

EQUATOR

GMAC Mortgage Agent Help Manual

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GETTING STARTED

Minimum System Requirements

- Microsoft Windows XP s
- Internet Explorer 6.0
- Adobe Acrobat 8.0
- Adobe Flash Player 9.0
- Javascript Enabled

Document Uploading

Documents needing to be uploaded for review must be in one of the following formats:

- Adobe Acrobat (.pdf)
- Word (.doc)
- JPEG (.jpg)
- Excel (.xls)

Questions?

Have questions or need assistance? The Equator Help Line is available to answer your questions at:

(310) 469-9167

HOURS:

Monday – Friday:	5:00 am to 5:00 pm Pacific Time
Saturday:	8:00 am to 5:00 pm Pacific Time
Sunday:	CLOSED

SIGNING UP

Signing up is very easy and is free.

Sign up instructions:

- Go to <https://www.equator.com/>
- Input email and select Next

Equator Financial Solutions - Nationwide Foreclosed Home Listing Service. - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://www.equator.com/index.cfm?> Go

EQUATOR
FINANCIAL SOLUTIONS

Foreclosure Listing Service.

Buyers Agents Sellers Mdsources Vendors About Help My Account

Email:
Password: Login
[forgot your password?](#)

create an account
Create a FREE account with immediate access

Enter your email address
 Next

find a home
Click on a state to view all the foreclosed homes or enter a zip code below for a specific area.

receive email alerts
Would you like to hear about properties in your area as soon as they become available? Sign up for our Email Alert System!
Sign Up

Agents
Get More Listings

1. Sign up (Free)
2. Add Coverage
3. Get Certified

Click Here

Search Criteria
State:

- On the next page select **Agent** and then select next.
- Fill out all relevant information and select submit.
- No need to fill out additional zip codes unless you want to solicit your services for REO listings. There is a fee to add additional zip codes. There is no fee for using Equator to submit short sales, only if you add additional zip codes here.

Congratulations! You have now set up an account.

TASKS

Equator is a task based system and it will task you to provide information to GMAC throughout the short sale. It would be beneficial for you to log in at least once per day to bring outstanding items to your attention and ensure tasks assigned to you are completed in a timely fashion.

Once the negotiator has assigned the Short Sale to you, a task will appear in the Workflow section of the task bar.

Please Note: There is no reason to click on any of the initiate short sale links on this page as this is not an available option for GMAC yet.

The screenshot shows the Equator web application interface. At the top, there is a navigation menu with links for Buyers, Agents, Sellers, Midsourcers, Vendors, About, Help, and My Account. Below this is a user profile section showing 'user: I. EMAIL' and a Logout button. The main dashboard is divided into several sections: Workflow (0 Offers, Need Response, 1 Assigned Task, Messages), My Properties & Offers (Place A New Offer, Post A Property, Initiate Short Sale NEW), BPO Posting Board (Available BPOs, My BPOs, Change Settings), Manage Information (Edit Account Information, My Buyer Alerts, My Coverage Areas), and Member Center (Agent Certification, View Member Only Discounts). A red box highlights the '1 Assigned Task' link in the Workflow section, with a red arrow pointing to it. Below the navigation, there is a 'my account' section with a notification: '10,532 listings were assigned through Equator last month.' The main content area is split into two columns. The left column is titled 'Messages and Announcements' and contains several news items: 'NEW Do you need to initiate a short sale?', 'Do you accept Listings outside of 75224?', 'You are missing E & O Insurance Information.', 'Test your compatibility with our online PDF Forms.', and 'Adobe READER 7.0 or Above REQUIRED'. The right column is titled 'CEO's Corner' and features a news item about REOTrans changing its name to Equator, accompanied by a photo of Chris Saitta, CEO of Equator. There is also a 'Short Sales Initiate Online' button and a 'Lenders Prefer REOTrans Certified Agents' badge.

Accept / Reject Short Sale Assignment

Click on the link to the assigned tasks, and select the task you wish to complete. The Accept/Reject Short Sale Assignment task confirms we have selected the correct agent on this property.

