



*RAPID* User Guide for Customers  
Service Search Section

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# 1. Service Search

The screenshot shows a web application interface for a Service Search report. At the top, there is a navigation bar with buttons for DATA UPLOAD, ORDER PRODUCTS, DOCUMENTS, TURN TIME, ADMINISTRATION, and LOGOUT. Below the navigation bar, the main heading is "Service Search" with the sub-heading "Build your report". The form contains several sections for filtering and sorting:

- Select service status:** A dropdown menu with the current selection "<- Service Status->".
- Select filter on service type:** A section with the instruction "(leave blank for all)". It includes input fields for Transaction Number, Loan Number, Buyer/Borrower's Name, Seller/Owner's Name, Street Address, Service Type (dropdown menu with "<- Service Type->"), Provider Name, and a checkbox for Has Documents.
- Select date ordered:** A section with the instruction "(leave blank for all)". It includes input fields for Beginning Date and Ending Date, both with date format hints "(mm/dd/yyyy)".
- Select activity date:** A section with the instruction "(leave blank for all)". It includes input fields for Beginning Date and Ending Date, both with date format hints "(mm/dd/yyyy)".
- Select sort order:** A section with three dropdown menus for Sort By, Then By, and Then By, all currently set to "None". To the right of these dropdowns are radio buttons for Ascending (Asc) and Descending (Desc) sort orders.
- No. of rows returned per page:** An input field containing the value "10".

At the bottom of the form, there are three buttons: VIEW REPORT, DOWNLOAD, and CLEAR FORM.

Welcome to the [Service Search Report Page](#). This page allows users to check the status of orders previously placed through **RAPID**.

Please note the [Order Products](#), [Documents](#), [Data Upload](#), [Turn Time](#), [Administration](#) and [Logout](#) buttons located on the navigation bar at the top of the page.

- ❑ **Data Upload button:** allows a user to upload data into the **RAPID** system.
- ❑ **Order Products button:** allows a user to enter in a new service or order request.
- ❑ **Documents button:** displays all documents that have not been viewed or printed, sorted by PDF documents, PCL documents and Other documents.
- ❑ **Turn Time button:** allows a user to track the turn around time for each Service Provider.
- ❑ **Administration button:** if the user has administration rights, this allows the user to the edit company and user information.
- ❑ **Logout button:** if the user chooses to logout of the web site, click the [Logout button](#), this takes the user to the [RAPID Home Page](#).

Please note the buttons located at the bottom of the page:

- *View Report button*: once the user has selected the report criteria, click the *View Report button*, this builds and displays the *Reports page* listing all the returned orders matching the entered criteria.
- *Download button*: if a user wants to download a copy of the report, click the *Download button*.
- *Clear Form button*: if the user decides that the data entered is inaccurate click the *Clear Form button* to clear all the fields on this page and allow the user to start again.

## 1.1 **RAPID** Search and Report Capability

**Service Search**  
*Build your report*

Select service status: <- Service Status->

Select filter on service type (leave blank for all):  
Transaction Number: \_\_\_\_\_  
Loan Number: \_\_\_\_\_  
Buyer/Borrower's Name: \_\_\_\_\_  
Seller/Owner's Name: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
Service Type: <- Service Type->  
Provider Name: \_\_\_\_\_  
Has Documents:

Select date ordered (leave blank for all):  
Beginning Date: \_\_\_\_\_ (mm/dd/yyyy)  
Ending Date: \_\_\_\_\_ (mm/dd/yyyy)

Select activity date (leave blank for all):  
Beginning Date: \_\_\_\_\_ (mm/dd/yyyy)  
Ending Date: \_\_\_\_\_ (mm/dd/yyyy)

Select sort order:  
Sort By: None  
Then By: None  
Then By: None  
Asc Desc  
Asc Desc  
Asc Desc

No. of rows returned per page: 10

VIEW REPORT DOWNLOAD CLEAR FORM

The [Service Search Page](#) allows the user to search for orders using different criteria. The criteria are combined to filter the orders returned on the [Service Search Results Page](#). The following criteria is available for search:

- **Service Status:** Select a specific order status and click [View Report](#).
  - **New:** searches for orders that are new and not confirmed.
  - **In Progress:** searches for orders that are currently in progress (includes orders that are on hold or delayed).
  - **Cancelled:** searches for orders that have been cancelled by the Service Provider or the Customer.
  - **Complete:** searches for orders that have been completed.
  - **Delayed:** searches for orders that have been delayed.
  - **On Hold:** searches for orders that have been put on hold by the Service Provider or the Customer.
  - **Service Status:** searches for all orders regardless of status.

