



FHA Catalyst: Case Binder Module

User Guide

U.S. Department of Housing and Urban Development

May 2024



Solution Information

	Information
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Document History

Version No.	Date	Author	Revision Description
1.0	04/02/2020	HITM	Original Document
1.1	06/23/2020	HITM	Updates for lenders that also have permission to submit Multifamily Housing (MFH) or Office of Native American Program (ONAP) loans
3.1	12/01/2023	CTR	Updates on creating a case file with FHA Case Number verification
3.2	05/2024	CTR	Adds NOR notifications, introduces a new binder structure, introduces warning messages when the case is not ready for a binder submission



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Welcome to the Case Binder Module

FHA Catalyst: Case Binder Module is a web-based secure medium that supports digital delivery of origination documents by the Mortgagees to the Federal Housing Administration (FHA). As part of the Housing Information Technology (IT) Modernization effort, the Case Binder Module has replaced the receipt of paper loan origination case binders with an electronic format. FHA Approved Mortgagees can submit Single Family Forward and Home Equity Conversion Mortgage (HECM) loan origination case binder documents electronically for FHA pre-endorsement reviews, post-endorsement reviews, Test Cases, and Other file types requested for review.

This document has been developed to provide Mortgagees with guidance on how to upload different categories of loan documents using the Case Binder Module. Please refer to the Single Family Housing Policy Handbook 4000.1 for case binder stacking order, in-depth information on FHA policy, event definitions, reporting timeframes, data elements, and post-audit requirements.

Navigating the Case Binder Module User Guide

The Table of Contents for this guide is both searchable and linked. Selecting any of the chapter titles or subheadings will take users directly to the associated section. Users can navigate back to the table of contents by scrolling back to the start of the guide or using the [return to table of contents](#) links at the end of each section.

This guide features step-by-step instructions. Numbered lists, bullets, and screenshots are used to give the step-by-step instructions for completing tasks in Catalyst.

Step-by-Step Instructions

- Instructions describing how to complete tasks appear in lists.
- Words that point to **links** or **boxes** that the user needs to select will appear in **bold**.
- These instructions will describe how to complete processes using screenshots.
- The screenshot may also include boxes, lines, and labels that show which part of the page is important.

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Getting Started

*This section defines the basic functionalities of Salesforce as well as specific terminology to help Mortgagees (HUD's external users) navigate the system. This section describes how **Mortgagees** upload electronic case binders in the FHA Catalyst: Case Binder Module.*

Logging In

1. In Google Chrome, navigate to <https://www.hud.gov/FHACatalyst>.
2. Enter your username and password, then select **Log In**. **Typically usernames are your email address followed by .hud2**

A screenshot of the FHA Catalyst login page. At the top center is the U.S. Department of Housing and Urban Development logo. Below it is the FHA logo. The login form consists of two input fields: "Username" and "Password". Below the password field is a blue "Login" button. Underneath the button is a link that says "Forgot your password?". At the bottom of the page, there is a red "Warning!" section with the text: "By accessing this system, you agree to the Rules of Behavior for this system and are bound by the following Terms and Conditions:". Below this is a bulleted list with one item: "This computer system, including all related equipment, networks, and network devices (specifically including internet access) contains data belonging to the U.S. government, and is provided for authorized U.S. government use only." A vertical scrollbar is visible on the right side of the page.

Figure 1 FHA Catalyst Log In Page

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Resetting Your Password

1. If you forgot your password, select **Forgot Your Password?**

The screenshot shows the login interface for the U.S. Department of Housing and Urban Development. At the top is the department's logo, followed by the FHA logo. Below these are two input fields: 'Username' and 'Password'. A blue 'Login' button is positioned below the password field. At the bottom left of the form, the text 'Forgot your password?' is circled in yellow.

Figure 2 Forgot Your Password

2. Enter your username, then select Reset Password. Password reset instructions will be sent to the email address associated with your username.

Note: if the reset password link does not work contact your organization's Mortgage Administrator

The screenshot displays the 'PASSWORD RESET' page. The title 'PASSWORD RESET' is centered at the top. Below it, the text reads: 'To reset your password, we'll need your username. We'll send password reset instructions to the email address associated with your account.' There is a single input field labeled 'Username' with a person icon on the left. Below the input field is a wide blue button labeled 'Reset Password', which is circled in yellow. A 'Cancel' link is located below the 'Reset Password' button.

