Lender Portal Best Practices   September 6, 2024
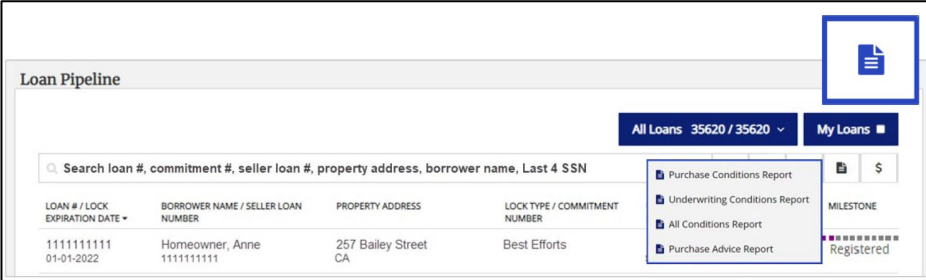
☐ Correspondent

☒ Housing Finance Agency (HFA)

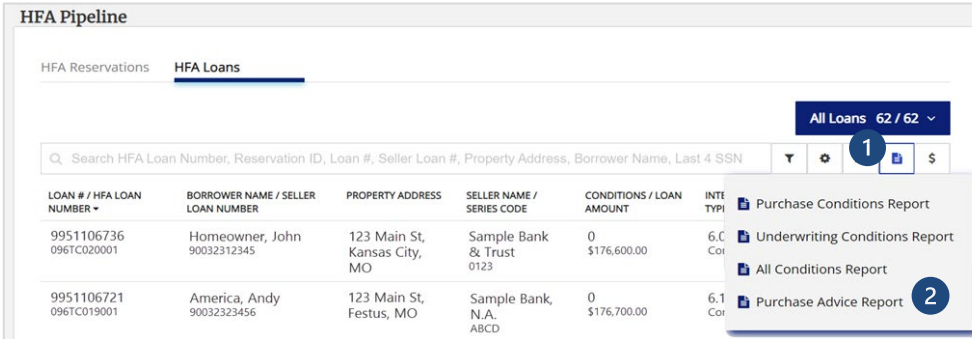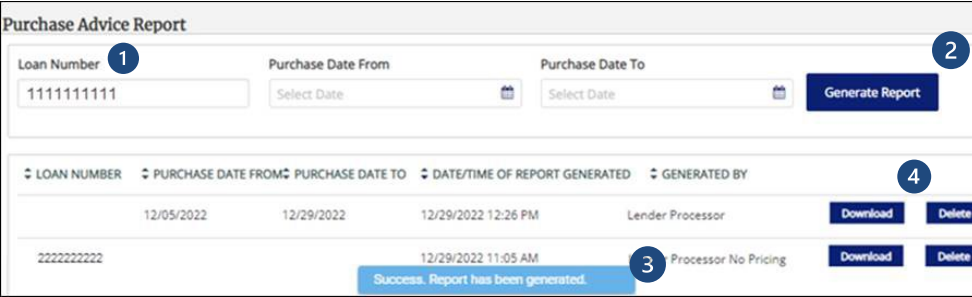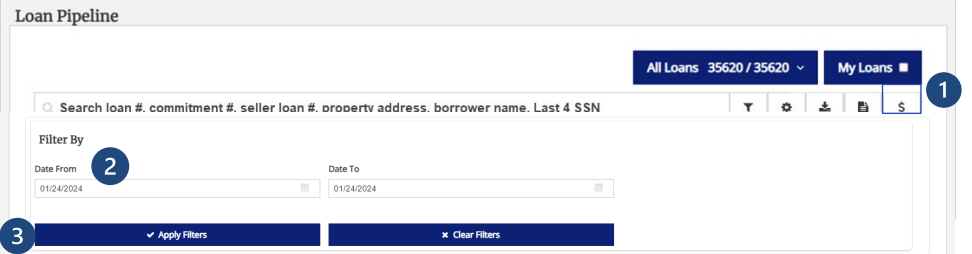## Lender Portal Best Practices

U.S. Bank provides best practices and helpful hints to assist lenders in using Lender Portal including successful loan registration, delivery, review/underwriting, and loan purchase.

