

CARRINGTON MORTGAGE HOLDINGS, LLC.

Pipeline Manager User Guide

Encompass 360

Presented by



Training, Anytime Anywhere

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Introduction

This guide is intended to help you work with our company's website, which connects directly to our loan origination system (LOS). The website provides a central online location where you can originate, process, and monitor loans. After logging into the website, you can originate new loan files or import loan files created from your own LOS. Once the loan is added to our website, you can submit the loan or take actions such as ordering a credit report or searching for product and pricing options. You can also use the website to monitor the loan's status. At the same time we can monitor the loan activity in our LOS and ensure we are receiving all the necessary information we need. Changes made to the loan file on the website are reflected in the loan when opened in our LOS and vice versa.

This guide provides all of the instructions necessary to log into the website and start originating and processing loans.

Getting Started

This section explains how you can start using the website and includes a brief description of the main tools available on the website.

Gain Initial Access to the Website

Once approved by our company, we will assign one or more Administrators from your office to manage the website. The Administrator will manage user accounts, update company information, and add new users.

Important Note:

- Users with **Administrator Credentials** can view all loans in your company's pipeline.
- Users with **Loan Officer Credentials** will only be able to view loans associated with them.

When a new user is added, the user will receive an email from us with a link to the website, along with a log in name and a temporary password.

- 1 Click the **link** provided in the email to open the website.
- 2 Log in to the website using your **email address** and the **temporary password** provided in the email.
- 3 On the Change Password page, create a new password.

NOTE: Be sure to keep track of your new password. Our company will not have access to it.

Start Using the Website Tools

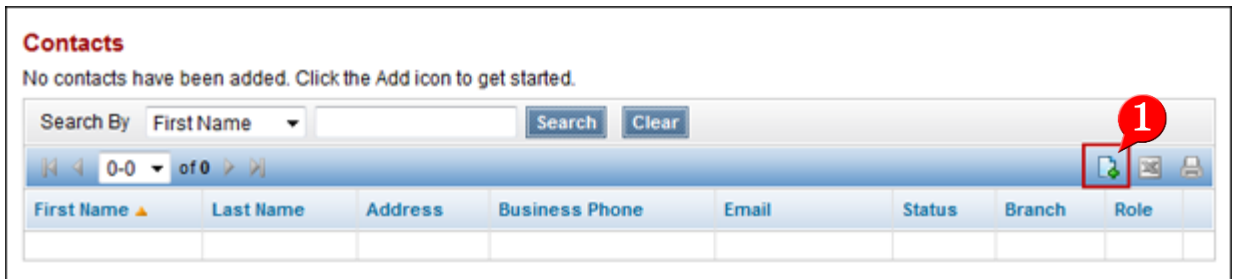
The screenshot shows the Carrington Mortgage Services website. At the top left is the Carrington Mortgage Services logo. At the top right, it says "Welcome, Karen Weidenbach | Log Out | Contact Us". Below the logo is a navigation bar with links: Home | Loan Products | Become Approved | Broker Center | Resources & Tools. The main content area has a "Welcome, Karen" message and four buttons: View Pipeline, New Loan, Product & Pricing, and Manage Account. Below this is a welcome message: "Welcome to our website. We look forward to putting our mortgage services to work for you!". A paragraph follows: "We offer the best mortgage tools available on the Internet - easy, convenient, online shopping for the best loan programs and most current rates available, together with the assistance of an experienced live loan officer to guide you through the often difficult and confusing process of choosing and getting the exact loan to meet your specific needs." At the bottom of the main content area is another navigation bar: Home | Loan Products | Become Approved | Broker Center | Mortgage Rates | Mortgage Calculators | Printable Forms | Loan Products. The footer contains contact information for Carrington Mortgage Services, LLC, including the address (1610 E. St. Andrew Place, Suite B150, Santa Ana, CA 92705), direct phone number (866) 453-2400, and email pipeline manager@carringtonms.com. It also includes a copyright notice for 2013, an Equal Housing Opportunity Lender statement, and the Equal Housing Opportunity logo.

Add Users to the Website

In order for other users to gain access to the website, the Administrator must create a contact record for each user.

To Create a Contact Record:

- 1 Click the **Manage Account** button.
- 2 Scroll near the bottom of the Manage Account page until you locate the *Contacts* section. Here you will add the users who will be able to use the website.
- 3 Click the **Add** icon (1).



- 4 Enter the required information for the user. (Required fields are marked with a red asterisk. *)
- 5 When finished, click the **Save** button.

The user will receive an email that provides a link to the website, along with a log in name (their email address) and a temporary password.

Welcome Page > Manage Account > Create Contact Record

Create Contact Record

* Email Address: The contact's email address is also their user name.

* First Name:

* Last Name:

* Status:

NMLS ID:

Social Security Number:

Branch:

* Address:

* City:

* State:

* Zip:

* Business Phone: () - Ext.

