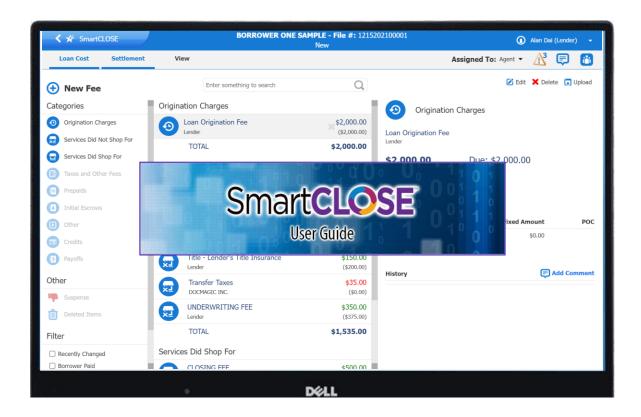


SmartCLOSE®
User Guide

Introduction

Welcome to the SmartCLOSE User Guide which provides an end-to-end walkthrough of its key features.

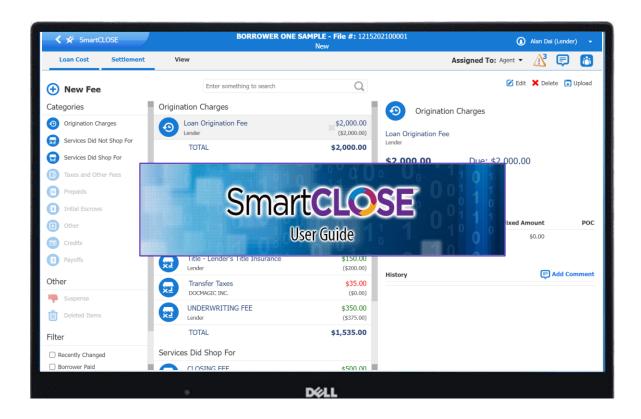


SmartCLOSE is the DocMagic Collaborative Closing Portal which provides a on-stop shop to prepare and submit Disclosure Packages.



Accessing SmartCLOSE

Accessing SmartCLOSE 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.

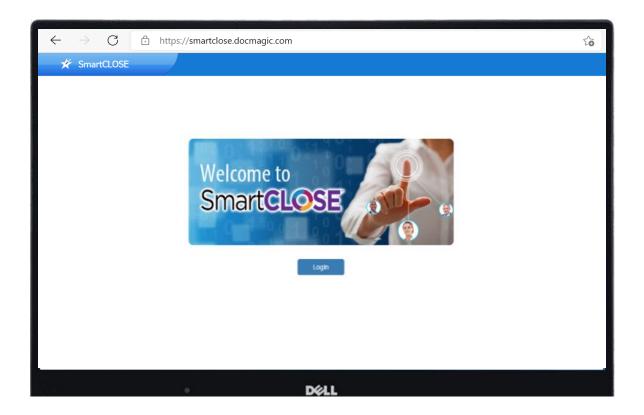


We will cover several ways that you can access SmartCLOSE in the following pages.



Accessing SmartCLOSE

Go directly to smartclose.docmagic.com and enter in your credentials.

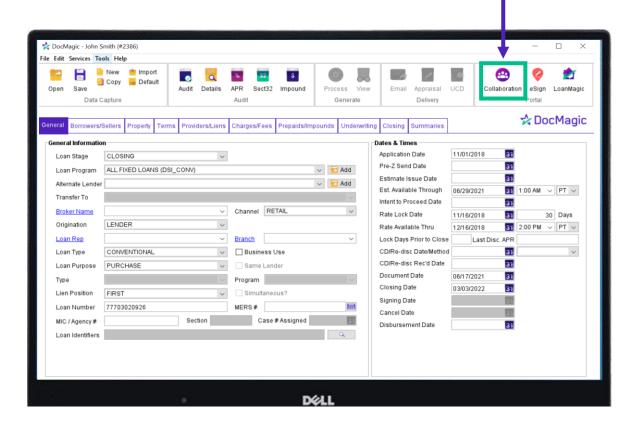


You will be presented with all your worksheets and a listing of all collaborations that have been initiated.



Accessing SmartCLOSE

Click on the Collaboration icon viewable within DocMagic Online after having selected a specific worksheet.

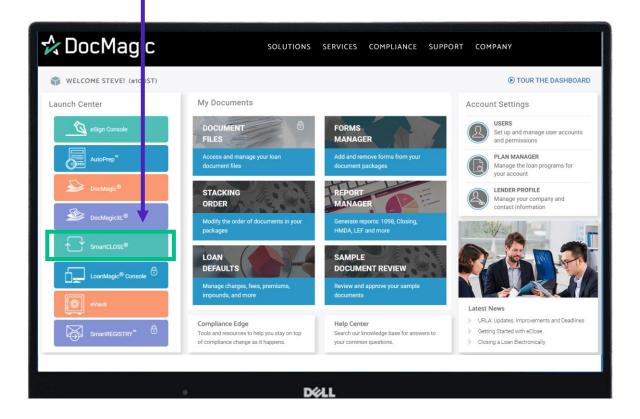


From inside DocMagic Online, select a specific worksheet and then click the icon to begin collaboration.



Accessing SmartCLOSE

Log into docmagic.com and launch SmartCLOSE from the Launch Center.

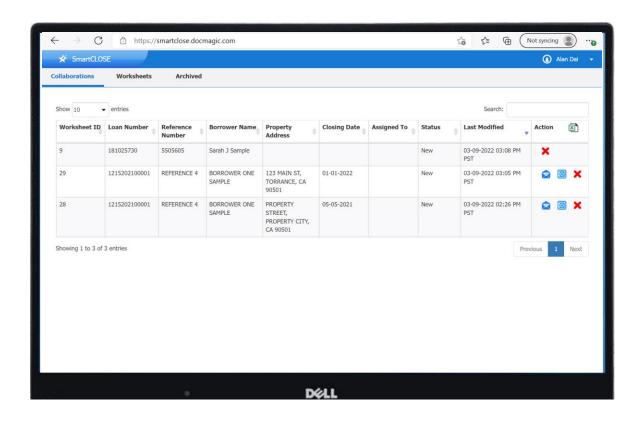


From inside DocMagic Online, select a specific worksheet and then click the icon to begin collaboration.



Pipeline View

The Pipeline view provides a list of collaborations that have been initiated within SmartCLOSE.

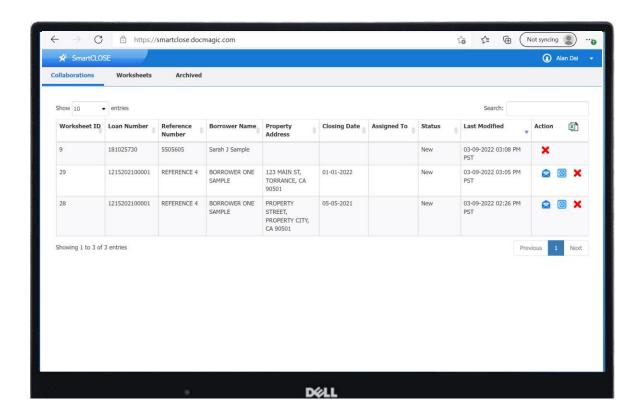


This view provides critical information to include status, borrower, loan and property information.



Pipeline View

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 their worksheets and archived collaborations from here.

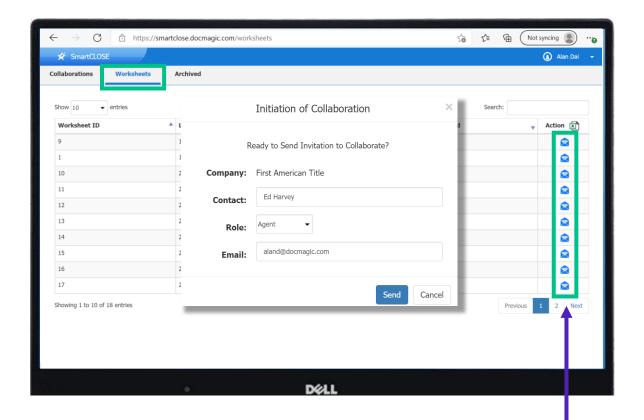


For the agent, this view provides a list of collaborations where they are listed as the agent.



