

# TPO CONNECT

## CUSTOM REQUESTS




# TABLE OF CONTENTS

- Portal History and What it has been
- What does the new TPO Connect consist of?
- Why did we make the change?
- Loan Actions
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# REQUEST PORTAL HISTORY

- Originally the portal was created to eliminate emails to Production and Sales Support for standardized and common actions that occur on most loans.
- The reason it was created outside of TPO Connect initially was because Ellie Mae (TPO developer) had not built that functionality anywhere within the TPO Connect platform.
- All request Actions that are in the portal populate dates in Towne's LOS Encompass which populate into an "Action Needed" Dashboard
  - The Dashboard ensures no emails are missed
  - Loans do not fall off dashboard until the corresponding action has been taken

# EXTERNAL REQUEST PORTAL- WHAT IT HAS BEEN




Loan Number

Last Name

Organization Id

**Important: All Fields Required**

[Lookup Loan](#)



[Logout](#)

**Alice Firstimer**  
123 Memories In. Troy, MI, 48083  
01 Towne Wholesale

Loan Number: 477555  
Total Loan Amt: \$98,188.00  
Loan Type: FHA

Loan Status: Active  
Loan Purpose: Purchase  
Rate: 3.750%

Lock Exp. Date: 96.5% / 96.5%  
LTV / CLTV:  
Underwriter:

Key Dates	
Request FHA Case Number	
Request 4506T	
Request Early CD/Closing	
Request Cancellation/Withdrawal Screens	
Request Fannie 3.2 File	

Key Dates		LE Dates		CD Dates		Doc Dates	
Reg. B / ECOA Tracking	Date		Date		Date		Date
ECOA Application Date	04/25/2018	Initial Disclosures Provided		CD Sent		Credit Ordered	
ECOA Decision Due	05/25/2018	LE Received		CD Received		Credit Received	
NOI Sent Date		Revised LE Sent		Revised CD Sent			
NOI Expires		Revised LE Received		Revised CD Received			
NOI Rescinded							
LE Application Date	01/28/2018						
Creditor App Date							
Initial Disclosures Due							
Intent to Proceed							
Earliest Fee Collection							
Earliest Close Date							

# INTEGRATED LOAN ACTIONS

**TOWNE WHOLESALE** CONTACT US

WELCOME PIPELINE ADD NEW LOAN SCENARIOS RESOURCES

**Alice Firstimer**  
123 Memories In, Troy, MI 48083  
023Sample Co - Wholesale

Loan Number: **1909001038** Loan Type: **FHA** Rate: **3.750%**  
Total Loan Amt: **\$98,188.00** Loan Purpose: **Purchase** LTV/CLTV: **96.50% / 96.50%** [Wh](#) [Set](#) [📧](#) [👤](#) Started

**LOAN SUMMARY**

- 1003
- PRODUCT PRICING & LOCK
- DOCUMENTS
- CONDITIONS
- FEES
- DISCLOSURE TRACKING

**LOAN ACTIONS**

- Import Additional Data
- Order Credit
- Order DU
- Order LPA
- Disclosures
- Submit Loan
- Re-Submit Loan
- Change of Circumstance
- Request FHA Case Number**
- Request 4506T

**\$98,188.00**  
96.50% / 96.50%

Base Loan Amount	MLFE, MP Financed
\$96,500.00	\$1,688.00
Sub-Financing	
\$0.00	

**Not Locked 3.750%**

Amortization Type	Amortization Term
Fixed Rate	360
Loan Program	
-	

**123 Memories In, Troy, MI 48083**

Estimated Value	Appraised Value
	\$100,000

**Started**  
08/31/2018

Conditions

Open	0
Ready for Review	0

Show Details

AUS:

- Order DU Order LPA

Down Payment	P & I
\$3,500	\$454.72
Reserves	DTI
\$4,387.04	13.740%/16.644%

**Decision FICO 800**

Committee	Experian/TransUnion/Equifax
Alice Firstimer	

Key Dates

- Application Disclosure 08/31/2018
- Registered 08/31/2018
- LE Sent -
- Revised LE Sent -
- CD Sent -
- Revised CD Sent -
- AUS Ordered -
- Submit to UW -
- Estimated Closing -
- UW Suspended -
- UW Approval -
- UW Clear to Close -
- Funds Released -

