

Customer and Asset Management System Updating Banking Information



ISO Billing Department



Introduction/Overview

ISO New England Inc. (ISO) has implemented a change to the customer banking information submittal process in order to securely receive banking information from authorized customer personnel. If your organization currently has banking data on file with ISO this change will affect how you submit updates to that information.

Effective June 28, 2016, customers will utilize the Customer and Asset Management System (CAMS) for submittal of new or updated banking information. The ISO populated CAMS with each Customer's current banking information that was on record with the ISO Billing Department (Billing) on the effective date, June 28, 2016.

All updates to banking data after implementation must be submitted directly into CAMS using a new tab titled "Banking". Each customer's security administrator (SA) is required to designate the Primary Billing Contact in CAMS to also have the External Banking Admin role. The Primary Billing Contact is the only person who will be authorized to hold the External Banking Admin role. Importantly, the ISO Billing Department will no longer accept banking information via e-mail, phone, or fax.

On December 16, 2016, customers will now have ability to separately submit and approve banking changes in CAMS. The External Banking Approver role will be granted to the same person as the External Banking Admin. Each Customer's SA will be able to grant the External Banking Approver role to another person in CAMS if the customer chooses to separate the role of the External Banking Admin from the External Banking Approver.

Introduction/Overview, continued

The External Banking Admin will be allowed to maintain and view the complete banking data. ISO personnel will not have access to maintain banking data on behalf of customers. The External Banking Approver will be allowed to view the complete banking data and can only approve or reject changes made by the External Banking Admin. The External Banking Approver will not be able to make changes. Please remember – banking changes will not be effective until after the ISO has approved the banking changes.

There is also be an External Banking Viewer role in CAMS, that will allow users view-only access to banking data; however a portion of the bank account number will be masked.

The new roles will become available for assignment and the tab will be visible when the new functionality is implemented on December 16, 2016. Please refer to the CAMS User Guide for Company and Affiliate Maintenance for instructions on obtaining role access.



Accessing Banking Information

- Customers will utilize CAMS for submittal of new or updated banking information.
- The ISO will populate CAMS with each Customer's current banking information that is on record with the ISO Billing Department on June 28, 2016.
- Going forward, your External Banking Admin will be required to submit any changes to banking information using CAMS.
- Effective December 16, 2016, External Banking Approver will now need to approve banking information before the changes are submitted to the ISO.



Receiving Access to Make Banking Changes

- 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.
- One person must be assigned as the Primary Billing Contact and CAMS will only allow ONE Primary Billing Contact.
- The company's SA can grant the External Banking Approver role.
- The role has been automatically assigned to the External Banking Admin.
- ISO personnel will not have access to maintain banking data on behalf of customers.



When Will the Roles be Available for Existing Participants?

- The new roles for External Banking Admin and External Banking Viewer become available to existing participants for assignment on June 28, 2016.
- The new role of External Banking Approver will become available for assignment on December 16, 2016.



External Banking Approver Access

- The External Banking Approver role will become available for assignment and the tab will be visible when the new functionality is implemented on December 16, 2016.
- 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.
- 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.
- Your company's SA will need to assign the External Banking Approver role.

External Banking Viewer Access

- The External Banking Viewer role become available for assignment on June 28, 2016.
- 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.
- 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.
- Your company's SA will need to assign the External Banking Viewer role.

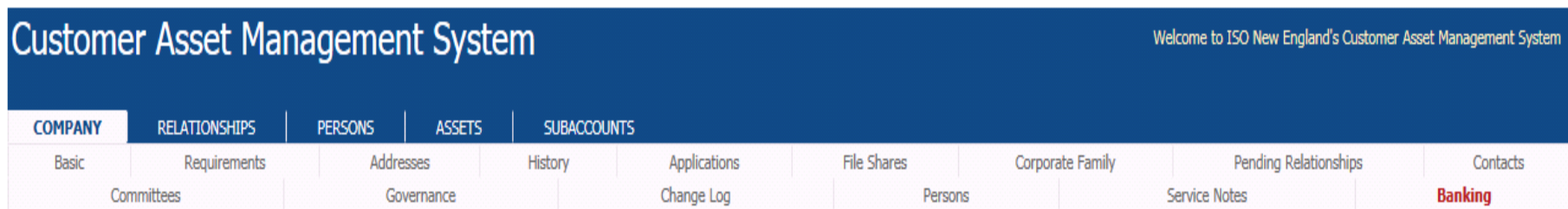


New Participants - External Banking Admin Role Assignment

- All banking data, after implementation (June 28, 2016), must be submitted directly into CAMS.
- 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 roles.
- 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 now 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.

