

3 Ways to Use AI to Capture Complex Procedures Without Typing

“It used to take us months of undivided one-on-one time to train new hires.

With ScreenSteps, new hires are up and running in just a day or two.”

Kaylee Schiffelbein
High Plains Farm Credit
Operations Manager



The biggest barriers to documenting your procedures



Scenarios

- A ton of documentation in Word/PDF format
- You have “nothing”
- A massive documentation project for formal review



Use Case #1

A mountain of PDF, Word, or PowerPoint files

1. Copy/Paste or Import As-is

2. Manually Review

a. *What is it trying to say?*

b. *What is foundational?*

c. *What is actionable?*

3. Manually Optimize

4. Review and approve



The screenshot displays the 'screensteps' interface. On the left is a sidebar with navigation options: Search, Content, Table of contents (selected), Articles, Courses, Feedback, Reporting, Design, Site, Settings, and Support. The main area shows a 'Table of contents' with a search bar and a table with columns: Title, Permissions, Contents, and Status. Below this, two article previews are visible. The first preview is titled 'Opening a New Account' and shows a list of requirements: '1. Current Driver's License with Address', '2. SSN or TIN', '3. Meet Eligibility Requirements', and '4. \$25 to open account'. The second preview is titled 'How to deposit a check on the mobile app' and includes a section 'Background on the mobile app' with placeholder text and a 'Log in and select Deposit Checks' step.

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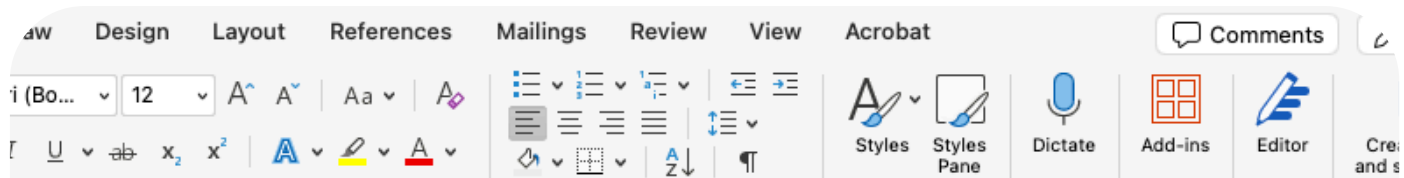
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What Goes In



Bank Loan Processing Procedure with nCino Implementation

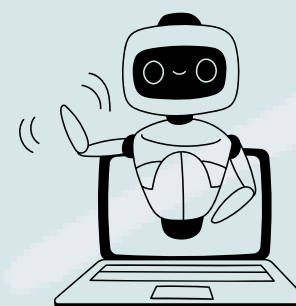
Initial Application and Customer Onboarding

The loan processing procedure begins when a customer submits a loan application through any channel, whether in-branch, online, or through a loan officer. Upon receiving the application, the loan processor must immediately create a new opportunity record in nCino by navigating to the Opportunities tab and selecting "New Opportunity." The processor enters all customer-provided information including loan amount, purpose, collateral details, and basic borrower information into the nCino system. During this initial stage, the processor must verify the customer's identity in compliance with the Customer Identification Program (CIP) requirements under the USA PATRIOT Act by collecting and documenting government-issued photo identification, verifying the customer's name, address, date of birth, and identification number. This information is recorded in nCino's Customer Information File (CIF) section, and the system automatically checks against Office of Foreign Assets Control (OFAC) watchlists to ensure compliance with anti-money laundering regulations.

Credit Analysis and Documentation Collection

Following the initial application entry, the loan processor initiates the credit analysis phase by ordering a credit report through nCino's integrated credit reporting system, typically Experian or other approved vendors configured within the platform. The processor navigates to the Credit tab within the opportunity record and requests the credit report, which automatically populates the borrower's credit score, payment history, and existing debt obligations. Simultaneously, the processor creates a document checklist in nCino based on the loan type and amount, ensuring compliance with regulatory documentation requirements. For consumer loans, this includes income verification through tax returns, pay stubs, and bank statements, while commercial loans require business financial statements, tax returns, and cash flow projections. The processor uploads all received documents to nCino's document management system, categorizing each document according to the predefined taxonomy to ensure proper organization and regulatory compliance. The system maintains an audit trail of all document uploads, modifications, and access, supporting examination readiness under federal banking regulations.

Underwriting and Decision Process



What Comes Out

Bank Loan Processing Procedure nCino Implementation

Updated on Jul 29, 2025

You will **process a bank loan** using nCino from application to post-closing.

1 Start Application and Onboard Customer

- **Create** a new opportunity in nCino.
- **Enter** customer details: loan amount, purpose, collateral, borrower info.
- **Verify** identity (CIP): collect and document photo ID, name, address, DOB, ID number.
- **Record** info in nCino's Customer Information File (CIF).
- System **checks** OFAC watchlists for compliance.

