# LoanNEX Encompass Retail User Guide

May 2025

# LoanNEX Encompass Retail: Table of Contents



***Select the link to go to the corresponding page in this document***

# Loan Officer Workflow

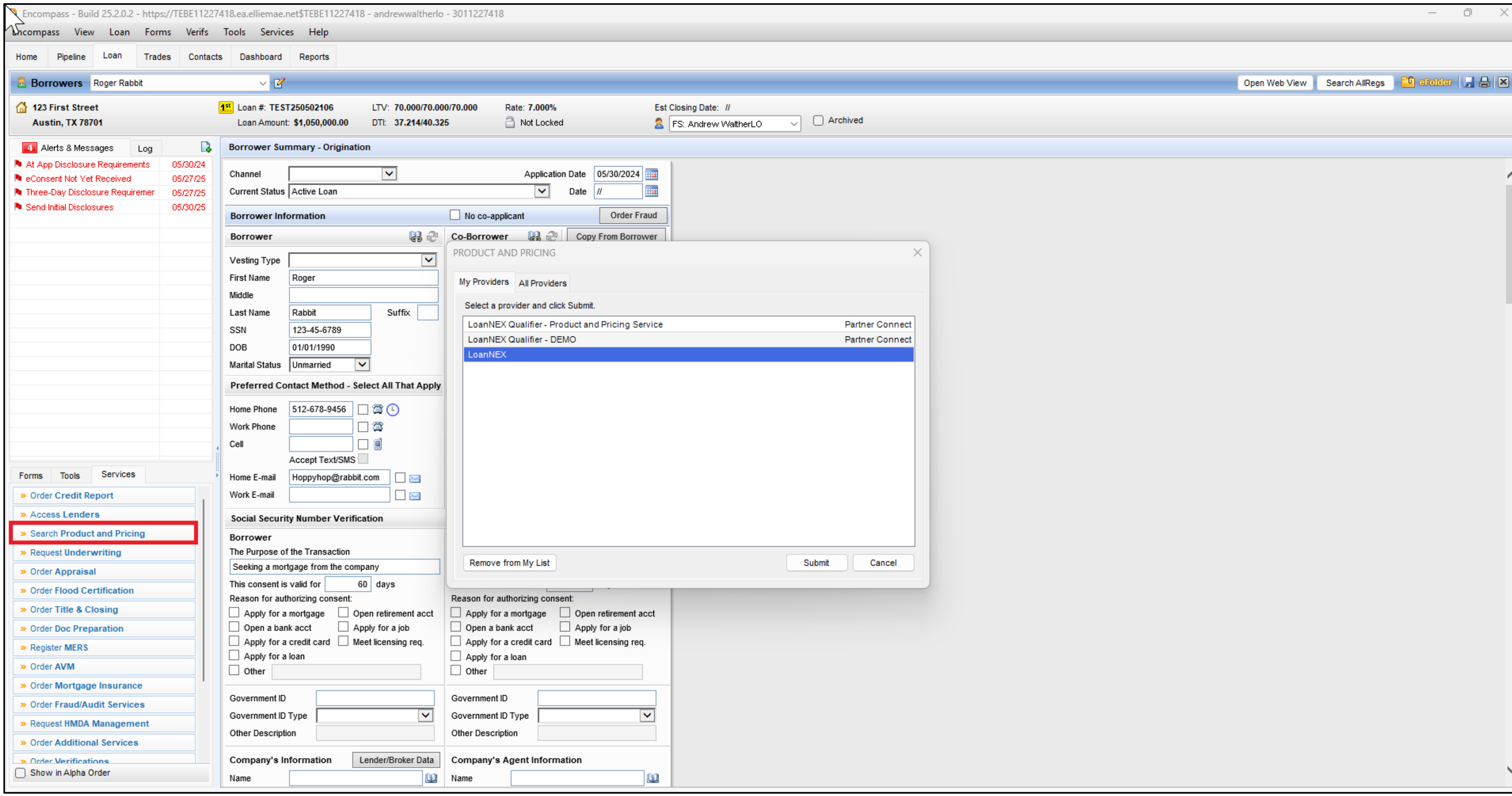
*LO User*

1. User accesses LoanNEX within the loan file in Encompass
2. User completes additional loan fields, not populated by the URLA
3. User selects Get Price
4. User reviews eligible Product and Pricing Options
5. User completes Eligibility Q&A
   - Eligibility Q&A – responses can have a  pricing impact
6. User Takes Action (Register Product/Float Loan, Request Lock)
   - Encompass business rules are applied for requested Action
7. User can view the loan record and status
   - User can view the loan Activity Log and download PDF
   - PDF will automatically be updated to efolder and Rate/Lock indicator will be updated in the loan file ribbon of the loan
8. After lock is approved, LO can reenter LoanNEX to request modifications and extensions to the loan as needed

# *Access LoanNEX Inside Encompass Loan File*

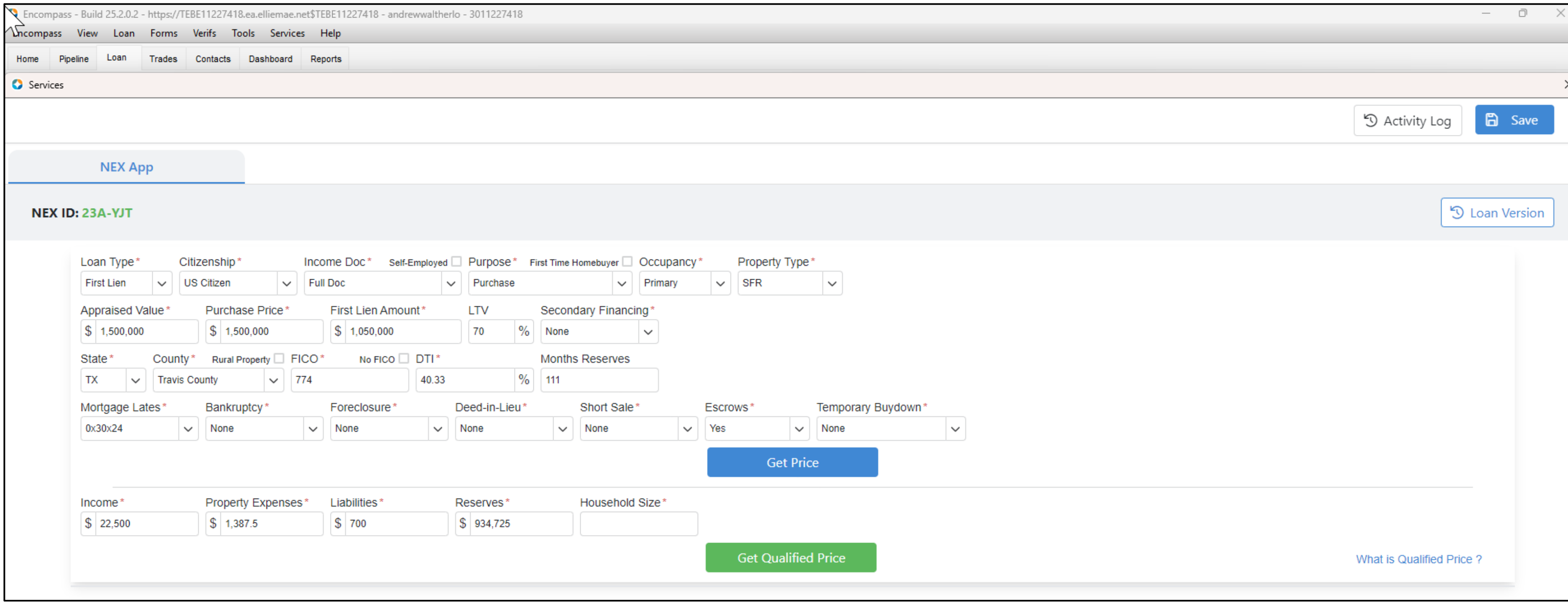
***LO User***

*LoanNEX will appear under the "My Providers" Tab when accessing "Search Product and Pricing"*



# *Complete Additional Loan Fields - Not Pre-Populated by URLA*

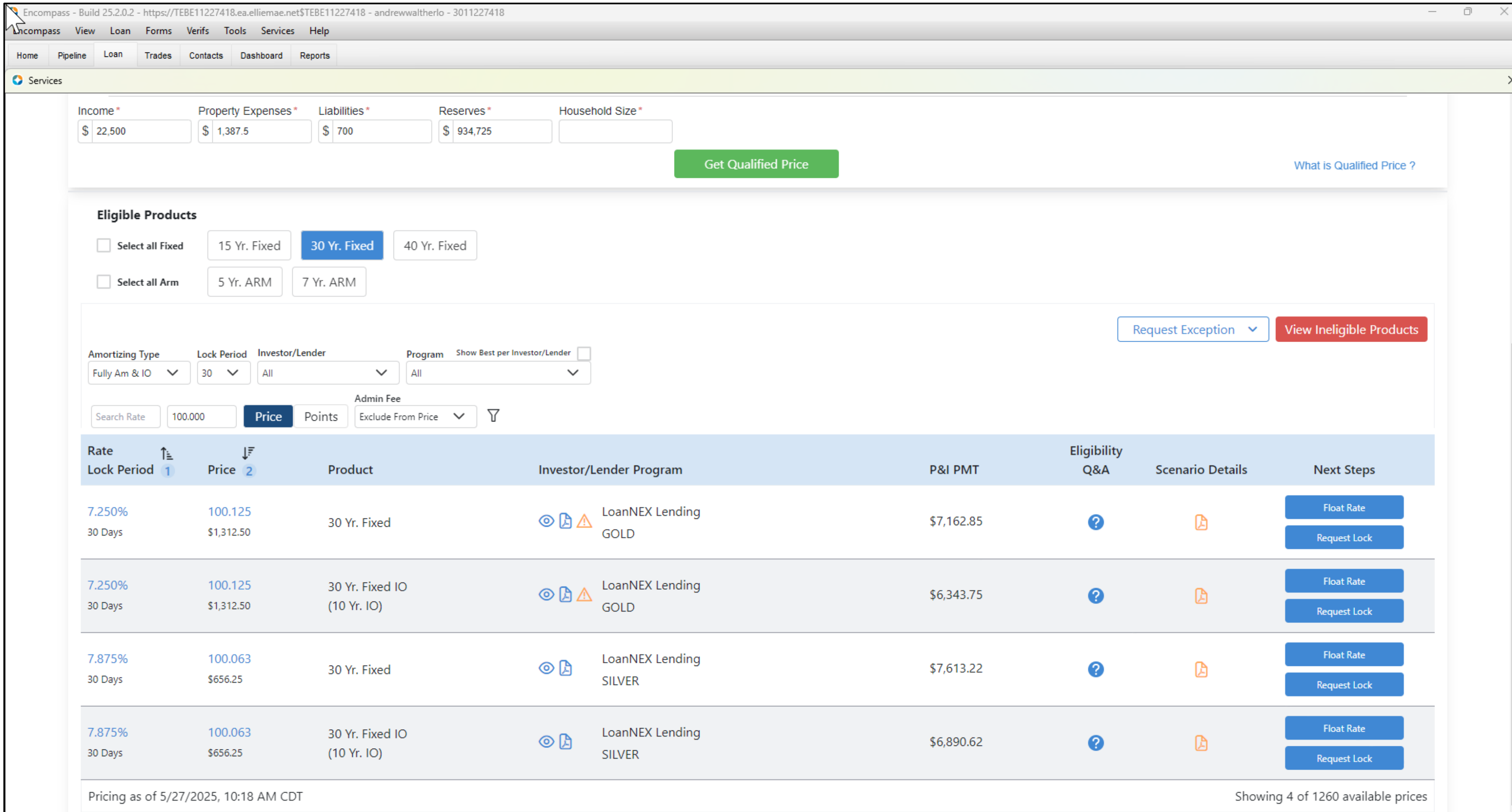
***LO User***



# View Eligible Product and Pricing Options

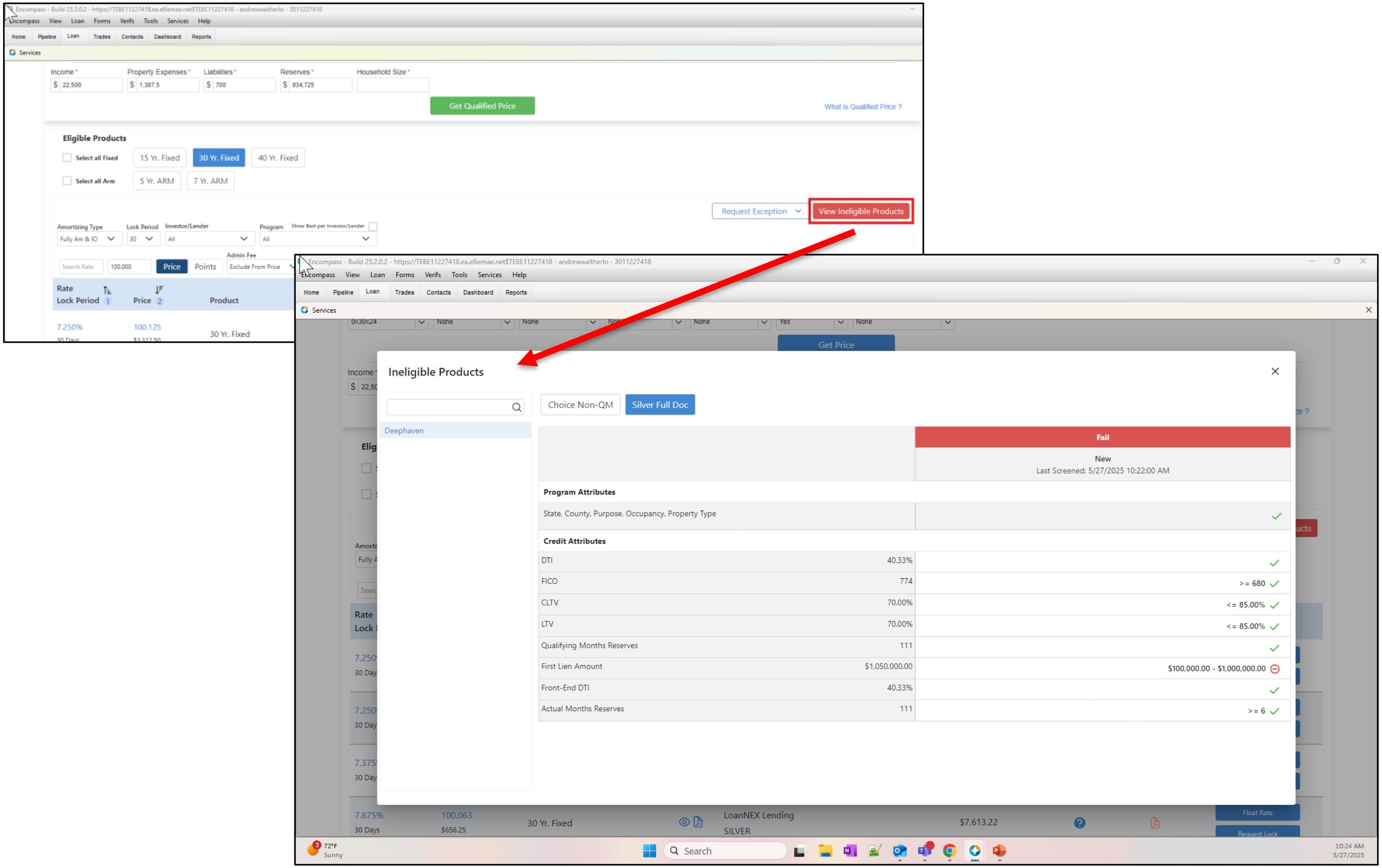
LO User

*Action button labels are configurable by the Admin (Register Product/Float Loan, Lock Request, etc.)*



