



ARKANSAS AGENT FAQ

Your guide to everything eXp AR!*

Press CTRL + F to search keywords
Mac: Press Command + F



*This is a living document that we update as we need to. Only **bookmark** this guide so you do not miss updates - please do not download.

State Information & Contacts

How do I find the State Broker Room?

Our State Broker Room is located in exp.World, click [HERE](#). Simply click on the GO TO menu in the top left of the screen. Then click US Broker Rooms > (STATE) Broker Room.

Or use the direct link ([HERE](#)) to bypass the welcome area!

Who is my State team and how do I contact them?

Broker Team



James (Rod) Hagan

Principal Broker, Designated Managing Broker (DMB)

License number: PB00069346 Mobile: 501-613-0742

Preferred method of contact: [Workplace chat](#)



Crystal Cherry

Managing Broker (MB)

License number: EB00087522

Mobile: 501-255-7743

Preferred method of contact: [Workplace chat](#) / text

a. Brokers are available for signing documents between 7AM and 7PM M-F and on weekends as needed. Send all documents needing signature to ar.broker@exprealty.net

eXp has two locations in Arkansas, one in Little Rock and one in Bentonville.

These offices are located at:

- eXp Realty LLC
400 W Capitol Ste.1743
Little Rock, AR 72201
866-720-5056

- eXp Realty LLC
1202 NE McClain Rd
Bentonville, AR 72712
866-720-5056

HUD NAID: EXPRLT9437

eXp License Number: F05969000

Administrative Support Analysts

An Administrative Support Analyst (ASA) is responsible for assisting the Broker Team with day-to-day operations.



RahShonda King

Administrative Support Analyst (ASA)

Preferred method of contact: [Workplace Chat](#)

Contract Compliance Analysts

Our Contract Compliance Analysts (CCA) review your files in Skyslope and make sure that the required documents are submitted in a timely manner for each transaction. They will let you know if you are missing something or if something is incorrect.



Elizabeth (Liz) Mackenzie

Contract Compliance Analyst / Managing Broker (CCA/MB)

License number: EB00063302

Preferred method of contact: [Workplace chat](#)

Transaction Settlement Analysts

Our Transaction Settlement are amazing behind-the-scenes people who work diligently to get the Commission Disbursement Agreements created for each transaction. They also settle each transaction and make sure your transaction info is recorded in Enterprise.

They help get you paid!

Contact ar.transactions@exprealty.net



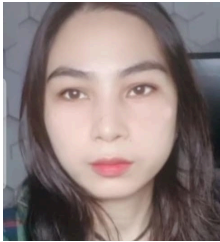
Leonora Montanez

Transaction Settlement Manager

Leonora.Montanez@exprealty.net



Jenna Normand
Transaction Settlement Analyst
Jenna.Normand@exprealty.net



Jo Chavez
Transaction Settlement Analyst
Jo.Chavez@exprealty.net



Cristine Salangsang
Transaction Settlement Analyst
cristine.salangsang@exprealty.net

Expert Care Concierge

The eXp Expert Care Desk is THE place to ensure your questions are answered and your problems are solved. Their goal is to provide you, our eXp agents, with quick responses to information and decisions so you can focus on your business.

Phone: (833)303-0610

Email: ExpertCare@exprealty.net

eXp.World: <https://exp.world/expertcare>

Assistance in multiple languages available!

State Resources, Trainings

When are the state meetings and trainings?

State Meeting

- 1st & 3rd Tuesdays
9 AM in the [AR Auditorium](#)

Contract, Compliance & Skyslope Training

- 2nd & 4th Tuesday
9 AM in the [AR Auditorium](#)

Mission Possible Business Planning

- Every Thursday
9 AM via [Google Meets](#)
Or dial: (US) +1 614-948-6330 PIN: 572 635 082#

Click [HERE](#) to find our next state training.
They will be listed in the right hand column of the calendar.

Where can I find past state meetings and trainings?

[Arkansas Video Resource Library](#)

Where else can I find state resources, updates, and information?

Since eXp is a cloud brokerage we have created several avenues for you to get connected and stay up to date. Below are just some of the ways to stay connected!

Workplace:

Workplace is our communication hub. This is where all state updates, news, and alerts will be shared. Check here daily for the most up to date knowledge.

- [Arkansas Workplace Page \(MAIN PAGE\)](#)
 - *PINNED POST ON MAIN PAGE HAS QUICK HELPFUL RESOURCES*
- [Arkansas NWA Branch](#)

****Getting a TON of notifications from Workplace? Click [HERE](#) to learn how to update your settings.**

Arkansas Self Help Room: <https://exp.world/arbrokeerroom#conference-1>

Arkansas State Website: <https://us.exprealty.com/states/arkansas/>

Arkansas Resource Guide: <https://us.exprealty.com/states/arkansas/internal-resources/>

eXp Arkansas Past Newsletters:

<https://us20.campaign-archive.com/home/?u=e6427484d0477c89265b8193b&id=1ade3a7ec4>

Is there training for an agent new to eXp?

Yes, there is! eXp has a National Training that covers everything from transaction management to getting paid. Get the schedule [HERE!](#) These classes cover everything an agent needs to know to get started. You can find the National Training Auditorium [HERE](#). You can also access on demand National Training through the My eXp app on the Getting Started tab.

