



# Key Accounts Manager

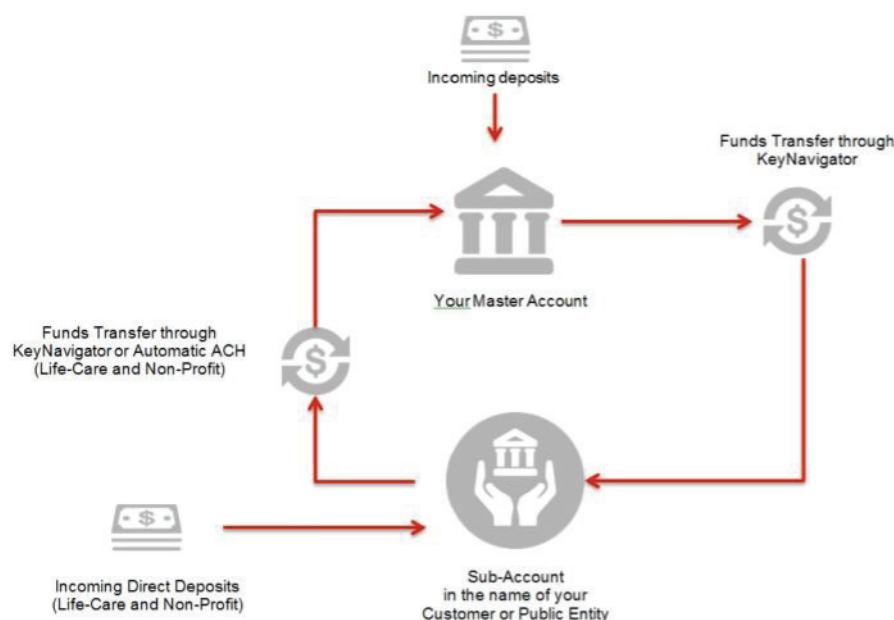
## User Guide

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# Key Accounts Manager Overview

Key understands the importance of providing you with clear, easy-to-follow steps to set up your sub-accounts. The Key Account Manager (KAM) solution segregates client escrow funds into separate sub-accounts, each clearly identified by a unique account number, as well as your Social Security number or taxpayer ID number. Each sub-account is also linked to a single master account for disbursements.



To further simplify the process, you will receive a monthly summary report via KeyNavigator®, our 24-hour internet-based delivery channel. This report clearly describes all sub-account transaction activity and delivers the detail you need to reconcile efficiently and accurately.

You will also be mailed 1099s for sub-accounts with an accrued interest of \$10 or more per year. Key Accounts Manager is backed by a dedicated support team, so you will have access to the answers you need, leaving any guesswork behind.

With Key Accounts Manager, you will also enjoy the convenience of spending less time on bookkeeping and paperwork, while you enjoy the added value of earning a competitive money market rate of interest on all of your sub-account balances.

# Key Accounts Manager Overview

## 1.1 Industry and State Availability

Key Accounts Manager is available only for use in specific industries and for specific purposes.

Key Accounts Manager Version	Industry
Rental Security	Property owners and management companies, for handling security deposits, including: <ul style="list-style-type: none"><li>• Apartments</li><li>• Storage units</li></ul>
Life-care	Facilities that offer life-care, including: <ul style="list-style-type: none"><li>• Nursing homes</li><li>• Extended care facilities</li><li>• Assisted living facilities</li></ul>
Attorney Escrow	Legal firms as trustee, including: <ul style="list-style-type: none"><li>• Estate and trusts</li><li>• Court settlements</li></ul> <b>NOT IOLTA/IOTA</b>
Real Estate Escrow	For managing escrowed funds for real estate construction: <ul style="list-style-type: none"><li>• Title companies</li><li>• Real estate developers</li></ul>
Pre-Need and Funeral Trust	Funeral service providers
Family Self Sufficiency	Public housing authorities
Non-Profit	Non-profit organizations
Public	Government entities

# Key Accounts Manager Overview

Based on state laws and regulations, Key Accounts Manager can only be offered in certain states. The following grid shows Key Accounts Manager Version availability by state.

	Rental Security	Life Care	Attorney Escrow	Real Estate Escrow	Pre-need & Funeral Trust	Non-profit	Family Self-Sufficiency	Public
Alaska		X	X	X		X	X	X
Arizona		X				X		
Colorado	X	X	X	X		X	X	X
Connecticut			X	X		X	X	*
Idaho	X	X	X	X		X	X	X
Indiana	X	X	X	X		X	X	*
Kentucky	X	X	X		X	X	X	*
Maine	X	X	X	X		X	X	*
Michigan	X	X	X	X		X	X	*
New York	X	X	X	X	X	X	X	*
Ohio		X	X	X		X	X	*
Oregon	X	X	X	X		X	X	X
Utah	X	X	X	X		X	X	X
Vermont	X	X	X	X		X	X	*
Washington	X	X	X	X		X	X	*

\* Contact your Payments Advisor for availability.

# Key Accounts Manager Overview

## 1.2 Support

The Key Accounts Manager Support Team is available Monday through Friday, 8:00 a.m. – 5:00 p.m. ET. The Key Accounts Manager Support Team is not available on weekends or federal holidays. The Key Accounts Manager Support team can provide communications to you through secure email or by phone.

