SmartCLOSE^m

USER GUIDE



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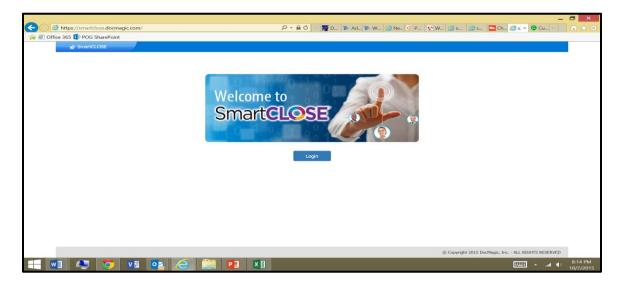
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Welcome to the SmartCLOSETM User Guide which provides an end-to-end walkthrough of its key features. SmartCLOSETM is the DocMagic Collaborative Closing Portal which provides a one-stop shop to prepare and submit Disclosure Packages.

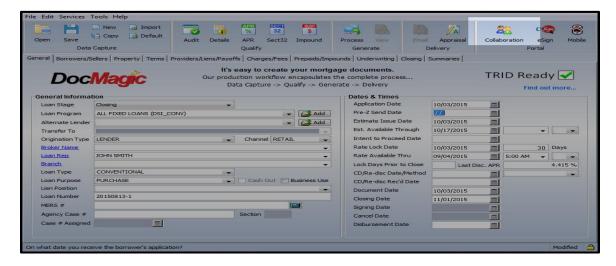
ACCESS SMARTCLOSE™ TO INITIATE COLLABORATION

Accessing SmartCLOSETM is simple and intuitive. As a lender, all you need are DocMagic credentials. These credentials will grant you access to any DocMagic solution you use. You can access SmartCLOSETM in several ways:

Go directly to https://smartclose.docmagic.com and enter in your credentials. You will be presented with all of your worksheets and a listing of all collaborations that have been initiated.



Click the Collaboration icon viewable within DocMagic Online or DocMagicXL after having selected a specific worksheet. From inside DocMagic Online or DocMagicXL, select a specific worksheet and then click the icon to begin collaboration.



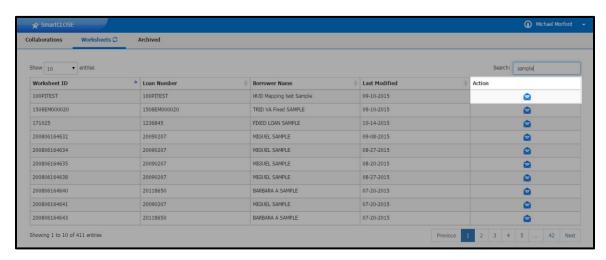
From docmagic.com, go to My Account and click the SmartCLOSETM icon on the Account Administration page.

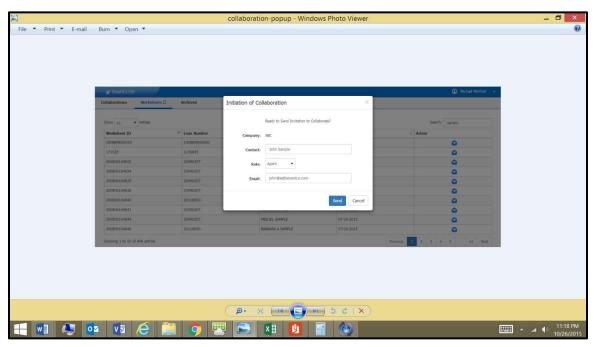


INVITE COLLABORATORS

To work with collaborators such as settlement service providers, SmartCLOSETM offers several options for inviting key participants:

- 1. From the worksheet view, the lender will be presented with the envelope icon which will prompt you to invite a collaborator and initiate the collaboration.
- 2. From the collaboration view, the lender will be presented with all active collaborations and can invite parties to collaborate by selecting the envelope.
- 3. Clicking the People Card on the main loan costs and fees page, allows lenders to invite individuals to collaborate.



