

Client Readiness Training

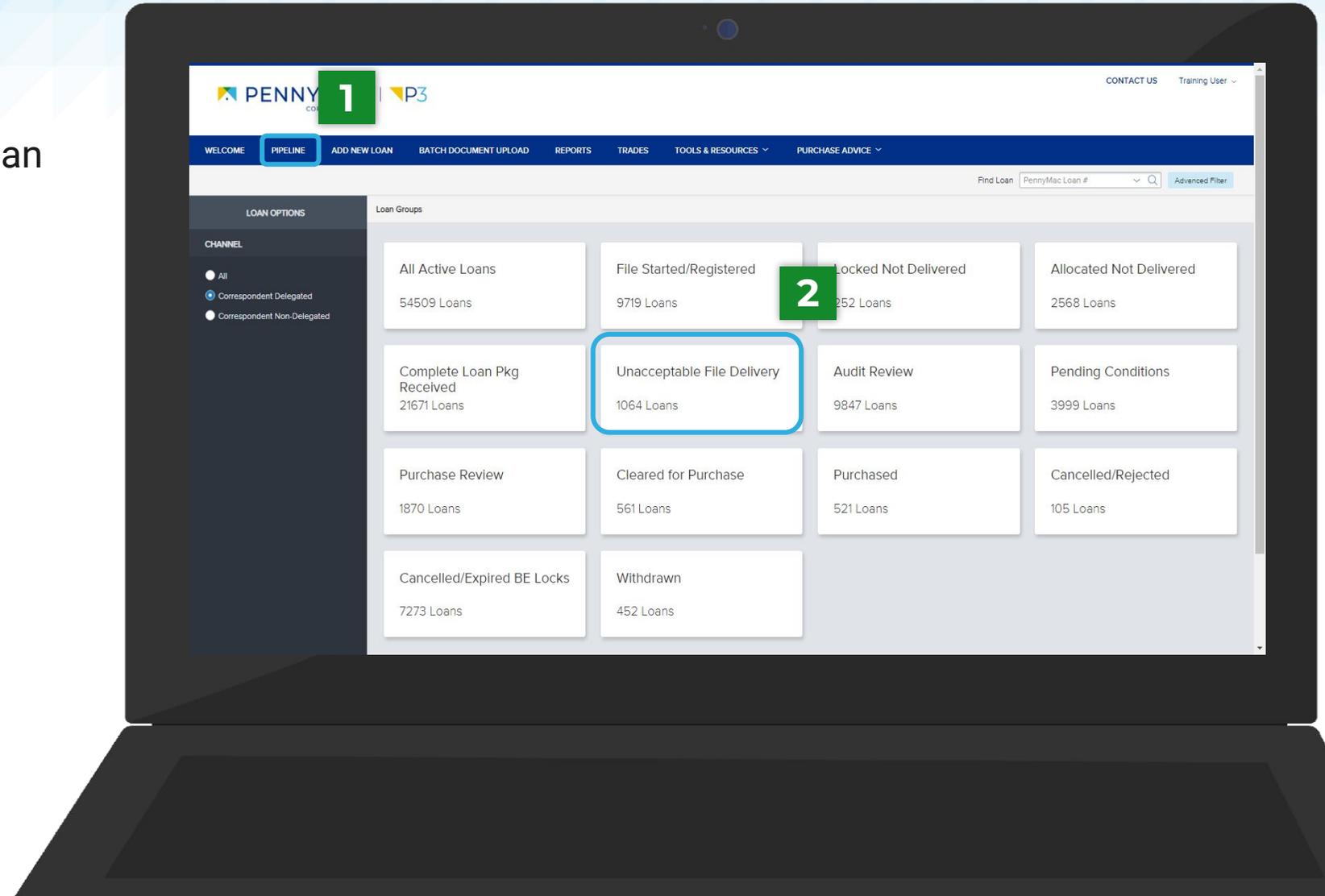
# Delegated Document Submission & Reporting

# Unacceptable File Delivery

# Unacceptable File Delivery

Follow these steps to see why a loan has an Unacceptable File Delivery status:

- 1 Go to the *Pipeline* tab.
- 2 Click the *Unacceptable File Delivery* tile.



