

Table of Contents

INTRODUCTION 2

ACCESSING THE CUSTOMER WEB PORTAL 3

 Logging In: 3

 A couple quick notes: 3

 Buttons: 4

 In-Process Orders 4

 Completed Orders 4

 Add KY Orders 5

 Add IN Orders 7

Side Menu: 9

 BAR - Processing 9

 In Process Orders 9

 Completed Orders 9

 Your Info – 9

 BAR - Residential Orders 9

 Kentucky Residential – 9

 Indiana Residential – 9

 BAR – Commercial Order 9

 Kentucky Commercial – 9

 Indiana Commercial - 9

 BAR - Resources 9

 Phone Book – 9

 Order Report – 9

 BAR - Support 10

 Send Us A Message – 10

IMPORTANT NUMBERS AND ADDRESSES 10

www.etable.com – The Closing Table, LLC
Customer Portal Usage – October 9, 2007

INTRODUCTION

The www.etable.com customer web interface (portal) is supplied as a tool to support both our customer's business requirements and our business processes. This internet access is intended for customers who provide us, on a monthly basis, with a consistent number of orders so you may monitor the status of your orders and perform other day to day tasks you would normally perform with us over the telephone or through email.

As of October, 2007, the customer web portal supports customer order status inquiry, customer submission of residential searches in Kentucky and Indiana counties we service, submission of Indiana commercial titles in counties we support, and the submission of commercial titles in the Louisville regional area.

Customers may access their current and historical statements and locally print and/or save them as a PDF file.

Invoices for 'completed' orders may be printed and/or saved locally as PDF files.

Any customer contact designated as a "supervisor" can add and maintain company contacts. For data integrity and audit purposes, a customer cannot delete a contact.

An order turnaround report may be created and printed by the customer. This turnaround report lists:

1. New Orders Placed Today
2. Order In Process Today (Place on a previous day and not yet marked as completed)
3. Orders Completed Today
4. Orders Completed On The Previous Business Day.

To be added on October 15, 2007: Local printing and /or saving of an imaged copy of your deliverables. This is the same set of documents that will be shipped to you upon completion of the order.

Also beginning on October 15, 2007, customers who prefer to submit orders via email are asked to submit those orders to the email account etable.orders@abstracttitles.net.

Fax orders will always be accepted at (502) 587-9727.

This portal is not intended for retail customers, guaranteeing availability, security and performance for our primary business partners. Retail sales support will be added to www.etable.com as time permits.

Without a www.etable.com ID and Password, you cannot access the customer portal. Please call us at (502) 587-9637 and ask for Dave Less or send me an email at dave.less@abstracttitles.net.

ACCESSING THE CUSTOMER WEB PORTAL

The easiest way to access the www.etable.com customer support portal is to go to the www.etable.com homepage. On the homepage you will see a label at the lower, left area of the page:

- **Customer Access** – Click on this 'link' – in about 5 seconds you should be routed to a page titled – “www.eTitle.com - The Closing Table, LLC - Customer Access
- Please note – in the top left corner of this screen is 'globe'. This is your home button that you can use anytime you are in the customer portal. Clicking on this icon will always take you back to your main menu.
- If you need a Login and Password – please call us at (502) 587-9637 or email Dave Less at dave.less@abstractstiles.net.

Logging In:

- You have been supplied with a Login and a Password. Enter them here and click the 'Login' button.
- You can check the “Remember me on this computer:” check box and your computer will remember you Login and Password.
- The case of the Login and the Password do not matter.
- You will be routed to the “Customer Desktop”

A couple quick notes:

There are a few rules established for each ID.

- You can only view orders for your company
- If your ID has supervisor access, you can view ALL the orders placed by your organization.
- If your ID does not have supervisor access, you can only view orders placed and assigned to your ID as the 'customer contact'.
- If there is no activity for more than 1 hour, the system will automatically terminate your session. You will be required to sign back in to continue using the system.
- We will begin to send statements via email and/or automated fax beginning November, 2007.
- We currently send setup confirmations to customers who have provided email addresses. Beginning October 15, 2007 we will also send order completion email notices to customers who would like such notifications.

Buttons:

In-Process Orders – A list will appear of “In Process” orders. These are the orders placed in the last 60 days and have not been closed. If you see an order on this list that has been sent to you or has been cancelled, please let us know.

You can navigate through your orders on a page by page basis.

“First” – the first full page of order

“Previous” – the previous page of orders

“Next” – the next page of orders

“Last” - the last full page of orders

To view the details of an order, press the ‘View’ button.

To be added: Printing of a line item from the view. This will provide you with a detail for the individual order.

Completed Orders – A list will appear of orders that have been ‘Completed’ over the last 60 days.

You can navigate through your order on a page by page basis using:

“First” – the first full page of order

“Previous” – the previous page of orders

“Next” – the next page of orders

“Last” - the last full page of orders

To view the details of an order, press the ‘View’ button.

To be added: Printing of the completed orders invoice, and the printing of the order details for auditing purposes. Completed files including notes, copies, reports and the invoice will be available for viewing, printing and saving on your local computer. You will be sent an email to notify you of order completion.

