

# document delivery system



## troubleshooting tips

If your loan has not moved to the proper status for review or you've received an email from CHFA notifying you that the loan has not been checked in, please follow the steps below.

1. Open your pipeline in CHFA HomeConnection<sup>sm</sup>.
2. Locate the loan in the list and **before** you click on "Edit" or "View," check the status.

Printer Friendly Version

Results Search Detailed Information Below & Press Enter

	Loan	Status	Borrower	Property	Close Date and Branch
<a href="#">View</a>	1st: 2nd: No Second MCC (5%)	Compliance - In Process Due: 05/15/2015			CHFA Support Branch
<a href="#">View</a>	1st: 2nd: No Second CHFA SmartStep (5%)	Compliance - In Process Due: 05/15/2015			CHFA Support Branch
<a href="#">View</a>	1st: 2nd: No Second MCC (5%)	Compliance - In Process Due: 05/13/2015			CHFA Support Branch
<a href="#">View</a>	1st: 2nd: No Second CHFA Advantage (5%)	Pre-Funding - In Process Due: 05/19/2015			CHFA Support Branch

3. Did your loan and/or MCC advance to the correct status with an associated due date?
  - Reserved to Compliance in Process (Compliance and MCC files)
  - Compliance Approved to Prefunding in Process (Purchase files)
  - Compliance Approved to Final Certificate in Process (MCC files)

Yes —> Congratulations! You don't need to do anything else.

No —> Click on "Edit" or "View" and go into the Document Management section.

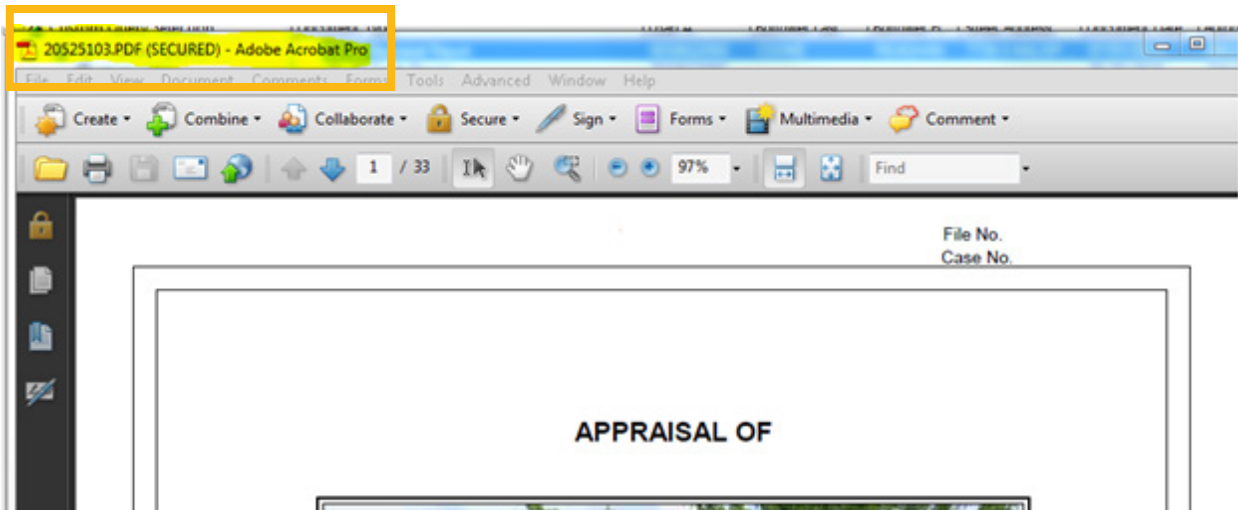


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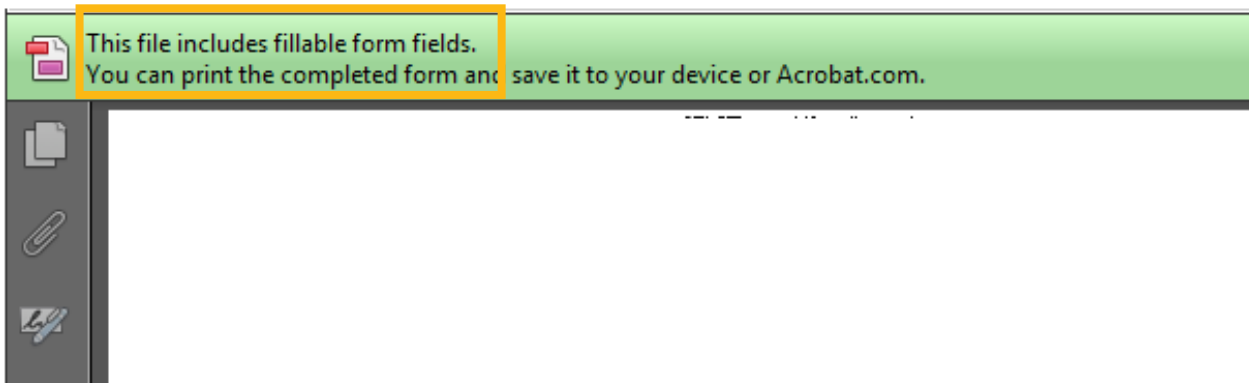
4. Review each red \* condition to ensure that it shows “Accepted.” In addition to “Accepted,” the asterisked item may show as:

- Received  
Assuming it’s been six hours or more, open the document that you delivered under “View Document” and verify that the document isn’t a *fillable form* or *secured*. If it is, delete the document (red button) and upload a new one (green button) **on the same line**.

## Secured document



## Fillable form



- Invalid  
This could be due to: (1) the wrong document being uploaded to a condition, or (2) the system identifying additional documents beyond the one for the condition listed. Delete the document (red button) and **on the same line** upload (green button) only the document listed.

Tip: You can reduce the chances of encountering these issues in the future by utilizing the “Upload all Documents” feature and let our system sort the documents. If you have an extra document in the upload, our system will sort and store it into a miscellaneous category and not delay delivery of your loan into the queue to be worked.

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- Open  
The document was not included in your upload or was misclassified by our system.
  - If you did not upload the document, upload it under “Upload all Documents.”
  - If you did upload the document, please notify CHFA’s IRM Department at [irm@chfainfo.com](mailto:irm@chfainfo.com), and use the Subject, “Document Delivery Inquiry.” Please be prepared to tell us the loan number, document in question, and page number when contacting us. Screen prints are also very helpful to include in the email.

After you have uploaded any missing or invalid documents, please check the pipeline status the following business day to ensure a successful delivery.

## CHFA Home Finance

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