

Working with Borrowers Digitally

Copyright © 1991–2020 Calyx Technology, Inc., dba Calyx[®]. All rights reserved. Information in this publication is subject to change without notice.

Calyx makes no representations or warranties with respect to this information and will not guarantee the accuracy and completeness of any information. Users of this information do so with the understanding that Calyx is not engaged in the practice of law and does not render legal, accounting, or other professional services. This publication is intended for educational and informational purposes only.

In determining which federal or state forms supplied by Calyx should be used in a particular situation, users of this information should consult with their own legal counsel for advice.

Calyx makes no representation that it supplies forms for every state. Calyx reserves the right to change this information without notice.

The information contained herein is fictional. Borrower names, company names, addresses, Social Security numbers, and other identifying information are not real and are used only to illustrate the product functionality.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of Calyx. Making unauthorized copies of this publication for any purpose other than your own personal use is a violation of United States copyright law.

Calyx[®], Point[®], PointCentral[®], Zip[®], Path[®], Zenly[®] and WebCaster[®] are registered trademarks of Calyx Technology, Inc.

Various other copyrights, trademarks, and service marks used or referenced in this publication are the property of their respective companies and owners.

March 2020.

Calyx Corporate 6475 Camden Avenue, Suite 207 San Jose, CA 95120

(408) 997-5525 www.calyxsoftware.com

Support and Sales 3500 Maple Avenue, Suite 500 Dallas, TX 75219 (800) 342-2599 customerservice@calyxsoftware.com (800) 362-2599 sales@calyxsoftware.com



Table of Contents

OVERVIEW	6
KEY TERMS	7
COMPANY MAIN SITE	8
SET LOAN ORIGINATORS LIST	
BORROWER PORTAL	14
DEFAULT INFORMATION BANNER AND COLORS LOAN ORIGINATORS EDITING LOAN ORIGINATOR ZIP LANDING PAGE	
BORROWER INTERVIEW	
Configuration Disclaimer/Results Terms of Use/Privacy Policy Retention Policy	
EMAIL PREFERENCES	
SET EMAILS ADDRESS EDIT EMAILS	21
REPORTS	23
Borrower Interview Reports Ink-It Reports Borrower Uploaded Document Billing Statement Report Borrower Statistics	
SETTINGS	27
DOCUMENT TEMPLATE	27
WITHIN POINT	29
Sync Zip Site and Point and Setup Preferences Downloading Zip Applications Requesting Borrower Documents	29

4



RETRIEVING BORROWER DOCUMENTS AND E-SIGNATURE DOCUMENTS	
How to send Ink-It/e-Signatures to your Borrower	
CONTACT US	



Overview

This course is designed to help you increase your knowledge and skill level with Zip® while providing you with expert help from our Professional Services Group.

Let's Begin!



Key Terms

Zip's Main page is the company's primary website that borrowers will be linked to starting their electronic application process.

Loan Originator's landing page are customized per loan originator with image, summary and NMLS information.

The Document Management feature in Point enables users to securely save all documents inside the appropriate loan file.

Document Request in Zip enables borrowers to submit requested documents during an online, loan application data gathering process.

Document Request in Point enables users to request and receive loan documents from borrowers direct from and into Point.



Company Main Site

On the Company Main screen, you can configure the design and layout of the landing page on your company's Main Zip site. This is the place where you choose the images and messages that greet borrowers when they first visit your company's Main Zip page.

To set up the landing page of your company Zip site:

1. Select the Company Main screen from the Company Site menu.



2. In the Use Company Main section, you can enable or disable your company Zip Main site by selecting either On or Off. Selecting Off will disable your company Zip Main site.

Company Main
Here you can set up your company introduction, company information, and other content that appear on your Zip company main page. If you do not want to enable your Zip company main page, select Off in the Use Company Main section.
Use Company Main
○ On
Language Selection
○ On

3. In the Language Selection section, you can enable or disable the option for borrowers to switch to the Spanish version of the greeting messages on your company Zip landing page.

NOTE: When this option is enabled, there will be a language selection dropdown menu on your company Zip landing page. When it is disabled, the dropdown menu is gone from the landing page.



