WebCert User Guide

v2.2.6

4/6/2018
ServiceLink National Flood
Mark Schnellinger

Version History

Last Modified:	By:	Reason:	Version:
		Initial Creation	1.0
11/3/11	Tim Van Orden	Revision to fit company standards.	2.0
4/1/13	Tim Van Orden	Added Activity Report.	2.1
2/28/14	Tim Van Orden	Added Upload Legal	2.2
3/19/14	Tim Van Orden	Rebranded to ServiceLink.	2.2.1
2/9/15	Lisa George	Updated Images to reflect ServiceLink	2.2.2
1/7/16	Natascha DeVries	Updated extensions	2.2.3
6/29/17	Mark Schnellinger	Updated contact information	2.2.4
10/3/17	Mark Schnellinger	Updated images to reflect ServiceLink rebranding	2.2.5
4/6/2018	Mark Schnellinger	Updated SLNF Address	2.2.6

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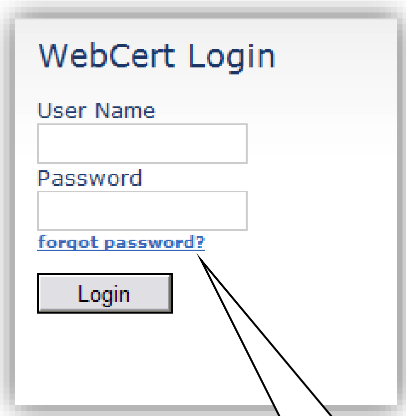
Features

Thank you for choosing ServiceLink National Flood's internet ordering system, WebCert. Some of the features include:

- **Order Verification**
  Orders are standardized and can be verified *before* submission.
- **Expanded Search Options**
  Orders can be retrieved by name, loan number, property address, order status, or tracking ID.
- **E-mail Functionality**
  Receive time service delay notifications and manual determinations via email.
- **Online Address Corrections**
  Address corrections can be made online and a revised determination will be uploaded upon completion.
- **Life of Loan Transfer**
  Online paid-in-full notification and servicing transfer capabilities are available. New servicer certifications can be viewed and printed.
- **Dispute Resolution**
  Submit a dispute request directly to our compliance team.
- **Upload & View Legal Documentation.**
  You can upload documents to facilitate manual research on incomplete orders as well as disputed orders. You can also view anything you have uploaded.

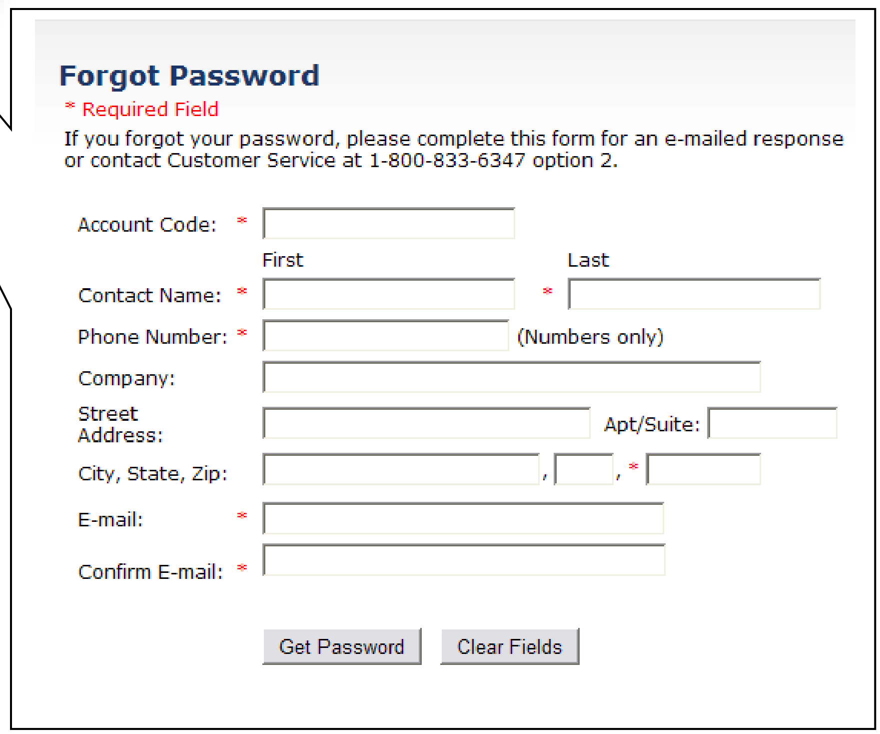
1. Getting Started

WebCert is located at https://lender.floodapp.com.



