

# PRS 6.0: Loan Compliance Monitoring & Reporting

## Seller/Servicer User Guide

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## Introduction

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### Welcome

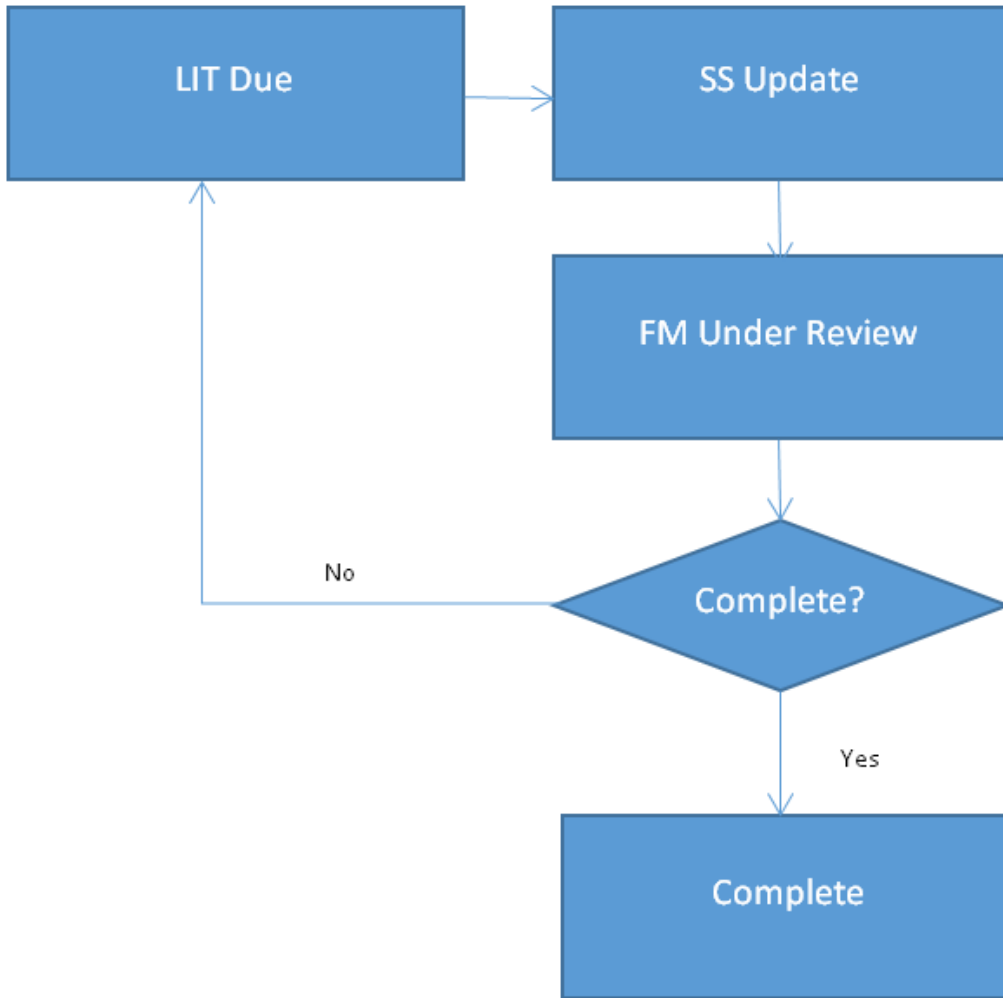
Freddie Mac's Property Reporting System (PRS) has been enhanced to facilitate the creation of Loan Item Tracking (LIT) items and the updating of LITs by the Seller/Servicer. PRS gives Servicers the ability to download a compliance report of due LIT items and to review and update LITs.

LIT's move through the following workflow statuses:

1. **Compliance Due:** LIT is due from Seller/Servicer
2. **FM Under Review:** LIT is being reviewed by Freddie Mac
3. **Complete:** LIT has been completed by Freddie Mac

### Workflow Process

This chart represents the flow of tracking items through PRS.



