



WHEDA

WHEDA-Connect Administrators and Users Manual

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1.0 Overview: WHEDA-Connect

WHEDA-Connect is the business-to-business (“B2B”) Internet portal for the Single Family business of the Wisconsin Housing and Economic Development Authority (“WHEDA”). Participating Lenders may access the portal at www.WHEDA-Connect.com.

WHEDA-Connect allows Lenders to electronically perform certain functions in a manner that involves the safe and secure transfer of nonpublic applicant information back and forth between the Lender and WHEDA. Functions include, but are not limited to:

- Registering loans
- Requesting rate locks/commitments
- Submitting application packages for underwriting
- Viewing/managing conditions
- Uploading documents to satisfy a condition
- Managing/completing tasks
- Submitting closing packages for review/purchase

By using WHEDA-Connect, Lenders can save time and money in their loan-level interactions with WHEDA. Lenders can also benefit from real-time loan-level communications and instantly be brought up to speed on a loan’s status.

This manual (the “WHEDA-Connect Manual”) provides Lenders direction on how to use the WHEDA-Connect portal. The steps to utilizing WHEDA-Connect are as follows:

1. Lender identifies a primary Delegated Administrator (DA).
2. Lender completes a Delegated Administrators Agreement for the primary DA.
3. WHEDA provides training for the Lender’s Delegated Administrator.
4. Lender identifies how it will deploy WHEDA-Connect internally.
5. Lender’s Delegated Administrator enrolls Users in WHEDA-Connect and assign roles and permissions in accordance with the Lender’s planned internal deployment of the portal.
6. All Users receive appropriate training.

The remainder of this manual covers each of these steps in some detail, providing screen shots from time to time to enhance understanding. It’s important to note that the WHEDA-Connect portal isn’t specifically “built for WHEDA.” Because WHEDA-Connect deploys third-party technology, many of the data select options are non-applicable to WHEDA loan programs. The look, feel, and functionality of the

portal may change without notice. WHEDA will make every attempt to inform Lenders of material changes in advance of them taking effect.

WHEDA-Connect uses PriceMyLoan.com (“PML”), a commercially available loan decisioning and pricing engine. PML is a proprietary product of Insight Lending Solutions (“ILS”). Founded in 2002, ILS is a web-based application service provider for the mortgage lending industry. ILS provides software as a service (“SaaS”) to its clients to enhance productivity, reduce IT dependency and accelerate time-to-value for mortgage companies.

2.0 Determining Your Deployment Strategy

Before selecting its Delegated Administrator and rolling WHEDA-Connect out to its Users, a Lender should consider how WHEDA-Connect and its features will be deployed internally to save time, simplify, and streamline doing business with WHEDA. Not every Lender will use the portal in the same fashion. There are many approaches a Lender might take, but the strategies presented herein are based on how a Lender addresses these three (3) key questions:

1. What channel or channels will be used? How will the loan be processed and underwritten? WHEDA underwrites loans submitted through the Broker and Mini-Correspondent Channels. The Lender is permitted to underwrite Correspondent Channel loans.
2. Should registration and rate lock management be centralized (Secondary) or decentralized (Loan Officers, Processors)? **Good to Know Tip:** WHEDA highly recommends a more centralized strategy. Training fewer individuals who will have a more high volume experience with WHEDA-Connect is more efficient than training multiple individuals who may only access WHEDA-Connect a few times per month.
3. Should Loan Officers have the ability to register loans, upload documents, and view a loan's status or should this be granted solely to Administrators (Managers or Secondary) or Operations Staff (Processors or Post Closers)?

3.0 WHEDA-Connect Roles and Permissions

Once the deployment strategy has been determined, Users can be activated. An individual operating in WHEDA-Connect will either be a Delegated Administrator (DA) or a User.

3.1 Delegated Administrators

Delegated Administrators are typically managers or team leads. They must be authorized by their Company to serve in the role of Delegated Administrator. They may or may not be active Users of WHEDA-Connect. Their role as DA grants them full access to WHEDA-Connect including the ability to see all loans – not just those assigned to them – and the responsibility of:

- maintaining accurate information on each User,
- adding and deleting Users,
- establishing which Users can view and/or create loans
- determining if a User sees only loans assigned to them (Individual Access) or all loans (Corporate Access), and
- maintaining passwords for each User,

Lenders must have a minimum of one (1) Delegated Administrator.

A Delegated Administrator's permissions are controlled by WHEDA. Contact a WHEDA Single Family Business Analyst if your DA's permissions need to be edited. Contact information is listed in Section 10.0.

3.11 The Delegated Administrator Agreement

Each Delegated Administrator must execute a Delegated Administrator Agreement prior to being granted administrative rights within WHEDA-Connect. Visit the Lender Toolkit page on www.wheda.com for a copy of the Agreement.

3.12 Delegated Administrators Login

WHEDA will provide each Administrator his/her login credentials.

An Administrator's portal will differ from a user's portal in two ways:

- Administrators will have Corporate-level access, meaning they will be able to see all WHEDA loans in the Lender's pipeline.
- Administrators will have a "Manage Users" link that other Users will not have.

3.2 Users

Users are typically the Lender's employees who are involved in the loan manufacturing and delivery processes. Examples are: lock desk staff, Loan Officers, Processors, Underwriters, and post-closing staff. WHEDA-Connect has four (4) types of Users:

- Loan Officers – The Loan Officer listed at the bottom of the 1003 Loan Application.
- Processors – Individuals responsible for gathering documentation, submitting documents to WHEDA, and working with WHEDA underwriters to get a loan approved.
- Post Closers – Individuals responsible for submitting documentation to WHEDA after a loan has closed.
- Secondary – Lock desk staff. Used primarily in a centralized organizational structure.

A Lender may have as many Users as is warranted to most effectively use WHEDA-Connect. WHEDA expects that a Lender will provide clear guidance to internal staff regarding the use of WHEDA-Connect. For instance, a Lender might indicate that a Loan Officer’s role is to enter the rate lock and manage the commitment; the Processor’s role is to upload data and documents and manage/clear conditions. This is just one example of how a Lender might implement sound policies relating to the use of WHEDA-Connect to assure full coordination of its internal staff.

