BATCH ORDERING DOCUMENTS AND EPORTS

Rev. 201705

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Overview

This document covers the Batch Ordering Service for TitleFlex. This service provides the ability to upload a portfolio into TitleFlex and have TitleFlex find and return documents, such as the last transfer, mortgage, release, assignments, etc. or return a report, such as the TotalView, Transaction History or other report. Additionally, off-line services, such as property appraisals (1004, 2055), Flood, PACE, and Owner & Encumbrance reports can be ordered. The requested reports or documents are returned in the TitleFlex Order Portal in a zip file for easy download. Additional information on the reports and exports is at the end of the document.
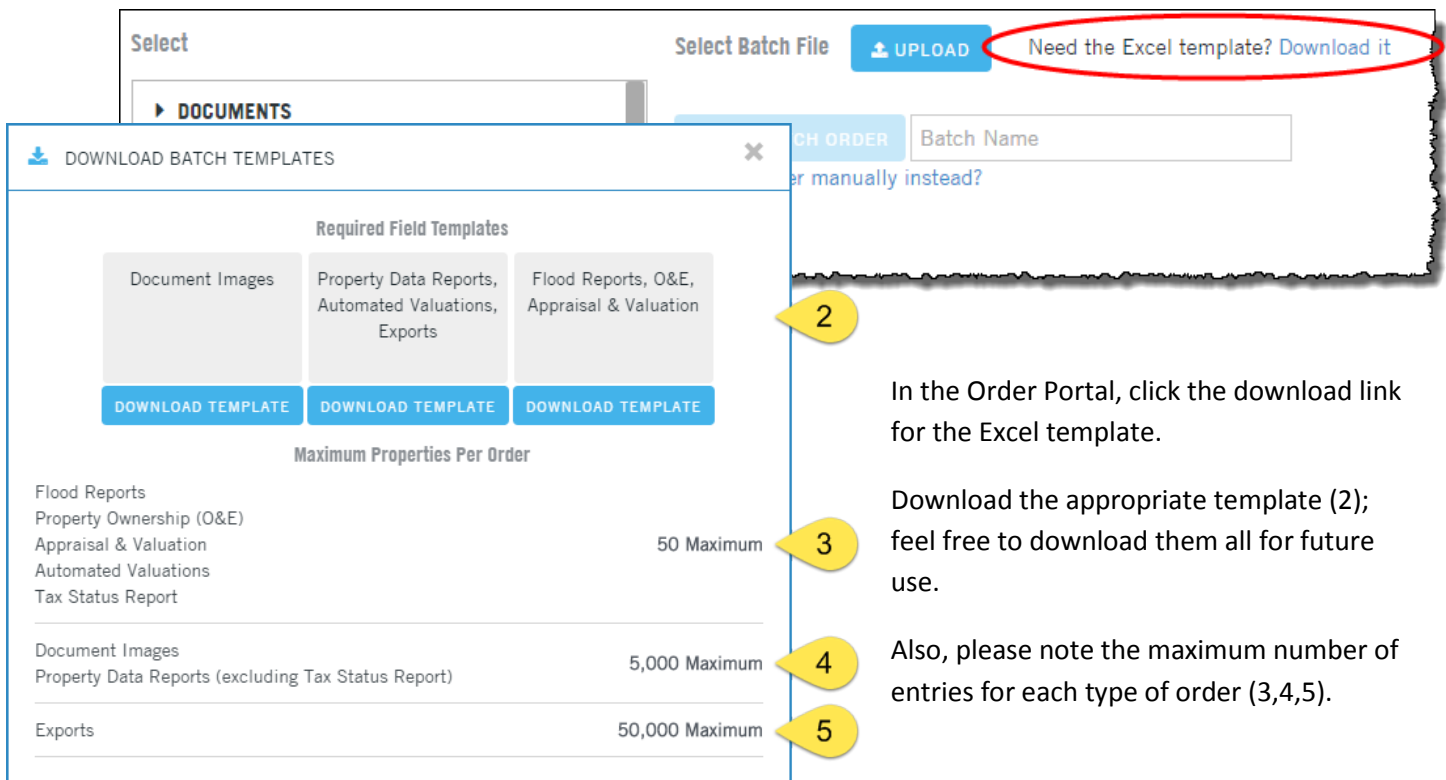
Before We Begin

Address information be in a particular layout and file type. The layouts change slightly depending upon the batch service selected. Downloadable templates are provided in the order portal. Use these templates to reformat your existing spreadsheets or copy and paste your information into the templates for upload. To setup your file, start by downloading the appropriate template from the order portal.

Formatting Your Input File

While all the batch options require an address and an owner, they may vary slightly with some additional required fields. When looking for mortgage documents, for example, the service will want the loan date and loan amount. If you do not have the template, click on the Order Portal link in the menu bar and select New Batch Order (1).

In the Order Portal, click the download link for the Excel template.

Download the appropriate template (2); feel free to download them all for future use.

Also, please note the maximum number of entries for each type of order (3,4,5).

All templates will look generally the same with some slightly different columns farther to the right in the spreadsheet. Make sure to follow the instructions in the templates.

