ZEscrow User Guide

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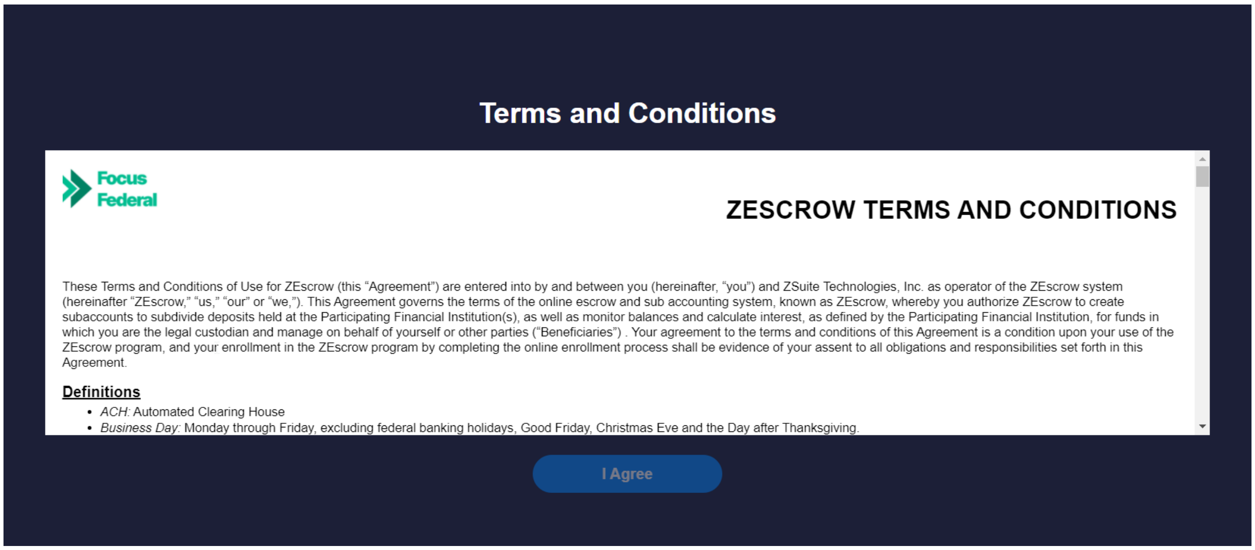
Financial Institution (“FI”) Super Admin User Setup

As part of the initial set up, please provide an employee name as a **Super Admin** user in ZEscrow, please email clientsupport@zsuitetech.com with the following information:

- Employee Name (First and Last)
- Employee Email

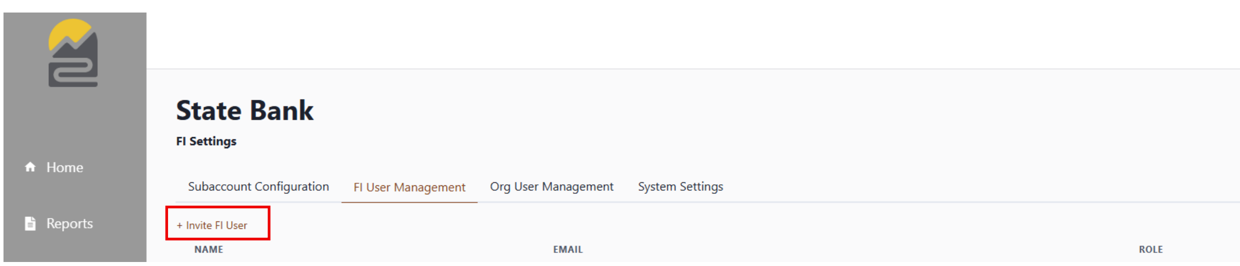
During the initial sign-on, this Super Admin user will be prompted to create a set of login credentials and review and agree to a set of terms and conditions. Once completed, the Super Admin user will arrive at the financial institution’s dashboard.



The FI Super Admin user can then invite other FI users, along with the capability of editing interest rates for existing configurations and access to some additional organization settings.

Financial Institution (“FI”) Admin User

To set up an employee as an Admin user in ZEscrow, the FI Super Admin can go into Settings> FI User Management and invite a FI User. This user can be assigned a FI Admin role, or a Super Admin role.



As part of the initial sign-on, each Admin user will then be prompted to create a set of login credentials and review and agree to a set of terms and conditions. Once completed, the Admin user will arrive at the financial institution's dashboard.

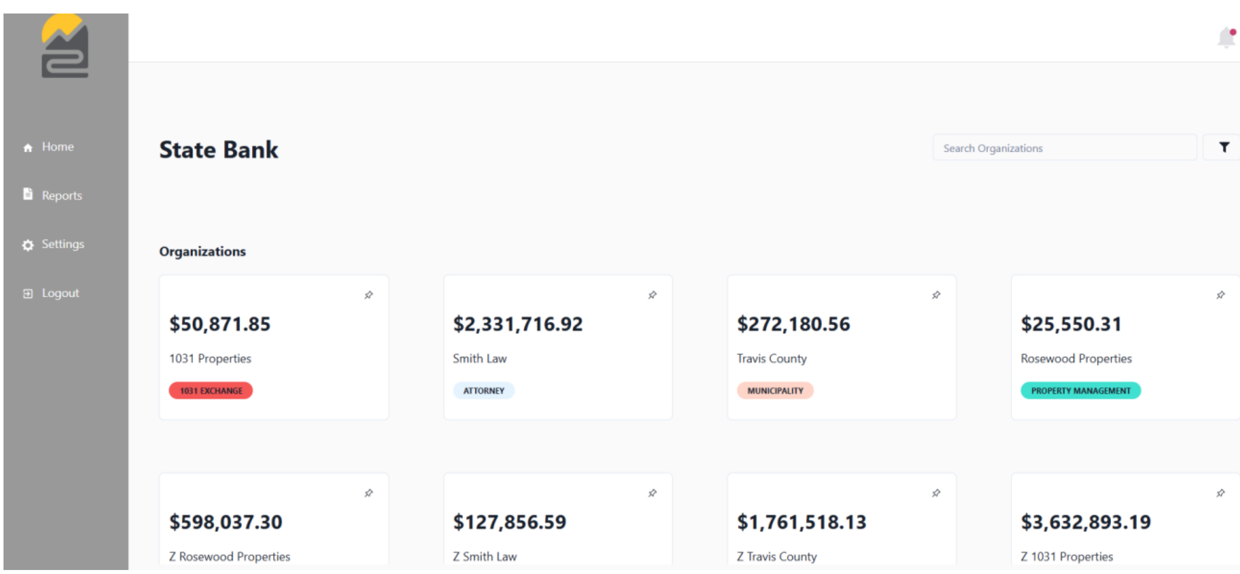
SSO Login

If the FI prefers to have its employees continue to use their online website and login with the user credentials that they already have set up internally via SSO then they can access ZEscrow from their site. This would have been taken care of during implementation.

Please note FI Super Admin user role is only available for users added within the platform – non SSO ones.

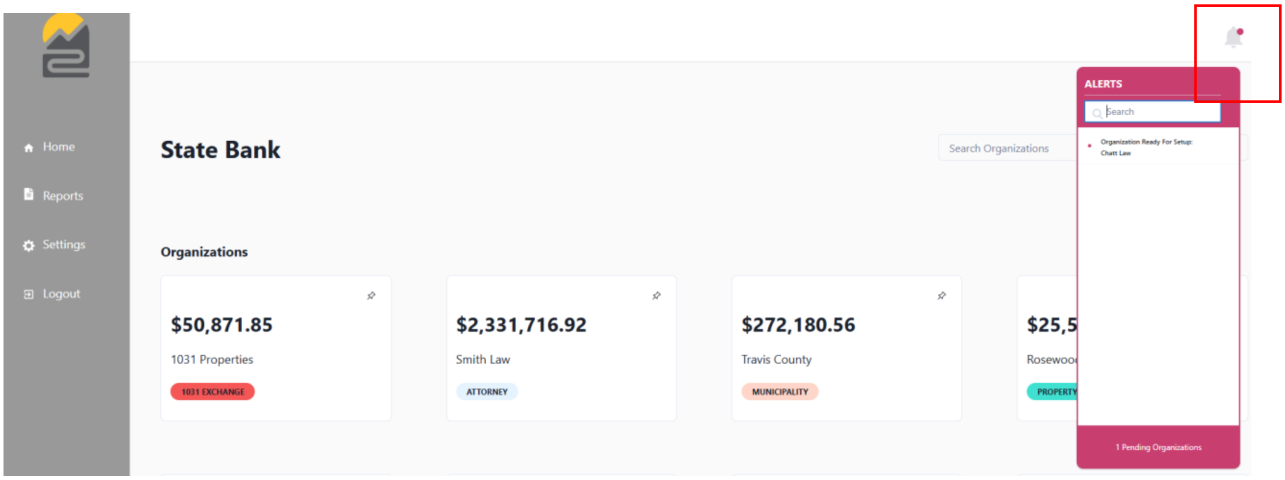
Financial Institution ("FI") Admin Dashboard and Functionality

Upon login, the Admin user will see a display with all of the Organizations that are set up to use ZEscrow along with some summary level detail that includes the type of Organization as well as the total balance of funds in ZEscrow subaccounts.



Managing Dashboard Alerts

Alerts are delivered via the bell icon located at the top right-hand corner of your dashboard. These alerts serve as notifications that action items, such as setting up a new qualified Organization, are required on the part of the Financial Institution.

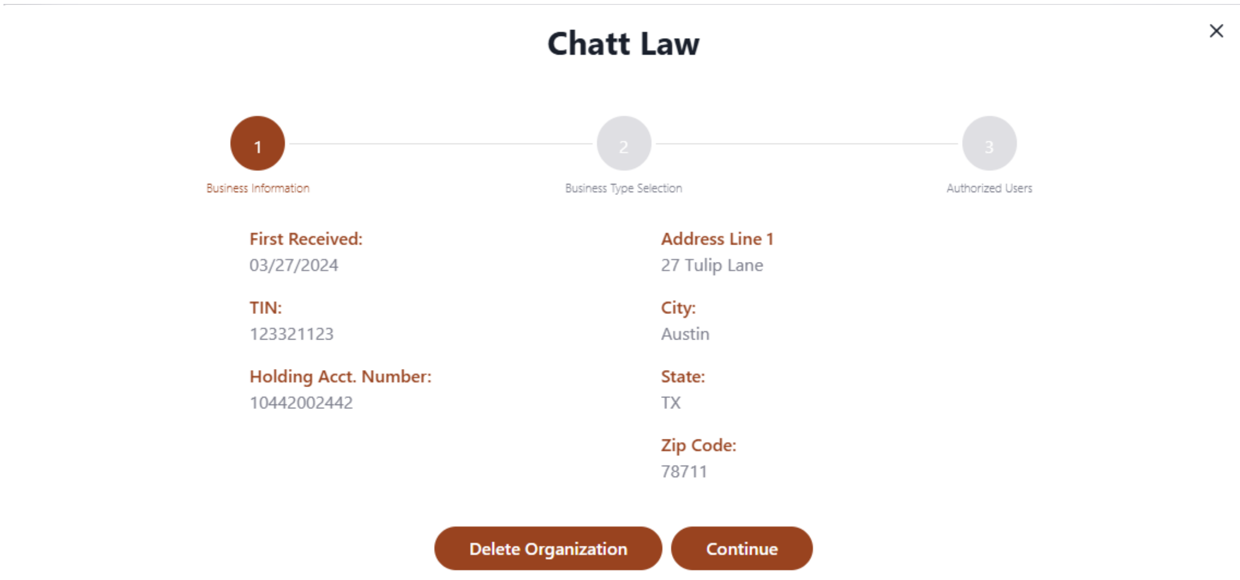


Adding a New Organization

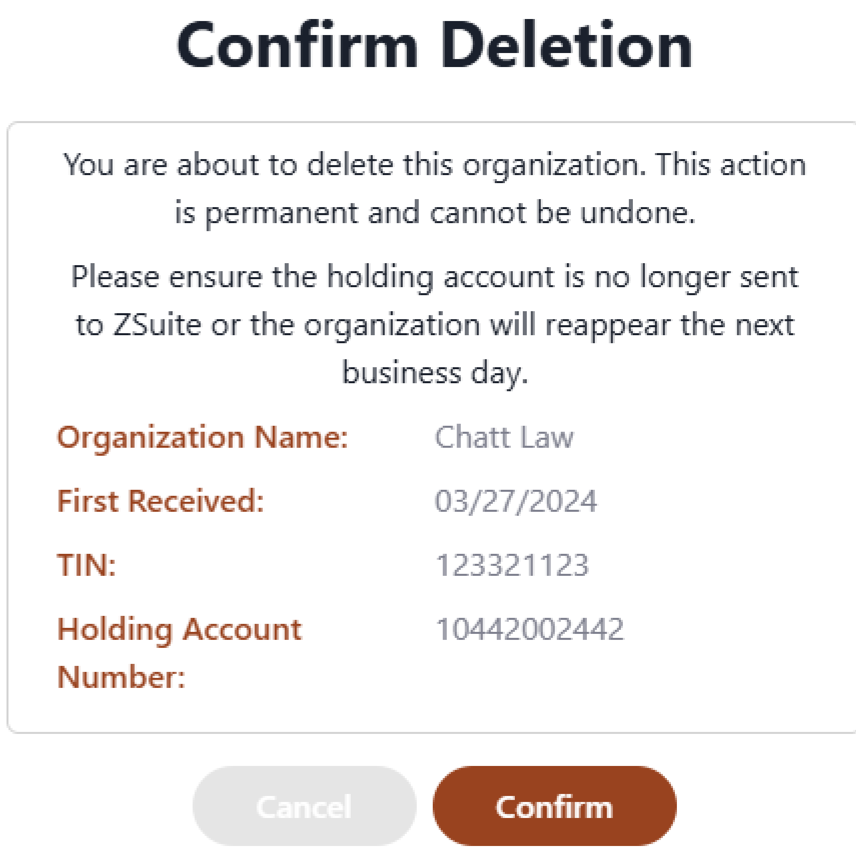
Organizations are automatically imported into ZEscrow if they either have a qualifying “Master/Operating” account and designated “Holding” account for the funds that correlate to the subaccounts in ZEscrow, or if they have a standalone “Holding” account in ZEscrow. When ZEscrow can identify a new eligible organization, you will be prompted to complete the Organization set up within the “Alerts” section of the dashboard (see above).

Step 1:

The first step is to review the information for the Organization that was imported from the core. If any of the information is incorrect, the Admin user should coordinate to have updates completed directly in the core. If all the information is correct, simply click “Continue” to move to the next step.

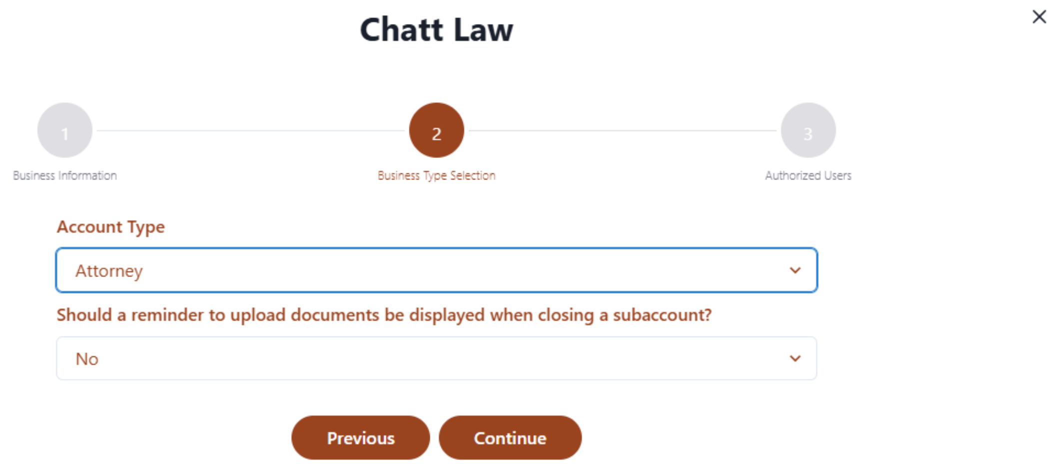


If you no longer need to add this organization, click “Delete Organization”. You will then confirm or cancel the deletion. This process cannot be undone. However, if the deleted Organization is still included in the organization and balance files, it will reappear when the next set of files is processed.



Step 2:

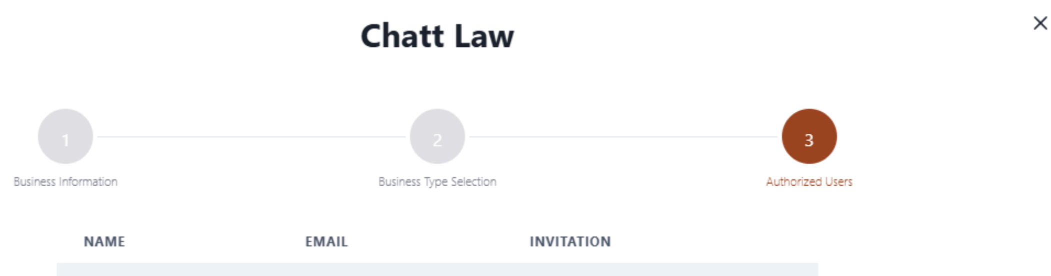
The next step in setting up a new Organization is to designate the type of business



There is a question about a reminder, and this only applies for Funeral Home verticals.

Step 3:

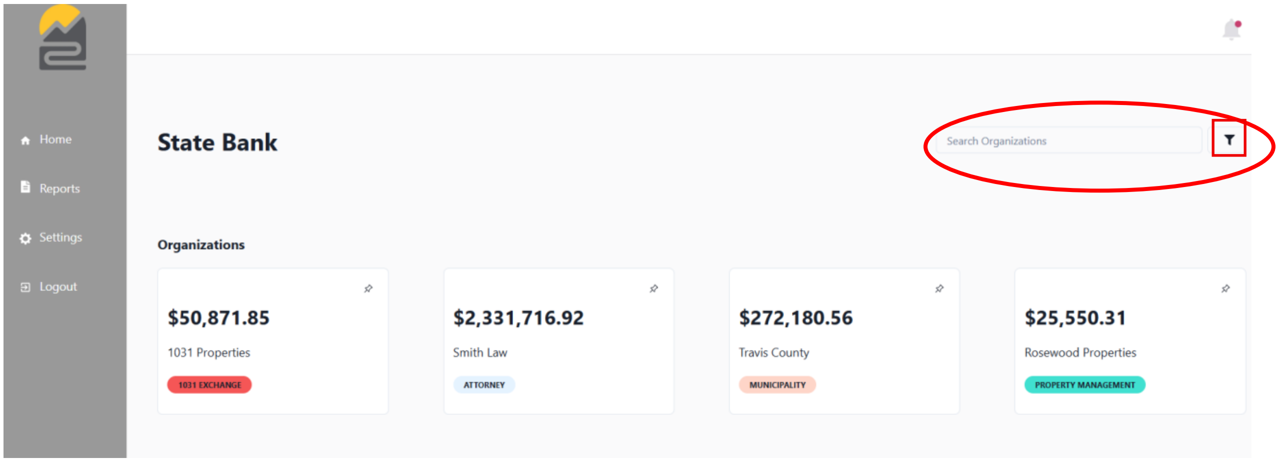
The last step of the Organization set up process is to designate the authorized signers that the FI would like to have access to ZEscrow. Available signers will be displayed in the last step.



