

# LOANNEX BUYER SECONDARY LOCK SETTINGS

## **Client Admin Setup Guide**

MAY 1, 2025 LoanNEX 16 North Central Avenue, Saint Louis, MO 63105



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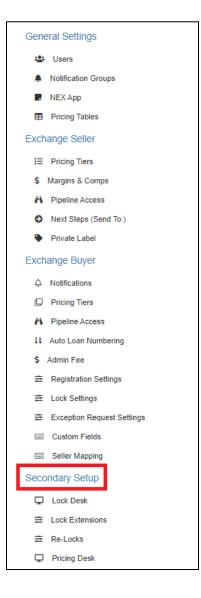


## Navigate to Secondary Setup in LoanNEX Client Admin

1. Login to LoanNEX at <a href="https://web.loannex.com/">https://web.loannex.com/</a>

Loan NEX*	D Pipeline	≓ Collab	oration 😅	Exchange	Reports	📥 Guxdelin	85						Add Scenano C	LoanNEX Lending
E NEX A	Vbb 🕘 nbos	d Loan to NE	К Арр +										腔 Save Co	Manage Credit Screens     Manage Regions     Manage Pricing     Manage Portfolios
	Citizenship US Citize		Income Doc *	Self-Employed		First Time Homebuyer		Property Type	stati	County	Rural Property C	-		🕸 Client Admin
	Appraised	Value *	Purchase Price	• Loan	Amount *	Loan-to-Value	e Second	Lien	FICO *					Change Password
	\$ ×	0	5	8		9E	8							Ge Sign Out

- 2. Click your Name in the upper right of the screen
- 3. Select Client Admin
- 4. From the left menu bar, find Secondary Setup





## Lock Desk Settings

Manually Open / Close the Lock Desk

1. Navigate to Secondary Setup in LoanNEX Client Admin

Seco	ndary Setup
Ţ	Lock Desk
≢	Lock Extensions
≢	Re-Locks
Ţ	Pricing Desk

Lock Desk		Save Changes
Lock Desk Status CLOSED Manually CLOSE Lock Desk Manually CLOSED		
Manually Closed Lock Desk Message (character limit 250)		
The Lock Desk is currently closed. Please contact your AE for additional information regarding our Lock Desk.		
Lock Desk Hours & Calendar Message (character limit 250)		
The Lock Desk is open 8:00 AM – 6:00 PM PST Monday through Friday. All requests will be processed during these hours.		
Ended - Cartery	Lash Calendar	A set to be

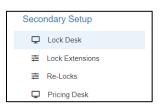
- 3. Select the Manually Close Lock Desk toggle to Open or Close the Lock Desk
  - a. Lock Desk Status is displayed above the toggle button
- 4. Enter a message to display to the Users when the Lock Desk is Closed in the **Manually Closed Lock Desk Message** textbox
  - a. LoanNEX Recommendation: The Lock Desk is currently closed. Please contact your Account Executive for additional information regarding our Lock Desk.
- 5. Select Save Changes button
  - a. Select the Revert Changes 🕤 button to undo all updates prior to saving



## Lock Desk Hours

Important Note: Excluded Days in the Lock Calendar will override Standard Lock Desk Hours

1. <u>Navigate to Secondary Setup in LoanNEX Client Admin</u>



Lock Desk			Save Changes
Lock Desk Status CLOSED			
Manually Close Lock Desk <b>O Manually CLOSED</b>			
Manually Closed Lock Desk Message (character limit 250)			
The Lock Desk is currently closed. Please conflact your Account Executive for add	itional information regarding our Lock Desk.		
Lock Desk Hours & Calendar Message (character limit 250) The Lock Desk is open 5:00 AM – 6:00 PM CST Monday through Friday. All reque	sts will be processed during these hours.	Lock Calendar	Auto Look
Business Days Monday Tuesday Wednesday Thursday Sturday Sunday		Operating Hours       08:00 AM     •     (CT) Central Time       06:00 PM     •     (CT) Central Time	

- 3. Select the Lock Hours tab
- 4. Select checkbox to set Business Days
  - a. Check indicates the Lock Desk is open
- 5. Set Operating Hours
  - b. Enter your Start time in the first **Operating Hours** box
  - c. Enter your End time in the second **Operating Hours** box
  - d. Time zone adjusts per User
- 6. Enter a message to display to the Users when the Lock Desk is Closed in the Lock Desk Hours & Calendar Message textbox
  - e. LoanNEX Recommendation: The Lock Desk is open from [START] AM [END] PM [TIMEZONE] Monday through Friday. All requests will be processed during these hours.
- 7. Select Save Changes button
  - f. Select the Revert Changes 🕤 button to undo all updates prior to saving