The screenshot shows the Equator web application interface, specifically the task list section. The navigation menu and user profile are the same as in the previous screenshot. The main content area is titled 'my account' and shows a notification: '(1) Unread Message(s)'. Below this, there is a table with the following columns: Task Name, Address, City, State, Zip, Property Status, Role, Lender, Open Date, and Due/Completed Date. The first row of the table is highlighted with a red box and contains the task 'Accept / Reject Short Sale Assignment'.

Task Name	Address	City	State	Zip	Property Status	Role	Lender	Open Date	Due/Completed Date
Accept / Reject Short Sale Assignment	4331 LARKHALL...	HOUSTON..	TX	77014	DOCUMENT COLLECTION	Agent	GMAC Short Sales	02/01/2010 09:23 (0)	02/03/2010 09:23 (-2)

Upload 3rd Party Authorization

The completion of the previous task will generate a task for you to upload the third party authorization.

Select *Browse* and upload a copy of the signed form. Input a description and select *Upload*. Now click *Save and Submit Now*, this will complete the task. Once the negotiator has confirmed the receipt and accuracy of this document, additional tasks will be generated for you to complete.

my account (1 Unread Message(s))

TYPE	ADDRESS	STATUS	LENDER
LENDER	14331 LARKHALL LANE, HOUSTON, TX 77014	DOCUMENT COLLECTION	GMAC SHORT SALES

NEGOTIATOR: SUSIE DIXON | LISTING AGENT: INPUT EMAIL | LIST DT: TBD | CLOSE DT: TBD | LIST PRICE: TBD | LIBRARY: View | MESSAGES: View(1)

TASKS: 0 0 1 1 | OFFERS: 0 0 0 0 | EXPENSES: \$0 \$0 \$0

GMAC Short Sales Task Guidelines
 If you have not yet obtained third party authorization and need a copy of the form, please click on the document below to obtain a copy. In order to successfully upload documents onto the system, the files must be in one of the following formats: -Adobe Acrobat Document (.pdf) -JPEG Image (.JPG) -Microsoft Office Word Document (.doc or .docx) -Microsoft Office Excel Worksheet (.xls or .xlsx)

Supporting Documents:

- PDF (File Missing) - Third Party Authorization Form

Upload 3rd Party Authorization [Need Help With Your Upload?](#)

Upload 3rd Party Authorization: Please upload a minimum of 1 and no more than a maximum of 5.

0 files have been uploaded, 1 more required.

One upload at a time: Description:

For multiple documents try our [Bulk File Uploader](#). (Requires [Adobe Flash 9](#) or higher)

Comments
 Optionally enter a detailed message of up to 1000 characters.

1000 characters left

* All fields denoted by a red asterisk are required.

Short Sales Initiate Online [Click Here]

Get Certified so Lenders Choose You

REOTRANS CERTIFIED PLATINUM

What Areas Do You Cover? [Click Here]

The Financial Information, Hardship Reasons and Borrower Contact tasks will all fire at the same time.

Equator.com - Nationwide Foreclosed Home Listing Service. - Microsoft Internet Explorer

Address: https://uatwww.reotrans.com/index.cfm?event=VendorsOnly.viewTasks&property_id=745211&lender_id=1085

my account (1 Unread Message(s))

TYPE	ADDRESS	STATUS	LENDER
LENDER	14331 LARKHALL LANE, HOUSTON, TX 77014	DOCUMENT COLLECTION	GMAC SHORT SALES

NEGOTIATOR: SUSIE DIXON | LISTING AGENT: INPUT EMAIL | LIST DT: TBD | CLOSE DT: TBD | LIST PRICE: TBD | LIBRARY: View | MESSAGES: View(2)

TASKS: 0 0 3 2 | OFFERS: 0 0 0 0 | EXPENSES: \$0 \$0 \$0

All forms must be submitted online and cannot be printed, faxed in, or saved locally. 5 Records Found

