E-Deposit User Guide

February 2022

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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.

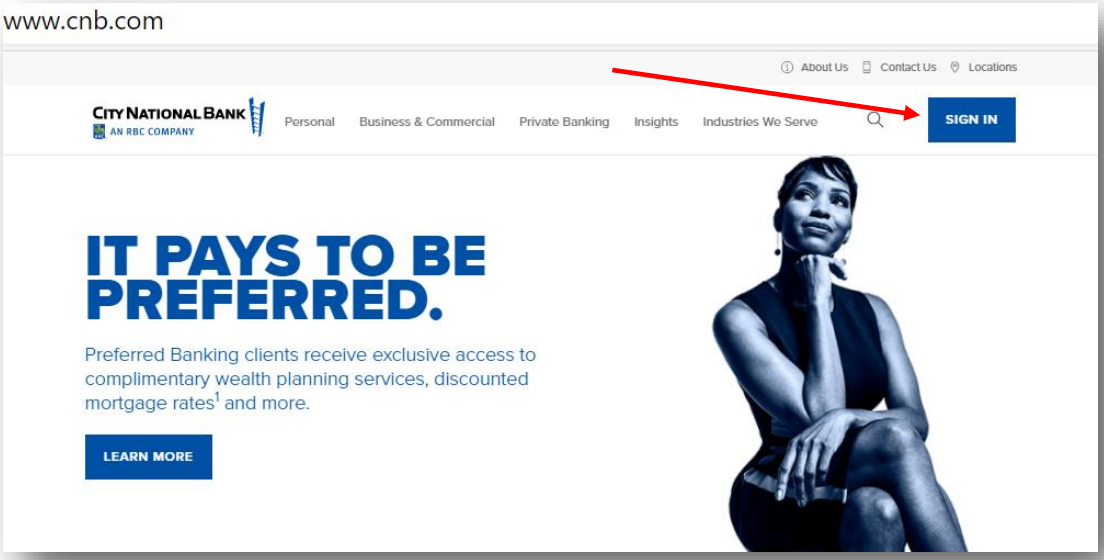
This service reduces or replaces your need to deliver physical deposits via courier or in person at a banking office, and potentially offers you additional time and cost savings.

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.

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 administrative functions are covered below, please refer to the System Administration User Guide to review those specific functionalities.

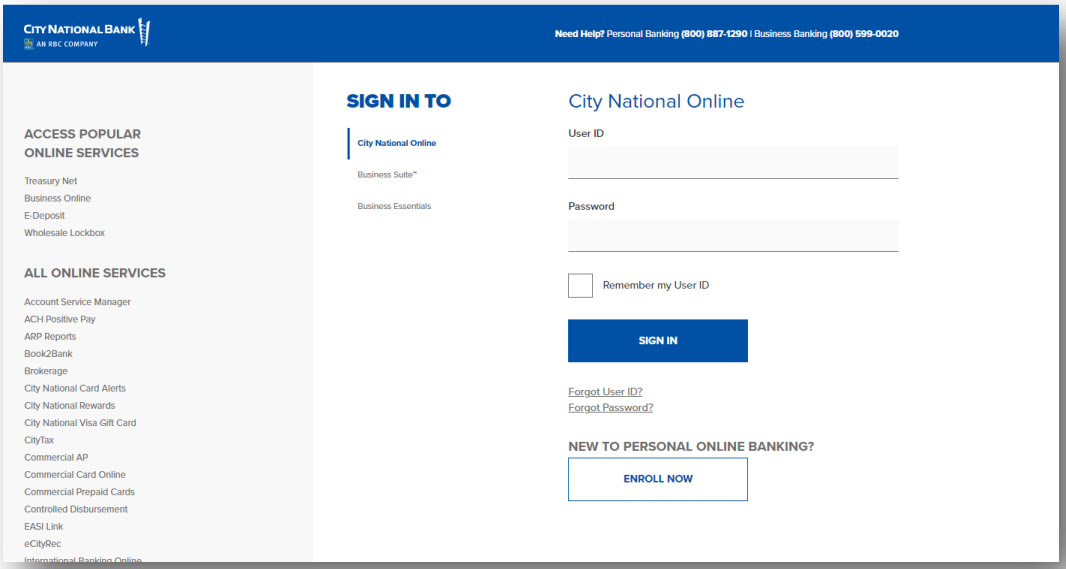
Logging in to E-Deposit

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



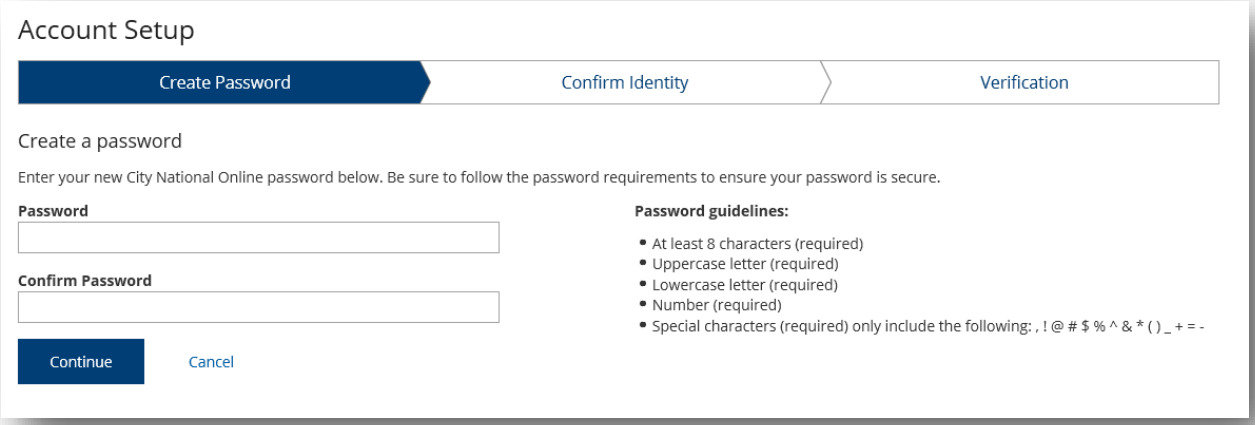
On the sign-in screen shown below, enter your company User ID and Password, and then click Sign In.

- 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**.



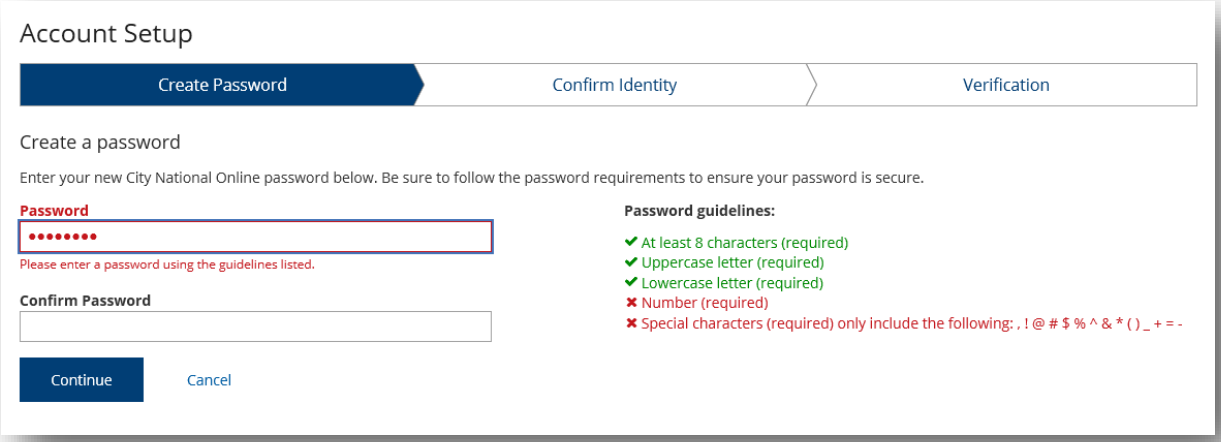
Account Setup

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.

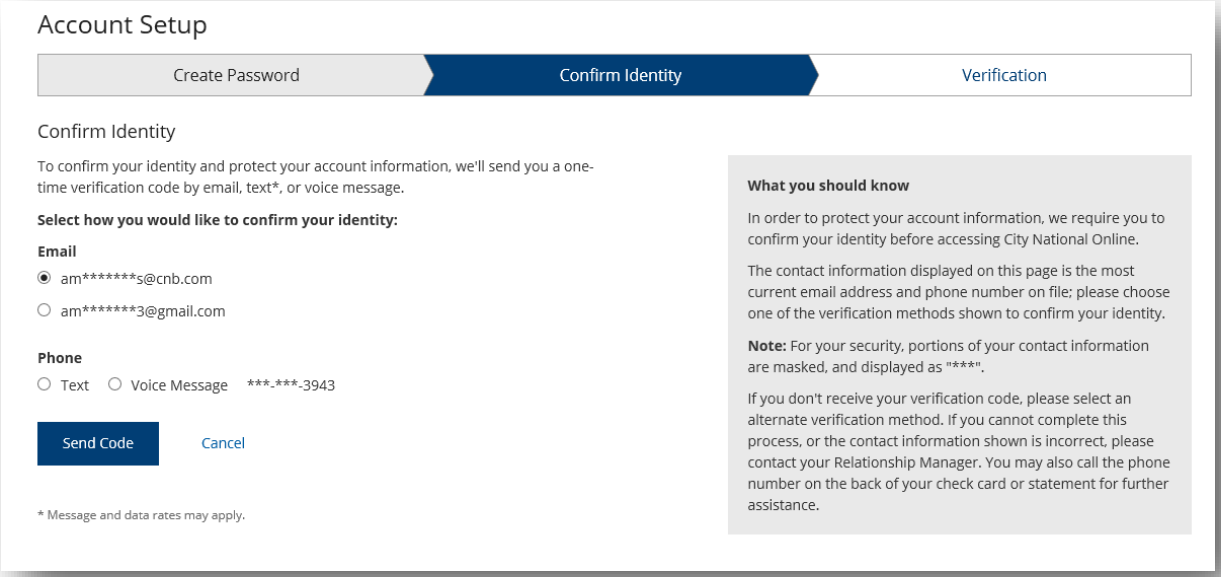


Create Password

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.

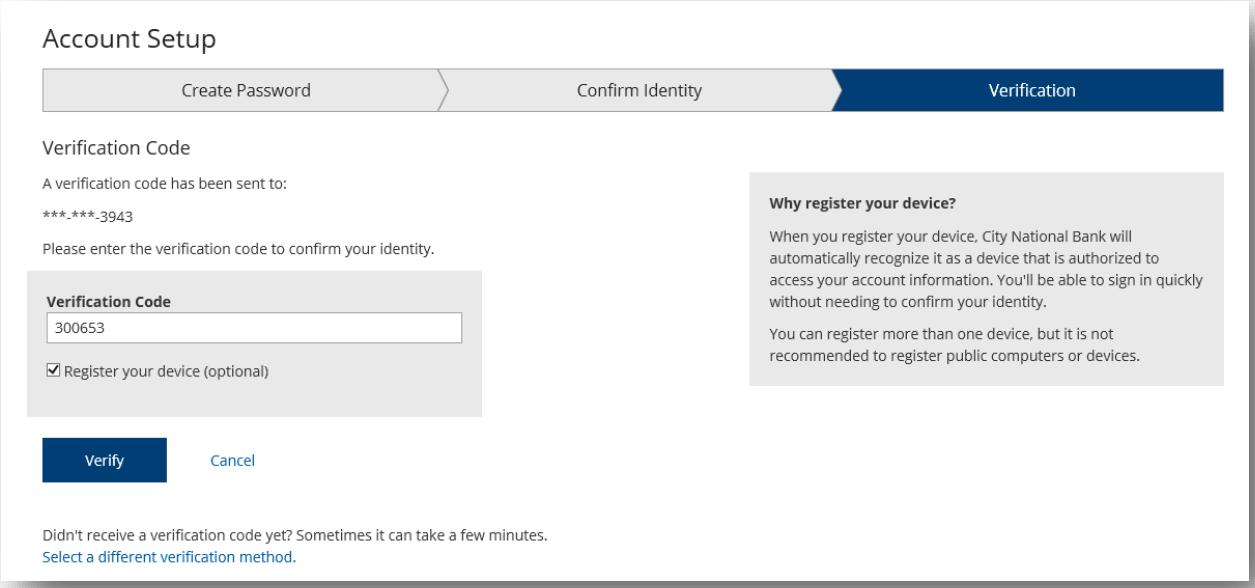


Confirm Your Identity

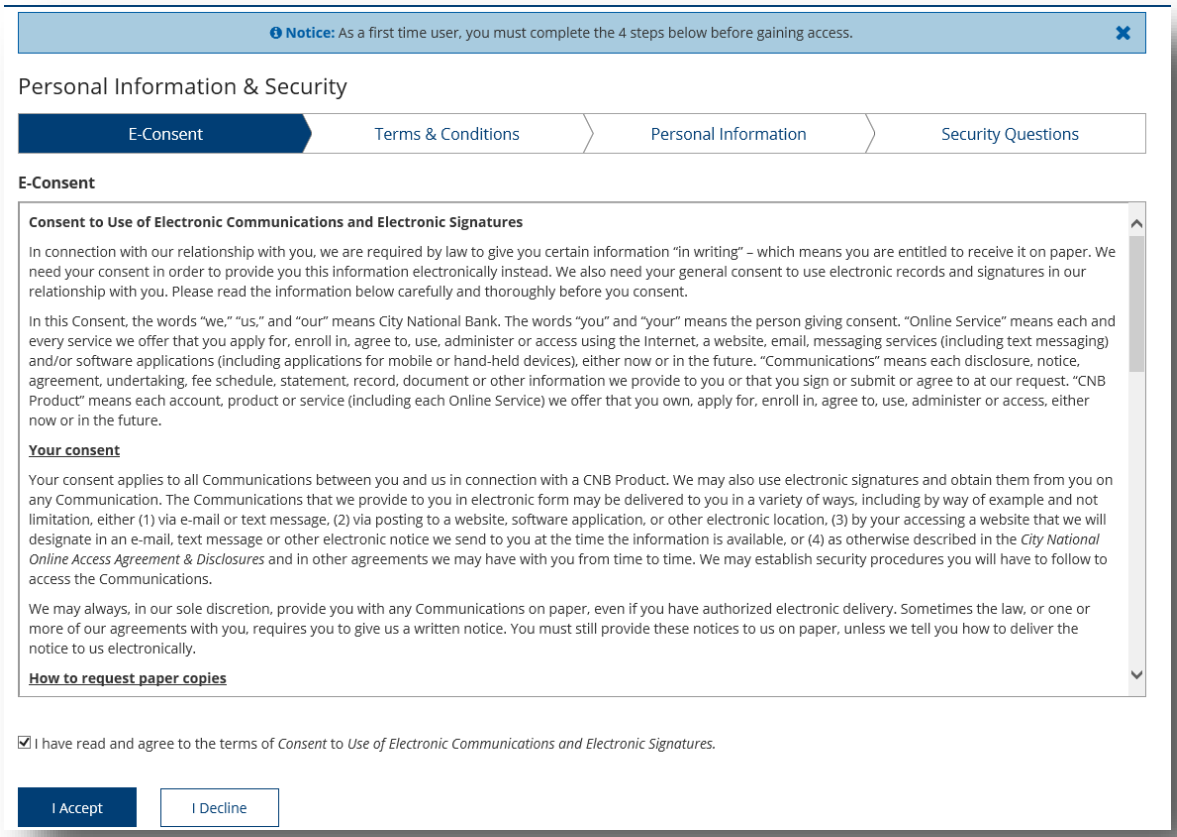


Verify Code

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
300653
Register your device (optional)
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.
Verify
Cancel
Didn't receive a verification code yet? Sometimes it can take a few minutes.
Select a different verification method.