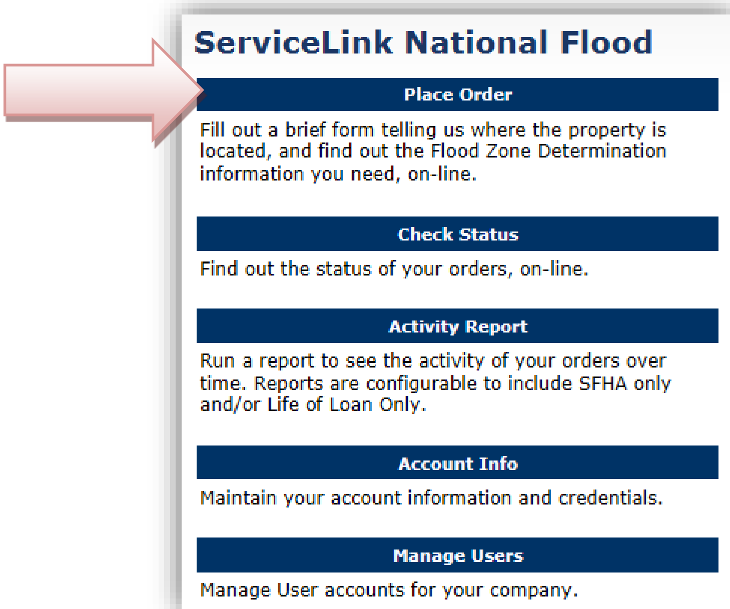
Enter the user name and password, and then click "Login".

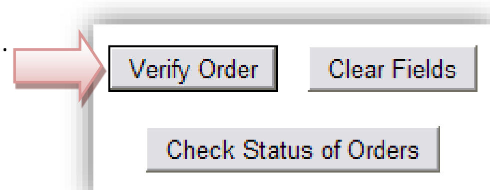
* Click on the "forgot password?" link if you cannot remember your password, and fill out the form.



2. Placing an Order

- ➢ Click on “Place Order” to go to the New Order page.



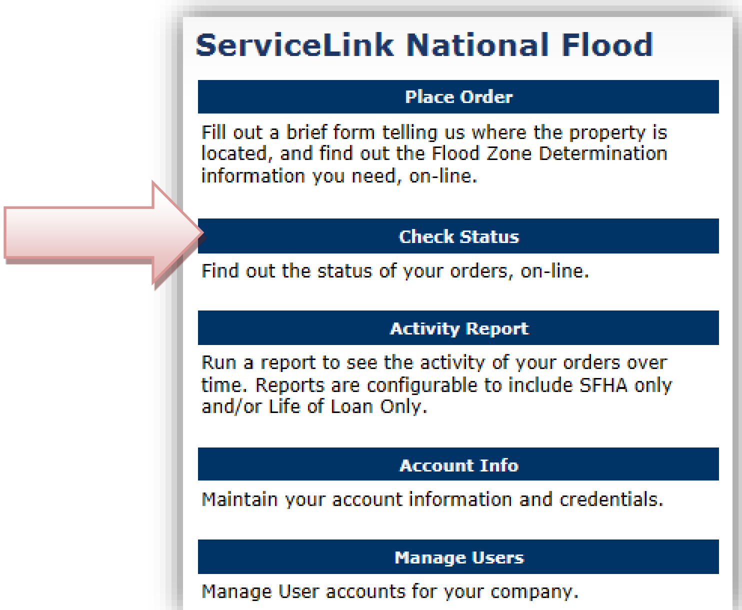
To place a standard order:	To place a subdivision order:	To place a commercial order:
➢ From the New Order page, select the order type and complete the online order form page. *Note: fields noted with a red asterisk (*) are required fields.*	➢ From the New Order page, select the “Manual Only” order type. *Note: if Manual Only is not available, email flood@svclnk.com to add the option to your account.* ➢ Complete the online form. Be sure to enter the subdivision name and the requested lots in the address field. Include any additional lot numbers in the legal section. *Do **NOT** submit the mailing address in the street address field.* ➢ Fax, email, or mail over the subdivision plat map and any additional legal information you may have. Include your order number or loan number with the additional information. *Note: a plat map is required for a subdivision order.*	➢ Select the “Commercial” order type. *Note: if “Commercial” is not available, email flood@svclnk.com to add the option to your account.* ➢ Complete the online order form. If an address is not available, enter the legal information along with the city and state. ➢ Please fax or email over any additional legal information. Be sure to include your order number or loan number with the additional information.
➢ Click “Verify Order” at the bottom of the form.		➢ Review submitted information carefully; if no changes are necessary, click on “Submit Order”. *Note: if the address is not in the USPS database, it **is** OK to submit the order.*