Depending on the submission channel, some roles are required to be assigned to a loan prior to registration or rate lock.

- Broker channel transactions require a Loan Officer to be selected and makes the Processor role available for assignment prior to registration or rate lock.
- Mini-Corr and Correspondent channel transactions require an individual to be selected as the Secondary role. The roles of Loan Officer, Processor, and Post Closer are also available for assignment prior to registration or rate lock.

3.21 User Login, Permissions, and Password Reset

The Lender’s Delegated Administrator will perform the following functions:

- Provide each User his/her login credentials.
- Change Permissions as needed to ensure the User has the ability to perform the necessary functions within WHEDA-Connect (view loans, create loans, etc).
- Reset passwords as needed.

4.0 Delegated Administrators - Adding and Managing Users

4.1 Overview

After logging on for the first time, an Administrator may begin to manage Users. Lending Institutions currently active with WHEDA will likely have several Users already established in the WHEDA-Connect portal. Administrators should first review each of these existing Users to assure their profiles are accurate before adding new Users.

Delegated Administrator must maintain accurate information on all Users and inactive Users. A user should be made inactive once they are no longer authorized to transact business through WHEDA-Connect.

A Lender's Third Party Originators (TPOs) should not be granted access to WHEDA-Connect. Use of WHEDA-Connect is to be confined to WHEDA-approved Lenders and their staff.

4.2 Adding and Editing Users

After clicking "Manage Users" on the Loan Pipeline Screen, Administrators will be directed to the Manage Users page where they can:

- Search for an existing user;
- View all Users; or
- Add a new User

Newly added Users will **not** receive an automated email with their Login and temporary password. It will be the responsibility of the Delegated Administrator to provide that information to the newly established user.

When viewing Users, columns may be sorted by Login, User Name, Can Create Loans, or Status (Active or Inactive).

Manage Users

Login	User Name	Roles	Can Create New Loans?	Status
 cpop	Corey Pope	Loan Officer, Processor, Secondary, Post-Closer	Yes - Correspondent, Mini-Correspondent, Wholesale	Active
 ctest@wheda.com	Correspondent Test	Loan Officer, Processor, Secondary	Yes - Correspondent	Active
 mtest@wheda.com	MiniCorr Test	Loan Officer, Processor, Secondary	No	Active

Adding or managing a user involves entering accurate information regarding each user in the portal, including the NMLS ID# for Loan Officers. Items identified with a red * are required in order to properly save a new user.

The following screen shots show each of the fields that must be entered for each user. The Edit User function features up to eight (8) tabs depending on the Lender’s channel or channels:

- **User Information Tab** - This tab captures basic contact information for the user. As mentioned above, items identified with a red * are required in order to properly save a new user.

Edit User ✕

User Information Credentials Roles, Loan Access, & Permissions Broker Relationships Mini-Correspondent Relationships Correspondent Relationships Licenses System Access

* Indicates required fields

Personal Information

Name

First Name *	Middle Name	Last Name *	Suffix	Name on Loan Documents
<input type="text" value="Correspondent"/>	<input type="text"/>	<input type="text" value="Test"/>	<input type="text" value=""/>	<input style="background-color: #f0f0f0; border: 1px solid #ccc;" type="text" value="Correspondent Test"/>

Contact Information

Phone

Mobile *	Fax	Cell	<input type="checkbox"/> Private: For multi-factor authentication only
<input type="text" value="(800) 562-5546"/>	<input type="text"/>	<input type="text"/>	

Pager

Email *

<input type="text" value="kbecker@wheda.com"/>	<input type="checkbox"/> Send task-related e-mail
--	---

APPLY CANCEL OK

- Credentials Tab** – Use this tab to manage a user’s Login and Password. Either to establish a new Login and Password or to reset a Password if necessary. WHEDA requires that Passwords must be changed by the user upon their first login, and every sixty (60) days thereafter. This is also where a Delegated Administrator will inactivate employees that are no longer employed by their organization. Please continue to identify all current employees already listed in the system as active, even if they will not be active Users in WHEDA-Connect.com.

Edit User ✕

User Information
Credentials
Roles, Loan Access, & Permissions
Broker Relationships
Mini-Correspondent Relationships
Correspondent Relationships
Licenses
System Access

Login Information

Change login and password?

Login Name *

Password *

Retype *

Must change password at next login

Password never expires

Password expires on

Expire passwords every days following update

Status

Active

Inactive

APPLY
CANCEL
OK

- Roles, Loan Access & Permissions Tab** – This tab is where Users are given the role of a Loan Officer (required for Broker channel transactions), Processor, Secondary (required for Mini-Corr and Correspondent channel transactions), or Post Closer. See section 3.20 for a description of each. Users may be granted Corporate (allowed to see all loans assigned to their company) or Individual access (allowed to only see loans assigned to them). This is also where an Administrator will indicate who has the ability to either view and/or create (register) loans on a channel by channel basis.

Edit User
✕

User Information
Credentials
Roles, Loan Access, & Permissions
Broker Relationships
Mini-Correspondent Relationships
Correspondent Relationships
Licenses
System Access

Roles *

- Loan Officer
- Processor
- Secondary
- Post-Closer

Loan Access Level

- Corporate - within company
- Individual - only if assigned

Permissions

- Allow viewing wholesale channel loans.
- Allow creating wholesale channel loans.
- Allow viewing mini-correspondent channel loans.
- Allow creating mini-correspondent channel loans.
- Allow viewing correspondent channel loans.
- Allow creating correspondent channel loans.

APPLY
CANCEL
OK

- Relationship Tabs** – The Relationship Tabs allow an Administrator to assign Processors or Post Closers to all newly registered loans originated by a specific Loan Officer or Secondary staff depending on Channel. Note that Users who have a Processor or Post Closer role assigned to them cannot have another Processor/Post Closer user linked to them. Other roles identified on this screen are WHEDA-side roles and can be ignored by the Delegated Administrator.

