

Client Readiness Training

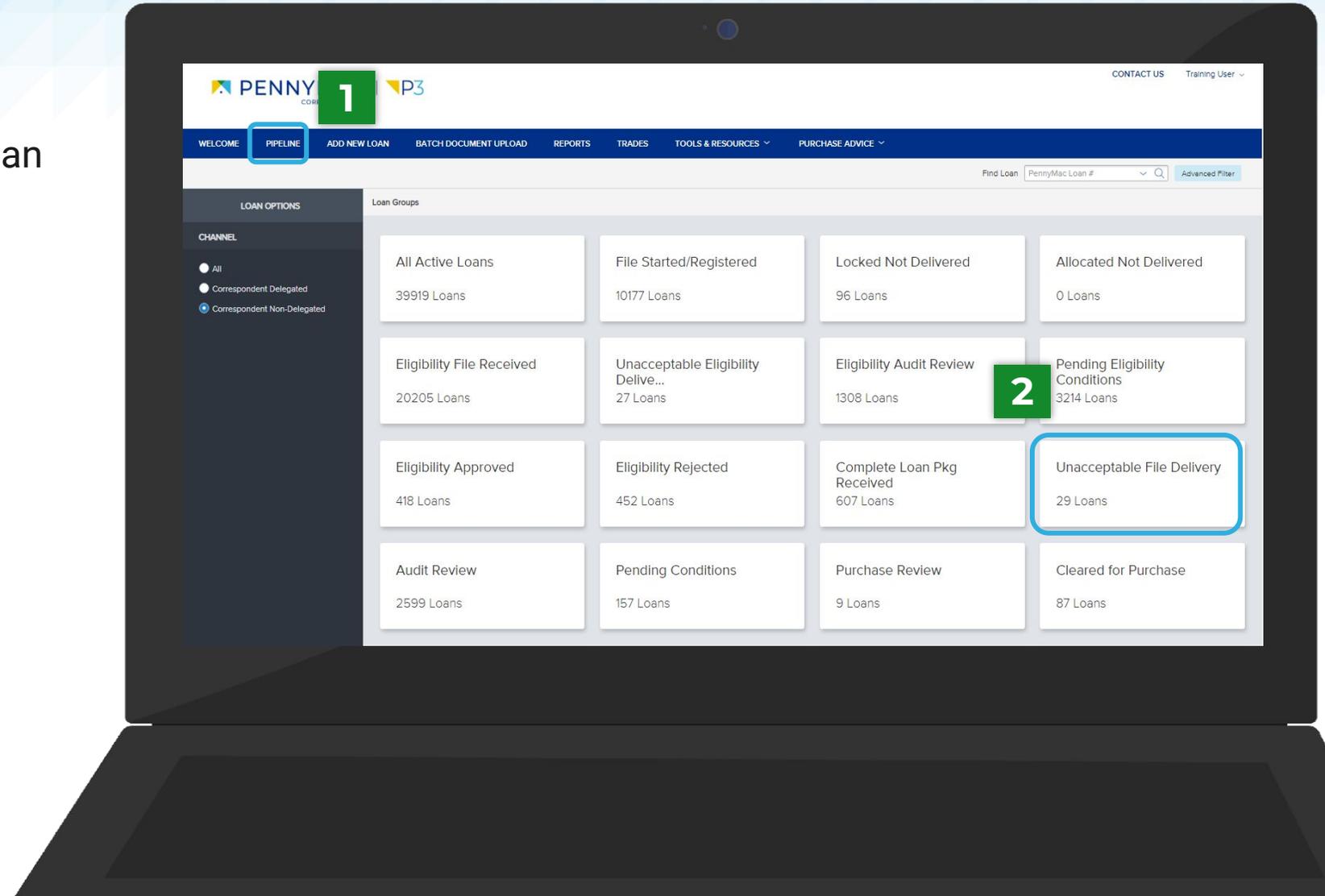
# Non Delegated Document Submission & Reporting

