

2023

VRM BROKER REIMBURSEMENT GUIDE - LPS

Updated 2023



Vendor Resource Management – Department of Veteran Affairs – Invoice Reimbursement Guidelines

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Invoice Reimbursement Guidelines

Vendor Resource Management (VRM) processes broker reimbursements through LoanSphere Invoice Management (LPS). LoanSphere Invoice Management is commonly known as LPS. All VRM reimbursements in LPS are processed by VRM employees only. Below is a list of contacts by department should you have any questions during the reimbursement process.

CONTACT INFORMATION	
LPS Customer Service Phone Number	904-854-5462
LPS Customer Service Email	invoicing.support@bkfs.com
VRM Main Phone Number	972-581-7600
VRM Email Contact Information:	
Accounting	accounting@vrmsco.com
Vendor Management	vendors@vrmsco.com
System Support	support-vrms@vrmsco.com
Customer Service	info@vrmsco.com
Websites:	
LPS	https://im.lpsdesktop.com
VRMS (VMS & AMS):	https://vrms.vrmsco.com

Payment Methods for Reimbursements

Payments are issued within one business day of an invoice approval in LPS. Vendors can receive reimbursement payments in two methods: ACH Direct Deposit or check. Payments will be made according to the default payment method selected on your vendor account in VMS. All payments will be made out to the legal entity name on the VRM vendor profile. For security and speed of processing, ACH Direct Deposit is our preferred method of payment.

Resetting PIN and Security Questions

When navigating to the Payment Method tab, you will be prompted to answer 3 security questions. Enter the answers to the security questions to access the payment method tab. If you do not know the answers to the security questions, then select 'Reset Security Questions'.

ACCOUNT VERIFICATION

Please answer the following questions. This information was all provided at the time that you created your account and is solely used for identification purposes.

Question 1: How old were you when you were married?
 Answer 1: *

Question 2: What city were you born?
 Answer 2: *

Question 3: What high school did you graduate from?
 Answer 3: *

Reset Security Questions Verify Cancel

After selecting 'Reset Security Questions', enter your PIN and click 'Verify' to update your security questions.

Reset Security Questions [Back To Payment Method](#)

Enter Pin: *

Back Clear Verify

If you do not know your PIN number either, then click Main Menu.

VRM Mortgage Services

FAQ [Main Menu](#) [Sign Out](#)

Reset Security Questions [Back To Payment Method](#)

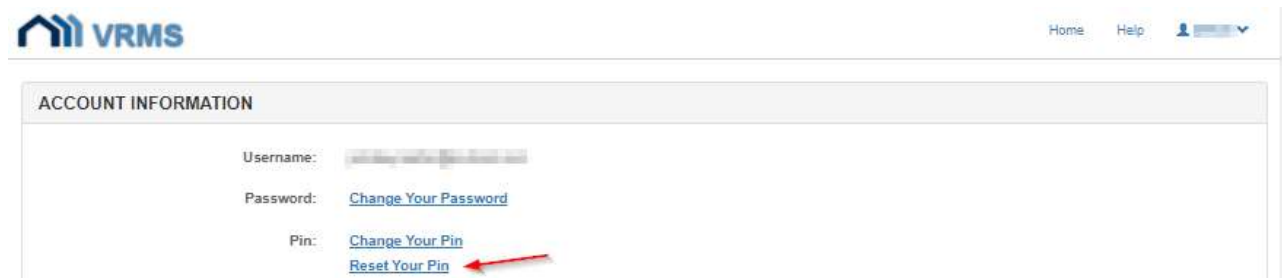
Enter Pin: *

Back Clear Verify

Click the drop-down arrow in the top right corner next to your name. Then, click Profile.



Click on Reset Your PIN. A new PIN will be sent to you via email. You can now use this new PIN to create your own PIN number or reset your security questions to access the Payment method tab.



Payments by Direct Deposit

To set up Direct Deposit, the vendor needs to upload a voided check into VRMS under the Payment Method tab. You will first want to change your notification email to the email address where you'd like to receive payment remittance details.

A screenshot of the 'PAYMENT METHOD' tab in VRMS. The left sidebar contains a menu with options: GENERAL, OFFICES, CONTACTS, SCORECARDS, PAYMENT METHOD (selected), REFERENCE CODES, NOTES, AUDIT HISTORY, ASSIGNMENT INVENTORY, DOCUMENTS, PAYMENTS, TASKS, and SERVICES. The main content area is divided into two sections: 'Account Identification' and 'Payment Information'. In the 'Account Identification' section, there is a 'Notification Email' field with 'N/A' and a 'Change Notification Email' link. A large red arrow points to this link. Below this, there is a note about confidential information. The 'Payment Information' section shows 'Payment Type' set to 'Check' and a 'Check Information' section with the text 'You have selected to receive payment by check.' and an 'Address' field.

After updating your remittance email address, change the Payment Type to Direct Deposit.

GENERAL
OFFICES
CONTACTS
SCORECARDS
PAYMENT METHOD
REFERENCE CODES
NOTES
AUDIT HISTORY
ASSIGNMENT INVENTORY
DOCUMENTS
PAYMENTS
TASKS
SERVICES

Account Identification

Notification Email: N/A

MAS500 Payee #:

Due to confidential information that may be provided in payment notification, this information would only be accessible to you.

Payment Information

Payment Type: Check -Select- Direct Deposit Check

Check Information

You have selected to receive:

Address:

EDIT BANK ACCOUNT INFORMATION

For important instructions on how to request ACH Direct Deposit, please read here

Account Type: -Select-

Name on Account: *

Bank Routing Number: *

Bank Name: * -Enter Routing #-

Bank Account Number: *

Confirm Account Number: *

Proof of Account: Choose File No file chosen

DISCLOSURE

☐ * I hereby authorize Vendor Resource Management (VRM) to make deposits into my account identified above and authorize the Bank to accept such deposits. It is agreed that these deposits may be made electronically and under the rules of the National Automated Clearing House Association (NACHA). This authorization will remain in effect until both parties cancel the agreement.

☐ * I have read and agreed with all the terms from VRM ACH Privacy Policy

Direct Deposit Instructions

In order to expedite this approval process, please be sure that the documents provided meet the following criteria:

- The document uploaded is an official bank document such as a bank statement or a voided check that includes the name on the bank account and at least the last four digits of the bank account number.
- The name on the bank document uploaded matches the legal entity name on the w-9 provided to VRM.
- If the name on the bank account is a dba, an approved, stamped copy of the Fictitious Business Name Statement will also need to be uploaded.

Important: You are only allowed to upload one document package. If you need to provide proof that the name on your account is a registered DBA, combine with your bank document into one PDF and upload all information together.

Cancel

Follow the instructions given to upload banking information. NOTE: "Name on Account" field must match the Legal Entity Name (LEN) indicated on your W-9. The documents uploaded must all be in one attachment in PDF format.

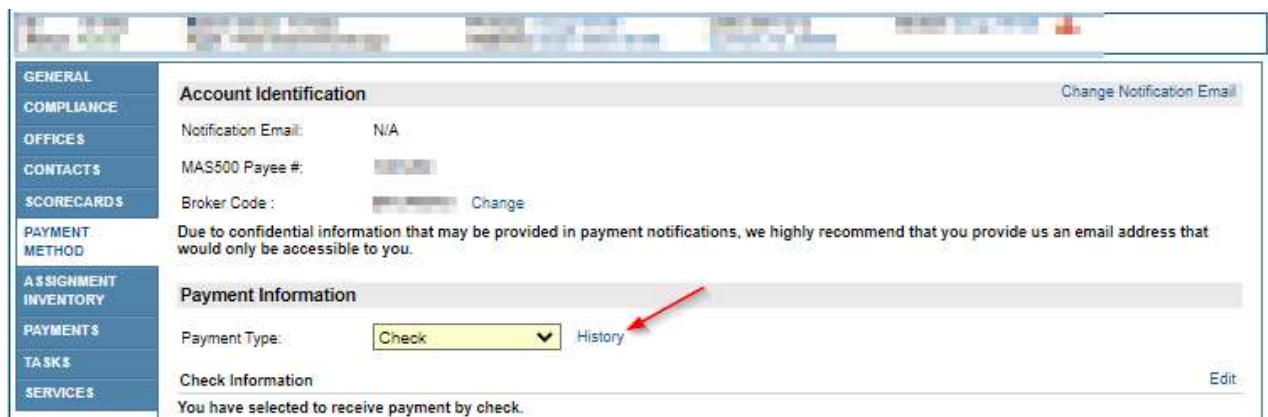
VRM's Pomona, CA office is notified the following day of the Direct Deposit request. This request is reviewed and either approved or rejected. If the direct deposit is approved, you will begin receiving reimbursements via ACH within three to four business days. If your request is rejected, then you will receive an automated email notification alerting you to the rejection and what needs to be corrected.

Direct Deposits are sent out by our bank within one business day of approval in LPS. Vendors receive payments 3-5 days sooner than by standard paper check. Your bank has up to five days to post the payment to your account. Payments usually post within two days.

Payments by Check

Payments by check are also issued within one business day of invoice approval in LPS. A check may be held two to three business days if review and signature by a senior VP is required. All checks generated are sent out via regular mail.

You can now see the history of changes made to your payment method by clicking the History link.



The screenshot shows a web interface for account management. On the left is a vertical navigation menu with the following items: GENERAL, COMPLIANCE, OFFICES, CONTACTS, SCORECARDS, PAYMENT METHOD (highlighted), ASSIGNMENT, INVENTORY, PAYMENTS, TASKS, and SERVICES. The main content area is titled 'Account Identification' and includes fields for 'Notification Email' (N/A), 'MAS500 Payee #' (with a masked value), and 'Broker Code' (with a masked value and a 'Change' link). Below this is a note about confidential information. The 'Payment Information' section shows 'Payment Type' set to 'Check' in a dropdown menu, with a 'History' link next to it, which is pointed to by a red arrow. At the bottom, there is an 'Edit' link and a confirmation message: 'You have selected to receive payment by check.'

LoanSphere Account Creation for Reimbursements

In order to begin being reimbursed for expenses in LPS, you must create an LPS account if you do not have one already. You will not be able to enter your LPS company code, also known as the LPS Broker Code, into VMS if you do not have an LPS account.

- ❖ LPS Account Registration Website: <https://reoregistration.lpsdesktop.com/>
- ❖ LPS Registration Fee: \$99.99
- ❖ LPS Invoice Fee: \$5 per invoice up to 5 invoices per asset; any subsequent invoices will be free of charge

Online Registration

Once a vendor account has been approved by VRM's Vendor Management, the vendor must register with LPS for a new account. If a broker has changed from one broker company to a new broker company, the same process will need to be followed.

Registration with LPS can be done online via their website

<https://reoregistration.lpsdesktop.com/>. The user will need to create a username and password that is unique for that individual. All correspondence from VRM sent via LPS will be sent to the email address registered to the LPS account.

