

# Step 1

## **Step 1a: Your Main Purpose as an In-House Processor**

Your main purpose as an In-house Processor is to

**1:** Post properties everyday, Mondays through Saturdays

Following [Step2a](#) through [Step2b](#) everyday is very important to do everyday. Its best to post your properties in the morning to get it out of the way then complete your [IHP File Submission](#) afterwards. You'll know more in detail in [Step2](#).

**2:** Encourage all Potential Clients to complete the online application

**3:** Encourage all Clients to pay their invoice for [Credit Pull](#) within 1 week of completing the online application

**4:** Get each Client to submit all Documents that's on the [Client Check List](#) same week of them paying their invoice. [Step1j](#) and [Step4c](#) has detailed information on how to clear the [Client Check List](#) and when the time starts.

These four are your main priority as an In-House Processor. We are going to call this the [Four Step Process](#). Make this apart of your **DAILY ROUTINE** to do **EVERYDAY** to avoid Compensation Penalties.

# Step 1b

## **Step 1b: Paperwork**

On the Training Site under all the Steps, the next section you'll see is [Paperwork](#). Each document in this section needs to be completed, signed, dated & returned to our [Back Office](#) within 7 days of employment. E-mail it to: [Processing@PhoneOpsFunding.com](mailto:Processing@PhoneOpsFunding.com) or fax it to: 253-252-8754.

# Step 1c

## **Step 1c: Gmail Account**

You are required to have a gmail account in order to gain access of all [Google Databases](#). When creating a Dedicated Gmail account, remember to include [PhoneOps](#) in your e-mail somewhere to keep it professional. **Example:**

# Step 1c - Continues

[YourNamewithPhoneOps@gmail.com](mailto:YourNamewithPhoneOps@gmail.com). After your e-mail has been created, e-mail: [Processing@PhoneOpsFunding.com](mailto:Processing@PhoneOpsFunding.com) and put in **Subject Line: New Gmail Account**.

Once we have your gmail e-mail address, we'll use that e-mail from that point forward. You are required to check your e-mails everyday throughout the day.

## Step 1d

### **Step 1d: PhoneOps E-mail Account**

You are required to have a **PhoneOps** e-mail account. Once your e-mail account is created, you'll receive an e-mail with instructions on how to setup. We do recommend that you set your **PhoneOps** e-mail account on your cell phone as well as your desktop and/or laptop.

Go to: <https://Login.SecureServer.net> then type in the e-mail that was assigned to you and the default password is: 123456789 then click **Sign In** to gain access. Change this password to something you can remember.

Your gmail account will be cc'd on all e-mails as your **PhoneOps** e-mail space is limited. You are required to check your **PhoneOps** e-mail account everyday throughout the day and delete messages in your **Inbox** as well as your **Sent** to keep storage available and remember to include your **PhoneOps** e-mail account to all advertisements.

## Step 1e

### **Step 1e: Setting up your voicemail**

Since you are using your own dedicated phone line, you must keep this professional and change your current voicemail to:

**Hello, you reached Mrs. / Mr. *(your first and last name)* with PhoneOps Funding, LLC. I am currently unavailable assisting others. Please leave your name, contact number, e-mail address and the nature of your call and I'll respond within 12 hours.**

E-mail [Processing@PhoneOpsFunding.com](mailto:Processing@PhoneOpsFunding.com) your dedicated Phone Number so our

# Step 1e - Continues

**Back Office** can call to listen to your voicemail. Checking your voicemail and responding back to potential Clients is **MANDATORY**. You must do this everyday several times throughout the day.

## Step 1f

### **Step 1f: Learning PhoneOps Products**

It is very important that you know and learn **PhoneOps** programs. Take a good day to go through all **PhoneOps** programs to get a better understanding of each program, what benefits it offers and what the minimum requirements are.

Follow these steps to get started:

- Go to: [www.PhoneOpsFunding.com/Products](http://www.PhoneOpsFunding.com/Products)
- Click on the first program
- Read in detail of the program
- Take notes if you need to
- Then move on to the next program until you've clicked on all programs

This is also very important to know as when taking calls, you will get a lot of questions:

- Under 500 mid FICO score - We cannot get them a loan. They must get their scores up to at least 500
- 500 to 579 mid FICO score - Each Client would have to put 10% down and that's 10% of the Sale's Price
- 580 & Up mid FICO score going FHA - Each Client would have to put 3.5% down and that's 3.5% of the Sale's Price
- 620 & Up mid FICO score going Conventional - Each Client would have to put 3% down and that's 3% of the Sale's Price
- 700 & Up mid FICO score going Conventional - Each Client would have to put only 1% down and that's 1% of the Sale's Price

