

RAPID REFERENCE GUIDE: ORDER TRACKING



USE: To monitor the status of a request through **RAPID**.


Orders can be tracked on the **RAPID** system either immediately after submission or at a later time. After a request has been submitted, the **PRODUCTS SUBMITTED** screen provides an initial summary of the product(s) ordered and from which provider. To monitor order status at a later time, the **SERVICE SEARCH** page is used.

FROM PRODUCTS SUBMITTED

Option 1. After the request has been submitted, the **PRODUCTS SUBMITTED** page (at right) is displayed. A recap of the new request is shown, including specific report information, such as Buyer/Borrower name, Property, and Transaction #.

Products Submitted		
Buyer/Borrower:	Smith	Transaction#: 18934-83695
Seller/Owner:		Ordered For: Customer Test Mortgage
Property:	123 Main ST	
Loan #:	123456789	
Thank you for ordering with us! The products ordered are listed below:		
Product Type	Product	Service Provider
Title	Title Report	Vendor Site Test Vendor
<input type="button" value="VIEW TRANSACTION REPORT"/>		

To view a detailed look of the request (including its status), press the **View Transaction Report** button. The **SERVICE SEARCH RESULTS** page displays with additional information about the request, including its status (see explanations at bottom of page).


Service Search Results							
as of 4/2/01 2:31:38 PM							
Click on Transaction Number for detailed information when available. (Italicized column header indicates sorted column)							
Click on  icon within the row to see the list of documents associated with the transaction.							
Transaction Number	Date	Date Ordered	Service Type	Current Status	Property	Buyer/Borrower	Seller/Owner
18934-83695		4/2/01 2:23:19 PM	Title	Routed	123 Main ST Anytown, CA 90909	Joe Smith	
<input type="button" value="FIRST"/> <input type="button" value="PREV"/> <input type="button" value="NEXT"/> <input type="button" value="LAST"/> <input type="button" value="I"/>							

FROM SERVICE SEARCH

Option 2. By selecting the **Search** button at the top of most pages, the **SERVICE SEARCH** page displays offering a variety of criteria fields to be entered to locate the applicable file or files.

Service Search	
Build your report	
Select service status	<input type="text" value="← Service Status →"/>
Select filter on service type	Transaction Number: <input type="text"/>
	Loan Number: <input type="text"/>
	Buyer/Borrower's Name: <input type="text" value="smith"/>
	Seller/Owner's Name: <input type="text"/>
	Street Address: <input type="text"/>
	Service Type: <input type="text" value="Title"/>
	Provider Name: <input type="text"/>
	User Name: <input type="text"/>
	Has Documents: <input type="checkbox"/>
Select date ordered	Beginning Date: <input type="text" value="01/01/2001"/> (mm/dd/yyyy)
	Ending Date: <input type="text" value="02/28/2001"/> (mm/dd/yyyy)
Select activity date	Beginning Date: <input type="text"/> (mm/dd/yyyy)
	Ending Date: <input type="text"/> (mm/dd/yyyy)

The **SERVICE SEARCH RESULTS** page (below) displays the file(s) that met the input criteria. additional information can be viewed by clicking on the **Transaction Number** hyperlink.

If the  icon is located in the Doc column, the completed report can be printed by clicking on the icon. The User will be transported to the **DOCUMENT REPORT** page, where they can view and print the report.

Service Search Results							
as of 4/2/01 4:42:31 PM							
Click on Transaction Number for detailed information when available. (Italicized 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	Date Ordered	Service Type	Current Status	Property	Buyer/Borrower
18934-83828		2/28/01	4:13:15 PM	Title	Closed	123 Easy Addison, IL 60101	Smith
18934-66254		2/27/01	5:42:04 PM	Title	Routed	1234 Smith Beaverton, OR 97005	Smith
18934-66179		2/27/01	4:12:29 PM	Title	Cancelled	123 Main ST Anytown, CA 90909	Smith
18934-83650		2/20/01	6:41:15 PM	Title	Closed	111 Main ST Anytown, CA 90905	Smith

RAPID STATUS EXPLANATIONS

A number of entries are available in **RAPID** to accurately describe a request's progress. A request normally progresses through the first four items below (Received, Routed, Confirmed and Completed), while Cancelled and Rejected can be selected as needed.

Status	Meaning	Status	Meaning
1 Received	RAPID has "received" the request	4 Closed	The order has been closed, usually when the report has been delivered.
2 Routed	RAPID has "routed" the request to the Provider	Cancelled	The request has been cancelled – either by the User or the Provider
3 Confirmed	The Provider has "confirmed" the acceptance of the request	Rejected	The request has been rejected by the Provider