HOW TO ORIGINATE A NEW LOAN IN ENCOMPASS360

A guide to help you successfully originate a new loan in Encompass360.

Updated: 8/15/2016, S. Noble
How to Originate a New Loan in Encompass360

To Start a New Loan from the Pipeline Tab:
1. Click on the Loan Folder and Select **My Prospects**.
2. Click the **New Loan** icon.
How to Originate a New Loan in Encompass360

3 In the New Loan window, select the template, Retail Loans and click Select Template.
How to Originate a New Loan in Encompass360

At the top of the Borrower Summary Form, select the dropdown on Channel. Choose Banked – Retail, Banked – Wholesale or Brokered.

Banked – Retail
Select this if you are placing the loan with Residential Home Funding

Brokered
Select this if you are Not placing the loan with RHF, but rather, sending it to one of our investors

The Application Date is autocompleted once all required pieces of information are completed.
4 You will now begin in a new Loan in the Borrower Summary Form.

Choose type of borrower from dropdown

Shortcuts

These are the forms that need to be completed in order to disclose loan
Make sure you have written authorization from borrower(s) before pulling credit. You must put date in below in order to run credit. Your name will auto populate after entering date you received the authorization.
How to Originate a New Loan in Encompass360 – Borrower Summary

Ordering Credit and Importing Liabilities from the Borrower Summary Form.

1. Select Order Credit.
2. The Credit Report window displays.
3. In the My Providers tab, Select CIS Information Services and Click Submit.
4. The Credit Report Request window displays. Enter and/or verify your username and password.
5. Click Finish.
6. Select Import Liabilities.
7. The liabilities from the credit report will be automatically populated into the Liabilities on 1003 Page 2, as shown below.

You must select Yes or No or you will not be allowed to disclose.
Address will always default to TBD. Keep TBD until ready to disclose because once you have filled in the 6 pieces of information it will automatically become an application. Do not change the address until you are ready to disclose.
Complete all relevant Information. Remember, all blue fields need to be completed.
Complete all dates and remember, New Closing Disclosure Target Date must be at least 3 business days before estimated closing date.

Always fill out Escrow info in full.
How to Originate a New Loan in Encompass360 – Ordering an Appraisal from Borrower Summary

Ordering an Appraisal from the Borrower Summary Form. MLOs may order appraisals. **Please note:** BEFORE you order an appraisal, you must have first eDisclosed and received from the borrower the signed Notice of Intent to proceed or you can wait until day 4 and then order the appraisal. **For FHA Loans,** make sure you have the case number before ordering the appraisal as you must attach the case number assignment to the appraisal order. You are NOT allowed to order the FHA Case number before the disclosures are sent to the borrower.

1. Click the **Order Appraisal** button on the Borrower Summary Form OR on the **Services** tab, click **Order Appraisal**
2. The **Order Appraisal** window displays, select an AMC from the **My Appraisers** tab, and then click **Next**
3. On the Order Appraisal window shown on the right below, complete the order details. Complete each field in the Access Information.
4. In the Order Information Section, Select a **Due Date** two days out. Select the **Appraisal Type Form number**. The **Paid By** drop down selection is only **COD**. In the **Message to Appraiser**, input either credit card information or a note to contact borrower for payment. In **Attachments:** for Purchases attach the contract from e-Folder and for all FHA Loans, you must attach the case number assignment form.
5. Click **Submit Order**.
How to Originate a New Loan in Encompass360 – Borrower Summary

At the bottom of the Borrower Summary Form, go to the “Lead Source” section. Click on the dropdown and select your lead source. You must type in the Referral Name. Use Declination Reason dropdown for pipeline maintenance when loan is not moving forward.

***NOTE*** If a Lead Source is not selected, the loan will not be saved upon exit, and the following message will appear:
Every field on the 1003 is there for a reason. Be sure to ask borrower(s) every question on the application to give a detailed view of the applicant(s) financial situation.

Originator is ultimately responsible for data accuracy.

Originators are responsible to LOCK their loans (pg. 41), eDisclose (pg. 35) and upload documents into the eFolder (pg. 39), not your processor.

Go to [www.rhfunding.com](http://www.rhfunding.com) to access many How-To documents (Processing Section) and many others to give you the tools you need to succeed.

