

2026

# Annual Billing Information Packet

**Puerto Rico Association of REALTORS<sup>®</sup>**

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# Critical Details & Dates

**4/21/2026**

Customer notification: Customers are notified when invoices will be posted and of cost increases to their Stellar MLS Annual Subscription.

**5/5/2026**

Invoices are available: Customers can start making payments on this date.

**5/20/2026**

1st payment deadline: Any unpaid invoices are considered overdue on this date. No late fee will be assessed this year.

**6/3/2026**

Last day to pay to avoid suspension: Payment is due by 5 p.m. ET June 3, 2026. Customers who pay after 5 p.m. on June 3, 2026, or later will owe a \$100 reinstatement fee and their annual invoice.

**6/4/2026**

Suspension Deadline: A reinstatement fee of \$100 will be assessed for all accounts with unpaid invoices. Customer accounts and MLS services will be suspended until all invoices are paid in full.

**7/14/2026**

Last Day to Pay to Avoid Office Suspension: The invoice balance of all agents in an office must be paid, or any unpaid agents' licenses should be deactivated with DBPR. Once this has been completed, brokers should notify their LSC/Association immediately to ensure Stellar MLS receives the information and removes the balance. *Please note that license deactivation with the DBPR may take up to 48 hours.*

# Payment Methods & Information

## PCI Reminder:

- Payment Card Industry Data Security Standard (PCI DSS) is a set of security standards designed to ensure that ALL companies that accept, process, store, or transmit credit card information maintain a secure environment.
- Stellar MLS, in partnership with its bank, has contracted with a third-party vendor to fulfill all credit card processing needs and requirements.

**Online Payment**— Customers are encouraged to pay online at [Pay.StellarMLS.com](https://Pay.StellarMLS.com) via credit card or ACH. **Please note that a 3% processing fee will be applied to all credit card transactions. Payments using a debit card, ACH, or a check will not incur a surcharge.**

Other payment options:

- Mail a check:
  - Checks should be made payable to Stellar MLS.
  - Customers' MLS ID # must be included on the check.
  - The mailing address is:  
Stellar MLS  
PO Box 25888  
New York, NY  
10087-5888

**\*Important information for check payments: Checks can take up to 2 weeks to process. DO NOT send checks by certified mail, other means requiring a signature, or to Stellar MLS's office, they will be returned.**

- **Local board/association walk-in:**
- If a customer pays in person at their board/association:
  - By credit card/check**
    - Notate the memo line with the date and time of the payment as well as the customer's MLS ID #.
    - If you receive checks for payments on critical due dates, please email [payments@stellarmls.com](mailto:payments@stellarmls.com) a complete list of those customers' names and MLS IDs by 5 p.m. ET to ensure additional fees are not assessed to those customers.
    - All payments must be received by 5 p.m. ET on the due date, or reinstatement fees will be assessed.

# 2026 Base Fee & Information

## 2026 Base Costs:

MLS Cost: \$347

*MLS fees are non-refundable in full or pro-rata.*

## Note for customers who join between March 30, 2026, and May 31, 2026:

- Customers who **join before May 5, 2026**: Stellar MLS will collect a pro-rated Association fee for some associations and annual subscription costs (2025–2026 for all new customers. All of these charges will be included in the May 5, 2026, annual billing cycle.
- Customers who **join between May 5, 2026, and May 31, 2026**: **Customers** will receive the prorated 2025–2026 invoice and their current 2026–2027 annual invoice upon joining Stellar MLS.

*\*Customers should contact their association for further details on payment collection.*

# Billing Contacts

## For All Customers

Email:

AnnualBilling@StellarMLS.com

Phone:

1-800-686-7451 (option 9)

## For Association Staff Only

Email:

Payments@StellarMLS.com

Phone:

407-960-5398 (option 5)

**Please do not distribute.**

## For Association Staff Only

Email:

Membership@StellarMLS.com

Phone:

407-960-5368

**LSC Staff can use the chat option to contact Stellar MLS.**

# Customers Not Renewing

**Customers who are not renewing must work with their broker to complete the following:**

1. If they are in a participant's office, their broker must deactivate their license with DBPR.

**AND**

2. Notify their local association or board that they will not renew so they can be made inactive with the MLS.

**If both steps are not completed, the agent and broker will continue to receive notices from Stellar MLS regarding billing.**

If steps 1 and 2 are completed, but a deactivated customer is still getting billing communications from Stellar MLS, it may be because:

- The email address on file is shared and is the same as other customers' records (for example: info@thedreamteam.com).
- The preferred phone number on file is a shared number that is the same as other customers' records.
- A general office phone number was selected as the preferred phone number for multiple agents in the same office.

## **Special information for brokers:**

On or around June 11, 2026, all brokers will receive an email listing all agents who have not yet paid their subscription fees and hold current licenses with DBPR.