- Phone: 800-361-4031, Dial 711 for TTY/TRS
- Secure Email: [Key\\_Accounts\\_Manager@keybank.com](mailto:Key_Accounts_Manager@keybank.com)
- Mailing Address:

**KeyBank Key Accounts Manager**

**OH 01-51-2005**

**P.O. Box 5598**

**Cleveland, OH 44101-5998**

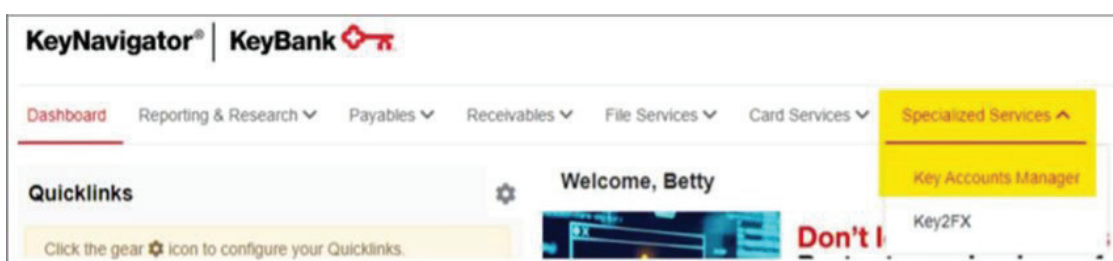
Issues related to the usability of the Key Accounts Manager module on KeyNavigator will be handled through online alerts within the application.

# Sub-Account Opening and Closing

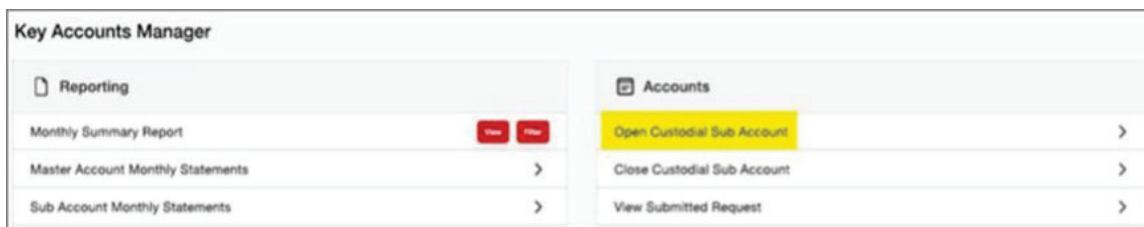
When possible, requests to open and close sub-accounts should be made through the Key Accounts Manager module for added security and improved experience. A KeyNavigator User with access to Key Accounts Manager and a Company Administrator role (Platform or Common Services) will need to complete the steps below.

## 2.1 Open Sub-Account

1. After logging on to KeyNavigator, select Specialized Services and then select Key Accounts Manager on the main navigation page.



2. Under the Accounts section, click on **Open Custodial Sub Account**.



# Sub-Account Opening and Closing

3. Complete the **Open Custodial Sub Account** form.

4. Click in the **Master Account Number** field to reveal a drop-down of all Master Accounts. Select the Master Account to which the new sub-account(s) will be linked.

5. Click in the **Group Number** field to reveal the Associated Group Numbers. Choose the Group Number under which you want the new sub-account(s) opened.

6. **Select** up to 20 sub-accounts to open. Clicking Add Accounts again will provide 20 more, up to 50.

7. Click **Add Account** to create the **Sub-Account Details** section.

a. Each account section will need to be completed (see next step).

**\*\*Note\*\*** Clicking on Close will cancel the request.

8. Complete the **Sub-Account Details** section for each sub-account that is being opened, including specific account details and address.

**\*\*Note\*\*** You can copy address information to the other sub-accounts. If required information is missed, the form cannot be submitted and the missing information section will be highlighted.

9. Once completed, click on **Review** to proceed to the next step. Clicking on **Close will cancel** the request.



# Sub-Account Opening and Closing

**\*Note\*** You can add more accounts here, if needed, by clicking on the Add Account button. These accounts must be tied to the already selected Master Account and Group Number.

### Open Custodial Sub Account

Deposit Account Information

\* Master Account Number

123456789

\* Group Number

14000

To Open a custodial account, you must enter a group number. If you don't have one, call us at 1-800-538-9039 (711 for TTY/TRS) for help opening the account.

Add Accounts

Select the number of accounts you would like to add under the Master Account you've entered above.

How many accounts would you like to add?

1

Add Account

Deposit Account 1

Sub Account Details

Sub Account Information

\* Identification

Select an Option

\* TRN/SSN

\* Legal Name

☐ US Citizen

Date of Birth

Unit Number

Division Number

Sub Account Address

\* Address Line 1

Address Line 2 (Optional)

\* City

\* State

\* Zip Code

☐ Copy this address information to the other sub accounts (these items can still be manually updated afterwards)

Review

Close

# Sub-Account Opening and Closing

10. **Edit** the previous information provided, including adding more sub-accounts, if needed.

**\*\*Note\*\*** If you *EDIT* and change the Master Account number, it will override all previous information provided. To open additional sub-accounts under a different Master Account, you will need to complete a new request.

11. Drop or upload any required documentation as a .pdf, .docx, or .jpeg under the **Attach Documents** (see **Appendix** for required listing.)

12. Add any comments you feel are needed to help with the completion of the request.

13. Click **Submit** to have this request submitted and worked on by the KAM team.

The screenshot shows the 'Open Custodial Sub Account' form. It includes sections for 'Deposit Account Information' with fields for Master Account Number and Group Number, an 'Add Accounts' section with a dropdown for the number of accounts, and an 'Attach Documents' section with an upload button and a text area for comments. Red boxes highlight the 'Edit' button, the 'Attach Documents' section, and the 'Submit' button.