2 Collect Credit and Documentation









- **Order** credit report in nCino (Credit tab).
- **Create** document checklist based on loan type/amount.
- **Upload** required documents (income, financials, etc.) to nCino.
- System **tracks** all uploads and changes for audit.

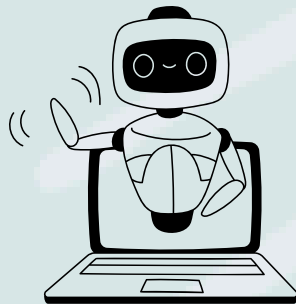
3 Underwrite and Make Decision

- **Assign** application to underwriter in nCino.
- **Review** credit, ratios, and documents.
- nCino **runs** automated risk assessment.
- **Document** analysis and recommendations in underwriting section.
- If needed, **schedule** committee review in nCino.
- System **records** all decisions and discussions.

4 Review Compliance and Fair Lending

What Goes In

-  Procedure_for_this.pdf
-  Procedure_for_that.docx
-  Webinar_for_new_System.mp4
-  New-hire_training_slides-1-14-24.ppt
-  Procedure_for_this.pdf
-  Procedure_for_that.docx
-  Procedure_for_this.pdf
-  Procedure_for_that.docx



What Comes Out

CU Starter

Online & Mobile Banking

Overview

5 Articles

What is Online and Mobile Banking?

Overview of Online Banking for Credit Unions

What is Plaid and Why Would a Member Use it?

What is Bill Pay and Why Would a Member Use it?

Which Browsers Support Online Banking?

Online Banking Account Management

17 Articles 1 Workflow

How to Log in to Online Banking

Why Should a Member Register Their Device for Online Banking?

Why Does Member Need to Enter Verification Code?

What to do if member didn't receive log in code for online banking

What to do if member does not have

What to do if member forgot their

Tellers/MSRs/Call Center

Share Draft/Debit Cards

View 49 Articles

Electronic Fund Transfer (EFT)

