



The Total Quality Loan® (TQL®) Program by ICE Mortgage Technology™ Automated Mortgage Insurance Service workflow provides a streamlined and efficient processing within the loan manufacturing process. Use this document to configure the new Mortgage Insurance Service so that loans are automatically submitted to supported mortgage insurance (MI) vendors at specified field updates and milestone completion points, and MI requests are automatically resubmitted due to key data changes.

In addition to the setup and configuration steps required to enable automatic MI ordering, this document provides the steps required to setup and enable automatic ordering with automatic order allocation. The following Settings and Configuration sections apply to both of these ordering options.

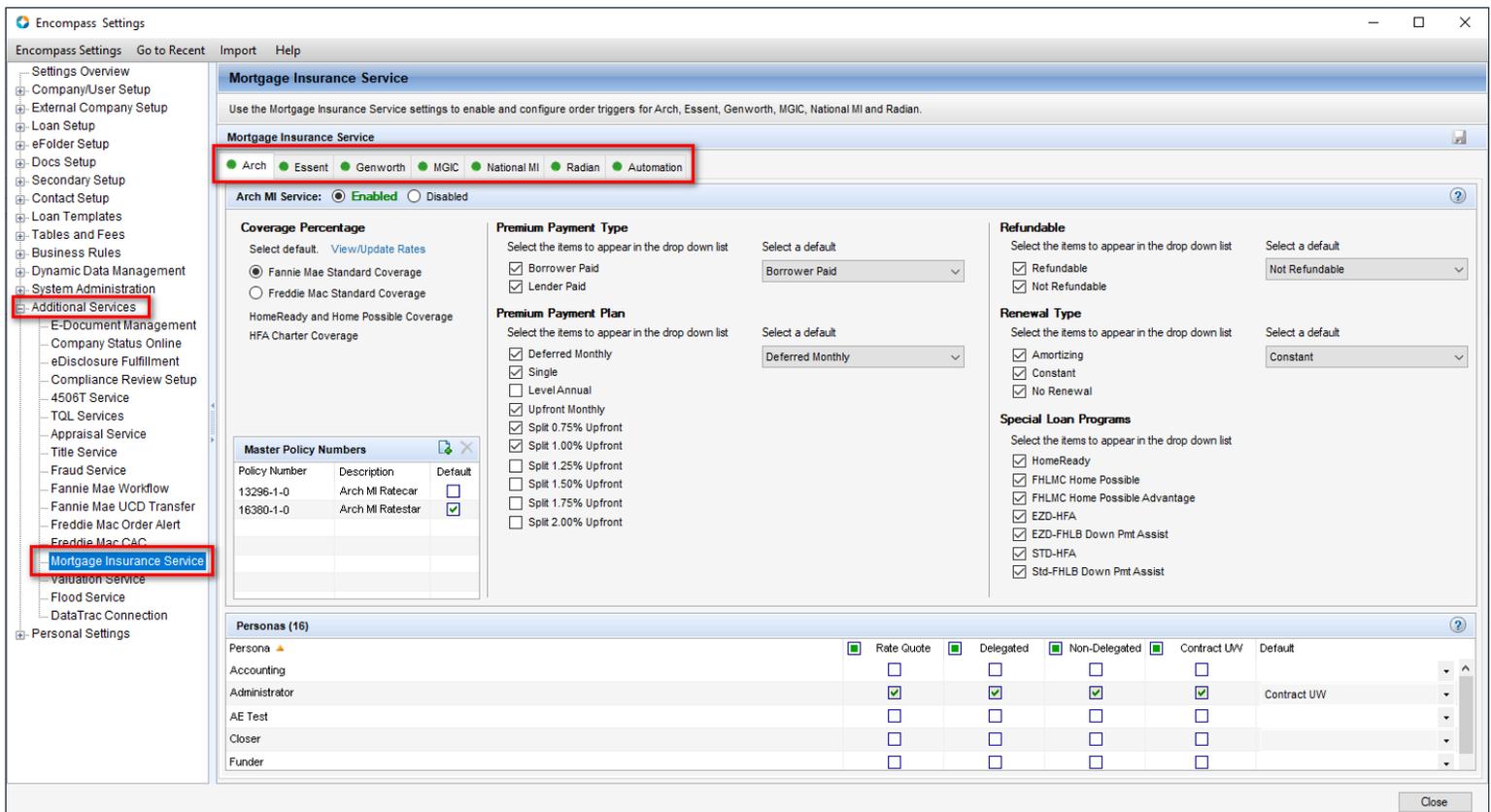
For information on automatic order allocation, see [Automatic Ordering with Automatic Order Allocation](#).

## Automatic Ordering Settings and Configuration

Use the instructions in this section to enable and maintain the automatic ordering of MI rate quotes and Non-Delegated/Delegated certificate orders.

### Prerequisites

Before configuring the automated workflow, authorized users, such as Encompass® administrators, need to use the options in the **Mortgage Insurance Service** settings' vendor tabs to enable MI service for the vendor, update Master Policy information, provide applicable MI order information and assign persona-based access to the service to users.



