

# **Account Reconciliation (ARP) Online Reporting**

User Guide  
February 2022

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## INTRODUCTION

### About Account Reconciliation Processing (ARP): Online Reporting Service

Welcome to City National Bank's Account Reconciliation Processing (ARP) Online Reporting User Guide. This service provides you with the ability to receive your Full or Partial reconciliation reports electronically in a more efficient manner instead of receiving paper reports that must be physically delivered to your business. With our Online Reporting system, you can view, print, and download reconciliation reports right from your computer. You can also export a data file in CSV or XML format that can help you expedite the posting of your accounts payable.

### About This User Guide

This User Guide contains the information you need to utilize this service to obtain your ARP reconciliation reports online, and will introduce you to the features and functions contained in the reporting package. Information on the reports definition, report output and other general ARP information can be found in the Account Reconciliation Product User Guide.

**Important:** General user administration functions including adding users, user maintenance (e.g. modifying user, deactivating user, locking/unlocking user), and service maintenance are all executed from the City National Online portal Administration section. Although some general functions are covered below, please refer to the System Administration User Guide to review those specific functionalities.

### City National Online Portal: Browser and System Requirements

Prior to logging on to City National Online and accessing your Account Reconciliation reports, there are several important items that you need to know about the overall portal security. The security of our clients' assets and data is critical to City National Bank. City National has employed advanced security technology for the City National Online Portal. To learn more about minimum system requirements, supported browsers, and requirements about your portal passwords, please visit the City National Online Portal General Overview Quick Reference Guide.

## General Reports Information

- Reconciliation reports are available online for 90 days.
- Reconcilements reports are available within five (5) business days of receipt of your final issue input (for Full ARP clients only).
- Do not use the Back or Forward buttons on your browser when using this service.
- Information on the report output and other general ARP information can be found in the separate Account Reconciliation Product User Guide.

## CONTACT INFORMATION

City National Bank provides a wide range of support services with resources that have extensive training and technical expertise to assist you. If you have any questions about this service, contact Treasury Management Client Services at the numbers provided below.

Inquiry Type	Department	Telephone No.	Service Hours
<ul style="list-style-type: none"> <li>• Login assistance</li> <li>• General questions</li> <li>• User Guide questions</li> <li>• Service maintenance</li> </ul>	Treasury Management Client Services	(800) 599-0020 (Toll Free) (213) 673-9393	5:30 a.m. to 7 p.m. PT

## ACCESSING THE ACCOUNT RECONCILEMENT ONLINE REPORTS

Access the Account Reconciliation (ARP) Online Reporting service from the City National Online home page.

1. To access the City National Online portal, go to <https://cno.cnb.com/login/>.
2. The City National Online login page displays.

① About Us | Locations | Contact Us

**CITY NATIONAL BANK**  
AN RBC COMPANY

Need Help? Personal Banking (800) 887-1290 | Business Banking (800) 599-0020

**ACCESS POPULAR ONLINE SERVICES**

- Treasury Net
- Business Online
- E-Deposit
- Wholesale Lockbox

**ALL ONLINE SERVICES**

- Account Service Manager
- ACH Positive Pay
- ARP Reports
- Book2Bank
- Brokerage
- City National Card Alerts
- City National Rewards
- City National Visa Gift Card
- CityTax
- Commercial AP
- Commercial Card Online
- Commercial Prepaid Cards
- Controlled Disbursement
- EASI Link
- eCityRec

