Building Automated Workflows for Faster Loan Processing

Creating Intelligent Workflow Decisioning for Your EPN Orders*

The EPN settlement services platform allows managers to create smart, fast custom workflow logic for lenders that will evaluate returned data, then automatically order additional products. Custom workflow logic starts with an AVM order. Based on the returned AVM results – a Hit or a No-Hit – a decision will be made by EPN to move forward with automatically ordering additional products based on the lender's setup.

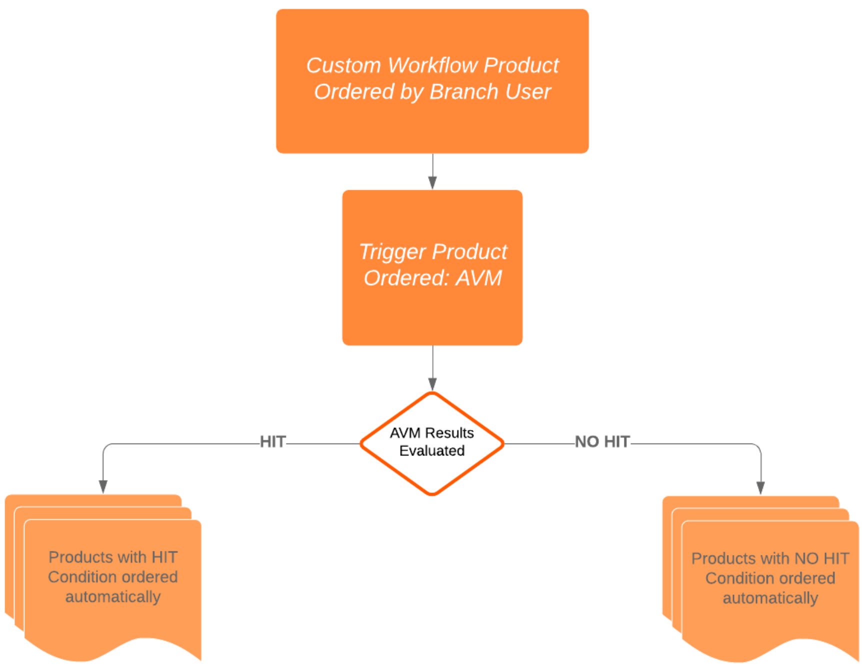
Contents

**The Custom Workflow feature is in a limited Beta release at this time, and functionality and documentation is subject to change.*

Overview

Custom workflows are setup on the client company, at the lender's branch level, so individual branches can have different workflows according to how they process loans. Branches can have as many custom workflows setup as they want: they can select which workflow they want to order from the main ordering screen.

As the custom workflow is created and vendors and products are added to the process, the ordering screen data entry fields are automatically created and combined on the fly. Then, when a user under this branch chooses the custom workflow, all required vendor and product data fields will be added to the ordering screen for the user. All the user has to do is fill out all required fields and click the **Order** button to begin the custom workflow process.



When the process moves forward, the automated workflow will take one of two paths as the diagram shows above, which can be set on the branch of the lender. Depending on the lender setup, the remaining products will be ordered at the same time, with multiple outputs being returned, reducing the need to order products individually and increasing efficiency to loan processing.

Important Note: in the limited beta release phase, custom workflows cannot be edited or changed once they are saved. If the need arises to edit the workflow after it has been created, it needs to be deleted and re-added.

Questions about this process can be directed to SharperLending Customer Service at (800)452-1174 option 4, or email Support@EPNSolutions.com