Business Fax: () -

Cell Phone: () -

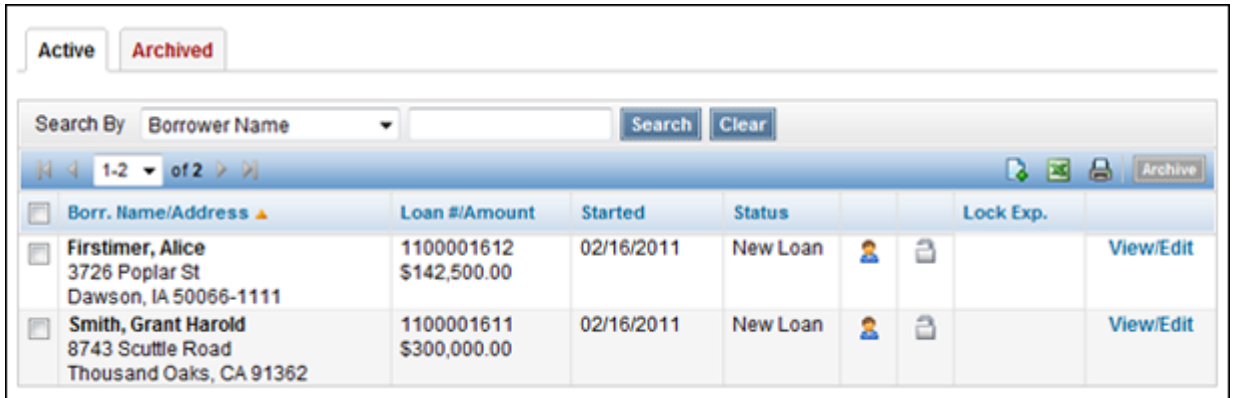
* Role:

Assigned AE:

* = Required

View the Pipeline

Click the **View Pipeline** button on the Welcome page to view your pipeline of loans. Here you can check loan status, view conditions attached to the loan, and upload required documentation. Depending on your assigned role and permissions, you may be able to view all the loans that your team has entered on the website.

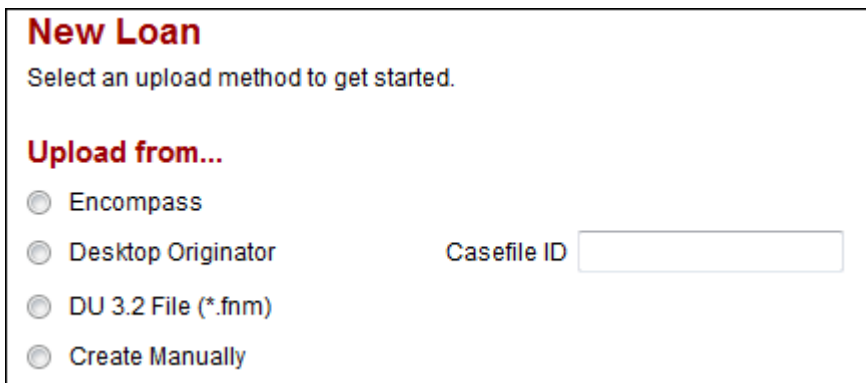


The screenshot shows a web interface for viewing a loan pipeline. At the top, there are two tabs: "Active" (selected) and "Archived". Below the tabs is a search bar with a dropdown menu set to "Borrower Name", a search input field, and "Search" and "Clear" buttons. A pagination bar shows "1-2 of 2" with navigation arrows and icons for print, refresh, and archive. The main content is a table with the following columns: "Borr. Name/Address", "Loan #/Amount", "Started", "Status", "Lock Exp.", and "View/Edit".

Borr. Name/Address	Loan #/Amount	Started	Status	Lock Exp.	View/Edit
<input type="checkbox"/> Firstimer, Alice 3726 Poplar St Dawson, IA 50066-1111	1100001612 \$142,500.00	02/16/2011	New Loan		View/Edit
<input type="checkbox"/> Smith, Grant Harold 8743 Scuttle Road Thousand Oaks, CA 91362	1100001611 \$300,000.00	02/16/2011	New Loan		View/Edit

Start a New Loan

Click the **New Loan** button on the Welcome page to start a new loan. You can enter a loan manually or upload loan files from Encompass360 or other loan origination systems and formats.



The screenshot shows a form titled "New Loan" with the instruction "Select an upload method to get started." Below this, there is a section "Upload from..." with four radio button options: "Encompass", "Desktop Originator", "DU 3.2 File (*.fnm)", and "Create Manually". To the right of the "Desktop Originator" option is a text input field labeled "Casefile ID".

Working with Loans

Once you have completed and saved all of the information on the 1003, you can work with the loan or perform loan actions such as submitting the loan, or submitting a lock request.

To perform an action, select the action from the **Loan Actions (1)** menu at the top of the Loan Details page.

Welcome, Karen Weidenbach | Log Out | Contact Us

Home | Loan Products | Become Approved | Broker Center | Resources & Tools

Welcome Page > Pipeline > Loan Details #1308006972 | Funding | Andy America | 4321 Cul de Sac Street, Irvine, CA 92612

Loan Details

Loan Actions 1

- Submit Loan
- Product & Pricing
- Import Additional Data

Loan Summary | 1003 | Conditions & Documents | Lock Information

Loan Officer: Corporate | Priscilla Rivera | Edit

Loan Processor: Corporate | Jeff Gillis | Edit

Loan Summary

Loan Number:	1308006972	Loan Amount:	\$143,833.00
Borrower Name:	Andy America	Loan Type:	FHA
Subject Property Address:	4321 Cul de Sac Street, Irvine, CA 92612	Subordinate Financing:	\$0.00
Property Type:	Detached		
Property Usage:	Primary Residence		

Import Additional Data

If you originated a loan on the website by importing the file from another LOS and changes have since been made to the file in the LOS, use the **Import Additional Data** action to import the changes to your file on the website before submission. **Once submitted, changes cannot be made.**

To Import Additional Data:

- 1 Click the **Loan Actions** button, and then click **Import Additional Data**.
- 2 Select the LOS or file format to import from, and then select which fields to import and how to manage existing lists (such as liabilities).

