

# Principality Document Upload System User Guide.

Principality Brokerpoint's Document Upload System is the quick and easy way to submit accompanying documents to Principality Mortgage Applications.

Documents are sent quickly and securely, ensuring that the process is as smooth as possible.

Please note, the Upload system is supported on the following browsers: Internet Explorer, Google Chrome and Firefox.

It is very important that all document types are saved and uploaded as individual documents. **The upload system will not split multiple documents and they will be scanned as one.**

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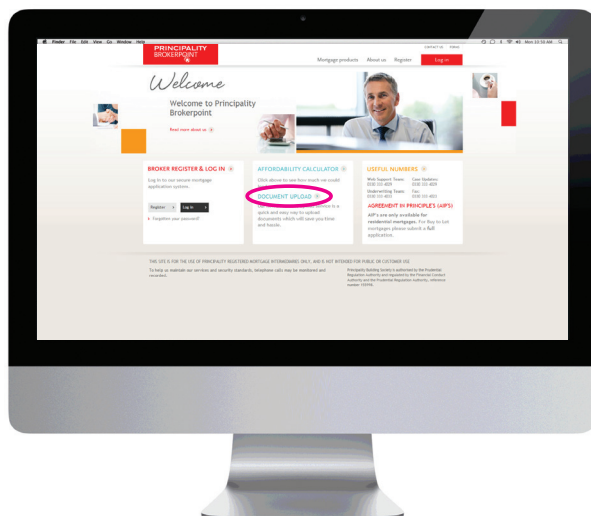
For help or assistance at any point please call us on 0330 333 4029

# 1. Finding the Document Upload link

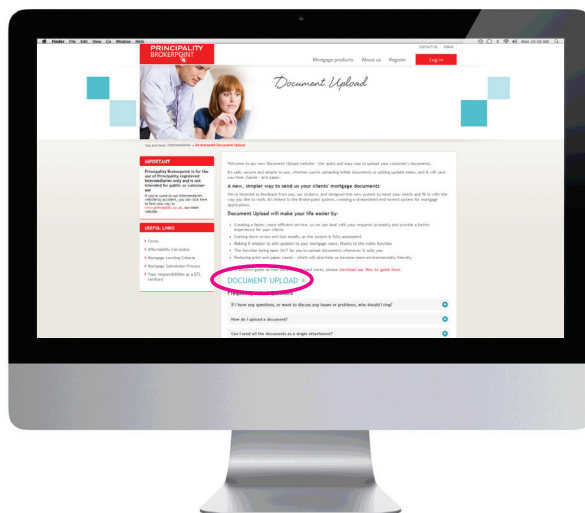
From the Principality homepage click on Intermediaries to get to the Brokerpoint Welcome page ([www.principalitybrokerpoint.co.uk](http://www.principalitybrokerpoint.co.uk)).



From the Principality Welcome page, prior to logging in, click on the Document Upload section.



