



## It's a bird. It's a plane. It's O.L.M.S.

Several years ago, the KREC staff began a major initiative to redesign the KREC licensure database. With that redesign came an opportunity to provide certain licensee services online. Currently, licensees can check information and renew online. But in just a few months, licensees will be able to do much more. The Commission is now in the final stages of testing the new Online License Management System (OLMS), which will allow licensees to do the following activities online:

- \* Transfer a License
- \* Add or Remove a Company Affiliation
- \* Change or Update Licensee Address, Phone or Email Information
- \* Renew Online
- \* Check Continuing Education Hours
- \* Check Licensee Status and Company Status

Don't worry! If you aren't a computer person, KREC will still be accepting completed paper forms. And if you are a computer person, but aren't very tech-savvy, KREC will be providing helpful hints, FAQs, and support while you learn the new system. Regardless of your level of expertise with technology, we hope that you will take some time to check out OLMS when it is launched.

The best part about OLMS is that it allows you to track the status of your requests, allows supervising brokers to approve transfers/adds/removals online, allows licensees to update their demographic information anytime (not just at renewal), and it's **automated**, which makes processing requests quicker and easier for KREC staff. Here's a sneak peak:

Home | [FAQS](#) | [Convenience Fees](#) | [Contact Us](#)

License Number: 0100 [redacted]  
 Status: Active[Log out]

### Welcome to OLMS – the Online License Management System

OLMS provides online services for licensees including the ability to update contact information, transfer a license, add or remove a company affiliation, check continuing education hours, or renew a license. Licensees may also review the status of pending requests that were initiated through OLMS and use "My Worklist" to access the requests that are awaiting action by the licensee. Links to search for an individual licensee or a real estate company including a roster of affiliated licensees are also conveniently located in OLMS.

Throughout OLMS, the term "Responsible Broker" means Supervising Broker or Branch Broker.

Select which function you would like to do.

- [Lookup a Company](#)
- [Lookup a License](#)
- [Review CEU Status](#)
- [Renew a License](#)
- [Maintain Licensee Information](#)
- [Request to Transfer to a New Company](#)
- [Request to Add Company Affiliation](#)
- [Request to Remove Company Affiliation](#)
- [Review Status of Request to Transfer to a New Company](#)
- [Review Status of Request to Add Company Affiliation](#)
- [Review Status of Request to Remove Company Affiliation](#)
- [My Worklist](#)

# Advice Column

Several months ago, the Commission decided to make **major changes to the website**. As I'm sure you've noticed, the KREC staff often suggests checking the website for information, forms, etc. to save time and resources. Staff also invested a significant amount of time on generating answers to Frequently Asked Questions (FAQs), that are now categorized and can be found in a searchable pdf format online. These FAQs cover a range of topics, from initial licensure to disciplinary action and audits. Staff are still frequently bombarded with questions that could have been quickly and efficiently answered with a few clicks online. KREC receives so many phone calls it is nearly impossible to answer each one, which results in brief emails and delays in licensing, audits, etc. So the next time you have a question, please take a few minutes to check for the answer online before calling. With fewer phone calls, staff can prevent unnecessary delays in licensing and still assist licensees with more complex problems.

## Interested in attending the next Commission Meeting

November 14, 2013 9:00am  
 December 12, 2013 9:00am  
 KREC Office  
 Public Comment at the end limited to 10 minutes.

## Messy mix-ups

**Licensee and Company Changes**  
**Not submitting a license with a licensee or company change request is STILL the most common KREC paperwork mistake**  
**Please mail the original wall license or email/fax a copy with the following:**

- License marked "Cancelled"
- Signature of the supervising broker
- Printed name of the supervising broker
- Current date



## Education Corner

Course providers have up to seven days to report your continuing education to KREC, (or by the license renewal date, whichever is sooner). However, providers do not have access to the KREC licensure database, even if the course was completed online. That means KREC staff has to manually enter CE hours, which is done during normal business hours, 8am-4:30pm, M-F. In most cases, once KREC receives the info from the course provider, it takes 1-2 business days for your hours to be posted to the KREC website and made available for online renewal.

**Don't wait until the last minute to complete your CE.** Be proactive and start completing your hours at the beginning of your license renewal period!