Welcome Page > Pipeline > Loan Details > Import Additional Data

Import Additional Loan Data

Select an upload method to get started.

Upload from...

Encompass

Desktop Originator

DU 3.2 File (*.fnm)

Casefile ID

Which fields would you like to import?

Import all fields

Import only non-blank fields

Would you like to retain existing lists (residences, liabilities, etc)?

Delete existing lists before importing

Add to existing lists

- 3 Click the **Next** button, and then follow the on-screen instructions to locate the loan file and import the data.

Apply Product & Pricing - Lock Requests

Use the **Product & Pricing** action to run your loan scenario through the product and pricing engine.

- 1 From the **Loan Actions**, click **Product & Pricing**.
- 2 Enter the required information. (Required fields are marked with a red asterisk. *)

Product and Pricing Search

I. Borrower Information

Credit Information

At least one borrower credit score must be provided to continue.

Borrower Experian/FICO:	<input type="text" value="703"/>
Borrower TransUnion/Empirica:	<input type="text" value="710"/>
Borrower Equifax/BEACON:	<input type="text" value="715"/>
Co-Borrower Experian/FICO:	<input type="text"/>
Co-Borrower TransUnion/Empirica:	<input type="text"/>
Co-Borrower Equifax/BEACON:	<input type="text"/>
DTI:	<input type="text" value="4.574"/> / <input type="text" value="10.759"/>

Current Employment

Employer Name	Self Employed
Abacab	<input type="radio"/> Yes <input checked="" type="radio"/> No

II. Subject Property Information

* State:	<input type="text" value="IA"/>
* Zip:	<input type="text" value="50066-1111"/>

3 At the bottom of the screen, enter a **Target Rate** or a **Target Price**.

V. Search Information

Either a target rate or target price must be entered to continue.

Target Rate:	<input type="text" value="5.5"/>
Target Price:	<input type="text"/>
* Target Lock Period:	<input type="text" value="45"/>

* = Required

<input type="button" value="Next"/>	<input type="button" value="Cancel"/>
-------------------------------------	---------------------------------------

4 Click the **Next** button.

5 Click an eligible program's **Show** link (1) to view the product details.

6 Scroll right and click the **Lock** icon (2) to select the rate and price.

Welcome, Karen Weidenbach | Log Out | Contact Us

Home | Loan Products | Become Approved | Broker Center | Resources & Tools

Welcome Page > Pipeline > Loan Details > Product and Pricing Search > Product and Pricing Result - Optimal Blue #1308007503 | New Loan | ANDY AMERICA | 1223 RODMAN, WASHINGTON, DC 20008

Product and Pricing Result - Optimal Blue

Selected Loan

Selected Loan: Loan ID: 53944 Status: Registered Borrower: AMERICA UW

Re-Submit Options

Re-Submit Revised Search

Loan Amt: 315400 LTV: 57.345 CLTV: 0 Desired Rate: 4.75 Desired Price: Desired Lock: 30

Interest Only: No Waive Escrows: No AUS: Buydown: Prepayment Penalty: None DTI Ratio:

Property Zip: 20008 Lender Paid Compensation?: Yes (Lender Paid) Not Specified: None

Loan Type(s): VA Loan Term(s): 30 Yr Amortization Type(s): Fixed ARM Fixed Term(s): Exp. App. Level(s):

Print Full Product Listing Top Products by Type Side-by-Side Compari... Best Pricing Best Pricing

Links	Eligible Product	Rate	Margin	APR	PandI	Discount/Rel	Closing Cost	Price	Discount/Rel	Detail	Compare
	CMS VA 30 Yr Fixed (V30F)	4.750	0.000	4.750	\$1,645	-3.788	\$0	103,788	-\$11,947	Show	<input type="checkbox"/>

Ineligible Product

Links	Ineligible Product	Detail
	CMS VA 30 Fix High Bal IRRRL (H30FVIRRL)	Show
	CMS VA High Balance 30 Yr Fixed (H30FVA)	Show

Print Full Product Listing Top Products by Type Side-by-Side Compari... Best Pricing

Links	Eligible Product	Rate	Margin	APR	PandI	Discount/Rebate(%)	Closing Cost (\$)	Price	Discount/Rebate(\$)	Detail
	CMS VA 30 Yr Fixed (V30F)	4.750	0.000	4.750	\$1,645	-3.788	\$0	103,788	-\$11,947	Hide

View Pricing for lock period: 15 30 45 60 | Expiration: 10/10/13 Pricing Last Updated: 09/10/13 7:18 AM Search Timestamp: 09/10/13 7:29 AM

Rate	APR	PandI	Discount/Rebate(%)	Closing Cost (\$)	Price	Origination Charges(\$)	3rd Party Fees(\$)	Discount/Rebate(\$)	Compensation(\$)	Select
3.250	3.872	\$1373	7.416	\$23,390	92.584	\$23,390	\$0	\$23,390	\$3,942	<input type="checkbox"/>
3.375	3.950	\$1394	6.837	\$21,564	93.163	\$21,564	\$0	\$21,564	\$3,942	<input type="checkbox"/>
3.500	4.027	\$1416	6.247	\$19,703	93.753	\$19,703	\$0	\$19,703	\$3,942	<input type="checkbox"/>
3.625	4.105	\$1438	5.673	\$17,893	94.327	\$17,893	\$0	\$17,893	\$3,942	<input type="checkbox"/>
3.750	3.989	\$1461	2.869	\$9,049	97.131	\$9,049	\$0	\$9,049	\$3,942	<input type="checkbox"/>

- 7 Click the **Update Encompass** button (1) to apply the selected product and interest rate to the loan for submission and underwriting only – *this does not lock the loan*.
- 8 Click the **Request Lock** button (2) to apply the interest rate and request a rate lock at the same time.

