



OFBESCROW

USER GUIDE



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Overview

The OFBESCROW System facilitates the creation and management of many different types of escrow accounts using the internet to access the web-based system on the bank's internet server.

The OFBESCROW System is designed to allow a bank's customer to manage various aspects of creating, managing, and servicing escrow accounts. OFBESCROW can improve the efficiency of collecting and recording escrow account data. OFBESCROW is designed to allow a bank's customers to create escrow accounts for their clients. Essential escrow account data can be recorded directly into the account. This process eliminates recording and forwarding this data to the bank.

Additionally, it improves accuracy of data entry and service quality. Greater accuracy is achieved because all required data, necessary to establish an escrow account, is identified for different types of escrow accounts. Data is edited to ensure that it meets requirements for the processing of the escrow account. After an escrow account is established, it can be managed by facilitating the posting of transactions. Escrow account information can be created then displayed online, in print, and file extract formats.

Multiple Escrow Types

OFBESCROW is designed to accommodate escrow processing for different types of businesses including, but not limited to:

- ▶ Landlord tenant rent security deposits
- ▶ Real estate closings
- ▶ IOLTA
- ▶ Trust escrow management
- ▶ Funeral deposits
- ▶ Government agencies

The bank establishes unique products that identify different types of escrow accounts. The product selected for a particular escrow account ensures that the appropriate data and processing is created for the account. Businesses and bank customers have various roles and activities to perform in managing their client's escrow needs.

- Add new escrow account data, including government reporting information
- Inquire, edit, close, reopen, and delete escrow accounts
- Access transaction management features such as:
 - View, save, and print history
 - View pending transactions entered today
 - Allocate deposits
 - Transfer funds between escrow accounts and master accounts (the bank's customer)
- View and print statements for the escrow accounts and master accounts
- View and print activity, transaction, and account summary reports

Useful And Fast Information Delivery

Control and flexibility are now in the hands of the user. Utilizing a wide range of selection criteria, escrow account information and data may be displayed, printed, and output into file formats for use by other applications. This functionality permits banking clients to access their escrow account information that meets their informational needs. Examples include viewing only escrow accounts that meet certain criteria such as selected balances, by data fields that meet selection criteria including *greater than/less than, equal/not equal, contains, starts with, etc.*

Customer (master statements) and escrow account statements may be retrieved for various periods based on the entry of data.

Messages to Customers

Instant messages can be broadcast to OFBESCROW Customers (master accounts) by the bank. The messages may be for all customers, only customers using a particular product, customer ID, or for a specific customer (master account).

Access Permissions

OFBESCROW is designed to be used by banking personnel and the bank's customers. Within the bank and customer organizations, personnel may have different roles.

The following are the roles for the bank's customer organizations:

- ▶ Customer administrators
- ▶ Customer users

Security

Access to the application is controlled through user IDs and passwords. The system is accessed through the bank's OFBCONNECT platform.

OFBESCROW Security System Overview

This topic defines the available functions for various user types within the system.

- ▶ Customer Administrator (Type C User)

This user can perform administrative functions and account functions. This user can maintain other Customer Administrators for the same customer (based on the **Customer Identification** assigned by the bank) and maintain Customer User. This user has access to all master accounts for the customer and can perform any available account functions for those master accounts and related escrow accounts.

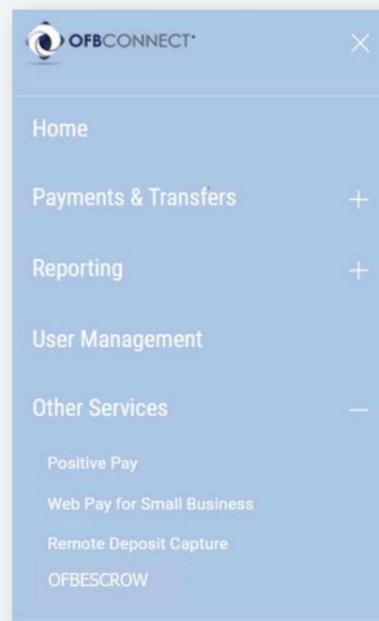
► Customer Users (Type U User)

This user can only perform account functions for the master accounts assigned to them by the administrator, the Master User, or the Customer Administrator.

Security Options By User Type

Activity	* Customer User	Customer Admin
Administration	No	No
Account Access	Yes	Yes
Create Escrow	Yes	No
Change Escrow Accounts	Yes	No
Close Escrow Accounts	Yes	No
Transfers	Yes	No
Allocations	Yes	No
Statement Requests	Yes	No
Subaccount Bulk Upload	Yes	No

Accessing OFBESCROW



Select the OFBESCROW link found on your financial institution's OFBCONNECT® banking panel.

Resetting A Locked User

A user may be locked if they fail the login more than the number of times elected. As an administrator, select the Yes check box next to **Unlock Profile** to allow the user to change their password. The user is required to change their password when logging in.

System Offline

This panel appears if the OFBESCROW system is not available.

Sign In

This panel allows each user to sign into the OFBESCROW system. The User Type assigned to the user ID determines the functions available.

1. Enter the user ID and password.

NOTE: The organization sets password requirements with OFBCONNECT®

2. Select **Sign In** to continue.

Administration Navigation Bar

The Administration Navigation bar allows the user to select the administration function they want to perform.

The functions available vary based on the user type. The user types that can perform administrative functions are customer administrators.

A customer administrator cannot enter information messages but can perform all other functions and is limited to administering customer and escrow users.

Edit User Profile - Change User ID

1. To change the user ID, enter the current password.
2. Enter the new user ID in the **New User ID** field, and then re-enter the new user ID in the **Confirm New User ID** field.
3. Select **Submit**.
4. Sign in again using the new user ID after the change has been accepted.

The screenshot shows the 'User Administration for TESTXYZ' interface. It has four tabs: 'User Profile', 'Customer Access', 'Master Account Access', and 'Select Different User'. The 'User Profile' tab is active, showing three sub-panels: 'User Profile', 'Change User ID', and 'Password Management'. The 'Change User ID' panel is the focus, containing fields for 'Current User ID' (TESTXYZ), 'New User ID', and 'Confirm New User ID', with an 'Accept' button at the bottom.

