Reference Guide

Lender*VP

OpenLending Loans

Submitting Loans for Approval by OpenLending

INSIDE THIS GUIDE:

You will learn about all the components for submitting a loan for approvals by OpenLending.

Last Revision date: June 18, 2026

Find other Reference Materials page on our website: https://www.cuanswers.com/resources/doc/cubase-reference/

Start your online help journey here:
https://help.cubase.org/cubase/Welcome.htm

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Introduction

This reference guide is about submitting a loan for approvals by OpenLending. After covering information about activation, configuration, and collateral requirements, it continues with the submission process with and without collateral.

The CU*Answers Lender*VP team is here to assist at any time. Find us, contact us, and learn more via The Store | The Website | Email

Activation and Loan Delivery Channel Configuration

Lender*VP will assist you with this part of the configuration.

Activate OpenLending as Default Insurance

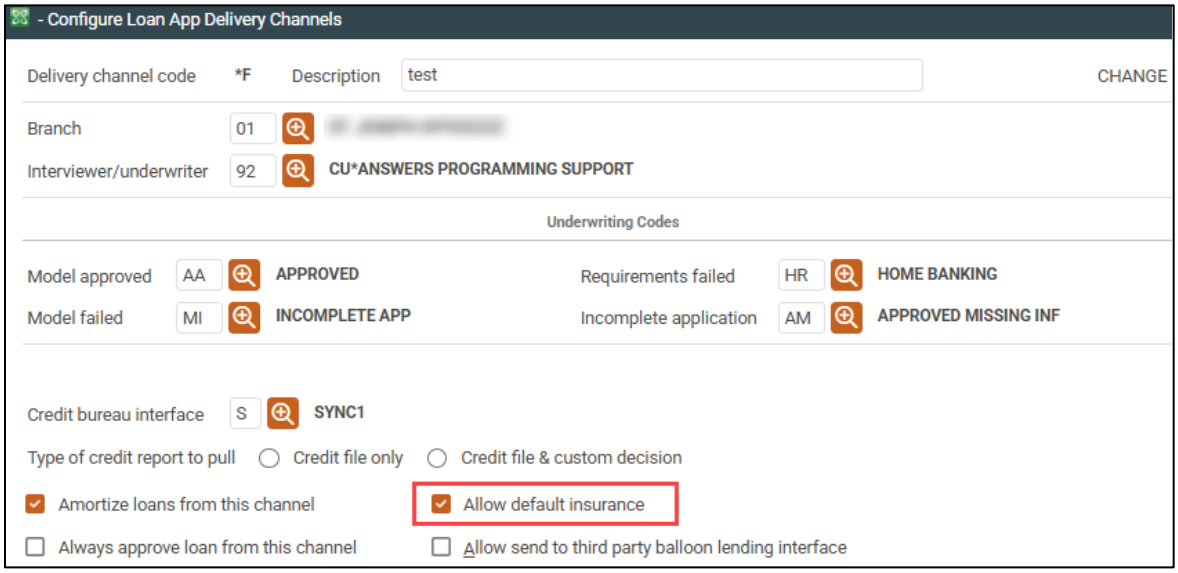
First, the interface for OpenLending needs to be activated in the Operations side of CBX in the third Master Parameters screen. OpenLending is selected as the default for price quotes for miscellaneous coverage insurance. This is done by selecting the OpenLending code for *Activate interface for default insurance*.

> ***NOTE:*** *If a vendor is removed from the Activate interface for default insurance field, the system will automatically clear the associated information from the Loan Delivery Channel Configuration.*

Define Loan Delivery Channel for OpenLending

Lender*VP will also assist you with setting up your loan delivery channel to be available for third-party insurance. While they may apply it to all loans originated at your credit union in the Master Parameters, you can also see this configuration for individual loan delivery channels using the tool shown below.

Tool #462 *Loan Delivery Channel Configuration*



Check *Allow default insurance* to enable applications to be sent to Lenders Protection.

Collateral Requirements

OpenLending does not require that the loan officer enter collateral information before the application is sent to their interface for a decision. However, the best practice is to send applications to OpenLending when the collateral information IS available.

If the application is sent without collateral, OpenLending will base the approval or denial on a predetermined Loan to Value (LTV) ratio. While OpenLending will approve an application without collateral and return it to CBX, the application will not be eligible for final certification until valid collateral information is entered.

- Without valid collateral information, OpenLending will reject the application from being certified. *Manual certification through the OpenLending website may be required if a loan is booked without a certification number*.

There are instances when you might decide to send a loan request to OpenLending without collateral, for example to receive pre-approval for a member.

Example

1. A member comes to your credit union for a pre-approval before they have found a new vehicle. Based on their credit score, your loan officer determines that the member is a viable candidate for a loan with OpenLending.
2. Your loan officer sends the application for approval without collateral. If approved, all values used by OpenLending in that decision are subject to change based on the actual collateral tied to the loan.
3. The member returns and provides information on the vehicle they would like to purchase. At that time your loan officer sends a second request to OpenLending for review.

This guide will first cover how the process works with collateral and all necessary information. It will then cover situations shown above where you are seeking pre-approval values.

Submitting a Loan to OpenLending

The following outlines the process your loan officer will follow to submit and certify loans for approval by OpenLending when collateral is added.

OpenLending requires that a housing payment, employment record/income, and credit score are sent with the application to return a decision. If the applicant does not have a mortgage payment returned from their credit report, your loan officer must manually enter a rent amount.

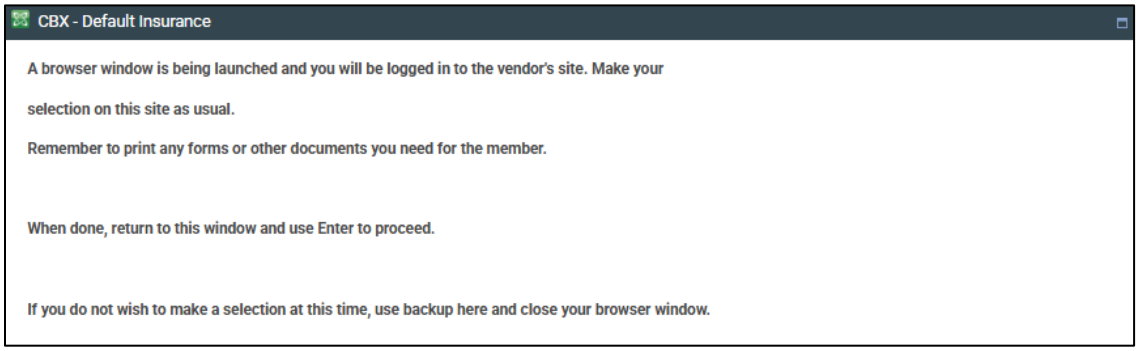
- If the applicant does not have a housing payment, a minimum rent payment of $1.00 is required.