- ❖ LPS registration fee: \$99.99 (As of Jan 2019 and is subject to change by LPS)
- ❖ Individuals will use their login to upload invoices and expenses on behalf of their company for reimbursement
- ❖ Reimbursement payments will be made to the company contracted with VRM to manage the assigned asset
- ❖ If previously registered with LPS under a different company, a request will need to be emailed to LPS customer service to deactivate the old account

After the online registration is complete, an email will need to be sent to LPS at invoicing.support@bkfs.com to complete registration that includes:

- ❖ Vendor company's current W-9
- ❖ Vendor company's LPS Broker code created during online registration
- ❖ Advising LPS to activate account with servicer VRMVA to submit invoices and expenses

You will receive a confirmation email from LPS that registration has been completed and instructions on how to complete LPS training.

LoanSphere Online Training

After receiving confirmation from LPS that the online account registration is complete, instructions for online training registration will be sent from LPS to the vendor. Training can be registered for online from the link that LPS provides.

Training registration must be approved by LPS before training can be completed. Registration for LPS training can take up to 48 hours to be approved. The registrant will receive an email once the registration has been approved. Training can be taken at the user's own pace. **Note: Expenses cannot be submitted to VRM in LPS until training is completed and your account has been finalized.**

LoanSphere Account Finalization

Your LPS training must be marked as posted in LoanSphere's system before VRM can link your account to your vendor account in VMS. This takes 1-2 business days. After training is marked as posted in LoanSphere, you will need to have broker/owner access to the Payment Method screen in VMS to add the LPS company code created to VMS. This action will send a notification to the VRM accounting team to link the accounts in LPS.

Once your account is linked, VRM will appear in your Servicer drop down as Vendor Resource Management – GOV. However, you will not see contact information for VRM staff in the Servicer

Rolodex. Any accounting related questions would need to be sent to accounting@vrmco.com.

REO/Vendor Invoicing Wizard

Page 3 of 5

Service: -- Select --

Service B

Delivery Line

Last Line: Vendor Resource Management - GOV

City, ST Zip

Phone No

Fax

<< Back Next >> Cancel

Adding the LPS Company Code to VMS

NOTE: Only those with access to the Payment Method tab can update this information in VMS. You may have to coordinate internally to have this information updated in VMS. The LPS Broker code is the same as the LPS Company code used to login to LPS per the screenshot below:

Login

COMPANY CODE

USERNAME

PASSWORD

[Forgot Password](#) | [Login Help](#)

Log In

Only authorized users may use this system for legitimate business purposes. There is no expectation of privacy in connection with your activities on this system. By accessing this system you accept that your actions may be monitored and/or recorded.

If you do not have an LPS account and are registering for a new account:

Invoicing SM Information	
Company Code: BR-	<input type="text"/> (1 to 5 alphanumeric characters)
Invoicing SM User ID:	<input type="text"/> (5 to 128 alphanumeric characters)
Servicer's Company Code:	<input type="text" value="VRMVA"/> (3 to 8 alphanumeric characters)
AND/OR Servicer's Name:	<input type="text"/>

If you are registering for a new account, then this is the code that you will enter into the system upon the completion of your registration

Adding the LPS Broker Code in VMS

1. Login to VRMS system: <https://vrms.vrmco.com/Unsecured/Login.aspx>
2. Click the link to Vendor Management System (VMS)



3. Enter your vendor ID and click Search.
4. Click on the Payment Method tab. NOTE: You must have access to this tab in order to add the LPS broker code to your vendor account.
5. Click on Add Broker Code.

VRM Mortgage Services

Home Prospects Vendors Administration Reports FAQ Tasks Capacity Main Menu Logoff

ID: [Vendor ID] Name: [Vendor Name] Primary: [Primary Contact] Broker: [Broker Name] Status: Active Type: Real Estate Brokerage Address: [Address] Back Note

GENERAL

Account Identification

Notification Email: [Email Address]

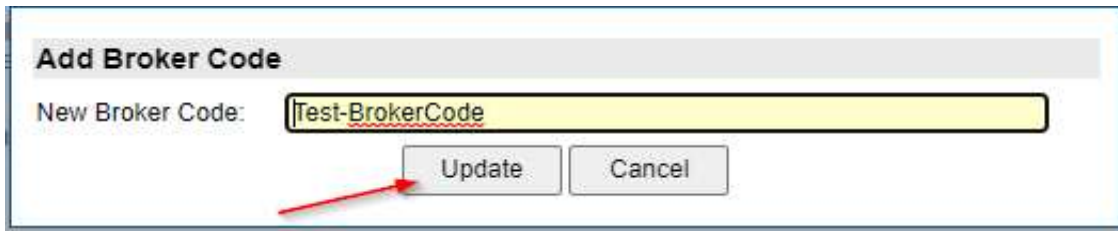
MAS500 Payee #: [Payee Number]

Broker Code: [Broker Code]

Due to confidential information that may be provided in payment notifications, we highly recommend that you provide us an email address that would only be accessible to you.

[Add Broker Code](#) [Change Notification Email](#)

6. Enter your full LPS Broker code (also known as the LPS Company Code; see top of instructions) as if you were logging into LPS. Click Update. THE BROKER CODE BELOW IS AN EXAMPLE ONLY. DO NOT ENTER YOUR VENDOR ID AS YOUR BROKER CODE.

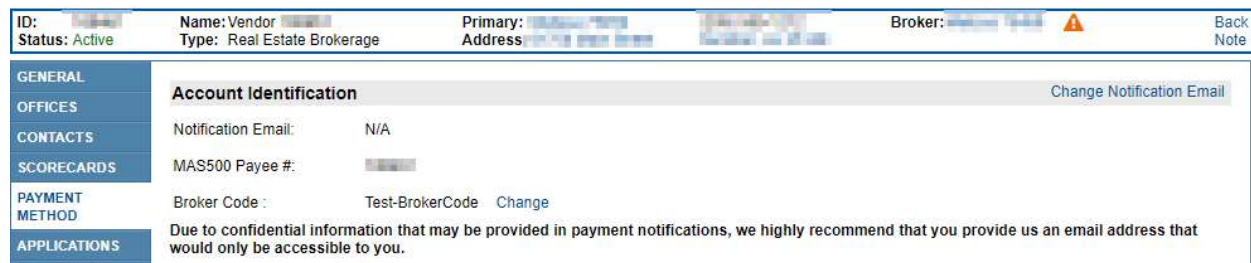


Add Broker Code

New Broker Code:

A red arrow points to the 'Update' button.

- Once updated, you can see the broker code on the payment method tab.



Header: ID: [redacted] Name: Vendor [redacted] Primary: [redacted] Address: [redacted] Broker: [redacted] ⚠ Back Note

Status: Active Type: Real Estate Brokerage

GENERAL **Account Identification** [Change Notification Email](#)

OFFICES

CONTACTS

SCORECARDS

PAYMENT METHOD

APPLICATIONS

Notification Email: N/A

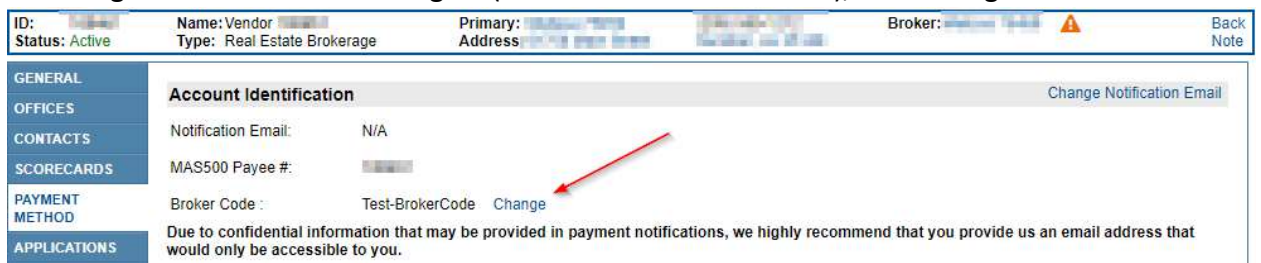
MAS500 Payee #: [redacted]

Broker Code: Test-BrokerCode [Change](#)

Due to confidential information that may be provided in payment notifications, we highly recommend that you provide us an email address that would only be accessible to you.

To Update or Change the LPS Broker Code:

- To change the LPS broker code again (if needed at a future date), click change.



Header: ID: [redacted] Name: Vendor [redacted] Primary: [redacted] Address: [redacted] Broker: [redacted] ⚠ Back Note

Status: Active Type: Real Estate Brokerage

GENERAL **Account Identification** [Change Notification Email](#)

OFFICES

CONTACTS

SCORECARDS

PAYMENT METHOD

APPLICATIONS

Notification Email: N/A

MAS500 Payee #: [redacted]

Broker Code: Test-BrokerCode [Change](#)

Due to confidential information that may be provided in payment notifications, we highly recommend that you provide us an email address that would only be accessible to you.

A red arrow points to the 'Change' link.

- Enter your new full LPS Broker code (also known as the LPS Company Code; see top of instructions) as if you were logging into LPS. Also enter a note regarding why the broker code has changed. Click Update. THE BROKER CODE BELOW IS AN EXAMPLE ONLY. DO NOT ENTER YOUR VENDOR ID AS YOUR BROKER CODE.

ID: [REDACTED] Name: [REDACTED] Primary: [REDACTED] Broker: [REDACTED] Back Note

Status: Active Type: Real Estate Brokerage Address: [REDACTED]

GENERAL OFFICES CONTACTS SCORECARDS PAYMENT METHOD APPLICATIONS REFERENCE CODES MESSAGES NOTES AUDIT HISTORY ASSIGNMENT INVENTORY DOCUMENTS

Account Identification

Notification Email: [REDACTED] Change Notification Email

MAS500 Payee #: [REDACTED]

Broker Code: [REDACTED]

Due to confidentiality, would only be accessible to [REDACTED]

Payment Information

Payment Type: [REDACTED]

Check Information: [REDACTED]

You have selected: [REDACTED]

Address: [REDACTED] Suite 123

Change Broker Code

Current Broker Code: Test-BrokerCode

New Broker Code: Test-BrokerCodeNew

Note: Our company was bought out by another company with new TIN and has different broker code

Update Cancel

To View the History of the LPS Broker Code:

1. Navigate to the General Tab in VMS

ID: [REDACTED] Name: Vendor [REDACTED] Primary: [REDACTED] Broker: [REDACTED] Back Note

Status: Active Type: Real Estate Brokerage Address: [REDACTED]

GENERAL OFFICES CONTACTS SCORECARDS PAYMENT METHOD APPLICATIONS REFERENCE

VENDOR INFORMATION

ID: [REDACTED] MAS 500 Payee #: [REDACTED] History

Vendor Name: * Vendor [REDACTED] Broker Code: Test-BrokerCodeNew History

Type: Real Estate Brokerage Status: Active Change History

Company Type: -Select- Conversion: No

Save Cancel

2. Click on History next to Broker Code.

ID: [REDACTED] Name: Vendor [REDACTED] Primary: [REDACTED] Broker: [REDACTED] Back Note

Status: Active Type: Real Estate Brokerage Address: [REDACTED]

GENERAL OFFICES CONTACTS SCORECARDS PAYMENT METHOD APPLICATIONS REFERENCE

VENDOR INFORMATION

ID: [REDACTED] MAS 500 Payee #: [REDACTED] History

Vendor Name: * Vendor [REDACTED] Broker Code: Test-BrokerCodeNew History

Type: Real Estate Brokerage Status: Active Change History

Company Type: -Select- Conversion: No

Save Cancel

3. You can see the history of all the broker codes entered for your vendor account.

BROKER CODE HISTORY		
When ▲	By ▲	Broker Code ▲
6/14/2022 2:40 PM	[REDACTED] 95441	Test-BrokerCodeNew
6/14/2022 2:34 PM	[REDACTED] 95441	Test-BrokerCode
Page 1 of 1 Page(s)		
Close		

LoanSphere Submission Overview

In order to process your reimbursement requests in a timely manner, there is some important information to remember.

