

RAPID REFERENCE GUIDE: ADD EVENTS TO REQUESTS



The **RAPID** system offers a number of additional options and functionalities for Users. These include:

1. Add Event: Comments / Cancel Request

These options are accessed by pressing the **Transaction Number** after searching for an order. The **ADD EVENT** button is located at the bottom of the **SERVICE DETAIL** page.

LOWER PART OF SERVICE DETAIL PAGE

Transaction Number	Date Doc	Date Ordered	Service Type
18934-130703		5/31/01 12:18:30 PM	Title Commitment/Preliminary Report

< FIRST PREV NEXT LAST >

DOWNLOAD

Event History				
Event	Date	Doc	Comment	Party
Service Received	5/23/01 6:24:34 PM		(Notified: Vendor Site Test Vendor/Service to Vendor=Pending)	Customer Test Mortgage
Service Routed to Vendor	5/23/01 6:24:38 PM		Delivered to: Vendor Site Test Vendor	RealEC Network

ADD PRODUCT **ADD EVENT** SUMMARY BACK

Comment: Select **Comment** in the **Event** field and input your comments into the **Event Comment** field. When finished, press the **SUBMIT** button. The comment will be submitted to the **RAPID** system and attached to the file.

Cancel Service: Select **Cancel Service** in the **Event** field and input any comments, if applicable, in the **Event Comment** field. Press **SUBMIT** when complete. The Service Provider will be notified that the request has been cancelled.

Comment

Add Event

Event Selection
Event: Comment

Comment
Date: 5/24/01 10:12:17 AM
Event Comment: (Max. 255 Chrs.)
This comment will be added to the request.

BACK CLEAR FORM SUBMIT

Cancel Service

Add Event

Event Selection
Event: Cancel Service

Comment
Date: 5/24/01 10:15:11 AM
Event Comment: (Max. 255 Chrs.)
Duplicate order.

BACK CLEAR FORM SUBMIT

Event History				
Event	Date	Doc	Comment	Party
Service Received	5/23/01 6:24:34 PM		(Notified: Vendor Site Test Vendor/Service to Vendor=Pending)	Customer Test Mortgage
Service Routed to Vendor	5/23/01 6:24:38 PM		Delivered to: Vendor Site Test Vendor	RealEC Network
Comment	5/24/01 10:15:48 AM		This comment will be added to the request.(Notified: Vendor Site Test Vendor/Status=Pending)	Customer Test Mortgage
Service Cancelled	5/24/01 10:17:32 AM		Duplicate order.(Notified: Vendor Site Test Vendor/Status=Pending)	Customer Test Mortgage

ADD PRODUCT ADD EVENT SUMMARY BACK