For customers who will not renew, their brokers should deactivate their licenses with DBPR and have them notify their board/association of their intention.

# LSC Resource Page

## A Comprehensive Resource Center for Association Staff

Visit your Stellar MLS Resource Center at [StellarMLS.com/LSC](https://StellarMLS.com/LSC) to access market statistics, MLS documents and links, listing forms, and more.

# Stellar MLS Annual Billing 2026 FAQs



[StellarMLS.com/Resources/Billing-Resources](https://StellarMLS.com/Resources/Billing-Resources)

## **I know MLS fees are due soon; can I pay early?**

No. Your invoice will be posted in early May each year. We will notify you via email once your invoice is ready for viewing and payment. You may go online and make a payment at that time.

## **When is my payment due?**

**May 20, 2026:** Invoices are due.

**June 3, 2026, by 5 p.m. ET:** Payment due date to avoid a \$100 reinstatement fee.

**July 15, 2026:** The deadline for office suspension. All agents within an office must pay overdue invoices to avoid office suspension.

## **When were the invoices sent?**

Invoices are not mailed. They will be available on your account in early May. Once your invoice is available, a billing notice will be emailed to you.

## **Why haven't I received any emails from Stellar MLS about billing?**

Please check your spam and junk folders for additional Stellar MLS communications. You may also have an incorrect email on file with your board/association (the MLS pulls your info from your board/association). To review this or make corrections, please contact your board/association.

## **I just signed up within the past few months; why are my fees due so soon?**

When customers join, they are charged a one-time setup fee and a pro-rated MLS fee to cover their subscription until May 31. The Stellar MLS billing cycle is 6/1/2026- 5/31/2027. Stellar MLS 2026 - 2027 fees are due on **May 20, 2026**

### **What are my payment options?**

Online payment is the best method to pay. Go to [Pay.StellarMLS.com](https://Pay.StellarMLS.com) and select View/Pay my Invoices; you will be prompted to add a default debit/credit card payment. If you pay by check, it must be received in our office by 5 p.m. ET on the due date to avoid additional charges. In-person payment at Stellar MLS is not accepted.

**Mailing a check:** Checks should be made payable to Stellar MLS. Your MLS ID # must be included in the check. The mailing address is:

Stellar MLS  
PO Box 25888  
New York, NY 10087-5888

**\*Important information for check payments: Checks can take up to 2 weeks to process. DO NOT send checks by certified mail, other means requiring a signature, or to Stellar MLS's office, they will be returned.**

**Please note, MLS fees are non-refundable in full or pro-rata.**

### **Can I use multiple credit cards?**

Yes. You can use multiple credit cards to process payment. Please note that a 3% processing fee will be applied to all credit card transactions. Payments using a debit card, ACH, or check will not incur additional fees.

### **Can I pay over the phone?**

No, Stellar MLS does not accept any form of payment over the phone.

### **Do you have my credit card number on file?**

If you choose to add your credit card information to your account, Stellar MLS will securely store it for future billing cycles. Please note that **Stellar MLS will not automatically charge** your stored credit card. Customers must still log into the payment portal and manually process a payment.

### **Can I pay half now and half after the payment deadline?**

Unfortunately, no. Full payment is due by the deadline at 5 p.m. ET.

### **When will my online payment post? When do I get a receipt?**

You will receive an email immediately after your payment is received confirming your payment has been submitted, with a copy of your paid invoice attached. You may also print a paid copy of your invoice from the payment portal.

## **Do I have to pay the Local Service Center fee and the Stellar fee – can I just pay one of them?**

All fees listed on your invoice must be paid to renew your Stellar MLS subscription.

## **What is the Broker Data Services Fee?**

Brokers/Participants will be billed \$75 to recover the costs of listing distribution and data services. All participants will be assessed this fee, which includes distributing listings and using IDX feeds. Brokers of multiple offices only pay the fee once per year (based on the broker, not on the office). Any broker who joins after May 6, 2026 will not be billed until the following year.

## **What service does the Local Service Center (LSC) provide?**

Because each board/association is different, please contact your board/association directly to explain their LSC services.

## **Is the online payment website secure?**

Yes. The online payment website is PCI Level 1 Compliant, meaning credit card information is stored to the highest security and safety standards.

## **How can I get an invoice to submit to my corporate office for payment?**

Log into the Stellar Account Portal at [Pay.StellarMLS.com](https://Pay.StellarMLS.com) to access your invoice. Then, you may download the invoice to send to your corporate office.

## **How can I appeal a reinstatement fee?**

Stellar MLS Staff is unable to waive reinstatement fees. You must submit your request for waiver online at <https://www.stellarmls.com/waiver-request>. Please note all fees must be paid before submitting your request for review. Upon review by our CART Committee, a determination will be made and sent to you within 10 business days. If your request is approved, a refund will be issued.

