OpenClose FAQ's

Q: Can I send eSign from OpenClose?

A: Yes.

Q: Do the eSigned documents get returned to OpenClose?

A: Yes, but it requires user interaction. See How to Order Disclosures from Key Links.

Q: Does OpenClose support total eClose?

A: OpenClose is not seamless for closing. Users need to finish their loan in DMO. Clients can do their eClose from DMO.

Q: Can I request UCD directly from OpenClose?

A: Yes.

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

A: No.

Q: Are the disclosures shown in the Loan Info > Tracking screen? Specifically, are the dates automatically entered when the disclosures are sent in the GFE/LE and TIL Fields of the screen?

A:

GFE/LE Disclosure: Date populates the first time a user goes to Submit to Doc Provider and selects Process on any Package Type that is not Review.

TIL Disclosure: Date populates the first time a user goes to Submit to Doc Provider and selects Process on any Package Type that is not Review.

TIL APR: APR (calculated by LenderAssist) populates the first time a user goes to Submit to Doc Provider and selects Process on any Package Type that is not Review.

Disclosure Delivery Method: If an eDisclosure Package is requested, this populates as Electronic. If Print and Delivery Package is requested, it populates Mail. Otherwise it is Face to Face.

eDisclosures Sent: if an eDisclosure Package is requested, this populates current date. If Print and Deliver is ordered it populates current date to Disclosures Mailed. Otherwise it populates current date to Disclosures Sent.

Earliest Consummation Date: this is calculated by LenderAssist based on GFE/LE Disclosure date plus 7 Business Days; business days are determined by the admin on the business days screen.

Q: When the disclosures are signed do we not only have them available to view in the eDoc Manager but is the date also automatically entered in the same Tracking screen under Disclosures Signed?

A: User must manually enter Received Signed Disclosures.

Q: When a file is HPML, will this auto update LenderAssist to show that the HPML reflects Yes?

A: No.