



Agency Bulletin: AGNAT-2022-006

Date: February 23, 2022
To: All FNTI Agents using SoftPro360
From: Agency Department
RE: **SoftPro360 Update to Version 2.0 integration with First National's FirstNet Agent Access**

Dear FNTI Agents using SoftPro360:

SoftPro360 Version 2.0 integration with First National's FirstNet Agent Access was released, Wednesday, February 23, 2022.

New features added with this release include the following:

Buyer/Seller Closing Protection Letter
Lender Clause
Void Insured Closing Service Letter/Closing Protection Letter
Approved Attorney Closing Protection Letters

These new features are only for states where these products are applicable.

Attached to this bulletin is a PDF of the updated First National SoftPro360 2.0 User Guide for your reference.

Please share this Bulletin and new User Guide with your staff.

If you have any questions, do not hesitate to contact us.

First National User Guide (v2.0)

February 22, 2022

4800 Falls of Neuse Road, Suite 400 | Raleigh, NC 27609

p (800) 848-0143 | f (919) 755-8350 | www.softprocorp.com

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Introduction

The First National integration with SoftPro 360 will allow you to seamlessly order First National products within ProForm. In this version, SoftPro 360 will create a First National file corresponding to your ProForm Order and enable you to order CPLs and Policy Jackets through First National, as well as edit/void those that you've created through the Order. This is accomplished without leaving your SoftPro workspace, helping to facilitate a more efficient workflow by reducing or eliminating the duplication of data.

Benefits/Features

Users will be able to perform the following:

Closing Protection Letter (CPL)

- Request a CPL through First National directly from your Order.
- View the contents of a CPL.
- Copy the contents of a CPL to your clipboard.
- Accept and attach a CPL to your Order.
- Edit a CPL created from your Order.

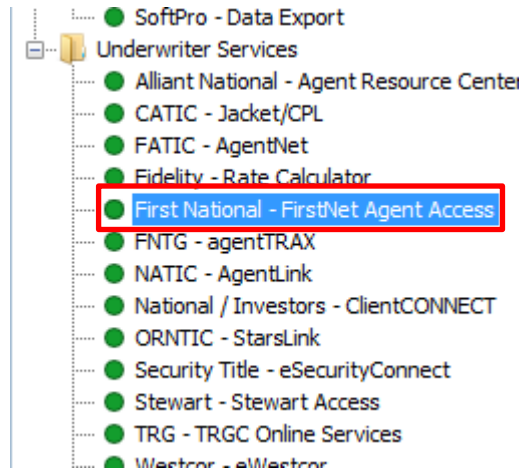
Policy Jackets

- Request a Policy Jacket through First National directly from your Order.
- View the contents of a Jacket.
- Accept and attach a Policy Jacket to your Order.
- Void a Policy Jacket created from your Order.

Launching First National

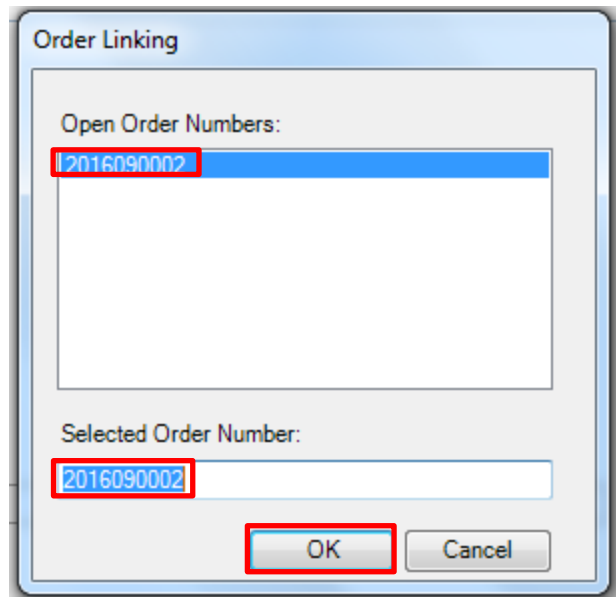
Access from the 360 Services Menu

From the **360 - Services Menu**, double-click **First National – FirstNet Agent Access** located under the **Underwriter Services** folder. This will open the **Order Linking** screen:



Select a ProForm Order for Your Search

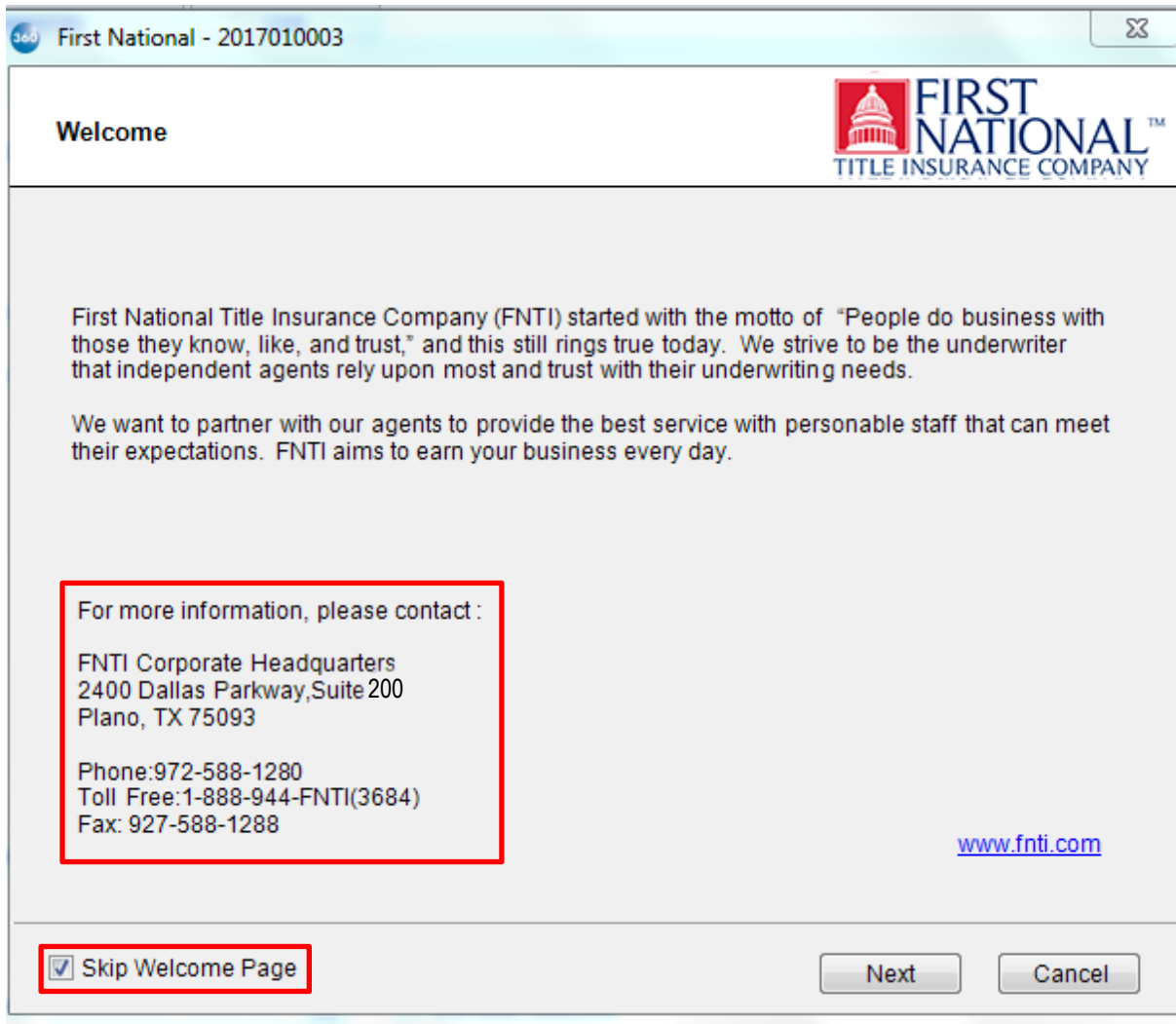
From the **Order Linking** screen, you can specify the Order whose contacts you want to search:



- All the Orders that are currently opened in your 360 session will be listed in the **Open Order Numbers** pane. The **Selected Order Number** field will automatically populate with the currently active ProForm Order.
- You may **select an Order** from the list which will **automatically display** in the **Selected Order Number** field or you can manually enter the desired Order number.
- Click **OK** to navigate to the **Welcome screen**.

Welcome Screen

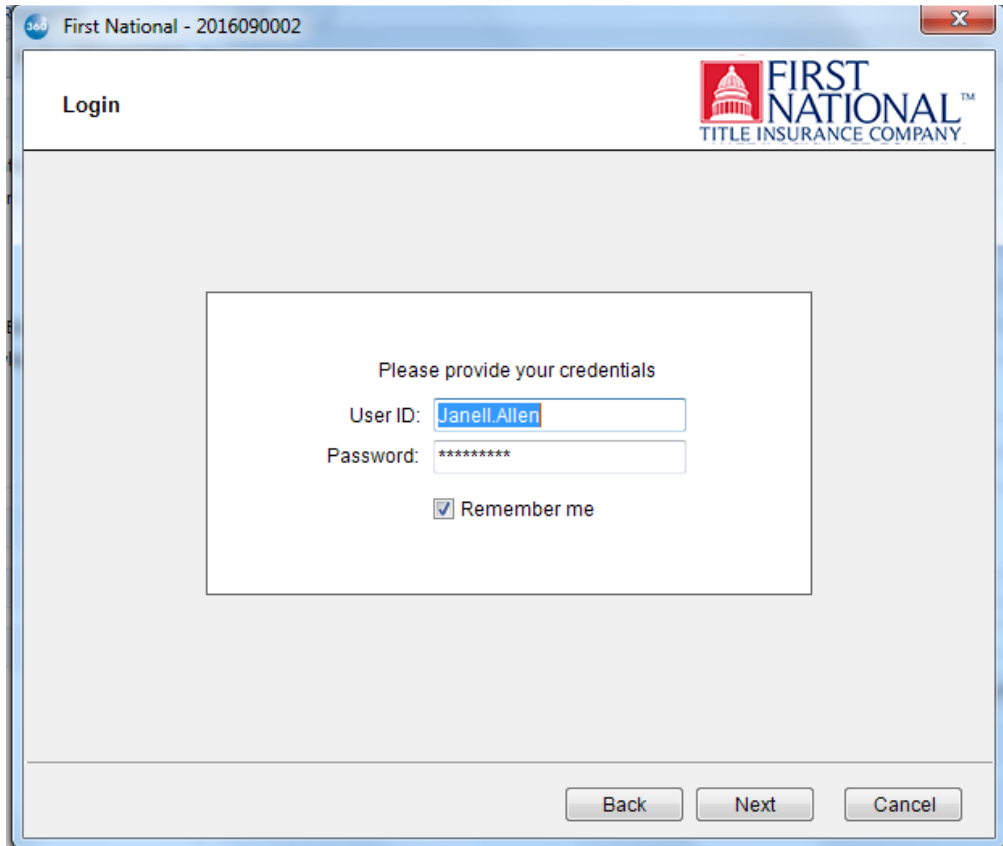
The **Welcome** screen provides a summary of the product & First National’s contact information:



- Click **Next** to navigate to the **Login** screen.
 - Click the **Skip Welcome Screen** checkbox to bypass for future sessions.

Login Screen

The **Login** screen requires you to enter your **User ID** and **Password** that's been provided by First National. The **Remember me** check box will allow you to automatically log in the next time you launch this product.