Edit User ✕

User Information
Credentials
Roles, Loan Access, & Permissions
Broker Relationships
Mini-Correspondent Relationships
Correspondent Relationships
Licenses
System Access

Users assigned to all loans created by this user:

Processor	<-- None --> [None Pick Processor]
Lender Manager	<-- None -->
Lender Processor	<-- None -->
Lender Junior Processor	WHEDA BROKER UNDERWRITING
Lender Account Executive	<-- None -->

Users assigned to all loans registered/locked by this user:

Lender Underwriter	<-- None -->
Lender Junior Underwriter	<-- None -->
Lender Lock Desk	<-- None -->

APPLY
CANCEL
OK

- **Licenses Tab** – Loan Officers must have a valid NMLS ID #. Loan Officers will also need their State License number added by the Delegated Administrator in addition to their NMLS ID # even though they are the same number. When adding a Processor, Post Closing, or Secondary staff individual these fields can be left blank.

Edit User ✕

[User Information](#)
[Credentials](#)
[Roles, Loan Access, & Permissions](#)
[Broker Relationships](#)
[Mini-Correspondent Relationships](#)
[Correspondent Relationships](#)
[Licenses](#)
[System Access](#)

Nationwide Mortgage Licensing System and Registry

Loan Originator NMLS ID

State Licenses

[ADD LICENSE](#)

License #	State	Expiration Date	
<input type="text" value="12345"/>	WI <input type="text"/>	<input type="text" value="12/30/2017"/>	remove

[APPLY](#)
[CANCEL](#)
[OK](#)

- **System Access Tab** – The System Access Tab is controlled by WHEDA and can be ignored by the Delegated Administrator.

5.0 Creating, Registering, and Locking a Loan

5.1 Creating a Loan

To create a new loan, first make sure the correct Portal Mode or submission channel is selected. Click “Create New Loan” on the Loan Pipeline Screen. This will prompt a drop-down menu with three choices:

- Import loan file
- Create purchase loan
- Create refinance loan

Portal: Mini-Correspondent

Create New Loan

Import Loan File

Create Purchase Loan

Create Refinance Loan

Mini-Correspondent Pipelines >

Manage Users

My Profile

Import Loan File

* Indicates required fields

Import Fannie Mae file

No file chosen *

I understand that applicants' Social Security Numbers may be stored and potentially visible to other users. *

Import Calyx Point file

Retrieve existing loan from DO/DU

The quickest and easiest way to create a new loan is to import the data by either uploading a Fannie Mae DU 3.2 file, a Calyx Point file, or by retrieving an existing loan using the DO/DU case number.

This process begins by clicking “Import loan file” from the main screen drop-down menu. It’s important to note that Broker and Mini-Corr Lenders are required to submit their loans using DO with WHEDA sponsorship.

To upload a loan file, select the appropriate upload option (Fannie Mae or Calyx Point), and click “Browse” to search your directory for the loan file to be uploaded. Once the loan file is selected, click “Import.”

Retrieving a DO/DU Casefile is another option for electronic import of a loan file into WHEDA-Connect. Select the “Retrieve existing loan from DO/DU” menu option and enter the Casefile ID, **Fannie Mae** User ID, and **Fannie Mae** Password.

Import Loan File

* Indicates required fields

- Import Fannie Mae file
- Import Calyx Point file
- Retrieve existing loan from DO/DU

Casefile ID *

DO/DU User ID *

Remember my User ID

DO/DU Password *

Get credit report from casefile (if any)

I understand that applicants' Social Security Numbers may be stored and potentially visible to other users. *

IMPORT

Selecting “Create purchase loan” or “Create refinance loan” will send the user to a series of screens in which borrower, property, and loan data can be entered manually. The first screen requires the user to enter Applicant information.

Create Purchase Loan

* Indicates required fields

Applicant Information

First Name *

Last Name *

SSN *

NEXT

The user will be notified if a duplicate borrower name or SSN already exist in the system.

Run Scenario in DO Run Scenario in DU

No Pinned Results to Compare

Horizon of borrower interest: months [\(explain\)](#)

Application #1 **Property & Loan Info** ✘

Property Information

Street Address ✘

Zip Code ✘ State ✘

County ✘

City ✘

In Rural Area? Yes [explain](#)

Property Use

Has Non-Occupant Co-Borrower? Yes

Property Type

Structure Type

New Construction? Yes

Additional Monthly Housing Expenses [calculate](#)

Owner's Title Insurance Use estimated title cost.
 Use cost quoted by borrower/realtor.

Loan Information

Impound? Yes Interest Only? Yes

Doc Type

Appraised Value

Sales Price ✘

Down Payment

1st Lien ✘

Results Filter

Term	<input type="checkbox"/> 10 Year	<input type="checkbox"/> 25 Year	Amortization Type	<input checked="" type="checkbox"/> Fixed	<input type="checkbox"/> 7 Year ARM	Product Type ✘	Price
	<input type="checkbox"/> 15 Year	<input checked="" type="checkbox"/> 30 Year		<input type="checkbox"/> 3 Year ARM	<input type="checkbox"/> 10 Year ARM	<input type="checkbox"/> Conventional	
	<input type="checkbox"/> 20 Year	<input type="checkbox"/> Other		<input type="checkbox"/> 5 Year ARM	<input type="checkbox"/> Other	<input type="checkbox"/> FHA	
						<input type="checkbox"/> HomeReady	
						<input type="checkbox"/> Home Possible	<input type="checkbox"/> VA
						<input type="checkbox"/> USDA	

Alert Messages

- Credit has not been ordered for Application #1. Please order credit for more accurate results.
- Missing required data on "Property & Loan Info" tab. Please complete in order to price.
- Total income for this file is currently \$0.00.

After the borrowers name and social security number have been entered, the user should click on the Pricing Button to enter the property and loan information. Fields marked with a red circle around an “x” must be completed in order for a loan to be created and registered and/or locked, but they may not be the only fields required for accurate eligibility findings depending on the scenario. The two most common fields, not identified by a red “x”, but needed for accurate eligibility findings are **Expected AUS Response** and **Conv Loan PMI Type**. Both are located towards the bottom of the Property & Loan Info tab under the header entitled “Other Information.”