3. Retrieving Completed Certifications

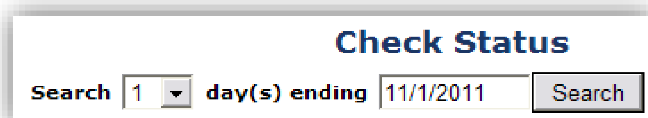
Once the order has been submitted, an order details screen will appear:

- If the order has hit the database and been completed, detailed flood information will appear, including a flood zone. Click on “View/Print Certification” at the bottom of the detailed flood information. *Note: you may need to download and install Adobe Reader.*
- If the order has not hit the database, you will see an “Order in Progress” indicator on the order details screen. The property is being researched manually. Retain the Order Number for reference. You may wish to provide additional documentation to facilitate the manual research. To do so, click on the new “Upload/View Legal Documentation” link.

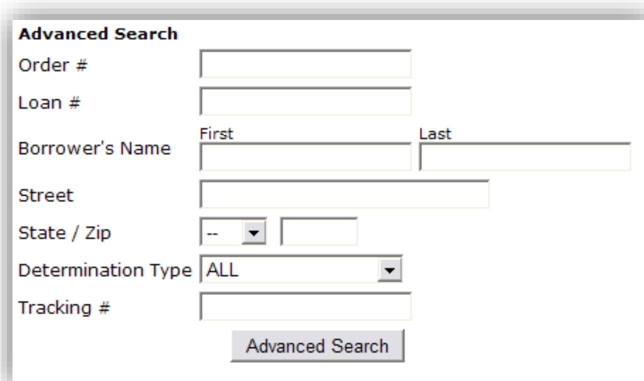
4. Checking the Status of a Request



- ➢ Click on “Check Status”. The current day’s orders will automatically appear.
- ➢ To search older orders, select the time range in days from the dropdown selection, enter the ending date, and then click “Search”.

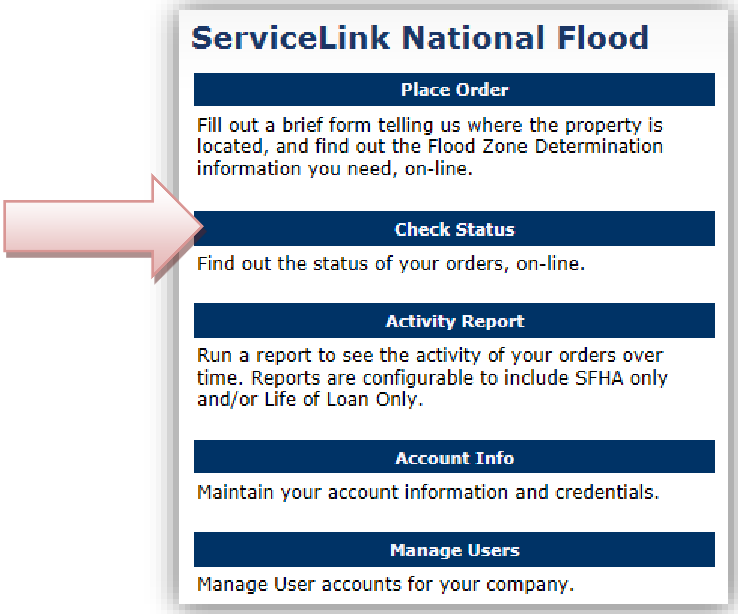


- ➢ To search by specific criteria, enter known information into the Advanced Search fields, and click on “Advanced Search”.

