



# Carrington

mortgage services, llc

## Correspondent IQ (CorrIQ) Seller WorkSpace Reference Guide For Seller Partners

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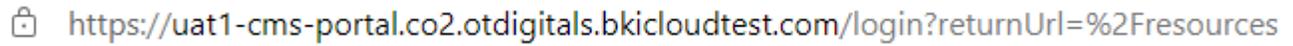


Equal Housing Opportunity Lender.

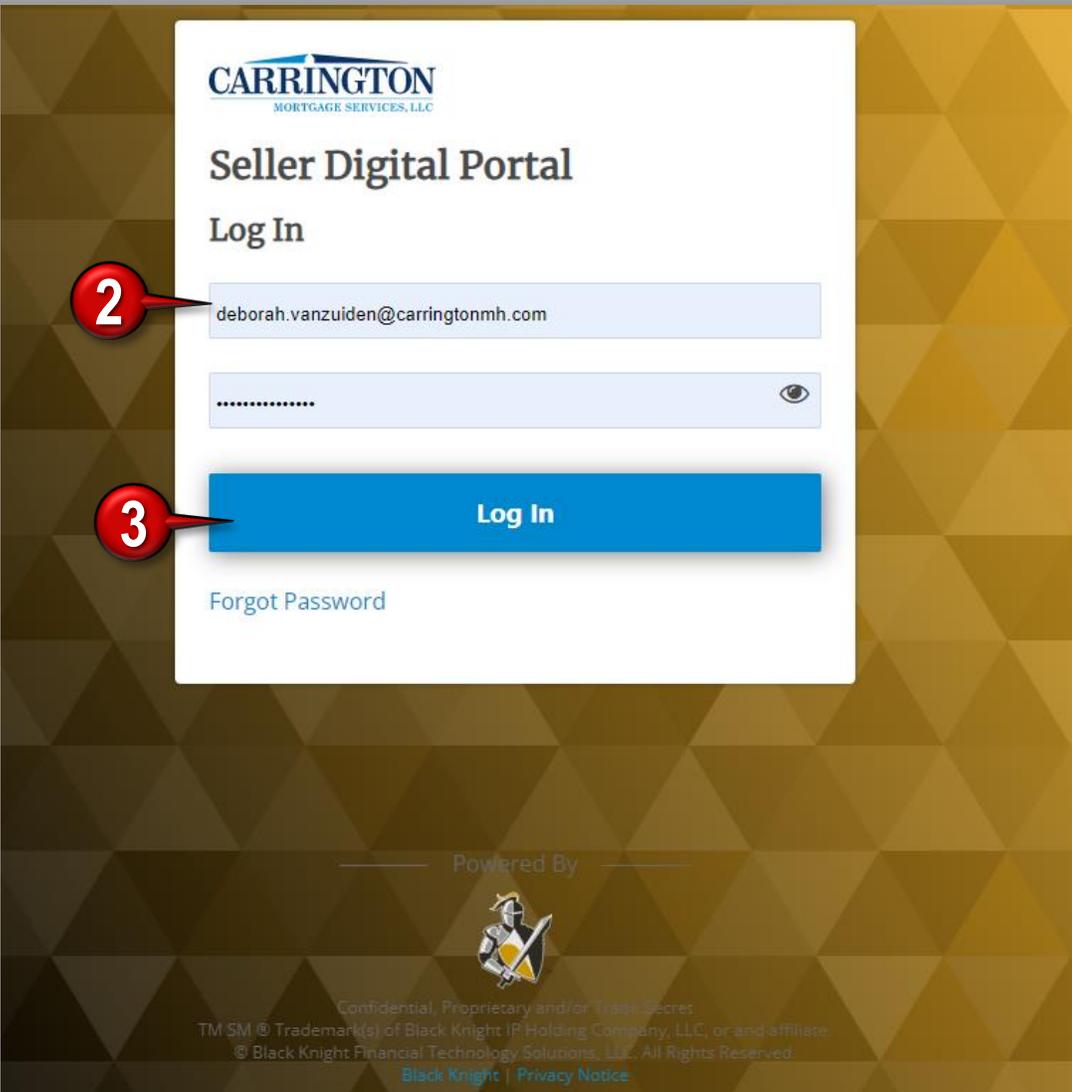
## Navigation and Overview

### Seller Web Access

1. Navigate to : [SellerWorkspace \(bkicloudtest.com\)](https://uat1-cms-portal.co2.otdigitals.bkicloudtest.com/)

 <https://uat1-cms-portal.co2.otdigitals.bkicloudtest.com/login?returnUrl=%2Fresources>

2. Enter **Login Credentials**
  - Sent by two separate emails
3. Click **Login**



**CARRINGTON**  
MORTGAGE SERVICES, LLC

### Seller Digital Portal

#### Log In

2

2

3

[Forgot Password](#)

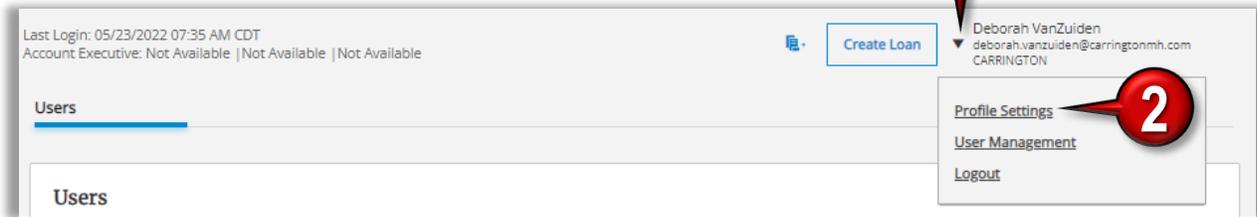
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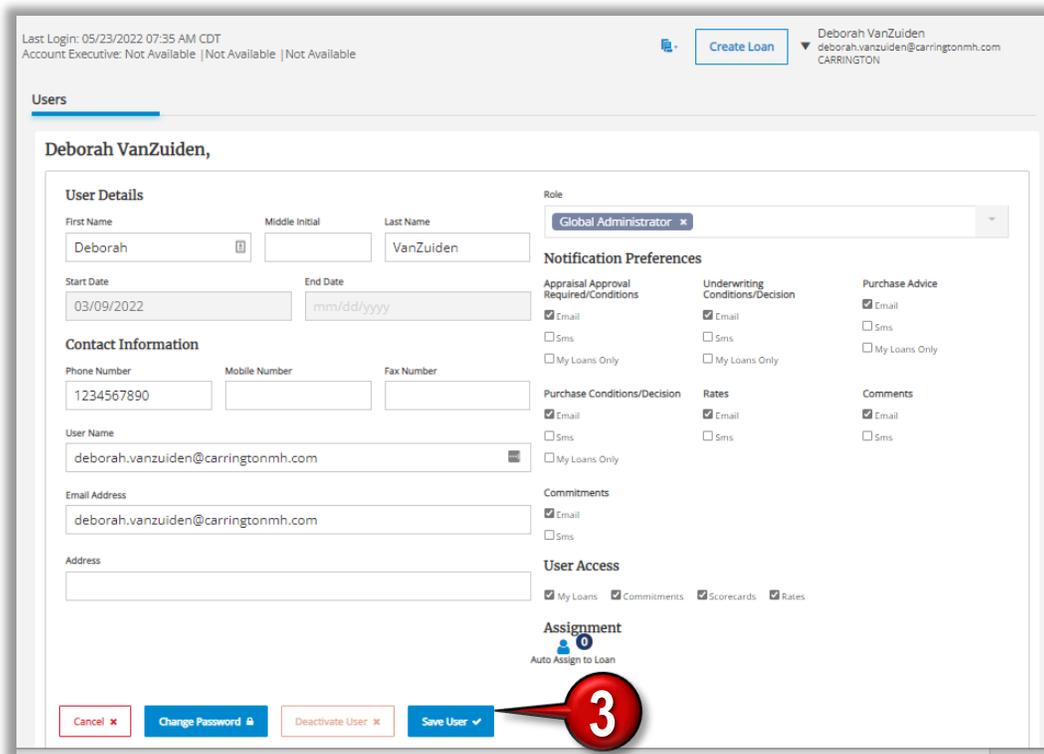
## Profile Settings

Profile Settings can be updated from the drop-down list for individual users

1. Click **Arrow** for Drop Down Menu
2. Go to **Profile Settings**



3. Make any applicable changes and click **Save User**



**User Profile Access:**

Seller Administrator – Create new users, Register loans, Upload, Lock loans

Manager – Register new loans, Upload, Lock loans

Processor – Register new loans, Upload

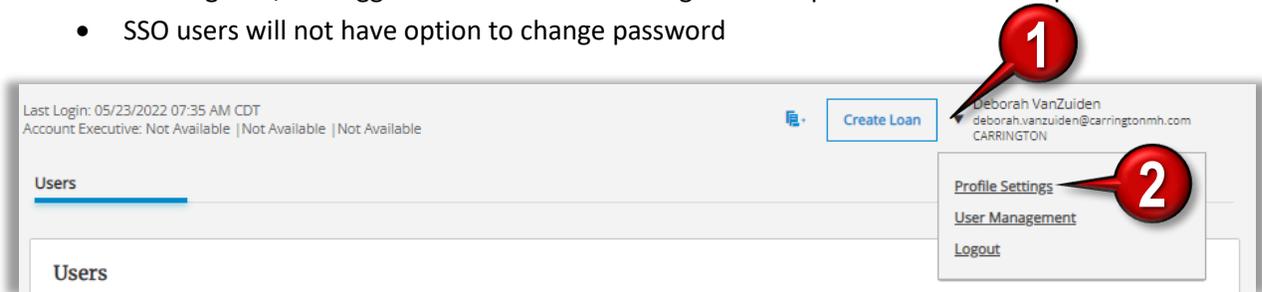
Lender Post closer- Register new loans, Upload