View 27 Articles

Loan Payments

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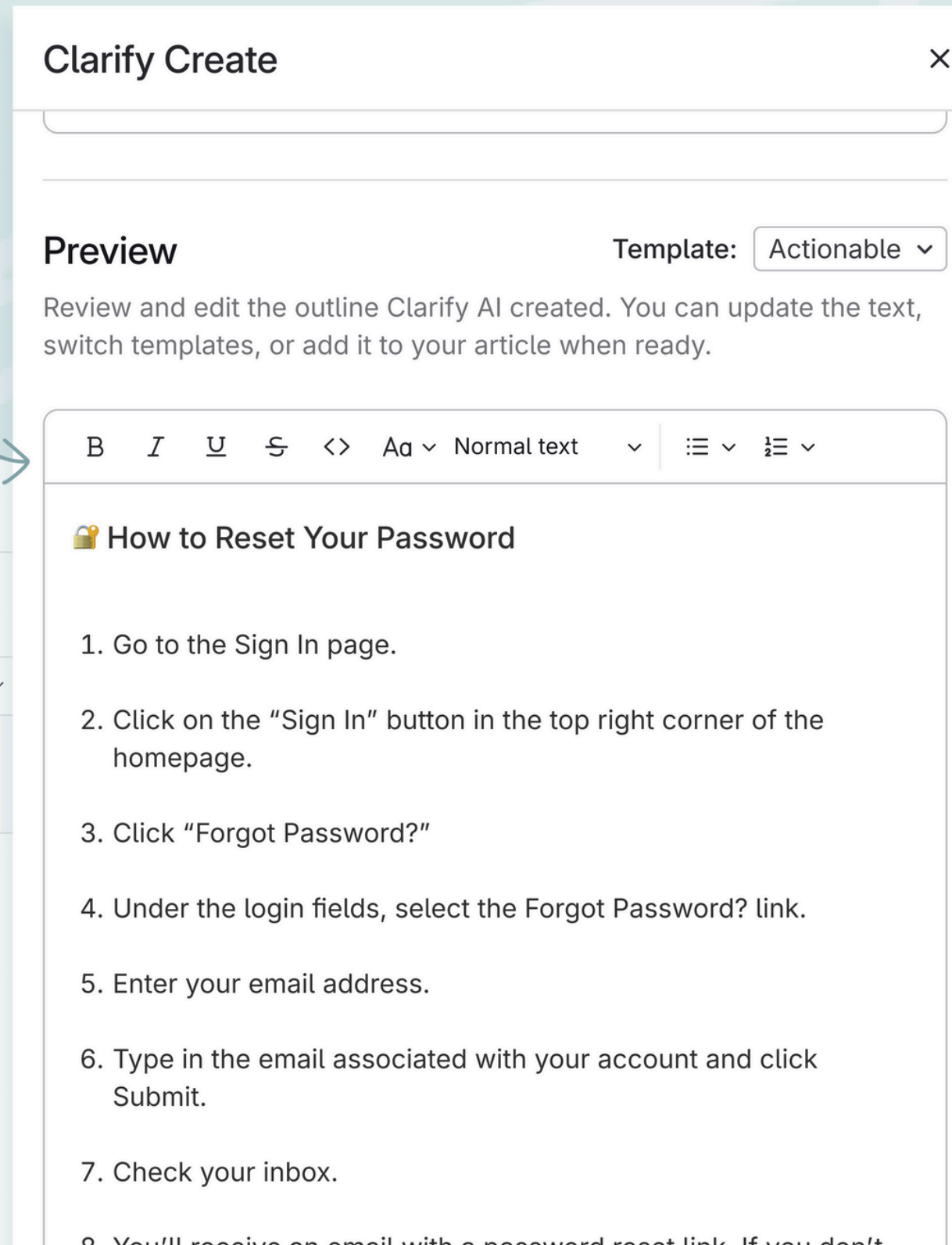
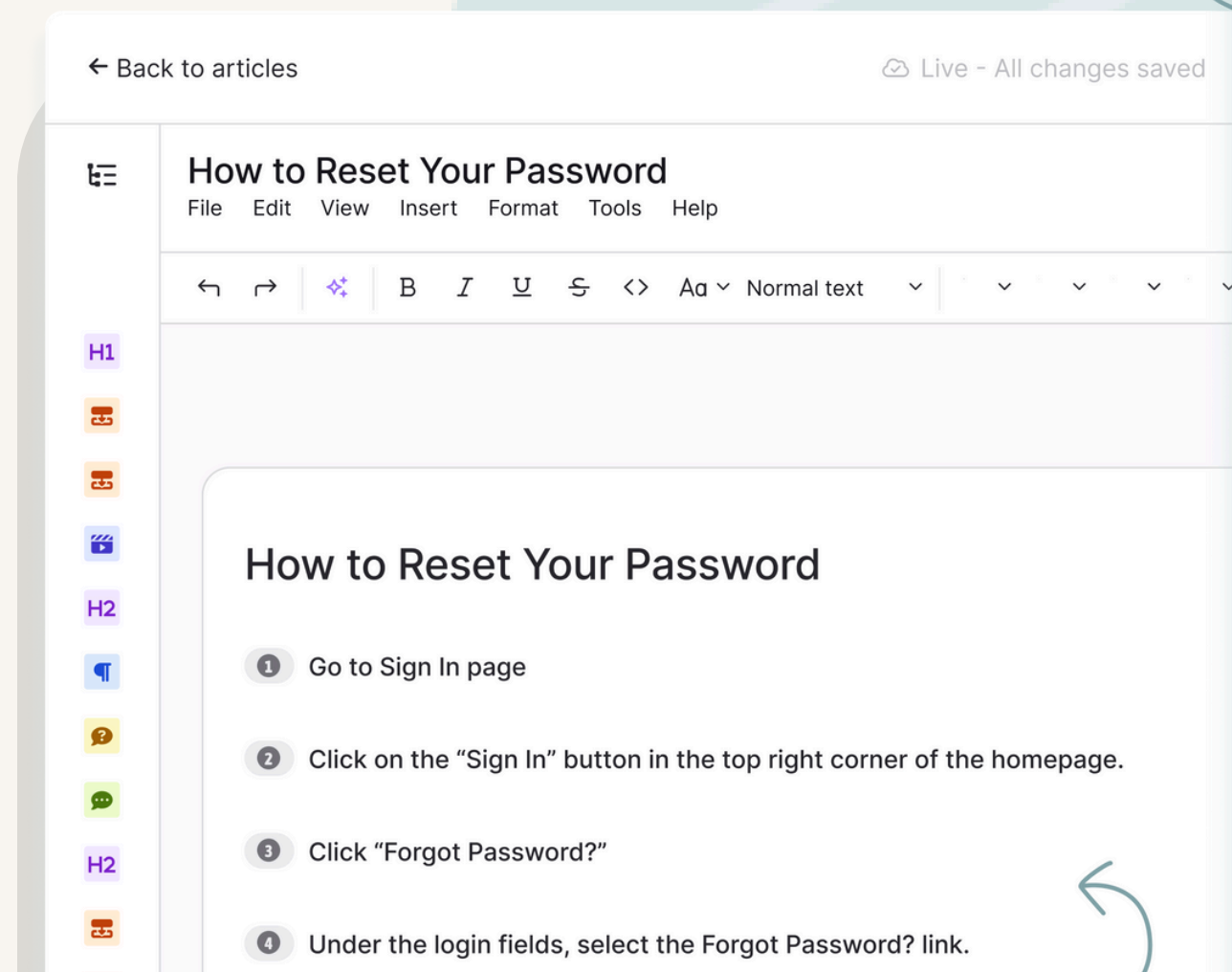
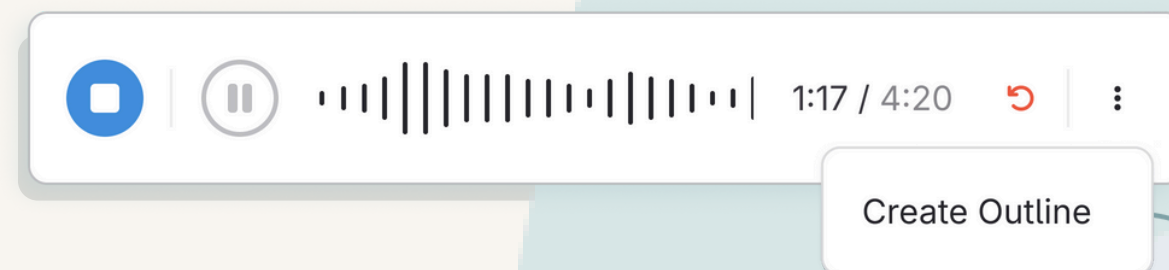


