



# Individual Billing

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The Oakville, Milton  
and District Real Estate Board



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# 1

## About Individual Billing



*A commitment by the OMDREB Board of Directors to proceed with Individual Billing was made to the Brokers several years ago and thanks to the new membership software which was implemented last year, we were able to launch this initiative.*

### The Advantages

**Individual billing via the Internet has some serious advantages over traditional billing.**

- Individual Internet billing is reliable. Since electronic mail is far more dependable than postal mail, using e-mail to communicate with Members offers much better odds that they will receive their notification that dues are payable. Once paid, a Statement of Activity will sit on a secure website and can be viewed at any time.
- Individual Internet billing is inexpensive. If you can imagine billing without the paper, ink, stamps and envelopes then you're on the right track. Online Invoices will be generated and placed in MyStore under the Dues Payable Tab for our Members to view and/or pay.
- Individual Internet billing is fast. With Internet billing, Members receive their notification instantly and are able to pay instantly, too.
- Individual Internet billing is more convenient for Members. Our online billing system will offer historical account information, it will save Members the trouble of archiving past bills and account activity.
- From any Web browser, anywhere in the world, you can review all your Board purchases - dues, events, products. This allows you the flexibility to get detailed account information whenever (and wherever) you need to.
- Individual Internet billing is better for the environment. Billing relies on paper for everything - paper envelopes, paper invoices, paper cheques. As a society, we spend a lot of time and money to turn trees in to paper so we can send paper to one another. It's a cycle we should be eager to break. As a Board we are proud to implement Individual Billing as a green initiative.

### Notifications

Notifications will be emailed to individual Members, in addition a reminder on the Matrix Home page will be posted. Additional emails will be sent out to Members throughout the month prior to the quarter. If a Member's payment is over-due, a notification will also be sent to the Broker Manager/Managing Broker.

**Please ensure that the Membership department has your correct email or up-date your profile online.**

**Members will not have the option to unsubscribe from this notification of payment email.**

### Payments & Timelines

Payments can be made by cash, debit (in person), cheque (in person or via mail), internet banking or online with a credit card\* through MyStore. \*VISA and MasterCard accepted only.

Fees and dues (OMDREB, CREA, OREA & Teranet) will be billed on a quarterly basis in advance.

#### Payment Quarters

##### January to March

Statement Date: December 1st  
Payment Date: December 31st  
Matrix Suspension: January 3, 2012 at noon

##### April to June

Statement Date: March 1st  
Payment Date: March 31st  
Matrix Suspension: April 2, 2012 at noon

##### July to September

Statement Date: June 1st  
Payment Date: June 30th  
Matrix Suspension: July 3, 2012 at noon

##### October to December

Statement Date: September 1st  
Payment Date: September 30th  
Matrix Suspension: October 1, 2012 at noon

## Membership Quarterly Dues

### Full OMDREB Member

\$403.75 includes HST  
OMDREB, OREA, CREA & Teranet

### Full Member not Home Board

\$289.33 includes HST  
OMDREB & Teranet

### OMDREB Member Accessing RAHB

\$111.87 includes HST  
RAHB Access

### Unlicensed Assistants

\$146.90 includes HST

Fees/dues for Unlicensed Assistants will be invoiced to the Broker/Salesperson for whom they work.

### Office & Licensed Office Administrators

#### Admin Assistant

\$146.90 includes HST

Fees for Unlicensed Assistants will be invoiced to the Broker/Salesperson for whom they work.

Fees/dues for Office Administrators and Licensed Office Administrators will be invoiced to the employing Broker of Record or Broker Manager who will be responsible for payment.

## Late Payment / Reinstatement

If you are LATE paying your dues your Matrix access is automatically suspended and a \$100 late fee is applied automatically to your account.

You must THEN call the Board office and request a temporary reinstatement of access to allow you to make an online payment of your now overdue account.

Staff will set up your account to allow you two hours to logon to the Matrix System and make payment. Alternatively you can bring a cheque to the Board office.

## Statements

Our online billing system will offer historical account information, it will save Members the trouble of archiving past bills and account activity.