The screenshot shows the Encompass Settings application window. The left sidebar contains a tree view of settings categories, with 'Mortgage Insurance Service' highlighted. The main content area is titled 'Mortgage Insurance Service' and includes the following sections:

- Mortgage Insurance Service:** A row of radio buttons for selecting a default vendor: Arch, Essent, Genworth, MGIC, National MI, Radian, and Automation. The 'Arch' radio button is selected.
- Arch MI Service:** A radio button set with 'Enabled' selected and 'Disabled' unselected.
- Coverage Percentage:** Radio buttons for 'Fannie Mae Standard Coverage' (selected) and 'Freddie Mac Standard Coverage'. Below are options for 'HomeReady and Home Possible Coverage' and 'HFA Charter Coverage'.
- Premium Payment Type:** A dropdown menu set to 'Borrower Paid'. Below are checkboxes for 'Borrower Paid' and 'Lender Paid'.
- Premium Payment Plan:** A dropdown menu set to 'Deferred Monthly'. Below are checkboxes for 'Deferred Monthly', 'Single', 'Level Annual', 'Upfront Monthly', 'Split 0.75% Upfront', 'Split 1.00% Upfront', 'Split 1.25% Upfront', 'Split 1.50% Upfront', 'Split 1.75% Upfront', and 'Split 2.00% Upfront'.
- Refundable:** A dropdown menu set to 'Not Refundable'. Below are checkboxes for 'Refundable' and 'Not Refundable'.
- Renewal Type:** A dropdown menu set to 'Constant'. Below are checkboxes for 'Amortizing', 'Constant', and 'No Renewal'.
- Special Loan Programs:** A dropdown menu. Below are checkboxes for 'HomeReady', 'FHLIC Home Possible', 'FHLIC Home Possible Advantage', 'E2D-HFA', 'E2D-FHLB Down Pmt Assist', 'STD-HFA', and 'Std-FHLB Down Pmt Assist'.
- Master Policy Numbers:** A table with columns for Policy Number, Description, and Default.
 

Policy Number	Description	Default
13296-1-0	Arch MI Ratecar	<input type="checkbox"/>
16380-1-0	Arch MI Ratestar	<input checked="" type="checkbox"/>
- Personas (16):** A table showing access permissions for various personas.
 

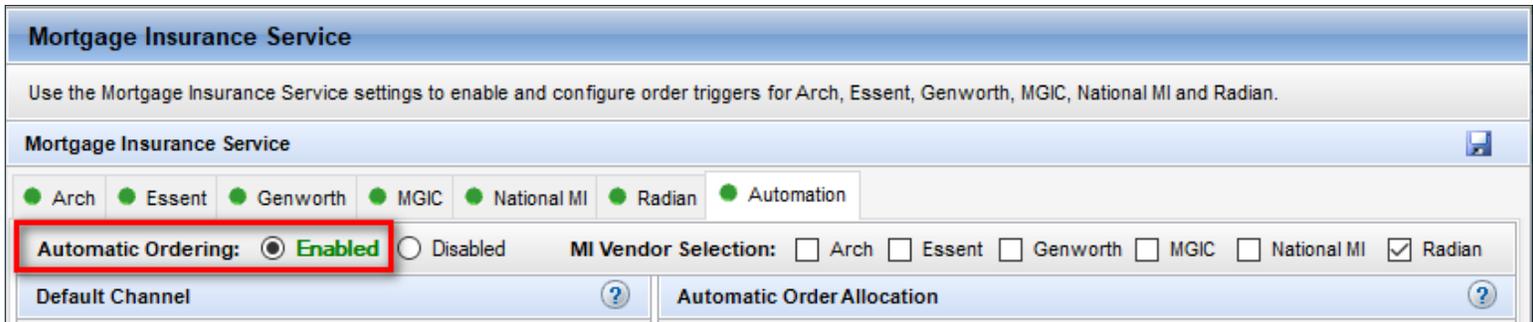
Persona	Rate Quote	Delegated	Non-Delegated	Contract UW	Default
Accounting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Administrator	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Contract UW
AE Test	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Closer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Funder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

For more information on the Prerequisites, refer to the Mortgage Insurance Service white paper for Arch MI on the [TQL Services Guides and Documents page](#).

## Configuring Automated Ordering

### To Enable Automatic Ordering:

1. On the menu bar, click **Encompass**, then click **Settings**.
2. On the left panel, click **Additional Services**, then click **Mortgage Insurance Service**.
3. On the Mortgage Insurance Service panel, click the **Automation** tab.
4. In the Automatic Ordering section, select **Enabled**.
  - This automatically selects the vendor that has been enabled in the vendor-specific tabs. If you haven't enabled your MI Service in the vendor tab (Arch, Essent, Genworth, MGIC, National MI and Radian), click the tab and enable the service. For more information, see the vendor-specific MI white papers on the [TQL Services Guides and Documents page](#).



