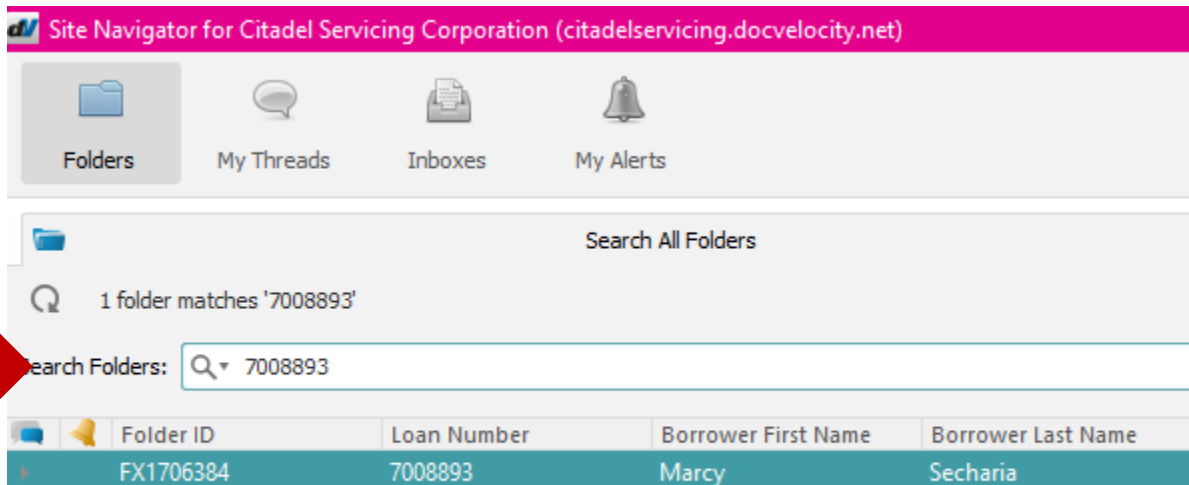
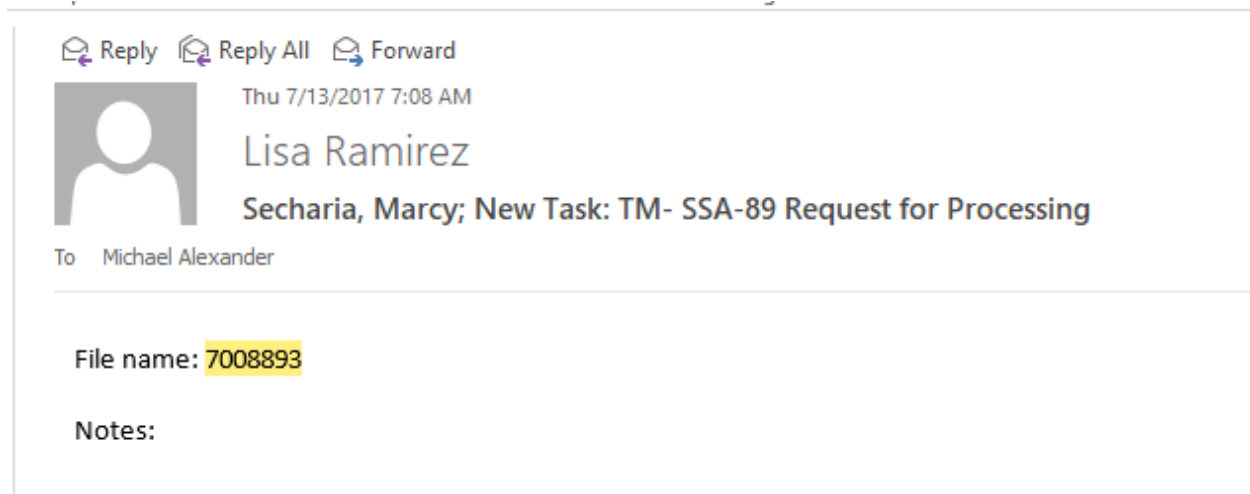




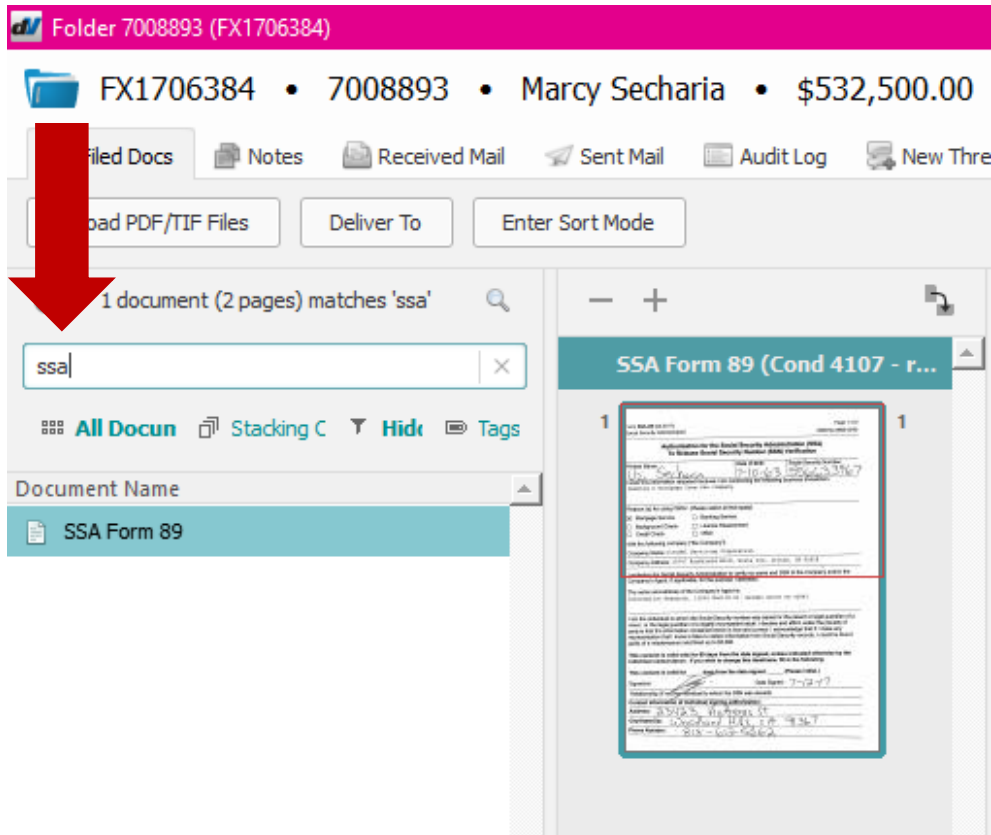
PROCESSING SSA-89 – Informative Research

(Revised 08/29/2017)

The TM will create a TASK in Byte Pro requesting the SSA-89 to be processed. Below is a SAMPLE email that you will receive when this task has been created “TM- SSA-89 Request for Processing”.



