



HOMEOWNERSHIP DIVISION

August 10, 2018 Lender Notice: VirPack Document Portal Update

Changes have been made to the VirPack Document Delivery Portal to allow the upload of stand-alone MCCs. As of today, you will begin to see loans in your portal with the prefix "MCC." These are all the stand-alone MCCs registered with New Hampshire Housing under your organization.

MCCs reserved with a New Hampshire Housing loan should continue to be submitted with the loan.

Updated upload instructions are attached. Please share them with appropriate staff.

Questions

If you have VirPack related questions, please contact:

Michael Chadbourne, Director Homeownership Lending
mchadbourne@nhhfa.org
603-310-9247

If you have MCC specific questions, please contact:

Andrew Cadorette, Program Manager Homeownership Programs
acadorette@nhhfa.org
603-310-9287

Thank you!

About New Hampshire Housing As a self-supporting public benefit corporation, New Hampshire Housing Finance Authority promotes, finances and supports affordable housing. The Authority operates a number of rental and homeownership programs designed to assist low- and moderate-income persons with obtaining affordable housing. Since its inception, New Hampshire Housing has helped more than 50,000 families purchase their own homes and has been instrumental in financing the creation of more than 14,500 multi-family housing units.
NHHFA.org



Document Delivery Portal Lender Instruction Guide

Log into the Lender Document Delivery Portal

<https://nhhfadocportal.virpack.com>

Document Delivery Portal

New Hampshire Housing

Login Contact Us Help

Login Forgot Password

User Name

Password

☐ Remember me next time on this computer?
Do not check this if this is a public computer.

Login

Not a member?
Register Here

Once logged in, lender can access all loans that have been closed out in Lender Online.

Loans will not be available in the portal until they have been closed out in Lender Online.

Only MCCs not reserved in connection with a New Hampshire Housing loan will be available in the Portal. MCCs reserved with a New Hampshire Housing loan should be processed under the loan.

Search loans by:

- a. New Hampshire Housing loan number
- b. Borrower first or last name;
- c. Co borrower first or last name;
- d. Property address;
- e. Property city;
- f. Mortgage Insurer;
- g. MCC number

***Note, if the MCC number does not return in a search, verify it is not associated with a New Hampshire Housing loan**

Document Delivery Portal

New Hampshire Housing

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Loan Number test Search


		Loan Number	Borrower Last Name	Borrower First Name	Co-Borrower First Name	Co-Borrower Last Name	Property Address	Property City	Mortgage Insurer	Lender Name
0	0	72160	Test	Test			15 Coburn	NASHUA	NONE	New Hampshire Housing Finance Authority

Click on any data point in the row to open the loan.

Sort results by choosing any tab in the header.

Individual loan home page:

Document Delivery Portal



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[← Back to Loans](#) [View Full Loan](#) [Share Loan](#) [+ Create Upload](#)

Loan Information	
Loan Number	72160
Borrower Last Name	Test
Borrower First Name	Test
Co-Borrower Last Name	
Co-Borrower First Name	
Property Address	15 Coburn
Property City	NASHUA
Mortgage Insurer	NONE
Lender ID	800

