



ComplianceOne mortgage & Online Application Automated Data Import User Guide

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File ComplianceOne mortgage & Online Application Automated Data Import

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Overview of New Functionality

Objectives

This lesson includes the following tasks:

- Overview of the process
- Searching for the inquiry
- Bring the application into a template

NOTE: This handout accompanies the recorded training which can be located at the following link:

[ComplianceOne mortgage & Online Application Automated Data Import Recorded Training](#)



ComplianceOne
mortgage & Online
Application
Automated Data Import



Welcome to the ComplianceOne mortgage and Online Application Automated Data Import recorded training. This training will focus on the new Automated Data Import functionality and additional functionality that comes along with this feature.

Now that Automatic Data Import is now available, what does this mean to you?

ComplianceOne mortgage & Automated Data Import

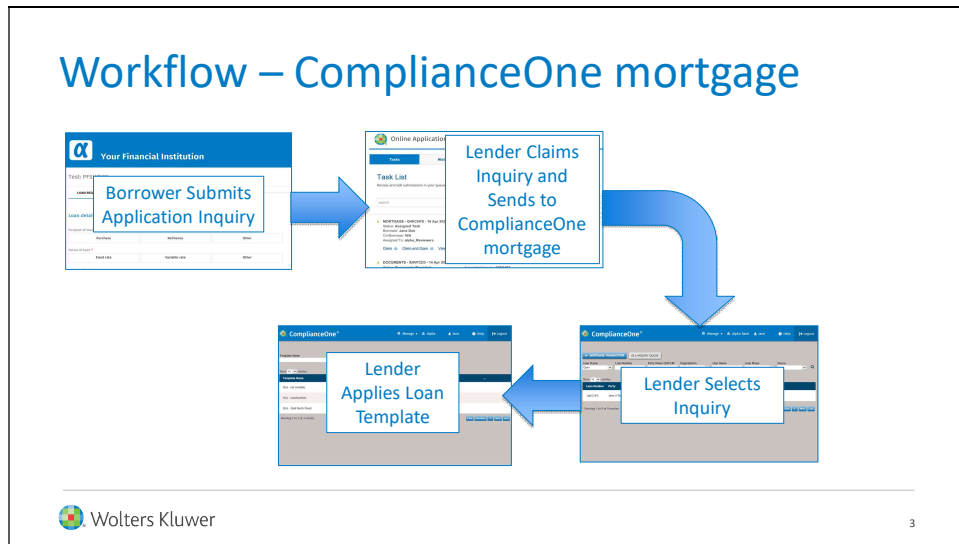
- Application inquiries automatically move from Reviewer Portal to ComplianceOne mortgage
- OLA Inquiry Views
- Applying a template

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What this means is that there is no longer a delay as to when the application inquiry will appear in the mortgage software.

In addition to this feature, there are a few new items to consider when that application is in the mortgage software. Such as how to narrow down the transactions so that you are only viewing the inquiries and applying a loan template.

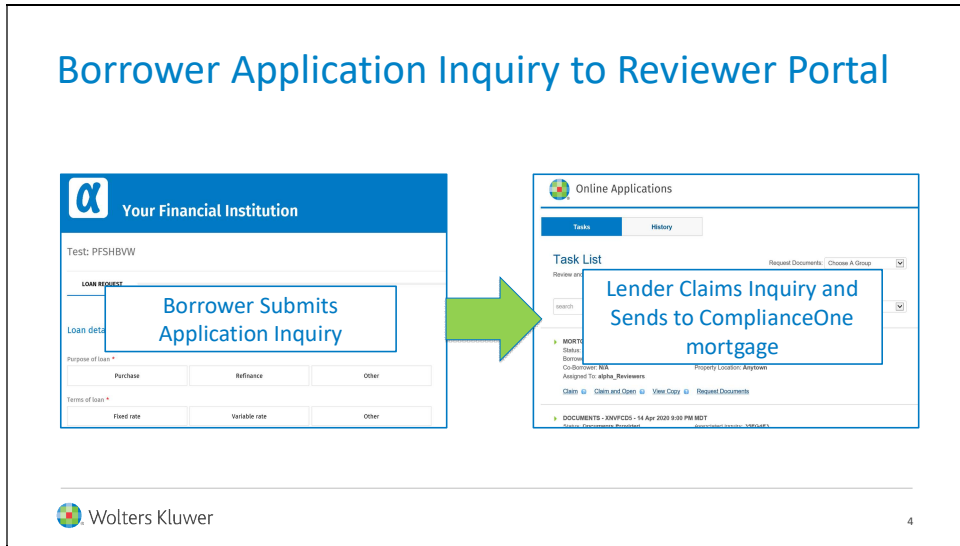
This video will walk through the process of the Borrower submitting their application and bringing it into ComplianceOne mortgage.



The workflow is similar to what you do today:

- The Borrower submits their application
- It appears in the Reviewer Portal
- You claim it
- Send it to the mortgage software

Today with the Automatic Data Import functionality, the application will go automatically into the ComplianceOne mortgage landing page. You will need to log into ComplianceOne mortgage to locate the application inquiry, and once it is selected, you will be able to apply a loan template.