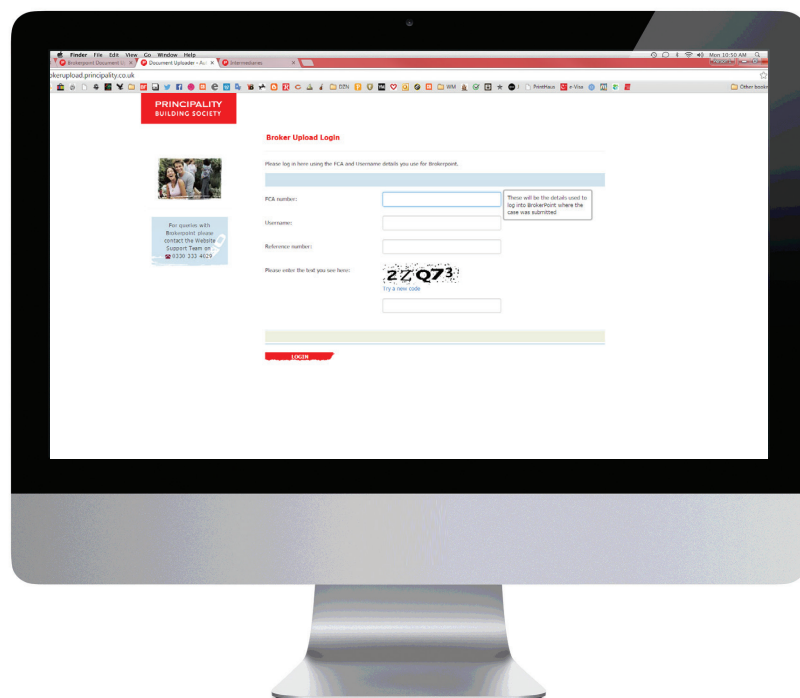
Click on Document Upload



## 2. Logging in

As with logging in to submit a case on Brokerpoint, the Document Upload system requires you to use your individual login information to access the site. This is your FCA number (either your network number or if directly authorised your company FCA number) and USERNAME. These are the same as those used on Brokerpoint to submit the application.

Please note, if you are unsure of your login details, please contact 0330 333 4029\*.



This Captcha code is not case sensitive so can be completed in either uppercase or lowercase.

In addition, you will be asked to enter a valid enquiry/application reference number in order to upload either a note or submit documents to the application.

**If an incorrect reference has been keyed, an error message will be displayed and you will be prompted to enter a correct reference number. This reference number must also be a case that has been submitted using your individual log in details.**

As an additional security measure, you will be required to input the captcha code displayed. If this captcha is not clear or you would like a different captcha - you can click on the link "try a new code".

Once these 3 fields have been completed click "login" and you will be directed to the Document Upload page.

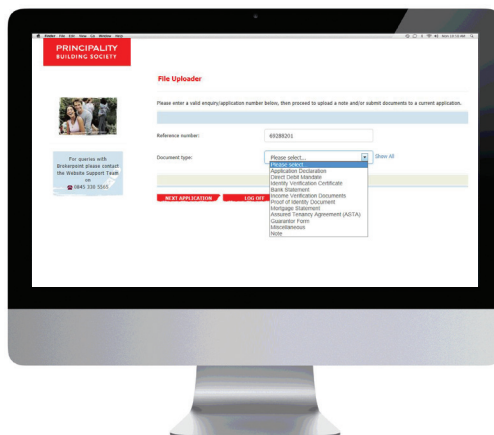
If any of the details you have entered are incorrect, the fields will be highlighted in red and you will need to re-enter the correct information to proceed. Once these have been entered correctly, you will be directed to the Document Upload page.

### 3. Beginning the upload process and labelling your documents

Once you have logged in, a drop down menu will appear which will categorise the type of document that files can be labelled as:

#### ATTENTION

All docs must be uploaded under their individual categories.



#### ATTENTION

Uploading all docs under just one heading could cause delay to the underwriting process

It is important that the document is labelled correctly so that it can be recognised and processed accurately through the system.

For example: Income Verification: payslips / accounts / SA302's

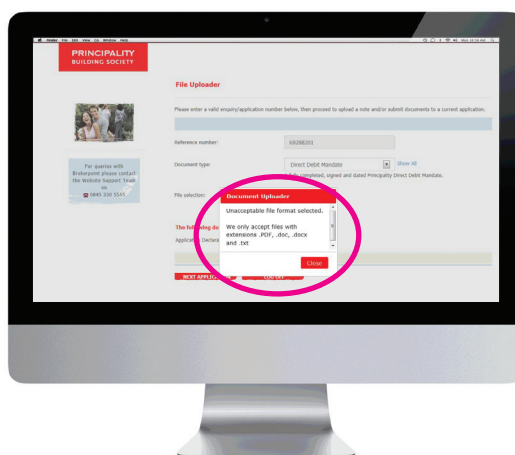
Identity Verification: passports / driving licence / verification of address

For a description of what each document type refers to, select the “Show All” link to the right of the drop down list.

