Deposit Closeout Wizard

DNAX Name: DepositCloseoutWizard
ApplID / Extension ID: 5f470063-183f-4196-9f89-d4a45d5e7c74

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Deposit Closeout Wizard

Overview

The Deposit Closeout Wizard DNAapp simplifies the deposit account closeout process by automatically displaying the screens included in the workflow to close a deposit account when additional services such as sweeps, draws, pre-authorized transactions, agreements, electronic access, and related accounts exist on the account.

Key Benefits

The Deposit Closeout Wizard DNAapp enables the deposit account closeout process for multiple deposit accounts in a single session.

Requirements

- Employees must be assigned to an authorization linked to the Deposit Closeout Wizard (DPCW) authorization item with the required permissions to access the wizard.
- DNA 4.2.4.0 or higher.

Assumptions

The service representative must:

- Inactivate/delete all agreement types and electronic access for any account processed via the Deposit Closeout Wizard.
- Manually set up all removed references/services for an account if the error corrects (*Journal* screen > Error Correct) during the Deposit Closeout Wizard process.

Summary of Changes

The Deposit Closeout Wizard DNAapp is accessed through the **Deposit Closeout Wizard** menu option in the Transactions or Relationships module or from the *Relationship Profile* screen and is launched in the *Deposit Closeout Wizard* screen. The wizard then displays the applicable DNA screens for the deposit account in the following order in the workflow:

- Sweep Accounts
- Draw Accounts
- Pre-Authorized Transactions
- Agreements
- Electronic Access
- Related Accounts
- Transaction Express

The **Deposit Closeout Wizard** menu option was added to the **Deposit Transactions** menu in the Transactions module and the menu bar of the Deposits grid on the **Accounts** tab of the *Relationship Profile* screen. The **Deposit Closeout Wizard** menu option was added to the **Wizards** menu in the Relationships module.

New Screens

The *Deposit Closeout Wizard* screen launches the Deposit Closeout Wizard. After selecting the account number in the Deposit Accounts grid, the applicable screens/steps included in the workflow for the deposit account closeout display in the Closeout Steps group box.

The *Deposit Closeout Wizard Summary* screen displays details related to the deposit account that was closed. The **Exit** pushbutton exits the current workflow. The **Next** pushbutton opens the *Deposit Closeout Wizard* screen so a closeout for another account can be processed. **Next** automatically changes to **Finish** when there are no more accounts to be closed in the workflow.

The *Pending Holds* screen displays information for accounts on hold and accounts with pending ACH transactions. The *Pending Holds* screen includes the following tabs:

- Management Holds
- Pending ACH
- Check Holds
- Card Holds

Changed Screen

The **Deposit Closeout Wizard** menu option was added to the menu bar of the Deposits grid on the **Accounts** tab of the *Relationship Profile* screen.

What You Should Do

To use the Deposit Closeout wizard, link the Deposit Closeout Wizard (DPCW) authorization item to the applicable authorizations with the applicable permissions. The Employee Access permission should be assigned only when an employee needs to access other employee-owned accounts on the *Deposit Closeout Wizard* screen; otherwise, the standard employee authorization message displays. See the “Linking Auth Items to Authorizations” online Help topic for detailed instructions.

Navigate to **Security** > **Authorizations**

In This Document

The following topics are included in this document:

Deposit Closeout Wizard

Overview

The *Deposit Closeout Wizard* screen launches the Deposit Closeout wizard, which guides you through the process of closing a deposit account and additional services linked to the account by automatically displaying the related screens.

After selecting the deposit account to close, the applicable screens included in the workflow for the deposit account display in the Closeout Steps group box. For example, if the deposit account does not have any sweep services, the Sweep step does not display in the Closeout Steps group box; instead, the next applicable screen name or step displays. Click **Exit** to move to the next screen.

