CARRINGTON MORTGAGE HOLDINGS, LLC.

Pipeline Manager User Guide

Encompass 360

Presented by

FAST TRACK

Training, Anytime Anywhere

Contents

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.

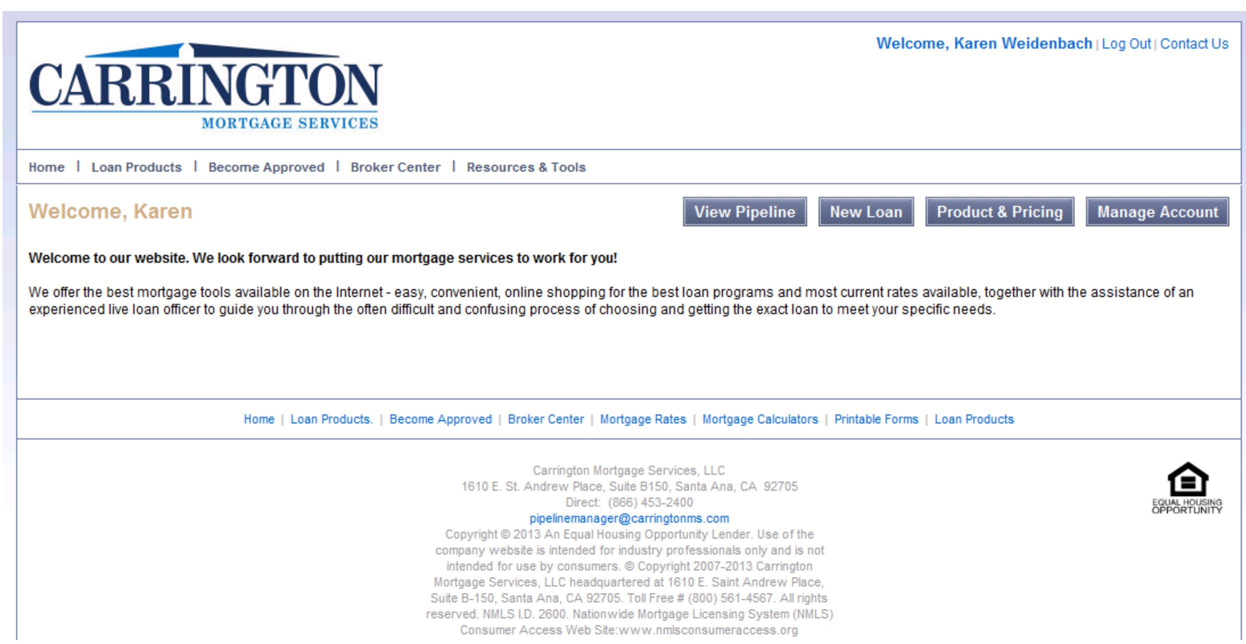
1 Click the **link** provided in the email to open the website.

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



Add Users to the Website

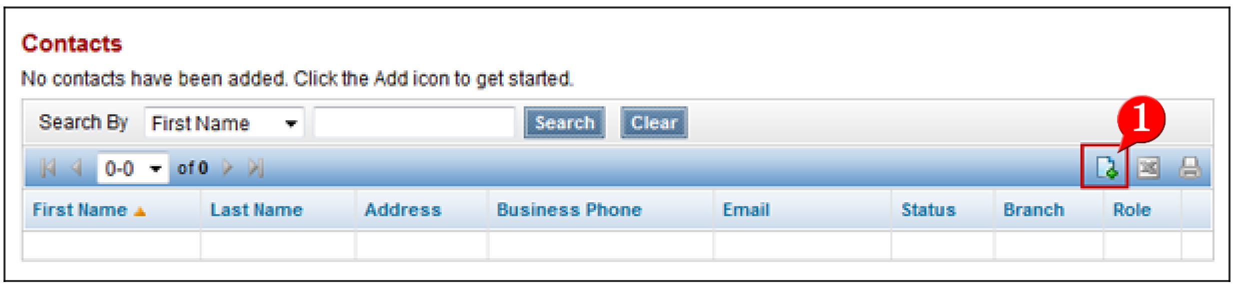
In order for other users to gain access to the website, the Administrator must create a contact record for each user.

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.

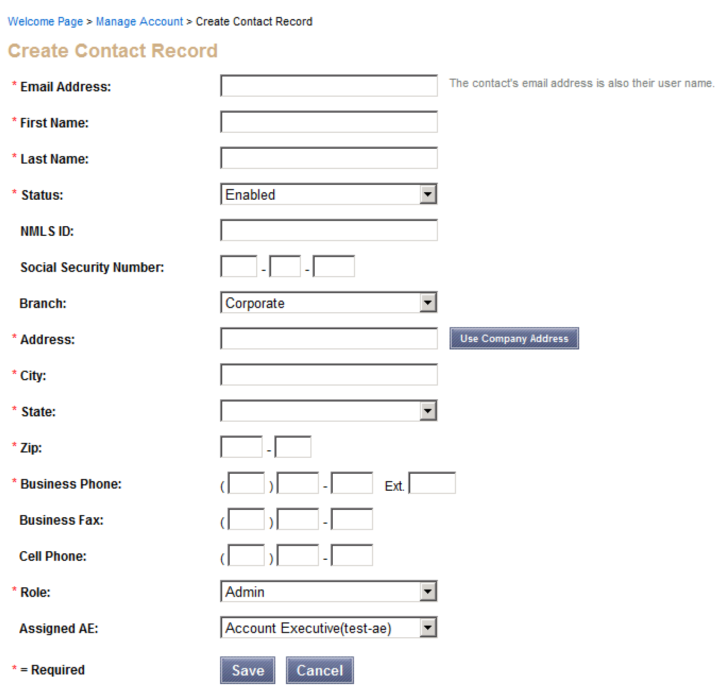
3 Click the **Add** icon (1).