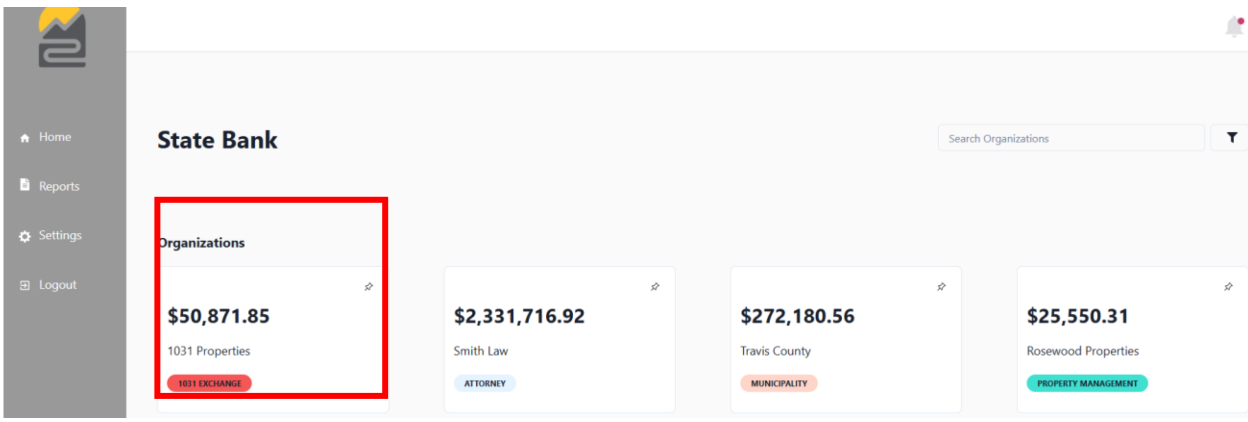
Please Note – Authorized signers can also be added at any point on the platform post implementation. Org Admin and Org read only users can be added through the platform from the Org User Management page.

Managing Organizations

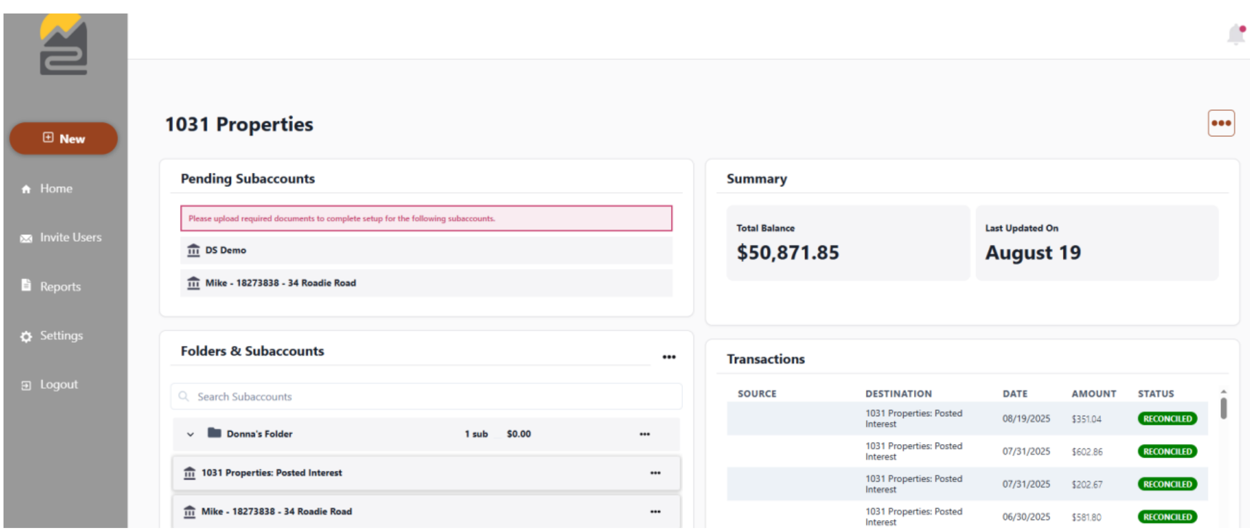
All FI Admin users have the ability to view the same dashboards that are visible to each active Organization. At the top of the page, you have a search bar to easily find Organizations, or they can be filtered by Business Type using the filter icon, and within each organization there is a search bar to find Subaccounts.
Each organization tab also provides a count of active subaccounts and an alert to show the number of unassigned transactions if any.



To perform activities on behalf of an Organization simply click into the respective Organization tile on the dashboard:



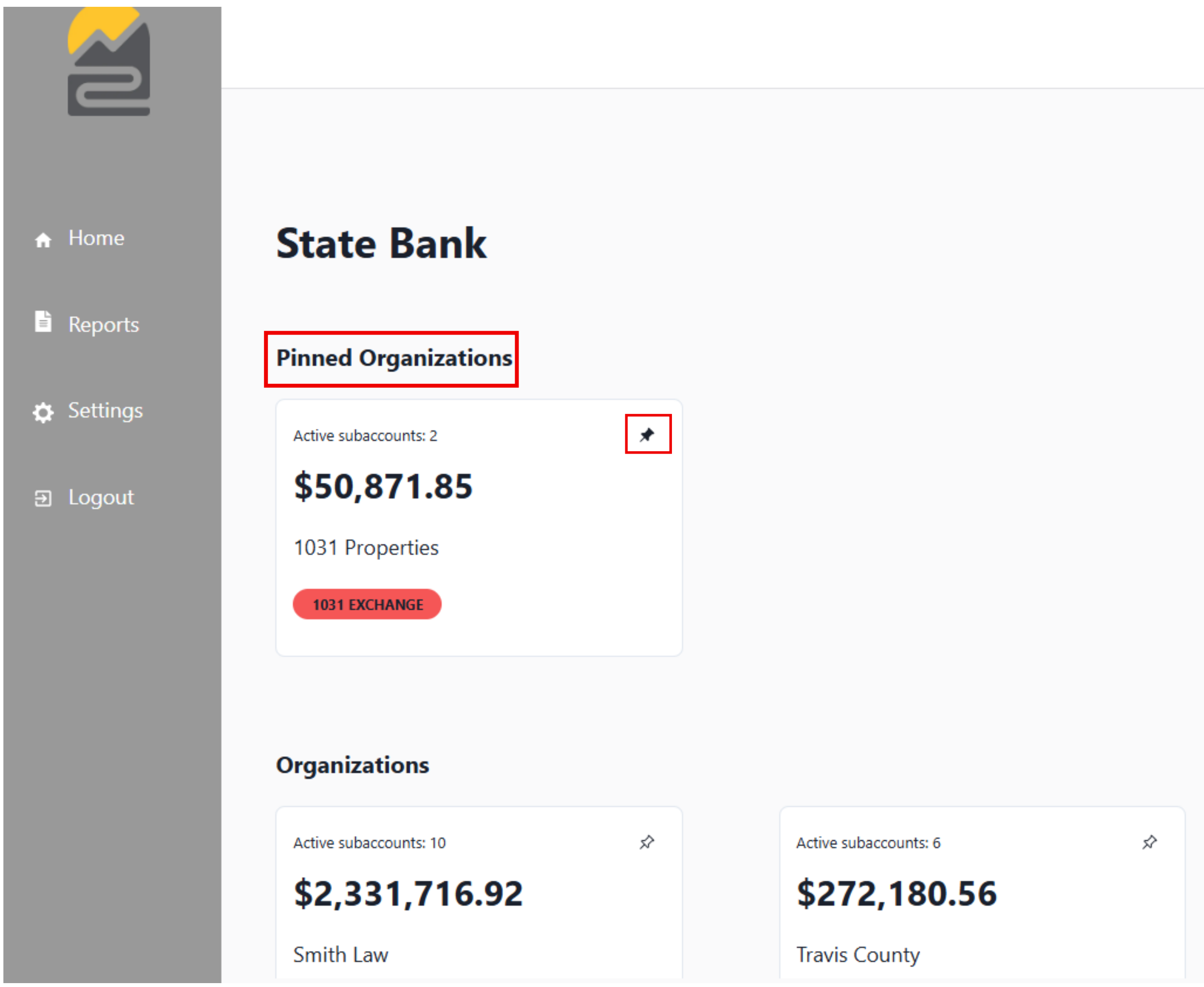
From here, you will have the ability to view and perform maintenance on existing subaccounts, open new subaccounts and close subaccounts, and even allocate funds from unassigned transactions. Additional details on this functionality can be found within the section titled “Organization Dashboard and Functionality”.



Pinning Organizations

An organization can be pinned to the top of a page. This functionality allows an FI user to be able to view their favorite organizations at the top of the page so that it can be viewed easily. This can be enabled by clicking on the icon to the top right of the org tile as highlighted in the screenshot below.

They can also unpin an organization if they choose to have a different set of pinned organizations.



Settings Dashboard and Functionality

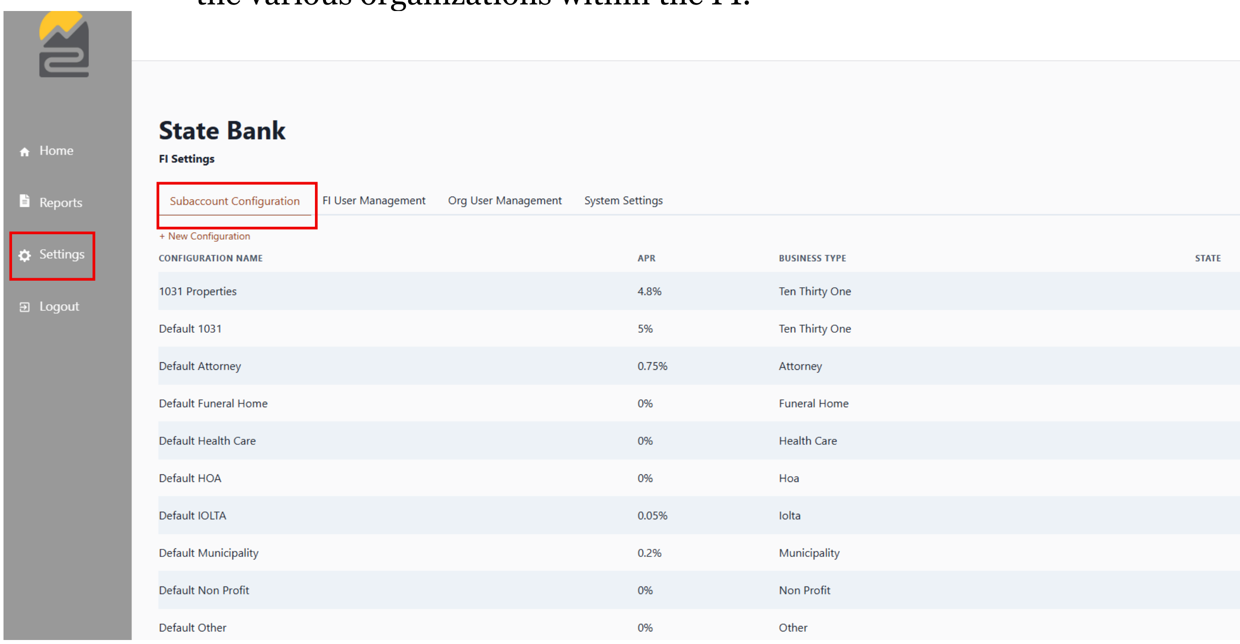
Subaccount Configuration

Before an FI begins onboarding clients, they should have set up initial business configurations for the businesses they expect within their bank to begin using ZEscrow. These configurations include assigning rates and any interest splitting or client fees to be taken. Configurations can be set by business type, state, and by Organization name. Additional business configurations can be added as the Financial Institution begins working with new or diverse types of businesses or new geographies.

Note: All these configurations will be set up by ZEscrow for the FI using the information provided by them.

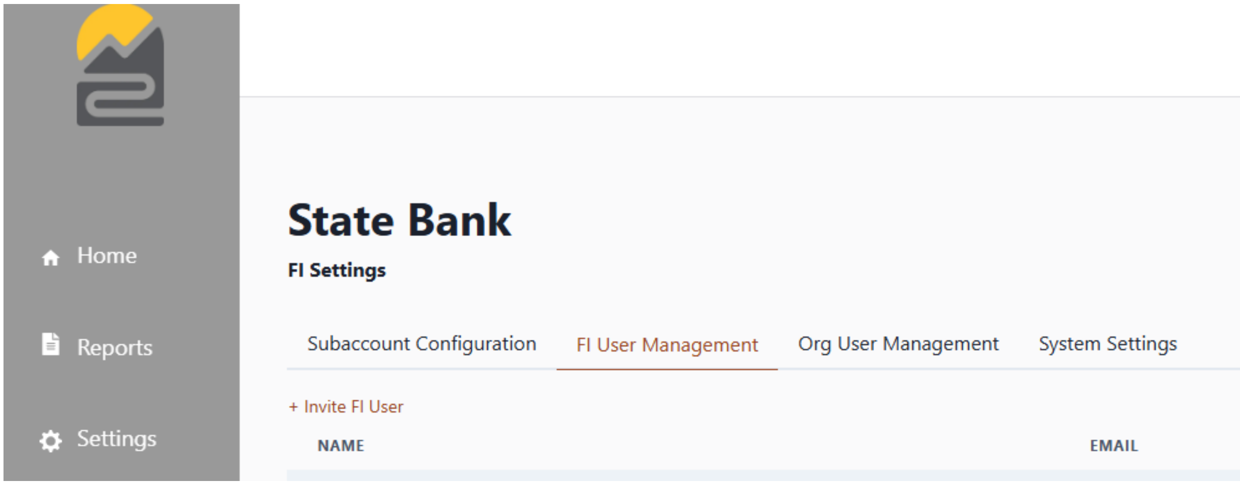
To view the current configuration

- Navigate to Settings in the navigation bar
- This should put you in the Subaccount Configuration section
- The configurations list shows all the default and custom configurations for the various organizations within the FI.



FI User Management

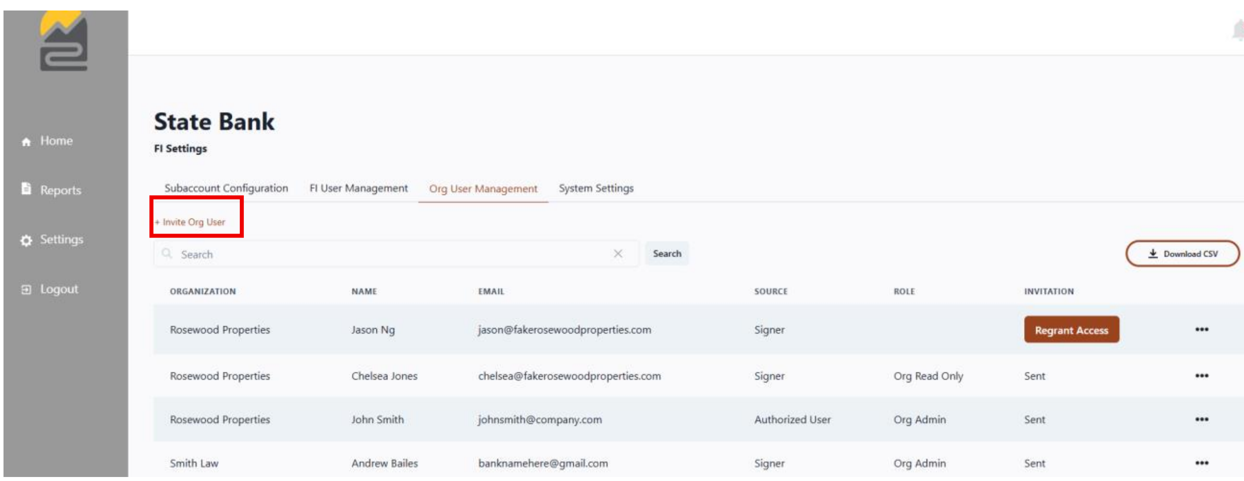
This shows the users at the FI who have been invited and are authorized to use the software. This is only viewable by the FI's users.



Org User Management

This shows the users that the FI has included in the Signer file or added from the UI using the Invite Org User for all of their Organizations. FI or ZSuite employees can invite Org users. If an Org user wants to add another Org user to the list, they must contact the FI or ZSuite.

For FI users, once in the Settings page, navigate to Org User Management to see the list of org users, by organization, their roles and their email address.



Once here, you have the option to send an invite to an org user unless one has already been sent.

This page gives you the ability to revoke access or reinvite users as needed along with a user report that is available to be downloaded as a csv.

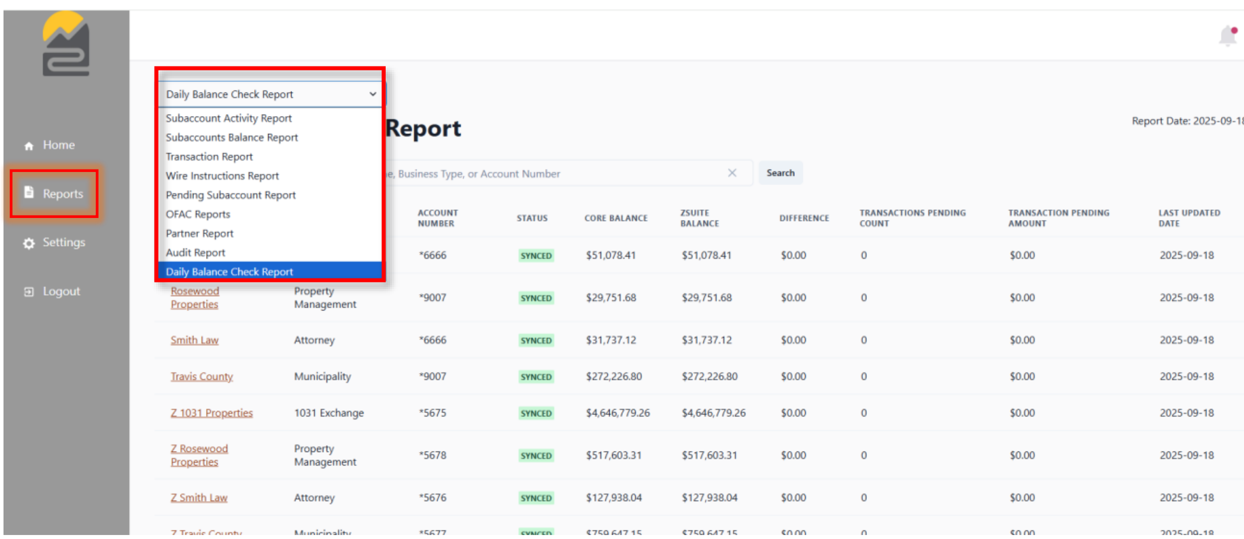
For more details on this feature please refer to this article - https://clientzescrow.zendesk.com/hc/en-us/articles/37618463526157-FI-Invite-Org-Users-Admin-Read-Only

If an Org user is a signer of multiple Organizations, you have to send them an invitation **for each** of the organizations they are associated with. They will have to complete the set-up process for the Organization they receive an invitation to. One login will allow them to view all the Organizations on one screen.

ZSuite Technologies does **not** perform any compliance activities for Authorized Users. All identity verification, CIP, KYC/KYB, sanctions/OFAC screening, and ongoing monitoring are the sole responsibility of the financial institution. The FI retains full regulatory responsibility for onboarding, authorizing, and monitoring these users, including any associated risks or exposures.

Reports

To view available reports through ZEscrow, click on "Reports".