Invite Collaborators

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

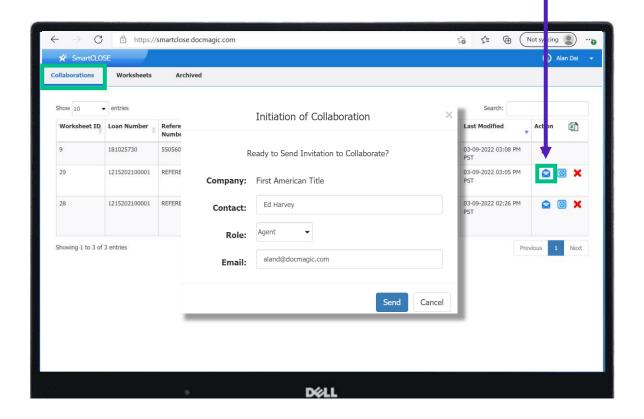


From the worksheets tab, click on the envelope to bring up the "Initiation of Collaboration" window.



Invite Collaborators

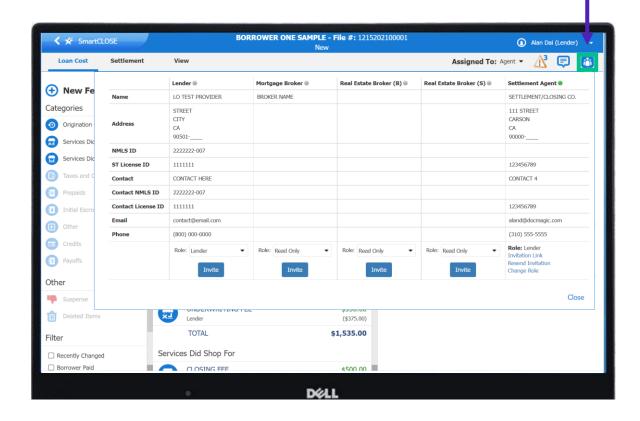
From the collaboration view, the lender will be presented with all active collaborations and can invite parties to collaborate by selecting the envelope.





Invite Collaborators

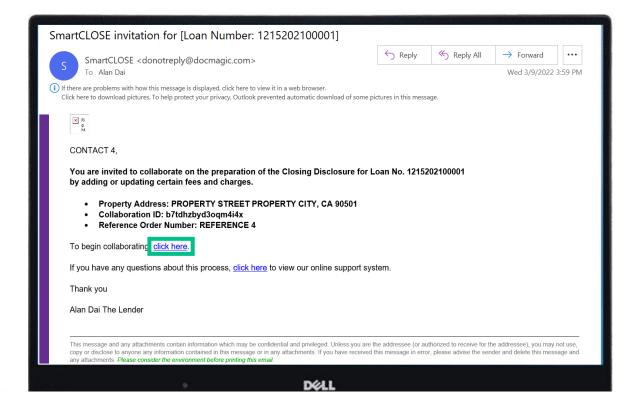
Clicking on the People Card on the main loan costs and fees page, allows lenders to invite individuals to collaborate.





Invite Collaborators

Once the collaborator receives the invitation via email, they will be prompted to create a username and password. These credentials will be used going forward for all collaborations.

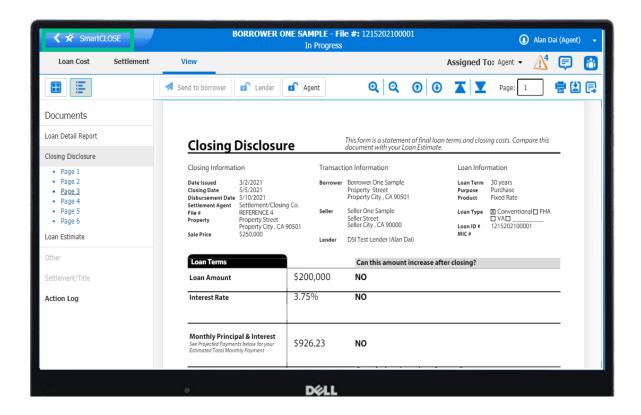


Once logged into SmartCLOSE, settlement providers can access a Pipeline view which will list all collaborations where they are named as the collaborating settlement agent.



Inside SmartCLOSE

Once the user selects a specific collaboration, they will be brought directly to the Loan Cost Worksheet View.

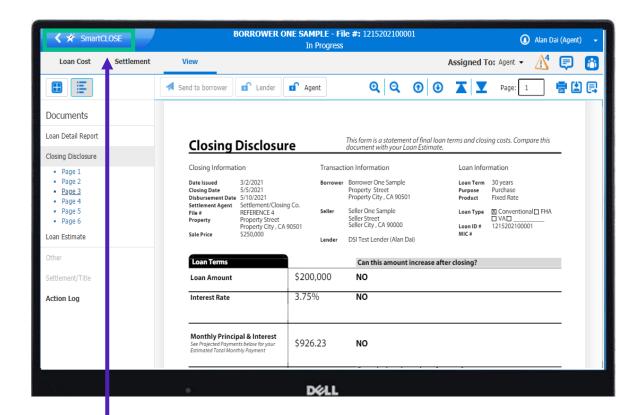


Within this view, you will see a blue tool bar on top that shows the SmartCLOSE icon on the left.



Inside SmartCLOSE

Once the user selects a specific collaboration, they will be brought directly to the Loan Cost Worksheet View shown below.

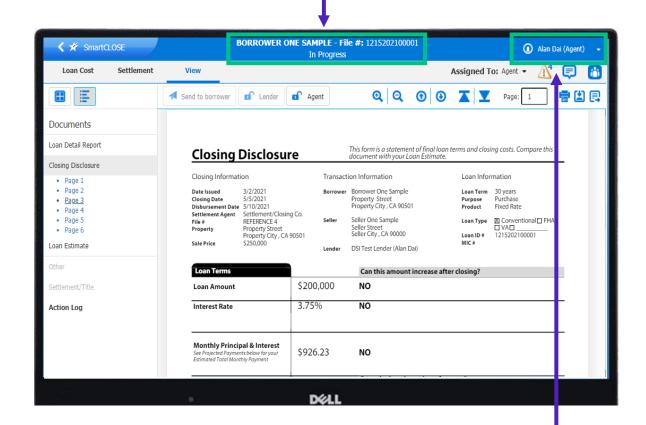


Clicking on the SmartCLOSE icon on the top left brings the user back to the Pipeline view.



Inside SmartCLOSE

Centered on the blue bar is the borrower's name, loan number and status of the collaboration. Statuses include New, In Progress, Agent Approved, Lender Approved, and Cleared to Close.



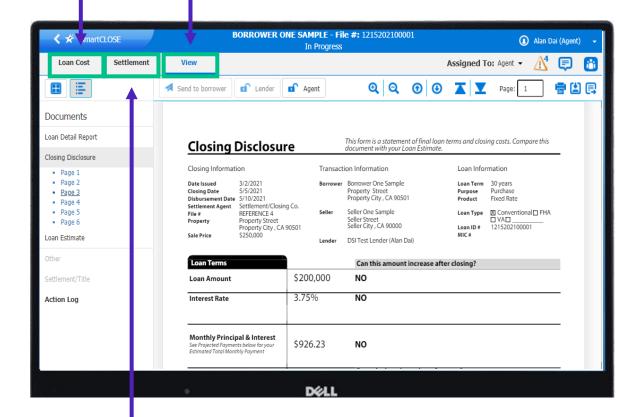
On the right side, you will see your login name with an arrow to the right which provides a dropdown with links to a product tour, terms of use, help contact us and sign out.



Inside SmartCLOSE

Loan Cost: Modifications are made to costs and fees.

View: Loan Estimates, Closing Disclosures and other documentation are displayed here.

