



# Electronic Reporting – Process in TrackerPro

Learn how to electronically report First American Title Policy premiums and fees on individual or multiple files using the TrackerPro Integration with AgentNet®.

Once premiums have been collected on the title products ordered in TrackerPro, follow these steps to electronically report remittance payments.

## Prerequisites to E-Reporting

The following activities must be completed in your TrackerPro file in order to electronically report on a file(s).

1. EJackets for each policy must be ordered via the TrackerPro integration for the file to be eligible for E-Reporting
2. In TrackerPro, post the **Title Closing Receipt** to apply all invoice charges and close the application
3. In the **Remittance Payments Form**, create and post the Remittance Payment Check

**NOTE:** Refer to TrackerPro's training material for specific instruction to complete these requirements.

## E-Reporting

1. From the TrackerPro main menu, click **Banking Menu**

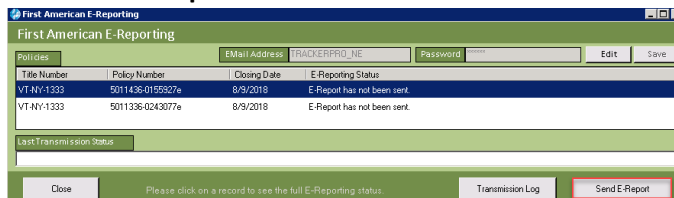
2. Click **Underwriter Remittances**



3. Select the applicable **First American Underwriter**  
**NOTE:** All closed Title Applications for the selected underwriter in the particular state are displayed.

4. At the bottom of the **Remittance Payments Form** window, click **E-Reporting**

5. In the **First American E-Reporting** window, click **Send E-Report**



### NOTES:

- If remittance is successful, each file's status will update to show "E-Report was sent", along with the current date.
- A **Payment Transmittal Form** will open in Word with the appropriate data.
- If remittance is unsuccessful, each file's status will update to show why it failed to E-Report.

6. Click **Transmission Log**, if needed

### NOTES:

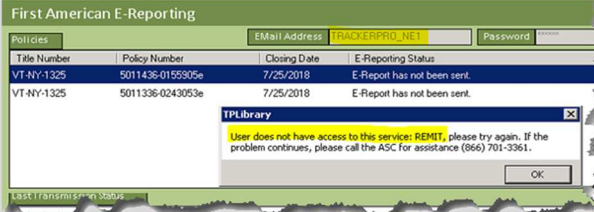
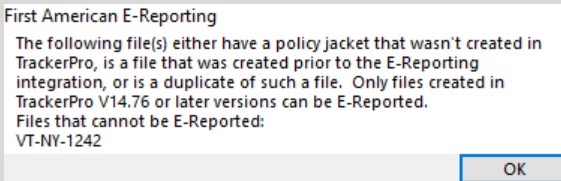

- You can view a log of previous attempts at E-Reporting in the Transmission Log.
- Clicking **View Payment Sheet** will open the Payment Transmittal Form that was generated for that submission, if it was successful.

E-Report Transmissions					
Transmission Date	File Count	Remit Amount	Transmission Result		Payment Sheet
8/3/2018 12:30 PM	1	\$276.00	E-Reporting process could not be completed for all files	View more file...	View Payment Sheet
8/3/2018 12:07 PM	1	\$311.60	E-Reporting process could not be completed for all files	View more file...	View Payment Sheet
7/30/2018 1:01 PM	1	\$530.20	E-Reporting process could not be completed for all files	View more file...	View Payment Sheet
7/26/2018 1:06 PM	1	\$810.00	E-Reporting process could not be completed for all files	View more file...	View Payment Sheet
7/26/2018 12:32 PM	1	\$640.44	Successfully sent E-Report VT-NY-1330 - 7/26/2018 12:32 PM	View more file...	View Payment Sheet
7/26/2018 10:16 AM	1	\$190.89	Successfully sent E-Report VT-NY-1328 - 7/26/2018 10:16 AM	View more file...	View Payment Sheet
7/25/2018 1:36 PM	1	\$981.00	Successfully sent E-Report VT-NY-1326 - 7/25/2018 1:36 PM	View more file...	View Payment Sheet



## Remittance Failures

It is possible that you may encounter some error messages during this process. Below are common remittance failure reasons and responses to resolve them.

Failure Response	Description	Resolution Response
Unmapped Endorsement name and/or Unmapped Rate Type	AgentNet account being used to E-Report does not have the proper Endorsement and/or Rate Types mapped on them	User must contact First American to have the mappings added to their account
User does not have access to this service: REMIT, please try again. If the problem continues, please call the ASC for assistance at (866) 701-3361	User tries to E-Report using an account that does not have permissions to use the eReporting feature  	Contact First American Agency Service Center (ASC) to activate E-Reporting on the account
One or more of the jackets in this file will be effective on a future date (Date of Policy is greater than today's date). If the date is correct, you must wait until the date is reached to remit your file	If a user orders an eJacket for a policy with a Date of Policy in the future, the file cannot be eReported until that date, returning this error if they attempt to E-Report it sooner	When ordering EJackets, the Date of Policy is pulled from TrackerPro's Scheduled Closing Date field. If the date is correct, you must wait until the date is reached to remit your file
File status not Open	User will receive this error if a file has already been remitted on via the AgentNet website or some means other than the E-Reporting integration	The file has already been remitted to First American and the user will not have to E-Report the file
User tries to enter the E-Reporting window, but some of the files selected in the Remittance Payments Form were created using an older version of TrackerPro	The following file(s) either is a file that was created without a jacket and is not priced prior to the E-Reporting integration, or is a duplicate of such a file. R-report functionality will only be available to <b><u>files created</u></b> in TrackerPro version 14.76 or later  	E-Reporting will only work for files that: a. Have been priced using the new version (TrackerPro 14.76.0 or later) b. Only have EJackets that were ordered using 14.76.0. A user can "reprice" an open file if they make a small change in the policy amount and change it back to the correct amount
Remittance Accounts cannot be accessed for verification or adjustment because they are currently locked out by User_	Only a single user at a time can access the Remittance and Title Receipts screen to complete operations  	Access the Remittance Accounts screen once the user has exited it