The Document Router

The document router can be compared to a holding and sorting tank of faxed information. As a holding tank, it houses all incoming faxes. As a sorting tank, it provides an interface for all faxed information to be routed to its proper destination. The routing process is performed throughout the day to ensure that all incoming information is available to the relevant departments for handling in a timely manner.

IMPORTANT: All information in the router must be handled as quickly as possible. Items must be cleared from the router within three (3) working hours of receipt.

You will come across a variety of documents in the fax router: new orders, general correspondence, rejected orders, and cancel order requests from our clients; completed orders, general correspondence, and invoices from our searchers and county clerks; solicitations; and a host of other miscellaneous papers. Sometimes we even get documents that are not intended for us! It is up to the person doing the routing to figure out where the faxed documents go and to get them there efficiently and accurately. Documents that are routed incorrectly can cause an angry client, county, searcher, or coworker. Documents routed incorrectly also create unnecessary work, delay the dissemination of information to clients, and prevent DRN from meeting client deadlines and goals. In this section of the manual you will find examples of the different types of documents you are likely to find in the document router and detailed instructions on how to route them.

Routing is a great place to become familiar with the paperless system DRN employs. You will find that it offers you many different features. But it can be a challenge. Don't be afraid to ask questions and don't be intimidated!

Preparing to Route

- Log onto Windows and open two Terminal Server sessions. (See the "Logging onto Windows" and "Logging onto the Terminal Server" sections.)

- On the right computer screen double click the "DRN" icon and log onto the DRN Database. If you prefer to work from the left, you can double click on the left computer screen DRN icon. NOTE: It is not necessary to have the database open to route open orders. The database must be open to route closed -- completed and billed -- orders. We will discuss this in more detail below.

IMPORTANT: Unlike the Terminal Server sessions, only one database per user is to be open at any given time.

- Click "Orders" on the main menu options of the database screen. The "DRN DB (Orders)" screen will appear.

- On the left computer screen, click on the hammer-and-file folder icon called "DRN Doc Tools" located on the server taskbar, near the bottom left corner of the screen. If the server taskbar is not visible, you can click anywhere in the middle of the left screen to display it. (If you prefer, you can open this on the right computer screen.)

- Click on "Document Router". The "DRN Document Routing" screen will appear.

You are now ready to begin routing documents.

The Document Router Interface

Figure 1 depicts the interface of the document router. The key for the labels in Figure 1 can be found in Table 1.

Table 1

1. Order/Loan # Lookup	7. Fit to Width	13. Rotate Left	19. Email
2. Search grid	8. Incoming Files	14. Rotate Right	20. Briefcase
3. Tag Key	9. Current File	15. Flip All Pages	21. Page View
4. Zoom In	10. Working Files	16. Flip Selected Pages	22. Thumbnail View
5. Zoom Out	11. New Orders Files	17. Invert All Pages	23. Combo View
6. Best Fit	12. Page Thumbnails	18. Fax Machine	24. Current Page

Routing Incoming Files

All faxes that are received by DRN are initially stored in the Incoming Files viewer [8] as a TIFF file with a file extension of ".tif". Each file is given a unique numeric name, such as "119324.tif". Incoming postal mail also goes to the Incoming Files viewer after being scanned into the system and is given a unique name. TIFF files may contain one or more pages, and each page may be routed differently. *Do not assume that all pages in a single TIFF file belong to the same order.*

TIFF files cannot be viewed or routed from the Incoming Files viewer. They must first be moved to the Working Files viewer [10].

- To move a file from the Incoming Files viewer to the Working Files viewer, double-click on the filename in the Incoming Files viewer. This will “drop” the file to the Working Files viewer.

- To move all files from the Incoming Files viewer to the Working Files viewer, hold down SHIFT on your keyboard and double-click on any file in the Incoming Files viewer. A dialog box will appear, asking if you want to move all incoming files to the Working Files viewer. To complete the move, click “Yes”. To cancel, click “No”.

Working with an Opened File

Now that you have moved one or more files from the Incoming Files viewer to the Working Files viewer, you can begin to work with them.

Opening a File

First you must open a file to work on. NOTE: You can only open one file at a time.

- To open an individual file, double-click on its filename in the Working Files viewer [10]. While open, the selected file will be moved from the Working Files viewer to the Current File field [9]. NOTE: When a file has been opened by one user, no one else is able to open it. This prevents potentially conflicting changes from being made simultaneously to the same file.

Viewing Options

Open files may be viewed in one of three different formats: Page View [21], Thumbnail View [22], or Combo (Page and Thumbnail) View [23].

- Page View — Pages from the opened file will be displayed one at a time
- Thumbnail View— Pages of the opened file will be displayed as thumbnail images
- Combo View — A combination of the Page and Thumbnail views

The Combo View is generally the best option to use when routing documents. In the Current Page viewer [24], you will be able to easily read individual pages. At the same time, the thumbnails [12] allow you to move quickly between the pages of a file. You will also use the thumbnails to select the pages you want to route.

Use the Zoom In [4] and Zoom Out [5] buttons to read tiny or unclear text.

If you have resized an image and want to quickly restore it, use the Best Fit [6] or Fit to Width [7] buttons. The former will allow you to view the entire page, while the latter will enlarge the page so that its full width is fit to the Current Page viewing area.

If pages were sent in flipped sideways or upside-down, you can use the Rotate Left [13], Rotate Right [14], Flip All Pages [15], or Flip Selected Pages [16] buttons to restore it to its correct orientation.

Additionally, if the pages were faxed in inverted order, i.e., with the last page first, you can use the Invert All Pages [17] button to reorder the pages in the file. Be aware that this button will not allow you to select only certain pages. When selected, the entire file is inverted, making the last page first, second-to-last page second, etc.

Once you have opened a file and have it oriented correctly, you are ready to route it.

Selecting a Page

In order to route given pages, you must select only those pages you want to route.

- To select a page:
    - Click on the thumbnail of the page you want to select.
    - A dark box will appear around your selection. This box will make it easier for you to see what you have selected.
- To select multiple contiguous pages:
    - Click the thumbnail of the first page of your selection.
    - Hold down the SHIFT key.
    - Click on the thumbnail of the last page in your selection.
    - All pages between the first and last will now be selected.
- To select multiple non-contiguous pages:
    - Hold the CTRL key down.
    - Click on every thumbnail image for the pages you want to select.
    - Release the CTRL key when finished making your selection.
    - All pages selected will be highlighted.
- To select all pages in the file:
    - Press and hold the CTRL key.
    - Without letting go of the CTRL key, press the A key.
    - All pages will now be selected.

“Dropping” an Opened File

There may be occasions when you are unable to route all the pages in a given file. If this happens, or if you need to stop working with a given file for any other reason, you can move the file back to the Working Files viewer to be handled later.

To return a file to the Working Files viewer:

- Click and hold the cursor on the filename in the Current File field [9].
- Drag it back into the Working Files viewer [10]. As you begin dragging the file, the cursor will change into a picture of a hand holding a piece of paper.
- When the hand is in the Working Files viewer, release the mouse button and the hand will “drop” the piece of paper.

Once dropped, the file will be back in the Working Files viewer. You may now open another file and continue routing or exit the document router.

What to Look for While Routing

As discussed in the introduction to this section, files in the router vary widely. It is your job to determine what the file contains and to route it accordingly, as accurately and efficiently as possible. How can you best accomplish this? What are the strategies that expert document routers employ to be fast and accurate when they route? Well, it may not be as simple as A-B-C, but it is as easy as **1-2-3**.

1 – Begin at the beginning
Since pages needing routed to different locations may be sent in one file, it is best to work from the first page down.

2 - Cover page
The DRN cover page (AKA the searchers order form) is a great source of information. Among other things, it will supply you with the DRN loan number, which makes routing very easy. And when multiple documents exist in one file, the cover page is usually what discretely separates each document. Note that this is not the same thing as a client’s cover page or a researcher’s invoice, which may also be included in the document.

3 - File type
Appendix A: Document Types: contains a breakdown of common document types and examples of each. The file type of an incoming fax is easy to

determine if there is a DRN cover sheet. Even without it, though, you can determine the file's "type" and where to route it to. One way to do this is by knowing who sent the file. Files from researchers are typically the results of their searches, which will almost always be routed to an existing order in the DRN Database. Files from clients are almost always one of three things: a new order, a status check, or a rejection, which will also almost always be routed to an existing order in the DRN Database.

By determining these pieces of information, you will be able to route nearly any file you come across.

Routing Destinations

Files can be routed to any one of the following:

- An existing order in the DRN Database
- DRN's order entry staff (i.e., the New Order viewer)
- An individual via fax or email
- A person or department internally via the DRN Database "briefcase"
- A printer
- Not routed at all, but deleted instead

Routing to an Existing Order

The vast majority of files will be routed to an order that already exists in the DRN Database. For example, when a researcher faxes documents to DRN as a result of a search they conducted, those documents will be routed to their related order.

