

# Qualia/A.S.K. Integration – User Guide

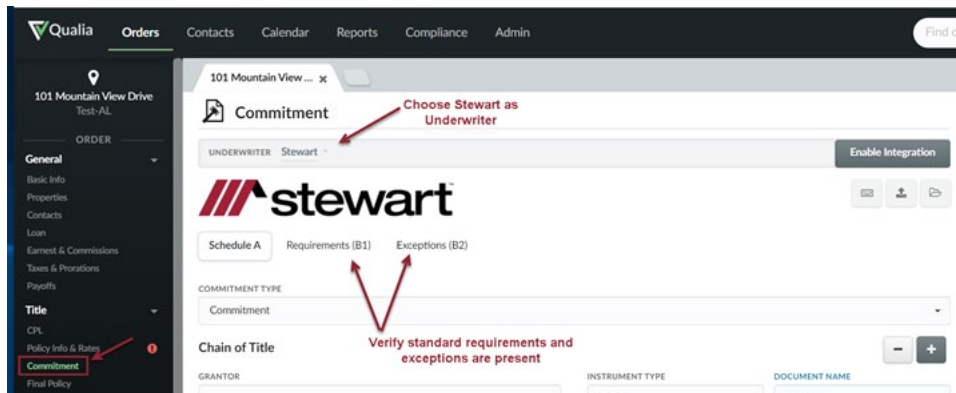
Follow the steps below to order title searches using Stewart's A.S.K. Services Inc, a Stewart Company integration.

**Note: Please contact your Stewart Agency Services Manager for setup requirements and availability prior to placing your first title search request. Before you place your first title order, you must verify A.S.K. Services Inc, a Stewart Company is a Vendor in the Marketplace Admin section.**

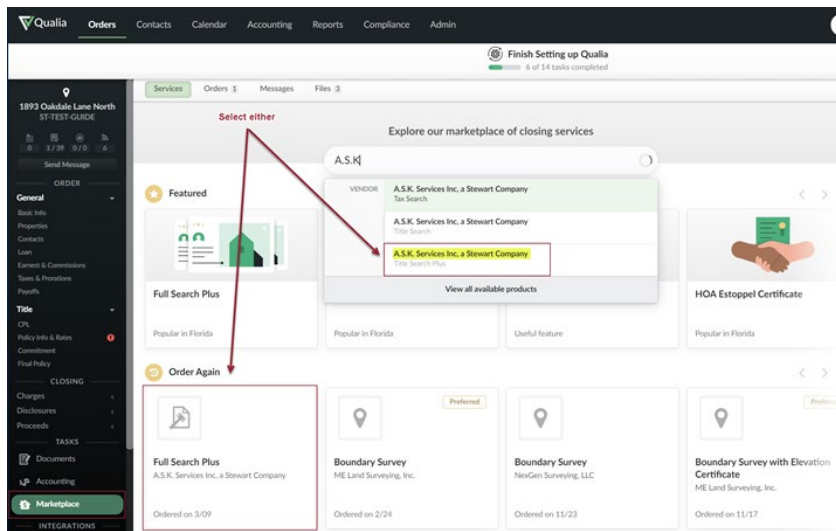
**Note: Any changes to Settlement Office names (name changes, additional added offices) must be verified with A.S.K. Services, Inc. Please contact the Stewart Agency Service Center at 844-835-1200 for assistance. Failure to do so may affect the fulfillment of the order.**

## Steps to place a Title Search Order

1. Open a file. Please note a property address, either physical or legal with a City, State and Zip Code, is required to order search services.
2. Select Commitment **Commitment** under Title in the left navigation panel and choose Stewart as the Underwriter. Check the Requirements and Exceptions to verify the standard ones are present on the file.

