



  
**Missouri Housing**  
Development Commission

# LENDER TRAINING: Lender Online Statuses, Deficiencies, and Approvals



  
MHDC.com

# LENDER ONLINE STATUS STAGES

**How do I know if it's been approved?**

**What are the different stages in LOL?**



# LENDER ONLINE STATUS STAGES

- **Lenders are able to check the status of their files on Lender Online under the Loan Status tab.**
- **There are seven stages to each reservation/loan:**
  1. **Reserved – You have made your reservation.**
  2. **File Rec'd – MHDC has received the file.**
  3. **File Assigned – The file has been checked out for review.**
  4. **File Review – The file is in the process of being reviewed.**
  5. **Committed – The file has been approved by MHDC.**
  6. **Purchased – Master Servicer has purchased the loan.**
  7. **Funded – MHDC has pooled the loan.**

# LENDER ONLINE STATUS STAGES






Home

**Lender Online**  
For All Your Clients' Needs

Missouri Housing Development Commission

NEW RESERVATION AVAILABLE FUNDS PRE-QUALIFICATIONS **LOAN STATUS** REPORTS USER ACCOUNTS ADMINISTRATION

Lender: First State Bank Mortgage

Loan/Reservation Status Details     

[Back](#) [Cancel Loan](#)

Only Cancel 2nd Mortgage

**GENERAL INFORMATION**

Lender Loan No: 5520009805	Lender ID No:
Reservation/Loan No: 140155002198	Lender Name:
Application Accepted On: 11/12/2020	Branch Name:
Reservation Expires: 12/27/2020	Servicer Loan No:
Commitment Expires: 01/11/2021	Loan Officer:
Closing Date:	Submitted by:
Borrower Name:	Real Estate Company:
Social Security No:	Real Estate Agent Name:
Property Acquisition Cost: \$253,460	
Property Purchase Price: \$253,460	
Property Appraised Value: \$255,000	

**BORROWER & CO-BORROWER**

<b>Borrower</b>	<b>Co-Borrower #1</b>
Last Name:	Last Name:
First Name:	First Name:
Middle Name:	Middle Name:
Suffix:	Suffix:
Social Security No:	Social Security No:

**FIRST MORTGAGE**

Program: Next Step Program - NEXT STEP GOVERNMENT - CAL

Loan Type: FHA  
Loan Amount: \$248,868  
Term: 360 months  
Interest Rate: 3.3750%  
Servicer Name: U.S. Bank

**SECOND MORTGAGE**

Program: NEXT STEP GOVERNMENT - CAL

Loan No: 990155006734  
Lender Loan No:  
Loan Type: Uninsured  
Loan Amount: \$9,520.92  
Term: 120 months  
Interest Rate: 0.0000%  
Servicer Name:

**PROPERTY ADDRESS**

recht  
Troy, MO 633792621  
County: LINCOLN

**STAGE/STATUS/DATE**

- File Review / Pending on 12/22/2020 by Rachel R. Davis
- File Assigned / Approved on 12/22/2020
- File Rec'd / Approved on 01/05/2021
- Reserved on 11/12/2020

**HFA's CONDITIONS/EXCEPTIONS**

1. Full third party VOE for both borrowers

**REJECTION REASONS**

# LENDER ONLINE STATUS STAGES

Example:

This file has been received by MHDC.

## LENDER ONLINE STATUS STAGES

STAGE/STATUS/DATE
File Rec'd Approved on 01/20/2015
▪ Reserved / Approved on 01/09/2015

It has not been reviewed or approved; however, the status after each stage reflects the status for that stage. Must say Committed/Approved before you can expect to see an approval.

# RECEIVING A DEFICIENCY NOTICE









- Should the file contain a deficiency, the contact listed for the file will be notified via email.
- The “File Review” stage will show Pending.
- The conditions to clear the file will be at the bottom left of the screen.

PROPERTY ADDRESS	STAGE/STATUS/DATE
205 SAINT MAURICE LN Florissant, MO 630310000 County: ST LOUIS	<ul style="list-style-type: none"><li>• File Review / Pending on 03/20/2015</li><li>• File Assigned / Approved on 03/20/2015</li><li>• File Rec'd / Approved on 03/19/2015</li><li>• Reserved / Approved on 01/26/2015</li></ul>
HFA's CONDITIONS/EXCEPTIONS	REJECTION REASONS
<ol style="list-style-type: none"><li>1. Proof of Marisa Pension Income</li><li>2. HUD-1 overcharged the settlement fee refund seller \$45.00</li></ol>	

# RECEIVING A DEFICIENCY NOTICE

PACKAGES FOR LOAN NO. 134666003354

Submission Package Add New Submit Package Submitted: 03/26/2015 01:35 PM

Uploaded Documents (2)	Actions	Last Date Modified	Initial Submitted Date & Time
 Chester Tester submission package 134666003354 <span>Comments...</span>	  	03/26/2015	03/26/2015 01:35 PM
 Missing tax returns for TESTER	  	03/27/2015	

## Submitting a missing document:

- Scan the missing information and save to folder.
- Upload just as you did your file package.
- Don't forget to "Submit" the uploaded document.