#### 3.1. Selecting files to upload

When you have selected the correct document type, you will be prompted to select a file from your computer:

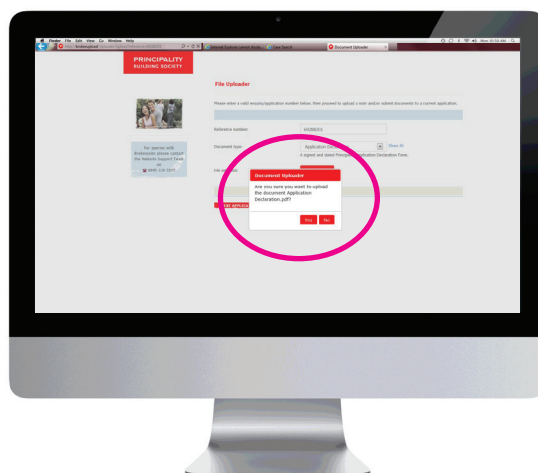
**ATTENTION**  
Only the following format types are compatible:  
PDF, .doc, .docx & .txt



This will direct you to your computer dialog box which allows you to locate and select the relevant file.

## 4. Uploading docs to a file

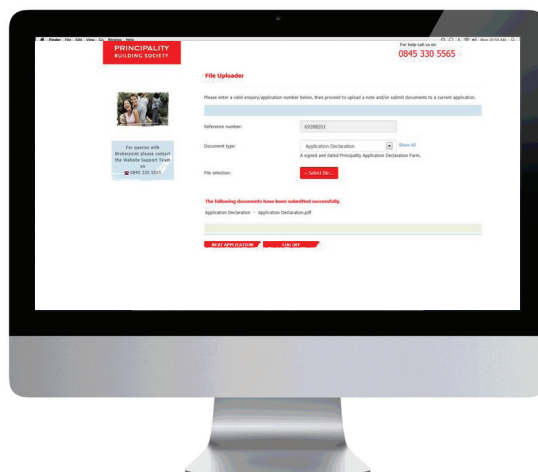
When you have selected the file you wish to upload, you will be presented with the following confirmation message:



This will give you the chance to review that you have chosen the correct file. If you have, select “Yes” and the document will be submitted to the case. If not, select “No” and you will be required to select another file.

Once you have confirmed that the file you have selected is the correct document to upload, a message will appear verifying that the document has uploaded successfully.

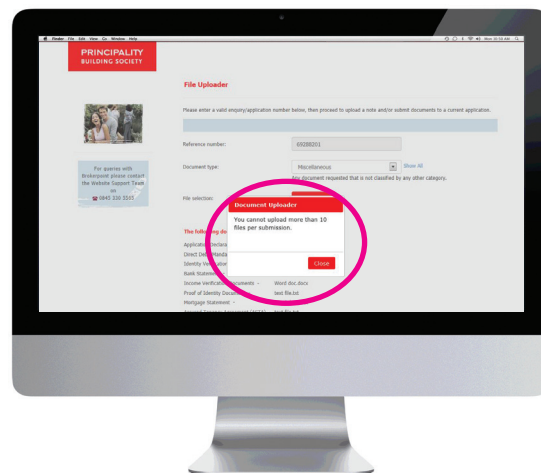
The document title that has been submitted will then appear in a list for your reference on the upload page:



The documents will now have been submitted to the correct files and the underwriter will then assess this in due course, observing our established Service Level Agreement timescales.

After selecting “Yes” you will see the message “The following documents have been submitted successfully”.

You can upload up to 10 documents at a time. You will receive an error message if they attempt more.