**Mortgage Insurance Service**

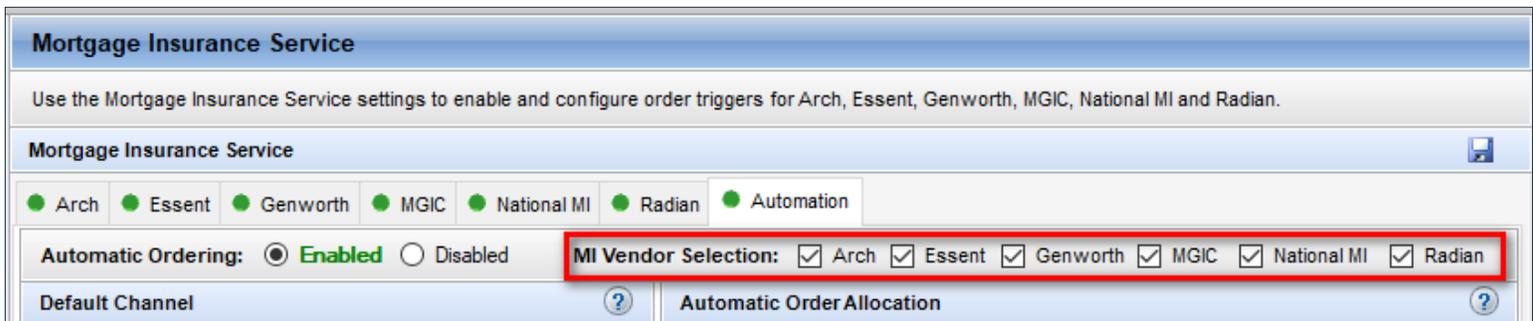
Use the Mortgage Insurance Service settings to enable and configure order triggers for Arch, Essent, Genworth, MGIC, National MI and Radian.

Mortgage Insurance Service

● Arch ● Essent ● Genworth ● MGIC ● National MI ● Radian ● Automation

**Automatic Ordering:**  Enabled  Disabled    **MI Vendor Selection:**  Arch  Essent  Genworth  MGIC  National MI  Radian

Default Channel     Automatic Order Allocation



**Mortgage Insurance Service**

Use the Mortgage Insurance Service settings to enable and configure order triggers for Arch, Essent, Genworth, MGIC, National MI and Radian.

Mortgage Insurance Service

● Arch ● Essent ● Genworth ● MGIC ● National MI ● Radian ● Automation

**Automatic Ordering:**  Enabled  Disabled    **MI Vendor Selection:**  Arch  Essent  Genworth  MGIC  National MI  Radian

Default Channel     Automatic Order Allocation

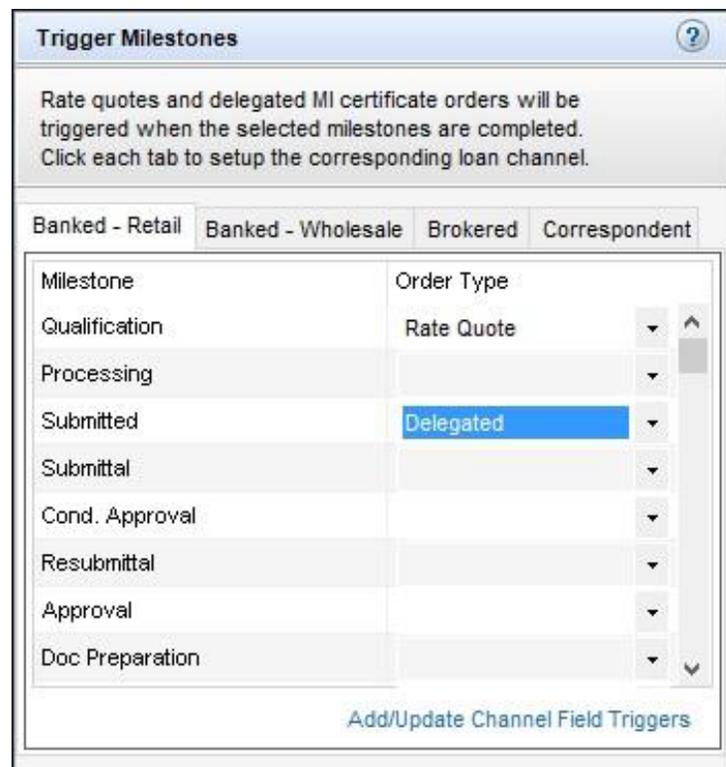
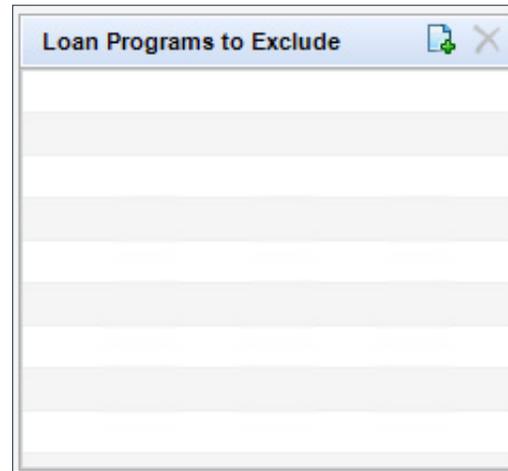
5. Click the **Mandatory Loan Criteria** link to see the criteria a loan must meet to be eligible for automatic MI ordering. This section is read-only.
6. Use the options in the Optional Loan Criteria panel to include additional criteria for automated MI orders. For example, if your organization wants to limit automatic ordering for a loan purpose of purchase, cash-out refi and no cash-out refi, those boxes would be selected here. If your organization does not want to limit automatic ordering based on loan purpose, then no boxes will be selected.