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 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:

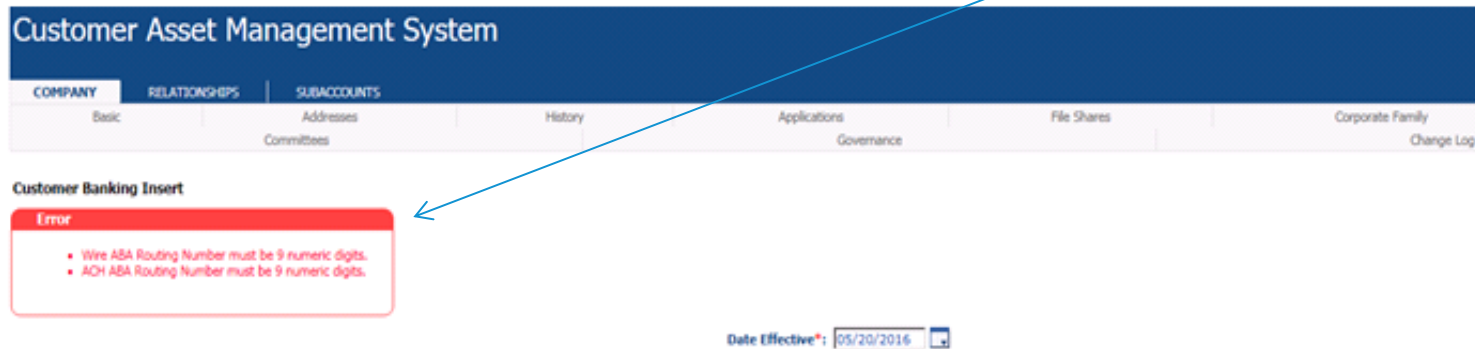
Important Banking Information

- 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 from 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.

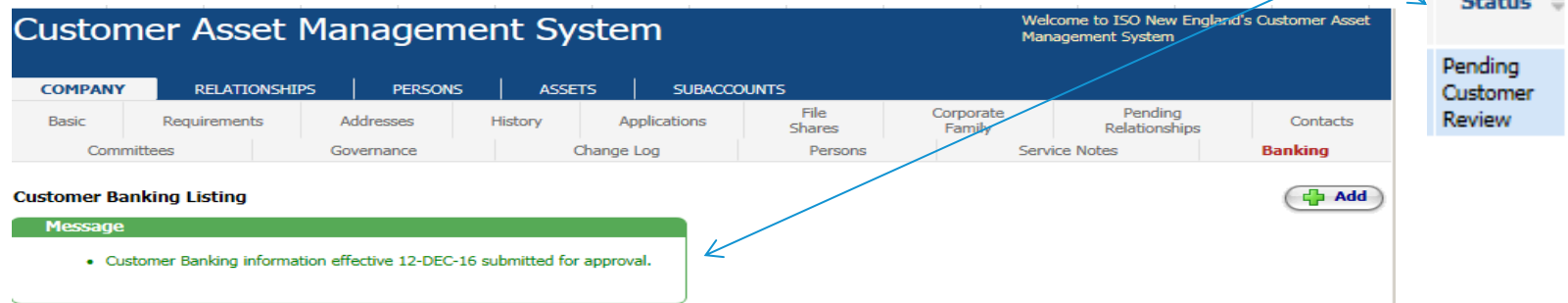
Please note – ISO Billing Department requires both a WIRE and ACH information however if you do NOT have ACH, please enter 999999999 for the ACH ABA and ACH Account Numbers.

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.

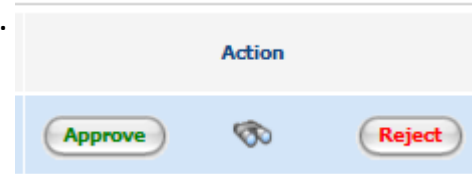


- Once you have completed your changes, click submit and you will receive a message: Customer Banking information effective date submitted for approval (External Banking Approver). The status will indicate Pending Customer Review.