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.

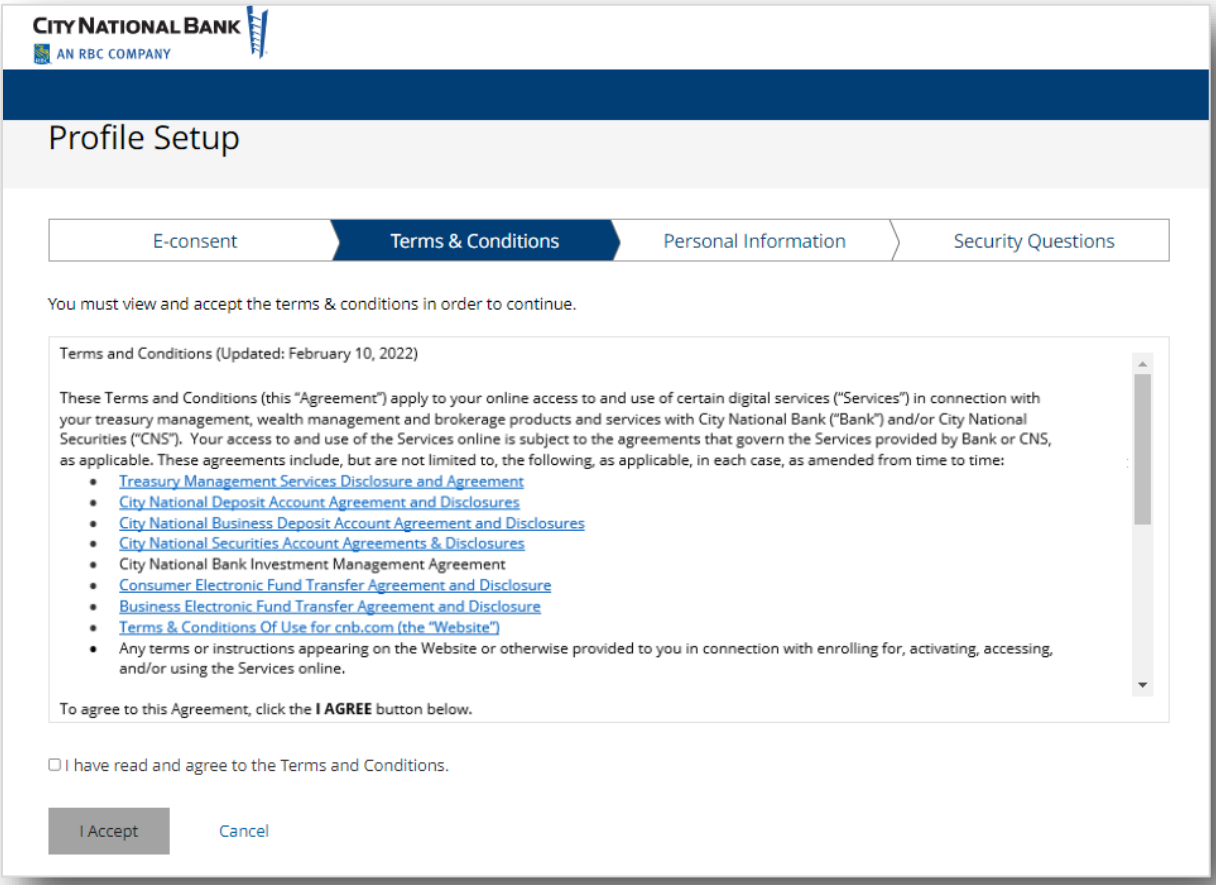
We may always, in our sole discretion, provide you with any Communications on paper, even if you have authorized electronic delivery. Sometimes the law, or one or more of our agreements with you, requires you to give us a written notice. You must still provide these notices to us on paper, unless we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

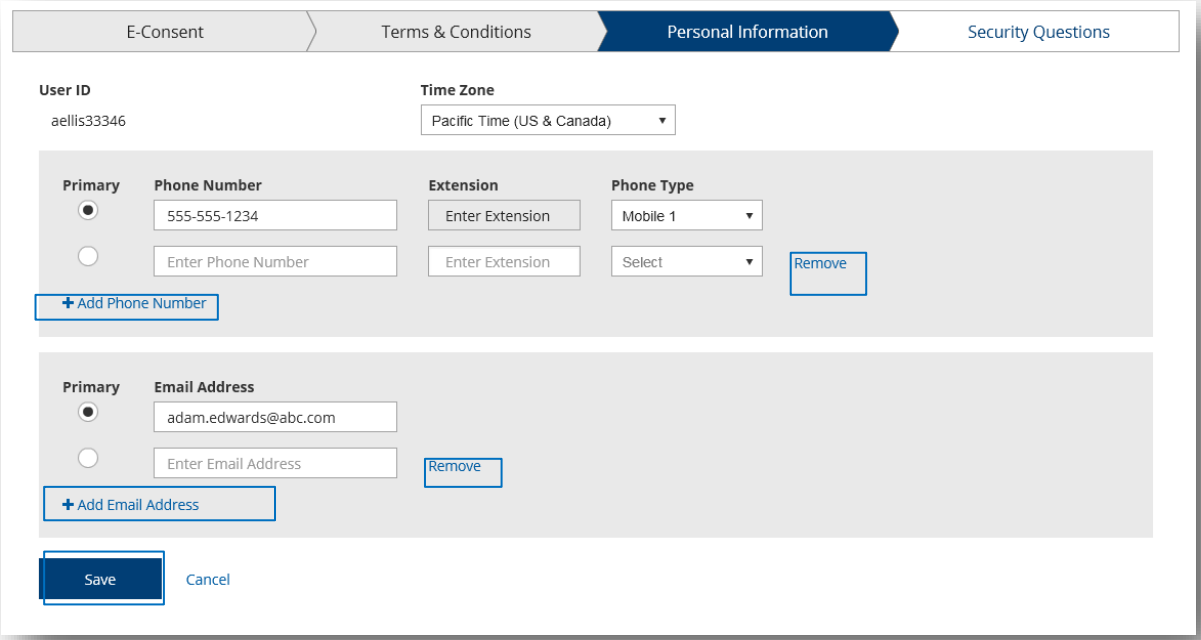
Terms and Conditions

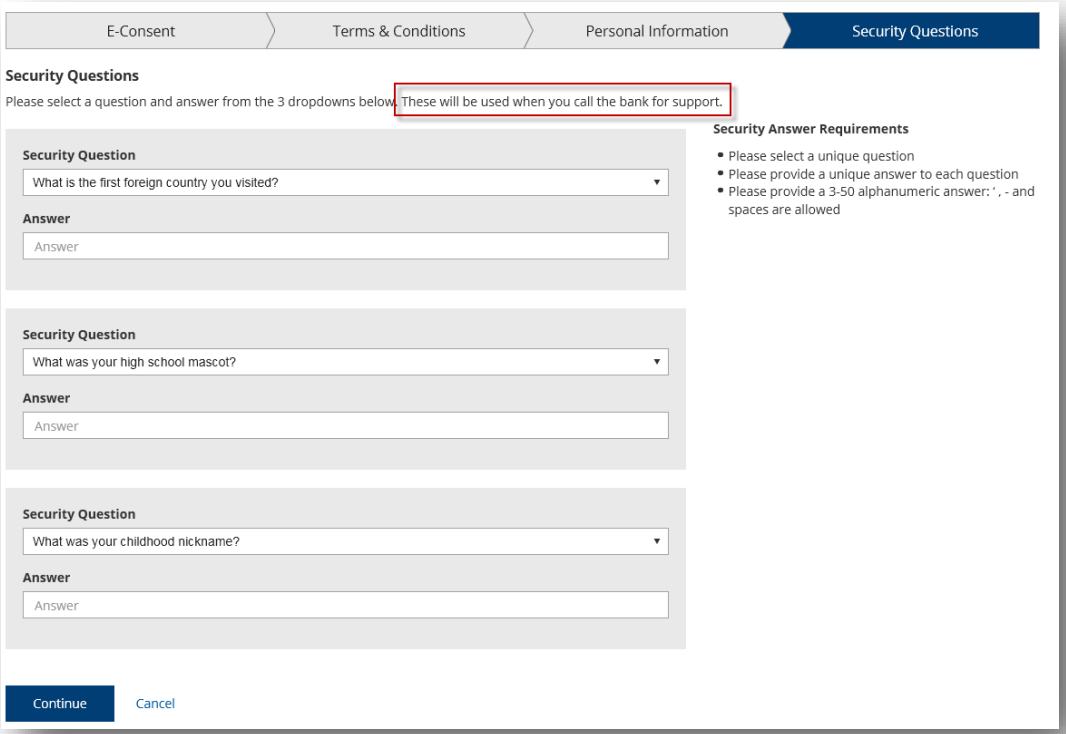


Personal Information

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
555-555-1234
Extension
Enter Extension
Phone Type
Mobile 1
Enter Phone Number
Enter Extension
Select
Remove
+ Add Phone Number
Primary
Email Address
adam.edwards@abc.com
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

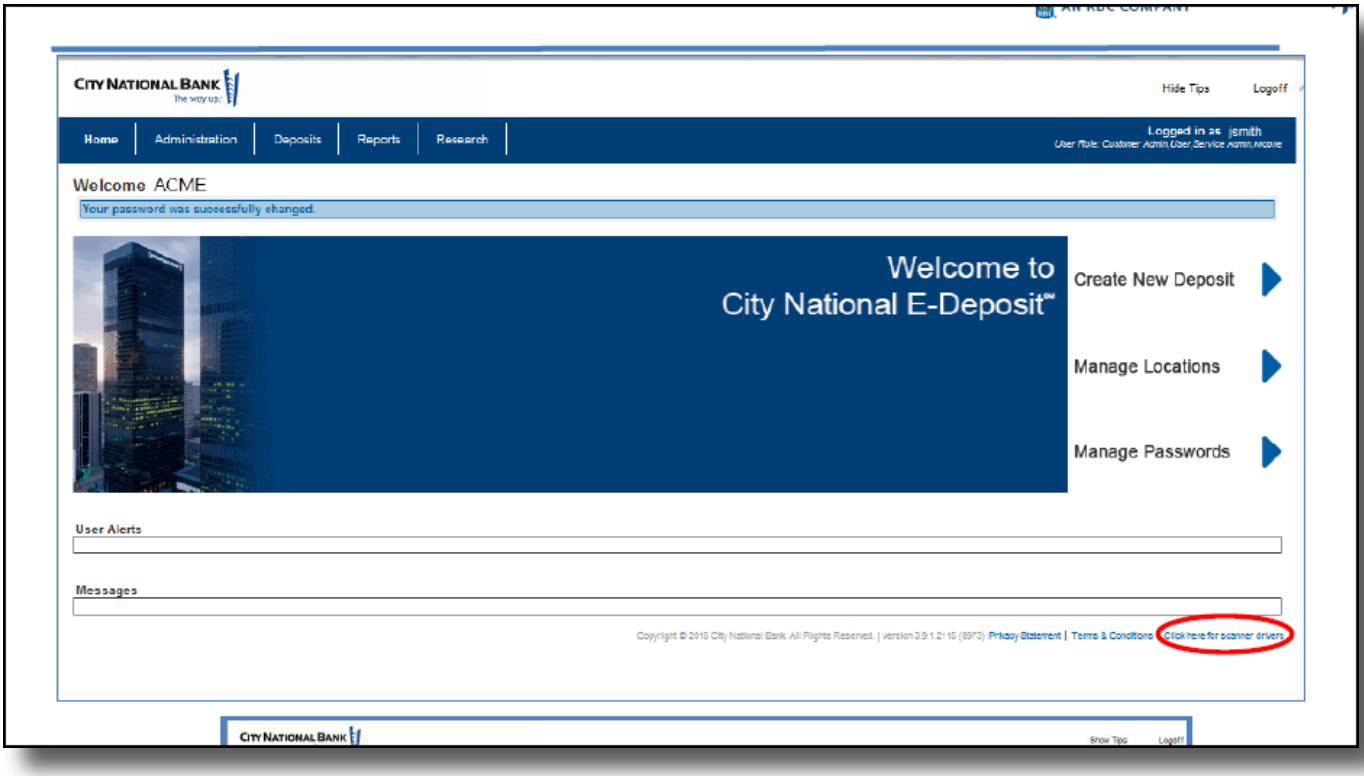
Business Suite users: To access E-Deposit, click on Receivables then E-Deposit to begin the single sign-on process.

