

ACHIEVING A SUCCESSFUL BUYER SELECT CLOSING

PRE AND POST CLOSING INSTRUCTIONS

HUD guidelines and timeframes must be followed and are strictly enforced. A full list of PEMCO contacts may be viewed within this document. YARDI SYSTEMS Manual is provided within this PDF immediately following this document.



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WHAT IS BUYER SELECT?

In designated areas, HUD is allowing buyers to select their own Closing Agent. Until now, HUD held a contract with specific agents and all closings had to be coordinated with their office. You will no longer work with a HUD Designated Closing Agent in these areas and all seller representation will come from PEMCO.

WHAT COUNTIES / STATES HAVE BEEN DESIGNATED AS BUYER SELECT?

PEMCO's website, www.hudpemco.com, has the most up to date list of buyer select areas.

SELLING AGENT RESPONSIBILITIES

- ✚ Explain to purchaser, if their bid does not include closing costs, they will be responsible for the Closing Agent Fee
- ✚ If there are not sufficient funds remaining from the line 5 costs at closing, the buyer may still be responsible for the Closing Agent Fee.
- ✚ Submit offer on behalf of buyer.
- ✚ Monitor HUD Home Store account for bid award.
- ✚ Complete new addendum "Buyer Select Closing Agent".
- ✚ Submit Buyer Select Addendum with the sales contract and send to PEMCO.
- ✚ Remit Original Earnest Money to the Listing Broker. Provide a copy of the check in the original contract package sent to PEMCO. EM must be received by LLB prior to contract execution and check is to be made payable to Selected Closing Agent.
- ✚ Not submitting the Addendum with the contract package will create delays in executing the contract. Not submitting the earnest money to the listing broker could result in the cancelation of your bid.

LISTING BROKER RESPONSIBILITIES

- ✚ Contact Selling Agent Upon Notification of Bid Award
 - Answer any questions on how to complete the sales contract
 - Remind agent to complete the Buyer Select Addendum
 - Provide instructions regarding remitting the original earnest money
 - Funds must be made payable to the closing entity
- ✚ Receive Earnest Money and ensure that it is the correct amount and made payable to the closing entity
 - Do not accept earnest money with errors
 - Notify PEMCO when earnest money is not received on an awarded bid
- ✚ Remit Earnest Money to the Buyer Selected Closing Agent within two (2) business days of contract execution

INSURANCE AND OTHER GENERAL REQUIREMENTS

- ✚ HUD requires all buyer select closing agents to be covered by Errors and Omissions Insurance of at least \$1, 000,000
- ✚ Must be an Attorney, Title Company or Escrow Company and follow applicable federal, state and local laws for your state
- ✚ No closing entity currently debarred, suspended, or otherwise excluded from participating in HUD transactions or federal programs, may participate in any aspect of the closing or title clearance process
- ✚ Closing entities who have, or whose immediate family member, or business associates have, a financial interest in the property not be involved in the closing process
- ✚ Failure to adhere to HUD requirements or guidance will result in sanctions included, but not limited to, financial penalties and or being banned from closing on HUD properties

OBTAINING A TITLE I.D.

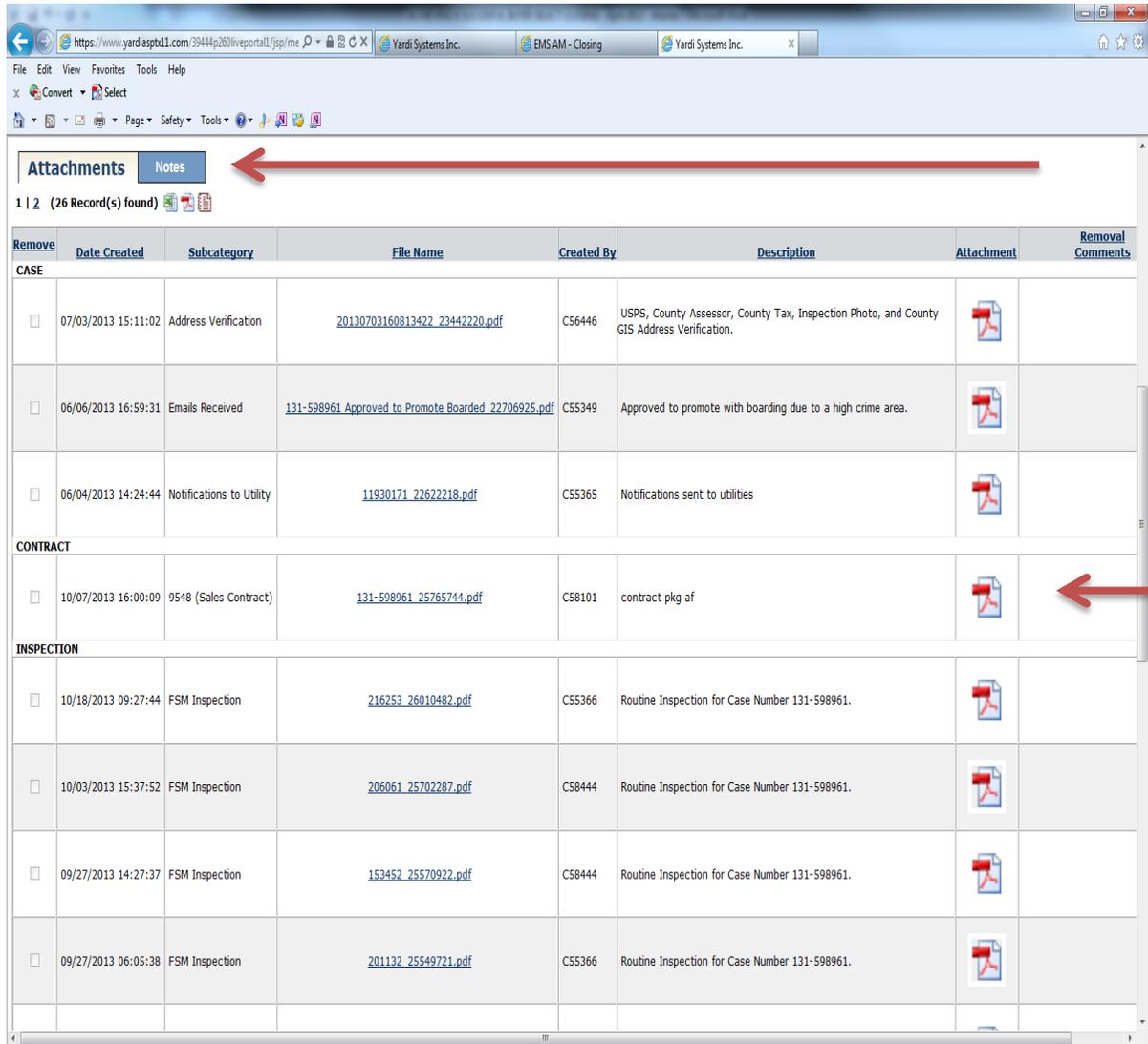
- ✦ The updated sales contract package includes a new Buyer Select Addendum
- ✦ The Buyer Select Addendum is to be submitted to PEMCO with the sales contract for all winning bidders
- ✦ Please submit a copy of E&O insurance and state license for the closing entity with each sales contract
- ✦ Once PEMCO has received the sales contract, we will request the title I.D. from HUD
- ✦ Not submitting the buyer select addendum and the supporting license and insurance will lead to a delay in contract execution
- ✦ Form must be legible
- ✦ Closing Entities with multiple offices, must have a Title I.D. for each office address
- ✦ This identification number is used to track the number of closings each closing agent's office has active, number of days from assignment to closing, delays with closings and confirm time frames are met.