4. In the Company Web Address Setup section, enter a prefix to the URL of your company Zip Main site. After entering the prefix, click the GO button to visit the page of your company Zip Main site.

Company Web Ac	ldress Setup		
Zip requires a web add Zip is shown below. Yo email the Zip setup te	dress to ensure that pot ou may change the web am.	ential borrowers can acces address prefix in the box b	s the company site. The web address automatically assigned by elow. If you need assistance setting up your web address, please
Company Name		.zipforhome-qa.com	60
Select Type			
Select a type to apply	the Company Main pag	e.	

- 5. In the Select Type section, choose the layout of your company Zip Main page.
 - Selecting type A: The main image is prominently featured on top of your company Zip Main page. Text is placed at the bottom left of the main image and at the bottom of the page.
 - Selecting type B: The main image is prominently featured on top of your company Zip Main page. Text is placed at the center of the main image and at the bottom of the page.
 - Selecting type C: The main image is placed on the top left of your company Zip Main page, with the rest of the page featuring text.
- 6. In the Select Image section, select the main image to be featured on your company Zip Main site.



Select Image

Select an image to apply the visual area in Company Main page. You can also upload image from your computer. The optimal size is 1800*500~740 (The optimal size of the type C is 570*350.). The File types supported: JPEG, JPG, GIF, PNG



NOTE: Zip provides a list of stock images to choose from for your company Zip landing page. If you want to use your own image, click the blank image and select your file.

7. In the Edit Contents section, you can configure the banner, company information, and messages that appear on your company Zip Main page.

To configure the banner, click the corresponding EDIT button.

- Select On or Off to enable or disable the company banner.
- Click the blank image to upload your own company's logo.
- Choose the placement of the banner by selecting either Left, Center or Right.
- You can choose to customize the Background Color for the banner.

Edit Contents





- To edit your organization's company information, click the EDIT button.
- To edit the primary message shown on your company Zip site, click the EDIT button.

NOTE: Zip provides a default primary message. But you can further tailor it specifically to your organization.



Set Loan Originators List

Use the Set Loan Originators List screen to choose your organization's loan originators to be featured on the Loan Originators page of your company Zip site.

1. Select the Set Loan Originator's List screen from the Company Site menu.

۵	zip
₽	Company Site
	Company Main
	Set Loan Originators List

2. On the left, the Loan Originators column lists all the loan originators in your organization. On the right, the List on Company Main column lists the loan originators to be featured on the Loan Originators page of your company Zip site.

NOTE: A star appears next to the default loan originator, who is assigned loans where borrowers failed to select a loan originator to work with when they start the application process via your company Zip site.

	s	ort by registration Sort by Name
Loan Originators	List on Corr	ipany Main
★ Bowen C Zhao	🚖 Bowen C Zhao	=
Calos Wong		
Jim Lee		
Bill Ho		
Tim Wu		



3. Select the loan originator(s) to be featured by selecting their name in the Loan Originators column and clicking the right arrow to move the selected loan originator(s) to the List on Company Main column.

NOTE: The default loan originator cannot be removed from the List on Company Main column.

4. To arrange a loan originator's position in the list with respect to the others, click the row of the loan originator name and drag it to the desired position on the list.



Borrower Portal

The Borrower Portal menu contains the Default Information, Banner and Colors, and Loan Originators screens. Via these screens you, as the administrator, can configure the default images, banners, messages, etc. that greet borrowers when they visit your Zip landing site and enter your borrower interview portal, as well as the landing sites and interview portals of the loan originators in your organization. Additionally, you can add loan originators to and delete them from your organization and configure their access rights to the Zip admin site.

Default Information

On the Default Information screen, you can configure the default image, messages, and logos for your organization.

NOTE: Although these are the default image and messages for your organization, the individual loan originators in your organization can set up their unique images and messages on their own Zip landing sites, should you give them read and write access rights, which you can do in Editing Loan Originator Access Rights, see Zip Administrator's Guide

Banner and Colors

Use the Banner and Colors screen to configure the banner and colors of your Zip landing site.

