

- Yes. SentiLock will conduct in-person training sessions on July 14, 15 and 16. Each training session will last 30-40 minutes and there will be time for questions after each session. Even if you don't currently have a lockbox to exchange, we encourage you to attend a training session to learn how to use SentiLock.

**Holiday Inn In-Person Training Sessions:**

Tues., July 14: 9AM, 10AM, 11AM, 1PM, 2PM, 3PM, 4PM

Weds., July 15: 9AM, 10AM, 11AM, 1PM, 2PM, 3PM, 4PM

**Copper Cove Golf Club In-Person Training Sessions:**

Thurs., July 16: 9AM, 10AM, 11AM, 1PM, 2PM, 3PM

- SentiLock conducts live virtual training every month and has a library of Lockbox Help Topics that can be accessed anytime. Register for live virtual training and access the Lockbox Help Topics at: <https://www.sentrilock.com/training/>

3. **Is there a SentiLock app?**

- Yes. SentiLock has an app that every user will be asked to download and create a username and password to access the app.
- SentiLock will send an email to all RVAR lockbox users with directions on how to download the app and create your account.
- If you have not received your SentiLock activation email, contact SentiLock Customer Support at (513) 618-5800.
- **Please activate your SentiLock account on the app PRIOR to exchanging boxes on July 14, 15 or 16.**

**4. How many boxes can I exchange?**

- You can exchange 1:1 Supra to SentiLock boxes. (Ex. You bring 1 Supra box, you get 1 SentiLock box; you bring 10 Supra boxes, you get 10 SentiLock boxes; you bring 50 Supra boxes, you get 50 SentiLock boxes). You can exchange boxes on multiple days if needed.
- You MUST bring/have your Supra boxes to exchange for SentiLock boxes.

**5. I can't exchange my boxes on July 14, 15, or 16 – what do I do?**

- You will be able to exchange your Supra boxes for SentiLock boxes thru Friday, August 28 at the RVAR office. **RVAR will not accept Supra boxes for exchange after Friday, August 28.** After Friday, August 28, you will have to purchase a SentiLock box as needed.

**6. Can I send someone in my place to the exchange?**

- Yes. An RVAR member, family member, or runner/admin/assistant from your office can exchange Supra lockboxes for SentiLock lockboxes for you with the completed authorization Proxy Form signed by you. Your Proxy must have your Supra lockboxes to exchange for SentiLock lockboxes.

**7. What is the last day my Supra service will work?**

- **July 30, 2026 at 12:00 midnight.** Please make sure to remove all Supra lockboxes from doors or other places by this deadline or you will not be able to access the Supra lockbox to remove it.
- After July 30, 2026, Supra lockboxes that have to be drilled or cut off a property will be done at the agent's expense.

## **BILLING INFORMATION**

**8. How much will my SentiLock service cost?**

- \$224.29 for the period 7/20/2026 to 7/19/2027.
- There is NO initial setup fee or activation fee to pay – only the annual fee.

**9. When do I pay for SentiLock, how am I billed, how do I pay, and when is payment due?**

- SentiLock will bill each member directly by email on an annual basis. The annual bill for the period 7/20/2026 – 7/19/2027 will be emailed on Monday, July 20.
- Payment reminder emails will be sent on August 4 and August 19 to members with an unpaid invoice.
- Payment of the annual invoice is due on September 3.
- SentiLock service will be suspended/inactivated on September 21 for any member with an unpaid invoice.
- A bill reminder alert will also appear in your SentiKey app if you have an unpaid invoice.
- Payment options: credit card (AMEX, Visa, MC, Discover), debit card, or check (mailed to SentiLock). Credit card payments can be made online or by telepay by contacting the SentiLock Customer Support line at (513) 618-5800.
- A member can set up autopay with a credit card.

- You will receive a payment confirmation email once payment is received. Please retain for your tax records.
- A reactivation/late fee of \$50 + 8% of balance due + tax will be assessed for payments received after the suspension date.

**10. How much does a SentiLock lockbox cost to buy?**

- \$109

**11. Do I need to do anything to stop payment on my Supra key?**

- No. The last charge you should see on your credit card from Supra will be July 13<sup>th</sup>.

## RECIPROCITY

**12. I belong to multiple Associations/MLSs that use SentiLock boxes. Will my SentiLock box work elsewhere?**

- Yes. RVAR is working with Virginia Associations/MLSs that use SentiLock boxes to establish reciprocity. Reciprocity is a mutual partnership between Associations/MLSs that allows users to access lockboxes in each jurisdiction without needing separate credentials. This means that you are able to access SentiLock lockboxes from other Associations/MLSs, and agents who obtain SentiLock from these areas can also access RVAR lockboxes.
- Reciprocating Associations/MLSs (as of 6-30-2026):
  - Central Virginia Regional MLS (Richmond)
  - Dulles Area Association of REALTORS®
  - Fredericksburg Area Association of REALTORS®
  - Harrisonburg Rockingham Association of REALTORS®
  - New River Valley Association of REALTORS®
  - REALTOR® Association of Prince William
  - Rockbridge Highlands REALTORS®
- [Lockbox Rules and Showing Information](#) - Both RVAR and other reciprocating Association/MLS users must follow each jurisdiction's lockbox and showing rules. Please check with the listing agent for any specific showing instructions prior to conducting a showing. You can also check for the showing instructions within the SentiLock app once you access a lockbox.
- SentiLock lockboxes and the SentiLock app will not work or cooperate with Supra lockboxes.

**13. I have a Supra cooperating key. Will my Supra key cooperate with SentiLock?**

- No. SentiLock and Supra services (lockboxes, keys, apps) do not cooperate/communicate with each other.
- In order to have access to SentiLock lockboxes, you will have to activate a SentiLock user account and pay all associated SentiLock annual fees.

**14. If I have a Supra key that cooperates with other associations, what do I do to continue to have access to their lockboxes?**

- Contact the Association that you cooperate with and let them know that RVAR no longer has Supra. They should be able to issue you a key.

**15. I have SentiLock with another Association/MLS. How do I set up my account/app with RVAR?**

- The RVAR member will be provided with a username and password for Roanoke. However, in order to use the same email address and cell phone number across multiple Associations/MLSs (ex. RVAR and NRV), the member's name must match exactly in each system.
- To control an RVAR issued SentiLock lockbox, you must have an RVAR issued SentiLock key (via the app).
- SentiLock lockbox service should be set up through your PRIMARY Association/MLS. Secondary SentiLock lockbox access should be set up exactly the same way as set up with the Primary. Contact RVAR if your name doesn't match across SentiLock accounts.

16. If I am MLS Only, am I eligible for a SentiLock lockbox account?

- Yes. All active MLS subscribers are eligible to participate with the SentiLock lockbox service. In order to have access to SentiLock lockboxes, you will have to activate a SentiLock user account and pay all associated SentiLock annual fees. Contact SentiLock at (513) 618-5800 to set up account.