

GET CONNECTED



Total Quality Loan[®] (TQL[®]) program by ICE Mortgage Technology[™]

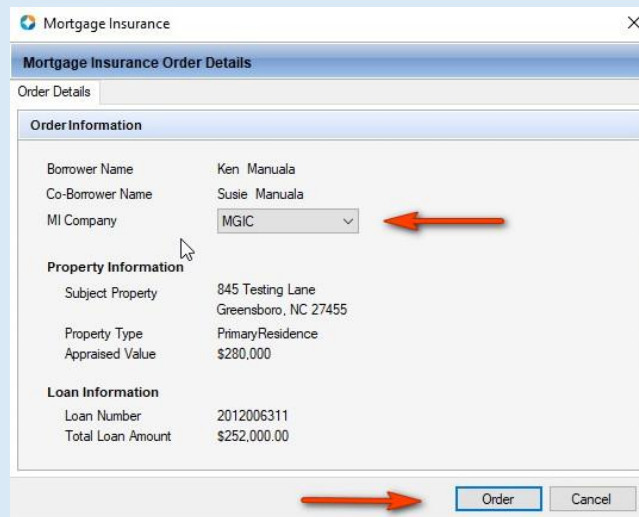
Manual Orders Guide

1. Order Mortgage Insurance

Open the loan file and from the **Tools** menu, select **TQL Services**.

Go the **Mortgage Insurance Service Orders** panel and click **Order**.

In the **Mortgage Insurance** window, use the drop-down menu to select **MGIC** as the **MI Company** and click **Order**.



| Order Information | |
|----------------------|--|
| Borrower Name | Ken Manuala |
| Co-Borrower Name | Susie Manuala |
| MI Company | MGIC |
| Property Information | |
| Subject Property | 845 Testing Lane Greensboro, NC 27455 |
| Property Type | PrimaryResidence |
| Appraised Value | \$280,000 |
| Loan Information | |
| Loan Number | 2012006311 |
| Total Loan Amount | \$252,000.00 |

Review and update **Order Information** to complete your request. Fields will only display available options configured by your Encompass® administrator.

If **Request Type** is Delegated MI, Non-Delegated MI, or Contract UW, select the **MGIC Rate Quote ID** from the **Rate Quote ID** drop-down menu or enter it manually if your Rate Quote was obtained outside of your Encompass interface.

2. Add Documents (Non-Delegated and Contract UW)

In the **MGIC Mortgage Insurance Request** window, **click Add/Remove Files** to include documents with your MI order.

In the **Attach Documents** window:

- Select the source of your documents
- Click the **New** icon
- Select your document(s)
- Click **Continue**

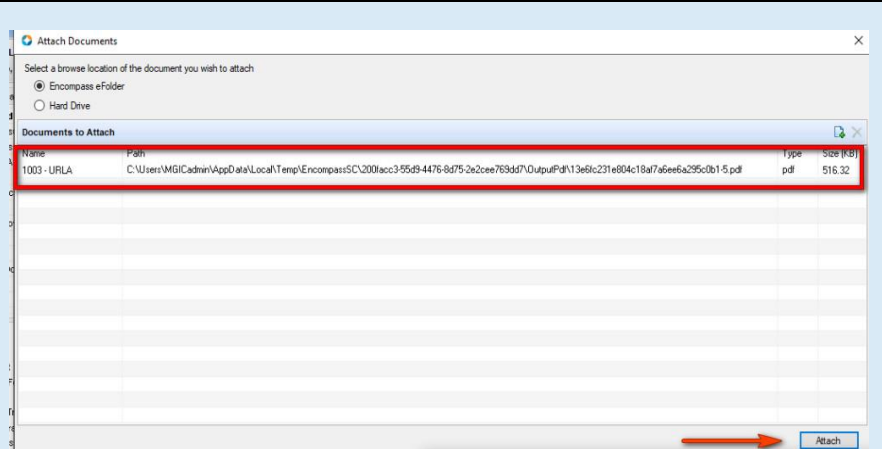
| Name | Requested From | For Borrower Pair | Status | Date |
|--------------------|----------------|-----------------------|----------|----------|
| 1003 - URLA | Mgic | Ken and Susie Manuala | Received | 12/29/20 |
| Mortgage Insurance | Mgic | Ken and Susie Manuala | Received | 12/29/20 |
| Mortgage Insurance | Mgic | Ken and Susie Manuala | Received | 12/29/20 |

The **Attach Document** screen displays with your document(s).

