



Order and Delivery eServices

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Introduction

eServices streamlines EDI delivery of reports to lenders and national appraisal firms. An eServices subscription is required to use eServices and Web Services. Please contact ACI Technical Support at 1-800-274-8727 for subscription information.

eServices Inbox

The eServices Inbox is an order management tool. Retrieve, preview, acknowledge, and deliver orders from the Inbox using login credentials provided by the Lender/Client.

Order Phase

Orders in the Inbox are grouped by *Order Phase*. *Order Phase* varies by Lender/Client.

Order Phase		
Accepted	Expired	Other
Accepted By Provider	Inspection Completed	Past Due
Accepted With Conditions	Inspection Scheduled	Redo
Appraiser Cancelled	Last Send Failed	Rejected
Closed	Lender Cancelled	Review Complete
Declined By Provider	New	Sending
Declined By User	Off Hold	Sent Pending Review
Delivered	On Hold	

Download Orders

1. Click **eServices > Inbox**.
2. Select the **Lender/Client** under *Synchronize Orders*.
3. Orders download to the Inbox.

NOTE: An ! (Exclamation point) to the left of an order indicates a request for accelerated services.

Order Tasks

1. Select an order. Lender/Client-specific *Order Tasks* are displayed in the left pane.
2. Select a task under *Order Tasks*, or right-click an order and select a task from the menu.

NOTE: Order Tasks are Lender/Client-specific.
Available Order Tasks vary by Lender/Client.

Acknowledge

Accepts or declines the order.

Preview

Opens the order in a preview window for viewing prior to accepting the order.

Delete

Deletes the order from the Inbox.

Create Report

Creates a report from the selected order.

Update Status

Updates the order status. Select a status from the drop-down list and enter comments.
Click **OK** to send the status update to the Lender/Client.

Other Tasks

Use the features in *Other Tasks* to refresh the Inbox, customize Inbox views, and select eServices options.

Refresh

Click **Refresh** to update the window display.

Field Chooser

Use the *Field Chooser* to customize the column headings in the Inbox.

3. Click **Field Chooser**.
4. Select a column heading and while holding down the left mouse button, drag and drop the column heading to the desired position on the heading bar.
5. To reposition a column, drag and drop the column heading into the new position on the heading bar.
6. Click **Hide Field Chooser** to close the *Field Chooser* selection box.

Additional Heading Options

Right-click the heading bar to select additional heading options.

Columns

Select a column to add or remove the column from the Inbox. A check mark indicates that a column is included in the Inbox.

Arrange By

Arrange the Inbox records by the selected column heading.

Sort Ascending

Sort the Inbox records in ascending order from oldest to newest.

Sort Descending

Sort the Inbox records in descending order from newest to oldest.

Group By This Field

Group the Inbox records by the selected column heading.

Show Group By Box

Display the *Group By* column(s) above the heading bar.

Remove this Column

Remove the selected column from the Inbox. To re-add the column, click **Field Chooser** and drag and drop the column heading to the desired position on the heading bar.

Alignment

Align the data in the selected column. Select **Align Left**, **Align Right**, or **Center**.

Align Left

Text is left-justified in the column.

Align Right

Text is right-justified in the column.

Align Center

Text is centered in the column.

Best Fit

Sizes the columns to fit the width of the column data.

Status Bar Options

Right-click the status bar and select a view option.

Collapse All Groups

Roll up the Inbox records to the group level. Only the group name is displayed.

Expand All Groups

Display the individual group records.

Options

Click **Options** to open *eServices Options*.

eServices Options

1. Click **Options**.
2. Select eServices preferences and click **OK**.

eServices Menu

Arrange eServices by

Action arranges eServices by the action to be performed.

Provider arranges eServices alphabetically by provider.

Sender Information

Company Name

Enter your company name.

Sender's Email Address

Enter the address used when corresponding with providers.

eServices Inbox

Inbox Path

The default Inbox path is

C:\Documents and Settings\All Users\Application Data\ACI\eServices\Inbox.

NOTE: The Inbox path changes when sharing the Inbox over a network.

Update Track Database

Selecting this option updates Track with the new report file when accepting orders. If this option is deselected, the Track database is not updated when a new order is accepted.

This option is enabled by default.