Figure 3 Reset Password

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FHA Catalyst Landing Page

1. Upon successful login, the Mortgagee is directed to the FHA Catalyst Landing Page.
2. The FHA Catalyst Landing Page contains the follow items:
 - The **Username** is displayed on the top right of the screen. Users can view their profile and logout when selecting their Username.
 - The **Case Binder** logo is displayed on the center of the page where users will need to click to access the Case Binder application.
 - **Key Resources** are provided on the right of the page where users can access additional resources.
 - **Quick Links** are provided on the right of the page where users can access FHA social media and send any questions or comments to the FHA Resource Center.
3. Click on the Case Binder Logo to access the Case Binder application.

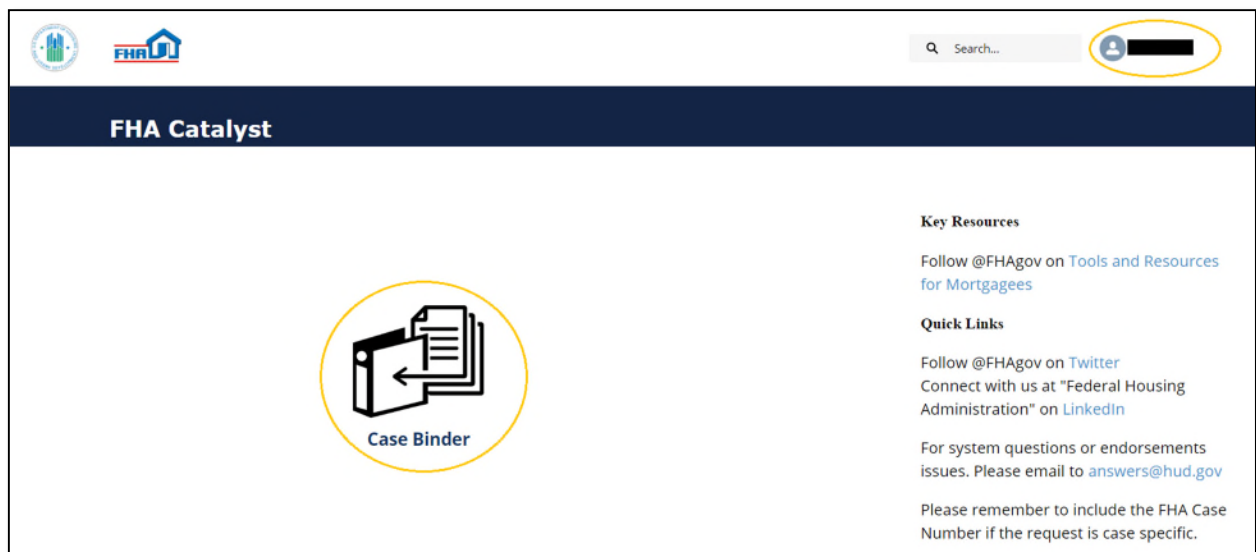


Figure 4 Catalyst Landing Page

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Case Binder Home Page

- Top Section: System Logo, Main Search, Notification Bell Icon, User Profile Icon/User Name
 - System Logo: FHA Catalyst
 - Search Bar: Searches for system data in Discussions. Discussions are part of the standard system and are not used within the Case Binder App. If you want to Search for a case number or binder number use the search field in the bottom section.
 - Notification Bell- This icon is used to provide notification when the File is changed to a NOR (Notice of Return) status. If you have files that have been NOR'd you will see a red number by the bell. [See](#) Using NOR Notification
 - User Profile Icon: Six Options are available for User to choose from
 - Home- Navigates User to the Case Binder App Icon Home Screen
 - My Profile- Navigates User to their profile screen- where they can see their information.
 - My Settings- Allows User to update their account settings.
 - My Account- Gives User information about their company and their company ID (Lender ID)
 - Account Management- Provides information about User's associated with the Lender (for Delegated Admins)
 - Logout- Logs User out of the System



Figure 5- Top Banner - Home Screen

- Bottom Section: Binder Tab, Create Binder Tab
 - Binder Tab- This is the default tab. This Tab gives the user access to the List Views- See [How to Use List Views Section](#).
 - Create Case Binder Tab- This Tab is used by the Lender to complete an initial submission for Endorsement, LRS, Test Case and Other case files. [See How to Create a Case Binder Section](#).