First National - 2016090002

Login

FIRST NATIONAL™
TITLE INSURANCE COMPANY

Please provide your credentials

User ID: Janell.Allen

Password: *****

Remember me

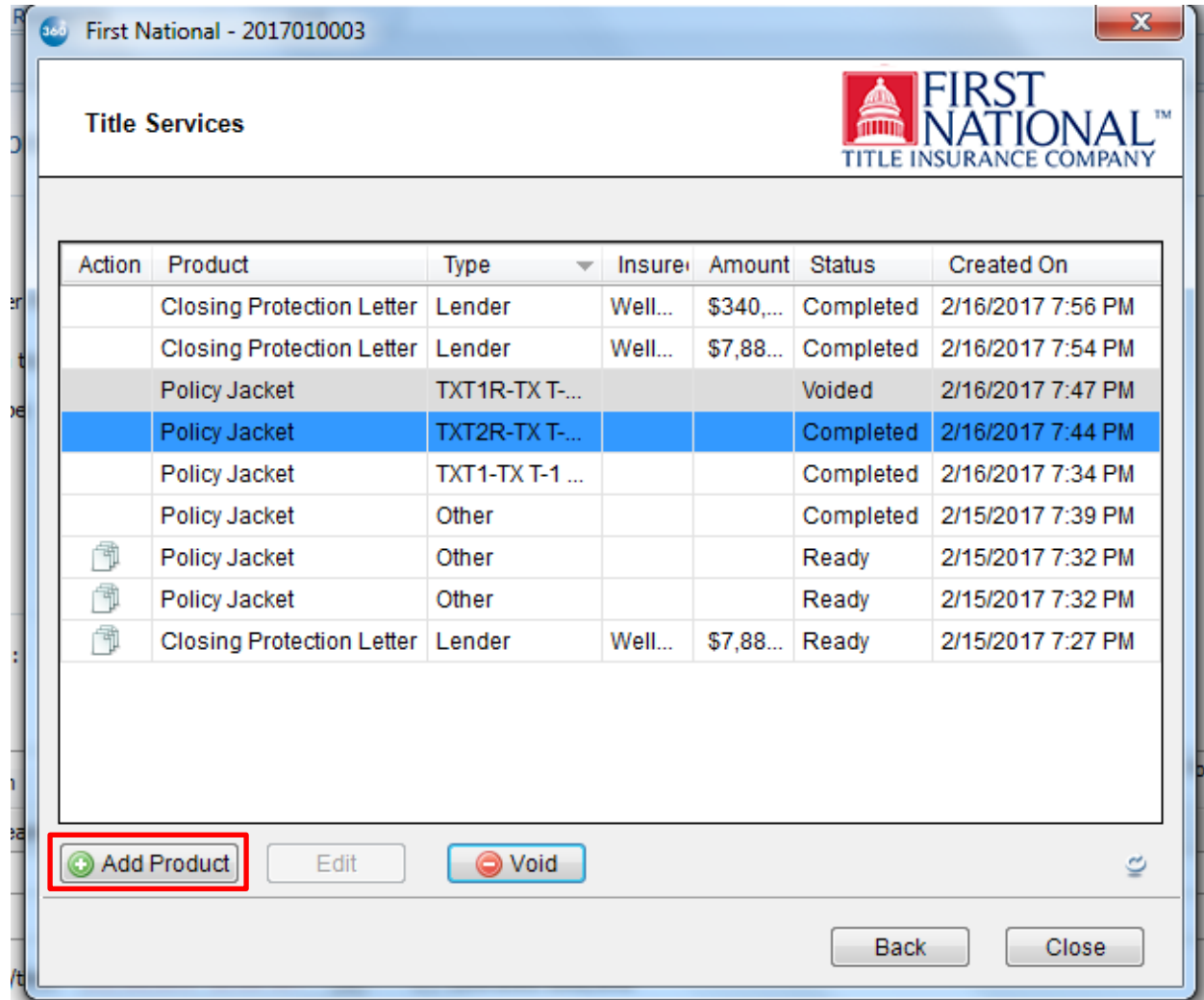
Back Next Cancel

- Click **Next** to continue to the **Title Services** screen.
- **Back** button allows you to go back to previous screen; this action is standard across all the screens in the Integration.
- **Cancel** button will close the Product; this action is standard across all the screens in the integration.




Submitting a CPL Request

Title Services Screen


From the **Title Services** screen, you can begin the process of requesting a CPL or Jacket from First National:




The screenshot shows a window titled "First National - 2017010003" with the "Title Services" header and the First National Title Insurance Company logo. Below the header is a table with the following data:

Action	Product	Type	Insure	Amount	Status	Created On
	Closing Protection Letter	Lender	Well...	\$340,...	Completed	2/16/2017 7:56 PM
	Closing Protection Letter	Lender	Well...	\$7,88...	Completed	2/16/2017 7:54 PM
	Policy Jacket	TXT1R-TX T...			Voided	2/16/2017 7:47 PM
	Policy Jacket	TXT2R-TX T...			Completed	2/16/2017 7:44 PM
	Policy Jacket	TXT1-TX T-1 ...			Completed	2/16/2017 7:34 PM
	Policy Jacket	Other			Completed	2/15/2017 7:39 PM
	Policy Jacket	Other			Ready	2/15/2017 7:32 PM
	Policy Jacket	Other			Ready	2/15/2017 7:32 PM
	Closing Protection Letter	Lender	Well...	\$7,88...	Ready	2/15/2017 7:27 PM

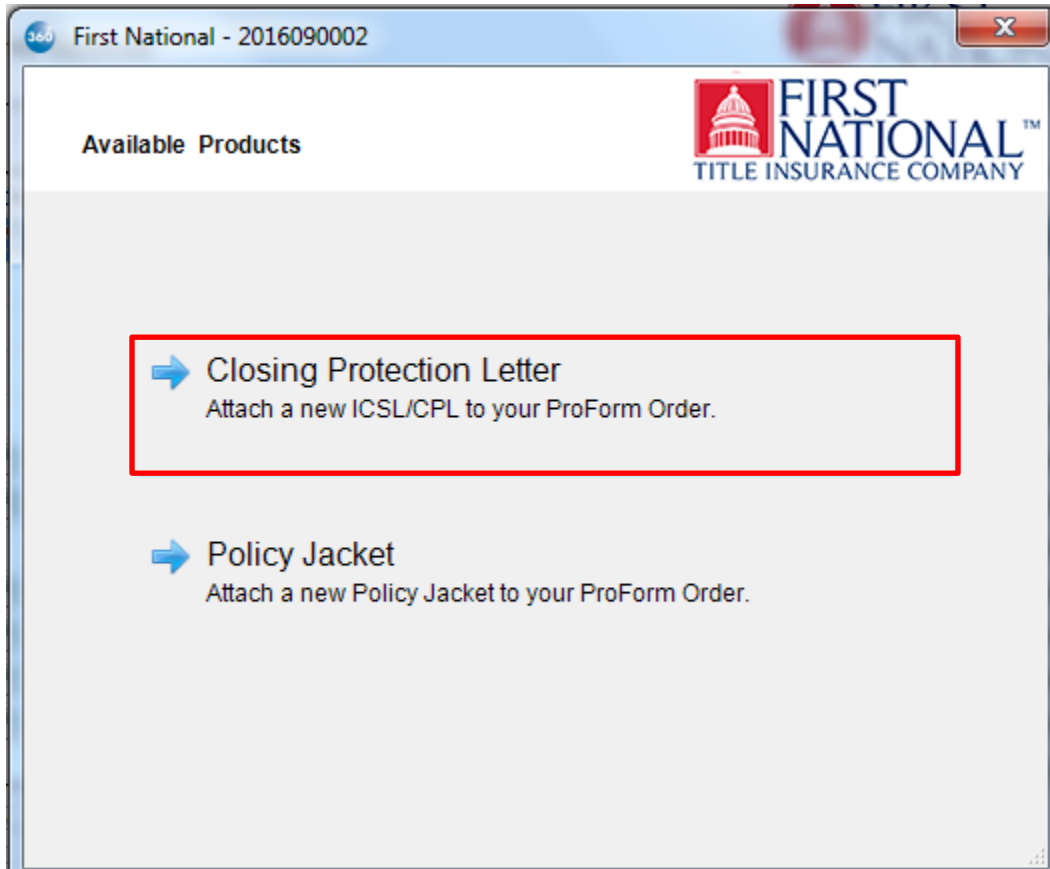
Below the table are three buttons: "Add Product" (highlighted with a red box), "Edit", and "Void". At the bottom right are "Back" and "Close" buttons.

- The **Title Services** screen displays a table that lists all the CPLs and Policy Jackets that have been generated for an Order along with the following information (column headings) for each CPL or Policy Jackets:
 - **Action:**
 - **Paper Icon** : The CPL/Jackets have not been attached to the Order (**Status = Ready**). Clicking the icon will navigate you to the **Review Letter** screen where you will be able to complete this action.

- **Red Question Mark** : The CPL/Jacket request encountered an error, and no CPL/Jackets was created. You can hover over the question mark or double-click it to view a description of the error.
- **No icon displayed**: CPL/Jackets has been voided (**Status = Voided**) or CPL/Jackets has been attached to the Order (**Status = Completed**).
- **Product**: The type of product requested from First National. The value will be **Closing Protection Letter** or **Policy Jacket**.
- **Type**: The type of CPL that was generated (e.g. **Lender**) Or The Type of Policy Jacket generated (e.g. **TXT2R-TX T-2R Short Form Residential Loan Policy**)
- **Insured**: The name of the individual or entity covered by the CPL.
- **Amount**:
 - For a Lender CPL, this value is the loan amount.
- **Status**:
 - **Ready**: The CPL or Jacket was generated but has not been attached to the Order.
 - **Completed**: The CPL or Jacket was generated and attached to the Order.
 - **Rejected**: An error occurred with the CPL or Jacket submission.
 - **Voided**: The CPL or Jacket was canceled/voided.
- **Created On**: Date and time stamp of when the CPL or Jacket was generated.
- To **sort** the data in the table by columns, click on a column heading (except for the **Action** header). Click once to sort in ascending order and again to sort in descending order.
- To **Edit** a CPL, Select the CPL transaction from Title Services screen and click **Edit**. This will allow you to **edit** the selected CPL.
- To **Void** a Jacket, Select the **Policy Jacket** from Title Services screen and click **Void**. This will display a confirmation message to void the jacket, click **Ok** to void the Jacket.
- To **order** a CPL or Jacket, click the **Add Product** button to navigate to the **Available Products** screen.