Loan Officer – View Only

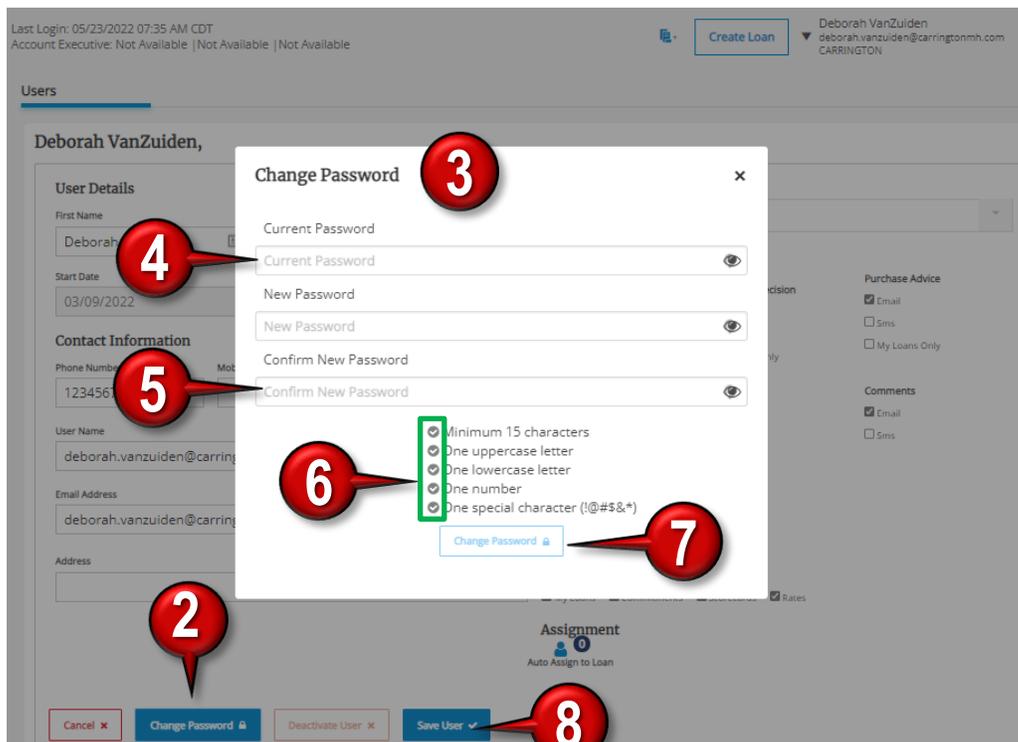
## Change Password

Change Password allows the user to change password

1. Click **Arrow** for Drop Down Menu
2. Go to **Profile Settings**
  - If configured, the logged in user’s Profile Settings can be updated from the drop-down list.
  - SSO users will not have option to change password



- Click Change **Password**
- **Password Box** will Open in same screen
- Enter the **Current Password**
- **Enter New Password and** Confirm New Password
- Password **Requirements Displayed** on the screen
  - Checkmarks turns Green to Confirm
- **Change Password** becomes Active
- Make any applicable changes and click **Save User**



## Forgot Password

Forgot password will allow user to re-set password

1. Go to **Login Screen**
2. Click **Forgot Password**
3. Box will pop up, Input your username and click **Send Verification Code**
4. A system generated email will be sent to the user with a **temporary passcode**
5. Manually enter the code (Do not cut and paste) and Click **Reset Password**
  - The user will be prompted to **change the password** at login

The screenshots show the following steps:

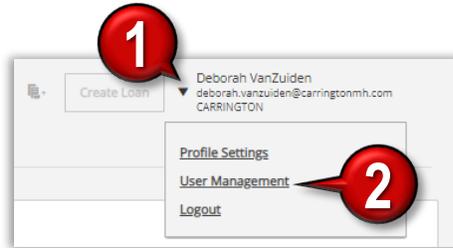
- 1:** Seller Digital Portal Log In screen. Username: `deborah.vanzuiden@carringtonmh.com`. A "Forgot Password" link is visible below the password field.
- 2:** Seller Digital Portal Log In screen. Instruction: "Enter the username for your account and we will send you an email containing a code to reset your password." Username: `deborah.vanzuiden@carringtonmh.com`. A "Send Verification Code" button is highlighted.
- 3:** Email notification from `no-reply@bkfs.com` to `Deborah VanZuiden`. Subject: "Seller Digital | Your one time temporary password". Content: "Attention: This message was sent by an external sender. Please be mindful before clicking a link or opening attachments". Link: <https://uat1-cms-portal.co2.otdigitals.bkicloudtest.com>. Instructions: "Log in when your account is active after 03-10-2022. One-time temporary password: qq\$SRR22".
- 4:** Seller Digital Portal Log In screen. Instruction: "Please enter the code sent to your email address." Field: "Reset Password Code". A "Reset Password" button is highlighted.
- 5:** Seller Digital Portal Log In screen. Fields: "New Password" and "Confirm New Password". Password requirements: Minimum 15 characters, One uppercase letter, One lowercase letter, One number, One special character (!@#%&\*). A "Reset Password" button is highlighted.

# Expired Password

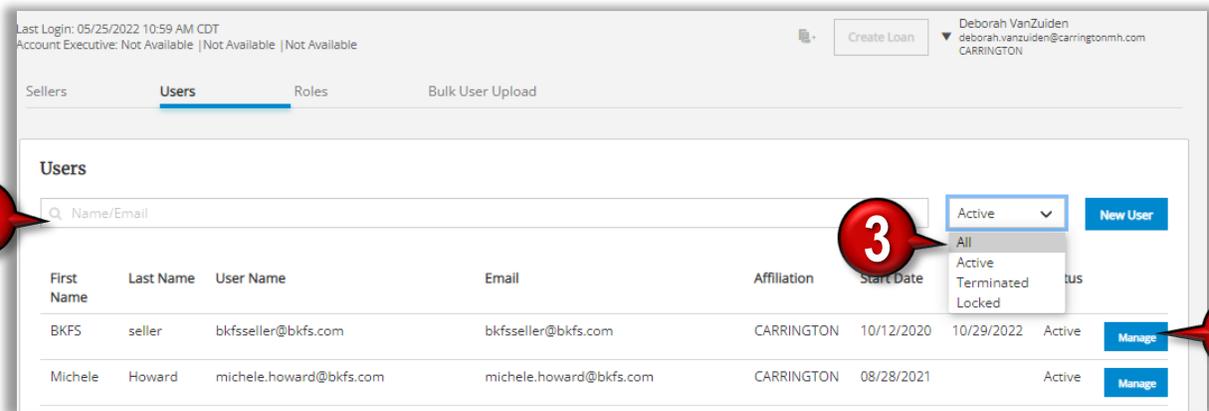
## Seller Administration

Administrators can Unlock, Deactivate, Update general users from this screen

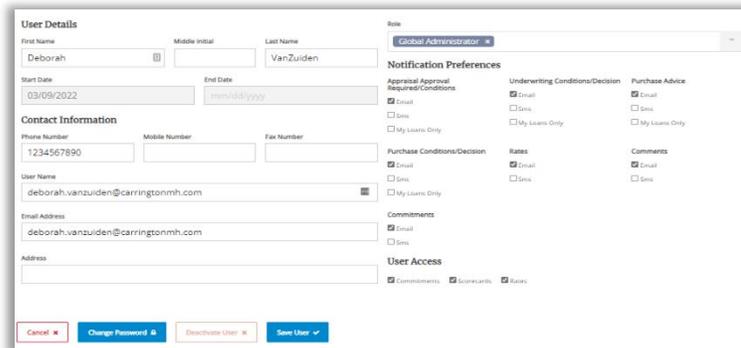
- **The password will remains valid for 30 days**
  - **Email Reminder** received to change password on the 20th and 28th day
1. Open **Menu** by drop down arrow in upper right corner
  2. Select **User Management**



3. Select **All Users** from drop down menu
4. Search **Username** first or last name
5. Click **Manage** to open User Details



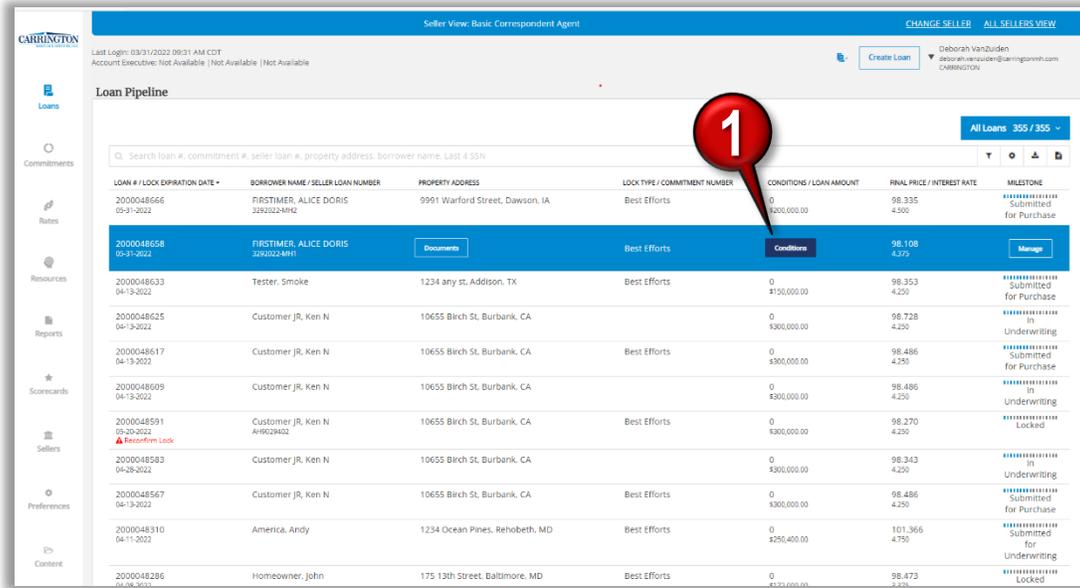
6. Make any applicable changes
  - Deactivate to limit access
  - Unlock to reset
  - Save for update