# View Ineligible Products

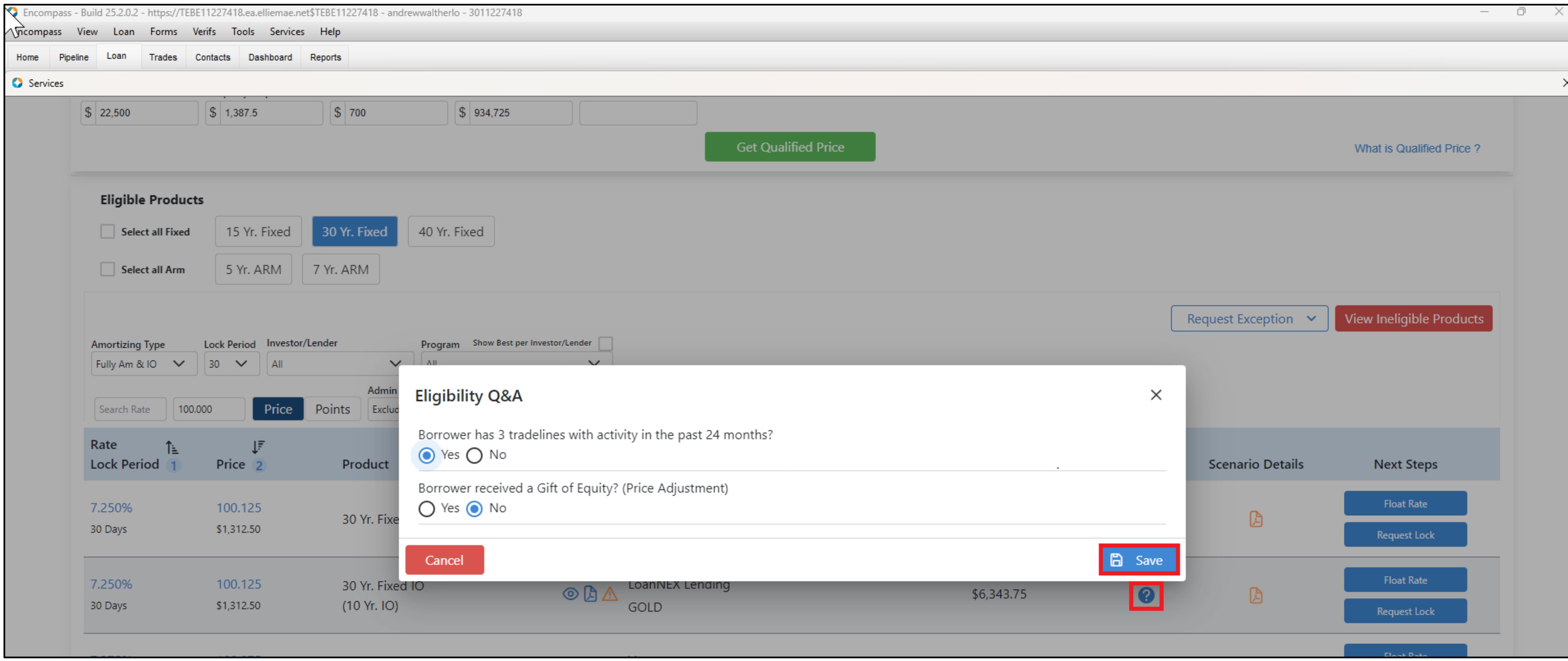
LO User



# *LO Completes Eligibility Q&A*

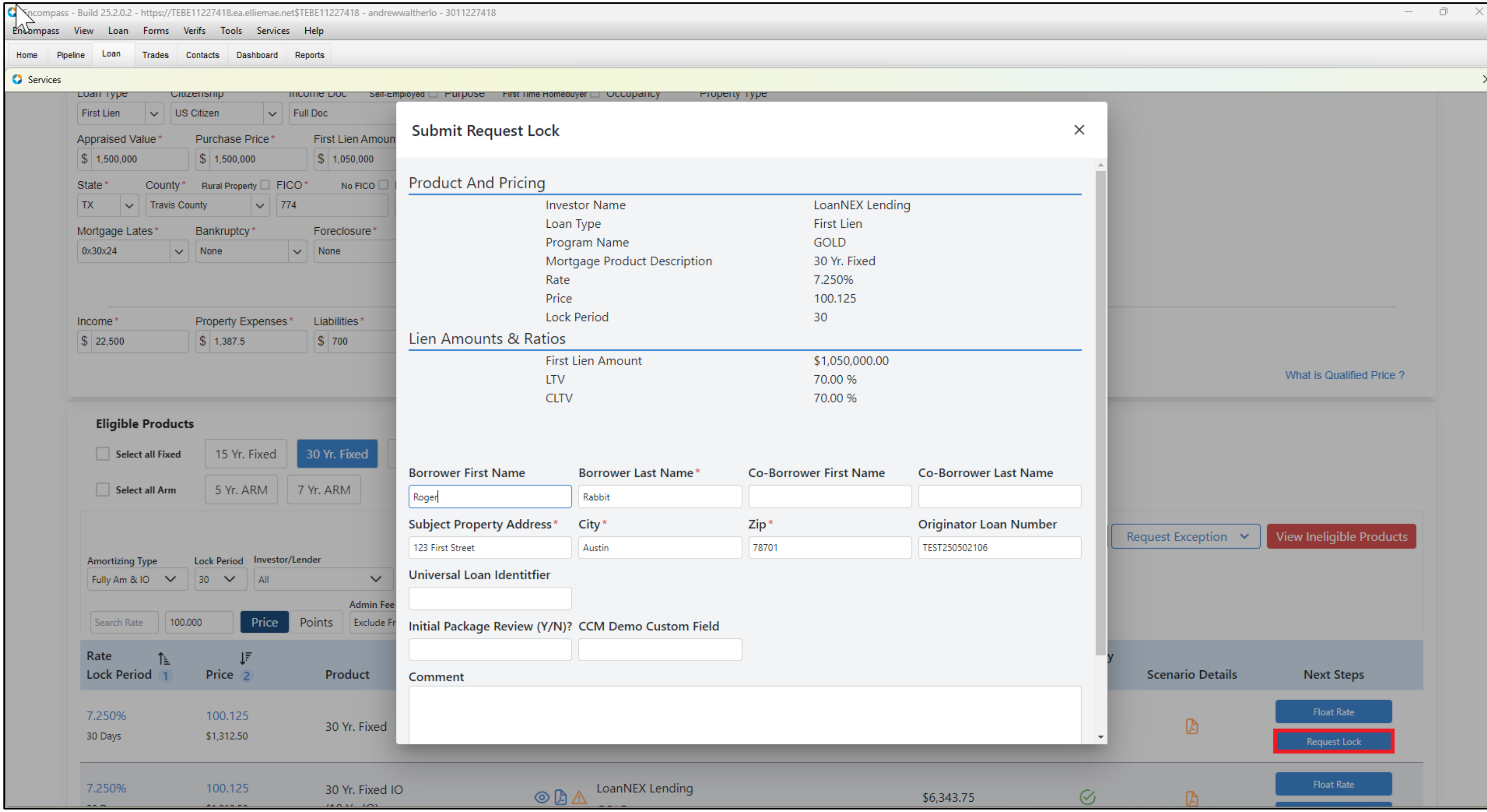
LO User

- *Eligibility Q&A must be completed by the LO prior to completing an Action*
- *User will select Save before exiting Eligibility Q&A*
- *Loan will auto Reprice to take any adjustments into consideration*



# Take Action (Register Product/Float Lock, Request Lock)

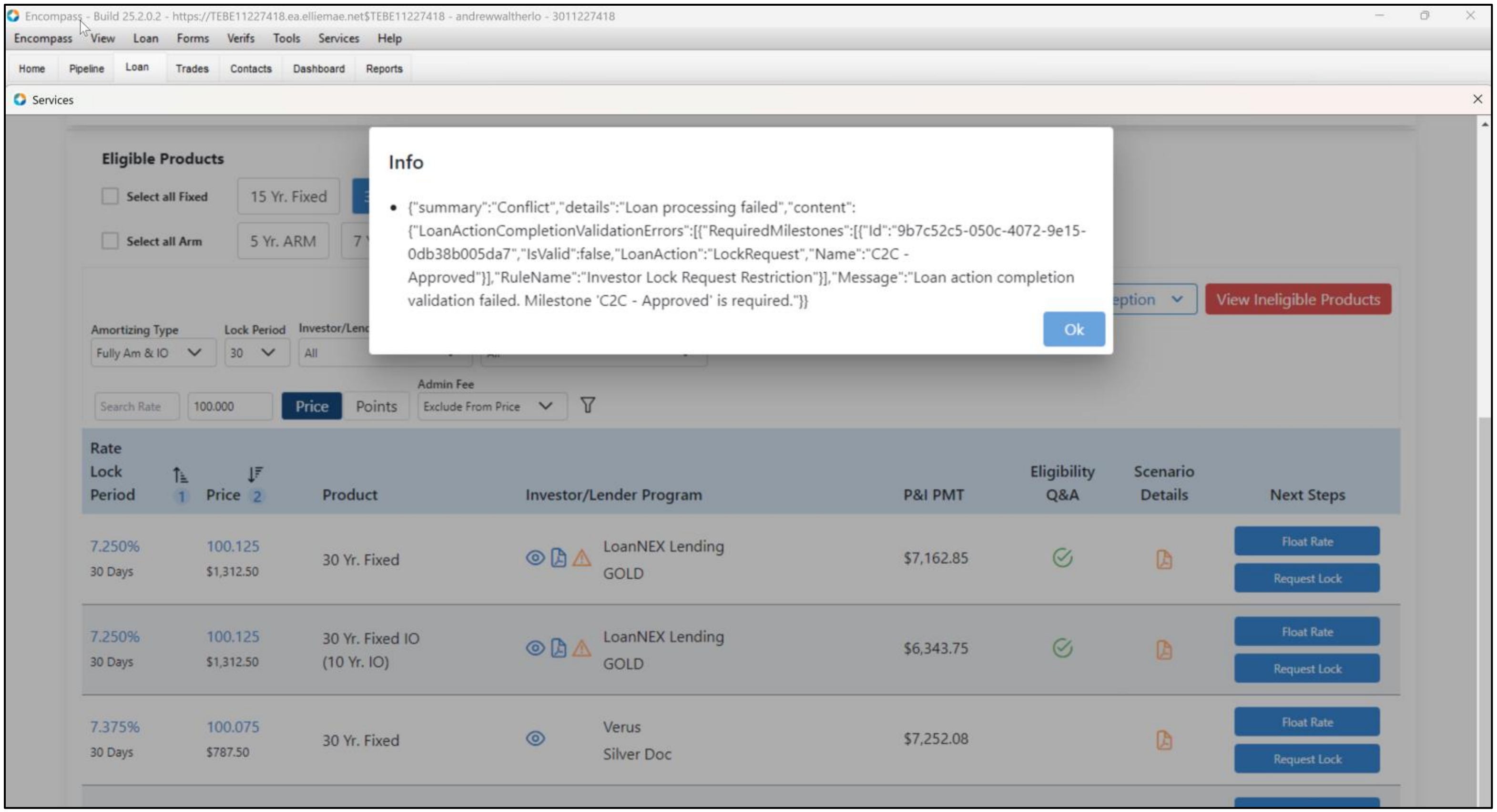
LO User



# Encompass Business Rules Applied

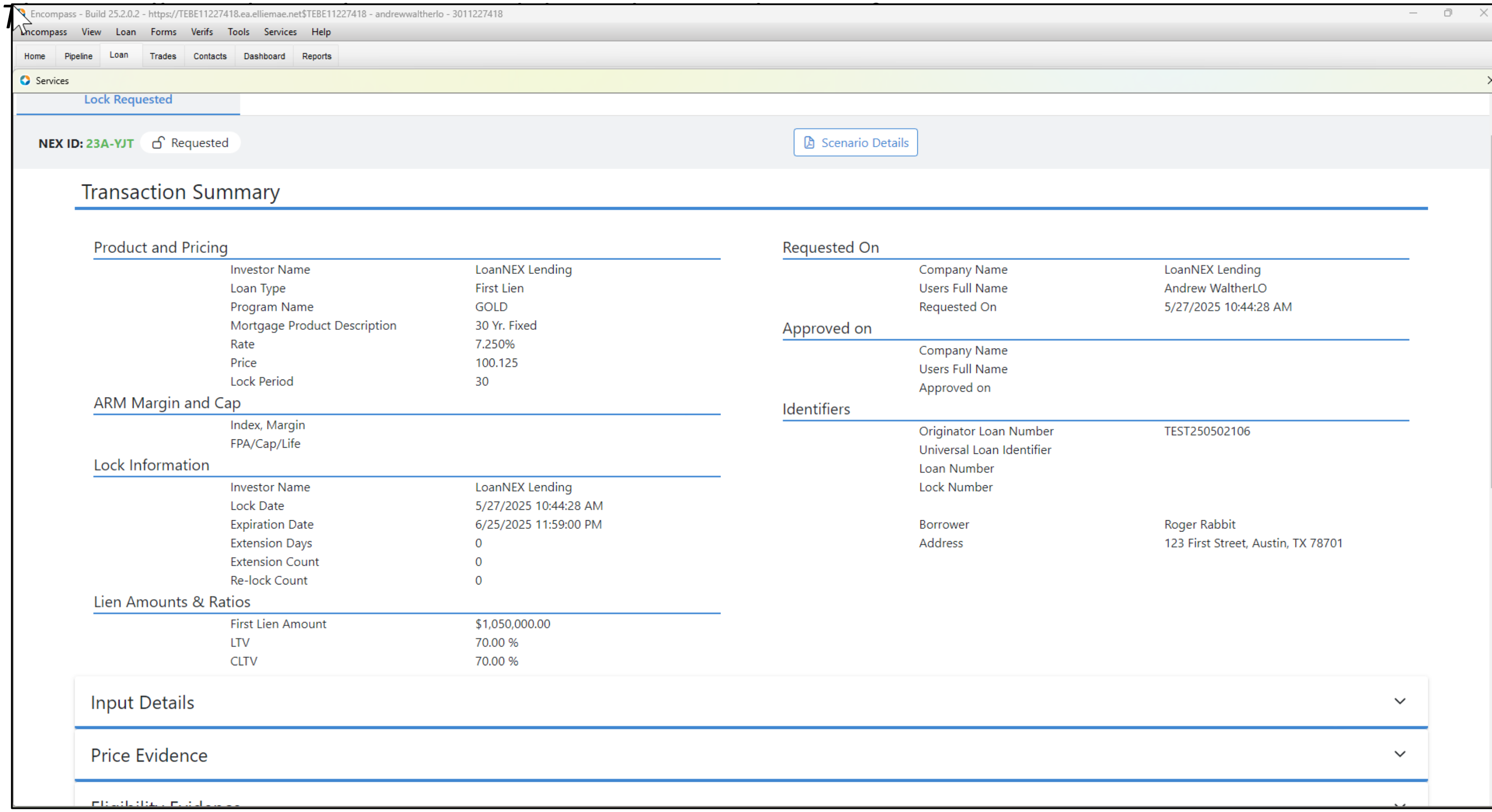
LO User

- *If Lock Request is not available, the User will be notified, and Lock Request cannot be completed until the business rule is satisfied*
- *Lock status will remain as Not Locked until Lock Request can be executed*
- *Once business rule is satisfied, the User will repeat the Request Lock Action*



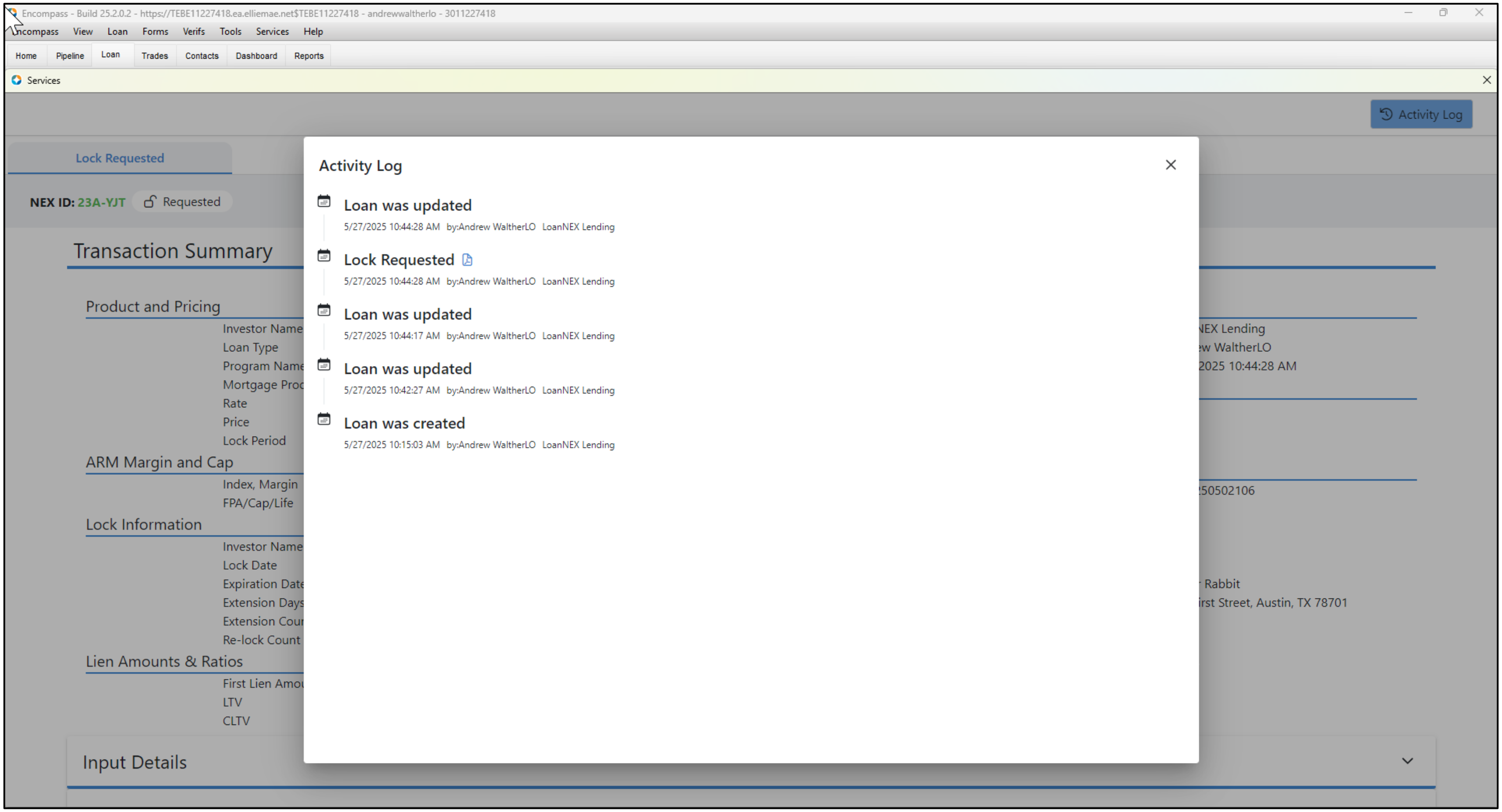
# View Loan Record

LO User



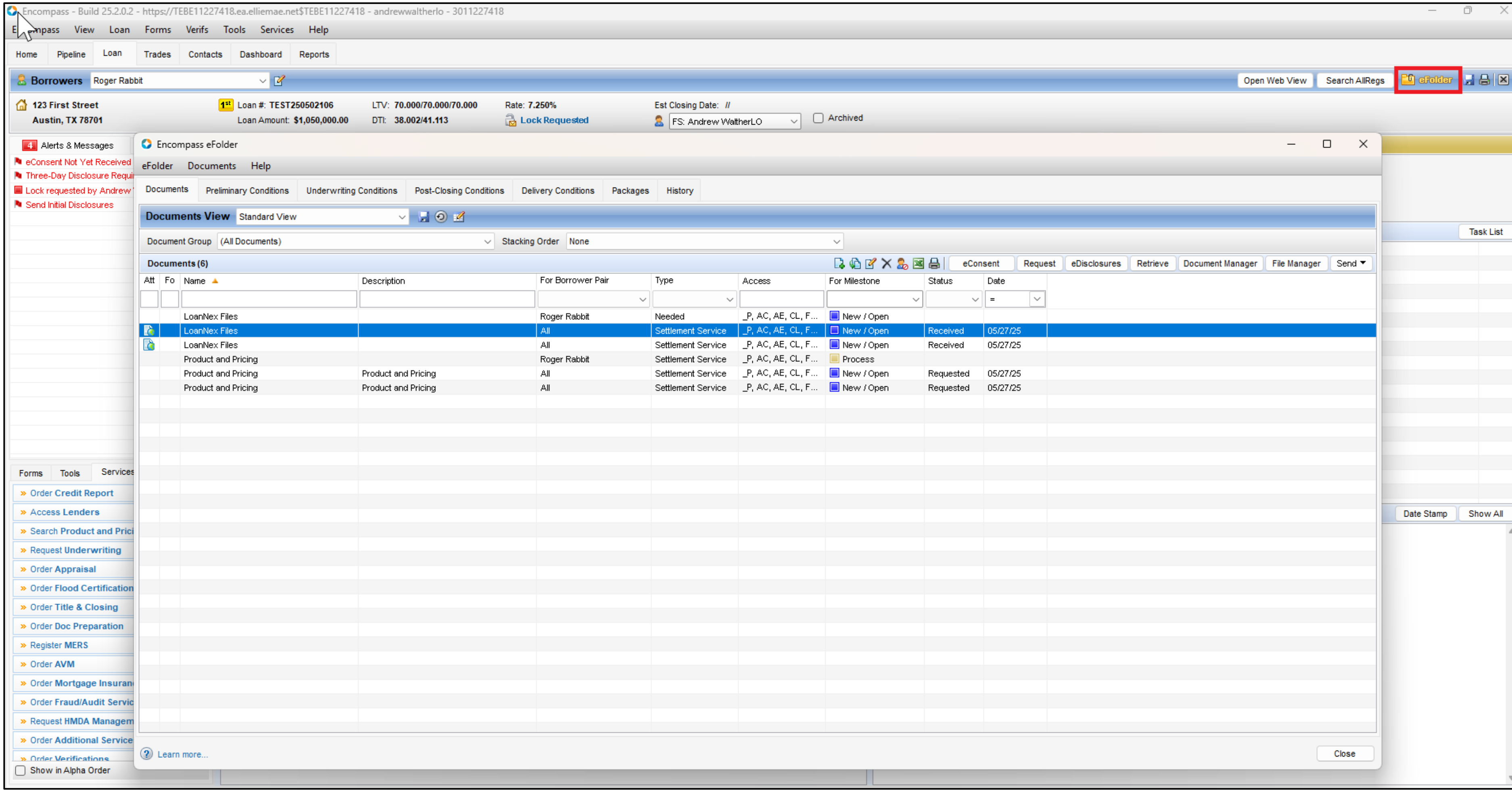
# View Activity Log / Download Scenario PDF

