

# DISBURSEMENT SERVICES - ARP/CDA Services

PNC provides a suite of disbursement services designed to simplify your Account Reconciliation Process (ARP), while reducing disbursement risk through select fraud prevention tools. In addition, PNC's Controlled Disbursement Service (CDA) enhances your daily cash forecasting and liquidity.

PNC's ARP services include the following:

- **Full Reconciliation Plan** – Full reconciliation service, including Positive Pay matching, Teller Positive Pay and Payee Positive Pay matching services. PNC's CD-ROM check image service is an efficient alternative to having your disbursement checks returned to you. Positive Pay and Payee Positive Pay matching services deliver exception reporting and decision support tools via PNC's online portal, PINACLE.
- **Partial Reconciliation Plan** – Partial reconciliation supports detailed reporting on all paid checks for the month. PNC's CD-ROM check image service is an efficient alternative to having your disbursement checks returned to you. PINACLE online tools support your check inquiry requests, online image viewing and stop payment processing.

PNC's Controlled Disbursement Service is delivered through our Salem, NJ; Jeannette, PA; or Ashland, OH disbursement locations. This service provides daily check clearings via PINACLE's CDA reporting service.

Your Current  
**National City Treasury Management Service...**

Will Become This  
**PNC Treasury Management Service...**

## ACCOUNT RECONCILEMENT SERVICES

ARP – FULL	Reconciliation reports mailed within six business days from receipt of final check issue information	ARP FULL RECONCILEMENT PLAN	Reconciliation reports mailed within six business days of statement cutoff or receipt of final check issue information, whichever occurs last
	Daily, weekly, monthly and special calendar reconciliation services available	FULL RECONCILEMENT WITH POSITIVE PAY	Reconciliation reports mailed within five business days of statement cutoff. Data must be delivered timely.
	Reconciliation process includes miscellaneous debits, miscellaneous credits and checks		SAME
	Reconciliation reports, DDA statements and returned checks mailed separately. Physical checks and Image Replacement Documents (IRDs) can be returned.		Reconciliation process includes checks and miscellaneous debits
	Checks paid are detailed on ARP reports and summary/list posted on your DDA statement		Reconciliation reports mailed along with DDA statements. Checks may be returned separately. Original physical checks only will be returned (not IRDs).
	Full reconciliation data are available as paid, as an outstanding listing, or as a consolidated listing. Reconciliation data are available via transmission, ConsultNC, Image CD-ROM or paper reports.		SAME
	Standard delivery via regular U.S. mail (P.O. Boxes permitted)		Full reconciliation data are available as paid, outstanding listing, or as a consolidated listing. Reconciliation data are available via transmission, PINACLE, Image CD-ROM or paper reports.
	Issue information submitted via data file transmission or via ConsultNC File Import service. Multiple intraday, manual issue update windows throughout the day (10:00am - 4:00pm ET)		Standard delivery via UPS two-day ground transportation (no P.O. Boxes permitted)
			Same delivery methods supported. Multiple issue file update windows throughout the day (6:00am - 10:00pm ET).

