



How to Respond to a Counter Offer

1. Go to www.Exceleras.com

2. Enter Login Name and Password

3. Click "LOG IN"

The screenshot shows the Exceleras website interface. At the top, the navigation bar includes the Exceleras logo and links for HOME, PRODUCTS, PROPERTY SEARCH, ABOUT, CONTACT, NEW USER SIGNUP, and LOG IN. The main content area features a blue background with a central cluster of colorful tiles representing various services: Valuation Platform, Pre-Foreclosure, Auction Management, Asset Management Software, ShortSale Management, Agent Platform, Property Search, Offer Management, and Vendor Platform. Surrounding these tiles are circular icons for different user roles: SERVICER, VENDOR, AGENT, BUYER, and INVESTOR. On the right side, a white 'LOG IN' box contains input fields for 'Login Name' and 'Password', a 'LOG IN' button, and a link for 'Forgot your login name or password?'. Three orange arrows provide instructions: one points to the address bar showing 'exceleras.com/clientlogins/dst/default.aspx', another points to the 'Login Name' input field, and a third points to the 'LOG IN' button.

Click "Continue"

← → ↻ ⓘ Not secure | demo.exceleras.com/needExpirationDates.aspx 🔍 ☆ 📄 🗑️

SUPPORT

Exceleras®

Please keep your E&O insurance and license up to date and agree to any seller policies and procedures (if applicable) to ensure timely payments and maximize availability for assignments

Our record indicates following

⚠️ Incomplete	Upload Real Estate License Strongly Recommended Why?
✅ Completed	Real Estate License Expiration Date Strongly Recommended Why?
⚠️ Incomplete	Upload E&O Insurance Strongly Recommended Why?
✅ Completed	E&O Insurance Expiration Date Strongly Recommended Why?

CONTINUE

Select “Buyer Agent Offers” – “Manage Offers”

← → ↻ ⓘ Not secure | demo.exceleras.com/agent/editagtprofile.aspx

Welcome Delgado, Carmen | Berkshire Hathaway HomeServices Results Realty

SUPPORT | CHANGE PASSWORD | LOG OUT

Exceleras® REOs VALUATIONS SHORT SALES **BUYER AGENT OFFERS** MY ACCOUNT

Manage Offers
Search

MY ACCOUNT

PROFILE SUBSCRIPTION DETAILS

[Agent User Agreement](#) Updated 5/5/2020 6:54:50 PM

CONTACT INFORMATION **EXPERIENCE** SAVE

First Name: * Carmen
Last Name: * Delgado
Email Address: * bpoagent@yopmail.com
Confirm Email Address: * bpoagent@yopmail.com
Office Phone: * 323-722-7200
Fax:
Cell Phone:
Pager:
Birthdate: Month Day

Real Estate License & E&O Insurance details
Real Estate License Expiration Date: 11/20/2022
E&O Insurance Expiration Date: 5/20/2021
Submit Real Estate License
SUBMIT REAL ESTATE LICENSE
Submit E&O Insurance Policy
SUBMIT E&O INSURANCE POLICY

First Year in Real Estate:
MLS Member: ☐ Yes ☒ No
Fannie Mae Approved: ☐ Yes ☒ No
Your Fannie Mae ID: *
Certifications
NABPOP Certified: ☐ Yes ☒ No
Registered HUD Broker: * [Check status](#) ☐ Yes ☒ No


Transaction Summary
Total # properties sold in past 12 months as Listing agent:
of these listings you sold yourself:
Of the properties you sold in past 12 months as Listing agent, how many of those were:
REOs:
RELOs:
Total # properties sold in past 12 months as Buyer Agent:
Buyer Agent

demo.exceleras.com/agent/offerlist.aspx


Click “Countered”

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 REOs VALUATIONS SHORT SALES BUYER AGENT OFFERS MY ACCOUNT

Buyer Agent Offers: Carmen Delgado

	Offer Status	Buyers Name	Address	City	State	Zip	Listing Agent
Offers	Total: 1						
	<u>Countered</u>	Anthony Tamlin	423 S. Packard Way Unit 423	Los Angeles	CA	90024	NAID Broker Carmen Delgado 626-391-4860 teamdelgadoc21@gmail.com
Please contact listing agent if you have any questions regarding payments.							
	Offer Status	Closing Date	Address	City	State	Zip	Listing Agent
Closed	Total:						
No Results							

Offer will open up for you to input your changes.