Mandatory Loan Criteria	
Loans must meet the following criteria for all automated MI orders, including Rate Quotes, Delegated and Non Delegated Certificate orders	
Mandatory Loan Criteria	
Field	Criteria
Loan Type - (1172)	Conventional
Lien Position - (420)	First Lien
Calculated LTV - (353)	>80% and <=97%
Base Loan Amount - (1109)	Greater than 0
Amortization Term - (4)	Greater than 0
Amortization Type - (608)	Should not be null or empty
Loan Purpose - (19)	Should not be null or empty
Property Usage - (1811)	Should not be null or empty
Number of Units - (16)	Greater than 0
Property Type - (1041)	Should not be null or empty
State - (14)	Should not be null or empty
Zip Code - (15)	Should not be null or empty

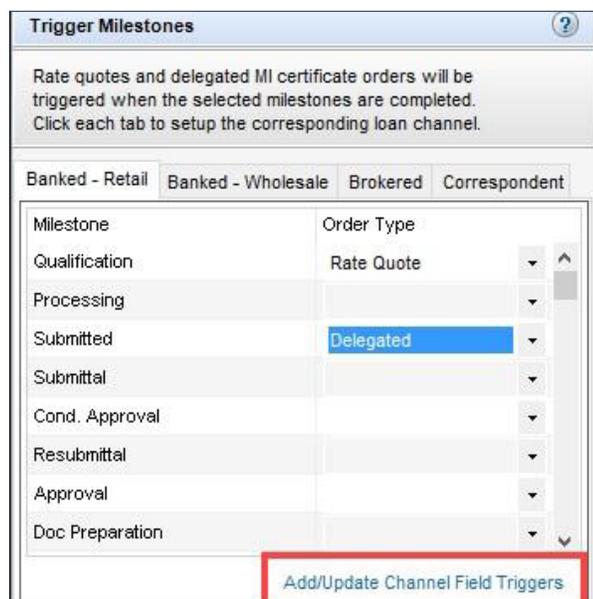
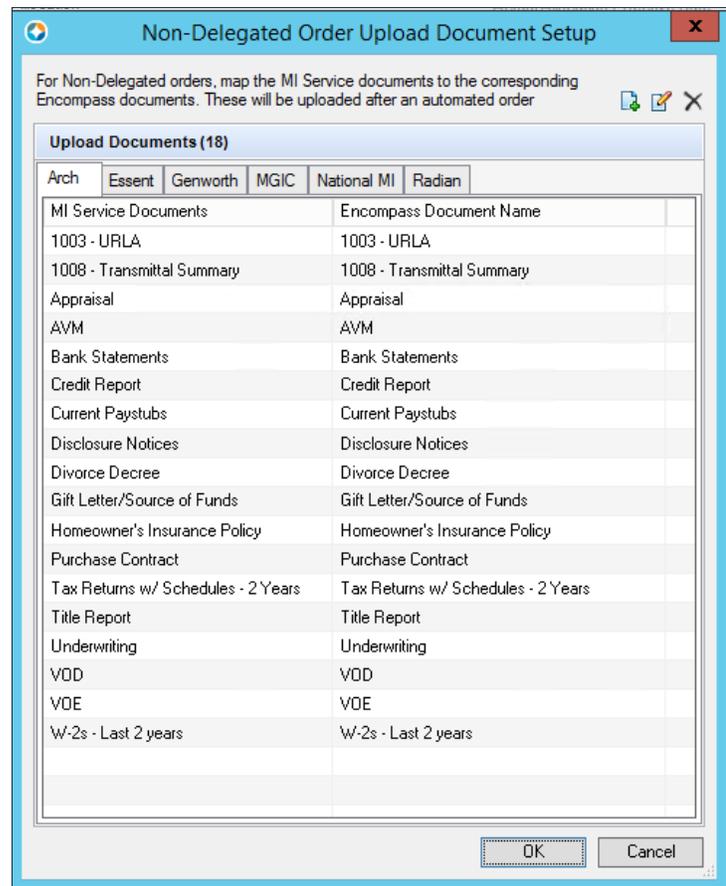
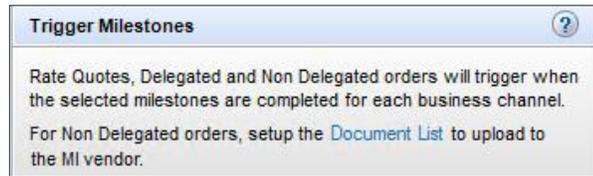
Optional Loan Criteria	
Use this section to define additional loan criteria for automated MI orders.	
<p><b>Purpose of Loan</b></p> <input type="checkbox"/> Purchase <input type="checkbox"/> Cash-Out Refi <input type="checkbox"/> No Cash-Out Refi <input type="checkbox"/> Construction <input type="checkbox"/> Construction-Perm <input type="checkbox"/> Other	<p><b>Property Will Be</b></p> <input type="checkbox"/> Primary <input type="checkbox"/> Secondary <input type="checkbox"/> Investment
<p><b>Amortization</b></p> <input type="checkbox"/> Fixed <input type="checkbox"/> GPM <input type="checkbox"/> ARM <input type="checkbox"/> Other	<p><b>Documentation Type</b></p> <input type="checkbox"/> (A) Alternative <input type="checkbox"/> (F) Full Documentation <input type="checkbox"/> (R) Reduced <input type="checkbox"/> Streamlined Refinance <input type="checkbox"/> No Documentation <input type="checkbox"/> No Ratio <input type="checkbox"/> Limited Documentation

7. Use the Loan Programs to Exclude panel to exclude certain loan programs from the automation. Enter a keyword for the loan program. All loan programs that contain the keyword will be excluded from automation.
8. Use the Trigger Milestones panel to define the milestones to activate automatic loan submissions for MI. Automatic ordering can be configured for rate quotes and Non-Delegated or Delegated certificate orders. Any other certificate order types can be manually ordered using the TQL Services tool.
  - Use the **Order Type** drop-down list corresponding to the milestone to configure the MI order type that will be placed at the completion of the milestone and loan save.