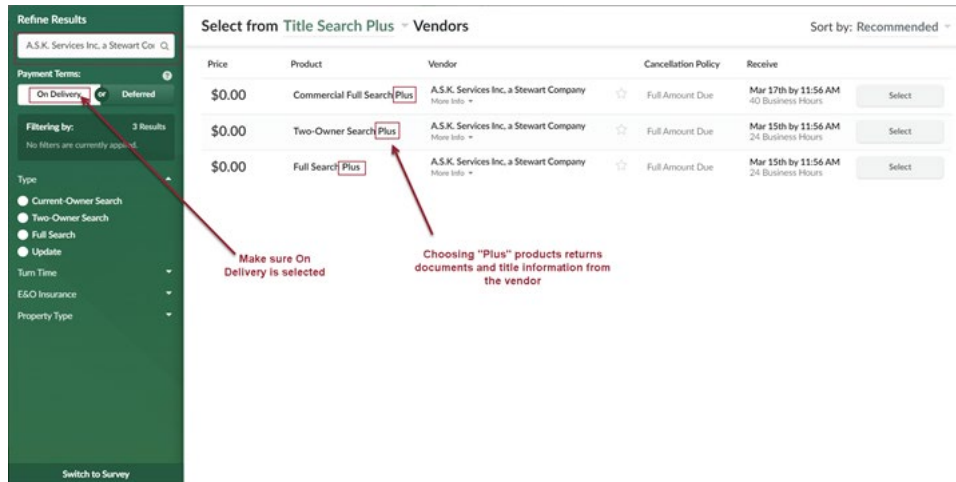


3. Select Marketplace **Marketplace** from the left navigation panel.
4. Enter A.S.K. Services to search for the vendor or select the product from Order Product Again as shown below:



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5. If A.S.K. Services, Inc, a Stewart Company was chosen from the list provided, select a product provided by A.S.K.. NOTE: ensure “On Delivery” is chosen under Payment Terms to see A.S.K. products. Additionally, products containing “Plus” will return both title information as well as documents to the Qualia file. Click **Select** next to the product chosen. **Choosing “On Delivery” does NOT affect your pricing or billing in any way!**



**Refine Results**

A.S.K. Services Inc, a Stewart Co. Q

Payment Terms: **On Delivery** or Deferred

Filtering by: 3 Results  
No filters are currently applied.

Type

- Current-Owner Search
- Two-Owner Search
- Full Search
- Update

Turn Time

E&O Insurance

Property Type

Switch to Survey

**Select from Title Search Plus - Vendors** Sort by: Recommended

Price	Product	Vendor	Cancellation Policy	Receive	
\$0.00	Commercial Full Search <b>Plus</b>	A.S.K. Services Inc, a Stewart Company More Info	Full Amount Due	Mar 17th by 11:56 AM 40 Business Hours	Select
\$0.00	Two-Owner Search <b>Plus</b>	A.S.K. Services Inc, a Stewart Company More Info	Full Amount Due	Mar 15th by 11:56 AM 24 Business Hours	Select
\$0.00	Full Search <b>Plus</b>	A.S.K. Services Inc, a Stewart Company More Info	Full Amount Due	Mar 15th by 11:56 AM 24 Business Hours	Select

Make sure On Delivery is selected

Choosing "Plus" products returns documents and title information from the vendor

6. This page allows the user to add any additional Order Data to file before sending to A.S.K. Services Inc, a Stewart Company. Click **Confirm Data**.



**A.S.K. Services Inc, a Stewart Company**

About This Company

- Phone: (888) 294-5959

E&O Insurance

- Insured up to \$1,000,000.00

View E&O Policy Details

**Add Missing Order Data for Full Search Plus** [Go Back](#)

Select which properties to send to the vendor. You may also need to fill out more fields to send this order to A.S.K. Services Inc, a Stewart Company. These will be added immediately to Qualia.

1893 Oakdale Lane North

This property has all required information.

**Product Details**  
Full search including current vesting document and deed chain with all supporting documentation. Includes entry of chain of title, legal description, requirements, and exceptions.

**Vendor Notes**  
In Michigan, Ohio and Illinois ASK completes a PMM with Easements and Restrictions back forty years. In Indiana ASK completes a PMM with Easements and Restrictions back thirty years. Final invoices and payment will be processed by A.S.K. Services.

