

SPARC 2.0 BROKER USER GUIDE



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# **SPARC 2.0 BROKER USER GUIDE**

## **OVERVIEW**

This job aid is intended to be utilized by Arc Home Broker Wholesale Partners to complete tasks within Sparc 2.0.

## **LOGIN**

- Navigate to Sparc 2.0
- Input Username and Password
- Select LOGIN

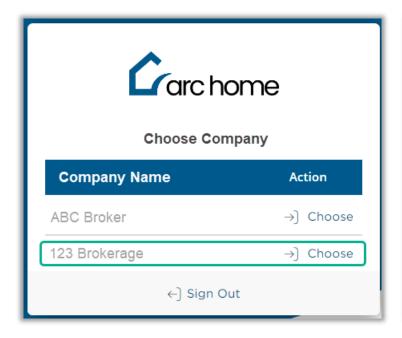


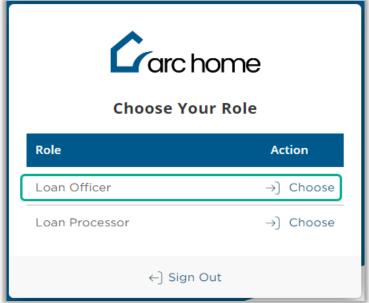
**NOTE:** Navigate to the **SPARC Assist** section of this user guide if you are unable to Login.



## SELECT COMPANY OR ROLE if applicable

■ If you have access to more than one **Company** or **Role** select the appropriate option



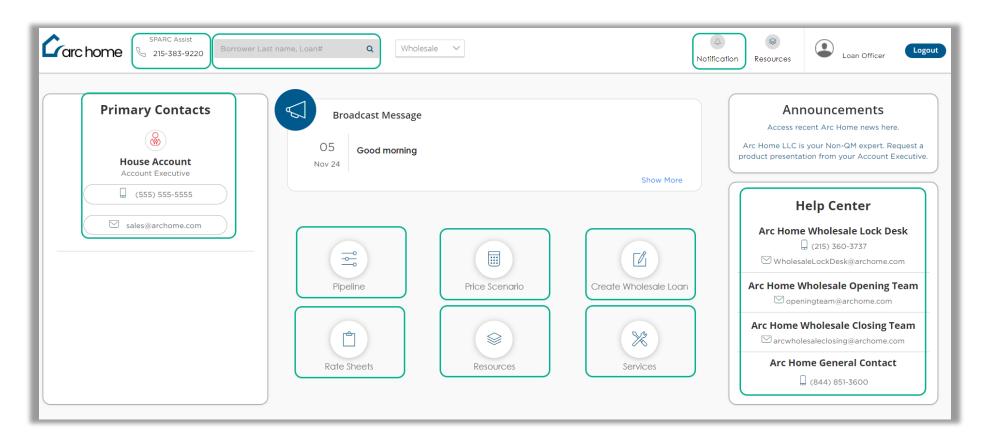




#### **HOME PAGE**

Upon logging in you will land on the Home Page, select from the below topics to learn more

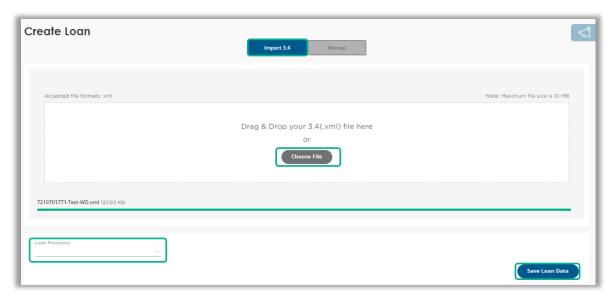
Sparc AssistLoan SearchPrimary ContactsPipelinePrice ScenarioCreate Wholesale LoanRate SheetsResourcesServicesHelp CenterNotificationsMortgagee Clauses





## **CREATE WHOLESALE LOAN**

- This page defaults to the **Import 3.4** option
  - Select Manual input for those instructions
- Select Choose File and select saved 3.4 file
- Loan Processor drop-down may be used to select appropriate team member
- Select Save Loan Data



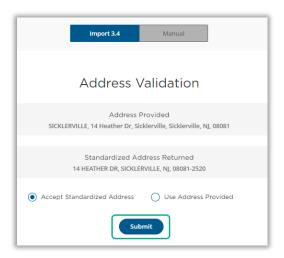
- Enter the date when six application elements were received in MM/DD/YYYY format
- Select Next



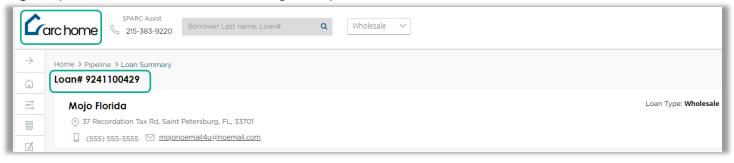


## **CREATE WHOLESALE LOAN (continued)**

Confirm address and then select Submit



- Loan will open to the Loan Summary page
- An Arc Home Loan # has now been assigned
- Arc Home Logo may be selected to return to Home Page at anytime





## **CREATE WHOLESALE LOAN (continued)**

■ Select Application Tracker to view application progress a Green Check ( ) indicates completed data

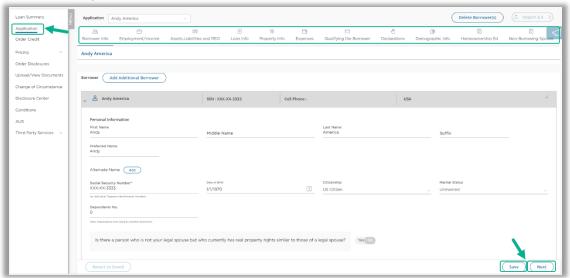


 Select Loan Status Tracker to view loan status progression a Green Check ( ) indicates a Loan Status has been reached with the date and time that status was achieved



## **APPLICATION**

- Utilizing left-hand menu select Application at any time to make updates
- Choose appropriate **Section of Application** as needed (Examples: Borrower Info, Employment/Income, etc.) or select **Next**
- Always select Save if any data is changed

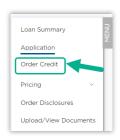




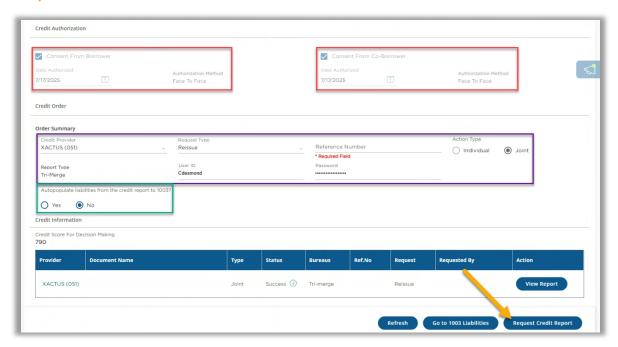
### **ORDER CREDIT**

The following steps cover the ordering credit process within SPARC 2.0.