OBTAINING P260 PORTAL ACCESS – SUPER USER REQUEST

- ✦ Once a Title ID is assigned by HUD a request will be made to Yardi P260 Help Desk to set up a Super User who can grant Portal access to the other users in their office.
- ✦ Yardi sets up Super User account and sends email directly to the BSCA Super User with instructions on accessing the account and setting up staff.
- ✦ The Super User is a key staff member designated to the HUD account within the BSCA's office.
- ✦ The Super User will have full Portal functionality and will be responsible for the set up and management of users of the P260 Portal
- ✦ If your office has a title ID but has not obtained Super User access please send an email with "Super User Set Up Request" in the subject line to customerserviceatl@pemco-limited.com and include the following information:
 - Super User First Name:**
 - Super User Last Name:**
 - Super User Email:**
 - Phone #:**
 - Company:**
 - Title ID:**

NOTICE OF EXECUTED SALES CONTRACT

- ✚ After the sales contract is approved and executed by PEMCO, it will be uploaded to our internal database, Tower EMS
- ✚ The morning following an automated email will be sent to the buyer selected closing agent, selling agent and listing broker
- ✚ The email will contain a link to the executed sales contract and the appraisal completed by PEMCO
- ✚ Contracts can also be accessed in the P260 portal under attachment the attachment tab by clicking on the PDF icon.



Remove	Date Created	Subcategory	File Name	Created By	Description	Attachment	Removal Comments
CASE							
<input type="checkbox"/>	07/03/2013 15:11:02	Address Verification	20130703160813422_23442220.pdf	C56446	USPS, County Assessor, County Tax, Inspection Photo, and County GIS Address Verification.		
<input type="checkbox"/>	06/06/2013 16:59:31	Emails Received	131-598961 Approved to Promote Boarded_22706925.pdf	C55349	Approved to promote with boarding due to a high crime area.		
<input type="checkbox"/>	06/04/2013 14:24:44	Notifications to Utility	11930171_22622218.pdf	C55365	Notifications sent to utilities		
CONTRACT							
<input type="checkbox"/>	10/07/2013 16:00:09	9548 (Sales Contract)	131-598961_25765744.pdf	C58101	contract pkg af		
INSPECTION							
<input type="checkbox"/>	10/18/2013 09:27:44	FSM Inspection	216253_26010482.pdf	C55366	Routine Inspection for Case Number 131-598961.		
<input type="checkbox"/>	10/03/2013 15:37:52	FSM Inspection	206061_25702287.pdf	C58444	Routine Inspection for Case Number 131-598961.		
<input type="checkbox"/>	09/27/2013 14:27:37	FSM Inspection	153452_25570922.pdf	C58444	Routine Inspection for Case Number 131-598961.		
<input type="checkbox"/>	09/27/2013 06:05:38	FSM Inspection	201132_25549721.pdf	C55366	Routine Inspection for Case Number 131-598961.		

ESTABLISHING THE FILE AS THE CLOSING AGENT

- ✚ The Closing Agent shall establish a closing file immediately upon receipt of a complete contract package from the PEMCO. No action shall be taken until a complete package is received. A complete contract package shall include:
 - A signed sales purchase contract (HUD-9548) with any addendums and amendments
 - Earnest Money - Certified Funds ONLY (Cashier's Check or Money Order) from the Listing Broker

CONTRACT AMENDMENTS

- ✚ Closing Agents and Selling Agents are not authorized to modify the terms of the contract (including name, title, financing and occupancy status). These requests must be sent by the selling agent to PEMCO for processing.
- ✚ Note: Changing financing from FHA to Conventional - Buyer will be responsible for reimbursing HUD for completed termite and LBP inspections and stabilization.

FORFEITURE, EXTENSIONS AND EARNEST MONEY GUIDELINES

- ✚ If the Closing Agent does not receive the earnest money within three (3) business days of receipt of the signed sales contract, the closing agent shall on the 4th day return the contract package marked "NO EARNEST MONEY RECEIVED" and email notice shall be submitted to PEMCO.
- ✚ Closing Agent is to adhere to the Earnest Money Guidelines and HUD's Forfeiture and Extension Policy as detailed in the complete sales contract package
 - The Closing Agent will not release the earnest money to any party, buyer or seller, without specific written instructions from PEMCO
 - Failure to comply with this requirement could jeopardize your firm's ability to close HUD transactions

TIMELY CLOSINGS

- ✚ It is HUD's expectation for all closings to occur within the allotted time shown on line 9 of the sales contract
 - Typically will be 45 days, with the exception of 203k which is 60 days
- ✚ If closing is not going to occur prior to the expiration date, an Extension Request Form must be submitted



- ✚ All extension requests require a fee, except when there has been a delay by HUD, PEMCO or the Field Service Manager (FSM)
- ✚ PEMCO will return via email the executed extension form indicating whether the extension has been approved or denied to the selling agent
- ✚ Please note: A buyer will not be reimbursed for lender lock rate extensions, regardless of the cause of delay