Initial Submission

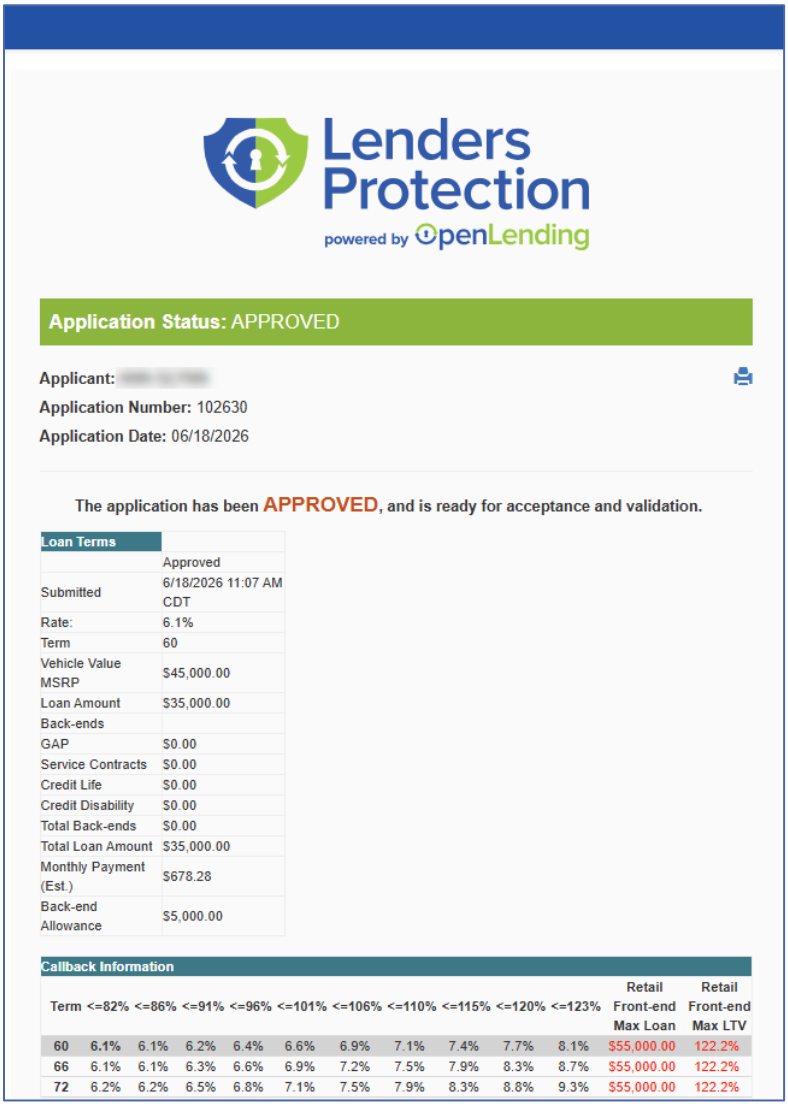
When the loan request is complete, it is time to send it to OpenLending for approval.

Tool #2 Work/View Loan Application Status

Click the **Send to Third Party** button at the top of the Loan Request Recap screen. This will open a window that asks you to select a third-party interface. The following screen will appear while the interface is launched:



OpenLending Decision Page



Lenders Protection
powered by OpenLending

Application Status: APPROVED

Applicant: [redacted]
Application Number: 102630
Application Date: 06/18/2026

The application has been **APPROVED**, and is ready for acceptance and validation.

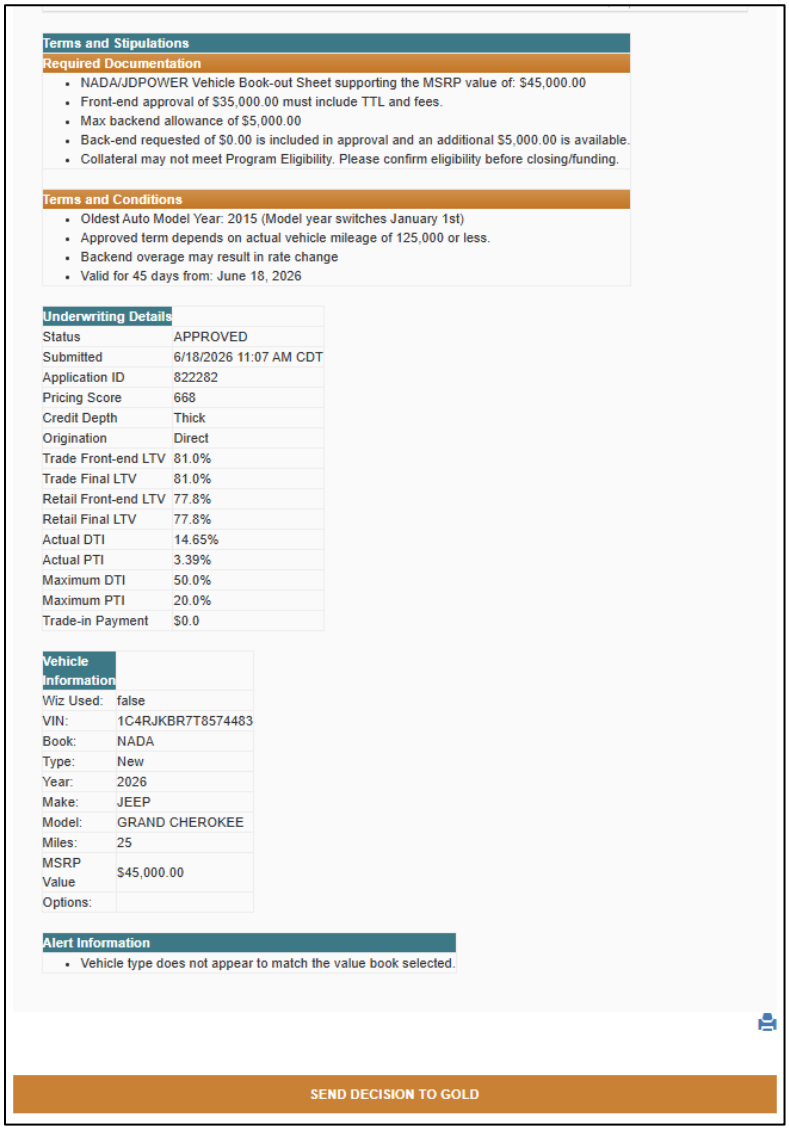
Loan Terms	
	Approved
Submitted	6/18/2026 11:07 AM CDT
Rate:	6.1%
Term	60
Vehicle Value MSRP	$45,000.00
Loan Amount	$35,000.00
Back-ends	
GAP	$0.00
Service Contracts	$0.00
Credit Life	$0.00
Credit Disability	$0.00
Total Back-ends	$0.00
Total Loan Amount	$35,000.00
Monthly Payment (Est.)	$678.28
Back-end Allowance	$5,000.00

Callback Information

Term	<=82%	<=86%	<=91%	<=96%	<=101%	<=106%	<=110%	<=115%	<=120%	<=123%	Retail Front-end Max Loan	Retail Front-end Max LTV
60	6.1%	6.1%	6.2%	6.4%	6.6%	6.9%	7.1%	7.4%	7.7%	8.1%	$55,000.00	122.2%
66	6.1%	6.1%	6.3%	6.6%	6.9%	7.2%	7.5%	7.9%	8.3%	8.7%	$55,000.00	122.2%
72	6.2%	6.2%	6.5%	6.8%	7.1%	7.5%	7.9%	8.3%	8.8%	9.3%	$55,000.00	122.2%

In this example, a 6.1% percent rate and a 60-month term were returned.

