

eMAQCS Plus PFI Manual

October 2020



MPF Quality Control



Disclaimer

The data, scenarios, and valuations provided to you in this presentation are for information purposes only and are provided as an accommodation and without charge. Certain information included here speaks only as of the particular date or dates included in this presentation, and the information may have become out of date. We do not undertake an obligation, and disclaim any duty, to update any of the information in this presentation.

The Federal Home Loan Bank of Chicago makes no representations or warranties about the accuracy or suitability of any information in this presentation. This presentation is not intended to constitute legal, accounting, investment or financial advice or the rendering of legal, accounting, consulting, or other professional services of any kind. You should consult with your accountants, counsel, financial representatives, consultants, and/or other advisors regarding the extent to which these scenarios and valuations may be useful to you and with respect to any legal, tax, business, and/or financial matters or questions.

"Mortgage Partnership Finance®," "MPF®," "MPF Xtra®," "eMPF®" are registered trademarks of the Federal Home Loan Bank of Chicago. "Mortgage Analytics Quality Control System™" and eMAQCS™ are trademarks of the Federal Home Loan Bank of Chicago. The "MPF MORTGAGE PARTNERSHIP FINANCE" logo and the "eMAQCS Mortgage Analytics Quality Control System" logo are trademarks of the Federal Home Loan Bank of Chicago.



What is eMAQCS Plus?

eMAQCS Plus is a web-based, easy-to-use portal for the secure upload of loan files requested for various types of MPF Quality Control reviews. eMAQCS Plus also includes additional functionality for managing and reporting on your QC pipeline.





General Statements on eMAQCS Plus Security

eMAQCS Plus is maintained and hosted by Covius Technology Services, the MPF Program Quality Control vendor. As a Covius application, eMAQCS Plus is hosted at a Tier 4 Data Center in the United States with enterprise-level security and redundancy, including:

- Role-based access control
- SOC2/AT 101 certified annually
- Load-balanced, clustered servers with 99.99% uptime
- Enterprise backup services
- Geographically-dispersed disaster recovery site



Topics Covered

- 1. Obtaining User Credentials
- 2. General eMAQCS Plus Features
- 3. Uploading Loan Files
- 4. Queue Details and Functions
- 5. MPF QC Contact Information





In order to access eMAQCS Plus, new users must obtain system login credentials by accessing the following link: https://www.fhlbmpf.com/resources/mpf-quality-control.

You will be required to provide the following information:

- PFI Name
- PFI Number
- The user's full name
- The user's email address
- Access Type needed

All employees who will be uploading files, responses, or monitoring the loan pipeline will need to obtain login credentials.







Complete the form below to obtain credentials to eMAQCS Plus.

* Institution Name:	
• PFI Number:	
* First Name:	* Last Name:
User's Email Address:	
No Group Email Addresses	
Requesting Access to (check all that apply):	
MPF Quality Control	
MPF Default Management - PFI	
MPF Default Management - Subservicer	
MPF Ginne Mae Quality Control Servicing	
MPF QC Auxiliary Queue	



Once the request is submitted, each noted user will receive access. Upon first login, you will be required to change your password. Once your password is changed, you will continue to use this login/password each time you login to eMAQCS Plus.

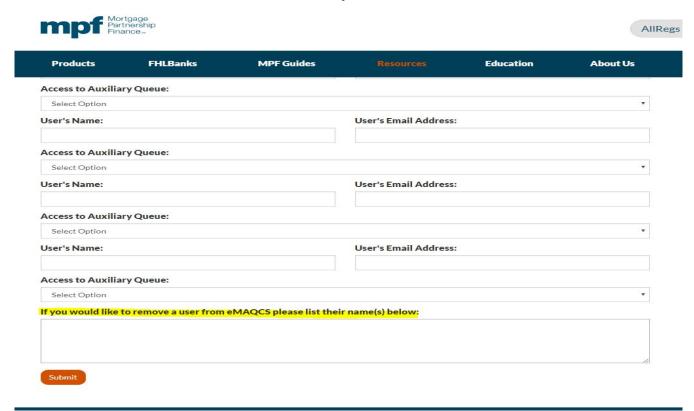
An eMAQCS Plus password must meet the following strength criteria:

- Have 8-25 characters
- Contain at least 1 number
- Contain at least 1 special character
- Contain at least 1 uppercase letter



Deactivating a User

Only current employees actively involved in the QC process should have access to eMAQCS Plus. To deactivate a user due to a change in employment status or role, please access the following link: https://www.fhlbmpf.com/resources/mpf-quality-control. Please refer to the sample below.