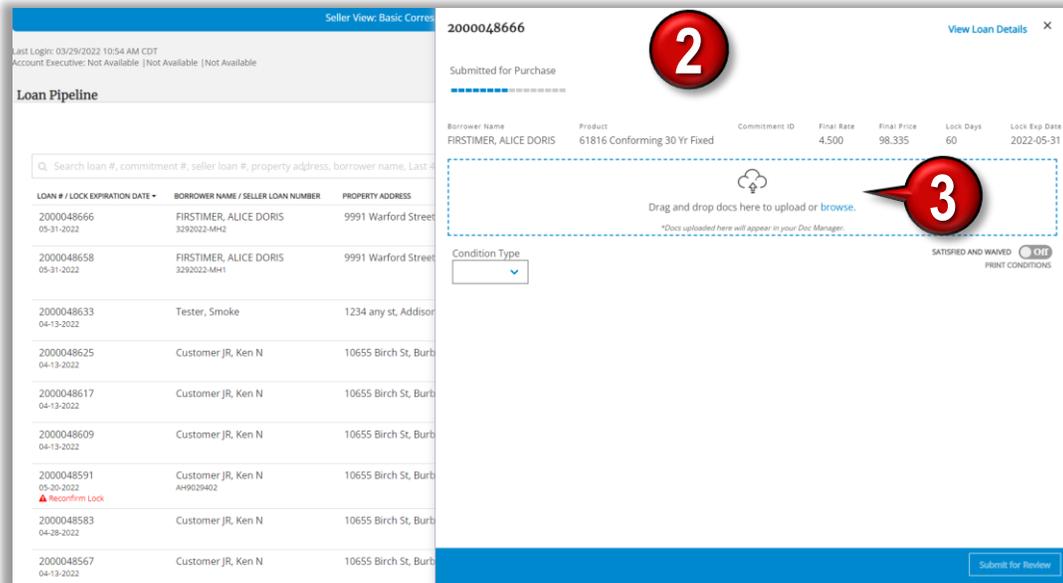
# Conditions

1. Click **Conditions**



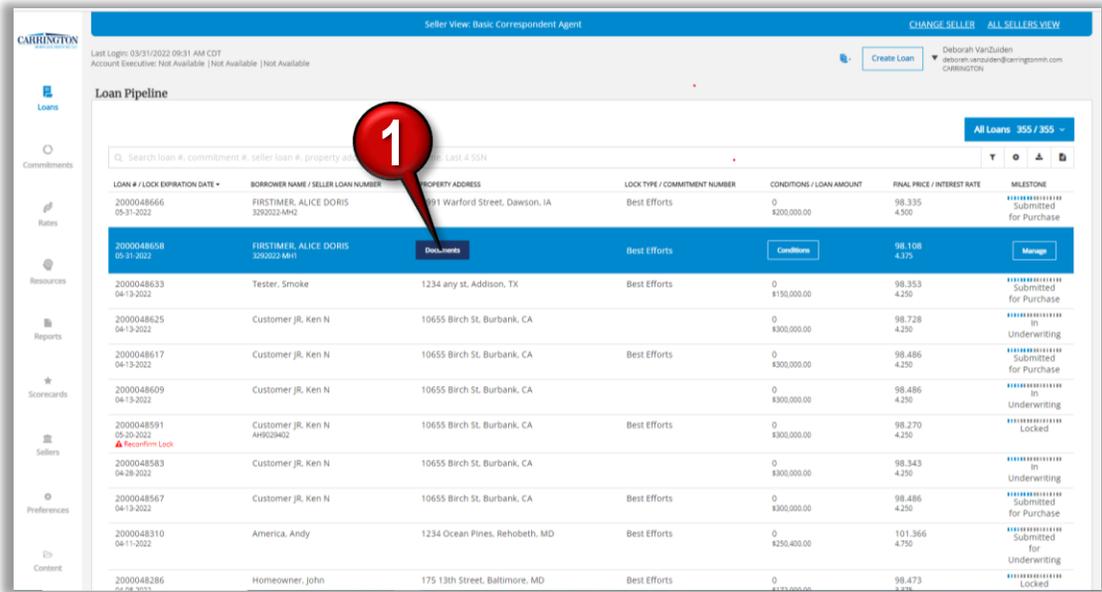
2. **Conditions** side panel will open

3. **Browse or Drag and Drop** Documents to upload to clear conditions

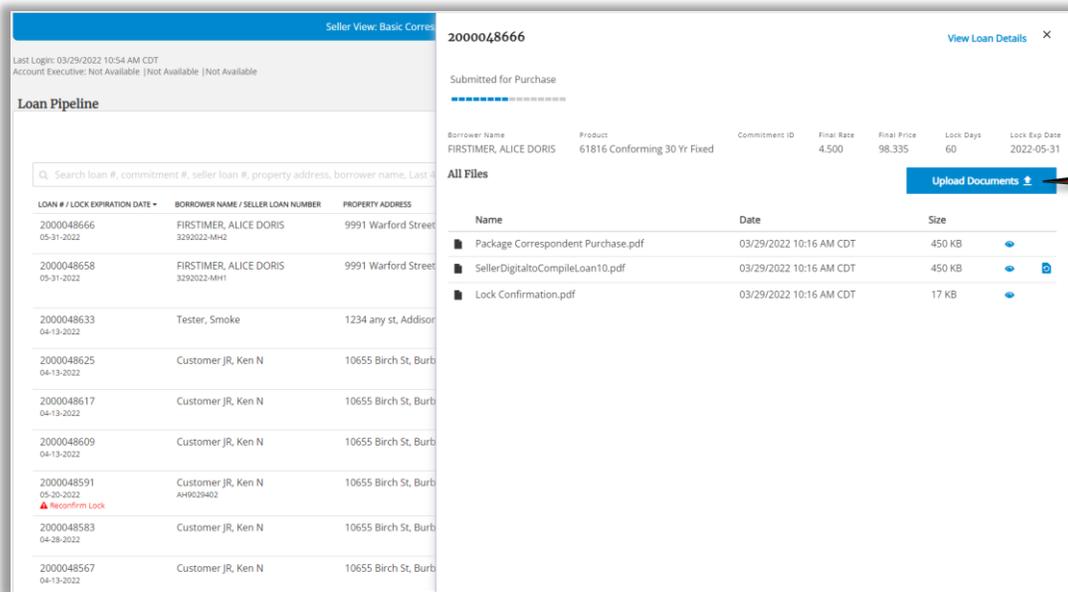


# Documents

1. Click **Documents** to open the Documents side panel for the loan



2. Click **Upload Documents** to submit for Purchase and/or Underwriting Review

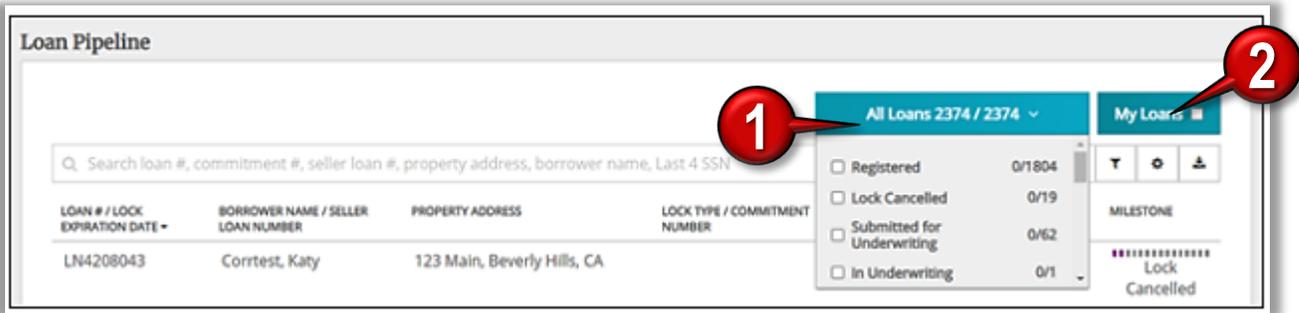


## Loan Pipeline Function Details

### Milestones

All Loans is displayed by default

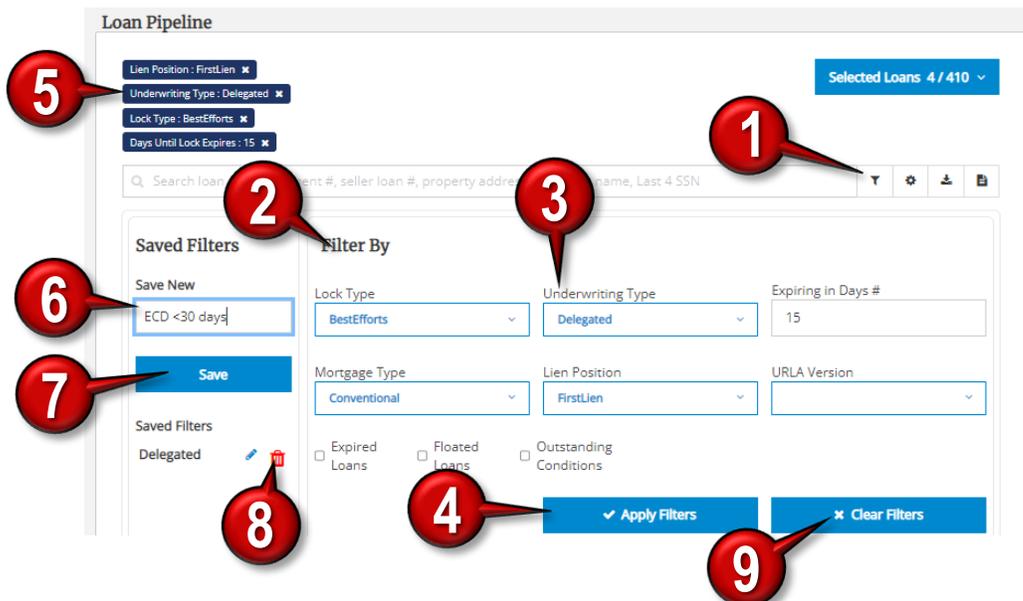
1. Click **All Loans** to open a drop-down list of loan milestones that the pipeline will display
2. Check **My Loans** to only view loans created by user



### Filter

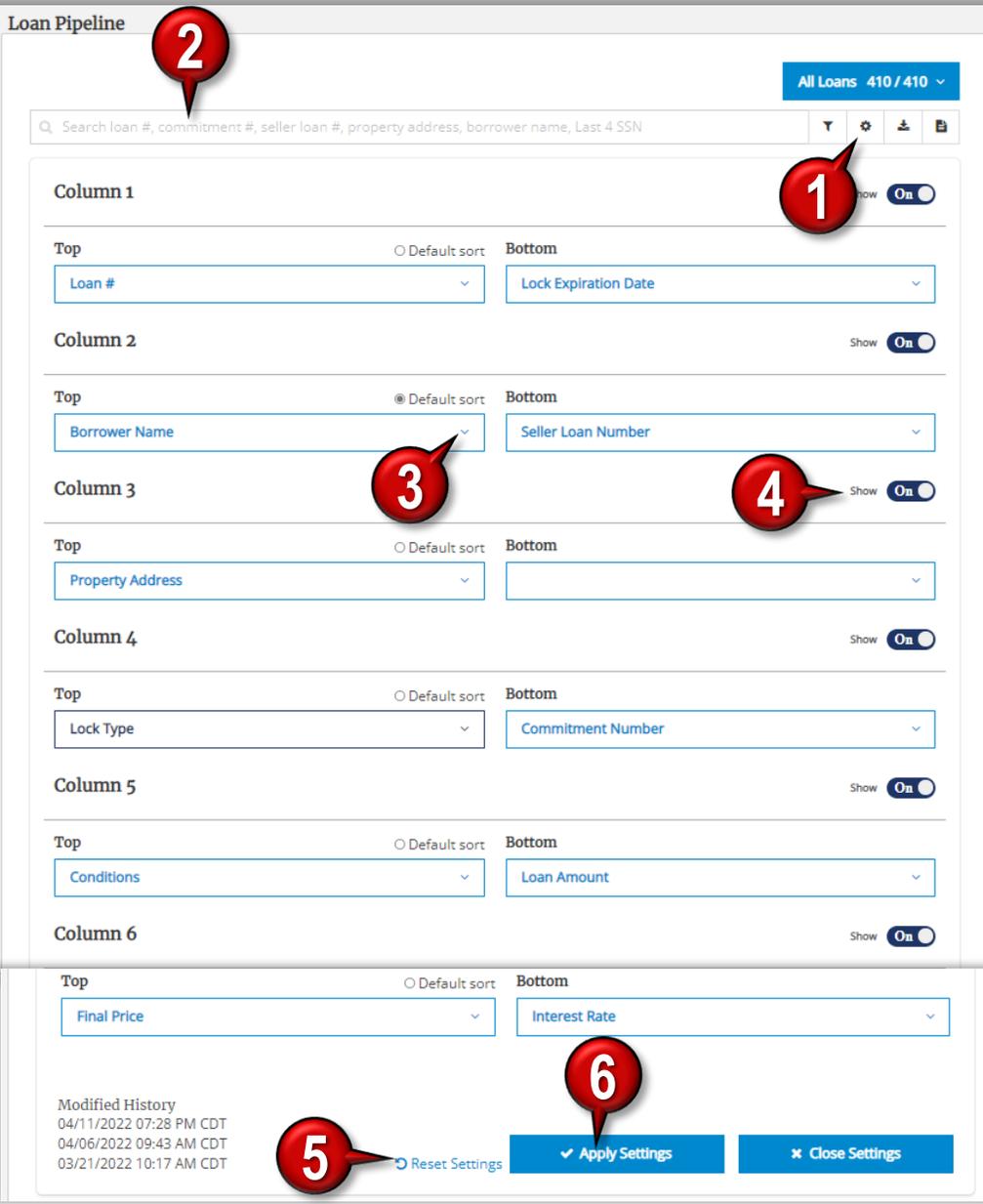
This search method will allow to save filters