14. After submitting the request, you will receive a success notification referencing the associated Master Account to the sub-accounts you requested to have opened.

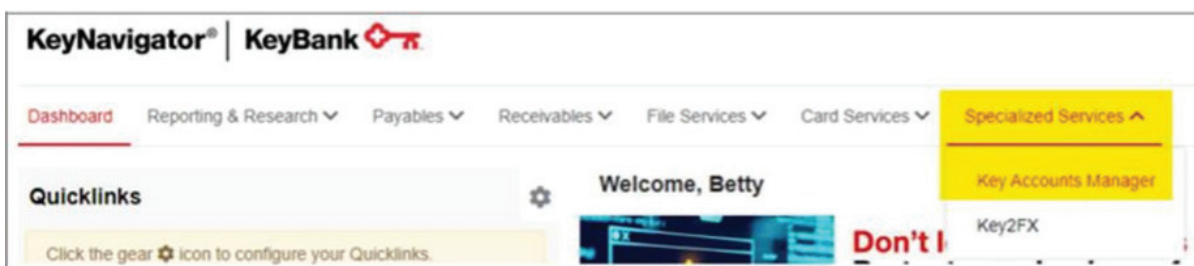
The screenshot shows a success notification titled 'Open Custodial Sub Account'. It states: 'Success! You've submitted a request to open custodial sub accounts. Case# 01597430'. Below this, it displays the 'Master Account' number '000123456789'. A 'Close' button is at the bottom.

# Sub-Account Opening and Closing

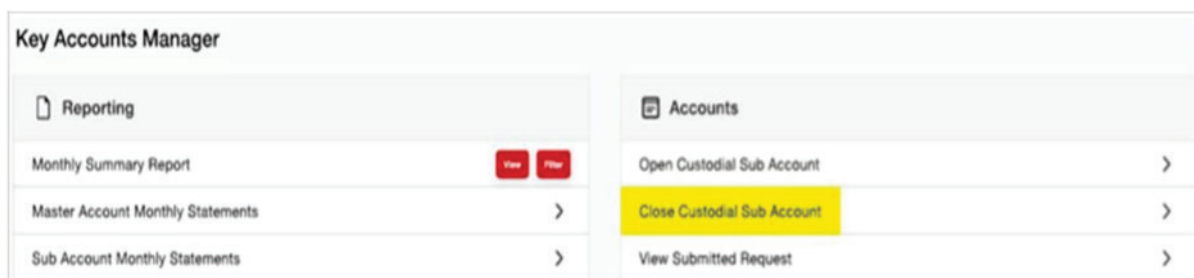
**\*\*Note\*\*** To open or close a Master Account, please reach out to the Relationship Officer or Client Manager assigned to your relationship.

## 2.2 Close Sub-Account

1. After logging on to KeyNavigator, select **Specialized Services**, then select **Key Accounts Manager** on the main navigation page.



2. Under the Accounts section, click on **Close Custodial Sub Account**.



3. Click in the **Master Account Number** field to see/select the Master Account number from the drop-down list provided. Click in the **Group Number** field to have the corresponding Group numbers populate for you to choose from. Wait for the sub-accounts to populate.

A screenshot of the 'Close Custodial Sub Account' form. The form has a title 'Close Custodial Sub Account' and a note: '\*Please select the accounts that you wish to close. This request will be reviewed before being closed and any funds in the account will be transferred to the corresponding Master account.' There are two main input fields: '\* Master Account Number' with a search icon and the text 'Select an Account Number', and '\* Group Number' with a dropdown arrow and the text 'Select an Option'. Below these fields, there is a text block: 'To close a custodial account, you must enter a group number. If you don't have one, call us at 1-800-539-9039 (711 for TTY/TRS) for help closing the account.' At the bottom right of the form is a red 'Next' button, and at the bottom center is a red 'Close' button.

# Sub-Account Opening and Closing

4. Select the sub-accounts that need to be closed by checking the box next to the account number(s). Click **Next** to continue or **Close** to cancel the request.

**\*\*Note\*\*** The request will be reviewed by the KAM team before closing the sub-account(s). Any funds remaining in the account will be transferred to the Master account.

The screenshot shows the 'Deposit Account Information' form. At the top, it says 'Select the deposit account(s) you would like to close.' Below this is a search bar. There are two columns: 'Account Number' and 'Account Title 1'. The first row shows '123456789' and 'REEVES JEAN'. The second row shows '123456789' and 'PAOLINI RONALD'. Below the table, it says 'We'll review this request before closing the account. Any funds remaining in the account will be transferred to the master account.' At the bottom right is a 'Next' button, and at the bottom center is a 'Close' button.

5. Download required documents for any sub-account requiring further documentation. A death certificate should be attached for pre-need sub-accounts. Attachments can be in .pdf, .docx, or .jpeg formats. You can add any comments that you feel would help with the request. Click **Submit** to be taken to the final step or **Close** to cancel the request.

**\*\*Note\*\*** If you need to close more accounts related to this Master Account, you can click on the Close More Accounts button. If you change the Master Account number, it will override the original request.