The DOs

- ❖ Limit your invoice up to 7 line items per LPS invoice. Each line should have only the supporting documentation attached for that line item.
- ❖ Attach backup as 1 attachment in PDF format in LPS.
- ❖ Make sure all required approvals are in AMS before submitting in LPS.
- ❖ Attach a payment certificate and proof of payment OR copy of a cleared check for regular repairs. Redact your banking information at the bottom of your proof of payment.
- ❖ Attach an All Bills Paid affidavit and proof of payment for Capital or Lender requested repairs.
- ❖ Include the service date(s) on the LPS invoice.
- ❖ Attach dump receipts for hazardous debris removal. The dump receipt should be itemized and show the charge per item(s). See AMS Training Library on how to properly submit hazardous debris removal PO requests.
- ❖ HOA Ledgers or bills MUST be attached in LPS to receive reimbursement.
- ❖ The vendor's invoice needs to include the name, address, and contact information of the vendor that completed the work
- ❖ Delinquent utilities MUST have a ledger that includes the service dates, service address, and breakdown of charges attached in LPS to receive reimbursement NOTE: If the utility company cannot provide this information in the form of a ledger, then a letter from the company is required advising of they cannot provide the requested information.
- ❖ Use the list of LPS subcategories and definitions to select the correct subcategory.
- ❖ To improve the security around vendor reimbursements, all reimbursements will be made payable to the legal entity name and mailed to the address on record in the Vendor Management database (VMS) under the Payment Method tab. For any information regarding the VMS database, please contact the Vendor Management team.
- ❖ The email address used for your LPS account is the email address we will use to contact you regarding any problems with your invoices.
- ❖ In order to expedite your payment, it is crucial that you submit all necessary documentation in LPS for your expense reimbursement. VRM operations staff authorizes the expense, but accounting staff reviews all necessary documentation as per the client's and VRM guidelines before final expense approval and reimbursement in LPS.
- ❖ In the event that you are reimbursed for an expense that is ultimately deemed non-reimbursable by our client, VRM will deduct the non-reimbursable amount from a future reimbursement in the form of a chargeback.
- ❖ Once an invoice is approved in LPS the payment is cut generally the next business day.

The DON'Ts

- ❖ Do not submit a broker invoice in place of the invoice from the vendor that completed the work or utility or HOA invoice.
- ❖ Do not submit duplicate items as this will delay future reimbursements.
- ❖ Do not accumulate expenses until after the property is closed. All submissions need to be made on a regular basis.
- ❖ Do not select “Initial Services” as your subcategory unless you are specifically requested to do so through a Resolution in LPS. We use this subcategory for a specific Accounting purpose.
- ❖ Do not attach a W-9.
- ❖ Do not attach photos unless specifically requested in a Resolution from LPS.
- ❖ Do not submit for utility deposits. Utility deposits are refundable by the utility company and are not reimbursable by the client.
- ❖ Do not submit bids as an invoice. The client only accepts invoices. The vendor’s invoice must include the vendor’s name, address, and phone number.
- ❖ Do not submit milestone rekeys in LPS. These are paid direct in AMS.
- ❖ Do not submit property taxes in LPS. These are paid direct in AMS.

In-Scope Services for the Client

The client considers the services listed below to be in-scope services. In-scope services are not limited to the list below. Any general services to get the property in market ready condition are considered in-scope. If there is an assigned property preservation vendor, then that vendor will be paid a flat rate for these in-scope services.

- Removal of 1 regular sized vehicle
- Initial boarding/securing of property
- Debris removal of 40 cubic yards or less
- Lawn maintenance less than 15,000 square feet
- Winterizations, De-winterizations, and Re-winterizations
- Capping of open outlets and electrical wires
- Snow removal
- Health and safety repairs needed at initial services
- Securing of the pool (if applicable) at initial services
- Initial re-key of house up to 7 locks
- Chemical pest control for cockroaches, ants, and spiders
- Installation of smoke detectors in accordance with local laws
- Replacement of 1 sump pump with pump out
- Temporary patching or tarping of the roof to mitigate damages
- Ready to show cleaning

If there is not an assigned vendor, then the in-scope services for a PO can also be identified by finding the triangle next to the service on the PO in AMS. The list of LPS subcategories now also includes the expense description used in AMS for an easier comparison and to find the correct subcategory.

General Bid Information	
Repair Contractor	 
Contractor Bid	View Contractor Bid
Est. Completed Date	6/21/2019

Repairs	
 Int / Ext Debris Removal Between 40 and 180 CU yards \$455.00	Approved Cost: \$455.00 Actual Cost: \$455.00 Completed On: 7/17/2019 Photos: before — after
  Winterization \$1.00	Approved Cost: \$200.00 Actual Cost: \$200.00 Completed On: 7/17/2019 Photos: before — after
  Ready to show cleaning \$1.00	Approved Cost: \$275.00 Actual Cost: \$275.00 Completed On: 7/17/2019 Photos: before — after
 Trim Trees / Vines \$1.00	Approved Cost: \$450.00 Actual Cost: \$450.00 Completed On: 7/17/2019 Photos: before — after
  Trim Shrubs \$1.00	Approved Cost: \$200.00 Actual Cost: \$200.00 Completed On: 7/17/2019 Photos: before — after

Supporting Documentation in LoanSphere

Supporting documentation in LPS is a crucial aspect of broker reimbursement. Each line in LPS requires only the documentation pertaining to that line item. All documents must be submitted in PDF format. It is preferable that all supporting documentation is in one attachment. Below are the required documents needed for reimbursement:

- ❖ Invoice
 - Attach invoice with asset address, service date(s), service description(s), and amount(s) and the name, address and contact information of the vendor that completed the work
 - Unacceptable items: Estimates, Bids, Quotes and Proposals
- ❖ Proof of Payment Examples:
 - Copy of signed check
 - Copy of bank verification
 - Copy of credit card receipt
 - Online confirmation
 - Unacceptable items: cash receipt as proof of payment
- ❖ All Bills Paid Affidavit for Capital and Lender required repairs
- ❖ Payment Certification or cleared check for all P&M expenses

- ❖ Dump receipts and itemized invoice with breakdown are required for all hazardous debris removal

LPS Invoice Timelines

Invoices submitted in LPS are reviewed and approved by VRM Accounting Staff. All invoices are reviewed and processed on a first come first serve basis from the submitted queue. Invoices should be submitted on a regular basis and not accumulated until the asset closes. Invoices submitted past the deadline are subject to denial due to strict client billing submission timeline.

- ❖ Once an asset has closed, all invoices must be submitted within 30 days of the disposition date, with the exception of the final utility bills which must be submitted up to 7 days after the final invoice date.
- ❖ All final bills must be submitted within 45 days of asset close or 7 days from the date of the final bill.
- ❖ Adjustments must be reviewed and resolved within 5 business days unless the asset is closed over 45 days or the charges are not reimbursable by the client. Then, the adjustment will be curtailed after 24 hours.
- ❖ Resolutions must be addressed and corrected in 7 calendar days.
- ❖ Submission of utilities are allowed for service dates up to 7 days past disposition date IF the start date of the service dates begin BEFORE the asset closed.

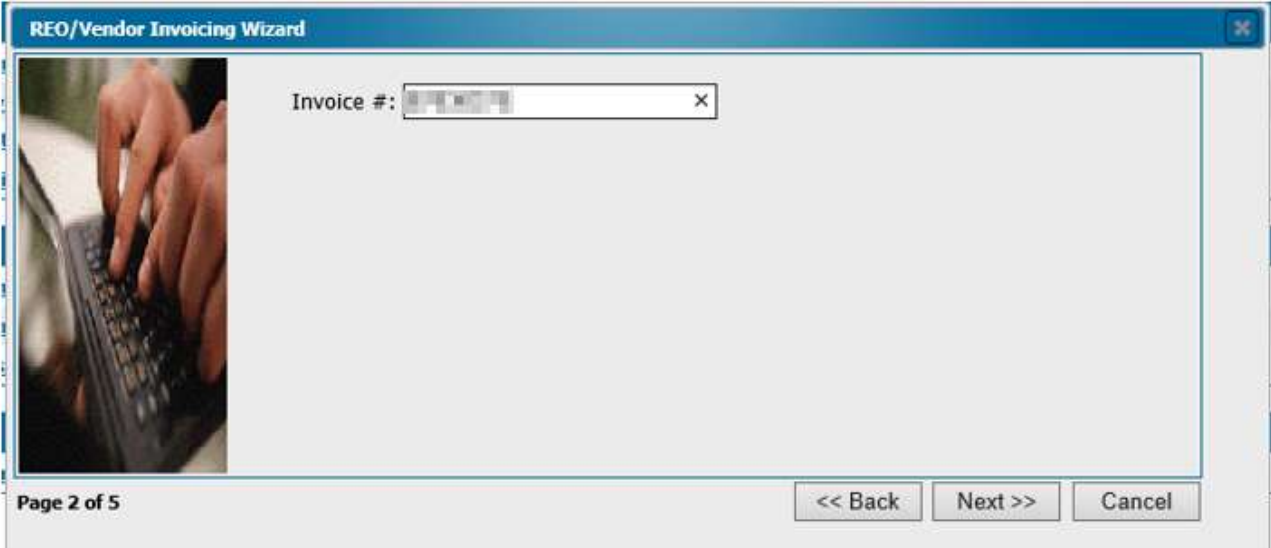
LoanSphere Expense Submissions

Brokers will submit their expense reimbursements through LPS. In order to begin an invoice, you must first login to your account.

Click on the 'Invoice' icon to begin the invoicing process.



Enter the invoice number for the new invoice being created.



