



Key Features

Administration and Security

Access Permissions

Admin interface lets you create user groups and define permissions for forms, data, functions and interfaces with settings for over 500 security elements.

Loan Program Rules Setup

Admin interface lets you set up comprehensive custom business rules and specifications for each loan program, guiding the user experience and removing irrelevant clutter from the overall interface.

Fee Defaults

Extensive list of itemized default fee settings by loan program, state, license type, and TD, managed at the Admin level ensuring accurate reporting, disclosures, APR calculations, and third-party system fee mapping.

Departmental Bonuses

Set up and manage real-time bonus reporting using unique workflow management tools for any performance-based tasks or completed processes.

Employee Information

Set up, store and manage all employee information from a single interface linked to a dedicated HR electronic paperless filing system.

Vendor Information

Manage contact information, status, pricing, quick-links, integration, billing and key information storage, creating efficiencies throughout the loan process.

Broker & Correspondent

Ideal for mortgage bankers providing wholesale or correspondent channels, conveniently manage all partner data and paperless documentation through a simple Admin interface.

Security Reporting

VCO Lend is extensively programmed with administrative features that enable management to track user file access, field edits, progress changes, phone call logs, electronic document access, and more.

Company Data

Centrally manage all company data such as addresses, phone numbers, licensing info and logos through a single interface for uniformly merging into forms, reports and disclosures.

Commission and Bonus Processing

Loan Agent Production Reporting

Drill down on LO production reporting with loan level metrics. Compare team production, track goals, tally loan volume, review pull-throughs, track ROI by agent and lead type, derive commissions and bonuses.

Retail & Wholesale Loan Originator Commission Processing

Based on basis points, splits or minimum compensation amounts, plus bonus reporting based on volume and performance attributes

Ops Staff Production Billboards

Access real-time operations production and bonus reports. Incentivize production staff with bonuses tied to volume and turn times, all managed real time within the system.

Data Integrity

Single Point of Entry for Data Fields

VCO Lend is not a "forms-based" management tool, so data entry is quick and easy, eliminating the need to rekey data. Business rules ensure that calculations, forms and disclosures are produced accurately and uniformly.

Multi-Touch Data Entry

VCO Lend supports a multi-touch data entry environment so that multiple staff members can work on a file at the same time.

File Flow Data Locking

Restrict access and field editing for various users as a loan application matures, ensuring that critical qualifying data is maintained.

Data Change Log

Critical data element changes can be made to a file without overriding an underwriter or processor's analysis. Post-approval changes are maintained in a log and compared with a snapshot of critical data taken at approval.

Secondary Marketing

Loan Pricing

Manage base rate, add-ons, end pricing and premium/discount allocation. End pricing drives LO and broker commission, as well as margin management analysis by secondary.

Rate Lock Management

LOs can request a pricing quote, lock a loan and extend a rate lock. In turn, the pricing desk tracks and manages quotes, locks and recommits, while also registering the loan with a corresponding investor or pool.

Bulk Sale Management

Enables Secondary staff to create bulk sale pools and tapes on the fly and export them into Excel. Bulks can be managed by name, target investor, loan product price, WAC and more.

Purchase Advice Information

Associate loans by takeout investor or conduit, manage purchase reconciliation, formatted good-bye letters, etc. Record loan data for various analytics such as Gain-on-Sale accounting by product, providers, production channel, region, etc.

Warehouse Line Management

Track and manage warehouse line activity, identifying loans by age, turn-times, outstanding conditions, problematic sale issues and remedies, advance rates, curtailments, and outstanding balances.

Funding

Funding Figures

Rely on VCO Lend to calculate net or gross funding figures, payee information, associated warehouse facility, advance rates and over/under activity.

Loan Disbursement

Utilize the Proceeds Disbursement function to process, disburse and prepare checks for third-party service providers, payoffs, borrower cash-out, broker commissions, etc.