PRE-CLOSING ACTIVITIES

- ✚ The Closing Agent shall process and handle any and all loan documents the lender requires for a customary HUD closing and ensure timely processing and delivery
- ✚ **Please be notified that in some instances a sale may be cancelled by HUD and/or PEMCO due to title issues. In these instances, the purchaser will not be reimbursed for fees incurred prior to the cancellation**

INVOICES FOR TAXES, HOA, LIENS

HUD's Field Service Manager (FSM) is required to pay all invoices timely at the time of their assignment. There will be instances in which the invoice has not been paid prior to a property going under contract. In these instances:

- ✚ The Closing Agent Shall request HOA fees, taxes, utilities and any other demands or applicable invoices
 - Closing Agent is to forward all applicable demands with supporting documents to PEMCO for approval
 - Remit all demands no less than 10 days prior to closing to ensure timely payment and approval
- ✚ Fees requiring payment in advance of closing
 - The Closing Agent/Selling Agent cannot pay fees for (including but not limited to) Paid Assessment letters, Deed or Transfer stamps without prior approval from PEMCO
 - Reimbursement on the HUD-1 out of the seller proceeds for payment of these fees will not occur without prior approval from PEMCO
 - Send requests with proper supporting documents
- ✚ Upon receipt of a demand or invoice from the closing agent, PEMCO will submit a work notification to the FSM. They will review the documents for accuracy and issue payment to the appropriate company.

- ✚ The turnaround time from receipt of the invoice/demand to the time payment is made could be up to ten (10) days. Once PEMCO has a copy of the payment, an electronic copy will be sent to the closing agent.
- ✚ **Note:** All liens and or bills attributed to prior mortgagor or mortgagee affecting title must be remitted to PEMCO for review. Please do not assume payoff will occur on the HUD-1 out of the seller's proceeds. Failure to remit said liens will result in the disapproval of the HUD-1 settlement statement and could delay or cancel closing.

EXTENSION REQUESTS

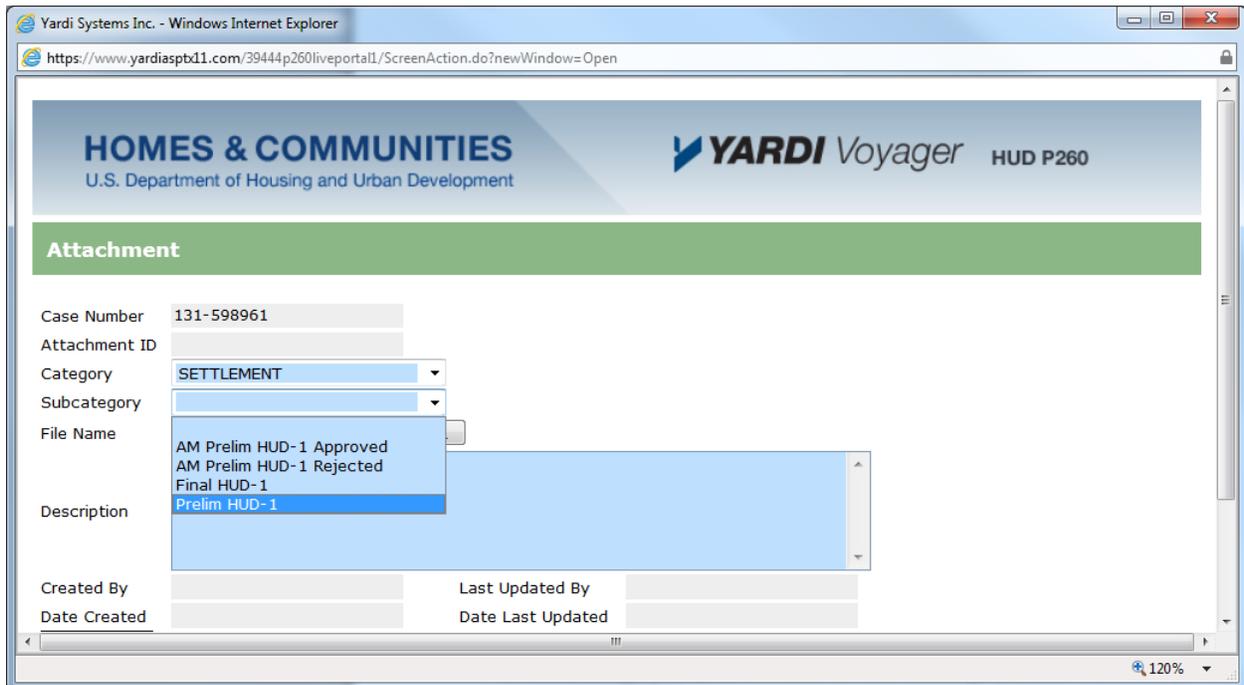
- ✚ Owner Occupants (o/o) will be granted one free extension when there has been a delay with financing and all buyer documents have been submitted timely
- ✚ Two free extensions will be granted (in 15-day increments) for 203k loans (supporting documentation to be submitted confirming status and delay)
- ✚ All extensions must include the extension request form and supporting documentation; including current lender letter or proof of cash funds and extension fee
- ✚ If no request is received, the contract will be cancelled following the day of expiration and the earnest money will be forfeited to HUD
- ✚ Hard copies must be remitted with the extension fee to PEMCO's office. Extension fee, when applicable, must be made payable to HUD
- ✚ Requests for extensions with fee waivers are emailed directly to PEMCO

GUIDELINES FOR SUBMITTING AN ESTIMATED HUD1

- ✚ No less than five (5) business days prior to closing, the Closing Agent is to upload the preliminary HUD-1 into P260 Portal for PEMCO's review
- ✚ PEMCO must review and approve all revisions
- ✚ Closing may not occur without an approved HUD-1 (including revisions)
- ✚ Approved HUD-1's will be returned to the closing agent electronically
- ✚ Address for the seller must show the address for the appropriate HOC listed on the contact sheet

UPLOADING THE ESTIMATED HUD1 P260 PORTAL

- ✚ BSCA is to upload a complete preliminary HUD-1 package into portal for PEMCO review and approval
- ✚ On the Functions menu, click **Add Attachments**. The Attachment screen appears
- ✚ In the Category field, select Settlement and Subcategory select Prelim HUD-1



