



Vendor Website User Guide

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I. Logging into the vendor website for the first time

Step 1. Go to <https://tag accurategroup.com/VendorServices/>

Step 2. Enter the system generate username and password (**case sensitive**)

The screenshot shows the Accurate Group logo and the text "A REAL ESTATE TRANSACTION SERVICES COMPANY". Below this is a login form titled "TAG VENDOR PORTAL LOGIN". The form contains the following fields and elements:

- User name:
- Password:
- Remember my user name
- [Forgot Password?](#)
-

At the bottom of the page, there is a copyright notice: "Copyright © 2010, Accurate Group, LLC, All Rights Reserved." and a help link: "Help: Call 800-943-1445 or Email helpdesk@AccurateGroup.com".

Step 3. You will automatically be asked to change your username and password

The screenshot shows the Accurate Group logo and the text "A REAL ESTATE TRANSACTION SERVICES COMPANY". Below this is a form titled "ACTION REQUIRED: PLEASE UPDATE YOUR CREDENTIALS". The form contains the following fields and elements:

- User name: [set my username to my email address](#)
- Password:
- Confirm Password:
-

Two red arrows point from a box on the right to the "set my username to my email address" link and the "Update" button. The box contains the text: "Reset your username and password".


At the bottom of the page, there is a copyright notice: "Copyright © 2010, Accurate Group, LLC, All Rights Reserved." and a help link: "Help: Call 800-943-1445 or Email helpdesk@AccurateGroup.com".

II. Managing your account

Click on "My Account" to change username and password, add/delete users

Welcome [redacted]
Appraisal Services - AB

[My Orders](#) [My Account](#) Click on "My Account" to manage account settings



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[Logout](#)

Search

VENDOR TYPE: Appraisal Title Closing DAYS OF ACTIVITY: 30 ORDER NO: STATE: All


Unaccepted Orders - 0 Accepted Orders - 2 Completed Orders - 6

ORDER #	ASSIGNED DATE	PRODUCT	BORROWER	STATUS	CITY	STATE	DOCUMENT	NOTE
535220	02/17/11 3:58:49 PM	Single Family 1004 (URAR)	[redacted]	Vendor Assignment Accepted	Northbrook	IL	Add	Add
535762	02/21/11 12:23:06 PM	Single Family 1004 (URAR)	[redacted]	Vendor Assignment Accepted	Crystal Lake	IL	Add	Add

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Welcome [redacted]
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[My Orders](#) [My Account](#)



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ACCOUNT MAINTENANCE [Add New User](#)

NAME	TYPE	E-MAIL ADDRESS	LAST MODIFIED	EDIT	DELETE	LOGIN ID
[redacted]	Main	[redacted]	10/11/2010 9:18:19 AM	Edit	Delete	test

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III. Accepting New Orders

When you log into your account you will be directed to the "Unaccepted Orders" tab.

To accept your orders:

Step 1. Place a check mark in the box to the left of the order or click on "Select All"

Step 2. Click "Accept Selected" - this will automatically accept all marked orders

Welcome Estate Services - AB [My Orders](#) [My Account](#)

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A REAL ESTATE TRANSACTION SERVICES COMPANY [Logout](#)

Search
VENDOR TYPE: Appraisal Title Closing DAYS OF ACTIVITY: 30 ORDER NO: STATE: All Go

Unaccepted Orders - 1 Accepted Orders - 5 Completed Orders - 6

Confirm Orders Within 3 Hours To Avoid Reassignment.

ORDER #	ASSIGNED DATE	PRODUCT	BORROWER	STATUS	CITY	STATE
<input type="checkbox"/> 535801	02/21/11 2:07:07 PM	Single Family 1004 (URAR)		Send to Vendor	West Bend	WI

[Select All](#) [Unselect All](#) [Accept Selected](#) [Reject Selected](#) [Print](#)

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IV. Rejecting a New Order

Step 1. Place a check mark in the box to the left of the order or click on "Select All"

Step 2. Click "Reject Selected" - this will automatically reject all marked orders

The screenshot displays the Accurate Group web application interface. At the top, there is a navigation bar with "My Orders" and "My Account" buttons. The main header features the Accurate Group logo and the text "A REAL ESTATE TRANSACTION SERVICES COMPANY". Below the header is a search bar with fields for "VENDOR TYPE" (radio buttons for Appraisal, Title, Closing), "DAYS OF ACTIVITY" (30), "ORDER NO.", "STATE" (All), and a "Go" button. A "Logout" link is also present.