Other Information

Expected AUS Response

Number of Financed Properties [explain](#)

Prior Sales Date [explain](#)

Conv Loan PMI Type

Is UFMIP/FF Financed? Yes Override Auto-Calculated UFMIP/FF? Yes

FHA UFMIP VA Funding Fee

USDA Rural Guarantee Fee

Qualified Veteran

Prior to running the pricing engine, the user must select the proper Results Filter (see below). There are three (3) filters:

- Term – The system defaults to a 30-year term as WHEDA offers only 30-year mortgages.
- Amortization Type – The system defaults to “Fixed” as WHEDA offers only fixed-rate mortgages (“FRMs”).
- Product Type – While the system offers six (6) options, only “Conventional” or “FHA” may be selected.

Results Filter

Term		Amortization Type		Product Type		<input type="button" value="Price"/> Number of Programs: 4
<input type="checkbox"/> 10yr	<input type="checkbox"/> 25yr	<input checked="" type="checkbox"/> Fixed	<input type="checkbox"/> 7yr ARM	<input checked="" type="checkbox"/> Conventional	<input checked="" type="checkbox"/> FHA	
<input type="checkbox"/> 15yr	<input checked="" type="checkbox"/> 30yr	<input type="checkbox"/> 3yr ARM	<input type="checkbox"/> 10yr ARM	<input type="checkbox"/> My Community / HomeReady	<input type="checkbox"/> VA	
<input type="checkbox"/> 20yr	<input type="checkbox"/> Other	<input type="checkbox"/> 5yr ARM	<input type="checkbox"/> Other	<input type="checkbox"/> Home Possible	<input type="checkbox"/> USDA	

At least one (1) Product Type must be selected before the Price Button becomes activated.

5.2 Eligibility Check and Pricing a Loan

Once the correct loan data has been entered into the Registration Screen, the user should click the Price Button which is located in the top right corner of the screen. Pricing will run and all eligible loan programs will appear.

It’s possible that the user’s desired loan program will come back as ineligible. Click the “+” symbol on the Display Ineligible Loan Programs line to reveal the reason for the ineligible feedback.

Results

Rates shown in red are expired.
* - The costs displayed are the borrower’s non-financed settlement charges.
** - exceeds Max DTI

Eligible Loan Programs	RATE	POINT	PAYMENT	DTI	APR	COSTS	RESERVE MONTHS
Loan Programs Requiring Additional Borrower Info							
None							
- Hide Ineligible Loan Programs							
Rates shown in red are expired. * - The costs displayed are the borrower’s non-financed settlement charges.							
				Max DTI: 45.000			
FHA Broker 30 year		** MAX LTV 96.5%					
preview		go to 2nd lien				\$3,767.95	15.5
	3.875	0.000	684.19	22.406	N/A		

In the example provided, the user selected a 97% LTV for an FHA loan product. Since the FHA loan product has a maximum LTV of 96.5%, the loan was identified as being ineligible.

At this point the user has the option of changing the initially identified loan data. Data can be changed on the Registration Screen, and the Price Button can be clicked again. Continuing the example above,

when the LTV is reduced to 96.5%, and the Price Button is clicked again, the loan data entered leads to an eligible feedback. In summary, if an error is made, there's no need to create a second loan. Simply change the incorrect data and re-click the "Price" Button.

Alert Messages

- Credit has not been ordered for Application #1. Please order credit for more accurate results.

Results

Rates shown in red are expired.

* - The costs displayed are the borrower's non-financed settlement charges.

** - exceeds Max DTI

Eligible Loan Programs	RATE	POINT	PAYMENT	DTI	APR	COSTS	RESERVE MONTHS	
30 YR FIXED FHA								
pin go to 2nd lien	3.875	0.000	680.67	22.306	4.682	\$3,753.15	15.6	FHA Broker 30 year

Loan Programs Requiring Additional Borrower Info

None

[+ Display Ineligible Loan Programs](#)

Important: Not all applicable WHEDA guidelines are built into the WHEDA-Connect portal pricing engine. The guidelines built into the engine are very "high level." They cover big picture LTV and ratio limits in addition to certain loan program guidelines. Scenario specific guidelines for manually underwritten loans, for example, are not fully engrained into the pricing engine's eligibility logic. Therefore, pricing engine eligibility does not constitute a guarantee that your loan will be approved. It merely ensures the loan will be considered "Pre-Qualified" by the pricing engine and will be reviewed by an Underwriter.

Eligible loans may be either registered or locked.

Results

Rates shown in red are expired.
* - The costs displayed are the borrower's non-financed settlement charges.
** - exceeds Max DTI

Eligible Loan Programs

			RATE	POINT	PAYMENT	DTI	APR	COSTS	RESERVE MONTHS	
30 YR FIXED CONFORMING										
+ pin	register	request lock	4.750	-1.585	574.86	10.408	5.112	\$668.10	-9.3	HFA Preferred with MI Broker 30 yea...
pin	register	request lock	4.625	-0.869	566.58	10.270	4.982	\$662.36	-9.5	HFA Preferred with MI Broker 30 yea...
pin	register	request lock	4.500	0.000	558.37	10.133	4.853	\$656.63	-9.6	HFA Preferred with MI Broker 30 yea...
pin	register	request lock	4.375	0.716	550.21	9.997	4.723	\$1,439.92	-9.7	HFA Preferred with MI Broker 30 yea...
pin	register	request lock	4.250	1.278	542.12	9.862	4.594	\$2,053.51	-9.9	HFA Preferred with MI Broker 30 yea...

Loan Programs Requiring Additional Borrower Info
None

[+ Display Ineligible Loan Programs](#)

In the example provided above, the user has three (3) options for the eligible programs available:

1. They can “pin” the rate and later “pin” other program options for comparison. In this instance, the loan is neither registered nor locked.
2. They can register the loan by selecting a specific rate/price (rate/point) option.
3. They can request a lock by selecting a specific rate/price (rate/point) option.

5.3 Registering a Loan

A registered loan is considered to be in “float” status. This means a loan package may be submitted to WHEDA for underwriting without a lock request. A pre-approval is the most common instance.

