



How to Avoid Getting Charged
Multiple Times For The Same
Loan Package

Preventing Duplicate Charges

Introduction

If you're getting charged more than once per package, you are likely processing the same package multiple times. The following pages contain tips to help you avoid duplicate charges.

The screenshot displays the DocMagic software interface. The top menu bar includes 'File', 'Edit', 'Services', 'Tools', and 'Help'. Below the menu is a toolbar with icons for 'Open', 'Save', 'New', 'Copy', 'Import', 'Default', 'Audit', 'Details', 'APR', 'Sect32', 'Impound', 'Process', 'View', 'Email', 'Appraisal', 'UCD', 'Collaboration', 'eSign', and 'LoanMagic Portal'. The main navigation tabs are 'General', 'Borrowers/Sellers', 'Property', 'Terms', 'Providers/Liens', 'Charges/Fees', 'Prepays/Impounds', 'Underwriting', 'GFE', 'HUD-1', and 'Closing'. The 'General' tab is active, showing two main sections: 'General Information' and 'Dates & Times'. The 'General Information' section includes fields for Loan Stage, Loan Program, Alternate Lender, Transfer To, Broker Name, Channel, Origination, Loan Rep, Loan Type, Loan Purpose, Type, Lien Position, Loan Number, MIC / Agency #, Section, Case # Assigned, and Loan Identifiers. The 'Dates & Times' section includes fields for Application Date, Pre-Z Send Date, Estimate Issue Date, Est. Available Through, Intent to Proceed Date, Rate Lock Date, Rate Available Thru, Lock Days Prior to Close, CD/Re-disc Date/Method, CD/Re-disc Rec'd Date, Document Date, Closing Date, Signing Date, Cancel Date, and Disbursement Date. A status bar at the bottom indicates 'Enter the plan code for the program being utilized or add a NEW plan code.' and 'Modified'.

The screenshots in this tutorial are taken from DocMagic Online, but the same principles apply to every LOS our services are integrated with.



Preventing Duplicate Charges

AUDIT

Audit – You can see issues with the documents before you process them by checking the full [Loan Detail Report](#).

The screenshot displays the DocuMagic software interface. The 'Audit' button in the top toolbar is highlighted with a green box. A purple arrow points from the text box above to this button. Another purple arrow points from the text box above to the 'Audit' button in the 'Validation - Worksheet #3339' window. This window shows a warning icon and the text '10 Warning issues have been detected.' Below this, a table lists the issues:

Type	Message	Category	Details
WARNING	Impound Account Low Balance (\$-0.08) is less than zero.	DataValidation	
WARNING	Please select either a QM Type or an ATR/QM Exemption Type.	AbilityToRepay-QM	
WARNING	No Transfer Taxes found	DataValidation	
WARNING	Rate Lock not disclosed within 3 business days	Federal-TRID	
WARNING	Deficiency Rights Preserved information not provided. Default option will be used.	Federal-TRID	
WARNING	Closing Disclosure Issue date required.	TRID	
WARNING	Settlement Agent is missing File Number.	DataValidation-Service...	
WARNING	Only escrowed items included in Estimated Taxes, Insurance, and Assessments. Ensure all mortgage-related obligations are entered.	Federal-TRID	
WARNING	HAZARD INSURANCE Disbursement of \$850.00 on 03/01/2022 applied to Starting Balance.	DataValidation	
WARNING	CITY PROPERTY TAX Disbursement of \$2,500.00 on 03/01/2022 applied to Starting Balance.	DataValidation	

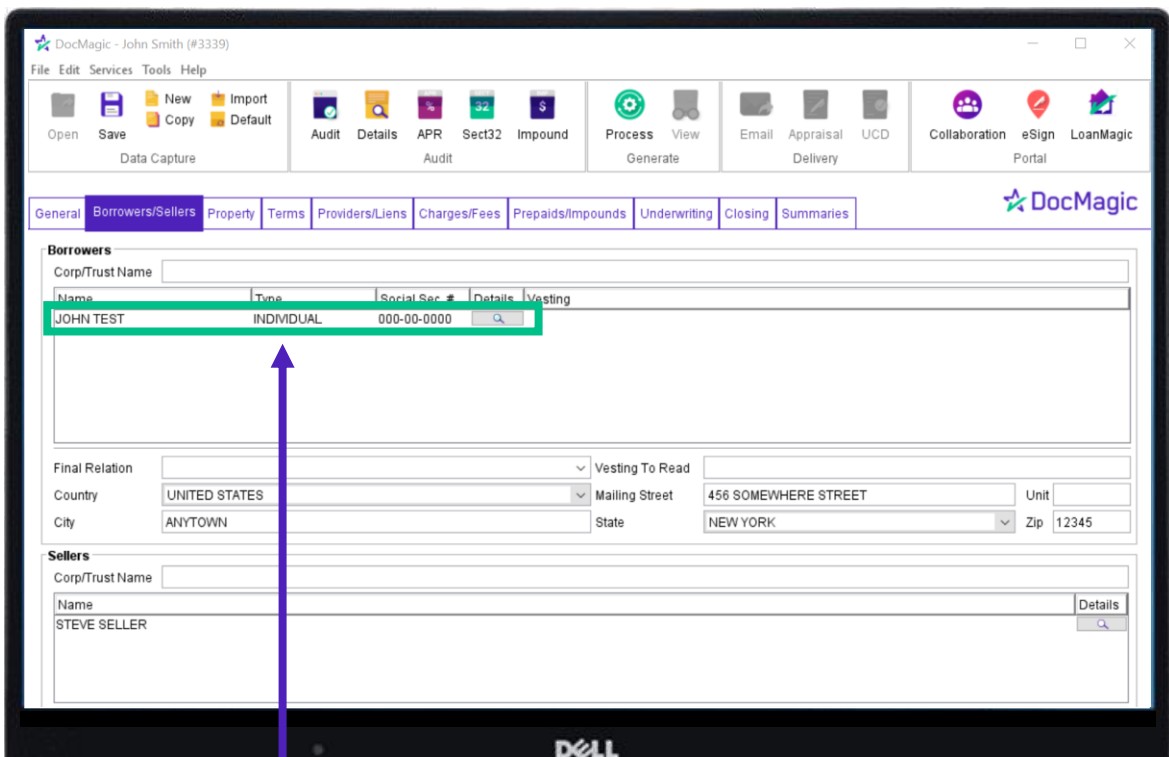
You may be making changes to the documents along the way and mistakes can easily slip through.