**SIGN IN TO**

- City National Online
- Business Suite\*
- Business Essentials

**City National Online**

User ID

Password

☐ Remember my User ID

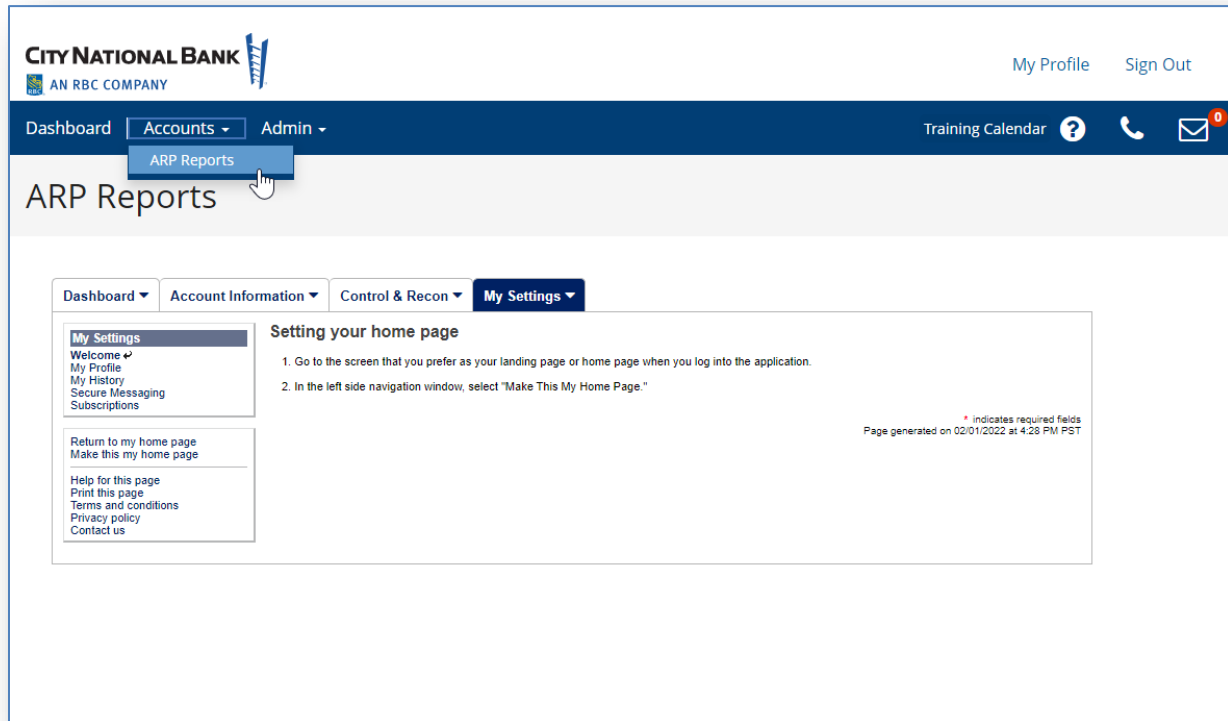
**SIGN IN**

[Forgot User ID?](#)  
[Forgot Password?](#)

**NEW TO PERSONAL ONLINE BANKING?**

**ENROLL NOW**

3. Enter your **User ID** and **Password** and then click **Sign In**.
4. Click **Accounts** from the main navigation menu and then select **ARP Reports**
5. The Account Reconciliation Package (ARP) home screen appears.



## SETTING YOUR HOMEPAGE

Once you have successfully accessed Account Reconciliation Online Reporting for the first time, a screen as shown below displays. You may change your Account Reconciliation Online Reporting dashboard home page by following the steps below:

1. From the left side of the screen, select **Account Recon Reports**.
2. From the left side of the screen, select **Make This My Home Page**.

The screenshot shows the City National Bank online portal. The top navigation bar includes 'Dashboard', 'Account Information', 'Control & Recon', 'Administration', and 'My Settings'. The 'Control & Recon' menu is expanded, showing 'Account Recon Reports' (highlighted with a red box), 'Return to my home page', and 'Make this my home page' (also highlighted with a red box). Below the menu, the 'Search Account Recon Reports' form is visible, featuring fields for 'Account Number', 'Report Date' (From 12/20/2018 to 03/20/2019), and a 'Search Reports' button. A footer note states: '\* indicates required fields' and 'Page generated on 03/20/2019 at 10:53 PM PDT'.

3. Your home page is now set.

## ADMINISTRATION PROCEDURES

Important: General user administration functions including adding user, user maintenance (e.g. modifying user, deactivating user, locking/unlocking user), and service maintenance is executed from City National Online portal Administration section. Although some general functions are covered below, please refer to the System Administration User Guide to review those specific functionalities.