Employee Login: rhfteam
Password: fund16!
Click on
Employee Documents & scroll down
FHA guidelines/Condos/Details/Matrixes
Marketing Brochures & Flyers
Business Cards
Click on the **Forms** tab, 1003 Page 1 to continue inputting. The Mortgage Insurance Premium can be input in Section I. Types of Mortgage and Terms of Loan. The next pages explain the various fees that are input into the MIP/FF field. **To input into the MIP/FF field for an FHA loan:**

1. Click on **MIP/FF edit icon** on Page 1. The **MIP/PMI Guarantee Fee Calculation** window displays.
2. Click on **Get MI** and then Click **OK**. Note: The dollar amounts for monthly and UFMIP will automatically populate the necessary fields in the 1003 pages 1 through 3.

- The **UFMIP** is 1.75% and is usually financed.
- Monthly premium is usually .85% of the loan amount for 360 months and there is no cut off. This is always calculated of the remaining balance.
- Higher or lower amounts may be charged due to LTV and loan amount. See FHA Connection or your DU findings for validation of the amount due.
- Use the Get MI button if you are unsure of your factor.
To input into the MIP/FF field for a VA loan:

1. Obtain the DD214 & Certificate of Eligibility that will show the amount of the Guarantee Fee that you will enter below.
2. Click on MIP/FF edit icon on Page 1. The MIP/PMI Guarantee Fee Calculation window displays.
3. Enter the amount of the Guarantee Fee in the Upfront MIP /Funding/Guarantee Fee Financed, Select the Type of Veteran and then Click OK.

- The Guarantee fee is based on the borrower’s disability, active duty or reservist status
- Can be financed
- No monthly amount paid
How to Originate a New Loan in Encompass360 – 1003 Page 1 – USDA Guarantee Fee

To input into the MIP/FF field for a USDA loan:

1. Click on **MIP/FF edit icon** on Page 1. The **MIP/PMI Guarantee Fee Calculation** window displays.
2. Enter the **Guarantee Fee percentage** you calculated and check off **Entire Guarantee Fee will be financed**.
3. Input the **monthly fee percent % and months** and then click **OK**.

The USDA guarantee fee is **2.75% of the total loan amount**.

The monthly fee is **.5% for the life of the loan.** There is no cutoff.
You may obtain an MI Quote for both LPMI and BPMI, Monthly or Single, directly in Encompass through MGIC only. **Note:** If you wish to do a DU REFI PLUS loan, that currently has MI with someone other than the four MI companies we use, you must broker it. RHF only uses MGIC, Genworth, Radian & United. If you need to use Genworth, Radian or United Guaranty, you will have to go to their website for the quote.

1. While in the loan, Click on the Services tab and then Click on Order Mortgage Insurance. The Mortgage Insurance window displays.
2. Click on MGIC - Direct.
3. Click Submit.

**Note:** PMI is for conventional loans where the LTV is over 80%
- For NY only, the LTV is based on the APPRAISED value and not the purchase price for MI Purposes
- Investment properties and second homes do not have a 78% LTV cut-off
The Report Request window displays. Select from the dropdowns. MGIC is the only MI company to be used for Quotes.

4 The Request Type dropdown is always Rate Quote. You must select the Premium Plan: Monthly Premium (ZOMP) or Annual Premium. ***Lender Type is ALWAYS Lender/Retail

5 Select Premium Paid By, ENTER the MI Coverage %, select Refund Option and Renewal Option.

6 Check off the box All or part of the MI... and be sure the appropriate LP/DU box is checked.

7 Select Credit Risk, Purchase Eligibility and Recommendation

8 Click Rate Quote

How to Originate a New Loan in Encompass360 – 1003 Page 1 – Conventional Lender Paid Mortgage Insurance and Borrower Paid Mortgage Insurance
9 The Report Request window displays. You may ignore the Ineligible Status at top. In Attachments the Rate Quote Response is highlighted.

10 Click View.
11 The Rate Finder Plus – Rate Quote and MI Eligibility displays in a pdf file. At the bottom of the report under Results, to the right, you will see the rate quote.

