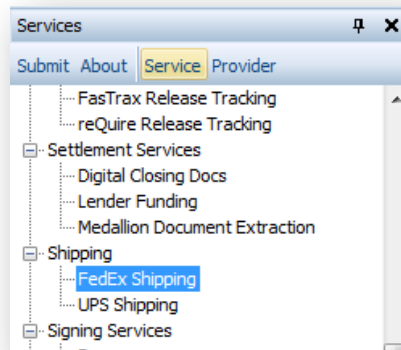


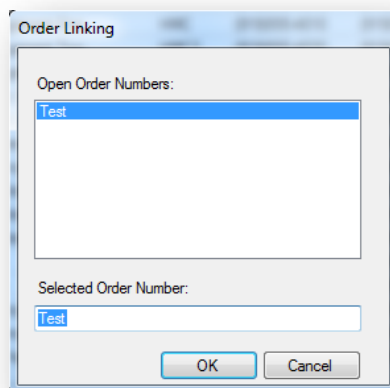
Managing a FedEx Shipping Label within SoftPro 360

In order to maintain a streamlined closing process, save time and be more efficient, SoftPro 360 users now have the ability to prepare FedEx shipment labels directly from ProForm. The SoftPro Shipping Service seamlessly populates the name, address and phone number of the contacts in your ProForm order, allowing you to quickly select a contact and create a FedEx Shipping Label without ever leaving ProForm.

FedEx Shipping can be found in the SoftPro 360 Services menu under the Service titled Shipping. Double click on the FedEx Shipping service to start creating your FedEx shipping labels (or highlight FedEx Shipping and click Submit).



If you already have ProForm order(s) open, they will be listed in the Order Linking dialog. The active order will be highlighted and entered in the Selected Order Number field. You have the ability to select from any of the open orders, or you may choose to overwrite the Selected Order Number with an order that is not currently open. Once you have confirmed the order to link, click OK to continue.



The first time you access FedEx Shipping you will be taken to the Shipping Preferences screen. Your contact information will be pre-populated based upon your SoftPro 360 registration.

IMPORTANT: Refer to the *Escrow Technical Memo 162-2014 Safety in Shipping Document and Payments via Fedex and UPS* for best practice on entering your Company name.

On this screen you have the option to set defaults for Delivery Confirmation, Address Validation, Ship Notification, Delivery Notification, Tendered Notification and Exception Notification. Enabling these settings here will set them as default for all users and for all labels created, however, you can modify the setting on a per label basis as needed.

- Delivery Confirmation options are Delivery without Signature, Indirect Signature Required, Direct Signature Required, Adult Signature Required and Service Default
- Address Validation: Address Validation is an automatic function that verifies the city, state and postal code combination of any U.S. Ship To address. If FedEx is unable to validate the combination, you will have the option to use a suggested address from an address database, revise the original address, or use the original address.
- Ship Notification: A Ship notification indicates that the shipment information has been sent to FedEx
- Delivery Notification: A Delivery notification indicates when the shipment has been delivered
- Tendered Notification: A Tendered notification indicates when FedEx has picked up a shipment
- Exception Notification: An Exception notification indicates any exceptions that may cause a delivery delay

Note: You can get back to this screen by clicking the Change Shipping Preferences link on the Manage Accounts screen

Shipping Preferences

Shipper Information

Name: Brandi Kearns

Company: SoftPro

Street: 4800 Falls of Neuse Rd, Suite 400

City/State/Zip: Raleigh NC 27609-

Phone: (999) 999-9999 Email: brandi.kearns@softprocorp.com

Shipping Default Preferences

Delivery Options: Direct Signature Required

Address Validation: ☐ Validate Addresses

Email Notification: ☒ Ship Notification ☐ Delivery Notification
☐ Tendered Notification ☒ Exception Notification

Disclaimer: The FedEx service marks are owned by FedEx Corporation and are used by permission.

Next

If no shared accounts exist, on the Add Account screen you will need to enter your FedEx Account Number and choose a FedEx Account Name. The Shared Account option allows users using the same SoftPro license to access the same FedEx Account through the FedEx Shipping product.

The Contact Information tab must match the address listed with FedEx for the account number. By checking the Same as Shipping Address checkbox, the information from the Shipping Preferences screen will populate in the given fields.

IMPORTANT: Refer to the *Escrow Technical Memo 162-2014 Safety in Shipping Document and Payments via Fedex and UPS* for best practice when entering your Company name.

