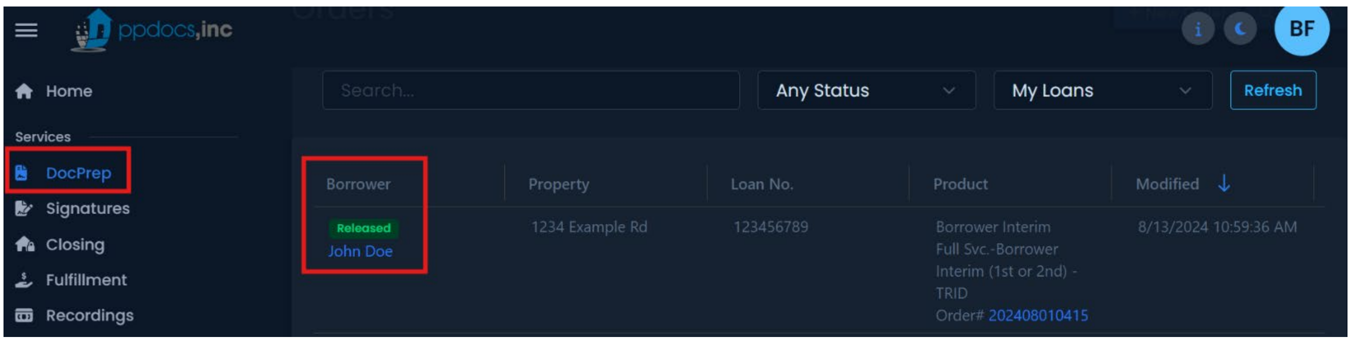
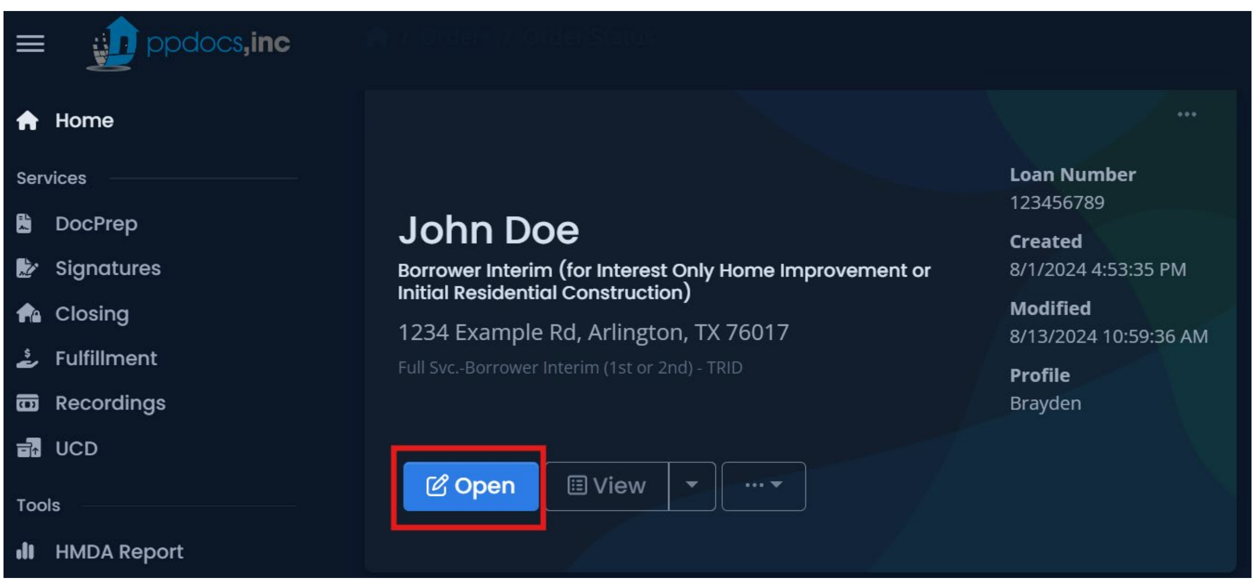
Retrieving your Closing Disclosure

1. Log into PPDocs and select your (submitted) order in your Doc Prep tab.

    - Note: Your file must be submitted in order to retrieve a live document.

