



# HELPFUL HINTS - LOCK EXTENSIONS

In TPO Connect, click on Products and Pricing. From there click on Change Request. Once Optimal Blue opens up click on the blue Profile Change Request icon at the top. Then Click on Lock Extension. Then enter the # of days and click Calculate Cost. From there you can select click Apply Change.

## Submit a change request

Select type of change request:

Lock Extension

1.  Profile Change  
 Relock

2. Select Lien:

3. Enter lock extension days:

4.  Cost Lookup

5.

Your request will cost **-0.250**. Final Price after applying the cost is **100.048**. Cost for Extension reflects cost of actual days. The new expiration date will be **7/15/2022**.

Once Apply Change is submitted one more page will show to verify what is being submitted is correct. Click Apply Change at the bottom!

Submit Change Request			
Loan Field	Original Value	Change Request Value	
Price	100.298	100.048	
Lock	30	44	
Lock Expiration LO	7/01/22	7/15/22	
Discount/Rebate (\$/%)	-0.298% (-\$462)	-0.048% (-\$74)	
Total Lock Extension Days		14	

### Loan Notes

Note

Email Secondary

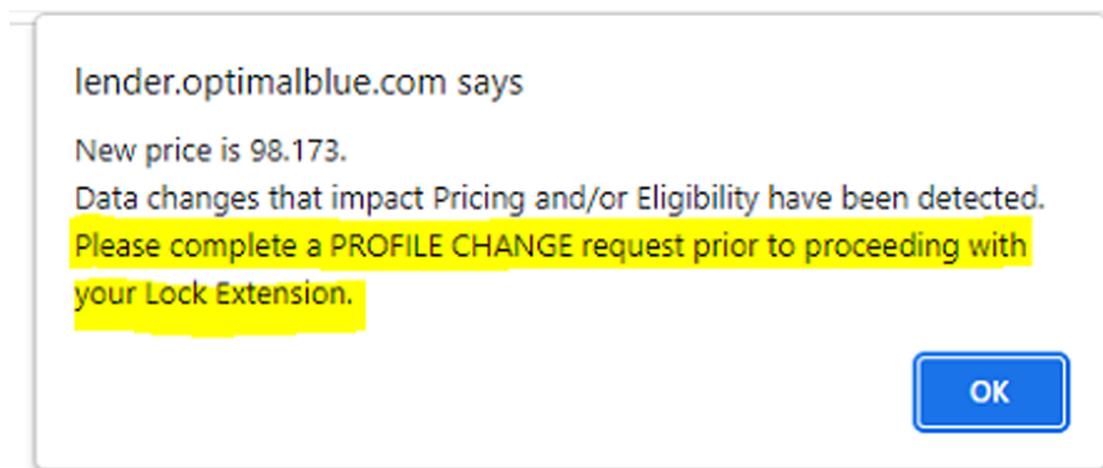
User	Note	Loan Status	Date/Time
OB User	A Profile Change has been applied. (System generated)	Locked	6/1/2022 4:42:34 PM
GMFS Test	A Profile Change Request has been applied (System generated)	Locked	6/1/2022 4:42:23 PM
GMFS Test	Loan has been Locked (System generated)	Locked	6/1/2022 4:40:16 PM
GMFS Test	Lock request submitted (System generated)	Lock Pending	6/1/2022 4:39:40 PM

For a **SUCCESSFUL** lock extension will then show the Request “**Pending**”

Make sure to **EXIT** TPO Connect so the change can update

Change Request History				
Request Submitted	User	Type	Status	Cost
6/2/2022 3:01:24 PM	Moll Wills	Lock Extension	<b>Pending</b>	-0.100

For an **UNSUCCESSFUL** lock extension request the below message will pop up!



### Steps to take in order to submit a **SUCCESSFUL** extension:

1. Click OK and click on Profile Change, Profile Change again
2. Correct anything that is needing to be updated and click Submit
3. Choose the correct Program and Rate, click on the blue lock icon
4. Click APPLY Change
5. Make sure to exit the file in TPO Connect so the Profile Change can update
6. Once the Profile Change has successfully updated an Extension request can now be submitted

\*\*For additional HELP always reach out to the Lock Desk before 4:30, [lockdesk@gmfslending.com](mailto:lockdesk@gmfslending.com)\*\*