



*RAPID* User Guide for Customers  
Turn Time Section

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# 1. Turn Time - Definition

SEARCH DATA UPLOAD DOCUMENTS **TURN TIME** EXPRESS ORDER

ADMINISTRATION LOGOUT









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## Order Products

Buyer/Borrower: \_\_\_\_\_ Transaction#: **[New]**  
Seller/Owner: \_\_\_\_\_  
Property: \_\_\_\_\_  
Loan #: \_\_\_\_\_

Transaction Type:  ▾ ◆

### Available Products

 Appraisal	 Automated Valuations	 Business Credit	 Closing
 Consumer Credit	 Document Services	 Flood	 Title

### Ordered Products

**[None]**

Turn Time can be accessed from the [Service Search page](#) by clicking the [Turn Time button](#) on the navigation bar at the top of the page.

Turn Time is the turn-around-time it takes a Service Provider to complete a service. Turn Time is calculated from the time the **RAPID** Exchange receives an Order Request file from a Customer to the time the **RAPID** Exchange receives a Product Delivery file from the Service Provider or a Completed Service Event from either the Customer or the Service Provider.

Turn Time is measured in number of days, excluding weekends. For Example:

- If a Customer places an order on Tuesday and the Service Provider completes the product on Friday the Turn Time would be three days.
- If a Customer places an order on Friday and the Service Provider completes the product on Monday the Turn Time would be one day.
- If a Customer places an order on Thursday and the Service Provider completes the product on Monday the turn time would be two days.

## 1.1 Turn Time Page

SEARCH      LOGOUT

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### Turn Time

*Build your report*

Note: ♦ indicates a required field.

**Select date ordered**      Beginning Date:  ♦ (mm/dd/yyyy)  
Ending Date:  ♦ (mm/dd/yyyy)

**Select Service Information**      Service Type: All ▼ ♦

Clicking the [Turn Time button](#) takes the user to the [Turn Time page](#) where the user is then prompted to enter the following criteria to run the Turn Time Report:

- Date Ordered:
  - Beginning Date
  - Ending Date
- Service Type:
  - All
  - Appraisal
  - Automated Valuations
  - Business Credit
  - Closing
  - Consumer Credit
  - Document Services
  - Flood
  - Title

After completing all required fields the user clicks the [View Report button](#) on the bottom of the page. The [Turn Time Results page](#) will be displayed.

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.
- *View Report button*: once the user has selected the report criteria, click the *View Report button*, this builds and displays the *Turn Time Results page* listing all the returned information matching the entered criteria.

## 1.2 Turn Time Results

Service Provider	Service Type	Service	Number of Orders	Average Turn Time Days	Hours	Minutes	Seconds
Vendor Site Test	Title	Commitment/Preliminary Report	9	38.00	15.00	46.00	17.00
Vendor Site Test	Title	Foreclosure Search	8	46.00	11.00	3.00	35.00

The following details are shown on the [Turn Time Results page](#):

- ❑ **Service Provider:** a company associated with **RAPID** offering real estate products to Customers. Examples of Service Providers are Appraisers, Credit Agencies, Title Agents and Closing Agents.
- ❑ **Service Type:** type of product ordered through **RAPID**. Examples of Service Types are Title, Credit, Appraisals, Flood and Closings.
- ❑ **Service:** specific product ordered through **RAPID**. Examples of Services are Commitment/Preliminary Report, Two-in-File Merge, and Courtesy Closing.
- ❑ **Number of Services:** total number of products ordered.
- ❑ **Total Days:** number of days it took to complete all products ordered.
- ❑ **Turn Time:** number of days, excluding weekends, it took to complete each product ordered (Total Days divided by Number of Services = Turn Time).