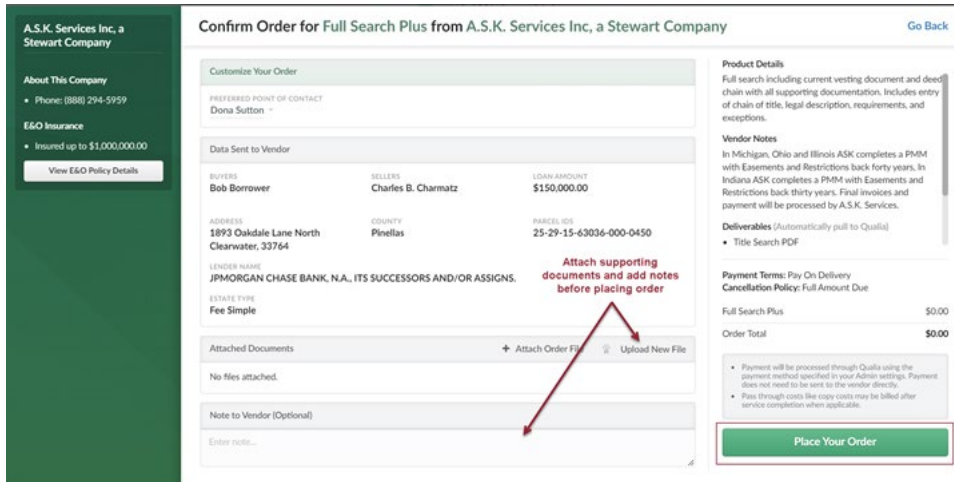
**Deliverables** (Automatically pull to Qualia)

Payment Terms: Pay On Delivery  
Cancellation Policy: Full Amount Due

**Confirm Data** >

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- Before placing the order, add any supporting documents to the file as well as include any notes to the vendor as indicated below. Click **Place Your Order**.



**Confirm Order for Full Search Plus from A.S.K. Services Inc, a Stewart Company**

**Customize Your Order**

PREFERRED POINT OF CONTACT  
Dona Sutton

Data Sent to Vendor

BUYER	SELLER	LOAN AMOUNT
Bob Borrower	Charles B. Charnatz	\$150,000.00

ADDRESS: 1893 Oakdale Lane North Clearwater, 33764  
COUNTY: Pinellas  
PARCEL ID: 25-29-15-63036-000-0450

UNDER NAME: JPMORGAN CHASE BANK, N.A., ITS SUCCESSORS AND/OR ASSIGNS.

ESTATE TYPE: Fee Simple

Attached Documents: Attach Order File Upload New File

Note to Vendor (Optional): Enter note...

**Product Details**  
Full search including current vesting document and deed chain with all supporting documentation. Includes entry of chain of title, legal description, requirements, and exceptions.

**Vendor Notes**  
In Michigan, Ohio and Illinois ASK completes a PMM with Easements and Restrictions back forty years. In Indiana ASK completes a PMM with Easements and Restrictions back thirty years. Final invoices and payment will be processed by A.S.K. Services.

**Deliverables** (Automatically pull to Qualia)  
• Title Search PDF

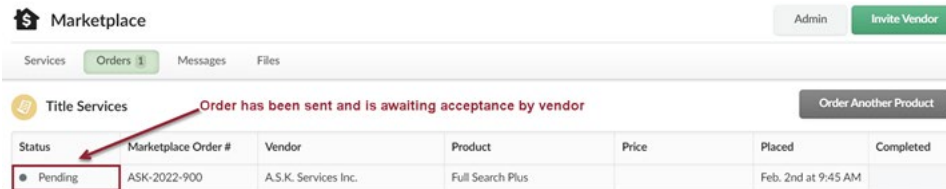
**Payment Terms:** Pay On Delivery  
**Cancellation Policy:** Full Amount Due

Full Search Plus \$0.00  
Order Total \$0.00

**Place Your Order**

Attach supporting documents and add notes before placing order

- Your placed Order is monitored in Qualia Marketplace as information is sent back from the vendor. The order will go through a series of statuses: **Pending, Submitted, Open, Completed** or **Cancelled** and are updated in Qualia as information is delivered back from the vendor. These can be viewed on the Marketplace screen as illustrated below.