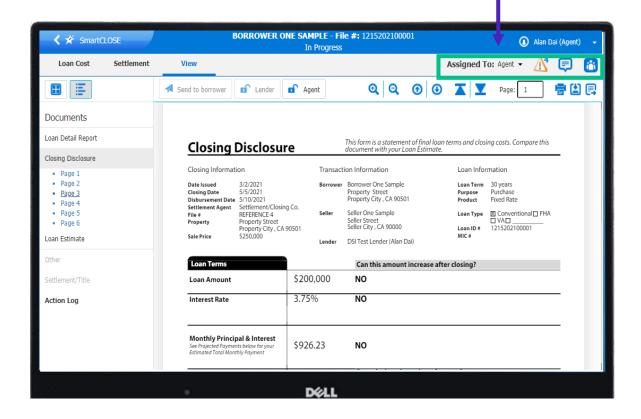


Settlement: Closing, disbursement, and other accounting adjustments are managed here.



Dropdowns

On the right side of the gray tool bar, there are several banners that include Assigned To, Audits, Messenger, and the People Card.

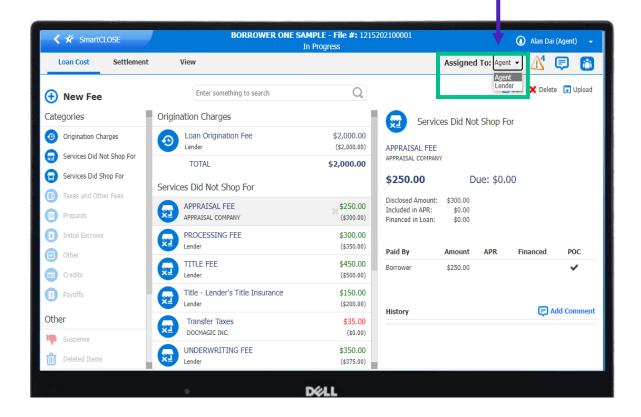


Clicking on any of the banners results in a drop-down "index card" styled display containing all pertinent information.



Dropdowns - Owner

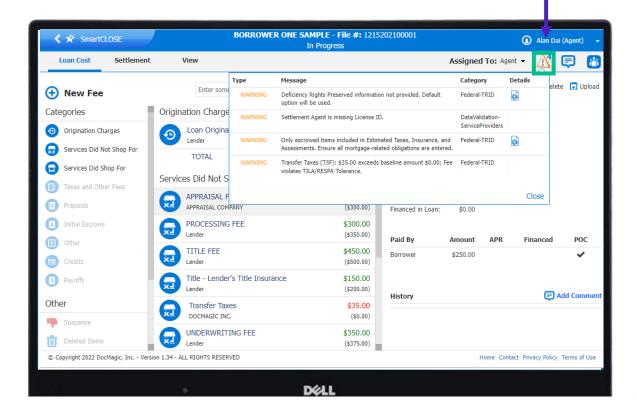
On the right side of the gray tool bar, there are several banners that include Assigned To, Audits, Messenger, and the People Card.





Dropdowns - Audit

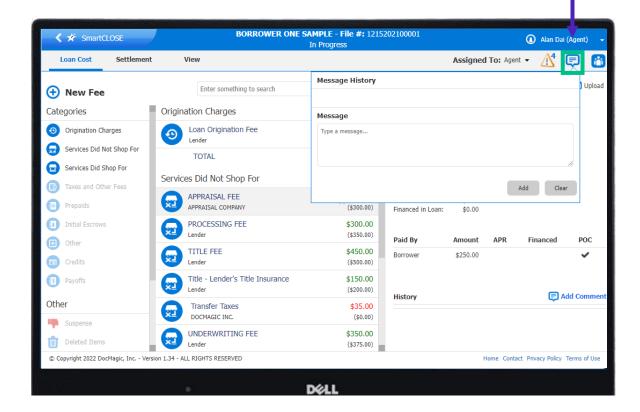
SmartCLOSE's continuous compliance validation automatically validates and updates any relevant findings and displays the number of outstanding issues.





Dropdowns - Messaging

The Messaging System provides transactionlevel conversations with automated email "poke" email notifications.

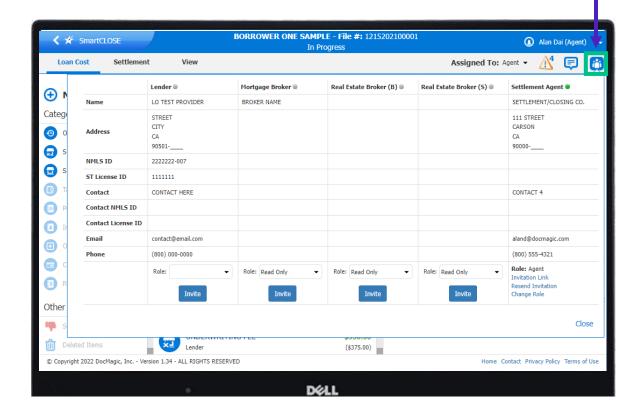


- Messages referencing specific fees are automatically crossreferenced within the comment area of that fee.
- When a message is created, it will display the number of messages that have yet to be read by the other collaborators



Dropdowns - Contact Center

The Contact Center provides a convenient area to see all parties to the transaction, their contact information and facilitates distribution of collaboration invitations.

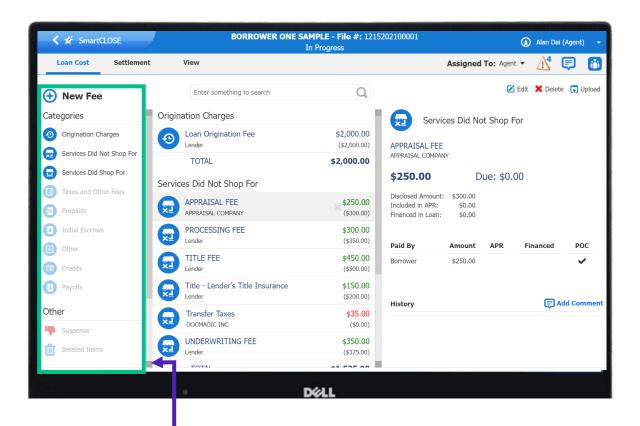


Users can update service provider information within the People Card based on permissions.



Loan Cost and Fees Tab

The Loan Cost tab is divided into three columns.

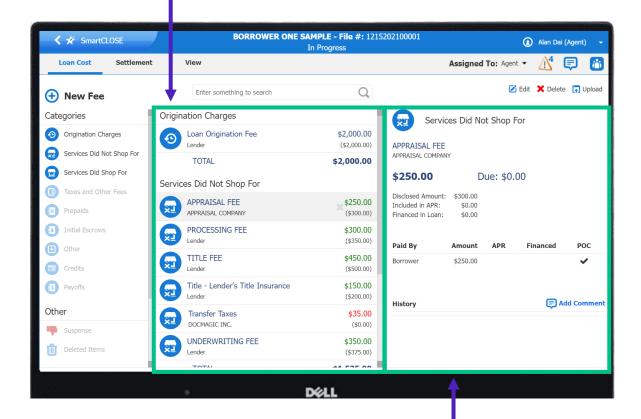


The left side provides tools to help users view and filter data by category.



Loan Cost and Fees Tab

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

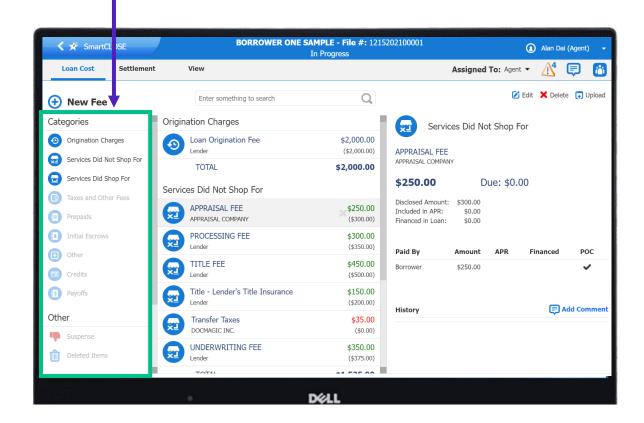


The right column provides the individual cost detail information for each loan cost and fee.