Decision Page (continued)



Terms and Stipulations

Required Documentation

- NADA/JDPOWER Vehicle Book-out Sheet supporting the MSRP value of: $45,000.00
- Front-end approval of $35,000.00 must include TTL and fees.
- Max backend allowance of $5,000.00
- Back-end requested of $0.00 is included in approval and an additional $5,000.00 is available.
- Collateral may not meet Program Eligibility. Please confirm eligibility before closing/funding.

Terms and Conditions

- Oldest Auto Model Year: 2015 (Model year switches January 1st)
- Approved term depends on actual vehicle mileage of 125,000 or less.
- Backend overage may result in rate change
- Valid for 45 days from: June 18, 2026

Underwriting Details

Status	APPROVED
Submitted	6/18/2026 11:07 AM CDT
Application ID	822282
Pricing Score	668
Credit Depth	Thick
Origination	Direct
Trade Front-end LTV	81.0%
Trade Final LTV	81.0%
Retail Front-end LTV	77.8%
Retail Final LTV	77.8%
Actual DTI	14.65%
Actual PTI	3.39%
Maximum DTI	50.0%
Maximum PTI	20.0%
Trade-in Payment	$0.0

Vehicle Information

Wiz Used:	false
VIN:	1C4RJKBR7T8574483
Book:	NADA
Type:	New
Year:	2026
Make:	JEEP
Model:	GRAND CHEROKEE
Miles:	25
MSRP Value	$45,000.00
Options:	

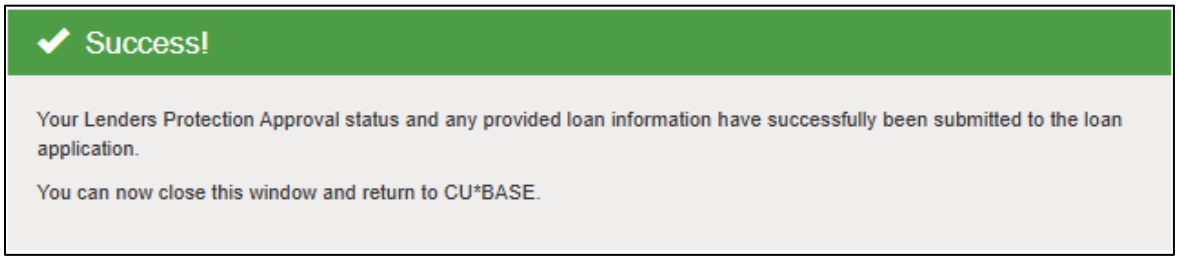
Alert Information

- Vehicle type does not appear to match the value book selected.

SEND DECISION TO GOLD

If the applicant is approved by Lenders Protection, and the rate and term are acceptable, the decision can be sent back to CBX to re-amortize the loan according to the figures in the loan term selection.

When the decision is sent back to CBX, your loan officer will see the following success message from the vendor site:



Success!

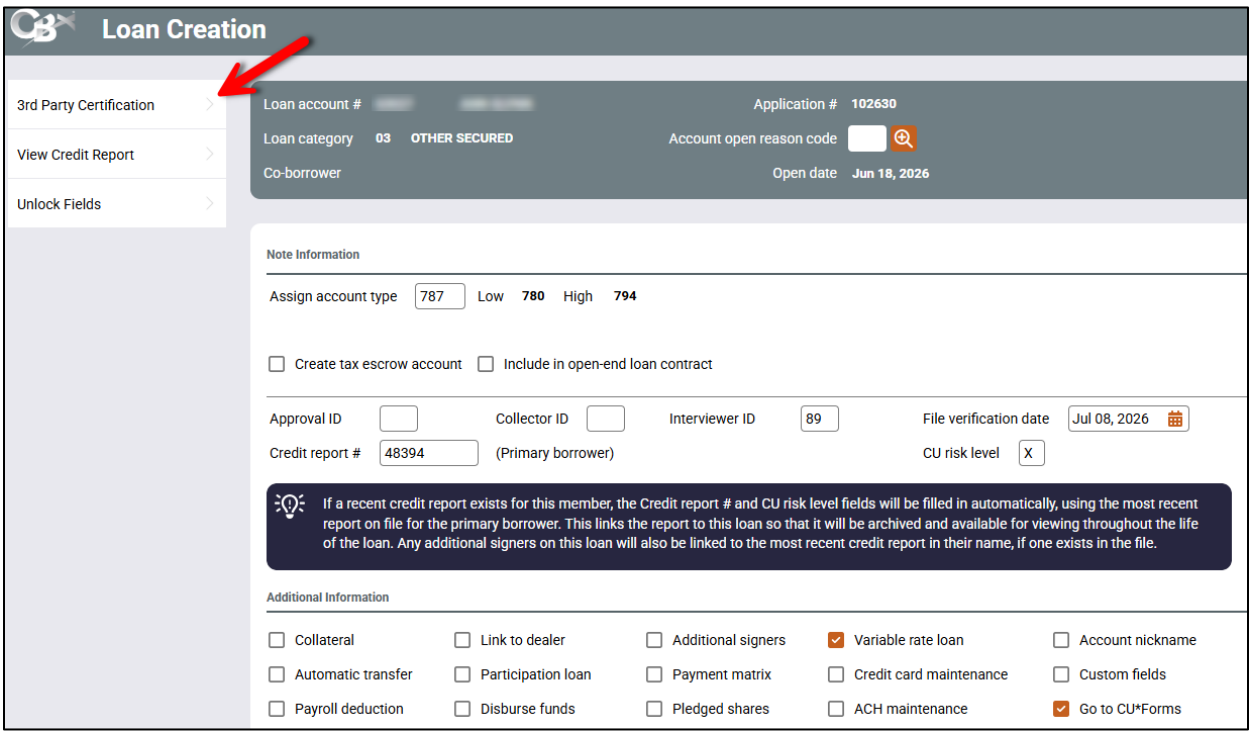
Your Lenders Protection Approval status and any provided loan information have successfully been submitted to the loan application.