Uploads 0

Downloads 0

NHHFA Messages [Mark As Read](#) 0

Send

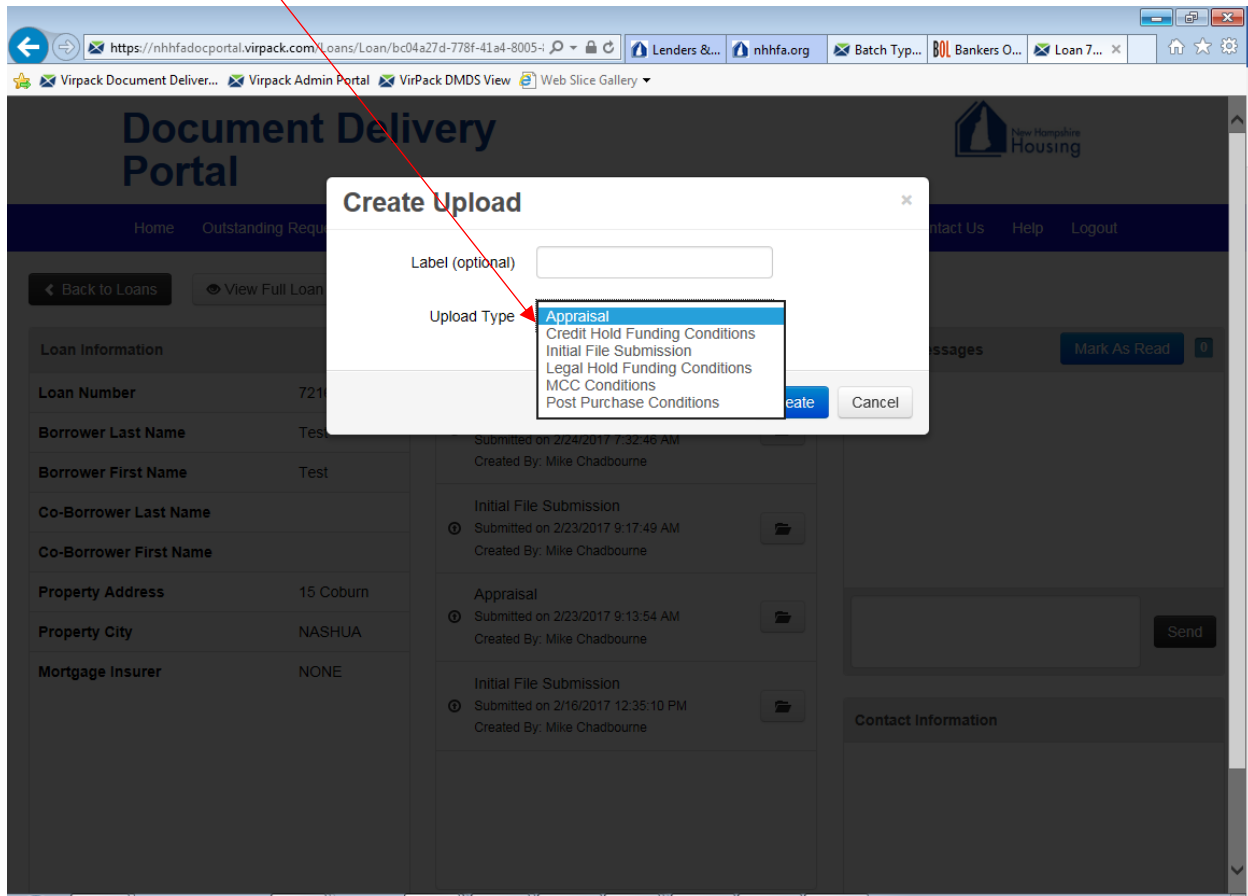
Contact Information

To submit loan documents:

Choose create upload

+ Create Upload

Choose Upload type:



There will always be 2 uploads when first submitting a loan; initial submission and appraisal. There will only be 1 upload when first submitting a stand-alone MCC.

Initial submission: all loan documents including stand-alone MCC documents, with the exception of the appraisal and/or final inspection report.

Appraisal: The appraisal and/or inspection reports **must** be uploaded separately from other loan docs with the appropriate upload type (appraisal) chosen. This will ensure appraisal and inspection is properly uploaded as a pdf file.

Other Upload types:

Once the initial submission is reviewed, missing items will be added to Lender Online, our reservation portal. Missing items should be uploaded as follows:

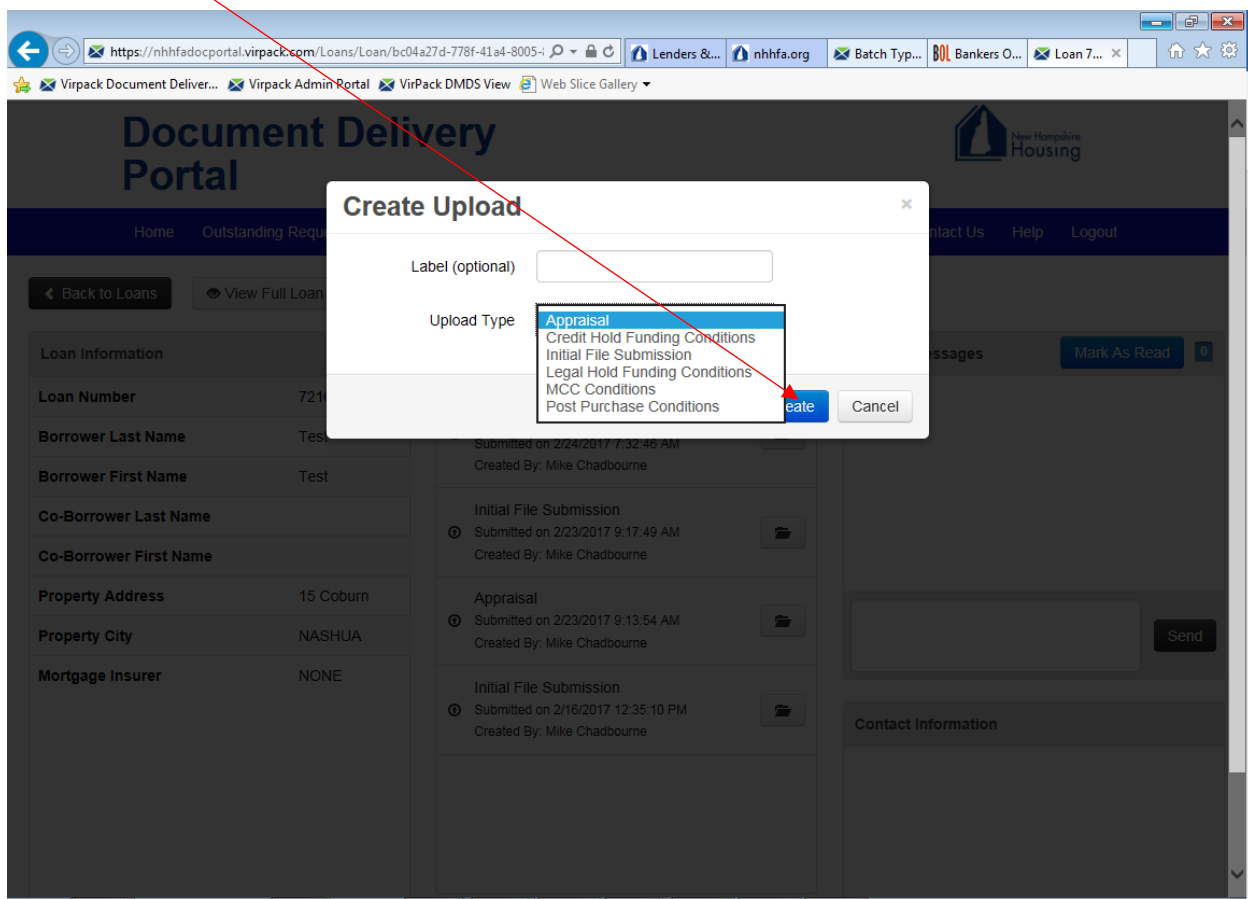
Credit Hold Funding: Missing credit items that are needed for funding.

Legal Hold Funding: Missing legal credit items that are needed for funding.