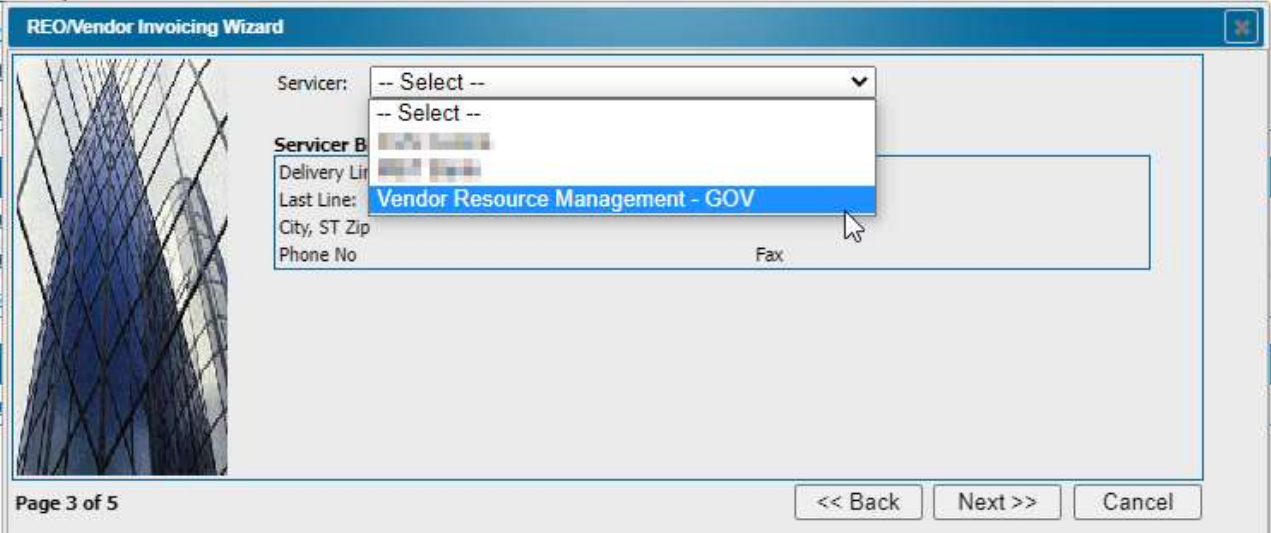
REO/Vendor Invoicing Wizard

Invoice #:

Page 2 of 5

<< Back Next >> Cancel

Select Vendor Resource Management – GOV as the servicer.



REO/Vendor Invoicing Wizard

Servicer: -- Select --

Servicer B

Delivery Lin

Last Line: Vendor Resource Management - GOV

City, ST Zip

Phone No

Fax

Page 3 of 5

<< Back Next >> Cancel

Enter the asset ID as the loan number and click look up. This will return the property address for that asset ID. Make sure the property address is the correct property address for that asset ID.

REO/Vendor Invoicing Wizard

General Information

Asset#

Loan #

Loan Type **REO**

Department **REO Broker** ▼

Property

Address

City, ST Zip

[Recommend a loan data change.](#)

Page 4 of 5

Next, you can enter your broker reference number, invoice date, and select the Invoice Type. NOTE: It is important to select the correct invoice type to be able to access the correct list of subcategories. Reference the list and definitions of broker subcategories in the AMS Training Library. If you select the incorrect Invoice Type, then any line items already added to the invoice will have to be deleted, the invoice type changed and the line items added back on.

REO/Vendor Invoicing Wizard

Broker Ref#

Invoice Date: 11/10/2022

Invoice Type: -- Select -- ▼

-- Select --

REO - Property Preservation Services

REO - Eviction Services

Page 5 of 5

Now you may begin adding line items. Up to 7 line items are allowed per LPS invoice. Any more than 7 line items will result in a resolution to correct. Click 'Add' to add the line items.

Submitted	1st Reviewed	Last Reviewed	Accepted	Approved	Chk Requested	Chk Confirmed	Days To Proc																												
<div> Comments Line Items Exceptions Edit Summary Adjustment Summary Quote Service Request Guideline History Payment Chronology </div>																																			
<div> Costs Total: \$0.00 LoanSphere Invoicing Prev. Billed: \$0.00 Exc. Loan Allow: Exc Inv Allw: </div>																																			
<div> Totals Inv Amt: \$0.00 Prev. Billed: \$0.00 Loan Total Fees/Costs Prev.Billed: \$10,413.05 Exc Inv Allw: </div>																																			
<div> Add Remove All </div>																																			
<table border="1"> <thead> <tr> <th>N</th> <th>A</th> <th>B</th> <th>I</th> <th>O</th> <th>Category</th> <th>Subcategory</th> <th>Aff. Ind.</th> <th>Date</th> <th>Qty</th> <th>Price</th> <th>Billed</th> <th>Exc. Allow</th> <th>Adjust</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>								N	A	B	I	O	Category	Subcategory	Aff. Ind.	Date	Qty	Price	Billed	Exc. Allow	Adjust														
N	A	B	I	O	Category	Subcategory	Aff. Ind.	Date	Qty	Price	Billed	Exc. Allow	Adjust																						

When adding a line item, choose the correct Category (REO Expenses) and Subcategory (see LPS Subcategory List and Definitions in the Training Library tab in AMS). NOTE: Do not select 'Initial Services' as a subcategory unless specifically told to do so by the accounting specialist. This is used for a specific accounting purpose. Then enter the service dates, quantity, and amount for the line item and click OK.

Add Line Item

Category: REO Expenses
Subcategory: Electric / Electric Bill
Billed: \$0.00
Total Unit Amount Year to Date: \$0.00
Life of Loan Allowable: N/A
Invoice Allowable: N/A
Unit Allowable: \$499.99
Unit Allowable per Calendar Year: N/A
Service Completed Date: 09/30/2021
Service From Date: 09/01/2021
Service To Date: 09/30/2021
Type: ---Select Change Type---
Qty: 1
Unit Price: 84.23

OK
Cancel

Click on the paperclip icon to add an attachment to the line item.

Submitted	1st Reviewed	Last Reviewed	Accepted	Approved	Chk Requested	Chk Confirmed	Days To Proc																												
<div> Comments Line Items Exceptions Edit Summary Adjustment Summary Quote Service Request Guideline History Payment Chronology </div>																																			
<div> Costs Total: \$84.23 Invoicing Prev. Billed: \$0.00 Exc. Loan Allow: Exc Inv Allw: </div>																																			
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N	A	B	I	O	Category	Subcategory	Aff. Ind.	Date	Qty	Price	Billed	Exc. Allow	Adjust																						
N					REO Expenses	Electric / Electric Bill		09/30/21	1	\$84.23	\$0.00		\$0.00																						

Click browse and find the PDF file to attach to the line item. NOTE: The documentation should be in one attachment in PDF format. Click Upload and the the attachment will upload to the line item.

Vendor Attachments

Invoice number: [REDACTED]
Line item: REO Expenses - Electric / Electric Bill

Existing attachments:

	Type	Description	Pages	Created By	Date
View Remove <input checked="" type="checkbox"/>	Misc	Sept Utilities.pdf	1	[REDACTED]	10/08/2021

[Save changes made to the description or pages fields](#)

Upload File

Click the Browse button to find a file on your system, then enter a description for the file and click the Upload button.
Supported File Types: BMP, CSV, DOC, GIF, JPG, PDF, TXT, TIF, XLS, DOCX

File: [Browse...](#)

Document Name:

[Upload](#)

Once all the line items have been attached, click on 'Save & Submit'. Please note, if 'Save & Hold' is clicked on instead of 'Save & Submit', then the invoice will be placed on hold and will *not* be submitted to VRM for review. To 'Void' the invoice, click 'Void'. To review any resolutions on any existing invoice, click 'Resolution'. To see a copy of the LPS invoice to print, click 'Review'.

[Save & Submit](#) [Save & Hold](#) [Void](#) [Review](#) [Remit](#) [Resolution](#)

+ Invoice Information

Invoice #: [REDACTED]	Asset #: [REDACTED]	Invoice Date: 10/8/2021 <input checked="" type="checkbox"/>
Status: Hold	Loan #: [REDACTED]	Created Date: 10/8/2021
Service: Vendor Resource Management - GOV		Submitted Date: NA
		Deadline Date:
Invoice Type: REO - Property Preservation Services	Contact: [REDACTED]	
Vendor Ref #: Utilities for September	Loan Type: REO	
Department: REO Broker	Address: [REDACTED]	
	City, State: [REDACTED]	
Invoice ID: [REDACTED]	Zip: [REDACTED]	

Submitted **1st Reviewed** **Last Reviewed** **Accepted** **Approved** **Chk Requested** **Chk Confirmed** **Days To Proc**

Comments **Line Items** **Exceptions** **Edit Summary** **Adjustment Summary** **Quote** **Service Request** **Guideline** **History** **Payment** **Chronology**

Costs	Total: \$84.23	Invoicing Prev. Billed: \$0.00	Exc. Loan Allow:	Exc Inv Allow:
		Converted Costs:		
Totals	Inv Amt: \$84.23	Prev. Billed: \$0.00	Loan Total Fees/Costs Prev.Billed: \$0.00	Exc Inv Allow:

[Add](#) [Remove All](#)

N	A	B	I	O	Category	Subcategory	Aff. Ind.	Date	Qty	Price	Billed	Exc. Allow	Adjust
N					REO Expenses	Electric / Electric Bill		09/30/21	1	\$84.23	\$0.00		\$0.00

Service From Date: 09/01/2021 **Service To Date:** 09/30/2021

If after submitting the invoice you receive an error similar to the one below, this means that you're submitting with an exception. An exception would be the line item is over the amount, documentation is missing, etc. Read the exception reasoning and address it before continuing to submit.

Exception	Category	Subcategory
A Required Image is Missing	REO Expenses	Electric / Electric Bill
A Required Image is Missing	REO Expenses	Gas / Gas Bill
A Required Image is Missing		

Requirements for Submitting Utility Invoices

VRM recommends all vendors to pay all invoices in a timely manner, keep the utility bills up to date, and submit those bills in LPS as they are paid. If charges are accumulated for several months on a utility bill and paid with one check, please make sure to create separate lines for each billing cycle (service to and from dates) in LPS to submit the expense. Approval is required for all delinquent bills prior to LPS submission. Expense approval should be received from your Asset Manager through AMS. Delinquent utility invoices are approved through the Utility or Violations Module. Utility bills for current charges do not require approval.

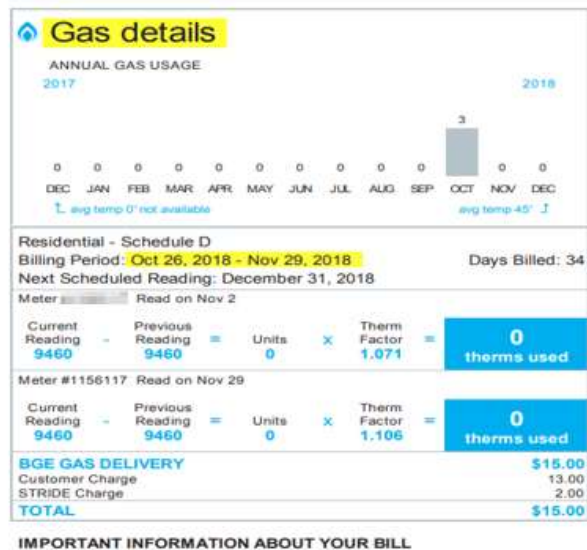
Supporting Documentation Required in LoanSphere for Utilities

- ❖ All utility bills must be submitted in LPS with complete invoice, service address, service type, read or service dates, and all detail breakdown of the charges.
- ❖ Each billing cycle of a utility must be added as separate line items.
- ❖ DEPOSITS, CONVEINIANCE FEES, CREDIT CARD PROCESSING FEES, SOME LATE CHARGES AND SOME MEMBERSHIP FEES ARE NOT REIMBURSED. Late charges will need approval in AMS by the asset manager. Membership fees will require a letter from the utility company stating that the membership fee is non-refundable in order to be reimbursed. The letter must be attached in LPS.
- ❖ Delinquent utility bills require a detailed ledger or history from the utility company showing the account starting from a zero balance, the read date or service date with detailed charges including all penalties and interest for those service dates. These can be submitted on one line in LPS. Current charges do not require an approval in AMS.

