

# Product Support Bulletin



Information for Correspondent Lenders of SunTrust Mortgage, Inc.  
March 27, 2015 • COR15-018

Alert

**Update**

Reminder

Clarification

Training  
Information

Preview

## DO Online Registration Tool Moved

Correspondent lenders who do not presently have access to Desktop Originator (DO) through SunTrust Mortgage or another lender, or have access but through another lender, need to complete the steps outlined in the DU Job Aid “Registering Online for Desktop Originator”, which can be accessed by clicking [here](#).

### Intended Audience

Origination Processing	Secondary Marketing	Underwriting	Closing Delivery Funding	Compliance Legal	Other
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### Effective Dates

**Saturday, March 28, 2015**

This new link is effective for all new DO online registrations needed on or after this date.

### Background Information

On February 18, 2015, Fannie Mae announced this change as a way to improve the process for requesting registrations. We are updating our guidelines in accordance with the Fannie Mae change.

### Bulletin Details

#### Registering for DU/DO

Correspondent lenders who do not presently have access to Desktop Originator (DO) through SunTrust Mortgage or another lender, or have access but through another lender, need to complete the steps outlined in the DU Job Aid “Registering Online for Desktop Originator”, which can be accessed by clicking [here](#).

#### Revised Material

Click [Automated Underwriting](#) to access the revised tool.

### Action Required

**Origination, Processing, Secondary Marketing, Underwriting, Closing, Delivery, and Funding  
As of March 28, 2015**

Use the new link to request DO registration.

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## Former Guidelines

### Registering for DU/DO

Previously, we published step-by-step process guidelines for registering with DO. There were previously different steps to take depending on whether you were registered with SunTrust Mortgage, another lender, or if you were not registered at all.

## Other Resources

Support Group	Description and Contact Information:
Correspondent Relations Coordinator	Specific questions on applying this procedure to specific loan files. Direct contact information for each correspondent relations coordinator is located in General Section 1.01: The Correspondent Division.
Emerging Banker Account Executive	Specific questions on applying this procedure to specific loan files. Direct contact information for each account executive is located in General Section 1.01: The Correspondent Division.
Product Support	Provides phone and email support on products, policies, and procedures as well as new product rollout and existing product enhancement. Contact Product Support at 800.382.2111, option 4.

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