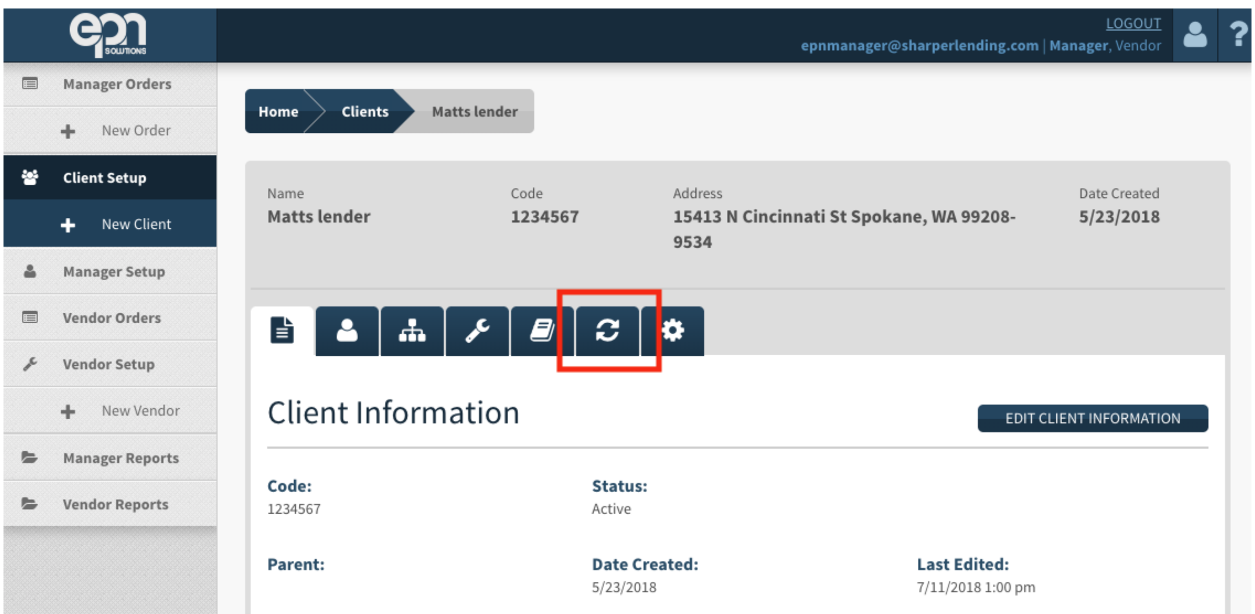
Prerequisites & Information

- AVMs and AVM Workflows (Cascading AVMs) are the starting point for a workflow. They are referred to here as the "trigger product."
- Branches that will use the workflow must be enabled for at least 1 AVM vendor or an AVM workflow.
- The AVM vendor branches also need to have at least 1 AVM product/AVM Workflow selected on the branch.
- The products that are available to be set on the workflow must be enabled at the branch level – or inherited from the lender.

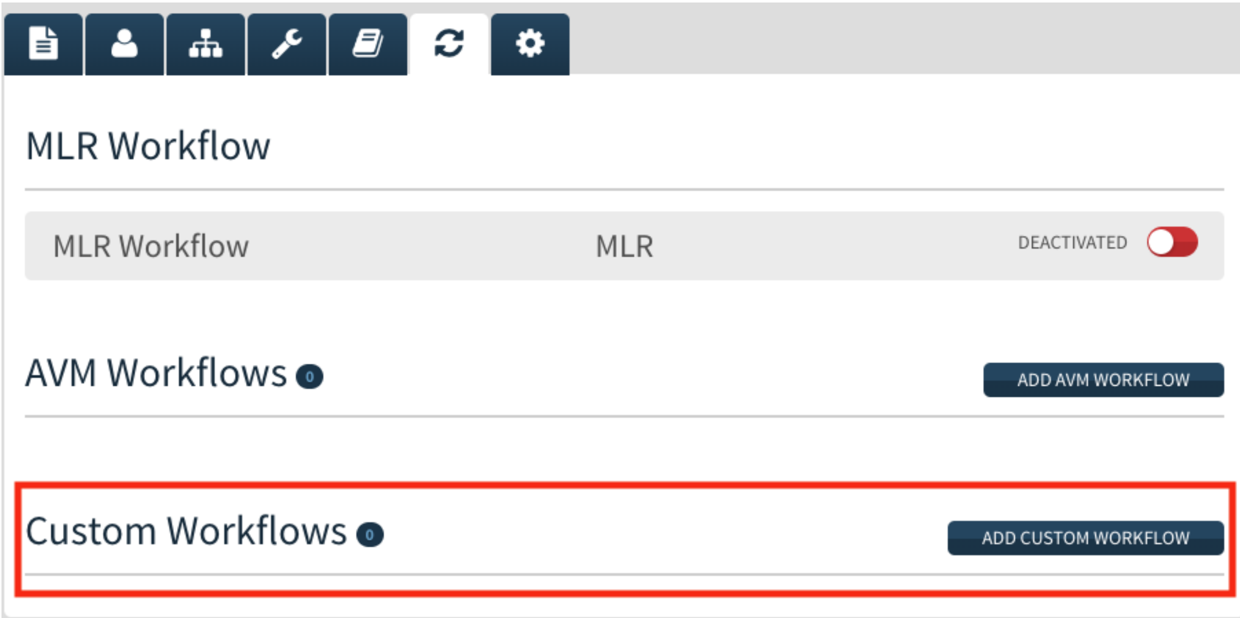
Workflow Setup Instructions

Login to EPN with your manager user credentials, then follow these instructions.

1. From the menu at left, click **Client Setup**, then find and click on the client/lender that you want to enable for custom workflows. Once the Client Information tab opens, move to the **Workflows** tab.

