

*A.S.K./SoftPro*  
*Search Integration*  
User Guide

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## About

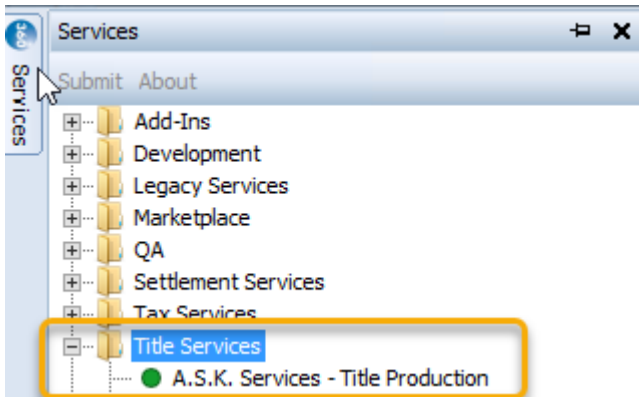
This document provides instructions for using Stewart's A.S.K. SoftPro Integration and includes the following sections:

- Place Order
- Download Order/Update
- Request Update
- Get Help
- Appendix A Required Order Information

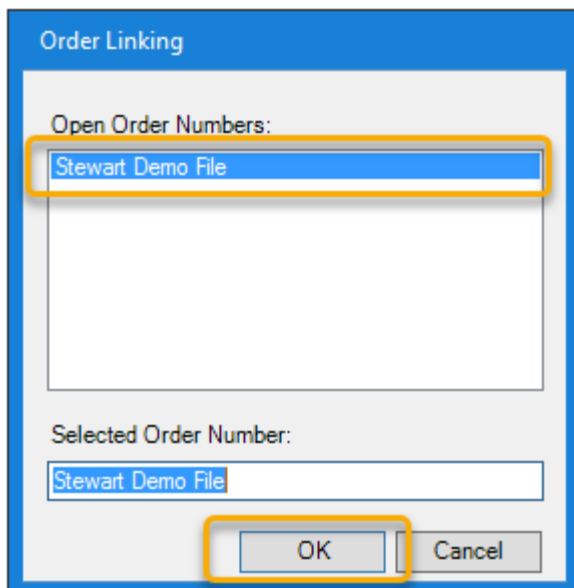
## Place Order

The process for placing an order in SoftPro Select and SoftPro Classic is identical.

1. Enter required information into SoftPro Select/Classic.<sup>1</sup>
2. Click the **360** Icon.
3. Locate Title Services and select **A.S.K. Services – Title Production**



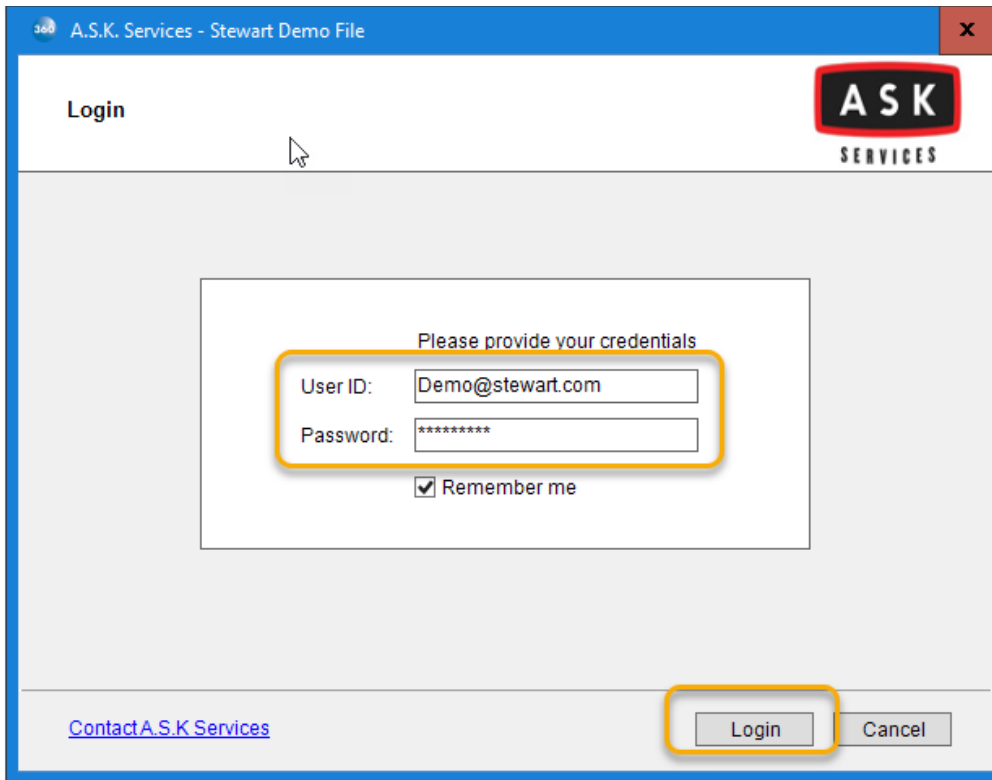
4. Select Order Number to link and click the **OK** Button.<sup>2</sup>



<sup>1</sup> See [Appendix A](#) for required information to place an order.

<sup>2</sup> All files you currently have open will display in the Order Linking window, you may only select one to link at a time.

5. Provide your A.S.K. Services credentials and click the **Login** button.<sup>3</sup>



A.S.K. Services - Stewart Demo File

Login

ASK SERVICES

Please provide your credentials

User ID: Demo@stewart.com

Password: \*\*\*\*\*

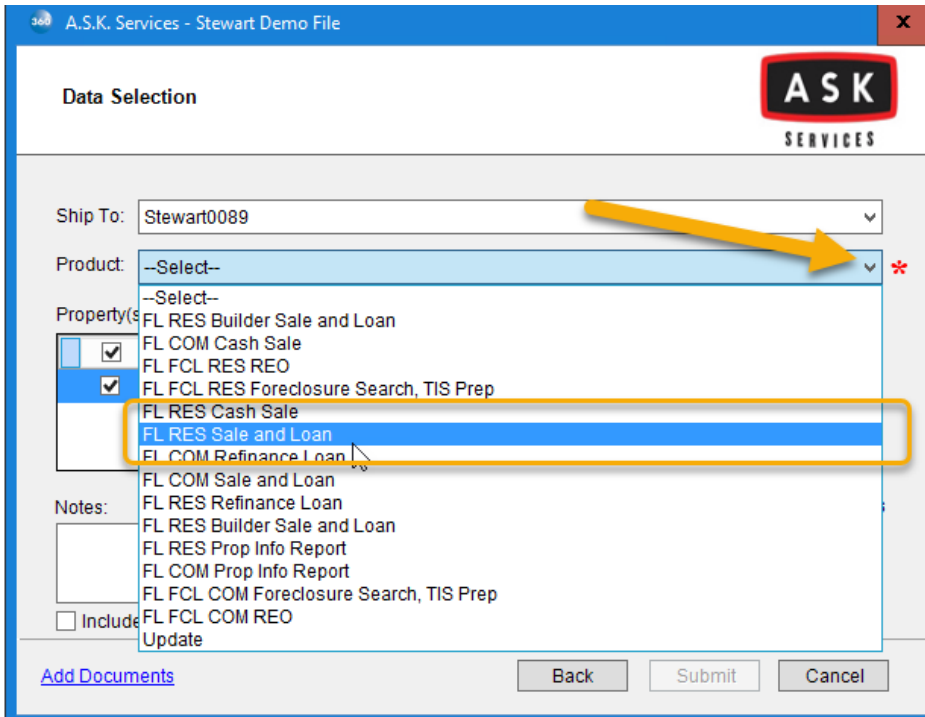
Remember me

[Contact A.S.K. Services](#)

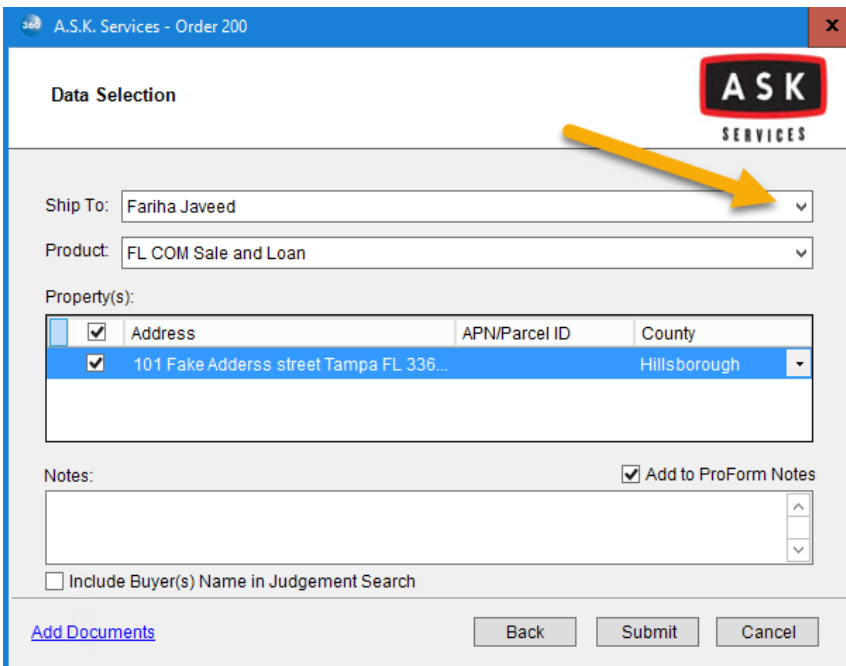
Login Cancel

<sup>3</sup>: If you are having difficulty logging in please click the Contact A.S.K. Services link for the support telephone number or contact us form to get help.

