

# Expedite™ Close User Guide

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October 10, 2018 (last revised 8/8/2019)

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# Introduction

Black Knight, Inc. is a leading provider of integrated software, data and analytics solutions that facilitate and automate many of the business processes across the homeownership lifecycle. **Expedite™ Close** is part of Black Knight's **LoanSphere®** suite of products, providing an electronic closing fulfillment process for all parties to a transaction. Key benefits include secure electronic document delivery service; fall back to print and mail or direct to print when electronic delivery is not an option; automation based on MISMO standards; industry standard MFA consumer authentication and automation and manual work-flow support.

With the SoftPro 360 Expedite™ Close integration service, SoftPro users can create an e-sign package in SoftPro 360 and send it to **Expedite™ Close**, where recipients can log in from any location to complete the e-signing process. Once the signing process is completed by all the recipients, Expedite™ Close returns the e-signed package to 360 where the package can be imported to the linked order. 360 also supports Delivery with Consent and Delivery only delivery methods offered by **Expedite™ Close** for secure document delivery and audit trail documentation.

Expedite has been globally deployed and can be added to your Services menu at any time. However, an active account with Black Knight for **LoanSphere® Expedite™ Close** is required to use the SoftPro 360 integration. Contact [Black Knight](#) for more information. Also, be prepared to provide your SoftPro 360 Customer Serial Number which you can find on [About SoftPro 360](#) screen in ProForm.

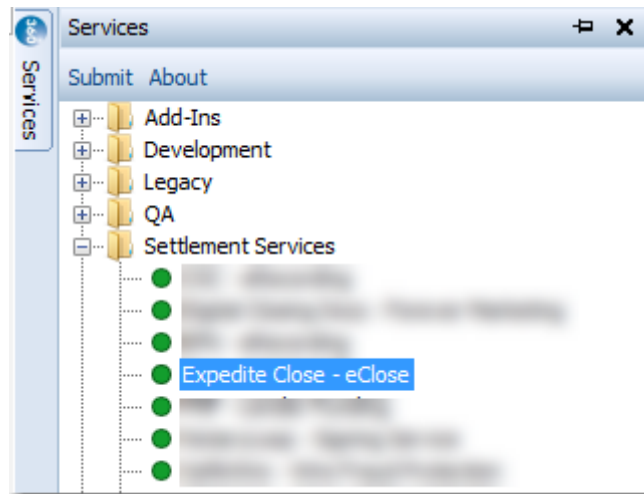


# Launching Expedite™ Close

## *Access from the 360 Services Menu*

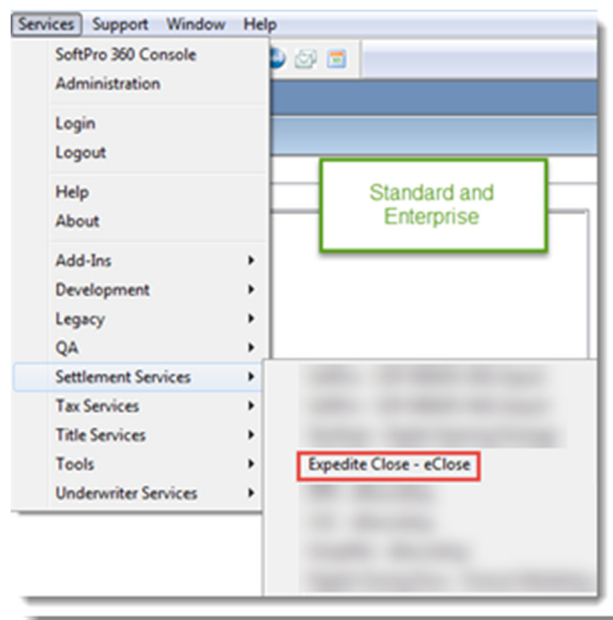
### Select

From the **360** → **Services** menu, double-click **Expedite Close - eClose** located under the Settlement Services folder.



### Standard and Enterprise

From the **Services** button on the ProForm toolbar, select **Settlement Services** and double-click **Expedite Close – eClose**.



## Order Linking

The active ProForm order is automatically linked to the **Expedite™ Close** service.

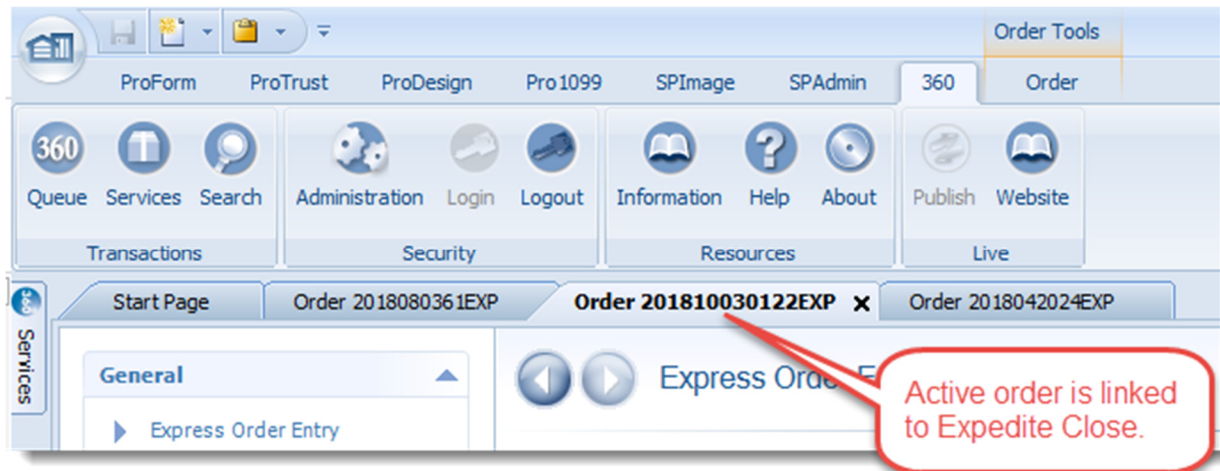


Figure 1 Select: Active Order

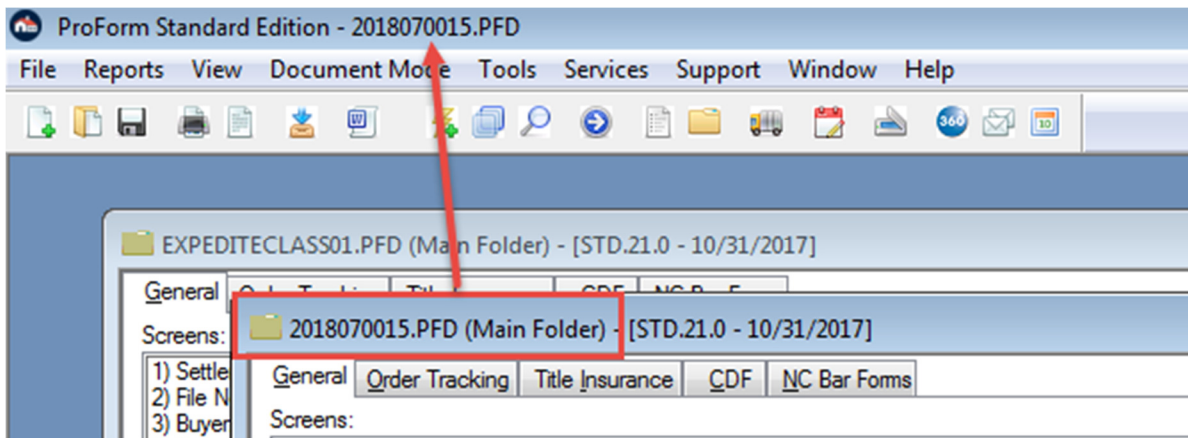
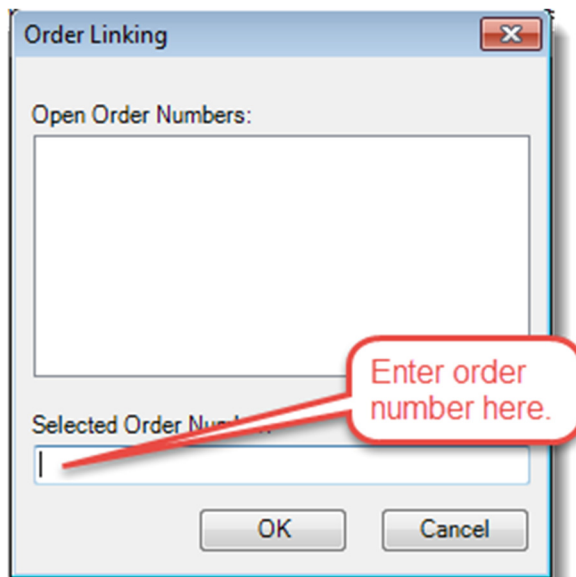


Figure 2 Classic: Active Order

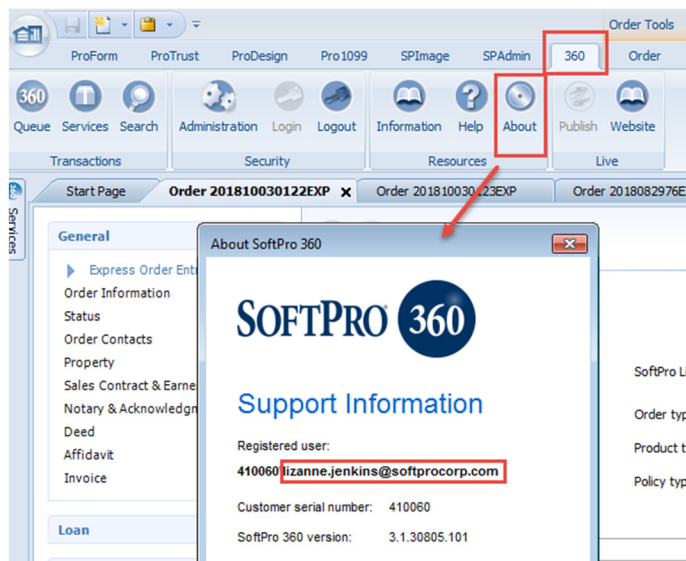
If more than one ProForm order is open, the top order is linked.

If no order is open, the **Order Linking** screen opens for you to enter an order number manually.

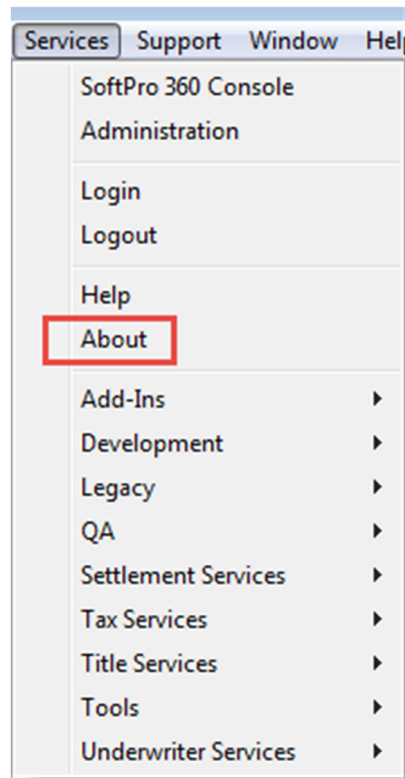


## Login

**Expedite™ Close** uses a single sign-on (SSO) process to authenticate SoftPro 360 users when the **Expedite - eClose** service is launched. As a result, you are not required to enter your **Expedite™ Close** user email and password. Instead, your SoftPro 360 email address is sent automatically when you launch Expedite™ Close. Your SoftPro 360 email address can be viewed in the **About** button in the 360 Ribbon:

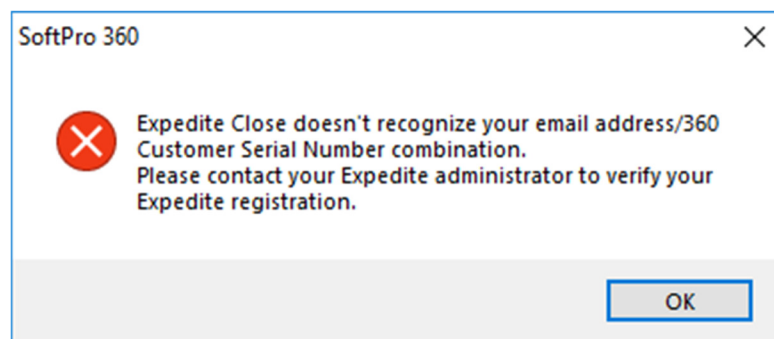


Or in the Services menu in Standard and Enterprise:



### Registration with Expedite™ required

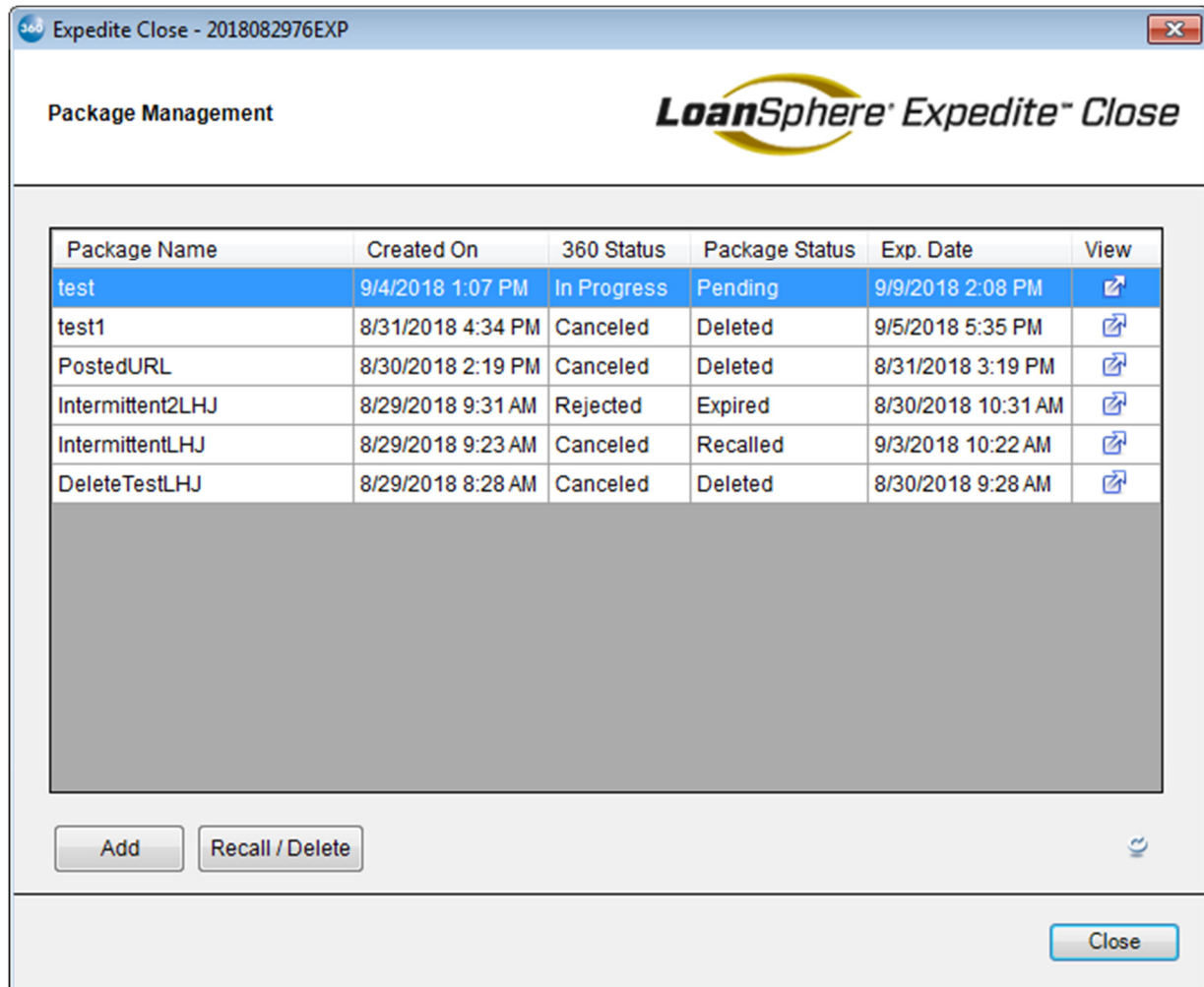
The SSO process requires you to be registered as a user in **Expedite™ Close**. If you are not registered or if your SoftPro 360 email address is different from the email address in your **Expedite™** account, this message will display when you launch the service:



If you see this message, contact **Expedite™** to verify your **Expedite™** registration.