## Getting Started

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### System Requirements

#### Computer/Processor

- Computer with a 233 megahertz (MHz) processor or higher (Pentium processor recommended) Operating System
- Windows 7
- Windows XP 32-bit with Service Pack 2 (SP2) or higher
- Windows XP Professional x64 Edition
- Windows Vista 32-bit
- Windows Vista 64-bit
- Windows Vista with Service Pack 1 (SP1) or higher
- Windows Server 2003 32-bit with Service Pack 2 (SP2) or higher
- Windows Server 2003 64-bit with Service Pack 2 (SP2) or higher
- Windows Server 2008 32-bit or higher
- Windows Server 2008 64-bit or higher

#### Memory

- Windows 7 - 128MB
- Windows XP 32-bit with Service Pack 2 (SP2) or higher—64 MB
- Windows XP Professional x64 Edition—128 MB
- Windows Vista 32-bit—512 MB
- Windows Vista 64-bit—512 MB
- Windows Server 2003 32-bit with Service Pack 2 (SP2) or higher—64 MB
- Windows Server 2003 64-bit with Service Pack 2 (SP2) or higher—128 MB
- Windows Server 2008 32-bit—512 MB
- Windows Server 2008 64-bit—512 MB

#### Hard Disk Space

- Windows 7—150MB
- Windows XP 32-bit with Service Pack 2 (SP2) or higher—150 MB
- Windows XP Professional x64 Edition—200 MB
- Windows Vista 32-bit—70 MB

- Windows Vista 64-bit—120 MB
- Windows Server 2003 32-bit with Service Pack 2 (SP2) or higher—150 MB
- Windows Server 2003 64-bit with Service Pack 2 (SP2) or higher—200 MB
- Windows Server 2008 32-bit—150 MB
- Windows Server 2008 64-bit—200 MB

Drive

- CD-ROM drive (if installation is done from a CD-ROM)

Display

- Super VGA (800 x 600) or higher-resolution monitor with 256 colors

Peripherals

- Modem or Internet connection
- Microsoft Mouse, Microsoft IntelliMouse, or compatible pointing device

## Log In

You must have a valid PRS user account to access the PRS application.

The PRS login is located at <https://multifamily-prs.covius.com>. On the sign-in screen, enter your supplied Username and Password.



Property Reporting System

## Log In to PRS

Welcome to the Property Reporting System (PRS). To access the system, enter your user id and password in the spaces provided. Use of this system is governed by the *Freddie Mac Multifamily Seller/Service Guide*.

User ID

Password

LOGIN

[Forgot Password](#)

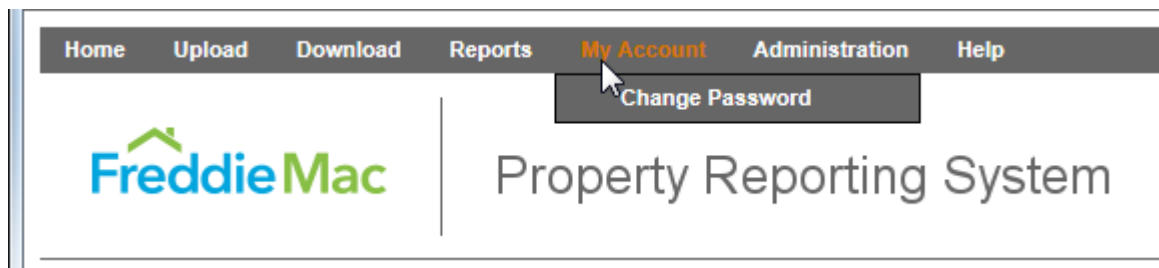
## My Account

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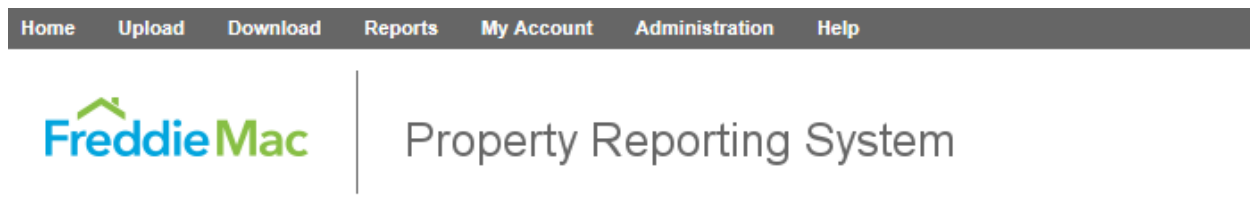
### Change Password