6. Select a product.

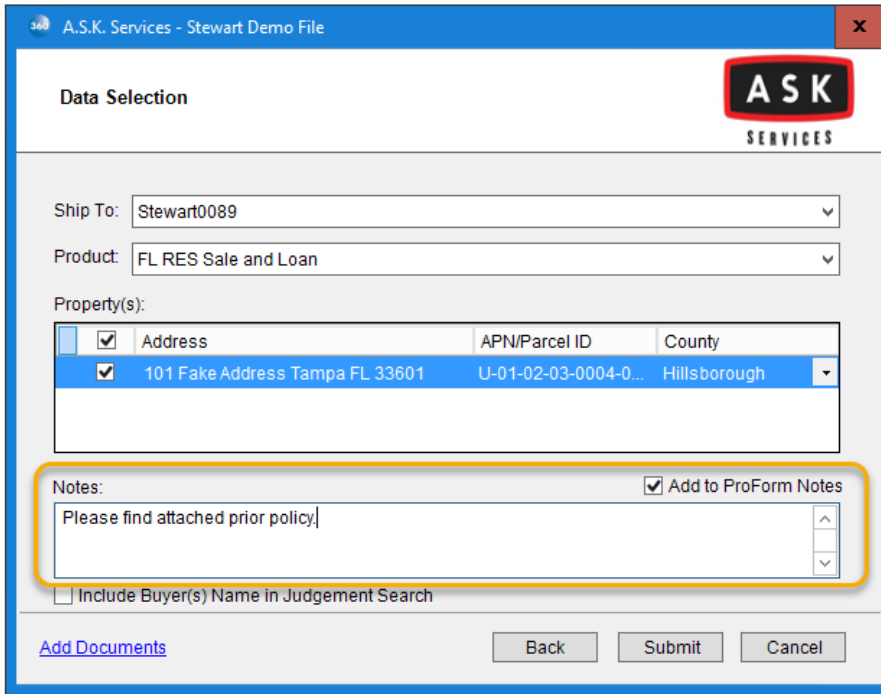


7. If you have multiple Settlement offices click the ship to menu to select the appropriate office for billing<sup>4</sup>.



<sup>4</sup> If you do not see your office listed, please contact your Agency Service Representative.

8. If you have any special instructions for the order, include them in the notes.



A.S.K. Services - Stewart Demo File

**Data Selection** **ASK SERVICES**

Ship To: Stewart0089

Product: FL RES Sale and Loan

Property(s):

<input type="checkbox"/>	Address	APN/Parcel ID	County
<input checked="" type="checkbox"/>	101 Fake Address Tampa FL 33601	U-01-02-03-0004-0...	Hillsborough

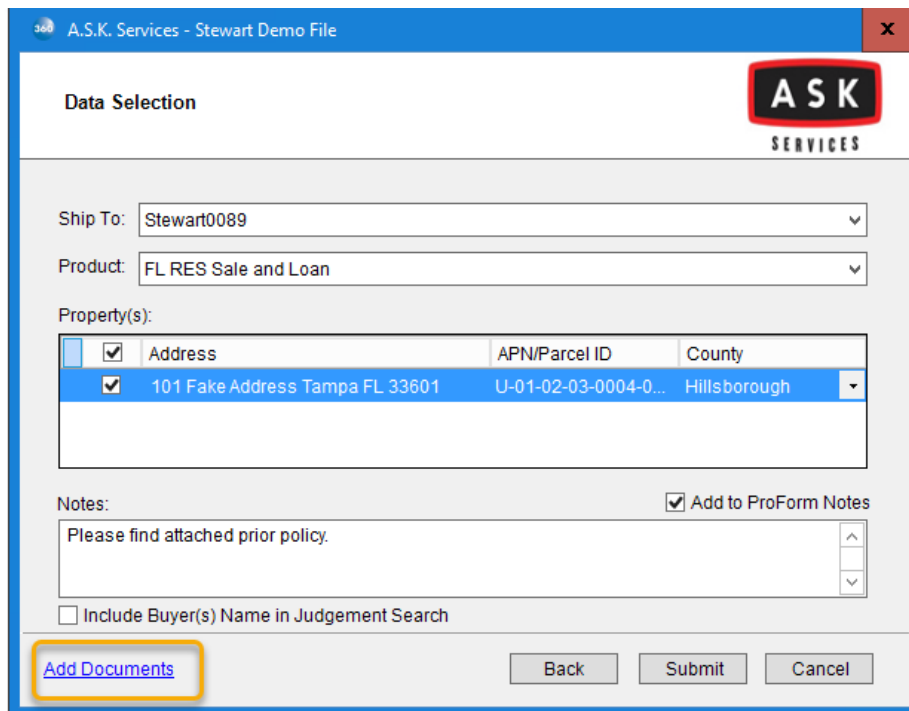
Notes:  Add to ProForm Notes

Please find attached prior policy|

Include Buyer(s) Name in Judgement Search

[Add Documents](#) Back Submit Cancel

9. If you have any prior/starter files you may include them in you order, to do so, click **Add Documents**.



A.S.K. Services - Stewart Demo File

**Data Selection** **ASK SERVICES**

Ship To: Stewart0089

Product: FL RES Sale and Loan

Property(s):

<input type="checkbox"/>	Address	APN/Parcel ID	County
<input checked="" type="checkbox"/>	101 Fake Address Tampa FL 33601	U-01-02-03-0004-0...	Hillsborough

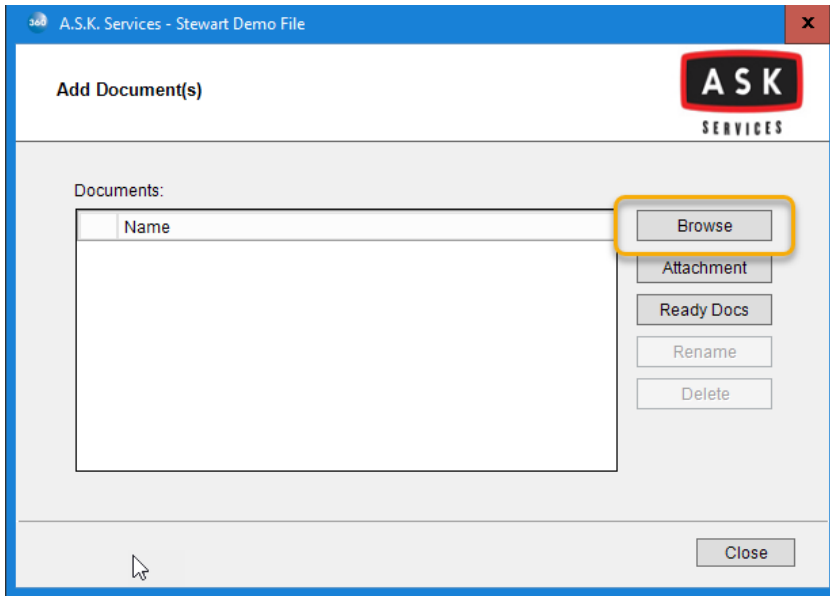
Notes:  Add to ProForm Notes

Please find attached prior policy.