# 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 displays the Pennymac Correspondent P3 interface. 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 shows 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 row with PennyMac Loan # 8150363140 is highlighted with a blue box and the number 4. The left sidebar 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
8150302996		BorLn	CA	Complete Loan Package File Delivery	Conventional	200,000.00	4.000	Conf 21-30 Fixed	08/11
8150114026		BorLn	CA	Complete Loan Package File Delivery	Conventional	200,000.00	4.000	Conf 21-30 Fixed	08/11
8150667515		BorLn	CA	Complete Loan Package File Delivery	Conventional	200,000.00	4.000	Conf 21-30 Fixed	08/11
8150600518		BorLn	CA	Complete Loan Package File Delivery	Conventional	200,000.00	4.000	Conf 21-30 Fixed	08/11
8150363140		BorLn	CA	Complete Loan Package File Delivery	Conventional	200,000.00	4.000	Conf 21-30 Fixed	08/11
8150366518		BorLn	CA	Complete Loan Package File Delivery	Conventional	200,000.00	4.000	Conf 21-30 Fixed	08/12
8150099676		BorLn	CA	Complete Loan Package File Delivery	Conventional	200,000.00	4.000	Conf 21-30 Fixed	08/C
8150301489		BorLn	CA	Complete Loan Package File Delivery	Conventional	200,000.00	4.000	Conf 21-30 Fixed	08/11
8150105113		BorLn	CA	Complete Loan Package File Delivery	Conventional	200,000.00	4.000	Conf 21-30 Fixed	08/11
8150669620		BorLn	CA	Complete Loan	Conventional	200,000.00	4.000	Conf 21-30 Fixed	08/C

# 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:

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

# Unacceptable File Delivery

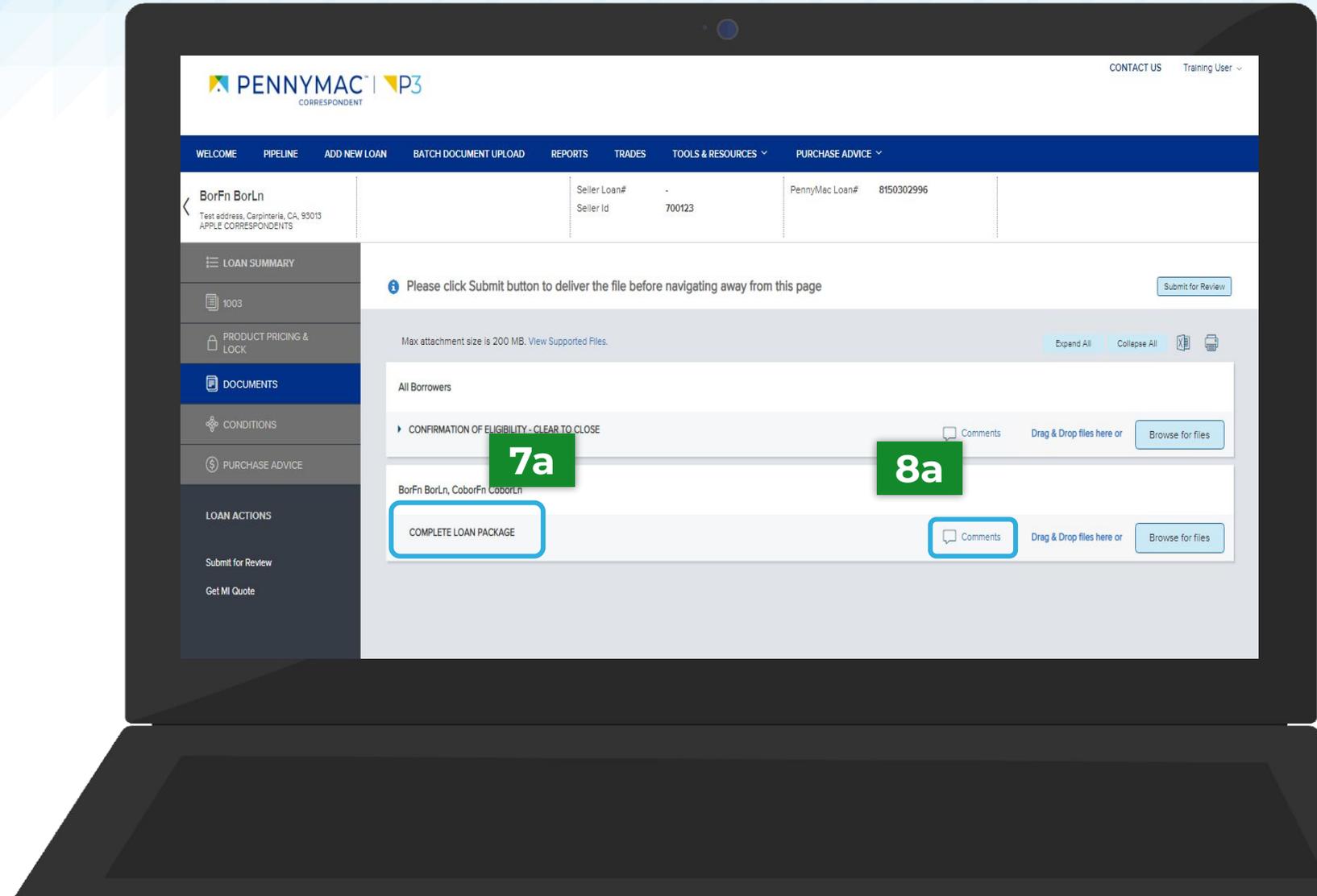
7a

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.