4 Enter the required information for the user. (Required fields are marked with a red asterisk. *)

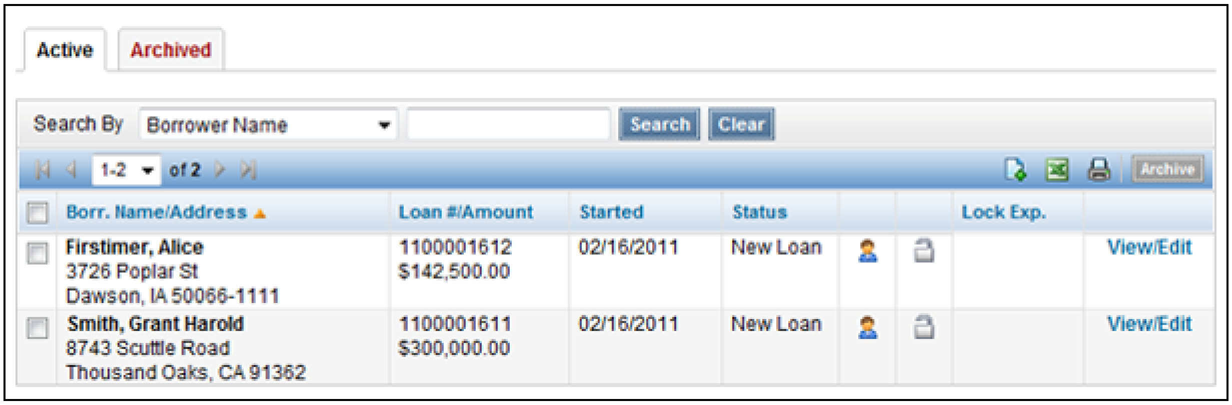
5 When finished, click the **Save** button.

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.



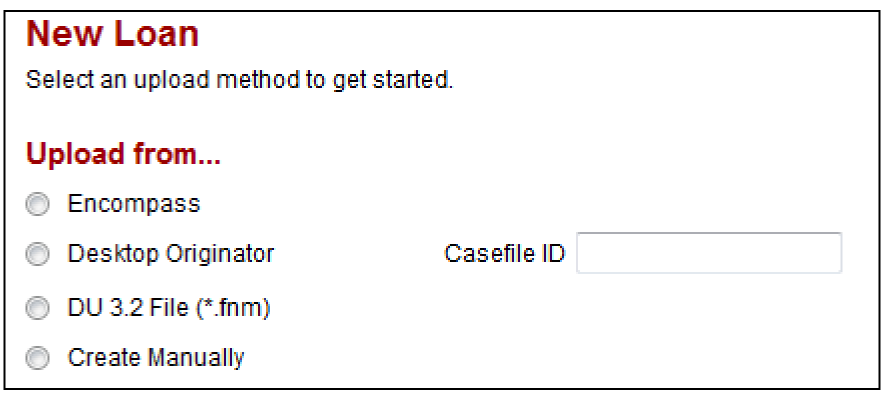
View the Pipeline

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.



Start a New Loan

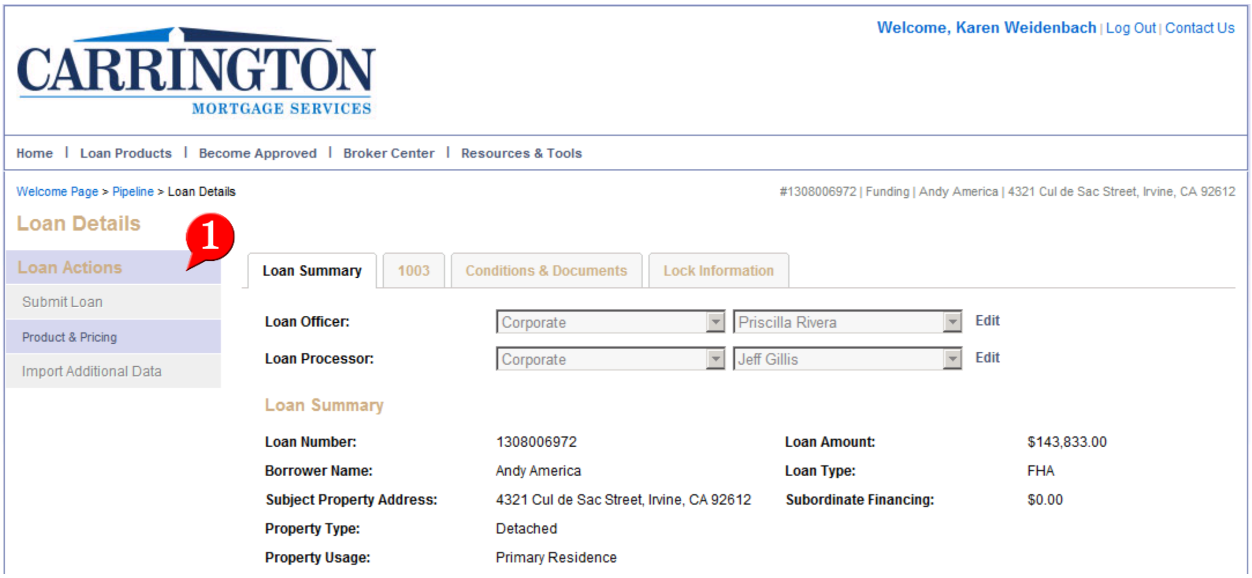
Click the **New Loan** button on the Welcome page to start a new loan. You can enter a loan manually or upload loan files from Encompass360 or other loan origination systems and formats.



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.



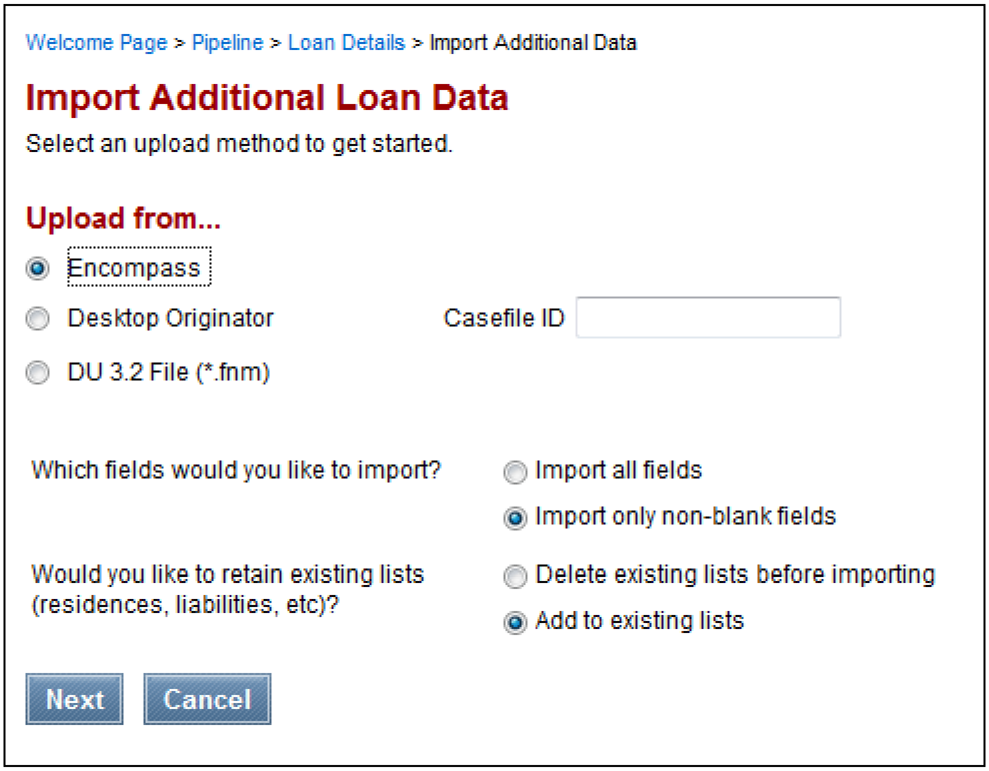
Import Additional Data

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).



