



E-Deposit User Guide

For City National Business Suite®

And Business Essentials

April 2021

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Introduction

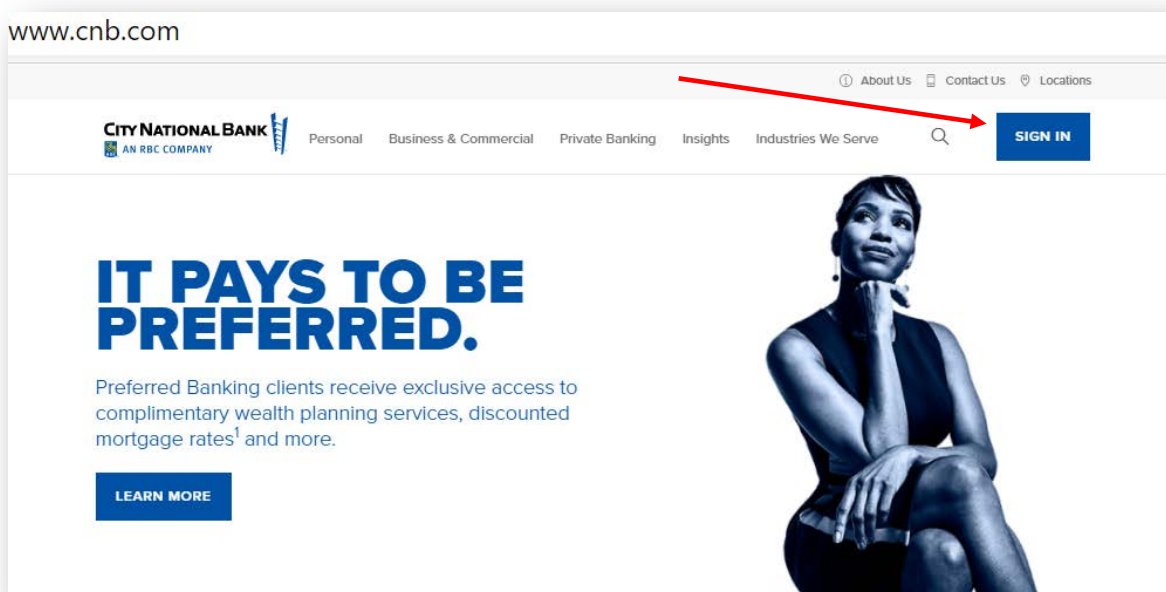
City National Bank's E-Deposit service enables your business to make deposits of checks from almost anywhere you go, whether it is at your office or while you're on the go. Using a specialized scanner on your computer, or nothing more than your mobile device, you scan checks and other items to become images that are electronically deposited to City National Bank for your accounts.

This service reduces or replaces your need to deliver physical deposits via courier or in person at a banking office, and potentially offers you additional time and cost savings.

This User Guide provides instructions for the commonly used activities of E-Deposit. If you have any additional questions, you may contact Client Services on banking days, Monday through Friday, from 5:30 a.m. to 7 p.m. Pacific Time at (800) 599-0020.

Logging in to E-Deposit

Go to City National Bank website (www.cnb.com) and then click the sign-in link shown below to access the sign-in screen.



On the sign-in screen shown below, enter your company User ID and Password, and then click Sign In.

- If this is your first login to E-Deposit in City National Online, you will need to set up your credentials on the site, as shown in the following pages starting with [Account Setup](#).

- If this is NOT your first login, you may access E-Deposit with City National Business Suite or Business Essentials as shown below, in [Accessing E-Deposit](#).

Account Setup

When signing on to the service for the first time, you will be guided through Account Setup, which will assist you with configuring and verifying your profile.

Create Password

You will be required to create a new password during your initial logon to the system. The guidelines for your new password are shown on the **Create Password** page. As you create your new password, the guidelines will be displayed in green to confirm that your password matches the criteria; otherwise, they will be displayed in red.

Account Setup

Create Password
Confirm Identity
Verification

Create a password

Enter your new City National Online password below. Be sure to follow the password requirements to ensure your password is secure.

Password

●●●●●●

Please enter a password using the guidelines listed.

Password guidelines:

- ✓ At least 8 characters (required)
- ✓ Uppercase letter (required)
- ✓ Lowercase letter (required)
- ✗ Number (required)
- ✗ Special characters (required) only include the following: , ! @ # \$ % ^ & * () _ + = -

Confirm Password

Continue
Cancel

Confirm Your Identity

Account Setup

Create Password
Confirm Identity
Verification

Confirm Identity

To confirm your identity and protect your account information, we'll send you a one-time verification code by email, text*, or voice message.

Select how you would like to confirm your identity:

Email

am*****s@cnb.com

am*****3@gmail.com

Phone

Text Voice Message ***.***.3943

Send Code
Cancel

* Message and data rates may apply.

What you should know

In order to protect your account information, we require you to confirm your identity before accessing City National Online.

The contact information displayed on this page is the most current email address and phone number on file; please choose one of the verification methods shown to confirm your identity.

Note: For your security, portions of your contact information are masked, and displayed as "****".

If you don't receive your verification code, please select an alternate verification method. If you cannot complete this process, or the contact information shown is incorrect, please contact your Relationship Manager. You may also call the phone number on the back of your check card or statement for further assistance.

Verify Code

The last step in the Account Setup workflow will prompt you to confirm a verification code sent to your email address or phone. Upon receipt of the email, enter the code provided in the **Verify Code** field and click **Verify** to complete the verification process. If the email was not received in your inbox, you can ask to have the verification code email resent by clicking on the **Select a different verification method** link.

Account Setup

Create Password > Confirm Identity > **Verification**

Verification Code

A verification code has been sent to:
..3943

Please enter the verification code to confirm your identity.