From the home page of DV, enter the loan number in SEACRH FOLDERS and press enter. The file will pop up highlighted in green. Double click to open it.



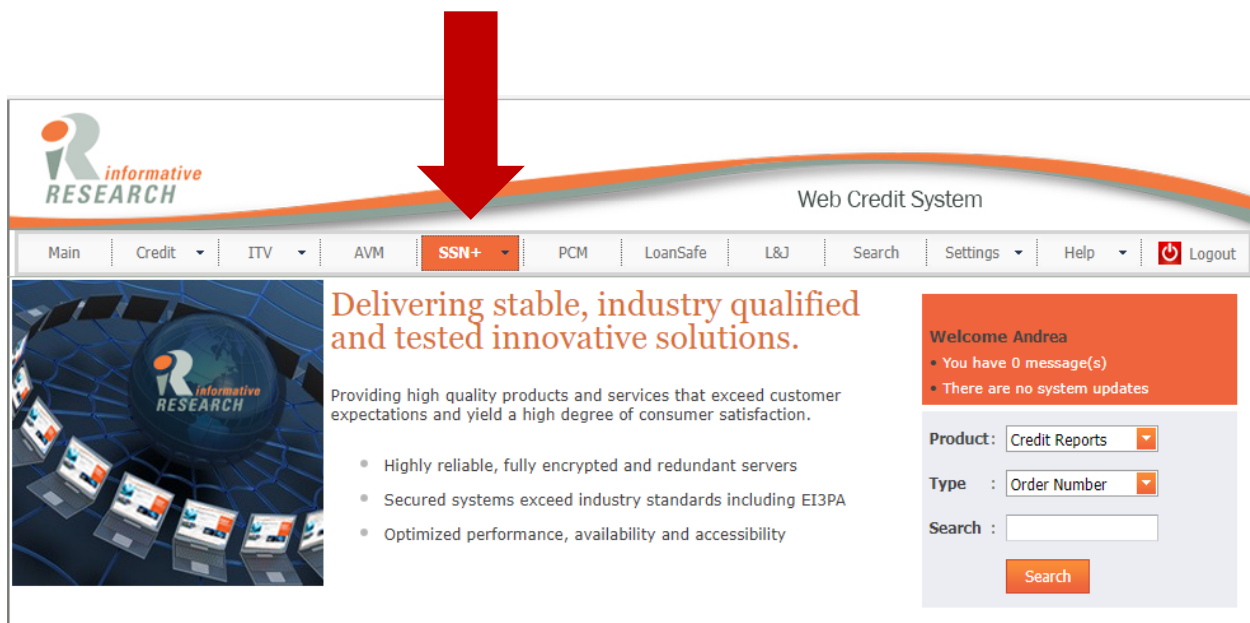
Search “SSA” to pull up the form. Make sure the form is fully completed.

NOTE: MUST UPLOAD PAGE 1 AND PAGE 2 (even though Page 2 is informational only). INFORMATIVE RESEACRH WILL NOT ACCEPT ONLY 1 PAGE.

Right click on the highlighted verbiage “SSA FORM 89” to save to your desktop.



Using Google Chrome, log into the Informative Research website.



Click on the “SSN+” drop down and choose ORDER SSN+ REPORT.

Using the form in DV as a reference, fill out the information on the website appropriately, attach the form from your desktop and click ADD TO CART.

Web Credit System

Main | Credit | ITV | AVM | **SSN+** | PCM | LoanSafe | L&J | Search | Settings | Help | Logout

Welcome

Search

Product: Credit Reports

Type: Order Number

Search:

SSA-89 Task Manager

SSN+ Order Information

First Name* Last Name* SSN*

Birth Date* - MM/DD/YYYY Loan Number SSA-89 Form* Browse...

Add to Cart

SSN+ Order Summary

#	Last Name	First Name	SSN	Date of Birth	Loan Number	SSA-89 Form
<input checked="" type="checkbox"/>	Secharia	Uzi	556633967	7/10/1963	7008893	7008893 SSA Form 89 SECHARIA.pdf

Remove from Order

<<Back to Report List

Order

Your order will pop under SSN+ ORDER SUMMARY, check the little box & click ORDER.

Web Credit System

Main | Credit | ITV | AVM | **SSN+** | PCM | LoanSafe | L&J | Search | Settings | Help | Logout

Welcome

Search

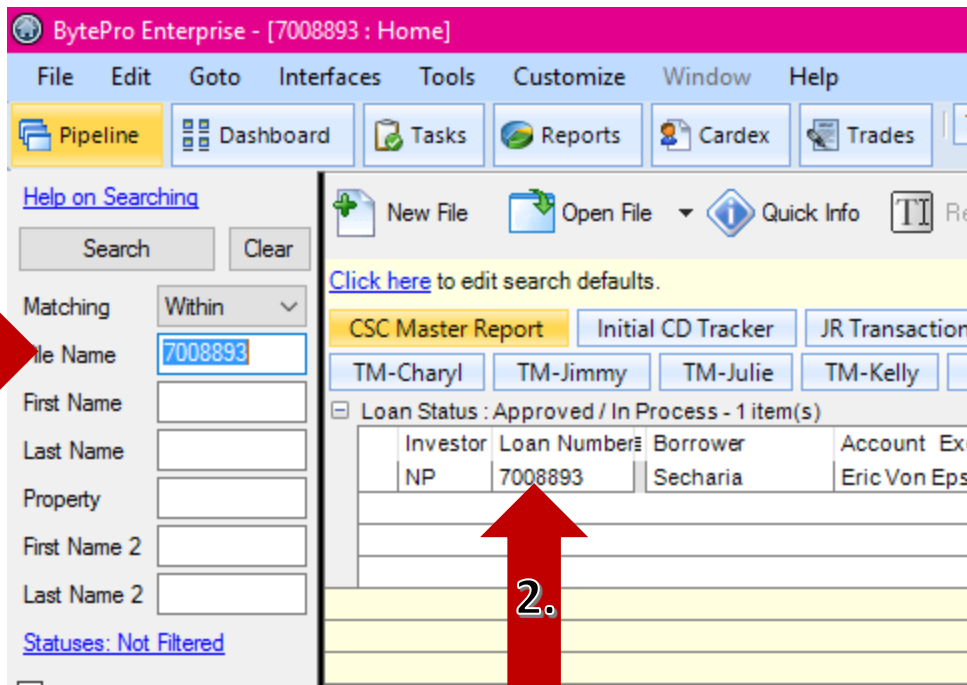
Product: Credit Reports

SSN+ Order Report Details

Borrower: Loan Number:

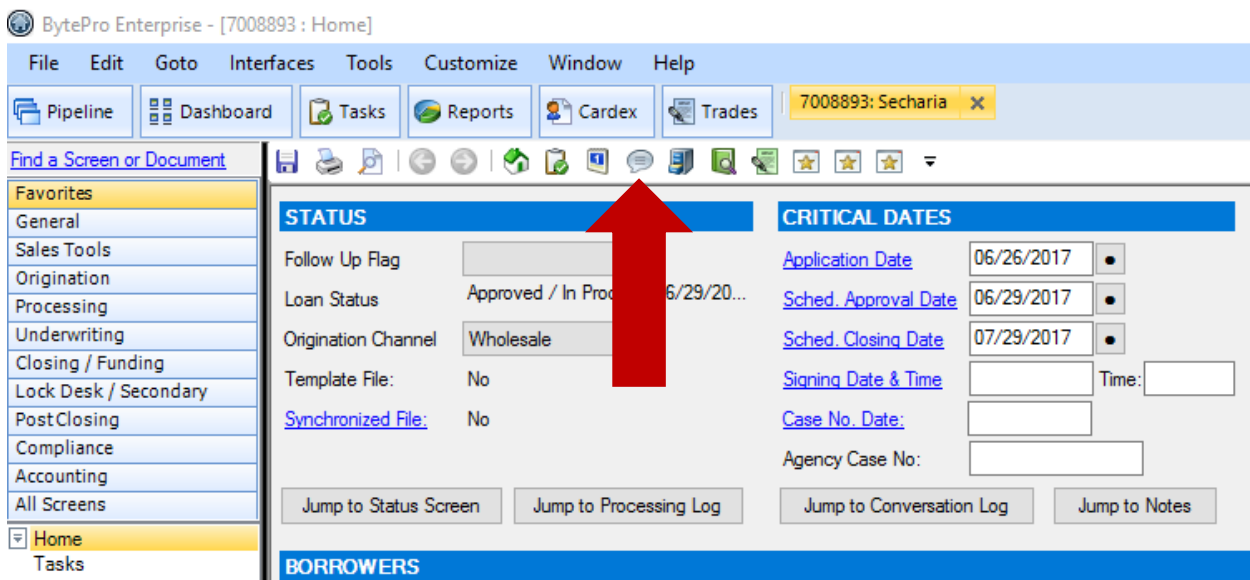
Order 1000652499IDV has been submitted successfully.

Highlight and right click to copy the order submitted successfully status. You will need to paste this in the conversation log in Byte Pro.

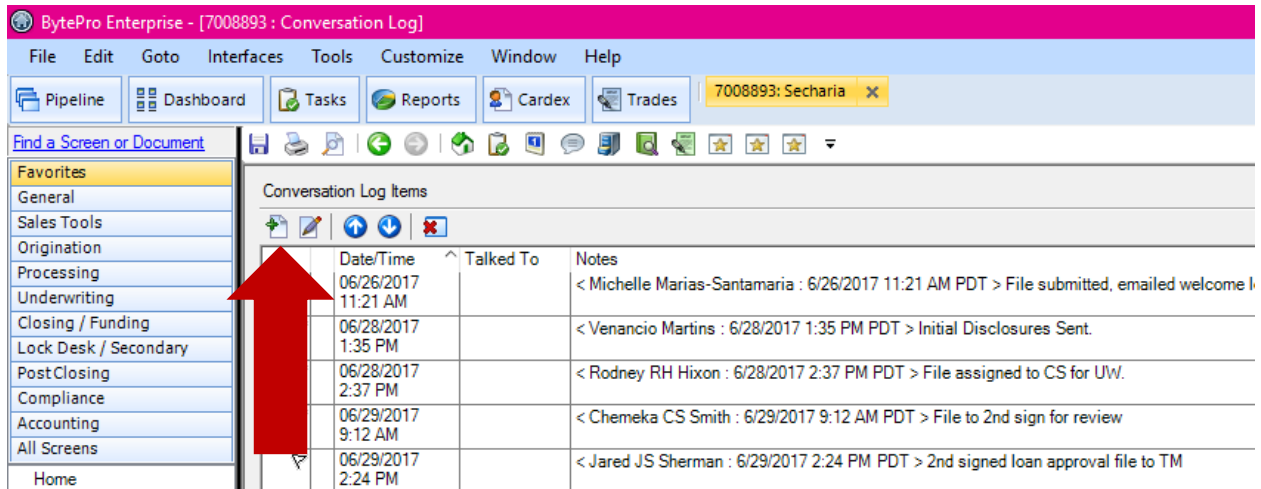


From the home screen of Byte Pro, enter the loan number under FILE NAME and press enter.

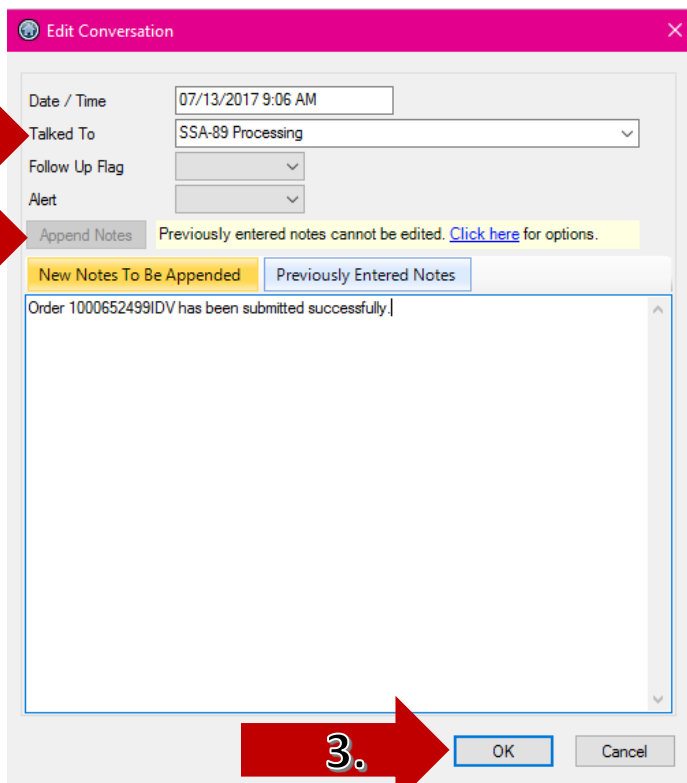
Double click on the file to open it.



