User Guide



How to Access



Where to access

(1) <u>www.VHFA.org</u> Home Page > (2) Business Partners > (3) Loan Origination Center





Access & Log In



First time access

(1) Enter Lender ID, Username and Temporary Password Issued > (2) First Time Access Reset Password



Lender ID, Username, Password and Access Requirements

Lender ID

Use the Lender ID designated for the specific organization.

User Name

There is one administrative account per lender, the individual with access to that administrative account will manage setup of new accounts. The administrator will setup the username as FirstName LastName (i.e. Heather Kvasnak).

Password

There administrator will setup a temporary password. Upon first log-in, the system will prompt for a password change. The following are the password criteria:

- Minimum of 5 characters
- 1 upper case letter
- 1 lower case letter
- 1 numeric digit

Access Requirements

The following are the security and access parameters:

- Passwords expire after 180 days
- Session times out after 90 minutes
- 10 maximum failed logins; the administrator can unlock after 10 failed attempts

Ongoing Access

(1) Enter Lender ID, Username and Password Issued > (2) if you enter an incorrect password, system will give you the option to E-mail Password, follow email instructions to re-set password:

Lender Administrator

Administrator and User Setup

Username and Password Administration

Access to the Lender Administrative Account is through the new portal on <u>www.VHFA.org</u>:

- There is one Administrative Account assigned to a Lender
- Username for the Administrative Account is "Admin"
- The Password will be provided by VHFA

The Administrative Account will be responsible for <u>4 activities</u>:

- Create new user accounts
- Manage and update user account information
- Activate / Inactivate User Accounts
- Unlock a user account after 10 incorrect login attempts

Note: Lender Administrative Accounts are not able to delete user accounts, delete requests will need to be submitted to VHFA.

Access the Lender Administrative Account

(1) Enter Lender ID, Username and temporary Password issued > (2) view the User Account Maintenance

main menu:

Recommended upon first time 'Admin' log in

Reset Lender Administrative Account Password

(1) Select <u>User Account Maintenance</u> > (2) Click on 'Admin' account > (3) update the <u>User Account</u>

<u>Maintenance</u> screen > (4) select <u>Submit</u>:

			5	(7)	
Edit View Favorites Tools H	Help				
Vinita Vermont Housing Finance Age	ncy -		Screens User Account Maintenance	User Account I	Maintenance Run: 04/21/2017(10:19) : [Lender ✔]
	Monu				
MAIN MENU	Menu			Username	John Doe
LOGOFF	User Account Maintenance		Options	Password	
	0			Retype Password	······
			Баск	Last Activity Date	04/21/2017
			Submit	Last Activity Time	00:00:00
				Password Effective Date	00/00/0000
2 Edit View Favorites Tools	s Help			Number of Logins	
			MAIN MENU	Number of Failed Logins.	0
				Active	
				Locked Out	
Vermont Housing Finance	Agency			Mailing	Address
				Name	
	User Account Maintenance			Company	
Paraana	OIP WB108 Run: 04/2	1/2017(10:00)		Address 1	
Screens				City	
User Account Maintenance	New User			State	
				ZIP	00000 - 0000
Options	Click on the Back button to return to the main menu , or Click on a USER to mod	ify the user		Phone 1	: (000)- 000 - 0000 Ext: 0000
Back	data.			Phone 2	: (000)- 000 - 0000 Ext: 0000
Submit	Web Profile Username Last Activity Logins			Fax	(000)- 000 - 0000
	Lender ADMIN 04/21/2017 1		1	E-Mail	JohnD@LenderBank.org
MAIN MENU	Back Submit				Back Submit 4
LUGUFF			D		

Setup New User Accounts

(1) Select User Account Maintenance > (2) select New User > (3) enter new user information, including Username and Password > (4) select Submit:

1 Edit View Favorites Tool View Favorites Tool View Favorites Tool View Favorites Tool	s Help Agency	Vermont Hour	fa sing Finance Agency					
MAIN MENU LOGOFF	Menu User Account Maintenance	Screens User Account Ma	3	User Account N or Weite Web Profile:	lainte	nanc	e	
Pile Edit View Favorites	Tools Help	Options Bas Sub	Ra Require ck	equired Field > Username: equired Field > Password: d Field > Retype Password: Last Activity Date: Last Activity Time: Password Effective Date: Number of Logins:	04/21/201 00-00-00-0 00/00/0000 0	7		
Screens	User Account Maintenance OrP WB108 Run: D	MAIN MENU LOGOFF		Number of Failed Logins: Menu Sequence: Active: Locked Out: Mailing Name:	0 0 2 Address			
Options Back	Click on the Back button to return to the main menu , or Click on a USER to n data.	modify the user		Company: Address 1: Address 2: City: State: ZIP:	×	*		
Submit MAIN MENU LOGOFF	Lender ADMIN 04/21/2017 1 Back Submit			Phone 1: Phone 2: Fax: Required Field > E-Mail:	(000 (000 (000 Back)- 000)- 000)- 000	- 0000 - 0000 - 0000 Submit	Ext: 0000

Run: 04/21/2017(10.12

Username & Password Setup and Access Requirements

User Name Setup

User Name setup should follow the same format: FirstName LastName (i.e. Heather Kvasnak).

Password Setup

The following are the password criteria:

- Minimum of 5 characters
- 1 upper case letter
- 1 lower case letter
- 1 numeric digit

Access Requirements

The following are the security and access parameters:

- Inactive accounts will automatically inactivate after 365 consecutive days of inactivity
- Passwords expire after 180 days
- Session times out after 90 minutes
- 10 maximum failed logins; the administrator can reset the password after 10 failed attempts

Ongoing User Account Management

(1) Select User Account Maintenance > (2) select user name > (3) update information > (4) select Submit:

con view ravoines roois rie	P		3	User Account Maintenand	ce
vhfa				O/P WB108	Run: 04/21/2017(11:2
Vermont Housing Finance Agence	2 9 :			Web Profile: Lender 🗸	
				Username: JOHN DOE	
	Menu			Password:	
MAIN MENU	User Account Maintenance			Retype Password:	
	E			Last Activity Date: 04/21/2017	
			- 1	Last Activity Time: 00:00:00:00	
File Edit View Favorites Tools	Help			Password Effective Date: 10/22/2016	
				Number of Logins: 0	
				Number of Failed Logins: 0	
				Menu Sequence: 0	
Vermont Housing Einance A	Idaney			Active: 🗹	
Termony notions i munee A	Bourd			Locked Out:	
				Mailing Address	
	User Account Maintenance	3		Name:	
0	O/P WB108	Run: 04/21/2017(10:00)		Company:	
Screens				Address 1:	
User Account Maintenance	New User			Address 2:	
				City:	
Options				State: 🗸	_
	Click on the Back button to return to the main menu , or Click data.	on a USER to modify the user		ZIP: 00000 - 0000	
Back	Wab Profile Licomamo Last Activity	Logine		Phone 1: (000)- 000	- 0000 Ext: 0000
Submit	Web Frome Osemanie Last Activity	Logins		Phone 2: (000)- 000	- 0000 Ext: 0000
	Lender ADMIN 04/21/2017	11		Fax: (000)- 000	_ 0000
	Lender JOHN DOZ 04/21/2017	•		E-Mail: JohnD@LenderBa	nk.org
LOGOFF	Back Submit			Back	Submit

Ongoing User Account Management

User Account N	laintenance
O/P WB108	Run: 04/21/2017(11:22)
Web Profile:	Lender V
Username:	JOHN DOE
Password:	
Retype Password:	
Last Activity Date:	04/21/2017
Last Activity Time:	00:00:00
Password Effective Date:	10/22/2016
Number of Logins:	0
Number of Failed Logins:	0
Menu Sequence:	
Active:	
Locked Out:	Address
Name:	
Company:	
Address 1:	
Address 2:	
City:	
State:	×
ZIP:	00000 - 0000
Phone 1:	(000)- 000 - 0000 Ext: 0000
Phone 2:	(000)- 000 - 0000 Ext: 0000
Fax:	(000)- 000 - 0000
E-Mail:	JohnD@LenderBank.org
	Back Submit

Manage and update user account information

- All yellow fields in the screenshot to the left are not editable
- All other fields can be updated by the administrator

Activate / Inactivate User Accounts

Active: 🗹

Set the check box labeled Active to designate active or inactive:

- Checked = Active
- Non Checked = Inactive

Unlock a user account after 10 incorrect login attempts ${\bf Locked \, Out: \ }$

Set the check box labeled Locked Out to allow/disallow access:

- Checked = user is locked out and cannot log on
- Not Checked = user can log on

Main Menu: Access Overview

View Program Rates

View Program Rates

View Program Rates

View current **Program Rates** by product type (conventional or government) and VHFA program:

Register a New Loan

Register a New Loan

Register a New Loan

(1) Select Program Type (VHFA Program) > (2) Select Product Type (FNMA Conventional or Government)

File Edit View Favorites Tools Help View Favorites Tools Help View Favorites Tools Help View Favorites Tools Help					
	Program S	Selection			
Screens	OIP MLW220				Run: 04/11/2017(15:38)
Options	Click on the Program Typ	Back button to return to the me be: Current Rate	in menu , or click on a Pr 60 day pricing	ogram from the list below. 90 day pricing	f available 110 day pricing
Back	1 Advantage				
	Advantage With As	ssist			
MAIN MENU	MOVE				
LOGOFF	Move With Assist				
	FNMA Convention	onal 3.8750%	102.00000000%	101.75000000%	101.25000000%
	Government	3.6250%	102.25000000%	102.00000000%	101.50000000%
		2			
	MOVE MCC				
	MOVE MCC With	Assist			

Register a New Loan with ASSIST

(1) Select Program Type > (2a) Select Product Type > (2b) ASSIST Confirmation

File Edit View Favorites Tools Help					
Vermont Housing Finance Agency					
	Program Selection				
Screens	O/P MLW220		Run: 04/11/2017(15:38)		
Program Selection					
	Click on the Back button to return to	the main menu , or click on a Program from the	ist below, if evailable.		
Options		2			
Back	Program Type: Curr	Z Jay pricing 90 day p	ricing 110 day pricing		
1	Advantage				
	MOVE				
MAIN MENU LOGOFF	Move With Assist				
	FNMA Conventional 3.8	750% 102.00000000% 101.7500	00000% 101.250000000%		
	Government 3.6	250% 102.25000000% 102.0000	101.5000000000		
	MOVE MCC				
	MOVE MCC With Assist			Program Options	
		Caraana		O/P MLW226	Run: 04/11/2017(15:41)
		Screens		You have picked th	Move With Assist program
		Program Options		An additional motionane under the Assist o	rooram will be reserved at the time the first mortgage
					s reserved.
		Ontions		Please click the 'Continue' b	utton to proceed with the reservation, or
					na manina na provina paga.
		Back			
				Back	Continue
		MAIN MENU			
		LOGOFF			

Complete Loan Registration Information

(3) Complete all <u>Loan Information including Loan Type</u> selection from dropdown, <u>Interest Rate</u> defaults based on VHFA program and product type selected on prior screen:

File Edit View Favorites Tools Help Vermont Housing Finance Agency	3 Loan Information		
Screens	O/P MLW145	Run: 04/11/2017(15:43)	
Loan information	LOA		
Property Mortgagor Co-Mortgagor Other Financing / Non Borrower Options Next MAIN MENU LOGOFF	Mortgagor First Name & MI: Last Name & Suffix: Mortgagor SSN: Loan Amount: Purchase Price: Loan-to-Value: Loan Type: Date of Expected Closing: Number in Household: Originator Phone: Lender 1st Mortgage Loan Number:		FNMA HFA Preferred FNMA Manual Home Readv Rural Development FHA VA MCC ONLY – NO VHFA LOAN
	IN	TEREST RATE	
	Interest Rate:	4.0000	
		Next	

Complete Loan Registration Information

(4) Complete Property Information including County, New/Existing and Building Type:

Complete Loan Registration Information

(5a) Complete <u>Mortgagor Information</u> including <u>Ethnicity</u> and <u>Marital Status</u>:

Tip: If the borrower has punctuation in their name do not enter (i.e. enter O Connor vs. O'Connor)

File Edit View Favorites Tools Help Vermont Housing Finance Agency			* White - No Black American Hispanic Asian / Pa Other, Un Hawaiian/	ot of HispatNic Origin Indian/Alaskan Native acific Islander known /Other Pacific Island
5 Screens Loan Information Property Mortgagor Co-Mortgagor Other Financing / Non Borrower	Mortgagor OIP MLW147 PRIMARY Ethnicity: Gender: Marital Status:	MORTGAGOR INFORMATION	4/11/2017(18:05)	
Options Reset Next MAIN MENU LOGOFF	Date of Birth: Number of Dependents: Income Type TOTAL INCOME	Monthly Income		* MARRIED UNMARRIED SEPARATED