- *Transaction Number*: to use this search criteria, type in the Transaction number and then click *View Report*. If only a partial Transaction number is available, type that in and click *View Report*. *RAPID* displays all transactions that contain the partial *Transaction number*.
- *Loan Number*: enter a specific loan number and the click *View Report*. If only a partial loan number is available type that in and click *View Report*. *RAPID* displays all transactions that contain the partial loan number.
- *Buyer/Borrower's Name*: enter the buyer/borrower's name and click *View Report*. If only a partial buyer/borrower's name is available, type it in and click *View Report*. *RAPID* displays all buyer/borrowers that contain the partial information.
- *Seller/Owner's Name*: enter the seller/owner's name and click *View Report*. If only a partial seller/owner's name is available, type it in and click *View Report*. *RAPID* displays all seller/owners that contain the partial information.
- *Street Address*: enter a street address, and the click *View Report*. If only a partial street address is available, type that in and click *View Report*. *RAPID* displays all transactions that contain the partial street address.
- *Service Type*: select a specific service type and click *View Report*. *Service Type* searches for all products regardless of type.
  - *Appraisal*: searches for orders that have appraisal products.
  - *Closing*: searches for orders that have closing products.
  - *Credit*: searches for orders that have credit products.
  - *Document Services*: searches for orders that have document services.
  - *Flood*: searches for orders that have flood products.
  - *Title*: searches for orders that have title products.
  - *Valuation*: searches for orders that have valuation products.
- *Provider Name*: used to search for orders with requests to different Providers. Type in Provider name and click *View Report*.
- *User Name*: used to search for orders submitted by different users. Type in user name and click *View Report*.
- *Has Documents*: used to search for orders that contain documents or products.

- ❑ *Date Ordered Range*: if a user would like to search for all orders opened in a specific date range, they can enter a valid *Beginning Date*, *Ending Date*, and click *View Report*. (The dates must be in the following format: MM/DD/YYYY)
- ❑ *Date Activity Range*: if a user would like to search for all orders with activity in a specific date range, they can enter a valid *Beginning Date*, *Ending Date*, and click *View Report*. (The dates must be in the following format: MM/DD/YYYY)

**RAPID** allows the user to format the results of their report inquiry into different criteria. A user is allowed to sort by one criteria, two criteria, or three criteria.




- ❑ *None*: displays the results in no specific order.
- ❑ *Transaction Number*: displays the results by specific order number.
- ❑ *Loan Number*: displays the results by loan number.
- ❑ *Buyer/Borrower's Name*: displays the results in alphabetical order by Buyer/Borrower Name.
- ❑ *Seller/Owner's Name*: displays the results in alphabetical order by Seller/Owner Name.
- ❑ *Street Address*: displays the results in alphabetical order by street.
- ❑ *Service Type*: displays the results by order type, for example Appraisal Orders, and then Title Orders.
- ❑ *Vendor Name*: displays the results by Vendor Name.
- ❑ *Date Ordered*: displays the results by the date it was ordered.
- ❑ *Current Status*: displays the results by the status of the order, for example In Progress, Complete, and then Cancelled.
- ❑ *User Name*: displays the results by the user name.

**RAPID** allows the user to select the number of rows per page displayed on the *Service Search Results page*.


Please note the buttons located at the bottom of the page:

- ❑ *View Report button*: once the user has selected the report criteria, click the *View Report button*, this builds and displays the *Reports page* listing all the returned orders matching the entered criteria.
- ❑ *Download button*: if a user wants to download a copy of the report, click the *Download button*.
- ❑ *Clear Form button*: if the user decides that the data entered is inaccurate click the *Clear Form button* to clear all the fields on this page and allow the user to start again.

