

Safe Escrow User Guide (v2.0) Select Version

May, 2020

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The Safe Escrow service allows you to submit receipt and disbursement data from your ProForm order and perform functions that will allow you to manage the escrow funding/disbursement process from SoftPro 360.

Accessing Safe Escrow

From the 360 ribbon Select

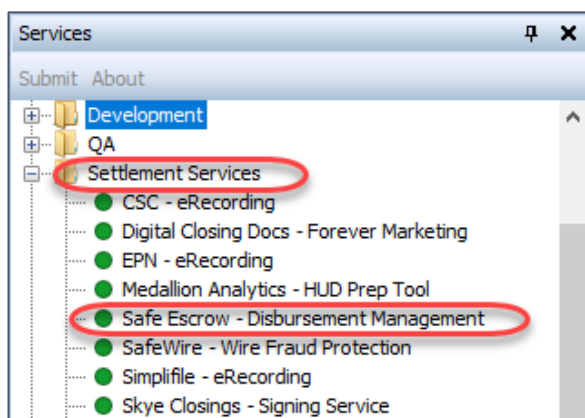
1. Select the Services button
2. Click the Settlement Services folder to expand
3. Double-click **Safe Escrow – Disbursement Management**

Logging into Safe Escrow

1. Open the order you are using to create your Safe Escrow order

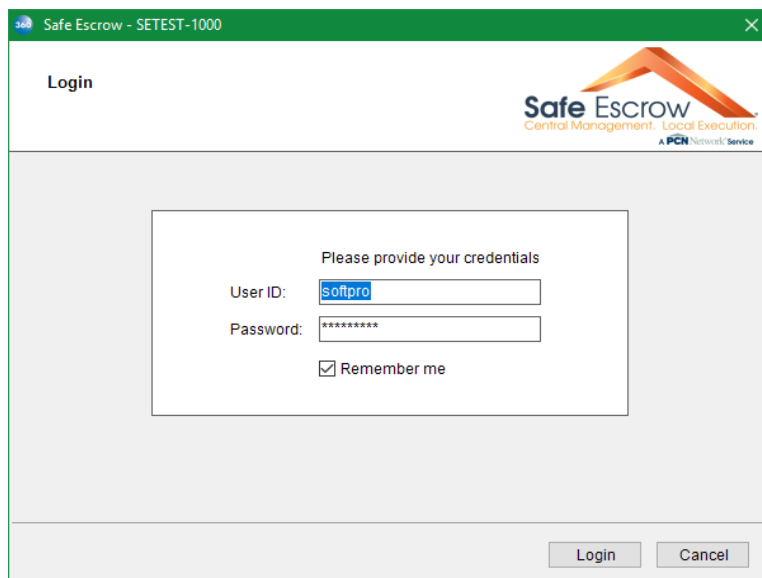
NOTE: Safe Escrow automatically links to the open, active order and pulls data from the order for the recording. If you do not have an order open when logging into Safe Escrow, you will be prompted to select the applicable order.

2. From the **360** ribbon, click the **Services** button
3. Locate the **Settlement Services** folder
4. Double-click the **Safe Escrow – Disbursement Management** menu option



5. From the **Safe Escrow Login** window, enter your login credentials; click **Login**

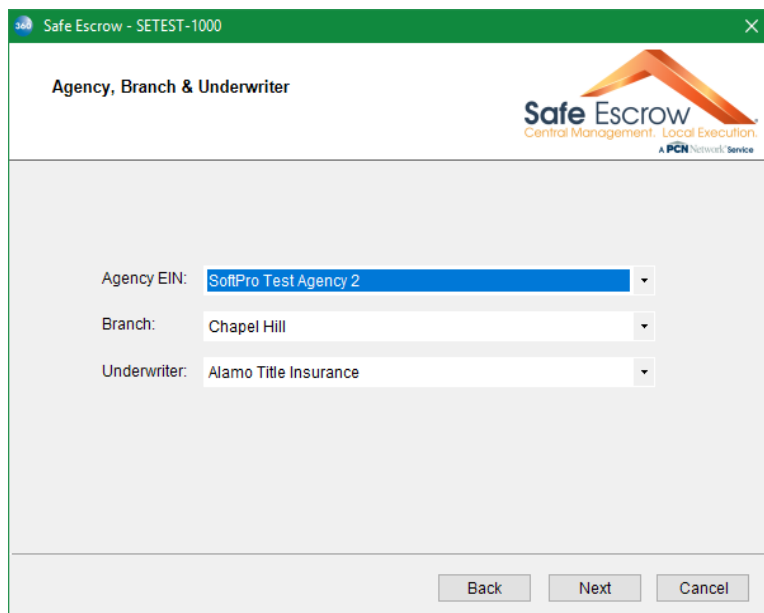
HINT: If you check the **Remember me** check box you are automatically logged in the next time you use the program.

