



## FA Auto Extension Request

- Agent logs into SourceNet using FA agent code and password (working zipcode).
  - This will take FA to the SourceNet Rep Menu

### SourceNet Rep Menu

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**Welcome!**

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**Order Options**

<p><b><a href="#">List Orders, Update Status &amp; Submit Report</a></b> Display a list of all orders assigned to you so you can submit your report, update the order status and upload photos. This option may also be used to review your outstanding and completed orders.</p>	<p><b>Frequently Asked Questions (FAQ)</b> Coming soon!</p>
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**Rep Profile Options**

<p><b><a href="#">Update Contact Information</a></b> Keep your contact information current so we can contact you when we have orders to complete in your area.</p>	<p><b><a href="#">Update Service Area Information</a></b> Specify the types of services you provide and your service coverage areas.</p>
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**Questions?** E-mail [FARVVHelp@FirstAm.com](mailto:FARVVHelp@FirstAm.com)

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- FA will click on the “List Orders, Update Status & Submit Report” link



- FA will be at their “List Orders” screen, where all new, and outstanding orders will be listed.
  - FA will select the order that requires action (extension request) from the list of outstanding orders

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### List Orders

MY NEW ORDERS					
Action	Order	Service	Order Status	Due Date	Fee
No new orders.					
MY OUTSTANDING ORDERS					
Order	Address	Service	Status	Due Date	
3252949	test, test, MO 63034	BPO3S	In Process	09/18/08 6:00 pm CT	
<a href="#">View Details</a>	<a href="#">Order Guidelines</a>	<a href="#">Update Status</a>	<a href="#">Enter Results</a>	<a href="#">Upload Photos</a>	<a href="#">View Report</a> <a href="#">Request Extension</a>
3242181	12636 FLOWER CREST CT, FLORISSANT, MO 63033	TPS3S3L	In Process	09/18/08 8:00 pm CT	
<a href="#">View Details</a>	<a href="#">Order Guidelines</a>	<a href="#">Update Status</a>	<a href="#">Enter Results</a>	<a href="#">Upload Photos</a>	<a href="#">View Report</a> <a href="#">Request Extension</a>
3252953	911 Testing Ln, Testing, UT 63034	BPO3S3L	In Process	09/20/08 2:00 pm CT	
<a href="#">View Details</a>	<a href="#">Order Guidelines</a>	<a href="#">Update Status</a>	<a href="#">Enter Results</a>	<a href="#">Upload Photos</a>	<a href="#">View Report</a> <a href="#">Request Extension</a>
3253052	asdf, asdfa, MO 63034	BPO1092C	In Process	09/29/08 11:00 am CT	
<a href="#">View Details</a>	<a href="#">Order Guidelines</a>	<a href="#">Update Status</a>	<a href="#">Enter Results</a>	<a href="#">Upload Photos</a>	<a href="#">View Report</a> <a href="#">Request Extension</a>
3253053	asdfasdf, asdfasdf, MO 63034	BPO1092C	In Process	09/29/08 Noon CT	
<a href="#">View Details</a>	<a href="#">Order Guidelines</a>	<a href="#">Update Status</a>	<a href="#">Enter Results</a>	<a href="#">Upload Photos</a>	<a href="#">View Report</a> <a href="#">Request Extension</a>
3252851	test, test, MO 63034	BPO3S3L	In Process	09/30/08 11:00 am CT	
<a href="#">View Details</a>	<a href="#">Order Guidelines</a>	<a href="#">Update Status</a>	<a href="#">Enter Results</a>	<a href="#">Upload Photos</a>	<a href="#">View Report</a> <a href="#">Request Extension</a>

- Under the “order status” column, the FA will find the “Request Extension” link.

Status	Due Date
In Process	09/18/08 6:00 pm CT
<a href="#">Request Extension</a>	
In Process	09/18/08 8:00 pm CT
<a href="#">Request Extension</a>	
In Process	09/20/08 2:00 pm CT
<a href="#">Request Extension</a>	
In Process	09/29/08 11:00 am CT
<a href="#">Request Extension</a>	
In Process	09/29/08 Noon CT
<a href="#">Request Extension</a>	
In Process	09/30/08 11:00 am CT
<a href="#">Request Extension</a>	



- Clicking the “Request Extension” link will take the FA to the “Order Extension Request” Screen.

### Order Extension Request

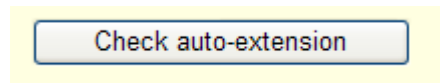
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**Order Information**

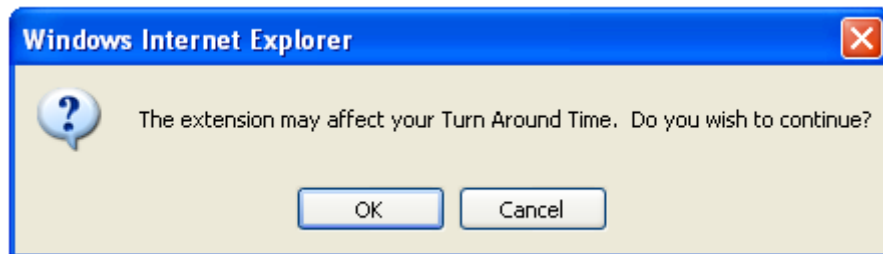
<b>Order ID:</b> 3253053	<b>Order Date:</b> 09/26/2008 03:27 PM
<b>Service:</b> BPO1092C/RSHINT3D	<b>Rep Commit Date:</b> 09/29/2008 12:00 PM
<b>Status:</b> In Process	

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- FA needs to click the “Check auto-extension” box to check eligibility status of the order for an “Auto-Extension”.