To view or update your User Profile, perform the following functions:

1. On the Main Menu, go to the "My Account" drop down menu and select "Change Password".



2. Enter your current password, and new password twice. Click "Change Password"



### Change Password

Current Password

New Password

Confirm Password

### Forgotten Password

1. Go to the Login page
2. Click Forgot Your Password?
3. Enter your username
4. Click Change Forgotten Password.
5. An email will be sent to the address associated with your account that includes a temporary password.
6. Use this temporary password to log into the system. If the temporary password is accepted, you will be immediately asked to provide a new password.

If you have forgotten your username or are unable to access your login page, please contact your administrator.



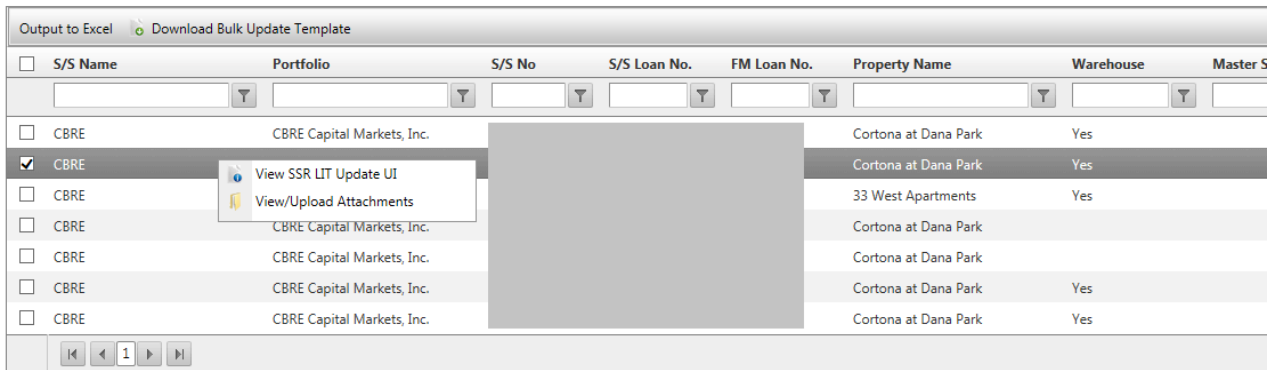
## Compliance Queue

Compliance Queues in the system use the Grid control. Basic functionality of the Grids is described in the Common Controls section of this User Manual. Functionality specific to each page is described below.

### Due

The Due queue includes all LITs that are in Due status. This includes LITs that have been returned by Freddie Mac and updates sent by Freddie Mac.

#### S/S Compliance - Due



<input type="checkbox"/>	S/S Name	Portfolio	S/S No.	S/S Loan No.	FM Loan No.	Property Name	Warehouse	Master S
<input type="checkbox"/>	CBRE	CBRE Capital Markets, Inc.				Cortona at Dana Park	Yes	
<input checked="" type="checkbox"/>	CBRE	CBRE Capital Markets, Inc.				Cortona at Dana Park	Yes	
<input type="checkbox"/>	CBRE	CBRE Capital Markets, Inc.				33 West Apartments	Yes	
<input type="checkbox"/>	CBRE	CBRE Capital Markets, Inc.				Cortona at Dana Park		
<input type="checkbox"/>	CBRE	CBRE Capital Markets, Inc.				Cortona at Dana Park	Yes	
<input type="checkbox"/>	CBRE	CBRE Capital Markets, Inc.				Cortona at Dana Park	Yes	