1. Click **Filter** icon next to Search field on the Loan Pipeline screen
2. **Advanced Filter Panel** opens
3. Select the **Products** you want to Filter in **Drop Down Box**
4. Click **Apply Filters**
5. Filters will appear above the **Search Field** while in Loan Pipeline view
6. To **Save Filter** enter name in **Save Name Box**
7. Click **Save**
8. Users can also **Edit or Delete** Saved Filters
9. To Reset Filter Remove by Clicking the X to **Clear Filters**



## Pipeline Settings

1. Click **Settings Icon** next to Search Loan Bar
  - This will give you different filtering options
2. Enter option in **search bar** to filter loans
3. Click **Drop down arrow** in chosen column settings to adjust what each column displays
  - Default Sort can be chosen to save
4. Turn **Toggle ON** or Off to Show/Hide columns
5. Click **Reset Settings** to default
6. Click **Apply Settings**



**Loan Pipeline** All Loans 410 / 410

Search loan #, commitment #, seller loan #, property address, borrower name, Last 4 SSN

**Column 1** Show

Top  Default sort Bottom

Loan # Lock Expiration Date

**Column 2** Show

Top  Default sort Bottom

Borrower Name Seller Loan Number

**Column 3** Show

Top  Default sort Bottom

Property Address

**Column 4** Show

Top  Default sort Bottom

Lock Type Commitment Number

**Column 5** Show

Top  Default sort Bottom

Conditions Loan Amount

**Column 6** Show

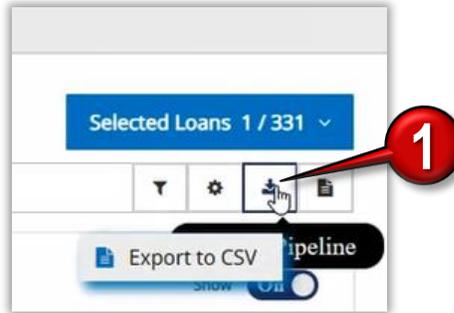
Top  Default sort Bottom

Final Price Interest Rate

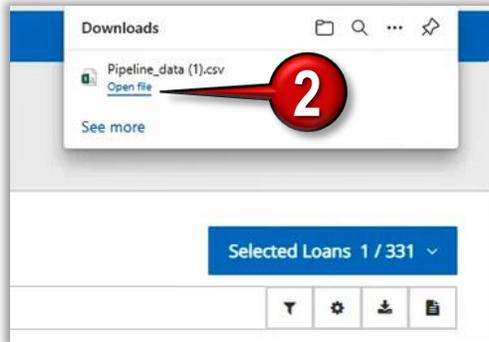
Modified History  
 04/11/2022 07:28 PM CDT  
 04/06/2022 09:43 AM CDT  
 03/21/2022 10:17 AM CDT

## Export Pipeline

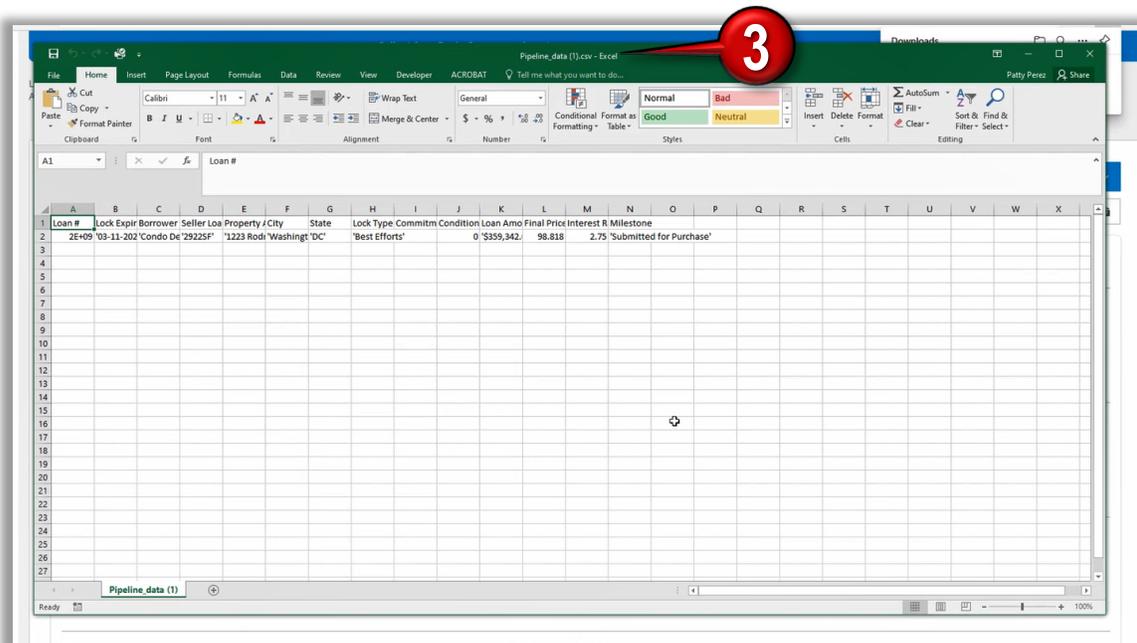
1. Click **Export** to save the data to a CSV file after filtered applied



2. The Excel Report will download, Click **Open File**

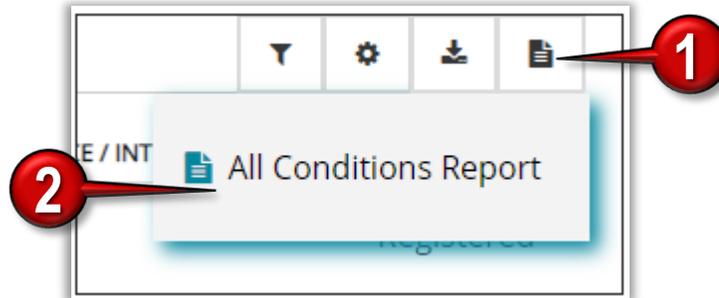


3. The Excel Report will open in same window



## Conditions Report

1. Users generate conditions reports from their pipeline by selecting **Conditions Report** on the loan pipeline.
2. Selecting **All Conditions Report** creates a report with all outstanding (open) and pending conditions for all the loans in their pipeline and with all milestones **Except Registered, Purchased, and Cancelled**



The report, exported to a .csv file, includes the following columns of **information**:

- **Borrower Name**
- **Loan #**
- **Lender Loan#**
- **Locked By**
- **Loan Program**
- **Milestone**
- **EZD**
- **Mandatory**
- **Category**
- **File Received Date**
- **Status**
- **Condition Description**

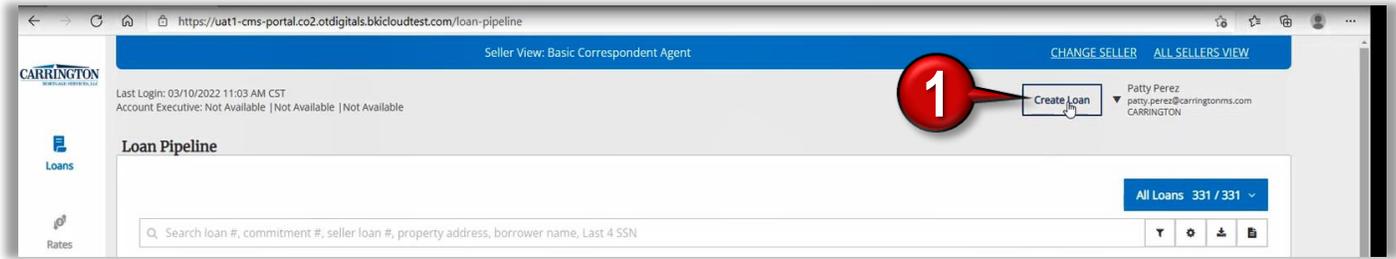
Values are **sorted first by Borrower Name** and then by Loan # so all conditions on the same loan are grouped together

The report also displays the **Report Date, Lender, and Report Type**



## Create a Loan

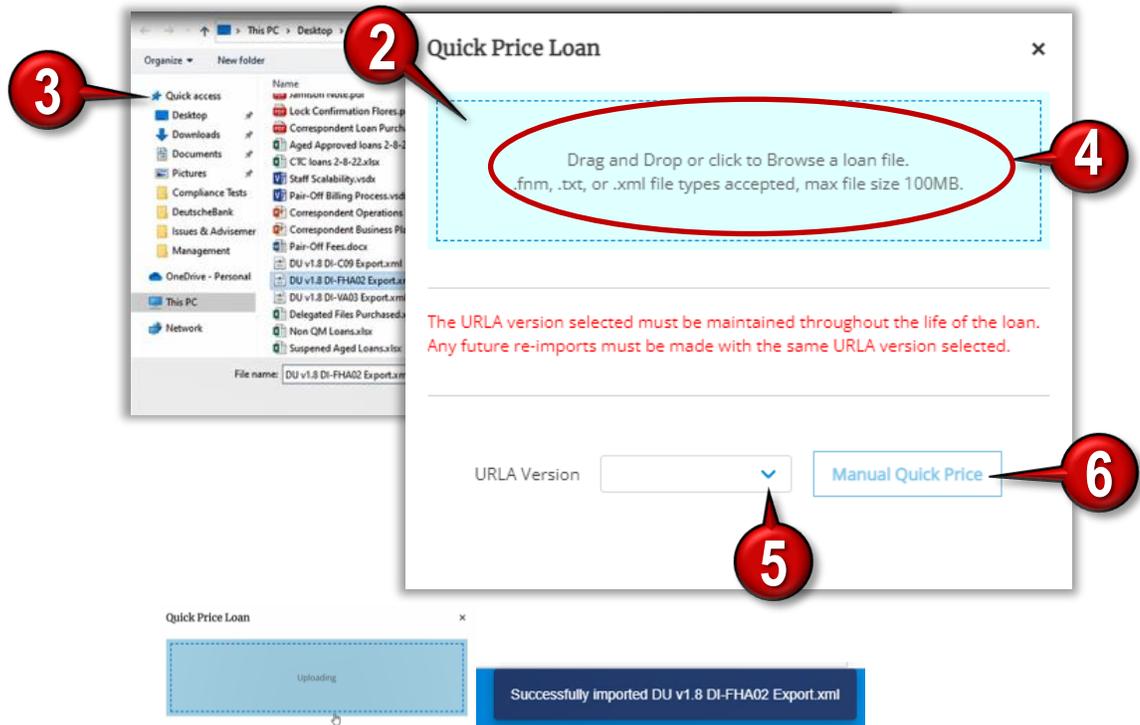
1. From the Loan Pipeline screen, click **Create Loan**



