efs Slipstream financial services	Energy Finance Solutions VelocityGO Procedures **Contractor Application Entry**	**Procedure #**	
		Revision #	3.0
		Implementation Date	4.25.2024
Role	Contractor	**Last Reviewed/Update Date**	1/5/2022

A. Purpose

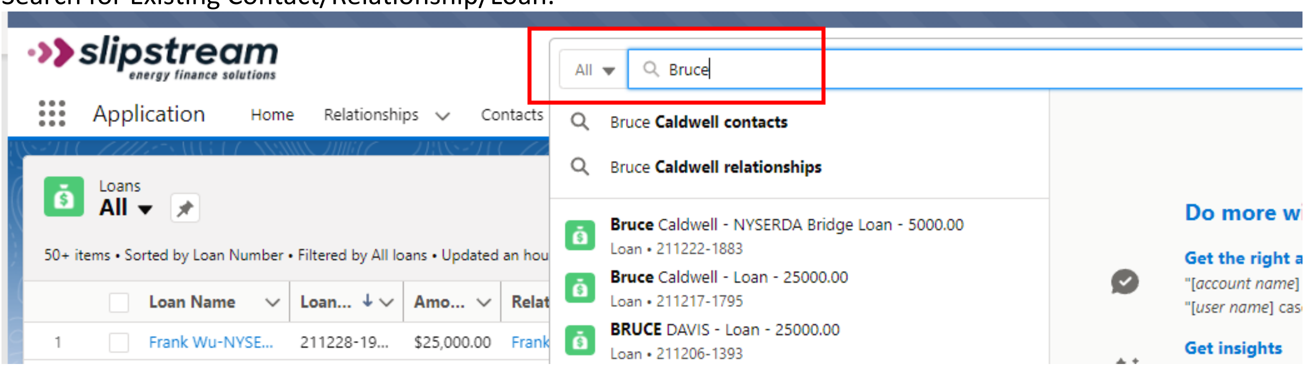
The purpose of this procedure is to describe the steps required for data entry of a manual loan application in the VelocityGO system.

B. Scope

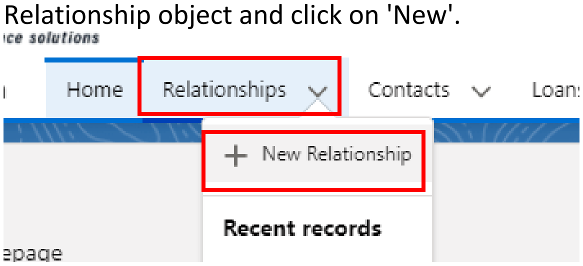
This procedure applies to all loan applications entered manually by Contractors into the nCino system.

C. Procedure

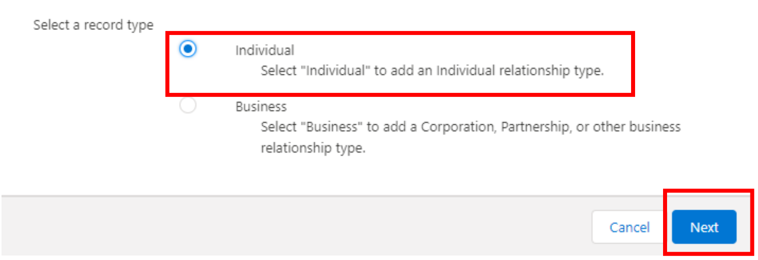
1. Search for Existing Contact/Relationship/Loan.



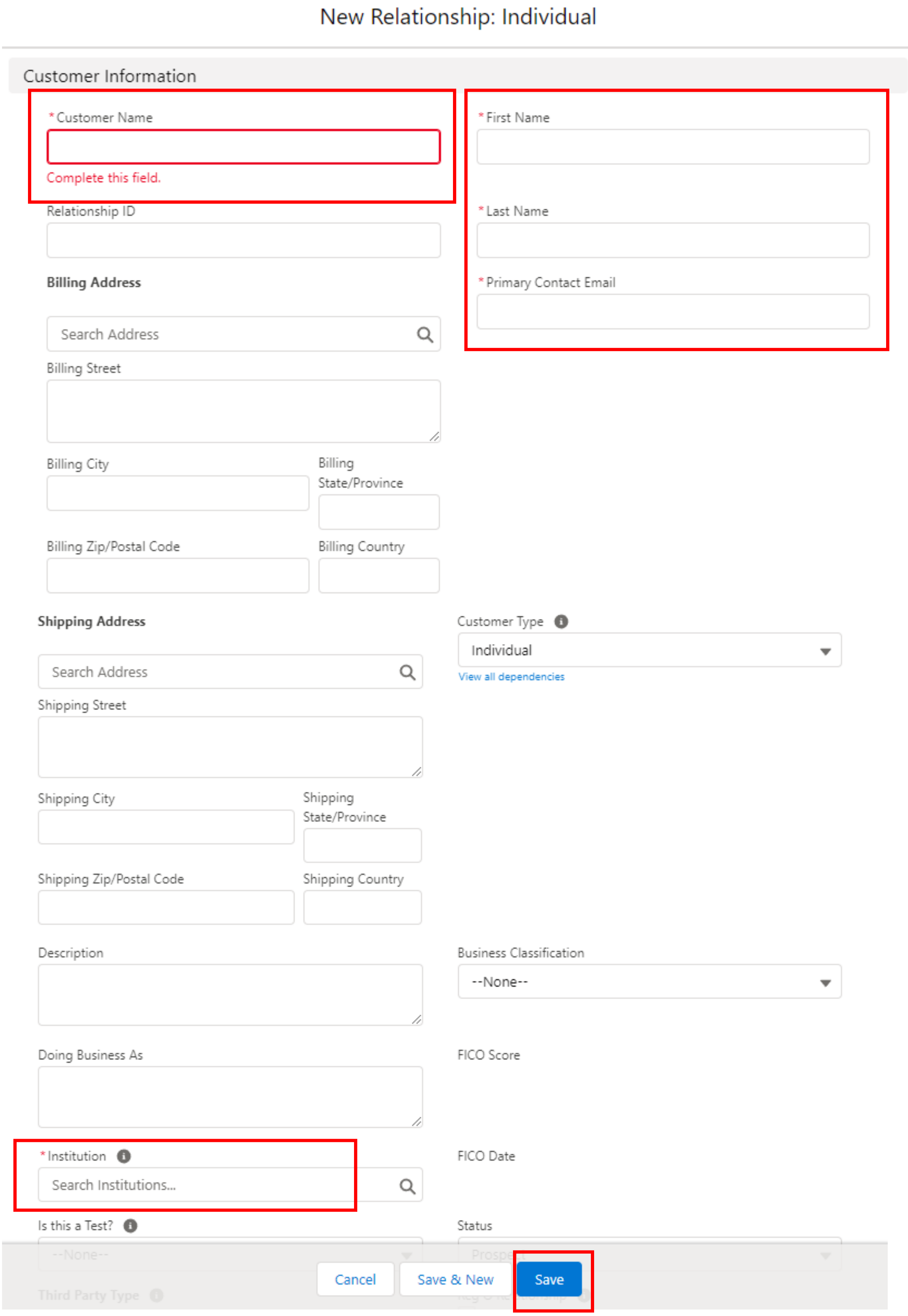
2. *If Relationship/Contact already exists, skip to Step 7*. If this is for a new Contact/Relationship - Navigate to Relationship object and click on 'New'.



