

## 11.4.2 Internal Performance Matrix

### Example Short-Sale - Tracking & Work-Flow

Stage	Task Sort ID	Status	Days	User Assigned
<b>Initial File Set-Up</b>	<b>10</b>	<b>Boarding - New Short-Sale Property</b>	<b>1</b>	
<i>New Property - TASK</i>	<i>A - 10</i>	<i>Assign to Asset Manager - Assign Property To Team members (AUTO move to Obtain Homeowner Financial Status)</i>	<i>5</i>	
<b>Borrower Outreach</b>				
<i>Impact Marketing Task</i>	<i>A - 20</i>	<i>3 Outbound Letters (one every 3 days)</i>		
<i>Dialogue Marketing Task</i>	<i>A - 30</i>	<i>3 Outbound Calls in 10 days</i>		
	<i>A - 40</i>	<i>If No Contact; UN-BOARD PROPERTY - Send Borrower/Property back to BofA</i>		
<i>Assign to Broker/Agent TASK</i>	<i>A - 50</i>	<i>Assign to Real Estate Agent;</i>		
<i>Assign to Broker/Agent TASK</i>	<i>A - 60</i>	<i>Agent - Presents Foreclosure Alternative Disclosure; and gets Acknowledgement</i>		
<b>Pre-Marketing</b>	<b>20</b>	<b>Obtain Homeowner Financial</b>	<b>2</b>	
<i>Pre-Marketing - TASK</i>	<i>B - 10</i>	<i>Send Out Homeowner Information Package (AUTO move to Assign to Broker)</i>	<i>2</i>	
<i>Pre-Marketing - TASK</i>	<i>B - 20</i>	<i>Receive Homeowner Information Package (AUTO move to TASK Approve Homeowner Info. Package)</i>	<i>10</i>	
<i>Pre-Marketing - TASK</i>	<i>B - 30</i>	<i>Approve Homeowner Info. Package</i>	<i>2</i>	
<i>Pre-Marketing - TASK</i>	<i>B - 40</i>	<i>Is Property Listed ?</i>	<i>1</i>	
<b>Pre-Marketing</b>	<b>30</b>	<b>Assign to Broker</b>	<b>7</b>	
<i>Assign to Broker/Agent TASK</i>	<i>C - 10</i>	<i>Assign Property To Agent if not listed</i>	<i>1</i>	
<i>Assign to Broker/Agent TASK</i>	<i>C - 40</i>	<i>Order Interior BPO from Agent</i>	<i>3</i>	
<i>Assign to Broker/Agent TASK</i>	<i>C - 50</i>	<i>Order 2nd Value (BPO or Appraisal)</i>	<i>3</i>	
<i>Assign to Broker/Agent TASK</i>	<i>C - 60</i>	<i>Review Values and determine List Price</i>	<i>4</i>	
<i>Assign to Broker/Agent TASK</i>	<i>C - 70</i>	<i>Input Property Into MLS; NOTE: MUST HAVE NOTE IN MLS THAT ALL OFFERS GO THROUGH (auto move to "Property Listed")</i>	<i>1</i>	
<i>Automatic TASK</i>	<i>C - 75</i>	<i>Send Customer satisfaction Questionnaire</i>		
<i>Assign to Broker/Agent TASK</i>	<i>C - 80</i>	<i>Upload Listing Agreement &amp; MLS Printout (AUTO move to Status Property Listed)</i>	<i>1</i>	
<i>Assign to Broker/Agent TASK</i>	<i>C - 90</i>	<i>Publish to</i>	<i>1</i>	
<b>Listed</b>	<b>40</b>	<b>Property Listed</b>	<b>90</b>	
<i>Property Listed</i>	<i>D - 10</i>	<i>Order Preliminary Title Report</i>	<i>1</i>	
<i>Property Listed</i>	<i>D - 11</i>	<i>Obtain HOA delinquencies/solvency</i>		
<i>Property Listed</i>	<i>D - 12</i>	<i>Obtain Jr. Lien Information</i>		
<i>Property Listed</i>	<i>D - 13</i>	<i>Negotiate Preapprovals for Jr. Liens</i>		

