**Master Onboarding Template – Short Version**

This form will help us get your company up and running fast.

After completing this form, we can begin working on your account setup & detailed configuration. During our training calls, we will review how we configured your account, so you and your back office admin managers can also make modifications as needed.

**1) User Set up (**[**Quick Video**](https://lendingwise.elevio.help/en/articles/68)**) / Organization Map (**[**Link**](https://www.mindomo.com/mindmap/lw-org-chart-sales-176951bacacc4057a5335c90d5cf2911)**)**

Please list all of your back office employees/users (Processor, Managers, Underwriters, Etc…

**Note**: These users will typically see all files from all branches, loan officers & brokers. However, there is a permission for a back office user to only see files for a branch or files assigned to them

| Back Office Employees | | |
| --- | --- | --- |
| Name | Email | Role |
| John Smith | johnsmith@companyname.com | Manager |
| Miguel Feal | miguelfeal@companyname.com | Processing Manager |
|  |  |  |

Please list Branches or Account Executives managing different brokers/loan officers

Branches act as sub accounts that have their own network of brokers or loan officers and borrowers. For example, account executives, correspondents, or satellite branches/divisions.   
  
FYI: Every loan file must be linked to a branch, that's why every account has one created by default.

| Branches | |
| --- | --- |
| Name | Email |
| Main Branch | tonymiller@companyname.com |
| Corporate | info@companyname.com |
|  |  |

| Please list all of your Loan Officers along with which branch/account manager they are assigned to | | | |
| --- | --- | --- | --- |
| Name | Email | Branch Assigned | |
| Jose Garcia | john@name.com | Corporate | |
|  |  |  | |

| Please list all of your Mortgage Brokers along with which branch/account manager they are assigned to | | | |
| --- | --- | --- | --- |
| Name | Email | Branch Name | |
| Miguel Feal | miguels@loan.com | West Palm Beach | |
|  |  |  | |

**2. Loan Programs**

Please list all of your loan programs in your company, below are some examples. You can always remove the loan programs not applicable to your company.

Loan programs are the names of the type of loans you offer, which can be assigned to the form fields in the quick & full app. If you take a look at this [example](https://app.lendingwise.com/HMLOWebForm.php?bRc=956180db0158a613&fOpt=8e614f58c0d670e4&op=aa4465703ef4b17e), when you change the loan program ‘Fix and Flip’ to ‘Refinance’, the form fields are changed in each section.

Note:

| Commercial/Residential Real Estate | Business Funding |
| --- | --- |
| • 2nd Lien Trust Deed  • ADC Acquire-Develop-Construct  • Blanket/Portfolio Loan  • Bridge Loan  • Cash Out Refi  • Commercial  • Commercial Bridge  • Commercial- Construction to Perm  • Commercial- Value Add  • Commercial-Land  • Commercial-New Construction  • Conventional Financing  • Fix and Flip  • Joint Venture Rehab  • Land  • New Construction  • Non-QM  • Purchase Only  • Refinance  • Rental Loan  • SBA-504  • Small Balance Commercial  • Transactional Funding | • Asset Based Line of Credit  • Equipment  • Franchise Financing  • Merchant Cash Advance- MCA  • SBA-7a  • SBA-Payroll Protection  • Term Loan-Working Capital  • Unsecured Line of Credit |

**3. Loan Stages / Primary Loan Status / Milestones**

Below are the default primary statuses for a loan file, feel free to edit or add additional statuses below. Please put them in your desired order. This will also represent your pipeline view.

Place an **X** in the cell to represent if user type should be able to edit the loan file, while in the specific status.