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Use Case #2

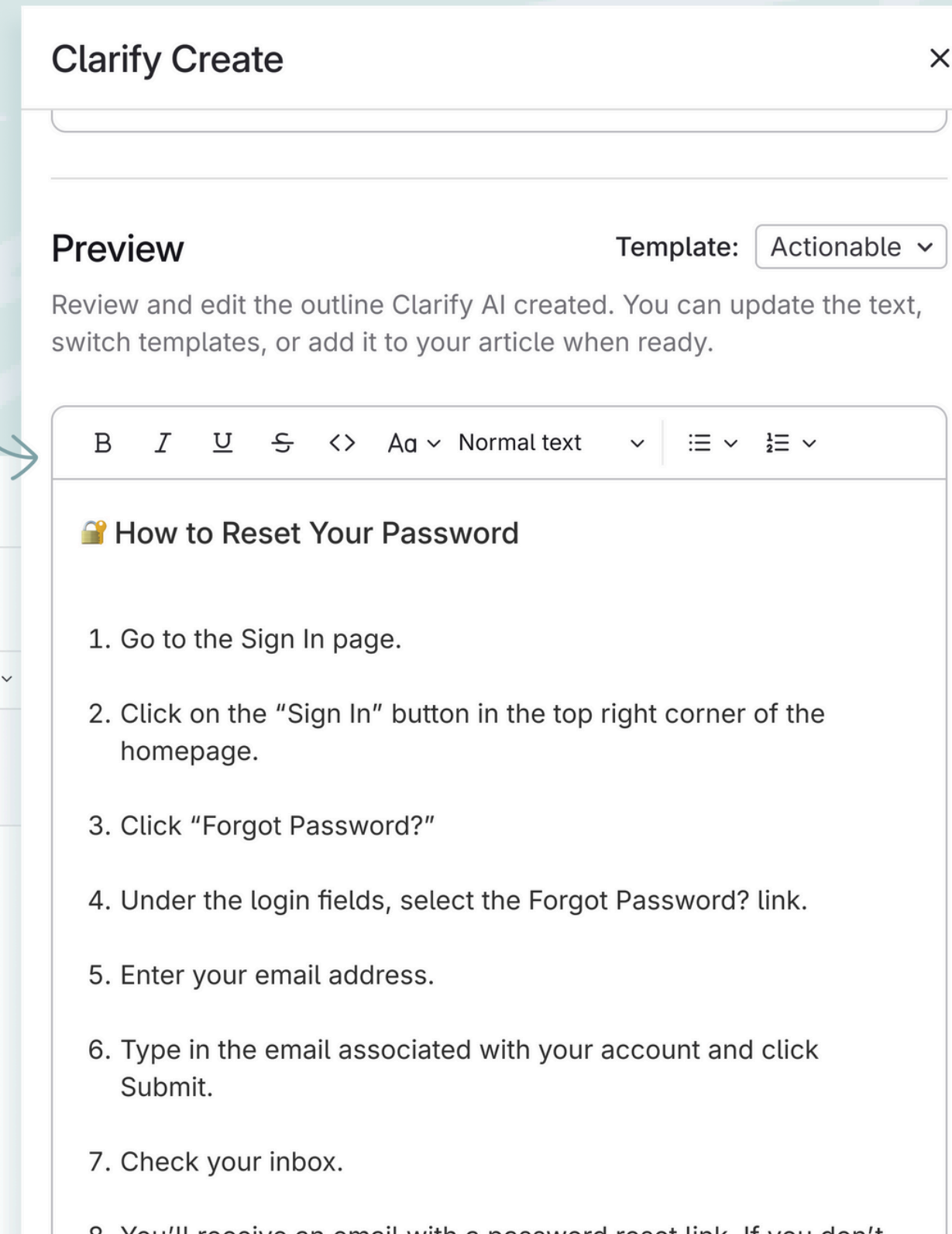
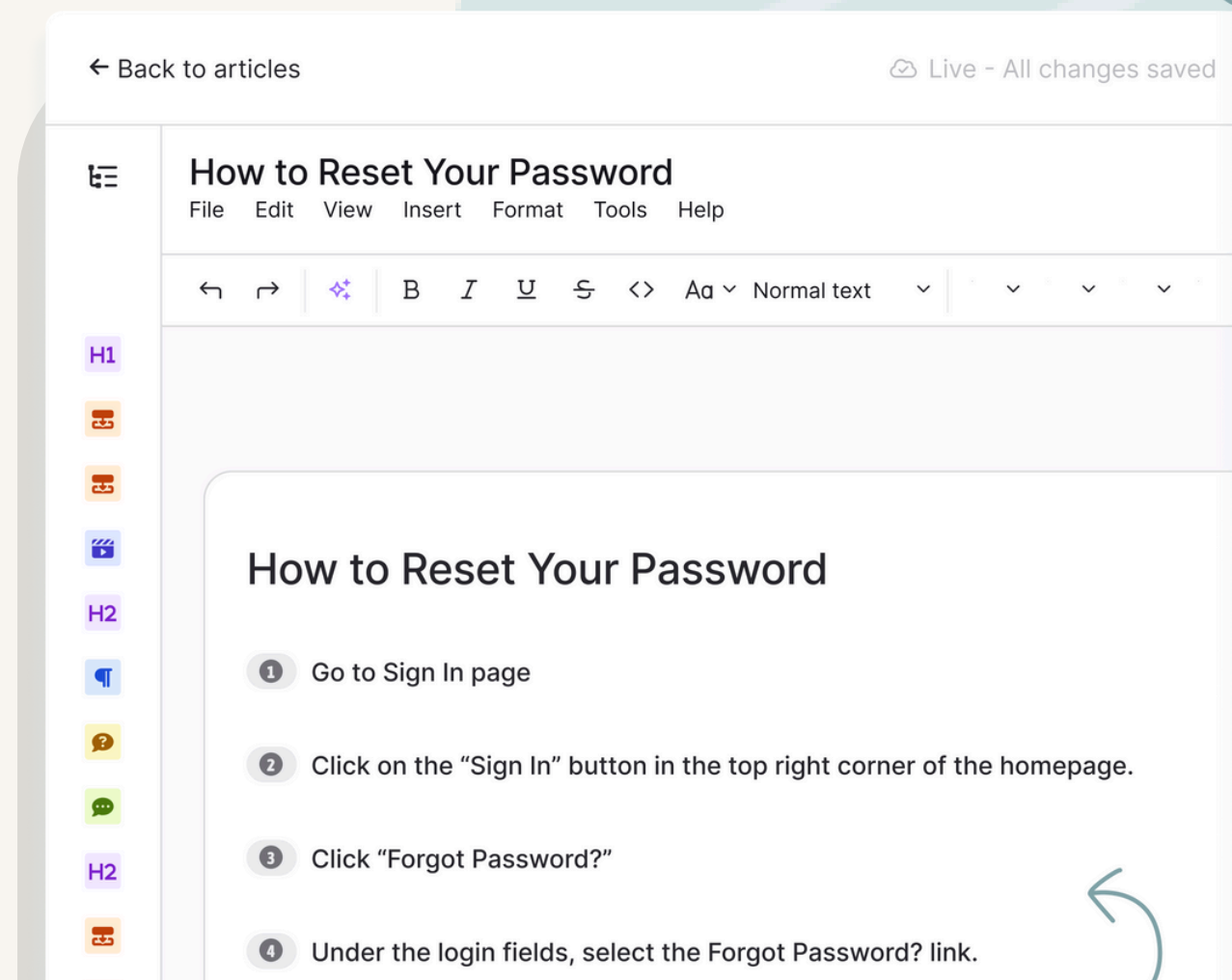
“Nothing is Documented”

1. Identify Inputs
2. Interview SMEs
3. SME explains what to do
4. Transcribe audio
5. Identify core flow
6. Break steps apart
7. Apply Formatting
8. Have SME review



“Nothing is Documented”


1. **Identify Inputs**
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






Use Case #2

What Goes In










**gregdevore** 11:46 AM
How do I set up a new invoice?

B I      

First, go into ChargeBee. Once you are there, go to customers > subscriptions. See if there are any unbilled invoices. If there are, then select them and select "Generate Invoice"