- ❖ Utility invoices with a lien should be submitted in LPS along with the lien release. If the lien release is not available, a paid receipt can be submitted in lieu of lien release.
- ❖ All billing cycles must be submitted separately in LPS with complete bill and proof of payment pertaining to the expense.
 - EXCLUDE LATE FEES AND ANY PRIOR AMOUNT THAT HAS BEEN REIMBURSED. Late charges are not reimbursable by the client after the grace period of 30 days past the vacate date.
- ❖ In case the utility company does not provide an invoice for a connection charge, a fee schedule or application form will be accepted.
- ❖ All line items in LPS for VRM reimbursement must be submitted with complete invoice and proof of payment even if they were paid with the same check.
- ❖ Any utility bills that have combined electric, gas, or water/sewer will have to be separated out on separate line items. Meaning, the gas portion of the bill will need to be on one line item, the electric portion on another line item, and the water/sewer portion on another separate line item. Water and Sewer bills can remain combined.

Service Dates

- ❖ To and from service dates in LPS must be same as the invoice or ledger read date or service dates.
- ❖ Billing cycles that begin after the asset closes are not reimbursable by the client.



Save & Submit Save & Hold Void Review Remit Resolution

+ Invoice Information

Invoice #: [REDACTED]	Asset #: [REDACTED]	Invoice Date: 10/8/2021
Status: Hold	Loan #: [REDACTED]	Created Date: 10/8/2021
Service: Vendor Resource Management - GOV		Submitted Date: NA
		Deadline Date:

Invoice Type: REO - Property Preservation Services	Contact: [REDACTED]
Vendor Ref #: Utilities for September	Loan Type: REO
Department: REO Broker	

Address: [REDACTED]
City, State: [REDACTED]
Zip: [REDACTED]

Invoice ID: [REDACTED]

Submitted	1st Reviewed	Last Reviewed	Accepted	Approved	Chk Requested	Chk Confirmed	Days To Proc
-----------	--------------	---------------	----------	----------	---------------	---------------	--------------

Comments Line Items Exceptions Edit Summary Adjustment Summary Quote Service Request Guideline History Payment Chronology

Costs	Total: \$26.12	Invoicing Prev. Billed: \$0.00	Exc. Loan Allow:	Exc Inv Allw:
		Converted Costs:		
			Exc. Loan Total Fees/Costs Allow:	
Totals	Inv Amt: \$26.12	Prev. Billed: \$0.00	Loan Total Fees/Costs Prev.Billed: \$0.00	Exc Inv Allw:

Add Remove All

N	A	B	I	O	Category	Subcategory	Aff. Ind.	Date	Qty	Price	Billed	Exc. Allow	Adjust
N					REO Expenses	Electric / Electric Bill		09/30/21	1	\$11.12	\$0.00		\$0.00
					Service From Date: 09/01/2021	Service To Date: 09/30/2021							
N					REO Expenses	Gas / Gas Bill		09/30/21	1	\$15.00	\$0.00		\$0.00
					Service From Date: 09/01/2021	Service To Date: 09/30/2021							

Requirements for Submitting Repair and Inspection Invoices

All repair and inspection work requires an approval documented in AMS prior to submission in LPS.

- ❖ Capital repairs and lender-required repairs require a completed 'All Bills Paid Affidavit' in the Repair module and it must be notarized. In case you are unable to upload it in the Repairs module, upload the completed affidavit in AMS documents prior to invoice submission in LPS.
- ❖ The 'Payment Certification' is required for all P&M (Preservation & Maintenance) work.
- ❖ Blank versions of the 'All Bills Paid Affidavit' and 'Payment Certification' form can be found in the Templates section of AMS on all assets and at the end of this guide.
- ❖ If the Property Preservation Vendor (PPV) on your assigned asset is a part of VRM's Direct Pay program payments will be made directly from VRM to the *assigned* PPV. For repairs that require multiple bids, Capital repairs or Lender repairs, and/or the bid was directly uploaded by you, the broker, these will need to be submitted in LPS.
- ❖ If the repair is not paid through direct payment, then the broker is responsible for reimbursing the PPV and submit it for reimbursement in LPS.
- ❖ Repair purchase orders need to be approved and closed in AMS prior to initiating

the expense reimbursement in LPS, with the exception of closed assets. Once an asset is closed, the PO cannot be closed. If this is the case, upload the photos in AMS Documents and make sure there is an approval for the completed work in AMS.

- ❖ Photos are no longer required in LPS as they are already in AMS Repairs or Documents tabs.

Supporting Documentation in LoanSphere

- ❖ Submit repair or inspection expenses in LPS with the invoice, proof of payment, and Payment Certification (in case of P&M expense) or 'All Bills Paid Affidavit' (Capital/Lender required repairs) once your bid or proposal is approved in AMS.
- ❖ Be advised that your supporting documentation cannot be a bid, estimate or proposal in LPS. You must attach the invoice from the vendor that completed the work.
- ❖ Dump Receipts are required for Hazardous Material Removal repairs.

Service Dates

- ❖ Please make sure the 'to' and 'from' dates in LPS are either the invoice date or the service date(s) that is on the invoice. Do not use any other date for the 'to' and 'from' LPS service dates.

Requirements for Submitting HOA Invoices

- ❖ All initial HOA expenses require approval from your assigned VRM HOA Coordinator. Approval to pay the expense is provided through the HOA module in AMS.
- ❖ Once you receive an initial approval, you do not need approval for subsequent HOA assessments until new fees are assessed.
- ❖ Approval is required for any other type of HOA expense; for example, transfer fees, document fees, estoppel, or payoff fees.
- ❖ Rush fees or convenience fees are not reimbursable by the client.
- ❖ The Listing Broker will be responsible for keeping the dues current. After initial payoff approval, late fees, interest, and attorney fees are not reimbursable unless specifically approved by your HOA Coordinator.

Supporting Documentation in LoanSphere

- ❖ An invoice or account history/ ledger is required.
- ❖ Proof of payment such as a copy of the check or credit card receipt. (Payment certification or All Bills Paid affidavit is not needed for these submissions)

Service Dates

- ❖ Please make sure to and from service dates in LPS are the same dates as monthly, quarterly, or annual billing period that is on the ledger or invoice.
- ❖ If any portion of the HOA assessment was prorated from the date of foreclosure, use the foreclosure date as the from service date in LPS.

Requirements for Submitting City Violation Invoices

- ❖ All Violations require an approval by VRM Operations staff without any exception.

Supporting Documentation in LoanSphere

- ❖ All Violations are required to be submitted with an invoice, notice or tax assessments and proof of payment in LPS.
- ❖ If the violation has a lien or there is a lien that needs to be submitting, then a zero dollar ledger or a lien release is required.

Service Dates

- ❖ The service dates in LPS are the same as the original date of violation or notice.

Requirements for Submitting (Hazardous) Debris Removal

All debris and hazard debris removal work requires an approval documented in AMS. Payment Certification is required for all P&M work. A dump receipt is required also.

Supporting Documentation in LoanSphere

- ❖ Once the bid or proposal is approved in AMS, submit debris removal and hazmat removal expense in LPS with invoice, proof of payment, payment certification, and dump receipt if hazmat removal.
- ❖ Hazardous Debris removal expenses:
 - VRM requires a breakdown invoice with dump charge and any other charges incurred in removing and disposing of the hazardous material and dump receipt with amount.
 - We must have a dump receipt from the facility detailing the cost of disposal which will be verified by operations.
 - If the dump is free, a no charge dump receipt or proof of disposal of hazards such as date stamped photos in a proper facility must be accompanied with your invoice.

- Examples of acceptable invoices and dump receipts:

INVOICE

9-14
3237

BILL TO
VRM Mortgage Services

SHIP TO
VRM Mortgage Services

INVOICE # [REDACTED]
DATE 09/13/2016
DUE DATE 09/28/2016
TERMS Net 15

PROPERTY ID
[REDACTED]

ACTIVITY	QTY	RATE	AMOUNT
160 - MAINTENANCE Yard Debris Removed	1	340.00	340.00
160 - MAINTENANCE Hazzmat	1	130.00	130.00
160 - MAINTENANCE Actual dump fees	1	10.00	10.00
160 - MAINTENANCE Transport Fee	1	50.00	50.00

We appreciate the opportunity to work with you.

Thank you for the business!

BALANCE DUE **\$530.00**

Name _____

Date	Description	Amount
9-13-16		
	10 Paint	
	1 Tires	
		\$10 cash



August 26th, 2016

Invoice #

Customer: VRM

Submitter:

Repair:

DESCRIPTION

Broker Recommended Repairs

Description of item to be Repaired	Cost
Cost of gathering and loading materials	\$275.00
3 - Spray paint	
18 - 1 Gallon paint	
1 - Antifreeze oils	
4 - 1/2 pint paint	
8 - 1 pint paint	
11 - Household Chemicals	
5 - Pesticides	
2- paint thinner	
1- Gas can	
Cost of transporting to dump site	\$55.00
Estimated dump fee	\$45.00

SITE	TICKET	SCALE OPERATOR	ORIGIN
01-71563			
GATE IN	GATE OUT	TIME IN	TIME OUT
8/26/16	8/26/16	11:25 am	11:25 am
REFERENCE	VEHICLE	ROLL OFF	
	COO		

QTY.	UNIT	DESCRIPTION	CASH	EXTENSION	FEE	TOTAL
1.00	LD	SPECIAL C/D	\$45.00	\$45.00	\$0.00	\$45.00
1.00		Energy Recovery Fee	\$5.00	\$0.00	\$0.00	\$0.00
						NET AMOUNT \$45.00
						TENDERED \$45.00
						CHANGE \$0.00
						COIN NO.

Hours of Operation:
M-F (630a-530p)
SAT (700a-1200 noon)

WARNING: Transporting any unattended hazardous waste to this facility for disposal is prohibited by law. Persons violating this prohibition are subject to civil and criminal penalties.

SIGNATURE

Service Dates

- ❖ Make sure the 'to' and 'from' date in LPS is the invoice date or the service date that is on the invoice.

LPS & Milestone Rekeys

Rekeys should rarely ever be submitted in LPS for reimbursement. Brokers are paid the 1st rekey of a property through milestone tasking in AMS. They are paid directly through our AMS system and are not required to submit this expense in LPS. The amount of payment will be either \$45, \$50, or \$55 depending on if the task was completed late, on time, or early. Brokers will only be paid for ONE rekey per asset even if the asset is a multi-unit asset. All subsequent rekeys will be completed by the assigned property preservation vendor and included in the initial services payment to them.

In cases where there is not a property preservation vendor assigned and a 3rd party vendor must complete the initial services and all other work, then any subsequent rekeys after the first rekey will have to be approved through the Repairs module in AMS. Once approved, the broker will then pay the 3rd party vendor for the PO and submit the entire PO expense in LPS for reimbursement.

Resolutions in LoanSphere

An invoice is released back to the originator in LPS due to insufficient documentation or incorrect data that does not support or match the submitted invoice. NOTE: A resolution in LPS is NOT a denial of your expense. A resolution is the opportunity to make necessary corrections or adjustments needed for reimbursement per the resolution request.

When an invoice is returned for correction or modification, the reason for the invoice being returned will be in the resolution comment box.