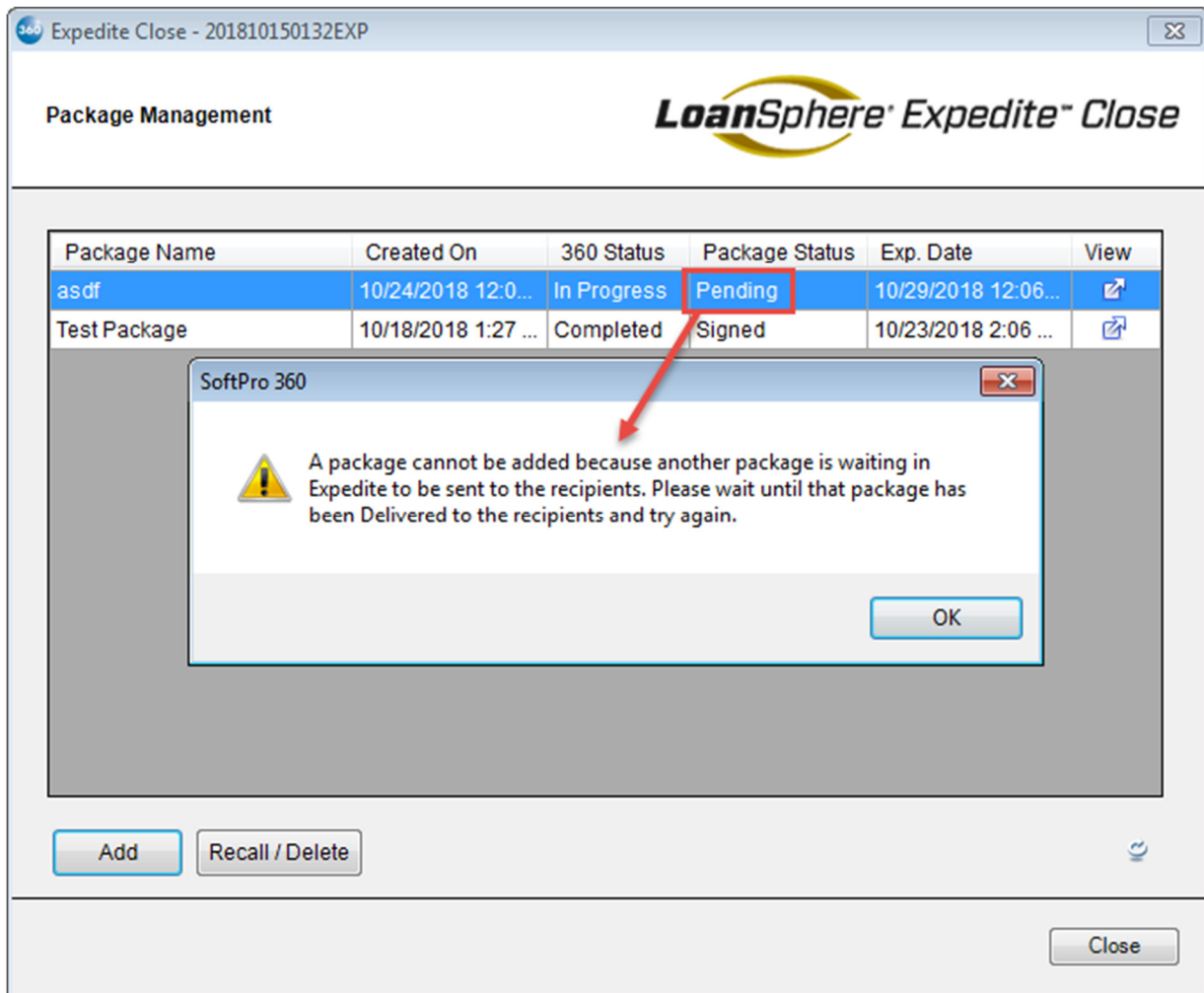
# Creating a Package

Launching the **Expedite™ Close** service opens the [Package Management](#) screen to allow you to view and manage any packages that have been submitted for the linked order.



Selecting  opens the **Delivery Details** screen where a new package can be created.

If an existing Package has a Pending delivery status, you will not be able to add a new package.



See [Known Issues](#) for more information.

If no packages have been created for the linked order, the **Delivery Details** screen will automatically open.

## Delivery Details Screen

In the **Delivery Details** screen you can configure the package name and from whom it is to be sent. If applicable, and your **Expedite™** account allows, you can also configure the operation or branch sending the package, the delivery method, the package expiration date and whether it will be printed and mailed to a recipient if the e-sign delivery process expires.

The screenshot shows a software window titled "Expedite Close - 2019050018EXP". The main heading is "Delivery Details" with the "LoanSphere Expedite Close" logo. The form contains the following fields and controls:


- Package name:** A text input field with a red asterisk icon and a green checkmark icon to its right.
- Package to be sent from:** A checkbox followed by a dropdown menu showing "<Check and select if someone other than you.>".
- Operation/branch:** A dropdown menu showing "360 Test Organization".
- Delivery method:** A dropdown menu with a list of options: "eDelivery with Signature" (selected), "eDelivery with Signature", "eDelivery with Consent", "eDelivery Only", and "eDelivery with Closing".
- Package delivery expires:** Two input fields for date and time, showing "08/13/2019" and "05:29 PM".
- Print and mail package upon expiration:** A checkbox that is currently checked.
- Buttons:** "Next" and "Cancel" buttons at the bottom right.

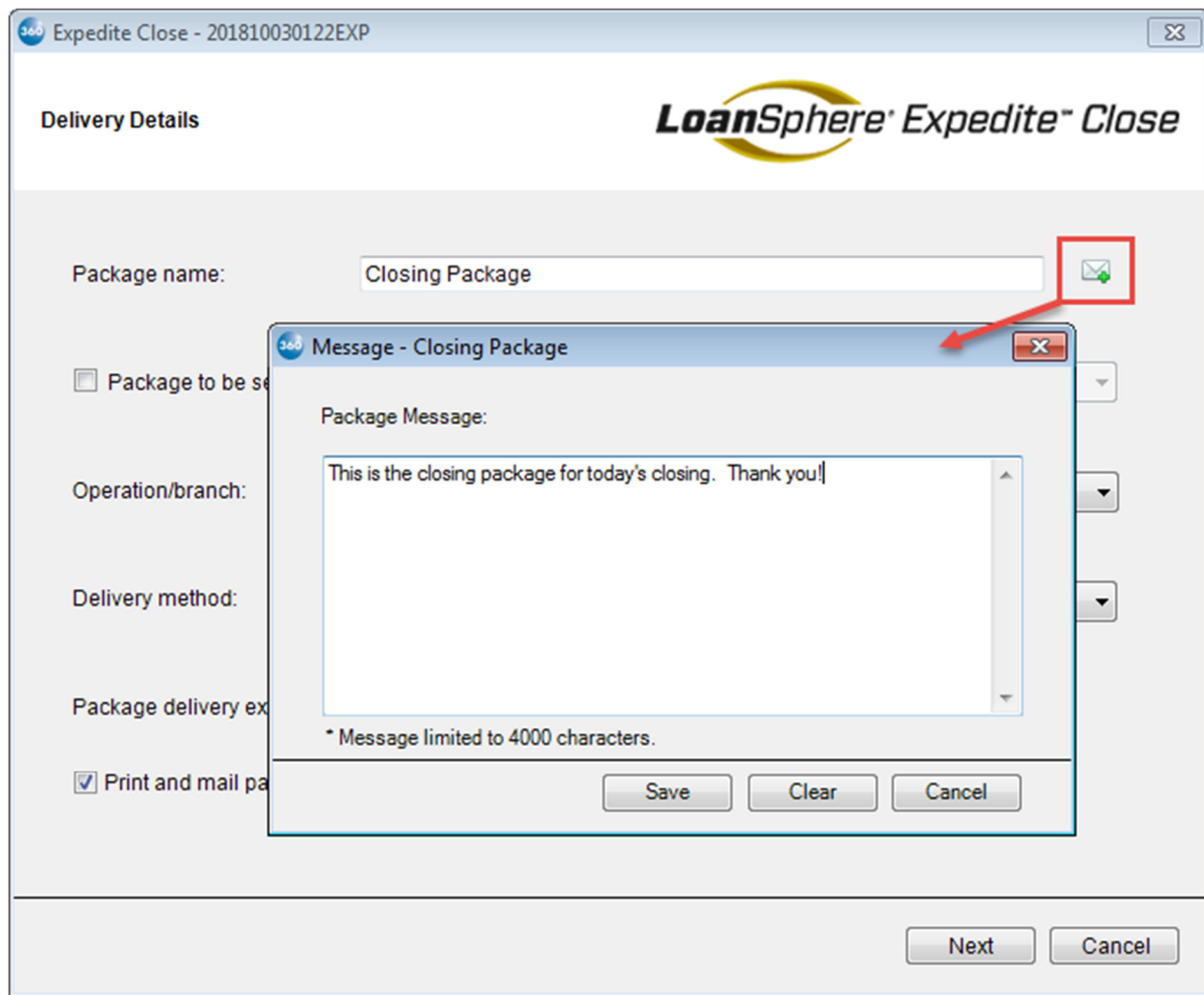
### Package Name

A **Package Name** is required as indicated by the \*. When you enter a name, the \* will disappear and the **Next** button will be enabled, allowing you to proceed to the next screen. The **Package Name** must be unique for the linked order.



## Package Message

The  icon allows you to add a package level message.



The screenshot shows the 'Expedite Close - 201810030122EXP' window. The 'Delivery Details' section is visible, with the 'Package name' field set to 'Closing Package'. A red box highlights the envelope icon in the top right corner of the 'Package name' field. A dialog box titled 'Message - Closing Package' is open, showing a text area with the message: 'This is the closing package for today's closing. Thank you!'. Below the text area, it says '\* Message limited to 4000 characters.' and there are 'Save', 'Clear', and 'Cancel' buttons. The main window also has 'Next' and 'Cancel' buttons at the bottom right.

See the [Messages](#) section for more details on handling messages.

## Package Sent From

When a package is ready to be viewed or signed, or is about to expire, **Expedite™** sends an email to the [Recipient](#). The full name, email address and phone number appear in the signature block for the person from whom the package is sent. See the [Appendix](#) for examples of these email notifications.

Select

The package will be sent from you unless the **Package to be sent from** checkbox is checked. When checked, the dropdown list displays the name and email address of the Escrow Officer/Closer, Pre-closer/Escrow Assistant and the Title Officer, if those people have been added to the linked order.

**Status**

Who has the file:

Comments:

**Title Status**

Title office:  [Trusty Title Co...](#) Title officer/Examiner:  **Lizanne H Jenkins**

Date/time title opened:  (None) Opened by:

Title status:

Date/time title completed:  (None) Completed by:

Comments:

**Escrow Status**

Escrow office:  [Safe Settlement...](#) Escrow officer/Closer:  **Ellen Escrow**

Pre-closer/Escrow assistant:  **Able Assistant**

Date/time escrow opened:  (None) Opened by:

Expedite Close - 201810090129EXP

**LoanSphere Expedite™ Close**

Delivery Details

Package name:  Closing Package

☒ Package to be sent from: 

- Ellen Escrow (ellen.escrow@outlook.com)
- Ellen Escrow (ellen.escrow@outlook.com)
- Able Assistant (Able.Assistant@email.com)
- Lizanne H Jenkins (lizanne.jenkins@softprocorp.com)
- Softpro

Operation/branch:

Escrow Officer

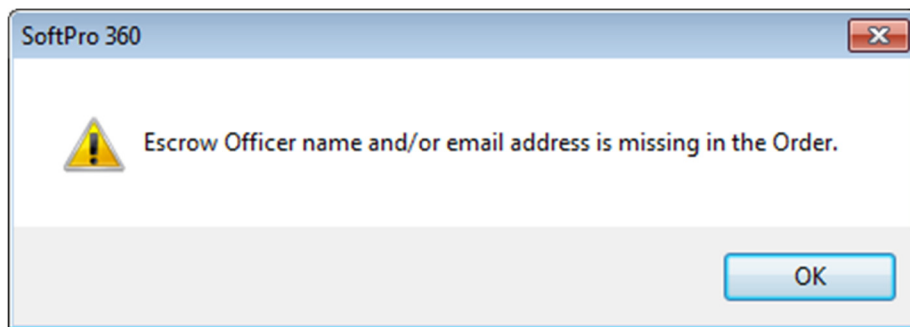
Escrow Assistant

Title Officer

If one of these people has been selected for a package that selection will persist for the next package added for the linked order.

### Standard and Enterprise

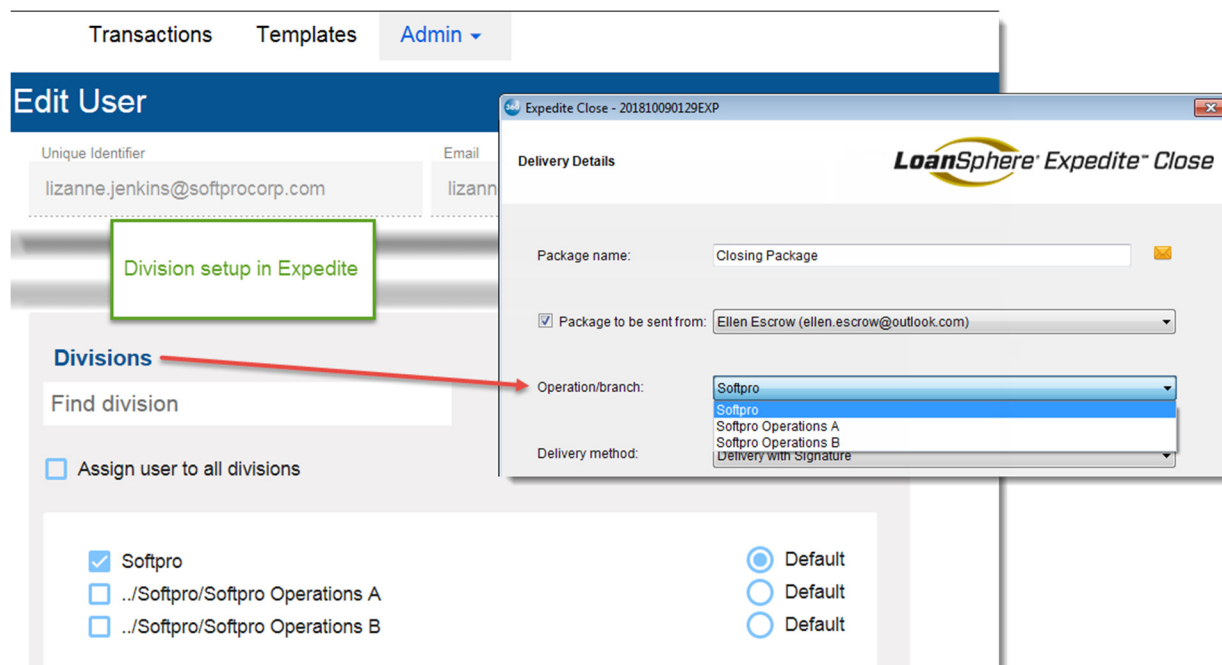
**Expedite™** requires an email address for this feature. Standard and Enterprise only handle the name for the officer and closer fields. When launching **Expedite™ Close** from Standard or Enterprise, this message will appear:



Selecting OK returns you to the **Delivery Details** screen, and the **Package to be sent from:** checkbox will be disabled.

### Operation/Branch

In **Expedite's** Admin module, a user is assigned to one or more **Divisions**. These **Divisions** are displayed in **Operation/branch** dropdown of the **Delivery Details** screen:

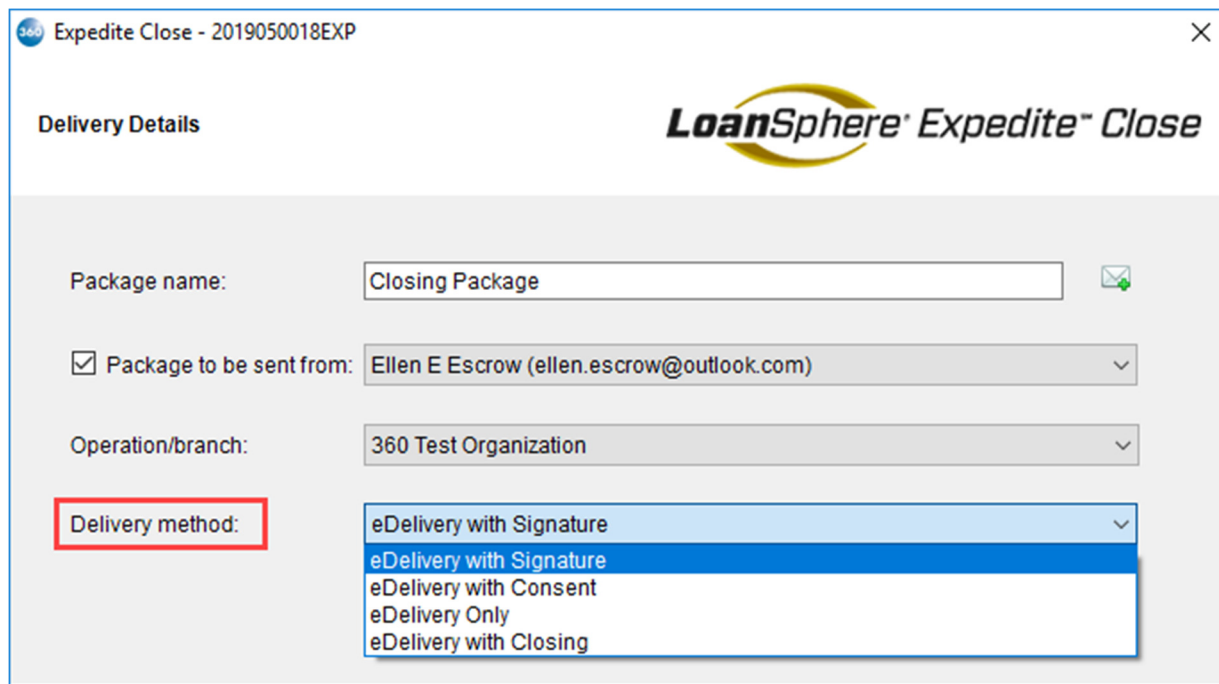


If you have only one **Division** assigned to you in **Expedite™**, then only one **Operation/branch** will display in the dropdown. The **Operation/branch** you select will determine the **Delivery methods** and other features you are permitted to select.