NOTE: The banner and colors you configure here are NOT editable by individual loan originators. That is, the banner and colors you choose here will be the banner and colors for the Zip landing sites of all loan originators in your organization.

To set up your banner:

- 1. Select the Banner and Colors screen from the Borrower Portal menu.
- 2. If you do not want to display a banner, select the Do not display banner radio button.
- To display text as the banner, select the Display text radio button.
 When this option is selected, more fields appear to help tailor your text.



- 4. To display an image as the banner, select the Display image radio button. When this option is selected, more fields appear to help tailor your banner.
- 5. To set web address that opens when the banner is clicked:
- 6. Enter the URL in the Banner navigation options section.

Banner optio	ıs			
elect a banner o	ption and complete the I	elated information.		
⊙ Do not disp	ay banner			
🔿 Display tex	:			
🔿 Display ima	ge			
Banner navig	ation options			
lavigate to the f	blowing URL when the ba	anner is clicked:		
https://				

Loan Originators

On the Loan Originators screen, as the administrator, you can create new user accounts and configure their access rights.

- 1. Select the Loan Originators screen from the Borrower Portal menu.
- 2. Click the New User button in the Results section.

NOTE: By default, the new loan originator's Zip landing site will be the company default, which you can set up in Banner and Colors.

Results					New User
Loan Originator	Site #	Email	Web Address	Edit Users	Delete
<u>Ali Whitaker</u> ★	762	ali_whitaker@calyxsoftware.co m	<u>AliWhitaker.zipforhome-ga.com</u>	Ŕ	Ŵ

1



- 3. Enter new user contact information.
- 4. Select Borrower Portal user access.
 - Disable Site Choose this option to disable the loan originator's Zip landing site and interview portal, except for eSign and document request functions.
 - No Access Choose this option to enable the loan originator's Zip landing site and interview portal, and to not give the loan originator access to the Zip admin site.
 - Read Only/Limited Access Choose this option to enable the loan originator's Zip landing site and interview portal, and give the loan originator read-only access to the Zip admin site.
 - Edit/User Configurable Choose this option to enable the loan originator's Zip landing site and interview portal, and to give the loan originator read/write access to the Zip Admin site, which allows the loan originator to configure the image, company information, messages, etc. of their Zip landing site.
- 5. Add the loan originator's states and their license number. This will allow them to take applications in that state through Zip.

State Li	censes				Delete all Add all	Add
State	CA	\sim	License Number	33229912	Ŵ	
State	-	\sim	License Number		Ŵ	



Editing Loan Originator Zip Landing Page

1. Click the name of the loan originator in of the Results section table, after you have located their account.

Results					New User
Loan Originator	Site #	Email	Web Address	Edit Users	Delete
Calos Wong	2232	bowen_zhao@calyxsoftwar e.com	CalosWong.zipforhome-qa.com		Ŵ
					1

NOTE: To set this loan originator as the default loan originator to be assigned to the loan, in the scenario where the borrower fails to select a loan originator to work with when applying for a loan through your company main site, select the On radio button corresponding to Set as Default.



2. You can edit the company information, the greeting messages (English and Spanish), that appears on the loan originator's Zip landing site.

requires a web address to	ensure that potential borrowers can access each site. The web address automatically
ting up your web address,	please email the <u>Zip</u> setup team.
5 7 7	
CalosWong	. zipforhome-qa.com
CalosWong	. zipforhome-qa.com



Borrower Interview

On the Configuration screen, you can choose which types of questions to leave in the borrower interview portal. The grayed-out checkboxes (Contact and Submit) represent the pages of the borrower interview portal that cannot be left out,

Configuration

Check the boxes to indicate the information you want to include in your borrower interview.