1. Navigate to Order Credit on the left-hand side menu



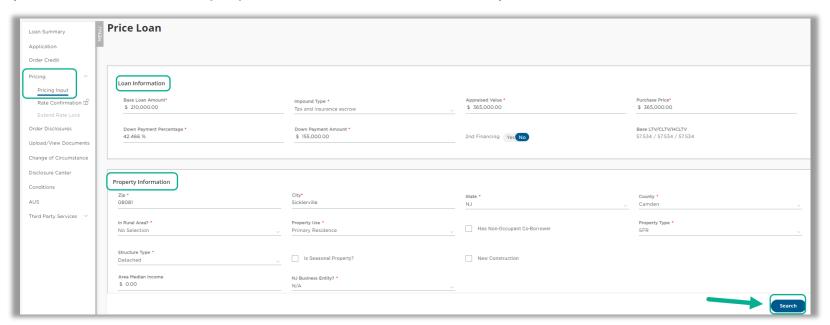
- 2. Credit Authorization section, complete checkbox for Consent From Borrower
- 3. Credit Order section, complete: Credit Provider, Request Type, Reference Number, User ID, and Password
  - o Loans in Registered Status that credit has expired or needs to be refreshed, select Reissue and enter the updated Reference Number
  - o Loans submitted to Underwriting cannot reissue from SPARC
    - Upload the updated credit report and email the Account Manager to alert them of the change
- 4. Select No to Autopopulate liabilities from the credit report to 1003?
- 5. Select Request Credit Report





#### PRICING INPUT

- Navigate to Pricing on the left-hand side menu utilize drop-down menu to select Pricing Input
- Complete all Loan Information, Property Information and Other Information required fields as indicted with \* and then select Search



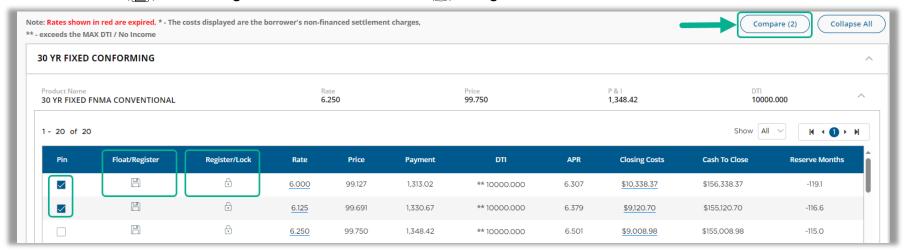
- This screen displays Pricing Scenarios for any available Conforming and Nonconforming options
- Select Ineligible Programs to display all ineligible options
- Select Expand All to display all pricing options for each Product
- Select the Ineligible Pricing to view the reason why the pricing is ineligible and correct the file as needed for eligible pricing
- Select the Back button on any pricing page to return to the prior screen





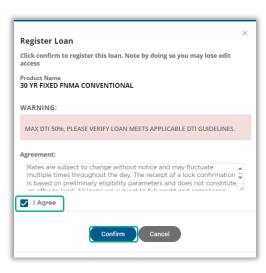
## **PRICING INPUT (continued)**

- Once Expand All is select checkboxes to Pin programs of your choosing and select Compare for Pricing Comparison
- Select **Disc Icon** ( ) to **Float/Register** the lock or **Padlock Icon** ( ) to **Register/Lock** the loan

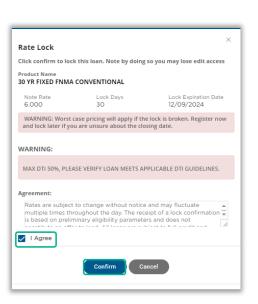


- Select the checkbox I Agree after reading Agreement
- To complete registration select Confirm





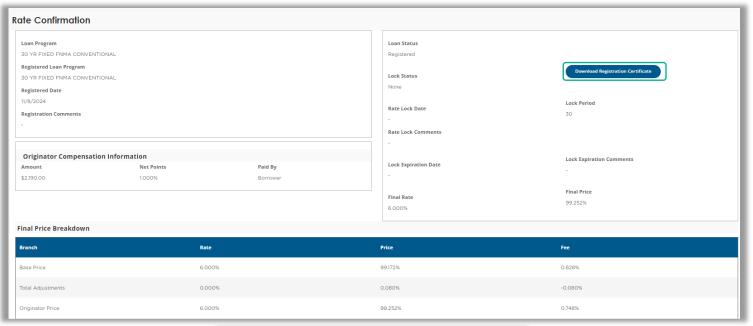
Example of Register/Lock





## **RATE CONFIRMATION**

- A Rate Confirmation will appear and be sent via email
- Select Download Registration Certificate (Float) or Download Lock Confirmation (Lock) to populate a copy to your Downloads Folder



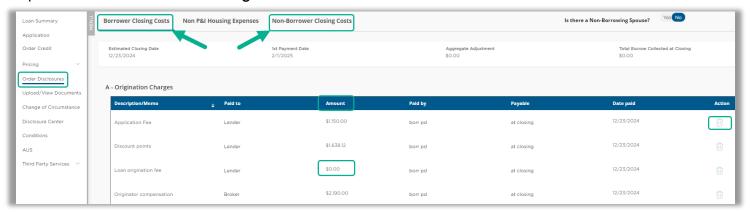
## **Example of Email Message**





### **ORDER DISCLOSURES**

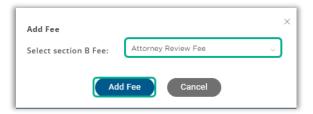
- Navigate to Order Disclosures on the left-hand side menu
- Review all fees in Borrower Closing Costs section if amounts are missing enter in Amount column (a Credit Report fee is required)
  - o Fees will populate from Smart Fees, upload a fee sheet after requesting disclosures and we will update any incorrect fee amounts
  - o If a fee is missing, follow **Add Fee** steps
  - o Email the SPARC Assist team to manually add **Seller Credits** to the file
- Utilize **Trash Can Icon** ( ) to delete a fee
- Repeat same process for Non-Borrower Closing Costs tab



To add a missing fee select Add Fee in the appropriate disclosure section (Example: A-Origination Charges, F- Prepaids etc.)