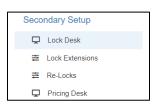


## Lock Calendar Settings

Set Holiday Days / Excluded Lock Desk Days

#### Important Notes:

- Excluded Days in the Lock Calendar will override Standard Lock Desk Hours
- Excluded days, including standard holidays, do not carryover from year-to-year
- 1. Navigate to Secondary Setup in LoanNEX Client Admin



2. From the left toolbar select Lock Desk, under Secondary Setup

Expiration Settings	Lock Hours	Lock Calendar	Auto Lock
Excluded Days			
Add new			
Name	Date	Observed	Actions
			Remove
Christmas	2023-12-25		Remove
Holiday 3	2023-03-30		Remove

- 3. Select the Add New button
- 4. Enter the Excluded Day information:
  - a. Name
  - b. Date (MM/DD/YYYY)
  - c. **Observed** checkbox
    - i. Checked exclude in Lock Calendar; override the Standard Lock Desk Hours
    - ii. Unchecked do not exclude in Lock Calendar; Lock Desk will open per Standard Lock Desk Hours
- 5. Select Save Changes button
  - a. Select the Revert Changes <sup>5</sup> button to undo all updates prior to saving

Remove Excluded Days from Lock Calendar List

<u>Note</u>: This action is to delete the holiday from the Excluded Days Lock Calendar list. If you would like to keep the holiday in the Excluded Days list, but not observe the Excluded Day, uncheck the **Observed** checkbox next to the Excluded Day.



Expiration Settings	Lock Hours	Lock Calendar	Auto Lock
Excluded Days			
Add new			
Add new Name	Date	Observed	Actions
	Date 2023-12-25	Observed	Actions

1. Select the Remove button next to the Excluded day you would like to delete

∆ Delete		
A	re you sure you want	to delete?
	Type DELETE to co	nfirm.
	DELETE	
Cancel		Delete

- 2. Type "Delete" in the textbox to confirm action
- 3. Select the Delete button

**Expiration Settings** 

1. Navigate to Secondary Setup in LoanNEX Client Admin

Seco	ndary Setup
Ţ	Lock Desk
ŧ	Lock Extensions
#	Re-Locks
Ţ	Pricing Desk



Lock Desk	*		🛱 Save 🚿
Lock Desk Status CLOSED Manually Close Lock Desk () Manually CLOSED			
Manually Closed Lock Desk Message (character limit	t 250)		
Lock desk is closed.			
Lock Desk Hours & Calendar Message (character lim The Lock Desk is open 800 AM – 600 PM PST Monday through Frid			
Expiration Settings	Lock Hours	Lock Calendar	// Auto Lock
Rate Lock Start         O Date the loan is locked is Day 1 (1)         Image: Date the loan is locked is Day 0 (1)         O Day after the loan is locked is Day 0 (1)		Lock Expiration         11:59 PM       (CT) Central Time         Lock Desk Calendar Date Exclusion	

#### 3. Select the **Expiration Settings** tab

- 4. Select the radio button to choose the Rate Lock Start day
  - a. Default option: Date the loan is locked is Day 0
    - i. If you select **Date the loan is locked is Day 1**, calculation starts with date when the lock is requested and lock date is considered first day of lock period. (Calculation example within tool tip)
    - ii. If you select **Date the loan is locked is Day 0**, calculation starts with date when the lock is requested and lock date is NOT considered first day of lock period. (Calculation example within tool tip)
    - iii. If you select Day after the loan is locked is Day 0, calculation starts 1 day after lock is requested and lock date is NOT considered first day of lock period. (Calculation example within tool tip)

## 5. Set the Lock Expiration time

- a. Time zone adjusts per User
- 6. Under Lock Desk Calendar Date Exclusion, select to choose if the Lock Expires on the Previous or Next business day
  - b. Default option is Lock Expires on Next Business Day
- 7. Select Save Changes button
  - c. Select the Revert Changes 🕤 button to undo all updates prior to saving