Item	Comments
Loan Registration and Zip Code Functionality	An HFA loan reservation file provided by the respective Housing Finance Agency (HFA) includes the property zip code. HFA lenders then have two options to convert the loan reservation to a loan registration, each having its own unique process for zip code population. **Option 1: Importing 3.4 XML:** Lender Portal will check the zip code to see if the City/State/County from the .XML are an exact match to the zip code table. If City/State/County are an exact match, then Lender Portal will auto-fill these fields. • If the Zip code and City/State/County and are not an exact match to the zip code table, then it will not auto-fill the Zip Code/City/State/County from the .XML import, but leave all of these fields blank so the user can manually enter the zip code and select the correct City/State/ County option from the dropdown menu choice as shown below. **Option 2: Manual loan registration:** City/State/County fields will populate only when a valid zip code is entered in the zip code field and the user selects a City/State/County from the drop down as shown above.
Encompass Investor Connect Submissions	**For lenders delivering directly from Encompass Investor Connect:** • Loans **must** be registered/reserved in U.S. Bank's Lender Portal (including delegated and non-delegated). • Investor Connect is **not** available for HFA Credit and Closed packages delivered via **DocVelocity/AIQ**. **Best Practices** • **U.S. Bank Client Code** - When completing the account information during Investor Connect set up, please use the U.S. Bank Client Code. If you do not know your U.S. Bank Client Code, please contact U.S. Bank's Client Support. • **U.S. Bank Loan Number -** Please remember to use the U.S. Bank loan number (assigned in Lender Portal upon registration) as the Investor Loan Number when delivering through Investor Connect. Refer to **SEL-2024-030** (7/30) for complete details.

Topic	Comments
User Roles	Lender Portal user roles are setup based on Lender Portal permissions and may not relate to the users actual title. Lender Portal role permissions for users includes:

Lender Portal User Role	Permissions Assigned				
	Access Seller Guide	Upload packages and conditions	View Pricing	Register loans	Create and Maintain Users
Seller Administrator	Yes	Yes	Yes	Yes	Yes
Manager	Yes	Yes	Yes	Yes	-
Loan Officer	Yes	-	Yes	Yes	-
Lender Processor	Yes	Yes	Yes	-	-
Lender Processor (No Pricing)	Yes	Yes	-	-	-
Seller Guide	Yes	-	-	-	-

Additional reminders:

- **Stacked/Multiple Role Assignments:** Users should only have one role that covers needed access. Do not assign multiple roles to a single User Name.
- **Notification Preferences:** Users can choose when and how they want to be notified of loan updates and status changes, such as Loan Conditions and Purchase Advices. Users must access Profile Settings to select the notifications they want to receive.

Topic	Comments
Critical Documents	When files are missing "Critical Documents" (Note, Security Instrument, Closing Disclosure and/or Loan Application) the receiving/review process will be on hold until those documents are received. Please ensure a complete loan file is uploaded when submitting a loan for purchase to avoid delays. **Loan Delivery and Underwriting Checklists:** U.S. Bank utilizes multiple methods to reduce loan quality findings and eliminate delays in purchase including loan delivery and underwriting checklists located in the HFA Lending Guide (1100: Exhibits, Forms, & Checklists).
Document Delivery Reminders	These following document and delivery requirements are applicable to both package delivery and delivery of conditions: - Document packages cannot be password protected or encrypted. - Maximum individual file size is 100mb. - Maximum number of pages in a single package is 2,100 pages. - Acceptable file types include .PDF, .TIF and .TIFF files.
Password Expirations	Lender Portal users will receive an email reminder 10-days prior to their password expiration. If the password is not reset, a second email reminder will be sent two-days prior to expiration. It is important that users reset their passwords prior to expiration to avoid an account being locked. In the event a user's account is locked, please contact your Seller Administrator to unlock your account, or you can click on the 'Forgot Password' link on the login page. Sharing passwords is not permitted as it can cause security issues.