## LOAN ACTIONS

Import Additional Data

Order Credit

Order DU

Order LPA

Disclosures

Submit Loan

Re-Submit Loan

Change of Circumstance

Request FHA Case Number

Request 4506T

Request GUS

Manage 3rd Party Contacts

Request Early CD/Closing

Request Cancellation/Withdrawal

# WHY?

- Primary Goal:
  - To eliminate multiple/separate logins
- Added Benefits:
  - Integrated in the loan
  - Less key strokes
  - Faster load times
  - Enhanced security
  - More streamlined workflow

# ACTION: REQUEST FHA CASE NUMBER

Request FHA Case Number

View Status of Order

View Case Number once completed

Request Case Number Transfer

View Case Number Transfer Status

**Sonic Hedgehog**  
TBD, SHELBY TOWNSHIP, MI, 48317  
02Sample Co - Wholesale

- LOAN SUMMARY
- 1003
- PRODUCT PRICING & LOCK
- DOCUMENTS
- CONDITIONS
- FEES
- DISCLOSURE TRACKING

**LOAN ACTIONS**

### Request FHA Case Number

Requested Date: **01/04/2019**  
Completed Date: **01/06/2019**  
Case Number: **123-45-1234567-203**

#### FHA Case Number Transfer Request

Requested Date:	<b>1/7/2019</b>
New Lender ID:	<b>123456789</b>
New Originator ID:	<b>987654321</b>
Completed Date:	

