



# TPOC Portal Training

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HOW TO UPLOAD A CLOSING PACKAGE

# Learning Objectives

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By the end of this training, you should be able to:

- Locate Folder for Closed Loan Package
- Upload Closed Loan Package

# Helpful Contacts

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## **General Questions**

[SFAask@thda.org](mailto:SFAask@thda.org)

## **Lock Questions**

[lockdesk@thda.org](mailto:lockdesk@thda.org)

## **Rhonda Ronnow CMB, CMCP, CRU**

**Director of Single Family Loan Operations**

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## **Jennifer Green CMB, AMP**

**Assistant Director of Single Family Loan Operations**

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## **Connie Brewington**

**Underwriting Manager**

[cbrewington@thda.org](mailto:cbrewington@thda.org)

## **Chuck Pickering, Jr**

**Funding Manager**

[cpickering@thda.org](mailto:cpickering@thda.org)

## **Yvonne Hall**

**Housing Education & Resource Manager**

[yhall@thda.org](mailto:yhall@thda.org)

# Upload Closed Loan Package

1. When you are ready to submit the Closed Loan Package, you will click on the Loan Documents section. Don't forget to use the [Closed Loan Submission Checklist](#).
2. You will then be directed to a screen with multiple folders, one of which is the Closed Loan Package folder.
3. You will be able to either drag and drop your files or click browse for files to upload.
4. Please remember to wait until the upload has completed.

The screenshot displays the user interface of the Tennessee Housing Development Agency's loan management system. The top navigation bar includes links for Announcements, Welcome, Pipeline, Add New Loan, Daily Rate Sheet, Lender Docs, Batch Doc Upload, Reporting Views, and Homebuyer Education. The main content area shows loan details for Janet Osterhouse, including Loan # 6010070200, DTI 36.797/41.553, LTV / CLTV 96.500/100.227, Loan Purpose Purchase, Loan Type FHA, Interest Rate 6.375%, Total Loan Amount \$158,083.00, FICO 689, and Cash to Close -\$1,364.12. The left sidebar contains a menu with options: Loan Summary, URLA 2020, Product Pricing & Lock, Loan Documents (highlighted with a yellow arrow), Conditions, Purchase Advice, and Request Loan Withdrawal. The main area shows a folder structure with 'All Borrowers' and 'ZARCHIVED DOCUMENTS'. Under 'ZARCHIVED DOCUMENTS', there is a folder for 'Janet Osterhouse' and a sub-folder for '\*CLOSED LOAN PACKAGE' (highlighted with a yellow arrow). A file upload progress bar is visible, showing a file named 'Closed Loan Packa...' (1.64 MB) at 100% completion, with a green checkmark and the word 'Completed' (highlighted with a yellow arrow). A 'Close and Refresh' button is located at the bottom right of the upload area.

| Announcements   | Welcome | Pipeline                    | Add New Loan                                  | Daily Rate Sheet                           | Lender Docs               | Batch Doc Upload                           | Reporting Views                    | Homebuyer Education                       |
|---|---------|-----------------------------|---|--|---------------------------|--|------------------------------------|---|
| Janet Osterhouse<br>1119 E Grundy St, Tullahoma, TN, 37388<br>01 - Test Company |         | Loan #<br>DTI<br>LTV / CLTV | 6010070200<br>36.797/41.553<br>96.500/100.227 | Loan Purpose<br>Loan Type<br>Interest Rate | Purchase<br>FHA<br>6.375% | Total Loan Amount<br>FICO<br>Cash to Close | \$158,083.00<br>689<br>-\$1,364.12 | Approval<br>C<br>Lock<br>Envelope<br>User |

- Loan Summary
- URLA 2020
- Product Pricing & Lock
- Loan Documents**
- Conditions
- Purchase Advice
- Request Loan Withdrawal

All Borrowers

ZARCHIVED DOCUMENTS

Janet Osterhouse

\*CLOSED LOAN PACKAGE

Closed Loan Packa... 1.64 MB 100 % Completed

Close and Refresh

# Closing Package Submission- Conditions

1. Once you have uploaded the Closed Loan Package, THDA will receive a notification of documents to review.
2. Our closing team will review the documents and issue any post-closing or final docs conditions, as necessary.
3. The closer on the loan will receive a notification email if there are any conditions issued.
4. Please see [TPOC Portal Training- How to Upload Conditions](#) for next steps.

From: [noreply-MortgageTech@ice.com](mailto:noreply-MortgageTech@ice.com) <[noreply-MortgageTech@ice.com](mailto:noreply-MortgageTech@ice.com)>  
Sent: Tuesday, April 1, 2025 12:34:38 PM  
To: Jennifer Green <[JGreen@thda.org](mailto:JGreen@thda.org)>  
Subject: THDA Loan# 6010070200 - Janet Osterhouse has been pended by THDA Closer

**CAUTION** - This email originated from outside of THDA. Do not click links or open attachments unless you recognize the sender.

The following loan needs additional documentation submitted for THDA to purchase the loan.

Please log into the TPO Connect portal to submit the additional documentation.

<https://greatchoice.thda.org>

Borrower: Janet Osterhouse

Property: 1119 E Grundy St Tullahoma TN 37388

THDA Closer: Shannon Ward

\*\*\*DO NOT REPLY TO THIS E-MAIL. THIS MAILBOX IS NEITHER MONITORED NOR ANSWERED\*\*\*

The logo features a blue silhouette of a house with a chimney. To the right of the house are three red stars of varying sizes, arranged in a cluster.

# Tennessee Housing Development Agency

THANK YOU!

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