Contact

- Loan and Property
 - StreetAddress
- Personal
 - Social Security Number
 - Employment
- Financial
 - Assets
 - Real Estate Owned
- Declarations
- Demographic
- 🗸 Submit
 - Document Collection



Disclaimer/Results

On the Disclaimer/Result screen, you can compose the disclaimer and thank you messages that appear before and after borrowers submit their applications in your organization's Zip borrower interview portal.

n e	Verdana	-	11pt	-	В	I	Α	- 1	A -	E	≣	3	
subr	nitting your i	nform	ation you	agree to	o our "	Term	1s of	Use	and !	Secur	itv a	nd P	Privacy Policies, You also expressly consent to bein
ntacte	ed by a repre	senta	tive of ou	r compa	ny to	com	plete	e this	info	rmatio	on.		
anish													
nish	1				1								
inish A	Verdana	Ŧ	11pt		В	I	A	- 1	<u>N</u> -	II.	Ē	3	≡
anish A	Verdana	Ŧ	11pt	Ŧ	В	I	A	- 1	<u>N</u> -	E	M	3	≣

Terms of Use/Privacy Policy

On the Terms of Use/Privacy Policy screen, you can compose the terms of use and privacy policy that are shown to borrowers before they submit their applications, and to which they must agree.



Terms of Use

English 4 Averdana B I A - A - E Ξ Ξ Ξ -11pt -Under Federal Law, we are required to provide you a copy of our Privacy Policy and Privacy Notice. Receiving this Privacy Policy and Privacy Notice is a necessary step in obtaining the particular financial product or service that you are requesting. We reserve the right to alter our Privacy Policy and Privacy Notice at any time. We will provide notice of any revised Policy and Notice to our current customers. If we decide to revise our Privacy Policy and Privacy Notice, in whole or in part, you can always review our current Policy and Notice at our website or contact us for a copy. I acknowledge that receiving a copy of this Privacy Policy and Privacy Notice is a step necessary in obtaining the particular financial product or service that I am requesting and I agree to Spanish 🔨 🥐 Verdana -11pt -BIA-A E E 3 8 Bajo la Ley Federal, nosotros somos requeridos a proporcionarle una copia de nuestra Política de la Intimidad y Nota de Intimidad. Recibir esta Política de la Intimidad y Nota de Intimidad son un paso necesario a obtener el producto o el servicio financieros particulares que usted solicita. Reservamos el derecho de alterar nuestra Política de la Intimidad y Nota de Intimidad en tiempo. Proporcionaremos nota de alguna Política y la Nota revisadas a nuestros clientes actuales. Si decidimos revisar nuestra Política de la Intimidad y Nota de Intimidad, en el total o en la parte, usted siempre puede revisar nuestra Política y la Nota actuales en nuestro sitio web o nos contacta para una copia.

Retention Policy

On the Retention Policy screen, as the administrator, you can determine how long your organization retains borrower information before it is deleted.

Disclosure & eSignature deral law requires you to retain electronic disclosures and electronically signed documents for a minimum of 1 days to ensure plicants have sufficient time to access them and review Retain electronic disclosures and electronically signed documents for 90 days (minimum 1 day)	Retain loan Informati	ion for 60 days (Retention period must be between 1 and 365 days.)
ederal law requires you to retain electronic disclosures and electronically signed documents for a minimum of 1 days to ensure oplicants have sufficient time to access them and review Retain electronic disclosures and electronically signed documents for 90 days (minimum 1 day)	Disclosure & eSig	inature
Retain electronic disclosures and electronically signed documents for 90 days (minimum 1 day)	ederal law requires you applicants have sufficier	u to retain electronic disclosures and electronically signed documents for a minimum of 1 days to ensure nt time to access them and review
Retain electronic disclosures and electronically signed documents for 90 days (minimum 1 day)		
	Retain electronic disc	cosures and electronically signed documents for 90 days (minimum 1 day)



Email Preferences

Use the Email menu to set up your organization's email addresses and notification emails.

Set Emails Address

In the Primary Email Address section, enter the email address, where you will receive an email whenever a borrower submits a loan through your Zip interview portal.

Primary Email Address									
Enter your primar identifier.	y email address where borrower interviews should be sent. The email entered here will become part of your login								
Email									

Optional, in the Additional Email Addresses section, enter additional email(s) to receive notifications when loans are submitted.