Preventing Duplicate Charges

TEST

Test – You can run a duplicate test file first to make sure each calculation and data point is correct.



The borrower should be given the last name TEST or SAMPLE, and their SSN should be changed to all zeroes.

Please Note: Having "Test" or "Sample" in the loan file will not do anything – it must in be the borrower's last name



Preventing Duplicate Charges

TEST

Next, you can re-direct emails for all participants (borrower, loan officer, settlement agent) to your inbox, so that you may check for accuracy.

DocMagic - John Smith (#3339)

File Edit Services Tools Help

Open Save New Copy Import Default

Data Capture

Details - Settlement Closing Company

Company Name: SETTLEMENT CLOSING COMPANY

Street: 123 COMMERCE P

City: SOMECITY State: NEW YORK Zip: 12344

Relation Code: 1: The provider is an associate of lender.

License #: Z61616 NMLS #:

Contact Name: ANDY AGENT

Contact Email: your_email@your_domain.com

Phone: (987) 555-4321 Fax: ()

License #: PT1234 NMLS #:

Provided Service

Service Type	Description	Est. Fee Amount
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Add to Service Provider database for future use

Ok Cancel

DocMagic Portal

Phone Details

(310) 555-0001	
(310) 555-0001	
(987) 555-4321	
(987) 555-4321	
(321) 555-7171	
(123) 555-1717	

Payment Amt Details

Amount

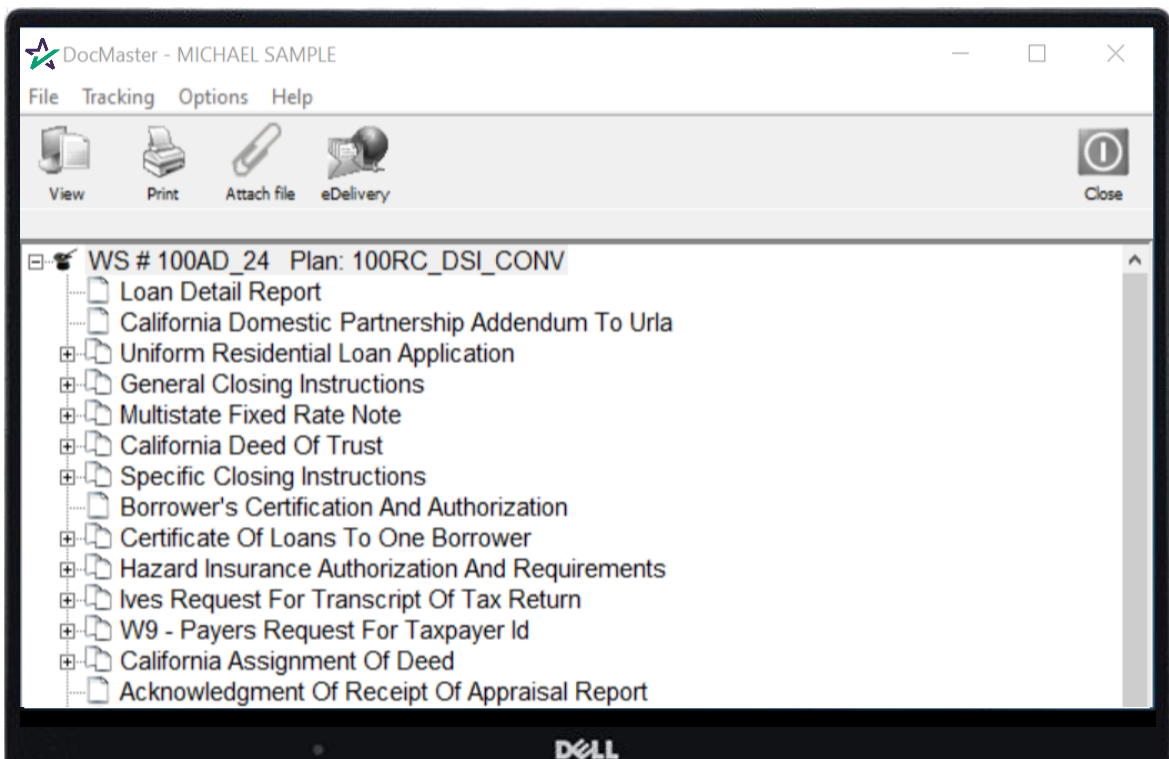
You can run up to 5 test samples a day without being charged.



Preventing Duplicate Charges

DOCMASTER

DocMaster - You can utilize this tool to manipulate forms (add, delete, annotate) within an electronic window before sending to the borrower and others for signature.



You can learn more about the process by going [HERE](#).