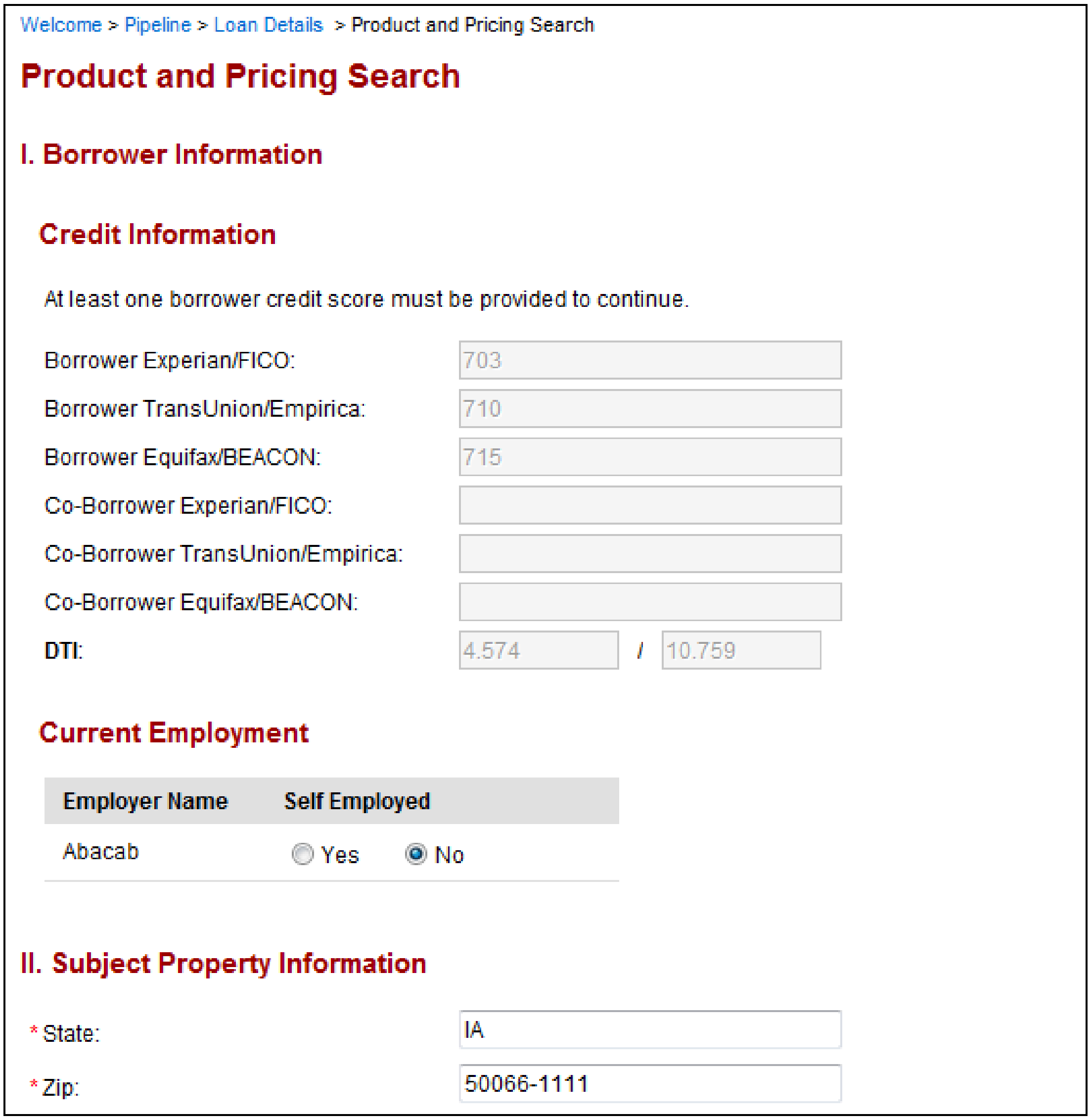
3 Click the **Next** button, and then follow the on-screen instructions to locate the loan file and import the data.

Apply Product & Pricing - Lock Requests

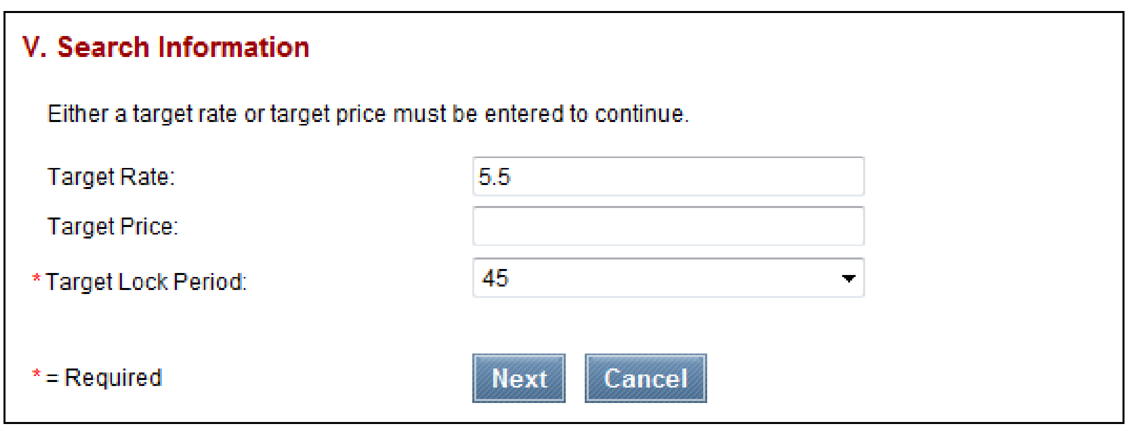
Use the **Product & Pricing** action to run your loan scenario through the product and pricing engine.