Under the **“Modify Offer”** column the data fields will open up so you can enter new offer details.

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Exceleras Techn

Counter Offer

Property Address: 423 S. Packard Way, Los Angeles CA 90024
Property #: 3050-CD
Buyer Agent: Carmen Delgado
Buyer(s): Anthony Tamlin

OFFER DETAILS OFFER CONTACTS

ACCEPT COUNTER REJECT/FILE OFFER SUBMIT WITH CHANGES

Item	Offer	Counter	Offer	Counter	Modify Offer
Date Submitted	5/5/2020	5/5/2020	5/5/2020	5/5/2020	
Reason for Purchase	Owner Occupancy		Owner Occupancy	Owner Occupancy	Owner Occupancy ▼
Offer Price	\$218,000.00		\$220,000.00	\$225,000.00	\$ 225,000.00
Net Value	\$218,700.00		\$218,700.00	\$223,700.00	\$223,700
Closing Date	6/30/2020		6/30/2020	6/30/2020	
Initial Earnest Money	\$5,000.00		\$5,000.00	\$5,000.00	\$ 5,000.00
Method of Payment	Cashier Check		Cashier Check	Cashier Check	Cashier Check ▼
Per Diem Rate	\$100.00		\$100.00	\$100.00	\$ 100.00
Attorney Contingency	No		No	No	No ▼ 17 days from Executed Contract Date
Inspection(s) Contingency	Yes (17 days)		Yes (17 days)	Yes (17 days)	Yes ▼ 17 days from Executed Contract Date
Cash/Financed *	Financed		Financed	Financed	Financed Cash
Mortgage Contingency Expiration	45 Days		45 Days	45 Days	45 days from Executed Contract Date
Is mortgage pre-approved?	Yes		Yes	Yes	Yes No
Approval Conditions					
Type of Loan	Conventional		Conventional	Conventional	Conventional ▼
Loan Amount	\$193,500.00		\$193,500.00	\$204,500.00	\$ 204,500.00
Down Payment	\$21,500.00		\$21,500.00	\$21,500.00	\$ 21,500.00

Click on **“Upload”** to upload new proof of funds, mortgage pre-approval and purchase contract.

Counter Offer - Google Chrome

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Loan Amount	\$193,500.00	\$193,500.00	\$204,500.00	\$ 204,500.00
Down Payment	\$21,500.00	\$21,500.00	\$21,500.00	\$ 21,500.00
LTV Amount	88.78 %	88.88 %	90.89 %	90.89 %
Concessions				
Buyer's Points Amount				\$
Other Seller's Costs Amount				\$
Termite Report Cost Credit	\$500.00	\$500.00	\$500.00	\$ 500.00
Home Protection Plan Cost Credit	\$500.00	\$500.00	\$500.00	\$ 500.00
FHA/VA Costs Credit				\$
Concession #1:	\$300.00	\$300.00	\$300.00	Amount \$ 300.00 Description: Any required city reports
Concession #2:				Amount \$ Description:
Concession #3:				Amount \$ Description:
Concession #4:				Amount \$ Description:
Upload Proof of Funds UPLOAD				
Buyer Agent Document - 5/5/2020 6:17:21 PM				
Upload Mortgage Approval UPLOAD				
Buyer Agent Document - 5/5/2020 6:17:21 PM				
Upload Real Estate Purchase Contract UPLOAD				
Real Estate Purchase Contract - 5/5/2020 6:17:21 PM				
Comments between asset manager and agent(s)				
Asset Manager (05/05/2020): Buyer's highest and best offer has been requested.				
Buyer Agent (05/05/2020): Please review and advise if anything else is needed. Thanks.				
Additional Comments:				
✓ \$150.00 Buyer Agent Technology Fee accepted by Carmen Delgado on 05/05/2020 06:14 PM ET				

demo.exceleras.com/user/viewDocuments/68079a8130794604ae88710a333da0f.pdf

“Additional Comments” write any comments to include for Asset Manager when offer is being reviewed.