Product and Pricing Result - Optimal Blue

Lock Form ▾

Selected Loan: Loan ID: 50805 Status: Registered Borrower: America UW

Revise Search
Printer Friendly Version
Update Encompass 1
Request Lock 2

Borrower Information

• Borrower First Name Andy	• Borrower Last Name America	Borrower DOB 1987-06-21	• Borrower SSN 999603333
FICO 740	DTI Ratio 34.859	Self Employed No	Citizenship U.S. Citizen

Property Information

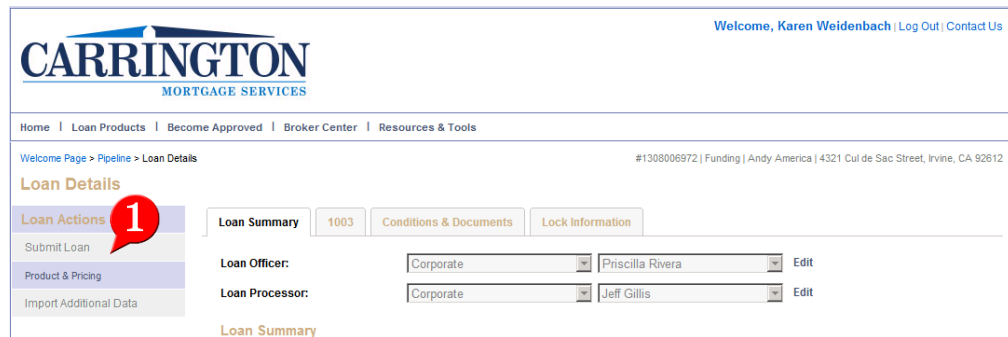
Property Type Single Family	Occupancy Primary Residence	Number of Units 1 Unit	Number of Stories
• Property Address 4321 Cul de Sac Street		Property Address (cont.)	
• Property City Irvine	State California (CA)	• Property Zip 92612	County Orange

Submit a Loan

Once you have completed the loan, run it through the product and pricing engine (and applied an eligible interest rate to the loan), you must use the Submit Loan action to ensure that the loan is submitted to the underwriter.

To Submit the Loan to the Underwriter:

- 1 Click **Submit Loan (1)**.
- 2 Ensure that all of the required information has been entered and required documents have been attached. Then click the **Submit Loan (2)**. Required fields are marked with a red asterisk *****.
- 3 After the loan is submitted, you can take additional actions with the loan, such as requesting a rate lock.



WELCOME, Karen Weidenbach | Log Out | Contact Us

CARRINGTON MORTGAGE SERVICES

Home | Loan Products | Become Approved | Broker Center | Resources & Tools

Welcome Page > Pipeline > Loan Details #1308006972 | Funding | Andy America | 4321 Cul de Sac Street, Irvine, CA 92612

Loan Details

Loan Actions **1**

Submit Loan

Product & Pricing

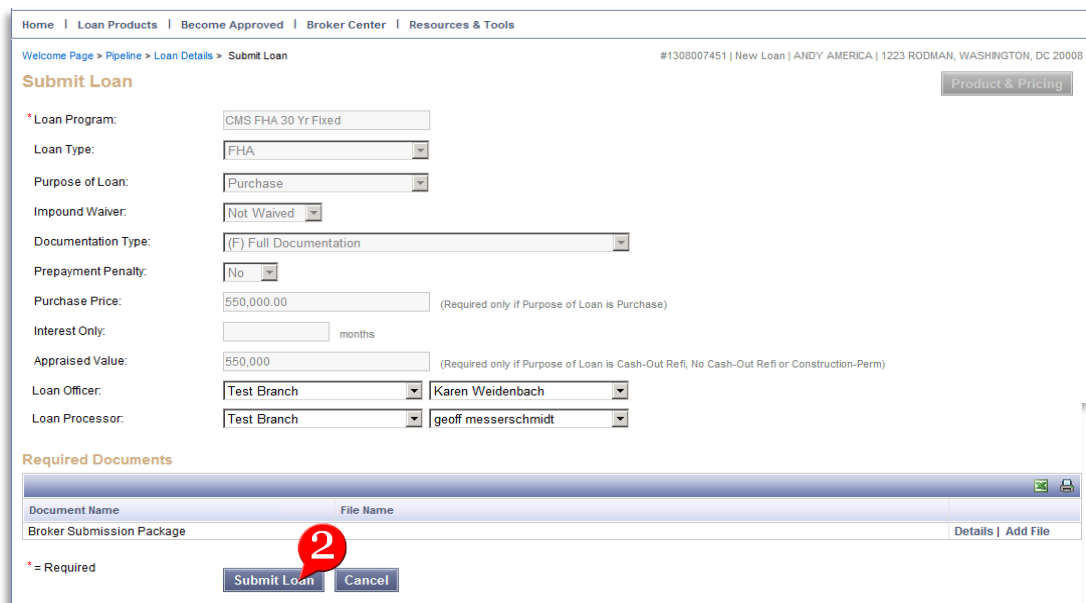
Import Additional Data

Loan Summary 1003 Conditions & Documents Lock Information

Loan Officer: Corporate Priscilla Rivera Edit

Loan Processor: Corporate Jeff Gillis Edit

Loan Summary



Home | Loan Products | Become Approved | Broker Center | Resources & Tools

Welcome Page > Pipeline > Loan Details > Submit Loan #1308007451 | New Loan | ANDY AMERICA | 1223 RODMAN, WASHINGTON, DC 20008