Example: Documents Image Template Instructions

|	A	B	C	D	E	F
9						
10	Instructions:	Enter an address, city, state, zip OR the APN County, State.				
11		Street address should NOT contain any special characters such as apostrophe ('), period (.), etc.				
12		Enter a Ref# for each property.				
13		Loan Date and Loan Amt are required for all documents except Last Transfer Document				
14		Loan Date should be in MM/DD/YYYY format				
15		Loan Amt should NOT contain any special characters such as dollar sign ($) or periods (.) Example: 150000				
16		If cascading to Abstractor the Street Address, City, State, Zip are required				
17		If cascading to Abstractor, enter Borrower First Name, Borrower Last Name OR Company Trust Name				
18		The Lender is an optional field.				
19		Remove these instructions prior to uploading your input file.				
20						

You can copy and paste your data directly into the templates or re-arrange your spreadsheet to match the column layout. See the end of the document for a field requirement summary sheet. If you are using the document batch processes, please see the section "Document Batch Input Template Notes" at the end of this document for specific information on these services.

Available Batch Services

The Order Portal provides options for finding and downloading a variety of documents and reports

Floods, Appraisal, Ownership & Encumbrance and Evaluation & Review products are built through DataTrace's service network and their turn time is dependent upon the product selected.

Click on any header (1) to expand that section to view the available services (2). Availability is dependent upon your TitleFlex contract.
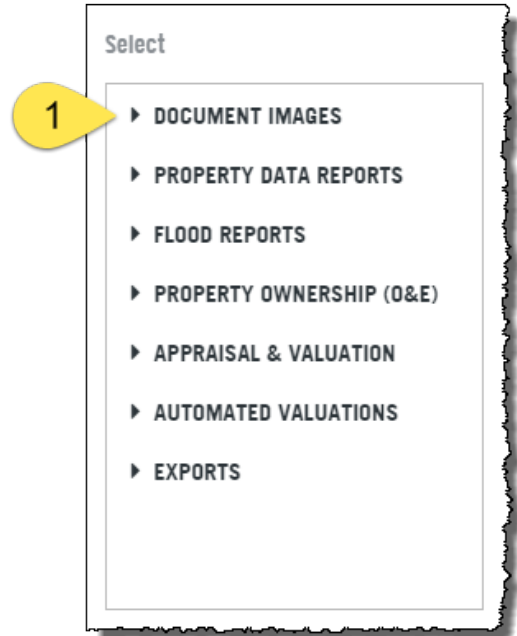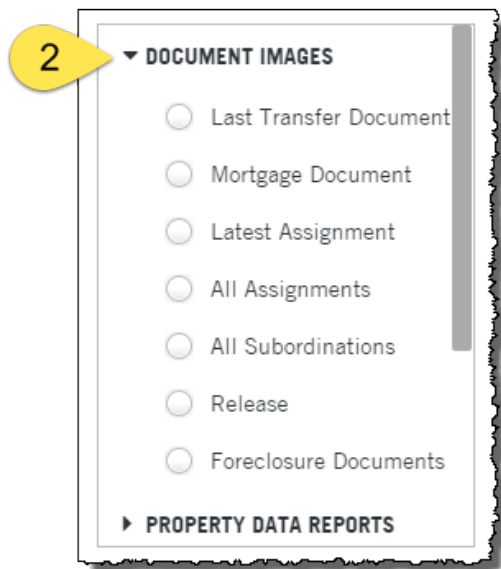
Batch Service Descriptions

Property Reports:

These are the same as the individual reports in the Available Reports section of the main TitleFlex home page and they will be returned as individual PDFs for each property in your input file.

Exports:

Property Characteristics: This export will append a variety of data including owner information, situs address, mailing address, location, property characteristics, site information and tax data.

Property Detail: This includes all the fields from the Property Characteristics export and adds 192 data fields such as owner transfer, last market sale and prior market sale data.

Data Match and Append

Customers can upload a portfolio of up to 50,000 properties and select from the available data exports:

Property Characteristics- 164 data fields including owner information, situs address, mailing address, location, property characteristics, site information and tax data.

Property Detail- 192 data fields including all the data included in the Property Characteristics export plus owner transfer, last market sale and prior market sale data.

Automated Valuation Models (AVMs)

AVMs are third-party reports that use mathematical models to estimate the market value of a property. Each model uses a different algorithm.

Document Services

Document Batch Job	Description
Last Transfer Document	Pulls the last recorded conveyance document regardless of whether or not it is an arms-length or non-arm's length transfer. This could include quit claim deeds.
Mortgage Document	Will locate the mortgage document requested. Input file must contain the origination date and origination amount.
Latest Assignment	Since liens may have been assigned more than once, this job will look for the most recent assignment on the loan. The assigned loan may be open or released.
All Assignments	Returns all assignment documents for a given lien, regardless of whether or not the lien is open or released.
All Subordinations	Returns all subordination documents for a given lien, regardless of whether or not the lien is open or released.
Release	Returns the release document for a given lien.
Foreclosure Documents	Returns all foreclosure documents for a given lien, regardless of whether the lien is open or released. This will include Lis Pendens, Notice of Default, etc.