Edit User Profile - Change Password

The Change Password panel allows the user to change their password.

1. Enter the current password.
2. Enter the new password in the **New Password** field, and then re-enter the new password in the **Confirm New Password** field.
3. Select **Submit**.
4. Sign in again using the new password after the change has been accepted.

Edit User Profile - Change Contact Info

The Change Contact Info section allows the user to enter or change an email address, phone number, and first or last name.

1. Enter user information into the appropriate fields.
2. Enter the current password and last name in the **Current Password** and **Last Name** fields.
NOTE: The current password and last name are required to make changes.
3. Select **Submit** to process the contact information change.

Create New User - Create User Profile

The screenshot shows the 'Create New User' form. It includes fields for 'User ID' (Y0tchaes), 'User Type' (dropdown), 'First Name', 'Last Name', 'Customer ID' (XYZ), 'Send Email To', 'Password', 'Confirm Password', 'Email Address', and 'Phone Number'. There is an 'Accept' button at the bottom.

The Create User Profile panel only appears for user types that have administrative permissions to create a new user. The fields required when creating a new user vary based on the user type selected.

When creating a user profile, a temporary password must be entered. The user is prompted to change the password the first time they sign in.

Create New User - Customer Administrator

Customer administrators are the only user types that can create customer administrators. Customer administrators are assigned a customer ID or reference ID and have access to all master accounts with the matching customer ID.

User ID

The user ID must be created as the company ID for OFBCONNECT® (a period) (.) then the username. For example: TestCompany.TestUser Please note if you company ID and/or User ID is longer than 12 characters; only use up to the first 12 characters of each.

First Name

Enter the customer administrator's first name. The value can contain up to 40 alphanumeric characters.

Last Name

Enter the customer administrator's last name. The value can contain up to 40 alphanumeric characters.

User Type

Select Customer Administrator from the drop-down menu.

Customer ID

Enter a master account's customer ID. Multiple customer IDs can be entered and a new entry line appears as the user begins to enter an ID. The customer administrator has access to every master account with a matching reference ID.

Send Email To

Enter the email address of an individual that receives administrative activity performed by the customer administrator via email.

Password

Enter a temporary password.

Confirm Password

Re-enter the temporary password.

Email Address

Enter the customer administrator's email address for multifactor authentication if necessary.

Phone Number

Enter phone number.

Select **Add** to create the customer administrator user profile.

Create New User - Customer User

Only customer administrators have permissions to create customer users. Customer users are assigned a customer ID or reference ID, but only have access to master accounts with a matching customer ID. Customer users can also be limited regarding the activity they may perform for a master account. If the customer administrator creates the customer user profile, the customer IDs are automatically populated with the customer administrator's customer IDs.

User ID

The user ID must be created as the company ID for OFBCONNECT® (a period) (.) then the username. For example: TestCompany.TestUser Please note if you company ID and/or User ID is longer than 12 characters; only use up to the first 12 characters of each.

First Name

Enter the customer user's first name. The value can contain up to 40 alphanumeric characters.

Last Name

Enter the customer user's last name. The value can contain up to 40 alphanumeric characters.

User Type

Select Customer User from the drop-down menu.

Customer ID

Enter the master account's customer ID. You can enter multiple customer IDs and a new entry line appears as the user begins typing a new ID. The user has access to every master account with matching customer IDs. Access to this account is granted using the **User Administration/Master Account Access** option.

Password

Enter a temporary password.

Confirm Password

Re-enter the temporary password.

Email Address

Enter the user's email address for multifactor authentication if necessary.

Phone Number

Enter the User's phone number

Select **Add** to create the customer user profile.

User List

The user list shows all users that are accessible by the operator. The list shows the master accounts that are accessible by the customer user. Security levels are observed for this screen.

View Administrator Activity

The View Administrator Activity panel allows administrators to review activity performed by other users with administrative permissions.

Admin Guide

The Admin Guide contains the instructional manual for OFBESCROW.

Managing Accounts

The following sections cover managing master accounts, escrow accounts, and transactions.

Select Master Account

The Select Master Account screen contains all master accounts accessible to the user who is signed in.

The total number of master accounts appears, along with the current page and the number of pages available.

To select the master account, you want to work with, click anywhere on that account's line.

By using the **Selections** button, the user can select how many accounts to display at one time. There are also options to display master accounts with account names or account numbers that match a certain criteria. You can use the **Multiple Column Sort** function to sort the results.

By using the **Multiple Column Sort** button, the user can select which columns and fields to sort results by. You can add or remove sortable options as necessary. You would only have this function if you have more than one Master.

Once you make the appropriate selections, select **Submit** to see the selection results.

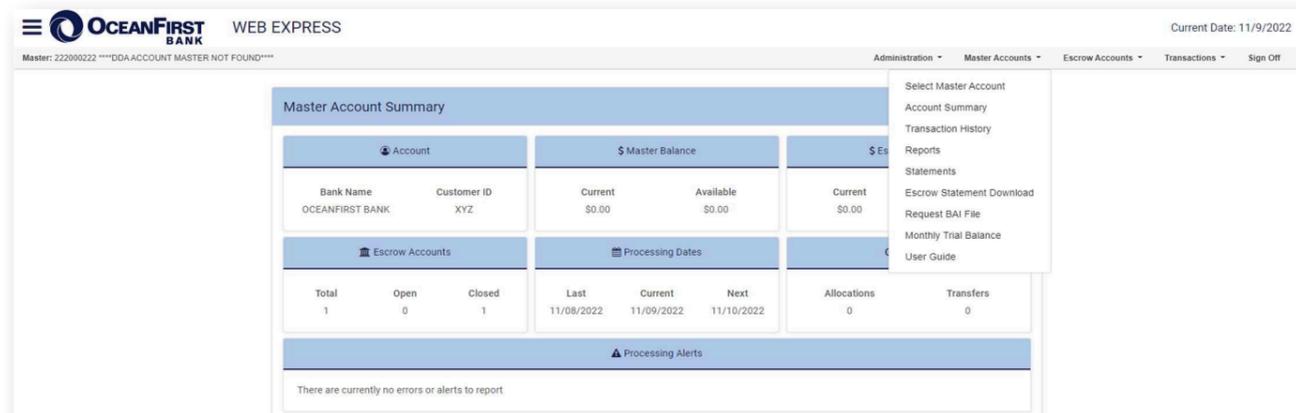
Master Accounts Drop-Down Menu

The **Master Accounts** drop-down menu is always available. However, the menu contains more options after a master account is selected.