Task Name	Role	Lender	Open Date	Due/Completed Date
Financial Information (Agent)	Agent	GMAC Short Sales	02/01/2010 09:28 (0)	02/05/2010 09:28 (-4)
Hardship Reasons (Agent)	Agent	GMAC Short Sales	02/01/2010 09:28 (0)	02/05/2010 09:28 (-4)
Borrower Contact Info (Agent)	Agent	GMAC Short Sales	02/01/2010 09:28 (0)	02/05/2010 09:28 (-4)
Upload 3rd Party Authorization	Agent	GMAC Short Sales	02/01/2010 09:25 (0)	02/01/2010 09:28 (-4)
Accept / Reject Short Sale Assignment	Agent	GMAC Short Sales	02/01/2010 09:23 (0)	02/01/2010 09:25 (-2)

Short Sales Initiate Online [Click Here]

Lenders Prefer REOTrans Certified Agents

The Financial Information Task

The upload fields are required. If for some reason the borrower is unable to provide the requested documents, please have them write and sign a document stating the reasons they cannot be provided. Please provide all financial information as accurately as possible.

Equator.com - Nationwide Foreclosed Home Listing Service. - Microsoft Internet Explorer

Address: https://uatwww.reotrans.com/index.cfm?event=vendorsOnly.Financials2Agent&property_id=745211&eventTrackingID=48733070&lender_id=1085

Financial Information Statement

* How many people are in the Household (Including yourself)?

Monthly Income Information

	Borrower(\$)	Co-Borrower(\$)	Total(\$)
Gross Salary / Wages Primary Job	<input type="text"/>	<input type="text"/>	<input type="text"/>
Gross Salary / Wages All Secondary Jobs	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total Gross Salary / Wages	<input type="text"/>	<input type="text"/>	<input type="text"/>
Net Salary / Wages	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unemployment Income	<input type="text"/>	<input type="text"/>	<input type="text"/>
Child Support / Alimony	<input type="text"/>	<input type="text"/>	<input type="text"/>
Disability Income	<input type="text"/>	<input type="text"/>	<input type="text"/>
Rental Income	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total Income	<input type="text"/>	<input type="text"/>	<input type="text"/>

* Upload Proof of Income

Upload Co-Borrower Proof of Income

Expenses

Description	Monthly Payment(\$)	Balance Due(\$)	Delinquent (Yes/No)
First Mortgage Lender	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other Mortgages/Liens on this property	<input type="text"/>	<input type="text"/>	<input type="text"/>

Get Certified so Lenders Choose You

What Areas Do You Cover? [\[Click Here\]](#)

Borrower Contact Info

This task is used to capture current borrower contact info. Please complete as accurately as possible.

The screenshot shows a web browser window with the URL https://uatwww.reotrans.com/index.cfm?event=vendorsOnly.ContactInfoAgent&property_id=745211&eventTrackingID=48733068&lender_id=1085. The page title is "Equator.com - Nationwide Foreclosed Home Listing Service. - Microsoft Internet Explorer".

The main content area is titled "Borrower Contact Info (Agent)". It contains several form fields, each with a red asterisk indicating it is required:

- Borrower Mailing Address**: Enter the Requested Information formatted as text.
- Borrower Mailing City**: Enter the Requested Information formatted as text.
- Borrower Mailing State**: Enter the Requested Information formatted as text.
- Borrower Mailing Zip**: Enter the Requested Information formatted as text.
- Borrower Daytime Phone**: Enter the Requested Information formatted as a phone number (000-000-0000).
- Borrower Evening Phone**: Enter the Requested Information formatted as a phone number (000-000-0000).
- Borrower Fax Number**: Enter the Requested Information formatted as a phone number (000-000-0000).
- Borrower Cell Phone**: Enter the Requested Information formatted as a phone number (000-000-0000).
- Is subject property your primary residence?**: Select One (Pull Down provided).

At the bottom of the form, there are two buttons: "Save and Complete Later" and "Save and Submit Now". A red note at the bottom states: "All fields denoted by a red asterisk are required."

On the right side of the page, there is a vertical banner for "Your Professionalism" featuring a "REOTRANS CERTIFIED PLATINUM" logo and a button that says "Get More REO Listings (Click Here)".

