Frequently Asked Questions:

WHAT HAPPENS IF MY FILE CANCELS?

Cancellations happen, unfortunately! ***At KC Transactions we do not charge a cancellation fee; we only get paid if the deal closes.*** Once all parties have signed the Cancellation/Mutual Release the TC will send a copy to all parties and place a copy in the file. If your client is the party receiving the earnest deposit we will connect them with the title company releasing the funds. *If your brokerage requires you to submit the file for review after a cancellation please let us know.*

ARE YOU LICENSED?

The Owner of KC Transactions, Kayli Welvaert, has been a licensed Realtor in KS & MO for 10 years.

DO YOU CHARGE A FEE FOR CREDIT CARD PAYMENTS?

Good news! All debit and credit card payments are ***free*** using our payment system hosted through Heartland Payment Systems. Some companies charge their clients for the convenience of online payments, but we don't believe in passing this expense on to our clients.

CAN I PAY USING THE COMMISSION LETTER?

In short, no. Some brokerages will allow a Transaction Coordinator to be listed on the DA (aka commission letter) as a deduction from the Agent's check, but we do not accept payments this way. All payments to KC Transactions are to be made through your invoice emailed once the file is confirmed closed & funded. Using one system for all clients ensures our reporting is accurate & up-to-date; it also allows our clients to login at any time to review open invoices, payments, statements, etc. all in one place.

WILL YOU HAVE A BRANDED EMAIL SIGNATURE?

Your Transaction Coordinator's signature will always include their name & 'TC for '(Realtor Name)' listed below their name, at a minimum. If the Agent/Team has a branded signature block created for the TC we would love to incorporate it in our email templates! Our transaction management system prompts the TC to select an email signature template during the new file setup -- please let us know if you would to take advantage of this customization option & we will get the ball rolling!

Frequently Asked Questions: (Continued)

CAN YOU HELP ME WITH A FILE I'VE ALREADY STARTED?

Absolutely! We are happy to jump in a file & make sure it meets brokerage compliance requirements. If you have files currently under contract (that you need our help with), please reach out and we will come up with a solution to meet your needs.

WHAT HOLIDAYS DO YOU OBSERVE?

KC Transactions will be closed for the following holidays:

New Years Day
Easter
Memorial Day
Independence Day
Labor Day
Thanksgiving & Black Friday
Christmas Eve & Christmas Day
New Years Eve

DO YOU HANDLE LISTING PREP/ENTRY?

We want to provide the best service possible so our focus is solely on Contract to Close at this time.

HOW IS A TRANSACTION COORDINATOR DIFFERENT THAN AN ASSISTANT?

Your TC is the manager of the transaction; they handle the paperwork & communication of the file during the escrow period while you focus on prospecting, showing, and negotiating. An Assistant role is more geared towards marketing, CRM management, pop-bys, etc. We have found these roles to be the most efficient when handled by two different people, especially when dealing with a high amount of volume.