The **Master Accounts** drop-down menu contains the following options:

If you select the **Select Master Account**, you are taken back to the Select Master Account screen to select a different master account.

If you select **Account Summary** from any screen within OFBESCROW, you are taken to the currently selected master account's Master Account Summary screen.

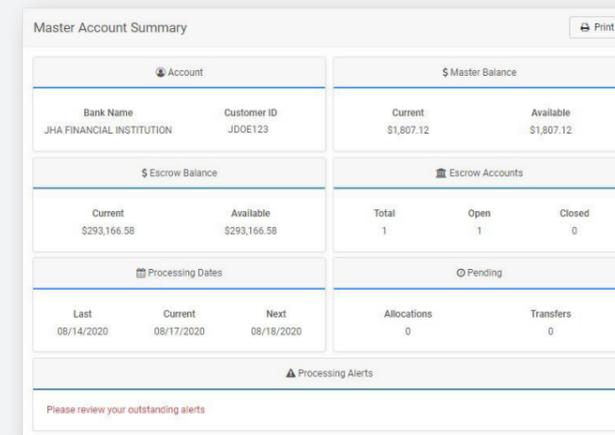


Master Account Summary

The Master Account Summary screen contains all the specific information about the master account that you selected. Once a master account is selected, the master account number and name appear below the navigation bar, and the current processing date appears in the navigation bar on the right side of the screen.

The Master Account Summary, Information Messages, and Product Interest Rates sections all appear for a master account as one continuous screen.

The Master Account Summary contains the following information:



If allocations or transfers were done today, the number of transactions that are processed in the next batch cycle (pending) appears. If there are warnings or errors that occurred in the prior day's activity, a processing alert message appears. The **Print** button allows the user to print the entire Master Account Summary screen to a local printer.

Information Messages

The Information Messages section contains all messages that apply to the selected master account. The messages can be organization-level messages, messages directed to this master account only, messages relating to a product this master account uses, or messages for master accounts with a particular customer ID.

Product Interest Rates

The Product Interest Rates section contains the default product rates that may be applied to escrow accounts based on the balance tiers for each product the selected master account is using.

NOTE: This table does not include possible overrides that can be set at the master account or escrow account level.

Transaction History

The Transaction History section contains the transaction history for the selected master account. The default display sequence is in descending effective date order. You can sort the transactions to appear in a different sequence by using the up and down arrows next to each of the names of the columns.

NOTE: The running balance amount is not applicable if the transactions are sorted in a sequence other than the default date order.



Selections Button

By using the Selections button, you can select the number of transactions to appear at a time. There are also options to display transactions based on effective date or processing date ranges and several other fields that match certain criteria.

After selections are made, click Submit to see the selection results, then the selected transactions may be exported or printed.

Export

By using the **Export** button, the selected transactions can be exported and saved in a .csv formatted file. Here is a sample Transaction History .csv file opened as a spreadsheet.

Master Account Number	Effective Date	Processed Date	Escrow	Description	Serial Nbr	Memo ID	Debit (-)	Credit (+)	Balance
11111111	11/7/2022	11/9/2022	6.02E+09	ALLOCATION			0	1,500	-1,500
11111111	11/7/2022	11/8/2022	6.02E+09	04062 - Springsteen			200,496,000	0	200,496,000
11111111	11/4/2022	11/4/2022	6.02E+09	TRANSFER			580,000,215.94	0	780,496,215.94
11111111	11/2/2022	11/4/2022	6.02E+09	ALLOCATION			0	105	780,496,134.10
11111111	11/2/2022	11/4/2022	6.02E+09	ALLOCATION			2,534.63	0	780,496,239.10
11111111	11/2/2022	11/4/2022	6.02E+09	ALLOCATION			0	5,000	780,498,773.73
11111111	11/2/2022	11/3/2022	6.02E+09	15078 - Gates			81.84	0	780,503,773.73
11111111	11/2/2022	11/3/2022	6.02E+09	04059 - Hofmann			0	105	780,503,855.57
11111111	11/2/2022	11/3/2022	6.02E+09	DEPOSIT			0	2,534.63	780,503,750.57
11111111	11/2/2022	11/3/2022	6.02E+09	DEPOSIT			0	5,000	780,501,215.94
11111111	11/1/2022	11/4/2022	6.02E+09	ALLOCATION			0.45	0	780,496,215.94
11111111	11/1/2022	11/4/2022	6.02E+09	ALLOCATION			160	0	780,496,216.39
11111111	11/1/2022	11/4/2022	6.02E+09	ALLOCATION			2	0	780,496,376.39
11111111	11/1/2022	11/4/2022	6.02E+09	ALLOCATION			5,000	0	780,496,378.39
11111111	11/1/2022	11/4/2022	6.02E+09	ALLOCATION			1,104.48	0	780,501,378.39
11111111	11/1/2022	11/4/2022	6.02E+09	ALLOCATION			35,000	0	780,502,482.87
11111111	11/1/2022	11/3/2022	6.02E+09	ALLOCATION			257.33	0	780,537,482.87
11111111	11/1/2022	11/3/2022	6.02E+09	ALLOCATION			0	10,378.03	780,537,740.20
11111111	11/1/2022	11/3/2022	6.02E+09	ALLOCATION			0	18.94	780,548,118.23
11111111	11/1/2022	11/3/2022	6.02E+09	ALLOCATION			0.45	0	780,548,099.29
11111111	11/1/2022	11/3/2022	6.02E+09	ALLOCATION			160	0	780,548,099.74
11111111	11/1/2022	11/3/2022	6.02E+09	ALLOCATION			2	0	780,548,259.74
11111111	11/1/2022	11/3/2022	6.02E+09	ALLOCATION			5,000	0	780,548,261.74
11111111	11/1/2022	11/3/2022	6.02E+09	ALLOCATION			35,000	0	780,553,261.74
11111111	11/1/2022	11/3/2022	6.02E+09	ALLOCATION			1,104.48	0	780,588,261.74
11111111	11/1/2022	11/3/2022	6.02E+09	ALLOCATION			115.2	0	780,589,366.22
11111111	10/31/2022	11/1/2022	6.02E+09	DEPOSIT			0	257.33	780,589,481.42