The **Quick Price Loan** Dialog Box Opens

2. Choose an **URLA Version** from the Drop-Down list
3. Click the **Teal Box** on **Quick Price Loan Screen**
4. PC Desktop window will open to **Find File**
5. Browse for the file, **then Drag and Drop or Double Click the Loan File to Upload**
  - Acceptable loan files are FNM 3.2, 3.4 or ULDD files
  - The same URLA version must be retained throughout the life of the loan
  - Manual data entry is also an option
6. The **Manual Quick Price** Button will Activate

Note: The URLA Version option is dependent on the URLA Effective Date, which can be set in Preferences. See the Seller DigitalAdmin Guide for more information on the **Preferences screen**. When the Effective Date is after the current date, no URLA Version option is displayed. When the Effective Date is before or on the current date, the URLA Version option is displayed.



## Borrower and Property Information

1. The loan data is extracted and is displayed on the **Quick Price Loan** screen.
2. If missing necessary data, **Error message** will appear with a list of those empty fields appears
3. Cursor will automatically move to the **first empty field** that requires information
  - press [Tab] on their keyboard to advance to the next empty field that requires input until all required fields are completed
4. To add additional borrowers, click **Add Borrower**
5. Fill out **Borrower 2** information and add additional borrowers as needed
6. To delete additional borrowers, click **Trash Can Icon**
7. Delete Box will open, click **Delete** to confirm
8. Click **TBD** if the property address is not known, such as in new construction.
  - The zip code field will display a list of cities and counties if multiple exist for that zip code

## Loan Terms and Loan Amounts Sections

1. In **Purpose** Section, users can select multiple categories and also remove selected categories
  - Any box with asterisk is required to price a loan
  - Nothing that is greyed out applies. If purchase then Purpose won't have asterisk
2. Make any applicable changes or selections in the **Loan Amounts** section
3. If any changes are made the **Credit Score** will need to be re-entered
4. Enter Original Estimated Closing Date (Required)
5. If Carrington Investor Advantage Loan, enter Debt Service Coverage Ratio (DSCR)

**Loan Terms**

Mortgage Type* FHA	Purpose* Cash Out Other	Purpose Of Refinance Cash Out Other	Refinance Program Identifier
Amortization Type* Fixed	Qualifying FICO* 714	Amortization Term(Months)* 360	Lien Position* First Lien
Cash Reserve Months 36			

Escrow Waived?  
 Insurance     Taxes

Documentation Level* Full Documentation	AUS Type* Desktop Underwriter	DU Recommendation* Approve/Eligible	LPA Recommendation	GUS Recommendation
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FHA Case Number\*  
 FHA Case Assignment Date\*  
mm/dd/yyyy

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**Loan Amounts**

Base Loan Amount* \$ 764,142.00	Upfront MI Financing \$ 0.00	Total Loan Amount* \$ 764,142.00	Purchase Price \$ 0	Appraised Property Value* \$ 1,000,000.00	Cashout Amount* \$ 0.00
Subordinate Lien Type	Original Estimated Closing Date mm/dd/yyyy	Subordinate Financing Current Balance \$ 0	Maximum HELOC Balance \$ 0.00		

Front End DTI 4.654 %	Back End DTI 4.729 %	LTV* 76.414 %	CLTV* 76.414 %	HCLTV* 76.414 %	Income Source	Debt Service Coverage Ratio 0.000 %	Residual Income \$ 0.00
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## Originator Section

1. The Originator Section Must be Populated to **Price the Loan**
2. The **Lender NMLS Name and Lender NMLS ID** Will be Populated from Empower if the Seller Information is Configured
  - Lender specific loan number entered
3. Defaults to **Delegated**. Select **Non-Delegated** if needed.
4. Click **Assign Loan** to Assign Seller to Loan

Originator

Originator Full Name\* Michele BlackKnight

Originator NMLS ID\* 987654321

Lender NMLS Name\* Bank National

Lender NMLS ID\* 123456789

Lender Loan Number 3292022-MH1

Originator Application Received Date\* 09/01/2021

Interest Only  Prepayment Penalty

Lock Terms

Lock Type\* Best Efforts

Underwriting Type\* Non-Delegated

Product\* 61816 Conforming 30 Yr Fixed

Base Rate\* 4.375 %

Lock days\* 60

Final Rate\* 4.375 %

Base Price\* 98.983 %

Final Price\* 98.108 %

Rate Sheet ID\* 3/29/2022 1:39:06 PM

Rate Version Date\* 03/29/2022

Rate/Price Add-ons

5. **Search User** by Name or Email address
6. **Check Box** Next to User
7. **Click Assign**

Assigned Users Populate on the Assigned Users Tab and the Number of Assigned Users Will Update

Users List

Assign Loan Assigned Users

Select Name, Email

Name	Email	Role
<input checked="" type="checkbox"/> Test Test Last	waqar.butt@bkfs.com	Seller Secondary
<input type="checkbox"/> Lisa Ward	lisa.ward@bkfs.com	Seller Administrator, Manager, Lender Processor, Seller Secondary
<input type="checkbox"/> Patty Perez	patty.perez@carringtonms.com	Seller Administrator
<input type="checkbox"/> Vinod Bodala	vinodkumar.bodala@bkfs.com	Seller Administrator, Seller Secondary

Cancel Assign

## Lock Terms Section

1. **Select Lock Type** right now only “best efforts” “mandatory will be added.”
  - If run mandatory then **MUST Sell**
2. **Select Underwriting type**
  - USDA – Delegated only
  - DTI not required and will be updated, due to IRRL
  - Pricing is determined by delegated status/ system will know if they are delegated or non-delegated
  - Defaults to **Delegated**. Choose **Non-Delegated** if applicable.
3. **DO NOT select product** here – the next screen will give available products based on information
  - Leave **Base Rate and Lock days Open** so the system gives choices available
4. Once all data is selected, click **Get Price**
  - All required fields marked with an asterisk must be filled out before Get Price is active System will do validations
  - If anything needs to be corrected it will highlight the area
  - Eligible and Ineligible Products are both Displayed
  - To view ineligibility messages, click on the ineligible product for the Messages tab to display

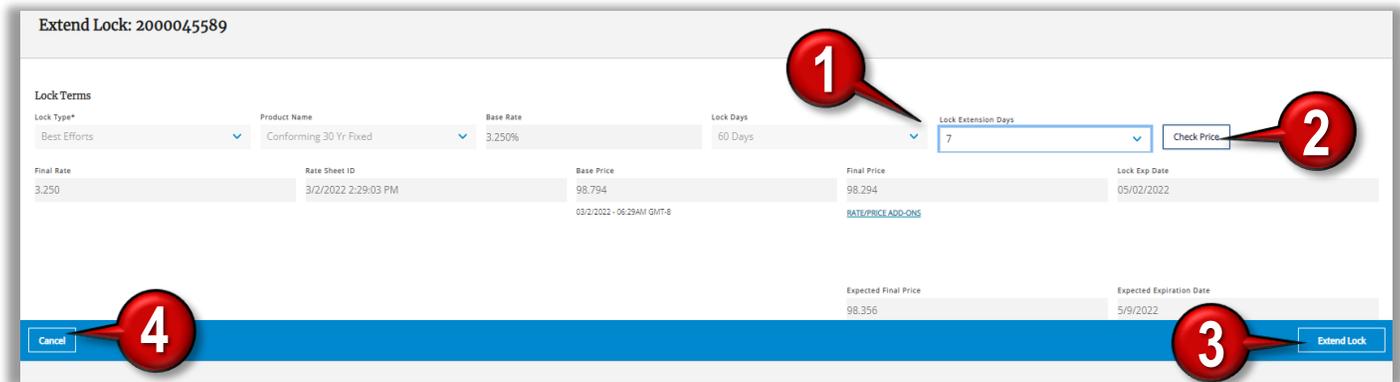
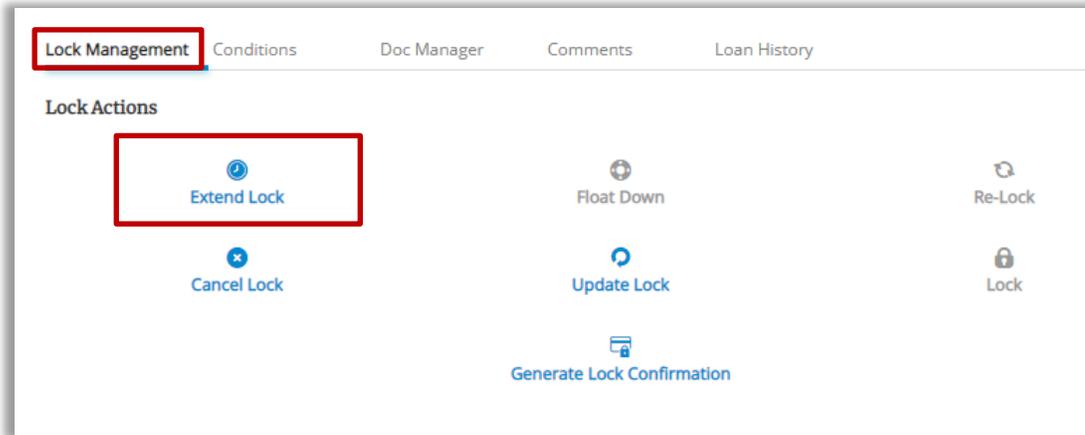
The screenshot shows the Carrington mortgage services interface. The form includes fields for Base Loan Amount (\$147,000.00), Upfront MI Financing (\$2,307.50), Total Loan Amount (\$149,307.50), Purchase Price (\$250,000), Appraised Property Value (\$250,000), and Cashout Amount (\$0.00). It also has sections for Subordinate Lien Type, Subordinate Financing Current Balance, and Maximum HELOC Balance. The Lock Terms section is highlighted with callouts: 1 points to the Lock Type dropdown (Best Efforts), 2 points to the Underwriting Type dropdown (Non-Delegated), 3 points to the Product dropdown menu (which is crossed out with a red 'X'), and 4 points to the Get Price button at the bottom right. The interface also shows a list of products in the Product dropdown, including various FHA 30 Yr Fixed options.