- From pop-up menu utilize drop-down menu to select desired Fee
- Then select Add Fee

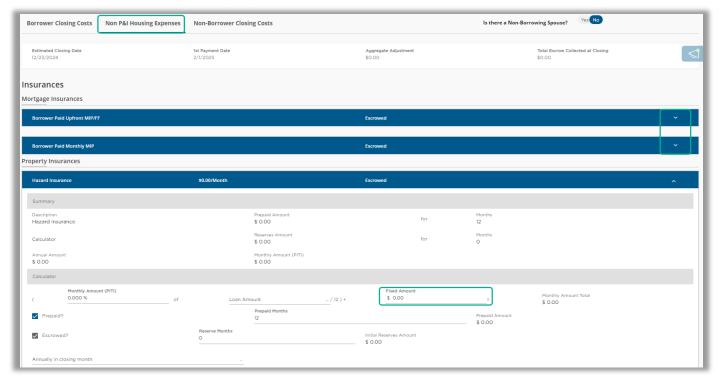




## **ORDER DISCLOSURES (continued)**

**NOTE:** If you need Transfer Taxes updated, please email **OpeningTeam@archome.com**. Transfer Taxes that are disclosed incorrectly, or not disclosed when applicable, will require a new application to correctly capture the fees.

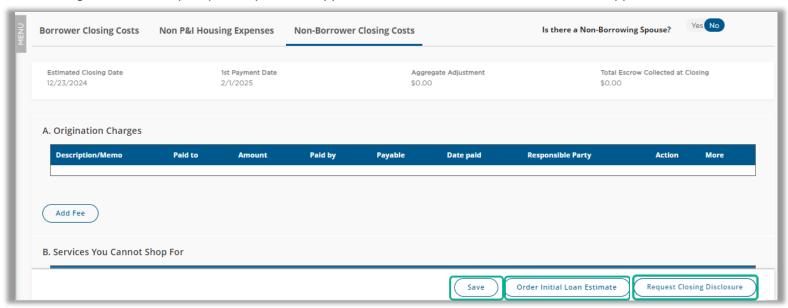
- Select tab for Non P&I Housing Expenses
- Use Expand Down Arrow to expand each section as needed
- Confirm or add a Fixed Amount for monthly expenses for Hazard Insurance, Property Taxes etc. as applicable



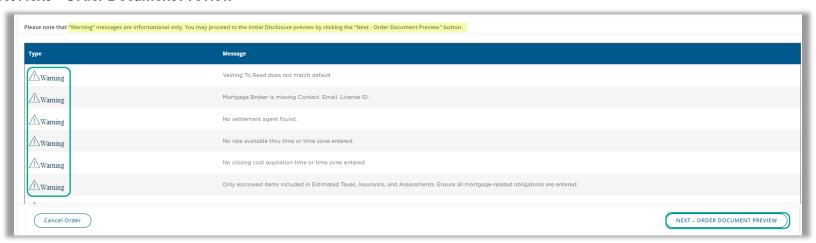


## **ORDER DISCLOSURES (continued)**

- Once all items have been reviewed and confirmed select Save
- Then Order Initial Loan Estimate or Request Closing Disclosure
  - o Closing Disclosure may only be requested if appraisal and title have been received and an Approval Certificate has been issued



- Review informational Warning messages
- Select Next Order Document Preview

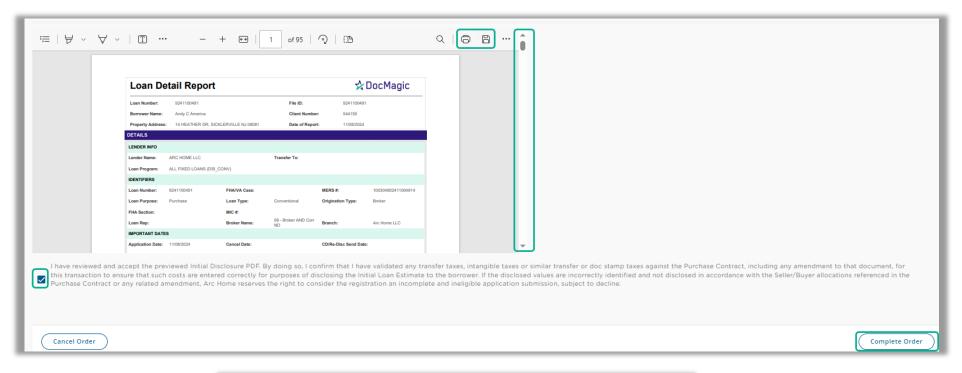




## **ORDER DISCLOSURES (continued)**

- Review Loan Detail Report
- Utilize Scroll Bar to review all pages
- Select **Print Icon** ( 🖹 ) to print a copy
- Select **Disc Icon** ( 🔠 ) to save a copy
- Check box for I have reviewed and accept the previewed Initial Disclosure PDF
- Select Complete Order, this will email an Initial Disclosure Invitation to borrower and loan officer from Doc Magic

Note: All DSCR loans and loans with a Prepayment Penalty are required to be disclosed by the Arc Opening Team.



## **Example of Email**

Andy America,

Thank you for choosing your loan with ARC HOME LLC!

Before we may provide disclosures and notices in an electronic format to you, we must first obtain your consent.