You can now close this window and return to CU*BASE.

Certifying the Loan

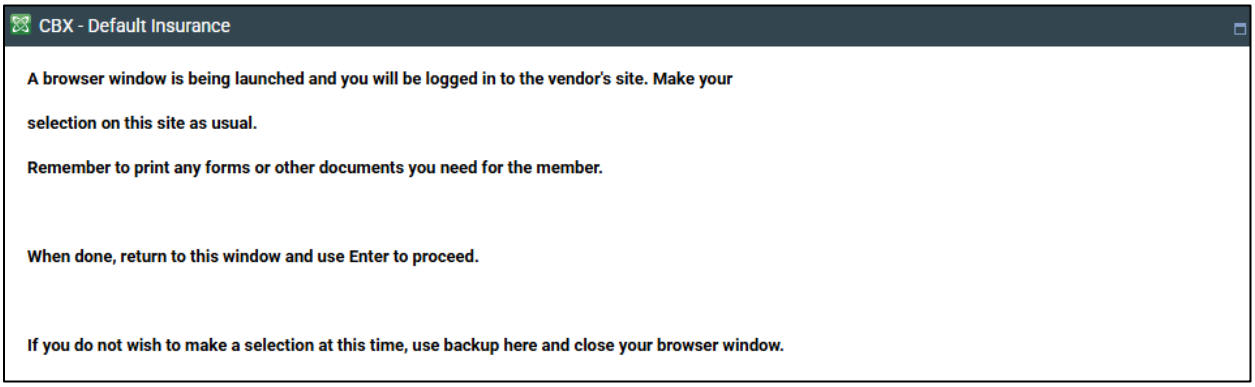
The last step after the initial approval is to certify the loan. The following information will help you with this process.

Loan Request Recap Screen > Create Loan Account



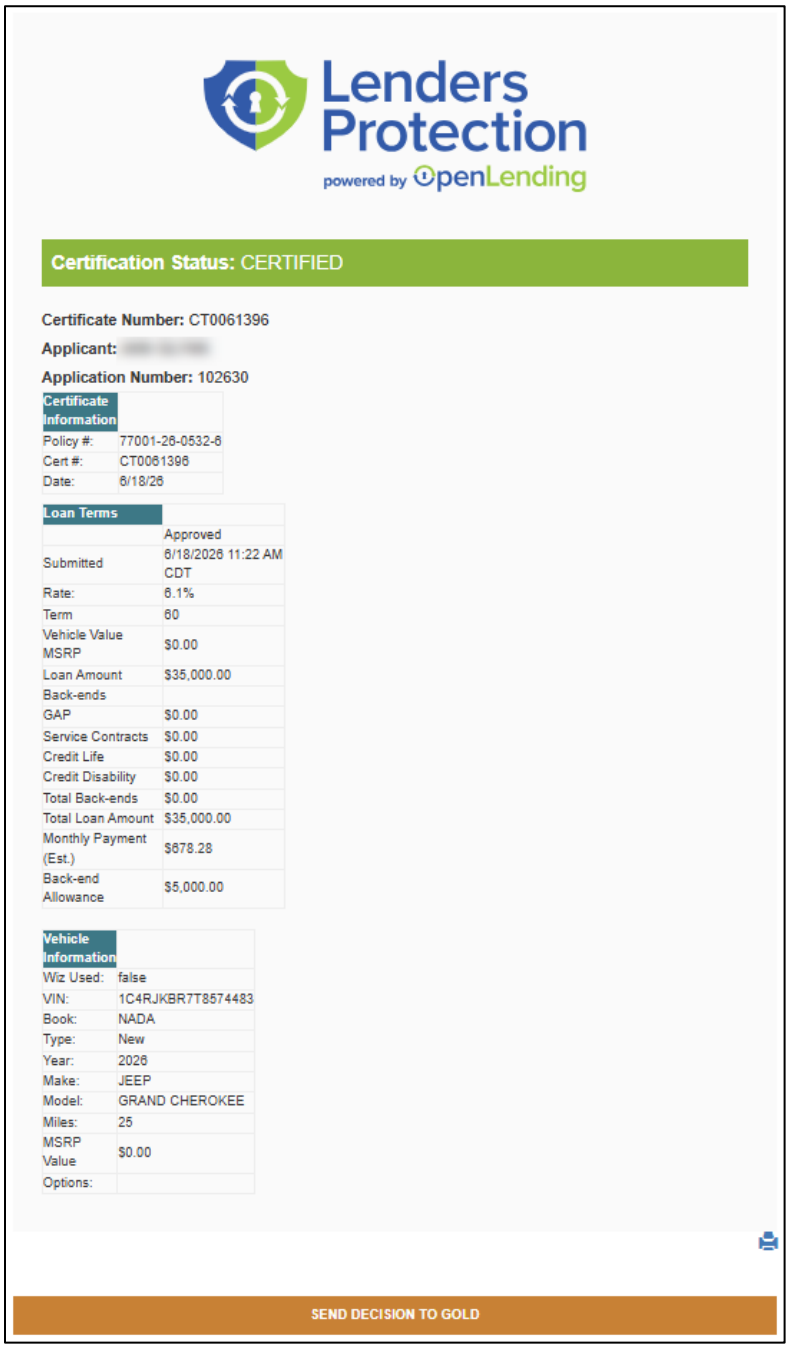
Click the **3rd Party Certification** button on the Loan Creation screen. A browser window will launch while the loan is being certified.

Browser Launched During Certification



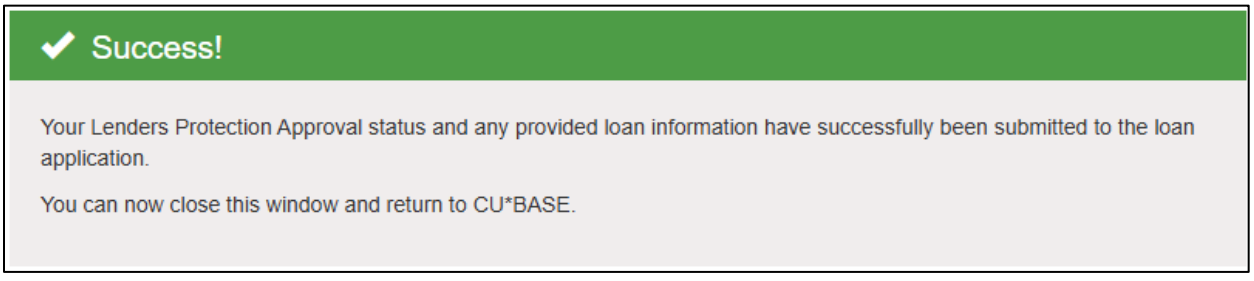
The Lenders Protection certification message is shown in the web interface.