- If order is eligible for an auto-extension, a small pop-up window will appear that warns the FA that their TAT could be affected by the auto extension.





- If the FA clicks the “OK” button, the FA will be directed to the following screen.

### Order Extension Request

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**Order Information**

<b>Order ID:</b> 3253053	<b>Order Date:</b> 09/26/2008 03:27 PM
<b>Service:</b> BPO1092C/RSHINT3D	<b>Rep Commit Date:</b> 09/29/2008 12:00 PM
<b>Status:</b> In Process	

**Order Extension Section**

**Extension Time:** --Select--  HOURS

**Extension Reason:** --Select--

**Additional Comments:**

**Callback request:**

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- The FA will then select the “extension time” in hours, up to 24 hours, based on how many hours SourceNet has determined will be available for extension.

**Order Extension Section**

**Extension Time:** --Select--  HOURS

**Extension Reason:** --Select--

**Additional Comments:** 1



- The FA will then select the “Extension Reason” from the available reasons provided in a “pull-down” menu.

The screenshot shows a form with the following fields:

- Extension Time:** 1 HOURS (with a dropdown arrow)
- Extension Reason:** --Select-- (with a dropdown arrow)
- Additional Comments:** --Select-- (with a dropdown arrow)
- Callback request:** (with a dropdown arrow)

The dropdown menu for "Extension Reason" is open, showing the following options:

- Agent Computer / Technical issues
- FARVV system issues
- Access issue(interior only)
- Scheduling conflict
- Weather/natural disaster
- Tax information issue

At the bottom of the dropdown menu is a button labeled "Submit Extension".

- The FA will then have the ability to add some additional comments, and select whether or not they request a callback from FARVV, via the “callback request” check-box.

The screenshot shows the following fields:

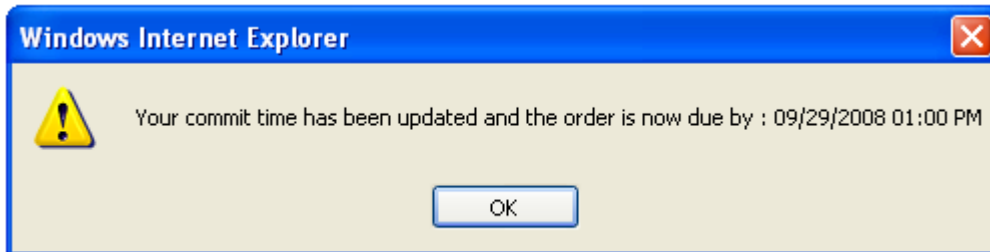
- Additional Comments:** Unable to arrange interior acc
- Callback request:**

- The FA will then click the “Submit Extension” box to submit the Extension.

The screenshot shows a single button labeled "Submit Extension".



- SourceNet will confirm the extension was given to the FA by a small confirmation pop-up window.



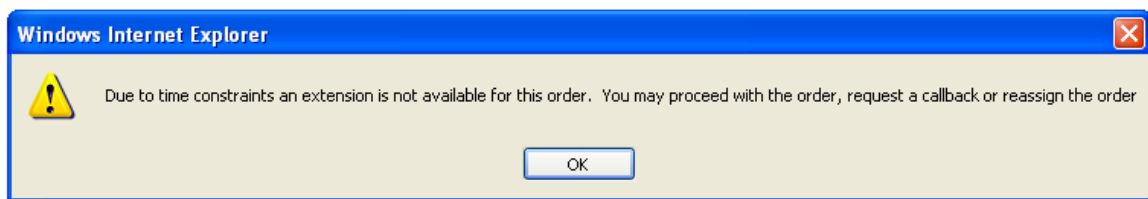
- After clicking “OK”, the FA will be returned to their “List Orders” screen.