LO User



# *Encompass Ribbon Update and eFolder PDF*

**LO User**



# Approve Lock Request Process

Lock Desk User

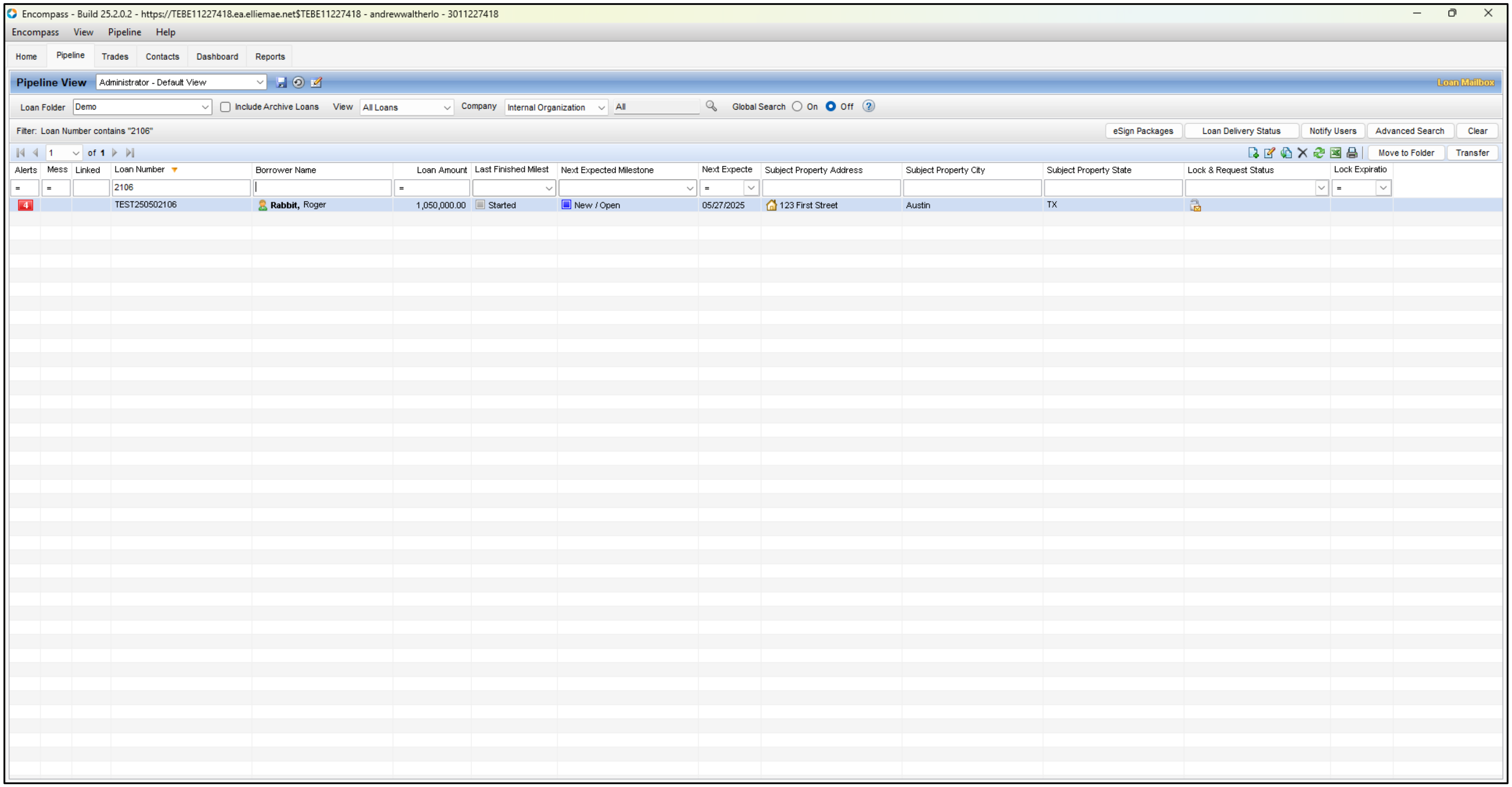
1. Receive Lock Request Notification and access LoanNEX through Encompass Services
2. View Lock Requested loan
   - View Lock Request Details (LLPA's, Doc Type, Program)
3. Complete Lock Approval
   - Confirm Lock Approved in LoanNEX Qualifier
   - View Lock Approved Loan details
4. Secondary Registration Populated in Encompass
   - LoanNEX lock confirmation populates eFolder labeled as Product and Pricing

***Select the link to go to the corresponding page in this document***

# Access Loan Pipeline in Encompass

Lock Desk User

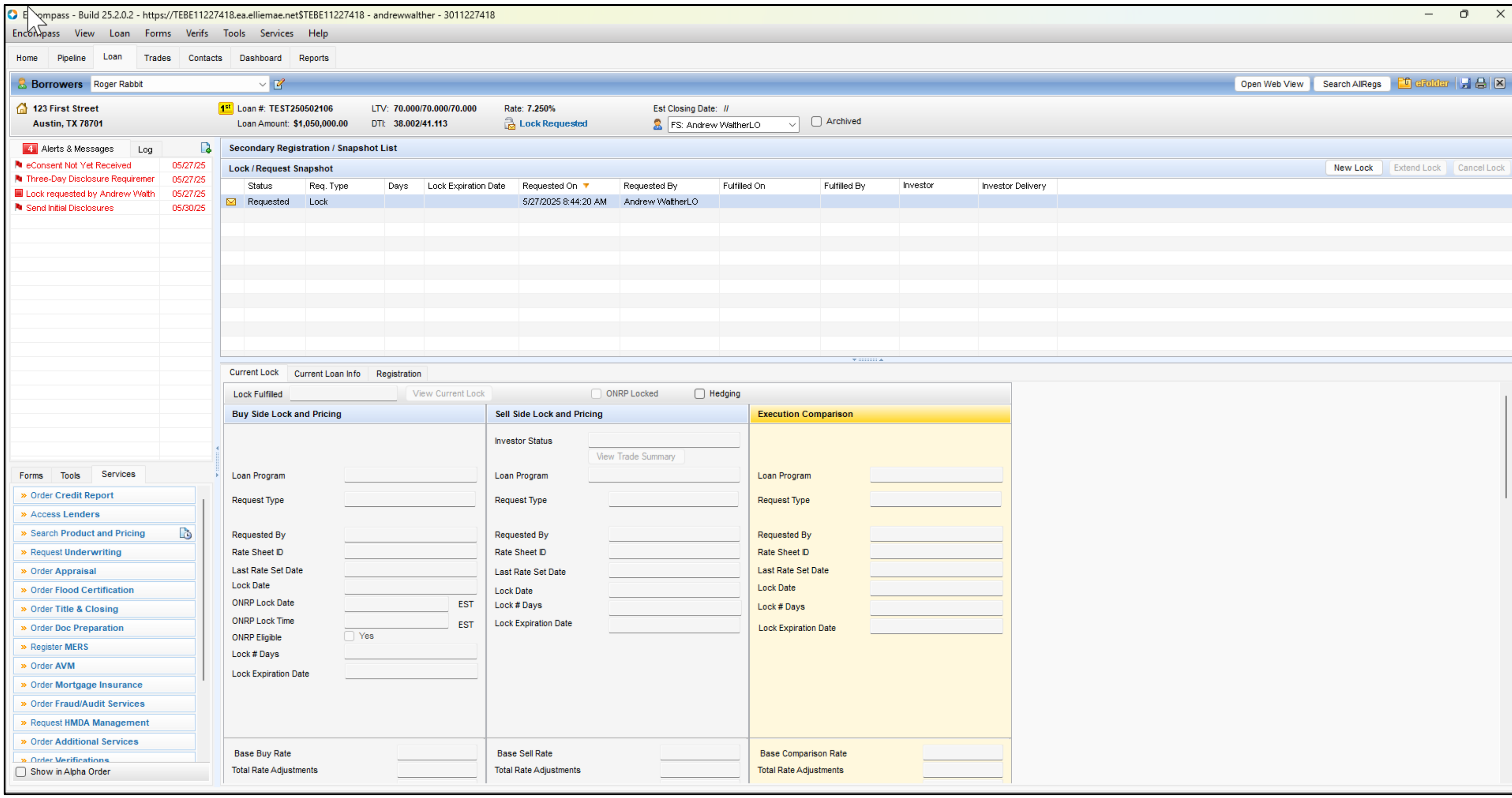
*Secondary Lock Desk will be notified of Lock Request*



# *View Lock Requested Loan*

**Lock Desk User**

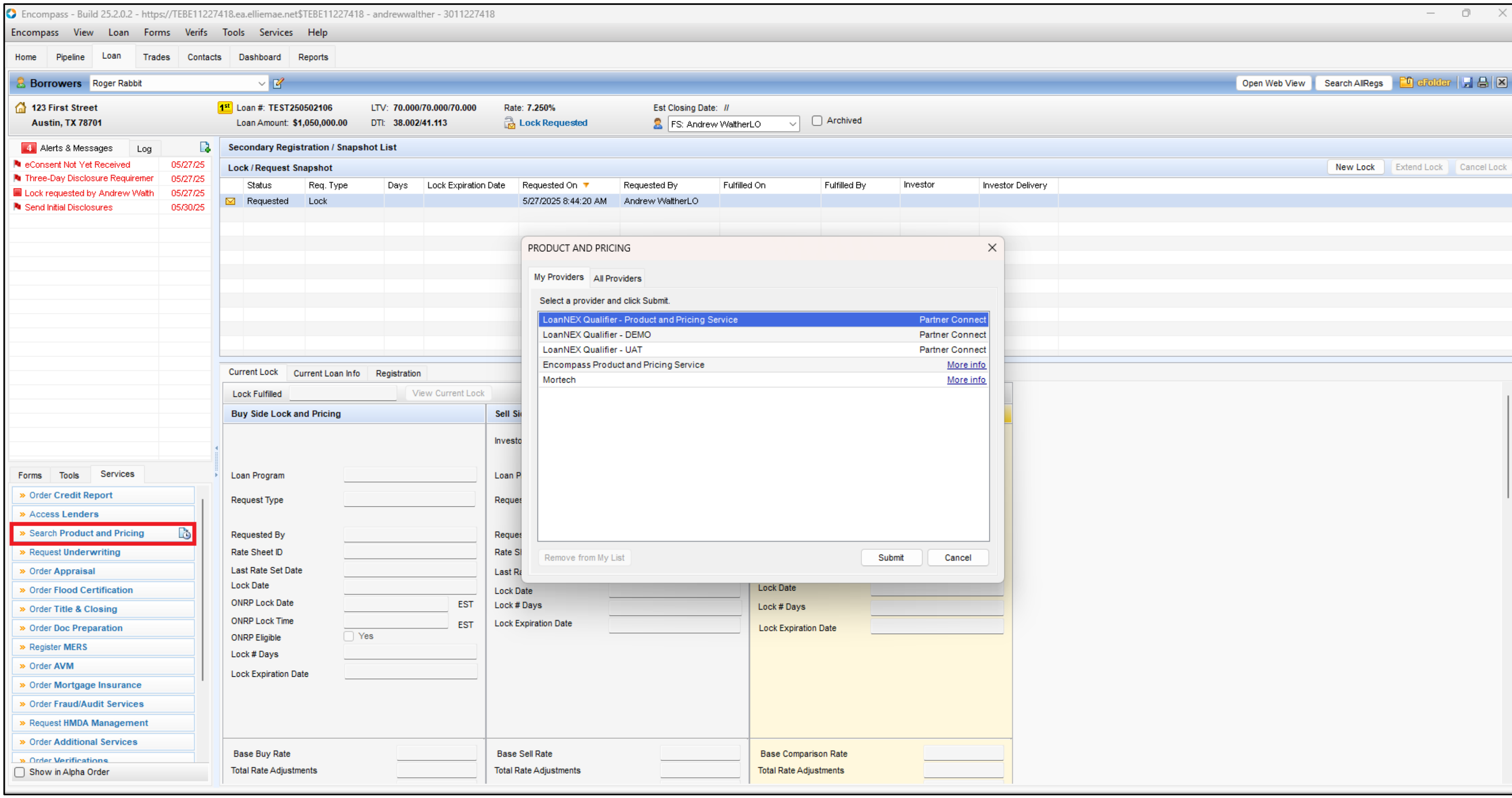
- *Lock Request available in Secondary Registration*
- *Requested by shows Loan Officer's name*



# Complete Lock Approval

Lock Desk User

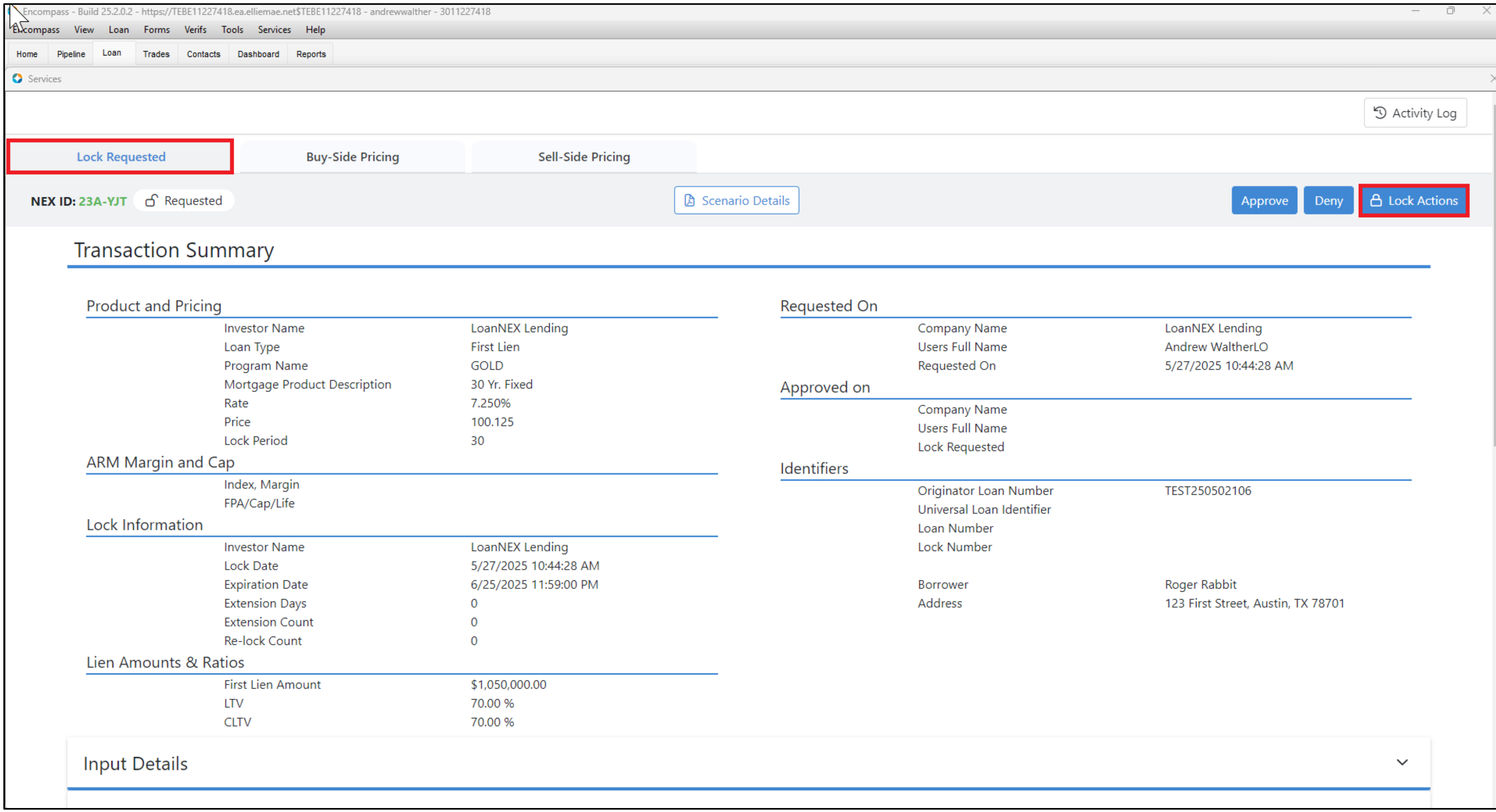
*To complete the Lock Approval, go to LoanNEX Qualifier in Services tab*



