HIGHGARDEN PROCESSES

The Essentials

- Before showing a property, obtain a signed Buyer Agency Agreement with a definite expiration date and provide the Highgarden Office Policy. (Use current forms from the Agent Locker)
- Enter fully executed listing agreements and purchase contracts in SkySlope Transactions within **two days of execution.** A Forms file alone does not satisfy this requirement.
- For commission processing, accounting needs a complete file, closing packet + CTF, and funds before 11:00 AM on a banking day.

During the Transaction

- Attach each required document to its checklist item. Split combined PDFs and assign the individual documents; uploading to the Documents tab alone is not enough.
- When a listing goes under contract, convert the existing listing to a transaction ("Link to Skyslope")
- Always review the checklist and resolve missing items before closing.
  Enable alerts under My Account > Notifications.

Earnest Money

- When Highgarden holds earnest money, make sure the corresponding SkySlope transaction file exists when the funds are submitted.
- When Highgarden represents the seller, the brokerage expects to hold earnest money whenever the Purchase Agreement permits. This ensures proper tracking, documentation, and oversight of funds. Listing agents must review the earnest money holder in every offer and negotiate Highgarden as the holder when appropriate.
- All earnest money disputes and releases must follow the Purchase Agreement, Indiana law, and brokerage procedures.
- For earnest money refunds, releases, or escrow-related questions, contact **escrow@highgarden.com**.

Cancellations

- Upload all executed cancellation or Mutual Release documents to the appropriate checklist items in SkySlope Transactions, not just the Documents tab.
- Your local admin or broker will remove the canceled file from SkySlope and the IMS pipeline.

HIGHGARDEN PROCESSES

Closings and Commissions

- For processing that banking day, accounting must receive **all three by 11:00 AM:** (1) a complete SkySlope file (2) the closing packet and Closed Transaction Form (CTF), (3) the commission check or wire.
- Email the packet and CTF to **indaccounting@highgarden.com** so the shared accounting team can process them.
- Missing documents or funds delay processing. Wires may arrive the day after closing. Once processed, deposits are scheduled for **the next banking day**, excluding weekends and bank holidays.

Referrals & Rentals

- Referrals and rentals **do not need to be entered into SkySlope** Transactions.
- Complete the appropriate Referral or Rental form at **highgardenforms.com**
- Submit the completed form and supporting documentation (signed referral agreement or lease) to **accounting@highgarden.com.**
- Corporate Accounting will process your commission once payment has been received and deposited.

Client Care Emails

- Highgarden automatically sends Client Care emails to buyers and sellers throughout the transaction, provided a valid client email address is entered in the system.
- **Buyers:** Receive up to 5 emails with reminders about insurance, utilities, closing, post-closing tasks, and property tax exemptions.
- **Sellers:** Receive up to 3 emails with congratulations, marketing information, and moving tips.
- Some emails request client ratings and testimonials, which agents can view in: IMS → Reports → Client Rating Report.
- **To opt out for one transaction:** Add a note in the SkySlope Commission tab “No Client Care Emails”