# How to attach documents to an application

After submitting an application to the Lender, click the message icon on the MTE grid next to the application to open the **Document List.**

This will show a list of the documents the Lender requires to process the application.

Next, click the **Documents Attach** icon at the top right of the Document List page to show the dialogue window for attaching documents.
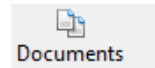
Highlight the document type you wish to attach and the click **Attach.**

Use the Windows Explorer page to browse to the document on your computer and then click **Open**.

*Please note Documents can only be uploaded in a PDF or JPG format and a **max file size of 3mb** per document upload category.*

The document should now appear in the '**Documents attached but not yet sent**' list. Here you can also remove a document you attached in error.

Repeat this process to attach all the documents required for the application.

Please note : *You must attach and send all documents together that are required to support an application. Failure to do so will require all documents to be attached and submitted again.*

Once all documents are attached, return to the MTE grid and click **Send/Track.**

Enter your PIN, click **Deselect** to uncheck all applications and and then **check** all the documents you wish to send.

Click **Go** to send the documents to the Lender.

*Once all documents are sent, the status of the document will then be updated to "**Processing**".*

Customer Support - 01 254 4938
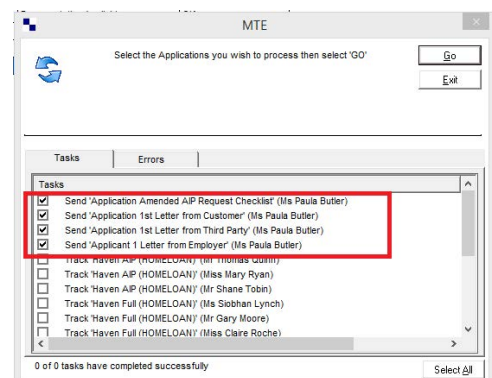
Haven will then review all documents submitted and provide a status update to you. You will receive an email to advise when Haven have provided an update. Once you receive an update notification, open MTE and do a Track on the application.

When the application has been successfully tracked back, open the message icon next to the application. You will then see the **Document Status List.**

The status of the documents submitted will be amended to **"Accepted" or "Rejected"**

Application	AIP Process General	Balance of Funds	Not Received	
Applicant 1	Identification	Certified Photo Identification	Rejected	Document scan illegible
Applicant 1	Identification	Certified Address Verification	Not Received	
Applicant 1	Identification	CCR Verification - PPSN/TRN Proof	Accepted	

If a document has been "**Rejected**" you will need to remove the previous document and attach another document before resubmitting to Haven for review again.

Please note : *All new AIP's from the 11th November will create a document list, one won't be created for existing cases already submitted to Haven. Please continue to submit documents as normal for these cases. All new AIP's created from the 11th will also create a document list when that case is promoted to Full Loan Offer.*

If you require any assistance please call support on **01 254 4938** or email **gareth@mbl.ie**