Upon registering a loan, a Registration Certificate will appear. The Registration Certificate is merely a confirmation that the loan was registered and provides an opportunity to validate the loan data.

Once a loan has been created and registered it will appear in the Loan Pipeline Screen as follows:

Loans

Search Criteria	Loan Number	Last Name	SSN (Last 4)	Status Date	Loan Status		
	<input type="text"/>	<input type="text"/>	<input type="text"/>	All Dates	<-- Any -->	SEARCH	CLEAR SEARCH

Display most recent 25 loans assigned to anyone

Loan Number	Conditions	Tasks	Last Name, First Name	Loan Amt	Loan Status / Status Date	Lock Status / Lock Exp. Date
 813138	35 Conditions	0 Tasks	Loan, Test	\$97,000	Registered 10/16/2017	
 813138x2ndx3M	5 Conditions	0 Tasks	Loan, Test	\$3,000	Registered 10/16/2017	
 813140	0 Condition	0 Tasks	loan, testing	\$0	Loan Open 10/16/2017	

5.4 Locking a Loan

Locking the loan during loan creation will automatically register the loan and request the lock. If the loan was previously registered as a pre-approval, simply click the loan number in the Pipeline Screen and select “run pricing/request lock” to re-enter the Registration screen. The Price Button, located in the upper right corner of the screen, can be used to relist the request lock option.

When locking a loan the user must select “request lock” for a specific rate/price (rate/point) option. Upon doing so, the user will be directed to a screen that provides the details of the requested lock. The user’s confirmation is required before the lock is formally requested. Once a loan is locked, the user may no longer edit loan-level information through WHEDA-Connect.

Important: Institutions utilizing a centralized organizational strategy will not be able to assign loans to other Users once the loan has been locked. If a User needs to be changed or assigned after rate lock, the centralized lock desk staff will need to contract WHEDA and request the change.

When the lock request is submitted the user will receive a Pre-Qual Certificate indicating the rate/price (rate/point) option selected. The language on the Pre-Qual Certificate will indicate that the selected rate is not valid until confirmed by the WHEDA Lock Desk. The Lock Status in the Loan Pipeline Screen will

reflect "Lock Requested."

Reserves Available (Months)	N/A
Estimated Closing Date	
AU Response	None/Not Submitted

Determination

*** This loan is **PRE-QUALIFIED**. A **RATE LOCK REQUEST** was submitted. Locks must be received between 8:30 a.m. and 5:30 p.m. CST on Business Days. Locks received after 5:30 pm will be subject to next-Business Day pricing. Please contact the Lock Desk with questions at 800-334-6873. A Lock is not valid until confirmed by WHEDA and the Lender receives a Confirmation of Rate Lock. All Lock and Loan submissions are subject to the Lender's Loan Origination Agreement, the applicable WHEDA Origination Guide, and any and all federal, state, and local lending and credit laws and regulations which include, but are not limited to, RESPA, TILA, and ECOA. ***

Pricing

Rate	Point	Payment	DTI
4.750%	-1.585	\$574.86	10.408%
4.625%	-0.869	\$566.58	10.270%
<u>* 4.500%</u>	<u>0.000</u>	<u>\$558.37</u>	<u>10.133%</u>
4.375%	0.716	\$550.21	9.997%
4.250%	1.278	\$542.12	9.862%

* Your requested rate option is underlined.

The following adjustments were made to create the above pricing.

	Rate	Point	Description
Total	0.000%	0.000%	For the requested rate option

-----Page Break-----

Upon finalization of the rate lock by the WHEDA Lock Desk, a copy of the Rate Lock Confirmation will be saved to the Edocs Folder and all Users attached to the loan will receive an email notification. The lock status will change to "Locked." The Rate Lock Confirmation may be viewed from the Loan Pipeline Screen by clicking "view confirmation."

810171	31 Conditions	0 Tasks	Test, kari	\$95,000 Funded 6/5/2017	Locked 7/17/2017 view confirmation
--------	---------------	---------	------------	--------------------------	---

Once a loan is locked, the borrower names, position (B1, B2), social security number, or property address may not change without penalty (Worse Case Pricing will apply), but other loan information may change without penalty.

5.5 Registering and Locking a loan with Secondary Financing (Easy Close or Other)

In certain circumstances, the loan transaction may involve secured and layered down payment assistance; either in the form of a WHEDA approved down payment assistance grant/loan or a WHEDA Easy Close loan. The process, in this instance, will change slightly.

To identify secondary financing, click the button that identifies 2nd financing on the Property and Loan Info tab. Then enter the amount of the 2nd financing lien. WHEDA requires all secondary financing be “Closed-end.”

Loan Information

Impound?	<input checked="" type="checkbox"/> Yes	Interest Only?	<input type="checkbox"/> Yes
Doc Type	Full Document		
Appraised Value	\$100,000.00		
Sales Price	\$100,000.00		
Down Payment	0.000%	\$0.00	
1st Lien	97.000%	\$97,000.00	
2nd Financing?	<input type="radio"/> No <input checked="" type="radio"/> Yes		
2nd Financing Type	<input checked="" type="radio"/> Closed-end <input type="radio"/> HELOC		
2nd Financing	3.000%	\$3,000.00	
CLTV	100.000%		
Rate Lock Period	45	days	
Rate Lock Expiration Date: 2/23/2015 (Assumes a 45-day lock.)			

After pricing, instead of seeing “Register” or “Request Lock,” the user is instructed to “go to 2nd lien.”

Selecting this option will reveal a list of eligible Second Lien products (Easy Close). Before registering or requesting the lock, click the “view more” box and select the correct interest rate that lines up with the primary loan program. Click “register loan” to register or “lock rate” to lock both the primary and Easy Close loan. Important: Easy Close loans will always be locked when the primary loan is locked.

If the down payment assistance being provided is from a WHEDA eligible grant or down payment loan, the user should select “If seller or other Lender provides 2nd financing, click here to submit” link located at the bottom of the screen. On the subsequent Confirmation screen, the user should identify if the Request Type is Register Loan or Lock Rate.