# ACTION: REQUEST GUS

## Submit Request & View Status

WELCOME PIPELINE ADD NEW LOAN SCENARIOS RESOURCES ▾

**Mr. Darcy**  
51 Main St., Philly, PA, 09581  
02Sample Co - Wholesale

☰ LOAN SUMMARY

📄 1003

🔒 PRODUCT PRICING & LOCK

📄 DOCUMENTS

⚙️ CONDITIONS

💰 FEES

☑️ DISCLOSURE TRACKING

**LOAN ACTIONS**

### Request GUS

Requested Date: 01/07/2019

Underwriting Decision Date: 01/08/2019

Underwriting Decision: **Accept**

Case Number (ST): 12

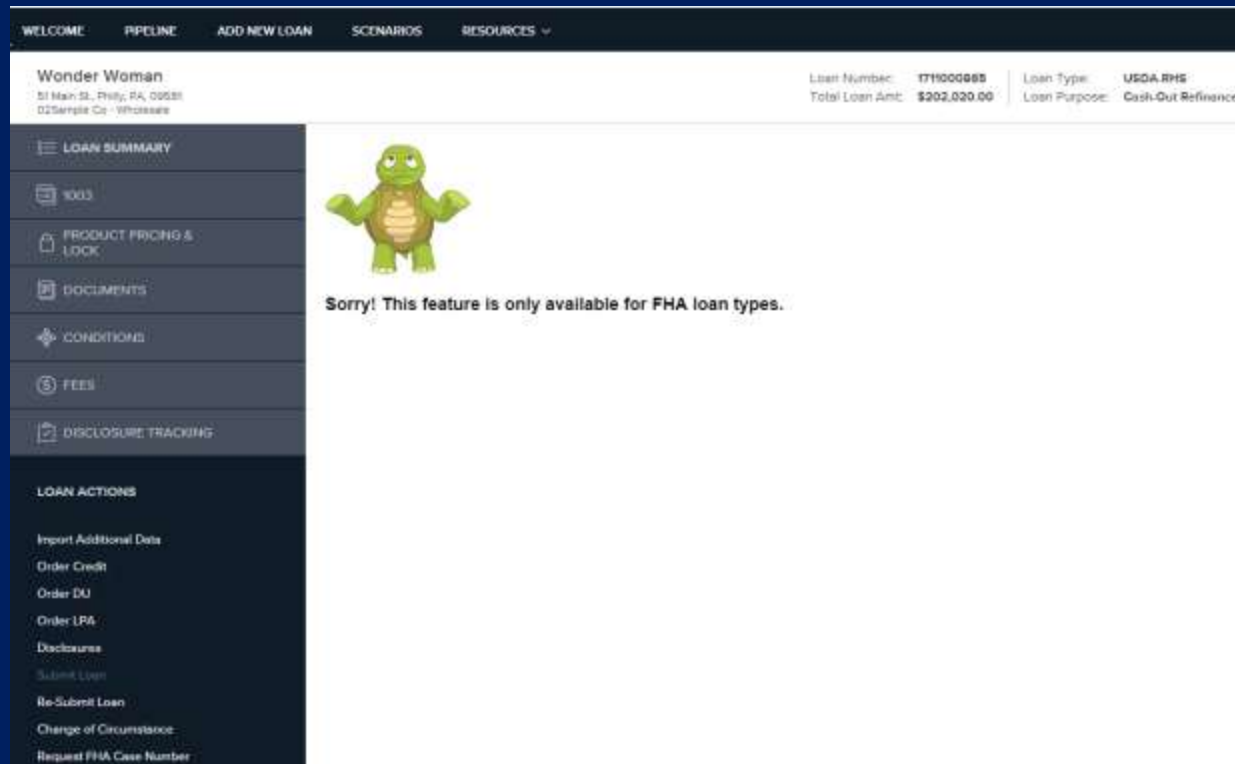
Case Number (CO): 456

Borrower's ID: 77777



# NOTE: FHA CASE NUMBER & GUS

\*\*\* The Request FHA Case Number & Request GUS options will display on all loans. Users will received a error message if they try to access these actions on a Non-FHA/USDA loan. \*\*\*



The screenshot displays a web application interface for loan management. At the top, a navigation bar includes 'WELCOME', 'PIPELINE', 'ADD NEW LOAN', 'SCENARIOS', and 'RESOURCES'. Below this, the loan details for 'Wonder Woman' are shown, including the address '31 Main St., Philly, PA, 19101' and '025688 Co - Wholesale'. Loan statistics indicate a 'Loan Number' of '171000000' and a 'Total Loan Amt.' of '\$202,020.00'. The loan is identified as a 'USDA RHS' with a 'Loan Purpose' of 'Cash-Out Refinance'. A left-hand sidebar lists various loan actions: 'LOAN SUMMARY', '1003', 'PRODUCT PRICING & LOCK', 'DOCUMENTS', 'CONDITIONS', 'FEES', 'DISCLOSURE TRACKING', and 'LOAN ACTIONS'. The 'LOAN ACTIONS' menu is expanded, showing options like 'Import Additional Data', 'Order Credit', 'Order DU', 'Order LPA', 'Disclosures', 'Submit Loan', 'Re-Submit Loan', 'Change of Circumstance', and 'Request FHA Case Number'. The main content area features a green cartoon turtle icon and a message: 'Sorry! This feature is only available for FHA loan types.'

# ACTION: REQUEST 4506T

- View Status of Efolder Require Document
- Easily Switch to Document Upload
- Submit Request
- View Status

Wonder Woman  
51 Main St., Philly, PA, 09581  
02Sample Co - Wholesale

Loan Number: 1711000865  
Total Loan Amt: \$202,020.00

Request 4506T

Document Uploaded to Income: IRS 4506T in TPO Connect? **Yes**

Uploaded 4506T signed by the borrower?

Uploaded 4506T needs revisions to be sent to the borrower prior to processing the request?

Not Requested

[Request](#)

Wonder Woman  
51 Main St., Philly, PA, 09581  
02Sample Co - Wholesale

Loan Number: 1711000865  
Total Loan Amt: \$202,020.00

Request 4506T

Date Requested:	01/07/2019
Date Submitted (to Vendor/IRS):	01/07/2019
Date Response Expected:	
Date Completed:	01/09/2019

Requested

Event Log:  
01/07/2019 10:44:06 AM Request Submitted

# ACTION: MANAGE 3<sup>RD</sup> PARTY CONTACTS

Pulled out from CD/Closing Request Module

Organized View to utilize available wide screen real estate.

