

Supporting Documents Overview

This article will provide you with further information on supporting documents upload and its great facilities.

So let's get started!



Written by Jay Ellis

Updated over a week ago – June 2021

Bravo! You've now submitted your application to the lender and you know you've reached this stage because you've just clicked Submit Application and received the below confirmation.

You will now receive your LRN Lender reference number and be able to submit your supporting docs.

When you have finished the submit process, you will be presented with two options.

1. Finalise Supporting Documents, where you can upload and allocate your documents and submit to the lender.
2. Re-Open your submitted application in read only mode

Submit Application

✔ Your application has been successfully submitted



Submit
Supporting
Documents

Your next step - Supporting Documents

i You must submit supporting documents for this application to the lender. Open supporting documents, assign documents to the checklist and submit to the lender.



Open
Application
in view mode

Open Application

i When this popup window is closed, the application will be re-opened in view only mode.

Close

If you choose option 1, you will go straight to the supporting documents engine:

HOME

Peter Ratcliffe - Supporting Documents

Kate Gubbins

Upload

Download Attachments

Files

Assign Document

Create Exception

Actions

Preview

Delete

Edit Exception

Organize

Submit documents to lender

Submit

0% completed

SIMPOLOGY

22121772834

simpology

Peter Ratcliffe / Files

201507 Ratcliffe.pdf

Ratcliffe - P - good DL.pdf

Ratcliffe 2 - good.pdf

Ratcliffe 2014.pdf

201507 Ratcliffe / Pages

Page 1

Page 2

Page 3

Task List

All 13

Completed 0

Remaining 13

Application

0 / 1

>

✓ Peter Ratcliffe (Borrower)

PAYG - Primary

0 / 1

>

Photographic - Australian Passport

0 / 1

>

Photographic - Australian Drivers Licence

0 / 1

>

✓ Jacqueline Ratcliffe (Borrower)

PAYG - Primary

0 / 1

>

Photographic - Australian Passport

0 / 1

>

Photographic - Australian Drivers Licence

0 / 1

>

Residential - 18 Flannery Court, Oak Park VIC 3046

0 / 1

>

Residential - 40 Wategos Circuit, Pelican Waters QLD 4551

0 / 2

>

Financial Asset - Transaction Account

0 / 1

>

Mortgage Loan - NAB

0 / 1

>

Credit Card - CBA

0 / 1

>

Credit Card - NAB

0 / 1

>

Other Documents

>

PAYG - Primary

0 / 1

Two of the following:

✗ 2 Payslips

✗ 1 Employment Contract

✗ 1 Employer Letter

✗ 1 Group Certificate/PAYG Summary

✗ 1 Tax Return PLUS

✗ 1 ATO Notice of Assessment

✗ 3 Bank Statements

Docs you have already uploaded before submission

This panel lists what can satisfy each condition, as you click on them

This is your checklist for this loan

If you choose option 2, you will go back into your submitted app. Your Lender Reference Number will be on the right side of the yellow bar; and you can click on the Red button to finalise and submit your supporting documents to the lender.

←

Info

Summary

Serviceability

Checklist

Print Forms

Supporting Docs

Close

Help

Checklist

Application
APP-4GFORR

Email

You can email this list directly to the customer for them to attend to and provide

List of all required documents by the lender for your application

Documents Checklist

QR Code

Broker Reference: Lodgement Reference: Lodgement Sequence: 1

Application

☐ 1 Application Data (Print Form)

☐ 1 Application Declarations (Print Form)

☐ 1 Broker Declaration (Print Form)

☐ 1 Customer Identification Checklist - Trusts (Print Form)

☐ 1 Customer Identification Checklist - Companies (Print Form)

☐ 1 Customer Identification Checklist - Individuals (Print Form)

Trust - ABC Trust

☐ 1 Trust Deed

☐ 1 Fund Deed Statutory Declaration

☐ One of the following:

a. 1 year Financial Statement

b. 12 months Superannuation Contribution Statements

☐ 1 Statement of Position

You may choose to skip emailing the client by this stage, as you may have already collected them all. In that case, click on Supporting Docs to be taken to the upload page. This tab provides all the functionality you need to upload your documents to satisfy all requirements on the checklist.

