



AIM+[®] 6.1

Release Notes

June 17, 2016

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AIM+ 6.1 Release Notes

AIM+ 6.1 includes additional functionality, enhancements, and defect corrections. This document provides users with a brief explanation of what was fixed, and an introduction to new features and functionality implemented with this release.

Deployment Date: June 17, 2016

Setup

Closing Setup

Showing Disclosure Premium

A new default option, **Show Disclosure Premium on Settlement Statement**, has been added within the **Details** button of **Title Insurance** line in *Closing Setup*. Select this check box in *Closing Setup*, to give users an option to display the Disclosure Premium on Settlement Statements.

Steps

1. From *Closing Setup*, select a Closing Disclosure template.
2. From the *Section* drop-down, select **B. Did Not Shop For – Title Charges**.
3. From *line 1109 Lender's Policy*, click the **Details** button.
4. Select the check box, **Show Disclosure Premium on Settlement Statements**.

		Portion of Total Premium	
		Settlement Agent	Underwriter
Liability up to	\$1,000,000.00	80.00 %	20.00 %
Liability over \$1,000,000.00 up to	\$5,000,000.00	80.00 %	20.00 %
Liability over \$5,000,000.00		80.00 %	20.00 %

Use Closing Disclosure Premium to Calculate Endorsements
 Show Disclosure Premium on Settlement Statement

Save & Exit Cancel

5. Click **Save & Exit**.



For more information on the displaying Disclosure Premium, refer to AIM+ Online Help and search for the topic labeled, *Setup Showing Disclosure Premium*.

Include Breakdown for Agent/Underwriter Split

A new default option, **Include Breakdown for Agent/Underwriter Split on Settlement Statements**, has been added within the **Signatures** button in *Closing Setup* for each template. Select this check box in *Closing Setup* to view Agent/Underwriter split data on published Settlement Statements.

Steps

1. From *Closing Setup*, select a Closing Disclosure template.
2. From the *Closing Setup Details* screen, click the **Signatures** button.
3. Select the check box, **Include Breakdown for Agent/Underwriter Split on Settlement Statements**.
4. From *Available Party Roles*, click to select the Party Roles whose signatures should display on the printed Settlement Statement.
5. Click the right-arrow to move the selected Party Roles underneath *Selected Party Roles*.

Closing Signatures

Settlement Statement: Closing Disclosure

Customize Signature Text

- Show 1099 Language, Certification, and Signatures on a Separate Page
- Hide Certification, Signatures, and 1099 Language
- Show Buyer and Seller Signature Labels on Settlement Statements
- Include Breakdown for Agent/Underwriter Split on Settlement Statements

Customize Certification Language

I have carefully reviewed the Settlement Statement and to the best of my knowledge and belief, it is a true and accurate statement of all receipts and disbursements made on my account or by me in this transaction. I further certify that I have received a copy of Settlement Statement. The Settlement Agent does not warrant or represent the accuracy of information provided by any party, including information concerning POC items and information supplied by the lender in this transaction appearing on this Settlement Statement pertaining to "Comparison of Loan Estimate, Closing Disclosure and Settlement Statement Charges" and "Loan Terms", and the parties hold harmless the Settlement Agent as to any inaccuracies in such matters. The parties have read the above sentences, recognize that the recitations herein are material, agree to same, and recognize Title Company is relying on the same.

Generate

Select Party Roles as Signature Lines

Settlement Statement
Buyer's Settlement Statement

Available Party Roles
Buyer/Borrower

Selected Party Roles

Save & Exit Cancel

6. Click **Save & Exit**.



For more information on including a breakdown, refer to AIM+ Online Help and search for the topic labeled, *Include Breakdown for Agent/Underwriter Split*.

Closing

Show Disclosure Premium

In *Closing*, the **Show Disclosure Premium on Settlement Statements** check box displays when **Title Insurance** is selected from the following sections:

- B. Did Not Shop For – Title Charges
- C. Did Shop For – Title Charges
- H. Other Cost – Title Charges

The screenshot shows the 'Title Insurance - Line 1108' form. The 'Show Disclosure Premium on Settlement Statements' checkbox is checked and highlighted with a red box. The form displays various fields for Loan Amount, Liability Amount, and Premium amounts. The 'Show Disclosure Premium on Settlement Statements' checkbox is located in the 'Lender Premium Amounts' section.