The image shows the 'Safe Escrow - SETEST-1000' login window. It has a green title bar and a white background. The 'Login' title is in the top left, and the 'Safe Escrow' logo with the tagline 'Central Management. Local Execution.' and 'A PCN Network Service' is in the top right. A central box prompts the user to 'Please provide your credentials'. It contains two text input fields: 'User ID:' with 'softpro' entered and 'Password:' with '*****' entered. Below these is a checked checkbox labeled 'Remember me'. At the bottom right are 'Login' and 'Cancel' buttons.

Creating a Safe Escrow Order

1. Select the Agency, Branch and Underwriter
2. Click **Next**

NOTE: If the Underwriter in your ProForm order matches an Underwriter option in the drop

The image shows the 'Safe Escrow - SETEST-1000' window for selecting agency details. It has a green title bar and a white background. The title 'Agency, Branch & Underwriter' is in the top left, and the 'Safe Escrow' logo is in the top right. The main area contains three dropdown menus: 'Agency EIN:' with 'SoftPro Test Agency 2' selected, 'Branch:' with 'Chapel Hill' selected, and 'Underwriter:' with 'Alamo Title Insurance' selected. At the bottom right are 'Back', 'Next', and 'Cancel' buttons.

3. From the **Transactions** screen, you can perform the following to the receipts and disbursement data before sending to Safe Escrow:

- A. Update the **Medium** selection
- B. Add/edit notes in the **Memo** section

NOTE:

- The receipts and disbursements information displayed are pulled from the Order Transactions screen that's in your Select ProForm order.
- The default Medium selection is always 'Check'.

4. Click Send

NOTE: A successful submission will create a file/ledger with your receipts and disbursement data in the Safe Escrow system and will open the **Order Information** screen.

The screenshot shows the 'Transactions' window with two main sections: 'Receipts' and 'Disbursements'.

Receipts Table:

Payor	Amount	Medium	Memo
Todd Buyer	\$1,000.00	Check	CDFLine L.01
Todd Buyer	\$51,977.53	Check	From Buyer
Larry's Lending Services	\$397,184.25	Check	Loan Funding...

Disbursements Table:

Payee	Amount	Medium	On Hold	Memo
Sam's Settlement Agency	\$840.00	Check	No	Group...
Wake County Register of Deeds	\$950.00	Check	No	Group...
Sam Seller	\$448,191.78	Check	No	To Seller
General Title Insurance Company	\$130.00	Check	No	CDFLine H.04
Allen Appraiser	\$50.00	Check	No	CDFLine C.04

At the bottom of the window, there is a checkbox for 'Final Ledger' and two buttons: 'Send' and 'Close'.

Safe Escrow Order Information

The Order Information screen displays details about your Safe Escrow order and allows you to perform actions to manage your ledger and the disbursement process.

- A. Status displays the current state of your order in Safe Escrow
- B. The Refresh button allows you to update at any time to the most recent status.
- C. The first grid shows the creation date of the Safe Escrow transaction and the 360 status of the transaction.
- D. The second grid shows the history of actions taken on the order.
- E. The Actions button allows you to access (bolded) available order options depending on the status of your order.

Safe Escrow - SETEST-1000

Order Information

Safe Escrow
Central Management. Local Execution.
A PCN Network Service

Agency: 02-3334444 Property: 5621 East Side Street, Raleigh, NC 27609
Branch: Chapel Hill **Status: Pending (Print Checks Disabled)** 
Underwriter: Alamo Title Insurance

