



## EscrowTRAX User Guide

Fidelity National Title Group has developed a new application within the AgentTRAX suite designed specifically for a convenient submission process for our Agents. The site will allow all Agents to securely upload their account reconciliations to Company personnel. Access to the site is restricted to Agents and designated Agency employees. Usage of this website will also ensure your Agency is provided with direct and timely feedback on the status of your accounts. The website application is located in the agentTRAX suite of applications menu as **EscrowTRAX**.

**Please note, our current reconciliation email accounts [ops-flescrowrecs@fnf.com](mailto:ops-flescrowrecs@fnf.com) and [ops-escrowrecs@fnf.com](mailto:ops-escrowrecs@fnf.com) will be shut down once all agents have been properly transitioned to EscrowTRAX.**

Please use the following business addresses if you wish to send reconciliations via regular mail:

### **For Florida licensed agents:**

Fidelity National Title Group  
Florida Agency Administration | Quality Assurance  
2400 Maitland Center Parkway | Suite 200  
Maitland, FL 32751

### **For agents licensed in all other states:**

Fidelity National Title Group  
National Agency Support Services | Quality Assurance  
601 Riverside Avenue  
Building 5 | 7<sup>th</sup> Floor  
Jacksonville, FL 32204

Thank you again for your cooperation and diligence in helping us preserve the public's trust in our industry. For questions regarding this Agency Escrow Accounting Standards manual, our Quality Assurance Reconciliation Review program or the following user guide for EscrowTRAX, please contact your local Agency Account Manager or National Agency Quality Assurance at [EscrowTRAX@fnf.com](mailto:EscrowTRAX@fnf.com). Finally, for additional information regarding ALTA's Best Practices, we encourage you to visit <https://www.alta.org/best-practices/>

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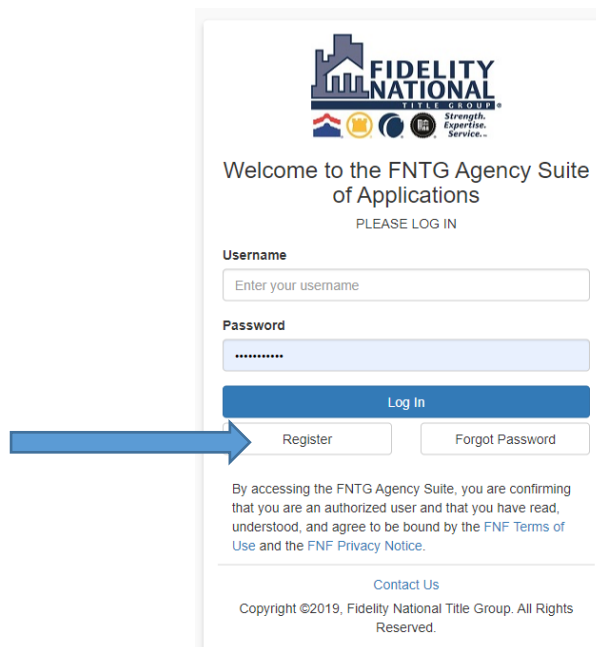
### ESCROWTRAX Overview

EscrowTRAX is the online application through the agentTRAX suite of applications for FNTG agents to submit/upload required reconciliation documentation for all bank accounts.

If you do not have a user account for agentTRAX, go to NationalAgency.fnf.com and click on the agentTRAX login link located in the upper right:



And then on the register button at the bottom left of the login screen



Provide your email address and click next. You will complete all fields on the registration form. Fill in the noted information for the following fields:

- **Select Role** – pick Agent/Approved Attorney
- **Permissions** – uncheck HLA Requester
- **Agent Representative** – Select Unknown from the dropdown
- **Additional/Special Instructions** – enter in the following text – **“Registering for EscrowTRAX – Please forward to EscrowTRAX@fnf.com for review and approval”**

The registration will be reviewed and approved. You will be sent an email verification - click on the link in the email and you will be on your way.

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### New Account Set Up

The bank account must be set up by internal FNTG personnel prior to the submission of any reconciliation. If you have a new account that you need to submit reconciliation documents for please provide the following information to [EscrowTRAX@fnf.com](mailto:EscrowTRAX@fnf.com)




- Bank Name
- Last four digits of the bank account number
- Office location
- Date the account was opened
- Account Type (escrow, clearing, construction, IOLTA, etc.)