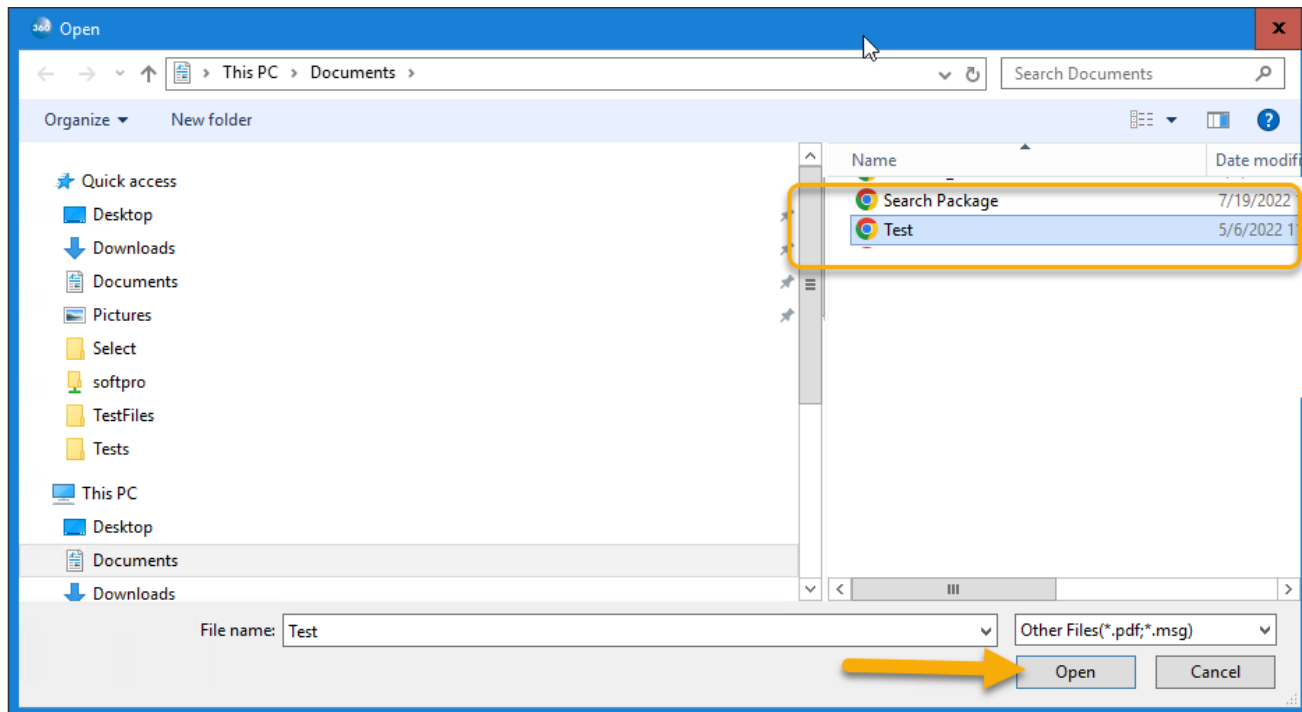
Include Buyer(s) Name in Judgement Search

[Add Documents](#) Back Submit Cancel

10. Click the **Browse** button.



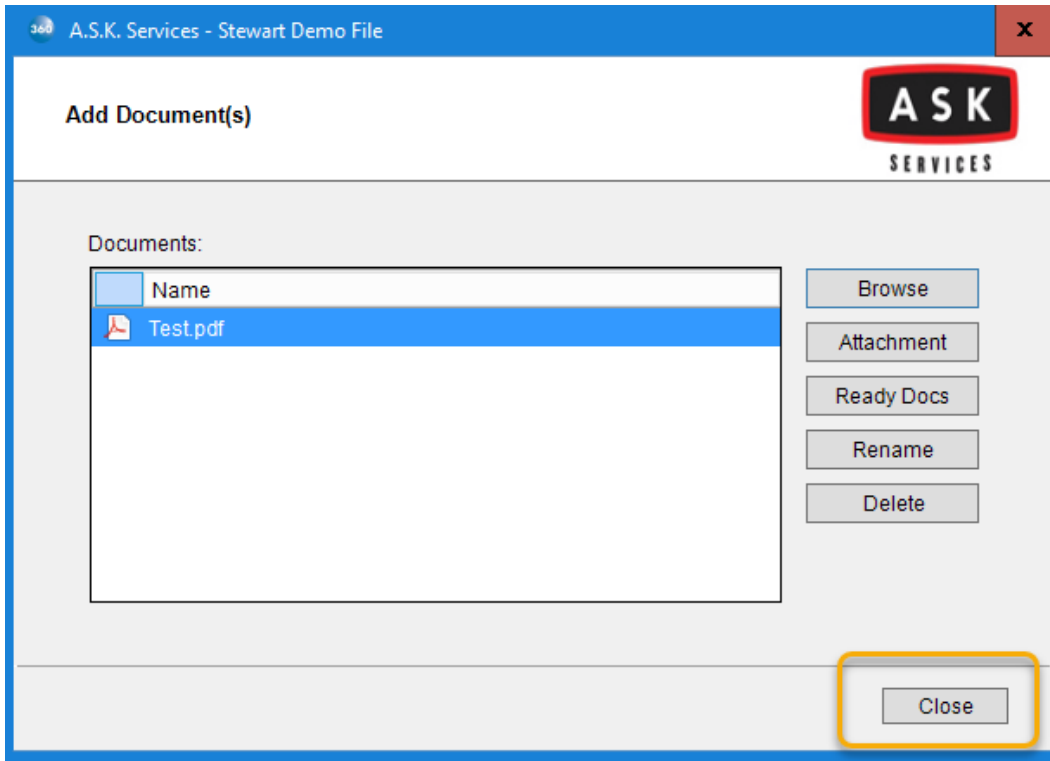
11. Locate and select the file you wish to include with the order and click the **Open** Button.<sup>5</sup>



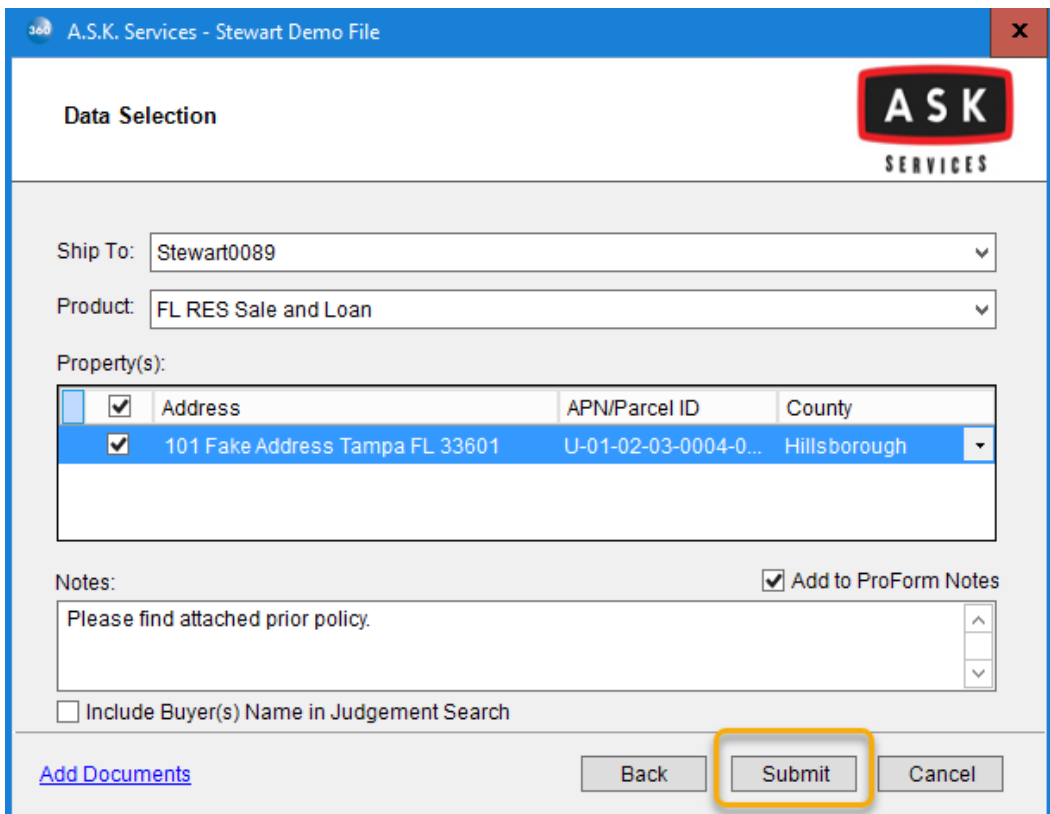
<sup>5</sup> Supported file types are PDF, Doc, Docx, and TIFF under 30 megabytes.



