# EWF WORKFLOW PRICING

## ACCOUNT CONVERSION | $1,100

Automates the Product Code and the Argo Product code changes based on employee submission. It adjusts statement cycle codes if the account is being converted to an account with a different statement cycle. Lastly, this workflow will post accrued interest at the time of conversion in the event an account is changing from an interest bearing account to a non-interest bearing account.

> This workflow includes a "child" eSign workflow that allows users to send TISAs to customers electronically.

## ACCOUNT FINDER | $550

Automates email notification to Accounting when an account is opened under a specific account Tax ID, for audit purposes.

> This workflow utilizes a scheduled Cognos query that is imported into SQL at a frequency of your choice. If a new account has been opened under a specific Tax ID, an email notification is deployed notifying internal partners for audit/compliance purposes.

## ADDRESS CHANGE | $550

Collects information from the requester and completes the address update. The workflow also verifies that the address and zip code are correct according to USPS site. It leverages JHA's Zip4 plugin and includes application calls to update employer and occupation details at the CIF level.

*The Zip4 plugin must be purchased from JH prior to Extraco involvement. This workflow will not function unless the Zip4 plugin has been installed and configured by JH.*

## AFTS AND ACHS | $3,500

Automates the following for AFTs and ACHs:

**Modifying** | **Deleting** | **Creating**

This eliminates the need for back-office personnel to make these adjustments manually and supports the following types of transfers:

- One-time ACH Transfers
- Recurring ACH or AFT Transfers
- Interest Only Payments
- Principal Only Payments

> This workflow auto-indexes eSigned ACH documentation to Synergy. It includes a "child" eSign workflow that retrieves signed document sessions.

*You must purchase the File Explorer plugin from JH if you wish to attach documents to the workflow.*

## ALERT MESSAGE MAINTENANCE | $825

Removes non-critical alert messages, with EWF Admins defining which alerts the workflow should detect.

> This workflow uses Cognos data that is imported into SQL.

## ARGO PRODUCT CODE MASS MAINTENANCE | $275

Automates mass account maintenance by applying the correct Argo Code based on the new account code.

> This workflow uses Cognos data that is imported into SQL.





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## ARGO PRODUCT CODE WITH STATEMENT CYCLE MASS MAINTENANCE | $550

Updates the Argo Product Code and the various statement cycle codes based on Product Code.

## ATM CHECK DEPOSIT ENABLEMENT | $825

Automates the ATM Deposit feature based on various business rules that mitigate risk.

*Not all banks have access to toggle the ATM Check Deposit field on the Silverlake core. Extraco submitted a custom which makes toggling this field a possibility.*

## AUTOMATIC SWEEP – CREATE AND DELETE | $2,000

Automates account sweep creation and deletion, and articulates information needed from the customer to the front-line employee. This prevents the need for manual adjustments by back-office personnel.

## CHARGE-OFF PROCESS | $1,200

Automates assessment of charged-off accounts by OD amount, officer, and account type. When applicable, the workflow will change account status, automate right of offset funds transfers, delete debit cards, add fraud alert messages, and calculate negative balance per GL.

| This is a workflow uses Cognos data within SQL

## CLOSE INACTIVE ACCOUNTS | $275

Automatically closes customer accounts that are inactive and assesses a closeout fee.

*This is a "child" workflow that handles assessing a fee if a parent workflow discovers a situation where an account has gone inactive after a specified number of days.*

## DEBIT CARD CREATION – MASS MAINTENANCE | $550

Mass issues debit cards across various BIN types. If needed, automates ATM Deposit functionality as well.

## DEBIT CARD MAIL ORDER | $1,375

Automates the creation of new debit cards based on specific BIN types. Updates ODP preferences for debit cards, updates ATM deposit functionality, and automates communication for MasterCard requests to Retail Sales leadership.

| This workflow also performs the AcctHistSrch application call that looks to see if the address on the account has been changed within the last 30 days (red flag for fraud). It also looks to see if an ACH deposit was made to an account that was opened via digital banking within the last 3 days.

## DORMANT REACTIVATION REQUEST | $825

Automates research and activation of dormant accounts. Automatically Indexes documentation if customer mails or emails request to activate.

