



PennyMac  
Correspondent

PennyMac®

CLIENT READINESS TRAINING

# Non Delegated Loan Processing



**Unacceptable  
Eligibility**

# Unacceptable Eligibility

Follow this steps to see why a loan has Unacceptable Eligibility status:

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

The screenshot displays the PennyMac Correspondent Pipeline dashboard. The 'PIPELINE' tab is selected in the top navigation bar. The dashboard shows a grid of loan status tiles. The 'Unacceptable Eligibility ...' tile, which contains '19 Loans', is highlighted with a red border and a green '2' in a box. A green '1' in a box highlights the 'PIPELINE' tab in the navigation bar. The dashboard also includes a search bar, a 'Loan Groups' section, and a 'CHANNEL' sidebar with radio buttons for 'All', 'Correspondent Delegated', and 'Correspondent Non-Delegated'.

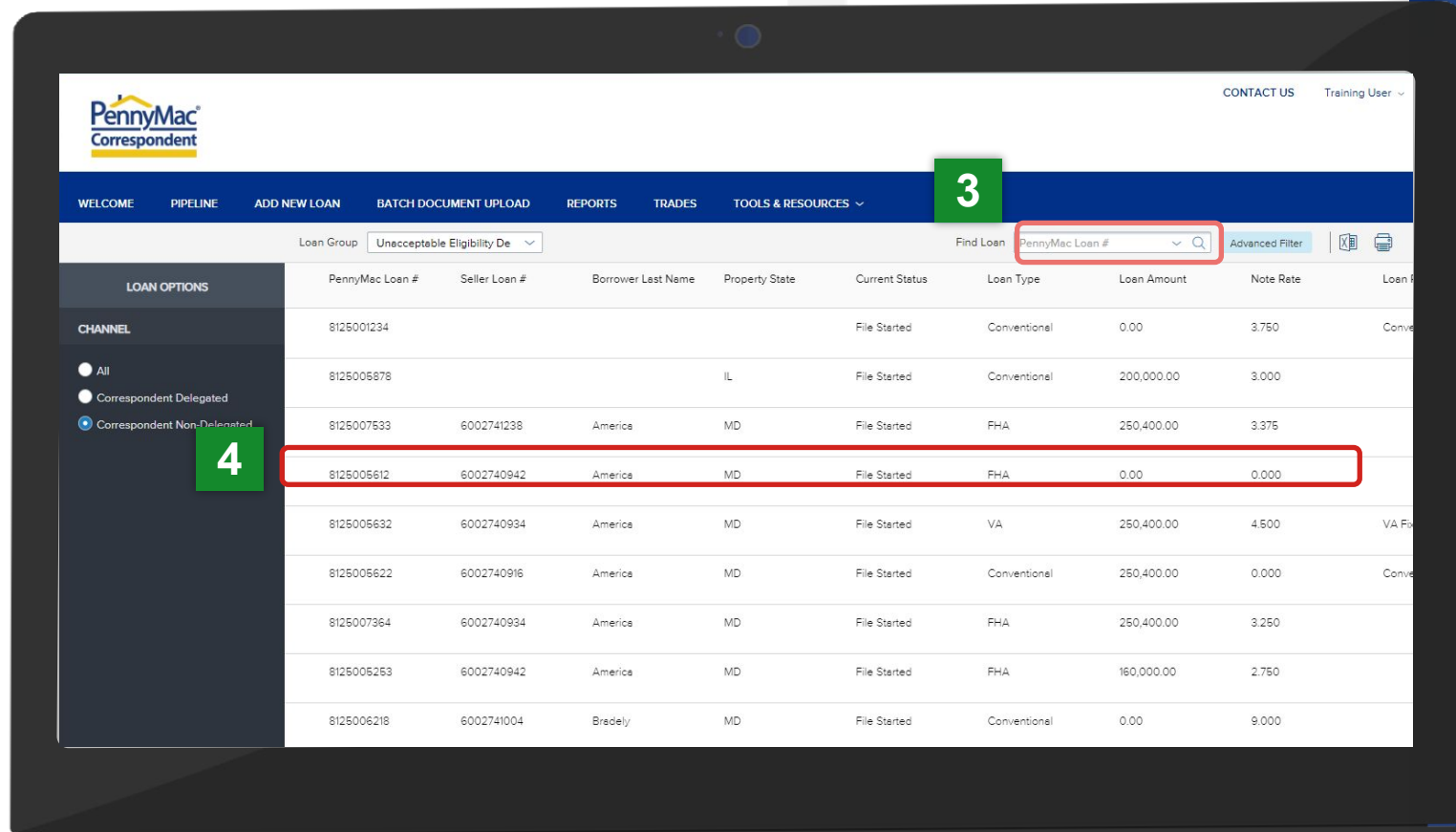
Loan Group	Count
All Active Loans	312 Loans
File Started/Registered	2030 Loans
Locked Not Delivered	286 Loans
Allocated Not Delivered	3 Loans
Eligibility File Received	580 Loans
Unacceptable Eligibility ...	19 Loans
Eligibility Audit Review	36 Loans
Pending Eligibility Cond...	15 Loans
Eligibility Approved	12 Loans
Eligibility Rejected	15 Loans
Complete Loan Pkg Rec...	10 Loans
Unacceptable File Deliv...	23 Loans
Audit Review	26 Loans
Pending Conditions	6 Loans
Purchase Review	12 Loans
Cleared for Purchase	12 Loans