Loan Cost and Fees Tab

Primary cost categories corresponding to the Closing Disclosure form are displayed in the left-hand column.

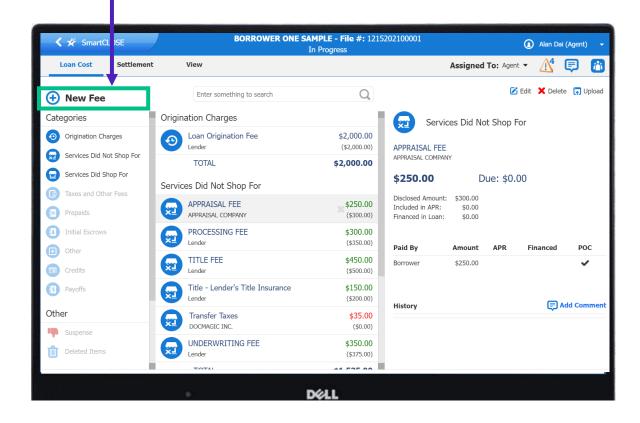


Clicking a category will bring the fees and charges in that category to the top of the center column.



Loan Cost and Fees Tab

Clicking the New Fee button in the upper left-hand corner allows for the addition of a new fee.

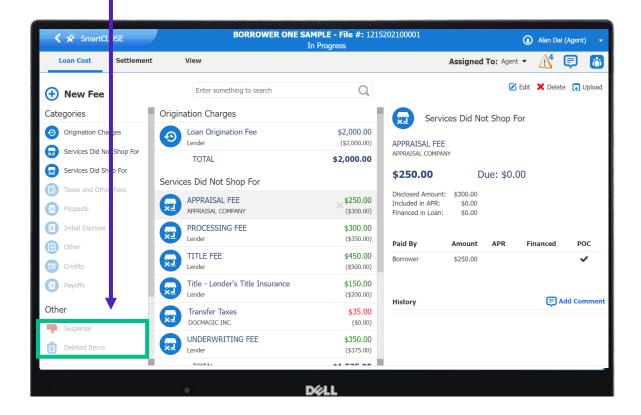


Lenders can add new fees across all categories. Agents can add fees except for Origination fees Read-only users cannot add new fees.



Loan Cost and Fees Tab

Suspense and Deleted Items – Users can view which items were rejected by the lender and put into suspense for further review and revision.

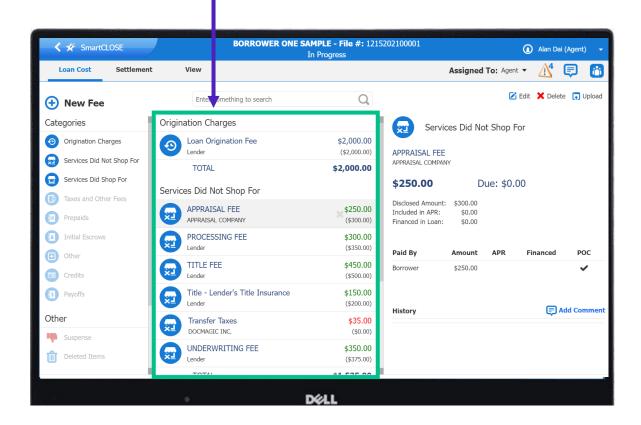


Agents can go to the Suspense bucket to edit and provide additional information prior to restoring the fee for further consideration by the lender while all deleted fees will display in the Deleted Items bucket. Deleted fees can be easily restored.



Loan Cost and Fees Tab

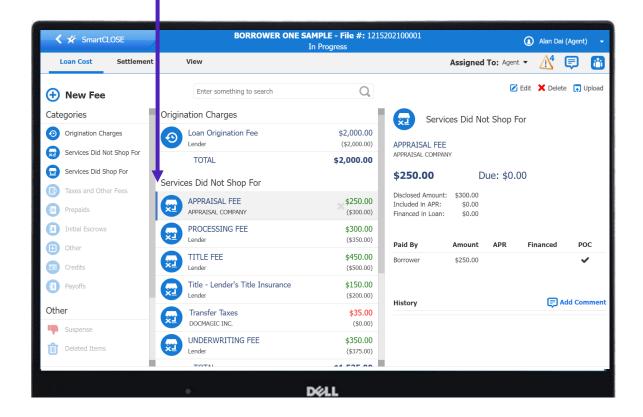
The center column contains the complete listing of all fees and costs alphabetized and organized exactly as they will appear in the integrated disclosure.





Loan Cost and Fees Tab

If a cost item has been recently modified or requires action (approval/denial/review), a blue vertical bar will appear on the left.

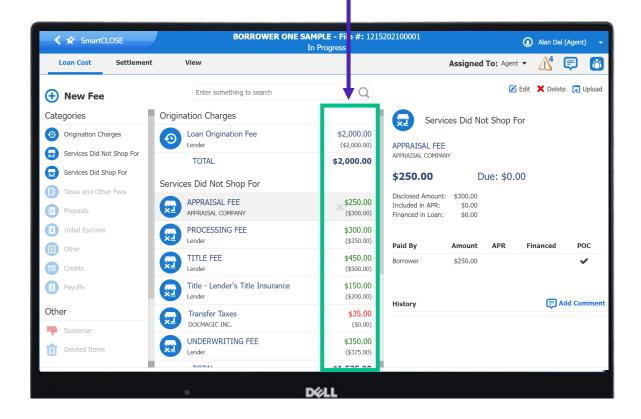


The blue bar disappears after action is taken.



Loan Cost and Fees Tab

Recently modified amounts are color-coded to reflect their relation to the values originally provided to the borrower (higher or lower).

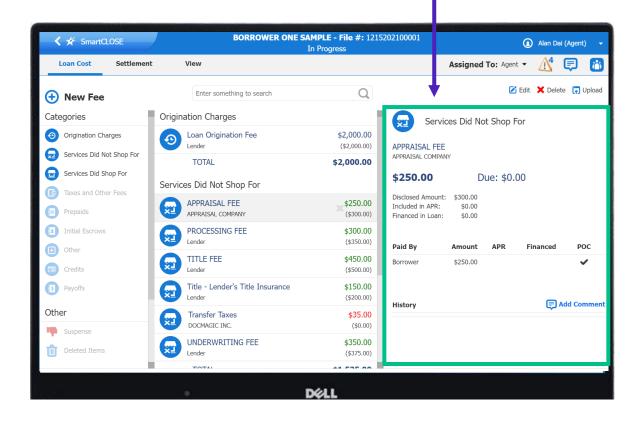


For example, an amount in red means the revised amount is greater than the originally estimated value while green denotes the revised amount is equal to or less than the originally estimated value.



Loan Cost and Fees Tab

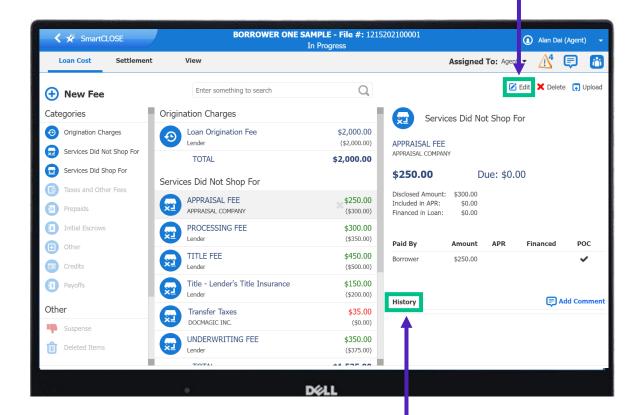
The individual cost detail information is presented in the far-right column.





Loan Cost and Fees Tab

All details associated with a fee are conveniently presented and easily modified by selecting the Edit button at the top of the column.