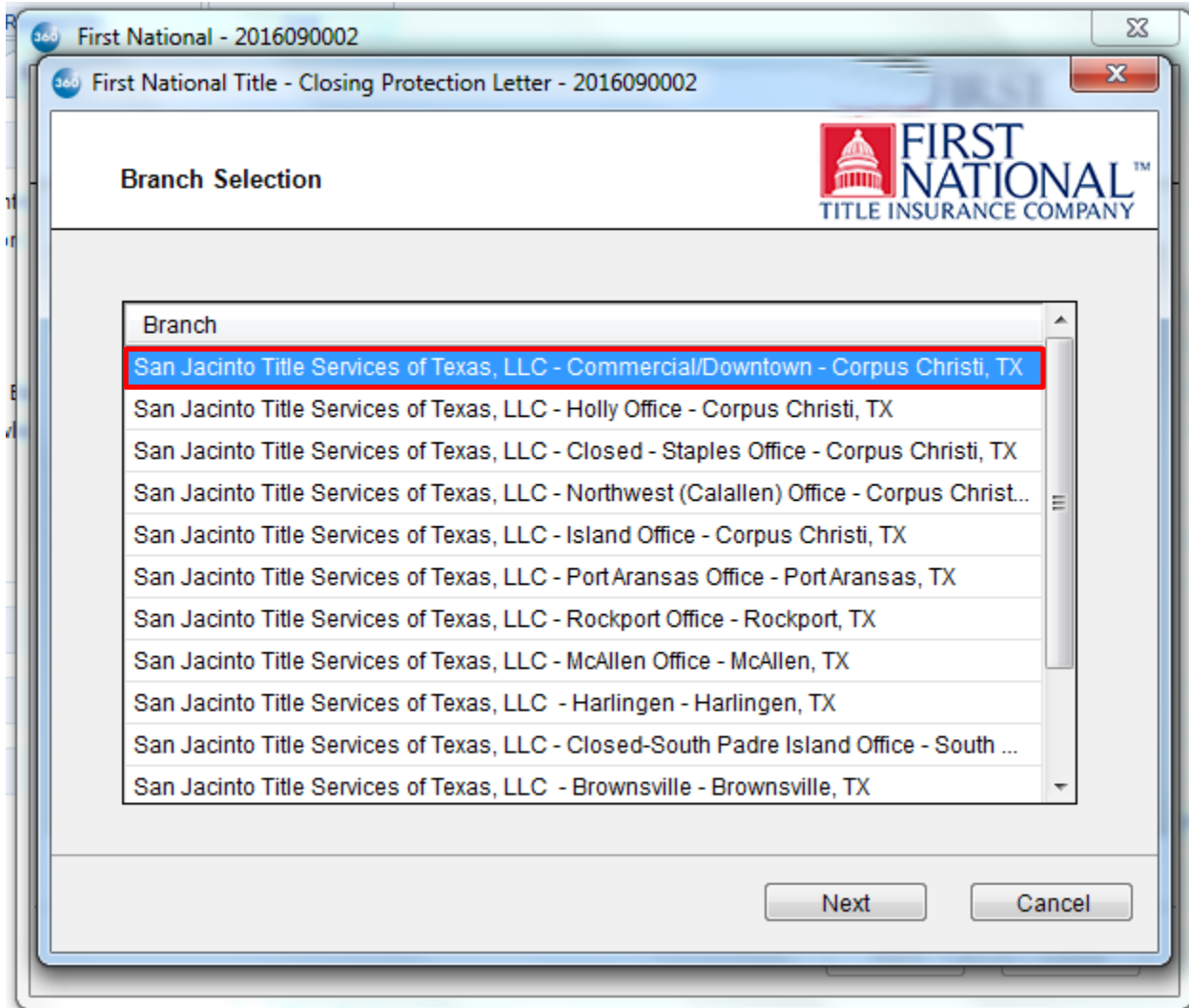
Available Products

The **Available Products** screen appears on click of **Add Product** button from Title Services screen. Click on **Closing Protection Letter** option to proceed to Branch Selection screen.



Selecting Branch

The **Branch Selection** screen lists all the branch offices assigned to you by First National and those which have the capability to issue a CPL:



- Select a Branch by clicking the desired Branch address in the list. Click **Next** to continue to the **CPL Information** screen.
- If only one Branch office is available, that Branch will be selected automatically and the application will bring you directly to the **CPL Information** screen.
- Click **Next** to continue to CPL Information screen.

Adding CPL Information

The **CPL Information** screen allows you to enter information needed to request all CPL types permitted by that state. If your account is associated with an approved attorney, you will also see the list of attorney letters in the CPL Type drop-down list.

The screenshot shows a software window titled "First National Title - Closing Protection Letter - 20220302". The window contains a form for "CPL Information". At the top right is the "FIRST NATIONAL TITLE INSURANCE COMPANY" logo. The form fields are as follows:

- CPL Type:** A dropdown menu with "Lender Letter for NC" selected.
- Branch Address:** A text field containing "Dallas, TX".
- Property:** A dropdown menu with a list of attorney letters for NC, including "Richard Wood-Lender Attorney Letter for NC", "Robert McCullam-Lender Attorney Letter for NC", "Steven Smith-Lender Attorney Letter for NC", and "David Warner-Lender Attorney Letter for NC".
- Address 1:** A text field.
- Address 2:** A text field.
- City:** A text field containing "hartford".
- State:** A dropdown menu with "NC" selected.
- Zip:** A text field containing "06103-____".

At the bottom of the form are three buttons: "Back", "Next", and "Cancel".

- The **CPL Type** is a drop down and will be defaulted to **Lender letter**, but you may change the selection as needed.
- The selected **Branch** displays below the **CPL Type** as read-only text. (You can use the back button to update the Branch, if needed)
- The **Property** field will display the property address in your Order. If there are multiple properties, the first one listed in your Order will be selected and displayed by default. The drop-down will include the other properties in your orders as options that you can select. Note: If your order contained addresses for multiple states, the property list will be filtered based on the state of CPL Type selection.

- The selected **Property** will display in the fields below and can be edited, only the property state field is not editable.
- Click **Next** to continue to the covered party details.
- Only 1 letter can be created at a time. If you need both a Lender and Buyer letter for instance, you will need to request the first one and then add the next CPL.

Creating a Lender CPL

The **Lender Information** screen allows you to enter information needed to request a **Lender CPL**.

