PRS 6.0: Loan Compliance Monitoring & Reporting

Seller/Servicer User Guide
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Introduction

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.

```
LIT Due -> SS Update

FM Under Review

Complete?  
  No

Complete

Yes
```
Getting Started

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.


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 Sales Service Guide.

User ID

Password

LOGIN

Forgot Password
**My Account**

**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"

**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

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**

<table>
<thead>
<tr>
<th>MF Loan Number</th>
<th>Property Name</th>
<th>Hartford SS Portfolio</th>
</tr>
</thead>
<tbody>
<tr>
<td>5616374859</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Item Group, Type, Status and Due Date**

<table>
<thead>
<tr>
<th>Item Group</th>
<th>Item Type</th>
<th>Item Status</th>
<th>Due Date</th>
<th>Assigned S/S Analyst</th>
<th>S/S Analyst Email</th>
<th>Assigned FM Analyst</th>
<th>FM Analyst Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loan Tracking</td>
<td>Excl - Repair</td>
<td>Deferred</td>
<td>12/1/2028</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Deferred</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Issues/Description**

Repair stated to be verified by service at the time of the first annual property inspection. Per Physical Risk Report 7/26/19 the following items were identified as Priority Repairs: Mather/Todd Terrace - 1. Investigate State-Lic electrician for safety concerns. Wylys Street - 1. Replace disconnected tab caps on parapets. 2. Repair disturbed brick facade on east elevation of 97-99 Wylys St building ($2,500). Remove graffiti ($500); 3. Repairs to non-operational boiler: Alden Street - TBD Maturity Date: 12/2/2028

**SS Update**

<table>
<thead>
<tr>
<th>Certificate Documents Uploaded to PRS?</th>
<th>Date of Last Upload</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Select from list -</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Extension Requested?</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Select from list</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of last contact with the borrower</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

### 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".
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

<table>
<thead>
<tr>
<th>Attachments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add File(s)</td>
</tr>
<tr>
<td>Delete Attachment</td>
</tr>
</tbody>
</table>

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
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

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:
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:

<table>
<thead>
<tr>
<th>CustomerID</th>
<th>CompanyName</th>
<th>ContactName</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALFKI</td>
<td>Alfreds Futteriiste</td>
<td>Maria Anders</td>
<td>Germany</td>
</tr>
<tr>
<td>ANATR</td>
<td>Ana Trujillo Emparedados y helados</td>
<td>Ana Trujillo</td>
<td>Mexico</td>
</tr>
<tr>
<td>ANTON</td>
<td>Antonio Moreno Taquería</td>
<td>Antonio Moreno</td>
<td>Mexico</td>
</tr>
<tr>
<td>AROUT</td>
<td>Around the Horn</td>
<td>Thomas Hardy</td>
<td>UK</td>
</tr>
<tr>
<td>BERGS</td>
<td>Berglunds snabbköp</td>
<td>Christina Berglund</td>
<td>Sweden</td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>CustomerID</th>
<th>CompanyName</th>
<th>ContactName</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALFKI</td>
<td>Alfreds Futteriiste</td>
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<tr>
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<td>Ana Trujillo</td>
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</tr>
</tbody>
</table>

Displaying page 1 of 18, 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.