# Step 1f - Continues

- VA Loans - If the Client is a VA, they can get 100% financing from 500 mid FICO scores & up
- USDA Loans - If the property is in a Qualified area and the client has a 580 & Up mid FICO score, the Client is eligible for 100% financing
- \$100 Down Program - This program is a [PhoneOps Specialty Program](#) and its only available for certain properties. Each Client must have a 580 & Up mid FICO score to qualify for this program
- Grant Program - This program allows the Client to put 1% down as a down payment instead of 3% down or 3.5% down. Each Client must have a 620 mid FICO score to qualify for this program
- 203k Programs - This program allows the Client to get up to \$35,000 towards repairs of the house they would like to purchase. Each Client must have a 580 & up mid FICO score to qualify for this program
- Non Prime Programs - This program allows the Client to get financings if they have jacked up credit. 500 & up mid FICO scores but a lot more money down. 70% up to 90% LTV. This program is also called Non-QM programs
- Bank Statement Programs - This program is for Clients that don't file their tax returns, get paid under the table & or that are Self Employed. Each Client would need the most recent 24 months of bank statements to qualify for this program. 500 & Up mid FICO for NOO and 580 & Up FICO for OO.
- Landlord Program - This program is a great program for those that want to eventually quit their day job and become a Landlord and collect multiple rents every month. We educate and get people on the right path to be successful.

## Step 1g

### **Step 1g: Google Drive - The "Drive"**

Once you've completed [Step1d](#), you'll receive access of your [Google Drive Folder](#). All your Clients' documentation will go in this folder.

# Step 1g - Continues

**NEVER DELETE ANYTHING IN THIS FOLDER.** You will work directly with each assigned Client on a daily basis.

## Step 1h

### **Step 1h: Creating Folders in the Drive**

Once you have access to the [Google Drive Folder](#), you'll need to create 3 additional folders inside your main folder. Do the following:

- Double-click your folder to open it
- Click [New](#) on top left side
- Click [Folder](#)
- Name new folder [1. Paid Clients](#)
- Click Create
- Repeat the above steps to create [2. Clients Didn't Pay](#) and [3. No Go](#)

## Step 1i

### **Step 1i: File Submission for Clients**

This site is for all [Clients' Documentation](#):

**[www.PhoneOpsFunding.com/FileSubmission](http://www.PhoneOpsFunding.com/FileSubmission)**

Always send each client to this site to upload their documents. Some clients will e-mail you documents, simply inform them that they must upload the documents to the site for compliance reasons. If any Client have problems with uploading documents & they insist on e-mailing the documents, do the following:

- Accept the documents by e-mail
- Put the documents in their folder on the [Drive](#)
- Update their [Check List](#)
- E-mail [Processing@PhoneOpsFunding.com](mailto:Processing@PhoneOpsFunding.com) to inform the [Back Office](#) that you uploaded new docs to the [Drive](#) & updated the [Check List](#)

# Step 1j

## **Step 1j: Client Check List**

It is very important to know what documents are needed for each Program. You'll have to work with each Client to get all documents that's on the [Client Check List](#) cleared.

**You have 1 Full Week To Get All Documents Cleared!**

Follow these steps to get started:

- Go to: [www.PhoneOpsFunding.com/CheckList](http://www.PhoneOpsFunding.com/CheckList)
- Click on the [Checklist](#) for each Program
- View all documents that's needed
- Take notes if you need to

It is very important to understand how to clear off items on the [Client Check List](#) as you have **1 Full Week** to get all Documents Cleared. Make sure you view [Step1j-HelpfulTool](#) to get a good understanding on what's needed in order to Clear off a document on the [Client Check List](#).

# Step 1k

## **Step 1k: 3<sup>rd</sup> Party Processing Companies**

As mentioned on the Job Description, all IHP's are [Front-End Processors](#) and you do only 10% of the entire loan process for each Client. Each 3rd Party Processing Company that **PhoneOps** uses has their own licensed Processors that are experienced and skilled in what they do. They do 90% of the entire loan process for each Client getting the Client to settlement and they are called [Back-End Processors](#).

Without our [Back-End Processors](#), **PhoneOps** wouldn't close as many loans as we do so these professional companies are extremely great to work with. All 3rd Party Processors are paid \$695 per Closed File; that's only \$100 more than what you get paid and they do most of the work so you as an [In-House Processor \(Front-End Processor\)](#), you are paid extremely on the High End as the average pay range for a Front-End Processor is around \$99-\$199 per closed file.