The steps in the Closeout Steps group box are informational only and cannot be edited. After performing the closeout withdrawal transaction on the *Transaction Express* screen, the *Deposit Closeout Wizard Summary* screen displays. This is the last screen in the workflow. Click **Next** on the *Deposit Closeout Wizard Summary* screen to process another account for deposit closeout. Then the *Deposit Closeout Wizard* screen displays again with **Next** enabled.

The banner on DNA screens displays information based on the selected account number. The banner on the *Deposit Closeout Wizard* launch screen and the *Transaction Express* screen display information based on the searched person/organization.

Each time a screen is completed all services pertaining to that account number are removed. Click **Next** to go to the next applicable screen in the wizard. For detailed instructions on each required screen, see the online Help topic listed in “Related Procedures” below.

Field Descriptions

The following fields display on the *Deposit Closeout Wizard* screen:

Field	Description
Person/Organization	Name of the person or organization.
Deposit Accounts	
Closeout	Selected = Account is selected for deposit closeout. Cleared = Account is not selected for deposit closeout. **Note**: There is no corresponding checkbox for accounts with negative ledger balances and accounts with pending debit card transactions.
Account Number	Deposit account number.
Account Major	Major account type associated with the account.
Account Description	Minor account type, e.g., Business Checking, Holiday Club Savings, etc.
Can Be Closed	Indicates whether the account is eligible for closeout. **Y** = Account can be closed. **N** = Account cannot be closed.
Current Balance	Current balance of the account.

Field	Description
Available Balance	Available balance of the account.
Status	Status of the account (active, inactive, or dormant).
Closeout Steps	
1 – Sweep	*Sweep Accounts* screen
2 – Draw Accounts	*Draw Accounts* screen
3 – Preauthorized Transactions	*Pre-Authorized Transactions* screen
4 – Access Services	*Agreements* screen
5 – Related Accounts	*Related Accounts* screen
6 – Electronic Access	*Electronic Access* screen
7 – Transaction Express	*Transaction Express* screen

Pending Holds Screen

The following fields display on the *Pending Holds* screen:

Field	Description
Management Holds tab (number of management holds for the account)	
Account Number	Account number.
Release Date	Release date of the hold.
Effective Date	Effective date of the hold.
Amount	Amount of the hold.
Description	Description of the hold.
Note Number	System-assigned number for any note linked to the management hold.
Create Person	Name of the user who created the hold.
Hold Allotment Nbr	Hold pre-authorized transaction number.
Balance Type	Balance type.
Pending ACH tab (number of pending ACH transactions for the account)	
Account Number	Account number.
Trace Number	ACH trace number for the transaction.
Effective Date	Effective date of the pending ACH transaction.
Settlement Date	Settlement date of the settled transaction.
Amount	Amount of the pending ACH transaction.
Rtxn Status	Transaction status.
Check Holds tab (number of check holds for the account)	
Account Number	Checking account number.
Check Number	Check number.

Field	Description
Release Date	Release date of the check hold.
Effective Date	Effective date of the check hold.
Amount	Amount of the check.
Description	Reason for the check hold.
Card Holds tab (number of debit card holds for the account)	
Card Nbr	Debit card number.
Card Holder	Name of the cardholder.
Transaction Amount	Amount of the debit card transaction.
Hold Description	Reason for the hold.
Local Date/Time	Local date/time of the original transaction.
Effective Date/Time	Effective date and time of the debit card hold.
Inactive Date/Time	Date and time when the debit card hold inactivates.

Procedures

Prerequisites

None

Restriction

Only employees assigned to an authorization linked to the Deposit Closeout Wizard (DPCW) authorization item can access the wizard.

