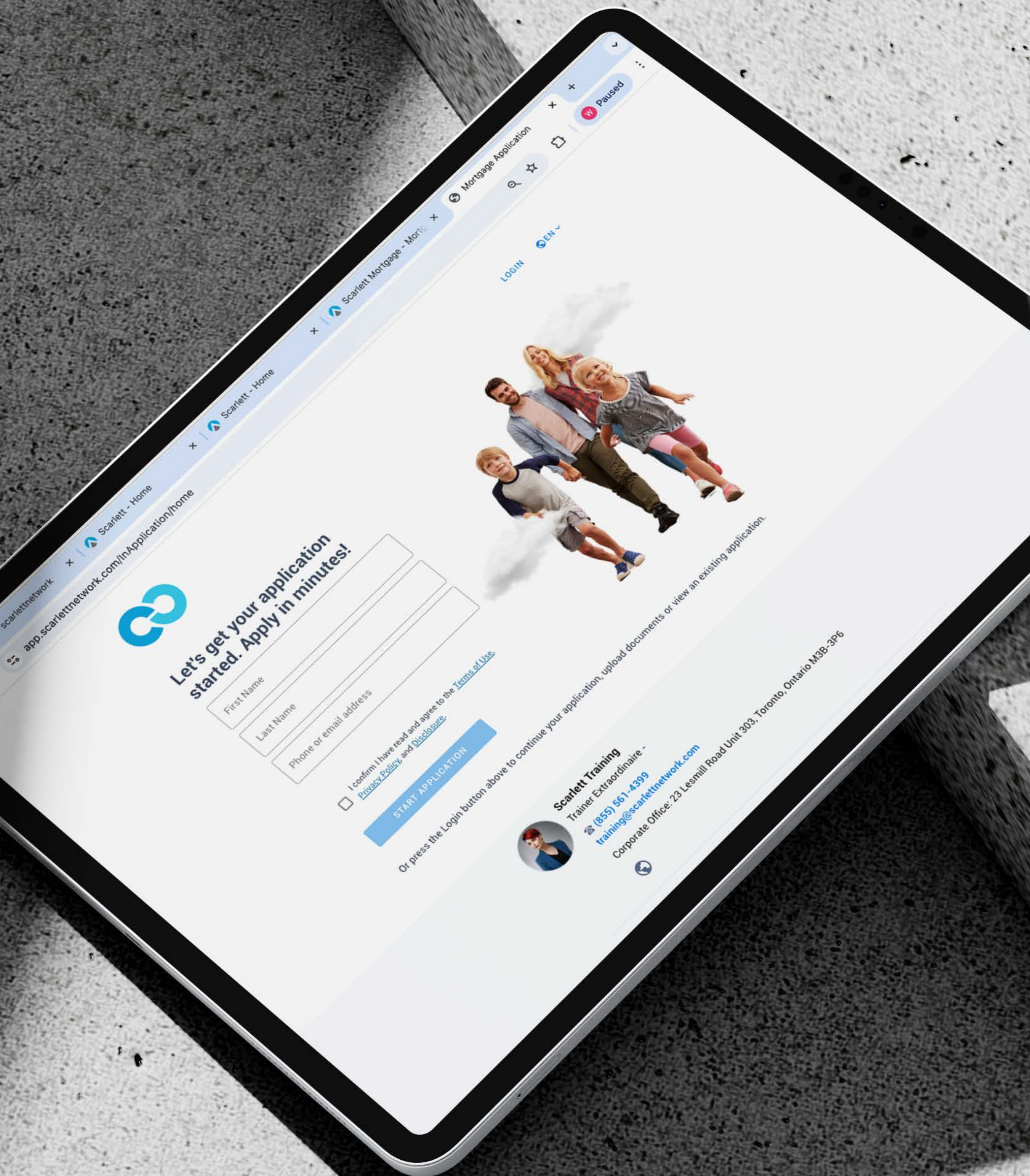


Scarlett Mortgage

Release Notes Version 2.1.5





Client Notes Index

- 03 1. Added Default Email Content for Document Requests
- 04 2. Additional Details Added to FINTRAC Error Report
- 05 3. Updated 'Written Service Agreement' Forms for Alberta
- 06 4. Upload of MPP Insurance Documents
- 07 5. Document Request Email Link Now Opens Document Collection Page

1. Added Default Email Content for Document Requests

When requesting documents from clients through the Applicant Portal, agents have full control over the template and email content of this message. In case agents do not want to customize this message, Scarlett will now automatically include a clear default message in the email subject & body.