**For SmartView Users:** If SmartView is linked to the ProForm order, and more than one **Division** has been assigned to you, the **Operation/branch** dropdown will default to the that of the Escrow Officer in the ProForm order, provided that the Escrow Officer's email address in Select matches the Escrow Officer's email address in **Expedite™**.

## Delivery Method

360 supports four **Expedite™** delivery methods: eDelivery with Signature, eDelivery with Consent, eDelivery only and eDelivery with Closing. The **Delivery methods** for an **Operation/branch** is set up by Black Knight's customer implementation team and are displayed in the **Delivery method** dropdown:



The screenshot shows a web application window titled "Expedite Close - 2019050018EXP". The window has a "Delivery Details" section with the "LoanSphere Expedite Close" logo. The form includes the following fields:

- Package name:** A text box containing "Closing Package" with a green envelope icon to its right.
- Package to be sent from:** A dropdown menu with a checked box and the text "Ellen E Escrow (ellen.escrow@outlook.com)".
- Operation/branch:** A dropdown menu with the text "360 Test Organization".
- Delivery method:** A dropdown menu with a red border, showing a list of options: "eDelivery with Signature" (selected), "eDelivery with Signature", "eDelivery with Consent", "eDelivery Only", and "eDelivery with Closing".

## Package Expiration

### Setting the Package Expiration Date

- Required for **eDelivery with Signature**, **eDelivery with Consent** and **eDelivery with Closing**
- Default expiration dates and times are set up for an **Operation/branch** by Black Knight's customer implementation team.

The earliest expiration date, latest expiration date and default expiration date and times are displayed in the **Package delivery expires** date picker.

The screenshot shows the 'Expedite Close - 201810090129EXP' window. The 'Delivery Details' section includes the 'LoanSphere Expedite Close' logo. Below the logo, the 'Operation/branch' is set to 'Softpro' and the 'Delivery method' is 'Delivery with Consent'. A green box labeled 'Enabled for SoftPro' points to both dropdowns. The 'Package delivery expires' field shows '10/14/2018' and '01:07 PM'. A date picker calendar for October 2018 is open, showing dates from 10 to 16. Red boxes and arrows highlight the 'Default date' (14), 'Earliest date' (10), and 'Latest date' (16). The 'Next' and 'Cancel' buttons are at the bottom right. A 'Today: 10/9/2018' button is at the bottom left of the calendar.

- If permitted for the **Operation/branch**, you may change the **Package delivery expires** date from the default date displayed.

- If not permitted for the **Operation/branch**, then the date picker will be disabled, showing only the default package delivery expiration date and time.

Expedite Close - 201810090129EXP

Delivery Details

**LoanSphere® Expedite™ Close**

Operation/branch: Softpro Operations A

Delivery method: Delivery with Signature

Package delivery expires: 10/14/2018 01:31 PM

☐ Print and mail package upon expiration

Next Cancel

- The **Package delivery expires** date and time fields are not displayed for **eDelivery only** packages.

Expedite Close - 201810090129EXP

Delivery Details

**LoanSphere® Expedite™ Close**

Operation/branch: Softpro Operations B

Delivery method: Delivery only

Next Cancel

Package in View Only mode

Packages set for **eDelivery with Closing** allow for a View Only period, after which the package becomes available for signing. A **Package is in View Only mode until:** setting is displayed for this **Delivery method**.

A default date populates the date field based on the implementation settings for the **Operation/branch** in **Expedite™**. Once the **View Only** period expires, the package is available for esigning.

Print and Mail Option

The **Division** setup in **Expedite™** also determines whether the **Users** in that **Division** can choose to have the package printed and mailed to the recipients if the package delivery process expires.

- Available only for **eDelivery with Signature**, **eDelivery with Consent** and **eDelivery with Closing** delivery methods
- If permitted for the **Operation/branch**, the checkbox will be displayed and you may check the checkbox.
- If not permitted for the **Operation/branch**, the checkbox will not be displayed.

Expedite Close - 201810090129EXP

Delivery Details

**LoanSphere® Expedite™ Close**

Operation/branch: Softpro Operations A

Delivery method: Delivery with Signature

Package delivery expires: 10/14/2018

☒ Print and mail package upon expiration

Print and mail option available for Softpro Operations A but not for Softpro Operations B

Operation/branch: Softpro Operations B

Delivery method: Delivery with Signature

Package delivery expires: 10/10/2018 01:48 PM

Next Cancel

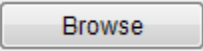
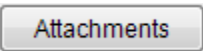
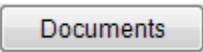


- If the print and mail option is checked, the package recipients must each have a complete mailing address in the ProForm order. See [Recipients](#) for more information.

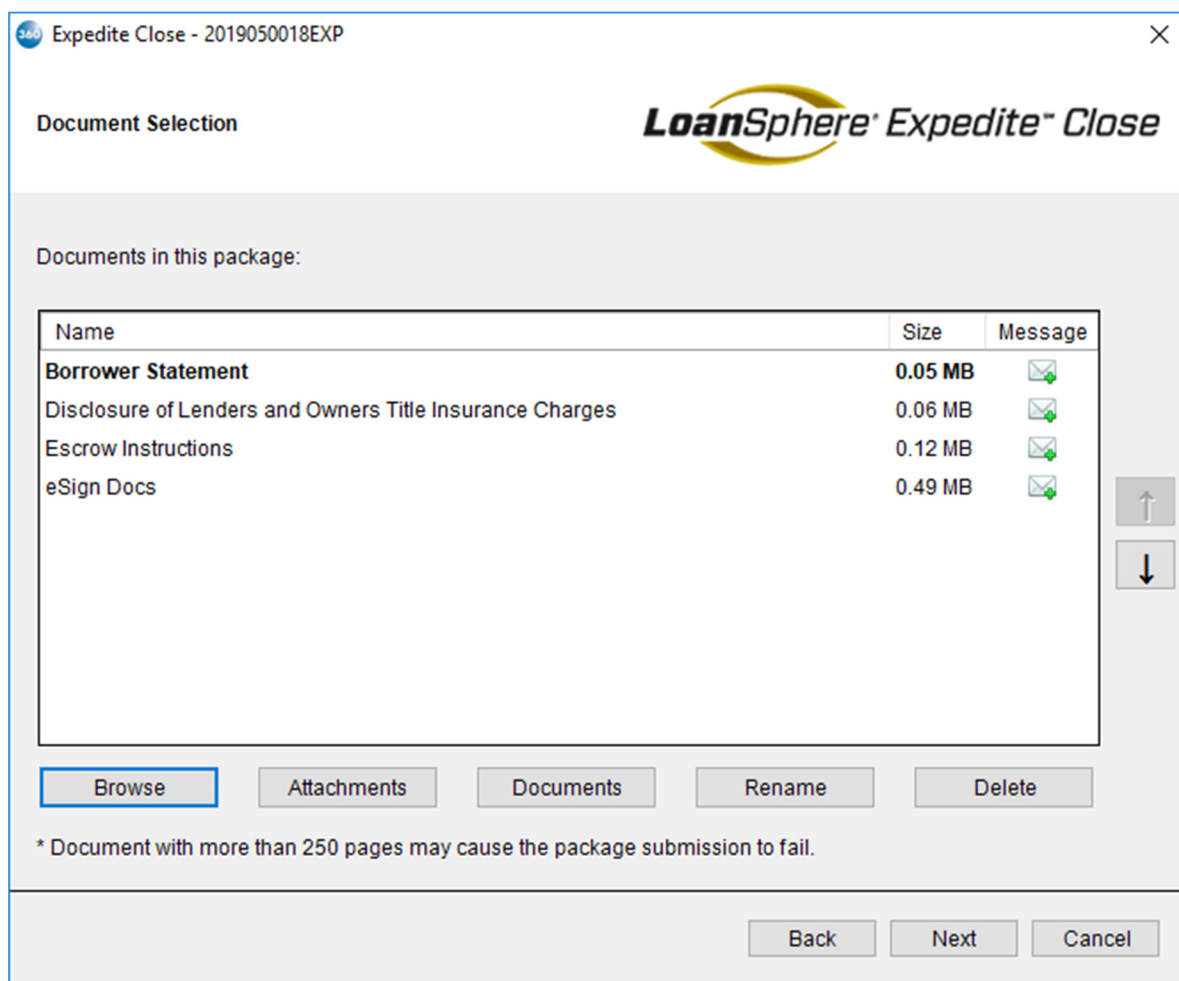


## Document Selection

### Adding a Document

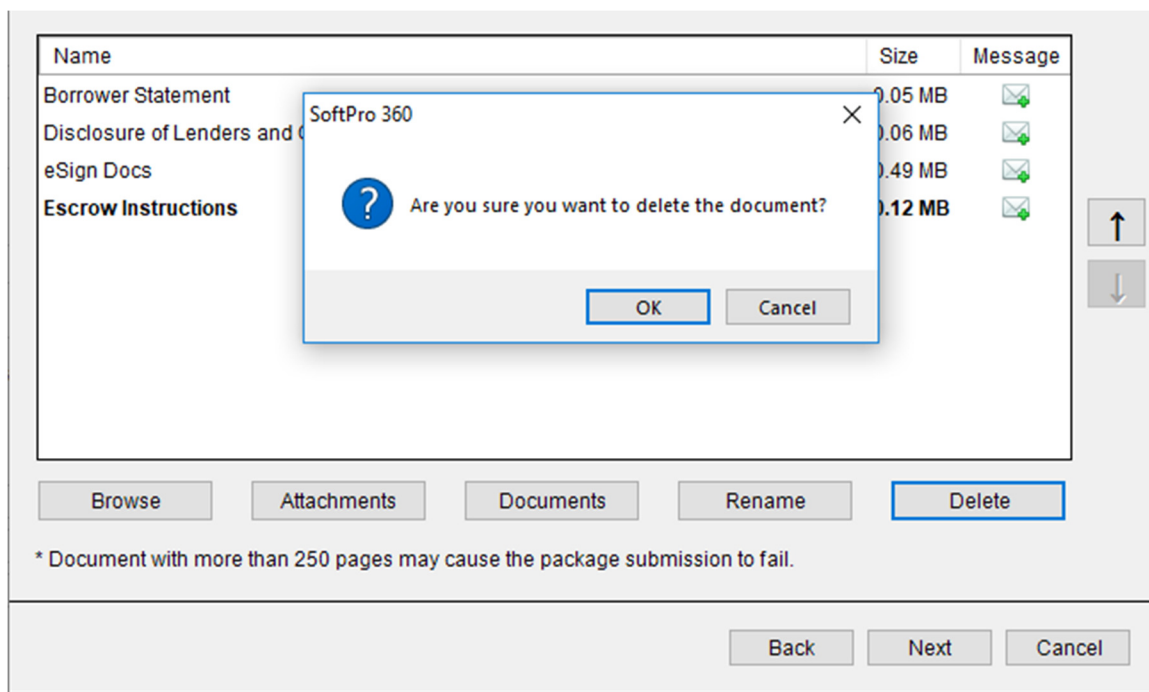
Selecting  in the **Delivery Details** screen opens the **Document Selection** screen.

-  opens your desktop browser. Double-clicking on a selected document adds it to the Documents grid.
-  opens:
  - SmartView folder tree and documents list for Select/SmartView users,
  - Attachments folder tree and documents list for Select users, and
  - Attachments documents list for Classic users.
-  opens the SmartView folder for Impact users.
-   allows you to change the order of the documents as they will appear to a **Recipient**.

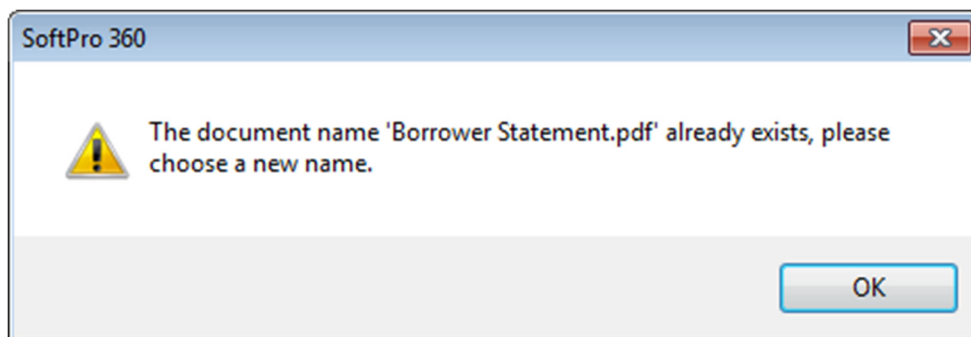


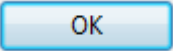
## Renaming and Deleting a Document

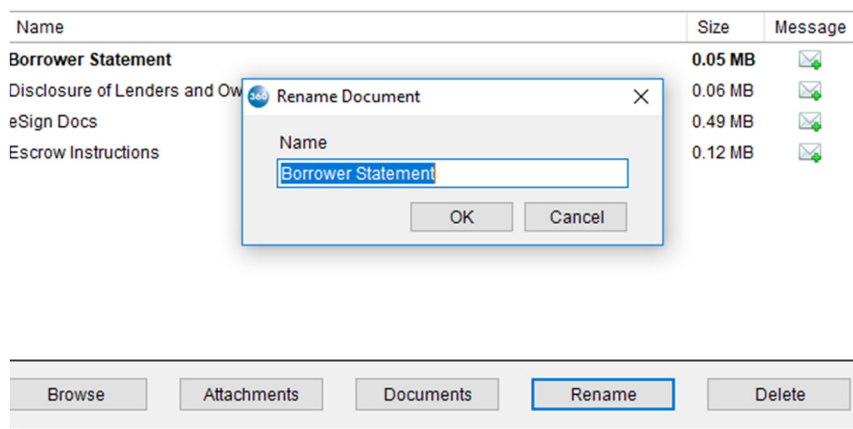
- **Rename** opens a dialogue box for you to enter a new name for the selected document.
- **Delete** removes the selected document from the package. A message box will open to confirm that you want to delete the document.




- **Expedite™** requires each document to have a unique name. If you try to add a document with the same name this message will appear:

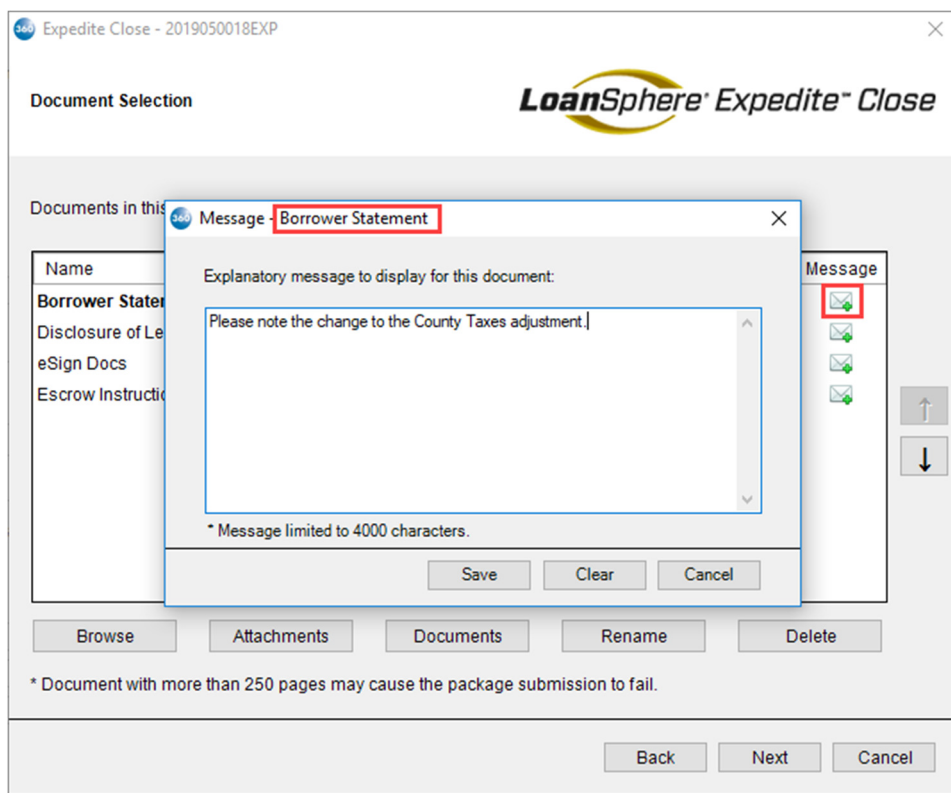


- Selecting  closes the message box and opens the Rename Document dialogue box to allow you change the document name and add it to the grid.



## Adding a Document Message

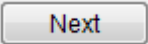
Selecting the  icon adds a message that will be displayed to all **Recipients** signing the document.