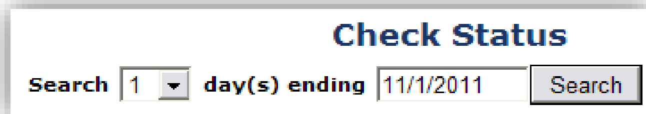


- ➢ If the order is still in progress, it will have an “Incomplete” status.
- ➢ If “Stat Note” appears under “In Progress”, click on the link to view the reason for the delay.
  - Click “Add Additional Information” to send additional information.
- ➢ **To print one or more orders**, check the “Select” box next to each completed order to be printed (to select all, click “Select All” at the bottom of the search page), and then click “View/Print” to generate a PDF file.
- ➢ **To correct an order**, click on “View Details” below the Order Number, and on the Order Details page, select “Correct Order” at the bottom of the page. Enter any necessary corrections in the appropriate fields and click on “Send Corrections”. A corrected certification will be uploaded to the website upon completion. *Note: for changes not available on this site or other inquiries, contact Customer Service.*
- ➢ **To order a Refinance or Second Mortgage** certification, while on the Order Details page, select “Recertify Order.” Select the appropriate radio button, either “Refinance” or “Second Mortgage”, enter any relevant information, and select “Recertify Order”. Click “View/Print Certification” on the Order Details page to print the updated certificate.

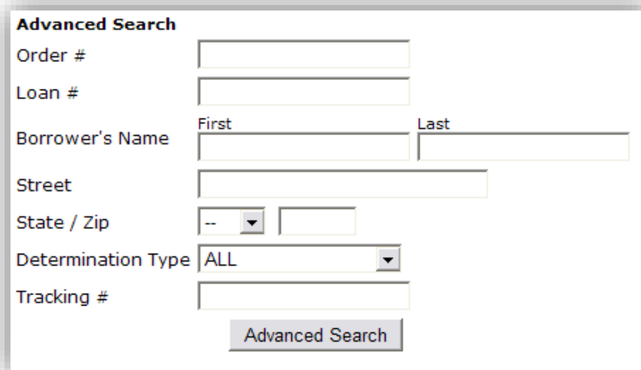
5. Life of Loan Services



- ➢ Click on “Check Status”. The current day’s orders will automatically appear.
- ➢ To search older orders, select the time range in days from the dropdown selection, enter the ending date, and then click “Search”.

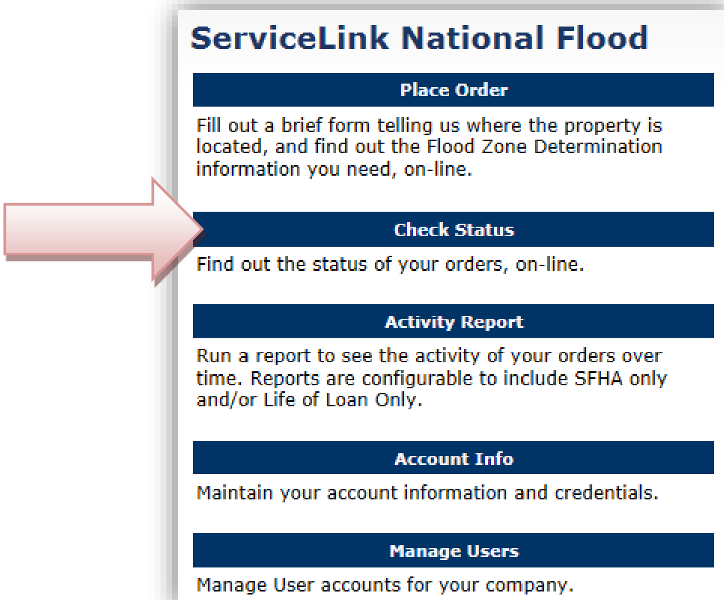


- ➢ To search by specific criteria, enter known information into the Advanced Search fields, and click on “Advanced Search”.

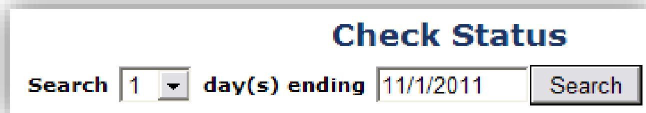


- ➢ Click on “View Details” below the order number.
- ➢ **To order a Life of Loan Upgrade**, while on the Order Details page, select “Upgrade to Life of Loan”. Complete the fields and click “Upgrade to Life of Loan”. Verify the service has been changed to “Life of Loan” on the Order Details page.
- ➢ **To Discontinue Tracking (Paid-in-Full)**, while on the Order Details page, select “Discontinue Tracking”. Click the option to “Discontinue Tracking” and confirm the action. Verify the service has been changed to “Basic” on the Order Details page.
- ➢ **For a Servicing Transfer**, while on the Order Details page, select “Servicing Transfer”. Select the servicer from one of the two drop down menus (if the servicer does not appear in either menu, you can send a request from this page and the transfer will be completed manually; the new certification will be faxed or emailed upon completion). Complete the process and return to the Order Details page by clicking “Transfer Servicing”. The new certification can be obtained by clicking “View/Print Servicing Certification”.