Appraisal, Valuation and Research Reports

Appraisal, Flood, Ownership and Encumbrance reports are industry standard reports that are built through DataTrace's service network.
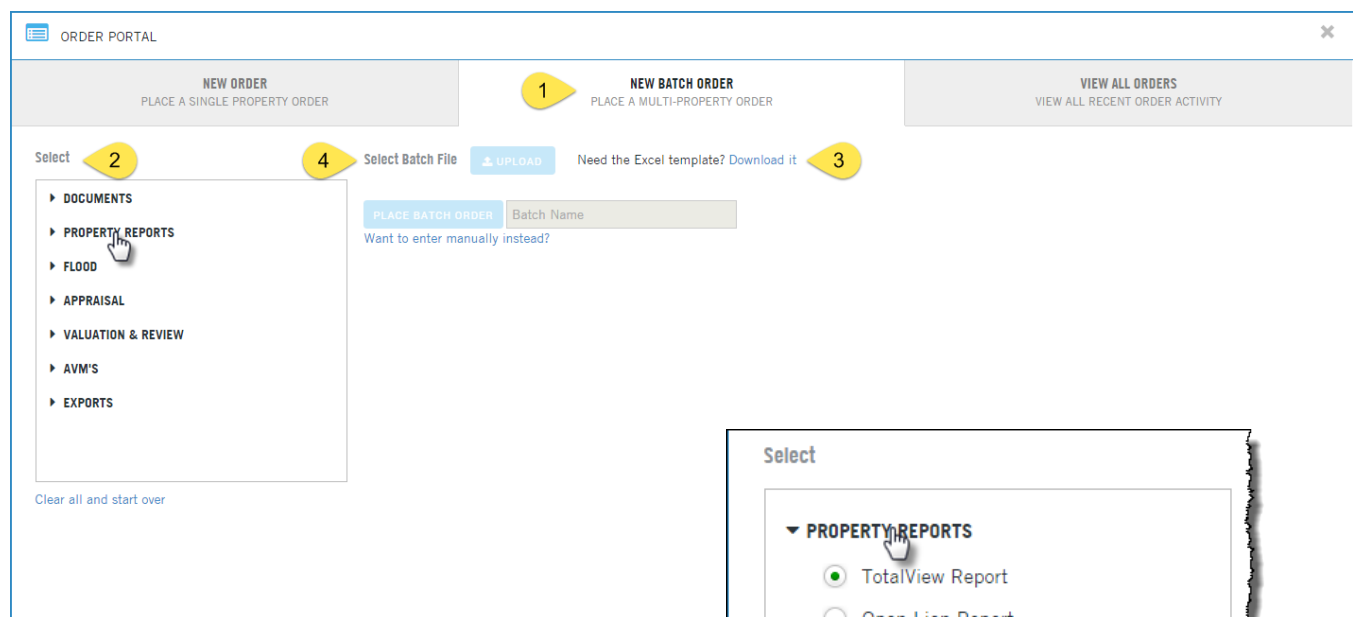
Accessing the Order Portal

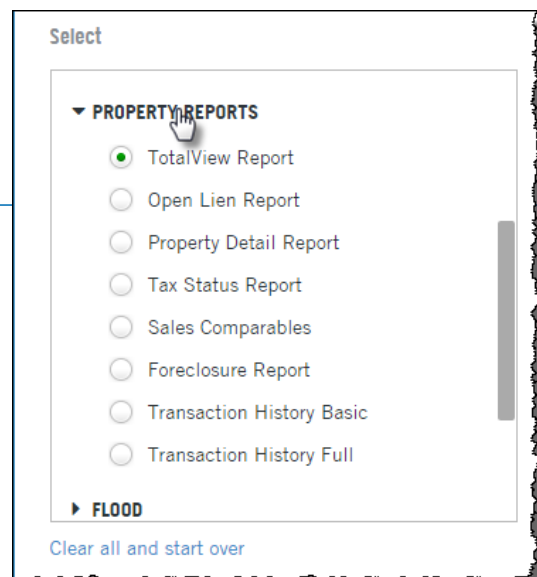To access the batch features, open the Order Portal found on the Search Bar in TitleFlex.

Note that the ordering process described here is the same regardless of which of the above services you select.

This will open the New Batch Order window (1). The Batch process can be summarized as simply selecting what you want batched (2), entering your data onto the template, if necessary (3), and then uploading the information (4).