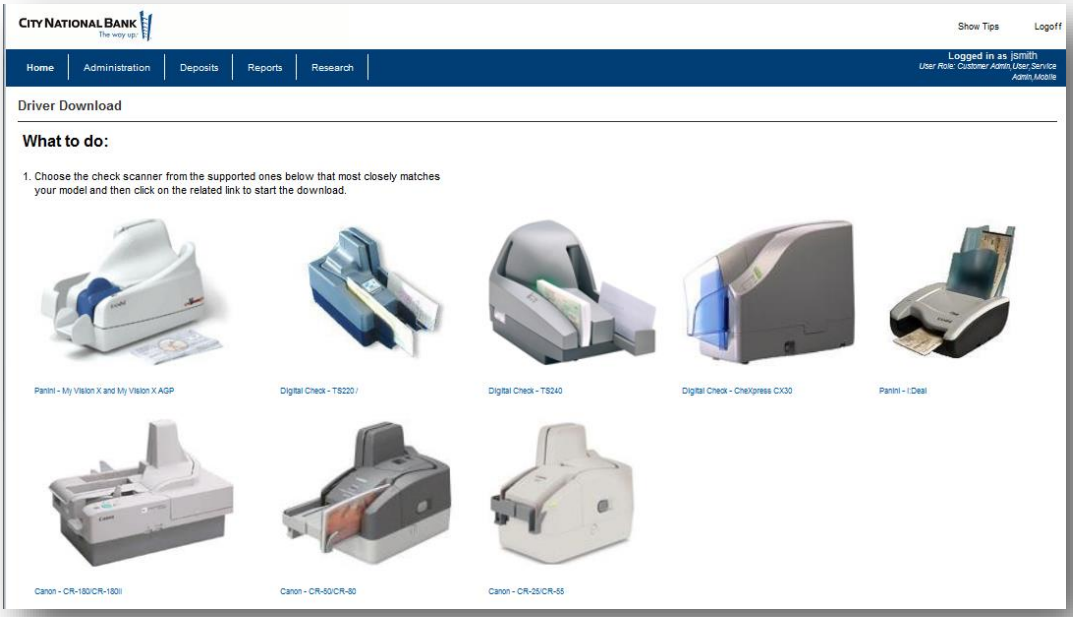
Business Essential users: To access E-Deposit, click on Deposit Services then E-Deposit to begin the single sign-on process.

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.


CITY NATIONAL BANK
Hide Tips
Logoff
Home
Administration
Deposits
Reports
Research
Logged in as jsmith
Welcome ACME
Your password was successfully changed.
Welcome to
City National E-Deposit℠
Create New Deposit
Manage Locations
Manage Passwords
User Alerts
Messages
Click here for scanner drivers

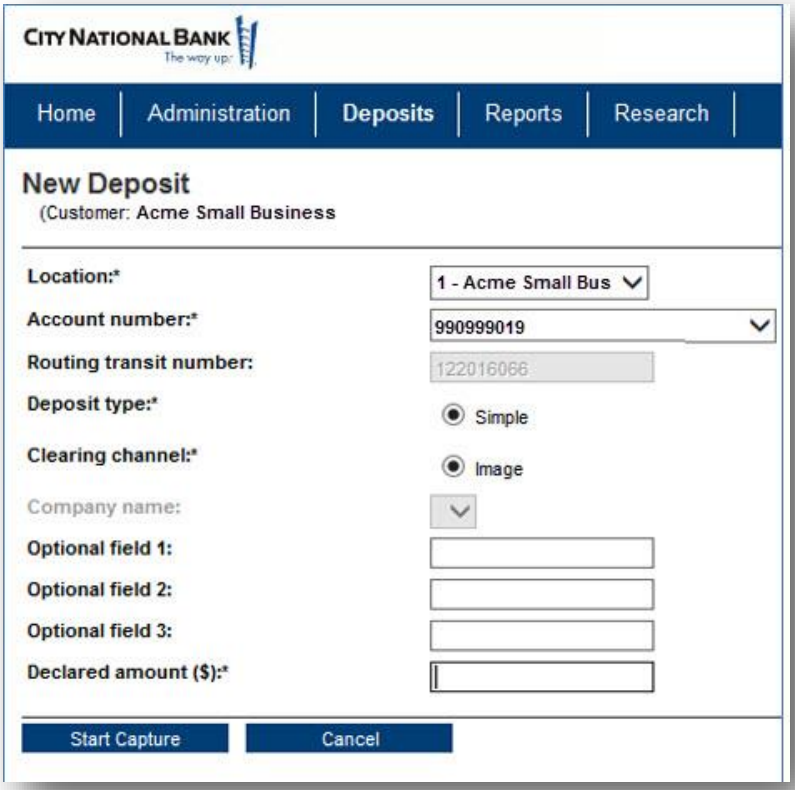

CITY NATIONAL BANK
Show Tips
Logoff
Home
Administration
Deposits
Reports
Research
Logged in as jsmith
Driver Download
What to do:
1. Choose the check scanner from the supported ones below that most closely matches your model and then click on the related link to start the download.

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

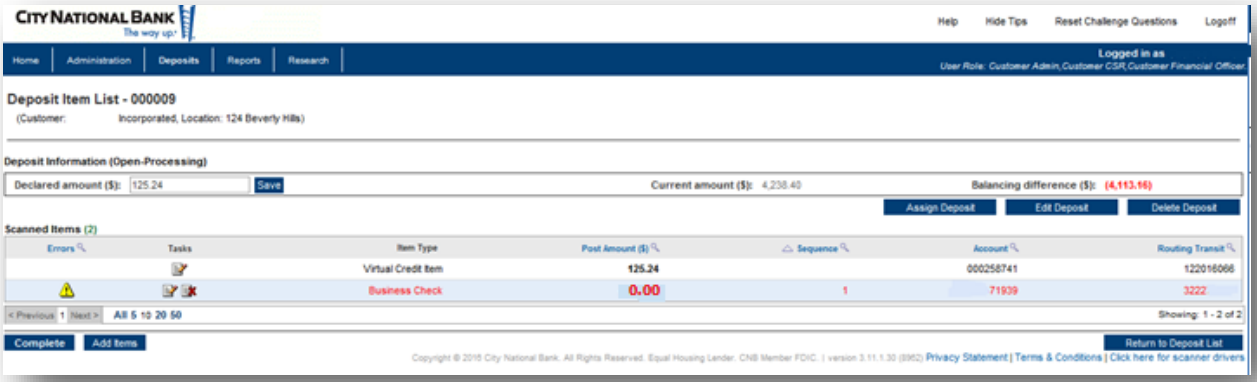
Making Deposits

New Deposit

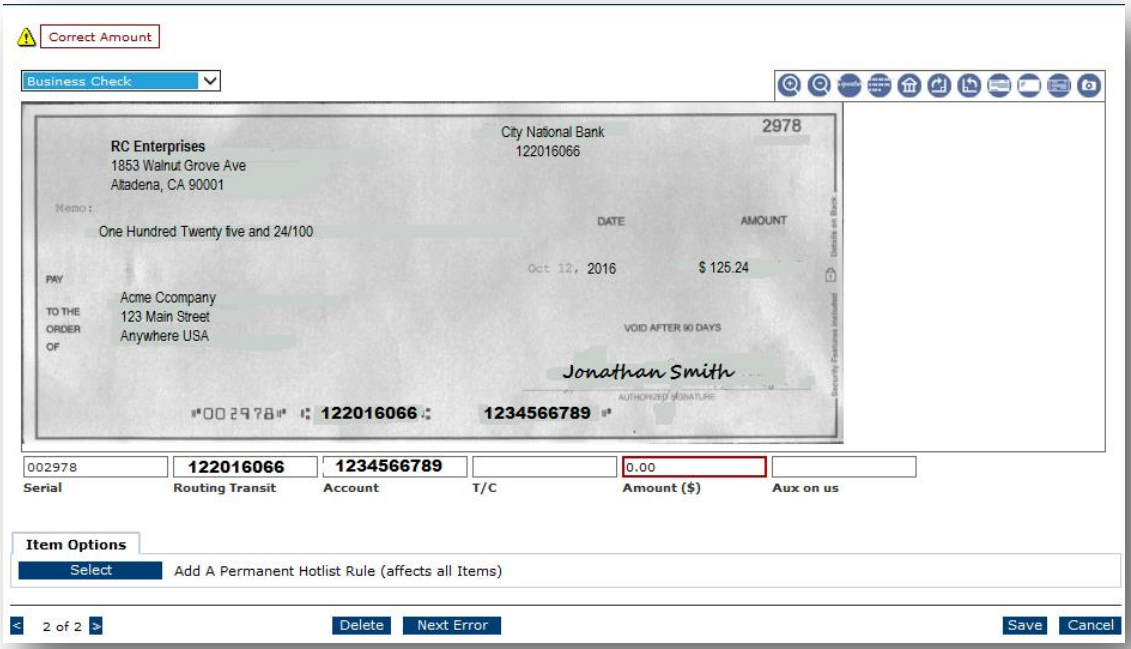
1. Click the **Create New Deposit** button on the home page to start a new deposit. The following New Deposit page allows you to start a new deposit.



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.



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.



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

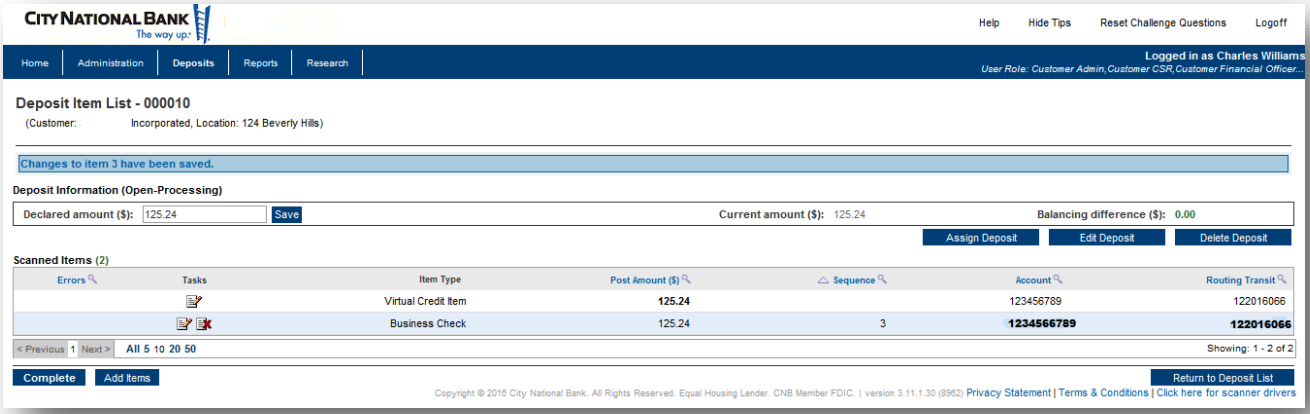
- The Balancing Difference is “0” (zero) and in green font. To transmit the deposit, click Complete.