Hide Address for Accepted Orders

Deselecting this option displays the property address of accepted orders in the eServices Inbox. Selecting this option removes the property address from the eServices Inbox. This option is disabled by default.

Use short format date/time

Deselecting this option displays the full date and time: Mon May21\2007 11:30 AM.

Selecting this option abbreviates the date and time: 05/21/2007 11:30 AM. This option is disabled by default.

eServices Updates

Update System URL

The default URL is <http://hotupdates.aciweb.com/HotSPOTUpdateService.asmx>. This is the web URL to the eServices update system.

Promotional Code

If ACI provided a *Promotional Code*, enter it here.

Diagnostic Options

Diagnostic Options are used to troubleshoot communication issues with providers. If diagnostics are required, ACI will provide instructions for their use.

Retrieval / Delivery

Retrieval/Delivery options are Lender/Client specific communication options.

1. Click **eServices > Options**.
2. Click **Retrieval/Delivery**.
3. Select the **Lender/Client**.
4. Select preferences and click **OK**.

ACI365 Inbox

ACI365 is an online office management system available from ACI. The eServices Inbox communicates with the website to download orders and upload report files. Several of these tasks may also be completed using the eServices menu in Report. See *ACI365 eService* for additional information.

Download Orders

1. Click **eServices > Inbox**.
2. Select **ACI365** under *Synchronize Orders*.
3. Report prompts for login credentials the first time the ACI365 Inbox is accessed. Enter the login information and click **OK**, or click **Cancel** to abandon.

User Name

The account login name on the ACI365 site.

Password

The password used to access the account on the ACI365 site.

Save Password

Select this option to store the password for future use. The User Name and Password can be reset. See *ACI365 eService Options* for additional information.

4. Orders download to the Inbox. Configure the types of orders retrieved using *ACI365 eService Options*.

TIP: New order details display in bold font.

Preview Orders

1. Click **eServices > Inbox**.
2. Select an order. Click **Preview** under *ACI365 Order Tasks*, or double-click the order in the Inbox, or right-click the order and select **Preview**.
3. Select a task from *Other Tasks* (optional).

Zoom In

Increases the size of the order on screen.

Zoom Out

Decreases the size of the order on screen.

Fit to Window

Defaults the page view to the width of the window.

Print

Prints a copy of the order to the default printer. Click **OK** in the *Print Components* window.

Options

Opens the *eService Options* window. See *ACI365 eService Options* for additional information.

4. Select a task from *ACI365 Order Tasks* (optional). Order tasks vary by order status, e.g., Acknowledge Order, Create Report.
5. Click the **X** in the upper-right corner of the window to close the preview and return to the eServices Inbox.

Acknowledge Orders

1. Click **eServices > Inbox**.
2. Select an order. Click **Acknowledge Order** under *ACI365 Order Tasks*.
3. Report prompts for login credentials the first time the ACI365 Inbox is accessed. Enter the login information and click **OK**, or click **Cancel** to abandon.

User Name

The account login name on the ACI365 site.

Password

The password used to access the account on the ACI365 site.

Save Password

Select this option to store the password for future use. The User Name and Password can be reset. See *ACI365 eService Options* for additional information.

4. Select an *Order Disposition* and click **OK**.

I Accept This Order

By selecting this option, you agree to complete the requested order. The Order Status changes to *Accepted* in the Inbox and on the ACI365 site.

I Decline This Order

By selecting this option, you decline the requested order. Provide an explanation in the *Comments* section. The Order Status changes to *Declined* in the Inbox and on the ACI365 site.

Comments

Enter comments regarding the requested order. Comments are required when declining an order.

5. Confirm or edit the order details on the *eServices Order Creation* window and click **OK**.

Track File Number

The file number as it appears in Track and Report. By default, the Track File Number is the file number entered in ACI365.

Report Filename

Displays the default report path and file name.

Open Report File

Select to create the appraisal file in Report immediately. When selected, the New Report Wizard launches.

Create Reports

1. Click **eServices > Inbox**.
2. Select an acknowledged order. Click **Create Report** under *ACI365 Order Tasks*, or right-click the order and select **Create Report**.
3. Confirm or edit the order details on the *eServices Order Creation* window and click **OK**.

Track File Number

The file number as it appears in Track and Report. By default, the Track File Number is the file number entered in ACI365.