Accordions to collapse/expand modules

Auto-Complete from Rolodex of previously used companies

Vendor Info Completed (for Pg 5 of CD): **No** Save

Real Estate Agents		Hazard Insurance Information		Title Company/Settlement Agent Information	
For Sale By Owner: *	Not FSBO	Insurance Company: *	State Farm	Title Company/Settlement Agent: *	First American Title Ins. Co.
▼ Real Estate Broker (8)		Address: *	1155 Rochester	Address: *	1 First American Way
Buyers Agent Company Name: *	Remax First	City: *	Rochester	City: *	Santa Ana
Address: *	50475 Gratiot Ave	State: *	Minnesota	State: *	California
City: *	Chesterfield	Zip: *	55265	Zip: *	92707
State: *	Michigan	Contact Person:	Sue Madden	Contact Person: *	Nancy
Zip: *	48051	Phone: *	507-281-0100	Phone: *	800-854-3643
Company State License: *		Fax:	507-282-6413	Fax:	
Agent Name: *	Henry Miller	E-mail Address:		License ID: *	123456
Agent State License: *				Email: *	nancy@first.com
Agent Email Address: *	henrymiller@remax.net			<b>Wire Bank Information</b>	
Agent Phone Number: *	586-781-2900			ABA Number: *	557
► Real Estate Broker (8)				Account Number: *	5559

# ACTION: REQUEST EARLY CD/CLOSING

More User Friendly Interface to indicate whether requirements have been met

Removed unnecessary fields and options

Pulled out 3<sup>rd</sup> Party Contacts Module

Requestor Info and Comment Boxes

Remember Previous Entries

# ACTION: CANCELLATION/WITHDRAWAL

Select Reason for Cancellation and add Comments

The screenshot shows a web application interface with a dark blue header and a white main content area. The header contains navigation links: WELCOME, PIPELINE, ADD NEW LOAN, SCENARIOS, and RESOURCES. The main content area is divided into a left sidebar and a main panel. The sidebar contains a user profile for Mr. Darcy (51 Main St., Philly, PA, 09581, 02Sample Co - Wholesale) and a list of menu items: LOAN SUMMARY, 1003, PRODUCT PRICING & LOCK, DOCUMENTS, CONDITIONS, FEES, and DISCLOSURE TRACKING. Below these is a section for LOAN ACTIONS with options like Import Additional Data and Order Credit. The main panel displays a 'Request Cancellation/Withdrawal' form. The form has a title, a 'Cancellation Reason' dropdown menu (currently showing 'Select'), and a 'Comments (optional)' text area. At the bottom of the form, there is a status indicator 'Not Requested' and a red 'Request' button.

WELCOME PIPELINE ADD NEW LOAN SCENARIOS RESOURCES

Mr. Darcy  
51 Main St., Philly, PA, 09581  
02Sample Co - Wholesale

LOAN SUMMARY

1003

PRODUCT PRICING & LOCK

DOCUMENTS

CONDITIONS

FEES

DISCLOSURE TRACKING

LOAN ACTIONS

Import Additional Data  
Order Credit

### Request Cancellation/Withdrawal

Cancellation Reason:

Comments (optional):

Not Requested

# FUTURE ENHANCEMENTS

- Integrated Conversation Log
- Provide Feedback/Get Help
- Fees Worksheet
- Key Dates
- Download FNM 3.2 /Secured Email Closed Loan Package for MiniCorr Partners
- Have any Ideas and Suggestions?! Let us know at [esupport@townemortgage.com](mailto:esupport@townemortgage.com)

# QUESTIONS?

Please contact your Account Executive or Customer Relations Representative with any questions.

Additionally please contact the below for questions on:

Loan Level issues (Credit, AUS, Submission) - [Sales.support@townemortgage.com](mailto:Sales.support@townemortgage.com)

Disclosures/Third Party Requests - [ProductionSupport@TowneMortgage.com](mailto:ProductionSupport@TowneMortgage.com)

Technology (IDs/Password/Compatibility) [Esupport@townemortgage.com](mailto:Esupport@townemortgage.com)