Going forward from December 1, 2009, you will be able to check your statement of activity for a specific month, a specific date or for the year.

Just click on the Statements tab and enter a specific time period and retrieve your statement activity. It will detail Membership dues paid, events and/or education

payments and products you have purchased through the Realty Store.

## Services Purchased in Advanced

### Transfers

Members requiring a transfer to another Brokerage, must first pay the \$100 cost of a Transfer by paying online through the Realty Store, or alternatively by bringing in a cheque to the Board office.

#### First

Fill out the transfer form with appropriate signatures and remit to the Membership Department at the Board.

#### Second

Make payment

#### Third

Staff will confirm payment by checking your account activity, once that is done and confirmed they will proceed with putting the transfer through.

## Amendments, Internet Ad Copy & Board Photo Uploads

Members requiring these services must contact the MLS® department to make arrangements for these services. Charges will be added to your shopping cart and can be paid immediately online or when you make your quarterly dues payment. You will not be able to remove these items from your shopping cart until payment has been made. Alternatively you can make payment by bringing in a cheque to the Board Office.

*For the convenience of our Members making payments or purchases in person, a kiosk will be available at the Board office.*



# 2 Paying Your Dues

## Online

Once you have received your email notification that dues are payable you will be able to log on to the Matrix website and make payment any time during the month.

**Type in:**

www.onmatrix.ca

**Click on:**

MyStore Tab and it will take you to the online Realty Store area.

**Click on:**

Dues Payable Tab

**Choose your action!** You can review your account and/or make payment immediately.

To make payment **click on:** Item box(es) and then **click on: add to cart** and go to **check-out**.

Make payment and print out receipt.

An automated confirmation will be generated and sent to you via email. Your statement is also available through the **Statement of Activity** Tab.

The Oakville, Milton and District Real Estate Board  
The voice of REALTORS® in Halton

MyStore Home Dues Payable Education/Events Registration Shopping Cart Statement of Activity Edit Profile Logout

**Oakville, Milton and District Real Estate Board e-Billing**  
Jane Smith, ReMax Realty, Brokerage - RMAX

Please review your dues and click add to basket.

| Item  | Cost             |
|---|------------------|
| <input checked="" type="checkbox"/> OMDREB Membership Fees        | \$ 78.00         |
| <input checked="" type="checkbox"/> OMDREB Membership Fees GST    | \$ 3.90          |
| <input checked="" type="checkbox"/> MLS Fees                      | \$ 120.00        |
| <input checked="" type="checkbox"/> MLS Fees GST                  | \$ 6.00          |
| <input checked="" type="checkbox"/> Teranet Subscription Fee      | \$ 44.25         |
| <input checked="" type="checkbox"/> Teranet Subscription Fees GST | \$ 2.21          |
| <b>Total</b>  | <b>\$ 254.36</b> |

add to cart

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## Other forms of Payment

You can also pay cash or by cheque payable to: The Oakville, Milton and District Real Estate Board  
Mailing Address: 125 Navy Street, Oakville, ON L6J 2Z5 or drop it off in person.

# 3

## Education & Events

### Registration

#### Pay as you go!

Register for an event or education course by going online.

#### Type in:

www.onmatrix.ca

#### Click on:

Education/Events Registration

#### Choose your event!

When you are done, click on **add to cart** and go to check-out.

Make payment and print out receipt.

An automated confirmation will be generated and sent to you via email.

Two days prior to any event or education session a reminder will be sent to you via email.

The screenshot shows the website for The Oakville, Milton and District Real Estate Board. The header includes the logo and the tagline "The voice of REALTORS® in Halton". A navigation menu contains links for "My Store Home", "Dues Payable", "Education/Events Registration", "Shopping Cart", "Statement of Activity", "Edit Profile", and "Logout".

The main content area features a section for "Christmas/Election Luncheon 2009". The text describes the event: "Come out and Join The Oakville, Milton and District Real Estate Board for our Annual General Meeting & Christmas Luncheon on Thursday, December 10 at Rattlesnake Point Golf Club: 11:00 a.m. - AGM 11:30 a.m. - Mini Tradeshow and Cash Bar 12:30 p.m. - Luncheon". The date is "December 10, 2009" and the location is "5457 Regional Road 25, Milton L5T 2K5". There is a link for "Additional Event Information" and a photograph of a Christmas candle.

