

# **How to deliver a loan seamlessly to MassHousing**

**09.11.23**

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# Agenda

MassHousing provides a streamlined experience for our lenders to view and upload purchase conditions in our eMassHousing portal.

We will be exploring the following topics in today's training:

- **eMassHousing Features**
- **Enhanced Loan Submission**
- **Loan Delivery and Funding**
- **Best Practices**

# Document Containers

The Loan Package Upload document container has been replaced with the following document containers:

## First Mortgages

- 1st Mortgage Prepurchase Review
- Exception Review
- Post Purchase Documents

## Subordinates

- Subordinate Prepurchase Review
- Exception Review
- Post Purchase Documents

## WFA DPA

- Subordinate Prepurchase Review
- Income Certification Review
- Exception Review
- Post Purchase Documents

*NOTE: These containers will only show after a loan product has been selected. It is critical that you upload documents into the correct container above.*

# Exceptions Container

The Exception Review document will fire when an exception can be considered by MassHousing's underwriting team.

The screenshot displays the MassHousing portal interface. On the left is a dark sidebar with navigation links: LOAN SUMMARY, URLA, PRODUCT PRICING & LOCK, DOCUMENTS (highlighted in green), CONDITIONS, PURCHASE ADVICE, and LOAN ACTIONS. The main content area shows a header with the text 'Max attachment size is 200 MB. View Supported Files.' and buttons for 'Expand All', 'Collapse All', and '+ Add Document'. Below this, a section titled 'All Borrowers' lists 'Benjamin Meneses, Oscar Meneses'. Under their name, there are two document entries: '\*1ST MORTGAGE PREPURCHASE REVIEW' and '\*EXCEPTION REVIEW'. The '\*EXCEPTION REVIEW' entry is circled in red. To the right of each document entry are links for 'Comments' and 'Drag & Drop fil'.

# Pre-purchase Review Container

- The pre-purchase reviews, Income Certificates and all subordinate delivery documents will show up in the document's container below. Please do not mix the 1st mortgage and subordinate mortgages together as they each have their own container.

The screenshot displays a web application interface for reviewing documents. On the left is a dark sidebar with navigation links: 'URLA', 'PRODUCT PRICING & LOCK', 'DOCUMENTS' (highlighted in green), 'CONDITIONS', 'PURCHASE ADVICE', 'LOAN ACTIONS', 'Import Additional Data', and 'Withdraw Loan'. The main content area has a light gray header with the text 'Max attachment size is 200 MB. [View Supported Files.](#)' and buttons for 'Expand All', 'Collapse All', '+ Add Document', and 'Print Fax Cover Sheet'. Below the header, a section titled 'All Borrowers' lists 'Benjamin Meneses, Oscar Meneses'. A table follows with three rows of review items: '\*EXCEPTION REVIEW', '\*INCOME CERTIFICATION REVIEW', and '\*SUBORDINATE PREPURCHASE REVIEW'. Each row includes a 'Comments' link and a file upload area with the text 'Drag & Drop files here or' and a 'Browse for files' button. The last row is partially expanded, showing a sub-section for the subordinate review.

All Borrowers	
Benjamin Meneses, Oscar Meneses	
*EXCEPTION REVIEW	<a href="#">Comments</a>
*INCOME CERTIFICATION REVIEW	<a href="#">Comments</a> <a href="#">Drag &amp; Drop files here or</a> <a href="#">Browse for files</a>
*SUBORDINATE PREPURCHASE REVIEW	<a href="#">Comments</a> <a href="#">Drag &amp; Drop files here or</a> <a href="#">Browse for files</a>

# Post Purchase Container (for Trailing Documents)

☰ LOAN SUMMARY

📄 URLA

🔒 PRODUCT PRICING & LOCK

📄 DOCUMENTS

⚙️ CONDITIONS

💰 PURCHASE ADVICE

LOAN ACTIONS

Import Additional Data

Withdraw Loan

MH (Test)

Max attachment size is 200 MB. [View Supported Files.](#)

Expand All

Collapse All

+ Add Document

Print Fax Cover Sheet

📄

🖨️

All Borrowers

Benjamin Meneses, Oscar Meneses

*EXCEPTION REVIEW	💬 Comments	Drag & Drop files here or	Browse for files
*INCOME CERTIFICATION REVIEW	💬 Comments	Drag & Drop files here or	Browse for files
*POST PURCHASE DOCUMENTS	💬 Comments		
▶ *SUBORDINATE PREPURCHASE REVIEW	💬 Comments	Drag & Drop files here or	Browse for files

# Notification Button

- The **Submit** and **Re-Submit** buttons have been replaced with the **“Notify Lender”** button on the Conditions location.

