

HIGHGARDEN PROCESSES

COMMON PRACTICES

- All legal documents (fillable) are found in SkySlope Forms.
- All listings and transactions are to be submitted to SkySlope within TWO days of a signed agreement or contract.
- Please upload only fully executed (signed) documents to your SkySlope files.
- Earnest money can be submitted via mail or in-person to our Keystone office (8500 Keystone Crossing, Suite 170, Indianapolis, IN 46240) or via our online portal (EarnestMoneyExpress.com).
- When a contract cancels, the mutual release must be fully executed and uploaded to SkySlope so it can be removed from your pipeline.
- If we are holding the earnest money, you MUST submit the mutual release to escrow@highgarden.com with instructions for mailing the check or picking it up at our office.
- If you need wiring instructions provided to a title company for your commission, please provide Kristin Taylor (ktaylor@highgarden.com) with the name of the title company, their fax number and the property address.
- If you need assistance with training on SkySlope or general onboarding questions, please contact Amanda Richardson (arichardson@highgarden.com).
- If you need assistance with training on Matrix, please contact Kyle Gillette (kgillette@highgarden.com).
- If you need assistance with training on IMS, please contact Jeff Koehn (jkoehn@highgarden.com).
- If you need assistance with earnest money or a mutual release, please contact Tia Stevens (tstevens@highgarden.com).
- If you need assistance with custom marketing projects or marketing strategy, please contact Brie Davis (bdavis@highgarden.com). Please contact Emily Kissel (ekissel@highgarden.com) for Highgarden's social media and Canva template projects.
- If you have questions about your commission payments or general operations/processes, please contact Kristin Taylor (ktaylor@highgarden.com).
- If you need assistance with 1099's, taxes, E&O insurance, or have other accounting questions, please contact Michelle Davis (mdavis@highgarden.com).

IMPORTANT RESOURCES

TheAgentLocker.com is your resource for all things real estate! Here are several important links to save to your favorites:

- Document Library: <http://www.theagentlocker.com/docs-ind.php>
- Training Files: <http://drive.google.com/drive/folders/138Jm6UxbSB5kAUUj-01vA2YLZtyuXWXE>
- Highgarden Training Videos: <https://www.youtube.com/channel/UCoYn0tWAI50JbxsLgnv-Dw>
- Marketing Resources: <http://www.theagentlocker.com/marketing.php>
- Office Calendar: <http://www.theagentlocker.com/calendar-ind.php>
- Company Store: <http://www.highgardenstore.com/highgarden-brand-store.php>