EscrowTRAX User Guide

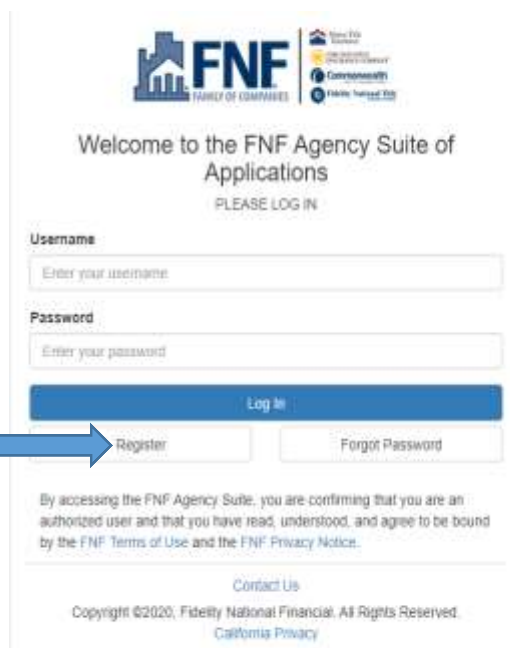
ESCROWTRAX Overview

Fidelity National Financial Agency Operations have developed a new application within the AgentTRAX website designed specifically for a convenient escrow trust account reconciliation submission process for our Agents. The application allows our Agent's designated employees and third parties to securely upload reconciliation files. Access to the application is restricted to approved Agent users and designated FNF Agency personnel. Usage of this application will also ensure our Agents are provided with direct and timely feedback on the status of their accounts. The application is located in the AgentTRAX website's suite of applications menu and is known as **EscrowTRAX.** Designated users must have an AgentTRAX User Account to access EscrowTRAX.

NOTE: Agent personnel with **existing** AgentTRAX User Accounts do not need to re-register. Please email EscrowTrax@fnf.com to request the EscrowTRAX application be added to your AgentTRAX User Account.

To request and register for a **new** AgentTRAX User Account, navigate to **https://nationalagency.fnf.com** and click on the AgentTRAX login link located in the upper right:

And then click 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:

EscrowTRAX User Guide

- **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 Agent name(s) you wish to submit reconciliations for**

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.

New Account Set Up

Bank account(s) must be set up by FNF Agency personnel prior to the submission of any reconciliation.

NOTE: You do not need to supply this information if you have previously been submitting your escrow trust account reconciliations to FNF Agency. This is strictly for new and / or existing accounts which are now required to be submitted.

If you have an account that you need to be added to our records to allow submissions, please provide the following information in an email to **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.)

Submitting a Reconciliation

Log into AgentTRAX and select EscrowTRAX from the applications menu:

EscrowTRAX User Guide

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

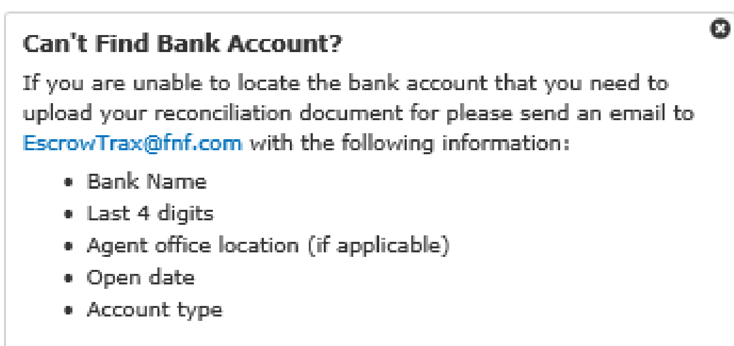
- Shows the history of the submitted reconciliation

- Deletes the submitted reconciliation **(please note, deleted records cannot be retrieved)**

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 list. If you are unable to locate the correct bank account from the list, click on the "Can't Find You 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:



After selecting the bank account, select the corresponding Reporting Period. **Please submit one reporting period at a time.** You also have the option to add any applicable notes:

SUBMIT RECONCILIATION

ESCROW TRAX
Protect Your Business Grow Your Wealth

Customer Number

Search by Customer Name or Number

Link to EscrowTrax **User Manual**

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

Bank Account

0010 - 1st National Bank of Hughes Springs 1st National Bank of Hughes

Can't Find Your Bank Account?