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

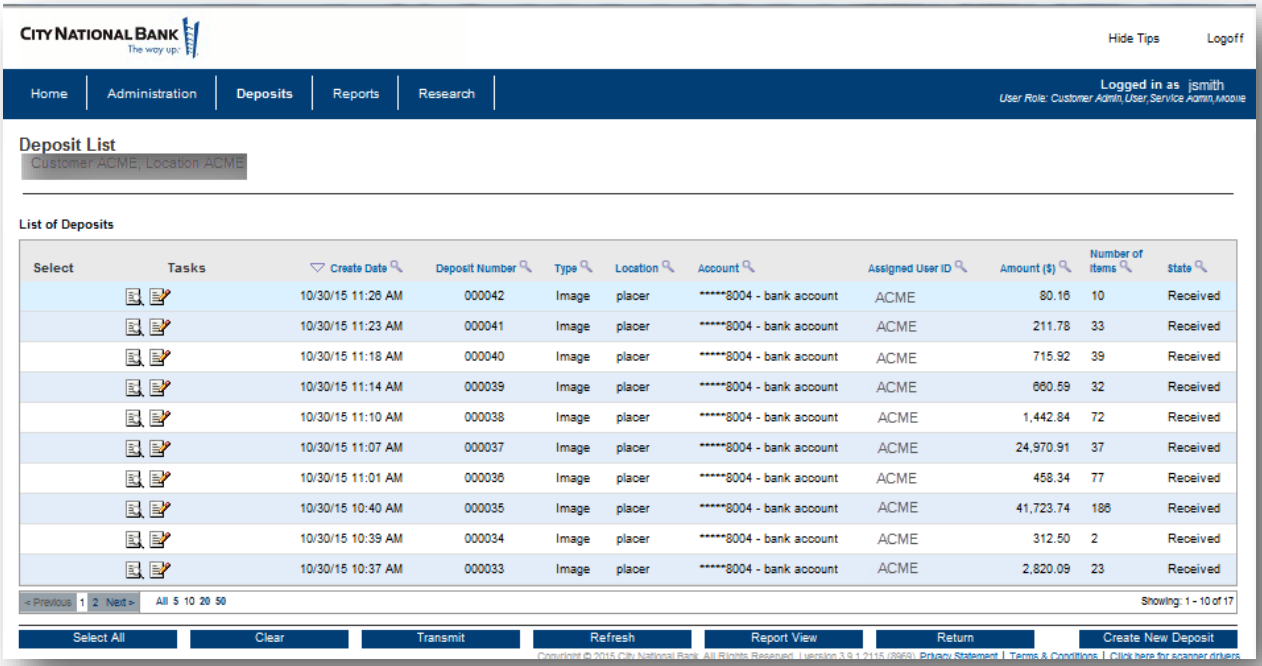
Deposit List - Simple Deposits

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

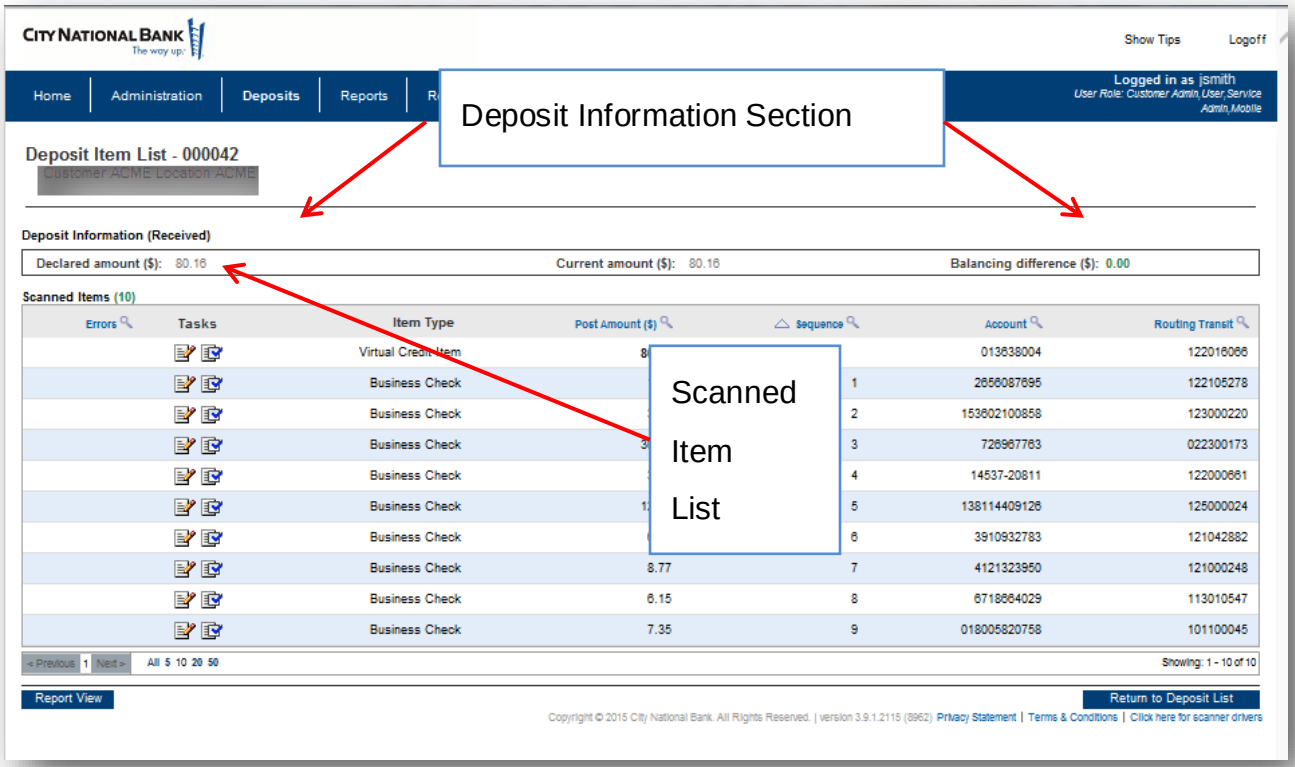
Click the Deposits tab to show the locations for your company, if your company has more than one deposit location. Click the link for the location desired to review recent deposits.



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 List screen as shown in the following page.



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:

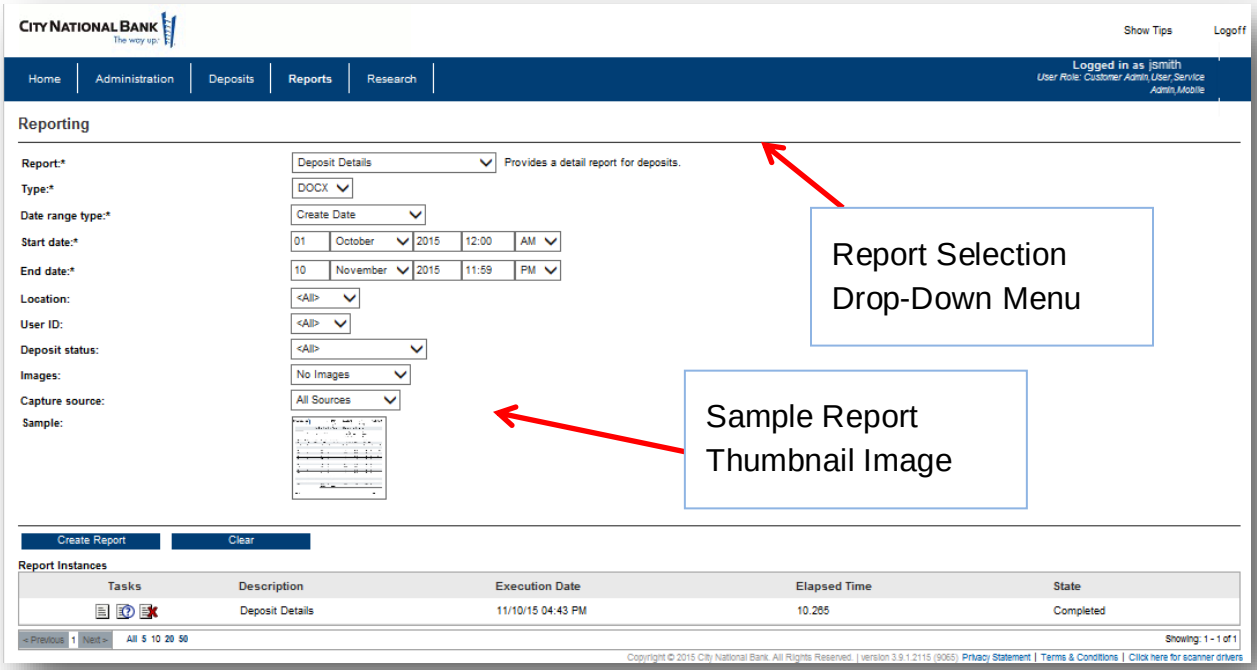
Reporting

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.



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.

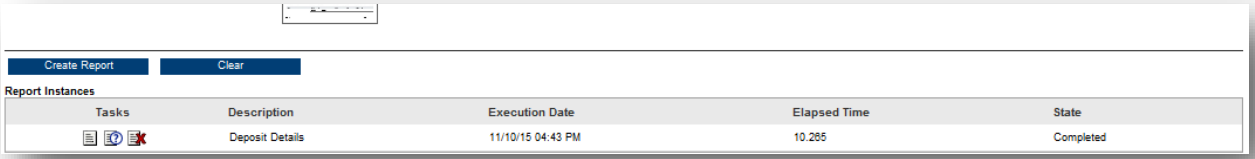
The report will appear in the Report Instances list at the bottom of the Reporting page. Once the report is completed you can view or delete the report.

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.



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

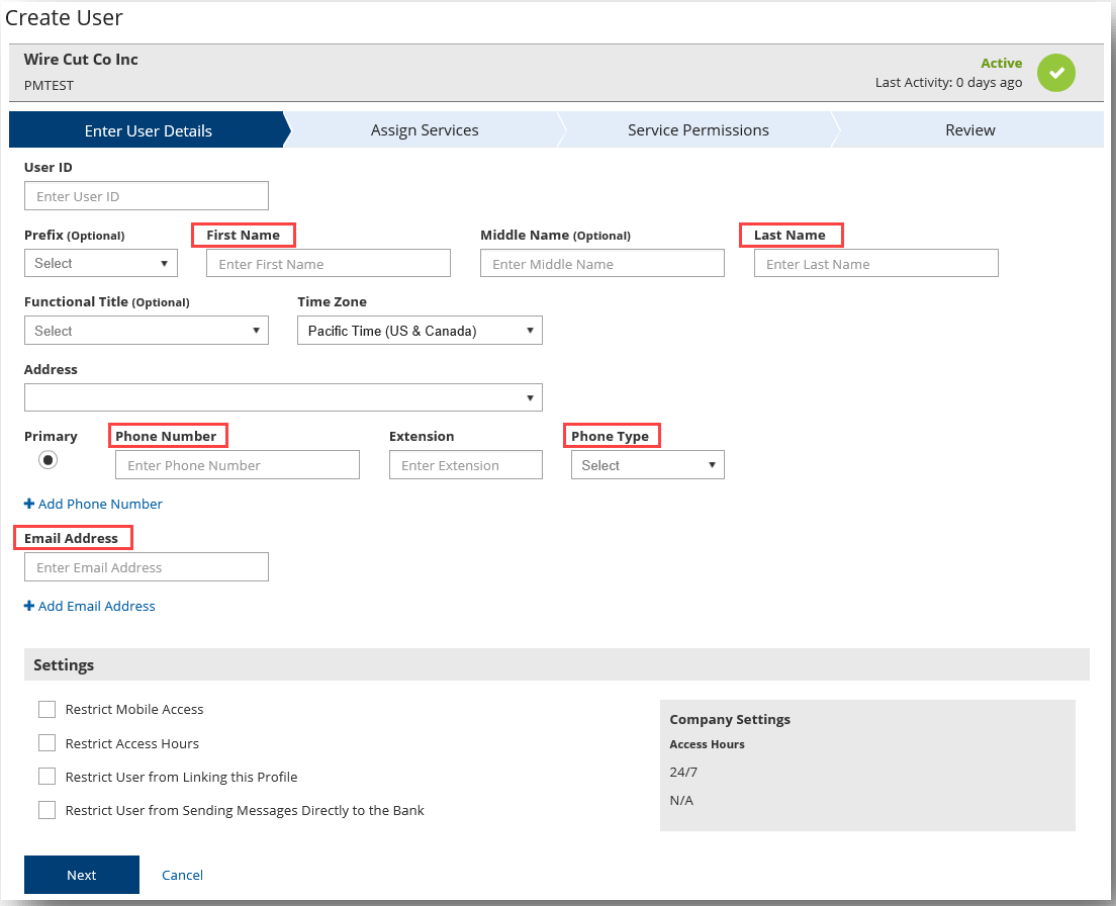
Creating a new user with entitlements is managed through a workflow involving both the Business Online Portal (BOP) and E-Deposit:

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.



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.

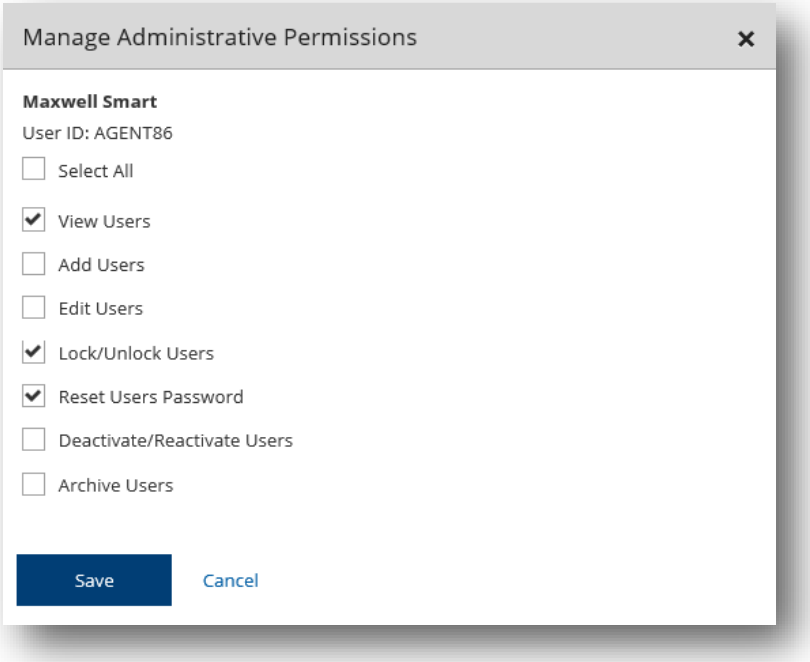
1. In the **User ID** section, you can create a unique user ID that will be specific to the user. Please use only letters and numbers. User ID should be minimum three characters and maximum 20 characters long. Note: If you do not enter a User ID, the system will automatically create a unique one for 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.



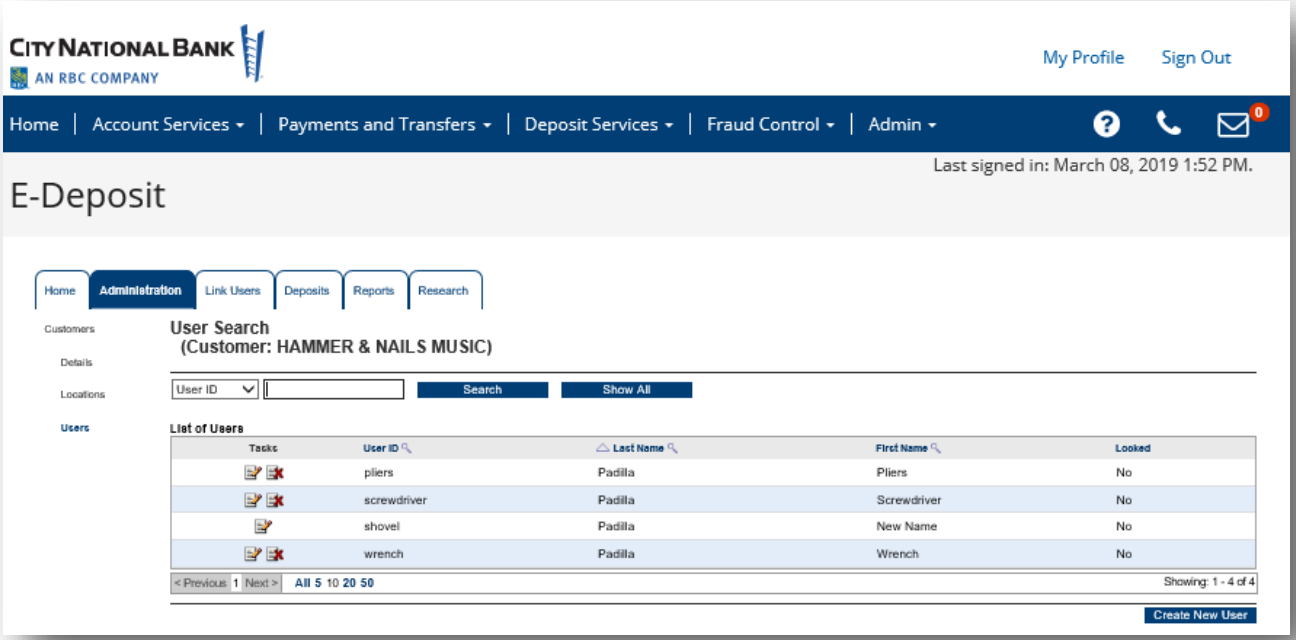
4. Click **Next** to move to the next step in the workflow to assign **Service Permissions**.