Auto Lock Settings

1. Navigate to Secondary Setup in LoanNEX Client Admin

Seco	ndary Setup
Ţ	Lock Desk
##	Lock Extensions
##	Re-Locks
Ţ	Pricing Desk

Lock Desk			Save Changes
Lock Desk Status CLOSED			
Manually Close Lock Desk 🌔 Manually CLOSE	þ		
Manually Closed Lock Desk Message (character limit 250)			
Lock desk is closed.			
			la de la della d
Lock Desk Hours & Calendar Message (character limit 250)			
The Lock Desk is open 8:00 AM – 6:00 PM PST Monday through	Friday. All requests will be processed during these hou	r\$.	
			à
Expiration Settings	Lock Hours	Lock Calendar	Auto Lock
Auto Lock			
Enable Auto Lock Approve for Lock Request			
Enable Auto Modification Approve for Modification	Request		
Enable Auto Lock Approve for Relock Request     Enable Auto Extension for Extension Reguest			

- 3. Select the Auto Lock tab
- 4. Select the checkbox to enable the following Auto Lock settings:
  - a. Enable Auto Lock Approve for Lock Request
  - b. Enable Auto Modification Approve for Modification Request
  - c. Enable Auto Lock Approve for Relock Request
  - d. Enable Auto Extension for Extension Request
- 5. Select Save Changes button
  - e. Select the Revert Changes 5 button to undo all updates prior to saving



Enable Sellers to Cancel Locked Loans

- 1. Navigate to Secondary Setup in LoanNEX Client Admin
  - Secondary Setup Lock Desk Lock Extensions Re-Locks Pricing Desk
- 2. From the left toolbar select Lock Desk, under Secondary Setup

Lock Desk			🖨 Save 👌
Lock Desk Status OPEN			
Manually Close Lock Desk			
Manually Closed Lock Desk Message (character limit 250)			
Lock desk is closed.			
			le
Lock Desk Hours & Calendar Message (character limit 250)			
Lock desk is closed			
			le le
A ow Originator to Cancel Lock			
Expiration Settings	Lock Hours	Lock Calendar	Auto Lock

- 3. Select the checkbox for Allow Originator to Cancel Lock to enable sellers to cancel locks
- 4. Select Save button
  - a. Select the Revert Changes button 5 to undo all updates prior to saving



## **Pricing Desk Settings**

Manually Open / Close the Pricing Desk

- 1. Navigate to Secondary Setup in LoanNEX Client Admin
  - Secondary Setup Lock Desk Lock Extensions Re-Locks Pricing Desk
- 2. From the left toolbar select Pricing Desk, under Secondary Setup

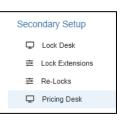
Pricing Desk	Save Changes
Pricing Desk Status CLOSED Manually Close Pricing Desk O Manually CLOSED	
Temporary Pricing Desk Closure massage (character limit 250) The Pricing Desk is currently closed. Please contact your AE for additional information.	

- 3. Select the Manually Close Pricing Desk toggle to Open or Close the Pricing Desk
  - a. Pricing Desk Status is displayed above the toggle button
- 4. Enter a message to display to the Users when the Pricing Desk is Closed in the **Temporary Pricing Desk Closure Message** textbox
  - b. LoanNEX Recommendation: The Pricing Desk is currently closed. Please contact your Account Executive for additional information regarding our Pricing Desk.
- 5. Select Save Changes button
  - c. Select the Revert Changes button 5 to undo all updates prior to saving



## Lock Extensions Settings

1. Navigate to Secondary Setup in LoanNEX Client Admin



2. From the left toolbar select Lock Extensions, under Secondary Setup

Extensions		8 B Save
Extension is subject to Lock Desk hours and Pricin Message (character limit 250) The Lock Desk is currently closed. Batentiens can only be processed	Desk ring open Lock Desk hours. Please cantact your Account Biecutive for additional information regarding our Lock Desk	
Minimum Wait Period (0) Message (character limit 250) Watting period for Bitteriston	daya 🔷	
Cumulative Extension Period () Message (character limit 250) Aloved Dateison days exceeded	days 🗘	
Max Lock Days () Message (character limit 250) Mex lock day exceeded	days C	
Max Allowed Extension  Message (character limit 250) Ditension court exceeded	count V	

#### 3. Extension is subject to Lock Desk hours and Pricing Desk

- a. Select the checkbox to enable the Extension setting
- b. Enter display Message for the User when this Extension setting is enabled
  - i. Default Message: Lock Desk is Closed
  - ii. LoanNEX Recommended Message: The Lock Desk is currently closed. Extensions can only be processed during open Lock Desk hours. Please contact your Account Executive for additional information regarding our Lock Desk.

