



## FAQs for P260 Internet Portal and MCM

### **P260 Set-up and Process Changes**

New!

1) I can't find a particular FHA Case Number in P260. What should I do?

#### **Answer:**

First, in the P260 Lender Portal, go to the Add Missing Cases link, type the case number and click search. When the case information displays, click the checkbox and click the Update button. This case will be promoted in the system overnight, and be available for processing the following day. For more information and a step-by-step guide on this process, go to the Yardi website at

[http://support.yardi.com/hudtraining\\_mm3\\_lenders.asp](http://support.yardi.com/hudtraining_mm3_lenders.asp)

Second, if you followed the instructions above and still cannot find the case, it's possible there is an error in lender reporting within Neighborhood Watch. After an in-depth review of cases provided to Yardi, MCB and HUD, we have concluded there are multiple reasons loans are not reporting in P260, including:

- i. Mortgagees are not reporting correct and accurate loan status codes in the Single Family Default Monitoring System (SFDMS)
- ii. FHA insurance is listed as "not insured" or "terminated"
- iii. The holder or servicer ID is incorrect
- iv. The Mortgagee has transferred servicing to another entity but continues to report, thus dual reporting occurs
- v. Vendors who work with multiple Mortgagees are logging in with one P260 ID but looking for a loan serviced by another Mortgagee (i.e. the vendor user is logged in with their ID for ABC Mortgage, Inc. but they are searching for an XYZ Mortgage Co. case in P260)

HUD's download to P260 included all categories of SFDMS reporting except:

- Account Reinstated (AR) which report as codes 20, 21 and 98
- Non-Claim Termination of Insurance (NC) which report as codes 13, 29, 30 and 73

Finally, if you have attempted to find a loan through the P260 Missing Cases and have confirmed that SFDMS is correctly reporting, please send an e-mail to [mcmnsc@hud.gov](mailto:mcmnsc@hud.gov) with the FHA Case Number in question and we will research the issue.

**New!** 2) If the loan isn't in P260, can I submit a hard copy request for MCB to review?

**Answer:**

No. Since the release of Mortgagee Letter 2010-16 in April 2010, which introduced the P260 Portal and the requirement that all Pre-Conveyance activity must be submitted through the portal, it is critical for Mortgagee reporting to be correct.

**Note:** The MCM has not been authorized to grant time extensions for pre-and-post conveyance activities due to incorrect reporting. Additionally, it remains the responsibility of the Mortgagee to ensure preservation and protection of the property asset regardless of whether the loan is in the P260 Portal.

**New!** 3) I do contract work for lenders, how do I resolve the problem of loans not found in P260?

**Answer:**

It is critical for the Mortgagees to provide you with a point of contact to assist with this issue and to keep you abreast of reporting corrections and advise them of a timeframe in which the loans should appear in the P260 Portal. The NSC is referring vendors back to the Mortgagees since it is their responsibility for correcting reporting problems.

**Note:** Correction of the SFDMS reporting must be completed before the loan will appear in the subsequent scheduled download into P260. Downloads occur between the 10<sup>th</sup> and 15<sup>th</sup> of each month and will be available the Monday following the 15<sup>th</sup>.

**New!** 4) I am confused on the time extension approvals in P260. How do I know the number of days for which I was approved and the date of the expiration?

**Answer:**

Yardi has updated the extension screen as of Monday, 5/17/10. In addition to displaying the number of extension days requested by the lender, if approved, the screen will reflect the number of days for which MCB approved the extension as well as the date the extension expires. This information is also displayed on the printable version of the time extension.

**New!** 5) The Request for Overallallowable screen in P260 only allows for the input of 5 line items. Do I need to submit a subsequent overallallowable request for the next 5 line items on my bid?

**Answer:**

No. Once you have entered 5 overallallowable records, make sure the "Submit for MCM Review" field is "no" and click the save button. This will refresh the screen with 5 new overallallowable lines.

**New!** 6) At some point P260 data will need to be archived. When will that happen?

**Answer:**

There is no set time period for archived data. If and when the time comes for archiving the data, there will be information provided on how to access it.

7) How do I get access to P260?

**Answer:**

Send your request to obtain SuperUser access for P260 to MCB at [mc@mcbreo.com](mailto:mc@mcbreo.com). They will forward the request to HUD for approval. HUD will then forward the request to Yardi for set-up.

8) What are the differences between and SuperUser and a regular user?

**Answer:**

A SuperUser has the ability to set-up other SuperUsers and general users for the P260 system.

9) Can a lender have more than one SuperUser?