Marketplace

Services Orders 1 Messages Files

Title Services Order has been sent and is awaiting acceptance by vendor Order Another Product

Status	Marketplace Order #	Vendor	Product	Price	Placed	Completed
Pending	ASK-2022-900	A.S.K. Services Inc.	Full Search Plus		Feb. 2nd at 9:45 AM	

The statuses are defined as:

- Pending: Order has been sent and is awaiting acceptance by the vendor
- Open: Order has been accepted and is being processed by the vendor
- Submitted: Order has been returned to Qualia and is awaiting import
- Completed: Order has been imported including title information and supporting documents
- Cancelled: Order has been cancelled before information has been returned from vendor

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9. Clicking on the order status will reveal an order screen. It is from this screen the user can **Cancel (a)** the order before work begins or **Review Order (b)** once submitted.

f.

**Remember to add the charge to the CD.**

**Your Order**

PRODUCT	RECEIVE BY	TURN TIME
Full Search Plus	Feb. 7th by 9:45 AM	24 business hours

**Billing Estimate**

Base Price	\$0.00
Estimate	\$0.00
Variable Costs	----
<b>Total</b>	Calculated on delivery

**Cancel Order**

g.

**Your Full Search Plus Order (#ASK-2022-900) from A.S.K. Services Inc.**

**Ready to Review**

**Your Order**

PRODUCT	RECEIVE BY	TURN TIME
Full Search Plus	Feb. 7th by 9:45 AM	24 business hours

**Billing Estimate**

Base Price	\$0.00
Estimate	\$0.00
Variable Costs	----
<b>Total</b>	Calculated on delivery

**Review Order**

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10. When the order has been submitted back to Qualia for review, the user then may choose to **Reject Order** or **Add Data**.

Adding the data starts a syncing of the returned data with the existing information in the file. The user is asked to choose which data to import. As each selection is made, the vendor information is imported into the file. Below is an example of a syncing order data screen where the user is asked which requirements are needed for the file. Requirements/Exceptions in red are items currently in the file. Requirements/Exceptions in green are being sent from the Vendor, A.S.K., and may be imported into the file. Once selections are made, click **Confirm**:

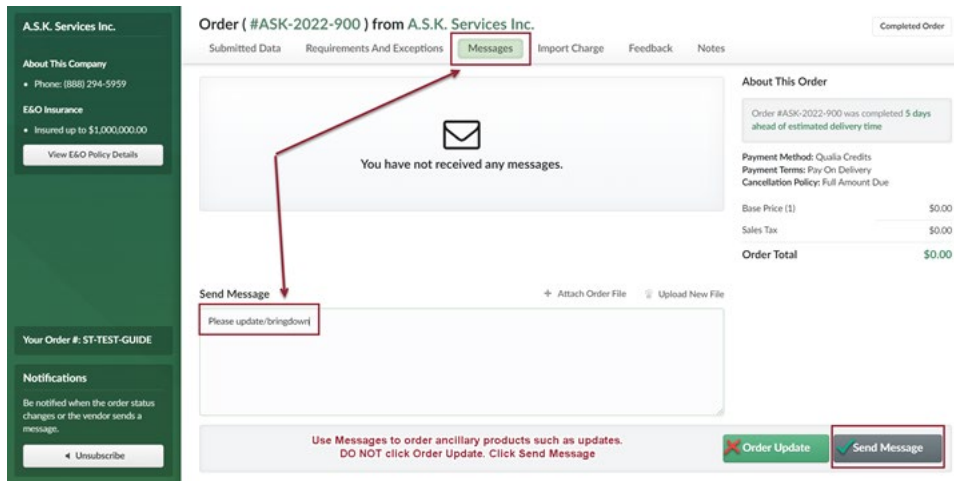
11. Any documents imported are located in the Documents area of the file.