*NOTE: If you have been submitting your reconciliation documents to FNTG for your account already – you do not need to supply this information. This is strictly for a new account that has not ever been reviewed by FNTG*

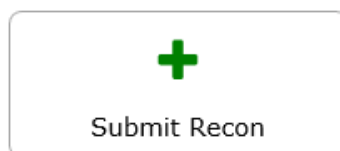
### Submitting a Reconciliation

Log into agentTRAX and select EscrowTRAX from the applications menu. The reconciliations that have been previously submitted will appear in the Listings grid along with the status of the submission.

**Actions** (located in the far right column):

-  - Navigates to the applicable reconciliation and allows for editing based on status
-  - Shows the history of the submitted reconciliation
-  - Deletes the submitted reconciliation

To upload a new reconciliation for review, select:



Search by customer number or customer name and select the appropriate customer.

Select the appropriate bank account from the dropdown. If you are unable to locate the correct bank account, you can click on the "Can't Find Your Bank Account?" link and the following information will appear reminding you of what information and where to send to get the account set up for reconciliation review:

#### Can't Find Bank Account?

If you are unable to locate the bank account that you need to upload your reconciliation document for please send an email to [EscrowTrax@fnf.com](mailto:EscrowTrax@fnf.com) with the following information:

- Bank Name
- Last 4 digits
- Agent office location (if applicable)
- Open date
- Account type

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After selecting the bank account, enter the Reporting Period and any applicable notes:

### SUBMIT RECONCILIATION

#### Customer Number

Foley & Lardner LLP  
DBA: Florida Title Agency-FTA  
Customer Number: 4660

#### Bank Account

  
[Can't Find Your Bank Account?](#)

#### Reporting Period

#### Notes

969 characters remaining



[Link to EscrowTrax User Manual](#)

If there is a reconciliation record for the account for the same accounting period, the following will be displayed:

### EXISTING RECON FOUND

We have found an existing recon for this period and bank account:

[Click to Edit Recon](#)

**Recon ID:** 50160

**Recon Period:** October 2019

**Created By:** Pavan.Deshikachar@fnf.com

**Created On:** 08/30/2019

Click on the "Click to Edit Recon" link to navigate to that submitted reconciliation to make any necessary edits.

[Next Step: Upload Documents →](#)

Otherwise, change the reporting period and click on:

The account information and notes will be displayed at the top of the upload screen for reference. Notes are available for further editing if needed.

Click on "Select files" to attach one or more documents to be uploaded.

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### SUBMIT RECONCILIATION



Last 4 Bank Number	Bank Name	Customer Number	Recon Period
0010	1st National Bank of Hughes Springs 1st National Bank of Hughes Springs 1st National Bank of Hughes Springs & 1st National Bank of Hughes Springs & 1st National Bank of Hughes Springs & 1st National Bank of Hughes Springs & 1st National Bank of Hughes Springs	4660	January 2016

#### Notes

These are the submission notes.

Save Note

569 characters remaining

#### Attach Documents to Reconciliation

Select files... (Limit 20)

#### Document Upload Notes

The following are the minimum required documents for each reconciliation:

1. "Three Way" Reconciliation Summary
2. Escrow Trial Balance or a Customer / File Balances Report
3. Outstanding Deposits / Deposits in transit Report
4. Outstanding Disbursements Report
5. Complete Bank Statement copies including check images
6. Other (Register/Book Reports)

Submit Reconciliation ↕

Click on "Submit Reconciliation" once all documents have been uploaded.

The submitted reconciliation documents will go through an initial review to determine if all necessary documentation has been submitted.

**If there is NO missing information and the reconciliation is ready for detailed review, the status is updated to ACCEPTED you will receive the following email:**

To: [Uploaded by – original upload of recon]  
 Cc: [Reviewed by] [Flagged Agency Contact]  
 Subject: Reconciliation Upload [Bank Name] [Account No] [month/yr]

Body:



The upload for the reconciliation referenced has been successfully uploaded and is in the queue for final review.

If any additional information is needed, we will contact you via email during the review process.