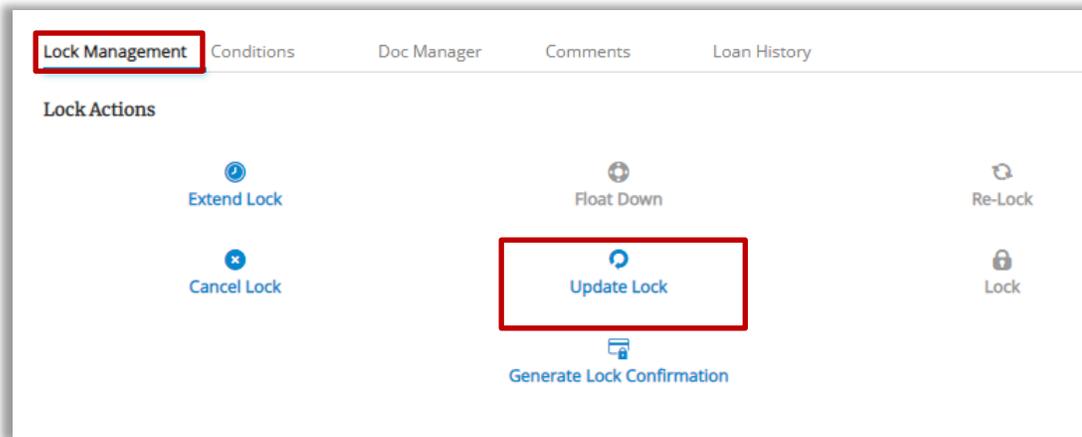
## Extend Lock

1. Enter the **number of days** to extend the lock
2. Click **Check Price**
  - View the **pricing result** if extension will be accepted.
  - The **new expected pricing** will display
3. Click **Extend Lock** to Accept
4. Click **Cancel** to Not Accept



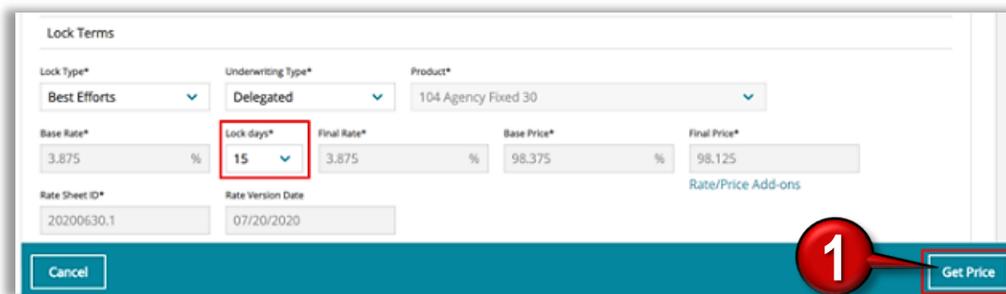
## Update Lock

**Update Lock** will open the Quick Price Loan screen where a user can manually update data points on the loan and re-validate price and program criteria



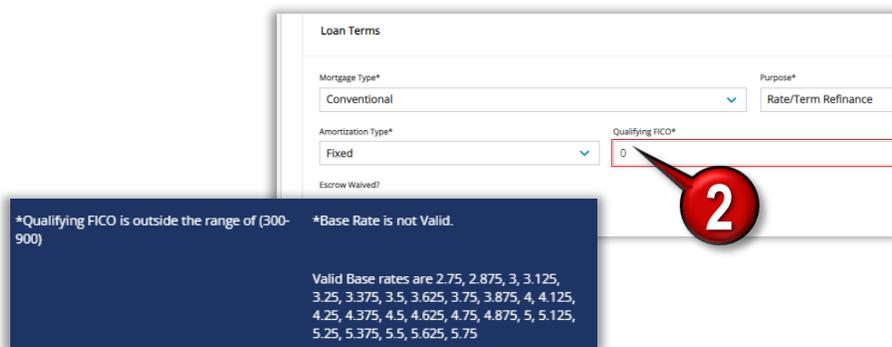
1. Make applicable changes and click **Get Price**

- The system will revalidate program criteria as well as validate the loan level price adjustments for the user to accept

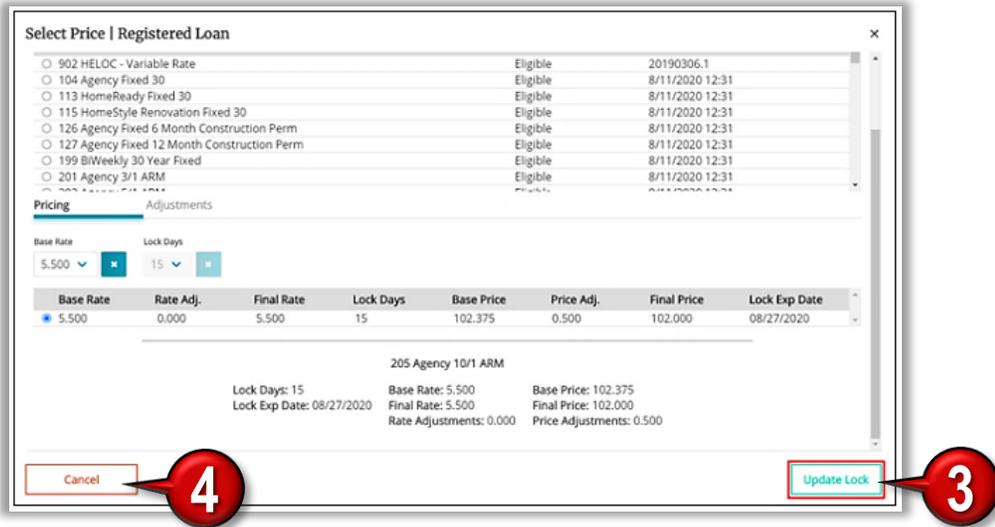


2. Re-input **FICO score**

- Any changes require update
- Warning box will notify

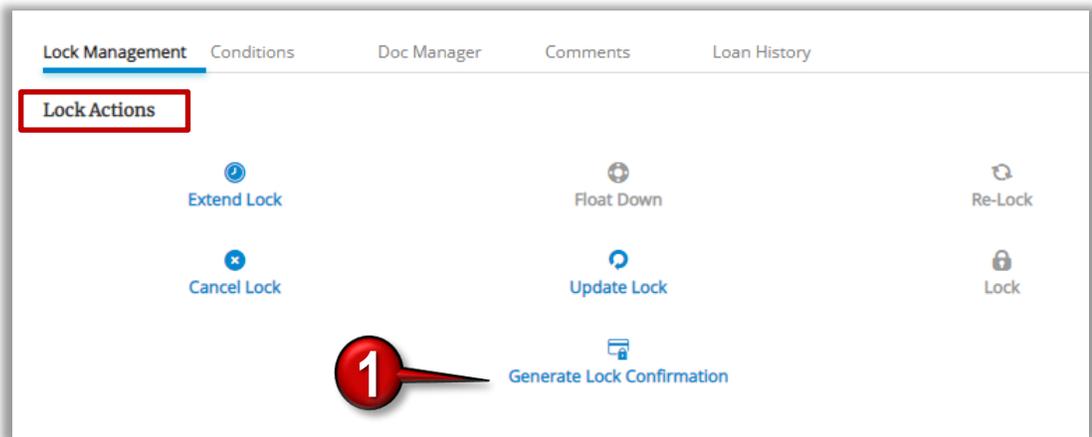


3. Make selections and click **Update Lock** accept the adjustments
4. Click **Cancel** to not accept the adjustments



## Generate Lock Confirmation

1. Click **Generate Lock Confirmation** to produce the Lock Confirmation document
2. Click **Generate Document** to open the document
  - The document will be stored on the **Doc Manager and Lock Management** tabs



3. The **Lock Confirmation Document** will Generate and can be downloaded or printed

Lock Confirmation.pdf 📄 x

3

**Lock Confirmation**

Lock Event: [Price Change](#)

Looked By: [Test Seller](#)

Correspondent Agent Name: [Basic Correspondent Agent](#)

Looked Date: 3/2/2022 3:00:00 AM

Lender Loan Number: 2000045569

Seller Loan Number: 32225F

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**Loan Information**

Loan Plan Description	Conforming 30 Yr Fixed	Base Loan Amount	\$250,400.00
Sales Price	\$0.00	Appraised Value	\$420,000.00
Total Loan Amount	\$250,400.00	Note Rate	40.250
Property Type		Amortization Term	360
Occupancy	Owner Occupied	Borrow Waived (Y/N)	
Loan Purpose	Rate/Term Refinance	Qualifying FICO Score	0
LTV Ratio	59.619%	ARM Margin	
CLTV Ratio	59.619%	Debt Ratio	47.293%
HLTV Ratio	59.619%	Periodic Adjustment Cap	0
Housing Ratio	18.167%	Negative Lifetime Cap	
First Adjustment Cap		FAR Rate	0%
Positive Lifetime Cap		Customer Look Date	1/1/0001 12:00:00 AM
Ability-to-Repay Qualifying Rule	Special OBE Federal Agency GM	Was borrower charged discount points?	N

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**Subordinate Financing (Y/N)**

Subordinate Financing:

Subordinate Financing Amount: \$0.00

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**Borrower Information**

Borrower Name: [America, Andy](#)

Coborrower Name: [America, Abby](#)

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**Property Information**

Property State	MD	Street Address	1234 Ocean Pines
Property County	SOMERSET	Property City	Rehobeth
Property ZIP	21867		

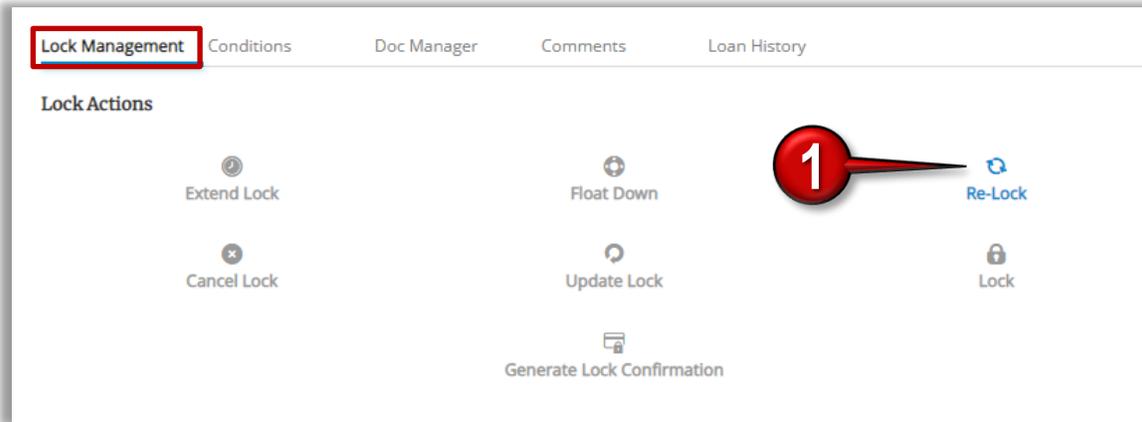
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**Price Information**