Click on the "Thought Cloud" sub-icon to go to the conversation log.



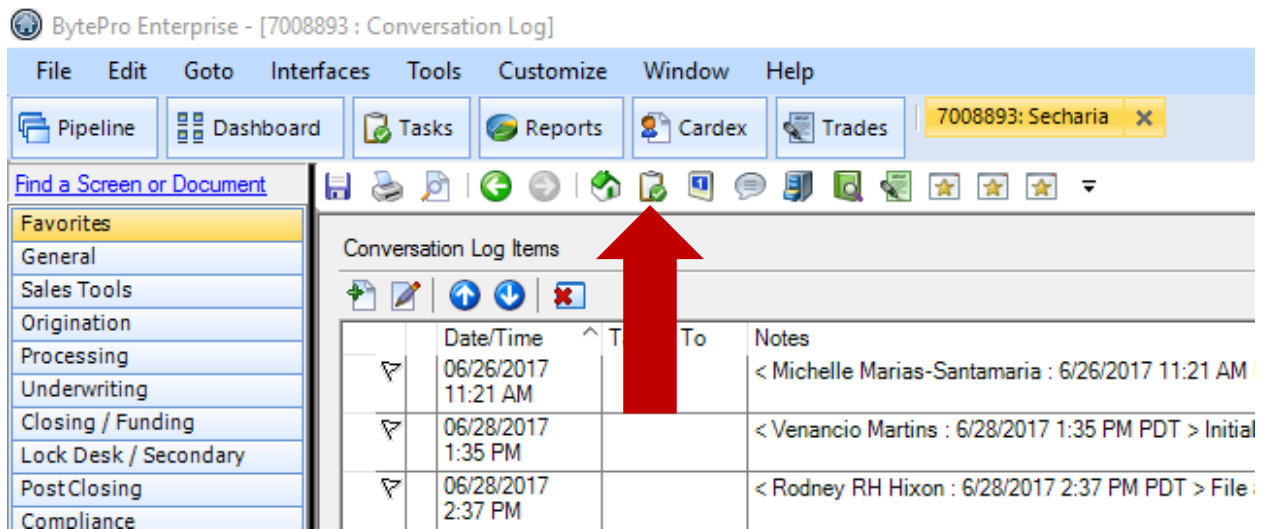
Click on the “Green + and Paper” sub-icon to leave a no



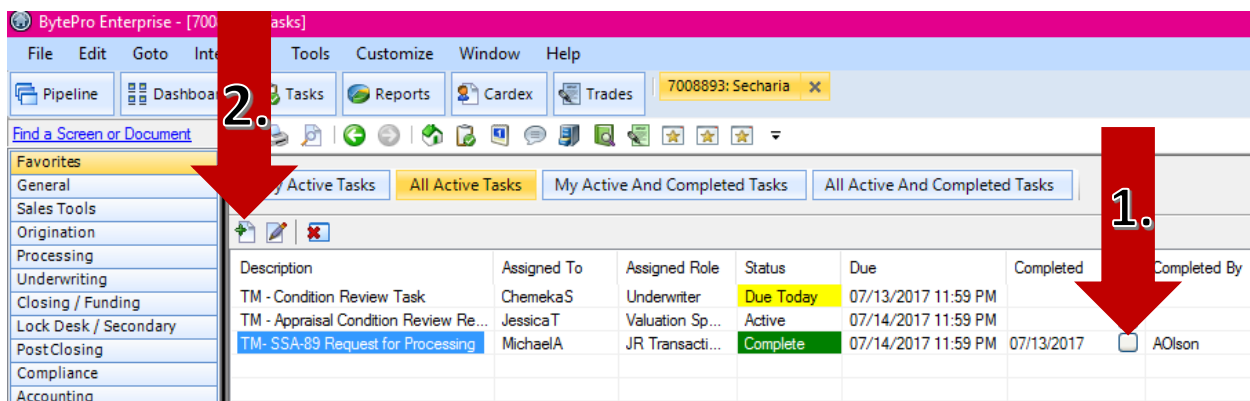
Talked To (aka Header): SSA-89 Processing

Click on APPEND NOTES and paste the order submitted successfully status message.

Click OK.

