





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

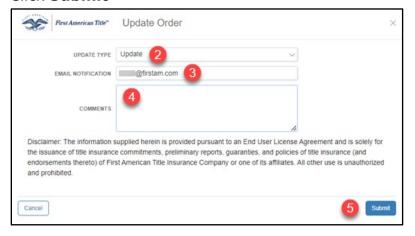
The service order is located on the **Property Information** page.

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



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.