# Approve Lock – Lock Request Tab

Lock Desk User

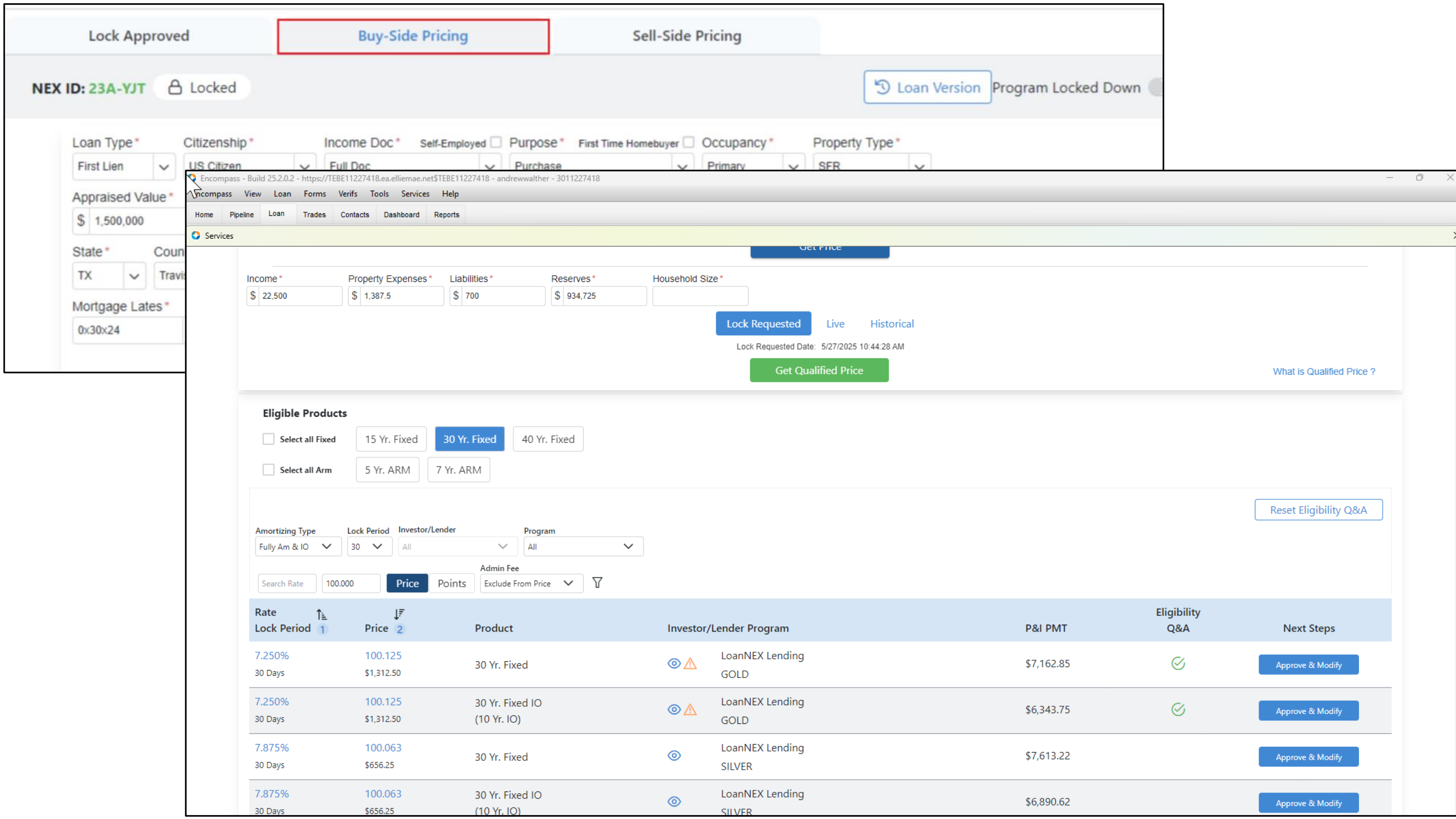
*Lock Actions are available as blue buttons on the right of the screen*



# Approve Lock – Buy-Side Pricing Tab

Lock Desk User

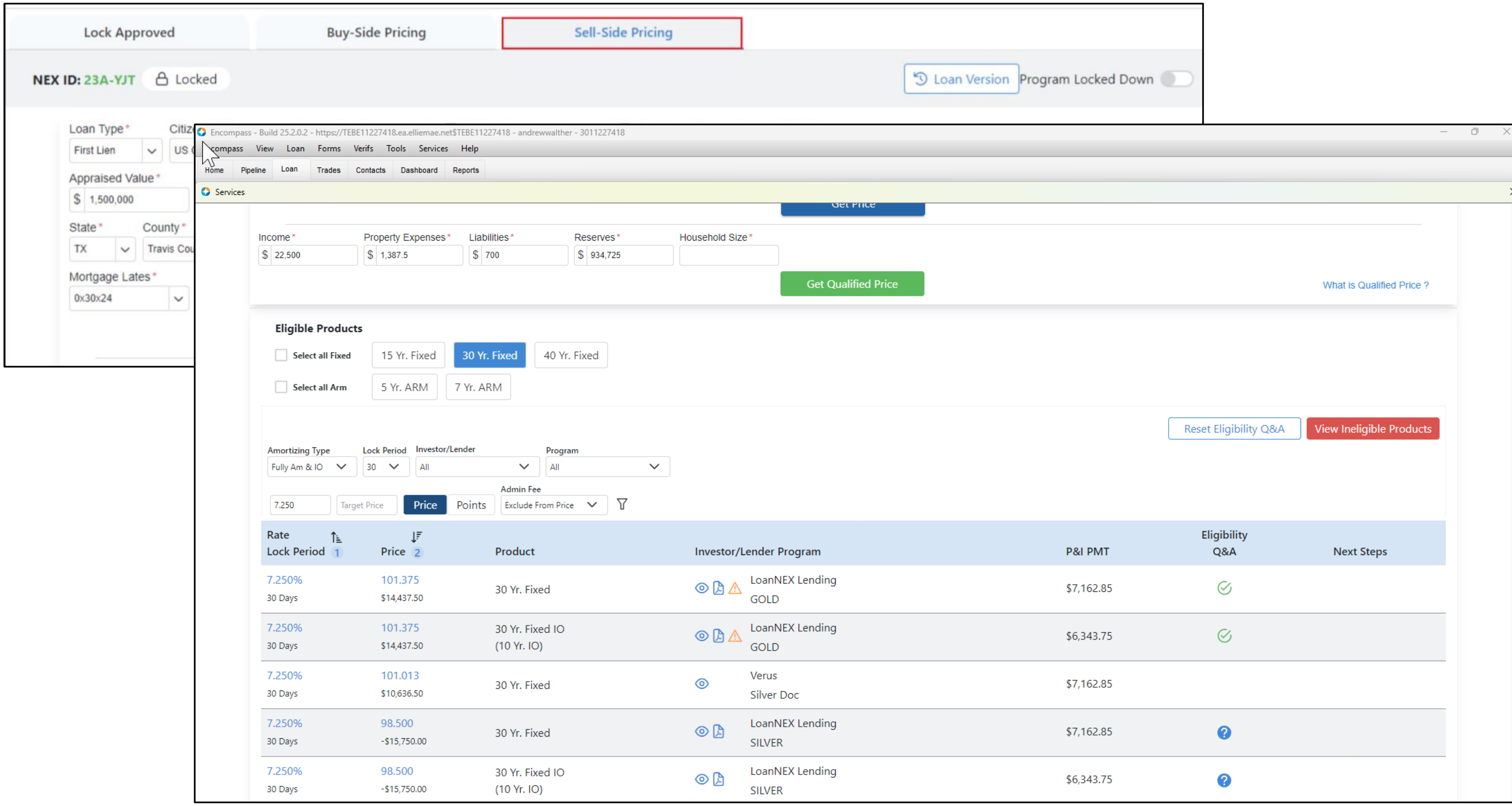
*Buy-Side tab allows you to re-price the loan from the LO viewpoint*



# *Approve Lock – Sell-Side Pricing Tab*

***Lock Desk User***

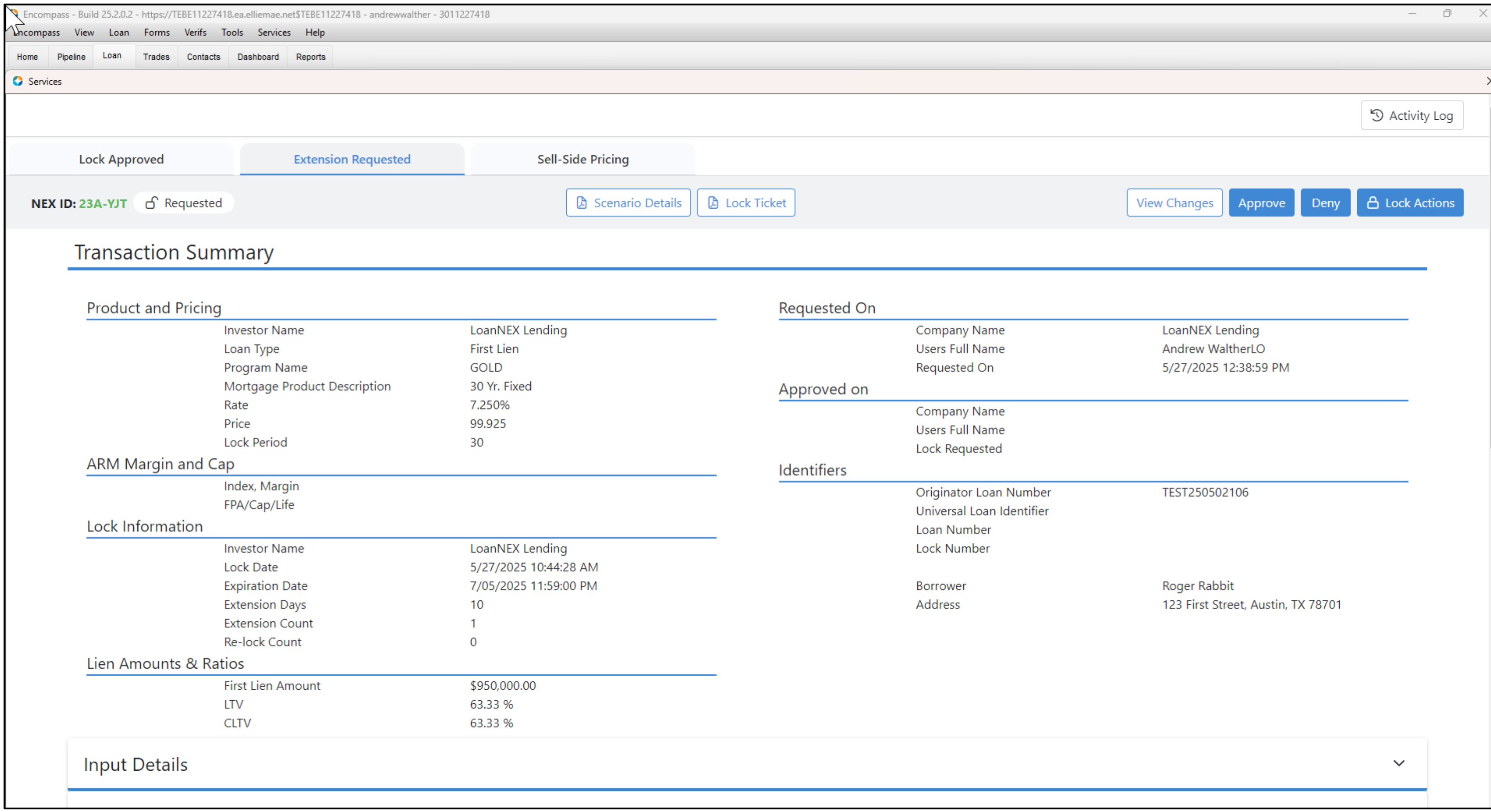
- *Secondary Admin User Role (configured in LoanNEX) required for user to see Sell-Side tab*
- *Allows you to price loan against Counterparties at takeout prices available for the rate selected*



# View Lock Approved Loan Details

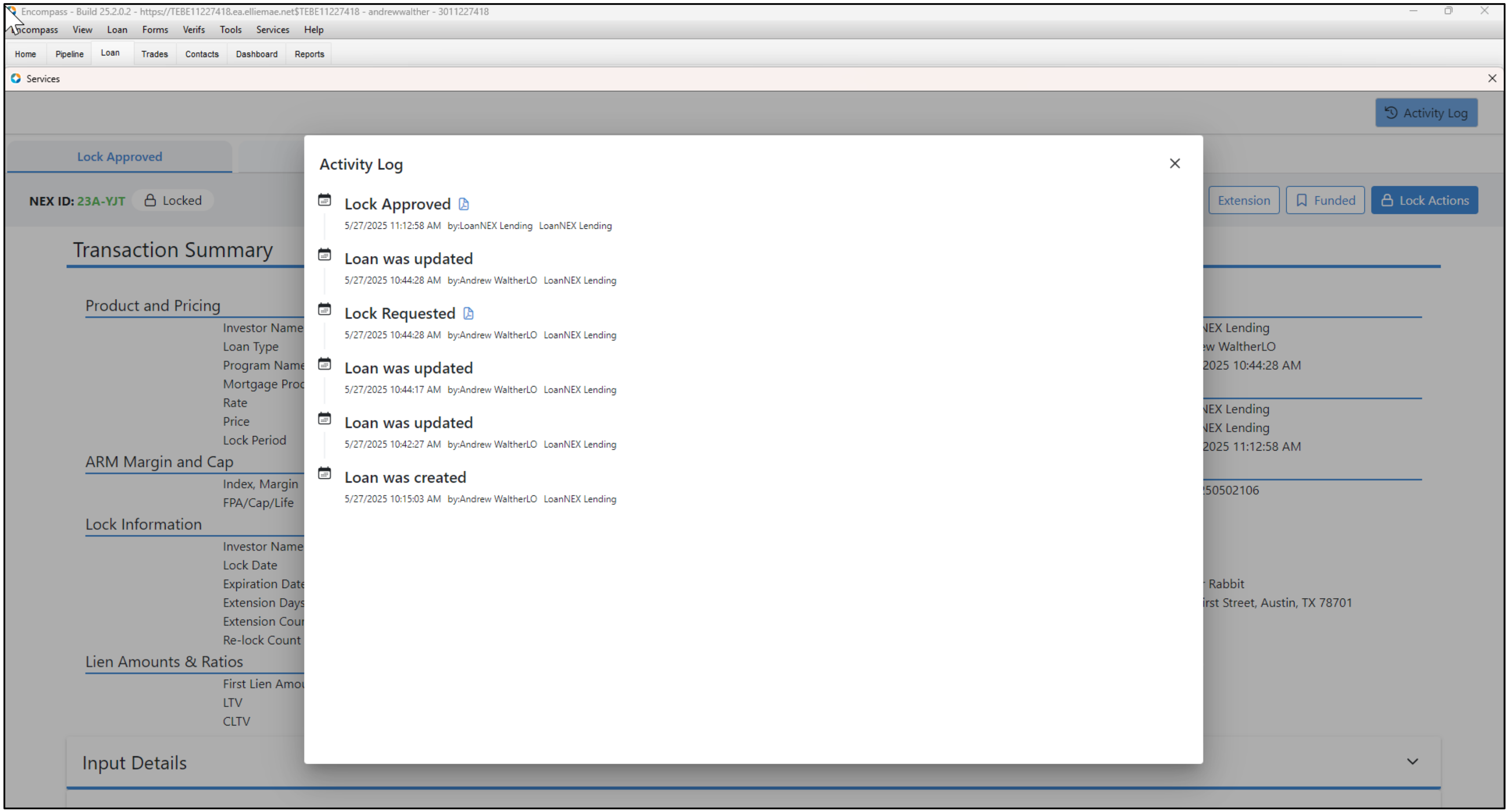
Lock Desk User

*LoanNEX Lock Confirmation is uploaded to the eFolder and Loan/Pricing Data is updated to Encompass*



