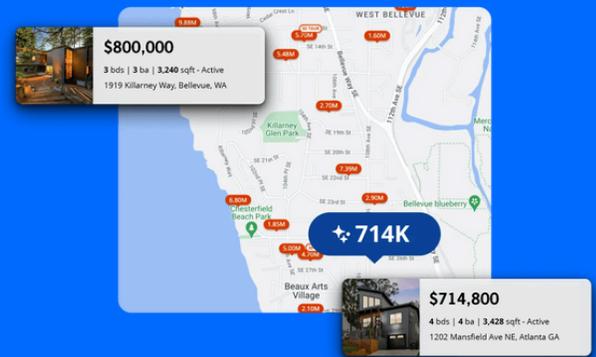


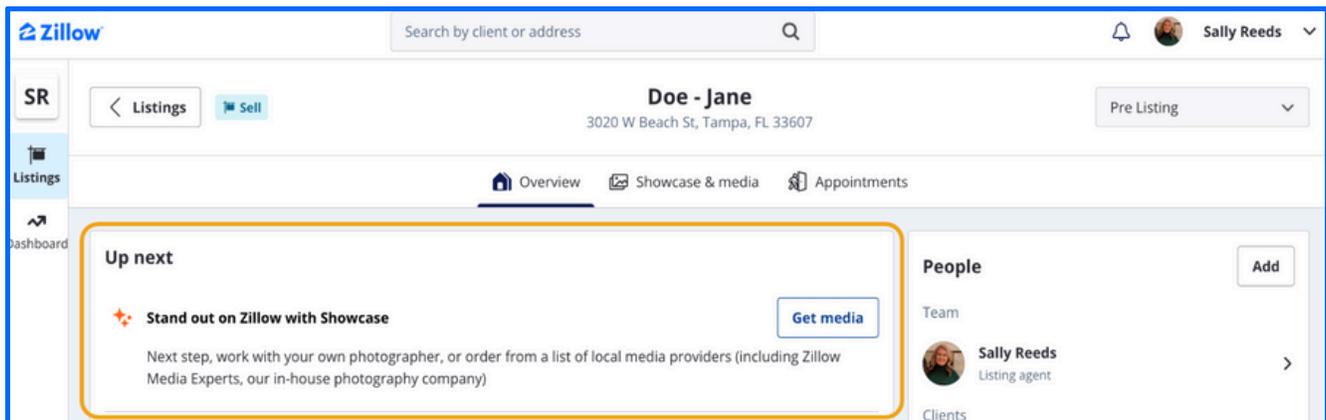
Order & Receive Media



NOTE: You must order Showcase **BEFORE** ordering your media.

Ordering Showcase listing media

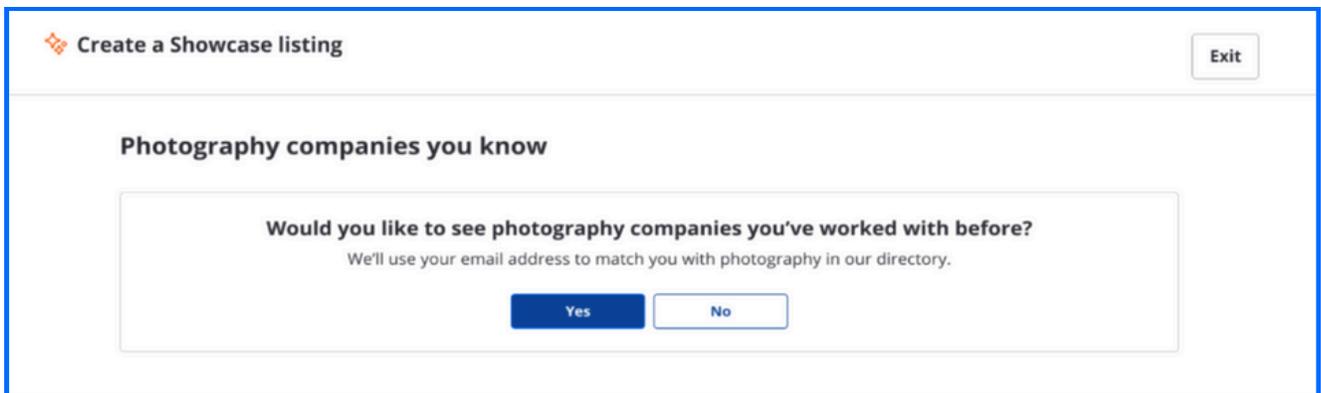
- Click the “Get media” button from the pop-up or click from the “Up next” section of the listing.