Two questions help determine how a file is routed to an existing order.

1. *Is there a loan number?* If the document contains a DRN cover sheet, it is easy to find the DRN loan number. If it does not, look on any other accompanying cover sheets to see if there is any mention of the DRN or client loan number. IMPORTANT: The "Loan #" on the DRN cover sheet is always the DRN loan number. This is different than the Client loan number. The DRN loan number is usually six digits in length. Client loan numbers tend to be much longer.

2. *Is the order open or closed?* Documents are typically routed to open orders. If you have verified that the document should be routed to an

existing order but are unable to find it using the two methods discussed below, then it may need to be routed to a closed order.

Answering these questions yields four possible scenarios:

1. The document contains an order/loan number and the order is open.
2. The document does not contain an order/loan number and the order is open.
3. The document contains an order/loan number and the order is closed.
4. The document does not contain an order/loan number and the order is closed.

We will address each of these scenarios in turn below.

Scenario 1: Document contains a DRN loan number or client loan number and order is open

Once you have located the number, proceed as follows:

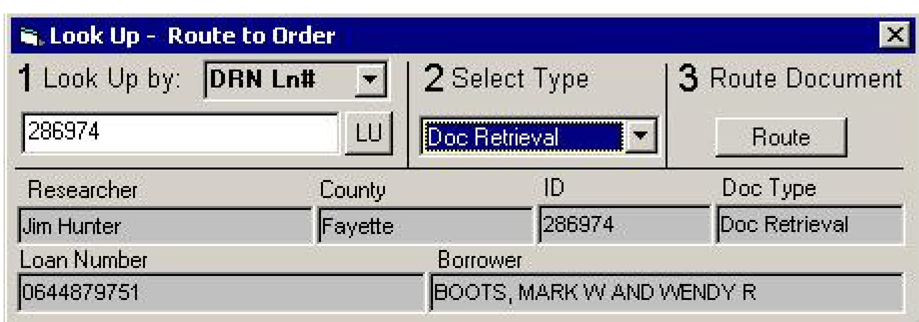
1. Click on “Look up/route single order” key [1]. The “Look up – Route to Order” dialog box will appear.

2. If you are entering a DRN loan number, select “DRN Ln#” from the dropdown list; If you are entering a client loan number, select “Cnt Ln#” from the dropdown list.

3. Enter the loan number, and click on “LU” or press ENTER to search for the related order.

4. If found, the information on the relevant order should appear. If not found, this order may be closed. Closed orders will have to be looked up via the DRN Database. This is discussed in Scenarios 3 & 4 below.

5. Verify the borrower and loan number to be sure they match the information on the documents you are getting ready to route.



6. Select the file type. For documents being routed to open orders, this is typically "Doc Retrieval". Check what's listed in the "Doc Type" field. This is usually a great indicator of the document's type. There are only three possibilities: Doc Retrieval, Recording, and Title. NOTE: sometimes a file will come in, such as a client status check, and the Doc Type will say Doc Retrieval; this type of file must however be routed as Status Check. The Doc Type can only be used to determine the file type for results being returned from researchers. Client correspondence regarding existing orders, whether open or closed, will almost always be routed as Status Check, Client-Rejected or Client-Canceled.

7. Select the pages you want to route to the order.

8. Click on the "Route" button. The selected pages will be routed to the order.

9. Route other pages in this same document or open a new file for routing. NOTE: It is not necessary to close the Look Up-Route to Order dialogue box in order to continue working with this or another file.

Scenario 2: Document does NOT contain a DRN loan number or client loan number and order is open

In this case, we will need to locate the order using the Full Look Up Grid. As best as possible we will first want to verify that this file is indeed an existing open order. This mostly comes with experience. For now, you can look at the file to determine what pages it contains. If it contains mortgage related document copies, most likely it belongs to an existing order. If you are not able to locate the order using the Full Look Up Grid, either the file belongs to a closed order or the file may need to be routed to order entry, an individual via fax or email, an internal briefcase, or somewhere else. Once you have verified that this document most likely needs to be routed to an existing order proceed as follows:

1. Make note of the state and county where the document was recorded, as well as the borrowers' name. Or, locate the researchers name and the borrowers' name.

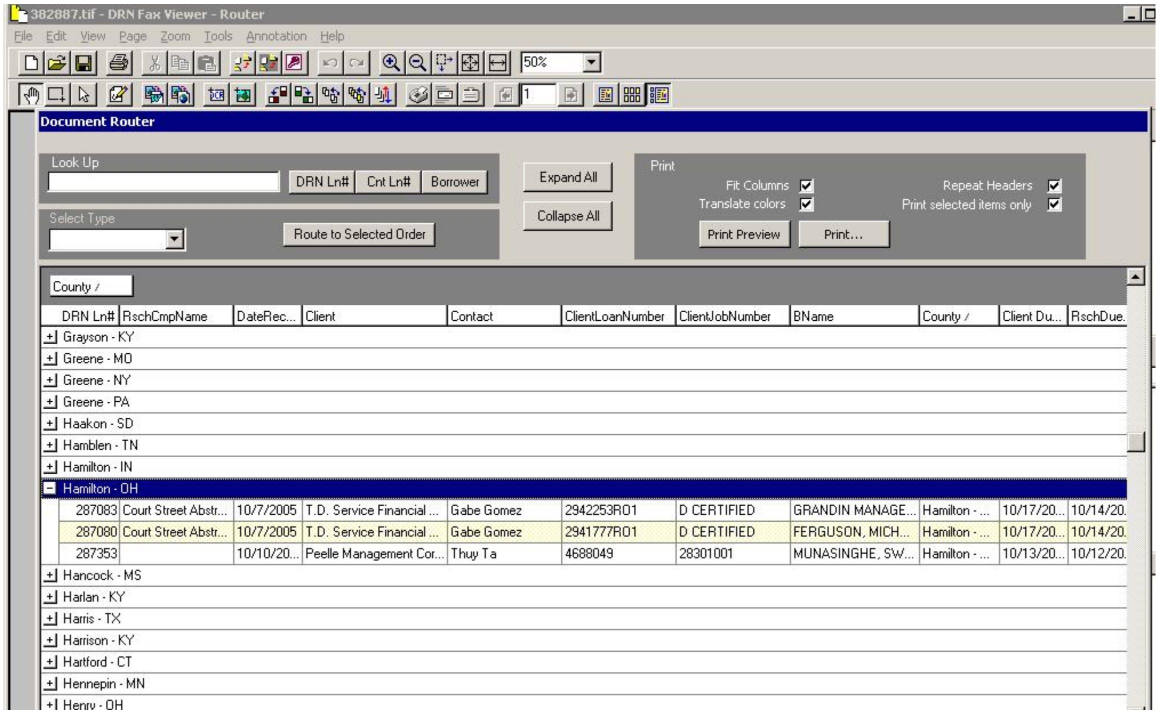
2. Select the pages you want to route.

3. Click on "Full lookup grid" key [2]. The "Document Router" box will appear.

4. If you know the borrowers' name, you can enter it under "Look Up" and click the "Borrower" button. If this search yields results, skip to step 6. If the name is not able to be found, you might want to try entering the

name differently. For example, try entering “Robert Harris” as just “Harris” or as “Harris, Robert”. NOTE: Typically, you will use the Order/loan # lookup [1] if you have the loan number. The DRN and Client loan number look up options on this screen can be used if you are only able to read a portion of the loan number. For example, if the loan number on a page is smudged, but you can make out the first three digits, you could use the loan number lookup here to search for all loan numbers beginning with those three digits.

5. If you do not know the borrower’s name, you will use the search grid to locate the correct order.
   - Left-click and hold any of the column headers in the grid. Column header labels are as follows:
     - DRN Ln# (DRN Loan #)
     - RschCmpName (Researcher Company Name)
     - DateRec… (Date order was entered into system)
     - Client (Client who sent us the order)
     - Contact (Our contact at the clients’ office)
     - ClientLoanNumber (Client’s loan #)
     - ClientJobNumber (Client’s job #, if applicable)
     - BName (Borrower name)
     - County (County the property is located in)
     - Client Du… (Date order is due to client)
     - “RschDue…” (Date search is due to DRN).
   - While holding the column header, drag it to the dark grey space immediately above the column headers. This space may contain a white label that reads “Drag a column header here to group by that column.”
   - You can fine-tune your sort by simply dragging as many column headers to the dark grey sorting area as needed.
   - To remove a column header, simply left-click and hold your mouse on it, then drag it back to its corresponding column in the grid.