#### Grid Menu Items (these apply to items selected on the Grid):

1. Download Bulk Update Template: To download pre-populated bulk update template, select the LITs using the check-box, click the Download Bulk Update Template and PRS will place a pre-populated bulk update file in a Document Interface popup window.
2. Output To Excel: Click this button to output the Grid to Excel.
3. S/S Analyst Assignment Change: To assign multiple LIT items to a specific user

#### Context Menu Items (these apply only to a single selected LIT item):

1. View SSR LIT Update UI: Opens a new window in the browser, giving access to the SSR LIT Update UI.
2. View/Upload Attachments: Provides a pop-up allowing user to download existing attachments and add new ones to individual LITs that have a status of "Due".
3. S/S Analyst Assignment Change: To assign an LIT item to a specific user

## Update Loan Tracking Items

### How to Update Single Tracking Item

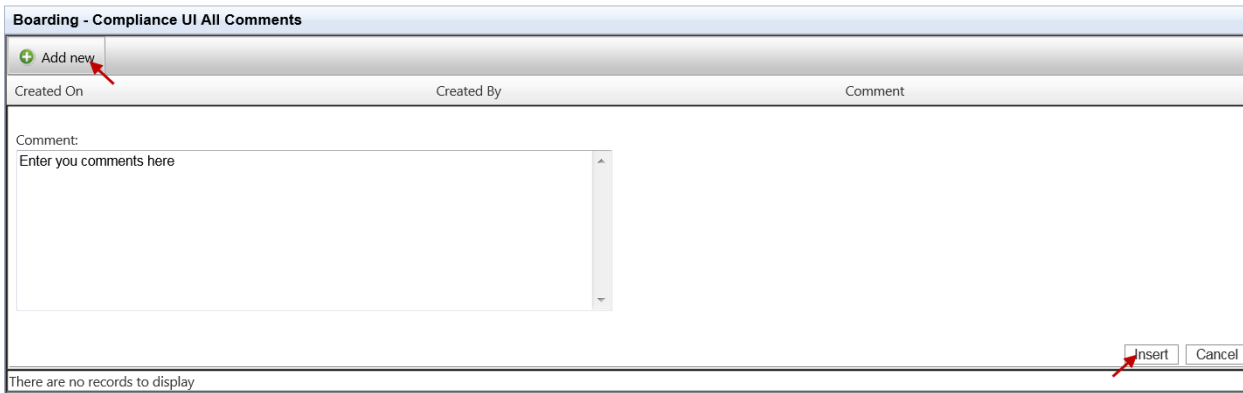
The SSR LIT Update UI enables users to update a LIT and save their progress. The system does not save the updates to a LIT if a user cancels their updates.

LIT Update			
MF Loan Number	501837469	Property Name	Hartford SS Portfolio
Item Group, Type, Status and Due Date			
Item Group	Loan Tracking - LIT	Item Status	Due
Item Type	Esc - Repair - Deferred	Due Date	12/1/2028
ID	191063	Revisit Date	
		Expiration Date	
Assigned S/S Analyst	--Select From List--		
S/S Analyst Email			
Assigned FM Analyst	Jennifer Lam		
FM Analyst Email	christopher.w.haldeman@cc		
Issues/Descriptions			
Repair status to be verified by servicer at the time of the first annual property inspection. Per Physical Risk Report 7/26/18 the following items were identified as Priority Repairs: Wethersfield Avenue - 1. Investigate Stab-Lok breakers by licensed electrician for safety concerns. Wyllys Street - 1. Replace displaced tile caps on parapets. 2. Repair distressed brick façade on east elevation of 97-99 Wyllys St building (\$2,500); Remove graffiti (\$500); scrape and re-paint wood surfaces (\$3,800). 3. Repairs to non-operational boiler. Alden Street - TBD Maturity Date: 12/1/2028			
SS Update			
Completed?	--Select From List--		*
Certificate/Documents Uploaded to PRS?	--Select From List--		*
Extension Required?	--Select From List--		
Extension Request added to DMS?	--Select From List--		
Date of last contact with the borrower		Date	
		Amount	
Percentage of Completion			
Actual Construction Comp. Date			
<input type="button" value="Save"/> <input type="button" value="Cancel"/>			