## 1.2 Service Search Results Report

SEARCH		DATAUPLOAD		ORDER PRODUCTS		DOCUMENTS		REPORTS			
REFRESH		ADMINISTRATION		LOGOUT							
<b>Service Search Results</b>											
as of 7/6/01 3:06:23 PM											
Click on <a href="#">Transaction Number</a> for detailed information when available. ( <i>Tab/Click</i> column header indicates sorted column)											
Click on  icon within the row to see the list of documents associated with the transaction.											
Transaction Number	Doc	Date Ordered	Service Type	Current Status	Property	Buyer/Borrower	Seller/Owner	Loan Number	Service Provider	User Name	Ordered By
<a href="#">18934-160680</a>		7/5/01 11:49:44 PM	Closing Courtesy Closing	Closed	111 S Ohio LN Akron, CA 92222	Cow	Chicken	Test1	<a href="#">Vendor Site Test Vendor</a>	user	Customer Test Mortgage
<a href="#">18934-160585</a>		7/5/01 12:53:45 PM	Appraisal Drive By with Exterior (2055)	Routed	112 Main ST Brea, CA 90909	Bob Jones			<a href="#">Appraisal City</a>	donusic	Customer Test Mortgage
<a href="#">18934-160335</a>		7/5/01 11:04:52 AM	Flood Basic Certificate	Closed	555 N Miller AVE Mission Viejo, CA 92691	Bill B. Buyer	ABC Lending	JR Test 1	<a href="#">Vendor Site Test Vendor</a>	user	Customer Test Mortgage
<a href="#">18934-159843</a>		7/3/01 5:25:26 PM	Appraisal Drive By (2065)	Hold	123 N Miller WAY Mission Viejo, CA 92691	Bruce B. Buyer	Oscar O. Owner	JR Test 1	<a href="#">Vendor Site Test Vendor</a>	user	Customer Test Mortgage
<a href="#">18934-159710</a>		7/3/01 4:02:40 PM	Flood Life of Loan Cert	Routed	123 Main ST Brea, CA 90909	Joe Smith			<a href="#">Vendor Site Test Vendor</a>	donusic	Customer Test Mortgage
<a href="#">18934-159710</a>		7/3/01 4:02:39 PM	Title Commitment/Preliminary Report	Cancelled	123 Main ST Brea, CA 90909	Joe Smith			<a href="#">Dev Test Vendor</a>	donusic	Customer Test Mortgage
<a href="#">18934-159438</a>		7/3/01 1:39:25 PM	Consumer Credit Three-in-file-merge	Routed	.	Dave Smith			<a href="#">Vendor Site Test Vendor</a>	user	Customer Test Mortgage
<a href="#">18934-158111</a>		7/2/01 11:11:00 AM	Appraisal Drive By (2065)	Closed	777 N Miller ST Mission Viejo, CA 92691	Bruce B. Buyer	Oscar O. Owner	Altad Test 1	<a href="#">Vendor Site Test Vendor</a>	user	Customer Test Mortgage
<a href="#">18934-158108</a>		7/2/01 11:10:05 AM	Title ALTA Jr Title Policy	Routed	123 Real Place Irvine, CA 92654	Smith		123456	<a href="#">Vendor Site Test Vendor</a>	vwebcust	Customer Test Mortgage
<a href="#">18934-158097</a>		7/2/01 11:03:06 AM	Appraisal Drive By (2065)	Rejected	777 N Miller ST Mission Viejo, CA 92691	Bruce B. Buyer	Oscar O. Owner	Altad Test 1	<a href="#">Vendor Site Test Vendor</a>	user	Customer Test Mortgage
<a href="#">FIRST</a> <a href="#">PREV</a> <a href="#">NEXT</a> <a href="#">LAST</a>   Page 2 of 117 60											
<input type="button" value="DOWNLOAD"/>											

After the user selects the Search Criteria, and clicks [View Report](#), the [Service Search Results Page](#) displays. The [Service Search Results Page](#) lists all orders that fit the criteria previously specified. The report shows the Transaction Number, whether or not the order has a document associated with it, Date/Time of the order, Type of Service, Description of Service, Current Status of Order, Property Address, Buyer/Borrower, Seller/Owner, Loan Number, Customer and User Name.

- **Transaction Number:** the *Transaction Number* is the reference number that was assigned to the order when the Customer submitted the order. To get more information about a specific order, click the [Transaction Number](#) hyperlink associated with the order to display the [Service Detail Page](#).
-  : if a specific order contains a [Document Icon](#), it denotes that this order has documents associated with it. When the user clicks on the document icon, the [Document Reports Page](#) displays.
- **Date Ordered:** displays the date that the Customer submitted the order.
- **Service Type:** displays the type of product that the Customer is requesting from the Service Provider.
  - Appraisal
  - Closing
  - Credit
  - Document Services
  - Flood
  - Title
  - Valuation
- **Service Description:** displays the description of the service ordered.

