



SHIPPING

I get a lot of questions when it comes to returning documents. I am going to bullet point the basics of what you need to know.

- When you receive documents, you should also receive either a return shipping label to print with the package or an account number with the shipper (such as FEDEX or UPS) so you can create the label yourself and print it out charging the sender with the cost.
- You must never pay for the cost of returning documents UNLESS you make an error and must correct it and return documents at your own expense.
- If a label or information on how to obtain a label has not been provided to you, call the vendor asap and let them know you need the shipping label!
- It is always a good idea to write the name of the borrower on the label or on the return envelope so if you have more than one signing you will make sure you place the correct documents into the correct envelope.
- You should keep a supply of legal sized shipping envelopes on hand at all times. During the winter I suggest using the large plastic envelopes to protect the documents from the elements. Read instructions, some lenders have a preference as to what envelopes to use.
- Always double check your documents prior to placing in envelope, then use shipping or duct tape to tape the envelope closed to prevent it from opening and documents falling out.
- If your signing is completed in plenty of time for you to double, or triple check your documents and drop off at the shipping store then send the day of signing. However, if too late for same day shipping, don't worry just get it to the shipping store the next day.
- Do not use drop boxes unless you absolutely MUST! Go to the store and get a receipt. This will save you a nightmare one day, I promise you! If you must use a drop off box, take a photo of you dropping the package into the box and note the pickup time.
- It is always a good idea to keep the tracking number until package is received.

One last thing. Go on the internet and set up a free account with FEDEX and UPS. If you do this you will be able to get supplies delivered to you. You will need legal sized cardboard and plastic envelopes and plastic pouches to slip your labels into. They stick onto the envelopes. You can also have packages picked up at your home rather than delivering to the stores. **NEVER PUT YOUR NAME OR ACCT. # ON ENVELOPES.**