Part of the halFILE Document Management family of products, halTRACK™ provides a title company with an Internet presence that is useful for both the title company and its customers. halTRACK streamlines the order process by tracking the status of title order, thereby reducing time spent on the phone, eliminating unnecessary data entry, and providing customers with convenient, 24/7 access to information. Following is an overview of how it works:

New Customer Setup

From a web page, new customers provide information which is posted to a halFILE Customer Database. halTrack then e-mails an in-house person who reviews the information, completes the set up and provides information back to the customer telling them their account is approved and set up.

received. The order entry person can then go into the halFILE Order Entry database to review and finalize the order. Plus, with the Word Merge feature, an Order Sheet can be generated for the Examiner at this time.

Order Entry

The Order Entry process has three options: E-mail Order Entry, Web Order Entry and Fax Order Entry.

E-mail Order Entry:

The customer goes into Outlook, loads an Order-Entry form and fills it out. Instead of clicking SEND, they would click the Submit button on the form that would send the message to a designated account on the Internet Server. The e-mail form containing the order information is sent to a specified e-mail account. The order is then reviewed by the order entry person and passed into either a halFILE Order Book database or into your Closing Software.

Web Order Entry:

From a webpage, orders are submitted by customers and automatically posted into a halFILE Order Book database. When posted, the Order Number can be automatically generated. The web page immediately responds with the Order Number and information on how to check the Order Status. An e-mail is sent showing that the Order was received with instructions for checking the status. Also, an e-mail is sent to a designated e-mail account at the Title Company notifying them that a new order was

Fax Order Entry:

Customers would be given an Order form. They would fill it out and fax it to the Title Company. Someone at the Title Company would enter the Order information into halFILE then fax a message back to the customer telling them the Order Number.

Streamlined Data Entry

Documents for the order are captured by halFILE and indexed by the Order Number in an Order Tracking

database. Whether the Order was entered into a halFILE Order Book database, AIM for Windows™ or SoftPro's ProForm™, information is pulled into index fields to provide powerful search capabilities. Documents are then available to customers and Title Company users alike via Web Order Status checking.

Web Order Status & Document Retrieval

Login Page: The customer goes to your site and logs in with a user-id and password. The customer can only view his or her own orders.
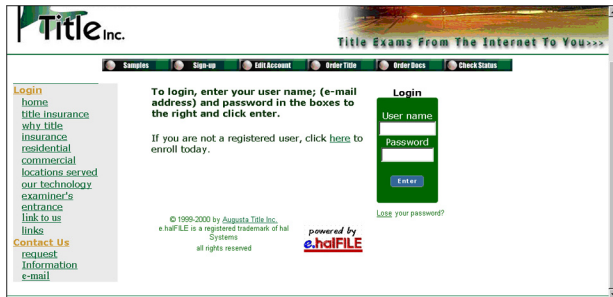
Web Status Page: The status of the order is maintained in the Order Book database. A web page lets the user view (1) all outstanding orders or (2) a particular order. The structure of this Order Book database and what information is shown to the customer is designed to fit your needs.
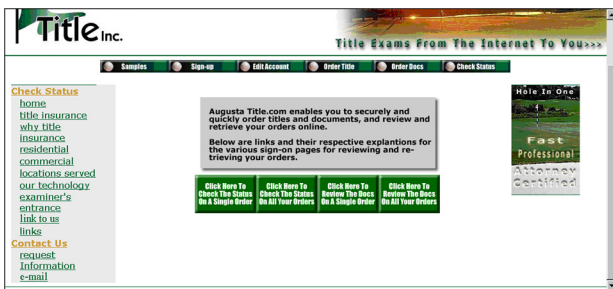
Web Document Retrieval: Documents entered into the halFILE Order Tracking database can also be viewed. A web page lets the user view (1) all outstanding orders or (2) a particular order. The documents matching the search are listed with links to view the document. The structure of the Order Tracking database and what information is shown to the customer is designed to fit your needs.

Web Page Design

Attractive Order Entry and Order Status Checking templates are provided with halTrack. Part of the installation process includes customization of these templates to include your company logo and information. A link from your company's main web page to these web pages can be set up.

halTRACK requirements

- halFILE Document Manager

- Public Web Site running Microsoft Internet Information Server 4.0 or later, or let hal Systems host your halTrack application.

- e.halFILE – provides web search of any database field in the Order Tracking and Order Book databases. Also supports web searching of other halFILE databases such as Title Plant.

- Crystal Reports Professional – provides the ability to print reports of database information from a web page.

installation, training, and support

hal Systems has been in business for over thirty years and we are dedicated to providing our customers with proper training at the time of installation and on-going, timely, high quality support after the sale. We can assist in the planning, design, and implementation of an imaging system *tailored for your specific requirements*.

also from hal Systems —

e.halFILE Internet Access
An option for halFILE that supports searching databases via the Internet. For e-commerce applications, e.halFILE can provide secure credit card validation, transaction logging, and billing.

halFILE Document Manager
The general-purpose version of our document management system, with the features and flexibility to adapt to the needs of any business.

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