12 Go back to the **Report Request** window. Click **Import MI**.

<table>
<thead>
<tr>
<th>Decision</th>
<th>Accepted</th>
</tr>
</thead>
<tbody>
<tr>
<td>LTV/CLTV</td>
<td>87.11% / 87.11%</td>
</tr>
<tr>
<td>Renewals</td>
<td>Relocation Loan</td>
</tr>
<tr>
<td>Declining</td>
<td>N</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Borrower</th>
<th>CoBorrower1</th>
<th>CoBorrower2</th>
<th>CoBorrower3</th>
<th>CoBorrower4</th>
<th>CoBorrower5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Income</td>
<td>$9,140.81</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Credit Score</td>
<td>652</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borrower To Occupy</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ownership Last 3 Years</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**RESULTS**

**MI ELIGIBILITY as of 10/09/2013**

Eligible for automated approval based on the loan data you submitted. Guidelines are subject to change. Guidelines in effect at the time of application will apply.

Send this loan data to MGIC’s Loan Center by clicking the Apply for MI on your webpage.

**RATE QUOTE as of 10/09/2013**

Rates are subject to change. Quote is valid only for the date shown.

- Initial Rate: 0.01180
- Initial Monthly Premium: $385.47
- Rate Years 2-10: 0.01180
- Rate Years 11 & Greater: 0.00000
13 The MI Fee Import window displays.
14 Be sure the Initial Premium at Closing and First Renewal boxes are checked off.
15 Click Import Fees. You will a pop up indicating the MI fees have been imported successfully. Click OK.
16 If the MI is monthly, go to 1003 Page 2, Section V, Monthly Houses Expenses and check if the Mtg. Ins field was populated.

17 If the box was not populated, Click the Edit button.

18 The MIP/PMI Guarantee Fee Calculation window displays; Click OK. The mortgage insurance fee will be populated into the field.

**Note:** The first factor is from the MI cert. This is usually for the first 10 years (120 months). The second factor is usually .20% for the remainder of the term. Always carefully read the MI cert to determine the renewal factor. There is usually a cut off point of 78%. For 2-4 units, there isn’t a cutoff but the Midpoint Cancellation box is checked.
19 If the MI is a Single premium, go to 1003 Page 1, Section I. Type of Mortgage and Terms of Loan, and Click the MIP/FF Edit button.

20 The MIP/PMI Guarantee Fee Calculation window displays.

21 Enter the percentage in the MIP/Funding/Guarantee field. Hit the Tab button on your keyboard. The dollar amount will populate to the right and it will shade grey.

22 Check off the Lock box. Hit the Tab button on your keyboard and enter the same dollar amount above into the box next to Lock.

23 Hit the Tab button on your keyboard and Click OK

**Note:** Single MI Premium must be paid by borrower at closing or included in closing costs on a refinance. Lender may give a lender credit for premium (by using premium pricing)
How to Originate a New Loan in Encompass360 – 1003 Page 1 – Conventional BPMI, NOO & Investment

Monthly Premium, Borrower Paid Mortgage Insurance, NOO & Investment Conventional loan:

Note: There is no cut off
The Cancel At % field is left blank
VOR, Verification of Rent: Be sure to accurately complete the VOR if borrower(s) are paying rent. Addresses must cover the last two years. In the example below, we have to complete two VORs to cover the last two years at current and prior residences.

1. Click on **Show All (VOR)**. In the VOR window, input the name & contact information of the Property Manager. **Note:** If renting from a Private landlord, obtain proof of the last 12 months of rental payments. If living with family, obtain LOE & budget proving no payment shock.

### VOR Window

<table>
<thead>
<tr>
<th>Residence For</th>
<th>Residence Type</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Borrower</td>
<td>Current</td>
<td>2 East Drive</td>
</tr>
<tr>
<td>Borrower</td>
<td>Prior</td>
<td>2 East Drive</td>
</tr>
<tr>
<td>Co-Borrower</td>
<td>Current</td>
<td>2 East Drive</td>
</tr>
<tr>
<td>Co-Borrower</td>
<td>Prior</td>
<td>250 Paterson Plank Road</td>
</tr>
</tbody>
</table>

**VOR is for** Borrower

- Print “See attached borrower’s authorization” on signature line.
- Name: Mr. Corey Landlord
- Phone: 973-541-2356
- Address: 12345 Landlord Lane
- City: Parsippany
- State: NJ
- Zip: 07054

**Landlord Comments**

**From**

<table>
<thead>
<tr>
<th>Title</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>973-577-7008</td>
</tr>
</tbody>
</table>