Verification Code

Register your device (optional)

Verify Cancel

Didn't receive a verification code yet? Sometimes it can take a few minutes.
[Select a different verification method.](#)

Why register your device?

When you register your device, City National Bank will automatically recognize it as a device that is authorized to access your account information. You'll be able to sign in quickly without needing to confirm your identity.

You can register more than one device, but it is not recommended to register public computers or devices.

Personal Information and Security

Notice: As a first time user, you must complete the 4 steps below before gaining access.



Personal Information & Security

E-Consent

Terms & Conditions

Personal Information

Security Questions

E-Consent

Consent to Use of Electronic Communications and Electronic Signatures

In connection with our relationship with you, we are required by law to give you certain information "in writing" - which means you are entitled to receive it on paper. We need your consent in order to provide you this information electronically instead. We also need your general consent to use electronic records and signatures in our relationship with you. Please read the information below carefully and thoroughly before you consent.

In this Consent, the words "we," "us," and "our" means City National Bank. The words "you" and "your" means the person giving consent. "Online Service" means each and every service we offer that you apply for, enroll in, agree to, use, administer or access using the Internet, a website, email, messaging services (including text messaging) and/or software applications (including applications for mobile or hand-held devices), either now or in the future. "Communications" means each disclosure, notice, agreement, undertaking, fee schedule, statement, record, document or other information we provide to you or that you sign or submit or agree to at our request. "CNB Product" means each account, product or service (including each Online Service) we offer that you own, apply for, enroll in, agree to, use, administer or access, either now or in the future.

Your consent

Your consent applies to all Communications between you and us in connection with a CNB Product. We may also use electronic signatures and obtain them from you on any Communication. The Communications that we provide to you in electronic form may be delivered to you in a variety of ways, including by way of example and not limitation, either (1) via e-mail or text message, (2) via posting to a website, software application, or other electronic location, (3) by your accessing a website that we will designate in an e-mail, text message or other electronic notice we send to you at the time the information is available, or (4) as otherwise described in the *City National Online Access Agreement & Disclosures* and in other agreements we may have with you from time to time. We may establish security procedures you will have to follow to access the Communications.

We may always, in our sole discretion, provide you with any Communications on paper, even if you have authorized electronic delivery. Sometimes the law, or one or more of our agreements with you, requires you to give us a written notice. You must still provide these notices to us on paper, unless we tell you how to deliver the notice to us electronically.

How to request paper copies

I have read and agree to the terms of *Consent to Use of Electronic Communications and Electronic Signatures*.

I Accept

I Decline

Terms and Conditions

E-Consent
Terms & Conditions
Personal Information
Security Questions

Terms & Conditions

City National Online Access Agreement & Disclosure
Effective Date: June __, 2017

I. Description of Agreement

A. What it Covers
This City National Online Access Agreement and Disclosure ("Agreement") governs your online access to certain of your accounts with us to view information regarding those accounts and conduct certain transactions as described below, using the CNB Online Banking Service, the CNS Online Brokerage Service, the CNB Online Trust and Investment Service, the Direct Connect with Quicken Service or any other service we may from time to time make available to you (each a "Service" and together the "Services"). In this Agreement, the following words have the following meanings:

- "CNB" means City National Bank, a national banking association;
- "CNS" means City National Securities, Inc.;
- "We," "us," "our" mean CNB, CNS and their respective affiliates, agents (including any third-party service provider) and successors or assigns;
- "You" or "your" mean each person or business having an interest in an account accessible using a Service and any person authorized for access;
- "Business Day" means any day other than a Saturday, Sunday or holiday when we are closed.

B. Accepting the Agreement and Amendments
When you enroll in and use a Service described in this Agreement, or authorize others to use a Service to conduct transactions on your accounts, you agree to the terms and conditions of the Agreement associated with such service. If we update, amend or otherwise modify this Agreement, we will revise the "Effective" date posted at the top of this Agreement. Any updates, amendments and/or other modifications to this Agreement will become effective when we post the updated Agreement on cnb.com or other CNB-related website. You agree that your use of a Service following our posting of the updated Agreement means that you accept and agree to be bound by all of the terms and conditions of the amended Agreement. Do not use any of the Services if you do not accept and agree to be bound by all of the terms and conditions of this Agreement and/or any amended Agreement.

C. Relation to Other Agreements

I have read and agree to the Terms and Conditions of *City National Online® Access Agreement & Disclosure*.

I Accept
I Decline

Personal Information

The next step in the first-time account setup process asks you to verify the personal information provided when the profile was created. This includes verifying the time zone and phone number listed. Once all information has been provided, click **Save Changes** to move forward with the process.

- To update the **Time Zone**, please select the appropriate time zone from the drop-down menu.
- To update **Phone Number**, please enter the desired number in the field and indicate phone type from the drop-down menu.
- To add additional phone numbers, click **Add Phone Number** and fill out details.
- To remove a phone number listed, click the **Remove** link associated with the number to be deleted.

E-Consent > Terms & Conditions > **Personal Information** > Security Questions

User ID
aellis33346

Time Zone
Pacific Time (US & Canada) ▼

Primary	Phone Number	Extension	Phone Type	
<input checked="" type="radio"/>	555-555-1234	Enter Extension	Mobile 1 ▼	
<input type="radio"/>	Enter Phone Number	Enter Extension	Select ▼	Remove

+ Add Phone Number

Primary	Email Address	
<input checked="" type="radio"/>	adam.edwards@abc.com	
<input type="radio"/>	Enter Email Address	Remove

+ Add Email Address

Save Cancel

E-Consent > Terms & Conditions > Personal Information > **Security Questions**

Security Questions
Please select a question and answer from the 3 dropdowns below. These will be used when you call the bank for support.

