

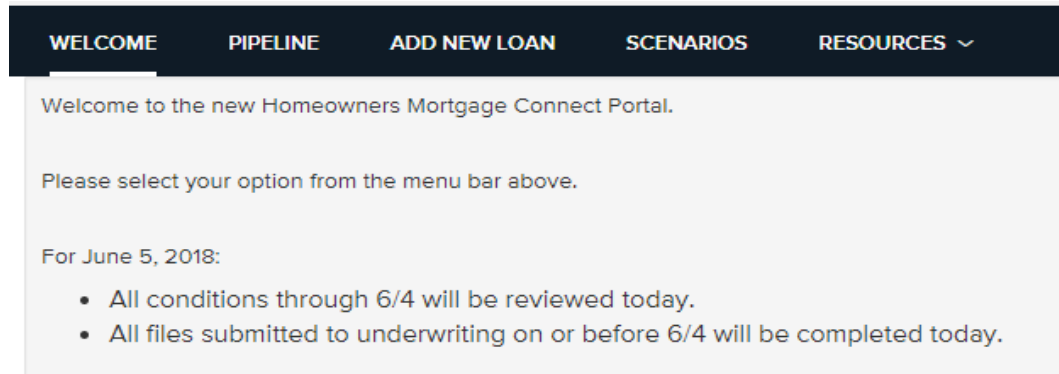


DID YOU KNOW?

Towne Family of Companies continually strives to improve our customer’s experience within our TPO Connect loan origination system. We recently implemented the following enhancements with our customers in mind.

Underwriting Turn Times Added to Welcome Page

The Welcome page will display the current underwriting turn times for condition review and initial submissions. This will be updated on a daily basis.



Reorganized Resources

There is now a “Training Materials” drop down page. You will find the FAQ, How-To Job Aids and Did You Know publications on the Training Materials page. These documents were transferred from the Policies and Procedures drop down page.

FAQ - Frequently Asked Questions
[TPO Connect-FAQ Sheet](#)

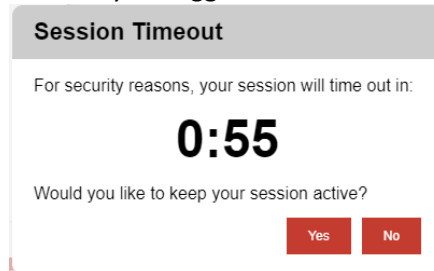
- How-To Job Aids**
- [Request Portal-Requesting FHA Case Number](#)
 - [Request Portal-Request an Early CD and/or Closing](#)
 - [How To-Fix FNM 3.2 Import Errors](#)
 - [How To-Fix Document Upload Errors](#)
 - [How To-Add New TPO Users](#)
 - [How To-Disable Compatibility View In Internet Explorer](#)
 - [How To-Guide the Borrower through eSign](#)
 - [How To-Print Documents in TPO Connect](#)
 - [How To-Relssue Credit in TPO Connect](#)
 - [How to-Request a Lock Extension](#)
 - [How To-Request a Profile Change/Updating Loan Terms](#)
 - [How To-Validate Your Loan](#)
 - [How to-Request LE and COC LE](#)
 - [How to-Submit a Loan](#)
 - [How to-Submit Conditions](#)
 - Video - [Wholesale Training](#)

- DYK - Did You Know?**
- [DYK - TPO 1st Edition](#)
 - [DYK - TPO Volume 2: Early CD & Requests for Closing](#)
 - [DYK - TPO Volume 3: Borrower Paid vs Lender Paid Broker Comp](#)
 - [DYK - TPO Volume 4: Program Specific Document Requirements](#)
 - [DYK - TPO Volume 5: Appraisal Ordering & Delivery](#)
 - [DYK - TPO Volume 6: Pest Septic & Well Inspections](#)
 - [DYK – TPO Volume 7 – Early CD and Closing Requests](#)



Request Portal Time Out User Alert

When the TPO Connect user has been inactive in the Request Portal for 25 minutes, a session timeout window will start a 5 minute countdown. This window will give users the option to sign-out of the webpage, or refresh and stay active in the portal. After the 5 minute countdown, the user will automatically be logged out.



Request Early CD / Closing

The Early CD / Closing Request screen has been updated to show the Request Type at the top of the screen. The Request Type field was previously located at the bottom on the screen.

Previous:

Request Early CD / Closing

Conditional Approval Milestone Complete:	Yes
Loan is Locked (through Disbursement Date):	Yes
Appraisal & Title Approved by U/W:	Yes
Hazard (& MI if applicable) Quote in eFolder:	Yes
Property Tax Information Entered in System:	Yes
Vendor Info to be Complete (for Pg 5 of CD):	Yes

Closing Document in eFolder N/A

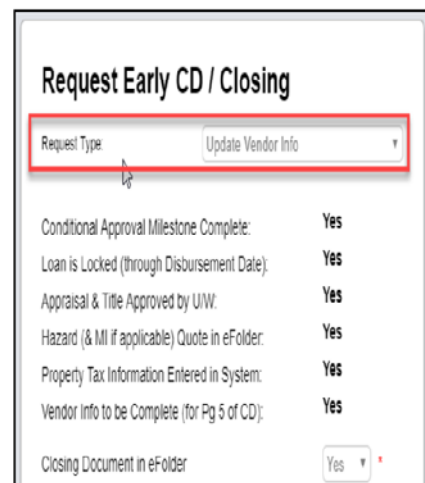
Document in eFolder: "Wholesale: Closing Conditions" OR
Document in eFolder: "Wholesale: Closing Misc"

* Please confirm the required documents have been uploaded to the Documents section of the TPO Connect Portal. If there are no Closing Conditions to upload, please select N/A. If the necessary files have not been uploaded your closing could be delayed.

Initial CD Requested:
Initial CD Sent:
Initial CD Received:
Revised CD Sent:
Closing Requested:

Request Type:

Current:





**Request
Early CD /
Closing**

The indicator for “FSBO” (For Sale By Owner – No Realtors) has been moved to be included in the dropdown for the Real Estate Agent Information.

The screenshot shows a web form with several sections. The 'Real Estate Agents' section is highlighted in blue. Within this section, the 'For Sale By Owner' dropdown menu is highlighted with a red border and shows 'Not FSBO' as the selected option. Below this, the 'Real Estate Broker (B)' section is also highlighted in blue and contains various input fields for company and agent information.

▶ Title Company/Settlement Agent Information	
▶ Hazard Insurance Information	
▼ Real Estate Agents	
For Sale By Owner: *	Not FSBO ▼
▼ Real Estate Broker (B)	
Buyers Agent Company Name: *	ReMax Advantage Plus
Address: *	7
City: *	Chanhassen
State: *	Minnesota ▼
Zip: *	5
Company State License: *	2
Agent Name: *	ti
Agent State License: *	4
Agent Email Address: *	tt
Agent Phone Number: *	9
▶ Real Estate Broker (S)	

If you need additional training on the material contained within this publication, please contact your Account Executive or Client Relations Representative.

If you have a suggestion for a DYK, please let us know via email, Training@townemortgage.com

Training Department
training@townemortgage.com

