Encompass FAQ's

Q: Can I send eSign from Encompass?

A: Yes, eSign packages can be created from the DocMagic service in Encompass. On the eDelivery screen, select DocMagic eSign, and the Signature Enable checkbox will also check. Invitations to eSign may also be sent to the borrower through configuration settings requested through DocMagic.

Q: Do the eSigned documents get returned to Encompass?

A: Documents executed via eSign do not automatically return to Encompass. There are two routes to return executed eSign documents to the Encompass eFolder.

Q: Does Encompass support Total eClose?

A: Yes. The eDelivery screen in the Encompass service contains a checkbox in the Options frame to Include eNote. For electronic notary, there is an option to select the Notary Service Provider in the same eDelivery screen in the DocMagic service. The Notary Service Provider must be turned on in DMXL for Encompass settings by checking the eNotary Provider checkbox in the DocMagic Account Tools > Options. After this setting is applied, the Notary Service Provider option is visible when "DocMagic eSign" is selected on the eDelivery screen.

Q: Can I request UCD directly from Encompass?

A: No.

Q: Can I get my documents back as a DBK file?

A: While the View option on the "Select documents to View or eDeliver" screen can generate a DBK package, if the DBK radio button is selected, the executed documents from eSign will be converted to a PDF before being stored in the eFolder.

Q: Why can't I activate 'transfer to' in DMXL?

A: After you run the audit, the processing page comes up. It skips DMXL, thus no option for 'transfer to' will appear. Clicking the back button on the processing page will open DMXL and the transfer option will be available.