Let's walk through the update workflow.

The first part of the workflow is when your Borrower submits their application to you via the application URL. Once submitted by the Borrower, you will get an email indicating that there is a new inquiry waiting for you in the Reviewer Portal.

Slide 5

α Your Financial Institution [Help](#)

Mortgage: Q4KCHFS

LOAN REQUEST

Loan details

Purpose of loan *

<input type="radio"/> Purchase	<input type="radio"/> Refinance	<input type="radio"/> Other
--------------------------------	---------------------------------	-----------------------------

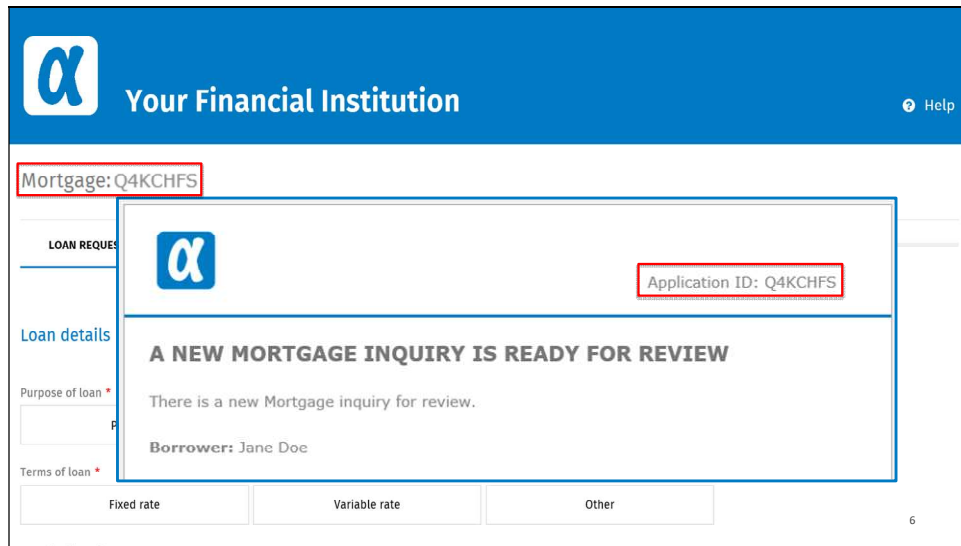
Terms of loan *

<input type="radio"/> Fixed rate	<input type="radio"/> Variable rate	<input type="radio"/> Other
----------------------------------	-------------------------------------	-----------------------------

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Let's start our scenario with Jane Doe submitting an application through your Online Application URL.

Take note of the Application ID.



You will get an email notification stating that a new mortgage inquiry is ready for your review. The email notification will have the application ID that matches the ID from the information that was submitted by Jane Doe.

Slide 7

The screenshot displays the 'Online Applications' interface. At the top, there is a logo and the text 'Online Applications'. Below this, there are two tabs: 'Tasks' (active) and 'History'. The main heading is 'Task List' with the subtitle 'Review and edit submissions in your queue'. To the right, there is a 'Request Documents' dropdown menu set to 'Choose A Group'. Below the heading, there is a search bar with the text 'search', a 'Go' button, and filters for 'Last' (set to '30 days'), 'Status' (empty), and 'Groups' (set to '[All Groups]').

The task list contains two entries:

- MORTGAGE - Q4KCHFS** - 16 Apr 2020 10:57 AM MDT
Status: **Assigned Task** Purpose of loan: **Purchase**
Borrower: **Jane Doe** Amount: **\$250,000**
Co-Borrower: **N/A** Property Location: **Anytown**
Assigned To: **alpha_Reviewers**
[Claim](#) [Claim and Open](#) [View Copy](#) [Request Documents](#)
- DOCUMENTS - XNVFCD5** - 14 Apr 2020 9:00 PM MDT
Status: **Documents Provided** (Associated Inquiry: 35EG4E3)

When you log into the Reviewer Portal, you will locate and claim that inquiry within the Task List, similar to today.

Slide 8

Alpha Mortgage Help

Mortgage: Q4KCHFS

LOAN REQUEST BORROWER PROPERTY INCOME HOUSING DECLARATIONS **SUMMARY**

Loan request

Email address:

Amount requested: \$250,000

Terms of loan: Fixed rate

Edit

Borrower

Full name: Jane A Doe

Telephone number: (320) 000-0000

Date of birth: 01-1-1999

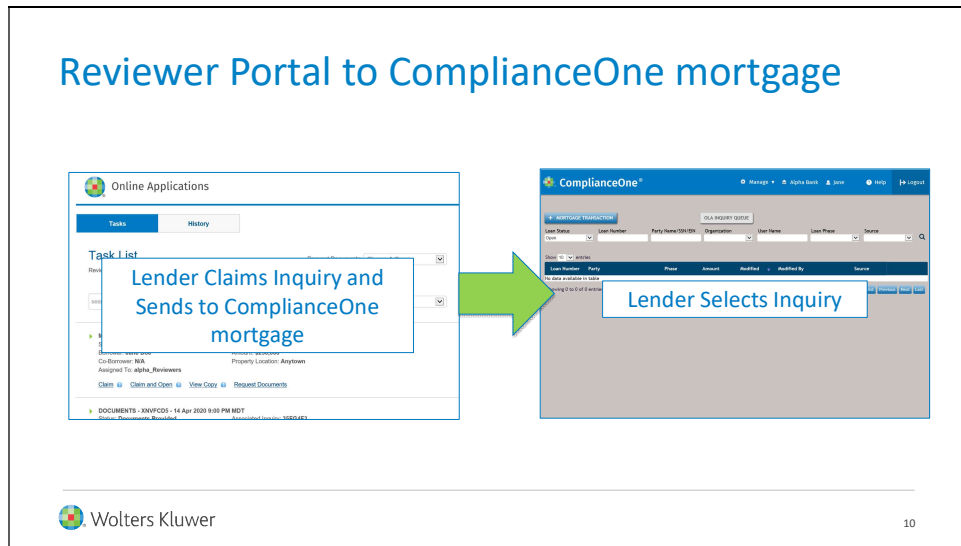
Edit

Once you claim that inquiry, review the information on the Summary page.

Slide 9

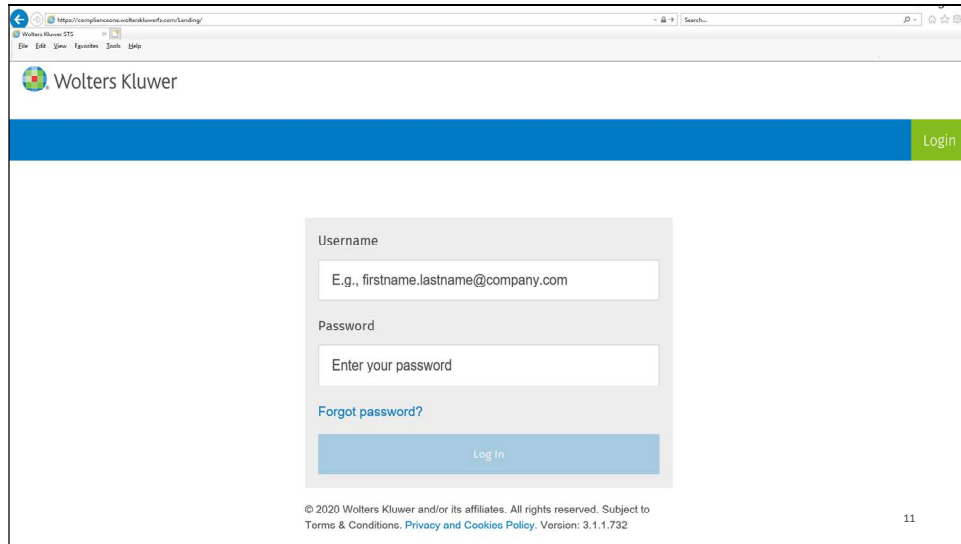
The screenshot shows a web interface for a mortgage inquiry. It is divided into two main sections: 'Monthly income' and 'Housing expenses'. The 'Monthly income' section includes fields for 'Borrower base income:', 'Borrower total monthly income:', and 'Borrower total annual income:'. The 'Housing expenses' section includes fields for 'Rent:', 'Total:', 'First mortgage:', and 'Real estate taxes:'. Each section has an 'Edit' button. At the bottom of the form, there are three buttons: 'Back', 'Save & Exit', and 'Ready to Import'. The 'Ready to Import' button is highlighted with a red border. The footer contains the 'MEMBER FDIC LENDER' logo, copyright information for Alpha Community Bank 2020, and links for 'Privacy Policy' and 'Terms of Use'.

We determined that we want to move the inquiry to the mortgage software. At the bottom of the Summary page, click the Ready to Import button.



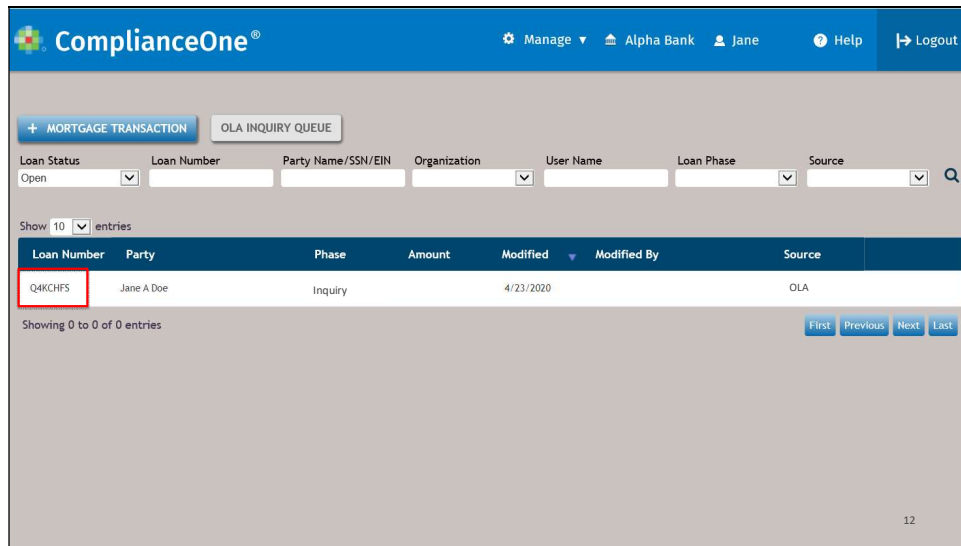
The inquiry is now being moved into the ComplianceOne mortgage software. At this part of the process is where you are going to see some changes.