**Residence Information**

<table>
<thead>
<tr>
<th>Address</th>
<th>No. Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 East Drive</td>
<td>Y S M</td>
</tr>
<tr>
<td>City: Paterson</td>
<td></td>
</tr>
<tr>
<td>State: NJ</td>
<td></td>
</tr>
<tr>
<td>Zip: 07704</td>
<td></td>
</tr>
</tbody>
</table>

**Account Information**

| Account in Name of | |
|--------------------| |
How to Originate a New Loan in Encompass360 – 1003 Page 1 – VOEs

VOE, Verification of Employment: Be sure to accurately complete the VOE for borrower(s). Years on Job must be 2+ years. If under, must enter prior job(s), until showing continuous employment for the last 2 years. In this example, the borrower has had two employers in the last two years, so we must input the prior employer in the Quick Entry – VOE window. **Note:** There should be no gap in employment history.

1. Click on **Show All (VOE).** In the Quick Entry – VOE form, input the name & contact information of the employer. Click Close & then Save.
2. To enter prior employers, Click on the **New or Add** icon.
3. The **New Employment** window displays. Select **Prior** & hit **OK**. A blank Quick Entry – VOE form will display for you to enter the prior employer’s information.

There should be no gap in employment dates. Be sure the employment dates coincide with the W-2s and are input accurately.
1003 Page 2. Be sure to accurately complete the Borrower(s) income and verify all documented forms of income, including Tax Returns. **Note:** HUD requires a compensating factor from their list, if ratios exceed 31/43 or if there is 150% or more payment shock. If unsure of your income calculation, ask your manager before the loan is submitted to Underwriting.

- 1 Be sure to ask borrower(s) for all forms of income they are receiving and double check your income calculations before submittal.
- If renting, enter the amount of rent borrower(s) is presently paying.
- SSI gross income may be grossed up 125% as long as it is not taxable.
- If your borrower(s) already own a home and are purchasing a new one, Proof of Owner Occupancy in the new home will be required.
- Always review the conversation log and the eFolder before you contact Underwriting.
- We have 48 hrs. Turn Times on New loan submissions and on Conditions. Underwriter is assigned to a loan once the status is “submitted”. Submissions after 3:00 p.m. EST will count for the next day.
Assets-VOD, Verification of Deposit. Always show enough assets to close. VODs are necessary if original bank statements are Not provided – No exceptions. Funds must be seasoned. Original bank statements are considered to be in color and show the borrower(s) name, address and account information. An on-line version is acceptable so long as it is a COPY of the original that is sent by mail.

1. Click on Show All (VOD). The Quick Entry – VOD form displays.
2. Highlight the bank name at the top and complete the VOD form, Select VOD is for, input the name & address of the bank, along with the account type, account name, account number and balance.
3. Click Close & then Save.
4. Click on the New or Add icon. A blank VOD form will display for you to enter additional bank accounts.
VOM, Verification of Mortgage. VI. Assets and Liabilities. Be sure to tie all mortgages to a property on the Schedule of Real Estate Owned.

1. Click on Show All (VOM). The Quick Entry – VOM form displays. Click on the New Verif icon.

2. The Import Mortgage From Liability window displays. Check to select a Lien Holder to tie it to a property you will list on the Schedule. Click OK and Close.
A new Quick Entry – VOM form displays. In this example, the borrower(s) current property is being refinanced, so after you select a lien holder, in this window, would input the Property address, Check it as the Subject Property, Select Property is used as, Input the Present Market Value, Type of Property, Purchase Price, Date Acquired, etc. Once all information has been input, Click Close. The information entered will then automatically populate the property value on Page 2 and 3 of Section VI. Assets and Liabilities. Note: Remember to always hit the Save button!
How to Originate a New Loan in Encompass360 – 1003 Page 3

IMPORTANT: ASK THESE QUESTIONS!

These questions are a valuable resource to identify problems and avoid last minute surprises.