To update a single LIT, perform the following functions:

1. Access the SSR LIT Update and complete SS Update and Compliance UI All Comments sections
2. Save your update
3. Add applicable backup documentation to the Attachment section of the UI
4. Save your update
5. Send your update to Freddie Mac by clicking on "Send to FM Under Review" button

To enter a comment for a single LIT, perform the following functions:



1. Click on “Add New” button in the All Comments section of the SSR Update UI
2. Enter your comment in the comment box provided
3. Click on “Insert” button to capture your comment

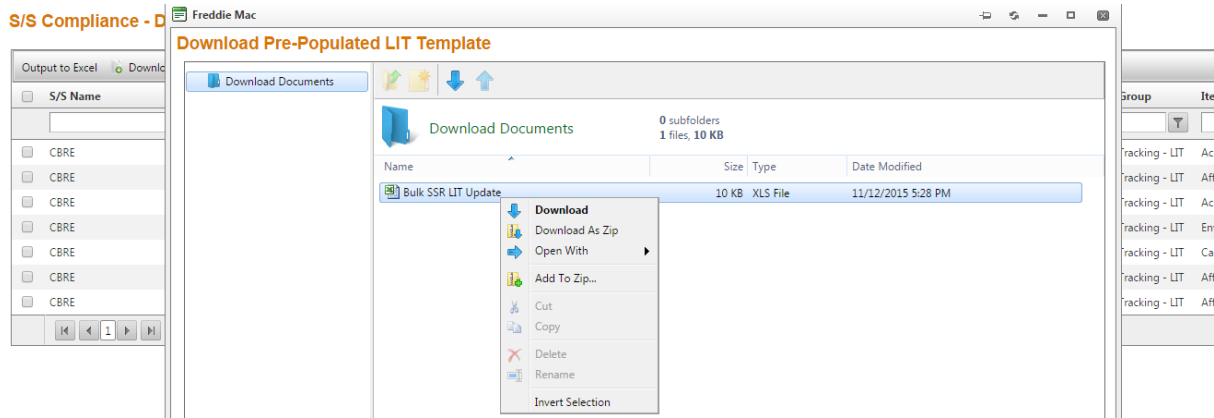
## How to Bulk Update Multiple Tracking Items

To download bulk SSR LIT template, perform the following functions:

1. On the Compliance Due queue, select the LIT’s using the check-box, click the Download Bulk Update Template and PRS will place a pre-populated bulk update file in a Document Interface pop-up window. (Screenshot next page.)

## S/S Compliance - Due

Output to Excel		Download Bulk Update Template	
<input type="checkbox"/>	S/S Name	Portfolio	S/S
<input checked="" type="checkbox"/>	CBRE	CBRE Capital Markets, Inc.	106
<input checked="" type="checkbox"/>	CBRE	CBRE Capital Markets, Inc.	106
<input checked="" type="checkbox"/>	CBRE	CBRE Capital Markets, Inc.	106
<input type="checkbox"/>	CBRE	CBRE Capital Markets, Inc.	106
<input checked="" type="checkbox"/>	CBRE	CBRE Capital Markets, Inc.	106
<input type="checkbox"/>	CBRE	CBRE Capital Markets, Inc.	106
<input type="checkbox"/>	CBRE	CBRE Capital Markets, Inc.	106