### Add User

1. From the main navigation menu click **Admin** and then select **Users**.

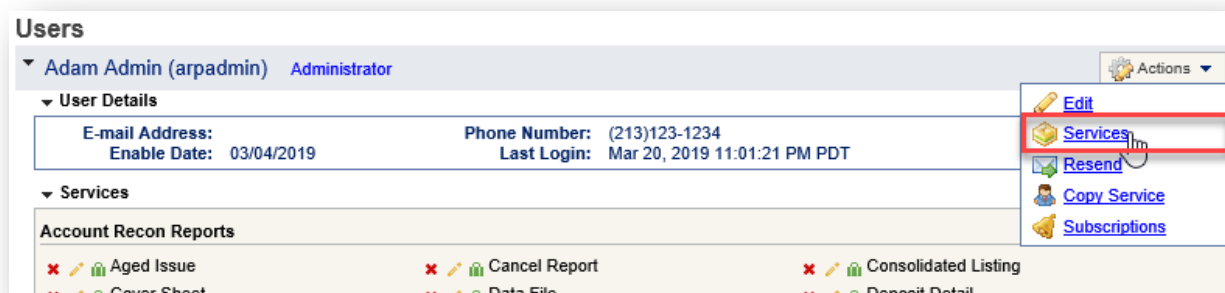
The screenshot shows the City National Bank online portal. The top navigation bar includes 'Dashboard', 'Accounts', and 'Admin'. The 'Admin' menu is expanded, showing 'Users' (highlighted with a blue box and a hand cursor), 'Company Details', 'User Reports', and 'Audit Login and Access'. The 'ARP Reports' section is visible on the left side of the page.

2. Manage Users screen displays. Click **Create User** button.
3. Enter User ID information and complete all the required fields. Click **Next**.

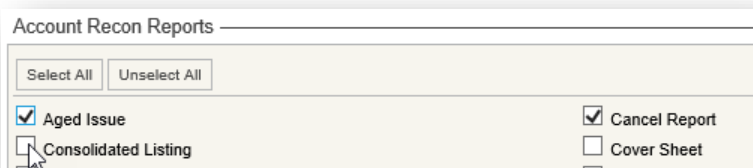
4. Select appropriate Administrative Entitlements from the Assign Admin Entitlements. Click **Next**.
5. Select ARP Reports from the Select Services section. Click **Next**.
6. Click **Continue** on the Assign Service Entitlements section.
7. On the **Review** section review all the user information and service permissions and click **Submit**.

## Entitle Services (Reports)

1. The **Company Details** screen displays each user. To add the reports to be entitled to the user, click on the **Actions** button to the right of the user and click on **Services** from the drop down menu.



2. Click on the check box next to the report(s) to be entitled to the user. You may also click on **Select All** to entitle all reports with one click.



3. Click **Save** to save your changes. The entitled Services (Reports) are now assigned to the user.



## Entitle Accounts for Services

To add the accounts to be entitled to the report for the user, click on the green briefcase icon next to the report. All available accounts will appear



▼ Test User (test01) Administrator

▼ User Details

E-mail Address: test@email.com	Phone Number: (213)999-1234
Enable Date: 03/15/2019	Last Login: Aug 24, 2015 9:45:49 AM PDT

▼ Services

**Account Recon Reports**

<input checked="" type="checkbox"/>  Aged Issue	<input checked="" type="checkbox"/>  Cancel Report
<input checked="" type="checkbox"/>  Cover Sheet	<input checked="" type="checkbox"/>  Data File
<input checked="" type="checkbox"/>  Deposit Recap (Recapitulation)	<input checked="" type="checkbox"/>  Diagnostic Summary
<input checked="" type="checkbox"/>  Miscellaneous Debits	<input checked="" type="checkbox"/>  Outstanding Settlement
<input checked="" type="checkbox"/>  Paid Only Listing	<input checked="" type="checkbox"/>  Recap of Posted
<input checked="" type="checkbox"/>  Unmatched Listing	<input checked="" type="checkbox"/>  Unpaid Listing

Default

- Click on the check box next to the account(s) to be entitled to the report for the user. Or, click on **Select All** if appropriate.

**Account Permissions : Aged Issue for Adam Doe of Acme Test Company (acmeco/adoe)**

City National Bank (122016066)

Select All Unselect All Filter:

<input checked="" type="checkbox"/> *1234 (Test Account 5)	<input checked="" type="checkbox"/> *5127 (Test Account 1)
<input checked="" type="checkbox"/> *4964 (Test Account 4)	<input checked="" type="checkbox"/> *3774 (Test Account 3)
<input checked="" type="checkbox"/> *3568 (Test Account 2)	

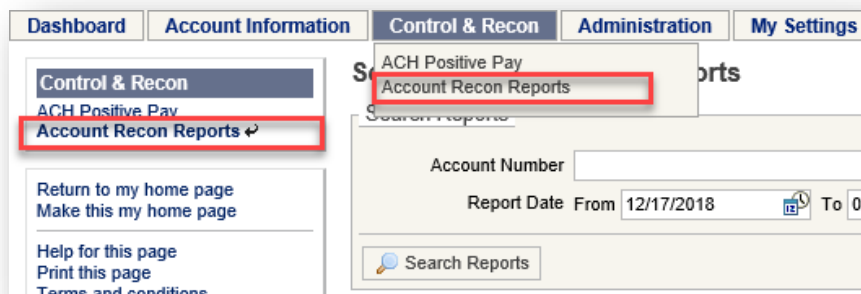
- Click **Save** to save your changes. Repeat steps for each report to entitle it to the user.