1. Once you have sorted your search by the relevant column header(s), click the “+” to the left of the pertinent category. For example, if you sorted by county in order to see all open orders in Ohio’s Hamilton county, click the “+” next to “Hamilton - OH” on the list.

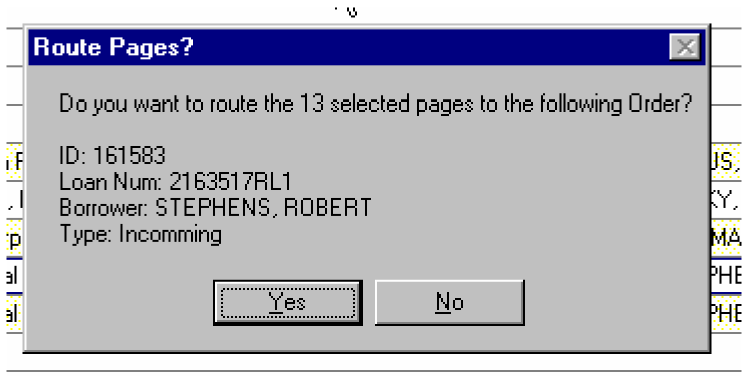
2. If you are able to locate the correct order, verify the RschCmpName and/or borrower name to be sure they match the information on the documents you are getting ready to route.

3. Click once on that line item to select it.

4. Select the document type from the dropdown list under “Select Type”. For documents being routed to open orders, this is typically “Doc Retrieval”.

5. Click the “Route to Selected Order” button.

6. A dialog box will ask you to confirm routing the selected number of pages to the selected order. To route, click “Yes”. To cancel routing, click “No”.



7. Route other pages in this same document or open a new file for routing. NOTE: It is not necessary to close the Look Up-Route to Order dialogue box in order to continue working with this or another file.

Scenario 3: Document contains a DRN loan number or client loan number and order is CLOSED

You can determine that an order is closed by the result you receive from the system after entering the “Loan #” in the “Look up – Route to Order” dialog box, outlined in Scenario 1 above. If you receive a message indicating that the order can not be found and have verified that you entered the Loan # correctly, there are two possibilities: the Loan # is entered into the system incorrectly (possible but unlikely) or it is a closed order (much more likely).

In this event, locate the order or loan number and proceed as follows:

1. On the DRN Database Order screen, click on the “binoculars” button to open the Lookup dialog box. If you are searching by Client loan number, click the button by the “Client Loan #” field; if you are searching DRN Loan number, click the button by the “DRN Loan #” field. NOTE: Recall that the “Loan #” listed on the DRN cover sheet is actually the DRN loan number.

2. Enter the loan number, and press “Look Up” or “Find” or press ENTER.

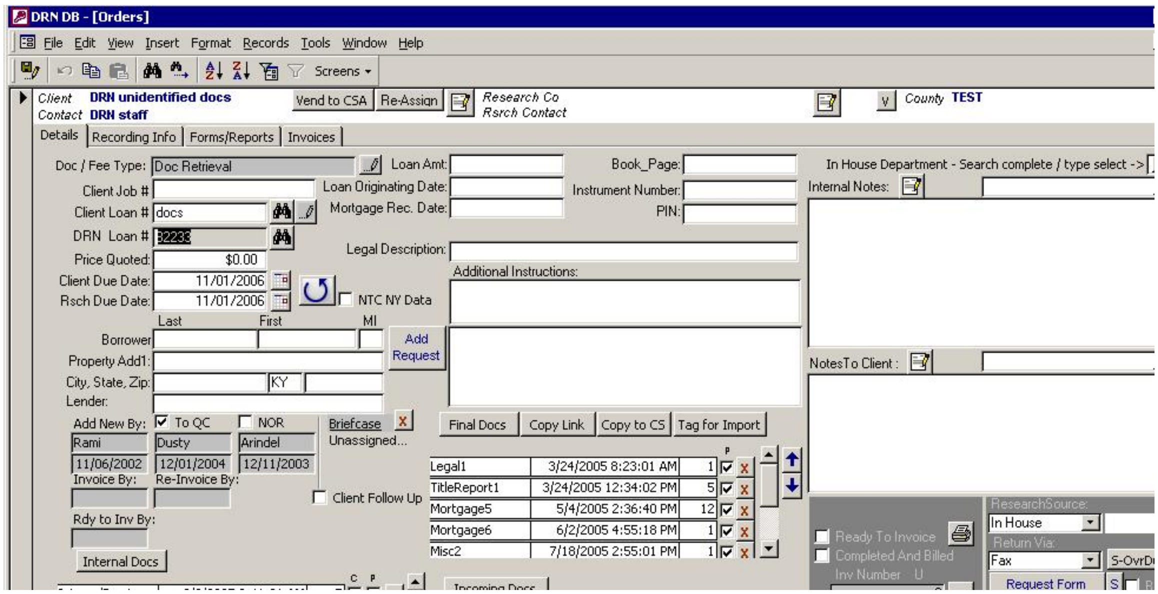
3. If you have entered a valid loan number, the order screen should load the data for the number you entered.

4. Verify the borrower and loan number to be sure that this information matches the information on the documents you are getting ready to route.

5. Note the “Doc/Fee Type” field in the upper left corner of the screen. This will indicate what type of search the client is requesting and will help you

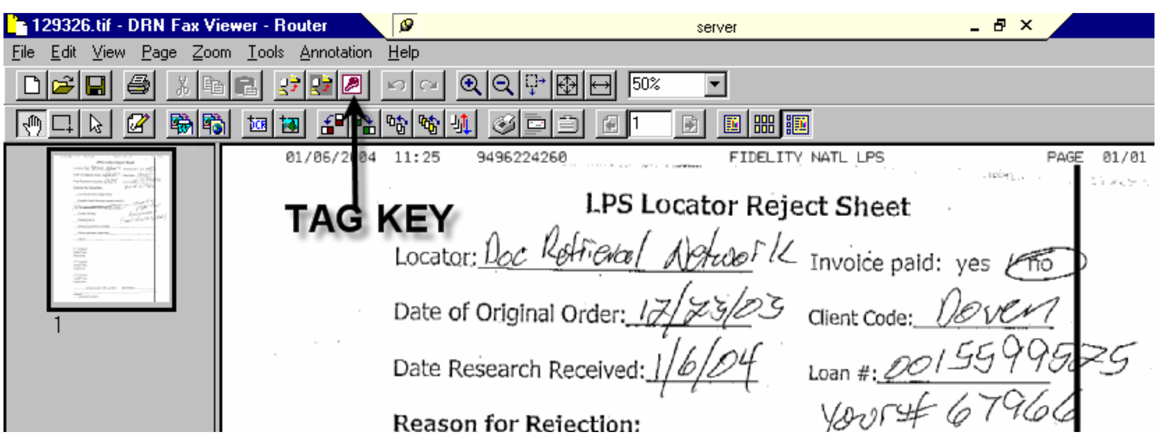
determine how to route documents, as “Title”, “Recording”, or “Doc Retrieval”.

6. Click on the “Tag for Import” button located in the middle of the order screen. The words on the button will turn red once pressed.



7. On the Document Router screen, select the pages you want to route to the order.

8. Click the “Tag Key” button [3]. The order/loan number you are working on should appear in the “Look Up – Route to Order” dialog box.