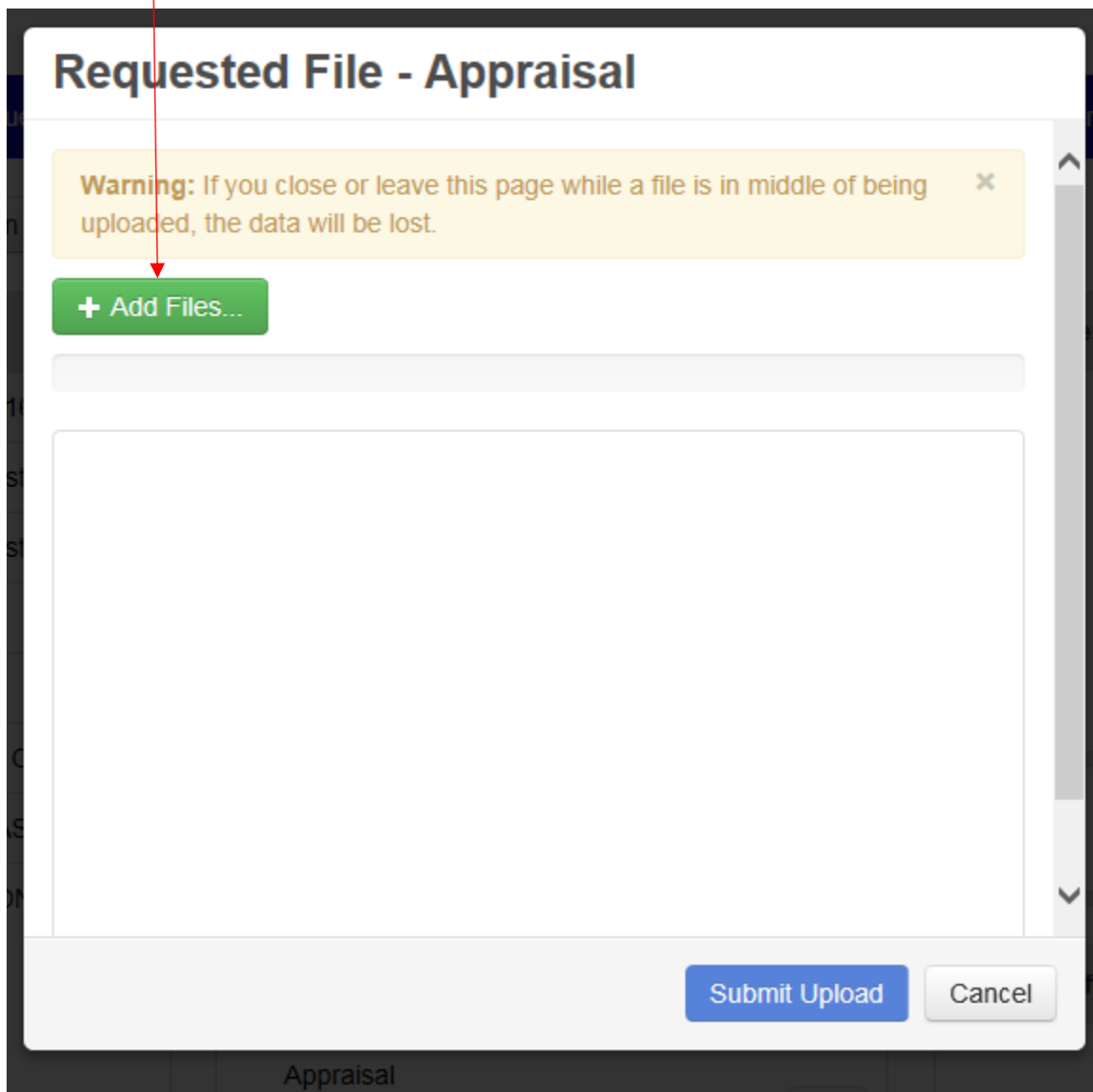
MCC: Any MCC specific missing item.

Post Purchase Conditions: Missing items that are not holding funding.

Click Create:



Click Add Files, then choose the file(s) to be uploaded.



Documents library

Virpack Test Docs

Name

- Demofile2App.pdf
- Demofile2Legal.pdf
- Demofile3 (2).pdf
- Demofile3.pdf
- Demofile3App.pdf
- Demofile3Legal.pdf

Documents should be uploaded in the stacking list order found here:

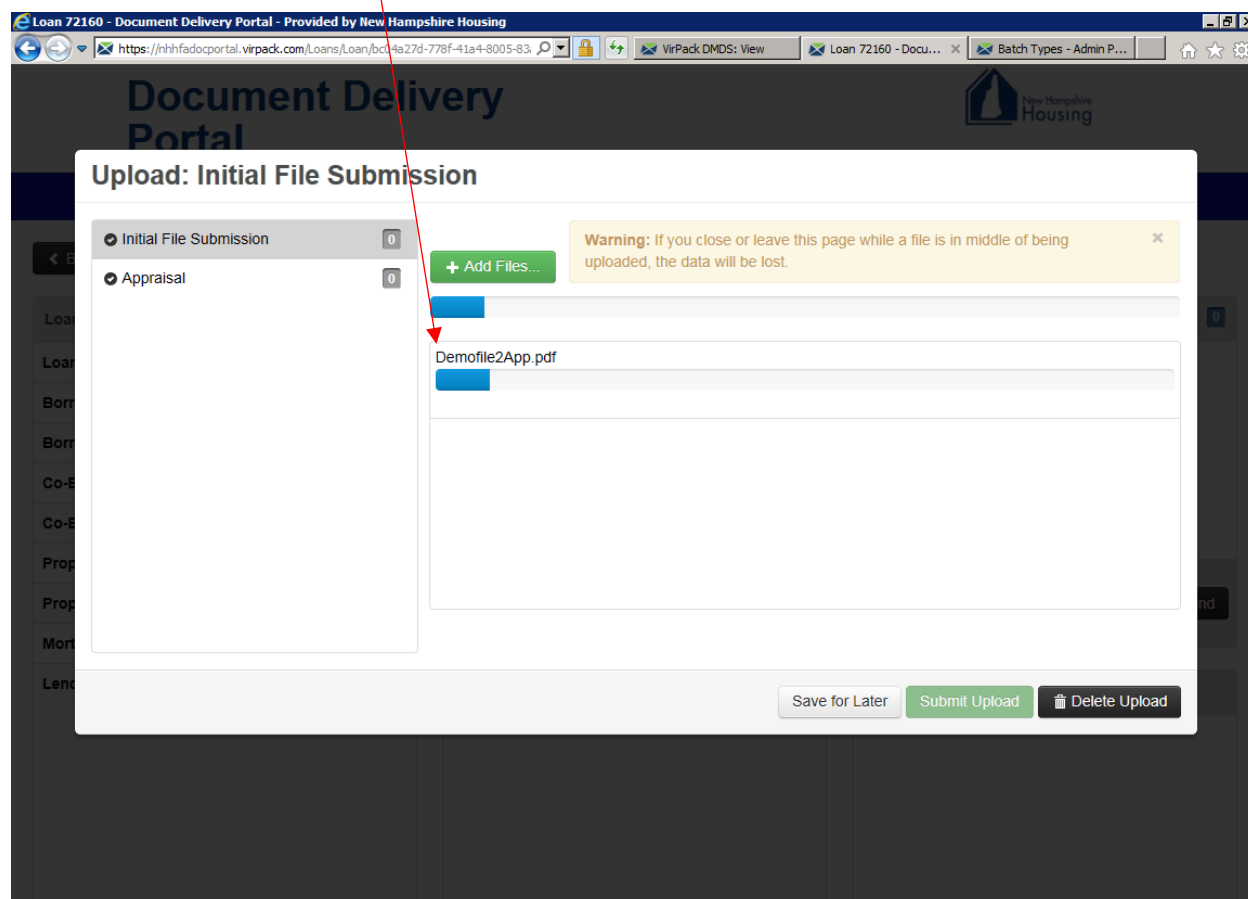
<http://www.nhhfa.org/lenders>

Documents do not need to be uploaded individually-a single PDF (or multiple) can be uploaded provided the documents are in the correct order.