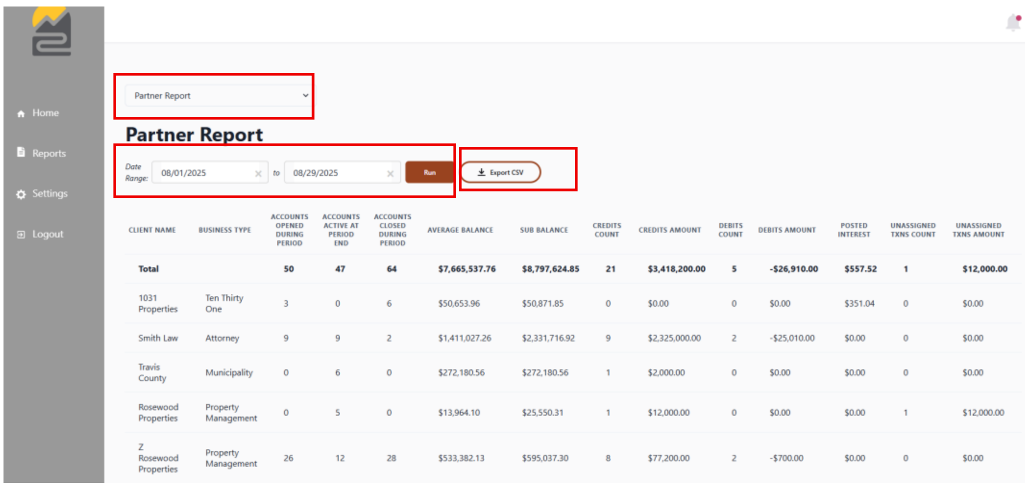


The following reports are available for download:

- **Subaccount Activity Report**: Reporting by Organization on subaccount open and closed dates, average balance, and interest based on the date range selected.
- **Subaccounts Balance Report**: Reporting by Organization on transactions, balance and interest based on the date range selected.

- **Transaction Report:** Reporting by Organization on all transaction level data for the specified date range that can be used to audit and track transactions.
- **Pending Subaccount Report:** View subaccounts that are pending open or closed that require attention.
- **OFAC Reports**: Individual and Business Beneficiary OFAC information.
- **Partner Report**: Partner level report aggregating all organizations, balances transactions and interest based on the date selected.
- **Audit Report**: User activity report based on the date range selected.
- **Daily Balance Check Report:** Partner level report that helps to determine if there is a mismatch in balances in the UI and in the extracts so that there are no unreconciled transactions. This report is only available as of the run date (*today's date*)

Once the report that you would like to view has been selected, input a date range as needed and then click on the "Export CSV" button to download the data.

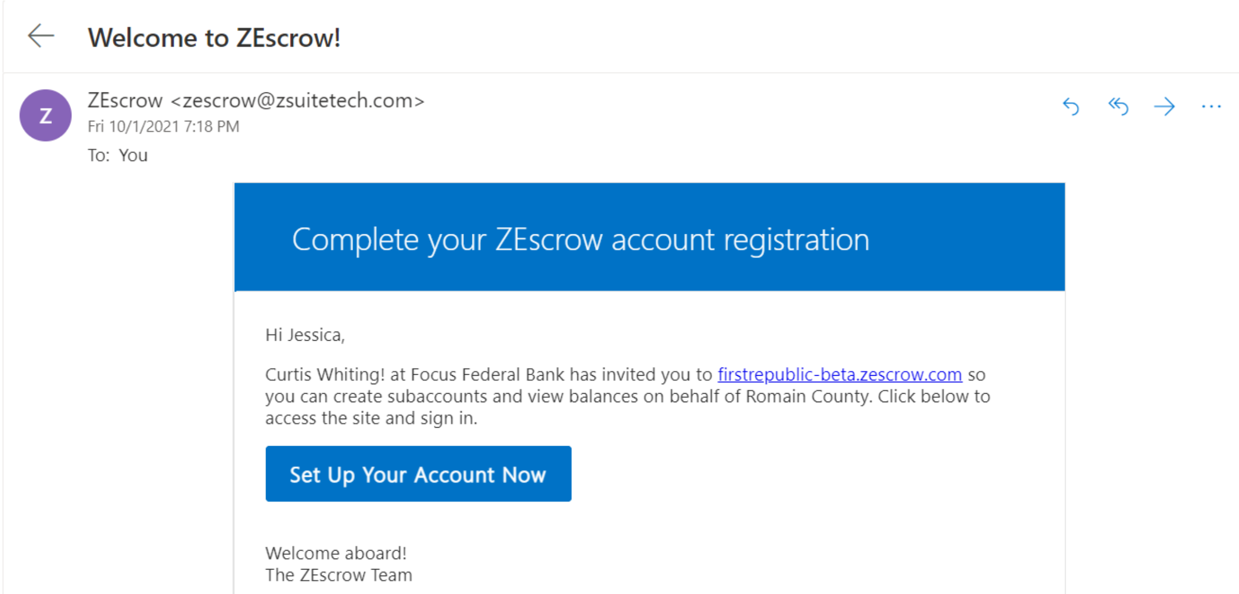


CLIENT NAME	BUSINESS TYPE	ACCOUNTS OPENED DURING PERIOD	ACCOUNTS ACTIVE AT PERIOD END	ACCOUNTS CLOSED DURING PERIOD	AVERAGE BALANCE	SUB BALANCE	CREDITS COUNT	CREDITS AMOUNT	DEBITS COUNT	DEBITS AMOUNT	POSTED INTEREST	UNASSIGNED TXNS COUNT	UNASSIGNED TXNS AMOUNT
Total		**50**	**47**	**64**	**$7,665,537.76**	**$8,797,624.85**	**21**	**$3,418,200.00**	**5**	**-$26,910.00**	**$557.52**	**1**	**$12,000.00**
1031 Properties	Ten Thirty One	3	0	6	$50,653.96	$50,871.85	0	$0.00	0	$0.00	$351.04	0	$0.00
Smith Law	Attorney	9	9	2	$1,411,027.26	$2,331,716.92	9	$2,325,000.00	2	-$25,010.00	$0.00	0	$0.00
Travis County	Municipality	0	6	0	$272,180.56	$272,180.56	1	$2,000.00	0	$0.00	$0.00	0	$0.00
Rosewood Properties	Property Management	0	5	0	$13,964.10	$25,550.31	1	$12,000.00	0	$0.00	$0.00	1	$12,000.00
Z Rosewood Properties	Property Management	26	12	28	$533,382.13	$595,037.30	8	$77,200.00	2	-$700.00	$0.00	0	$0.00

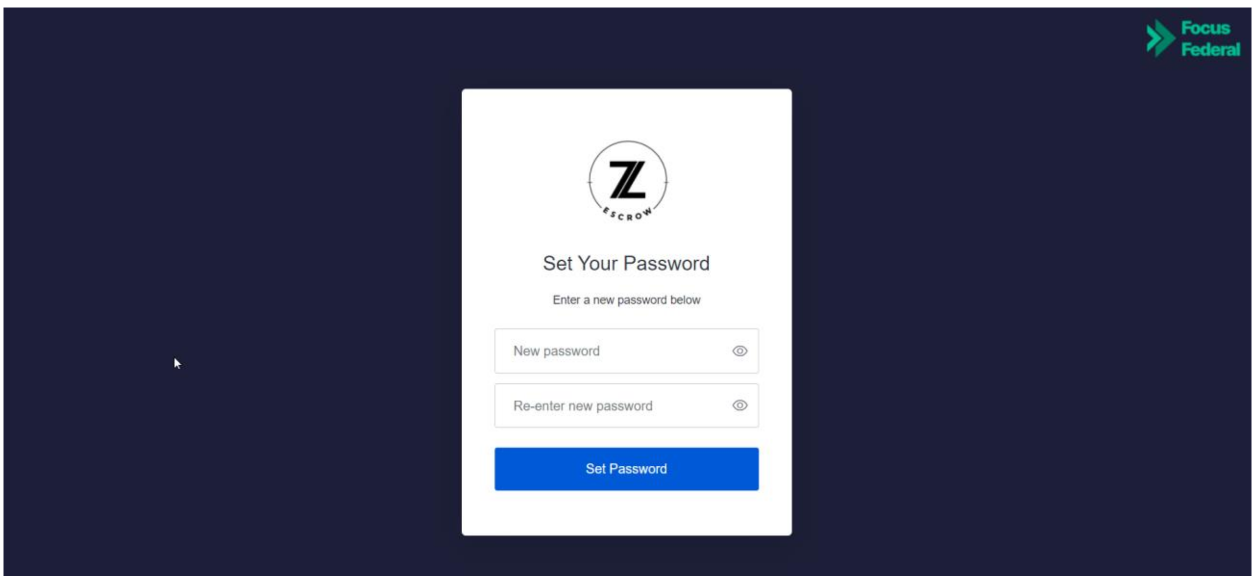
Organization Dashboard and Functionality

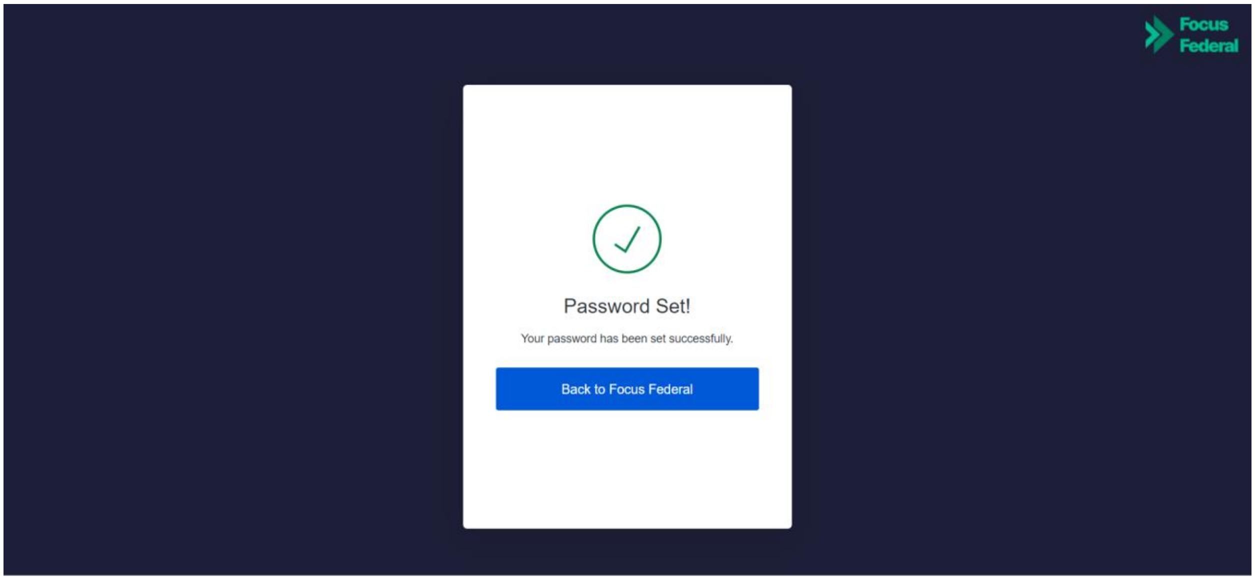
Client Enrollment Process

After an Admin user of the financial institution has invited a client to access ZEscrow, the individual will receive an email with a prompt to set up their new ZEscrow account.

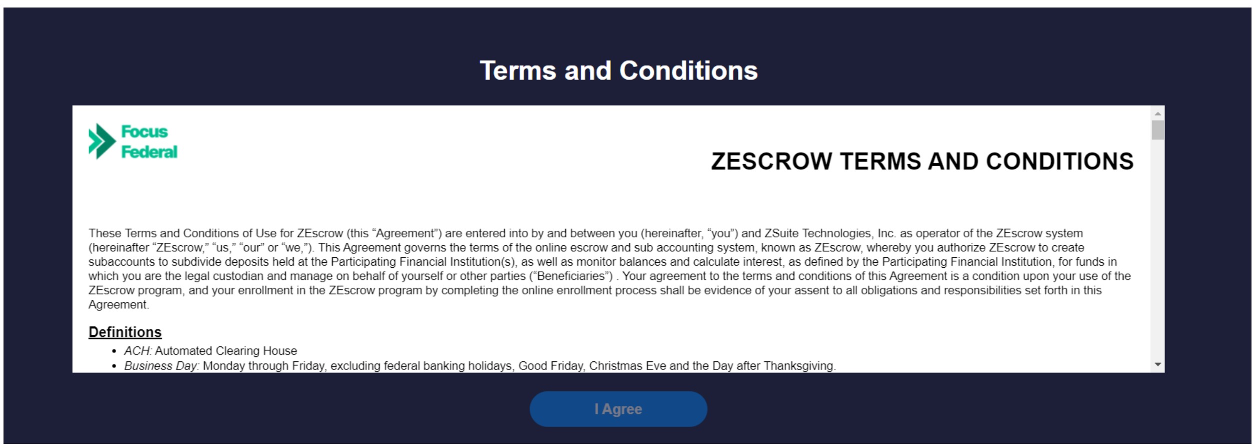


By clicking the customized URL in the email, the Client will be directed to a new page where they will be required to establish a unique password:





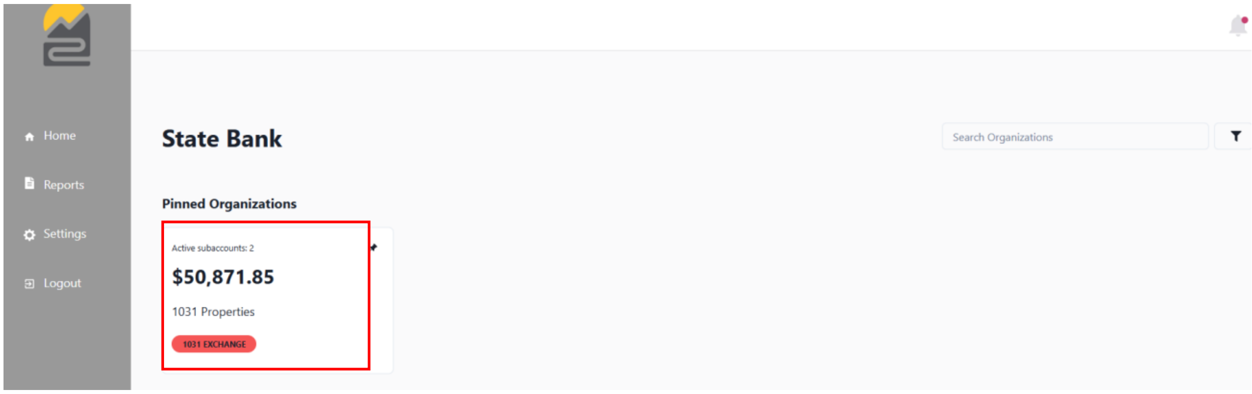
The new user will then be required to read through and then agree to a set of terms and conditions (“T&Cs”) before getting redirected to the Organization dashboard.

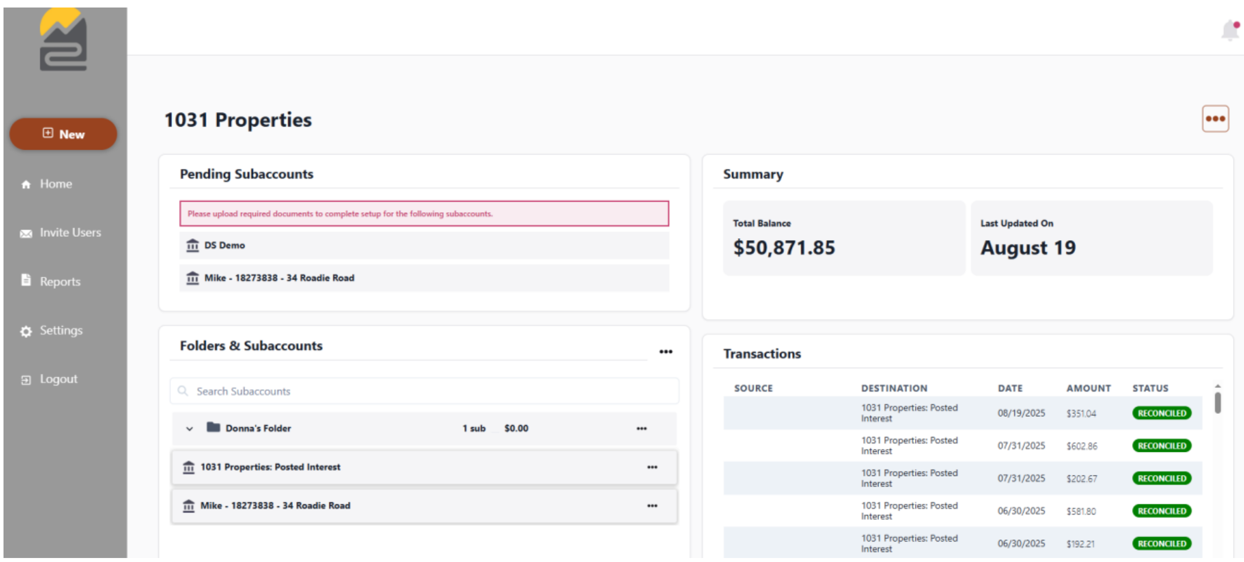


If a User has access to multiple Organizations, they should receive an invitation for each organization. They will have to go through the complete set-up process for each Organization. For any additional Organizations, they will have to sign Terms and Conditions. One login will allow them to view all the Organizations on one screen.

Organization Homepage

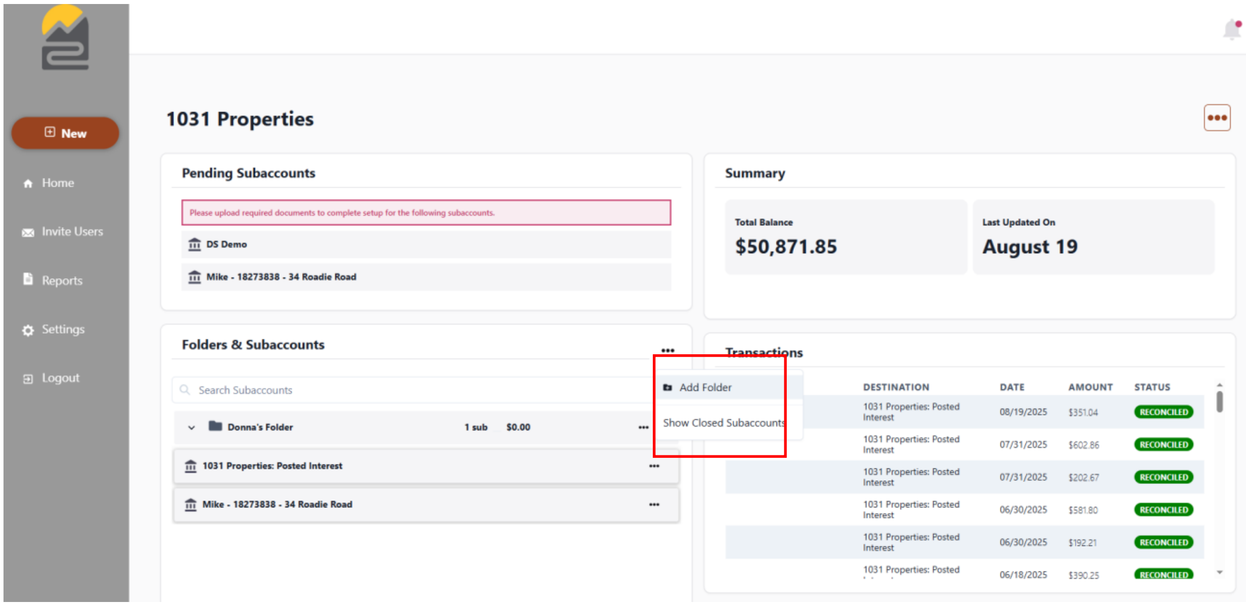
From here, active users will have the ability to search and view/edit existing subaccounts, open new subaccounts, view transaction history and even allocate funds from unassigned transactions.