Hardship Reasons

Select the appropriate hardship reason(s) and follow up question(s) that apply.

The screenshot shows a web browser window with the URL https://uatwww.reotrans.com/index.cfm?event=vendorsOnly.FinancialsAgent&property_id=745211&eventTrackingID=48733069&lender_id=1085. The page title is "Equator.com - Nationwide Foreclosed Home Listing Service. - Microsoft Internet Explorer".

The page features a navigation menu with links for "Buyers", "Agents", "Sellers", "Midsourcers", "Vendors", "About", "Help", and "My Account". A user is logged in as "I. EMAIL" with a "Logout" button.

The main content area is titled "my account" and displays a summary of the user's account information:

TYPE	ADDRESS	STATUS	LENDER
LENDER	1234 Main St, HOUSTON, TX 77014	DOCUMENT COLLECTION	GMAC SHORT SALES

NEGOTIATOR	LISTING AGENT	LIST DT	CLOSE DT	LIST PRICE	LIBRARY	MESSAGES
GMAC NEGOTIATOR	INPUT EMAIL	TBD		TBD	View	View(2)

Below the summary, there are three status indicators: "TASKS 0 0 1 4", "OFFERS 0 0 0 0", and "EXPENSES \$0 \$0 \$0".

The "Hardship Reasons" section contains two dropdown menus:

- Primary Reason for Default**: Select Reason for Default
- Secondary Reason for Default**: Select Reason for Default

At the bottom of the form, there are two buttons: "Save and Complete Later" and "Save and Submit Now". A red note at the bottom states: "All fields denoted by a red asterisk are required."

On the right side of the page, there are two vertical banners: "Short Sales Initiate Online (Click Here)" and "Get MORE Listings, Get CERTIFIED TODAY".

After the completion of these three tasks, the negotiator will confirm everything has been received, determine eligibility and order appropriate values on the property.

Is There an Offer?

Select *Yes* or *No*. Selecting *Yes* will task you to submit the offer on the property. Selecting *No* will task you to provide the listing information and we will work with you to market the property until an offer is received.

The screenshot shows the Equator.com web application interface. The browser title is "Equator.com - Nationwide Foreclosed Home Listing Service. - Microsoft Internet Explorer". The address bar shows the URL: https://uatwww.reotrans.com/index.cfm?event=vendorsOnly.IsThereAnOffer&property_id=745211&eventTrackingID=48733074&lender_id=1085. The page features a navigation menu with options like "Buyers", "Agents", "Sellers", "Mdsources", "Vendors", "About", "Help", and "My Account". A user is logged in as "I. EMAIL".

The "my account" section displays a table with the following data:

TYPE	ADDRESS	STATUS	LENDER
LENDER	1234 Main St, HOUSTON, TX 77014	DOCUMENT COLLECTION	GMAC SHORT SALES

Below the table, there are sections for "NEGIOTIATOR" (GMAC.NEGOTIATOR), "LISTING AGENT" (INPUT EMAIL), "LIST DT" (TBD), "CLOSE DT" (TBD), "LIST PRICE" (TBD), "LIBRARY" (View), and "MESSAGES" (View(2)). There are also progress indicators for "TASKS" (0 0 1 5), "OFFERS" (0 0 0 0), and "EXPENSES" (\$0 \$0 \$0).

The "Is There an Offer (Agent)?" section contains a dropdown menu with "Select One" and a "Please select a value from the pull down." message. Below this are "Save and Complete Later" and "Save and Submit Now" buttons. A red asterisk indicates that all fields are required.

On the right side, there is a "Short Sales Initiate Online [Click Here]" button and a "Get Certified and Stand Above the Crowd" banner with a "REOTRANS CERTIFIED" logo.

Submit Offer

This task gives up a detailed breakdown of the offer to quickly review. It is very important that this information is filled out correctly.