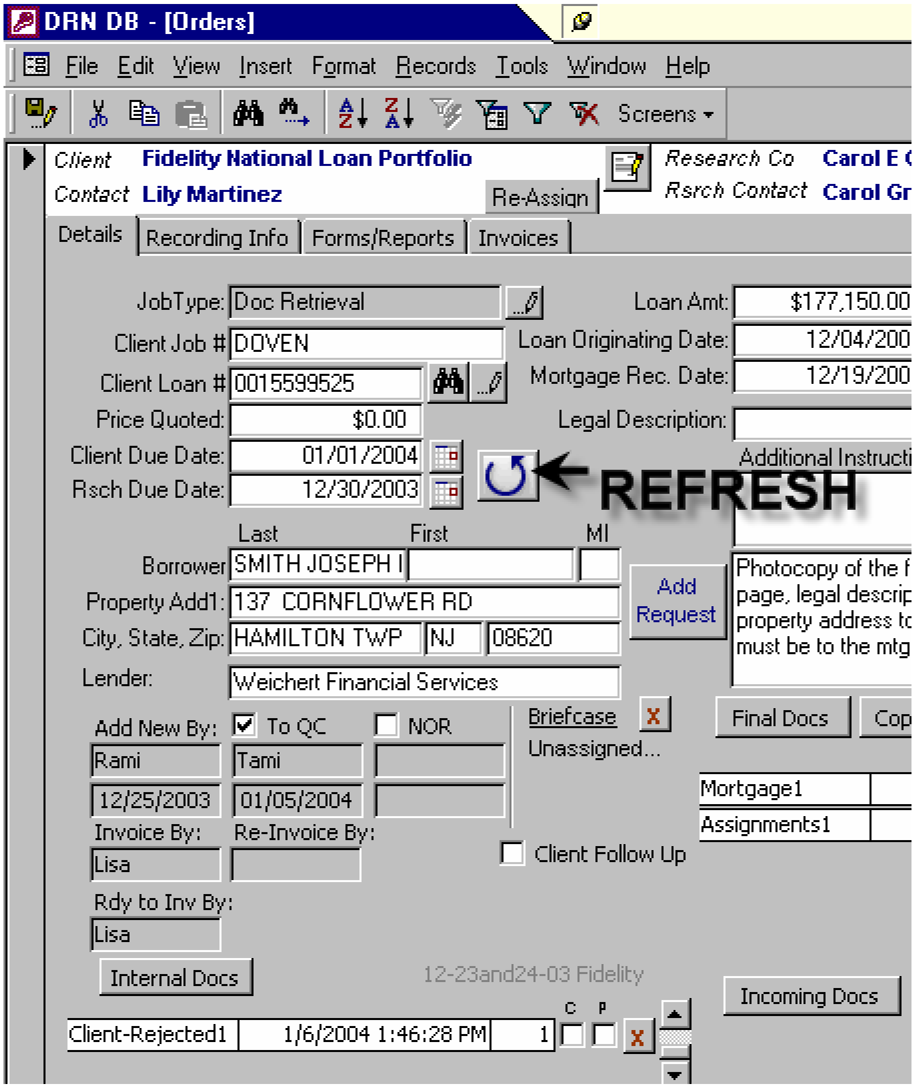


9. Verify the borrower and loan number to be sure that this information matches the information on the documents you are getting ready to route.

10. Select the document type. Base your selection on the contents of the “Doc/Fee Type” field you noted in Step 5 and Step 6 from Scenario 1. Typically, documents being routed to a closed order are sent as two types: “Doc Retrieval” and “Internal Docs”, except as described above.
    - Select “Doc Retrieval” if:
        - “Completed and Billed” box is checked AND
        - “Rejected” box OR “Client Follow Up” box is checked
    - Select “Internal Docs” if:
        - “Completed and Billed” box is checked AND
        - “Rejected” AND “Client Follow Up” boxes are NOT checked

11. Click on the “Route” button. The selected pages will be routed to the order.

12. If you need to be sure that the information was sent correctly, you can press the Refresh button on the Order screen. You will see the documents appear under “Incoming Docs” or “Internal Docs”, depending on your selection in Step 11. NOTE: This step is not necessary and should generally not be performed, since it takes an extra 10-15 seconds. It is outlined here only as a reference for those new to the task of document routing.



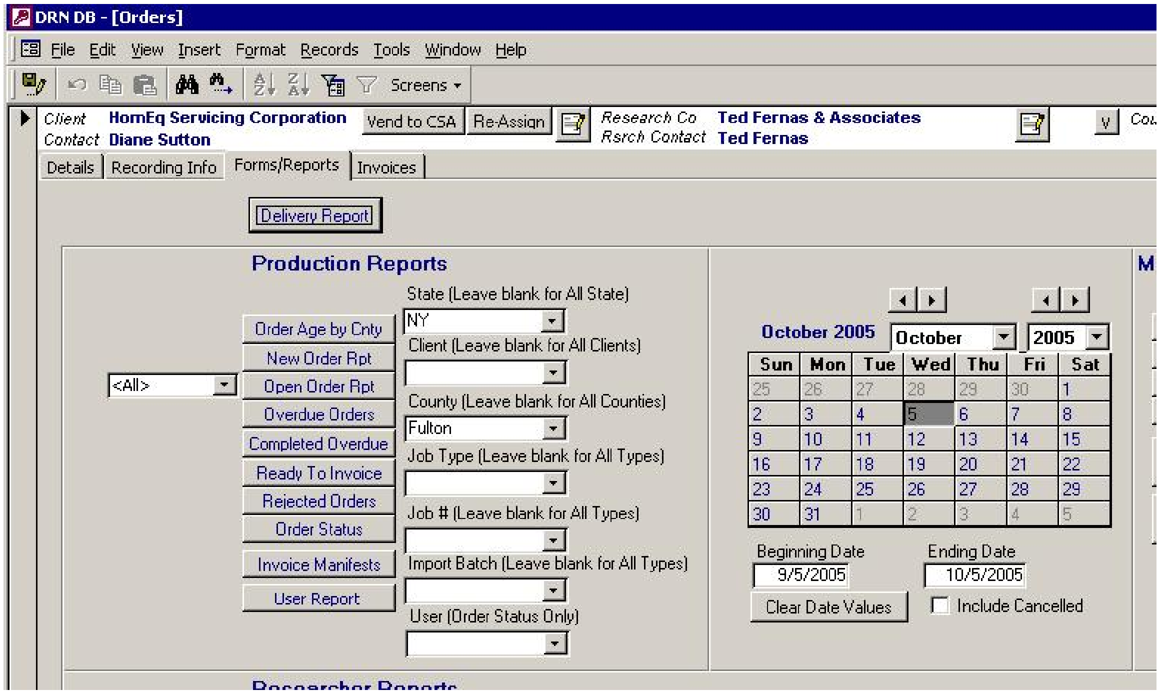
Scenario 4: Document does NOT contain a DRN loan number or client loan number and order is CLOSED

In the case that you cannot find a loan number anywhere in the file and you are unable to find a matching open order via the Document Router's Full Search grid as outlined in Scenario 2 above, then you will need to proceed as follows:

1. Identify the relevant state, county, and/or client from the file.

2. On the DRN Database Orders screen, click on the "Forms/Reports" tab.

3. Select the data you gathered in Step 1 into the proper dropdown boxes in the Production Reports section.



4. Near the date grid, click the “Clear Date Values” button.

5. Set the “Beginning Date” field to the date one month ago. Set the “End Date” field to today’s date.

6. Click the “New Order Rpt” button in the Production Reports section. The report may take several minutes to be generated.

7. When the report is generated, try to find the borrower that matches the pages you are trying to route. If you find a matching borrower, proceed to the next step. If you do not, you may not be able to route this file. If your trainer is available ask for further instructions; if not, drop it back into the Working Files viewer [10].

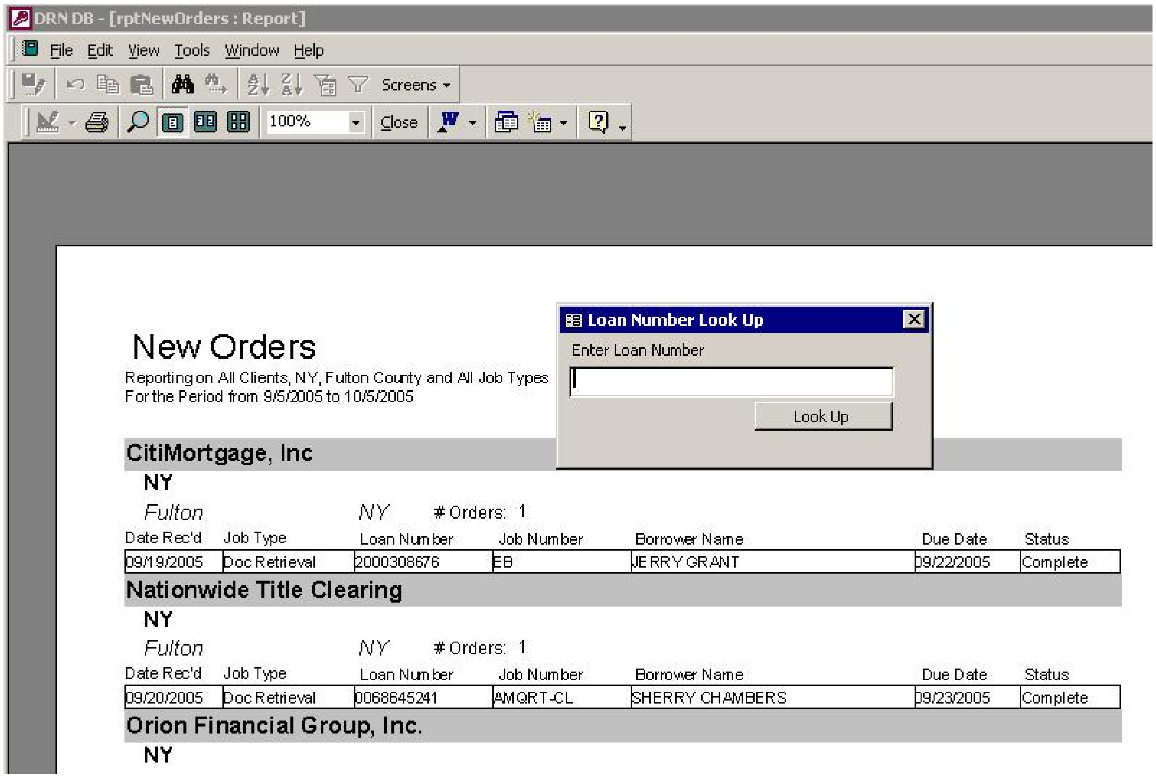
8. Return to the DRN Database Orders screen by selecting it from the taskbar.