Vendor Status (Certified)



Click **Send Decision to GOLD**. The decision is sent to CBX, and the success message appears.

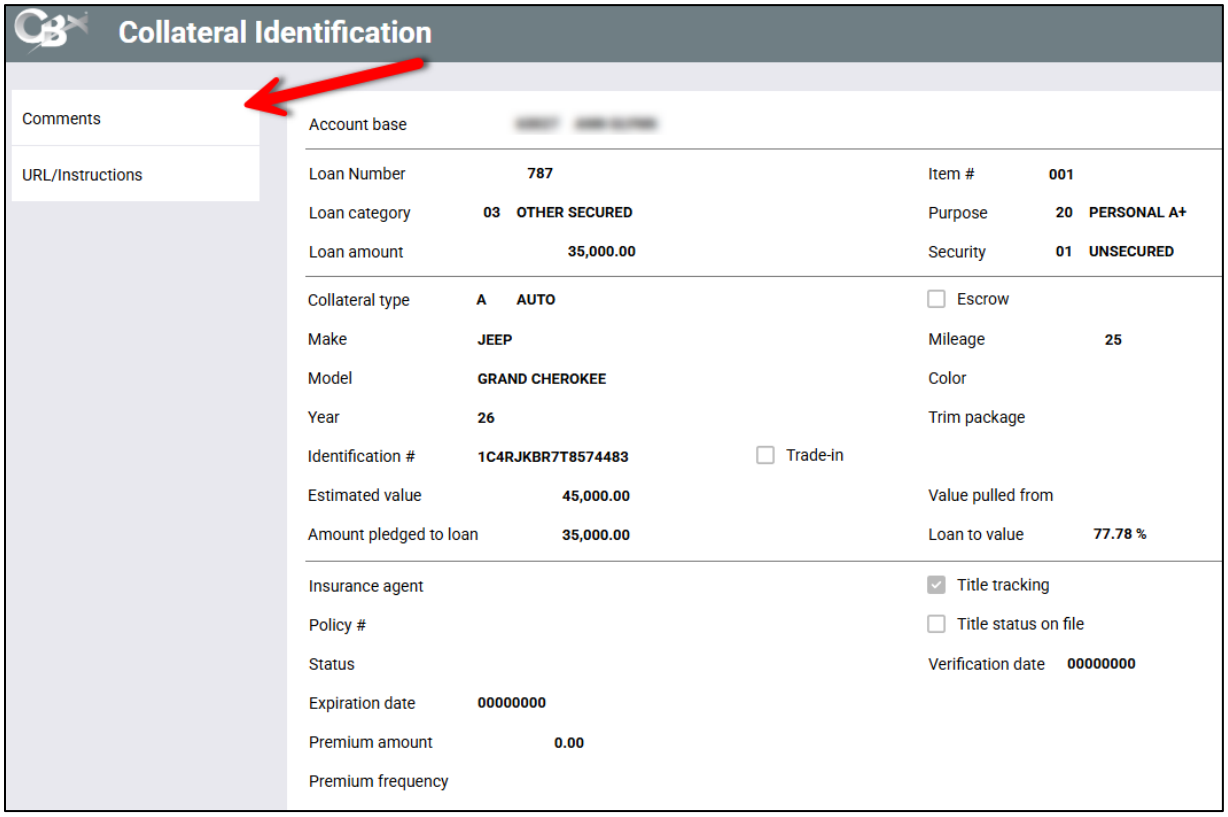
Success Message



Finding the Certification Number

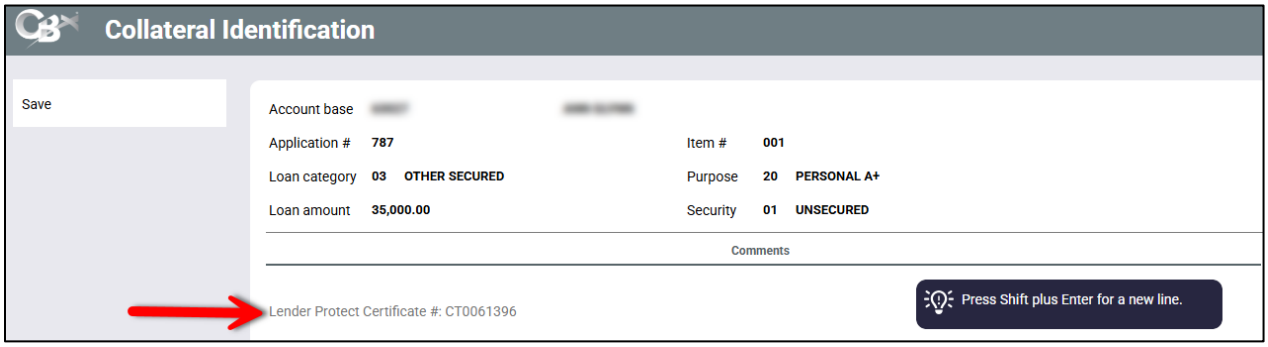
When the loan is certified through OpenLending, Lenders Protection sends back the certification number in the collateral comments for tracking/claims purposes in the future. This is stored in the Collateral Comments screen.

Access Collateral Comments Section



The Comments page shows the Lenders Protection certificate number.