Then send it to the client

 Aa  @   

Shift + Return to add a new line

What Comes Out

Clarify create



Preview

Template: Actionable ▾

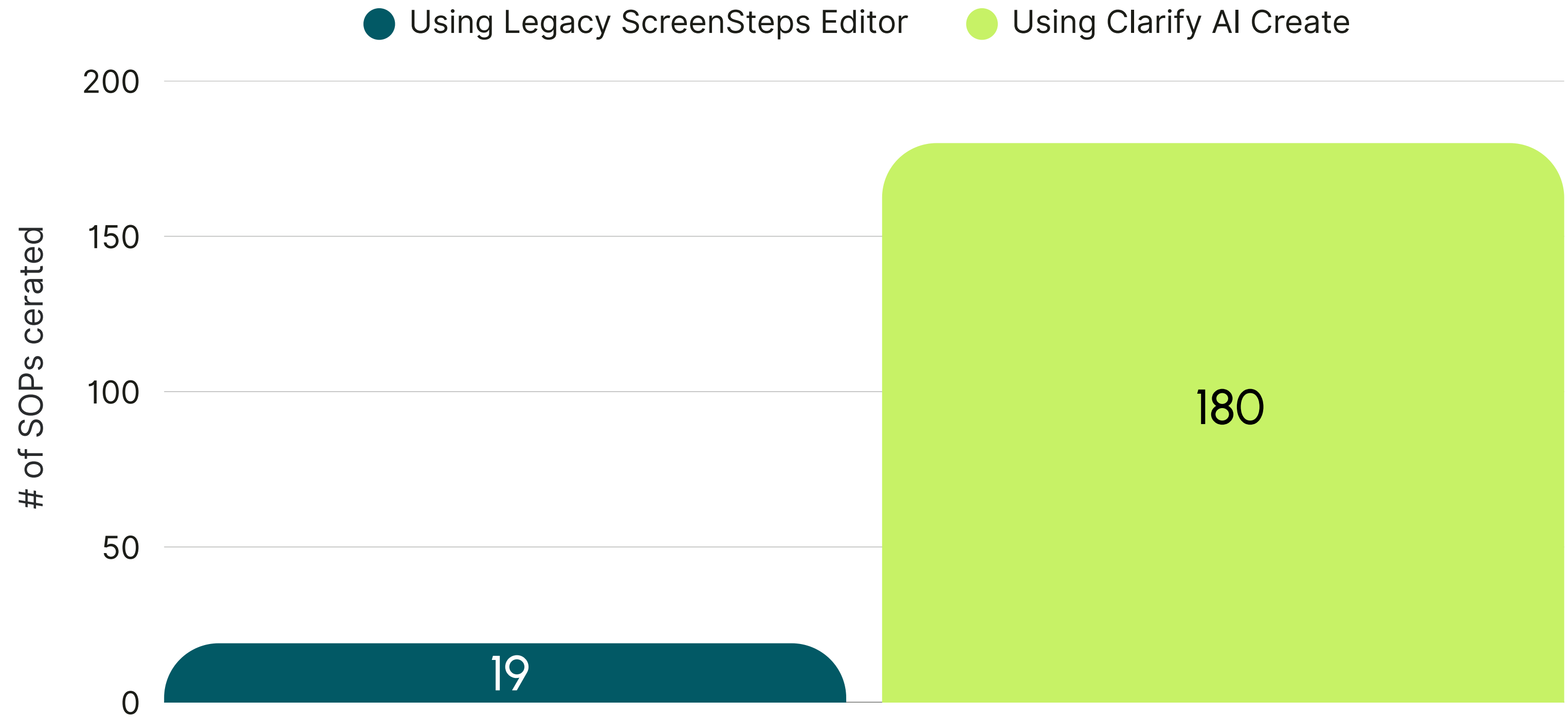
Review and edit the outline Clarify AI created. You can update the text, switch templates, or add it to your article when ready.

B I U   Aa ▾ Normal text ▾  ▾  ▾

How to Reset Your Password

1. Go to the Sign In page.
2. Click on the "Sign In" button in the top right corner of the homepage.
3. Click "Forgot Password?"