Slide 11



Log into ComplianceOne mortgage.

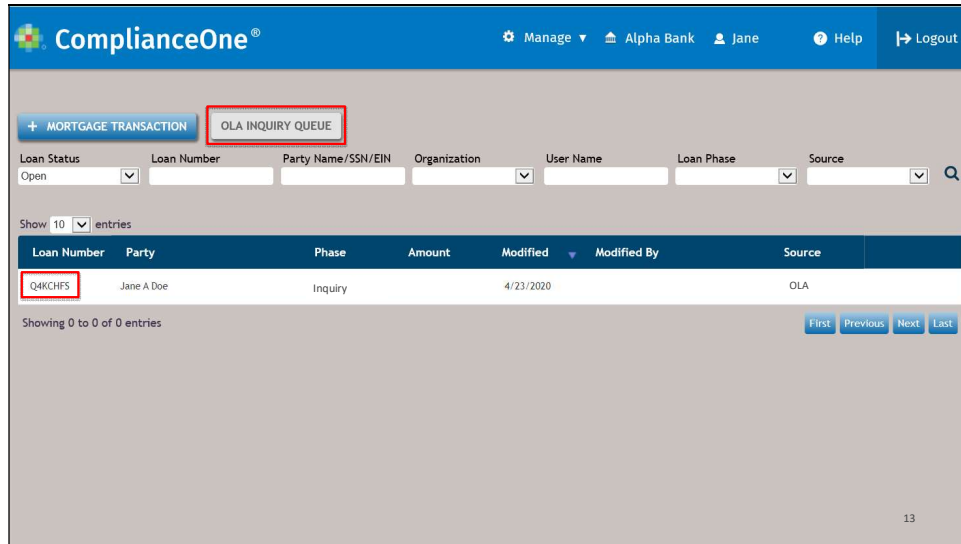
Slide 12



When you log into ComplianceOne mortgage, you will see the inquiry appear on the mortgage landing page. Notice that the Application ID is now populated in the Loan Number column.

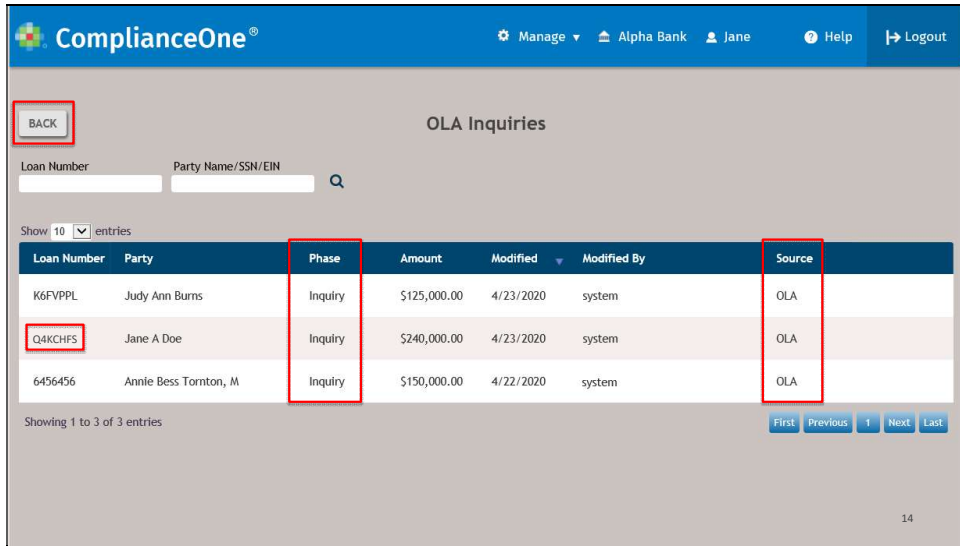
When on the landing page, there are a few different ways to narrow down this list to locate the inquiry.

