

Customer and Asset Management System Updating Banking Information



ISO Billing Department



Setting Up and Maintaining Banking Information

- In order for ISO New England Inc. (ISO) to securely receive banking information from authorized personnel, customers will utilize the Customer and Asset Management System (CAMS) for submittal of new or updated banking information. You can access CAMS through the SMD applications homepage: [SMD Applications Home Page \(iso-ne.com\)](https://iso-ne.com)
- Your Security Administrator will have the ability to grant banking roles to individuals.
- For new participants Customer Service will assign the External Banking Admin and Approver Roles to the person listed as the Primary Billing Contact in the Credit Application



Available CAMS Banking Roles

- External Banking Admin
- External Banking Approver
- External Banking Viewer



External Banking Admin Access

- The External Banking Admin role will allow users full access to current and historical data. The role will be able to make any changes to banking data.
- The Primary Billing Contact must be assigned the role of External Banking Admin to allow them to maintain and view the complete banking data.
- The company's SA will need to grant this role to the Primary Billing Contact. The role will not be automatically assigned to the Primary Billing Contact.
- ISO personnel will not have access to maintain banking data on behalf of customers.



External Banking Approver Access

- The External Banking Approver role will allow users full access to current and historical banking data. The role will be able to approve or reject any changes made by the External Banking Admin, however this role will not be able to make any changes.
- Your company's SA will need to assign the External Banking Approver role.
- Any contact for your Company can be assigned this role. The contact must be listed in the customer contact listing in CAMS for your company.



External Banking Viewer Access

- The External Banking Viewer role will allow users view-only access to current and historical banking data; note that a portion of the bank account number will be masked.
- Your company's SA will need to assign the External Banking Viewer role.
- Any contact for your Company can be assigned this role. The contact must be listed in the customer contact listing in CAMS for your company.



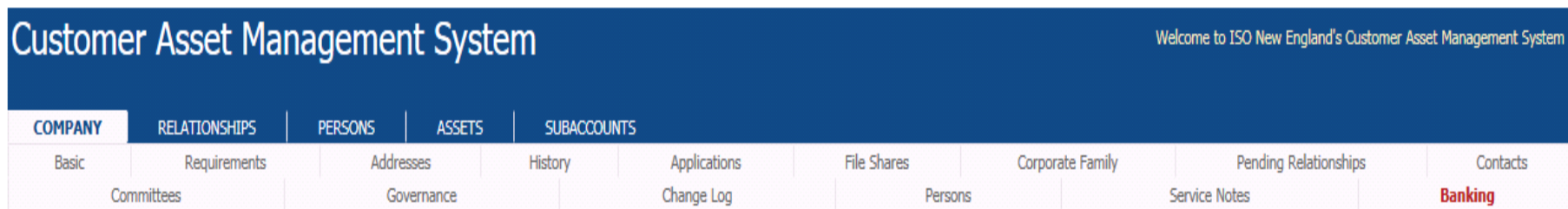
New Participants - External Banking Admin Role Assignment

- Customer Service will assign the External Banking Admin role and the External Banking Approver role to the person listed as the Primary Billing Contact in the Credit Application.
- Once you have become a Participant, your SA will then be responsible for assigning these role.
- The ISO Billing Department will not accept banking information via e-mail, phone, or fax.



Where is the Banking tab located in CAMS?

- Once logged into CAMS, under the Company tab, Banking will be located on the far right side of your screen.



Customer Asset Management System Welcome to ISO New England's Customer Asset Management System

COMPANY	RELATIONSHIPS	PERSONS	ASSETS	SUBACCOUNTS					
Basic	Requirements	Addresses	History	Applications	File Shares	Corporate Family	Pending Relationships	Contacts	
Committees		Governance		Change Log		Persons	Service Notes	Banking	

Make Banking Changes

- Once you click on Banking, the External Banking Admin will have an ADD Button, click on the add button to bring up the screen for banking changes.

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Basic	Requirements	Addresses	History	Applications	File Shares	Corporate Family	Pending Relationships	Contacts		
Committees		Governance		Change Log	Persons		Service Notes	Banking		

Customer Banking Listing



- Once you click on ADD button, the following screen will appear to enter your banking changes. Please note that all required fields have an asterisk.