Print

By using the **Print** button, the selected transaction can be printed.

Reports

The Reports section contains a list of the different web reports available for the selected master account. From the Reports screen, you can also view the number of reports on file and if the report is new that day. To see the individual reports available for a report title, click the Select option.

Web Activity Report

The Web Activity report is generated daily for all master accounts based on their activity and can be printed or saved as a PDF file.

Web Alerts Report

The Web Alerts report is generated daily for all master accounts based on their activity and can be printed or saved as a PDF file.

Select Master Account Report Selections

WEB ACTIVITY REPORT	WEB ACTIVITY REPORT	
WEB ALERTS REPORT	Sequence	# on File
WEB WEEKLY ACTIVITY REPORT	0	8
	New Today?	
	Select	

Web Weekly Activity Report

The Web Weekly Activity report is an optional report and can be created on the last processing day of each week. It can be printed or saved as a PDF file.

Statements

Master Account Statement

On the Master Account Statements screen, the following sections appear:

- ▶ Master Account Statements
- ▶ Statement Summary
- ▶ Statement Request
- ▶ Pending Requests

Statements can be printed or saved as a PDF file.

Master Account Statements Selections

Page 1 of 1 3 Items

11/01/2022 - 11/14/2022

10/01/2022 - 10/31/2022

10/01/2022 - 10/31/2022

11/01/2022 - 11/14/2022

Format

Pages

View Statement

02

8

Save as PDF

Statement Summary

Select a Statement Period

or

From Date

Through Date

Download

Statement Request

From Date

Through Date

Request

Pending Statement Requests

No Statements Requested.

Statement Summary

A Statement Summary can be created in a .csv (comma delimited) format. You can choose an existing statement period, or you may enter the **From Date** and **Through Date** for a different statement period.

Select **Download** to produce the Statement Summary in the comma delimited .csv format. The Statement Summary is automatically loaded into your default spread sheet software, allowing for further processing.

The following is a sample Statement Summary.

Account #	Short Name	Full Name 1	Full Name 2	Address Line 1	Address Line 2	City	State	Zip	Reference	Beginning Balance 1	Interest Paid 1	Total Credit 1	Total Debits 1	Ending Balance 1	Beginning Balance 2	Interest Paid 2	Total Credit 2
6020170018	H & F	H & F		123 ROCKPORT DR		EGG HARBOR TWP	NJ	8234		13855.82	1320.11	200621179.5	84677.22	200676380.2	0	0	0
6020170023	DR-ABC-SMITH	DR HORTON-ABC	JOHNATHON WASHINGTON	975 HOOPER AVE		TOMS RIVER	NJ	8753		46056.84	3814.27	580056296	192834.27	579913332.8	0	0	0
6020170025	DR-ABC-J SMITH	DR HORTON	ABC COMMUNITY	975 HOOPER AVE		TOMS RIVER	NJ	8753		0	0	0	0	0	0	0	0
6020170027	TESTER 22	TESTER 22		975 HOOPER AVE		TOMS RIVER	NJ	8753		0	0	0	0	0	0	0	0

Statement Request

Statements can also be requested. Requested statements do not change the scheduled statement dates.

NOTE: The requested statements are available on OFBESCROW the next business day in the PDF format.

To submit a request, enter the appropriate dates and select Request. You can submit multiple requests.

Deleting a Statement Request

Statement requests entered the current day appear in the Pending Requests section.

To delete a statement request, click **Delete** () next to the dates of the appropriate request.

Escrow Statement Download

The **Escrow Statement Download** section allows the customer to view all the escrow account statements matching the selection criteria indicated.

The **Through Date** is required, but all other selections are optional. All escrow account statements with a statement period ending with the **Through Date** appear in PDF format after the **Download** button is clicked. The customer can then print the statements, if necessary.

Monthly Trial Balance

The **Monthly Trial Balance** option allows you to download a file that contains escrow account information for the selected master account.

Enter the **Month** and **Year** of information to be downloaded, and then click **Download**. All escrow accounts are included on the Monthly Trial Balance file except accounts that are both closed and have a zero balance for the selected month and year.

Sample Monthly Trial Balance

Master Account

The master account number

Master Account Name

The name of the master account holder

Sub-Account Number

The number of the sub-account

Sub-Account Name

The name of the sub-account holder

Short Name

The short name of the sub-account account holder

Account Status

The status code of the sub-account

Group Number

The sub-account's group number

Reference

The subaccount reference

Item Number

The sub-account's item number

Original Balance

The original escrow balances

Fed WH Tax This Period

The federal withholding for the selected month

YTD Fed WH Tax

Federal withholding YTD for selected month & year

Int Paid This Period

Interest paid for the selected month

Int Split Master

Interest split to the master account

Int Split Sub

Net interest paid after the split

YTD Int Paid

Interest paid YTD for the selected month and year

Escrow Balance

Ending escrow balance for the selected month

Totals are available for the following fields:

- ▶ Fed WH Tax This Period
- ▶ YTD Fed WH Tax
- ▶ Interest Paid This Period
- ▶ Interest Split to Master
- ▶ Interest Split to Subscriber
- ▶ Escrow Balance

Escrow Accounts Drop-Down Menu

The **Escrow Accounts** drop-down menu appears on the navigation bar of the system.