Related Procedures

- "Linking Auth Items to Authorizations" online Help topic
- "Sweeps" online Help topic
- "Setting Up Draw Accounts" online Help topic
- "Pre-Authorized Transactions for Deposit Accounts" online Help topic
- "Transaction Express (TE) Processing" online Help topic
- "Agreements: Creating and Maintaining" online Help topic
- "Electronic Access" online Help topic
- "Related Accounts" online Help topic

Navigation

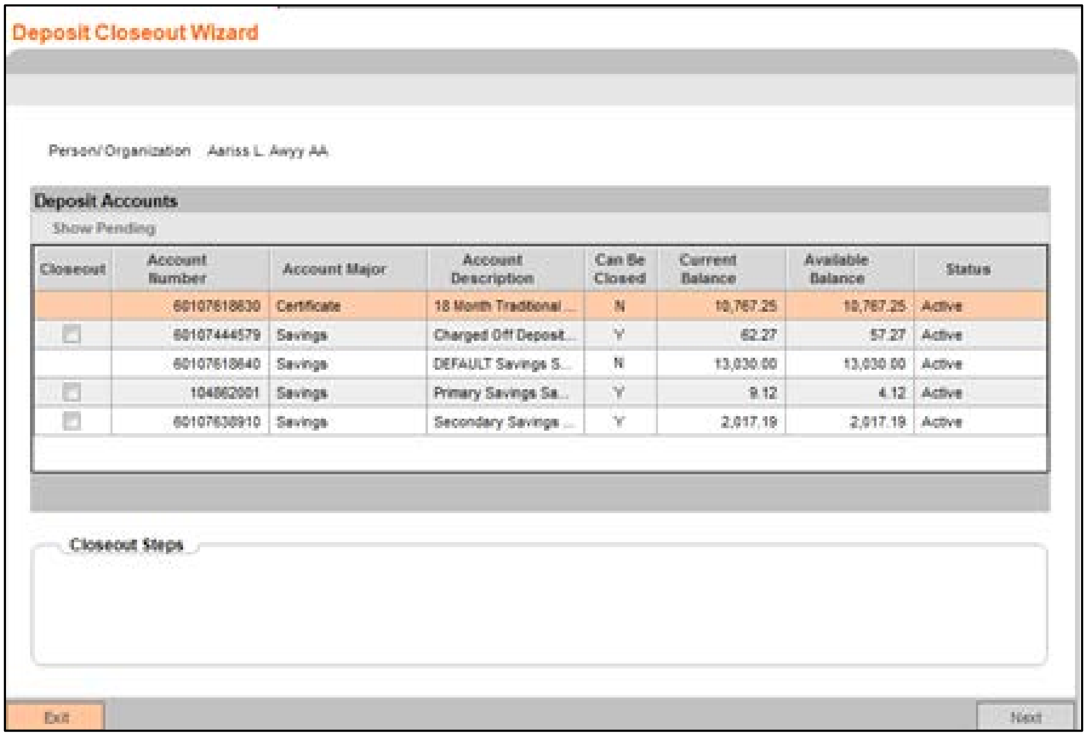
- Relationships > Wizards > Deposit Closeout Wizard
- Relationships > Quick Inquiries > Relationship Profile > Accounts tab > Deposit Closeout Wizard
- Services > Inquiries > Relationship Profile > Accounts tab > Deposit Closeout Wizard context menu

- Transactions > Deposit Transactions > Deposit Closeout Wizard

Steps

Follow the steps below to close a deposit account using the Deposit Closeout wizard:

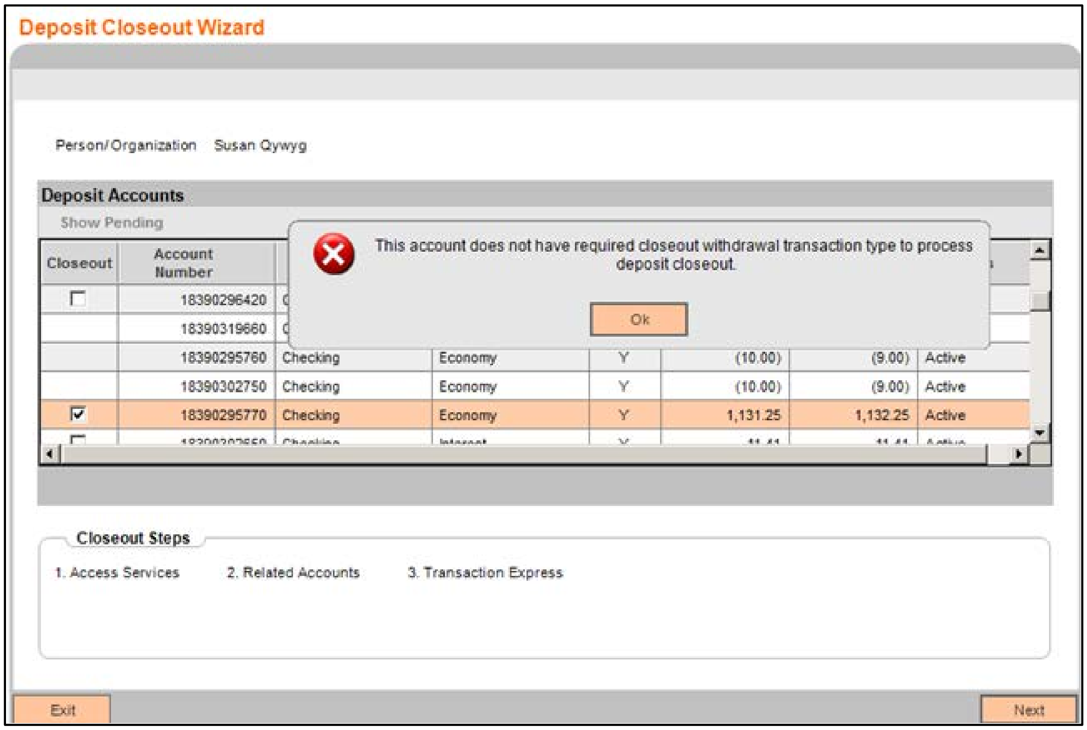
1. On the *Deposit Closeout Wizard* screen,



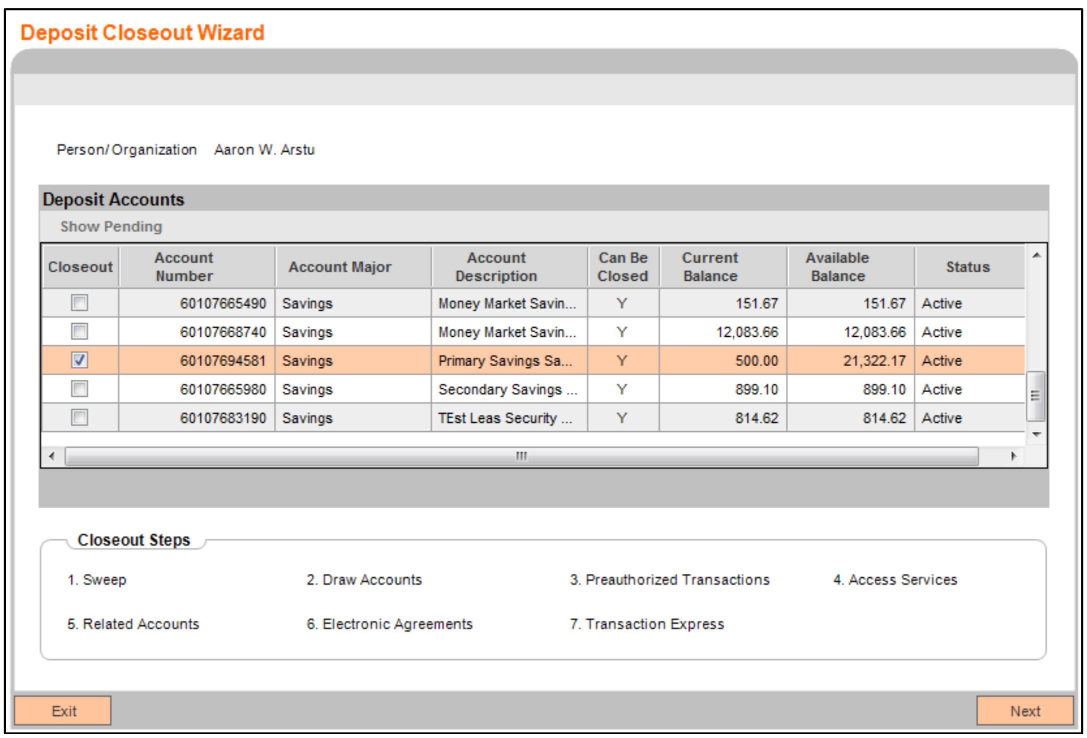
   a. Select the person/organization with the account to close or use the *Quick Search* slide-out to locate the person or organization. Select the CLOSEOUT checkbox for each account to close.