Reporting Period

October 2019

Notes

These are the submission notes.

969 characters remaining

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

EXISTING RECON FOUND

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

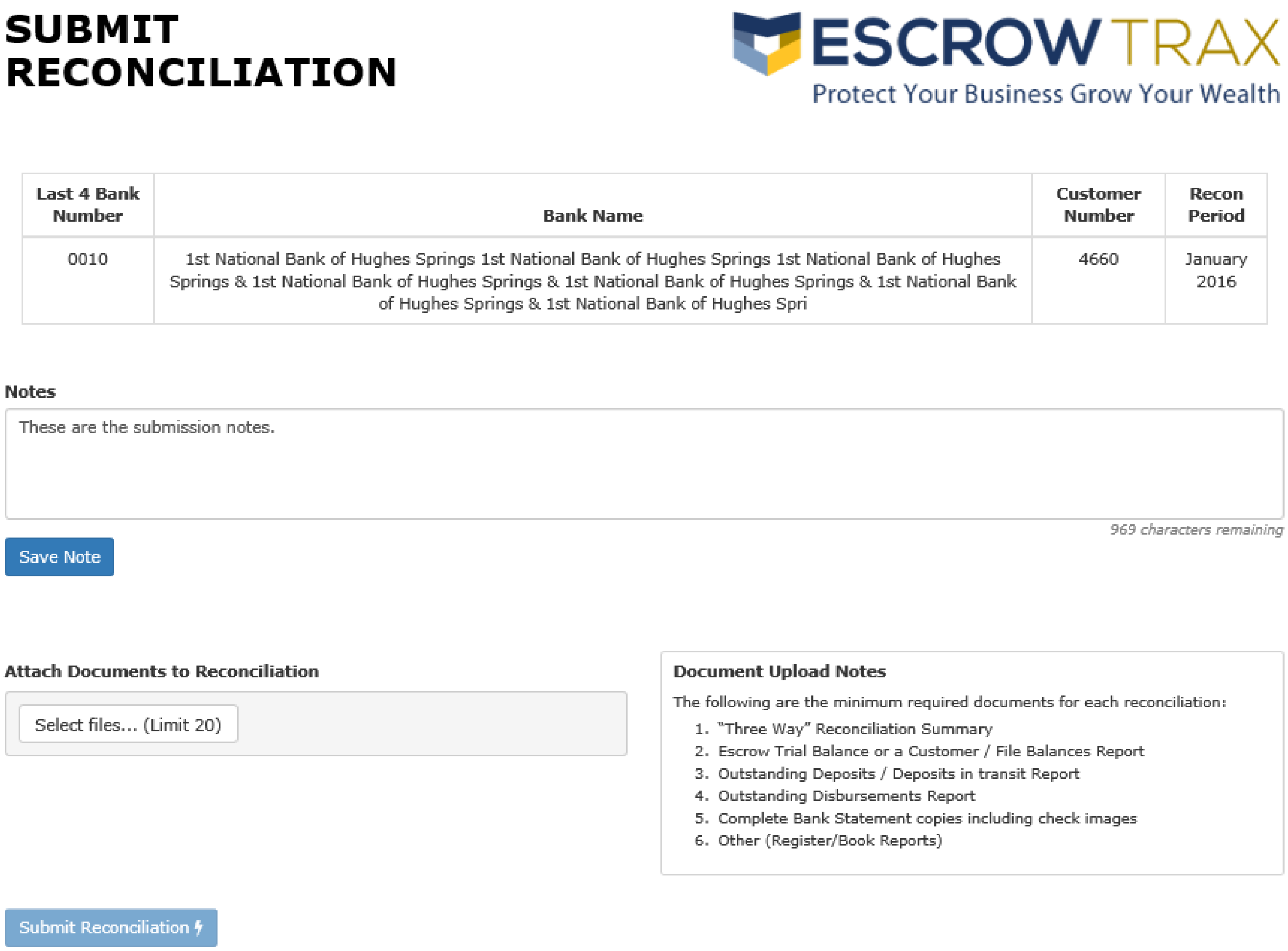
Click to Edit Recon
Recon ID: 50160
Recon Period: October 2019
Created By: Pavan.Deshikachar@fnf.com
Created On: 08/30/2019

Click on the "Click to Edit Recon" link to navigate to the prior submission to make any necessary edits.