Getting Started

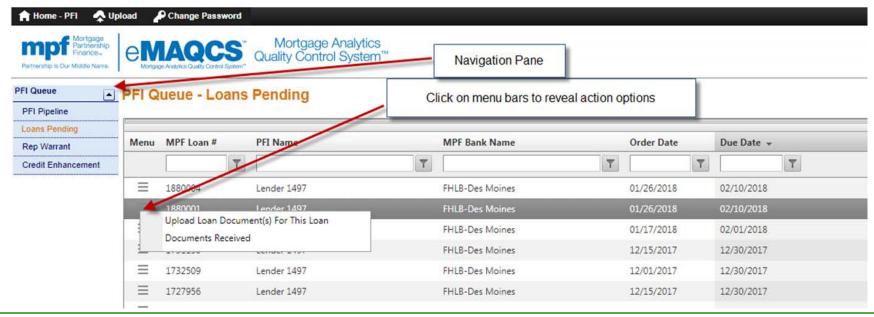
To log in, enter the following address in your browser window: https://eMAQCS.covius.com.

Upon log in, user is taken to the PFI Pipeline queue by default. This is the general working queue which displays relevant data for all PFI loans that have been requested and reviewed within eMAQCS Plus.



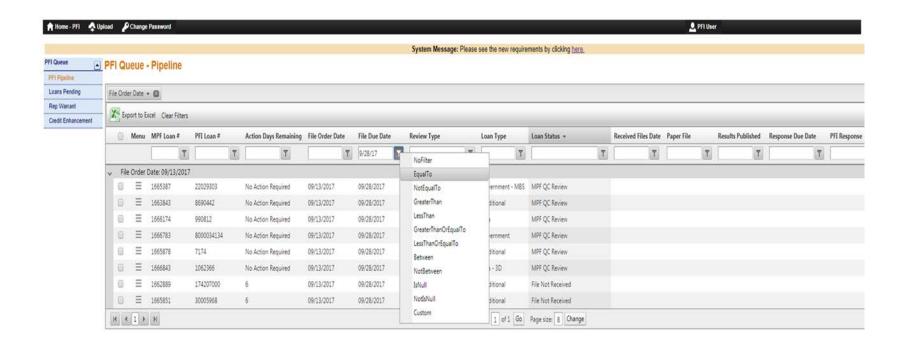


eMAQCS Plus includes several working queues as well as some informational views to help manage the QC process. The user navigates between queues by clicking in the navigation pane as shown below. Action options, when available, are accessed by clicking the menu bars or by right-clicking on a row within the queue.



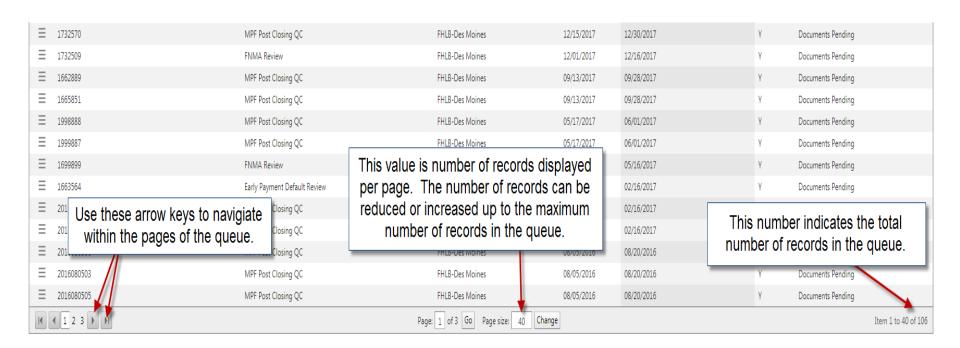


In all queues except PFI Contacts, users are able to filter the records shown based on any column header. To filter on a parameter, type a value in the filter box and click the filter button.