9. Click the “Details” tab.

10. Click the binoculars button next to the “Client Loan #” field. The “Loan Number Look Up” dialog box will appear.

11. Return to the report you generated by selecting it from the taskbar.

12. Enter the relevant loan number from the report into the “Loan Number Look Up” dialog box, and click the “Look Up” button.



13. Verify at least the borrower name to be sure that this information matches the information on the pages you are getting ready to route. If possible, also verify either the property address or loan amount.

14. Follow Steps 5-12 in Scenario 3 above.

Routing a New Order

New orders are faxed into the system from DRN clients. Because a fax from a client is going to be one of four things – a new order, a status check, a rejection or a cancellation– it is easy to identify a new order by verifying a file from a client is neither a status check, a rejection nor a cancellation. See Appendix A for examples of each.

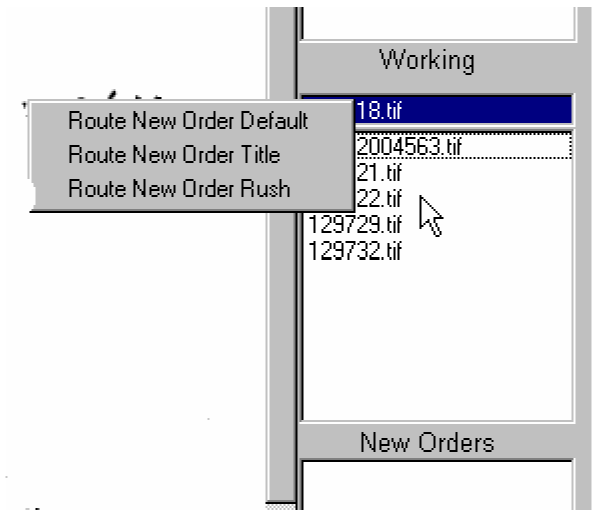
Note that you cannot move individual pages of a file to the New Order viewer [11]. If a new order is combined with documents that need to be routed separately, you will need to route those documents first. Only then can you route the new order(s).

Once a file is determined to be a new order, it is moved into the New Orders viewer [11] to await entry into the DRN Database. To do so, you must first answer the following questions.

1. Is the new order for a title search? If so, it will route as *New Order Title.*
2. Is the new order a rush order? Rush orders are clearly marked with the word "Rush". Rush orders will route as *New Order Rush*.
3. Is it neither of these? If not, it will route as *New Order Default*.

To route new orders, proceed as follows:

1. Right click on the filename in the Current File field [9]. A context menu will appear with the three options mentioned above.



2. Select the type of the new order from the menu. The file will be moved to the New Orders viewer [11].

NOTE: Routing a new order as either a title or a rush will cause the filename to change. A title order's filename will have "Title-" added to the beginning. A rush order will have "Rush-" added.

Alternatively, if you know that the new order you are routing is neither a title nor a rush, you can simply drag-and-drop the file to the New Orders viewer. To do this, proceed as follows:

1. Click and hold your pointer on the filename you want to route. You may select a filename from either the Current File field [9] or the Working Files viewer [10].

2. Drag the file into the New Order viewer [11]. As you begin dragging the file, your cursor will change to an image of a hand holding a piece of paper.

3. When this hand is in the New Order viewer, release the mouse button and the hand will “drop” the piece of paper.

4. The file is now in the New Order viewer, awaiting data entry.

If you accidentally route a file as a new order that should not have been, you can move it back to the Working Files viewer by simply clicking and holding your mouse pointer on the offending file in the New Order viewer and dragging it back up to the Working Files viewer.

The filename of new orders is very important. It is the only way to tell that an order is a title or a rush, as opposed to a normal order. If you incorrectly route a new order as the wrong type, you may correct the labeling as follows:

1. Drag the offending file from the New Order viewer [11] to the Working Files viewer [10].

2. Double-click on the filename to make it the Current File [9].

3. Right-click on the filename in the Current File field. A context menu will appear.

4. Select the correct type for the new order from the menu. The file will now be moved to the New Order viewer with the correct labeling.

Please Note: determining one of the three new order types, default, Rush or Title takes experience. If you are not sure which type of new order you are working with, ask your trainer. It is important to not route new orders with incorrect file names.

Routing to Fax or Email

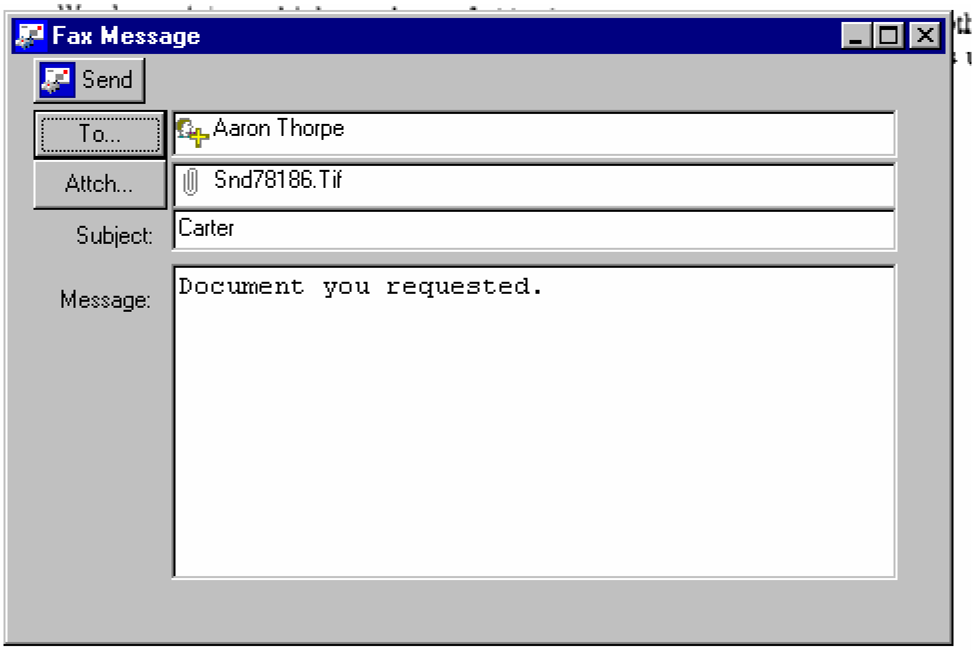
It may be necessary under some circumstances to route documents or send copies of documents directly from the document router to clients, coworkers, searchers, and/or counties. When needed, this is achieved in one of three ways: via fax, via email, or via the DRN Database “briefcase” system. The first two options are detailed below, and the third is discussed in the following section.

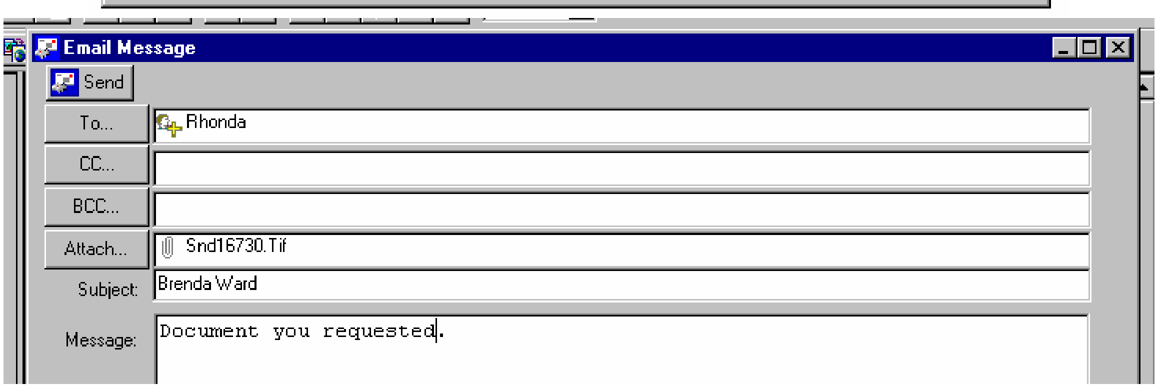
NOTE: The fax option should never be used to send documents to DRN employees located in the office. Instead, use the briefcase or email function.

