



## Update/Amend/DateDown Service Order in E-Closing

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

### Edit Service Order

The service order is located on the Property Information page.

1. Click the **Edit Order** button

Order Number	Ordered	Product	Due Date	Downloaded	
110215973	02/28/2024	AgentNet Search	Product	No Due Date	Never

**Edit Order** **Upload Results**

2. Select the **Update Type**
3. Enter **Email Notification** address
4. Enter **Instruction**
5. Click **Edit Order**

First American Back Office Service Form (Edit)

Update Type: **Select Update Type...** **Select Update Type...**

Instructions: **Amend** **DateDown** **Update** **Cancel**

Email Notification: **@firstam.com**

**Edit Order**

**NOTE:** E-Closing will display a green message at the top of the screen indicating the update was successful. E-Closing 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 E-Closing.

1. Click **Upload Results**

Order Number	Ordered	Product	Due Date	Downloaded	
110285431	04/01/2024	ASP	No Due Date	Never	
110285431-AMEND	04/01/2024	ASP	No Due Date	Never	
110285431-DATEDOWN	04/01/2024	ASP	No Due Date	Never	
110285431-UPDATE	04/01/2024	ASP	No Due Date	Never	

**Edit Order** **Upload Results**

#### NOTES:

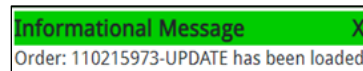
The import icon will always appear on the line of the original order.

A window will display “Are you sure you want to upload the search results to this order?”

2. Click **Yes**

#### NOTES:

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



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

Scanned / Saved Documents		Drag Documents here to Upload			
Borrower Docs					
Drag documents here to remove them from a folder					
Agent Update - FL (.doc)	Alexa El-Jamli	02/09/2024 02:38 PM	03 MB		
Agent Update - FL (.pdf)	Alexa El-Jamli	02/09/2024 02:38 PM	13 MB		
AgentNet Search Product 2021 - FL (.doc)	Alexa El-Jamli	02/09/2024 02:38 PM	15 MB		
AgentNet Search Product 2021 - FL (.doc) (Archived)	Alexa El-Jamli	02/09/2024 02:38 PM	15 MB		
AgentNet Search Product 2021 - FL (.pdf)	Alexa El-Jamli	02/09/2024 02:38 PM	25 MB		
AgentNet Search Product 2021 - FL (.pdf) (Archived)	Alexa El-Jamli	02/09/2024 02:38 PM	25 MB		
SP-Exceptions_123445_22 (.pdf)	Alexa El-Jamli	02/09/2024 02:38 PM	56 MB		
SP-Exceptions_123445_22 (.pdf) (Archived)	Alexa El-Jamli	02/09/2024 02:38 PM	56 MB		