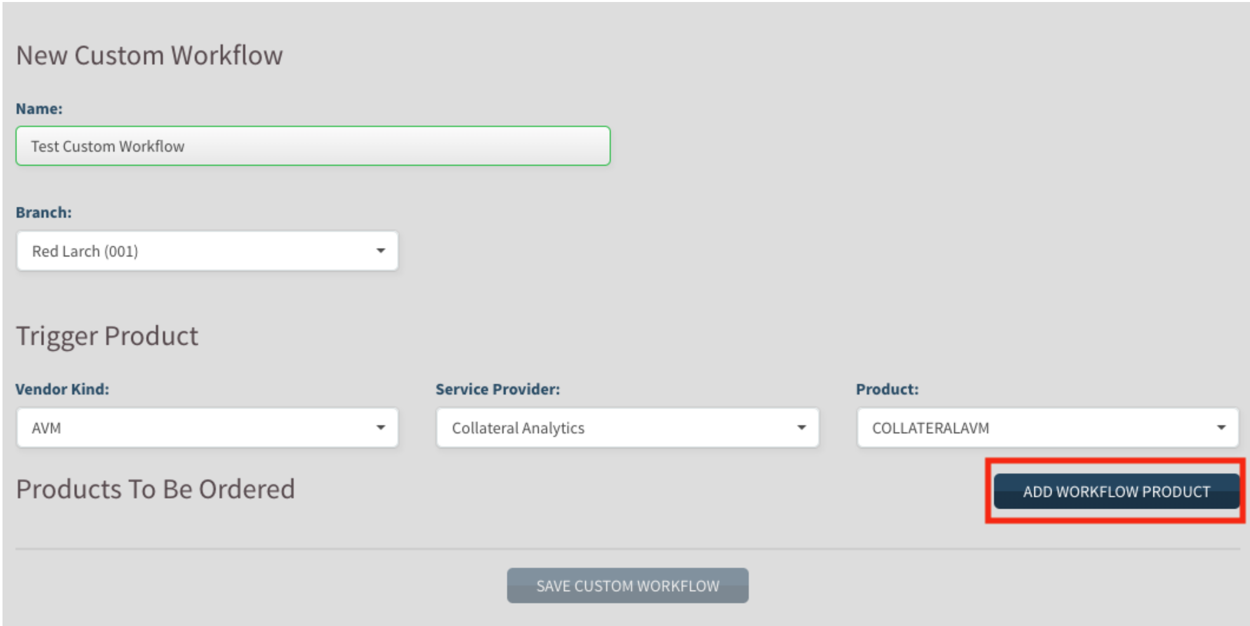


2. On the Workflows tab, locate the **Custom Workflows** section, and click the **Add Custom Workflow** button.



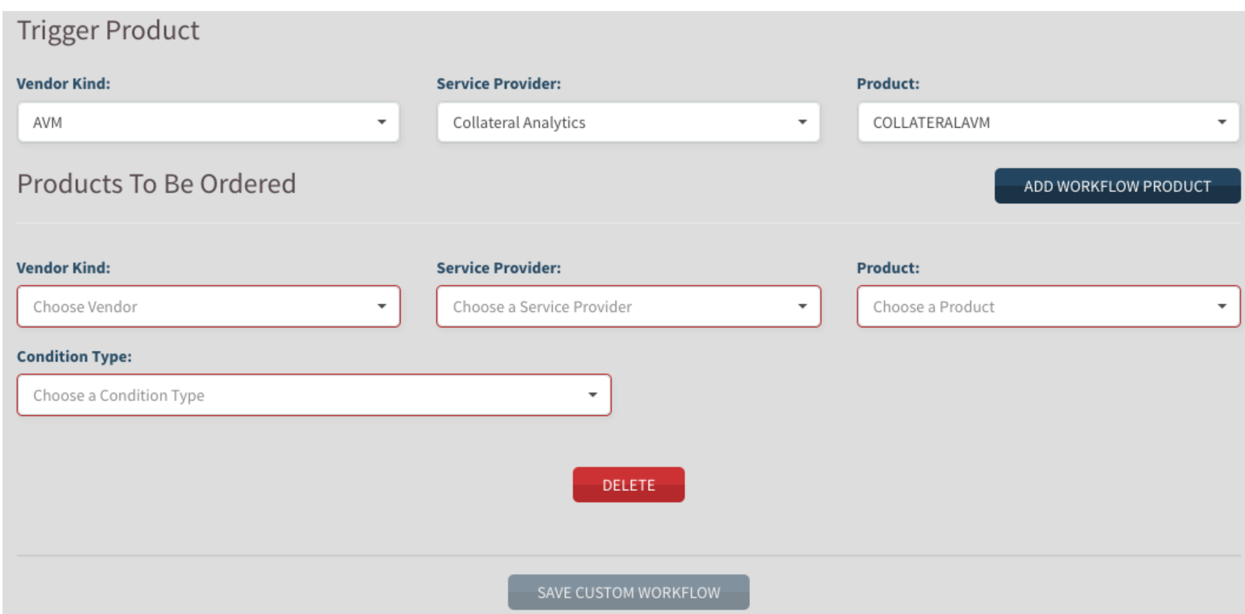
3. Fill out the following information. The **Trigger Product** section allows you to set which vendor and product (in this case, only AVMs) results should be evaluated to begin, or "trigger," the workflow.

    a. **Name:** give this workflow a name. The name should describe how the workflow works to allow users to distinguish this workflow from others in situations where there are multiple workflows.
    b. **Branch:** select the branch that this workflow should be available to.
    c. **Vendor Kind:** select the type of vendor that should trigger the workflow. Currently, only AVMs/AVM workflows can trigger a custom workflow.
    d. **Service Provider:** select the AVM vendor or AVM workflow name that should trigger the workflow.
    e. **Product:** select the AVM product that should trigger the workflow. *Note that this can include any cascading AVMs/AVM workflow products that are setup, as custom workflows are generated from a HIT or a NO HIT.*



4. When you have the Trigger Product section filled out, click the **Add Workflow Product** button. This will allow you to begin filling out the **Products to be Ordered** section.

