



Admin-on-Demand™
Service Level Agreement

Admin-on-Demand™

SERVICE LEVEL AGREEMENT

Table of Contents

1. Project Overview.....	3
1.1. Background.....	3
1.2. Purpose / Objectives.....	3
2. Admin-on-Demand (AOD) Plan Details.....	4
2.1. 10 hour per month AOD Agreements.....	4
2.2. 20 hour per month AOD Agreements.....	4
2.3. 30 hour per month AOD Agreements.....	5
2.4. 40 hour per month AOD Agreements.....	5
3. Intelligent, Defined and Proven Custom Forms and Workflows	5
4. Plugins provided at no charge with select AOD agreements	5
5. Utilities provided at no charge with select AOD agreements.....	6
6. Additional Plugins and Utilities provided with select AOD agreements*	7
7. Admin-on-Demand (Ongoing System and General Administration).....	7
8. Out of Scope	8
9. Assigned Encompass Administrator.....	8
10. Pricing Agreement.....	8
11. Signatures and Effective Start Date.....	8

1. Project Overview

1.1. Background

Client wants to consolidate, cleanup and streamline the work already done as well as improve/create workflows for each department using Encompass. This will include identification and purpose of all current Settings and Custom Forms, including but not limited to; business rules, templates, personas, user groups, organizational hierarchy, folders, loan settings and data entry rules in support of Client's implementation to verify and remove or correct crossed links, invalid or unused custom fields, custom forms and customizations.

Additionally, client is requesting Consultation Services and Support to Client with regard to best-practice workflow, system settings, and creation/establishment/implementation of company controls and permissions within the LOS environment to correlate with Client's business practices.

1.2. Purpose / Objectives

Development, configuration and implementation of Encompass Banker Settings and setup relating to utilizing and maximizing eFolder, Underwriting Condition Automation and Business Rule Settings in support of a Paperless Workflow. Configuration and implementation settings will be based on discovery and in support of client's business requirements, operation strategies and workflow. Additionally, proven MortgageTech Plugins and Utilities to create greater efficiency for loan file flow from origination through Processing, Underwriting, Closing, Post Closing and managing Final Docs will be included.

This includes applicable Settings and Custom Forms relating to:

- Verify and document all Core Personas/Settings/Permissions.
- Verify and document all Core User Groups/Settings/Permissions.
- Verify and document all Roles/attachment to milestones based on Business Channel and Client Workflow.
- Verify and document all Create Custom Milestones and Milestone paths based on lending channel and additional business requirements.
- Define client's **Origination Workflow** (input forms, milestone requirements, data requirements, eFolder requirements, triggers, automation, pipeline management, etc.)
- Define client's **Processing Workflow** (input forms, milestone requirements, data requirements, eFolder requirements, triggers, automation, pipeline management, etc.)
- Define client's **Underwriting Workflow** (input forms, milestone requirements, data requirements, eFolder requirements, triggers, conditions and loan conditioning, automation, pipeline management, etc.)
 - (Possible complete scratch build of loan conditions, condition templates, automated conditions, eFolder documents, UW checks and balances).
- Define **Closing Workflow** (input forms, milestone requirements, data requirements, eFolder requirements, triggers, automation, pipeline management, etc.)
- **Funding Workflow** (Warehouse integration, templates and stacking templates, input forms, milestone requirements, data requirements, eFolder requirements, triggers, automation, pipeline management, etc.)

- **Post-Closing Workflow** (Investor Delivery, PC condition management, Final Doc Tracking, Insuring, input forms, milestone requirements, data requirements, eFolder requirements, triggers, automation, pipeline management, etc.)
- Define client's **eDisclosure Workflow** (input forms, milestone requirements, data requirements, eFolder requirements, triggers, automation, pipeline management, etc.)
- Verify and document the current implementation of Closing Doc packages, templates, and all applicable settings.
- Initial setup of Client's **Mavent** compliance setup, Disclosure Tracking, and applicable loan compliance Settings in support of a successful implementation of utilizing the eDisclosure and eSign functionalities.
- Mavent settings affecting Correspondent loans – APR mapping, Fee templates.
- Review and Definition of MDIA and RESPA setup pertaining to Correspondent loan origination.
- Design, Development and implementation of the eFolder and **Paperless**-lending setup.
- Design, Development and implementation of reports and pipeline views for management, compliance and key personnel.
- **Secondary/Lock Desk Workflow**, setup and applicable system settings.
- Implement data collection policies and requirements, setup alerts and tracking under RESPA regulations and per Client's business practices.
- Establish and define file QC and compliance settings, stops, notifications, alerts and triggers.
- Establish and define file adverse action management settings and system protocol .
- Setup, design, and implementation of Loan Programs, Data Templates, Plan Codes, Custom and Standard forms, and all applicable setting items and documents pertaining to eDisclosure and eSigning.
- Implementation of customizations and enhancements, via custom input forms, business rules and Plugins to streamline and improve the efficiency and data-integrity of loan files through each touch in the life-of-loan beyond the 'out of the box' tools within the Client's LOS environment.