- *Current Status*: displays the status of the order
  - *Received*: the Customer has submitted the Product Order to **RAPID**.
  - *Routed*: **RAPID** has routed the Product Order to the Provider.
  - *Confirmed*: the Provider has accepted the Product Order.
  - *Closed*: the Product Order has been completed.
  - *Cancelled*: the Product Order has been cancelled by either the Customer or the Provider.
- *Property Address*: displays the property address of the subject property.
- *Buyer/Borrower*: displays the name of the Buyer/Borrower.
- *Seller/Owner*: displays the name of the Seller/Owner.
- *Loan Number*: displays the loan number of the transaction.
- *Service Provider*: displays the Service Provider to perform the service.
- *User Name*: displays the name of the user that placed the order.
- *Ordered By*: displays the Customers name that placed the order.

Please note the button located at the bottom of the page:

- *Download button*: if a user wants to download a copy of the report, click the *Download button*.

If the report contains multiple pages the navigation bar is located on the bottom of the Service Search Results Report.



Clicking *First* takes the user to the first page of the report. Clicking *Last* takes the user to the last page of the report. Entering the *Page* number and clicking *Go* takes the user to the desired page of the report. Clicking *Next* takes the user to the next page of the report. Clicking *Previous* takes the user to the previous page of the report. Any options that are unavailable are grayed out.

## 1.2.1 Service Detail

### Service Detail

---

Transaction Summary

Transaction #	Loan #	Property Address	Buyer	Seller
18934-34959	12346	151 Azusa BLVD Costa Mesa, CA 92002	Bentley, Bruce	Colton, Henry

---

Transaction Details

**Service Status** Closed  
**Service Type** Title  
**Product Type** Commitment/Preliminary Report  
**Date Ordered** 9/15/00 5:33:40 PM  
**Transaction Type** Purchase/Sale  
**Special Instructions** Please **\*\*Rush\*\***

---

Event History

Event	Date	Doc	Comment	Party
Service Received	9/15/00 5:33:40 PM		(Notified: Vendor Site Test Vendor/Service to Vendor=Sent)	Vendor Site Customer
Service Routed to Vendor	9/15/00 5:33:41 PM			RealEC Network
Service Confirmed by Vendor	9/15/00 5:34:23 PM		Confirmation Number: 325698	Vendor Site Test Vendor
Product Delivered by Vendor	9/15/00 5:36:01 PM		(Notified: Vendor Site Customer/Notification with Document=Sent)	Vendor Site Test Vendor
Service Completed	9/15/00 5:36:02 PM		Service completed by vendor.	Vendor Site Test Vendor

The [Service Detail Page](#) provides the user specific information about the selected order. The following details of the order are found on this page:

- Transaction Summary Section
  - Transaction #
  - Loan #
  - Property Address
  - Buyer (primary)
  - Seller (primary)
  
- Transaction Details Section
  - Service Status
  - Service Type
  - Product Type
  - Date Ordered
  - Transaction Type
  - Special Instructions

- Event History
  - Event
  - Date
  - Document - if an order has a document icon it denotes that the order has document(s) associated with it.
  - Comment
  - Party

Please note the buttons located at the top and bottom of the page:

- *Add Product button*: if the user would like to add an additional product to the transaction, click the *Add Product button*, this will take the user back to the *Order Products Page* where the user can select the product they would like to add to the transaction.
- *Add Event*: if the user would like to add an event to the selected order, click the *Add Event button*.
- *Summary*: if the user would like to get more detailed information about a specific order, click the *Summary button*.
- *Back button*: if the user wants to move to the previous page, click the *Back button*.
- *Logout button*: if the user chooses to logout of the web site, click the *Logout button*, this takes the user to the *RAPID Home Page*.



Please note the buttons located at the top and bottom of the page:

- *Search button*: if the user wants to go to the Service Search page, click the *Search button*.
- *Data Upload button*: allows a user to upload data into the **RAPID** system.
- *Documents button*: displays all documents that have not been viewed or printed, sorted by PDF documents, PCL documents and Other documents.
- *Turn Time button*: allows a user to track the turn around time for each Service Provider.
- *Administration button*: if the user has administration rights, this allows the user to the edit company and user information.
- *Logout button*: if the user chooses to logout of the web site, click the *Logout button*, this takes the user to the **RAPID Home Page**.
- *Cancel button*: if the user decides that they do not want to continue the current page, click the *Cancel button*, any entered or changed information will not be saved.