Below the event details is a registration form titled "Who is registering for this event?". The registrant is "Jane Smith, ReMax Realty, Brokerage - RMAX, 123 New Street, Oakville, ON L6J 2D5".

The "Main Registrations" section shows a list of items:
 

|  |         |
|--|---------|
| <input checked="" type="checkbox"/> Annual General Meeting | \$0     |
| <input type="checkbox"/> Luncheon Lunch                    | \$19.99 |

 There are "Add to cart >>" and "Clear >>" buttons.

The footer contains links for "Home", "About OROREB", "Privacy", and "Contact", along with the copyright notice: "Copyright 2009 OROREB. All rights reserved. | Design by Stylipho".

### Check-Out

Jane Smith

| Description                               | Price          |
|---|----------------|
| Events - Christmas/Election Luncheon 2009 | \$19.99        |
| Subtotal                                  | \$19.99        |
| GST                                       | \$1.00         |
| PST                                       | \$0.00         |
| <b>Total</b>                              | <b>\$20.99</b> |

# 4

## MyStore Products

### Realty Store

### Ordering Products

#### Pay as you go!

The online Realty Store offers:

- Books
- Forms
- Lockboxes
- Stickers
- Photography Services
- Maps
- and more!

You can use the search box or select **Product Categories** to find your item(s).

Click on **'add to Shopping Cart'** to purchase.

When you are done shopping:  
**Click on Check-Out or Shopping Cart** tab to make payment.



# Shopping Cart

Want to check out quickly and efficiently?

Click on the **Shopping Cart** tab at the top of the page.

It will take you directly to the **Check-Out Page** where you can make a payment immediately.

**Check-Out**

Jane Smith

| Describe                                       | Price   |         |
|--|---------|---------|
| Strip - Fun Photo Shoot Interiors @ \$35.00 ea | \$35.00 |         |
| Events - Christmas/Election Luncheon 2009      | \$0.00  |         |
| Subtotal                                       |         | \$35.00 |
| GST  |         | \$1.75  |
| PST  |         | \$0.00  |
| Total  |         | \$36.75 |

[Add/Remove Products](#) [Add/Remove Events](#)

**Credit Card Information**

\* - denotes required field  
\*\* - either a combination of state and zip OR a country is required

Credit Card Type:

Credit Card Expires: 11 / 2009 (mm/yyyy)

Credit Card Number:

Card Security Code:

Name on Credit Card:

Credit Card Address:

Credit Card City:

Credit Card State: ON

Credit Card Zip: L7E 2H9

Credit Card Country:

Please click only once

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# Delivery of Products

We even deliver!

You can choose to pick up your items at the Board office or have them delivered to your Brokerage (within 48 hours).

Brokerages in the Oakville and Milton area can request delivery of products via the Board's Courier service. or pick up their items at the OMDREB office.

Out-of-town Brokerages are responsible for picking up their products at the Board Office or can request courier delivery for a fee of \$25. Please contact membership to arrange delivery at 905.844.6491.

Please contact the office to arrange delivery at 905.844.6491.

**The Oakville, Milton and District Real Estate Board**

The voice of REALTORS® in Halton

My Store Home | Items Payable | Education/Events/Registration | Shopping Cart | Statement of Authority | IAR Profile | Logout

**Online Store**

Mon, November 23, 2009

search in All for

**Ship to**  
Jane Smith  
ReMax Realty, Brokerage - RMAX  
123 New Street  
Oakville, ON L6J 2D5  
jsmith@remax.ca  
905.844.5555

**Ship Via:** N/A

**Product Categories**  
Books  
E-books  
Brochures  
Forms  
Lockboxes  
Maps  
Miscellaneous  
Signs  
Stickers

Thank you for your order. Delivery is as follows:  
Brokerages in the Oakville and Milton area can request delivery of products via the Board's Courier service. If you would like to pick up your items at the OMDREB office, please check the box below:  
 I will pick this order up at the board offices.  
Out-of-town Brokerages are responsible for picking up their products at the Board Office or can request courier delivery for a fee of \$25. Please contact membership to arrange delivery at 905.844.6491.