The main content area shows a summary of order counts: "Unaccepted Orders - 1", "Accepted Orders - 5", and "Completed Orders - 6". A warning message reads "Confirm Orders Within 3 Hours To Avoid Reassignment." Below this is a table with the following data:

ORDER #	ASSIGNED DATE	PRODUCT	BORROWER	STATUS	CITY	STATE
535801	02/21/11 2:07:07 PM	Single Family 1004 (URAR)		Send to Vendor	West Bend	WI

Below the table are several action buttons: "Select All", "Unselect All", "Accept Selected", "Reject Selected", and "Print". Red circles and arrows highlight the checkbox for the order 535801, the "Select All" button, and the "Reject Selected" button.

At the bottom, there is a copyright notice: "Copyright © 2010, Accurate Group, LLC, All Rights Reserved." and a help link: "Help: Call 800-943-1445 or Email helpdesk@AccurateGroup.com".

V. Managing your open orders

All orders are separated into the 3 groups, "Unaccepted Orders", "Accepted Orders", and "Completed Orders." When you log into your account if you have no unaccepted orders you will immediately be directed to your accepted orders page; from this page you can do the following:

1. Send notes to Accurate Group
2. Upload Completed Appraisals

The screenshot shows the 'Accepted Orders' page with a search bar at the top. The search bar includes fields for 'VENDOR TYPE' (Appraisal, Title, Closing), 'DAYS OF ACTIVITY' (30), 'ORDER NO.', and 'STATE' (All). Below the search bar, there are three tabs: 'Unaccepted Orders - 0', 'Accepted Orders - 2', and 'Completed Orders - 6'. The 'Accepted Orders' tab is selected and circled in red. Below the tabs is a table with the following data:

ORDER #	ASSIGNED DATE	PRODUCT	BORROWER	STATUS	CITY	STATE	DOCUMENT	NOTE
535220	02/17/11 3:58:49 PM	Single Family 1004 (URAR)		Vendor Assignment Accepted	Northbrook	IL	Add	Add
535762	02/21/11 12:23:06 PM	Single Family 1004 (URAR)		Vendor Assignment Accepted	Crystal Lake	IL	Add	Add

Two red arrows point from the 'Add' links in the 'DOCUMENT' and 'NOTE' columns to callout boxes. The first callout box says 'Click here to upload completed appraisal' and the second says 'Click here to add note for Accurate staff'. A 'Print' button is located below the table.

Additional status options and order specifics are available by opening the order. To open an order click on the order number.


This screenshot is identical to the one above, showing the 'Accepted Orders' page. A red arrow points from the order number '535220' in the table to a callout box that says 'Open order by clicking on the order number'. The 'Print' button is also visible below the table.

The order summary which includes the appraisal product type (1004, 1025, 1073 etc.), borrowers contact information, vendor fee, property address and distance the appraisers office is from the property are located on the top left.

The bottom left provides detailed order specific instructions as well as all Accurate Group AMC state specific license numbers.

Welcome [redacted]
Estate Services - AB

[My Orders](#) [My Account](#)

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[Logout](#)

ORDER SUMMARY

Order #: 529101
Order Date: 1/26/2011
Product: Single Family 1004 (URAR)
Order Status: Delayed
Fee: \$300.00
Borrower Name: [redacted]
Seller Name: [redacted]
Home Phone: [redacted]
Work Phone: [redacted]
Mobile: [redacted]
Property Address: [redacted]
Distance (m): 11.00

Delivery Instructions:


Accurate Group AMC Registration Numbers: AR: AMR-068, VT: 077-0073718-main, AZ: 40123, CT: AMC.0000062, GA: 64, NC: NC-1036

UPON RECEIPT OF THIS ORDER CONFIRM WITHIN 3 HOURS TO AVOID REASSIGNMENT via email (status@accurategroup.com), or Phone 800-943-1445 ext 1808 within 3 hours to avoid reassignment!

***All final reports are due within 24 hours of inspection and are to be sent in PDF format to: (reports@accurategroup.com). If additional time is required due to complexity you must contact Danny Simbeya at 704-439-1052. Please send an invoice separately.