1 From the **Loan Actions**, click **Product & Pricing**.

2 Enter the required information. (Required fields are marked with a red asterisk. *)



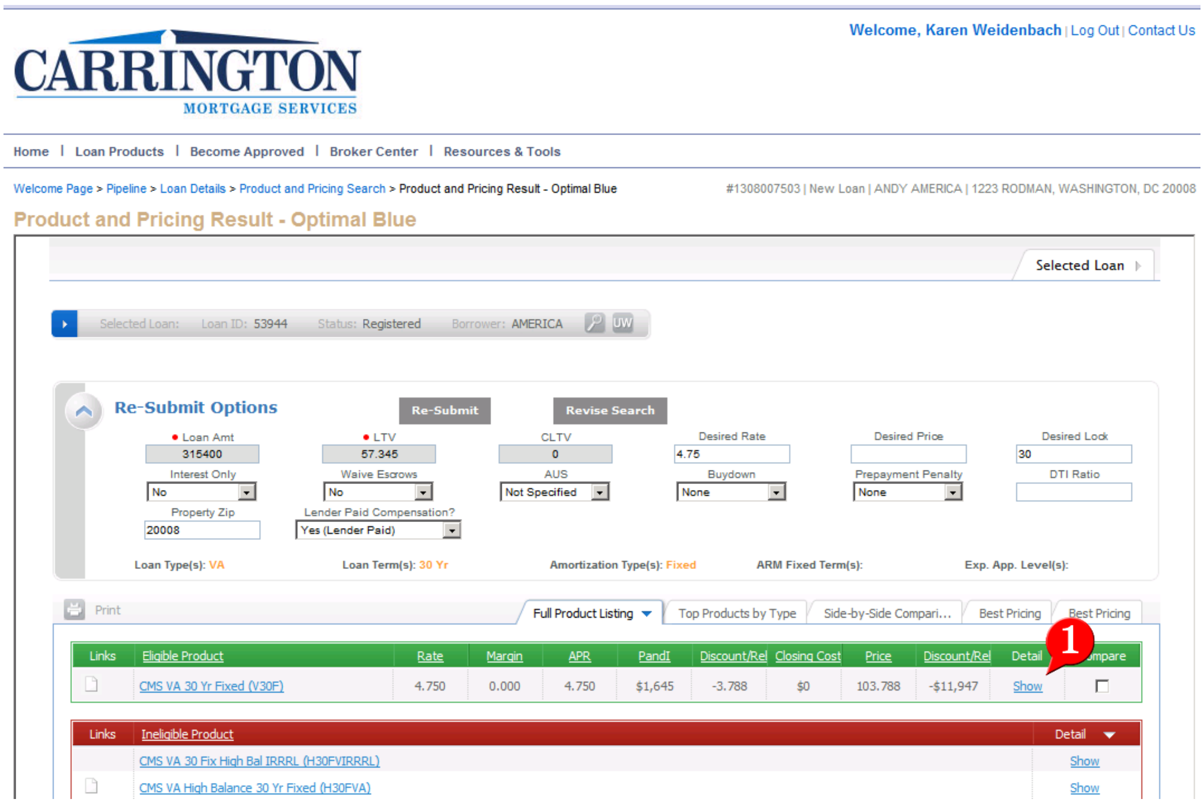
3 At the bottom of the screen, enter a **Target Rate** or a **Target Price**.



4 Click the **Next** button.

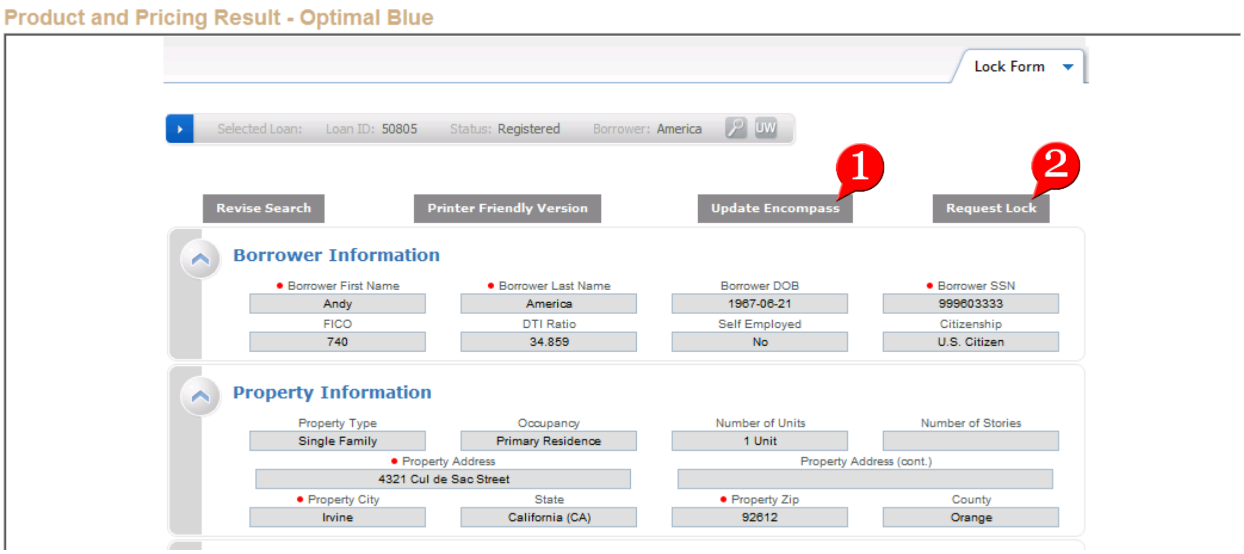
5 Click an eligible program's **Show** link (**1**) to view the product details.

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



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.



Submit a Loan

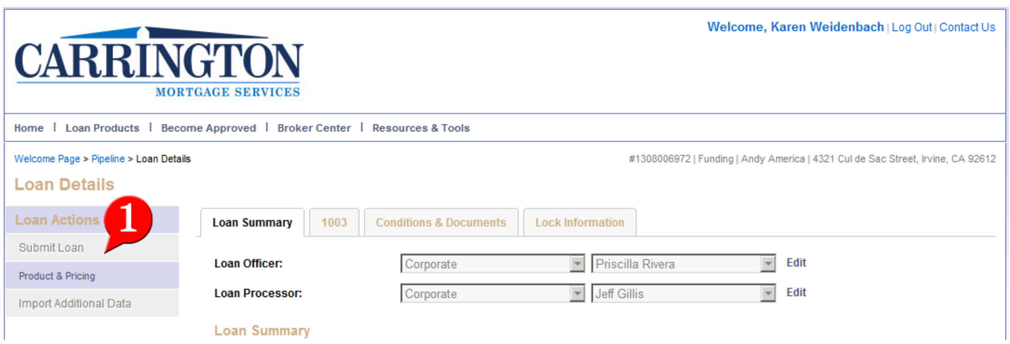
Once you have completed the loan, run it through the product and pricing engine (and applied an eligible interest rate to the loan), you must use the Submit Loan action to ensure that the loan is submitted to the underwriter.