12. After uploading documents click the **Close** button.



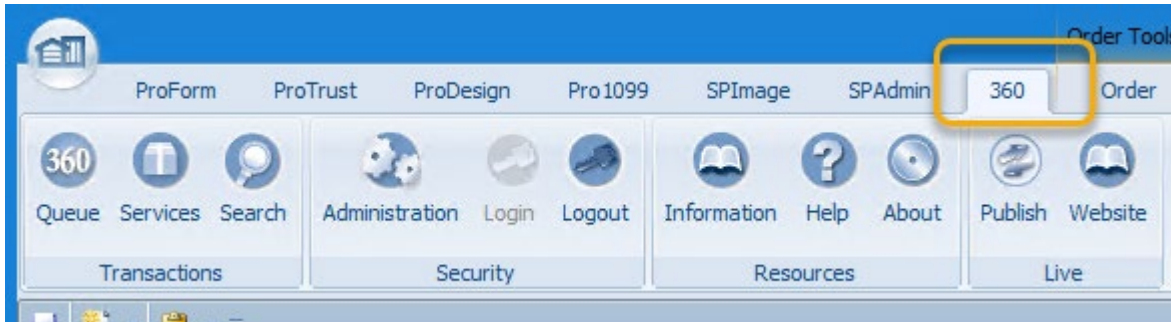
13. Click the **Submit** button to place the order.



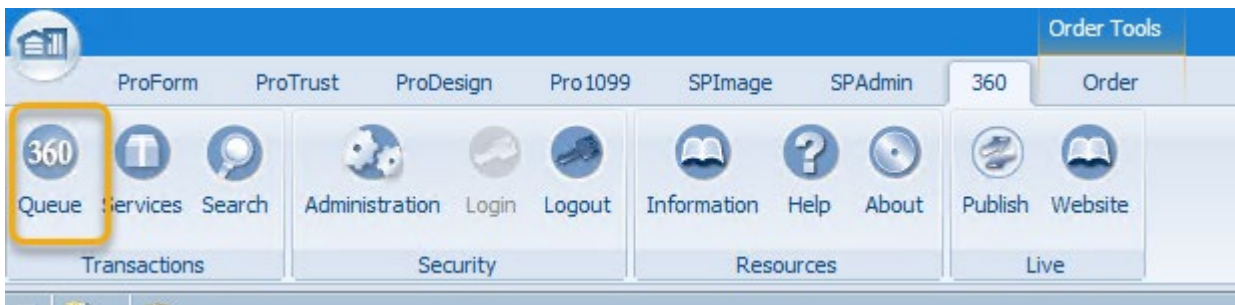
## Download Order/Download Update

The process to download a completed title search is the same for SoftPro Select and Classic.

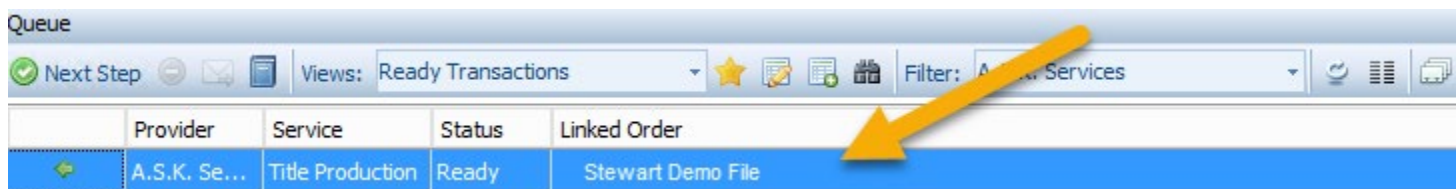
1. Click the **360** tab.



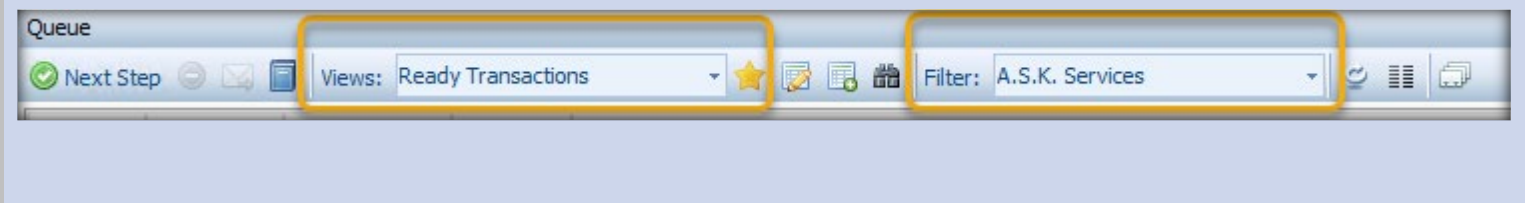
2. Select the **360 Queue**.



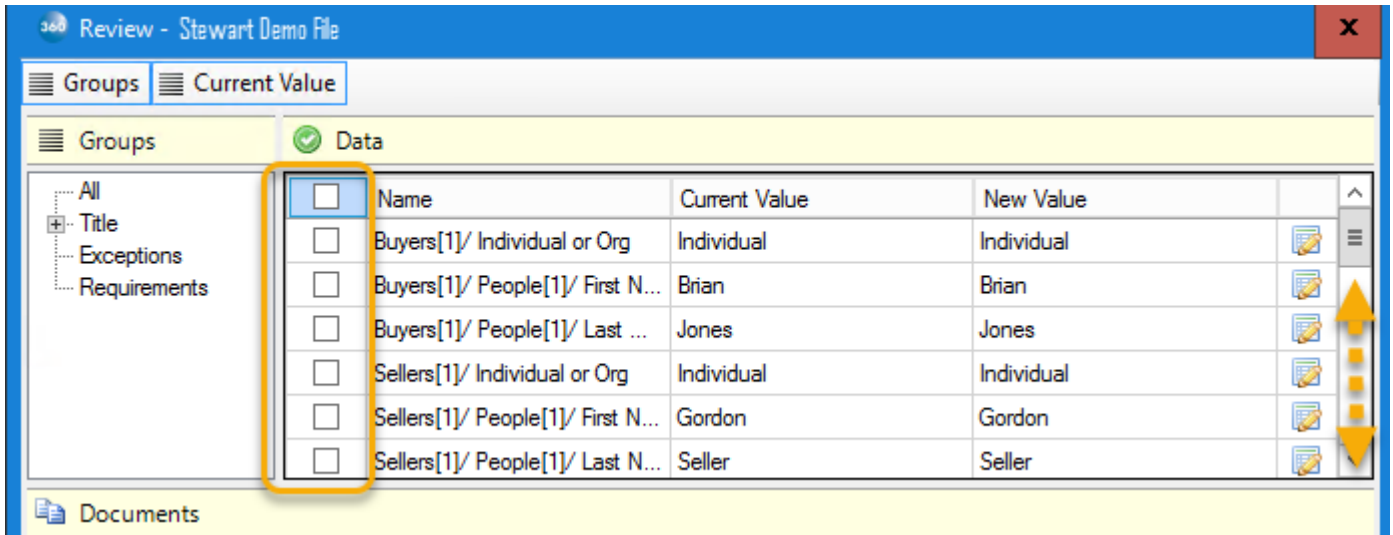
3. Double Click on the Ready Transaction.<sup>6</sup>



<sup>6</sup> Completed searches will appear under the Ready Transactions View and can be filtered using A.S.K. Services as the Provider.