Customer Asset Management System Welcome to ISO New England's Customer Asset Management System

COMPANY	RELATIONSHIPS	PERSONS	ASSETS	SUBACCOUNTS						
Basic	Requirements	Addresses	History	Applications	File Shares	Corporate Family	Pending Relationships	Contacts		
Committees		Governance		Change Log	Persons		Service Notes	Banking		

Customer Banking Insert



Date Effective*⁺:

Wire ABA Routing Number*⁺:

Wire Account Number*⁺:

Additional Transfer Instructions:

ACH ABA Routing Number*⁺:

ACH Account Number*⁺:

Comments:

Important Banking Information

- Effective Date – Must be 2 business days from date entering the change up to 10 business days out from date entering the change.
- WIRE ABA Routing Number – Must be numeric and must be 9 digits
- WIRE Account Number – Must be Alpha numeric minimum of 4 digits and maximum of 34 digits [No special characters or spaces].
- Additional Transfer Instruction – free-form text, maximum allowed 300 characters.
- ACH ABA Routing Number – Must be numeric and must be 9 digits.
- ACH Account Number - Must be Alpha numeric minimum of 4 digits and maximum of 34 digits [No special characters or spaces].
- Comments – free-form text.

Please note – ISO Billing Department requires both a WIRE and ACH information however if you do NOT have ACH, please enter 999999999 for the ACH ABA and ACH Account Numbers.

Complete Your Banking Changes

- If you have submitted information that does not agree with the requirements listed in the slide on the previous page, you will receive an error message.

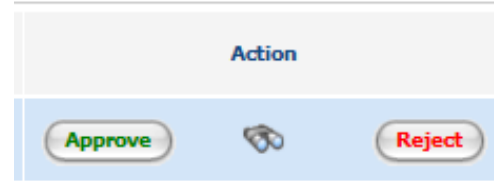
The screenshot shows the 'Customer Asset Management System' interface. At the top, there is a navigation bar with tabs for 'COMPANY', 'RELATIONSHIPS', and 'SUBACCOUNTS'. Below this, there are several menu items: 'Basic', 'Addresses', 'History', 'Applications', 'File Shares', and 'Corporate Family'. A red error message box is displayed, containing the text: 'Error' followed by two bullet points: 'Wire ABA Routing Number must be 9 numeric digits.' and 'ACH ABA Routing Number must be 9 numeric digits.' Below the error message, there is a 'Date Effective*' field with the value '05/20/2016' and a dropdown arrow. A blue arrow points from the error message to the text in the second bullet point of the slide above.

- Once you have completed your changes, click submit and you will receive a message: Customer Banking information effective date submitted for approval (External Banking Approver). The status will indicate Pending Customer Review.

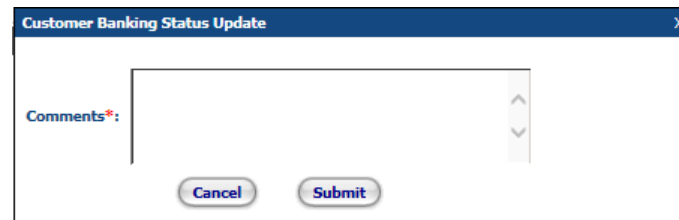
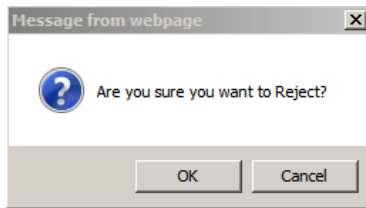
The screenshot shows the 'Customer Asset Management System' interface after a successful submission. The navigation bar is the same as in the previous screenshot. A green message box is displayed, containing the text: 'Message' followed by a bullet point: 'Customer Banking information effective 01-JUN-16 submitted for ISO approval.' To the right of the message box, there is a 'Status' dropdown menu with the value 'Pending Customer Review' selected. A blue arrow points from the 'Status' dropdown to the text in the second bullet point of the slide above.