First National - 20220302

First National Title - Closing Protection Letter - 20220302

Lender Information

FIRST NATIONAL™
TITLE INSURANCE COMPANY

Loan: 1 Loan Number: 123 Loan Amount: \$375,000.00

Buyer / Borrower: Derek Ball

Lender Name: Bank of America

Address 1: 123 main street

Address 2: suite 203

City: warren State: MI Zip: 48035-

Phone: () - Fax: () -

Email:

Attention:

Lender Clause: --Select--

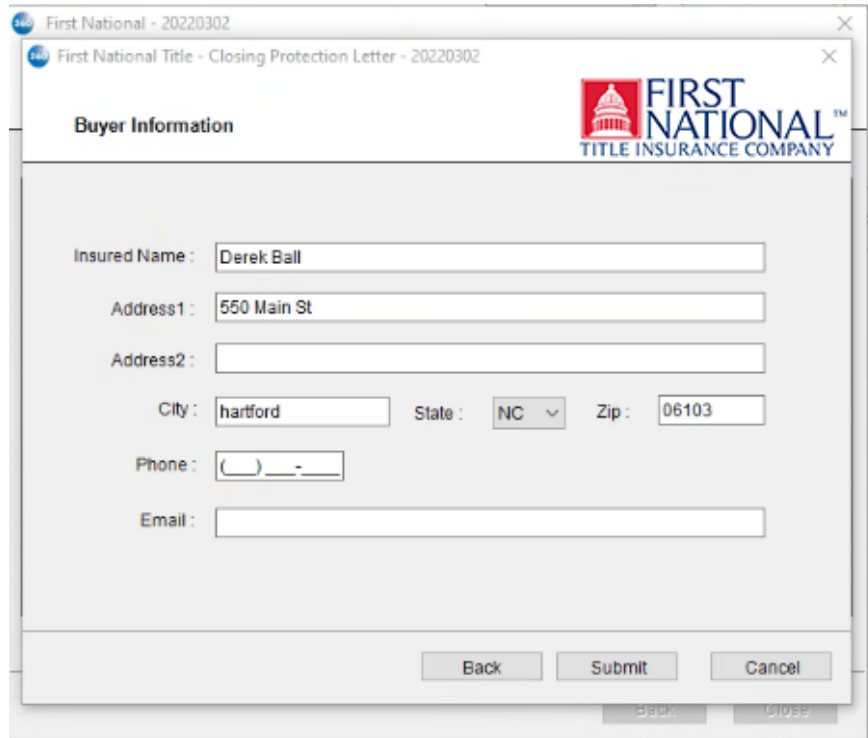
Back Submit Cancel

- If your Order has multiple loans, the **Loan** field will reference each one by number. The first loan listed in the Order will correspond to **1** in the drop down; the second to **2**; the third to **3**, etc.
 - The information displayed in the other fields on this screen will change to correspond to the loan number you've selected in the **Loan** field.

- The following fields will display the corresponding values from your Order. You can also edit these fields on the screen:
 - **Loan Number**
 - **Loan Amount**
 - **Buyer/Borrower**
 - **Lender Name**
 - **Address 1**
 - **Address 2**
 - **City**
 - **State**
 - **Zip**
 - **Phone**
 - **Fax**
 - **Email**
 - **Attention**
 - **Lender Clause**
- Click **Submit** to send your Order request to First National. If successful, you will navigate to the **Review Letter** screen.

Creating a Buyer or Seller CPL

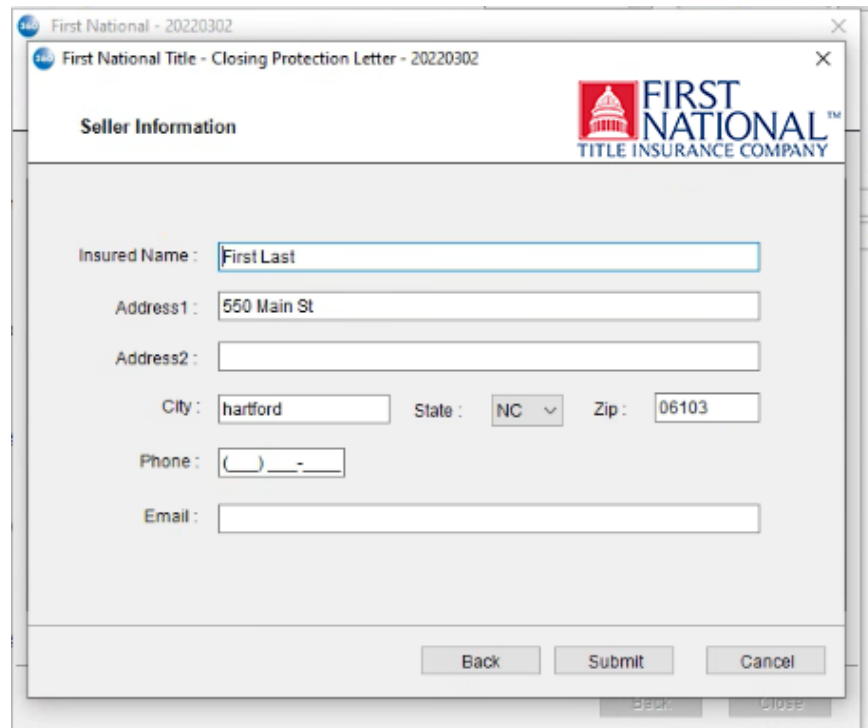
The Buyer and Seller Information screens allow you to enter information needed to request a Buyer or Seller CPL.



The screenshot shows a software window titled "First National - 20220302" with a sub-window "First National Title - Closing Protection Letter - 20220302". The "Buyer Information" form includes the following fields:

- Insured Name:
- Address1:
- Address2:
- City: State: Zip:
- Phone:
- Email:

Buttons at the bottom: Back, Submit, Cancel.



The screenshot shows a software window titled "First National - 20220302" with a sub-window "First National Title - Closing Protection Letter - 20220302". The "Seller Information" form includes the following fields:

- Insured Name:
- Address1:
- Address2:
- City: State: Zip:
- Phone:
- Email:

Buttons at the bottom: Back, Submit, Cancel.

- The following fields will display the corresponding values from your Order. You can also edit these fields on the screen:
 - **Insured Name**
 - **Address 1**
 - **Address 2**
 - **City**
 - **State**
 - **Zip**
 - **Phone**
 - **Email**
- Click **Submit** to send your Order request to First National. If successful, you will navigate to the **Review Letter** screen.


Creating an Attorney CPL

To create an attorney letter, you simply select the attorneys name from the CPL Type drop-down. You will not see the Attorney details, but the information will appear on the letter once generated. You will need to add the lender information as indicated in the lender letter section of the user guide. If you need an attorney not found in the list, contact First National support to have your profile configured.

The screenshot shows a software window titled "First National - 20220302" with a sub-window "First National Title - Closing Protection Letter - 20220302". The "CPL Information" section features the First National Title Insurance Company logo. A dropdown menu for "CPL Type" is open, showing options: "--Select--", "Lender Letter for NC" (highlighted), "Buyer Letter for NC", "Seller Letter for NC", "Richard Wood-Lender Attorney Letter for NC", "Robert McCullam-Lender Attorney Letter for NC", "Steven Smith-Lender Attorney Letter for NC", and "David Warner-Lender Attorney Letter for NC". The "Lender Letter for NC" option is circled in red. Other form fields include "Branch Address" (with a partial value "- Dallas, TX"), "Property" (with a dropdown arrow), "Address 1", "Address 2", "City" (with value "hartford"), "State" (with value "NC"), and "Zip" (with value "06103-"). Navigation buttons "Back", "Next", and "Cancel" are at the bottom.