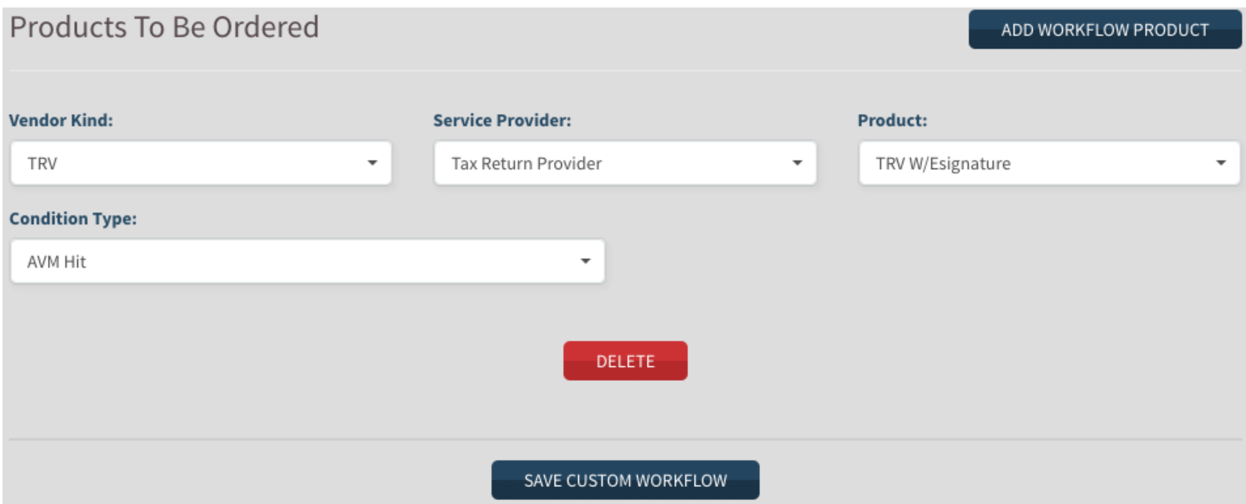
   The workflow products that you setup under a Trigger Product will determine what products are ordered after the trigger product data has been returned and evaluated. You can add as many workflow products as you like under the trigger product.



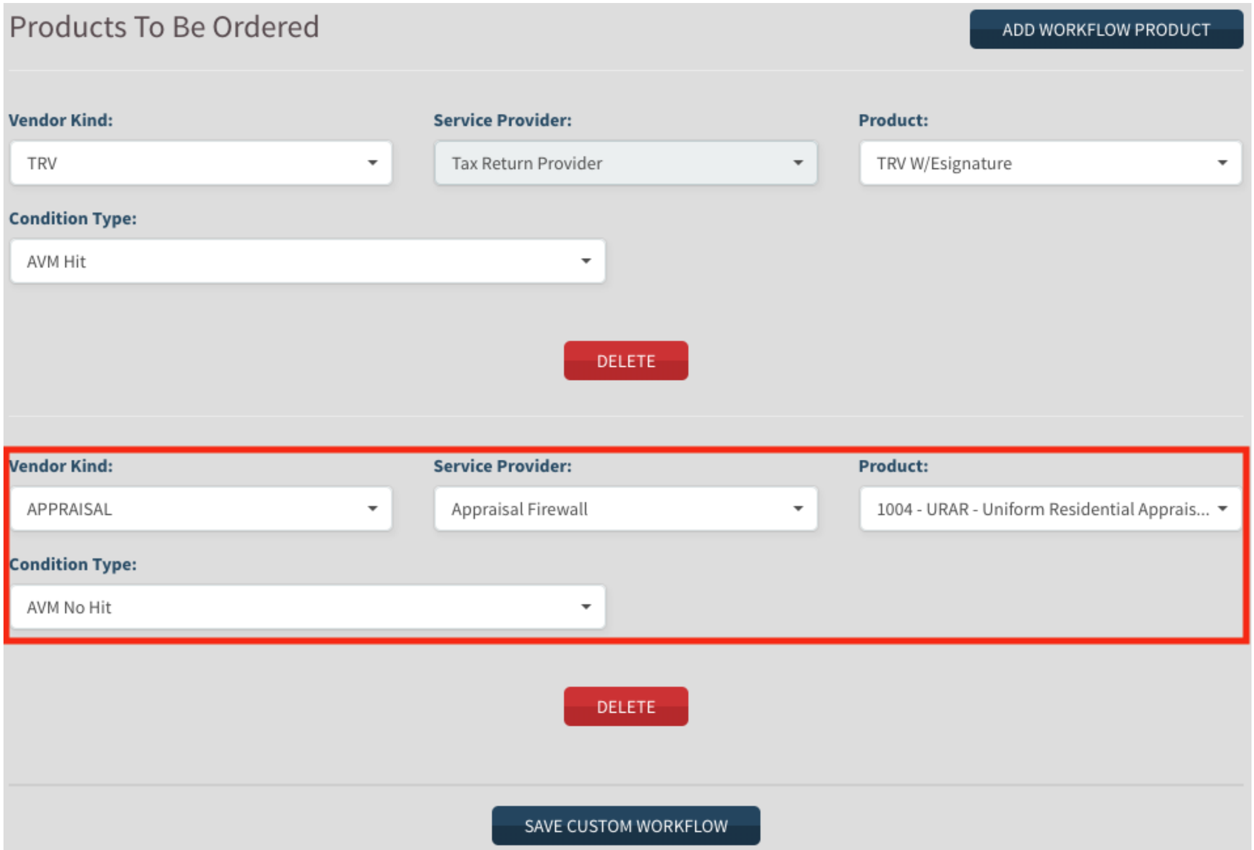
5. Begin filling out the information for the Workflow Product. Pay attention to the **Condition Type**, as the condition that you select here will be based on the evaluation of the trigger product results. *Since AVMs are the only trigger product available, the only conditions available here are HIT and NO HIT.*