LOAN SUMMARY

URLA

PRODUCT PRICING & LOCK

DOCUMENTS

CONDITIONS

PURCHASE ADVICE

LOAN ACTIONS

Import Additional Data

Withdraw Loan

MH (Test)

Eligibility

Last Notified: 5/8/2023

Notify Lender

Conditions (5)

Condition Type ▼ All Conditions

PUBLISHED	STATUS	TYPE	DESCRIPTION			DISPOSITION
▶ 05/04/2023	Added	Severity 1	Condition description	0	1	🕒
▶ 05/04/2023	Added	Severity 1	Lender to provide the original Note with correct endorse...	0	1	🕒
▶ 05/04/2023	Added	Severity 1	Lender to provide a complete, accurate, and signed W-9 f...	0	0	🕒
▶ 05/04/2023	Added	Severity 1	Lender to provide a signed B-011 Borrower's Questionnaire.	0	0	🕒
▶ 05/04/2023	Added	Severity 1	Lender to provide the Smoke/carbon detector certificate.	0	0	🕒





# Custom Fields

The following custom fields under URLA “Additional Fields” can be found when you scroll to the bottom of the Additional Information page. We have provided our lenders with the flexibility to update the Annual Compliance Income on the fly.

1. Annual Compliance Income (editable)
2. Compliance AMI% (non editable field)
3. Borrower Homeownership Counseling format
4. Borrower Homeownership Counseling Agency Name
5. Operation Welcome Home Credit

# Custom Fields (CONT)

## Additional Fields

Annual Compliance Income

100000

Compliance AMI %

1

Borrower Homeownership Counseling format

Select an Option



Borrower Homeownership Counseling Agency Name

Select an Option



Operation Welcome Home Credit

Select an Option



# Enhanced Loan Submission Process

To Submit a first or second mortgage for review:

- **Step 1** - Update your File Contact (by clicking the person icon in the top-right corner) or check on the current status of your loan by clicking on the envelope icon.
- **Step 2** - Under Loan Actions provide an **updated 3.4 file** – Import Additional Data

The screenshot displays the MassHousing loan submission interface. At the top, a green navigation bar contains links: WELCOME, PIPELINE, ADD NEW LOAN, SCENARIOS, and QUICK LINKS. Below this, a header section for 'Billy Bob' (437 Whiskey Street Unit 1109, Norwood, MA, 02062) shows loan details: Loan Number 6000117, Loan Purpose Purchase, Total Loan Amount \$266,000.00, Note Rate 4.000%, Program FNMA HFA Preferred Up To 80 AMI, Decision FICO 700, DTI 38.268%, LTV 95.000%, and CLTV 95.000%. A 'Started' section shows a 'C' icon, '1st', and a lock icon. A sidebar on the left lists 'LOAN SUMMARY', 'URLA', 'PRODUCT PRICING & LOCK', 'DOCUMENTS', 'CONDITIONS', and 'PURCHASE ADVICE'. The main content area shows 'Billy Bob' with a loan amount of \$266,000.00, 'Conditions' with an 'Open' status and 'Show Details' link, and 'MI Plus' with dropdowns for Coverage %, Premium Frequency, and Premium Source, along with 'Request' and 'Get Certificate' buttons.

Loan Summary	
Loan Number	6000117
Loan Purpose	Purchase
Total Loan Amount	\$266,000.00

Loan Details	
Note Rate	4.000%
Program	FNMA HFA Preferred Up To 80 AMI
Decision FICO	700
DTI	38.268%
LTV	95.000%
CLTV	95.000%

Loan Summary	
Loan Type	Conventional
Document Type	Full Documentation
Lien Position	First Lien
Loan Purpose	Purchase
Amortization Type	Fixed
Purpose of Refi	-

Conditions	
Open	0

MI Plus	
Coverage %	Select...
Premium Frequency	Select...
Premium Source	Select...
Request	Get Certificate

# Enhanced Loan Submission Process

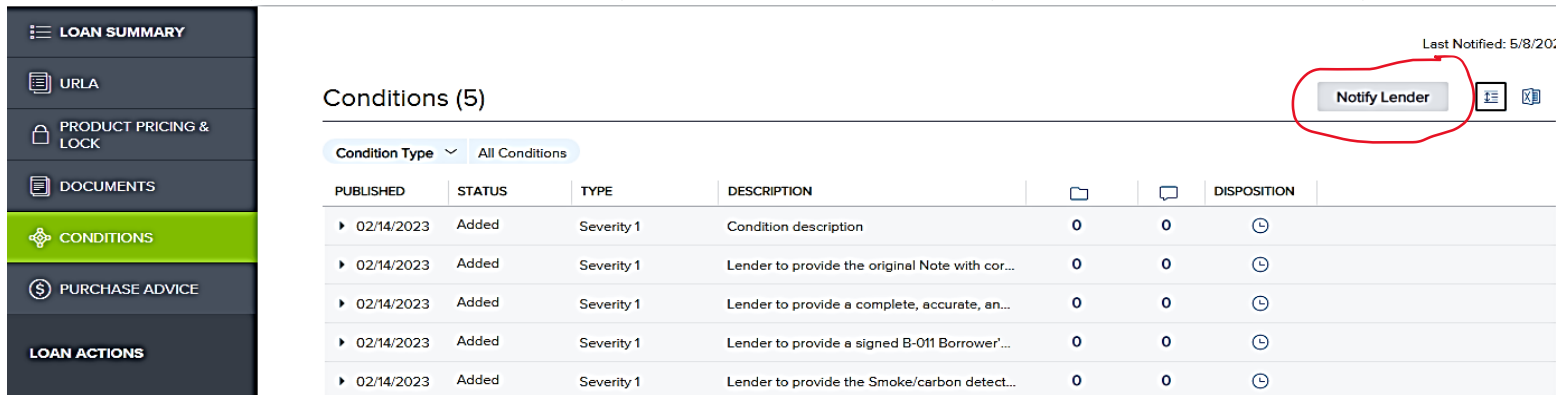
- **Step 3-** Upload any Loan Documents required through the DOCUMENTS tab under Loan Summary. Uploaded documents are required to mark the loan as being delivered to MassHousing
- **Step 4-** Navigate to the appropriate custom document container on the right of the screen and a) Browse for File or b) Drag and Drop files here. It will show you a status bar upon completion with a green check mark
- **Step 5-** Click the CONDITIONS link from the menu on the left.

