RealEC Reminders for:
New Orders

REMINDER: Three RealEC product orders will be placed for each transaction:
(1) Title order (2) Closing order and (3) Signing Appointment order

❖ **OPEN THE REVIEW SCREEN FOR THE NEW ORDER BY DOUBLE-CLICKING A NEW RealEC PRODUCT ORDER IN THE 360 QUEUE, OR HIGHLIGHTING THE ORDER AND SELECTING "Next Step"**

> *Reminder: new orders will show "New" status in the 360 Queue; also, a new order email notification will be sent to the Escrow Officer/Closer selected when the order is placed by the lender (if no Escrow Officer/Closer is selected, the default address - usually the branch address - will receive the new order notification email)*

❖ **USE "Order Search" IN THE REVIEW SCREEN TOOLBAR TO SEARCH THE PRODUCTION SYSTEM AND CONFIRM THE ORDER IS NOT ALREADY OPENED**

> *Reminder: the Transaction type and Property address are some of the fields listed first in the review screen, and may be helpful when searching. The Buyer/Borrower name is also listed in the review screen.*
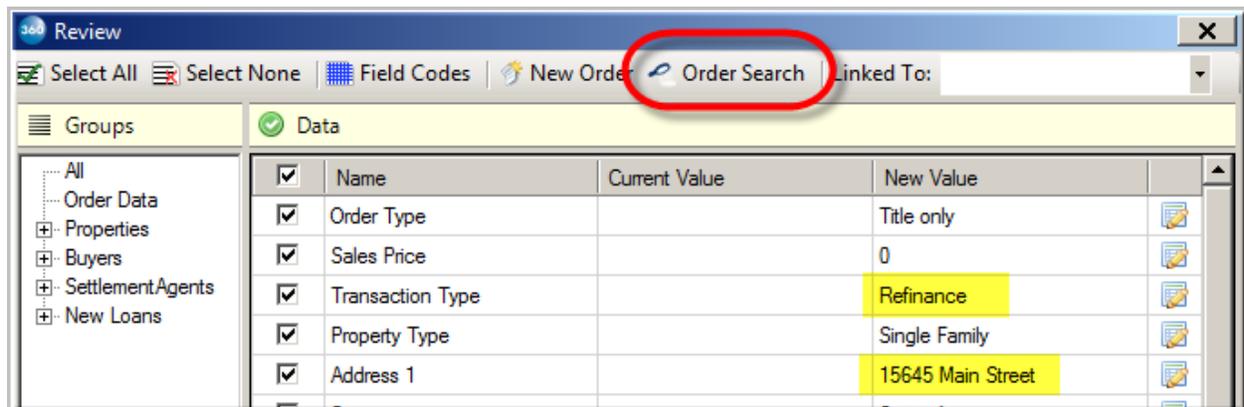
❖ **ASSOCIATE THE RealEC PRODUCT ORDER WITH AN EXISTING PRODUCTION SYSTEM ORDER BY USING THE "Linked To" DROPDOWN**

> *Reminder: if multiple orders are opened behind the Review screen, ensure the correct order is being "Linked To" the RealEC product order*
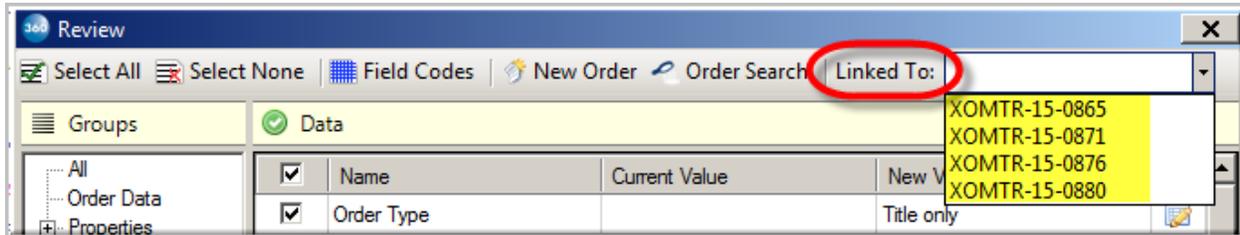
❖ **REVIEW INCOMING DATA AND USE CHECKBOXES TO DE-SELECT ANY INFORMATION THAT SHOULD NOT COME INTO THE ORDER**

> *Reminder: if the lender does not provide a Sales Price for purchase transactions, uncheck the checkbox to prevent $0 from coming into the order as the Sales Price*

> *Reminder: on the Review screen, "Current Value" is the information that is already in the production system order; "New Value" is the incoming information from the lender*
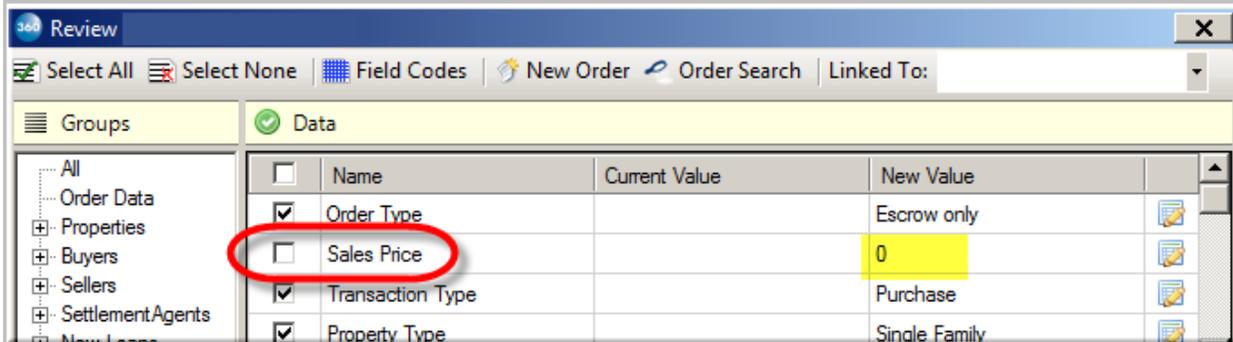
❖ **CHOOSE "ACCEPT" OR "REJECT" AS NEEDED TO COMPLETE THE PROCESS**

> *Reminder: reject the order if the lender sends you only the Closing product order or sends you only the Title product order (because another company is acting as Settlement Agent/Escrow Company). Closing Insight lenders have agreed to follow the Closing Insight Common Workflow, which requires both the RealEC Closing and RealEC Title product orders be placed with the same Settlement Agent*

This document is not intended to be a step-by-step Job Aid.
Contact your CFPB Leader or Power User with any questions.