Info

Lender

Properties

Application Source	Loanapp
Application Identifier	
Sequence Number	1
Application Name	
Lender	

Application Details

Guidebook	
Version	1.0.50
Is Preview Guidebook	Yes
Is Submitted	No
Is Dirty	No

Related Dates

Opened	less than a minute ago
Last Saved	less than a minute ago

You are now in the **Supporting Documents** section.

The supporting documents upload functionality provides you with four Columns:

- *1st Column* is where you upload all your documents for your application
- *2nd Column* allows you to view and manage each document
- *3rd Column* presents to you the actual checklist and what the lender requires to be satisfied
- *4th Column* is where matched documents (to the checklist) are housed and validated

HOME

Supporting Documents

Upload

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Assign Document

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Edit Exception

Organize

Submit documents to lender

Submit

0% completed

30006479527

SMSF submit test / Files

1st Column

Upload all your documents here for your application

/ Pages

2nd Column

View and manage each document

Task List

All 7

Completed 0

Remaining 7

Application	0 / 6	>
Trust - ABC Trust	0 / 4	>
Trust - SMSF Trust	0 / 1	>
<input checked="" type="checkbox"/> John Smith (Guarantor)		
Self Employed - Primary	0 / 4	>
Photographic - Australian Drivers Licence	0 / 1	>
Super Non Concessional Contribution	0 / 1	>
Residential - 34 Noosa Parade, Noosa Heads QLD 4567	0 / 3	>
Other Documents		>

3rd Column

The actual checklist and what the lender requires to be satisfied

Application

0 / 6

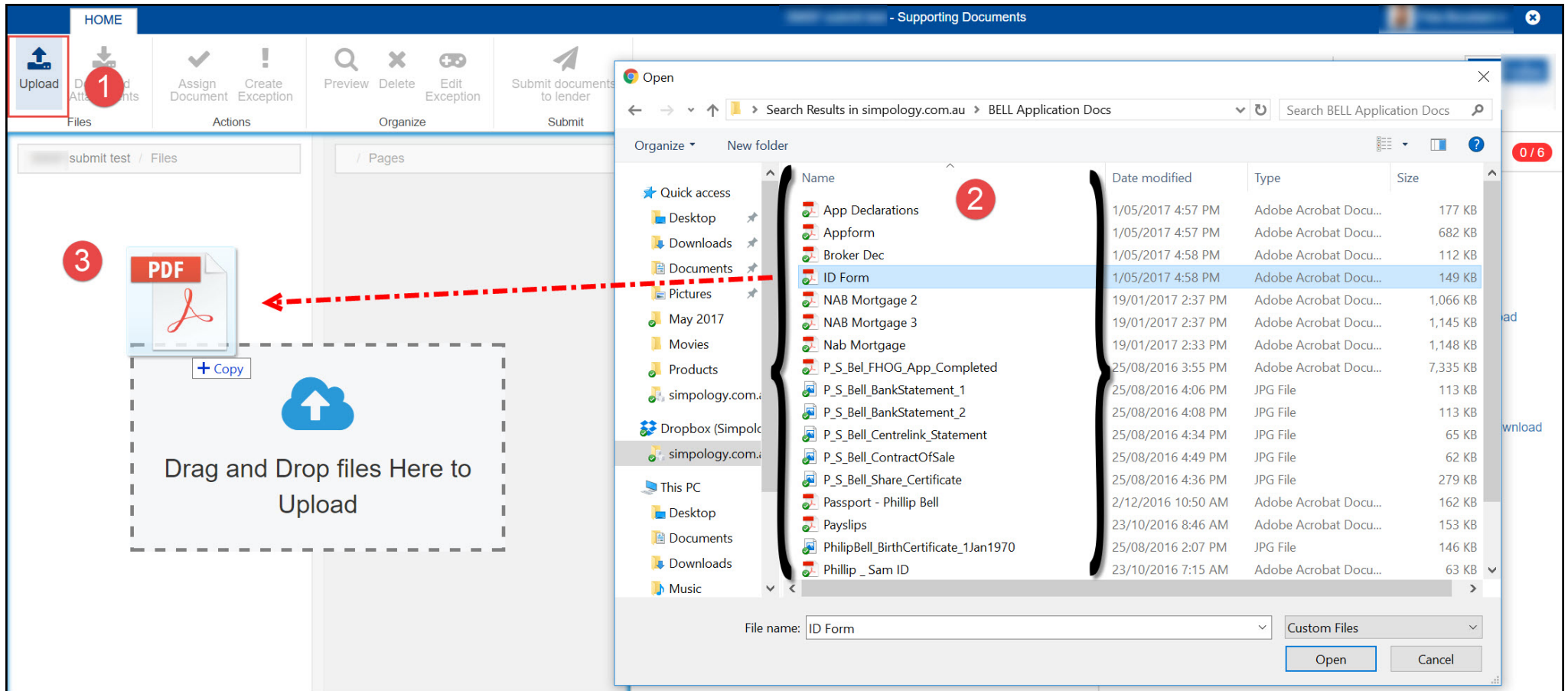
<input type="checkbox"/>	✖ 1 Application Data	Download Print Form
<input type="checkbox"/>	✖ 1 Application Declarations	Download Print Form
<input type="checkbox"/>	✖ 1 Broker Declaration	Download Print Form
<input type="checkbox"/>	✖ 1 Customer Identification Checklist - Trusts	Download Print Form
<input type="checkbox"/>	✖ 1 Customer Identification Checklist - Companies	Download Print Form
<input type="checkbox"/>	✖ 1 Customer Identification Checklist - Individuals	Download Print Form