# Step 11

## **Step 11: PDF Converter Software**

This software is very important to have as it is a **MUST**. Click on the following link to download the software:

[www.PhoneOpsManagement.com/smartpdfconverter-setup.exe](http://www.PhoneOpsManagement.com/smartpdfconverter-setup.exe)

- Once it pops up, click [Save File](#)
- A message may appear depending on your Operating System: [Do you want to allow this app from an unknown publisher to make changes to your device?](#)
- Click Yes
- Then follow the prompts from that point to install the software

# Step 1m

## **Step 1m: PDF Creator Software**

This software is very important to have as it is a **MUST**. Click on the following link to download the software:

[http://www.PhoneOpsManagement.com/PDFCreator-0\\_9\\_6\\_setup.exe](http://www.PhoneOpsManagement.com/PDFCreator-0_9_6_setup.exe)

- Once it pops up, click [Save File](#)
- A message may appear depending on your Operating System: [Do you want to allow this app from an unknown publisher to make changes to your device?](#),
- Click Yes
- Then follow the prompts from that point to install the software

**At this Point**, you should have both Softwares downloaded to your computer. If you have any problems, feel free to contact Processing at:

[Processing@PhoneOpsFunding.com](mailto:Processing@PhoneOpsFunding.com).

# Step 1n

## **Step 1n: Note Book Requirement**

You are required to use a [Note Book](#) and to keep notes of all your Clients. You can get a few Note Books from Walmart for about \$0.25 so some will get a Note Book for each Letter of the Alphabet or some will get a Note Book and put Clients in the book as they come. The choice is yours how organize you want to be.

It is very important to note everything such as when you spoke to a Client, when to call back, what property or program they are interested in, what max monthly payment they can go, etc. You will get many clients and we want everyone to keep it professional at all times.

# Step 1o

## **Step 1o: Follow-Up Calls**

It is **MANDATORY** to do [Follow-Up Calls](#) **EVERYDAY!** It is very important to stay in contact with each Client & Potential Client on a Daily Basis as you don't want to lose that person as a Client or as a Future Client.

[PhoneOps](#) also want to keep a [HIGH QUALITY CUSTOMER SERVICE RECORD](#) so remember, keeping in contact with each Client on a daily basis is **MANDATORY!**

# Step 1p

## **Step 1p: Needed Forms**

Here are all the forms we have that are needed depending on the program. You may get Clients asking for help on how to complete certain forms. To better prepare yourself, go to: [www.PhoneOpsFunding.com/NeededForms](http://www.PhoneOpsFunding.com/NeededForms) to view all documents then read through them all to have some knowledge of each document.

# Step 1q

## **Step 1q: Glossary**

This is a **PLUS** for you to view and study. This glossary is needed even if you have been in the Business for years. You should take a few days or possibly a week to study through this glossary as this will help you in the long haul.

# Step 1r

## **Step 1r: Compensation Forfeit**

After your Client completes the Online Application, you have **Within 1 Week** to encourage your Client to pay for their Credit Pull.

**For each Client that pays for their Credit Pull within the First Week, you are paid an additional \$5!!!**

If you can't get your Clients to pay the first week and we are now in the next week, the \$5 Compensation will be forfeited. If your Client doesn't move forward after a full week of submitting their application, we'll have to inform our 3rd Party Processing Companies to step in to take over as important documentation such as birth dates & social security numbers are on each application and we don't want to sit on these applications so the compensation will have to be paid to the 3rd Party Companies at that point.

# Step 1s

## **Step 1s: Craig's List Accounts**

For each state you are assigned to, you must create a Craigs List account for that state along with a gmail account & phone number. For starters, go ahead and create **4 Gmail Accounts**. You can use the email account that you created in **Step1d** as one of your accounts, simply create 3 more. After you've completed this step, now create **4 Craigs List Accounts**; each gmail account goes with a Craigs List account. This should take about 5 minutes to do.

You are required to post 2 properties **EVERYDAY** in each state you are assigned to. *(If you are not assigned to at least 4 states, you will be assigned to at least 4 cities)*

# Step 1s - Continues

**Example:** If you are assigned to CA & FL, log into [Craigs List Account 1](#) and post two properties in CA, follow [Step2a](#) on what to do and log out. Then log into [Craigs List Account 2](#) and post two properties in FL. You'll do this for each account, each state/city **EVERYDAY!**

Craigs List have this new system to where if you post more than 2 properties a day, 9 times out of 10, it will be flagged so you don't want to waste your time posting a lot of properties in 1 day on one account just for it to get flagged so that is why we inform you to only post 2 properties per day, every day per [Craigs List Account](#).