FedEx Shipping - Test

Add Account

FedEx Account Number: 602470369 ☒ Shared Account

FedEx Account Name: Test Shared

Contact Information

Name: Brandi Kearns

Company: SoftPro

Street: 4800 Falls of Neuse Rd, Suite 400

City/State/Zip: Raleigh NC 27609-

Phone: (999) 999-9999 Email: brandi.kearns@softprocorp.com

☒ Same as Shipping Address

* This address (State and Zip) must match the address listed with FedEx for this account number.

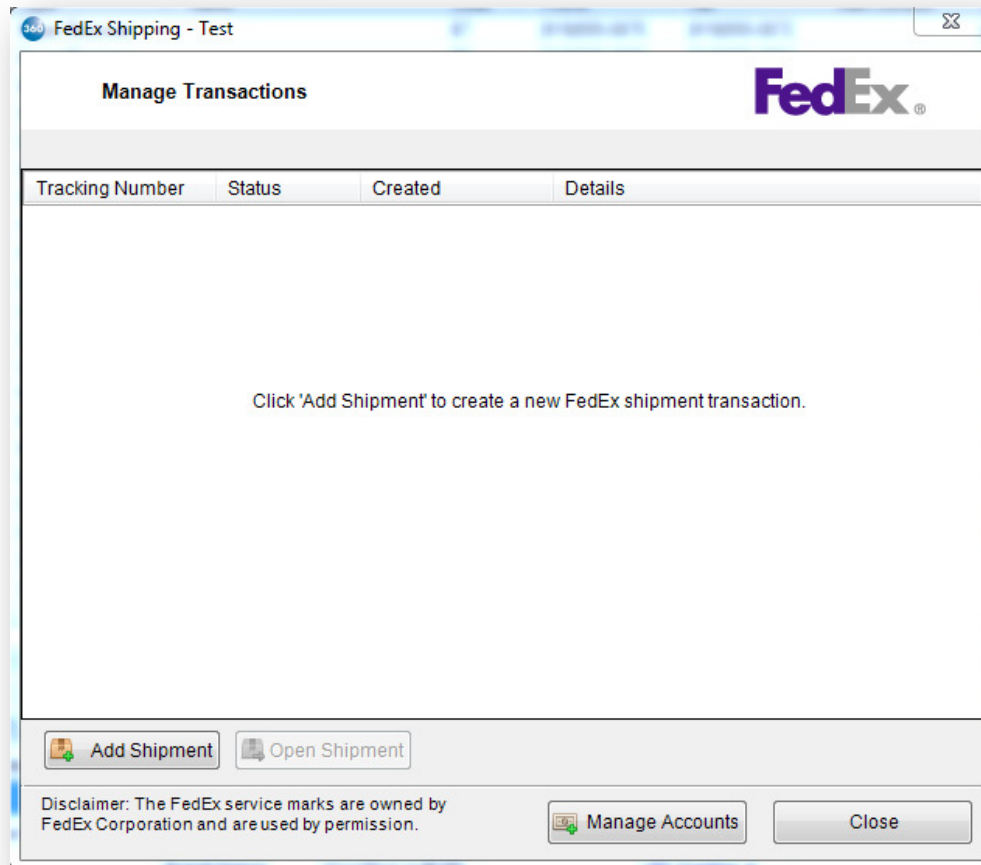
Disclaimer: The FedEx service marks are owned by FedEx Corporation and are used by permission.

Register Cancel

Note: You can add additional FedEx Accounts by accessing the Add Account hyperlink found on the Manage Accounts screen

For subsequent uses of FedEx Shipping when a shared account already exists, the Manage Transactions screen will be the first screen displayed. The Manage Transactions screen will display all shipments created for the linked ProForm order. To create a shipping label, click the Add Shipment button.

Note: Click the Manage Accounts button on the Manage Transactions screen to add additional FedEx Accounts, view current FedEx Accounts and Change Shipping Preferences. Click the Transactions button on the Manage Accounts screen to access the Manage Transactions screen.



The Create Shipment screen lists the contacts entered into the linked ProForm order. Highlight the contact you would like to ship to and (when entered into the ProForm order) the contact's name, address and phone number will populate into the appropriate fields.

If additional FedEx Accounts have been added, they will be available under the Account No. drop down list. You have the option to select the Package Type, enter the package Weight and select the Service Type. You can also select the options of Residential Delivery, Validate Address or create a Return Label. The Compare Rates link will provide estimated rates for the package type selected.

