

Client Admin	
Question	Answer
How do I disable a user?	Only a Company Admin can disable a user using the following process: (1) Select the hyperlink at the top right corner of GLAS that shows your login username (2) Select "Manage Account" (3) Select the "Company Account" tab (4) Scroll down to your "Company Contacts" and locate the user you need to disable (5) Select "View" (6) Under Contact Details, select "edit information" (7) A box will populate with the Contact Information. Select the drop-down box titled "Login Status" and change to "Disabled" (9) Select Save
What access is recommended for lock desk associate?	Select tandem persona of: TPO Loan Processor + TPO Pricing.
I set up a new user with credentials (i.e., Loan Officer), but they can't see pricing. Why?	TPO View Only is the most restrictive persona and does not allow access to pricing even if TPO Pricing persona is marked. GLAS defaults to the most restrictive persona model. A user that needs access to pricing should never be marked TPO View Only.
I set up a loan processor with a login, but they can't find the purchase advice PDF to print. What happened?	If a loan processor needs to view/access the purchase advice, the tandem role TPO Processor + TPO Pricing needs to be granted to the user.
I created a user account, but they have not received their Welcome email. How do I resend it?	Contact the Mr. Cooper Account Representative listed on the main welcome screen in GLAS.
Where can I find training material on GLAS?	Select "Documents" hyperlink located along the top menu within GLAS; select GLAS Training Videos under "Training Materials"

Register & Lock	
Question	Answer
What is the web address for GLAS?	Glas.mrcooper.com
Does the loan have to be locked prior to legal package submission?	Loans MUST BE locked prior to the completion of the "Submit for Legal Review" milestone

Can you run a price quote without uploading specific loan details?	Yes. Select "Pricing" hyperlink located along the top menu within GLAS; drop down select "Quick Pricer". Complete necessary criteria to run price scenario.
Is there a specific internet browser I should be using for pricing?	GLAS works best in Chrome. Pricing component will not generate in any other browser. Remember to have pop-up blockers turned off.
What is the Submission Checklist, and do I need to include it with the Initial Credit Package upload?	The dynamic Submission Checklist can be found by selecting the "Documents" hyperlink located along the top menu within GLAS and then under Forms. This interactive form will identify product-specific minimum documentation requirements for the initial credit package submission. It should be included in the initial credit package upload.
What are the basics needed to lock a loan? i.e., Fannie 3.4 or just basic lock criteria info?	User may import loan data from any of the following in order to lock: ULAD (DU MISMO 3.4) file, import from DO Casefile ID; or manual data input.
How do you extend the 30-day lock default in pricing to a 45-day lock?	<ol style="list-style-type: none"> (1) Open the loan in GLAS (2) Select "Launch Pricing" (3) In the "Loan Data" column, scroll to the bottom and expand the section for "Pricing Information" (4) Change the "Days Locked" to the desired lock term (i.e., 7, 15, 30, 45, 60, or 90 days) (5) Select the blue circular icon (magnifying glass) to search results

Initial Submission to CTC	
Question	Answer
How do I know if my loan is in a hold or suspense status, and what do I do?	You can view the hold statuses in your Pipeline view under both the "Submission Hold" and "UW Suspense" tiles. If the loan is in a Submission Hold, you go to Underwriting Conditions and resolve the condition. If the loan is in UW Suspense, you go to complete the same process as a Submission Hold but then filter for the condition Type as Prior to Approval.
If the interest rate changes, do I need to upload a new 1003? Where?	Absolutely, Mr. Cooper always needs your most up to date documents that you intend to have Underwritten. Upload the Change of Circumstance and new 1003 using the "Documents" link from the left-hand menu; drag & drop uploads into folder name "Addt'l Submission Docs Third Party"