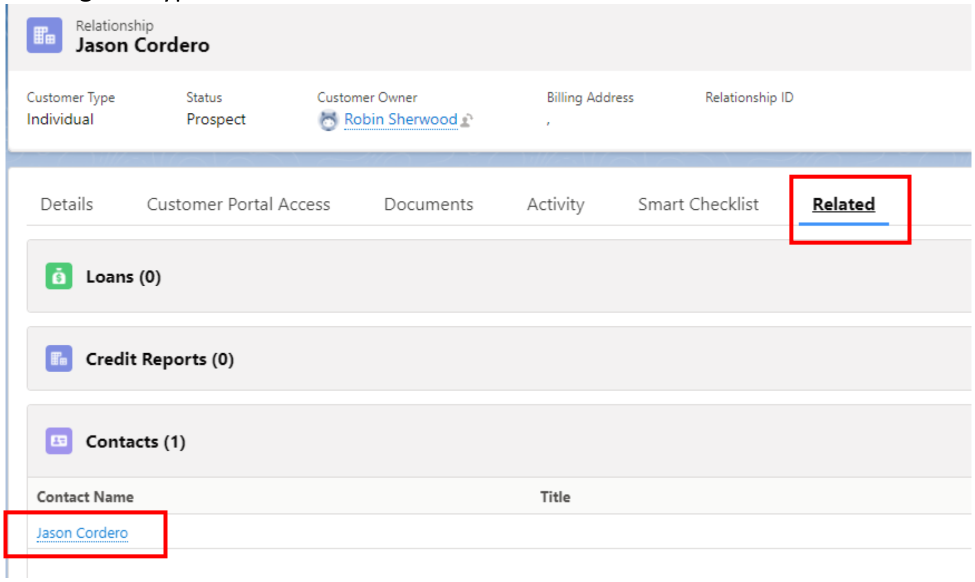
3. Select 'Individual' as Customer Type and click Next.



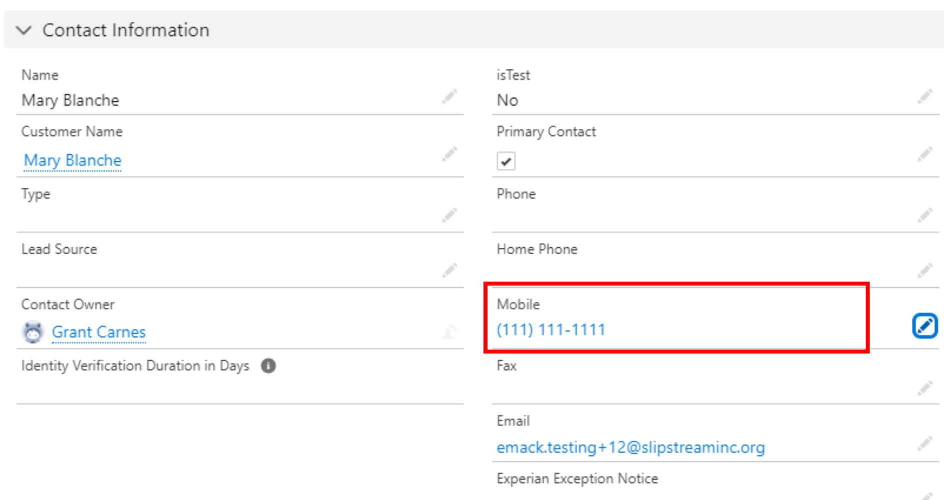
4. Enter the customer's Name and e-mail address and under "Institution" enter the Business Channel (ex. For NY loans enter ‘New York’). Click Save.