      Note: Deposit accounts cannot be closed if the product setup is invalid, i.e., if the Closeout Withdrawal (CLS) transaction type is not linked to the account's product.

      After clicking **Next**, the following validation message displays for accounts with an invalid setup: "This account does not have required closeout withdrawal transaction type to process deposit closeout." Click **OK** to close the validation message.

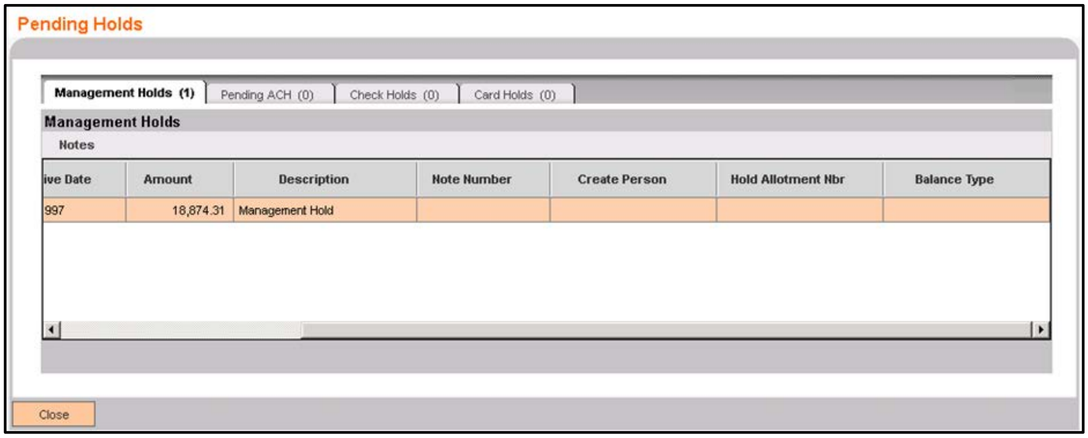


b. Click **Next** to initiate the Deposit Closeout Wizard process.

