Frequently Asked Questions

Contents

General FAQs

1. **Why are we now required to use QForms?**

   Using QForms minimizes risk for both the client and NATC. QForms put the control more with the advisor for entering the correct information. QForms have required fields and a Preview option to ensure reduced risk of errors. QForms also increase transparency for the client by allowing them to see the status of their transactions and run reports.

2. **What is the difference between Forms and Form Suites?**

   Forms are for QForms that only have one page to fill out, while Form Suites have multiple pages that relate to various areas.

3. **What are the components of my account number?**

   The first three numbers are the Firm Number, the 4th and 5th numbers represent the account type, and the remaining numbers are unique, system-generated numbers.

   Note that only account types 35, 36, 40, 45, and 99 are Custody accounts. The others are Trust accounts.

4. **Can I see the status of QForms submitted to NATC?**

   Yes, you can see the status in AddVantage by clicking the QForm tab and then *My Form Entries* or *My Form Suites Entries* on the left side of the page. Note that this menu will only appear after you have submitted a QForm for the first time.

   Items listed under "Awaiting Approval" have been submitted to NATC but have not yet been processed. Items listed under "Updated OK" have been processed by NATC.

5. **How do I find my Officer Code?**

   You can find your Office Code (e.g., Investment Officer [IO]) two ways. You can use the Account Master Lookup report or the Advisor Dashboard in AddVantage.

   The Account Master Lookup report can be found by routing to Reports > Masters > Account Master Lookup and entering your account number. The Officer Codes can be found under the Basic Information (BI) link (e.g., INV OFFICER refers to the IO Officer Code).

   The Advisor Dashboard can be found by routing to Reports > Administrative > Advisor Dashboard. This asks for an Officer Code. You can search for your code by clicking the ellipses (…) and then searching for your name.

   Refer to the Account Master section of the Cash Monitoring Reference Guide for additional information.

6. **What is a Block Number on Scheduled QForms?**

   A Block Number notes a specific scheduled disbursement or receipt. You assign a block number when setting up new recurring disbursements or receipts. This allows you to back in to edit an existing recurring disbursement or receipt.

7. **Are there different codes for ACHs and Wires?**
   There can be different routing codes for ACHs and Wires. Some banks may have an ABA routing code for ACHs and a separate one for Wires.

Interested Parties FAQs

1. **Why are we changing the process?**
   The process is changing to minimize the risk to the client and to NATC. This process:

   - Ensures bank account information is accurate

   - Digitalizes the overall experience

   - Provides consistency with other QForms processing

   - Notifies NATC when interested party is added (rather than only when the SLOA is submitted)

   - Ensures form submission and internal review happen in the proper order

2. **Which form do I use?**
   The form you use depends on if you are setting up a new Interested Party or updating an existing one.

Purpose	Form Name(s)	Form Location
Create new Interested Party	Client Initiated-New IP and IPS-Other	Form Suites
Update basic Interested Party information (e.g., name, address)	Client Initiated-Interested Party Master-BI	Forms > Master – Interested Party
Update Form Recipient 1099 Misc field	Client Initiated-IPS-Other-BI	Forms > Master – Relationship
Update bank account information	Client Initiated-IPS-Beneficiary-Bank Account Edit-UD Client Initiated-IPS-Donor-Bank Account Edit-UD Client Initiated-IPS-Other-Bank Account Edit-UD	Forms > Master – Relationship

3. **What is the difference between the *Legal Address* and the *Mailing Address*?**
   The *Legal Address* is the street address of the Interested Party, and the *Mailing Address* is the location to where you would like documents to be mailed. The *Legal Address* is required, but you can leave the *Mailing Address* blank.

   If you leave the *Mailing Address* blank, all documentation is automatically sent to the *Legal Address*. If you add a *Mailing Address*, documentation (e.g., Statements, Check Requests) are sent to that address, regardless of what is in the *Legal Address* field.