Please note: WHEDA does not allow the seller to provide 2nd Financing. The terminology used for this selection is engrained into WHEDA-Connect by the software provider and cannot be customized to fit WHEDA’s guidelines.




6.0 Loan Pipeline Screen

In the Loan Pipeline Screen, a listing of all loans is provided.

Loans

Search Criteria	Loan Number	Last Name	SSN (Last 4)	Status Date	Loan Status	SEARCH Q	CLEAR SEARCH
	<input type="text"/>	<input type="text"/>	<input type="text"/>	All Dates	<-- Any -->		

Display most recent 25 loans assigned to anyone

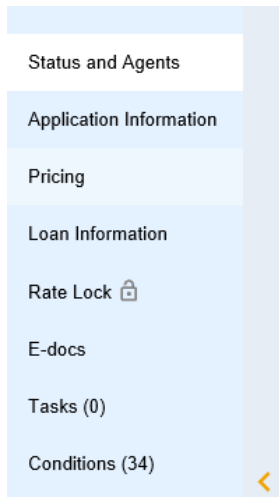
Loan Number	Conditions	Tasks	Last Name, First Name	Loan Amt	Loan Status / Status Date	Lock Status / Lock Exp. Date
 812663	0 Condition	0 Tasks	Case, Test	\$3,525	Funded 9/12/2017	Locked 8/11/2017
 812639	34 Conditions	0 Tasks	person, test	\$97,000	Registered 9/11/2017	
 810171	31 Conditions	0 Tasks	Test, kari	\$95,000	Funded 6/5/2017	Locked 7/17/2017 view confirmation

Items include:

- Loan Number
- Conditions – the number of remaining underwriting conditions **assigned directly to the user** for the loan file. The number of conditions on the Loan Pipeline Screen is a link which will take the user to a more detailed list of each outstanding condition. If the conditions aren't assigned directly to the user, "0 conditions" will display as the total in the Loan Pipeline Screen. However, if the user clicks "0 conditions" (it's a link), all of the loan's conditions will be listed regardless of whom they are assigned to.
- Tasks - the number of remaining tasks **assigned directly to the user** for the loan file. The number of tasks on the Loan Pipeline Screen is a link which will take the user to a more detailed list of each outstanding task. If the task isn't assigned directly to the user, "0 tasks" will display as the total in the Loan Pipeline Screen. However, if the user clicks "0 Tasks" (it's a link), all of the loan's tasks will be listed regardless of whom they are assigned to. **Note:** the "Send Task" is normally the only task assigned to each loan file. Once the essential documents needed for WHEDA's review, as listed in the task, have been uploaded, the task should be resolved. There is more detail regarding the Send Task in Section 8.20.
- Borrower Name
- Loan Amount
- Current Loan Status and effective date
- Current Lock Status and effective date
- Assigned roles applicable to the loan – what displays is dependent on the channel. Broker will list the Loan Officer and Processor. Mini-Corr and Correspondent will list Secondary and Post Closer roles.

7.0 Working with a Newly Created or Existing Loan

Clicking the loan number reveals a menu of choices.



In the sample above, the user has the option to:

- **Status and Agents** Shows you what status the loan is currently in and also any assigned agents (external and internal).

Status and Agents

Status

Current Status: Registered

Status Date: 9/11/2017

Action: [view status certificate](#)



Agents

Assigned Agents in TEST WHEDA

Loan Officer [re-assign](#)
Name: Kari Becker
Email: kari.becker@wheda.com
Phone: (608) 267-7746

Processor [re-assign](#)
Name: Kari Becker
Email: kari.becker@wheda.com
Phone: (608) 267-7746

Assigned Agents in Wisconsin Housing and Economic Development Authority

Underwriter
Name:
Email:
Phone:

Lender Account Executive
Name:
Email:
Phone:

- **Application Information** allows the User to edit a very limited amount of data that's listed on the 1003. The User isn't required to edit any of the 1003 data after registering the loan.
- The **Pricing** returns the User to the Registration Screen. If the file was previously created as a Pre-approval, click this link to request the lock. More detail regarding the Registration screen is listed above under Creating a New Loan.
- **Loan Information** brings up the basic loan information.

Loan Information

[Loan Terms](#) [FNMA Addendum](#)

Loan Information

Loan Program [Text Box]	Registered Loan Program [Text Box] view registration certificate		
Lien Position First ▾	Total Loan Amount \$97,000.00	Interest Rate 4.250%	Term/Due (months) 360 / 360
Amortization Type Fixed ▾	Days in Year 360	Qualifying Rate 0.000%	Interest Only Months 0 months

- **Rate Lock** gives you the rate lock information if the loan is rate locked.

Rate Lock

<p>Loan Program [Text Box]</p> <p>Registered Loan Program [Text Box]</p> <p>Registered Date 9/11/2017</p> <p>Registration Comments Registered</p>	<p>Loan Status Registered</p> <p>Lock Status Not Locked</p> <p>Rate Locked Date [Text Box]</p> <p>Lock Period 45 days</p> <p>Rate Lock Comments [Text Box]</p> <p>Lock Expiration Date [Text Box]</p> <p>Lock Expiration Comments [Text Box]</p>																														
<p>Originator Compensation Information view lender comp plan details</p> <table border="0"> <tr> <td>Amount \$0.00</td> <td>Net Points 0.000%</td> <td>Paid By Lender ▾</td> </tr> </table>	Amount \$0.00	Net Points 0.000%	Paid By Lender ▾																												
Amount \$0.00	Net Points 0.000%	Paid By Lender ▾																													
<p>Final Price Breakdown</p> <table border="1"> <thead> <tr> <th></th> <th>Rate</th> <th>Price</th> <th>Fee</th> </tr> </thead> <tbody> <tr> <td>Base Price</td> <td>4.250%</td> <td>100.000%</td> <td>0.000%</td> </tr> <tr> <td>Total Adjustments</td> <td>0.000%</td> <td>0.000%</td> <td>0.000%</td> </tr> <tr> <td>Originator Price</td> <td>4.250%</td> <td>100.000%</td> <td>0.000%</td> </tr> <tr> <td>Originator Compensation</td> <td>0.000%</td> <td>0.000%</td> <td>0.000%</td> </tr> <tr> <td>Final Price</td> <td>4.250%</td> <td>100.000%</td> <td>0.000%</td> </tr> </tbody> </table>		Rate	Price	Fee	Base Price	4.250%	100.000%	0.000%	Total Adjustments	0.000%	0.000%	0.000%	Originator Price	4.250%	100.000%	0.000%	Originator Compensation	0.000%	0.000%	0.000%	Final Price	4.250%	100.000%	0.000%	<p>Total Adjustments Breakdown</p> <table border="1"> <thead> <tr> <th>Description</th> <th>Rate</th> <th>Price</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Description	Rate	Price			
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Originator Compensation	0.000%	0.000%	0.000%																												
Final Price	4.250%	100.000%	0.000%																												
Description	Rate	Price																													