Completing the Government Monitoring is Mandatory. If the borrower(s) do not provide the information, please make your best educated guess and fill it in. You CANNOT check off: I do not wish to furnish this information.
Fees in section 801 may not increase once disclosed (**203K supplemental fee is only exception to this rule)
Once these fees are disclosed, you may NOT increase them! If you disclose an appraisal fee below the actual cost, there will be a lender cost to cure at closing.
How to Originate a New Loan in Encompass360 – 2015 Itemization

### 900. Items Required by Lender to be Paid in Advance

<table>
<thead>
<tr>
<th>Item Required</th>
<th>Borrower</th>
<th>Seller</th>
<th>GFE (Section #)</th>
<th>Paid by</th>
<th>/ P</th>
<th>/ B</th>
<th>/ A</th>
<th>/ Paid to</th>
</tr>
</thead>
<tbody>
<tr>
<td>901. Daily Int. Charges</td>
<td>7 days @ $38,246.88</td>
<td></td>
<td>267.73</td>
<td>267.73</td>
<td>#10</td>
<td></td>
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</tr>
<tr>
<td>Interest From</td>
<td>03/25/2013 to 04/01/2013</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>902. Mtg Ins. Premium</td>
<td>$6,860.00</td>
<td></td>
<td>6,860.00</td>
<td>6,860.00</td>
<td>#3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>903. Homeowners Ins.</td>
<td>4 months @ $65.00</td>
<td></td>
<td>260.00</td>
<td>260.00</td>
<td>#11</td>
<td></td>
<td></td>
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</tbody>
</table>

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**Fees & Escrows automatically populate from the 1003**

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### 1000. Reserves Deposited with Lender

<table>
<thead>
<tr>
<th>Reserves Deposited</th>
<th>Borrower</th>
<th>Seller</th>
<th>GFE (Section #)</th>
<th>Paid by</th>
<th>/ P</th>
<th>/ B</th>
<th>/ A</th>
<th>/ Paid to</th>
</tr>
</thead>
<tbody>
<tr>
<td>1001. Initial Deposit For Your Escrow Account</td>
<td>390.00</td>
<td>4,392.00</td>
<td>4,392.00</td>
<td>#9</td>
<td></td>
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<td></td>
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<tr>
<td>1002. Homeowner's Ins.</td>
<td>6 months @ $65.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>1003. Mortgage Ins.</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1004. Property Taxes</td>
<td>6 months @ $667.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1005. City Property Tax</td>
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<td></td>
<td></td>
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<td></td>
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<td></td>
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<tr>
<td>1006. Flood Ins. Reserve</td>
<td></td>
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</tr>
</tbody>
</table>

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**Will be added to Homeowner's Insurance on GFE and line 903 of HUD-1 Page 3.**

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### 1010. USDA Annual Fee

| USDA Annual Fee |  | | | | | | | |

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**Will be added to 1001 Initial Deposit For Your Escrow Account. Will not be added to 1400 Total Estimated Settlement Charges.**
How to Originate a New Loan in Encompass360 – 2015 Itemization – Obtaining “Estimated” Title Fees

Obtaining “estimated” title fees to input into Section 1100, for purposes of eDisclosing the Loan Estimate. Your Processor will receive the title fees from the closing agent and the updated fees will be redisclosed on an updated LE.

1. While in the loan, Click the Services tab and then click Order Title & Closing.
2. On the My Title Companies tab, select Equity Settlement Services, Inc.
3. Click Next.
How to Originate a New Loan in Encompass360 – 2015 Itemization – Section 1100 – Obtaining “Estimated” Title Fees

4 The **Title & Closing** window displays. Enter the Username: ENCOMPASS, Password: 12345, Branch ID 016055.

5 Click **Import fees**

6 The **Fee Import** window displays. Be sure all boxes are checked. Click **Import**.

7 A pop up screen displays: Fees have been imported successfully. Click **OK**.
There are NO tolerances for transfer or the NY mortgage tax (unless the purchase price or loan amount changes, respectively. Make sure that you review your contract if the subject is new construction or short sale to ensure that the borrower is not responsible for the transfer fees.
Fees that are not fees that are usually charged (HOA capital contribution, Co-op Move-in fees, etc) need to be entered starting in line 1310 (lines with 2**) using the Dropdown box.
How to Originate a New Loan in Encompass360 – The 4506-T

Before you send eDisclosures, you must complete the 4506-T Report information:
1. While in the loan file, click the Forms tab, click Request for Transcript of Tax.
2. Select from the drop down who the Tax Form is for.
3. Click the button Copy from Borrower Summary and check the Default to TQL Rules box to populate the form with the default information.
3 The checked Default to TQL Rules box populates the form with the following default information: Please check: **Section 6-** 1040 is entered in the tax form number field and **Section 9-** End dates for the previous two years are entered for the Year or Period Requested.