# Unacceptable File Delivery

**3** Find the loan in the pipeline list

**i** The search bar in the top header can be used to search loans by their number.

**4** Click on the loan to view its *Loan Summary* page.

The screenshot shows the Pennymac Correspondent P3 dashboard. The top navigation bar includes 'WELCOME', 'PIPELINE', 'ADD NEW LOAN', 'BATCH DOCUMENT UPLOAD', 'REPORTS', 'TRADES', 'TOOLS & RESOURCES', and 'PURCHASE ADVICE'. A search bar in the top right is highlighted with a green box and the number 3. The main content area displays a table of loans under the 'Unacceptable File Delivery' group. The table has columns for 'PennyMac Loan #', 'Seller Loan #', 'Borrower Last Name', 'Property State', 'Current Status', 'Loan Type', 'Loan Amount', 'Note Rate', 'Loan Program', and 'Comments'. A specific loan row with ID 8152452926 is highlighted with a blue box and the number 4. The sidebar on the left shows 'LOAN OPTIONS' and 'CHANNEL' filters.

PennyMac Loan #	Seller Loan #	Borrower Last Name	Property State	Current Status	Loan Type	Loan Amount	Note Rate	Loan Program	Comments
8152451681			TX	Complete Loan Package File Delivery	FHA	300,000.00	4.750	Conf 21-30 Fixed	10/0
8152452685	6002740916	America	CA	Complete Loan Package File Delivery	Conventional	250,400.00	3.000	Conf 21-30 Fixed	09/0
8152465002		Betre	NJ	Complete Loan Package File Delivery	Conventional	0.00	0.000	HomePossible	
8152948352		BURKE	TN	Complete Loan Package File Delivery	VA	300,000.00	4.750	Conf 21-30 Fixed	01/13
8152452926		BURKE	TN	Complete Loan Package File Delivery	VA	300,000.00	4.750	Conf 21-30 Fixed	10/0
8152451702		BURKE	TN	Complete Loan Package File Delivery	VA	300,000.00	4.750	Conf 21-30 Fixed	10/0
8152948347		BURKE	TN	Complete Loan Package File Delivery	VA	300,000.00	4.750	Conf 21-30 Fixed	01/13
8152460687		BURKE	TN	Complete Loan Package File Delivery	VA	300,000.00	4.750	Conf 21-30 Fixed	10/0
8152451248		BURKE	TN	Complete Loan Package File Delivery	VA	300,000.00	4.750	Conf 21-30 Fixed	10/0
8152454497		BURKE	TN	Complete Loan	VA	300,000.00	4.750	Conf 21-30 Fixed	10/0

# Unacceptable File Delivery

**5** Loans in *Unacceptable File Delivery* will be indicated with a comment above the *Loan Summary* bar.

**6** Navigate to the *Documents* tab.

**i** After clicking on the *Documents* tab, one of two possible options will display depending on why your loan was trapped. See the next slides for more information.

The screenshot displays the PENNYMAC CORRESPONDENT P3 interface. At the top, the header includes the logo and user information (CONTACT US, Training User). Below the header is a navigation bar with options: WELCOME, PIPELINE, ADD NEW LOAN, BATCH DOCUMENT UPLOAD, REPORTS, TRADES, TOOLS & RESOURCES, and PURCHASE ADVICE. The main content area shows a loan summary for 'Andy America' (892094 Ocean Pines #823, Simi Valley, CA, APPLE CORRESPONDENTS). The 'Documents' tab is selected, and a comment 'Unacceptable File Delivery' is visible above the 'Loan Summary' bar. The interface includes a 'Key Dates' section with a 'Complete Loan Package Submission Date' of 9/30/2021, and an 'Expired' table with the following data:

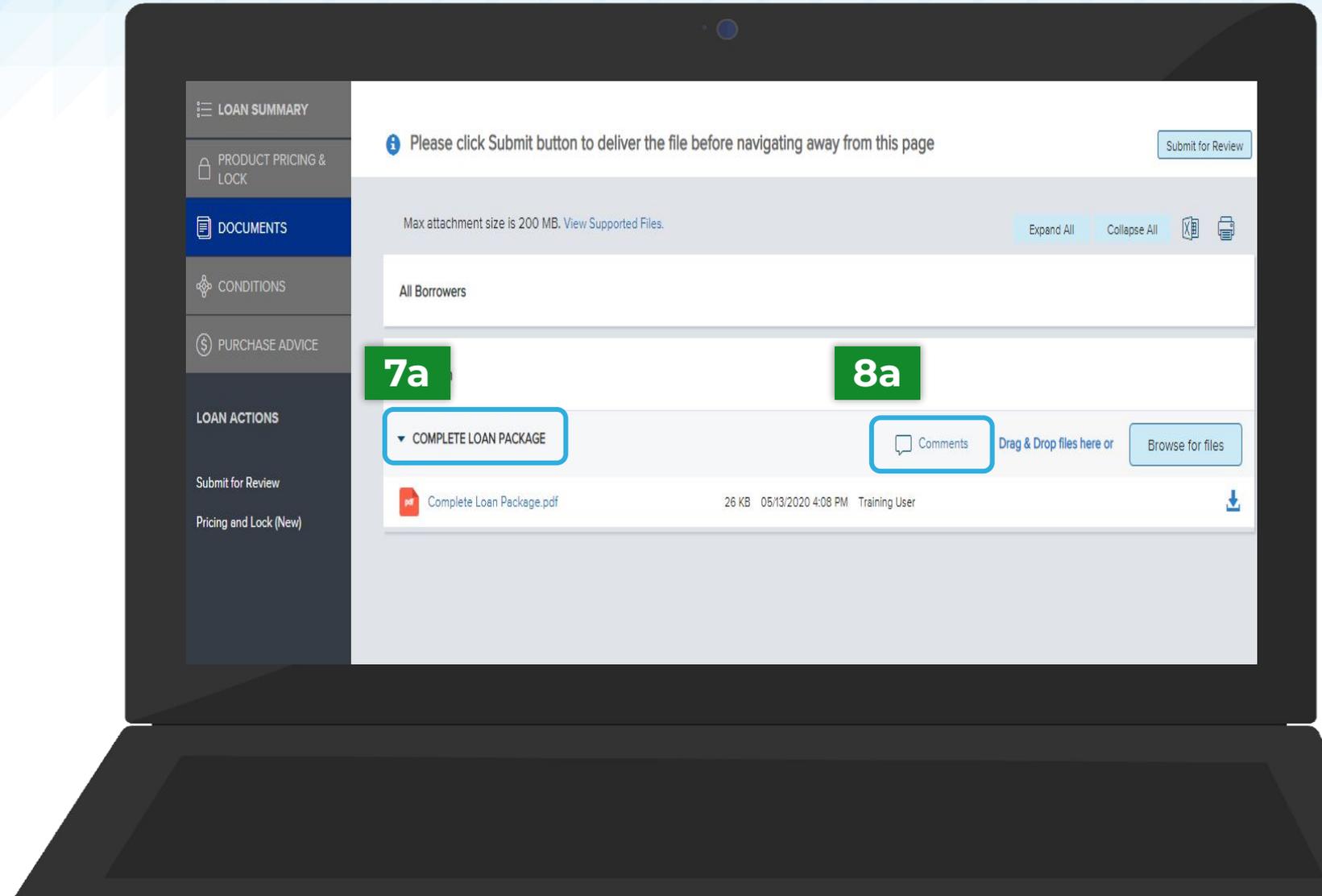
Lock Date	Commitment Type	Loan Program	Document Type
9/30/2021	Best Efforts	Conf 21-30 Fixed	Full
Lock Expiration Date	Delivery Type	Loan Amount	Occupancy Type
11/1/2021	Individual Best Efforts	\$250,400.00	Primary Residence
Days To Lock Expiration	Commitment Number	Loan Purpose	
0	--	Purchase	

# Unacceptable File Delivery

**7a** If your loan is trapped for the following reasons, you will see the *Complete Loan Package* folder:

- File/docs uploaded are for an incorrect borrower
- The loan package is incomplete
- File/pages are corrupt