First National - 20220302

First National Title - Closing Protection Letter - 20220302



Lender Information

Loan: 1 Loan Number: 123 Loan Amount: \$375,000.00

Buyer / Borrower: Derek Ball

Lender Name: Bank of America

Address 1: 123 main street

Address 2: suite 203

City: warren State: MI Zip: 48035-____

Phone: () _- _ Fax: () _- _

Email: _____

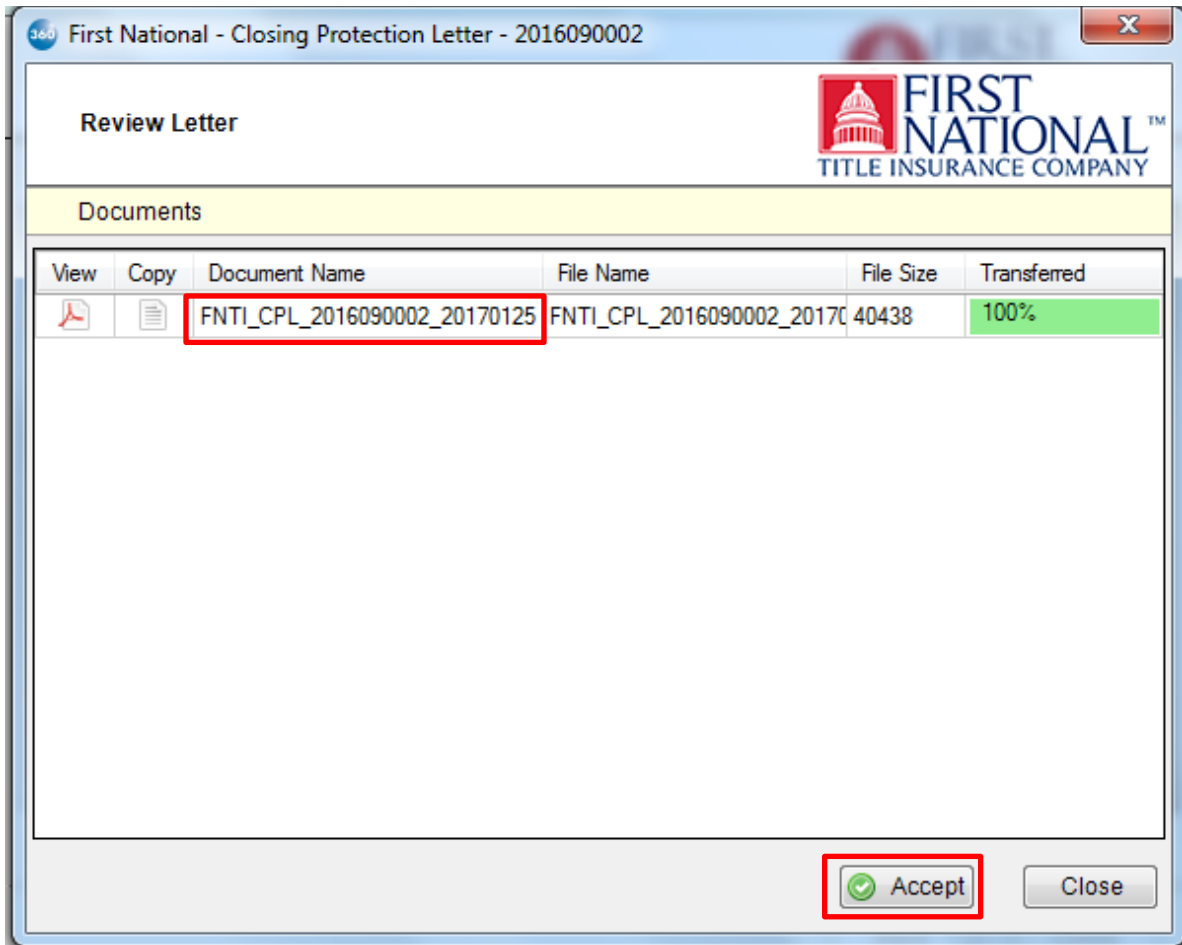
Attention: _____

Lender Clause: --Select--

Back Submit Cancel

Reviewing the Requested CPL

After the data you've entered is sent to First National and if the submission is successful, the **Review Letter** screen will appear which allows you to access the CPL that was created.



- To view the CPL, click the **PDF icon** in the **View** column.
- To copy the contents of the document to your clipboard, click the **document icon** in the **Copy** column.
- The CPL will have the same **Document Name** and **File Name**. The components of the name are formatted and will display as follows:
 - FNTI_CPL_{Order Name}_{YYYYMMDD}
 - Example: **FNTI_CPL_FirstOrder22_20160602**
- The **Review Letter** screen also displays the **File Size** and the percent of the file that was **transferred** from First National.
- Click **Accept** to attach the CPL to your Order. You will automatically return to the **Title Services** screen and the CPL will have a status of **Completed**.

- If you **Close** without attaching your Order, you will return to the **Title Services** screen and the CPL will have a status of **Ready**.
- You will also be able to view the attached CPLs in your ProForm Order under the **Attachments** section of your **Order**.

Editing a CPL

From the **Title Services** screen, you can edit a CPL that you previously created from the Order.

- Highlight the CPL transaction from the list that you want to edit and click the **Edit** button. On click of Edit button, **CPL Information** screen will appear to make any edits. You are not able to edit the CPL Type. If this needs to be changed you need to void this CPL and create a new one. If you need to change the branch for this CPL, you can do so by clicking the “Back” button.
- On click of Next you will be presented with the information screen for the covered party of that CPL to make edits. You can click **Submit to generate the updated letter**.

The screenshot shows the 'Title Services' window for 'First National - 2016090002'. The window title bar includes the company logo and name. The main content area features a table with the following columns: Action, Product, Type, Insured, Amount, Status, and Created On. The table contains several rows of transactions. One row, representing a 'Closing Protection Letter' for a 'Lender' with an amount of '\$300,000' and a status of 'Ready', is highlighted in blue and enclosed in a red rectangular box. Below the table, there are three buttons: 'Add Product', 'Edit', and 'Void'. The 'Edit' button is also highlighted with a red rectangular box. At the bottom right of the window, there are 'Back' and 'Close' buttons.

Action	Product	Type	Insured	Amount	Status	Created On
	Closing Protection Letter	Lender	Bank ...	\$300,000	Ready	1/20/2017 6:27 PM
	Policy Jacket	Other		\$6,000	Rejected	1/20/2017 6:19 PM
	Policy Jacket	Other		\$5,000	Rejected	1/19/2017 7:33 PM
	Closing Protection Letter	Lender	Bank ...	\$300,000	Completed	1/18/2017 3:43 PM
	Closing Protection Letter	Lender	Bank ...	\$300,000	Completed	1/16/2017 8:52 PM
	Closing Protection Letter	Lender	Bank ...	\$300,000	Completed	1/16/2017 8:17 PM
	Closing Protection Letter	Lender	Bank ...	\$300,000	Completed	1/16/2017 8:14 PM
	Closing Protection Letter	Lender	Bank ...	\$300,000	Ready	1/16/2017 7:01 PM
	Closing Protection Letter	Lender	Bank ...	\$300,000	Ready	1/16/2017 6:54 PM
	Closing Protection Letter	Lender	PNC ...	\$250,000	Completed	1/16/2017 6:50 PM
	Closing Protection Letter	Lender	Bank ...	\$300,000	Ready	1/16/2017 6:41 PM
	Closing Protection Letter	Lender	PNC ...	\$45,000	Ready	1/16/2017 6:39 PM
	Closing Protection Letter	Lender	Bank ...	\$300,000	Ready	1/16/2017 6:34 PM

Submitting a Jacket Request

To order a Jacket, click on the **Add Product** icon at the bottom left of the Title Services Screen, this will launch the **Available Products**. You can click on **Policy Jacket** icon to start ordering the Jacket.