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Complete Loan Registration Information

(5b) Complete <u>Co-Mortgagor Information</u> and <u>Second Co-Mortgagor Information</u> if applicable:

Complete Loan Registration Information

(6) Enter Loan Originator NMLS ID and (7) enter borrower email; all other fields are required only when the circumstance applies (see **Important** note to the right):

Vigina Vermont Housing Finance Agency				
	Additional Information	tion		
Screens	O/P MLW148	R	un: 12/18/2018(13:01)	
Loan Information Property Mortgagor Co-Mortgagor Additional Information	6 Loan Originator NMLS ID Borrower Email Subordinate Loan Source Subordinate Loan/Grant \$ Non Borrowing Spouse Name Non Borrowing Spouse SSN	Additional Information	7 The L is req The E requi borro email "Non The ! Sour	ortant Information Loan Originator NMLS ID field quired. Borrower Email field is ired, enter email for the wer only. If you do not have an I address for the borrower enter e ^r . Subordinate Loan/Grant roe and Subordinate
MAIN MENU LOGOFF		Submit	comp is sut from not e Subs	berafin there bordinate financing secured a source other than VHFA. Do inter ASSIST or Affordable idy Grant in these two fields.

Complete Loan Registration Information

(8) Select <u>Submit</u> and > (9) <u>Retrieve Document</u> tab will pop-up to view/print/save <u>VHFA Reservation</u> <u>Confirmation</u>:

				_	
File Edit View Favorites Tools Help		9		Vermont Housing Finance Agency	
		1615-0		au 400 + Budineton VT 05402,0400 + 002 054 5743 + 002 053 5422 //w/ + homenumershindentifichén are	
vhfa Vimat Hundrid Finance Advance		Current Loa	an Status:	VHFA Reservation Confirmation	
Termony Housing Finance Agency		Reservation	n Date:	04/11/2017	
		Final Purcha	ase Date:	07/30/2017	
		Lender:		Lender Name	
	Other Financing / Non Borrower	User ID:		Originator Name	
	0.0000000000000000000000000000000000000	VHFA Loan	Number:	12345678	
Screens	CIP MEW145 Roll, 0411/2017(10:	Lender Loar	n Number:	987654321	
Loss Information	Other Financing / Non Borrower	Mortgagor	Last Name:	Borrower Last Name	
Property		Mortgagor	First Name:	Borrower First Name	
Mortgagor	Subordinate Financing	1 st Co-Mort	tgagor Name:		
Co-Mortgagor	Total Estimated Amount	Non-Borrow	wing Spouse:		
Other Financing / Non	Non Borrowing Spouse Name	Program Ty	pe:	MOVE WITH ASSIST	
Borrower	Non Permuing Spause SSN 8	Loan Type:		FNMA HFA Preferred 95	
	Non Borrowing Spouse SSN	LTV:		90.00	
		Loan Amou	int:	100,000.00	
Ontions	Devel Colorit	Loan Term:		360	
opuons	Reset Submit	Interest Rat	te:	4.0000	
Reset Submit		Subordinate Submission The reserva If the reserva	of compliance do tion cannot be tr vation is withdrav	VHCB and ACCT grants Conditions numents is subject to all requirements set forth in the Compliance Checklist ansferred to a different property or borrower without VHFA approval in restrictions apply for resubmission	
MAIN MENU				Compliance Submission	
LOGOFF		Required with • Batrieve the • Cick *Print • To submit a • Upload and This Reserva review by V	Required within 30 days from the Reservation Date: • Retrieve the application loan record from the Loan Detail screen • Cick ⁺ Print Documental ⁺ at top of the page to access the VHFA Compliance Checklist • To submit a loan package for review, Cick ⁺ "Document Images" on the top of the Loan Detail screen • Upload and submit the VHFA Compliance Checklist with the required documents per the Checklist Disclaimer This Reservation Confirmation is conditionally issued based on the information provided by the lender and may be suit review by VHFA. The input of incorrect into the tot of this confirmation being wold. Additional		
		and docume MCC. Please VHFA Form #400	entation are subj te review the info	ext to review and this confirmation does not guarantee future approval, joan purchase, or issuance of a rmation above carefully. For any changes contact us at 802-864-3743 or <u>homeownershipdepr@vhfa.org</u> . Rev Dett: 5/17	