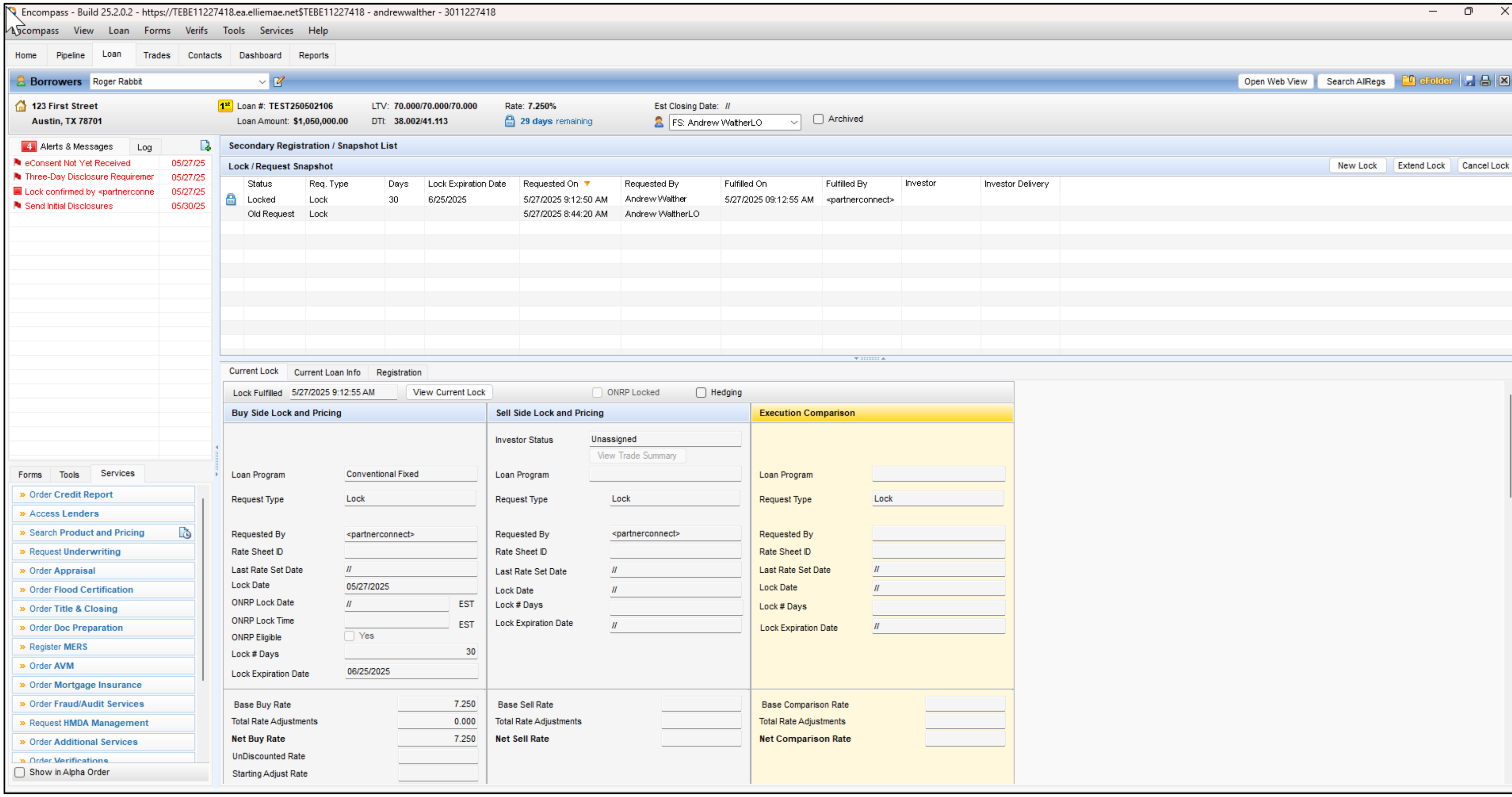
# *View Activity Log and Download PDF*

*Lock Desk User*



# Secondary Registration Populated in Encompass

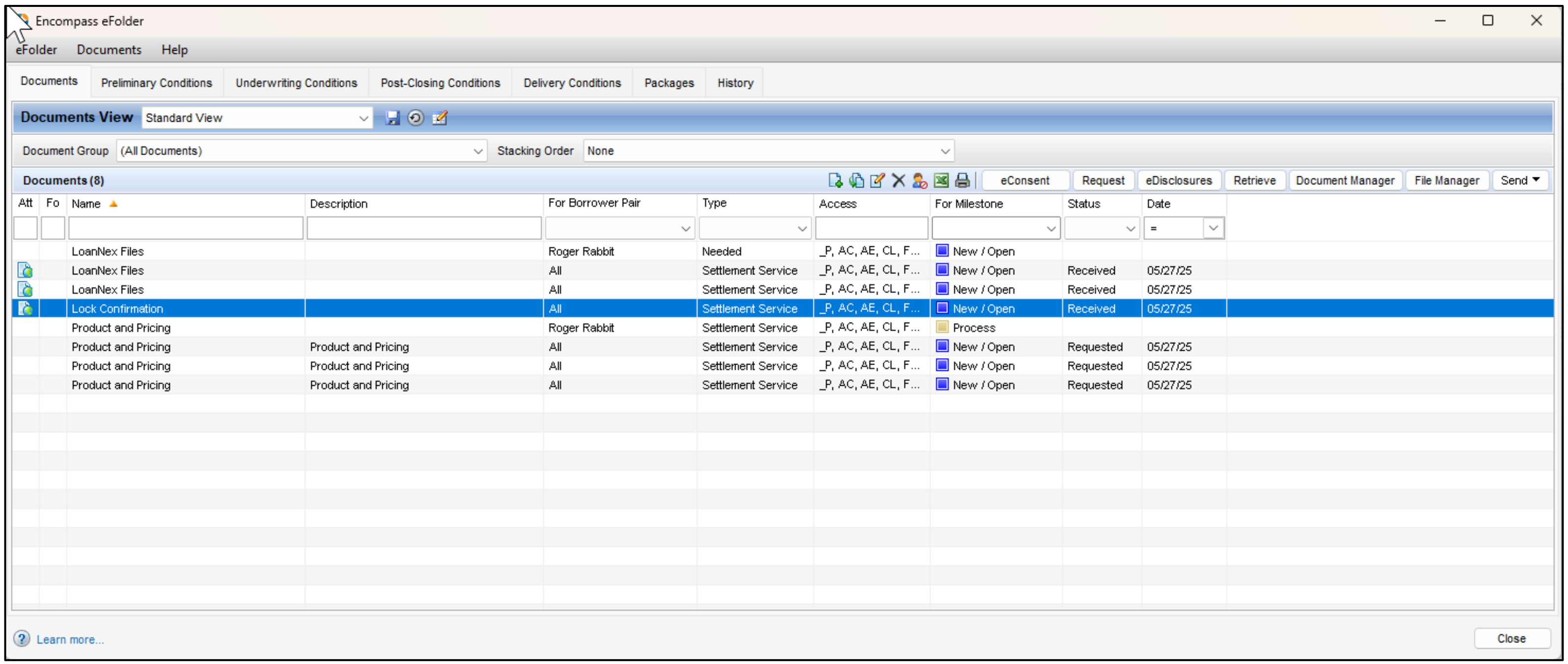
Lock Desk User



# LoanNEX PDF eFolder Placement: Record of Business and Lock Confirmation

**Lock Desk User**

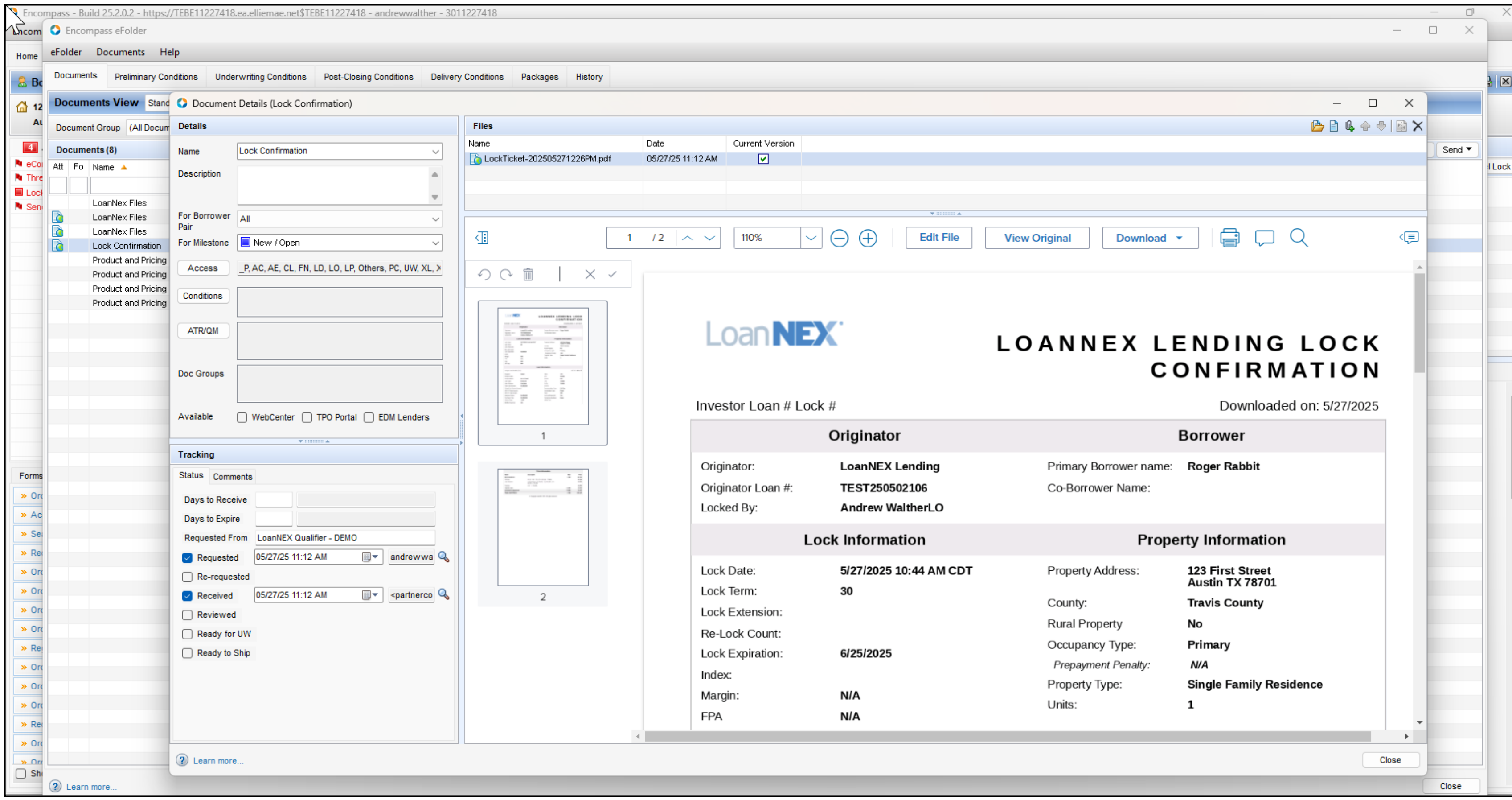
- *Record of Business is uploaded to the "Product and Pricing" folder*
- *Lock Ticket is uploaded to the "Lock Confirmation" folder*



# Lock Confirmation

Lock Desk User

- *Sample Lock Confirmation*
- *Uploaded to defined folder within the efolder*



# Additional LO Lock Actions

LO User

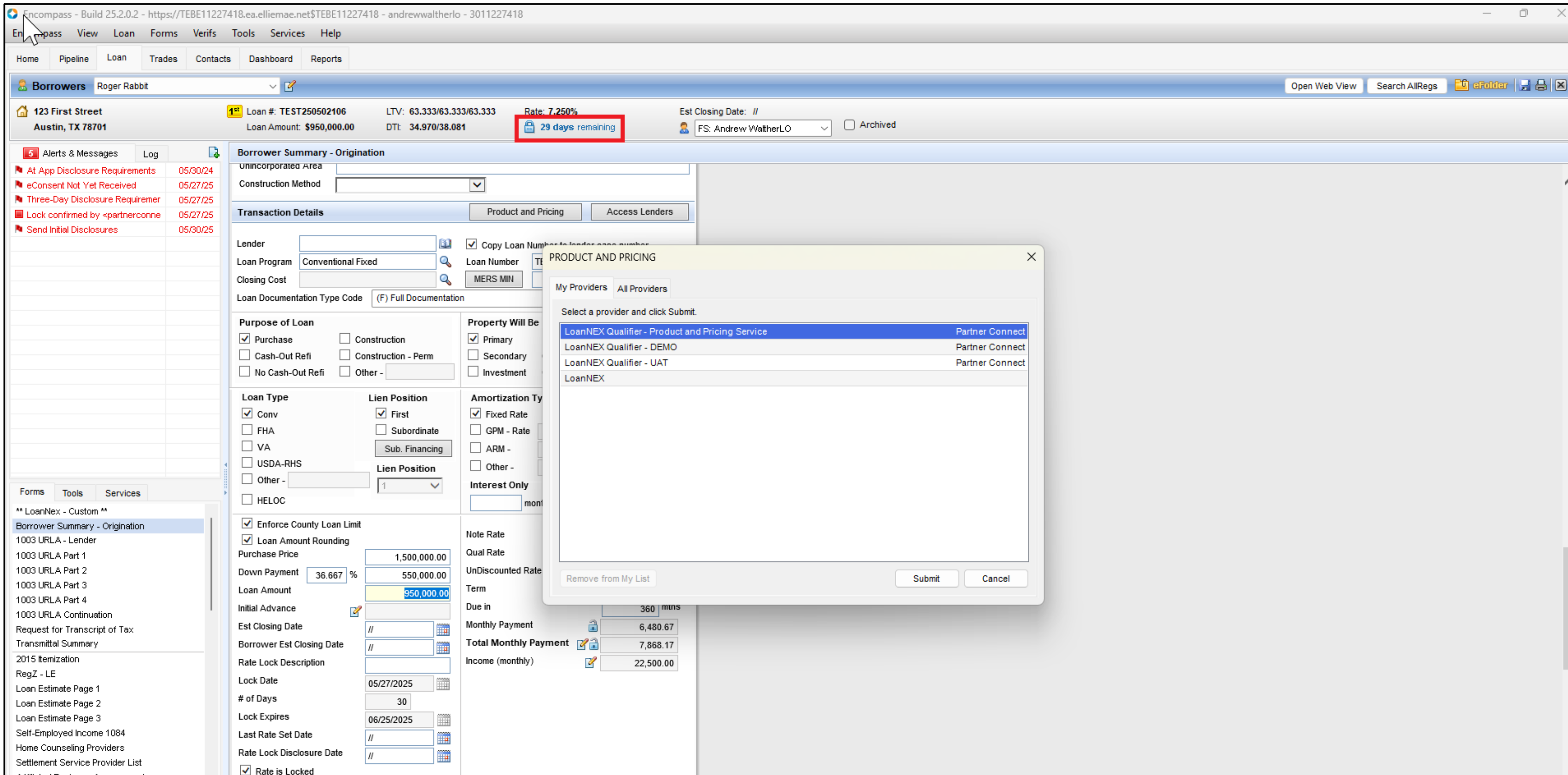
1. Modifications
2. Extension Request

***Select the link to go to the corresponding page in this document***

# Modifications: Update and Save Loan File

**LO User**

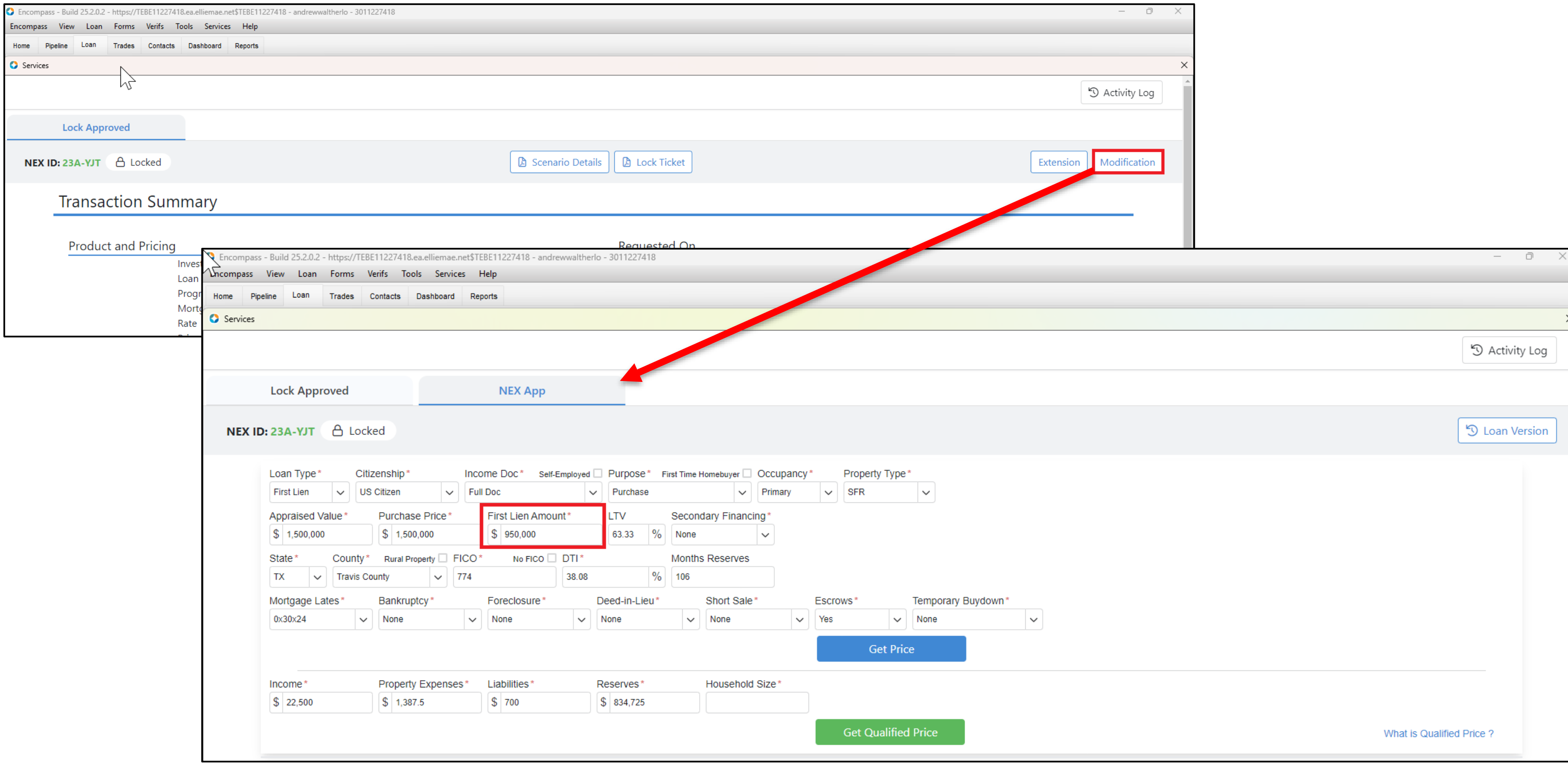
- *Update the appropriate Loan Information in Encompass for the Modification Request*
- *Save the updated Loan Information*
- *Access LoanNEX through the Services Tab or Lock Icon*