4. **I want to set up a new Interested Party for checks only. Do I still need to complete the third form (Client Initiated-IPS-Other-Bank Account Edit)?**

   Yes, you still need to complete the third form. If it is set up for checks only, enter "CHECKS ONLY" in the *BANK NAME* field.

5. **Without Cashiering can I find payee bank information I have entered previously?**

   Yes, historic information has been uploaded to AdvisorDesk, Account Services > Retrieve – Documents – *AdvisorDesk Bank Payee*

6. **How do I verify if bank instructions are already set up?**

   To find the bank instructions for an interested party that is linked to an account go to the Reports tab > Masters > Account Relationship. After entering the account number, it will display the interested party names and numbers on the right-hand side. You will need to click the blue hyperlink in the middle of the screen that states. "*Linked as XXXX party to XXXXX*". Then click on the "*UD*" group for user defined, this will display all bank information for the individual and is available to all users that have access to AddVantage.

7. **How do I delete out old standing bank instructions?**

   You will first need to determine which interested party you are deleting banking instructions for. To find the interested party that is linked to an account go to the Reports tab > Masters > Account Relationship. After entering the account number, it will display the interested party names and numbers on the right-hand side. Please make sure to make a note of what the relationship the interested party has on the account i.e. Donor, Beneficiary, or Other.

   Navigate to the QForm tab > Forms > Master – Relationship and select one of the below forms to edit/delete the bank information. You will need to first populate the account number and interested party number at the top of the form, then click refresh.
   - Client Initiated-IPS-Beneficiary-Bank Account Edit-UD
   - Client Initiated-IPS-CoFiduciary-Bank Account Edit-UD
   - Client Initiated-IPS-Donor-Bank Account Edit-UD
   - Client Initiated-IPS-Other-Bank Account Edit-UD

   On the QForm, delete all information populated except for the SLOA fields. The QForm will not allow you to touch those fields. Once the information is deleted, click Queue at the bottom of the screen.

8. **How do I add new bank instructions?**

   You will first need to determine which interested party you are adding banking instructions for. To find the interested party that is linked to an account go to the Reports tab > Masters > Account Relationship. After entering the account number, it will display the interested party names and numbers on the right-hand side. Please make sure to make a note of what the relationship the interested party has on the account i.e. Donor, Beneficiary, or Other.

Navigate to the QForm tab > Forms > Master – Relationship and select one of the below forms to edit/add the bank information, the QForm selected should coincide with the relationship of the interested party to the account, i.e. if you are adding for the Donor party, select the QForm for Donor below. You will need to first populate the account number and interested party number at the top of the form, then click refresh.

- Client Initiated-IPS-Beneficiary-Bank Account Edit-UD
- Client Initiated-IPS-CoFiduciary-Bank Account Edit-UD
- Client Initiated-IPS-Donor-Bank Account Edit-UD
- Client Initiated-IPS-Other-Bank Account Edit-UD

If this is a new interested party that needs to be set up that is not linked to an account, you can use the QForm titled Client Initiated-New IP and IPS-Other to create the interested party and add the banking instructions at the same time. This QForm is located at QForm > Form Suites. The bank account information can be entered on page 3 of the QForm.

Disbursement FAQs

1. **What informs the transaction description? How do I set it up for the best readability?**

The Transaction Description is driven by certain fields and the Disbursement type. The Disbursement Code chosen determines the beginning of the transaction description and is populated before any information entered on into the Transcription Description Lines 1-4.

For **Checks and Wires**, the first and last name of the *Payee Party Number* selected appears after the *Disbursement Code* on the transaction description. For example, if you select *Disbursement* Code "600" for "Distribution To" and enter *Transaction Description Line 1* as "per beneficiary request," the transaction description on the statement will read as "Distribution To [Client Name] per beneficiary request."

For **ACHs**, the above still applies, but AddVantage incorporates the bank account information into the description instead of the *Payee Party Name*. For example, if you enter an ACH to Bank of America account 123456 using *Disbursement Code* "600," the transaction description will read as "Distribution To Bank of America Checking Acct # 123456" followed by any information you entered in *Transaction Description Lines 1-4*.