The screenshot shows a web application window titled "FedEx Shipping - Test". Inside, there's a "Create Shipment" form. On the left, a "Select a Contact:" list shows various contacts, with "Bob Buyer" selected. To the right, form fields are populated: "Account No." is "Test Shared (XXXXX0369)", "Person" is "Bob Buyer", "Ship To" is "Bob Buyer", "Company" is empty, "Address" is "Person" (selected), "Address1" is "10 Buyer Blvd", "Address2" is empty, "City/State/Zip" is "Durham NC 27703-", "Phone" is "(919) 555-0810", "Package Type" is "FedEx® Envelope", "Service Type" is "FedEx 2Day®", and "Weight" is "0.1 lb.". There are checkboxes for "Residential Delivery", "Validate Address", and "Return Label". Links for "Compare Rates" and "More Options" are present. At the bottom, there's a "Submit" button and a "Cancel" button. A disclaimer at the bottom left states: "Disclaimer: The FedEx service marks are owned by FedEx Corporation and are used by permission."

The More Options link provides additional options that can be selected on a per shipment basis.

- Additional Service Options – Ship Date, Saturday Pickup and Saturday Delivery
- Drop Off options are –
 - Business Service Center: The shipper will drop off the package at an authorized FedEx business service center
 - Drop Box: The shipper will drop the package in a FedEx drop box
 - Regular Pickup: The shipper already has an every-day pickup scheduled with a courier
 - Request Courier: The shipper will call FedEx to ask for a courier
 - Station: The shipper will drop off the package at a FedEx station

- Delivery Confirmation options are Deliver without Signature, Indirect Signature Required, Direct Signature Required, Adult Signature Required and Service Default
- Special Instructions: A free form field used to provide specific delivery instructions to the FedEx Ground courier
- Package Dimensions: Length, Width, Height
- Declared Value
- Ship Notification: A Ship notification indicates that the shipment information has been sent to FedEx (if entered into the ProForm order for the contact, the contact's email address will flow to the Email field)
- Delivery Notification: A Delivery notification indicates when the shipment has been delivered (if entered into the ProForm order for the contact, the contact's email address will flow to the Email field)
- Tendered Notification: A Tendered notification indicates when FedEx has picked up a shipment (if entered into the ProForm order for the contact, the contact's email address will flow to the Email field)
- Exception Notification: An Exception notification indicates any exceptions that may cause a delivery delay (if entered into the ProForm order for the contact, the contact's email address will flow to the Email field)

****Note: value-added service charges may apply****

FedEx - More Options

Additional Service Options

Ship Date: 7/12/2013

☐ Saturday Pickup

☐ Saturday Delivery

Drop Off / Delivery / Special Instructions

Drop Off: Regular Pickup

Delivery Confirmation: Direct Signature Required

Special Instructions:

Package Dimensions and Value

Length: 0 Width: 0 Height: 0 Declared Value: 0

Inches - Valid for "Your Packaging" Only

E-mail Notifications

☒ Ship Notification ☐ Delivery Notification

☐ Tendered Notification ☒ Exception Notification

Email: bob.buyer@example.com

Close

To create a Return Label, highlight the Contact the package will be shipped from and check the Return Label checkbox. This feature changes the Ship To field to Ship From. Click Submit.

FedEx Shipping - Test

Create Shipment

Select a Contact:

- B** Bob Buyer
- B2** Bradley Buyer
- S** Sally Seller
- AT** John Attorney
- AT2** Adam Attorney
- AT3** Seller's Attorney
- SB** SA Company
- T** Title Company 1
- L** Bob Lender
- L2** Tom Lender
- L3** Sam Lender
- L4** Rachel Larrison
- M** Mortgage Broker1
- Q** Don Lee
- U** Sandra Underwriter

Account No.: Test Shared (XXXXX0369)

Person: Bob Buyer

Ship From: Bob Buyer

Company:

Address: ☐ Company ☒ Person

Address1: 10 Buyer Blvd

Address2:

City/State/Zip: Durham NC 27703-____

Phone: (919) 555-0810

Package Type: FedEx® Envelope 0.1 lb.