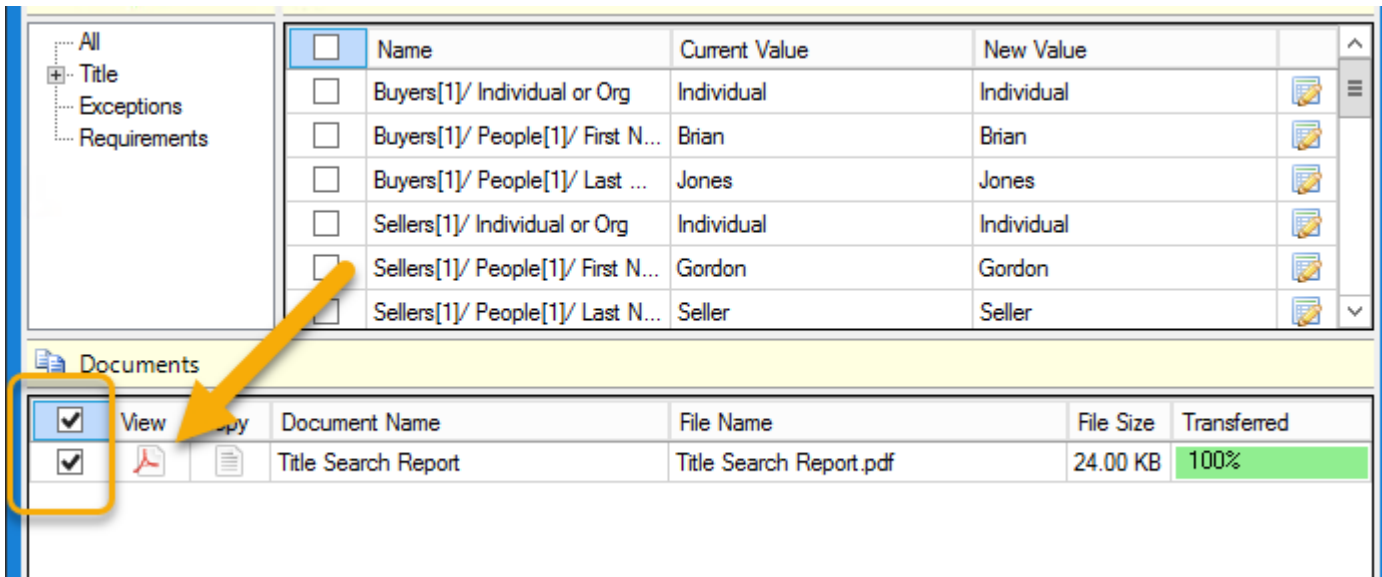
4. Review and compare current file data against received search data using check boxes to select data to overwrite.





The screenshot shows a software interface titled "Review - Stewart Demo File". It features a navigation pane on the left with "Groups" and "Current Value" tabs. The main area is divided into "Groups" and "Data" sections. The "Data" section contains a table with columns for "Name", "Current Value", and "New Value". A yellow box highlights the "Data" tab and the first column of checkboxes.

<input type="checkbox"/>	Name	Current Value	New Value
<input type="checkbox"/>	Buyers[1]/ Individual or Org	Individual	Individual
<input type="checkbox"/>	Buyers[1]/ People[1]/ First N...	Brian	Brian
<input type="checkbox"/>	Buyers[1]/ People[1]/ Last ...	Jones	Jones
<input type="checkbox"/>	Sellers[1]/ Individual or Org	Individual	Individual
<input type="checkbox"/>	Sellers[1]/ People[1]/ First N...	Gordon	Gordon
<input type="checkbox"/>	Sellers[1]/ People[1]/ Last N...	Seller	Seller

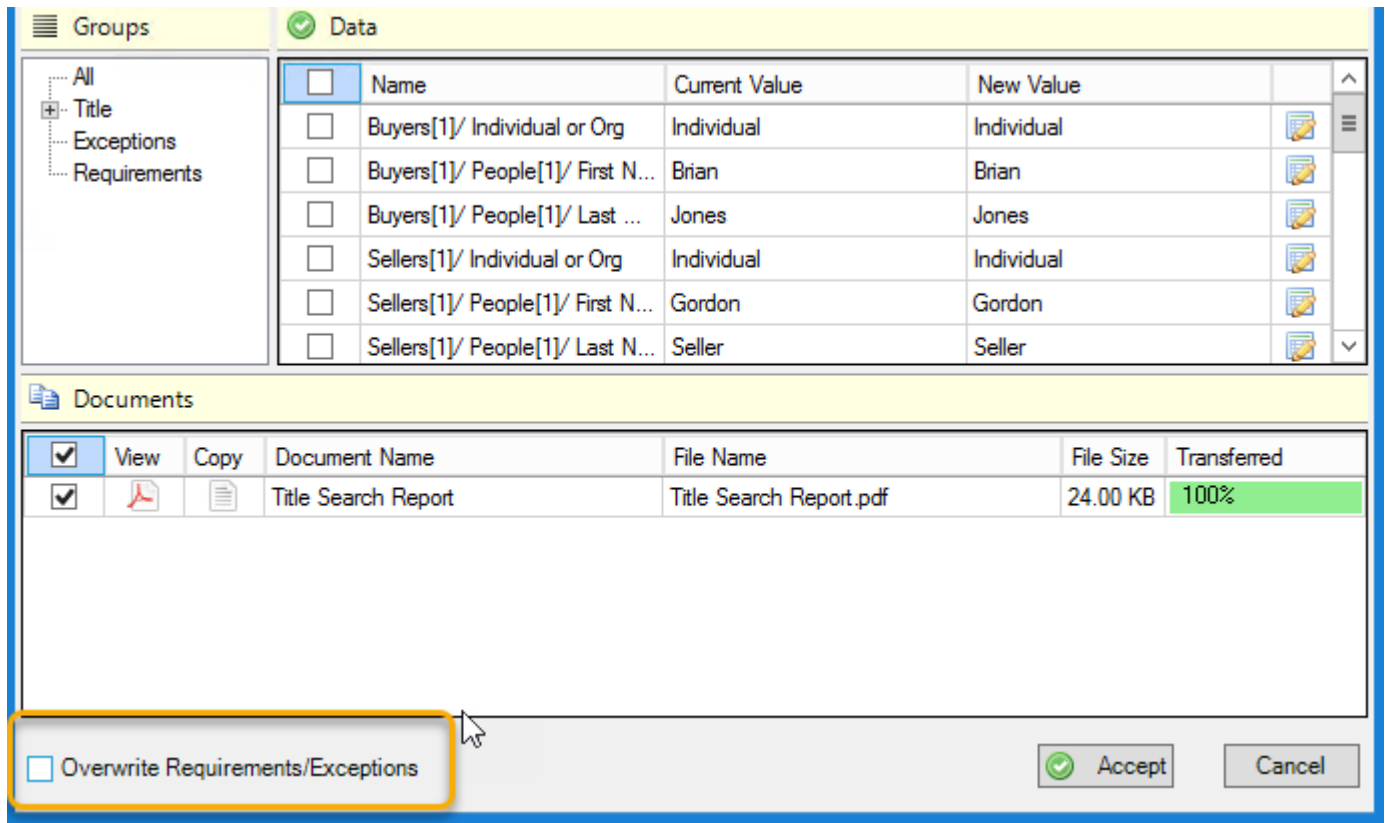
5. Review and select documents to download using check boxes.



The screenshot shows the "Documents" section of the software interface. It contains a table with columns for "Document Name", "File Name", "File Size", and "Transferred". A yellow box highlights the "View" and "Copy" checkboxes in the first row. An arrow points to the "Title Search Report" document.

<input checked="" type="checkbox"/>	View	Copy	Document Name	File Name	File Size	Transferred
<input checked="" type="checkbox"/>			Title Search Report	Title Search Report.pdf	24.00 KB	100%

6. Requirements and Exceptions will be overwritten with the new values *unless you uncheck Overwrite Requirements/Exceptions*.



Groups		Data			
All	<input type="checkbox"/>	Name	Current Value	New Value	
Title	<input type="checkbox"/>	Buyers[1]/ Individual or Org	Individual	Individual	
Exceptions	<input type="checkbox"/>	Buyers[1]/ People[1]/ First N...	Brian	Brian	
Requirements	<input type="checkbox"/>	Buyers[1]/ People[1]/ Last ...	Jones	Jones	
	<input type="checkbox"/>	Sellers[1]/ Individual or Org	Individual	Individual	
	<input type="checkbox"/>	Sellers[1]/ People[1]/ First N...	Gordon	Gordon	
	<input type="checkbox"/>	Sellers[1]/ People[1]/ Last N...	Seller	Seller	

