# 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 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** – You can see issues with the documents before you process them by checking the full Loan Detail Report.
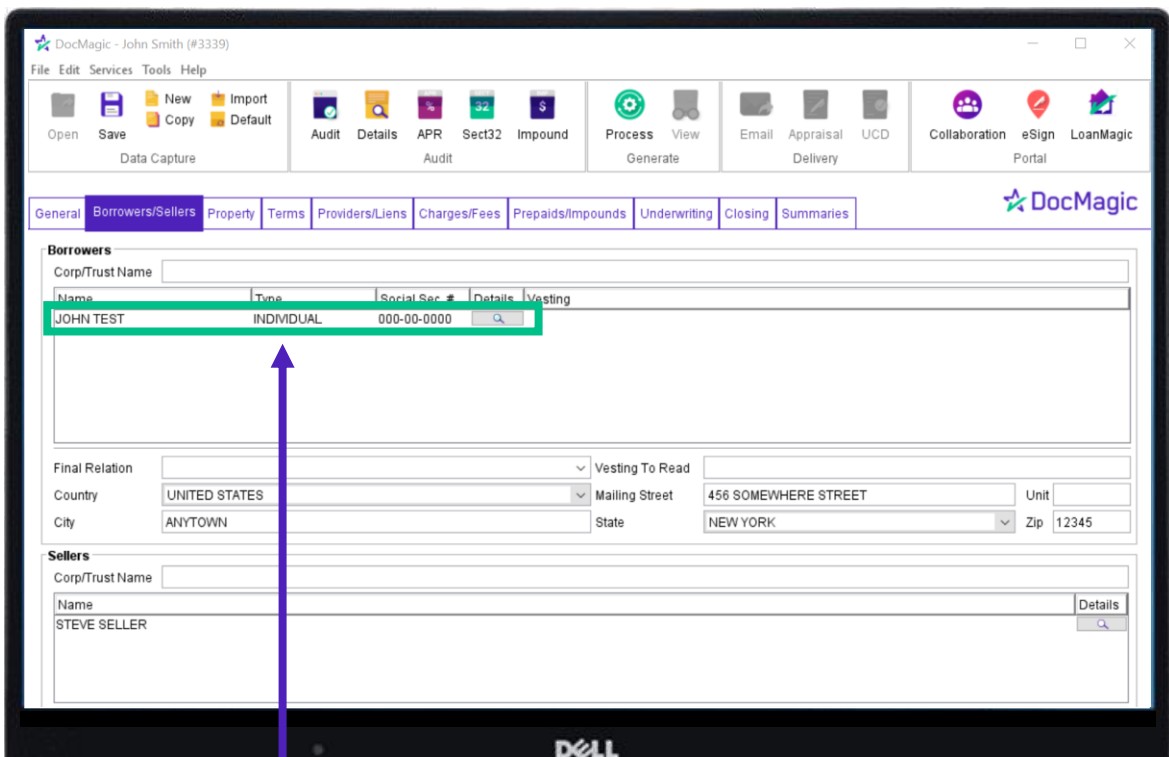


You may be making changes to the documents along the way and mistakes can easily slip through.

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**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

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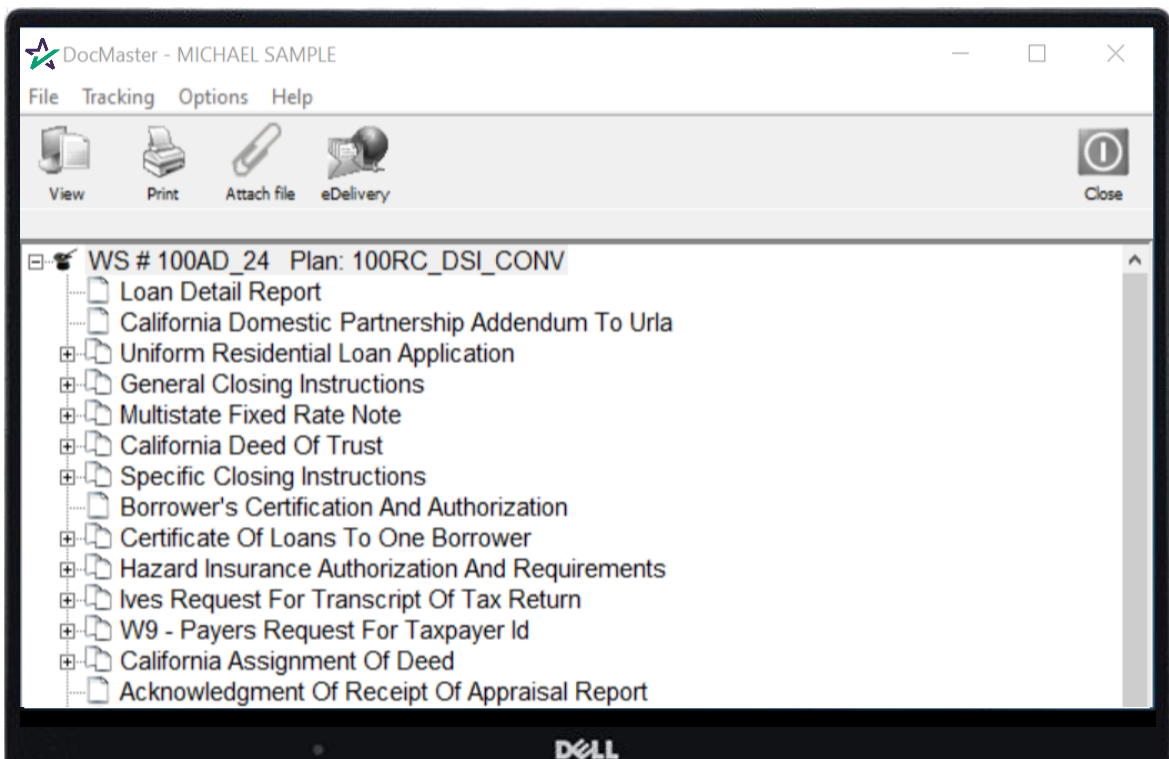


You can run up to 5 test samples a day without being charged.

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**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.