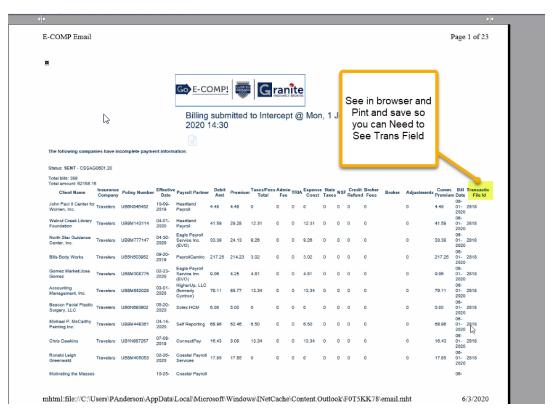


Daily Deposit Summary Procedure

Open Intercept Billing Summary from Email.

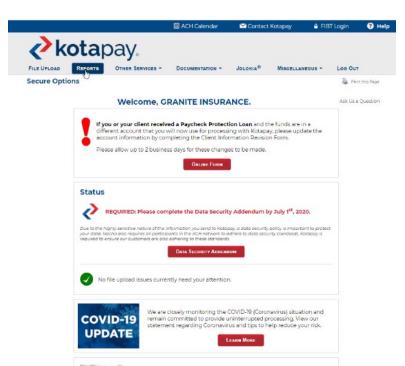
- The report is delivered to my email daily. Open the report that was received 2 <u>business days</u> prior to the day you are processing.
- Click "View in Browser" from the upper toolbar.
- From the browser copy, right click and then click on "Print Preview."
- From the print preview, change the view to Landscape. You may need to adjust the margins to view the "Transaction File ID" on the far right of the document.
- Once you can view the entire document, save as a .pdf



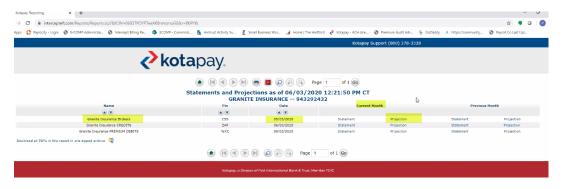
Run Kotapay Reports

- Login to Kotapay using the credentials provided on the Intercept Account Information sheet.
 - This sheet is in a large white binder at Patti's Desk.
- Click on "Reports" at the top of the screen.

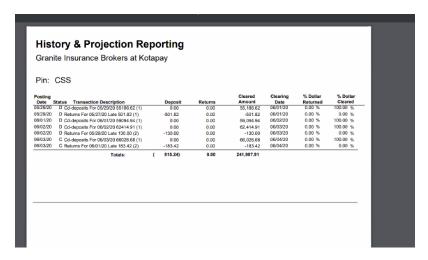




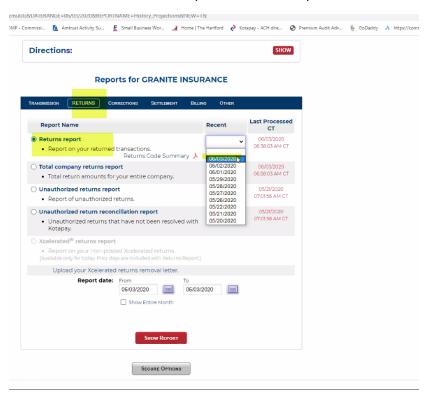
- Click on "SETTLEMENT" under "Reports for GRANITE INSURANCE"
 - Click "Statement and projection reports."
 - o Click "Show Report" red button.
 - o Click "Projection" under "Current Month" for "Granite Insurance Brokers." Reports will download.
 - Open downloaded report and save.
 - Click home button (Green house icon.)