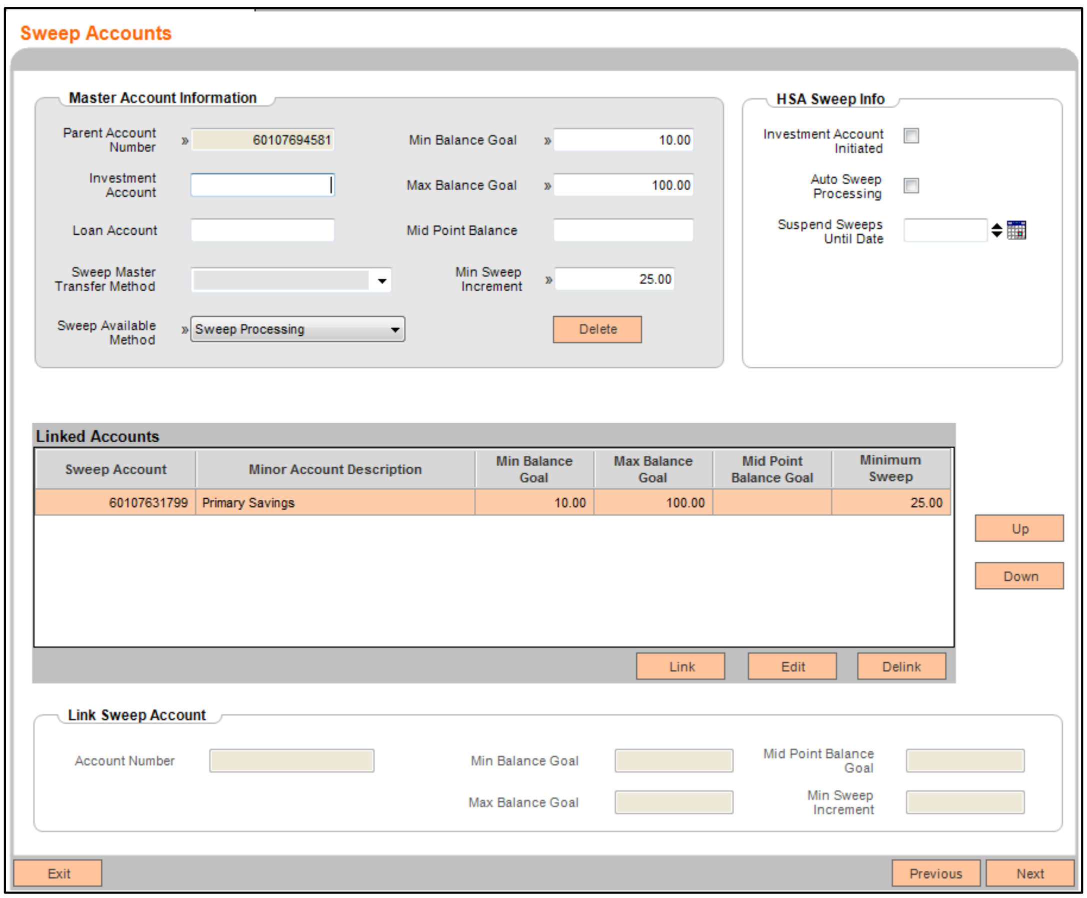


The Deposit Accounts grid displays all active, inactive, and dormant status(es) and account numbers for the customer. Corresponding closeout steps display based on the selection and checkbox value for the deposit account. There is no corresponding checkbox for accounts with pending debit transactions or negative ledger balances.

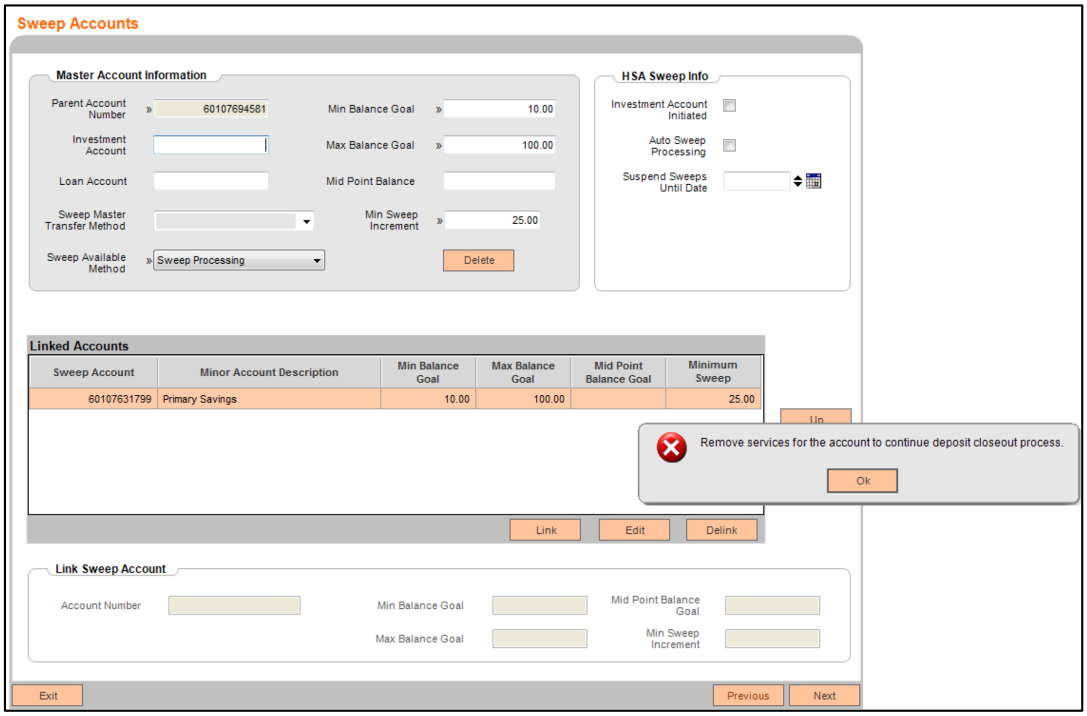
Note: The **Show Pending** menu option enables for accounts with management holds, pending ACH transactions, check holds, and/or debit card holds. Click the **Show Pending** menu option to access the *Pending Holds* screen.