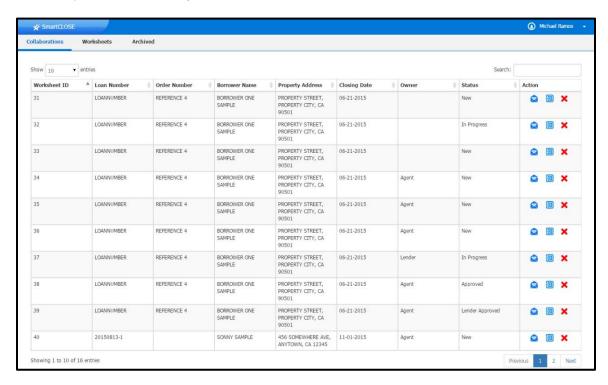


Once the collaborator receives the invitation via email, they will be prompted to create a user name and password. These credentials are what they will use going forward for all collaborations.

Once logged into SmartCLOSETM, settlement providers can access a Pipeline view which will list all collaborations where they are named as the collaborating settlement agent.

PIPELINE VIEW

The Pipeline view provides a list of collaborations that have been initiated within SmartCLOSETM. This view provides critical information to include status, borrower, loan and property information. For the lender, it provides a list of active collaborations and the ability to resend an invitation, archive and delete collaborations. Lenders can access all of their worksheets and archived collaborations from here. For the agent, this view provides a list of all collaborations where they are listed as the agent.



INSIDE SMARTCLOSE™

Once the user selects a specific collaboration, they will be brought directly to the Loan Cost Worksheet View. Within this view, you will see a blue tool bar on top that shows the SmartCLOSETM icon on the left. This icon brings the user back to the Pipeline view. Centered on the blue bar is the borrower name, loan number and status of the collaboration. Statuses include New, In Progress, Agent Approved, Lender Approved and Cleared to Close. On the right hand side, you will see your login name with an arrow to the right which provides a dropdown with links to a product tour, terms of use, help, contact us and sign out.



Right below the blue tool bar, you will see a gray tool bar which presents the 3 key workflow screens accessed via navigation tabs on the top left portion of the screen:

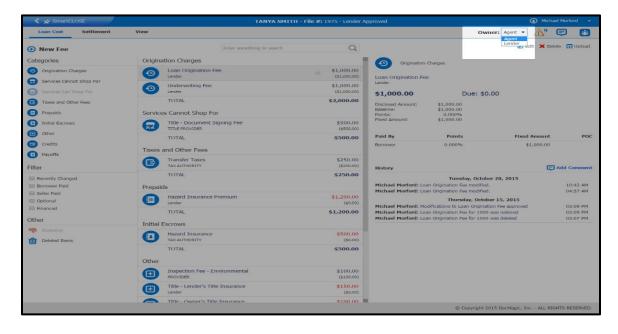


- 1. **The Loan Cost Worksheet** This is where modifications are made to costs and fees.
- 2. **The Settlement Worksheet** This is where closing, disbursement and other accounting adjustments are managed.
- 3. **The View Screen** This is where the Loan Estimate, Closing Disclosure and other documentation are displayed.

On the right hand side of the gray tool bar, there are several banners which include Owner, Audits, Messenger and the People Card. Clicking on any of the banners results in a drop-down "index-card" styled display, containing all pertinent information.

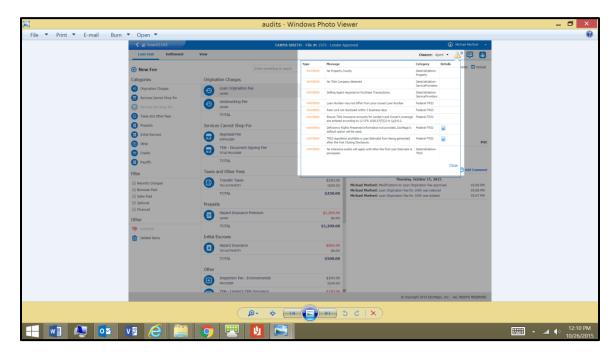
Owner Dropdown

This displays the party that currently owns taking the next action on that specific collaboration. We encourage that once you have completed your tasks, you select the other role so that they get notified via email that they have the next action to take.



