

An Initial Service Status Report is needed on all REO Initial Service work order types, regardless if an update is completed.

An Initial Service Status Report must be completed each time a work order component is completed.

- Securing and Winterization components must have a status report documenting completion by the due date of the work order or within 48 hours of receipt of the work order.
- Initial Services (Trashout & Initial Maid Service) and Yard Maintenance components must have a status report documenting completion one day after the due date or within 72 hours of receipt of the work order.

Direct driver of REO Vendor’s scorecard

Failing to complete status reports will negatively impact the vendor and Safeguard’s scorecard.

Step 1: Log in and download the work orders

Step 2: Select the “Status Report” option

***No access to the work orders. Only access to the Status Report associated with the work order.*

Step 3: Select the “REO Initial Services Status Report” *only option*

Step 4: Fill out the associated script questions with the status report

***Red flag notes what is required. ALL required fields need to be filled out*

Step 5: Ensure all questions are answered and all photos associated. If not, an error message is given to.

Step 6: When all information is entered you need to select the “Queue Status Report” option

Step 7: Notification is given that the status report has been moved to the queue.

***you then need to access the transmission portion and send the status report to Safeguard*

Step 8: Once the status report is queued, the application will drive you back to the order list.

Once at the order list, select the main menu in the top left corner and then select “Transmit”

Step 9: The file will be in “New” status. Simply select the “Full Transmit” option and the file will change to “uploading”. This means that the information is now being sent to Vendor Web.

Status Reports Vendor Web Mobile

- Direct Submission to Safeguard
 - QC on Vendor Web not available
- No access to the Work Order – Only the Status Report
 - Full updates and invoices will still need to be submitted via the Vendor Website.
- All questions / photos required (noted by the red flag)
 - Status Report needs to be completed / photos associated to send the Status Report from the device

Beta now available, if interested please let your Account Manager know

Creating a Initial Services Status Report

1.) Select the drop down from the status report.

2.) Select "REO Initial Services Status"

3.) General Information Tab:
Date you secured the property or if the property was secured upon arrival enter the date you went to the property.
-Enter Status Report Text. Short explanation of tasks completed or that are pending completion.

4.) Property Status Information Tab:
Enter applicable Securing Status option.
Note: Please follow your Work Order under the "Securing Information" section.

5.) Property Status Information Tab:
Enter date which property was re-keyed or date that you entered the property.

6.) Property Status Information Tab:
Enter applicable Winterization Status.

7.) Property Status Information Tab:
Enter applicable Initial Services Status.