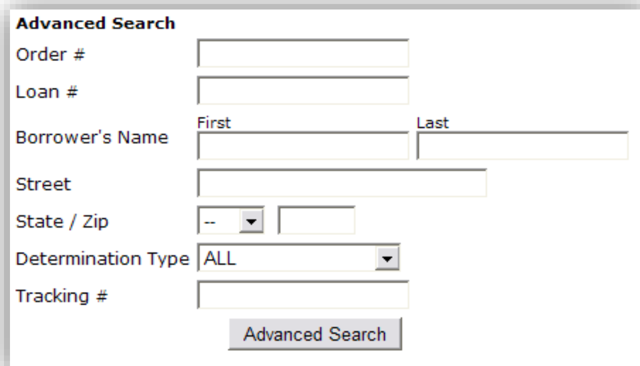
6. Dispute Resolution



- Click on “Check Status”. The current day’s orders will automatically appear.
- To search older orders, select the time range in days from the dropdown selection, enter the ending date, and then click “Search”.



- To search by specific criteria, enter known information into the Advanced Search fields, and click on “Advanced Search”.



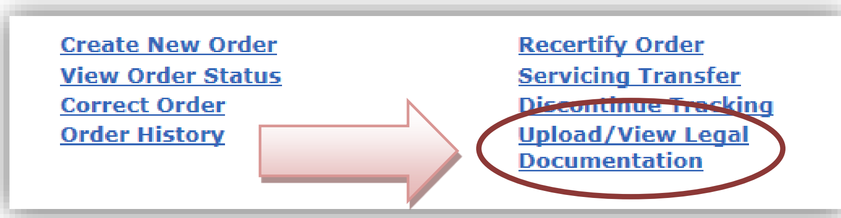
- Click on “View Details” below the order number.
- On the Order Details page, select “Dispute Request”, check the disputed items on the Dispute Request page, enter a brief explanation or description for each item being disputed individually, provide comments, note your preferred contact information to receive updates from SLNF, and click “Submit Dispute”. Be sure to email supporting documents to flood.disputes@svclnk.com or take advantage of the new Upload Legal feature to upload your supporting documents directly to our system.

7. Upload/View Legal Documentation

Legal Documentation can be uploaded in two scenarios:

Order in Process

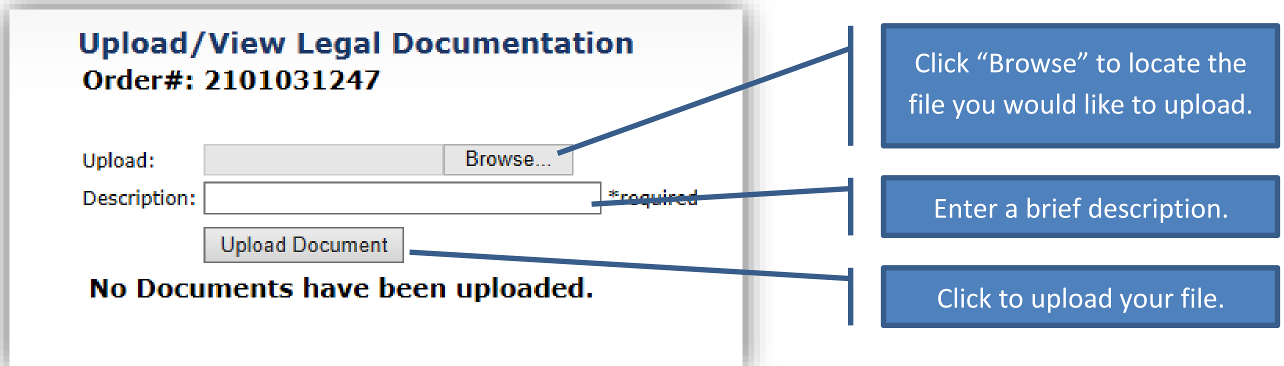
From the Order Details screen, click the link at the bottom of the page that says “Upload/View Legal Documentation.”