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If updates are required, click the status field in Marketplace, then click **Messages**. You can use Messages to communicate directly with Stewart/ASK on any item related to the file. Here are a few examples:

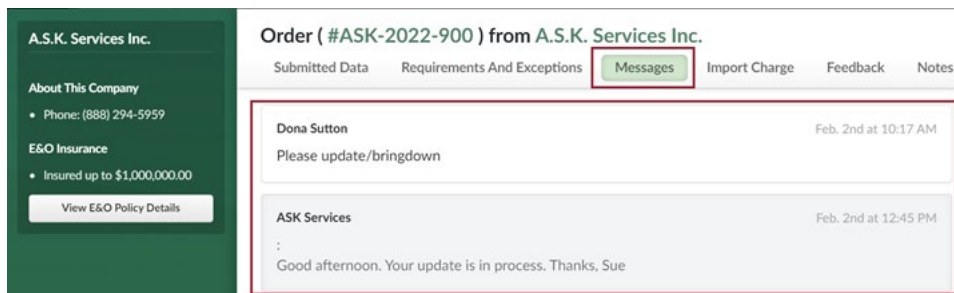
- I need an update/bringdown for closing
- Seller just died. Please check for probate.
- Please add Buyer's middle initial of M
- I need an additional copy

12. Type the request in the Send Message field and click **Send Message**. **DO NOT click Order Update.**



The screenshot shows the 'Messages' tab selected in the order management interface. The 'Send Message' field contains the text 'Please update/bringdown'. The 'Send Message' button is highlighted with a red box, and a red arrow points from it to the 'Send Message' button at the bottom right. The 'Order Update' button is also visible but not highlighted.

13. The vendor may communicate the status of your request in the Messages area:

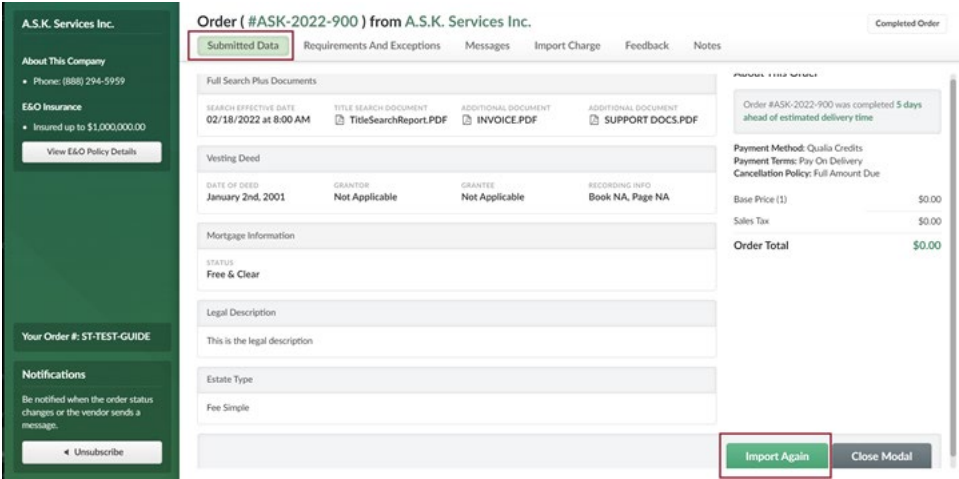


The screenshot shows the 'Messages' tab selected in the order management interface. The message from Dona Sutton is 'Please update/bringdown' and the response from ASK Services is 'Good afternoon. Your update is in process. Thanks, Sue'.