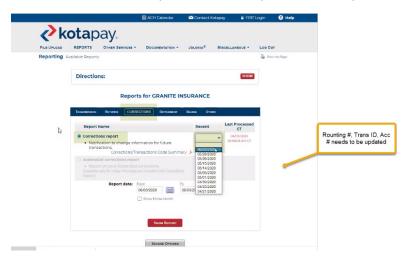
- Click "RETURNS" under "Reports for GRANITE INSURANCE"
 - Click "Returns report."
 - Choose todays date from drop down. If todays date is not available, there is no report for today. Jump to Corrections report below.
 - o After choosing todays date, click on "Show Report" red button. Report will open.
 - o Click on Adobe icon above report and report will be downloaded.
 - Open downloaded report and save.
 - Click home button (Green house icon.)





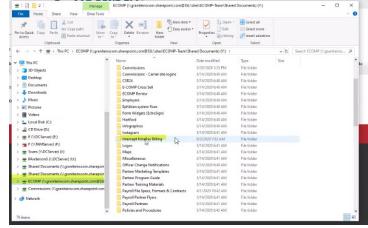


- Click "CORRECTIONS" under "Reports for GRANITE INSURANCE"
 - Choose today's date from drop down. If today's date is not available, there is no report for today.



Enter Data to Deposit Summary

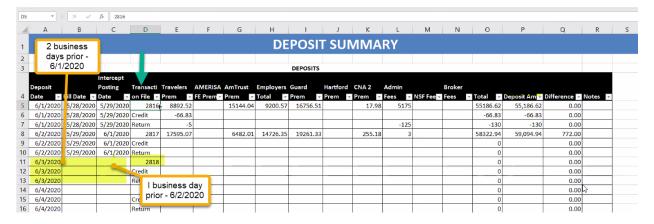
- Open the Deposit Summary spreadsheet.
- Saved in Sharepoint...ECOMP...Intercept Kotapay Billing... Deposit Summary.



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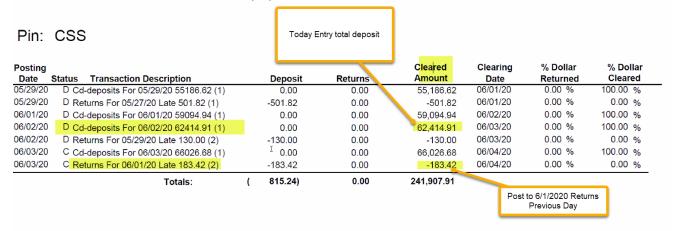
- Enter the Transaction File ID from the Intercept Billing Summary for today's Deposit Date. The File ID's should be in consecutive order from day-to-day.
- Enter the Bill Date. This is two business days prior to today's date.
- Enter the Posting Date. This is one business day prior to today's date.



- Open the History and Projections report you ran from Kotapay.
 - Look for the "Cleared Amount" from the row that says "Cd-deposits for the POSTING DATE on the Deposit Summary. If today is 6/4, the BILL DATE is 6/2 and POSTING DATE is 6/3. Enter this amount in the "Deposit Amount" column on the Deposit Summary.
 - Look for the "Cleared Amount" from the row that says "Returns for POSTING DATE on the Deposit Summary. The returns amount will be entered on the prior days line on the Deposit Summary, on the "Return" row, in the "Deposit Amount" column. Use the "Posting Date" from the report and enter the data on the same posting date on the Deposit Summary. If today is 6/4, the BILL DATE is 6/2 and POSTING DATE is 6/3

History & Projection Reporting

Granite Insurance Brokers at Kotapay

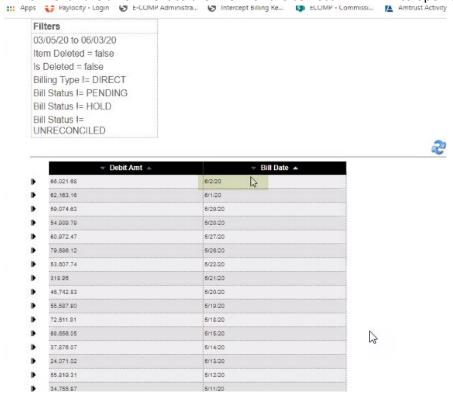




• Open the "Intercept Billing Report New" from the bookmarked link previously provided to you.

https://secure.goecomp.com/ecs/content/admin/report.html?rid=1184

- This report uses the BILL DATE. If today is 6/4, you'll look for 6/2 on this report.
- o Click the arrow next to the line with the correct BILL DATE to open that report.