BINDERS CREATE CASE BINDER

Binders
All My Endorsement Binders ▼

4 items • Sorted by Binder Link • Filtered by All binders - Record Type, Lender Running User

Search this list... ⚙

	Binder Link ↑	Case Binder	Status	Borrower Na...	Property Ad...	Last Modified Date	
1	023-9596072 Endorsement	CB-595908	Submitted			5/6/2024 5:30 PM	▼
2	023-9596072 LRS	CB-595908	Submitted			5/13/2024 6:52 PM	▼
3	023-9596072 Endorsement	CB-595908	NOR			5/3/2023 4:41 PM	▼
4	023-9596072 Endorsement	CB-595908	NOR			2/28/2023 3:07 PM	▼

Figure 6- Bottom Section- Binder Tab

BINDERS CREATE CASE BINDER

Case Binder

FHA Case Number

XXX-XXXXXX

Search

Figure 7-Bottom Section- Create Case Binder Tab

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Using List Views

- Binder Tab- This is the default tab. This Tab gives the user access to the List Views

	Binder Link ↑	Case Binder	Status	Borrower Na...	Property Ad...	Last Modified Date	
1	023-9596072 Endorsement	CB-595908	Submitted			5/6/2024 5:30 PM	▼
2	023-9596072 LRS	CB-595908	Submitted			5/13/2024 6:52 PM	▼
3	023-9596072 Endorsement	CB-595908	NOR			5/3/2023 4:41 PM	▼
4	023-9596072 Endorsement	CB-595908	NOR			2/28/2023 3:07 PM	▼

Figure 8- List View

- Binder List View Section
 - List View Drop Down- This field provides the Lender with all the List Views that are available to their Login Credentials. List views are created using certain filters, such as Type and Status.
 - Each column header width can be changed by hovering over the right side of the field outline, clicking on the line and dragging it with the mouse (left to make shorter, right to make longer)
 - Each Column can be sorted by ascending or descending order by clicking into the column header field.
 - The downward arrow at the end of each row allows a user to add a comment to the binder without going into the binder screen.
 - The default list views are as follows:
 - All My Assigned Endorsement Binders- This list displays all Endorsement Binders that you have submitted.
 - Available fields:
 - Binder Link- A link that navigates the Lender to the binder screen that they will use to update the file. The naming convention is FHA Case Number <Type> (Endorsement, Test Case, LRS, Other)
 - Case Binder- A link that navigates the Lender to the case binder screen. This screen displays data associated with the file.

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- Borrower Name- Name of the Borrower that the Lender entered at the time of initial creation.
 - Property Address- Address of the Property that the system retrieved from FHA Connection.
 - Comments- Lender comments and FHA Comments that are associated with the file, from the Binder Screen.
 - Last Modified Date- Date that the Binder was last modified by the Lender or FHA.
 - Eligibility Date- Based on the expiration of the MIP.
- All My Endorsed Binders- This list displays all Binders that you submitted and have been changed to an Endorsed Status.
 - Binder Link- A link that navigates the Lender to the binder screen that they will use to update the file. The naming convention is FHA Case Number <Type> (Endorsement, Test Case, LRS, Other)
 - Case Binder- A link that navigates the Lender to the case binder screen. This screen displays data associated with the file.
 - Borrower Name- Name of the Borrower that the Lender entered at the time of initial creation.
 - Property Address- Address of the Property that the system retrieved from FHA Connection.
 - Comments- Lender comments and FHA Comments that are associated with the file, from the Binder Screen.
 - Last Modified Date- Date that the Binder was last modified by the Lender or FHA.

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- All My Endorsement Binders- This list displays all the Binders that you have submitted, including Endorsement, Test Case, LRS, Other.
 - Binder Link- A link that navigates the Lender to the binder screen that they will use to update the file. The naming convention is FHA Case Number <Type> (Endorsement, Test Case, LRS, Other).
 - Case Binder- A link that navigates the Lender to the case binder screen. This screen displays data associated with the file.
 - Status- This field displays the current status of the file (New, Submitted, In Review, NOR, Endorsed).
 - Borrower Name- Name of the Borrower that the Lender entered at the time of initial creation.
 - Property Address- Address of the Property that the system retrieved from FHA Connection.
 - Last Modified Date- Date that the Binder was last modified by the Lender or FHA.
 - Comments- Lender comments and FHA Comments that are associated with the file, from the Binder Screen.
 - All My New Binders-This list displays all the Binders that you Saved during creation but have not yet submitted.
 - Binder Link- A link that navigates the Lender to the binder screen that they will use to update the file. The naming convention is FHA Case Number <Type> (Endorsement, Test Case, LRS, Other).
 - Case Binder- A link that navigates the Lender to the case binder screen. This screen displays data associated with the file.
 - Borrower Name- Name of the Borrower that the Lender entered at the time of initial creation.
 - Property Address- Address of the Property that the system retrieved from FHA Connection.
 - Last Modified Date- Date that the Binder was last modified by the Lender or FHA.