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Customer Portal Usage – October 9, 2007

Add KY Orders (Add Kentucky Residential Orders) – You can add Kentucky residential orders into the www.etable.com processing work flow. By choosing this option you can speed up the processing of your order, and ensure the accuracy of the order being placed.

When the window opens, you may see a list of orders you have entered in the last few minutes, or you may only see 2 buttons, “Insert” or “Close”. If “Close” returns you back to the “Customer Desktop”.

Placing an order:

The customer information and the state have been determined by your Login ID and the fact that you selected a residential title in the specified state.

Customer File Number: - This is the identification you use to identify this order in your system. This optional number is supplied by you, the customer.

Loan Purpose: – Purchase or Refinance – Please select the proper code. This code is important in the setup of the order and we do have rate override arrangements with several customers based on this value. (REQUIRED)

WEB Product Types: - We currently accept three (3) types of residential orders online – 1 owner, 2 owner and full searches. (REQUIRED) We will add others during October, 2007.

Order Priority: - Estimated return dates and special rates are calculated based on your required turnaround. (REQUIRED)

Property Address: - The street address of the parcel to be searched. (REQUIRED)

Property City: - The city of the property to be searched. (REQUIRED)

Property State: - Populated by the system based on the search option you selected.

Property Zip Code: - If known, please supply the zip code.

County Code: - Please click on the proper county code for this search. (REQUIRED)

Property Parcel ID- Optional: – The county-assigned parcel ID.

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Customer Portal Usage – October 9, 2007

Names: – Please provide the proper name information. If a Name Suffix is known such as SR, JR, and III.... Please provide.

Special Instructions: - Please use this section to provide us with additional instructions to help us expedite the order and clarify any unique research requirements.

SAVE - Saves the order and returns to the previous screen. You should now see the order in the 'Browse Box' or List on that screen. As long as an order can be seen on this List, you can change the order or delete the order.

CANCEL – Returns to the previous screen and DISCARDS the order you were entering.

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Add IN Orders (Add Indiana Residential Orders) - You can add Kentucky residential orders into the www.etable.com processing work flow. By choosing this option you can speed up the processing of your order, and ensure the accuracy of the order being placed.

When the window opens, you may see a list of orders you have entered in the last few minutes, or you may only see 2 buttons, “Insert” or “Close”. If “Close” returns you back to the “Customer Desktop”

Placing an order:

The customer information and the state have been determined by your Login ID and the fact that you selected a residential title in the specified state.

Customer File Number: - This is the identification you use to identify this order in your system. This optional number is supplied by you, the customer.

Loan Purpose: – Purchase or Refinance – Please select the proper code. This code is important in the setup of the order and we do have rate override arrangements with several customers based on this value. (REQUIRED)

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Property State: - Populated by the system based on the search option you selected.

Property Zip Code: - If known, please supply the zip code.

County Code: - Please click on the proper county code for this search. (REQUIRED)

Property Parcel ID- Optional: – The county-assigned parcel ID.

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CANCEL – Returns to the previous screen and DISCARDS the order you were entering.

Side Menu:

On the left hand side of the screen is an accordion-style menu. This is a Microsoft Office, Outlook 2007 style menu. By clicking on the menu bars, you can open and close the sub menus.

BAR - Processing

In Process Orders – This selection provides the same access described in the “In-Process Orders” section above.

Completed Orders – This selection provides the same access described in the ‘Completed Orders’ section above.

Your Info – This is your organizations contact information. Everyone within an organization can view all the contacts within the organization. FUTURE – contacts designated as supervisors will be able to add or change contact information. Contacts should never be deleted.

BAR - Residential Orders

Kentucky Residential – See the above section “Add KY Orders”.

Indiana Residential – See the above section “Add IN Orders”.

BAR – Commercial Order

Kentucky Commercial – Add commercial orders for selected Kentucky counties. Please follow the above instructions for Residential orders. For orders in Kentucky counties not included in the list, please fax your order to us.

Indiana Commercial - Add commercial orders for selected Indiana counties. Follow the above instructions for Residential orders. For orders in Indiana counties not included in the list, please fax your order to us.

BAR - Resources

Phone Book – Fax, courthouse, office and cell phone numbers. Our staff’s phone numbers have not been added to this phone book, but will be added in the near future.

Order Report – This report lists:

1. New Orders Placed Today
2. Order In Process Today (Place on a previous day and not yet marked as completed)
3. Orders Completed Today
4. Orders Completed On The Previous Business Day.

Please use this report to track the progress of your orders.

BAR - Support

Send Us A Message – This feature places a priority email in the www.etable.com support email box, which is managed by our help desk. Several support personal retrieve the requests sent to this mailbox every 15 minutes between the hours of 7:30 AM and 5:00 PM – EST.

IMPORTANT NUMBERS AND ADDRESSES

- WWW.eTitle.Com – Home Page for etitle.com and Abstracts & Titles, Inc.
- etable.orders@abstracttitles.net – Address to use when sending email orders to us – Please include the word “ORDER” in the subject line.
- etable.support@abstracttitles.net – Address to submit support requests, orders inquiry and other support requests. This is the same address used by the customer web portal to submit support requests.
- (502)587-9727 – Our incoming fax number.