2. **Why is the cutoff time for submitting disbursements changing to 12:30 PM CST?**
The cutoff time is changing to 12:30 PM CST to provide NATC enough time to complete all backend work and quality reviews, resolve outstanding issues, and communicate with banks as needed. Any disbursement QForms submitted after 12:30 PM CST are processed the next business day.

3. **How do I request disbursement of my investment management fees using QForms?**
First find the Fee Control account numbers under the Reports tab > Masters > Account Master Lookup. Click the ellipse icon located next to the search box. In the pop-up window type in "CNTL" and click OK. the account number will be displayed for your control account. Next, requesting the distribution – please follow the training videos/reference guides for requesting a distribution from your fee control account. NOTE: the tax code should be 0 when disbursing funds from a control account.

4. **Why didn't my recurring remittance go out?**
There are two reasons why your recurring remittance did not go out. First, check the *Expiration*

Date for your remittance to ensure that date has not passed. If it has, enter a recurring disbursement QForm. To check the *Expiration Date*, find the Interested Party tied to the disbursement (Reports tab > Masters > Account Relationship > enter the account number and find the Interested Party). You can find the recurring disbursement information by clicking on the RM – Remittance link. If the *Expiration Date* information does not show, it means that an expiration date was not set. If the Expiration Date was set and has passed, the remittance will be deleted, and you will not be able to view it.

Second, it could be that there were insufficient funds for your recurring disbursement. You can review your account by running reports in AddVantage to ensure you have enough cash. See the "**How do I ensure there is enough cash for a recurring or significant disbursement?**" question for additional information. In addition to those reports, you can run a Cash Projection report to show upcoming Income payments and disbursements (Reports > Cash > Cash Projection).

5. **How do I ensure there is enough cash for a recurring or significant disbursement?**
   You can review your account by running reports in AddVantage to ensure you have enough cash for your upcoming disbursement. You should run these reports in advance to ensure you have at least three days to raise any necessary cash.

   The Cash Balance report displays the current portfolio and combined balances for the current day for your account. You can view all accounts under your Advisor Code by inputting the correct Officer Code (e.g., a Trust Administrator with code 123 would enter "123" and select the TA option). This report is found on the Reports tab > Cash > Cash Balance.

   The Cash Overdraft report shows if your account is overdrawn. This report is found on the Reports tab > Administrative > Cash Overdraft.

   The Distribution – Remittance List report shows scheduled disbursement activity for your account over a specified timeframe. The system automatically deletes a pending disbursement if there are insufficient funds. This report provides advance notice capability to avoid that.

   NATC recommends keeping 5% cash at all times to avoid any issues with recurring disbursements. This report is found on the Reports tab > Transactions > Distribution – Remittance List.

   Refer to the "**How do I find my Officer Code?**" question and to the Cash Monitoring Reference Guide for additional information on how to run these reports.

6. **What do I need to do if my recurring remittance is missed? Is it replaced when cash becomes available?**
   If a recurring disbursement is missed due to insufficient funds, it is not immediately replaced when funds become available. You will need to submit an ad hoc disbursement request using one of the ad hoc QForms.

7. **How do I update or stop a recurring disbursement?**
   When setting up your recurring disbursement, you can set the *Expiration Date* field at the bottom of the QForm for a future end date, such as six months from the current date.

   To update a recurring disbursement, use the same QForm used to set it up (e.g., Client Initiated – On Platform Custody – Wire – Scheduled). Enter the *Account, Interested Party,* and *Relationship* tied to the recurring disbursement, then click *Refresh*. Instead of choosing a block

number without an asterisk (*) for a new disbursement, select the block number tied to the disbursement you would like to update. This will automatically populate the information tied to that remittance. You can update any of the information here, *Preview*, and select *Queue* to send to NATC for approval.