- **Edocs** is heavily used and is covered in more detail in the next section.

E-docs

Upload Docs
Fax Docs
Document List

You may upload up to 6 PDFs at a time with a total upload size of 50MB.

Doc Type / Application	File Upload	Description
No Doc Type Selected * select Doc Type or scan barcodes <input type="text" value="test person"/>	<input type="button" value="CHOOSE FILE"/> No file chosen	<div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> <p style="font-size: small; margin-top: 5px;">0 of 200 characters</p>
<input type="button" value="ADD DOC"/> <input type="button" value="UPLOAD DOCS"/>		

- **Tasks** shows any Tasks that are assigned to the loan. The Tasks tell you what's needed to get your newly created loan file to WHEDA's underwriters for review.
- **Conditions** shows any Conditions that are assigned to the loan. The Conditions line up with WHEDA's Application Package Checklist (Form 6).

8.0 Submitting Loan Documents and Resolving the “Send Task”

8.1 Upload Options

Once a loan has been created, a loan number will be assigned. As mentioned in the previous section, clicking the loan number will reveal a number of options (highlighted below.) One of those choices is “E-docs.”

E-docs

[Upload Docs](#) [Fax Docs](#) [Document List](#)

You may upload up to 6 PDFs at a time with a total upload size of 50MB.

Doc Type / Application	File Upload	Description
No Doc Type Selected * select Doc Type or scan barcodes	CHOOSE FILE No file chosen	
test person		0 of 200 characters

[ADD DOC](#) [UPLOAD DOCS](#)

To upload docs, the following steps must be performed in order:

- 1) Click the “select Doc Type” link. Select the Doc Folder and Doc Type.
- 2) Click the “Choose File” button and identify where the saved PDF is located.
- 3) Click the “Upload Docs” button. The User can also click the “Add Doc” button and upload additional docs for a total of 6 PDFs.

A User may upload up to 6 PDFs at one time with a total upload size of 50 megabytes (MB).

8.2 Resolving the “Send Task”

Once a loan is registered, a task will be assigned to the Lender. The task will inform the Lender what documents are needed to get the newly created loan file to WHEDA’s underwriters for review. The task message is dependent on the submission channel:

- Broker and Mini-Corr channel transactions will instruct the Loan Officer to upload the Loan Application, Initial DO Finding Report in addition to the Income, Asset, Credit documentation needed to perform an initial underwrite of the file.

- Correspondent channel transactions will instruct the Loan Officer to upload all origination documentation that the Lender’s underwriter used to approve the loan.

The Send Task may be assigned from one User to another within the Lender’s organization. For more detail on this, see Chapter 9.10.

Once the required documentation has been uploaded, the task needs to be resolved.

To resolve the Send Task, click the task link and then click the task number. Click “Resolve” which is located in the upper right hand corner of the Task Menu to resolve the task. **Note:** This is one of the most critical steps in the submission process. If the Task is not resolved, WHEDA staff will not know the file is ready for WHEDA’s underwriters to review.

Tasks

ADD NEW TASK REFRESH Display Task assigned to: Anyone Task #

Open Tasks

<input type="checkbox"/>	Status	Subject	Due Date ^
<input type="checkbox"/>	Active	Upload the 1003 Loan Application, DO Findings Report, Income, Assets, and Credit needed to underwrite the file. Then Resolve this Task.	10/16/2017

RESOLVE

ASSIGN RESOLVE SET FOLLOW-UP DATE EXPORT TO CSV EXPORT TO PDF

WHEDA will be notified once the task has been resolved by the Lender and will process the application for underwriting. **Note:** It’s good practice to review the status within 24 hours of resolving the task. If the status is still identified as being in Registered status, notify WHEDA immediately.

8.3 Final Package Delivery

Once a loan has closed, the Lender has ten (10) days to submit a complete final package. The same process used to submit the application package should be used to submit the final package. The User should upload all closing documents as one document type (Closing Documents). The original Note (for all loans), Recorded Mortgage, and Recorded Assignment of Mortgage (for FHA loans only) must be separately delivered to WHEDA.

8.4 Trailing Documents

Trailing Documents, other than the originals of the Recorded Mortgage and Assignment for FHA loans may be uploaded through eDocs. The loan will disappear from the user’s pipeline approximately 60 days after the loan funds. Any trailing documents not uploaded by that time must be mailed, faxed, or securely emailed to WHEDA.

9.0 Tasks and Conditions

Conditions and Tasks relating to a specific loan are established by WHEDA and assigned to the Lender upon registration. In addition to accessing Conditions and Tasks by clicking on the link pertaining to a specific loan number, the user may also click on the Conditions or Tasks tabs on the left sidebar after clicking on the loan.