Highlight the status that you want to see in your dashboard view

| **File Stage** | **Back Office** | **Branch** | **Loan Officer** | **Broker** | **Borrower** |
| --- | --- | --- | --- | --- | --- |
| Lead | X | X | X | X | X |
| Application Started | X | X | X | X | X |
| Completed app | X | X | X | X |  |
| Pre-Approved | X | X |  |  |  |
| Processing | X |  |  |  |  |
| Underwriting | X |  |  |  |  |
| Clear to Close | X |  |  |  |  |
| Closed Loan | X |  |  |  |  |
| Servicing | X |  |  |  |  |
| Active Draws | X |  |  |  |  |
| Archived | X |  |  |  |  |

**4. Changing or Adding Sub Statuses**

Article [link](https://lendingwise.elevio.help/en/articles/85)

Below are some default categories & sub statuses. These act like tags, so a loan file can have many tags simultaneously, which make it easy to search and see sub status at a glance. You can add/remove additional categories or sub statuses:

| **Accounting** | **Application** | **Closing** |
| --- | --- | --- |
| 120 day past due  15 day past due  30 day past due  60 day past due  Refund Issued  90 day past due  Broker commission owed  Broker commission paid  Chargeback Dispute  Invoice Sent  Money Owed  Past Due  Pending refund  Refund denied | Title / Seller Delays  Borrower Not Qualified  Borrower Unreachable  Other - See Notes  Property Not Qualified  Waiting on Purchase Contract  Background check auth  Credit Pull Auth  Needs Loan Term Signature  Waiting on Past Deals Sheet  Waiting on Rehab Budget | Other – See Notes  Waiting on Closing Date |
| **Lead Management** | **Processing** | **Underwriting** |
| Appointment Set  Asked for Referral  Bad Lead  Cold lead  Contacted  Contract Sent  Discussing with Partner  Follow up Set  Hot Lead  Left Message  Not Interested  Sent Referral  Unavailable  Warm Lead  Welcome Pack Sent  Wrong Number | Application In Review  Appraisal Pending  Authorization Sent  In Legal Review  In Process  Missing Documents  on hold  Pending client feedback  Pending Insurance Coverage  Pending Manager Review  Pending QC  Verifying Funds  Welcome pack sent  Background Under Review  Borrower Unreachable | Asset Verification Review  Construction Budget In Review  Entity review  In Legal Review  Property Valuation Review  Purchase Agreement Review  Rehab Cost In Review  Title Review  Borrower Unreachable |

**5. Customize Your Quick App & Full App Form Fields**

**Please provide your loan applications. Make sure to include the loan program mentioned in step #2. These could be in the format of a PDF, web form you have in your website and similar. This is to review your current set up of intake of an application.**

Example webform with All fields available in LendingWise[link](https://app.lendingwise.com/HMLOWebForm.php?bRc=e4e75f047173cd24&fOpt=8e614f58c0d670e4&lid=03155f04e9d3daeb&opt=e637bd2de4735343&ft=HMLO&op=69ae9aa7bfc04392&sl=b53c6fbc904e3432fe851f3f20e5af08&aud=f4b4fae2e82ee3a7&so=f4b4fae2e82ee3a7)

[Example Quick Application](https://app.lendingwise.com/HMLOWebForm.php?bRc=58bff47b4f93639a&fOpt=8e614f58c0d670e4&lid=6323a31b0c6a6189&opt=e637bd2de4735343&ft=HMLO&op=aa4465703ef4b17e&UType=00eedfe87c52b964) (Long Form) [Multi-Step Quick App Form](https://app.lendingwise.com/HMLOWebForm.php?bRc=58bff47b4f93639a&fOpt=8e614f58c0d670e4&lid=6323a31b0c6a6189&opt=e637bd2de4735343&ft=HMLO&op=aa4465703ef4b17e&UType=00eedfe87c52b964&view=c5e7c430d26333b5)

[Example Full Application](https://app.lendingwise.com/HMLOWebForm.php?bRc=58bff47b4f93639a&fOpt=8e614f58c0d670e4&lid=6323a31b0c6a6189&opt=e637bd2de4735343&ft=HMLO&op=69ae9aa7bfc04392&UType=00eedfe87c52b964) (Long Form) [Multi-Step Full App Form](https://app.lendingwise.com/HMLOWebForm.php?bRc=58bff47b4f93639a&fOpt=8e614f58c0d670e4&lid=6323a31b0c6a6189&opt=e637bd2de4735343&ft=HMLO&op=69ae9aa7bfc04392&UType=00eedfe87c52b964&view=c5e7c430d26333b5)

**6. Setting Up Default Required docs based on loan programs:**

Example Use Case:

1. “Rehab/Construction Budget” to be required if the loan program is Fix and Flip, or New Construction
2. Inside the system you can set advanced conditional logic for required docs based on the transaction type, property type, property state, borrower/entity type, etc…
3. Set “Required By” for who will be responsible for uploading/providing the document. Is it the mortgage Broker/Loan Officer, Borrower, Branch, or back office employee only?