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Stage	Task Sort ID	Status	Days	User Assigned
<b>Listed</b>	<b>60</b>	<b>Offer(s) Received - Sealed Bid</b>	<b>14</b>	
	<i>Offers</i> E- 10	<i>Offer Received</i>	1	
	<i>Offers</i> E- 11	<i>Offer Reviewed</i>	1	
	<i>Offers</i> E- 12	<i>Accept / Counter best offer</i>	7	
	<i>Offers</i> E- 13	<i>Notify selling agent of Best offer and request Original Contracts and Addenda</i>	1	
	<i>Offers</i> E- 14	<i>Notify all other agents of offer status (Rejected offers)</i>	1	
	<i>Offers</i> E- 15	<i>Change MLS and Broker information to "Pending/Contingent"</i>	1	
	<i>Offers</i> E- 16	<i>Receive original accepted contracts</i>	1	
	<i>Offers</i> E- 17	<i>Send to Listing Agent for Sellers Signatures</i>	1	
	<i>Offers</i> E- 18	<i>Receive fully executed contracts</i>	1	
	<i>Offers</i> E- 19	<i>Review fully executed contracts and archive a copy in system</i>	1	
	<i>Offers</i> E- 20	<i>Order or prepare Preliminary HUD -1</i>	1	
	<i>Offers</i> E- 21	<i>Review Preliminary HUD -1</i>	1	
	<b>Automatic TASK</b> E-22	<i>Send Customer satisfaction Questionnaire</i>		
<b>Listed</b>	<b>80</b>	<b>Lien Holder Approval</b>	<b>60</b>	
	<i>Lien Holder Approval</i> F - 10	<i>Submit Short Sale Package to 1st Lien Holder</i>	1	
	<i>Lien Holder Approval</i> F - 11	<i>Confirm receipt of Package with 1st Lien Holder</i>	2	
	<i>Lien Holder Approval</i> F - 12	<i>Get approval from 1st Lien Holder</i>		
	<i>Lien Holder Approval</i> F - 13	<i>Submit Short Sale Package to Jr.Lien Holder</i>	1	
	<i>Lien Holder Approval</i> F - 14	<i>Confirm receipt of Package with Jr.Lien Holder</i>	2	
	<i>Lien Holder Approval</i> F - 15	<i>Get approval from Jr. Lien Holder (if applicable)</i>		
<b>Under Contract</b>	<b>120</b>	<b>Pre- Closing</b>	<b>14</b>	
	<i>Pre-Closing</i> G - 5	<i>Verify all contingencies have been removed (title, financing and inspections)</i>	7	
	<i>Pre-Closing</i> G - 6	<i>Check on Buyer's Loan Approval to verify ready for docs (Move to Stage "Loan Approved" or "All Cash Deal" if they aren't getting a loan)</i>	7	
	<i>Pre-Closing</i> G - 7	<i>Send approved fully executed contract to Title Agent</i>		
	<i>Pre-Closing</i> G - 8	<i>Set Closing Date</i>		
	<i>Pre-Closing</i> G - 9	<i>Request Final HUD-1</i>		

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Stage	Task Sort ID	Status	Days	User Assigned
<b>Closing</b>	<b>130</b>	<b>All Cash Deal</b>	<b>5</b>	
	<i>All Cash Deal</i>	<i>H - 10</i>	<i>Verify funds are deposited &amp; we are ready to close.</i>	<i>1</i>
	<i>All Cash Deal</i>	<i>H - 11</i>	<i>Verify Loan Funded with Escrow (auto move to Under contract--Loan Funded/Cash Funds Rec'd)</i>	<i>5</i>
	<i>All Cash Deal</i>	<i>H - 12</i>	<i>Verify HUD-1 is correct</i>	<i>1</i>
<b>Closing</b>	<b>140</b>	<b>Financed Deal</b>	<b>30</b>	
	<i>Financed Deal</i>	<i>I - 10</i>	<i>Verify Loan Docs Signed (auto move to Under Contract--Loan Docs Signed)</i>	<i>5</i>
	<i>Financed Deal</i>	<i>I - 11</i>	<i>Watch for Loan Funding (auto move to Loan Funded/Cash Funds Rec'd)</i>	<i>1</i>
	<i>Financed Deal</i>	<i>I - 12</i>	<i>Verify HUD-1 is correct from Loan</i>	<i>1</i>
<b>Closing</b>	<b>160</b>	<b>Loan Funded/Cash Funds Received</b>	<b>2</b>	
	<i>Loan Funded/Cash Funds Rec'd</i>	<i>J - 10</i>	<i>Confirm Closing &amp; notify all Agents (auto move to Closed--Waiting on Commission)</i>	<i>1</i>
<b>Closed</b>	<b>170</b>	<b>Waiting on Fees</b>	<b>5</b>	
	<i>Waiting on Fees</i>	<i>K - 10</i>	<i>Verify fees received (auto move to Closed--Commission Funds Rec'd)</i>	<i>2</i>
<b>Closed</b>	<b>180</b>	<b>Funds Received</b>	<b>2</b>	
	<i>Funds Received</i>	<i>L - 10</i>	<i>Funds received and validated against HUD-1 Posted to account or confirmed sent to 3rd party</i>	<i>2</i>
<b>Closed</b>	<b>200</b>	<b>Closed File</b>	<b>0</b>	
	<i>Closed File</i>	<i>M - 20</i>	<i>Update all data in system and verify mortgage is recorded</i>	<i>2</i>
	<i>Closed File</i>	<i>M-21</i>	<i>Send Customer satisfaction Questionnaire</i>	<i>2</i>

END