

USE: To monitor the status of a request.

Orders can be tracked either immediately after submitting or at a later time. After sending a request, the **PRODUCTS SUBMITTED** page provides a summary of the product(s) ordered. To monitor order status at a later time, the **SEARCH** page is used.

FROM PRODUCTS SUBMITTED PAGE

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

To view a detailed look of the request (including its status), click on either the **Transaction ID** or **Product** links. The **SEARCH RESULTS** page (below right) displays next with additional information about the request, including its status (see explanations at bottom of page).

Products Submitted
Thank you for ordering with us! The product order information is listed below.

ORDER INFORMATION

To view the detailed transaction report, click on the Transaction ID link.

Buyer/Borrower	Smith	Transaction ID	1177571-824452
Seller/Owner		Loan Number:	123456
Property	123 Main Street	Ordered For	Anytown Bank - Home Equity

Transaction Number	Due Doc	Date Ordered	Date Completed	Product
13389876-13255		6/15/2005 2:03:33 PM	6/15/2005 2:25:44 PM	Title Title Report
FIRST	PREV	NEXT	LAST	

FROM SEARCH PAGE

Option 2.

By selecting the **Search** button at the top of most pages, the **SEARCH** page displays offering a variety of fields to be entered to locate the applicable order(s). Select **View Report** after entering the applicable criteria.

SEARCH

Loan Number	Provider Confirmation Number	Transaction Number
Summary Status	Product Type	Buyer/Borrower/Applicant Name
Service Status	Product	

DATE

Date Category	Quick Dates	Beginning Date	Ending Date
		(mm/dd/yyyy)	(mm/dd/yyyy)

SORT BY

Transaction Number	Asc Desc	Then By	Asc Desc	Then By	Asc Desc
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Number of rows returned per page

The **SEARCH RESULTS** page (right) 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 **DOCUMENT REPORT** page will display, including a link to view and print the report.

Transaction Number	Due Doc	Date Ordered	Date Completed
13389876-13255		6/15/2005 2:03:33 PM	6/15/2005 2:25:44 PM
FIRST	PREV	NEXT	L

STATUS EXPLANATIONS

A number of entries are available to accurately describe a request's progress. An order normally progresses from Routed to Confirmed to Complete, but can have another status associated to it.

Status	Meaning	Status	Meaning
Routed	Request has been routed to the provider	Complete	The order has been marked as complete
Confirmed	Provider has "confirmed" (accepted) the request	Not Accepted	Request was not accepted by the provider
Cancelled	Request has been cancelled – either by the user or the provider	Scheduled	A date/time has been scheduled to complete the request.