**Required Document List**

| **Document** | **Required By** | | | **Linked to a unique loan program? (Assumed ON for all programs)** |
| --- | --- | --- | --- | --- |
|  | Borrower | Broker/LO/Branch | Back office | Loan Program Name(s) |
| Background Check |  |  | x | All |
| Borrower-ACH Payment Authorization | x | x | x | All |
| Business Bank Statements | x | x | x | All |
| Closing Statement |  |  | x | All |
| Condo Questionnaire | x | x | x | Bridge Loan, Fix and Flip |
| Credit Report |  |  | x | All |
| Detailed Scope of Work | x | x | x | All |
| Drivers License or other form of ID | X | X | X | All |
| Articles of Incorporation |  |  |  |  |
| Hazard Insurance |  |  |  |  |
| Last 2 years tax returns |  |  |  | SBA, Conventional financing |
| Operating Agreement |  |  |  |  |
| Prelim Title Search |  |  | X |  |
| Property Appraisal |  |  | X |  |
| Property AVM |  |  | X |  |
| Purchase Contract | X | X | X |  |
| Rent Roll | X | X | X | Commercial |
| Schedule of Subject Properties | X | X | X | Blanket/Portfolio |
| Signed Term Sheet | X | X | X |  |
| Spousal Consent Form | X | X | X |  |
| Voided Check | X | X | X |  |
| Exit Strategy Letter | X | X | X | bridge, fix & flip, construction, |
| Sponsor Resume | X | X | X | ADC Acquire-Develop-Construct |
| Miscellaneous | X | X | X |  |

**7. Workflows**

Please provide us if you have a checklist or workflow steps that your company follows.

Workflow steps represent action items that need to be done. When using a workflow inside a loan file, you will see steps with a status drop down [*Completed, Pending, Needs Legal Review, Needs Manager Review, Not Applicable*] and a notes box, so all users can see real time status of all steps with detailed notes

Pro Tip: Workflow steps can be conditional to the loan program, transaction type, property type, State, etc… You can set that in the system or highlight & comment teh conditional requirement here.

These are the system default workflows:

**Application Workflow**

1. Discuss Details with Client & Set correct loan program
2. Send link to Full App
3. Price out the loan and send term sheet
4. Verify initial required docs are uploaded
5. Verify loan eligibility
6. Collect payment for application, due diligence, appraisal
7. Change status to processing & notify management or processing coordinator

**Processing & Underwriting Workflow**

1. Verify signed loan app, term sheet, & payment received
2. Run Title-Lien Search
3. Perform Legal Review of entity & authorized signers
4. Open title or escrow
5. Order Credit & Background check
6. Order Appraisal or AVM or BPO, if applicable
7. Order or update property insurance coverage
8. Underwrite loan and place with correct investor or lender
9. Order Payoff, if refi
10. Review & Approve Preliminary HUD
11. Verify all required docs are uploaded & correct
12. Schedule Closing day, time, place with all parties

**Closing Workflow**

1. Prepare Closing Docs
2. Confirm Closing day, time, place with all parties
3. Prepare & Send Closing Instructions
4. Complete funding conditions checklist
5. Send Final HUD
6. Review & Approve executed loan package
7. Initiate & Confirm Wire received

**Post Closing Workflow**

1. Create & Stack loan package Recorded mortgage, Note, Deed, etc…
2. Upload Original Title Policy
3. Onboard Loan Servicer
4. Send stacked loan package to lender or investor custodian
5. Activate Payment Reminder automated drip
6. Send coupon or payment schedule to borrower

8. Logo

* Please provide your logo

Once ready, please email [support@lendingwise.com](mailto:support@lendingwise.com) this completed form, and schedule a meeting using this [link](https://calendly.com/lw-kick-off/kick-off?month=2021-09)