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- All My NOR Binders- This list displays all the Binders that you have created, and FHA has changed to a NOR status. This is the list view that will provide a real time update to all files that need your attention.
 - Binder Link- A link that navigates the Lender to the binder screen that they will use to update the file. The naming convention is FHA Case Number <Type> (Endorsement, Test Case, LRS, Other).
 - Case Binder- A link that navigates the Lender to the case binder screen. This screen displays data associated with the file.
 - Borrower Name- Name of the Borrower that the Lender entered at the time of initial creation.
 - Property Address- Address of the Property that the system retrieved from FHA Connection.
 - Comments- Lender comments and FHA Comments that are associated with the file, from the Binder Screen.
 - Last Modified Date- Date that the Binder was last modified by the Lender or FHA.
 - All My Submitted Binders- This list displays all the Binders that you have submitted, and FHA has not reviewed.
 - Binder Link- A link that navigates the Lender to the binder screen that they will use to update the file. The naming convention is FHA Case Number <Type> (Endorsement, Test Case, LRS, Other)
 - Case Binder- A link that navigates the Lender to the case binder screen. This screen displays data associated with the file.
 - Borrower Name- Name of the Borrower that the Lender entered at the time of initial creation.
 - Property Address- Address of the Property that the system retrieved from FHA Connection.
 - Comments- Lender comments and FHA Comments that are associated with the file, from the Binder Screen.
 - Last Modified Date- Date that the Binder was last modified by the Lender or FHA.

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- Pushpin Icon- This icon lets you choose the List View that you want to display on the initial rendering of the screen. Click on the Icon when you have your chosen List View as the display name in the List view field.
 - Search Field- Allows User to search by FHA Case Number or Borrower Name. Case Binder ID, Binder Link, Property Address are not searchable fields. Enter the FHA Case and click enter- system will display the results.
 - To clear the search, remove the data and click enter.
 - Settings Icon- This icon will allow Lender to reset column widths.

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Creating a Case Binder

This section describes the creation, upload, and submission of an electronic origination case binder by a mortgagee.

i There may be a Virtual Private Network (VPN) FHA Connection limitation. If there is an issue, please contact the FHA Resource Center at answers@hud.gov.

From the Home screen- Click on create Case Binder Tab

- This Tab is used by the Lender to complete an initial submission for Endorsement, Test Case, LRS, and Other case files.

The screenshot shows a web interface with a navigation bar at the top containing 'BINDERS' and 'CREATE CASE BINDER'. Below this is a 'Case Binder' section with a label 'FHA Case Number' and an input field containing the text 'XXX-XXXXXXX'. To the right of the input field is a blue 'Search' button.

Figure 9-Create Case Binder Tab

- FHA Case Number- Lender will enter the FHA Case Number.
- Search Button- Lender will use this button to start the initial creation process. Once the Search button is used the system will retrieve data and statuses from FHA Connection. If there are no warnings received from FHA Connection, then the system will allow the Lender to continue with creating a file. If there are warnings the Lender will need to address the issues and return to Catalyst to create the file. Warnings will appear in Red under the FHA Case Number Field.

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Potential warning messages:

Our records indicate that the FHA Case Number you entered is not associated with a case binder that was requested by FHA. Please ensure that you have entered the correct case number.
The binder cannot be submitted because this case number is cancelled.
This case binder has already been submitted.
This case number is associated with an FHA Approved eCaseBinder Lender. The binder must be submitted through the FHA Connection eCaseBinder process.
Insurance Application Screen in FHA Connection must be completed prior to binder submission.
Second Appraisal Must Be Logged Prior To Binder Submission
The appraisal has not been logged in FHA FHA Connection. Please complete Appraisal Logging prior to binder submission.
Our records indicate that FHA Case Number, #####, is not associated with a case binder requested by FHA. Please ensure that you entered the correct case number.
This case binder has already been submitted. Case Binder already exists for this Case Number. Click here to view.