   In this example, if the Collateral Analytics AVM comes back as a HIT, a 4506-T will be ordered automatically.

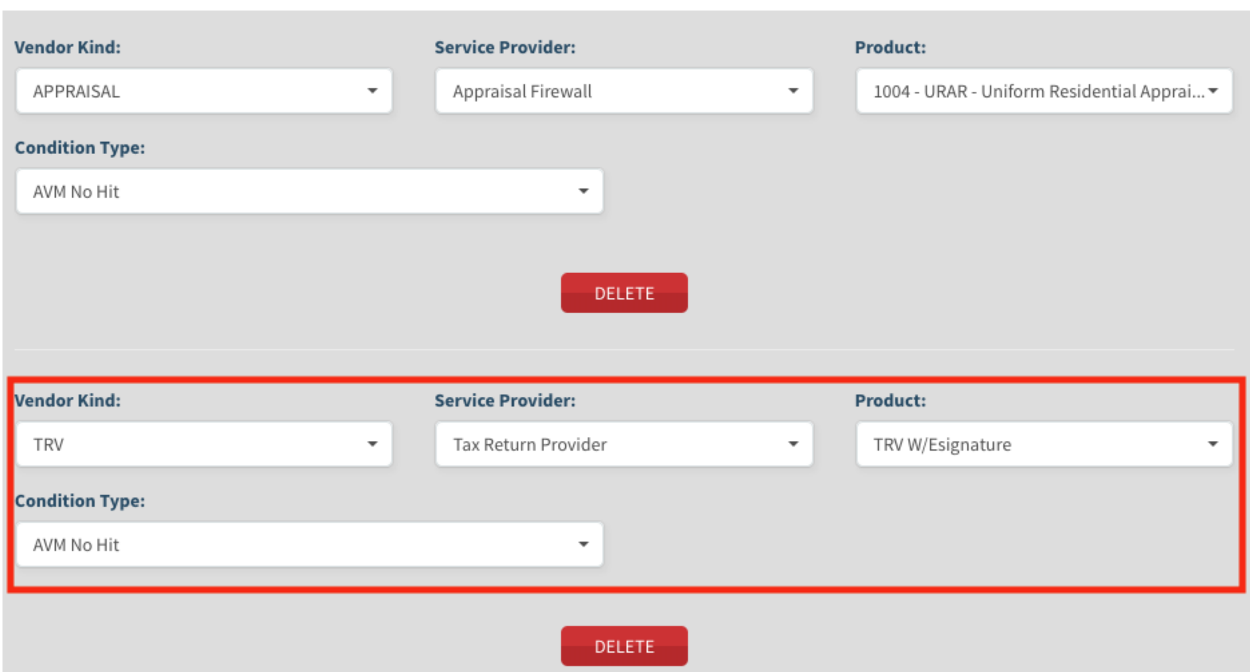
   a. **Vendor Kind** – select the type of vendor that should be ordered in this workflow.
   b. **Service Provider** – select the vendor that should be ordered in this workflow.
   c. **Product** – select the product that should be ordered from this vendor in this workflow.
   d. **Condition Type** – select AVM HIT or AVM NO HIT. This will determine if the product will be ordered based on a HIT or NO HIT.



6. To add more **Products to be Ordered**, click the **Add Workflow Product** button again. Follow this same process to add multiple **Products to be Ordered** that will line up with all the Conditions you set on the Condition Type setting. In this example, on the NO HIT condition, a full 1004 appraisal product will be ordered.