4th Column

Where matched documents (to the checklist) are housed an validated

Upload Documents

To upload documents, click on Upload at the top left hand corner and drag and drop all related documents into the first Column.



Edit Documents

You can now **Edit a document** prior to assigning it to a Checklist item. You may want to do this if you have uploaded one document with multiple pages or a document that contains 2 forms of ID that needs to be split.

To edit a document, click on the document image in Column 1. The pages in that document will appear in Column 2 - document management.

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Upload

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Assign Document

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Submit documents to lender

Submit

0% completed

SMSF submit test / Files

NAB Mortgage 2.pdf

Dec.pdf

NAB Mortgage 3.pdf

ID Form.pdf

Payslips.pdf

Nab Mortgage.pdf

PHillip licence.pdf

Nab Mortgage / Pages

Page 1

Page 2

Task List

All 7

Completed 0

Remaining 7

Application	0 / 6	>
Trust - ABC Trust	0 / 4	>
Trust - SMSF Trust	0 / 1	>
<input checked="" type="checkbox"/> John Smith (Guarantor)		
Self Employed - Primary	0 / 4	>
Photographic - Australian Drivers Licence	0 / 1	>
Super Non Concessional Contribution	0 / 1	>
Residential - 34 Noosa Parade, Noosa Heads QLD 4567	0 / 3	>
Other Documents		>

Application

0 / 6

<input type="checkbox"/>	✖ 1 Application Data	Download Print Form
<input type="checkbox"/>	✖ 1 Application Declarations	Download Print Form
<input type="checkbox"/>	✖ 1 Broker Declaration	Download Print Form
<input type="checkbox"/>	✖ 1 Customer Identification Checklist - Trusts	Download Print Form
<input type="checkbox"/>	✖ 1 Customer Identification Checklist - Companies	Download Print Form
<input type="checkbox"/>	✖ 1 Customer Identification Checklist - Individuals	Download Print Form

If you click on a particular page from within that column, you will be taken to an Edit page. Notice the Edit functionality that will allow you to **Crop**, **Redact**, **Rotate**, and **Markup** as required. Once you are happy with your edits, click Save.