Order in Dispute Status

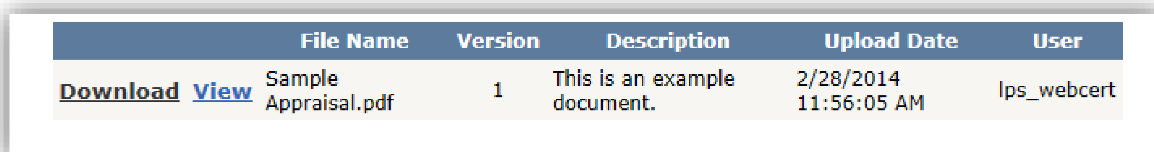
From the Order Details screen, click the link at the bottom of the page that says "Upload Dispute Exhibits."

From there, you will be taken directly to the feature interface. You may also upload dispute exhibits when initially disputing a completed order. *Please note that you cannot upload files for orders that have been completed.*



Only files with an extension of .PDF, .DOC, .DOCX, .XLS, .XLSX, .JPG, .TIF, .BMP, or .GIF may be uploaded.

Once your file has been uploaded, you will see a display of all files you have uploaded for this order. You may view any file you have already uploaded, or upload additional files.



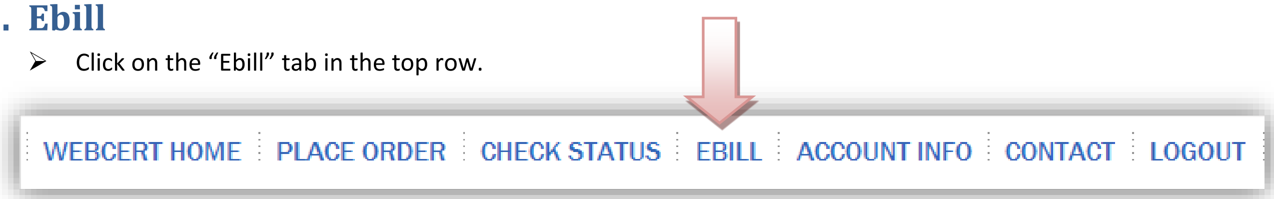
	File Name	Version	Description	Upload Date	User
Download View	Sample Appraisal.pdf	1	This is an example document.	2/28/2014 11:56:05 AM	lps_webcert

Note: you are permitted a maximum of five (5) files per order, and no single file may be larger than twenty-five (25) Megabytes!

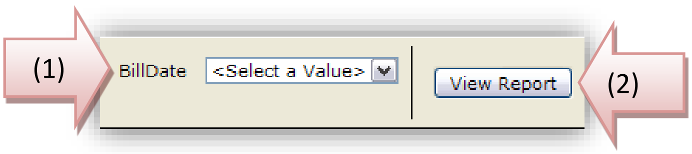
You may view files that have been uploaded for the order even if the order is in Completed status by simply clicking on the "View Legal Documentation" link at the bottom of the Order Details page.

8. Ebill

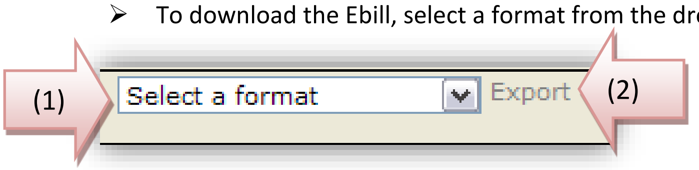
- Click on the "Ebill" tab in the top row.



