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LMS manage conveyancing panels for a number of mortgage lenders through its service, Panel Link®. Panel Link® offers law firms access to multiple lender panels with increased operational efficiency and support. One of the key benefits is providing speedy access to mortgage offers, valuations and other documents electronically via our secure system, STARS. Using STARS you are also required to upload post completion/charge registration documents providing increased visibility to mortgage lenders and reducing your postage costs.

This document provides information on how you use STARS. We also offer the ability for you to integrate your system to STARS further improving your operational efficiency, for further information please contact [lenderpanels@lms.com](mailto:lenderpanels@lms.com).



## STARS Menu

Once you have logged in to STARS you will be presented with menu options on the left hand screen to help you navigate:

- ▶ **Case > View Case** – this option only allows you to view case details. We recommend you always use Update Case.
- ▶ **Case > Update Case** – view case details, cancel cases, upload/download documents, provide charge registration delay information
- ▶ **Organiser > Assign Fee Earner** – assign a case handler to instructions. Case specific communications will be sent to the case handler
- ▶ **Manage Password** – ability to update your password. Passwords must be complex and provided every 30 days

Administration users also have access to:

- ▶ **Manage Users** – create, expire and update STARS users
- ▶ **Panel Applications > View Addendums** – location of any addendums to join other panels managed by LMS

## Searching for cases

When selecting **update case**, under the group Case, in the STARS menu you are presented with a case search screen which allows you to search for a case on STARS using items including: LMS reference, conveyed property or lender account number.

We will include the LMS reference in any emails we send to you regarding specific cases.

If you are unable to view a case using our reference then this is most likely as the access level you have been granted restricts you from seeing the case. Your STARS administrator will be able to increase your permission level allowing you to view the case. If you continue to have problems please contact our IT Support team whose details are available by clicking here.

## Assigning a fee earner

Assigning a fee earner to a case in STARS will ensure that any case specific communications will be sent directly to that person to reduce your administration time forwarding on emails from one person. The fee earner can be changed at any time within the case.

Not all STARS users have access to assign a fee earner. If you don't have access and require it please speak to your STARS administrator who will be able to update your user group.

To assign a fee earner choose the STARS menu option 'Organiser' and sub option 'Assign Fee Earner'. Select the appropriate office then tick the cases you wish to assign, choose a fee earner from the drop down and click 'assign'.

If a case already has a fee earner assigned it will not show in this section. To change a fee earner go to the case in Update Case and select a new fee earner from the drop down and select reassign.

If the fee earner you want to assign the case to does not exist please speak to your STARS administrator.

### Assign Fee Earner

Office:

Servicer Ref.	Case	Client	Product	Select
	<a href="#">3640073</a>	<a href="#">Tester 123, M.</a>	LMS Test Introducer - NI GPM Template	<input checked="" type="checkbox"/>
	<a href="#">3640076</a>	<a href="#">Tester 123, M.</a>	Virgin Money - NI GPM Transaction	<input type="checkbox"/>

Fee Earner:   
  
 Fairclough, Simon  
 Novak, Marc

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## Downloading Documents

Mortgage lenders are using STARS to securely and efficiently distribute documents to law firms via STARS. These documents include Mortgage Offers and Valuations and will vary depending on the mortgage lender.

Documents ready to be downloaded will be available in this section along with a history of documents that you have uploaded.

To download documents first navigate to the case (click here to see how). Once you have found the case you will see a section headed 'Documents Available for Download' as shown below.

### Documents Available For Download

The following documents are available for you to download:

Should you need to provide a new version of a document please click the "Provide New Version" button which will then allow you to upload this in the Document Upload section above.

The mortgage offer pack will be available for you to download when you have provided a planned completion month.

Document	Document Name	Uploaded Date	View	
1	Application to Register	16/10/15 - 15:28	<a href="#">Download</a>	<a href="#">Provide New Version</a>
2	Priority Notice	16/10/15 - 15:27	Notice Expiry Date: Sunday 01/11/2015 <a href="#">Download</a>	<a href="#">Provide New Version</a>
3	Virgin Mortgage Offer	08/10/15 - 15:43	Planned completion month: 0 Currently: October 2015 ▾ <a href="#">Set</a> <a href="#">Download</a>	

Use the Download button which will prompt a PDF of the document to be displayed or downloaded by your internet browser.

Some lenders require that you provide information before you are able to download a document. For example, Virgin Money ask that you provide an estimate on when you think the transaction will complete which can be done by selecting a month from the drop down and selecting 'Set'. You are able to change the estimated completion date at any time in the same way.