*You must first purchase the File Explorer plugin from JH.*



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## eCONSENT MASS MAINTENANCE | $550

Automates eConsent assignment at the CIF level based on daily Synergy report. This requires updating a Customer Information Code on the core. This type of data can also be stored within a SIC (Special Information Code). The field gets updated automatically when a customer successfully signs a document via eSign.

## EES ACCOUNT CLOSEOUT ACTIONS | $750

Automates the subsequent actions of the account closing processing including:

- Removal of ACHs and AFTs
- Removal of sweeps
- Status change of debit cards

Automatically triggered when an account status changes to a "closed" status.

> You must have access to the Enterprise Event System capability to trigger this workflow automatically

*A next day trigger variation is also available with Cognos and SQL utilization.*

## EMAIL CLEANSE | $275

Automatically removes any email addresses on customer records that are inaccurate/incomplete domain names and email addresses.

> This is a workflow designed for mass maintenance purposes.

## EMPLOYEE FEE REFUND REQUEST | $550

Automates Account service fee refunds for employee accounts.

## EMPLOYEE MAINTENANCE TASK | $825

Automates the notification to employees who have tasks they need to complete for employee maintenance changes.

## EMPLOYEE REWARD PROGRAM | $750

Enables supervisors and managers to place an immediate credit to an employee's bank account. This provides a way to monetarily acknowledge employees when exceptional service is delivered.

## FEE REFUND REQUEST | $1,100

Automates Account Maintenance of refunding fees for customers. Automatically presents fees in a drop-down based on specified tran codes to make the end user experience seamless.

## FIXED ASSET PURCHASE REQUEST | $825

Workflow designed to streamline the approval process for purchasing, transferring and disposing of fixed assets.

## HMDA REPORTING WORKSHEET | $2,200

HMDA data is recorded for applicable loans within this workflow. The data is sent to a SQL table in the appropriate format for importing into CenTrax (HMDA/BSA Reporting Software) or any other similar software of your choice.

## LOAN APPRAISED VALUE MASS MAINTENANCE | $275

Automatically updates Appraisal Value and Date Appraised for loan accounts.

> This workflow can be used for data cleanse purposes.

## MASS MAINTENANCE REVERSAL | $275

Contains application calls that can be utilized for reversing mass maintenance activities.

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## MIA – DEPOSIT OPERATIONS | $550

Automates MIA ("Missing in Action") submissions and communication between Dep Ops and front line. When there is missing information as it relates to opening new accounts, the process for correcting and monitoring these mistakes are in EWF. Data is stored in SQL for audit purposes. This approach eliminates the need for Excel spreadsheets.

## MONTHLY SERVICE FEE WAIVER – AGE BASED | $825

Automatically updates the Waive Reason Code based on customer age.

> This workflow must be used in combination with Cognos and SQL.

## MONTHLY SERVICE FEE WAIVER – EMPLOYMENT TYPE | $825

Automatically updates the Waive Reason Code based on Customers employment type.

> This workflow looks at ACH descriptions to determine employment status. This requires the use of Cognos and SQL.

## NEW ACCOUNT ARGO CODE | $550

Automatically updates new accounts with the correct Argo Product Code. Currently, the core does not automatically get updated. This prevents manual entries for the back office after new accounts are opened in Argo.

## OFFICER/BRANCH REASSIGNMENT REQUEST | $825

Digitizes the approval request to move the account relationship from one officer code to another.

> This workflow mirrors Extraco's existing process for officer reassignment requests and our CIF Management Policy.

## OFFICER CODE MASS MAINTENANCE (ACCOUNT LEVEL) | $550

Allows you to mass maintenance an officer portfolio by assigning numerous officer types to a singular portfolio. (Account Level)

## OFFICER CODE MASS MAINTENANCE (CIF LEVEL) | $550

Allows you to mass maintenance an officer portfolio by assigning numerous officer types to a singular portfolio. (CIF Level)

## OFFICER CODE REASSIGNMENT BASED ON CUSTOMER PROFITABILITY | $550

Reassigns officer code to Officers based on branch code when the customer profitability ranking changes. Commercial Leadership and Retail Leadership dictate which officer is assigned to which branch code.