| Description                            | Unit Price | Qty. | Price             |
|--|------------|------|-------------------|
| Fun Photo Shoot Interiors @ \$35.00 ea | \$ 35.00   | 2    | \$ 70.00          |
|  |            |      | Subtotal \$ 70.00 |
|  |            |      | Freight \$ 0.00   |
|  |            |      | Handling \$ 0.00  |
|  |            |      | Tax \$ 3.50       |
|  |            |      | Total \$ 73.50    |

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# Ordering Photo's

Now you can order bundled photography services and pay as you go.

Select from the online store the bundled photography services you require.

When you are done, go to Check-Out.


You will notice:

## Photography Products - Details Required

MLS #  (if known)


Property Address #

Once you have checked out and made payment your request is sent on to REAL Services Photography and they will contact you to finalize the arrangements.


The voice of REALTORS® in Halton

[My Store Home](#) | [Items Payable](#) | [Cancellation/Cancel Registration](#) | [Shopping Cart](#) | [Statement of Activity](#) | [Edit Profile](#) | [Logout](#)

## Check-Out



Jane Smith

| Description                                    | Price           |
|--|-----------------|
| Store - Lockbox/Dial                           | \$40.00         |
| Store - Aux Photo Shoot Interiors @ \$25.00 ea | \$25.00         |
| Events - Christmas/Election Luncheon 2009      | \$0.00          |
| Billing - OACPEE Membership Fee                | \$78.00         |
| Billing - MLS Fees                             | \$120.00        |
| Billing - Tarasnet Subscription Fee            | \$44.25         |
| <b>Subtotal</b>                                | <b>\$327.25</b> |
| GST  | \$10.11         |
| PST  | \$0.00          |
| <b>Total</b>                                   | <b>\$337.36</b> |

[Add Create Products](#) | [Add Create Events](#)

**Photography Products - Detail Required**

MLS #  (if known)

Property address #

**Credit Card Information**

\* - denotes required field  
\*\* - either a combination of state and zip OR a country is required

Credit Card Type:

Credit Card Expires:  11  2009 (new/yes)

Credit Card Number:

Card Security Code:  568

Name on Credit Card:

Credit Card Address:

Credit Card City:

Credit Card State:  ON

Credit Card Zip:  L7E 2H0

Credit Card Country:

Please click only once

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# 5

## Billing Policies & Procedures

### P 100 DUES/FEES CALCULATIONS

P-101

Fees and dues (OMDREB, CREA, OREA, Teranet and Access Fees [for those who have Access Membership]) are calculated on a quarterly basis.

P-102

Fees for products and courses/events will be on a “pay-as-you go” basis through My Store.

P-103

a) With the exception of fines arising from a Discipline Hearing, any penalties or fines will be charged directly to the individual Member, also through My Store. These will be due and payable at the end of the current quarter or within ten (10) days of being assessed, whichever date comes first. Members will be notified via email that such payment is required.

b) Any outstanding amount payable to the Board by a Brokerage as a result of termination of a Defaulting Member as outlined in Section P-505 and P-506 shall be payable within 10 days of being assessed. Confirmation that such payment is required will be provided to the Brokerage via email.

P-104

Fees/dues for Office Administrators and Licensed Office Administrators will be invoiced to the employing Brokerage who will be responsible for payment.

P-105

Fees/dues for Unlicensed Assistants will be invoiced to the Broker/Salesperson for whom they work.

P-106

Access fees to RAHB and/or where we have an agreement in place with any other Board will be invoiced as part of the quarterly billings for those Members who have ordered this service. Such Access Fees will flow through My Store.

P-107

Access fees are a quarterly commitment which must be paid in advance of the commencement of the subscription period.

P-108

Access Members wishing to terminate their access membership to RAHB must give thirty (30) days notice in advance of the renewal date. No refunds will be given for unused prepaid access.