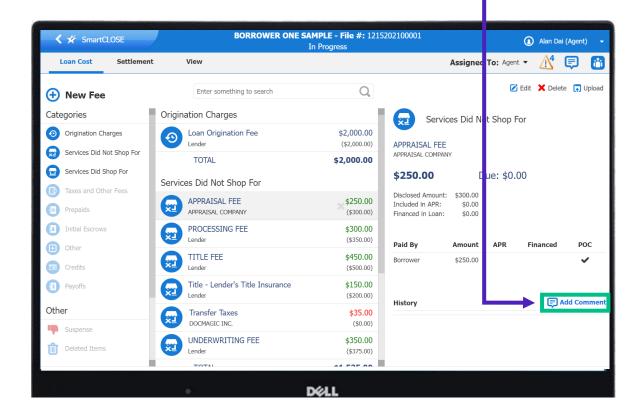


A history of changes associated with the fee item appears in the bottom of the column. Hovering over a historical change will result in all data related to that change being displayed.



Loan Cost and Fees Tab

Every fee includes a comment section for specific information about changes.

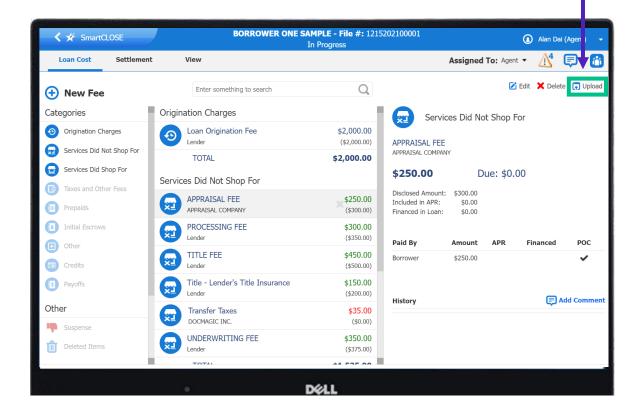


In addition, references to fees that occur in the messaging system are automatically cross-referenced to the fee item's comment section.



Loan Cost and Fees Tab

The upload button allows for the upload of any pertinent source documentation associated with a fee such as an invoice.

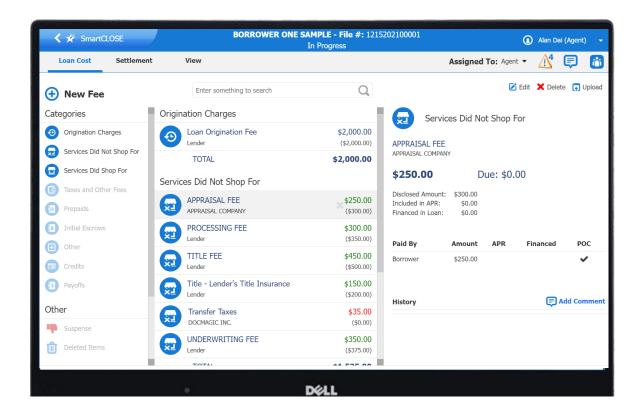


Users can also delete the specific fee by clicking the Delete icon from this pane.



Workflow

The workflow kicks off as soon as the collaboration is loaded with SmartCLOSE.

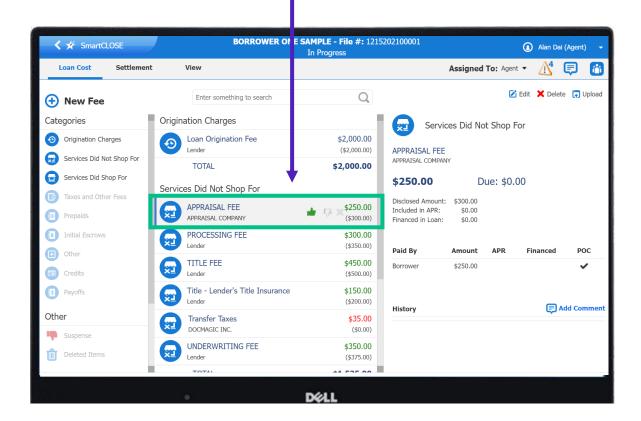


Once the agent logs in after receiving their invitation, they review and edit loan costs and fees.



Workflow

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.

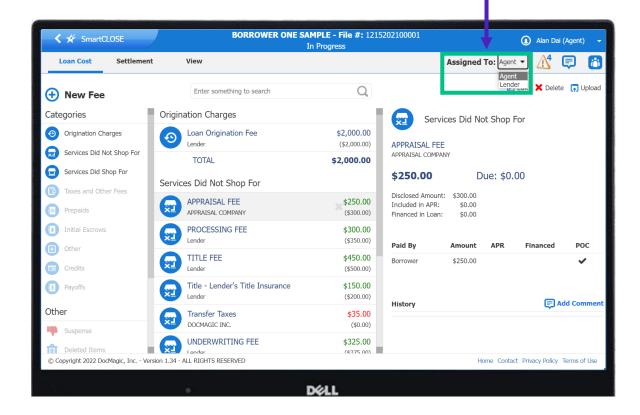


Any edit or addition of a fee automatically triggers the audit engine which analyzes the change against rules.



Workflow

As the lenders and agent go back and forth, they can use the owner drop down to volley the next action to one another.

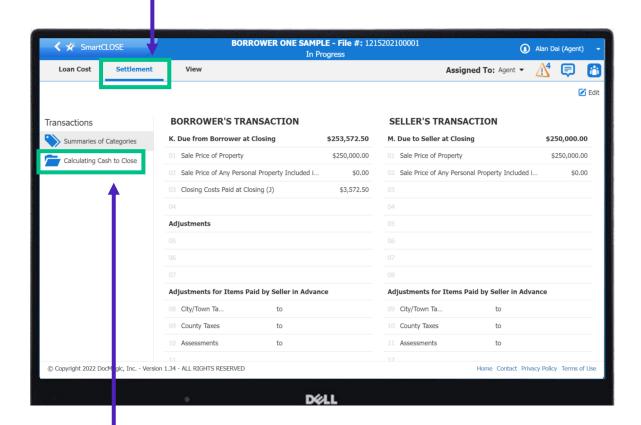


Anytime the owner is modified, an email is sent to that user notifying action is needed.



Workflow

Users will go into the Settlement tab to view and edit the summaries of transactions.

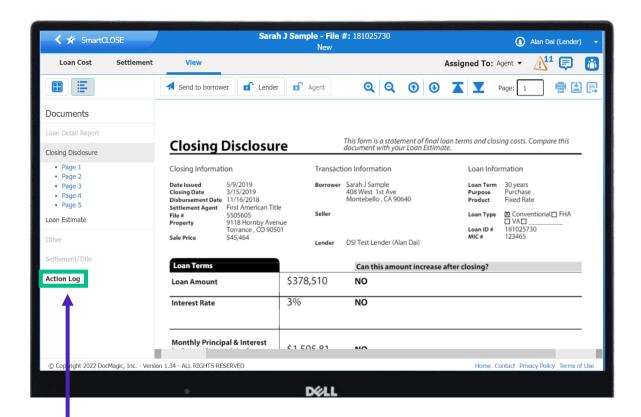


Once updated, the user can view the cash to close analysis within the Settlement Tab.



Workflow

The last portion of the workflow is to view and approve the document that will be sent to the borrower.



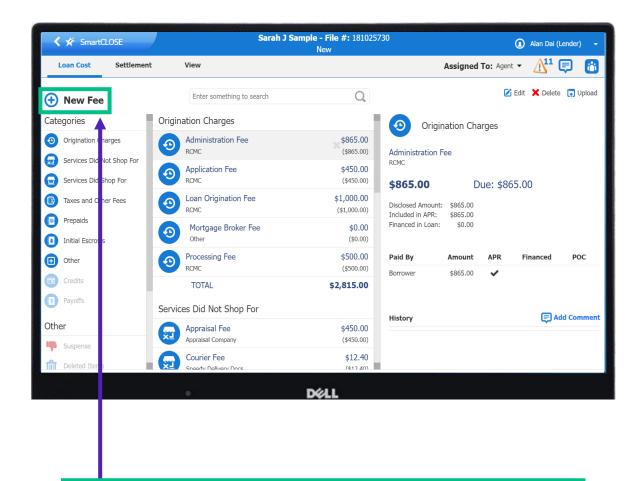
All activity is tracked within the action log.