2. Admin-on-Demand (AOD) Plan Details

2.1. [10 hour per month AOD Agreements](#)

- Encompass Broker Edition and Current Clients with over 6 months under contract

2.2. [20 hour per month AOD Agreements](#)

- Includes all MortgageTech proprietary Custom Forms
 - Includes install, integration and testing

2.3. [30 hour per month AOD Agreements](#)

- Includes all MortgageTech proprietary Custom Forms
- Includes all MortgageTech proprietary Plugins listed below
 - Includes install, integration and testing

2.4. [40 hour per month AOD Agreements](#)

- Includes all MortgageTech proprietary Custom Forms
- Includes all MortgageTech proprietary Plugins listed below
- Includes all MortgageTech proprietary Utilities listed below
 - Includes install, integration and testing

3. Intelligent, Defined and Proven Custom Forms and Workflows

Trademark Home Screens for every department in your organization

- Origination
 - Our Borrower and Mortgage Worksheets set the standard for realigning data entry with ease of use combined with management requirements
- Disclosure Desks
 - Pioneered the development of Input Forms specifically for Disclosure/Compliance desks
- Processing
 - Gives Processing a Home Screen to work and manage data entry, needs lists and Preliminary Conditions
- Underwriting
 - Aggregates information from over 27 forms into 5 concise and ordered data entry forms
- Closing
 - Gives Closing a single Home Screen and integrates ConditionsFX for simple Conditions management
- Post-Closing
 - Post-Closing Audit, Detailed Funding and Trailing Document Tracking screens to increase accuracy and reduce costs

4. Plugins provided at no charge with select AOD agreements

These Plugins do not expire and may be kept permanently

- Alert Counter
 - Sets number and summary of alerts in fields [CX.ALERT.CNT] [CX.ALERT.SUMMARY]
- Borrower Pair Notification
 - Notifies user of multiple borrower pairs. UI Customization
- ConditionsFX
 - Apply and Fulfill/Clear Conditions from any Custom Form
- [CX.NOW] At Open & Save
 - Helps to execute field triggers that use Virtual Fields
- Current User Profile
 - Copies Current User Profile to Custom Fields
- Disable Closing Docs Order Button
 - Control the Docs Order Button with Business Rules
- Disable EscF5
 - Disables ESC and F5 in Input Forms IE Control. Prevents data loss

- ePrint
 - Capture entire Input Forms with data. Uploads to eFolder
- Exit Encompass at 4:AM
 - Maintain consistent Encompass version/plugin rollout across entire company
- Folder Management
 - Moves files to selected Folders with Trigger Rules
- Housing Counselor Shortcut
 - Automatically fills in the Housing Counselors without visiting the form
- ILAPD Bridge
 - Exports borrower file data to the Illinois Predator Database. Imports results to eFolder
- MenuFX
 - Smart Forms Menu, Enhances Navigation
- Numbers to Words
 - Converts Numbers to Words. I.e. 1234 = 'One Thousand Two Hundred and Thirty-Four'
- Pipeline Highlighter
 - Uses COLOR to bring Borrower File Intelligence to the Pipeline View. UI Customization
- Role Assignment
 - Assign Users or User Groups to Milestones with Trigger Rules
- Service Blocker
 - Sets DU or DO as only available Service choice based on Channel [2626]. Saves money!

