



DOC·U·SERV

INSTRUCTIONS FOR Ordering Questionnaires

Step 1

To create a **New Account**, click on the **Sign Up** tab and fill in the information requested.

Select **LENDER** as the Account Type.

After creating your account, and establishing a user name and password, go to **Login** to access your account.

Step 2

To order documents, choose **Place Order** or **Order Here**

Locate the address and association by beginning to type the property address. A list of addresses will appear.

Select and click on the correct address and association.

Step 3

Place your order/select the questionnaire and/or documents you are requesting by checking the box next to the document(s) needed.

Standard Questionnaire includes the completed questionnaire as well as the Budget and Master Insurance Certificate.

Premier Questionnaire includes the completed questionnaire as well as all Association Documents.

Custom Standard Questionnaire includes the completed custom questionnaire as well as the Budget and Master Insurance Certificate.

Custom Premier Questionnaire includes the completed custom questionnaire as well as all Association Documents.

Please note that fees may vary depending upon the association.
Click **Continue** at the bottom of the page.

Step 4

Complete the Client Information (Your Customer/Borrower), and select a closing date.

Please note: *Selecting a closing date within the 10 day processing period will incur a Rush Fee.*

Click **Continue** at the bottom of the page.

Step 5

Delivery

Additional Service Options: Rush Orders (processed in three (3) working days) for an additional \$50 to \$100 fee depending upon the association and state. The system will advise during the order.

Attach Custom Questionnaire: if you are requesting a custom questionnaire, you must attach the custom questionnaire as a .pdf file.

Share your Order Option: Include email addresses for Real Estate Agents, Lenders, Seller, etc.

Click **Continue** at the bottom of the page.

Step 6

Defer Payment – select this option if a third party will be making the payment and enter the e-mail address of the party that will be paying. NOTE: An email confirmation will be sent to the third party responsible for payment from infodocuserv@hoamco.com with a subject line of 'HOAMCO Docuserv – Payment Required'. Customer should open the email, copy or write down the confirmation number, hit the click here to go to the Docuserv confirmation entry page. Enter their confirmation number and then submit. This will take them to the Billing Information Page. Complete all billing information then hit "Order Now".

Pay Now – enter the Billing and Credit Card Information

To place the order, click **Order Now**

You will receive an email alert stating "**Order has been placed**" and then "**Order Complete**" with instructions on how to retrieve your order, once completed.

If you have problems ordering, please contact HOAMCO's Escrow Department at (928) 776-4479 or (800) 447-3838, or e-mail us at infodocuserv@hoamco.com.