The following options are available from the **Escrow Accounts** drop-down menu:

- ▶ Select Escrow Account
- ▶ Create New Account

You can select the Select Escrow Account from the navigation bar at any point to take you back to Escrow Account Selection screen to select a different escrow account.

Account		\$ Master Balance		\$ Escrow Balance	
Bank Name	Customer ID	Current	Available	Current	Available
OCEANFIRST BANK	XYZ	\$0.00	\$0.00	\$0.00	\$0.00

Escrow Accounts			Processing Dates			Pending	
Total	Open	Closed	Last	Current	Next	Allocations	Transfers
1	0	1	11/17/2022	11/18/2022	11/21/2022	0	0

Select Escrow Account

The Select Escrow Account section contains all escrow accounts for the selected master account.

Select the appropriate escrow account by clicking anywhere on the account number line. The escrow balances for each of the escrow accounts appear here. If an escrow account is closed, there is a line through the information for that escrow account.

You can use the **Hide** buttons to hide closed escrow accounts. If you want to view the closed escrow accounts, use the **Show** button.

Selection Buttons

Using the Selections button, you can set the number of escrow accounts you want to appear at a time. There are also options to show escrow accounts with fields that meet certain criteria.

The following fields are used to make a selection:

- ▶ Account Number
- ▶ Reference ID
- ▶ Short Name
- ▶ Item ID
- ▶ W9 Option
- ▶ OFAC Flag

Select Escrow Account

<< < Page 1 of 1 > >> 1 Items ⌵ Selections

Rows per page: Account Number:

Reference: Short Name:

Item ID: Group:

W9 Flag: OFAC Flag:

Balance #1:

NOTE: You can also search by up to three escrow balances. Once you make the appropriate selections, click Submit to see the results.

Multiple Column Sort Button

By using the Multiple Column Sort button, the user can select which columns and fields to sort results by. You can add or remove sortable options as necessary.

Create New Account

The Create New Account section contains the different fields and information required for setting up a new escrow account.

The following are possible sections when setting up a new escrow account.

NOTE: Required fields have a red asterisk to the left of the field name.

Escrow Details

The Escrow Details section contains the following fields:

Product

Select the escrow account product from the drop-down menu, if necessary.

Short Name

Enter the escrow account's short name. The first 15 positions of Primary Name Line1 can be defaulted if the Short Name field is left blank.

Opened Date

The Opened Date defaults to the current date. You may backdate up to 30 days in the past or future date up to 30 days in the future. However, the Opened Date cannot be changed if there are any monetary transactions on the Master Pending Activity screen (allocations or transfers) for this escrow account.

Group

Select the group from the drop-down menu, if necessary.

Expiration Date

Enter the expiration date, if necessary.

Reference

Enter a user-defined value for the reference ID, if necessary.

Item ID

Enter the new item ID, if necessary. Some uses for this field are apartment numbers, case numbers, or project numbers.

Monthly Rent

If the monthly rent amount is required or the customer enters the amount, this field appears. Enter the monthly rent amount in whole dollars.

Tax Status

Select the federal tax status from the drop-down menu, if necessary.

State Tax Status

Select the state tax status code from the drop-down menu, if necessary.

Business/Personal Flag

This field is used to identify whether the escrow is a Business or Personal account until a proper tax ID is entered.

Manage Escrow Account Screen

After selecting an escrow account, you are taken to the Manage Escrow Account screen.

The Manage Escrow Account screen contains information that you previously entered. You can perform management activities by selecting the following buttons:

▶ Edit ▶ Print ▶ Close

If there is an alert message concerning the selected escrow account, it appears at the bottom of the screen in red.

NOTE: Each section has its own Edit button.

Manage Escrow Account ✎ Edit

Account	Info	Taxes	W9
Product: REGULAR INTEREST SUB ACCOUNT	Status: Active	Tax Status: NO FEDERAL WITHHOLDING	Do Not Use
Short Name: KEG TAPS	Opened Date: 08/05/2022	State Tax Status: NO STATE WITHHOLDING	Print
Item ID:	Expiration Date:	W9 Flag:	Close
Reference: KEG	OFAC Flag: Y	Business/Personal Flag: B	Freeze

Edit Escrow Details

When you select the Edit button, you are taken to the Edit Escrow Details screen. In the Edit Escrow Details screen, you can edit and maintain fields for the selected escrow account. If a field cannot be maintained, the field appears shaded.

The following fields appear in this section. They can be maintained, if necessary, but it is not required to update them.

Product

Select the escrow account product from the drop-down menu, if necessary.

Short Name

Enter the new short name, if necessary.

Opened Date

The open date cannot be changed.

Group

Select the group from the drop-down menu, if necessary.

Expiration Date

Enter the expiration date, if necessary.

Reference

Enter a user-defined value for the reference ID, if necessary.

Item ID

Enter the new item ID, if necessary. Some uses for this field are apartment numbers, case numbers, or project numbers.

Monthly Rent

Enter the monthly rent amount in whole dollars, if necessary.

Tax Status

Select the federal tax status from the drop-down menu, if necessary.

State Tax Status

Select the state tax status code from the drop-down menu, if necessary.

Business/Personal Flag

This field is used to identify whether the escrow is a Business or Personal account until a proper tax ID is entered.

OFAC Flag

Select Y for a certified foreign account or N for a non-certified account where transactions cannot be posted.

Owner Category

If Owner Category is Optional or Required, this field appears. If necessary, select a value from the drop-down menu.

When all necessary changes are made, select Submit to process them.

Close Escrow Account

Selecting the **Close** button allows you to close an escrow account.

A box appears to verify that you are sure you want to close the escrow account.

NOTE: A closed escrow account may be reopened, but only on the same day it is closed. Escrow accounts cannot be closed if any of their escrow balances or interest earned not paid fields are negative.