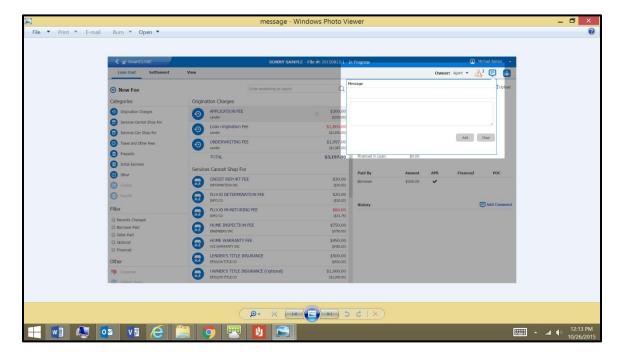
The Audit System

SmartCLOSETM features next-generation continuous compliance validation. What that means is that with each and every change, the engine automatically validates and updates any relevant findings (such as tolerance checks, and other data validation) and conveniently displays the number of outstanding issues. For example if the agent enters a new fee under the "Services Cannot Shop For" TRID category, this will automatically display as a warning message within SmartCLOSETM, as the 0% tolerance rule applies.



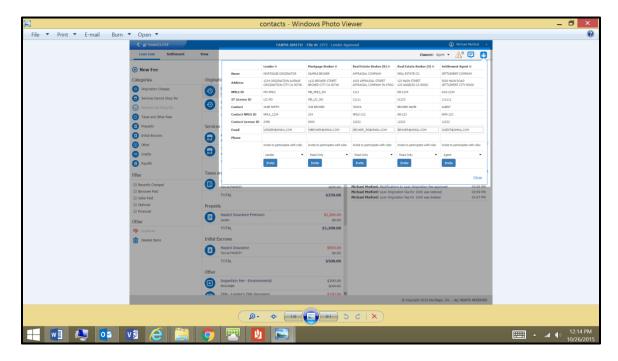
The Messaging System

This provides transaction-level conversations with automated email "poke" notifications. In addition, messages referencing particular fees are automatically cross-referenced within the comment area of the particular fee. When a message is created, it will display the number of messages that have yet to be read by the other collaborators.



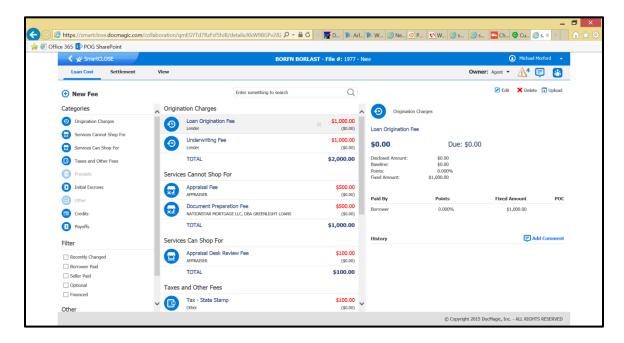
The Contact Center

This provides a convenient area to see all parties to the transaction, their contact information and facilitates distribution of collaboration invitations. Users can update service provider information within the People Card based on permissions. Updates will be reflected on the documentation.



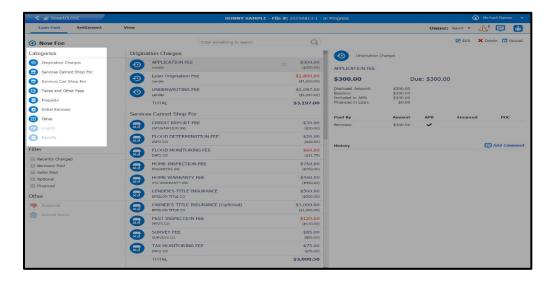
LOAN COST AND FEES TAB

The Loan Cost tab is divided into three columns. The left hand side provides tools to help users view and filter data by category. The center column displays the complete listing of all fees and costs alphabetized and organized exactly as they will appear in the integrated disclosure. The right hand column provides the individual cost detail information for each loan cost and fee.



Loan Cost Tab - Left Side Navigation

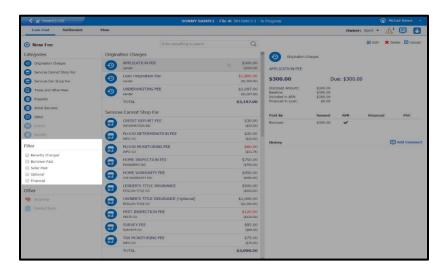
Primary cost categories corresponding to the Closing Disclosure form are displayed in the left-hand column. Clicking a category will bring the fees and charges in that category to the top of the center column.