Slide 13



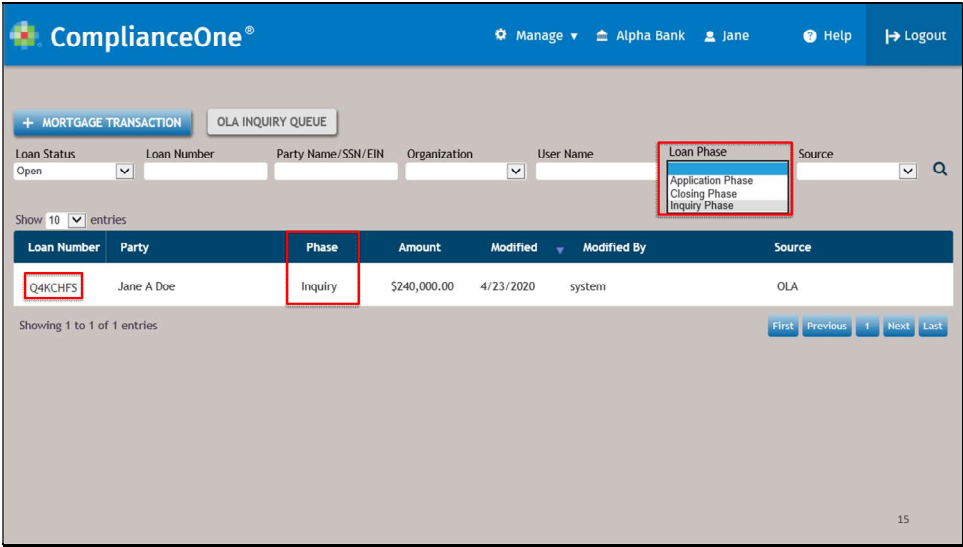
First method of sorting is using the OLA Inquiry Queue button on the landing page.

Slide 14



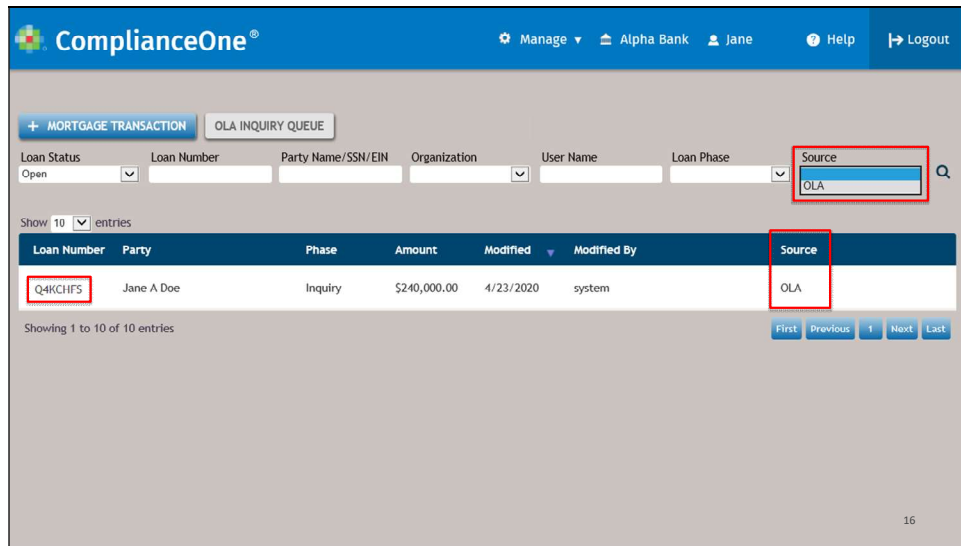
This will display a screen where you will only see those inquiries that have been submitted from the Reviewer Portal. Notice the Phase column is showing Inquiry and the Source column is showing OLA.

Click the Back button to move back to the ComplianceOne mortgage landing page.



The second method of sorting is by using the Loan Phase drop down. When you pick Inquiry Phase and click the search icon, the list will be sorted to display only those transactions that are in the Inquiry phase.

Slide 16



A third method of sorting is using the Source drop down. Picking OLA from the Source drop down list and click the search button, will display only those transaction that were submitted through the Reviewer Portal.

Select Application and Apply Loan Template

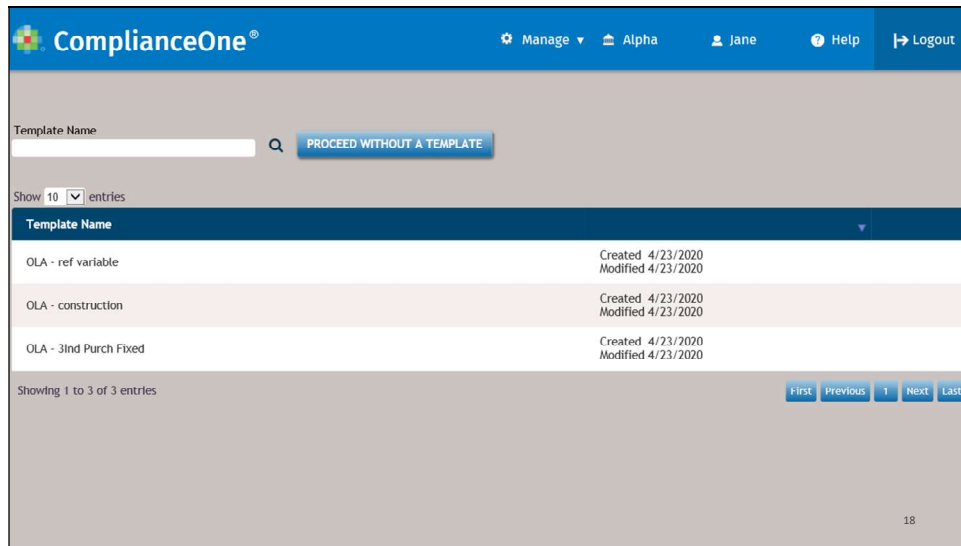
The image shows two screenshots of the ComplianceOne web application interface, connected by a green arrow pointing from left to right. The left screenshot shows a 'MORTGAGE TRANSACTIONS' table with columns for Loan Status, Loan Number, Party Name/DOB, Organization, User Name, Loan Type, and Source. A blue callout box over the table reads 'Lender Selects Inquiry'. The right screenshot shows a 'Template Name' dropdown menu with a 'PROCEED WITHOUT A TEMPLATE' button. A blue callout box over this area reads 'Lender Applies Loan Template'. The ComplianceOne logo and navigation menu are visible at the top of both screenshots.