If you have already formatted your address list, then this becomes a two-step process: Select your product (2) and upload your file (4).
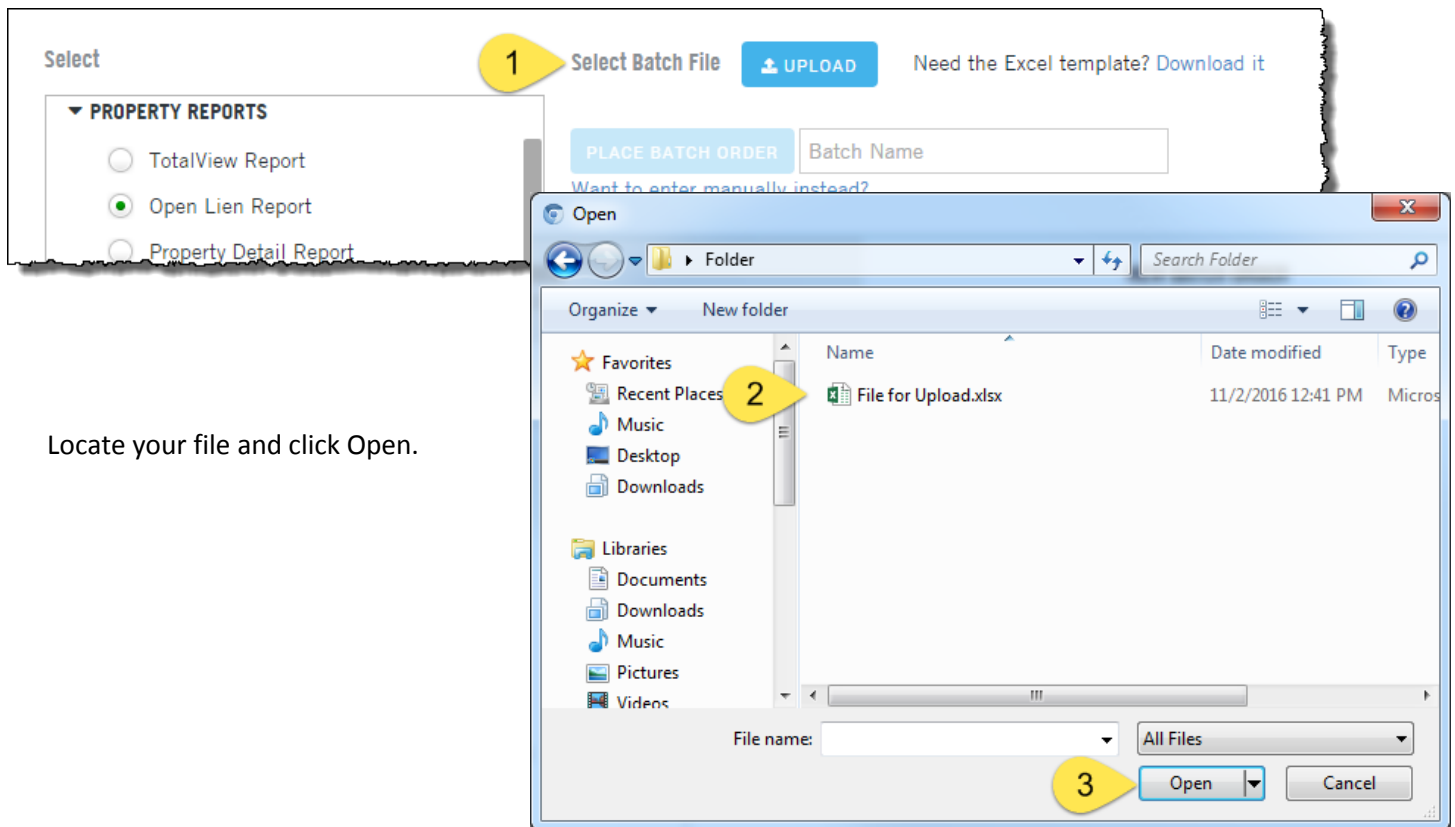

Clicking on any of the Selection groups will expand the group and allow you to select one of the products.

Select and Upload

Once your file is formatted and ready for upload, select the report or document, and click Upload.

Locate your file and click Open.