Additional Email Addresses									
Enter any additional email addresses	s where email notifications should be sent. Additional emails will only receive notification from admin.								
Email 1	±								

In the LO's Notification Email Receiving Settings section, you can choose whether to receive an email notification whenever a loan is submitted through the Zip interview portal of your organization's loan originator(s).

LO's Not	O's Notification Email Receiving Settings									
You can en	able or	disable receiving notification emails from LO. Also you can set the email to receive.								
⊖ On	•	ff								
Email										

Calyx Technology, Inc. © *Calyx Technology, Inc.* 2011-2020. All rights reserved.



Edit Emails

On the Edit Emails screen, as the administrator, you can customize the thank you email sent to borrowers after they have submitted loans through Zip.

To customize your emails:

- 1. Select the Edit Email screen from the Email menu.
- 2. Select the down arrow next to the email notification you want to change.
- 3. Make your edits to your email.

Thank You Email

Customize the thank you email sent to the borrower when they submit an interview. As a convenience to the borrower, we recommend you include your contact information and any other information you want them to know.

English												
Subject	Loan in	formation	recei	ived								
Message	♦ ♦	「						EE3E				
	Hi {Bor Succes What's	rrowerNam s! Thank yo Next:	e} ou fo	or submitt	ing yo	our lo	an	inter	view			
	We are	reviewing	your	informat	ion no	ow an	nd v	vill re	each	out	to you with next steps shortly.	-
Spanish												
Subject	Confirm	nación de	la S	olicitud d	e Pre	éstam	10					
Message	♦ ♦	Verdana	÷	11pt	-	В	I	A	-	A -	EE3E	
	Gracias próxim	Gracias por enviar su información. Actualmente la estamos revisando y le responderemos en breve con los próximos pasos.							^			
	Si dese - Los ta	a recoger l alones de c	los si hequ	iguientes Je para to	docur dos la	mento os tra	os q baj	iue s os ac	ean tual	nece es de	sarios antes de la aprobación del préstamo: e los pasados treinta días.	-
Email I Customi: request footer. A applican	Notification ze the email documents fr us a convenien t to know.	ns messages to rom an appli nce to the aj	senc cant. pplica	d to applica The email int, we reco	ints wi it cont omme	hen do tains s nd you	ocun secti u inc	nents ions f clude	are or th your	sent e intr cont	from your LOS for electronic signature or when you roduction, the link to access the eSignature request, an act information and any other information you want the	d a
Docur	ments ready f	for eSignatu	ire								v	
Reque	est for docum	ients									v	
Loan	interview req	uest email									v	
VOA r	request email										v	



Reports

In the Reports menu, as the administrator, you can run various reports and view statistics that gauge your organization's loan activity.

Borrower Interview Reports

On the Borrower Interview Report screen, you can search for loan interviews by loan originator, borrower email, or date.

Loan Originator Name	Choose option
	(You can search by first or last name.)
Borrower Email	Choose option
Loans originated date	and

To resend the application to Point, click Resend in the Results section table.

Results					Exc	el Download
Click "Resend" to re-imp	port the applicat	tion.				
Date	First	Last	Borrower Email	Phone	Loan Originator	Resend
08/09/2018 09:59:13	Bewon	Zaho	bowen_zhao@calyxsoftware. com	<u>408-448-5252</u>	Bowen C Zhao	<u>Resend</u>

Ink-It Reports

You can search for electronic signature documents that were sent out to borrowers.

Select Ink-it Reports and choose the way you want to search: Loan originator name, Borrower Email or E-signature request date.

If you want to see the documents that were sent, click on the Package Name and select view.



Borrower Uploaded Document

On the Borrower Uploaded Document screen, you can search for borrower uploaded documents

Select the Borrower Uploaded Document and choose the way you want to search: Loan originator name, Borrower Email or Document request sent date.

If you want to see the documents that were sent, click on the Package Name and it will download to your computer.

Billing Statement Report

On the Billing Statement Report screen, you can search for billing statements by month or by loan originator.

Select the month from the Month dropdown list, which lists every month since the first month you became a Zip customer.