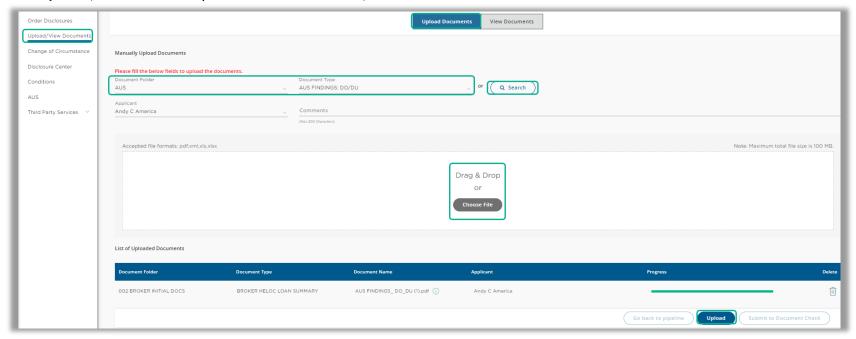
Click here to consent and access your electronic disclosures and notices for loan number 9241100491.

If you do not wish to consent to access your disclosures and notices electronically, they will be sent to you by mail.



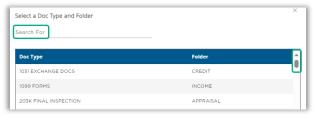
### **UPLOAD/VIEW DOCUMENTS**

- Navigate to Upload/View Documents on the left-hand side menu
- Select Upload Documents tab
- Utilize Drag & Drop or Choose File and select loan documents or choose Search option
- Utilize Document Folder drop-down menu and Document Type drop-down menu to appropriately label the document
- Select **Upload** (this is the last step of the initial submission)



## **SEARCH DOCUMENTS**

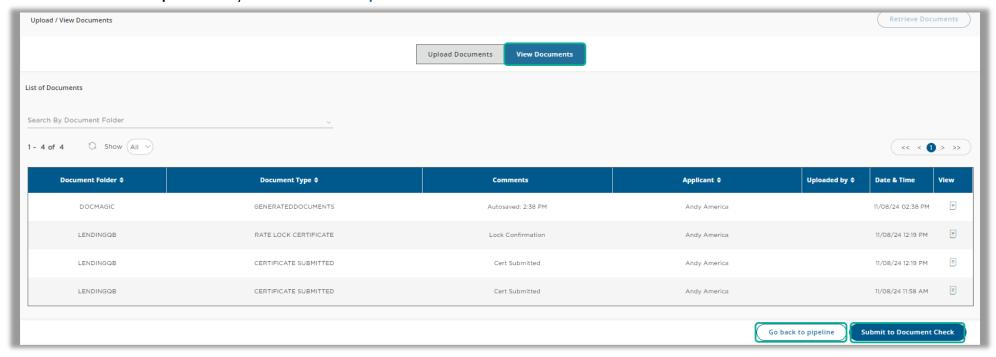
- Utilize scroll bar or input document name into Search For text field
- Select Doc Type and document will be labeled with correct Doc Type and Folder





## **UPLOAD/VIEW DOCUMENTS (continued)**

- Select View Documents tab to confirm all documents are uploaded
- Select **Submit to Document Check** to notify Arc Home all required documents are uploaded and file is ready for Initial Underwriting Decision
  - This step **must** be completed after ordering disclosures; If **Submit to Document Check** is not clicked, the Arc team will **not** be aware the file is ready for review
- Select Go to Pipeline at any time to return to Pipeline View



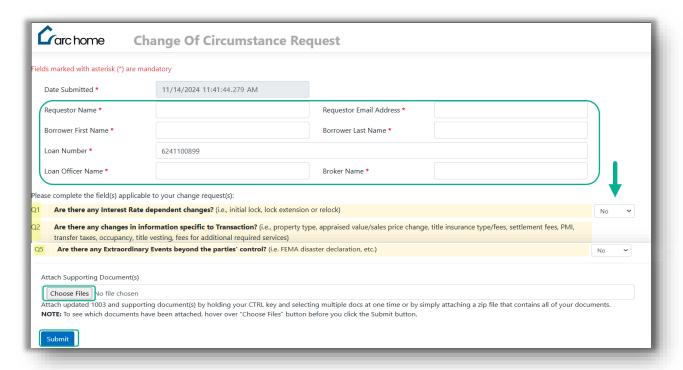


#### **CHANGE OF CIRCUMSTANCE**

- Navigate to Change of Circumstance on the left-hand side menu if applicable
- Select Initiate Change of Circumstance



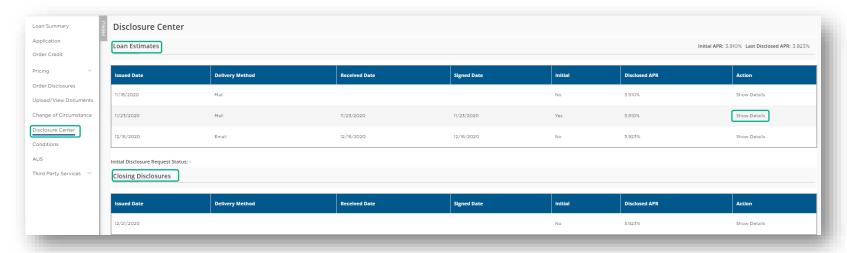
- Input information for all mandatory fields: Requestor Name, Requestor Email Address, Borrower First Name, Borrower Last Name, Loan
   Number, Loan Officer Name and Broker Name
- Read questions **Q1** through **Q5** and update drop-down menu to **Yes** by all appropriate questions
- Select Choose Files to select electronic 1003 and supporting documents
- Select Submit



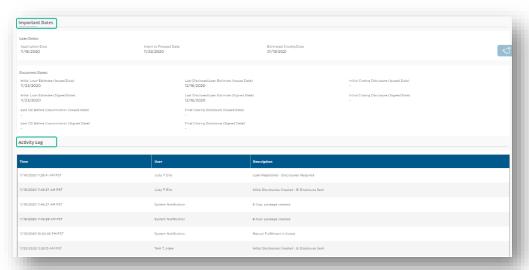


## **DISCLOSURE CENTER**

- Navigate to **Disclosure Center** on the left-hand side menu
- Review details for all **Loan Estimates** and/or **Closing Disclosures** within appropriate sections
- Click Show Details to see if the borrower has signed disclosures