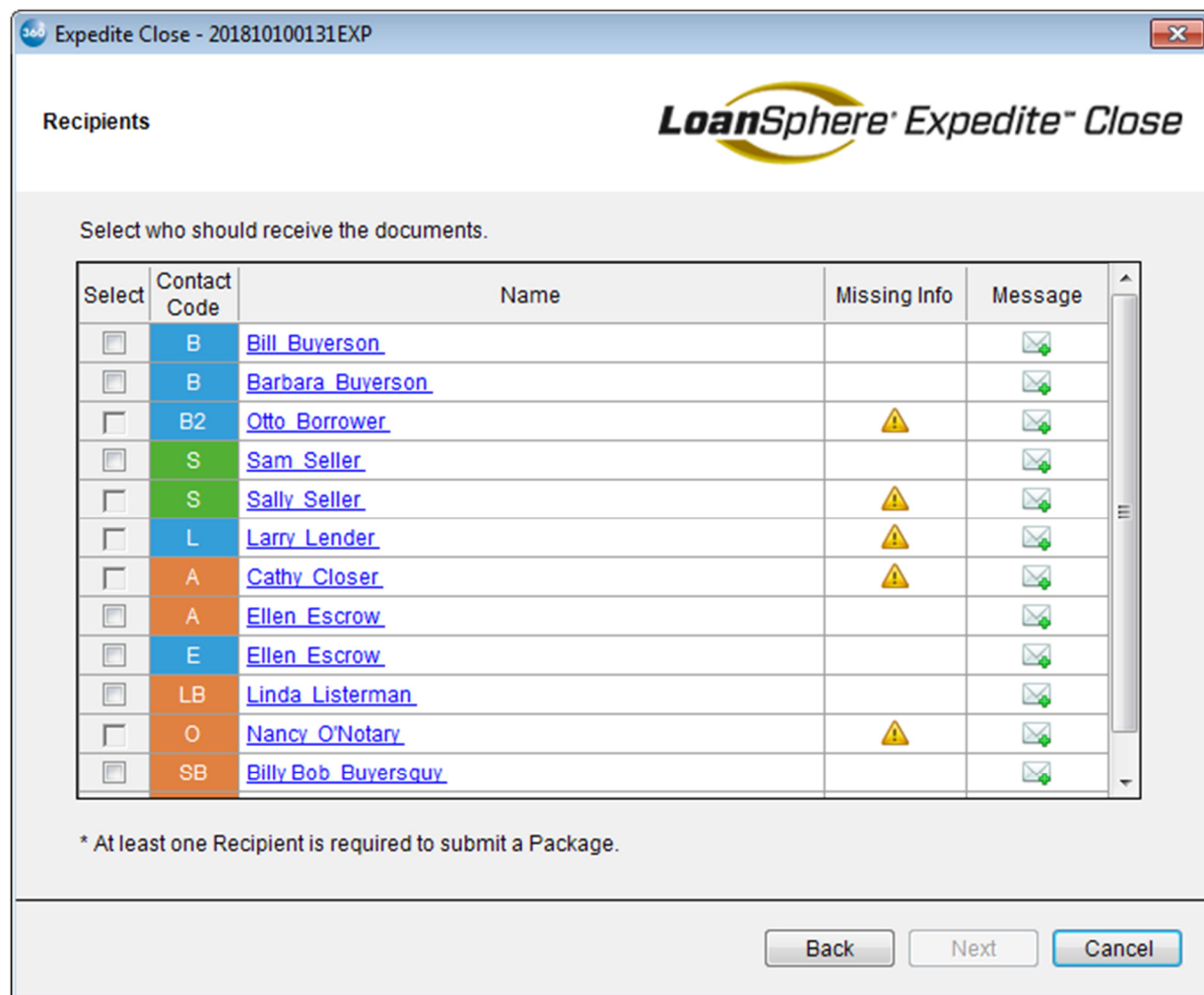


See the [Messages](#) section below for more details on handling messages.

## Recipients

### Contacts

Selecting  in the **Documents Selection** screen opens the **Recipients** screen which displays the Names of the individual Buyer/Borrowers and Sellers, the Corporate officers/signees for Organization Buyer/Borrowers and Sellers, and the People for all other Contacts in the linked order.



Expedite Close - 201810100131EXP

**Recipients**


Select who should receive the documents.

Select	Contact Code	Name	Missing Info	Message
<input type="checkbox"/>	B	<a href="#">Bill Buversion</a>		
<input type="checkbox"/>	B	<a href="#">Barbara Buversion</a>		
<input type="checkbox"/>	B2	<a href="#">Otto Borrower</a>		
<input type="checkbox"/>	S	<a href="#">Sam Seller</a>		
<input type="checkbox"/>	S	<a href="#">Sally Seller</a>		
<input type="checkbox"/>	L	<a href="#">Larry Lender</a>		
<input type="checkbox"/>	A	<a href="#">Cathy Closer</a>		
<input type="checkbox"/>	A	<a href="#">Ellen Escrow</a>		
<input type="checkbox"/>	E	<a href="#">Ellen Escrow</a>		
<input type="checkbox"/>	LB	<a href="#">Linda Listerman</a>		
<input type="checkbox"/>	O	<a href="#">Nancy O'Notary</a>		
<input type="checkbox"/>	SB	<a href="#">Billy Bob Buversquy</a>		

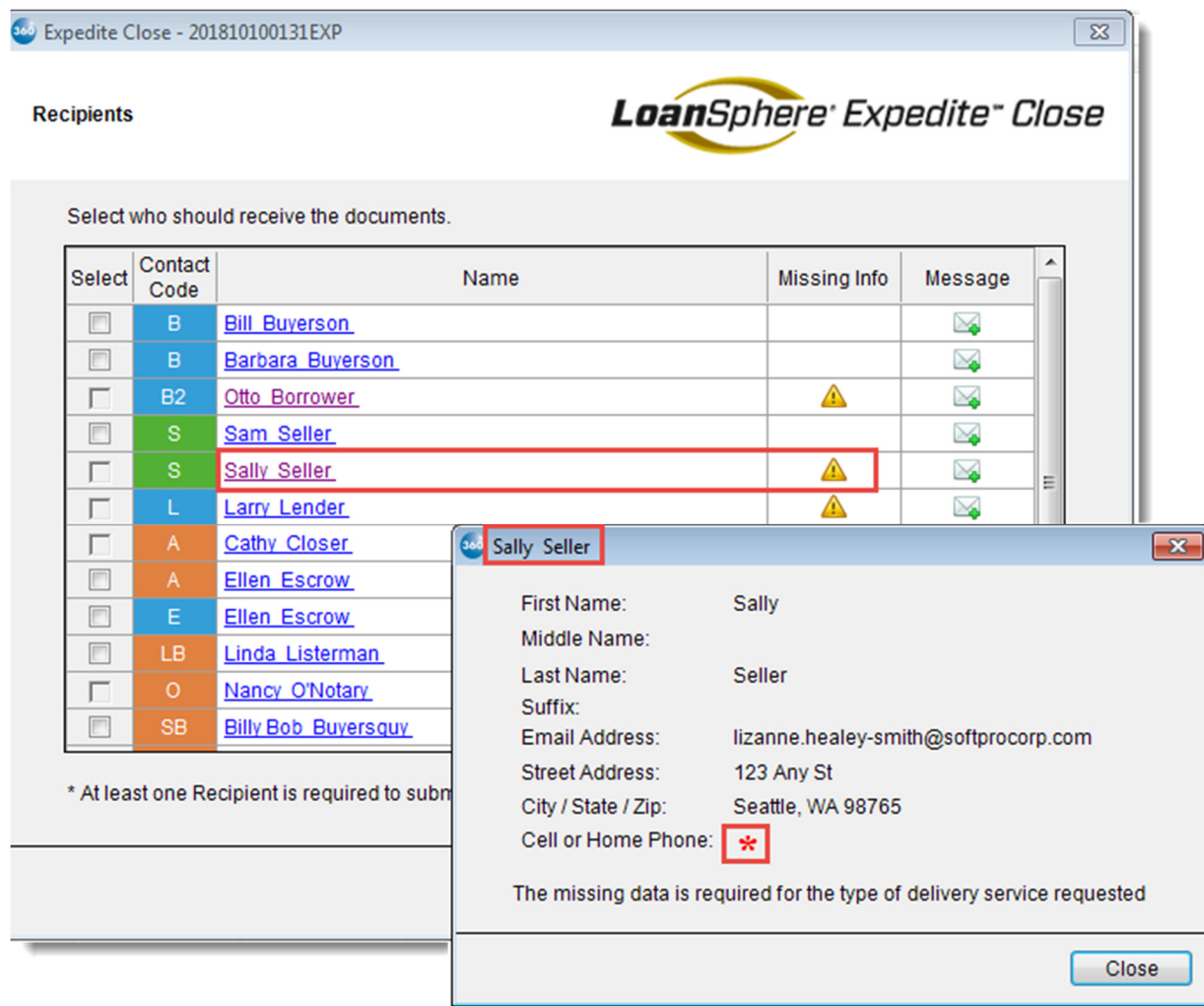
\* At least one Recipient is required to submit a Package.

Back Next Cancel

### Missing Info

A person may not have sufficient information in the linked order to send a package. The  icon indicates that required information is missing. You will not be able to select that person as a **Recipient** for the package or add a message for that person until the required information has been added to the linked order.

Clicking on the Name of a person opens an information box and identifies the missing information with an \*.




All packages require **Recipient's** First Name, Last Name, Email Address (correctly formatted) and a Cell or Home Phone number. If the [Print and Mail](#) option has been selected in the **Delivery Details** screen, Street Address, City, State and Zip are also required.

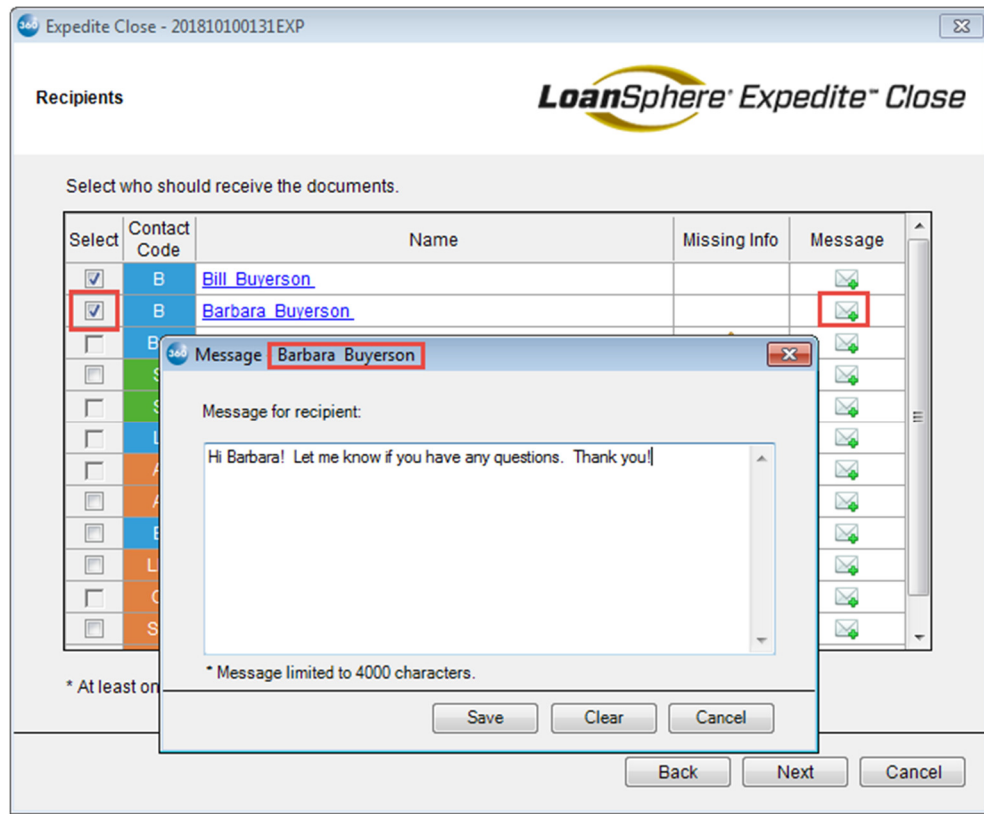
## Selecting a Recipient



At least one Recipient is required to submit a package to **Expedite™**. Selecting a Recipient enables the

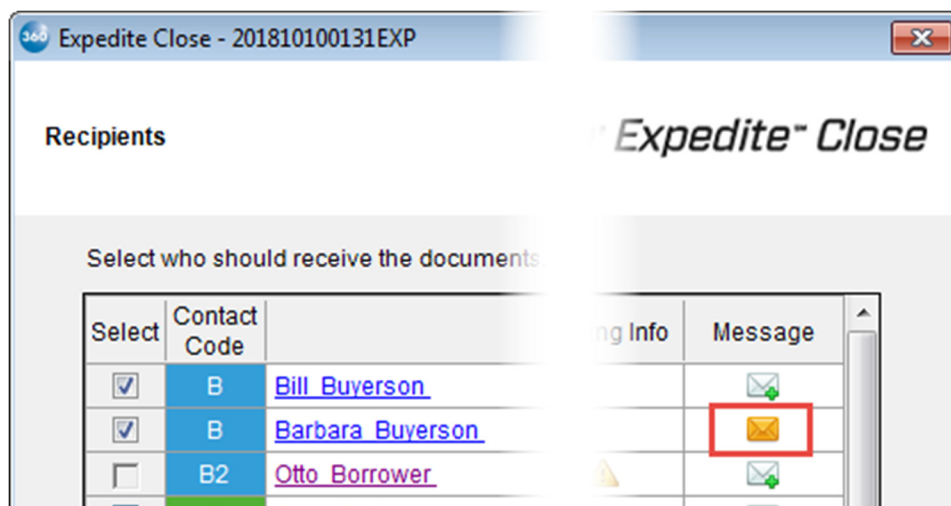
button.

## Recipient Message

When a Recipient has been selected, the  icon is enabled, allowing you to send a message to the Recipient.



Clicking the  button closes the Message box. The  icon indicates that a message has been saved.

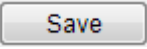
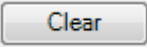


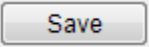


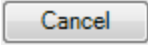
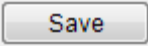

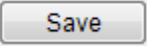

## Messages

---

**Expedite™ Close** provides three levels of messaging for a package:

- [Package](#) level: viewable by all **Recipients**
- [Document](#) level: viewable by the **Recipients** signing that document
- [Recipient](#) level: viewable only by that **Recipient**

Entering a message, enables the  and  buttons.

- Selecting the  button, saves the message and closes the **Message** box. When a message has been saved the message icon changes to .
- Selecting the  button deletes the entire message without the need to manually delete it.
- Selecting the  button closes the **Message** box without saving any changes.
- If a saved message is opened, changing the message enables the  button, and the  button deletes the message entirely.
- When a previously saved message has been cleared, the  button saves the empty message and the message icon will return to .

## Assembly

Selecting **Next** in the **Recipients** screen opens the **Assembly** screen which displays a grid with the selected **Documents** and **Recipients**.

	Bill Buyerson	Barbara Buyerson	Sam Seller
Borrower Statement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure of Lenders and Owne...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Escrow Instructions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
eSign Docs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

All documents and recipients checked by default

Back Next Cancel

Each document must have at least one recipient checked and each recipient must have at least one document checked. If this condition is not met, the **Next** button will be disabled and the grid will shade the problem cells yellow:

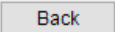


	Bill Buyerson	Barbara Buyerson	Sam Seller
Borrower Statement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disclosure of Lenders and Owne...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Escrow Instructions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
eSign Docs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

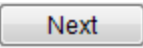

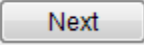
\* Each document must have at least one recipient and each recipient must have at least one document selected.


Back Next Cancel

If no **Recipients** will be viewing a document or a **Document** doesn't need to be viewed by any **Recipient**, then

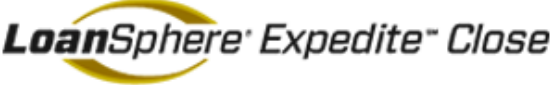
- Select the  button to return to the [Recipients](#) screen where you can unselect the **Recipient**, or
- Go back to the [Document Selection](#) screen where you can delete the **Document** from the package.


## Edit and Submit


Selecting the  button in the **Assembly** screen, opens the **Edit and Submit** screen. This screen displays the **Delivery Details**, **Recipients**, **Documents** and **Assembly** you selected. Selecting the  icon next to a heading, opens that screen where you can make changes. Selecting  through the wizard screens returns you to the **Edit and Submit** screen.

 Expedite Close - 2019050018EXP
 ×

Edit and Submit



**Delivery Details** 

Package name: Closing Package 


Expiration date: 08/13/2019 06:04 PM


Operation/branch: 360 Test Organization


Delivery Method: eDelivery with Signature

Sent from: Ellen E Escrow


Template Mapping Method: Manual mapping after Submit


**Recipients** 


Bill Buyerson	
Barbara Buyerson	
Sam Seller	

**Return Paper Package To:** 


Chicago Title Insurance Company  
 1200 Central Blvd, Ste 1000  
 Chicago, IL 60099

**Documents** 

Borrower Statement	
Disclosure of Lenders and Owners Title Insurance Charges	
Escrow Instructions	

**Recipients/Assembly** 

Bill Buyerson , Barbara Buyerson
Bill Buyerson , Barbara Buyerson
All Recipients

**Signing Order** 

1	Bill Buyerson , Barbara Buyerson
2	Sam Seller

Back

Submit

Cancel

The **Edit and Submit** screen also allows you to make changes to the package **Signing Order** and if the [Print and Mail](#) option has been selected, the **Return Paper Package** address.