> This workflow utilizes imported Cognos data in SQL.

## POD / BENEFICIARY MANAGEMENT WORKFLOW | $3,500

Automates the addition and removal of beneficiaries on one or multiple accounts on the core. This prevents the need for manual adjustments by back-office personnel.

> You must purchase the file explorer plugin from JH if you wish to attach documents to the workflow.

## PREMIUM ACCOUNT APPROVAL REQUEST | $825

Streamlines the process of requesting approval on converting an account to a Premium account. Updates ProdCode, Argo ProdCode, and Statement Cycle Codes.

> This workflow also looks to see if there are any debit cards issued and will update the POS limit automatically.

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## PREMIUM REWARDS PROGRAM | $1,100

Automatically refunds fees on premium accounts.

This workflow looks for various trancodes in the customer's history that indicate a fee. The fee amounts get refunded automatically and are recorded in SQL. It also leverages Cognos data.

## PRE DORMANT RELATIONSHIP ACTIVITY REVIEW | $825

Automatically looks at inactive accounts and updates The Date of Last Contact based on other active accounts if applicable. Also automatically closes the account if it has been inactive for more than 90 days and if the account has less than $35 as the available balance.

## Q2 ONLINE BANKING – CUSTOMER REMOVAL | $1,200

Removes users from online banking when the customer only has charged-off or closed accounts.

This workflow leverages the Q2 Caliper API calls.

## Q2 ONLINE BANKING – DATE OF LAST CONTACT UPDATE | $1,200

Updates the Date of Last Contact at the CIF level for customers based on the customer's last login date in online banking.

This workflow leverages the Q2 Caliper API calls.

## Q2 ONLINE BANKING – GROUP MOVER | $1,500

Scheduled workflow that moves auto-enrolled customers to the appropriate Group ID.

This workflow leverages the Q2 Caliper API calls.

## Q2 ONLINE BANKING – PASSWORD RESET | $750

Enables frontline users to reset Q2 online banking logins within Silverlake. Allows either an automated password reset or a custom password reset.

This workflow leverages the Q2 Caliper API calls.

## RAPID REWARDS PROGRAM | $750

Enables frontline employees to place an immediate "Thank You" credit to customer's accounts for preset amounts.

This workflow can be used for customer retention purposes, or a way to simply show thanks to a loyal customer for various reasons.

## RETRIEVE PAID-OFF LOAN LIST | $825

Pulls in paid-off loans from previous day from a Cognos report and automatically notifies Lenders and Lending Assistants. This serves as a call to action and provides a punch-list of actions that need to be taken. Leverages data from Cognos and the use of SQL.

## RETURN MAIL REMOVAL | $275

Automates removal of "Hold Mail" status from accounts if address is updated. It also updates cycle codes based on Product Code.

## REVERSE WIRE NOTIFICATIONS | $500

Scheduled workflow that looks for inbound reverse wires and sends an automated notification to the wire department so they're aware.

This workflow relies on a SQL query built within Cognos.

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## STATEMENT WAIVE REASON CODES | $550

Ensures the customer has the appropriate waive reason code depending on customer age, and whether or not the customer has opted-in for eStatements.

> This workflow utilizes Cognos and SQL.

## STOP PAYMENT - CREATION OR DELETION | $2,800

Automates the following for Stop Payments:

**Deleting** **Creating**

This prevents the need for manual adjustments by back-office personnel as the workflow automatically:

- Gathers Signatures
- Places Fees
- Places Stop Payment Information
- Adjusts Expiration Dates
- Handles Verbal and Non-Verbal Stop Payment Processes
- Looks Up Company ID Number

This workflow allows for stop payments to be placed on the following types of transactions:

**ACH** **Checks**

**Recurring Debit Card Transactions**

> You must purchase the file explorer plugin from JH if you wish to attach documents to the workflow.

