TrustLink
User Guide

July 2023

Copyright and Licensing Information

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History

Date	Details	
09/02/2022	v1.0.0.2	Initial Release
12/05/2022	v1.6.0.1	Added section for registering for the 360 Service. Ledger Transfers are included in the Request XML.

Introduction

The SoftPro Select to TrustLink integration allows Transactions in Trust Account(s) to be automatically sent to TrustLink via SoftPro 360. The Trust Account(s) will be reconciled with the respective banking institution. Every time TrustLink receives a transmission from the integration, TrustLink will automatically send back transactions that have cleared the bank since the last submission. Integration, in turn, will save the cleared date to the transaction.

Posted ledger transaction types sent to TrustLink are:

- Incoming Wire
- Interest Credit
- Ledger Transfer (+) (displays in TrustLink as a Receipt in the Fee Escrow)
- Miscellaneous Credit
- Receipt
- Check
- Miscellaneous Debit
- Outgoing Wire
- Ledger Transfer (-) (displays in TrustLink as an Outgoing Wire in the Escrow/Order)

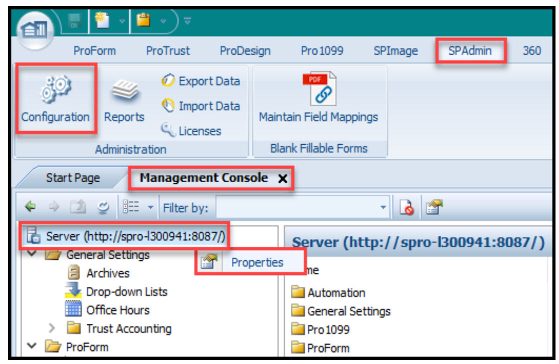
SPAdmin Setup

After the tool is installed, there is configuration setup needed in SPAdmin before the transmissions can begin to send to TrustLink.

Connection Setting in Server Properties

- Click on the **SPAdmin** module.
- Click on the **Configuration** icon in the **SPAdmin** ribbon and click on the **Management Console** tab, if the Configuration menu it is not showing below.

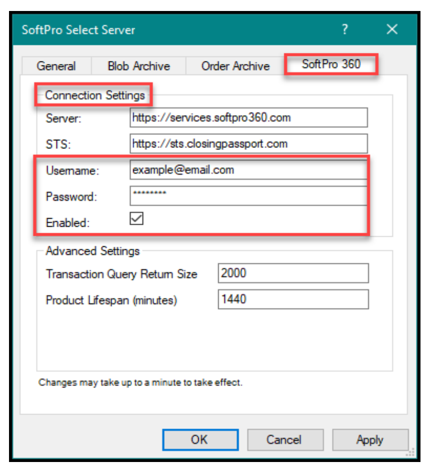
- Locate the **Server** listed at the top of the SPAdmin Management Console (The Server address that appears in the Management Console is unique to each Select Customer).
- Right Click on the **Server** name and click on **Properties.**



Configure the Connection Setting

- Click on the **SoftPro 360** tab.
- Under **Connection Settings**, navigate to the **Username** and **Password** fields:

NOTE:
The Username and Password that are entered in the Connection Settings <u>require</u> registration in 360.

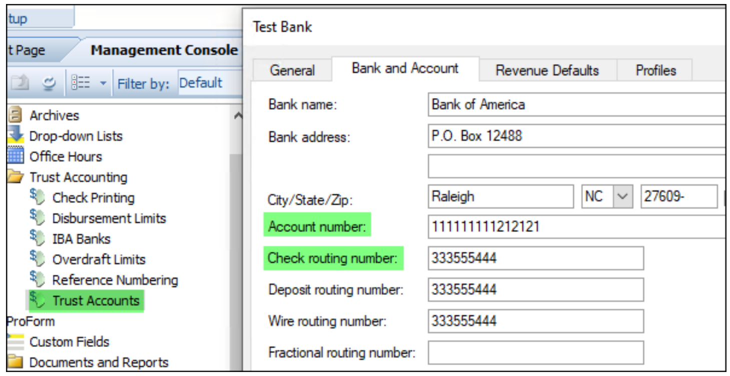


- Enter an email in the **Username** field:
  - If you **have credentials for 360**, you will enter the email that is registered with 360 in the **Username** field.
  - If you **DO NOT have credentials for 360**, you will **<u>need to be registered in 360</u>** to establish the connection. Continue to Section c. below

- Enter the **Password** associated with the **Username** above.
  - <u>If you **have credentials for 360**</u>, you will enter the **Password** associated with the registered 360 credentials in the **Password** field.

