TPO CONNECT

BROKER PORTAL GUIDE

IMPAC®
Mortgage **Corp.**

CONTENT

Updated: Sept. 07, 2021

WELCOME

INTRODUCTION TO TPO

Thank you for choosing IMPAC as your wholesale lending partner! We are excited to be partnered with you. Our commitment is to offer competitive products, along with a seamless loan process from submission to funding. Third Party Origination (TPO) Connect is a website that integrates directly to the Ellie Mae Encompass system.

OBJECTIVES

The intent of this guide is to assist you with using Impac's TPO Portal when submitting loans as well as managing your pipeline. Our user friendly technology allows you to:

1. Submit loans & receive approvals 24/7
2. Access loan programs and information
3. Obtain real-time loan status
4. Upload conditions
5. View and manage your pipeline
6. View disclosures, uploaded conditions, appraisals, etc.

WEBSITE

Our Wholesale website allows easy access to our Tools & Resources center which includes our Guidelines, Rate Sheets, Forms and iPrice to help assist with loan submissions.
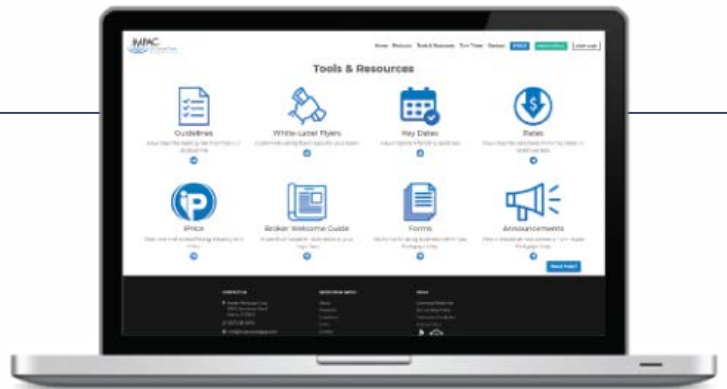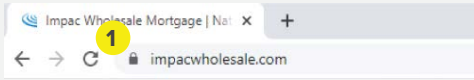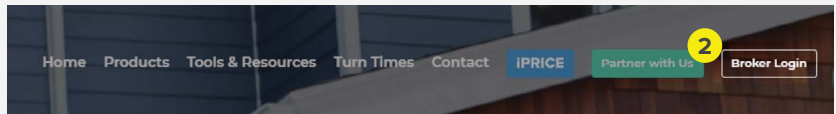
ACCESSING THE TPO

LOGGING INTO TPO CONNECT

IMPAC ID AND PASSWORD: You should have already received your **IMPAC ID** and **Password**. If you are an Impac approved partner, your company TPO Portal Admin will be responsible for adding and removing employees ar the branch level. Credentials will be sent to the newly added employees once your Admin adds the user in TPO Connect.
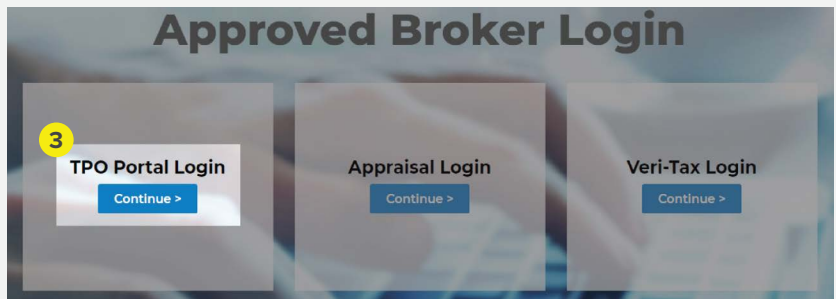
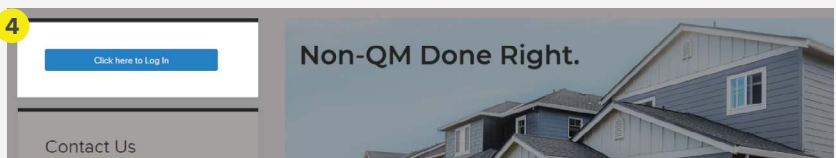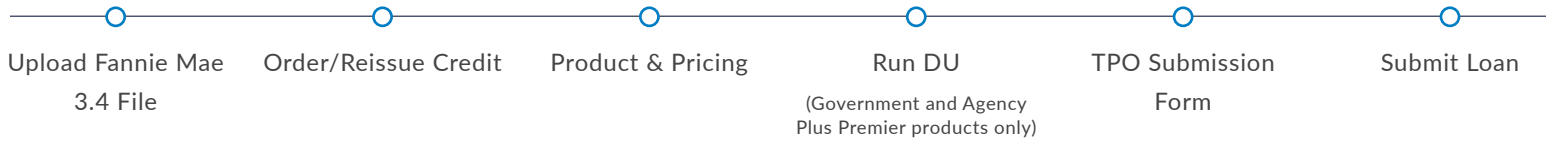|	
1. Utilizing Google Chrome, access our wholesale website: **http://impacwholesale.com**	
2. Click **Broker Login** located at the top right corner	
3. Within the **TPO Portal Login** box, select Continue	
4. On the left side, select **Click here to Log In**	
5. Enter your credentials when prompted to **Login** If you are having issues or need assistance logging in, contact our **Client Administration Department** at **(888) 681-7982.**	

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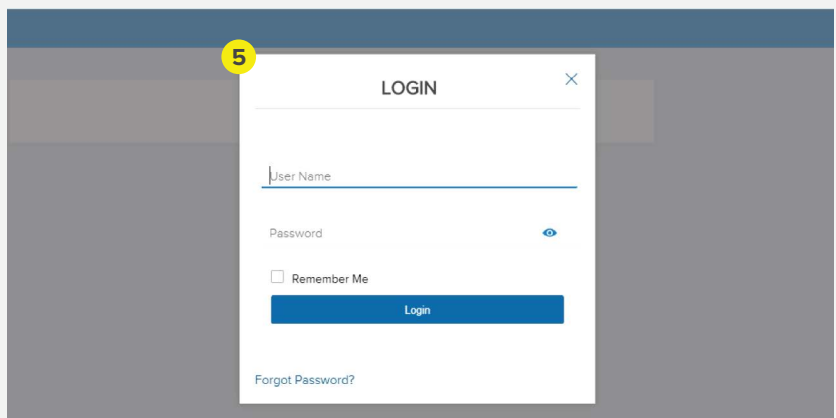
SUBMITTING A LOAN

To submit a loan, you will need to follow these steps (discussed more in-depth in this packet)

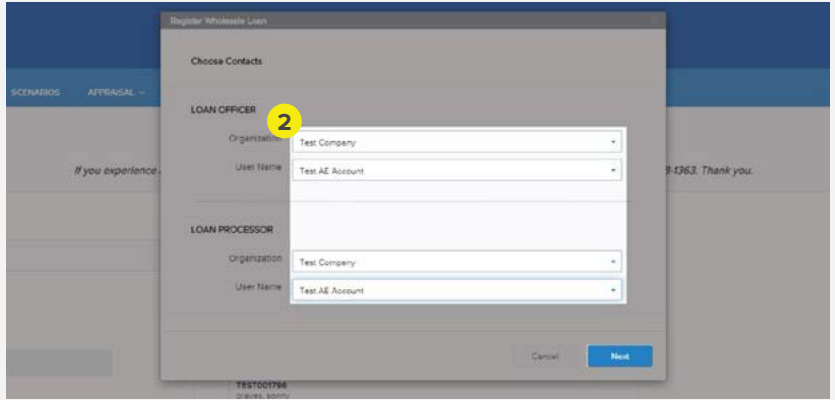| Upload Fannie Mae 3.4 File | Order/Reissue Credit | Product & Pricing | Run DU (Government and Agency Plus Premier products only) | TPO Submission Form | Submit Loan |

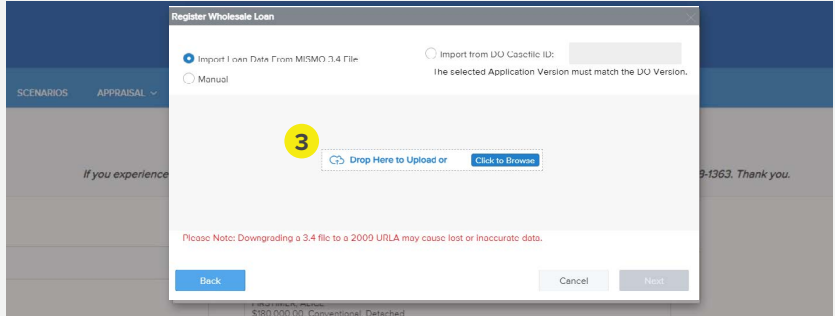## UPLOAD FANNIE MAE 3.4 FILE

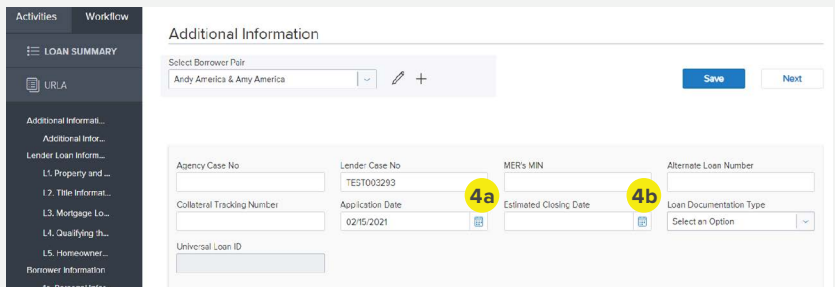1. Click **Add a New Loan**

2. Choose your Contacts. Select the correct **Organization** to ensure accurate Account Executive Assignment. Click **Next** to proceed.