Lenders Protection Certificate Number

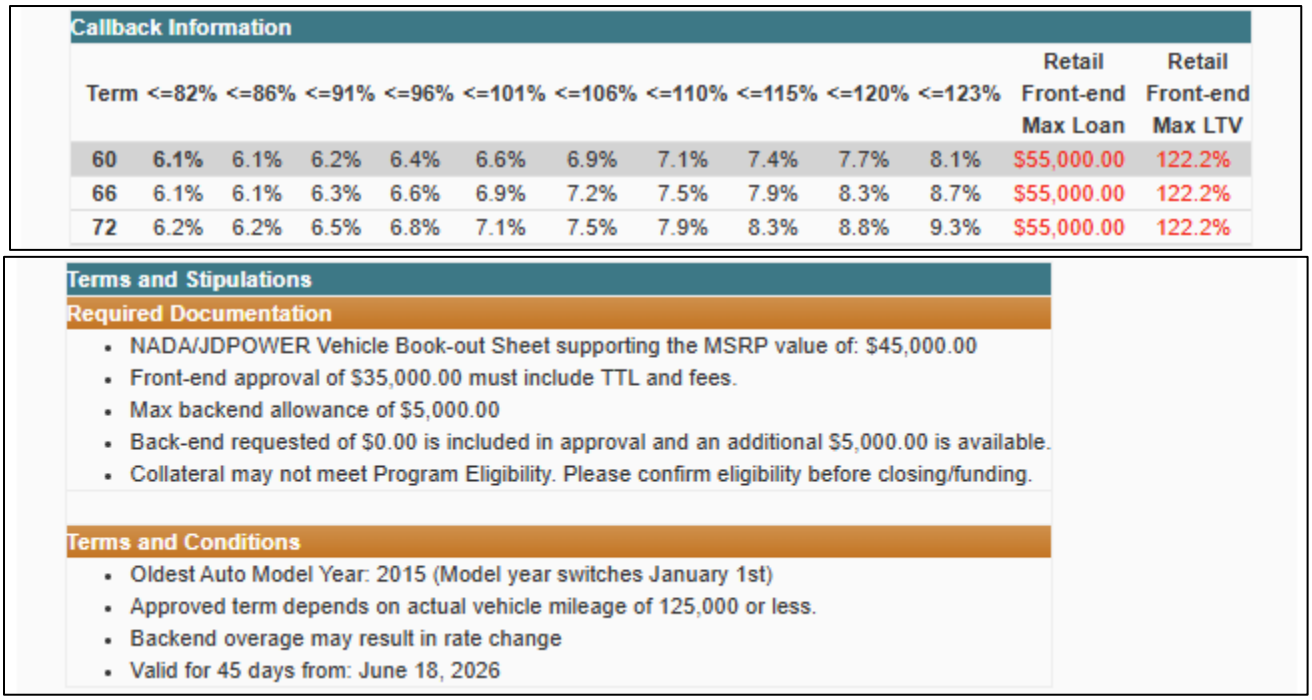


The Pre-Approval Process

While it is not recommended, OpenLending also allows for loans to be submitted without collateral for a pre-approval quote.

Callback Information

If the application is in a pre-approval process, your loan officer can refer to the Callback Information section to see available rates prior to finalizing the application. These rates are based on term, LTV, and loan amount.



Callback Information

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72	6.2%	6.2%	6.5%	6.8%	7.1%	7.5%	7.9%	8.3%	8.8%	9.3%	$55,000.00	122.2%

Terms and Stipulations

Required Documentation

- NADA/JDPOWER Vehicle Book-out Sheet supporting the MSRP value of: $45,000.00
- Front-end approval of $35,000.00 must include TTL and fees.
- Max backend allowance of $5,000.00
- Back-end requested of $0.00 is included in approval and an additional $5,000.00 is available.
- Collateral may not meet Program Eligibility. Please confirm eligibility before closing/funding.

Terms and Conditions

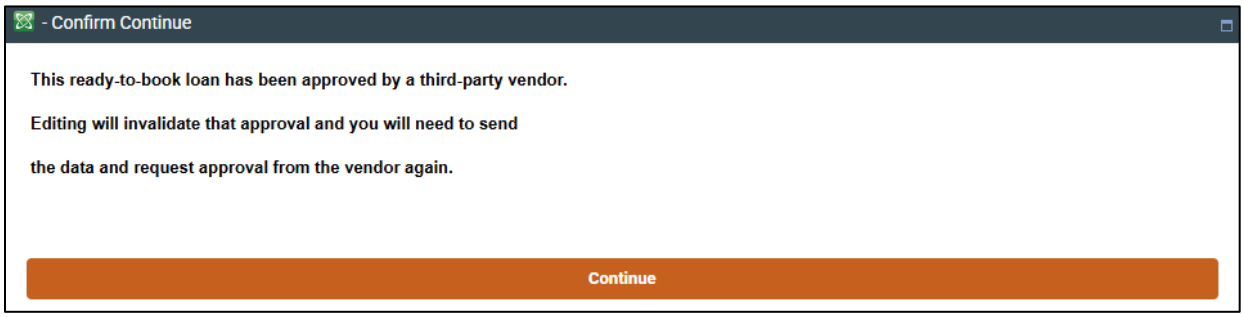
- Oldest Auto Model Year: 2015 (Model year switches January 1st)
- Approved term depends on actual vehicle mileage of 125,000 or less.
- Backend overage may result in rate change
- Valid for 45 days from: June 18, 2026

Additional calls can be made if term, LTV, or loan amount are updated during the application process.

Resubmitting a Loan

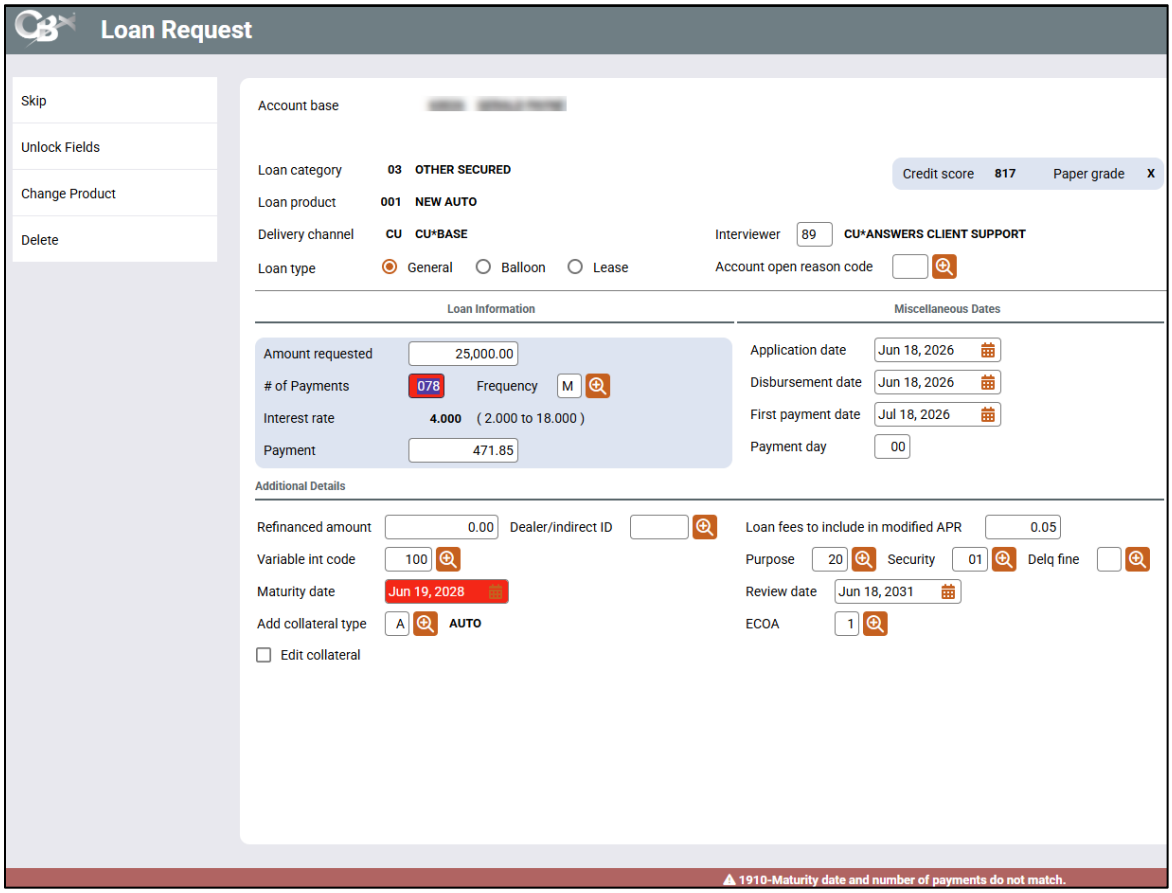
When CBX presents this window, the **Send to Third Party** button on the Loan Recap screen is clicked for a loan already submitted to Lenders Protection.