To process the close, enter the closing transaction description (which is optional) and select **Accept**.

The screen appears with a message in the Status field indicating the escrow account is closed and the current date as the closed date.

NOTE: After the Close button is no longer available as an option, it is replaced with a Reopen button. A closed escrow account can only be reopened the same day it was closed. See Reopen Escrow Account for details on the reopen process.

Closing Escrow Accounts

Under the Escrow Tab, choose the escrow account you wish to close. In the top left corner there will be a drop down with the option to close. While in this view the closing and net closing amount are viewable. Once you hit accept, the transaction will process overnight. You can view the close out in pending activity under the transaction tab.

The screenshot displays the 'Manage Escrow Account' interface. At the top, there is a title bar with 'Manage Escrow Account' and an 'Edit' button. Below this, the account details are organized into three columns: Account, Info, and Taxes. The Account column shows fields for Product (REGULAR INTEREST SUB ACCOUNT), Short Name (TEST), Item ID, Monthly Rent, and Reference. The Info column shows Status (Active), Opened Date (04/11/2023), Expiration Date, and OFAC Flag (Y). The Taxes column shows Tax Status (NO FEDERAL WITHHOLDING), State Tax Status (NO STATE WITHHOLDING), W9 Flag (N), and Business/Personal Flag (B). A dropdown menu is open over the 'Close' button, showing options: W9, Do Not Use, Print, and Close. Below the account details, there is an 'Alerts' section with a red message: 'No W-9 on file for this account'. At the bottom, there is a 'Balance Information' table.

	Escrow	Total
Balance	.00	.00
Net Closing Available	.00	.00

Reopen an Escrow Account

Selecting the **Reopen** button allows you to reopen an escrow account that is closed that current day. When you select the **Reopen** button, a pop-up appears to verify that you are sure you want to reopen the escrow account. Select Yes, Reopen to reopen the escrow account.

After reopening, the **Status** is reset to Active.

Balance Information

The Balance Information section contains information for up to three escrow balances for an escrow account.

The following information appears in this section:

- Balance
- Interest Accrued
- Fed Tax Withholding
- Fees
- Escrow Agent Interest
- Net Closing Available
- Interest Posted Not Disbursed
- Interest Posted YTD
- Interest Posted Last Year
- Escrow Agent Interest YTD
- Escrow Agent Interest Last Year
- Fed Withholding YTD
- Fed Withholding Last Year
- State Withholding YTD
- State Withholding Last Year

The current interest accrual rate is also shown. If there is an expiration date, that appears here as well.

NOTE: Some rows are not shown if all three escrow amounts for a particular are zero. For example, if there are no Fees for all three escrows, the user does not see the Fees field.

Primary Name and Address

The Primary Name and Address section contains the primary mailing name and address for an escrow account.

Select the **Edit** button to open the fields for entry.

Auxiliary Names

If there are auxiliary name lines on the product, these names are placed either before or after the primary names, depending on the location option set on the product.

Full Name 1

Enter the full name of the primary escrow account holder.

Tax ID/SSN

Select the tax identification code from the drop-down menu and enter the nine-digit tax identification number for the primary escrow owner.

Full Name 2

If necessary, enter the full name of the second escrow account holder.

Tax ID/SSN 2

If necessary, select the tax identification code from the drop-down menu and enter the nine-digit tax identification number for the secondary escrow owner.

Full Name 3

If necessary, enter the full name of the third escrow account holder.

Tax ID/SSN 3

If necessary, select the tax identification code from the drop-down menu and enter the nine-digit tax identification number for the third escrow owner.

Full Name 4

If necessary, enter the full name of the fourth escrow account holder.

1099 Tax ID Selection

Select which of the three tax IDs to use for 1099 tax reporting.

Address Line 1

Enter the first line of the escrow account holder's address.

Address Line 2

Enter the second line of the escrow account holder's address.

City

Enter the city of the escrow account holder's address.

State, ZIP

Select the state name from the drop-down menu and enter the ZIP code in the next box.

NOTE: If the ZIP code does not match the city and state, a Suggestions pop-up link is presented that you can click, and then choose the proper city, state, and ZIP combination. If the entered combination is correct, a check mark appears to identify its validity.

Country

Select the country of the escrow account holder's address.

W8 Type

For foreign accounts, select the W8 type from the drop-down menu.

W8 Expiration Date

For foreign accounts, enter the W8 expiration date.

Foreign TIN

For foreign accounts, enter the foreign tax identification number.

Country of Birth

For foreign accounts, select the ISO country code for the country of birth.

Date of Birth

For foreign accounts, enter the date of birth.

Address Type

Select the type of address from the drop-down menu.

Comments

Enter up to 100 characters of data for important notes.

Select **Accept** to process any changes that you made.

Statement Options

Master Statements are produced monthly, and Escrow accounts are produced quarterly. All Statements are only available online at the beginning of the following month.

1099 Statements are being mailed to the Escrow account holder, however there is an option that can be set to send them to the Master Accounts address by selecting the **Edit** button to open the fields.

Statement 1 Media	PRINT AND WEB
Send Statement to Master	No
Send 1099 to Master	No

Check the **Send Statement to Master** box if the statement is to use the master account address, otherwise leave it blank.

Check the **Send 1099 to Master** box if the 1099 information is to use the master account address, otherwise leave it blank.

NOTE: If the product option to show statement media codes is set to N, they do not appear. If the product option to display the send to master fields is set to N, they do not appear. If both of the product options are set to N, the Statement Options section does not appear.

If the **1099 Name and Address**, **Statement Name and Address**, and **Foreign Name and Address** are not required, go to the bottom of the screen and select **Accept**.

1099 Name and Address

The 1099 Name and Address section contains the name and address used for 1099 reporting, if it is different from the primary name and address.

Select the **Edit** button to open the fields for entry.

The screenshot shows a form titled "1099 Name and Address" with a toggle for "Same As Primary Address?" set to "No". The form is divided into two main sections: "Names" and "Address".