The screenshot shows the 'Close Custodial Sub Account' form. At the top, it says 'Close Custodial Sub Account'. Below this are two fields: 'Master Account Number' and 'Group Number', both with '123456789' entered. There is a 'Close More Accounts' button. Below this is the 'Deposit Account Information' section, which is identical to the one in the previous screenshot. Below that is the 'Attach Documents' section, which says 'If you're closing a pre-need sub account, please attach a death certificate in .pdf, .docx, or .jpeg format will help us process your request more quickly.' There is a file upload area with 'Upload Files' and 'Or drop files' buttons. Below this is a text area for 'Please explain why you would like to close these accounts (optional)'. At the bottom right is a 'Submit' button, and at the bottom center is a 'Close' button.

# Sub-Account Opening and Closing

6. After submitting the request, you will receive a success notification referencing the associated Master Account to the sub-account(s) you requested be closed.

## Close Custodial SubAccount

Success! You've submitted a request to close custodial sub accounts. Case# 01618560

Master Account
123456789
Deposit Account(s)
123456789

Close

# Reporting

Key understands how important it is to provide you with clear, easy-to-follow reports for your treasury functions. Key Accounts Manager enables you to have a sub-accounting service that manages escrow deposits by linking multiple interest-bearing sub-accounts to a single master funding account.

Key Accounts Manager provides comprehensive sub-account information at your fingertips. Reports can be viewed online using KeyNavigator's Key Accounts Manager module.

The screenshot displays the KeyNavigator Key Accounts Manager interface. The top navigation bar includes the KeyNavigator logo, KeyBank logo, and links for Help, Alerts, Service Center, My Profile, and Sign Off. Below the navigation bar, a menu bar lists various services: Dashboard, Reporting & Research, Payables, Receivables, File Services, Card Services, and Specialized Services (which is currently selected and highlighted in red). The main content area is titled "Key Accounts Manager" and is divided into three sections: Reporting, Accounts, and Manage Services. The Reporting section is highlighted with a red box and contains a list of reports: Monthly Summary Report (with "View" and "Print" buttons), Master Account Monthly Statements, Sub Account Monthly Statements, Lifecare/Non-Profit Standing Transfer Activity, Monthly Lifecare/Non-Profit Activity, Daily Lifecare/Non-Profit Activity, and Daily Sub Account Balance Report. Below the Reporting section is the Transfer Funds section, which includes options for transferring funds between master accounts, between master and sub accounts, and history reports for these transfers. The Accounts section includes options to open, close, or view submitted requests for custodial sub-accounts. The Manage Services section includes options to discontinue paper statements for master accounts, group accounts, and sub-accounts, as well as a link to manage email preferences.

Key Accounts Manager	
<b>Reporting</b>	<b>Accounts</b>
Monthly Summary Report <span>View</span> <span>Print</span>	Open Custodial Sub Account >
Master Account Monthly Statements >	Close Custodial Sub Account >
Sub Account Monthly Statements >	View Submitted Request >
Lifecare/Non-Profit Standing Transfer Activity >	
Monthly Lifecare/Non-Profit Activity >	<b>Manage Services</b>
Daily Lifecare/Non-Profit Activity >	Discontinue Master Accounts Paper Statements >
Daily Sub Account Balance Report >	Discontinue Group Accounts Paper Statements >
	Discontinue Sub Accounts Paper Statements >
<b>Transfer Funds</b>	Manage Email Preferences >
Transfer Funds Between Master Accounts >	
Transfer Funds Between Master and Sub Accounts >	
Transfer Funds History Report between Master Accounts >	
Transfer Funds History Report between Master and Sub Accounts >	

# Reporting

## 3.1 Available Reports

The following reports are available through Key Accounts Manager on KeyNavigator:

Report	Description	Availability
Monthly Summary Report	All sub-account transaction activity	4th business day of the month
Master Account Monthly Statements	Bank statements for master accounts	Monthly
Sub-account Monthly Statements	Bank statements for sub-accounts	Monthly
Life-care/Non-Profit Standing Transfer Activity Report	SSI/SSDI payments received by Life-care Sub-accounts (these payments are transferred into the master account automatically)	Daily (if activity occurs the previous business day)
Monthly Life-care/Non-Profit Activity	Life-care Sub-Account activity	Monthly
Daily Life-care/Non-Profit Activity	Life-care Sub-Account activity	Daily
Daily Sub-account Balance	Daily balances of the sub-accounts	Daily
Funds Transfer History (Between Master Accounts)	Transfers between master accounts	45 calendar days
Funds Transfer History (Between Master and Sub-accounts)	Transfers between master and sub-accounts	45 calendar days

## 3.2 Understanding Your Key Accounts Manager Reports

Key Accounts Manager reports are organized in up to five sections. Your report may not contain all five sections. These sections are:

- **Section I:** Division Closed Sub-Account Detail
- **Section II:** Division Year to Date Closed Sub-Account Summary
- **Section III:** Division Open Sub-account Summary
- **Section IV:** Division Year to Date Open Sub-Account Summary
- **Section V:** Master Closed and Open Year to Date Summary

# Reporting

## Header

1	2	3	4	5
1030811	BANK-ID 03290 NEW YORK	KEYBANK NATIONAL ASSOCIATION SUB ACCOUNT REPORT - MARCH 20XX	RUN DATE 04/01/XX	EFF DATE 03/31/XX
UNIT NUMBER SEQUENCE LISTING				
MASTER DDA NUMBER	6 10000001	3 ABC HOUSING DEVELOPMENT FUND COMPANY INC 123 MAIN STREET WILLIAMSVILLE, NY 14221-8230		
CLIENT NUMBER	7 123456789			
DIVISION NUMBER	8 CLOSED *			

The **Division Number** in the report header on each page identifies the section you are viewing.