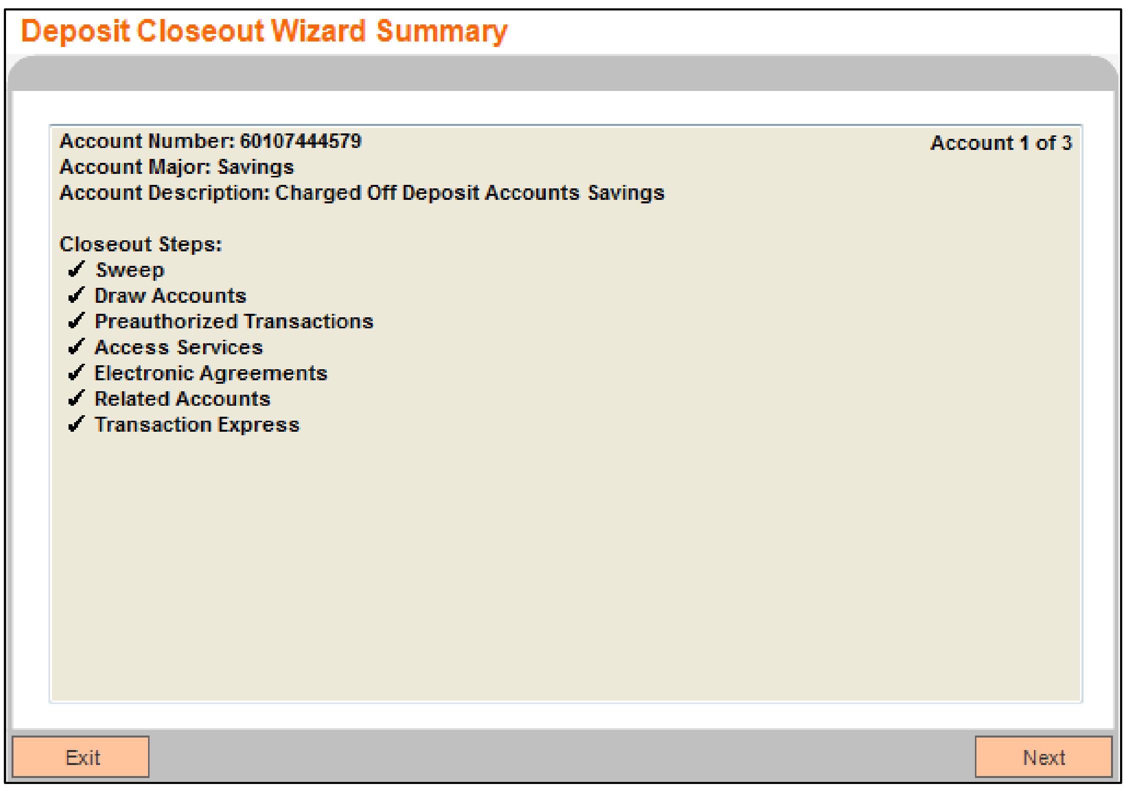
2. After entering the data on each required screen, click **Next** to go to the next applicable screen.