The lender and the agent must approve the collaboration by clicking their respective approve icons prior to sending the closing disclosure to the borrower.



Review and Edit Fees

Lenders and Agents will review all loan costs and fees within the Loan Costs Tab.



They can add a new fee by clicking the New Fee icon.



Review and Edit Fees

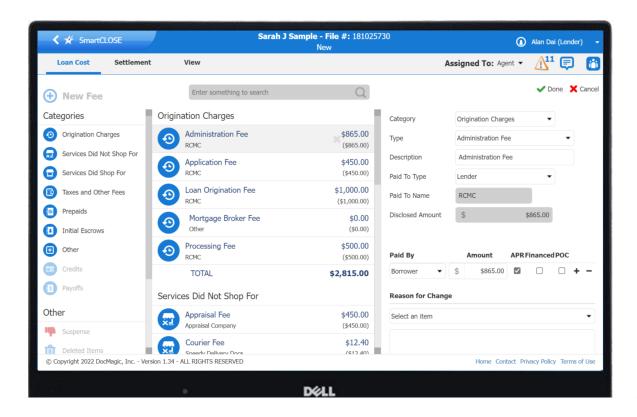
Click on a fee to bring up the edit menu on the right column. **Sarah J Sample - File #:** 181025730 **〈** ★ SmartCLOSE Alan Dai (Lender) **∆**¹¹ **□ Loan Cost** Settlement View Assigned To: Agent ▼ ✓ Done X Cancel Enter something to New Fee Categories Origination Charges Category Origination Charges Origination Charges Administration Fee \$865.00 Administration Fee Type Services Did Not Shop For Administration Fee Description Application Fee \$450.00 Services Did Shop For (\$450.00) Paid To Type Lender Taxes and Other Fees Loan Origination Fee \$1,000.00 Paid To Name RCMC (\$1,000.00) Prepaids Disclosed Amount \$865.00 \$0.00 Mortgage Broker Fee Initial Escrows Other (\$0.00)Processing Fee \$500.00 Other Paid By APR Financed POC RCMC (\$500.00)Credits \$865.00 □ **+ −** TOTAL \$2,815.00 Payoffs Services Did Not Shop For Reason for Change Other Appraisal Fee \$450.00 Select an item Appraisal Company (\$450.00) Suspense Suspense Courier Fee \$12.40 Deleted Items (¢12.40) © Copyright 2022 DocMagic, Inc. - Version 1.34 - ALL RIGHTS RESERVED Home Contact Privacy Policy Terms of Use

Reason for the change will be required for each change.



Review and Edit Fees

Only Lenders can add or edit Origination fees. Any change will automatically trigger the audit engine and display the results with the baseline.

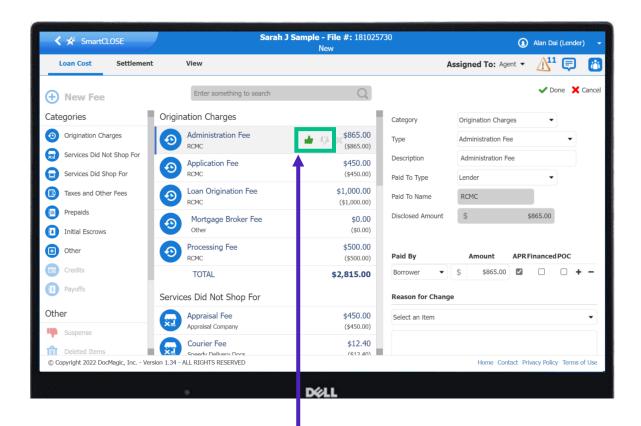


All updates will not be tracked in the overall action log but also for each specific fee.



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 fee along with a blue bar, as a decision will be required.

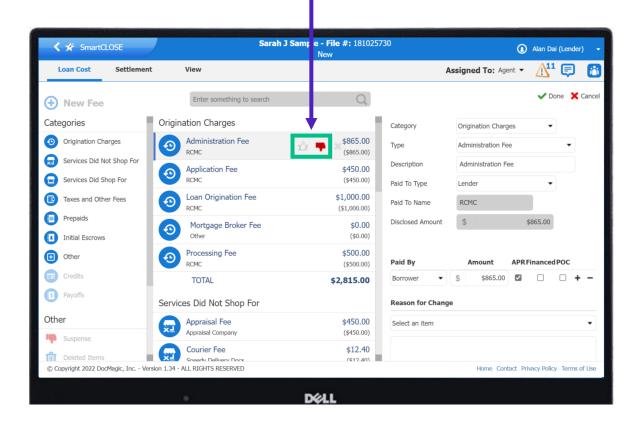


If the lender approves the fee, they press thumbs up and it automatically turns green and remains viewable until the end of that session.



Review and Approve Fees

When the lender rejects the fee, they click on the thumbs down which automatically turns red.

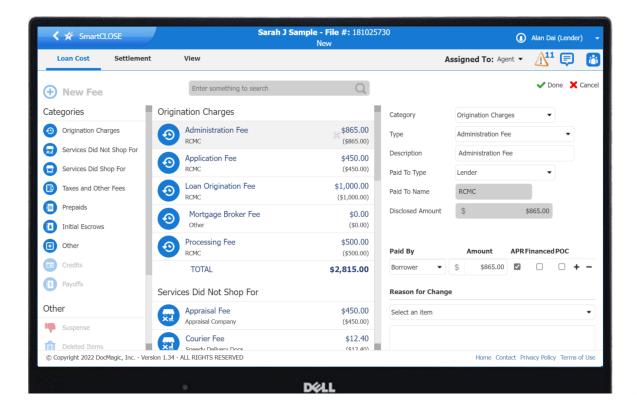


The red thumb will remain viewable for that rejected fee until the end of that session.



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.

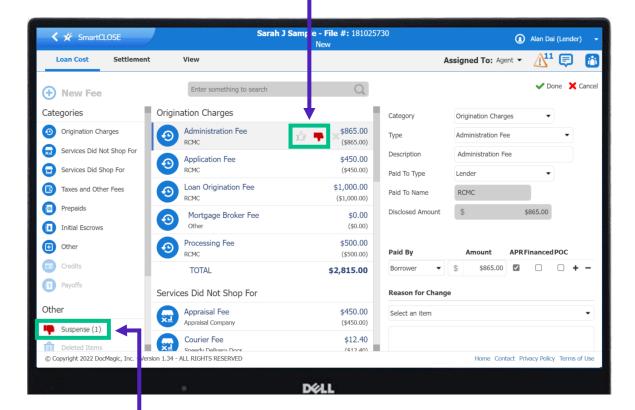


For rejections, the agent will get an automated email notifying them of the rejection and will also be presented with a blue bar next to the rejected fee within the suspense filter. While in suspense, the agent can add additional fees and comments and restore the fee for the lender to reconsider.



Suspense Filter

If a Lender rejects a fee, it will be sent to the Suspense Filter.

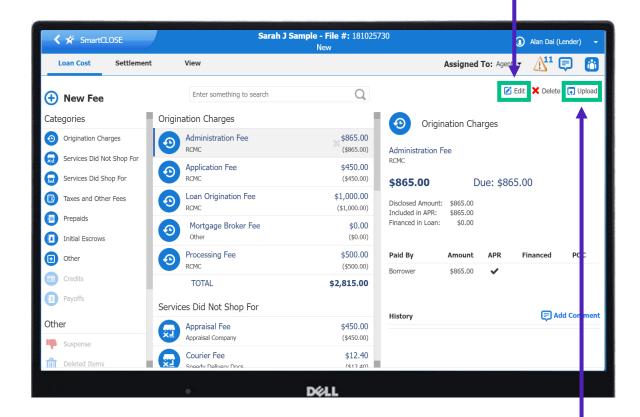


The icon on the left side will be highlighted along with a visual indicator as to the number of items in suspense.