## Signing Order

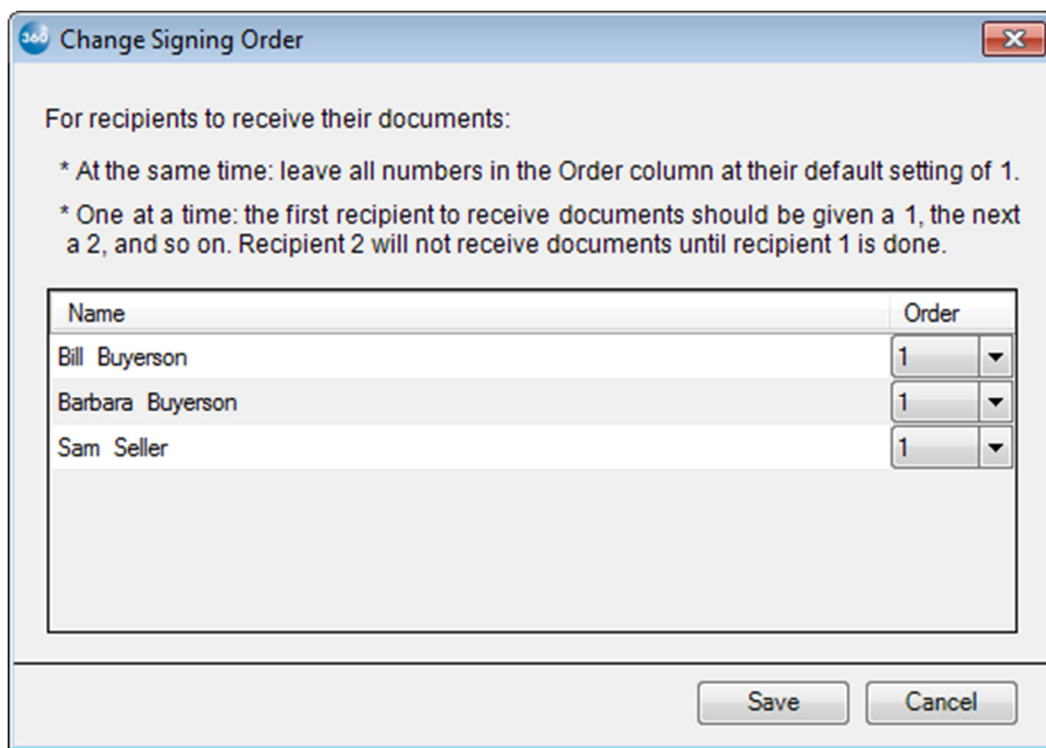
By default, a package to be e-signed will be sent so that each signer will receive notification of the e-sign package at the same time. The **Signing Order** section appears only for the **Delivery with Signature** [Delivery Method](#).



1	All Recipients
---	----------------

When the **Signing Order** is 1 for all **Recipients**, each signer can access and complete the e-sign process at any time, independent of whether another signer had completed his or her e-sign package.

The **Signing Order** can be changed by selecting the  in the **Signing Order** section of the **Edit and Submit** screen. This opens the **Change Signing Order** screen:



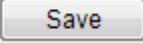
360 Change Signing Order

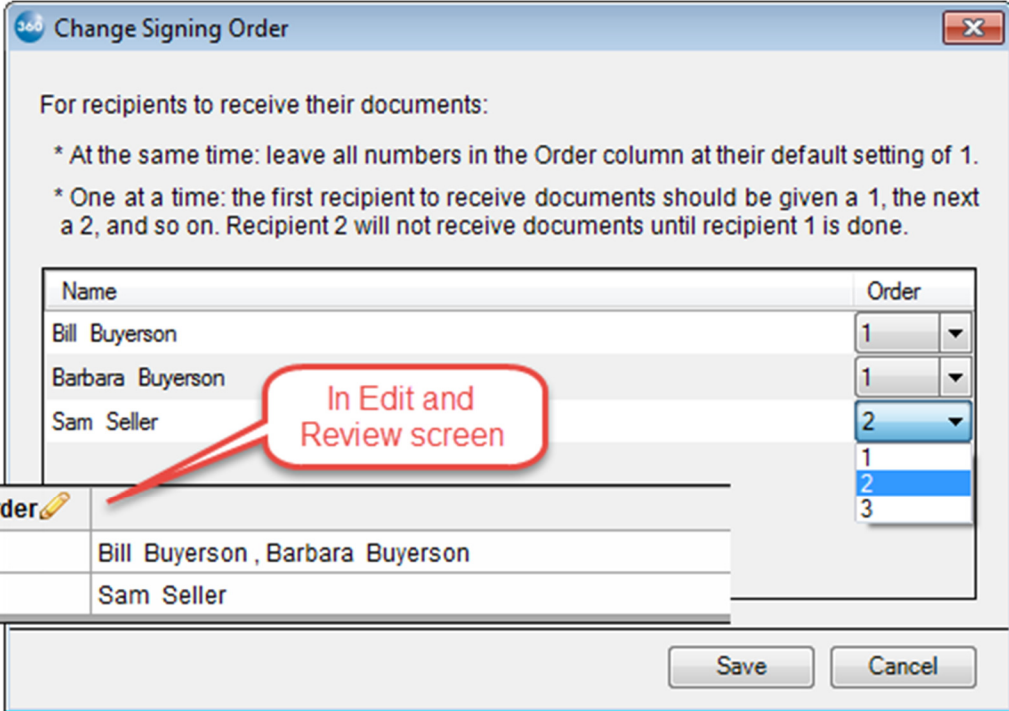
For recipients to receive their documents:

- \* At the same time: leave all numbers in the Order column at their default setting of 1.
- \* One at a time: the first recipient to receive documents should be given a 1, the next a 2, and so on. Recipient 2 will not receive documents until recipient 1 is done.

Name	Order
Bill Buyerson	1
Barbara Buyerson	1
Sam Seller	1

Save Cancel

If you change the signing order using the **Order** dropdown and select , the changes appear in the **Signing Order** grid of the **Edit and Submit** screen.



**Change Signing Order**



For recipients to receive their documents:

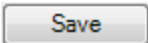
- \* At the same time: leave all numbers in the Order column at their default setting of 1.
- \* One at a time: the first recipient to receive documents should be given a 1, the next a 2, and so on. Recipient 2 will not receive documents until recipient 1 is done.

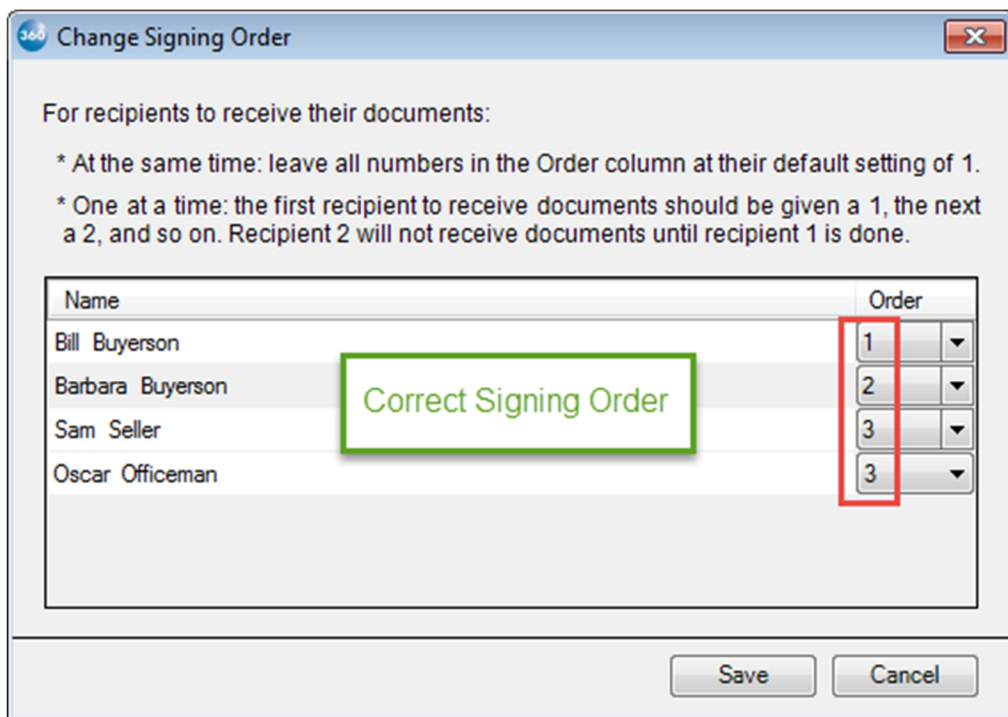
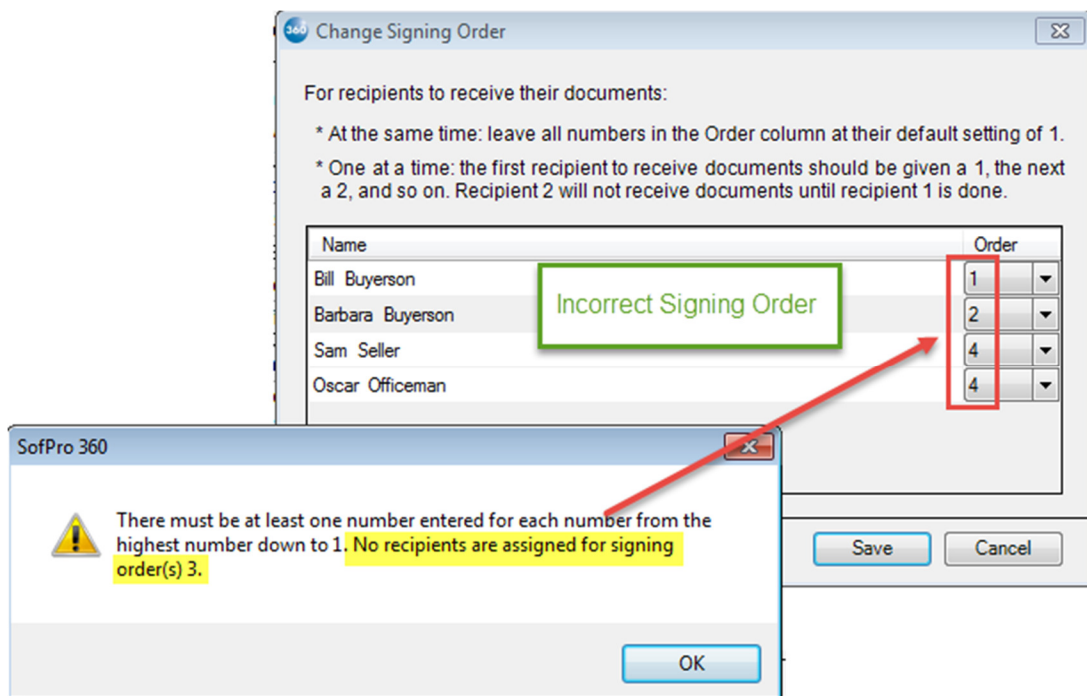
Name	Order
Bill Buyerson	1
Barbara Buyerson	1
Sam Seller	2

*In Edit and Review screen*

Signing Order	
1	Bill Buyerson , Barbara Buyerson
2	Sam Seller

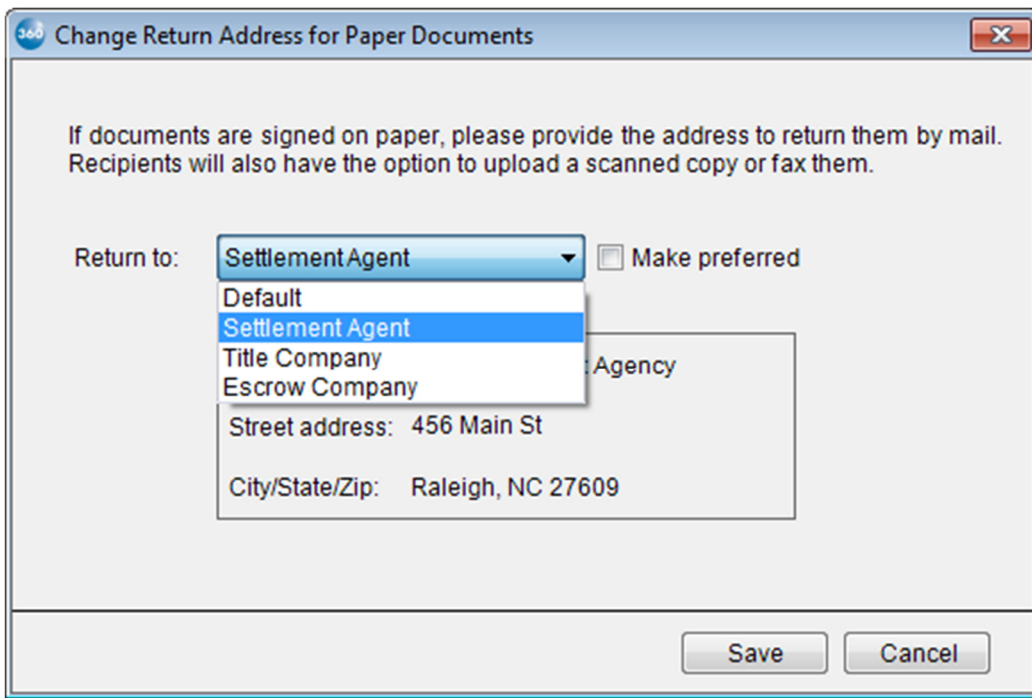
At least one **Recipient** must have signing order 1, and there must be at least one number entered for each number from the highest number down to 1. If a signing order number is missing, when you click , you will see a message telling you the missing signing order number.




## Return Paper Package To

For packages with the [Print and Mail](#) option checked, the **Settlement Agent** contact name and address will be displayed by default in the **Return Paper Package To** section of the **Edit and Submit** screen.

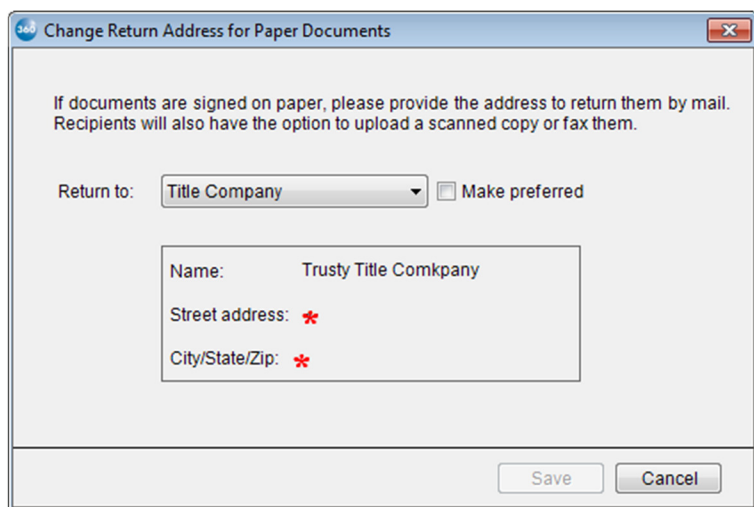
To change this, select the  icon to open the **Change Return Address for Paper Documents** screen and select the **Return to:** dropdown.



You can choose from the **Settlement Agent**, **Title Company** and **Escrow Company** contacts in the linked order<sup>1</sup>. Selecting the **Make preferred** checkbox will cause the selected contact to be the default contact for the next package created in the linked order.

If the selected contact is missing a Name, Street address or City/State/Zip, an \* will appear and the  button will be disabled.

<sup>1</sup> The “Default” option will display the name and address as configured in **Expedite™** for the selected **Operation/branch**, but this feature is not currently available.



Change Return Address for Paper Documents

If documents are signed on paper, please provide the address to return them by mail. Recipients will also have the option to upload a scanned copy or fax them.

Return to: Title Company ☐ Make preferred

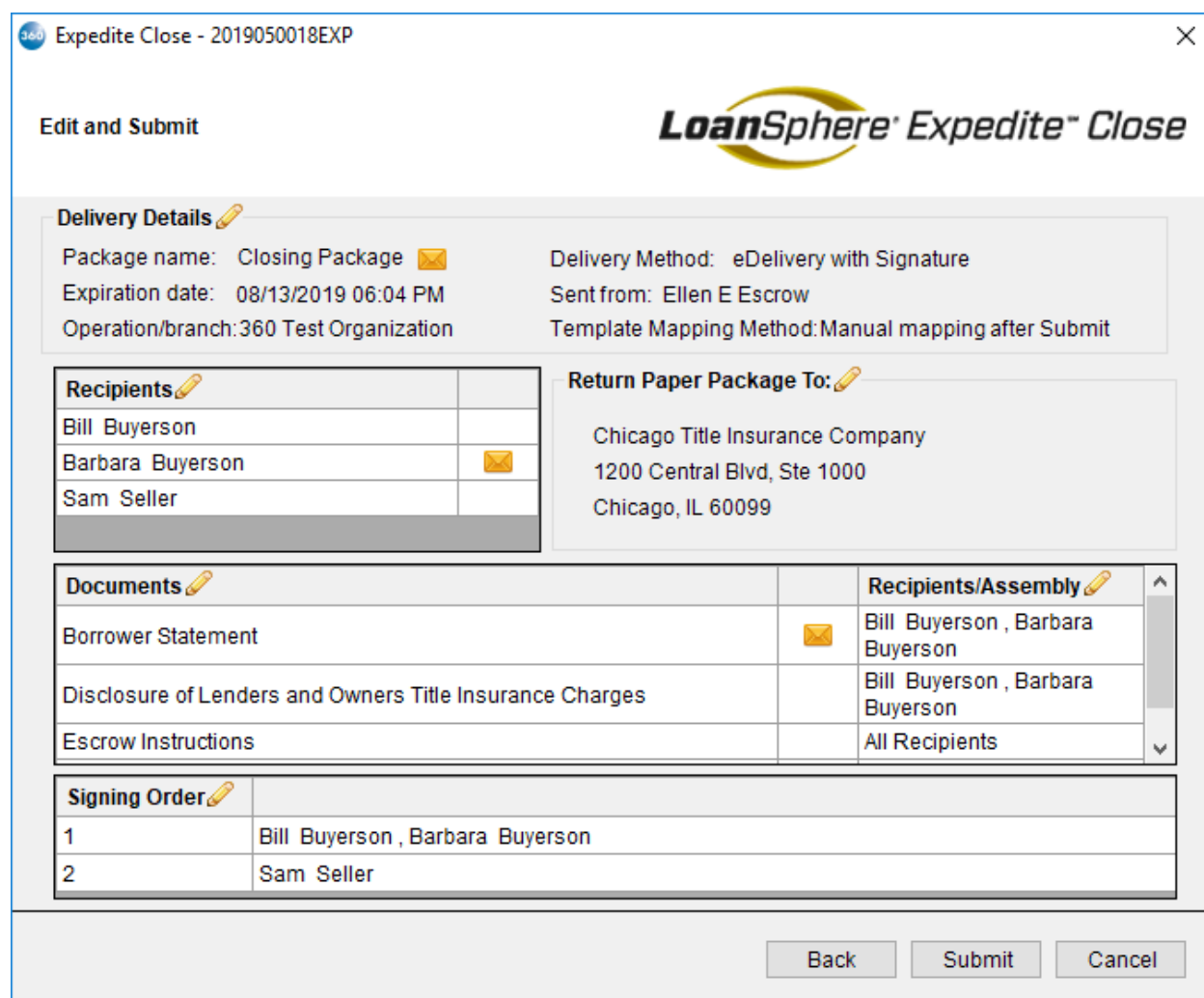
Name: Trusty Title Comkpany

Street address: \*

City/State/Zip: \*

Save Cancel

When the package setup has been completed, selecting the Next button opens the **Submit** screen.