5. Utilities provided at no charge with select AOD agreements

These Utilities do not expire and may be kept permanently

- Control Panel
 - Mass File Update Utility
 - Batch Update fields in any number of files with one click
 - Mass File Move Utility
 - Batch Move any number of files into any folder or folders with one click
- Export Audit Fields
 - Export all Audit Trail Field Changes. Easy Copy-Paste to Excel Report
- Field Descriptions
 - Export all Field IDs, Types and Descriptions to a File
- Field Values
 - Quickly see all field values used in a Field Trigger code or condition
- Check Duplicate Loan Numbers
 - Find Duplicate Loan Numbers. Process GUIDs into Loan Numbers
- Locked Fields Report
 - See all "locked" fields (where the blue lock was clicked by a user)
- Various Tools and Utilities
 - Remove eFolder Duplicates
 - Remove Duplicate Tasks
 - Export Custom Field List with Description
 - Export Loan Program Templates
 - Export Closing Cost Templates
 - Export Fee Management (Mavent Fee Mapping)
 - Export UW Condition Templates
 - Export User List

6. Additional Plugins and Utilities provided with select AOD agreements*

***These Plugins and Utilities are licensed and made available under agreement with EncompDEV. Their licenses will expire when the AOD Agreement is terminated and may be purchased separately**

- BizRuleAnalyzer
 - Search all business rules, field triggers and form code for Field IDs, Phrases or Words
- LoanMonitor
 - See all field changes and loan events in real time
- LoanDebugger
 - See which field triggers change which fields in real time

7. Admin-on-Demand (Ongoing System and General Administration)

MortgageTech will provide ongoing System and Admin level support as well as addition configuration, implementation and customization as required. These efforts shall include, but are not limited to the following by request of the client, which shall be proportioned at up to 40 hours of services per calendar month (to include efforts and time in configuration, testing, implementation, client meetings and conference calls.

Parties agree to make and provide all best efforts in keeping lines of communication open regarding agreement of the project completeness; and, satisfaction of the progress of the services provided throughout the project; and, acknowledge a mutual understanding between parties that the estimated timelines and project completion described within are subject to change based on unforeseen circumstances beyond MortgageTech's control during the course of the project. MortgageTech will make all reasonable best efforts to ensure timely communication of any anticipated delays are provided to Client.

- Troubleshooting and technical support
- System settings evaluation for efficiency and risk assessment
- Milestone templates
- System enhancements
- Advanced coding for business rules
- Automation
- Custom input forms
- Evaluation and consultation of system usage and best practice suggestions

Additional information regarding this service is online at

<http://mortgagetechn.com/admin-on-demand>

and in our Admin-on-Demand™ Protocols White Paper

8. Out of Scope

- API and SDK Programming
- Hardware and software (other than Encompass) support

9. Assigned Encompass Administrator

Name: _____
 Email: _____
 Direct: _____

10. Pricing Agreement

- Each of the following AOD plans require an initial three (3) month commitment*.
- Effective beginning the fourth (4th) month, this agreement converts to a monthly commitment.
- Termination:
 - Beginning the second (2nd) month, either party may terminate this Agreement by giving the other party written notice thirty (30) days in advance of the effective date of termination.
 - This shall in no way diminish Client's obligation to pay MortgageTech's fees and expenses as provided in Section 12 of the Professional Services Agreement to which this agreement is a part.

Initial the box next to the plan you need:

<input type="checkbox"/>	10 HOURS PER MONTH *	\$2000.00	ENCOMPASS BROKER CLIENTS ONLY *
<input type="checkbox"/>	20 HOURS PER MONTH	\$4000.00	INCLUDES ALL CUSTOM FORMS
<input type="checkbox"/>	30 HOURS PER MONTH	\$6000.00	INCLUDES ABOVE PLUS ALL PLUGINS
<input type="checkbox"/>	40 HOURS PER MONTH	\$8000.00	INCLUDES ABOVE PLUS ALL UTILITIES
<input type="checkbox"/>	ADDITIONAL PROJECTS (Outside Scope)	TBD	SOW To Be Attached
<input type="checkbox"/>	ADDITIONAL THIRD PARTY PLUGINS	TBD	Purchase Order To Be Attached

11. Signatures and Effective Start Date

EFFECTIVE START DATE: _____	*INITIAL COMMITMENT THROUGH: _____
Date: _____	Date: _____
AGREED TO BY (COMPANY NAME)	AGREED TO BY MORTGAGETECH, INC.
_____ Authorized Signature	_____ Authorized Signature
_____ Printed Name and Title	Steve Paltridge _____ Printed Name and Title