



**SERVICE PROCEDURES**  
**SERVICE TYPE: Lockout – All Exterior Doors**  
**KEY CODE: 76667    LOCKBOX CODE: 3475**

Client needs home fully secured after home has been vacated.

- SCHEDULING PROCEDURES:**
- Contact NVMS immediately if you cannot **complete and report this order by the due date.**
  - See Order Instructions for details regarding scheduling.
  - Be sure to bring identification and copies of all supplied paperwork.
  - **Rep is responsible for supplying the required lock(s) and lockbox for this order.** Be sure to bring all needed supplies to complete this order.

- ON-SITE PROCEDURES:**
- If home appears to be (legally) occupied, please take exterior photos, and include as much information as possible to show proof of occupancy.
  - **Gaining Access:** Access the home without causing damage to the home or entryway.
    - Be equipped to either pick or remove the doorknob with appropriate tools.
    - If necessary, you should drill-out a deadbolt and/or knob, as you will be placing a new knob on the door. If there is a deadbolt in place, you should remove it and put a blank plate over the hole, or you should disable the deadbolt so it cannot be relocked.
  - All locks on exterior doors must be changed. Use locks with 76667 key code on all doors, and at least two keys should be left in the 3475 lockbox (on the front/main door).
- REQUIRED PHOTOS**
- At least one of the front of the home as well as one showing the address (house number)
  - “Before” and “after” photos of each lock change.
  - Photo of the installed/open lockbox with the keys inside.
  - Photo of closed lockbox set to the code used to open it. Be sure to scramble the lockbox numbers after taking the photo to ensure the lockbox is secure.

- REPORTING PROCEDURES:**
- **All fields in the report(s) must be filled out properly and entirely.**
  - Once the report(s), bid sheet(s) and photos are uploaded, properly submit for QA Review. If you have any questions about how to properly upload or submit the reports and photos for QA Review, you can do any of the following:
    - Go to <http://rephelp.nvms.com/>
    - Contact your NVMS Vendor Manager

***NOTE: Any specific instructions typed on the order take precedence over these standard Service Procedures.***