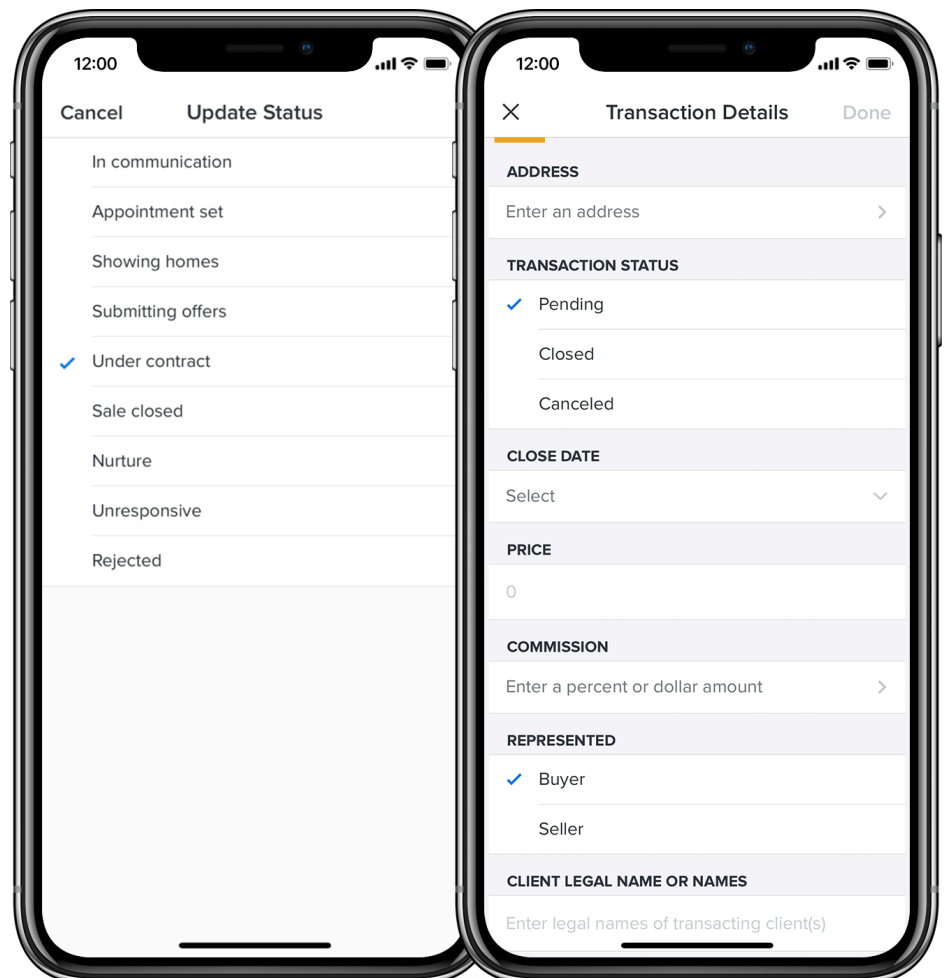


Flex Payment Process

After you've successfully closed on a property with a Flex contact, the next step is the payment process. On-time payment is important to your performance in the Flex program — these are the key things you must do to complete this process successfully.

Step 1: Log the transaction and keep it up to date

- When an offer is accepted, update your client's contact status to **under contract**.
- The Zillow Premier Agent app will prompt you to add **transaction details**. Fill out all the fields and hit save.
- Keep it up to date: Update the transaction details, like the **close date or price**. If the transaction changes before the closing date, go back and edit the information.



Step 2: Close and pay

When you're ready to close, congrats! Your team can pay Zillow through a closing service, or pay Zillow directly after the sale is finalized.

Option 1: Pay through a closing service

- **Update the transaction close date, price, and commission** to be correct before you head to closing.
- **Download the Order to Pay form** and make sure it is part of your files that you bring to close.
- If possible, add the payment information to your Commission Disbursement Agreement or Demand form.
- **Double check that the closing service sends the correct payment** and that they follow the payment instructions on the Order to Pay form so that you get credit for on-time payment.
- After closing, **finalize the transaction** with Zillow by going to the Premier Agent site on your desktop, **updating the transaction status to "Closed"**, uploading the closing document, and clicking **"Confirm"** to finalize the transaction with Zillow. This will ensure Zillow gives you credit for closing the transaction.


Option 2: Pay Zillow directly after closing

If you're paying Zillow directly after the sale has closed, then go to the Premier Agent site on your desktop and follow these steps:

- Go to the transaction detail page and **update the transaction close date, price, and commission** to be correct and final. Make sure to update the transaction status to "Closed".
- **Upload the closing document** showing proof of commission.
- Click **"Confirm"** to finalize and authorize the transaction - no need for a signature!
- **Download the Order to Pay form** and give it to the person who is responsible for paying Zillow.

Key actions to take during the payment process:

1. Find your transaction in the Payments report

Zillow PREMIER AGENT Inbox **3** Tasks Contacts Advertising ▾ Reports ▾ Listings ▾ Help ▾ 

Payments

Manage your Flex and Zillow Offers payments.

