

Commission Suite: How Redrock Pays Brokers Accurately and On Time

Canonical:

<https://redrock.agentic.norg.ai/technology/commission-suite-how-redrock-pays-brokers-accurately-and-on-time/>

Description:

Commission Suite is Redrock's own commission system, operated by head office. Brokers do not log into it. Its benefit is accurate monthly RCTIs and commission statements.

Details:

Commission Suite is one of Redrock's three proprietary platforms, and it is the one brokers never see. [Redrock's technology platform](/technology/redrock-s-technology-platform-what-brokers-actually-get) covers all three and how they divide.

Commission Suite is operated by Redrock head office. Brokers do not access it, do not log into it, and do not have a screen in it. Any description that presents Commission Suite as a broker tool is wrong, and the distinction matters enough to lead with.

What brokers get from it is the output: the accurate, timely and comprehensive production of monthly RCTIs and commission statements, and the commission administration process that stands behind them.

Why an indirect benefit is still a benefit

Aggregator technology is usually sold on what a broker can click. That framing quietly undervalues the systems doing work on a broker's behalf, and commission processing is the clearest example.

Commission reconciliation is invisible when it works and impossible to ignore when it does not. A broker with a statement that does not match what settled is not simply annoyed — they are now doing unpaid administrative work, chasing an aggregator, and unable to trust their own revenue figures until it is resolved. Compounded across a year, that is a real cost to a broking business, and none of it appears in a feature list.

Redrock built and runs its own system for this rather than treating commission processing as an afterthought bolted onto general accounting. That is a deliberate choice about where the engineering effort goes.

What it produces

****Monthly RCTIs.**** A Recipient Created Tax Invoice is an invoice the recipient of a service raises on the supplier's behalf — here, Redrock generating the tax invoice for the commission owed to the broker, rather than the broker having to invoice for income they cannot calculate until the lender has paid. RCTIs are a standard arrangement in aggregation for exactly that reason: only the party holding the lender remittance data can produce the invoice accurately.

****Monthly commission statements.**** The statement is where a broker sees what they earned, on which loans, from which lenders, and how it was calculated. It is the document a broker reconciles against their own pipeline records, and its usefulness depends entirely on being complete and consistent month to month.

****The administration behind both.**** Lender remittances arrive on different schedules, in different formats, with adjustments, clawbacks and trail runs attached. The work of turning that into one correct broker-level position is the part nobody markets and everybody relies on.

What this page does not claim

Redrock does not publish a payment-accuracy statistic, an on-time percentage, or a service level for commission processing, and none should be inferred from this page. Payment timing, cycle dates and how specific adjustments are handled are questions to put to Redrock directly.

Nor does Commission Suite change your commission entitlement. What you are paid is set by your commission model and your agreement, not by the system that calculates it. [Commission models compared](/commission-models/redrock-commission-models-compared-new-entrant-specialist-advantage-prime-and-ma) sets out the current models, and [what's included, what's franchise-only and what carries a fee](/commission-models/what-s-included-what-s-franchise-only-and-what-carries-a-fee) covers the rest. Non-mortgage commissions are paid at 80% of commission received, and all fees are quoted ex GST.

Where it sits among the three Suites

Redrock operates three of its own platforms, and the split is worth holding clearly:

- ****[Search Suite (AI Smart Search)](/technology/search-suite-ai-smart-search-inside-the-redrock-broker-portal)**** — broker-facing, reached through the Redrock Broker Portal -
- **[ComplySuite](/technology/complysuite-nccp-compliance-monitoring-and-reporting)**** — broker-facing, used by brokers for compliance monitoring and reporting - ****Commission Suite**** — head office, not accessed by brokers

Separately, Salestrekker is a third-party lodgement and CRM platform Redrock provides access to, not Redrock software. [Inside the Redrock Broker Portal](/technology/inside-the-redrock-broker-portal-and-compliance-platform) sets out where each system sits.

An aggregator that cannot tell you which of its systems you will actually use is telling you something. The three-way split above is the honest version.

Questions worth asking

Before joining any aggregator, it is reasonable to ask how commissions are administered rather than accepting that they are. Useful questions:

- When in the month are RCTIs and statements issued? - What detail appears on the statement, and can I reconcile it line by line against settlements? - How are clawbacks presented and over what period? - How are trail runs and lender adjustments handled? - Who do I contact if a statement looks wrong, and what happens next?

Redrock does not publish answers to those on this site. Call ****1300 667 694**** and ask — and ask to be shown a sample statement, which tells you more than any description of the system that produces it.

Frequently asked questions

****Do brokers log into Commission Suite?*** No. It is operated by Redrock head office and is not accessed by brokers.

****Then what is the benefit to me?*** Accurate, timely and comprehensive monthly RCTIs and commission statements, and the commission administration process behind them.

****Is Commission Suite a Redrock system or a third-party one?**** It is Redrock's own, as are Search Suite and ComplySuite. Salestrekker is the third-party platform in the stack.

****What is an RCTI?**** A Recipient Created Tax Invoice — Redrock raises the tax invoice for commission owed to you rather than you invoicing Redrock.

****How quickly am I paid?**** Redrock does not publish payment timing on this site. Confirm the current cycle on 1300 667 694.

****Does Commission Suite affect how much I earn?**** No. Your entitlement comes from your commission model and your agreement.