Direct Warehouse Line Integration

VCO Lend can communicate directly with your warehouse line provider. Transmit data and funding specifications seamlessly with our custom Warehouse Lending transmittal summary and export utility.

Post Closing

Shipping Interface

Provides a dedicated pipeline summary and needs list for your shipping department. Track deed recording, MERS® registration, stips and produce merged data letters. Define status with a drop-down list of progresses tied to associated trigger events like email notifications.

Interim Loan Servicing

Funded loan data flows seamlessly into servicing where you can collect and record borrower payments, and accurately account for interest, principal and impound amounts. Includes an array of merged data letters, including 1098 reporting.

Electronic File Delivery

Deliver indexed electronic final loan files to investors at the click of a few buttons. No more printing, shipping, delays and excessive costs.

Underwriting

Integrated Needs List

VCO Lend's needs list functionality keeps everyone informed on a loan's approval to funding progress. Each line item stip is assigned a responsible party, system notifications keep interested parties apprised, and stip turn-times are logged and tracked with reports to ensure accountability and a sense of urgency.

AU Engine Integration

Standardized formatting of data enables communication with any automated underwriting engine. Customization ranges from a simple data export file, to a seamless, direct-system-integrated experience.

Data Integrity

Sophisticated locking rules and mechanisms ensure critical qualifying data remains locked down after approval and into docs and funding. Agents, however, maintain the flexibility to alter loan information without corrupting critical qualifying information.



Lead Management & Marketing

Lead Exchange Interface

Facilitates the capture and import of data leads from lead vendors utilizing standard ASCII- or XML-formatted delivery standards. Leads are retained within the web queue where custom distribution business rules can be applied.

Lead Distribution (redistribution)

Electronic leads are captured in a single interface and await distribution based on custom business rules. Leads may be manually assigned or auto-distributed based on established rules.

Lead Management, Tracking and ROI

Marketing campaigns can be tracked by a unique lead naming convention managed within VCO Lend. A multitude of reports enable marketing staff to track response rates, app rates, pull-throughs and ROIs.

Customer Relationship Management (CRM)

Loan Agent Prospecting Interface

Manage a large pipeline of prospective clients with an array of merged data sales presentation materials, letters, and standard pre-disclosures. Operations staff is left unengaged until a loan advances within the system.

Client Information Exchange

Automated drip campaign emails and loan progress event trigger emails make it easy for LOs to stay in touch with prospective and active clients. Notifications alert agents when a client has opened their email.

Predictive Dialer and Click-to-Dial

LOs can schedule predictive dialer callback routines. Calls are placed in succession with subject client's profile information displayed. Also includes click-to-dial with comprehensive call log reporting by client.

Reporting

Loan Agent Reporting

VCO Lend provides reporting for a number of key LO production activities from lead pull-through, turn-times, doc fallout, production volume and fees, lead type performance adherence to company standards, queue call results, etc.

Operations Reporting

Built-in, on-the-fly, production and turn-time reports for Processors, Underwriters, Assistants, Doc Drawers, Funders and Shippers, ensure accountability and healthy competition.

Production and Key Performance Indicators (KPIs)

Improve performance and create transparency by sharing select, relevant company-critical metrics like loan volume, commissionable fees, turn-times, pull-through ratios, marketing results, pipeline summary counts, etc.

Business Workflow Management

Status-Driven Rules

Create your own custom workflow with rules-based, user-updated progresses that define the various stages of a loan. Create your own unique trigger events that occur when loan progresses are updated

Summary Screens

Preprogrammed and function-specific for Sales, Operations, Shipping, Servicing, Wholesale, Assistants, and Sales Support. Users can further customize by adding, removing and positioning data elements to maximize their user experience.

Task Queuing

Is triggered by progress updates, effectively parsing work detail throughout the loan cycle. The Queuing interface is the hub that manages task assignment, stacking queued files and enabling ops staff to feed off the top of the stack. Assignments are time stamped to track turn-time metrics for ops staff, which can be used to derive bonus calculations.