**8a** Click the *Comments* link to review why the uploaded *Complete Loan Package* was not accepted.

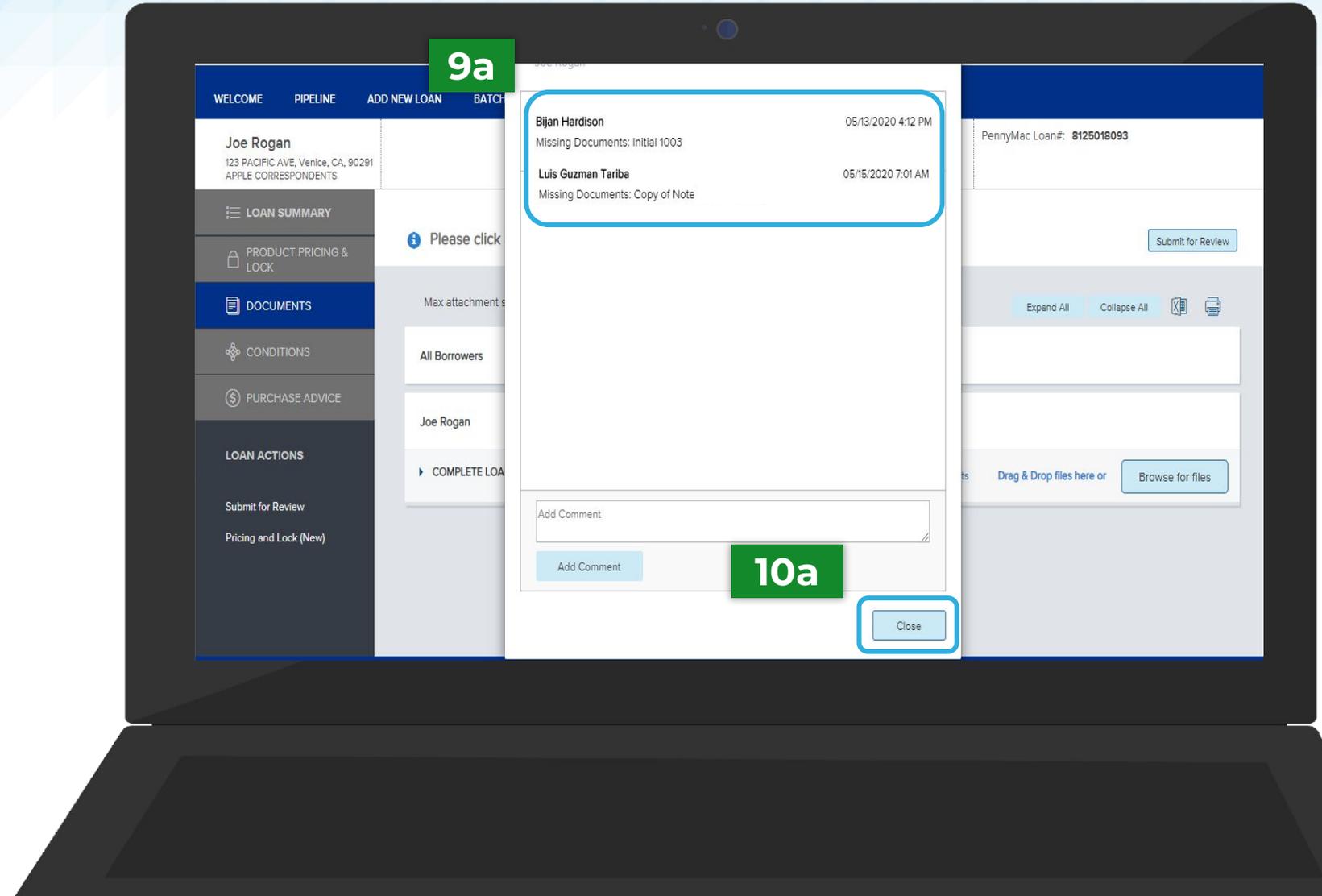


# Unacceptable File Delivery

**9a** Identify why the file is unacceptable.

**10a** Click the *Close* button.

**i** For trapped loans that display the *Complete Loan Package* folder, P3 does not save your original upload. You will need to reupload the entire correct loan file to Pennymac to resolve the Unacceptable File Delivery status.