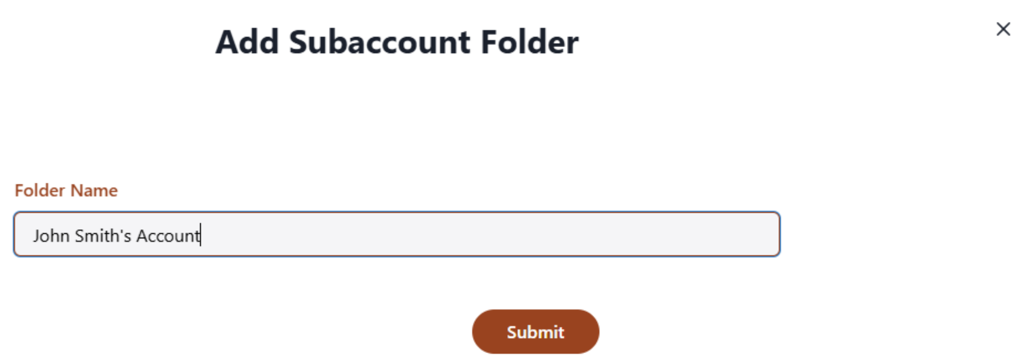


Creating New Folders

Authorized users can create new folders for convenient and streamlined subaccount categorization. This feature allows the user to consolidate and organize similar accounts in any way that suits the Organization's individual business needs. To create a new folder, the user will click on the three dots within the "Folders and Subaccounts" section and select "Add Folder".

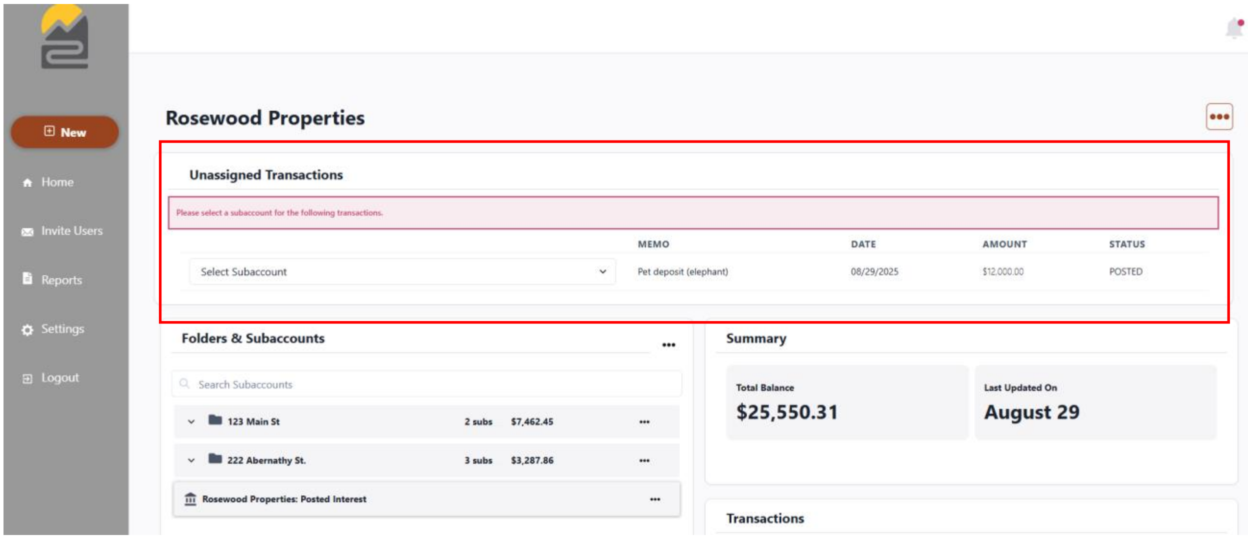


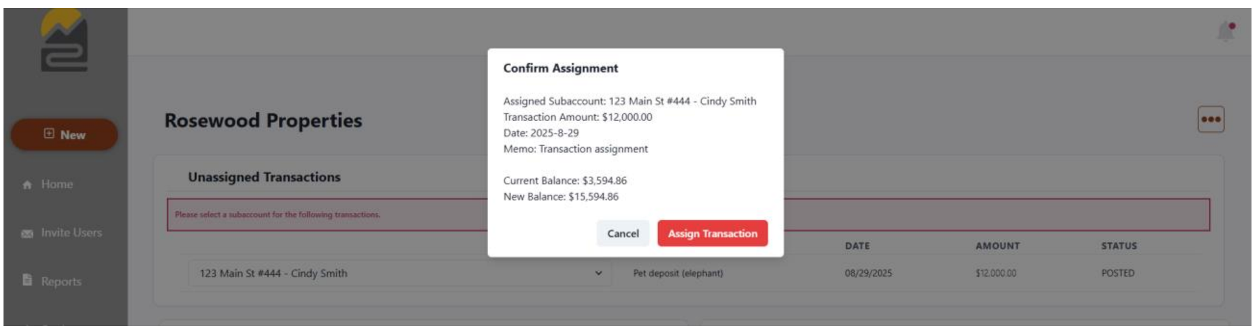
From here, the user will assign the new folder a unique name and click "Submit" to make it available for use.



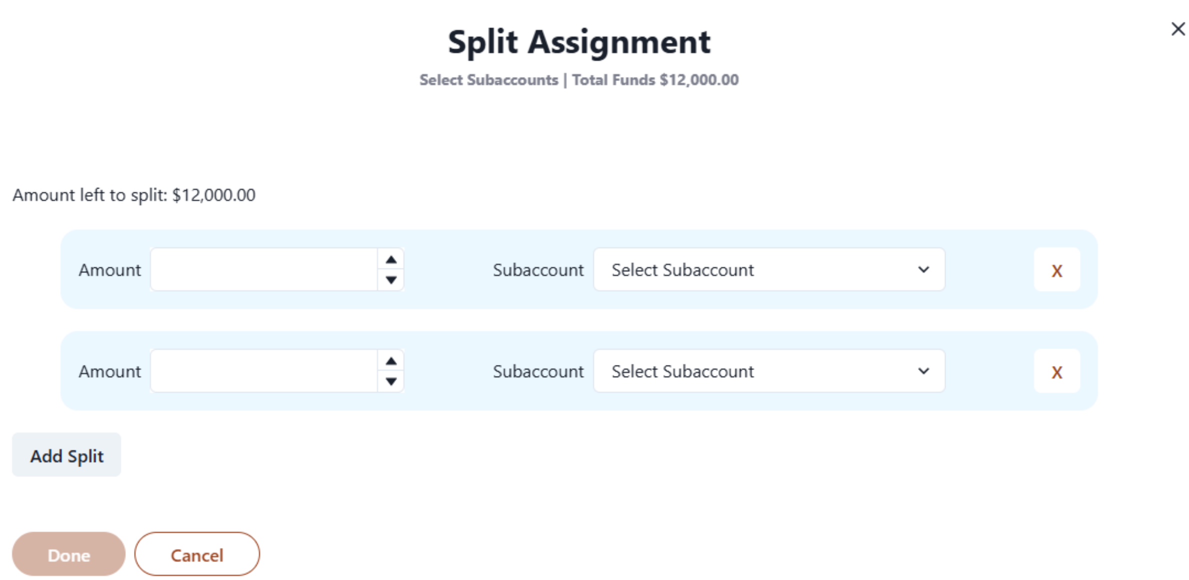
Reconciling Unassigned Transactions

Action Required: Within the "Unassigned Transaction" section, the platform will display the details for all transactions that have been processed through ZEscrow, but which have not been designated to a specific subaccount. To ensure proper reconciliation (including interest calculation and 1099-INT reporting), an authorized user should assign all such transactions to the correct subaccount no later than the last business day of each month.





In instances where an unassigned transaction must be split between two or more subaccounts, the user will have the option to split within the drop-down area.

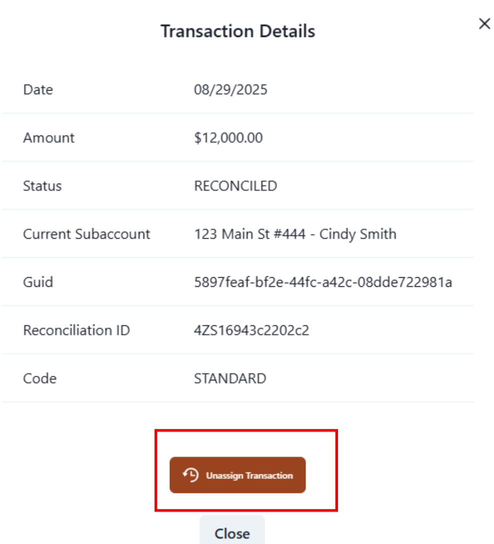


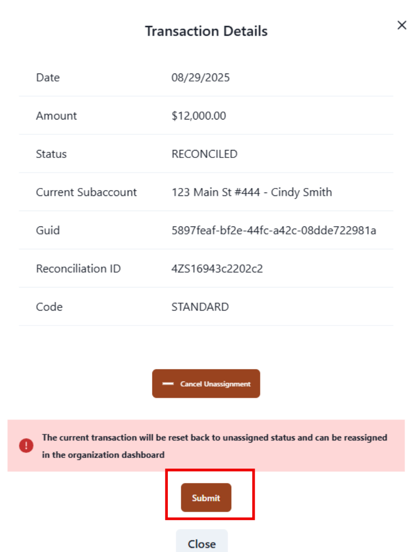
Move a transaction back to Unassigned in a Current Period

A transaction can be moved back to unassigned in case it was assigned to the incorrect sub from the “Unassigned” transaction list. This allows the user to correct any mistakes if the subaccount that the amount was moved to was incorrect.

This is available on the org dashboard as shown.

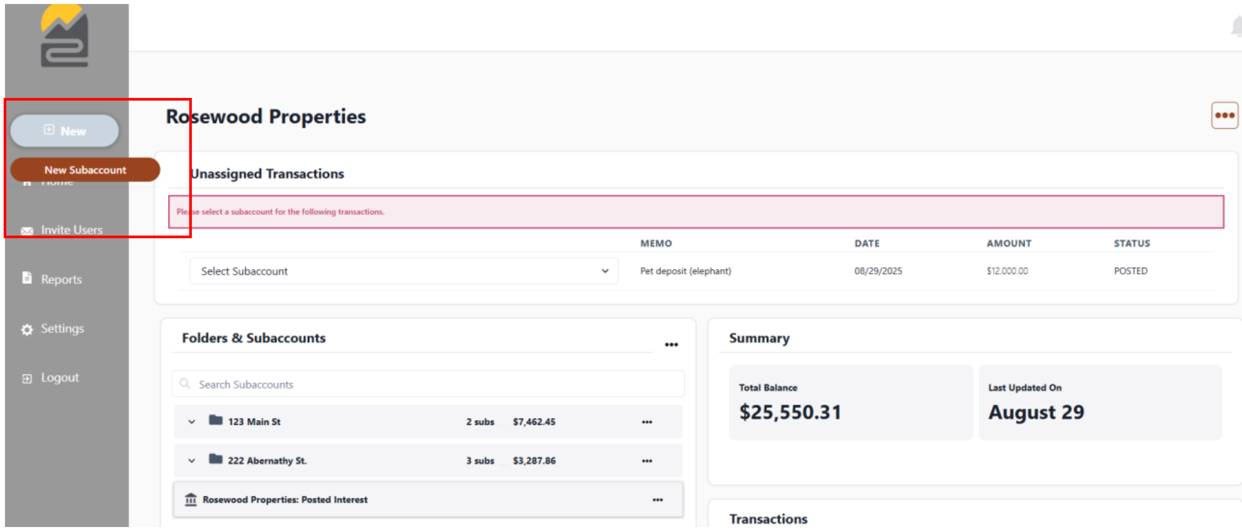
Click on the amount of the transaction you wish to reassign. It will open the transaction details pop up that will have a button to “Unassign” again. This will revert the transaction back to “Unassigned” status so it can be moved to the correct subaccount.





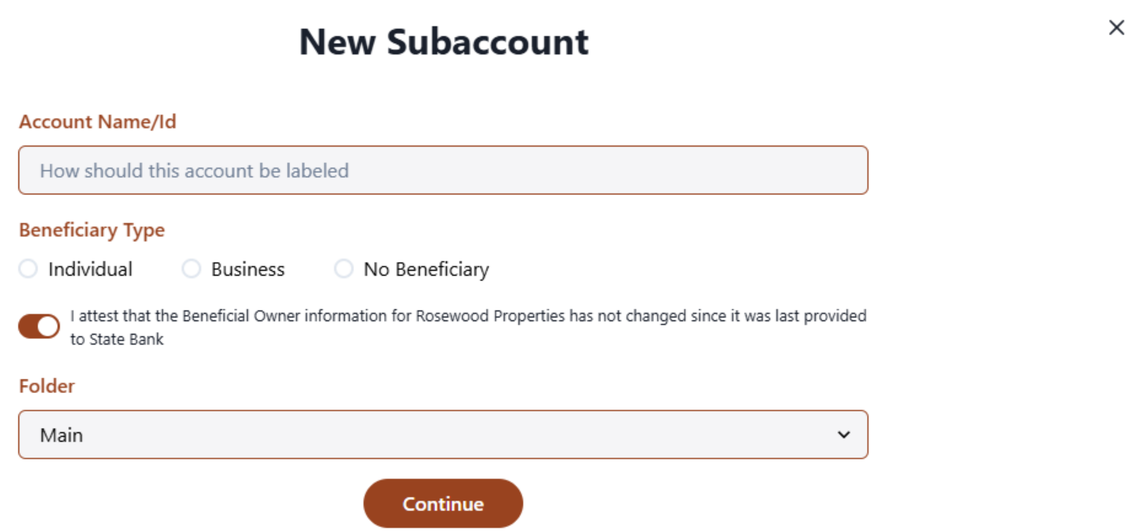
Opening a New Subaccount

From the Organization dashboard, the user will initiate the opening of a new subaccount by clicking on “New” and then “New Subaccount”.



Step 1:

From here, the user will enter a unique “Account Name/ID” in order to easily identify the account from the dashboard. This is typically used as the “nickname” of the subaccount. The user will also designate the type of beneficiary, country of citizenship, and assign the subaccount to a folder.

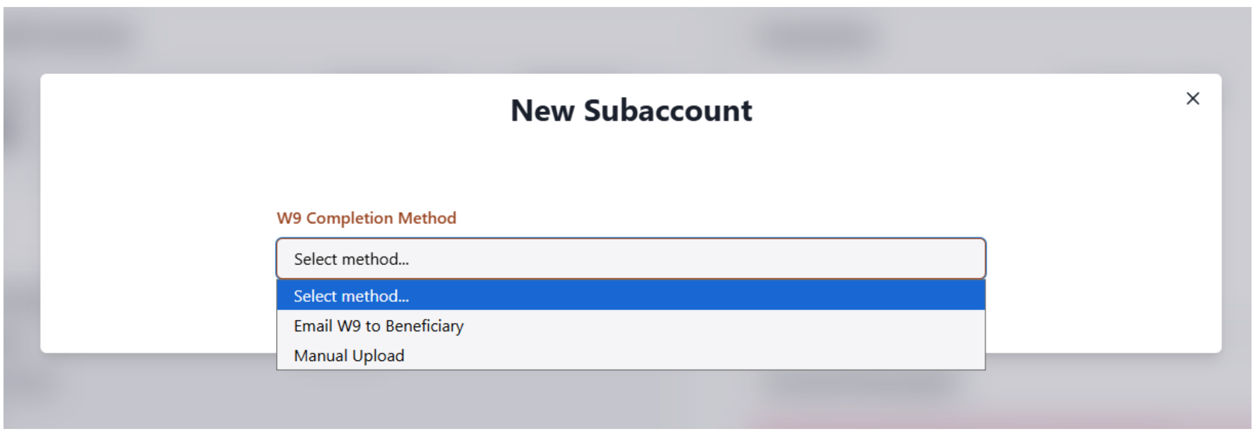


Step 2:

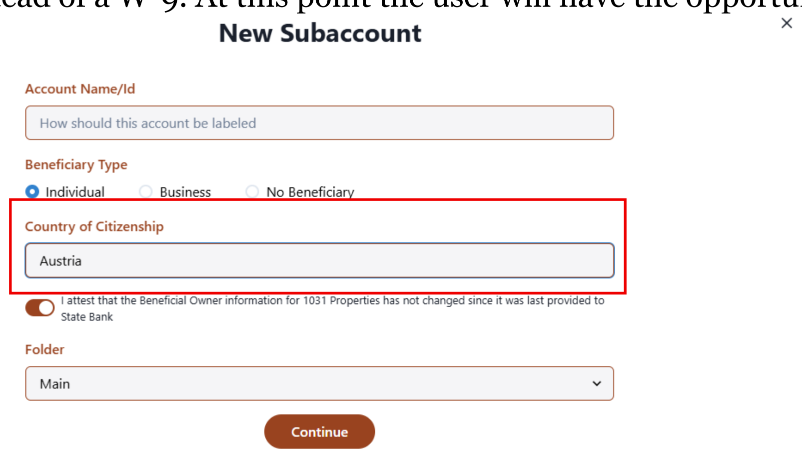
Tax-ownership and reporting: If a beneficiary has been assigned, the user will be prompted to select one of two options for providing the required W-9 information needed for tax-ownership and reporting purposes.

- Option 1: Email W-9 to Beneficiary – This option is for scenarios where the user does not have the physical W-9 of the beneficiary. If selected, this workflow prompts the user to enter an email for the beneficiary, which in turn sends them an invitation to enter their own information directly through the platform.

- Option 2: W-9 Manual Upload – This alternative option is for scenarios where the user has already collected a signed W-9 for the beneficiary. If selected, this workflow allows the user to manually enter the required information on behalf of the beneficiary and digitally upload a signed copy of the W-9. Below is a list of the information that the user will enter and attest to on behalf of the beneficiary:
    - Beneficiary Name
    - Beneficiary Address
    - Beneficiary SSN
    - Beneficiary Phone (optional)
    - Beneficiary Email (optional)



- Option 3: W-8 Manual upload – If the Individual beneficiary is not a resident of the United State, a W-8 is required for tax ownership and reporting purposes instead of a W-9. At this point the user will have the opportunity to upload a W8.