Report Filename

Displays the default report path and file name.

Open Report File

Select to create the appraisal file in Report immediately. When selected, the New Report Wizard launches.

Delete Orders

1. Click **eServices > Inbox**.
2. Select an order. Click **Delete** under *ACI365 Order Tasks*, or right-click the order and select **Delete**.
3. Click **Yes** to confirm deletion, or click **No** to abandon.

NOTE: Deleting an order from the eServices Inbox only removes it from the Inbox. The order remains on the ACI365 site.

ACI365 eService

ACI365 is an online office management system offered by ACI. The ACI365 eService communicates with the website to download orders and upload report files. These tasks may also be completed using the eServices Inbox. See *ACI365 Inbox* for additional information.

Retrieve Orders

Download orders to the eServices Inbox.

1. Click **eServices > Retrieve Orders > ACI365**.
2. Report prompts for login credentials the first time the ACI365 eService is accessed. Enter the login information and click **OK**, or click **Cancel** to abandon.

User Name

The account login name on the ACI365 site.

Password

The password used to access the account on the ACI365 site.

Save Password

Select this option to store the password for future use. The User Name and Password can be reset. See *ACI365 eService Options* for additional information.

3. Report retrieves orders from ACI365. Open the eServices Inbox to acknowledge new orders. See *ACI365 Inbox* for additional information.

Send Report

1. Open a completed report and click **eServices > Send Report > ACI365**.
2. Report prompts for login credentials the first time the ACI365 eService is accessed. Enter the login information and click **OK**, or click **Cancel** to abandon.

User Name

The account login name on the ACI365 site.

Password

The password used to access the account on the ACI365 site.

Save Password

Select this option to store the password for future use. The User Name and Password can be reset. See *ACI365 eService Options* for additional information.

3. The *PAR Logic Review* runs. If the report fails Review, click **View** and enter the requested corrections. After making corrections, run ReviewMaster until a *Pass* rating is received. Click **Continue**.

TIP: Analyze the report using the *PAR Logic Review* prior to sending the report. Click **Help > Contents** in Report and see *Running ReviewMaster* for additional information.

4. Select the forms to submit on the *Print Components* window and click **OK**.

TIP: Click **Help > Contents** in Report and see *Printing to PDF* for additional information.

5. The file uploads to ACI365. Click **OK** when the upload is completed.

NOTE: Transmission time varies based on internet connection speed and file size.

ACI365 eService Options

1. Click **eServices > Options**.
2. Select **Retrieval/Delivery > ACI365**.
3. Select preferences and click **OK**.

Upload URL

The default Upload URL is <http://www.aci365.com/dataservice/aci365data.asmx>.

User Name

The account login name on the ACI365 site.

Password

The password used to access the account on the ACI365 site.

Order's status after a successful send

Updates the order status after successfully uploading to ACI365. Select a status from the drop-down list.

Accept Tracking System Updates

When enabled, Report automatically sends ACI365 new orders, status updates, and sent files from supported eServices.

Retrieve new orders

When retrieving orders from ACI365, include orders marked *New*.

Retrieve scheduled orders

When retrieving orders from ACI365, include orders with future Inspection Dates.

Retrieve past due orders

When retrieving orders from ACI365, include orders with past Due Dates.

Retrieve cancelled orders

When retrieving orders from ACI365, include orders marked *Cancelled*.

Retrieve orders that are on hold

When retrieving orders from ACI365, include orders marked *On Hold*.

Retrieve in progress orders

When retrieving orders from ACI365, include orders with past Inspection Dates and future Due Dates.

Retrieve accepted orders

When retrieving orders from ACI365, include orders marked *Accepted*.

Retrieve declined orders

When retrieving orders from ACI365, include declined orders.

Retrieve delivered orders

When retrieving orders from ACI365, include orders delivered through ACI365.

Retrieve waiting for response orders

When retrieving orders from ACI365, include orders marked *Waiting for Response*.

ACS eService

eServices expedites EDI delivery of appraisal files to ACS.

Acknowledge Orders

1. Open the e-mail from ACS and save the attached order to the Reports folder.
2. Open the Report program. Click **File > Open**, select the order, and click **Open**.
3. Review the order and click **eServices > Acknowledge > ACS**.
4. Verify the *Appraiser's Name*, *Appraiser Number*, and *Order Number*. Select an acknowledgement option, and click **OK**.