App Sections

Tags

Portal

Documents

Sign

Messaging

Applicant(s) In

Applicant

Name	John
Phone	(645)
Email	elias.

Subject Proper

EmailSMSHistory

Request Type

Request From Applicant

From *

elie.moukhaiber@e-smartsolutions.com

To *

☒ John Bolton

CC

Subject *

Mortgage Document Request

Agent Profile *

Elias_Karam

Templates

Body *

☆ B i A: [Icons]

Hi,
Please click the link below to upload the requested document(s) on your secure portal.
%GENERAL.ONLINE_APPLICATION_LINK%


Elie Moukheiber – Software Developer
Office: 647.479.4397 | Toll Free: 1.855.561.4399

2. Additional Details Added to FINTRAC Error Report

When a Document Verification Service (DVS) check through Equifax fails, error messages will now display detailed explanation to help agents quickly identify the reason for the failure and the required resolution.

Applicant DVS Report

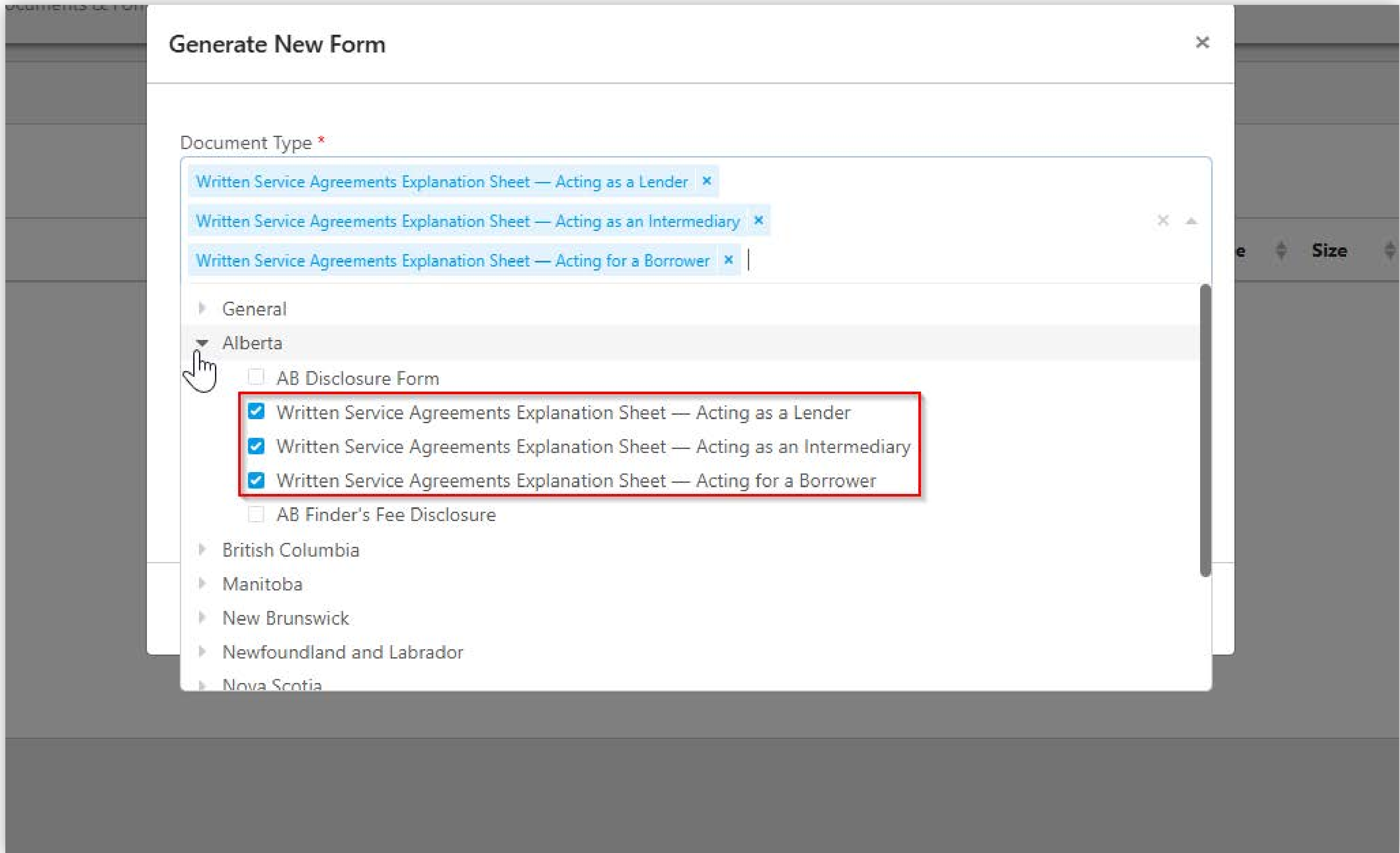
Applicant Name:	John-Marc Bolton
Application #:	EXUAx7977
Transaction ID:	d48c2f01-5b4b-4b71-b58e-78759c7cbe02
Date of Birth:	1948-11-20
Agent/User:	Abdul Mohammed
Request/Search Date & Time:	Aug-8-2025 10:27:29 AM