   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.

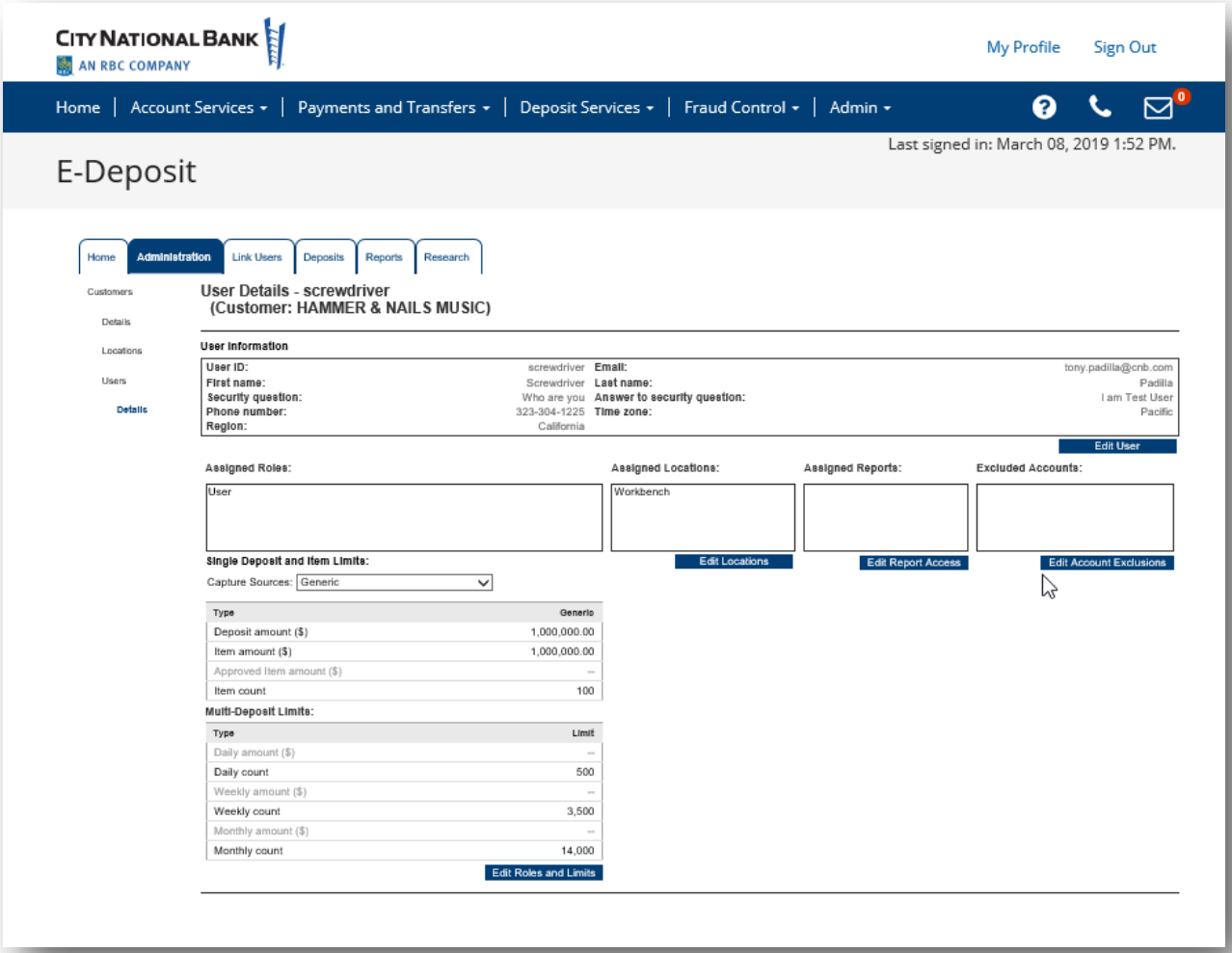
Service Permissions

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.

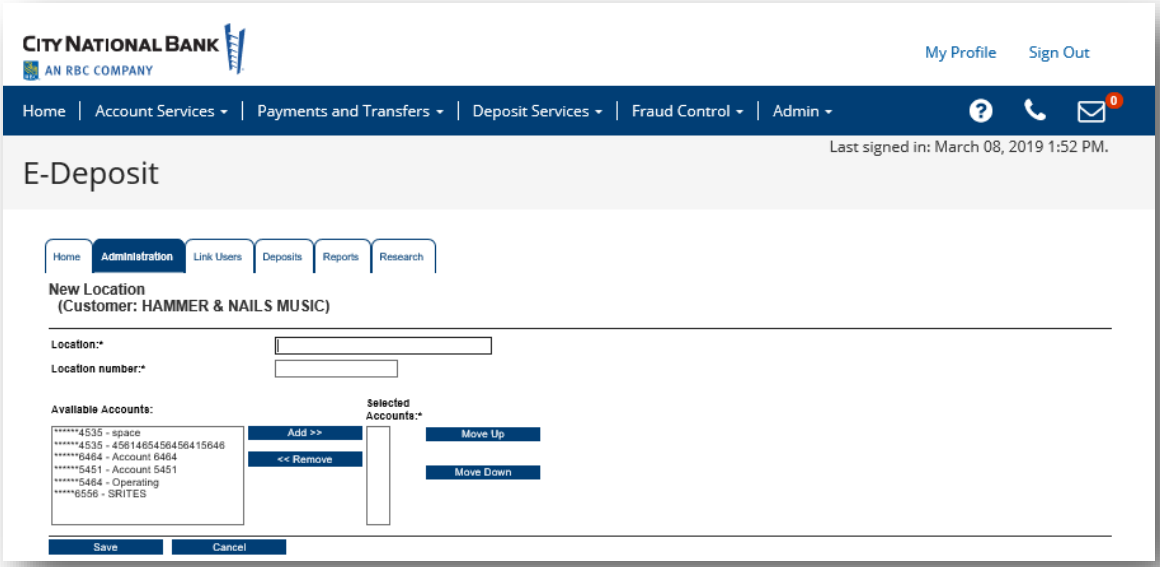


4. To complete the setup:
   a) Click Edit Roles and Limits to update the user's available roles
   b) Click Edit Locations to assign locations to the user.
   c) Optionally, you can click Edit Report Access to modify which reports are available to the user or Edit Account Exclusions to remove accounts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



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.

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 is there is an open deposit on that location.

Mobile E-Deposit - Application or Web Experience

City National Bank provides E-Deposit Mobile for stand-alone users, as well as users who also use either Business Essentials and City National Business Suite®. You can access E-Deposit Mobile through the City National Mobile App™ ("Mobile App") and also the Mobile Web Experience.

Getting Started

Important: Before downloading the Mobile App and logging into the mobile service to make a deposit, you must first be setup on Business Essentials or Business Suite by your System Administrator. Then you must establish your login credentials and security information on your office computer before you activate the Mobile App.

Procedures for E-Deposit Mobile are provided below. For additional information on using the other features of Mobile Business Suite or Business Essentials, please review the respective mobile user guide.

Additional Access Requirements:

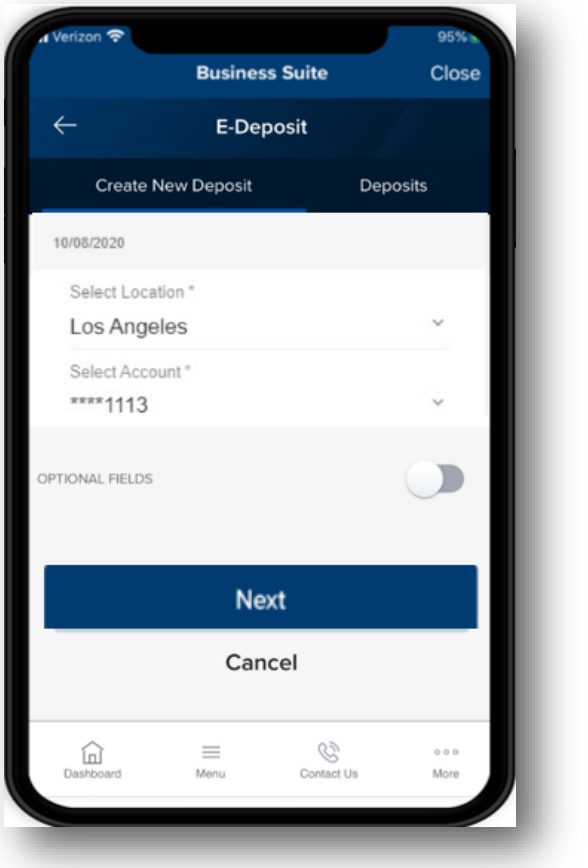
- EXPIRED PASSWORD: If your password has expired, you must first reset the password on your computer before attempting to use the Mobile App. It is not possible to reset your password on your mobile device.
- USER ACCESS: The features you are entitled to access through the Mobile App are determined by your online user entitlements and whether the feature is also available on the mobile service. In other words, if bill pay service is not available to you on your office computer, it will not be available to you on the mobile service.
- MOBILE PHONE OR OTHER DEVICE AND PAGE ORIENTATION: The site is designed for viewing on a mobile phone using either portrait or landscape orientation.
- HISTORICAL DATA: Available transaction history conforms to what is available on your office computer.
- SUPPORTED BROWSER/OPERATING SYSTEMS:
  - Safari 10+; iOS 10+
  - Chrome 49+; Android 5+

E-Deposit Mobile for Business Essentials – App Version

E-Deposit Mobile enables users to create a deposit by using a mobile device to capture the images of a check and transmitting it to City National Bank for credit.

1. Select **Deposit Services** from the Navigation Menu.

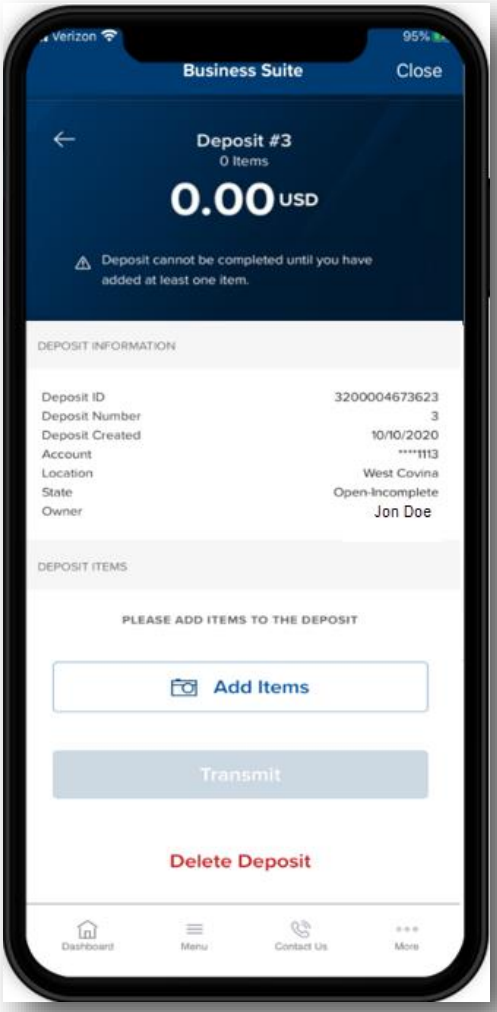
2. Select **E-Deposit**.
3. The Create New Deposit page displays.
4. Create a new deposit by first selecting a location.
5. Select an account number where the check will be deposited.
6. Save the information by selecting **Next**.



Add items

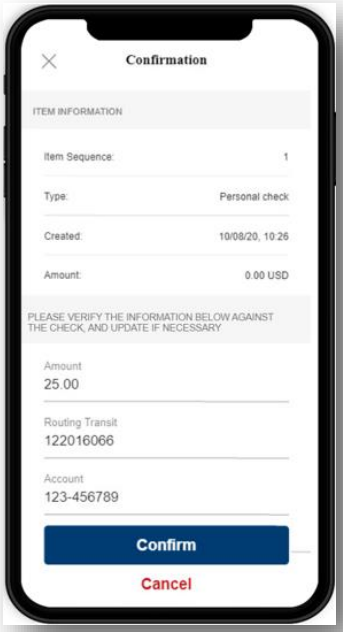
1. Add an item (check) to the deposit information you saved by selecting **Add Items**.
2. Enter amount of check for deposit.
3. Capture image of the front of the check by selecting the camera icon in the field labeled: **Front of check**.
4. Take a picture of the front of the check ensuring **that all four corners of the check are captured**. If you would like to change the picture, simply tap the picture you just took--this will allow you to retake an image and replace the previous picture.
5. Capture image of the back of the check by selecting the camera icon in the field labeled: **Back of the check**. Follow the same procedures above for taking a picture of the check.

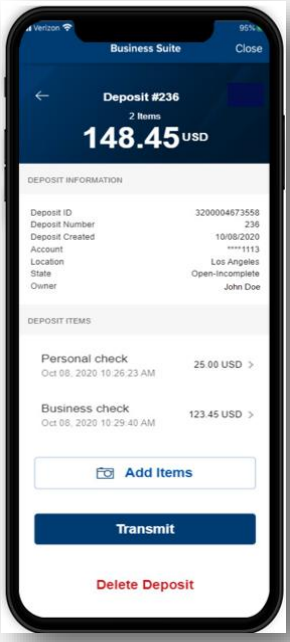
6. Review your entry and select **Save**.