2. Save the file to your local machine and complete the data fields highlighted in blue in the template

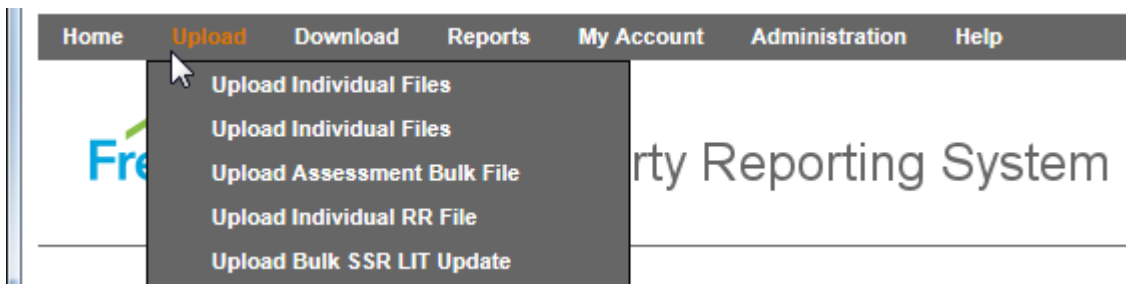
Completed (Yes or No)	Certificate Documents Uploaded to PRS (Yes/No or N/A)	Date of Upload (MM/DD/YYYY)	Extension Required (Yes or No)	Extension Request Added to DMS (Yes or No)	Date of Extension Request Added to DMS (MM/DD/YYYY)	Date of Last Contact with the Borrower (MM/DD/YYYY)	If not yet Complete, % of Completion	Comments
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## Upload Files

### How to Upload files

To upload bulk SSR LIT update file, perform the following functions:

1. On the Main Menu, go to the Upload drop down menu and select "Bulk SSR LIT Update".



2. This will open the "Bulk SSR LIT Update" upload page.
3. On the Select File Template drop-down menu, select "Bulk SSR LIT Update".

**Bulk SSR LIT Update** 

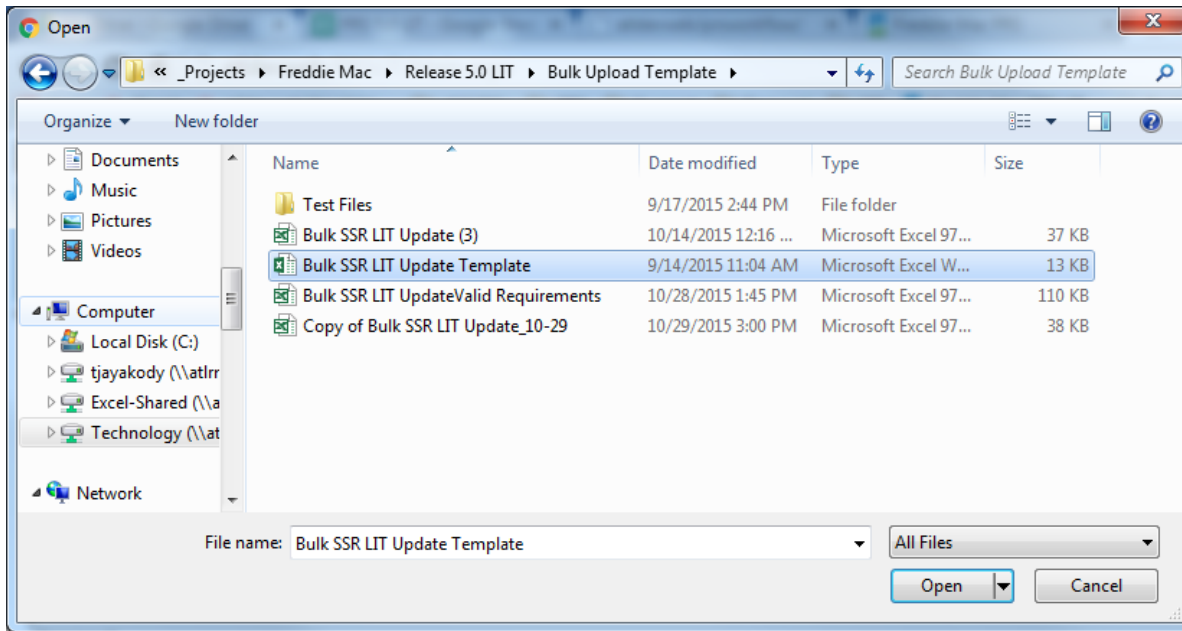
**Upload Data File**  
Select a data file to import. Supported File Types: Microsoft Excel (.xls and .xlsx)

Select File Template :  \*

Data File :  \*

[DataImport]

4. Click "Select..."
5. The Open window will pop up.



6. Navigate to the appropriate folder and select the file you wish to upload and click Open. Make sure the file is named "Bulk SSR LIT Update". You may not select more than one file for upload.
7. Once you are ready to complete the upload, click "Upload".
8. File will be uploaded upon clicking Upload and any upload failures and validation failures will be displayed below this window.