- ❖ VRM accounting will contact you through a resolution in LPS with any issues regarding your invoice submission. Be advised that any Resolution sent to you must be resolved within 7 days or by the deadline stated in the resolution.
- ❖ If the invoice is not resolved within the deadline or within the first two same resolutions requests sent, the invoice is subject to denial.
- ❖ Once the necessary corrections have been made, release the invoice back to VRM.
- ❖ Make sure your e-mail address is correct in LPS as this is the e-mail address VRM Accounting will use to contact you on reimbursement related issues.
- ❖ Potential LPS Resolutions include, but are not limited to:
 - Adding more than 7 line items to an LPS invoice
 - Change the invoice type or subcategory on the line item. Typically, the specialist will tell you which one to use in the resolution
 - LPS line items are not broken out correctly according to the documentation attached
 - The amount is incorrect

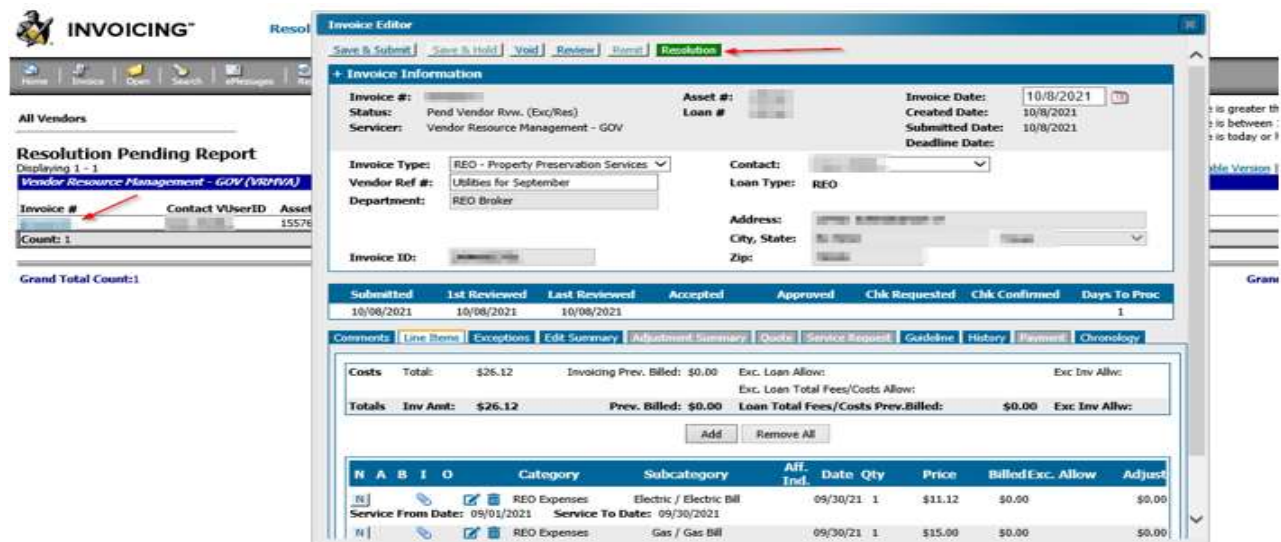
- The service dates are incorrect
- The documentation is either not for the line item in LPS, illegible, or is not attached
- Appropriate approval is missing in AMS
- Proof of payment is not attached or does not match the line item amount or other documentation provided
- ❖ For additional information on explanations of Resolution comments and expectations, please email accounting at accounting@vrnco.com.

To locate Resolution Comments in LoanSphere

Go to the main screen in LPS and click on the Resolution Pending Report in the Jump To Reports section. The Resolution Pending report can also be run from the Reports section in LPS by clicking on the report's icon.



Open your LPS invoice and click on 'Resolution'. The comment box of the resolution will show the invoice changes that need to be made.



Resolution

Close

Print

Loan #:

Asset #:

NOTE: To resubmit this invoice to the Servicer, click the Save& Submit button on the Invoice.

Action: Release

Reason: Correct item

Completed Date: Open

Created	Servicer	User ID	Comment
10/8/2021 6:11:49 PM	VRMVA		Documentation is missing from both line items

To correct an attachment to a line item, click on attachment icon to add/change any attachments.

Submitted	1st Reviewed	Last Reviewed	Accepted	Approved	Chk Requested	Chk Confirmed	Days To Proc
10/08/2021	10/08/2021	10/08/2021					1

Comments

Line Items

Exceptions

Edit Summary

Adjustment Summary

Quote

Service Request

Guideline

History

Payment

Chronology

Costs

Total: \$26.12

Invoicing Prev. Billed: \$0.00

Exc. Loan Allow:

Exc Inv Allw:

Exc. Loan Total Fees/Costs Allow:

Totals

Inv Amt: \$26.12

Prev. Billed: \$0.00

Loan Total Fees/Costs Prev.Billed: \$0.00

Exc Inv Allw:

Add

Remove All

N	A	B	I	O	Category	Subcategory	Aff. Ind.	Date	Qty	Price	Billed	Exc. Allow	Adjust
N					REO Expenses	Electric / Electric Bill		09/30/21	1	\$11.12	\$0.00		\$0.00
Service From Date: 09/01/2021					Service To Date: 09/30/2021								
N					REO Expenses	Gas / Gas Bill		09/30/21	1	\$15.00	\$0.00		\$0.00
Service From Date: 09/01/2021					Service To Date: 09/30/2021								

Close

To change the service dates on a line item, click the edit icon. NOTE: Subcategories and amounts cannot be edited. The line item will need to be deleted and a new line item will need to be added with the correct subcategory and amount.

Submitted	1st Reviewed	Last Reviewed	Accepted	Approved	Chk Requested	Chk Confirmed	Days To Proc
10/08/2021	10/08/2021	10/08/2021					1

[Comments](#) | [Line Items](#) | [Exceptions](#) | [Edit Summary](#) | [Adjustment Summary](#) | [Quote](#) | [Service Request](#) | [Guideline](#) | [History](#) | [Payment](#) | [Chronology](#)

Costs
Total: \$26.12
Invoicing Prev. Billed: \$0.00
Exc. Loan Allow:
Exc Inv Allw:

Totals
Inv Amt: \$26.12
Prev. Billed: \$0.00
Loan Total Fees/Costs Prev.Billed: \$0.00
Exc Inv Allw:

Add Remove All

N	A	B	I	O	Category	Subcategory	Aff. Ind.	Date	Qty	Price	Billed	Exc. Allow	Adjust
					REO Expenses	Electric / Electric Bill		09/30/21	1	\$11.12	\$0.00		\$0.00
Service From Date: 09/01/2021					Service To Date: 09/30/2021								
					REO Expenses	Gas / Gas Bill		09/30/21	1	\$15.00	\$0.00		\$0.00
Service From Date: 09/01/2021					Service To Date: 09/30/2021								

Close

To delete a line item, click on the delete icon.

Submitted	1st Reviewed	Last Reviewed	Accepted	Approved	Chk Requested	Chk Confirmed	Days To Proc
10/08/2021	10/08/2021	10/08/2021					1

[Comments](#) | [Line Items](#) | [Exceptions](#) | [Edit Summary](#) | [Adjustment Summary](#) | [Quote](#) | [Service Request](#) | [Guideline](#) | [History](#) | [Payment](#) | [Chronology](#)

Costs
Total: \$26.12
Invoicing Prev. Billed: \$0.00
Exc. Loan Allow:
Exc Inv Allw:

Totals
Inv Amt: \$26.12
Prev. Billed: \$0.00
Loan Total Fees/Costs Prev.Billed: \$0.00
Exc Inv Allw:

Add Remove All

N	A	B	I	O	Category	Subcategory	Aff. Ind.	Date	Qty	Price	Billed	Exc. Allow	Adjust
					REO Expenses	Electric / Electric Bill		09/30/21	1	\$11.12	\$0.00		\$0.00
Service From Date: 09/01/2021					Service To Date: 09/30/2021								
					REO Expenses	Gas / Gas Bill		09/30/21	1	\$15.00	\$0.00		\$0.00
Service From Date: 09/01/2021					Service To Date: 09/30/2021								

Close

To add a note to a line item, click the note icon. Enter the note and click ok. It will show up below the line item.

Submitted	1st Reviewed	Last Reviewed	Accepted	Approved	Chk Requested	Chk Confirmed	Days To Proc
10/08/2021	10/08/2021	10/08/2021					1

Comments	Line Items	Exceptions	Edit Summary	Adjustment Summary	Quote	Service Request	Guideline	History	Payment	Chronology
----------	------------	------------	--------------	--------------------	-------	-----------------	-----------	---------	---------	------------

Costs	Total:	\$26.12	Invoicing Prev. Billed:	\$0.00	Exc. Loan Allow:		Exc Inv Allw:	
					Exc. Loan Total Fees/Costs Allow:			
Totals	Inv Amt:	\$26.12	Prev. Billed:	\$0.00	Loan Total Fees/Costs Prev.Billed:	\$0.00	Exc Inv Allw:	

N	A	B	I	O	Category	Subcategory	Aff. Ind.	Date	Qty	Price	Billed	Exc. Allow	Adjust
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	REO Expenses	Electric / Electric Bill		09/30/21	1	\$11.12	\$0.00		\$0.00
Service From Date:					09/01/2021		Service To Date:		09/30/2021				
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	REO Expenses	Gas / Gas Bill		09/30/21	1	\$15.00	\$0.00		\$0.00
Service From Date:					09/01/2021		Service To Date:		09/30/2021				

Line Item Note
✕

Delay in billing due to COVID-19

We reference line item numbers in LPS by starting at the first line on the LPS invoice and counting down from the top. Therefore, if we send a resolution regarding a specific line item number follow this same method, so you know which line item number we're referencing.

Example:

REO Broker - REO - Property Preservation Services

Submitted	1st Reviewed	Last Reviewed	Accepted	Approved	Chk Requested	Chk Confirmed	Days To Proc
11/03/2022	11/10/2022	11/10/2022					8

Comments

Line Items

Exceptions

Edit Summary

Adj. Summary

Chronology

Quote

Service Request

Guideline

Invoice Mapping

History

Payments

Reconciliation

Costs	Total:	\$111.48	Invoicing Prev. Billed:	\$502.06	Exc. Loan Allow:		Exc Ord Allw:
					Exc. Loan Total Fees/Costs Allow:		
Totals	Inv Amt:	\$111.48	Prev. Billed:	\$502.06	Loan Total Fees/Costs Prev.Billed:	\$502.06	Exc Ord Allw:

Costs

A	B	I	C	Category	Subcategory	W/H	Aff. Ind.	Date	Qty	Price	Orig. Billed	Adjust	Net
1	A		C	REO Expenses	Water/Garbage/Sewer			11/03/22	1	\$31.53	\$31.53	\$0.00	\$31.53
				Service From Date: 09/01/2022				Service To Date: 09/30/2022					
2	A		C	REO Expenses	Water/Garbage/Sewer			11/03/22	1	\$26.02	\$26.02	\$0.00	\$26.02
				Service From Date: 09/13/2022				Service To Date: 10/11/2022					
3	A		C	REO Expenses	Water/Garbage/Sewer			11/03/22	1	\$11.65	\$11.65	\$0.00	\$11.65
				Service From Date: 10/12/2022				Service To Date: 10/25/2022					
4	A		C	REO Expenses	Gas / Gas Bill			11/03/22	1	\$23.70	\$23.70	\$0.00	\$23.70
				Service From Date: 09/21/2022				Service To Date: 10/21/2022					
5	A		C	REO Expenses	Gas / Gas Bill			11/03/22	1	\$2.36	\$2.36	\$0.00	\$2.36
				Service From Date: 10/21/2022				Service To Date: 10/23/2022					
6	A		C	REO Expenses	Electric / Electric Bill			11/03/22	1	\$14.73	\$14.73	\$0.00	\$14.73
				Service From Date: 09/22/2022				Service To Date: 10/21/2022					
7	A		C	REO Expenses	Electric / Electric Bill			11/03/22	1	\$1.49	\$1.49	\$0.00	\$1.49
				Service From Date: 10/21/2022				Service To Date: 10/24/2022					
Total:											\$111.48	\$0.00	\$111.48
Invoice Total:											\$111.48	\$0.00	\$111.48

LoanSphere Chargebacks, Curtailments, and Adjustments

If a chargeback or loss needs to be issued against a service submitted in LPS, then accounting will request that the vendor change the subcategory for the service to 'Initial Services'. This is the only time this subcategory should be used.