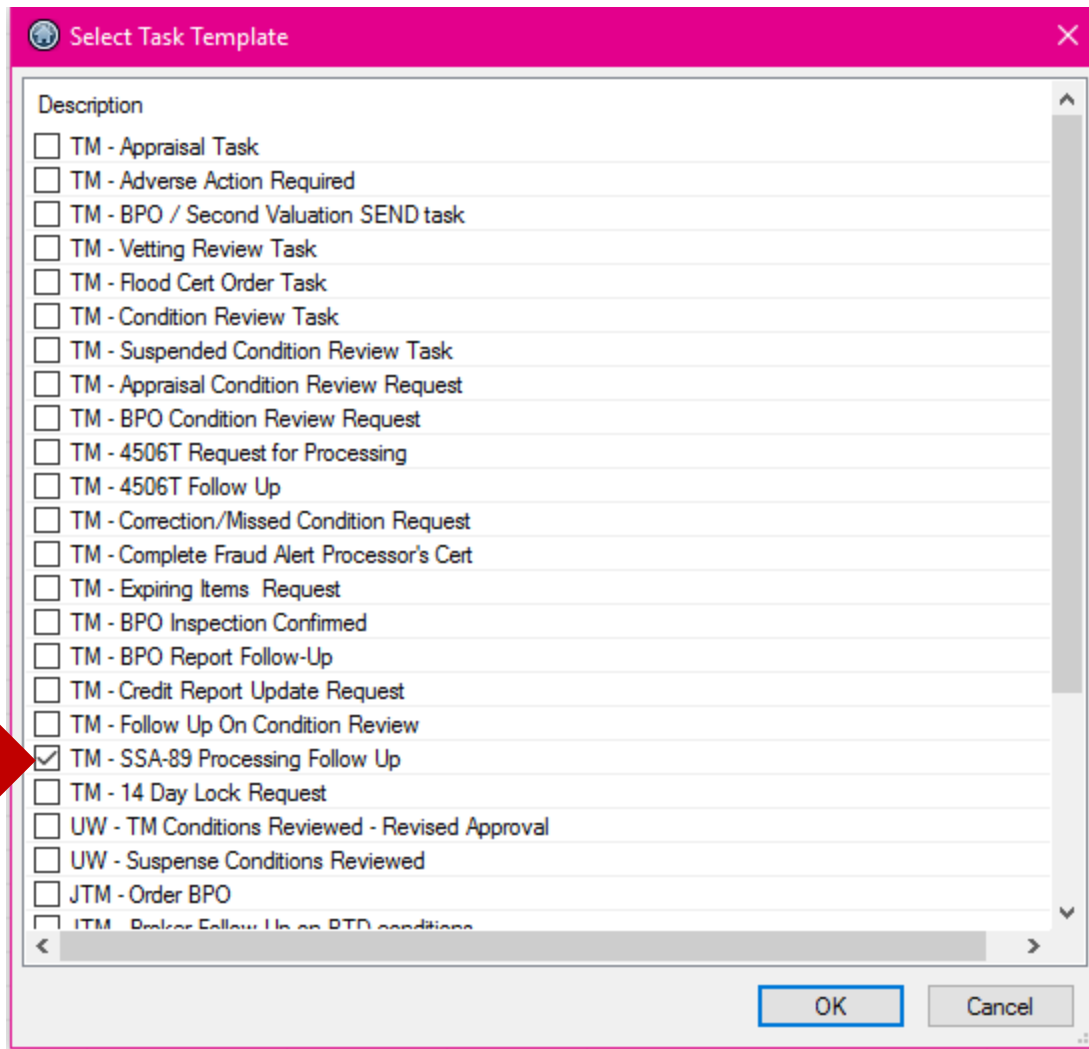


Click on the “Clipboard and Green Checkmark” sub-icon to go to the tasks screen.



Click on the little box and MARK AS COMPLETE.

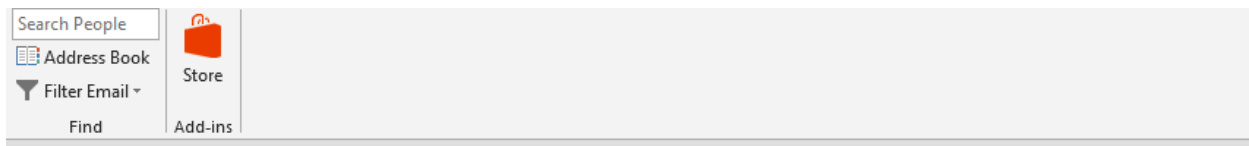
After you have completed the task, click on the “Green + and Paper” sub-icon and choose CREATE ONE OR MORE TASKS FROM A TEMPLATE.



The SELECT TASK TEMPLATE window will pop up. Choose TM – SSA-89 PROCESSING FOLLOW UP.
Click OK.

****Wait for email from Informative Research****

Note: Check your Junk Email box.



Reply Reply All Forward



Thu 7/13/2017 9:12 AM

no-reply@informativeresearch.com

Order Accepted : Secharia, Uzi1000652499IDV

To: Andrea Olson

Links and other functionality have been disabled in this message. To turn on that functionality, move this message to the Inbox.

This message was marked as spam using a junk filter other than the Outlook Junk E-mail filter.

We removed extra line breaks from this message.

We converted this message into plain text format.

Andrea Olson,

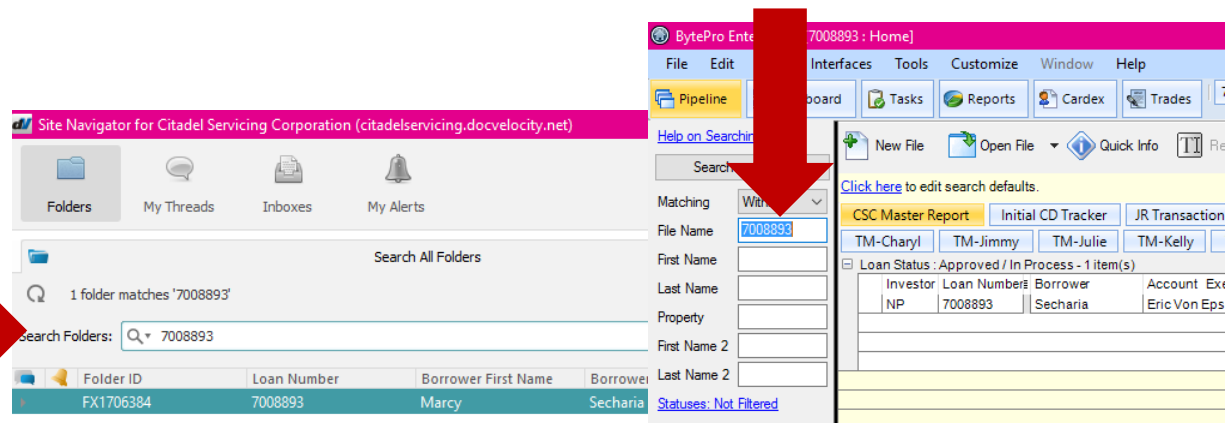
SSN Plus Order Number 1000652499IDV has been accepted by the Informative Research SSN Plus system. To view your order click here:

<https://order.informativeresearch.com/WCS/IDV/IDVOrderList.aspx>

<<https://order.informativeresearch.com/WCS/IDV/IDVOrderList.aspx?FromBOPS=1000652499IDV&ClientID=2005626>>