Approving Banking Changes

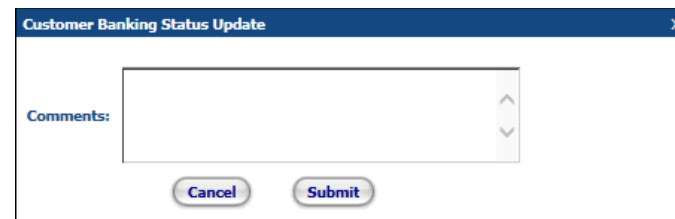
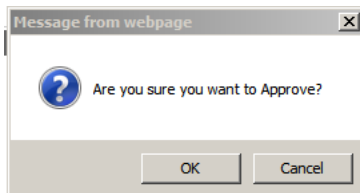
- Once you click on Banking, the External Banking Approver will see on the far right hand side an action box with a button to approve (in green) or reject (in red).



- If you click on the reject button, you will receive a message asking if you are sure you want to reject. Once you click yes, a comment field will pop up requiring you to enter a comment (indicated by a red asterisk). Enter a comment and then click submit. The screen will then be available for the External Banking Admin to make changes to the banking information.

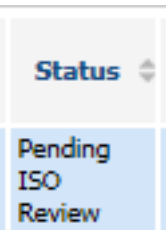


- Once changes are made by the External Banking Admin, the External Banking Approver will then be able to click on approve. A message box will appear confirming you want to approve. Once you click ok, a comment box will pop up. Enter a comment (e.g. approved). Click submit and the banking change will be sent to ISO for approval.



Complete Your Banking Changes

- Once you have completed your changes and the External Banking Approver has approved the changes, the status will change to Pending ISO Review and you will receive a message: Customer Banking information effective date submitted for ISO approval.



A screenshot of the Customer Asset Management System interface. The header is dark blue with the text "Customer Asset Management System" and "Welcome to ISO New England's Customer Asset Management System". Below the header is a navigation bar with tabs: COMPANY, RELATIONSHIPS, and SUBACCOUNTS. Under COMPANY, there are sub-tabs: Basic, Addresses, Committees, History, Applications, Governance, File Shares, Corporate Family, Change Log, Pending Relationships, and Banking. The Banking tab is highlighted in red. Below the navigation bar is a section titled "Customer Banking Listing" with an "Add" button. A green message box contains the text: "Customer Banking information effective 01-JUN-16 submitted for ISO approval."

- Once you have clicked submit, an email will be sent to Billing for review and approval of the banking change.

Complete Your Banking Changes (cont.)

- Billing will review the banking changes and will either approve or reject the banking change.
- Before rejecting the banking change, someone from Billing will reach out to the Primary Billing Contact to discuss the changes needed.
- The Primary Billing Contact will receive an e-mail indicating the banking change has been approved or rejected. (see next two slides for examples)

Approved Banking Change

- Example of the email that the Primary Billing Contact will receive.

From: ISO Billing Department
Sent: Friday, May 20, 2016 11:02 AM
To: Participant's Primary Billing Contact
Subject: The information you submitted has been approved by ISO New England

Log into the Customer Asset Management System (CAMS) to view the approved information

Thank you,

ISO New England Billing Department
(413) 540-4220 | billingdept@iso-ne.com
ISO New England Inc.
One Sullivan Road | Holyoke, MA 01040-2841
[Web](#) | [ISO Express](#) | [News](#) | [Twitter](#) | [App](#) | [Ask ISO](#)

This message may contain confidential information. If you are not the intended recipient, please notify ISO New England Billing Department right away. Then delete this email. Thank you.

Rejected Banking Change

- Example of the email that the Primary Billing Contact will receive.

From: ISO Billing Department
Sent: Friday, May 20, 2016 3:38 PM
To: Participant's Primary Billing Contact
Subject: Banking information submittal rejected

The Billing Department at ISO NE has rejected your submission and requires you to make changes to be resubmitted for approval. If you have any questions, please contact the Billing Department.