Security Question
What is the first foreign country you visited? ▼

Answer
Answer

Security Question
What was your high school mascot? ▼

Answer
Answer

Security Question
What was your childhood nickname? ▼

Answer
Answer

Security Answer Requirements

- Please select a unique question
- Please provide a unique answer to each question
- Please provide a 3-50 alphanumeric answer: ', . - and spaces are allowed

Continue Cancel

Sign-In Assistance

If you forgot your user ID or password, you can click the **Forgot User ID?** or **Forgot Password?** support links on the Logon page, where you will be asked to provide information to get assistance with retrieving your user ID or with getting a new temporary password.

You can also contact your administrator to assist you with resetting your password.

Accessing E-Deposit

Business Suite users: To access E-Deposit, click on Receivables then E-Deposit to begin the single sign-on process.



Business Essential users: To access E-Deposit, click on Deposit Services then E-Deposit to begin the single sign-on process.



Driver Download

Your desktop scanner requires a small program called a driver to be installed on your computer. The first time you use E-Deposit, you will need to install the driver software for the specific scanner you use.

Look for the driver link (circled in red on screenshot below). It is in the bottom right under Messages where you can click it to display the drivers supported. Click on the scanner you are using, and follow the instructions to download the driver.

The screenshot shows the City National Bank E-Deposit user interface. At the top, there is a navigation bar with links for Home, Administration, Deposits, Reports, and Research. The user is logged in as 'jsmith' with roles: Customer, Admin, User, Service, Admin, Associate. A welcome message for 'ACME' is displayed, along with a notification that the password was successfully changed. The main content area features a large blue banner with the text 'Welcome to City National E-Deposit™' and three action buttons: 'Create New Deposit', 'Manage Locations', and 'Manage Passwords'. Below the banner are sections for 'User Alerts' and 'Messages'. At the bottom, there is a copyright notice for 2015 City National Bank, with a link to 'Click here for scanner drivers' circled in red.

The screenshot shows the 'Driver Download' page on the City National Bank website. The page is titled 'Driver Download' and includes a 'What to do:' section with the instruction: '1. Choose the check scanner from the supported ones below that most closely matches your model and then click on the related link to start the download.' Below this instruction, there are eight images of different check scanner models, each with a caption:

- Panini - My Vision X and My Vision X AGP
- Digital Check - T8220
- Digital Check - T8240
- Digital Check - Checkpress CX30
- Panini - i-Deal
- Canon - CR-180/CR-180II
- Canon - CR-60/CR-80
- Canon - CR-25/CR-65

Click on the scanner you are using and follow the steps. Administrative rights are required to download drivers.

Making Deposits

New Deposit

1. Click the **Create New Deposit** button on the home page to start a new deposit. The following New Deposit page allows you to start a new deposit.

CITY NATIONAL BANK
The way up!

Home | Administration | **Deposits** | Reports | Research

New Deposit

(Customer: Acme Small Business)

Location:* 1 - Acme Small Bus ▼

Account number:* 990999019 ▼

Routing transit number: 122016066

Deposit type:* Simple

Clearing channel:* Image

Company name: ▼

Optional field 1:

Optional field 2:

Optional field 3:

Declared amount (\$):*

Start Capture **Cancel**

2. Enter the appropriate data in all required fields, which are marked with an asterisk (*) and are explained in the table on the following page.
3. If your company has multiple locations and/or multiple accounts per location select the location and account your deposit is for.
4. Enter the value of the deposit and click Start Capture
5. After scanning is completed, review the Deposit Item List to confirm that no issues need to be resolved and the deposit is in balance with your Declared Amount.

Deposit Item List - 000009
(Customer: Incorporated, Location: 124 Beverly Hills)

Deposit Information (Open-Processing)
Declared amount (\$): 125.24 Current amount (\$): 4,238.40 Balancing difference (\$): (4,113.56)

Scanned Items (2)

Errors	Tasks	Item Type	Post Amount (\$)	Sequence	Account	Routing Transit
		Virtual Credit Item	125.24		000258741	122016066
		Business Check	0.00	1	71939	3222

Showing 1 - 2 of 2

6. Correct any problems with deposited items which will have a warning icon (⚠️).
7. The error page will display the reason for the error in the top and a red box around the field requiring attention.

Correct Amount

Business Check

RC Enterprises
1853 Walnut Grove Ave
Altadena, CA 90001

City National Bank
122016066

2978

Memo: One Hundred Twenty five and 24/100

DATE: Oct 12, 2016

AMOUNT: \$ 125.24

PAY TO THE ORDER OF: Acme Company
123 Main Street
Anywhere USA

VOID AFTER 90 DAYS

Jonathan Smith
AUTHORIZED SIGNATURE

Serial: 002978 Routing Transit: 122016066 Account: 1234566789 T/C: Amount (\$): 0.00 Aux on us:

Item Options
Select Add A Permanent Hotlist Rule (affects all Items)

2 of 2

8. Correct the item and select Save or Next Error. At the last error you will be taken back to the Deposit List to balance and transmit the deposit.
9. From here you can add additional items or finish the deposit process.
10. If the deposit is in balance:
 - The declared amount agrees with the current amount

- The Balancing Difference is “0” (zero) and in green font. To transmit the deposit, click Complete.

A Message from Webpage box appears: Click OK to confirm the deposit

Deposit List - Simple Deposits

You can review your company’s deposits using the Deposit List screen.

Click the Deposits tab to show the locations for your company, if your company has more than one deposit location. Click the link for the location desired to review recent deposits.

Deposit Item List - 000010
(Customer: Incorporated, Location: 124 Beverly Hills)

Changes to item 3 have been saved.