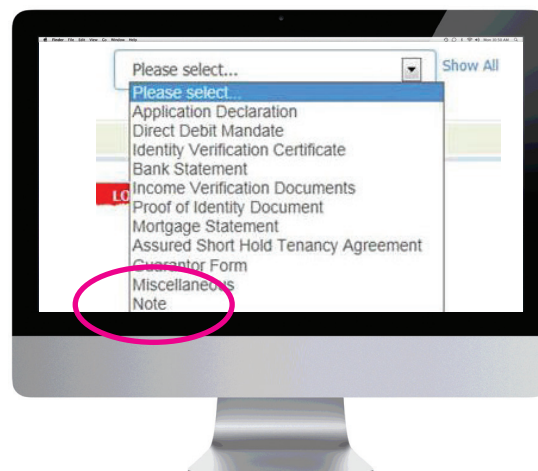
## ATTENTION

You will receive an error message if you try and upload more than 10 docs.

## 4. Uploading a note to a file

Notes should only be added to the system to provide the underwriter with appropriate additional information about your application.

To do so, please select 'Note' from the document type list:



## ATTENTION

The maximum number of characters you can use is 8,000

A blank box will appear for you to type your accompanying note.

## 5. Submitting documents onto another application

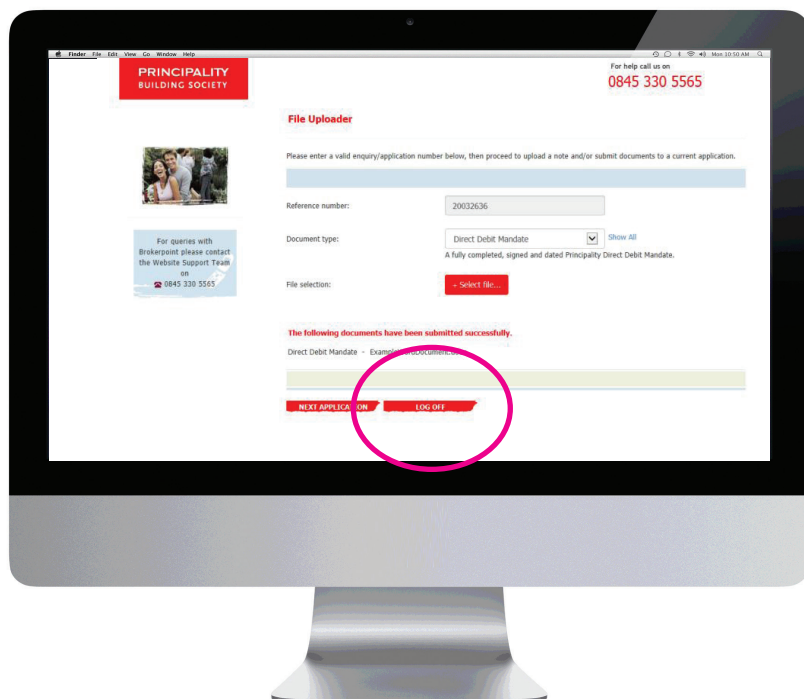
Once you have submitted documents to an application, if you wish to submit documents to ANOTHER case that you have placed with us, you will need to select the “Next Application” button and you will need to enter the enquiry/application number of your next case and follow the same process.

You do not need to log in again, you just enter the account or application number and continue to add documents.

## 6. Logging off

When you have submitted all of the relevant documents to each of your applications, you will need to log off.

To do this, simply select the “Log Off” button, at which point you will receive the thank you message.



When you have closed the message, you will be successfully logged off and will need to follow the login process again should you wish to upload any further documents to cases.

## 7. Queries and problems

Should you experience any problems when uploading documents or have any queries regarding the system or the process, please select the Case Update option where our team will be happy to assist on 0330 333 4029\*.

\*To help us maintain our service and security standards, telephone calls may be monitored and recorded. Principality Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, reference number 155998. Principality Building Society, Principality Buildings, Queen Street, Cardiff, CF10 1UA. [www.principality.co.uk](http://www.principality.co.uk)