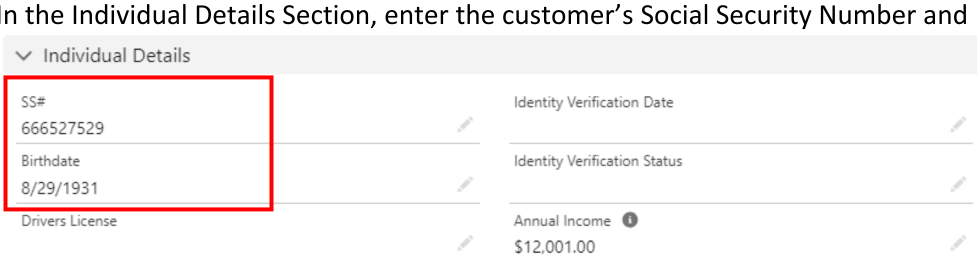
5. The Relationship Record is created and opened. Navigate to Contact Record by clicking on the Related Tab and clicking the hyperlink under the contact section.



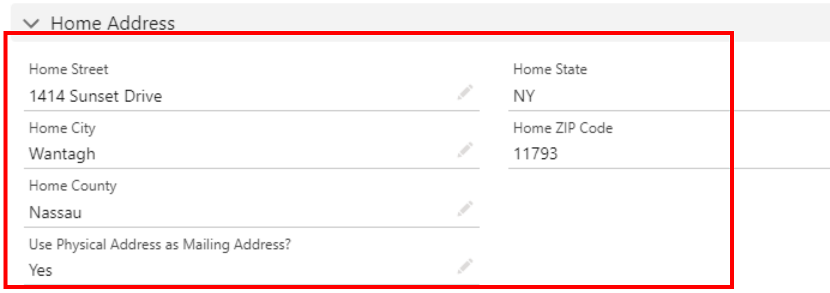
6. On the Contact record, enter the following information:
   a) In the Contact Information section, enter the customer's Phone Number(s), ****Note**: the primary phone number should be listed in the "Mobile" phone filed as that is what carries onto reports. Also, when entering the phone number enter as all numbers with no dashes or parenthesis. The system will auto format, but it helps the reporting to enter it in that manner.



   b) In the Individual Details Section, enter the customer's Social Security Number and Date of Birth.

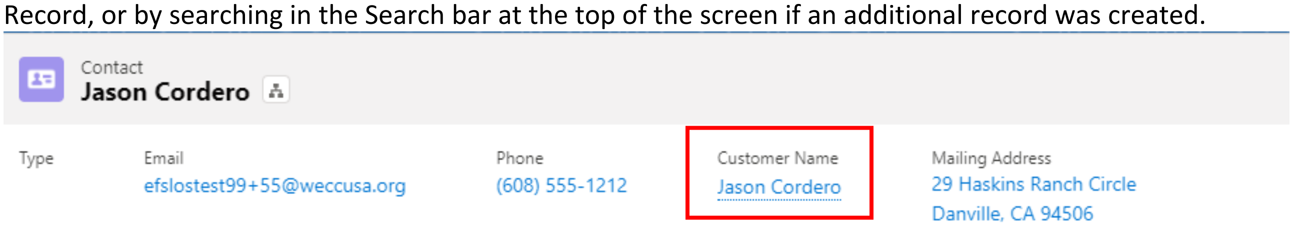


c) In the Home Address section, enter the customer's Home Address and Mailing address (if different). Click Save.

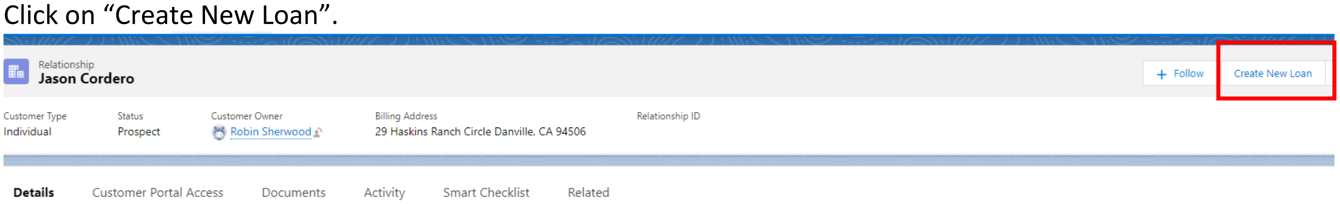


d) **Note:** If there are additional borrowers, repeat the above steps to create the co-borrower's relationship and contact records as well.

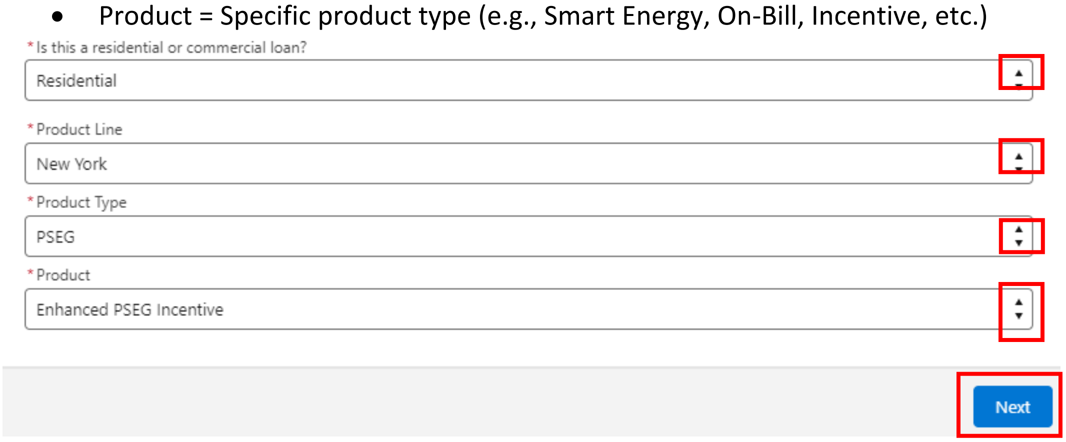
7. Navigate back to the Relationship Record for the main borrower by clicking the name below on the Contact Record, or by searching in the Search bar at the top of the screen if an additional record was created.