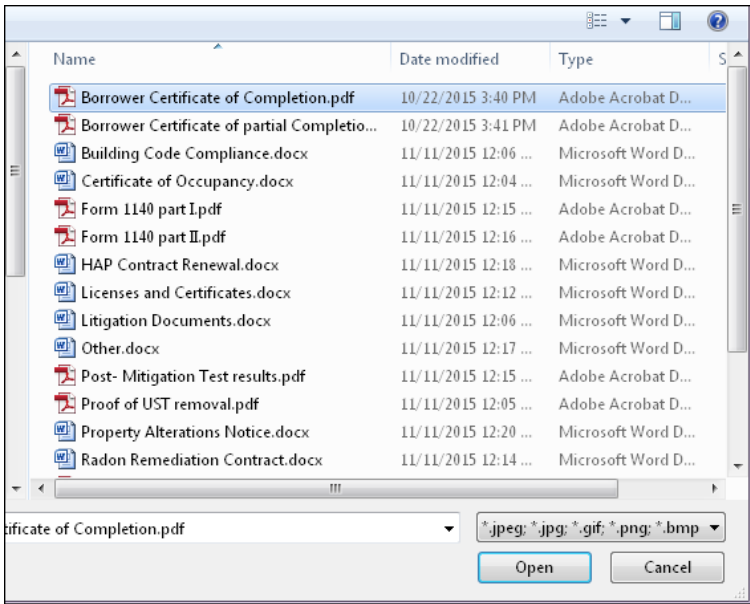
## How to Submit Certificate/Documentation

To upload Certification/Documentation for a LIT item, perform the following functions:

1. Access the SSR LIT Update
2. Go to the Attachments section of the UI



3. Click on Add File(s) button
4. The Open window will pop-up



5. Navigate to the appropriate folder and select the file you wish to upload and click Open. Make sure the file is named per file naming convention provided below. You may not select more than one file for upload.
6. Once you are ready to complete the upload, click "Open".
7. File will be add to the Attachment section of the LIT Update UI

Attachments		
Add File(s)		
<span>✖ Delete Attachment</span> <span>Download File(s)</span> <span>Send to DMS</span>		
File Name	Extension	Uploaded On
Borrower Certificate of Completion	.pdf	11/19/2015

## Common Controls

### Grids

Many screens in PRS are grid based that include similar functionality. This functionality is enabled as needed on each grid and is not be available on all pages depending on required functionality. This section reviews the basic functionality of the grids that applies across the system.

### Sorting

If sorting is enabled, users are able to sort the grid by any column by clicking on the column header.

The sorting function toggles between three modes:

- ascending
- descending
- no sort

CustomerID	CompanyName	ContactName	ContactTitle ^	Address	PostalCode
BOTTM	Bottom-Dollar Markets	Elizabeth Lincoln	Accounting Manager	23 Tsawassen Blvd.	T2F 8M4
FISSA	FISSA Fabrica Inter. Salchichas S.A.	Diego Roel	Accounting Manager	C/ Moralzarzal, 86	28034
HANAR	Hanari Carnes	Mario Pontes	Accounting Manager	Rua do Paço, 67	05454-876
LILAS	LILA-Supermercado	Carlos González	Accounting Manager	Carrera 52 con Ave. Bolívar #65-98 Llano Largo	3508
QUEDE	Que Delícia	Bernardo Batista	Accounting Manager	Rua da Panificadora, 12	02389-673
QUICK	QUICK-Stop	Horst Kloss	Accounting Manager	Taucherstraße 10	01307
ROMEY	Romero y tomillo	Alejandra Camino	Accounting Manager	Gran Vía, 1	28001
SUPRD	Suprêmes délices	Pascale Cartrain	Accounting Manager	Boulevard Tirou, 255	B-6000
VINET	Vins et alcools Chevalier	Paul Henriot	Accounting Manager	59 rue de l'Abbaye	51100
WARTH	Wartian Herkku	Pirkko Koskitalo	Accounting Manager	Torikatu 38	90110