**Answer:**

Each lender must have a primary SuperUser on record with MCB. The primary SuperUser has the ability to set-up other SuperUsers within the organization. The only instance we would encourage multiple primary SuperUsers is when a lender services loans out of multiple locations.

10) Can vendors send a request to [mc@mcbreo.com](mailto:mc@mcbreo.com) to obtain SuperUser access?

**Answer:**

Any vendor working for a lender must contact that lender for P260 access. As confirmed in ML 2009-42, the Mortgagee remains fully responsible for proper servicing and the actions of the servicer/agent will be considered to be the actions of the Mortgagee. The lender may set-up a contact within the vendor's office as a SuperUser so they may set-up and manage users within their organization.

11) As a vendor, can I have one login in since I work with multiple lenders?

**Answer:**

Each lender must grant access to their vendors under their lender ID. This is to protect the integrity of lender information.

12) Do I use P260 for 1<sup>st</sup> legal extension requests?

**Answer:**

First legal requests will continue to be submitted through the EVARS system.

13) What is the website address for P260?

**Answer:**

P260 can be accessed on the Yardi website. From there you can choose the live system that corresponds with your time zone.

[http://support.yardi.com/hudtraining\\_mm3\\_lenders.asp](http://support.yardi.com/hudtraining_mm3_lenders.asp)

**Update!**

14) How do I submit bids for work in the P260 system? Do I use the highest bid for the line item work to be performed?

**Answer:**

Mortgagee Letter 10-18 was released Friday, May, 14, 2010. An industry call will be held the week of May 24, 2010 to provide additional instruction regarding bids. At this time, please review the Mortgagee Letter for direction regarding bid submission.

15) What is MCB's work around should the P260 system go down?

**Answer:**

You should access MCB's website at [www.mcbreo.com](http://www.mcbreo.com) for communication and direction.

16) How will I know when a decision has been made on a request submitted through P260?

**Answer:**

An e-mail notification will be sent to the user who input the request. Additionally, you may access loan level information by running the Daily Activity Report in P260.

**Update!**

17) I have multiple lender IDs. Will I have access to all of the loans we service?

**Answer:**

Yes. Yardi has made corrections within P260 so all servicing IDs related to one lender can be accessed with one login.

18) How long will the system stay idle before locking the user out?

**Answer:**

The system will stay idle for 30 minutes before logging the user out.

19) How do I submit the final title package post-conveyance?

**Answer:**

Title must be uploaded into P260. If anything is missing once MCB has reviewed, you will be notified of the missing documentation.

20) The overallowable request screen does not allow for debris removal in cubic yards. How do I input that line item?

**Answer:**

At this time utilize the "each" option and add "cubic yards" in the comments. Yardi is aware of this exclusion and is working to correct.

21) How do I attach documentation to support my overallowable or time extension request?

**Answer:**

You will utilize the “add attachment” link in P260 and you will be able to browse your system to attach any documents needed to support your request.

22) Can I upload a document or PDF that contains a link to corresponding photos for overallowable requests?

**Answer:**

No, please attach photos, not a link, to the request.

23) What is the process if additional information is needed for the overallowable or time extension request?

**Answer:**

If MCB needs additional information to make a decision on the submitted request, the request will be denied in P260 with additional documentation needed. Once you have the documentation to support the request, you will submit a new overallowable or time extension request in P260.

24) Will signed overallowable or time extension request forms need to be attached to the electronic request in P260?

**Answer:**

Input into the P260 system serves as formal request, therefore, a form with original signatures will not be required.

25) If MCB requests additional documentation after I have submitted an overallowable or time extension request how do I send it?

**Answer:**

Any supporting documentation requested whether it's before or after a request submission must be uploaded into P260 using the “add attachment” link. Please label all documentation uploaded into P260.

26) How will we be made aware of a demand or non-compliance issue?

**Answer:**

The current process will not change. Notifications will be sent via email. Any documentation to answer the notification should be uploaded into P260 and attached to the case number under review.

27) Where can I find a user guide for P260?

**Answer:**

User guides can be found on Yardi's website at  
[http://support.yardi.com/hudtraining\\_mm3\\_lenders.asp](http://support.yardi.com/hudtraining_mm3_lenders.asp).

**MCM Process and Changes from M&MII**

**New!** 1) I submitted an overallowable/time extension/title package several days ago but haven't received a response. When should I expect to hear something? (Dated 5/17/10)

**Answer:**

MCB is working diligently to get through the backlog of cases sent to them from the prior M&M Contractors as well as requests sent via the P260 Portal. To date, MCB is caught up on time extension requests and plan to be caught up on overallowable requests and title submissions in the next 10-15 days.