You will have multiple media options available.

- **Zillow Media Experts**, our fast and reliable in-house photography company.
- **Showcase Select** photographers who are third-party vendors ready to capture Showcase media.
- Inviting **your own photographer** to capture Showcase media.

- If you've received media from a photographer before, you can click "Yes" to see these photography companies in the "Photography companies you know" section.

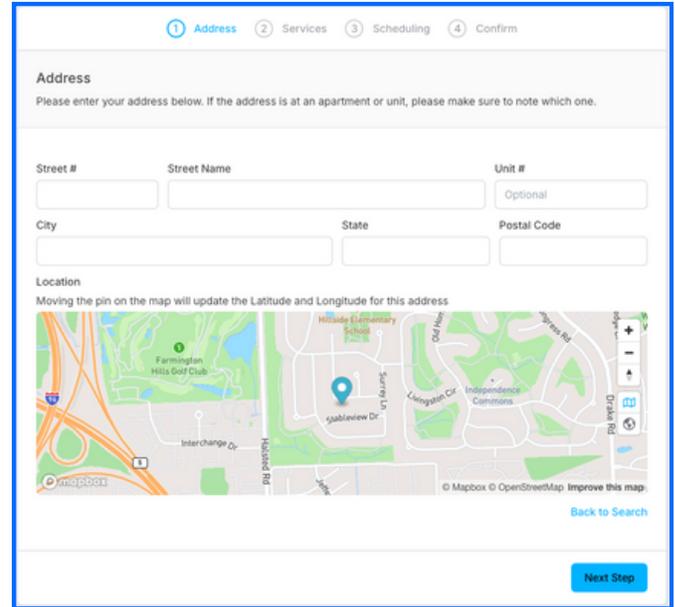


The screenshot shows a web form titled "Create a Showcase listing" with an "Exit" button in the top right corner. Below the title is a section header "Photography companies you know". Inside this section is a white box containing the question: "Would you like to see photography companies you've worked with before?" followed by the subtext: "We'll use your email address to match you with photography in our directory." At the bottom of this box are two buttons: a blue "Yes" button and a white "No" button.

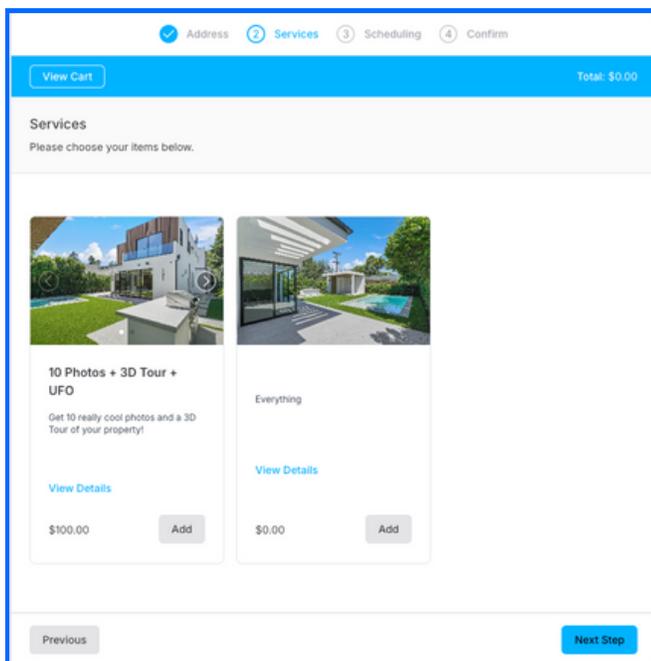
In the "Photography companies you know" section, you can choose another photographer to provide Showcase media. They will need to verify technical requirements before they can deliver the necessary media for a Showcase listing.