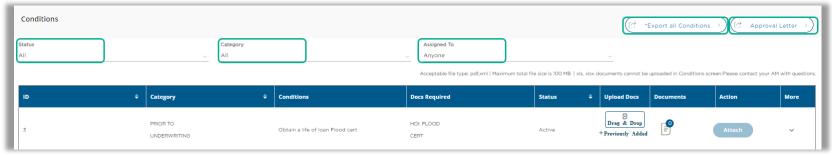
- The Important Dates section displays document dates that impact TILA-RESPA Integrated Disclosure (TRID) Rule
- The Activity Log section displays all document dates that impact TRID





#### **CONDITIONS**

- Navigate to Conditions on the left-hand side menu
- Adjust Status drop-down menu to All will display all conditions or select Active, Closed or Resolved to show only those conditions
- Utilize Category drop-down menu to narrow selection (Ex: Prior to Clear to Close, Prior to Docs Ordered)
- Utilize Assigned drop-down menu to Anyone displays all conditions or select Me to show only conditions assigned to External Processor
- Select Export all Conditions to download an Excel Spreadsheet to Downloads Folder with full condition details
- Select Approval Letter to download an Adobe Portable Document Format (PDF) copy of the Approval Certificate to Downloads Folder



Note: Conditions must have documents uploaded and select attach one condition at a time.

- Select Drag & Drop to select file for documentation that meets the requirements of that Condition (acceptable file types: PDF, XML)
- Select Previously Added to attach document that have already been uploaded to this loan in Sparc 2.0
- Documents will display number of files that have been attached utilizing Upload Docs
- Action will allow you to select Attach, the document must first be uploaded utilizing Upload Docs





## **CONDITIONS** (continued)

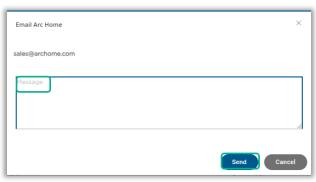
- Re-activate will revert condition to Active and enable Attach button
- More will expand display to show Condition Details



- Select Go back to pipeline to return to Pipeline View
- Select Submit to Condition Review after all conditions have documents uploaded and attached
  - o Condition Review status will alert the Account Manager to review all conditions and submit for Final Underwriting



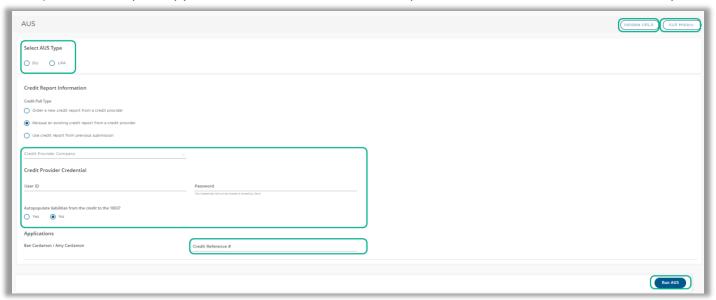
- Select Email Arc Home to send a message to Account Executive
- Input message in Message text box
- Select Send





### **AUS**

- Navigate to AUS on the left-hand side menu
- Select AUS Type
- Select Credit Pull Type
  - o For a first submission select **Order a new credit report from a credit provider**
  - o For any subsequent submissions select Reissue an existing credit report from a credit provider
- Select Credit Provider Company from drop-down menu
- Input User ID, Password, and Credit Reference #
- Select Run AUS
- Select Validate URLA this will prompt Sparc 2.0 to review application data and highlight any missing fields
- Select AUS History to see history of any prior AUS submissions (This will only be available for AUS submitted within Sparc 2.0)



- View AUS History: including Submission #, Reference # and Recommendation
- Select AUS Type hyperlink to view AUS

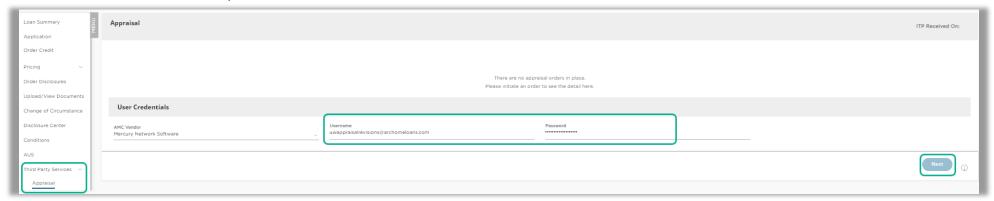




## THIRD PARTY SERVICES: APPRAISALS

- Navigate to Third Party Services on the left-hand side menu and select Carat to expand
- Select Appraisal
- Input Username and Password
- Select Next

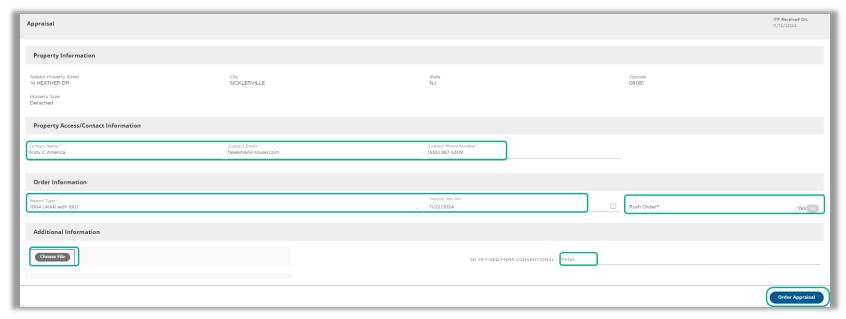
**Note:** Credentials for ordering an appraisal will be different from SPARC credentials. If you do not have Mercury Appraisal Network credentials reach out to SPARC Assist to establish your credentials.





## THIRD PARTY SERVICES: APPRAISALS (continued)

- Input Contact Name, Contact E-mail, and Contact Phone Number
- Select Report Types from drop-down menu
- Input **Appraisal Need Date** in MM/DD/YYYY format
- Choose File and attach purchase contract if applicable
- Optional to slide toggle to Yes for Rush Order?
- Optional to add text to Notes field
- Select Order Appraisal



Review messaging and select **OK** to close



Note: Once Mercury Network has uploaded the appraisal it will be available by navigating to Upload/View Documents.