I accept this order and due date

By selecting this option, you agree to complete the appraisal by the *Estimated completion date*.

I decline this order

By selecting this option, you decline the order. Provide an explanation in the *Comments* section.

I decline this order with the following conditions

By selecting this option, you decline the order unless specific conditions are adjusted. Provide an explanation in the *Comments* section.

5. If the order is accepted, enter the filename at the prompt and click **OK**. Order acknowledgement is sent to ACS.
6. Click **OK** on the confirmation window and close the order.

Send Report

1. Open a completed report. Click **eServices > Send Report > ACS**.
2. Verify the *Loan Number*, *Tracking Number*, *Appraiser's Name*, *Appraiser Number*, *Appraised Value*, and click **OK**.

NOTE: The *Appraised Value* is populated from appraisal report data. If corrections to the *Appraised Value* are necessary, click **Cancel**, enter corrections in the report, and repeat Step 1.

3. The *RMCERT Review* runs. If the report fails Review, click **View** and enter the requested corrections. After making corrections, run ReviewMaster until a *Pass* rating is received. Click **Continue**.
4. Verify the *Loan Number*, *Tracking Number*, *Appraiser's Name*, and *Appraiser Number*, and click **OK**.
5. The file uploads. Click **OK** when the upload is completed.

NOTE: Transmission time varies based on internet connection speed and report file size. ACS limits total file size to 4 MB.

Send Status

1. Open a report. Click **eServices > Send Status > ACS**.
2. Enter the status update information and click **OK**.
3. The status is sent to ACS. Click **OK**.

ACS eService Options

1. Click **eServices > Options**.
2. Select **Retrieval/Delivery > ACS**.
3. Select preferences and click **OK**.

Main URL

The default web service URL is

<https://frameworklisteners.evaluateit.com/VendorAciWeb/StatusReceiver.asmx>.

File Submit URL

The default URL for file submission is

<https://frameworklisteners.evaluateit.com/VendorAciWeb/WorkReceiver.aspx>.

AppraisalPort

AppraisalPort® is a web-based portal for receiving and submitting appraisal work orders.


Retrieving Orders

1. Notification of new orders are sent via e-mail or fax.
2. Click **File > Retrieve Web Services > Appraisal Port Orders** to connect to the AppraisalPort website, www.appraisalport.com.
3. Log in to your AppraisalPort account.
4. Download the new appraisal order (.APO) file and save the file to the ACI Reports folder.
5. Open the .APO file in ACI and create a new report.

Sending Reports

Configure connection information prior to sending reports through AppraisalPort.

Setup

1. Open a completed report. Click **File > Send Web Services > AIRD/AppraisalPort**, or click the **Send AIRD/AppraisalPort** icon () on the toolbar.
2. The file translates to AI Ready format and the report opens in the *FNC Envelope Uploader*. Click **OK** in the Information box to continue.
3. Click **Connections** on the toolbar, enter connection information, and click **OK**.

URL

The AppraisalPort address is https://www.appraisalport.com/xport/oadi/receive_env.aspx.

ID


The user login name for AppraisalPort.com.

Password

The password associated with the ID.

NOTE: *ID* and *Password* are assigned by AppraisalPort. Please contact AppraisalPort if assistance is required.

Upload Reports

1. Open a completed report. Click **File > Send Web Services > AIRD/AppraisalPort**, or click the **Send AIRD/AppraisalPort** icon () on the toolbar.
2. The file translates to AI Ready format and the report opens in the *FNC Envelope Uploader*. Click **OK** in the Information box to continue.

TIP: The informational message is a reminder to review the report for accuracy prior to submission. Click **No need to display this message again** to suppress this message in the future.

TIP: Click **Forms** on the toolbar to select a form in the file. Use the *Page* menu to view the pages included in the form.

3. Click **Send > Upload to AppraisalPort**.

NOTE: If prompted, click **OK** to enter setup information. See *Setup* for additional information.

4. Select the order from the *job list*, and click **OK** to send the report.

NOTE: If the order is not in the job list, it may have previously been submitted. Please contact AppraisalPort for assistance.

5. When the upload is completed, click the **X** on the title bar to exit the *FNC Envelope Uploader*.

NOTE: Transmission time varies based on internet connection speed and report file size.