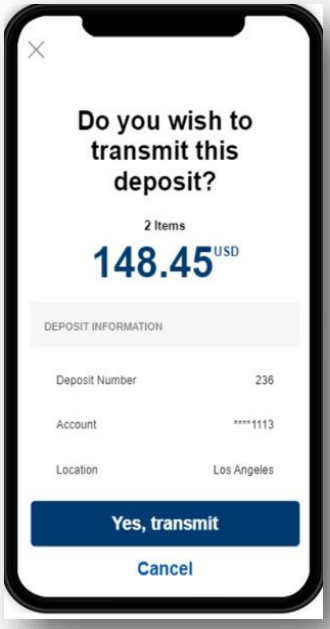


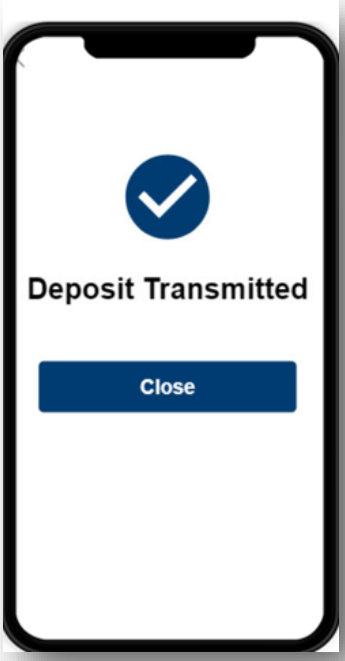
Confirmation and Transmission

1. After adding an item, the Confirmation page will display.
2. Make any necessary corrections to Amount, Routing Transit number or Account number.
3. Confirm the deposit information.
4. The Deposit information page will display which will show a list of the deposit item(s) to be transmitted.
5. You can add checks to the Deposit by selecting **Add Items**.
6. When finished adding items, select **Transmit** to send the deposit item(s) to the bank.
7. A Deposit Transmitted page will appear to indicate that the transmission was successful.


Confirmation
ITEM INFORMATION
Item Sequence: 1
Type: Personal check
Created: 10/08/20, 10:26
Amount: 0.00 USD
PLEASE VERIFY THE INFORMATION BELOW AGAINST THE CHECK, AND UPDATE IF NECESSARY
Amount
25.00
Routing Transit
122016066
Account
123-456789
Confirm
Cancel


Business Suite
Close
Deposit #236
2 Items
148.45 USD
DEPOSIT INFORMATION
Deposit ID 3200004673558
Deposit Number 236
Deposit Created 10/08/2020
Account ****1113
Location Los Angeles
State Open-Incomplete
Owner John Doe
DEPOSIT ITEMS
Personal check
Oct 08, 2020 10:26:23 AM
25.00 USD
Business check
Oct 08, 2020 10:29:40 AM
123.45 USD
Add Items
Transmit
Delete Deposit


Do you wish to transmit this deposit?
2 Items
148.45 USD
DEPOSIT INFORMATION
Deposit Number 236
Account ****1113
Location Los Angeles
Yes, transmit
Cancel


Deposit Transmitted
Close

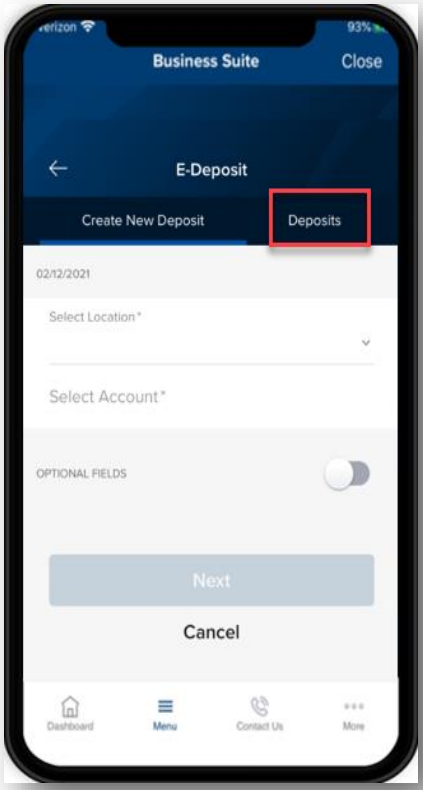
Deposits

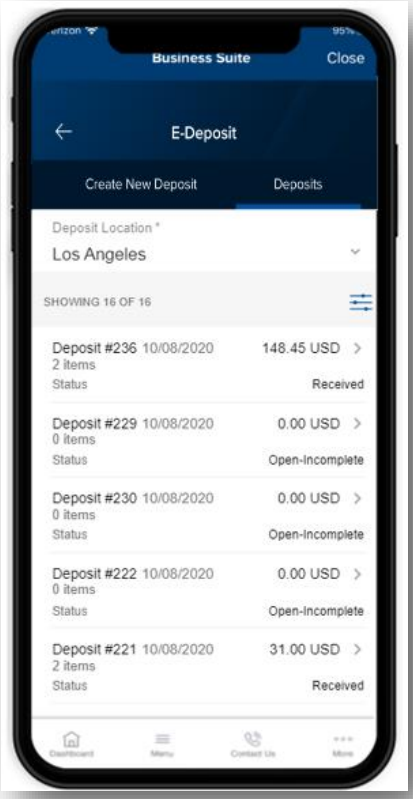
The Deposit tab displays a list of deposits that have been created and their status. A status of Received indicates the deposit has been successfully transmitted to City National Bank, A status of Open-Incomplete is waiting further action including adding or removing additional items or transmitting the deposit.

1. Select **Deposit Services** from the Navigation Menu.
2. Select E-Deposit.
3. Select **Deposits** tab.
4. Select **Location**.
5. Select **Account**.
6. A list of deposit items will display with their status:
   - Received indicates a successful transmission to the bank
   - Open-Incomplete indicates that the deposit item is pending further action

     Filter by:

     - All Open
     - Today (this is the default setting)
     - Last 7 days
     - Last 14 days
     - Last 30 days
     - Last 60 days

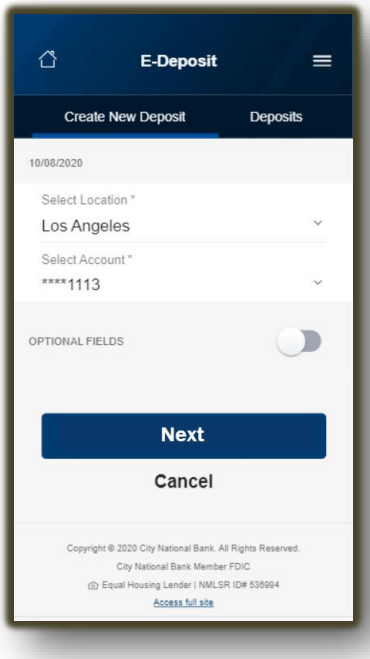




E-Deposit Mobile for Business Essentials – Web Experience Version

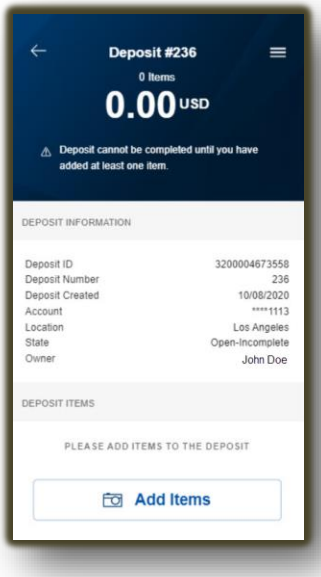
E-Deposit enables users to create a deposit by using a mobile device to capture the images of a check and transmitting it to City National Bank for credit.

1. Select **Deposit Services** from the Navigation Menu.
2. Select E-Deposit.
3. Create New Deposit page displays.
4. Create a new deposit by first selecting a location.
5. Select an account number where the check will be deposited.
6. Save the information by selecting **Next**.



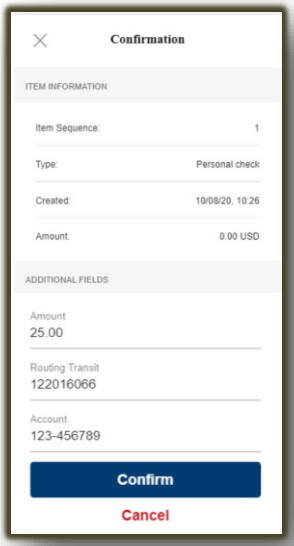
Add items

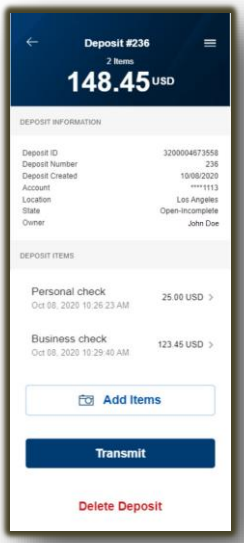
1. Add an item (check) to the deposit information you saved by selecting **Add Items**.
2. Enter amount of check for deposit.
3. Capture image of the front of the check by selecting the camera icon in the field labeled: **Front of check**.
4. Take a picture of the front of the check ensuring **that all four corners of the check are captured**. If you would like to change the picture, simply tap the picture you just took--this will allow you to retake an image and replace the previous picture.
5. Capture image of the back of the check by selecting the camera icon in the field labeled: **Back of the check**. Follow the same procedures above for taking a picture of the check.
6. Review your entry and select **Save**.

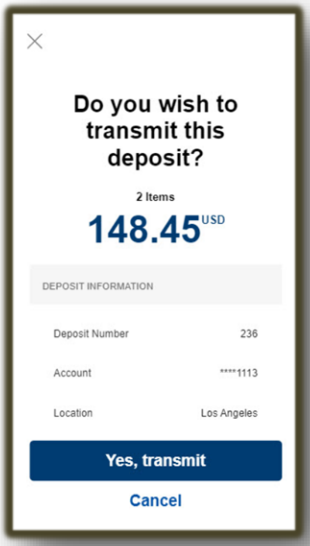


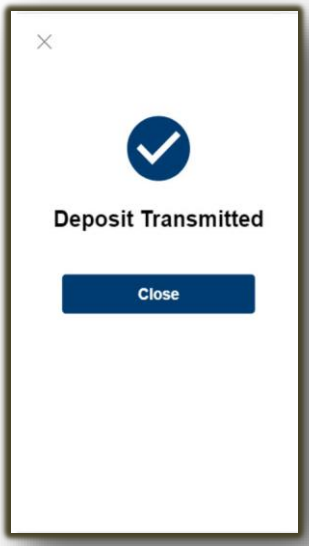
Confirmation and Transmission

1. After adding an item, the Confirmation page will display.
2. Make any necessary corrections to **Amount**, **Routing Transit number** or **Account number**.
3. Confirm the deposit information.
4. The Deposit information page will display which will show a list of the deposit item(s) to be transmitted.
5. You can add checks to the Deposit by selecting **Add Items**.
6. When finished adding items, select **Transmit** to send the deposit item(s) to the bank.
7. A Deposit Transmitted page will appear to indicate that the transmission was successful.









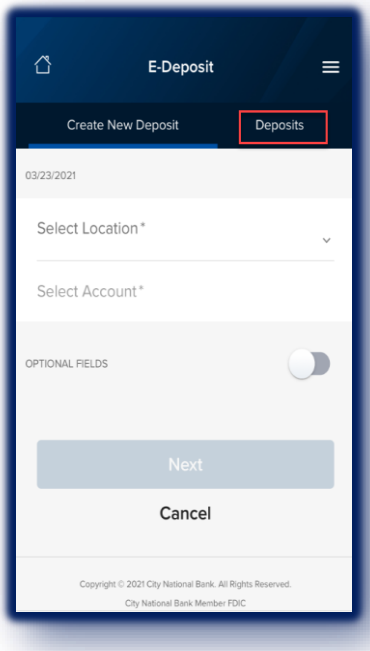
Deposits Tab

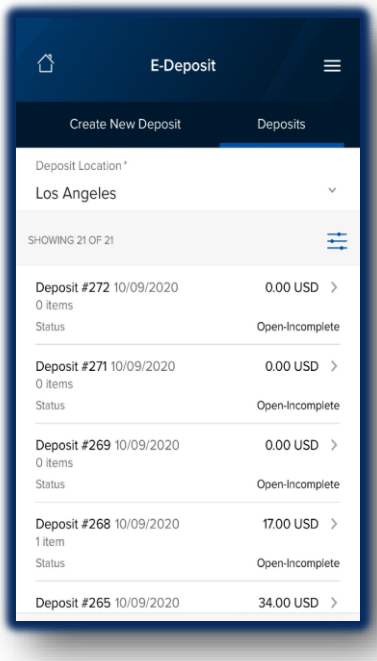
The Deposit tab displays a list of deposit that have been created and their status. A status of Received indicates the deposit has been successfully transmitted to City National Bank and Open-Incomplete status is waiting further action including adding or removing additional items or transmitting the deposit.