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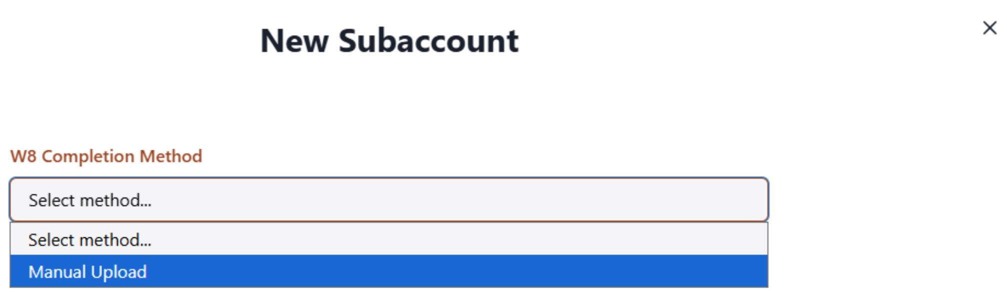
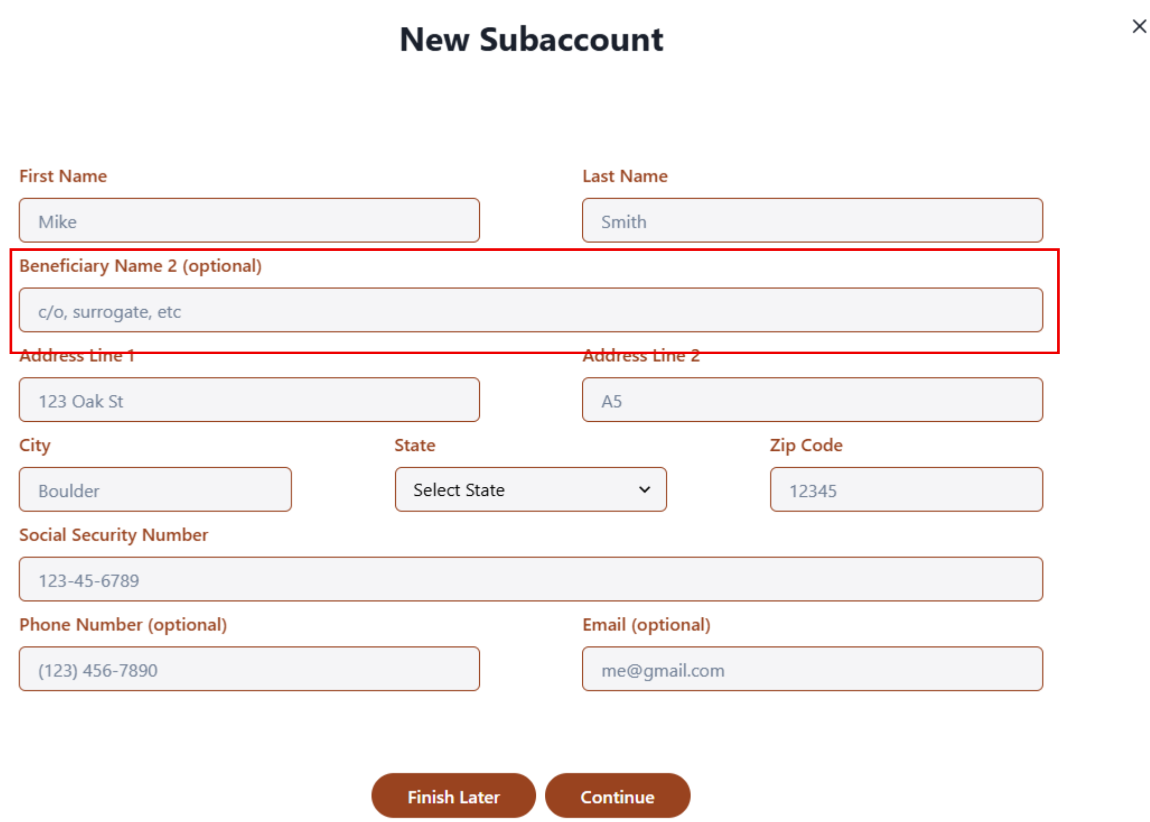


- Optional Second Name Line for Beneficiary – For an "Individual Beneficiary" subaccount when you select the W9 Completion Method as *Manual Upload* there is an option to add a second name line to represent surrogates.



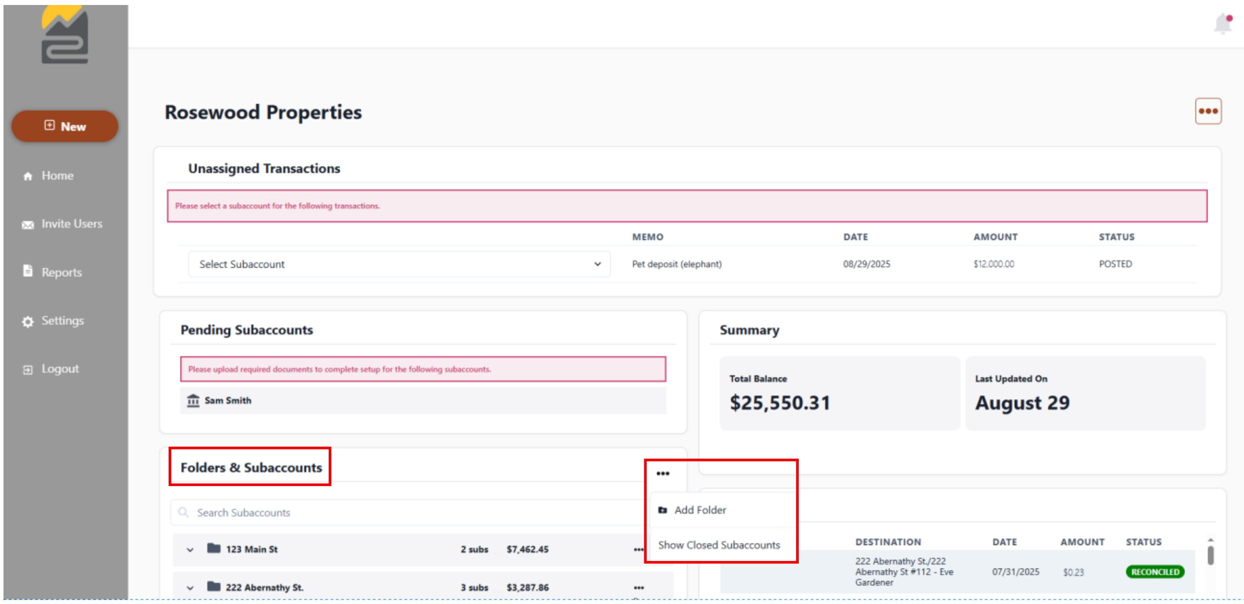
Action Required:

If any of the aforementioned steps are not completed, the subaccount will be listed in a "pending" status. Once all required documentation has been completed, the account status will automatically update from "pending" to "open". Please note that only accounts that are in an open status are eligible to receive incoming deposits.

Viewing Subaccount Details

From the Organization dashboard, you can see accounts in a variety of statuses.

- Open and Pending Subaccounts (Accessible through the "Folders & Subaccounts" section) – This section includes subaccounts that are both in an open and pending status. Open accounts are those that have all necessary documentation on file and are considered ready for transactions.

- Closed Pending Disbursement – Some of the subaccounts that have been closed but the funds are yet to be disbursed will show up in this status on the subaccount dashboard. These will move to the closed status after funds get moved out.
- Closed Subaccounts (Accessible by clicking on the three dots next to the “Folders & Subaccounts” section) – These are accounts that have gone through the closure process and no longer have funds assigned.
- 

Selecting the subaccount that you would like to view will direct the user to a new dashboard with additional maintenance functionality that can be performed at the subaccount level.

Subaccount Dashboard and Functionality

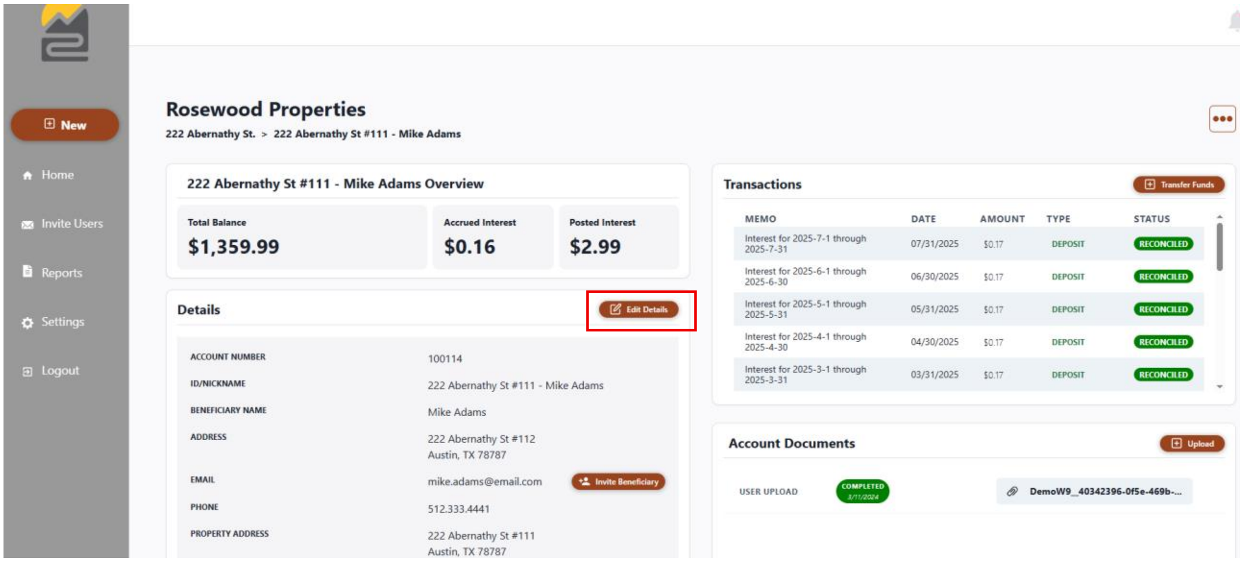
Subaccount Dashboard

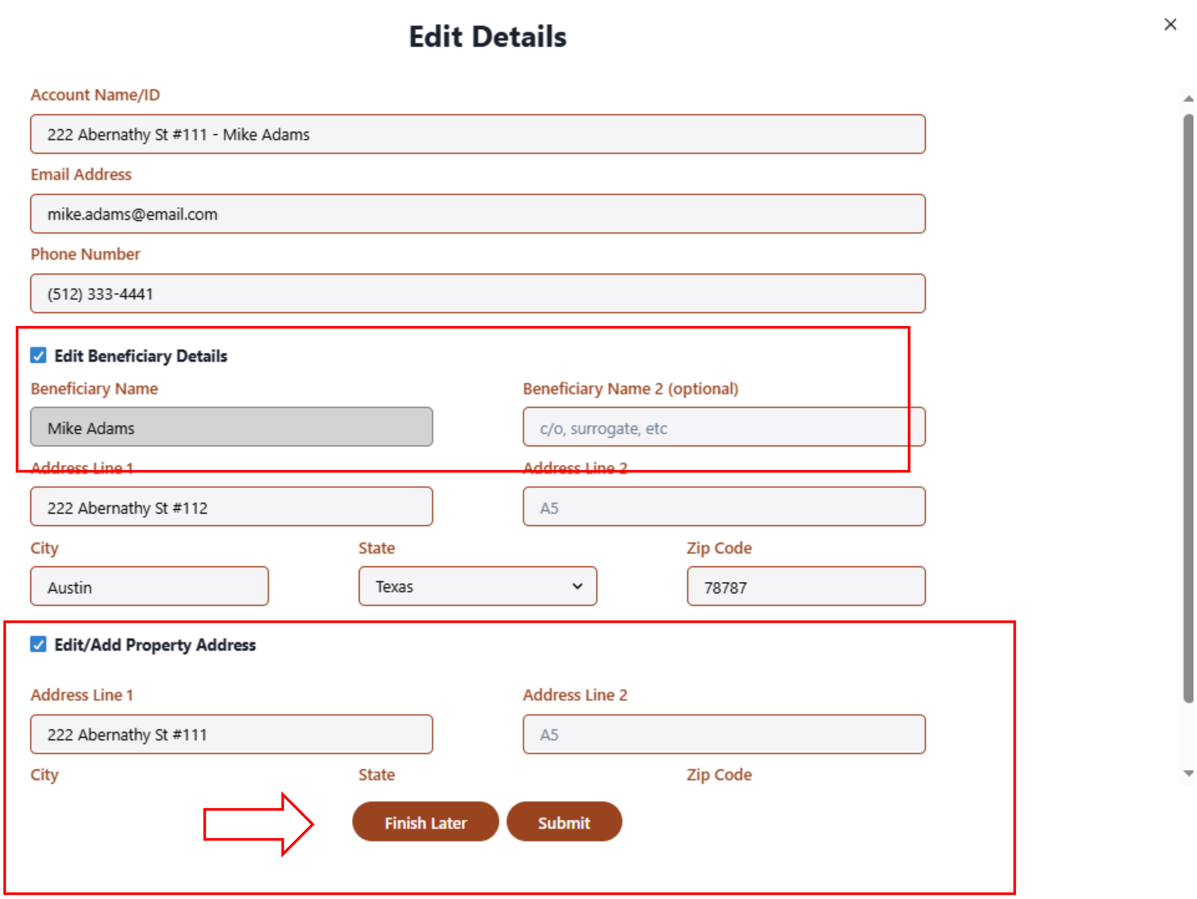
Authorized users can view the details of subaccounts by clicking on individual accounts from the Organization dashboard. This view allows users to review beneficiary details, account balances, transaction history, and account documentation, and initiate subaccount transfers. The user can edit the subaccount name, address, email, and phone.

Edit Dashboard

For **Property Management** an additional step is to include the **property address** on the subaccount. This address is the location where the tenant might be residing and can be different from the beneficiary(tenant’s) physical address that they entered at subaccount creation. In some cases, this address might define the interest rate in case of state-specific interest configurations.

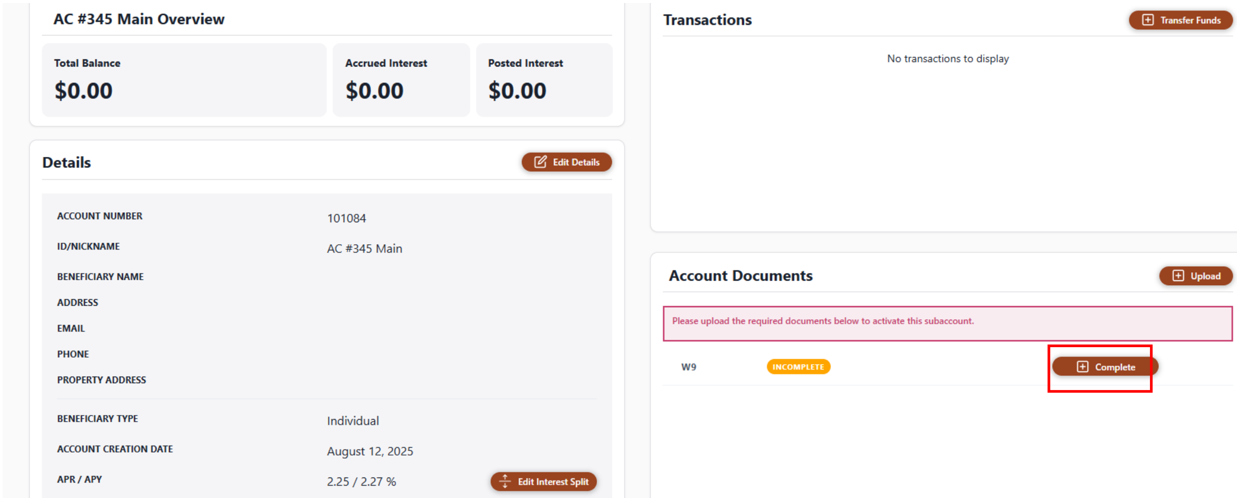
There is an option to include a second name for a beneficiary (E.g., in the case of surrogates). If the user has a Standalone holding account, they will not be able to make transfers. They should use the Unassigned Transaction process to allocate funds.



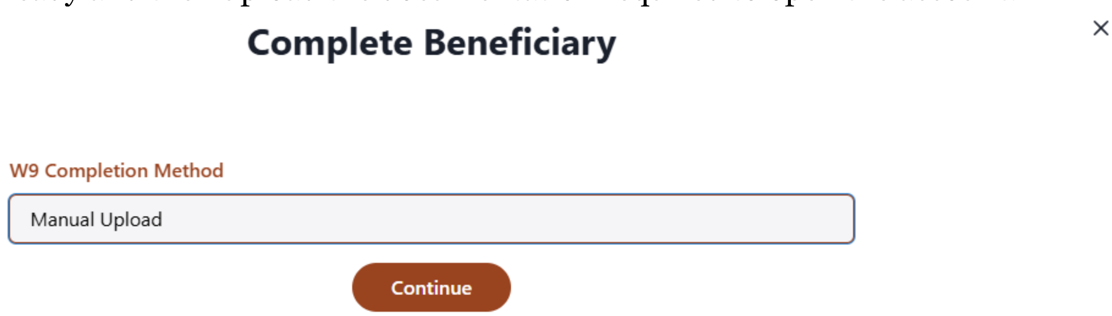


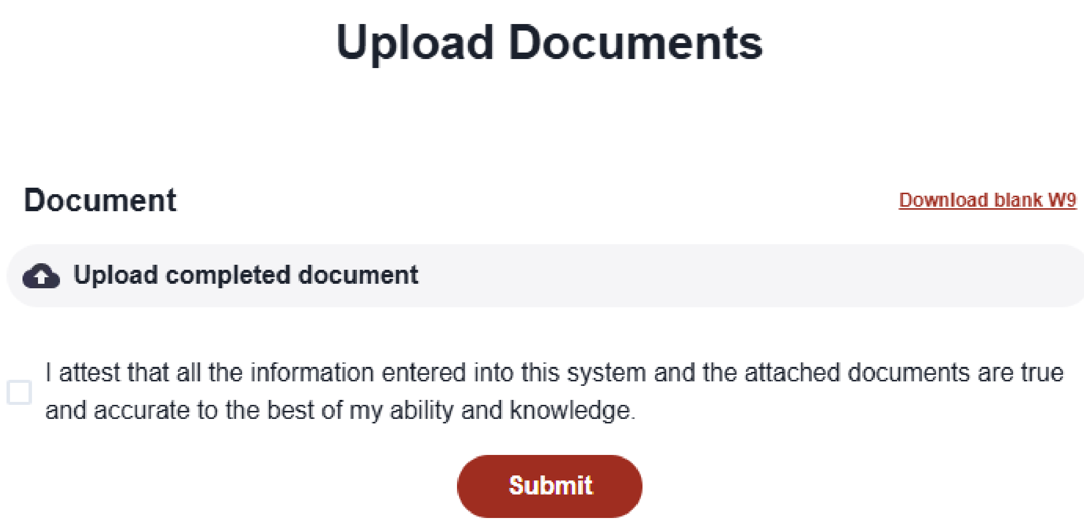
Uploading A Document

To upload documents for a pending subaccount, the authorized user will select the subaccount from the Organization dashboard and click on the “Complete” button in the “Account Documents” section.



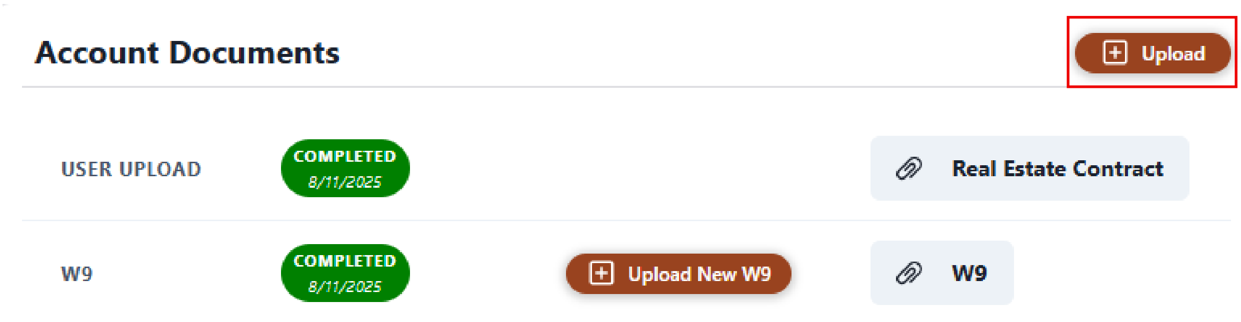
From here, the user will be prompted to complete providing the Beneficiary info if they haven’t already and then upload the documentation required to open the account.