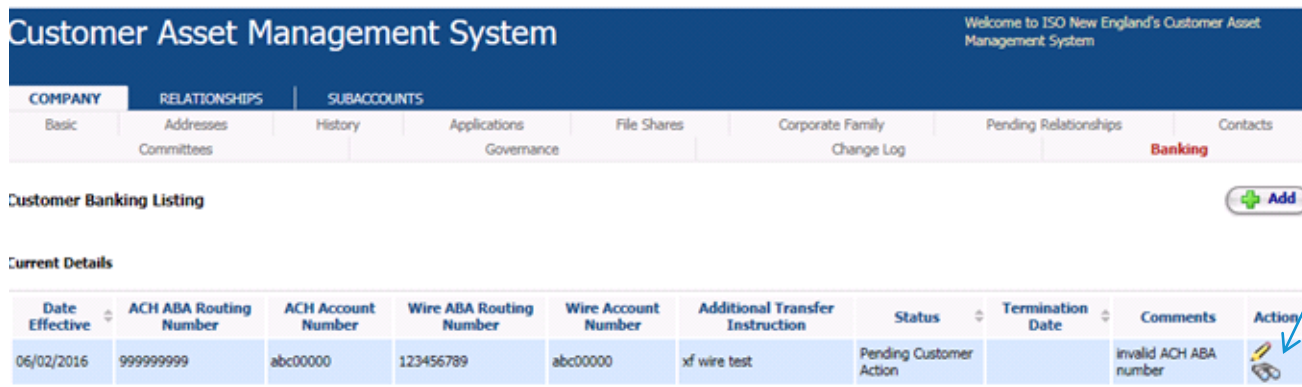
Thank you,

ISO New England Billing Department
(413) 540-4220 | billingdept@iso-ne.com
ISO New England Inc.
One Sullivan Road | Holyoke, MA 01040-2841
[Web](#) | [ISO Express](#) | [News](#) | [Twitter](#) | [App](#) | [Ask ISO](#)


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Correcting a Banking Change That has Been Rejected

- If you have received an e-mail that your banking changes have been rejected, log into CAMS and click on the banking under the Customer tab.
- Under Action – on the far right hand side of the screen, click on the pencil.



The screenshot shows the Customer Asset Management System interface. At the top, there is a navigation bar with tabs for COMPANY, RELATIONSHIPS, and SUBACCOUNTS. Below this, there are several menu items: Basic, Addresses, History, Applications, File Shares, Corporate Family, Pending Relationships, and Contacts. The Banking tab is highlighted in red. Below the navigation bar, there is a section for Customer Banking Listing with an Add button. Underneath, there is a Current Details section with a table of banking information. The table has columns for Date Effective, ACH ABA Routing Number, ACH Account Number, Wire ABA Routing Number, Wire Account Number, Additional Transfer Instruction, Status, Termination Date, Comments, and Action. A blue arrow points to the pencil icon in the Action column of the first row.

Date Effective	ACH ABA Routing Number	ACH Account Number	Wire ABA Routing Number	Wire Account Number	Additional Transfer Instruction	Status	Termination Date	Comments	Action
06/02/2016	999999999	abc00000	123456789	abc00000	xf wire test	Pending Customer Action		invalid ACH ABA number	

- Edit the banking fields, as needed, and click on submit. You will receive a message: Customer Banking information effective date submitted for ISO approval (as shown on page 13).
- External Banking Approver will need to approve the changes being re-submitted.
- Upon submission, an e-mail is sent to Billing for review and approval of the banking change.

Additional Reminders

- Once a banking change has been submitted and approved, no changes can be submitted until after the effective date has occurred.
- Once the effective date of an approved banking change has occurred, the prior banking information will have a termination date that will be the same date as the effective date of the new banking change.
- Banking changes will be in one of four status':
 - Pending_Customer_Review – Banking changes have been submitted and need to be approved by External Banking Approver.
 - Pending_Customer_Action – Banking changes have been rejected by Billing and/or the External Banking Approver and need to be corrected by the Customer and re-submitted for approval.
 - Pending_ISO_Review – Banking changes have been submitted and need to be approved by Billing.
 - Approved – Banking change has been submitted and approved by Billing.
- Historical banking changes will be located under Customer Banking History.
- All banking changes must be entered into CAMS.
- If you need any assistance, please contact participant support and solutions.

ISO New England Participant Support and Solutions

(413) 540-4220 or AskISO@iso-ne.com or via Ask ISO: <https://askiso.iso-ne.com/>