Otherwise, change the account and / or reporting period and click on: Next Step: Upload Documents ➞

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. **You may also drag and drop your files onto the grey area next to “Select files”:**



SUBMIT RECONCILIATION

ESCROW TRAX
Protect Your Business Grow Your Wealth

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 Spri	4660	January 2016

Notes

These are the submission notes.

969 characters remaining

Save Note

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. **You must click this button to complete the submission process.**

EscrowTRAX User Guide

Initial Review

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 reconciliation]

Cc: [Reviewed by] [FNF Agency Contact]

Subject: Reconciliation Upload [Reconciliation ID #] [Bank Name] [Account No] [Month/Year]

Body:

ESCROW TRAX
Protect Your Business Grow Your Wealth

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.

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 reconciliation]

Cc: [Reviewed by] [FNF Agency Contact]

Subject: Reconciliation Upload [Reconciliation ID #] [Bank Name] [Account No] [Month/Year]

Body:

ESCROW TRAX
Protect Your Business Grow Your Wealth

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.

EscrowTRAX User Guide

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 and subsequent documentation submissions have been received. The status of the reconciliation will be updated to **ACCEPTED** and a detailed review will soon follow.

Detailed Review

Once a reconciliation record is in the status of **ACCEPTED** it is ready for the detailed review by FNF Agency personnel. If additional information or documentation is needed to complete the detailed 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 reconciliation]

Cc: [Reviewed by] [FNF Agency Contact]

Subject: Reconciliation Review [Reconciliation ID #] [Bank Name] [Account No] [Month/Year]

Body:

ESCROW TRAX
Protect Your Business Grow Your Wealth

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

Exceptions Reviewed	**Amount**	**# of Items/Files**	**Review Summary**
[Item(s) that are flagged as Significant will appear here]			

Additional Items Needed to Complete Review:

[FNF Agency personnel may enter information or NONE will appear 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 [FNF Agency Contact].

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 FNF Agency personnel that the reconciliation is ready for further review.

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

To: [Uploaded by – original upload of reconciliation]

Cc: [Reviewed by] [FNF Agency Contact]

Subject: Reconciliation Review [Reconciliation ID #] [Bank Name] [Account No] [Month/Year]

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.

Reconciliation Statuses

The Reconciliation Listings grid will be populated with all submitted reconciliations that are in any status other than **COMPLETED**:

- **Submitted** – Initial status assigned when reconciliation upload is created and submitted by external user. All fields are editable and document upload is active for FNF Agency personnel and external users. The initial review to verify that all necessary documents have been provided has not been completed.
- **Pending Acceptance** – Status assigned once FNF Agency personnel have reviewed the reconciliation upload for completeness. FNF Agency personnel have indicated 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 by FNF Agency personnel once a new document is uploaded by an external user in response to **Pending Acceptance** requests.
- **Accepted** - Status assigned when FNF Agency personnel review and accept the reconciliation upload. **External users are no longer able to update the fields or upload documents to reconciliations in this Status.** However, FNF Agency personnel are still able to update and upload documents. This status further indicates that the reconciliation is ready for detailed review.
- **In Process** – While reviewing the submitted reconciliation FNF Agency personnel have the ability to save the review and send comments to the external user. The external user will again be allowed to upload additional documents if requested.
- **Response Received** – Status assigned once the external user responds to the **"In Process"** request by uploading the additional information requested by FNF Agency personnel.
- **Completed** – Status assigned when FNF Agency personnel have completed the review of all submitted reconciliation files and requires no further documentation from the external user. The external user will again be allowed to upload additional documents to the reconciliation. **However, the status will be automatically changed back to Submitted to allow the review process to start over.**

EscrowTRAX User Guide

Thank you for your cooperation and diligence in helping us preserve the public's trust in our industry and for adhering to your contractual and regulatory requirements governing your escrow and trust accounts. For questions regarding this User Guide, please contact your local Agency Account Manager or the EscrowTRAX team at EscrowTRAX@fnf.com.