



COMMISSION MANAGEMENT MASTERCLASS

# Flawlessly Handle Multi-Broker Splits & Audit Compliance





## INTRODUCTION

# Precision in administration shapes your firm's future

In the world of commercial real estate (CRE), success often hinges on the delicate balance between ambition and precision. You've got the big deals, the multi-broker splits, and the promise of substantial payouts like New England's \$20,337 average commission fueling your drive. But amid the excitement, there's a quieter but equally pressing challenge lurking beneath the surface: managing the sheer complexity of it all.

Think about it. The paperwork, the calculations, the compliance checks—these are the unseen cogs that keep your firm running. When they're working well, everything is seamless. But when they falter? Profitability takes a hit, trust is shaken, and suddenly, operational chaos starts creeping in.

If this feels a little too familiar, you're not alone. Many firms find themselves stuck in this balancing act, trying to build momentum while grappling with the administrative bottlenecks holding them back. That's exactly why this guide exists to offer practical strategies for cutting through the complexity, minimizing risk, and future-proofing your operations.







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SECTION 01

# The administrative bottleneck | Mastering volume

## The challenge | The weight of routine tasks

Imagine your team at full speed, processing office lease vouchers at an exhausting pace. It's no surprise office leasing dominates transaction volume, according to data from our 2025 Building CRE Report. For Transaction Coordinators (TCs), this high-volume workload becomes a daily grind, leaving little bandwidth for strategic or high-value tasks.



PRO TIP

Centralize commission workflows with tools like **Buildout Manage & Close**. When your leasing cycle is streamlined, you'll see faster closures, higher compliance rates, and reduced costs per lease, transforming what used to be a bottleneck into a competitive advantage.

## The solution | Automation to the rescue

High-volume tasks aren't inherently the issue it's the outdated processes that bog them down. Manual data entry and after-the-fact compliance checks are hurdles that can (and should) be eliminated. Automation has the power to replace repetitive steps with error-free efficiency, freeing your team to focus on what truly matters.



## The challenge | Collaboration without chaos

The reality of multi-broker transactions is that they're equal parts opportunity and risk. Deals in regions like the Southwest can involve an average of 2.3 brokers per transaction. This collaboration adds layers of complexity to commission payouts—and oftentimes, these regions also experience lower broker commission averages (e.g., \$10,133). It's what we call the Complexity Tax. Balancing trust and equity in these situations can feel like walking a tightrope.

## The solution | Transparency over spreadsheets

Here's where the right system makes all the difference. When you're juggling multiple brokers, manual tracking on spreadsheets leaves too much room for discrepancies. Instead, what you need is a foolproof solution—one that maps commission calculations to pre-defined rules and provides visibility into every payout decision in real time.



### THE BUILDOUT ADVANTAGE

Buildout Manage & Close automates payouts from day one. By streamlining the process and introducing an audit-proof history of calculations, it not only resolves disputes but also ensures trust among brokers, no matter how complex the collaboration.

### SECTION 02

## Navigating the complexity of **multi-broker deals**



### SECTION 03

## Capturing revenue beyond commissions

### **The challenge** | High-margin income that slips through the cracks

Let's shift the focus from commissions to another income stream entirely fees, and property management revenue. For example, Special Purpose Property Management deals often carry an average fee rate of 32.3%, yet tracking them using standard commission-based workflows is a recipe for lost income and audit risks. If these fees aren't handled with precision, your firm leaves money on the table.

### **The solution** | Income segmentation with granular detail

Capturing fees, consulting income, and recurring management revenue requires flexibility. A system that doesn't differentiate between income types risks misclassifying or missing valuable streams entirely.



#### HOW BUILDOUT HELPS

Buildout integrates financial data and CRM insights to provide unparalleled visibility into revenue. By tracking every type of income—from one-off commissions to ongoing fees—you gain a clear, real-time picture of profitability across all service lines.





## SECTION 04

# Setting a new standard for **operational efficiency**

**Ready to turn administrative risk into a competitive advantage?** Talk to a Buildout specialist today about unifying your platform and protecting your firm's most critical assets.

**BOOK A DEMO**



## **The reality** | Margins are slim, mistakes are costly

In highly competitive markets like Washington D.C., where commission rates hover around just 1.23%, there's almost no room for error. One mistake could set your firm back the equivalent of dozens of smaller transactions. To win in these environments, operational efficiency must be a priority—not a nice-to-have.

## **The strategy** | Build operational leverage

Efficiency isn't just about saving time; it's about creating a foundation for growth. By centralizing your systems, automating critical tasks, and minimizing human error, you develop the operational leverage necessary to scale without fear of rising administrative complexity.

## **Your Next Step** | Leading the market with Buildout's unified platform

The next era of CRE belongs to firms that connect their systems, automate with intent, and execute with precision. Buildout's suite of solutions (Rethink + Manage & Close + Showcase) delivers this required operational leverage:

- ✓ **PROTECT THIN MARGINS**  
Guaranteeing the administrative precision needed to profit in low-rate markets like D.C.
- ✓ **SCALE CONFIDENTLY**  
Managing high-volume lease work and complex splits without administrative chaos.
- ✓ **FUTURE-PROOF**  
Providing the foundation for next-gen features like Agentic AI and expanded analytics to keep you ahead of the market.