

Date: 7/26/19

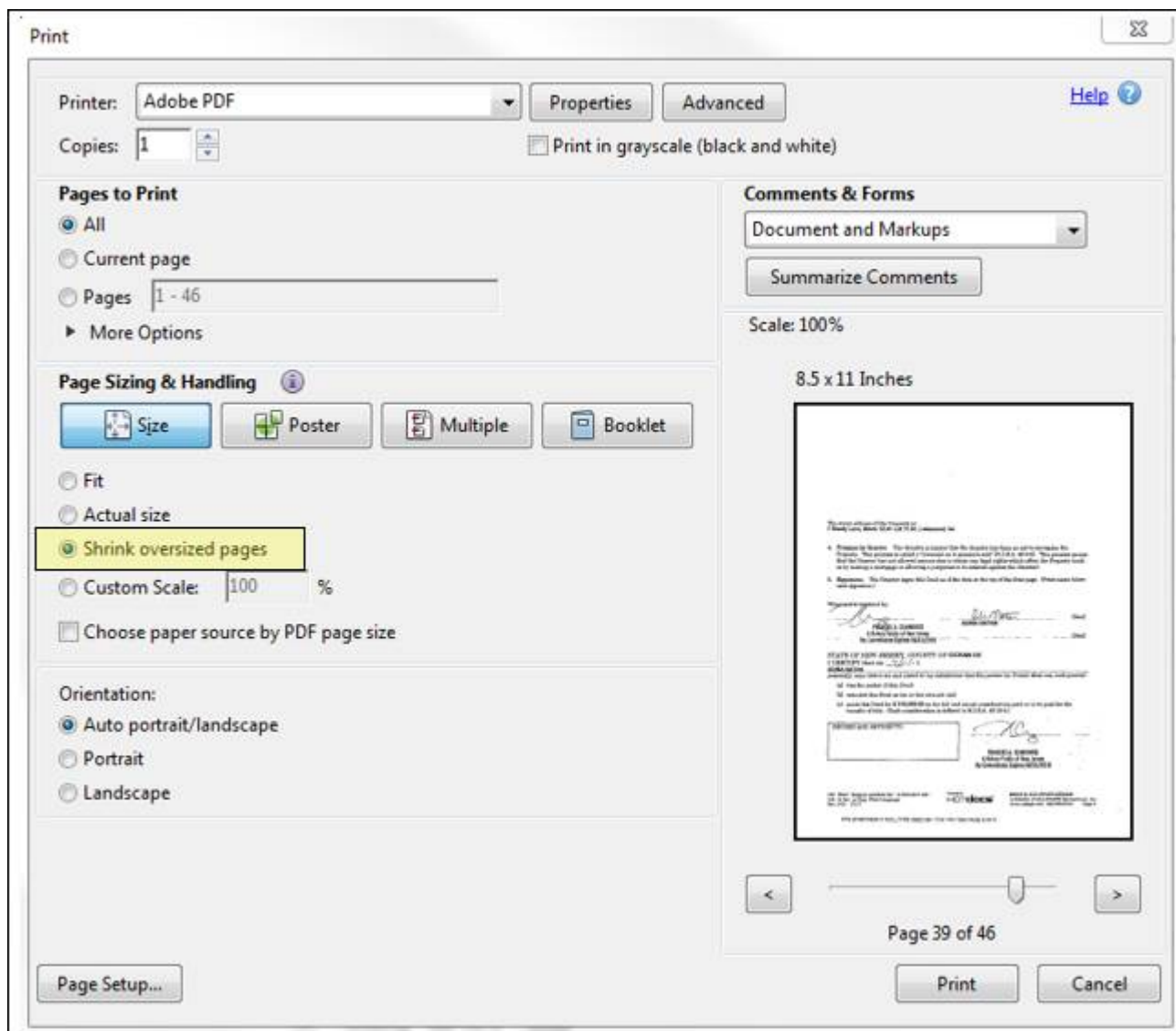
Topics: Documentation Upload

Channels: All

Products: N/A

Effective Date: 7/26/19

When uploading documentation into the TPO Connect or SMART portal, be sure that all pages of the upload are reduced to the same size pages. This can be achieved by ensuring the “Shrink oversized pages” radio button is selected when the .pdf is being created.



When the pages are uploaded with varying sizes, the upload is not able to be converted as a viewable document through the MLS LOS.

This occurs frequently when photos of driver's licenses and passports are included in the upload. This also occurs when the file sizes of the pages are different, causing them to appear as different sizes in the package.

Below is the view of the error message the MLS operations staff receives when attempting to view uploaded documentation that is not able to be converted from the portal upload.

```
The following error occurred when trying to prepare the document:  
  
Page 33 failed to convert. Please check the page size and (if needed) reduce to letter or legal size and reattach for conversion.  
  
at EllieMae.EMLite.DocumentConverter.ImageCreator.convertWithGDPICTure(String filePath)  
at EllieMae.EMLite.DocumentConverter.ImageCreator.convertPDF(String filePath)  
at EllieMae.EMLite.DocumentConverter.ImageCreator.ConvertFile(String filePath)  
at EllieMae.EMLite.eFolder.Files.FileAttachmentCollection.createImageAttachment(AddReasonType reason, BinaryObject data, String extension, String title, String[] fileList, FileAttachment[] sourceList, DocumentIdentity[] identityList, DocumentLog doc)  
at EllieMae.EMLite.eFolder.Files.FileAttachmentCollection.ReplaceAttachment(AddReasonType reason, NativeAttachment attachment, String filepath, DocumentLog doc)  
at EllieMae.EMLite.eFolder.Viewers.NativeAttachmentViewerControl.convertNativeToImage(NativeAttachment attachment)  
at EllieMae.EMLite.eFolder.Viewers.NativeAttachmentViewerControl.worker_DoWork(Object sender, DoWorkEventArgs e)  
at System.ComponentModel.BackgroundWorker.OnDoWork(DoWorkEventArgs e)  
at System.ComponentModel.BackgroundWorker.WorkerThreadStart(Object argument)
```

We are working to update any effected documents, but that can cause delays in the parsing of the files and submission into underwriting. We appreciate your partnership in submitting documentation this way to cut down on turn times for file reviews.

If you have any questions regarding this announcement please contact your assigned Account Executive.

Thank you for your business and for being a valued partner!