If you have any questions or concerns, please do not hesitate to reach out to [escrowtrax@fnf.com](mailto:escrowtrax@fnf.com)

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**If there is any information missing the status is updated to Pending Acceptance and you will receive the following email:**

To: [Uploaded by – original upload of recon]  
Cc: [Reviewed by] [Flagged Bert Contact]  
Subject: Reconciliation Upload [Bank Name] [Account No] [month/yr]

Body:



The upload for the reconciliation referenced above contained the following issue(s):

Missing Bank Statement

Missing Trial Balance

**Details:** [Most Recent Missing Item Note]

Please click [here](#) [link back to upload request] to upload any applicable new documents to complete this escrow submission. If you have any questions or concerns, please do not hesitate to reach out to [Reviewed by]

**Note: The email link will take you directly to the reconciliation record that has additional items needed.**

Once you have uploaded any documents to a reconciliation that is in the status of Pending Acceptance, the status is updated to **PENDING REVIEW** indicating that it is ready for the preliminary review again.

The initial review will be completed and once it is determined that all initial documentation has been received the detailed review will be initiated. The status of the reconciliation will be updated to **ACCEPTED**.

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### Detailed Review

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Once a reconciliation record is in the status of **ACCEPTED** it is ready for the detailed review by FNTG personnel. If additional information or documentation is needed to complete the review, you will receive an email that will include ALL items needed. The status will be updated to **IN PROCESS**.

To: [Uploaded by – original upload of recon]  
Cc: [Reviewed by] [Flagged Bert Contact]  
Subject: Reconciliation Review [Bank Name] [Account No] [month/yr]

Body:



We have initiated our review of the above referenced reconciliation and note the following issues/questions:

<u>Exceptions Reviewed</u>	<u># of Items/Files</u>	<u>Review Summary</u>
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[Insert any item that is flagged as Significant]

#### Additional Items needed to complete review:

[User entered information in popup presented when email was requested or NONE if no information is entered]

Please click [here](#) [link back to upload request] to upload any new applicable documents needed to complete this reconciliation review. If you have any questions or concerns, please do not hesitate to reach out to [Reviewed by]

After you have uploaded the further requested documents from the detailed review, the status will be updated from **IN PROCESS** to **RESPONSE RECEIVED**. This will alert FNTG personnel that the reconciliation is ready for further review.

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Once the detailed review is completed and no significant items are remaining you will receive the following email:

To: [Uploaded by – original upload of recon]  
Cc: [Reviewed by] [Flagged Bert Contact]  
Subject: Reconciliation Review [Bank Name] [Account No] [month/yr]

Body:



We have completed our review of the above referenced reconciliation and no significant exceptions were noted.

If you have any questions or concerns, please do not hesitate to reach out to [escrowtrax@fnf.com](mailto:escrowtrax@fnf.com)

### Reconciliation Status

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The Reconciliation Listings grid will be populated with all submitted reconciliations that are in any status other than Complete.

- **Submitted** – Initial status assigned when reconciliation upload is created. All fields are editable and document upload is active for internal and external users. The initial review to verify that all necessary documents have been provided has not been completed.
- **Pending Acceptance** – Status assigned once FNTG personnel has reviewed the reconciliation for completeness. FNTG personnel has indicated any missing items and notified the agent. All fields are locked down for update by the external user other than document upload.
- **Pending Review** – Status assigned once a new document is uploaded by an agent/external user to Pending Acceptance requests.
- **Accepted** - Status assigned when FNTG personnel reviews and Accepts the reconciliation upload. External users are no longer able to update the fields or upload documents. Internal FNTG personnel will be able to update and upload docs. This status further indicates that the reconciliation is ready for detailed review.
- **In Process** – While reviewing the submitted reconciliation FNTG personnel has the ability to save the review and send comments to the agent/external user. The agent/external user is allowed to upload additional documents.
- **Response Received** – Status assigned once the agent/external user responds by uploading the additional information requested by the FNTG personnel.
- **Completed** – Status assigned when FNTG personnel selects the COMPLETED button on the EscrowTRAX Tracking/Review screen.

Once the status is **Completed**, we allow the agent/external user to upload new documents. If they do, the status is changed back to **Submitted** to allow the review process to start over.