- If you would like to work with a non-Showcase Select photographer, click "Send Media Request" to trigger that invitation.

- Next, add in the address of the property that the photographer will be capturing.



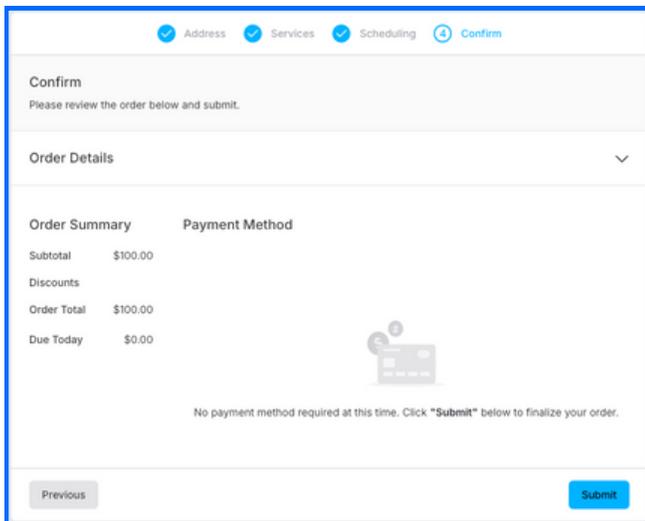
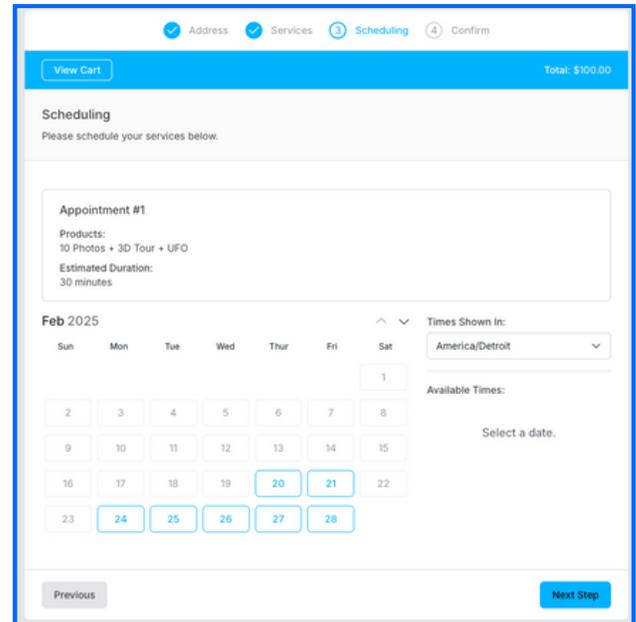
The screenshot shows the 'Address' step of a four-step process (Address, Services, Scheduling, Confirm). The 'Address' section includes a heading, a sub-heading, and a prompt: 'Please enter your address below. If the address is at an apartment or unit, please make sure to note which one.' Below this are input fields for 'Street #', 'Street Name', 'Unit #', 'City', 'State', and 'Postal Code'. A 'Location' section features a map with a pin and a 'Back to Search' link. A 'Next Step' button is at the bottom right.



The screenshot shows the 'Services' step of a four-step process (Address, Services, Scheduling, Confirm). A 'View Cart' button and 'Total: \$0.00' are at the top. The 'Services' section includes a heading, a sub-heading, and a prompt: 'Please choose your items below.' Two service cards are displayed: '10 Photos + 3D Tour + UFO' for \$100.00 and 'Everything' for \$0.00. Each card has a 'View Details' link and an 'Add' button. 'Previous' and 'Next Step' buttons are at the bottom.

- Select which services you'd like to include in your Showcase media.
- Click the "Add" button to select options separately.

- Select a date and time. The calendar connects directly with Zillow Media Experts and Showcase Select photographers to ensure the most up-to-date availability.