Expedite Close - 2019050018EXP

**Edit and Submit**

**LoanSphere® Expedite™ Close**


**Delivery Details**

Package name: Closing Package  Delivery Method: eDelivery with Signature  
 Expiration date: 08/13/2019 06:04 PM Sent from: Ellen E Escrow  
 Operation/branch: 360 Test Organization Template Mapping Method: Manual mapping after Submit

Recipients	
Bill Buyerson	
Barbara Buyerson	
Sam Seller	

**Return Paper Package To:**

Chicago Title Insurance Company  
 1200 Central Blvd, Ste 1000  
 Chicago, IL 60099

Documents		Recipients/Assembly
Borrower Statement		Bill Buyerson , Barbara Buyerson
Disclosure of Lenders and Owners Title Insurance Charges		Bill Buyerson , Barbara Buyerson
Escrow Instructions		All Recipients

Signing Order	
1	Bill Buyerson , Barbara Buyerson
2	Sam Seller

Back Submit Cancel

## Submit

Selecting the **Submit** button sends the package to **Expedite™**.

The screenshot shows the 'Expedite Close - 2019050018EXP' window. The title bar includes the LoanSphere logo and the text 'Expedite™ Close'. The main area is titled 'Edit and Submit'. It contains several sections: 'Delivery Details' with fields for Package name (Closing Package), Expiration date (08/13/2019 06:04 PM), Delivery Method (eDelivery with Signature), and Sent from (Ellen E Escrow); 'Recipients' with a list of names (Bill Buyers, Barbara Bu, Sam Seller); 'Documents' with a table of documents (Borrower Statement, Disclosure of Lenders and Owners Title Insurance Charges, Escrow Instructions) and their recipients; and 'Signing Order' with a list of signers (1. Bill Buyer, Barbara Buyer, 2. Sam Seller). At the bottom right, there are 'Back', 'Submit', and 'Cancel' buttons. A modal dialog box is open in the center with the text 'Please wait while your package is being sent to Expedite.' and a red arrow pointing to the 'Submit' button.

Your default browser will open and **Expedite™** will open in Package Manager with the documents ready for templating<sup>2</sup>.

<sup>2</sup> Please refer to **Expedite™** for training and assistance with template application.



Transactions Templates Admin Packages Search Help

New Package for 201810100131EXP

✓ Delivery

✓ Recipients

3 Documents

Add documents Recognize Docs

1 Borrower Statement

2 Disclosure of Lende...

3 Escrow Instructions

4 eSign Docs

Print & Sign E-Notary

Recipients

✓ Bill Buyerson

✓ Barbara Buyerson

## After Submission

After a package has been submitted to **Expedite™**, the [Package Management](#) screen opens displaying the details of the package. If you have been redirected to the **Expedite™** website to complete the signature templating, the **Package Management** screen will remain open in 360.

Expedite Close - 201810100131EXP

Package Management

LoanSphere Expedite Close

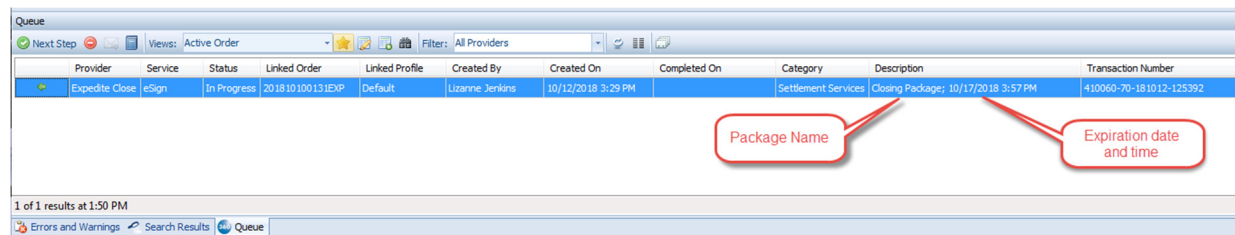
Package Name	Created On	360 Status	Package Status	Exp. Date	View
Closing Package	10/12/2018 3:29 ...	In Progress	Closing Package	10/17/2018 3:57 ...	

Add Recall / Delete

Close

# 360 Queue

The **360 Queue** displays the transaction details. The **Description** field displays the [Package Name](#) and the [Package Expiration](#) date and time.



Provider	Service	Status	Linked Order	Linked Profile	Created By	Created On	Completed On	Category	Description	Transaction Number
Expedite Close	eSign	In Progress	201810100131EXP	Default	Lizanne Jenkins	10/12/2018 3:29 PM		Settlement Services	Closing Package; 10/17/2018 3:57 PM	410060-70-181012-125392

1 of 1 results at 1:50 PM

Errors and Warnings Search Results Queue

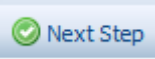

## Transaction Status

The status field will display one of the following statuses:

- **In Progress:** A package has been submitted and is waiting to be viewed or signed by all **Recipients**.
- **Ready:** An **eDelivery with Signature** or **eDelivery with Closing** package has been signed and returned.
- **Completed:**
  - For **eDelivery with Signature** and **eDelivery with Closing**, the returned package has been reviewed and accepted into the linked order
  - For **eDelivery with Consent**, all recipients have consented and viewed all the documents in the package
  - For **eDelivery only**, all recipients have viewed all the documents in the package
- **Rejected:**
  - For **eDelivery with Signature**, **eDelivery with Closing** and **eDelivery with Consent**, one of the **Recipients** has opted out of viewing the package in **Expedite™** causing the package to be rejected for all **Recipients**
  - For **eDelivery with Signature** or **eDelivery with Closing** one of the Recipients has consented to view the package but has declined to e-sign a document
  - For any **Delivery Method**, a package fails to post successfully in **Expedite™**
  - The **Recipient** who has opted out of the e-sign process or declined to e-sign a document will be displayed in the [Transaction Log](#).
- **Canceled:** The transaction has been [Deleted](#) or [Recalled](#) by a 360 user.
- **Processing:** An error has occurred. You will need to contact SoftPro support for assistance.

## *Toolbar features*

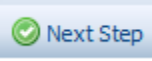
---

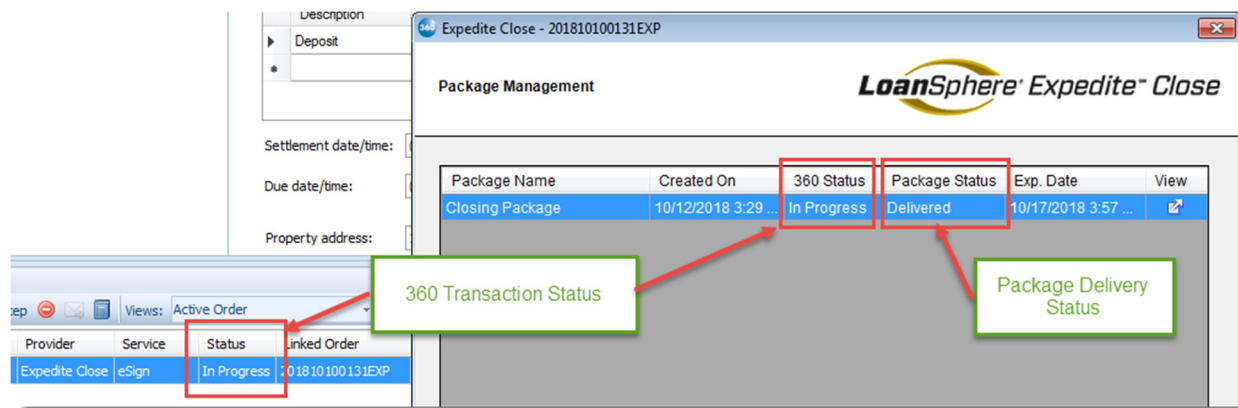
- You can access the [Package Management](#) screen by double clicking on an **In Progress** transaction or selecting  .
- You can cancel a transaction from the **360 Queue** by selecting the transaction and the  button.

# Tracking a Package

In addition to providing the transaction status for a package, 360 also provides the delivery status as reported from **Expedite™**. You can track the progress of a transaction by viewing the current status in the **Package Management** screen or by viewing the history of the package's progress in its **Transaction Log**.

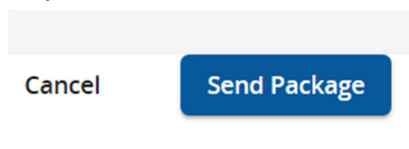
## Package Management Screen

Double-clicking on an In Progress transaction in the **360 Queue** or clicking  opens the **Package Management** screen to display the **360 Status** and the **Package Status**.



**Expedite™** updates the **Package Status** as **Recipients** access, view, sign and complete a package. The following delivery statuses may be displayed for a package:

- **Pending:** An **eDelivery with Signature** package has been submitted to **Expedite™**, but the package hasn't been sent to the **Recipients** for signing. This may be because a 360 user hasn't completed the signature templating or that the signature templating has been completed, but the 360 user hasn't clicked **Send Package** in **Expedite™**.



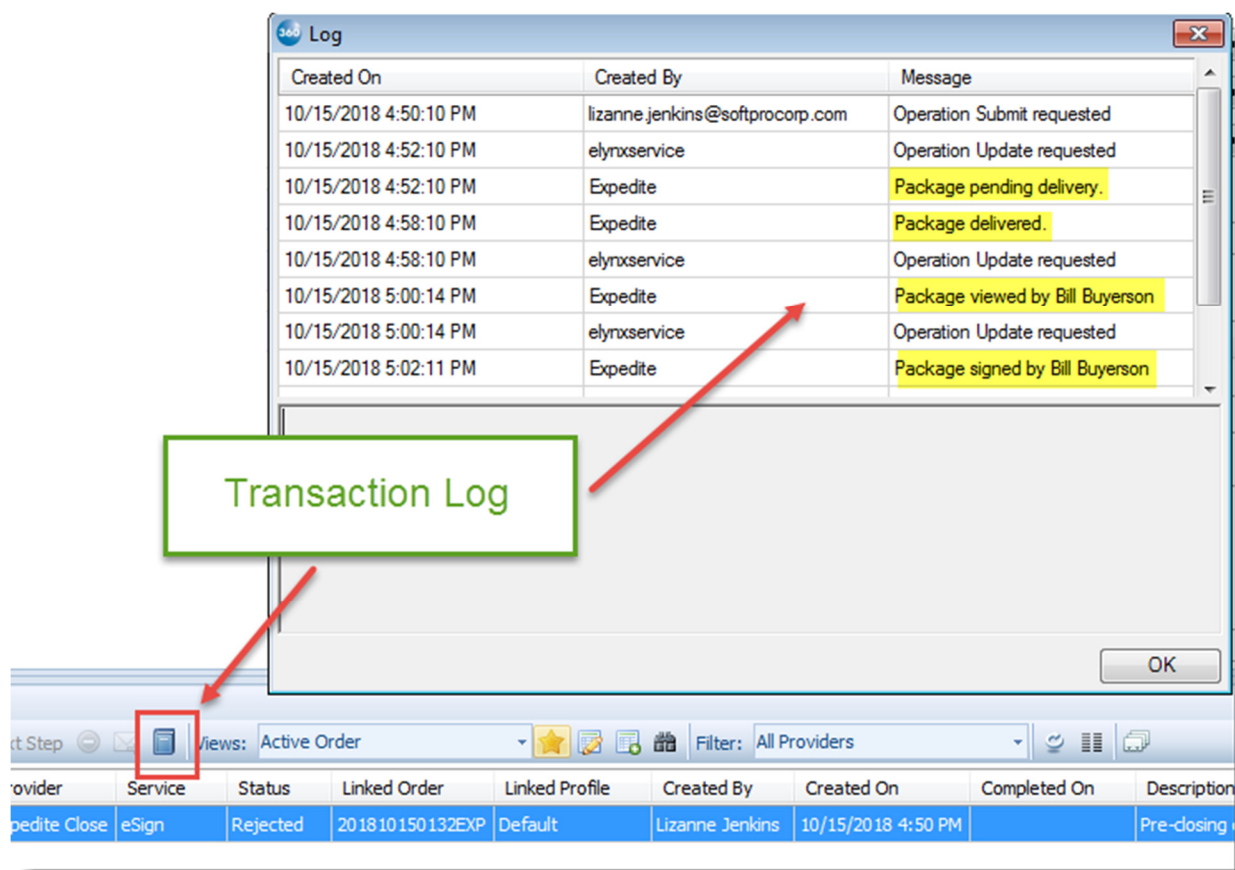
- **Delivered:**
  - **eDelivery with Signature:** The templates have been added and the package has been posted in **Expedite™** for delivery. If the [Signing Order](#) is 1 for all recipients, an email has been sent to all recipients with a link to start the signing process. If the [Signing Order](#) is not 1 for all recipients, then only the first **Recipients(s)** have received an email with the link to start the signing process. The remaining **Recipient(s)** will receive an email when the prior **Recipient** has completed the signing process.

**Note:** If you completed the templating in **Expedite™** and sent the package for delivery, it may take a few minutes for the status message in the **Package Management** screen to change to **Delivered** due to a delay in **Expedite™** sending the updated status message to 360.

- **eDelivery with Consent** and **eDelivery only:** All **Recipients** have received an email with a link to view the documents.
- **Viewed First:**
  - A **Recipient** has viewed a document in the package.
- **All Viewed:**
  - All **Recipients** have viewed all the documents in the package.
- **Signing**
  - **eDelivery with Signature:** At least one, but not all, of the recipients has signed the package.
  - **eDelivery with Consent** and **eDelivery only:** Doesn't apply.
- **Signed**
  - **eDelivery with Signature:** All **Recipients** have signed the package.
  - **eDelivery with Consent** and **eDelivery only:** Doesn't apply.
- **Completed**
  - **eDelivery only:**
- **Expired**
  - **eDelivery with Signature:** At least one of the **Recipients** failed to complete the e-sign process before the package expiration date and time.
  - **eDelivery with Consent:** At least one of the **Recipients** has failed to view all the documents before the package expiration date and time expired.
  - **eDelivery only:** Doesn't apply.
- **Declined**
  - **eDelivery with Signature** and **Delivery with Consent:**
  - **eDelivery only:** Doesn't apply


## Transaction Log

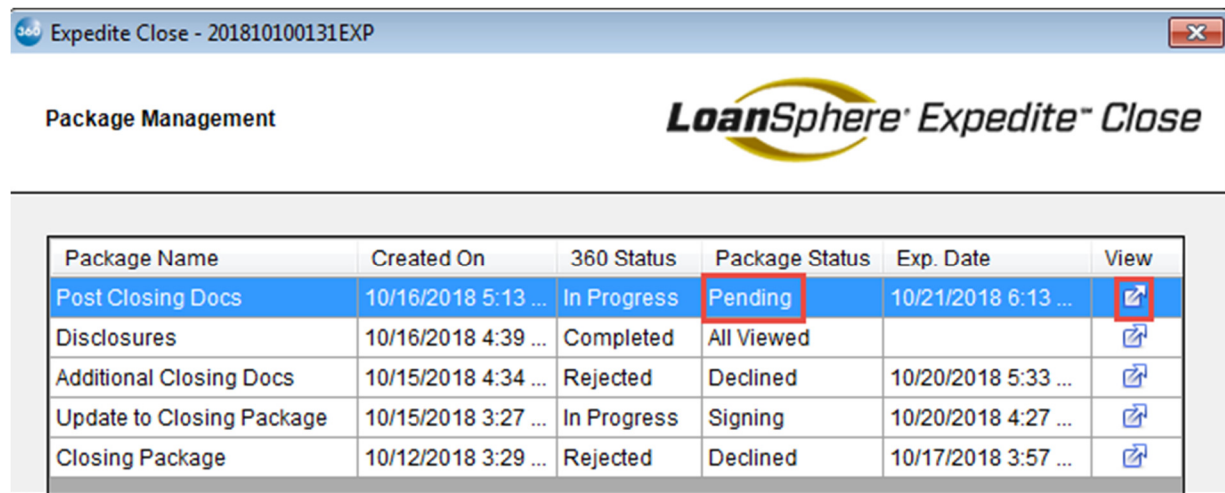
As 360 receives package status updates, they are also sent to the package's **Transaction Log**. Opening the **Transaction Log** will show a history of the package as it moves to completion.