Submit Loan Product & Pricing

* Loan Program: CMS FHA 30 Yr Fixed

Loan Type: FHA

Purpose of Loan: Purchase

Impound Waiver: Not Waived

Documentation Type: (F) Full Documentation

Prepayment Penalty: No

Purchase Price: 550,000.00 (Required only if Purpose of Loan is Purchase)

Interest Only: months

Appraised Value: 550,000 (Required only if Purpose of Loan is Cash-Out Refi, No Cash-Out Refi or Construction-Perm)

Loan Officer: Test Branch Karen Weidenbach

Loan Processor: Test Branch geoff messerschmidt

Required Documents

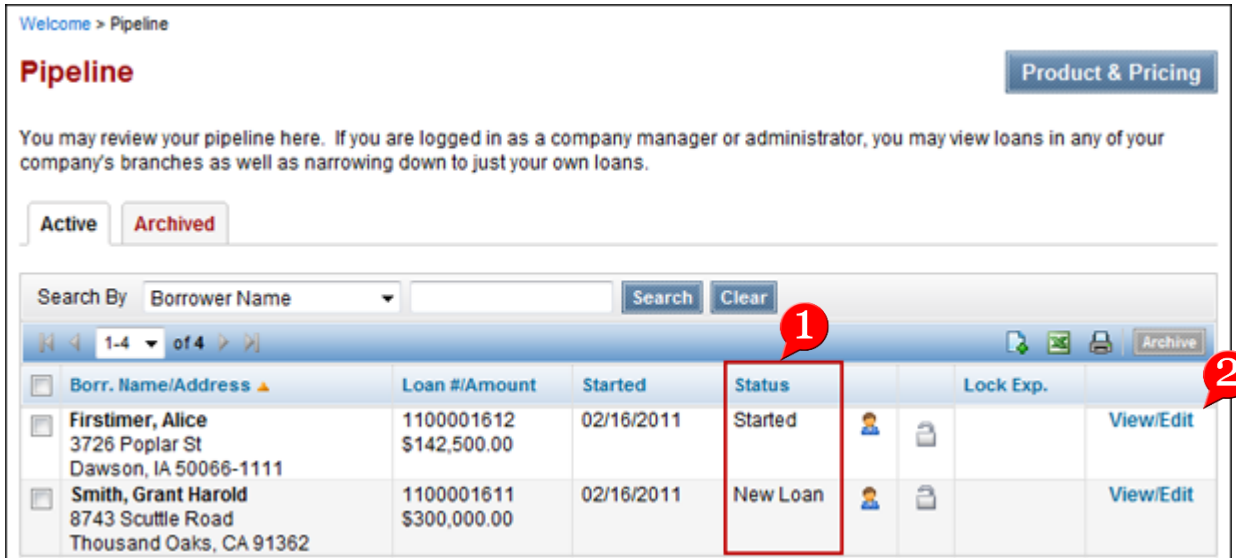
Document Name	File Name
Broker Submission Package	

* = Required

Submit Loan Cancel

Track and Manage a Loan

- 1 Track the loan's progress using the pipeline. The loan's status is displayed in the **Status** column (1).
- 2 View Loan Details including the 1003, Conditions and Lock Details by clicking the **View/Edit** link (2).



Welcome > Pipeline

Pipeline

Product & Pricing

You may review your pipeline here. If you are logged in as a company manager or administrator, you may view loans in any of your company's branches as well as narrowing down to just your own loans.

Active Archived

Search By Borrower Name Search Clear

1-4 of 4

<input type="checkbox"/>	Borr. Name/Address ▲	Loan #/Amount	Started	Status		Lock Exp.	
<input type="checkbox"/>	Firstimer, Alice 3726 Poplar St Dawson, IA 50066-1111	1100001612 \$142,500.00	02/16/2011	Started			View/Edit
<input type="checkbox"/>	Smith, Grant Harold 8743 Scuttle Road Thousand Oaks, CA 91362	1100001611 \$300,000.00	02/16/2011	New Loan			View/Edit

2

Adding Documents

As you work to process your loan, you will need to add documents to complete the loan package.

NOTE: Access to the Documents and Conditions section is controlled by the website administrator. The actions you are allowed to perform and the types of documents and conditions you can access are also controlled by the administrator.

To Add Documents to the Loan:

- 1 On the Loan Details page, click the **Conditions & Documents** tab and scroll to the **Documents** section near the bottom of the page.
- 2 Click the **Add New Document** icon (1).