Suspense Filter

The agent can view these rejected items and adjust information by clicking on the edit icon.

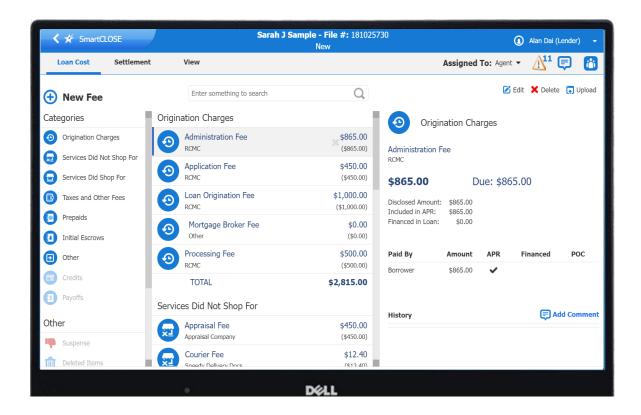


They can also provide additional comments and upload documentation.



Suspense Filter

The agent can restore the fee for further Lender consideration.

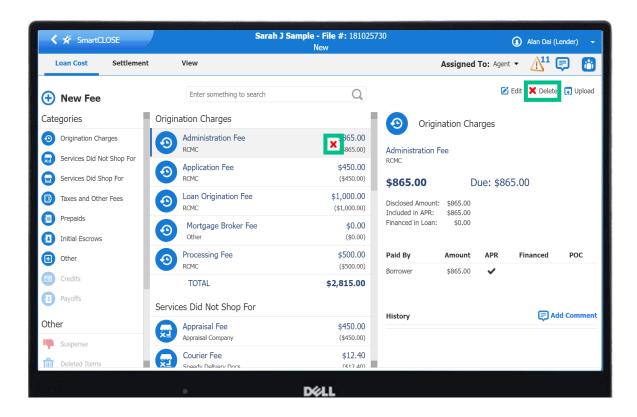


The Lender will then be presented with a thumbs up or down for their approval on that resubmitted loan cost.



Delete Filter

At any point throughout the collaboration, a Lender or Agent may delete a fee.

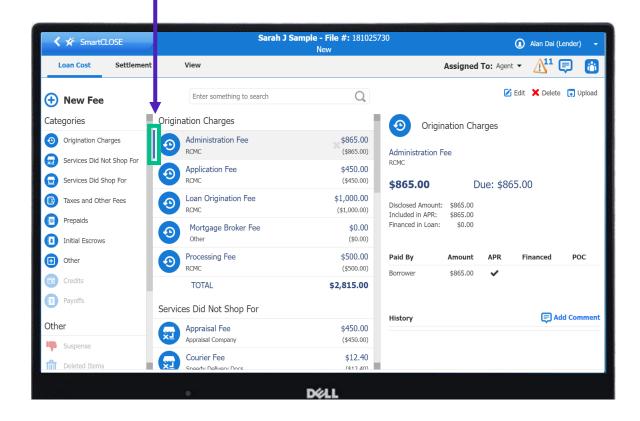


This can be done by clicking on the red x to the right of the fee in the middle panel or by clicking on the specific fee and clicking delete on the right panel.



Blue Bars

Blue bars will appear for a user when something has been modified by another collaborator.

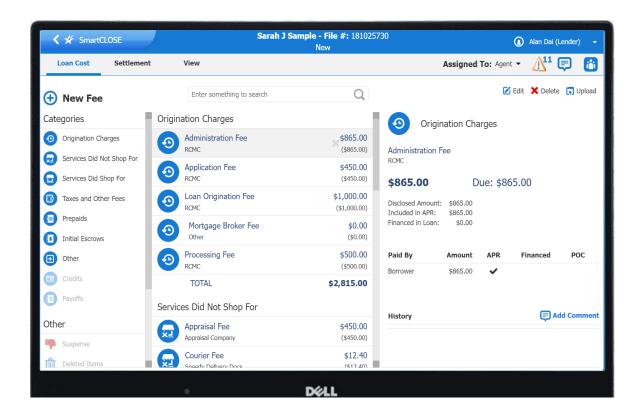


This is a visual indicator to alert the user that something has changed.



Blue Bars

Once the user clicks on that item to acknowledge they have reviewed the update, the blue bar will be cleared.

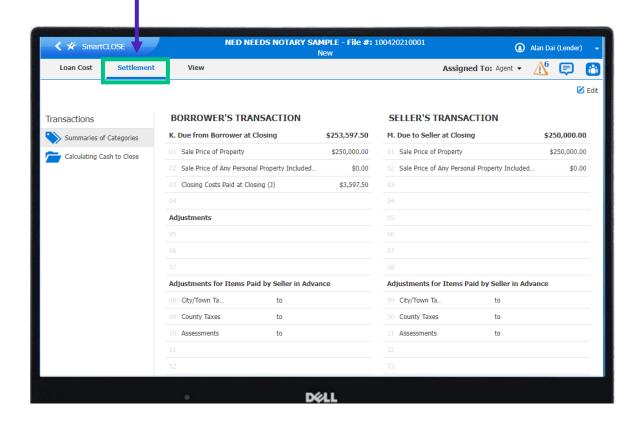


Note that a Lender or Agent must clear out all their blue bars before they are able to approve the worksheet. Once cleared, the file can be locked by the Lender and Agent.



Settlement Tab

The Settlement tab is where the settlement or title agent works much of their magic.

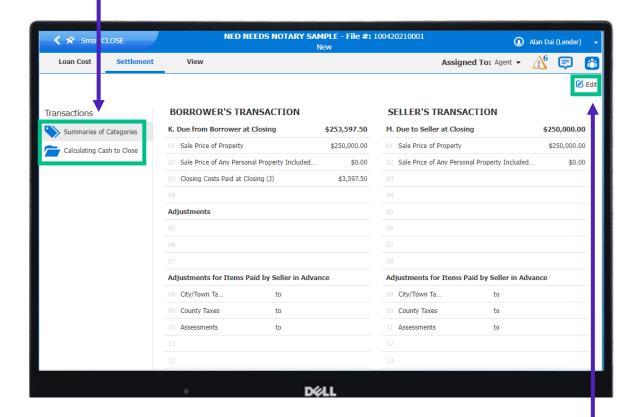


Credits, adjustments, and other transactional information can easily be updated for the borrower and seller with the result – an accurate cash to close analysis.



Settlement Tab

The settlement tab features two transaction options on the left column, including Summaries of Transactions and Calculating Cash to Close.

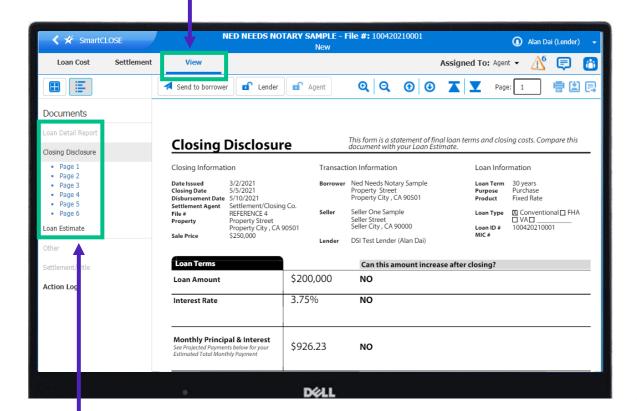


To make changes, simply click on the Edit button in the top right corner of the Summaries tab. The cash to close analysis is read-only.



View Tab

The View tab contains all applicable documents and disclosures.