The Results section shows the number of loans submitted via your organization (all borrower interview portals), eSign documents sent, and the cost of each and of the total, during the selected month.

Borrower Statistics

On the Borrower Statistics screen, you can view the loan submission statistics for your organization.

The Registered borrowers table shows the number of borrowers who submitted loans and registered accounts to see their loan progression.



Click the number to open and view the names of the Registered Borrowers.



Registered Borrowers			×
Borrower Email Choose of	ption		Search
Borrower Email	Registration Date	Loan Submission Date	Loan Originator
bowen_zhao@calyxsoftware.com	03/24/2020	03/24/2020	Bill Ho
bowen_zhao@calyxsoftware.com	03/24/2020	03/24/2020	Bowen C Zhao
bowen_zhao@calyxsoftware.com	02/24/2020	02/24/2020	Calos Wong
			1

In the Search section, you can search borrower statistics by loan originator or date.

- The Get Started column shows the number of loans submitted (successful and abandoned) via your organization (all borrower interview portals).
- The Abandonments column shows the number of loans that were abandoned by borrowers.
- The Submission column shows number of successful loan submissions.



Loan Submission Report

Loan Originator Name	X Bill Ho	h by first or last nar	me.)		
Date between		and			
			Search		
			Search		
Results			Jearch		
Results Loan Submissions		Get Started	Abandonments	Submissions	
Results Loan Submissions	Numbers	Get Started	Abandonments	Submissions 1	

Registered borrowers

	Registered borrowers
Numbers	1



Settings

In the Settings menu, as the administrator, you can configure the settings for document collection and VOA (verification of asset) during the interview process in the Zip borrower interview portal.

Document Template

You can set the list of documents to collect from borrowers during the interview process in the Zip interview portal, such as bank statements, government IDs, etc.

- 1. Select the Document Template screen from the Settings menu.
- 2. In the Document 1 field, enter the type of the document to be collected. For example: Government-issued ID
- 3. In the Note field, enter more information about the type of document. For example: Driver's License, Passport, etc.
- 4. To add more requested documents, click the add icon, highlighted in the image below.

Set Documer	nts
Below set the na	me(s) of the documents you need to receive from the borrower. The maximum is 20.
Document 1	Goverment-issued ID
Note	Driver's License, ID Card, Passport.
Document 2	
Note	



VOA Settings

On the VOA Settings screen, you can choose whether to enable the verification of asset feature. You can choose to use your own FormFree® account if you have one.

- 1. Select the VOA Settings screen from the Settings menu.
- 2. To enable or disable the verification of asset feature, select the On or Off radio buttons.
- 3. If you have a FormFree® Account, enter your user ID and password to receive VOA reports.

Payment Management

On the Payment Management screen, as the administrator, you can set up the payment method for you company Zip account. Payment options are available for ACH and credit card.

Payment Management				
Select your payment method and	d enter your contact information a	nd payment information f	or billing purposes. (* Required fields)	
Select payment method*	Please Choose	~		



Within Point

Sync Zip Site and Point and Setup Preferences

- 1. Go to Utilities and select Zip/Webcaster Preferences.
- 2. Change option to Zip at top.



3. Enter Administration Login Information, which can be found on the Zip Admin Loan Originator page.

📂 zip

Zip/WebCaster Preference	25	×
	Connect to: 📀 Zip	C Webcaster
Administration Login Informa Administrator E-Mail Password Web Site # Web Site Address https://	tion	Notification Instructions Notify when application is received at website Check for loan applications every 15 ymminutes
Download Instructions		Proxy Server Connection Instructions
Default Destination Folder	Leads [PDS]	Proxy Server
Default Naming Option	 Manual Naming Point's Auto File Naming 	Port
File Type	C Zip Auto File Naming C PRS (Prospect file) BRW (Borrower file)	Usemame Password Domain
	ОК	Cancel

- 4. In Download Instructions select the data folder you want the file to be import, from the dropdown menu.
- 5. Choose how you want the file to be named, with your pre-setup autofilenaming system or with Zip's naming system.
- 6. Choose what side of Point the file will be imported.