Click **Attach**.

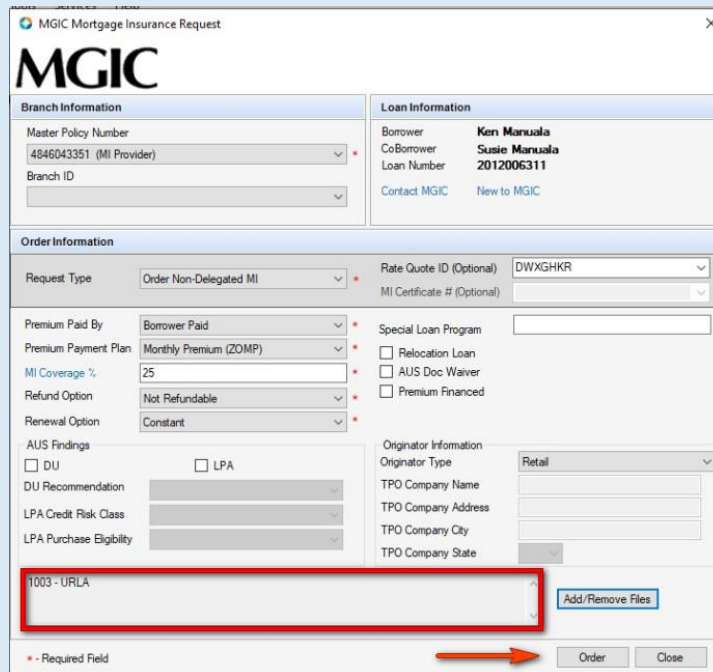
After you have completed attaching all your documents, confirm they are displayed in the **Documents to Attach** panel.

NOTE: Ensure the documents you are attaching are not open on your desktop.



In the **MGIC Mortgage Insurance Request** window, confirm your documents display in the bottom left panel.

Click **Order**.



3. View Order Screen Details and Check Status

Once you submit the MI order, you will be directed to the **TQL Services** tool. The **Mortgage Insurance Service Orders** panel has automatically been updated with the details of your order.

- The **Messages** panel displays the messages returned to Encompass by MGIC.
- The **Document Upload** column updates with a **Manage Documents** link for MI orders. Click this link to upload and send additional documents to MGIC.
- If you have imported fees related to an order, the **Fees Imported** column displays a green check mark. Only 1 order in the order history will display a green check mark.
- In the **Documents** panel, click the document icon to view the Rate Quote PDF or Commitment Certificate
- Use the **Check Status** link to update the status of the pending order.

The screenshot displays the TQL Services interface. At the top, there is a header for 'TQL Services' with an 'Add to eFolder' button. Below this, a message states: 'The TQL Services can be used to order a variety of reports that help to ensure loan quality. You may order and view reports using the following service panels.' There are three service panels: 'Valuation Service Orders (0)', 'Flood Service Orders (0)', and 'Mortgage Insurance Service Orders (3)'. The 'Mortgage Insurance Service Orders' panel is expanded, showing a table with columns: Order Date, Order Number, User ID, Provider, Order Type, Status, Fees Imported, Document Upload, and Check Status. The table contains three rows of data. The first row has a green check mark in the 'Fees Imported' column and a 'Manage Documents' link in the 'Document Upload' column. Below the table, there are sections for 'Documents (1)' and 'Messages (1)'. The 'Messages' section shows a message: 'Thank you for your order! Your reference number is: 3451270 - Certificate Number: 60442086.' There are also 'View Fees' and 'Comments' sections at the bottom.

| Order Date | Order Number | User ID | Provider | Order Type | Status | Fees Imported | Document Upload | Check Status |
|---------------------|--------------|---------|----------|---------------|----------|---------------|------------------|--------------|
| 12/29/2020 11:16 AM | 60442086 | mary | MGIC | Non Delegated | Approved | ✓ | Manage Documents | Check Status |
| 12/29/2020 11:11 AM | DWNGHHR | mary | MGIC | Rate Quote | Eligible | | | |
| 12/29/2020 11:08 AM | 2H47KTT | mary | MGIC | Rate Quote | Eligible | | | |