3. **Click and Drag** or **Browse** for you Fannie Mae 3.4 File. Click **Next** to import the data

4. Review loan information and enter the borrower's **Estimated Closing Date** and **Loan Documentation Type.**

5. Click **Next** to proceed through the rest of the loan application. Click **Save** to Register your loan. This will generate the **Loan Number** once saved.

Saving your loan does not mean submitting

Error Messages

When a required field is not filled out properly, or there is conflicting data, an error message will appear


- Error reasons will be displayed under the **Description** field
- You can either **Review the Loan** or choose/enter the **correct information** utilizing the drop down arrows
- Once you cured the error, click **Update**

Upload Fannie Mae 3.4 File   Order/Reissue Credit   Product & Pricing   Run DU *(Government and Agency Plus Premier products only)*   TPO Submission Form   Submit Loan
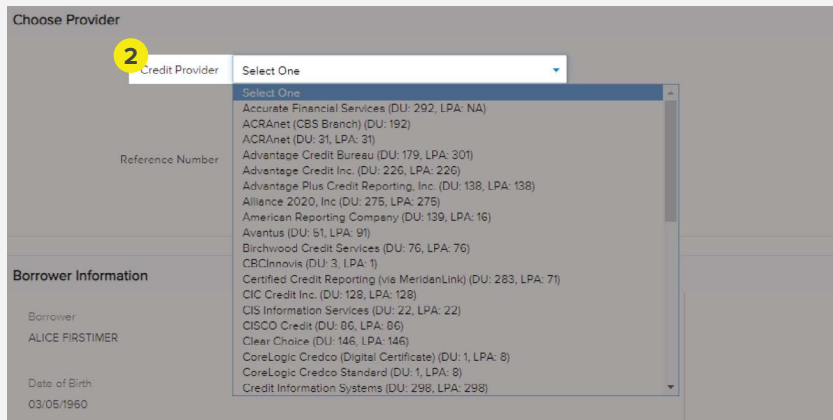
Once the loan is saved, you must Order/Reissue Credit to be able to price out the loan.

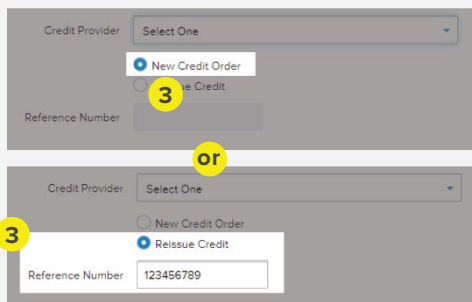1. Click **Order Credit** in the left hand menu tab under Disclosure Tracking
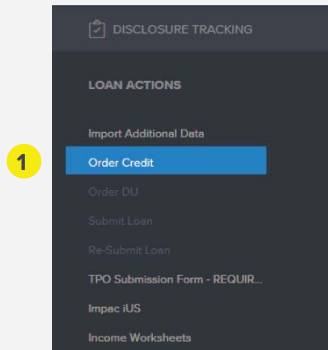
2. Select the **Credit Provider** from the list provided.

   If the Credit Provider is not displayed cleace contact **cst@impacmail.com** or call **(866) 888-1363**

3. Select either **New Credit Order** or **Reissue Credit**

Select **New Credit Order** to pull a brand new report

Select **Reissue Credit** to pull a previously pulled report using the report's **Reference Number**

Upload Fannie Mae 3.4 File — Order/Reissue Credit — Product & Pricing — Run DU (Government and Agency Plus Premier products only) — TPO Submission Form — Submit Loan

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7 | TPO Connect Broker Portal
Order/Reissue Credit

4. Enter your Credit Provider **Login Credentials** and click **Order Credit** to complete the order.

   Tip: Click **Save Login Information** for the portal to remember your credentials

5. **If loan has separate borrowers, credit must be ordered separately.** Click **Select Borrower Pair** to toggle between borrowers being ordered. Choose the borrower you are ordering the report for.

- If a loan has more than one 1003 or the borrowers are not married, credit must be ordered separately.

Upload Fannie Mae 3.4 File   Order/Reissue Credit   Product & Pricing   Run DU (Government and Agency Plus Premier products only)   TPO Submission Form   Submit Loan

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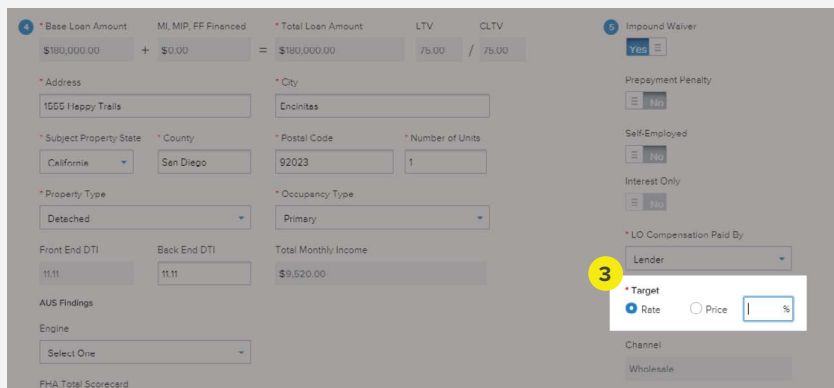**8** | **TPO Connect Broker Portal** *Order/Reissue Credit*

1. In the left menu tab, select **Product Pricing & Lock** to register the loan. Select **Search Product & Pricing** to open the pricing engine.
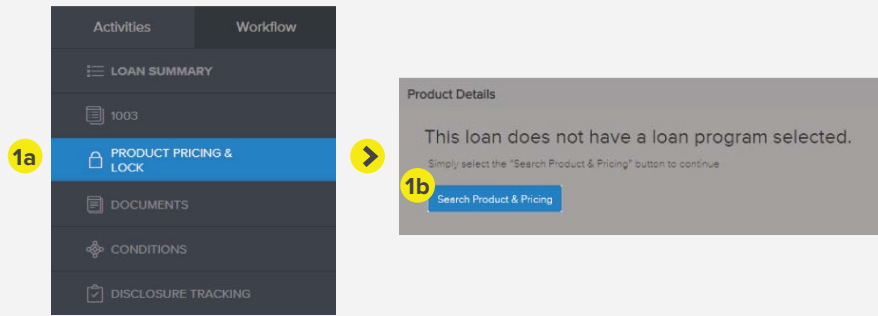
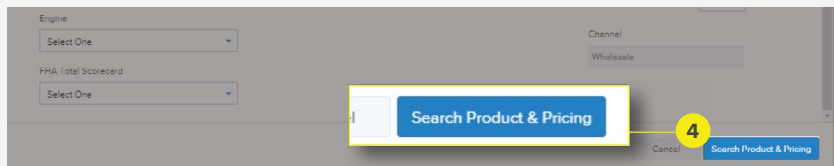2. Complete all fields notated with an asterisk (*) within Section 1 - 5
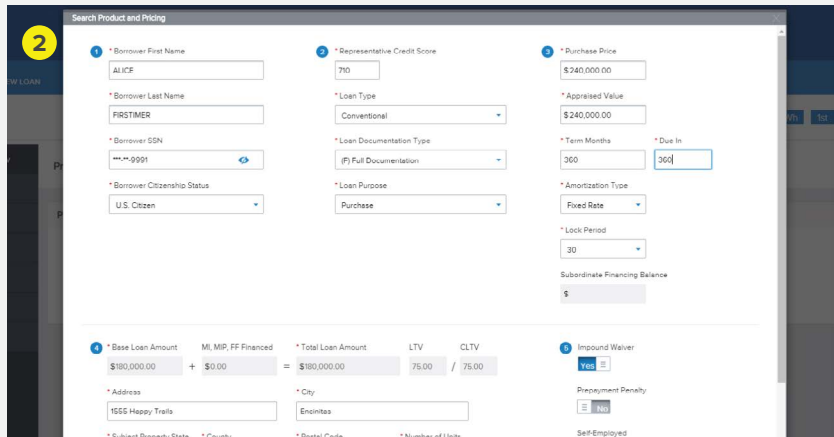
3. Under the **Target** field in Section 5, you must put in either a rate or price.