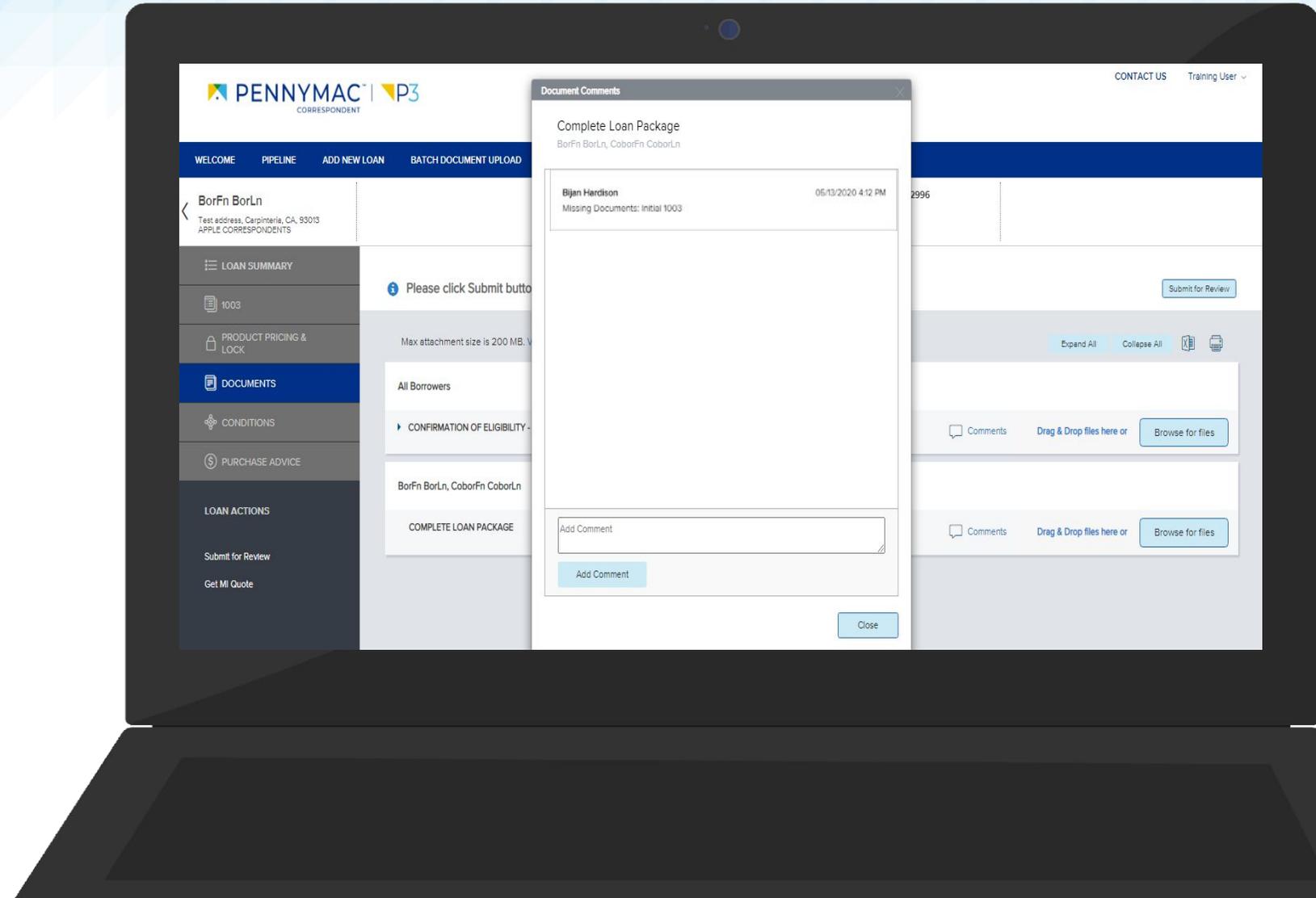


# Unacceptable File Delivery

**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.

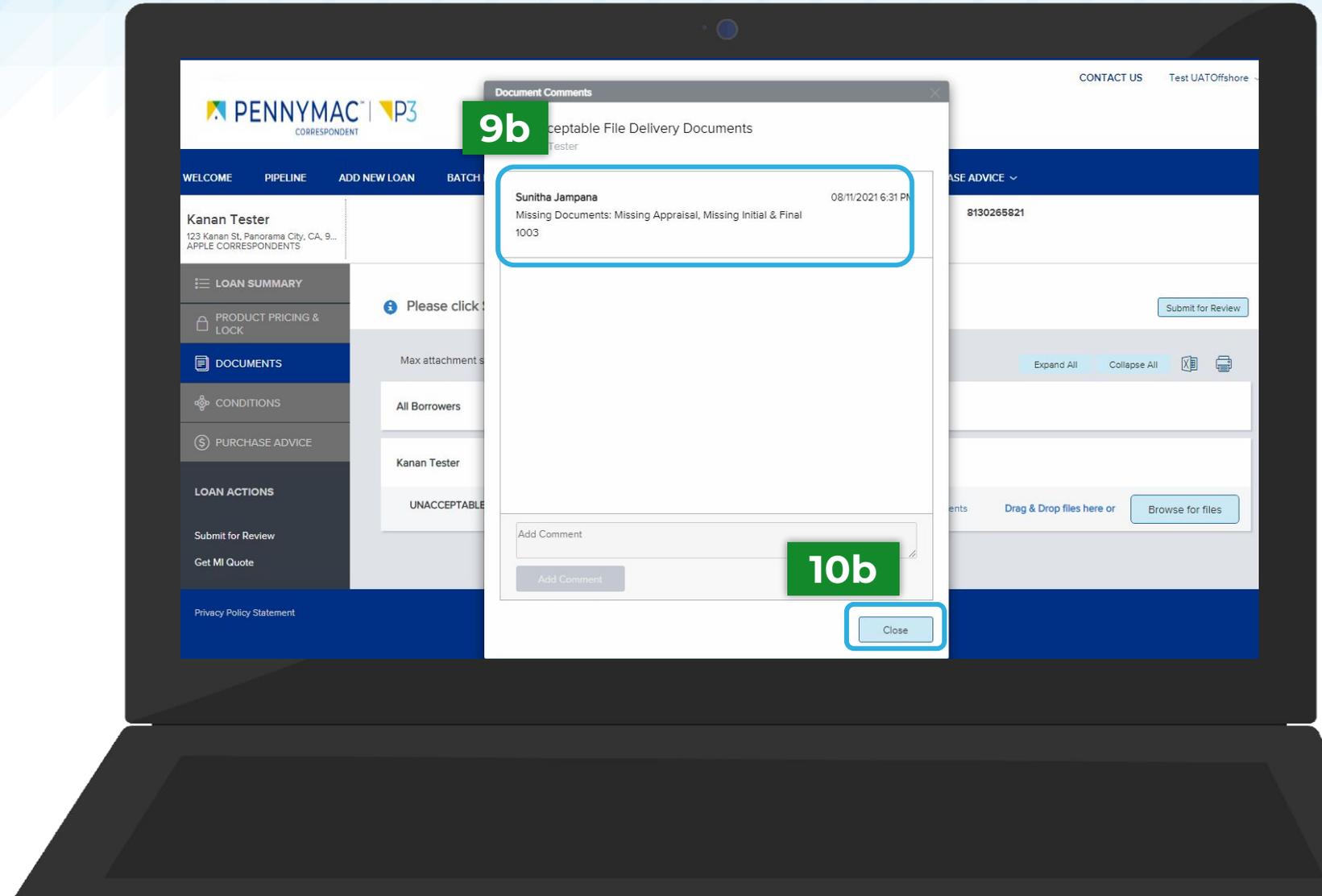
The screenshot shows the PENNYMAC CORRESPONDENT web application interface. The top navigation bar includes 'WELCOME', 'PIPELINE', 'ADD NEW LOAN', 'BATCH DOCUMENT UPLOAD', 'REPORTS', 'TRADES', 'TOOLS & RESOURCES', and 'PURCHASE ADVICE'. The user is logged in as 'Kanan Tester' with contact information: '123 Kanan St, Panorama City, CA, ... APPLE CORRESPONDENTS'. The loan details show 'Seller Loan#' as '-' and 'Seller Id' as '700123', with a 'PennyMac Loan#' of '8130265821'. The interface includes a sidebar with options: 'LOAN SUMMARY', 'PRODUCT PRICING & LOCK', 'DOCUMENTS', 'CONDITIONS', 'PURCHASE ADVICE', and 'LOAN ACTIONS'. The main content area displays a message: 'Please click Submit button to deliver the file before navigating away from this page' with a 'Submit for Review' button. Below this, there is a section for 'All Borrowers' with a '7b' label. A folder labeled 'UNACCEPTABLE FILE DELIVERY DOCUMENTS' is highlighted with a blue box and a '7b' label. To the right, there is a 'Comments' link highlighted with a blue box and an '8b' label, along with 'Drag & Drop files here or' and 'Browse for files' buttons.