6. Select the file retention option and click **OK**.

Remove the files that were created

Selecting this option deletes the associated files created by the AI Ready translation process. The report file is not deleted.

Leave the files for future reference

Selecting this option saves the files created by the translation process.

TIP: Click **Do not ask me this question again** to suppress this message in the future. The selected option is used for all subsequent submissions.

AppraisalPort Options

1. Click **Options > Environment** and select **Web/eServices**.
2. Select options and click **OK**.

AIRD/AppraisalPort

Include Signatures in Report

Select this option to include signatures on reports uploaded through AIRD/AppraisalPort.

CoreLogic Appraisal Services eService

eServices expedites EDI delivery of appraisal files to CoreLogic Appraisal Services.

Acknowledge Orders

1. Open the e-mail from CoreLogic and save the attached order to the Reports folder.
2. Open the Report program. Click **File > Open**, select the order, and click **Open**.
3. Review the order and click **eServices > Acknowledge > CoreLogic Appraisal Services**.
4. Verify the *Appraiser's Name*, *Appraiser Number*, and *Order Number*. Select an acknowledgement option, and click **OK**.

I accept this order and due date

By selecting this option, you agree to complete the appraisal by the *Estimated completion date*.

I decline this order

By selecting this option, you decline the order. Provide an explanation in the *Comments* section.

I decline this order with the following conditions

By selecting this option, you decline the order unless specific conditions are adjusted. Provide an explanation in the *Comments* section.

5. If the order is accepted, enter the filename at the prompt and click **OK**. Order acknowledgement is sent to CoreLogic.
6. Click **OK** on the confirmation window and close the order.

Send Report

1. Open a completed report. Click **eServices > Send Report > CoreLogic Appraisal Services**.
2. Verify the *Loan Number*, *Tracking Number*, *Appraiser's Name*, *Appraiser Number*, and click **OK**.
3. The *RMCERT Review* runs. If the report fails Review, click **View** and enter the requested corrections. After making corrections, run ReviewMaster until a *Pass* rating is received. Click **Continue**.
4. Verify the *Loan Number*, *Tracking Number*, *Appraiser's Name*, and *Appraiser Number*, and click **OK**.
5. The file uploads. Click **OK** when the upload is completed.

NOTE: Transmission time varies based on internet connection speed and report file size. CoreLogic limits total file size to 4MB.

Send Status

1. Open a report. Click **eServices > Send Status > CoreLogic Appraisal Services**.
2. Enter the status update information and click **OK**.
3. The status is sent to CoreLogic. Click **OK**.

CoreLogic Appraisal Services eService Options

1. Click **eServices > Options**.
2. Select **Retrieval/Delivery > CoreLogic Appraisal Services**.
3. Select preferences and click **OK**.

Main URL

The default web service URL is

<https://frameworklisteners.evalueit.com/VendorAciWeb/StatusReceiver.asmx>.

File Submit URL

The default URL for file submission is

<https://frameworklisteners.evalueit.com/VendorAciWeb/WorkReceiver.aspx>.

GAC/Fiserv eService

eServices expedites EDI delivery of appraisal files to GAC/Fiserv.

Send Report

1. Open a completed report. Click **eServices > Send Report > GAC/Fiserv**.
2. The *Fiserv PAR Logic Review* runs. If the report fails Review, click **View** and enter the requested corrections. After making corrections, run ReviewMaster until a *Pass* rating is received. Click **Continue**.

NOTE: If errors cannot be resolved, click **Override** to request an override code from GAC/Fiserv. MAPI-compliant e-mail required.

3. Enter the GAC/Fiserv *User Name* and *Password* and click **OK**.

TIP: For assistance with GAC/Fiserv User Names and Passwords, please visit www.fiservlendingsolutions.com.

4. Verify the Fiserv Order Number displayed on the *Confirm Order Number* window. Enter corrections if necessary, and click **OK**.

NOTE: The format of Fiserv Order Numbers is ## – #####.

5. Select the forms to submit on the *Print Components* window and click **OK**.
6. The file uploads. Click **OK** when the upload is completed

NOTE: Transmission time varies based on internet connection speed and report file size.

GAC/Fiserv eService Options

1. Click **eServices > Options**.
2. Select **Retrieval/Delivery > GAC/Fiserv**.
3. Select preferences and click **OK**.

User Name

The account login name on the GAC/Fiserv site.

Password

The password used to access the account on the GAC/Fiserv site.

GAC/Fiserv Site URL

The default web service site is

<https://orders.fiservls.com/GatorsAPI/callpost/3.2/Order.submitAttachment>.

Training Mode

When selected, the GAC/Fiserv eService is a training session. When deselected, the GAC/Fiserv eService is live.

Training Mode URL

The default training site is

<http://ecom-test.gac.com/GatorsAPI/callpost/3.2/Order.submitAttachment>.

PCV Murcor eService

PCV/MURCOR provides pre-funding and post funding residential appraisal reviews nationwide. eServices expedites EDI delivery of appraisal files to PCV Murcor.

Send Report

1. Open a completed report. Click **eServices > Send Report > PCV Murcor**.
2. Enter the PCV Murcor *User Name* and *Password* and click **OK**.

TIP: For assistance with PCV Murcor User Names and Passwords, please visit www.pcvmurcor.com.

3. Enter the PCV Murcor *Order Number* and click **OK**.

NOTE: The format of PCV Murcor Order Numbers is #####.

4. The *PCV MURCOR PAR Logic Review* runs. If the report fails Review, click **View** and enter the requested corrections. After making corrections, run ReviewMaster until a *Pass* rating is received. Click **Continue**.

NOTE: If errors cannot be resolved, click **Override** to request an override code from PCV Murcor. MAPI-compliant e-mail required.

5. Select the forms to submit on the *Print Components* window and click **OK**.
6. The file uploads. Click **OK** when the upload is completed.

NOTE: Transmission time varies based on internet connection speed and report size.

Automatically Request an Override

If a report fails the *PCV MURCOR PAR Logic Review* with errors that cannot be resolved, automatically request an override code from PCV Murcor. Automatic override requests require MAPI-compliant e-mail like Microsoft Outlook or Eudora.

1. If a report fails Review and the errors cannot be resolved, click **Override** to request an override code from PCV Murcor.
2. Click the **Click here to request an override** link.
3. A confirmation message is returned: *Your Override Request has been sent successfully*. Click **OK**.

Manually Request an Override

If a report fails the *PCV MURCOR PAR Logic Review* with errors that cannot be resolved, and a non-MAPI-complaint e-mail program is used, manually request an override code from PCV Murcor.

NOTE: Non-MAPI-compliant e-mail programs include AOL, Yahoo, Hotmail and Outlook Express.

1. If *PCV MURCOR PAR Logic Review* errors cannot be resolved, close the report file.
2. Create a new e-mail message addressed to getcode@pcvmurcor.com.
3. Enter the PCV Murcor *Order Number* in the subject line of the e-mail.
4. Attach the appraisal report to the e-mail in .ACI (ACI), .MCX (MCS) or .PDS (Lighthouse) format.

NOTE: .PDF (Adobe Acrobat) files are not accepted.

5. Send the e-mail.

Entering an Override Code

1. If a report fails Review with errors that cannot be resolved, and PCV Murcor provides an override code, resend the file and click **Override**.
2. Enter the code provided by PCV Murcor in the *Override code* field and click **OK**.
3. Select the forms to submit on the *Print Components* window and click **OK**.
4. The file uploads. Click **OK** when the upload is completed.

NOTE: Transmission time varies based on internet connection speed and report size.

PCV Murcor eService Options

1. Click **eServices > Options**.
2. Select **Retrieval/Delivery > PCV Murcor**.
3. Select preferences and click **OK**.

User Name

The account login name on the PCV Murcor site.

Password

The password used to access the account on the PCV Murcor site.

PCV Murcor Site URL

The default web service site is

<https://secure.pcvmurcor.com/webservices/vmsupdater/vmsupdater.asmx>.

Quantrix eService

eServices expedites EDI delivery of appraisal files to Quantrix.

Acknowledge Order

1. Open the e-mail from Quantrix and save the attached order to the Reports folder.
2. Open the Report program. Click **File > Open**, select the order, and click **Open**.
3. Review the order and click **eServices > Acknowledge > Quantrix**.
4. Verify the *Appraiser's Name*, *Appraiser Number*, and *Order Number*. Select an acknowledgement option, and click **OK**.