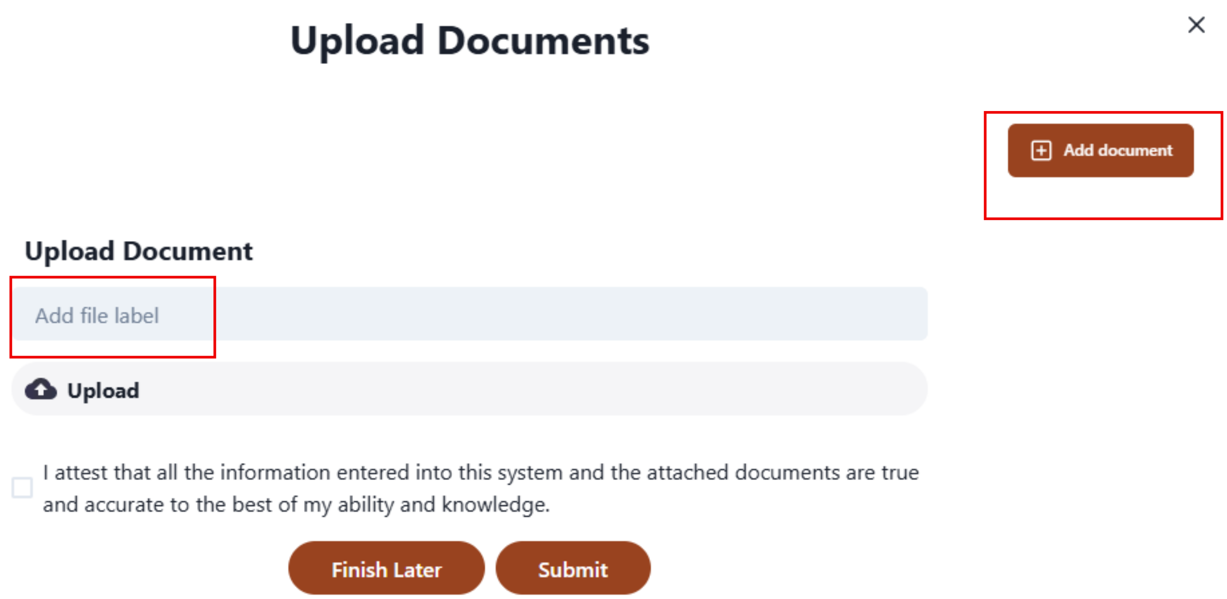


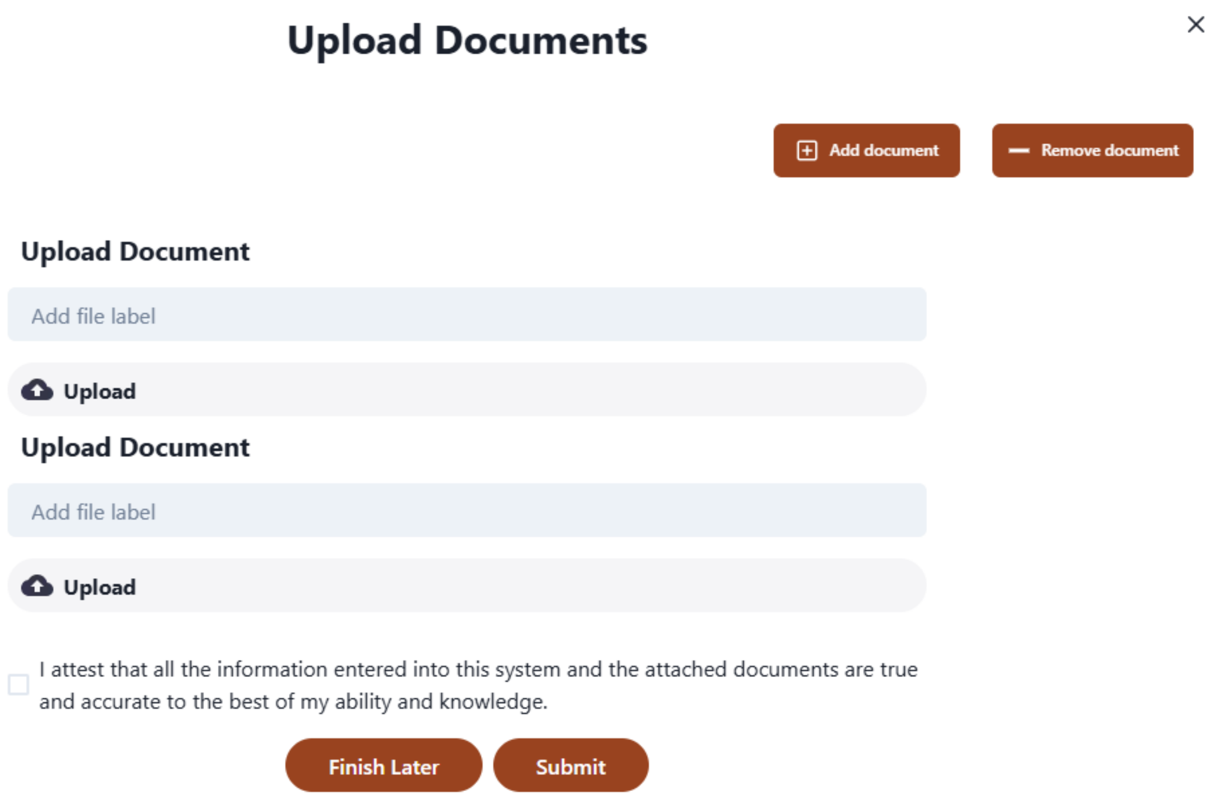
Upload Additional Documents

A user can upload other documents (such as death certificates in case of funeral homes) to the subaccount and view them in the "Account Documents" section from the Subaccount Dashboard



After the "Upload" button is clicked the user can then enter a label for the document and upload it.

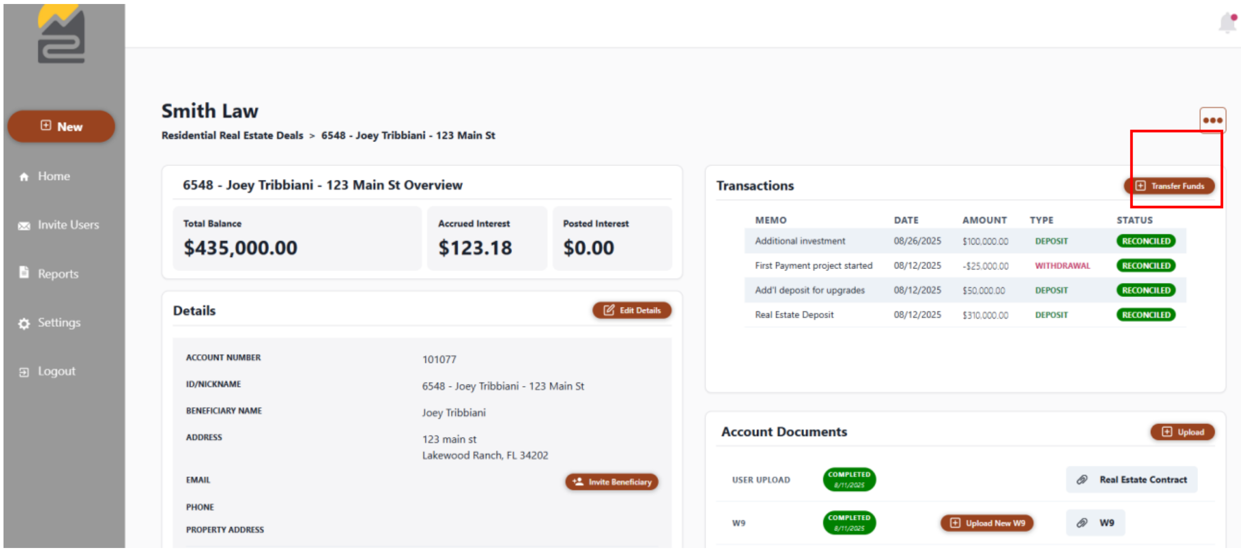




They can also upload multiple documents by using the "Add Document" option available on the far right of the modal. Once the documents are uploaded and submitted, they can then be viewed under the "*Account Documents*" section.

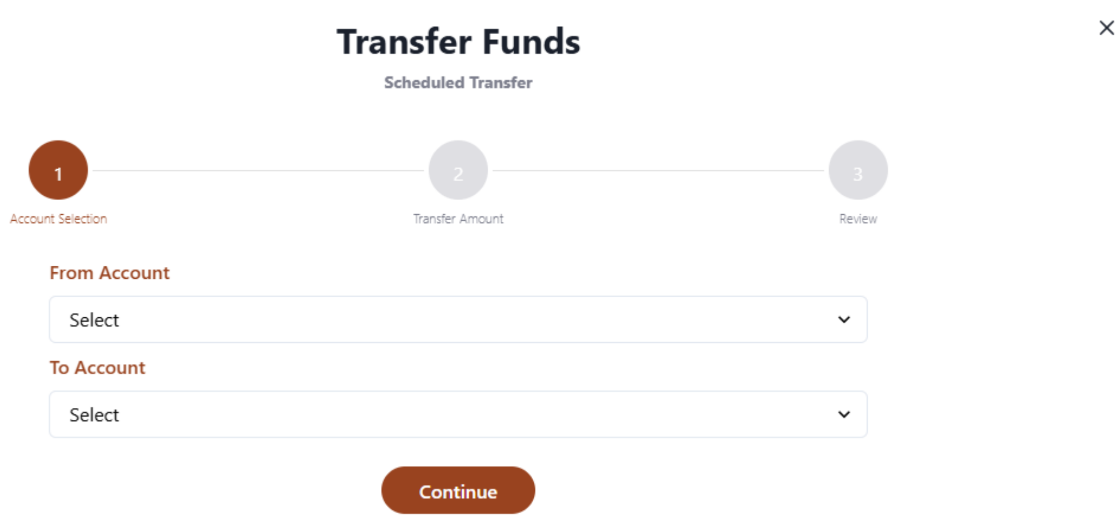
Initiating a Transaction

To initiate a transfer on an existing subaccount (whether a debit or credit), the authorized user will first need to select the appropriate subaccount from the Organization dashboard. From there, the user will click on the green button "Transfer Funds" in the "Transactions" section.



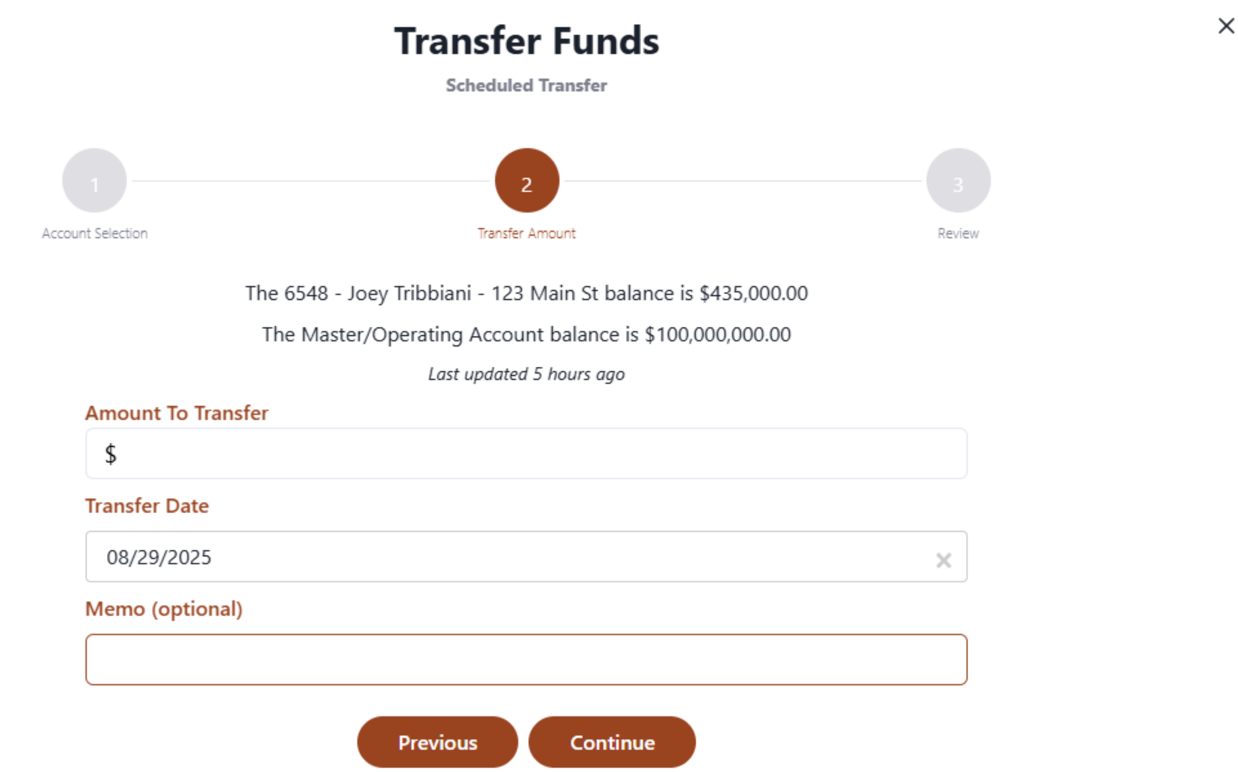
Step 1:

A new screen will then appear which gives the user the options to select the transaction type (based on the "to" and "from" account options).



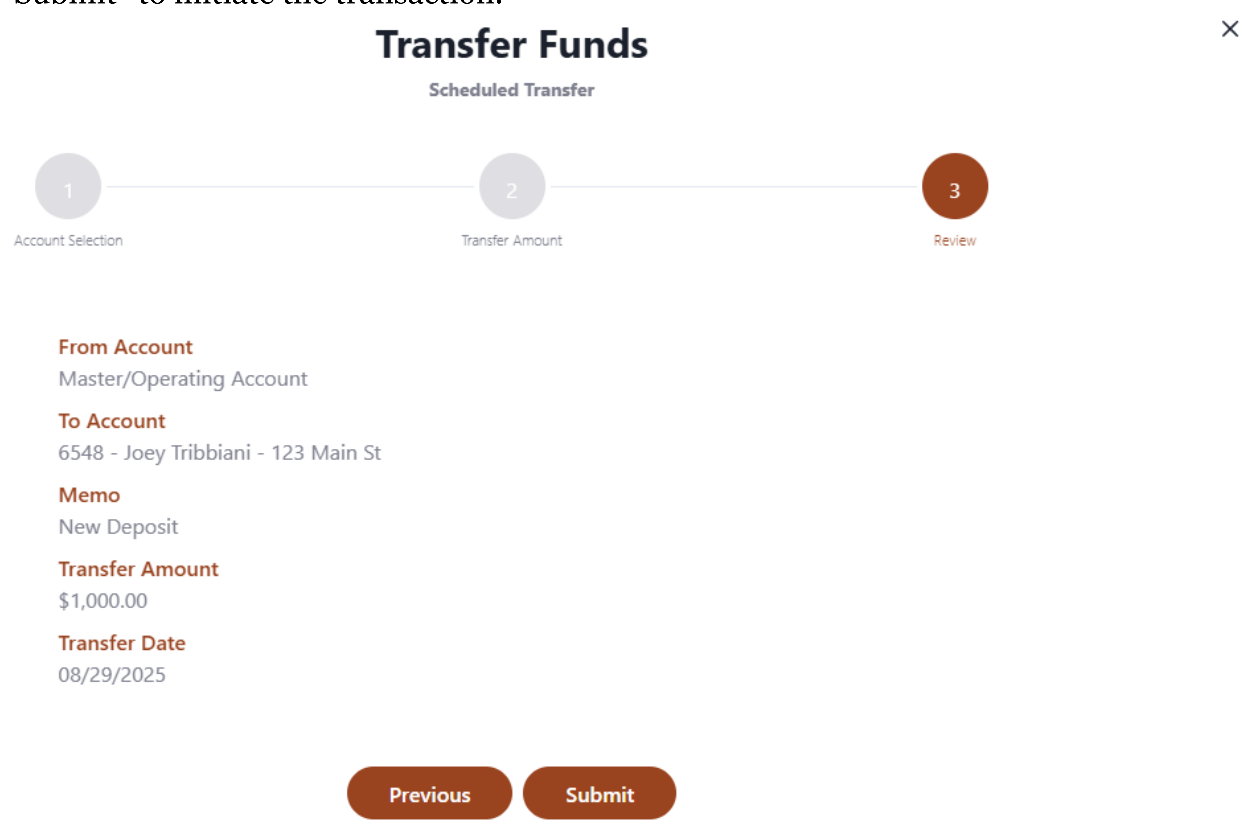
Step 2:

The user will enter the amount to be transferred, select an effective date (up to two weeks in the future) and insert an optional memo for recordkeeping purposes.



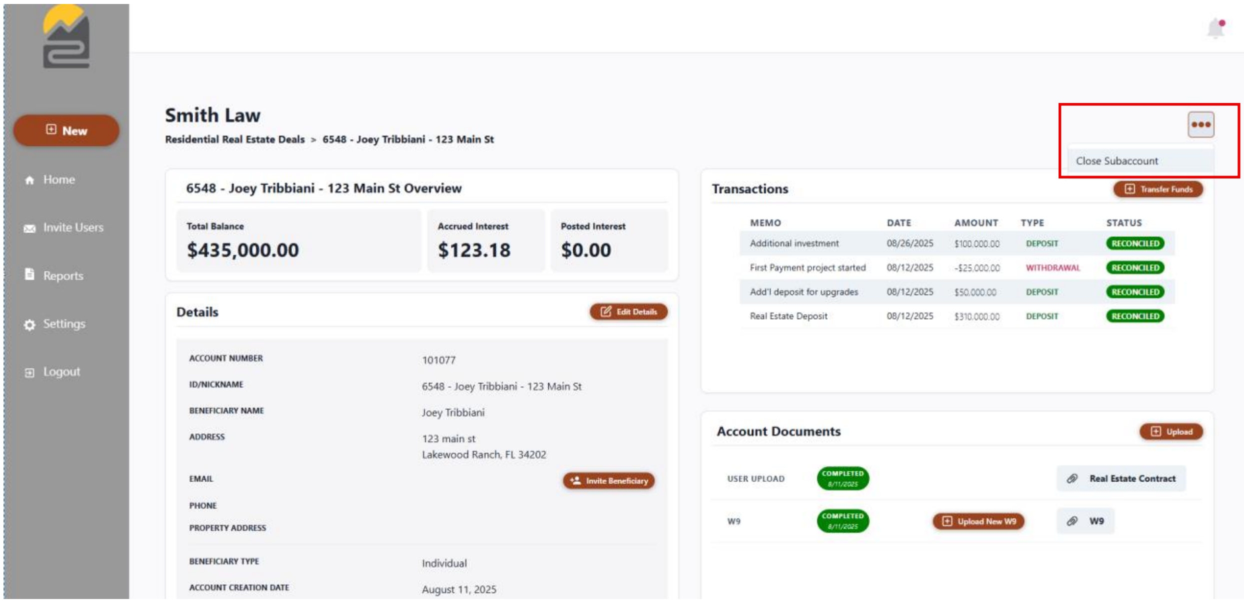
Step 3:

The last step of the process is to review the transaction details for accuracy and click "Submit" to initiate the transaction.