Lender Premium Amounts			
Disclosure Premium	Disclosure Buyer Amount	Disclosure Seller Amount	<input checked="" type="checkbox"/> Show Disclosure Premium on Settlement Statements
\$3,645.00	\$3,645.00	\$0.00	
Premium	Premium Buyer Amount	Premium Seller Amount	Risk Rate
\$100.00	\$100.00	\$0.00	\$0.00
Endorsement Premium	Endorsement Buyer Amount	Endorsement Seller Amount	Endorsement Risk Rate
\$0.00	\$0.00	\$0.00	\$0.00
Total Disclosure Premium	Total Disclosure Buyer Amount	Total Disclosure Seller Amount	
\$3,645.00	\$3,645.00	\$0.00	
Total Premium	Total Premium Buyer Amount	Total Premium Seller Amount	
\$100.00	\$100.00	\$0.00	



For more information on Premium Adjustment lines, refer to AIM+ Online Help and search for the topic labeled, *Entering a Title Insurance Premium Adjustment on Lines 238/538*.

Include Breakdown for Agent/Underwriter Split

From the **Print** screen, in *Closing*, the **Include Breakdown for Agent/Underwriter Split on Settlement Statements** check box is selected by default. If you do not want to display the Breakdown data, simply uncheck this check box from the **Print** screen in *Closing*.

New Calculation for Adjustments and Other Credits

AIM+ has implemented the new UCD calculation for Adjustment/Other Credits on the *Cash to Close* table.

Refinance Transaction Type Warning

For non-Closing Insight orders only

A warning message displays if the **Purpose** drop-down list is left blank in the *Loan Terms* tab of the *Refinance Closing Disclosure Details* button.

Before saving and exiting the Loan Terms tab, select **any option** from the Purpose drop-down list to continue processing a Refinance Closing Disclosure.



For more information on the Loan Terms tab, refer to AIM+ Online Help and search for the topic labeled, *Loan Terms Tab*.

Loan Amount Displays Cents

Previously, the **Loan Amount** did not display cents on **Page 1** of the printed **Closing Disclosure**.

You can now view the *exact Loan Amount*, including cents, on **Page 1** of the printed **Closing Disclosure**.



Note

If no cents are included on the Loan Amount, no decimal digits print on the Closing Disclosure.

Loan Amount	What prints on Page 1 of Closing Disclosure
\$100,000.99	\$100,000.99
\$100,000.90	\$100,000.90
\$100,000.00	\$100,000

Integrations

eRecording

Assigning the Order of Recorded Documents

A new column, **Document Order**, has been added to the *eRecording* screen as a required section.

Each row within the column contains a drop-down list of numeric values. Use the drop-down list in each field to assign the order in which documents are recorded.



For more information on eRecording, refer to AIM+ Online Help and search for the topic labeled, *Using the eRecording Screen*.

Generating Lender Specific Audit Reports

A new drop-down list, **Lender**, has been added to the *eRecording* screen, under **Audit Report**. Use this drop-down list to generate a manual audit report of every eRecording within a file or database, based on a selected lender(s). The **Lender** drop-down list displays all lenders set up in your AIM+ database.



Steps

1. From *the AIM+ menu*, click the **eRecording** button.
2. Under *Audit Report*, click the **Lender** drop-down. A list of lenders displays.
3. Select the check box beside the lender(s) you want to run an audit report for.
4. Select the **From Date** and **To Date**.
5. Click the **Generate Report** button.



For more information on eRecording Audit Reports, refer to AIM+ Online Help and search for the topic labeled, *Generate Audit Report*.