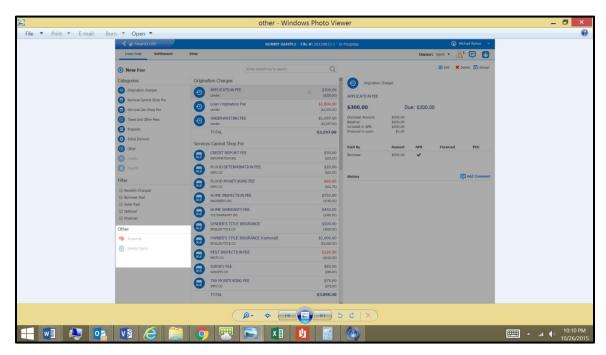
New Fee- Clicking the New Fee button in the upper left-hand corner allows for the addition of a new fee. Lenders can add new fees across all categories. Agents can add fees with the exception of Origination fees. Read-only users cannot add new fees.



Filters - Selecting a filter or combination of filters will refine the center column view to present only selected loan cost information.



Suspense and Deleted Items Bucket – Users can view which items were rejected by the lender and therefore put into suspense for further review and revision. Agents can go to the Suspense bucket to edit and provide additional information prior to restoring the fee for further consideration by the lender. All deleted fees will display in the Deleted Items bucket. Deleted fees can easily be restored.



Loan Cost Tab - Center Column

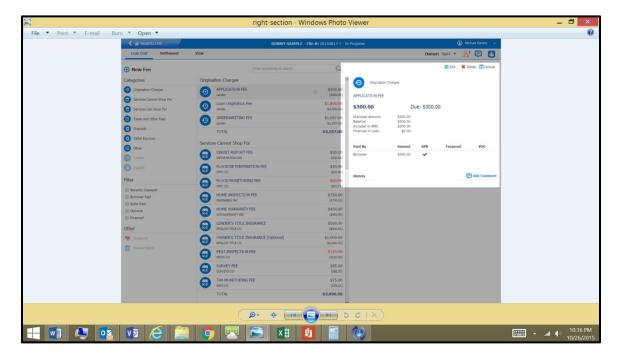
The center column contains the complete listing of all fees and costs alphabetized and organized exactly as they will appear in the integrated disclosure.

Recently modified amounts are color-coded to reflect their relation to the values originally provided to the borrower (i.e. higher or lower). For example, an amount in red means the revised amount is greater than the originally estimated value while green denotes the revised amount is equal to or less than the originally estimated value.

In addition to the color coding, a blue vertical bar to the left of a cost item indicates that the item has been recently modified or added and that some action is required (i.e. approval/denial or review). Once this occurs, the blue bar will disappear.

Loan Cost Tab - Right Column

The individual cost detail information is presented in the far right column. As you can see, all details associated with a fee are conveniently presented and easily modified by selecting the Edit button at the top of the column.



A history of changes associated with the particular fee item appears in the bottom of the column. Hovering over a historical change will result in all data related to that change being displayed.

Every fee includes a comments section for specific information about changes. In addition; references to fees that occur in the messaging system are automatically cross-referenced to the fee item's comment section.

The Upload button allows for the upload of any pertinent source documentation associated with a fee such as an invoice. Users can also delete the specific fee by clicking the Delete icon from this pane.

WORKFLOW

Workflow is a key feature within SmartCLOSE. The workflow drives the entire process to ensure a great user experience. The workflow kicks off as soon as the collaboration is loaded within SmartCLOSE.

Once the agent logs in after receiving their invitation, they review and edit loan costs and fees. If a fee is added or modified by the agent, the lender will see in real-time a blue bar with a thumbs up or thumbs down to capture the result of the lender review. In parallel, any edit or addition of a fee automatically triggers the audit engine which analyzes the change against rules (e.g. tolerances).

As the lenders and agent go back and forth, they can use the owner drop down to volley the next action to one another. Anytime the owner is modified, an email is sent to that user notifying action is needed.

Users will go into the Settlement tab to view and edit the summaries of transactions. Once updated, the user can view the cash to close analysis within the Settlement tab.

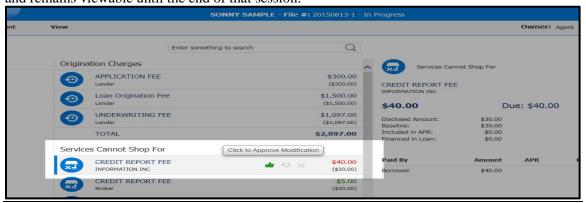
The last portion of the workflow is to view and approve the document that will be sent to the borrower. The lender and the approval must approve the collaboration by clicking their respective approve icons prior to sending the closing disclosure to the borrower. All activity is tracked within the action log.