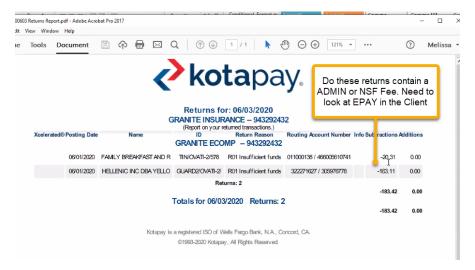
- Enter the data from this report on the Deposit Summary for each carrier. You'll enter the data from the "Premium", "Expense Constant", and "Adjustment" column to each carrier as a formula. (=15625.19+726.35+447.)
- If there is anything under the "Credit Refund" column, enter the total in the "Deposit Amount" column as a negative number (-15.) Then enter the credit amount for each carrier under that carrier column.
 The "Difference" column should be \$0 when completed.



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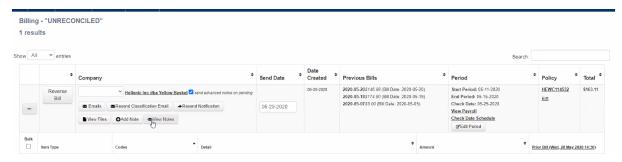
- Open the Returns report you ran from Kotapay.
 - Each returned amount will be entered on the Deposit Summary under the appropriate carrier. You will need to check the billing in EPAY to confirm if the returned amount includes an Admin Fee or NSF. If so, you have to break up that total and enter the Admin Fee/NSF portion under those columns on the Deposit Summary, and the balance of the payment is entered under the carrier column. When completed, the "Difference" column should be \$0.



- Each return must be processed in EPAY.
 - The appropriate email template is sent to the insured for Insufficient Funds, Account Closed, Account Frozen, etc.... The email is attached in EPIC.
 - NSF-use NSF code and close activity.
 - Other- Set activity to f/u in 3 business days to see if EFT has been updated.
 - Open the billing that was returned.

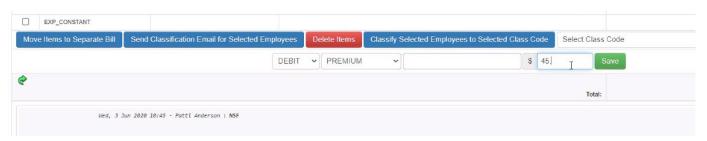


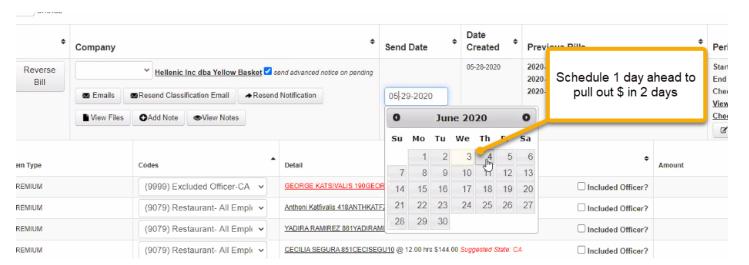
• Click the drop-down and choose "Unreconciled", then refresh the page.





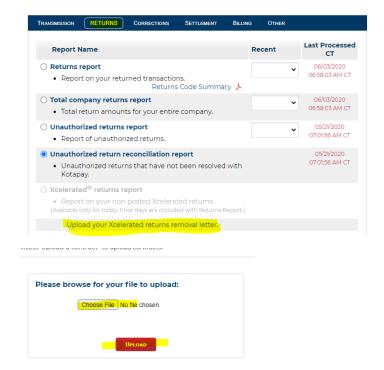
- Click on the "+" to open up the billing details. Scroll down and add the reason for the return in the Notes section (NSF, Account Closed....)
 - If NSF, add item to bill, \$45 for NSF fee. Scroll back up, update date to tomorrow's date and set to pending.