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At this stage you have located Jane Doe's inquiry within ComplianceOne mortgage. Now we are going to take her inquiry and select a loan template to turn it into an application.

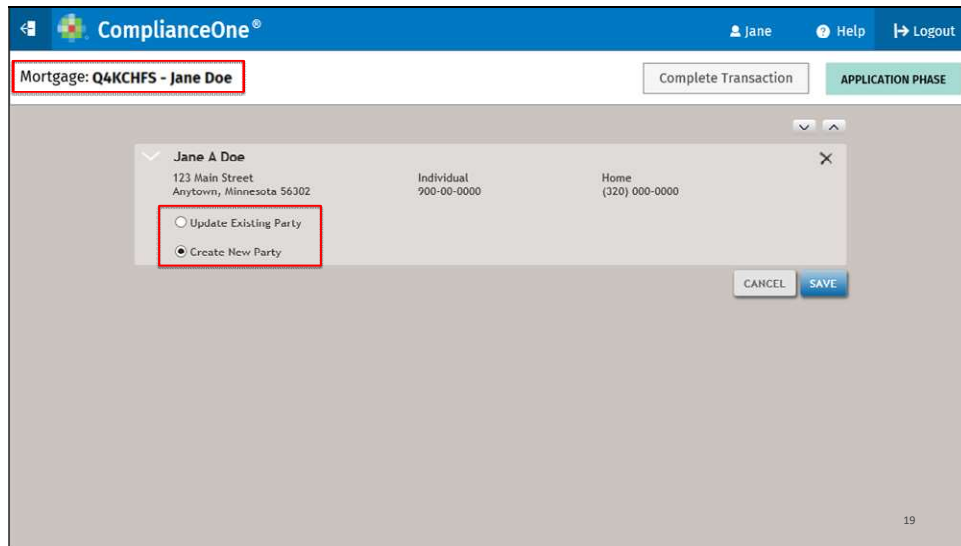
Slide 18



When you select the inquiry, you will see a screen come up displaying your loan templates. At this time you have the option to pick a loan template or continue without a loan template. Once a loan template is selected, you will not be able to change the template for that transaction.

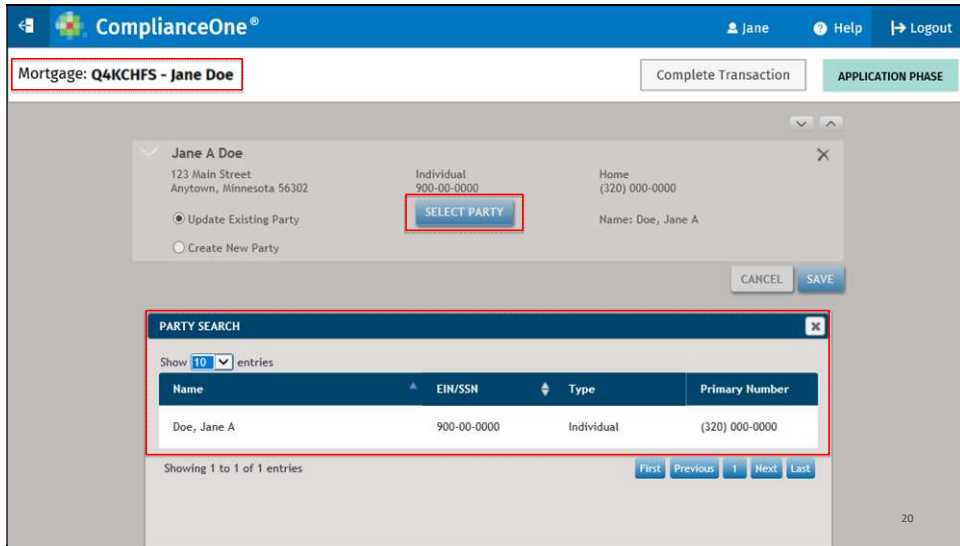
In our example we will be picking a loan template.

Slide 19



When the loan template is selected, the party name on the inquiry will appear. At this time you are verifying if you want or need to create a new party record, or update an existing party record if the applicant is already in your database.