**Heads Up!** Craigs List has this new verification requirement so once you post a property, they will email you to confirm then they will ask you for a [Phone Verification](#). You'll need 4 separate phone numbers (*1 phone number for each Craigs List Account*). Craigs List will send you a text with a code, once you get that text, put in the code, now that phone number is listed with that account for 90 days.

Don't have [4 Phone Numbers?](#) Here are your options:

## **Free Options:**

- Send the code to your children, friends, other family members, people you know that doesn't post on Craigs List on a regular. Stay on the phone with them while sending the code and ask them to give it to you once they get it. 9 times out of 10, they will give you the code
- Not sure if Google Voice works but you can try it

## **Paid Options:**

- Buy 3 Magic Jacks, its like \$35 a year and its the cheapest. Use your cell for the 4th account
- Get the 4 line for \$100 cell phone plan

The choice is yours on which option is best for you.

# Step 1t

## **Step 1t: FBI National Criminal Background Check**

**PhoneOps** is required to run a **Criminal Background Check** on you to stay in compliance with State Law. Your job gives you access to our Client's important documentation and we want all Clients to be safe and secure as we don't want any Fraud situations, no Identity Theft situations, etc.

The fee for your Criminal Background Check is \$69. We highly recommend that you go ahead and work; get your Clients to pay their invoices, build up a check for yourself and allow this fee to be deducted from your Paycheck. **PhoneOps** doesn't require you to pay this up front or out of pocket.

However, you wouldn't be able to complete **Step 5** of the Training Site and that is a big important step of the Pre-Approval Process for each Client. Until your Background Check is complete, we'll have to hire our **3rd Party Processing Companies** to handle this portion of the process and of course, we'll have to pay them a portion of your compensation. For each Closed Client, the deduction will be \$200 from your \$595; once your Background Check has been completed, you'll receive full compensation of \$595 as there will not be any restrictions in completing **Step 4**.

If you insist on paying for your Background Check now and do not want to wait for this to be deducted from your Paycheck, you'll need to send an e-mail to our **Back Office** and put in the subject line: **Ready For Background Check**. **Only send this e-mail when you are ready to pay your invoice & you've completed Step 1b**.

We'll then e-mail you an invoice in the amount of \$69 to pay for your **Criminal Background Check**. Once the report is complete, you will be notified of the results.

If anything negative comes back on your report, this doesn't mean you are fired, all you have to do is provide an LOX (*Letter of Explanation*) for each negative situation

and provide documentation supporting your LOX. It is best to be honest and up front the first go around as having Trust goes a long way.

Once that Dept. get your LOX's along with your documentation to support each LOX (*if any*), it will be reviewed and we'll go from there.

# Step 1u

## **Step 1u: Calyx Point Software**

Once your Background Check comes back, you'll receive an invoice to pay for your Calyx Point Software. Calyx Point Software is only \$25 per month. There, you'll have full access of the software to complete the application forms that's needed, send disclosures and send re-disclosures. You can also pull credit for each of your clients through the Calyx Point Software and run DU.

Separate instructions will be provided once you are ready for this step. Your remaining monthly \$25 software fee will be deducted from your pay check. This software is a good tool to have as it gives you access to a lot allowing you to work at your own pace and not wait for our [Back Office](#) to do everything.

# Step 1v

## **Step 1v: Pulling Credit - Reimbursement**

You will have access to pull Tri-Merge Credit Reports, Ordering Supplements, Rapid Re-scoring and Re-pulling Credit after 1 day of the first pull instead of waiting for approvals. You'll have full access to these services for all Clients after you have access of Calyx Point Software.

You'll receive a separate email directly from the Credit Report Company after you are setup in the system from our [Back Office](#). Once you receive that email, you will be prompt to choose a password for login purposes. Save the link & login information as we will not have a record of it if you lose it.

For each credit service your Client need, you are required to pay with your own credit card. You are reimbursed for each Credit Report or other service you paid for as long as the Client has paid for it through our Invoices. You'll see throughout the

Training Site when its time for your Client to pay for their Credit Pull or if they have to pay for a Credit Supplement, an invoice will be sent to the Client for payment.

Once the Client pay, the [Paid Receipt](#) email confirmation will be sent to you. You'll then have the **Green Light** to go ahead and pull their credit or order the Supplements because now you know you will be reimburse and it will reflect on your next Payroll Check.

## **Step 1v - Continues**

You are not allowed to take your Client's word for it when they say they will pay for their credit pull then you go ahead and pull their credit without receiving the Paid Invoice receipt by email. If you do and your Client doesn't pay, you will not be reimbursed!

**This Completes Step 1**