Service Type: FedEx 2Day® [Compare Rates](#)

Options: ☐ Residential Delivery ☒ Return Label [More Options](#)

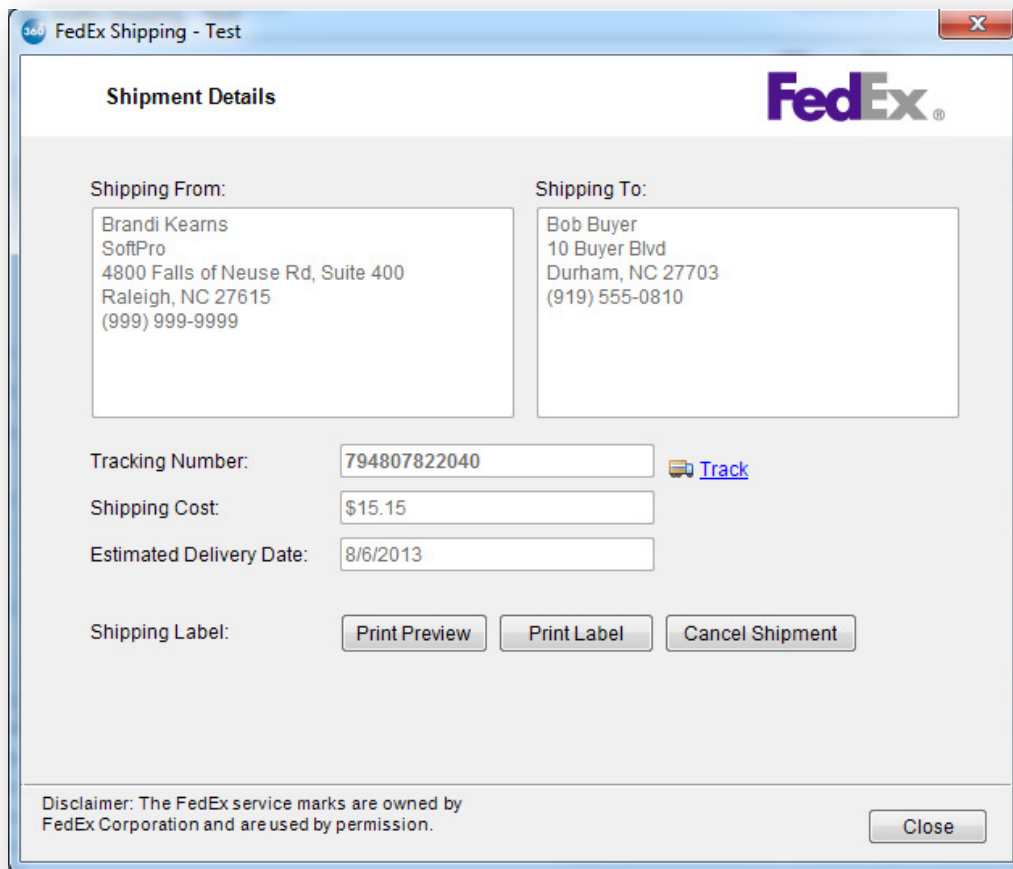
☐ Validate Address

Disclaimer: The FedEx service marks are owned by FedEx Corporation and are used by permission.

Submit **Cancel**

On the Shipment Details screen you can preview, print or cancel your FedEx shipping label. To track the shipment click the Track hyperlink, which will take you to the FedEx tracking website

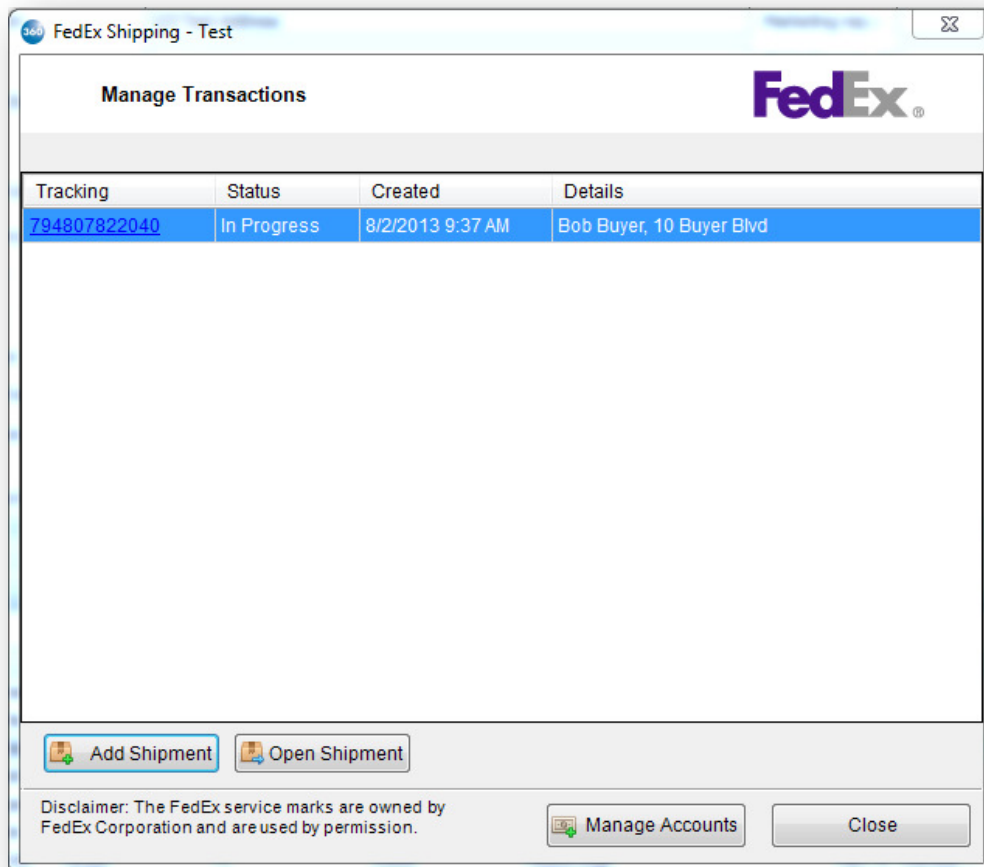
Click Close to close this window and return to the Manage Transactions screen.