Policy Jacket Information

The **Policy Jacket Information** screen appears when you select Policy Jacket option from Available Products screen. The **Agent information** will be displayed on top as read only text. You can select the required **Policy Type/Forms** from the dropdown and click **Submit** to order the Policy Jacket.

360 First National Title - Jacket - 2017010003

Policy Information

FIRST NATIONAL™
TITLE INSURANCE COMPANY

Agent: TX000029A Hunt County Titles Inc. DBA Kincy Abstract Sabine Title Co. - Main - Greenville, TX

Policy Type/Forms: TXT1-TX T-1 Owner's Policy

- TXT1-TX T-1 Owner's Policy
- TXT13-TX T-13 Binder
- TXT1R-TX T-1R Residential Owner's Policy
- TXT2-TX T-2 Loan Policy
- TXT2R-TX T-2R Short Form Residential Loan Policy

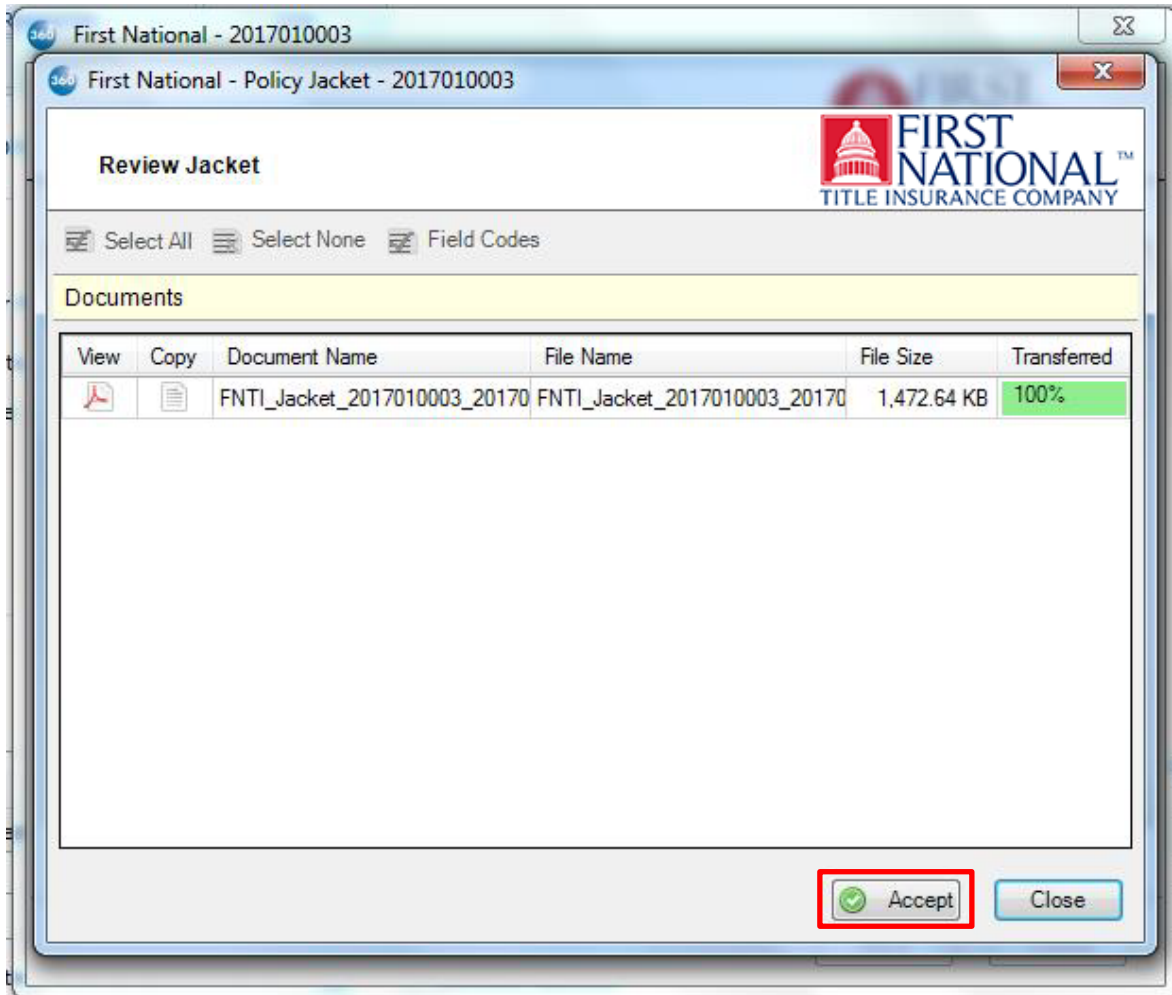
Back Submit Cancel

The **Policy Jacket Information** displays the information below.

- The **Agent** Information on top as read only text.
- The **Policy Type/Forms** allows you to select the Policy Type.

Reviewing the Requested Jacket

After the data you've entered is sent to First National and if the submission is successful, the **Review Jacket** screen will appear which allows you to access the Jacket that was created.



- To view the Jacket, click the **PDF icon** in the **View** column.
- To copy the contents of the document to your clipboard, click the **document icon** in the **Copy** column.
- The Jacket will have the same **Document Name** and **File Name**. The components of the name are formatted and will display as follows:
 - FNTI_Jacket_{Order Name}_{YYYYMMDD}
 - Example: **FNTI_Jacket_FirstOrder22_20160602**
- The **Review Jacket** screen also displays the **File Size** and the percent of the file that was **transferred** from First National.
- Click **Accept** to attach the Jacket to your Order. You will automatically return to the **Title Services** screen and the Jacket will have a status of **Completed**.

- If you **Close** without attaching your Order, you will return to the **Title Services** screen and the Jacket will have a status of **Ready**.
- You will also be able to view the attached Jackets in your ProForm Order under the **Attachments** section of your **Order**.

Reviewing the Jacket when only Policy Number is returned

In some cases (e.g., **short form Policy**) First National does not return the PDF and returns only the Policy Number to SoftPro, in such cases the Policy Number will be written to ProForm's Order Notes. The **Review Jacket** Screen shall be displayed like below.

Review Jacket

First National
TITLE INSURANCE COMPANY

Select All Select None Field Codes

Groups	Data		
All	Name	Current Value	New Value
Other Policy	Other Policy		TXT2R-9899411

Notes





Text

Policy Number: TXT2R-9899411 2/16/2017 9:14:22 AM

Accept Close

- On Click of **Accept**, the Order Number will be written to the ProForm's Order Notes.

Notes (2)

			Created	Last Modified	Note
			02/16/2017 09:13 PM	Kiran mallika	First National - New Order Accepted Policy Number: TXT2R-9899409 2/16/2017 10:27:43 AM
			02/16/2017 07:46 PM	Kiran mallika	First National - New Order Accepted Policy Number: TXT2R-9899411 2/16/2017 9:14:22 AM

Voiding a Policy or CPL

From the **Title Services** screen, you can void a Jacket or a CPL that you previously created from the Order.