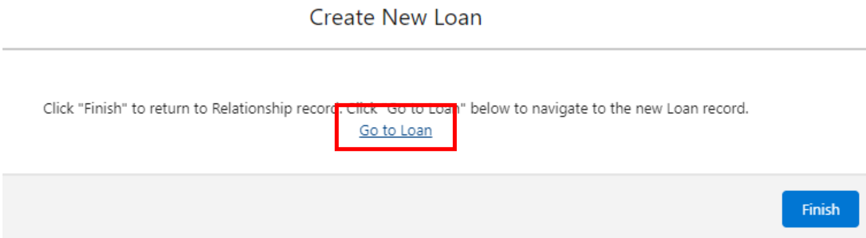
8. Click on "Create New Loan".



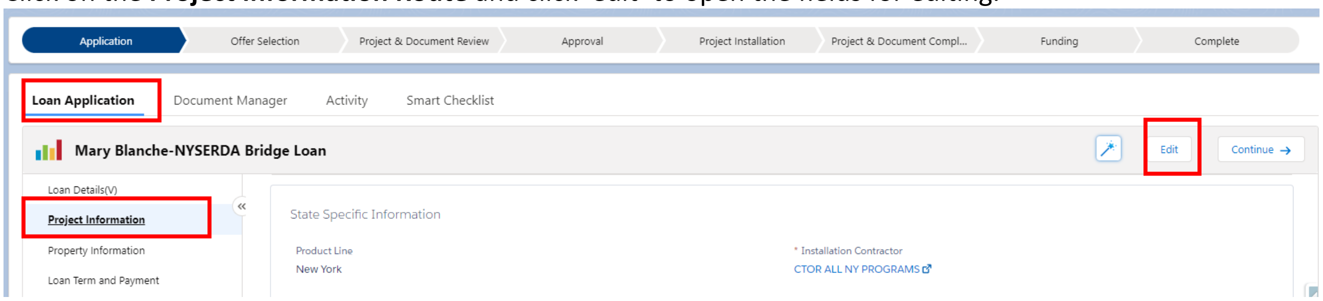
9. Enter Relevant Program Information from the drop downs in each field and click the Create New Loan button at the bottom of the screen.
   - Residential or Commercial
   - Product Line = State the program is located in
   - Product Type = Program (e.g. NYSERDA, ETG, etc.)
   - Product = Specific product type (e.g., Smart Energy, On-Bill, Incentive, etc.)



10. On the screen that pops up click on the 'Go to Loan' link.



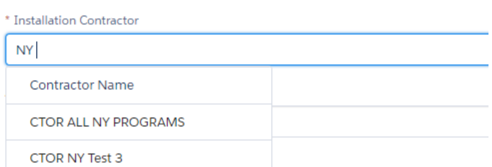
11. Click on the **Project Information Route** and click 'edit' to open the fields for editing.



a) Enter the following information then click 'Continue' at the top of the screen to save and proceed to the next route.

i) Enter yourself as the Installation Contractor and any additional Contractors if applicable.

- Note: These are lookup fields so if you start typing a name the system will search and return matching results for you to select the appropriate option.