I accept this order and due date

By selecting this option, you agree to complete the appraisal by the *Estimated completion date*.

I decline this order

By selecting this option, you decline the order. Provide an explanation in the *Comments* section.

I decline this order with the following conditions

By selecting this option, you decline the order unless specific conditions are adjusted. Provide an explanation in the *Comments* section.

5. If the order is accepted, enter the filename at the prompt and click **OK**. Order acknowledgement is sent to Quantrix.
6. Click **OK** on the confirmation window and close the order.

Send Status Updates

1. Open a report. Click **eServices > Send Status > Quantrix**.
2. Enter the status update information and click **OK**.
3. The status is sent to Quantrix. Click **OK**.

Send Report

1. Open a completed report. Click **eServices > Send Report > Quantrix**.
2. The *Quantrix Par Logic Review* runs. If the report fails Review, click **View** and enter the requested corrections. After making corrections, run ReviewMaster until a *Pass* rating is received. Click **Continue**.
3. Verify the *Loan Number*, *Tracking Number*, *Appraiser's Name*, *Appraiser Number*, and *Appraised Value*. Enter corrections, if necessary, and click **OK**.

NOTE: The *Appraised Value* is populated from appraisal report data. If corrections to the *Appraised Value* are necessary, click **Cancel**, enter corrections in the report and repeat Step 1.

4. The file uploads. Click **OK** when the upload is completed.

NOTE: Transmission time varies based on internet connection speed and report file size. Quantrix limits total file size to 4MB.

Automatically Request an Override

If a report fails the *Quantrix PAR Logic Review* with errors that cannot be resolved, automatically request an override code from Quantrix. Automatic override requests require MAPI-compliant e-mail like Microsoft Outlook or Eudora.

1. If a report fails Review and the errors cannot be resolved, click **Override** to request an override code from Quantrix.
2. Click the **Click here to request an override** link.
3. A confirmation message is returned: *Your Override Request has been sent successfully*. Click **OK**.

Manually Request an Override

If a report fails the *Quantrix PAR Logic Review* with errors that cannot be resolved, and a non-MAPI-complaint e-mail program is used, manually request an override code from Quantrix.

NOTE: Non-MAPI-compliant e-mail programs include AOL, Yahoo, Hotmail and Outlook Express.

1. If *Quantrix Logic Review* errors cannot be resolved, close the report file.
2. Create a new e-mail message addressed to override@qunatrixllc.com.
3. Enter “*ACI override request for order #####*” in the subject line of the e-mail.
4. Attach the appraisal report to the e-mail in .ACI (ACI), .MCX (MCS) or .PDS (Lighthouse) format.

NOTE: .PDF (Adobe Acrobat) files are not accepted.

5. Send the e-mail.

Entering an Override Code

1. If a report fails Review with errors that cannot be resolved, and Quantrix provides an override code, resend the file and click **Override**.
2. Enter the code provided by Quantrix in the *Override code* field and click **OK**.
3. Select the forms to submit on the *Print Components* window and click **OK**.
4. The file uploads. Click **OK** when the upload is completed.

NOTE: Transmission time varies based on internet connection speed and report size. Quantrix limits total file size to 4MB.

Quantrix eService Options

1. Click **eServices > Options**.
2. Select **Retrieval/Delivery > Quantrix**.
3. Select preferences and click **OK**.

Main URL

The default web service site is

<https://services.quantrixvaluation.com/ACIHTTPPost/StatusReceiver.asmx>.

File submit URL

The default file submission site is

<https://services.quantrixvaluation.com/ACIHTTPPost/WorkReceiver.aspx>.

ReaLink eService

eServices expedites EDI delivery of appraisal files to ReaLink.

Retrieve Orders

1. Click **eServices > Retrieve Orders > ReaLink**.
2. Enter the ReaLink *User Name* and *Password* and click **OK**.

TIP: For assistance with ReaLink User Names and Passwords, please visit www.realink.com.

3. Orders download to the Inbox.
4. To view the orders, click **eServices > Inbox** and select **ReaLink** under *Synchronize Orders*.

Send Report

1. Open a completed report. Click **eServices > Send Report > ReaLink**.
2. Enter the ReaLink *User Name* and *Password* and click **OK**.

TIP: For assistance with ReaLink User Names and Passwords, please visit www.realink.com.

3. The *ReaLink Review* runs. If the report fails Review, click **View** and enter the requested corrections. After making corrections, run ReviewMaster until a *Pass* rating is received. Click **Continue**.
4. If prompted, enter the *Order Number* associated with the report and click **OK**.

NOTE: The format of ReaLink Order Numbers is
- #.

5. Select the forms to submit on the *Print Components* window and click **OK**.
6. The file uploads. Click **OK** when the upload is completed

NOTE: Transmission time varies based on internet connection speed and report file size.

ReaLink eService Options

1. Click **eServices > Options**.
2. Select **Retrieval/Delivery > ReaLink**.
3. Select preferences and click **OK**.

URL to send reports to the ReaLink web service site

The default web service site is

<https://test-partners.realink.com/appraisal/incomingReports>.

ReaLink internet address to get orders

The default web address for order retrieval is

<https://test-partners.realink.com/appraisal/fetchorders>.

Company ID

The account login name on the ReaLink site.

Password

The password used to access the account on the ReaLink site.

Accept Tracking System Updates

When selected, new orders, status updates, and sent files are automatically sent to ReaLink from supported eServices.

Update Tracking System

When selected, updates the Tracking System(s) when accepting files, updates the provider with the status, and sends finished products.

Rels eService

Rels provides credit, appraiser, title and settlement products and services for the lending industry. eServices expedites EDI delivery of appraisal files to Rels. A Rels Trainer provides instruction on using this eService prior to going live.

Acknowledge Orders

1. Open the e-mail from Rels and save the attached order to the Reports folder.
2. Open the Report program. Click **File > Open**, select the order, and click **Open**.
3. Review the order and click **eServices > Acknowledge > Rels Valuation**.
4. Verify the *Appraiser's Name*, *Appraiser Number*, and *Order Number*. Select an acknowledgement option, and click **OK**.

I accept this order and due date

By selecting this option, you agree to complete the appraisal by the *Estimated completion date*.

I decline this order

By selecting this option, you decline the order. Provide an explanation in the *Comments* section.

I decline this order with the following conditions

By selecting this option, you decline the order unless specific conditions are adjusted. Provide an explanation in the *Comments* section.

5. If the order is accepted, enter the filename at the prompt and click **OK**. Order acknowledgement is sent to Rels Valuation.
6. Click **OK** on the confirmation window and close the order.

Send Report

1. Open a completed report. Click **eServices > Send Report > Rels Valuation**.
2. Verify the *Loan Number*, *Tracking Number*, *Appraiser's Name*, *Appraiser Number*, and *Appraised Value*. Select a response, **Yes** or **No**, to the question: "Was any attempt made by the lender to place undue influence on the appraiser?" Click **OK**.

NOTE: If the response to the undue influence question is *Yes*, please provide an explanation in the *Please explain* section.

NOTE: The *Appraised Value* is populated from appraisal report data. If corrections to the *Appraised Value* are necessary, click **Cancel**, enter corrections in the report, and repeat Step 1.

3. The *RM CERT Review* runs. If the report fails Review, click **View** and enter the requested corrections. After making corrections, run ReviewMaster until a *Pass* rating is received. Click **Continue**.
4. Verify the *Loan Number*, *Tracking Number*, *Appraiser's Name*, and *Appraiser Number*. Select a response, **Yes** or **No**, to the question: "Was any attempt made by the lender to place undue influence on the appraiser?" Click **OK**.
5. The file uploads. Click **OK** when the upload is completed.

NOTE: Transmission time varies based on internet connection speed and report file size. Rels limits total file size to 4 MB.

Send Status

1. Open a report. Click **eServices > Send Status > Rels Valuation**.
2. Enter the status update information and click **OK**.
3. The status is sent to Rels Valuation. Click **OK**.

Rels eService Options

1. Click **eServices > Options**.
2. Select **Retrieval/Delivery > Rels Valuation**.
3. Select preferences and click **OK**.

Main URL

The default web service URL is

<https://frameworklisteners.evaluateit.com/VendorAciWeb/StatusReceiver.asmx>.

File Submit URL

The default URL for file submission is

<https://frameworklisteners.evaluateit.com/VendorAciWeb/WorkReceiver.aspx>.

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