<p>Is there a way to import a loan file at the time of initial submission directly from an LPA?</p>	<p>No, the only import method is from a DO Casefile ID.</p>
<p>What do I need to do if there's a change that needs to be made to the LP?</p>	<p>If the DU/LP has been released to Mr. Cooper, the Mr. Cooper underwriter will make the changes to the DU/LP on behalf of the lender.</p>
<p>Property Inspection Waiver (PIW) will not have an XML. Does that create a stop in the initial upload of a file for review?</p>	<p>No, logging an XML Appraisal is not a requirement to submit for initial credit review of the loan file.</p>
<p>If I submit an XML appraisal to Mr. Cooper, does that mean I no longer need to submit it?</p>	<p>Mr. Cooper is responsible to log the FHA XML for appraisal logging. You, as the Non-Delegated Lender, are still responsible to log the appraisal for Conventional loans. However, providing the XML Appraisal for your Conventional loan means those data points will automatically populate in Mr. Cooper's internal system which will help expedite that portion of the loan process.</p>
<p>We order credit and AUS through our own system and release to you. Would this be an issue?</p>	<p>No, not if you provide the data to Mr. Cooper. The Order Credit, Order DU, and Order LPA fields have been provided to you to ensure Mr. Cooper receives the most up to date information you need to provide.</p>
<p>When the loan is approved, will I receive a notification, or can I access it in GLAS?</p>	<p>Yes, there are a few ways you can access this information. You will receive an automated email from GLAS, you can check in the Pipeline field, and you can open a loan and look at the Workflow tab.</p>
<p>If I can't find the correct folder to link a condition to, where would I link?</p>	<p>You can link the condition to Additional Submission Docs Third Party.</p>
<p>Why do I have so many folders already created in the documents section when I am told I only need to upload the Initial Credit Package in the Addt'l Submission Docs Folder?</p>	<p>These document folders auto populate for you. You can upload attachments in these folders after submitting the initial credit package. As you loan moves forward in the workflow, you will see the numbers of folders increase.</p>
<p>Who reviews the conditions before the underwriter?</p>	<p>Document submissions are initially reviewed by an internal intake team and the Client Relationship Manager before being sent to the Underwriter.</p>
<p>When uploading attachments to the Documents Folder, do I need to close and refresh every time I upload?</p>	<p>No, this step is not necessary.</p>

<p>When uploading attachments to conditions, there is a button that states “Notify Lender.” Does this button need to be clicked every time I attach a document to a condition?</p>	<p>No, you do not need to select this button. Once you upload the attachment, Mr. Cooper will automatically be notified.</p>
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<h2 style="text-align: center; background-color: #004a7c; color: white; padding: 5px;">Closed Loan to Purchase</h2>	
<h3 style="text-align: center; color: #004a7c;">Question</h3>	<h3 style="text-align: center; color: #004a7c;">Answer</h3>
<p>Is there a stacking order or checklist for closed legal packages?</p>	<p>No. The Final Closed Legal Package should be uploaded by selecting the “Documents” hyperlink on the left-hand menu; drag & drop into folder name “Legal Package”.</p>
<p>We are new to this process. Do you have specifics on the loan package that must be uploaded, or do we upload our TRID package for legal?</p>	<p>The final legal package should only be closing documents, collateral tracking information, and any other conditions moved to funding. Please do not upload the entire credit package again.</p>
<p>What kind of notifications do contacts get outside of condition notifications? Are there purchase advise notifications with a pdf?</p>	<p>Primary & Secondary Contacts are notified any time the loan submission status changes up to CTC. Post-Closing Contact is notified for any status change after CTC and receives confirmation email when loan is purchased in GLAS. The purchase advice PDF is not sent via email.</p>
<p>What do the Statuses mean in Purchase Conditions? i.e., Cleared, Outstanding, Reviewed</p>	<ol style="list-style-type: none"> 1. Cleared <ol style="list-style-type: none"> a. Contains all signed off conditions (cleared or waived) 2. Outstanding <ol style="list-style-type: none"> a. Contains conditions where the lender needs to upload documentation to satisfy the condition. b. This could be for newly added conditions or conditions that were previously re-requested by the CRA/CRM or rejected by the Underwriter 3. Reviewed <ol style="list-style-type: none"> a. Contains conditions where the Lender uploaded a document to GLAS, and the CRA/CRM marked as reviewed. b. These are conditions that have not been vetted by the Underwriter c. Once the “reviewed” conditions have been fully vetted by the Underwriter; the condition will either move to “cleared or outstanding” dependent on the outcome of the review.

Can we print bulk purchase advice PDFs?	Unfortunately, not currently. User must retrieve the Purchase Advice pdf individually.
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