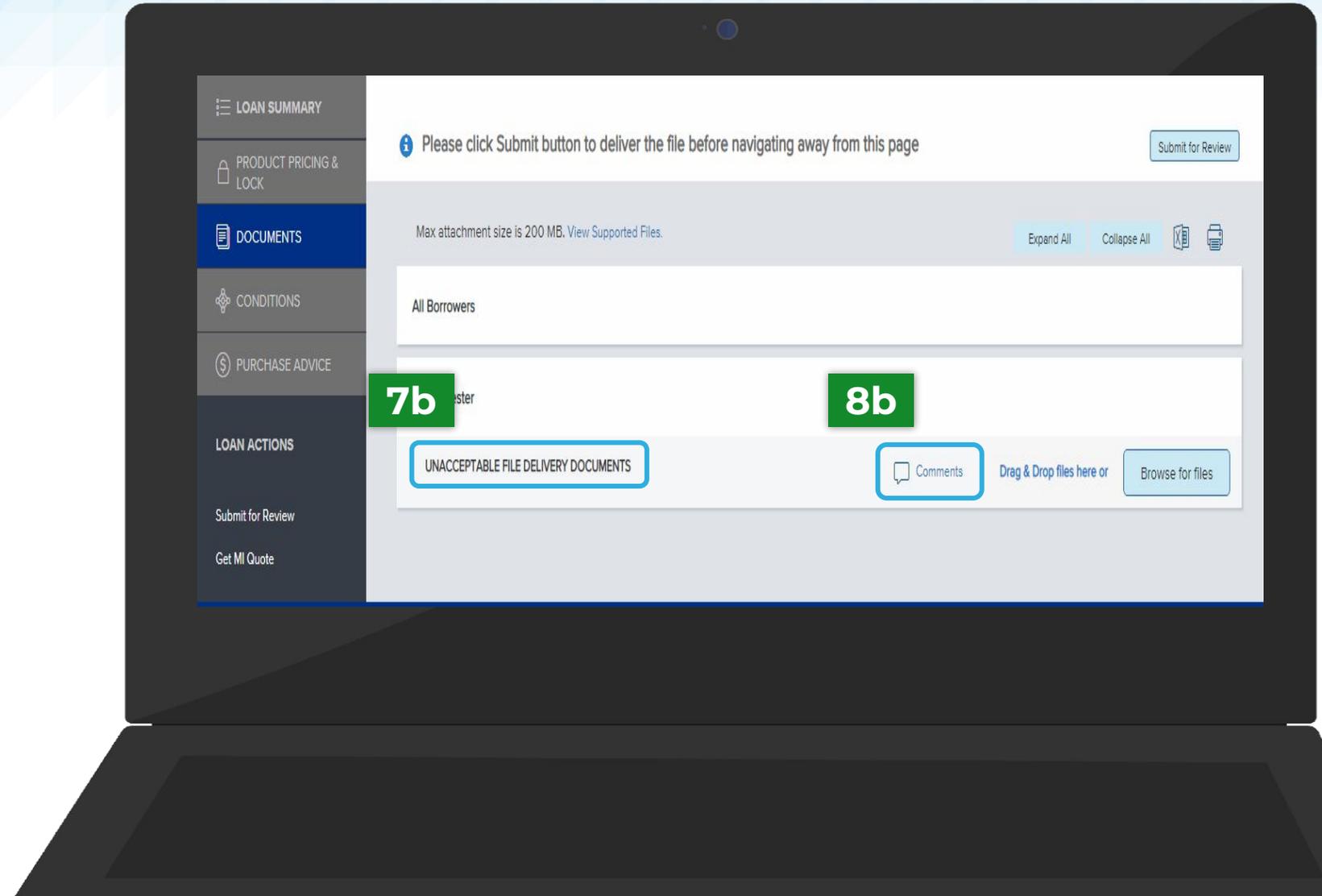


# Unacceptable File Delivery

**7b** If your loan is trapped for the following reasons, you will see the *Unacceptable File Delivery Documents* folder:

- Missing specific critical documents
- The lock was cancelled
- The loan is Seasoned

