



**U.S. Small Business Administration**

**National Guaranty Purchase  
Center - NGPC**

**Herndon, VA**

**Lessons Learned**

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## ***Lessons Learned – NGPC***

### **Common 10 Tab errors**

- Questions not answered
- Boxes not checked
- No explanations where needed
- Documents not labeled
- Documents not in correct order
- Out of date forms
- Instructions not followed

## ***Lessons Learned – NGPC***

### **Lenders should:**

- Submit Purchase Packages electronically
- Include a cover letter
- Include their contact information
- Include a table of contents
  - Identify the first page number of each document within each tab.
- Use 10 tabs
- Colored paper to separate individual documents in each Tab

## ***Lessons Learned – NGPC***

### **Lenders should:**

- Furnish explanations where required
- Supply explanations for missing documents
- Copy documents if needed in multiple tabs
- Supply post default lien searches
- Use Care and Preservation Tabs

## ***Lessons Learned – NGPC***

### **Districts should:**

- Offer “Protecting Your Guaranty “ training on an annual basis to include
  - 10 tab system
  - Care and Preservation
  - Litigation Plans and Fees
  - NGPC Screening Checklist

## ***Lessons Learned – NGPC***

### **NGPC should:**

- Make all forms savable/fillable PDF's
- Add space on tabs to answer questions
- Add space on tabs for explanations
- Work with Little Rock to make 10 tab and Express Purchase Demand Kit similar