Order Specific Instructions:

[Refresh](#)

Appointment Date: 
Appointment Time: AM PM
[Update](#)

LENDER/ CLIENT FIELD ON APPRAISAL REPORT MUST READ

[redacted]

[Upload or View Documents \(0\)](#)

[Add or View Notes \(2\)](#)

[Product Instructions](#)

Order summary and Accurate AMC Registration number posted on the left

The right side of the order page provides additional status features such as:

1. Communicating the scheduled appointment date and time
2. Viewing documents such as the purchase agreement
3. Uploading the completed appraisal
4. Sending notes or update status to Accurate Group
5. Viewing notes from Accurate Group
6. Appraisal instructions

Welcome Estate Services - AB [My Orders](#) [My Account](#) [Logout](#)

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A REAL ESTATE TRANSACTION SERVICES COMPANY

ORDER SUMMARY

Order #:	529101
Order Date:	1/26/2011
Product:	Single Family 1004 (URAR)
Order Status:	Delayed
Fee:	\$300.00
Borrower Name:	
Seller Name:	
Home Phone:	
Work Phone:	
Mobile:	
Property Address:	
Distance (m):	11.00

Delivery Instructions:


Accurate Group AMC Registration Numbers: AR: AMR-068, VT: 077-0073718-main, AZ: 40123, CT: AMC.0000062, GA: 64, NC: NC-1036

UPON RECEIPT OF THIS ORDER CONFIRM WITHIN 3 HOURS TO AVOID REASSIGNMENT via email (status@accurategroup.com), or Phone 800-943-1445 ext 1808 within 3 hours to avoid reassignment!

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Order Specific Instructions:

[Refresh](#)

Appointment Date: 
Appointment Time: AM PM
[Update](#)

LENDER/ CLIENT FIELD ON APPRAISAL REPORT MUST READ

- ▶ [Upload or View Documents \(0\)](#)
- ▶ [Add or View Notes \(2\)](#)
- ▶ [Product Instructions](#)

Lender name and address

[Click here to view or upload documents, post status notes to Accurate or view order instructions](#)

[Click on calendar to select appointment date, enter time and click update to submit to Accurate](#)

VI. Searching your accepted or completed orders

By clicking the arrow next to the State field on the right expands the search fields. Once the search fields are displayed vendors can search by:

1. State
2. Product type
3. Status
4. Order number
5. Overdue items only
6. Days of activity (30, 60, 90, 180)
7. Each column can be sorted by clicking on the column heading

Welcome Estate Services - AB [My Orders](#) [My Account](#)

ACCURATE GROUP A REAL ESTATE TRANSACTION SERVICES COMPANY [Logout](#)

Search

VENDOR TYPE: Appraisal Title Closing DAYS OF ACTIVITY: 30 ORDER NO: STATE: All

PRODUCT: All STATUS: ALL

SHOW ONLY OVERDUE ITEMS ITEMS PER PAGE: 15

Unaccepted Orders - 0 Accepted Orders - 6 Completed Orders - 6

ORDER #	ASSIGNED DATE	PRODUCT	BORROWER	STATUS	CITY	STATE	DOCUMENT	NOTE
535801	02/21/11 2:07:07 PM	Single Family 1004 (URAR)		Vendor Assignment Accepted	West Bend	WI	Add	Add
535672	02/19/11 11:34:00 AM	Condo 1073		Vendor Assignment Accepted	West Bend	WI	Add	Add
535534	02/18/11 2:51:07 PM	Multi Fam1025		Set Appointment	Germantown	WI	Add	Add
535366	02/18/11 11:02:03 AM	Single Family 1004 (URAR)		Set Appointment	WHITEFISH BAY	WI	Add	Add
535218	02/17/11 4:02:06 PM	Single Family 1004 (URAR)		Vendor Assignment Accepted	Milwaukee	WI	Add	Add
529101	01/26/11 2:51:29 PM	Single Family 1004 (URAR)		Delayed	West Bend	WI	Add	Add

[Print](#)

Click arrow to expand search fields

Search features include: State, Product, Status, Order Number, past dues items or last 30, 60, 90 days

Each column can be sorted by clicking on the heading

Accurate Group Vendor Help Desk(877) 587-6361

- **Password resets**
- **Website login issues**
- **Help with vendor notes, assignment acceptance, order search, order management**
- **Viewing attachments**

ACI Vendor Help Desk..... (800) 374-8727

- **Help uploading completed orders**
- **Errors during automated appraisal review**