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- Creation Screen when no warnings are returned.
 - FHA Case Number- Pre-populated
 - Reset Button- Allows Lender to start over again at the initial search.
 - Property Address- Pre-Populated
 - Borrower Name- Lender to enter.
 - Comments- Lender to enter.
 - Attachments
 - Upload File- Lender can upload documents from a folder/drive.
 - Drop File- they can drop the file using their mouse (drag and drop).
 - Both the Upload File and Drop File fields will not be available for use if the number of files allowed to be uploaded has been exceeded.
 - To open the fields- use the Trashcan Icon to delete eligible files.
 - No Trashcan Icon will be available on files that cannot be removed.
 - File section- see once the files are uploaded.
 - Green Check Icon-shows file is successfully uploaded.
 - File Name- Name of File
 - Trashcan Icon- once the file has been uploaded and prior to submission the Lender is able to delete the uploaded file. Once submitted documents can no longer be deleted.
 - During initial submission on an Endorsement file a lender can upload up to two documents.
 - During a NOR resubmission or a LRS initial submission they can upload more than two documents.
 - Save and Close Button- allows lender to save work without sending to FHA- allowing them to return later to complete the creation process (using the list view to access the file).
 - Submit Button- sends file to FHA for review.

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As we proceed with our system upgrade, we appreciate your patience regarding the following temporary issues:

- Presently, NOR resubmissions are limited to once per day.
- In the event of duplicates, please select the binder with the most recent modified date.

BINDERS **CREATE CASE BINDERS**

Case Binder

FHA Case Number
011-9674078 Reset

Property Address
209 HIGH GREEN DR,MADISON,AL

Borrower Name
Test Other Type Loan Number
123445

Comments
Testing with Other type case

Attachments

* Please upload binder files
Click to upload files Or drop files

- ✓ Test initial submission.docx
- ✓ Test initial submission.docx
- ✓ Test initial submission.docx
- ✓ Test initial submission.docx

Save and Close Submit

Figure 10- Create Binder Screen- No Warnings

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Using the NOR Notification

- Access the NOR Notification through the Bell Icon- located at the top of the Home Page.
 - Features:
 - A red number, references that a new file has been placed in a NOR status by FHA.
 - Access the available NOR items by clicking on the Bell Link.
 - Any NORs will be listed in the window that appears.
 - Click on the Link and the system will display the Binder screen.
 - Use the Pencil Icon next to the comment box to add your comment.
 - Remove the original comment and add your new comment.
 - Click the Save Button.
 - To send the comment to FHA- you must submit the file again.
 - If possible, upload any mitigating documentation. FHA will need to NOR the file again to send it back to you for processing and currently Lender can resubmit a NOR once per day.

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Viewing Binder Details

- Access the Binder screen through the List View tab
 - Find the Binder that you want to view and click on the Binder Link.
 - Binder Screen Layout will display. The Binder screen has two (2) sections: Information and Download File.
 - Information Section
 - Fields available:
 - Binder ID- system assigned number.
 - Binder Name- same as the Binder ID.
 - Case Number- Displays the FHA Case Number.
 - Type- File type.
 - Endorsement
 - Test Case
 - LRS
 - Other
 - Case Binder- system assigned number- link that will take Lender to the Case Binder Screen.
 - Status- current status of the Binder
 - New
 - Submitted
 - In Review
 - NOR
 - Endorsed
 - Comments- comments entered by Lender or FHA.
 - Only field that can be edited
 - Program Type- shows type of program
 - HECM
 - Forward

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-
- Download Section- This section shows all the files that have been uploaded. The only time a file can be deleted (Trashcan icon will be present) is prior to the Lender hitting the Submit Button.
 - Fields available (after submission):
 - File Name- Name of the file.
 - File Type- System assigned File type based on file status at the time of the upload.
 - Initial Submission
 - LRS
 - Test Case
 - NOR Resubmission
 - Other
 - Uploaded Date- Date the Lender uploaded the file.
 - Fields available (after Save and Close or NOR status change):
 - File Name- Name of the file.
 - Trashcan Can will appear on files that are eligible for deletion.
 - Upload File- Lender can upload documentation from a folder/drive.
 - Drop File- they can drop the file using their mouse (drag and drop)
 - Both the Upload File and Drop File fields will not be available for use if the number of files allowed to be uploaded has been exceeded.
 - To open the fields- use the Trashcan Icon to remove eligible files.
 - No Trashcan Icon will be available on files that cannot be deleted.
 - File Type- System assigned File type based on status the file is in at the time of the upload.
 - Initial Submission
 - LRS
 - Test Case
 - NOR Resubmission
 - Other
 - Uploaded Date- Date the Lender uploaded the file.