## **How can I request a refund for the credit card processing fee?**

The credit card processing fee cannot be refunded.

## **I'm a broker. Where can I see if any agents in my office have not paid their MLS fees?**

Brokers may view unpaid office invoices by going to the Stellar MLS Payment Portal and clicking View/Pay My Invoices, clicking the drop-down, selecting All, finding the invoice you want to pay, then clicking View/Pay next to that invoice.

### **Can I pay for multiple agents with one credit card?**

Currently, brokers must pay for each agent separately, but can pay multiple invoices at a time on one agent's account. Please note that a 3% processing fee will be applied to all credit card transactions; only one processing fee will be incurred per transaction. Payments using a debit card, ACH, or check will not incur additional fees.

### **What happens once an office is suspended?**

All add/edit permissions will be suspended for every office member until all invoices, including fees, are paid in full. If the office has not returned to good standing one week after the add/edit suspension, it will be suspended, and all MLS privileges will be inaccessible for every office member until all invoices are paid in full.

### **What is included in my Stellar MLS subscription?**

In addition to accessing the MLS, your Stellar MLS subscription includes a suite of products to help you gain leads, efficiently conduct business, and more. Please visit the tools page on our website [StellarMLS.com/Products](https://StellarMLS.com/Products) for details.

### **If just one agent in the office does not pay – will the entire office be shut off?**

Yes. To avoid this, the balance must be paid for all agents in your office, or you should inactivate any unpaid agents' licenses with the DBPR. Once this is done, your LSC/association must be notified immediately to ensure that Stellar MLS receives the information and removes the balance from your account.

For you, as a broker, to avoid office Add/Edit suspension, we recommend paying no later than July 14, 2026. To avoid suspending your entire office, please ensure all your agents are paid or inactivated by July 21, 2026, at 5 p.m. ET.

### **What is a credit card processing fee?**

Credit card processing fees are the fees charged by credit card issuers to merchants for processing credit card transactions. These fees are then sometimes passed on to customers in the form of surcharges.

### **What regulations does Stellar MLS follow regarding credit card processing fees?**

Stellar MLS follows state, territorial and federal laws regarding surcharging including but not limited to disclosing credit card processing fees on receipts and limiting the total amount of credit card processing fees by the state or territory for the billing address of that method of payment.

### **How can I avoid the credit card processing fee?**

You can avoid the 3% credit card processing fee by paying your invoice via a debit card, ACH payment, or a check.

# REALTORS® Political Action Committee (RPAC) Support Protocol

All questions regarding voluntary RPAC contributions will be directed back to customer's local board/association. Customers seeking refunds or detailed information regarding RPAC contributions will be directed to their associations and/or Florida REALTORS® respectively for escalated RPAC support.

## Stellar MLS Support FAQs (questions Stellar MLS staff can answer)

### **Why is Stellar MLS collecting this contribution?**

Stellar MLS is collecting voluntary RPAC contributions on behalf of the REALTORS® association or board that you belong to.

### **Why am I seeing an option for a voluntary RPAC contribution when paying my annual subscription invoice?**

When you pay your annual invoice, you will have an option to contribute to RPAC and select the amount. The amount recommended by your LSC has been pre-filled for you, but you can change it to any amount you wish to contribute. If you leave this option selected when you make payment, a separate invoice for RPAC will be generated and immediately paid as part of your transaction. You will receive a receipt by email. If you do not wish to contribute to RPAC, uncheck the box next to the Voluntary RPAC Contribution.

### **I already contributed to this, why are you collecting twice?**

You may have contributed previously to RPAC via a fundraising campaign through your local board/association or at an RPAC fundraising event. RPAC contributions are 100% voluntary and are not required as part of your Stellar MLS subscription. If you do not wish to contribute, please uncheck the RPAC voluntary contribution when completing your annual invoice payment.

# Escalated Support FAQs

(these questions will be escalated to support staff at associations and/or Florida REALTORS®)

## **Can I earmark money to a party or particular candidate?**

No. For further details visit [FloridaRealtors.org/LegislativeCenter](https://www.floridarealtors.org/LegislativeCenter) or contact Florida REALTORS® Public Policy Team at (850) 224-1400.

## **Why should I invest in Florida REALTORS® RPAC?**

Please contact your board/association for complete details.

## **How did Florida REALTORS® RPAC do in the last election?**

For details, visit [FloridaRealtors.org/LegislativeCenter](https://www.floridarealtors.org/LegislativeCenter) or contact Florida REALTORS® Public Policy Team at 850.224.1400.

## **What is the difference between hard (personal) and soft (corporate) money for RPAC?**

Please contact your board/association for complete details or reach out to Florida REALTORS®.