## 1.2.1.2 Add Event

SEARCH LOGOUT

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### Add Event

**Event Selection**

Event <- Select Event ->

---

**Comment**

Date: 11/10/00 5:24:26 PM

Event Comment:  
(Max. 255 Chrs.)

BACK CLEAR FORM SUBMIT

The [Add Event Page](#) allows a user to add an event to a specific order to update all parties as to the status of the order.

The Events that a user can add are:

- [Comment](#): this event allows a user to enter in a comment about the specific order.
- [Cancel Service](#): this event allows a user to cancel an order.
- [Complete Service](#): this event allows a user to complete an order.

[Event Date](#): this is always the current system date and time.

[Event Comment](#): this allows the user to enter up to 255 characters of detail regarding the event.

Please note the buttons located at the top and bottom of the page:

- [Search button](#): if the user wants to go to the Service Search page, click the [Search button](#).
- [Logout button](#): if the user chooses to logout of the web site, click the [Logout button](#), this takes the user to the [RAPID Home Page](#).
- [Back button](#): if the user wants to move to the previous page, click the [Back button](#).

- *Clear Form button*: if the user decides that the data entered is inaccurate click the *Clear Form button* to clear all the fields on this page and allow the user to start again.
- *Submit button*: if the user is satisfied with all the data entered, click the *submit button* to send the event.

# 1.2.1.3 Transaction Summary

SEARCH	DATA UPLOAD	ORDER PRODUCTS	DOCUMENTS	TURN TIME
ADMINISTRATION	LOGOUT			

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## Transaction Summary

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### General Information

**Transaction Number:** 18934-169674      **Transaction Type:** Sale  
**Sales Price:** \$500,000      **Loan Number:** 123456  
**Loan Type:** Conventional Uninsured      **Loan Amount:** \$250,000  
**Source of Business:** Customer Test Mortgage

### Property Information

**Address:** 272 Duffy LN  
Dunlap, IL 63303  
**County:** Peoria  
**Type:** Single Family

### Legal Description

**Description:**  
**Brief:**  
**Book:**      **Page:**  
**Sect/Town/Range:**  
**Development:**      **Phase:**  
**Subdivision:**      **Tract:**

### Party Information

#### Lender

**Name:** Customer Test Mortgage

#### Borrower

**Name:** Jane Jefferson  
**SS#:** 111-22-3333  
**Home:** 888 555-1212      **Work:** 888 555-1212  
**Type:** INDV

#### Borrower

**Name:** Jack Jefferson  
**SS#:** 222-33-4444  
**Type:** INDV

#### Seller

**Name:** Kathy Smith  
**SS#:** 444-55-6666  
**Home:** 888 555-1212      **Work:** 888 555-1212  
**Type:** INDV

#### Seller

**Name:** Sean Smith  
**SS#:** 777-88-9999  
**Type:** INDV

### Service Information

**Title**  
**Product:** Limited Coverage Product      **Status:** New  
**Date Ordered:** 7/17/01 9:56:38 AM

The [Transaction Summary Page](#) provides the user with a detailed report of the original order information:

- General Information
  - *RAPID* Number
  - Transaction Type
  - Sales Price
  - Loan Number
  - Loan Type
  - Loan Amount
  - Source of Business
- Property Information
  - Address
  - Subdivision
  - Lot
  - Block
  - County
  - Section
  - Type
  - PIN/APN
  - Legal Description
- Party Information
  - Lender
    - Name
  - Borrower
    - Name
    - SSN
    - Home Phone Number
    - Work Phone Number
    - Cell Phone Number
    - Pager Number
    - Email
    - Type
  - Seller
    - Name
    - SSN
    - Home Phone Number
    - Work Phone Number
    - Cell Phone Number
    - Pager Number
    - Email
    - Type
  - Lender
    - Company
- Service Information
  - Type of Service
    - Product

- Status
- Date Ordered
- Date Due
- Special Instructions

Please note the buttons located at the top and bottom of the page:

- *Search button*: if the user wants to go to the Service Search page, click the *Search button*.
- *Logout button*: if the user chooses to logout of the web site, click the *Logout button*, this takes the user to the *RAPID Home Page*.
- *Back button*: if the user wants to move to the previous page, click the *Back button*.