Deposit Information (Open-Processing)

Declared amount (\$): 125.24 Current amount (\$): 125.24 Balancing difference (\$): 0.00

Scanned Items (2)

Errors	Tasks	Item Type	Post Amount (\$)	Sequence	Account	Routing Transit
		Virtual Credit Item	125.24		123456789	122016066
		Business Check	125.24	3	1234566789	122016066

< Previous 1 Next > All 5 10 20 50 Showing: 1 - 2 of 2

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The Deposit List page displays general deposit information, as well as specific information about each item in the deposit for that location. Click the task button to review or edit a deposit. This will bring up a Deposit Item List as shown in the following page.

CITY NATIONAL BANK The way up.SM

Home Administration Deposits Reports Research

Hide Tips Logoff

Logged in as jsmith
User Role: Customer Admin, User, Service Admin, Module

Deposit List

Customer: ACME, Location: ACME

List of Deposits

Select	Tasks	Crash Date	Deposit Number	Type	Location	Account	Assigned User ID	Amount (\$)	Number of items	State
		10/30/15 11:28 AM	000042	Image	placer	*****8004 - bank account	ACME	80.16	10	Received
		10/30/15 11:23 AM	000041	Image	placer	*****8004 - bank account	ACME	211.78	33	Received
		10/30/15 11:18 AM	000040	Image	placer	*****8004 - bank account	ACME	715.92	39	Received
		10/30/15 11:14 AM	000039	Image	placer	*****8004 - bank account	ACME	660.59	32	Received
		10/30/15 11:10 AM	000038	Image	placer	*****8004 - bank account	ACME	1,442.84	72	Received
		10/30/15 11:07 AM	000037	Image	placer	*****8004 - bank account	ACME	24,970.91	37	Received
		10/30/15 11:01 AM	000036	Image	placer	*****8004 - bank account	ACME	458.34	77	Received
		10/30/15 10:40 AM	000035	Image	placer	*****8004 - bank account	ACME	41,723.74	188	Received
		10/30/15 10:39 AM	000034	Image	placer	*****8004 - bank account	ACME	312.50	2	Received
		10/30/15 10:37 AM	000033	Image	placer	*****8004 - bank account	ACME	2,820.09	23	Received

< Previous 1 2 Next > All 5 10 20 50 Showing: 1 - 10 of 17

Select All Clear Transmit Refresh Report View Return Create New Deposit

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From the Deposit List page, you can monitor deposit information as you capture items. Modifications can be made while in Open Status but not after Received Status. Selecting a deposit from the deposit list will display the details of the deposit. ,

The Deposit Item List displays details about your current deposit (or previous deposits) shown on the Deposit List screen. It displays information in two main areas of the page, **Deposit Information** summary and the **Scanned Items** list.

Note To obtain a formatted report of the deposit, click Report View.

Deposit Information Summary

The **Deposit Information** summary shows the current processing status and balancing information for the deposit. Depending on how your system is configured, balancing information will be displayed in one of two ways.

If the deposit uses a declared amount, the summary information will include the following fields:

Scanned Items List

The **Scanned Items** list displays a record for each item that is part of the deposit and has been captured from the scanner.

The Deposit Item List may include the following fields:

Reporting

The **Reporting** page allows you to generate reports detailing your E-Deposit processing activities and results. The reports available to you will depend upon your assigned user permissions and on which reports have been configured for your use.

Report data comes from the capture database. This data is available for a specific length of time set by system parameters; older data is purged (deleted) and is not available for reporting.

Creating a Report

1. Select the report you want to create from the **Report Selection** drop-down menu.

The screenshot shows the 'Reporting' page in the City National Bank system. The page has a navigation bar with 'Home', 'Administration', 'Deposits', 'Reports', and 'Research'. The 'Reports' section is active. The 'Reporting' form includes the following fields:

- Report*:** A drop-down menu currently set to 'Deposit Details' with a tooltip that says 'Provides a detail report for deposits.' A red arrow points to this menu with a callout box labeled 'Report Selection Drop-Down Menu'.
- Type*:** A drop-down menu set to 'DOCX'.
- Date range type*:** A drop-down menu set to 'Create Date'.
- Start date*:** A date and time selector set to '01 October 2015 12:00 AM'.
- End date*:** A date and time selector set to '10 November 2015 11:59 PM'.
- Location:** A drop-down menu set to '<All>'.
- User ID:** A drop-down menu set to '<All>'.
- Deposit status:** A drop-down menu set to '<All>'.
- Images:** A drop-down menu set to 'No Images'.
- Capture source:** A drop-down menu set to 'All Sources'.
- Sample:** A thumbnail image of a report. A red arrow points to this image with a callout box labeled 'Sample Report Thumbnail Image'.

At the bottom of the form are 'Create Report' and 'Clear' buttons. Below the form is a table titled 'Report Instances' with columns for 'Tasks', 'Description', 'Execution Date', 'Elapsed Time', and 'State'. The table shows one instance: 'Deposit Details' executed on '11/10/15 04:43 PM' with an elapsed time of '10.265' and a state of 'Completed'. The page footer includes 'Copyright © 2015 City National Bank All Rights Reserved | version 3.9.1.2115 (905) Privacy Statement | Terms & Conditions | Click here for scanner drivers'.

Once you make your selection, the drop-down menus of available report filters update to reflect the selections you can make to customize that report's contents. Depending on your report selection, you may be able to refine your report content using applicable filters.

Note: If you are unsure that the selected report is the report you want to create, click the **Sample** thumbnail report image to see an example of what the report typically contains.

2. From the **Type** drop-down menu, select the report type you want to create.
3. When you have finished selecting your report filters, click the **Create Report** button.