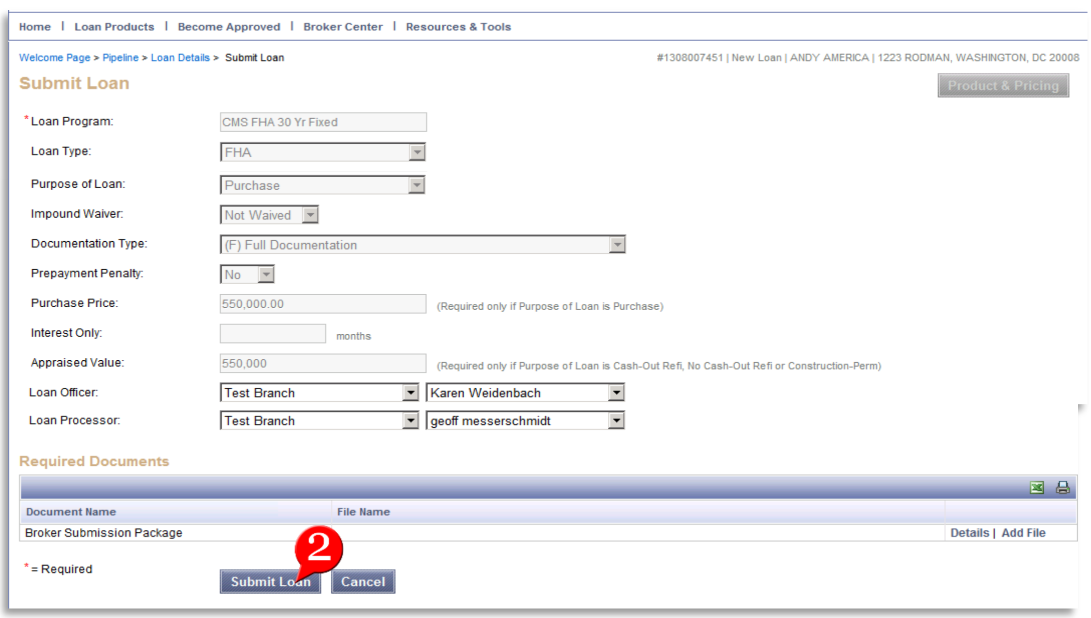
To Submit the Loan to the Underwriter:

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** button (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.

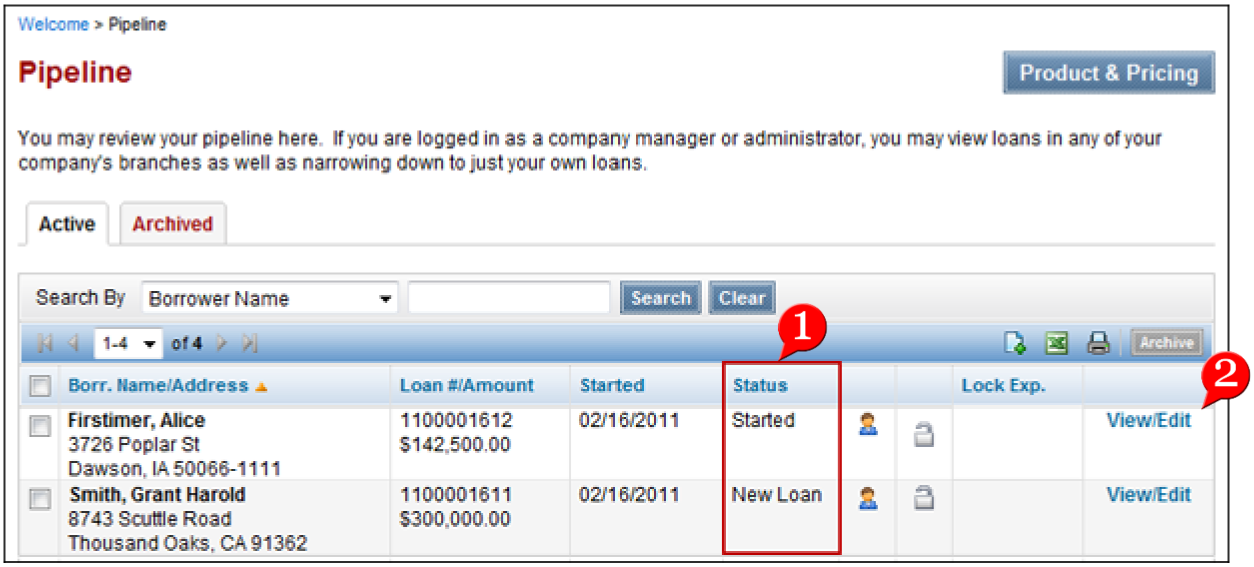




Track and Manage a Loan

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**).