The **Transaction Log** will display the Recipient's name when that **Recipient Views** or **Signs** the package, or when the package is **Declined**.

## Viewing a Pending Package


If you have sent a package to **Expedite™** but have closed out of the website without completing the signature templating, you can access the package again by clicking the  icon.

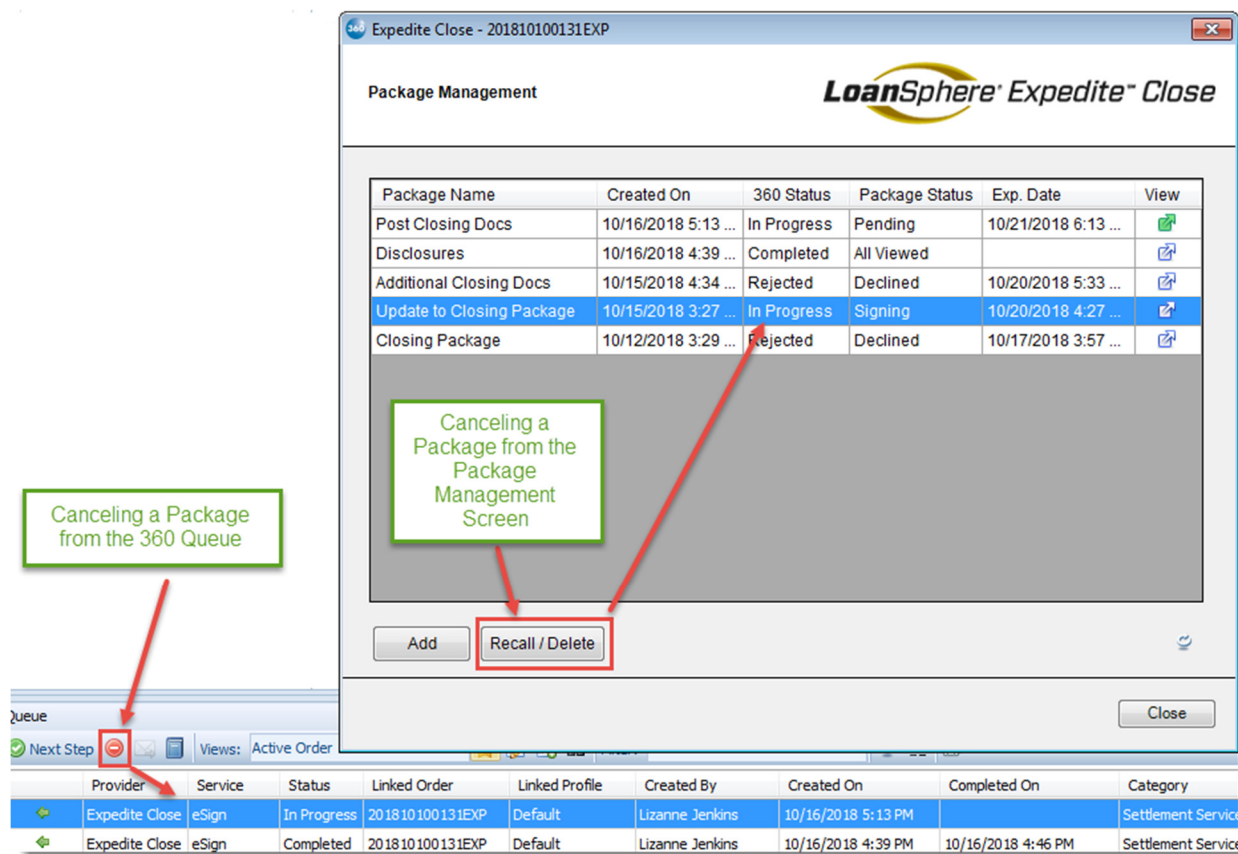


Selecting the  icon for a **Pending** package will open your default browser to the **Expedite™** website page where you can continue adding signature templates to the documents.<sup>3</sup>

<sup>3</sup> Viewing a package in **Expedite™**, after it has been posted for delivery, will be available in a future release.

# Canceling a Package


There are two ways to cancel a package in **Expedite™**. You can delete a pending package, or you can recall a package that has been posted for delivery to the **Recipients**. 360 handles this with the **Recall / Delete** button in the **Package Management** Screen and the  icon in the **360 Queue** toolbar.

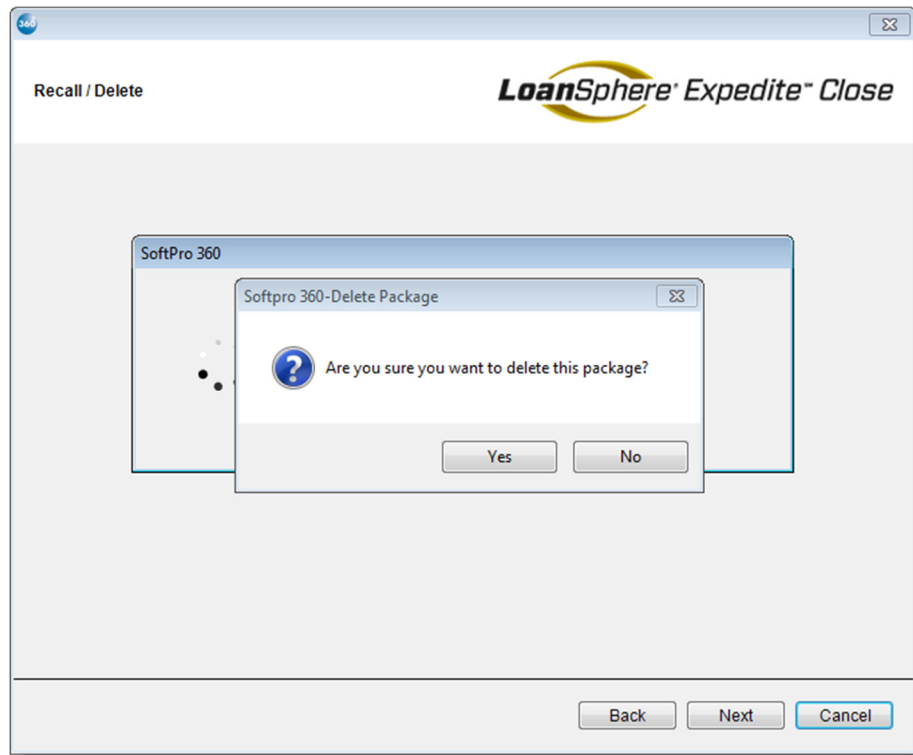


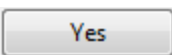
The **Recall / Delete** button will be disabled a selected package if the 360 Status or Package Status makes it ineligible or if the [Operation/branch](#) configuration in **Expedite™** does not permit packages to be recalled.

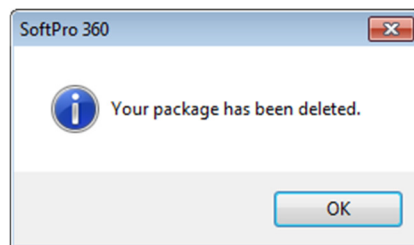


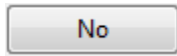
## Deleting a Pending Package

When you select a Pending Package and the  icon or the **Recall / Delete** button, 360 will display a confirming message:



Selecting  will delete the package in **Expedite™** and 360 will display this message:



Selecting  will close the Recall/Delete screen. Deleting a pending package deletes the package completely from Transaction Workspace in **Expedite™**.

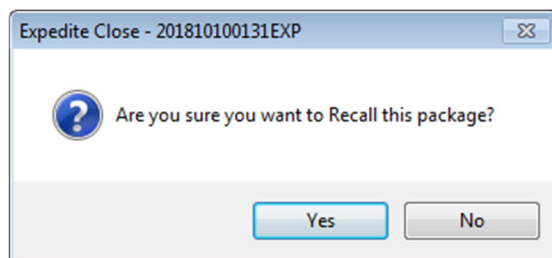
## Recalling a Delivered Package

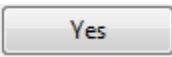
Recalling a package in 360 operates the same way as deleting a package in 360. A package only be recalled if it has a 360 Status of **In Progress**. It cannot be recalled if it has been a 360 transaction status of **Rejected**, **Canceled** or **Completed**.

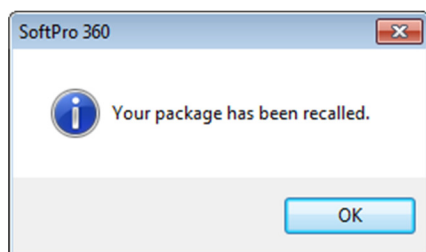
A package can be recalled if it is has a 360 transaction status of **In Progress** or a **Package Status** as follows:

	eDelivery with Signature eDelivery with Closing	eDelivery with Consent	eDelivery only
<b>Delivered</b>	✓	✓	✓
<b>First View</b>	✓	✓	✓
<b>View All</b>	✓	✗	✗
<b>Declined</b>	✓	✗	N/A
<b>Signed</b>	✗	N/A	N/A

As when deleting a pending package, when you recall a delivered package, 360 displays a confirming message:



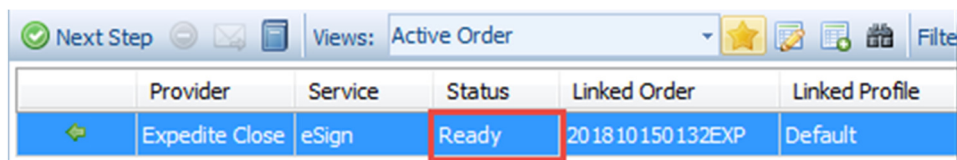
Selecting  will recall the package in **Expedite™** and 360 will display this message:



In the **Expedite™** website, a recalled package will still be viewable in **Transaction Workspace** but will have a **Recalled** status.

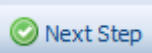
# Importing a Signed Package

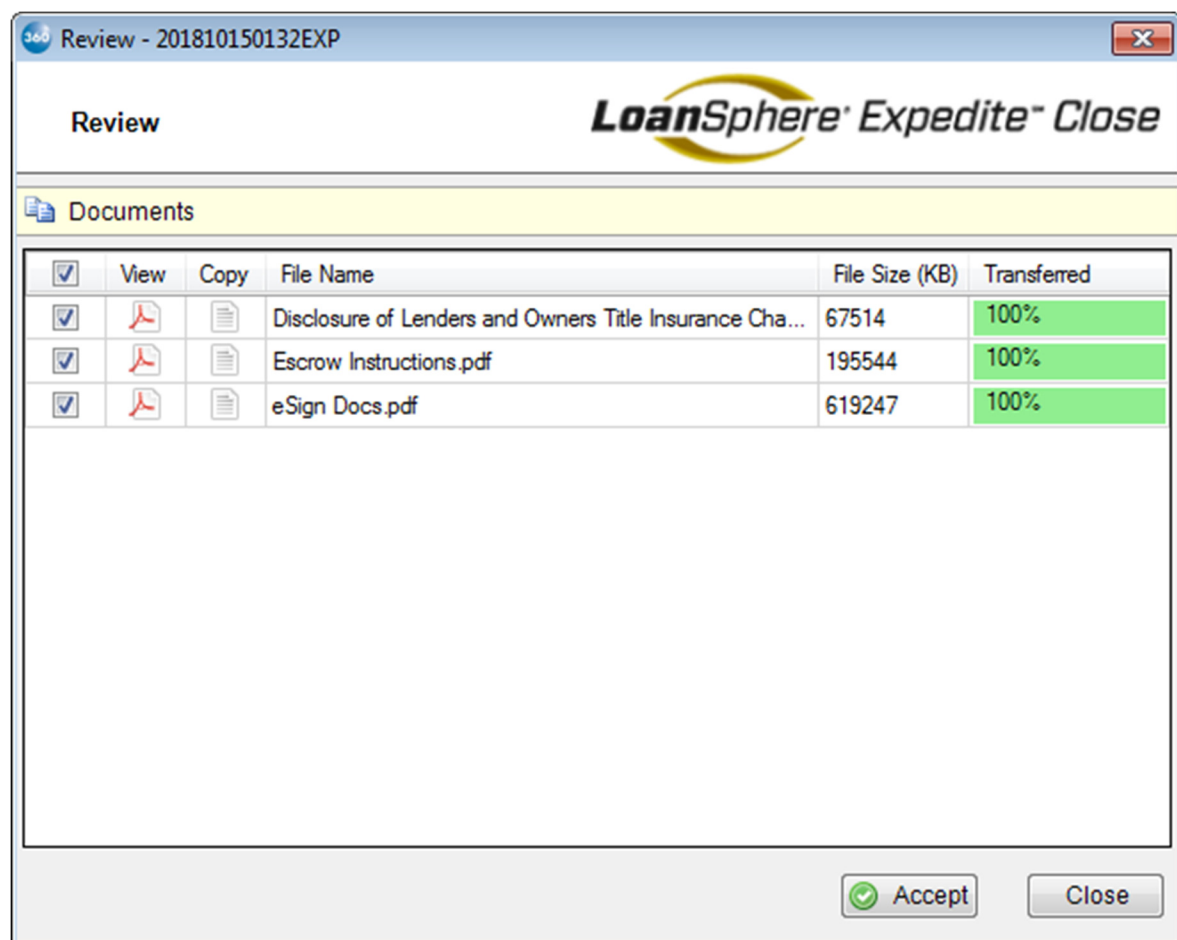
When a **Delivery with Signature** package has been e-signed by all **Recipients**, **Expedite™** sends the documents to 360, and the transaction status in the 360 Queue changes to **Ready**.





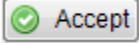
The screenshot shows a software interface with a toolbar at the top containing icons for 'Next Step', a minus sign, an envelope, a document, and a 'Views' dropdown set to 'Active Order'. Below the toolbar is a table with the following data:

	Provider	Service	Status	Linked Order	Linked Profile
	Expedite Close	eSign	Ready	201810150132EXP	Default

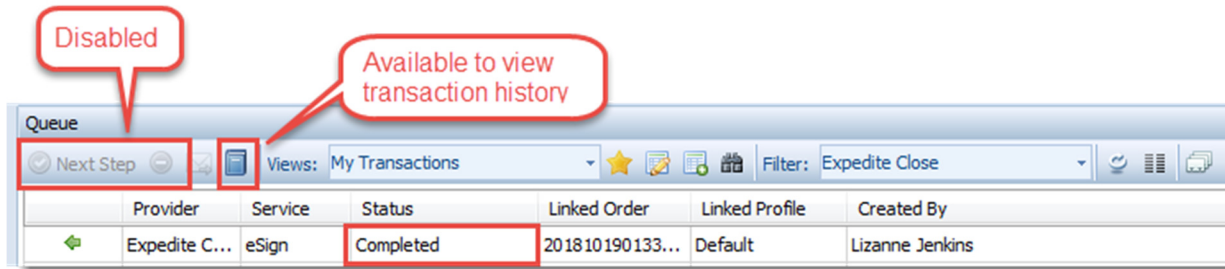
Double-clicking on the transaction or selecting the transaction and  will open the **Review** screen.



- All documents are returned in .pdf format and will be checked by default.
- Selecting  will open the document in your default .pdf reader app.

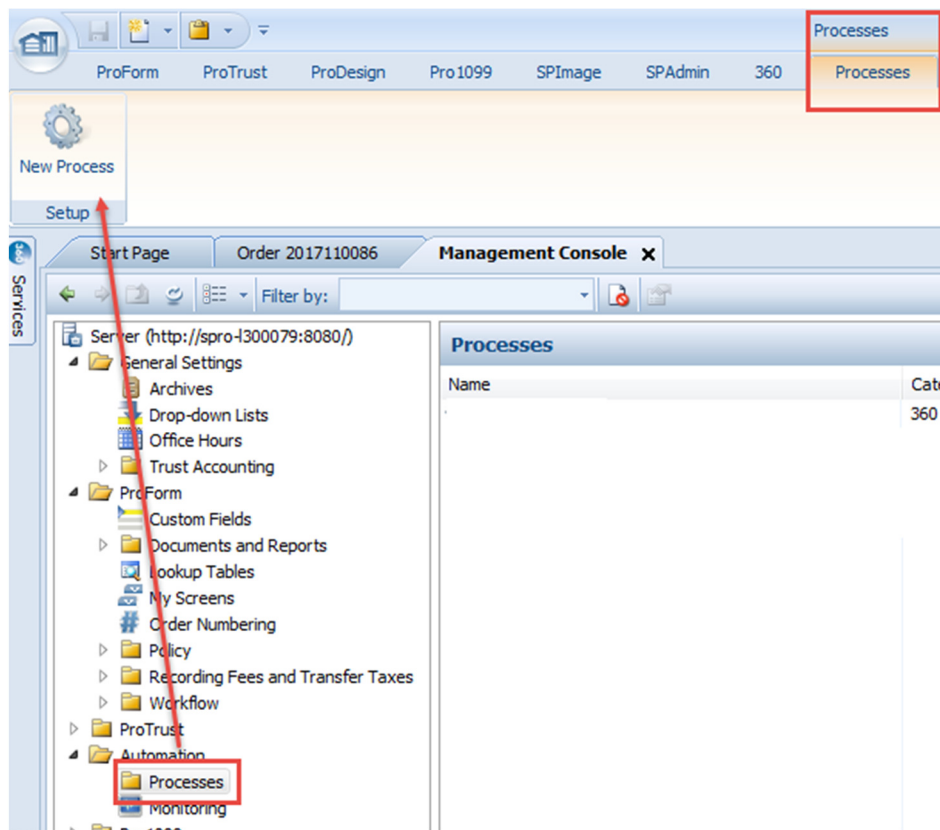
- Selecting  adds an image of the document to your clipboard.
- Selecting  adds the documents to the linked order's Attachments or, for SmartView users, to the linked SmartView order.

