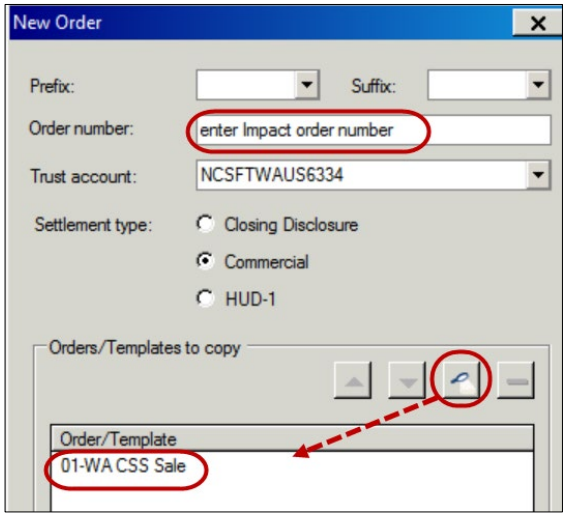
COMMERCIAL: RE-OPEN ORDER – NCS FNT SEATTLE

Re-Opening an Impact Order in SoftPro Select

When you need to take an existing order in Impact and re-open it in SoftPro Select, use this checklist along with the job aid, ***Open Order Checklist – Opening a New Order***, making the following adjustments while completing the items.

New Order window

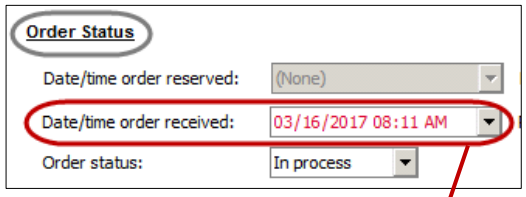
- ❑ In the **Order number** field, highlight and overwrite the system-generated order number with the Impact order number
- ❑ Verify the correct **Settlement type** is selected
- ❑ Apply your template(s)
  - 〉 Click the **Search** icon to search for and select the applicable template(s) for your transaction (i.e., Sale, Refi, etc.)
  - 〉 Click the **OK** button to generate the order

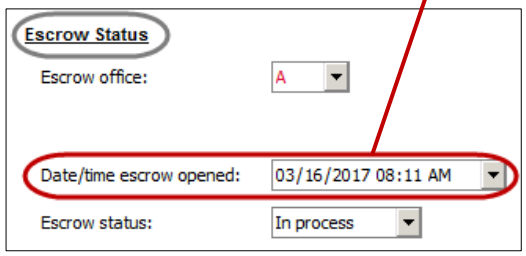


Order Status screen

- ❑ Under **Order Status** in the **Date/time order received** field, back date the order to
  - 〉 **date original order was opened**, if opened more than one month prior to today
  - 〉 **date one month prior**, if the order was opened in the current month

This date is then written to the **Escrow Status > Date/time escrow opened** field.





Express Order Entry screen

- ❑ Enter your order information (i.e., contacts, property, etc.); refer to the job aid, ***Open Order Checklist – Opening a New Order***, if needed

Notes screen

- ❑ SoftPro Select: enter a note specifying that "*Title work done in Impact*" if applicable
- ❑ Impact: enter a note specifying that "*Order re-opened in SoftPro Select*"

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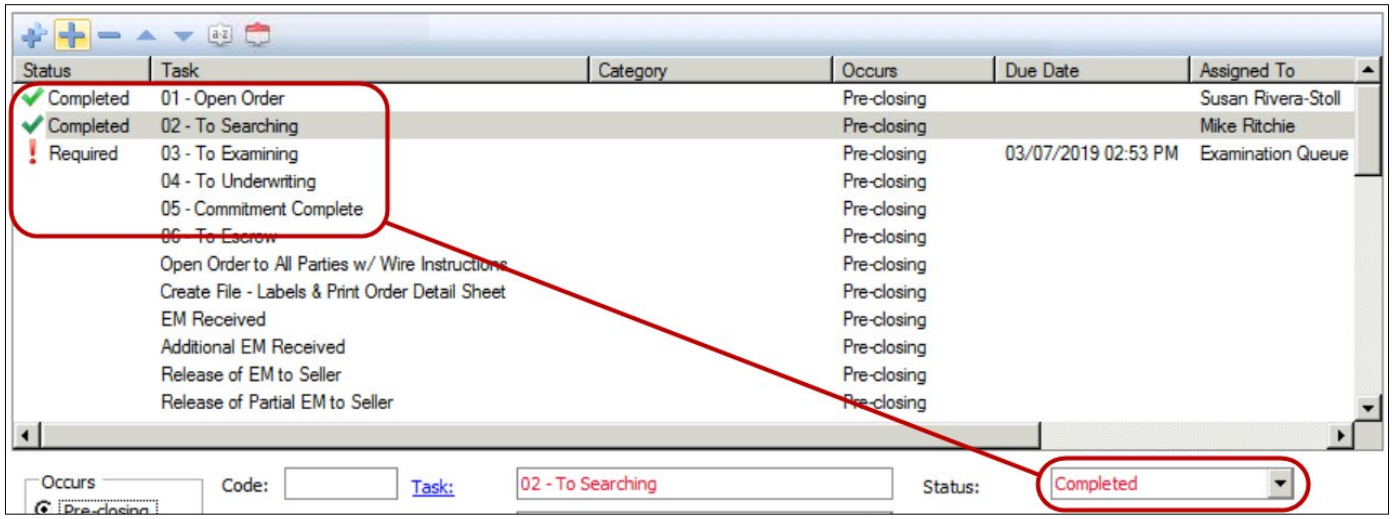
Handle Impact Funds (if necessary): If you have funds in the Impact order,

- ❑ Impact order: Create ONE outgoing wire for all funds received
- ❑ SoftPro Select order: create an **Anticipated Wire** equal to the Impact outgoing wire amount
- ❑ Email the **Funds - File-to-File Transfer FORM** to your OAC Contact at seattleoac-ar@fnf.com

Checklist Tasks Screen:

- ❑ Title Users: **Tasks 01** through **05**, set the **Status** to **Completed** or **N/A** as applicable



Document Selection Screen:

- ❑ **Preview** and **Publish** the **Open Order Sheet** to smartview
- ❑ **Preview** and send the **Wire Information** to the Lender and/or Buyer(s), etc., as needed

smartview:

- ❑ Submit a request to smartview Support via ServiceNow to,
  a) move the documents from the Impact order to the new SoftPro Select order
  b) rename the Impact smartview file to **[*order number*] OLD** to avoid seeing duplicate files in smartview when performing a search

DO NOT CANCEL THE IMPACT ORDER.

Depending on the timing of when the order is re-opened in SoftPro Select, the policy may be completed in Impact while closing and disbursing is to be completed in SoftPro Select.

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