## USER PROCEDURES

**Important:** General user administration functions including add user, user maintenance, and service maintenance is executed via City National Online portal. Although some general functions are covered below, always refer to the System Administration User Guide for latest updates or changes.

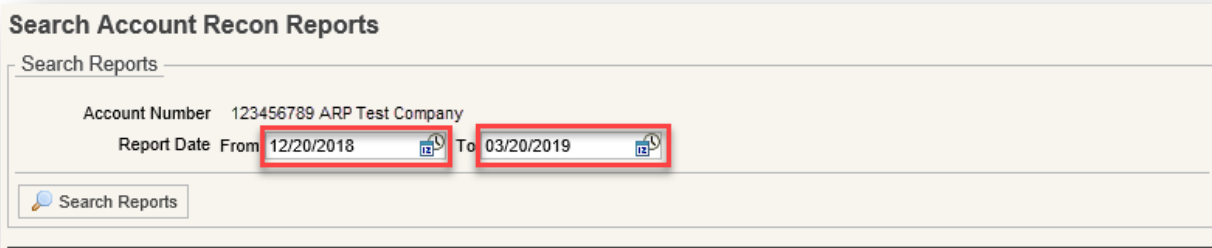
### View Reports

1. To view your Full Reconciliation or Partial Reconciliation reports, select **Account Recon Reports** from the **Control & Recon** tab, or from the left side navigation menu.



The screenshot shows the City National Online portal interface. At the top, there are tabs: Dashboard, Account Information, Control & Recon, Administration, and My Settings. The 'Control & Recon' tab is selected. On the left side, there is a navigation menu with options: Control & Recon, ACH Positive Pay, and Account Recon Reports. The 'Account Recon Reports' option is highlighted with a red box. Below the navigation menu, there are links: Return to my home page, Make this my home page, Help for this page, Print this page, and Terms and conditions. On the right side, there is a search form for Account Recon Reports. It includes a dropdown menu for Account Number, a date range field for Report Date (From 12/17/2018 To 03/17/2019), and a Search Reports button.

2. If you have multiple accounts, click on the drop down menu in the **Account Number** field and select the desired account.
3. Select **From** and **To** date range by clicking in the date range fields then click **Search Reports** to display them.



The screenshot shows the 'Search Account Recon Reports' form. It includes a search bar at the top. Below it, there is a form with the following fields: Account Number (123456789 ARP Test Company), Report Date (From 12/20/2018 To 03/20/2019), and a Search Reports button. The 'Report Date' fields are highlighted with red boxes.

4. Click **Search Reports** to display the entitled reconciliation reports.

Account	Report Date	Report Time	Statement	
123456789 ARP Test Company	02/28/2019	3:24 AM PST	<a href="#">Cover Sheet</a> <a href="#">Miscellaneous Credits</a> <a href="#">Miscellaneous Debits</a> <a href="#">Unpaid Listing</a> <a href="#">Consolidated Listing</a> <a href="#">Stop Listing</a> <a href="#">Recap of Posted</a> <a href="#">Outstanding Settlement</a> <a href="#">Diagnostic Summary</a>	Print All
123456789 ARP Test Company	02/28/2019	3:25 AM PST	Data File	Export as CSV            Export as XML