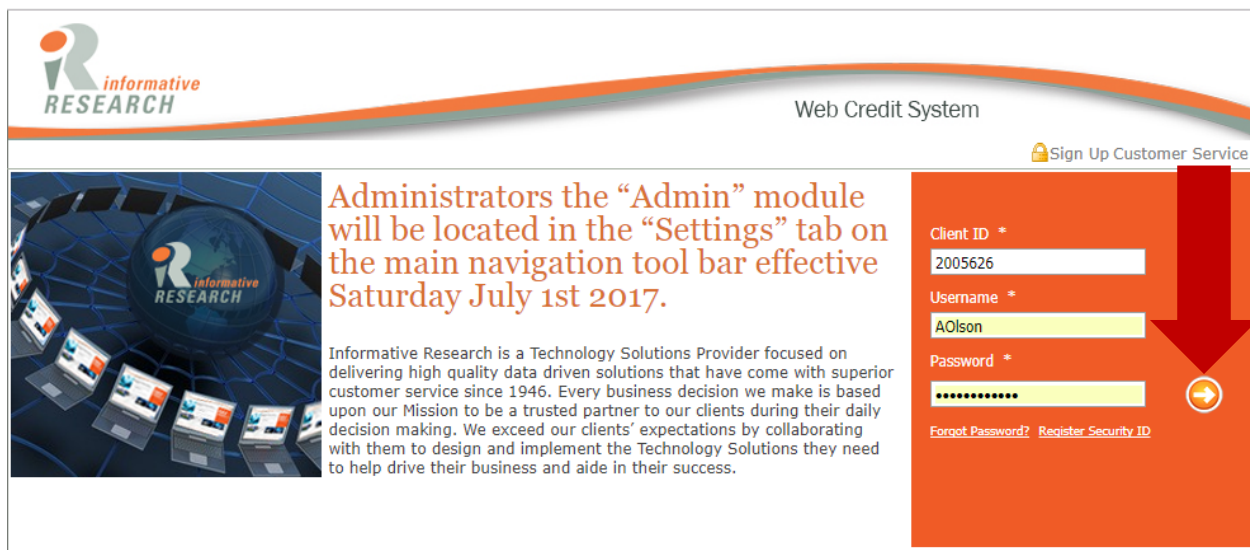
- IR Order Center

Here is an example of what the email will look like. Open the file in Doc Velocity & Byte Pro.



Once you have entered the loan number click ENTER.

Double click to open the file in each system.



Administrators the “Admin” module will be located in the “Settings” tab on the main navigation tool bar effective Saturday July 1st 2017.

Informative Research is a Technology Solutions Provider focused on delivering high quality data driven solutions that have come with superior customer service since 1946. Every business decision we make is based upon our Mission to be a trusted partner to our clients during their daily decision making. We exceed our clients’ expectations by collaborating with them to design and implement the Technology Solutions they need to help drive their business and aide in their success.

Client ID *
2005626

Username *
AOLson

Password *
.....

[Forgot Password?](#) [Register Security ID](#)

Using Google Chrome, log into the Informative Research website.



Delivering stable, industry qualified and tested innovative solutions.

Providing high quality products and services that exceed customer expectations and yield a high degree of consumer satisfaction.

- Highly reliable, fully encrypted and redundant servers
- Secured systems exceed industry standards including EI3PA
- Optimized performance, availability and accessibility

Welcome Andrea

- You have 0 message(s)
- There are no system updates

Product: Credit Reports

Type : Order Number

Search :

Search

Click on SSN+ dropdown and choose SSN+ REPORT LIST.

Web Credit System

Main | Credit | ITV | AVM | **SSN+** | PCM | LoanSafe | L&J | Search | Settings | Help | Logout

Welcome | Search

Product: Credit Reports

Type: Order Number

Search

SSN+ Order Report Details

Borrower: _____ Loan Number: _____

List of SSN+ Reports							
Order Number	Name	SSN	Status	Ordered By	Ordered Date	Date of Birth	
<input type="radio"/> 1000652499IDV	Secharia, Uzi	xxx-xx-3967	Completed	AOlson	7/13/2017 9:02 AM	7/10/1963	
<input type="radio"/> 1000648593IDV	Gold, Natalia	xxx-xx-0477	Completed	AOlson	6/28/2017 12:31 PM	1/5/1982	

Once the request is complete the ORDER NUMBER will show blue in color. Click on the ORDER NUMBER to open the report.

Print

Total: 3 sheets of paper

Print Cancel

Destination: Upload to DocVelocity

Change...

Pages: All

e.g. 1-5, 8, 11-13

Copies: 1

SSN Verify Plus

Borrower: SECHARIA, UZI Attention: CITADEL SERVICING CORPORATION
 Social Security Number: 556-63-3967 IR Client ID: 2005626
 Date of Birth: 7/10/1963 Order #: 1000652499IDV
 Date: 07/13/2017

Consent Based SSN Verification: Social Security Administration

Clear The information submitted for verification **matches** the SSA's records

The Social Security Administration is the sole authoritative source for verifying or confirming name, with date of birth, Social Security Number or date SSN was issued.

Death Master List Check: Social Security Administration

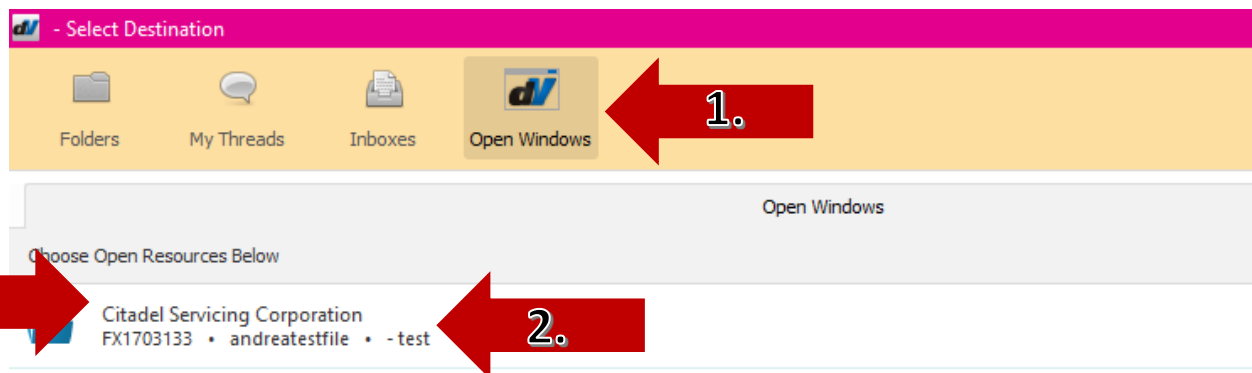
Clear The Social Security Administration's record indicate this name and SSN combination **does not appear** on the Death Master list.

The Social Security Administration is the sole authoritative source for verifying or confirming name, with date of birth, Social Security Number

When the report pulls up, right click and select print.

Make sure your printer is set to UPLOAD TO DOC VELOCITY.

