



Whitepaper: Automating Document Routing and Splitting for Large Mortgage Company



Integration Technology	Barcodes SQL Server
Industry	Mortgage
Enterprise Applications	EDMS FileNet In-house Application RightFax
Document Flow	Inbound Fax
SNAPS Products	Snapsflow

Executive Summary

This client was one of the top three mortgage companies in the US and was experiencing growth unparalleled in the company's history. Hundreds of branch offices were faxing in loan applications that had been signed by the customer. These document packages typically contained anywhere from 30 to 100 pages. A significant number of employees were required to view and split these documents using the RightFax client software.

The objective of this project was to automate the splitting process and track the documents through the process via database logs. Snapsflow was implemented to not only split and log these transactions, but to do this in the familiar RightFax client (FaxUtil) environment.

Case Study Details

This client's major problem was the number of people required to manipulate the incoming loan documents and the lack of management visibility over the process. These documents were originating with mortgage brokers, so our client had some control over what the documents contained and what the brokers did with them.

The client also had a very large investment in RightFax with over a 1000 channels spread across several cluster servers. Hundreds of employees used the FaxUtil client software on a daily basis and were familiar with it. Unfortunately, using FaxUtil to split documents and route them was a laborious and time consuming task. However, the underwriting process could not begin until this had been done. In addition, management had no way to get a real-time report of what was going on with the department at any given time. We were approached to see if our Snapsflow software could help them.

Our first recommendation was to automate the splitting process. Since this client controlled the original document, we suggested placing bar-codes on them. Fortunately, this was not a difficult task given how the documents were created to start with. Here is what a typical load package might look like:

- Fax Cover Sheet with bar-codes containing application id and broker id.
- Loan application with document type bar-code
- Supporting document with bar-code separator page
- Signed "truth in lending" statement with bar-code
- Additional documents with bar-code separator pages.
- It was common for the brokers to fax several of these loan packages at the same time. So, the client would end up with a single fax, consisting of 100 or more pages, which represented multiple loan applications.
- Snapsflow was implemented and the process went as follows:
- Fax arrives at one of several fax numbers. These numbers represented several lines of business.
- Snapsflow would first split the documents into individual loan applications and populate an information field in the RightFax database record.
- Snapsflow would log this to a SQL database as the beginning of the process.
- Snapsflow would then create a new in-bound fax on the RightFax server that contained a single loan application and route it to a FaxUtil mailbox associated with that line of business.
- A user would access the document to ensure it was complete. If it was complete, she would drag and drop the fax (using FaxUtil) to a sub-folder called UNDERWRITING. If it was not complete, the user would drag and drop the fax to a work-in-progress folder, they she would contact the broker in order to gather the missing information.

- Snapsflow was configured to monitor the UNDERWRITING folder and would automatically route all faxes to the underwriting groups RightFax mailbox. It would also log into the database the user name and timestamp of the agent who performed the completeness check.
- Underwriting would then process the documents. If everything was in order and they could finish processing the document, the underwriter would drag and drop the fax into a sub-folder (using FaxUtil) called COMPLETE.
- Snapsflow was configured to monitor this mailbox as well and would pick up the document, perform a database lookup to get additional index values associated with the document. Finally, Snapsflow would create an index file and TIFF file and drop them both into a network subdirectory where the EDMS would automatically archive them for long-term storage.
- Snapsflow would also log into the database the user name and timestamp of the underwriter who performed the work.
- If there were issues with the application it could be dropped into a folder that would route it back to the original LOB or the fax could be placed in a work-in-progress folder while additional information was gathered.

There were several variations of this process, but the concept was similar. Snapsflow was used to create a workflow process using the RightFax client as the end-user interface. Database logging was enabled at each step in the process. The client created web pages, tied to the logging database, so they had access to real-time information about their business process.

In addition, they created reports that provided productivity information about each person involved in the process. This information allowed recognition of the top performers and provide training to those who were underperforming.

It took five days to install Snapsflow on the customer's cluster server and setup the initial policies. During this time a development environment was also installed. After one of the client's staff attended training, they were able to tweak and refine the policies further streamline the process.

Business Need

This large mortgage company was receiving large numbers of mortgage applications via thinner RightFax server and needed a way to automate the splitting and routing of these documents. With record low interest rates, thinner business was growing rapidly and they were looking for ways to continue to grow the business without adding additional staff.

Benefit/ROI

Our client gained many benefits from implementing this system. First, they were able to automate the manual splitting tasks that were delaying the entire process. Next, they were able to utilize their existing investment in RightFax by using its client software as a workflow tool. By logging time and user information at each step in the process, they were able to get real-time data on what was happening in each department. They were able to identify and recognize their performers, while being able to grow their low performers. Finally, by having one of their IT staffed trained, the client was able to refine this process over time yielding even more efficiencies.