TitleFlex will upload (3) and review the addresses. It will also report on the number of valid addresses that will be used in the search (4). You can rename your batch here or just use the name of the file. Click Place Batch Order when you are ready to run the batch (5).
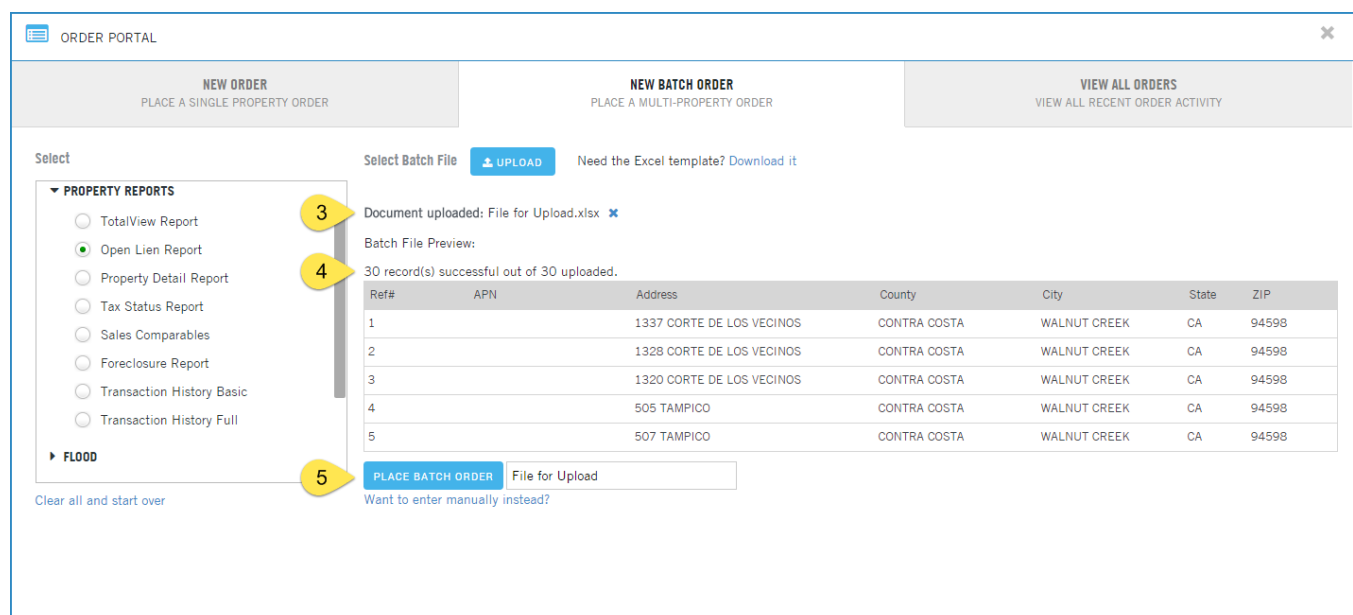
Confirm that you are ready to proceed (6):

You should receive a green banner (7) indicating a successful upload with a message to click on the View All Orders tab to track the status of your new job (8).

Order Status

All orders, including those made through the Abstractor Service, are managed in the View All Orders dashboard. This will provide a summary (1) status of the number of jobs in process, those that have completed, and any that may have errors. Click on any of the statuses to filter the job grid to show only those jobs with that status. Clicking "All" will refresh the entire job grid.

Each job listed will have its specific status information (2), the name or reference number, order date, the product selected, addresses (for single jobs), and the cycle time. The records can be expanded (3) so you can review the current state of the job.

Close up of the individual steps and statuses of a job:
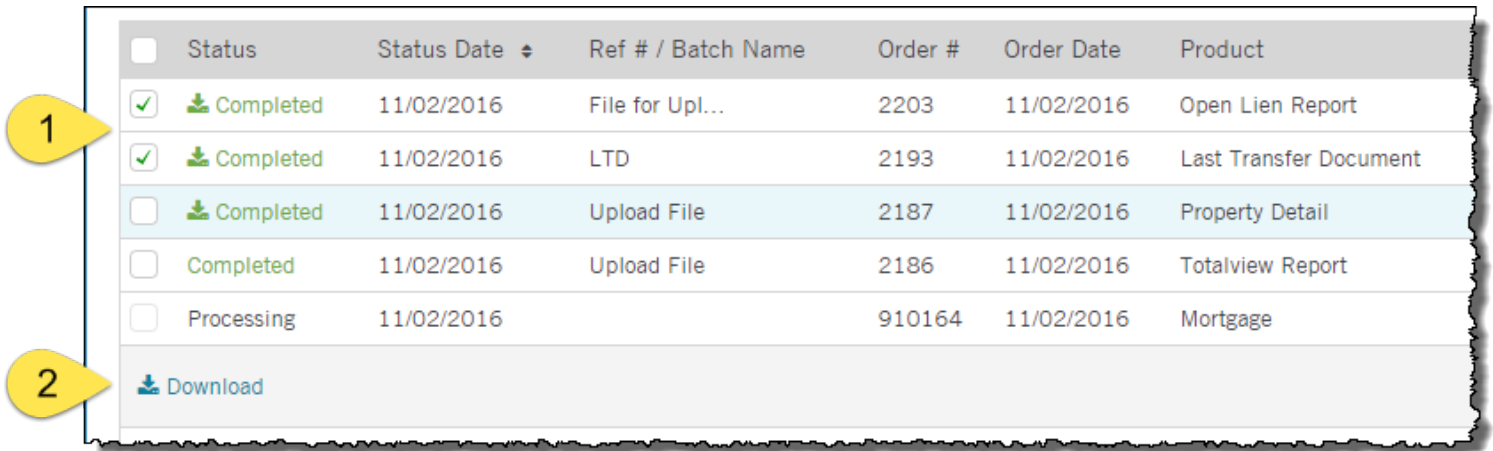
Note: You can expand all the job records to view their status by clicking on the Details button (1) at the top right hand corner of the job table. Clicking on the plus sign to the right of the individual record (2) will expand and show the status for that record only.

Downloading Completed Jobs

Once your jobs are completed, the status will change to Competed and a checkbox will appear next to the job. Select the job or jobs (1) and click the Download link (2) at the lower left hand corner of the job table.