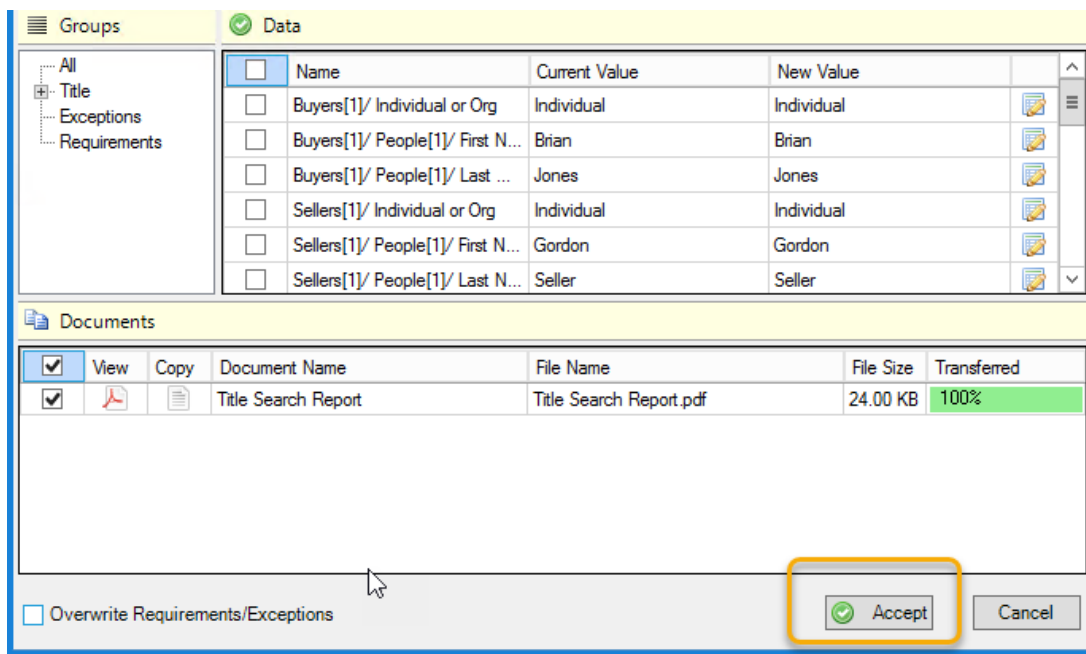
  

Documents		Document Name	File Name	File Size	Transferred
<input checked="" type="checkbox"/>	View	Title Search Report	Title Search Report.pdf	24.00 KB	100%

Overwrite Requirements/Exceptions

Accept

7. Click the **Accept** button to download documents and the selected title search data.



Groups		Data			
All	<input type="checkbox"/>	Name	Current Value	New Value	
Title	<input type="checkbox"/>	Buyers[1]/ Individual or Org	Individual	Individual	
Exceptions	<input type="checkbox"/>	Buyers[1]/ People[1]/ First N...	Brian	Brian	
Requirements	<input type="checkbox"/>	Buyers[1]/ People[1]/ Last ...	Jones	Jones	
	<input type="checkbox"/>	Sellers[1]/ Individual or Org	Individual	Individual	
	<input type="checkbox"/>	Sellers[1]/ People[1]/ First N...	Gordon	Gordon	
	<input type="checkbox"/>	Sellers[1]/ People[1]/ Last N...	Seller	Seller	

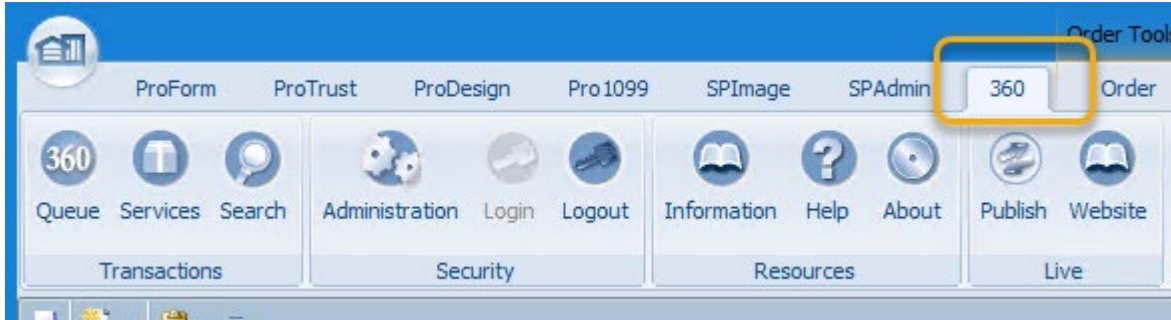
Documents		Document Name	File Name	File Size	Transferred
<input checked="" type="checkbox"/>	View	Title Search Report	Title Search Report.pdf	24.00 KB	100%

Overwrite Requirements/Exceptions

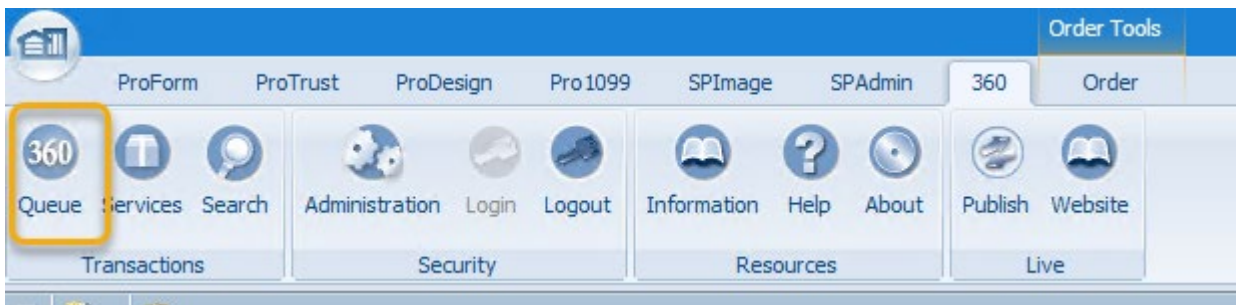
## Request Update

The process to request an update to a previously accepted tile search order is the same in SoftPro Select and Classic.

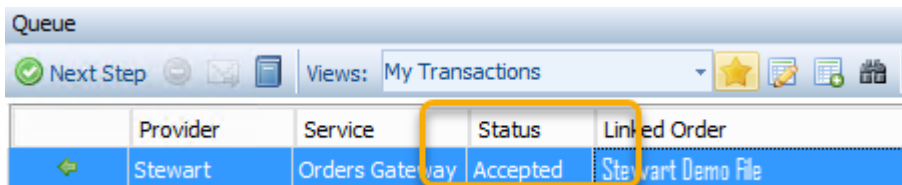
1. Click the 360 tab (Select)/Icon.



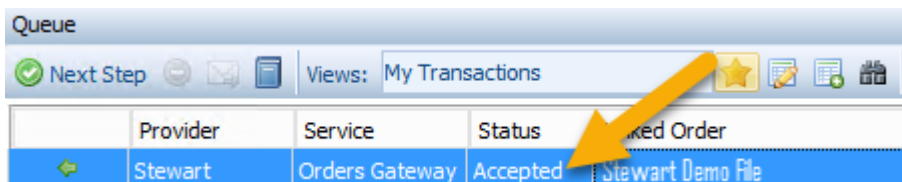
2. Select the 360 Queue.