Documents and Conditions

Documents and conditions are ready for review:

Documents

1-2 of 2

[Add New Document](#) [Document](#) [Folder](#) [Printer](#) [Print Fax Coversheet](#)

Document Name ▲	File Name	
Credit Report	Credit Report	Details Add File
W-2s - Last 2 years	W2_AliceFirsttimer.pdf	Details Add File

3 On the New Document Details page, select a document from the **Document Name** drop-down list.

Welcome > Pipeline > Loan Details > New Document Details

New Document Details

* **Document Name:** 1003 - All Required Pages

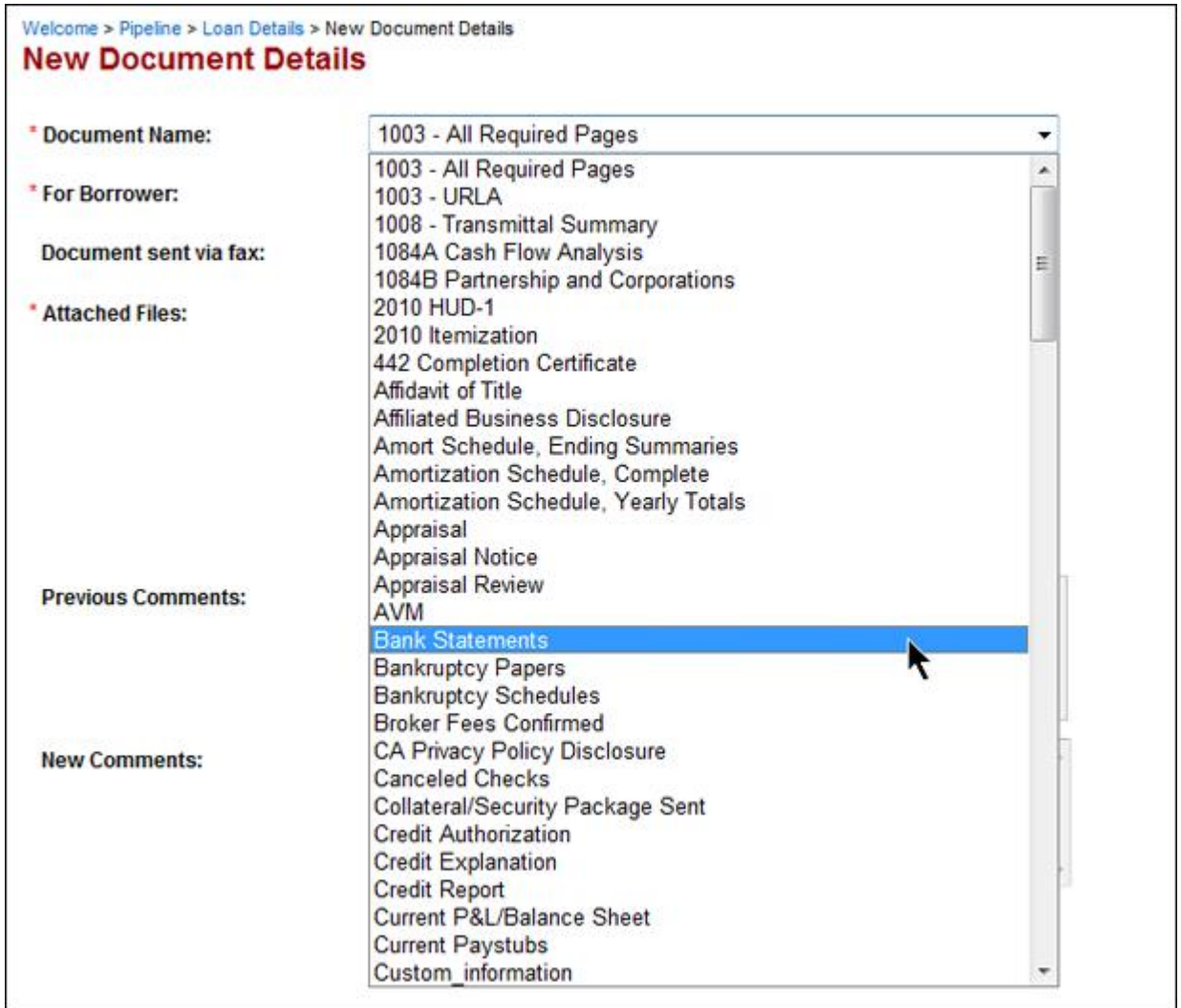
* **For Borrower:** 1003 - All Required Pages