TitleFlex will download the zip file and prompt you for the location to save the file. If you selected multiple jobs to download, there will be multiple Save As dialog boxes.
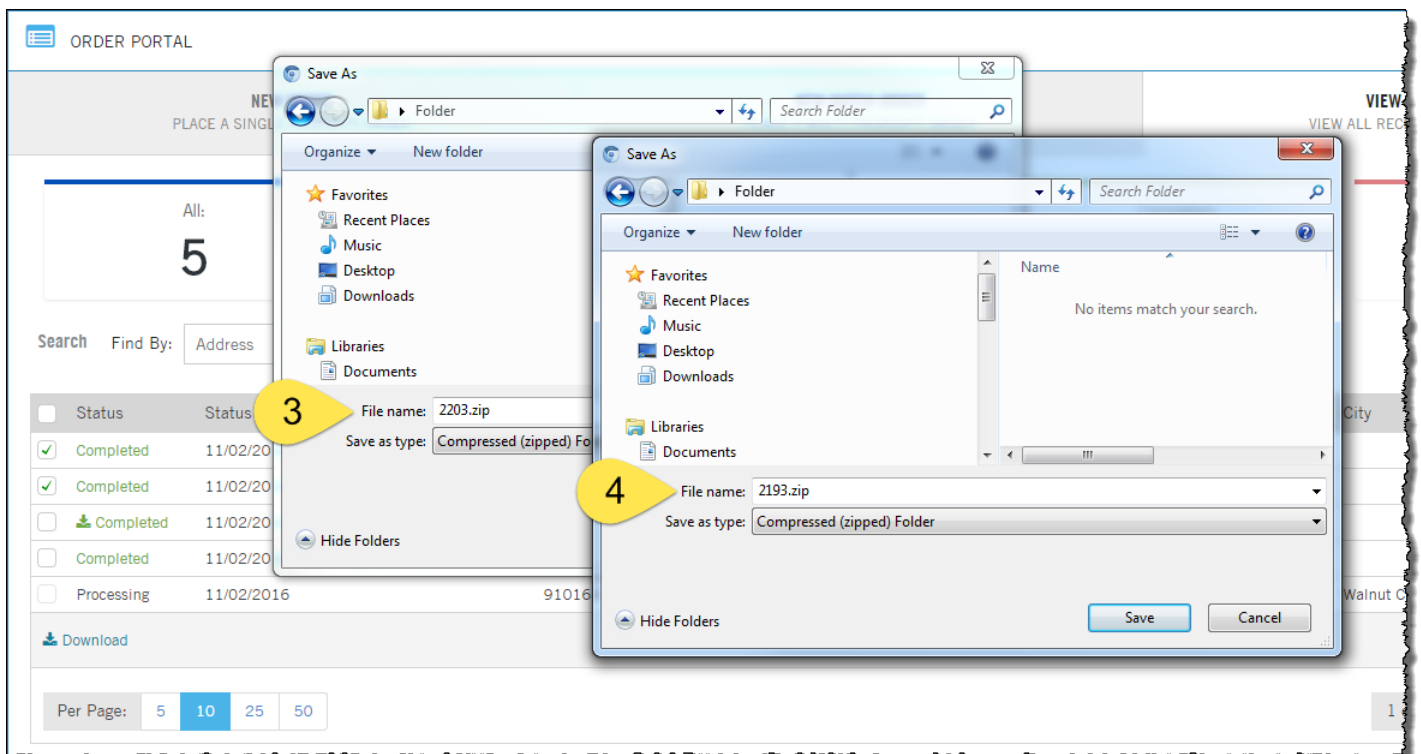
Note: Different browsers handle the download functionality slightly differently. Make sure you know how your browser manages downloads.

Depending upon the size of the file, the Save As dialog box might take a minute or two to appear. Be patient. Clicking the Download link again will result in a second dialog box and additional wait time.