Loans

Search Criteria: Loan Number, Last Name, SSN (Last 4), Status Date (All Dates), Loan Status (<-- Any -->)

Display most recent 25 loans assigned to anyone

Loan Number	Conditions	Tasks	Last Name, First Name	Loan Amt	Loan Status / Status Date	Lock Status / Lock Exp. Date	Loan Officer / Processor
812663	0 Condition	0 Tasks	Case, Test	\$3,525	Funded 9/12/2017	Locked 8/11/2017	Karl Becker /
812639	34 Conditions	1 Task	person, test	\$97,000	Registered 9/11/2017		Karl Becker / Karl Becker
810171	31 Conditions	0 Tasks	Test, kari	\$95,000	Funded 6/5/2017	Locked 7/17/2017 view confirmation	Karl Becker /

Pipeline

- Status and Agents
- Application Information
- Pricing
- Loan Information
- Rate Lock
- E-docs
- Tasks (1)
- Conditions (33)

9.1 Task and Condition Management

The number of outstanding tasks and conditions relating to a specific loan is visible in Loan Pipeline Screen.

Loans

Search Criteria: Loan Number, Last Name, SSN (Last 4), Status Date (All Dates), Loan Status (<- Any ->). [SEARCH Q](#) [CLEAR SEARCH](#)

Display most recent 25 loans assigned to anyone

Loan Number	Conditions	Tasks	Last Name, First Name	Loan Amt	Loan Status / Status Date	Lock Status / Lock Exp. Date	Loan Officer / Processor
812663	0 Condition	0 Tasks	Case, Test	\$3,525	Funded 9/12/2017	Locked 8/11/2017	Kari Becker /
812639	34 Conditions	1 Task	person, test	\$97,000	Registered 9/11/2017		Kari Becker / Kari Becker
810171	31 Conditions	0 Tasks	Test, kari	\$95,000	Funded 6/5/2017	Locked 7/17/2017 view confirmation	Kari Becker /

Click on the Task or Condition number or Subject to enter the screen pertaining to that specific task or condition. The screen shot below shows the details pertaining to a specific condition (Condition No. 7RXH7WK), and four (4) link choices are provided:

Conditions

[REFRESH](#) Display Condition assigned to: Condition # [SEARCH Q](#)

Open Conditions

Status	Condition / Category	Subject	Supporting Documents	Due Date / Assigned To
Active RESOLVE	7RXH7WK / 3 - AT CLOSING	01. NO CASH BACK ALLOWED.	Requirement: None Association: None upload associate previously uploaded	10/26/2017 Kari Becker
Active RESOLVE	7RXH7PR / 1 - FILE SUBMISSION	01. SIGNED AND DATED INITIAL 1003 FNMA LOAN APPLICATION.	Requirement: None Association: None upload associate previously uploaded	10/26/2017 Kari Becker
Active RESOLVE	7RXH7WJ / 2 - PRIOR TO CLOSE	01. VERBAL VOE FOR ALL BORROWERS, DATED WITHIN 10 BUSINESS DAYS OF THE NOTE DATE.	Requirement: None Association: None upload associate previously uploaded	10/26/2017 Kari Becker

Condition 7RXH7WK

[Edit](#) [Assign](#) [E-mail](#) [Resolve](#) ✕

Subject 01. NO CASH BACK ALLOWED.

Assigned to Kari Becker

Borrower test person

Status Active

Loan Number 812639

Due Date 10/26/2017[Estimated Close Date]

Condition Owner Underwriter

Follow-up Date

Condition Permissions Managed ?

History

Opened and assigned to Kari Becker by Kari Becker 9/11/2017 2:17 PM PT

Editing allows a user to add comments, upload documents related to the condition, and associate the uploaded documents to their applicable condition. In the example provided below, the User is sending the required documentation (in this case, a credit report). The User enters comments in the “Comments” field and then clicks the “Upload Doc” link to submit the credit report via e-Docs.

Assigning allows the User to assign the task or condition to another individual within the Lender’s organization. The most common example of this would be the Loan Officer assigning a condition to their Processor.

Emailing will send the task or condition notification to an outside source.

Resolving tasks is one of the critical steps in the loan process. It ensures a smooth workflow between the Lender and WHEDA. As mentioned earlier, the Loan Officer will be assigned a Send Task upon registering a new loan application. Once the required documents have been uploaded, the Send Task should be resolved. For more detail regarding the Send Task, see section 8.20.

Users also have the ability to mark a condition “resolved” at any point during the file’s existence. Most commonly after a document has been uploaded. It’s important to note that a condition marked “resolved” doesn’t necessarily indicate the condition was cleared by a WHEDA Underwriter. Resolving a condition is merely a way of allowing the User to manager his or her pipeline. Conditions that have been cleared by WHEDA underwriters appear at the bottom of the screen under the section labeled “Cleared Conditions.”

Conditions

REFRESH Display Condition assigned to: Anyone ▾ Condition # **SEARCH**

Open Conditions

<input type="checkbox"/>	Status	Condition / Category	Subject	Supporting Documents	Due Date ^ / Assigned To
<input type="checkbox"/>	Resolved re-activate	7RXH7WK / 3 - AT CLOSING	01. NO CASH BACK ALLOWED.		10/26/2017 Underwriter
<input type="checkbox"/>	Active RESOLVE	7RXH7PR / 1 - FILE SUBMISSION	01. SIGNED AND DATED INITIAL 1003 FNMA LOAN APPLICATION.	Requirement: None Association: None upload associate previously uploaded	10/26/2017 Kari Becker
<input type="checkbox"/>	Active RESOLVE	7RXH7WJ / 2 - PRIOR TO CLOSE	01. VERBAL VOE FOR ALL BORROWERS, DATED WITHIN 10 BUSINESS DAYS OF THE NOTE DATE.	Requirement: None Association: None upload associate previously uploaded	10/26/2017 Kari Becker
<input type="checkbox"/>	Active RESOLVE	7RXH7PW / 1 - FILE SUBMISSION	03. FULLY COMPLETED COPY OF WHEDA FORM 2 - BORROWER'S AFFIDAVIT SIGNED BY THE BORROWER (S).	Requirement: None Association: None upload associate previously uploaded	10/26/2017 Kari Becker

10.0 Questions

Lenders who have questions regarding WHEDA-Connect should contact WHEDA during business hours:

Phone:	1 (800) 334-6873
E-Mail:	underwriting@wheda.com
Hours of Availability:	8:00 am to 5:00 pm CT

All inquiries related to WHEDA-Connect.com must be directed to WHEDA; Lenders should not contact ILS directly.