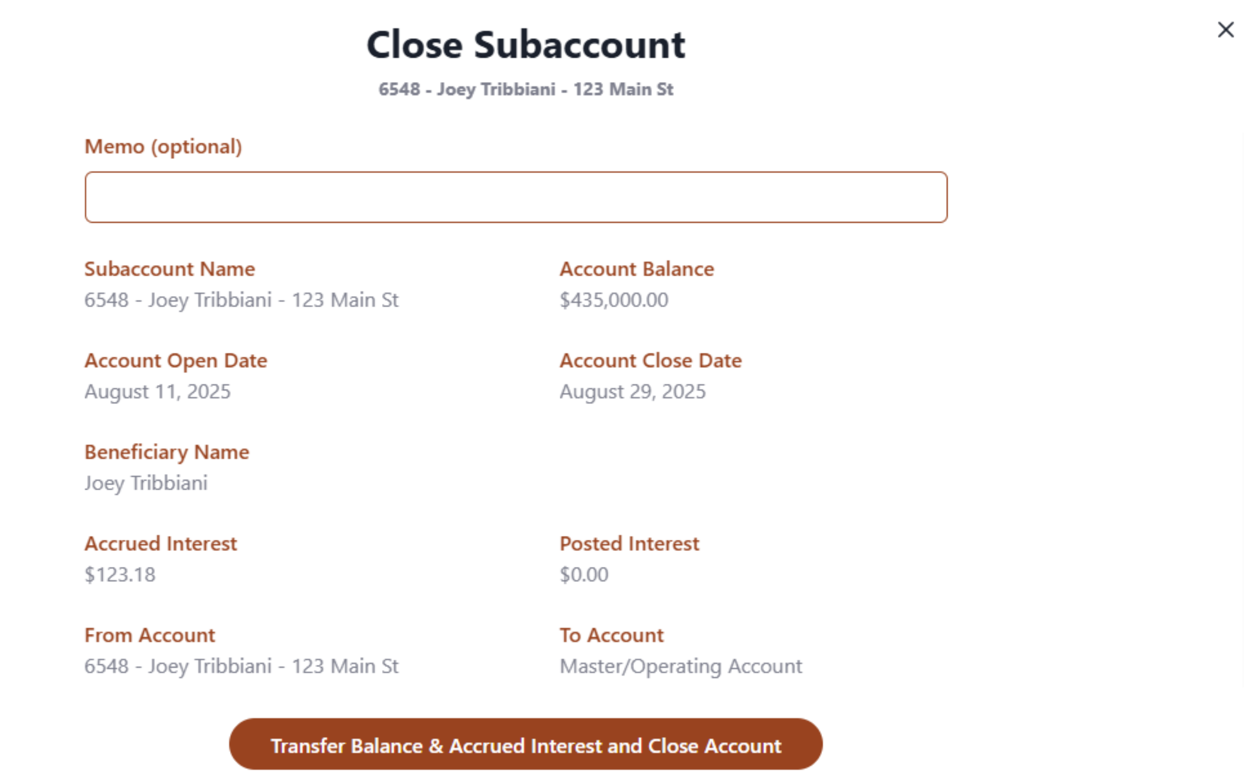


Closing an Existing Subaccount

Once inside the subaccount, authorized users can initiate an account closure by clicking on the three dots on the right side of the screen and selecting "Close Subaccount".



From here, the user will be directed to a new screen where they can review the closure details and insert an optional memo for tracking purposes.



If this is a standalone subaccount, the closure is not recognized as complete until funds have been moved out.

Interest calculation and posting

Interest on subaccounts within ZEscrow is calculated using an average daily balance method. An outline of the systematic calculation method can be found below.

Systematic Interest Calculation

On the first business day of the month, determine the number of calendar days that the subaccount was open during the preceding cycle.

Calculate the daily average balance of the subaccount.

Calculate interest using the formula (Interest Rate / 365 * Days in the Cycle).

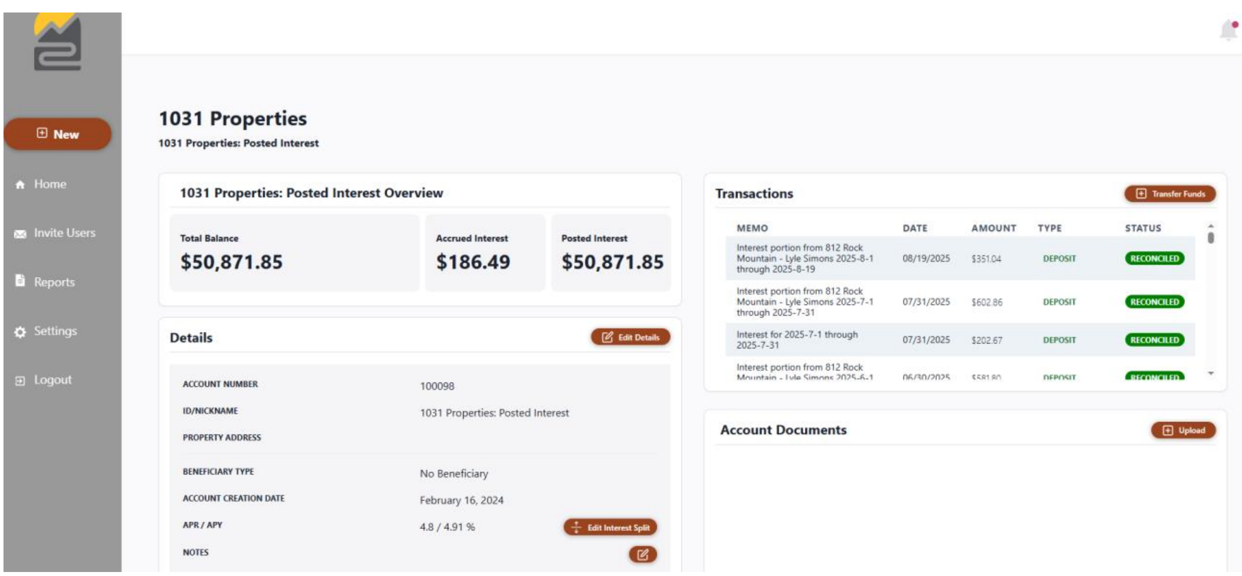
Post aggregated interest for all subaccounts into each respective Holding Account in one lump sum:

In the core – debited from GL and credited to the Holding Account that same day.

In ZEscrow – backdate interest to the last calendar day of the preceding cycle to ensure that the posted interest is visible on the statement covering said cycle.

Organization's earning account – Posted Interest Subaccount

Depending on the interest configuration, interest is either paid to the beneficiaries or the organization (or split between them). If it's paid to the beneficiaries, the interest will be posted on each subaccount. If it's paid to the organization, the interest will be posted to the Posted Interest subaccount which is the organization's earning account. In both scenarios, the accrued interest that has not yet been posted will show under each subaccount for visibility.



Beneficiary Access (Sub Level) role

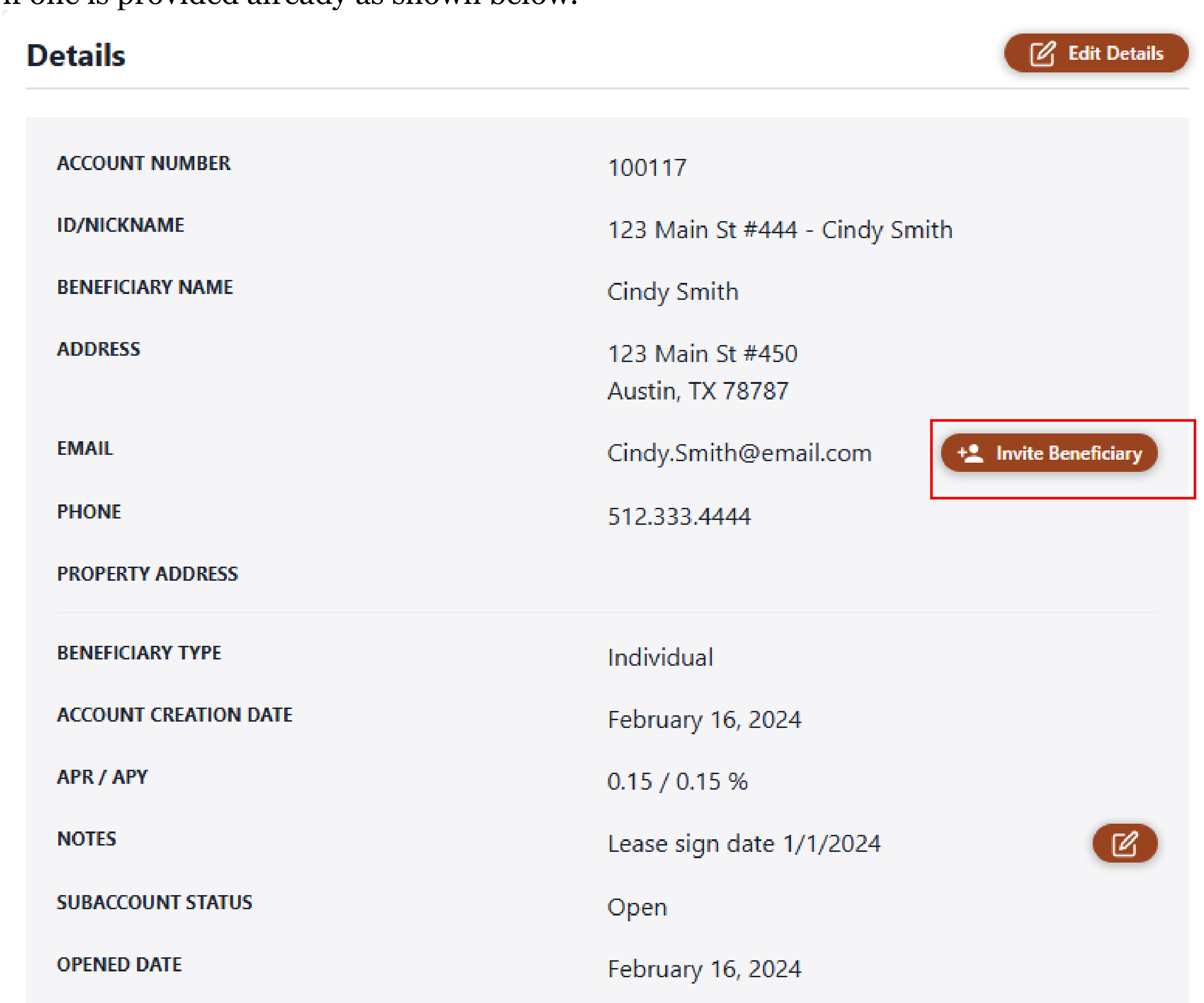
An organization can now invite Beneficiaries to access ZEscrow so that they can confirm an account exists and is earning interest, and that there's a record of transactions and documents/statements.

Assumptions:

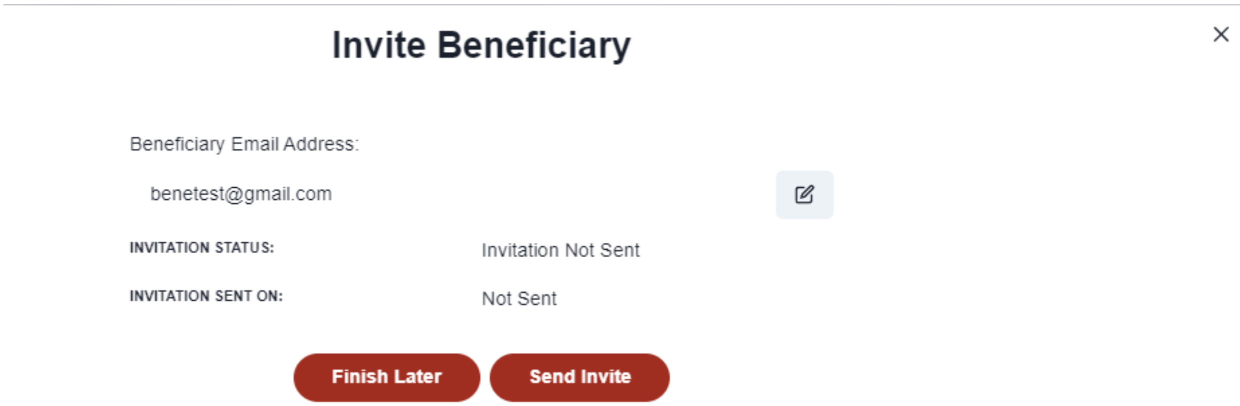
1. The FI has opted to have this feature enabled.
2. There is a valid email address where the invite can be sent.
3. The sub/beneficiary is associated with a valid Tax Id or SSN.

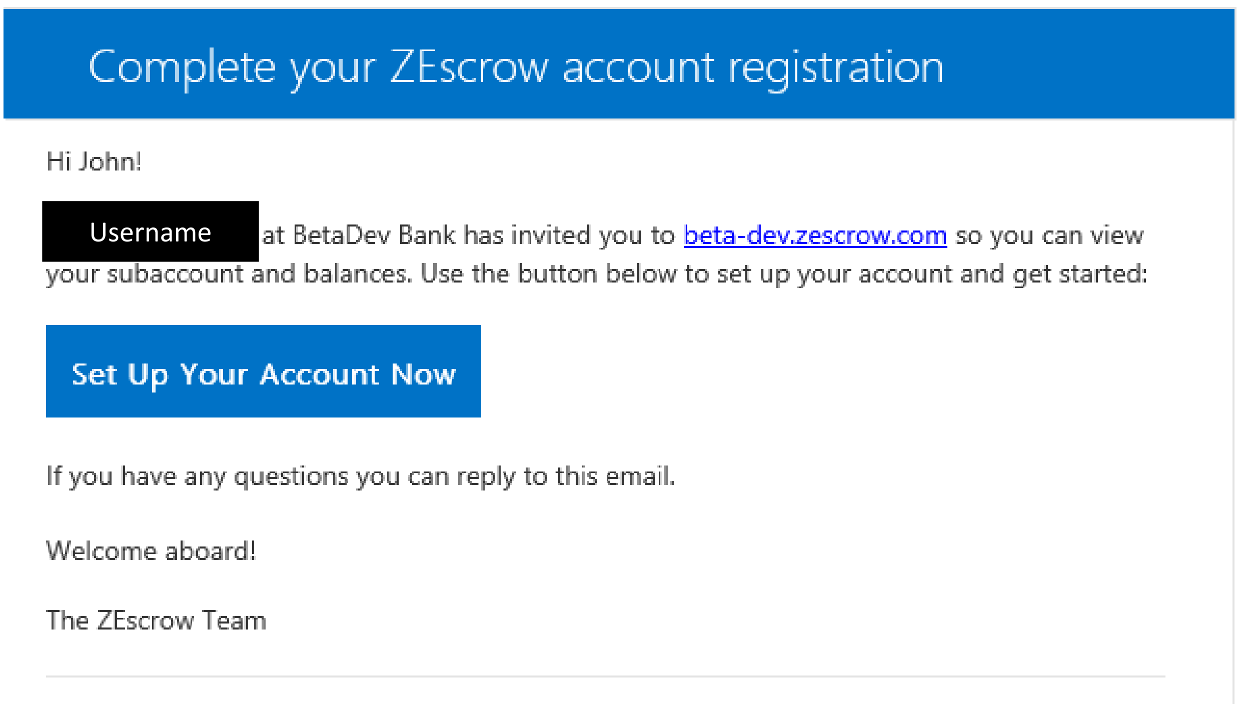
Steps to invite a beneficiary to access the subaccount:

- Open the subaccount for whom the beneficiary needs access.
- Navigate to the dashboard and click on the "Add User" icon next to the email address if one is provided already as shown below.

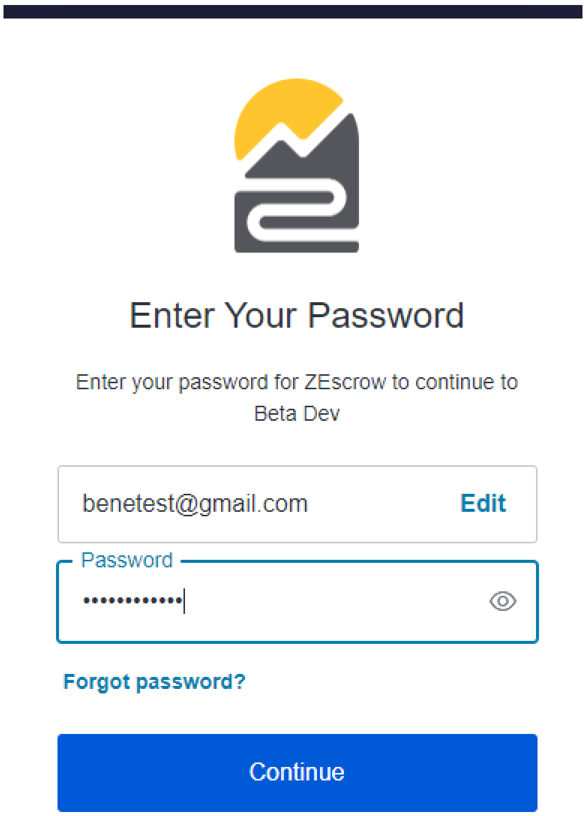


- You will now see the "Invite Beneficiary" window which allows you to edit the email address if needed and also provides the information if there was already an invite sent to the beneficiary or not. Click on "Send Invite" in order to send the invitation to that email address.

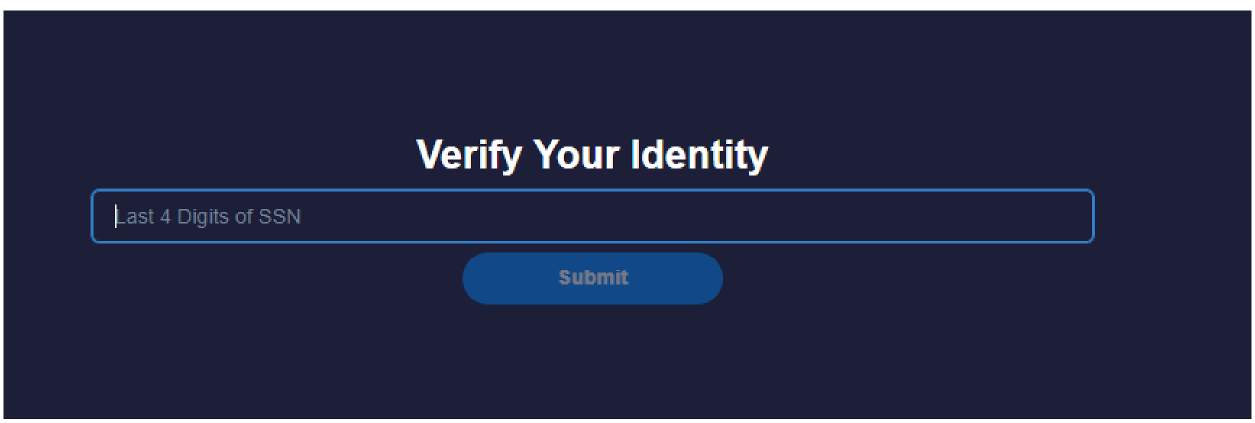


- 

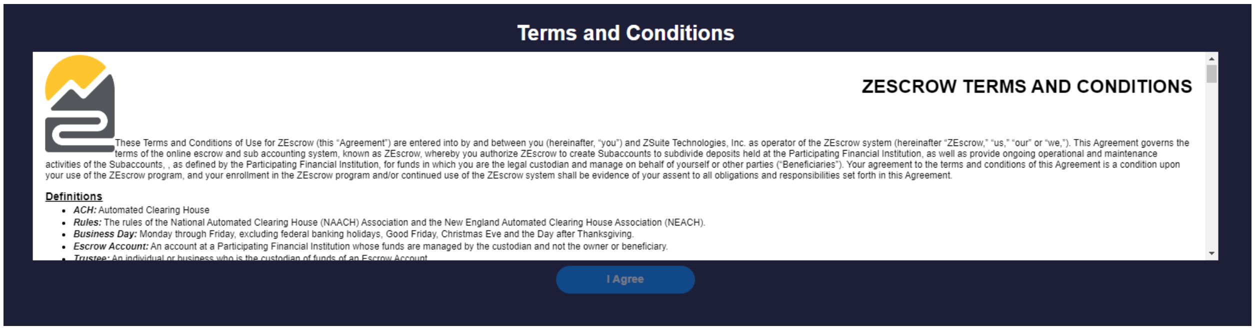
- Clicking on "Set Up Your Account Now" will allow the user to set a password and upon success they will be able to view the platform. The beneficiary user will now be able to use their credentials and login.



