Electronic Application Submission Using eForms

Presented by the Single Family Housing Direct Loan Division

Revision Date: July 27, 2017
**eForms highlights**

- eForms allows applicants, loan application packagers, self help grantees, and others to submit applications electronically.

- Applications that are "accepted" in eForms upload into Rural Development's (RD or Agency) loan origination system (a.k.a. UniFi) automatically where they can be "parsed" for further processing.

- Intermediaries under the certified loan application packaging process are required to submit applications via eForms.
As previously mentioned, intermediaries are required to submit loan application packages electronically using the eForms system.

To help intermediaries meet this requirement, RD State Offices are responsible for ensuring that:

- Their offices are properly set up in the eForms system.
- Their staff is familiar with the eForms field office user guide.
- Their staff reviews applications received via eForms in a timely manner and promptly takes the appropriate action.
There are three major steps to the electronic application submission using eForms:

1. The submitter's submission of a loan application package.

2. The Agency's review of the submitted package which will result in accepting the application, returning the application, or re-directing the application.

3. The Agency's importing and parsing of the application into UniFi once an application is accepted.
To submit loan application packages via eForms, intermediaries must:

- Request access to eForms (i.e. a Level 2 eAuthentication account). Each staff member that will submit applications will need to request access individually.
- Complete Form RD 410-4, Uniform Residential Loan Application, from eForms.
- Following the Agency's stacking order, attach the additional required documentation outlined in Handbook-1-3550, Attachments 3-A and 3-J.
- Submit the application to the "right" RD office.
Level 2 eAuthentication account - what is it and how do I get it?

A Level 2 eAuthentication account, which consists of a User ID, password, and user profile, allows the user to enter an application with high security requirements through a USDA website portal.

To register for a Level 2 eAuthentication account you will need to visit the following site and provide certain information used to verify your identify.

After a Level 2 eAuthentication account has been established, it’s time to log into eForms to complete and submit an application package.

http://forms.sc.egov.usda.gov/eForms/welcomeAction.do?Home
There are three ways to complete Form RD 410-4 (Uniform Residential Loan Application):

• Import the industry standard Form 1003,
• Complete the 410-4 online within eForms, and
• Export the 410-4, complete offline, and then import the completed form into eForms.

Always make sure the instruction icon appears next to the 410-4 being submitted!
eForms – Step 1 (Submitter's Submission)
eForms – Step 1 (Submitter's Submission)

Please upload 1003 form data to be filled into a 410-4 form. The following list of forms may be imported, if they are the correct revision:

1003 form
No uploaded files

Please select the data
Input File: [Browse...]
Supplemental Form (Excel format): [Browse...]
Saved Form Name: [ ]

Add

Close    Save

Submit

Position 3
Form RD 410-4
(Rev. 10-06)

APPLICATION FOR RURAL ASSISTANCE (NONFARM TRACT)
Uniform Residential Loan Application

Form Approved
OMB No. 0575-0
eForms – Step 1 (Submitter's Submission)

Export icon
eForms – Step 1 (Submitter's Submission)
Submit the application to a pre-determined county and office.
### Saved Packages

Please click on a previously selected service center or use the map to select a new service center:

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>HARRISON SERVICE CENTER</td>
<td>402 N WALNUT ST STE 127  HARRISON AR, 72601-3621</td>
<td>Select Map</td>
</tr>
<tr>
<td>AMITE SERVICE CENTER</td>
<td>805 W OAK ST  AMITE LA, 70422-2750</td>
<td>Select Map</td>
</tr>
<tr>
<td>CONCORD SERVICE CENTER</td>
<td>10 FERRY ST  CONCORD NH, 03301-5081</td>
<td>Select Map</td>
</tr>
</tbody>
</table>

![Map of the United States with service center locations marked](image_url)
In this example, the intermediary in Maryland was instructed to select CHARLES County from the map (or text version) and then select the LA PLATA SERVICE CENTER.
Following the Agency's stacking order, it’s now time for the intermediary to attach the additional required documentation outlined in Handbook-1-3550, Attachments 3-A and 3-J.

The additional documents required for a complete application are to be combined into one document and placed in the approved stacking order.
Saved Packages

Please review the following information for the Shaw package. If it is correct, enter any comments and attach any supporting documents that you want to accompany the package and on the Submit button at the bottom of the page.

Forms

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shaw 4104-4</td>
<td>Uniform Residential Loan Application</td>
</tr>
</tbody>
</table>

Attachments

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Act</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

There are currently no attachments for this package.

Add

If you would like to provide the service center with any comments about them here:

Please select the file and enter a description of why it is being attached to this package.

Attachment File: Choose File  No file chosen

Description:

Please select the file and enter a description of why it is being attached to this package.

Attachment File: Additional Documents in  Browse...