**8b** Click the *Comments* link to review the specific reason why the loan was trapped.

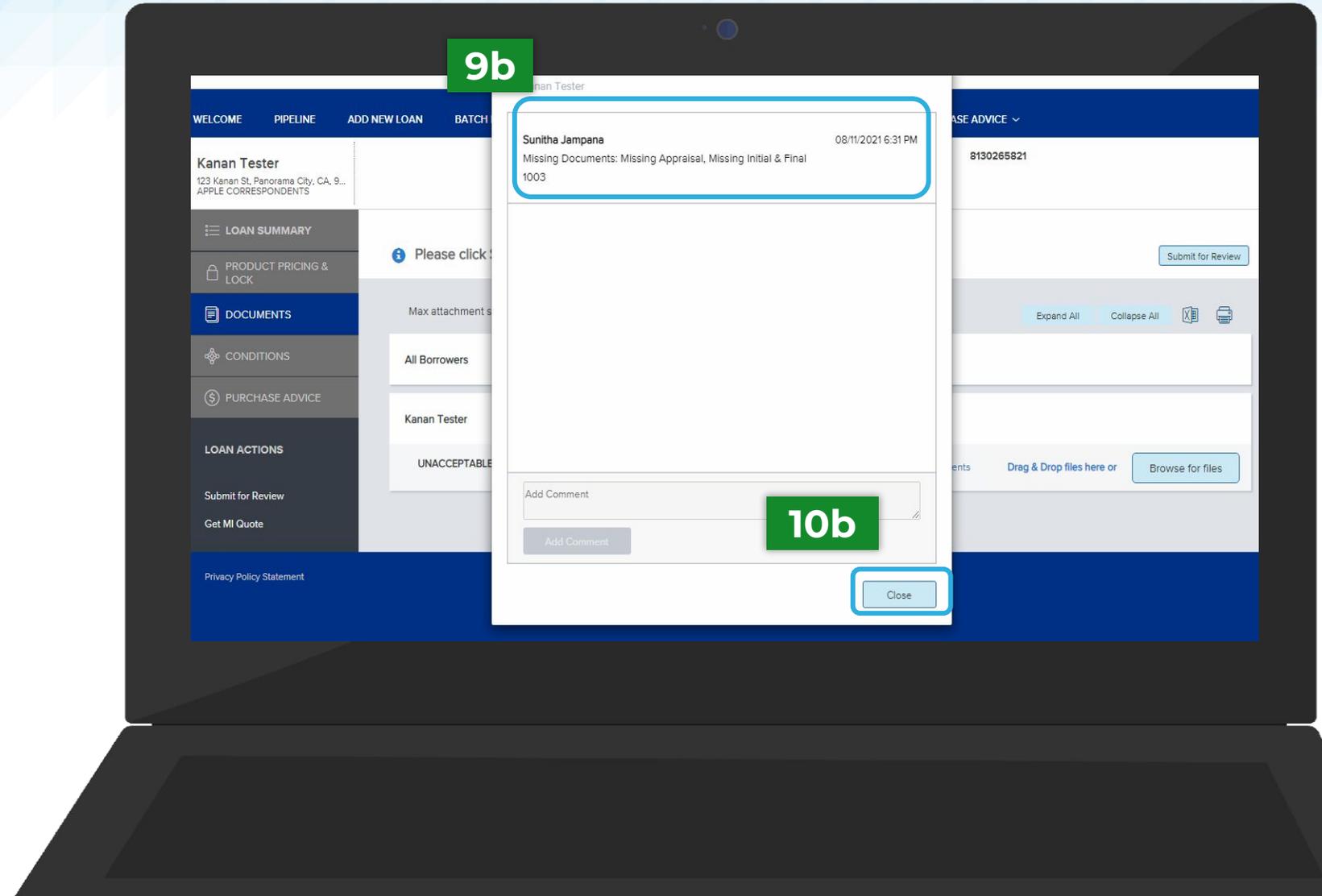


# Unacceptable File Delivery

**9b** Identify why the file is unacceptable.

**10b** Click the *Close* button.

**i** For trapped loans that display the *Unacceptable File Delivery Documents* folder, P3 does not save your original upload. You will need to reupload the entire correct loan file to Pennymac to resolve the Unacceptable File Delivery status.