Adding Documents

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

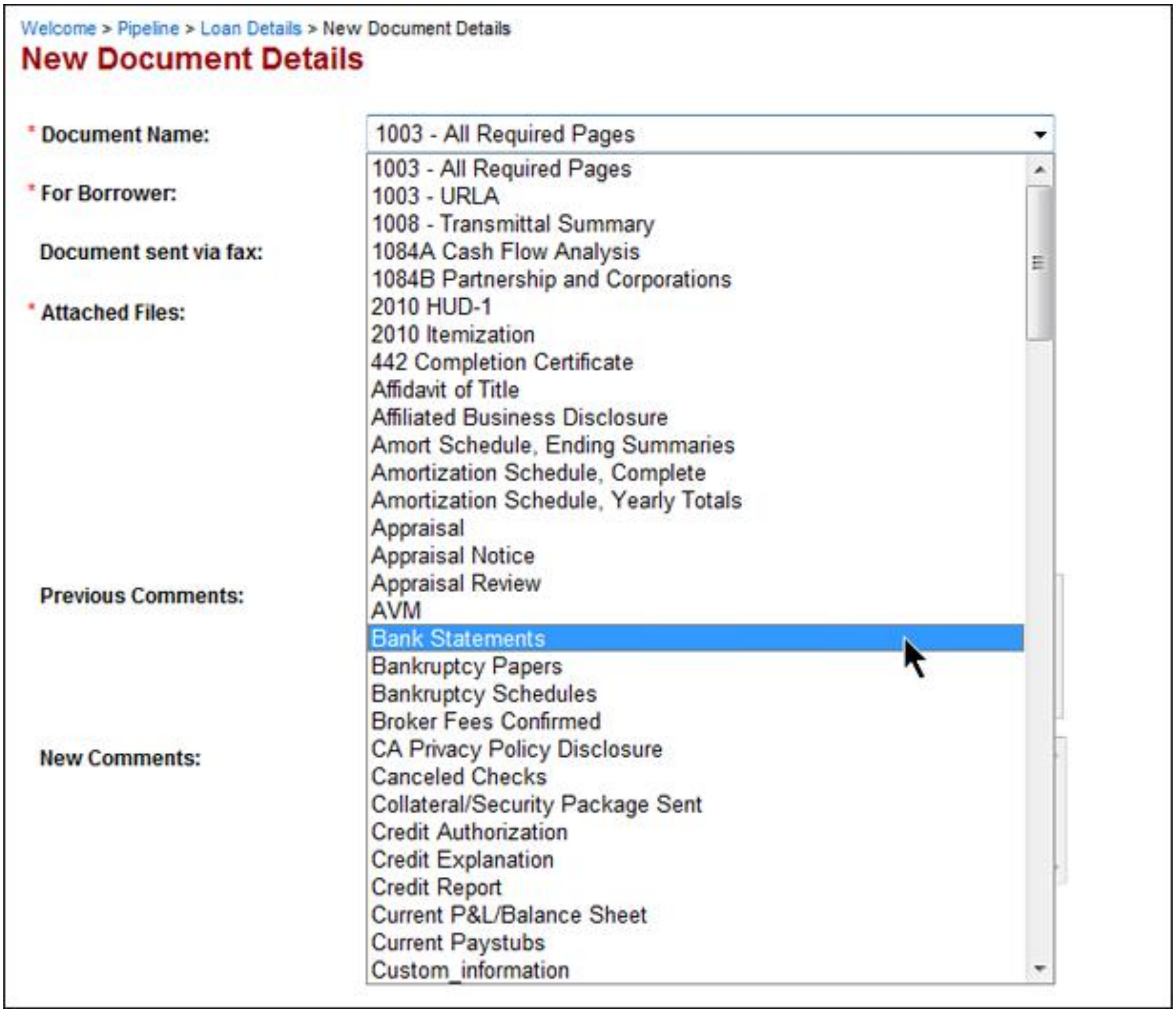
NOTE: *Access to the Documents and Conditions section is controlled by the website administrator. The actions you are allowed to perform and the types of documents and conditions you can access are also controlled by the administrator.*

To Add Documents to the Loan:

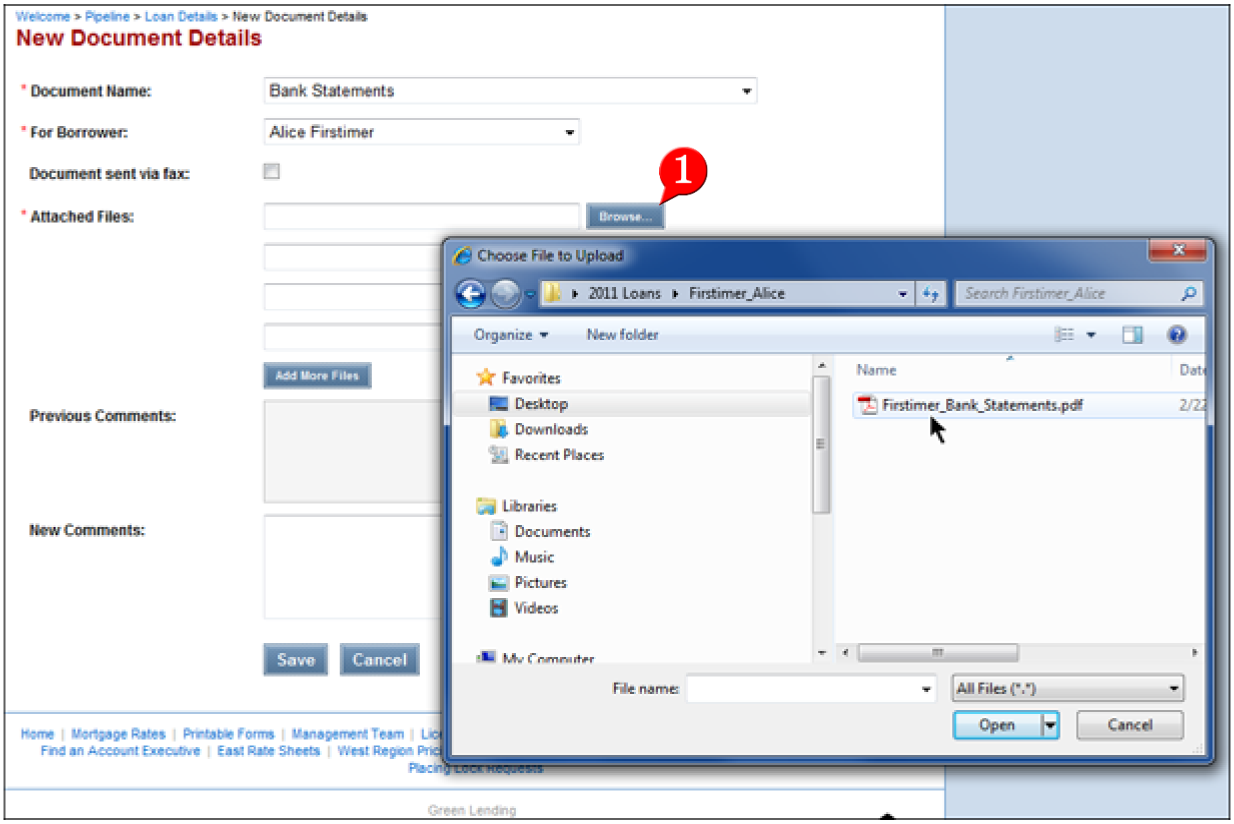
1 On the Loan Details page, click the **Conditions & Documents** tab and scroll to the **Documents** section near the bottom of the page.