Navigation: [Home] [Previous] [1] [2] [3] [4] [5] [6] [7] [8] [9] [10] [Next] [End] Page size: 10 91 items in 10 pages

Some grids have a default sort enabled and the user is able to override this default by clicking the header to sort by a different column. If the user leaves the page and returns, the grid will return to the default sort.

### Filtering

When filtering is enabled, a [filtering item](#) appears below the column header. The user can enter a filter criterion in the filter box. A drop-down list allows the user to select a filter expression that is applied to the criterion for the column. When the user presses the filter button (next to the filter box), the grid displays only the records matching the filter criteria specified using the filter boxes:



CustomerID	CompanyName	ContactName	C
<input type="text"/>	Ant <input type="text"/>	<input type="text"/>	<input type="text"/>
ALFKI	Alfreds Futterkiste		
ANATR	Ana Trujillo Emparedados y helados		
ANTON	Antonio Moreno		

- > NoFilter
- Contains
- DoesNotContain
- StartsWith
- EndsWith

All filters in a single table are applied using AND operator. That is, only items (grid rows) that comply with all filters are displayed.

**Note:** When you have more than one value to filter on, values should be entered separated by a space.

### Row Selection

#### Selecting a Row with a Click

Users can select a single data row in the grid by left clicking anywhere within the row:

Customer	Company	Contact	Country
ALFKI	Alfreds Futterkiste	Maria Anders	Germany
ANATR	Ana Trujillo Emparedados y helados	Ana Trujillo	Mexico
ANTON	Antonio Moreno Taquería	Antonio Moreno	Mexico
AROUT	Around the Horn	Thomas Hardy	UK
BERGS	Berglunds snabbköp	Christina Berglund	Sweden

Change page: ◀ ▶      Displaying page 1 of 19, items 1 to 5 of 91.

#### Selecting a Row with a Checkbox

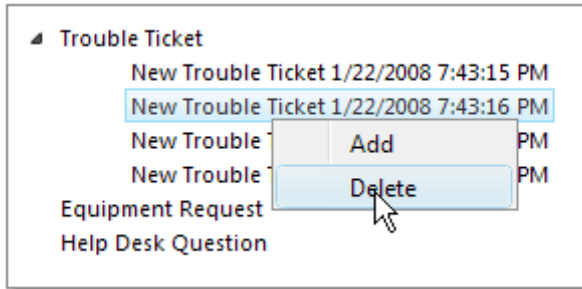
If available, users can select one or more data rows in the grid by clicking the checkbox within the row:

<input type="checkbox"/>	CustomerID	CompanyName	ContactName	Country
<input type="checkbox"/>	ALFKI	Alfreds Futterkiste	Maria Anders	Germany
<input checked="" type="checkbox"/>	ANATR	Ana Trujillo Emparedados y helados	Ana Trujillo	Mexico
<input type="checkbox"/>	ANTON	Antonio Moreno Taquería	Antonio Moreno	Mexico
<input type="checkbox"/>	AROUT	Around the Horn	Thomas Hardy	UK
<input checked="" type="checkbox"/>	BERGS	Berglunds snabbköp	Christina Berglund	Sweden

Change page: ◀ ▶      Displaying page 1 of 19, items 1 to 5 of 91.

### Context Menu

The Context Menu or Right-click Menu is used to perform an action on a single record. While hovering over a row on a grid, click the right button on the mouse to bring up the Context menu. The Context Menu offers a limited set of choices that are available in the current state, or context, of the items on the grid.



### Grid Menu

The Grid Menu is used to perform an action on multiple records. To select multiple rows, check the box on the left side of each row. To perform an action on these rows, click the appropriate button on the Grid Menu.