- ✚ Click the **Browse** button to select the file to be attached
- ✚ Type a description of the attachment "Preliminary Closing Package – closing scheduled for xx/xx/xxxx"
- ✚ Click **Save**. The Attachment tab shows an attachment was added

REQUIREMENTS FOR A SUBMITTING A COMPLETE PRE CLOSING PACKAGE

- ✚ HUD – 1 and signature affidavits
- ✚ FHA case number must appear on the HUD – 1. This is generally input in field #8 along with the new FHA case number or in the "Seller Name" field
- ✚ The address for the seller must read:
 - Secretary of Housing & Urban Development



- 40 Marietta Street
- Atlanta, GA 30303
- + Deed – prepared by BSCA closing agent
- + Supporting documentation of any charges show to HUD on the Settlement Statement (all past due bills Utility/HOA's etc.)
- + Include recent tax documentation from the county
- + Lender documents (insurance binder invoices, fee contributing to Seller – paid closing cost itemization (from the ratified Sales Contract; Line 5) itemizing all the costs to be paid by seller, with an adding machine tape to verify total amount or separate breakdown list
- + Copies of Extension Fee payment if applicable
- + Seller's affidavit (if applicable)
- + Your contact information in order for the PEMCO to forward the executed original Grant Deed or Special Warranty Deed with correct legal description
- + Signed Copy of Closing Instructions

HUD-1 LINE ITEM REQUIREMENTS

- + HUD case number located on the sales contract must be shown on the HUD-1 in box 8
- + 500-Series: Reduction in Amounts due to Seller
 - 503 – Existing loan(s) taken subject to. This line is exclusively reserved for existing loan(s) for Purchase Money Mortgage (PMM) sales
 - 504 – Payoff of first mortgage loan. The use of this line is prohibited
 - 505 – Payoff of second mortgage loan. The use of this line is prohibited
 - 506 – Extension fee refunds. This line is exclusively reserved for extension fee refunds
 - 507 – Marketing allowances and sales discounts. This line is exclusively reserved for marketing allowances and sales discounts approved by HUD at the time of acceptance of the sales offer
 - 513 – All other unpaid tax and assessments. This line is exclusively reserved for "base" tax expenses not reported on lines 510 (city tax) 511 (county tax), or 512 (assessments). This line may not be used to record tax penalty and interest
 - 514 – Penalty and interest for taxes
 - 515-518 – These lines are reserved for expenses not specifically addressed above. However, they must not be used to record expenses that are required to be reported on other lines.

CLOSING COST PAID BY HUD

- ✚ Proration of property taxes and any special assessments such as Homeowner's Association (HOA) fees and utility bills
- ✚ Condominium or HOA Transfer Fee, if applicable
- ✚ Cost to provide condominium documents to purchaser. (If paid in advance seek prior approval to ensure reimbursement)
- ✚ \$200 repair escrow hold fee, if applicable
- ✚ Recording fee for grant deed only

MORTGAGEE LETTERS FOR REFERENCE

- ✚ HUD notices and ML identify allowable closings costs in connection with the sale of HUD-Owned Single Family Properties, detailing which costs are reasonable and customary in the area of the closing.
- ✚ The stated maximum allowable amount is on line 5 of the purchase contract
- ✚ Line 5 items must be shown as a gross number on page 1 of the HUD-1 but itemized on page 2 and 3 with an attached worksheet
- ✚ ML and Notices to reference are
 - ML 2009-53 clarifies how fees and charges for FHA must be disclosed on HUD-1
 - Notice H2011-33 clarifies closing cost payable by HUD
 - ML 11-18 clarifies the removal of the 1% origination fee cap except on 203K

DEEDS FOR CLOSINGS

- ✚ Include in P260 upload with preliminary HUD-1 to PEMCO
- ✚ Deeds may not be executed more than five (5) days prior to the actual closing date
- ✚ If a case fails to close or the deed expires, the closing agent must write "void" on the document and return the original back to PEMCO within two (2) business days
- ✚ Be sure to submit contact information, including return address, when submitting a Deed for PEMCO to return the original

OBTAINING HUD APPROVAL FOR CLOSINGS

- ✦ After review, if your HUD-1 package is missing documents or requires revisions you will receive an email with revision instructions
- ✦ Once your HUD-1 is acceptable and available for approval your closing specialist will upload your **Approved HUD-1** into P260 for you to use for closing. This can be found under **Attachments**, category **Settlement**, sub category **AM Prelim HUD-1 Approved**

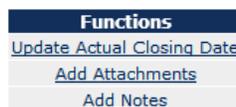
EXPIRED CONTRACTS

- ✦ The Closing Agent shall electronically notify PEMCO of the properties that failed to close within one (1) business day after the failed closing
 - Please provide info about failure to close and indicate if the closing has been rescheduled
- ✦ The Closing Agent shall return any unpaid tax, HOA or utility bills within two (2) business days of a failed closing. To avoid further delays, PEMCO will ensure payment is made
- ✦ The Closing Agent will be held responsible for penalties and interest incurred, as a result of not complying with the above guideline
- ✦ Should the purchaser cancel or fail to close, purchaser will be responsible for any cancellation fees
- ✦ Upon Receipt of a contract cancellation notification from PEMCO, the Closing Agent shall disburse the earnest money and extension fees (if applicable) within five (5) business days in accordance with the disposition instructions provided

POST CLOSING RESPONSIBILITIES - CLOSING NOTIFICATION

The Closing Agent shall perform all necessary post- closing activities, including, but not limited to, those outlined to ensure HUD is able to accurately and timely reconcile the closing. The Closing Agent must retain copies to verify completion of each task.