New Escrow Column

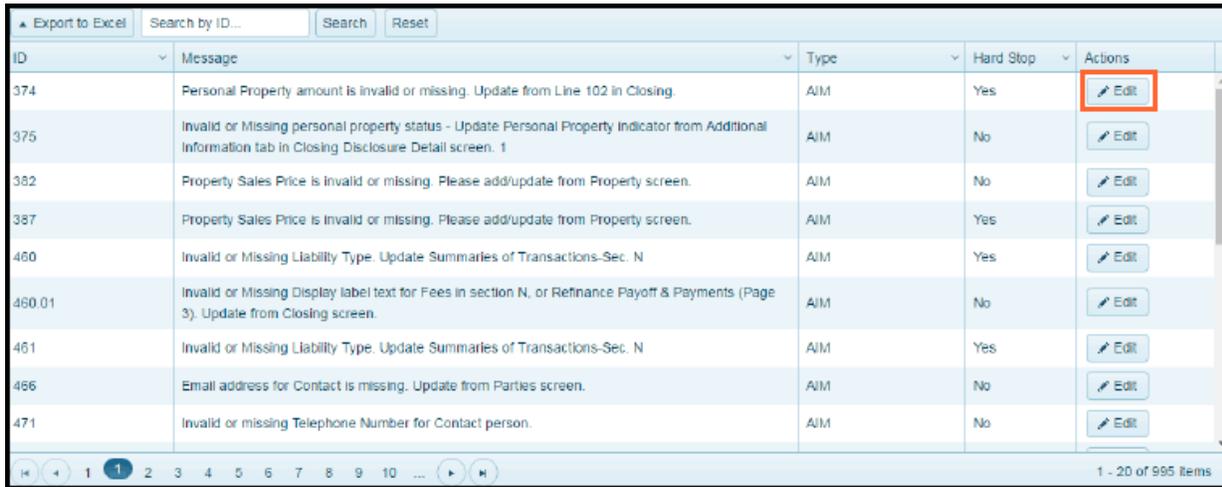
A new column, **Escrow**, has been added to the *eRecording Report Sheet* to display the **Escrow Officer** name for the recorded file. This column displays on the eRecording Report Sheet when a report is generated manually or automatically.

The Escrow Officer name that displays in this column is the Escrow Officer designated on the file, from the **Parties** screen.

Lender Connect

Editing Validation Messages

In *Lender Connect*, select users can now edit the way a **validation error message** is presented to their end users during the Validation Process.



ID	Message	Type	Hard Stop	Actions
374	Personal Property amount is invalid or missing. Update from Line 102 in Closing.	AIM	Yes	
375	Invalid or Missing personal property status - Update Personal Property Indicator from Additional Information tab in Closing Disclosure Detail screen. 1	AIM	No	
382	Property Sales Price is invalid or missing. Please add/update from Property screen.	AIM	No	
387	Property Sales Price is invalid or missing. Please add/update from Property screen.	AIM	Yes	
460	Invalid or Missing Liability Type. Update Summaries of Transactions-Sec. N	AIM	Yes	
460.01	Invalid or Missing Display label text for Fees in section N, or Refinance Payoff & Payments (Page 3). Update from Closing screen.	AIM	No	
461	Invalid or Missing Liability Type. Update Summaries of Transactions-Sec. N	AIM	Yes	
466	Email address for Contact is missing. Update from Parties screen.	AIM	No	
471	Invalid or missing Telephone Number for Contact person.	AIM	No	

The ability to edit validation messages ensures a clear message and directive toward the data problem to be resolved. Simply perform a search to find the validation message ID that is displayed after the 406/433 validation process. Click **Edit** to change the text of the validation message that displays for users.

Click the **Export to Excel** button to export an entire list, or filtered list, of validation messages into an Excel spreadsheet.



Note

Contact Customer Care to easily adjust the wording for each validation message used in the process for returning Closing Instructions to the lender.

Refresh and Merge AIM+ Data

When working in an AIM+ file within the *Compare and Update* screen of **Lender Connect**, you no longer have to close the file to refresh AIM+ data.

Simply click the *Closing Module*, or the **Refresh** button within *Closing* to merge data between Lender Connect and AIM+.

Multiple Parties and Properties on New Orders

To avoid duplicate information on Closing Insight orders, party and property information found on an AIM+ file will now save in **File Notes**.

