



FAQs

Exactuals Integration



AgilLink is an RBC company and is an affiliate of City National Bank, Member FDIC

3/10/2022

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Overview

The Exactuals integration helps you review and process direct deposits from Exactuals PaymentHub directly in AgilLink with minimal intervention. ACH payments are imported into AgilLink with direct deposit attachments.

This integration creates a seamless, paperless payment process, that makes supporting clients more efficient.

FAQs

What do I need to use this integration?

The Exactuals PaymentHub integration currently requires the following:

1. Active enrollment as a SAG-AFTRA member with direct deposit.
2. City National Bank account with direct deposit transactions from SAG-AFTRA.

Do the bank accounts need to be entitled?

Yes, you'll need to entitle your payee accounts for "Image RES" to process residual images within AgilLink.

Contact your City National Bank Relationship Manager or Treasury Management Sales Officer to get your accounts entitled.

Note: The account entitlement process can take up to 3 to 5 days.

What do I need to do in AgilLink?

Make sure your bank accounts are properly entitled and that the "Activity Report" is enabled on the bank definition.

Note: Images are processed each morning between 5:00 – 6:00 am PST. We recommend processing residual payment artifacts after this timeframe to ensure that the related image is attached.



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How do I get started?

1. Login to PaymentHub. **Note:** This may be via a third party such as the SAG-AFTRA website.
2. Complete the Direct Deposit registration process.

The screenshot shows a four-step registration process. Step 1, 'VERIFY USER', is completed. Step 2, 'VERIFY EMAIL', is the current step. The user is identified as John Doe with email address email@email.com. The account being accessed is also for John Doe with SAG-AFTRA ID 10029365. A 'CONTINUE' button is visible at the bottom of the form, along with a disclaimer and a contact instruction.

1 ✓ 2 3 4

VERIFY USER VERIFY EMAIL VERIFY IDENTITY ADD PAYMENT METHOD (Requires identity verification)

Welcome John !

Complete the next steps and you'll be on your way to accessing the JOHN DOE

Please review your information below and confirm its accuracy.

JOHN DOE
email@email.com

You are accessing the following SAG-AFTRA Account:

JOHN DOE
SAG-AFTRA ID: 10029365

By clicking "CONTINUE", you have read and agree to the Terms & Conditions, Electronic Communications Agreement, Terms of Use and Privacy Policy.

CONTINUE

If any of the information above is inaccurate, please contact SAG-AFTRA.



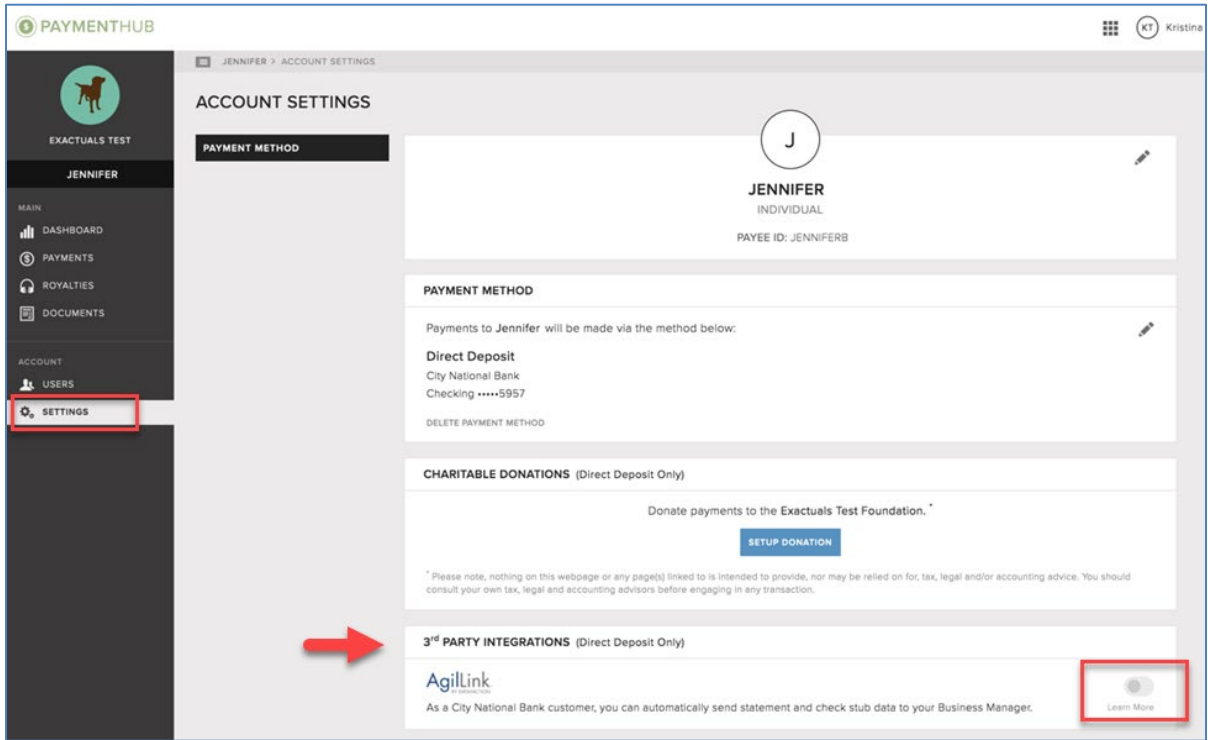
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3. In the menu, navigate to *Account* > **Settings** and scroll down to the last section, “3rd Party Integrations (Direct Deposit Only).”
 - a. Click to enable the AgilLink integration.