## Online Hints

The KREC website allows you to check the status and company affiliation for every licensee. This is an excellent tool for supervising brokers to monitor their company status. When visiting the **KREC website**, select the "Licensee Search" or "Company Search" option at the top of the page. When directed, enter the name of the licensee or company you're searching for. When their information is retrieved from the system, you will be able to see what company(s) the licensee is affiliated with. This is a great tool for brokers to use to check on a licensee's status. As KREC launches OLMS (Online License Management System), salespersons and brokers will be using OLMS more and more to do ordinary KREC paperwork, including transfers, add/remove company affiliations, and to change licensee demographic info. If you're not already using the Licensee Search or Company Search feature on our website, now is a good time to get acquainted!

### Do we have your email address?

In this digital age, KREC has started using email as a primary means of communication with licensees. Now's the time to update your contact information: Licensee Contact Info Change Form ([REL-120](#)).



### RENEWAL REMINDERS

	Renewal Due	Expiration Date	Six-Month Deadline
F - G*	5/31/13	6/30/13	12/31/13
H*	7/31/13	8/31/13	2/28/14
I-L*	9/30/13	10/31/13	4/30/14
M	11/30/13	12/31/13	6/30/14

\*Cannot perform licensed activities after expiration date



# ROUTINE REMINDER

When renewing your license, make sure you complete ALL steps to successfully renew for another two years. Recently, KREC staff has reported that some **licensees think they're done renewing as soon as they've completed their continuing education credits. DON'T STOP THERE. As the postcard renewal reminder indicates, you must [renew online](#) or complete the Licensee Renewal Form (REL-200) and submit payment before your license can be renewed. Renewing **online can save you time and, if you're waiting until the last minute, help KREC staff attempt to get your license renewed on time.** If you complete your continuing education credits but fail to submit your renewal to KREC, your license will not be renewed and your **status will be changed to "Expired."** If you provide real estate services but have failed to properly renew, disciplinary action may be taken against your license.**

## What's your STATUS?

Facebook. Twitter. No, we're not talking about your social media status. This is all about your KREC status. There seems to be confusion about this descriptor. So what does KREC mean? Your status indicates your ability to provide real estate services in Kansas. A licensee's status is limited to the following options:

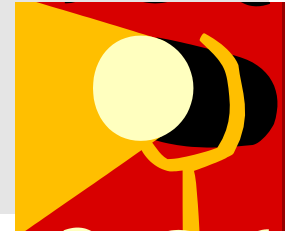
- Active - licensed and allowed to provide services
- Inactive - licensed but not allowed to provide services
- Suspended - licensed and Commission has taken disciplinary action against license, temporarily suspended from providing services
- Revoked - previously licensed and Commission has taken permanent disciplinary action to revoke licensure
- Expired - previously licensed and licensee failed to timely renew; not allowed to provide services



Every licensee's status is listed on our website. So if you don't know your status or your affiliated licensee's status, do a licensee search at [www.kansas.gov/krec](http://www.kansas.gov/krec) and find out!

As a licensee, you may be affiliated with a particular company on a referral basis. KREC appreciates that information and it is important, but that is not related to a licensee's KREC status. As noted in a previous newsletter, affiliation with a referral office does not automatically place your license on inactive status, which means you are still active and must complete the 12 hour CE requirement in order to renew. Additionally, if you are doing referrals, you are required to have an active license, so "going inactive" or deactivating your license may result in disciplinary action against your license.

# Legal Spotlight



Help us help you! Improve the efficiency of reviewing license or renewal applications by ensuring all supporting documentation is included with the application or promptly upon request.

Pursuant to K.S.A. 58-3044, the Commission will provide written notice of any deficiency in the application and will afford the applicant reasonable time to correct the deficiency. Reasonable time under the statute means not less than 10 days. But why wait for a deficiency notice from KREC? Read carefully and follow the instructions on the application. And where it asks you to "attach" or "include" something, please be sure to do your homework and provide the requested documents. The time saved will facilitate getting the license to your supervising broker, where sales await!

## Telephone Junction



On September 20th, the Commission transitioned to a new VOIP telephone system with the State of Kansas Office of Information Technology Services. The new system sounds the same, but functions by connecting through the Internet.

Unfortunately, this means if the KREC Internet connection is down, the KREC phones are down... no calls in or out. Though connectivity issues should be minimal, we're sorry for any inconvenience. If you are having trouble getting through, please try again and notify us of your previous attempts.