Description: Additional documents in stacking order

Add  Cancel
If you would like to provide the service center with any comments about this package, please enter them here:

Loan Package for: [Name] Shaw. Her $25 check will be delivered asap.

Your USDA eAuthentication account email address is [email]. All notifications pertaining to this package will be sent to this email address. If this is not the address you wish to have used, you must change it through the USDA eAuthentication. Any changes to your eAuthentication profile will require that you log out of eForms and back in again to take affect.

You have selected the following service center:

Service Center: HARRISON SERVICE CENTER
402 N WALNUT ST STE 127
HARRISON, AR 72601-3621
Phone Number: 8707418600

Submit
I understand I am providing all information included on forms and attachments to the United States Department of Agriculture (USDA) for review and processing. My statements on any submitted forms and attachments are true, and correct to the best of my knowledge and belief and are made in good faith. I understand that a knowing and willing false statement can be punished by a fine or imprisonment or both. (See Title 18, Section 1001, of the United States Code.)

Are you sure you want to Submit the package?

Confirm  Cancel
eForms – Step 1 (Submitter's Submission)

**USDA Successful Submission**

You have completed the submission process for

Package: Shaw

It is now waiting USDA review for further processing.

Confirmation Number: 103923-1

Retain this Confirmation Number to reference this package in any future correspondence.

You may track the progress of this package in your "Outstanding Packages" folder.

**eForms Package 103923-1 ----------- Submittal**

eFormsManager@one.usda.gov

Follow up.

t: Thu 3/16/2017 10:10 AM

Package 103923-1 --------  was successfully submitted on Thursday, March 16th, 2017 at 10:09am to:

HARRISON SERVICE CENTER
402 N WALNUT ST STE 127
HARRISON, AR  72601-3621

It is now pending a review for completeness. You will be notified further once this has been done.

Please do not respond to this email, as it was automatically generated by the eForms system.

eForms Automation
Step 1 ends with an email notification to the submitter about a successful eForms submission and Step 2 begins with an email notification to RD about an eForms package submittal.
The appropriate RD staff in the receiving RD office will review the application received via eForms in a timely manner and promptly take the appropriate action. They will either:

- Accept,
- Return, or
- Re-direct the application.
eForms – Step 2 (Agency’s Review)

These are the forms that are contained by package 102025-i. Click on a form name to open and review it. Once all the forms for this package have been reviewed, you will be able to accept, re-direct, or return this package.

<table>
<thead>
<tr>
<th>Name</th>
<th>Status</th>
<th>Last Updated</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>RD 410-4</td>
<td>Active</td>
<td>07/20/2016</td>
<td></td>
</tr>
<tr>
<td>T. F. __.pdf</td>
<td>Active</td>
<td>07/20/2016</td>
<td></td>
</tr>
</tbody>
</table>

Open
The file won’t be saved automatically.
Save
Save as

APPLICATION FOR RURAL ASSISTANCE (NONFARM TRACT)
Uniform Residential Loan Application

1. TYPE OF MORTGAGE AND TERMS OF LOAN

2. PROPERTY INFORMATION AND PURPOSE OF LOAN

[Form Approved: 09/28/15]
eForms – Step 2 (Agency’s Review)

These are the forms that are contained by package 102025-000111. Click on a form name to open and review it. Once all the forms for this package have been reviewed, you will be able to accept, re-direct, or return this package.

<table>
<thead>
<tr>
<th>Name</th>
<th>Status</th>
<th>Last Updated</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>RD 410-4</td>
<td>Active</td>
<td>07/20/2016</td>
<td></td>
</tr>
<tr>
<td>T. Form.pdf</td>
<td>Active</td>
<td>07/20/2016</td>
<td></td>
</tr>
</tbody>
</table>

- Accept
- Redirect
- Return
- Comments
- History
- Employee Edit
- Close
These are the forms that are contained by package 102025-

Click on a form name to open and review it. Once all the forms for this package have been reviewed, you will be able to accept, re-direct, or return this package.

<table>
<thead>
<tr>
<th>Name</th>
<th>Status</th>
<th>Last Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>RD 410-4</td>
<td>Active</td>
<td>07/20/2016</td>
</tr>
<tr>
<td>T.</td>
<td>Active</td>
<td>07/20/2016</td>
</tr>
</tbody>
</table>

Accept  Re-direct  Return  Comments  History  Employ
What happens if an application wasn’t sent to the pre-determined RD Service Center?
eForms – Step 2 (Agency’s Review)
### eForms – Step 2 (Agency’s Review)