**New!** 2) I received a reconveyance notice and/or demand from the previous M&M Contractor. What do I do?

**Answer:**

The M&M II Contractors are still active and any demand or intent to reconvey should be considered valid and must be responded to. You will work with the MCM to resolve these issues.

**New!** 3) How do I convey a previously reconveyed property back to HUD?

**Answer:**

The conveyance process for a previously reconveyed property hasn't changed. All subsequent documentation regarding Claim Parts A and B-E must be loaded into P260.

**New!** 4) We have received notification that taxes and/or utility bills are due on a property but we have already conveyed. Who do we need to work with to get these paid?

**Answer:**

Tax bills need to be submitted to the M&M Contractors and utility accounts should be transferred into the M&M Contractor's name as they are responsible for the property post-conveyance.

**New!** 5) I have legal documents, deeds and occupied conveyance letters that require an address for HUD. What address should I use?

**Answer:**

When you have a title document or deed that requires an address for HUD, please use:

U.S. Department of Housing & Urban Development  
 c/o Michaelson, Connor & Boul  
 4400 Will Rogers Parkway, Suite 300  
 Oklahoma City, OK 73108

New!

- 6) We inadvertently/incorrectly deeded a property to HUD and need a Quit Claim Deed signed to correct the issue. Who should sign the correcting Quit Claim Deed?

**Answer:**

If this error occurred prior to conveyance, please e-mail the corrected Quit Claim Deed, in the form of a Word document to [mcmnsc@hud.gov](mailto:mcmnsc@hud.gov). Additionally, please include your UPS or FedEx shipping account number so we can return the document to you.

If this error occurred post-conveyance, please e-mail the corrected Quit Claim Deed, in the form of a Word document to [MCM-Reconveyance@mcbreo.com](mailto:MCM-Reconveyance@mcbreo.com). Additionally, please include your UPS or FedEx shipping account number so MCB can return the document to you.

- 7) How is this new process different from the current M&M set-up?

**Answer:**

M&MIII has consolidated the Mortgagee Compliance Process into one entity called the Mortgagee Compliance Manager (MCM), therefore, submissions to the multiple M&M contractors situated locally and regionally will be eliminated.

The new Mortgagee Compliance Manager is Michaelson, Connor & Boul (MCB). The MCM is responsible for pre-and-post conveyance activities including, but not limited to, 1) review of overallowable requests, 2) extension of time requests, 3) review Part A and Parts B-E Claims, 4) title package reviews and approvals and 5) ensuring properties are conveyed to HUD according to FHA standards.

- 8) Who is this process for?

**Answer:**

This new process is for any lenders servicing FHA loans and filing claims for reimbursement. This also includes any field service vendors and foreclosure attorneys who work for lenders.

- 9) When did this go into effect?

**Answer:**

The new MCM process are in effect as of April 7, 2010. Mortgagee Letter 2010-16

- 10) How do we transfer work from the current M&M contractors to the MCM, especially time sensitive requests?

**Answer:**

Submission for overallowable requests and time extension requests may be entered into the P260 Portal after March 31, 2010. The current M&M contractor assigned to any request will work diligently to complete all reviews and work associated with a property. If the work is not completed or the request not processed prior to April 7, 2010, the M&M contractor will send

the request to MCB via overnight transfer to complete the process. You will not see this request in P260 until it has been processed by MCB.

11) What if my current M&M contractor has advised they won't do anymore work after April 1<sup>st</sup>?

**Answer:**

M&M contractors should complete any work requested through April 6<sup>th</sup> when they will transfer any remaining requests to MCB. If this situation arises, please send an e-mail to [MCMNSC@hud.gov](mailto:MCMNSC@hud.gov) and we will address the issue.

12) How do will file claims once this new process begins?

**Answer:**

Claims submission for payment will not change. Continue to use FHA Connection or EDI as dictated by your company. You will upload the Parts A and B-E claim forms and all supporting documentation into P260 for post-conveyance review.

Update!

13) Does this new process include HECM loans?

**Answer:**

The process for HECM loan servicing as not changed.

14) Where can I get contact information for MCB?

**Answer:**

Go to HUD's website at <http://www.hud.gov/offices/hsg/sfh/nsc/mcm.cfm> to find contact information. You can also get contact information on MCB's web site, [www.mcbreo.com](http://www.mcbreo.com).

15) Who will review overallowable and time extension reconsiderations?

**Answer:**

The reconsideration request will be reviewed by a member of management at MCB. A final reconsideration request, if warranted, will be reviewed by the GTR/GTM.