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Topic	Comments
Condition Status and Condition Reporting	If a condition status reflects as pending, the condition has been received, but not yet reviewed. If the status reflects outstanding after submission, please look for 'Additional Details' as shown below. **Additional Text** **Generate Reports** Click on the **Conditions Report** icon on the loan pipeline page to select a report to be generated as shown below: When these options are selected, the report will automatically download: • Purchase Conditions - includes outstanding and pending conditions. • Underwriting Conditions – includes outstanding and pending conditions. • All Conditions - includes loans with all corresponding milestones for both Purchase Conditions Report and Underwriting Conditions Report. **Report Download:** Once a selection has been made, the system shows a confirmation banner indicating the report has been requested and will be downloaded; the system will show a confirmation banner when the download is complete, and report is ready to be viewed. Note: Loans with a milestone of Registered, Purchased, or Cancelled will not be included on any Conditions Report.
Additional Resources Section	**AllRegs Access:** Lenders are encouraged to review Section 900: Delivery and Funding of the HFA Lending Guide in AllRegs as it contains instructions applicable to closing FHA, VA, GRH, Conventional Housing Finance Agency (HFA) mortgage loans to be sold to U.S. Bank Home Mortgage. **Lender Scorecards:** Lenders may access their monthly Performance and Operational scorecards directly from Lender Portal. Only credentialed Lender Scorecard users may access your organization's Lender Scorecards. Your organization's Seller Administrator can assist you with assigning and/or updating credentials, as needed. Refer to **B-2024-32** (7/15) for complete details. **Turn Times:** You may also review current turn times within the Additional Resources section which includes turn times for the following areas: • Client Support, Underwriting, Loan Review, Funding, Note Vault, Appraisal Review, and Project Approval Review.

Topic	Comments
Purchase Advice Report	Lender Portal users can generate and download a <u>PDF</u> version of the purchase advice(s) for a loan number or purchased date range entered. **To create a Purchase Advice Report:** 1. Click **Reports** icon *(shown below)* 2. Click **Purchase Advice Report** 1. Complete **Loan Number** field or fill in date range fields to find specific **Purchase Advice** letter. 2. Click **Generate Report.** 3. A message, "Success. Report has been generated." will display and the requested report, along with a history of previously requested reports will be available. 4. Click **Download.**
Purchased Loan Report	Lender Portal users can generate and download an <u>Excel</u> version of purchased loans for a date range entered. **To create a Purchased Loan Report:** 1. Click **Purchased Loan Report** icon *(shown below).* 2. Enter **Date From** and **Date To** time frame (not to exceed 90-days). 3. Click **Apply Filters** to download.

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Training Resources

To access additional training material, simply login, click on Resources on the left navigation menu and then click on Additional Resources.

Training Topic	Description
Seller Administrator	Administrators can use the portal for a variety of administrative needs, including creation and maintenance of Lender users, as well as granting and revoking permissions to users to perform specific tasks within the system. The Seller Administrator user role in the Lender Portal will be used to set up all new users and their associated permissions.
Pipeline Management	The Loan Pipeline tool may be used by permissioned users for all loan pipeline tasks and management. Users may view all loans in the pipeline, or just their specific loans. The Filter allows for easy sorting and may be customized to the user's preference.
Loan Registration and Document Package Upload	Lender Portal provides flexible options for submitting loans quickly. With just a few clicks a user may convert a reservation to loan registration, confirm program eligibility and quickly upload and associate credit and closed packages to registered loans as well as loan documentation.
Conditions	A user can upload documentation to submit conditions from the Pipeline view. The current open condition count is shown, along with shortcut options to view and upload conditions.

The following Training Guide is located in the Support tab within the Resources section:

Training Guide	Description
HFA User Manual	The HFA User Manual is a compilation of all training material with additional detail.

Questions

HFA: Please contact the Housing Finance Agency Hotline at 800.562.5165, option 1 for the HFA Customer Care Team.

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