4 Be sure to complete the remaining fields. Once the signed 4506T is received and uploaded to the eFolder, your Processor will order the 4506T Report.
How to originate a loan in Encompass – The Homebuyer Counseling Form

Step 1: Select the Home Counseling Provider list from the list of forms (if you can’t find the form, click on the show all box)

Step 2: Scroll down and enter the application date in the Disclosure Date. Then, click on the “Get Agencies” Button
How to originate a loan in Encompass – The Homebuyer Counseling Form - continued

Step 3. Utilize the Multiple Services Checkboxes and Multiple language Checkboxes to determine the services being generated. For **Purchase loans**, choose Pre-Purchase Counseling, Pre-purchase Homebuyer Education, Fair Housing Pre-Purchase Education and Financial management/Budget Counseling for your service names. For **Refinance loans**, choose Loss Mitigation, Mortgage Delinquency and Default and Resolving/Preventing Mortgage Default as your service names. Select the “Get Agencies” Button.

If there is no longitude or Latitude listed, there is an error on your borrower’s current residence on Pg. 1.
How to originate a loan in Encompass – The Homebuyer Counseling Form - continued

Step 4: Once the Counseling list populates, hit the Save button
Once all your forms are completed and approved by your manager, you are ready to eDisclose to the Borrower(s).

1. While in the loan, Click eFolder, click the Documents tab, and then click on the eDisclosures button.
How to Originate a New Loan in Encompass360 – Sending eDisclosures - continued

2 Select a plan code and then click Order Disclosures. The Select Documents window displays all the initial disclosures.

3 Click Send to send the eDisclosure package to the borrower via email.
On the Send eDisclosures window, type the borrower's email address in the Borrower field (if not already displayed) and then type additional email addresses and the Subject, as needed. You can also modify the Message text if necessary.

5 Select the Borrower Signing Option: eSign + Wet Sign
6 For the borrower(s) to access the documents, Type the Authorization Code word: mortgage and then click Send

**Note:** Be sure to provide the authorization code to the borrower. It is not automatically sent to them and it is different than the password the borrower creates for themselves to log into your website.
How to Originate a New Loan in Encompass360 – Uploading documents to the eFolder

To Upload Documents to the eFolder:
1. While in the loan, Click eFolder, click the Documents tab, and then click the File Manager button.
2. You may upload documents you have saved onto your computer by Selecting Browse & Attach. Your documents folder will pop up. Search and click the document you want to upload into Encompass then click Open. The document will upload and appear to the right.
3. The uploaded document name will also appear on the left in the Unassigned section. Select the document, then drag it to the appropriate bucket/document folder below in the Documents section.
4. You may also upload documents into Encompass by Selecting Scan & Attach and follow step 3.
5. If there is no bucket/document folder to drag your document into, you may click the New icon in the Documents section.
6. Select Add a new document, and then click OK.
7. The Document Details window will pop up, select a Name/category and click Close. A new bucket/document folder will appear in the Documents section for you to drag the document into. In the example below, a Condo Questionnaire bucket was created.

IMPORTANT: ALL DOCUMENTS (e.g., signed purchase contracts, signed disclosures, etc.) uploaded in eFolder MUST be LEGIBLE. Illegible documents will NOT be accepted! To ensure a smooth process, review the documents before uploading to eFolder.
How to Originate a New Loan in Encompass360 – Sending the File to Processing

Once all of your “signed” eDisclosures and documents have been uploaded to the eFolder, you are ready to send the file to Processing.

1. While in the loan, click the **Send to Processing** milestone entry in the Log. The Send to Processing worksheet opens.
2. In the **Documents** section, select a check box to indicate receipt of a document. An entry for the receipt is created in the Log.
3. In the **Required Fields** section, enter a value for each field on the list.
4. Click the **Find** icon (magnifying glass) and assign a Loan Processor. Click **OK**
5. Select the **Finished** check box to indicate achievement of the Processing milestone. The loan is sent to the assigned Loan Processor.

**Note:** If you haven’t uploaded a required document or entered a value in the required fields:

All documents in eFolder should support the information contained in the application.
How to Originate a New Loan in Encompass360 – Locking a Loan

All loans are priced through Ellie Mae – Mortgage Pricing System (MPS), live pricing is used for all loans and products. There are two ways to lock a loan: (1) from the Borrower Summary Form and (2) from the Forms tab.

To lock your loan from the Borrower Summary Form, while in the loan file, Click **Product and Pricing**.

