

Docs on Demand Client Guide

How lender clients order, track, and receive loan-document preparation from Robertson Anschutz Vettters, LLC.

Product	Docs on Demand document preparation and compliance system
Version	2026.10 · current service description
Last reviewed	October 7, 2026
Audience	Mortgage lender clients and their authorized staff
Support	dodsupport@ravdocs.com · 1-800-674-7855

This guide is the client-facing documentation for Docs on Demand, the system Robertson Anschutz Vettters, LLC (“RAV”) uses to prepare, review, and deliver mortgage closing documents. It covers what the service does, how a lender uses it, what to do when an order stalls, and who to contact. It is written for business users. It does not describe internal security tools or system configuration.

1. What the service does

Docs on Demand prepares and reviews loan closing documents for mortgage lenders. A client orders documents electronically, uploads supporting files, and tracks status in a web account. RAV prepares the package, runs compliance checks on the loan data, and delivers the Closing Disclosure and closing documents.

Primary compliance checks run on the loan data entered include the TILA-RESPA Integrated Disclosures (TRID) fee-variance test, the Ability-to-Repay / Qualified Mortgage points-and-fees test, the Section 32 high-cost test, the Section 35 higher-priced mortgage loan test, the Mortgage Disclosure Improvement Act APR test, and mortgage-insurance and escrow checks. These checks flag issues for review. They do not replace the lender’s own compliance program.

Related services on the same engagement can include funding support (funds request and pre-funding review) and post-closing work. Default legal services and regulatory-compliance retainers are separate engagements and are not ordered through this document flow.

2. Who can use it

The service is for contracted lender clients and the employees those clients authorize. Each client receives a web account for secure upload of supporting documents and real-time order status. Do not share account credentials. Do not send consumer nonpublic personal information through the public website contact form or ordinary email. Loan files move only through the contracted channel or the Docs on Demand account.

3. How to order documents

A standard closing-document order follows six steps.

1. Order. Submit the loan through the interface from the loan origination system, or as RAV has arranged for the client. Confirm the loan number, borrower names, property, loan terms, and fees match the file the lender intends to close.
2. Upload. Sign in to the Docs on Demand web account and upload the supporting documents the order requires, such as the title commitment, appraisal or valuation, insurance, and any state-specific items requested on the order. Use the account upload. Do not email the loan file.
3. Preparation and review. RAV prepares the closing package and reviews it against the data and the compliance checks listed above. Status is visible on the order in the web account.
4. Draft Closing Disclosure. RAV delivers a draft Closing Disclosure for lender approval. The lender reviews fees, credits, and cash to close, and approves or returns corrections through the order, not by a side channel.
5. Three-day Closing Disclosure. After approval, RAV delivers the Closing Disclosure on the timeline the lender instructs, so the lender can meet the three-business-day waiting period. Delivery may be by e-sign.

6. Closing package. RAV delivers the loan closing documents to the settlement agent. Documents may also be delivered by email as a link to the PDF package. The lender confirms the settlement agent received the package before closing.

4. What the lender is responsible for

The lender owns the loan data, the fee quote, and the decision to close. Before approving a Closing Disclosure, confirm borrower identity, loan terms, fees, and the settlement agent. Tell RAV promptly if the closing date, loan amount, rate, or fees change. A change after the Closing Disclosure is delivered may require a redisclosure and a new waiting period.

Portal users should sign in only for their own work, leave sessions when finished, and use the multi-factor authentication the account requires. The account shows login security status and the last login time.

5. Troubleshooting

Order not visible. Confirm the order was submitted from the loan origination system and that the loan number matches. If it still does not appear within one business hour, contact support with the loan number and the time of submission. Do not submit a second order until support confirms the first one failed.

Upload rejected or missing. Check the file type and size, and confirm the file is attached to the correct loan number. Re-upload through the web account. If the same file fails twice, contact support and describe the error text. Do not switch to email.

Compliance flag on the draft. Read the flag on the order. Common causes are a fee that fails the TRID variance or points-and-fees test, an APR timing issue, or missing mortgage-insurance or escrow data. Correct the source data and tell the assigned reviewer. Do not approve a Closing Disclosure that still shows an unresolved flag.

Closing date moved. Update the order and notify support the same day. Ask whether the Closing Disclosure must be redisclosed before the new closing.

Settlement agent did not receive documents. Confirm the agent name and delivery address on the order, then contact support with the loan number. RAV will reissue the package link. Do not forward a borrower package from a personal mailbox.

Cannot sign in. Use the account reset on the sign-in page. If reset mail does not arrive within 15 minutes, contact support from a business email on the client's authorized list. Support will not reset an account from a free webmail address or from an unverified caller.

6. Support

Docs on Demand support: dodsupport@ravdocs.com, or 1-800-674-7855 (Houston main line 713-980-9500). Business hours follow the Houston office, 8:00 a.m. to 6:00 p.m. Central, Monday through Friday, excluding firm holidays.

Include the lender name, loan number, borrower last name, a one-line description of the issue, and any error text. Do not attach a full loan file to the first email. Support will open the secure channel if documents are needed.

New-client setup, a demo, or a question about scope of service: <https://www.ravdocs.com/contact>, or the same phone numbers.

Privacy or security concern about the service: dodsupport@ravdocs.com. The public privacy notice is at <https://www.ravdocs.com/privacy-policy>.

7. Document control

This guide is version 2026.10, reviewed October 7, 2026. It matches the service described on ravdocs.com/services as of that date. RAV reviews it at least annually, and sooner if the order flow or the compliance checks change. The current copy is the client documentation for Docs on Demand.

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