5. Click on the individual report link below the **Statement** column to view the report.

Account Recon Reports

1 / 4 70% Find

25091	67.00	050812	041212	30033200	70350	144.00	050712	041612	30165900
25102	112.94	051612	041912	20642500	70351	109.00	050412	041612	90208400
25107	12.00	051012	041912	20681900	70352	108.00	050412	041612	70094500
25111	12.00	050112	041912	20090500	70353	11.00	050412	041612	90208700
25115	12.00	050112	041912	20364500	70355	11.00	051012	041612	10081600
25117	10.80	051412	041912	70374800	70356	11.00	053012	041612	90172900
25120	126.00	050212	041912	70041800	70363	5.50	052212	041612	20007900
25127	12.00	051812	041912	10308700	70364	108.00	050212	041612	00294300
25131	625.00	050312	042512	00007400	70365	8.80	051512	041612	10398200
25133	825.00	050912	042512	20634500	70366	11.00	052412	041612	10196500
25135	130.00	050412	042512	60081800	70383	40.00	051412	042412	70340500
25139	12.00	051012	042512	90044400	70384	25.00	050212	042412	50027400
25140	227.00	052112	042512	50035600	70385	63.57	052412	042712	00094900
25141	158.40	050412	042512	90050000	70386	65.00	051112	043012	10849500
25144	729.00	050112	042512	90027100	70387	766.00	050712	043012	50350600
25145	11.00	050712	042512	30208000	70388	186.00	050912	050212	80028600
25146	1,500.00	050912	043012	90086500	70389	225.00	052412	050312	00094800
25148	1,500.00	050712	043012	70363500	70390	1,062.00	051412	050412	20083500
25149	2,340.00	050912	043012	10088700	70391	4,526.00	052412	050812	80023050
25151	298.00	051412	050412	80918800	70392	13.00	051412	050812	40055400
25152	1,080.00	051512	050412	80125600	70393	45.00	051812	050812	30014100
25153	40.00	051412	050412	40009000	70394	112.14	051412	050812	20083600
25154	45.00	052112	050412	80979600	70395	55.67	052412	050812	10167700
25155	899.00	051612	051012	50262000	70396	786.02	052412	050912	00094700
25156	180.00	052112	051012	60317000	70397	102.00	051612	051012	20113500
25158	300.00	051612	051012	70024600	70398	144.00	053012	051112	00278000
25160	66.00	052512	051712	50591000	70399	288.00	053012	051112	90387000
25164	90.00	052912	051712	40195200	70402	11.00	052112	051112	30042000







M = BREAK IN SEQUENCE NUMBER  
 1 = CHECK PAID THIS PERIOD, NO ISSUE RECEIVED  
 2 = CHECK VOID, ISSUE REMOVED, NOT ADDED INTO TOTAL  
 3 = CHECKS PAID PREVIOUS PERIOD, ISSUES STILL NOT RECEIVED, NOT ADDED INTO TOTALS  
 4 = STOP PAYMENT IN EFFECT, CHECK HAS NOT BEEN PRESENTED  
 5 = STOP PAYMENT IN EFFECT, CHECK HAS BEEN PRESENTED  
 6 = FORCED PAID ITEM

11.00 x 8.50 in

Download Close




## File Viewer Features

When using the file viewer pop-up window application, the following functions are available to assist in viewing your reports:

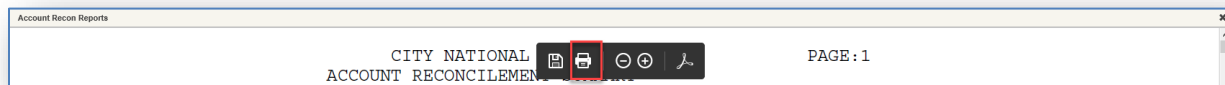
	Print – Prints your report
	Save – Saves a PDF copy to your computer or other location.
	Page Navigation – Click up or down arrows to go to next or previous page.
	Page Navigation – Type in page number to go to in the report.
	Zoom – Click to increase or decrease the magnification of the page.
	Zoom – Type in the desired magnification or click the drop down for other options.