TYPE	ADDRESS	STATUS	LENDER
LENDER	1234 Main St, HOUSTON, TX 77014	RECEIVE OFFER	GMAC SHORT SALES

New Offer

Property Address: 1234 Main St
Listing Agent Name: INPUT EMAIL
Listing Agent Phone: 999-999-9999
Listing Agent Fax: n/a
List Agent Email: INPUTEMAIL@HERE.COM

Agency Information

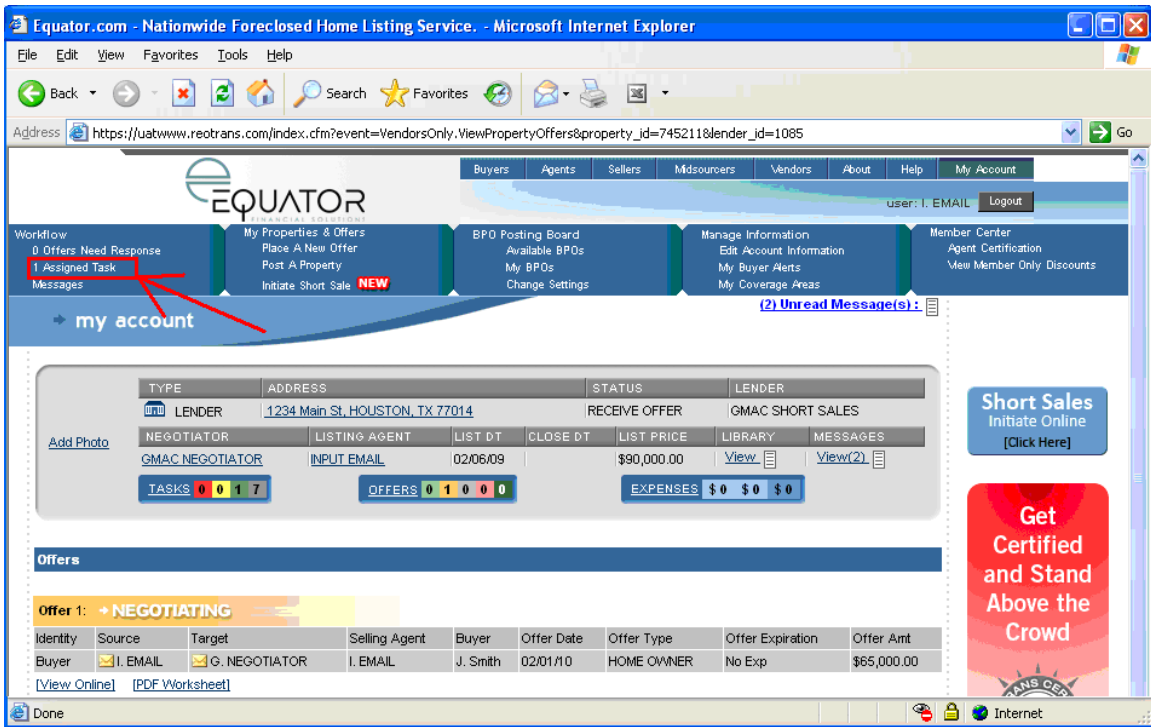
* Agency Confirmation: Pick One
* Selling Agent First Name:
* Selling Agent Last Name:
* Selling Agent Company:
* Selling Agent Address:
* Selling Agent City:
* Selling Agent State:
* Selling Agent Zip:
Selling Agent Phone: >XXXXXXXXXX
Selling Agent Fax: >XXXXXXXXXX
Selling Agent Email:

Buyer Information

* Offer Type: Select
* Buyer First Name:

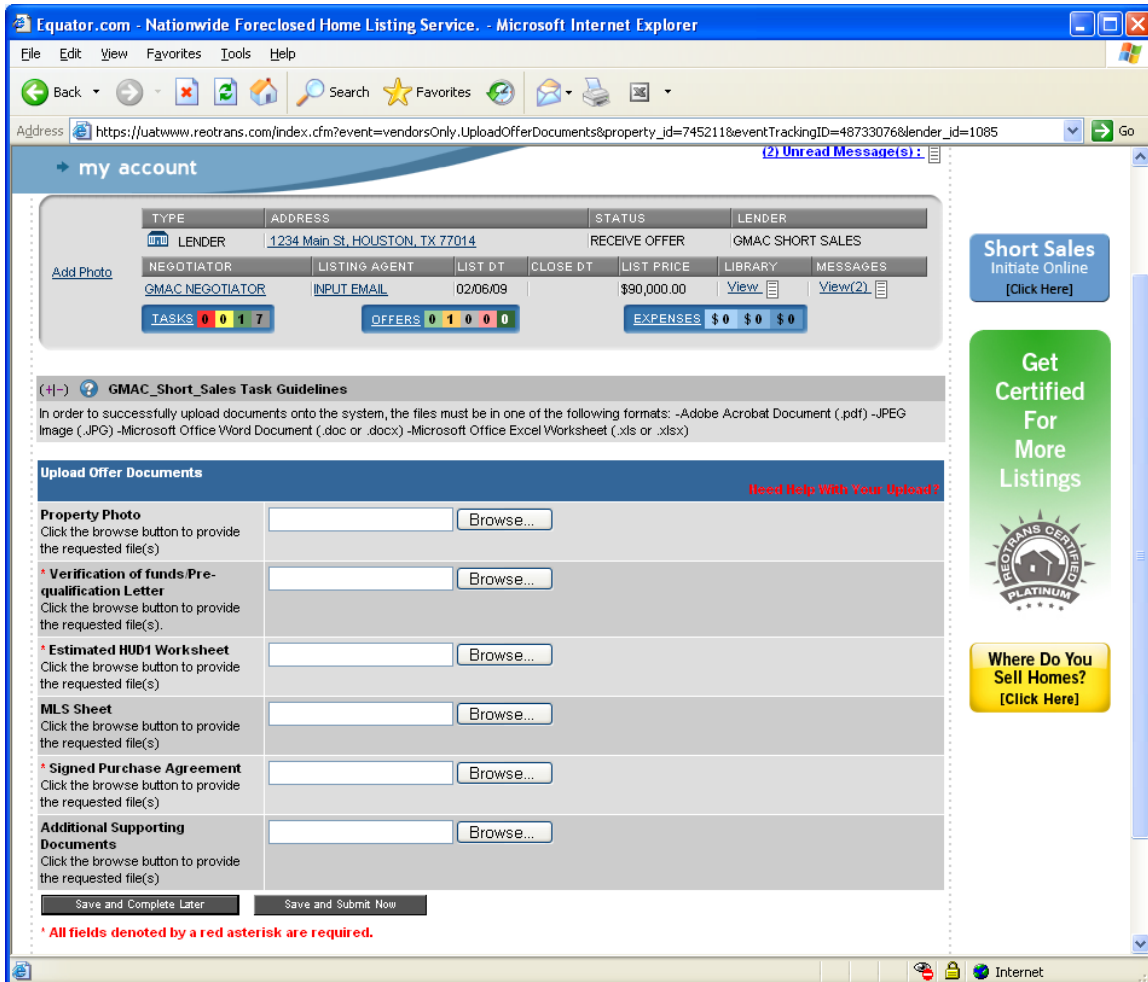
The completion of this task will take you to a screen that lists the offer as Negotiating.

Please note there is still an open task for you to complete.



Upload Offer Documents

Please upload the offer documents and select *Save and Submit Now*. Remember the system only accepts .pdf, .doc, .jpg, or .xls formats.



NEGOTIATING

If the negotiator counters the buyer's offer, you will *not* receive a task to complete. There will be an offer that needs a response in your queue (see screenshot below).