**Note:** For **Order Type**, you must configure the settings such that **Rate Quote** is selected before Non-Delegated or **Delegated** orders. If you select Non-Delegated/**Delegated** prior to **Rate Quote**, you will be stopped from making the selection and an error message will display.



- Click on **Document List** to view the list of eFolder documents that will be sent for Non-Delegated automated orders.
- Click the **Add/Update Channel Field Triggers** link to view the list of fields that trigger automatic loan resubmissions to the applicable MI vendor when the fields are updated in Encompass after the corresponding milestones are completed.

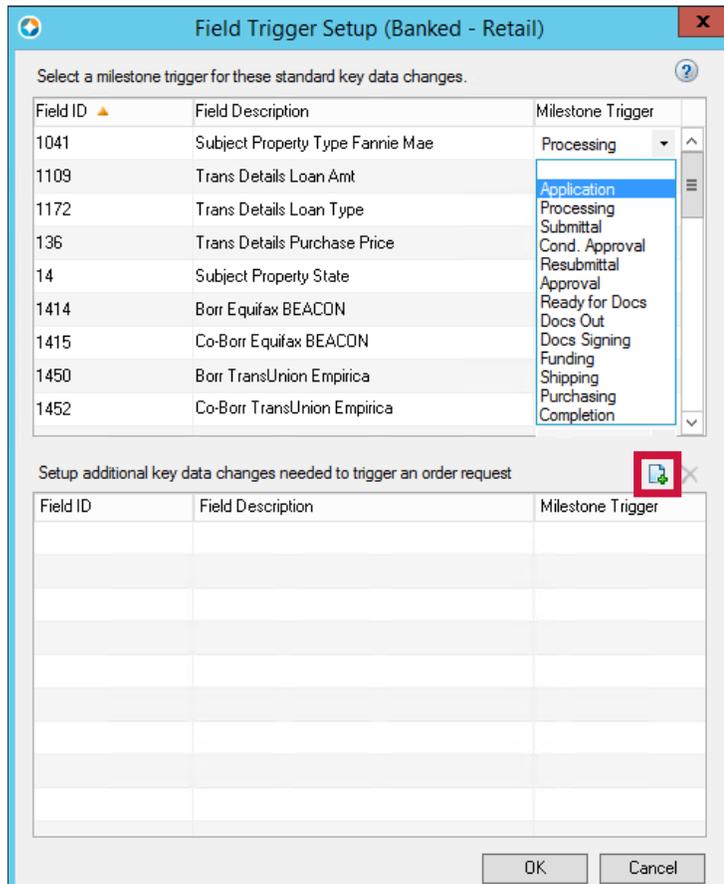


- Use the Trigger Milestones window to specify the key data fields that, when changed, will trigger an MI resubmission. The top panel displays the default Encompass fields. You can add Milestone Triggers to the fields to configure automatic loan resubmissions for field updates after the corresponding milestone is completed.
- See the table that follows for the default field triggers.

Trigger Milestones <span style="float: right;">?</span>																													
Rate Quotes, Delegated and Non Delegated orders will trigger when the selected milestones are completed for each business channel.																													
For Non Delegated orders, setup the <a href="#">Document List</a> to upload to the MI vendor.																													
<div style="display: flex; justify-content: space-between; border-bottom: 1px solid black; padding-bottom: 5px;"> <span>Banked - Retail</span> <span>Banked - Wholesale</span> <span>Brokered</span> <span>Correspondent</span> </div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 70%;">Milestone</th> <th style="width: 30%;">Order Type</th> </tr> </thead> <tbody> <tr><td>Application</td><td>Rate Quote <span style="float: right;">▼</span></td></tr> <tr><td>Processing</td><td>Non-Delegated <span style="float: right;">▼</span></td></tr> <tr><td>Submittal</td><td><span style="float: right;">▼</span></td></tr> <tr><td>Cond. Approval</td><td><span style="float: right;">▼</span></td></tr> <tr><td>Resubmittal</td><td><span style="float: right;">▼</span></td></tr> <tr><td>Approval</td><td><span style="float: right;">▼</span></td></tr> <tr><td>Ready for Docs</td><td><span style="float: right;">▼</span></td></tr> <tr><td>Docs Out</td><td><span style="float: right;">▼</span></td></tr> <tr><td>Docs Signing</td><td><span style="float: right;">▼</span></td></tr> <tr><td>Funding</td><td><span style="float: right;">▼</span></td></tr> <tr><td>Shipping</td><td><span style="float: right;">▼</span></td></tr> <tr><td>Purchasing</td><td><span style="float: right;">▼</span></td></tr> <tr><td>Completion</td><td><span style="float: right;">▼</span></td></tr> </tbody> </table>		Milestone	Order Type	Application	Rate Quote <span style="float: right;">▼</span>	Processing	Non-Delegated <span style="float: right;">▼</span>	Submittal	<span style="float: right;">▼</span>	Cond. Approval	<span style="float: right;">▼</span>	Resubmittal	<span style="float: right;">▼</span>	Approval	<span style="float: right;">▼</span>	Ready for Docs	<span style="float: right;">▼</span>	Docs Out	<span style="float: right;">▼</span>	Docs Signing	<span style="float: right;">▼</span>	Funding	<span style="float: right;">▼</span>	Shipping	<span style="float: right;">▼</span>	Purchasing	<span style="float: right;">▼</span>	Completion	<span style="float: right;">▼</span>
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<a href="#">Add/Update Channel Field Triggers</a>																													

- Use the bottom panel to add fields that will trigger automatic loan resubmissions to the applicable MI vendor when updated after the completion of the corresponding milestones. To add fields that will trigger automatic loan resubmissions to MI when updated after the completion of the corresponding milestones, click the **New** icon in the **Field Trigger Setup** window.