1. **Report Number:** (For bank use)
2. **Bank ID:** (For bank use)
3. **Report Title:** Name of report, time period covered, client name and address
4. **Run Date:** Date the report was produced
5. **Eff. Date:** Date the report is “as of” (effective date)
6. **Master DDA Number:** Key Accounts Manager master account number
7. **Client Number:** Bank-assigned number to identify the set of sub-accounts associated (aka, “group number”). Multiple groups may be associated with the same master account.
8. **Division Number:** Optional number you assign of up to six (6) digits for the purpose of segregating sub-accounts within a group to produce subtotals on the report. For closed sub-accounts, the division number is “CLOSED.” If you have not assigned values to open accounts, the division number will be “000000.”

In Sections I and III, the first line displays monthly values and the second line displays year-to-date values. The Division Number in the report header on each page identifies the section you are viewing. Accounts in Sections I-IV are sorted by the (optional) unit number field.

**\*\*Note\*\*** *If for some reason an account does not reconcile from beginning balance to ending balance, it will be denoted by two asterisks (\*\*). Contact Key Accounts Manager Support if you need more information.*



# Reporting

## Sections I and III

UNIT NUMBER/ NAME	SUB ACCOUNT NUMBER	CUST SPC NUMBER/STATUS OPE/CLO DT	BEGINNING BALANCE/ OPEN BALANCE	INTEREST PAID/ YTD	MGMT FEE/ YTD	WITHHOLDING/ YTD	OTHER DEBITS/ YTD	OTHER CREDITS/ YTD	ENDING BALANCE
000000 JONES, JOHN	555555111111 43	2042 ACT 04/04/XX	96.10 96.00	0.12 0.36	0.07- 0.21-	0.00 0.00	0.00 0.89-	0.00 0.00	96.15
000000 SMITH, THOMAS	222222222222 43	4264 ACT 05/09/XX	376.21 372.00	0.47 1.40	0.31- 0.91-	0.00 0.00	0.00 1.97-	0.00 1.97	376.37

## Sections II, IV, and V

MASTER ACCOUNT		10000001 TOTALS:									
MONTH	ACTIVE ACCTS	INACTIVE ACCTS	BEGINNING BALANCE	INTEREST PAID	MANAGEMENT FEE	WITHHOLDING	OTHER DEBITS	OTHER CREDITS	ENDING BALANCE		
JAN	6	0	1,793.50	0.33	0.53-	0.00	0.00	0.00	1,793.30		
FEB	6	0	1,793.80	0.34	0.53-	0.00	3.63-	1.97	1,792.45		
MAR	3	3	1,792.45	1.72	2.35-	0.00	1,116.03-	0.00	675.79		
APR	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
DEC	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
MASTER ACCOUNT YTD TOTALS				3.39	3.41-	0.00	1,116.03-	1.97			

9. **Unit Number:** Optional value you assign to identify sub-accounts of up to seven (7) alphanumeric characters. If you do not assign a value, the unit number will be "0000000." Sub-accounts are sorted by unit number.
10. **Name:** Name of the sub-account funds owner
11. **Sub-Account Number:** The account number of the sub-account
12. **SPC:** (For bank use)
13. **Cust Number:** Last four (4) digits of the sub-account funds owners' Social Security number or "0000" if certified by W-8BEN
14. **Status:** Sub-Account status "ACT" – open sub-account; "INA" – closed sub-account. Closed sub-accounts are reported for one (1) year from the date of closure.
15. **Open/Clo Dt:** Date the sub-account was opened or closed
16. **Beginning Balance:** Prior month ending balance or "0.00" for newly opened accounts
17. **Open Balance:** The amount of the first item (i.e., check) deposited to the sub-account. If multiple items are deposited, only the first item will be displayed.
18. **Interest Paid:** Amount of interest credited to the sub-account
19. **Management Fee:** (not available)
20. **Withholding:** Bank will withhold some interest for tax purposes if sub-account funds owner is subject to withholding as indicated on W-9 or W-8BEN.

# Reporting

- 21. Other Debits:** All debit transactions except Management Fee and Withholding
- 22. Other Credits:** All credit transactions except Interest Paid
- 23. Ending Balance:** Beginning Balance + Other Credits + Interest Paid – Withholding – Management Fee – Other Debits
- 24. Month:** Month
- 25. Active Accounts:** Count of open sub-accounts
- 26. Inactive Accounts:** Count of closed sub-accounts. Closed sub-accounts are reported for one (1) year from the date of closure.
- 27. Division/Master Account Totals:** Year-to-date totals

## 3.3 Understanding Life-Care and Nonprofit Reports

The Daily and Monthly Life-Care Activity reports display all transactions in sub-accounts, including incoming deposits and amounts automatically transferred to the master account, residual funds (allowances), and the maximum amount that can remain in the sub-accounts. Activity for each of your locations appears together, with totals for all locations displayed at the end of the report.

The Life-Care/Non-Profit Standing Transfer Activity report is generated twice a month when Social Security payments are received in the sub-accounts (generally on the 4th and 15th days of the month). Deposits are grouped together and totaled by location.