REVIEW AND EDIT FEES

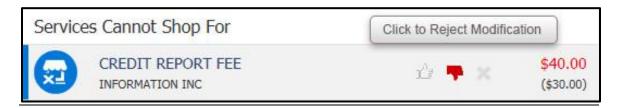
Lenders and Agents will review all loan costs and fees within the Loan Costs Tab. By clicking on a specific fee, they can edit the fee to include key dates, amounts, paid to information, etc. They can also add a new fee by clicking the new fee icon. Reason for the change will be required for each change. Note only Lenders can add or edit Origination fees. Any change will automatically trigger the audit engine and display the results within baseline. All updates will not only be tracked in the overall action log but also for each specific fee.

REVIEW AND APPROVE FEES

When a collaborator adds or edits loan fees and costs, the lender will be presented with a thumbs up and thumbs down icon for that specific fee along with a blue bar, as a decision will be required. If the lender approves the fee, they press the thumbs up and it automatically turns green and remains viewable until the end of that session.



If the lender rejects the fee, they click on the thumbs down, which automatically turns red. If it was a modified fee, the amount automatically reverts to the prior amount and the proposal change is moved to the suspense bucket. If it was a new fee, the entire row disappears from the main view and is moved to the suspense bucket. The red thumb will remain viewable for that rejected fee until the end of that session.



RESULTS OF LENDER REVIEW

The agent will be notified of an approval by being presented with a blue bar when they log back into SmartCLOSE. For rejections, the agent will get an automated email notifying them of the rejection and will also be presented with a blue bar next to the rejected fee within the suspense filter. While in suspense, the agent can add additional fees and comments and restore the fee for the lender to reconsider.

SUSPENSE FILTER

If a Lender rejects a fee, it will be sent to the Suspense Filter. The icon on the left hand side will be highlighted along with a visual indicator as to the number of items in suspense. The agent can view these rejected items and adjust information by clicking on the edit icon. The agent can also provide additional comments and upload documentation. They can then restore the fee for further Lender consideration. The Lender will then be presented with a thumbs up or down for their approval on that resubmitted loan cost.

DELETE FILTER

At any point throughout the collaboration, a Lender or Agent may delete a fee. This can be done by clicking on the red x to the right of the fee in the middle panel or by clicking on the specific fee and clicking on delete on the right hand panel. Deletes will not go through the approval process. They will be viewable in the Delete Filter on the left hand panel of the Loan Costs View. If a fee is deleted by accident, it can be restored.

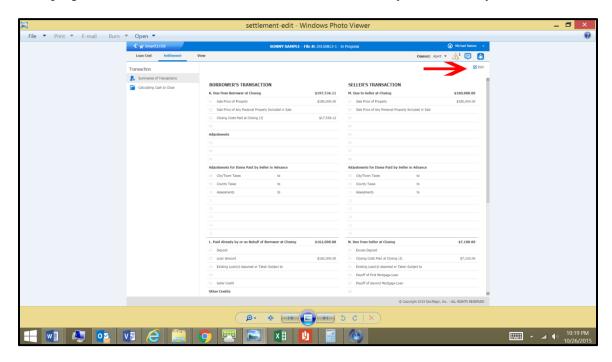
CLEAR BLUE BARS

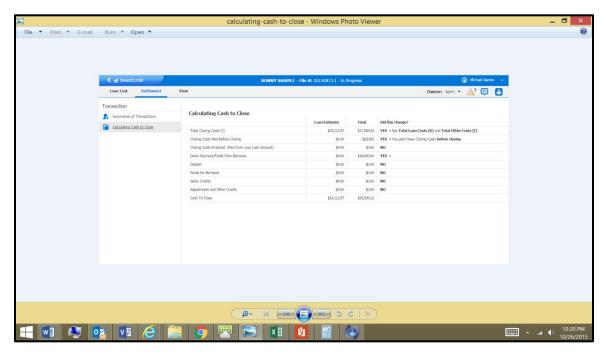
Blue bars will appear for a user when something has been modified by another collaborator. This is a visual indicator to alert the user that something has changed. Once the user clicks on that item to acknowledge they have reviewed the update, the blue bar will be cleared. Note that a Lender or Agent must clear out all of their blue bars before they are agent to approve the worksheet. Once cleared, the file can be locked by the Lender and Agent.