To route a document via fax or email, proceed as follows:

1. Select the pages you wish to fax or email.

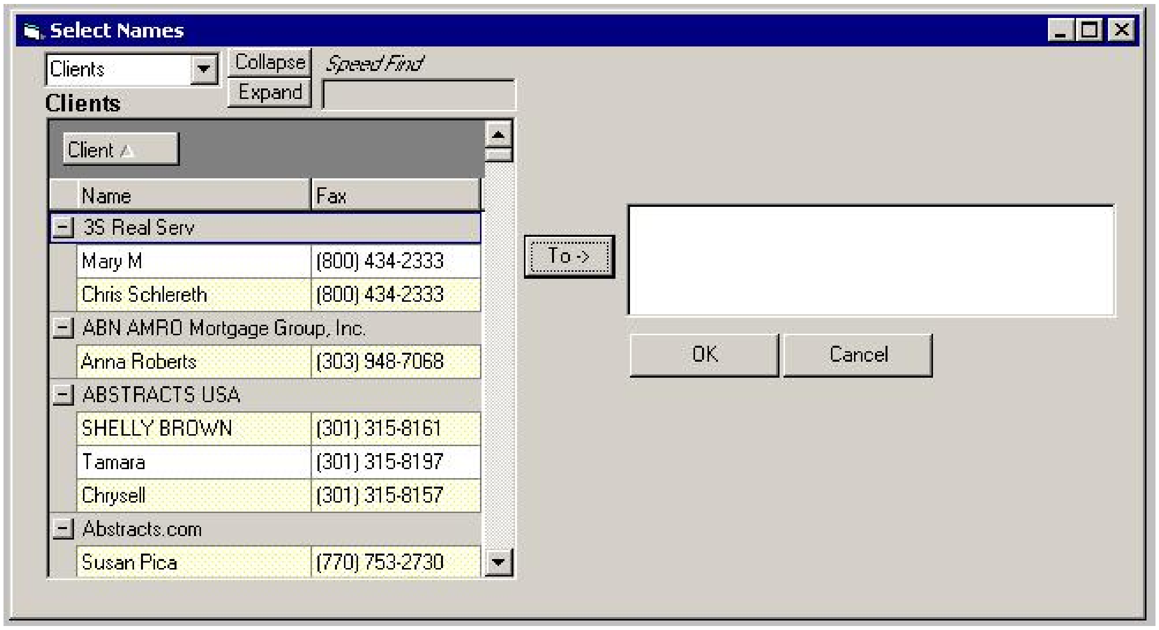
2. Click the Fax button [18] or Email button [19] on the toolbar. The Fax Message or Email Message dialog box will appear on your screen. The pages you selected are automatically attached to the message. NOTE: Once you click this button, the highlighting around the page thumbnails will disappear. If you need to see which pages you have selected, double-click on the attachment filename.





3. Enter all required addresses on the “To:” line and, as appropriate, on the “CC:” and “BCC:” lines. To select fax numbers or email addresses from a list:

a. Click the “To:”, “CC:”, or “BCC:” button to add numbers or addresses to each respectively. The “Select Names” dialog box will appear.



b. Select the category of names from the dropdown box at the top of the dialog box. Options are “Clients”, “Counties”, and, for fax only, “Researchers”.
c. The Collapse and Expand buttons can be used to hide and show, respectively, all entries under each heading in the list.
d. To add a number or address to the “To:” field, either double-click its entry or single-click it and press the “To ->” button.
e. To remove an entry from the selection list, right-click on it and select “Remove” from the context menu that appears.
f. When you are finished adding numbers or addresses, click “OK”.

4. Always enter a subject. To make reading easier, do not type in all caps.

5. When you have finished filling in the needed information, click the “Send” button.

6. The dialog box will disappear once the message has been sent. If the pages you sent are no longer needed, you may delete them. (See “Deleting Files from the Document Router” for detailed instructions.)

Routing to a DRN Briefcase

The document router receives all incoming faxes sent to DRN and its employees. Not all of these documents will be routed to an order. It will be necessary at times to route documents to internal individuals and/or departments. One way to do this is via the "briefcase" system.

The following are examples of common situations when a file is routed to a briefcase:

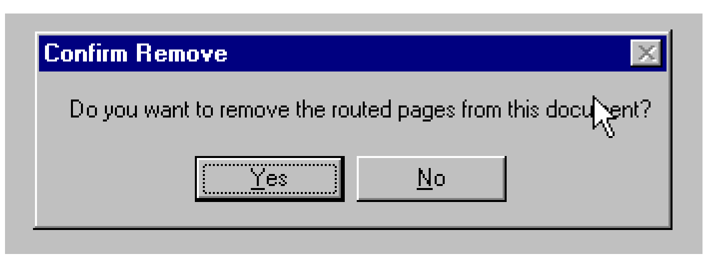
- Status checks that reference more than one loan number
- All client communication not related to a specific order
- All searcher correspondence, like overdue order reports or open order reports
- Invoices not attached to any specific order (NOTE: Invoices pertaining to the documents they are sent with should be routed with the documents.)

To route a document to a briefcase, proceed as follows:

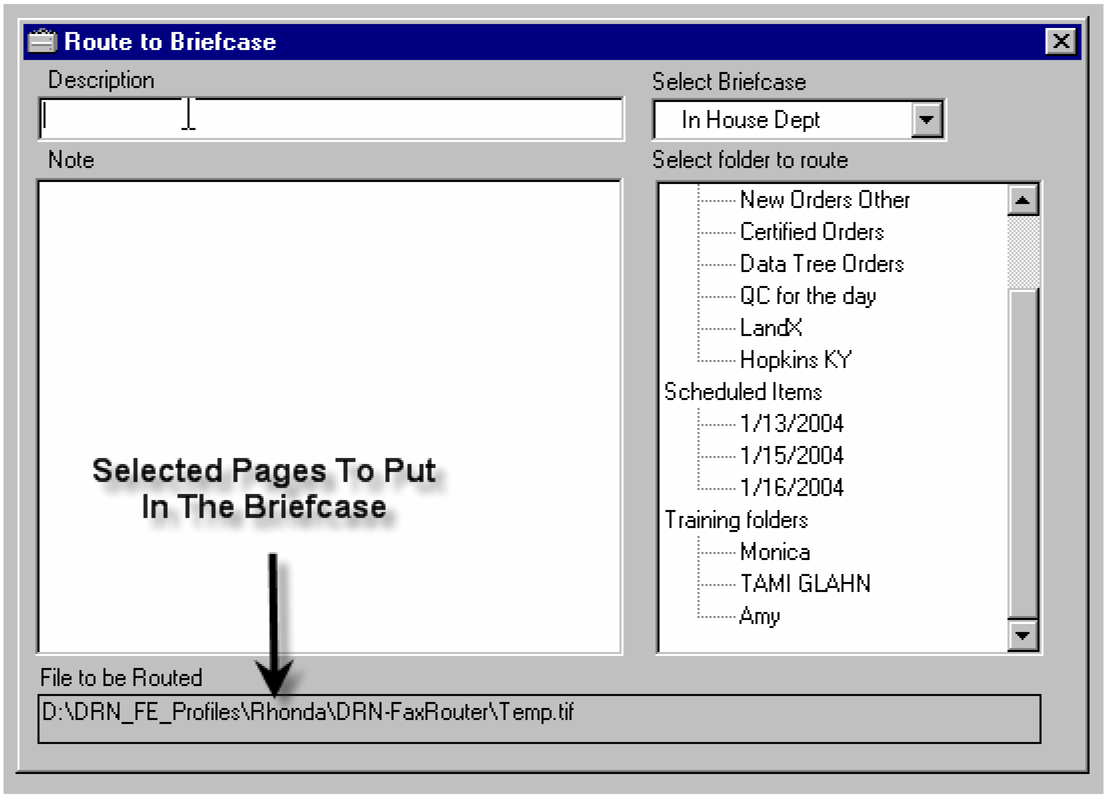
1. Select the pages of the file to route to the briefcase.

2. Click the briefcase button [20].

3. The Confirm Remove dialog box will appear on the screen. Select "Yes" to remove the pages you are routing from the document. Select "No" to leave the pages you are routing in the document and just route a copy of them to the selected briefcase. NOTE: Once you click on a response in the Confirm Remove dialog box, the highlighting around the page thumbnails you selected will disappear.