The zip files will contain a spreadsheet with the original addresses and a folder containing your requested documents or reports.
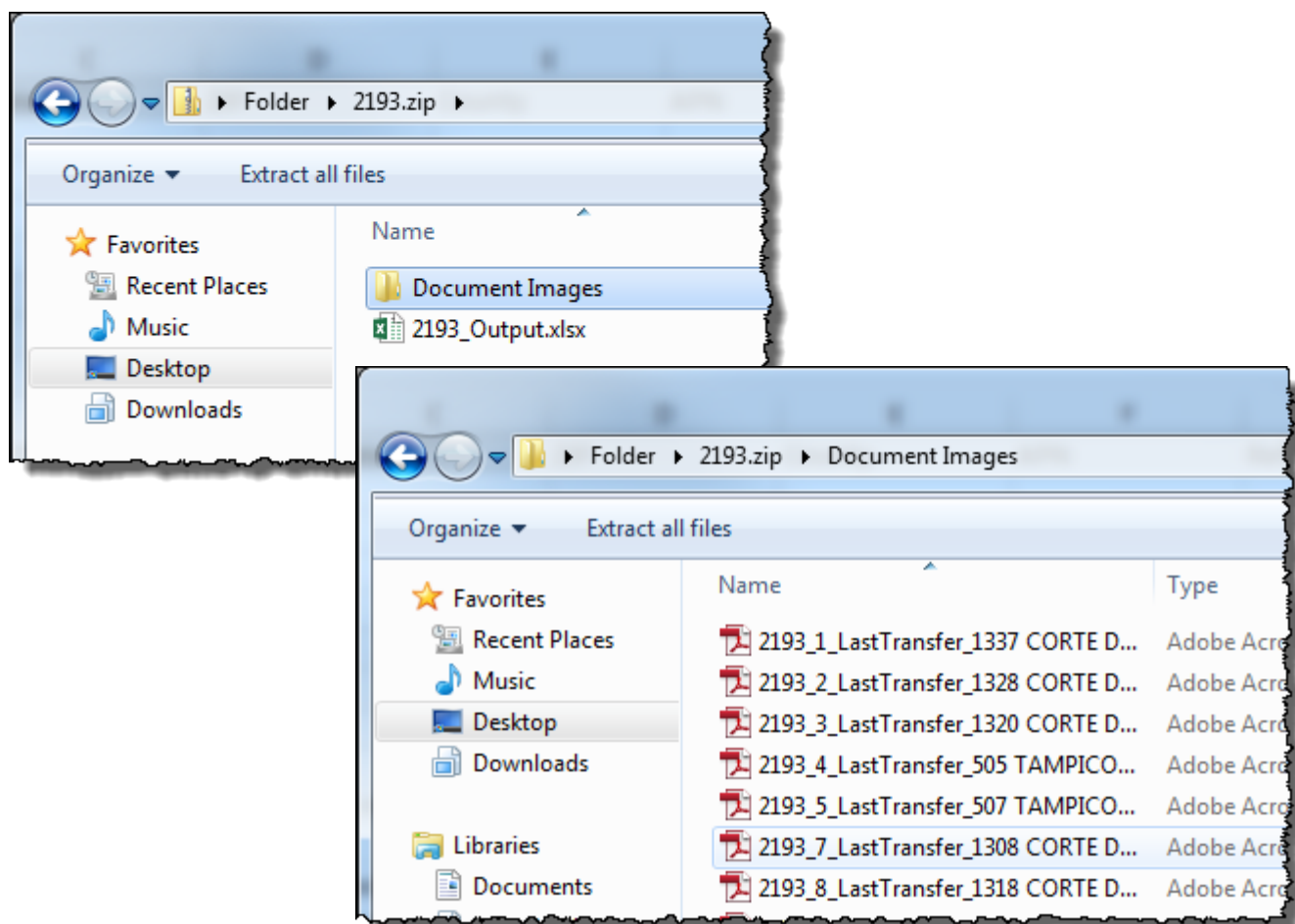
Remember that the batch ordering process is the same, regardless of which service you select.

Abstractor Options for Document Batch Jobs

By default, the document batch service (1) only searches TitleFlex's document image database. However, the service provides additional functionality for users who want to include an abstractor search option for times when TitleFlex does not have the document in the image database.

For batch jobs where the automated service cannot locate a document and an abstractor search would be desirable, simply select the Cascade to Abstractor check box (2).

Records where the requested document cannot be located are cascaded to the Abstractor Service (3). Individual documents, if found by the Abstractors, will be returned in the Order Portal > View All Orders as individual records (4). Each address that is cascaded to the Abstractor service will show as an individual record in the order portal job table shown below.

Cascading to Abstractor batch service does not support Certified Copies or Returning Pertinent Pages Only.

If certified copies are required, please us the Abstractor Service in the Document Images section of the main menu in TitleFlex.

Property Data Reports 〉

Document Images ⌄

○ Last Transfer Document ☆

○ Last Finance Document ☆

○ Assessor Map ☆

○ Assessor Index Map ☆

🏛 **Abstractor Services** ☆ ①

ABSTRACTOR SERVICES ①

A SINGLE SOLUTION FOR ALL YOUR DOCUMENT RETRIEVAL NEEDS.

IN ADDITION TO OFFERING THE MOST EXTENSIVE DATA AND IMAGE REPOSITORY IN THE EFFECTIVE, COMPREHENSIVE SOLUTION ENABLES YOU TO REQUEST THE RETRIEVAL OF A TRANSFERS, RELEASES, FORECLOSURES AND MORE.

SELECT DOCUMENTS

- ● MORTGAGE
- ○ LATEST MORTGAGE
- ○ MODIFICATION
- ○ ASSIGNMENT
- ○ RELEASE
- ○ NOTICE OF DEFAULT
- ○ NOTICE OF TRUSTEE SALE
- ○ NY CEMA DOCUMENT
- ○ NY CEMA FULL CHAIN
- ○ MORTGAGE & ALL RELATED DOCUMENTS

- ○ GRANT/WARRANTY DEED
- ○ LAST VESTING DEED
- ○ QUIT CLAIM DEED
- ○ UCC
- ○ UCC & DOWNSTREAM FILINGS
- ○ POWER OF ATTORNEY

② **OPTIONS**

- ● FULL DOCUMENTS
- ○ PERTINENT PAGES ONLY
- ☐ CERTIFIED COPY REQUEST

Exports

Match and append operations can also be done in the Batch Ordering Service for Property Characteristics and Property Details. The process is the same but the output will return your spreadsheet with additional information, such as bedrooms, bathroom, square footage, etc., appended to each address in your spreadsheet. It does not provide PDFs or individual reports.