Chargebacks

Chargebacks are processed when a vendor expense is deemed non-reimbursable by the VRM client or if a vendor fails to maintain and preserve the property. The amount of the chargeback will be deducted from future reimbursements or, in some cases, demanded as immediate payment in accordance with the master agreement.

- ❖ Chargebacks are reviewed by Operations staff prior to processing
- ❖ Chargebacks over \$500 are also reviewed by vendor management prior to processing
- ❖ The reason for the chargeback is noted on the payment stub or can be found in the details on the Payments tab in VMS
- ❖ Questions regarding chargebacks can be sent to vendoringquiry@vrmco.com
- ❖ The most common reasons for chargebacks are:
 - Violations from failure to maintain the property
 - Duplicate submittal and payment of expenses

- Failure to make utility payments on time
- Failure to complete services
- Failure to make timely HOA payments

To find chargeback details, go to the Payments tab in VMS. Select the payment that has the chargeback. Then, click 'View' on the chargeback line item.

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SCORECARDS
PAYMENT METHOD
REFERENCE CODES
NOTES
AUDIT HISTORY
ASSIGNMENT INVENTORY
DOCUMENTS
PAYMENTS
TASKS
SERVICES

PAYMENTS **VOUCHERS**

PAYMENT HISTORY Filter

The grid below contains a list of payments that have been made to your business. Selecting a payment in the grid will display a list of vouchers/services to which the payment applies.

Payment Date	Payment Type	Payment Reference	Items Included	Payment Amount
12/19/2016	EFT		14	\$5,632.00
12/16/2016	EFT		56	\$45,360.00
12/17/2016	EFT			\$7,351.70
12/12/2016	EFT		16	\$4,236.10
12/11/2016	EFT		16	\$6,027.40

Page 1 of 179 Page(s) Next Page > Last Page >|

VOUCHERS Export

The grid below contains a list of vouchers/services that are associated with the selected payment.

Asset ID	Address	Invoice	Service Item	Amount	Comment
			Eviction Costs	\$700.00	View
			Chargeback-Property Pre...	(\$146.00)	View
			Mold Treatment	\$162.70	View
			Trim Shrubs/Trees	\$220.00	View
			Demolition	\$325.00	View
			Debris Removal >40 cubi...	\$445.00	View
			Trim Shrubs/Trees	\$410.00	View
			Tarp/Patch Roof	\$1,565.00	View
			Door Repair/Replace	\$225.00	View
			Mold Treatment	\$195.00	View

Page 1 of 4 Page(s) Next Page > Last Page >|

A dialog box will appear detailing the reason for the chargeback. All chargeback disputes should be sent to vendorinquiry@vrmco.com.

COMMENTS

Voucher //SEE VRMS ACCOUNTING NOTE

Comment

Voucher //Photos do not support replacement of handrails on 3 separate decks. Approved chargeback received from Ops manager and uploaded in \\vrmco.com\Shares\Re

Detail

Comment

Curtailments & Adjustments

Adjustments can be made by the accounting staff on LPS line items that have a larger amount than what the documentation substantiates.

- ❖ Adjustments must be reviewed and responded to within five business days.
- ❖ After 5 days, if the adjustment has not been reviewed, then the accounting specialist can curtail the adjustment and approve the invoice without review from the broker.
- ❖ Upon your review, you can either deny, dispute, or approve the adjustment. Once complete it is sent back to the accounting staff for re-review.

Go to the main screen in LPS and click on the Outstanding Adjustments Report in the Jump To Reports section. The Adjustment report can also be run from the Reports section in LPS by clicking on the Reports icon. NOTE: Adjustments will not show up as a pending Resolution.

The screenshot shows the LPS main interface. At the top is a navigation bar with icons for Home, Invoice, Open, Search, eMessages, Reports, Services, Loan Changes, Password, Support, and Help. Below this is a 'Welcome Katy Shields to REO Broker' banner. To the left is an 'Announcements' sidebar with three items: a Black Knight Invoicing solution update, a Fannie Mae SIR LoanFinder Service and CLM Webservice update, and an important vendor monthly statement change. The main area has three sections: 'You have 20 messages' with links to create or open invoices; 'Jump To Reports' with links to outstanding adjustments (highlighted with a red arrow), resolution pending reports, and business objects reports; and 'Servicer Profile' with a link to view the profile.

Open the invoice and click on the 'A' to see the review the adjustment on the LPS invoice line item.

The screenshot shows the LPS invoice review screen. At the top are buttons for 'Save & Submit', 'Save & Hold', 'Void', 'Review', 'Reprint', and 'Resolution'. Below is the 'Invoice Information' section with fields for Invoice #, Status, Servicer, Invoice Type, Vendor Ref #, Department, Invoice ID, Asset #, Loan #, Invoice Date, Created Date, Submitted Date, and Deadline Date. The 'Line Items' section is expanded, showing a table with columns: N, A, B, I, O, Category, Subcategory, Aff. Ind., Date, Qty, Price, Billed, Exc. Allow, and Adjust. A red arrow points to the 'A' icon in the first column of the table. Below the table are buttons for 'Add' and 'Remove All'.

N	A	B	I	O	Category	Subcategory	Aff. Ind.	Date	Qty	Price	Billed	Exc. Allow	Adjust
N	A				REO Expenses	Other utilities		08/16/22	1	\$302.21	\$0.00		(\$5.17)

Click icon below to see the reason for the adjustment.

Line Item Adjust

REO Expenses-Other utilities Amt: \$302.21 Adj: (\$5.17) Due: \$297.04
 Loan Allow: N/A Invoice Allow: N/A Unit Allow: \$499.99

Adjustment Entry

Type: -- Select --
 Amt: \$

Comment:

Previously Posted Adjustments (If invoice is in denied state then adjustments can not be approved or denied).

Date	Type	Code	Amount	Approve?	Created By
08/16/2022	Reduce Line Item Amt	Misc - See Notes	(\$5.17)	<input type="radio"/> Yes <input type="radio"/> No	

Print Clear Approval Close

Line Item Adjust

REO Expenses-Other utilities Amt: \$302.21 Adj: (\$5.17) Due: \$297.04
 Loan Allow: N/A Invoice Allow: N/A Unit Allow: \$499.99

Adjustment Entry

Type: -- Select --
 Amt: \$

Comment:

Previously Posted Adjustments (If invoice is in denied state then adjustments can not be approved or denied).

Date	Type	Code	Amount	Approve?	Created By
08/16/2022	Reduce Line Item Amt	Misc - See Notes	(\$5.17)	<input type="radio"/> Yes <input type="radio"/> No	

Adjustment Comment

VA doesn't reimburse late fees

Close

Close

To Reject an Adjustment:

Change the Type to Increase Line Item Amount, then change Amt: field to the adjusted amount. Enter a note in the Comment box and select 'No' under Approve?. Finally, select Close.

Line Item Adjust

REO Expenses-Other utilities Amt: \$302.21 Adj: (\$5.17) Due: \$297.04
 Loan Allow: N/A Invoice Allow: N/A Unit Allow: \$499.99

Adjustment Entry

1 Type: Increase Line Item Amt 3 Comment: No one in office due to COVID-19

2 Amt: \$ 5.17 5 Add Clear

Previously Posted Adjustments (If invoice is in denied state then adjustments can not be approved or denied).

Date	Type	Code	Amount	Approve?	Created By
08/16/2022	Reduce Line Item Amt	Misc - See Notes	(\$5.17)	<input type="radio"/> Yes <input checked="" type="radio"/> No	

4

6

Print Clear Approval Close

To Approve an Adjustment:
 Select Yes under Approve? and click Close.

Line Item Adjust

REO Expenses-Other utilities Amt: \$302.21 Adj: (\$5.17) Due: \$297.04
 Loan Allow: N/A Invoice Allow: N/A Unit Allow: \$499.99

Adjustment Entry

Comment:

Add Clear

Previously Posted Adjustments (If invoice is in denied state then adjustments can not be approved or denied).

Date	Type	Code	Amount	Approve?	Created By
08/16/2022	Reduce Line Item Amt	Misc - See Notes	(\$5.17)	No	
08/16/2022	Increase Line Item Amt	Vendor Response	\$5.17		
08/16/2022	Reduce Line Item Amt	Misc - See Notes	(\$5.17)	<input checked="" type="radio"/> Yes <input type="radio"/> No	

Print Clear Approval Close

NOTE: If an adjustment has not been approved within the allotted time line, then the VRM specialist will curtail and approve the adjustment.

LoanSphere Denials

It is the broker's responsibility to review denied invoices in LPS. Any disputes to a denied invoice can be emailed to accounting@vrmco.com.