# 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.



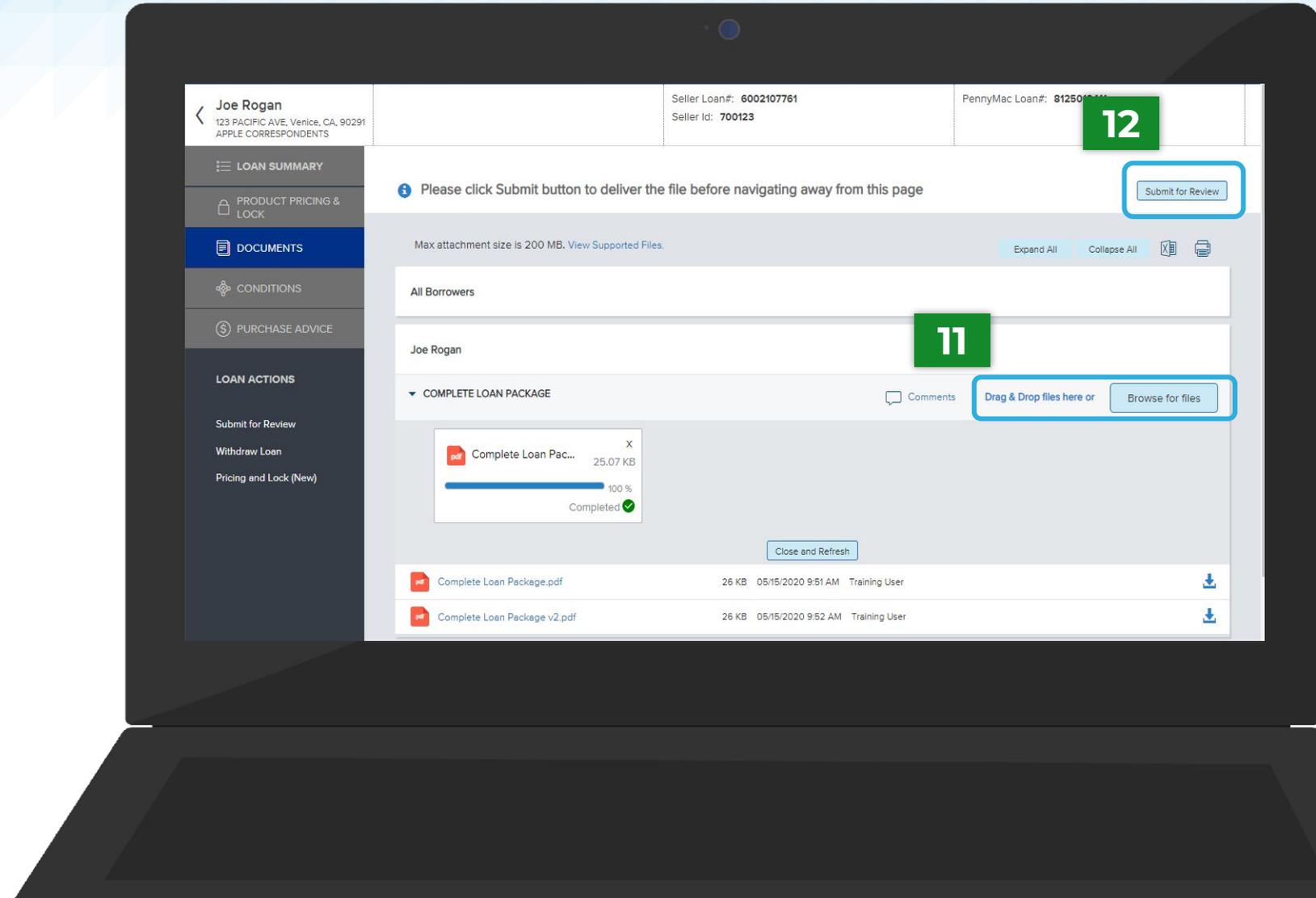
# Unacceptable File Delivery

**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!**

