TPR Agents Your are doing business with Opcity, here is information on how to pay them.

This article will help guide you through submitting your closing documents for your Ready Connect Concierge transaction.

NOTE: Please visit our article **Closing Payment and Documents - Frequently Asked Questions (Concierge) to view our FAQs** that will help walk you through this process so you are able to receive credit for your closing.

How do I submit closing documents?

Please email all documentation to **docs@opcity.com**. In order to ensure the fastest processing of your documentation, it's important to follow the instructions provided below.

1. Use the following as the subject line in your email: Transaction ID and/or listing address
   a. *This must match the transaction ID and/or listing address in the attached documents.

Having trouble finding your transaction ID? It can be found in your online portal by going to "**Unpaid Closes**", scrolling down to the table, and looking under the far right column under "**Transaction Details**".

2. Attach document(s) as PDF, PNG, or JPEG.

If you are submitting documentation for multiple transaction IDs, each *unique transaction ID must be sent in a separate email with its corresponding documentation*. We **will not process** documentation for multiple transaction IDs from a single email.

Please note: ***docs@opcity.com*** *can ONLY receive documents* and is not monitored for questions. If you have a general question, please email **accountingsupport@opcity.com**.

Please **allow 2-3 business days** for processing after the documents are received.

After you have closed a transaction, you will need to submit your closing documents and payment for the ReadyConnect Concierge (formerly Opcity) referral fee **within 14 days of closing**.

Below you will find what closing documents Realtor.com will accept.

Please visit our article Closing Payment and Documents - Frequently Asked Questions (Concierge) to view our FAQs that will help walk you through this process so you are able to receive credit for your closing.
The closing documentation you provide must be **from a third-party source** (i.e. it cannot be an internal document) and must **include commission data**.

For buy/sell transactions:

You **must include** one or more of the following documents:

- MLS sheet (must be "closed")
- ALTA or Other Title Company Settlement Statement
- HUD Statement
- Loan Closing Disclosure

The document **must** show the following information:

- Closing date
- Sales Price
- Broker Gross Commission (if the document you provide does not include the commission data, please include an additional third-party document to verify the commission, such as an escrow letter stating the gross commission paid to the broker, or broker commission check(s) showing gross commission).

***Please note:** we **do not accept** the following documents:

- Disclosure of closing date, sales price, and broker gross commission on your company/brokerage's letterhead
- CDAs (Commission Disbursement Authorization)
- Handwritten agreements
- Internally created amendments or addendums

For leases:

You **must include both** of the following documents:

- Copy of the commission check paid to the brokerage
- MLS sheet OR lease agreement