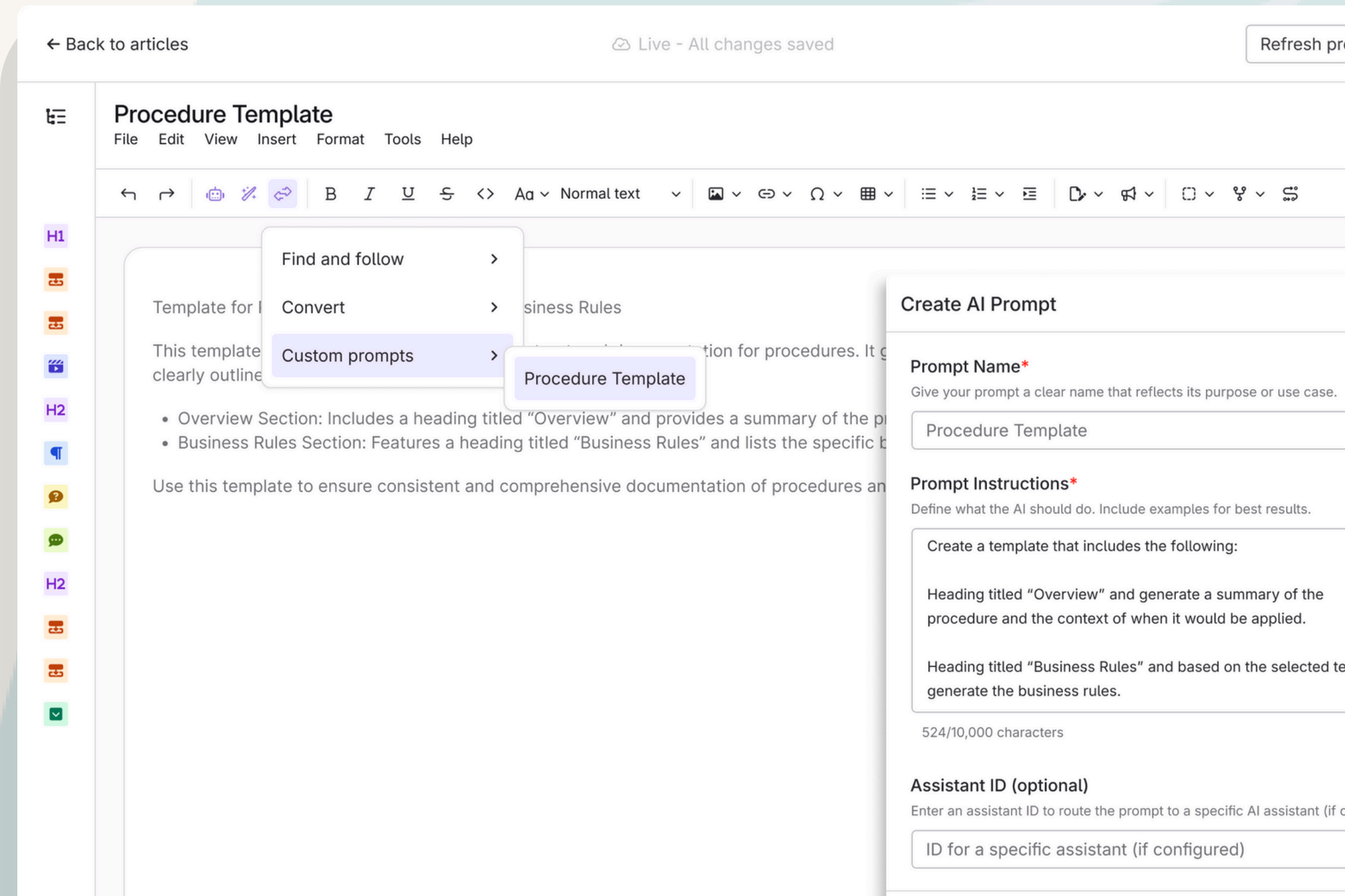
Clarify AI Create



Use Case #3

Preparing Documentation for a Formal Review

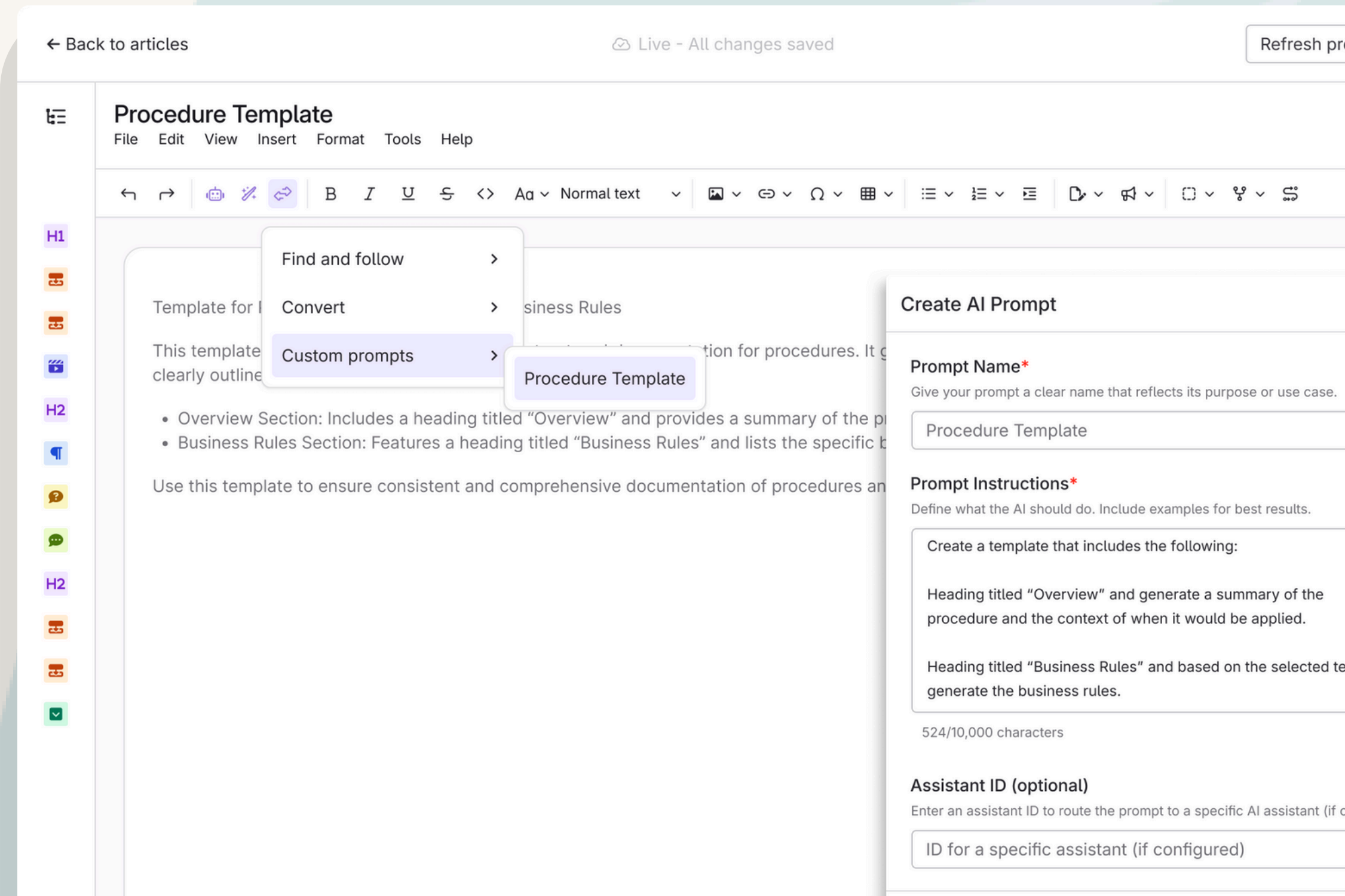
1. Identify core message
2. Copy/Paste Template
3. Manually apply style guide
4. Fill in gaps of template
5. Review, edit, and approve



Use Case #4

Preparing Documentation for a Formal Review

- ~~1. Identify core message~~
- ~~2. Copy/Paste Template~~
- ~~3. Manually apply style guide~~
- ~~4. Fill in gaps of template~~
- 5. Use AI to apply style/template**
- 6. Review, edit, and approve**



"Seeing a new loan officer close a loan entirely on their own was incredibly exciting!

It's a game-changer for branch managers, allowing their teams to work independently and reducing pressure on leadership."

Jill Jones

Desert Rivers Credit Union

Director of Branch Operations



ScreenSteps has been a game changer for us!