2 Click the **Add New Document** icon (**1**).

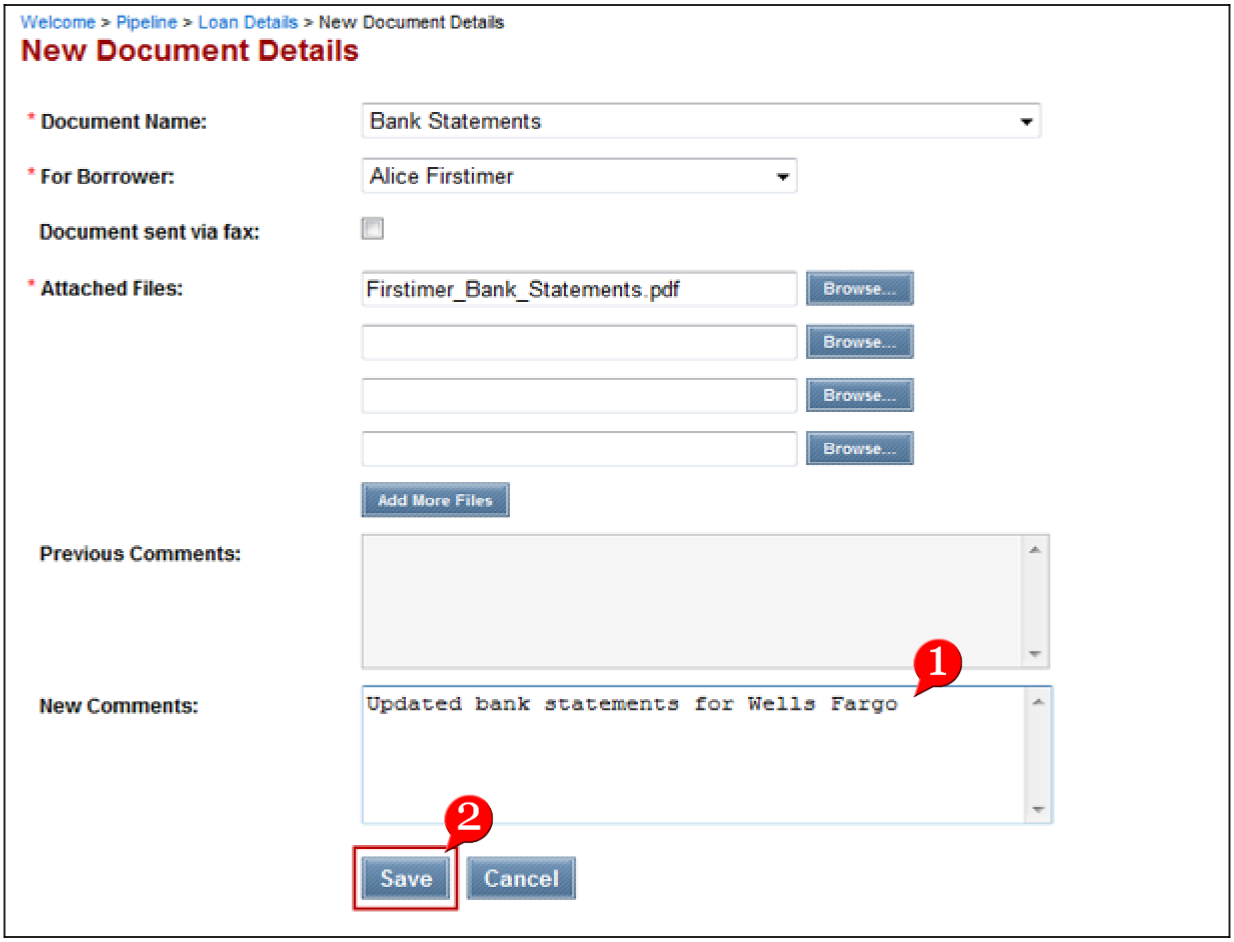
3 On the New Document Details page, select a document from the **Document Name** drop-down list.



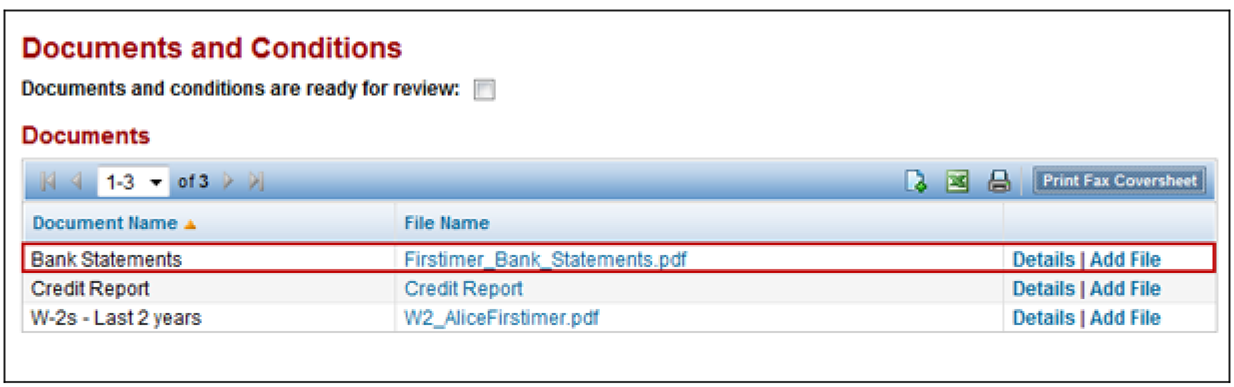
4 In the Attached Files section, click the **Browse** button (**1**) to select the document.



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



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



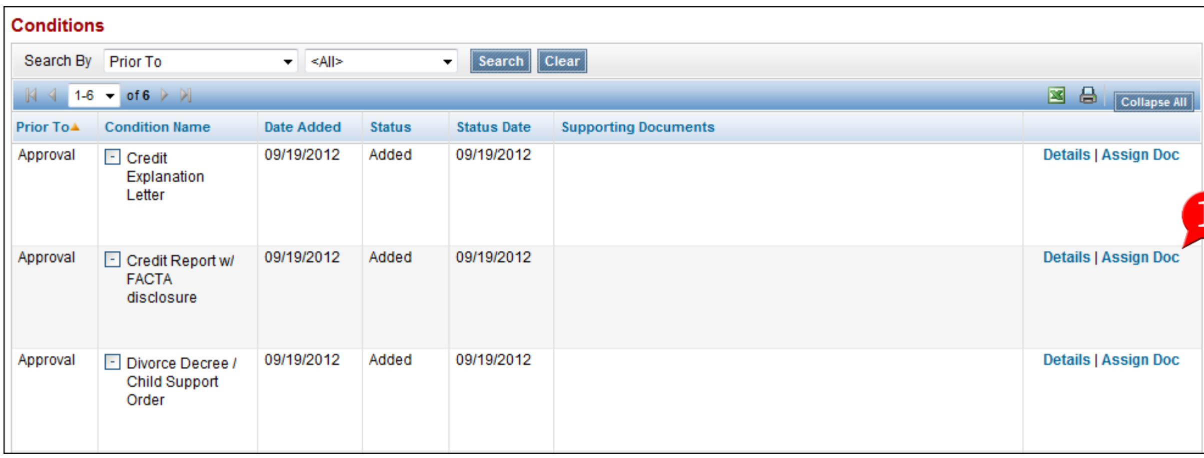
Viewing Conditions

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.