The screenshot shows the Equator.com website interface. The top navigation bar includes 'Buyers', 'Agents', 'Sellers', 'Midsourcers', 'Vendors', 'About', 'Help', and 'My Account'. The user is logged in as 'I. EMAIL'. The 'Workflow' section on the left shows '1 Offer Needs Response' in red, with a red arrow pointing to it. Below this, there are sections for 'my account' and a table of offers. The table has columns for TYPE, ADDRESS, STATUS, and LENDER. The first row shows a LENDER offer for '1234 Main St, HOUSTON, TX 77014' with a list price of '\$90,000.00'. Below the table, there are statistics for 'TASKS' (0 0 0 8), 'OFFERS' (1 0 0 0), and 'EXPENSES' (\$0 \$0 \$0). A sidebar on the right contains 'Short Sales Initiate Online [Click Here]' and 'Get Certified so Lenders Choose'. At the bottom, a table lists tasks, including 'Upload Offer Documents - Offer 1'.

Select *Counter Offer*.

The screenshot shows the Equator.com website interface. The top navigation bar is the same as in the previous screenshot. The 'Workflow' section on the left shows '1 Offer Needs Response' in green. Below this, there are sections for 'my account' and a table of offers. The table has columns for Address, City, State, Listing Agent, Selling Agent, Buyer, Lender, and Expiration. The first row shows an offer for '1234 Main St, HOUSTON, TX' with a listing agent of 'EMAIL, INPUT', a selling agent of 'EMAIL, INPUT', a buyer of 'Smith, John', and a lender of 'GMAC SHORT SALES'. The expiration is 'No Exp.'. A red arrow points to the 'Counter Offer' link in the 'Expiration' column. Below the table, there are statistics for '1 Records Found (Displaying 1 - 0)'. A sidebar on the right contains 'Short Sales Initiate Online'. At the bottom, the URL is 'https://uatwww.reotrans.com/index.cfm?event=VendorsOnly.counter_view_offer&property_ID=745211&Offer_ID=1875964&Version=2'.

You will notice in green the items that the negotiator has countered. If the buyer agrees to these changes select *OK* next to the items. If the buyer is ok to all items, you can select *Agree* at the bottom of the page. If you need to re-counter, simply input the counter amounts in the right hand column. When done select *Send Offer* at the bottom of the screen.

Equator.com - Nationwide Foreclosed Home Listing Service. - Microsoft Internet Explorer

Address: https://uatwww.reotrans.com/index.cfm?event=VendorsOnly.counter_view_offer&property_ID=745211&Offer_ID=1875964&Version=2&lender_id=1085

TYPE	ADDRESS	STATUS	LENDER
LENDER	1234 Main St, HOUSTON, TX 77014	ANALYZE OFFER	GMAC SHORT SALES

NEGO TIATOR	LISTING AGENT	LIST DT	CLOSE DT	LIST PRICE	LIBRARY	MESSAGES
GMAC.NEGOTIATOR	INPUT EMAIL	02/06/09		\$90,000.00	View	View(4)

TASKS 0 0 0 8 OFFERS 1 0 0 0 0 EXPENSES \$0 \$0 \$0

View All Offers on 1234 Main St > Offer 1

Offer 1: → NEW

Source	Target	Selling Agent	Buyer	Offer Date	Expiration Date	Offer Amt
I. EMAIL	G. NEGOTIATOR	I. EMAIL	J. Smith	02/01/10	No Exp	\$65,000.00
D. VAN ZANDT	I. EMAIL	I. EMAIL	J. Smith	02/01/10	No Exp	\$75,000.00

Date	02 01 2010	02 01 2010	02/01/2010
Identity	BUYER	SELLER	Buyer
* Purchase Amount (Enter First)	65000	75000	OK 70000
Earnest Money Amount			OK
Down Payment Percent			OK
Down Payment Amount			OK
Loan Amount	65000	75000	70000
* Closing Date	02 26 2010	02 26 2010	OK
Comments 1			OK

Equator.com - Nationwide Foreclosed Home Listing Service. - Microsoft Internet Explorer

Address: https://uatwww.reotrans.com/index.cfm?event=VendorsOnly.counter_view_offer&property_ID=745211&Offer_ID=1875964&Version=2&lender_id=1085

Other Expense Amount 2			OK
Comments 2			OK
Commission Percent	6		OK 5
Commission Amount	3900		3500
Amount to 2nd Lien			OK
Other Lien(s) Pay Off Amount			OK
Other Settlement Costs			OK
Comments 3			OK

Offer Gross To Appraisal	100	115.38	107.69
Offer Gross To List	72.22	83.33	77.78
Offer Net	61100	75000	66500
Offer Net To Appraisal	94	115.38	102.31
Offer Net To List	67.89	83.33	73.89
Concession Total	3900		3500
Concessions To Purchase	6		5

Agree Send Offer

Reject

If the short sale is approved, you will receive an email with the approval letter attached. Once approved, you will be tasked to supply title company information as well as the Preliminary Hud before closing.