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Your Current National City Treasury Management Service...		Will Become This PNC Treasury Management Service...	
ARP-PARTIAL	<p>Reconciliation reports mailed within six business days of statement cutoff</p> <p>Monthly checks paid detail is available via direct transmission, ConsultNC, Image CD-ROM, or paper reports</p>	ARP – PARTIAL RECONCILEMENT PLAN	<p>Reconciliation reports are mailed within five business days of statement cutoff</p> <p>Monthly checks paid detail is available via direct transmission, PINACLE, Image CD-ROM, or paper reports</p>
CHECK HANDLING: CHECK FINE SORT AND SAFEKEEPING	<p>Checks may be sorted as part of a Full Plan, Partial Plan or stand-alone service</p> <p>Safekeeping services are available</p>	CHECK RETURN AND SAFEKEEPING	<p>SAME</p> <p>SAME</p>
ARP - BANK MATCH POSITIVE PAY	<p>Positive Pay exceptions available by noon ET online via ConsultNC. Decisions can be made anytime before 3:30pm ET.</p> <p>Check Issue data may be delivered via file transmission until 9:00pm ET or imported via ConsultNC. Multiple intraday, manual issue update windows are available (10:00am – 4:00pm ET) for inclusion in that day's reconciliation.</p> <p>Positive Pay exceptions are delivered for online review/decision via ConsultNC. Exceptions include access to online check images.</p>	POSITIVE PAY	<p>Positive Pay exceptions available by 11:00am ET online via PINACLE. Decisions can be made anytime before 3:00pm ET.</p> <p>Check Issue data may be delivered via file transmission until 9:00pm ET or imported via PINACLE. Multiple intraday update windows are available (6:00am – 10:00pm ET) for inclusion in that day's reconciliation.</p> <p>Positive Pay exceptions are delivered for online review/decision via PINACLE. Exceptions include access to online check images.</p>
ARP - TELLER POSITIVE PAY	Checks presented for payment (cashed) in person at a branch teller are validated against ARP for stop payments, check issue data, payee name and duplicate paid check status	TELLER POSITIVE PAY (optional)	SAME
ARP - FULL ISSUE-PAYEE MATCH POSITIVE PAY	Payee matching service validates payee name on check with payee name included on client's ARP issue record. Payee exceptions reported via ConsultNC Positive Pay Module.	PAYEE MATCHING (optional)	Payee matching service validates payee name on check with payee name included on client's ARP issue record. Payee exceptions reported via PINACLE Positive Pay Module.
CLIENT MATCH POSITIVE PAY	Check Paid summary and detail information available to client via ConsultNC and file transmission. Client must provide all return/update decisions via ConsultNC Positive Pay module by 2:00pm ET, the day checks are presented for review and decision.	REVERSE POSITIVE PAY	Check Paid summary and detail information available to client via PINACLE and file transmission. Client must provide all return/update decisions via PINACLE Positive Pay module by 2:00pm ET, the day checks are presented for review and decision.
DEPOSIT RECONCILEMENT	<p>Report is mailed by sixth business day after scheduled statement cycle cutoff</p> <p>Reconciliation reporting is available as paper reports only</p>	DEPOSIT RECONCILEMENT	<p>SAME</p> <p>SAME</p>

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CHECK IMAGING SERVICES

ConsultNC	Images available online via ConsultNC  Supports online check inquiry, DDA or ARP stop payments, and image access of check, deposits and return deposited items	PINACLE	Images available online via PINACLE  SAME
IMAGE CD-ROM	CD-ROM of check images and viewing software – mailed within five days of reconciliation completion and distribution  CD-ROM includes image-viewing software, check front and back images, check index file, ARP reconciliation report and protection via encryption key  Standard delivery via regular U.S. mail (P.O. Boxes permitted)	IMAGE CD-ROM	CD-ROM of check images and viewing software – mailed within seven business days of statement cutoff  SAME  Standard delivery via UPS two-day ground transportation (no P.O. Boxes permitted)
IMAGE BULK FILE	Daily Bulk image file transmissions available via TIFF format with corresponding combined detail report	IMAGE BULK FILE	SAME

CONTROLLED DISBURSEMENT SERVICES (CDA)

CONTROLLED DISBURSEMENT ACCOUNT (CDA)	<b>Ashland, OH disbursement point</b> CDA summary reporting is available online: <ul style="list-style-type: none"> <li>▪ First presentment (8:00am ET)</li> <li>▪ Final presentment (10:00am ET)</li> </ul> High Order Prefix (HOP) available for segregated check totals and reporting to suit your business needs	CONTROLLED DISBURSEMENT ACCOUNT (CDA)	SAME. Other endpoints include Salem, NJ, and Jeanette, PA  PNC service is called Sub-accounting. Features are the same.
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DRAFTS