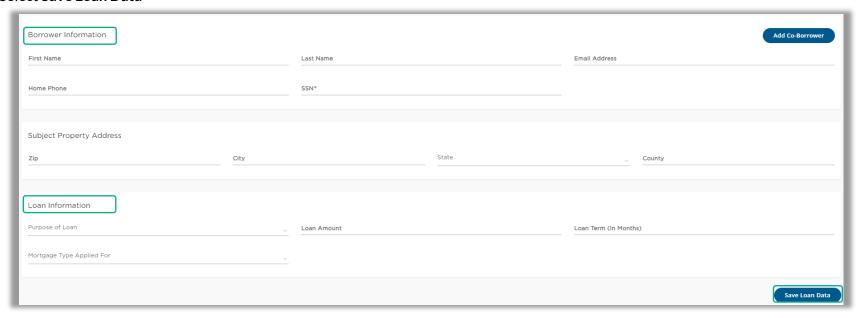


### **MANUAL**

- In the Create Loan screen select Manual
- Have you received the six elements on an application that require disclosure of a Loan Estimate? Select Yes or No as applicable



- Complete the Borrower Information and Loan Information
- Select Save Loan Data





## MANUAL (continued)

- An Arc Home Loan # has now been assigned
- Arc Home logo may be selected to return to Home Page at anytime

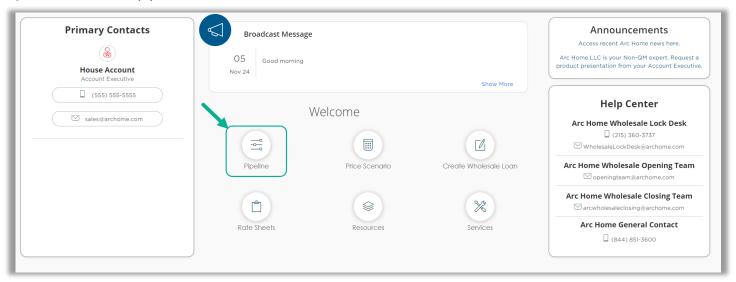


Proceed to Application

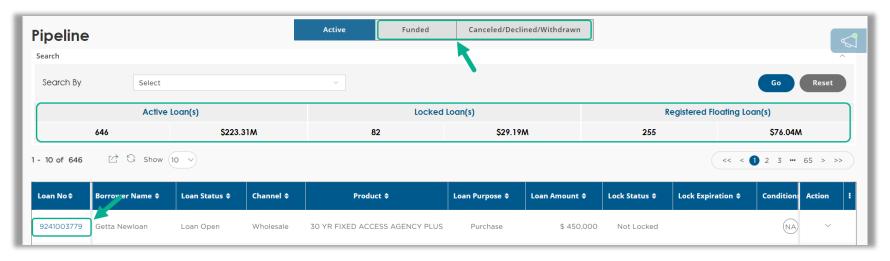


## **PIPELINE**

• Select the **Pipeline** icon to view pipeline



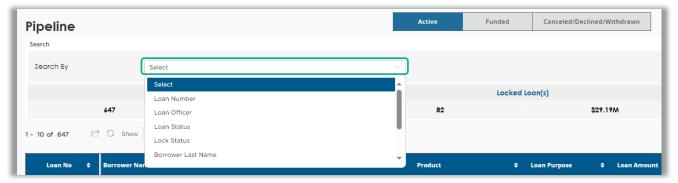
- The Active pipeline view will display all active loans
- There is a snapshot of the number of loans and total loan amount for all Active Loan(s), Locked Loan(s), and Registered Floating Loan(s)
- To view all details of a particular loan select the Loan Number
- To display Funded or Canceled/Declined/Withdrawn loans select the corresponding tab





### LOAN SEARCH PIPELINE

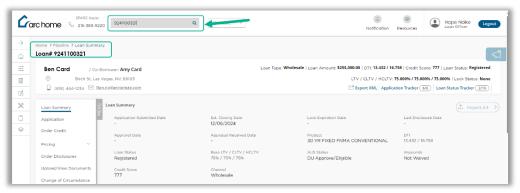
• In Pipeline view use the Search By drop-down menu and choose: Loan Number, Loan Officer, Loan Status, Lock Status or Borrower Last Name



• After selection utilize either the provided **Text Box** or **Drop-down** menu to input search criteria, then select **Go** to search



• If there is only one corresponding loan it will open to **Loan Summary** page



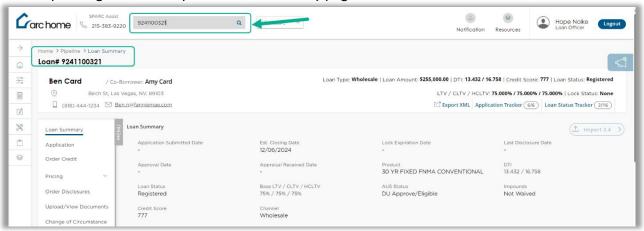
If there are multiple Search Results, select Loan Number to open



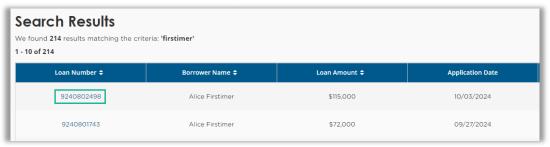


## LOAN SEARCH HOME PAGE

- From the Home Page utilize the Text Box and input Borrower Last Name or Loan #
- Click Enter Key or select Magnify Glass and
- If there is only one corresponding loan it will open to **Loan Summary** page



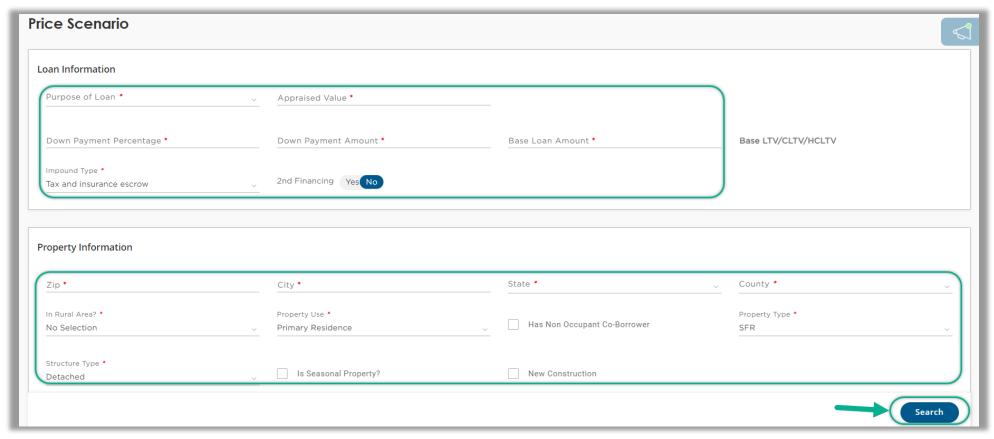
• If there are multiple **Search Results**, select **Loan Number** to open