- ✦ The same day closing occurs, the Closing Agent must log into the P260 Portal and enter in the actual closed date
 - On the functions menu to the right of the screen, click **Update Actual Closing Date**



Update Closing Agent Screen

Case Information			
Case Number	371- [redacted]	Acquisition Type	A-Acquired
Current Step	8-Sales Offer	Acquisition Date	01/09/2013
Step Date	07/23/2013	Fee Status Code	HV

Contract Information	
Actual Closing Date	[calendar icon]

- In the Actual Closing Date field, type or select the actual closing date.
- Click **Save**

- ✚ No later than one business day after closing, deliver the deed for legal recordation in the appropriate county and provide written verification to the Taxing Authority and HOA

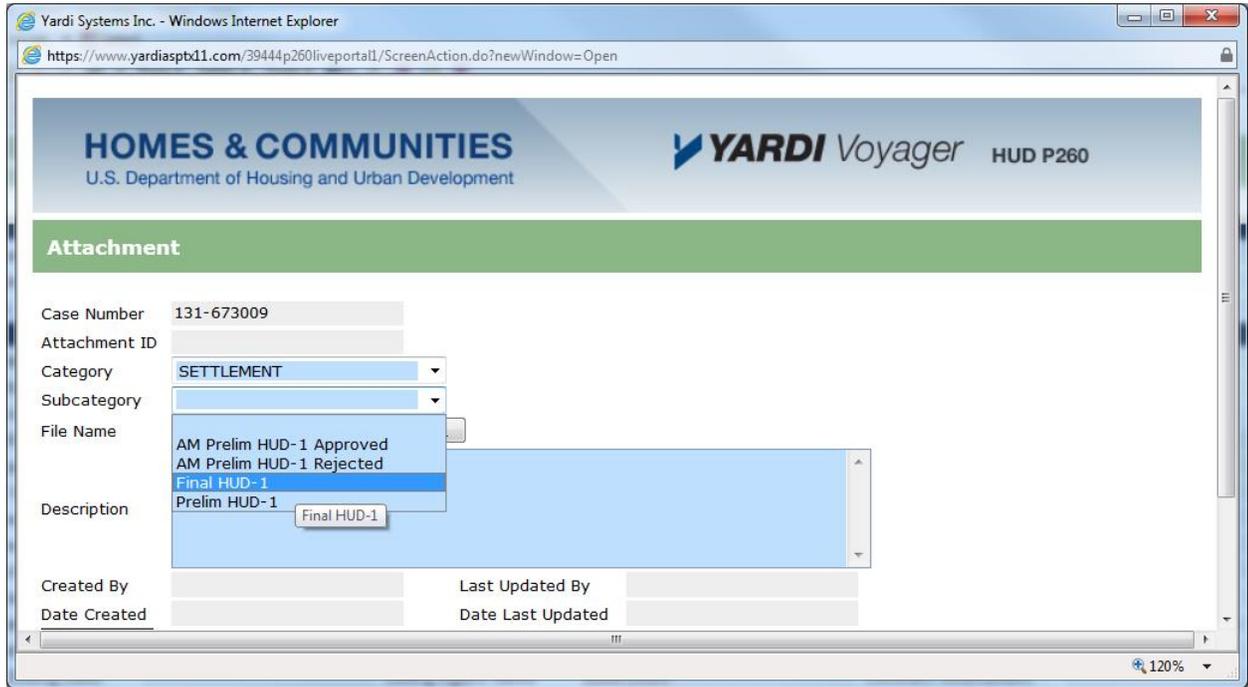
POST CLOSING RESPONSIBILITES – WIRE TRANSFER

- ✚ Wire must be submitted no later than one banking day after closing.
- ✚ The Closing Agent shall wire the net proceeds to the U.S. Treasury via FEDWIRE using the HUD form (SAMS-1103)
- ✚ Please ensure that the hyphens are placed correctly in the case number on the SAMS – 1103 (case # format: xxx-xxxxxx-xxx)
- ✚ Form can be located on PEMCO’s website, www.hudpemco.com under the “forms” tab

POST CLOSING RESPONSIBILITES – FINAL CLOSING PACKAGE

- ✚ No later than two (2) business days after closing has occurred, a final post-closing package is due to PEMCO and must include:
 - Closing Instructions and certifications (all pages)
 - Final HUD-1 and all signed certifications
 - Evidence the deed was delivered for recordation or a recorded copy
 - Copy of the bank fully executed transfer of proceeds (wire confirmation) and the SAMS-1103
 - Copy of all applicable invoices or receipts of disbursements
 - Copy of the disbursement log accounting for all incoming and outgoing funds related to the transaction
 - Copy of all email approvals to pay specific fees sent to your office from PEMCO with the HUD-1 approval

- Upload the Final post package electronically into the P260 Portal and overnight a hard copy to PEMCO's office



Yardi Systems Inc. - Windows Internet Explorer
https://www.yardiasptx11.com/39444p260liveportal1/ScreenAction.do?newWindow=Open

HOMES & COMMUNITIES
U.S. Department of Housing and Urban Development

YARDI Voyager HUD P260

Attachment

Case Number: 131-673009
Attachment ID:
Category: SETTLEMENT
Subcategory:
File Name:
Description: AM Prelim HUD-1 Approved
AM Prelim HUD-1 Rejected
Final HUD-1
Prelim HUD-1
Created By: Last Updated By:
Date Created: Date Last Updated:

GOOD NEIGHBOR NEXT DOOR (GNND) CLOSINGS

- ✚ The final closing package for GNND closings must also include the following documents:
 - Original Note
 - Copy of the Mortgage with evidence that it was delivered for recording
 - Copy of the recorded Mortgage, when available
 - Submit within five business days to the appropriate PEMCO office shown on the contact sheet

TITLE

- ✚ PEMCO nor HUD require evidence of title. During your pre-closing activities if you discover a title issue that your underwriter is not willing to insure over please engage PEMCO's Title Department for assistance. Please submit a description of the issue and supporting documents to titleatlanta@pemco-limited.com. Please remember to include the case number in the subject line and all pertinent details in the body of the email for expedited processing. If the issue is determined to be a fatal error the contract may be cancelled as HUD pursues the process of reconveyance back to the foreclosing mortgagee.