If party and property information on an AIM+ file exists both on the AIM+ order and a new Closing Insight order, AIM+ now stores the party and property information in File Notes. This enhancement is in place to avoid duplicate information from displaying on the order.

Carryover Line Mapping

When adding or removing carryover lines on the AIM+ file, users are now warned when a change to a carryover line does not match the data sent by the lender.

Miscellaneous Adjustment - Line 135

Closing (3891-16) : Summaries of Transactions > K. Adjustments

Fuel Costs

i The Lender indicates this fee is NOT a carryover fee. Uncheck Carryover if the intent is to match the Lender's fee. ✕

1 of 1 | Jump

Line Number	Fee
135-1	Fuel Costs
Line Amount	
\$135.00	<input checked="" type="checkbox"/> Carry-Over Line 435-1 Amount: \$135.00
Payee Code	Payee Name
POC Amount	POC By
\$0.00	
Closing Disclosure Description *	Closing Statement Description
H - Fuel Costs	H - Fuel Costs

Save & Exit | Cancel

Proration - Line 106

Closing (3773-16) : Summaries of Transactions > K/M. Adjustments Paid by Seller

City Property Tax

i The Lender indicates this fee is a carryover fee. Check Carryover if the intent is to match the Lender's fee. ✕

Jump

Line Number	Fee	
106	City Property Tax	
From Date	To Date	Prorate for
		0 Days
Base Amount	Period Based On	Proration Format
\$0.00	<input checked="" type="radio"/> 365 Days Per Year	Display Date Range as
Base Amount Period	<input type="radio"/> 360 Days Per Year	<input checked="" type="radio"/> to
<input type="radio"/> Daily <input type="radio"/> Weekly <input type="radio"/> Monthly	<input type="radio"/> Partial Months Use 30 Days (30-Day Month)	<input type="radio"/> thru
<input type="radio"/> Quarterly <input type="radio"/> Semiannual <input checked="" type="radio"/> Annual	<input checked="" type="radio"/> Actual Days in Month	<input type="radio"/> through
Per Diem Amount	Proration Amount	<input checked="" type="checkbox"/> Hide Base Amount and Period
\$0.00000000	\$0.00	
Line Amount	<input type="checkbox"/> Carry-Over Line 406 Amount	
\$0.00		
Payee Code	Payee Name	
POC Amount	POC By	
\$0.00		
Closing Disclosure Description	Closing Statement Description	
City/Town Taxes	City/Town Taxes City Property Tax	

Save & Exit | Cancel

New Carryover Lines for Closing Insight

New fees have been added to the **Closing Disclosure** to accommodate Lender fees sent from *Closing Insight*. These fees display on the Closing Disclosure, as well as ALTA Statements:

Fee Description	Line #	Closing Disclosure Headings
Relocation Funds	273	L. Other Credits
Repair Completion Escrow Holdback	274	L. Other Credits
Satisfaction of Subordinate Lien	275	L. Other Credits
Sweat Equity	277	L. Other Credits
Tenant Security Deposit	278	L. Other Credits
Trade Equity	279	L. Other Credits
Unpaid Utility Escrow Holdback	281	L. Other Credits
Repair Completion Escrow Holdback	276	L. Adjustments
Satisfaction of Subordinate Lien	284	L. Adjustments
Tenant Security Deposit (with CarryOver)	283	L. Adjustments
Unpaid Utility Escrow Holdback	280	L. Adjustments

This fee/line was corrected on all Closing Disclosure templates:

Fee	Line #	Current Fee Type	New Fee Type
Tenant Security Deposit	583	Misc. Adjustments	Misc. Adj. with CarryOver

Using Summaries of Transactions

Several enhancements have been added to the **Compare and Update** screen of *Lender Connect*.

Summaries of Transactions Sections K through N

Scroll down to view the new **Summaries of Transactions** section on the **Compare and Update** screen in *Lender Connect*. Users can now import **carryover** and **non-carryover fees** for Summaries of Transactions using the Compare and Update screen in Lender Connect.

Fees imported on this screen display on the printed **Closing Disclosure**, under *Summaries of Transactions*.