- ❖ The broker can dispute a denied invoice. If the dispute ends in favor of the broker, then the denial can be removed from the LPS invoice and re-reviewed for approval of the expense.
- ❖ **The deadline to review, resolve, and correct a denied invoice is 60 days past the disposition date.**
- ❖ If the denial has not been corrected and resolved, then the denial will stand and no reimbursement will be made.
- ❖ The vendor should be running weekly reports to determine which invoices have been denied.
- ❖ Potential reasons a LPS invoice can be denied include, but are not limited to:
 - Invoice is submitted 30 days past disposition date (closing date)
 - Duplicate invoice submission
 - Final utility bill is for over 7 days past escrow or the new billing cycle begins after the closing date of the asset
 - Invoice property address does not match the asset property address
 - The same resolution has already been sent twice with no changes made or no response has been given
 - The payee code does not match the payee code of the assigned vendor on the asset
 - Deposits and convenience fees are not reimbursable
 - Tax documents are not reimbursable via LPS

LoanSphere Reporting

It is the responsibility of the broker to run reports weekly in LPS to make sure all resolutions, adjustments, and denials are addressed within the deadlines previously stated. In order to run the weekly reports, click on the 'Reports' icon and select the desired report. The most commonly used reports are:

- ❖ Report for denied invoices: General Invoice Status
- ❖ Report for pending resolutions that need a response: Resolution Pending Report
- ❖ Report for adjustments that need a response: Outstanding Adjusted Invoice
- ❖ Report for approved invoices: General Invoice Status
- ❖ Report for paid invoices: General Invoice Status

All Reports	
Click to Select	Report Description
Company Rolodex	Shows a list of all companies to which you can submit invoices, their users and a link to their pages
Converted Loan Number Search	Search by an old loan to find the current servicer's loan number
Daily Inventory	Daily Inventory
General Invoice Status	General Invoice Status Report
Invoice Deadline Complete	Invoice Deadline Complete
Invoice Deadline Pending	Invoice Deadline Pending
Loan Data Recommended Changes	Loan Data Recommended Changes
Outstanding Adjusted Invoice	Outstanding Adjusted Invoice
Payment Breakdown by Check/ACH Number	Payment information by Check/ACH number
Payment Breakdown by Payment Request Date	Shows Check/ACH information by Servicer and request date
Receipts Due Servicer	Receipts Due Servicer
REO Vendor Account History	REO Vendor Account History
REO Vendor Invoices On Hold	Displays invoices on hold for logged in REO Vendor
Resolution Completed Report	Resolution Completed Report
Resolution Pending Report	Resolution Pending Report
Unresponded Fee Cost Quotes	Fee cost quotes request to which you have not yet responded
Vendor Invoice Status By Reference No	Vendor Invoice Status By Reference No
Vendor Monthly Invoice Detail	Vendor Monthly Invoice Detail
Vendor Monthly Statement	Vendor Monthly Statement

Brokers may use the reporting tools to fit their needs, but all resolutions, denials, and adjustments must be responded to by their respective deadlines.

Payment Reconciliation

There are three ways to determine if an LPS invoice has been reimbursed:

1. The individual LPS invoice's Payments tab
2. LPS General Invoice Status Report
3. VMS Payment Tab

LPS Invoice Payments Tab

A specific LPS invoice's payment can be found by:

1. Enter the asset ID in the search box and select the invoice in LPS
2. Navigate to the Payments tab on the right, you will see the payment date including the check number and date of payment.

REO Broker - REO - Property Preservation Services

Submitted	1st Reviewed	Last Reviewed	Accepted	Approved	Chk Requested	Chk Confirmed	Days To Proc
11/12/2015	12/08/2015	09/15/2016		12/14/2015	12/14/2015	12/15/2015	33

[Comments](#) | [Line Items](#) | [Exceptions](#) | [Edit Summary](#) | [Adj. Summary](#) | [Chronology](#) | [Quote](#) | [Service Request](#) | [Guideline](#) | [Invoice Mapping](#) | [History](#) | [Payments](#) | [Reconciliation](#)

Costs	Total:	\$225.00	LoanSphere Invoicing Prev. Billed:	\$0.00	Exc. Loan Allow:		Exc Ord Allw:
					Exc. Loan Total Fees/Costs Allow:		
Totals	Inv Amt:	\$225.00	Prev. Billed:	\$0.00	Loan Total Fees/Costs Prev.Billed:	\$0.00	Exc Ord Allw:

Costs

A	B	I	C	Category	Subcategory	W/H	Aff. Ind.	Date	Qty	Price	Orig. Billed	Adjust	Net
A				REO Expenses	Hazard Debris Removal			11/10/15	1	\$225.00	\$225.00	\$0.00	\$225.00
Note: Sent a message, not sure what you are looking for, the debris was taken to a scrap metal place and the receipt is attached with this invoice, if you are needing something else please send me a message and I will get in touch with the Vendor													
Service From Date: 11/10/2015 Service To Date: 11/10/2015													
Total:											\$225.00	\$0.00	\$225.00
Invoice Total:											\$225.00	\$0.00	\$225.00

Comments	Line Items	Exceptions	Edit Summary	Adj. Summary	Chronology	Quote	Service Request	Guideline	Invoice Mapping	History	Payments	Reconciliation
Request Date		Check #								Check Date		Amount
12/14/2015		CK								12/15/2015		\$225.00
Category		Subcategory			Trans Code		Reason Code		Corp Advance		Seq Code	Amount
REO Expenses		Hazard Debris Removal										\$225.00

LPS General Invoice Status Report

Payments can also be found by running the 'General Invoice Status' report in LPS with the 'Invoice Status' parameter set to 'Check Confirmed'. Other parameters may also be set depending on if you are looking for something more specific.

LoanSphere Invoicing **General Invoice Status Report**

Home | Invoice | Open | Search | eMessages | Reports | Servicers | Loan Changes | Password | Support | Help

Vendor Name: [Dropdown]
 Servicer: All
 State: All
 Loan Type: All
 Department: All
 Invoice Status: Check Confirmed
 Created By: All
☐ All ☒ Submitted ☐ Reviewed ☐ Accepted ☐ Invoice Date
 Date Range: From 10/18/2018 To 3/8/2019
 Search Clear

The list of invoices that have been paid will show with the 'Check Confirmed' status and the date that the payment was made.

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- A possibility that broker owes VRM due to chargeback.
- A technical glitch and LPS did not get updated with a check number.
- An invoice might also be randomly selected for VRM's QA staff to audit for accuracy. You can check the Chronology tab on the invoice to see if an audit was created. Please allow yourself 7-10 days to receive your check by mail or direct deposit.

VMS Payments Tab

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GENERAL OFFICES CONTACTS SCORECARDS PAYMENT METHOD REFERENCE CODES NOTES AUDIT HISTORY ASSIGNMENT INVENTORY DOCUMENTS **PAYMENTS** TASKS SERVICES

PAYMENTS **VOUCHERS**

PAYMENT HISTORY Filter

The grid below contains a list of payments that have been made to your business. Selecting a payment in the grid will display a list of vouchers/services to which the payment applies.

Payment Date	Payment Type	Payment Reference	Items Included	Payment Amount
11/04/2022	CHECK		1	
11/02/2022	CHECK		1	
10/28/2022	CHECK		2	
10/26/2022	CHECK		1	
10/19/2022	CHECK		1	
09/30/2022	CHECK		1	
09/23/2022	CHECK		1	
09/09/2022	CHECK		5	
08/31/2022	CHECK		8	

VOUCHERS Export

The grid below contains a list of vouchers/services that are associated with the selected payment.

Reference ID	Address	Invoice	Service Item	Amount	Comment
	LIVONIA NY 14487		Milestone Pmt Rekey	00	View

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To find payment for a specific PO or work order, click on the Voucher tab.

VRM Mortgage Services | Katrina Shields | Accounting Manager | Vendor Resource Management

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GENERAL OFFICES CONTACTS SCORECARDS PAYMENT METHOD REFERENCE CODES NOTES AUDIT HISTORY ASSIGNMENT INVENTORY DOCUMENTS **PAYMENTS** **VOUCHERS** TASKS SERVICES

VOUCHER HISTORY Export Filter

Reference ID	Address	Invoice	Service Item	Amount	Paid Date	Reference	Comment
			Milestone Pmt Rekey				View
			Electric Bill				View
			Milestone Pmt Rekey				View
			Milestone Pmt Rekey				View
			Water/Sewer Bill				View
			Municipal Violations				View
			Electric Bill				View
			Water/Sewer Bill				View
			Electric Bill				View
			Water/Sewer Bill				View
			Municipal Violations				View
			Municipal Violations				View
			Water/Sewer Bill				View
			Water/Sewer Bill				View
			Municipal Violations				View
			Municipal Violations				View
			Water/Sewer Bill				View
			Water/Sewer Bill				View
			Municipal Violations				View
			Water/Sewer Bill				View
			Municipal Violations				View
			Other Utilities				View

You can export the data from either the Payments tab or the Vouchers tab and clicking export.

VOUCHERS

The grid below contains a list of vouchers/services that are associated with the selected payment.

Export



Glossary

All Bills Paid Affidavit – Form required for reimbursement of capital repairs or lender required repairs. A blank version of the form can be found in the Library section of AMS.

AMS – VRM's Asset Management System

LoanSphere Invoice Management (LPS)- LPS – System used for reimbursement of VRM property expenses. Also called Black Knight or BKFS.

P&M Repairs - Preservation & Maintenance Repairs – Repairs completed to preserve and maintain an asset.

Payment Certification – Form required for reimbursement of all preservation and maintenance repairs. A blank version of the form can be found in the Library section of AMS.

VMS – VRM's Vendor Management System – Houses your vendor profile, payment information, and vendor scorecard.

Appendix

All Bills Paid Affidavit.....	AMS Templates/Included
Payment Certification Form.....	AMS Templates/Included

ALL BILLS PAID AND RELEASE OF LIENS AFFIDAVIT

The undersigned ("Contractor"), having furnished materials and/or performed labor personally or through a subcontractor ("Sub Contractor") in connection with the construction, alteration, repair or improvement (the "Project") of the property located at _____ ("Property") for and in consideration of the payment to the Contractor of the sum hereinafter specified does hereby acknowledge and release as follows:

Upon the receipt of _____ being payment on bid # _____ dated _____ for materials and/or labor performed by the Contractor or Sub Contractor for the Project (the "Work"); Contractor will waive and release any and all liens, rights and interests (including, without limitation, all mechanic's and materialmen's liens) which are or may be owed, claimed or held by Contractor or Sub Contractor in and to the Property and the improvements constructed thereon by reason of the Work or otherwise, and Contractor does hereby **RELEASE AND FOREVER DISCHARGE** any and all claims, debts, demands or causes of action the Contractor has or may have as a result of the same including, without limitation, any liens of Contract for the Work now or hereafter filed for record in _____ County, _____, and any claims, debts, demands or causes of action against Vendor Resource Management, Inc. ("VRM") or the owners of the Property.

Contractor represents, warrants, and certifies that all bills owed by the Contractor for materials furnished and labor performed by Sub Contractors in connection with the Work have been or will be fully paid and satisfied. If for any reason a lien or liens are filed for materials or labor against the Property by virtue of the Contractor's participation in the Project by any person claiming by, through, or under the Contractor, then Contractor will immediately pay such lien or liens and obtain and furnish to VRM and the owners of the Property a release thereof. Contractor shall indemnify VRM and such owners and their respective heirs, successors and assigns from any such bill or liens and from all costs and expenses, including attorney's fees, incurred in discharging any such bills or removing such liens.

Contractor further agrees to execute and deliver such additional documents, certifications and lien releases as may be necessary to confirm and effect the release and satisfaction of liens as set forth herein.

Failure to adhere to the proceeding agreement may result in the reduction of future reimbursements equal to the amount of any outstanding liens including costs, filing fees, releases, etc.

Executed _____, 20____.

Contractor Name:

By:

Title:

Witness

Subscribed and sworn to before me under my official seal of office this _____ day of _____, 20____.

Notary Public

Payment Certification

Purpose: The purpose of this form is to document payment by the Broker of “out-of-scope” property preservation services to the Contractor who has provided the services. This form should not be used to document payment for capital repairs. VRM requires an “all bills paid affidavit” for all capital repairs.

Contractors should not sign the form unless payment has been received. The signed form will be required for reimbursement of “out-of-scope” property preservation expenses to the Broker.

REO ID: _____

Property Address: _____

Contractor (Business Name): _____

Invoice Amount: _____

Date of Payment: _____

Payment Reference (check #): _____

Contractor Signature

Date