ii) Type of Project

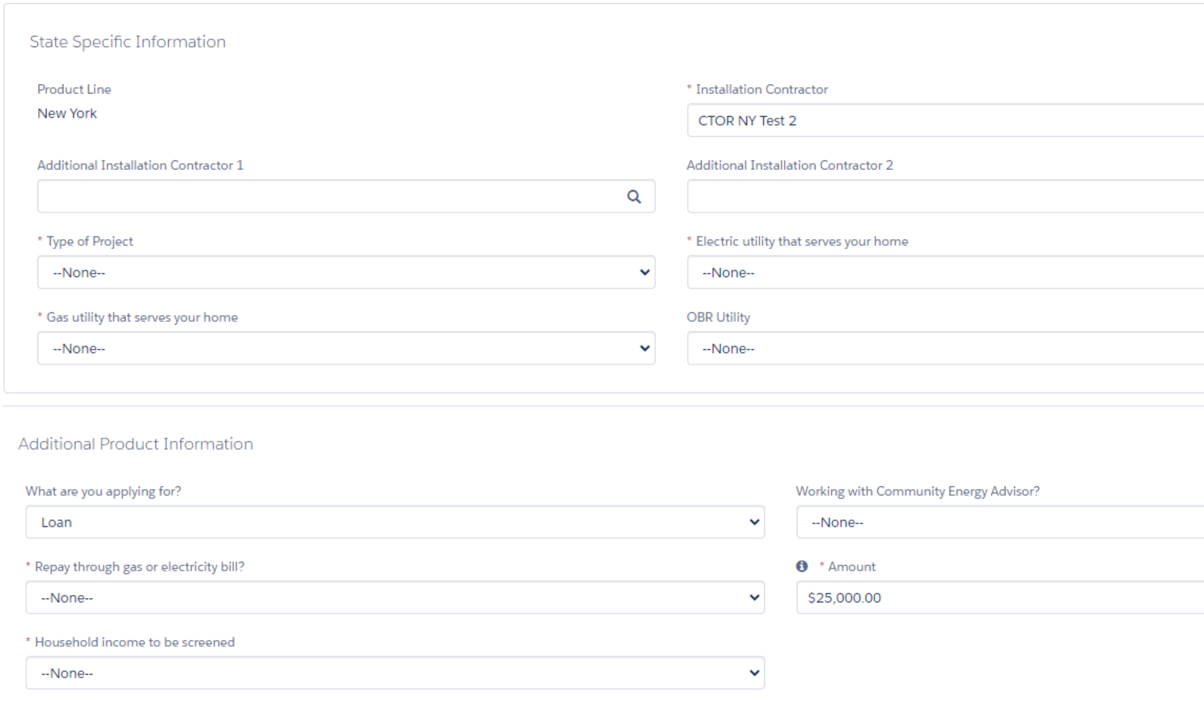
iii) Gas & Electric Utility Companies

iv) Identify if the customer is applying for a loan or incentive

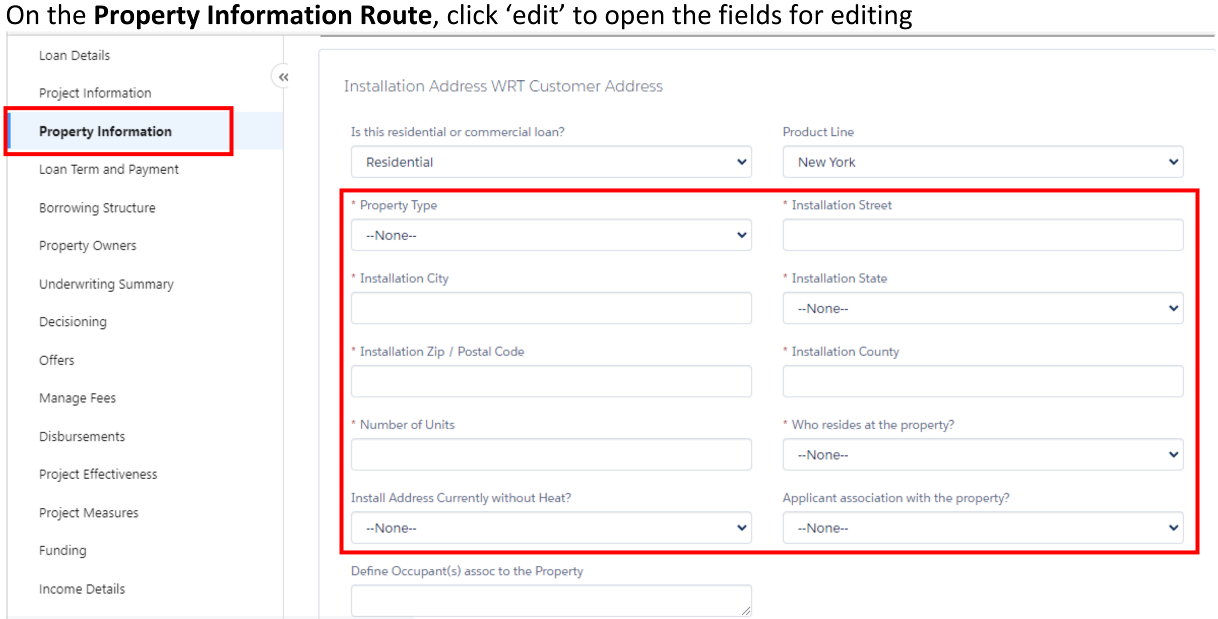
v) Identify the name of the CEA associated with the project (if applicable)

vi) NY Only – Identify if the customer wants to repay the loan through their utility bill

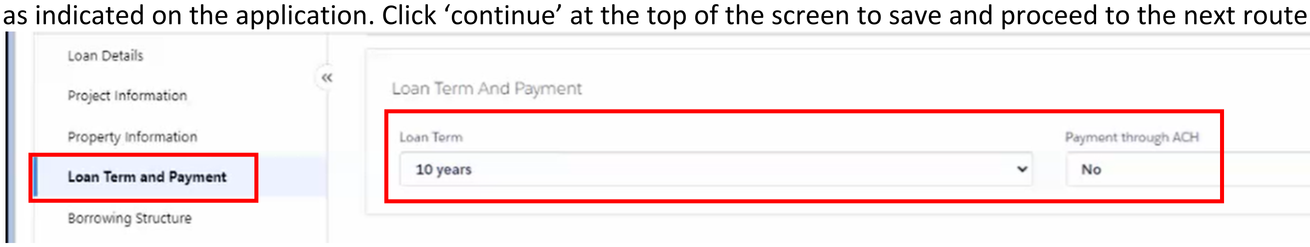
vii) NY Only – Identify if the customer wants to be screened for a lower interest rate



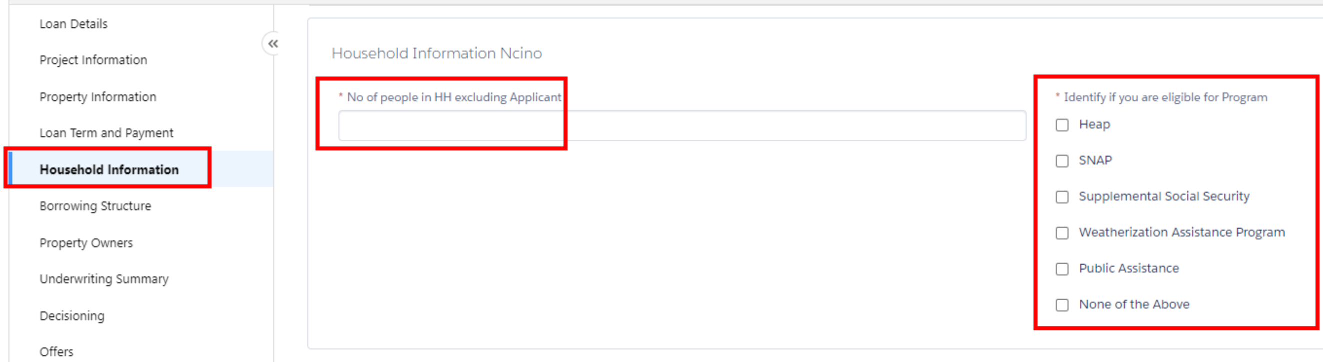
12. On the **Property Information Route**, click 'edit' to open the fields for editing