The report will appear in the Report Instances list at the bottom of the Reporting page. Once the report is completed you can view or delete the report.

Note: Reports may be generated immediately or may be scheduled to be generated at a later time.

Saving and Viewing a Copy of a Report

1. In the Report Instances list at the bottom of the page, click the Edit (📄) icon for the report you want to save and view. A File Download dialog displays.

Note: If your system is configured to allow PDF reports to be viewed within a browser window instead of having to save reports for viewing outside of the application, click the Edit (📄) icon for the report and view it directly within a separate browser window.

Tasks	Description	Execution Date	Elapsed Time	State
📄 🗑️	Deposit Details	11/10/15 04:43 PM	10.285	Completed

2. Click the **Save** button to save the report to a location in your computer for later access. Once saved, open the file to view the generated report.

Viewing Report Creation Settings

1. Click the Report Parameters (ⓘ) icon of the report for which you wish to view creation settings.
2. Review the report parameters pop-up display. To print the summary information, click the **Print** button.
3. When you have finished reviewing the report parameters, click the **Close** button to return to the Reporting page.

Research

Item Research - (Query)

The Item Research (Query) page allows you to locate Capture database items that match search criteria, including:

- Deposit type (check, payment coupon, credit item)
- Deposit date
- Exact item amount (or range of amounts)

- Deposit location.

The page presents multiple drop-down menus of search filter criteria. While some of the criteria, like dates, have a very wide range, you must remember that you can only find items that are currently stored in the Capture database. (**Note:** Capture items and their images do not remain in the Capture database indefinitely as they must be deleted to make room for new work.)

To research an item:

1. Select your search criteria filters from the drop-down menus, noting the following:
 - a) Many of the filters, once selected, require additional input or selections. For example, after choosing the **Location** filter in the following example, a new drop-down menu appears in the **Values** field, allowing you to select a specific processing location from that menu. Similarly, selecting the **Deposit Date** filter, adds a series of date range drop-down menus in the **Values** field, allowing you to select the processing date range for your research query.
 - b) You can select up to five filters (sort criteria) to limit your search.
 - c) To clear all selected filters, click the **Clear** button.
 - d) To include rejected items in your query, ensure the **Include rejected items** check box is selected. Rejected items in your query results will be identified by special character formatting (by default, bold **red italics**), and with **Rejected** displayed in the State column. Also, if your system is configured to use one, a **Reject** watermark will be displayed on the reject items.
2. Once you have selected your filters and entered any required values for those filters, click the **Search** button.

The items stored in the Capture database matching your search query will display.

Note: There is a default limit of 100 items, so your query may not return all results.

3. Review your research results or refine your search query further, noting the following:
 - a) To refine your search query, select additional (or different) search criteria and values, then click the **Search** button again.
 - b) To see the front image for a specific item, click the item in the results list.
 - c) To see the deposit associated with a specific item, click the view icon (📄).
4. Save the results of your query as follows:
 - a) To save the results, click the **Select All** button or select specific items from the results, then click the **Add to Stored Results** button.
 - b) To access saved research results, click the **Go to Stored Results** list.
5. To generate a report on your research results, select one of the following output types for your report from the **Report Type** drop-down menu:

Note: Depending on your selected query and on the output format you select, not all data may be included in certain generated reports (for example, unless you have limited your selection to a specific customer, custom field data will not appear in generated CSV- or XLS-formatted reports).

- CSV – Comma separated value data. A text output file best suited for importing reporting information into another program or system.
 - DOCX – Microsoft Word Open XML Document. Best suited for generating reports that can be edited or included in another document.
 - PDF – Portable Document Format. Best suited for generating reports that will be viewed on a computer screen or sent to other people for viewing. These files are not suitable for editing.
 - RTF – Rich Text Format. Best suited for generating reports that can be edited or included in another document. Most document editors can open or import this format.
 - XLS – Microsoft Excel Spreadsheet. An export format, used by Microsoft Excel and Open Office, that once imported, can be further sorted, refined, or combined.
6. If you wish to include images in the report, select the image type from the **Images** drop-down menu.

Note: Limit including images except in smaller reports as they could slow down the system and increase the report page count significantly.

7. Click the **Create Report** button.
8. To delete the current research results, click the **Clear List** button.

User Administration

Setting Up a New User

Creating a new user with entitlements is managed through a workflow involving both the Business Online Portal (BOP) and E-Deposit:


1. Enter basic user details for the profile and settings information.
2. Assign the E-Deposit service to the user. You can also grant the user access to perform certain administrative permissions.
3. Grant the user functional permissions to the services, which is managed in a multistep process:
 - Set permissions to identify which permissions to grant to the user. This may include locations, reports and administrative permissions.
4. Perform a final review to confirm that the profile setup is correct.

Click the appropriate number to advance to the next step in the process.

To create a new user:

1. Select **Users** from the Admin menu.
2. On the Manage Users page, click **Create User**.
3. The Create User page will be displayed.

Create User

Wire Cut Co Inc
PMTEST Active  Last Activity: 0 days ago

Enter User Details | Assign Services | Service Permissions | Review

User ID
Enter User ID

Prefix (Optional) **First Name** **Middle Name (Optional)** **Last Name**
Select Enter First Name Enter Middle Name Enter Last Name

Functional Title (Optional) **Time Zone**
Select Pacific Time (US & Canada)

Address
Enter Address

Primary **Phone Number** **Extension** **Phone Type**
 Enter Phone Number Enter Extension Select

+ Add Phone Number

Email Address
Enter Email Address

+ Add Email Address

Settings

Restrict Mobile Access
 Restrict Access Hours
 Restrict User from Linking this Profile
 Restrict User from Sending Messages Directly to the Bank

Company Settings
Access Hours
24/7
N/A

Next Cancel

Enter User Details

The **Enter User Details** section will be the first step in the workflow and allows you to add basic information about the user.