After the documents have been accepted into the linked order, the **360 Queue** displays the transaction status as **Completed** and the transaction can no longer be accessed from the **360 Queue**. However, the **Transaction Log** can still be opened to view the transaction history.



# Automation

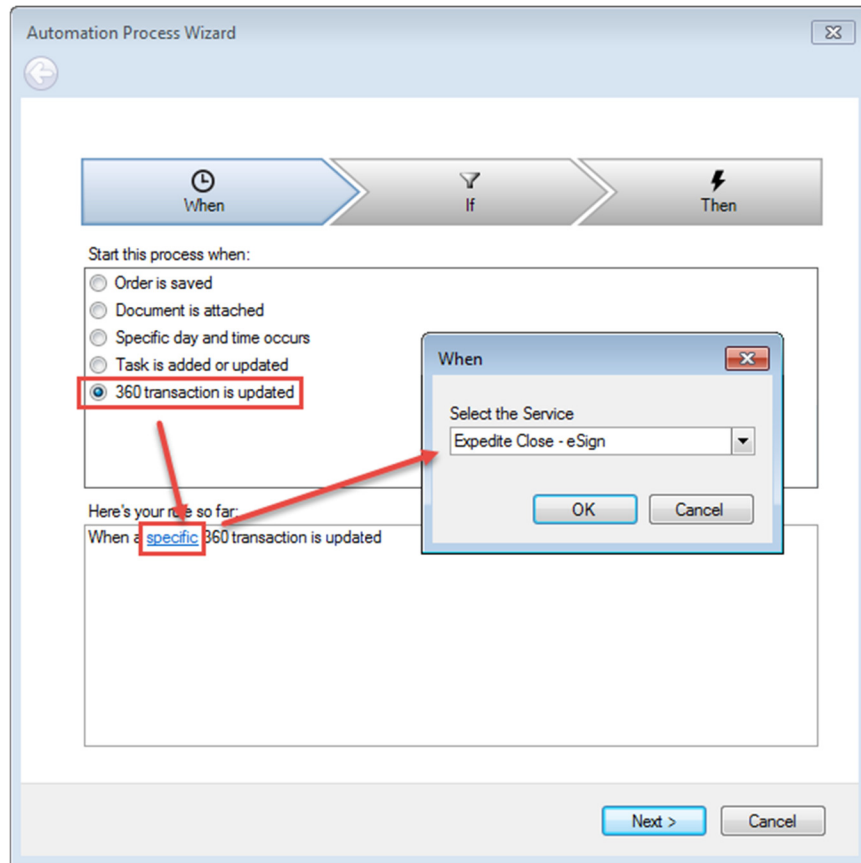
**Workflow Automation** is available in Select version 4.3.2 (4.2.41028.5) or higher. Automation for **Expedite™** Close transactions can be enabled to handle e-signed packages returned to 360. Only users with **SPAdmin** access can create an automation process. Automation processes are created in **SPAdmin** by clicking on the **Processes** subfolder under **Automation** and clicking on **New Process Setup** in the **Processes** ribbon, or right clicking on the **Processes** subfolder and clicking on **New Processes**.<sup>4</sup>



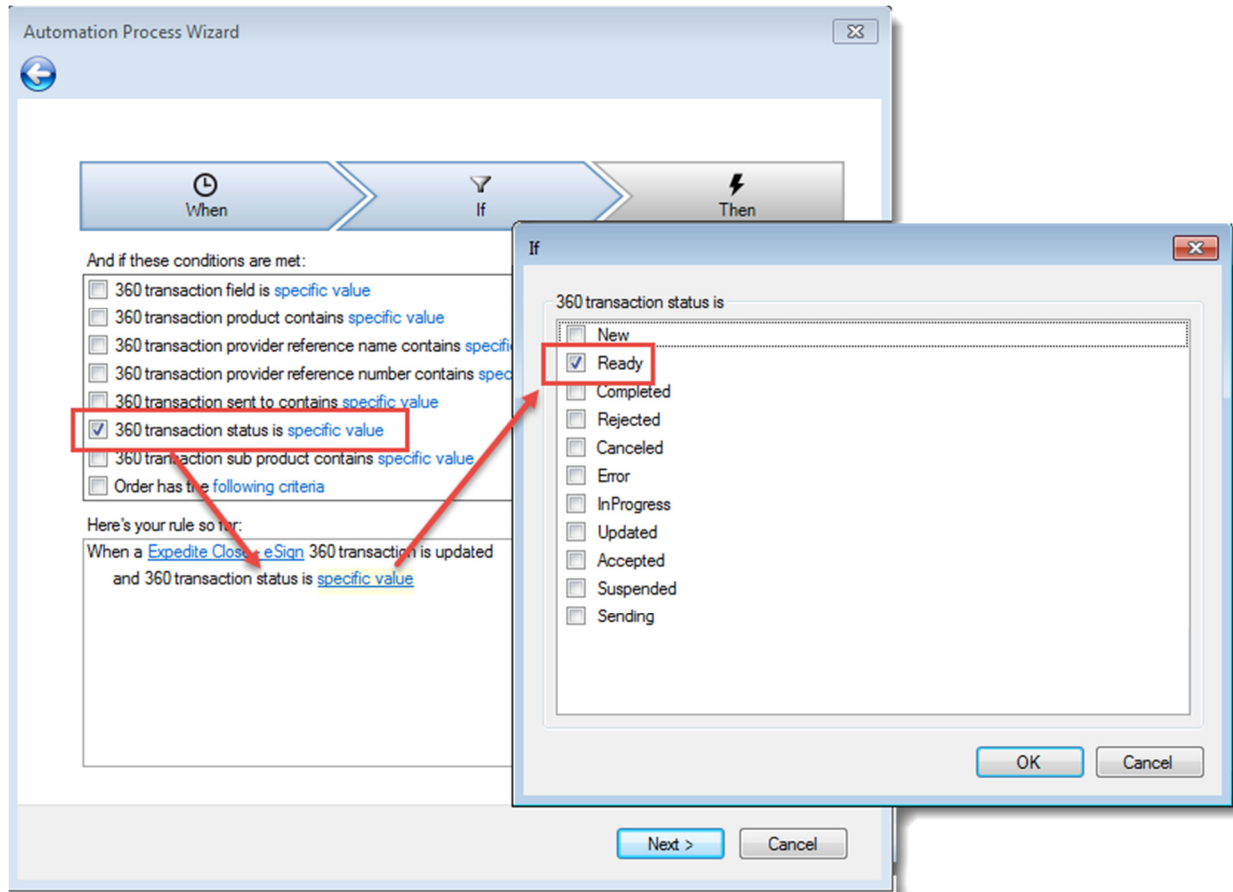
<sup>4</sup> A full explanation of the **Automation** process is beyond the scope of this User Guide. For more information, access the **Processes** subfolder in the **Management Console** of **SPAdmin**, and click the **F1** key to open the online **F1 Help** guide for **Select Automation**.

To automate the acceptance of an e-signed package, set up the Process as follows:

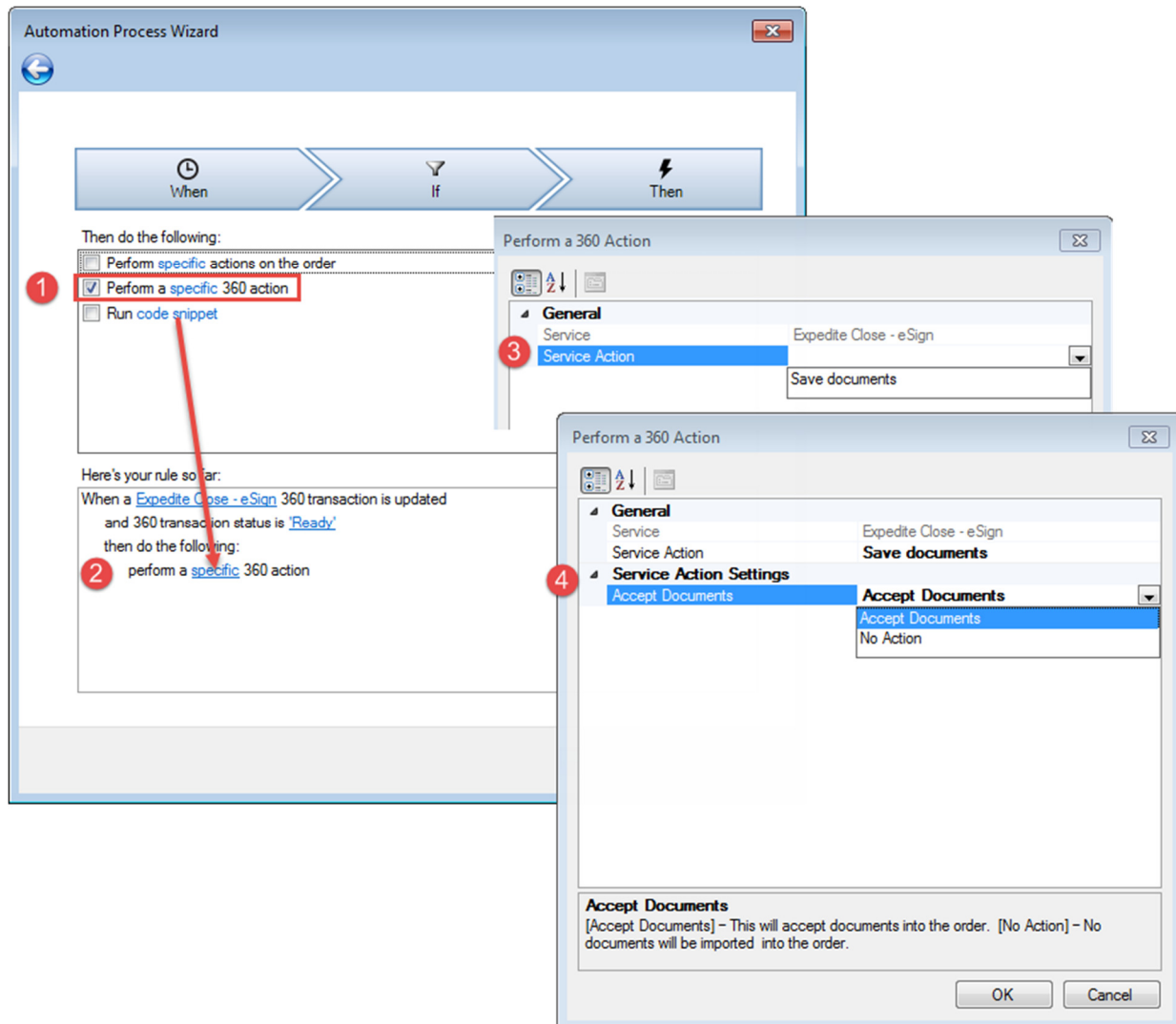
1. **When:**
  - a. A 360 transaction is updated
  - b. And the service is **Expedite™ – eSign**



2. **If:**
  - a. The 360 transaction status is updated
  - b. And the updated status is **Ready**



3. **Then:**
  - a. Perform a specific 360 action
  - b. Where the **Service Action** is to **Save Documents**
  - c. And the **Service Action Setting** is **Accept Documents**





Selecting Finish closes the Automation Process Wizard and opens a screen to configure the Process. Select the 360 category (optional), enter a Name (required), check the **Enable the Process** checkbox and click **OK**.

**New Automation Process**

**General**

Category: 360

Name: Expedite Close: Accept

Description: Accepts e-Signed documents when status is Ready

Last Modified On: (none)

Last Modified By: (none)

Rule: [Edit](#)


When a [Expedite Close - eSign](#) 360 transaction is updated  
and 360 transaction status is 'Ready'  
then do the following:  
perform a [Expedite Close - eSign](#) 360 action

☒ Enable this process

**OK** Cancel Apply

# Known Issues

## *Delivery Status Updates Delayed*

There may be a delay of three to eight minutes between the time that a package status changes in **Expedite™** and the package status message is sent to 360. For example, you may receive an email notification (depending on your organizations settings) that all the **Recipients** have e-signed a package, but the delivery status in 360 is still Viewed. After waiting a few minutes, you can refresh the transaction status using the  icon in the 360 Queue toolbar or in the lower right corner of the **Package Summary** screen.

## *Package status messages out of order in Transaction Log*


**Expedite™** queues up status updates and sends them to 360 about every 4 to 6 minutes. Because multiple updates can be sent at the same time and not in the same order as created, the package status events may be out of order in the Transaction Log.

## *Bounced email not handled in Expedite™*

**Expedite™** does not notify package senders if an email notification to a Recipient bounces back to **Expedite™**. If a Recipient hasn't received the email notification for a package, check the email address in the Order to confirm that it is correct.

## *Only one Pending package allowed for an order*

Although an order can have multiple Pending (referred to as "Draft" in **Expedite™**) packages in **Expedite's™** Transaction Workspace for that order, **Expedite's™** application programming interface (API) appends the second package to the first package when sent from 360, rather than creating a separate pending package. To keep this from happening, 360 blocks users from adding a second package if another package is [Pending](#).

Workaround: Either (1) select the  icon to [view](#) and complete the package in **Expedite™**, (2) [Delete](#) the Pending package, or (3) create and send the second package directly from the **Expedite™** website. If you choose option (3) for a **eDelivery with Signature** or **eDelivery with Closing** package, it will not be returned to your order in 360. You will need to manually download the signed package and attach it to the ProForm order.

## *Duplicate Order Numbers*

In the **Expedite™** web site, **Expedite™** opens a **Transaction Workspace** using the ProForm order number as the identifier. If an operation within an organization uses the same order number as another operation, all packages will be added to the same **Transaction Workspace**.

Workaround: Change the ProForm order number for one of the orders.

### ***Documents not saving to Attachments in Classic*** (460610)

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In the Review screen if a document name is longer than 50 characters, Accept will complete, and the document will not be added to Attachments.

Workaround: In the review screen, shorten the document name to less than 50 characters.

# Appendix

## Email to Recipient: New Package



Softpro <techsupport@elynx.com>

Softpro Document Delivery Service - Electronic documents available for transaction 201810150132EXP, Package ID 410060-70

To: Bill Buyerson

Dear Bill Buyerson,

This email has been sent by the Softpro document delivery service to let you know that documents for transaction 201810150132EXP, Package ID 410060-70-181018-135903 have been delivered and are available electronically.

In order to complete the registration/login process to retrieve your documents electronically, you may receive a one-time code via your mobile phone or landline when you click on the link. By clicking on the link, you consent to receive autodialed or prerecorded calls or texts to a mobile phone or landline, for purposes of receiving one-time codes to access your account.

Please click [here](#) to access your account.

If the link above does not work, please copy and paste or type the address below in your browser's address bar:

<https://expedite1.uat.bkfstest.com/signing/2643>

Sincerely,

Lizanne Jenkins

Softpro

6094719034

[lizanne.jenkins@softprocorp.com](mailto:lizanne.jenkins@softprocorp.com)

For technical assistance, please visit the Technical Support website at [http://www.elynx.com/support/knowledge\\_base](http://www.elynx.com/support/knowledge_base).

This is an auto-generated message; please do not reply to this message. The Softpro document delivery service is powered by Black Knight.

## Email to Recipient: Package Expiration Warning



Softpro <techsupport@elynx.com>

Softpro Document Delivery Service - Timeframe for electronic signature is nearing expiration for transaction 201810100131EXP

To: Bill Buyerson

Dear Bill Buyerson,

This email has been sent by Softpro to let you know that the timeline to electronically sign documents is nearing expiration for transaction 201810100131EXP, Package ID 410060-70-181015-135569.

One or more recipients for transaction 201810100131EXP have not completed the electronic signature process.

The option for recipients to sign electronically will expire in 24 hours after which the documents will no longer be available for electronic signature.

Please click [here](#) to access your account.

If the link above does not work, please copy and paste or type the address below in your browser's address bar:

<https://expedite1.uat.bkfstest.com/signing/2579>

Sincerely,

Ellen Escrow

Softpro

[ellen.escrow@outlook.com](mailto:ellen.escrow@outlook.com)

For technical assistance, please visit the Technical Support website at [http://www.elynx.com/support/knowledge\\_base](http://www.elynx.com/support/knowledge_base).

This is an auto-generated message; please do not reply to this message. The Softpro document delivery service is powered by Black Knight.

# Release Notes

Date	Version	Details
10/10/2018	1.0.60906.2	Release 1; supports Expedite™ Close ver. 18.3
2/13/2019		Release 2; supports Expedite™ Close ver. 19.1a
5/15/2019		Release 3; added back URL re-direct feature
6/12/2019	1.0.10208.7	Release 4; removed ADR feature