Document sent via fax: 1003 - URLA

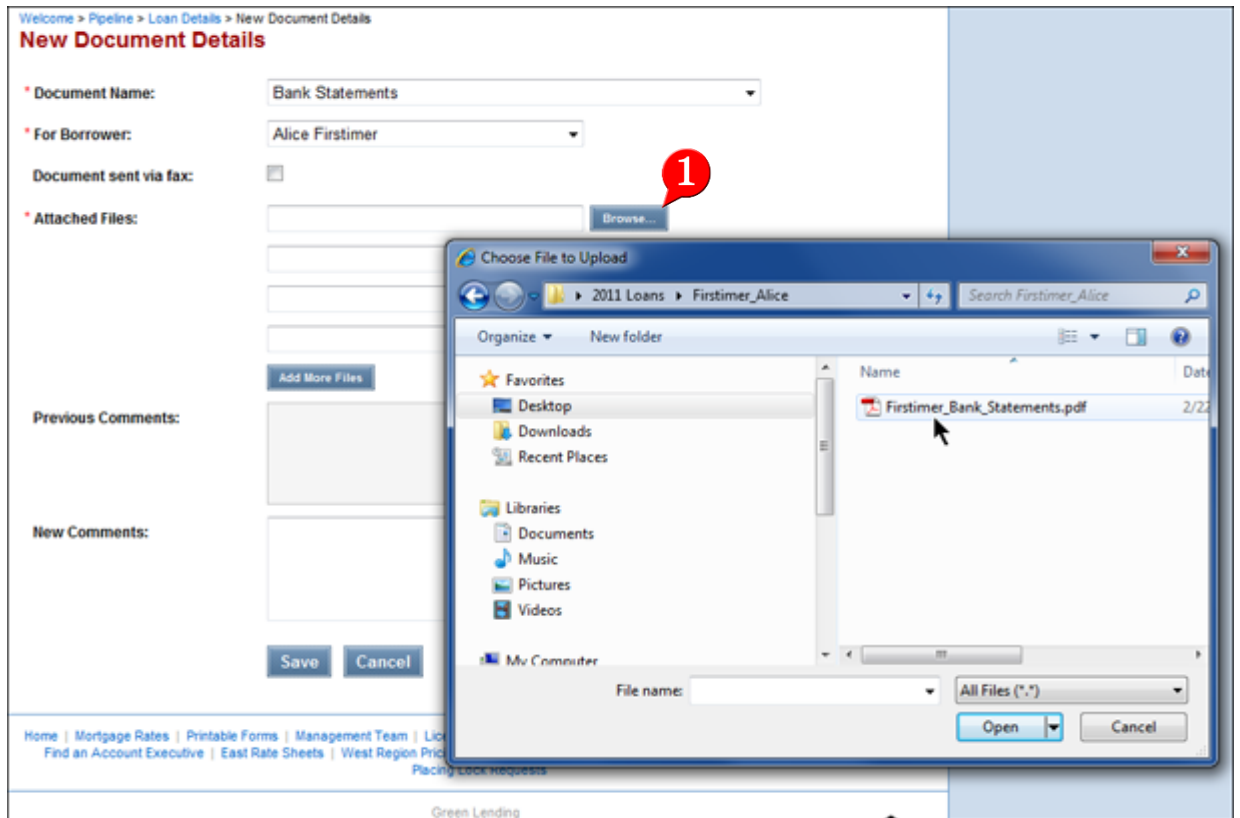
* **Attached Files:** 1008 - Transmittal Summary
1084A Cash Flow Analysis
1084B Partnership and Corporations
2010 HUD-1
2010 Itemization
442 Completion Certificate
Affidavit of Title
Affiliated Business Disclosure
Amort Schedule, Ending Summaries
Amortization Schedule, Complete
Amortization Schedule, Yearly Totals
Appraisal
Appraisal Notice
Appraisal Review
AVM

Previous Comments: Bank Statements

New Comments: Bankruptcy Papers
Bankruptcy Schedules
Broker Fees Confirmed
CA Privacy Policy Disclosure
Canceled Checks
Collateral/Security Package Sent
Credit Authorization
Credit Explanation
Credit Report
Current P&L/Balance Sheet
Current Paystubs
Custom_information

The image is a screenshot of a web application interface. At the top, there is a breadcrumb trail: 'Welcome > Pipeline > Loan Details > New Document Details'. Below this is the main heading 'New Document Details' in a large, bold, red font. The page contains several sections, each with a label and a list of items. The 'Document Name' section shows a dropdown menu that is currently open, displaying a list of document names. The 'Bank Statements' item in this list is highlighted with a blue background, and a mouse cursor is pointing at it. Other sections include 'For Borrower', 'Document sent via fax', 'Attached Files', 'Previous Comments', and 'New Comments', each with its own list of items.

4 In the Attached Files section, click the **Browse** button (1) to select the document.



5 Add comments in the **New Comments** section (1) if necessary, and then click the **Save** button (2).

Welcome > Pipeline > Loan Details > New Document Details

New Document Details

* Document Name: Bank Statements

* For Borrower: Alice Firstimer

Document sent via fax:

* Attached Files: Firstimer_Bank_Statements.pdf [Browse...](#)

[Add More Files](#)

Previous Comments:

New Comments: Updated bank statements for Wells Fargo

[Save](#) [Cancel](#)

The document is now included in the Documents list on the Loan Details page.

Documents and Conditions

Documents and conditions are ready for review:

Documents

Document Name	File Name	
Bank Statements	Firstimer_Bank_Statements.pdf	Details Add File
Credit Report	Credit Report	Details Add File
W-2s - Last 2 years	W2_AliceFirstimer.pdf	Details Add File

Viewing Conditions

Once the loan has been underwritten, you can view the conditions that have been added in the Conditions section of the Loan Details page. There you can view condition details and add documents to satisfy the conditions.