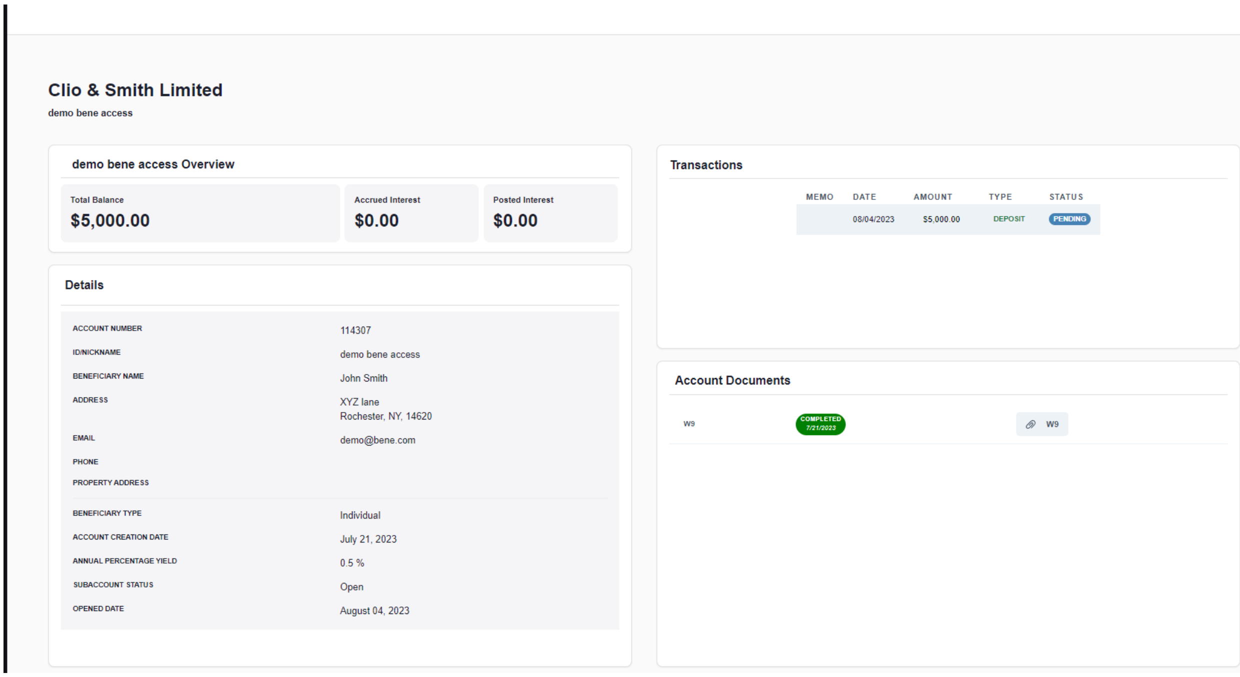
➢ They will be asked to verify their identity.



➢ Upon verification you will then view the T&Cs, after reading through and accepting them the user will then be able to view the subaccount.

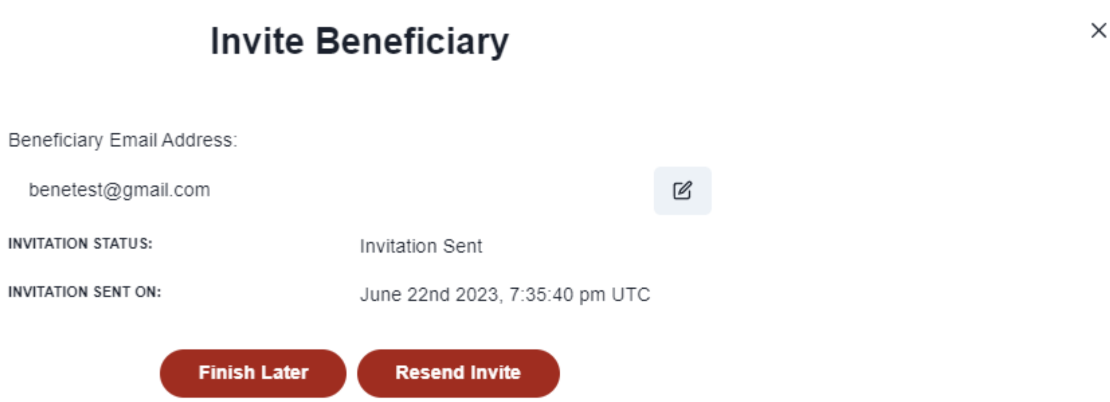


They will only have access to view the transactions and their statements but cannot perform any actions such as transfer of funds or update their information.



- ➢ If the org user now goes to that subaccount's dashboard clicking invite user icon again will show the updated status.

- ➢ In case the invite needs to be sent again "Resend Invite" can be used.



Ability to enter interest portion for a Beneficiary for Organizations.

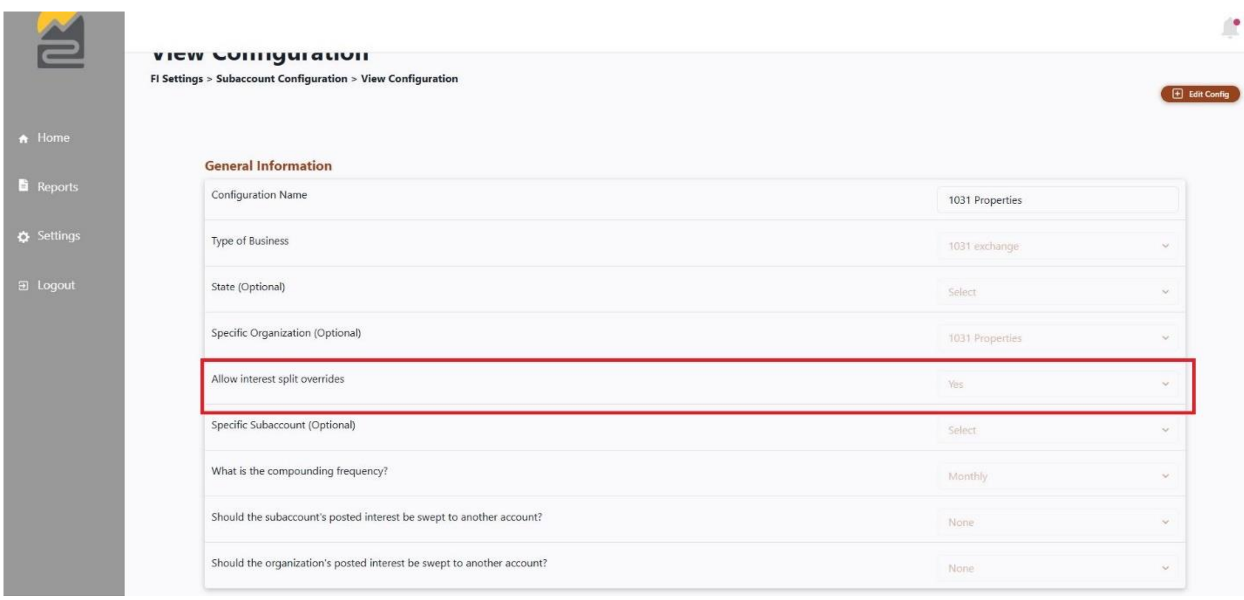
In some scenarios, organizations want to be able to create a subaccount and add a portion of their rate they want to be paid to the Beneficiary. Organizations can enter this as a percentage of the overall APR or enter a specific APR value. This is available as a part of the subaccount creation process or can be added or edited for existing subaccounts.

This allows the FI that has negotiated a rate with the organization to let the organization give a fixed portion of that rate to the beneficiary regardless of future changes to the overall interest rate established between the FI and organization. Conversely, the organization can lock their portion of the interest rate, so it doesn't get affected by changes to the organization's interest rate.

How to Enable this feature: The FI should email clientsupport@zsuitetech.com with the following information:

- Which organizations would like to have this feature
- How the organization/beneficiary split should be applied to the organization
- Request "Allow Interest Split overrides" to be enabled
- If the interest split override feature is already enabled, no action is needed

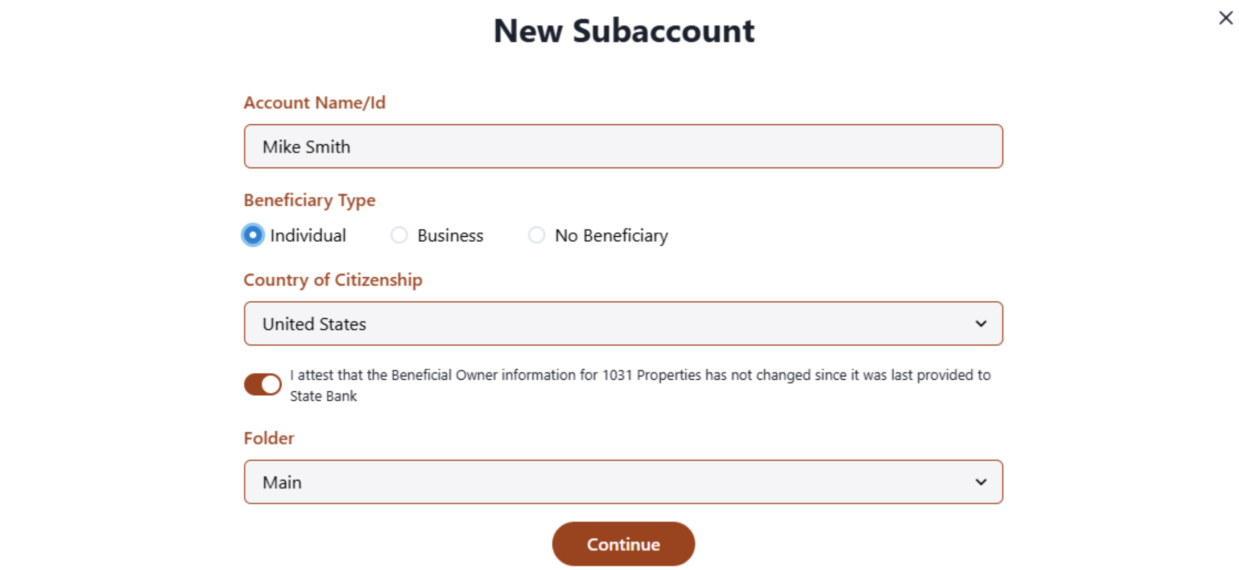
Note: Any changes applied to the interest split, whether by rate or percentage, will become effective as of the first date of the interest cycle.

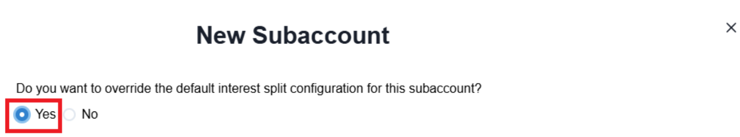


Once the organization has the Split Override set to “yes” as explained above they can enter an interest percentage or APR for the subaccounts in two scenarios.

1. **Adding Interest at Subaccount Creation**

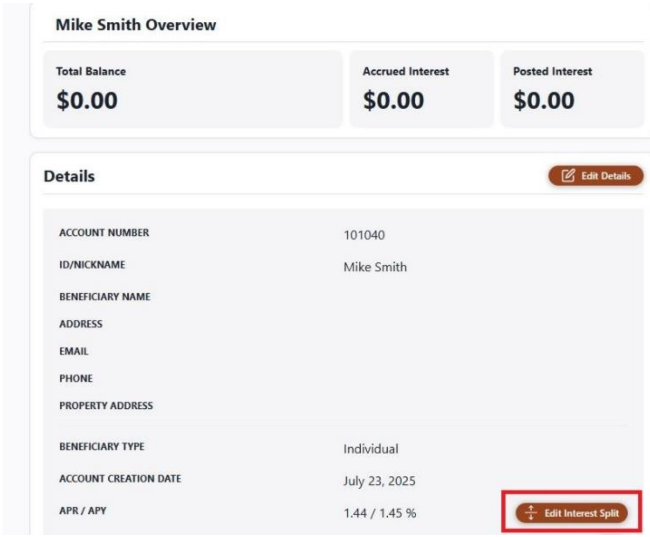
   When you create a new subaccount, clicking “Continue” on the first screen will display a modal asking if you want to set up an interest split override. Select “Yes” if you wish to enter a value other than the default interest earned by the subaccount.



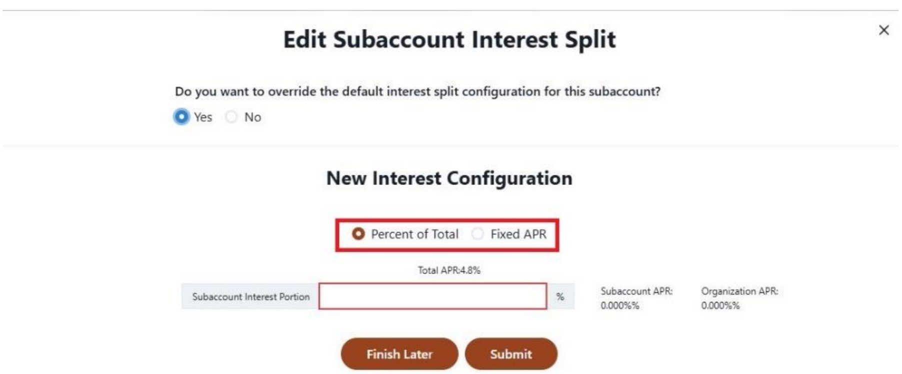


2. **Add/Edit Interest on Existing Subaccounts.**

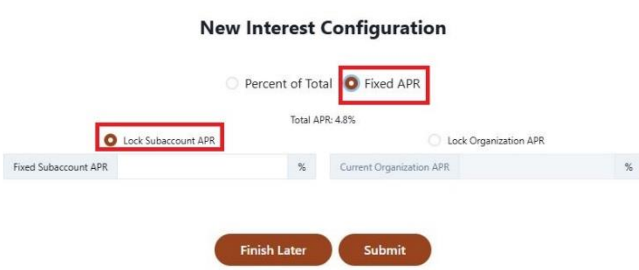
Open any existing subaccount within the organization with the interest split override enabled in the configuration.



Click on the “Edit Interest Split” button as highlighted above. This will allow you to change an existing split or add or remove one as applicable.

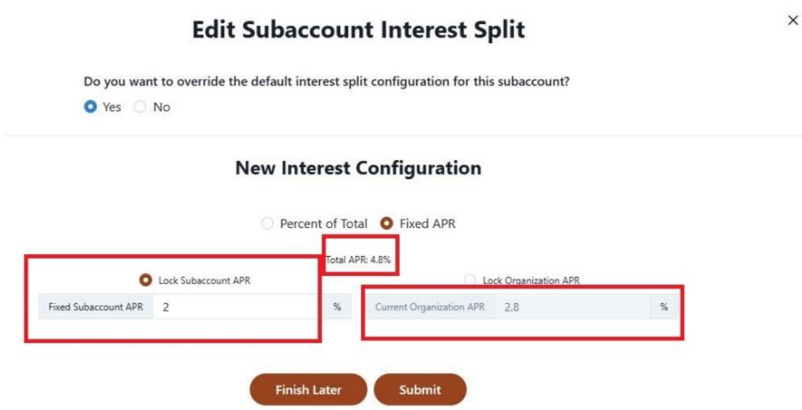


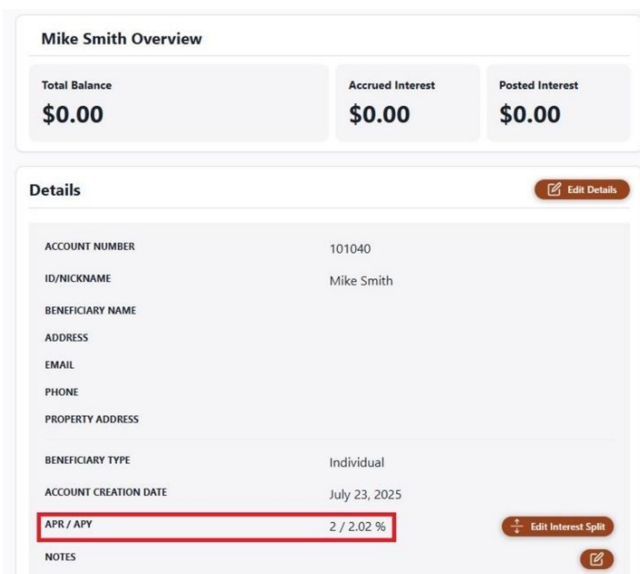
You can either pick “Percent of Total” which gives you the option to enter the subaccount (beneficiary) portion as a percentage of the total APR, or you can choose the “Fixed APR” option which allows for an interest rate (APR) for the beneficiary or organization portion to be specified.



If “Fixed APR” is selected, you now have the option to either enter the interest rate portion for the subaccount (beneficiary) or the organization. Either option can be locked, and the other applicable portion is calculated using the total configured APR from the organization’s interest configuration that was set earlier by the FI.

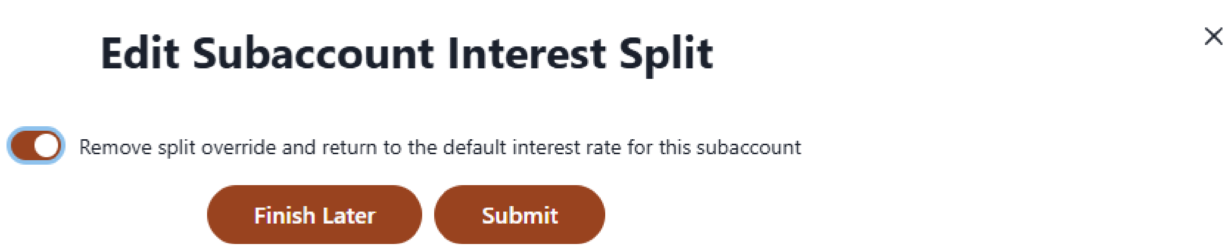
As shown below, the override was updated to 2% for the subaccount which resulted in the subaccount earning an APR of 2%.





Removing an override

To remove a subaccount’s interest split override, click on “Edit Interest Split” on the subaccount dashboard, then select “Remove override.”



This reverts the subaccount interest rate to the default interest split configuration, in this case 1.44%.