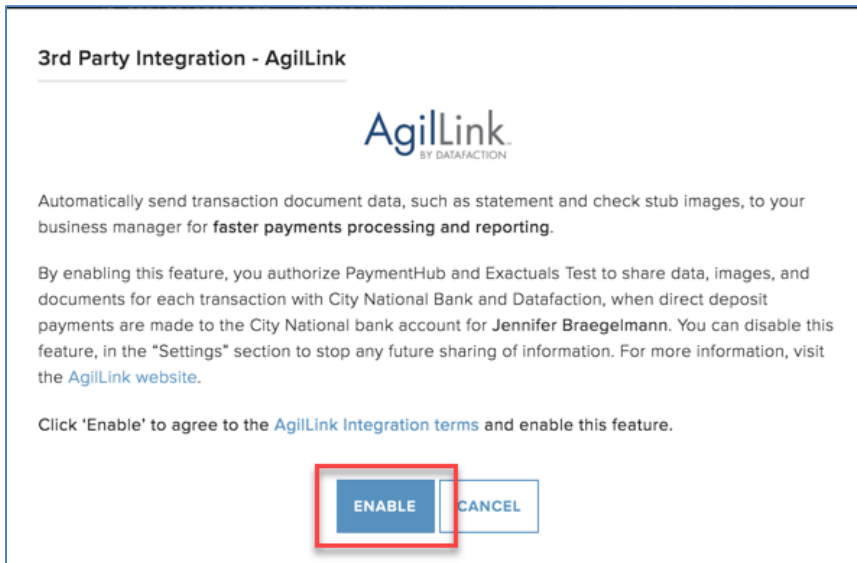


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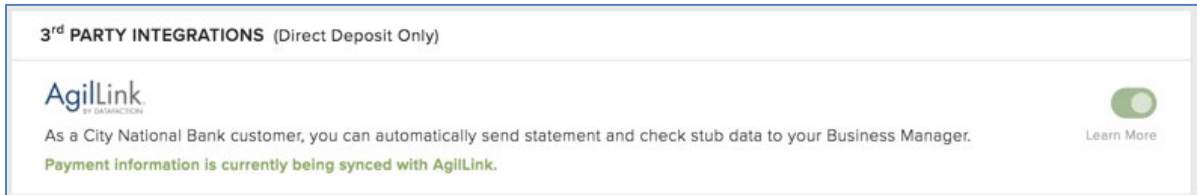
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- b. Review the terms and click **Enable** to turn on the AgilLink integration.



- c. Once the integration is enabled, check stubs, residuals statements, etc. will be available in the AgilLink "To Associate" inbox when direct deposit payments are made.



Who can view my synchronized payment data?

Only users with access to your Exactuals PaymentHub or AgilLink accounts.

When do I see payment statements for transactions?

Payment artifacts (statements and check images) that clear on the current day will be available in AgilLink within 24 hours.

Can I see payment statements for transactions that happened before I enabled the AgilLink integration?

The Exactuals integration will not import transactions or attached images for payments that were completed before the integration was activated (i.e. historical payments). Any prior data must be manually entered into AgilLink Future payments from the date of activation will appear as expected.



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If I enable the AgilLink integration and then disable the AgilLink integration, what happens?

Payment data is only synched when AgilLink integration is “ON.” Once disabled, future payment data will not be passed to AgilLink.

Note: Any data passed while the AgilLink integration was enabled will remain in AgilLink.

I enabled the AgilLink integration feature. When can I expect to see the first deposits and images?

You can expect to see artifacts appear in AgilLink within 24 hours or after a payment is made; this depends on the frequency at which payment deposits occur.