- [Click here](#) to learn how you can Split your documents
- [Click here](#) to learn how to Crop your documents
- [Click here](#) to learn how to Redact your customer's confidential details

HOME

Supporting Documents

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Submit documents to lender

Submit

0% completed

SMSF submit test / Files

NAB Mortgage 2.pdf

NAB Mortgage 3.pdf

Payslips.pdf

Dec.pdf

ID Form.pdf

Nab Mortgage.pdf

PHillip licence.pdf

PHillip licence / Pages

Page 1

Task List

All 7

Completed 0

Remaining 7

Application

0 / 6

>

Trust - ABC Trust

0 / 4

>

Trust - SMSF Trust

0 / 1

>

☒ John Smith (Guarantor)

Self Employed - Primary

0 / 4

>

Photographic - Australian Drivers Licence

0 / 1

>

Super Non Concessional Contribution

0 / 1

>

Residential - 34 Noosa Parade, Noosa Heads QLD 4567

0 / 3

>

Other Documents

>

Photographic - Australian Drivers Licence

0 / 1

☐

1 Australian Drivers Licence

Page 1

The trick is to ensure you drag your selected page/s over the Checklist item in Column 3. If you drag it over a different Checklist item, you may end up assigning your document to the wrong requirement in Column 4.

Verify the document

Once you drop your document against the appropriate requirement, you will be taken to a new screen which will ask you to verify the information on the document. For example, does the data that you typed into the application, match the data printed on this supporting document.

PHillip licence.pdf Page 1

Phillip licence.pdf Page 1

Driver Licence
New South Wales, Australia

Phillip James BELL Card Number

Licence No
Licence Class
C

Donor
A

Date of Birth

Expiry Date

Section
Photographic - Australian Drivers 1

Document
1 Australian Drivers Licence

Please verify that

- ☒ Name on the document matches the applicant name
- ☒ Date of birth is 10/05/1965
- ☒ Expiry date is 01/02/2018
- ☒ Verified photo
- ☒ Address on document is 8 Boronia Street, Belfield NSW 2191
- ☒ Document number is 123456

Save Close

You will need to tick the check-boxes to verify the items.

You can also check the Section and the Document to ensure you have attached this document to the correct Supporting Document requirement.

Once you have verified, click Save.

You can now see that you have satisfied that Supporting Document requirement - shown by the Green tick and there is now a Completed Task.

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Supporting Documents

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Submit

5% completed

SMSF submit test / Files

PHillip licence / Pages

Task List

All 7

Completed 1

Remaining 6

Application	0 / 6	>
Trust - ABC Trust	0 / 4	>
Trust - SMSF Trust	0 / 1	>
<input checked="" type="checkbox"/> John Smith (Guarantor)		
Self Employed - Primary	0 / 4	>
<input checked="" type="checkbox"/> Photographic - Australian Drivers Licence	1 / 1	>
Super Non Concessional Contribution	0 / 1	>
Residential - 34 Noosa Parade, Noosa Heads QLD 4567	0 / 3	>
Other Documents		>

Photographic - Australian Drivers Licence

1 / 1

✓ 1 Australian Drivers Licence

1 page

You will need to continue with assigning the rest of your uploaded documents to the appropriate Checklist item.

Create an Exception

Sometimes you might want to Create an Exception. This is effectively a message to the Lender explaining why a particular Checklist item can't be satisfied. It might be because the Supporting Document is currently not available, or some of the conditions on the document are unable to be verified.

Step 1

Click on the item in the Checklist that you wish to create an exception for. The required Supporting Document/s will appear in the far right hand column.

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Supporting Documents

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Submit documents to lender

Submit

95% completed

SMSF submit test / Files

App Declaration...