Resubmitting a Loan Already Submitted



Click **Continue** to update the application. For example, you may need to update the maturity date based on changes to the number of payments.

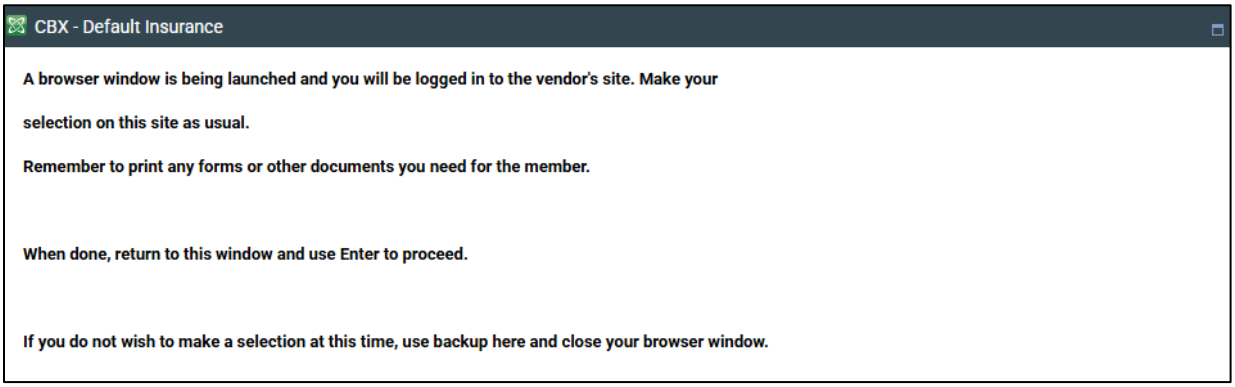
Updating Loan Details



After the edits to the loan request/collateral are completed, the **Send to Third Party** button will appear for an additional call.

Once it is clicked, a window appears indicating that the interface with Lenders Protection has launched.

Resubmitting the Loan Application



Lenders Protection will return a decision. After this step, the loan still needs to be certified.

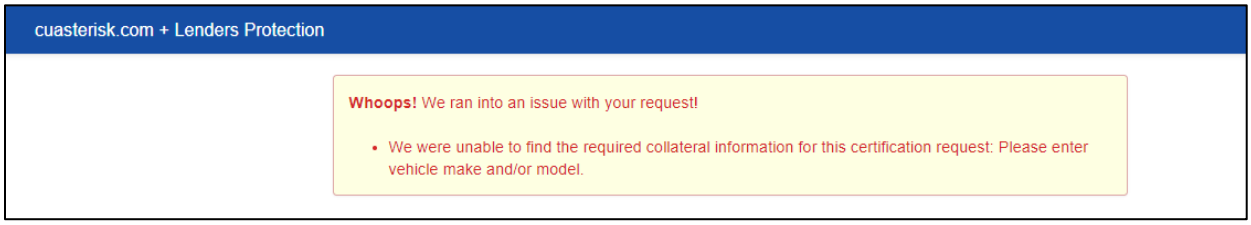
Special Other Communications

Following are some other communications you may receive from Lenders Protection.

Error During Certification

The message below indicates that the collateral record needs to be corrected prior to certification.

Certification Error Message



Use the back button to return to the Loan Request Recap screen and correct the collateral information. Then, resend the application out for approval using the **Send to Third Party** button. After approval, return and follow the certification directions again.

NOTE: Clicking Enter (forward arrow) on the Loan Creation screen will open the loan without the certification from OpenLending. Then the loan officer will need to manually approve and certify the loan on the OpenLending website.