### Commission Staff

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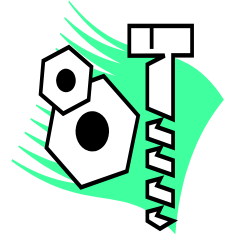
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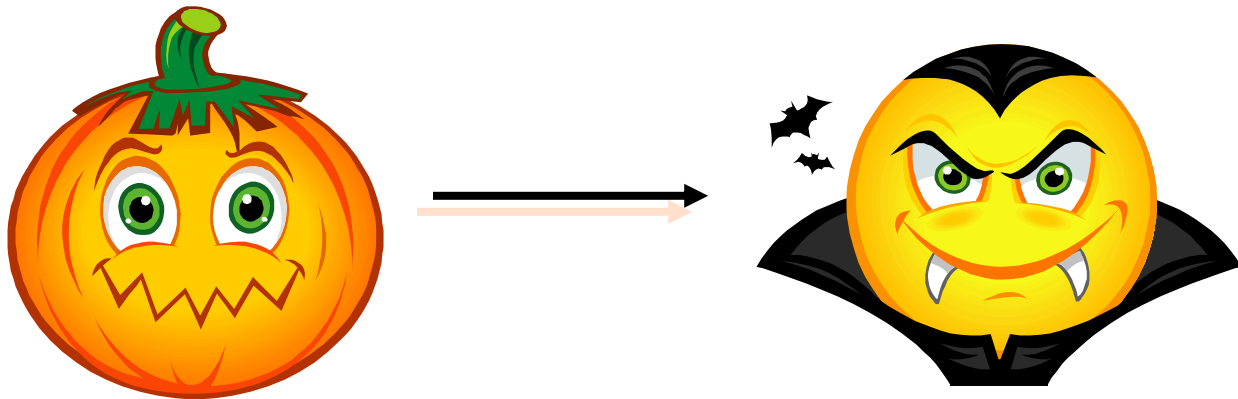
# Paperwork Problems

It's our new favorite tongue twister... "People practicing the profession of real estate produce paperwork problems for no purpose other than to prevent the progress of permit printing." Alright, it's a stretch, but the sentiment is true. When licensees don't read the directions and turn in incorrect or incomplete paperwork, KREC staff can't get licenses changed, issued, printed and out the door.

We're not talking about your real estate contracts or audit records, we're getting down to the nuts and bolts of licensure. The next time you wonder why a license application review has been delayed or a license change didn't get processed as quickly as you thought, make sure you submitted all the necessary documents. Nearly 80% of the applications, 50% of the license change requests, and 10% of the renewal forms are incomplete when they arrive at the KREC office. While certain forms are now automatically returned to the sender for completion, there are still many documents that KREC staff is required to hold and follow-up on through completion. This can take anywhere from a few days to months! With limited resources, the Commission does a disservice to licensees who follow instructions when it spends time following up with licensees that did not read and carefully follow directions.



Just in case you still don't get the picture, incomplete paperwork makes KREC staff go from



KREC processes all paperwork in the order it was received. When staff has to respond to incomplete paperwork or requests, missing wall licenses, missing signatures, incorrect fees, etc., it slows down the process for **YOU** and causes unnecessary delays for other licensees.

Double check your paperwork before you send it in; that includes using checklists, re-reading instructions, and verifying that all pieces of any request are included. If you don't have everything together, please wait to mail your paperwork until everything is ready. Read carefully and follow directions. If you have questions, check the FAQs on the website. If you're still confused, contact KREC staff by phone or email. Contacting staff by email saves time, generates a quicker response, and encourages licensees to identify the exact areas they are having problems with before they contact KREC.

July 2013 Newsletter Corrections:

Commission Member Errol Wuertz was born in Findlay, Ohio.

Commission Member Shirley Cook has five children and eleven grandchildren. Her husband, Vince Cook has four children and nine grandchildren.

KREC apologizes for the incorrect information previously printed.

Errol Wuertz, Chair, 1st District  
Marilyn Bittenbender, 2nd District

#### *Commission Members*

Joseph Vaught, 3rd District  
Sue Wenger, Vice Chair, 4th District

Shirley Cook, Member at Large