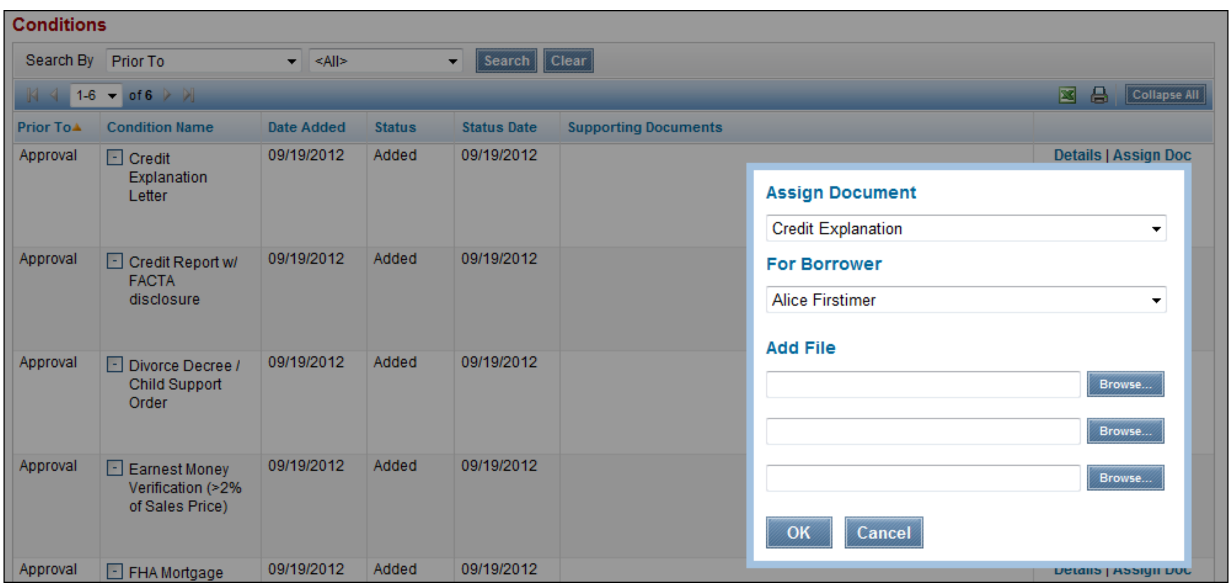
To View Conditions:

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.



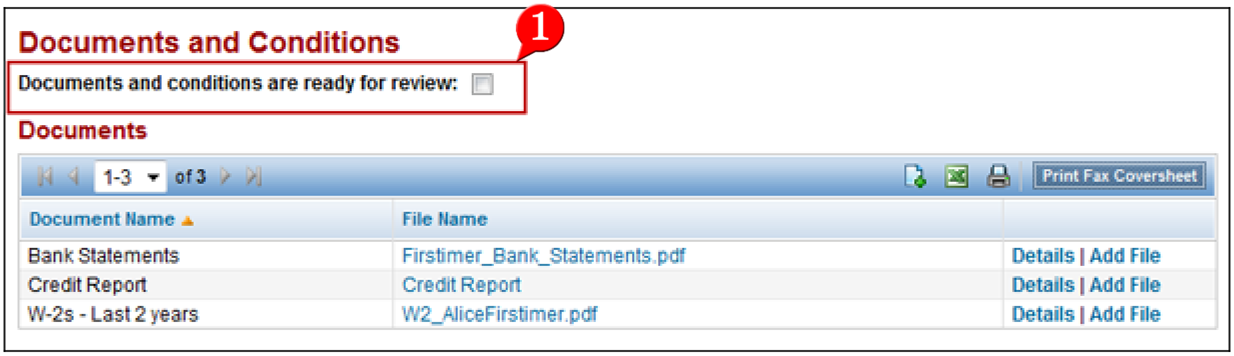
3 Click the **Assign Doc** link (1) to add a document from the Documents list or a file from your computer to satisfy the condition.



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.*



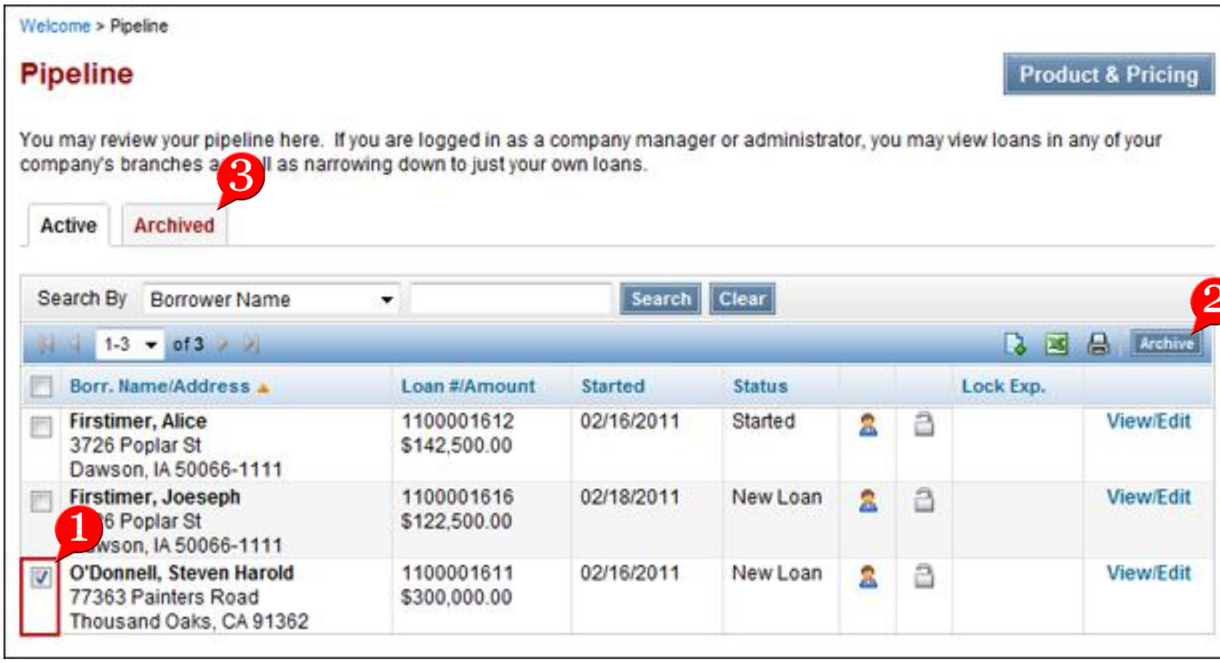
Archiving Loans

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.



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.