Print Compliance Checklist

(1) Select <u>View Loan Detail</u> > (2) Select <u>Print Documents</u>:

Print Compliance Checklist

(3) Select <u>VHFA Compliance Checklist</u> (4) system will display form and allow for print or save:

vhfa		4 Vermont Housing Finance Agency 564 Sate Paul St. + P.D. Box 458 + Burlington, VT OHIEL OHEL + SEC 264.5 VH = 802.584.5 VH = 802.584.5 VH = 802.6 VH =
Vermont Housing Finance Agency		Dete: Program: Lana Type: Lender: Reservation Date:
3 Screens	Print Documents	Finish Funchase Dates: US Bank/AA X Montgale Acquisition Cost: Lander Lane & Lander Manuel Applicant(I): Property Address:
Options	OP MLW137 Forms Not Yet Printed for this Loan Forms Previously Printed for this Loan that May be Reprinted Forms Not Yet Available for Printing for This Loan Click on a Form to Print	Completing Standings: 33 days from the Restruction Date Book Field Provide Date: The Restruction Date Standing Withdhead: If the restruction is althouse natively for resubmission Res-Trendmentation: Restructions and bit treatments as althered reproperty or borrower without VMRA Approval This compliance dedukts is issued based on the Intermetion provided by the lander for the purpose of outlining the required documentation and dedukts is issued based on the Intermetion provided by the lander for the purpose of outlining the required documentation and dedukts is insued based on the Intermetion provided by the lander for the purpose of outlining the required documentation and ded into Constitute a guarantize for load approver, load purpose, or boardox of a MACC.
Back	Reservation Confirmation - 04/11/2017 VHFA Compliance Checklist VHFA - Conditional Commitment	Lender in responsible for, (1) alterministic the applicable condomitium eligibility are the requirements of MMA, FMA, KA et KD (2), mendigine to competion of all regular soft the structurement of the regular socious agreement; and (2) Aul and proper underwinking, credit and property, to meet the requirements of U.S. Bark, and FMAA or DMAA. Lender warrants that: (1) All documentation provided is that see the counter (2) if there is a non-borrowing spouse all information has been provided (3) if there is a metral dange to the information provided the search will mediately notify VHA; and (2) Lender has compled in all other meterial regist with the requirements of the applicable VHA RoceSumi Guide.
MAIN MENU LOGOFF		compared becaments: view networks in register bactoria documents. View a network to the view networks of the sec only and does not include unenviniting to FMAA documents or gaments assignment for purchase by 2015 Bank National Association. For VI-RA forms, the most current version must be used. Prese submit copies of the required documents, in the order below, for the applicable program(s). AdVMRTAD bocuments:

_Appressi Report (applicable and current INMA/FHUNC Form.) If the property is subject to a Land Trust Lease Agreement o Covernent, the appressi must be completed according to Fannie Mae and VHFA requirements. See the applicable procedur guide for defails.

View Loan Pipeline

View Loan Pipeline

View Loan Pipeline

vhfa

View Loan Pipeline

(3) View Loans for a Status > (4) Select a loan by clicking on any of the loan fields to view Loan Detail:

View Loan Detail

View Loan Detail

View Loan Detail

(1) A loan can be accessed by <u>Loan Pipeline</u> (see prior slides for instruction) or accessing <u>View Loan Detail</u>. From the <u>View Loan Detail</u> page there are 3 options to access a loan (a) enter the VHFA loan number in the <u>Retrieve a Loan</u> field and select <u>Retrieve</u> (b) enter the lender loan number in the <u>Lender Loan Number</u> field and select <u>Retrieve</u> or (c) use the <u>Cross-Reference Tool</u> to lookup by Mortgagor First or Last Name:

File Edit View Favorites	Tools Help		File Edit View Favorites Tools	Help			
Screens	Loan Detail	Run: 04242017(12:17)	Vormont Housing Finance A	lgency			
Loan Detail	Cross-Reference						
MAIN MENU LOGOFF	a b Retrieve a Loan: Lender Loan Number: Lender Loan Number: Loan Amount: S Interest Rate: 0 Term: 0 Purchase Price: S Program: Sub Program: Originator: • Property:	Retrieve Retrieve 00 0000 % Payments 00	Screens Cross Reference by Name Options Back MAIN MENU LOGOFF	Cross Reference P NUNCE Market and the molecular Market and the mol	e by Name Free GOARDIT(1227) and and tilds tearsth to begin your the second		
	Servicer: N	/A					
	Loan Number Does Not Belon	g to Originator			Cross Reference	by Name	
	Mortgagor Name	Social Security Number XXX-XX-0000	S C	creens cross Reference by Name	OIP MUW204 Click o Mortnagor Name	n the name below you wish to retriev	Run: 04/24/2017(12:28) e. Loop Statux
	Loan Status	Date	0	Dptions Back	SMITH, JOHN DOE, JOHN	02599998 CONDITIO 02599999 RESERVE	
	Unsatisfied Conditions	Requested Due	J -				

View Loan Detail

(2) View Loan Detail and access navigational buttons for (a) <u>Cross-Reference</u>, (b) <u>Print Documents</u> and (c) <u>Document Images</u> and view (d) <u>Unsatisfied Conditions</u>:

Loan Detail	a	b	c	Run: 05/10/2017
2	oss-Reference Pr	rint Documents	Document Ima	ages
	Retrieve a Loan:	12345678	Retrieve	
	Lender Loan Number:	987654321	Retrieve	
	Loo Int Reservation Expir Su	an Amount: S erest Rate: 4 Term: 2 hase Price: 5 ation Date: 6 Program: 6 b Program: 7 Property: 6 Servicer: US	100,000.00 10000 % 160 Payments 1515,000.00 17/30/2017 conventional render Name roperty Address Bank Home Mtg-MF	RP Division
	Mortgagor Nar	пе	Social Sec	urity Number
Borrower F	Mortgagor Nar irst & Last Name	тe	Social Sec XXX-XX-	urity Number 1234
Borrower F	Mortgagor Nar írst & Last Name Loan Si	me tatus	Social Sec XXXX-XXX- Date	urity Number 1234
Borrower F	Mortgagor Nar irst & Last Name Loan S * INCOMPLETE RES	me tatus ERVATION	Social Sec XXX-XX- Date 04/11/2017 04/11/2017	urity Number 1234
Borrower F	Mortgagor Nar irst & Last Name Loan S * INCOMPLETE RES RESERVED IN REVIEW	ne tatus ER\/ATION	Social Sec 2004-204- Date 04/11/2017 04/11/2017 04/11/2017 04/12/2017	urity Number 1234
Borrower F	Mortgagor Nar irst & Last Name Loan \$ * INCOMPLETE RES RESERVED IN REVIEW INCOMPLETE	ne tatus ER\/ATION	Social Sec 2002-202- Date 04/11/2017 04/11/2017 04/11/2017 04/12/2017 04/13/2017	urity Number 1234
Borrower F	Mortgagor Nar irst & Last Name Loan S " INCOMPLETE RES RESERVED IN REVIEW INCOMPLETE CONDITIONAL COI	ne tatus ERVATION MMITMENT	Social Sec 2003-306- Date 04/11/2017 04/12/2017 04/12/2017 04/13/2017 04/27/2017	urity Number 1234
borrower F	Mortgagor Nar irst & Last Name Loan S INCOMPLETE RES RESERVED IN REVIEW INCOMPLETE CONDITIONAL CON	ne tatus ER\/ATION MMITMENT	Social Sec XXX-3X- Date 04/11/2017 04/11/2017 04/12/2017 04/12/2017 04/12/2017 04/12/2017 04/12/2017 04/12/2017 04/12/2017 04/12/2017 04/12/2017 04/12/2017	urity Number 1234 Due
d Other Mor	Mortgagor Nar irst & Last Name Loan S INCOMPLETE RES RESERVED IN REVIEW INCOMPLETE CONDITIONAL COI Unsatisfied Condition tgages	ne tatus ERVATION MMITMENT 15	Social Sec 2003-306- Date 04/11/2017 04/11/2017 04/12/2017 04/12/2017 04/12/2017 04/27/2017 Requested	urity Number 1234 Due
d Other Mor Loan Amou	Mortgagor Nar irst & Last Name Loan S * INCOMPLETE RES RESERVED IN REVIEW INCOMPLETE CONDITIONAL CON Unsatisfied Condition tgages ant Interest Rate Te	ne tatus ERVATION MMITMENT ns	Social Sec XXX-304- Date 04/11/2017 04/11/2017 04/12/2017 04/12/2017 04/12/2017 04/12/2017 04/27/2017 Requested Amortization Type	urity Number 1234 Due Program