**LIST ORDERS**

MY NEW ORDERS						
Action	Order	Service	Order Status	Due Date	Fee	
No new orders.						
MY OUTSTANDING ORDERS						
Order	Address	Service	Status	Due Date		
3252949	test, test, MO 63034	BPO3S	In Process	09/18/08 6:00 pm CT		
<a href="#">View Details</a>	<a href="#">Order Guidelines</a>	<a href="#">Update Status</a>	<a href="#">Enter Results</a>	<a href="#">Upload Photos</a>	<a href="#">View Report</a>	<a href="#">Request Extension</a>
3242181	12636 FLOWER CREST CT, FLORISSANT, MO 63033	TPS3S3L	In Process	09/18/08 8:00 pm CT		
<a href="#">View Details</a>	<a href="#">Order Guidelines</a>	<a href="#">Update Status</a>	<a href="#">Enter Results</a>	<a href="#">Upload Photos</a>	<a href="#">View Report</a>	<a href="#">Request Extension</a>
3252953	911 Testing Ln, Testing, UT 63034	BPO3S3L	In Process	09/20/08 2:00 pm CT		
<a href="#">View Details</a>	<a href="#">Order Guidelines</a>	<a href="#">Update Status</a>	<a href="#">Enter Results</a>	<a href="#">Upload Photos</a>	<a href="#">View Report</a>	<a href="#">Request Extension</a>
3253052	asdf, asdfa, MO 63034	BPO1092C	In Process	09/29/08 11:00 am CT		
<a href="#">View Details</a>	<a href="#">Order Guidelines</a>	<a href="#">Update Status</a>	<a href="#">Enter Results</a>	<a href="#">Upload Photos</a>	<a href="#">View Report</a>	<a href="#">Request Extension</a>
3253053	asdfasdf, asdfasdf, MO 63034	BPO1092C	In Process	09/29/08 1:00 pm CT		
<a href="#">View Details</a>	<a href="#">Order Guidelines</a>	<a href="#">Update Status</a>	<a href="#">Enter Results</a>	<a href="#">Upload Photos</a>	<a href="#">View Report</a>	<a href="#">Request Extension</a>
3252851	test, test, MO 63034	BPO3S3L	In Process	09/30/08 11:00 am CT		
<a href="#">View Details</a>	<a href="#">Order Guidelines</a>	<a href="#">Update Status</a>	<a href="#">Enter Results</a>	<a href="#">Upload Photos</a>	<a href="#">View Report</a>	<a href="#">Request Extension</a>

- If the order is ineligible for an auto-extension initiated by the FA, when the FA clicks the “Check auto-extension” button from the “Order Extension Request” screen, the FA will receive a pop-up window with a notification that an auto-extension is not available for that particular order.

Check auto-extension



- When the FA clicks “OK” on that pop-up window, the FA will be directed back to the “Order Extension Request” screen with two options.

### Order Extension Request

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**Order Information**

<b>Order ID:</b> 3252851	<b>Order Date:</b> 09/15/2008 11:39 AM
<b>Service:</b> BPO3S3L/STDINT5D	<b>Rep Commit Date:</b> 09/30/2008 11:00 AM
<b>Status:</b> In Process	

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- The FA will be able to either Update Status for that order, or Return to the BPO DE screen.

Update Status

Return to BPO DE

- If the FA selects “Update Status”, the FA will be directed to the “Order Status Update” screen, where they can submit an order status update as they have always been able to.

Update Status



### Order Status Update

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**Order Information**  

<b>Order ID:</b> 3252851	<b>Order Date:</b> 09/15/2008 11:39 AM
<b>Service:</b> BPO3S3L/STDINT5D	<b>Rep Commit Date:</b> 09/30/2008 11:00 AM
<b>Status:</b> In Process	

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**Update Order Status**  
Updating the order status on our website enables our client to track the progress of each order and also helps reduce the need for us to contact you via phone or e-mail for updates. Thank you!

**Expected Inspection Date:**  --Select--  --Select--

**Estimated Completion Date:**  MM/DD/YYYY

**Status Note:** [Choose One]

**Additional Information:**

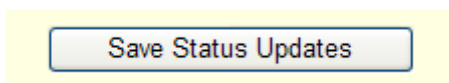
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**My Notes History for This Order**

Note Date	Note
09/23/08 04:00 PM	The rep requests a callback.
09/23/08 04:00 PM	test
09/23/08 04:05 PM	The rep requests a callback.
09/23/08 04:05 PM	test
09/23/08 04:09 PM	The rep requests a callback.
09/23/08 04:11 PM	test

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- The FA will submit the status update and click the “Save Status Update” button.



- After submitting the status update, the FA will be directed back to the “List Orders” Screen.



- If agent elects to not update the order status, and selects “Return to BPO DE” via the button, the FA will be directed to the “Online Results Data Entry” screen for the order selected.

Return to BPO DE

### Online Results Data Entry

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**Please Note:** Each order is extremely time critical. If you have any difficulty entering results online please call your contact listed on your cover sheet, or e-mail [farvhelp@firstam.com](mailto:farvhelp@firstam.com). Please use Microsoft Internet Explorer 5+ or Netscape 4.7+ web browsers.

**Enter Your Rep Code**   
Your rep code is like NY1234 (no spaces) and can be found on the order form

**Enter Your Order Number**   
Your order number is a six-digit number found on the order form. You may also use any order number you have handled in the past

**Choose One of the Following Options:**

**OR**

**Photo Upload:** You may upload scanned or digital photos by choosing the Upload Photos option on the List Orders screen or by choosing the upload option after entering your results .

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**Questions?** Please e-mail [farvhelp@firstam.com](mailto:farvhelp@firstam.com)

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- The FA can then proceed with submitting data for that order, go back to the FA menu, or log out of SourceNet.