Click [HERE](#) to find the next class. *También los tenemos en español!*

What are the state policies and procedures?

[eXp Arkansas Policy & Procedures](#)

Licensing

Please go to [Arkansas Real Estate Commission](#) for any state licensing questions you may have.

Marketing

Do I need advertising approval?

Yes! Please send all advertising and marketing materials for approval **prior to printing** to AR.broker@exprealty.net **AND** marketing@exprealty.net

- [eXp Brand Guidelines](#)
- [AREC Best Practices Guide](#)

Can I use an alias? *(For example, middle name or a nickname)*

N/A not listed on DRE site, legal name required

MLS/Associations

What MLS/Associations is eXp a part of in Arkansas?

[Arkansas MLS Boards](#)

Offboarding

****Agents must provide notice in writing of their intention to offboard with eXp or agent billing may, and likely will, continue for a limited period of time following agent's offboard date. Please see eXp realty Independent Contract Agreement (Page 3, Section 6)**

Who do I notify if I intend to leave eXp?

- Send an email to AR.broker@exprealty.net with your name, and official offboard date.
- Send a Workplace chat to your State Broker or ASA with your email, and official offboard date.

Your state team will reach out via email with an Exit Survey that will need to be completed in order for the offboard process to be finalized.

Onboarding

How do I transfer my license to eXp (STATE)?

[What's next and what to expect when joining eXp Arkansas](#)

I just got licensed! What are my next steps?

[What's next and what to expect when joining eXp Arkansas](#)

Who can I contact to check on my onboarding status?

- Before completing join app application: Onboarding@exprealty.net
- Once application is complete
RahShonda King
Administrative Support Analyst (ASA)
ar.admin@exprealty.net

Are there any state-specific resources for an onboarding agent?

[eXp Realty Onboarding Guide](#)

[Joining eXp Arkansas](#)

[Welcome to eXp University](#)

For anything not covered in this state-specific section, please see below.

US Agent Center Onboarding Website [HERE](#)

ALMOST everything you need to know about onboarding with eXp.
See below for state specific information and instructions.

State Agent Advisory Council

What is the State Agent Advisory Council (SAAC)?

Being heard and having a voice in a company is a valuable asset. With eXp Realty's commitment to being the most agent-centric real estate company in the world, it has an Agent Advisory Council (AAC), which was installed in 2019 to provide eXp's agents with a direct liaison with eXp's leadership team.

The Agent Advisory Council serves as a conduit of communication in support of the agent voice and overarching company initiatives.

Who is on the (STATE) AAC?



Where can I find more information on this program?

State /Province Agent Advisory Council Overview [HERE](#)

State/Province AAC Agent FAQ [HERE](#)

Transactions, Contracts & Forms (Oh, my!)

Where do I have my commission checks mailed to?

- EXP Realty LLC PO Box 207182 Dallas, TX 75320-7182

Where do I send documents that need the Broker's signature?

Please send via electronic signature program to AR.broker@exprealty.net

Who do I reach out to about my Commission Disbursement Authorization (CDA)?

This is what your Transaction Team Analysts handle. Click [HERE](#) to be taken up to their contact information.

Where do I find contracts and forms?

State contracts are located at Form Simplicity

When those forms are fully executed (all necessary signatures) you then upload them to SkySlope! eXp required forms are located in SkySlope working docs in the Arkansas folder.

Your SS login email must be your exprealty.com email. Here are some trainings on how to set up listings and transactions within the software:

Skyslope Basic Training Module

SkySlope Help

SkySlope is how you manage your transactions. You enter the buyer/seller/title etc. information, and upload COMPLETED documents in the appropriate tab determined by your checklist.

When your transaction is closed-upload a copy of the commission check and the signed closing disclosures (get from title company) and a broker will approve your file and the payment processor will issue payment.

Where do I find eXp Forms?

eXp forms are the company documents we have created - you will find them in Skyslope, our Transaction Management System. Skyslope Forms> Browse Library> All Libraries> eXp Realty USA- Broker Library

The following eXp forms are housed in Skyslope:

- Wire Fraud Advisory
- Agent Owned Listing/Selling of Personal Property
- Associated Business Agreement
- Lead Based Paint Disclosure
- eXp W9
- E&O

What required documents do I need to have in my files?

- [Arkansas Skyslope Required Docs](#)

Where do I send rejected offers?

ar.broker@exprealty.net

What does it mean to be a (SINGLE CHECK) state?

Single Check: *The commission is paid directly to the to eXp Realty and then the brokerage pays the agent via direct deposit. This is state specific and if you are not sure about your state - please check with your state broker team.*

For anything not covered in this state-specific section, please go to our [National Training classes](#) or see below.

eXp's Transaction Quick Reference Guide [HERE](#)

The Transaction Quick Reference Guide is...

National Questions & Resources

For anything not covered in our State-Specific FAQ, please see below.

The US Agent Center [HERE](#)

Step into the US Agent Center, where all Agent essential tools and information are just a click away.

eXp Realty FAQ [HERE](#)

Get answers to eXp's most frequently asked questions.