<table>
<thead>
<tr>
<th>Name</th>
<th>Agency</th>
<th>Address</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>GREENEVILLE SERVICE CENTER (65540)</td>
<td>RD</td>
<td>214 N COLLEGE ST GREENEVILLE TN, 37745-5167</td>
<td></td>
</tr>
<tr>
<td>BLOUNTVILLE SERVICE CENTER (65662)</td>
<td>FSA</td>
<td>2942 HIGHWAY 394 BLOUNTVILLE TN, 37617</td>
<td></td>
</tr>
<tr>
<td>BLOUNTVILLE SERVICE CENTER (65664)</td>
<td>NRCS</td>
<td>2942 HIGHWAY 394 BLOUNTVILLE TN, 37617</td>
<td></td>
</tr>
<tr>
<td>KNOXVILLE AREA OFFICE (80107)</td>
<td>NRCS</td>
<td>9737 COGDILL RD KNOXVILLE TN, 37932</td>
<td></td>
</tr>
<tr>
<td>NRCS-FSA STATE OFFICE (101031)</td>
<td>FSA</td>
<td>801 BROADWAY STE 675 NASHVILLE TN, 37203-3878</td>
<td></td>
</tr>
<tr>
<td>NRCS-FSA STATE OFFICE (101032)</td>
<td>NRCS</td>
<td>801 BROADWAY STE 675 NASHVILLE TN, 37203-3878</td>
<td></td>
</tr>
<tr>
<td>NASHVILLE SERVICE CENTER &amp; RD STATE OFFICE (101033)</td>
<td>RD</td>
<td>3322 W END AVE STE 300 NASHVILLE TN, 37203-1084</td>
<td></td>
</tr>
<tr>
<td>CHATTANOOGA SERVICE CENTER (101185)</td>
<td>NRCS</td>
<td>6183 ADAMSON CIR CHATTANOOGA TN, 37416</td>
<td></td>
</tr>
<tr>
<td>LEWISBURG SERVICE CENTER (103471)</td>
<td>NRCS</td>
<td>1171 NASHVILLE HWY LEWISBURG TN, 37091-2236</td>
<td></td>
</tr>
<tr>
<td>COLUMBIA SERVICE CENTER (103473)</td>
<td>NRCS</td>
<td>811 HATCHER LN COLUMBIA TN, 38401-3523</td>
<td></td>
</tr>
<tr>
<td>BLOUNTVILLE SERVICE CENTER (103497)</td>
<td>CD</td>
<td>2942 HIGHWAY 394 BLOUNTVILLE TN, 37617</td>
<td></td>
</tr>
<tr>
<td>MURFREESBORO SERVICE CENTER (103610)</td>
<td>NRCS</td>
<td>315 JOHN R RICE BLVD LANE AGRI-PARK MURFREESBORO TN, 37129</td>
<td></td>
</tr>
<tr>
<td>BLOUNTVILLE SERVICE CENTER (107721)</td>
<td>OCIO</td>
<td>2942 HIGHWAY 394 BLOUNTVILLE TN, 37617</td>
<td></td>
</tr>
</tbody>
</table>
Inbox

Package Confirmation Number: 102025-
Package Owner:

Please enter the reason for redirecting this package.

Continue  Cancel
eForms – Step 3 (Importing and Parsing into UniFi)

<table>
<thead>
<tr>
<th>In on</th>
<th>Time</th>
<th>Borrower</th>
<th>Branch</th>
<th>Form Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/16/2017</td>
<td>13:09:50</td>
<td>Campbell</td>
<td>04005</td>
<td>s:\webdev\prod\fer\</td>
</tr>
</tbody>
</table>

You have received 410-04 E-Form application(s) listed below. You may select any application to parse in the address lines. Select 'Parse Addr Lines' button to complete the import process.
TIP – when reviewing the application in UniFi to complete all necessary fields, go to the 410-4 from the completed mailbox and have that open to refer to.
eForms – Step 3 (Importing and Parsing into UniFi)

Parsing pop-up messages...
eForms – Step 3 (Importing and Parsing into UniFi)
BE AWARE that phone numbers may become jumbled during the parsing process.
BE AWARE that if you accidently close an application without fully completing it, you have to access it using the **My Secondary Queue** option from the Select an Application pop-up.
eForms – Step 3 (Importing and Parsing into UniFi)

More information on parsing is available in the field office user guide.
Users (to include RD and external partners) having issues with eForms are encouraged to contact the RD Help Desk. They are the best resource to help with technical issues and can track issues and identify potential trends. RD Help Desk cannot assist with questions regarding loan or grant origination. Program related questions should be directed to your local RD Servicing Office.

Below is the contact information for the RD Help Desk:

✓ **E-mail:** [RD.HD@STL.USDA.GOV](mailto:RD.HD@STL.USDA.GOV)
✓ **Phone:** 800-457-3642, select USDA Applications (Press 2); then select Rural Development (Press 2)

Servicing Office locations can be found by navigating to: [https://offices.sc.egov.usda.gov/locator/app](https://offices.sc.egov.usda.gov/locator/app)
To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD 3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by mail at: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410; by fax (202) 690-7442; or email at program.intake@usda.gov.