



To: Vendor Network
From: Vendor Management
Date: June 29, 2015
Memo #1372: Aspen Grove Check-in Update

Effective July 1, 2015, any work order (inspections or P&P) submitted through vendor 360 must be accompanied by a mobile check-in. This also applies to All Clients except Clients 155, 156, 157, 158, 159, 160, 161, 502, 528, and 532. Vendors may use the MCS mobile app "MCS360" or a 3rd party mobile app to check-in. The mobile check-in must occur while the field representative is at the property.

Mobile Check-in Application Available for Download

As a reminder MCS360 (MCS mobile check-in application) for Android and Apple is now available. The app can be downloaded via the following links:

[Play Store](#)
[iTunes](#)

To maintain compliance:

- Provide valid and accepted Aspen Grove ABC#s to MCS, for all networked sub-contractors or employees servicing MCS properties to the Vendor Compliance Team at Vendorcompliance.doc@mcs360.com. **Codes will be processed the following Friday (example: if submitted on Friday, July 3rd, the code will be processed by July 10th)**
 - Include a screenshot from iRecord documenting the expiration date and IC level
 - Only effective ABC#s with an IC01 rating will be accepted
- Use a mobile device to "check-in" to properties at the point of service

All work orders (inspections or P&P) submitted via a 3rd party (web services) must contain the following per the client compliance expectations:

- All Clients (except 106, 155, 156, 157, 158, 159, 160, 161, 472, 502, 528, 532, 591, 685, 708, 744 and 936):
 - Aspen Grove ABC# for field representatives that worked on the property
 - Date and time of check-in (if a multi-day work order, multiple check-ins should be provided)
 - Location (latitude and longitude) of work being completed
 - Acknowledgement of the Code of Conduct
- Clients 106, 472, 591, 685, 708, 744 and 936:
 - Aspen Grove ABC# for all field representatives that worked on the property
 - Date and time of check-in (if a multi-day work order, multiple check-ins should be provided)

- Location (latitude and longitude) of work being completed
 - Responses to 10 Field Service Questions
 - Acknowledgement of the Code of Conduct
- Clients 155, 156, 157, 158, 159, 160, 161, 502, 528, and 532
- No check-in information is required

Keep in mind any work orders (inspections or P&P) submitted through third parties for Clients 106, 472, 585, 586, 587, 591, 685, 708, 744 and 936 that DO NOT contain a check-in will not be accepted.

For more information about the MCS360 (MCS Mobile app) click on the link to view the FAQ and Podcasts:

- [MCS360 \(Mobile App\) FAQ](#)
- [MCS 360 Mobile App Podcast](#)
- [Aspen Grove Integration/Mobile App Podcast](#)

For technical questions about the app submit an incident through [MCS Service Desk](#) or contact the I.T. Liaison via phone at (813) 405-1045.

For requirement questions contact your state RVM.

Sincerely,

Vendor Management
Mortgage Contracting Services
(813) 387-1100

Be sure to check out this month's [Podcast](#)

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