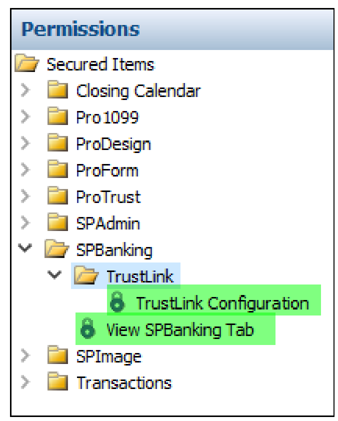
Trust Account

In the left navigation panel, open the properties for each Trust Account that will be submitting transactions to TrustLink, and verify that an Account Number and Check Routing Number is assigned. NOTE: A submission cannot be sent to TrustLink without this data.



Permissions

In order to set up the configuration for automatic submissions, two permissions will need to be given to individual users or inherited through groups. Under Permissions, navigate to SPBanking→ TrustLink and grant rights to the 'TrustLink Configuration' and the 'View SPBanking Tab' permissions.



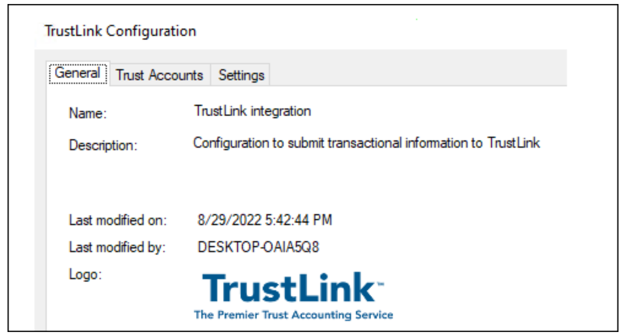
TrustLink Configuration Dialog

The TrustLink Configuration dialog is where trust accounts are added or removed from automatic submission based on frequency settings. Additionally, there is the ability to manually create a submission of transactions to be sent to TrustLink.

In the left panel, navigate to SPBanking/TrustLink. The dialog can be opened via the right-click Properties option or selecting the Configure TrustLink toolbar button.

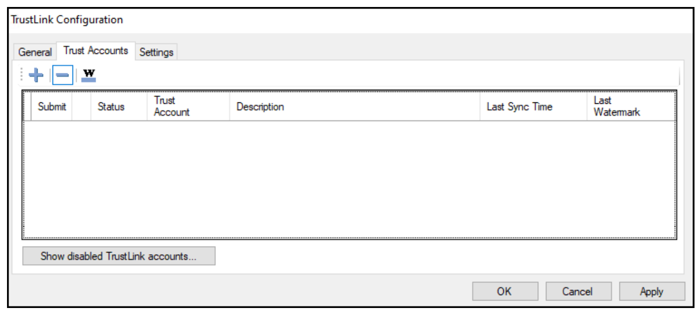
General Tab

The General tab stores the name of the configuration along with the user and date the configuration was last modified.



Trust Accounts Tab

The Trust Accounts tab stores all trust accounts, along with other pertinent data, that are scheduled for automatic submissions. Trust Accounts are added and removed using this tab.



Add an Account

To add a trust account, select the Plus (+) button and choose the appropriate account.

NOTE: Only active trust accounts will be available, Trust Account(s) disabled in SPAdmin are not visible.