- a) <u>Cross-Reference</u> will take you back to a search option by Mortgage First and Last Name (see prior slide).
- b) <u>Print Documents</u> will allow you to view and print VHFA forms (Reservation Confirmation, Compliance Checklist and Conditional Commitment).
- c) <u>Document Images</u> will take you to a screen where you can upload loan documents.
- d) <u>Unsatisfied Conditions</u> lists outstanding conditions for both VHFA and U.S. Bank (as applicable).
- e) <u>Other Mortgages</u> lists all VHFA programs for a specific borrower (i.e. if you are viewing the loan detail

Loan Status Change

When there is a loan status change (Incomplete, Conditional Commitment, Post-Closing Conditions or Post Closing Approval) (1) an email notification will be sent to one common email address (i.e. a group email address is best)> (2) this email will be the primary communication method to prompt a lender to access the Loan Detail page where they can view <u>Unsatisfied Conditions</u> in the case of Incomplete, print the Conditional Commitment letter and receive notification when there are Post-Closing Conditions or Post Closing Approval

Unsatisfied Conditions

(1) <u>Unsatisfied Conditions</u> for both VHFA and U.S. Bank can be viewed on the <u>Loan Detail</u> page:

Important Improvement:

 In the old system, VHFA would upload an unsatisfied conditions list that would have to be accessed in the portal and downloaded, in the new system conditions will be displayed on the Loan Detail page.

Unsatisfied Conditions	Requested	Due
Copy of a completed 1008. (missing from package Updated DU to reflect "HFA Preferred verbiage".) 04/12/2017	00/00/0000
Copy of an acceptable appraisal.	04/12/2017	00/00/0000

Print Documents

(1) Select <u>Print Documents</u> navigational button > (2) View list of documents:

Document Images

(1) Select <u>Document Images</u> navigational button > (2) Access screen to <u>Upload Loan Document(s</u>):

vhfa Vermont Housing Finance Agency		Ver	mont Housing Finance Agency	
creens ooan Detail	Loan Detail or MUNI23 Cross-Reference Print Documents	1 Document Images	2 Loan Documents or MLW300 This screen allows you to upload completed loan pactor of the previously used to retrieve and view previously used to retrieve and v	Run: 04/24/2017(13.07) kages or individual loan documents as well poaded loan documents.
IIN MENU IGOFF	Retrieve a Loan (02599999) Lender Loan Number:	Retrieve Option	IS Upload Loan Doc	ument(s)
	Loan Amount, 31 Interest Rate, 4.0 Purchase Price, 52 Reservation Expiration Date, 07 Program, 00 Sub Program, 00 Originator, 0 Property: Pf	43,940,000 000 % D Payments MAIN M 24,000,00 LOGOF 24,000,00 LOGOF 30/2017 LOGOF NVE WITH ASSIST nventional RIGINATOR NAME NOPERTY ADDRESS	ENU Lender is responsible for: (1) Determining the age requirements of FIMA, FAV, VA or R(); (2) Mans enforcement of the requirements of 0.1 property, 15 met the requirements of 0.1 F Lender warrants that: (1) All documentation provided borrowing spouse all information provided the lender will Received Jottom next to the docum Please browse for the document(s) you would like to I you would like to the button to upload if you experiece problems uploading documents plear	bicable Condominum eligibility por the ing the completion of all repairs and the P.Full and proper underwrithing, credit and Sama, and FNAko CRNAA. Is true and accurate. (2) If there is a non- and (3) If there is a material change to the immediately notify VHFA. Is and the true to view. pload, then click the UploadPlease click on document(s). Is true ploading fewer documents at a time.
	Servicer: US Mortgagor Name	Bank Home Mtg-MRBP Division	UNDERWRITING Compliance Documents Appraisal Report Load Closing Documents	Browse

Document Images

(3) Use <u>Browse</u> to select documents to upload > (4) select <u>Upload</u> > (5) select <u>Process Now</u>, the system will

return to Loan Documents screen upon successful upload:

	Loan Documents			
Screens	OIP MLW300	Run: 04/24/2017(13:07)		
Loan Documents	This screen allows you to upload completed loan packages or individue as to retrieve and view previously upoaded loan doc	This screen allows you to upload completed loan packages or individual loan documents as well as to retrieve and view previously upoaded loan documents.		
Options	Upload Loan Document(s)			
Back MAIN MENU	Lender is responsible for: (1) Determining the applicable Condomi requirements of PNAL, PHA, VA or RD; (2) Managing the completio enforcement of the repair excrow agreement; and (3) Full and proper property. In meet the requirements of U.S. Bank, and PNA	nium eligibility per the in of all repairs and the underwriting, credit and IA or GNMA.		
LOGOFF	Lender warrants that: (1) All documentation provided is true and accu borrowing spouse all information has been provided; and (3) if there is information provided the lender will immediately notif Received button next to the document you would like	rate; (2) If there is a non- a material change to the y VHFA. to view.		
	Hease provide for the document(s) you would like to upload, then tolk: the button to upload the document(s). If you experiece problems uploading documents please try uploading for	wer documents at a time.		
	UNDERWRITING			
	Compliance Documents m\Desktop\TEST FILES\doc1	.pdf Browse 3		
	Appraisal Report iop\TEST FILES\Lender File 2	2.pdf Browse.		

Reminder:

You can upload all documents in one single file or groups of files; following the Compliance Checklist order will help make the review process smoother and more efficient.

Note: You cannot reorder documents once uploaded.

Important Tips

If	Then
A reservation was started but the system was exited (i.e. you were kicked out or logged off)	The system will begin to store the reservation as soon as you complete the <u>Loan Information</u> screen. Use the cross-reference tool to look-up the borrower and complete the reservation started to avoid a duplicate reservation.
The system will not allow you to complete a reservation because of a duplicate social security number	Contact VHFA, this means that there is a duplicate reservation for that social security number that may be with another lender.
You use the back arrow instead of the menu options and now see a webpage expiration message	Hit refresh (right click) or F5 to return to the system.
You just completed a reservation and it included ASSIST and/or MCC and there are data elements appearing in the Interest Rate, Term in Months and Amortization Type fields on the Loan Detail screen	Disregard, this is a system 'glitch' and VHFA corrects upon initial review after the reservation is completed. The information will not display on the Reservation Confirmation or Compliance Checklist.
You need to cancel or withdraw a reservation	Contact VHFA.

VHFA Homeownership Contact: <u>Homeownershipdept@vhfa.org</u> or 800.339.5866

View Loan Detail

Reports > Unsatisfied Conditions Report

The new system has 2 operational reports to support pipeline management the <u>Unsatisfied Conditions</u> <u>Report</u> and <u>Lender Pipeline</u> (1) to access the <u>Unsatisfied Conditions</u> report click on the report and > (2) a pop-up window appears to <u>Submit</u> and compile the report:

Reports > Unsatisfied Conditions Report Content

Reports > Lender Pipeline > VHFA Program Filter

The <u>Lender Pipeline</u> can be viewed in entirety (all loans) or filtered by VHFA program by (1) access the <u>Lender</u> <u>Pipeline</u> report by clicking on the report and > (2) a pop-up window will appear > (3) select programs from the dropdown an (4) select <u>Submit</u>:

Reports > Lender Pipeline Content

Lender Pipeline	
Current pipeline	
Can be viewed for entire pipeline or filtered by a specific VHFA Program	
The following loan level detail is included in the report:	
– Loan Status	
– Lender Loan Number	
– VHFA Loan Number	
 Borrower (First and Last Name) 	
– Program	
– Loan Type	
– Loan Amount	
– Rate	
 Reservation Date 	
 Final Purchase Date 	

My Profile

My Profile

My Profile

(1) Access User Profile Maintenance to enter or update your information:

File Edit View Favorites Tools Help Vigita Vormont Housing Finance Agency		Important Ensure accura send a
1 Screens User Profile Maintenance	User Profile Maintenance OF W8109 Run: 04/24/2017(15:17) NAME, ADDRESS AND PASSWORD MAINTENANCE	you fo
Options Back Submit MAIN MENU LOGOFF	Name:	Inis so individ restric role.
	Back Submit	

- your email address is te, the email is used to temporary password if rget your password.
- creen is accessible by lual user and is not ted to an administrator

Guides, Forms and Resources

Guides, Forms and Resources

Guides, Forms and Resources

(1) All VHFA Guides, Forms, and Resources are centrally accessible from the same location that you will submit a reservation or check pipeline:

