eServices

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

7. Click **Options**.
8. 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 May\21\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.

Retrieve Online Reports

Downloads the online report for the selected order.

1. Click **eServices > Inbox**.
2. Select an order. Click **Retrieve Online Reports** under *ACI365 Order Tasks*, or double-click the order in the Inbox, or right-click the order and select **Retrieve Online Reports**.
3. Select the file replacement option.

   Copy and Replace
   Replaces the original ACI report file with the file downloaded from ACI365.

   Don't copy
   Leaves the original ACI report file in the destination folder. The ACI365 file is not downloaded.

   Copy, but keep both files
   Downloads a copy of the ACI365 and adds a (1) to the file name. The original ACI report file is not updated.

> **TIP:** Select **Open this report file** to automatically open the report when copying or replacing the file.

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 to 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.

Find Associated Report File

1. Click **eServices > Inbox**.
2. Select an order. Click **Find Associated Report File** under *ACI365 Order Tasks*, or right-click the order and select **Find Associated Report File**.

   > **NOTE:** *Find Associated Report File* is only an available task when ACI cannot locate the report file previously associated with the order.

3. Select the report file that corresponds to the selected order and click **Open**. The order is now associated to a report file in ACI.

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. Several of 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 and when the password is not saved. Enter the login information and click **OK**, or click **Cancel** to abandon.

   Employee Type
   The employee role as designated in ACI365.

   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

Upload completed reports to ACI365.

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 and when the password is not saved. Enter the login information and click **OK**, or click **Cancel** to abandon.

   Employee Type
   The employee role as designated in ACI365.

   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.

Make Report Available Online

Uploads ACI report files to ACI365. Report files can be worked on online and then downloaded to ACI Report for completion.

1. Click **eServices > Make Report Available Online > ACI365**.
2. Report prompts for login credentials the first time the ACI365 eService is accessed and when the password is not saved. Enter the login information and click **OK**, or click **Cancel** to abandon.

Employee Type
The employee role as designated in ACI365.

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. If the report is associated to an order in ACI365, select the order from the list and click **OK**. If the report is not associated to an order in ACI365, click **Create a new order using this report's order information**, and click **OK**.

> **TIP:** Click **Update** to download orders from ACI365 to the eServices Inbox. Orders are downloaded based on the preferences selected under eServices Options. See *ACI365 eService Options* for additional information.

4. Click **OK** on the eServices status window.

Retrieve Online Reports

Downloads online reports to ACI.

1. Click **eServices > Retrieve Online Reports > ACI365**.
2. If the desired report is not listed, click **Update**. If the report is listed, omit step 3.
3. Report prompts for login credentials the first time the ACI365 eService is accessed and when the password is not saved. Enter the login information and click **OK**, or click **Cancel** to abandon.

Employee Type

The employee role as designated in ACI365.

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.

> **NOTE:** Orders download from ACI365 to the eServices Inbox. Only orders available for download to Report are shown. Orders are downloaded based on the preferences selected under eServices Options. See *ACI365 eService Options* for additional information.

4. Select a report and click **OK**.

> **NOTE:** If prompted for ACI365 login credentials, enter the login information and click **OK**.

5. Select the file replacement option.

Copy and Replace
Replaces the original ACI report file with the file downloaded from ACI365.

Don't copy
Leaves the original ACI report file in the destination folder. The ACI365 file is not downloaded.

Copy, but keep both files
Downloads a copy of the ACI365 and adds a (1) to the file name. The original ACI report file is not updated.

> **TIP:** Select **Open this report file** to automatically open the report when copying or replacing the file.

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.

Run Rules Before Sending
Requires that a report file pass the PARLogic® rules before sending through eServices.

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*.

Retrieve Incomplete Orders

When retrieving orders from ACI365, include incomplete orders, including orders with ACI reports attached. Incomplete orders are created when orders are added to the site using the ACI Report eServices functions *Create Order from Report* or *Make Report Available Online*. Both functions add an incomplete order to the ACI365 system allowing the user to complete the order and track it, in the case of *Create Order from Report,* and allowing the system to track online reports in the case of *Make Report Available Online*.

ACS eService

eServices expedites EDI delivery of appraisal files to ACS.

Acknowledge Orders

4. Open the e-mail from ACS and save the attached order to the Reports folder.
5. Open the Report program. Click **File > Open**, select the order, and click **Open**.
6. Review the order and click **eServices** > **Acknowledge** > **ACS**.
7. 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.

8. If the order is accepted, enter the filename at the prompt and click **OK**. Order acknowledgement is sent to ACS.
9. 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.evalueit.com/VendorAciWeb/StatusReceiver.asmx.

File Submit URL
The default URL for file submission is
https://frameworklisteners.evalueit.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 ApprisalPort 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.

Market Conditions eService

The ACI Market Conditions Analysis converts sales and listing data, exported from MLS in an ACI-supported .CSV (Comma Separated Values) format, to a Market Conditions worksheet which can be imported into the 1004MC-Market Conditions Addendum form in ACI. A subscription is required to use the ACI Market Conditions Analysis. Please contact ACI Sales at 800-234-8727 for additional information.

Importing Data into the Market Conditions Addendum

1. Click **eServices > Import Analysis Data > Market Conditions**.
2. If prompted, enter the *Web Product Permission Password* and click **OK**.

   NOTE: ACI remembers the password for future use.

3. Click the drop-down arrow in the *Effective Date* field and select a date on the calendar. The Effective Date is used to calculate the *Prior 7–12 Months*, *Prior 4–6 Months* and *Current – 3 Months* time frames.
4. If the subject property is part of a condominium project, enter the *Subject Project Name*.
5. Click **Load CSV** and click **Browse** to select the *.CSV file*.

   NOTE: The .CSV (Comma Separated Values) file must contain ACI-supported values.

6. Select the *MLS Provider Map* from the drop-down list and click **OK**.

   ACI
   Select this option if the MLS file is in an ACI-supported .CSV format.

   MLS Map Manager
   Select this option to manually map the columns in the .CSV file to the corresponding fields in the 1004MC-Market Conditions Addendum form in ACI. See *Creating an MLS Map* for additional information.

7. To exclude a property from the import, place a check in the *Exclude* box to the left of the property address and click **Refresh**.

   TIP: To re-add an excluded property to the data import, click the **Excluded** tab, uncheck the *Exclude* box to the left of the property, and click **Refresh**.

TIP: To add a new property to the list, click **Add Property**. See *Adding a Property to the Data Import* for additional information

8. Select the *Analysis* tab and click **Import Data into ACI**. The analysis results import into the 1004MC-Market Conditions Addendum form in the report.

NOTE: All calculations and categorization of data should be verified prior to inclusion in appraisal reports.

Adding a Property to the Data Import

1. Click **Add Property** on the ACI Market Conditions window.
2. Enter the property details and click **OK**.

NOTE: The property is added to the properties displayed under the *Listings* tab. If a *Sales Date* is entered under *Property Details*, the property is also displayed under the *Sales* tab. Calculations on the *Analysis* tab are also updated.

Creating an MLS Map

Use the MLS Map Manager to map columns in an MLS file to the corresponding columns in the 1004MC-Market Conditions Addendum form in ACI. Saved MLS Maps can be used for future file imports.

1. Click **eServices > Import Analysis Data > Market Conditions**.
2. Click **Load CSV**.
3. Select **MLS Map Manager** from the *MLS Provider Map* drop-down list and click **OK**.
4. Click **New** to create a new MLS data map.
5. Click **Browse**, select the .CSV file, and click **Open**.
6. Enter a *Map Name*.
7. Select a column heading under *MLS Columns* and click the **Add Column** icon ( ) to map the MLS column to the corresponding ACI column. Click the **Remove Column** icon ( ) to return the column to the *MLS Columns* list.

NOTE: An * indicates a required column or field.

> **NOTE**: If the .CSV file only contains data for condominiums, select **All properties are Condominiums**.

8. Click **Save** to create the MLS Map.

Editing an MLS Map

1. Click **eServices > Import Analysis Data > Market Conditions**.
2. Click **Load CSV**.
3. Select **MLS Map Manager** from the *MLS Provider Map* drop-down list and click **OK**.
4. Select an *MLS Provider Map* and click **Edit**.
5. Edit the MLS Map and click **Save** to accept the changes.

Deleting an MLS Map

1. Click **eServices > Import Analysis Data > Market Conditions**.
2. Click **Load CSV**.
3. Select **MLS Map Manager** from the *MLS Provider Map* drop-down list and click **OK**.
4. Select an *MLS Provider Map* and click **Delete**.
5. Click **Yes** to confirm deletion of the MLS Map.

Market Conditions eService Options

1. Click **eServices > Options**.
2. Click **Data Import** and select *ACI Market Conditions*.
3. Select options and click **OK**.

   When importing Market Data Analysis

   Overwrite existing report data
   Replaces report data with imported data.

   Leave existing data alone
   Retains data already in the report and inserts imported data into any blank fields.

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 *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*. 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.evalueit.com/VendorAciWeb/StatusReceiver.asmx.

   File Submit URL
   The default URL for file submission is https://frameworklisteners.evalueit.com/VendorAciWeb/WorkReceiver.aspx.

Southwest Financial Services

Southwest Financial Services e Service functions are available from the eServices menu in ACI Report, or via the eServices Inbox. Users can retrieve orders, send status updates, send reports, and open the Inbox from the eServices menu. Users can download and preview orders, acknowledge orders, create reports, and send status updates within the Inbox.

Retrieve Orders - Inbox

1. Click **eServices > Inbox**.
2. Select **Southwest Financial Services (SFS)** under *Synchronize Orders*.
3. If prompted, enter the Southwest Financial Services *User Name* and *Password*.

> **NOTE**: If password assistance is required, please email contractordevelopment@sfsltd.com.

4. Orders download to the Inbox.

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

Preview Order - Inbox

1. Select an order in the Inbox.
2. Click **Preview** under Order Tasks, or right-click the order and select **Preview**, or double-click the order to open the *Order Preview* window.
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.

4. Select a task from *SFS Order Tasks*

   Acknowledge Order
   Accept or decline the order.

   Create Report
   Create a report from the selected order.

   Update Status
   Update the order status. Select a status from the drop-down list and enter comments. Click **OK** to send the status update.

5. Click the **X** in the upper-right corner of the window to close the preview and return to the eServices Inbox.

Acknowledge Order - Inbox

1. Select an order in the Inbox.
2. Click **Acknowledge Order** under Order Tasks, or right-click the order and select **Acknowledge Order**.
3. If prompted, enter the *User ID*, *User Name* and *Password* for the Southwest Financial Services account, and click **OK**.
4. Verify the *Client Order Number*, *Product Type*, and *Property Address*. Select an acknowledgement option, and click **OK**. Order acknowledgement is sent to Southwest Financial Services.

   I accept this order
   By selecting this option, you agree to complete the appraisal as requested by Southwest Financial Services.

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

5. Click **OK** on the *eServices Order Creation* window.

> **NOTE**: The *Track File Number* is automatically populated with the SFS order number and may be edited. If ACI Track's auto-numbering system is enabled, the *Track File Number* is populated with the next sequential file number.

> **TIP**: Select **Open Report File** to begin the appraisal. The report can be opened in a future ACI session by clicking **File > Open** on the Report menu.

6. The acknowledgement is confirmed. Click **OK**. If the order is accepted, the Order Status changes to *In Progress*. If the order is declined, the order is removed from the Inbox.

Retrieve Orders

1. Click **eServices > Retrieve Orders > Southwest Financial Services (SFS).**
2. If prompted, enter the *User ID*, *User Name* and *Password* for the Southwest Financial Services account, and click **OK**.
3. Orders download to the Inbox.

Send Report

1. Open a completed report. Click **eServices > Send Report > Southwest Financial Services (SFS)**.
2. If prompted, enter the *User ID*, *User Name* and *Password* for the Southwest Financial Services account, and click **OK**.
3. The *PAR Logic ReviewMaster* 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**: Errors must be corrected in order for the report to receive a *Pass* rating. Warnings are informational messages that do not need to be corrected in order for the report to pass Review.

> **TIP**: Double-click an error or warning to jump to the referenced field.

4. Select the *Print Components* and click **OK** to generate the PDF file.

   Select all
   Includes all forms.

   Deselect all
   Excludes all forms. Manually select the forms to print.

   Invert
   Automatically deselects the previously selected forms and selects the previously unselected forms.

   > **TIP**: For forms with multiple sections (for example, the 1004 Single Family 2005), click **Details** and select the sections to print.

5. If prompted, select the order associated with the report and click **OK**.

   > **NOTE**: If the report does not match any of the listed orders, enter a valid *Transaction ID* and click **OK**.

6. If the file uploads successfully, the *Appraisal Status* is updated. Click **OK**.

   > **NOTE**: Appraisal Status is updated if the *Order's status after a successful send* option is selected in the Retrieval / Delivery eServices Options. The default Order Status is *Completed*. The order is removed from the Inbox after a successful report delivery.

7. Click **OK** on the *Send Transaction* confirmation window.

   > **NOTE**: Transmission time varies based on Internet connection speed and report file size.

Send Status Updates

1. Click **eServices > Inbox.**
2. Select an order and click **Update Status** under *Order Tasks*, or right-click an order and select **Update Status**.
3. If prompted, enter the *User ID*, *User Name* and *Password* for the Southwest Financial Services account, and click **OK**.
4. Select the *Appraisal Status*, enter *Comments*, and click **OK**.

Appraisal Status Options	
Assigned	Unassigned
Cancelled	Deleted
Completed	Left Message
Inspected	No Answer
On Hold	Being Typed
Scheduled	Refer to Comments
In Review	Reviewed
In Progress	Received by Appraiser

5. The status is sent to Southwest Financial Services. Click **OK**.

Southwest Financial Services eService Options

1. Click **eServices Options > Retrieval/Delivery**.
2. Select **Southwest Financial Services (SFS)**.
3. Select preferences and click **OK**.

Southwest Financial Services

Upload URL
The Southwest Financial Services upload address.

User Name
The Southwest Financial Services account user name.

Password
The password associated with the Southwest Financial Services account.

User Type
Select the user type: *SFS*, *Appraiser*, or *Client*.

Clients can view uploaded report files
When this option is selected, clients can view the uploaded report files on-line.

Order's status after a successful send
Changes the *Order Status* to the selected type after the order is successfully sent. Select an order status from the drop-down list. The default Order Status is *Completed*. The order is removed from the Inbox after a successful report delivery.

Tracking Options

When enabled, the tracking system is updated when accepting files, updating status with provider, and sending finished products.

1. Click **eServices > Options > Tracking Updates**.
2. Select the *Tracking System Provider* from the drop-down list.
3. Select *Southwest Financial Services (SFS),* and click **OK**.

STARS

The STARS eService is available in ACI, MCS, and Lighthouse. An eServices subscription is required to use eServices. Please contact ACI at 1-800-234-8727 for subscription information.

Users can retrieve orders, preview orders, acknowledge orders, send status updates, send reports, cancel orders, and send addendums.

Retrieve Orders

1. Click **eServices > Inbox**.
2. Select **STARS** under *Synchronize Orders*.
3. If prompted, enter the *Web Product Permission Password*. (This is the company password.) Click **OK**.

   > **NOTE**: eServices remembers the password for future use.

4. If prompted, enter the *STARS User Name* and *Password*.

   > **NOTE:** For assistance with STARS User Names and Passwords, please visit www.elending.fiservlendingsolutions.com or call 800-436-0425.

5. Orders download to the Inbox. Unacknowledged orders are in bold-face type.

Preview Order

1. Click **eServices > Inbox**.
2. Select an order in the Inbox.
3. Click **Preview** under Order Tasks, or right-click the order and select **Preview**, or double-click the order to open the *Order Preview* window.

   > **NOTE:** Printing a copy of the order is recommended.

4. Two components are available for preview: the *Stars Order* and the *Order*. Click each component to preview information specific to the order. The Stars Order includes information that the standard Order form does not.

5. 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.

6. Select **Acknowledge Order** under *STARS Order Tasks* to accept or decline the order. See *Acknowledge Order* for additional information.
7. Click the **X** in the upper-right corner of the window to close the preview and return to the eServices Inbox.