- Names Section:** Contains four text input fields labeled "Full Name 1", "Full Name 2", "Full Name 3", and "Full Name 4". Below these is a section for "Auxiliary Names" with a large text area.
- Address Section:** Contains two text input fields for "Address Line 1" and "Address Line 2". Below these are fields for "City" (with a "Suggestions" button), "State" (a dropdown menu currently showing "--Select State--"), "Zip" (a text input field), "Country" (a dropdown menu currently showing "UNITED STATES"), and "Address Type" (a dropdown menu currently showing "NOT A FOREIGN ADDRESS").

At the bottom of the form are two buttons: "Cancel" and "Accept".

Auxiliary Names

If there are auxiliary name lines on the product and the option to include them on the 1099 name and address is enabled, the auxiliary names are placed either before or after the names, depending on the location option set on the product.

Full Name 1

Enter the full name of the primary escrow account holder.

Full Name 2

If necessary, enter the full name of the second escrow account holder.

Full Name 3

If necessary, enter the full name of the third escrow account holder.

Full Name 4

If necessary, enter the full name of the fourth escrow account holder.

Address Line 1

Enter the first line of the escrow account holder's address.

Address Line 2

Enter the second line of the escrow account holder's address.

City

Enter the city of the escrow account holder's address.

State, ZIP

Select the state name from the drop-down menu and enter the ZIP code in the next box.

Country

Select the country of the escrow account holder's address.

Address Type

Select the type of address from the drop-down menu.

Select **Accept** to process any changes that you made.

Statement Name and Address

The Statement Name and Address section contains the name and address to appear on the statement.

Select the **Edit** button to open the fields for entry.

The screenshot shows a form titled "Statement Name and Address" with a toggle for "Same As Primary Address?" set to "No". The form is divided into two main sections: "Names" and "Address".

- Names Section:** Contains four text input fields labeled "Full Name 1", "Full Name 2", "Full Name 3", and "Full Name 4".
- Address Section:** Contains two text input fields for "Address Line 1" and "Address Line 2". Below these are fields for "City" (with a "Suggestions" button), "State" (a dropdown menu currently showing "--Select State--"), "Zip" (a text input field), "Country" (a dropdown menu currently showing "UNITED STATES"), and "Address Type" (a dropdown menu currently showing "NOT A FOREIGN ADDRESS").

At the bottom of the form are two buttons: "Cancel" and "Accept".

The following fields appear in this section:

Auxiliary Names

If there are auxiliary name lines on the product and the option to include them on the 1099 name and address is enabled, the auxiliary names are placed either before or after the names, depending on the location option set on the product.

Full Name 1

Enter the full name of the primary escrow account holder.

Full Name 2

If necessary, enter the full name of the second escrow account holder.

Full Name 3

If necessary, enter the full name of the third escrow account holder.

Full Name 4

If necessary, enter the full name of the fourth escrow account holder.

Address Line 1

Enter the first line of the escrow account holder's address.

Address Line 2

Enter the second line of the escrow account holder's address.

City

Enter the city of the escrow account holder's address.

State, ZIP

Select the state name from the drop-down menu and enter the ZIP code in the next box.

Country

Select the country of the escrow account holder's address.

Address Type

Select the type of address from the drop-down menu.

Select **Accept** to process any changes that you made.

Foreign Name and Address

The Foreign Name and Address section contains the permanent foreign name and address for foreign accounts.

This section is optional by product.

Select the **Edit** button to open the fields for entry.

Foreign Name and Address Same As Primary Address? No

Names

Full Name 1

Full Name 2

Full Name 3

Full Name 4

Address

Address Line 1

Address Line 2

* City

State --Select State--

* Zip

* Country --Select Country--

Address Type

Cancel Accept

The following fields appear in this section:

Full Name 1

Enter the full name of the primary escrow account holder.

Full Name 2

If necessary, enter the full name of the second escrow account holder.

Full Name 3

If necessary, enter the full name of the third escrow account holder.

Full Name 4

If necessary, enter the full name of the fourth escrow account holder.

Address Line 1

Enter the first line of the escrow account holder's address.

Address Line 2

Enter the second line of the escrow account holder's address.

City

Enter the city of the escrow account holder's address.

State, ZIP

Select the state name from the drop-down menu and enter the ZIP code in the next box.

Country

Select the country of the escrow account holder's address.

Address Type

Select the type of address from the drop-down menu.

Transactions Drop-Down Menu

The **Transactions** drop-down menu contains the **View Master Pending Activity**, **Transfer Funds**, and **Allocations** options.

The screenshot shows the 'Master Account Summary' page. At the top, there are navigation tabs: Administration, Master Accounts, Escrow Accounts, Transactions, and Sign Off. The main content area is divided into several sections:

- Master Account Summary:** Includes a 'Print' button and a table with columns for Account, Master Balance, and Escrow Balance. The table shows Bank Name (OCEANFIRST BANK), Customer ID (801000111385336), Current Master Balance (\$31,816.61), Available Master Balance (\$0.00), Current Escrow Balance (\$780,813,037.92), and Available Escrow Balance (\$780,844,854.53).
- Escrow Accounts:** A table with columns for Total, Open, and Closed. It shows 4 total, 4 open, and 0 closed accounts.
- Processing Dates:** A table with columns for Last, Current, and Next dates. It shows 11/17/2022, 11/18/2022, and 11/21/2022.
- Pending:** A table with columns for Allocations and Transfers. It shows 5 allocations and 1 transfer.
- Processing Alerts:** A section with a red alert message: 'Please review your outstanding alerts'.
- Information Messages:** A section with the message: 'No messages at this time.'
- Product Interest Rates:** A section with a note: '* indicates deactivated product'.

On the right side, there is a vertical menu with the following options: View Master Pending Activity, Transfer Funds, and Allocations.

There are two types of transactions that you can enter:

- ▶ **Transfers**
- ▶ **Allocations**

An account is not available for transaction posting if any of these conditions are true:

- ▶ The escrow account is closed.
- ▶ The escrow account is frozen.
- ▶ The **OFAC Flag** is set to N.
- ▶ The **W9 Flag** is set to N.
- ▶ The user-level permissions in OFBESCROW may also prevent access to perform certain transaction types.