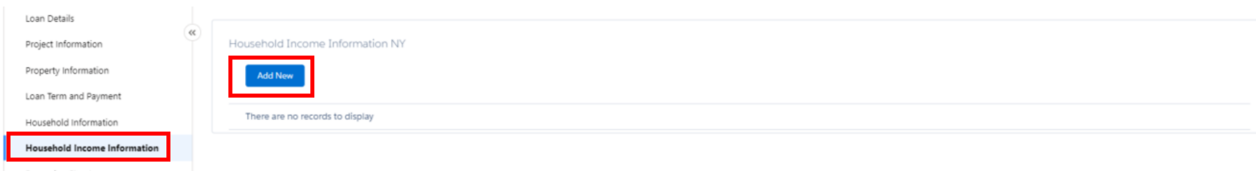
13. On the **Loan Term and Payment Route** click 'edit' to open the fields for editing and enter Loan Term as the maximum allowed for the program (or customer preference for term if different) and ACH Payment information as indicated on the application. Click 'continue' at the top of the screen to save and proceed to the next route.



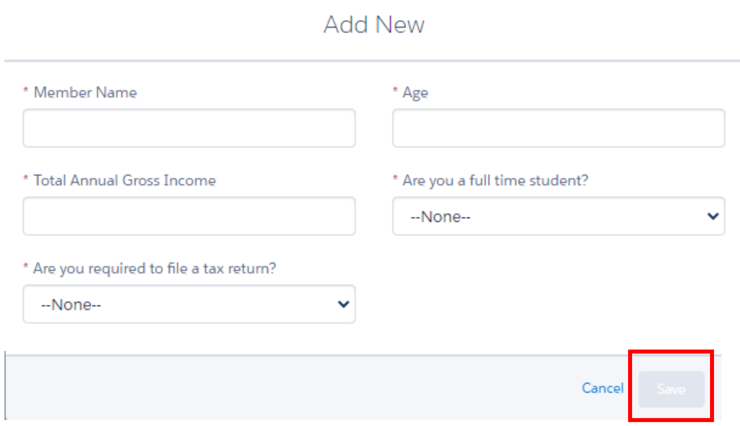
14. *If Income Screen Question in Step 10a was answered as 'No' skip this step*. On the Household Information Route click 'edit' to open the fields for editing and answer the questions that populate.



a) click 'Continue' at the top of the screen to save and proceed to the next route. This will open a new route for Household income information. Click the 'Add New' button.

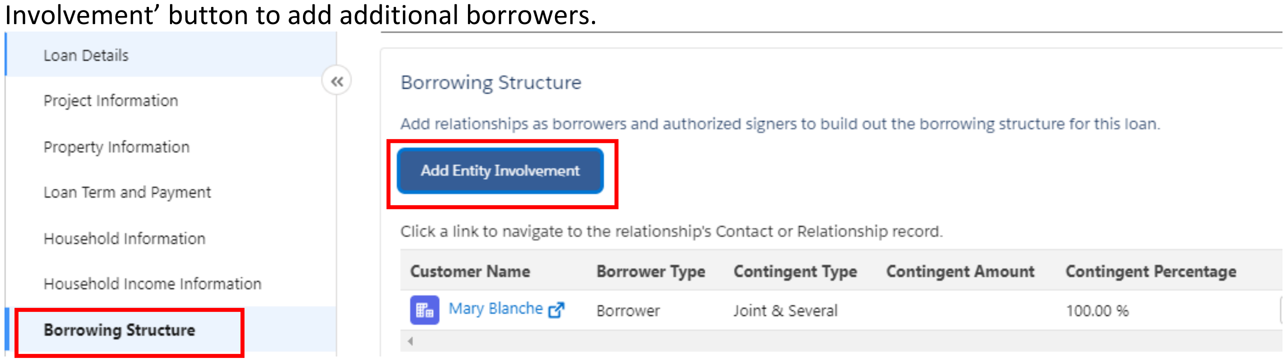


b) In the pop-up add the name and income information for the household member and click Save.

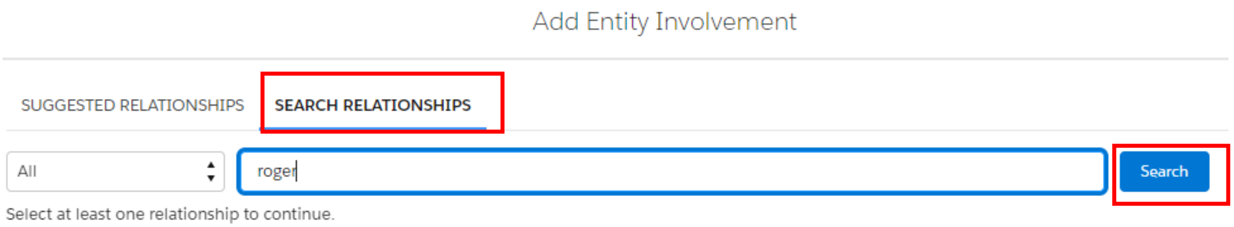


c) Repeat steps 13a & 13b until **all** household members are added, then click 'continue' at the top of the screen to save and proceed to the next route.