# Unacceptable Eligibility

**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 loan summary

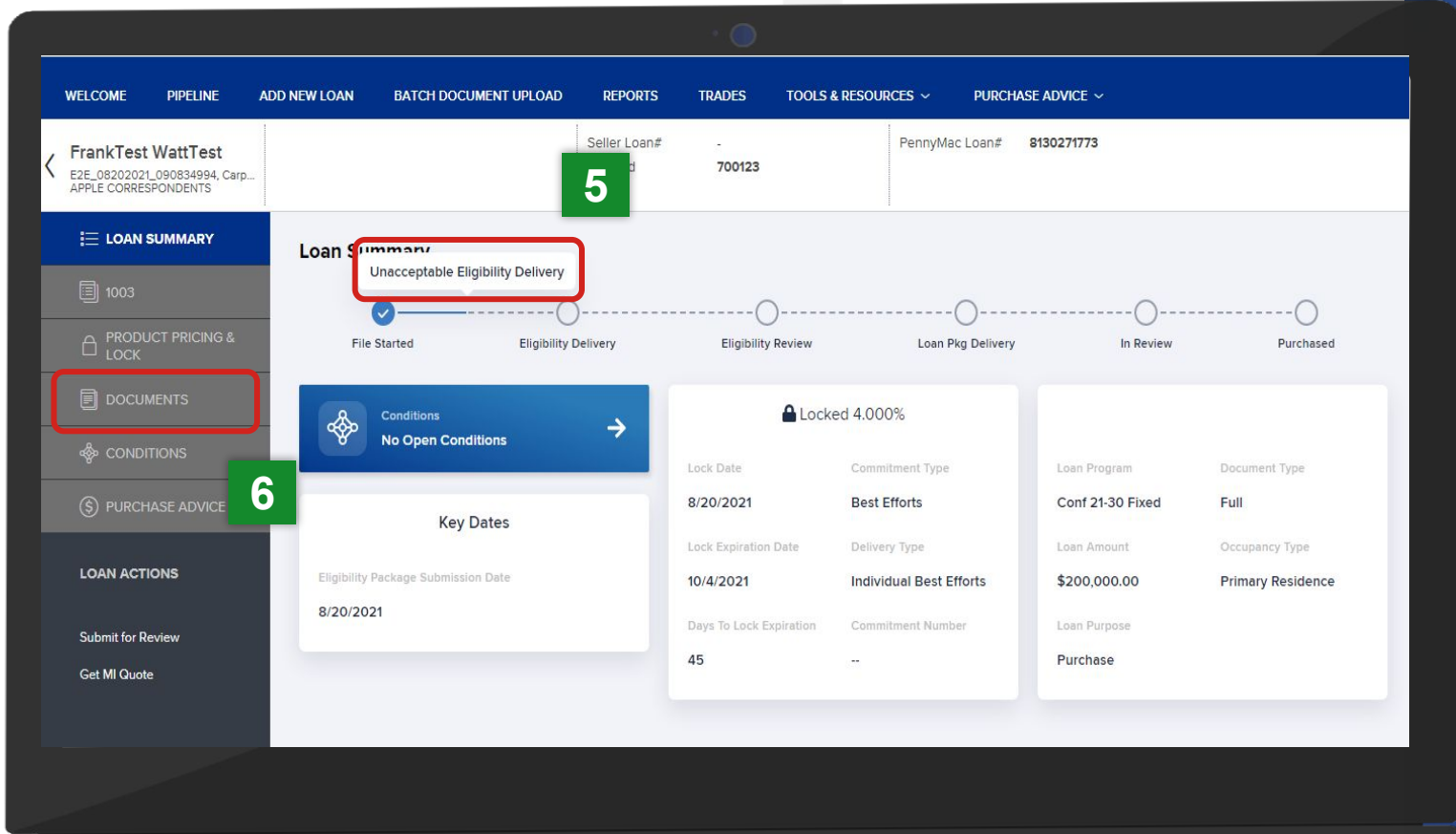


# Unacceptable Eligibility

**5** Loans in *Unacceptable Eligibility 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.





# Unacceptable File Delivery

**7a** If your loan is trapped for the following reasons, you will see the *Unacceptable Eligibility Delivery Documents* folder.

- Missing specific documents

**8a** Click the *Comments* link to review the specific reason(s) why the loan was trapped.

The screenshot displays the PennyMac loan management interface. The top navigation bar includes links for 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" with a Seller Loan# of 6002740916 and a PennyMac Loan# of 8125341431. A sidebar on the left contains navigation options: LOAN SUMMARY, 1003, PRODUCT PRICING & LOCK, DOCUMENTS (highlighted), CONDITIONS, PURCHASE ADVICE, and LOAN ACTIONS (Submit for Review, Get MI Quote). The main content area features 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 "Max attachment size is 200 MB. View Supported Files." notice. A table lists borrowers, with "Andy America, Amy America" highlighted. A red box highlights the "UNACCEPTABLE ELIGIBILITY DELIVERY DOCUMENTS" link in the table. Another red box highlights the "Comments" link. A "Submit for Review" button is also visible in the top right corner.