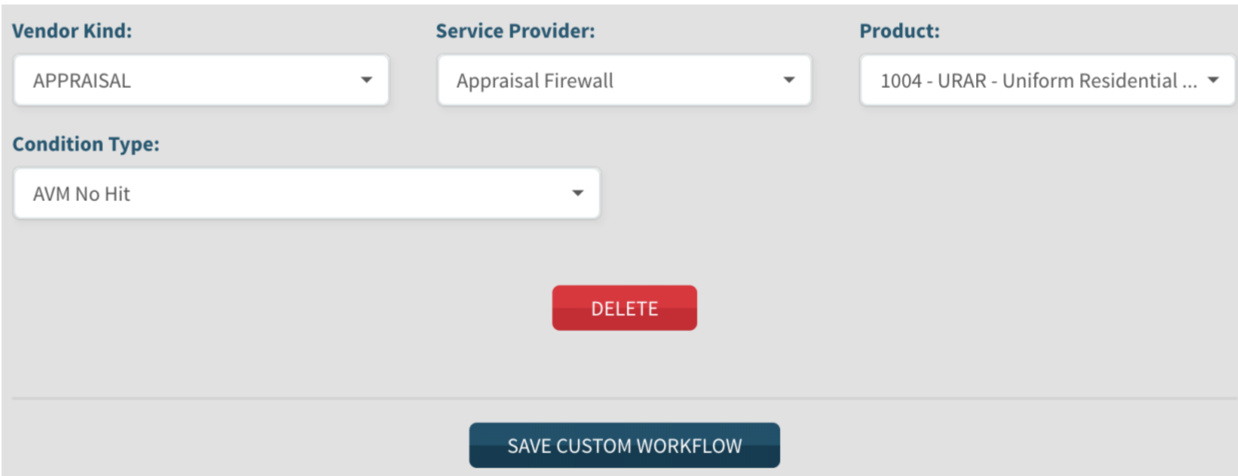


7. You can add more to this workflow by clicking the **Add Workflow Product** again to set up this workflow order a 4506-T in both HIT and NO HIT scenarios.



8. As you add more Workflow Products to this custom workflow, the ordering screen data fields are being built based on data requirements for these vendors and products. This will allow EPN to capture all possible data requirements on a new order for all triggering products, workflow products, and the conditions that are set for each.

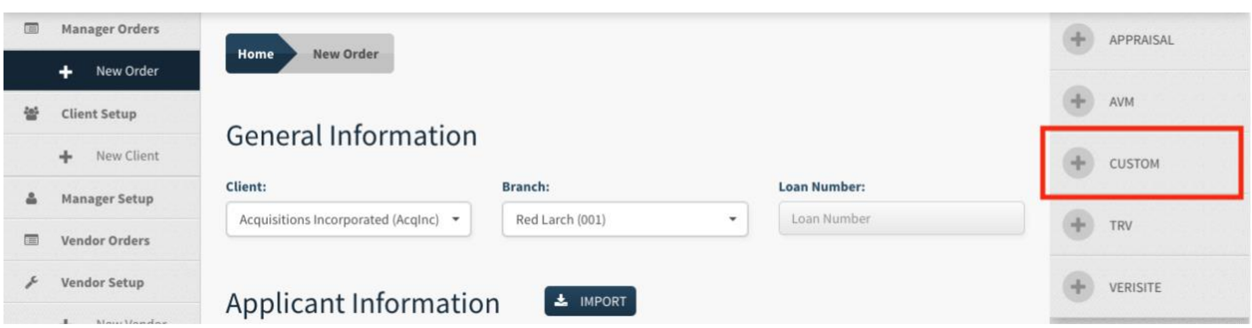
9. When you are done, click the **Save Custom Workflow** button to complete your work on this workflow.