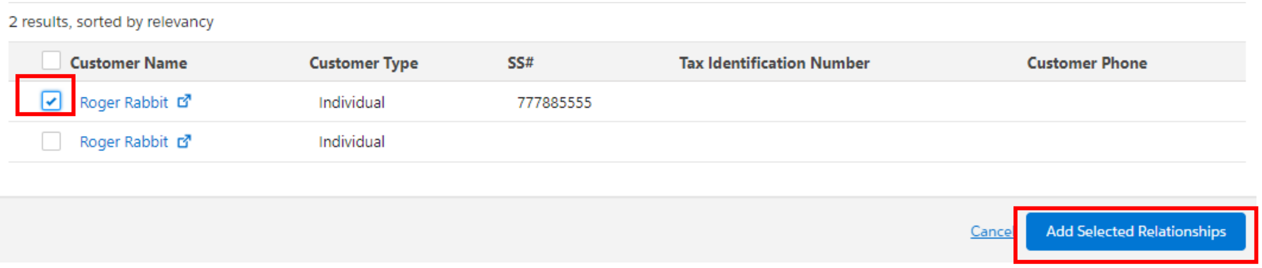
15. *If there are no additional borrowers, skip this step*. On **the Borrowing Structure Route**, click on the 'Add Entity Involvement' button to add additional borrowers.



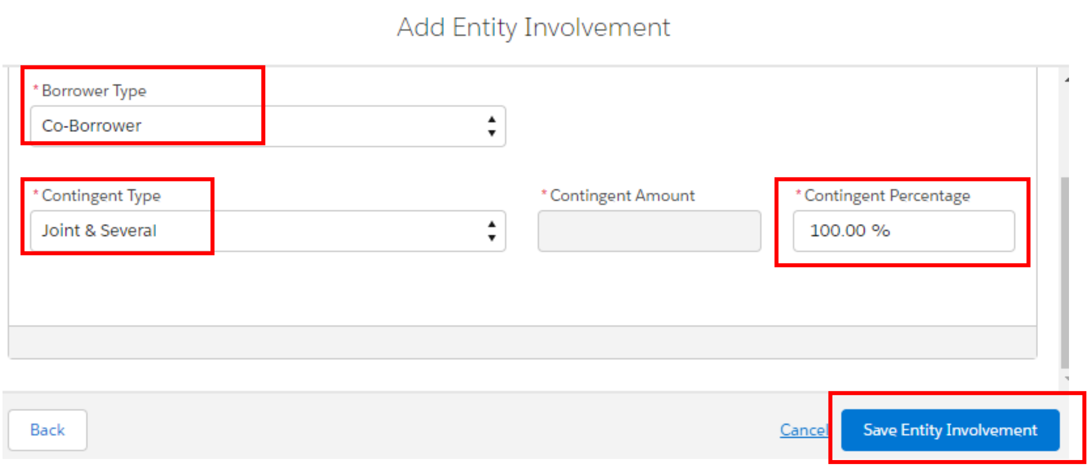
a) In the pop-up box that appears, search for the Contact record created in Step 6a above.



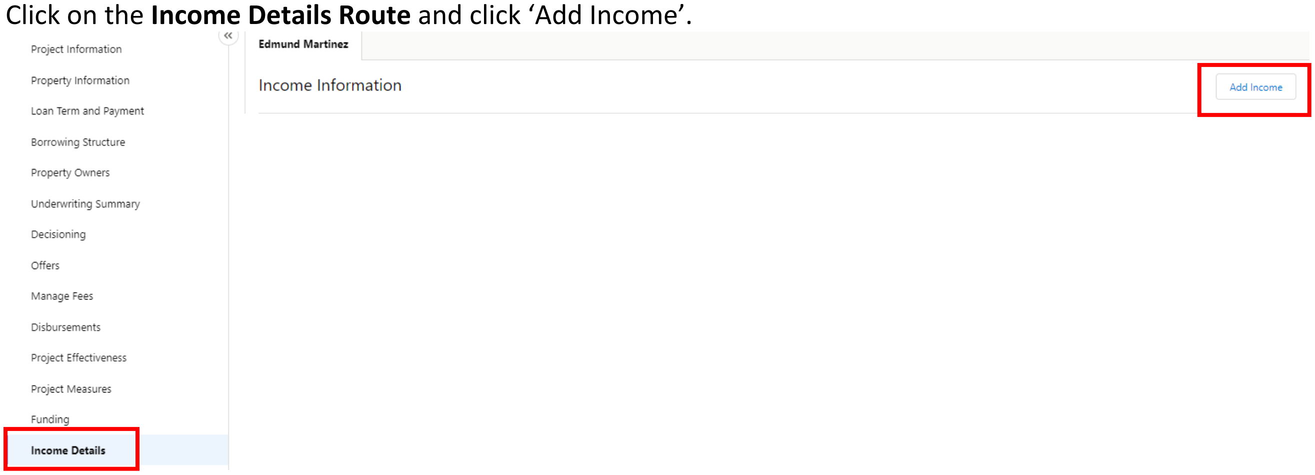
b) Select the correct name and click Add Selected Relationships.



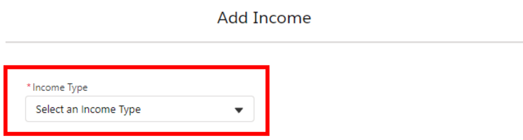
c) Select the Borrower Type. Then add the Contingent Type as 'Joint & Several' and the Contingent Percentage as '100%' and click 'Save Entity Involvement.



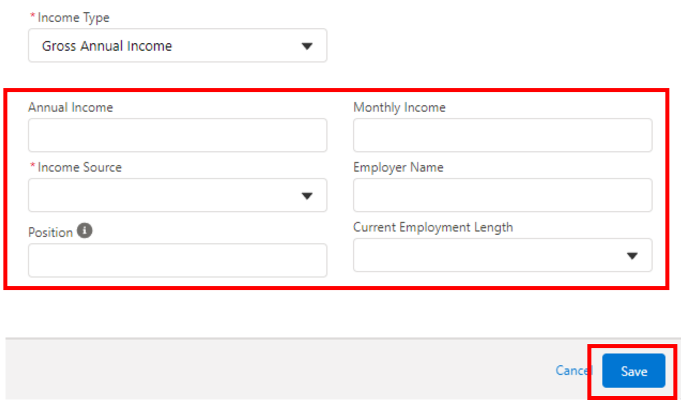
16. Click on the **Income Details Route** and click 'Add Income'.



a) In the pop-up box, select the income type from the dropdown.