Downloading Zip Applications

- 1. Open Point and select the Import from Zip/Webcaster button in the left navigation panel.
- 2. A box appears, showing all applications that are available to be imported into Point. Check that your import settings are correct and click Import.



*Navigation Panel	Import f	rom Zip/Web	Caster					
🚯 Loans 🛞	ID I	Last Name	First Name	Email	Date	Loan Officer	Туре	VOA Report
Search Loans Data Folder: Leads [PDS]	464	wallace	charles	wamersis81@yahoo.com	6/15/2020	Ali Whitaker	Long	
C Prospect Borrower								
Search By:								
Last Name								
Begins with								
(leave blank to list all)	Check	All Desti	ort to Point nation Folder Le ming Option	eads [PDS]		T		
Search		C	Manual Naming	Point's Auto File Namin	g C Zip Auto	File Naming		
Advanced Search		C	e Type PRS (Prospect)	• BRW (Borrower)				
List Co-Borrowers				Import	Close		F	Press F1 for Help
Import from Zip/WebCaster								

3. After importing a dialog box, it shows the file upload has been completed. You can now locate your file in your data folder.

Vew borrower files	will be created in 'Leads [PDS]'	
> (20200617000) Ipdating borrower Ione.	created in 'Leads [PDS]' list.	

Requesting Borrower Documents

1. Go to Track > Status > Document Requests.





2. Select the document(s) description that you want to request from your borrower, and then click Send/Retrieve.

NOTE: You can select multiple documents by holding the CTRL key on your keyboard.

D	ocument Requests									
	Edit	Insert	Delete	Send/Retrieve	Conversation Log	Add to Checklist Remove from Checklist				
	🕕 Req'd	Due Date	🖆 Requested	🖆 Re-requested	d Collected	Document Description				
II.	✓					Borrower: Gov't Issued Photo ID				
Ш	\checkmark		Γ	Γ	Γ	Borrower: YTD Paystub - most recent 30 days				
						Borrower: Last 2 years W2/1099				
						Borrower: Last 2 years Tax Returns, All Pages				
Ш	•					Co-Borrower: Gov't Issued Photo ID				
Ш	✓		Γ	Γ	Γ	Co-Borrower: YTD Paystub - most recent 30 days				

3. A summary screen will show you the email that the document request will be sent to, as well as all the documents you selected from your list. You can add notes to your borrowers at the bottom before selecting Send/Retrieve.



Forms Selected		Due Date	
Somower: Last 2 years W2/1099			
orrower: Last 2 years Tax Returns, All Pag	es		
tes to Borrower			

After your documents are sent you will see a status page showing each document with success or failure.

Document Transaction Status		×
Document Description	Action Type	Status
Borrower: Last 2 years W2/1099	Request document	Success
Borrower: Last 2 years Tax Returns, All Pages	Request document	Success

Retrieving Borrower Documents and e-Signature Documents

You will receive a completion email when the borrower has sent any of the requested documents.

- 1. Open the borrower's file in Point.
- 2. Select eLoanfile and the document manager from the list.





3. Click the Send/Retrieve button and your borrower's documents will be loaded into the document manager.

<u>ð</u> Docume	L Document Management X									
Stacking On	tacking Order Rest					Search Descriptions				
Show		Inactive	Package Typ	e All	•	eDisclosure	e Consent: Yes		Conver	sation Log
Select Document(s) Select All Deselect All Move Up Down View Compare Add Edit Delete Email Print Save As Ser							Send/Retrieve.	Package Date		
Stored	Activ	e Category	Borrower	Co-Borrower	Туре	Description	Package Type	Package Date	Received From	Stored By
07/23/201	•	All			Other	application			Point Generated Form	awhitaker
07/23/201	9 🔽	All			Other	application			Point Generated Form	awhitaker

4. Select Add after it loads.

How to send Ink-It/e-Signatures to your borrower

- 1. Confirm the following fields contain valid entries for both the borrower and co-borrower on the Borrower Information screen.
 - Name: First, Last
 - o SSN
 - \circ DOB
 - o E-Mail
- 2. Select File > Print from the main menu, to open the Borrower Forms dialog box, or click the printer icon on the toolbar.
- 3. Select the documents that require a signature from the Forms tabs.
- 4. Select INK-it from the Output Option dropdown list.



