

IMPORTANT NOTICE TO TITLE COMPANIES

Associa Tennessee is working with the industry leader Community Archives to provide resale information, title questionnaires, copies of governing documents and related inquiries. This e-technology has been developed to significantly improve the speed and accuracy of information requests, while providing the professionals in the mortgage, title and resales industry a powerful new technology. Use of Community Archives requires nothing more than the technical capability to connect to the Internet, and ability to follow easy to understand instructions.

To place an Order in Community Archives

1. Go to <https://associaonline.com> and click on Order Resale Documents.
2. Under Place an Order, choose Associa Tennessee. You will be re-directed to Community Archives. If you are a first-time user, you will need to register. If you have already registered, simply log in with your user information.
3. From there you will be able to choose the HOA and select the products/documents you are needing.
4. There are three options to select from regarding the time frame delivery. Those are:
 - 1-8 Business Hours: Expedite- Additional Fees associated with this option
 - 9-32 Business Hours: Expedite- Additional Fees associated with this option
 - 6-10 Business Days: Standard Option if Expedite is not selected

**** Please Note ****

- **Our office business hours are 8:30-5:00 Monday-Friday.**
- **The delivery time frame does not include weekends, holidays or time outside of our office business hours.**
- **The order does not start processing until the next business day, if it was ordered after 8:30 AM.**

In the event a title Company has any questions regarding the set-up options or registration, Community Archives would be happy to speak with a representative of your firm.

Community Archives (800) 995-0682

NOTE: Title Companies will be permitted to order products and services per the payment options below:

- Check in Advance: Payment is due in our office prior to completing the order
- Credit Card
- Third Party Credit Card

If you need help completing an order or a question about an order placed please contact us at

1-800-995-0682 or
customerservice@communityarchives.com