Field Name	Field ID
Amortization Type	608
Appraisal Amount	356
ARM 1st Adjustment	696
ARM Cap Percent	697
ARM Lifetime Cap	247
AUS Recommendation	1544
Balloon Indicator	1659
Balloon Term	325
Base Loan Amt	1109
Buydown Indicator	425
LTV	353
CLTV	MORNET.X76
	<b>Loan Level - VASUMM.X23</b>
	<b>Borrower - Experian 67 TransUnion 1450 Equifax 1414</b>
	<b>CoBorrower - Experian 60 TransUnion 1452 Equifax 1502</b>
Credit Score	
Doc File ID (UCDP)	ULDD.X31
DTI	742
Loan Purpose	19
No of Units	16
Occupancy type	1811
Property State	14
Property Type	1041
Property Zip	15
Purchase Price	136
Purpose of Refinance	299
Term	4
Underwriting Type	1543
Lender Paid Mortgage Insurance	3533
Debt to Income Ratio	742
Interest Only Indicator	Terms.IntrOnly
Loan Type	1172
Origination Channel	2626



Select a milestone trigger for these standard key data changes.

Field ID	Field Description	Milestone Trigger
1041	Subject Property Type Fannie Mae	Processing
1109	Trans Details Loan Amt	Application
1172	Trans Details Loan Type	Processing
136	Trans Details Purchase Price	Submittal
14	Subject Property State	Cond. Approval
1414	Borr Equifax BEACON	Resubmittal
1415	Co-Borr Equifax BEACON	Approval
1450	Borr TransUnion Empirica	Ready for Docs
1452	Co-Borr TransUnion Empirica	Docs Out
		Docs Signing
		Funding
		Shipping
		Purchasing
		Completion

Setup additional key data changes needed to trigger an order request

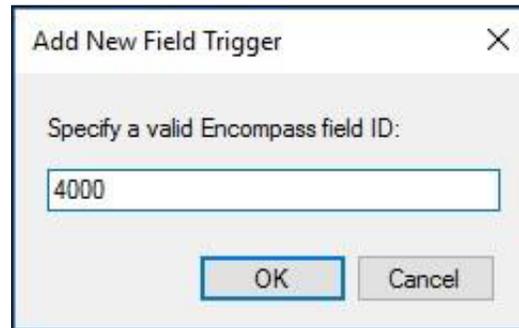
Field ID	Field Description	Milestone Trigger

OK Cancel

- In the **Add New Field Trigger** window, type the field ID, then click **OK**.
- In the Field Trigger Setup window, click **OK**.

**NOTE:** Based on your selections in the Trigger Milestones panel:

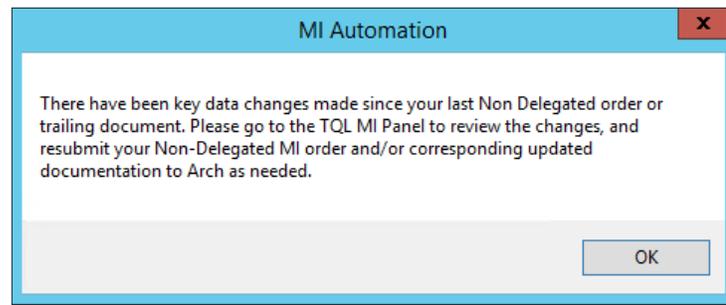
- If a loan has a rate quote with imported fees and one of the trigger fields is updated, saving that loan will prompt an automated rate quote resubmission to the applicable MI partner.
- If a loan has a delegated certificate order with imported fees and one of the trigger fields is updated, an automated delegated certificate resubmission to the applicable MI partner will be made.
- Once the initial automated Non-Delegated MI order is processed, TQL continues to monitor trigger fields for changes. When a trigger field changes and the loan is saved, the below message will be displayed to alert the user that they need to manually resubmit the Non-Delegated order along with any documents that have changed.
- You can view the changed data by clicking **View Log Data**.



**Add New Field Trigger** [X]

Specify a valid Encompass field ID:

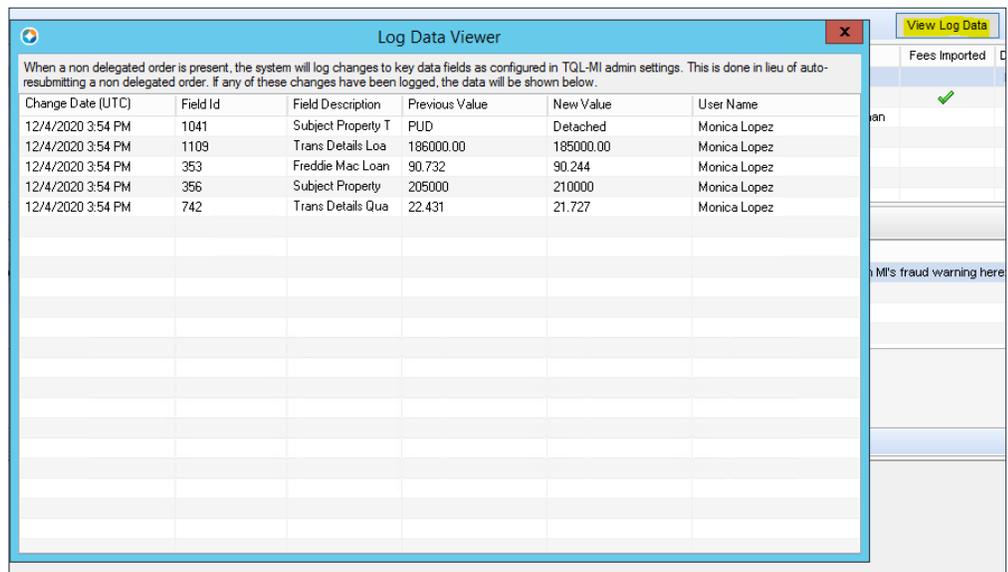
[OK] [Cancel]



**MI Automation** [X]

There have been key data changes made since your last Non Delegated order or trailing document. Please go to the TQL MI Panel to review the changes, and resubmit your Non-Delegated MI order and/or corresponding updated documentation to Arch as needed.

[OK]



**Log Data Viewer** [X] [View Log Data]

When a non delegated order is present, the system will log changes to key data fields as configured in TQL-MI admin settings. This is done in lieu of auto-resubmitting a non delegated order. If any of these changes have been logged, the data will be shown below.

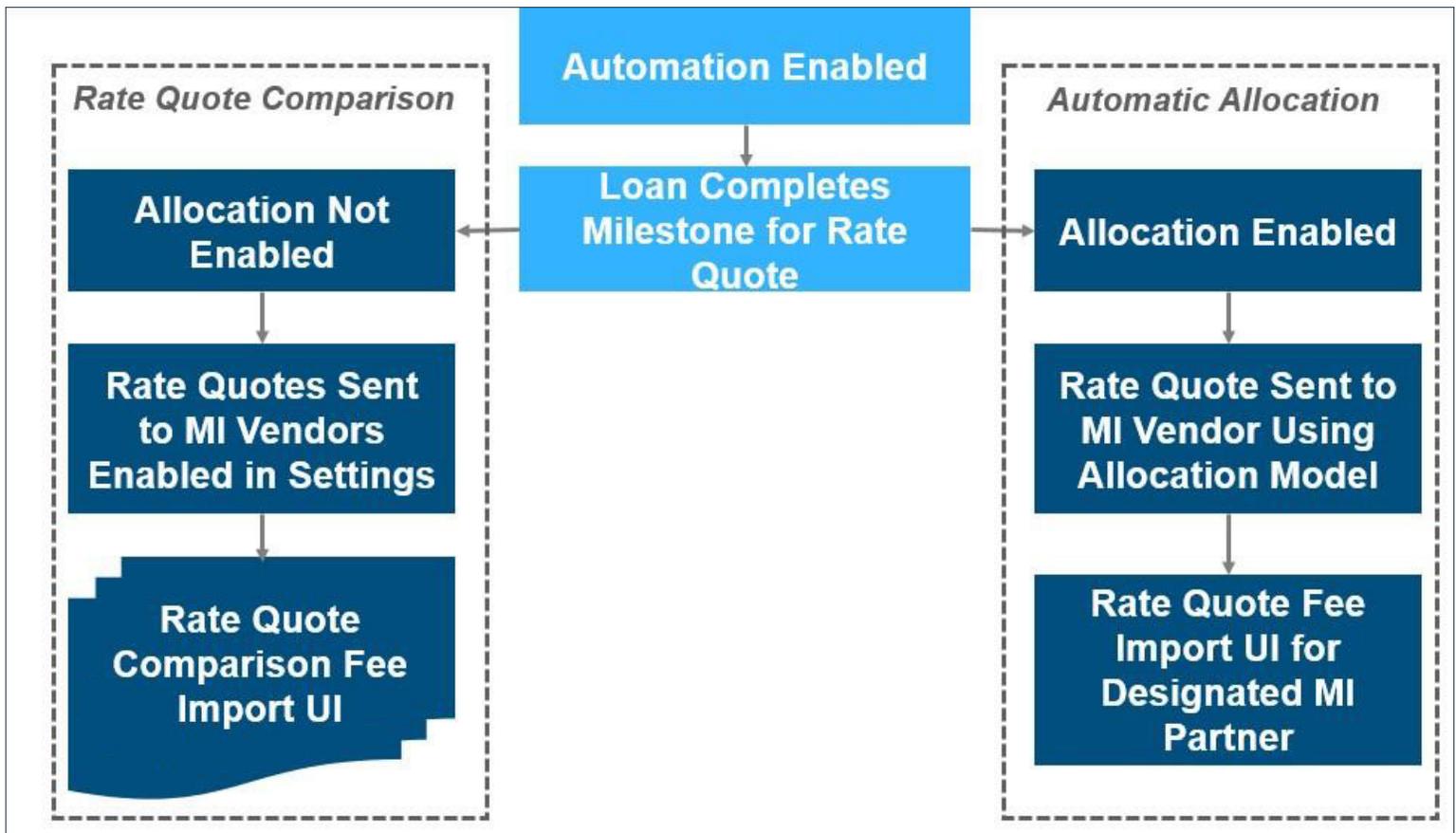
Change Date (UTC)	Field Id	Field Description	Previous Value	New Value	User Name
12/4/2020 3:54 PM	1041	Subject Property T	PUD	Detached	Monica Lopez
12/4/2020 3:54 PM	1109	Trans Details Loa	186000.00	185000.00	Monica Lopez
12/4/2020 3:54 PM	353	Freddie Mac Loan	90.732	90.244	Monica Lopez
12/4/2020 3:54 PM	356	Subject Property	205000	210000	Monica Lopez
12/4/2020 3:54 PM	742	Trans Details Qua	22.431	21.727	Monica Lopez

### Automatic Ordering with Automatic Order Allocation

After completing the preceding steps, you can continue with the following steps to setup and enable automatic order allocation.