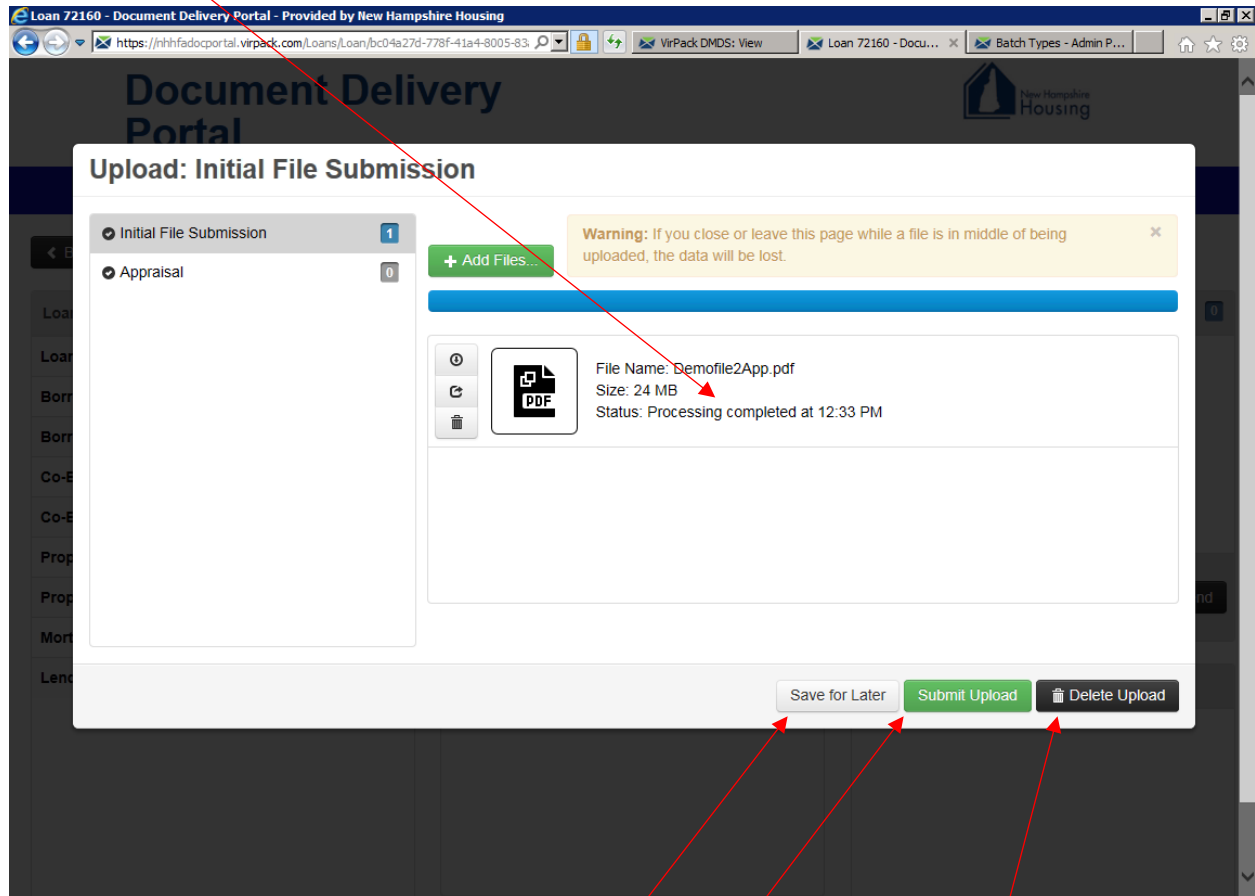
Please make sure the correct stacking list is used based on product type. This will help ensure prompt and accurate processing of the loan documents. Please note the stacking list order has not changed.

Do not submit documents that are password protected or have any other security features. The document(s) will not process and the loan will be rejected.

The progress of the upload will show as noted below.



Upon completion of upload, status will first show as processing, then processing completed.



When the processing is complete, the Submit Upload button will change from shaded green to solid green-click Submit Upload. You will be returned to the home page of that loan.

You can also save the upload to submit at a later date or delete the upload if you need to.

Document Delivery Portal



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Your upload has been submitted.

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[View Full Loan](#)

[Share Loan](#)

[+ Create Upload](#)

Loan Information	
Loan Number	72160
Borrower Last Name	Test
Borrower First Name	Test
Co-Borrower Last Name	
Co-Borrower First Name	
Property Address	15 Coburn
Property City	NASHUA
Mortgage Insurer	NONE
Lender ID	800

Uploads 1	Downloads 0
<div>Initial File Submission</div> <div>Submitted on 2/16/2017 12:35:10 PM</div> <div>Created By: Mike Chadbourne</div>	