Appform.pdf

NAB Mortgage 2.pdf

Broker Dec.pdf

ID Form.pdf

NAB Mortgage 3.pdf

NAB Mortgage 3 / Pages

Page 1

Page 2

Task List

All 7

Completed 6

Remaining 1

<input checked="" type="checkbox"/>	Application	6 / 6	>
<input checked="" type="checkbox"/>	Trust - ABC Trust	4 / 4	>
<input checked="" type="checkbox"/>	Trust - SMSF Trust	1 / 1	>
<input checked="" type="checkbox"/>	John Smith (Guarantor)		
<input checked="" type="checkbox"/>	Self Employed - Primary	4 / 4	>
<input checked="" type="checkbox"/>	Photographic - Australian Drivers Licence	1 / 1	>
<input checked="" type="checkbox"/>	Super Non Concessional Contribution	1 / 1	>
	Residential - 34 Noosa Parade, Noosa Heads QLD 4567	2 / 3	>
	Other Documents		>

Residential - 34 Noosa Parade, Noosa Heads QLD 4567 2 / 3

☒

✓ 1 Purchase/Sales Contract

4 pages

☐

✗ 1 Valuation Report

☒

One of the following:

☒

✓ 1 Tenancy Agreement

2 pages

☐

✗ 1 Rental Statement

Click on the checklist item

The required Supporting Doc appears here

Step 2

Click on the Supporting Doc in the right hand column to highlight it. Notice that the 'Create Exception' menu icon is now active.

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Supporting Documents

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Submit documents to lender

Submit

95% completed

SMSF submit test / Files

App Declaration...

Appform.pdf

NAB Mortgage 2.pdf

Broker Dec.pdf

NAB Mortgage 3.pdf

ID Form.pdf

NAB Mortgage 3 / Pages

Page 1

Page 2

Task List

All 7

Completed 6

Remaining 1

Application 6 / 6

Trust - ABC Trust 4 / 4

Trust - SMSF Trust 1 / 1

John Smith (Guarantor)

Self Employed - Primary 4 / 4

Photographic - Australian Drivers Licence 1 / 1

Super Non Concessional Contribution 1 / 1

Residential - 34 Noosa Parade, Noosa Heads QLD 4567 2 / 3

Other Documents

Residential - 34 Noosa Parade, Noosa Heads QLD 2 / 3

1 Purchase/Sales Contract

4 pages

1 Valuation Report

One of the following:

1 Tenancy Agreement

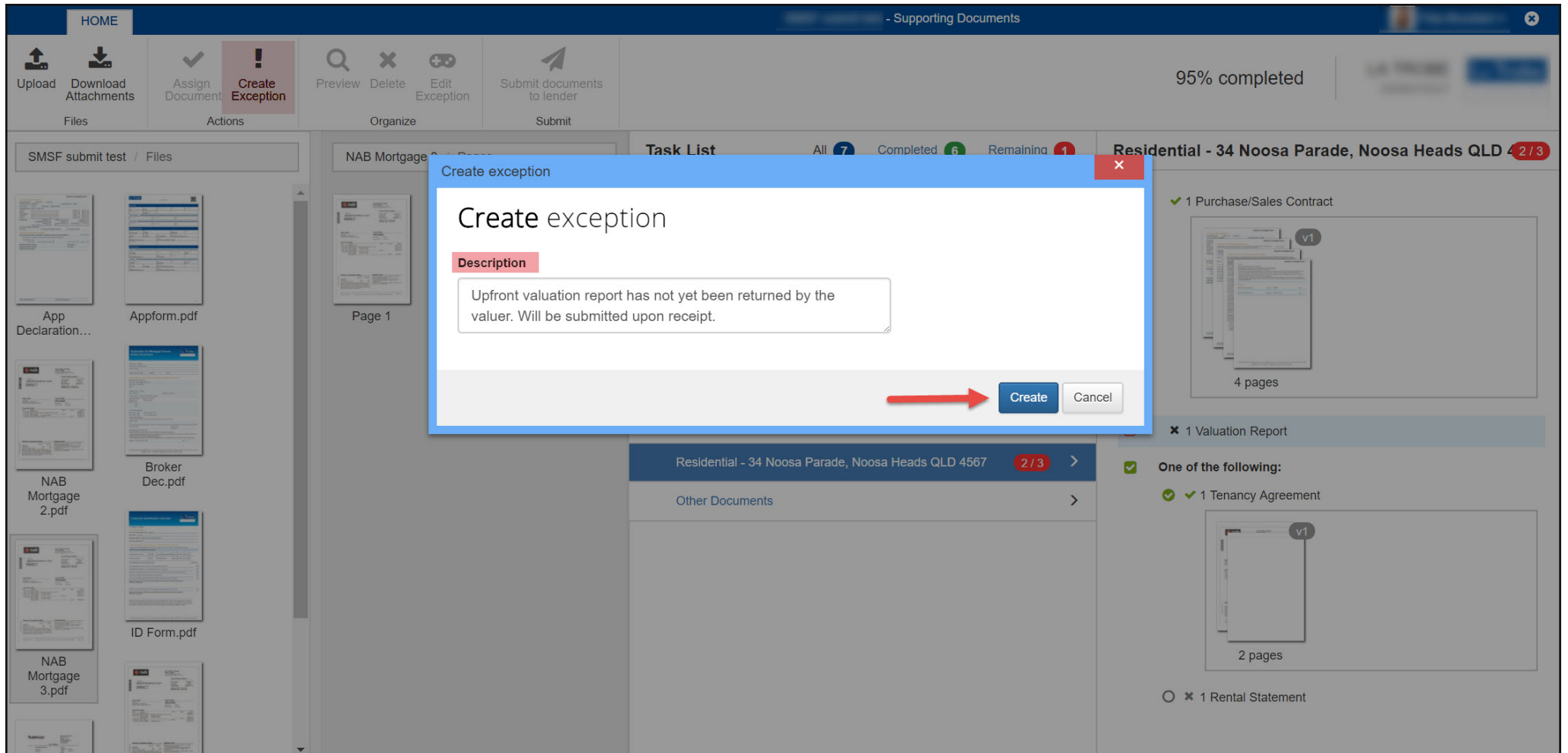
2 pages

1 Rental Statement

Click on the Supporting Doc

Step 3

Click the Create Exception menu icon. A pop up will appear. Enter the reason why this particular Supporting Doc is not being provided at this time. Click Create.



Step 4

You will notice the Exception now appears under the Supporting Document. The Checklist item has been satisfied but will appear in 'orange' to indicate an Exception has been created.

HOME

- Supporting Documents

Upload

Download Attachments

Files

Assign Document

Create Exception

Actions

Preview

Delete

Edit Exception

Organize

Submit documents to lender

Submit

Hey, it's completed

SMSF submit test / Files

App Declaration...

Appform.pdf

NAB Mortgage 2.pdf

Broker Dec.pdf

ID Form.pdf

NAB Mortgage 3.pdf

NAB Mortgage 3 / Pages

Page 1

Page 2

Task List

All 7

Completed 7

Remaining 0

Application 6 / 6

Trust - ABC Trust 4 / 4

Trust - SMSF Trust 1 / 1

John Smith (Guarantor)

Self Employed - Primary 4 / 4

Photographic - Australian Drivers Licence 1 / 1

Super Non Concessional Contribution 1 / 1

Residential - 34 Noosa Parade, Noosa Heads QLD 4567 3 / 3

Other Documents

Residential - 34 Noosa Parade, Noosa Heads QLD 4567 3 / 3

1 Purchase/Sales Contract

4 pages

1 Valuation Report

Upfront valuation report has not yet been returned by the

Exception has been created. Checklist item is now satisfied

Submit documents to Lender

Once you are finished uploading the last requirement, you will get a popup saying that you have completed the process. Tick the box to acknowledge that you want the documents to be submitted to the Lender. Then click 'Submit documents to lender'.

HOME - Supporting Documents

Upload Download Attachments Assign Document Create Exception Preview Delete Edit Exception Submit documents to lender

SMSF submit test / Files NAB Mortgage 2 / Pages

Task List All 7 Completed 7 Remaining 0 Application 6 / 6

Completed

You have completed the process.

The next step is to send the documents to lender. You can do this from here or from the main page if you have additional documents to attach or modify.

Check this box if you want to submit the documents to lender Submit documents to lender Close

Application Data Download Print Form

1 page

Application Declarations Download Print Form

1 page

Broker Declaration Download Print Form

1 page

Other Documents

All done!

Congratulations on submitting a full application with all Supporting Documents required by the Lender. The Lender will now work on your file and be in touch regarding approval.