You can also see a list of the pending transactions that have been entered today that are going to post in the next batch cycle.

Transfer Funds

The Transfer Funds screen allows you to transfer funds between the master account and one or more escrow accounts.

Using this screen, the user can enter a single transfer, or multiple transfers. Transfers are sent to the OFBESCROW System during batch processing in the ESTRNF file.

The funds can be transferred from the master account to the escrow account or they can be transferred from the escrow account to the master account. Select the Confirm check box and click the Accept button again for the transfer to be accepted. If the user cannot overdraw either the master account or the escrow account, an error message in red appears and the transfer is not accepted.

The screenshot shows the 'Transfer Funds' screen. At the top, there is a section for 'Available Balance' with a 'Master Account' of \$0.00. Below this is a 'Transfers' section with a grid of five rows. Each row has a 'Remove' button (marked with an 'x'), a 'Type' dropdown menu (currently showing '--Select Transfer Type--'), an 'Escrow Account' dropdown menu (currently showing 'Select a value'), and input fields for 'Escrow' and 'Amount'. The grid also has a 'Description' column. At the bottom of the grid, there are buttons for 'Accept', 'Reset', and 'Add Row'. The total number of rows is indicated as 5.

The following fields appear in this section:

Remove

Allows a user to remove this entry from the **Transfers** list.

Type

Select the direction of the transfer.

Escrow Account

Select the escrow account for which you would like to perform the transfer.

Escrow

Select the escrow balance the transfer is affecting. This drop-down menu displays the escrow balances that are available to this escrow account. Select the balance for which to apply this transfer.

Amount

Enter the amount of the transfer. If the amount is whole dollars, it is not necessary to enter the decimal point and zeros.

Description

Optional. Enter a descriptive reason for the transfer.

After you enter the required information, select **Accept** to process the transfer. A message appears at the top of the page to confirm that the transfer was successful.

The **Reset** button clears all entries in the Transfers grid. The initial screen starts with five rows

The **Add Row** button allows you to add additional transfer entries. There is no limit to the number of transfers that can be entered. If there is an error on one of the entry lines, none of the records process. The user must correct or remove the entry.

There are several scenarios which could result in an error appearing for one or more of the transactions being entered. There are two types of errors:

- **Hard errors:** User must resolve the error or **Remove** that transaction entry.
- **Soft errors:** User can choose to proceed by selecting the **Confirm** check box.

Allocations

The Allocations screen contains the Master Account Transactions section, which shows funds that are deposited, but not assigned, to an escrow account.

Allocated transactions are sent to the OFBESCROW System during batch processing in the ESALCT file.

Click the **Select** button next to the appropriate transaction for the allocation entry.

Using this screen, the user can enter a single allocation, or multiple allocations.

After you select the transaction you want to allocate, the Allocate Funds screen appears

Action	Effective Date	Type Code	Serial	Memo ID	Amount	Unallocated	
Fully allocated	11/16/2022	Debit			64.00	.00	
Fully allocated	11/16/2022	Debit			1,500.00	.00	
Fully allocated	11/15/2022	Debit			6,020.00	.00	
Fully allocated	11/14/2022	Credit			5,000.00	.00	
Fully allocated	11/14/2022	Credit			3,258.28	.00	
Fully allocated	09/14/2022	Debit			.00	.00	Remove
Fully allocated	09/14/2022	Credit			.00	.00	Remove
Fully allocated	09/14/2022	Debit			.00	.00	Remove
Fully allocated	09/14/2022	Credit			.00	.00	Remove
Fully allocated	09/14/2022	Debit			.00	.00	Remove

The following fields appear in the Allocations section.

Remove

Allows user to remove this entry from the **Allocations** list.

Escrow Account

Select the escrow account for which you would like to perform the allocation.

Escrow

Select the escrow balance the allocation is supposed to affect. This drop-down menu displays the escrow balances that are available to this escrow account. Select the balance for which to apply this allocation.

Amount

Enter the amount of the allocation. If the amount is in whole dollars, it is not necessary to enter the decimal points and zeros.

Date

The date defaults to the effective date of the deposit. The date can be changed, if necessary. The following checks are performed on the date:

- ▶ Date cannot be prior to the open date of the escrow account.
- ▶ Date cannot be prior to the deposit date.
- ▶ Date cannot be prior to the current month.

Description

Optional. Enter a descriptive reason for the allocation.

After entering the required information, select Accept to process the allocation or allocations. A message appears at the top of the screen confirming that the allocation is successful. The unallocated amount is adjusted by the transaction amount.

The transaction that was selected remains selected so you can assign remaining unallocated funds to another escrow balance.

Removed Transactions

If an allocatable transaction is no longer to be allocated and should be removed from the list, select Remove. If a portion of the transaction has been allocated, the transaction cannot be removed. Removed transactions appear in the Removed Transactions section.

NOTE: If the allocatable transaction was removed in error, it can be restored during same business day.

To restore a removed transaction, select the box next to the appropriate transaction and select Restore. The restored transaction is then back in the Master Account Transactions section.

Description

Enter a descriptive reason for the transfer, if necessary.

Escrow

Select the escrow balance the transfer is affecting. This drop-down menu displays the escrow balances that are available to this escrow account. Select the balance for which to apply this transfer.

Amount

Enter the amount of the transfer. If the amount is whole dollars, it is not necessary to enter the decimal point and zeros.

View Master Pending Activity

The View Pending Activity screen contains the transfers and allocations that have been entered for the selected master account that are to be processed in the next batch cycle. Escrow accounts that are added and closed on the current day also appear here.

Delete Master Account Pending Activity

If a transfer or allocation was entered incorrectly, it can be deleted before the batch cycle.

To delete a pending transaction, check the box next to the appropriate transaction in the **Delete** column and click **Submit**. To delete new account transactions, click the underlined **Delete** button to the left of the new account entry.