### Header

The screenshot shows a report header with the following fields and values:

Field Number	Field Name	Value
1	Report Number	1ACH0018-1
2	Report Title	LIFECARE STANDING TRANSFER ACTIVITY
3	Run Date	12/05/20XX
4	Bank Name	KEYBANK 3290
5	Group Number	000010555
6	Name	LIFE CENTER
7	Account	00000000010055555

- 1. Report Number:** (For bank use)
- 2. Report Title:** Name of the report
- 3. Run Date:** Date the report was produced
- 4. Bank Name:** (For bank use)
- 5. Group Number:** Bank-assigned number to identify the set of sub-accounts associated
- 6. Name:** Client or Facility Name
- 7. Account:** Master account number

# Reporting

## Activity

RECIPIENT NAME	INDIVIDUAL ID #	ACCOUNT NUMBER	DATE	PAYMENT AMT	TRANSFER AMT	RECIP AMT	TARG ALW
8 JONES JIM	9 100122201A	SSA 10 25000065555	11 11/29/XX	12 25.00	13 25.00	14 .00	15 999.99
SMITH BOB	099977888A	SSA 32511112222	11/29/XX	200.00	190.00	50.00	50.00
JOHNSON JANE	010022002A	SSA 32522223333	11/29/XX	200.00	180.00	50.00	50.00
GROUP TOTAL AMOUNTS:				16 1,525.00	1,175.00	250.00	1,349.99
NUMBER OF TRANSFERS:				17 8			
RECIPIENT NAME	INDIVIDUAL ID #	ACCOUNT NUMBER	DATE	PAYMENT AMT	TRANSFER AMT	RECIP AMT	TARG ALW
NURSING HOME TOTAL AMOUNTS:				18 1,775.00	1,375.00	400.00	1,399.99
NUMBER OF TRANSFERS:				17 9			

8. **Recipient Name:** Sub-Account funds holder (beneficiary)
9. **Individual ID#:** SSA/SSI claim number
10. **Account Number:** Sub-Account number
11. **Date:** Effective date of the transfer
12. **Payment Amount:** Amount of payment received
13. **Transfer Amount:** Amount that was automatically transferred by the Bank to the master account
14. **Recip Amount:** Amount of funds remaining in the sub-account to be used as a personal allowance by the funds owner. This amount is determined by the facility and Social Security Administration.
15. **Targ Alw:** Maximum balance that may remain in the sub-account
16. **Group Total Amounts:** Summary amounts for the group.
17. **Number of Transfers:** Summary count for the group/facility
18. **Nursing Home Total Amounts:** Summary amounts for the facility (all groups)

# Reporting

## Standard Transfer Activity

19 PARTICIPANT NAME	20 EFFECTIVE DATE	21 FROM ACCOUNT	22 TO ACCOUNT	23 TRANSFER AMOUNT
JONES JIM	11/29/20XX	225000055555	000010055555	25.00
SMITH BOB	11/29/20XX	226111122222	000010055555	150.00
JOHNSON JANE	11/29/20XX	225222222222	000010055555	150.00
GROUP TOTAL		23 3	1,525.00	
24 PARTICIPANT NAME	EFFECTIVE DATE	FROM ACCOUNT	TO ACCOUNT	TRANSFER AMOUNT
NURSING HOME TOTAL		24 9	1,275.00	

**19. Participant Name:** Sub-Account funds owner

**20. Effective Date:** Effective date of received payment and automatic transfer to the master account.

**21. From Account:** Sub-Account number

**22. To Account:** Master account number or alternate account number (if requested)

**23. Group Total:** Summaries for the group

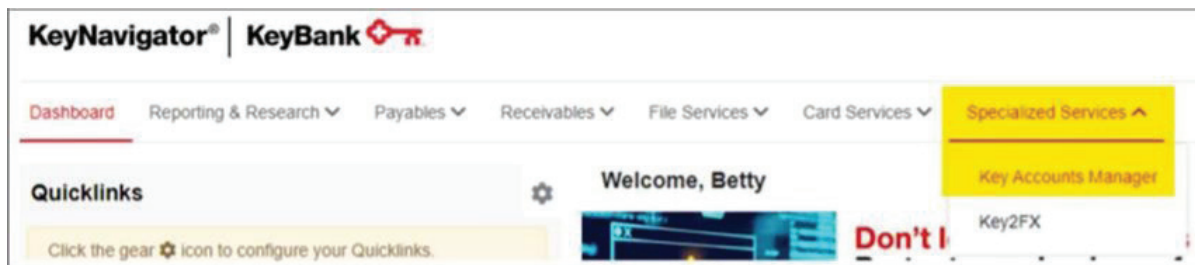
**24. Nursing Home Total:** Summaries for the facility (all groups)

# Fund Transfers

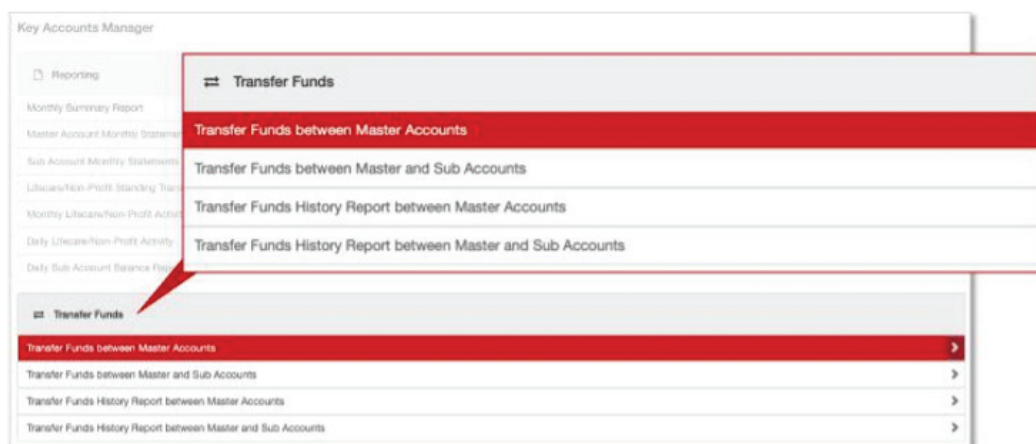
Funds can be transferred online via the Key Accounts Manager section between two master accounts and between master and sub-accounts. Transfers between sub-accounts are not allowed.

## 4.1 Transfer Funds Between Master Accounts

1. After logging into KeyNavigator, select **Specialized Services** then select **Key Accounts Manager** on the main navigation page.



2. Under Transfer Funds, select **Transfer Funds between Master Accounts**.



3. Use the drop-down menus to select the relevant **Master Accounts** from and to which the funds should be transferred. Enter the **transfer amount** then click **Next**.

The screenshot shows the 'Funds Transfer Entry - between Master Accounts' form. The form has a title 'Funds Transfer Entry - between Master Accounts' and a subtitle 'Input the Funds Transfer Entry information below.' Below the subtitle, there's a note: 'The cut-off time for Funds Transfers is 7PM local time. Any accounts maintained in a different time zone are subject to the local time of that time zone. All Funds Transfers submitted after the cut-off time will be retained for next business day processing.' Below the note, there's a line: 'A symbol (†) denotes a Non - Key Accounts Manager Account. All fields are required.' The form has three input fields: 'Transfer From:' with a dropdown menu showing '75555555 - KAM Master Account05', 'Transfer To:' with a dropdown menu showing '75555555 - KAM Master Account05', and 'Transfer Amount:' with a text input field containing '500.00'. At the bottom of the form, there are 'cancel' and 'next' buttons.

# Fund Transfers

- Review the information and click **Accept** to submit the transfer and view the **Request Confirmation**.

**Approve Funds Transfer - between Master Accounts**

A symbol (†) denotes a Non - Key Accounts Manager Account.  
You have entered the following criteria for this transaction.

Transfer From: 71111111 - KAM Master Account01  
Transfer To: 72222222 - Non KAM Account02 †  
Transfer Amount: \$1,000.00

cancel edit accept

**Funds Transfer Request Confirmation - between Master Accounts**

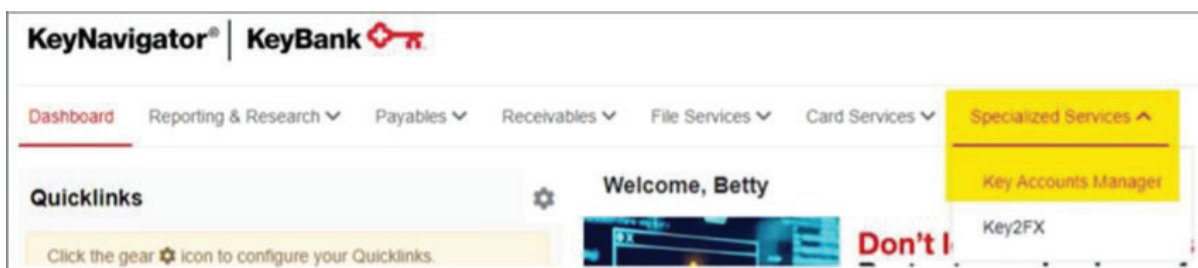
A symbol (†) denotes a Non - Key Accounts Manager Account.  
Use browser to print confirmation.

Transfer From: 71111111 - KAM Master Account01  
Transfer To: 72222222 - Non KAM Account02 †  
Transfer Amount: \$1,000.00  
Date/Time Entered: Jul 30, 20XX 2:46 PM EST  
Effective Entry Date: Jul 30, 20XX  
User ID: SPARKY01

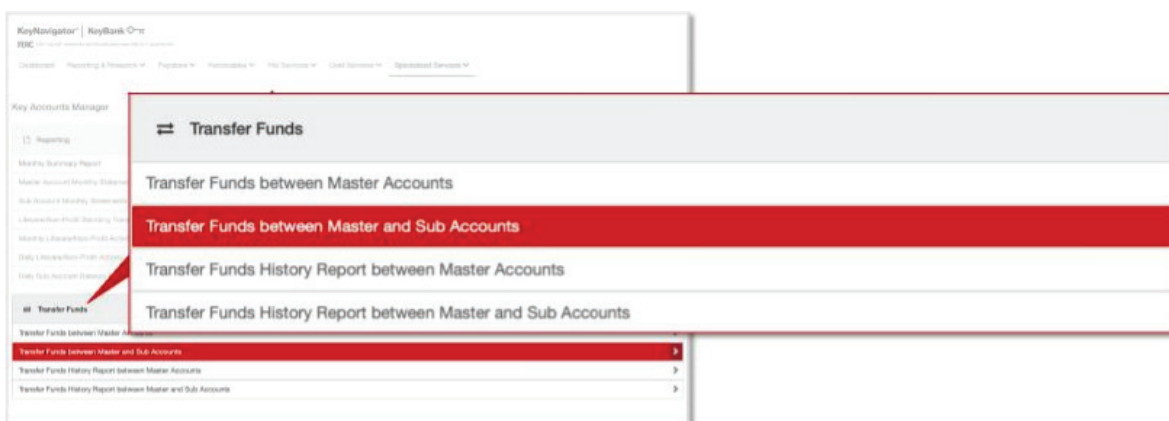
main page create another request

## 4.2 Transfer Funds Between Master and Sub-Accounts

- After logging on to KeyNavigator, select **Specialized Services** and then select **Key Accounts Manager** on the main navigation page.