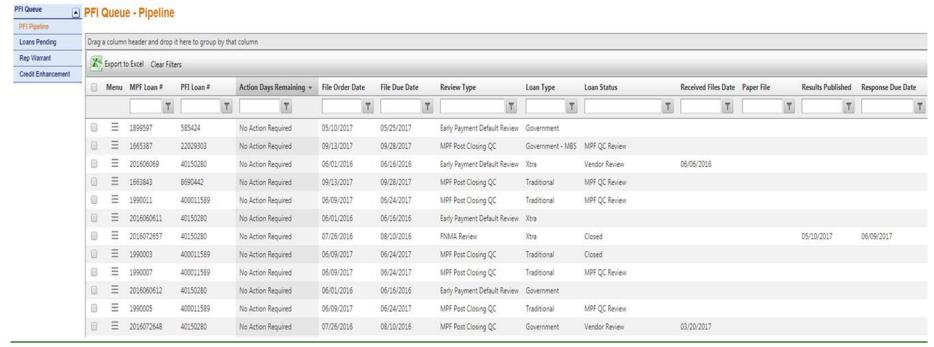


The user can adjust the number of records shown in the view.





Each of the queues can be sorted by any of the column names. Clicking on the column name once will sort ascending, clicking a second time will sort descending, and a third click will remove the sort. The column name will appear darker gray when a sort has been applied.





An "Export to Excel" function is available in the PFI Pipeline, Rep Warrant, Credit Enhancement, and Auxiliary QC queues, which allows for all the loans on the page to be exported as a spreadsheet which can be saved or imported to a database. Note that the checkboxes do not impact this function.

The user may need to modify their browser download settings to automatically open the exported file and additionally, when saving, the file type should be changed to Excel from the default of webpage.







- The MPF QC Order Letter will outline the MPF Loans selected for review.
 Each MPF Loan will require documents to be uploaded into eMAQCS Plus for review. Attached to the MPF QC Order Request is the MPF Documentation Worksheet, which is to be used to compile loan file documentation in the document order required.
- Please provide all applicable documents in the stacking order outlined on the MPF Documentation Worksheet that accompanies the order email.
 Missing documents will be cited as exceptions in the MPF QC Review.
- Documents must be saved in Adobe Acrobat PDF file format with the naming conventions as noted in upcoming slides.
- Properly named and collated loan files will shorten processing and review times.



The user can upload documents to a loan from any queue by hovering over "Upload" in the top ribbon and then selecting "Document Upload."



Once clicked, the user will be taken to the document uploader page.

Document Upload

Add File(s)

Please use the MPF Documentation Worksheet attached to compile documents correctly in Adobe Acrobat PDF file format with the following naming conventions. Please note, properly named loan files will shorten processing and review times.

File	Naming Convention	Example
MPF / FNMA Documents	[MPFLoanNumber]_DocumentName	123456789_Closing
MPF Documents	[MPFLoanNumber]_DocumentName	123456789_Closing
FNMA Documents	[MPFLoanNumber]_DocumentName	123456789_Closing
EPD Documents	[MPFLoanNumber]_DocumentName	123456789_Closing
PRED Documents	[MPFLoanNumber]_Pred	123456789_Pred

Document Upload Log

Last Upload (EST) ▼	File Name	File Status	Document Status
10/25/2018 12:00:18 PM	1008 Interactive Form.pdf	New File	Processed
10/2/2018 11:49:23 AM	Radian 10 SE Scenarios.pdf	New File	Processed



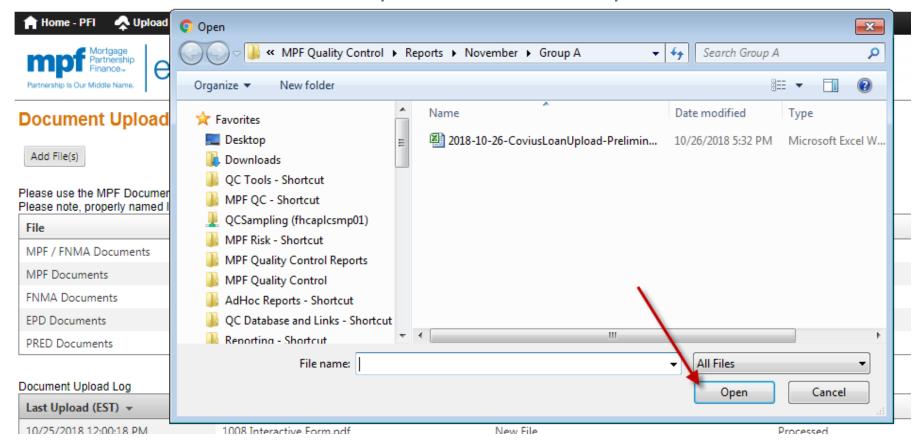
When using the top ribbon document upload, the precise naming convention must be followed for each document in order to direct the file to the correct loan. The uploader page shows examples of the correct naming conventions.