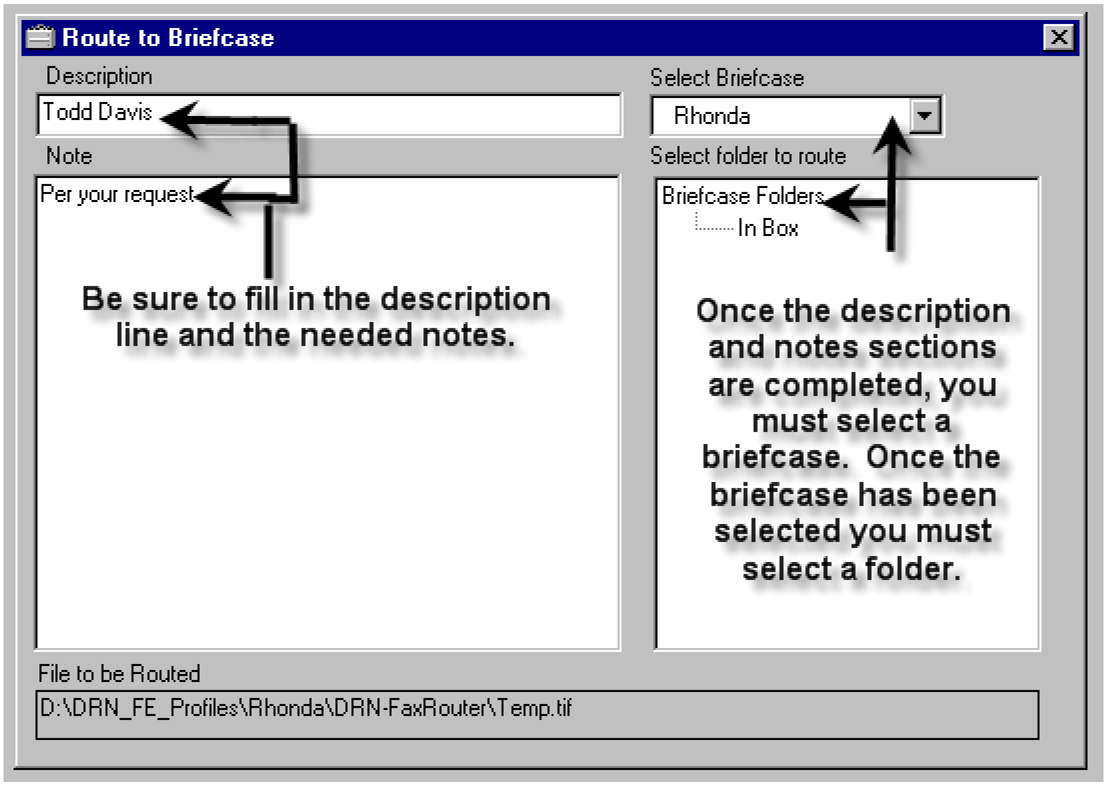
4. The Route to Briefcase dialog box will appear on your screen. The "File to be Routed" field will display the file to be routed to the briefcase.



5. Complete the needed information in the dialog box. The Description field must be filled in. To make reading easier, do not type in all caps.

6. Select the correct briefcase from the dropdown list.

7. Select the appropriate folder within the selected briefcase. Upon selecting the desired folder, the message will automatically be sent to the correct briefcase and the dialog box will disappear. NOTE: Unless otherwise specified, documents should always be routed to the “Inbox”.



8. If you chose to remove the documents you routed, they will disappear from the file. Any pages not selected and/or the file name in the Current File field [9] will not disappear. You are ready to continue routing the other documents in the file or to select a new file to open. Note: If you opted to remove all pages in the open file, the filename will remain in the Current File field until you open a new file. As soon as you open a new file, the empty file be replaced with the new one in the Current File field and removed from the system.

Printing from the Document Router

In some cases, a document in the document router needs to be printed. There are 2 main ways to print a document images in the DRN database. Which one you use will depend on the type of printer you want to print to.

- Printing to a laser printer:

    1. Click on the File menu, and select “Print…” from the menu. The Print dialog box will open.
    2. Select the printer you wish to print to from the list.
    3. Make any other print settings changes that are needed.
    4. Click “OK”. The page will print and the dialog box will close.

- Printing to a Desk Jet printer:

    1. Right-click on the image of the page, or double-right-click its thumbnail image.
    2. Click on “Print Page”.
    3. The page will print to the default printer.

IMPORTANT: If you try to print an image from the DRN database to a local printer by file/print it will jam the printer so if you need to print a full document it may save time to send it to the laser printer using the first method above

Deleting Files from the Document Router

There are situations where the files in the document router or certain pages within a given file are no longer needed and may be deleted. For instance, spam faxes can usually be deleted directly from the router.

There are two ways to delete pages which are no longer needed. To do so proceed as follows:

1. Make sure the file is open, i.e., it is in the Current File field [9].

2. Select the pages from the thumbnail view which you want to delete.

3. Press the DELETE key on your keyboard. When pages are deleted this way they are saved in a deleted logs file specific to each user.

4. The selected pages will disappear from the file. You may continue routing other pages in the file. NOTE: If you deleted all pages in the file, the filename will remain in the Current File field until you open a new file. As soon as you open a new file, the empty file be replaced with the new one in the Current File field and removed from the system.

5. Alternately, after selecting the page or pages to delete, right click, either over the Current View section or double right click over the thumbnail section and select Delete Pages. These pages will be permanently deleted. Follow step 4 to continue routing.

Appendix A: Document Types

During the process of routing, you will be asked to indicate the document's type before you route it. The dropdown list of options is lengthy, but you will only use a small subset of the available choices. Below is a detailed list of the options you may use.

Doc Retrieval — Any document that belongs to an order in the system but cannot be categorized as one of the other document types. Most documents are of this type. Generally contain results returned from the researcher.

Recording — These documents are usually sent in via mail and given to the Recording Department directly. However, when recordings are sent via the document router, we route them to the proper order. Recordings will usually come in with a cover sheet that clearly labels them as such.

Document Retrieval Network
351 Elm St. Falmouth KY 41040
Phone (859) 654-2890 Fax (859) 654-2892

Recording Request Form
To: Augie Pansini
Att: Augie Pansini
Tel: (973) 621-6558 Fax: (201) 348-4926
Date Order Sent: 12/05/2003
Due Date: 12/12/2003
156470

Client # 67 Job# GE8070803WALKINS CERTIFIE
Loan # 31704810

County: Essex

Borrower: MINORE, MONICA
Property Address: 138 ALEXANDER AVE, MONTCLAIR, NJ 07043
LoanAmt: $284,400.00
Loan Date: 06/26/1998
Lender:
Rec'd Date:
Book/Page: 7082/0461
Instrument #:
PIN:
Legal Desc.:

Titles — Any document pertaining to a title search should be routed using this category. Titles will usually come in with a cover sheet that clearly labels them as such.

Document Retrieval Network
351 Elm St. Falmouth KY 41040
Phone (859) 654-2890 Fax (859) 654-2892

Client # 170 Job# NoJobNumber
Loan # 03-39368

Title Search Request For
To In House
Att:
Tel: Fax:
Date Order Sent 12/10/2003
Due Date: 12/11/2003

County: Pendleton

Borrower:	JACK, AMY N AND TIMOTHY H
Property Address:	15029 HWY 10 NORTH, BUTLER, KY 41006
LoanAmt:	$0.00
Loan Date:	
Lender:	
Rec'd Date:	
Book/Page:	
Instrument #:	
PIN:	
Legal Desc.:	

StatusCheck — A follow-up from the client, requesting information/status on an order they have placed. Usually these requests are for open orders. Status checks will usually come in with a cover sheet that clearly labels them as such.

FOLLOW-UP REQUEST

STATUS CHECK # OF REQUESTS: 3

RESEARCH REQUEST WAS SENT TO YOUR OFFICE AT LEAST 10 DAYS AGO. PLEASE COMPLETE AND SEND BACK AS SOON AS POSSIBLE.

T. D. SERVICE COMPANY
1820 E. First St., Suite 300 Santa Ana, CA 92705
Phone: (714) 543-8372 Fax: (714) 541-0150

RESEARCH REQUEST

Service#: 2611449RO1

12/09/03
Reference: F01025042

Shannon
Document Retrieval Network Inc
351 Elm Street
Falmouth, KY 41040

Phone: (859) 654-2890
Fax: (859) 654-2892

JDE Vendor #:

Nofind — All orders from clients do not result in finding the documents or person requested. If a searcher cannot find the information requested, they will notify us using the "no find" option on the order form. These items are sent to the No Find Department and are researched further in-house. This process is done to ensure that the client is receiving the best information available. Be sure to check the "No Find" area of the cover page on all incoming files.