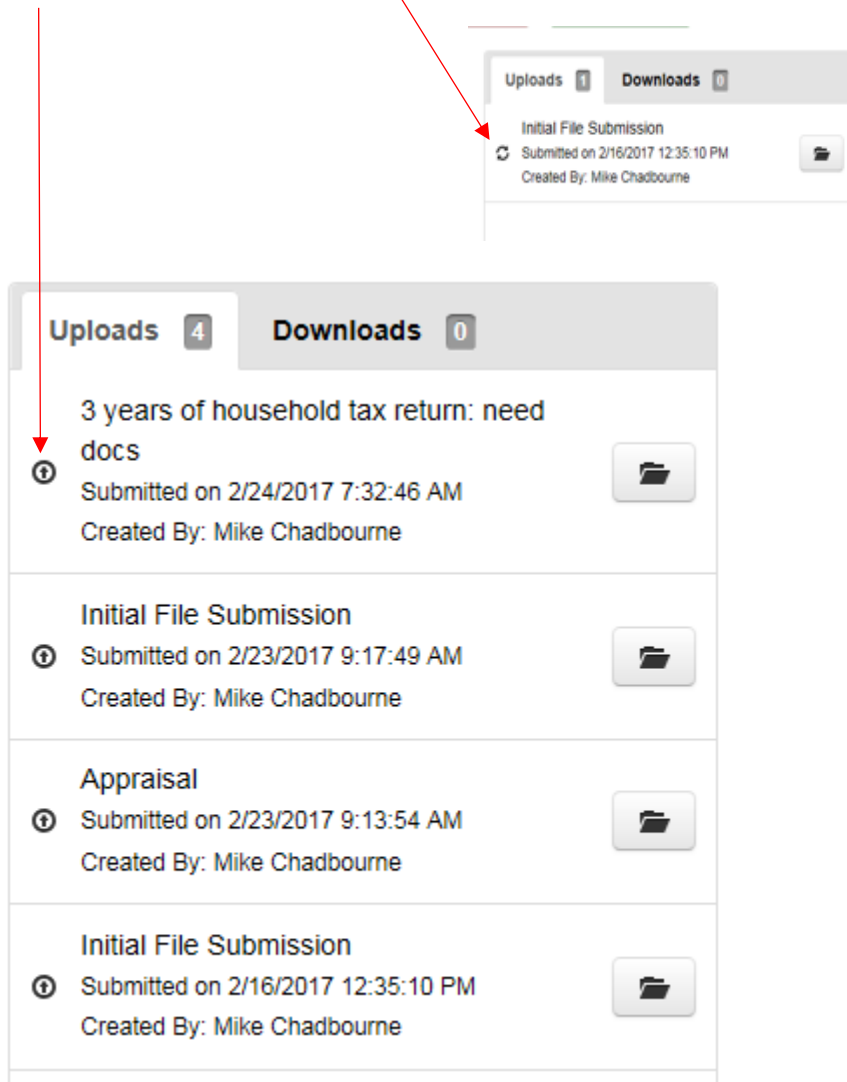
NHHFA Messages [Mark As Read](#) 0

[Send](#)

Contact Information

The uploads tab should indicate the number of uploads. This number will change with each subsequent upload.

After each upload, the upload total will change and each upload will be shown. If upload successful, the circular arrow will change to reflect the documents were successfully uploaded. Please note you may need to refresh.

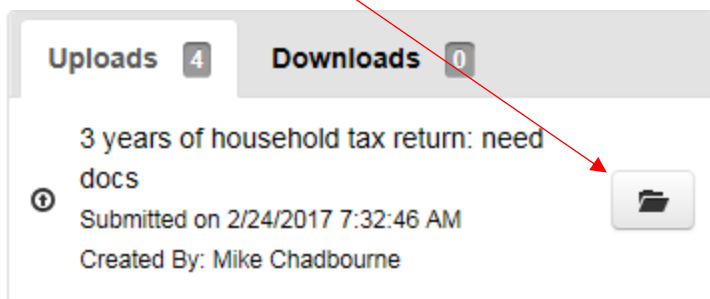


All missing item requests will continue to be communicated through Lender Online.

What else can you do with VirPack?

View the documents that have been uploaded:

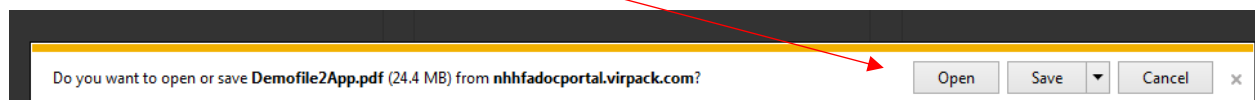
Click folder



Launch Open/Save/Cancel bar




Open and or save:



View the Upload History for all loans:

Document Delivery Portal



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Upload History

Label Search

	Loan Number	Label	Created Date	File(s)	Submitted Date
	0064583	Initial File Submission	2/28/2017 3:20:48 PM	0	
	72160	3 years of household tax return: need docs	2/24/2017 7:30:37 AM	1	2/24/2017 7:32:46 AM
	72160	Initial File Submission	2/23/2017 9:14:08 AM	2	2/23/2017 9:17:49 AM
	72160	Appraisal	2/23/2017 9:12:38 AM	1	2/23/2017 9:13:54 AM
	72160	Initial File Submission	2/16/2017 12:27:01 PM	1	2/16/2017 12:35:10 PM

Click to view upload or check the logs