**USER GUIDE:**

**How to Request a Price Exception in the FLEX PPE**

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Select **FLEX** as the PPE option inside the LOS to launch into FLEX with the selected loan.

Price Exceptions can be requested during the initial lock and/or post lock.

During the initial lock, when the user lands on the page to request the lock, they can select the arrow option and select **Request Lock with Exception**.



For post-lock exceptions, the user will see the **Price Exception** option when they log into FLEX through the LOS.



*Note:* Any data changes inside the LOS will automatically flow into FLEX. If there are data changes that need to be reconciled, a **Forced Reprice** message will display and the user will need to **Reprice** the loan before proceeding with the **Price Exception**.

Select **Price Exception** and the user will be directed to the Price Exception request page.

**Lock Request with Exception**:



Post-lock **Price Exception**:



The user will enter in the **Exception Amount**, **Type**, **Reason**, and **Notes**, if applicable. Attachments are also available for uploading documents to support the Price Exception. The user will select **Modify** to upload documents.

The user can drag and drop or upload the documents.





Once attached, documents can be easily removed by hovering over the document tile and selecting the **X** icon.



*Note*: Based on the exception amount and the company policy, attachments may be required.

If required and the document is not uploaded when submitting a **Price Exception**, an error message will appear to notify the user that supporting documentation is required as shown in the screenshot below.



The user can select the **Cancel** button if they do not wish to move forward with the exception. This will take them back to their landing page where they can select any available post-lock action or the initial lock, depending on the workflow.

If price exception policies are configured to be auto accepted, the **Price Exception** will be automatically accepted and the updated data will be sent back to the LOS.

*Note*: Please make sure to exit the loan so the updated data writes back to the LOS.