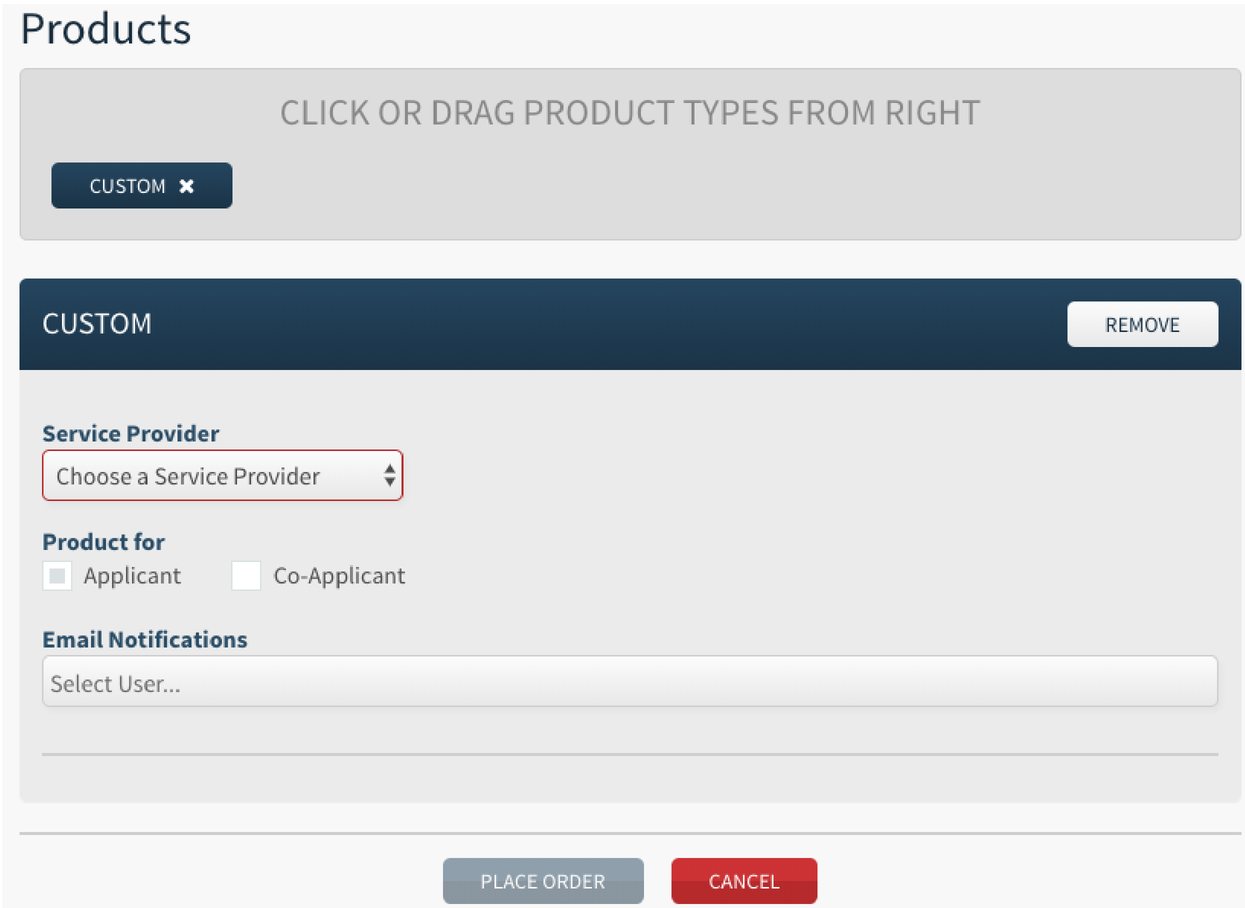
10. Repeat the setup process for any other workflows you want to build.
11. Contact SharperLending customer service with questions at (800)452-1174 option 4, or Support@EPNSolutions.com

Ordering Instructions

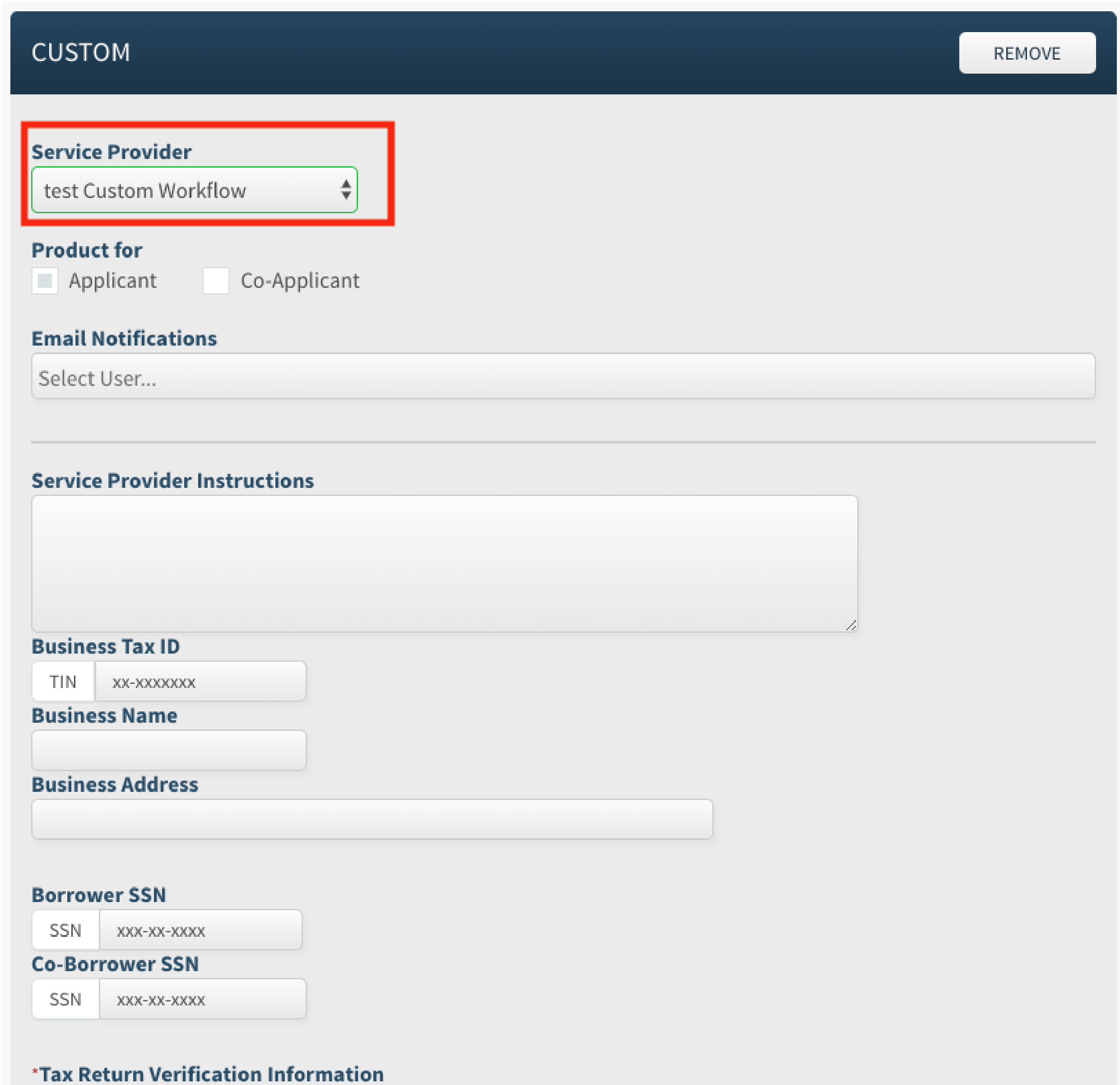
When the branch user next logs in to place a new order, and they click the **New Order** menu option to begin filling out the General Information section, they will have a new product available to them on the right-hand side of the screen called **Custom**.