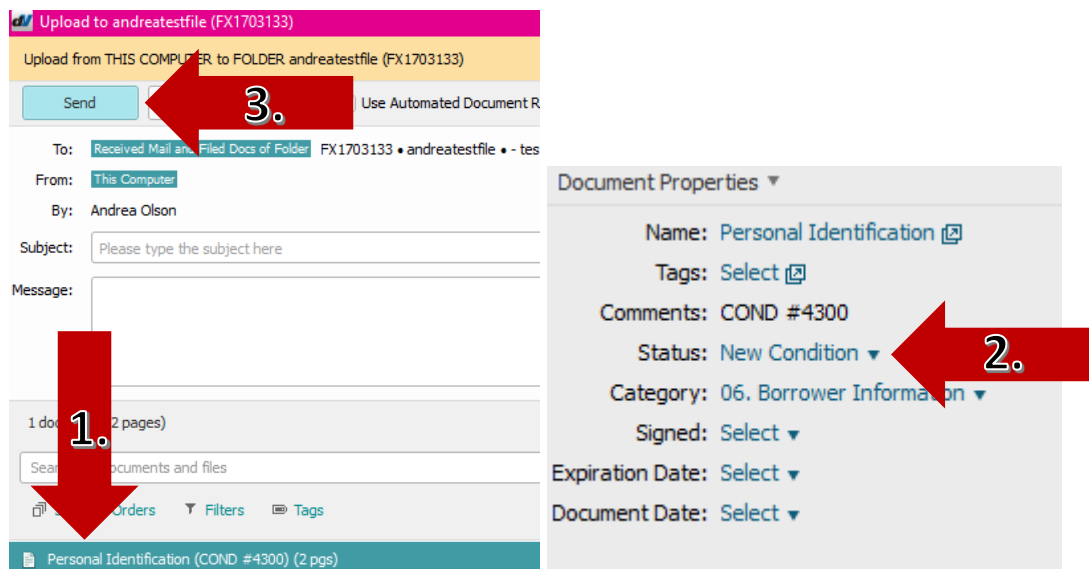
Click PRINT.



Your “upload” window will pop for DOC VELOCITY.

NOTE: The bright orange color is how you know you are uploading.

Since we opened the file in BOTH DV & BYTE PRO you can select OPEN WINDOWS & double click on the file.

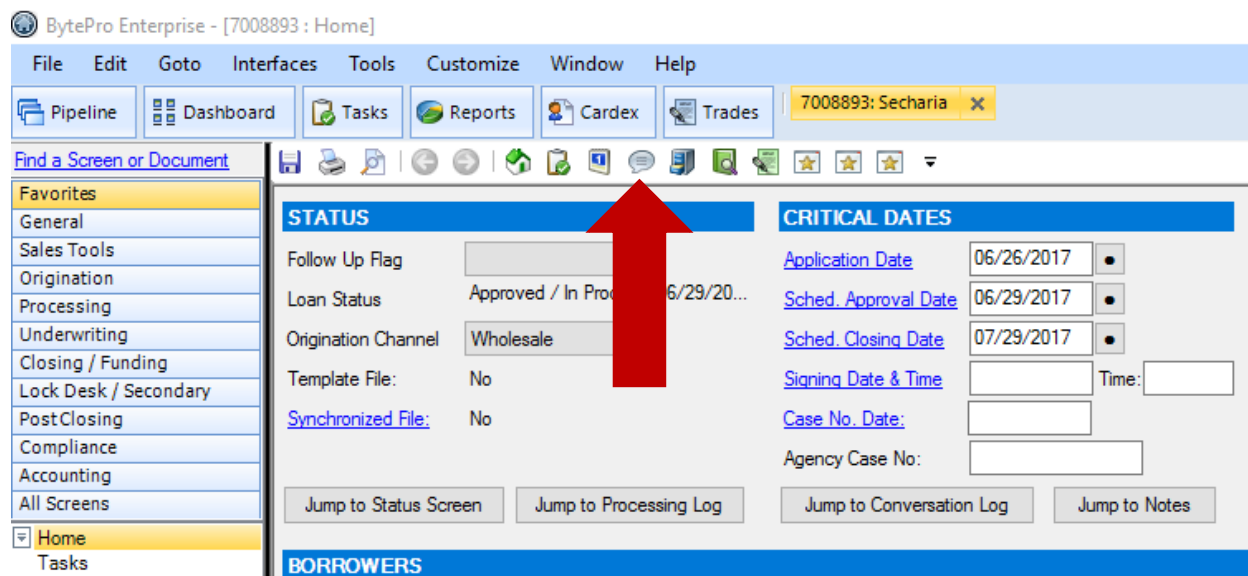


On the left hand side click on the document to highlight it and press spacebar.