### P 200 NOTIFICATIONS AND PAYMENT SCHEDULE

P-201

Members will be notified two ways that Invoices have been posted for payment:

i) via email to each individual Member. Members will not have the option of unsubscribing from this payment notification email.

ii) via a notification published on the Matrix homepage.

P-202

The series of notifications will be as follows:

a) The first notification that the Quarterly Invoice will be available for payment will be emailed to each Member and Brokerage on the 1st day of the prior month of the new quarter. (i.e., on December 1, 2010 for the payment period January - March 2011).

b) The second message will be emailed on the 22nd day of the payment month to all Members who have not paid their dues and a copy will be forwarded to their employing Brokerage.

c) (i) The third message will be sent out on the first business day of the new quarter to all Members who have not paid their dues and a copy will be forwarded to their employing Brokerage, giving the Member until noon of that day to make payment. Should payment not be received by that time, access to the Board's MLS® system will be suspended and a \$100 late charge will automatically levied against the Member's overdue account.

(ii) A message also will be sent on the first business day of the new quarter to all Managing Brokers/Brokers of Record who have not paid their invoice, giving the Brokerage until noon of that day to make payment. Should payment not be received by that time, access to the Board's MLS® system will be suspended and a \$100 late charge will automatically levied against the Brokerage's overdue account.

d) The final message will be sent on the first business day of the new quarter informing the Brokerage of the names of those Members in the office who have not paid and it is the responsibility of the Brokerage to advise the Board of what action they will be taking to resolve the outstanding account.

**P 200 NOTIFICATIONS AND PAYMENT SCHEDULE** cont'd.

P-203

In the event that payment of amounts owing to the Board by either Brokerages or Members remain outstanding following issue of the series of emails described in Section P-202 above, further measures will be taken as outlined in Section P-500.

P-204

In the event a Member fails to pay the Quarterly Invoice on the date set for payment, access to Matrix will be suspended at 12 noon on the first business day of the new quarter. The Annual Payment Schedule is as follows, with the Dates for Suspension of MLS® System Access to be adjusted annually to reflect the appropriate dates:

| Period           | Statement Date | Payment Date   | Date of Suspension of MLS® System Access for Non-Payment |
|------------------|----------------|----------------|--|
| <b>2012</b>      |                |                |  |
| January-March    | Dec. 1, 2011   | Dec. 31, 2011  | Jan. 3, 2012 at noon                                     |
| April-June       | Mar. 1, 2012   | Mar. 31, 2012  | Apr. 2, 2012 at noon                                     |
| July-September   | Jun. 1, 2012   | Jun. 30, 2012  | Jul. 3, 2012 at noon                                     |
| October-December | Sept. 1, 2012  | Sept. 30, 2012 | Oct. 1, 2012 at noon                                     |

**P300 METHOD OF PAYMENT**

P-301

Payment by cheque, debit card, credit card or internet banking is preferred. Cash is acceptable but is not a preferred method of payment.

P-302

Payment of Quarterly Invoices and purchases through My Store may be made by cheque (in person at the Board office) or online by credit card. Members wishing to make advance payments of the Quarterly Dues & Fees may do so by cheque only.

P-303

For the convenience of Members making payments or purchases in person, a kiosk (i.e., a stand-alone computer station) will be available at the Board office.

**P400 REFUNDS**

P-401

No refunds will be issued for dues paid on a quarterly basis should the Member resign during the billing period.

**P400 REFUNDS** cont'd.

P-402

Refunds for advance payments will be issued only for any unused quarterly period.

P-403

All refunds will be issued by cheque.

**P 500 NON-PAYMENT OF AMOUNTS OWED TO BOARD**

P-501

Members attempting a purchase through My Store prior to settling their Quarterly Dues Invoice will have any balance forward included with the total purchase balance owing in the shopping cart. Payment in full (i.e., outstanding dues plus any product/service/ticket being purchased) will be required in order for the new purchase to be processed. No purchase may be made through My Store without also paying any outstanding amounts.