## Print All Reports

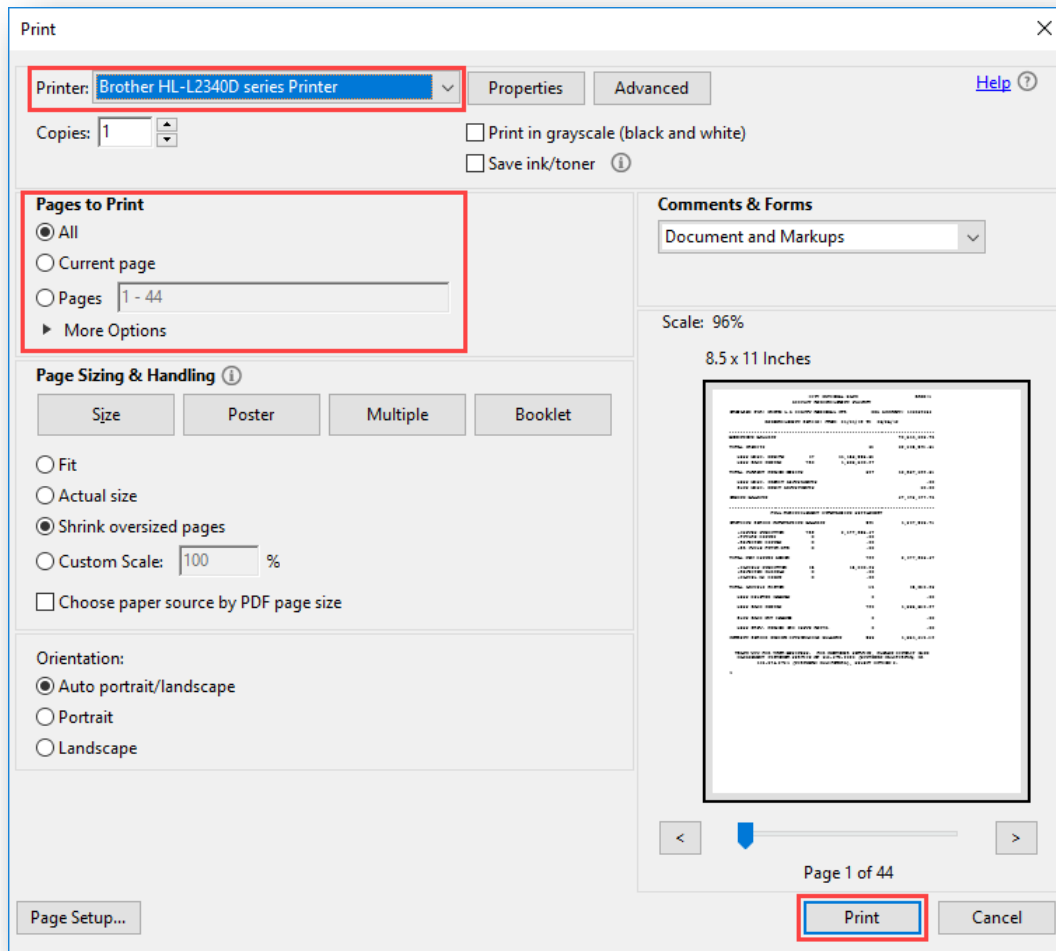
- To print all reports at once, click **Print All** button on the right side of the screen.
- Note:** Depending on the size of the reports, this may take a few minutes to load.

Account	Report Date	Report Time	Statement
123456789 ARP Test Company	02/28/2019	3:24 AM PST	<a href="#">Cover Sheet</a> <a href="#">Miscellaneous Credits</a> <a href="#">Miscellaneous Debits</a> <a href="#">Unpaid Listing</a> <a href="#">Consolidated Listing</a> <a href="#">Stop Listing</a> <a href="#">Recap of Posted</a> <a href="#">Outstanding Settlement</a> <a href="#">Diagnostic Summary</a>
123456789 ARP Test Company	02/28/2019	3:25 AM PST	Data File  Export as CSV  Export as XML  Print All

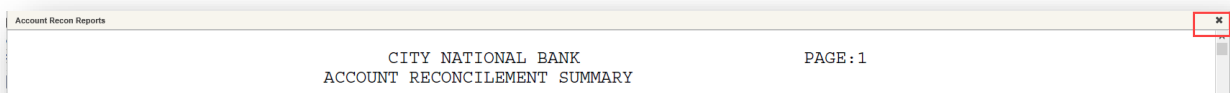
- The printable reports will open in a separate window. Click on the printer icon to print the reports.



- Select your printer, number of pages to print, and print size and hit **Print**.



- Click **Close** in the bottom left corner of the page, or the "X" on the top right corner to close the viewer window.



## Export Report Data as CSV File

- Click on the **Export as CSV** button on the right side of the screen.