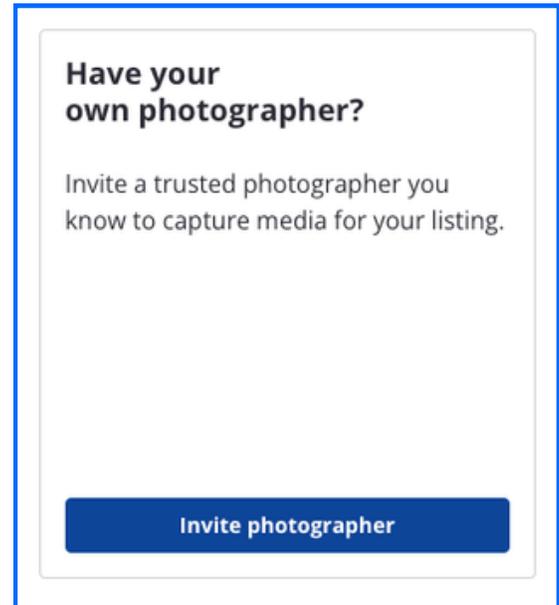


- Review your order details.
- Click "Submit" to confirm your order.
- If you need to make any changes, click "Previous" to return to a prior screen to change your order before submitting.

After submitting, you'll receive a confirmation on screen and via email.

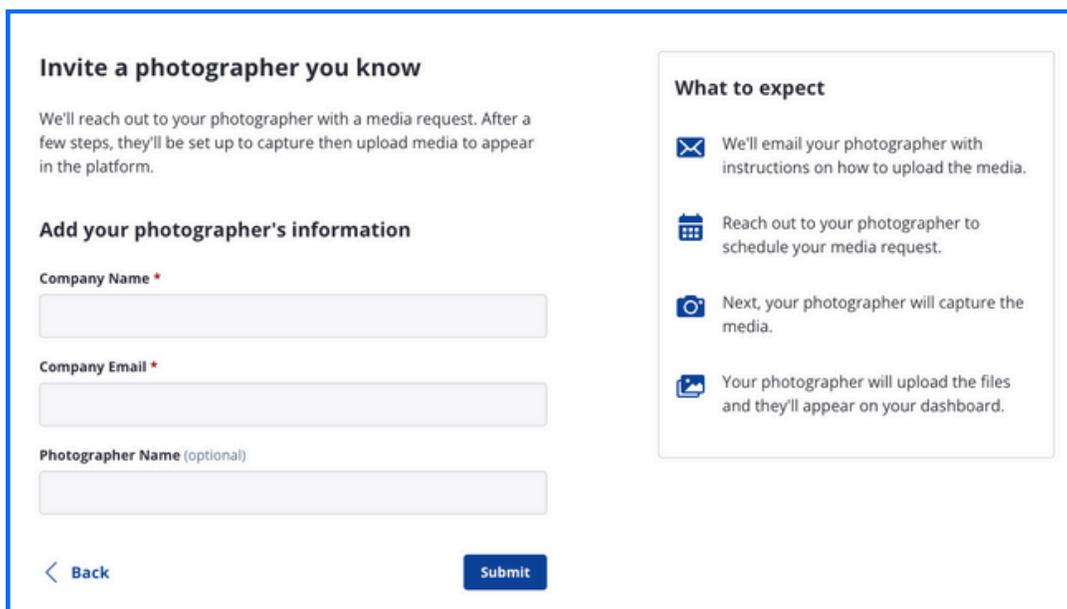
Inviting a new photographer

- If you already have a photographer who captures your Showcase media but they are not on the list of Showcase Select photographers or “Photography companies you know,” click the “Invite photographer” button from the primary photography page.



- Enter the contact information of your preferred photographer.
- Click “Submit.”

An email will be sent to notify them of the next steps. They will need to accept your request and verify they meet the technical requirements for capturing Showcase media.



The screenshot shows a form titled "Invite a photographer you know". It includes a sub-header "Add your photographer's information" and three input fields: "Company Name *", "Company Email *", and "Photographer Name (optional)". At the bottom left is a "Back" button and at the bottom right is a "Submit" button. To the right of the form is a box titled "What to expect" containing three steps: 1. "We'll email your photographer with instructions on how to upload the media." 2. "Reach out to your photographer to schedule your media request." 3. "Next, your photographer will capture the media." 4. "Your photographer will upload the files and they'll appear on your dashboard."