# Modifications: Get Price for Modified Loan

LO User

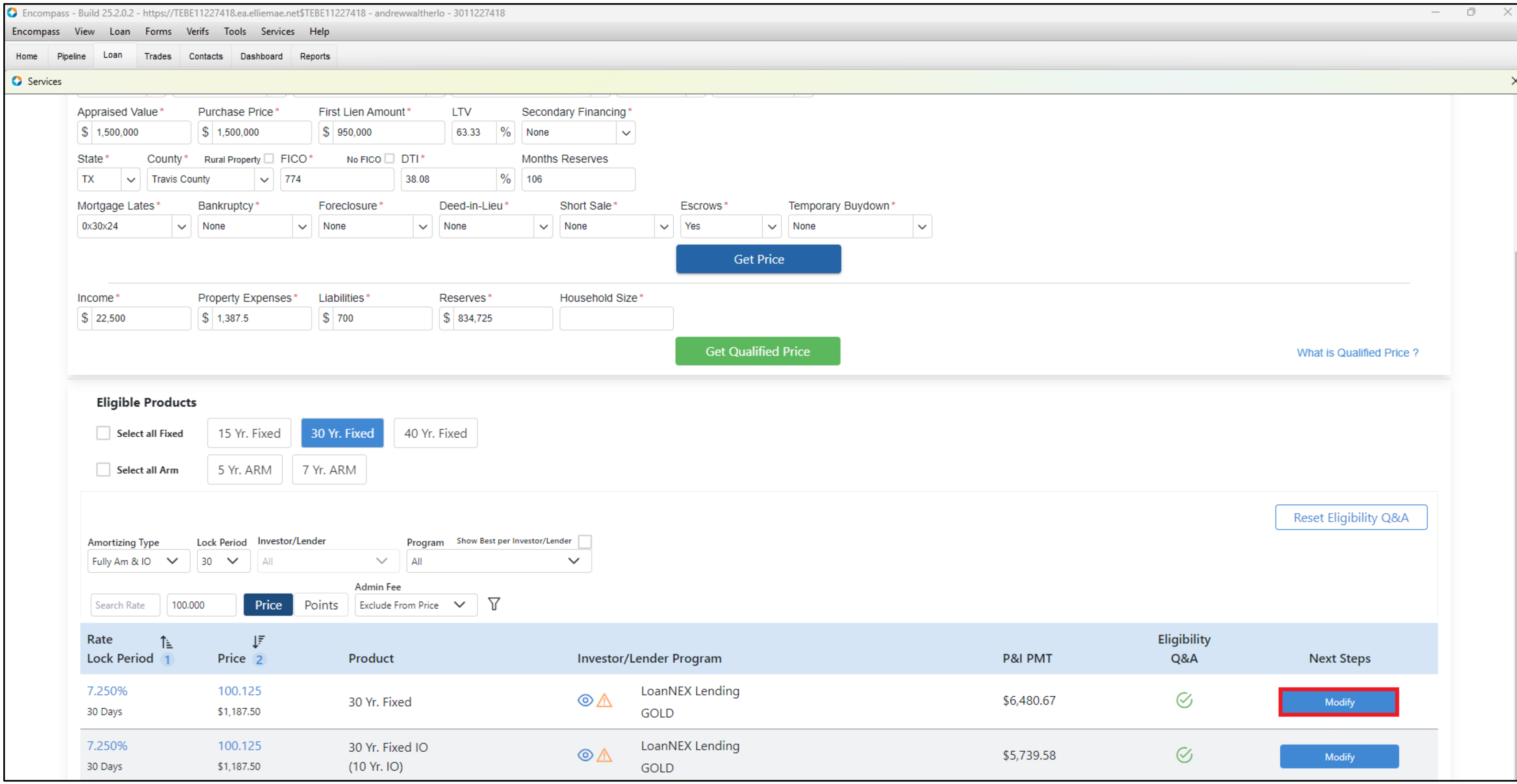
- *Click Modification*
- *Pricing reflected will be based on historical eligibility and pricing from the original lock date*
- *Updated Loan data will populate within the NEX App based on your changes in Encompass.*



# Modifications: Request Modification

LO User

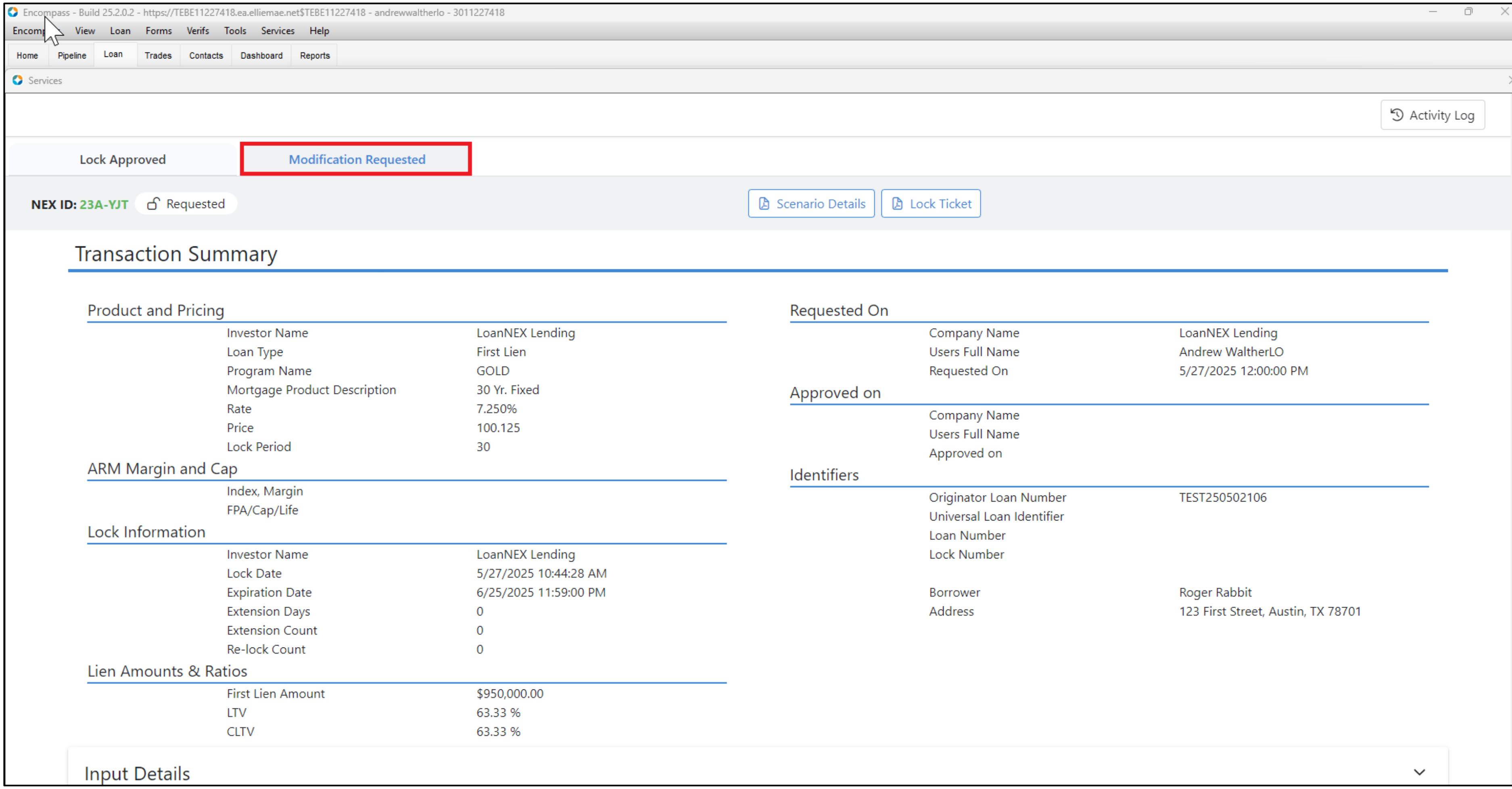
- *Rate and Lock Period are filtered on original lock*
- *Select Modify button*



# Modifications: Modification Request Submitted

LO User

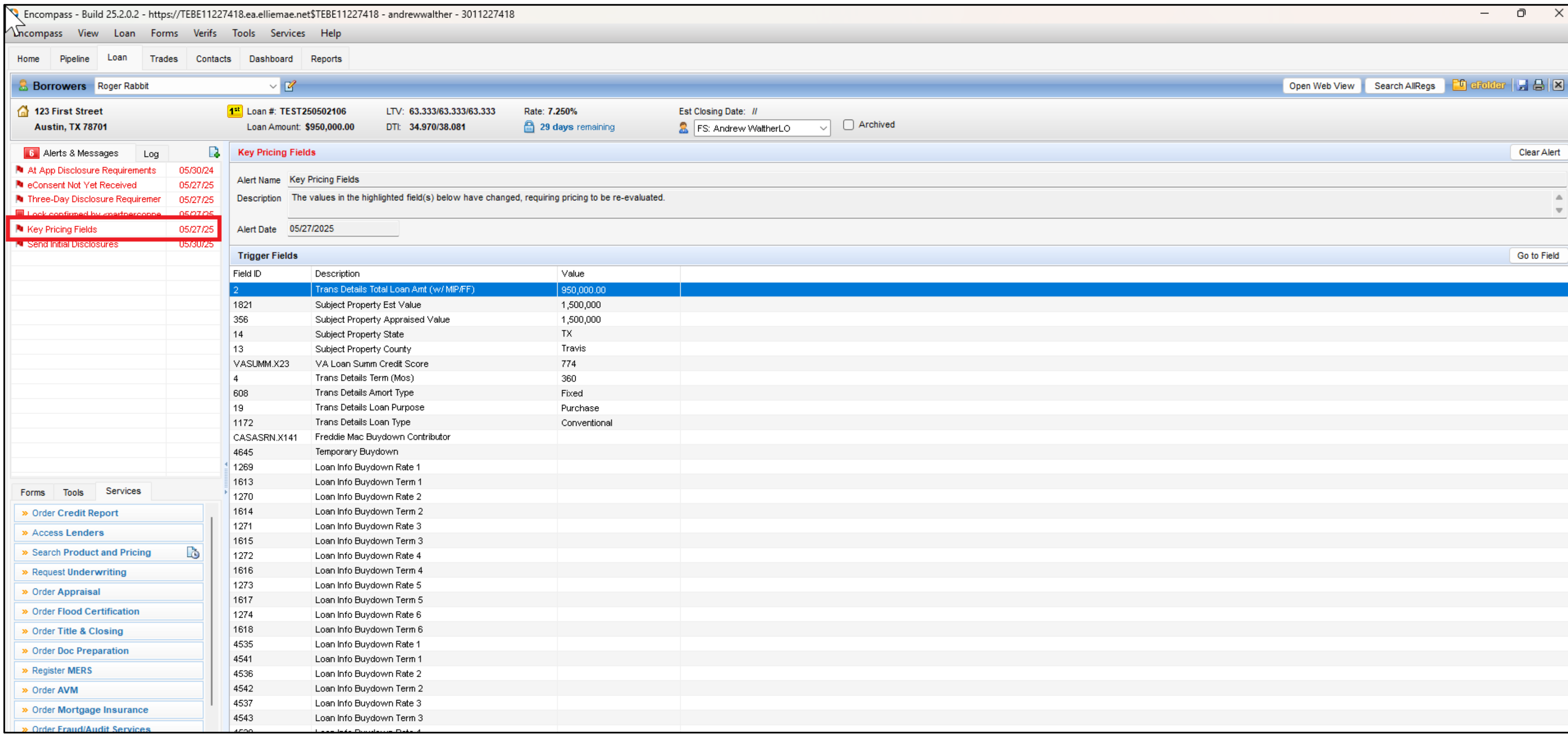
- *LoanNEX will show Modification Request*
- *No updates will be made to the Loan Summary until the Modification is Approved*



# Modifications: View Pricing Field Updates

**Lock Desk User**

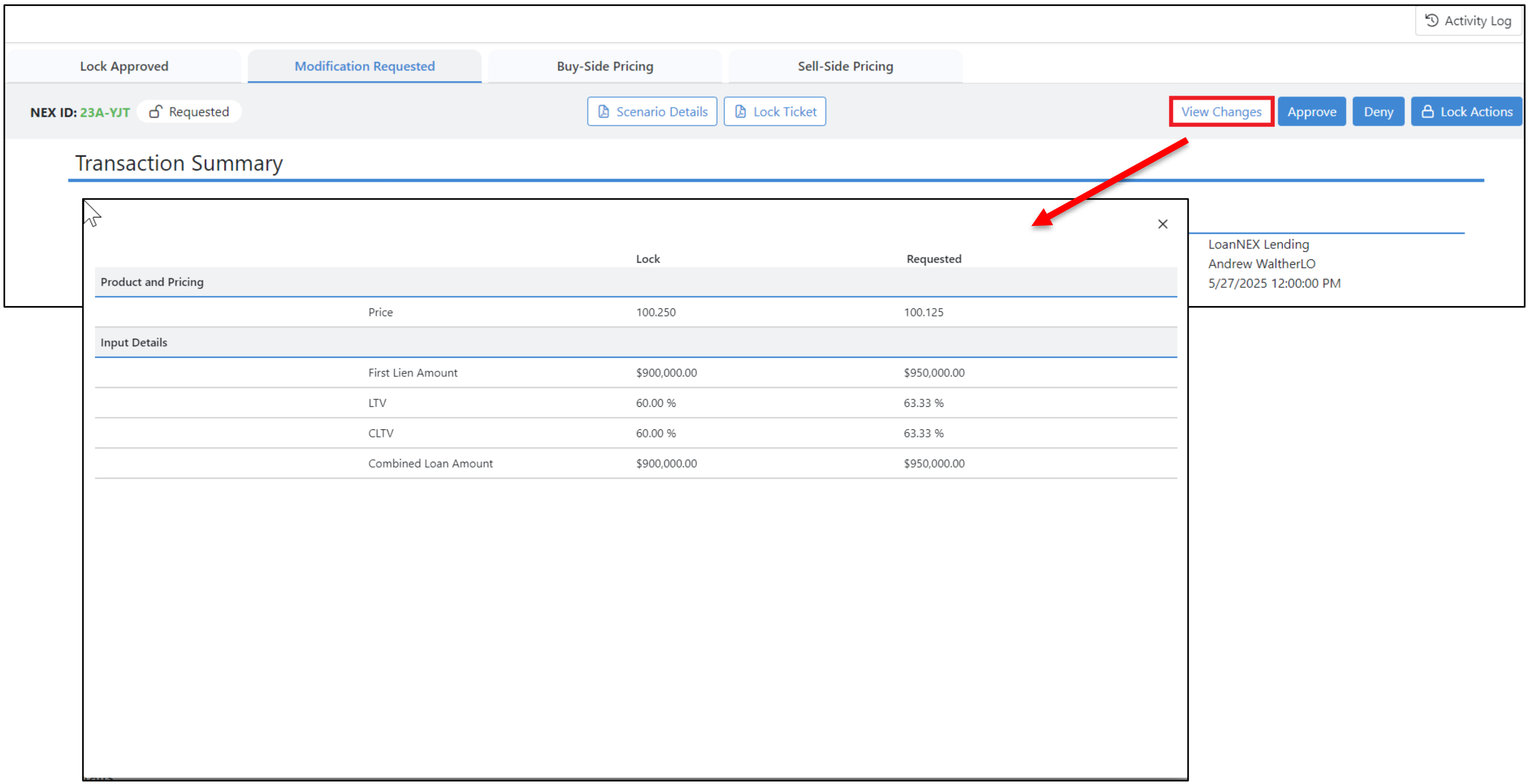
- *Secondary Lock Desk will receive email notification for Modification Request*
- *Login to Encompass and select the Loan from the Pipeline*
- *Review the Key Pricing Fields Alert*



# Modifications: View Changes

Lock Desk User

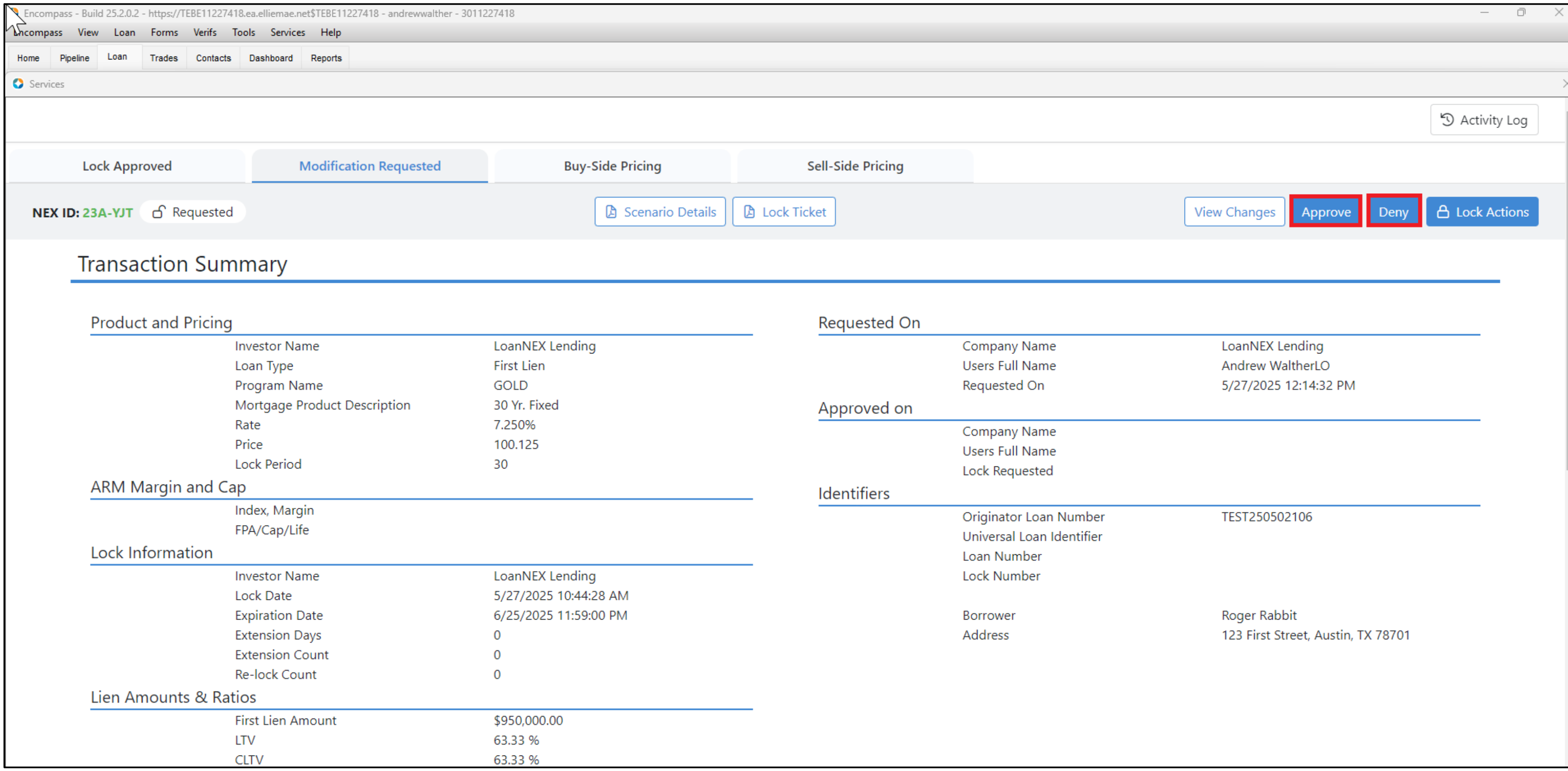
- *View Changes allows you to see what changed due to the modification requested*



