



## IMPORTANT UPDATE

### BULLETIN 41 08272021

**Issued to:** Broker and Non-Delegated Correspondent Channels

**Date:** 8-27-2021

**Subject:** GHMC OpenClose Website Update – Submit to Lender

**Effective:** August 30, 2021

GHMC would like to alert you that **our OpenClose website will be under maintenance on Sunday, August 29<sup>th</sup> between 8:00pm to 9:00pm CST**. The website will be available but **please note some functionality may be affected during this timeframe**.

Great news! GHMC is implementing “**Submit to Lender**” functionality which enhances the originator experience to easily verify when loan submission packages are submitted to GHMC.

Key points:

- **Non-Delegated Correspondent Originators:**
  - **Loan Submission process update:**  
After uploading Loan Submission Package, select “**Submit to Lender**” from Loan Action Menu to submit loan to GHMC for underwriting.
- **Broker Originators:**
  - **Initial Disclosures Request update:**  
Select “**Submit to Lender**” from Loan Action Menu in place of current “**Submit to Processor**” option.  
*\*Reminder: After completing the “Submit to Lender” task, continue to also submit request details by selecting “Linkouts” on our website or go to link directly at <https://ghmc.com/le/>. Complete all fields in request screen and submit.*
  - **Loan Submission process update:**  
After uploading Loan Submission Package, complete “**Update Lender**” step.
- **General Submit to Lender guidance for ALL Originators:**
  - “**Sent to Lender**” checkbox in Loan Snapshot screen will be immediately checked off after **Submit to Lender** is completed.

- **Loan must be registered as a Float or Lock to enable Submit to Lender.**  
*(Action will be grayed out in Loan Action Menu until registration is completed.)*
- **Multiple Submit to Lender actions are NOT permitted.** A message will display to user advising loan has already been sent.
  - For subsequent pushes of data to GHMC after initial Submit to Lender, **“Update Lender”** should be used.
- **Loan Status update: “Submitted”** has replaced current **“Processing”** status.  
*(See Loan Status Guide for details.)*

**Please review the attached Submit to Lender Overview document for details.** The updated Loan Process Guide, Quick Guides for Broker and Non-Delegated Correspondent channels, Loan Status Guide, and Submit to Lender Overview documents are all posted in the Resource Center in the Correspondent Procedures/Guides folder and the Broker Procedures/Guides – Loan Submission Guides sub-folder.

Please contact Support at [support@ghmc.com](mailto:support@ghmc.com) or 1-877-449-1827, or your Account Executive for assistance.

We appreciate your business!