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## **Access Level**

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Access level determines which pages a user can view and edit. It is a user's site permissions.

## **ACI365™ Website**

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An ACI365™ Website provides the ability to establish an online presence with an appraisal website built and managed by you. An ACI365 Website includes pre-loaded content that's fully editable, offers the ability to set-up E-Mail accounts, and facilitates online ordering.

## **ACI365™ Worksite**

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An ACI365 Worksite includes an ACI365 Website plus Order Management, Accounts Payable and Receivable, Reporting, Late Payment Notifications, Scheduling, and Payroll Management.

## **Black List**

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A black list is a list of banned e-mail addresses. An e-mail account prohibits receipt of e-mail from addresses on the black list.

## **Client Information**

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Client Information is a client's profile and includes client contact information and preferred status.

## **Company Information**

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Company Information is your company's profile and includes company name and contact information.

## **Content Manager**

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The Content Manager is used to create, edit, and arrange website content visible to site visitors.

## Control Panel

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Set general ACI365 preferences in the Control Panel located in the *Management* section of the site. Select options for notifications, country, time zone, late payments, accounts receivable, and other miscellaneous settings.

## Coverage Area

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A Coverage Area is the geographic area covered by an office. Coverage Areas are defined by County and State in the United States, and by Province or Territory, and City in Canada.

## Dashboard

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The Dashboard displays account statistics on each page of the site. Information displayed on the Dashboard includes a Welcome “user” greeting, the number of remaining orders on the account, the account expiration date, the time remaining in the current session, the number of saved files and the total size of the stored files.

## Data Import

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Data Import is a tool for importing client, appraiser, and order information from ACI, MCS, Lighthouse, and other sources into ACI365.

## Domain

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A domain is a website’s internet address. A domain can be a .com, .net, or .org. For example, www.ACI365.com.

## Download

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A download is the transfer of data e.g., an order, from the site into another application.

## E-mail Campaign

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An e-mail campaign is a marketing campaign used to advertise services. Regularly scheduled e-mails are automatically sent to specified clients at the requested intervals: daily, weekly, bi-weekly, monthly, quarterly, yearly, or a user-defined interval.

## **eServices Inbox**

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The eServices Inbox is an order management tool used to retrieve, preview, acknowledge, and deliver orders from/to Lenders/Clients. The eServices Inbox communicates with ACI365 to download orders and upload report files.

## **Inactive Appraiser / Inactive Employee**

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When an employee is no longer active, the employee record can be marked inactive. Inactive (deactivated) employees are unable to log in to ACI365.

## **Inactive Client**

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When a client is no longer active, the client record can be marked inactive. Inactive clients are not displayed in the client list.

## **Integration**

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Integration occurs when two software applications “speak” to each other or work with each other, often through a specific component or module. Integration between ACI365 and Report occurs through the eServices module.

## **Late Payment Notifications**

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Late Payment Notifications are e-mail reminders sent to clients with outstanding balances. When enabled, ACI365 automatically delivers late payment notices to the e-mail address listed in the client’s account.

## **Orders Remaining**

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Orders Remaining is the number of available orders remaining on an account. The number of orders remaining displays on the ACI365 Dashboard.

## **Pointing**

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Pointing is the term used when a domain is hosted on one server but references a website hosted on another server. The domain is pointed to the website. For example, the domain names appraiserschoice.com and aciweb.com both point to the same website, www.aciweb.com.

## Preferred Rate

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The preferred rate is the product fee for preferred clients.

## Product Fees

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Product Fees are the published fees associated with the offered appraisal products.

## Quality Control

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Quality Control is an employee type selected for a person who participates in a report but is not the appraiser or supervisory appraiser. For example, Quality Control can be someone reviews reports.

## Quick Start Guide

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The Quick Start Guide outlines the steps for configuring ACI365 prior to using the site.

## Quote Only

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A quote only rate is a product fee determined on a case-by-case basis. Quote only product fees display "Call" instead of an actual fee amount.

## Redirecting

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Redirecting is the term used to describe the directing or forwarding of traffic from one website to another website. For example, all web traffic to [www.csacanada.com](http://www.csacanada.com) redirects to [www.aciweb.com](http://www.aciweb.com).

## Report Generator

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The Report Generator is used to build, view, and print custom management reports based on user-defined List, Group, and Comparison categories.

## **Transaction**

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A transaction is an order managed by ACI365. An accepted order is counted as a transaction, a declined order is not.

## **Upload**

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An upload is the transfer of data e.g., a report, from another application to ACI365.

## **Webmail**

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Webmail is internet-based e-mail that allows a user to send, receive, and organize e-mail from a web browser. Any internet capable device may access webmail.

## **WebUpdate**

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WebUpdate is the utility used to download software updates (web updates) via the Internet. Web updates include new and updated software features and services, and general software updates and fixes.

## **White List**

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A white list is a list of approved e-mail addresses. An e-mail account always allows receipt of e-mail from addresses on the white list.

## **Write-off**

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A write-off is an order marked as uncollectable, usually due to lack of payment by a client.