## Uploading Documents

To assist with monitoring post completion activity you are required to upload charge registration documents to the mortgage lender via STARS.

To upload documents first navigate to the case (click here to see how). Once you have found the case you will see a section headed 'Documents Requiring Upload' as shown below.

The documents that you are required to upload vary between mortgage lenders and a link to your requirements can be found on the case. Documents may need to be uploaded in order, for example a copy of the Priority/Advance Notice would need to be provided before you can upload a copy of the application to register.

**Please note that you will not be able to upload documents if you are in View Case, use Update Case**

### Documents Requiring Upload

You are required by the mortgage lender to upload the following document(s):

To view the full charge registration requirements of Virgin Money please [click here](#). Some of the documents are required for all cases and others should be provided where applicable.

Document Name		Required Information	
Architect's/Surveyor's Certificate	<input type="button" value="Choose file"/> No file chosen		<input type="button" value="Upload Document"/>
Completed Deeds Schedule	<input type="button" value="Choose file"/> No file chosen		<input type="button" value="Upload Document"/>
Deed of Guarantee	<input type="button" value="Choose file"/> No file chosen		<input type="button" value="Upload Document"/>
Title Plan	<input type="button" value="Choose file"/> No file chosen		<input type="button" value="Upload Document"/>
Power of Attorney & Statutory Declaration of non-revocation of Power of Attorney	<input type="button" value="Choose file"/> No file chosen		<input type="button" value="Upload Document"/>
Official Copy Register	<input type="button" value="Choose file"/> No file chosen		<input type="button" value="Upload Document"/>

For some documents you are required to provide supplementary information such as an expiry date for a priority or advance notice.

### Documents Requiring Upload

You are required by the mortgage lender to upload the following document(s):

To view the full post completion requirements of Virgin Money please view their CML handbook or visit . Some of the documents are required for all charge registrations and others should be provided where applicable.

Document Name		Required Information	
Priority Notice	<input type="button" value="Choose file"/> No file chosen	Expiry Date: <input type="text" value="0"/> Calendar Days...	<input type="button" value="Upload Document"/>

The below documents are required as a minimum:

	England & Wales	Scotland	Northern Ireland
<b>Legal completion</b>	Priority Notice	Advance Notice	N/A
<b>Within 30 days of legal completion</b>	Application to Register <u>OR</u> Electronic Submission Receipt	Electronic Submission Receipt	Receipt for application to register
<b>*Registration complete</b>	Official Copy Register	Final Title Sheet	Folio Showing Charge and Inhibition

\* If registration is going to take more than 30 days you are required to provide regular delay reasons in STARS which provides visibility to the mortgage lender on their charge. Further information can be found by clicking here.

**Where you do not comply with the mortgage lenders obligations you will receive chase emails from LMS who may then intervene at a cost to you and suspend your panel membership.**

## Providing a Charge Registration Delay Reason

Where you have been unable to register the mortgage lenders charge within thirty days of completion you are required to provide us with a reason for the delay at least every thirty days until registration is complete and the required documents have been uploaded.

To provide a delay reason first navigate to the case (click here to see how). Once you have found the case you will see a section headed 'Charge Registration Delay Reasons' as shown below.

Choose the relevant delay reason from the drop down box, set an expiry date (maximum of thirty days) and click 'Submit'

***Please note that you will not be able to provide delay reasons if you are in View Case, use Update Case***

### Charge Registration Delay Reasons

If you have been unable to register the mortgage lenders charge within thirty days of completion you are required to provide us with a reason for the delay at least every thirty days until registration is complete and the required documents have been uploaded.

Date Entered	Reason	Calendar Days	Expiry Date	Added By
29 Oct 2015	Reason type: Choose a reason...	Calendar Days...		Submit

Below is the list of standard delay reasons you can choose from:

- ↳ Application to register cancelled or incorrect: further application to be submitted
- ↳ Application to register made: first registration
- ↳ Application to register made: landlord, management company, freeholder consents outstanding
- ↳ Application to register made: no requisitions raised or outstanding
- ↳ Application to register made: requisitions outstanding not related to existing charge
- ↳ Application to register made: requisitions outstanding relating to discharge/vacate of existing charge
- ↳ Application to register not yet submitted to the Land Registry

For the rare occasions that the delay is for another reason there is an 'Other' option which will allow you to input free text.

## Contacting LMS

### General Enquiries

0343 221 0643

### IT Support

For technical support and STARS access  
support@lms.com  
0343 221 0610

### Charge Registration

About your post completion obligations  
chargeregistration@lms.com

### Supplier Management Team

About your panel membership  
lenderpanels@lms.com  
0343 221 0643