Note: If the applicable services for an account are not removed, the following validation message displays: “Remove services for the account to continue deposit closeout process.” Click **OK**.

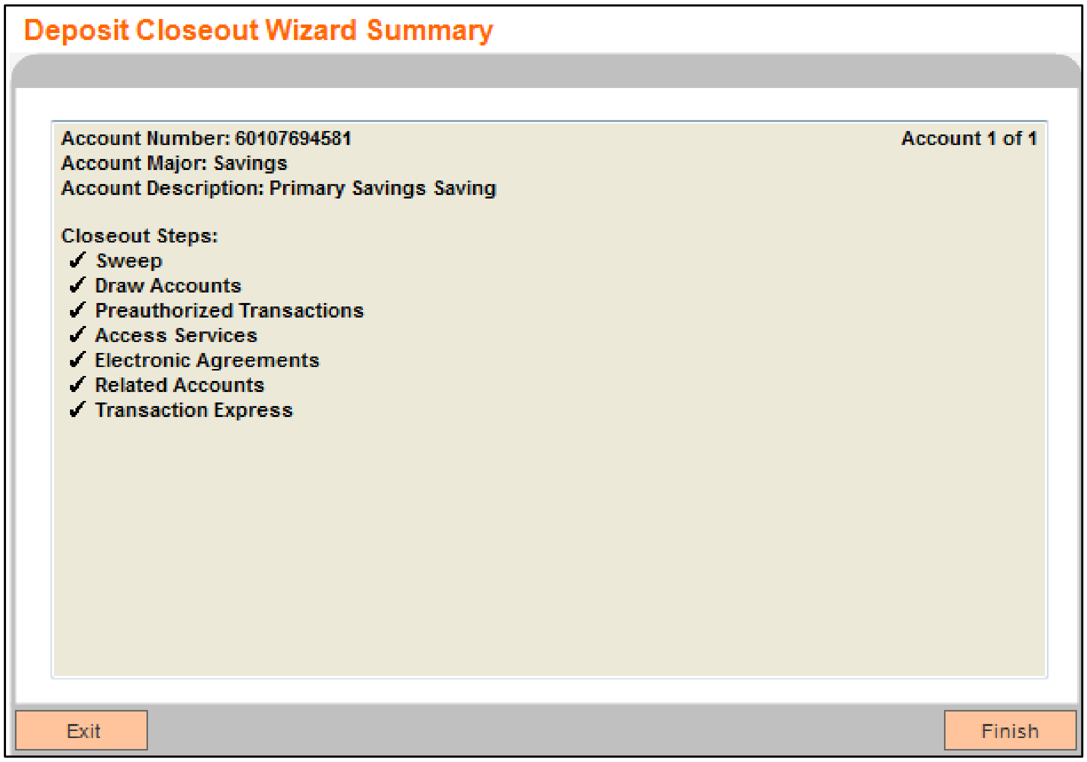


The *Deposit Closeout Wizard Summary* screen displays the completed closeout steps after all services for the respective account are removed.



a. Click **Next** to go to the *Deposit Closeout Wizard* screen to close another account.

b. Click **Finish** after closing the last account.



Requirements

DNA 4.2.4.0 or higher

Installation Instructions

If you are an in-house client, follow the installation instructions available in the "DNAapps" section of the DNA Help files available on the extranet at DNA In-House.
If you are a data center client, a Compass case is automatically created when you order a trial or paid version of a DNAapp and routed to the Data Center team for installation. Data center DNAapp installation typically takes two weeks; however, the time frame varies depending on the complexity of the app, case load, and the responsiveness of the client and/or third parties. Check the app installation status in Compass or contact your Client Care manager.

Revisions

Date	App Version #	Change
8/2015	1.0.1.3	Application created
2/2016	1.0.4.0	Defects fixed
12/2016	1.0.5.0	• Added standard wizard workflow to all Deposit Closeout Wizard screens • Added *Pending Holds* screen • Added *Deposit Closeout Wizard Summary* screen