Comment on any condition if necessary

# Enhanced Loan Submission Process

**Step 6-** Once you have uploaded all the conditions and MH has signed off on the conditions, select the “Notify Lender” button.

**Step 7-** Once the “Notify Lender” Button is selected, MassHousing will receive a notification that the conditions were uploaded. If the “Notify Lender” button is greyed out such as the illustration below, MassHousing has not yet reviewed the condition. Should MassHousing require additional documents the button will still be activated, and all Users will be able to see the updated loan status in their “message mailbox”. In addition, an email will be sent to the lenders current file contact with the specifics.



LOAN SUMMARY

URLA

PRODUCT PRICING & LOCK

DOCUMENTS

CONDITIONS

PURCHASE ADVICE

LOAN ACTIONS

Conditions (5)

Condition Type ▾ All Conditions

Published Status Type Description Disposition

02/14/2023	Added	Severity 1	Condition description	0	0	⌚
02/14/2023	Added	Severity 1	Lender to provide the original Note with cor...	0	0	⌚
02/14/2023	Added	Severity 1	Lender to provide a complete, accurate, an...	0	0	⌚
02/14/2023	Added	Severity 1	Lender to provide a signed B-011 Borrower'...	0	0	⌚
02/14/2023	Added	Severity 1	Lender to provide the Smoke/carbon detect...	0	0	⌚

Notify Lender

Last Notified: 5/8/2023

# Message Mailbox

**“Loan Messages Mailbox”** states **“Cleared for Purchase”** once a satisfactory review is completed.

The image shows a web application interface. In the foreground, a modal window titled "Loan Messages" is open. It displays the name "Benjamin Test" and ID "#6015710". Below this, there is a table with two rows:

Message	Date
Cleared for Purchase	03/14/2023
1st Condition Review	03/14/2023

At the bottom of the modal are "Close" and "Print" buttons. In the background, a dashboard is visible. It includes a "CONTACT US" link and a user profile "Jeremy Monicas". A green bar highlights a section with financial data:

Category	Value
Monthly Income	\$8,967.36
3.667%	
7.338%	

Below this, there are buttons for "C", "2nd", and a user icon. A "MI Plus" section contains three dropdown menus for "Coverage %", "Premium Frequency", and "Premium Source", each with a "Select..." option. Below these are "Get Quote" and "Get Certificate" buttons. A "Key Dates" section shows "Registered" on "03/14/2023" and "Submitted for Review" as empty.

# Pro Tips

- DPA documents must be uploaded and submitted separately from the first lien upload and submission.
- Be sure to close your loan with the most current MI Cert based on underwriting guidelines.
- “Borrower Paid MI” is always a refundable option vs “Lender Paid” which is non-refundable.
- The 3.4 data file must be totally complete with the most current data for the first and second mortgage upon uploading prior to purchase. **An updated 3.4 data file should be provided at the time of: lock, MI Cert and loan delivery, otherwise this could impact response times.**
- Ensure the “Main Contact” person is kept updated in all cases.

# Best Practices

- Lenders should check loan package against the L-102 Document checklist (available at <https://www.masshousing.com/home-ownership/lender-library>)
- There must be full documentation of any changed circumstances that led to re-disclosure of CD and/or LE
- Proof of payment for insurance either via paid-receipt or updated insurance binder showing “paid in full”
- Only applicants are allowed on MassHousing loans. Names and/or signature on loan documents of anyone not on the application is not acceptable (non-borrowers cannot appear on ANY documents, not even the insurance binder)






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## Subscribe for MassHousing’s Homeownership announcements

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- NEW Seller  
Guide
- Document  
Library
- Product Matrix
- MI Only Matrix
- Homebuyer  
Education

# Thank you for attending today's training!

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## Resources:

[\*Seller Guide\*](#)

[\*User Guide\*](#)

[\*FAQ's\*](#)

## MetaSource Contacts

[\*Trailing Docs Only\*](#)

[\*\*support2@metasource.com\*\*](mailto:support2@metasource.com)

## Delivery/Purchase

### **Questions**

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