To upload a file or files, click the Add File(s) button.

Document Upload Add Files Button Sample file names Please use the MPF Documentation Worksheet attached to compile documents correctly in Adobe Acrol Please note, properly named loan files will shorten processing and review times. Example File Naming Convention MPF / FNMA Documents 123456789_Closing [MPFLoanNumber] DocumentName 123456789_Closing MPF Documents [MPFLoanNumber] DocumentName 123456789_Closing FNMA Documents [MPFLoanNumber]_DocumentName [MPFLoanNumber]_DocumentName **EPD Documents** 123456789_Closing PRED Documents [MPFLoanNumber] Pred 123456789 Pred



After clicking "Add Files" a File Explorer window will open for the user to navigate to the file or files they wish to upload. Once a file has been located and selected, the user clicks "Open" to initiate the upload.





Once the upload process is complete, the Document Upload Log will display the status of the selected file(s). A Document Status of "Processed" indicates the upload was successful. A Document Status of "Loan Number Not Found" indicates that either the loan number in the file name is incorrect or the loan does not exist in eMAQCS Plus. Please double-check both the loan number and the file name and attempt to upload again.

If you experience continued issues with an upload, please contact mpfinvestordirectqc@fhlbc.com.

Document Upload Log		Unload was sussessful	
Last Upload (EST) ▼	File Name	Upload was successful	Document Status
10/25/2018 12:00:18 PM	1008 Interactive Form.pdf	New File	Processed
10/2/2018 11:49:23 AM	Radian 10 SE Scena		Processed
4/20/2018 10:31:48 AM	1753220_1008 Inter UPI	oad was not successful	Processed
4/20/2018 10:31:40 AM	1008 Interactive Form.pdf	New File	Loan Number Not Found
4/20/2018 10:30:32 AM	Special Feature Codes.pdf	New File	Processed



Additional Notes on File Uploads:

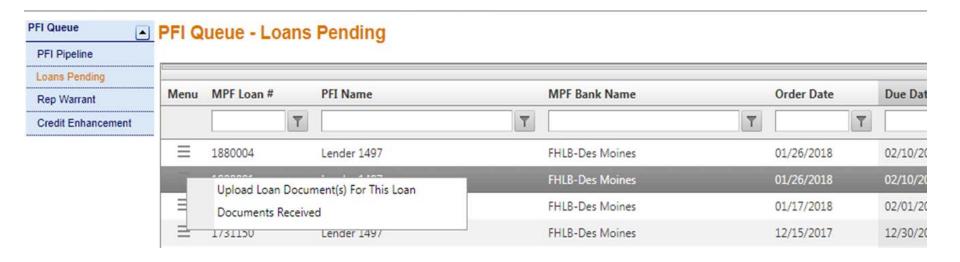
Full loan files, trailing documents, or review responses can also be uploaded in Loans Pending and PFI Pipeline queues. From these queues, the document will be directed to the loan without having to use a specific naming convention. A generic file name can be used - e.g., Closing, Underwriting, or Response – or the specific document name could be used, such as Final 1003, W-2, or 1008, in the case of trailing documents.

While uploading from these locations may be simpler, it does not allow for uploading documents to more than one loan at a time. Additionally, note that uploading a document to the incorrect loan will not be rejected and may result in additional processing time.



To upload from PFI Pipeline or Loans Pending, right-click on the loan and select the drop-down "Upload Loan Document(s) For This Loan."

A Document Upload pop-up window will open with an "Add File(s)" button and Document Upload Log will open. From here, the process to upload documents is the same as described earlier in this section.





Queue Details and Functions



PFI Pipeline Queue

Key data points shown in this queue include:

Action Days Remaining – number of days until the next action is required per QC timeline.

Review Type – type of QC review – MPF Post Closing QC, FNMA Review, Early Payment Default Review, or a Predatory Loan Review (APL compliance review).

