



eXp Get Paid Fast Guide

Introduction

This guide will help you streamline the transaction process and ensure you get paid as quickly as possible. By working efficiently with the transactions team and ensuring all compliance steps are completed on time, you can avoid unnecessary delays.

Below are the steps, 1-10 :

Step 1 - Secure the Mandate

- Obtain a **Signed Mandate** from your Seller.
- Complete the **Property Condition Report**, as well as the **Fixtures & Fittings Form**.
- **IMPORTANT:**

Inform your client at this stage that they will receive a **NCINO KYC (DOCFOX)** link, which is our secure FICA compliance system. This system ensures their sensitive information is stored safely, unlike email, WhatsApp, or printed copies. Alternatively, collect the documents and create the profiles for your clients on **NCINO KYC (DOCFOX)**



- ✓ Collecting details such as Contact Number, Email, Nationality, Employment Industry, Income Tax Number at time of Mandate will make FICA easier.
- ✓ Ensure the Property Condition Report is initialed on all pages and signed on the last page by both Seller, Purchaser, and the Agent.
- ✓ **WET INK SIGNATURES ARE MANDATORY FOR ALL SALE OF IMMOVABLE PROPERTY IN SOUTH AFRICA.**
- ✓ Did you remind your Seller to give notice on their Bond to avoid cancellation penalty?
- ✓ Did you get a copy of the Building Plans from your Seller?



Step 2: Load Documents & Send NCINO KYC (DOCFOX) Link

- Upload all **Mandate documents** onto **PROPCON**.
- Send the **NCINO KYC (DOCFOX) link** to your seller(s) for FICA compliance. Alternatively collect the documents and create the profiles for your clients.



- ✓ If your seller is a **company or trust**, ask for the contact details of their person that handles paperwork or admin for them **PA, assistant or office/accounts manager**— they will be your best ally in getting the required documents efficiently.

Step 3 - Happy Selling

Go out there and secure the Best Deal for your Seller!

Step 4 - Offer Accepted

Purchaser FICA Compliance & finalizing Sale Agreement

- Once an offer is accepted, inform the **purchaser** (just like you did with the seller) that they will receive a **NCINO KYC (DOCFOX) link** for their FICA compliance.
- Obtain **Proof of Source of Funds** used to purchase the property – this is to establish that the funds originate from a legitimate, lawful source.

For Example:

Source of Funds

Bond

Investments

Savings

Proof of Source

Final bond grant

Investment statement

Bank statement showing accumulated savings/Signed bank letter confirming savings

- **Sale Agreement** – ensure the sale agreement is fully completed, initialled and signed by both the seller(s) and the purchaser(s)
- **Please note that your offer is only valid if wet-ink signatures have been obtained. Even if your client initially made the offer using an electronic signature, it is likely that they will wish to view the property again after the offer has been accepted. This presents an ideal opportunity to take the documents with you and obtain wet-ink signatures and initials next to the existing electronic signatures.**
- **Candidate Property Practitioners** are required to ensure that all Sale Agreements and Property Condition Reports are Co-signed by an **EXP Full Status Property Practitioner** for all transactions on EXP paperwork.
- **Instruct the attorneys** – to begin the transfer process



Step 5: Finalizing FICA Compliance

- Once the offer is final, verify that **both Seller and Purchaser** have completed their FICA compliance on NCINO KYC (DOCFOX). If they haven't, it's your job to be the squeaky wheel, get what you need, because your sale is not complete unless all documents are in place. Alternatively, you can collect the documents and create the profiles for your clients.
- Be sure to complete the **RISK RATING** on Ncino KYC (DocFox) for all parties.

Step 6: Load Sale Documents onto PROPCON Deal Drive

Upload the below List & Any Other Relevant Documents to **PROPCON**.

1. Sale Agreement
 2. Property Condition Report
 3. Commission Agreement
 4. Proof of Source of Funds
 5. Letter of Undertaking from the Conveyancers
- Ensure your listing is marked as **SOLD** if there is a listing linked to the transaction, capture your commission value.
 - Please link all eXp agents who are part of the transaction you have loaded.

Step 7: Request Documents & FICA Approval from Transactions Team

Important:

Once the above is complete and suspensive conditions are met, follow the steps:

How to Send Your Request via PropCon:

The screenshot shows a software interface with a navigation bar containing buttons for Overview, Info, Progress, People, Letters, Calendar, Tasks, Drive, and Notes. A green button labeled 'Notify Transaction Team' with a bell icon is highlighted. Below the navigation bar is a message box template with the following text:

- Click the green **'Notify Transaction Team'** button and provide the information below in the message box.

SUBJECT: Documents & FICA Review– [Seller/Purchaser Name]

Dear Transactions,

I have loaded the transaction documents on the Propcon Deal Drive drive and completed the client's FICA on Ncino KYC (Docfox)

Please check the following FICA on NCINO KYC (DOCFOX) for approval:

- **List Seller(s)**
- **List Purchaser(s)**

Once done, click the **Green Arrow** to **Send**.



Step 8: Seller Compliance – Certificates of Compliance (COCs)

- Remind your Seller that it's time to arrange their **COCs** (Electrical, Plumbing, Beetle, Gas, Electric Fence, etc.)

What Happens Next:

- Within the Next 48 hours, the **Transactions Team** will:
 - ❖ Confirm receipt
 - ❖ Thereafter review the **transaction documents** and **FICA on Ncino**
 - ❖ Approve the Transaction or Give You Feedback on outstanding documentation.
- If approved, **you're on track!**
- If anything is missing, be sure to **correct it within 48 hours** and respond to the Transactions Team confirming updated documents as requested have been loaded.



- ✓ Set up Custom Signatures in your Mailbox for repetitive emails, saves you a lot of time!
- ✓ Include a screenshot in an email if relevant, for quick and easy reference or overview.

Skipping small, seemingly unimportant steps early in the sale often leads to major issues later. No shortcuts means no delays!

Step 9: Lodgement Month – Request Your Invoice

How to Send Your Request

Email the transactions team via the existing email communication to request your invoice and include the Conveyancing Attorney's details:

- ✓ Attorney Firm Name
- ✓ Email Address
- ✓ Contact Person
- ✓ Telephone Number
- ✓ Physical Address

This will open the ticket on the Transactions Team's side.

The invoice will be sent to the Conveyancer, and you will receive a Copy.

Please check the invoice and contact your Transaction Specialist if you have any questions.

Step 10: Registration Day – Celebrate!

Congratulations! You have:

- Sold the Property
- Helped your client successfully move into their new home
- **Commission Payments** will be processed **within 48 hours** of receipt by eXp

Final Step:

- Give your clients a **Thank-You Gift** to leave a lasting impression.
- **Stay calm – they're moving, not you!**



Give your Purchasers a hard copy file with your details therein. Also provide:

- ✓ A Copy of the Sales Agreement
- ✓ Copies of the Property Condition Report
- ✓ Fixtures & Fittings Form
- ✓ Also include copies of the COC's

The file contains everything for their home, and best of all it reminds them of you.