4. Select **Seach Product & Pricing** when completed.

   *The button will not appear until all required fields are inputted

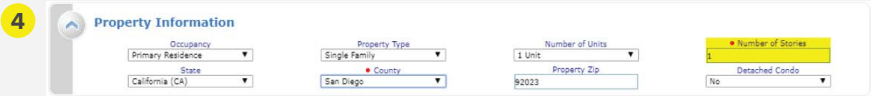Upload Fannie Mae 3.4 File   Order/Reissue Credit   **Product & Pricing**   Run DU (Government and Agency Plus Premier products only)   TPO Submission Form   Submit Loan

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9   **TPO Connect Broker Portal**
Product & Pricing

Optimal Blue (OB) should launch. Most of the fields will be pre-populated based on what was imported from the Fannie Mae 3.4 file and the previous screen. Ensure all fields are notated with an asterisk (*) are completed. Commonly missed fields are highlighted

1. Confirm **Lien Information**. Ensure the **First Lien Amt.** matches the loan amount.	**① Lien Information** First Lien Amt. 180000 — Second Lien Amt. 0 — HELOC Line Amt. 0 — HELOC Drawn Amt. 0 ☑ Search for First ☐ Search for Second ☐ Search for HELOC
2. Confirm **Loan Information** is accurate	**② Loan Information** Price/Estimated Value 240000 — Appraisal Amount 240000 — Loan Purpose Purchase — Cash-Out Amount 0 LTV 75.00 — CLTV 0 — HCLTV (Line Amt) 0 — HCLTV (Drawn Amt) 0 Waive Escrows Yes — Include Fees in Pricing? -- None Selected -- — Include Compensation in Pricing? Yes (Lender Paid) — C/O as Reserves No

- Select if **Lender Fees** should be included in pricing.
- Select **Lender Paid** or **Borrower Paid** compensation.
- Will Cash Out be used for reserves? (Cash out for reserves is not allowed for premier products)

3. Confirm **Borrower Information** is accurate	**③ Borrower Information** Borrower First Name ALICE — Borrower Last Name FIRSTIMER — FICO 710 — # of Financed Properties Income Documentation Verified — Asset Documentation Verified — Employment Documentation Verified — DTI Ratio 11.107 Citizenship U.S. Citizen — First Time Home Buyer No — Self Employed No — Non-Occupant Coborrower No

- Enter Borrower's middle **FICO**. Input **Mortgage History X30** for the last 12 months by using **0** or **1** (24 months for premier). Confirm **# of Financed Properties** including subject as **1**

INVESTOR

Investor products must have the following

- **Income Documentation:** None
- **Asset Documentation:** Verified
- **Employment Documentation:** None

4. Confirm **Property Information** is accurate	**④ Property Information** Occupancy Primary Residence — Property Type Single Family — Number of Units 1 Unit — Number of Stories 1 State California (CA) — County San Diego — Property Zip 92023 — Detached Condo No

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Upload Fannie Mae 3.4 File — Order/Reissue Credit — **Product & Pricing** — Run DU (Government and Agency Plus Premier products only) — TPO Submission Form — Submit Loan
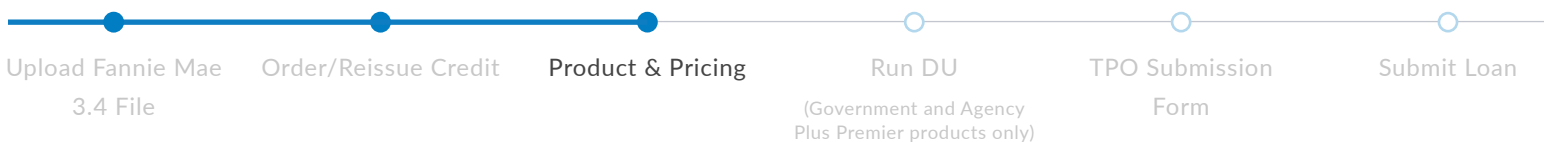
5. Enter **First Lien Search Criteria**

Confirm the following:

- **Loan Type:** Conforming = Conforming Loans, NonConforming = Non-QM products
- **ARM Fixed Term:** Impac does not offer a 3 year ARM
- **Product Types:** Standard, Expanded Guidelines must be check for NQM Loans
- **Automated U/W System:** LP, DU, or Manual for Non-QM

<div style="background:#e8546b;color:white;text-align:center;font-weight:bold;">INVESTOR</div>

Investor products only

- Choose **Prepayment Penalty**

6. When **Expanded Guidelines** is selected, an additional section will appear. Confirm **Expanded Guidelines Eligibility and Pricing.**

- Select the correct **Income Verification Type:**

BANK STATEMENT	INVESTOR
Business Bank Stmt.	Investor DSCR
AGENCY PLUS	ASSET QUALIFICATION
Full Doc	Asset Related

Upload Fannie Mae 3.4 File — Order/Reissue Credit — **Product & Pricing** — Run DU *(Government and Agency Plus Premier products only)* — TPO Submission Form — Submit Loan

6. Cont'd

JUMBO

Confirm the following:

- **Jumbo Loan Type:** Non-Conforming
- **Product Type:** Standard
- **Automated U/W System:** Manual

VA

Confirm the following:

- **Loan Type:** VA
- **Product Type:** Standard
- **Automated U/W System:** DU or LP

7. Click **Submit** to run the pricing. Optimal Blue will provide results based on your data input

Upload Fannie Mae 3.4 File   Order/Reissue Credit   **Product & Pricing**   Run DU
(Government and Agency Plus Premier products only)   TPO Submission Form   Submit Loan

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12 | **TPO Connect Broker Portal**
Product & Pricing

(!) **Ineligible Products** are highlighted in **RED**

- To see why the loan is ineligible for a certain product, click on **Show**
- To revise your search:
  - Edit the information under **Re-Submit Option** and click **Re-Submit**
  - OR click **Revise Search** to go back to the previous screen

✓ **Eligible Products** are highlighted in **GREEN**

Selecting the blue box does not lock the loan

- Click **Show** to view pricing
- Once pricing is displayed, click the **Blue Box** under **Select** for the Pricing and Rate

Upload Fannie Mae 3.4 File · Order/Reissue Credit · Product & Pricing · Run DU (Government and Agency Plus Premier products only) · TPO Submission Form · Submit Loan

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13 | **TPO Connect Broker Portal**
Product & Pricing

1. **Register** or **Lock** your loan by clicking the respective button at the top

   ==Locking your loan does not mean submitting==
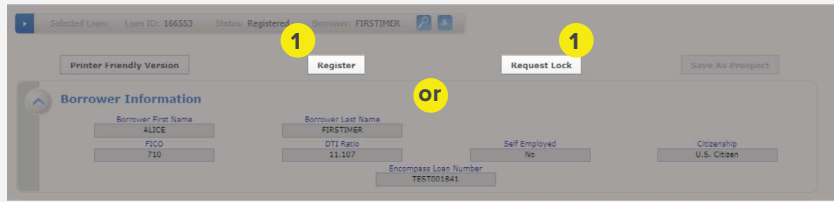
   • Loans must be registered prior to locking. Once you register or lock your product and pricing, a confirmation pop-up will appear. Click **Close**.

2. To review lock details, select **Product Pricing & Lock** in the left menu tab. Click **View Lock History** to review and/or request changes.