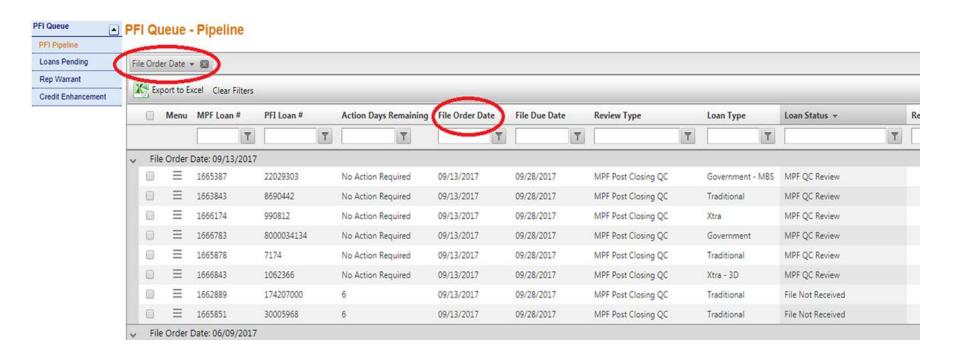
Loan Status – current status of the review Vendor Review, MPF QC Closing Review, File Past Due, etc.

Last Doc Upload Date – indicates the most recent date that a document was uploaded to this loan, whether part of the initial loan package or follow-up documentation.



PFI Pipeline Queue

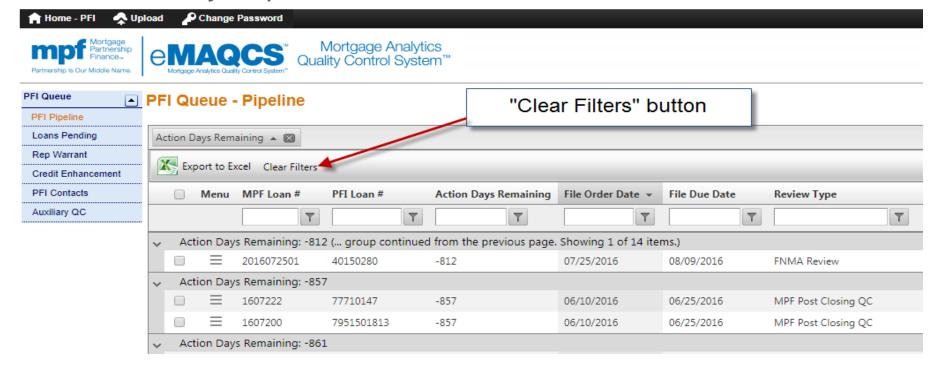
The loans in the queue can be sorted by any of the column names by clicking on and dragging a column name to the top of the queue where it says "Drag a column header and drop it here..." To remove a sort, click the "x" next to the column name.





PFI Pipeline Queue

To focus on the most urgent items in the Pipeline, a user may find it helpful to filter or sort the data. Note that the user's most recent filter and sort settings will be retained for the next session. The "Clear Filters" button can be used to remove all filters currently in place.





Loans Pending Queue

Key data points shown in this queue include:

Order Date – date the loans were originally requested.

Due Date – date the loans are required to be successfully submitted.

Past Due – a "Y" indicates a loan is past due.

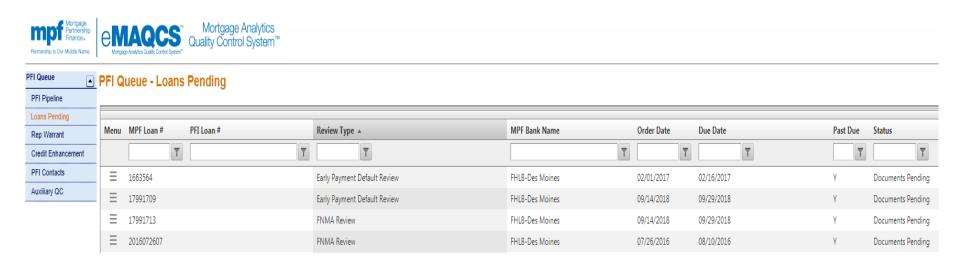
Status – indicates the status of the document receipt. A status of "Documents Pending" indicates that the complete QC file has not been received by the vendor.

Note: Once the vendor has accepted the loan file as complete it will no longer appear in in the Loans Pending queue.



Loans Pending Queue

This queue will show all initial loan file requests awaiting receipt by the vendor. The PFI has 15 days to upload a complete loan package, regardless of Review Type.

