

The system provides the ability for users to send comments, cancel orders, update status and schedule events on an order.

The Add Event option is accessed by pressing the **Transaction Number** after searching for an order. The **ADD EVENT** button is located at the top and bottom of the **TRANSACTION DETAILS** page.

**Comment:** Select **Comment** in the **Event** field and input any comments into the **Comments** field. When finished, press the **DONE** button. The comment will be attached to the file and sent to the service provider.

**Cancel Service Request:** Select **Service Cancelled** in the **Event** field and input any comments, if applicable, in the **Comment** field. Press **DONE** when complete. The service provider will be sent the request to cancel the service.

**Schedule Request:** Select **Scheduled** in the **Event** field and input the Date and Time and any comments, if applicable, in the **Comment** field. Press **DONE** when complete. The service provider will be sent the Scheduled request.

**Additional Services:** If multiple services have been ordered for the transaction, then the **Additional Services** option will be available. Selecting the box next to a service will apply the event to the Event History for those orders.

All events and comments are added to the Event History on the file.

EVENT HISTORY		NOTIFICATIONS				
Event	Reason	Date	Doc	Comment	Party	User Name
Comment (220)		1/25/2005 5:39:52 PM		This is a comment	Customer Test Mortgage	user
Service Confirmed by Provider (130)		1/25/2005 10:49:21 AM		Confirmation Number: 246	Vendor Site Test Vendor	webvend
Service Routed to Provider (120)		1/25/2005 10:38:00 AM		Delivered to: Vendor Site Test Vendor	RealEC Network (DP6)	RECDP1
Service Routed to Provider (120)		1/25/2005 10:37:59 AM		Delivered to: Vendor Site Test Vendor	RealEC Network (DP1)	RECDP1
Service Received (100)		1/25/2005 10:37:56 AM			Customer Test Mortgage	user