## **PRICE SCENARIO**

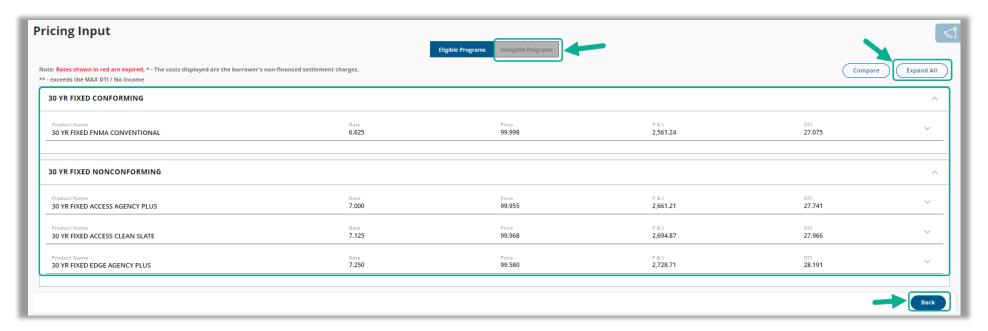
- Complete all Loan Information, Property Information, Borrower Information and Other Information required fields as indicted with \*
- Once complete select Search to initiate Pricing Input





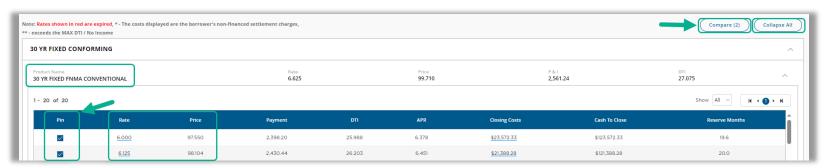
#### **PRICING INPUT**

- This screen displays **Pricing Scenarios** for all **Conforming** and **Nonconforming** options
- Select Ineligible Programs to display all ineligible options
- Select Expand All to display all pricing options for each Product
- Select the **Back** button on any pricing page to return to the prior screen



#### **EXPAND ALL**

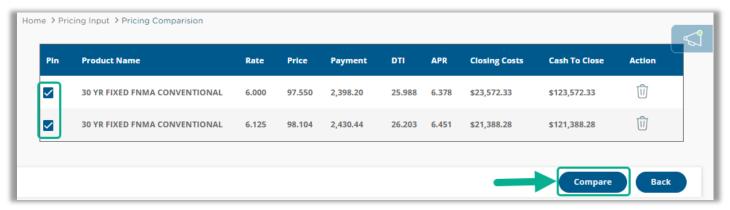
Once Expand All is select checkboxes to Pin programs of your choosing and select Compare for Pricing Comparison





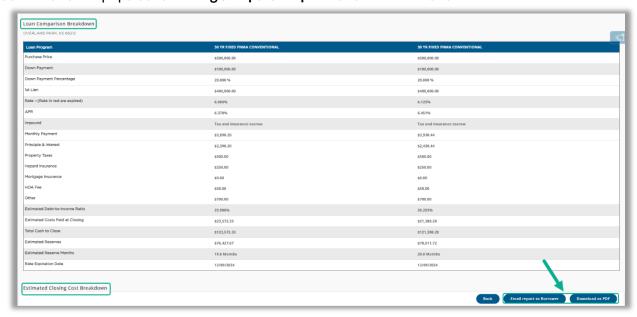
#### **COMPARE**

- This view displays a Pricing Comparison Summary
- Select checkboxes to Pin to display, then select Compare to display Loan Comparison Breakdown



#### LOAN COMPARSION BREAKDOWN

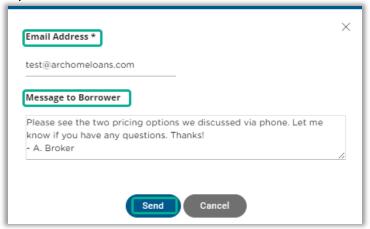
- This view displays a Loan Comparison Breakdown and Estimated Closing Costs Breakdown
- Select Email report to Borrower to create a message
- Select Download as PDF this will populate a PricingComparsion.pdf into the Downloads Folder



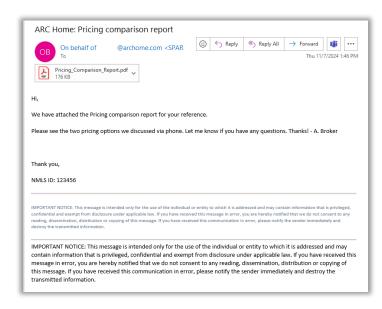


#### **EMAIL REPORT TO BORROWER**

- This option allows you to input an Email Address and Message to Borrower
- Select Send to have message delivered to provided email address



## **Example of Email Message**



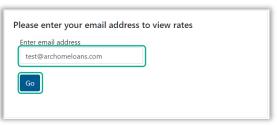
## **Example of Loan Comparison Breakdown**





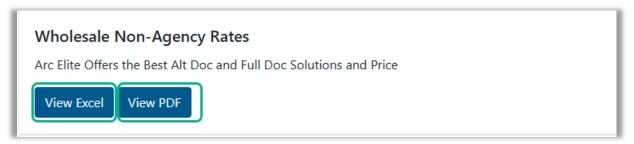
#### **RATE SHEETS**

- This section provides links to Arc Home Rate Sheets
- Enter Email Address
- Select Go



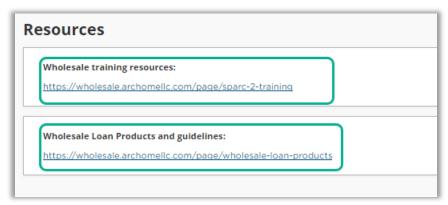
**Note:** If you receive a message that rate sheets are unavailable contact your Account Executive or **SPARCassist@archome.com** to have your email access updated, the rate sheets will then be available start of the next business day.