1. In the **User ID** section, you can create a unique user ID that will be specific to the user. Please use only letters and numbers. User ID should be minimum three characters and maximum 20 characters long. Note: If you do not enter a User ID, the system will automatically create a unique one for you.
2. Enter the user's first name and last name in the **First Name** and **Last Name** fields.

3. Enter the user's phone number and phone type in the **Phone Number** and **Phone Type** fields. To add additional phone numbers, click **Add Phone Number**.
4. Enter the user's email address in the **Email Address** field. To add an additional email address, click **Add Email Address**.
5. (optional) Select a prefix for the user in the **Prefix** field.
6. (optional) Enter the user's middle name in the **Middle Name** field.
7. (optional) Select a time zone for the user in the **Time Zone** field.
8. (optional) Select a Functional Title for the user in the **Functional Title** field.
9. In the Settings section, you have the ability to set up some restrictions for the user's profile:
 - Restrict Access Hours, which provides day of the week and hours of the day settings for limiting a user's access hours to the days/times they should be accessing the system.
 - Restrict User from Sending Messages Directly to the Bank, which will prevent the user from sending messages to the Bank Support team, but allow the user to still receive important messages from the bank.
 - Note: Client Admins always have access to all messages sent to or from anyone in the Company.
10. Click **Continue** to proceed to the next step in the workflow to **Assign Services**.

Assign Services

The Assign Services screen will allow you to grant the user permissions to services the company has subscribed to.

1. Check the box to the services you wish to grant the user access to.
2. If you would like to provide the user with administrative permissions, click **Manage Administrative Permissions**. Check the box for the permissions you want to assign to the service. If you want to assign all permissions, check the **Select All** box.
3. Click **Save** to return to the previous screen.

Manage Administrative Permissions

Maxwell Smart
User ID: AGENT86

Select All

View Users

Add Users

Edit Users

Lock/Unlock Users

Reset Users Password

Deactivate/Reactivate Users

Archive Users

Save Cancel

4. Click **Next** to move to the next step in the workflow to assign **Service Permissions**.

Special Note: Archive Users is an option for moving a deactivated user to be purged overnight. Otherwise, a Deactivated User will remain in the system for 90 days and then be automatically purged.

Service Permissions

In the Service Permissions screen, you will be notified to continue the user setup in the E-Deposit service.

1. Click Continue, then Submit.
2. Login to E-Deposit by clicking Deposit Services or Receivables and selecting E-Deposit.
3. Click the Administration tab then search for the user.

E-Deposit

[Home](#) **[Administration](#)** [Link Users](#) [Deposits](#) [Reports](#) [Research](#)

Customers

Details








Locations

Users

User Search (Customer: HAMMER & NAILS MUSIC)

User ID [Search](#) [Show All](#)

List of Users

Tasks	User ID	Last Name	First Name	Locked
 	pliers	Padilla	Pliers	No
 	screwdriver	Padilla	Screwdriver	No
	shovel	Padilla	New Name	No
 	wrench	Padilla	Wrench	No

< Previous 1 Next > All 5 10 20 50

Showing: 1 - 4 of 4

[Create New User](#)

4. To complete the setup:

- a) Click Edit Roles and Limits to update the user's available roles
- b) Click Edit Locations to assign locations to the user.
- c) Optionally, you can click Edit Report Access to modify which reports are available to the user or Edit Account Exclusions to remove accounts from a location for this user only.

CITY NATIONAL BANK
AN RBC COMPANY

My Profile Sign Out

Home | Account Services | Payments and Transfers | Deposit Services | Fraud Control | Admin

Home Administration Link Users Deposits Reports Research

Customers
Details
Locations
Users
Details

User Details - screwdriver
(Customer: HAMMER & NAILS MUSIC)

User Information

User ID:	screwdriver	Email:	tony.padilla@cnb.com
First name:	Screwdriver	Last name:	Padilla
Security question:	Who are you	Answer to security question:	I am Test User
Phone number:	323-304-1225	Time zone:	Pacific
Region:	California		

[Edit User](#)

Assigned Roles: User

Assigned Locations: Workbench

Assigned Reports:

Excluded Accounts:

[Edit Locations](#) [Edit Report Access](#) [Edit Account Exclusions](#)

Single Deposit and Item Limits:

Capture Sources:

Type	Generic
Deposit amount (\$)	1,000,000.00
Item amount (\$)	1,000,000.00
Approved Item amount (\$)	--
Item count	100

Multi-Deposit Limits:

Type	Limit
Daily amount (\$)	--
Daily count	500
Weekly amount (\$)	--
Weekly count	3,500
Monthly amount (\$)	--
Monthly count	14,000

[Edit Roles and Limits](#)

Creating a Location

1. Click the Administration tab, then select Locations.
2. To create a new Location, click Create New Location.

3. Enter the Location name, Location number and select the accounts to include in the location from the list on the left. You can select an account and click the Add>> button, or hold click the Ctrl key while clicking multiple accounts and then click the Add>> button to add all the accounts.
4. Locations must be assigned to users so that the users can perform actions on behalf of those locations.

Modifying or Deleting a Location

1. Click the Administration tab, then select Locations
2. Enter a Location name and Search or click Show All to view Locations.

- a. To modify a Location



- b. Click the icon with the pencil to edit on the row with the Location that you wish to update

- c. Update the location name, number or accounts and click Save.



3. To delete a Location, Click the icon with the red x on the row of the location you wish to delete. This will remove the location from all users. **Note:** the location will not be deleted if there is an open deposit on that location.