SETTLEMENT TAB

The Settlement tab is where the settlement or title agent works much of their magic. Credits, adjustments and other transactional information can easily be updated for the borrower and seller with the end result - an accurate cash to close analysis.

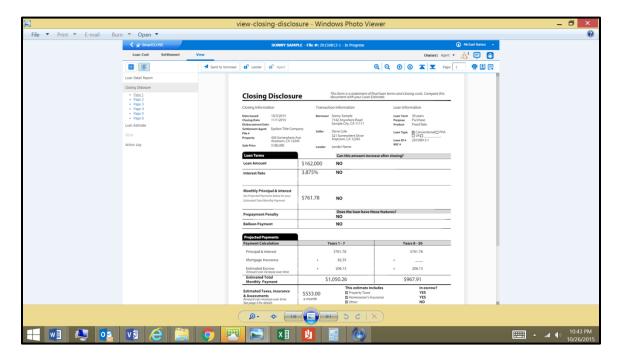
The Settlement tab features two transaction options in the left hand column, including Summaries of Transactions and Calculating Cash to Close. To make changes, simply click the Edit button in the top right corner of the Summaries tab. The cash to close analysis is read-only.





VIEW TAB

The View tab contains all applicable documents and disclosures. Most importantly, it contains the Closing Disclosure, Loan Estimate, and Loan Detail Report that provides all pertinent loan data, data validation and regulatory compliance testing results. Also, this where the Lender and the Agent can approve the collaboration and send documents to borrowers. Lastly, users can print and download documents, export a MISMOv3.3 file of the collaboration, and view the Action Log.



Icons on the View Tab

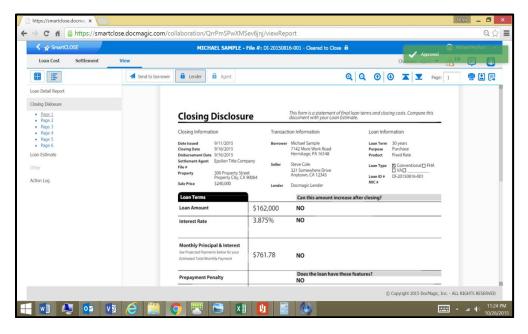
- Sends selected document to borrowers within eSign
- Lock signifies lender-approved, while unlock is not yet approved
- Lock signifies agent-approved while unlock is not yet approved
- Navigation icons to include zoom in, zoom out and page up and down are located on right hand side of tool bar
- Frint icon
- Download and save icon
- Export icon

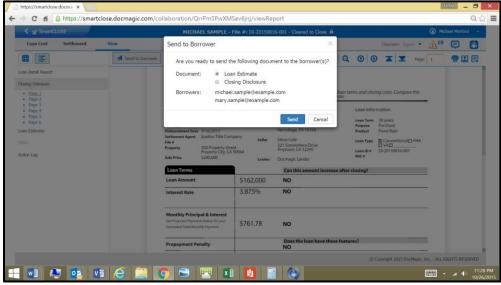
Send to Borrower

Note that lenders are able to send the initial disclosure and Loan Estimate directly to the borrower from inside SmartCLOSETM by clicking on the Send to Borrower icon. This can happen prior to approval of the worksheet.

To send the closing disclosure to the borrower, approval is required by both the Lender and Agent before it can be sent to the borrower. For the lender or agent to approve the collaboration, they must have addressed all of their respective action items and have no items with blue bars next to them. Any fatal audit results on the collaboration will prevent approval as well.

Once the file is approved by both the lender and settlement service provider (aka Cleared to Close), the file will be locked and a lock icon will appear to the right of the loan number on the top blue bar. When the user clicks Send to Borrower, the Closing Disclosure and/or the entire Pre-Closing document package is instantly provided to the borrower via DocMagic's eSign system, featuring our proprietary ClickSign technology. The entire process is tracked, logged and completely secure.





The Action Log captures the entire audit trail of all actions taken within SmartCLOSE™ for that collaboration, starting with most recent action first. A time and date stamp is included along with a brief summary of the change.

