

How to Deliver a Loan to MassHousing

Disclaimer



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Please see the specific GSE/FHA guidelines for program details

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

DPA

- Subordinate Prepurchase 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 appear when an exception can be considered by MassHousing's underwriting team.

A screenshot of the MassHousing web application interface. On the left is a dark grey sidebar with a menu. The menu items are: 'LOAN SUMMARY' (with a list icon), 'URLA' (with a document icon), 'PRODUCT PRICING & LOCK' (with a lock icon), 'DOCUMENTS' (with a document icon and highlighted in green), 'CONDITIONS' (with a cross icon), 'PURCHASE ADVICE' (with a dollar sign icon), and 'LOAN ACTIONS'. The main content area on the right has a light blue header with the text 'Max attachment size is 200 MB. View Supported Files.' and three buttons: 'Expand All' (green), 'Collapse All' (green), and '+ Add Document' (grey). Below this is a section titled 'All Borrowers'. Under 'All Borrowers', the names 'Benjamin Meneses, Oscar Meneses' are listed. Below the names, there are two document entries. The first entry is '*1ST MORTGAGE PREPURCHASE REVIEW' with a right-pointing arrow icon, a 'Comments' button (speech bubble icon), and a 'Drag & Drop fil' button. The second entry is '*EXCEPTION REVIEW', which is circled in red, and also has a 'Comments' button and a 'Drag & Drop fil' button.

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.

URLA

PRODUCT PRICING & LOCK

DOCUMENTS

CONDITIONS

PURCHASE ADVICE

LOAN ACTIONS

Import Additional Data

Withdraw Loan

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

Expand AllCollapse All+ Add DocumentPrint Fax Cover Sheet

All Borrowers

Benjamin Meneses, Oscar Meneses

*EXCEPTION REVIEW

Comments

*INCOME CERTIFICATION REVIEW

Comments

Drag & Drop files here orBrowse for files

*SUBORDINATE PREPURCHASE REVIEW

Comments

Drag & Drop files here orBrowse for files

File Contacts



- Please remember to update file contacts. This allows MH to contact the correct individual to satisfy problems and avoid delays.
- From the Loan Summary screen - Click on the circled "person" icon below and choose the applicable file contact from the popup menu.

The screenshot shows the MassHousing Loan Summary screen for Benjamin Meneses. The loan details include Loan Number 000548, Loan Purpose Purchase, Total Loan Amount \$275,000.00, Note Rate 6.000%, Program MI Only, Decision FICO 800, DTI 41.339%, LTV 91.667%, and CLTV 91.667%. A sidebar on the left contains navigation options like Loan Summary, URLA 2020, Optimal Blue for Encompass (UAT), Documents, Conditions, Purchase Advice, Import Additional Data, Withdraw Loan, Order MI (Test), and Order MI (localhost). A top right toolbar includes icons for a calendar, 1st, a lock, and a person icon which is circled in black. A 'Contacts' popup menu is open, displaying a table of contacts categorized into Seller and Investor.

ROLE	CONTACT NAME	COMPANY NAME	EMAIL	CELL #	OFFICE #	FAX #	
Seller Contacts							
Loan Officer	Contact not yet assigned	-	-	-	-	-	
Loan Processor	Contact not yet assigned	-	-	-	-	-	
File Contact	Contact not yet assigned	-	-	-	-	-	
Investor Contacts							
Account Executive	Gover, Dan	-	dgover@masshousing.com	-	-	-	
Loan Processor	Contact not yet assigned	-	-	-	-	-	
Underwriter	Contact not yet assigned	-	-	-	-	-	
Loan Closer	Contact not yet assigned	-	-	-	-	-	

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	

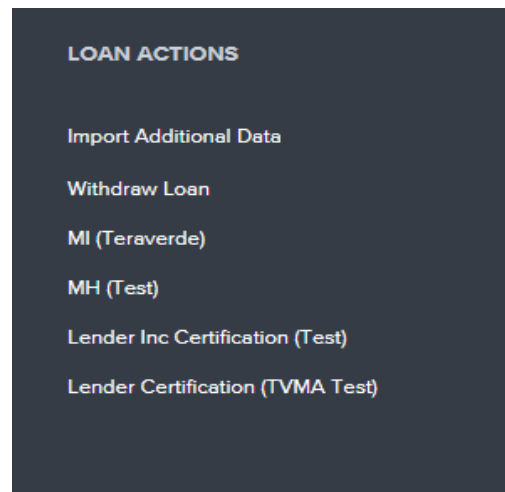
The following custom fields under URLA “Additional Fields” can be found when you scroll to the bottom of the Additional Information page. We have provided our lenders with the flexibility to update the Annual Compliance Income on the fly.

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

Enhanced Loan Submission Process



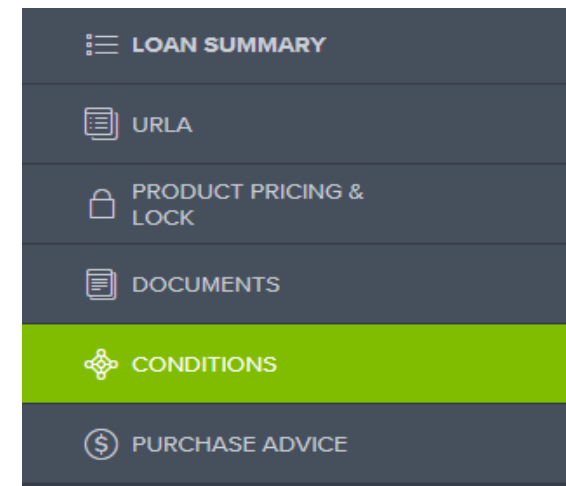
- To Submit a first or second mortgage for review:
- **Step 1 - Update your File Contact (by clicking the person icon in the top-right corner) or check on the current status of your loan by clicking on the envelope icon.**
- **Step 2 - Under Loan Actions provide an **updated 3.4 file** – Import Additional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



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.



Enhanced Loan Submission Process



- **Step 6-** 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.

The screenshot displays the MassHousing loan submission interface. On the left is a dark sidebar with navigation links: LOAN SUMMARY, URLA, PRODUCT PRICING & LOCK, DOCUMENTS, CONDITIONS (highlighted in green), PURCHASE ADVICE, and LOAN ACTIONS. The main content area shows a table of conditions. At the top right of the main area, it says "Last Notified: 5/8/2023". Below this, the title "Conditions (5)" is followed by a greyed-out "Notify Lender" button and two icons (a list and a document). A dropdown menu for "Condition Type" is set to "All Conditions". The table below has columns: PUBLISHED, STATUS, TYPE, DESCRIPTION, and three columns with icons (a folder, a speech bubble, and a clock). The table contains five rows of conditions, all with a status of "Added" and a severity of "Severity 1".

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	🕒

Message Mailbox



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

The screenshot displays a web application interface. On the left, a modal window titled "Loan Messages" is open, showing a list of messages for "Benjamin Test" (ID: #6015710). The messages are:

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

The modal has "Close" and "Print" buttons at the bottom. The background shows a dashboard with a green header, a "CONTACT US" link, and a user profile "Jeremy Meneses". A section titled "MI Plus" contains dropdown menus for "Coverage %", "Premium Frequency", and "Premium Source", along with "Get Quote" and "Get Certificate" buttons. A "Key Dates" section shows "Registered" on 03/14/2023 and "Submitted for Review" with a dropdown arrow.

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Questions

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