# *Modifications: Approve/Deny Modification Request*

*Lock Desk User*

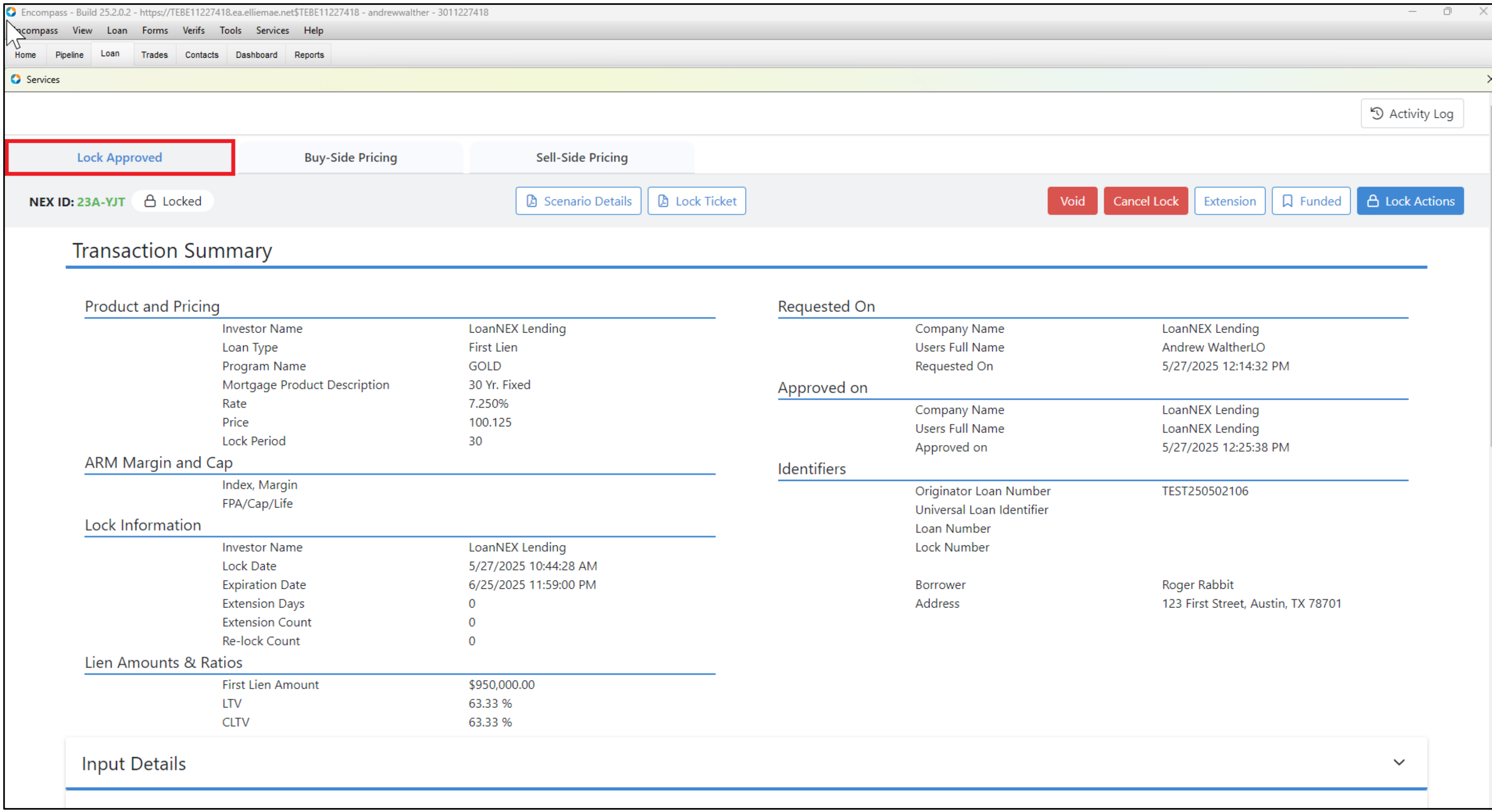
- *While on the Modification Requested tab, select the Approve or Deny button*
- *Transaction Summary shows Lock Approved*
- *If Deny is selected, lock will revert to the last Lock Approved action*



# *Modifications: Approve Modification Complete*

***Lock Desk User***

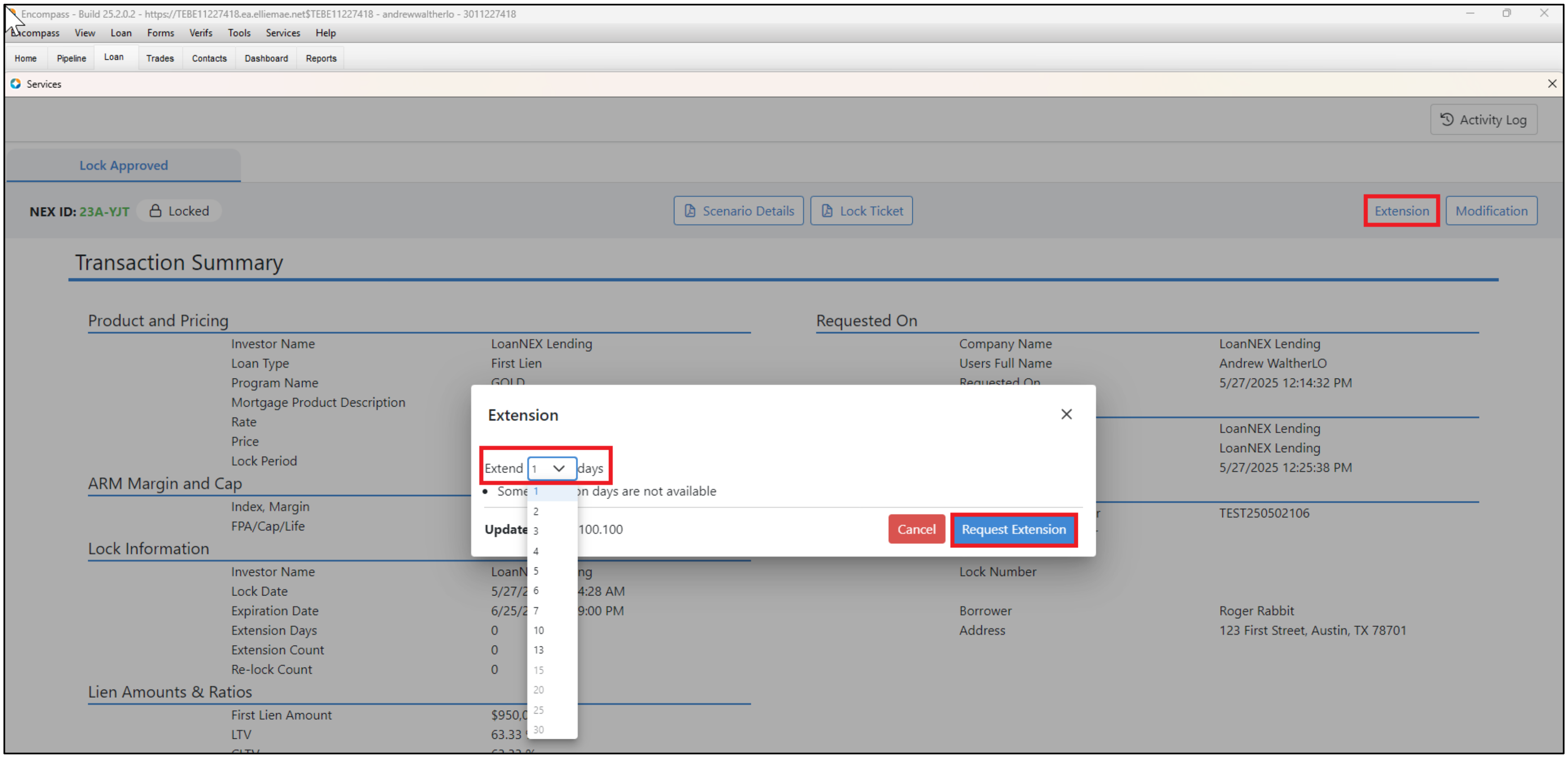
- *Transaction Summary shows Lock Approved tab with modified Loan information*



# Extension Request

LO User

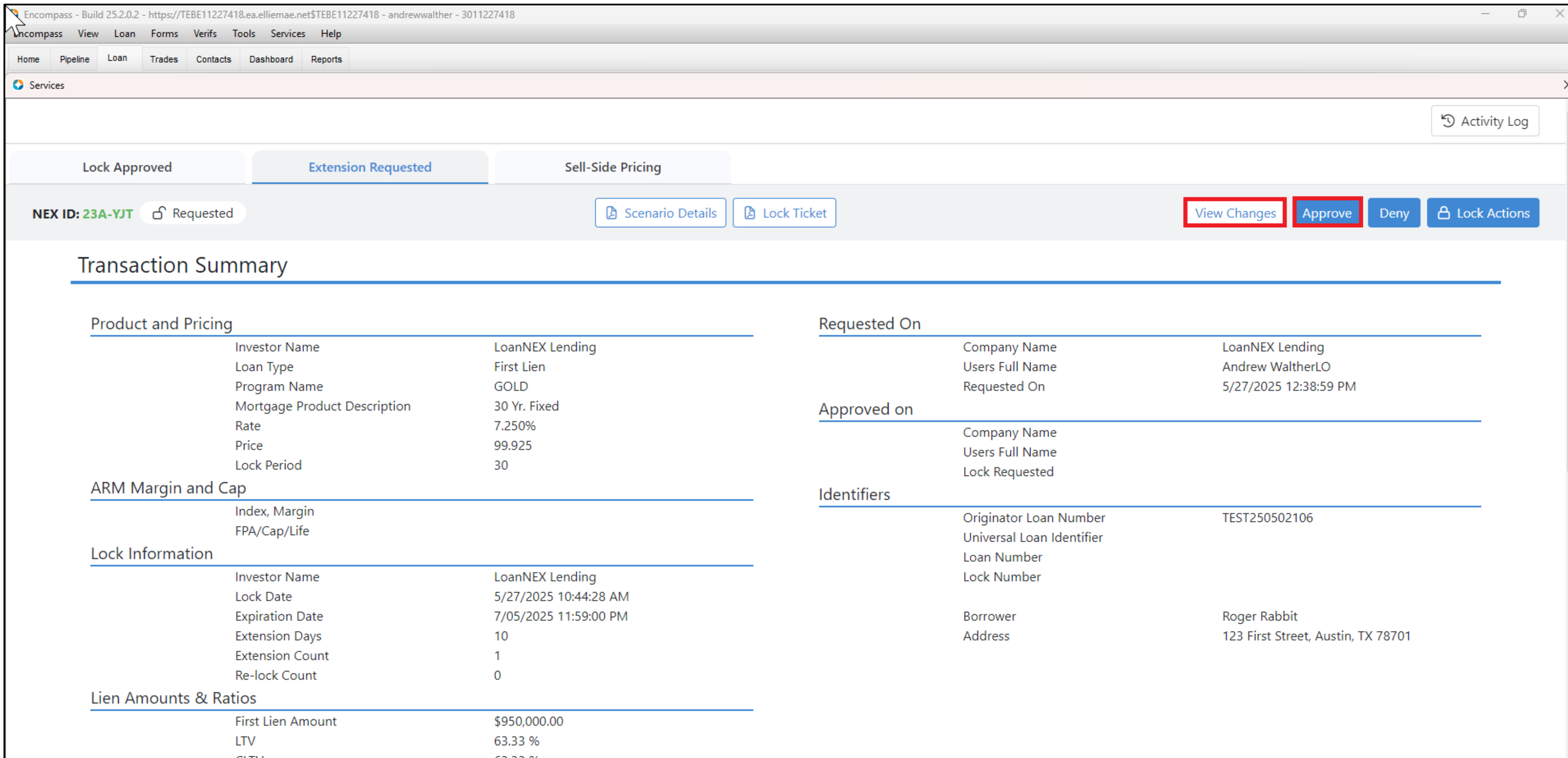
- *Access LoanNEX from loan file*
- *Click on the Extension button*
- *Select Extension Days and Request Extension button*



# Extension Approval

Lock Desk User

- *Secondary Lock Desk will receive email notification for Modification Request*
- *Login to Encompass and select the Loan from the Pipeline*
- *Access LoanNEX to View Changes and Approve request*



# Additional Lock Desk Actions

Lock Desk User

1. Modify Lock Request (prior to Lock Confirmation)
2. Void Lock Action

***Select the link to go to the corresponding page in this document***

# Modify Lock Request Prior to Lock Confirm

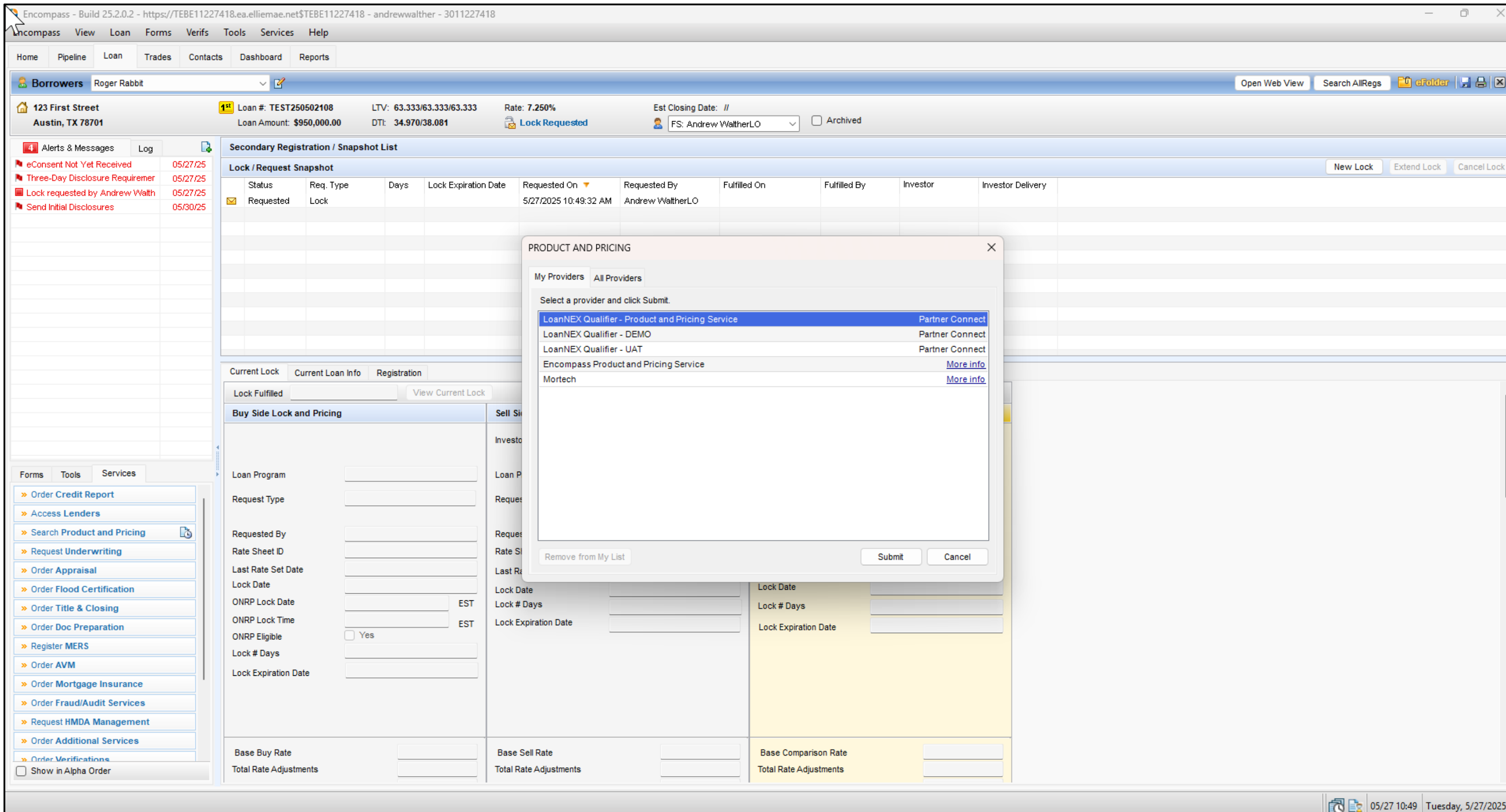
Lock Desk User

1. Access Loan Pipeline in Encompass
2. Access LoanNEX through Encompass Services
3. Complete Modify Lock Request
    - Enter Modify Lock Details
    - Select Approve Modification

# *Modify Lock Request*

***Lock Desk User***

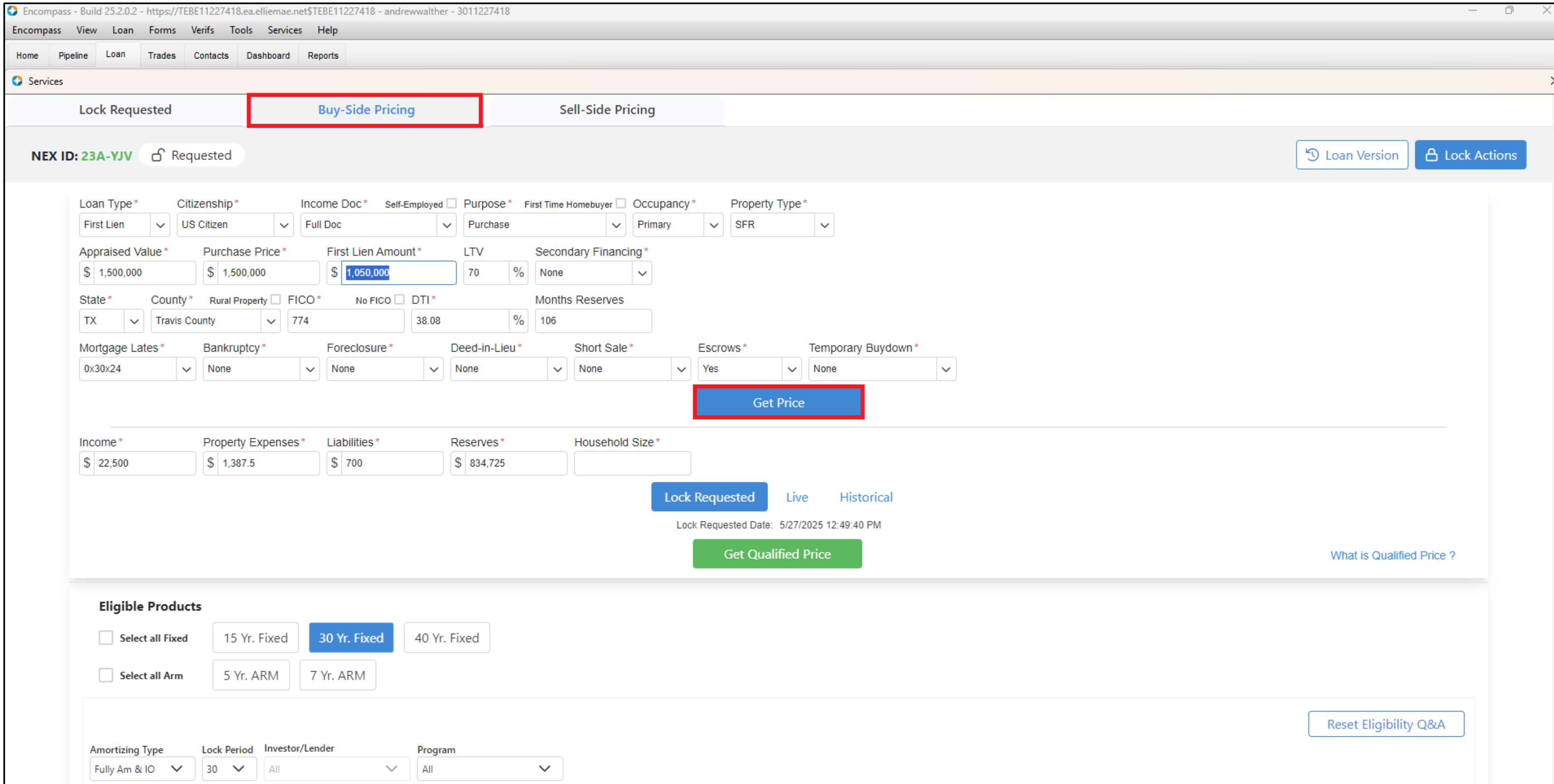
- *To modify the Lock Request, go to LoanNEX Qualifier in Services tab*