- ✦ Amendments: AmendmentsATL@pemco-limited.com
- ✦ Cancellations: Cancellations@pemco-limited.com
- ✦ Property Invoices: DemandsATL@pemco-limited.com
- ✦ Extensions : Extensions@pemco-limited.com
- ✦ LBP/Termite: WDOAtlanta@pemco-limited.com
- ✦ Closing Notifications Region 1: Region1closed@pemco-limited.com
- ✦ Closing Notifications Region 2: Region2closed@pemco-limited.com
- ✦ Vandalism: Vandalism@pemco-limited.com
- ✦ No Earnest Money Received: EMnotifications@pemco-limited.com
- ✦ Title Department: titleatlanta@pemco-limited.com
- ✦ Super User Set Up Requests : customerserviceatl@pemco-limited.com

REGION 1 STATES

Illinois, Indiana, Kentucky, Tennessee, North Carolina, South Carolina

REGION 2 STATES

Georgia, Florida, Alabama, Mississippi, Puerto Rico

Visit www.hudpemco.com to verify your states eligibility to participate in Buyer Select Closing Program

PEMCO ADDRESS

7000 Central Parkway, Suite 800 Atlanta, GA 30328



Atlanta Homeownership Center Address

40 Marietta Street Atlanta, GA 30303

Address to be utilized on Deed or HUD1 when Seller Address is required. Documents are not to be sent directly to HUD for review

Attention Industry Partners:

Thank you for participating in HUD's Buyer Select Closing Agent Pilot Program with PEMCO. If you have general questions or concerns regarding the buyer select closings and are unable to locate your answer within this handbook, please email customerserviceATL@pemco-limited.com for a response.

It is always PEMCO's intent for a response to be sent within 24 hours to all emails received. If you do not receive a response within a reasonable time frame, please email Suki Williams at swilliams@pemco-limited.com.

Sincerely,

PEMCO Management Team



YARDI SYSTEMS

BUYER SELECT CLOSING AGENT GUIDE



**U.S. Department of
Housing and Urban Development**

July 26, 2013

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Introduction

What is the P260 Portal?

The P260 Portal provides limited access to P260 screens for users who don't have HUD security access. The Portal enables Buyer Select Closing Agents to update the closing date, as well as add attachments and notes to a case.

Who creates logins for P260 Portal?

Once a HUD request is made to the Yardi P260 Help Desk, a title company, escrow agent, or real-estate attorney is set up with a SuperUser who can grant Portal access to other closing agent users. If you're a SuperUser who is setting up new users for P260 Portal access, go to Appendix B (page 9 for information).

What is the difference between a SuperUser and a regular user?

The only difference is the ability of a SuperUser to set up and manage users for the P260 Portal.

How is this guide arranged?

The initial chapters cover how to update a closing date, and add attachments and notes to a case. Appendix A covers logging into the Portal, the menus, and tips for searching and entering data. Appendix B shows SuperUsers how to set up logins for regular users and other SuperUsers.

Who should be using this guide?

This guide is designed for Buyer Select Closing Agents who use P260 Portal.

Update Closing Date, Add Attachments and Notes

In the P260 Portal, you can update the actual closing date, and add attachments and notes to a specific case.

Finding the case

1. On the **Home** screen, click the **Search Active Contracts** quick link.
The Property Contract Search screen appears.

If needed, click **Clear** to remove any data left over from a previous search.

2. Complete the filter as needed. You must fill in at least one item.



The easiest way to find a specific case is to clear all the fields, and type in only the 9-digit case number (with or without the dash).

3. Click **Submit**. P260 displays the property or a list of properties that meet your criteria.

Case Number	Contract Area	Bid Receipt Number	Contract Number	Address	City	County	State	Zip Code	Current Step	Offer Accepted Date	Contract Status	DP Type	Sales Type	Closing Date
371-	3P	1			BAINBRIDGE	CHENANGO	NY	13733-0000	8-Sales Offer	07/23/2013	A		IN (Insured)	09/06/2013

4. Click the bid receipt number of the contract you want to view. The Property Contract screen appears.

Property Contract Screen

Case Information						Functions
Case Number	371- [REDACTED]	Acquisition Type	A-Acquired	Current Step	8-Sales Offer	Update Actual Closing Date
Acquisition Date	01/09/2013	Step Date	07/23/2013	Fee Status Code	HV	Add Attachments
Address	[REDACTED]	City, St Zip	BAINBRIDGE, NY 13733	Contract Area	3P	Add Notes
Contract Info						
Bid Receipt Number	1	Nonprofit/Govt	N	Sales Discount %	0.00	
Bid Status		Nonprofit Type		Discount \$	0.00	
Offer Accept Date	07/23/2013	Purchaser Type	O (Owner/Occupant)	Discount Amount	0.00	
Sales 203K		LBP Addendum Date	01/09/2013	Discount Net Bid	93,060.00	
Sales Type	IN (Insured)	Waive		Closing Agent NAID		
Insured Sales Type		Revitalization Area	N	Closing Agent Name		
Bid Amount	99,000.00	Nonprofit/Govt NAID		CLSA		
EM Amount	500.00	Nonprofit/Govt Name		EM Holder		
Finance/Closing Cost	0.00	Selling Broker NAID		EM Holder Name		
Sales Commis Amount	5,940.00	Selling Broker Name		Title ID		
Orig Closing Date	09/06/2013	Selling Broker Company		Title Company Name		
Extended Closing Date		Selling Broker Fee	2,970.00	Number of Offers	1	
Actual Closing Date		Selling Agent Name		Contract Amendment		
# Children under 7		Selling Agent Phone		Amendment Date		
		Listing Broker NAID		Inspection Contingency		
		Listing Broker Company		Contract Status	Active	
		Listing Broker Fee	2,970.00	Bulk >= 50		

Attachments
Notes

Remove	Date Created	Subcategory	File Name	Created By	Description	Attachment	Removal Comments
No records found							

Updating the Actual Closing Date

1. On the Functions menu to the right of the screen, click **Update Actual Closing Date**.

Functions

[Update Actual Closing Date](#)
[Add Attachments](#)
[Add Notes](#)



Some screens may require you to scroll to the right to see the Functions menu or scroll down to see additional information.

Update Closing Agent Screen

Case Information			
Case Number	371- [REDACTED]	Acquisition Type	A-Acquired
Current Step	8-Sales Offer	Acquisition Date	01/09/2013
Step Date	07/23/2013	Fee Status Code	HV
Contract Information			
Actual Closing Date	<input type="text"/>		
<input type="button" value="Save"/> <input type="button" value="Close"/>			

2. In the Actual Closing Date field, type or select the actual closing date.

3. Click **Save**.

Adding an Attachment and Notes

1. On the Functions menu, click **Add Attachments**. The Attachment screen appears.

2. In the Category field, select **Contract** or **Settlement**.
3. In the Subcategory field, select the appropriate subcategory for the category you chose (see below).