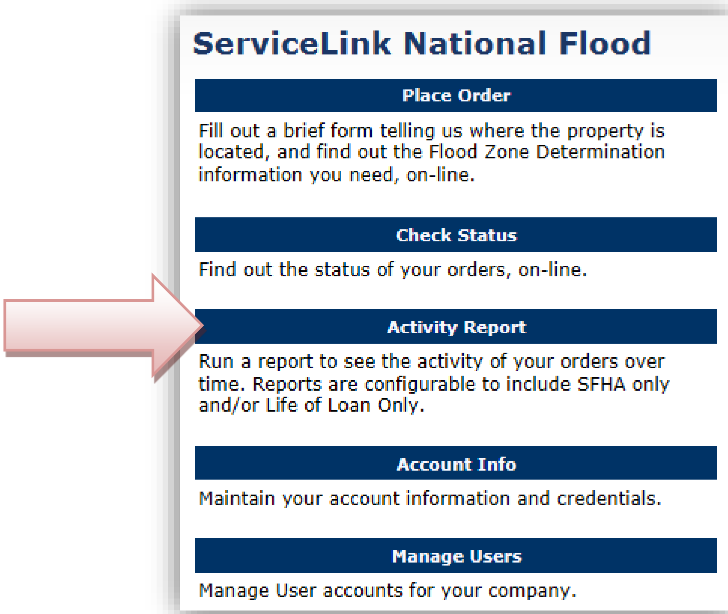
- Select a bill date (1) and click "View Report" (2).



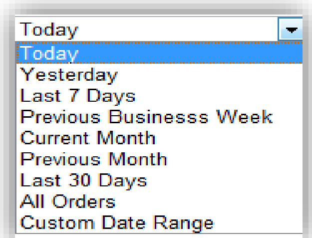
- To download the Ebill, select a format from the drop-down menu (1) and click "Export" (2).



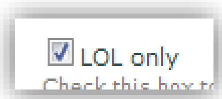
9. Activity Report

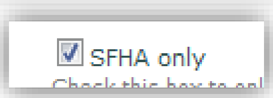


- Click on "Activity Report." *If you do not have this option, please [contact Customer Service](#).*
- Select the date range you would like to run the report for from the dropdown menu.



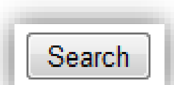
- Select "LOL only" to return only orders tracked by ServiceLink National Flood for revision.



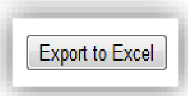


- Select "SFHA only" to return only orders that require flood insurance.

- Click "Search" to run your activity report.



- To save the report as an Excel file, click the "Export to Excel" button.



Frequently Asked Questions

- **What if I forget my password?**
  Simply click "Forgot Your Password" on the login screen of WebCert. You will receive your password via e-mail.
- **Can I change my password?**
  Once you login to WebCert you have the option to change your password. Be sure to inform other users of the new password.
- **I need to search for an older order, but I'm only given a 30 day search period. Is it still there?**
  You can change the end date to expand your search.
- **I submitted a correction for a flood determination. How will I receive the new certification?**
  Once completed, the revised certification will be posted on the website. To receive a fax or e-mail copy, include a fax number or e-mail address in the comments section.
- **I just placed an order for a life of loan certification. When can I request a Refinance or Second Mortgage certification?**
  Refinance certifications can be requested for certifications that have already been billed. Second Mortgage certifications can be requested at any time.
- **Is there a charge to upgrade to life of loan?**
  Yes. The life of loan tracking fee will appear on your next bill.
- **How do I enable the Refinance, Second Mortgage, and/or the Life of Loan upgrade services on my account?**
  Send an e-mail with your account code to flood@svclnk.com. You will receive a confirmation e-mail once your account has been updated.
- **Is there a charge for rush service?**
  No. However we ask that this service be limited to urgent situations.
- **If my request requires manual research how long will it take?**
  Most manual determinations are completed within 8 hours. If our researchers need to obtain additional information from third parties, there may be a longer delay. You will receive a Time Service Delay Notice via fax or e-mail (depending on your customer profile). You can always check the status online or contact customer service with inquiries.
- **Can I receive the delay notification and/or completed flood determination via e-mail?**
  Yes. Send a request with your account code and e-mail address to flood@scvlnk.com.
- **It's been 8 hours and my determination is not complete. Should I re-submit it?**
  No. A resubmission could result in double billing for the same determination. Please check the status online or contact customer service with inquiries.
- **How far in advance do I need to place my flood determination order?**
  ServiceLink National Flood suggests placing your order as early in the loan process as possible.
- **How do I cancel an order?**
  Contact customer service with the loan number and/or order number to cancel the request.

Contact Information

ServiceLink National Flood
500 East Border Street
Arlington, TX 76010

Phone: 800-833-6347
Fax: 800-662-6347

- Customer Service — Option 2
  flood@svclnk.com
- Technical Support — Option 3
  floodsupport@svclnk.com

Account Management:

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X21107 dana.sattler@svclnk.com

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Juli Geer - Account Manager
X21106 juli.geer@svclnk.com

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