# Modify Lock Request

Lock Desk User

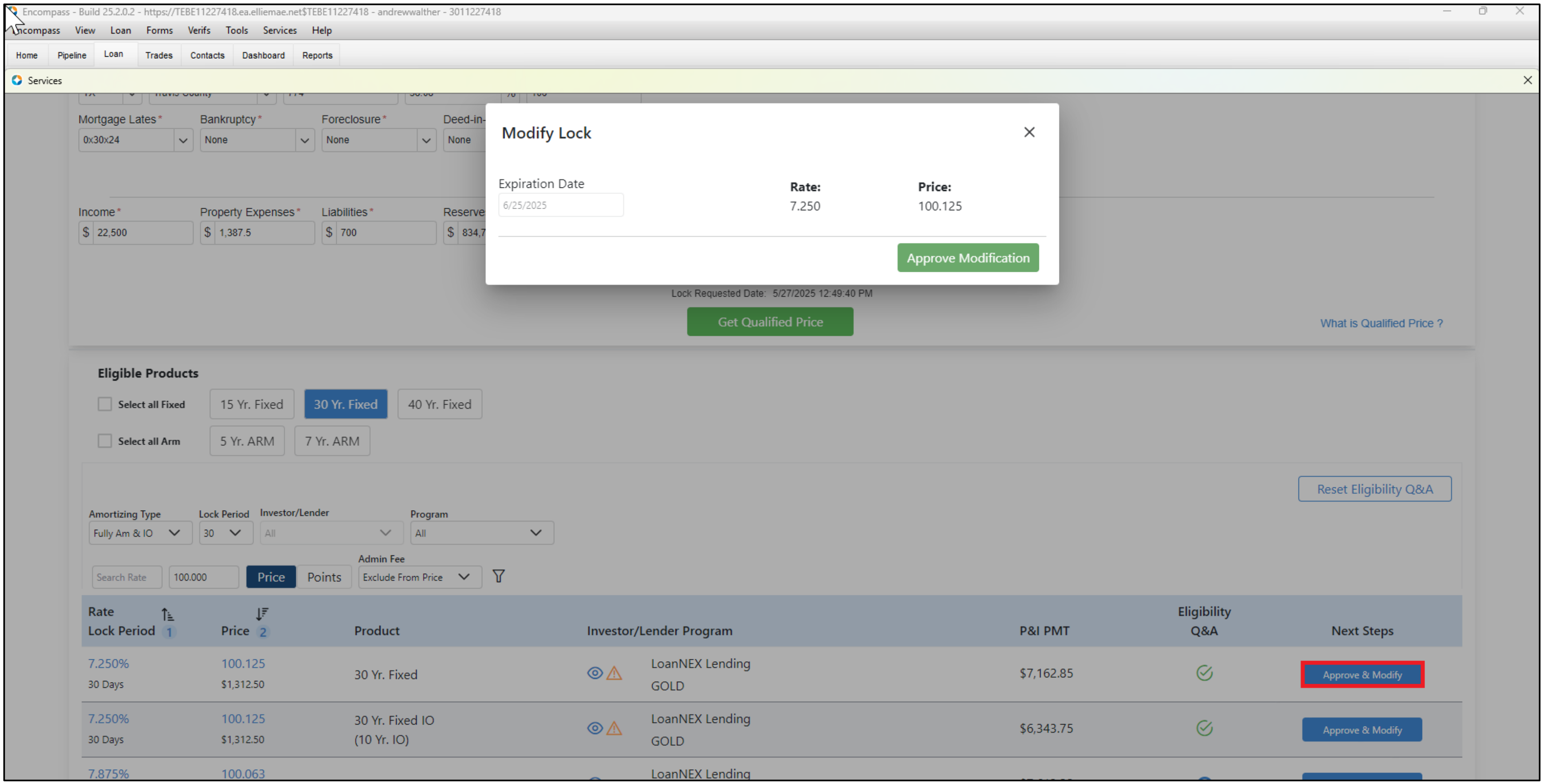
- *Select Buy-Side Pricing tab, loan details will populate based on current Encompass data*
- *Update any data that needs to change, and Select Get Price*



# Modify Lock Request

Lock Desk User

- *Select Next Step "Approve & Modify" Select Approve Modification*
- *Validate pricing and Approve Modification*



# Void Lock Action

Lock Desk User

- LoanNEX Void Lock Action applies to the latest lock action on a loan file (i.e., only one lock action can be voided at a time)

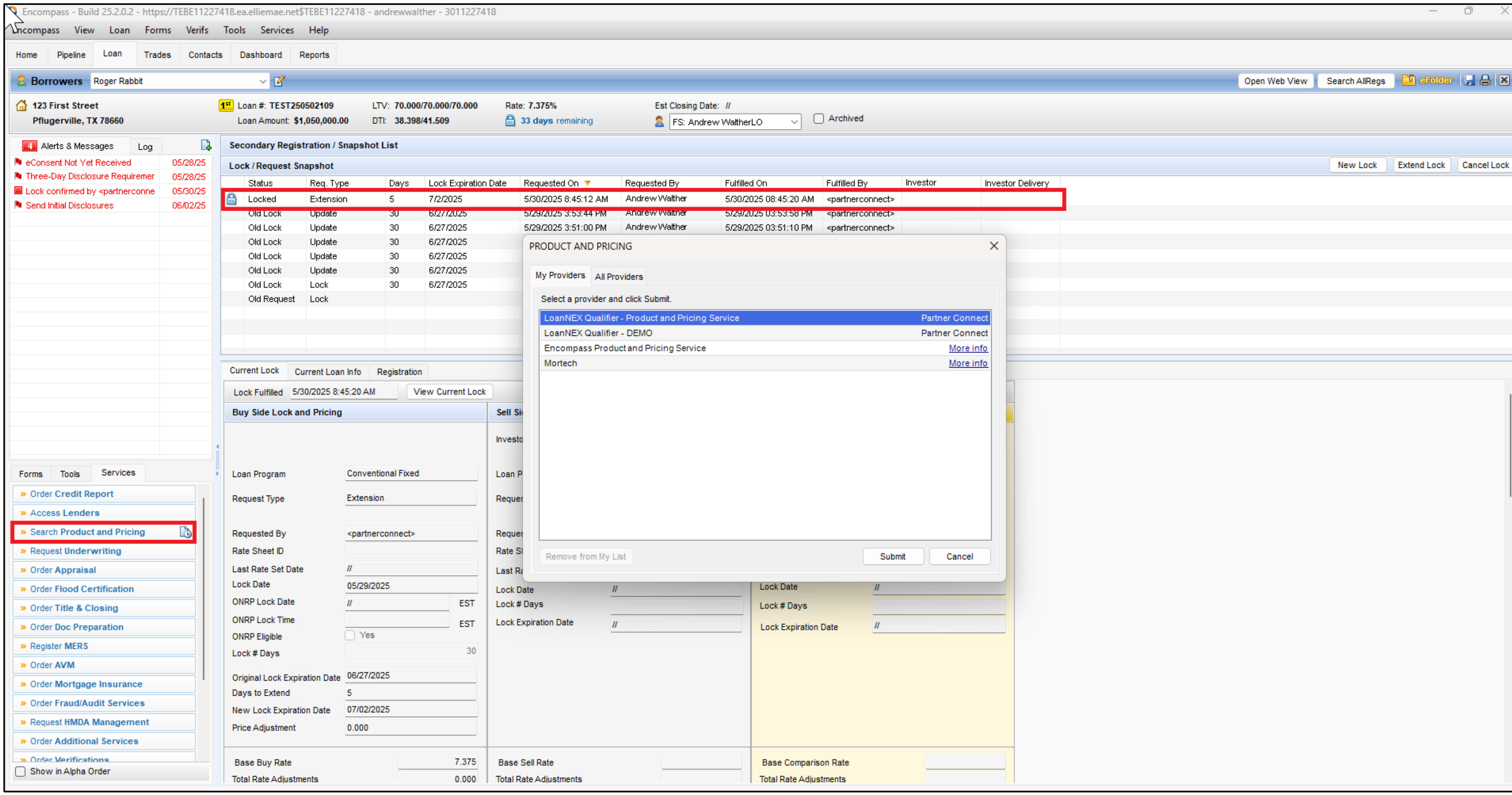
- LoanNEX Void Lock Action functionality can be utilized by Lock Desk Users, on Lock Approved Loans, for the following Lock Actions:
  - Extensions
  - Approved Modifications
  - Backdating of Locks
  - Cancelling of Locks

- Important Notes:
  - **Void initial Lock is not available in the Encompass Integration**
  - Deny should be used to reject loans in a Requested status (i.e., do NOT use the Void function). This applies to the following statuses: Lock Requested, Extension Requested, Modification Requested.

# *Void: Access Loan Pipeline in Encompass*

**Lock Desk User**

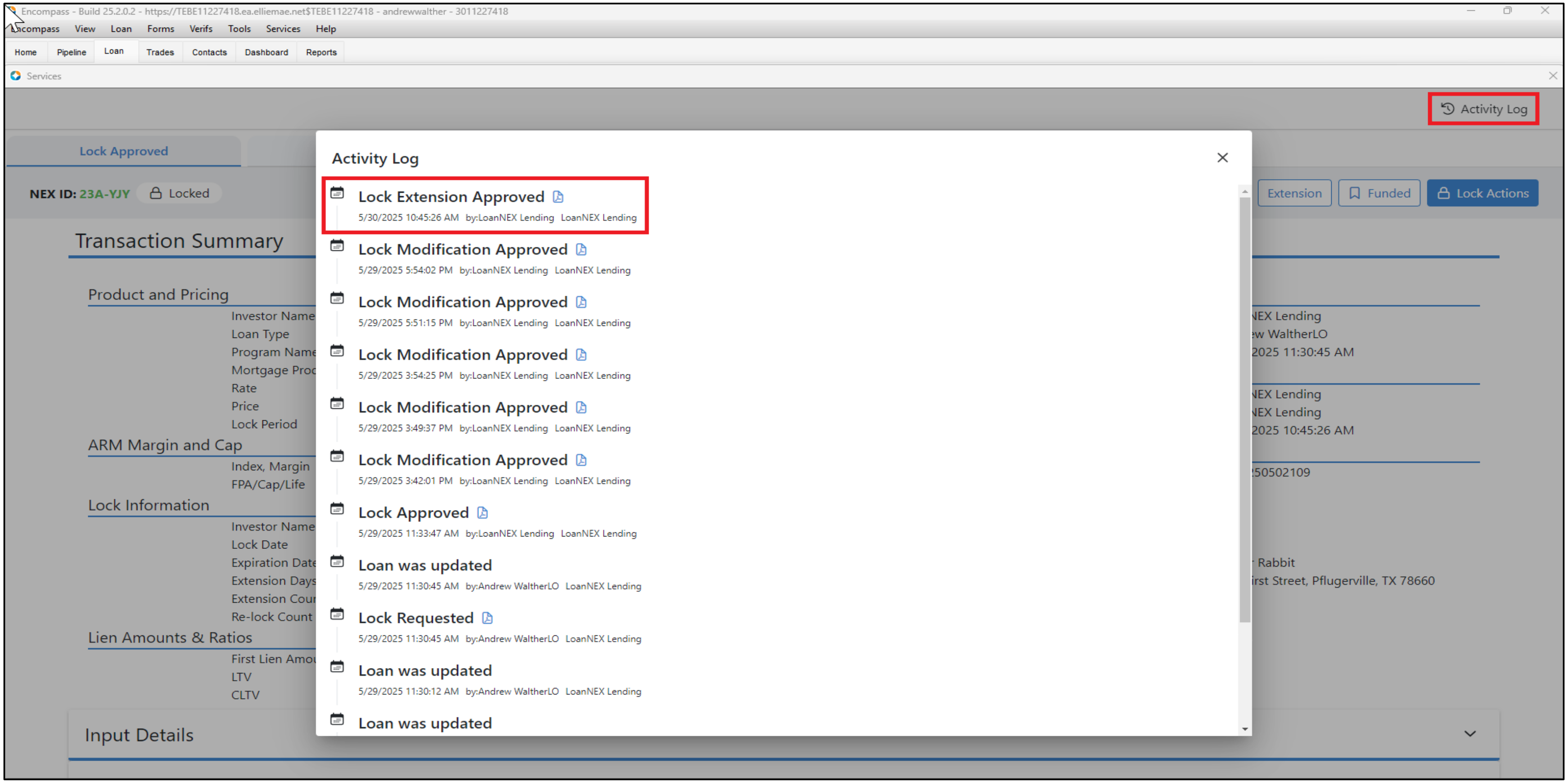
- *Go to the LoanNEX Qualifier Services and access LoanNEX to Void the last Approved Lock Action*



# Void: View Current Transaction Summary / Activity Log

Lock Desk User

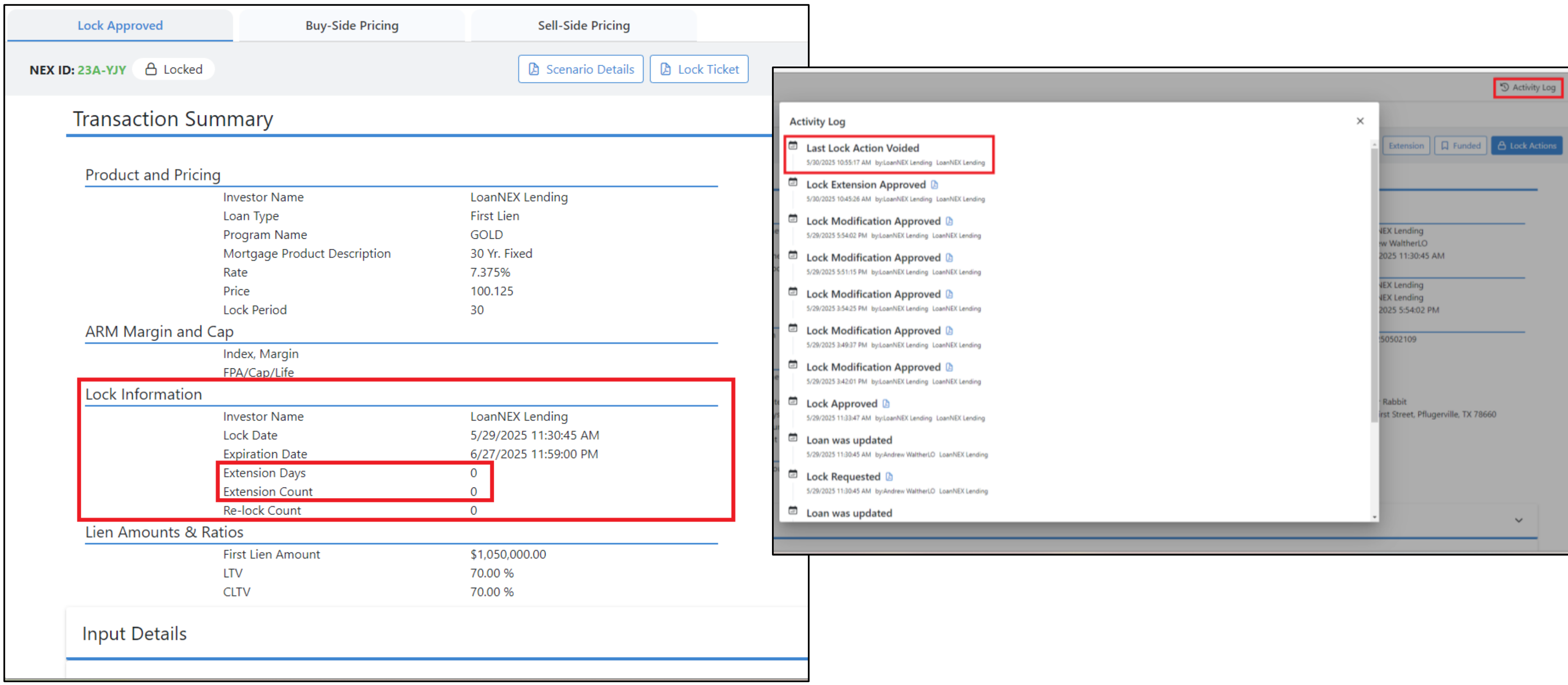
- *Go to the Lock Approved tab*
  - *View Locked details on Transaction Summary page*
  - *See past actions for this loan file by selecting the Activity Log*



# Void Lock Action

**Lock Desk User**

- *After selecting the Void button*
- *Transaction Summary will show reverted lock actions (Ex: Extension Price and Days removed)*
- *Activity Log will show the Void for Approved Lock Extension*



# Submit a Case to LoanNEX Support

1. Select the appropriate email address below:
   - Client Support / Configuration Settings: support@loannex.com
   - Eligibility & Pricing Inquiries: investorsupport@loannex.com
   - Sales: sales@loannex.com
   - General Inquiries: info@loannex.com
   - Billing Inquiries: support@loannex.com
2. Include Contact Information: Name, Company Name, Email, Telephone
3. Include a detailed description of your Case
4. A Case will be created, and the appropriate LoanNEX Team member notified
5. LoanNEX will respond within one business day to address your Case