



DOC·U·SERV

INSTRUCTIONS FOR ORDERING Resale/Refinance Disclosures

Step 1

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

Select **ESCROW / TITLE COMPANY** 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.

Important Note: *If a property is part of both a master and sub-association, select the Sub-Association name. The site will produce two separate statements.*

Select and click on the correct address and association.

Step 3

Place your order/select the documents you are requesting by checking the box next to the document(s) needed. Please note that fees may vary depending upon the association.

State specific information:

Nevada – when Title Companies are ordering documents they will need to select Resale Documents in addition to Resale Statement

New Mexico – Resale Disclosure Bundle includes both the Resale Disclosure Certificate and the Demand Status Letter

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

Step 4

Complete the Seller/Buyer Fields and Transaction Information. Please note that a physical address is required. If this is vacant land, please use the lot or parcel number. If more than one property is being sold, include both addresses and/or lot numbers. Please complete all of the required fields for Transaction Information.

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

Step 5

Delivery and Payment

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.

Documents: **Attach** any documents pertaining to the sale

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

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

Step 6

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.