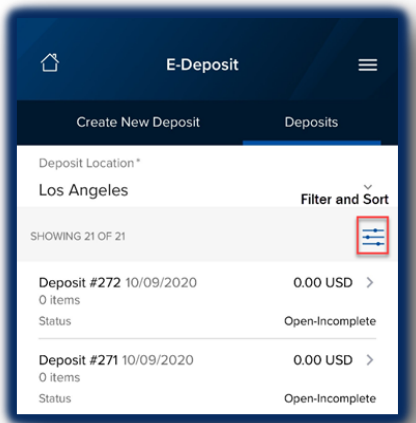
1. Select **Deposit Services** from the Navigation Menu.
2. Select **E-Deposit**.
3. Select **Deposits** tab.
4. Select **Location**.
5. Select **Account**.
6. A list of deposit items will display with their status
    - Received indicates a successful transmission to the bank
    - Open-Incomplete indicates that the deposit item is pending further action

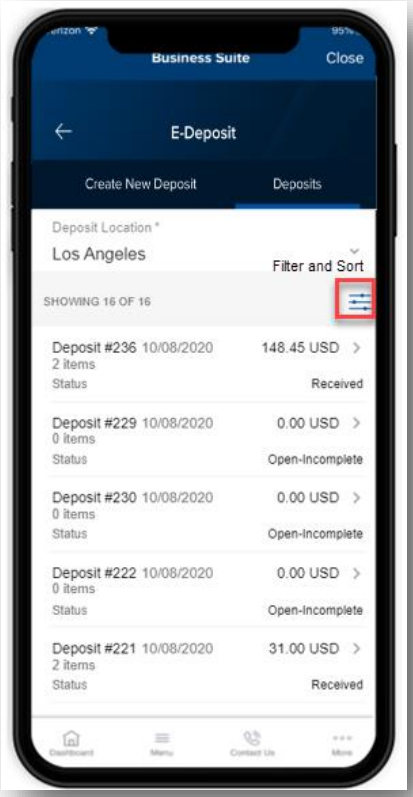
    Filter by:

    - All Open
    - Today (this is the default setting)
    - Last 7 days
    - Last 14 days
    - Last 30 days
    - Last 60 days


E-Deposit
Create New Deposit
Deposits
03/23/2021
Select Location*
Select Account*
OPTIONAL FIELDS
Next
Cancel
Copyright © 2021 City National Bank. All Rights Reserved.
City National Bank Member FDIC


E-Deposit
Create New Deposit
Deposits
Deposit Location*
Los Angeles
SHOWING 21 OF 21
Deposit #272 10/09/2020
0.00 USD
0 items
Status
Open-Incomplete
Deposit #271 10/09/2020
0.00 USD
0 items
Status
Open-Incomplete
Deposit #269 10/09/2020
0.00 USD
0 items
Status
Open-Incomplete
Deposit #268 10/09/2020
17.00 USD
1 item
Status
Open-Incomplete
Deposit #265 10/09/2020
34.00 USD

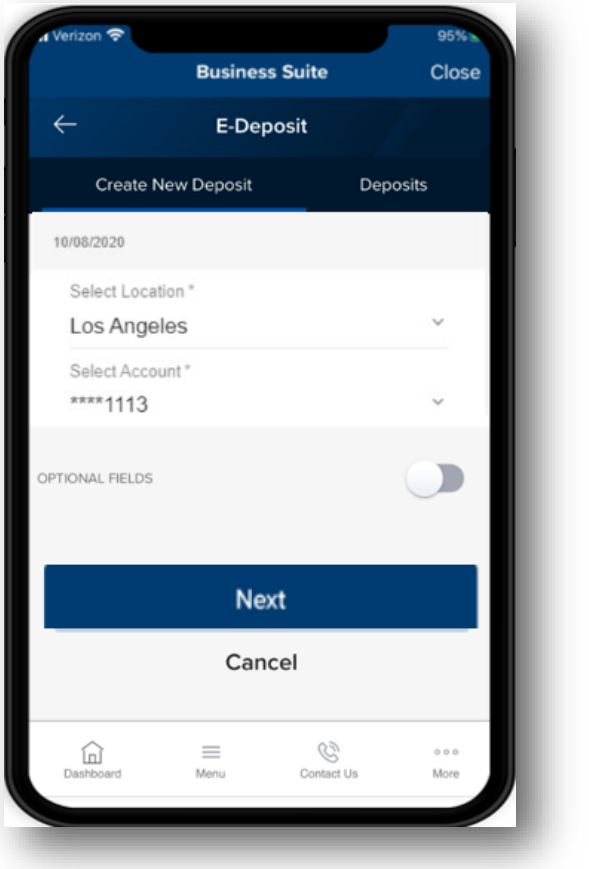

E-Deposit
Create New Deposit
Deposits
Deposit Location*
Los Angeles
Filter and Sort
SHOWING 21 OF 21
Deposit #272 10/09/2020
0.00 USD
0 items
Status
Open-Incomplete
Deposit #271 10/09/2020
0.00 USD
0 items
Status
Open-Incomplete



E-Deposit Mobile for Business Suite – App Version

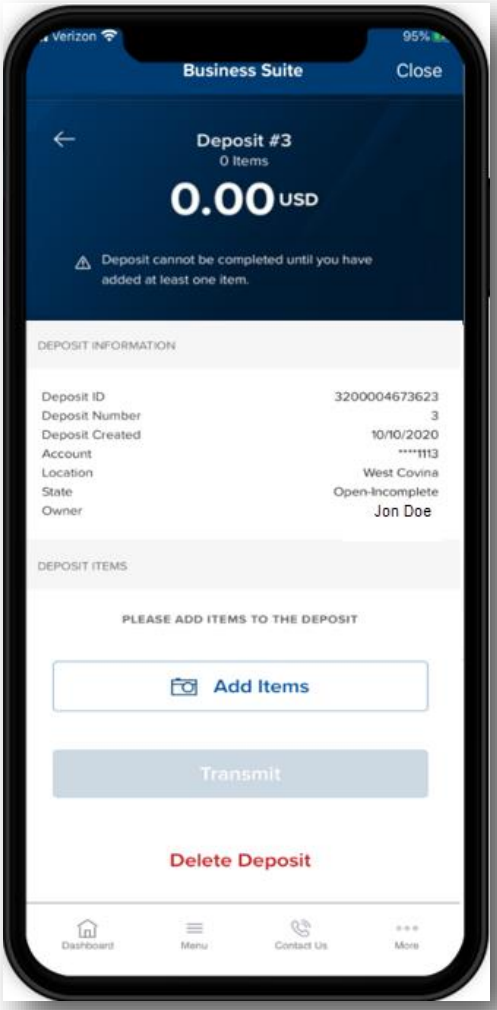
E-Deposit Mobile enables users to create a deposit by using a mobile device to capture the images of a check and transmitting it to City National Bank for credit.

1. Select **Deposit Services** from the Navigation Menu.
2. Select **E-Deposit**.
3. The Create New Deposit page displays.
4. Create a new deposit by first selecting a location.
5. Select an account number where the check will be deposited.
6. Save the information by selecting **Next**.



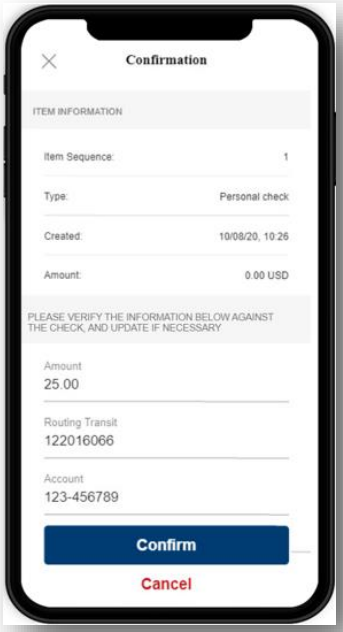
Add items

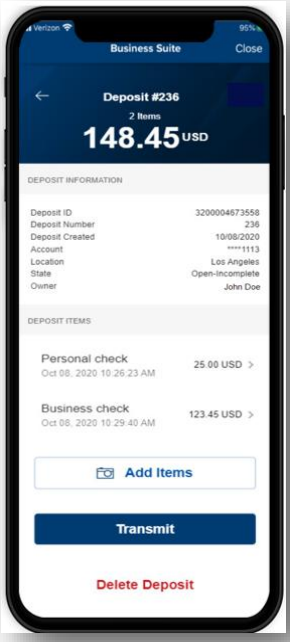
1. Add an item (check) to the deposit information you saved by selecting **Add Items**.
2. Enter amount of check for deposit.
3. Capture image of the front of the check by selecting the camera icon in the field labeled: **Front of check**.
4. Take a picture of the front of the check ensuring **that all four corners of the check are captured**. If you would like to change the picture, simply tap the picture you just took--this will allow you to retake an image and replace the previous picture.
5. Capture image of the back of the check by selecting the camera icon in the field labeled: **Back of the check**. Follow the same procedures above for taking a picture of the check.
6. Review your entry and select **Save**.

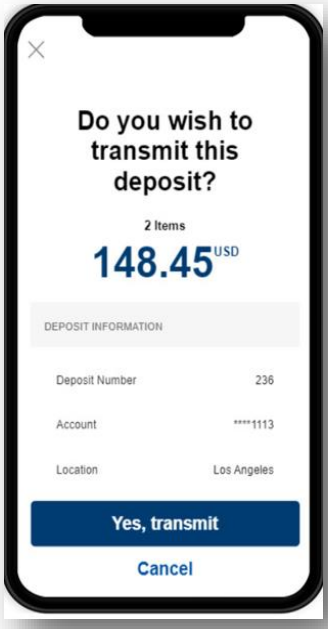


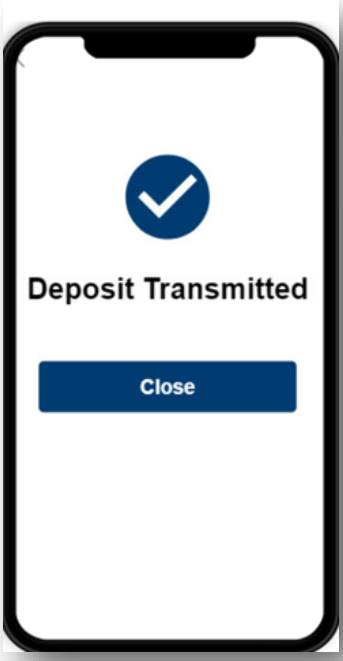
Confirmation and Transmission

1. After adding an item, the Confirmation page will display.
2. Make any necessary corrections to Amount, Routing Transit number or Account number.
3. Confirm the deposit information.
4. The Deposit information page will display which will show a list of the deposit item(s) to be transmitted.
5. You can add checks to the Deposit by selecting **Add Items**.
6. When finished adding items, select **Transmit** to send the deposit item(s) to the bank.
7. A Deposit Transmitted page will appear to indicate that the transmission was successful.


Confirmation
ITEM INFORMATION
Item Sequence: 1
Type: Personal check
Created: 10/08/20, 10:26
Amount: 0.00 USD
PLEASE VERIFY THE INFORMATION BELOW AGAINST THE CHECK, AND UPDATE IF NECESSARY
Amount
25.00
Routing Transit
122016066
Account
123-456789
Confirm
Cancel


Business Suite
Close
Deposit #236
2 Items
148.45 USD
DEPOSIT INFORMATION
Deposit ID 3200004673558
Deposit Number 236
Deposit Created 10/08/2020
Account ****1113
Location Los Angeles
State Open-Incomplete
Owner John Doe
DEPOSIT ITEMS
Personal check
Oct 08, 2020 10:26:23 AM
25.00 USD
Business check
Oct 08, 2020 10:29:40 AM
123.45 USD
Add Items
Transmit
Delete Deposit


Do you wish to transmit this deposit?
2 Items
148.45 USD
DEPOSIT INFORMATION
Deposit Number 236
Account ****1113
Location Los Angeles
Yes, transmit
Cancel


Deposit Transmitted
Close

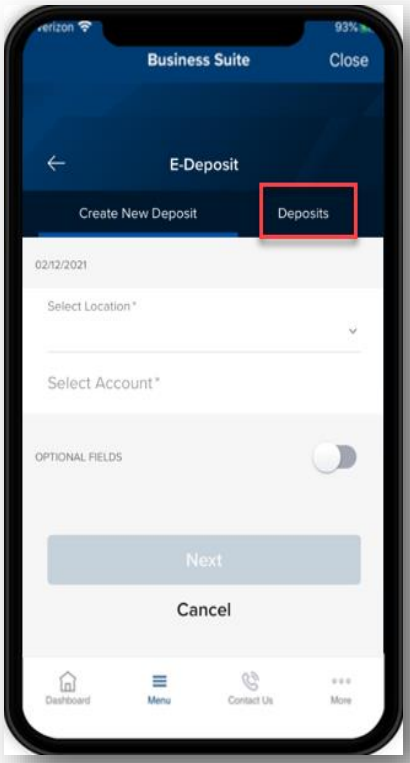
Deposits

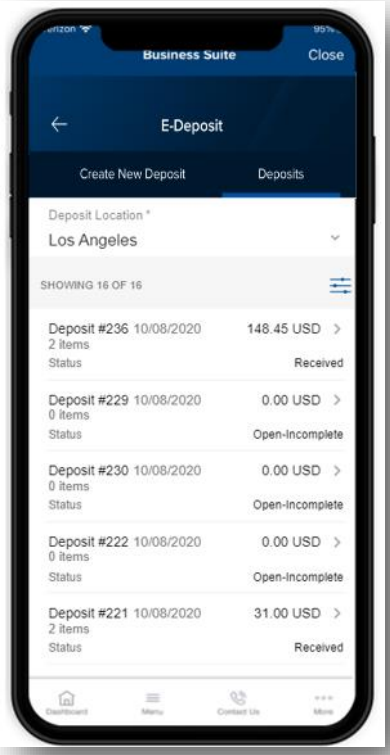
The Deposit tab displays a list of deposits that have been created and their status. A status of Received indicates the deposit has been successfully transmitted to City National Bank, A status of Open-Incomplete is waiting further action including adding or removing additional items or transmitting the deposit.