Transaction	Created Date	Message	360 Status
Create Order	5/13/2020		In Progress

Action	Date of Action
--------	----------------

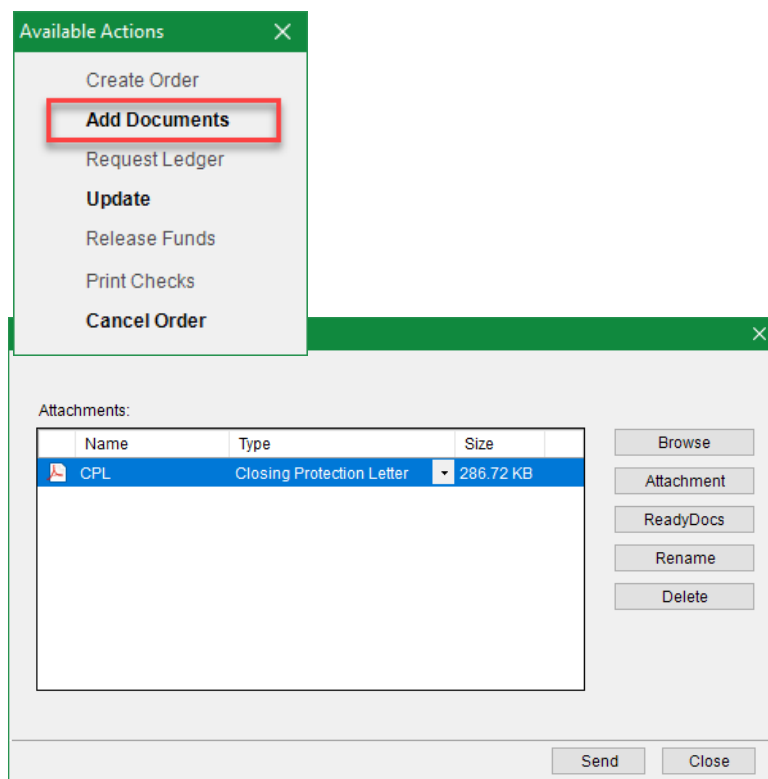
Actions Exceptions Back Close

Available Actions

- Create Order
- Add Documents**
- Request Ledger
- Update**
- Release Funds
- Print Checks
- Cancel Order**

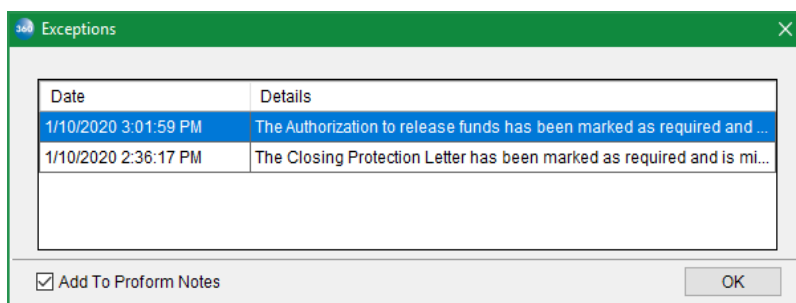
Adding Documents

1. From the **Order Information** screen, click the **Actions** button.
2. Click **Add Documents**
3. From the Add Documents screen, click **Browse**
4. Navigate to the stored location on your computer and upload your document(s).
5. You may also click **Attachment** to upload documents from your SoftPro file.
6. Select the **Type** for each document you upload
7. Click **Send**



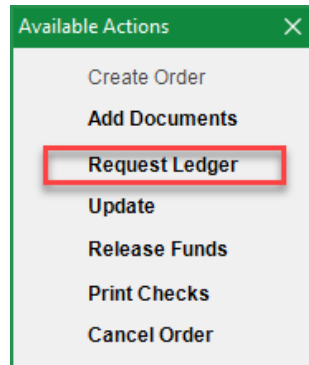
Clear Exceptions

1. From the Order Information screen, click the Exceptions button.
2. The Exceptions screen will open to show a list of items that you need to take action on in order to disburse your Safe Escrow order
3. Check Add to ProForm Notes if you want the exceptions saved to the Notes section of your ProForm order.
4. Click OK



Requesting the Ledger from Safe Escrow

From the Order Information screen, click the Request Ledger button. The ledger from Safe Escrow will automatically save to the Attachments in your ProForm order for you to view.



Releasing Held Items

1. Go to the Order Transactions screen (under Escrow/Closing) in your Select ProForm order.
2. Under the Held column, *uncheck* the checkbox of a held disbursement to release the hold.
3. Return to the Safe Escrow service in 360 and follow the steps for Sending an Update

NOTE: Disbursements that are in a **Held** status in your ProForm order will not be placed on hold in Safe Escrow the first time you submit to them to create an order (see section: **Creating a Safe Escrow Order**).

The Safe Escrow order must be created first, and then sending a subsequent **Update** to Safe Escrow with items that are **Held** will update that status in the Safe Escrow ledger.

Loan

Title

Title Legal Description

Preliminary Title Search & Opi...