3. Locate your previously accepted transaction.<sup>7</sup>

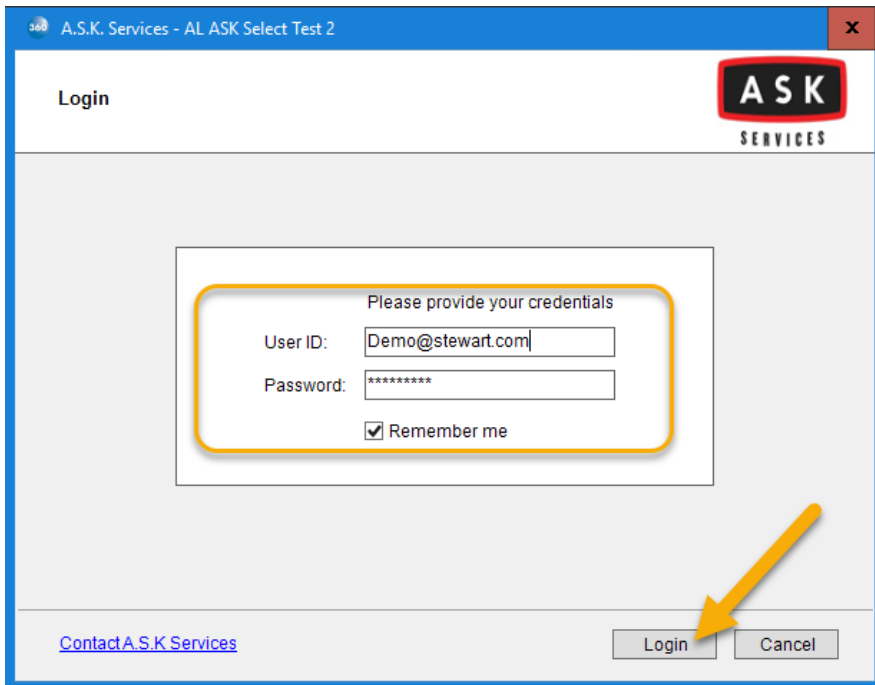


4. Double click on the accepted file.

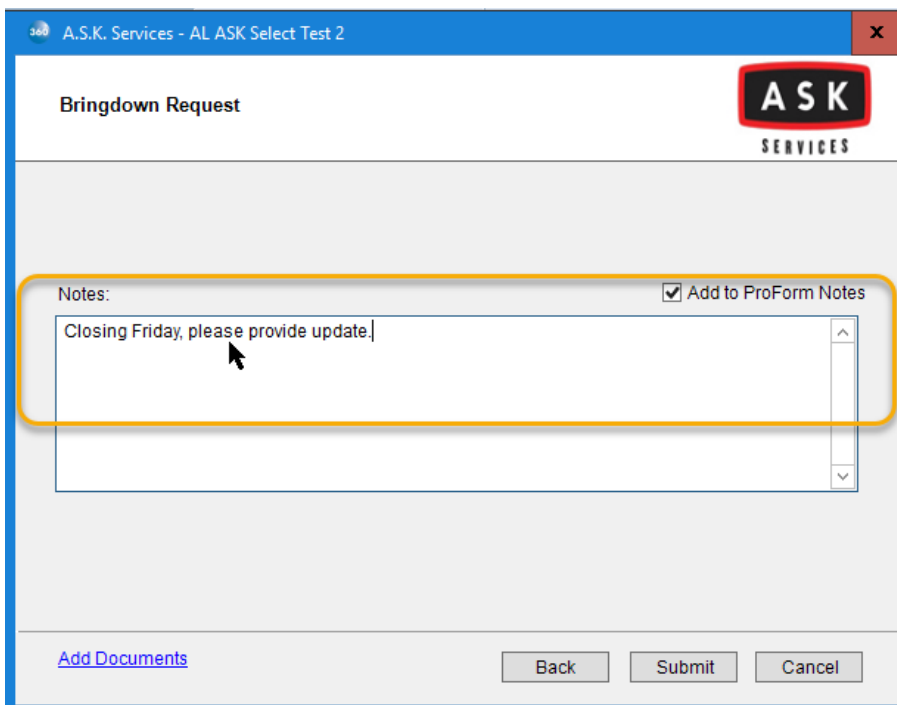


<sup>7</sup> If you do not order from an accepted file your order will not be processed as an update.

5. Provide your A.S.K. Services credentials and click the **Login** button.<sup>8</sup>

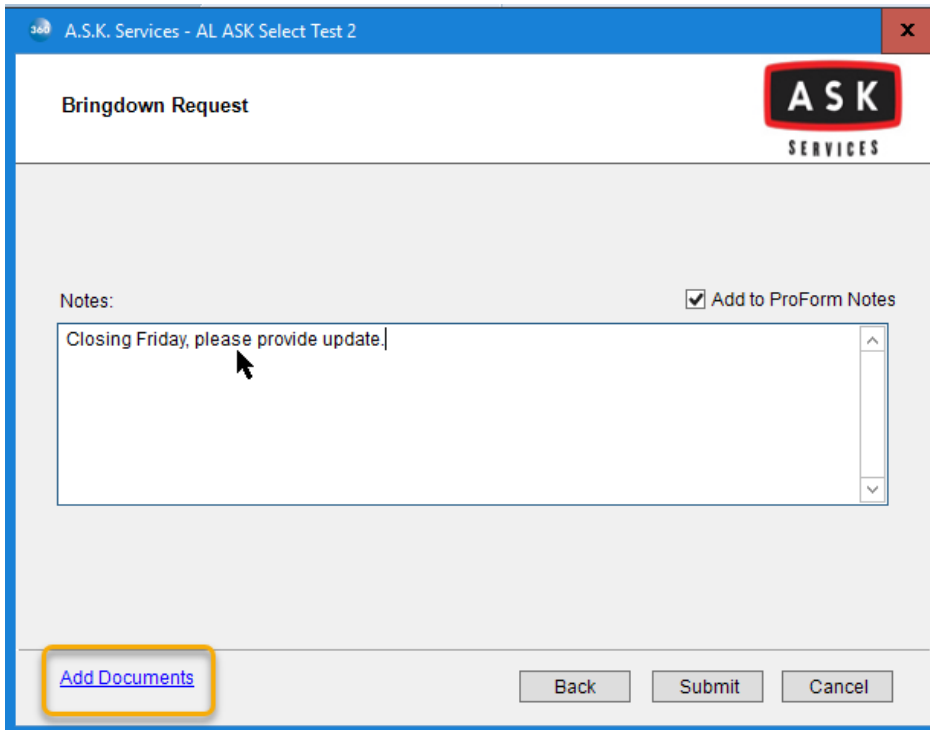


6. Input note indicating purpose for update.

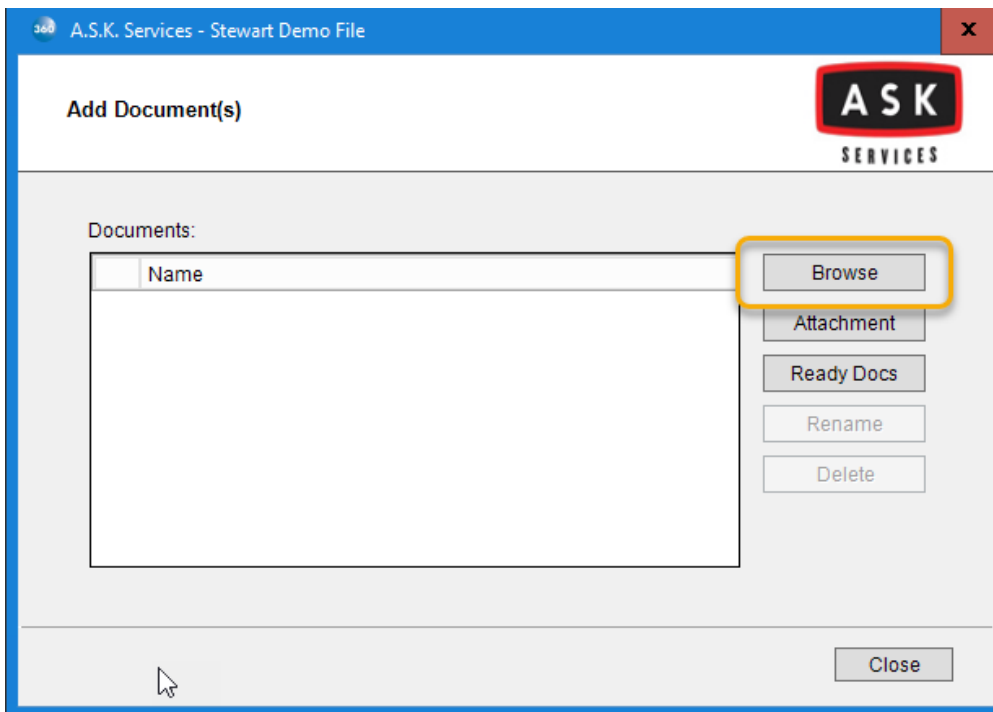


<sup>8</sup>: If you are having difficulty logging in please click the Contact A.S.K. Services link for the support telephone number or contact us form to get help.