Upload Fannie Mae 3.4 File   Order/Reissue Credit   **Product & Pricing**   Run DU (Government and Agency Plus Premier products only)   TPO Submission Form   Submit Loan

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14 | **TPO Connect Broker Portal** *Product & Pricing*
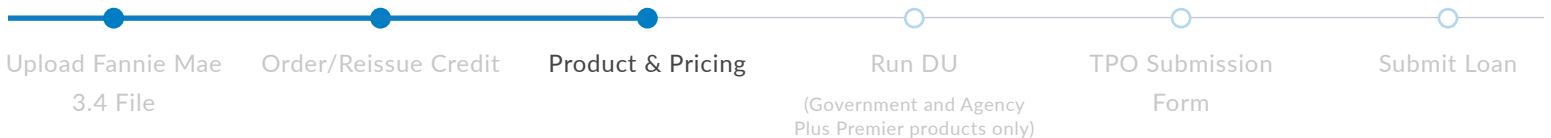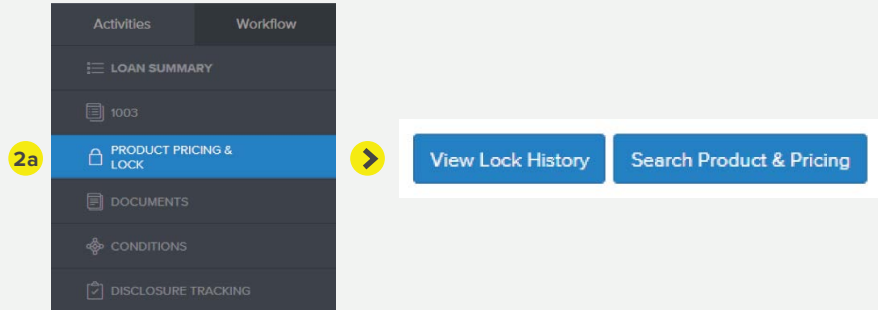
ORDERING DESKTOP UNDERWRITER

This step is required only for Government, Conforming, and Agency Plus Premier Products

1. Click **Order DU** under the **Disclosure Tracking** menu tab. Input the necessary information

   *The **Order DU** button will be highlighted once Product and Pricing is completed
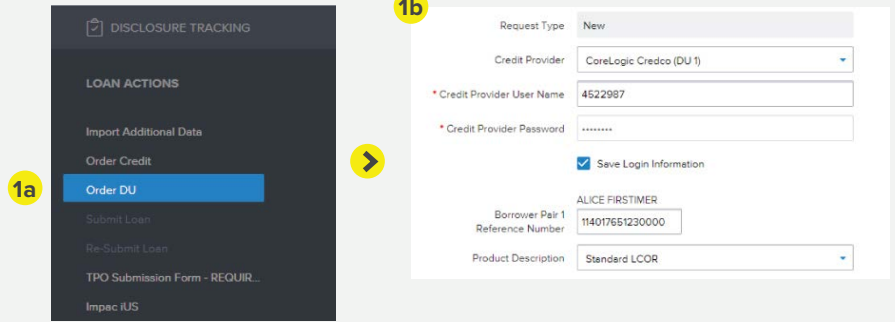
- Request **New** or **Reissued** in **Request Type**
- Select your **Credit Provider**
- Input your **DU Credentials** (May differ from your credit provider credentials)

2. Select the **Order DU** to request Automated Desktop System (AUS)

3. A pop-up window will appear confirming the order. Click on **Go to Documents** or **Close**
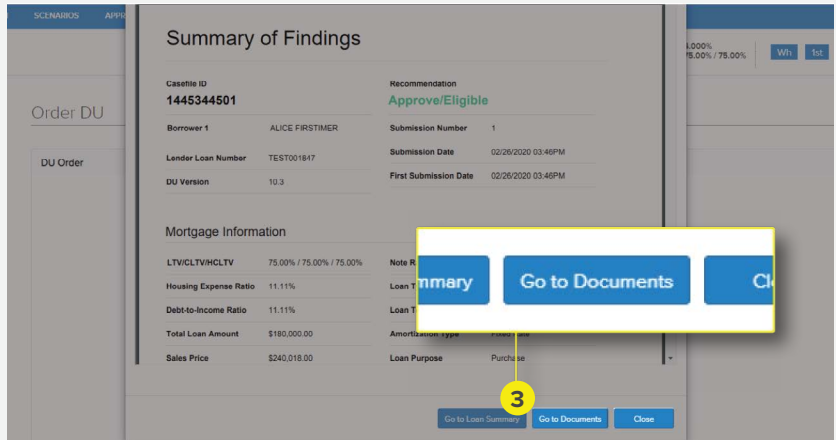
4. Upload documents (Drag and Drop or Browse) applicable to initial submission package as well as conditions to the **Unassigned Folder**
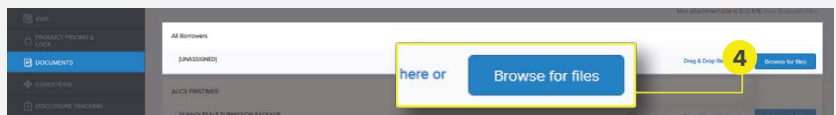
- Upload documents in the **UNASSIGNED FOLDER ONLY! DO NOT USE ANY OTHER FOLDER!**
- To access this page, click **Documents** in the left menu tab

Upload Fannie Mae 3.4 File — Order/Reissue Credit — Product & Pricing — **Run DU** (Government and Agency Plus Premier products only) — TPO Submission Form — Submit Loan

1. On the left menu tab, select **TPO Submission Form - REQUIRED** under the **Disclosure Tracking** tab
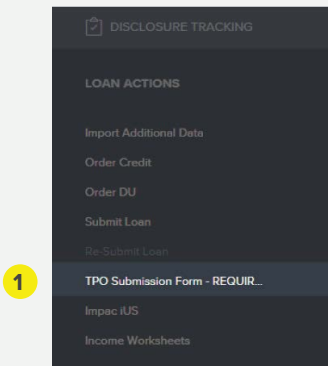
2. Review the loan information under **Submission Checklist**

3. Complete fields under **Broker Compensation**

- Select **Lender Paid Comp** or **Borrower Paid Comp**
  - If **Borrower Paid Comp**: Enter % and Flat Fee Amount
- If **Lock Lender Fees to Rate** is marked Yes, the underwriting fee will not be disclosed
- If you **Are charging a Broker Processing Fee**, then:
  - Select either **Internal Processing Fee** or **3rd party Processing Fee**
  - 3rd Party Processor must hold a separate NMLS license
  - Invoice for 3rd Party Processing Fee must be recieved in order to submit to underwriting
  - Enter the **Processing Fee** being charged

Upload Fannie Mae 3.4 File — Order/Reissue Credit — Product & Pricing — Run DU (Government and Agency Plus Premier products only) — **TPO Submission Form** — Submit Loan
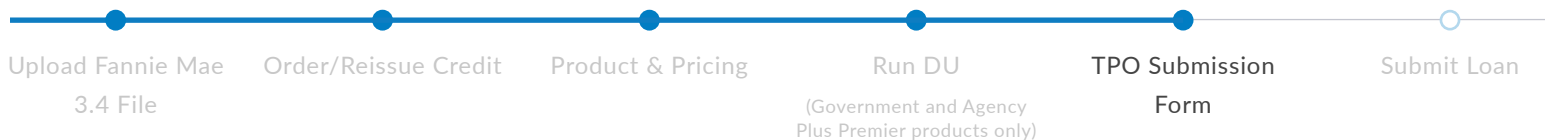
bank statement This section is for **Bank Statement Program** ONLY. Proceed to the next page if your loan does not apply.

1. Select **What type of bank statements are being used?**

- If **Business/Co-Mingled** is marked yes, enter the **Proposed Expense Factor**
  - Submission checklist will default at 50%. If using a different expense factor, indicate the correct amount (an expense factor lower than 50% will need to be supported with an expense factor letter.)

2. Enter the **Nature of the Self-Employment Business**

- Be as descriptive as possible in regards to the nature of the business
  - Example: Borrower is a real estate appraiser with a home office

3. **Is any debt on credit reporting being excluded due to business making most recent months payment?**
   If Yes, provide explanation

4. **Will Cashout be used for reserves?**
   *This is not applicable to Bank Statement Premier

Upload Fannie Mae 3.4 File — Order/Reissue Credit — Product & Pricing — Run DU (Government and Agency Plus Premier products only) — **TPO Submission Form** — Submit Loan
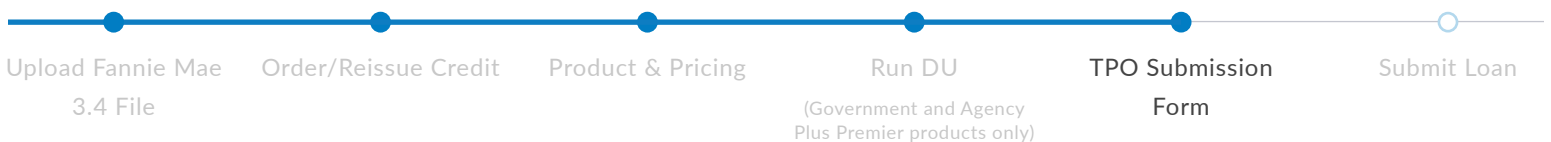
INVESTOR This section is for **Investor Program** ONLY. Proceed to the next section if your loan does not apply.

1. **Is there currently a rental agreement in place?**
   If yes, indicate the Rental Amount

2. **Will the property be vesting in an LLC?**
   If yes, the Article of Organization and Operating Agreement (along with any amendments or modifications to the Agreement) will be required

FHA This section is for **FHA Program** ONLY. Proceed to the next page if your loan does not apply.