Existing Liens

Title Insurance Premiums

Commitment - Schedule A

Commitment - Schedules B1, B2

Final Title Opinion

Policy - Schedule A

Policy - Schedules B1, B2

Endorsements

Additional Title Charges

Escrow/Closing

CDF Page 1

CDF Page 2

CDF Page 3

CDF Page 4

CDF Page 5

City/Town Taxes

County Taxes

Assessments

Additional Taxes

Rent Schedule

HOA Charges & Prorations

Escrow Agreement

Seller Proceeds & 1099-S

Order Transactions

Order Transactions

Receipts:

CDF	Code	Name	Amount	Details
1	B	Todd Buyer	\$1,000.00	CDFLine L.01
1	BA	Todd Buyer	\$51,977.53	From Buyer
1	L	Lam's Lending Services	\$397,184.25	Loan Funding...

Σ

Total: \$450,161.78

Disbursements:

CDF	Code	Name	Amount	Held	Details
1	AP	Allen Appraiser	\$50.00	☒	CDFLine C.04
1	U	General Title Insurance Company	\$130.00	☒	CDFLine H.04
1	S	Sam Seller	\$448,191.78	☐	To Seller
1	A	Sam's Settlement Agency	\$840.00	☐	Group...
1	G	Wake County Register of Deeds	\$950.00	☐	Group...

Sending an Update

If you make any changes to your ProForm order, including receipt and disbursement data, prior to disbursing funds, you must send the changes to Safe Escrow.

1. From the Order Information screen, click the Actions button.
2. Click Update
3. In the Transactions screen, you can verify that any receipt and disbursement data changed in your ProForm order are visible on this screen.
4. Update Medium selections, if necessary
5. Enter or edit Memo content, if necessary
6. Check the Final Ledger checkbox once your ledger is balanced and ready to disburse.
7. Click Send

The image shows two overlapping windows from a software application. The top window, titled 'Available Actions', has a green header and a list of actions: 'Create Order', 'Add Documents', 'Request Ledger', 'Update' (highlighted with a red rectangle), 'Release Funds', 'Print Checks', and 'Cancel Order'. The bottom window, titled 'Transactions', also has a green header and contains two tables. The 'Receipts' table has columns for Payor, Amount, Medium, and Memo, with three entries. The 'Disbursements' table has columns for Payee, Amount, Medium, On Hold, and Memo, with five entries. At the bottom of the 'Transactions' window, there is a checkbox labeled 'Final Ledger' (checked and highlighted with a red rectangle) and two buttons: 'Send' and 'Close'.

Available Actions

- Create Order
- Add Documents
- Request Ledger
- Update**
- Release Funds
- Print Checks
- Cancel Order

Transactions

Receipts:

Payor	Amount	Medium	Memo
Todd Buyer	\$1,000.00	Check	CDFLine L.01
Todd Buyer	\$51,977.53	Check	From Buyer
Larry's Lending Services	\$397,184.25	Check	Loan Funding...

Disbursements:

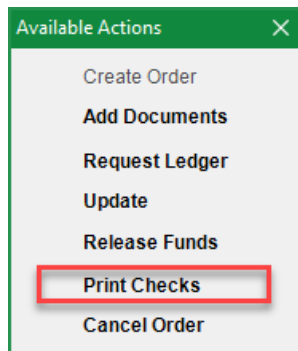
Payee	Amount	Medium	On Hold	Memo
Sam's Settlement Agency	\$840.00	Check	No	Group...
Wake County Register of Deeds	\$950.00	Check	No	Group...
Sam Seller	\$448,191.78	Check	No	To Seller
General Title Insurance Company	\$130.00	Check	No	To Underwriter
Allen Appraiser	\$50.00	Check	No	CDFLine C.04