DVS Status: KYC-PRM-004-Check DVS response for details
Detailed Msg: applicantData.name.firstName should not be blank and may contain only letters, periods, apostrophes, hyphens, and one space.

3. Updated 'Written Service Agreement' Forms for Alberta:

This update delivers revised versions of the three Alberta Written Service Agreements for Borrower, Intermediary, and Lender.

These forms now auto-fill deal information and include new editable fields, making them faster and easier to complete.



4. Upload of MPP Insurance Documents

Previously, some uploaded documents submitted to Manulife Protection Plan (MPP) were not received due to formatting issues in the file name. Scarlett now automatically adjusts file names in the background, ensuring every uploaded document is delivered to Manulife without delays or technical hiccups.

Navigation Menu

Application Number

123456789

Applicant(s)

John Doe

Status

Waived [Indemnification Certificate](#)

Created Date

2025-07-23

Mortgage Position

1st Mtg

Loan Amount

\$115,000.00

Option 1 - Download, Sign and Upload

This option is available should you want to look after all the different steps yourself.

1. First, download MPP application.

[Download](#)

2. Second, send application to each of the applicants to sign.

3. Third, once you have received the complete signed package simply upload the signed version which will upload directly to MPP.

Drop file(s) here or click to upload

Upload History

[MPP.pdf](#) - 2025-07-28

Option 2 - Electronic Signature

For this option you are not required to download the application to send it to each of the applicants.

Simply press the E-Sign button below to send application to all applicants for electronic signature. Once the application is successfully signed it will automatically upload to MPP and hence no other steps are required.

[E-Sign](#)

Option 3 - Manual Upload

Similar to Option 1, you are required to download the application to send it to each of the applicants. Simply press the Send Digital Link button below to send the application to each of the applicants.

[Send Digital Link](#)

5. Document Request Email Link Now Opens Document Collection Page

When applicants receive a document request email the link will now open the Document Collection page of the deal, rather than their main dashboard of all current and past deals.

With this update, clients do not have to select the correct deal from their dashboard, eliminating confusion and allowing them to access the requested document list immediately. This makes the process faster and more intuitive.

app.scarlettnetwork.com/AxiomOnlineApplication/doc/140492

☆

Requested Document(s)

↑

Photo-ID - **Uploaded / Received by Agent** ⓘ

Note: Valid ID - Applicant: John Doe

[UPLOAD DOCUMENT\(S\)](#)

Document Name	Upload Date
2024-11-07 11_06_47-Screenshot	Aug 6, 2025
2024-11-07 102445.png - Greenshot image editor	
Colour Code	Aug 6, 2025

⚠

Employment / Job Letter - **Pending Upload** ⓘ

Applicant: John Doe - Employment Type: Full Time - Employer: Air Canada

[UPLOAD DOCUMENT\(S\)](#)

⚠

Rental Lease Agreement - **Pending Upload** ⓘ

The property located at 215-15 Stafford Street Toronto Ontario M5V 3X6 Canada

[UPLOAD DOCUMENT\(S\)](#)

⚠

Municipal Tax Bill - **Pending Upload** ⓘ

Most Recent - For the property located at 215-15 Stafford Street Toronto Ontario M5V 3X6 Canada

[UPLOAD DOCUMENT\(S\)](#)