1. **Is there an FHA case number assigned from a different lender already?**
   If yes, enter the **FHA Case Number**

Upload Fannie Mae 3.4 File — Order/Reissue Credit — Product & Pricing — Run DU (Government and Agency Plus Premier products only) — TPO Submission Form — Submit Loan

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18 | **TPO Connect Broker Portal** *TPO Submission Form*

1. Complete the following questions

1

Impound/Escrowed?　　○ Yes　● No

Will gifted funds be used for funds to close?　　○ Yes　● No

Are you using transferred appraisal?　　○ Yes　● No

- NQM Loans may be locked at submission for a minimum of 45 days
- If **Impounds/Escrowed** is marked yes, confirm property taxes and home owner's insurance were entered in 1003
- If gift funds will be used for funds to close, the **gift funds letter** will be required
- If you are using a transferred appraisal, provide **Appraisal Management Company's (AMC)** info and/or copy of the **completed appraisal**

2. Confirm the contact information

2

Loan Officer Name	Test Name	Loan Officer E-Mail	TestName@impacmail.com
Loan Processor's Name	Test Name	Loan Processor's E-Mail	TestName@impacmail.com
Additional Broker Name		Additional Broker E-Mail	
Borrower Email		Co-Borrower Email	

3. Click **Save** to go back. Click **Send** to finalize

3

Required Documents to Disclose
1) 1003, signed by Borrowers and Loan Officer w/ NMLS
2) 1003 - Demographic Addendum
3) Broker Fee Sheet

Required Documents to Submit Loan to Underwriting
1) Credit Authorization
2) Purchase Contract (Purchase Only)
3) Anti-Steering Disclosure (Lender Paid Compensation Only)
4) 2 months bank statements (for cash-to-close and/or reserves)
5) Credit Report (under 90 days)
6) Salaried - Current Paystubs & W2's (per AUS)
7) DU (approve/ineligible or refer)
8) Previous 2 years tax returns
9) Retired = SS/Fixed Income,Award letters, 1099, verified deposits

[Save] [Send]

Upload Fannie Mae 3.4 File　　Order/Reissue Credit　　Product & Pricing　　Run DU (Government and Agency Plus Premier products only)　　**TPO Submission Form**　　Submit Loan

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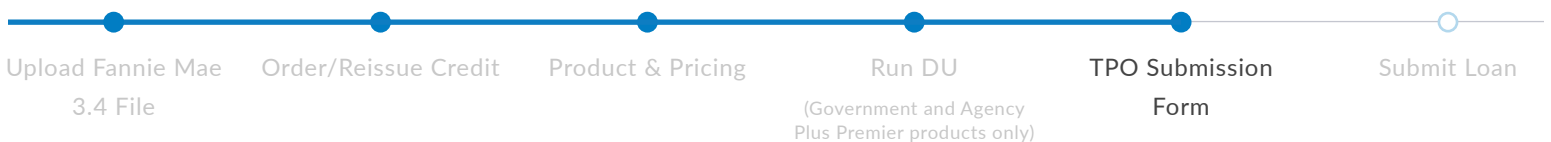
1. On the left menu tab, select **Submit Loan** under the **Disclosure Tracking** menu tab.

   *This button will only highlight after all required steps have been completed
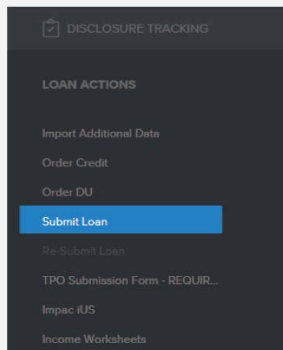
⊘ An error message will appear for missing or incomplete required information
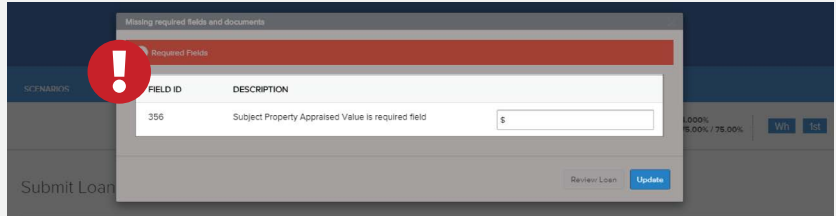
2. Select **Continue** to proceed with the loan submission
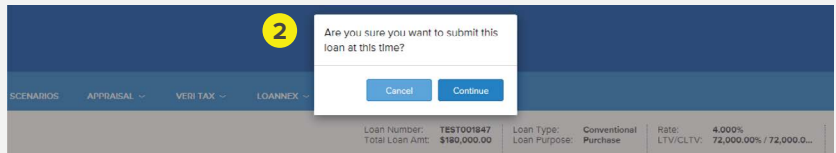
CONGRATULATIONS!

You have successfully submitted a loan

Upload Fannie Mae 3.4 File   Order/Reissue Credit   Product & Pricing   Run DU (Government and Agency Plus Premier products only)   TPO Submission Form   **Submit Loan**
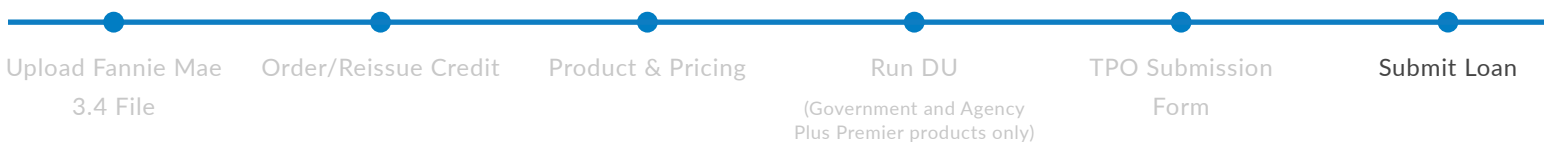
TPO CONNECT VISIBILITY

LOAN SUMMARY

Within the left menu navigation, select **Loan Summary** to view loan highlights

DISCLOSURE TRACKING

Within the left menu navigation, select **Disclosure Tracking** to review important dates

To view the different milestones around the loan, click on the **envelope** located next to the loan information

1. Select **Pipeline** in the top bar navigation to access loans in the pipeline
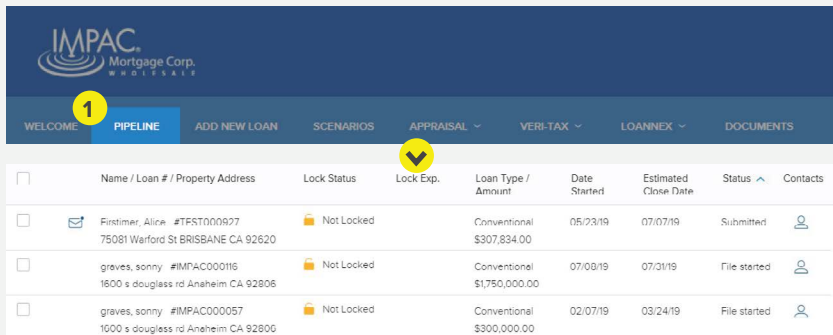
- Click on **Status** at the top to sort through loan status (approved, file started, Docs Out, etc.)

2a. To find a specific loan, enter the **Loan Number** of **Borrowers Name** in the search function.

2b. **Advanced Filter** provides additional options to search if necessary.
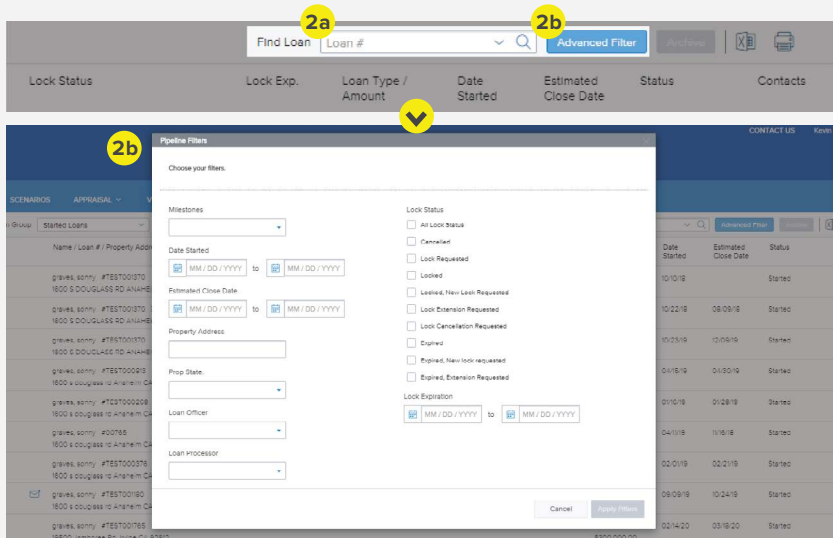
3. To adjust the pipeline view, select the applicable options under **Loan Options** in the left menu navigation.
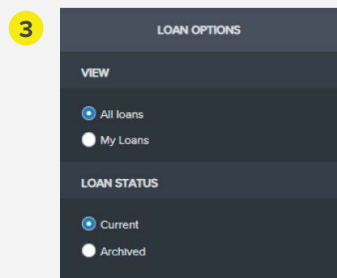
All Loans: View all active loans
My Loans: View all loans assigned the user