Once offer information is completed, click **“Submit with Changes.”**

Exceleras Technical Support 847-716-5430
PRINT CLOSE

Counter Offer

Property Address: 423 S. Packard Way , Los Angeles CA 90024
 Property #: 3050-CD
 Buyer Agent: Carmen Delgado
 Buyer(s): Anthony Tamlin

OFFER DETAILS

OFFER CONTACTS

ACCEPT COUNTER

REJECT/FILE OFFER

SUBMIT WITH CHANGES

Item	Offer	Counter	Offer	Counter	Modify Offer
Date Submitted	5/5/2020	5/5/2020	5/5/2020	5/5/2020	
Reason for Purchase	Owner Occupancy		Owner Occupancy	Owner Occupancy	Owner Occupancy ▼
Offer Price	\$218,000.00		\$220,000.00	\$225,000.00	\$ 223,000.00
Net Value	\$216,700.00		\$218,700.00	\$223,700.00	\$221,700
Closing Date	6/30/2020		6/30/2020	6/30/2020	6/30/2020
Initial Earnest Money	\$5,000.00		\$5,000.00	\$5,000.00	\$ 5,000.00
Method of Payment	Cashier Check		Cashier Check	Cashier Check	Cashier Check ▼
Per Diem Rate	\$100.00		\$100.00	\$100.00	\$ 100.00
Attorney Contingency	No		No	No	No ▼ <input type="text"/> days from Executed Contract Date
Inspection(s) Contingency	Yes (17 days)		Yes (17 days)	Yes (17 days)	Yes ▼ 17 days from Executed Contract Date
Cash/Financed *	Financed		Financed	Financed	<input checked="" type="radio"/> Financed <input type="radio"/> Cash
Mortgage Contingency Expiration	45 Days		45 Days	45 Days	45 days from Executed Contract Date
Is mortgage pre-approved?	Yes		Yes	Yes	<input checked="" type="radio"/> Yes <input type="radio"/> No
Approval Conditions					<div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div>
Type of Loan	Conventional		Conventional	Conventional	Conventional ▼
Loan Amount	\$193,500.00		\$195,500.00	\$204,500.00	\$ 204,500.00

A dialog box will appear: You are about to submit a modified offer with the information in the column below. Continue?
Click **“Yes”** to submit offer or **“No”** if you need to go back and modify offer.

Counter Offer

Property Address: 423 S. Packard Way , Los Angeles CA 90024
Property #: 3050-CD
Buyer Agent: Carmen Delgado
Buyer(s): Anthony Tamlin

OFFER DETAILS **OFFER CONTACTS**

ACCEPT COUNTER REJECT/FILE OFFER **SUBMIT WITH CHANGES**

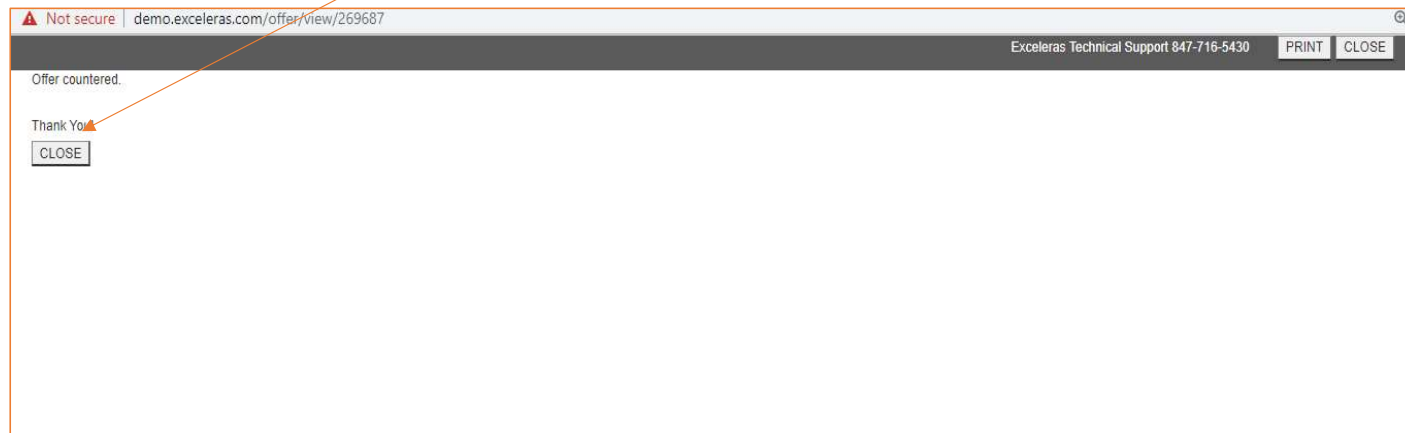
Item	Offer	Counter	Offer	Counter	Modify Offer
Date Submitted	5/5/2020	5/5/2020	5/5/2020	5/5/2020	
Reason for Purchase	Owner Occupancy				Owner Occupancy ▼
Offer Price	\$218,000.00				\$ 223,000.00
Net Value	\$216,700.00				\$221,700
Closing Date	6/30/2020				6/30/2020
Initial Earnest Money	\$5,000.00				\$ 5,000.00
Method of Payment	Cashier Check				Cashier Check ▼
Per Diem Rate	\$100.00		\$100.00	\$100.00	\$ 100.00
Attorney Contingency	No		No	No	No ▼ <input type="checkbox"/> days from Executed Contract Date
Inspection(s) Contingency	Yes (17 days)		Yes (17 days)	Yes (17 days)	Yes ▼ <input type="checkbox"/> 17 days from Executed Contract Date
Cash/Financed *	Financed		Financed	Financed	<input checked="" type="radio"/> Financed <input type="radio"/> Cash
Mortgage Contingency Expiration	45 Days		45 Days	45 Days	45 days from Executed Contract Date
Is mortgage pre-approved?	Yes		Yes	Yes	<input checked="" type="radio"/> Yes <input type="radio"/> No
Approval Conditions					<input type="text"/>
Type of Loan	Conventional		Conventional	Conventional	Conventional ▼
Loan Amount	\$193,500.00		\$195,500.00	\$204,500.00	\$ 204,500.00
Down Payment	\$21,500.00		\$21,500.00	\$21,500.00	\$ 21,500.00

