



Job Aid: Update/Amend/DateDown Service Order in ClosingVue™

This document shows you how to submit an Update/Amend/DateDown on a Service Order in ClosingVue. An Update/Amend/DateDown is a request to make changes to an existing Service Order.

Update a Service Order

The service order is located on the **Property Information** page.

1. Click the **Edit** icon

NOTE: An Update/Amend/DateDown can only be ordered when there is a previous search in the file.

2. Select the **Update Type**
3. Enter **Email Notification** address
4. Enter **Comments**
5. Click **Submit**



NOTE: ClosingVue will display a green message at the top of the screen indicating the update was successful. ClosingVue also sends an email notification to the address entered in the **Update Order** window.



Import Updated Service Order

Once the search is returned, an email will be sent with the documents, indicating the search is ready for import on the **Property Information** page in ClosingVue.

1. Click the **Import** icon

SERVICE	DATE ORDERED	ORDER #	PRODUCT	STATUS	ORDERED BY
First American Search Orders	04/01/2024	110285431	ASP	Downloaded - Never	ITS Support 
First American Search Orders	04/01/2024	110285431-AMEND	ASP	Downloaded - Never	ITS Support 

NOTE: The import icon will always appear on the line of the original order.

2. Click **Yes**

Upload FATIC Order

Are you sure you want to upload the results of this order?

Cancel

Yes

NOTES:

A green confirmation message displays at the top of the screen.

FATIC orders successfully retrieved

The updated search documentation is saved to the **Document Management** page.

Scanned/Saved Documents

FILE NAME ↑

Borrower Docs (0)

Other Documents To move documents out of a folder drag and drop below

Agent Update (.doc)

Agent Update (.pdf)

AgentNet Search Product 2021 - RI (.doc)

AgentNet Search Product 2021 - RI (.pdf)