P-502

Fees/dues for Unlicensed Assistants will be invoiced to the Broker/Salesperson for whom they work. Failure of the team leader to pay the amount owing will result in suspension of access to the Unlicensed Assistant and to the Team Leader.

P-503

Access to the MLS® System will be suspended at noon on the first business day of the new quarter for non-payment of Quarterly Invoices by either Brokerages or by individual Members. A late fee of \$100 will be automatically applied to the Brokerage or Member account immediately upon suspension of access.

P-504

Once access to the MLS® System has been suspended, the Brokerage or Member may contact the Board office to request a reinstatement of their access for a two-hour period which will facilitate online payment of their overdue account through My Store. At this time, both the overdue amount and the \$100 late fee must be paid simultaneously. The late fee cannot be removed from the online shopping cart.

P-505

a) In the event of non-payment by either the Member or by the employing Brokerage on behalf of that Member (said Brokerage payment to include the \$100 late fee) of an overdue account within five (5) business days from the date of suspension of access to the MLS® system, the membership in the Board of the Defaulting Member shall be terminated.

## **P 500 NON-PAYMENT OF AMOUNTS OWED TO BOARD** con't.

b) Following such termination of membership, the Brokerage shall provide confirmation to the Board that it is in compliance with the Board By-Law, Article 2, Section 2.02 (b).

c) Following such termination of membership, the Member's listings shall be placed in the name of the Broker of Record at the Brokerage. The Broker of Record will be notified of the listings being transferred into his name via email.

d) If the Member is reinstated, the Board will require an Assignment of Listing Agreement in order to place the listings back into the Member's name.

e) Following such termination of membership of a sole proprietorship, Member's listings shall be cancelled.

### **P-506**

Notwithstanding Article 3, Section 4.03 of the Board By-Law, upon termination of a Defaulting Member, any amounts left owing the Board (with the exception of the Quarterly Fees and any fines arising from a Discipline Hearing) shall be transferred to the Brokerage account for payment.

### **P-507**

In the event of non-payment by the Brokerage, the following measures will be taken:

a) Access to the MLS® system for the Brokerage (i.e., the individual Broker of Record or Managing Broker, plus any licensed or unlicensed administrative staff that is on the Brokerage account) will be suspended as of noon on the first business day of the new quarter.

b) Email notice will be sent to the Brokerage advising that the outstanding amount must be paid within two (2) business days, failing which all Members associated with this Brokerage will be notified that the Brokerage account is in arrears.

c) In the event that the Brokerage invoice remains unpaid after two (2) business days, a second email notice will be sent to the Brokerage, copied to its Members, advising that should the account remain unpaid after a further three (3) business days, MLS® system access to every Member of this Brokerage will be suspended pending payment of the over due amount.

d) In the event it becomes necessary to suspend MLS® System access privileges to all Members of a Brokerage in accordance with the preceding Section, the Brokerage will be held responsible for payment of the reinstatement fees which would apply to reactivate MLS® System access for each Member of that office.

## **P 500 NON-PAYMENT OF AMOUNTS OWED TO BOARD** con't.

e) If after a further period of five business days, the Brokerage fails to remit payment of any outstanding amounts, the Board membership of that Brokerage will be terminated and a notice of such termination will be forwarded to each Member associated with that Brokerage.

## **P 600 DISPUTED AMOUNTS**

### **P-601**

Any amounts in dispute must be paid first and, if after discussion with Staff, the matter remains unresolved, a notice of dispute may be filed with the Board, said dispute to be heard by the Discipline Committee.

## **P 700 DELIVERY OF ORDERS**

### **P-701**

Products/supplies ordered through My Store will be delivered via the Board courier in the Oakville-Milton area as per the regular delivery schedule of Tuesday and Friday. Orders also may be picked up at the Board office.



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The Oakville, Milton and District Real Estate Board ✕ 125 Navy Street, Oakville ON L6J 2Z5  
✕ telephone 905.844.6491 ✕ fax 905.844.6699

website: [www.ondreb.on.ca](http://www.ondreb.on.ca) ✕ mls®: [www.onmatrix.ca](http://www.onmatrix.ca)



November 2011