CONTROLLED DRAFT	Draft paid summary and detail information available to client via ConsultNC and file transmission. Client must provide all draft return decisions via ConsultNC by 2:00pm ET, the day drafts are presented for review and decision.	DRAFT	Not Available
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DATA TRANSMISSION

DATA TRANSMISSION	Issue and void information submitted through direct transmission or ConsultNC File Import. Also, manual issues can be submitted online via ConsultNC with either method.	DATA TRANSMISSION	Issue and void information submitted through direct transmission or PINACLE File Import. Also, manual issues can be submitted online via PINACLE with either method.
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## Frequently Asked Questions

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### ***Q. Which Web portal will I use for my Positive Pay Returns when my accounts convert to PNC?***

- A. On the first business day following conversion, you will still access ConsultNC to decide your exceptions and/or submit returns. On the second business day following conversion, you will need to log in to PNC's PINACLE portal for those same functions.

### ***Q. Which Web portal will I use to retrieve old images when my accounts convert to PNC?***

- A. Upon conversion, you will have access to all of your prior images through PNC's PINACLE portal. In addition to Positive Pay image access, PINACLE also provides access to your images via Image On Demand, Check Management and Previous Day Reporting modules. All of these channels support prior day images. Image On Demand also supports current day images as early as 11:00am ET for Controlled Disbursement checks. PINACLE will be able to direct your image request to the proper image archive and retrieve the image for you.

### ***Q. What is the difference between PNC's Partial Reconciliation Plan and Full Reconciliation Plan services?***

- A. PNC's Partial Reconciliation service provides details on checks that have been paid without issue input from your organization. With the Full Reconciliation Plan, PNC uses issue information supplied by you to make a comprehensive report of all (paid and outstanding) check activity.

### ***Q. What are the types of file input I can use to supply check issue information?***

- A. If you are using the Full Reconciliation Plan, then you can send your check register data to PNC via direct transmission, PINACLE file import or online entry of issues and voids via the Issue Maintenance module.

### ***Q. Is there a minimum number of checks that need to be written to make the ARP services cost-effective?***

- A. The cost/benefit evaluation for an ARP service involves more than just the number of checks written. It must include the value of the incremental fraud risk controls available in comparison to a regular DDA service. ARP service reports also aid an organization in performing internal research and regulatory reporting.

### ***Q. How frequently can account reconciliations be scheduled?***

- A. Reporting frequency can be daily, weekly, biweekly, monthly or for a client-specified period. Keep in mind that increased report frequency will increase the cost of your reconciliation service.

### ***Q. What mailing options are available for my ARP reports?***

- A. The standard delivery method is via UPS (no P.O. Boxes permitted) two-day ground transportation. PNC utilizes UPS for your security as packages can be tracked from shipment to delivery.

### ***Q. What is the difference between a Void and a Stop Payment?***

- A. A "Void" should be used when check stock has been damaged and/or when a physical check was destroyed prior to its distribution to the payee. A Stop Payment should be placed if a check was released and you do not want it to be paid.

### ***Q. What other security or fraud prevention measures can my organization employ?***

- A. In addition to the Positive Pay Service, PNC offers:

**Payee Positive Pay** – Enables you to include payee name in the validation of authorized checks along with the serial number and amount. Extended issue information must be provided on your file for Payee Positive Pay processing to be performed. It also requires that you have access to PINACLE's Positive Pay module.

**Maximum Dollar** – Checks rejected for maximum dollar may be reported via Positive Pay or set to be automatically returned. This enables you to either reject or flag paid items exceeding a high dollar limit. The limit can be set individually for each disbursement account. The maximum dollar limit can alert you to possible check fraud and provide the opportunity to refuse payment of a check that exceeds a set limit.

**Stale Date** – Checks rejected for a stale date may be reported via Positive Pay or set to be automatically returned. Issue information must be on file in order for stale dating to be performed.

### ***Q. What online banking system will I use for my Controlled Disbursement reporting when my accounts convert to PNC?***

- A. You will continue to use ConsultNC for your CDA account reporting and Positive Pay needs until your CDA account has been converted. You will receive detailed information on timing specific to the conversion of your accounts.