Select View Excel or View PDF for materials of your choosing



#### **RESOURCES**

- This section provides links to Wholesale Training Resources and Wholesale Loan Products and Guidelines
- Additional resource is the Wholesale Important Information





## **SERVICES**

Note: To order an appraisal for a file, please access the loan and complete the steps in Third Party Services: Appraisals.

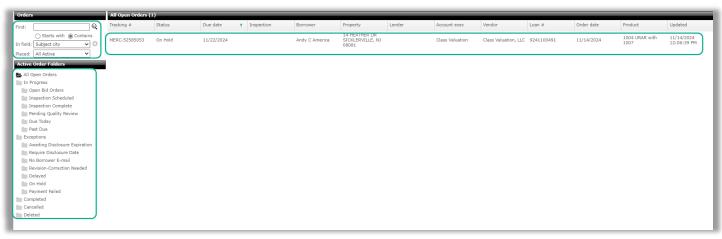
- This section will provide access to Appraisal Tracking via Mercury Network
- Select the Link



- Input Username and Password
- Select SIGN IN



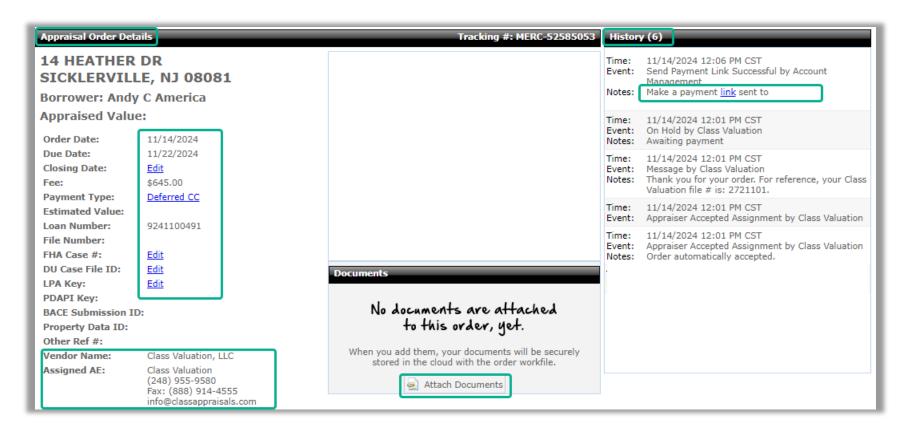
- Locate file utilizing All Open Orders, Orders: Find text box, or Active Orders Folders
- Double Click on desired loan to view details





## **SERVICES** (continued)

- View Appraisal Order Details
- Select Edit to update any editable fields
- View History for time and date of action items including Link to collect payment
- Select Attach Documents to Attach paper documents using DirectFax or Attach existing electronic documents
- View Vendor Name and Assigned AE to see assigned appraiser contact information





#### **PRIMARY CONTACTS**

This section displays contact information for your Account Executive, please reach out with any questions

### **HELP CENTER**

- This section displays contact information for teams at Arc Home
  - Arc Home Wholesale Lock Desk [email:] WholesaleLockDesk@archome.com [phone:] 215-360-3737
  - Arc Home Wholesale Opening Team [email:] openingteam.@archome.com
  - Arc Home Wholesale Closing Team[email:] arcwholesaleclosing@archome.com
  - Arc Home General Contact to reach our head office [phone:] 844-851-3600

## **SPARC ASSIST**

- Not yet a partner? Complete a Broker Application and email to counterpartysubmissions@archome.com
- Need help resetting your password? Utilize the Forgot Password link and input your Username
- Account locked? Forgot your Username? Please email SPARCassist@archome.com or call 215-383-9220

## **NOTIFICATIONS**

• This section will allow you to read messages from Arc Home Team with important updates, announcements, and reminders

## **WHOLESALE FEES**

Channel	Product	Funding Fee <sup>1</sup>	Tax Service Fee	Flood Cert Fee	LLC & Corporation Vesting Review Fee	Trust Vesting Review Fee	Texas Attorney Review Fee
Wholesale	Conventional Conforming, Government (FHA, VA, USDA)	\$1,150	Including in Underwriting Fee N		N/A	\$125	\$150
	Conventional Investment, FNMA/FHLMC Investment & Second Home	\$1,150			N/A		
	FHA Streamline, USDA Streamline Assist and VA IRRL	\$645			N/A		
	Elite Jumbo	\$1,275			N/A		
	Arc Access, Edge, Arc Elite, Foreign National DSCR	\$1,495			\$250 Business Purpose Investment Only		

<sup>&</sup>lt;sup>1</sup> If the seller provides a Life of Loan SFHA Determination Certificate from Servicelink (except for Government) or CoreLogic Flood Services, the Flood Certification Fee does not apply. If the file does not include a Life of Loan SFHA Determination Certificate, or it is from a vendor other than CoreLogic, the fee will apply.



## **MORTGAGEE CLAUSES & LOSS PAYEES**

Government (FHA, VA, USDA)

Conventional QM (FHLMC or FNMA)

ARC Home LLC C/O \*

LoanCare, LLC

ISAOA/ATIMA

P.O. Box 202049

Florence, SC 29502-2049

\*PLEASE NOTE: For <u>AR, FL, IL, MO, TX, and WI</u> the lender name should be <u>Arc Home Loans LLC</u>; In <u>Oregon</u>, the lender name should be <u>Arc Home LLC</u>, a

limited liability company of Maryland

FNMA/FHLMC 30 YR Fixed Investment

FNMA/FHLMC 30 YR Second Home

Access Non-QM

Edge, Elite QM

Elite Jumbo

30 YR Conventional Investment (non FHLMC/FNMA)

Shellpoint Mortgage Servicing

ISAOA ATIMA P.O. Box 7050

Troy, MI 48007-7050

# **CPL & TITLE VESTING**

Closing Protection Letter

Arc Home LLC ISAOA/ATIMA

224 Strawbridge Drive, Suite 200

Moorestown, NJ 08057

Proposed Insured on Schedule A of Title

Arc Home LLC ISAOA/ATIMA

Final Title Policy lender name must match lender name on Mortgage/Deed of Trust