Summaries of Transactions

K - Due from Borrower at Closing - 11.4
For more information/selection scroll to the right.

K - Due from Borrower at Closing

Fee Type	Fee Description	Amount

M - Due to Seller at Closing - Adjustments - 14.3
For more information/selection scroll to the right.

M - Due to Seller at Closing - Adjustments

Fee Type	Fee Description	Amount
AIM+ Value:	AIM+ Value:	AIM+ Value:
Lender Value: Repairs	Lender Value: Repairs_07	Lender Value: 7.00
AIM+ Value:	AIM+ Value:	AIM+ Value:
Lender Value: SellersEscrowAssumption	Lender Value: Sellers_escrow_08	Lender Value: 8.00
AIM+ Value:	AIM+ Value:	AIM+ Value:
Lender Value: SellersMortgageInsuranceAssum	Lender Value: Sellers Mort_09	Lender Value: 9.00
AIM+ Value:	AIM+ Value:	AIM+ Value:
Lender Value: TenantSecurityDeposit	Lender Value: Tenant Sec_10	Lender Value: 10.00

K - Adjustments - 11.5
For more information/selection scroll to the right.

K - Adjustments

Fee Type	Fee Description	Amount
AIM+ Value:	AIM+ Value:	AIM+ Value:
Lender Value: FuelCosts	Lender Value: Fuel_01	Lender Value: 1.00
AIM+ Value:	AIM+ Value:	AIM+ Value:
Lender Value: SellersEscrowAssumption	Lender Value: Sellers_escrow_08	Lender Value: 8.00

M - Adjustments for Items Paid by Seller in Advance - 14.7
For more information/selection scroll to the right.

M - Adjustments for Items Paid by Seller in Adv...

Fee Type	Fee Description	Amount
AIM+ Value:	AIM+ Value:	AIM+ Value:
Lender Value: CooperativeAssociationDues	Lender Value: Coop_12	Lender Value: 12.00
AIM+ Value:	AIM+ Value:	AIM+ Value:
Lender Value: EarthquakeInsurancePremium	Lender Value: EQ_13	Lender Value: 13.00

K - Adjustments for Items Paid by Seller in Advance - 11.9
For more information/selection scroll to the right.

K - Adjustments for Items Paid by Seller in Adv...

Fee Type	Fee Description	Amount
AIM+ Value:	AIM+ Value:	AIM+ Value:
Lender Value: CondominiumAssociationDues	Lender Value: Condo_11	Lender Value: 11.00
AIM+ Value:	AIM+ Value:	AIM+ Value:
Lender Value: EarthquakeInsurancePremium	Lender Value: EQ_13	Lender Value: 13.00

M - Adjustments for Items Paid by Seller in Advance - 14.7
For more information/selection scroll to the right.

M - Adjustments for Items Paid by Seller in Adv...

Fee Type	Fee Description	Amount
AIM+ Value:	AIM+ Value:	AIM+ Value:
Lender Value: CooperativeAssociationDues	Lender Value: Coop_12	Lender Value: 12.00
AIM+ Value:	AIM+ Value:	AIM+ Value:
Lender Value: EarthquakeInsurancePremium	Lender Value: EQ_13	Lender Value: 13.00

For more information on changes to the Compare and Update screen, refer to AIM+ Online Help and search for the topic labeled, *Using the Compare and Update Screen*.

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Legend

A **Legend** displays three new color fields, which indicate actions required for specific fees. Hover your mouse over each color field to view their meaning, and to give you guidance when using the *Compare and Update* screen.



Color Fields

Below defines the color and actions:

Gold – Fees highlighted in green indicate that the lender has sent at least one fee type of “Other”, and the AIM+ file also has at least one fee type of “Other”. Manual matching of these fees may be required.

Blue – Fees highlighted in blue indicate that the lender has sent more than one of the same fee type and the AIM+ file has at least one instance of the same fee type in the same section. Manual matching of these fees may be required.

Orange – Fees in orange indicate a selection was made that will result in a deletion of the fee saved in the AIM+ file.