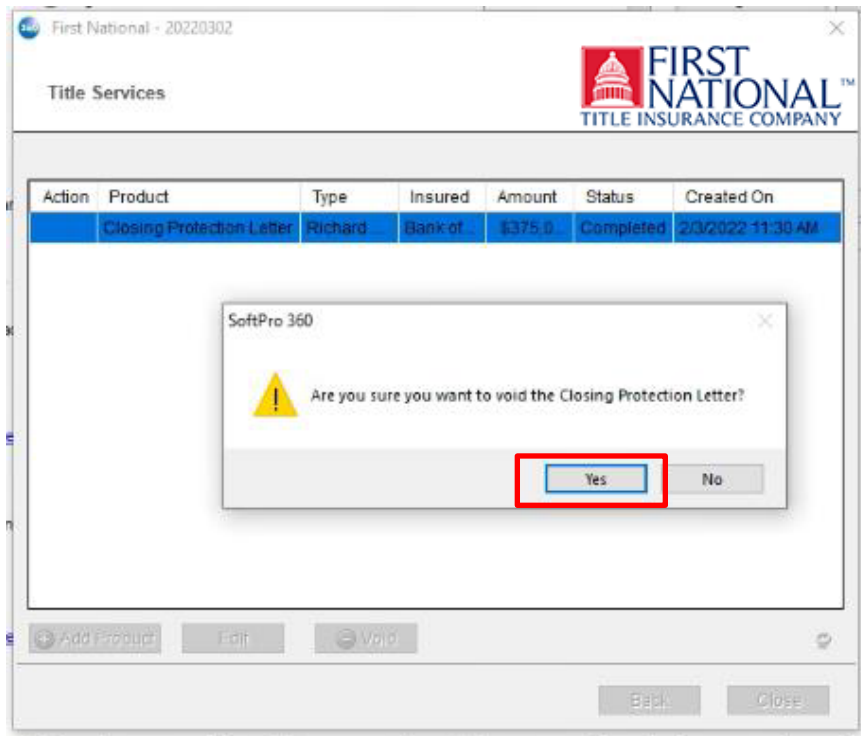
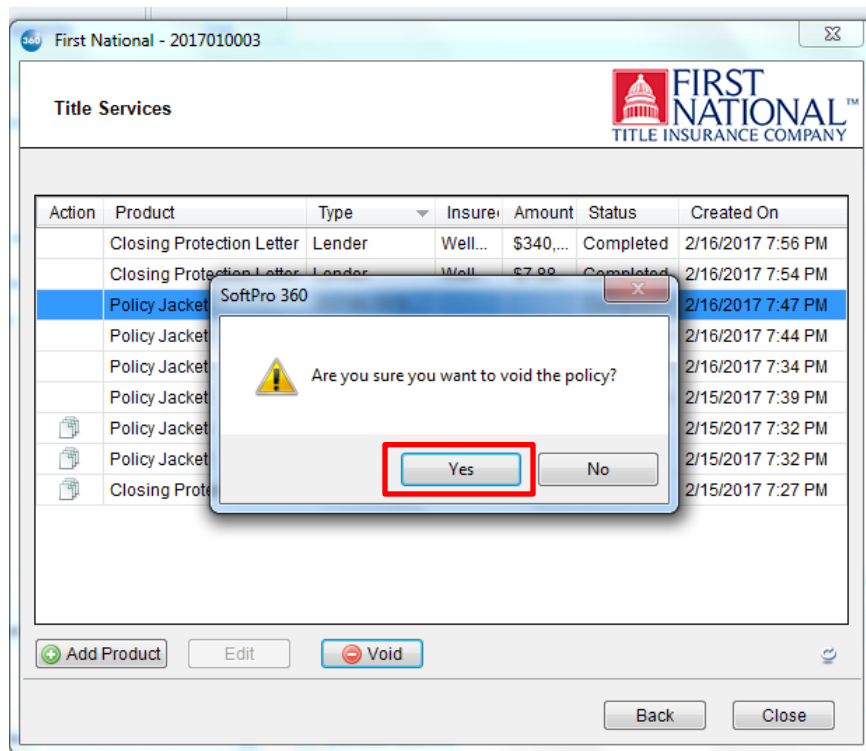
- You can **Void** the Jacket or CPL that are in the state of **Ready** or **Completed**. Highlight the Jacket or CPL from the list that you want to cancel and click on **Void** button.

The screenshot shows the 'Title Services' window for 'First National - 2017010003'. The window title bar includes the text '360 First National - 2017010003' and a close button. The main header area contains the 'Title Services' text and the 'FIRST NATIONAL TITLE INSURANCE COMPANY' logo. Below the header is a table with the following data:

Action	Product	Type	Insure	Amount	Status	Created On
	Closing Protection Letter	Lender	Well...	\$340,...	Completed	2/16/2017 7:56 PM
	Closing Protection Letter	Lender	Well...	\$7,88...	Completed	2/16/2017 7:54 PM
	Policy Jacket	TXT1R-TX T-...			Voided	2/16/2017 7:47 PM
	Policy Jacket	TXT2R-TX T-...			Completed	2/16/2017 7:44 PM
	Policy Jacket	TXT1-TX T-1 ...			Completed	2/16/2017 7:34 PM
	Policy Jacket	Other			Completed	2/15/2017 7:39 PM
	Policy Jacket	Other			Ready	2/15/2017 7:32 PM
	Policy Jacket	Other			Ready	2/15/2017 7:32 PM
	Closing Protection Letter	Lender	Well...	\$7,88...	Ready	2/15/2017 7:27 PM

Below the table are several buttons: 'Add Product' (with a plus icon), 'Edit', 'Void' (with a minus icon and a red box around it), and a refresh icon. At the bottom right are 'Back' and 'Close' buttons.

A confirmation message is displayed when you click on **Void** in Title Services screen for Jackets or CPL, if you click **Yes**, the Policy Jacket or CPL will be **Voided**, and you will return to the Title Services screen where the Jacket or CPL transaction will be greyed out and the **Status** will change to **Voided**. You will no longer be able to access this Jacket or CPL.



Action	Product	Type	Insurer	Amount	Status	Created On
	Closing Protection Letter	Lender	Well...	\$340,...	Completed	2/16/2017 7:56 PM
	Closing Protection Letter	Lender	Well...	\$7,88...	Completed	2/16/2017 7:54 PM
	Policy Jacket	TXT1R-TX T-...			Voided	2/16/2017 7:47 PM
	Policy Jacket	TXT2R-TX T-...			Completed	2/16/2017 7:44 PM
	Policy Jacket	TXT1-TX T-1 ...			Completed	2/16/2017 7:34 PM
	Policy Jacket	Other			Completed	2/15/2017 7:39 PM
	Policy Jacket	Other			Ready	2/15/2017 7:32 PM
	Policy Jacket	Other			Ready	2/15/2017 7:32 PM
	Closing Protection Letter	Lender	Well...	\$7,88...	Ready	2/15/2017 7:27 PM

Note: Users belonging to same branch shall be able to **Void** the Jacket or CPL created by another user.