



## SMART SOLUTION BULLETIN #20

November 9, 2018

**TO:** SMART SOLUTION PARTICIPATING LENDERS

**FROM:** Betty Temple-Putnam, Sr. Vice President of Single-Family Programs

**RE:** **ServiSolutions Online Lender Portal Access – Request for Purchase Packages and Suspense Items**

This bulletin serves to notify participating Smart Solution (SS) Lenders, effective **November 19, 2018** MHC Smart Solution Lenders will begin sending **ALL** ServiSolutions (AHFA) Request for Funding Loan Purchase Packages **and** loan purchase suspense items directly through the ServiSolutions loan portal. The direct ServiSolutions portal access should streamline the process on AHFA's side and improve the turnaround time for your loan purchases.

***MHC will still require the SS lenders to upload the ServiPackage documents to MHC's online system as you're currently doing for MHC to have access to the complete loan package documentation. MHC will not need the conditions sent to us.***

Two WebEx Lender Online training seminars have been scheduled for your convenience to provide instruction on the ServiSolutions loan portal system. The first session is scheduled for Monday, Nov. 19<sup>th</sup> at 2 p.m. and the second session is scheduled for Tuesday, Nov. 20<sup>th</sup> at 10 a.m. MHC will forward the WebEx Invitation to. ***You must register for the online event.***

If you've not yet submitted your "**Lender Online Administration Form**" to Brian Hunt ([bhunt@ahfa.com](mailto:bhunt@ahfa.com)), please do so today. The ServiSolutions form was part of the SS Bulletin #19 sent to you on October 29, 2018. The Bulletin and form can be found under our Smart Solution Lender Resources link under the "Lenders" link on our website [www.mshomecorp.com](http://www.mshomecorp.com).

When the form is received, Mr. Hunt will then set up the Admin's user access and will e-mail the information to the Admins along with instructions to set up their end users, as well as instructions for the users explaining how you're to upload the suspense conditions through their portal, not just by e-mail.