SUBMIT WITH CHANGES

You are about to submit a modified offer with the information in the column below.

Continue?

Once offer is submitted, click **“Close.”**




To confirm offer was submitted, go back into your account. You will see **“Under Review.”**
This means offer is now in Asset Manager’s queue waiting to be reviewed.

Welcome Delgado, Carmen | Berkshire Hathaway HomeServices Results Realty

SUPPORT | CHANGE PASSWORD | LOG OUT

Exceleras® REOs VALUATIONS SHORT SALES BUYER AGENT OFFERS MY ACCOUNT

Buyer Agent Offers: Carmen Delgado

	Offer Status	Buyers Name	Address	City	State	Zip	Listing Agent
Offers	Total: 1						
	<u>Under Review</u>	Anthony Tamlin	423 S. Packard Way Unit 423	Los Angeles	CA	90024	NAID Broker Carmen Delgado 626-391-4860 teamdelgadoc21@gmail.com
Please contact listing agent if you have any questions regarding payments.							
	Offer Status	Closing Date	Address	City	State	Zip	Listing Agent
Closed	Total:						
No Results							

To Print Offer

Step 1 - Click "Print"

demo.exceleras.com/offer/view/269691

Exceleras Technical Support (847-716-5430)

PRINT CLOSE

Counter Offer

Property Address: 1719 Fremont Ave., Los Angeles CA 90033

Property # 920

Buyer Agent: Carmen Delgado

Buyer(s): David Hammer

OFFER DETAILS OFFER CONTACTS

REJECT/FILE OFFER SUBMIT WITH CHANGES

Item	Offer	Modify Offer
Date Submitted	5/6/2020	
Reason for Purchase	Owner Occupancy	Owner Occupancy
Offer Price	\$200,000.00	\$ 200,000.00
Net Value	\$198,700.00	\$198,700
Closing Date	6/30/2020	6/30/2020
Initial Earnest Money	\$20,000.00	\$ 20,000.00
Method of Payment	Cashier Check	Cashier Check
Per Diem Rate	\$100.00	\$ 100.00
Attorney Contingency	No	No
Inspection(s) Contingency	Yes (17 days)	Yes 17 days from Executed Contract Date
Cash/Financed *	Financed	Financed Cash
Mortgage Contingency Expiration	45 Days	45 days from Executed Contract Date
Is mortgage pre-approved?	Yes	Yes No
Approval Conditions		
Type of Loan	Conventional	Conventional
Loan Amount	\$180,000.00	\$ 180,000.00
Down Payment	\$20,000.00	\$ 20,000.00
LTV Amount	90.00 %	90.00 %

Step 2 - Click "Print" and wherever you want to save it to.