Account	Report Date	Report Time	Statement	
123456789 ARP Test Company	02/28/2019	3:24 AM PST	<a href="#">Cover Sheet</a> <a href="#">Miscellaneous Credits</a> <a href="#">Miscellaneous Debits</a> <a href="#">Unpaid Listing</a> <a href="#">Consolidated Listing</a> <a href="#">Stop Listing</a> <a href="#">Recap of Posted</a> <a href="#">Outstanding Settlement</a> <a href="#">Diagnostic Summary</a>	Print All
123456789 ARP Test Company	02/28/2019	3:25 AM PST	Data File	Export as CSV            Export as XML

2. When file displays, click on the **Download** button in the lower left corner.

Account Recon Reports	
309,:	26,XEBD,01,,1,02142019,,458523,000065260120900,,,MISC CREDIT,02282019,,,,,
309,:	26,XEBD,01,,1,02142019,,2186519,000065260127600,,,MISC CREDIT,02282019,,,,,
309,:	26,XEBD,01,,1,02142019,,176831,000065260139800,,,MISC CREDIT,02282019,,,,,
309,:	26,XEBD,01,,1,02142019,,2910788,000065260158000,,,MISC CREDIT,02282019,,,,,
309,:	26,XEBD,01,,1,02142019,,595565,000065260194000,,,MISC CREDIT,02282019,,,,,
309,:	26,XEBD,01,,1,02142019,,99643,000065260207100,,,MISC CREDIT,02282019,,,,,
309,:	26,XEBD,01,,1,02142019,,4497749,000065260225900,,,MISC CREDIT,02282019,,,,,
309,:	26,XEBD,01,,1,02142019,,777303,000065260237100,,,MISC CREDIT,02282019,,,,,
309,:	26,XEBD,01,,1,02142019,,255677,000065270005300,,,MISC CREDIT,02282019,,,,,
309,:	26,XEBD,01,,1,02142019,,20099832,000065270014900,,,MISC CREDIT,02282019,,,,,
309,:	26,XEBD,01,,1,02142019,,9787539,000065270054000,,,MISC CREDIT,02282019,,,,,
309,:	26,XEBD,01,,1,02282019,,329937,000065160082400,,,MISC CREDIT,02282019,,,,,
309,:	26,XEBD,01,,330107,02052019,,339849,000008370040700,,,MISC CREDIT,02282019,,,,,
309,:	26,XEBD,01,,4444731,02132019,,500,618000213165612,,,MISC CREDIT,02282019,,,,,
309,:	26,XEBD,02,,0,,02052019,71102823,,,,,MISC DEBIT,02282019,,,,,
309,:	26,XEBD,02,,0,,02062019,43415213,,,,,MISC DEBIT,02282019,,,,,
309,:	26,XEBD,02,,0,,02082019,39671405,122016066616737,,,MISC DEBIT,02282019,,,,,
309,:	26,XEBD,02,,0,,02112019,94255,,,,,MISC DEBIT,02282019,,,,,
309,:	26,XEBD,02,,0,,02112019,35508077,122016066818816,,,MISC DEBIT,02282019,,,,,
309,:	26,XEBD,02,,0,,02152019,370559,,,,,MISC DEBIT,02282019,,,,,
309,:	26,XEBD,02,,0,,02152019,8598278,122016067528930,,,MISC DEBIT,02282019,,,,,
309,:	26,XEBD,02,,0,,02202019,70739422,,,,,MISC DEBIT,02282019,,,,,
309,:	26,XEBD,02,,0,,02212019,791792,238000221112146,,,MISC DEBIT,02282019,,,,,
309,:	26,XEBD,02,,0,,02212019,42788393,,,,,MISC DEBIT,02282019,,,,,
<div>  Download            Close         </div>	

3. Select **Save** to save the file to the desired directory/location on your computer.



- Click **Close** in the bottom left corner, or the “X” mark in the top right corner to close the viewer window.

## Export Report Data as XML File (For Advanced Clients)

- Click on the **Export as CSV** button on the right side of the screen.

Account	Report Date	Report Time	Statement	
123456789 ARP Test Company	02/28/2019	3:24 AM PST	<a href="#">Cover Sheet</a> <a href="#">Miscellaneous Credits</a> <a href="#">Miscellaneous Debits</a> <a href="#">Unpaid Listing</a> <a href="#">Consolidated Listing</a> <a href="#">Stop Listing</a> <a href="#">Recap of Posted</a> <a href="#">Outstanding Settlement</a> <a href="#">Diagnostic Summary</a>	Print All
123456789 ARP Test Company	02/28/2019	3:25 AM PST	Data File	Export as CSV Export as XML

- When file displays, click on the **Download** button in the lower left corner.





3. Select **Save** to save the file to the desired directory/location on your computer.



- Click **Close** in the bottom left corner, or the “X” mark in the top right corner to close the viewer window.