

Overview:

- Operation Payment Express is an initiative to speed up commission payments to our agents and create standard payment procedures for eXp.
- We understand the importance of prompt commission payments. Our commitment is to initiate payment within one business day of a core transaction close.
- Our agents and brokers rely on eXp for support and technology infrastructure that makes their lives easier, and Operation Payment Express is another step in that direction.
- Operation Payment Express is an ongoing, company-wide effort. We will continue to realize and implement efficiencies based on agent and broker feedback as well as process improvements.



Typical Transaction Process: It is vitally important that agents are paid quickly after closing a transaction. Our commitment is to initiate payment within one business day of a core transaction close. Unknown transaction changes may result in payment delay (i.e., last-minute concession, change/addition of outside referral).



Q. What is Operation Payment Express?

Operation Payment Express is an initiative to speed up commission payments to our agents and create standard payment procedures for eXp.

Q. What are you doing to create a smooth payment migration process?

Our agents and brokers rely on eXp for support and technology infrastructure that makes their lives easier, and Operation Payment Express is another step in that direction. We already created a notification mechanism when a payment is processed, added two new settlement specialists and moved one of our very experienced staff into this area.

Q. What's the payment timeframe with Operation Payment Express?

It is vitally important that agents are paid quickly after closing a transaction. Our commitment is to initiate payment within one business day of a core transaction close. Currently, in most instances, we are turning around payments within three business days. We are working toward turning around payments within one business day by the end of June. This requires a complete SkySlope electronic file with required documentation, broker approval, disbursement authorization and post-close settlement statement.

To ensure the quickest payment, make sure your transaction file in **SkySlope** is up to date and:

- All documents have been uploaded and file is broker approved.
- Closing date is updated to accurately reflect close date.
- Sales price or commission changes have been updated and supporting documents uploaded.
- Respond quickly to any emails sent from the SkySlope file with questions or requesting documents.

Q. Who do I contact if I have questions about my commission payment?

The quickest way to get assistance is live in eXp World where you can engage with staff during normal business hours. If you cannot go into eXp World, use the relevant email below:

- eXp transaction team - transaction process and commission payments (transactions@exprealty.com)
- Broker - real estate practice questions
- Accounting - payment initiated, but not received (accounting@exprealty.com)

Q. Does Operation Payment Express tie into Enterprise?

Operation Payment Express is part of Enterprise -- our new proprietary platform that manages all of the company's critical processes and information, including agent details, transactions, commissions and revenue share. In the coming weeks, we will share how agents and brokers can use Enterprise to view an up-to-date status of commission payments, including cap amount.

For more info, please read the **[blog post Q&A](#)** with Alan and Kee Wah on eXp Cloud under News.