Clicking the **Custom** product entry will populate the order screen with the custom workflow options that are enabled on this branch. Scroll down to the Products section and locate the **Custom** option. This is the custom workflow product for this branch.



In the Custom section, find the **Service Provider** drop down. This drop down contains all possible workflows that are set for this branch. Select the workflow that should be ordered.

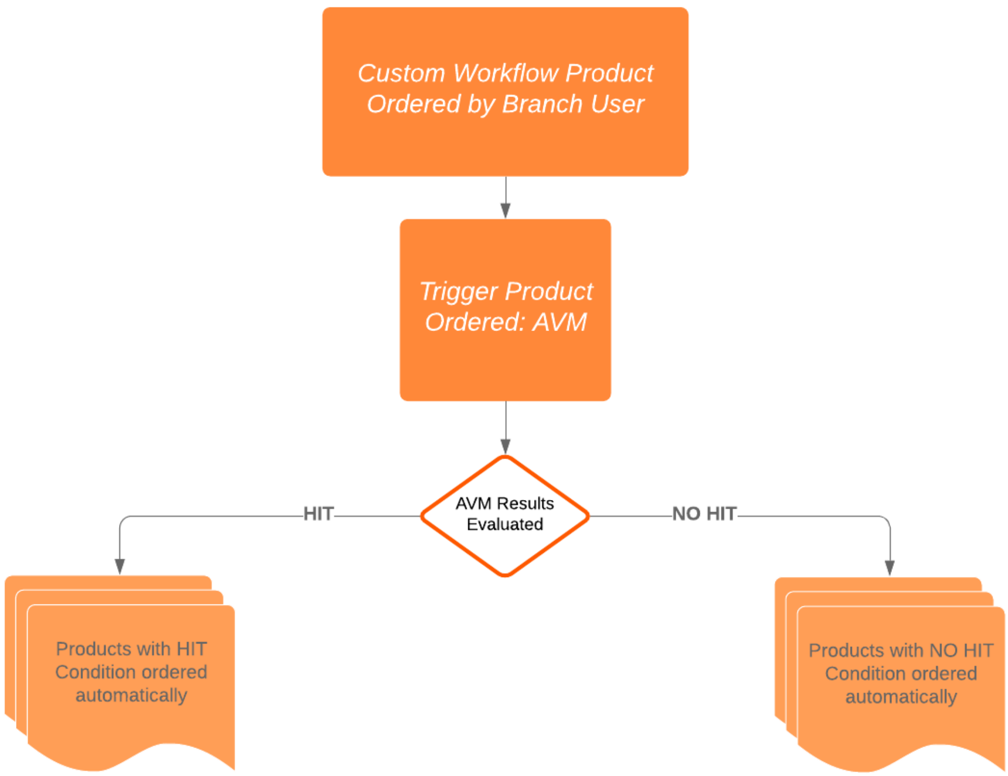


When a workflow is selected, the order screen will dynamically change to reflect all required fields for all products in the workflow. This could include required fields for the AVM, plus TRVs, appraisal products, flood certs, title orders, etc. This is because EPN needs to capture all data up front depending on the path the workflow takes based on the data that is returned and evaluated on the trigger product (see step 3 above).

Here is what happens once all fields are entered and the **Order** button is clicked:

1. When the user places a workflow order, the trigger product will indicate to EPN that it is the trigger of a custom workflow. In this case, an AVM triggers the order.
2. When the triggering AVM product completes, EPN will process and evaluate the results of the AVM completion: a HIT or a NO HIT.

3. Based on this evaluation, additional products will be ordered in the workflow.
    a. A HIT will order the products with the Condition type of HIT as defined on this workflow.
    b. A NO HIT will order the products with the Condition type of NO HIT as defined on this workflow.
4. Product outputs will be returned on this order as they are completed by the vendor.
5. Ordered products will be billed as they are today.



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