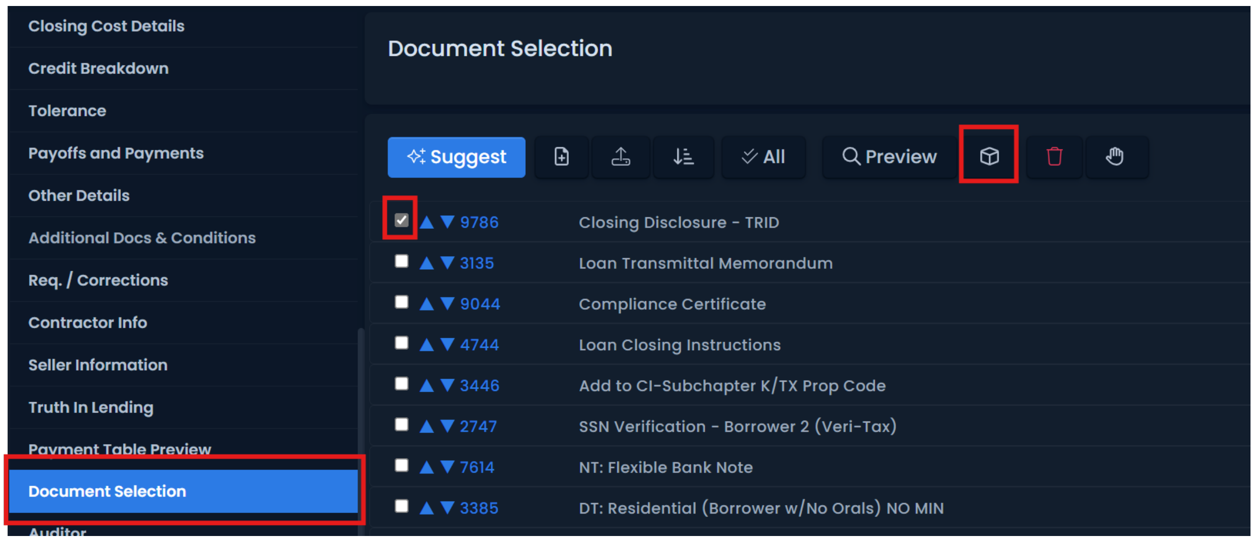


2. Once you have clicked on the borrower's blue name, click "Open."



3. Now that you are in the workflow, scroll down to Document Selection and toggle the box for the Closing Disclosure and click the package icon.

    - Note: You must correct the errors before packaging. This includes any unacknowledged audits or failed validations. **Please make sure the question for "Have you provided an initial CD to the consumer?" is marked as "No" on the Loan Information screen, if applicable.**



4. Once you've clicked the package button, the bottom of the screen will pull up any packages that have been generated. The three dots menu should be on the right hand side of each package where the user can download it, send it to someone internally, or click details to continue via DocuSign.

5. When you’ve completed your task, click “Save and Exit” in the top right corner of the screen.

Don’t hesitate to get with our team on any questions or concerns!

Here is a table to help you navigate your question appropriately:

Type of inquiries	Email Address
Document preparation and status updates on document orders	docprep@ppdocs.com
Questions for Legal Document Quality Control Review orders	review@ppdocs.com
Questions for fulfillment orders	fulfillment@ppdocs.com
Questions about rescission requirements, federal or state predatory lending test questions, guidance for particular scenarios, or other compliance related questions	compliance@ppdocs.com
Technical support, bug reporting	support@ppdocs.com
Legal specific questions	legal@ppdocs.com
Registering, signing up, pricing quotes	cr@ppdocs.com
Billing, invoicing, credit card payments	accounting@ppdocs.com