4. Click the **Browse** button to select the file to be attached.
5. Type a description of the attachment.
6. Click **Save**. The Attachments tab shows an attachment was added (the number is increased by one).

 **Notes** are added by clicking the **Add Notes** link, filling in a required description and clicking **Save**.

Appendix A—Basic Functions

The P260 user interface is composed of standard Web-based program elements including menus, toolbars, buttons, data screens, and fields. The Portal always appears in a browser window.

Logging into the Portal

1. Open Internet Explorer or Google Chrome and go to the Yardi Voyager Home screen at https://www.hudp260.com/Pages/Resources/hudtraining_mm3_portal.aspx

TUESDAY, JULY 23, 2013

HUD Services

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

YARDI

QUICK MENU ▾

SYSTEM STATUS

System Hours
Weekdays 7am-9pm Eastern
Saturdays 8am-6pm Eastern
excluding Federal holidays

Scheduled Maintenance
Nothing is currently scheduled.

Current System Status
Normal

RESOURCES

- P260 MM3 Sites
- P260 and Portal Manuals
- Technical Support
- P260 Training Videos
- P260 Training Documents

P260 Portal for Inspectors, Appraisers, and Closing Agents

HUD has contracted with Field Service Managers (FSMs) and Asset Managers (AMs) to maintain and market their REO properties. These FSMs and AMs can have their subcontractors upload items such as inspections, appraisals, and closing information using the P260 Portal. This page has links to the P260 Portal and information about the Portal.

Links to the P260 Portal
You can use the link for your time zone or you can use a different one if you want to. They all have the same functionality.
[Eastern Time Zone Portal](#)
[Central Time Zone Portal](#)
[Mountain Time Zone Portal](#)
[Pacific Time Zone Portal](#)

Browser Compatibility Information
P260 requires Internet Explorer 7, 8, or 9, or Google Chrome.
[Click here for more information on Internet Explorer settings that work best with P260.](#)

Technical Support for the P260 Portal
Contact the Field Service Manager or Asset Manager you are working for to gain access to the Portal and for help using the P260 Portal.

Questions pertaining to HUD policies or requirements for the information entered into the Portal should be directed to HUD or the Field Service Manager or Asset Manager you are working for.

System Hours
The system hours for P260 are 7am-9pm Eastern Time on weekdays and 8am-6pm Eastern Time on Saturday, except for holidays recognized by the Federal government. The system may be available outside of these hours, but availability outside of these hours is not assured. Support is not available on Saturdays. The Help Desk hours are 8am to 8pm Eastern Time, Monday-Friday, excluding Federal holidays.

2. Click one of the time zone links. A Warning message appears.

WARNING

This system is operated in the interests of the U.S. Government. The use of this U.S. Government system is restricted to authorized users only. Unauthorized access, use, or modification of this computer system or of the data contained herein or in transit to/from this system constitutes a violation of Title 18, United States Code, Section 1030, and state criminal and civil laws. These systems and equipment are subject to monitoring to ensure proper performance of applicable security features or procedures. Such monitoring may result in the acquisition, recording, and analysis of all data being communicated, transmitted, processed, or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to law enforcement personnel.

Anyone who accesses a Federal computer system without authorization or exceeds their access authority, and by any means of such conduct obtains, alters, damages, destroys, discloses information, or prevents authorized use of information on the computer, shall be subject to fine or imprisonment, or both.

This system is not authorized for classified processing.

3. Click **Accept**. The HUD Voyager Login screen appears.

Homes & Communities
U.S. Department of Housing and Urban Development

YARDI Voyager

Yardi Systems, Inc. - HUD Voyager Login

Instructions

Please enter your user name and password.

If your password doesn't work and the account is locked, click the [Forgot Your Password](#) link. This unlocks the account and sends a temporary password to your email on record (takes 1-2 minutes). Use this temporary password to log in and as your old password in the Change Password screen.

If you still can't log in, call the P260 Help Desk at 805-699-2053 or send an email to HUDHelp@yardi.com and include your contact information and user name.

Server ID: KW5F190

Login Information

Required browser: Google Chrome or Internet Explorer 7, 8, or 9 on a Windows PC.

One login per user name: You cannot use the same user name to log in on a second computer until you log out of the first one. For more information, click [?](#)

User Name

Password

Data Source P260 Live Portal 1

[Forgot your Password?](#)

System Hours
Portal Users only: System available 24 hours a day except for 3am-4am Eastern and, on Sunday, 5pm-8pm Eastern. Federal holidays excluded. Extended hours may be temporary.

Help Desk Hours
Weekdays 8am-8pm Eastern, Federal Holidays excluded

Transition User
To view transition cases no longer in your inventory, select the check box above, then log in.

4. Type your User Name and Password. The password is case-sensitive.
5. Click **Login** to display the Home screen.

What if I forget my password?

For assistance with your password, click the **Forgot your password?** link, and a temporary password will be sent to the email address on file. Copy that 10-character temporary password and paste it twice: once at the Login screen, and a second time as the Old Password at the Change Password screen.

What if I forget my user name?

If you forget your user name, go to the SuperUser for your company and ask for assistance. The Help Desk cannot help with recovery of user names.

How do I contact the Help Desk?

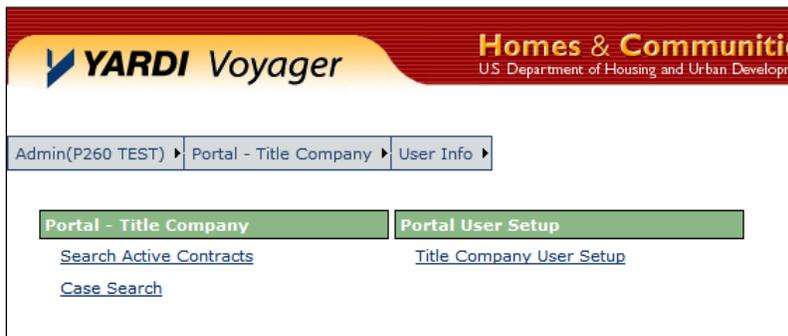
Help Desk contact information is available on the Login screen (see above).