Select Matched and Unmatched Buttons

The **Select Matched** and **Select Unmatched** boxes are now separated among the following sections. Hover your mouse over each button to view their meaning, and to give you guidance when using the *Compare and Update* screen.

Sections A through H

- **Select Matched** – Click to select all fees for **Sections A through H** from the lender’s closing instructions that are matched to the AIM+ Closing Disclosure for the file.
- **Select Unmatched** – Click to select all fees for **Sections A through H** from the lender’s closing instructions that do not currently appear in the AIM+ Closing Disclosure for this new file (new fees).

Summaries of Transactions (Sections K through N)

- **Select Matched** – Click to select all fees for **Summaries of Transactions** from the lender’s closing instructions that are matched to the AIM+ Closing Disclosure for the file.
- **Select Unmatched** -- Click to select all fees for **Summaries of Transactions** from the lender’s closing instructions that do not currently appear in the AIM+ Closing Disclosure for this file (new fees).



Generating a Lender CD

For orders sent from USAA Lenders Only

Use **Generate Lender CD** in *Lender Connect* to download a **PDF** version of Closing Instructions data received from the Lender. Download a PDF from the File-level, or Company-level in Lender Connect.

This feature is available for events **431** (Closing Instructions), **432** (Closing Statement Modifications Requested) and **435** (Closing Statement Delivered).

From the File-Level

Steps

1. Navigate to the 431 (432, or 435), from Lender Connect or Stewart Connect.
2. Click **View**.
3. From the Event Details screen, click **Generate Lender CD**.

CI - Closing Instructions (431)

File Number: 2-16 Transaction ID: 13477609-10746035
Company: AIM Company
Address: 1500 smith street City State Zip: Houston TX
Loan Number: Purch_6_10_01
Date Created: 6/10/2016

Compare and Update Local Office Email
Enter Local Office email address
Send to Local Office

Generate Lender CD

4. From the top-right, click the **Download** icon.
5. Save the PDF to the desired location.



For more information on downloading Closing Instructions from a lender, refer to AIM+ Online Help and search for the topic labeled, *Generating a Lender CD*.

AIM+ Reporting Database

Displaying all Disbursement Data

All **Disbursement Worksheet** data, for all parties, now exports to the *AIM+ Reporting Database* for the following statement types. This data will be made available via the AIM+ Management Console at a later date.

- HUD 1
- HUD1A
- HUD1-2010
- HUD1A-2010
- Closing Statements
- Closing Disclosure (for all payees on the Disbursement Worksheet)

This data includes Checks, Outgoing Wires, Receipts and Incoming Wires.

Liability Amount in Document Export Utility

AIM+ now exposes the **Liability Amounts** to the *AIM+ Document Export Utility* process.

Revenue Reporter

Calculating Revenue Reporter

Two enhancements have been added to the **Revenue Reporter** screen in **AIM+**.

NTS Name Change

The name of the **NTS** labeled check box on the **Credit Distribution** screen of *Revenue Reporter* has changed to **CS**. This label change has been made to reflect the new name change from *NTS* to *CS* (Commercial Services).

Calculations

The Closing party calculation on the *Revenue Reporter* and *Generic Revenue Reports* has been enhanced to correctly calculate, using this formula:

$$\langle \text{Total Premium} \rangle \times \langle \text{Premium Credit \%} \rangle = \text{Closing Party Amount.}$$



Note

The **Agent Ownership** percentage is no longer factored into the Total Premium calculation.

Adding Decimal Places

On the **Credit Distribution** screen for *Revenue Reporter*, when selecting to calculate using the **Percentage** option, will now allow users to enter up to **10 decimal places**.

Party	Credit Type	Amount
<input type="checkbox"/> NTS		<input checked="" type="radio"/> Percentage <input type="radio"/> Flat Fee
		%
<input type="checkbox"/> NTS		<input checked="" type="radio"/> Percentage <input type="radio"/> Flat Fee
		%
<input type="checkbox"/> NTS		<input checked="" type="radio"/> Percentage <input type="radio"/> Flat Fee
		\$2,000.00
<input type="checkbox"/> NTS		<input checked="" type="radio"/> Percentage <input type="radio"/> Flat Fee
		80 %

Name	Percentage
Dana Duncan	100.0000
Total	100.0000 %

Auto-saving the Credit Distribution Screen Data

Previously, users had to save edits on both the **Credit Distribution** screen as well as the **Revenue Reporter** screen.