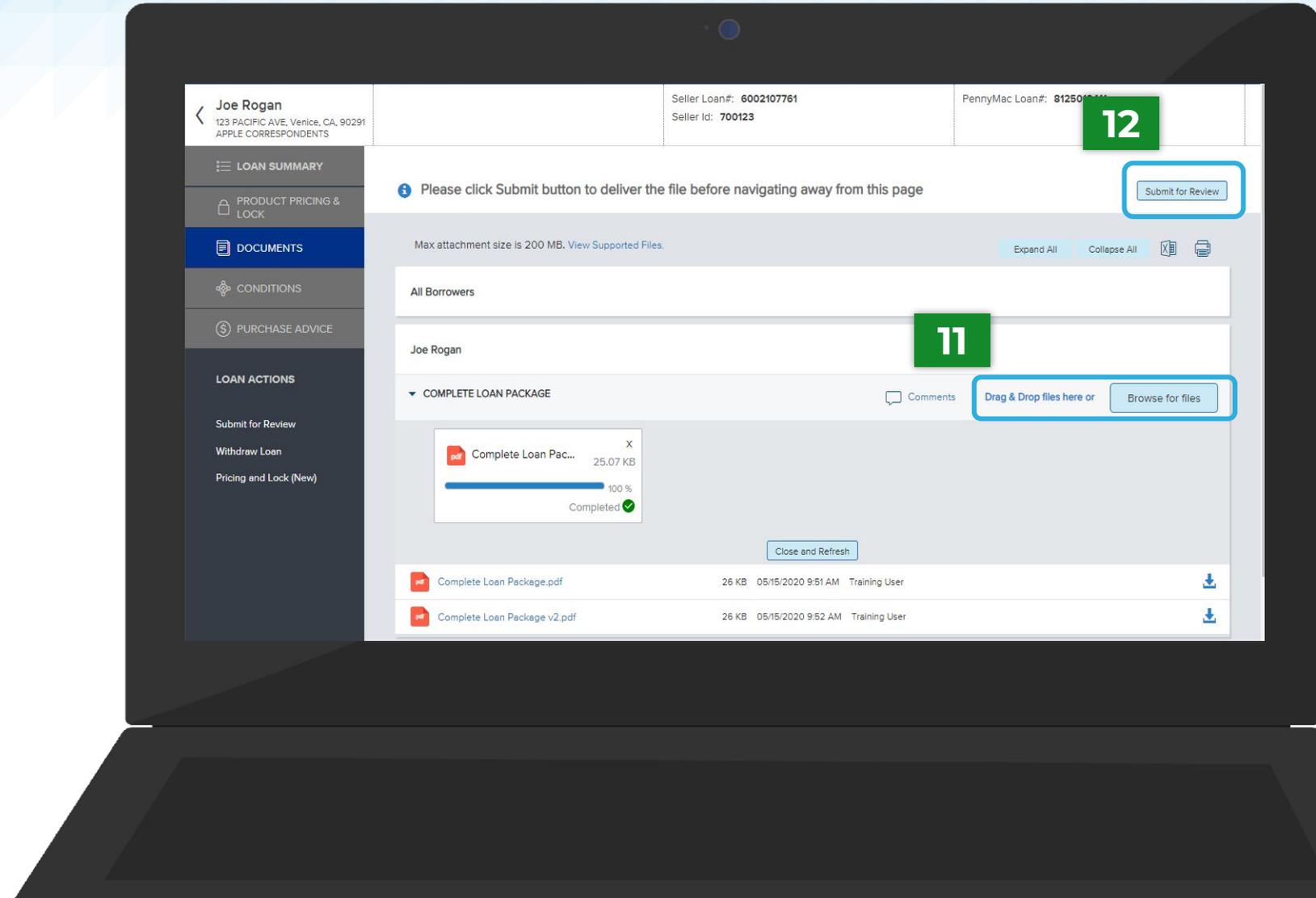
# Unacceptable File Delivery

**i** For both the *Complete Loan Package* folder & the *Unacceptable File Delivery Documents* folder, follow the steps below to upload and re-submit your file for review.

**11** Click the *Browse for files* button to upload the required documents

**i** The *Drag and Drop* option can also be used to upload documents.

**12** Once the uploading is completed, click the *Submit for Review* button.



**THANK  
YOU!**