Interactive Needs List

Streamline your high volume production operation by introducing ops assistants uniquely into the workflow. VCO Lend supports a comprehensive stip queuing, assignment, tracking and bonus system whereby assistants' pipelines are by stip, not by file. Blow out your pipeline in record times as you see conditions cleared, not in days, but in hours and minutes.

Disclosures and Required Forms

Sales and Ops staff can produce and send forms, disclosures, verifs, and custom merge letters by mail or electronically via secure email through an easy-to-use interface.

Notifications

Custom email notifications can be established upon nearly any trigger event. Typical trigger and notifications are based on progress updates.

Tree View Functions

The left margin of VCO Lend lets users drill down into specific utilities associated with the highlighted file. This easy-to-navigate, two-point-click menu system puts users in control of all the necessary functions to be performed on a loan.

Embedded Paperless

Enabling ultimate collaboration, VCO File paperless document management is infused into each pipeline summary screen providing a convenient count of "in basket" items awaiting review, plus a quick link to the electronic document folder.

Multiple Production Channels

VCO Lend provides custom interfaces and utility for Retail, Wholesale and Correspondent lenders. Maintain paperless broker account information, licensing info for compliance checks, agreements, production reports, etc. From the Wholesale summary screen, track prequals, submissions, approvals, docs and fundings. Create a custom wholesale or correspondent workflow that differs from Retail, through a select list of company-established loan progresses with associated business rules and triggers. VCO Lend hosts a number of merged forms and reports such as Approval Notices, Doc Requests, Lock Requests, Broker Compensation Processing, Pipeline Reports, etc.

Integration (VCO Link)

3rd-Party Settlement Services

VCO Link seamlessly integrates third-party settlement service providers, AUs, PPEs and compliance vendor services. Title, escrow, flood, credit, appraisal management and other service providers are available.

AU Engine Integration

Standardized formatting of data enables VCO Lend to communicate with any automated underwriting engine. Customization ranges from a simple data export file, to a seamless, direct-system-integrated experience.

Import / Export

VCO Lend's smart and open architecture can accommodate system integrations with relative ease. VCO Lend supports the import and export of DU 3.2 and Mismo-compliant files.

Compliance

Compliance Vendor Integration

MISMO-compliant data standards enable VCO Lend to integrate seamlessly with 3rd-party compliance vendors. Compliance test results can be used to create notifications within VCO Lend or restrict specific activity.

Early Stage Warnings

VCO Lend supports a company-maintained early warning system whereby loan files are tested against high cost loan thresholds, Federal SAFE act limits, investor restrictions, agent and company licensing, and a number of state-specific thresholds.

Business Rules-Focused Data Entry

Business rules programmed at the loan setup level simplify user experiences by displaying only relevant forms and fields, and performing automatic functions throughout, clearing clutter, streamlining the process and eliminating user errors.

Regulatory Reporting

Compile regulatory and audit data reports, then export and review them before submitting to regulatory repositories, ensuring compliance with all the new regulations.

Customization

Integrate Proprietary Applications

We can integrate and host all your proprietary or licensed applications from a simple handoff to full integration with custom interface or automation.

Custom Workflow and Utility

VCO Lend's unique design, experienced development team and open SQL architecture can easily meet your custom programming needs. Because of our expertise and familiarity we can often develop custom attributes quickly and inexpensively.

Custom Reporting

Through the ease of a custom query builder interface, users can create exportable reports from a list of over 300 data elements.

Advanced Custom Integration

Is as simple as engaging with our design and development team and agreeing to a statement of work. Our team will work with your staff to create the ultimate LOS for your unique business needs.

Visit our website at www.MortgageVCO.com or call 800-605-2560 to request a demo.

MortgageVCO by Acris Technology | www.MortgageVCO.com | 800-605-2560 | 23046 Ave De Carlota Suite #600, Laguna Hills, CA 92653

Acris
Technology