2 The **Product and Pricing** window displays, Click **Submit**. **SKIP to Page 44**
1 You must be in the loan file in Encompass360. You may also lock your loan by Clicking the **Forms** tab.
2 Click **RHF Lock Request**.
After clicking **RHF Lock Request** in the Forms tab, the **RHF Lock Request** window displays. Verify all the information populated is correct, and be sure to select your impounds.

4 Click **Get Pricing**.
The **Product and Pricing Request** window displays. This will interface with the MPS system.

1. Enter your own **Login Name** and **Password**. DO NOT use anyone else’s login name and password.
2. Click **Continue**.
3 You will now be in MPS. You must first Select 15, 20, 45 or 60 day pricing.
4 Now the pricing for the time period selected will populate. Click on the **Rate** you want.

Please make sure you pick the correct number of days and correct rate you would like. If rate selected is under par, please make sure it matches the signed fee agreement, if the borrower is paying the below par pricing cost, or obtained necessary approval from your branch/sales manager.
5 One you have selected your pricing, Click **Submit**. The lock information will be populated back into your loan in Encompass360. Once the information is populated, you will be brought back to the lock screen. Click on the Request Lock button.

**IMPORTANT:** You have 3 minutes to request the lock in the screen. You must Lock your loan through Encompass360. Pricing the loan in MPS will not lock your loan and the pricing will not be honored.
6 After clicking on Request Lock, you will receive the message below confirming that your request has been completed.

7 Click **Save** and exit the loan file so that the secondary department can confirm the lock.

![Confirmation Message](image)

Your confirmation will be under the alerts tab of the milestone log. You can also print a copy by going into the loan file and choosing the print icon and go to custom forms and then choose RHF lock confirmation. – Please review as this will be your lock confirmation.

When lock desk is closed you will not have an option to submit info back to encompass to lock rate.

You have 3 minutes to complete your lock – if you exceed the time you must rerun pricing. You will need to contact the lock desk to unlock the MPS screens.

Lock desk is open from 10:30 am – 5:00 pm est.

For changes, questions, or pricing scenarios please contact the lock desk at **locks@rhfunding.com**.

Please note that all requests to the secondary department must be sent to **locks@rhfunding.com**, the subject line of the email must include the borrower’s last name and the Encompass360 loan number.

If you need to send a request on more than one loan, please submit a separate email for each loan, indicating the borrower’s last name and Encompass360 loan number in the subject line of each email.
How to Originate a New Loan in Encompass360 – Resources

Encompass360  Client ID: 3011026010

ENCOMPASS SUPPORT:  Email: esupport@rhfunding.com

Genworth Training:  https://genworth.webex.com/mw0306ld/mywebex/default.do?siteurl=genworth&service=7

Radian Training:  http://breeze25654620.adobeconnect.com/system/content/folder/listing?date=2010-10-20T19%3A43%3A47.873%2B00%3A00&sco-id=757254621&set-lang=en
Radian Rate Quote:  http://www.radian.biz/page?name=MIRateFinder

MGIC Rate Quote:  http://www.mgic.com/ratefinder/

United Guaranty Rate Quote:  https://www.ugcorp.com/mi_tools/rates.html

FannieMae Training:  https://fanniemae.webex.com/mw0306ld/mywebex/default.do?siteurl=fanniemae
FannieMae Seller Guide Published January 17, 2013:  https://www.fanniemae.com/content/guide/sel011713.pdf

HUD.GOV Training:  http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/events/events

Mortgage Finance School:  http://www.mortgagefinanceschool.com/

CONDOS:  All condos require approval.  Please email the completed Condo Questionnaire (located on our website) to:  esupport@rhfunding.com

RATE LOCK SUPPORT:  For changes, questions or pricing scenarios, email the Lock Desk to: locks@rhfunding.com

UNDERWRITING SUPPORT:  Managers only and used for underwriting guideline questions.  Have your manager submit a underwriting questions to:  uwsupport@rhfunding.com

MARKETING SUPPORT:  ANY form of advertising or marketing MUST be approved by compliance first before use, by emailing it to:  compliance@rhfunding.com
Including but not limited to: marketing realtor agreements, flyers, newspaper and magazine ads, radio ads, TV ads, websites, etc.

LICENSING SUPPORT:  For all NMLS licensing questions, email licensing@rhfunding.com