- **DO NOT** resubmit the entire file package.
- **DO NOT** submit deficiencies until all are ready.

# LOAN FILE APPROVAL

- Your approval will be sent via email to the contact noted on the Lender's Certificate Form #520.
- Be sure to note the person who should be receiving deficiency notices and the final approval.

Missouri Housing Development Commission Form #520

Lender's Certificate

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**LENDER CONTACT INFORMATION:**

Lender Name: \_\_\_\_\_


\_\_\_\_\_

\_\_\_\_\_

File Contact-For Approval & Defi. Notices: \_\_\_\_\_

Email: \_\_\_\_\_

Phone #: \_\_\_\_\_





# LOAN FILE APPROVAL

- You also have the option of printing off your own approval by clicking on PDF Docs at the top of the screen.

The screenshot displays a web application interface for loan management. At the top, there is a navigation bar with buttons for 'NEW RESERVATION', 'AVAILABLE FUNDS', 'PRE-QUALIFICATIONS', 'LOAN STATUS', 'REPORTS', and 'USER ACCOUNT'. Below this, a header indicates the lender is 'AOD TEST'. The main section is titled 'Loan/Reservation Status Details' and includes several action buttons: 'Edit', 'Reprint', 'PDF Docs' (circled in red), 'eDocs', and 'Printable'. There are also 'Back' and 'Cancel Loan' buttons. The 'GENERAL INFORMATION' section contains the following data:

Lender Loan No:		Lender ID No:	
Reservation/Loan No:	134666003354	Lender Name:	
Application Accepted On:	11/05/2014	Branch Name:	
Reservation Expires:		Servicer Loan No:	
Commitment Expires:	12/20/2014	Loan Officer:	
Closing Date:		Submitted by:	
Borrower Name:	TESTER, CHESTER	Real Estate Company:	
Social Security No:	123-45-6789	Real Estate Agent Name:	

Below the general information, there are two columns for mortgage details:

FIRST MORTGAGE	SECOND MORTGAGE
Program: 2014C Bond Issue - TARGETED - CAP	Program:

# LOAN FILE APPROVAL

- Click on Form 195 – Commitment Letter (If it does not show, the file has not been approved.)
- Then click on Generate Documents

The screenshot displays a web application interface for loan file approval. At the top, there are navigation tabs: NEW RESERVATION, AVAILABLE FUNDS, PRE-QUALIFICATIONS, LOAN STATUS, REPORTS, and USER. Below the tabs, the user is identified as 'User: AOD TEST'. The main content area is titled 'Select Documents' and shows a list of documents for Reservation/Loan No: 133074000047 - MOORE, KENNETH. The document list includes various forms, with 'Form #195 - Commitment Letter [Commitment Letter]' selected. A 'Generate Documents' button is highlighted in yellow, and a 'Cancel' button is also visible. The interface also includes a sidebar with instructions and an Adobe Reader logo.

Document Name
<input type="checkbox"/> Form #530 - Certification of Cost
<input type="checkbox"/> Form #545 - Mortgage Interest Exception
<input checked="" type="checkbox"/> Form #195 - Commitment Letter [Commitment Letter]
<input type="checkbox"/> Form #323 - MCC Certification of Zero Income for Child
<input type="checkbox"/> Form #315 - MCC Application Affidavit
<input type="checkbox"/> Form #385 - MCC Mobile Home Certification
<input type="checkbox"/> Form #375 - Co-Signor Affidavit
<input type="checkbox"/> Form #345 - MCC Home Mortgage Interest Exception
<input type="checkbox"/> Form #330 - MCC Certification of Cost
<input type="checkbox"/> Form #340 - MCC Non-Filing Status
<input type="checkbox"/> Form #350-1 and #350-2 - Marital Waivers
<input type="checkbox"/> Form #322 - MCC Certification of Zero Income for Adult

# CONCLUSION

- **Lender Online can be found at [lenderonline.mhdc.com](http://lenderonline.mhdc.com).**
- **There are 7 possible statuses/stages for your loan in Lender Online.**
- **MHDC will send notifications via e-mail for deficiencies and approvals. These will be sent to the file contact listed on Form 320/520/720: the Lender's Certificate**
- **If receiving a deficiency letter, compile all missing or updated documents to submit altogether for review.**