This diagram depicts the difference in the user experience when using automatic ordering versus using automatic order allocation.

9. Use the Automatic Order Allocation panel to automatically allocate rate quotes to each vendor enabled for the automated MI workflow. The new Document History tab provides a record of all documents uploaded by the user to Arch MI.
  - Select the **Enable Automatic Order Allocation** check box.
  - Use the **Target Allocation %** fields for each vendor to enter the target allocation percentage assigned to the vendor. Each lender designates this distribution percentage, as applicable. The total **Target Allocation** percentage must be no less than 99.99%.



- The **Remaining** field auto-populates based on your designations. You can click the **Calculator** icon to equally allocate ordering among the enabled vendors.
- The **Actual Allocation %** fields for each vendor are non-editable and pre-populated.
- The **Actual Allocation %** represents certificates, whether they are placed manually or through automatic ordering.
- Use the calendar icon to change the **Actual Allocation Effective Date**.
- Partner designation of an automated rate quote — the furthest distance from the **Target Allocation %** to the **Actual Allocation %** defines the MI vendor receiving the next automated rate quote.

**Note:** If the Automatic Order Allocation panel is configured, rate quotes will be allocated based on the numbers defined in this section and a rate quote comparison will not be displayed to your user.

10. Click the **Save** icon to save your updates.

**Automatic Order Allocation** ?

Enable Automatic Order Allocation Actual Allocation Effective Date: 01/01/2020 ▼

	Arch	Essent	Genworth	MGIC	National MI	Radian	
<b>Target Allocation %</b>	16.66%	16.66%	16.66%	16.66%	16.66%	16.66%	<span style="border: 1px solid red; padding: 2px;">📅</span> <b>Remaining</b> 0.04% ✓
<b>Actual Allocation %</b>	100%	0%	0%	0%	0%	0%	

**Mortgage Insurance Service**

Use the Mortgage Insurance Service settings to enable and configure order triggers for Arch, Essent, Genworth, MGIC, National MI and Radian.

**Mortgage Insurance Service** 📄

● Arch ● Essent ● Genworth ● MGIC ● National MI ● Radian ● Automation

**Automatic Ordering:**  Enabled  Disabled **MI Vendor Selection:**  Arch  Essent  Genworth  MGIC  National MI  Radian

**Default Channel** ?

Select a Default Channel to use for loans with no channel value (Field 2626).

Banked - Retail ▼

**Automatic Order Allocation** ?

Enable Automatic Order Allocation Actual Allocation Effective Date: 01/01/2020 ▼

	Arch	Essent	Genworth	MGIC	National MI	Radian	
<b>Target Allocation %</b>	16.66%	16.66%	16.66%	16.66%	16.66%	16.66%	<span style="border: 1px solid #ccc; padding: 2px;">📅</span> <b>Remaining</b> 0.04% ✓
<b>Actual Allocation %</b>	100%	0%	0%	0%	0%	0%	

## Rate Quote Comparison

If your Encompass administrator has enabled automatic ordering for more than one vendor and has not configured automatic order allocation, when your loan completes a milestone configured to order a rate quote, an MI Rate Quote window will display a rate quote comparison for the enabled vendors.

**Note:** The image below has been modified for the purpose of this document to remove vendor-specific rates. Your MI Rate Quote window will display rate quotes for the enabled vendor(s). The Fees panel will display the rate quote received from the vendor. The Order Information panel will display details about the type of order associated with the vendor response. For example, if the fees are associated with a borrower-paid monthly deferred order, then the Order Information panel will display **Deferred, Monthly Premium, Borrower Paid**.

**Important** — You must have the **same defaults** selected for each active provider in the Mortgage Insurance Service settings to ensure an “apples-to-apples” comparison.

You can compare the rate quotes, select your vendors, then click **Import Fees**.

MI Rate Quote ✕

Select the provider and fees you want to Import

**ARCH**  
Prepaid, Level, BorrowerPaid

Fees			
Description	Percent	Amount	Duration

Notice To User

**MGIC**  
Deferred, MonthlyPremium, BorrowerPaid

Fees			
Description	Percent	Amount	Duration

Notice To User

**RADIAN**

Fees			
Description	Percent	Amount	Duration

Notice To User

**ESSENT**  
Deferred, Level, BorrowerPaid

Fees			
Description	Percent	Amount	Duration

Notice To User

**GENWORTH**  
Deferred, Level, BorrowerPaid

Fees			
Description	Percent	Amount	Duration

Notice To User

**NATIONAL MI**  
Deferred, Level, BorrowerPaid

Fees			
Description	Percent	Amount	Duration

Notice To User