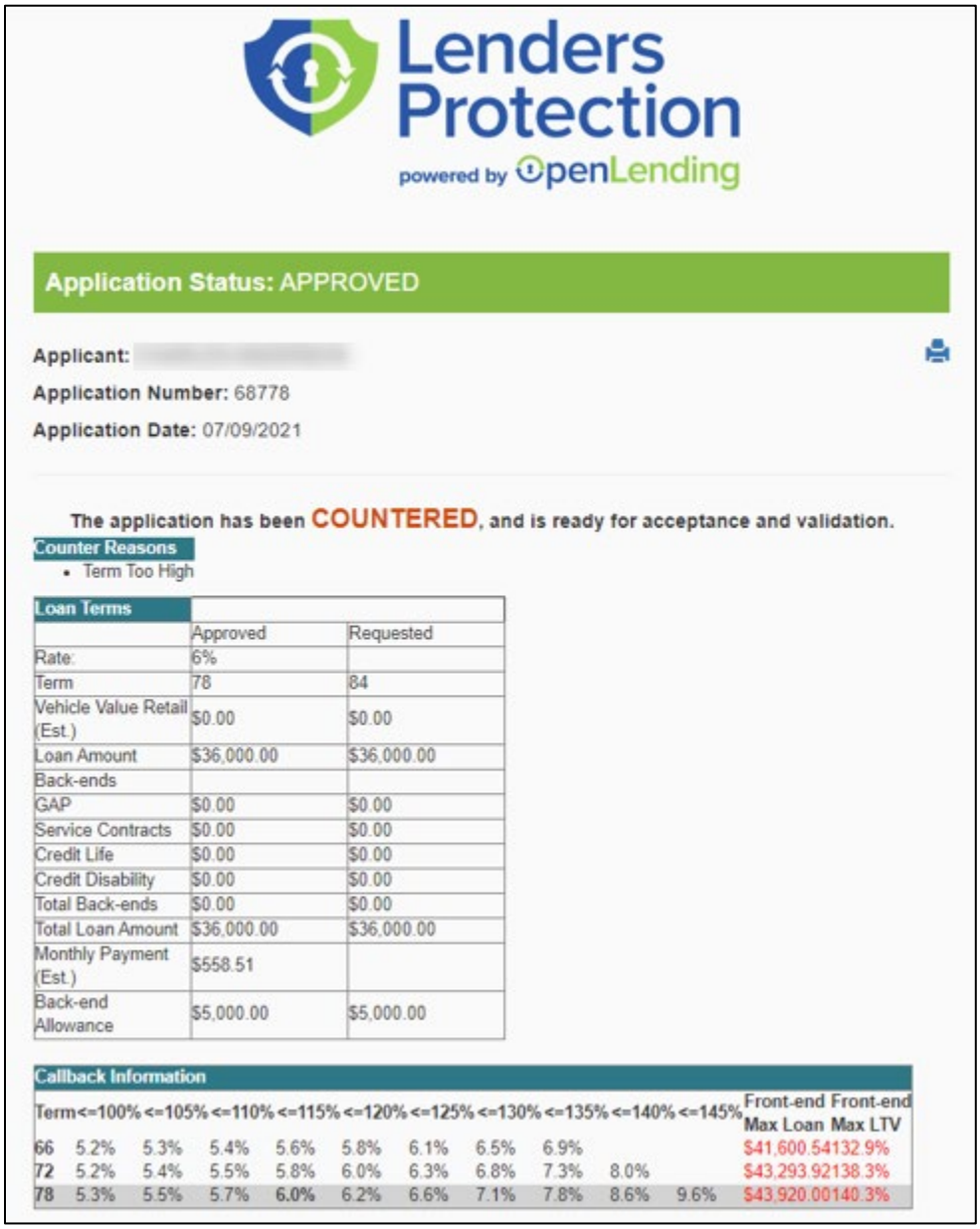
Counteroffer

Lenders Protection may counter the initial request sent with a term and rate that falls within their guidelines.

This decision is treated the same as an approval, in that the counter terms are returned to CBX and the **Send to Third Party** button is removed from the Loan Recap screen.

In the example below, an application with an 84-month term and no rate was submitted. A 72-month term was returned with a rate of six percent.

Counteroffer Message



Lenders Protection
powered by OpenLending

Application Status: APPROVED

Applicant:

Application Number: 68778

Application Date: 07/09/2021

The application has been **COUNTERED**, and is ready for acceptance and validation.

Counter Reasons

- Term Too High

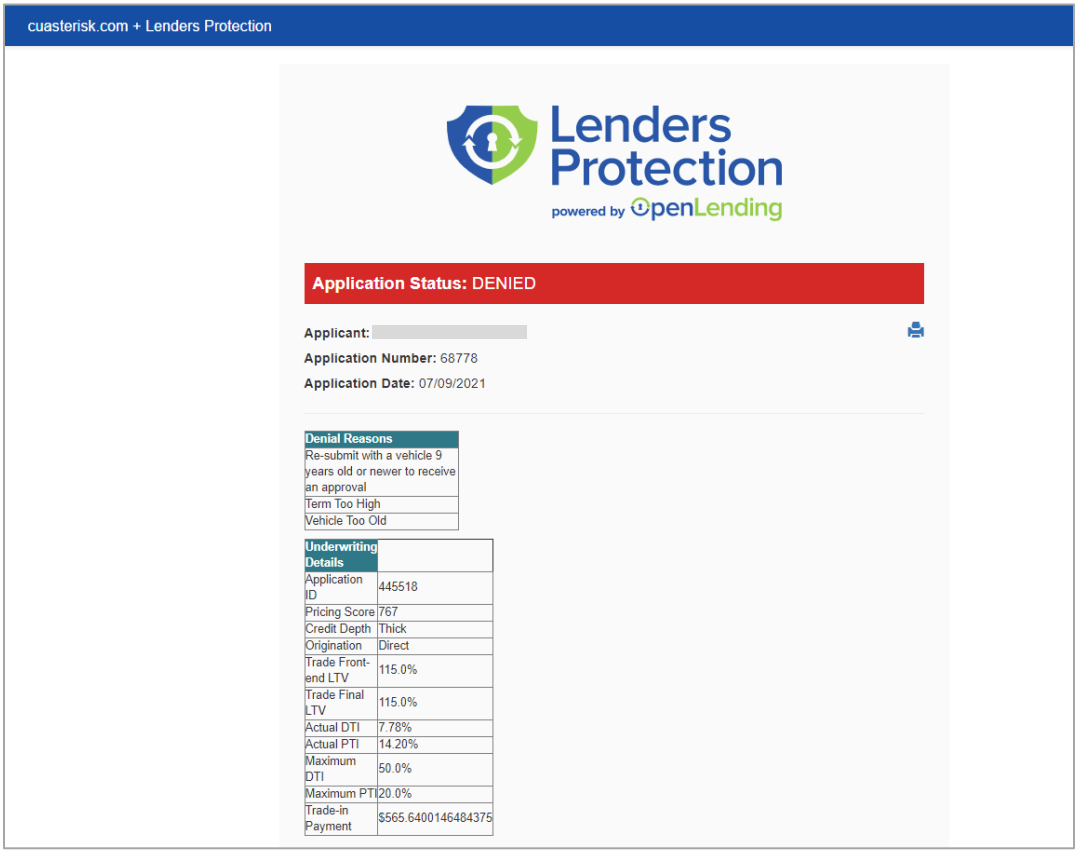
Loan Terms		
	Approved	Requested
Rate:	6%	
Term	78	84
Vehicle Value Retail (Est.)	$0.00	$0.00
Loan Amount	$36,000.00	$36,000.00
Back-ends		
GAP	$0.00	$0.00
Service Contracts	$0.00	$0.00
Credit Life	$0.00	$0.00
Credit Disability	$0.00	$0.00
Total Back-ends	$0.00	$0.00
Total Loan Amount	$36,000.00	$36,000.00
Monthly Payment (Est.)	$558.51	
Back-end Allowance	$5,000.00	$5,000.00

Callback Information

Term	<=100%	<=105%	<=110%	<=115%	<=120%	<=125%	<=130%	<=135%	<=140%	<=145%	Front-end Max Loan	Front-end Max LTV
66	5.2%	5.3%	5.4%	5.6%	5.8%	6.1%	6.5%	6.9%			$41,600.54	132.9%
72	5.2%	5.4%	5.5%	5.8%	6.0%	6.3%	6.8%	7.3%	8.0%		$43,293.92	138.3%
78	5.3%	5.5%	5.7%	6.0%	6.2%	6.6%	7.1%	7.8%	8.6%	9.6%	$43,920.00	140.3%

The loan application in CBX is then updated with the new term and rate from the counteroffer.

Denied Application

Denials occur in situations where there is no option for approval or counteroffer based on applicant credit history, loan request, or other decision factors with Lenders Protection.

Denial Messaging