5. Click the INK-it button.

Borrower Forms								\times
Envelopes Custom Forms	Pr	int Groups	ļ	Forms Selected		4	×	Deselect
Forms FHA/VA Ve	enifs	Tracking		Loan Estimate	Page 1			
Loan Application - Unmarried Addendi Lender Loan Information - Pg 1 Lender Loan Information - Pg 2	um (Co-Bor)	^		Loan Estimate Loan Estimate	Page 2 Page 3			
Fees Worksheet Fees Worksheet Summary Fees Worksheet Detail			ł					
Loan Estimate Page 1 Loan Estimate Page 2 Loan Estimate Page 3			ł					
LE - Payoffs and Adjustments								
Written List of Service Providers (Can	Shop For)	~						
New Construction Statement: LE Rev	not Shop Fo ision	r)						
Intent to Proceed with Application	laion							
Loan Estimate Changed Circumstance	•							
Closing Disclosure Page 1								
Closing Disclosure Page 2								
Closing Disclosure Page 3				<				>
Closing Disclosure Page 4				,	_			_
Closing Disclosure - Seller page 1				Output Option:	INK-it			 Font
Closing Disclosure - Seller page 2			1				_	
CD - Payoffs and Payments				Print Option:	Form with d	lata	1	*
					Print in a	order of paper	r size	2
Good Fath Estimate Page 1					Ctore as	one file		
Good Faith Estimate Page 3			١,		IM Stole as	one nie		,
GFF Service Providers List (without Fr	ees)	~	1	* IN	IK-it		Clos	e
Last Update: 06/01/2020	Updat	ed Forms						
Press F1 for Help			_					

- 6. Enter a name in the Document Package Name field.
- 7. Select the Send as one PDF check box to combine all the forms into one PDF document.

INK-it		×
Send To Borrower Email:	ali.whitaker@calyxsoftware.com	
Send To CoBorrower Email:		
Document Package Name:		Due Date: 07/17/2020
(*) - Forms with Signature(s)	Send as one PDF	

- 8. Complete the Sender's Information sections.
- 9. Click Send/Retrieve.



Sender's Information Name: Ali Whitaker	Company: My Mortgage Company
Email Address: ali_whitaker@calyxsoftware.co	n
	Send/Retrieve Cancel

Note: If the package expires before the borrower returns the signed documents, the link in their email becomes deactivated and the package must be sent again.

The documents are sent to the borrowers for their electronic signature.

Borrowers receive an email, alerting them they have documents pending their signature. The borrowers are required to authenticate their identity by entering their date of birth and the last four digits of their social security number to access the documents.

The document transmission is recorded in the Ink-it Request section on the Track > Status screen.

	INK-it Document Req	juest			7	
	Edit	Delete		Send/Retrieve	Send Reminder Email	
I	Due Date	C Requested	🗳 Re-reque	ested 📑 Collec	ted Document Package Name	
	★ 04/01/2020	× 03/02/2020			app 1	



Contact Us

Get more from your software. Calyx Professional Services Group works with you to understand and uncover your needs. Our technical and mortgage experts help you build, support, and maintain the infrastructure you require to quickly and efficiently grow your business.

We can help you:

- Set up proper permissions for user groups, audit trails, and upgrade policies
- Boost effectiveness in a multi-location environment
- Plan for the future by developing and maintaining multiple template sets for centralized control and rapid download to all clients
- Enhance users' productivity via streamlined and intuitive workflows
- Decrease cost with hands-on instruction and education that speeds up orientation and Manager implementation
- Expand possibilities and achieve results through a well-designed and efficient data migration

For more information about Calyx Professional Services fees and time slots available, contact Sales at 800.362.2599, option 1.

Access free training in the <u>Calyx Customer Portal</u> or contact <u>Dedicated Customer</u> <u>Service</u> for support at 800.342.2599.