Appendix: Sample Reports Available with E-Deposit

Daily Deposit Summary Report

Definition: Provides a summary report for deposits for a selected day

Report Type: DOCX, PDF, RTF

CITY NATIONAL BANK The way up.™		Report run on: Report Deposit Date	02/05/2011 11:18 AM EST 02/04/2011 04:18 PM EST	Report run by:	William Neufeld		
Daily Deposit Summary Report - Weber Market							
Summary of All Accounts - Weber Market		Number of Accounts:	5				
		Number of Deposits:	5				
		Total of Deposits Submitted:	16,307.43				
		Total Number of Debit Items:	20				
		Total Number of Items:	20				
Account Name/Number	Number of Deposits	Total of Deposits Submitted	Number of Items	Number of Debit Items			
Weber Market bank account King St/1948285392	1	9,268.00	10	10			
Weber Market bank account Cynthia St/2954815292	1	1,038.00	2	2			
Weber Market bank account 115th Ave/4687637352	1	117.00	1	1			
Weber Market bank account Waman Rd/4875687462	1	4,078.43	5	5			
Weber Market bank account Fairlight Dr/5687468762	1	1,806.00	2	2			
Account Name/Number: Weber Market bank account King St/1948285392		Number of Deposits:	1				
		Total of Deposits Submitted:	9,268.00				
		Total Number of Debit Items:	10				
		Total Number of Items:	10				
Deposit	Item Count	Post Amount	Credit Amount	Adjustment	Depositor	Location	Deposit Date
0000001	10	9,268.00	9,268.00	0.00		190 King St, Kitchener, Ontario	02/04/2011 09:46 AM
Account Name/Number: Weber Market bank account Cynthia St/2954815292		Number of Deposits:	1				
		Total of Deposits Submitted:	1,038.00				
		Total Number of Debit Items:	2				
		Total Number of Items:	2				
Deposit	Item Count	Post Amount	Credit Amount	Adjustment	Depositor	Location	Deposit Date
0000001	2	1,038.00	1,038.00	0.00		742 Cynthia St, Cambridge, Ontario	02/04/2011 09:46 AM
Confidential						Page 2 of 4	

Deposit Details

Definition: Provides a detail report for deposits

Report Types: DOCX, PDF, RTF

Deposit Status: Open, Received, etc.

Images: No Images, BW Images, Grayscale Images

CITY NATIONAL BANK		Report run on:		22/08/2012 02:45 PM EDT		Report run by:		FirstNameValue LastNameValue	
The way up.		Selected start date & time:		01/01/2005 12:00 AM EST		Selected end date & time:		02/01/2009 11:59 AM EST	
		Location:		All		Deposits Created by:		All	
		Account Number:		All		Deposit Status:		All	
Details of Deposits by Account - TestCustomer - All Segments									
Account Name/Number: My bank account/12345678				Number of Deposits:		2			
				Total of Deposits Submitted:		17,550.00			
				Total Number of Items:		25			
Deposit Number	Item Count	Post Amount	Credit Amount	Adjustment	Depositor	Location	Deposit Date		
0000001	10	5,500.00	5,600.00	100.00	reportSuper1	One Received Deposit (10Items)	01/01/2007 07:00 PM EST		
Item Number	R/T	Account Number	Check Number	Post Amount	Credit Amount	Adjustment	Immediate	Invoice#	
0000001	10	1023020	23020	100.00	200.00	100.00	No		
0000002	10	102302	2302	1,000.00	1,000.00	0.00	No	123456789	
0000003	92	920718	0718	200.00	200.00	0.00	Yes		
0000004	20	204604	4604	900.00	900.00	0.00	No	Invoice#123	
0000005	81	818416	8416	300.00	300.00	0.00	No		
0000006	30	306906	6906	800.00	800.00	0.00	No		
0000007	71	716114	6114	400.00	400.00	0.00	No		
0000008	40	409208	9208	700.00	700.00	0.00	No		
0000009	61	613812	3812	500.00	500.00	0.00	No		
0000010	51	511510	1510	600.00	600.00	0.00	No		
Deposit Number	Item Count	Post Amount	Credit Amount	Adjustment	Depositor	Location	Deposit Date		
0000002	15	12,000.00	11,950.00	(50.00)	reportSuper1	Two Received Deposit (25Items)	01/01/2007 07:00 PM EST		
Item Number	R/T	Account Number	Check Number	Post Amount	Credit Amount	Adjustment	Immediate	Invoice#	
0000001	15	1534530	34530	100.00	50.00	(50.00)	No		
		ENG SubTotal1	ENG SubTotal2						
		1	100						

Confidential

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Deposit Details By Deposit Number

Definition: Provides a detail report for deposits

Report Types: DOCX, PDF, RTF

Images: No Images, BW Images, Grayscale Images

CITY NATIONAL BANK		Report run on: 22/08/2012 04:59 PM EDT		Report run by: William Neufeld						
The way up.		Selected start deposit number: 1		Selected end deposit number: 10						
Details of Deposits by Deposit Number - Weber Market - Commercial										
Account Name/Number: Weber Market bank account King St/1948285392			Number of Deposits: 1							
			Total of Deposits Submitted: 9,268.00							
			Total Number of Items: 10							
Deposit Number	Item Count	Post Amount	Credit Amount	Adjustment	Depositor	Location	Deposit Date			
0000001	10	9,268.00	9,268.00	0.00		190 King St, Kitchener, Ontario				
Item Number	R/T	Account Number	Check Number	Post Amount	Credit Amount	Adjustment	Immediate	Invoice#		
0000005	141000011	07010040		1,412.00	1,412.00	0.00	No			
0000006	161000017	01092843		333.00	333.00	0.00	No			
0000007	141000011	07010040		1,403.00	1,403.00	0.00	No			
0000008	161000017	01092843		115.00	115.00	0.00	No			
0000009	141000011	07010040		1,672.00	1,672.00	0.00	No			
0000010	161000017	02907931	003119	1,896.00	1,896.00	0.00	No			
0000011	161000017	01092843		1,111.00	1,111.00	0.00	No			
0000012	161000017	01092843		263.00	263.00	0.00	No			
0000013	141000011	07010040		1,001.00	1,001.00	0.00	No			
0000014	141000011	07010040		62.00	62.00	0.00	No			

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Page 1 of 3

Deposit Summary

Definition: Provides a summary report for deposits

Report Type: DOCX, PDF, RTF

Deposit Status: Open, Received, etc.