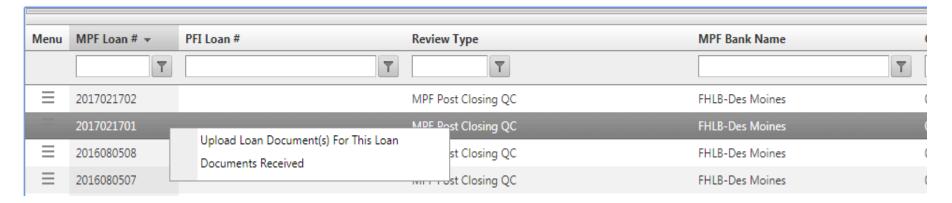




Loans Pending Queue

To track which documents have been received for a loan in Loan Pending, the user may right-click on a loan and select "Documents Received." A pop-up window displaying all documents uploaded to the loan will be displayed. This may be helpful if there is a question as to why a loan still reflects a Documents Pending status.

PFI Queue - Loans Pending





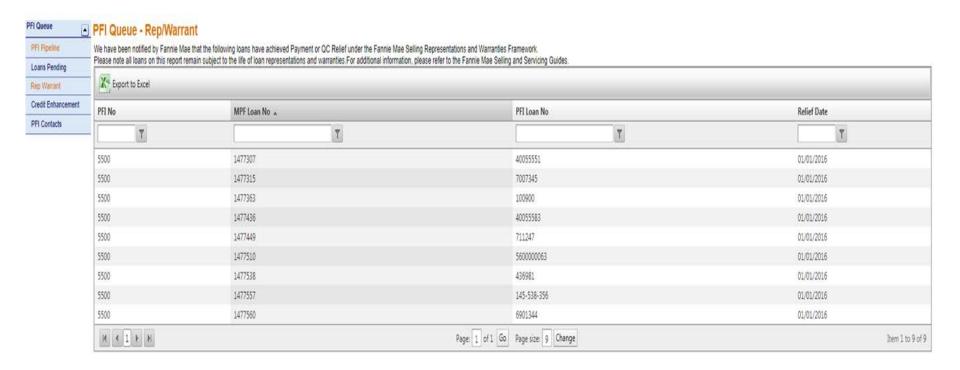
Rep Warrant Queue

- The queue will only have data if a PFI participates in the MPF Xtra™ Program.
- This queue is cumulative and is updated monthly on or about the 10th of the month.
- Note that FNMA does reserve the right to revoke Rep and Warrant Relief, so some loans previously on the report may drop off. Please contact mpfinvestordirectqc@fhlbc.com with any questions.



Rep Warrant Queue

This queue will show all loans for which FNMA has currently granted Rep and Warrant relief, whether through QC review or payment history. The Relief Date field indicates that date which FNMA granted the Rep and Warrant relief for a loan.





Credit Enhancement Queue

- The queue will only have data if a PFI participates in the MPF Traditional Program.
- All data exceptions cited as the result of a QC review are reported to the MPF Service Center in order to update the Credit Enhancement. At a minimum, PFIs are given 30 days from the date that a review closes to refute any data exceptions.
- This queue is not cumulative, so it should be checked on a regular basis to track CE changes as needed.



Credit Enhancement Queue

Key data points shown in this queue include:

Data Element – the data field which was updated.

Original Data – the data submitted at LPR.

New Data – data confirmed by MPF review.

Original CE – CE based on all data elements submitted at LPR.

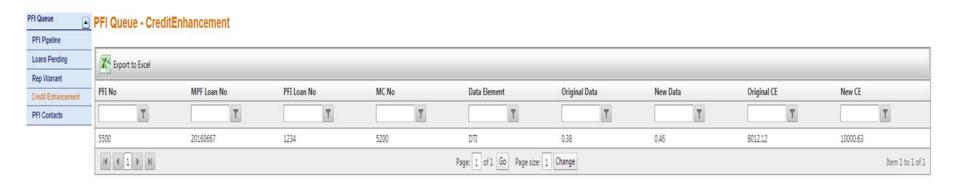
New CE – the new CE resulting from cumulative effect of all MPF QC data updates; there is only one "New CE" for a loan even if multiple data elements were updated.



Credit Enhancement Queue

This queue will typically reflect loans reviews that have been closed in the prior 30-60 days, though loans funded into Master Commitments which have expired may require additional processing time.

The CE changes are applied at a loan level.





MPF Quality Control Staff

MPF QC Reviewers and Processors <u>mpfqc@fhlbc.com</u>

eMAQCS Assistance <u>mpfinvestordirectqc@fhlbc.com</u>

PFI QC Contact Updates https://www.fhlbmpf.com/

resources/MPF-Quality-Control/

emaqcs-plus-contacts

Note: The mpf-emaqcs@covius.com is the system email address and not a monitored email account. To respond to any system email, please 'Reply All,' email the contact noted in the body of the email, or email the contacts noted above.