☒ Final Ledger

Send Close

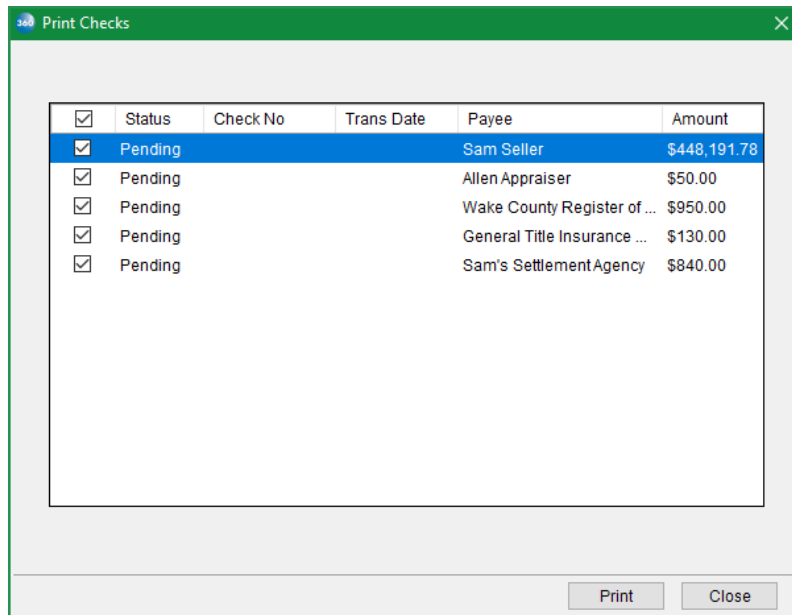
Printing Checks

1. From the Order Information screen, click the Actions button.
2. Click Print Checks. This will open the Transaction screen so you can send Safe Escrow current receipt and disbursement data from your ProForm order prior to printing checks.
3. Click Send
4. From the Order Updated message window, click OK. This will open the Print Checks screen.
5. Select the checks that you want to print
6. Click Print



NOTE:

- A Print window will open where you will be able to select the applicable printer and settings before printing your checks.
- You can re-print checks by following the same steps above.



Releasing Funds

Once Safe Escrow has received/matched incoming funds and processed the escrow disbursement, your status will change to "Ready to Fund".

1. From the Order Information screen, click the Actions button.
2. Click Release Funds. This will open the Transaction screen so you can send Safe Escrow current receipt and disbursement data from your ProForm order prior to disbursing funds.
3. Click Send
4. From the Order Updated message window, click OK
5. From the Release Funds screen, read the disclaimer
6. Check that you have read the disclaimer
7. Enter the Two-Factor Authentication code that you receive via text or Google Messaging.
8. Click Send

The image shows two overlapping windows from the SOFTPRO 360 application. The top window, titled 'Available Actions', has a green header and a list of actions: 'Create Order', 'Add Documents', 'Request Ledger', 'Update', 'Release Funds' (highlighted with a red rectangle), 'Print Checks', and 'Cancel Order'. The bottom window, titled 'Release Funds', also has a green header and contains a disclaimer text area, a checkbox for accepting the disclaimer, a field for a Two-Factor Authentication code (containing '450979'), and 'Send' and 'Close' buttons at the bottom right.

Available Actions

- Create Order
- Add Documents
- Request Ledger
- Update
- Release Funds**
- Print Checks
- Cancel Order

Release Funds

THIS TRANSACTION LOAN HAS BEEN CLOSED ACCORDING TO THE LENDER'S REQUIREMENTS AND INSTRUCTIONS, AND THE LAWS OF THE STATE. I HAVE REVIEWED AND APPROVED THE DISBURSEMENT LEDGER AND PRINTED/DISTRIBUTED THE APPROPRIATE CHECKS. THIS IS MY AUTHORIZATION FOR SAFE ESCROW, LLC TO RELEASE WIRES AND SUBMIT CHECKS FOR POSITIVE PAY, THEREBY MAKING EACH VALID TENDER.

☒ I have read and accept the disclaimer described above

Enter the Two-Factor Authentication code

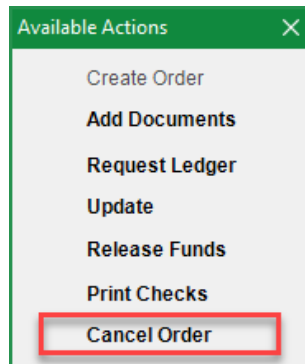
450979

Send Close

Cancelling an Order

1. From the Order Information screen, click the Actions button.
2. Click Cancel Order
3. Optionally enter a reason for cancelling
4. Click Send

NOTE: If you choose to enter a reason for cancelling, this will not be sent to Safe Escrow. This is for your reference only and will be displayed in the Order Information screen (under the Message column).

A screenshot of a 'Cancel Reason' dialog box. The title bar at the top is green and contains the text '360 Cancel Reason' and a close button (X). The main area of the dialog is light gray. It features a label 'Enter reason for canceling' followed by a blue information icon (i). Below the label is a large, empty white rectangular text input field. At the bottom right of the dialog, there are two buttons: 'Send' and 'Close'.