Once your photography order is created and scheduled, you will see these details on the listing.

Upcoming appointments

Tue, Dec 10, 2024 Scheduled

2:30pm-3:00pm EST
Appointment with Rich Media Photography Services

Orders

Zillow Showcase Awaiting media

An immersive experience to elevate your listing

10 Photos + 3D Tour UNFULFILLED UNPAID

Get 10 really cool photos and a 3D Tour of your property!

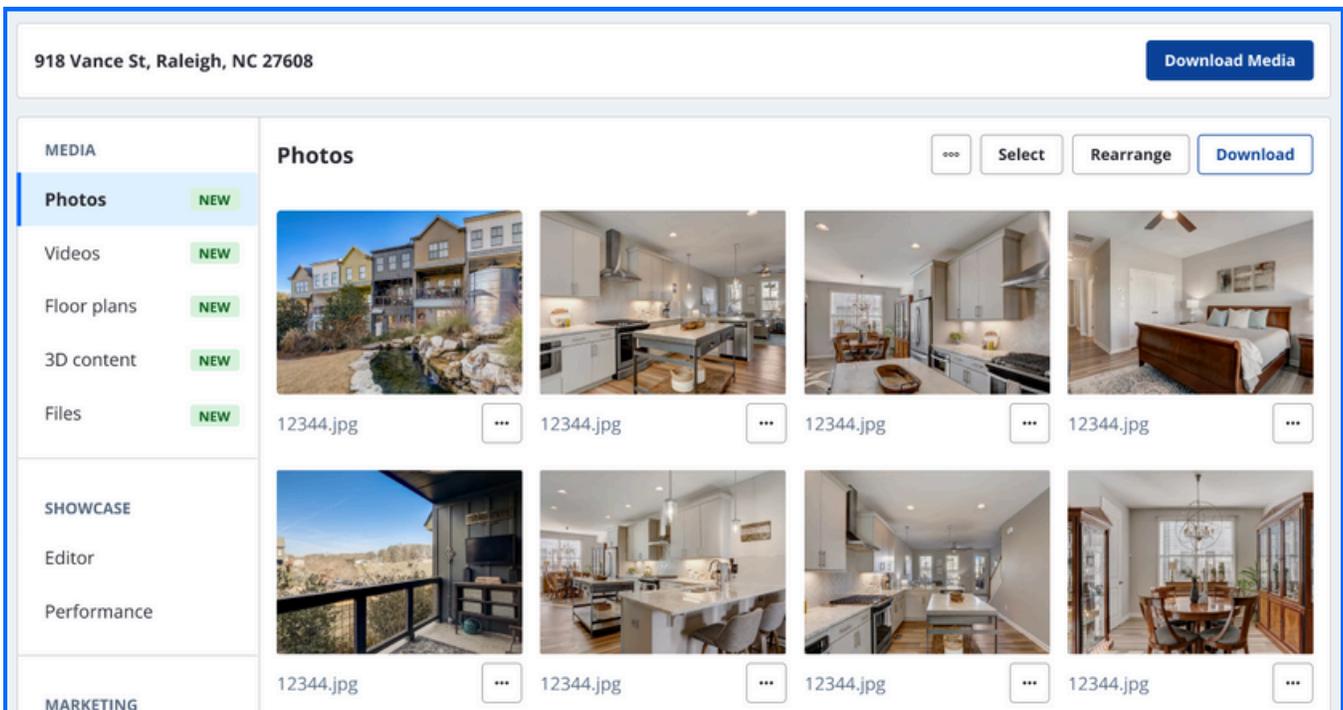
[View orders](#)

Receiving media

Once your media is captured and uploaded by your photographer, you will see the status updated under the “Orders” section of the Overview page of your Showcase listing. You will also see an update in your “Media status” from your Listings.

- Click “Review” from your overview to look at your Showcase listing or “View media” to preview the listing media for the property.

From within the listing you can also download the media and rearrange or delete photos and other content.



If you need assistance, please contact Customer Support at support@showingtimeplus.com or 888.367.4009; Monday - Friday, 8 am - 9 pm EST and Saturday - Sunday, 9 am - 6 pm EST.