The new employee we have here in our office has built knowledge and confidence much faster than others I've trained in the past. She's in a call queue that receives overflow from multiple call centers, so she handles a wide range of questions and issues that we honestly couldn't have prepared her for in training.

But you'd never know she's new, as members are asking questions, she's already pulling up the relevant articles in ScreenSteps.

Kasey Hutcherson
CommunityWide Federal Credit Union
Member Service Manager



"This is the **best thing I've invested in for our credit union for the longest time.**

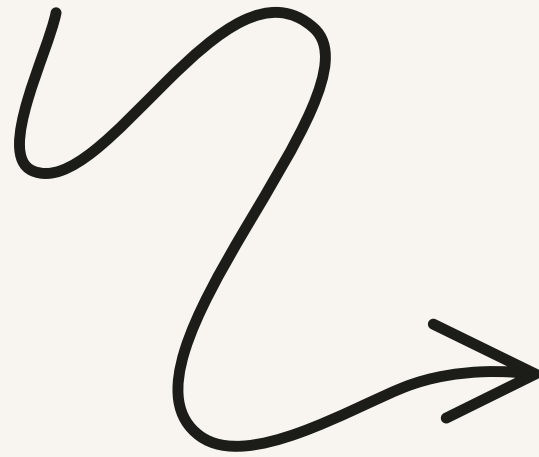
We can't keep relying on 'Go-Ask-Susan' for processes.

We needed a way to capture and share processes that employees can find, follow, and trust.

Shushilya Mohammed
Advent Health Credit Union
Chief Operating Officer



Next steps



Get in touch!
greg@screensteps.com

Find & Follow Resource Center



screensteps.com/resource-center