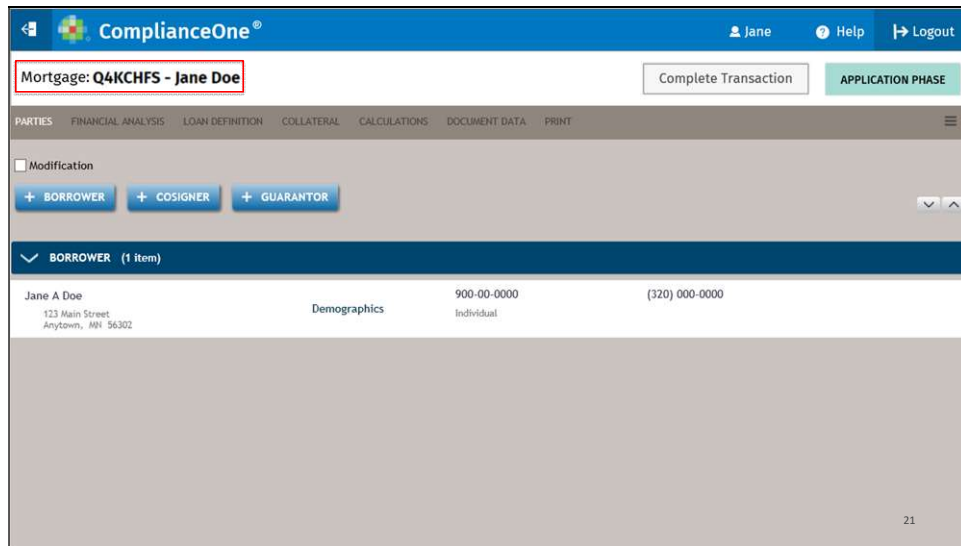
If Create New Party option is selected, when you click the save button the inquiry will be brought into the transaction.



If you want to verify if the Party is in your database, select the Update Existing Party option and click the Select Party button. This will bring up the Party Search screen displaying possible matches for you to use. Once you select the Party record that matches, the Party Search screen will disappear.

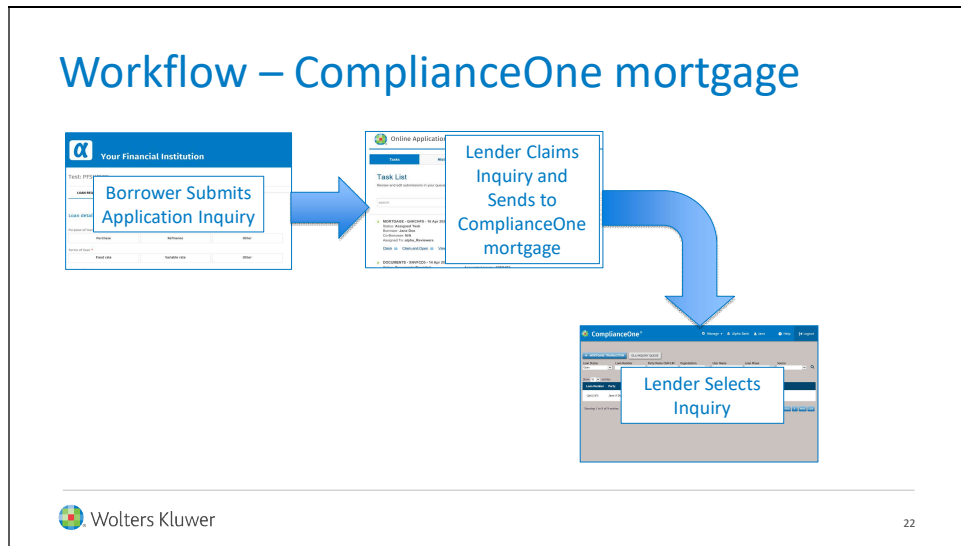
For our scenario we will select Jane Doe from the list of existing parties. Once we click on Save, it will bring us into the application.

Slide 21



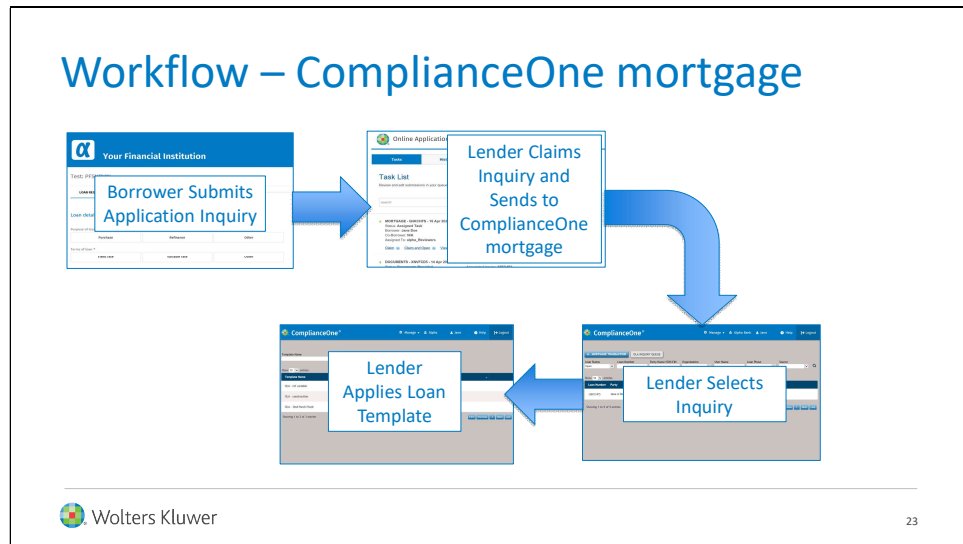
Now that we are in the application, take a look in the upper left corner of the screen, you will notice Jane Doe's name along with the Application ID. The Application ID has defaulted as the loan number for the application and can be changed when you move to the Loan Definition screen.