To stop a recurring disbursement, follow the same information above to populate the recurring disbursement you would like to stop. You can either enter an *Expiration Date* for the remittance or you can change the *Amount* to $0. You may want to change the *Amount* to $0 if you want to keep the remittance for the future but don't want it do go out on the next few occurrences. This allows you to go back in and change the amount later, rather than complete an entirely new disbursements form.

Please note that you should make any changes to a recurring disbursement at least 7 days in advance. You cannot make any changes within 7 days of the next disbursement.

8. **What happens if my recurring remittance date falls on a weekend or a holiday?**
   The disbursement is sent the business day *before* the weekend or holiday.

9. **What are the benefits of using "Month End" for recurring disbursements?**
   "Month End" ensures that the disbursement goes out the last day of the month. Selecting the 30th or 31st day of the month may result in disbursements being missed (e.g., it would not go out in February).

   Avoiding the first few days of the month is also suggested to avoid disbursements going out the month prior. For example, if you select the 2nd of the month, and that lands on a weekend or is a holiday, it will go out the business day before the weekend or holiday, which could be the prior month.

10. **When should I enter a *Tax Party* number?**
    The Tax Party number is the interested party number of the person responsible for the tax consequences of the receipt of cash. This can be used for Form 5498 processing in relation to IRA account transactions but is usually kept blank.

11. **Can I suppress Portfolio Transfers from appearing on my statement?**
    You can suppress Portfolio Transfers from appearing on Employee Benefit statements. To do so, select "YES" for the *Suppress on Master Statement* field when entering a Client Initiated-OnPlatformCustody-Cash Trfr Same Amount QForm.

    Please note that this does not suppress Portfolio Transfers from appearing on other client statements.

Receipts FAQs

1. **Why is the cutoff time 3:00 PM CST?**
   The cutoff time is 3:00 PM CST to provide NATC enough time to complete all backend work and quality reviews that are needed. Receipts received after 3:00 PM CST is placed in the Suspense Account and processed the next day.

2. **Why do I need to update the QForm the same day that it is sent to me?**
   The goal is to get the funds into your account so that they can be invested. Validating and updating the QForm the same day (before 3:00 PM CST) it is sent to you ensures that the funds

are processed the same day. If you send back the next day, the funds are placed in the Suspense Account and go uninvested while in there.

The Suspense Account has a 3-day turnaround, meaning that the funds cannot sit in there for longer than 3 days. If they do, there are additional steps to identify when the funds will be cleared.

3. **What should I do if I want to set up a recurring receipt, but I don't know the exact date?**

   You can set up the recurring receipt with an estimated date if you do not know the exact date. You can update the receipt with an exact date later by selecting the Client Initiated-Cash Receipt-Scheduled QForm. Enter the *Account* number associated to the recurring receipt you would like to update and click Refresh. Then, select the *Block Number* of the recurring receipt to populate the remaining fields. Simply update the *DATE OF RECEIPT* field to the exact date you would like and click *Queue* to send to NATC to approve the updates.

4. **What informs the Transaction Description? How do I set it up for the best readability?**

   The Transaction Description is driven by the From Whom Received and Comment Line 1-4 fields. The From Whom Received field is listed first followed by anything in the Comment Line fields. For example, if you list "Client" in the From Whom Received field and "per request" in Comment Line 1, the Transaction Description would read as "Received from Client per request."

5. **Why are comments already entered by NATC for NATC Initiated Ad Hoc receipts?**

   NATC enters notes in the *Comment Lines* to instruct you to verify the form and make any updates. This may include any details on what was received and highlight if anything else is needed.

   Please note that you must delete these comments before hitting *Approve* to send back to NATC. Otherwise, NATC will reject the submission and return it back to you. This ensures a clean transaction description on the client statement.

6. **What should I include on a check, ACH, or wire when I send them in for a receipt?**

   You should include the account number or CUSIP number. This allows NATC to easily identify where the funds belong without needing to reach back out before sending the QForm for verification.