Remove an Account

To remove a trust account, highlight the applicable Trust Account and select the Minus (-) button. Accounts that are removed can be re-enabled by selecting the ‘Show disabled TrustLink accounts’ button and choosing the account. Once the Trust Account is added back to the Trust Accounts grid, select the ‘Submit’ checkbox for the automatic submission to apply.

Watermark

A Watermark is a unique identifier automatically assigned to every transaction. This is the identifier used when determining what transactions should be included in a submission. Only posted transactions with a watermark greater than the last watermark will be included, using either the automatic submission or a manual submission.

NOTE: The very first time a submission is sent, all posted transactions will be included.

Updating/Resetting a Watermark

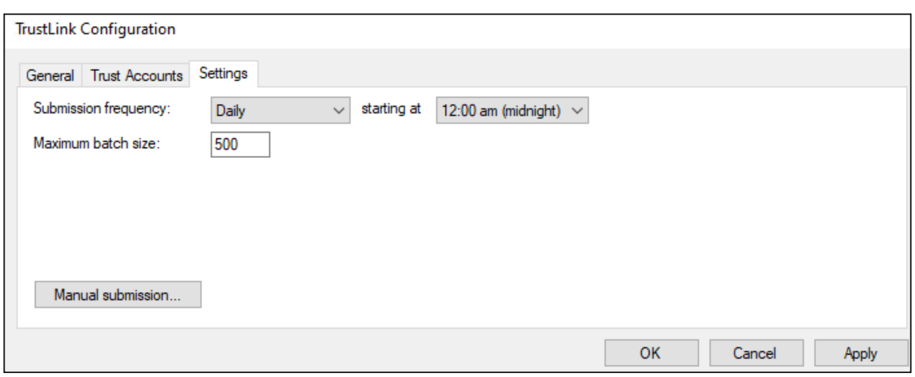
To update or reset a watermark back to the original state, select the 'W' button. From here, you can enter a new watermark value. In doing this, only transactions with a watermark greater than the one entered will be included in the next submission.   If something occurs that requires all posted transactions in a Trust Account to be re-sent to TrustLink, the watermark can be set back to the original value by selecting the 'Reset to initial value' button. By doing this, every posted transaction will be sent to TrustLink with the next submission.

NOTE: Use caution when changing a watermark, as it can cause duplicate transactions to be sent to TrustLink.

Status

A bank account number and an ABA number must be assigned to a Trust Account in order for the transactions to be submitted to TrustLink. An error will display in this column if one or more of these requirements are not met.

Settings



Automatic Frequency Timer

This tab stores the frequency as to when transmissions will be automatically kicked off.

The options are:

- Daily
- Every 1 hour
- Every 30 minutes.

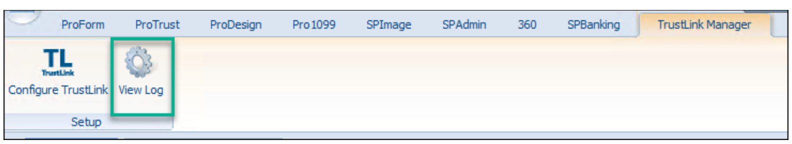
When the Daily option is selected, you have the ability to choose what time of day you'd like the submission to be kicked off.