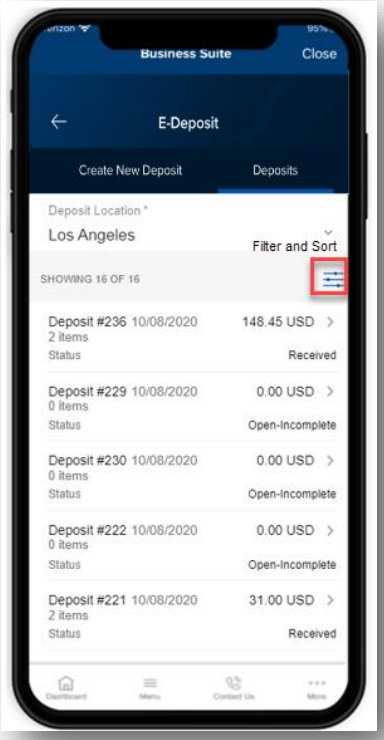
1. Select **Deposit Services** from the Navigation Menu.
2. Select E-Deposit.
3. Select **Deposits** tab.
4. Select **Location**.
5. Select **Account**.
6. A list of deposit items will display with their status:
   - Received indicates a successful transmission to the bank
   - Open-Incomplete indicates that the deposit item is pending further action

     Filter by:

     - All Open
     - Today (this is the default setting)
     - Last 7 days
     - Last 14 days
     - Last 30 days
     - Last 60 days


Business Suite
Close
E-Deposit
Create New Deposit
Deposits
02/12/2021
Select Location *
Select Account *
OPTIONAL FIELDS
Next
Cancel
Dashboard
Menu
Contact Us
More


Business Suite
Close
E-Deposit
Create New Deposit
Deposits
Deposit Location *
Los Angeles
SHOWING 16 OF 16
Deposit #236 10/08/2020
148.45 USD
2 items
Status
Received
Deposit #229 10/08/2020
0.00 USD
0 items
Status
Open-Incomplete
Deposit #230 10/08/2020
0.00 USD
0 items
Status
Open-Incomplete
Deposit #222 10/08/2020
0.00 USD
0 items
Status
Open-Incomplete
Deposit #221 10/08/2020
31.00 USD
2 items
Status
Received



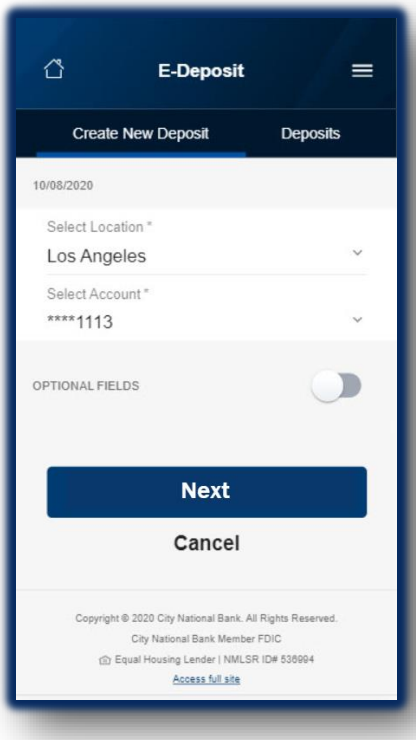
E-Deposit Mobile for Business Suite – Web Experience Version

E-Deposit enables users to create a deposit by using a mobile device to capture the images of a check and transmitting it to City National Bank for credit.

Create Deposit

To start the deposit, follow these steps:

1. Select **Receivables** from the Navigation Menu.
2. Select **E-Deposit**.
3. Create New Deposit page displays.
4. Create a new deposit by first selecting a location.
5. Select an account number where the check will be deposited.
6. Save the information by selecting **Next**.

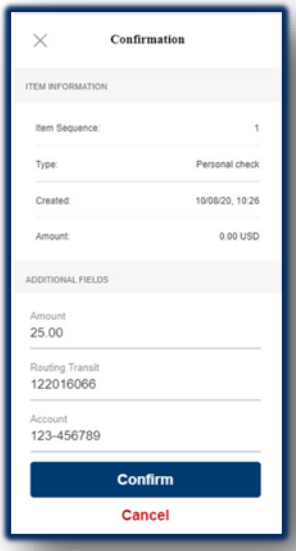


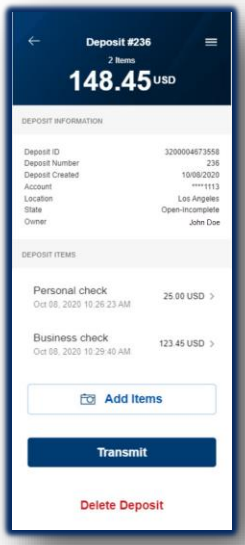
Add items

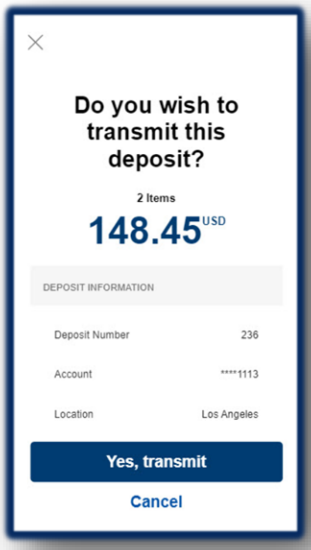
1. Add an item (check) to the deposit information you saved by selecting **Add Items**.
2. Enter amount of check for deposit.
3. Capture image of the front of the check by selecting the camera icon in the field labeled: **Front of check**.
4. Take a picture of the front of the check ensuring **that all four corners of the check are captured**. If you would like to change the picture, simply tap the picture you just took--this will allow you to retake an image and replace the previous picture.
5. **Capture image of the back of the check by selecting the camera icon in the field labeled: Back of the check**. Follow the same procedures above for taking a picture of the check.
6. Review your entry and select **Save**.

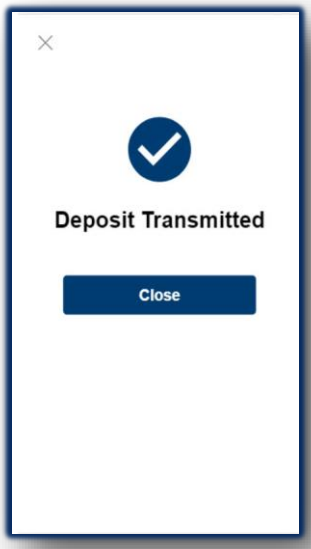
Confirmation and Transmission

1. After adding an item, the Confirmation page will display.
2. Make any necessary corrections to Amount, Routing Transit number or Account number.
3. Confirm the deposit information.
4. The Deposit Information page will display which will show a list of the deposit item(s) to be transmitted.
5. You can add checks to the deposit by selecting **Add Items**.
6. When finished adding items, select Transmit to send the deposit item(s) to the bank.
7. A Deposit Transmitted page will appear to indicate that the transmission was successful.









Deposits

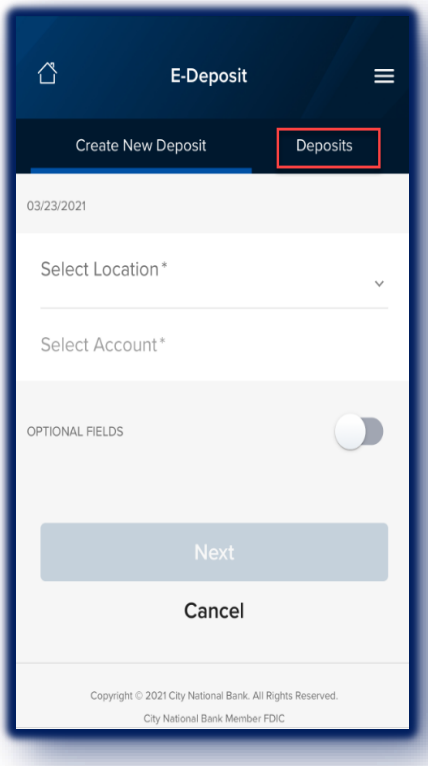
The Deposit tab displays a list of deposit that have been created and their status. A status of Received indicates the deposit has been successfully transmitted to City National Bank and Open-Incomplete status is waiting further action including adding or removing additional items or transmitting the deposit.

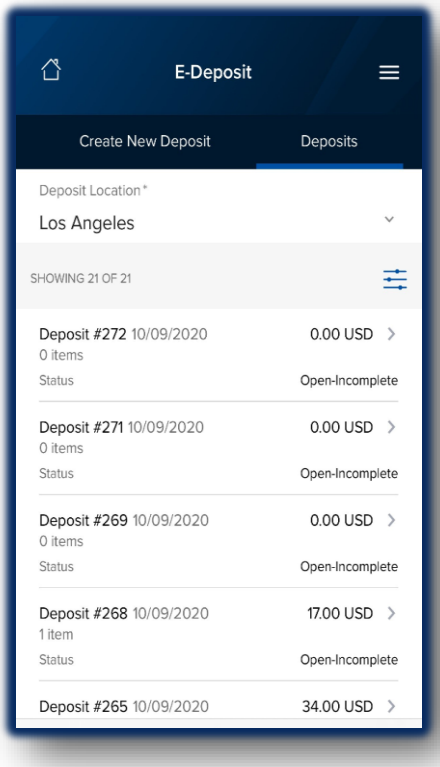
To view the list of Deposits, follow these steps:

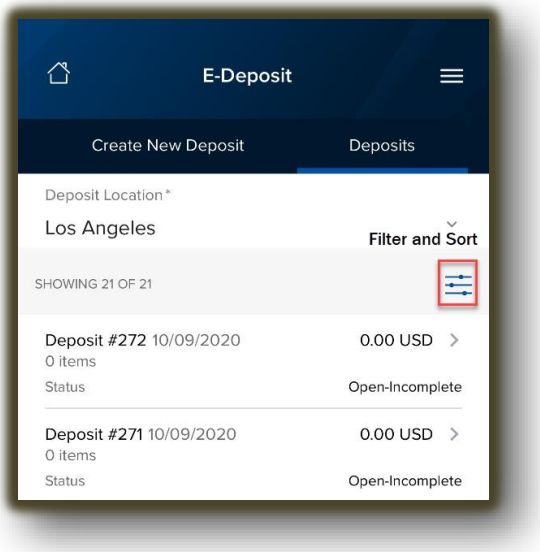
1. Select **Receivables** from the Navigation Menu.
2. Select **E-Deposit**.
3. Select **Deposits** tab.
4. Select **Location**.
5. Select **Account**.
6. A list of deposit items will display with their status
    - Received indicates a successful transmission to the bank
    - Open-Incomplete indicates that the deposit item is pending further action

    Filter by:

    - All Open
    - Today (this is the default setting)
    - Last 7 days
    - Last 14 days
    - Last 30 days
    - Last 60 days






E-Deposit
Create New Deposit
Deposits
Deposit Location *
Los Angeles
Filter and Sort
SHOWING 21 OF 21
Deposit #272 10/09/2020
0.00 USD
0 items
Status
Open-Incomplete
Deposit #271 10/09/2020
0.00 USD
0 items
Status
Open-Incomplete

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: 02/05/2011 11:18 AM EST
Report Deposit Date 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 Warman 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

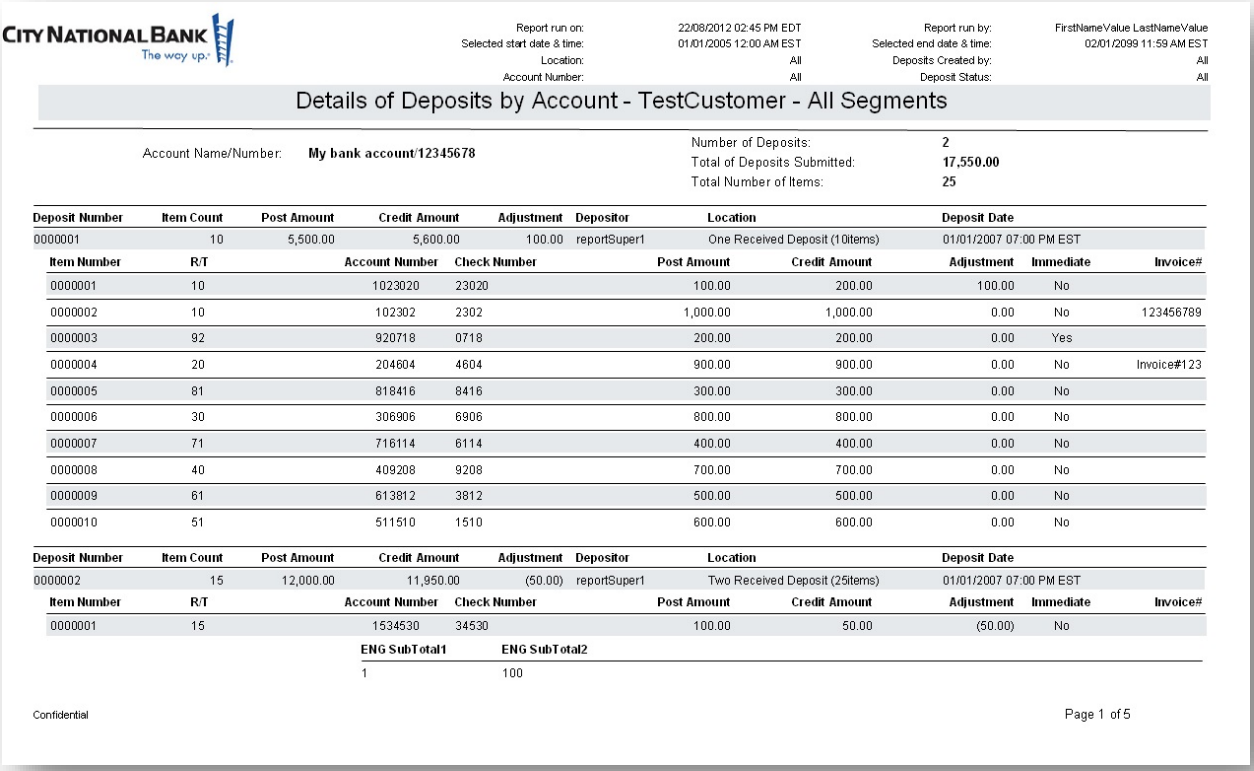
Deposit Details

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
The way up.

Report run on:	22/08/2012 02:45 PM EDT	Report run by:	FirstNameValue LastNameValue
Selected start date & time:	01/01/2005 12:00 AM EST	Selected end date & time:	02/01/2099 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

Page 1 of 5

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
The way up.

Report run on: 22/08/2012 04:59 PM EDT
Selected start deposit number: 1
Report run by: William Neufeld
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:	FirstNameValue LastNameValue
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

CITY NATIONAL BANK
The way up.

Report Date: 01/16/2013 11:07 AM EST
Customer: Weber Farm Equipments

Report run by: Location Sup

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