Document Retrieval Network, Inc.
351 Elm St. Falmouth KY 41040
Phone (859) 654-2890 Fax (859) 654-2892

To
Att: CGF Abstract Co.
Tel: Chris or Trish Frye
(845) 294-8910 Fax:(845) 344-2788
Date Order Sent: 12/02/2003
Date Order Due: 12/05/2003

County: Orange
Loan # 03075466
Client # 82 Job# NoJobNumber

To Complete This Order
Please Fill in Any Blank Sections Below
and Return With All Documents Requested

Borrower: OTUONYE, ROSELINE			LoanAmt: $164,000.00
Address: 18 PINE COURT, MONTGOMERY, NY 12549			Loan Date: 03/15/2002
Parcel #:	Lender:		
Mtg Rec'd Date:	Mtg Bk/Pg	Inst#:	
If Requested, Were any assignments found? Y / N . Assn Bk/Pg:		Rec Date:	

Documents Requested

1) Photocopy of the front page, recording page, legal description and pages with loan amount and property address for specified mortgage and CEMA/additional mortgages, if applicable.

2) Photocopy of all related assignments, full copies including recording page.

3) If this mortgage is released we need only a full photocopy of the satisfaction and the front page of the mortgage(s) and cema, if any, and no other copies.

Additional Comments

If you cannot locate an exact match, please provide the requested pages/ related documents from the closest mortgage found either to the date or amount.

If this is a co-op please provide all pertinent UCC filings

NO FIND? NO PROBLEM! Just Complete This Section and Fax Back.

Closest Mortgage found ON PROPERTY:

Borrowers: Roseline Otuonye	Lender: Argent Mtg. Co LLC	
Loan Amount: $ 200,000.00	Recording date: 6-16-03	bk/pg: 11085-414

Wrong County — Used if the researcher cannot find the information in the county the client supplied. This is not to be confused with a "Nofind".

...003 Time: 7:35 PM To: Carolyn Wike @ 1 570 3... D 4 Page: 0 1-...

Document Retrieval Network. Inc.
351 Elm St. Falmouth KY 41040
Phone (859) 654-2890 Fax (859) 654-2892

To: Carolyn Wike
Attn: Carolyn Wike
1-570-322-5790 Fax: (570) 329-5143
Date Order Sent: 12/11/2003
Date Order Due: 12/16/2003

County: Lycoming
Loan # 8006135639
Client # 23 Job# LPS

To Complete This Order
Please Fill in Any Blank Sections Below
and Return With All Documents Requested

Borrower:	FORESMAN, TROY	LoanAmt:	$121,500.0
Address:	RR 3 BOX 553D, Muncy, PA 17756 ← you might want to try Northumberland County, PA	Loan Date:	08/27/1998
Parcel #:		Lender:	
Mtg Rec'd Date:	Mtg Bk/Pg	Inst#:	

If Requested, Were any assignments found? Y / N . Assn Bk/Pg: Rec Date:

Documents Requested

Photocopy of the front page, recording page, signature page, legal description and pages with loan amount and property address to specified mortgage. Signature page must be to the mtg itself and not a rider.

Additional Comments

NO FIND? NO PROBLEM! Just Complete This Section and Fax Back

Closest Mortgage found ON PROPERTY: only Mortgage found for Troy Foresman:

Borrowers: Troy M Foresman	Lender: Blue Ball National Bank	
Loan Amount: $ 52,000	Recording date: 5/13/91	bk/pg: 1684 - 134

(this mtg. satisfied 9/21/94, BK2320-30)

cmwike

FROM :Carolyn M Wike FAX NO. :5703295143 Dec. 12 2003 05:37PM P1

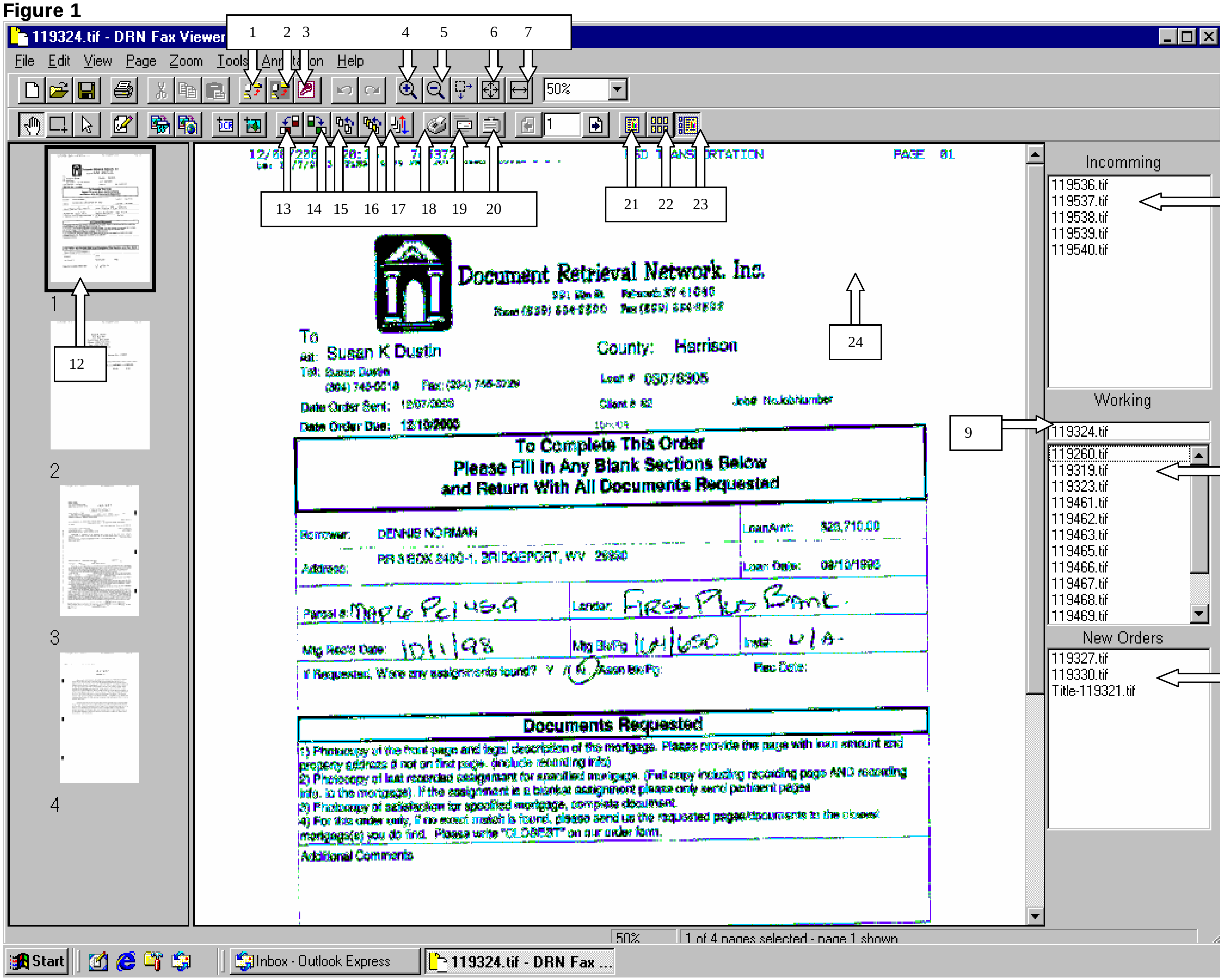
InternalDoc — Documents are not generally routed directly as an InternalDoc from the Document Router. There are typically only two cases when a document is routed as such from the Document Router:

1. It is specifically labeled as such with a handwritten note.
2. It is being routed to a closed order requiring no client follow-up. (See Scenario 3 under “Routing to an Existing Order” above.)

Client-Rejected — Documents pertaining to rejections sent in by the clients are to be routed under this type. A client rejection is any completed order sent back to us for more information or copies.

Client-Canceled — Documents pertaining to any cancellation of an order by the client.

Figure 1



119324.tif - DRN Fax Viewer
1 2 3 4 5 6 7
File Edit View Page Zoom Tools Annotation Help
50%
13 14 15 16 17 18 19 20
21 22 23
Incomming
119536.tif
119537.tif
119538.tif
119539.tif
119540.tif
8
Working
119324.tif
9
119260.tif
119319.tif
119323.tif
119461.tif
119462.tif
119463.tif
119465.tif
119466.tif
119467.tif
119468.tif
119469.tif
10
New Orders
119327.tif
119330.tif
Title-119321.tif
11
12
24
1
2
3
4
Document Retrieval Network, Inc.
To
Att: Susan K Dustin
County: Harrison
To Complete This Order
Please Fill In Any Blank Sections Below
and Return With All Documents Requested
Borrower: DENNIS NORMAN
Documents Requested
Additional Comments
50%
1 of 4 pages selected - page 1 shown
Start
Inbox - Outlook Express
119324.tif - DRN Fax ...