Current: View all active loans
Archived: View all archived loans in the pipeline (more info in next step)

4a. To archive a loan, select the loan you want to archive (click on the check box next to the loan)

4b. After selecting the loan, click on Archive

To export the Pipeline View to Excel:

1. Select the **Excel Icon** next to the search funtion. This will download a CSV file titled **Pipeline Data.**	
2 Save the file to your computer and open in Microsoft Excel	
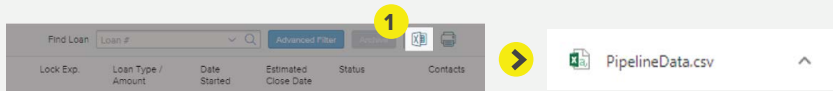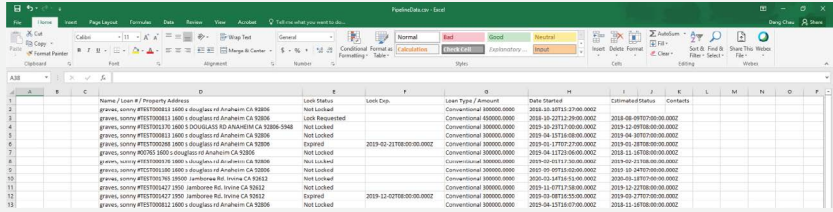
1. Select **Conditions** in the left menu navigation to view the list of underwriting conditions
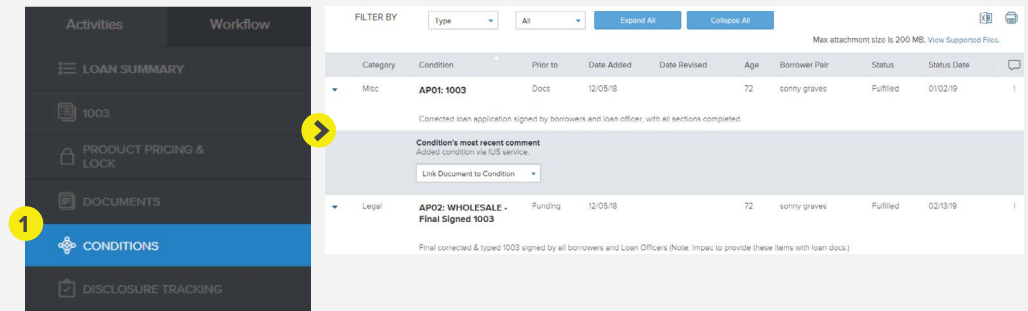
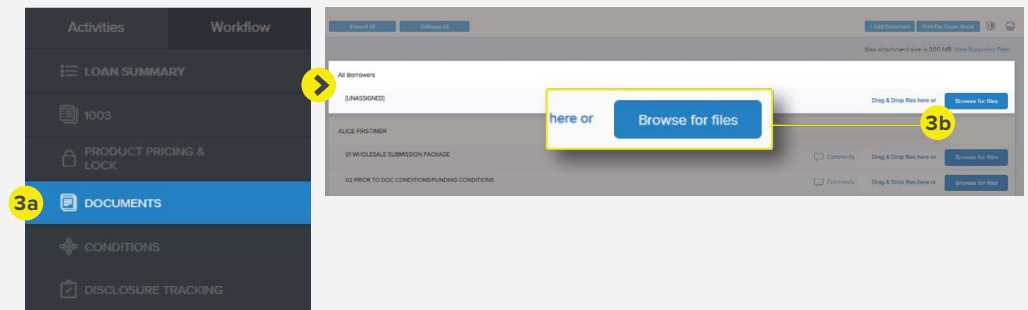- You can also **Export to Excel** or **Print** using the two icon on the top right

2. Use the two **Dropdown Menus** to filter through conditions
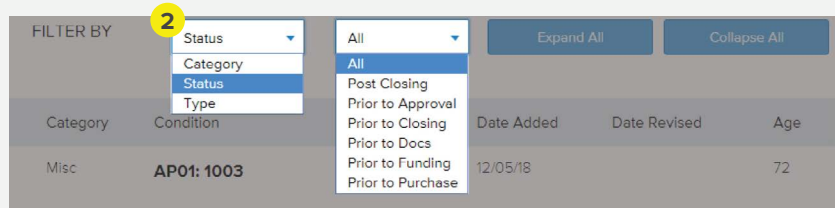
To Upload Documents for Conditions:

3a. To upload documents for conditions, select **Documents** in the left menu navigation.

3b. Upload documents (Drag and Drop or Browse) to the **Unassigned Folder ONLY**

- Upload documents in the **UNASSIGNED FOLDER ONLY! DO NOT USE ANY OTHER FOLDER!**
- To access this page, click **Documents** in the left menu tab

4a. Once documents have been uploaded, click **Re-Submit Loan** on the left menu navigation conditions.
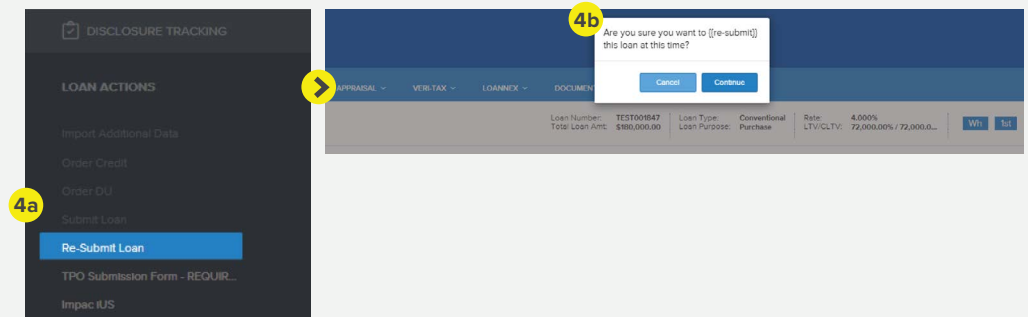
4b. Confirm by clicking **Continue**

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PRODUCT & PRICING SCENARIOS

1. To perform product and pricing scenarios, select **Scenarios** on the top navigation bar.

2. Optimal Blue will launch. Complete all fields notated with an asterisk (*).

   See **Product & Pricing: Optimal Blue** begining on **Page 10** to view more in-depth instructions to filling out the fields.

MANAGING USERS

Each company will have an assigned **Administrator User** assigned who is able to add, remove, or modify users.
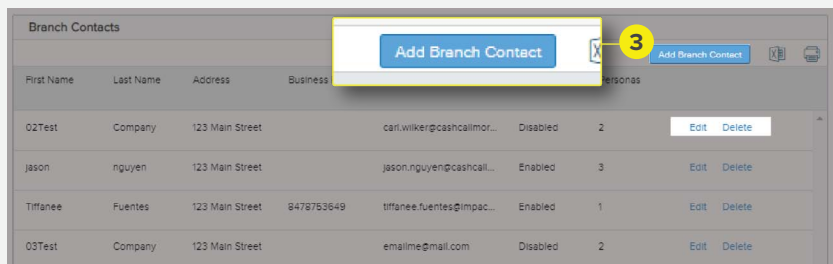
1. Once logged in, click on the drop down menu beside your name and select **Manage Account**
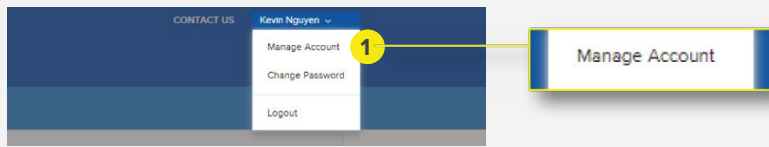
2. Select **Branches** on the secondary navigation bar. Select the **View/Edit** button within the branch you wish to view
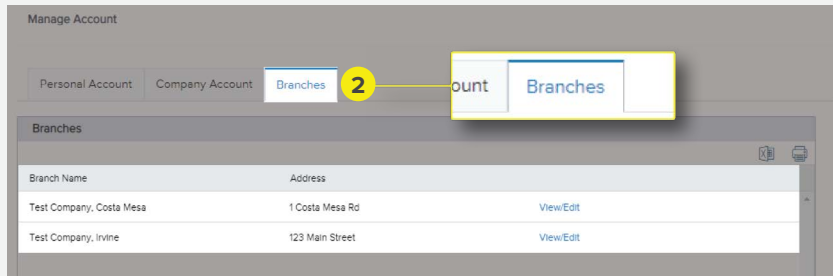
3. Scroll down to find **Branch Contact**. Select **Add Branch Contact** to add a new user. You can also edit or remove pre-existing contacts as well.
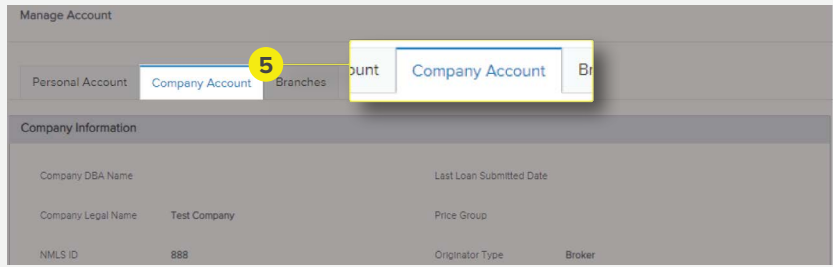
4. Fill out all required field texts under **Create new Contact.**