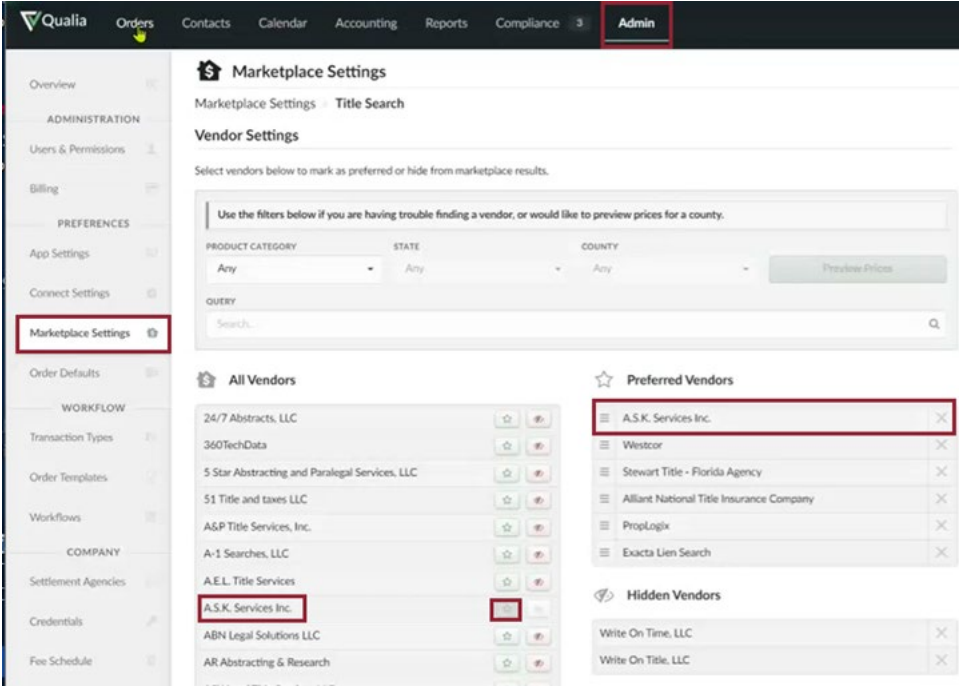
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14. The user will receive notification when the request is completed. When the request is fulfilled, click the status field from Marketplace. The user has the option to import the new data from the vendor. Click **Import Again**. **Be sure to check the information carefully to ensure data is not duplicated in the Requirements and Exceptions areas.**



## Steps to add A.S.K. Services, Inc, a Stewart Company as a Preferred Vendor in Qualia

Click the Admin menu. Click Marketplace Settings from the left navigation panel. Find A.S. K. Services Inc, a Stewart Company in the list and click the “star” icon to add A.S.K. Services Inc, a Stewart Company to the Preferred Vendors list as shown below:



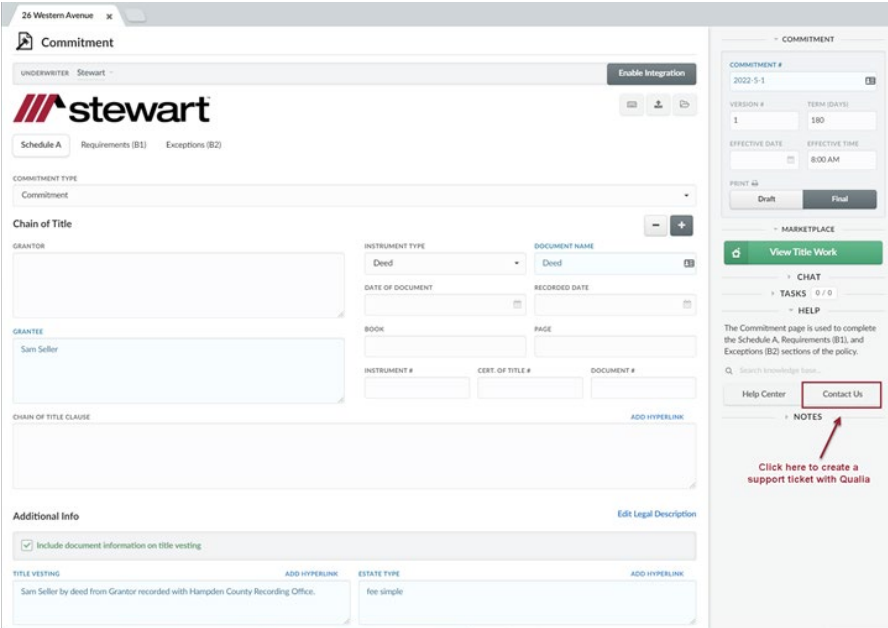
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If help is needed while using Qualia and a Stewart integration, submit a support request with Qualia to receive quickest service. Agents will immediately receive a system generated ticket number that may be used for additional support.

**Note: You may file a support ticket online or call Qualia at (855) 713-0081 anytime between 9 AM-8 PM EST**

## Steps

- 1. From most screens click **Contact Us** from the right-side navigation panel as shown:



- 2. Make your request, filling out the mandatory fields, and click **Submit**.

