

CondoCerts Common Questions & Helpful Tips

CondoCerts Customer Service Team

CondoCerts has a dedicated Customer Service team available to assist you. Contact CondoCerts Customer Service at 1.800.310.6552 or email CondoCerts at info@condocerts.com.

Reference guides are available on the CondoCerts home page. Log into www.CondoCerts.com and click on the Reference Guide link. Once selected you have access to the Purchaser's Guide to CondoCerts and other helpful tips. This guide includes additional information, such as how to order Custom Lender forms; how to process third party payments; and how to modify an existing order, etc.

How to access CondoCerts

First time users will create an account with CondoCerts:

1. Go to www.CondoCerts.com
2. Under New Users, follow the links to create an account.
3. Document the user ID and password selected.

How to place an order

To place an order in CondoCerts:

1. Go to the web-site www.CondoCerts.com, click on the "login" button and follow the instructions.
2. From the Home Page, select "Place a New Order". Enter the Association name and state. Abbreviate the name to widen the search; for example enter "Bradford" for Bradford Meadows Owners Association.
3. This will bring you to the product selection screen. Select your product, then continue placing the order and processing the payment.
4. The Order Confirmation page will include important information about your order, including active links to documents immediately available for printing or download to your PC.
5. You are notified via email when your order is completed. Once notified of completion, return to www.CondoCerts.com, login and click on Review Orders. Access the order to print or download the documents to your PC.

When will the order be completed and delivered?

The Order Breakdown and Delivery screen will list available Delivery Options and the number of days needed to complete the order. For example, Standard Delivery may be shipped 7 Business Days **after** receipt of payment. The day **after** the order is placed is day count **1**.

Delivery Rules

- ▶ Documents will be delivered electronically to the Requester.
- ▶ Standard Delivery will be shipped within **7 Business Days** after receipt of payment.
- ▶ Rush Delivery will be shipped within **4 Business Days** after receipt of payment.
- ▶ Expedited Rush Delivery will be shipped within **1 Business Day** after receipt of payment.

Standard Delivery will be shipped 7 business days after receipt of payment				
Mon – Place Order	Tues – Day 1	Wed – Day 2	Thurs – Day 3	Fri – Day 4
Mon – Day 5	Tues – Day 6	Wed – Day 7 Delivery Date		

Rush Delivery will be shipped 4 business days after receipt of payment				
Mon – Place Order	Tues – Day 1	Wed – Day 2	Thurs – Day 3	Fri – Day 4 Delivery Date

Expedited Rush Delivery will be shipped 1 business after receipt of payment	
Mon – Place Order	Tues – Day 1 Delivery date

When will the Questionnaire Order be delivered?

A Questionnaire order is delivered immediately upon making payment, unless otherwise indicated. A link to the questionnaire document is included on the Order Confirmation page. You can also access the Review Orders page to retrieve the order and print the Questionnaire.

How to retrieve completed orders

Once you receive notification your order is complete, log into CondoCerts.com and select Review Orders. From the Completed or In Process tab, locate the order and click on "Project Name" to access. Once opened, scroll down to "Order Information" and retrieve your documents. Documents can be printed or downloaded to your PC. **Please Note:** Documents listed as **Pending** are being processed and are not yet available for retrieval.

Click the Project Name link to retrieve the order.

Retrieve Previous Orders						
Display: <input type="checkbox"/> Completed or In Process (32) <input checked="" type="checkbox"/> Awaiting Payment (None) <input type="checkbox"/> Rejected (4) <input type="checkbox"/> Archives						
Project Name	File Escrow	Transaction #	Status	Product Description	Initiated Date / Paid Date	Action
Arizona Sun at Chandler 1865 W Alameda Dr Suite 101		3057772	Complete	Association Questionnaire	01/26/2015 Paid: 01/26/2015	Details