## Whom to Contact With Questions

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### **PRIOR to the Conversion:**

Please continue to contact Treasury Management Client Services (TMCS) at 1-800-669-1518 or email [TMCS@pnc.com](mailto:TMCS@pnc.com).

### **AFTER the Conversion:**

Please contact Treasury Management Client Services (TMCS) at 1-800-669-1518 or email [TMCS@pnc.com](mailto:TMCS@pnc.com), or contact your Treasury Management Officer.

## What to Expect in the Coming Weeks

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PNC will advise you of your new PNC account number in a separate communication. Related to this, you will also receive a communication on how to order checks for your new PNC account number. Please begin using your new checks as soon as possible after the conversion. PNC will continue to process checks drawn on your National City account number but will post them to your new PNC account number.

If you send direct transmissions for your check issues, then your current method for delivering and receiving check issue information will continue as is; there will be no requirement to provide your new PNC account number in your issue file. You will be contacted if any changes are required on your side. If you deliver your issues via ConsultNC File Import today, upon conversion, you will deliver your issues via PINACLE File Import. Using this method, you will need to submit your Web issue file utilizing your new PNC account number and file format. An additional communication that will include further information specific to transmissions, including any changes, requirements and file specifications will be sent to you prior to conversion.

PNC will deliver your account statement and ARP reports under one mailing. If you subscribe to the Check Return service, the checks may be delivered under a separate mailing. PNC's standard delivery method for ARP reports, account statement and checks is UPS two-day ground transportation. Courier delivery to a P.O. Box address is not supported.

PNC participates in check image exchange programs with a number of commercial banks and Federal Reserve Banks. As a result, clients subscribing to a check return service will receive only the physical checks delivered to PNC for processing. For now, simply continue to bank as you do today while final preparations are made for your transition to PNC.

## CARD SERVICES – Commercial Cards

PNC offers leading-edge payables solutions addressing “procure to pay” processes for organizations of all sizes. We provide relationship and program support, holistic solutions to your card program needs and customizable real-time technology to handle all administrative and reporting needs.

**The commercial card program conversion date is scheduled for October 23, 2009.** To this end, your card number will remain the same and your account management team will remain in place.

Your Current National City Treasury Management Service...		Will Become This PNC Treasury Management Service...	
COMMERCIAL CARD	<p><b>Card Controls</b></p> <ul style="list-style-type: none"> <li>• Dollar Limits               <ul style="list-style-type: none"> <li>- Single purchase limit</li> <li>- Monthly limit per card</li> <li>- Monthly limit at corporate level</li> </ul> </li> <li>• Transaction limits per day/month</li> <li>• Merchant Category Code (MCC) restrictions</li> </ul> <p><b>Card Features</b></p> <ul style="list-style-type: none"> <li>• Default accounting capability</li> <li>• Predefined control groups to simplify setup</li> <li>• Visa Liability Waiver – insurance for employee misuse</li> <li>• Card activation</li> <li>• Consolidated and/or individual pay options</li> <li>• Company can be billed for all or specific transaction types – corporate liability</li> <li>• Individual bill – corporate liability</li> </ul> <p><b>Visa Branded</b></p> <ul style="list-style-type: none"> <li>• Acceptance at more than 28 million locations worldwide</li> </ul>	COMMERCIAL CARD	<p>The program transaction and card controls and card features you have today will remain the same</p> <p><b>Visa Branded</b> SAME</p>
OPTIONAL CARD FEATURES	Not Available	OPTIONAL CARD FEATURES	<p><b>ActivePay®:</b> Offers enhanced spending controls, ability to control available credit on individual cards, and can help streamline accounting and reconciliation processes</p> <p><b>Canadian Dollar:</b> Offers card-based procurement and payment functionality for all indirect expenses originated in Canada for U.S.-headquartered companies</p> <p><b>InterpLX Technologies®:</b> Offers the ability to streamline the entire process of expense submission, through receipt processing, audit and compliance resolution, payment and archiving of documents</p>
TRAVEL INSURANCE BENEFITS	<ul style="list-style-type: none"> <li>• Auto Rental Collision Damage Waiver Program</li> <li>• Travel and Emergency Assistance Services</li> <li>• Travel Accident Insurance</li> <li>• Lost Luggage Reimbursement</li> <li>• Visa Roadside Dispatch</li> </ul>	TRAVEL INSURANCE BENEFITS	SAME
VISA INFORMATION MANAGEMENT (VIM)	Sophisticated reporting, transaction allocation, and validation tools, including online expense and 1099 reporting, report routing, and long-term access to historical transaction data	VISA INFORMATION MANAGEMENT (VIM)	<p>This service will remain the same with two new features:</p> <ul style="list-style-type: none"> <li>• Ability to process transactions in excess of \$99,999</li> <li>• Add and modify MCC Groups in real time</li> </ul>