At this point you will want to complete the application information as applicable.



To recap:

- With the Automated Data Import capability as part of Online Application, the application inquiries will now appear within the ComplianceOne mortgage landing page once submitted from the Reviewer Portal.
- You will have 3 different methods of sorting the view on the landing page, so you see the inquiries.



- You will have the ability to apply a loan template to the application.

Help Resources

ComplianceOne Mortgage Support	1-800-274-2711 x1123665 ComplianceOneMortgageSupport@wolterskluwer.com www.wolterskluwerfs.com/support
Software Training	1-800-274-2711 x1124002 sues@wolterskluwer.com www.wolterskluwerfs.com/support

Thank you!

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Tips and Tricks

Objectives

This lesson provides some tips and tricks.

Tip 1 – New/Updating Party Record

When you bring the inquiry into a ComplianceOne mortgage transaction, you will be presented with an the options Create New Party or Update Existing Party.

If you want to verify if the Applicant is in your Party database, select **Update Existing Party** and click the **Select Party** button. The **Party Search** screen appears displaying potential matches. If the list does not provide a match, click the **Close** button and select **Create New Party** option.

The screenshot shows a user interface for managing party records. At the top, there is a form for a party named Philip F. Garbonzo. The form includes fields for name, address (6815 Saukview Dr, St. Cloud, Minnesota 56303), individual status, EIN/SSN (888-99-9889), and home phone number ((320) 000-0999). There are two radio buttons: "Update Existing Party" (selected) and "Create New Party". A "SELECT PARTY" button is visible. Below the form is a "PARTY SEARCH" window. It has a "Show 10 entries" dropdown and a table with columns: Name, EIN/SSN, Type, and Primary Number. The table is currently empty, displaying "No data available in table" and "Showing 0 to 0 of 0 entries". Navigation buttons (First, Previous, Next, Last) and a "CLOSE" button are also present.

Tip 2 – City Fields

The Applicant cannot enter in any non-alpha characters into the City fields when completing an application. If a special character or number is entered, the Applicant will not be able to complete the application until those characters are removed.

Tip 3 – Application Data

The following information within the mortgage software will need to be manually completed as the information currently does not flow from the online application portal. Please review the downloaded PDF of the application and enter that data into the mortgage transaction:

- Housing Expenses – The information entered in by the Applicant will not flow into the Financial Analysis screen but will flow into the application form (URLA or UCA-RE). This information will need to be entered on the Financial Analysis screen for other documentation. Once entered on the Financial Analysis screen, the information on the application will update.
- Second Address Line for Collateral – If data is entered into the second address line by the Applicant, it will not flow through into the collateral address.

Tip 4 – Refinance Loan Transaction

If the Applicant indicates they want to refinance a loan transaction, the following fields will need to be reviewed once the application data flows into Vanceo Mortgage or ComplianceOne mortgage:

- Financial Analysis Screen – To ensure the Refinance Language prints on the Promissory Note, the mortgage to be paid off will need to be entered into the Liabilities section.

The screenshot shows the 'ASSETS & LIABILITIES' section of a software interface. Under the 'Liabilities' tab, there is a table with the following columns: Type, Account Number, Payment Amount, Outstanding Balance, Owner, Creditor, Payoff, and Exclude. The table contains one row for a 'Mortgage' with a Payment Amount of 0.00 and an Outstanding Balance of 0.00. The Owner is set to '- select owners -'. The Payoff checkbox is checked. A 'Total' row at the bottom shows a Payment Amount of \$0.00 and an Outstanding Balance of \$0.00.

Type	Account Number	Payment Amount	Outstanding Balance	Owner	Creditor	Payoff	Exclude
Mortgage		0.00	0.00	- select owners -		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Total:		\$0.00	\$0.00				

- Loan Definition Screen:
 - Purpose Type drop-down will default to Cash-Out Refinance. Review this drop-down to ensure the correct option is selected.
 - Refinancing drop-down will default Different Lender. Review this drop-down to ensure the correct option is selected.

The screenshot shows the 'LOAN DEFINITION' section of a software interface. It includes fields for Loan Number (QSMQ6SR) and ATR/QM Test. The Type of Mortgage is set to 'In-house Document'. The Type of Loan is set to 'Refinance', the Purpose Type is set to 'Cash-Out Refinance', and the Refinancing option is set to 'Different Lender'.

Type of Loan *	Purpose Type	Refinancing
Refinance	Cash-Out Refinance	Different Lender