   a. When selecting **Organization**, select the branch the user will be associated with

   b. When selecting **Persona**, select the access level the user will have

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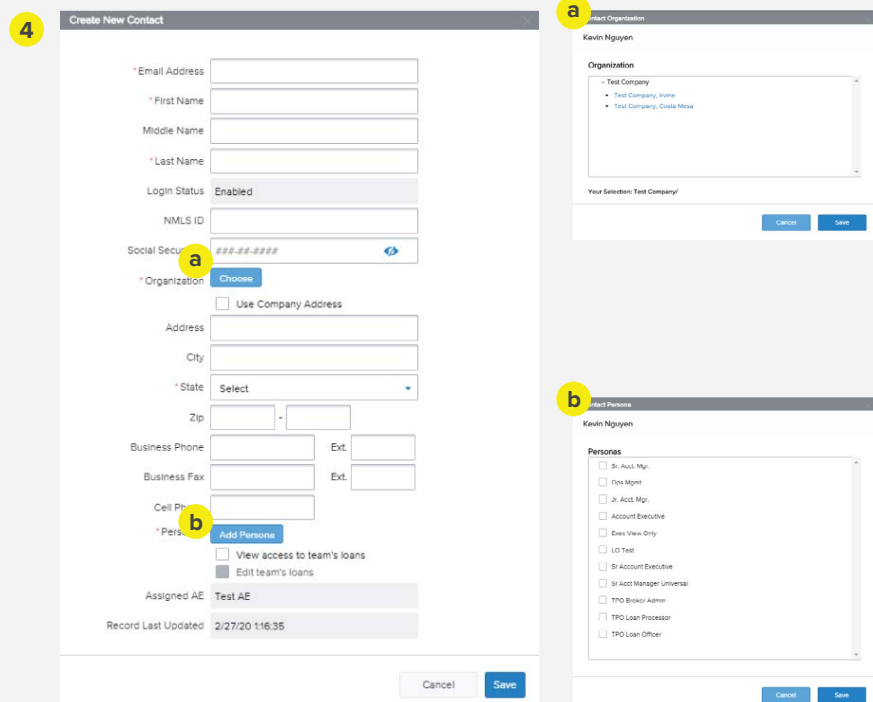
**5.** To manage Company Contacts, select **Company Account** in the secondary navigation bar.

6. Scroll down to the **Company Contacts** section. To add a new user to the portal, select **Add Contact**, and follow the instructions in **Step 4 on page 26**.
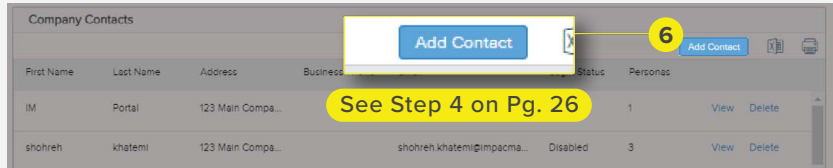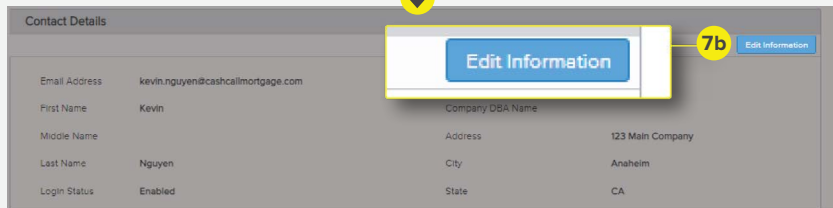
- Do not use Account Executive persona when filing out the new contact!

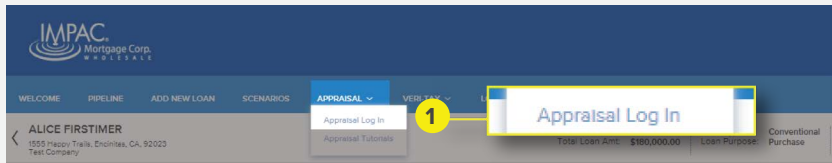**7a.** To edit a pre-existing user, select the **View** button within the box with their name
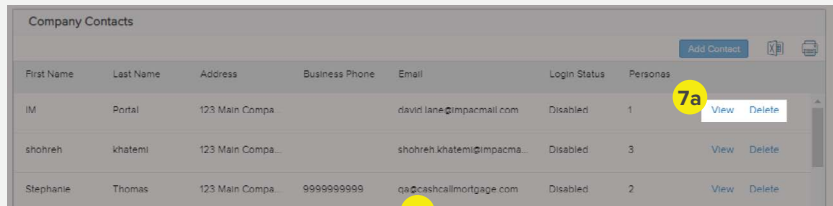
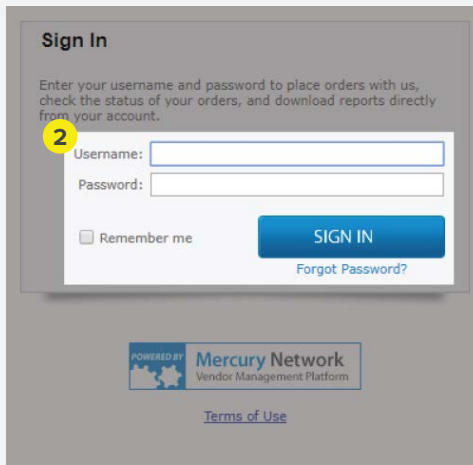**7b.** This will bring up the user's profile. Click on **Edit Information**

1. Within the **Appraisal** drop down menu on the top navigation bar, click **Appraisal Login**

2. Enter your **Mercury Network Login Credentials** to access

- To obtain your Mercury Network credentials, email **Client Admin** at: **clientadmin@impacmail.com** (include your name and email)

- Any issues or challenges with your appraisal order, please email the **Appraisal Desk** at: **appraisalorders@impacmail.com**

3. For a tutorial on how to order an appraisal, click **Appraisal Tutorial** under the **Appraisal** drop down menu. This will launch a video tutorial.

   Video Link:
   **impacwholesale.com/ appraisal-training**
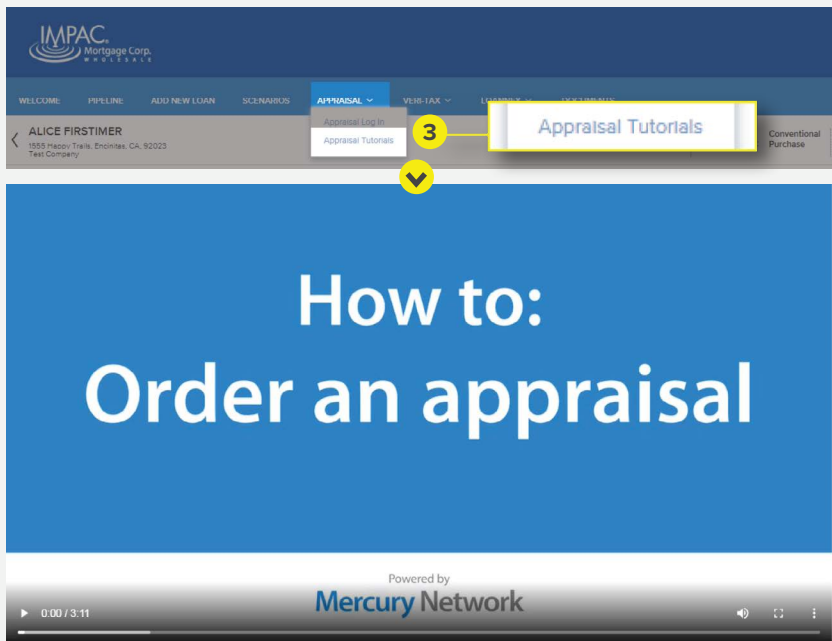
With Impac, you're in charge of ordering **4506-T**. This will make submissions more accurate and will reduce processing time for smoother closings. Turnaround times are typically 3-4 business days.

