

It appears that because the file in DV includes additional characters in the loan number field, Mortgage Connect, created a new folder in DV to place the PDF documents. The system was set up to auto send to the CSC Loan Number assigned to the file. In the event the loan number in DV has additional characters, a new file is going to be auto created. If this happens again, you can simply “move” the documents from the newly created loan into the existing file and rename the file to include the CSC Loan Number only and rename the auto folder.

Please notify us if this happens so that we can re-use the auto created folder as there is a cost associated with each DV file created.

To clarify, the Wholesale Loan Set Up team and Retail Processors should ONLY be inputting the CSC Loan Number into this field.

DUPLICATE FILE ISSUE THAT WAS REPORTED:

Folder ID	Loan Number	Borrower First Name	Borrower Last Name	Lien Position	Processor	Status	Office
FX1908555	5001845						08 - Servicing
FX1901438	5001845-11thst	Lanying	Kong	First Lien	Beth owens	New	08 - Servicing

Documents moved to 5001845 – 11thst by TB

Upload Date: Today (4)

New Document	ServicingMonthlyPeriodicStatements 5001845_ServicingMonthlyP...	Oct 24, 2019, 12:22 PM
New Document	ServicingMonthlyPeriodicStatements 5001845_ServicingMonthlyP...	Oct 24, 2019, 12:22 PM
New Document	ServicingPayoffDemand	Oct 24, 2019, 12:22 PM

These are the documents in the auto Created Folder – 5001845 (*this has now been renamed to prevent future use*)

Upload Date: Last Month (2)

New Document	ServicingPayoffDemand	Sep 27, 2019, 09:37 AM
New Document	ServicingMonthlyPeriodicStatements 5001845_ServicingMonthlyP...	Sep 25, 2019, 02:24 PM

Upload Date: Other (61)

New Document	ServicingMonthlyPeriodicStatements 5001845_ServicingMonthlyP...	Aug 22, 2019, 04:08 PM
--------------	---	------------------------