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Your Current National City Treasury Management Service...		Will Become This PNC Treasury Management Service...	
TSYS® ISOLUTIONS (PVS NET, PATHWAY NET, AND CENTRESUITE)	Internet-based reporting platforms that offer a wide variety of reporting options, card maintenance capabilities, workflow and expense management. 1099 reporting is also available.	TSYS® ISOLUTIONS (PVS NET, PATHWAY NET, AND CENTRESUITE)	SAME
ACCOUNT VIEW/COMMERCIAL VIEW	Internet-based account management tool to view statements and make payments online	CENTRESUITE	Internet-based account management tool to view statements, run reports, and access a variety of other administrative tools
PAYMENT METHODS	The following payment methods are accepted: <ul style="list-style-type: none"> <li>• ACH</li> <li>• Phone</li> <li>• Online</li> <li>• Lockbox</li> <li>• In Branch</li> </ul>	PAYMENT METHODS	The following payment methods are accepted: <ul style="list-style-type: none"> <li>• ACH</li> <li>• Phone</li> <li>• Online</li> <li>• Lockbox</li> </ul>

## Frequently Asked Questions

### **Q. When will I receive my new PNC Commercial Card?**

A. Even after the conversion, you can continue to use your current National City Commercial Card until your card's expiration date. As your National City card nears expiration, you will receive your new PNC Commercial Card.

### **Q. Will my card account number change?**

A. No, your card account number will not change. When your National City Commercial Card expires, you will be issued a PNC card with the same account number.

### **Q. How do I apply a payment to my PNC card account?**

A. Corporate Liability clients must remit payments electronically. PNC will schedule an ACH payment based upon the payment due date and/or you can submit a payment to PNC.

Individual Bill/Contingent Liability clients have the option of submitting payment via check, pay-by-phone or by signing up for our online payment service.

### **Q. Will there be any impact to current reporting tools?**

A. Many of the reporting tool applications will not experience any changes.

### **Q. Will there be any impact to 1099 Reporting?**

A. No, all 1099 data will transfer to PNC with no gaps in service.

### **Q. Whom do I contact for cardholder support?**

A. For customer support, you can continue to contact the PNC Cardholder Customer Service team at 1-888-667-7752.

### **Q. How do I set up a new card program?**

A. Please contact your Treasury Management Officer.

## Whom to Contact With Questions

### **PRIOR TO Conversion:**

Please contact PNC Cardholder Customer Service at 1-888-667-7752.

### **ON OR AFTER Conversion:**

Please contact PNC Cardholder Customer Service at 1-888-667-7752.

## What to Expect Going Forward

Whether you receive this Welcome Book before or after the conversion scheduled for October 23, 2009, rest assured that we are committed to providing a smooth transition of your commercial card program to PNC. Two months prior to conversion, your Program Administrator will receive important information regarding PNC's Card Services and how to ensure that your organization is prepared for the conversion. If you have any questions, please contact your Treasury Management Officer or call the phone number listed above.

For now, simply continue to bank as you do today while final preparations are made for your transition to PNC.