Filters ▾ Search by client, address or agent

Applied filters: Close date timeframe: (Future dates, Last 360 days) [Clear filters](#)

Client & address	Close date ↕	Price	Commission	Fee	Next steps ▾	Actions
Johnathan Mill • Flex 1659 Main St Seattle, WA 98104	06/08/21	\$721,000	\$21,630	\$7,570.50	Finalize transaction	Manage
Amanda Smith • Flex 125 12th St Seattle, WA 98105	06/07/21	\$721,000	\$21,630	\$7,570.50	Payment received: Attention	Manage
Hector Castandeda • Flex 689 35th Ave SE Seattle, WA 98117	06/05/21	\$721,000	\$21,630	\$7,570.50	Upload document(s)	Manage
Neal Chen • Flex 348 Greenwood Ave Seattle, WA 98108	06/02/21	\$721,000	\$21,630	\$7,570.50	Confirm details	Manage
Jillian Jones • Flex 8932 Main St Seattle, WA 98104	06/01/21	\$721,000	\$21,630	\$7,570.50	Submit payment	Manage
Jillian Jones • Flex 8932 Main St Seattle, WA 98104	06/15/21	\$721,000	\$21,630	\$7,570.50	Not yet due	Manage
Jillian Jones • Flex 8932 Main St Seattle, WA 98104	06/15/21	\$721,000	\$21,630	\$7,570.50	Payment received	Manage
Jillian Jones • Flex 8932 Main St Seattle, WA 98104	05/29/21	\$721,000	\$21,630	\$7,570.50	Payment received	Manage
Jillian Jones • Flex 8932 Main St Seattle, WA 98104	05/27/21	\$721,000	\$21,630	\$7,570.50	Payment received	Manage
Jillian Jones • Flex 8932 Main St Seattle, WA 98104	05/20/21	\$721,000	\$21,630	\$7,570.50	Payment received	Manage

2. Close your transaction

Flex transaction: 123 West Avenue, Pensacola, FL 32563

Payment requirements

1. Update transaction status

Review these details and update the Transaction status to Closed before proceeding.

Address	Client's legal name(s)	Agent	Agent representation
123 West Avenue, Pensacola, FL 32563	Joyce Sims	Ashley Turner	Buyer

Transaction status	Close date	Price	Gross commission
Pending	07/15/21	\$500,000	\$15,000

Edit

Preview payment form

Refresh data

2. Upload closing document(s) showing your commission

This can be an ALTA, HUD or settlement statement. If none of those show your commission, please provide a separate document.

Drop or paste JPEG, PDF or PNG files
Max file size is 4MB.

+ Choose files

3. Confirm details

Click Confirm to verify that the Transaction status is Closed, the details are correct and payment is available.


Confirm

4. Submit payment

Within 15 days of closing, either mail a check and the payment form to Zillow, or send the payment form to the escrow agent.

Payment form





Fee due at close

 **\$4,500**
Fee

Rate
30% of gross commission

Gross commission
\$15,000

Steps after closing

-  Update transaction status
Due
-  Upload closing document(s)
Not yet due
-  Confirm details
Not yet due
-  Submit payment
Not yet due

3. Download the Order to Pay form

Order to Pay

Zillow, Inc. is a licensed brokerage in the state of Georgia (license number 76885).



This Order to Pay (the "Order") is issued in connection with the sale of the real property described below (the "Transaction")

TRANSACTION	
Property address: 123 West Avenue, Pensacola, FL 32563	
Buyer/Seller name(s): Joyce Sims	
Agent name(s): Ashley Turner	Agent representation: Buyer
Brokerage firm: Southern Charm	Property sales price: \$ 450,000.00
Transaction ID: BBKM-7840-APCU	Closing date: 07/32/21

Zillow, as a brokerage, referred a party of this transaction to the Brokerage Firm above. At closing of the transaction, and pursuant to this Order, Brokerage Firm hereby instructs and authorizes Closing Agent/Escrow Agent to make the following referral payment out of the Firm's gross commission proceeds.

REFERRAL FEE		
Gross commission: \$ 15,000.00	Referral rate: 35 %	Referral fee: \$ 4,500.00

PAYMENT INSTRUCTIONS	
ACH ELECTRONIC BANK TRANSFER INSTRUCTIONS	
Beneficiary name: Zillow Inc.	
ACH routing number: 028000024	Pay-to-account number: 20000011170270
Addenda: BBKM-7840-APCU Lakewood, Trl Se, Atlanta, GA 30315	
WIRE INSTRUCTIONS	
Beneficiary name: Zillow Inc.	Beneficiary HQ address: 1301 2nd Ave Fl 31, Seattle WA 98101
Wire routing number: 021000021	Bank name: JPMorgan Chase Bank NA
Pay-to-account number: 20000011170270	Bank address: JPMorgan Chase, New York NY 10004
Comments: BBKM-7840-APCU Lakewood, Trl Se, Atlanta GA 30315	
Verification: Please call (866) 805-2779 (5am - 5pm, Mon - Fri) if you need to verify payment instructions	
CHECK INSTRUCTIONS	
Pay to: Zillow Inc.	Check memo: BBKM-7840-APCU
Mailing address: Zillow Inc., PO Box 734608, Dallas TX 75373-4608	