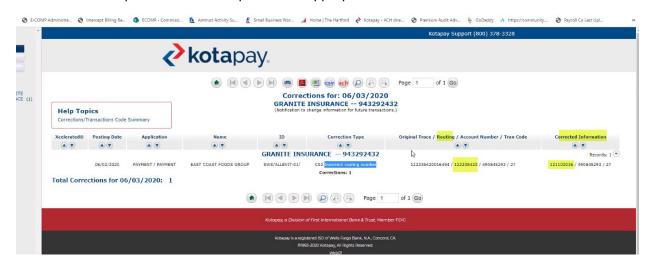


- If Account Closed, Frozen, Invalid.... Set billing to HOLD. Set account to HOLD noting reason.
- If reason is CUSTOMER ADVISES NOT AUTHORIZED, put billing and account on HOLD. Email insured that our billing partner will no longer attempt to draw from their account until they are provided with a letter FROM THEIR BANK that states the account is open and active, Granite/ECOMP IS AUTHORIZED to debit the account, and contains a HAND SIGNATURE. Attach email in EPIC and continue to follow-up. PLEASE NOTE: We are charged \$25 for each unauthorized return. Once the letter is uploaded, the \$25 is refunded to us.
- Once letter is received it must be uploaded in Kotapay
 - In Kotapay, navigate to the Returns Report
 - At bottom of page, click "Upload your Xcelerated Returns Removal Letter."
 - Choose bank letter file, click red upload button. A confirmation will popup. This should be saved in case needed later.
 - To confirm the hold has been removed by Kotapay, you can run the "Unauthorized return reconciliation report" form the Returns menu to see if the client has been removed from this list.





- Open the Corrections Report you ran from Kotapay
 - The report will reflect what is being corrected. Routing Number, Account Number or Transaction Code.
 - If it is a Transaction Code change, there is no action for you to take. Attach this report to the appropriate account in Epic.
 - Open the account in EPAY and update the EFT information to match the corrected information on the report. Attach the report to the appropriate account in EPIC.



Confirm Data Balances

- Open "Insurance Carriers" in EPAY
- Scroll to first carrier from Deposit Summary (you'll be checking each one.)
- Click "Edit" button on far right.

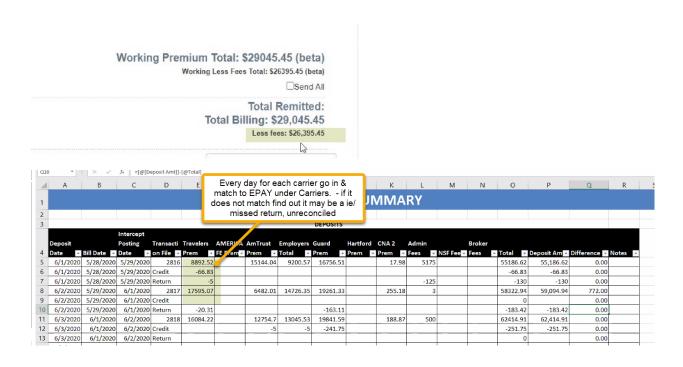


Scroll down to "Next Remittance" and click on "Open."



• The amount labeled "Less Fees" under "Total Remitted" on the right side of the screen should match the total of that carrier's column on the DEPOSIT SUMMARY from the first date on the summary to the prior days date.

DATA ENTERED TODAY SHOULD NOT BE INCLUDED IN THIS TOTAL.



Attach Reports

- Combine the Intercept Billing Summary (from email) and all reports ran from Kotapay.
- Add the reports to the beginning by choosing "before first page" when combining.
- Save the combined report using naming nomenclature "DEP #Transaction File No \$Deposit Amt Today's Date (DEP #2814 \$80,187.94 05.28.2020)
- Attach in EPIC.
 - Locate Account = Vendor
 - Account/Business name contains = Deposit
 - Attach to E-COMP