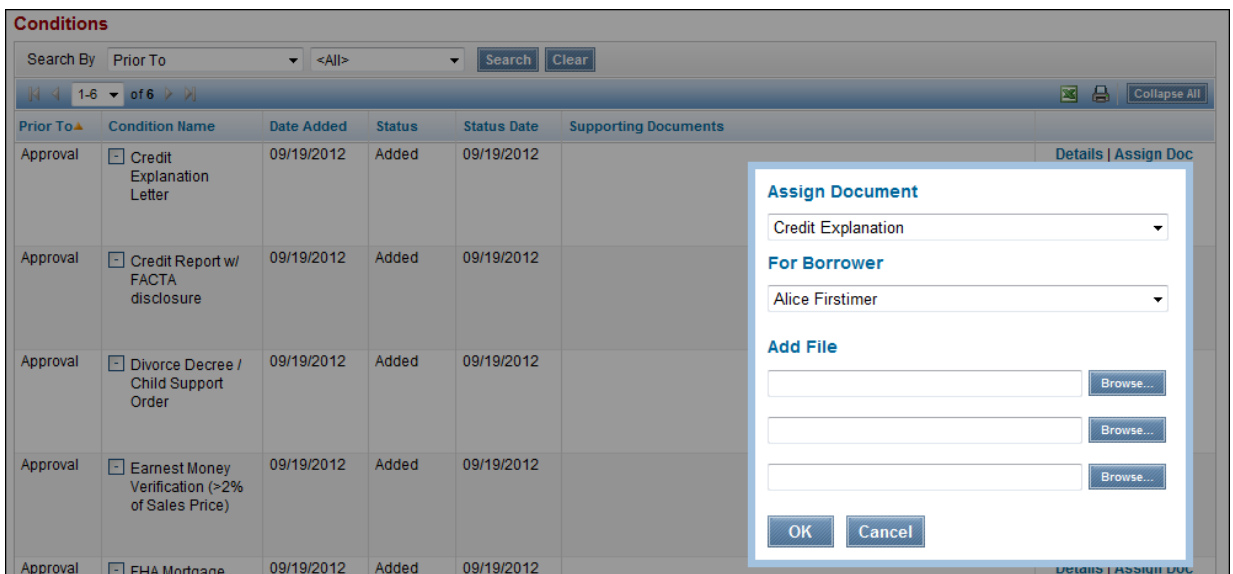
To View Conditions:

- 1 On the Loan Details page, click the **Conditions & Documents** tab and scroll to the **Conditions** section near the bottom of the page.
- 2 Click the **Details** link to view the condition details.



Prior To	Condition Name	Date Added	Status	Status Date	Supporting Documents
Approval	<input type="checkbox"/> Credit Explanation Letter	09/19/2012	Added	09/19/2012	Details Assign Doc
Approval	<input type="checkbox"/> Credit Report w/ FACTA disclosure	09/19/2012	Added	09/19/2012	Details Assign Doc
Approval	<input type="checkbox"/> Divorce Decree / Child Support Order	09/19/2012	Added	09/19/2012	Details Assign Doc

- 3 Click the **Assign Doc** link (1) to add a document from the Documents list or a file from your computer to satisfy the condition.



Prior To	Condition Name	Date Added	Status	Status Date	Supporting Documents
Approval	<input type="checkbox"/> Credit Explanation Letter	09/19/2012	Added	09/19/2012	Details Assign Doc
Approval	<input type="checkbox"/> Credit Report w/ FACTA disclosure	09/19/2012	Added	09/19/2012	
Approval	<input type="checkbox"/> Divorce Decree / Child Support Order	09/19/2012	Added	09/19/2012	
Approval	<input type="checkbox"/> Earnest Money Verification (>2% of Sales Price)	09/19/2012	Added	09/19/2012	
Approval	<input type="checkbox"/> FHA Mortgage	09/19/2012	Added	09/19/2012	Details Assign Doc

Assign Document

Credit Explanation

For Borrower

Alice Firstimer

Add File

- 4 When finished adding supporting documents, click **OK**.

- 5 Once you have finished documenting the file, select the **Documents and conditions are ready for review** (1) check box to notify our company that the loan's documents and conditions are ready to be reviewed.

NOTE: This check box will not be displayed until you have submitted the loan.

Documents and Conditions

Documents and conditions are ready for review:

Documents

Document Name ▲	File Name	
Bank Statements	Firstimer_Bank_Statements.pdf	Details Add File
Credit Report	Credit Report	Details Add File
W-2s - Last 2 years	W2_AliceFirstimer.pdf	Details Add File

Archiving Loans

Keeping your pipeline current is the best way to stay on top of your loans. The archiving function allows you to remove loans that are stagnant or have funded out from your current pipeline view.

To Archive a Loan:

- 1 On the Welcome page, click the **View Pipeline** button.
- 2 Select the check box (1) for the loan you want to archive.

Welcome > Pipeline

Pipeline

Product & Pricing

You may review your pipeline here. If you are logged in as a company manager or administrator, you may view loans in any of your company's branches as well as narrowing down to just your own loans.

Active Archived

Search By Borrower Name Search Clear

1-3 of 3

<input type="checkbox"/>	Borr. Name/Address	Loan #/Amount	Started	Status	Lock Exp.	View/Edit
<input type="checkbox"/>	Firstimer, Alice 3726 Poplar St Dawson, IA 50066-1111	1100001612 \$142,500.00	02/16/2011	Started		View/Edit
<input type="checkbox"/>	Firstimer, Joseph 3726 Poplar St Dawson, IA 50066-1111	1100001616 \$122,500.00	02/18/2011	New Loan		View/Edit
<input checked="" type="checkbox"/>	O'Donnell, Steven Harold 77363 Painters Road Thousand Oaks, CA 91362	1100001611 \$300,000.00	02/16/2011	New Loan		View/Edit

- 3 Click the **Archive** button (2) located in the upper-right corner of the pipeline to remove the loan from the pipeline and add it to the Archived pipeline.
 - Click the **Archived** tab (3) to view the Archived pipeline.
 - To bring the loan back to your current pipeline from the Archived pipeline, select the check box for the loan, and then click the **Undo Archive** button (located in the upper-right corner of the pipeline).
 - Loan applications that have been denied are highlighted in pink. An alert icon (red flag) also displays next to loans that have been suspended or denied by the underwriter. Click this icon to view the date in which the loan was suspended or denied by the underwriter.