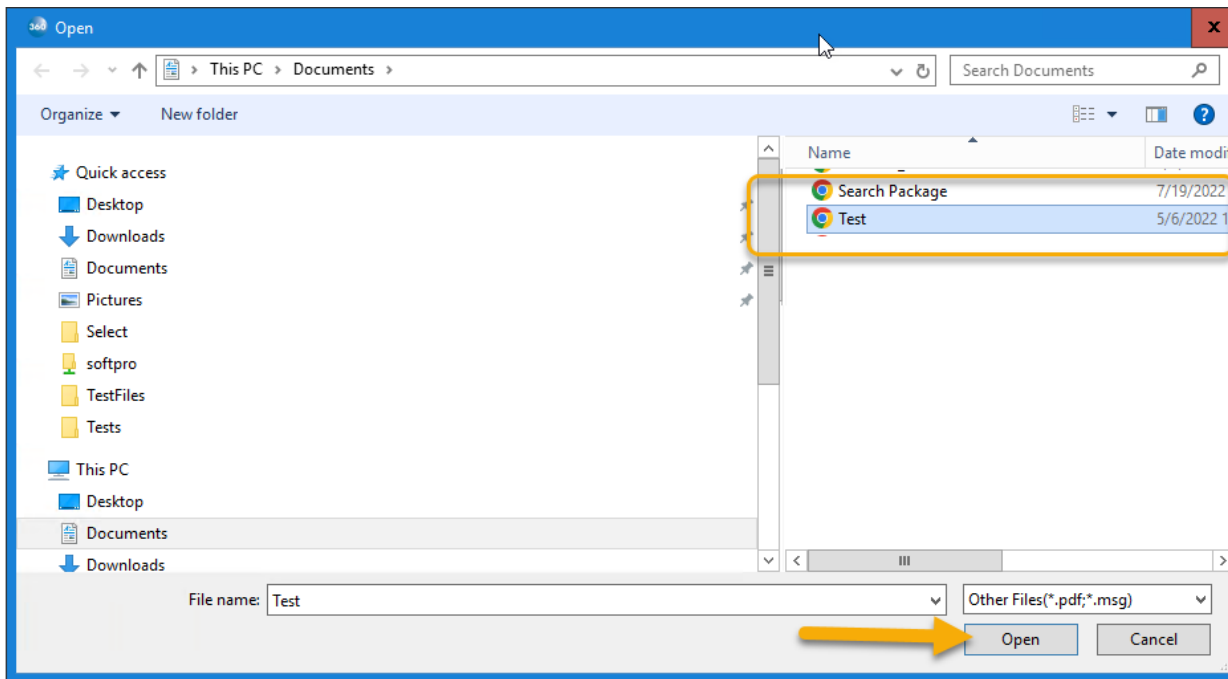
7. Select Add documents link.



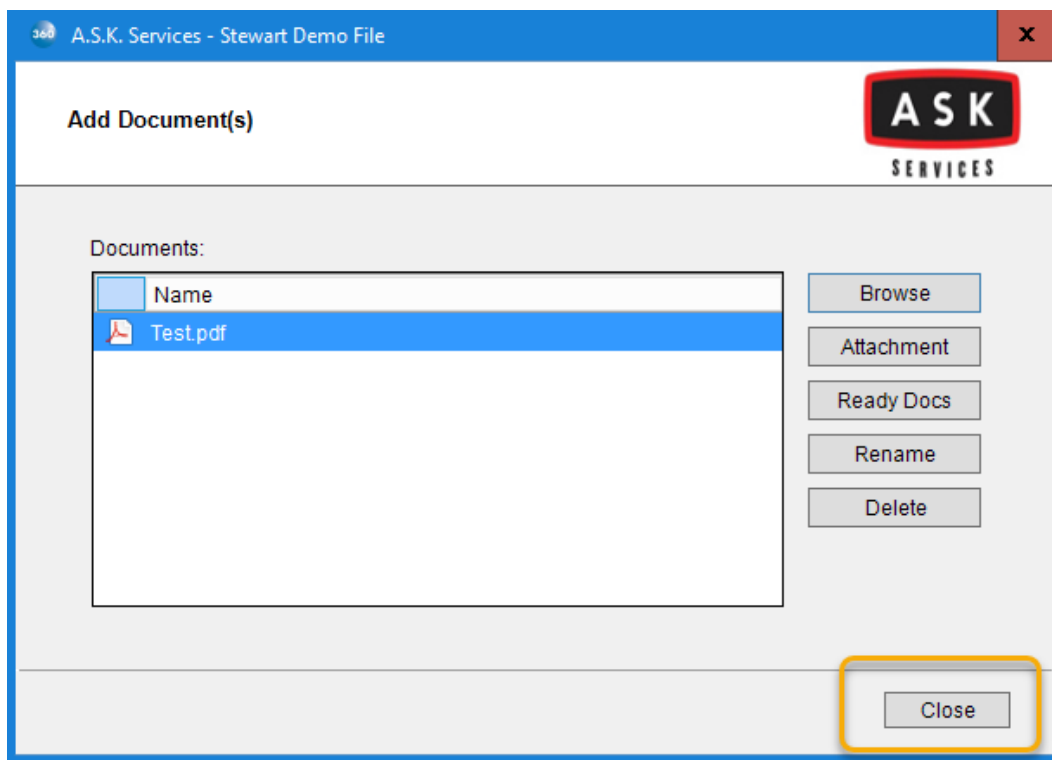
8. Click the **Browse** button.



9. Locate and select the file you wish to include with the order and click the **Open** Button.<sup>9</sup>



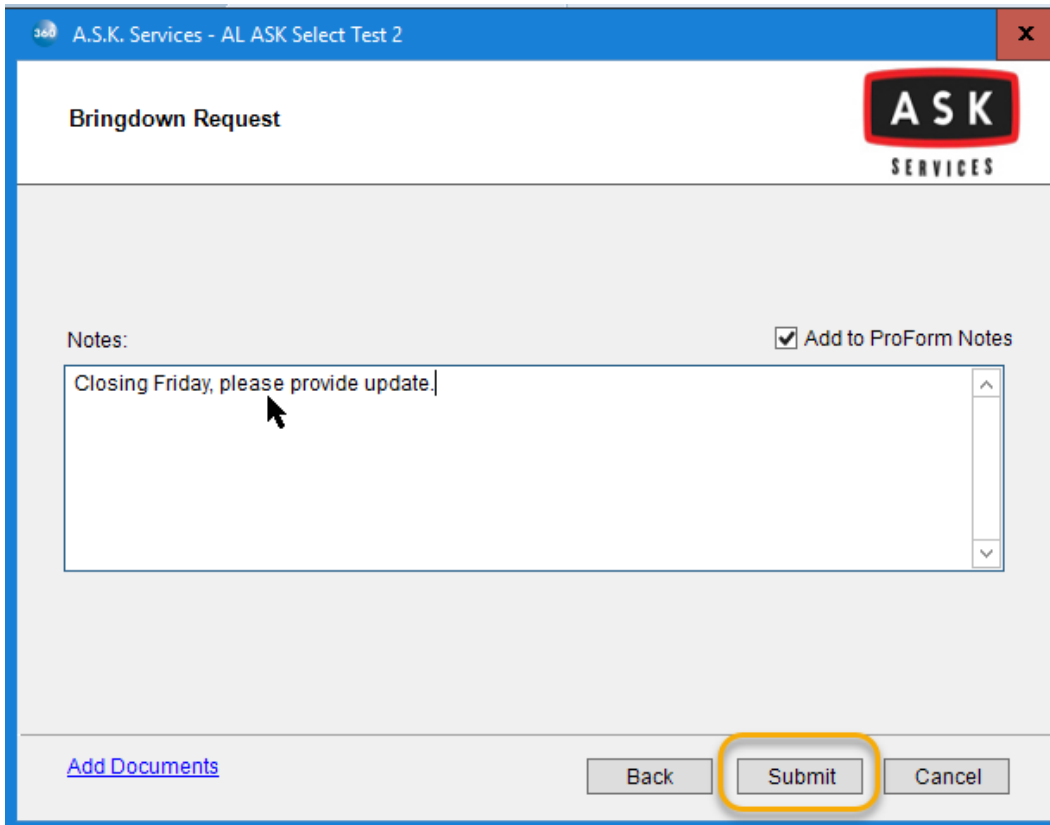
10. After uploading documents click the **Close** button.



<sup>9</sup> Supported file types are PDF, Doc, Docx, and TIFF under 30 megabytes.



11. Click Submit button to order the update.



A.S.K. Services - AL ASK Select Test 2

### Bringdown Request

**ASK SERVICES**

Notes:  Add to ProForm Notes

Closing Friday, please provide update.

[Add Documents](#)    Back    **Submit**    Cancel

## Get Help

**A.S.K. Website Login Assistance:** (888) 416 -1313.

**Non-Urgent Support:** Email [CustomerCare@stewart.com](mailto:CustomerCare@stewart.com).<sup>10</sup>

**Urgent Support:** Please call the Agency Support Center at (844) 835-1200, option 2.

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<sup>10</sup> All support requests directed to customer care must include the application in the subject line to ensure they are routed to the correct team.

## Appendix A Required Information

The following information is required

Order Field	Required	Maximum Length	Developer Notes
Order Number	YES	100	
Property Address	YES	<b>Street Number To: 10</b> <b>Street Name: 50</b> <b>Street Prefix: 10</b> <b>Street Suffix: 10</b>	Street Number is required, if searching vacant lots enter: 0 Vacant lot.
City	YES	50	
State	YES	2	
ZIP	YES	20	
County	YES	255	