# Unacceptable File Delivery

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

**10a** Click the Close button.

**i** For trapped loans that display the *Unacceptable Eligibility Delivery Documents* folder, P3 will save your original file upload. You will only need to upload the requested missing document(s) to resolve the *Unacceptable Eligibility Delivery* status.

The screenshot shows a web application interface for loan management. A modal window titled "Document Comments" is open, displaying a comment from "Sunitha Jampana" dated "08/20/2021 9:09 AM" with the text "Missing Documents: AUS". A red box highlights the comment text, and another red box highlights the "Close" button at the bottom right of the modal. A green callout "9a" points to the comment text, and another green callout "10a" points to the "Close" button. The background interface shows a sidebar with navigation options like "LOAN SUMMARY", "DOCUMENTS", and "PURCHASE ADVICE", and a main content area with a "Submit for Review" button.

# Unacceptable Eligibility

**7b** If your loan is trapped for the following reasons, you will see the *Eligibility Package* folder:

- Loans in UED for greater than 5 business days
- File/docs uploaded are for an incorrect borrower
- The loan package is incomplete
- File/Pages are corrupt

**8b** Click the *Comments* link to review why the uploaded *Eligibility Review Package* was not accepted.

The screenshot displays the PennyMac loan management interface. The top navigation bar includes links for WELCOME, PIPELINE, ADD NEW LOAN, BATCH DOCUMENT UPLOAD, REPORTS, TRADES, and TOOLS & RESOURCES. The main content area shows a loan summary for Joe Rogan, with fields for Seller Loan#, Seller Id, and PennyMac Loan#. A sidebar on the left contains a menu with options like LOAN SUMMARY, DOCUMENTS, and LOAN ACTIONS. The main content area features a 'Submit for Review' button and a message: 'Please click Submit button to deliver the file before navigating away from this page'. Below this, there is a section for 'All Borrowers' with a table listing 'Joe Rogan'. A red box highlights the 'ELIGIBILITY PACKAGE' folder in the table. Another red box highlights the 'Comments' link next to the folder. A green box labeled '8b' is positioned over the 'Comments' link. A green box labeled '7b' is positioned over the 'ELIGIBILITY PACKAGE' folder. The interface also includes a 'Drag & Drop files here or Browse for files' area and a 'Privacy Policy Statement' link at the bottom.



# Unacceptable Eligibility

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

**10b** Click the Close button.

**i** For trapped loans that display the *Eligibility Package* folder, P3 does not save your original upload. You will need to re-upload the entire correct loan file to PennyMac to resolve the *Unacceptable Eligibility Delivery* status.

The screenshot displays the PennyMac Correspondent web application interface. The main navigation bar includes 'WELCOME', 'PIPELINE', 'ADD NEW LOAN', and 'BATCH DOCUMENTS'. The user profile for 'Joe Rogan' is visible, along with the address '123 PACIFIC AVE, Venice, CA, 90291' and 'APPLE CORRESPONDENTS'. The left sidebar contains a menu with 'LOAN SUMMARY', '1003', 'PRODUCT PRICING & LOCK', 'DOCUMENTS', 'CONDITIONS', and 'PURCHASE ADVICE'. The 'LOAN ACTIONS' section includes 'Submit for Review' and 'Pricing and Lock (New)'. The main content area shows a 'Document Comments' window for the 'Eligibility Package' folder. A document titled 'PrePurchase Manager' is highlighted with a red box, showing 'Missing Documents: DU/DO findings, initial signed/dated 1003' and a timestamp of '05/19/2020 3:07 PM'. Below the document list is an 'Add Comment' input field and a blue 'Add Comment' button. A red box highlights the 'Close' button in the bottom right corner of the document view. A green box with '9b' is positioned above the document list, and another green box with '10b' is positioned below the 'Close' button.

# Unacceptable Eligibility



For both the *Unacceptable Eligibility Delivery Documents* folder & the *Eligibility Package* 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.



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

**12**

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

The screenshot displays the PennyMac web application interface. The top navigation bar includes links for 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' with details like Seller Loan# 6002740916 and PennyMac Loan# 8125341431. A sidebar on the left lists various document categories, with 'DOCUMENTS' selected. The main area displays a message: 'Please click Submit button to deliver the file before navigating away from this page'. Below this, there's a section for 'All Borrowers' and a specific entry for 'Andy America, Amy America'. Underneath, the 'UNACCEPTABLE ELIGIBILITY DELIVERY DOCUMENTS' folder is expanded, showing a file upload progress bar for 'Apple Correspond...' (183.56 KB) which is 100% completed. A 'Submit for Review' button is highlighted with a red box in the top right, and a 'Browse for files' button is highlighted with a red box in the bottom right. A green box with the number '12' is in the top right, and a green box with the number '11' is in the middle right.



Thank you



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