Appendix B—Creating Logins for P260 Portal Access

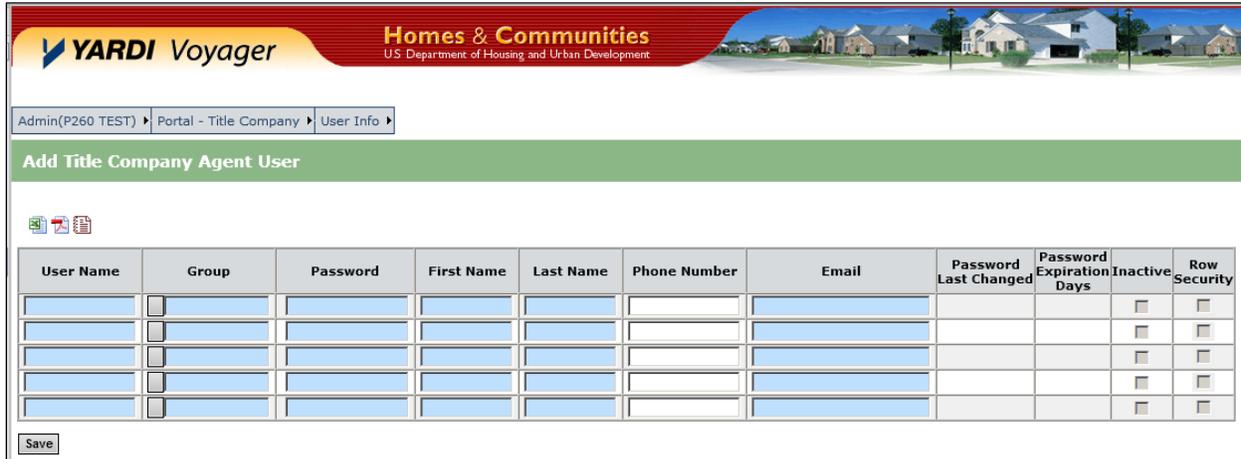
In the P260 Portal, SuperUsers can set up access to Portal for regular staff members (TI1 group), as well as other closing agent SuperUsers (TI2 group). Once added, users cannot be deleted, but they can be made inactive so they can no longer log in (inactive users can also be reactivated).

Setting up Closing Agent Users

1. Log into the Portal.
2. On the **Home** screen, click the **Title Company User Setup** quick link.
Note: Although links and screens refer to “Title Company,” this includes all closing agents such as escrow agencies and law offices, as well as title companies.



The Add Title Company Agent User screen appears.



3. Locate the first empty row in the list.
4. Fill in all required fields (these are shaded blue) and add the phone number. See the note on the next page for how to fill in the User Name, Group, and Password fields.

i A closing agent SuperUser can add other SuperUsers (TI2 group) as well as staff users (TI1). You can type those in or use the small, square look-up box on the left side of that field.

User names and passwords: User names must be five characters or more and are not case-sensitive. Passwords are case-sensitive and must contain at least eight characters including a minimum of one uppercase, one lowercase, one number, and one special character. Write these user names and passwords down so you can email the login information to the added closing agents.

You can enter a group of users all at the same time. Once you click Save, you'll have more rows to enter additional users.

Add Title Company Agent User

User Name	Group	Password	First Name	Last Name	Phone Number	Email	Password Last Changed	Password Expiration Days	Inactive	Row Security
BSCA0002	<input type="checkbox"/> TI1	••••••••	NEW	USER1	(800) 222-3456	newuser1@none.com			<input type="checkbox"/>	<input type="checkbox"/>
BSCA0003	<input type="checkbox"/> TI1	••••••••	NEW	USER2	(800) 222-3456	newuser2@none.com			<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>								<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>								<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>								<input type="checkbox"/>	<input type="checkbox"/>

5. Click **Save**. The title company agent users are added to the list, and the Password Last Changed field can now be edited.

Add Title Company Agent User

(2 Record(s) found)

User Name	Group	Password	First Name	Last Name	Phone Number	Email	Password Last Changed	Password Expiration Days	Inactive	Row Security
BSCA0002	<input type="checkbox"/> TI1	••••••~	NEW	USER1	(800) 222-3456	newuser1@none.com	07/23/2013	90	<input type="checkbox"/>	<input checked="" type="checkbox"/>
BSCA0003	<input type="checkbox"/> TI1	••••~•••	NEW	USER2	(800) 222-3456	newuser2@none.com	07/23/2013	90	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	<input type="checkbox"/>								<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>								<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>								<input type="checkbox"/>	<input type="checkbox"/>

6. In the Password Last Changed field, change the date to a year ago, then click **Save**. This forces new users to choose their own password when they first log in.

7. After you've finished adding users, click **Home** to return to the Home screen.

Inactivating and Reactivating Closing Agent Users

1. Log into the Portal.
2. On the **Home** screen, click the **Title Company User Setup** quick link. The Add Title Company Agent screen appears.

Add Title Company Agent User

(3 Record(s) found)   

User Name	Group	Password	First Name	Last Name	Phone Number	Email	Password Last Changed	Password Expiration Days	Inactive	Row Security
BSCA0002	<input type="checkbox"/> TI1	*****	NEW	USER1	(800) 222-3456	newuser1@none.com	07/23/2013	90	<input type="checkbox"/>	<input checked="" type="checkbox"/>
BSCA0003	<input type="checkbox"/> TI1	*****	NEW	USER2	(800) 222-3456	newuser2@none.com	07/23/2013	90	<input type="checkbox"/>	<input checked="" type="checkbox"/>
BSCA0004	<input type="checkbox"/> TI1	*****	NEW	USER3	(800) 222-3456	newuser3@none.com	07/23/2013	90	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>			<input type="checkbox"/>	<input type="checkbox"/>				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>			<input type="checkbox"/>	<input type="checkbox"/>				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>			<input type="checkbox"/>	<input type="checkbox"/>				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>			<input type="checkbox"/>	<input type="checkbox"/>				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>			<input type="checkbox"/>	<input type="checkbox"/>				

3. Locate the closing agent user you want to inactivate.
4. In the **Inactive** column, select the check box.
5. Click **Save**. The closing agent user can no longer log into Portal.

 To reactivate a closing agent user, clear the **Inactive** check box, and click **Save**.
 If a closing agent does not log in for more than 90 days, their account goes inactive and the SuperUser must reactivate their account.