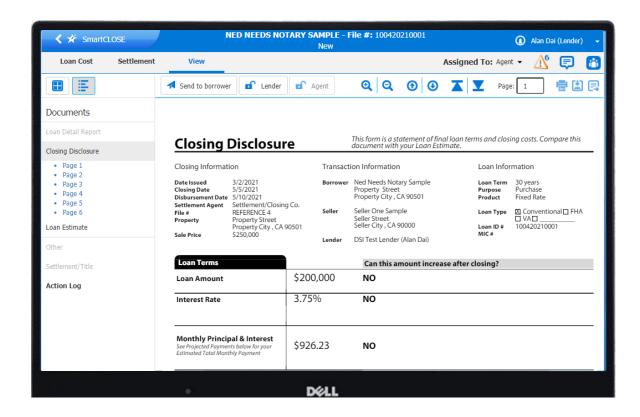


It also provides the Closing Disclosure, Loan Estimate, and Loan Detail Report that provides all pertinent loan data, data validation, and regulatory compliance testing results.



View Tab

This is where the Lender and the Agent can approve the collaboration and send documents to borrowers.



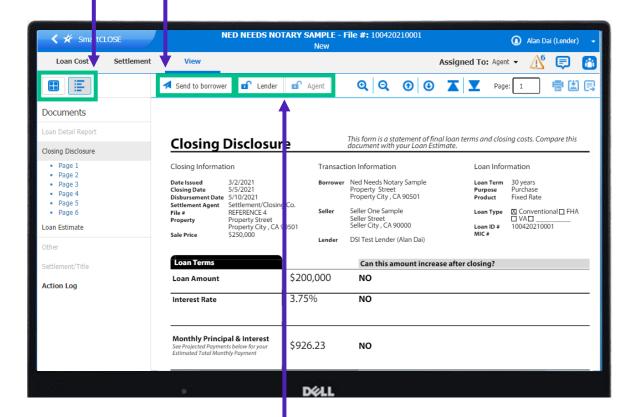
Lastly, users can print and download documents, export a MISMOv3.3 file of the collaboration, and view the Action Log.



View Tab - Icons

Display thumbnails or list details in the left column.

Sends selected document to borrower within eSign.

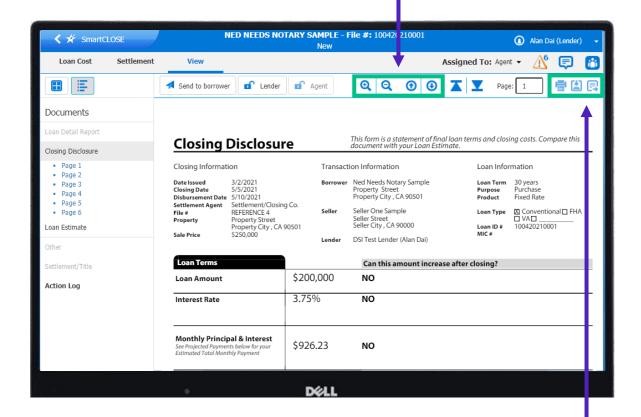


A lock signifies lender approved – while unlock is not yet approved.



View Tab - Icons

Navigation icons are here - zoom in, zoom out and page up and down.

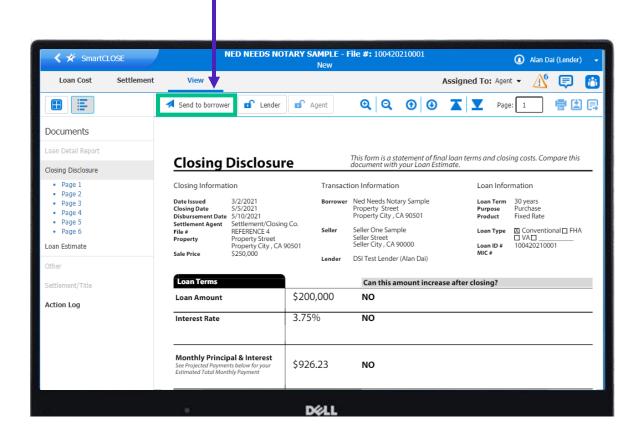


These icons allow you to print, download/save and export in that order.



View Tab - Sends To Borrower

Note that lenders can send the initial disclosures and Loan Estimate directly to the borrower from inside SmartCLOSE by clicking on the Send to Borrower icon.

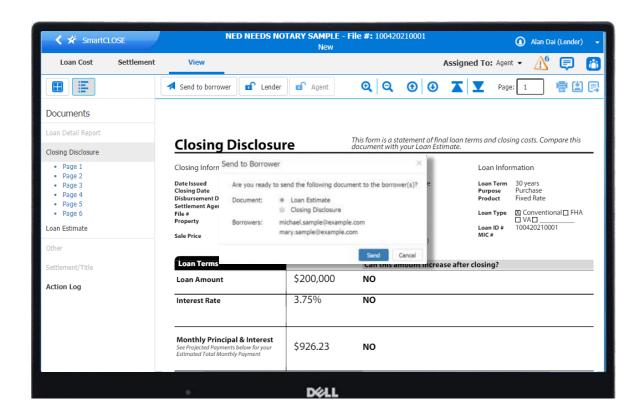


This can happen prior to approval of the worksheet.



View Tab - Sends To Borrower

Note that lenders can send the initial disclosures and Loan Estimate directly to the borrower from inside SmartCLOSE by clicking on the Send to Borrower icon.

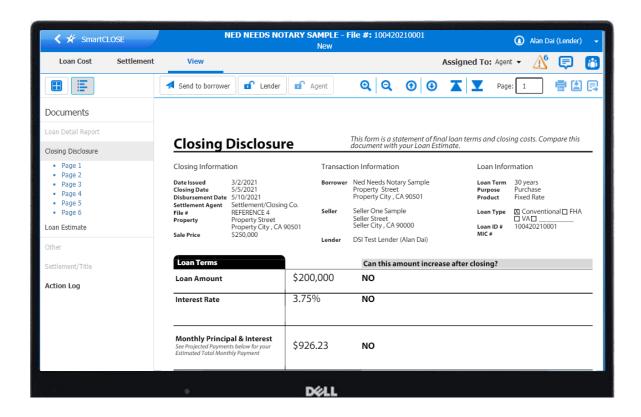


This can happen prior to approval of the worksheet.



View Tab - Sends To Borrower

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.

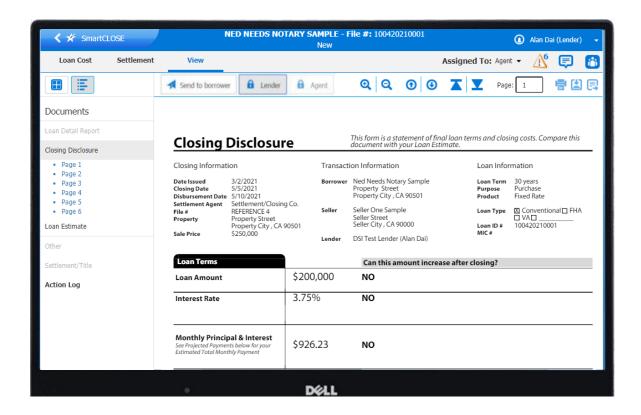


For the lender or agent to approve the collaboration they must have addressed all their respective action items and have no items with blue bars next to them. Any fatal audit results on the collaboration will prevent approval as well.



View Tab - Send To Borrower

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.

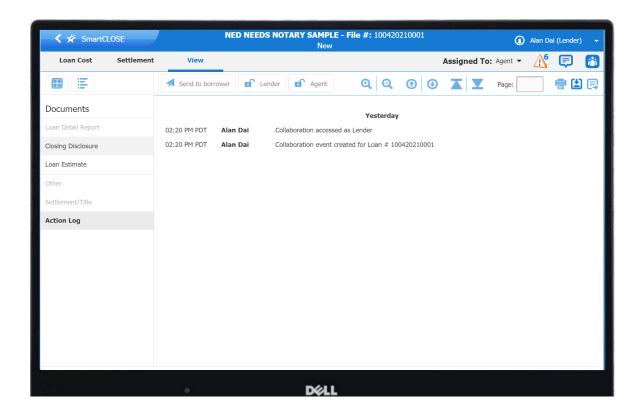


When the user clicks Send to Borrower, the Closing Disclosure and/or the entire Pre-Closing document package is instantly provided to the borrower via DocMagic's eSign system, featuring our proprietary ClickSign technology.



Action Log

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.