Flood, Appraisal, Valuation & Review, and Owner & Encumbrance Reports

Turn times on these reports is typically five to seven days, depending upon the location of the subject property and the research complexity. Remember that these reports are manually created and sometimes include an onsite visit to the property.

Document Batch Input Template Notes

All records must include a unique reference number. This is labeled as "Ref# in the downloadable templates.

Field Requirements:	
All document batch jobs must include:	Address, city, state and zip OR: APN, county and state. Can combine the APN for more precise with the Address, city, state, and zip fields.
Mortgage Document	Include the origination date and origination amount of the lien to be located.
Latest Assignment	Include the origination date and origination amount of the lien that was assigned, subordinated or released.
All Assignments	
All Subordinations	
Release	
Foreclosure Documents	Include the origination date and origination amount of the foreclosed lien.

If the Cascade to Abstractor feature is used, the following input field requirements must be followed:

- Street address, city, state and zip are mandatory
- Borrower first name, borrower last name, OR Company trust name
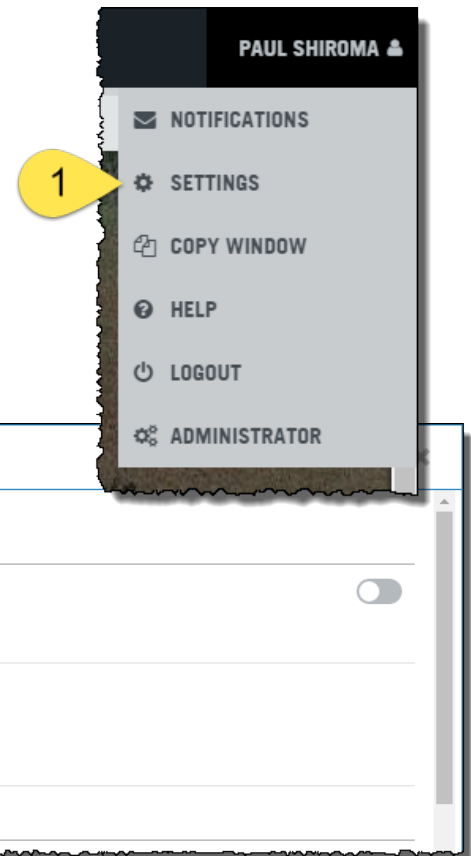- Lender is an optional field.

Managing Portal Notifications

Order Portal notifications are sent to customers who have changes to an order's status. Changes that trigger notifications include orders that are completed, Action required or Error. Once the order is downloaded or action is taken on the order, the notifications will stop.

Two notifications are sent out daily when any of the above statuses are triggered. The notifications are delivered at 6 am and 12 pm PST, 7 days a week.

To modify notifications, customers can click on User Settings (1) from the More menu. In the Settings dialog box, select the Preferences (2) tab.

In the Order Portal Notifications (3) options include twice a day (default), once a day and a weekly. The user can disable them completely by deselecting the checkbox to the right of "Order Portal Notifications".

PAUL SHIROMA 👤

✉ NOTIFICATIONS

⚙ SETTINGS   1

🗇 COPY WINDOW

❓ HELP

⏻ LOGOUT

⚙ ADMINISTRATOR

⚙ **SETTINGS**

ACCOUNT USER ACCOUNT INFORMATION	**USER PREFERENCES** **GENERAL**
PREFERENCES 2 USER PREFERENCES	Order Status Email Notifications 3 ⬤
	⦿ Twice Daily ◯ Once Daily ◯ Weekly
COVER PAGE COVER PAGE & LOGO	Set Default County for Advanced Search
USAGE REPORT ACTIVITY ANALYTICS	STATE COUNTY
	DISPLAY OPTIONS

Data Exports and Report Definitions and Descriptions

Batch Documents

Document Retrieval: Order a batch of any documents listed below. Batch documents are delivered in a zip file with an Excel spreadsheet that provides the submitted property information and a link to the corresponding document. Order up to 5,000 properties for any of these recorded document images:

- Last Transfer
- Mortgage
- Latest Assignment
- All Assignments
- All Subordinations
- Release
- Foreclosure Documents

Batch Documents Abstractor

Abstractor Document Retrieval: Order any of the documents below in a batch of up to 5,000 properties. If the document is not found in our database, the customer may choose to cascade those remaining documents to an Abstractor search. Documents sent to Abstractor will be delivered individually as they are retrieved. Documents available for batch Abstractor retrieval are:

- Last Transfer
- Mortgage
- Latest Assignment
- All Assignments
- Release

Batch Reports

Automated Property Reports: Order any of the listed reports in a batch o up to 5,000 properties. Batch reports are delivered in a zip file with an Excel spreadsheet that provides the submitted property information and a link to the corresponding report.

- TotalView
- Open Lien
- Property Detail
- Tax Status Report
- Sales Comparables
- Foreclosure
- Transaction History Basic
- Transaction History Full