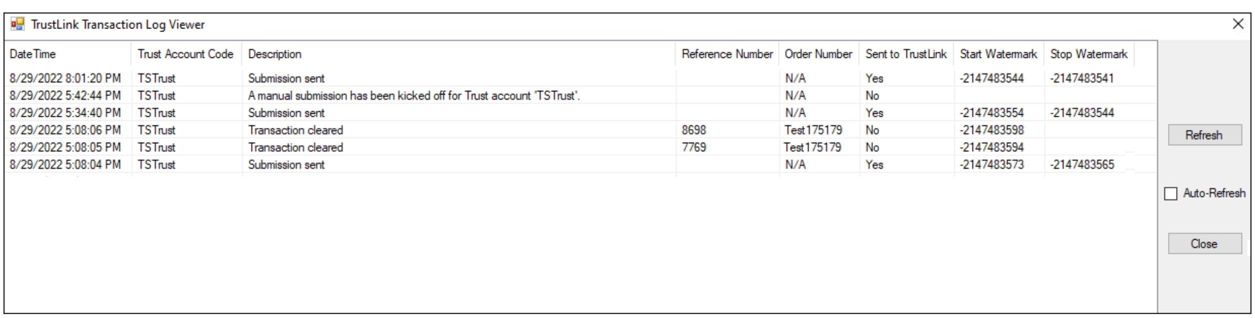
Manual Submission

A manual submission can be started to send posted transactions to TrustLink without having to wait to the next automated time frequency. Click on the 'Manual submission' button and choose the applicable Trust Account. When transactions are sent via a manual submission, any posted transactions with a watermark greater than the last one sent will be included in the next automated submission.

Log File

A history of all submissions is available in SPAdmin by selecting the 'View Log' toolbar button.





DateTime	Trust Account Code	Description	Reference Number	Order Number	Sent to TrustLink	Start Watermark	Stop Watermark
8/29/2022 8:01:20 PM	TSTrust	Submission sent		N/A	Yes	-2147483544	-2147483541
8/29/2022 5:42:44 PM	TSTrust	A manual submission has been kicked off for Trust account 'TSTrust'.		N/A	No		
8/29/2022 5:34:40 PM	TSTrust	Submission sent		N/A	Yes	-2147483554	-2147483544
8/29/2022 5:08:06 PM	TSTrust	Transaction cleared	8698	Test175179	No	-2147483598	
8/29/2022 5:08:05 PM	TSTrust	Transaction cleared	7769	Test175179	No	-2147483594	
8/29/2022 5:08:04 PM	TSTrust	Submission sent		N/A	Yes	-2147483573	-2147483565

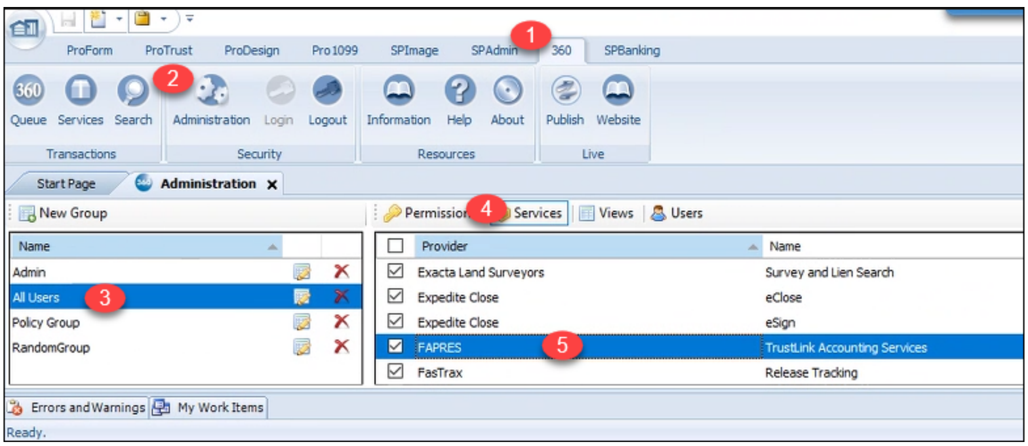
Entries are written to the log when:

- The Configuration dialog has been modified
- A manual submission is kicked off

- An automated submission is sent
- Transactions are cleared (a separate entry will be written for each transaction TrustLink sends back)
- Error will be written when a transaction sent from TrustLink is in a voided or deleted state in Select
- Error will be written when a transaction sent from TrustLink does not match the transaction in Select (Ex: Amount is not equal, payor/payee has been updated, etc)

SoftPro 360 Setup

The final step needed in order for transactions to be sent is selecting the TrustLink service in the Select 360 module.



To do this:

1. Navigate to the 360 module in SoftPro Select
2. Click on the Administration ribbon button
3. Select the appropriate group on the left-hand navigation panel
4. Click on the Services tab
5. Select the FAPRES checkbox
6. Close and re-open Select