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FHA will not receive file or comments until Submit button is selected.

Binder
B-000079

Binder Name	B-000079	Case Number	023-8219885
Type		Case Binder	
Endorsement		CB-579712	
Status	New		
Program Type	Forward		

Comments
Testing employee loan endorsement

Download File

File Name	File Type	Uploaded Date
Test initial submission.docx	Initial Submission	May 15, 2024, 10:19:44 AM
Test initial submission.docx	Initial Submission	May 15, 2024, 10:19:44 AM

Figure 11- Binder Screen

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Viewing Case Binder Details

- Access the Case Binder screen through the Binder Screen.
 - Locate the Case Binder Field on Binder Screen- Use link to open Case Binder Screen.
 - Case Binder Screen Layout will display. The Binder screen has two (2) sections. Information and Binders
 - Information Section
 - Fields available:
 - Case Binder ID- system assigned number.
 - FHA Case Number- Case Number used at the time of creation.
 - Loan Number- Entered by Lender at the time of creation.
 - Borrower Name- entered by Lender at the time of creation.
 - Property Address- Data retrieved from FHA Connection.
 - Secondary Lender Name- Data retrieved from FHA Connection.
 - Lender Name- Data retrieved from FHA Connection.
 - Program Type- HECM or Forward; retrieved from FHA Connection.
 - Lender ID- Data retrieved from FHA Connection.
 - Location- HOC Location- Data retrieved from FHA Connection.

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- Binders- provides a grid of all Binders that are associated with the FHA Case Number.
 - Binder Link- Link to the Binder screen
 - Type
 - Endorsement
 - Test Case
 - LRS
 - Other
 - Status
 - New
 - Submitted
 - In Review
 - NOR
 - Endorsed

The screenshot shows a web interface for a Case Binder. At the top left, there is a green icon of a binder and the text "Case Binder CB-595908". Below this, there are two columns of input fields. The left column contains: "FHA Case Number" with the value "023-9596072", "Borrower Name", "Secondary Lender Name", and "Program Type" with the value "Forward". The right column contains: "Loan Number", "Property Address", "Lender Name", "Lender ID" with the value "29382", and "Location" with the value "Santa Ana".

Figure 12-Case Binder Information Section



Binders (4)		
Binder Link	Type	Status
023-9596072 Endorsement	Endorsement	Submitted
023-9596072 LRS	LRS	Submitted
023-9596072 Endorsement	Endorsement	NOR
023-9596072 Endorsement	Endorsement	NOR

[View All](#)

Figure 13- Case Binder Section

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Note: If you have recently been granted permission to submit documents for Multifamily Housing (MFH) or the Office of Native American Program (ONAP) loans, the Case Binder Details Screen will look like Figure 12 (below). The data elements and delete functionality have not changed.

FHA CATALYST

ID: CB-000027

Lender Name: Edge Communications

FHA Case Number: [REDACTED]

Submission Type: Forward Initial submission

Borrower Name: [REDACTED]

Comment: [REDACTED]

Created By: [REDACTED] 6/18/2020, 1:43 PM

Owner: [REDACTED]

Lender Id: [REDACTED]

Loan Number: [REDACTED]

HOC Office: Philadelphia

Status: Submitted

File Name: ONAP CATALYST ICON_v1.png

Last Modified By: [REDACTED] 6/18/2020, 1:43 PM

[Download File](#)

ONAP CATALYST ICON_v1.png

[Delete](#) [Cancel](#)



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Getting Help

For further assistance, please contact the FHA Resource Center:

- E-mail answers@hud.gov.
- Call 1-800-CALLFHA (1-800-225-5342). Persons with hearing or speech impairments may reach this number by calling the Federal Information Relay Service at 1-800-877-8339.
- Emails and phone messages will be responded to during normal hours of operation, 8:00 AM to 8:00 PM (Eastern Standard Time), Monday through Friday on all non-Federal holidays.



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