If the integration remains enabled and you have received a payment but there are no artifacts, confirm that the following are true:

1. Bank account is entitled with City National Bank for the “Image RES” entitlement. If not, please contact your City National Bank Relationship Manager for assistance.
2. The bank account is entitled in AgilLink.
3. The bank account definition has “Activity Report” enabled.
4. The AgilLink integration is enabled in Exactals PaymentHub.

If the issue persists, contact AgilLink Support at support@AgilLink.com.

My client has an individual account and a corporate entity. What happens with their payment artifacts?

For clients with both an individual account and a corporate account, please make sure that the “Paid-To” name on the payment stub matches the Tax ID associated with that name. In AgilLink, the payment images will appear in the account where the Tax ID is listed.

To correct the information on the payment stub, contact the studio that issued the payment for assistance.

What file formats are supported?

Payment artifacts (statements and check images) are imported in Adobe PDF file format.



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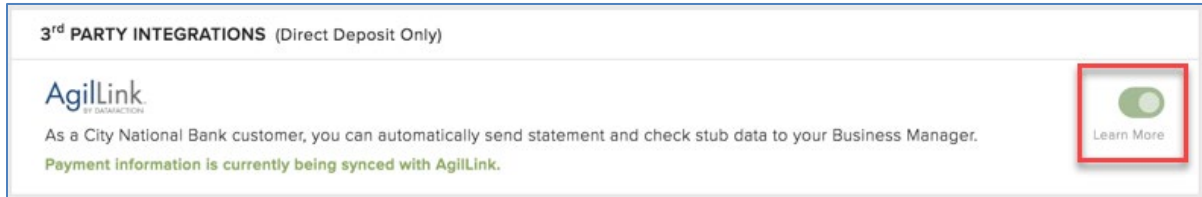
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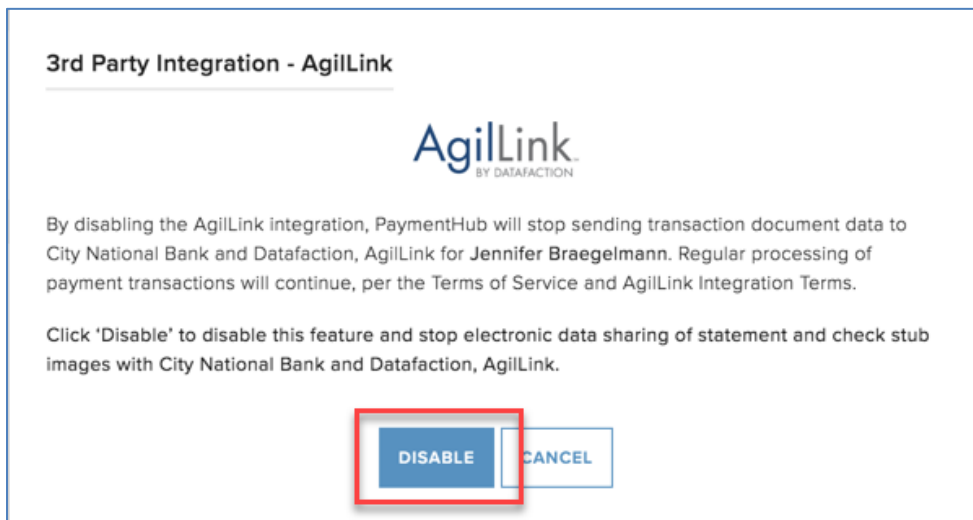
How do I disable the integration?

You may prevent syncing payment artifacts with the AgilLink system interface.

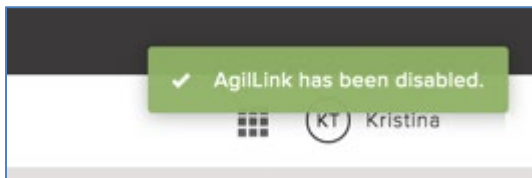
1. Login to PaymentHub. **Note:** This may be via a third party such as the SAG-AFTRA website.
2. In the menu, navigate to *Account* > **Settings** and scroll down to the last section, “3rd Party Integrations (Direct Deposit Only).”
 - a. Click to disable the AgilLink integration.



- b. Review the terms and click **Disable**.



- c. A confirmation message will appear in the upper right-hand corner, and the integration will appear disabled.



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3rd PARTY INTEGRATIONS (Direct Deposit Only)

AgilLink
BY DEMONSTRATION

As a City National Bank customer, you can automatically send statement and check stub data to your Business Manager.

 Learn More

Additional Questions

For additional questions or concerns, please reach out to support@AgilLink.com for assistance.



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