CITY NATIONAL BANK The way up.		Report run on: 17/08/2012 01:52 PM EDT	Report run by: First Name Value Last Name Value					
		Selected Start Date: 01/01/2005 12:00 AM EST	Selected End Date: 01/01/2099 12:00 AM EST					
		Location: All	Deposits Created by: All					
		Account Number: All	Deposit Status: All					
Summary of Deposits by Account - TestCustomer - All Segments								
Account Name/Number: My bank account/12345678		Number of Deposits:	4					
		Total of Deposits Submitted:	9,200.00					
		Total Number of Items:	25					
Deposit Number	Item Count	Post Amount	Credit Amount	Adjustment	Depositor	Location	Deposit Date	Deposit includes immediate check(s)
0000001	10	5,500.00	5,500.00	0.00	reportSuper1	Supervisor, 1 done dep	31/12/2006 07:00 PM EST	No
0000000	3	600.00	600.00	0.00	reportSuper1	Two Supers, 1 undone dep	01/01/2007 07:00 PM EST	No
0000001	3	600.00	600.00	0.00	reportSuper1	Two Supers, 3 done deps	01/01/2007 07:00 PM EST	No
0000002	4	1,000.00	1,000.00	0.00	reportSuper2	Two Supers, 3 done deps	31/12/2006 07:00 PM EST	No
0000003	5	1,500.00	1,600.00	100.00	reportSuper2	Two Supers, 3 done deps	01/01/2007 07:00 PM EST	No

Locations Assigned to User

Definition: Provides a report showing the locations assigned to a user

Report Type: DOCX, PDF, RTF, XLS

CITY NATIONAL BANK The way up.		Report Date: 01/16/2013 09:49 AM EST	Report run by: William Neufeld		
		Customer: Weber Market	Location: 19 Fairlight Dr, Guelph, Ontario		
Resource Assignment					
User ID	Last Name	First Name	Role(s)		
wm_op1	Durette	Landon	Customer Operator		
	Location	Location Code	Assigner User Id	Assigner Last Name	Assigner First Name
	190 King St, Kitchener, Ontario	1001	wm_admin	Robinson	Tina
	19 Fairlight Dr, Guelph, Ontario	1003	bank_admin_cm	Neufeld	William
	312 115th Ave, Waterloo, Ontario	1004	wm_admin	Robinson	Tina
	532 Warman Rd, Toronto, Ontario	1000	bank_admin_cm	Neufeld	William
	742 Cynthia St, Cambridge, Ontario	1002	bank_admin_cm	Neufeld	William
User ID	Last Name	First Name	Role(s)		
wm_op2	Kent	Loren	Customer Operator		
	Location	Location Code	Assigner User Id	Assigner Last Name	Assigner First Name
	190 King St, Kitchener, Ontario	1001	bank_admin_cm	Neufeld	William
	19 Fairlight Dr, Guelph, Ontario	1003	wm_admin	Robinson	Tina
	312 115th Ave, Waterloo, Ontario	1004	bank_admin_cm	Neufeld	William
	532 Warman Rd, Toronto, Ontario	1000	wm_admin	Robinson	Tina
	742 Cynthia St, Cambridge, Ontario	1002	bank_admin_cm	Neufeld	William

Users Assigned to Location

Report Type: DOCX, PDF, RTF, XLS

Resources By Location				
Location: 190 King St, Kitchener, Ontario				
User ID	Last Name	First Name	Home Location	Role(s)
wfe_loc_admin	Sup	Location	742 Cynthia St, Cambridge, Ontario	Customer Supervisor, UserLocationAdmin
wfe_sv	Kemmer	Leanne		Customer Supervisor, UserLocationAdmin

Exception Item Export File

Definition: Provides a list of all erroneous items

Report Type: CSV, XLS

No Report Sample

Image Export File

Definition: Generate an archive file of extracted images

Report Type: ZIP

Image Formats: Binary, Grayscale

Image Faces: Front, Back

Image Type: TIF, PDF

No Report Sample

Item Export File

Definition: Provides an exportable version of all received deposit(s) within the given date range and contains data in the Optional Fields. Tailored for CSV output.

Report Type: CSV, XLS

No Report Sample

Pocketing Item List

Definition: Provides a report showing items for non-image eligible items and other pocketing result

Report Type: DOCX, PDF, RTF

No Report Sample

QuickBooks Receive Payment Export File

Definition: Generate QuickBooks IIF file

No Report Sample

Remittance Details

Definition: Provides a detail report for remittances

Report Type: DOCX, PDF, RTF

Deposit Status: Open, Received, etc.

Images: No Images, BW Images, Grayscale Images

No Report Sample

Remittance Details By Deposit Number

Definition: Provides a detail report for remittances

Report Type: DOCX, PDF, RTF

No Report Sample

Remittance Summary

Definition: Provide a summary report for remittance

Report Type: DOCX, PDF, RTF

No Report Sample