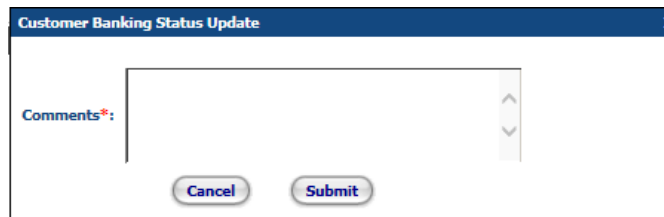
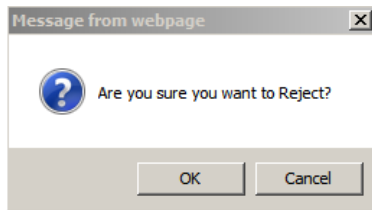


Approving Banking Changes

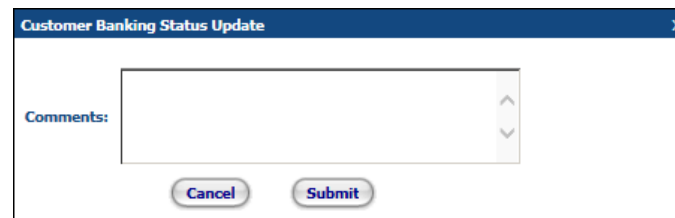
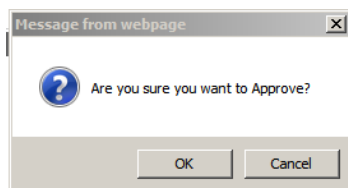
- Once you click on Banking, the External Banking Approver will see on the far right hand side an action box with a button to approve (in green) or reject (in red).



- 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.

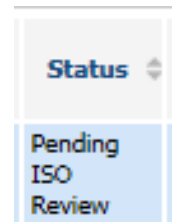


- Once changes are made by the External Banking Admin, the External Banking Approver will then be able to click on approve. A message box will appear confirming you want to approve. Once you click ok, a comment box will pop up however no comment is required to be entered. Click submit and the banking 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.



The screenshot shows the 'Customer Asset Management System' interface. At the top, there is a blue header with the system name and a welcome message: 'Welcome to ISO New England's Customer Asset Management System'. Below the header is a navigation bar with tabs for 'COMPANY', 'RELATIONSHIPS', and 'SUBACCOUNTS'. Under 'COMPANY', there are sub-tabs: '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 titled 'Customer Banking Listing' with an 'Add' button. A message box is displayed, containing 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.

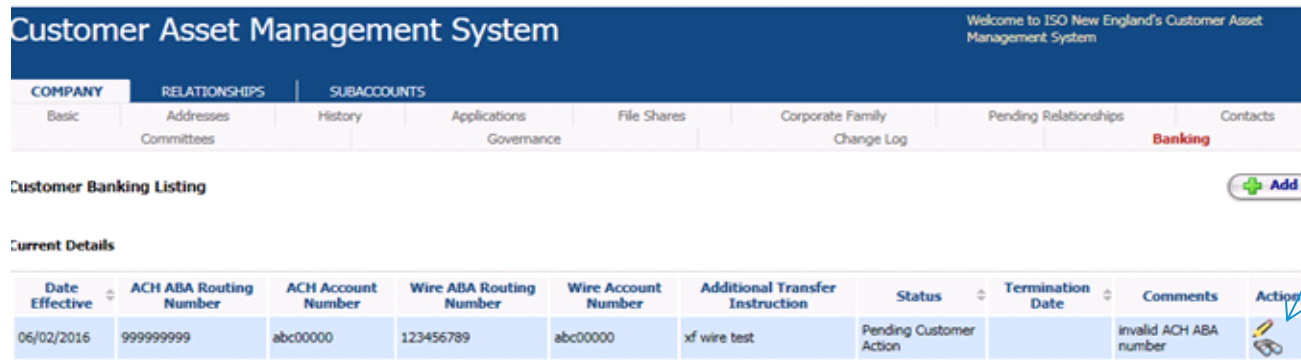
Thank you,

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 'COMPANY', 'RELATIONSHIPS', and 'SUBACCOUNTS' tabs. Below this is a secondary navigation bar with various options like 'Basic', 'Addresses', 'History', 'Applications', 'File Shares', 'Corporate Family', 'Pending Relationships', and 'Contacts'. The 'Banking' option is highlighted in red. Below the navigation is a 'Customer Banking Listing' section with an 'Add' button. Underneath is a 'Current Details' section containing a table with 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 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 now must be entered into CAMS.
- If you need any assistance, please contact customer support.

ISO New England Customer Support

(413) 540-4220 or CustServ@iso-ne.com or via <https://smd.iso-ne.com/CAisd/pdmweb.exe>