The screenshot shows a web application window titled "FedEx Shipping - Test". The main content area is titled "Shipment Details" and features the FedEx logo in the top right corner. The form is divided into two columns for "Shipping From" and "Shipping To". The "Shipping From" field contains the address for Brandi Kearns at SoftPro. The "Shipping To" field contains the address for Bob Buyer. Below these fields, there are input fields for the Tracking Number (794807822040), Shipping Cost (\$15.15), and Estimated Delivery Date (8/6/2013). A "Track" link with a truck icon is positioned next to the tracking number. At the bottom of the form, there are three buttons: "Print Preview", "Print Label", and "Cancel Shipment". A disclaimer at the bottom left states that FedEx service marks are owned by FedEx Corporation. A "Close" button is located at the bottom right of the window.

Shipment Details	
Shipping From: Brandi Kearns SoftPro 4800 Falls of Neuse Rd, Suite 400 Raleigh, NC 27615 (999) 999-9999	Shipping To: Bob Buyer 10 Buyer Blvd Durham, NC 27703 (919) 555-0810
Tracking Number:	794807822040 Track
Shipping Cost:	\$15.15
Estimated Delivery Date:	8/6/2013
Shipping Label:	<button>Print Preview</button> <button>Print Label</button> <button>Cancel Shipment</button>
Disclaimer: The FedEx service marks are owned by FedEx Corporation and are used by permission.	
<button>Close</button>	

After you have created the shipment, you will return to the Manage Transactions screen. The screen will now display a tracking number hyperlink for the shipment. Click the Tracking Number to link to the FedEx tracking website. The Status will update to Completed once the package has been delivered. The Open Shipment button will take you back to the Shipment Details screen. The Open Shipment button is only enabled when the status of the transaction is In Progress.



Your SoftPro 360 queue will update with a Transaction for the shipment and the FedEx tracking number will be available as a hyperlink under the Description column. The link will take you to the FedEx tracking website. The Status will also update to Completed once the package has been delivered.

Queue									
Review Deliver Views: Active Order Filter: All Providers									
Transaction Number	Provider	Service	Status	Linked Order	Created By	Created On	Completed On	Description	
410060-10-130802-008013	FedEx	FedEx Shipping	In Progress	Test	Brandi Kearns	8/2/2013 9:37 AM		FedEx Tracking # 794807822040	

Adding FedEx Accounts

Select the Manage Accounts button on the Manage Transactions screen to add additional FedEx Accounts, view current FedEx Accounts and Change Shipping Preferences. To add an Additional FedEx Account click the Add Account link, enter the FedEx Account Number and Account Name. Select Shared if the account should be available to all users. Complete the Contact Information tab, and then click Register.

	Type	Account Number	Account Name	Meter Number
Remove	Shared	XXXXX0369	Test Shared	100173687
Remove	Private	XXXXX7846	Test Private	100173952

[Add Account](#) [Change Shipping Preferences](#)

Disclaimer: The FedEx service marks are owned by FedEx Corporation and are used by permission.

[Transactions](#) [Close](#)

Removing FedEx Accounts

To remove FedEx Accounts, select the Manage Accounts button on the Manage Transactions screen. Click the Remove hyperlink next to the account to be removed. When a Shared account is removed, the account will be unavailable to all users using the same SoftPro license. Removing a Private account will remove the account only for that user.