Acknowledge Order

1. Click **eServices > Inbox**.
2. Select an order in the Inbox.
3. Click **Acknowledge Order** under Order Tasks, or right-click the order and select **Acknowledge Order**.
4. Verify the *Client Order Number*, *Product Type*, and *Property Address*. Select an acknowledgement option, and click **OK**. Order acknowledgement is sent to STARS.

   I Accept this Order with Listed Due Date and Fee
   By selecting this option, you agree to complete the appraisal for the stated fee by the specified due 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 the due date and/or fee are adjusted. Enter the proposed fee or due date and appropriate comments.

5. Click **OK** on the *eServices Order Creation* window.

> **NOTE**: The *Track File Number* is automatically populated with the STARS order number and may be edited.

> **TIP**: Select **Open Report File** to begin the appraisal. The report can be opened in a future ACI session by clicking **File > Open** on the Report menu.

6. The acknowledgement is confirmed. Click **OK**. If the order is accepted, the Order Status changes to *Accepted*. If the order is declined, the order is removed from the Inbox.

Cancel Order

If the lender cancels an order, an email notification is sent to the appraiser. An appraiser may also cancel an order after it has been accepted.

1. Click **eServices > Inbox**.
2. Select an order in the Inbox.
3. Click **Cancel Order** under Order Tasks, or right-click the order and select **Cancel Order**.
4. Enter the reason for cancellation under *Comments* (required) and click **OK**. The Order Status is changed to *Cancelled by Appraiser*.

Send Status Updates

1. Click **eServices > Inbox**.
2. Select an order and click **Update Status** under *Order Tasks*, or right-click an order and select **Update Status**.
3. If prompted, enter the *User Name* and *Password* for the STARS account, and click **OK**.
4. Select the *Order Status*, enter *Comments*, and click **OK**.
5. The status is sent to STARS. Click **OK**.

Send Report

1. Open a completed report.
2. Click **eServices > Send Report > STARS**.
3. If prompted, enter the *User Name* and *Password* for the STARS account, and click **OK**.
4. If prompted, select the order associated with the report and click **OK**.

> **NOTE**: If the report does not match any of the listed orders, enter a valid *Transaction ID* and click **OK**.

> **NOTE:** The STARS *Transaction ID* must be included under *Special Instructions* on the Order Form.

5. The *STARS-Review ReviewMaster Rules* run. 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**: Errors must be corrected in order for the report to receive a *Pass* rating. Warnings are informational messages that do not need to be corrected in order for the report to pass Review.

> **TIP**: Double-click an error or warning to jump to the referenced field.

6. Select the *Print Components* and click **OK** to generate the PDF file.

   Select all
   Includes all forms.

   Deselect all
   Excludes all forms. Manually select the forms to print.

   Invert
   Automatically deselects the previously selected forms and selects the previously unselected forms.

   > **TIP**: For forms with multiple sections (for example, the 1004 Single Family 2005), click **Details** and select the sections to print.

7. The report is uploaded and delivered. Click **OK** on the *Send Transaction* confirmation window.

   > **NOTE**: Transmission time varies based on Internet connection speed and report file size.

Automatically Request an Override

If a report fails the *STARS-Review* with errors that cannot be resolved, automatically request an override code from STARS. 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 STARS.
2. Click the **Request Override** button.
3. A confirmation message is returned: *Your Override Request has been sent successfully*. Click **OK**.

Manually Request an Override

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

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

1. If *STARS-Review* errors cannot be resolved, close the report file.
2. Create a new e-mail message addressed to automatedappraisaloverride@mortgagefamily.com.
3. Enter the 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. STARS will respond with instructions.

Entering an Override Code

If a report fails Review with errors that cannot be resolved and STARS provides an override code, resend the file and click **Override**.

1. Enter the code provided by STARS in the *Override Code* field and click **OK**.
2. Select the forms to submit on the *Print Components* window and click **OK**.
3. The file uploads. Click **OK** when the upload is completed.

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

Send Addendum

If STARS requests a change to a delivered report, use the Send Addendum function to resend the report.

1. Click **eServices >Send Addendum > STARS**.
2. If prompted, select the order associated with the report and click **OK**.

> **NOTE**: If the report does not match any of the listed orders, enter a valid *Transaction ID* and click **OK**.