The Credit Distribution screen now auto-saves data, each time the Revenue Reporter screen is saved. The **BDO** (**Business Development Officer**) on the file automatically displays as a result of the auto-save.



For more information on Revenue Reporter, refer to AIM+ Online Help and search for the topic labeled, *Entering Revenue Report Information*.

Defects

The following defects were addressed in **AIM+ 6.1**:

Closing Setup

- In *Closing Setup*, **Fee Detail** buttons now open as expected in **Sections A, B and C** for **Loan Charges**.
- **Policy Retrieve** is now pulling the correct **Premium** amount when *Lenders Only* or *Owners Only* is selected under Rate Based On.

Parties

- In *Parties*, the **Contact License ID** no longer disappears when selecting another party that does not have a License ID.

Policies

- **Endorsements** transmitted via *Disc* now all display on **Post Transmittal Reports**.

Closing

- **Recording Service Fee** now prints correctly on both the Closing Disclosure and ALTA Statements.
- **Owner's Title Insurance Premium** no longer defaults back to the **Seller** on *ALTA Statements*.
- **Negative POC amounts** can no longer be entered and saved on *Closing Disclosure* and *ALTA Statements*.
- Other fee types for **Section G** via the **Compare and Update** screen of *Lender Connect*, now successfully import.
- The **Seller amount** no longer doubles for the **Total Deed/Mortgage** line on the *Closing Disclosure*.
- **Other** fees with **POCL** now display on the *Disbursement Worksheet*.
- A blank page no longer prints when no **Seller Signature** is selected from the *Print* screen in *Closing*. Also, when the **Show Signatures on Closing Disclosure** check box is unselected, no signatures display on the printed *Closing Disclosure*.

Lender Connect

- Fees located in **Section B. Did Not Shop For – Loan Charges**, sent via event **431**, are now mapping to the correct **Closing Disclosure fee Description**.
- **Date** and **Time** column settings are correctly retained in *Stewart Connect*.
- The **Compare and Update** screen in *Lender Connect* is now easier to manage, with more data in a single view.
- *Lender Connect* users can submit a **734** event without a document attached.
- **Optional cost indicators** display correctly from *Lender Connect* into *Closing Insight*.
- Users are able to successfully launch **Closing Insight** from *Lender Connect/Stewart Connect*.
- In *Lender Connect/Stewart Connect*, upon submitting a **406 event**, an error message no longer displays stating the URL is too long.

Disbursement Worksheet

- When entering split commission lines between **Buyer** and **Seller**, adding additional data to **Transaction line 704** no longer displays out of balance on the *Disbursement Worksheet*.
- Fees deleted via the **Compare and Update** screen in *Lender Connect* no longer display the **Fee Description** on the **Disbursement Worksheet**, causing an Out of Balance.

Lawson Extract

- To prevent Lawson Extract from failing, AIM+ now truncates names longer than 30 characters.

Positive Pay

- **Manual Positive Pay** files consistently creates both **.csv** and **.txt files** when desired by the user.

Additional Information

Accessing AIM+

You can access AIM+ one of two ways depending on your setup:

- *If you access AIM+ through the Citrix environment, AIM+ is automatically updated to the latest version when you log in. If you are new to StewartWorkPlace or TitleWorkPlace, contact Customer Care at 1.877.800.3132 for assistance.*
- *If you are using AIM+ in a Citrix environment, maximize the Citrix screen and the AIM+ screen for best viewing results.*

Training

Through the **AIM+ Help Contents**, you can access an online library of interactive tutorials and quick reference cards by clicking the **Additional Learning Resources** link or navigate to the [AIM+ Training Center](#) page.

Technical Support

For technical support, contact Stewart Customer Care Center at 1.877.800.3132 or CustomerCareCenter@stewart.com.