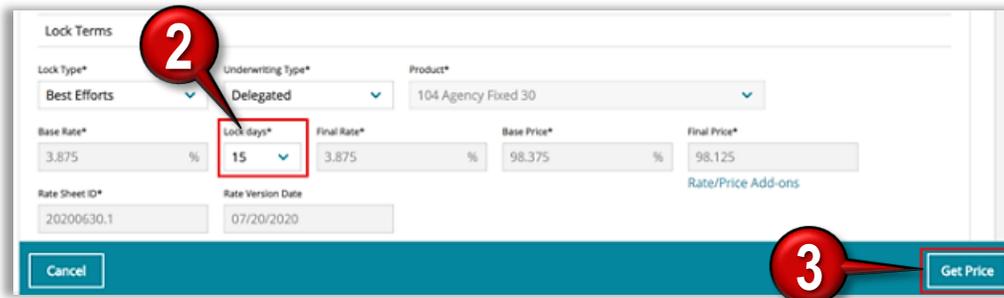
Look Days	60	Total Days Look Extended	0
Look Expiration Date	06/02/2022 03:00:00	Rate Sheet Date	
Base Price	100.019	Buy Price	98.264

## Re-Lock Loan

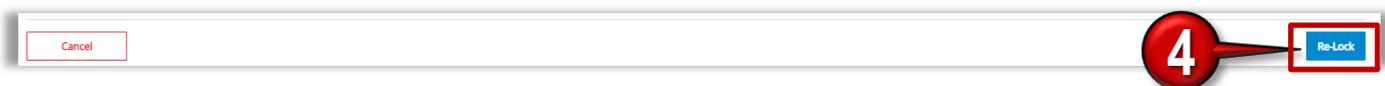
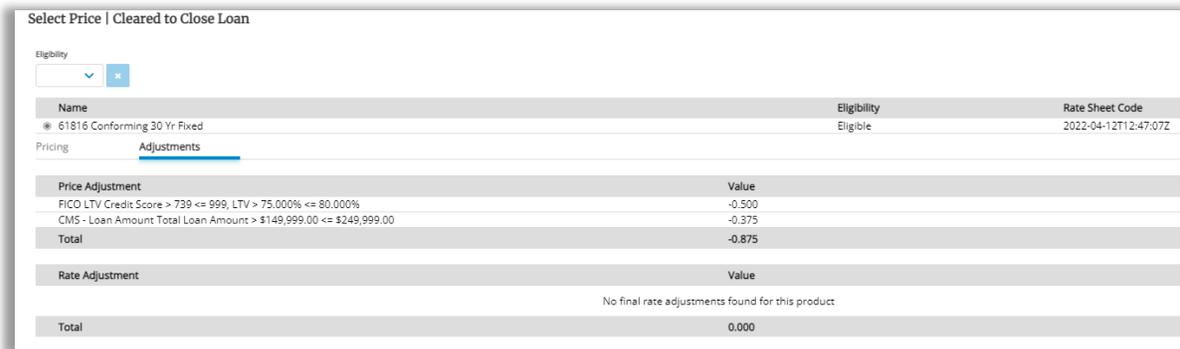
1. If the lock has expired, click **Re-Lock** from the **Lock Management** tab



2. Make any applicable changes and enter **Lock Days** in the Lock Terms section.
  - Available lock days are configured by the lender
3. Click **Get Price**
  - Rate Sheet Code that is displayed is worse case pricing

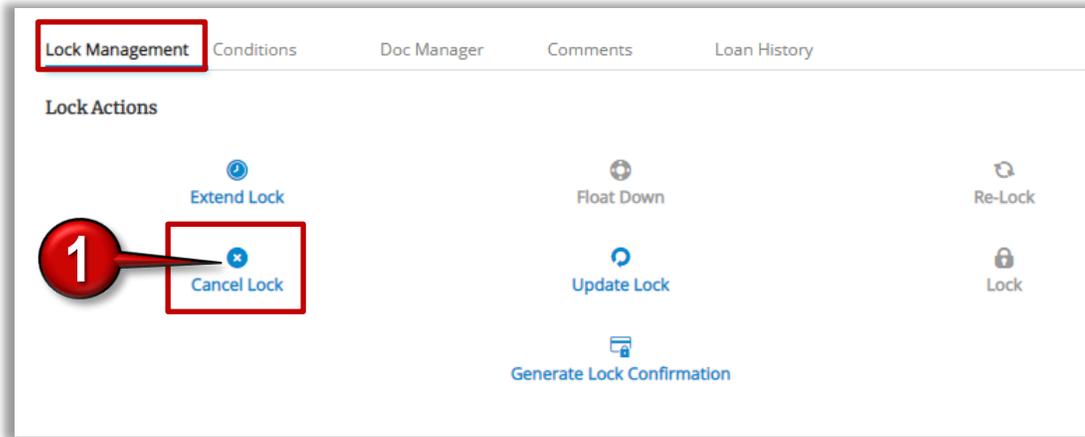


4. Click **Re-Lock** to accept pricing and re-lock the loan

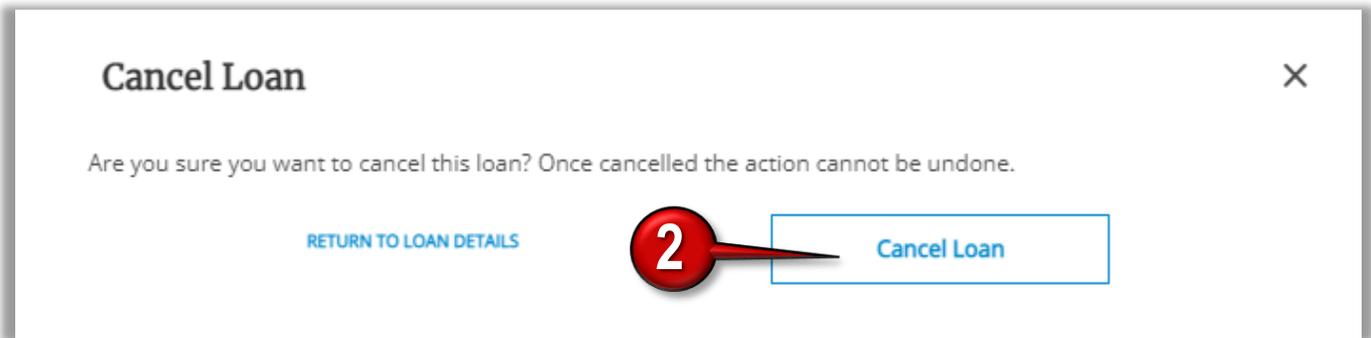


## Cancel Loan

1. To cancel the loan prior to delivery, click **Cancel Lock**

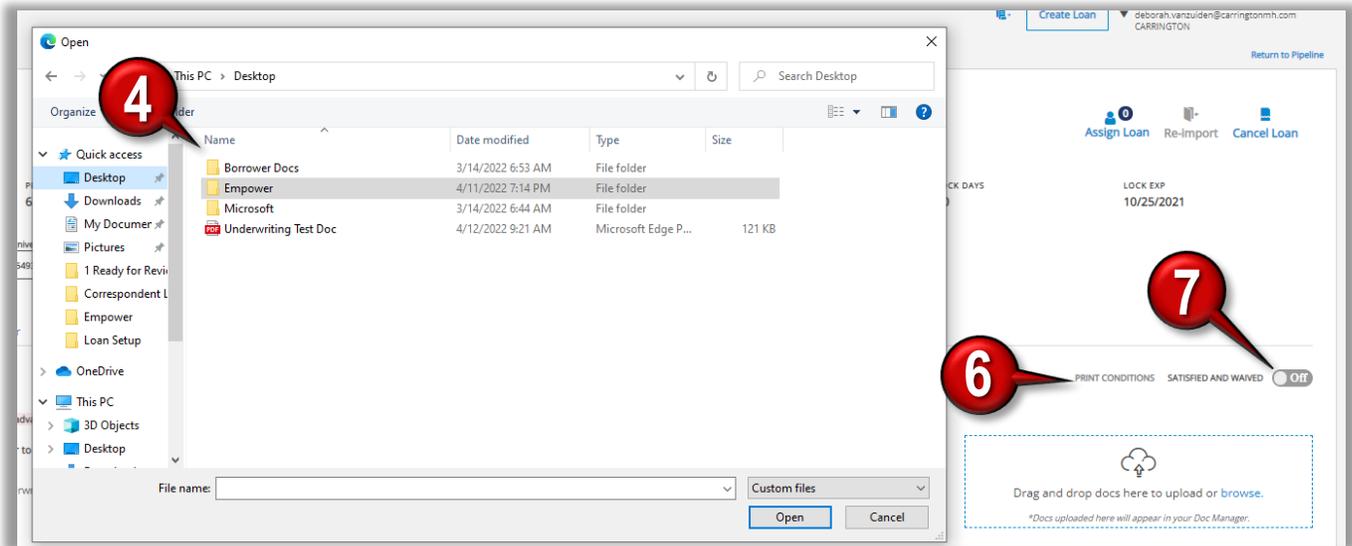
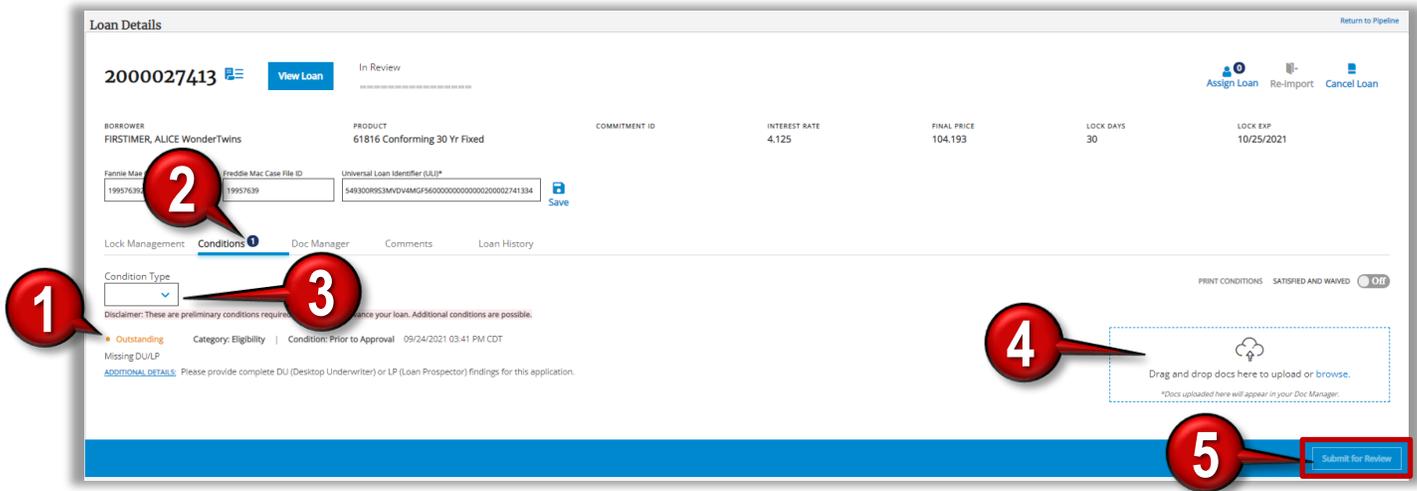