1. To access the setup process: Within the **Veri-Tax** drop down menu on the top navigation bar, click **Download Setup Guidance**
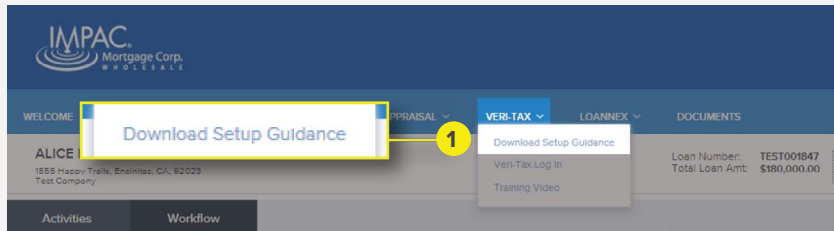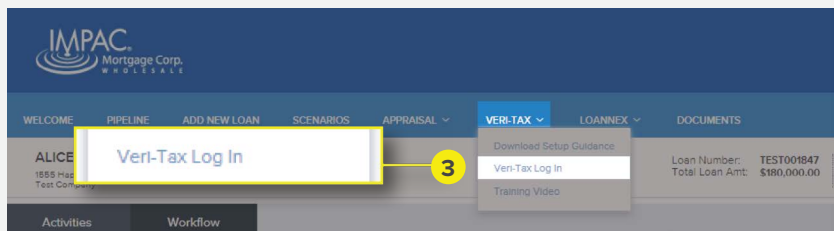

2. Follow the instructions on the guide to set-up your account.

   To sign up, visit: **veri-tax.com/mortgagebroker/**
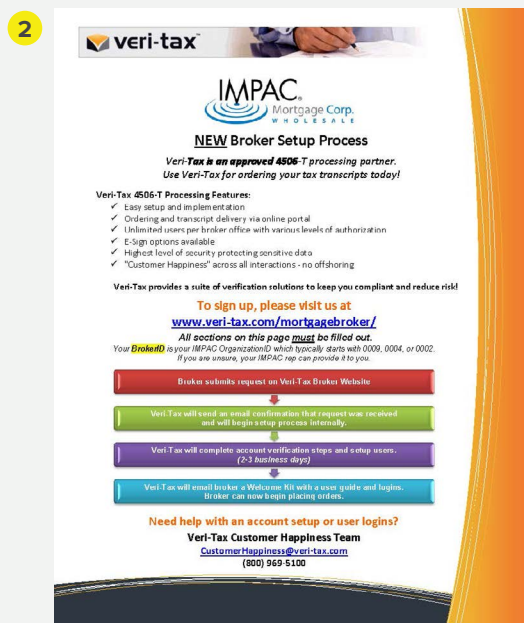
• If the link does not re-direct you, you can click on this image to download the document

3. After your account has been set up, click **Veri-Tax Login** within the **Veri-Tax** drop down menu to log in
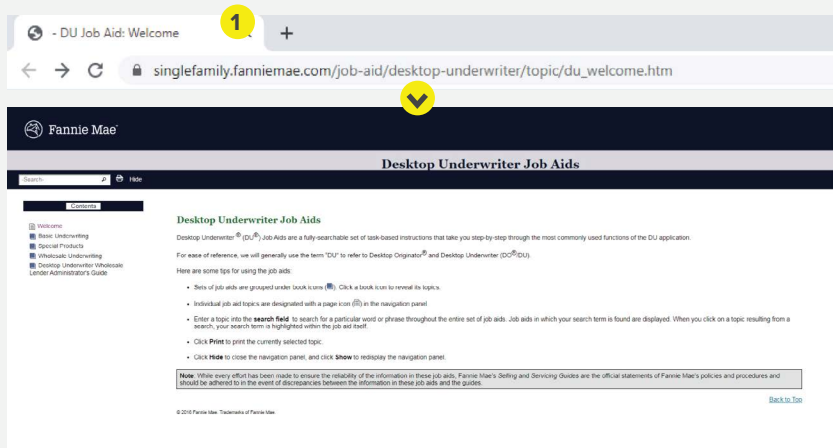

4. Input your **Login Credentials** to proceed

To get DU Sponsorship (get Impac added to the dropdown list on DU), you must request sponsorship.
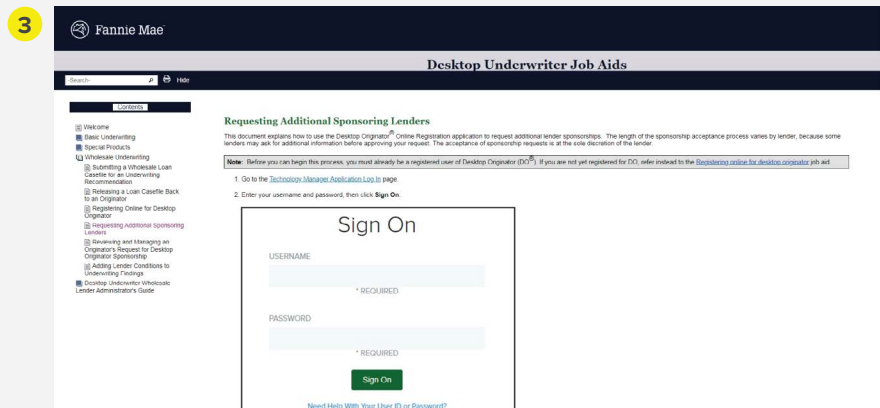
1. To access Desktop Underwriter Job Aids, go to: **singlefamily.fanniemae.com/ job-aid/desktop-underwriter/ topic/du_welcome.htm** or click the link above

2. Within the Content Menu, select **Wholesale Underwriting**. Then, select **Requesting Additional Sponsoring Lender**
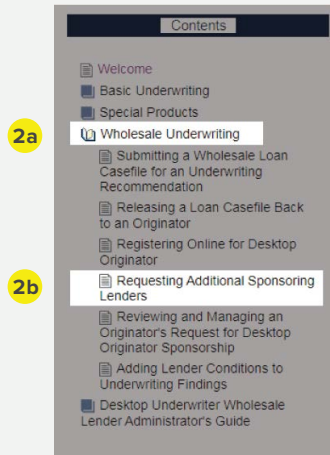
3. Follow the instructions on the page to request DU sponsorship
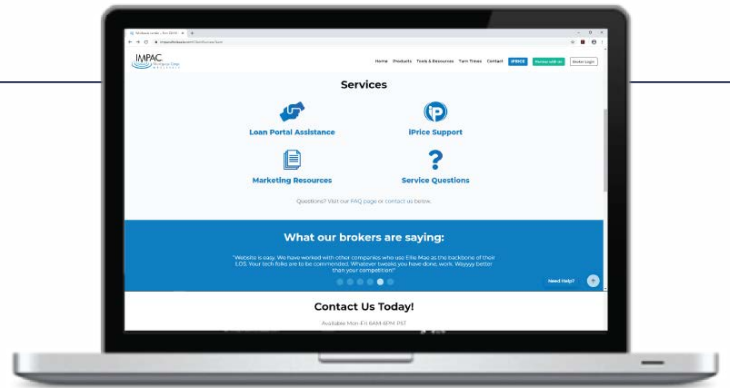
Client Success Team

Our Client Success Team is a dedicated team committed to your success, and ready to help!

📞 **(866) 888 - 1363**

✉️ **CST@impacmail.com**

🕐 **Mon. - Fri.**
7 AM - 5 PM P.S.T

Links

1. Client Success Team: **impacwholesale.com/ClientSuccessTeam**
2. FAQ Page: **impacwholesale.com/FAQ**
3. Products: **impacwholesale.com/Products**
4. Turn Times: **impacwholesale.come/TurnTimes**
5. Desktop Underwriter Job Aid: **singlefamily.fanniemae.com/job-aid/desktop-underwriter/topic/du_welcome.htm**
6. Veri-Tax : **veri-tax.com**

TPO Loan Submission Checklist (must be compelted in sequential order)

☐ Upload Fannie Mae 3.4 File

☐ Order/Reissue Credit

☐ Product & Pricing

☐ Run Desktop Underwriter (if applicable)

☐ TPO Submission Form

☐ Submit Loan

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