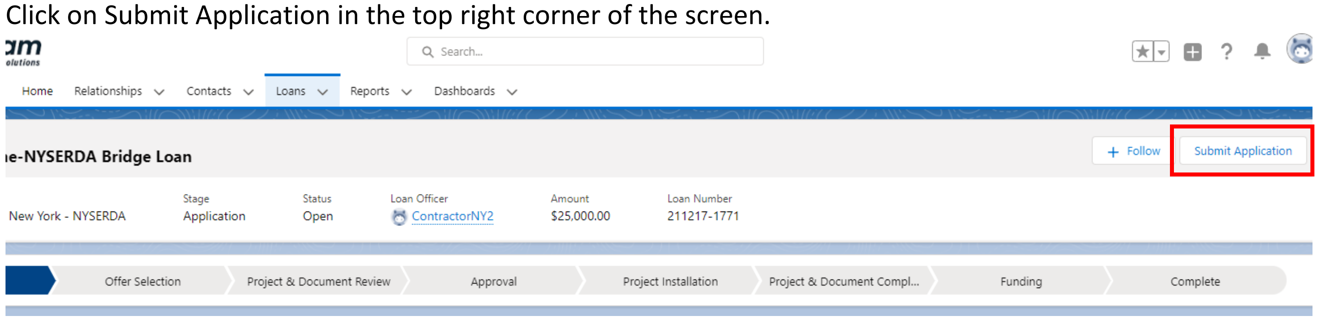


b) Complete the remaining fields that populate and click Save. **Note:** Only Annual or Monthly Income needs to be completed. The other will calculate automatically, but one of the two is required.

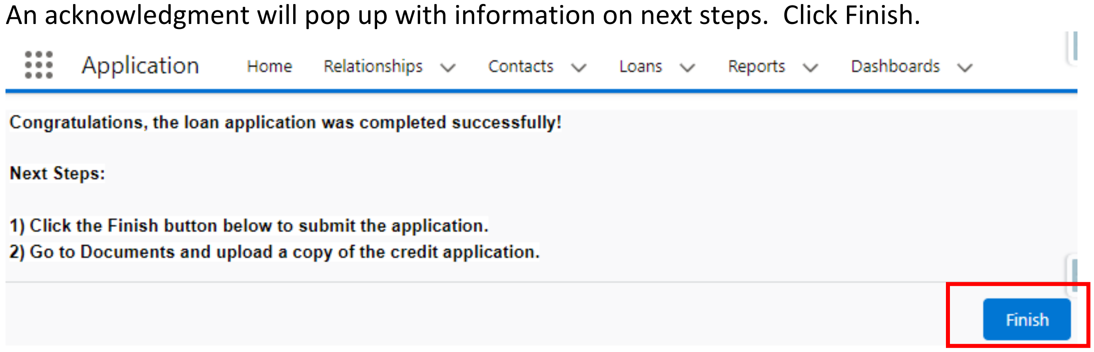


c) Then click 'Save' at the top of the screen.

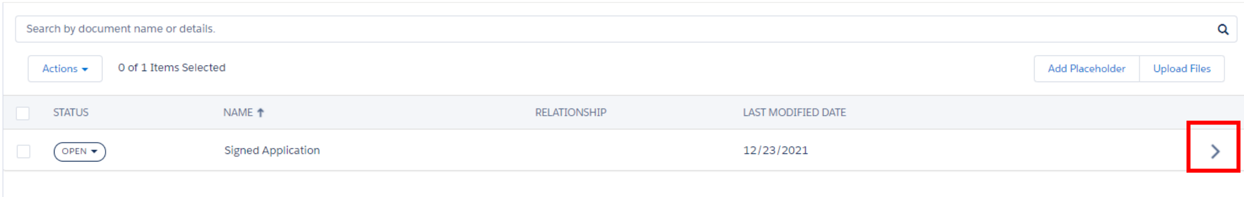
17. Click on Submit Application in the top right corner of the screen.



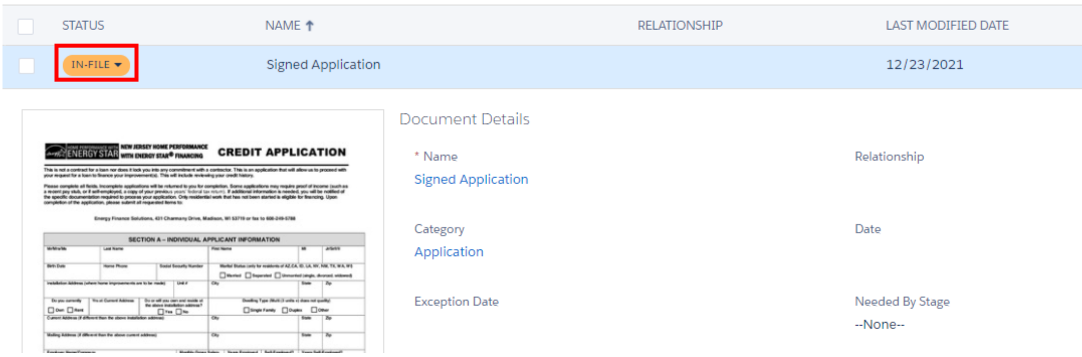
18. An acknowledgment will pop up with information on next steps. Click Finish.



19. User is directed back into the loan submitted. Click on the Document Manager Tab.
    a) Click on the carrot next to the application placeholder.



    b) Upload a copy of the signed application. The status will change to 'In-File'.



<u>End of Application Process</u>.