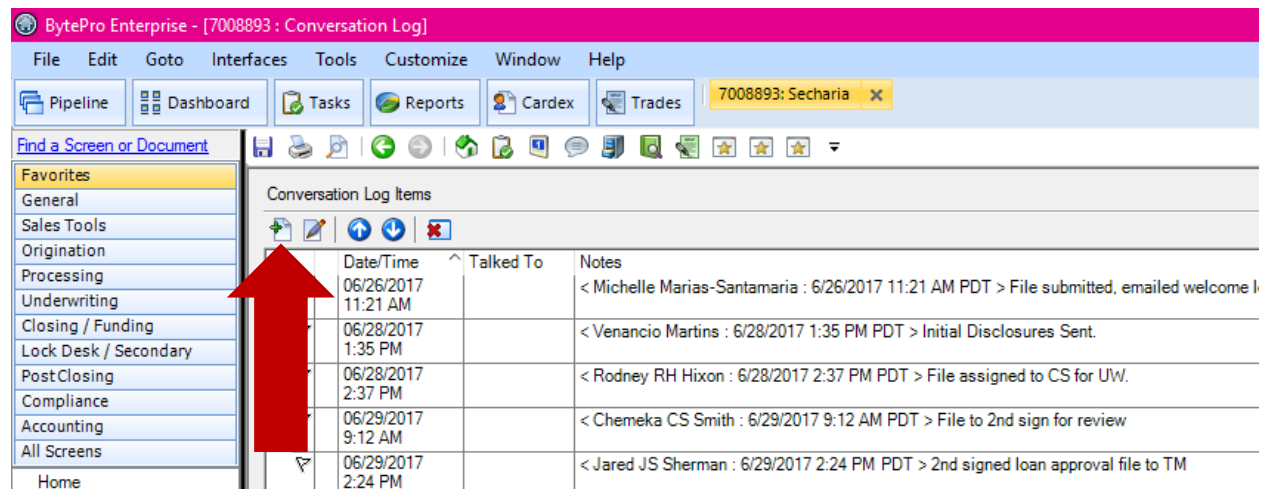
Title: PERSONAL IDENTIFICATION

Comment: COND #4300

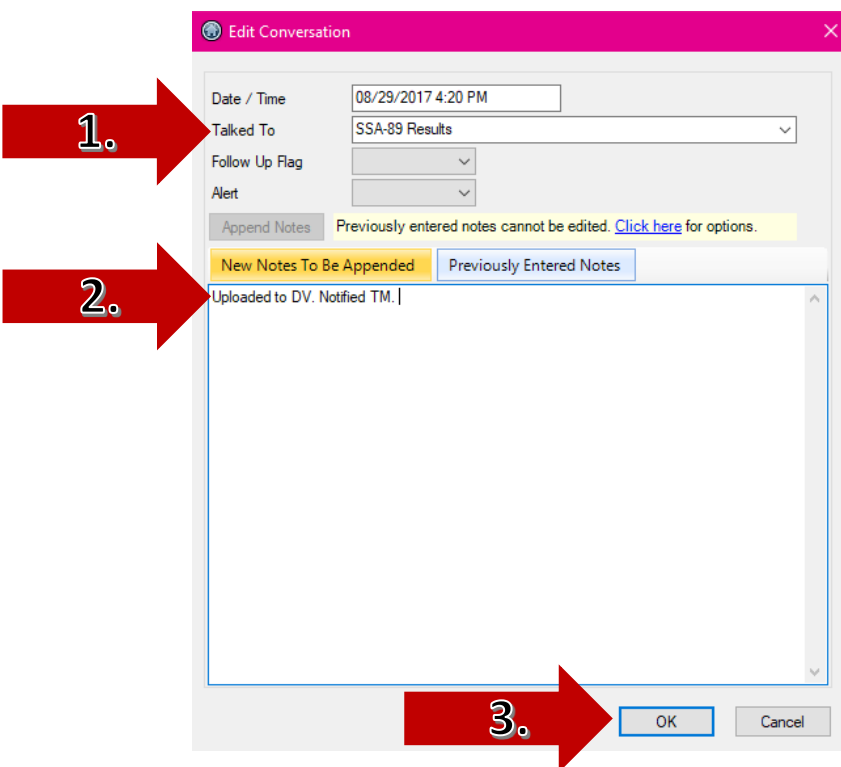
CHANGE STATUS TO NEW CONDITION and click SEND.



From Byte, click on the “Thought Cloud” sub-icon to leave a comment in the conversation log.



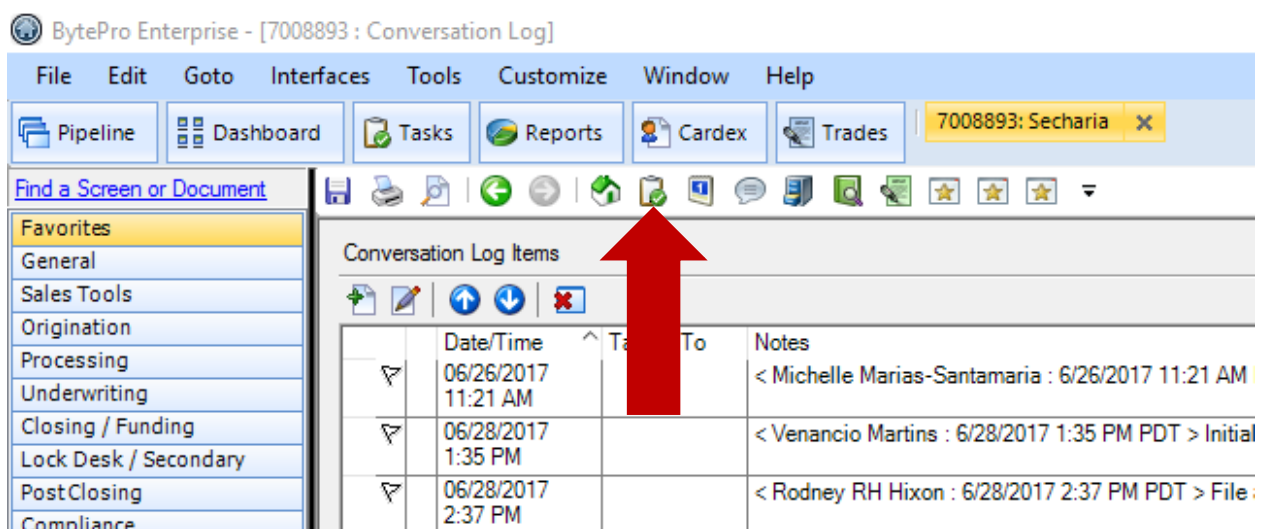
Click on the “Green + and paper” sub-icon to add a note.



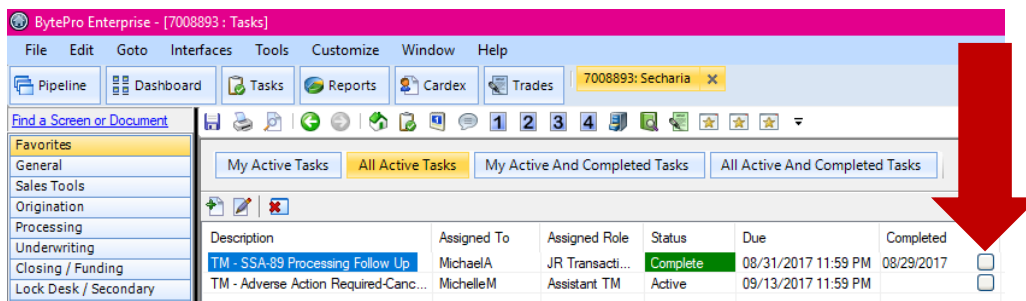
Talked To (aka Header): SSA-89 Results

Append Notes: Uploaded to DV. Notified TM.

Click OK.



After leaving your comment, click on the “Green checkmark and Clipboard” sub-icon to clear the task.



Click on the box under completed and select MARK AS COMPLETE.

Send

To... TM

Cc... Trudy Barton

Bcc...

Subject FW: Order Accepted : Secharia, Uzi1000652499IDV

Uploaded to DV.
Updated conversation log.

Thank you,

Andrea Olson
Assistant Transaction Manager
(949) 900-6630 x457

From: no-reply@informativeresearch.com [mailto:no-reply@informativeresearch.com]
Sent: Thursday, July 13, 2017 9:12 AM
To: Andrea Olson <aolson@citadelservicing.com>
Subject: Order Accepted : Secharia, Uzi1000652499IDV

Andrea Olson,

SSN Plus Order Number 1000652499IDV has been accepted by the Informative Research SSN Plus system. To view your order click here:

<https://order.informativeresearch.com/WCS/IDV/IDVOrderList.aspx>

- IR Order Center

Forward the email you received from Informative Research.

TO: TM

CC: TRUDY

BODY OF EMAIL: Uploaded to DV. Updated conversation log.

SEND