#### 4. Minimum Wait Period

- a. Hover over the Tooltip icon <sup>(i)</sup> to see additional information on the setting calculations
- b. Select the checkbox to enable the Extension setting
  - i. Enter the number of business days in the text box to the right of the setting



- c. Enter display Message for the User when this Extension setting is enabled
  - i. Default Message: Waiting period for Extension
  - ii. LoanNEX Recommended Message: The minimum wait period for Extensions has not been met for this loan. Please contact your Account Executive for additional information regarding our Lock Desk.

## 5. Cumulative Extension Period

- a. Hover over the Tooltip icon <sup>(1)</sup> to see additional information on setting calculations
- b. Select the checkbox to enable the Extension setting
  - i. Enter the number of business **days** in the text box to the right of the setting
- c. Enter display **Message** for the User when this Extension setting is enabled
  - i. Default Message: Allowed Extension days exceeded
  - ii. LoanNEX Recommendation: The cumulative Extension days for this loan has been met and cannot be extended further. Please contact your Account Executive for additional information regarding our Lock Desk.

## 6. Max Lock Days

- a. Hover over the Tooltip icon <sup>(i)</sup> to see additional information on setting calculations
- b. Select the checkbox to enable the Extension setting
  - i. Enter the number of business **days** in the text box to the right of the setting
- c. Enter display Message for the User when this Extension setting is enabled
  - i. Default Message: Max lock day exceeded
  - ii. LoanNEX Recommendation: The maximum number of lock days has been met for this loan. Please contact your Account Executive for additional information regarding our Lock Desk.

## 7. Max Allowed Extensions

- a. Hover over the Tooltip icon <sup>(i)</sup> to see additional information on setting calculations
- b. Select the checkbox to enable the Extension setting
  - i. Enter the **count** in the text box to the right of the setting
- c. Enter display Message for the User when this Extension setting is enabled
  - i. Default Message: Extension count exceeded
  - ii. LoanNEX Recommendation: The maximum number of extensions for this loan has been met. Please contact your Account Executive for additional information regarding our Lock Desk.

## 8. Select Save Changes button

a. Select the Revert Changes 5 button to undo all updates prior to saving



## **Re-lock Settings**

- 1. Navigate to Secondary Setup in LoanNEX Client Admin
  - Secondary Setup 및 Lock Desk 출 Lock Extensions 출 Re-Locks 및 Pricing Desk
- 2. From the left toolbar select Relocks, under Secondary Setup

Re-locks			Save Changes
Enable Re-locks for Originators			
Limit Re-lock pricing to the original lock term			
Disable Re-locks when cancellation/expiration exceeds seasoning limit	days		
Utilize worst case pricing for Re-locks	days	0	
Enable maximum allowed Re-lock count	count		
Re-lock price adjustment	price		
Re-lock disabled Message (character limit 250)			
Maximum allowed Re-lock Message (character limit 250)			

- 3. Select the checkbox to enable the following Relock settings:
  - a. Enable Re-locks for Originators
  - b. Limit Re-lock pricing to the original lock term (example: User can only lock a 30-day price on a 30-day lock period loan)
  - c. Disable Re-locks when cancellation / expiration exceeds seasoning limit
    - i. Enter number business **days** in the text box to the right of the setting
  - d. Utilize worst case pricing for Re-locks
    - i. Enter number business **days** in the text box to the right of the setting
  - e. Enable maximum allowed Re-lock count
    - i. Enter the **count** in the text box to the right of the setting
  - f. Re-lock pricing adjustment
    - i. Enter the **price** adjustment in the text box to the right of the setting



- 4. Enter display **Message**(s) for the User when:
  - g. Re-lock disabled
    - *i.* LoanNEX Recommendation: Re-locks are unavailable for this loan. Please contact your Account Executive for additional information regarding our Lock Desk.
  - h. Maximum allowed Re-lock Message
    - *i.* LoanNEX Recommendation: The maximum number of Re-locks for this loan has been met. Please contact your Account Executive for additional information regarding our Lock Desk.
- 5. Select Save Changes button
  - i. Select the Revert Changes 🔁 button to undo all updates prior to saving