3. The *STARS-Review ReviewMaster Rules* run. 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**: Errors must be corrected in order for the report to receive a *Pass* rating. Warnings are informational messages that do not need to be corrected in order for the report to pass Review.

> **TIP**: Double-click an error or warning to jump to the referenced field.

4. Select the *Print Components* and click **OK** to generate the PDF file.

Select all
Includes all forms.

Deselect all
Excludes all forms. Manually select the forms to print.

Invert
Automatically deselects the previously selected forms and selects the previously unselected forms.

> **TIP**: For forms with multiple sections (for example, the 1004 Single Family 2005), click **Details** and select the sections to print.

5. The report is uploaded and delivered. Click **OK** on the *Send Transaction* confirmation window.

> **NOTE**: Transmission time varies based on Internet connection speed and report file size.

STARS eService Options

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

User Name
The account login name on the STARS site.

Password
The password used to access the account on the STARS site.

Validate Document before Uploading
This option is for internal program use only and is not a user selection.

Schema File Name for Validation
This option is for internal program use only and is not a user selection.

Send using the eServices Agent
Sends the completed report or addendum in the background using the eServices Agent.

Training Mode
When selected, STARS eService is a training session. When deselected, the STARS eService is live.

Upload URL
The default delivery site is https://b2b.elending.fiservlendingsolutions.com/invoke/els/receive.

Training Mode URL
The default training site is https://b2b-mst.els.fiserv.com/invoke/els/receive.

Training Mode

Initially, the STARS eService is in training mode. The first time a user attempts to connect to the STARS eService, they will be prompted to turn off training mode.

1. Click **eServices > Options**.
2. Select **Retrieval/Delivery > STARS**.
3. Uncheck *Training Mode* and click **OK**.

Deleting Orders from the Inbox

When a report is uploaded to STARS, it is validated against the corresponding order in the Inbox. When there is a match, the order is automatically removed from the Inbox when the report is uploaded.

Orders may be manually deleted from the Inbox when an order has expired. In this case, manual deletion is the only way to remove the order from the Inbox. Date fields are displayed in red for expired or overdue orders.

CAUTION: Do not delete active orders from the Inbox.

Sharing an Inbox on a Network

The eServices Inbox can be shared over a network in offices with multiple users. Please contact ACI Technical Solutions at 800-274-8727 for assistance.

Valocity eService

Upload completed reports to Valocity using eServices.

Send Report

1. Open a completed report. Click **eServices > Send Report > Valocity**.
2. If prompted, enter the *User ID* and *Password* for the Valocity account, and click **OK**.
3. Enter the Valocity *Order Number* and click **OK**.
4. The *PAR Logic ReviewMaster* 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**: Errors must be corrected in order for the report to receive a *Pass* rating. Warnings are informational messages that do not need to be corrected in order for the report to pass Review.
>
> **NOTE**: If ReviewMaster requirements cannot be met, click **Override**. See *Override Request* for additional information.

> **TIP**: Double-click an error or warning to jump to the referenced field.

5. Select the *Print Components* and click **OK** to generate the PDF file.

Select all
Includes all forms.

Deselect all
Excludes all forms. Manually select the forms to print.

Invert
Automatically deselects the previously selected forms and selects the previously unselected forms.

> **NOTE**: The *Order* and the *Invoice* are not included in the uploaded file.

> **TIP**: For forms with multiple sections (for example, the 1004 Single Family 2005), click **Details** and select the sections to print.

6. Click **OK** on the *Send Report Transaction* confirmation window.

> **NOTE**: Transmission time varies based on Internet connection speed and report file size.

Override Request

1. If ReviewMaster requirements cannot be met, click **Override**.
2. Enter the reason for the override request in *Override Comments* and click **OK**. The override is automatically generated.

> **NOTE**: Override Comments are required.

3. Select the *Print Components* and click **OK** to generate the PDF file.
4. Click **OK** on the *Send Report Transaction* confirmation window.

Valocity eService Options

1. Click **eServices > Options**.
2. Click **Retrieval/Delivery** and select **Valocity**.
3. Enter or edit information and click **OK**.

Upload URL
The Valocity upload address.

User Name
The Valocity account user name.

Password
The password associated with the Valocity account.

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