## TRANSACTION FEE WITH LIMITATION | $550

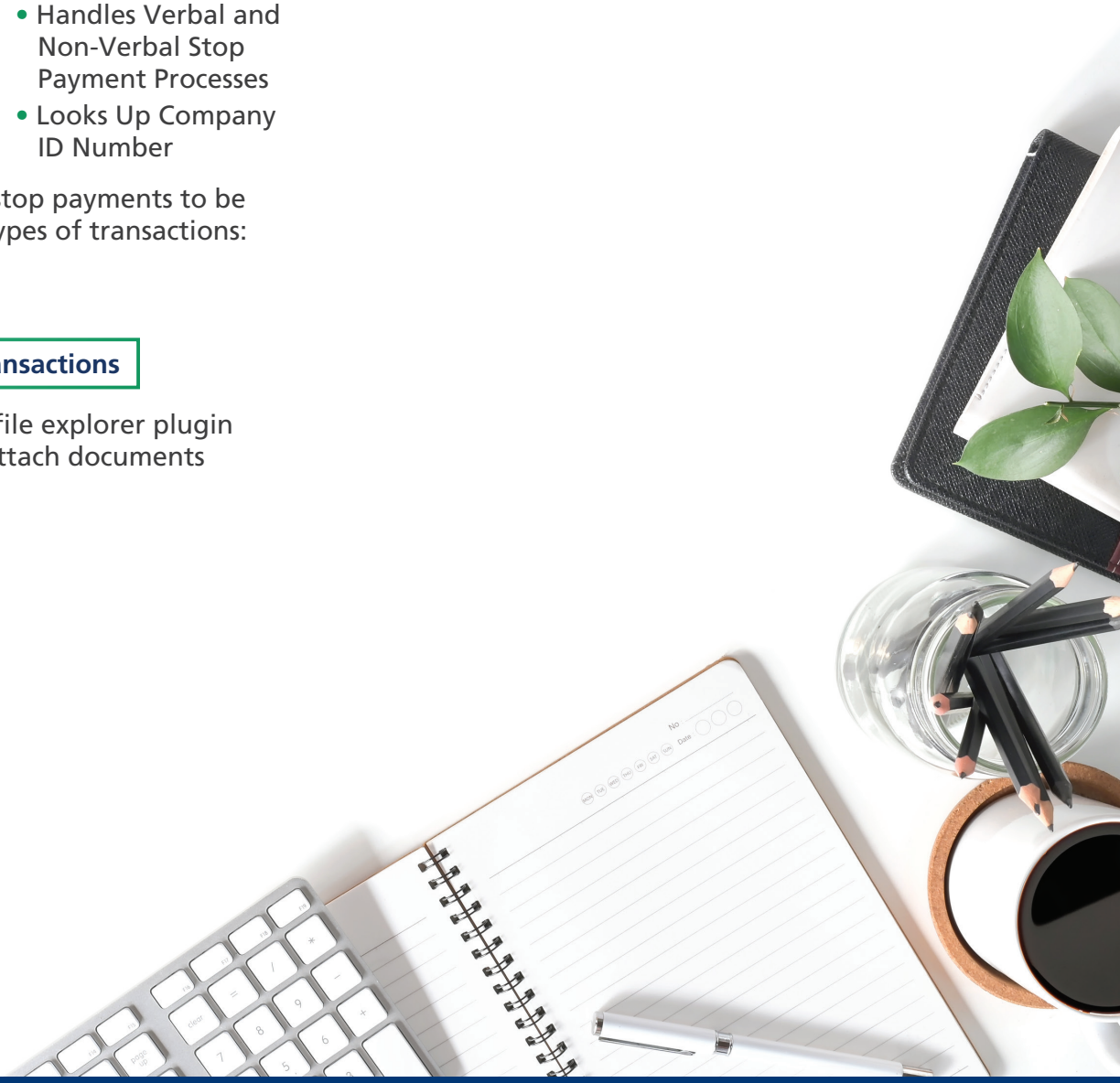
Automatically assesses a fee on accounts for exceeding transaction limitations. The use of Cognos and SQL are needed for this workflow.

> This workflow applies a ceiling on the total number of fees that can be applied.

## WIRE REQUEST (DOMESTIC WIRES) | $2,000

Digitizes the wire request process to include electronic signature.

> This workflow currently uses SQL table data to assign specified approval limits for users, but it is not a requirement to use SQL with this workflow.



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