- Under Transfer Funds, select **Transfer Funds between Master and Sub Accounts**.



# Fund Transfers

- Use the drop-down to select the relevant **Master Account** and **Group Number**, then click **Next**.

**Funds Transfer Entry - between Master and Sub Accounts**

All fields are required.

Input the Funds Transfer Entry information below.

The cut-off time for Funds Transfers is 7PM local time.  
Any accounts maintained in a different time zone are subject to the local time of that time zone.  
All Funds Transfers submitted after the cut-off time will be retained for next business day processing.

**Master Account:** 73333333 - Master Account03

**Group Number:** 37777777 - Group07

cancel next

- Either manually enter multiple transfers (to do so, skip to Step 5) or enter these transfers into a spreadsheet (.csv file), then click **Choose File** to upload, then **Skip to Step 7**. For information on how to upload these files, click **Upload Guide** and follow the instructions.

**Funds Transfer Entry - between Master and Sub Accounts**

Master Account: 71111111 - M  
Group Number: 31111111 - G

Upload Guide Choose File no file selected

Transfer From	To	Sub Account	Transfer Amount	Reset
From	To	find		reset
From	To	find		reset

**To Upload Records with CSV File**

- Create/open a local .csv file with the header columns of **Transfer From/To, Sub Account, Transfer Amount**
- "Transfer From/To" column acceptable values are (From, F, To or T) and is not case sensitive.
- Enter data in comma separated format (50 rows at maximum). Do not use commas within "Sub Account" and "Transfer Amount" columns.
- Save the file as a **PLAIN** CSV (Comma Delimited) (.csv)\* file. Do not use other .csv options.
- Click 'Choose File' to choose and upload the local .csv file

OK

- If not uploading a .csv file, click **Find** to select the Sub Account number.
  - Type the **beginning letters or numbers** for the relevant Sub Account.
  - Click **Find**.
  - Click the hyperlinked **Sub Account Number**.

**Funds Transfer Entry - between Master and Sub Accounts**

Master Account: 71111111 - Master Account01  
Group Number: 31111111 - Group01

Upload Guide Choose File no file selected

Transfer From	To	Sub Account	Transfer Amount	Reset
From	To	find		reset
From	To	find		reset

**Sub Account Listing**

Master Account: 71111111 - Master Account01  
Group Number: 31111111 - Group01  
Sub Account Name (starting with): 3111

cancel find

Sub Account Number	Sub Account Name	Previous Due Balance
31110001	Sub Account 01	\$1,000.00
31110002	Sub Account 02	\$1,000.00



# Fund Transfers

6. From the Transfer page:
  - a. Indicate whether you are transferring **From or To** the relevant Sub Account.
  - b. Enter the **Transfer Amount** in dollars.
  - c. Repeat steps 5–7b for any additional transfers, then click **Next**.

The screenshot shows a web form for fund transfers. At the top, there are radio buttons for 'From' (selected) and 'To', and a 'Clear' button. Below this is a table with multiple rows for adding transfers. Each row has a 'Sub Account' field with a 'find' button and a 'Transfer Amount' field with a 'reset' button. Red circles 'a', 'b', and 'c' are placed over the 'From' radio button, the 'Transfer Amount' field, and the 'next' button respectively. A 'cancel' button is at the bottom left.

7. Confirm that your transfer information is correct. Click **Edit** to make any changes. Click **Approve** to complete the transaction.

The screenshot shows the 'Approve Funds Transfer' page. At the top, it says 'Approve Funds Transfer - between Master and Sub Accounts' and 'You have entered the following criteria for this transaction.' Below this, it shows the 'Master Account: 71111111 - Master Account#1 - 300.00' and 'Group Number: 31111111 - Group#1'. A table summarizes the transfer details:

Transfer	Sub Account Number	Sub Account Name	Previous Dev. Balance	Transfer Amount
FROM	51111111	Sub Account 01	\$2,000.00	\$1,000.00
FROM	52222222	Sub Account 02	\$3,000.00	\$2,000.00
TO	69999999	Sub Account 19	\$12,000.00	\$9,000.00
FROM	70000000	Sub Account 20	\$7,500.00	\$5,000.00

At the bottom, there are 'cancel', 'edit', and 'approve' buttons. Red circles 'a', 'b', and 'c' are placed over the 'approve', 'edit', and 'cancel' buttons respectively.



# Appendix

## Required Documentation

A W-9 or W-8BEN should be attached for the following sub-account types:

- Rental security
- Real estate escrow
- Life-care
- Nonprofit
- Pre-need sub accounts

Attachments can be in .pdf, .docx, or .jpeg formats.

## Viewing Submitted KAM Requests

You can view the most recent Open or Close Service Requests by clicking on View Submitted Requests under the Accounts section on the KAM homepage, or by going directly to Service Center, Service Requests.

## KAM Homepage



## Service Center, Service Requests