1. Click **Cancel Loan** to confirm
  - **This action cannot be undone**



## Conditions

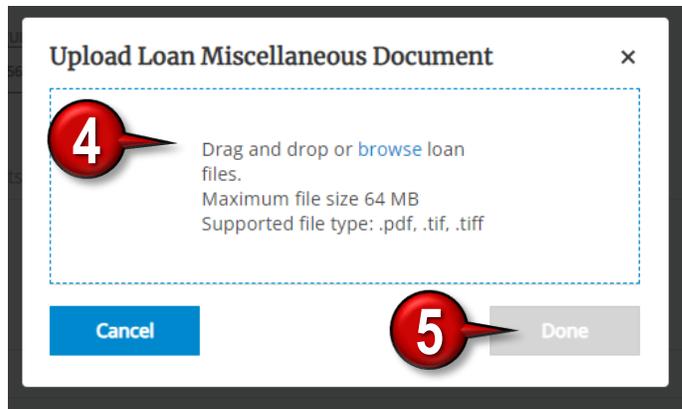
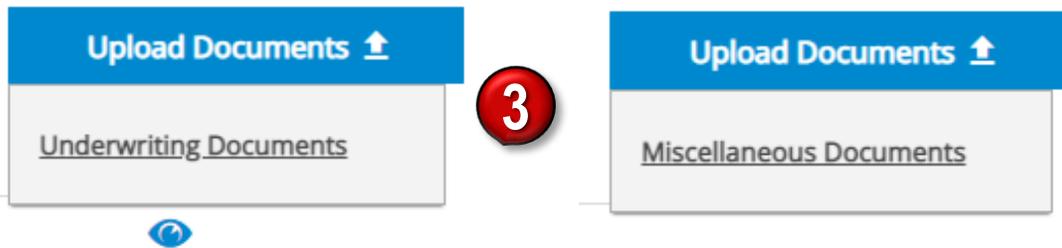
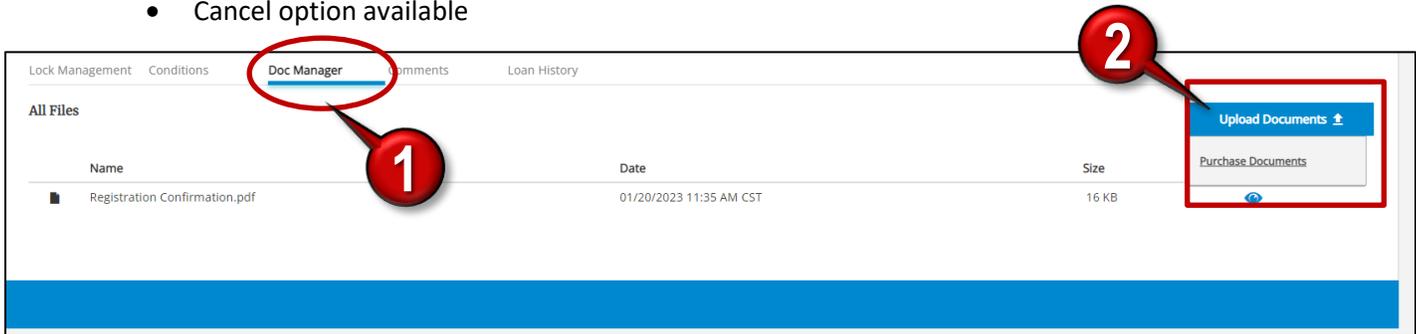
1. **Conditions** can come back from the LOS after loan delivery
2. From the Loan Details screen, click the **Conditions** tab
3. Conditions can be filtered using the **Category and Condition** Type drop-down lists
4. **Drag and drop or browse** for documents to satisfy conditions
5. Click **Submit for Review** once all documents have been uploaded
6. Conditions can be printed by clicking **Print Conditions**
7. To view satisfied and waived conditions, set the **Satisfied and Waived Toggle** to On
  - Conditions can be managed and documents submitted for review directly from the Loan Pipeline



# Document Manager

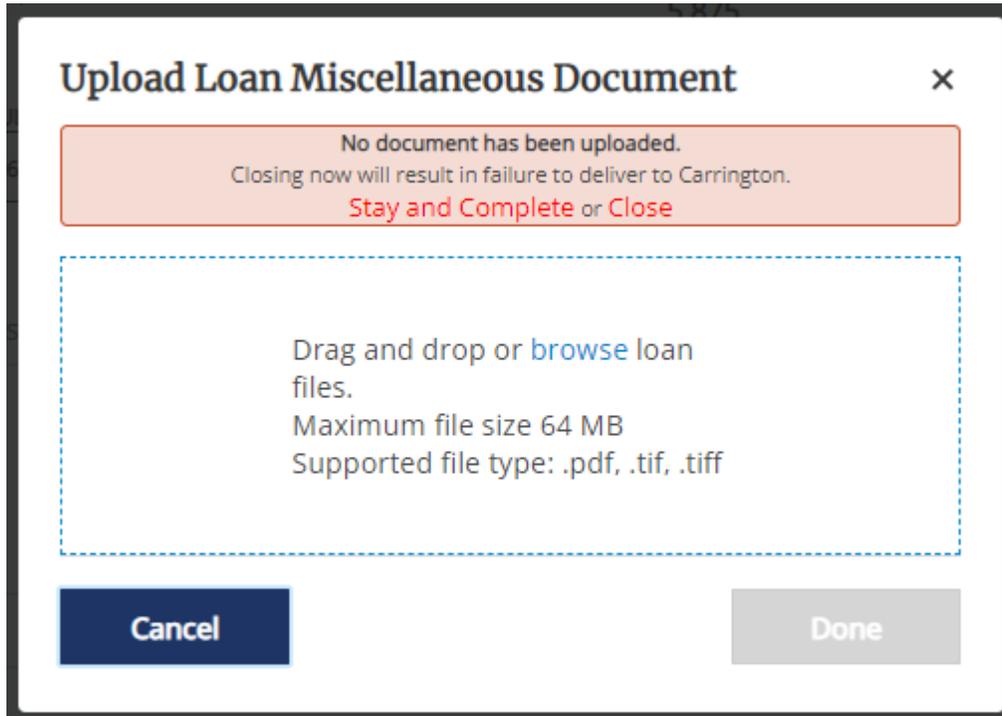
## Upload Documents

1. Click **Doc Manager** Tab
2. Click **Upload Documents**
3. Select **Underwriting, Purchase or Miscellaneous Documents**
  - Option available Based on Status of Loan
  - Locked UW DOC, Submitted to UW, In UW, CTC, Submitted for Purchase
  - Non-Delegated – Prior to initial UW upload – Underwriting Documents
  - Non-Delegated – After initial UW upload – Miscellaneous Documents
4. **Drag and drop or browse** for documents to upload
5. Click **Done** to Upload
  - Cancel option available



## Document Upload Cancellation

If the document upload is canceled, a warning will display that canceling will result in failure to deliver the loan



### Error Messages

When an error occurs during document upload via the Doc Manager tab, one of the error messages in the following table appears when users hover over the information icon for the document that failed to upload

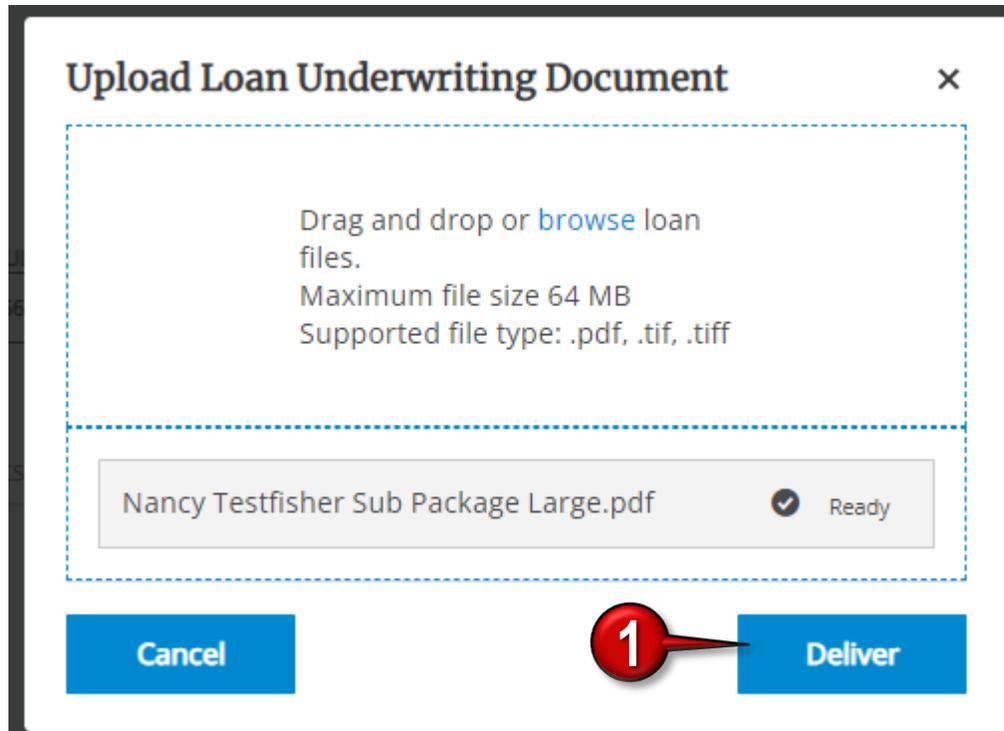
Error Message	Reason
"One or more of the files uploaded is blank. PDF files must be more than 0 KB."	The document is blank.
"One or more of the files uploaded is corrupt. Resolve the corrupt file and try again."	The document is corrupt.
"One or more of the files uploaded is password protected. Remove the password protection from the file and try again."	The document is password-protected.
"One or more of the files has failed upload. Please review your document(s) to correct the issue and try again."	The document failed to upload for reasons not described above.



## Deliver Loan

Once all loan information is entered and all documents are uploaded, the document status will show completed

1. Click **Deliver** to submit the loan to the LOS



- If the Underwriting Type is **delegated**, the loan is submitted for **Purchase Review**
- If the Underwriting Type is **non-delegated**, the loan is submitted for **Underwriting Review**

A confirmation message is displayed

2. Click **Return to Loan Pipeline** or exit out of the message to return to the Loan Details screen
  - Documents can be added and the loan submitted for review directly from the Loan Pipeline