SUBMITTING AN OFFER FROM MARKETING STATUS

If the buyer walks, please message or call the negotiator you are working with to let them know. The property will move to a marketing phase and you will be able to pick up where you left off and submit a new offer when it is received.

You can place a new offer on the property only when the status is Marketing.

The screenshot shows the Equator website interface. At the top, there are navigation tabs: Buyers, Agents, Sellers, Mdsources, Vendors, About, Help, and My Account. Below this is a user profile section for 'user: I. EMAIL' with a Logout button. A main navigation bar contains several menu items: Workflow (0 Offers Need Response, 1 Assigned Task, Messages), My Properties & Offers (Place A New Offer, Post A Property, Initiate Short Sale NEW), BPO Posting Board (Available BPOs, My BPOs, Change Settings), Manage Information (Edit Account Information, My Buyer Alerts, My Coverage Areas), and Member Center (Agent Certification, View Member Only Discounts). Below the navigation bar is a 'my account' section with a notification for '(7) Unread Message(s)'. The main content area displays a property listing table with columns: TYPE, ADDRESS, STATUS, LENDER, NEGOTIATOR, LISTING AGENT, LIST DT, CLOSE DT, LIST PRICE, LIBRARY, and MESSAGES. The 'STATUS' column for the first row is highlighted with a red box and contains the text 'MARKETING'. Other details include 'GMAC NEGOTIATOR', 'INPUT EMAIL', '02/06/09', '02/26/10', '\$90,000.00', and 'View (7)'. There are also buttons for 'TASKS', 'OFFERS', and 'EXPENSES'. A 'Short Sales Initiate Online [Click Here]' button is visible on the right. At the bottom, it says 'All forms must be submitted online and cannot be printed, faxed in, or saved locally.' and '11 Records Found'.

Select *Place a New Offer*

Follow the guidelines listed above for placing an offer.

The screenshot shows the Equator website interface in a Microsoft Internet Explorer browser window. The address bar shows 'https://uatwww.reotrans.com/index.cfm?event=VendorsOnly.PlaceANewOffer&person_id=859476'. The website header is the same as in the previous screenshot. The main navigation bar is visible, and the 'Place A New Offer' button under 'My Properties & Offers' is highlighted with a red box and a red arrow pointing to it. Below the navigation bar is a 'my account' section with a notification for '(7) Unread Message(s)'. The main content area displays a 'My Listings' section with a table showing one listing. The table has columns: Address, City, State, Zip, List Price, and a 'New Offer' button highlighted with a red box. The listing details are: Address: 1234 Main St, City: HOUSTON, State: TX, Zip: 77014, List Price: \$90,000.00. A 'Short Sales Initiate Online [Click Here]' button is visible on the right. At the bottom, it says '1 Records Found (Displaying 1 - 0)' and the browser address bar shows the same URL.

FAQ

Q - I am not receiving emails from Equator.

A - Emails are generated throughout the short sale process and it is important you receive updates timely. Please check your junk mail to make sure the emails are not going there and you verify your email settings to make sure you can receive emails from us correctly.

Q - I am unable to get the documents to successfully upload.

A – Please make sure the documents are in one of the correct formats. The system only allows for .pdf, .doc, .jpg, or .xls formats.

Q - Do I need to notify the negotiator once I complete a task?

A - Once you complete a task, please allow 2-3 business days before contacting the negotiator. The negotiator is notified by the system that your tasks are complete, there is no reason to send a separate message.